



TurtleBeach Elite Atlas Headset User Manual

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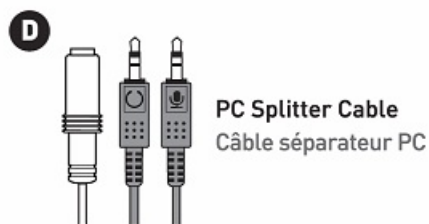
Elite Atlas Headset



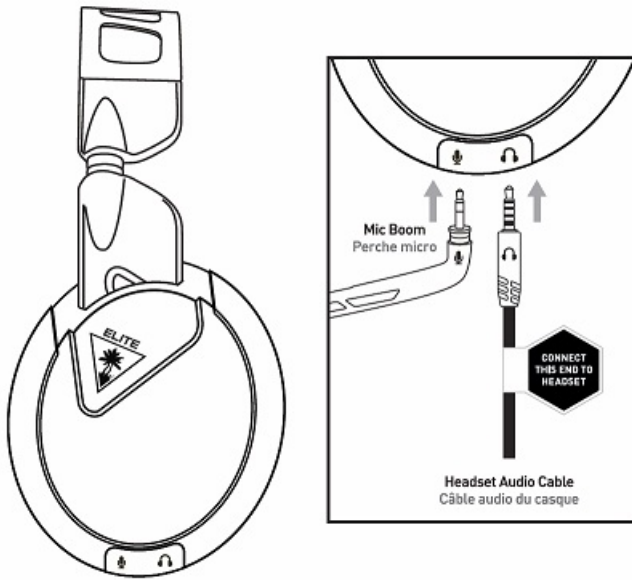
User Manual

PACKAGE CONTENTS

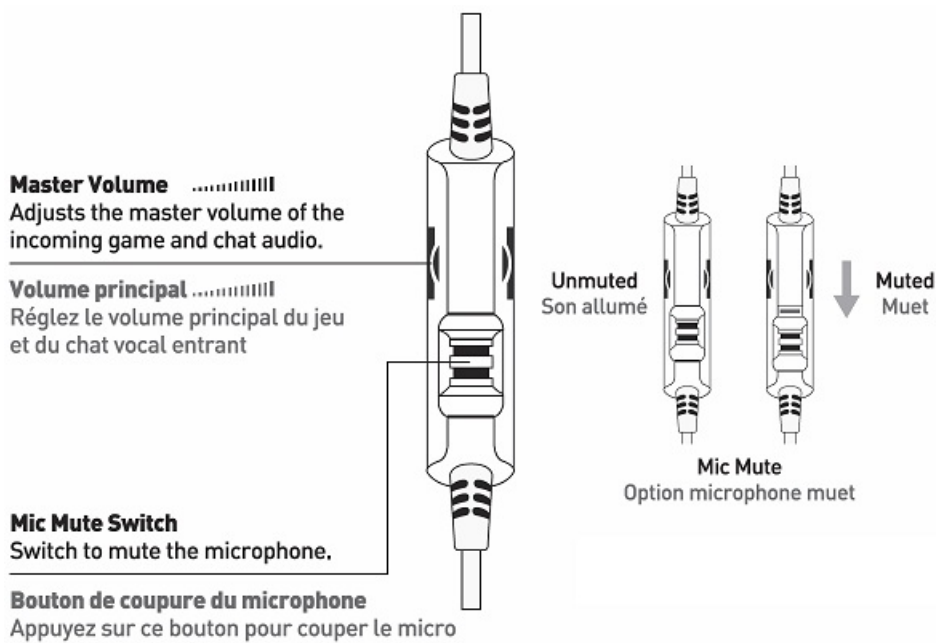
1. Elite Atlas Headset **(A)**
2. Mic Boom **(B)**
3. Removable 3.5mm Cable with Inline Controls **(C)**
4. PC Splitter Cable **(D)**



HEADSET SETUP



IN-LINE CONTROLS



1. Master Volume

- Adjusts the master/overall volume of the incoming game/chat

2. Mic Mute Switch

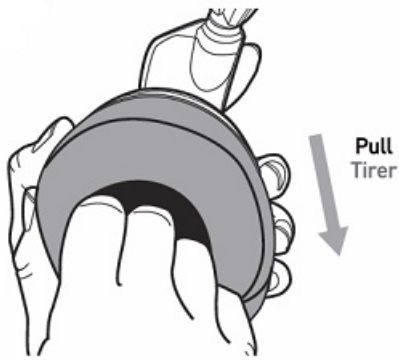
- Switch to mute the microphone

PROSPECS™ GLASSES RELIEF SYSTEM

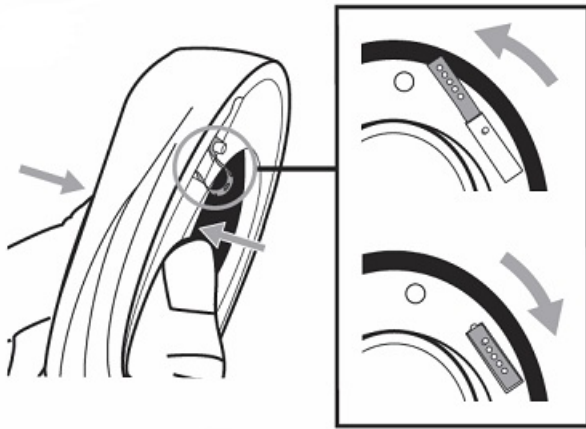
For those who game with glasses, adjust the ProSpecs™ Glasses Friendly System for added comfort.

