

Troubleshooting Guide

When the microphone of your headset does not appear to be functioning correctly it is recommended that you check to ensure that the microphone is actually selected as the input device. NOTE: Usually this is done within the settings of the device you are connected to. For example, on a PC you would go into the "Control Panel" and into "Audio Devices/Settings" (or something similar) and select the headset as the play back and/or communication device.

It is also recommended that you check the microphone input sensitivity to ensure it is set appropriately. If the input sensitivity is too low, then the device you are connected to may have trouble detecting the microphone which could be interpreted as the microphone not functioning. If the input sensitivity is too high, then the microphone could be overloaded and hence could be providing poor audio which could be interpreted as the microphone being faulty. NOTE: These adjustments are done on the device you are connected to NOT the headset itself.

Sometimes another peripheral device (like a webcam) will have a built-in microphone and when this other peripheral device is also connected to the main device (ie: computer) then this built-in microphone will automatically activate and become the default microphone (ie: overriding a microphone on a headset). You can check this by muting the headset microphone which would stop all sound through the headset microphone. If you are still picking up audio that would indicate that the headset microphone is NOT the input device but in fact some other microphone (like a built-in microphone) is actually being used. If this is the case, you may need to manually turn off the other built in microphone to allow the headset microphone to become the input microphone.

Below you can find common troubleshooting steps for analog gaming headsets with a removable cable.

1. Check if the cable is fully plugged into the left ear cup, as sometimes the cable is not entirely in the connector, this way we ensure long-term stability and prevent any loose-contacts.
2. Test different jack connectors if you have a front / back panel on your PC, as sometimes the problem resides with the connector itself.
3. Please test the headset on a different device, as it can be easier to determine whether the issue is caused by the headset, or if the problem is the device the headset is connected to.
4. The headset is an analog headset; therefore, it connects to your motherboard via plug-and-play. Please check if you have installed necessary drivers for your onboard soundcard.
5. A lot of newer motherboards come with software to control the audio settings. Check these settings out and see if they can improve your experience with the headset.
6. If your headset volume is not high enough. The volume knob on the headset can only adjust between the volume on your device. For example, if your windows system volume is at 30% the volume knob on your headset at max will only be at 30%. We recommend turning your device volume (PC, Mobile Device, Console, etc.) to 100% and then use the volume knob on the headset to adjust as needed.
7. If your headphone is too tight try adjusting the headband to be larger which will reduce clamping force on your head.