

**SONY®**



**Instruction Manual**

Includes important Health and Safety Information

**CUH-ZVR2**

7030451

This manual contains operating instructions for using PlayStation®VR with a PlayStation®4 console. PS VR is also compatible with the PlayStation®5 console, but on-screen icons or item names may vary from those featured in this manual. The operating instructions for PS5™ may also vary depending on which software version you use, whether it's PS4™ or PS5 system software, or the PS VR device software.

The actual product may vary from the illustrations in this manual. The information contained in this manual is subject to change without notice.

## WARNING

Before using the product, carefully read this instruction manual and any manuals for compatible hardware and follow the warnings and instructions for set up. Retain this instruction manual for future reference.

### Use by children

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The VR headset is not for use by children under age 12.

### General health information

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- Do not use PS VR if you are tired, dizzy, light-headed, nauseous, sick, under the influence of alcohol or drugs, or have an impaired sense of motion or balance. Consult a doctor before using PS VR if you suffer from a serious medical condition.
- Some people may experience motion sickness, nausea, disorientation, blurred vision or other discomfort. If experienced, stop using immediately and remove the VR headset. If you experience any discomfort after use, rest and do not engage in any activities that require unimpaired vision, balance or coordination until after symptoms have completely disappeared.
- **IMMEDIATELY DISCONTINUE USE** and consult your doctor before resuming gameplay if you or your child experience any of the following health problems or symptoms: Dizziness, altered vision, eye or muscle twitches, loss of awareness, disorientation, seizures, or any involuntary movement or convulsion. **RESUME GAMEPLAY ONLY ON APPROVAL OF YOUR DOCTOR.**
- It may take some time to become accustomed to virtual reality experiences. During initial use, it is recommended that you use the product for short periods of time.

### Seizures induced by light stimulation (Photosensitive Epilepsy)

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If you have an epileptic condition or have had seizures, **consult your doctor prior to using this product.**

Some individuals are sensitive to flashing or flickering lights or geometric shapes and patterns, may have an undetected epileptic condition and may experience epileptic seizures when playing videogames or watching video content.

**DISCONTINUE USE IMMEDIATELY** and consult your doctor if you experience any of the following health problems or symptoms when exposed to flashing or flickering lights or other light stimulation whilst playing video games or watching video content: eye soreness, altered vision, migraine, muscle twitching, convulsion or other involuntary movements, blackout, loss of awareness, or confusion or disorientation.

**In addition to the above, DISCONTINUE USE IMMEDIATELY when you experience any of the following symptoms:** headache, dizziness, nausea, fatigue, similar symptoms to motion sickness, or discomfort or pain in any body part such as eyes, ears, hands, arms, feet whilst playing. If the condition persists, **seek medical attention.**

## Surroundings and before play

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- Wearing the VR headset will restrict your view of your actual surroundings. The VR headset does not detect obstacles. Review surroundings and clear obstacles from an area larger than the Play Area before use. Please refer to the “About the Play Area” section in the Quick Start Guide for more information on how to set up the Play Area. Make sure you are not near any walls, stairs, furniture, or other obstacles that you may collide with or trip over.
- Take steps to prevent pets, persons, or other obstacles from entering an area larger than the Play Area during use.
- Remain in the centre of the Play Area and do not walk around while wearing the VR headset. Remain seated whenever possible and avoid extreme or excessive movements of the head, limbs or body whilst wearing the VR headset. If an application requires you to stand while wearing the VR headset, ensure that you follow the application instructions carefully.
- Before beginning play, check that the VR headset cable is not wrapped around your body or limbs, and check frequently during play.
- Do not use the product in a location that may be subject to shaking or other unstable conditions.

## Breaks

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- Generally we recommend that you take 15 minute breaks for every hour of play. However, when viewing virtual reality content, the length and frequency of necessary breaks may vary from person to person - please take breaks that are long enough to allow any feelings of discomfort to subside.
- Do not use the product when you are tired or need sleep.