1. The ProSpecs Glasses Relief System creates a channel in the ear cushion to help reduce pressure on your

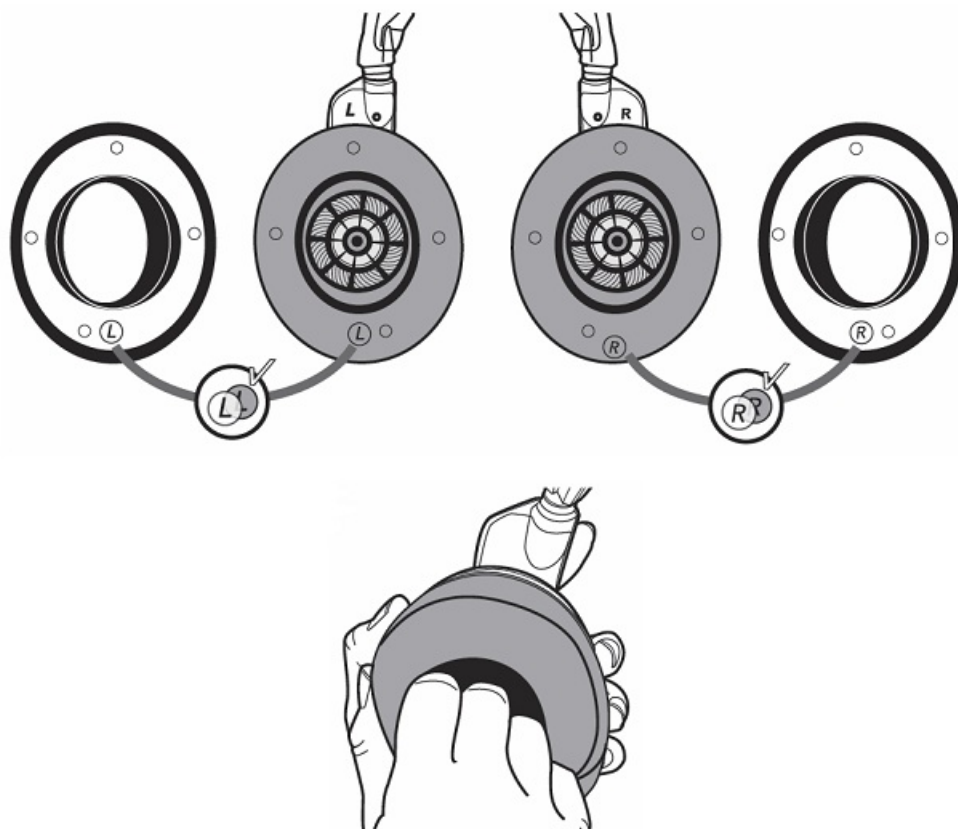
glasses frame. In order to adjust this, you must firmly remove the magnetic ear cushion. Hold the ear cushion firmly and pull it away from the speaker. The ear cushion is held there magnetically and should come off with minimal effort.



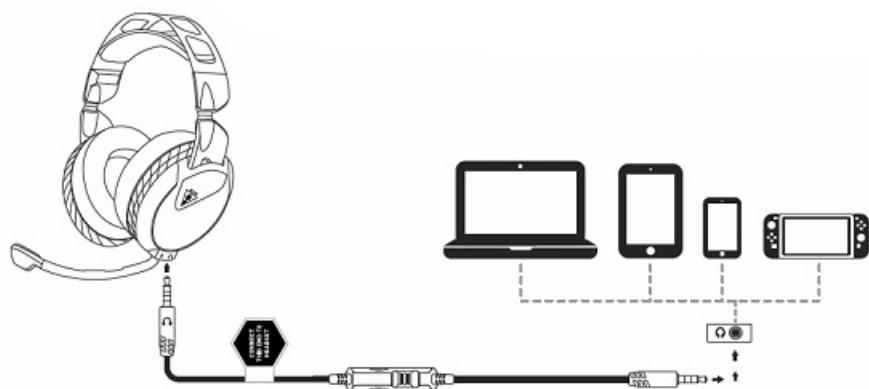
2. Depending on the size of your glasses frame, use the tab adjustment to create the appropriate sized channel in the ear cushion. By default, the adjustment tab is set to the shallowest setting. To increase the size/depth of the channel in the ear cushion, simply pull the tab and attach it to the post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



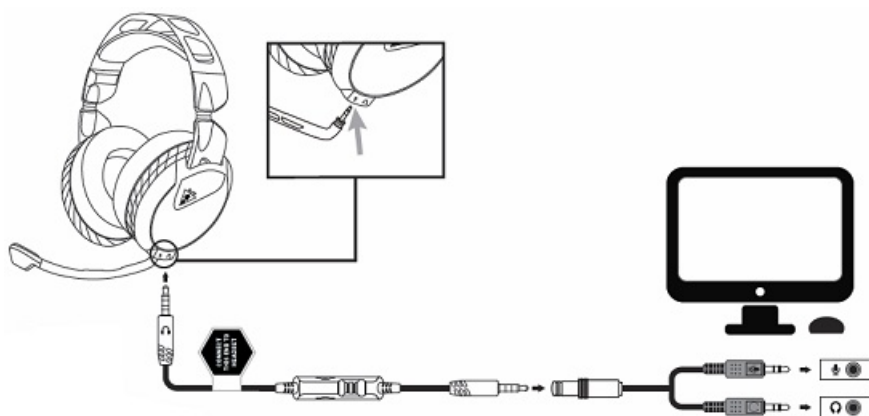
3. After you've adjusted the glasses-friendly channel to your liking, place the ear cushion back on the speaker. The ear cushion is held there magnetically and should snap back into place with minimal effort. Please make sure to line up the magnets on the ear cushion with the magnets on the headset itself, as shown.



