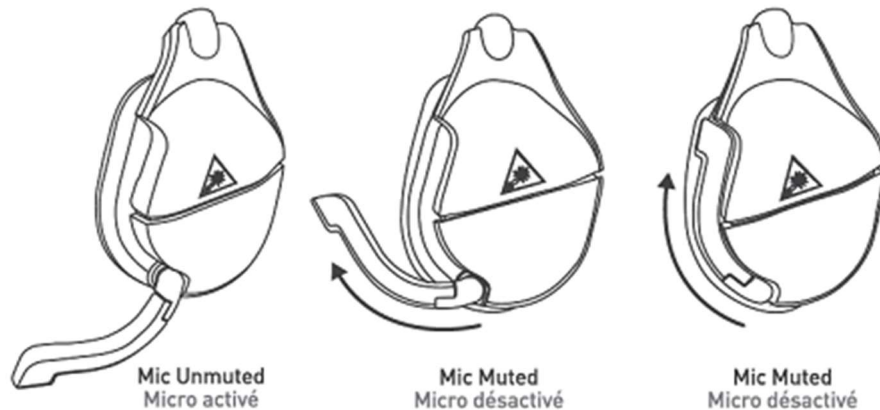


Stealth 600 Gen 2 USB For Xbox - Frequently Asked Questions (FAQ)

Stealth 600 Gen 2 USB For Xbox - No Mic Audio

The Stealth 600 Gen 2 USB For Xbox has a flip-to-mute mic. To use the mic, gently push ("flip") the mic forwards. You will hear a tone (low high) when the mic is unmuted. When the mic is fully flipped forwards, it will "lock" into position. To mute the mic, just flip the mic back the other way. You will hear a tone (high low) when the mic is muted.



If other players are unable to hear you in Xbox Live/Party chat, or in an in-game chat on your Xbox console, please check the following.

1. The Headset/Transmitter Are Paired/Headset Is Detected By Console

The headset and transmitter need to be paired in order to be used for game and chat audio. If the headset and transmitter are not paired, you will likely not be able to hear the incoming game/chat audio, or be heard clearly in chat.

To verify that the headset and transmitter are successfully paired to each other:

- Make sure the transmitter is plugged in to the console, and the headset is powered on. Then, look at the LEDs on the headset and transmitter. Both should be solid green.

If the transmitter or headset LEDs are double-blinking green, the headset and transmitter are likely not paired, and the pairing process will need to be performed again. To do so:

1. Connect the transmitter to the USB port on the Xbox console.
2. Press and hold the power button to power the headset on.
3. Wait for the headset and transmitter to pair. When the headset and transmitter are successfully paired, the LEDs on both will turn solid green.

Once the LEDs on the headset and transmitter are solid green, make sure that the console is recognizing the headset. To do so:

1. Press the Xbox/Home button on the Xbox One controller.
2. Go to **Settings >> All Settings >> Kinect & Devices >> Devices & Accessories**.
3. You will see the controller you are currently using; you should be able to scroll to the right to see other devices being used with the Console. The headset will appear in this list as "**Headset**".

Do you see the headset in that list?

If the headset and console are paired, and you can see the headset in that list, but you cannot be heard, please proceed to step 2.

If you do not see that headset listed, please contact our [Support Team](#).

2. Party Chat/Icon Ring Test

If the headset is paired to the transmitter and is being detected by the console, we'd need to verify that the mic is being picked up by the console next.

To do so:

1. Press the Xbox/Home button on the Xbox controller.
2. Scroll to the **Parties & Chats** tab, and select "**Start A Party**". You do not need to invite any other players to your party; you can still perform this test even if you are the only party member.
3. Speak into the mic. When you speak into the mic, does a ring light up around the icon next to your Gamertag (in the list of party members)?

Regardless of the results of this test, please continue to Step 3 -- but if you did not see that icon ring, please keep that in mind for now.

3. Record A Test Message

1. Press the Xbox button while in the home screen.
2. Go to **Parties & Chats** tab, and select **New Chat**
3. Select someone from the list (you do not have to select anyone in particular, as you will not be sending this message), and then tap the Menu button to complete the selection.
4. After you choose a person, two options will appear: **Write a Message** (pencil icon on left) and **Record a Message** (mic icon on right). Select the **Record a Message/Mic** icon on the right.
5. Select **Record**, and then speak into the mic. When you are done recording, stop the recording.
6. The new recording should appear under the Write a Message/Record a Message icons. Select **Play**, and listen to that recording you made. This will tell you how your voice will sound to other players. Can you hear your voice clearly?

If the ring around your icon lights up during Step 2, and you can hear what you had recorded in Step 3 clearly and consistently when you play it back, the mic itself is working well -- please proceed to Step 4.

If the ring around your icon does not light up during Step 2, and you cannot hear what you had recorded in Step 3 clearly and consistently when you play it back, please contact the [support team](#) with the results of Steps 2 and 3 for additional assistance.

4. Power Cycle Headset/Console

To perform a quick power cycle with the Headset/Console, please do the following, in this order:

1. Press and hold the **Power Button** on the headset until the **Power LED** turns off.
2. Disconnect the transmitter from the console.
3. Power down the Xbox console. When it has fully powered down, unplug the console from the wall outlet.
4. Let everything sit for a minute.
5. Plug the console back in, and power the console on again.
6. After the console has fully powered on and loaded up, reconnect the transmitter to the console.
7. Press and hold the **Power button** on the headset until the **Power LED** lights up.
8. Re-pair the headset and transmitter.

