Troubleshooting Steps

Stealth 700 Gen 2 MAX For PlayStation - Turtle Beach Audio Hub Mobile App

The mobile version of the Turtle Beach Audio Hub is for personalizing/customizing and adjusting the settings and controls for the headset. The Audio Hub is available for download **here**.

To use the headset with the mobile version of the Audio Hub, please do the following:

1. Download the **Turtle Beach Audio Hub**.
2. Pair the headset to your mobile device via Bluetooth, as indicated **here**.
3. Once the headset and mobile device are paired via Bluetooth, open the Turtle Beach Audio Hub app.
4. On the first screen you see, there will be a "Get Connected" option. Tap this option, and wait for the app to connect with the headset.
5. Once the headset and app connect, you will see the Turtle Beach Audio Hub's home page.


HOME PAGE

The Home Screen will show the name of the headset model, just above the word "PlayStation" and the battery level of the headset itself.

Below that will be the Master Volume Level slider. This will control the incoming volume of the incoming game and chat audio.

The Superhuman Hearing feature (which allows you to pinpoint quiet audio cues like enemy footsteps and weapon reloads) can be toggled with the control next to the words "Superhuman Hearing". You can also adjust the level of the Superhuman Hearing feature when it is activated.

Below the Superhuman Hearing toggle there is another toggle for the Mic Monitor feature. The Mic Monitor feature allows you to hear yourself through the headset when you speak into the mic, to help avoid inadvertently yelling at other people/players. When this feature is activated, you can also adjust the volume of your voice through the headset.

Below the Mic Monitor controls will be the Game Preset. The active Preset will be listed (in this case the active preset is Signature Sound).
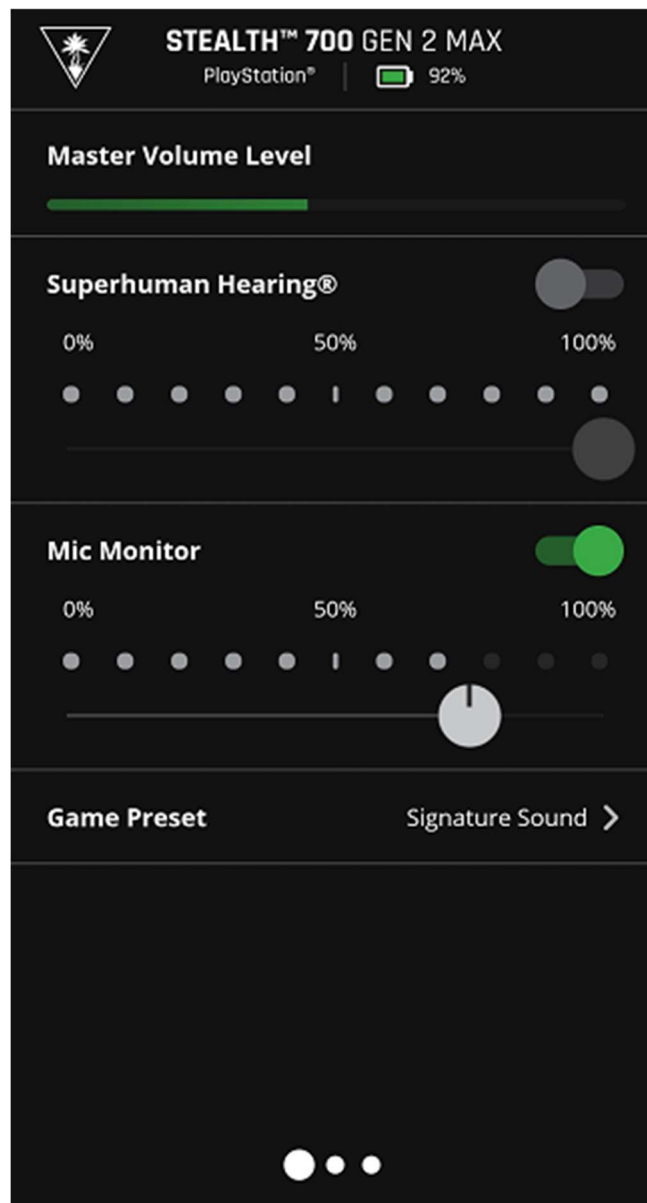
GAME PRESET SCREEN

The available options for game preset are listed. There are four standard options (Signature Sound, Bass Boost, Bass And Treble Boost, and Vocal Boost).

You can also create and manage a custom preset; these are listed separately from the standard presets the headset comes with, under "Personalized".
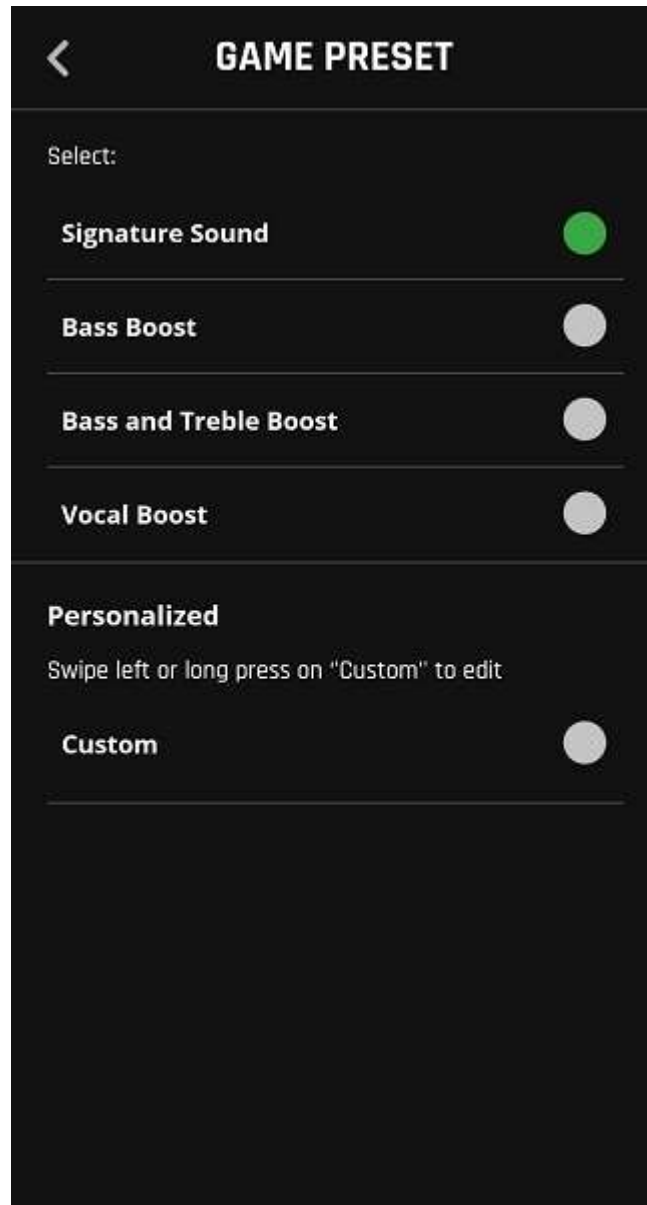
Swipe left or long press on the "Custom" listing to edit/create a Custom Game Preset.