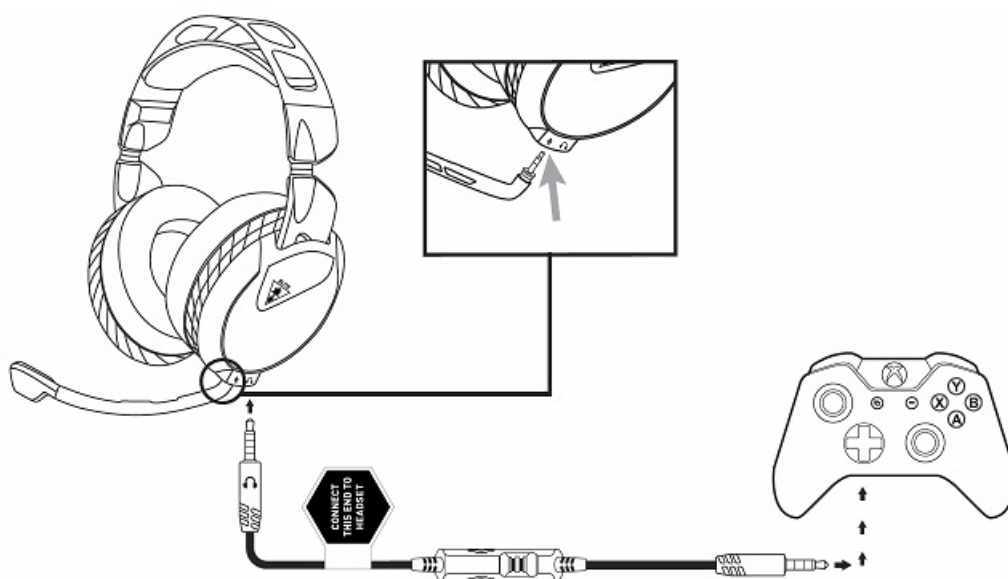
PC & MOBILE SETUP



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

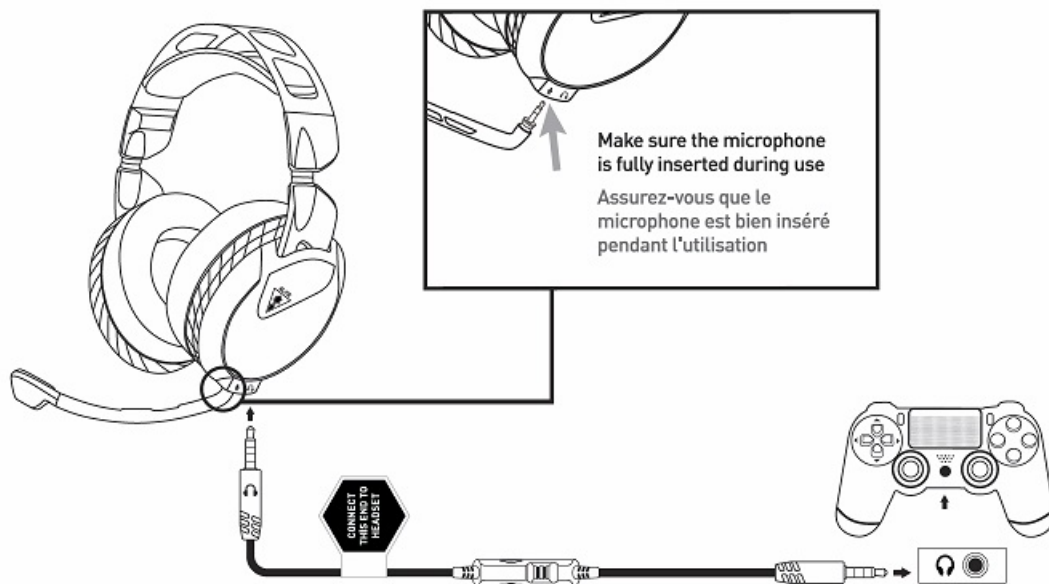


1. Press the Xbox button on your controller and navigate to **Settings** (gear tab)
 - Set **Headset Volume** to maximum
 - Set **Headset Chat Mixer** to your preferred Game/Chat Balance
 - Set **Mic Monitoring** to your preferred level

XBOX ONE SURROUND SOUND SETUP

1. Go to **Settings >> Audio Devices >> Audio Output**
2. Select **Windows Sonic**

PS4 SETUP



1. Go to **Settings >> Devices >> Audio Devices**

- Set **Input & Output Device** 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
-

Audio Issues On Xbox

This article applies to the Elite Atlas on a Xbox Console; please note that the information in this article applies to both Xbox One and Xbox Series X|S consoles.

If you're experiencing audio issues with your Elite Atlas when it's connected to your Xbox controller, we recommend testing and verifying the following.

Before you begin, please note:

Do not plug the Xbox controller into a USB port on your Xbox console while the headset is connected to the Xbox controller. This can cause audio distortion or connection issues. If you're charging your Xbox controller, we recommend plugging it into a separate Wall USB Adapter, or charging the controller when it's not in use.

1. Connect the headset to a mobile audio device (tablet, smartphone, mp3 player, etc) and play a song or video you're familiar with. If you're able to hear the song/video through the headset clearly, then the headset is working properly and the issue may be with the Xbox controller.

If you're unable to hear sound through the headset clearly when it's connected to a mobile device, then there may be an issue with the headset itself. In that case, please [contact support](#).

If you can hear the smartphone audio clearly, but are still experiencing audio issues when the Elite Atlas is connected to your Xbox controller, but the controller is not plugged in to charge, continue to Step 2.

2. Please make sure your Xbox controller is fully updated to the latest firmware, using one of the methods detailed [here](#).

If the issue still persists, please continue to Step 3.

3. Try the following, in order.

- Replacing the batteries in your Xbox controller with brand new, non-rechargeable batteries
- Try using a different Xbox controller (Make sure that different Xbox controller is [updated](#)).
- Replace the Xbox Headset Adapter (if you're using an older Xbox controller with an adapter).
- Restart your Xbox: If your profile automatically signs in, sign out and sign back in when the console powers back on.

If these steps did not resolve the issue, continue to Step 4.

4. Try using the standard Xbox Headset included with the console to see if you have the same issue. If so, please contact Microsoft. If you do not have the same issues with that standard headset, [contact support](#).

Audio Issues (No Sound One Side, Microphone Issues, Audio Distortion)

If your headset is experiencing any of the following symptoms, please try the instructions below.

- Audio on one side
- Can't hear voices, but can hear other sounds/audio
- Microphone isn't working (can't be heard)
- Microphone is low

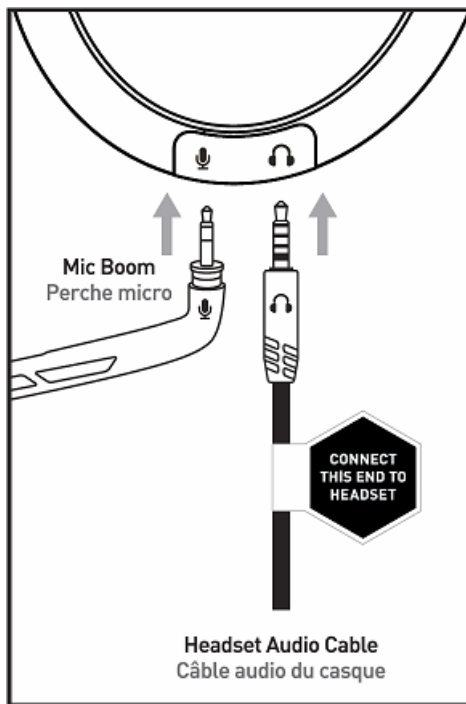
If the headset's cables or mic are set up incorrectly, or are not plugged in all the way, this can cause microphone or audio issues.

1. Make Sure That The Headset's Cable Is Securely Plugged In All The Way

If the cable is plugged in to the jack, but is not plugged in all the way, it is possible that you may hear sound — but the sound you do hear may have some of the symptoms mentioned above.

To make sure the headset's cable is plugged in:

- The side of the headset with the "Connect This End To Headset" tag will need to be plugged into the headset. This is the side of the cable with four black stripes and five metal sections of the plug itself.
- Position the cable as shown in the diagram below, with the headset icon on the cable just below the headset icon on the headset itself.



- Insert the cable's plug in the jack on the headset. It is a snug fit, and you should feel the plug slide into place twice. The cable is not fully inserted/plugged in until the plug slides into place the second time. An easy way to check if your headset cable is plugged in all the way is to make sure that the headset and mic icons (located on the headset and mic boom, respectively) are lined up with each other.

In the image below, the headset and mic icons on the cable and mic boom are not lined up — so the headset's cable is **not** fully plugged into the headset. The headset will likely experience some of the symptoms listed above.



In the image below, those icons are lined up — so headset's cable **is** plugged in all the way. The headset should not experience any of the symptoms listed above.



2. Test The Headset With Another Device

If the headset's mic and cables are securely plugged all the way into the correct ports, but you are still having the same issue, try a test call with a smartphone. This will test the headset away from the computer/platform it is being used with.