To pair the headset:

1. Connect the transmitter to the USB port on the Xbox console.
2. Press and hold the power button to power the headset on.
3. Wait for the headset and transmitter to pair. When the headset and transmitter are successfully paired, the LEDs on both will turn solid green.

If the mic issues persist even after a power cycle is performed, please contact the [support team](#) for additional assistance.

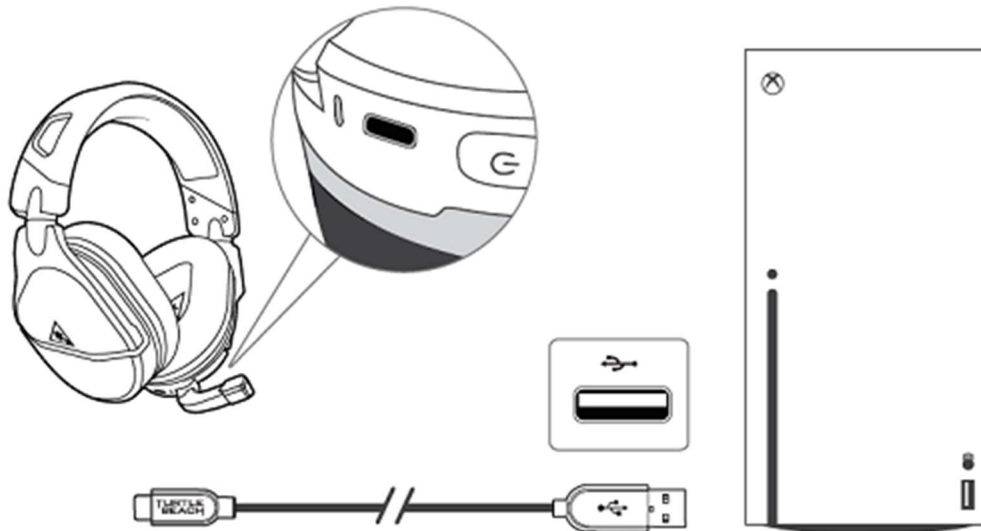
Stealth 600 Gen 2 USB For Xbox - Charging

The Stealth 600 Gen 2 USB gives you 24+ hours of rechargeable battery life. Make sure to charge it regularly, and to charge the headset fully before storing.

Please Note: To conserve battery life, your headset will power off after no audio is played through it for a set amount of time. 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.

When the battery is low, the headset LED will **"breathe" red**. The LED will change to **solid red** when the headset is plugged in to charge. If the headset is powered **OFF** when it is plugged in to charge, the headset LED will **go dark** when the headset is finished charging. If the headset is powered **ON** when it is plugged in to charge, the LED will start to **"breathe" green** when it is finished charging.



Headset Storage

Always charge your headset before storing it for any extended period of time (greater than 3 months). Never store the unit in temperatures above 113°F/45°C.

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

Here are some of the most frequently asked questions regarding the Stealth Gen 2 USB for Xbox.

COMPATIBILITY

1. What platform is this headset compatible with?

- Xbox consoles, including both Xbox One and Xbox Series X|S

2. Does this headset offer Bluetooth compatibility?

- **No.** This headset does not have any Bluetooth capability, and will not pair to any Bluetooth-enabled device at all.

CHARGING

1. Can I charge the headset while I use it? Can I use a USB Wall Adapter instead of the console to charge the headset?

- We recommend charging the headset between uses for the best experience.
- While we recommend using the console to charge the headset for convenience, you certainly can use a USB Wall Adapter to charge the headset.

HEADSET FEATURES

1. Does this headset offer independent game and chat volume controls?

- **Yes.** The upper volume dial will control the game audio volume. The lower volume dial will control the chat audio volume.

2. I can hear my own voice (or other background noises) when I speak. Is that normal?

- It's possible you are referring to the **Mic Monitor** feature, which allows you to hear your own voice through the headset when you speak into the mic, to help you avoid inadvertently yelling at other people/players.
- If the headset's Mic Monitor control is turned up too high it may play 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.

3. How do I adjust the Mic Monitor feature?

1. If you have not yet done so, download the [Turtle Beach Audio Hub](#).
2. With the Audio Hub running, connect the headset and transmitter to a free USB port on the computer via the headset's included USB-C Charge Cable.
 - Please note that **the headset MUST be powered on** and **the headset and transmitter MUST be paired** for the Turtle Beach Audio Hub to recognize both headset and transmitter.
3. On the home page of the Audio Hub, you will see a slider labeled "**Mic Monitor Level**". Change the setting on that slider to adjust the volume of the Mic Monitor feature.

4. My headset's lower dial is for Mic Monitoring, but why is it not lowering my outbound microphone volume level?

- The Microphone Monitoring feature allows you to hear your own voice in the headset when you speak, to help you avoid inadvertently shouting at other people/players. The headset itself is **not** equipped with any sort of volume control for the outbound volume level of its microphone - therefore, the Mic Monitor volume control will adjust **only** how loud you hear your own voice through the headset when you speak into the mic, **not** how loud other people will hear your voice when you speak.

TROUBLESHOOTING

1. 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 quick-press the power button on the headset. If you hear a descending tone (high low), the Superhuman Hearing was on, but has now been disengaged. Do you hear a change in the audio?

If turning off the SHH feature does not clear up your inconvenience, please reach out to our [support team](#) for assistance with troubleshooting.

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

- 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.

If your headset keeps shutting off while audio is being played, please reach out to our [support team](#) for further assistance.