When editing your custom game preset, you can adjust the levels of the Game Treble, the Game Bass, and the Game Dialog, from 0% to 100%. To create a custom preset, adjust those levels to your preference, and then tap "Save". Your custom game preset will be listed under "Personalized" in the list of presets.

<u>SECOND SCREEN</u>

The second/middle screen of the Audio Hub will show options for customizing the mappable controls on the headset itself, as well as other features.

STEALTH™ 700 GEN 2 MAX
PlayStation® | 🔋 92%

Transmitter   🔴 Disconnected

PLATFORM

Platform Mode

Mappable Features

WHEEL

MODE

Wheel   >

Button   >

Mic Noise Gate   ⬤

Voice Prompts Level

0%   50%   100%

Tones Level

0%   50%   100%

● ⬤ ●
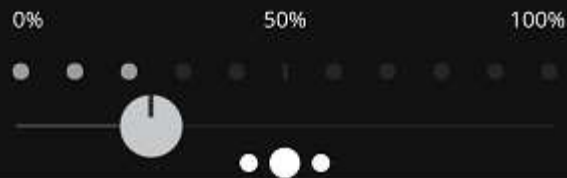
The second screen of the Turtle Beach Audio Hub include an image of the transmitter. There will be a note to indicate whether the transmitter is connected. Below the image of the transmitter you will see a confirmation of the mode the transmitter is set to.

You will also see an image of the Mappable Button and Mappable Wheel on the headset. Tap the word "Wheel" or "Button" below that image to change/re-map the feature the wheel/button control.

The mappable features of this headset include the lower volume wheel, and the Mode button. Out of the box, these controls are assigned to adjust the **Mic Monitoring Volume** and toggle the **Superhuman Hearing** feature, respectively. Tap on the **Wheel** option to see the various features the mappable wheel can be assigned to. Tap on the **Button** option to see the various features the mappable button can be assigned to.

Below the Mappable Features section, you will see a toggle for the **Mic Noise Gate**. This is a feature that adjusts the sensitivity of the mic, to make sure that your voice is what the mic picks up.

Voice Prompts Level will control how loud you hear the voice prompts in the headset. These voice prompts play when certain features are engaged, including when the headset is powered on, or the Bluetooth is paired.

Tones Level will control how loud you hear the indication tones in the headset. These tones play when certain features are engaged, including when the mic is muted and unmuted.


MAPPABLE CONTROLS

Tapping the word "Wheel" on the second screen will open the assignment menu for the Mappable Wheel. You will see the mode the headset is in, followed by the various features that the Wheel can be assigned to.
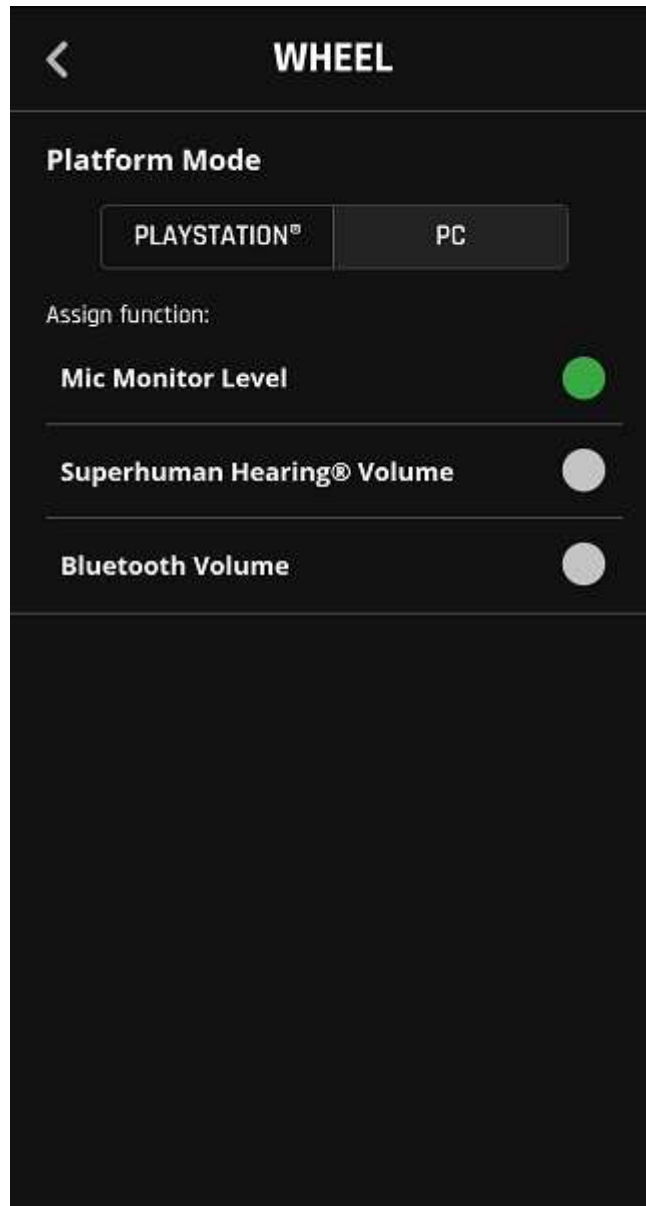
- When the transmitter is in the **PS** Mode, this includes **Mic Monitor Level**, **Superhuman Hearing Volume**, and **Bluetooth Volume**.
- When the transmitter is in the **PC** Mode, this includes **Mic Monitor Level**, **Superhuman Hearing Volume**, and **Bluetooth Volume**.

