



TurtleBeach Atlas Three Headset User Manual

[Home](#) » [TurtleBeach](#) » TurtleBeach Atlas Three Headset User Manual 

Contents

- 1 Atlas Three Headset
- 2 PACKAGE CONTENTS
- 3 HEADSET CONTROLS
- 4 PROSPECS™ GLASSES FRIENDLY DESIGN
- 5 PC/MAC MOBILE SETUP
- 6 SETUP FOR XBOX ONE
- 7 PS4 SETUP
- 8 CHARGING
- 9 No Mic Audio On Xbox
- 10 Voice Chat Issues On Nintendo Switch
- 11 No Mic Audio On PlayStation
- 12 No Mic Audio on PC
 - 12.1 PlayStation Setup
 - 12.2 Xbox Setup
- 13 PC Setup
 - 13.1 Download
 - 13.2 Related Posts

Atlas Three Headset



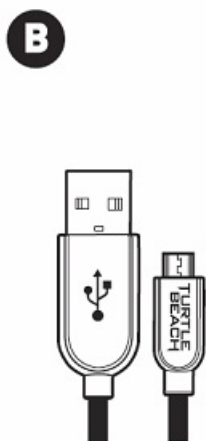
User Manual

PACKAGE CONTENTS

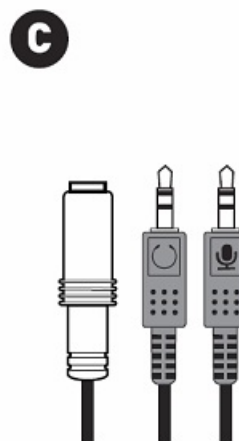
1. Atlas Three Headset **(A)**
2. USB Charging Cable **(B)**
3. PC Splitter Cable **(C)**



Atlas Three Headset
Casque de jeu Atlas Three

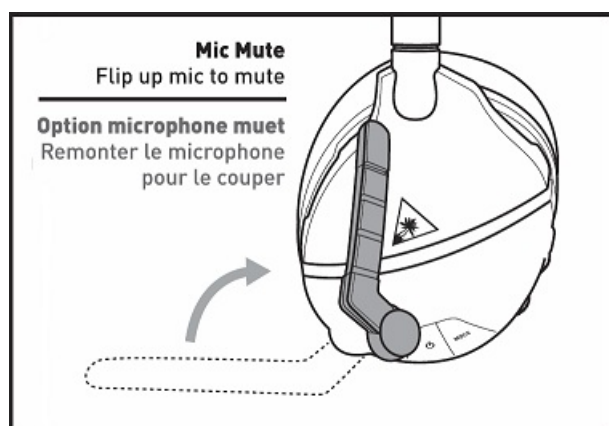


USB Charging Cable
Câble de chargement USB



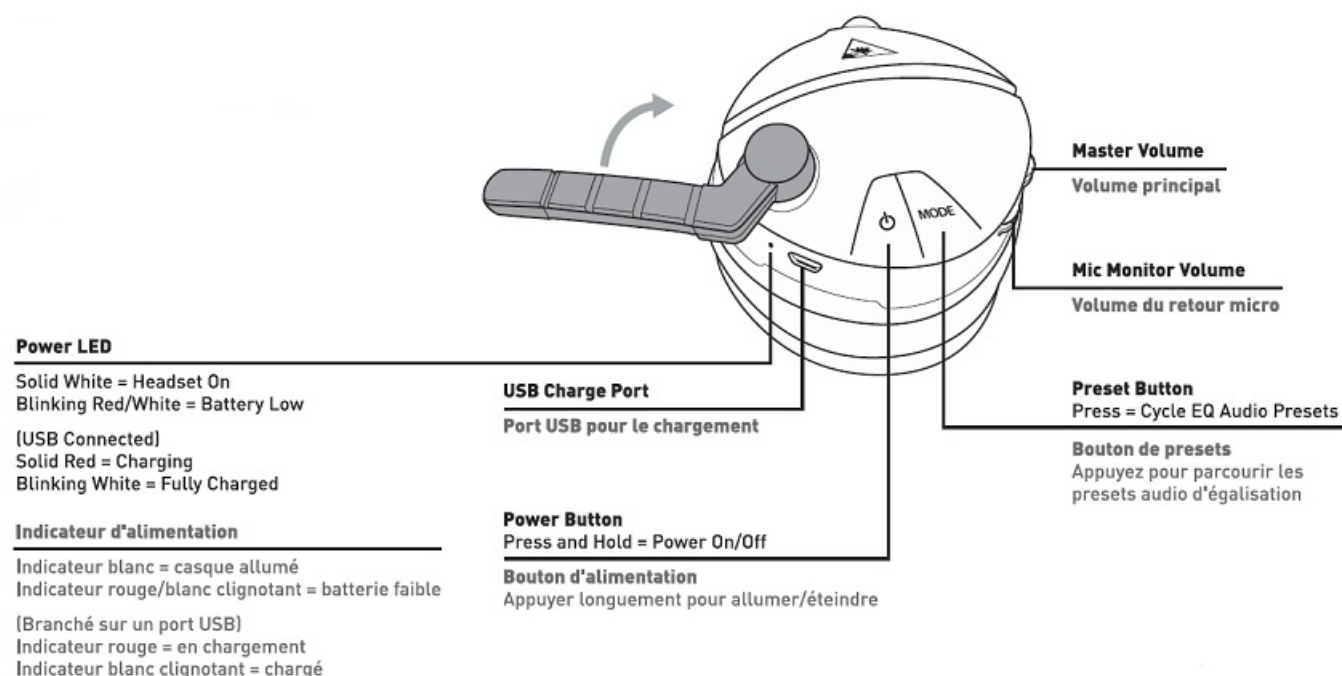
PC Splitter Cable
Câble séparateur PC

HEADSET CONTROLS



1. Mic Mute

- Flip up mic to mute



1. Power LED

- Solid White – Headset On
- Blinking Red/White – Battery Low
- (USB Connected)
- Solid Red – Charging
- Blinking White – Fully Charged

2. USB Charge Port

3. Power Button

- Press and Hold – Power On/Off

4. Preset Button

- Press – Cycle EQ Audio Presets

5. Mic Monitor Volume

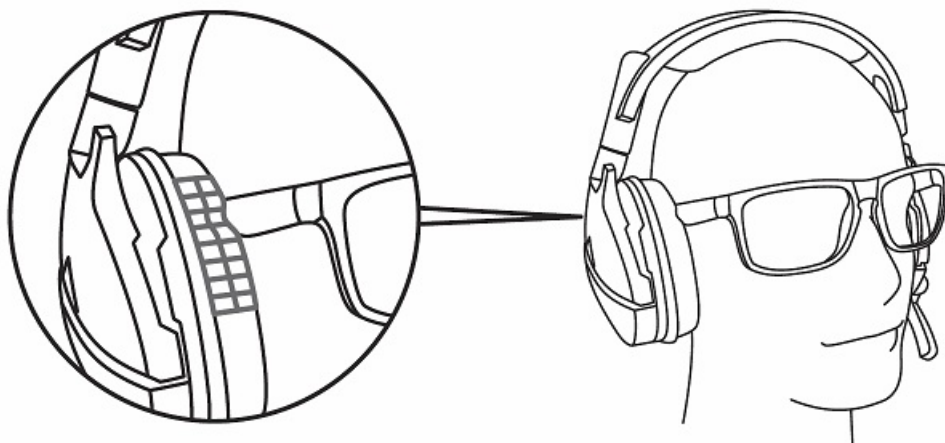
6. Master Volume

EQ PRESETS

EQ Presets Présets d'égalisation	
1 tone = Signature Sound	1 bip = son emblématique
2 tones = Treble Boost	2 bips = amplification des aigus
3 tones = Vocal Boost	3 bips = amplification des voix