## Use of headsets or headphones

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Permanent hearing loss may occur if the headset or headphones are used at high volume. Set the volume to a safe level. Over time, increasingly loud audio may start to sound normal but can actually be damaging your hearing. If you experience ringing or any discomfort in your ears or muffled speech, stop listening and have your hearing checked. The louder the volume, the sooner your hearing could be affected.

## Device software

The device software of the PS VR is licensed to you under the terms of a separate end user license agreement. For details, visit [doc.dl.playstation.net/doc/psvr-eula/](http://doc.dl.playstation.net/doc/psvr-eula/).

The commercial use or rental of this product is prohibited.

## Compliance



This equipment has been tested and found to comply with the limits set out in the EMC Directive.



Do not use a cable longer than 3 metres other than the one supplied with the product.

This product has been manufactured by or on behalf of Sony Interactive Entertainment Inc., 1-7-1 Konan Minato-ku Tokyo, 108-0075 Japan.

Imported into Europe and Distributed by Sony Interactive Entertainment Europe Limited, 10 Great Marlborough Street, London, W1F 7LP, United Kingdom.

The Authorised Representative for issuing and holding Declarations of Conformity is Sony Belgium, bijkantoor van Sony Europe B.V., Da Vincilaan 7-D1, 1930 Zaventem, Belgium.

### FOR CUSTOMERS IN THE UNITED KINGDOM

A moulded plug complying with BS1363 is fitted to this equipment for your safety and convenience. Should the fuse in the plug supplied need to be replaced, a 5AMP fuse approved by ASTA or BSI to BS1362, (i.e., marked with  or  mark) must be used. If the plug supplied with this equipment has a detachable fuse cover, be sure to attach the fuse cover after you change the fuse. Never use the plug without the fuse cover. If you should lose the fuse cover, please contact your nearest Sony service station.

### Product Ecodesign

For information based on the EU Ecodesign requirements of the Regulation (EU) No 2019/1782 visit the following URL: [playstation.com/Ecodesign](http://playstation.com/Ecodesign)

## Product disposal



Where you see this symbol on any of our electrical products or packaging, it indicates that the relevant electrical product should not be disposed of as general household waste in the EU, Turkey, or other countries with separate waste collection systems available. To ensure correct waste treatment, please dispose of them via an authorised collection facility, in accordance with any applicable laws or requirements. Waste electrical products may also be disposed of free of charge via retailers when buying a new product of the same type. Furthermore, within EU countries larger retailers may accept small waste electronic products free of charge. Please ask your local retailer if this service is available for the products you wish to dispose of. In so doing, you will help to conserve natural resources and improve standards of environmental protection in treatment and disposal of electrical waste.

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## Precautions

### Safety

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This product has been designed with the highest concern for safety. However, any electrical device, if used improperly, has the potential for causing fire, electrical shock or personal injury. To help ensure accident-free operation, follow these guidelines.

Observe all warnings, precautions, and instructions. If you are unsure about any information in this manual, contact the appropriate PlayStation® customer service helpline which can be found within the Guarantee booklet.

### Use of the AC power cord

- Regularly inspect the AC power cord for damage and dust build-up around the power plug or electricity supply.
- Stop use, unplug the AC power cord from the electricity supply and disconnect any other cables immediately if the device functions in an abnormal manner, produces unusual sounds or smells or becomes too hot to touch.
- Connect and use the product within easy access to the socket outlet in case you need to disconnect the product for any reason.

### Small children injuries

Keep the product out of the reach of small children. Small children may swallow small parts, may pull on cables and cause the processor unit or VR headset to fall, or may wrap the cables around themselves, which may inflict injury or cause an accident or a malfunction.