Tapping the word "Button" on the second screen will open the assignment menu for the Mappable Button. You will see the mode the headset is in, followed by the various features that the Button can be assigned to.
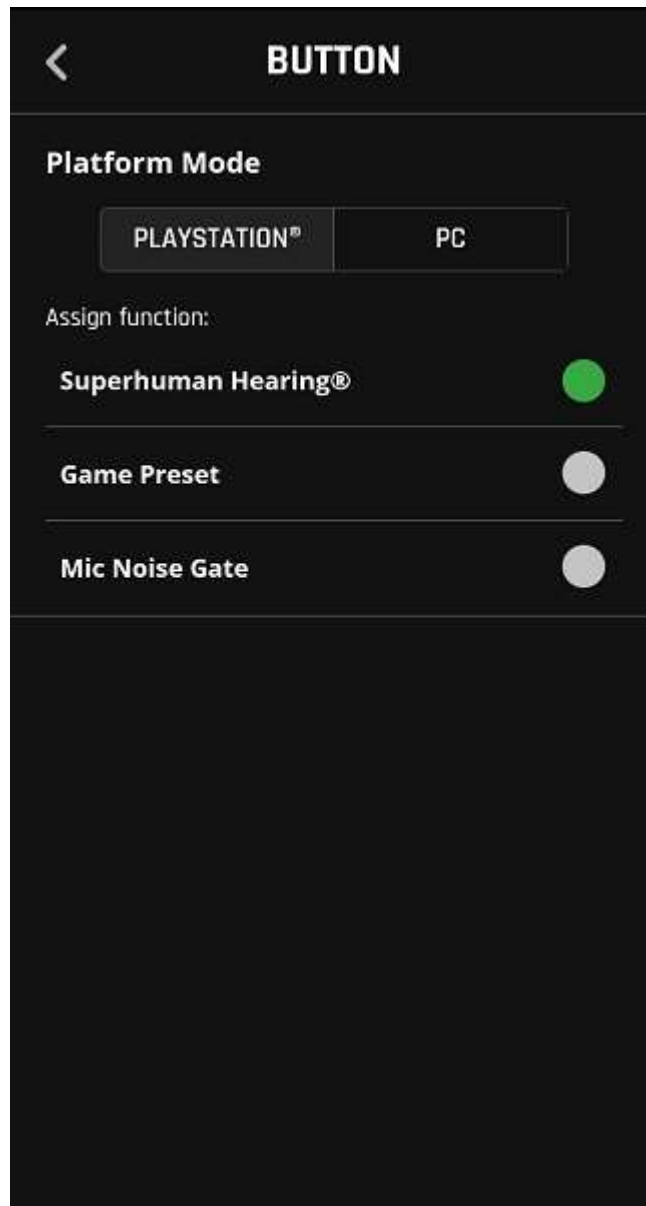
- When the transmitter is in the **PS** Mode, this includes toggles for **Superhuman Hearing**, **Game Preset**, and **Mic Noise Gate**.
- When the transmitter is in the **PC** Mode, this includes toggles for **Superhuman Hearing**, **Game Preset**, and **Mic Noise Gate,** and **Multi-Function**.
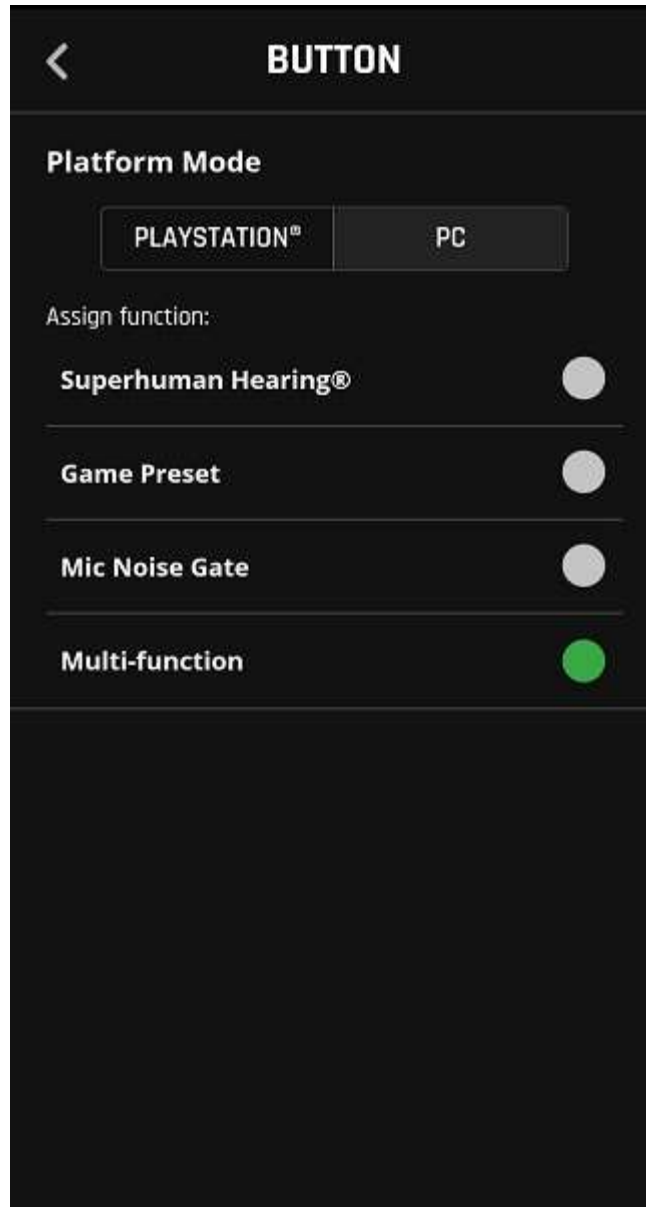
INFORMATION SCREEN

The information screen will include an image of the headset and transmitter.

Below that image the firmware and app version numbers will be listed. There will also be links to our Privacy Policy and Tech Support, an option to send feedback, and links to our official social media pages.
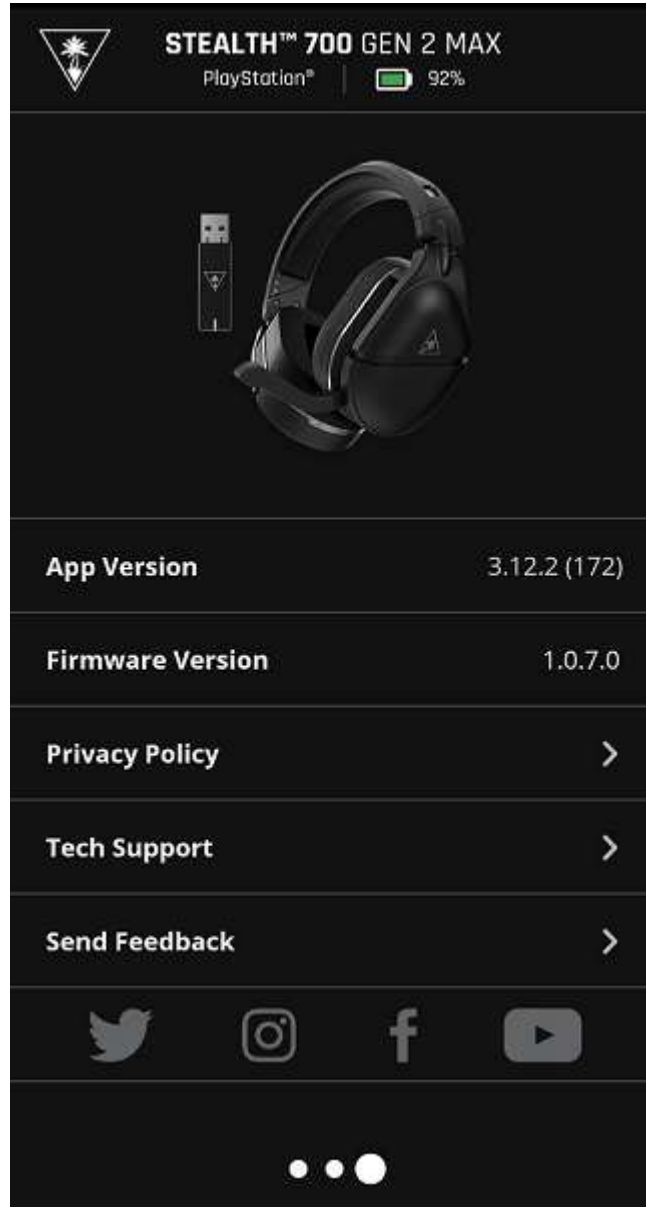
Stealth 700 Gen 2 MAX For PlayStation - PlayStation Setup/Pairing

The Stealth 700 Gen 2 MAX headset can be used with a PlayStation 4 or PlayStation 5 console, while in the PS mode. While in the PS Mode, the headset can also be used with a docked Nintendo Switch; for more information on Nintendo Switch setup, please click **here**. For instructions on PC Mode Setup, please click **here**.