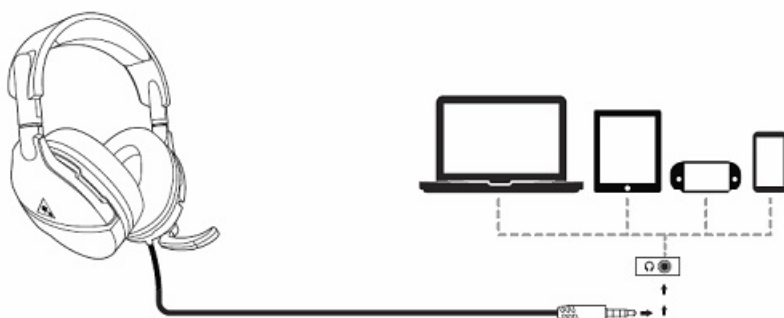
EQ PRESETS	
1 Tone	Signature Sound
2 Tones	Treble Boost
3 Tones	Vocal Boost

PROSPECS™ GLASSES FRIENDLY DESIGN

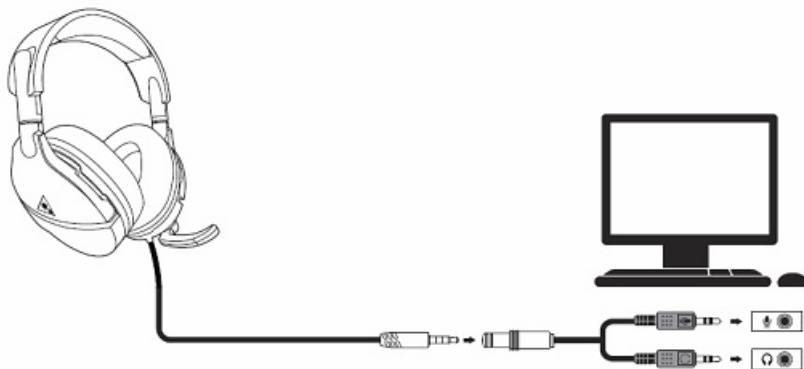


Originally created for the Elite Pro Tournament Gaming Headset, Turtle Beach's exclusive ProSpecs™ glasses-friendly technology is built into the Atlas Three, featuring an advanced ear cushion design and materials that allow gamers who wear glasses to finally play in comfort.

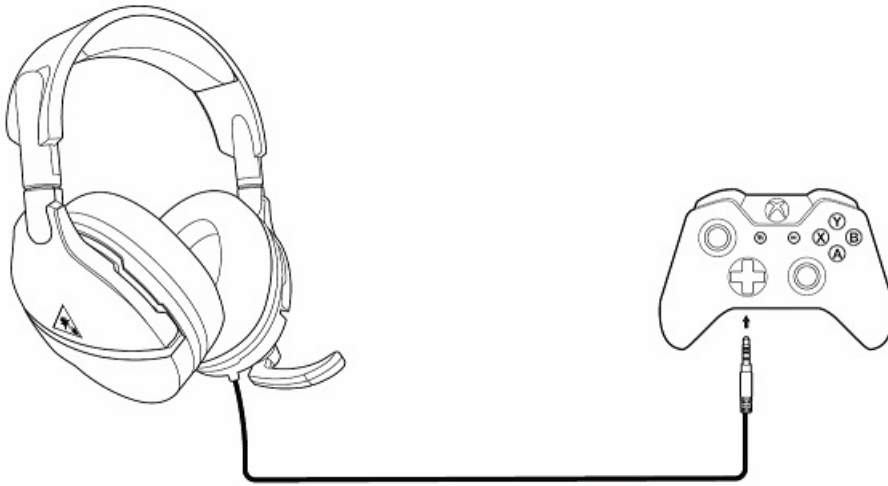
PC/MAC MOBILE SETUP



If your PC has two separate jacks (one each for headset audio and mic audio), you'll need to use the included PC Splitter Cable, as shown below.



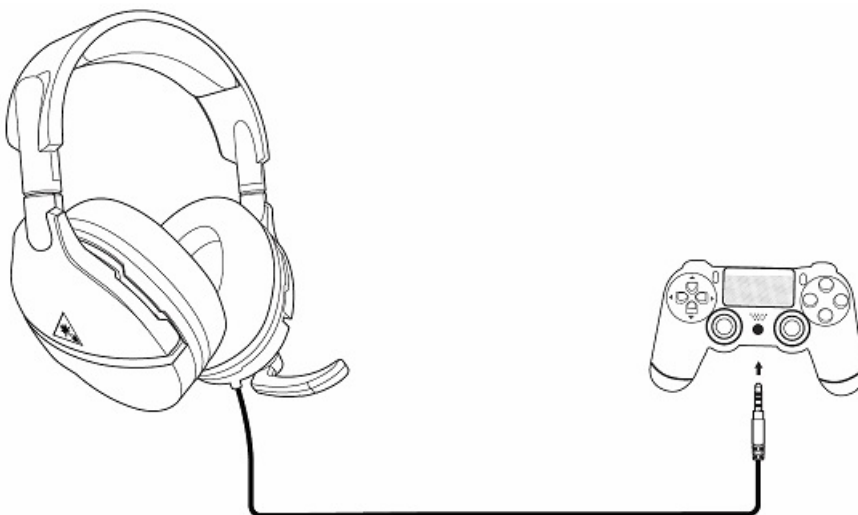
SETUP FOR XBOX ONE



NOTE: The Atlas Three requires the **NEW** Xbox One Controller with 3.5mm headset jack. Purchase the Headset Audio Controller for use with the original Xbox One Controller.

