

SONY®



PlayStation® VR

Instruction Manual

Includes important Health and Safety Information

CUH-ZVR2

4-699-635-21(1)

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.

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

- 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.
- 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.
- Do not use the product when you are tired or need sleep.
- Do not use the product in a location that may be subject to shaking or other unstable conditions.
- 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.
- 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.



Seizures induced by light stimulation (Photosensitive Epilepsy)

If you have an epileptic condition or have had seizures, consult your doctor prior to playing. Some individuals may experience eye soreness, altered vision, migraine, muscle twitching, convulsion, blackout, loss of awareness or disorientation when exposed to flashing or flickering lights or other light stimulation on a television screen or while playing video games. If you experience any of the above symptoms while playing, discontinue use immediately and consult your doctor.

Stop playing immediately when you experience the following symptoms

In addition to the above symptoms, whilst playing if you have a headache, dizziness, nausea, fatigue, similar symptoms to motion sickness, or if you feel a discomfort or pain in any body part such as eyes, ears, hands, arms, feet, discontinue use immediately. If the condition persists, seek medical attention.

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/.

The commercial use or rental of this product is prohibited.

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The information contained in this manual is subject to change without notice.

Precautions

Safety

- Do not damage the AC power cord and AC adaptor.
- Contact the appropriate PlayStation® customer service hotline which can be found within the guarantee section.

Use and handling


- Before connecting, check that the connectors are free of dust and small particles.
 - Do not swing the VR headset or the AC adaptor around by their cables.
 - Do not unplug the VR headset cable until the tracking lights (▶▶ page 10) are turned off. Removing or unplugging while the lights are on may cause a malfunction.
 - Do not place objects on the product, throw or drop the product, or otherwise expose it to strong physical impact.
 - 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.
 - Do not touch the AC power cord, AC adaptor or processor unit during an electrical storm.
 - Do not allow liquid or small particles to get into the product (ports, vents, etc.). If this happens, stop use and disconnect it from the electricity supply immediately.
 - Do not expose the product to dust, smoke or steam. Dust or other matter can cause fire or electric shock.
- 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.
 - 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.
 - 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.
 - 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.
 - 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. 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.

- 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.

Use by children

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

Wearing the VR headset

- 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™ system'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 when adjusting the scope (➡▶ page 10). Having your glasses touch the lenses could result in damage to your glasses, VR headset lenses or both. Do not push in or pull out the scope excessively.
- Regularly check the VR headset's fit to ensure it is being worn properly.

VR headset screen

- 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

Use the product and accessories according to the instructions in this manual. No authorization 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

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

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™ system.

High temperature message

- If the processor unit's internal temperature becomes elevated, a message will be displayed. In this case, turn off the PS4™ system 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

- 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

- Do not expose the product or accessories to high temperatures, high humidity or direct sunlight.
- 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™ system 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.





Your position while using the VR headset

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


PS VR settings

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

Hints

- These settings are available only when PS VR is connected to the PS4™ system.
- 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™ system. Select  (Settings) >  (User's Guide/Helpful Info) >  (User's Guide) from the function screen.

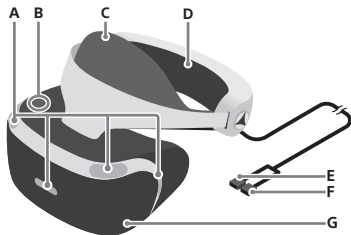
Parental controls

The PS4™ system 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™ system's function screen, and then select  (Settings) > [Parental Controls/Family Management].

Part names

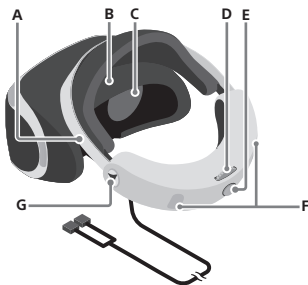
VR headset

Front



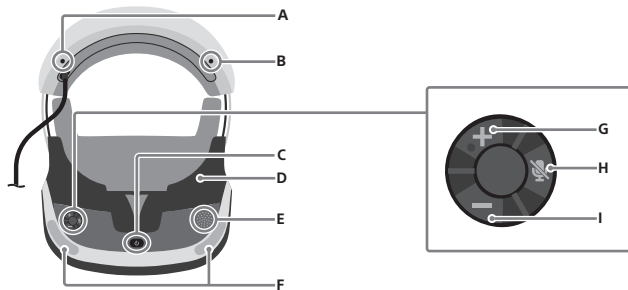
- A) Tracking lights (front)
Rear lights blue: Powered on
Front and rear lights blue: VR mode
Front and rear lights off: Powered off
- B) Scope adjustment button
- C) Front head support
- D) Rear head support
- E) HDMI connector
- F) AUX connector
- G) Scope

