

## **Trouble shooting Q and A**

### **Q1. Not really working properly with Xbox One, keeps disconnecting:**

First, ensure that the headset is fully charged. There might not be enough battery life to keep the headset on or connected.

Following that, re-pairing or reconnecting the headset might solve the problem:

- Make sure your headset is turned off.
- Connect the USB dongle to an active USB port of your console or PC.
- Press and hold the re-pair on the USB dongle until the LED starts flashing rapidly. (Some transmitters have a "Connect" button and others have a small hole on the USB transmitter in which you can press the button using a small paperclip).
- While the LED is flashing on the USB dongle, press and hold the power button on the headset. Keep holding the button on until the LED lights on the transmitter AND the headset turn solid.
- Your headset is now repaired and ready for use!

If still having issues, call our technical support team for more in-depth troubleshooting.

### **Q2. Microphone does not work at all**

Make sure the microphone is not in the muted position (vertical)

Make sure game/chat dial is in the desired position

Make sure the controller you are using is assigned to a player

Go to the System Tab > Settings > Audio

- Turn on headset mic
- Turn up headset volume

Some individual games have their own audio settings that may need to be adjusted or enabled. Fortnite has a "push to talk" setting that often becomes enabled, for example. These are going to vary between games.

**If still having issues, call our technical support team for more in-depth troubleshooting.**

### **Q3. Very low game volume**

Make sure volume dial on the right ear is turned up to an appropriate level

Turn Game/Chat dial more toward game

Go to the System Tab > Settings > Audio

- Turn up headset volume

Adjust audio settings in game to higher level.

**If still having issues, call our technical support team for more in-depth troubleshooting.**