1. Plug the headset into the Xbox controller.
 2. While in the Home screen, press the Xbox button on the controller. Scroll down to the buttons on the bottom of the left sidebar, and then select the speaker icon (Audio & Music).
 3. Configure your settings as shown:
 - Set **Headset Volume** to **maximum**
 - Set **Headset Chat Mixer** to the **middle** setting
 - Set **Mic Monitoring** to **minimum**
-

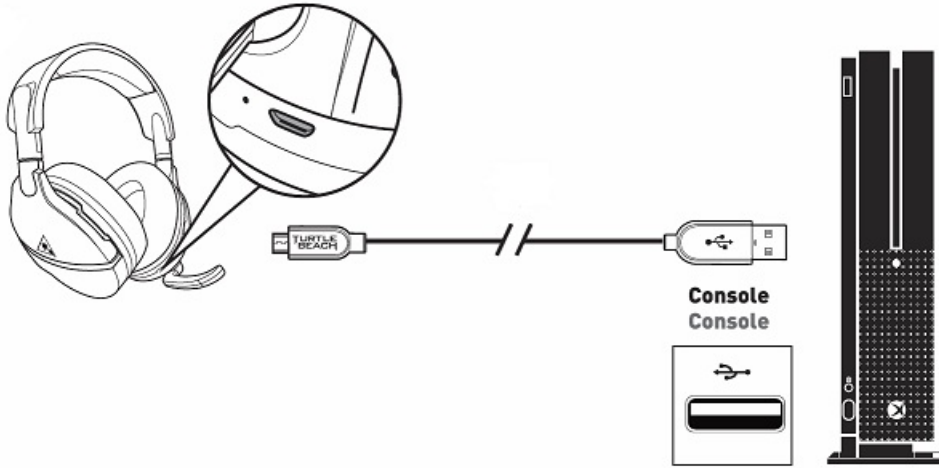
PS4 SETUP



1. Go to **Settings >> Devices >> Audio Devices**
 - Set **Input & Output Devices** to **Headset Connected to Controller**
 - Set **Output to Headphones** to **All Audio**

- Set **Volume Control (Headphones)** level to maximum
2. Select **Adjust Microphone Level** and follow the on-screen instructions to calibrate your microphone.
-

CHARGING



The Atlas Three uses a rechargeable battery. Make sure to charge it regularly.

Headset Storage:

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

No Mic Audio On Xbox

If other players are unable to hear you in Xbox Live Chat or on your Xbox console, please perform the following steps.

1. Headset is Powered On/Charged, Mic is Unmuted/Mic Monitor is Working/Headset is Assigned

Press and hold the Power button to power the headset on, and then plug the headset into the controller.

In addition, make sure the headset itself is charged. The headset will charge to full within a few hours, and has a battery life of over 40 hours when full. If the battery is low, you will hear a double-tone in the headset, followed by another tone every few minutes. When the headset's battery is low, the headset's LED will also blink Red/White.

The Atlas Three has an adjustable mic. To use the mic, gently push ('flip') the mic forwards. When the mic is fully pushed forwards, the mic will "Lock" into position.

Raise the Mic Monitor volume by moving the lower volume dial on the headset up. Then, speak directly into the mic. You should be able to hear yourself in the headset when you speak into the mic.

Also, check that the controller is assigned to your profile. To do this:

1. Press the **Xbox/Home** button on the Xbox controller.
2. Go to **Settings >> All Settings >> Kinect & Devices >> Devices & Accessories**
3. You will see an image of the controller you are using. Below this image there will be a "... Button. Select

this “...” Button to bring up the device screen for the controller. On the left side of the screen there will be a sidebar with information; at the bottom of that sidebar, there should be a Headset listed as being assigned to the controller.

If you can see the headset listed as being assigned to the controller, and can hear yourself when you speak into the mic, proceed to the next test. If you do not see that headset listed, please proceed to Step 3. If you cannot hear yourself through the headset, please contact our [Support Team](#).

2. Record a Test Message

1. With the headset plugged in to the controller, press the Xbox button while in the home screen.
2. Go to **Parties & Chats** tab, and select **New Chat**
3. Select someone from the list (you do not have to select anyone in particular, as you will not be sending this message), and then tap the Menu button to complete the selection.
4. After you choose a person, two options will appear: **Write a Message** (pencil icon on left) and **Record a Message** (mic icon on right). Select the **Record a Message/Mic** icon on the right.
5. Select **Record**, and then speak into the mic. When you are done recording, stop the recording.
6. The new recording should appear under the Write a Message/Record a Message icons. Select **Play**, and listen to that recording you made. This will tell you how your voice will sound to other players. Can you hear your voice clearly?

If you can hear your voice clearly, the mic itself is working well.

If you cannot hear your voice clearly, please proceed to the next step.

3. Power Cycle Console

To perform a quick power cycle with the console, please do the following, in this order:

1. Shut down the console from the menus, and disconnect the headset from the Xbox controller.
2. Unplug any USB Cable going into the controller, turn the controller off, and unplug the Xbox console itself from the wall/outlet it is plugged into. Make sure the console itself is unplugged.
3. Let everything sit for a minute, and then:
4. Plug the console itself in.
5. Turn the console on, and sign into your profile. If your profile automatically signs in, please make sure to sign out and then sign back in.
6. Then connect the headset, and assign it to your profile.

To assign the headset to your profile:

1. With the headset plugged into the controller, go to **Settings >> Kinect & Devices >> Devices & Accessories**. Select the controller that you are using; in the controller's menu, select **“Assign to Someone”**, and choose the Gamertag/Xbox Live account that you are currently signed into.

If the Power Cycle does not resolve this, please contact our [Support Team](#).

Voice Chat Issues On Nintendo Switch

If you are experiencing the following symptoms when you use your headset with Fortnite on a Nintendo Switch,

