

# FAQ

## **Is Arctis 9 a Bluetooth headset?**

Yes, it is a Bluetooth capable headset, however it also includes 2.4GHz wireless mode (using the included wireless transmitter) which we recommend for the best gaming audio with zero lag.

## **How do I use the Arctis 9 with my PlayStation or Nintendo Switch?**

The Arctis 9 can be used with a PlayStation or Nintendo Switch in docked mode. On the Arctis 9 wireless transmitter, switch the mode to "PlayStation" and connect the transmitter's USB-A plug into the console. There may be additional audio settings needed for PS4/PS5 connectivity (depending on how your PlayStation was set up), so please refer to the [product information guide](#) . For PS5 connection questions, please refer to our [PS5 Arctis headset connection guide](#).

## **How does ChatMix work?**

The Arctis 9 appears as two separate audio devices in Windows, one for game audio and one for chat audio. You can assign "Game" as the default audio device for games and other media, and then assign "Chat" in Discord, Skype, Zoom, Teams, and any other VoIP clients. The ChatMix control dial on the headset allows you to balance between the two audio streams on the fly without ever leaving your game, so you can quickly turn either source up or down based on what you need to hear.

## **What is "Dual Wireless"?**

Dual Wireless means the headset is able to stream two wireless audio sources at the same time: one audio source from the 2.4GHz transmitter, and one audio source from a Bluetooth device. This allows you to listen to two different things simultaneously, like a podcast on your phone while you are gaming. There are hundreds of different possibilities and compatibilities thanks to the versatility of dual wireless.

## **Does the headset have EQ customization or surround sound on PlayStation?**

EQ Customization is possible by adjusting the EQ on PC, and then using the headset on a PS4 or PS5. DTS Headphone:X v2.0 surround sound is a PC-only feature.

**What is sidetone and does this headphone have it?**

Sidetone (also known as microphone monitoring) allows you to control the amount of mic input that is routed back into your headset, so you can choose how much of your own voice and surroundings to hear. The adjustment of sidetone for the Arctis 9 is done inside SteelSeries Engine software on a PC. The setting will be stored on the Arctis 9 for use with other devices via USB.