Plug the headset into a smartphone/mobile phone, and make a test call. Make sure to keep the phone itself covered/in a pocket during the test; this will help to ensure that the headset's mic is picking up the sound, and not the phone's internal mics. Could you hear and be heard during that test call?

If you could not hear and/or be heard during that test call, please [contact our Support Team](#).

3. Disconnect/Reconnect PC Splitter Cable

If you could hear and be heard during that test call, but you still have issues when the headset is used with the computer, try disconnecting the PC Splitter Cable (if you are using one), and then reconnecting it.

If you are not using a PC Splitter Cable, or if unplugging/replugging the PC Splitter Cable does not resolve the issue, please [contact our Support Team](#).

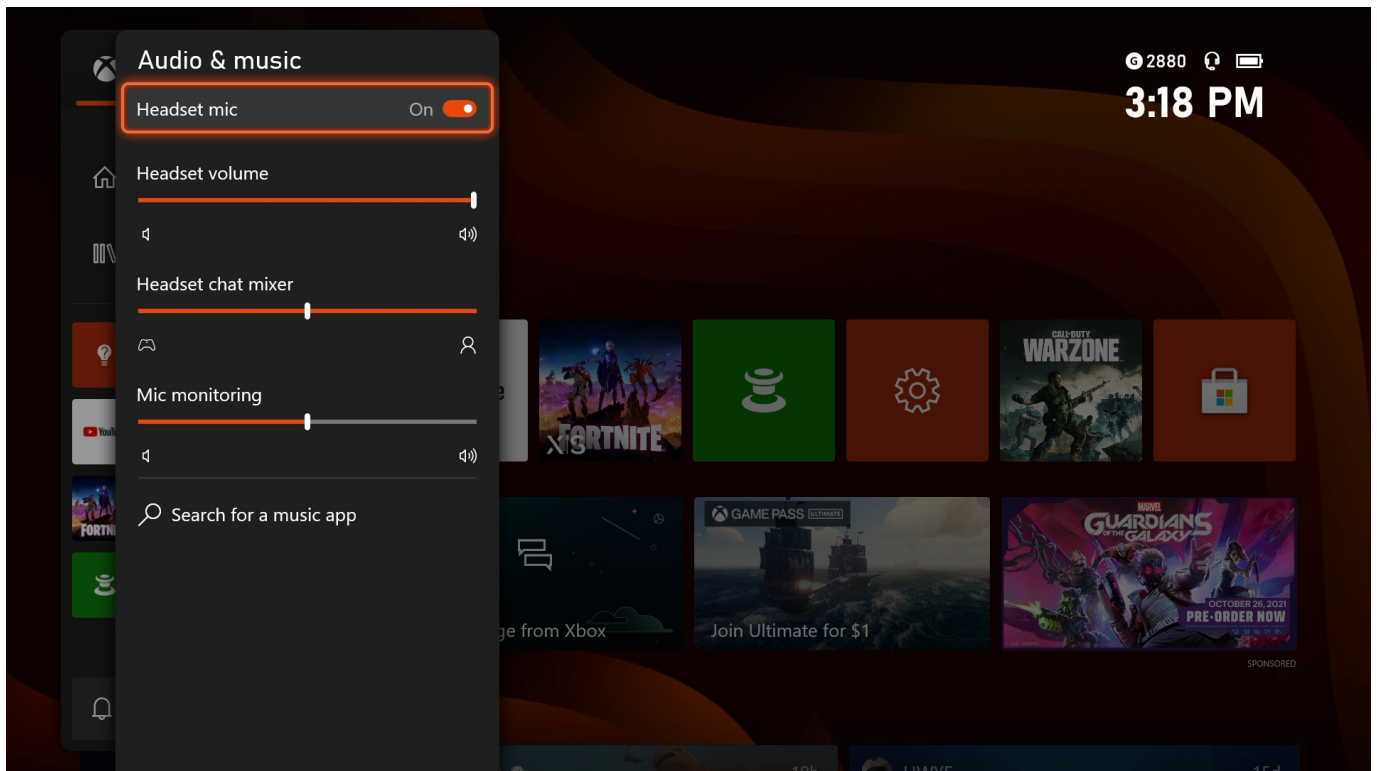
Low Volume, Xbox Controllers With A 3.5mm Headset Jack

For Xbox controllers that feature a built-in 3.5mm headset jack, there is a separate menu to adjust the overall volume, chat balance and mic monitor volume. If you find that the default volume (game or chat) is too low, you can go to this menu to change the volume level.

1. With the headset plugged into the controller, press the Xbox Button while in the Xbox's Home Screen.

2. Press the Right Trigger or scroll to the buttons at the bottom of the Xbox tab. Select the **Speaker** icon.

You will see the following screen:



3. Set those sliders as follows:

- Set **Headset Volume** to **Maximum**
- Set **Headset Chat Mixer** to the **Middle** setting
- Set **Mic Monitoring** to your **Preferred** level

1. Headset Volume

This controls the overall volume (both game and chat) through the headset.

2. Headset Chat Mixer

This adjusts the balance of the game and chat volume. If the bar is moved toward the right icon (Chat), chat audio will be louder than game audio. If the bar is moved toward the left icon (Game), game audio will be louder than chat audio.

3. Mic Monitoring

This controls the mic monitor volume. The mic monitor feature allows you to hear your voice through the headset when you speak into the microphone.

If you cannot hear chat volume at all, please check that the Xbox controller is assigned to a player. In addition, make sure the '**Headset Volume**' bar is moved to the right and the '**Headset Chat Mixer**' bar is in the center.

If you find that the overall volume is still very low, please [contact our Support Team](#) for further assistance.