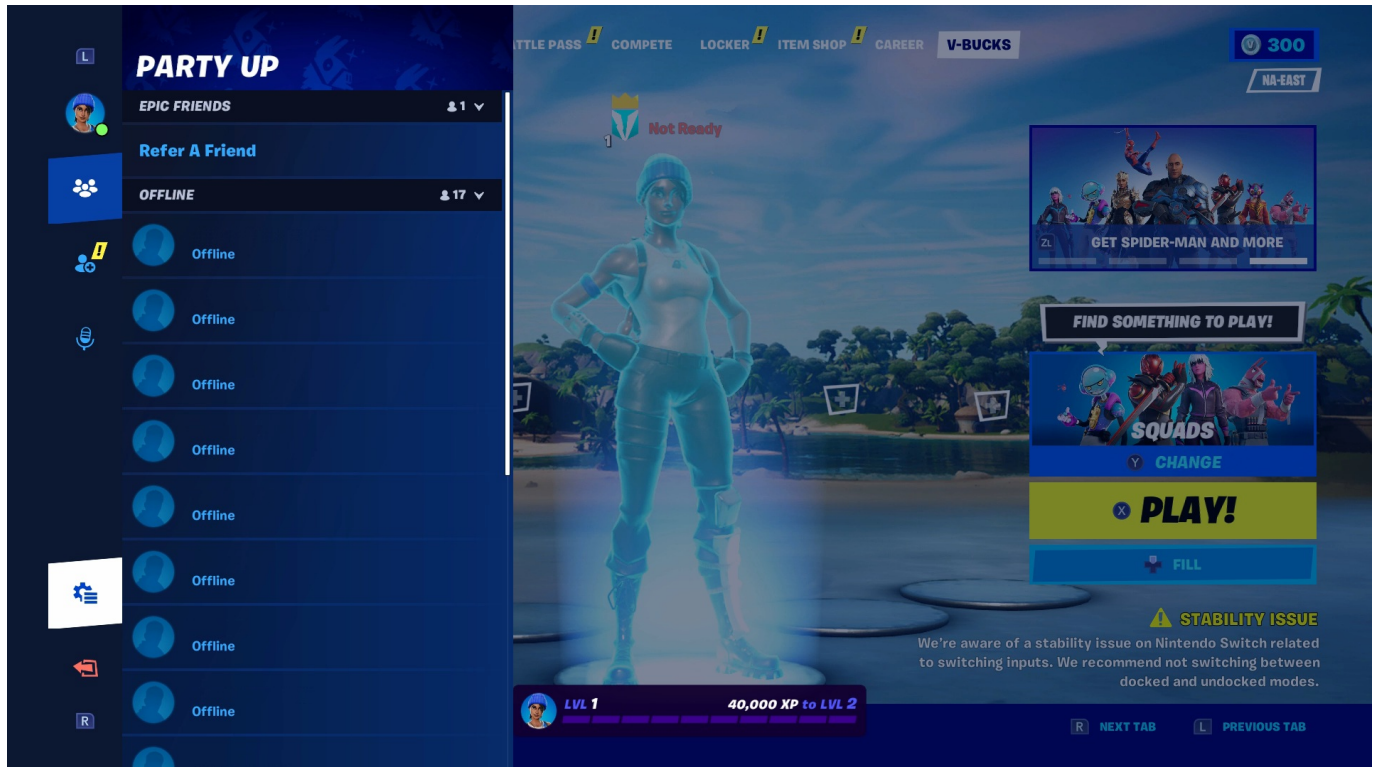
please try the steps below:

- **Mic Not Working in Chat** (*you can't be heard in chat*)
- **Chat Audio Not Working** (*you cannot hear other people in chat*)

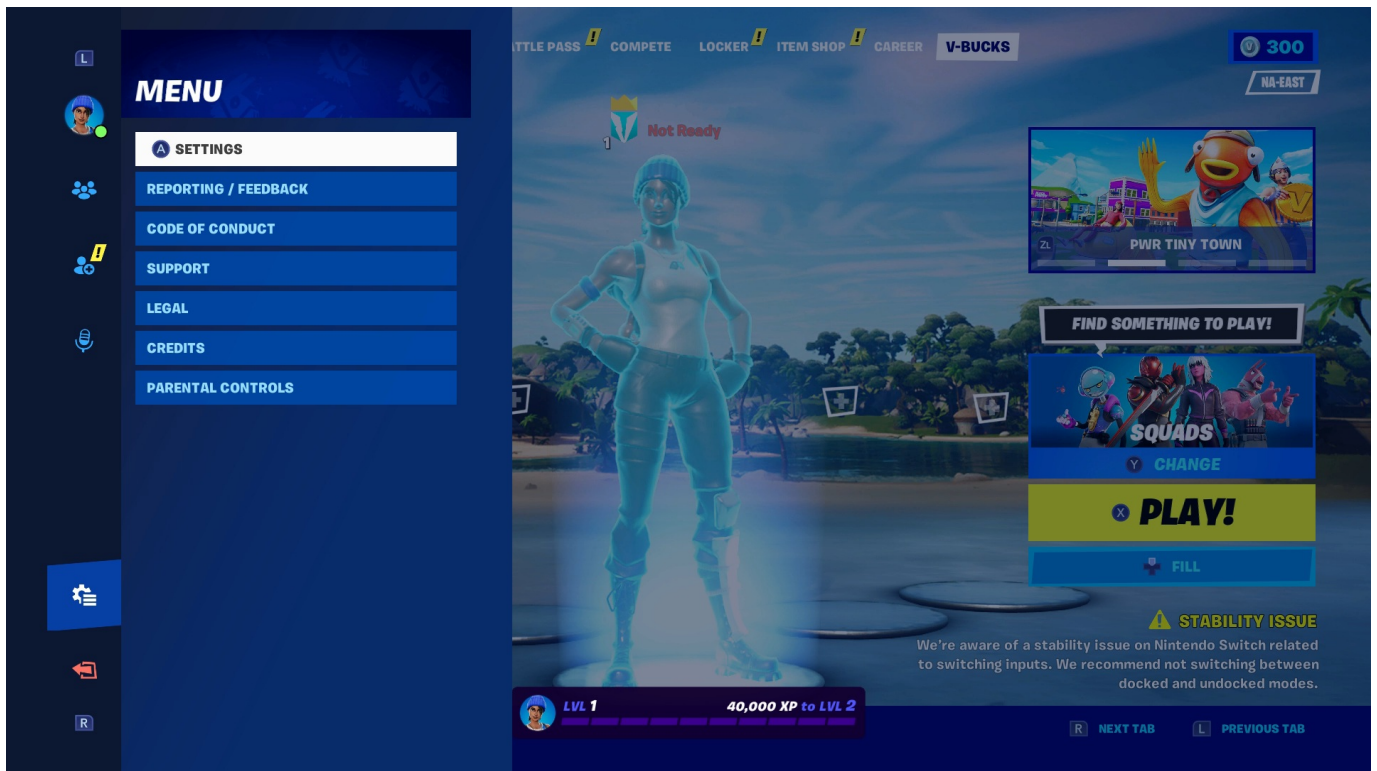
You may need to re-enable the in-game chat. In addition, you may need to disable the Push-to-Talk feature.

To do so:

1. Make sure you are logged in to your profile. Once you are logged in, press the **+** button on the switch to bring up the Social menu. Scroll down to and then select the gear icon on the bottom of the left sidebar.



2. The sidebar will change in appearance from your friends list to a list of several different options. Select the "Settings" option, as shown below.



3. You will see several tabs on the top of the screen. Scroll to the Speaker tab – this is the Audio Settings tab. Then, scroll down to section labelled “Voice Chat”.

There will be two toggle settings: **Voice Chat** and **Voice Chat Method**.

- **Voice Chat** is **ON** by default. To be able to hear and be heard in chat, this setting needs to be **ON**. If this setting is turned off, you will not be able to hear the chat audio, and you will not be able to be heard in chat.
- **Voice Chat Method** is set to **PUSH-TO-TALK** by default. To be able to be heard in chat whenever you speak, this setting needs to be **OPEN MIC**. If this setting is set to PUSH-TO-TALK, you will not be heard in chat unless you press a specific button when you speak into the mic.



Make sure that the **Voice Chat** is **On** and the **Voice Chat Method** is set to **Open Mic**, and then test the headset again. You should be able to hear and be heard in the chat.

If you have re-enabled game chat, but you are still having issues with hearing or being heard in chat, please [contact our support team](#) for further assistance.

No Mic Audio On PlayStation

If other players are unable to hear you in chat, please check the following:

1. Headset is Powered On/Charged, Mic is Not Muted/Mic Monitor is Working

Press and hold the Power button to power the headset on, and then plug the headset into the controller.

