

## Creative HS-620

# Creative Chatmax HS-620 Gaming Headset User Manual

Model: HS-620 (51EF0390AA001)

## 1. INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your Creative Chatmax HS-620 Gaming Headset. Please read this manual thoroughly to ensure proper use and to maximize your product experience. The Creative Chatmax HS-620 is designed for clear audio communication and immersive sound, featuring a detachable microphone for versatile use as both a gaming headset and a pair of headphones.

## 2. PRODUCT OVERVIEW

### 2.1 Key Features

- **40mm Neodymium Drivers:** Delivers balanced clarity and smooth bass for various audio applications.
- **Circumaural Earcups with Velvet Earpads:** Provides isolation from external noise and ensures comfort during extended use.
- **Detachable Noise-Canceling Microphone:** Transmits clear voice communication and can be removed to convert the headset into headphones.
- **Adjustable Headband:** Offers a customizable and comfortable fit.
- **In-line Remote Control:** Allows quick access to volume adjustment and microphone mute functions.
- **2.5m Oxygen-Free Copper Cable:** Durable and designed for reduced tangling.

### 2.2 Components

The Creative Chatmax HS-620 Gaming Headset includes the following components:

- Creative Chatmax HS-620 Headset
- Detachable Microphone
- Integrated Cable with In-line Remote and 3.5mm Audio/Microphone Plugs



Figure 1: Creative Chatmax HS-620 Gaming Headset, front view with microphone attached.



Figure 2: Creative Chatmax HS-620 Gaming Headset showing the full cable and in-line remote control.

### 3. SETUP INSTRUCTIONS

#### 3.1 Connecting the Headset

1. **Identify Audio Ports:** Locate the 3.5mm audio output (usually green) and microphone input (usually pink) ports on your computer or device.
2. **Connect Audio Plug:** Insert the green 3.5mm plug from the headset cable into your device's audio output port.
3. **Connect Microphone Plug:** Insert the pink 3.5mm plug from the headset cable into your device's microphone input port.

#### 3.2 Attaching/Detaching the Microphone

- **To Attach:** Align the microphone's connector with the port on the left earcup and gently push until it clicks into place.
- **To Detach:** Gently pull the microphone away from the earcup. This allows the headset to function as headphones for music listening.

#### 3.3 Adjusting for Comfort

- **Headband Adjustment:** Extend or retract the headband slides on both sides to achieve a

comfortable fit over your head.

- **Microphone Positioning:** Once attached, bend the flexible microphone boom to position the microphone approximately 1-2 inches from your mouth for optimal voice capture.



Figure 3: Top view of the headset illustrating the adjustable headband for a custom fit.

## 4. OPERATING INSTRUCTIONS

### 4.1 Audio Playback

After connecting the headset, ensure your device's audio output is set to the correct port. Adjust the volume using the in-line remote control or your device's system volume settings.

### 4.2 Microphone Usage

- **Activating the Microphone:** Ensure the microphone is attached and the mute switch on the in-line

remote is in the 'unmuted' position.

- **Noise-Canceling Function:** The integrated noise-canceling technology reduces background noise for clearer voice transmission.
- **Mute Function:** Use the slide switch on the in-line remote to quickly mute or unmute your microphone.

### 4.3 In-line Remote Control

The in-line remote provides convenient access to:

- **Volume Dial:** Rotate to increase or decrease the audio output volume.
- **Microphone Mute Switch:** Slide to toggle microphone on or off.
- **Shirt Clip:** Use the integrated clip to secure the cable to your clothing, reducing cable movement and tangling.

## 5. MAINTENANCE

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### 5.1 Cleaning

- **Ear Cushions:** Gently wipe the velvet ear cushions with a soft, dry cloth. For stubborn dirt, a slightly damp cloth can be used, but ensure they are completely dry before use.
- **Headset Body:** Use a soft, dry cloth to clean the surfaces of the headset. Avoid abrasive cleaners or solvents.
- **Connectors:** Keep the 3.5mm plugs clean and free of dust to ensure optimal connection.

### 5.2 Storage

When not in use, store the headset in a clean, dry place away from extreme temperatures and direct sunlight. Avoid tightly coiling the cable to prevent damage.