Rear



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

Bottom

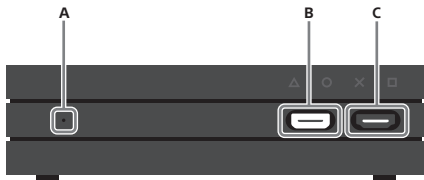


- A) Stereo headphone jack
- B) Headphone attachment hole
- C) ⏻ (power) button
- D) Light shield
- E) Microphone
- F) Tracking lights (front)

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

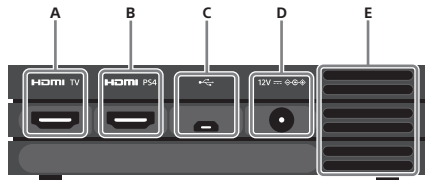
Processor unit

Front



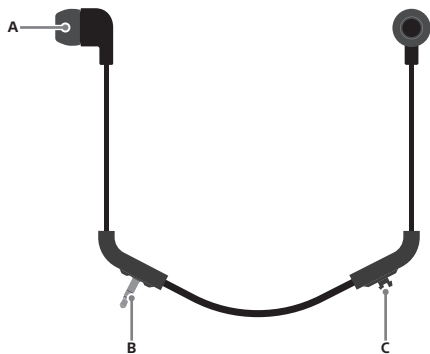
- A) Status indicator
White: Powered on
Red: Rest mode
- B) AUX port
- C) HDMI output port

Rear



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

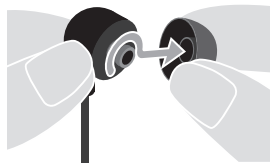
Stereo headphones



- 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.

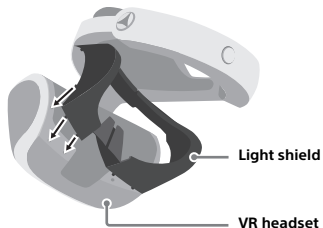
Hint

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

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

Processor unit

Input/output	HDMI TV port HDMI PS4 port ⏻ (USB) port HDMI output port AUX port
Maximum rated power	Approx. 20 W
Power	DC 12 V
External dimensions	Approx. 150 × 39 × 114 mm (width × height × depth) (excluding projecting parts)
Mass	Approx. 300 g
Operating temperature	5 °C - 35 °C

AC adaptor

Input	AC 100 - 240 V, 50/60 Hz
Output	DC 12 V 3 A
External dimensions	Approx. 108 × 46 × 30 mm (width × height × depth) (excluding projecting parts)
Mass	Approx. 146 g

Supported video input signals

For information about supported video input signals, visit rd.playstation.com/psvr/zvr2/. You can also access this information by using the QR code.



GUARANTEE

Thank you for buying this Product. We hope you enjoy using it.

The term "Product" means (i) your PlayStation® console, (ii) any official PlayStation® peripherals supplied in the box with your PlayStation® console, and (iii) any official PlayStation® peripherals sold separately which contain a warranty statement in the instruction manual that comes in the peripheral package.

Please note: the system software pre-installed in the Product or subsequently provided via updates or upgrade releases is licensed to you, not sold, and is for use only as part of the Product. The terms of such system software licence are at eu.playstation.com/legal/.

This Guarantee is given to you, the first user of the Product by Sony Interactive Entertainment Europe Limited ("SIEE") of 10 Great Marlborough Street, London, W1F 7LP, United Kingdom. It is personal to you and cannot be used by anyone else. This Guarantee is in addition to your statutory consumer rights (under applicable law) and does not affect them in any way.

Our Guarantee to you: SIEE guarantees that this Product is free from defects in materials and workmanship that result in Product failure during normal usage in accordance with the terms set out below and will, for a period of 1 (one) year from the date of original purchase (the "Guarantee Period"), repair or, at SIEE's option, replace any component part of this Product, free of charge, where it is faulty due to defective materials or workmanship. Replacement will be with a new or, at SIEE's option, refurbished component or system, which is guaranteed for the longer of 3 (three) months and the remainder of the original Guarantee Period. This Guarantee does not cover your data; any software or PlayStation® games whether or not packaged or included with the Product; any PlayStation® peripherals that are not manufactured by or for SIEE; or any PlayStation® accessories.