Voice Chat Issues With Nintendo Switch

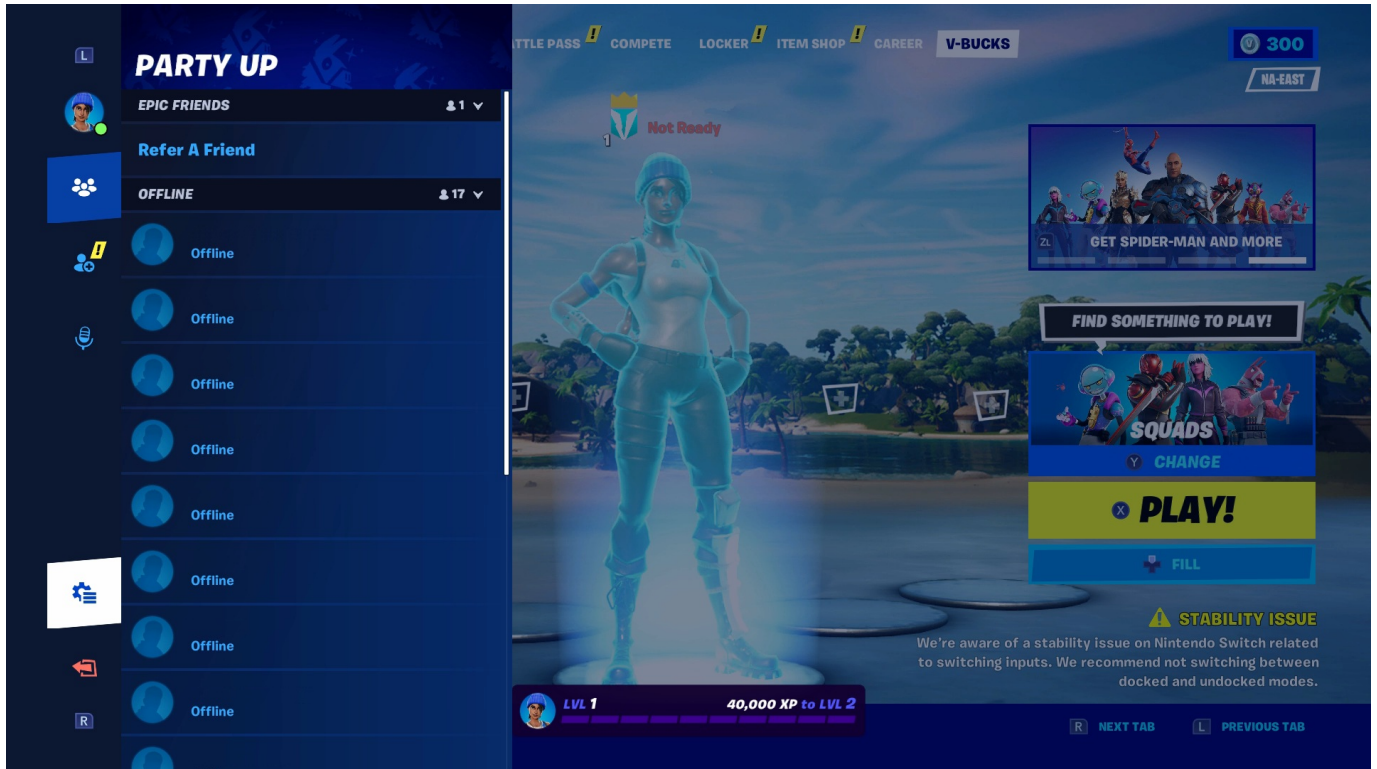
If you are experiencing the following symptoms when you use your headset with Fortnite on a Nintendo Switch, please try the steps below:

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

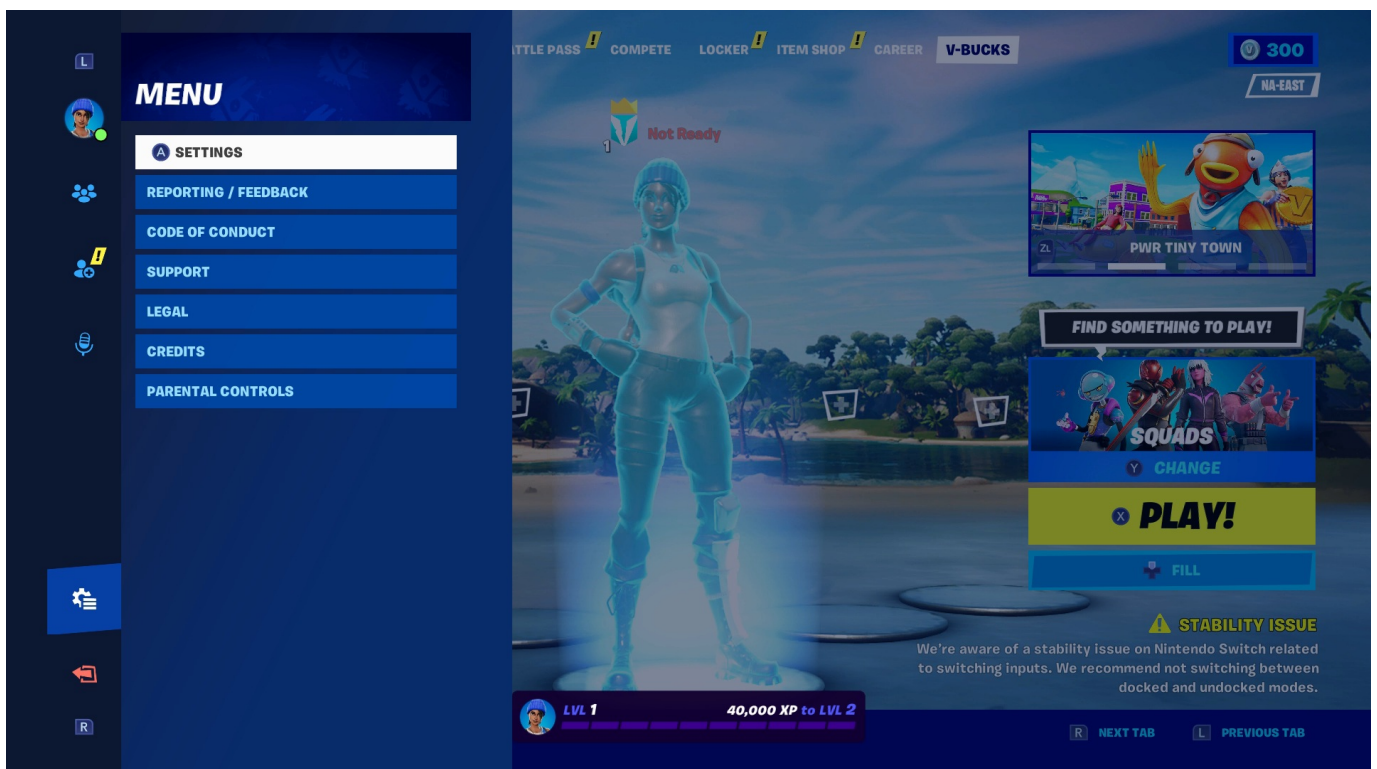
You may need to re-enable the in-game chat. In addition, you may need to disable the Push-to-Talk feature.

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.

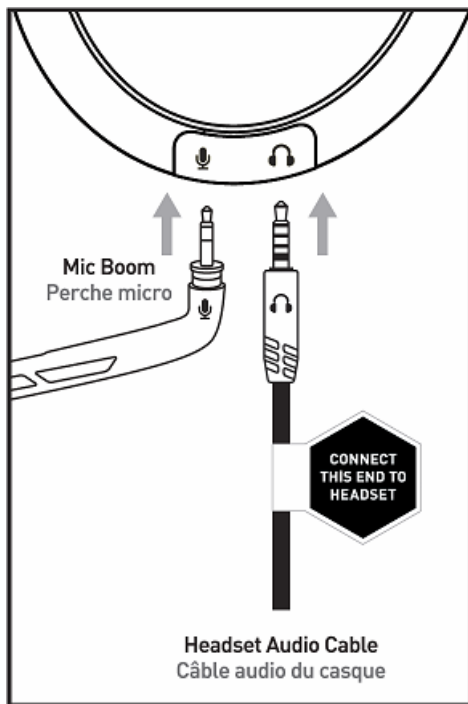
If you have re-enabled game chat, but you are still having issues with hearing or being heard in chat, please [contact our support team](#) for further assistance.