To set up your Stealth 700 Gen 2 MAX For PlayStation headset for use with a PlayStation console, please do the following:

1. Put the transmitter into the "PS" mode.

2. Connect the transmitter to the USB port. If you are using this headset with a PS5, it is recommended to insert the transmitter into the USB port at the front of the PS5 console.
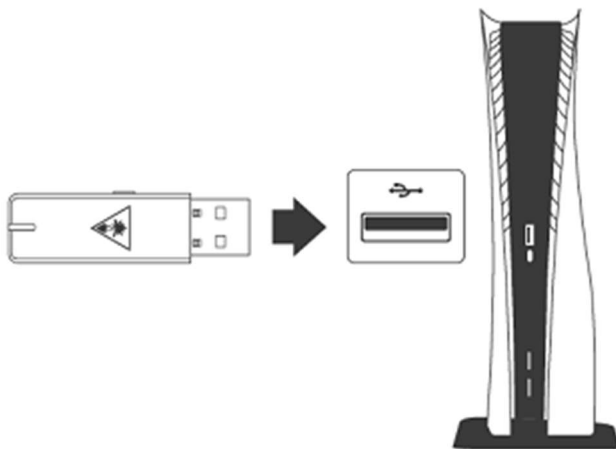
3. Power the headset on.

4. Wait for the headset and transmitter to pair.

5. Configure the settings, as follows:
    1. Go to **Settings >> Sound >> Audio Output >> Output Device**
        - Select **Stealth 700 Gen 2 MAX** for **Output Device**
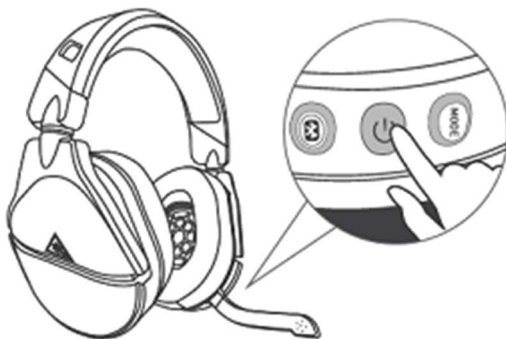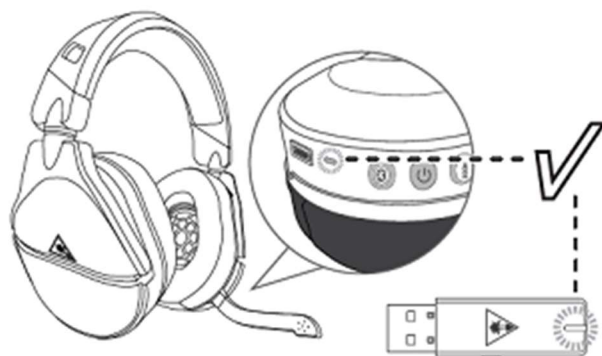   - Set **Output to Headphones** to **All Audio**
        - Set **Volume Control (headphones)** level to **Maximum**
    2. Adjust your microphone levels by going to **Settings >> Sound >> Microphone >> Adjust Mic Level >> Microphone Level**
    3. On **PS5**, enable **3D Audio** to enhance the audio through the headset, and then go to **Adjust 3D Audio Profile** to select the best profile option for your game.

Stealth 700 Gen 2 MAX For PlayStation - PC Mode Setup/Pairing

The Stealth 700 Gen 2 MAX's PC mode optimizes the headset to operate on your PC. In this mode, your MODE button will sync with your multimedia to allow you to play and pause your music, skip tracks, and adjust your master volume from your PC or keyboard.

Any EQ modes you selected in PS mode will also be carried over in PC mode.

To set up your headset for use with a Windows PC or Mac computer, please do the following.

1. Put the transmitter into PC mode.

2. Put the transmitter into your platform's USB-A port.

3. Power on headset.
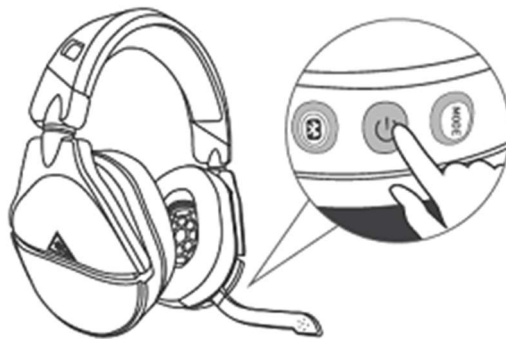
4. Wait for headset and transmitter to pair.
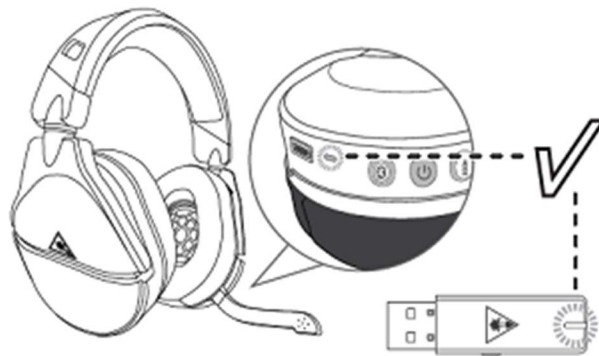
Stealth 700 Gen 2 MAX For PlayStation - Nintendo Switch Setup/Pairing

While in the PS Mode, the Stealth 700 Gen 2 MAX headset can be used with a **docked** Nintendo Switch. In addition, the headset can be used with a Nintendo Switch via Bluetooth for **game chat only**.

To set up your Stealth 700 Gen 2 MAX For PlayStation headset for use with a Nintendo Switch console, please do the following:

1. Put the transmitter into the "PS" mode.

2. Connect the transmitter to the USB port.

3. Power the headset on.
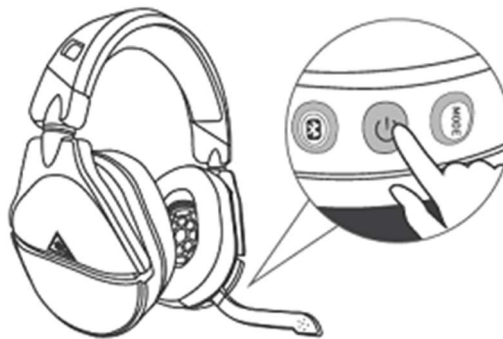
4. Wait for the headset and transmitter to pair.
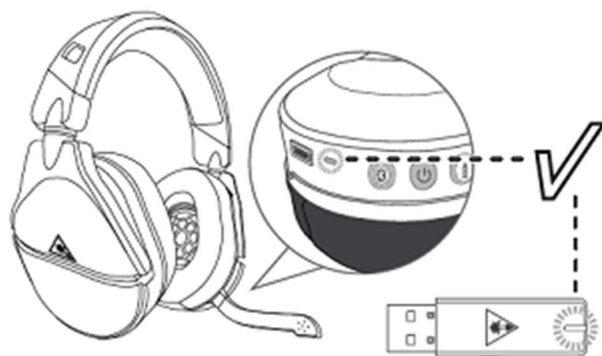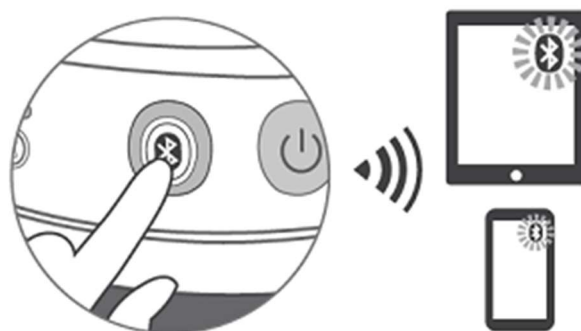
To pair your headset with the Nintendo Switch for **game audio only**, follow these steps:

1. Hold down the Bluetooth Button until the "Bluetooth Pairing" prompt plays.
2. After placing your headset in Bluetooth pairing mode, select the headset from within your console's Bluetooth settings menu to connect to your headset.

Stealth 700 Gen 2 MAX For PlayStation - Multiplatform Compatibility

The Stealth 700 Gen 2 MAX For PlayStation comes with a USB-A wireless transmitter. This transmitter is equipped with a switch that allows you to change compatibility modes from PS mode to PC mode.
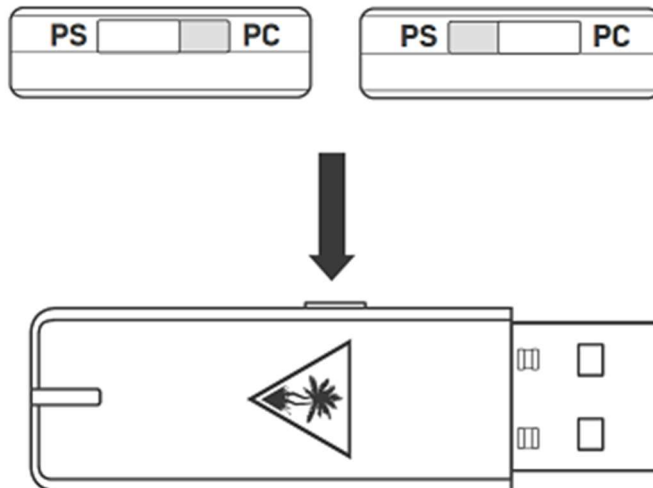
- In PS Mode, the headset can be used with a PS4 console, PS5 console, or a docked Nintendo Switch.
- In PC Mode, the headset can be used with a Windows PC or Mac computer.

Here is a chart of compatibilities listed by transmitter mode.

PS MODE	PC MODE
PS5 Consoles	Windows PC
PS4 Consoles	Mac
Nintendo Switch	

Stealth 700 Gen 2 MAX For PlayStation - No Mic Audio

If you are having issues being heard when using your Stealth 700 Gen 2 MAX For PlayStation headset, please give each of the following steps a try.

WHEN IN PS MODE

1. Headset And Transmitter Are Paired/Transmitter Is In Correct Mode

The headset and transmitter need to be paired in order for the mic to work. You can make sure the headset and transmitter are paired by double-checking the LEDs on the headset and transmitter. When the headset is paired and the mic is muted, the LEDs on the headset and transmitter will be solid BLUE and breathing/pulsing RED, respectively. When the headset is paired and the mic is unmuted, the LEDs on the headset and transmitter will both be solid BLUE.

2. Verify Console/Game Settings Are Configured Correctly

If the headset and transmitter LEDs are both solid, but you cannot be heard in chat, the settings on your console or in the game itself may not be configured for headset use.

- **PS4:** Go to **Settings** > **Devices** > **Audio Devices** and select **USB Headset (Stealth 700)**. Go back one screen to "**Adjust Microphone Level**" and follow the on-screen calibration instructions. If the bar moves when you speak into the mic, you have verified that the mic is working properly.
- In addition, make sure that the settings within the actual game are configured correctly: Ensure that chat is **enabled**, Push-To-Talk is **disabled**, and that any Recording Thresholds are at the minimum settings.

If the microphone still isn't working even with those settings configured correctly, please continue to Step 3.

3. Bluetooth Test Call

For this test, you will need a Bluetooth-compatible smartphone.

1. Hold down the headset's **Bluetooth button** until you hear the "**Bluetooth Pairing**" voice prompt.
2. Connect to your headset in your phone's **Bluetooth Settings**.
3. Make a test call on the phone. Be sure to keep the phone covered and away from you, to make sure that the headset's mic is the mic picking up the sound, and not the internal microphones in the smartphone itself.
4. During that test call, could you be heard clearly when you spoke into the mic?

If you can be heard clearly during that test call, the mic itself is working well.

If you cannot be heard clearly during that test call, please contact our **support team**.

1. Unplug the USB Transmitter from the console.
2. Press and Hold the **Power Button** on the Headset until you hear the "**Powering Off**" voice prompt.
3. Let everything sit for a few seconds.
4. Press and Hold the **Power Button** on the Headset, until you hear the "**Powering On**" voice prompt.
5. Plug the USB Transmitter back into the console.
6. Then, re-pair the headset and transmitter.

To pair the headset:

1. Put the transmitter into the "PS" mode.
2. Connect the transmitter to the USB port. If you are using this headset with a PS5, it is recommended to insert the transmitter into the USB port at the front of the PS5 console.
3. Power the headset on.
4. Wait for the headset and transmitter to pair.

WHEN IN PC MODE

1. Headset Is Paired/Transmitter Is In PC Mode

The headset and transmitter need to be paired in order for the mic to work. You can make sure the headset and transmitter are paired by double-checking the LEDs on the headset and transmitter. When the headset is paired and the mic is muted, the LEDs on the headset and transmitter will be solid BLUE and breathing/pulsing RED, respectively. When the headset is paired and the mic is unmuted, the LEDs on the headset and transmitter will both be solid BLUE.

If the LEDs are both solid BLUE, double-check that the transmitter is in the correct mode. The transmitter can be put in to two different modes: PS and PC. If the transmitter is in the PS mode but is connected to a Windows PC or Mac computer, you may have audio issues, even if the headset and transmitter are paired successfully.

2. Check Platforms/Game Settings

For some Windows PCs or Mac computers, the headset will need to be set as the default device in the computer settings. In addition, the game or program itself will likely have its own audio settings, which may include an independent setting for input and output device.

To check these settings, you'll need to go into the settings menu for the specific computer you are looking to use the headset with. This will vary depending on the type of computer. Once the computer settings are configured as they should be, double-check the settings for the game itself, as well.

3. Recording Test

If the headset and transmitter are paired, the transmitter is in the correct mode, and the settings (for the game/program and the computer being used) are configured correctly, try a recording test.

To do this, you'll need to use the recording option available to you on the platform in question. To do this, you can use an application/program like Sound Recorder or Quick Time to make a quick recording.