## 6. TROUBLESHOOTING

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### 6.1 No Audio Output

- **Check Connections:** Ensure both 3.5mm plugs are fully inserted into the correct ports on your device.
- **Volume Levels:** Verify that the volume dial on the in-line remote is turned up and your device's system volume is not muted or set too low.
- **Device Settings:** Confirm that your computer's audio output is directed to the correct playback device (e.g., 'Speakers (Realtek High Definition Audio)' or similar, not 'Digital Output').

### 6.2 Microphone Not Working

- **Microphone Connection:** Ensure the detachable microphone is securely attached to the headset.
- **Mute Switch:** Check that the microphone mute switch on the in-line remote is in the 'unmuted' position.
- **Device Settings:** Verify that your computer's microphone input is selected as the default recording device and that its volume/gain is appropriately set.
- **Application Settings:** Some applications (e.g., communication software, games) have their own microphone settings; check these as well.

### 6.3 Static or Poor Audio Quality

- **Cable Integrity:** Inspect the cable for any visible damage or kinks.
- **Port Interference:** Try connecting the headset to different audio and microphone ports on your device, if available.
- **Source Quality:** Ensure the audio source (e.g., music file, game audio) is of good quality.

## 7. TECHNICAL SPECIFICATIONS

Feature	Specification
Driver Units	40mm Neodymium magnet
Headphones Frequency Response	20Hz-20kHz
Headphones Impedance	32ohms
Headphones Sensitivity (1kHz)	102dB/mW
Microphone Type	Noise-canceling condenser
Microphone Frequency Response	80Hz-18kHz
Microphone Impedance	<2.2kohms
Microphone Sensitivity	-41dBV/Pa
Cord Length	2.5m Oxygen-Free Copper cable
Input/Output Plugs	3.5mm gold-plated stereo miniplug x 2
Net Weight	180g (without packaging)
Dimensions	8.88 x 8.38 x 3.88 inches
Connectivity Technology	Wired
Material	Velvet

## 8. WARRANTY AND SUPPORT




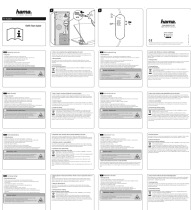

For warranty information and technical support, please refer to the documentation provided with your purchase or visit the official Creative website. Contact Creative customer service for assistance with product issues or inquiries.

### Related Documents - HS-620



[RIG 800 PRO HS Gaming Headset Quick Start Guide](#)

A concise guide to setting up and using the RIG 800 PRO HS gaming headset, covering fit adjustment, charging, connection, and audio settings for PlayStation and PC.

 ARCTIS PRO WIRELESS PRODUCT INFORMATION GUIDE	<a href="#">SteelSeries Arctis Pro Wireless Product Information Guide</a> Detailed product information guide for the SteelSeries Arctis Pro Wireless gaming headset. Covers setup for PC and PS4, Bluetooth connectivity, SteelSeries Engine software, product features, and regulatory compliance.
 Owners Manual Hydrus Commercial Softening Systems	<a href="#">Kinetico Hydrus Commercial Softening Systems Owners Manual</a> Comprehensive owners manual for Kinetico Hydrus Commercial Softening Systems, detailing operation, system configuration, maintenance, troubleshooting, and design features. Covers models HS 118s through HS 442s OD.
 ARCTIS 3 PRODUCT INFORMATION GUIDE	<a href="#">SteelSeries Arctis 3 Product Information Guide</a> Comprehensive guide to the SteelSeries Arctis 3 headset, covering package contents, system compatibility, product overview, setup, microphone usage, headband installation, and regulatory information.
	<a href="#">Hama PC Headset (HS-USB300/HS-USB400) Quick Start Guide: Safety, Controls, and Recycling</a> Get started with your Hama PC Headset (models HS-USB300, HS-USB400). This guide provides essential safety instructions, control functions, warranty information, and environmental recycling guidelines.
	<a href="#">Hama PC Headset Quick Start Guide - HS-USB250 V2, HS-USB300 V2, HS-USB400 V2</a> Get started quickly with your Hama PC headset. This guide provides essential safety information, operating instructions, and details on volume and microphone controls for models like HS-USB250 V2, HS-USB300 V2, and HS-USB400 V2. Learn about warranty and recycling.

Documents - Creative – HS-620

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