### Use and handling

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- Do not use the VR headset, stereo headphones, or stereo headset (sold separately) if they cause discomfort to your skin. If the headset or headphones cause discomfort to your skin, discontinue use immediately. If symptoms do not subside even after discontinuing use, seek medical attention.
- Do not unplug the VR headset cable until the tracking lights (••► "Part names") are turned off. Removing or unplugging while the lights are on may cause a malfunction.
- Do not swing the VR headset or the AC adaptor around by their cables.
- Do not place objects on the product, throw or drop the product, or otherwise expose it to strong physical impact.
- Do not throw or drop the product or subject it to strong physical shock.
- Do not put heavy objects on the product.
- Follow the precautions below to help prevent the product exterior from deteriorating or discolouring.
  - Do not use solvents or other chemicals on the product.
  - Do not allow rubber or vinyl materials to be in prolonged contact with the product.

### Volume level

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To protect your hearing:

- Limit the amount of time you use the headset or headphones at high volume.
- Avoid raising the volume to block out noisy surroundings.
- Lower the volume if you can't hear people speaking near you.

## Low-temperature burns

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Avoid prolonged bodily contact with the processor unit, AC adaptor, or air from the vents when the product is turned on. Extended contact may cause low-temperature burns\*.

\* Low-temperature burns are burns that occur when the skin is in contact with objects of relatively low temperatures (40 °C or more) for an extended period of time.

## Static shock

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When using the headset or headphones in particularly dry air conditions, you may sometimes experience a small and quick (static) shock on your ears. This is a result of static electricity accumulated in the body, and is not a malfunction of your headset or headphones.

## Liquid, dust, smoke and steam

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- Before connecting, check that the connectors are free of dust and small particles.
- Do not allow liquid or small particles to get into the product.
- Do not touch the AC power cord, AC adaptor or processor unit during an electrical storm.
- Do not touch the product with wet hands.
- Do not expose the product to dust, smoke or steam. Dust or other matter can cause fire or electric shock.

## Product disposal

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The product and its parts are made from metal and plastic materials. When disposing of the product, follow local regulations for the proper disposal of such materials.




## Use by children

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The VR headset is not for use by children under age 12.



## Wearing the VR headset

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- It is important that you place the VR headset on your head properly during use.
  - To see instructions on how to wear the headset, go to the PS4 console's function screen, and then select  (Settings) > [Devices] > [PlayStation VR].
  - Do not overtighten the adjustment dial (  page 10).
  - You can wear the VR headset over your glasses, but take care that your glasses do not touch the VR headset lenses. Ensure your glasses fit well so they don't move around when you are playing and take care when adjusting the scope and headband (  page 10). Do not push in or pull out the scope excessively. Having your glasses touch the VR headset lenses could result in damage to your glasses, the VR headset lenses or both.
- Regularly check the VR headset's fit to ensure it is being worn properly.

## VR headset screen

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- Do not expose the lenses (  page 10) of the VR headset to direct sunlight or intense light. Doing so may damage the VR headset screen and cause a malfunction.
- Keep the VR headset's attachment sensor (  page 10) free from any obstacles. If the attachment sensor is blocked, the screen will not turn off automatically even if you remove the headset. If an image appears on the screen for an extended period of time, it might cause a screen burn and a faint image might remain permanently on the screen.

- Black (dark) pixels and continuously lit pixels may appear in certain locations on the screen. The appearance of such spots is a normal occurrence associated with screens and is not a sign of a system malfunction. Screens are made using highly precise technology. However, a very small number of dark pixels or continuously lit pixels may exist and colour irregularities or brightness irregularities may be visible on each screen.

### **Never disassemble or modify the product or accessories**

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Use the product and accessories according to the instructions in this manual. No authorisation for the analysis or modification of the product, or the analysis and use of its circuit configurations, is provided. Disassembling will void the product warranty. Additionally, there is a risk of fire, electrical shock or malfunction if the product is disassembled or modified.


### **Moisture condensation**

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If PS VR is brought directly from a cold location to a warm one, moisture may condense inside the VR headset and the processor unit. Should this occur, the product may not operate properly. In this case, turn off the VR headset and unplug the AC power cord from the electrical outlet. Do not use the product until the moisture evaporates (this may take several hours). If the product still does not operate properly, visit our website ( ►► back cover).

