



# NO GAME AUDIO?

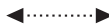


If you cannot hear the game audio when first powering on the headset and transmitter, check to see if they are “paired”, which means they’re synchronized to ensure they work together. When the headset and transmitter are communicating properly, the Power LED on the front panel of the transmitter will be on solid. If this LED is slowly pulsing instead, it means the transmitter can’t communicate with the headset. If this is the case and your headset is not paired with the transmitter, then follow the instructions below for pairing:



## IMPORTANT!

2 feet



Maintain a distance of at least 2 feet between the headset and transmitter when pairing.



1. Make sure the **headset and transmitter are turned off** and they are **at least 2 feet** away from each other.
2. Power on the transmitter by connecting it to a free USB port on your gaming console. Then press and hold the PAIR button on the transmitter. The transmitter LED will begin to flash rapidly, then release the PAIR button.
3. Press and hold the headset POWER button for about 6 seconds until the LED begins to flash rapidly, then release the POWER button.
4. Wait for the headset and transmitter to pair. This process could take up to 30 seconds.

If pairing is successful, the LED on the transmitter should be on solid and the headset LED should be flashing about once per second, indicating that the units are paired.

If pairing fails, repeat steps 1 through 4. It may take up to 5 attempts to pair successfully.

If you have followed these instructions and still have issues with the pairing process, please contact Technical Support:

[www.turtlebeach.com/support](http://www.turtlebeach.com/support)  
click “Contact Support”