In addition, make sure the headset itself is charged. The headset will charge to full within a few hours, and has a battery life of over 40 hours when full. If the battery is low, you will hear a double-tone in the headset, followed by another tone every few minutes. When the headset's battery is low, the headset's LED will also blink Red/White.

The Atlas Three has an adjustable mic. To use the mic, gently push ('flip') the mic forwards. When the mic is fully pushed forwards, the mic will "Lock" into position.

To mute the mic, just flip the mic back the other way.

Raise the Mic Monitor volume by moving the lower volume dial on the headset up. Then, speak directly into the mic. You should be able to hear yourself in the headset when you speak into the mic.

If you cannot hear your voice clearly, please [contact our Support Team](#).

2. The Console Chat Settings Are Configured

If you are able to hear yourself through the headset when you speak into the mic, then the mic itself is working properly, but the settings on your console may not be configured for headset use.

If you have a PS4:

1. go to **Settings >> Devices >> Audio Devices**
 - ◦ ◦ ◦ Set **Input** and **Output Devices** to **Headset Connected to Controller**
 - Set **Output to Headphones** to **All Audio**
 - Set **Volume Control (Headphones)** level to **Maximum**
2. Select **Adjust Microphone Level** and follow the on-screen instructions to calibrate your microphone

If you have a PS5:

1. Go to **Settings >> Sound >> Audio Output >> Output Device**
 - ◦ ◦ ◦ Select **Headset Connected To Controller** for **Output Device**
 - Set Output to Headphones to All Audio
2. Go to **Settings >> Sound >> Volume >> Headphones**
 - ◦ ◦ ◦ Set **Volume Control (headphones)** level to **Maximum**
3. Adjust your microphone levels by going to **Settings >> Sound >> Microphone >> Adjust Mic Level >> Microphone Level**

*As desired, you can enable the 3D Audio function to enhance the audio through your headset. Then, go to **Adjust 3D Audio Profile** to select the best profile option for your game.

If the microphone still isn't working, or if you don't see any activity on that Adjust Microphone Level screen when you use the mic, please [contact our Support Team](#).

No Mic Audio on PC

If you are having issues being heard in chat while using your Atlas Three with a PC, please review the following:

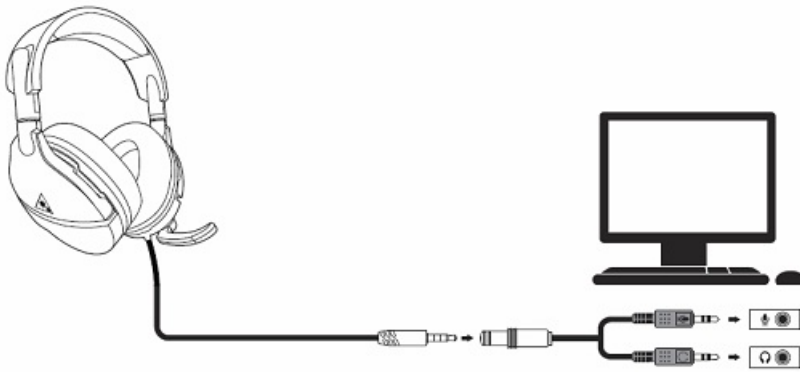
1. Headset is Powered On/Charged/Securely Plugged in, Mic Is Unmuted

Press and hold the Power button to power the headset on, and then plug the headset into the computer.

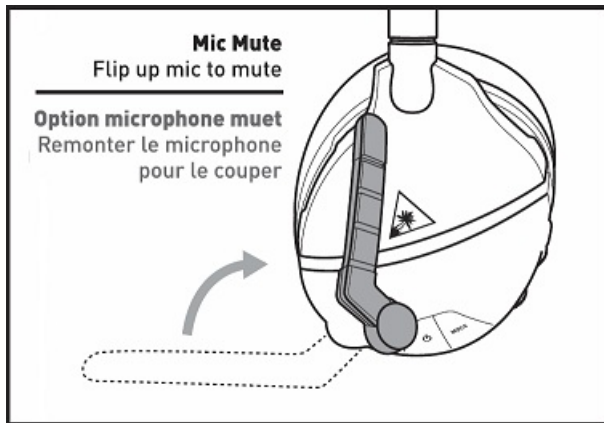
In addition, make sure the headset itself is charged. The headset will charge to full within a few hours, and has a battery life of over 40 hours when full. If the battery is low, you will hear a double-tone in the headset, followed by another tone every few minutes. When the headset's batter is low, the headset's LED will also blink Red/White.



If your computer has separate jacks, one each for headset audio and mic audio, you'll need to use the included PC Splitter Cable to connect the headset into your computer, as shown below.



Make sure that the mic is flipped forward. If the mic is flipped all the way up/back, the mic itself will be muted.



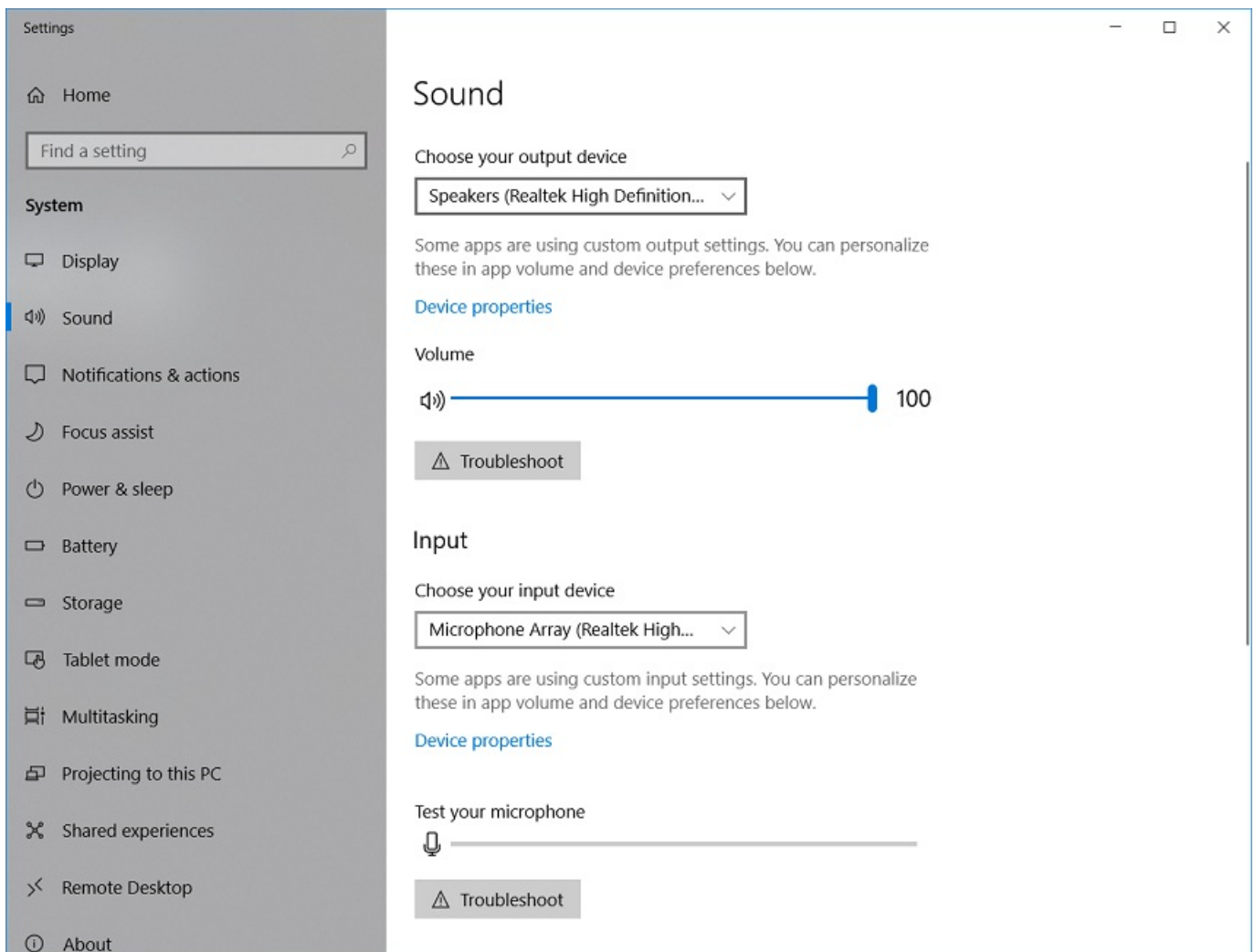
2. Mic/Headset are Set As Default Device