When you play back that recording you made, can you hear what you had recorded clearly and consistently?

If you cannot hear your voice clearly when you play back that recording you've just made, please contact our **support team**.

4. Bluetooth Test Call

The next step would be to test the headset with a different device. *For this test, you will need a Bluetooth-compatible smartphone.*

1. Hold down the headset's **Bluetooth button** until you hear the "**Bluetooth Pairing**" voice prompt.
2. Connect to your headset in your phone's **Bluetooth Settings**.
3. Make a test call on the phone. Be sure to keep the phone covered and away from you, to make sure that the headset's mic is the mic picking up the sound, and not the internal microphones in the smartphone itself.
4. During that test call, could you be heard clearly when you spoke into the mic?

If you can be heard clearly during that test call, the mic itself is working well.

If you cannot be heard clearly during that test call, please contact our **support team**.

Stealth 700 Gen 2 MAX For PlayStation - Charging

The Stealth 700 Gen 2 Max gives you 40 hours of rechargeable battery life. Make sure to charge it regularly, and to fully charge the headset before storing.

The headset's LED will "breathe" (pulse) RED when the battery is low. When the headset is plugged in to charge, the LED will change to solid RED. If the headset is powered ON when it is plugged in to charge, the LED will breathe BLUE when the headset is fully charged. If the headset is powered OFF when it is plugged in to charge, the LED will turn OFF when the headset is fully charged.
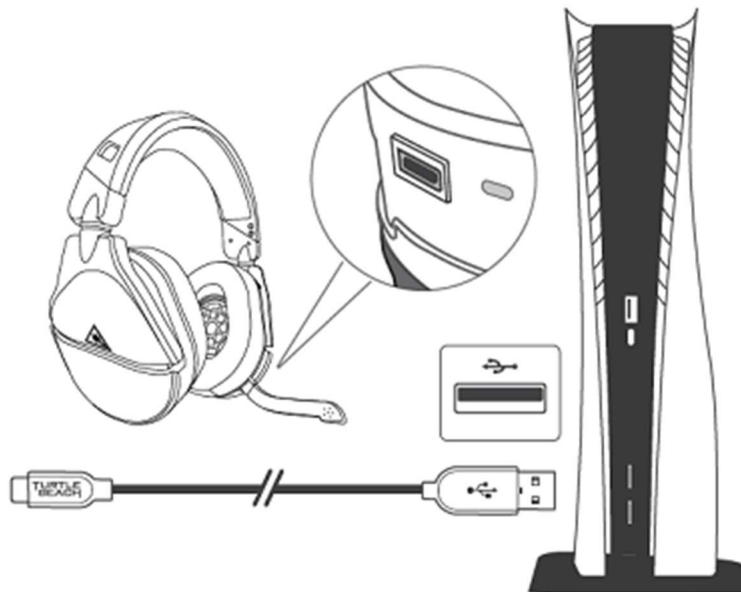
Headset Storage

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

Stealth 700 Gen 2 MAX For PlayStation - Bluetooth

Your Stealth 700 Gen 2 MAX For PlayStation headset can be paired to a Bluetooth-enabled device, so that you can make/take calls or listen to music while you game.

Your Stealth 700 Gen 2 MAX for PlayStation headset will enter Bluetooth pairing mode once powered on. If no Bluetooth connection is made in two minutes, Bluetooth pairing mode will stop.

To put your headset into Bluetooth pairing mode, follow these steps.

1. Hold down the Bluetooth Button until the "Bluetooth Pairing" prompt plays.
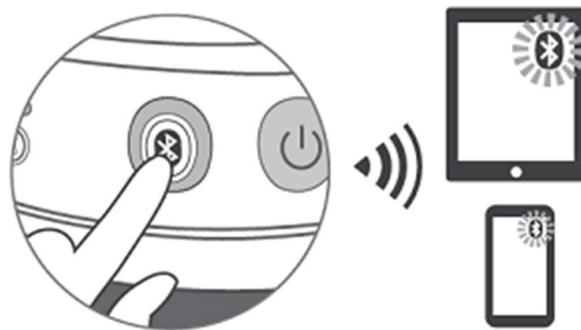
2. After placing your headset in Bluetooth pairing mode, select the headset from within your device's Bluetooth settings menu to connect to your headset.

Once the headset is paired to the device, you can use the Bluetooth button to control the Bluetooth audio, as detailed below.

FUNCTION FONCTION	BLUETOOTH® BUTTON ACTION ACTION DU BOUTON BLUETOOTH®
Play/Pause Lancer/Pause	Press Once Appuyer une fois
Skip Forward Passer	Press Twice Quickly Appuyer deux fois rapidement
Fast Forward Accélérer	Press Twice Quickly and Hold Appuyer deux fois rapidement et maintenir
Skip Back Retour en arrière	Press Three Times Quickly Appuyer trois fois rapidement
Rewind Rembobiner	Press Three Times Quickly and Hold Appuyer trois fois rapidement et maintenir
Answer Call Répondre à un appel	Press Once Appuyer une fois
End Call Mettre fin à un appel	Press Once Appuyer une fois
Reject Incoming Call Rejeter un appel	Press and Hold Appuyer et maintenir
Activate Voice Recognition (if available) Activer la reconnaissance vocale (si disponible)	Press and Hold Appuyer et maintenir