No Mic Audio On PC

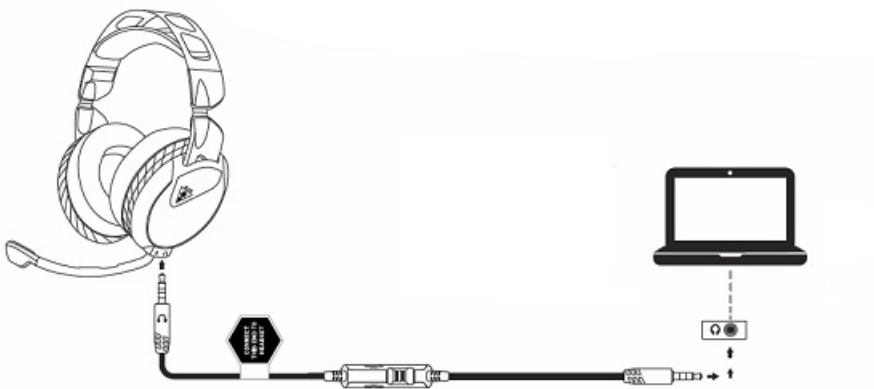
If you are having issues being heard in chat while using your Elite Atlas with a PC, please review the following:

1. Mic and Headset are Securely Plugged In/Mic is Not Muted

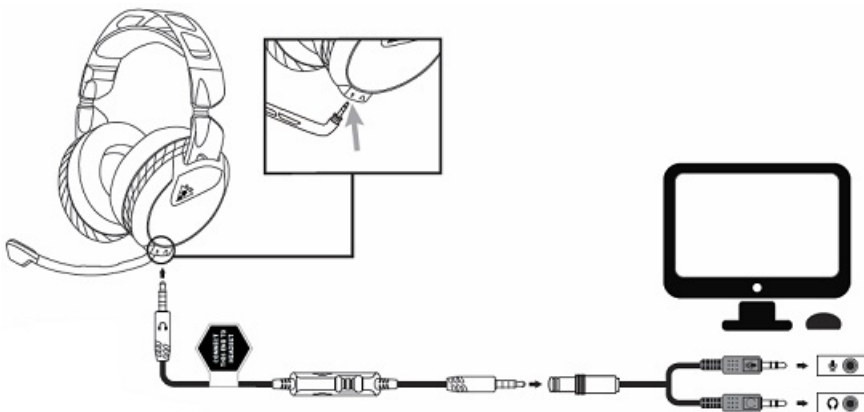
Connect the mic into the headset. Make sure the keyed parts of the mic and the jack on the headset are lined up, and then gently plug the mic in, until you hear a click. This click will indicate that the mic is securely plugged in.



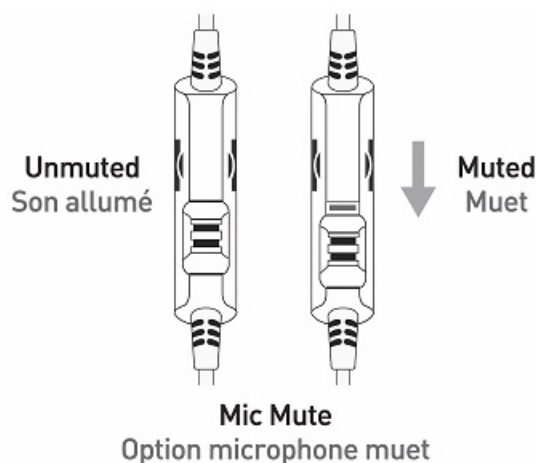
Then, plug the headset into the computer. Make sure the headset's cable is plugged securely into the headset itself. (For more information, please click [here](#).)



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 not muted. If the mic is muted, there will be a red line visible on the in-line controls. If there is no visible red line on the in-line controls, the mic is unmuted; proceed to the next step.



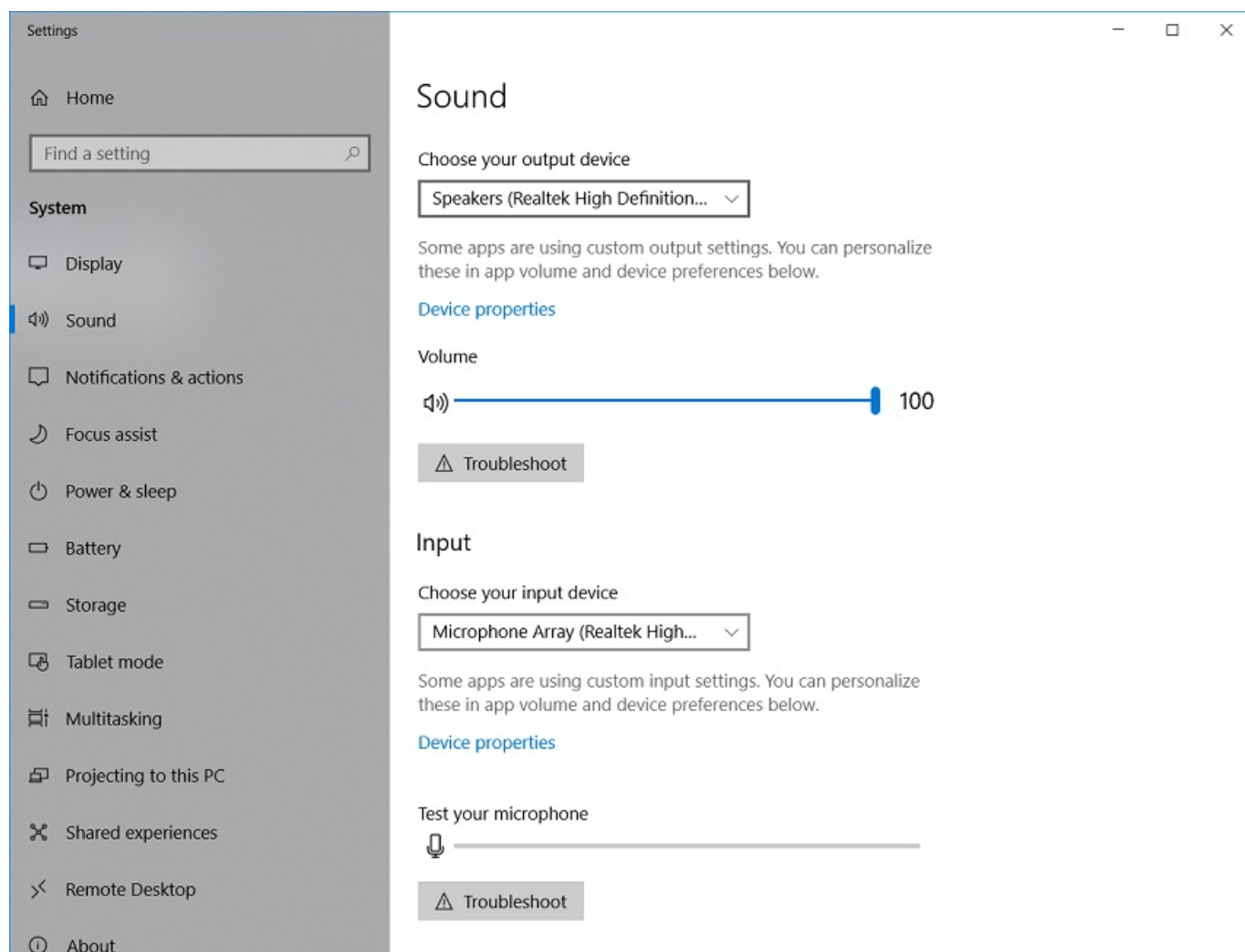
2. Mic/Headset are Set As Default Device