IMPORTANT

1. If you need to claim under this Guarantee, please use your local Customer Service helpline or email address shown in this manual for return instructions.
2. Where SIEE has put this Product on the market in Australia, New Zealand or Fiji, this Guarantee is valid in Australia, New Zealand and Fiji provided:
 - a. the original sales receipt or invoice or other proof of purchase indicating the date of purchase and retailer's name, which has not been altered or defaced since the date of original purchase, is presented together with the Product within the Guarantee period; and
 - b. any Guarantee seal and the serial number on the Product have not been damaged, altered, defaced or removed; and
 - c. there is no evidence that any attempt (successful or otherwise) has been made to open or remove the casing of the Product.
3. Under this Guarantee, SIEE may elect at its option to repair or replace the Product or a component of the Product within 21 days of receiving the defective Product from you. All replaced Products and / or components shall become the property of SIEE.
4. Repair or replacement may involve installation of the latest software or firmware updates for the Product.
5. Products with Removable Hard Disk Drive ("HDD")
 - a. Products with a removable HDD must be returned with the original HDD when arranging for warranty service under this Guarantee.
 - b. Repair or replacement of the Product will involve reformatting that HDD.
 - c. You understand and agree that reformatting of the HDD will result in loss of your stored data, files and software. To avoid loss of any software, data or files which you wish to retain, before submitting the Product with the HDD for guarantee service you should, where possible, back these up and remove them from the HDD. Clearing your Sony Entertainment Network password will help protect any information you consider confidential.
6. To avoid damage to or loss or erasure of other removable data storage media, peripherals, accessories or non original components, you must remove them before submitting the Product for Guarantee service.
7. This Guarantee does not cover stored data, files or software. SIEE is not liable to you for any loss or corruption of your data, files or software in connection with your exercise of this Guarantee.
8. You should back up your HDD regularly to prevent loss or alteration of data, files or software although some content cannot be backed up and must be reinstalled by the user.

9. You may not claim under this Guarantee when the Product is damaged as a result of:
- commercial use, accident, negligence, abuse, or misuse (including, without limitation, failure to use this Product for its normal purpose and/or in accordance with instructions on proper use and maintenance, or installation or use in a manner inconsistent with applicable local technical or safety standards);
 - use in conjunction with any unauthorised peripheral or component (including, without limitation, game enhancement devices, HDDs, adaptors and power supply devices);
 - any adaptation or adjustment to, or alteration of, the Product carried out other than in accordance with instructions on proper use and maintenance of the Product;
 - maintenance or repair or attempted maintenance or repair carried out other than by a SIEE-authorised service facility;
 - use of unauthorised software, virus infection, fire, flood or other natural calamity; or
 - operation or treatment of the Product inconsistent with normal personal or domestic use or operation outside the Product specifications.
10. You may not claim under this Guarantee where you are in material breach of your system software licence (see eu.playstation.com/legal).
11. To the extent permitted by applicable law, this Guarantee will be your sole and exclusive remedy in relation to defects in this Product and all other guarantees, warranties, terms and conditions, express or implied by statute or otherwise, in respect of this Product are excluded and neither SIEE nor any other Sony entity or its or their suppliers or authorised service facilities, will be liable for any special, incidental, indirect or consequential loss or damage including loss of data, howsoever arising.

12. SIEE does not warrant or guarantee any third party products or services which may be offered in connection with the Product.

If this Product needs any repair which is not covered by this Guarantee, please call your local Customer Service helpline for advice. If your home country is not one of those listed, please contact your retailer.

Notice for Consumers in Australia and New Zealand:

In Australia, this Product comes with statutory guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation of any other reasonably foreseeable loss or damage. You are also entitled to have the Product repaired or replaced if the Product fails to be of acceptable quality and the failure does not amount to a major failure.

In New Zealand, the New Zealand Consumer Guarantees Act 1993 provides certain statutory guarantees and other legal rights in relation to the quality and fitness for purpose. These statutory guarantees cannot be modified nor excluded by any contract, except in those circumstances contemplated by section 43(2) of the New Zealand Consumer Guarantees Act.

The above statutes will identify the party or parties against which you can exercise your statutory rights.

Our Guarantee is in addition to these statutory rights and does not affect them in any way.

Customer Service Helpline Contacts

AU

Australia



1300 365 911
Calls charged at local rate



support@playstation.com.au

FJ

Fiji



support@playstation.com.au

NZ

New Zealand




09 801 1235
National Rate



general_enquiries@playstation.co.nz

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The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc. in the United States and other countries.

All other trademarks are the property of their respective owners.

Step-by-step setup video

Visit rd.playstation.com/psvr/zvr2 to view a step-by-step setup video. You can also access the video using the QR code.



Support

The official site for PlayStation® product support provides the latest questions and answers about your product.
eu.playstation.com/help/ps4/



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