### **Unusual or unresponsive behaviour**

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Press the  (power) button ( ►► page 11) on the VR headset for at least 7 seconds to force a shutdown, and then turn on the headset again. If the problem persists, restart the PS4 console.

### **High temperature message**

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- If the processor unit's internal temperature becomes elevated, a message will be displayed. In this case, turn off the PS4 console and leave it unused for a while. After the processor unit cools down, move it to a location with good ventilation, and then resume use.
- Do not block the processor unit's vents, and do not use the product in a closed cabinet or other locations where heat may build up.

### **AC adaptor and AC power cord use**

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- Use an electricity supply that is easily accessible, so the AC power cord can be unplugged quickly if the need arises. Stop use, unplug the AC power cord from the electricity supply and disconnect any other cables immediately if the product functions in an abnormal manner, produces unusual sounds or smells or becomes too hot to touch.
- Unplug the AC power cord from the electricity supply when the status indicator on the processor unit is red. Unplugging the cord while the indicator is white or flashing red may cause a malfunction.
- Do not use an AC adaptor or AC power cord other than those supplied with the product. The supplied AC adaptor and AC power cord are designed exclusively for use with this product. They cannot be used with other products. In addition, other AC adaptors or AC power cords cannot be used with this product. Failure to follow these precautions may cause the product to overheat and may lead to fire or electric shock.
  - Do not plug the AC power cord for the product into an electricity supply until you have connected the HDMI™ cables.



- Do not touch the plug of the AC power cord with wet hands.
- Do not use the AC adaptor when it is covered by a cloth, as it may overheat, causing fire or malfunction.
- Unplug the AC power cord from the electricity supply before cleaning or when you do not intend to use the product for an extended period of time.
- Do not connect the AC power cord to a voltage transformer or inverter.

## Storage conditions

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- Do not expose the product or accessories to high temperatures, high humidity or direct sunlight during operation, transportation and storage.
- Do not heat the product with kitchen or heating equipment such as a dryer. It may lead to fire, injury or malfunction.
- Do not place the product or accessories on surfaces that are unstable, tilted or subject to vibration.

## Using PS VR

- Used with your PS4 console and PlayStation®Camera, PS VR brings you the excitement of virtual reality. You can interact with games more directly because the camera captures the position, angle, and movement of the VR headset.
- Be sure to always update your PS4 system software and PS VR device software to the most recent version.
- Be sure to connect your VR headset to the supplied CUH-ZVR2 processor unit. The headset will not work if connected to a CUH-ZVR1 processor unit.

- To use your PlayStation Camera for PS4 with your PS5 console, use the included PlayStation Camera adaptor. Connect the adaptor to the camera and the USB Type-A port on the back of your PS5 console.


## Your position while using the VR headset

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Remain seated wherever possible. For applications with a standing mode, follow the application instructions carefully.

## PS VR settings

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To configure PS VR settings, go to the PS4 console's function screen, and then select  (Settings) > [Devices] > [PlayStation VR].

### Hints

- These settings are available only when PS VR is connected to the PS4 console.
- You can also configure some settings from the quick menu that appears when you press and hold the  (PS) button on the controller.
- For more information about setting up your PS VR, refer to the user's guide for the PS4 console. Select  (Settings) >  (User's Guide/Helpful Info) >  (User's Guide) from the function screen.

## Parental controls

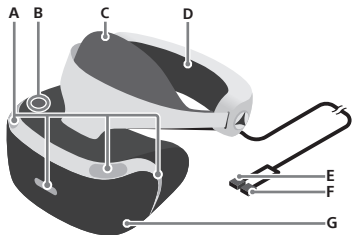
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The PS4 console contains settings that parents or guardians can configure as necessary to restrict use of the product by children. To configure settings for each child, go to the PS4 console's function screen, and then select  (Settings) > [Parental Controls/Family Management].