With the headset connected to the computer, check that the headset/mic are set as the default Playback and Recording devices.

Right-click the speaker icon on the bottom-right of the screen. On Windows 10, select “Open Sound Settings”; otherwise, click “Recording Devices”.

In these screens, you’ll be able to select the headset and mic as the default device; this means the computer will use the headset and mic for the audio.


PLEASE NOTE: The headset/mic will not appear in the list of available devices as “Elite Atlas”. Instead, the headset will appear as the jack that the headset itself is plugged into. In the screenshots below, the headset appears as “Speakers (Realtek High Definition Audio)”, and the mic itself appears as “Microphone Array (Realtek High Definition Audio)”.



You should be able to gently tap the mic and see activity in the bar under “Test your Microphone”.

Test your microphone

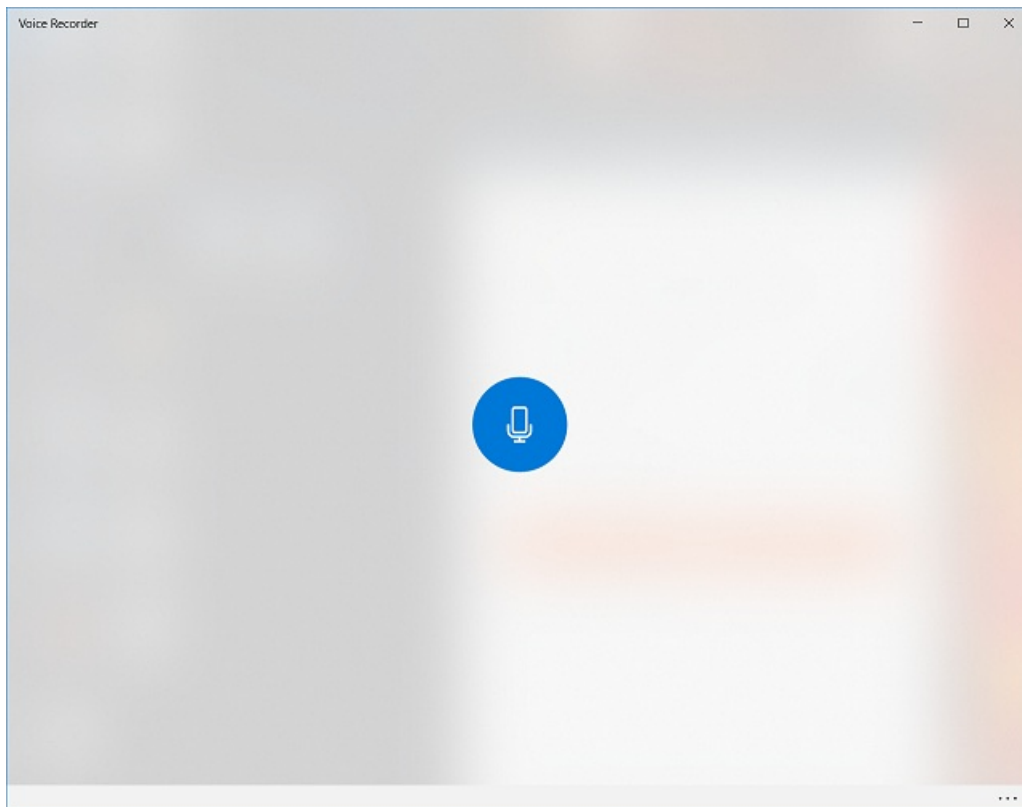


 Troubleshoot

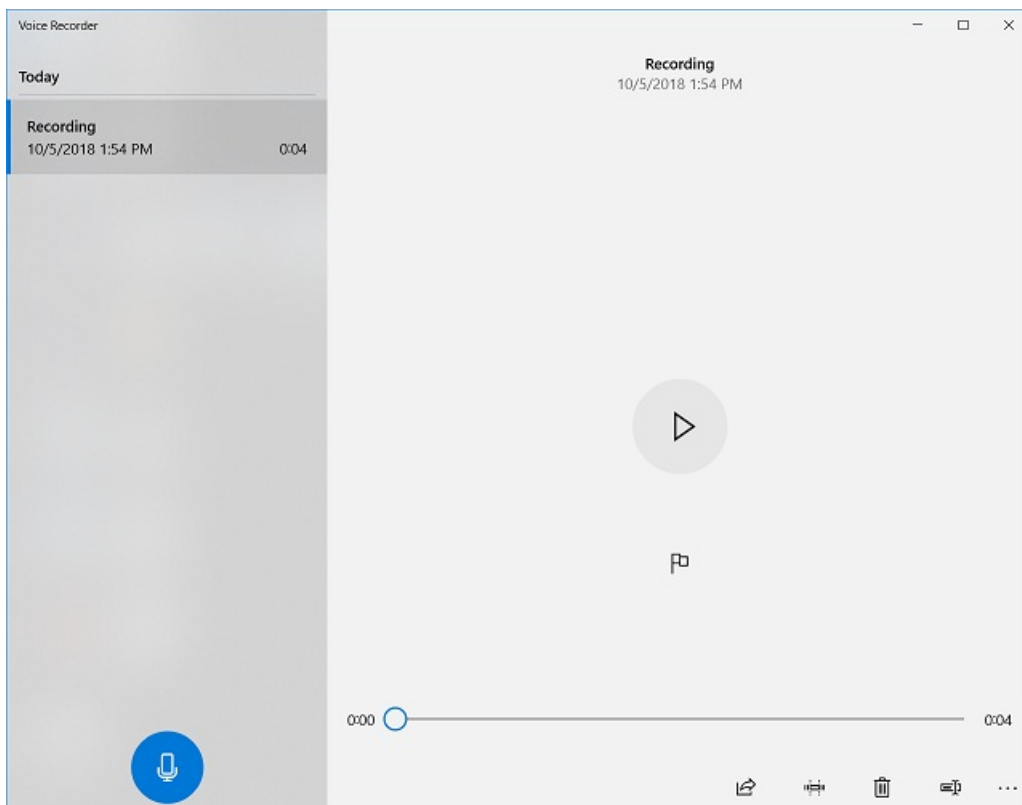
If you see that activity showing in the test bar, your mic has successfully been set as the default device. Continue to Step 3.