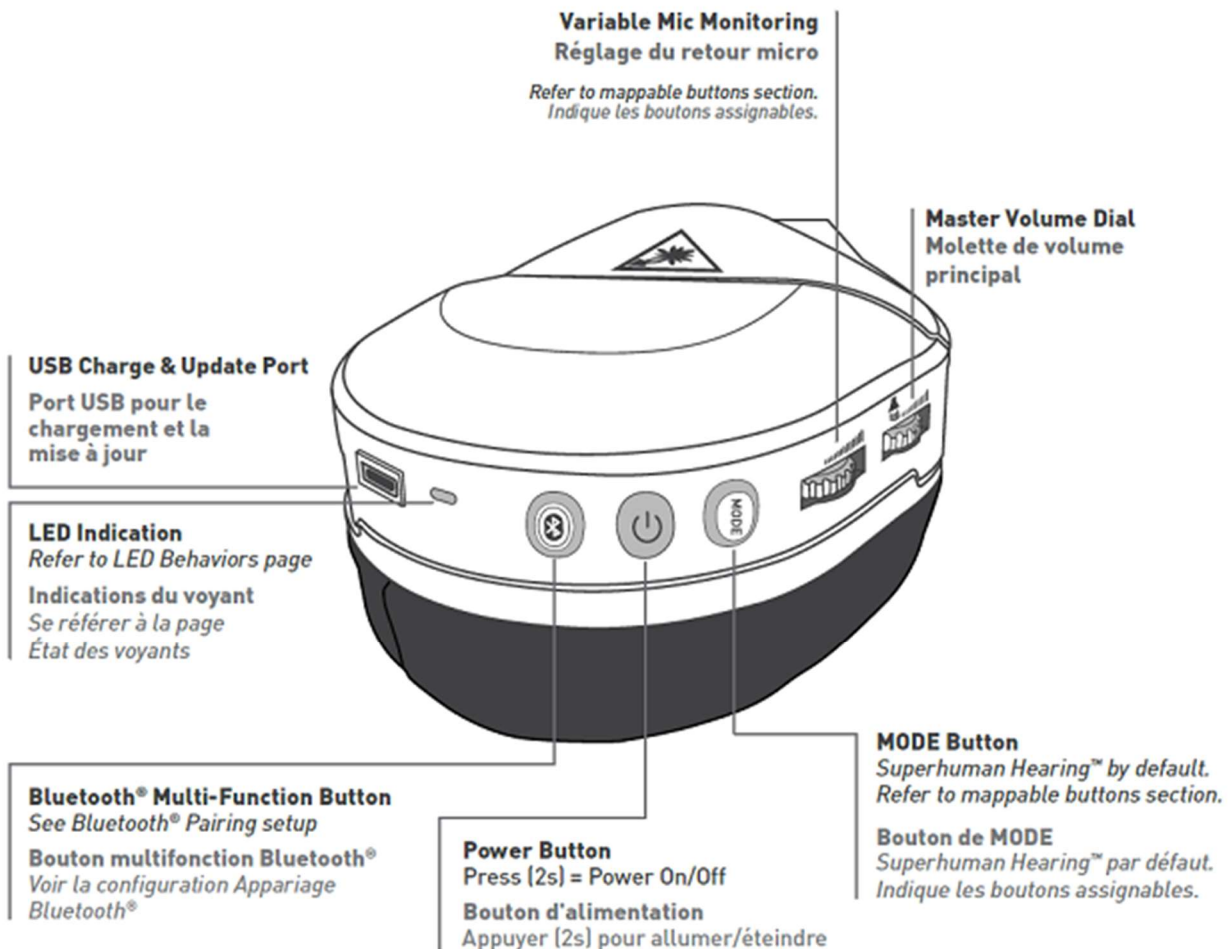| FUNCTION	BLUETOOTH BUTTON ACTION
Play/Pause	Press Once
Skip Forward	Press Twice Quickly
Fast Forward	Press Twice Quickly And Hold
Skip Back	Press Three Times Quickly
Rewind	Press Three Times Quickly And Hold
Answer Call	Press Once (During Incoming Call)
End Call	Press Once (During Active Call)
Reject Incoming Call	Press And Hold (During Incoming Call)
Activate Voice Recognition (if available)	Press And Hold (When Not In Call)

Stealth 700 Gen 2 MAX For PlayStation - Features And Controls

The Stealth 700 Gen 2 MAX For PlayStation offers some unique features and controls.

Variable Mic Monitoring
Réglage du retour micro

Refer to mappable buttons section.
Indique les boutons assignables.

Master Volume Dial
Molette de volume principal

USB Charge & Update Port
Port USB pour le chargement et la mise à jour

LED Indication
Refer to LED Behaviors page

Indications du voyant
Se référer à la page État des voyants

MODE Button
Superhuman Hearing™ by default.
Refer to mappable buttons section.

Bouton de MODE
Superhuman Hearing™ par défaut.
Indique les boutons assignables.

Bluetooth® Multi-Function Button
See Bluetooth® Pairing setup

Bouton multifonction Bluetooth®
Voir la configuration Appariage Bluetooth®

Power Button
Press (2s) = Power On/Off

Bouton d'alimentation
Appuyer (2s) pour allumer/éteindre

On the bottom-front of the left earcup there is a **USB Charge & Update Port**. Use the included USB Cable to plug the headset in to a USB port on the console to charge the headset, or to a USB port on a computer to update the headset's firmware.

Next to that USB Charge & Update Port is the headset's **LED Indicator**. This LED indicator will display differently depending on the headset's charging/pairing status. Those LED behaviors are detailed in the image and chart below.
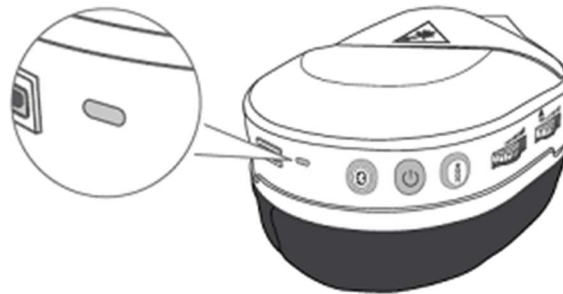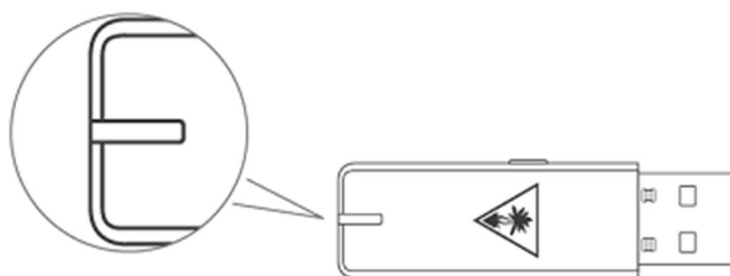

HEADSET LED VOYANT DU CASQUE	MEANING SIGNIFICATION
Solid Blue Bleu et Fixe	Headset and Transmitter Paired Casque et Émetteur Appariés
Fast-Blinking White Clignotement rapide blanc	Bluetooth® Pairing Appariage Bluetooth®
Solid White Blanc et fixe *Stays white for 2 seconds, then goes back to blue.* *Reste blanc pendant 2 secondes, puis repasse au bleu.*	Bluetooth® Paired Bluetooth® apparié
Breathing Blue Clignote en Bleu	(While Charging & On) Battery Full (En charge et Allumé) Batterie Pleinel *LED turns off when battery is fully charged (if headset is off).* *Le voyant s'éteint lorsque la batterie est entièrement chargée (si le casque est éteint).*
Double-Blink Blue Clignote Deux Fois en Bleu	Not Paired Non Apparié
Solid Red Rouge et Fixe	(While Charging) Battery Charging (En Charge) Batterie en Charge
Breathing Red Clignote en Rouge	Battery Low Batterie Faible

Headset LED	MEANING
Solid Blue	Headset And Transmitter Paired
Fast-Blinking White	Bluetooth Pairing Mode
Solid White (stays white for 2 seconds, then turns blue)	Bluetooth Paired

Breathing Blue	(While Charging And On) Battery Full*
Double-Blink Blue	Not Paired
Solid Red	(While Charging) Battery Charging
Breathing Red	Battery Low
*While charging and OFF, Headset LED will turn OFF when battery is fully charged.	

Please Note: The transmitter also has its own LED Indicator, which will indicate the pairing and mute status of the headset.