## Part names

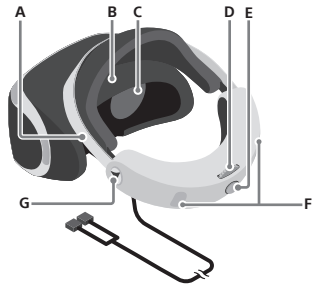
### VR headset

#### Front



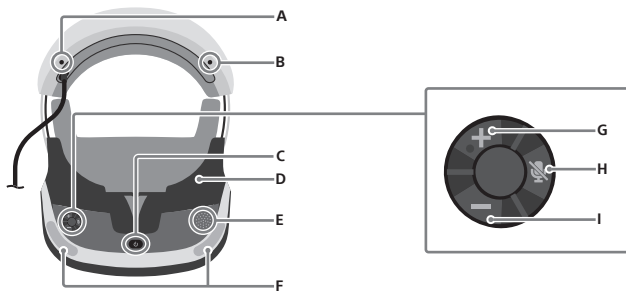
- A) Tracking lights (front)  
Rear lights blue: Powered on  
Front and rear lights blue: VR mode  
Front and rear lights off: Powered off
- B) Scope adjustment button
- C) Front head support
- D) Rear head support
- E) HDMI connector
- F) AUX connector
- G) Scope

#### Rear



- A) Headband
- B) Attachment sensor
- C) Lenses
- D) Adjustment dial
- E) Headband release button
- F) Tracking lights (rear)
- G) Earpiece holder

## Bottom

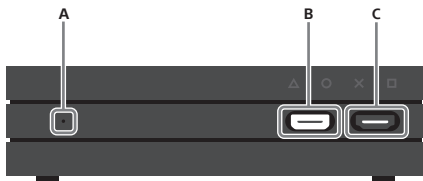


- A) Stereo headphone jack
- B) Headphone attachment hole
- C) ⏻ (power) button
- D) Light shield
- E) Microphone
- F) Tracking lights (front)

- G) Volume + button
- H) 🚫 (microphone mute) button
- I) Volume - button

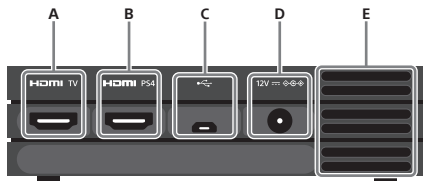
## Processor unit

### Front



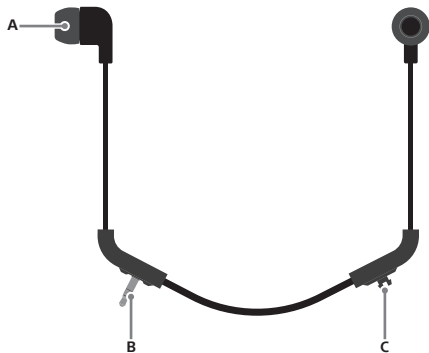
- A) Status indicator  
White: Powered on  
Red: Rest mode
- B) AUX port
- C) HDMI output port

### Rear



- A) HDMI TV port
- B) HDMI PS4 port
- C)  $\psi$  (USB) port
- D) DC IN 12V connector
- E) Vent

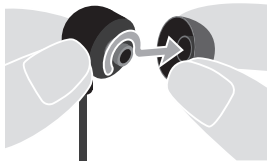
## Stereo headphones



- A) Earpiece
- B) Stereo headphone plug
- C) Fastener

## Changing the earpieces

The stereo headphones are supplied with M size earpieces attached. Replace the earpieces with the S or L size earpieces for a better fit. To remove, twist then pull the earpiece off the headphones.



### Hint

Install the earpieces firmly to help prevent them from accidentally detaching during use.

## Care and cleaning

Be sure to follow the instructions below to clean and maintain your product.

- For safety reasons, unplug the AC power cord from the electricity supply and disconnect any other cables before cleaning.
- Do not use solvents or other chemicals to clean the exterior surfaces.
- Do not use a chemically-treated cleaning cloth to wipe the product.

### Processor unit exterior, VR headset exterior, head supports, connectors

If they are dirty, wipe them with a soft, dry cloth.

