802.11 Wireless Network RF Interference caused by Router

SYMPTOM:
Router Knocks Out RF Transmitter / Receiver resulting in Pops, Clicks, etc.

SHORT VERSION:
If in your residence or nearby area there are a lot of active RF wireless devices, it is possible that these devices may interfere with your Wireless RF Headset. If none of the solutions offered below work in your case, the only alternative option might be to use Wired Headphones.

FULL VERSION:

SYMPTOMS:
- Connectivity drop-outs
- "crackling", "pops" or "static" noise on your XBOX Live talkback signal
- Echo in the XBOX Live talkback chat
- Batteries deplete quickly.
- Trouble connecting to Xbox Live/PSN with your TB Transmitter/Headset powered on.

CAUSE:
The above can be caused by Wireless Interference due to a congested Wireless Network. Too many Wireless devices in the vicinity "fighting" with each other for space, can reduce the available RF Wireless bandwidth, which in turn results in connectivity problems. These symptoms may also occur when you receive text messages or phone calls on your cell phone while your Turtle Beach headset is plugged in.

SOLUTIONS:
1) First try using a set of fresh Alkaline batteries and re-pairing your headset to the transmitter using the following instructions: **Pairing Instructions**

2) Make sure as much distance as is reasonable separates your wireless router, Xbox360/PS3, and TB transmitter. The optimal setup for the transmitter is at least 2 feet above floor level and as close to the headset as possible. (Within 15 ft)
(Also Try to locate your transmitter at least 1-2ft from your TV)

3) Identify any other RF wireless devices and shut them off or keep them away from the Turtle Beach transmitter and Headset. If turning one of these off makes the clicking/static in the headset go away, then you now know which device is interfering with your headset's RF signal. A few examples of these kinds of devices:

- WiFi routers or computers with WiFi network interfaces especially Laptops
- 2.4 GHZ Cordless telephones
- Cellphones
- RF controlled toys
- RF wireless speakers, etc.
- Amplified FM Stereo antenna or large TV antenna
- Shortwave radios or similar
- Your big-screen LCD HDTV! (These also emit RFI)

4) Some users have cleared up interference by switching from a wireless (WiFi) network to a wired (Ethernet) network. If you are unable to switch over to a wired connection, try powering on your Turtle Beach Transmitter/Headset before powering on your Xbox360 and other nearby wireless devices(If you are encountering clicks/pops in your headset). By establishing a connection before adding in these additional devices, interference can sometimes be reduced. On the other hand if you are encountering trouble connecting to Xbox Live, try connecting to XBL before turning on your Transmitter/Headset.

5) Go into the setup utility of the 802.11n ("N") router and set it to **"Standard"** instead of **"Wideband."** This option may also be labeled as a 20MHz/40MHz option. You want to select **20MHz**, this reduces the reserved bandwidth your router uses by **50%** and should free up room for the headset to operate correctly. This should not slow down the performance. Also try changing the broadcast channel in your router settings. Since you do not know what channels other devices are using (including a neighbor's wireless) you would need to experiment with each one of the channels until you find a better connection. ***NOTE: If you do not know how to make the changes above please read your WiFi router's documentation or contact your WiFi router's manufacturer.***

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In closing, please note that this is not an issue with the Turtle Beach Headset (and it is not defective) but a limitation of the **RF Wireless Technology**. There is only so much bandwidth available and it can easily reach the "saturation" point when pushed to the max with multiple Wireless devices. If none of the above solutions work in your case/location, the only alternative option might be to use Wired Headphones.

All files and documentation are offered on an *AS IS* basis and you assume full responsibility for using them.

Go to **Downloads** for User Guides, Manuals, Drivers and other Documentation.

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HEADPHONES -> EarForce PX3, BRAVO -> Troubleshoot General -> 802.11 Wireless Network RF Interference caused by Router
http://www.turtlebeach.com/support/entry/830516923/