

Stealth 600 Gen 2 Xbox - Frequently Asked Questions (FAQ)

COMPATIBILITY

1. Does the headset offer Bluetooth compatibility?

- **No.** The Stealth 600 Gen 2 Xbox does **not** provide any sort of Bluetooth compatibility. The headset is not capable of pairing to Bluetooth devices.

2. Which Xbox consoles can this headset be used with?

- This headset is compatible with any variation of the Xbox One and Xbox Series X|S consoles.

3. Can I use my Stealth 600 Gen 2 Xbox on a PC?

- **Yes, in certain circumstances.** The Stealth 600 Gen 2 Xbox would provide compatibility with Windows 10 PCs via an additional adapter available from Microsoft. That adapter is known as the Xbox Wireless Adapter for Windows 10. You can read more about setting your headset up with that adapter for PC use [here](#).

4. Can I use my Stealth 600 Gen 2 Xbox with a Nintendo Switch or PlayStation?

- **No.** The Stealth 600 Gen 2 Xbox would **not** offer any sort of compatibility with a Nintendo Switch or a PlayStation console.

CHARGING

1. Can the headset be used while charging? Can I charge my headset with my cell phone's USB wall adapter?

- **Yes!** You can use the headset's USB charging cable to charge the headset while it is in use.
- While we usually suggest charging the headset via a USB port on your console, a USB wall adapter can be used to charge the headset.

For more information on the charging this headset, please click [here](#).

2. When charging my headset, the headset's LEDs turn off after a minute or two. Is that normal?

- When the battery is low, the headset LED will "**breathe**" red. Plug the headset in to charge and the LED will change to **solid red**. Please note that the LED will display differently depending on whether the headset is powered on or powered off while charging.
- You can find the most up to date information for your headset's LEDs in the "LED Behaviors" section of the products Quick Start Guide, available [here](#).

HEADSET FEATURES

1. Where is my Stealth 600 Gen 2 Xbox headset's transmitter?

- The Stealth 600 Gen 2 Xbox uses the Microsoft proprietary wireless connection known as Xbox Wireless and pairs to your Xbox console directly like the official controllers do. It does not require a transmitter for use with your Xbox console. You can find step-by-step pairing instructions for the Stealth 600 Gen 2 Xbox headset [here](#).

2. How do I update my headset?

- In order to update your headset, you would need access to a PC or laptop that is operating on Windows or MacOS so you can install our [Audio Hub](#) program.
- Updates for this model can **only** be performed via a desktop or laptop, as there would be no way to go about pairing the headset using the mobile Audio Hub for iOS or Android. The Audio Hub is not be for ChromeOS.

You can read more about the update process for your headset [here](#).

3. The pairing button on my Xbox console is broken, is there any other way to pair my headset?

- **No.** Unfortunately, there is not a way currently. The headset would need to be paired via the button on the headset and the console itself. If a solution does become available, we will update this section.

4. I can hear my own voice when I speak or hear some background noises being played in my headset. Is that normal?

- **Yes.** You may be referring to the headset's **Microphone Monitoring** feature, which allows you to hear your voice through the headset when you speak into the mic.
- It's possible that the headset's Mic Monitor control is turned up too high and is playing back noises from the room you're in. This can result in you hearing echoes, hiss and/or static in your headset while you're using it. You can adjust the intensity of the Mic Monitoring feature, or disable it completely, using the mobile Audio Hub for Windows or MacOS.

5. How do I replace the ear cushions on my headset?

- We have an article with illustrations of the best way to replace our ear cushions available [here](#).
- Replacement ear cushions are available on the [Turtle Beach Webstore](#).

TROUBLESHOOTING

1. Party Chat members are complaining about my outbound microphone volume level being too low or too high. Is there something wrong with my headset?

- On a recent release for Xbox, you can now control the individual volume of people in your party. Please have your party members check to see if they have your volume level set too low or too high. Sometimes people who have this level turned up too high or too low are experiencing inconveniences like this.

2. My lower dial is no longer controlling the volume of incoming chat audio. Is there anything I can do about this?

- If the lower dial on your Stealth 600 Gen 2 Xbox is not functioning as it should, please reach out to our [support team](#) for assistance with troubleshooting.

3. My headset sounds are abnormal, it didn't sound like this before. What could be going on here?

- Please double check to ensure you have not left the Superhuman Hearing option on. Superhuman Hearing (SHH) is a situational feature designed to prioritize certain sounds to give you the edge in intense gaming scenarios. This should not be left on all the time.
- Please connect your headset to your preferred version of the Audio Hub. From there, please check to see if you have the option for SHH enabled. Disabling this feature should return your audio back to its preferred state.

4. My headset's LED will not light up at all, even when charged. It seems completely dead. What can I do about that?

- If possible, please use a different USB cable and a different USB port -- including any USB Wall Adapters -- to charge the headset. Leave the headset to charge for an extended period, ideally overnight.

5. My audio/mic has connection issues and produces static or other abnormalities. What's going on here?

- A common cause of this is having your wireless router close to your console, or other wireless devices close as well. Even if your console is hardwired, the router is still broadcasting a wireless signal, which can cause network congestion and audio/mic

glitching, as well as connection issues. We recommend keeping a minimum distance of 10 feet between your router/wireless- devices and console to avoid issues.

6. My headset keeps shutting off on its own when no audio is playing.

- In order to conserve battery life, your headset will power off after no audio is played through it for 10 consecutive minutes. This is a fixed feature and cannot be adjusted.
- This feature helps to save battery life – if you forget to power the headset off for the night after a long gaming session, you will only lose a few minutes of battery life, not a whole night's worth.
- To easily avoid the Auto-Shutdown feature, you can keep some music playing in the background, like the game's soundtrack. The headset will detect the audio and will not engage the Auto-Shutdown feature. Please note that mic input alone will not avoid the Auto-Shutdown feature.

7. My Stealth Stealth 600 Gen 2 Xbox headset is stuck with its LED always on, but I can't turn it off and I get no sound. What can I do to get it working again?

Please try out the following:

1. Press and hold down the **Xbox Pairing Button + Mode Button** on your headset for **20 seconds**. This is a very long press, so please make sure that you do not release it early. Holding that button down too long is better than too short.
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 - This should hard reset the headset and may clear up what you are experiencing.
2. After performing that hard-reset, make an attempt at updating the headset via the Audio Hub for Windows or MacOS.