#### Hint

If the connectors on the processor unit, AC power cord, or other parts are dirty, signals may not be sent or received properly. You may also experience noise or interruptions in the sound if the connectors on the headphones or headset are dirty.

### Lenses

Wipe only with a soft, dry cloth made specifically for cleaning lenses. Do not use paper products such as paper towels, or tissues not specifically intended for lenses.

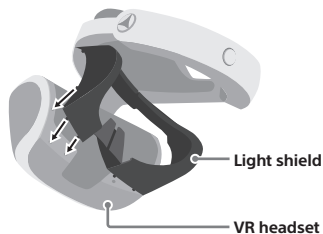
#### Hint

Prolonged contact with water or dust may damage the lenses and shorten their life.

### Light shield

Remove the light shield from the VR headset and wash it with water. Dry it completely with a soft cloth before reattaching it to the headset.

Reattach the light shield by matching the nubs on the shield to the 13 holes on the VR headset.



### Vents

Remove dust build-up from the vents using a vacuum cleaner or similar product.

### Earpieces

Remove the earpieces from the stereo headphones and wash them by hand with a mild detergent. Dry them completely with a soft cloth before reattaching them to the headphones. For details on removing the earpieces, refer to "Changing the earpieces" (▶▶ page 13).

## Specifications

Design and specifications are subject to change without notice. Functional descriptions and illustrations in this document may vary from your PS4 system software and/or PS VR device software, depending on the version in use.

### VR headset

<b>Screen</b>	1920 × RGB × 1080 (960 × RGB × 1080 per eye)
<b>Sensor</b>	6-axis motion sensing system (3-axis gyroscope, 3-axis accelerometer)
<b>Port</b>	Stereo headphone jack
<b>External dimensions</b>	Approx. 187 × 185 × 277 mm (width × height × depth / excluding projecting parts / at shortest headband length)
<b>Mass</b>	Approx. 600 g (excluding cables)
<b>Operating temperature</b>	5 °C to 35 °C

### Processor unit

<b>Input/output</b>	HDMI TV port HDMI PS4 port ⚡ (USB) port HDMI output port* AUX port
<b>Maximum rated power</b>	Approx. 20 W

<b>Electrical rating</b>	12 V $\overline{\text{---}}$ 1.7 A
<b>External dimensions</b>	Approx. 150 × 39 × 114 mm (width × height × depth / excluding projecting parts)
<b>Mass</b>	Approx. 300 g
<b>Operating temperature</b>	5 °C to 35 °C

\*Use the supplied HDMI cable.

### AC adaptor

<b>Input</b>	100-240 V ~ 1 A 50/60 Hz
<b>Output</b>	12.0 V $\overline{\text{---}}$ 3.0 A
<b>External dimensions</b>	Approx. 108 × 46 × 30 mm (width × height × depth / excluding projecting parts)
<b>Mass</b>	Approx. 146 g

### PlayStation Camera adaptor (for PS5) (CFI-ZAA1)

<b>Ports</b>	AUX port USB Type-A connector (SuperSpeed USB 5Gbps)
<b>Input power rating</b>	5 V $\overline{\text{---}}$ 500 mA
<b>External dimensions</b>	Approx. 87 × 17 × 25 mm (width × height × depth / excluding cable)
<b>Mass</b>	Approx. 38 g
<b>Operating temperature</b>	5 °C to 35 °C

## Supported video input signals


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For information about supported video input signals, visit [rd.playstation.com/psvr/zvr2/](http://rd.playstation.com/psvr/zvr2/).  
You can also access this information by using the 2D code.





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All other trademarks are the property of their respective owners.

## Step-by-step setup video

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Visit [rd.playstation.com/psvr/zvr2/](http://rd.playstation.com/psvr/zvr2/) to view a step-by-step setup video. You can also access the video using the 2D code.

## Quick Start Guide

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Learn how to set up your PS VR in the included Quick Start Guide.

## Support

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The official site for PlayStation® product support provides the latest questions and answers about your product.  
[playstation.com/help/ps4/](http://playstation.com/help/ps4/)



Sony  
Interactive  
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