

Question: I cannot hear sound from the headphones or I am not getting any response from the microphone. How do I resolve this problem?

Ans: Make sure all of the connections are correct, including the ones to the control box or extension cable.

- Check that the microphone is plugged all the way into the head set.
- If you can verify that audio connections are working using an alternate microphone and speakers.
- See if the headset works with another computer or device.
- Check your audio settings to make sure the speakers and microphone are enabled and not muted or volume turned down too low. In many cases, the microphone on a computer is disabled or muted.
- Try to disable any audio software specifically for your audio adapter or other third party audio software and use the default audio controls in your operating system.
- If you are using the control box, make sure the volume there is turned up. Be aware this volume control is for the headphones only.
- Verify that the control box mute switch is not in the mute position.
- Check the audio settings in the game or application you are using. If you have tried the steps above and the headphones or microphone are still not working, please contact Kingston technical support for assistance.

Question: There is a lot of static coming from the microphone when connected to my Windows computer. What could be causing this?

Ans: The microphone boost setting in Windows could be too high. To change this, go to control panel>sound.

Select the recording tab, click on the microphone and select properties. (If you have a built in microphone on your computer, try speaking into the microphone and you will see green bars fluctuate. This will help you figure out which mic is which).

In properties, go to the levels tab. Then lower the microphone boost level. A recommended level is 0-10dB but try changing it around to see what creates the best result for your particular environment. Then click Apply or OK.

Also try the rear headphone and mic jacks if you are using a desktop. If you are using Skype, check your Skype settings. Go into your Skype Tools>Options>General>Audio Settings and uncheck Automatically Adjust. Set volume (move lever) to the desired level.

Question: Can I use this headset with a device that only has one audio jack?

Ans: Yes, you can use this headset with devices with one audio jack such as smart phones, notebook computers, tablets and music players. To do this, you will need to use the Y cable accessory that comes

with the headset. Be aware that the microphone will only work with devices that have a jack that is for input and output. Devices such as music players have jacks that are output only.

Question: Will this headset work with Xbox One, Xbox 360, PS3?

Ans: This headset will work with the Xbox One with headset adapter from Microsoft.

It is not supported with the Xbox 360 or PS3.

Question: Will this headset work with my mobile device?

Ans: Our headsets will work with most mobile devices using the 3.5 mm headset jack.

There are two headset audio jack standards, Cellular Telecommunications Industry Association (CTIA) and Open Mobile Terminal Platform (OMTP). Our headsets use a CTIA standard connector which will work with the majority of mobile devices. Some mobile devices use the OMTP connector standard, if your mobile device uses an OMTP standard connector, you may experience connection issues. You can purchase a third party adapter cable to use the headset with an OMTP device.

Question: My HyperX cloud headset does not work properly after updating to Windows 10. It still works OK in other systems or devices. How do I resolve this?

Ans: This may be related to the audio drivers on your computer. Please check for the latest Windows 10 drivers for your computer or motherboard from your system manufacturer's support site.

Question: What settings do I need to change to use this headset with a PS4?

Ans: For optimal use with PlayStation® 4 (PS4®), connect your HyperX Cloud headset to the PS4 game controller using the single 3.5mm jack and follow these steps:

1. Turn on your PS4® game console.
2. Navigate to the Settings Menu and select it.
3. Highlight the 'Devices' menu option and select it.
4. Scroll down to 'Audio Devices' and select it.
5. Choose 'Output to Headphones' and select 'All Audio.'

Question: My HyperX cloud headset does not work properly after updating to Windows 10. It still works OK in other systems or devices. How do I resolve this?

Ans: The update may have disabled the microphone in the Windows privacy settings. Use the following steps to re-enable the microphone.

Windows Key+I > Privacy > Microphone

1. Set allow access to the Microphone on this device
2. Allow apps to access your microphone - Make it ON

3. Choose which apps can access your Microphone - If needed make required to ON.

This may be related to the audio drivers on your computer. Please check for the latest Windows 10 drivers for your computer or motherboard from your system manufacturer's support site.

Question: The headset microphone will not work in my Windows 10 computer. It works if I connect the headset to a different device. The audio adapter in the computer is RealTek. How do I resolve this?

Ans: This may be a problem with the Windows 10 update for the Realtek audio drivers. We suggest you update the drivers directly from the Realtek website. First, go to the Control Panel>device manager and go to Sound, video and game controllers section. Find Realtek High Definition Audio listed, right click on it and choose uninstall. Once this is done, go to the following page to download the updated driver.

<http://www.realtek.com/downloads/>

Select High Definition Audio Codecs (software) link. Download the latest version that is correct for your Windows version and install it. You may need to restart your computer. Once this is done, plug the headset back in and test the microphone.