TRANSMITTER LED INDICATION INDICATIONS DU VOYANT DE L'ÉMETTEUR	MEANING SIGNIFICATION
Solid Blue Bleu et Fixe	Headset and Transmitter Paired Casque et Émetteur Appariés
Double-Blink Blue Clignote Deux Fois en Bleu	Not Paired Non Apparié
Breathing Red Clignote en Rouge	Mic Muted Micro Désactivé

TRANSMITTER LED	MEANING
Solid Blue	Headset And Transmitter Paired
Double-Blink Blue	Not Paired
Breathing Red	Mic Muted

Next to the headset's LED Indicator is the **Bluetooth Multi-Function Button**. This button is used to pair the headset to a Bluetooth-enabled device, and also to control your Bluetooth audio and calls when the headset is being used with a Bluetooth-enabled device via a Bluetooth connection. The various button presses are detailed in the following image/chart:

FUNCTION FONCTION	BLUETOOTH® BUTTON ACTION ACTION DU BOUTON BLUETOOTH®
Play/Pause Lancer/Pause	Press Once Appuyer une fois
Skip Forward Passer	Press Twice Quickly Appuyer deux fois rapidement
Fast Forward Accélérer	Press Twice Quickly and Hold Appuyer deux fois rapidement et maintenir
Skip Back Retour en arrière	Press Three Times Quickly Appuyer trois fois rapidement
Rewind Rembobiner	Press Three Times Quickly and Hold Appuyer trois fois rapidement et maintenir
Answer Call Répondre à un appel	Press Once Appuyer une fois
End Call Mettre fin à un appel	Press Once Appuyer une fois
Reject Incoming Call Rejeter un appel	Press and Hold Appuyer et maintenir
Activate Voice Recognition (if available) Activer la reconnaissance vocale (si disponible)	Press and Hold Appuyer et maintenir

FUNCTION	BLUETOOTH BUTTON ACTION
Play/Pause	Press Once
Skip Forward	Press Twice Quickly
Fast Forward	Press Twice Quickly And Hold
Skip Back	Press Three Times Quickly
Rewind	Press Three Times Quickly And Hold
Answer Call	Press Once (During Incoming Call)
End Call	Press Once (During Active Call)

Reject Incoming Call	Press And Hold (During Incoming Call)
Activate Voice Recognition (if available)	Press And Hold (When Not In Call)

For more information regarding Bluetooth use with this headset, please click here.

Next to the Bluetooth button is the headset's **Power Button**. Press and hold this button for 2 seconds to power the headset on or off.

Next to the Power Button is the **MODE Button**. Out of the box/by default, this button will control the headset's **Superhuman Hearing** feature. Superhuman Hearing is a feature that adjusts the audio to allow you to pinpoint quiet audio cues like enemy footsteps and weapons reloads. Please note that Superhuman Hearing is a **situational feature**, and is **not** meant to be used continuously. Quick-press this button once to activate or deactivate the headset's Superhuman Hearing feature.

Please note that the MODE Button can be re-mapped to control a different function. For more information on re-mapping the buttons, please click **here**.

Next to the MODE Button is the **Lower Volume Control Dial**. Out of the box/by default, this dial will control the volume of the headset's **Mic Monitor** feature. Mic Monitor is a feature that allows you to hear your own voice in the headset when you speak into the mic; this is intended to help avoid inadvertently yelling at other people/players. Use this Volume Control Dial to adjust how loud your voice is in the headset when you speak into the mic.

Please note that like the MODE Button, the Lower Volume Control can be re-mapped to control a different function. For more information on re-mapping the buttons, please click here.

Next to the Lower Volume Control Dial is the **Master Volume Dial**. This dial will control the volume of the incoming game/chat audio when in the PS mode.

Finally, in the front of the headset, there is the **Flip-To-Mute Mic**. Flip mic up to mute. Flip mic down to mute. There is an audible tone when the mic is muted or unmuted.

Mic Unmuted
Micro activé

Mic Muted
Micro désactivé

Mic Muted
Micro désactivé
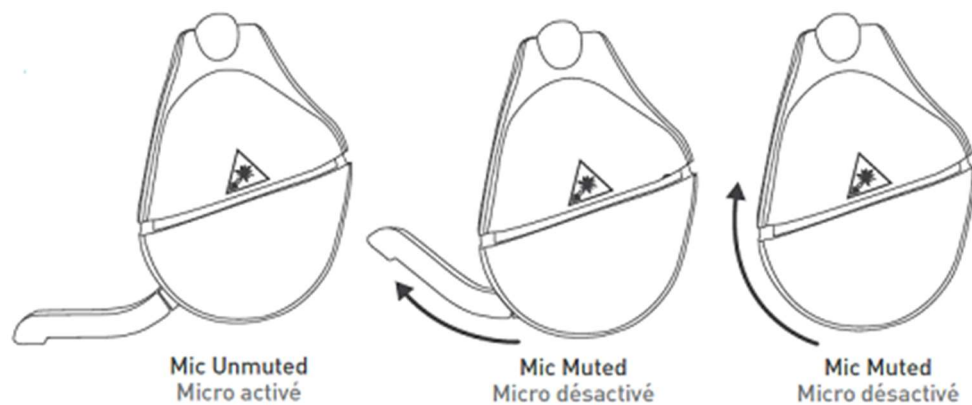
In addition to all of these controls, this headset does offer a Pro-Specs Glasses Relief System.

For those who game with glasses, adjust the ProSpecs Glasses-Friendly System for added comfort.

The ProSpecs Glasses Relief System creates a channel in the ear cushion to help reduce pressure on your glasses frame. To adjust this, you must first remove the ear cushion. Hold the ear cushion firmly, and gently pull it away from the speaker. The ear cushion should come off with minimal effort.

Pull
Tirer
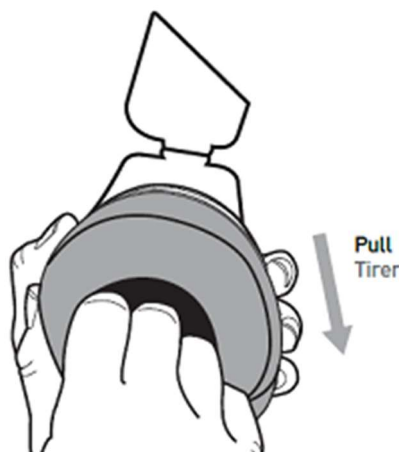
Depending on the size of your glasses frame, use the tab adjustment to create the appropriate-sized channel in the ear cushion. By default, the adjustment tab is set to the shallowest setting. To increase the size/depth of the channel in the ear cushion, simply pull the tab and attach it to

the post based on your preference.
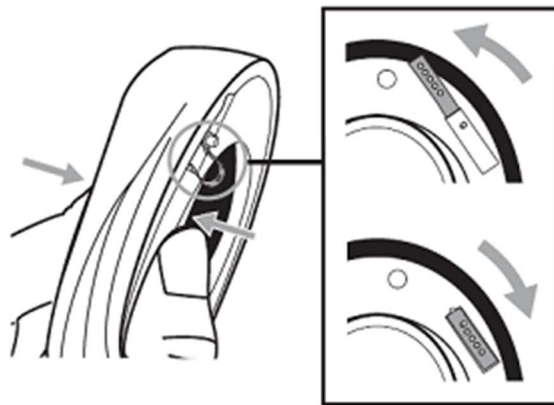
After you've adjusted the glasses-friendly channel to your liking, place the ear cushion back onto the speaker. The ear cushion should snap into place with minimal effort. Please note that the ear cushions are labeled with an "L" or an "R" to indicate which side of the headset they belong on.