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

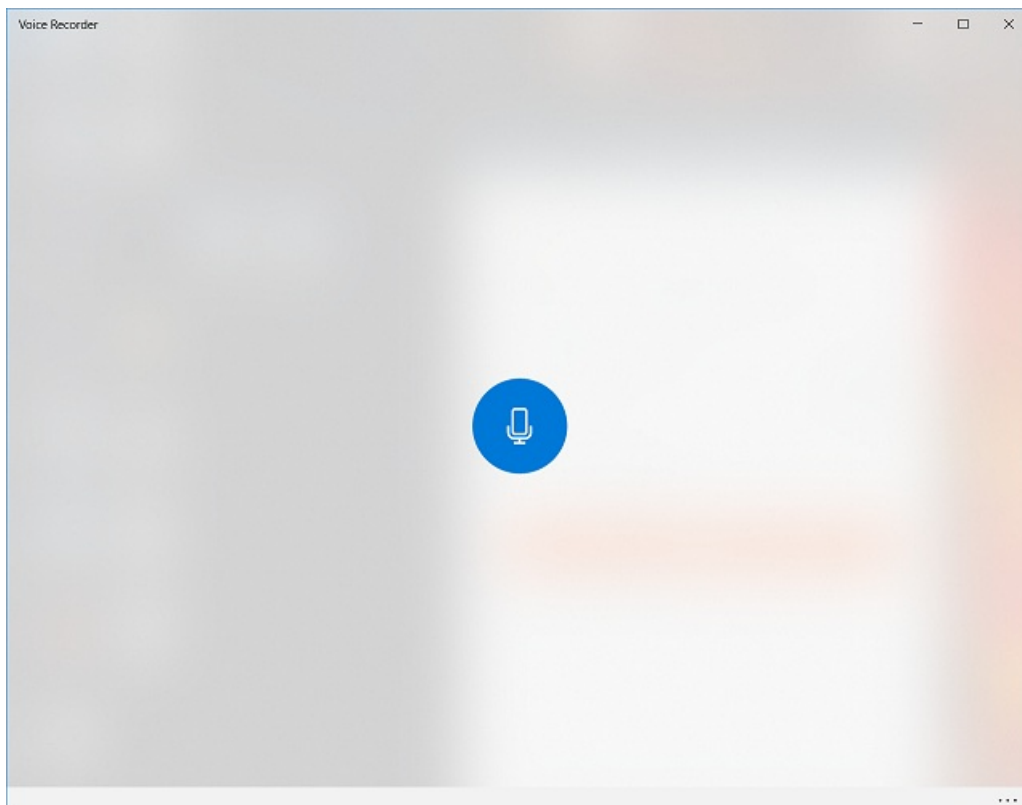


 Troubleshoot

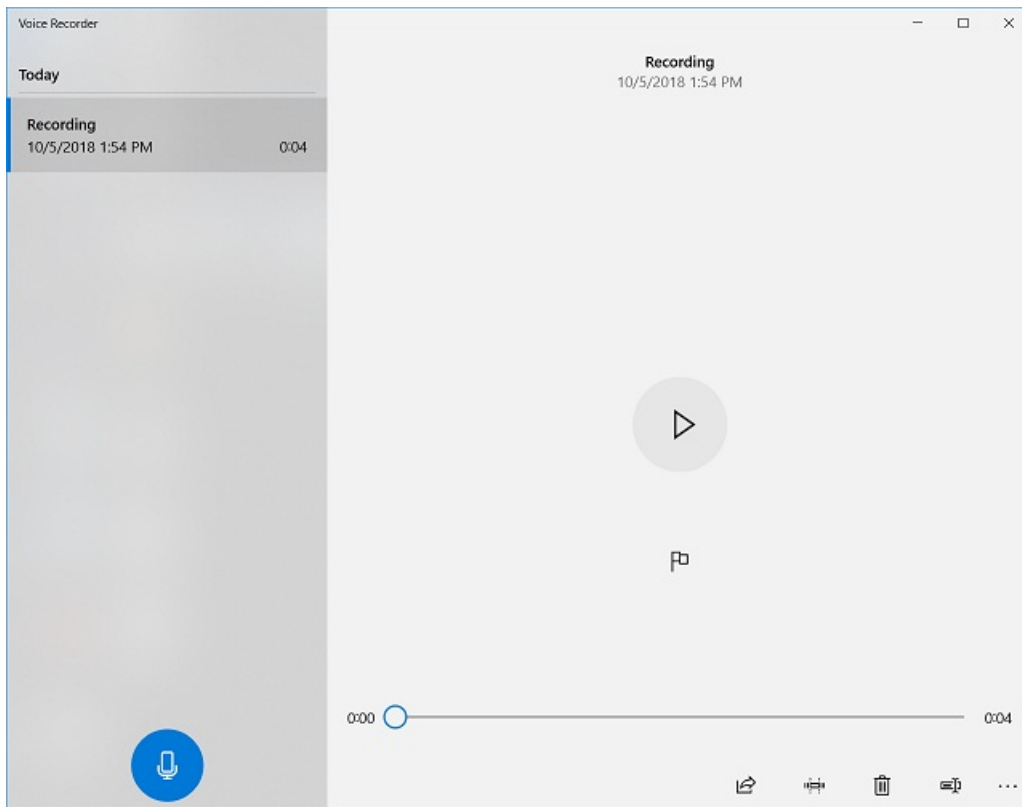
If you see that activity showing in the test bar, your mic has successfully been set as the default device. Continue to Step 3.