3. Test Recording

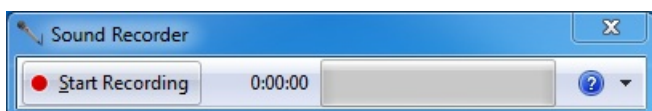
In Windows 10, click the start Menu and open Voice Recorder. With the mic and headset set as the default device, click the Record button, and record yourself talking into the mic, or gently tapping on the mic.



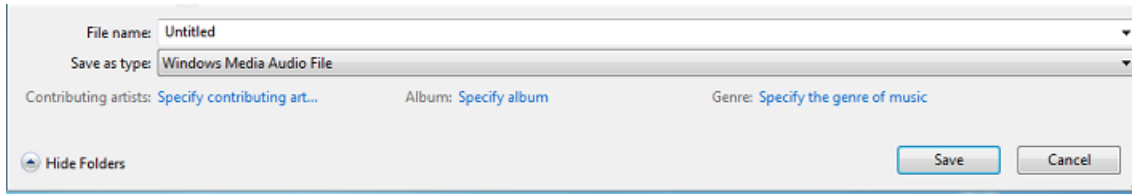
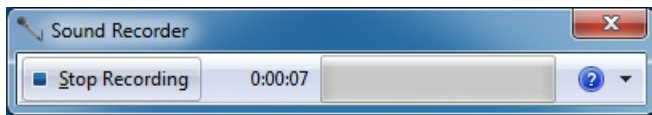
Then, click the play button to play back that test recording you made. You should be able to hear what you had recorded clearly.



Otherwise, select “Sound Recorder”, and click the “Start Recording” button.



Record yourself talking into the mic, or gently tapping on the mic. Then, click “Stop Recording”, and save the recording to your Desktop.



Open the recording, and play it back. You should be able to hear what you had recorded clearly.

If you could hear the recording clearly, the computer itself is picking up the sound. Continue to Step 3.

If you could not hear the recording clearly, but the mic is securely plugged in to the headset, is not muted, and both the headset and mic are set as the default device, [contact support](#).

3. Program-Specific Settings

If you are having issues with specific apps like Discord, Skype, or TeamSpeak, you'll want to make sure that the mic and headset are set as the default devices for not only the computer's sound settings, but also for the program's sound settings as well. The individual screens and processes for this will vary from program to program, but essentially, you'll want to go into the settings for the program, and make sure that the mic and headset are showing as the chosen default device.

PlayStation Setup

This article details the best way to set up the Atlas Three headset for use with a **PS4** or **PS5** console.

PS4 SETUP

If you have a PS4/PS4 Pro headset, please do the following.



1. Press and Hold the **Power** button on the headset. The Power LED should light up **solid**, and you should hear a series of three ascending tones.
2. Plug the headset's 3.5mm plug into the PS4 controller.
3. Flip the mic down to unmute the mic.
4. In the PS4 menu, go to **Settings >> Devices >> Audio Devices**
 - ◦ ◦ ◦ ◦ Set **Input** and **Output Devices** to **Headset Connected to Controller**
 - ◦ ◦ ◦ Set **Output to Headphones** to **All Audio**

- Set **Volume Control (Headphones)** level to **Maximum**
- Select **Adjust Microphone Level** and follow the on-screen instructions to calibrate your microphone

5. Make sure that the Game/Chat audio and the Mic Monitoring are adjusted to your liking by moving the upper and lower volume dials, respectively.

If you navigate through the console menus, play a game, or enter a chat, you should now be able to hear those navigation tones, game audio, and chat audio.

PS5 SETUP

If you instead have a PS5 console, please do the following.

1. Plug the headset into the aux port in the DualSense controller. Once you do this, the microphone function will automatically switch from the controller's integrated mic to your headset.
2. Go to **Settings >> Sound >> Audio Output >> Output Device**
 - ◦ ◦ ◦ Select **Headset Connected To Controller** for **Output Device**
 - Set Output to Headphones to All Audio
3. Go to **Settings >> Sound >> Volume >> Headphones**
 - ◦ ◦ ◦ Set **Volume Control (headphones)** level to **Maximum**
4. Adjust your microphone levels by going to **Settings >> Sound >> Microphone >> Adjust Mic Level >> Microphone Level**

*As desired, you can enable the 3D Audio function to enhance the audio through your headset. Then, go to **Adjust 3D Audio Profile** to select the best profile option for your game.

Xbox Setup

To set up your Atlas Three headset for use with your Xbox console, please do the following:

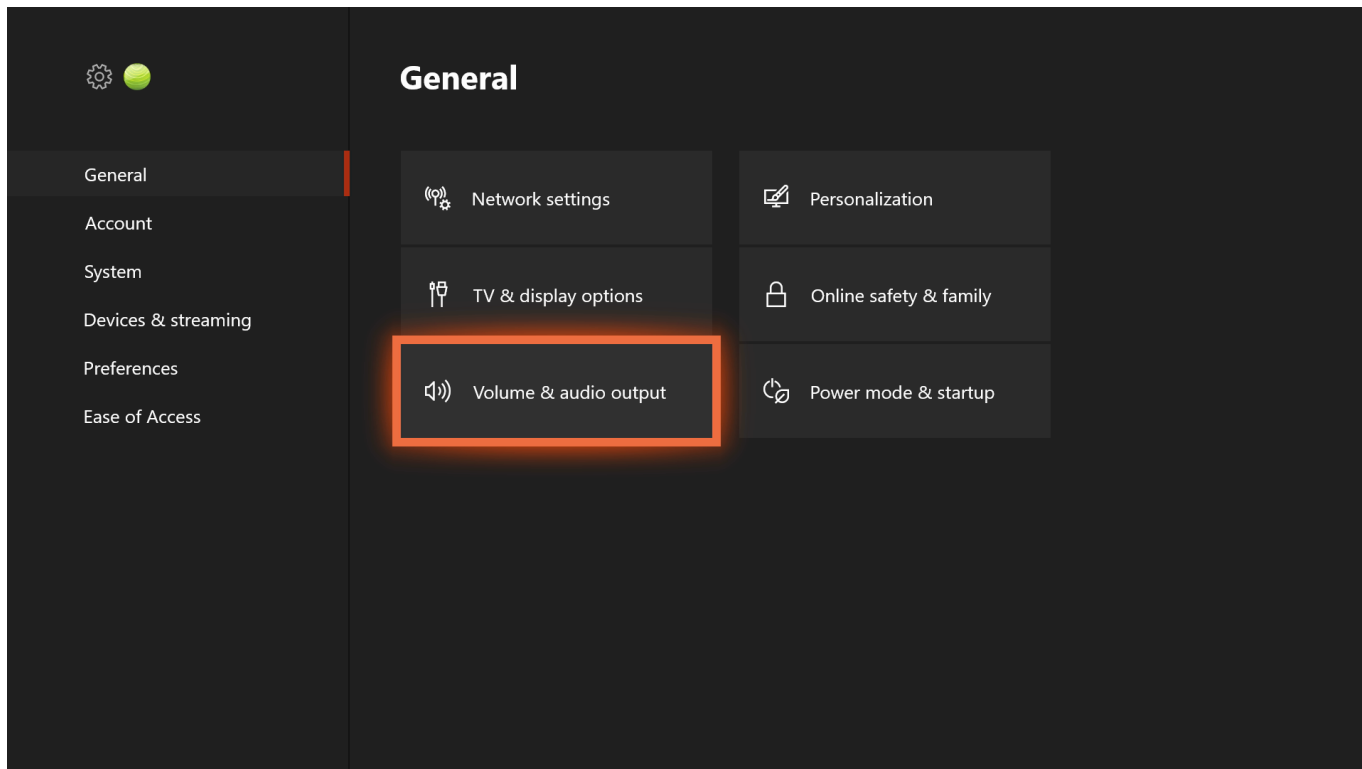
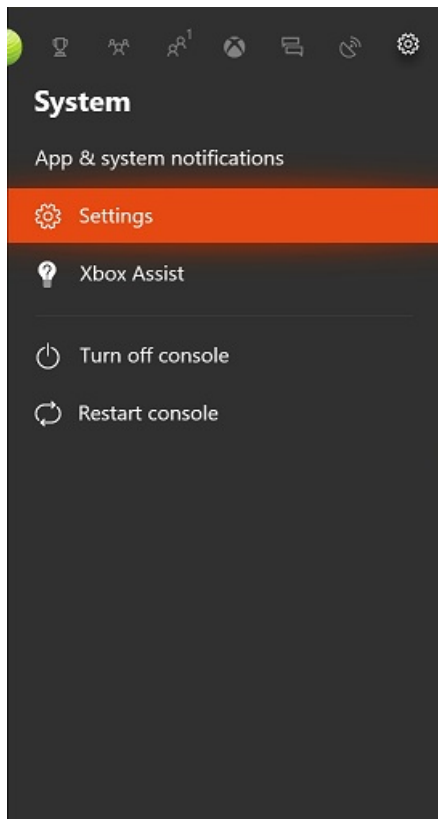
1. Press and Hold the **Power** button on the headset. The Power LED should light up **solid**.
2. Plug the headset's 3.5mm plug into the Xbox controller. If you have an older Xbox controller, you will need an adapter, like the Headset Audio Controller.
3. Flip the mic down to unmute the mic.
4. Press the Xbox button on the controller.
5. Scroll to the buttons at the bottom of the Xbox tab, and select the Speaker icon.
 - ◦ ◦ ◦ Set **Headset Volume** to **Maximum**
 - Set **Headset Chat Mixer** to the **Middle** setting
 - Set **Mic Monitoring** to **Minimum**
6. Make sure that the Game/Chat audio and the Mic Monitoring are adjusted to your liking by moving the upper and lower volume dials, respectively.

If you navigate through the console menu, play a game, or enter a party chat, you should now be able to hear the navigation tones, game audio and chat audio.

WINDOWS SONIC SETUP

To use the headset with Windows Sonic, please do the following:

1. Press the Xbox button on the controller.
2. Go to the **System Tab >> Settings >> General >> Volume & Audio Output**.



- Set **Headset Format** to **Windows Sonic for Headphones**

General Volume & audio output

Volume options

Chat mixer

Party chat output
Headset

Set up TV & A/V control

Change volume with voice by
3 steps

Speaker audio

HDMI audio
Stereo uncompressed

Optical audio
Bitstream out

Bitstream format
Dolby Digital

Headset audio

Headset format
Windows Sonic for...

Using HDMI or optical audio
headset

When using this Headset format, be
sure to turn off any sound
enhancements on the headset itself.

You should now be able to hear the game audio in Windows Sonic Surround Sound.

PC Setup

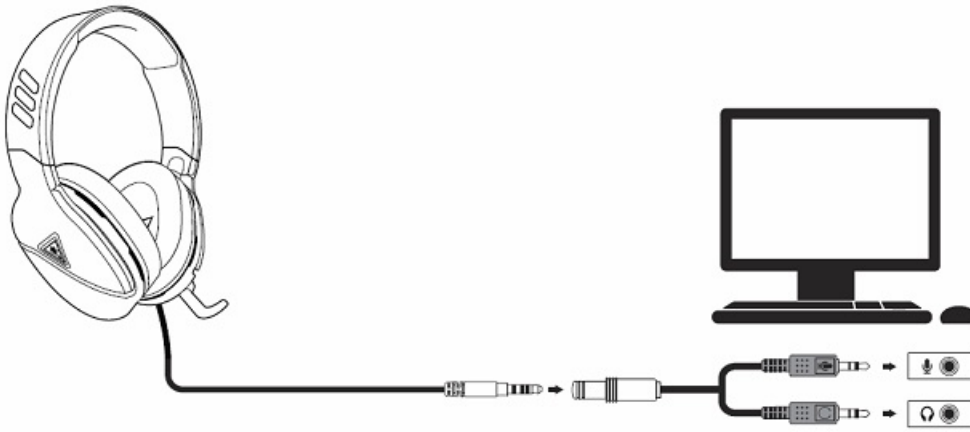
To set up your Atlas Three headset for use with a PC, please do the following.

First, power the headset on by pressing and holding the Power button on the headset.

Then, plug the headset into the computer, as shown below.



If your PC has two separate jacks (one each for headset audio and mic audio), you'll need to use the included PC Splitter Cable, as shown below.



Then, set the headset as the default device, and make sure that the game's audio settings are configured, too:

1. Right-click on the Speaker icon in the bottom-right of the Taskbar, and select “ **Open Sound Settings**”.
2. Select the jack that the headset is plugged in to as the **Default Input** and **Output Device**.
3. Some games/programs have their own audio settings, independent of the computer's settings. Make sure the headset is also set as the default device in the game/program you are looking to use the headset with, as well.

Download

TurtleBeach Atlas Three Headset Quick Start guide – [[Download PDF](#)]
