Frequently asked questions

Sound

What should I do if there is no sound when the headset is connected to a computer?

1) Check if the 3.5 mm audio connector is plugged into the computer correctly. If you use the supplied adapter, make sure the 3.5 mm AUX connectors are plugged into the sound and mic jacks on the computer correctly.

2) Check if the headset has been selected as the default output device on your computer. This can be found in your computer's audio settings.

What should I do if the microphone does not work?

1) Make sure the microphone is inserted correctly.

2) Make sure the Mic Mute switch is not turned on.

How can I improve the microphone's performance?

Try to adjust the microphone's position, ideally it should be within 80 mm of your mouth.

What should I do if the other side cannot hear me when using the Discord app?

Try to reset the voice settings on the Discord app via below steps:

Click User Settings-->Voice & Video-->Scroll down and click Reset Voice Settings

Specifications

Why is the microphone waterproof?

The microphone's IPX5 waterproofing resists sweat and saliva to avoid the damage caused by them.

Does the headset support ANC?

No.

What is the Max Volume switch for?

When turned on, the volume is limited to protect children from hearing damage caused by loud volumes.

Operation

How do I use the headset with Xbox One or PS4?

Plug the audio connector into the 3.5 mm AUX port on the Xbox One or PS4 controller to use.

What devices can the headset be used with?

It can be used with devices which have a 3.5 mm AUX port, such as a computer, Xbox One controller, PS4 controller, etc.

Does the headset support the App?

No.