3. Test Recording

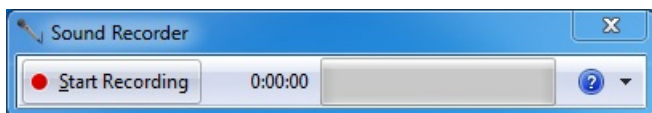
In Windows 10, click the start Menu and open Voice Recorder. With the mic and headset set as the default device, click the Record button, and record yourself talking into the mic, or gently tapping on the mic.



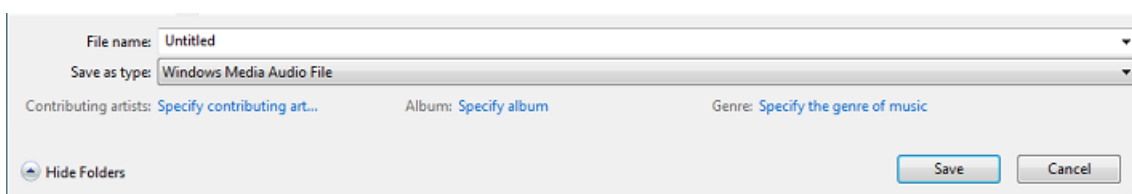
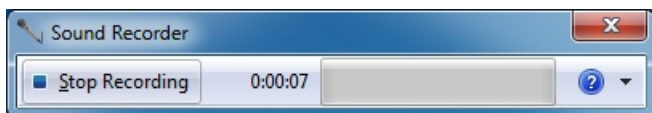
Then, click the play button to play back that test recording you made. You should be able to hear what you had recorded clearly.



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](#).

4. 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.

Windows Sonic Surround Sound

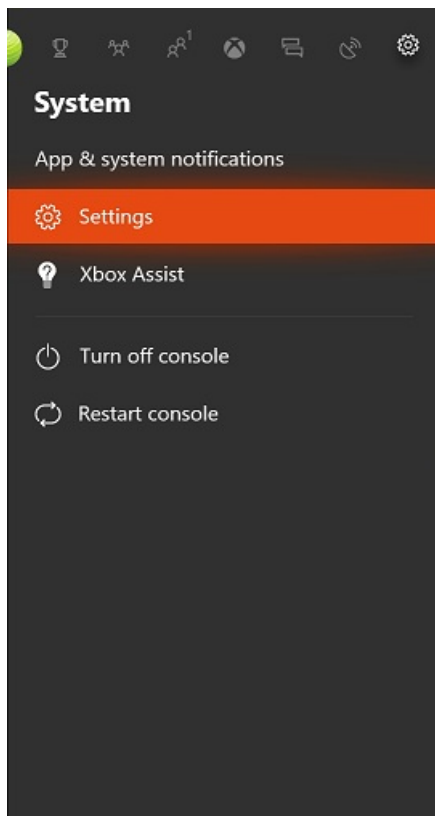
Microsoft recently introduced **Windows Sonic Surround Sound** for **Xbox One**, which means that a gaming headset connected directly to the controller or to the console's USB/Optical ports can now deliver immersive virtual surround sound.

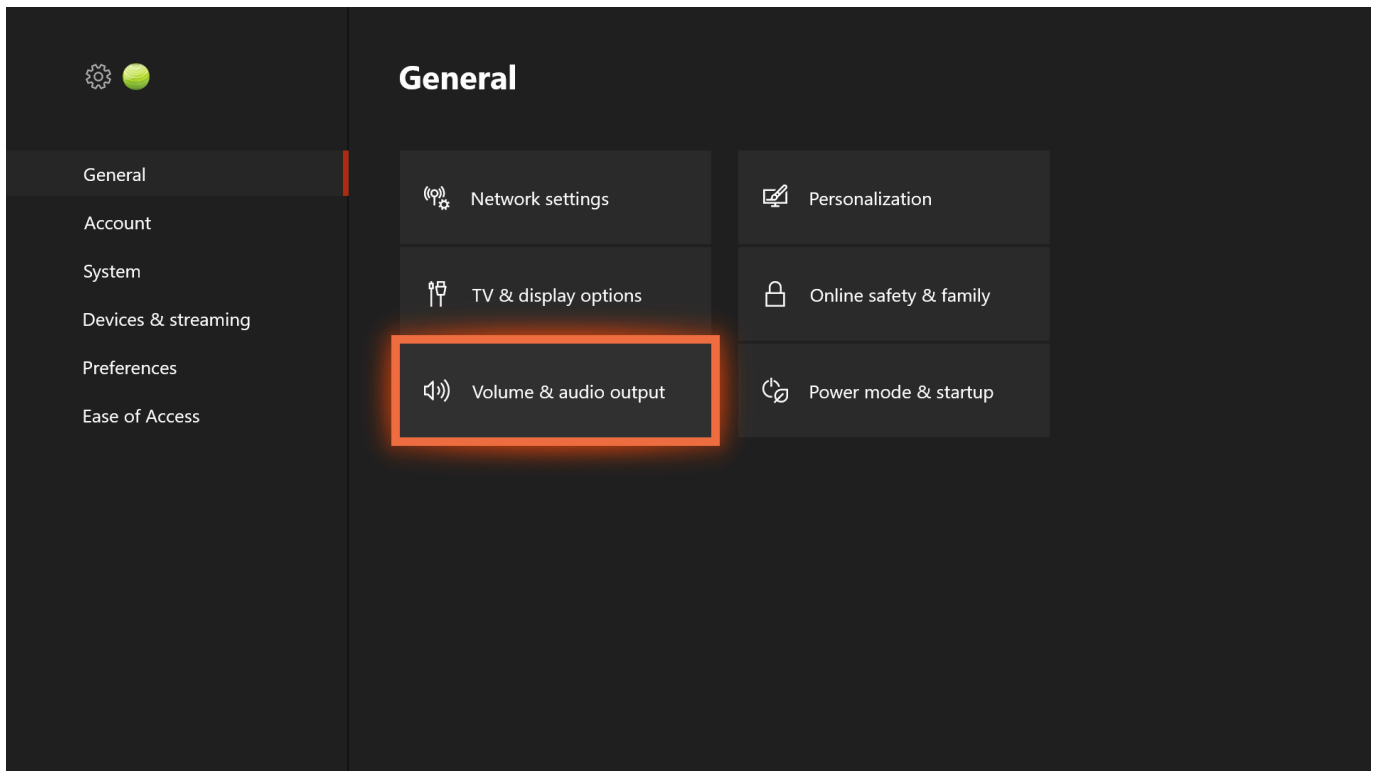
Additionally, you'll be able to choose between **Windows Sonic for Headphones** (which is free), or **Dolby Atmos for Headphones** (sold separately). Whatever you decide, having surround sound provides a much more in-depth experience, and even offers a competitive advantage, so make sure you give it a try.

WINDOWS SONIC SETUP

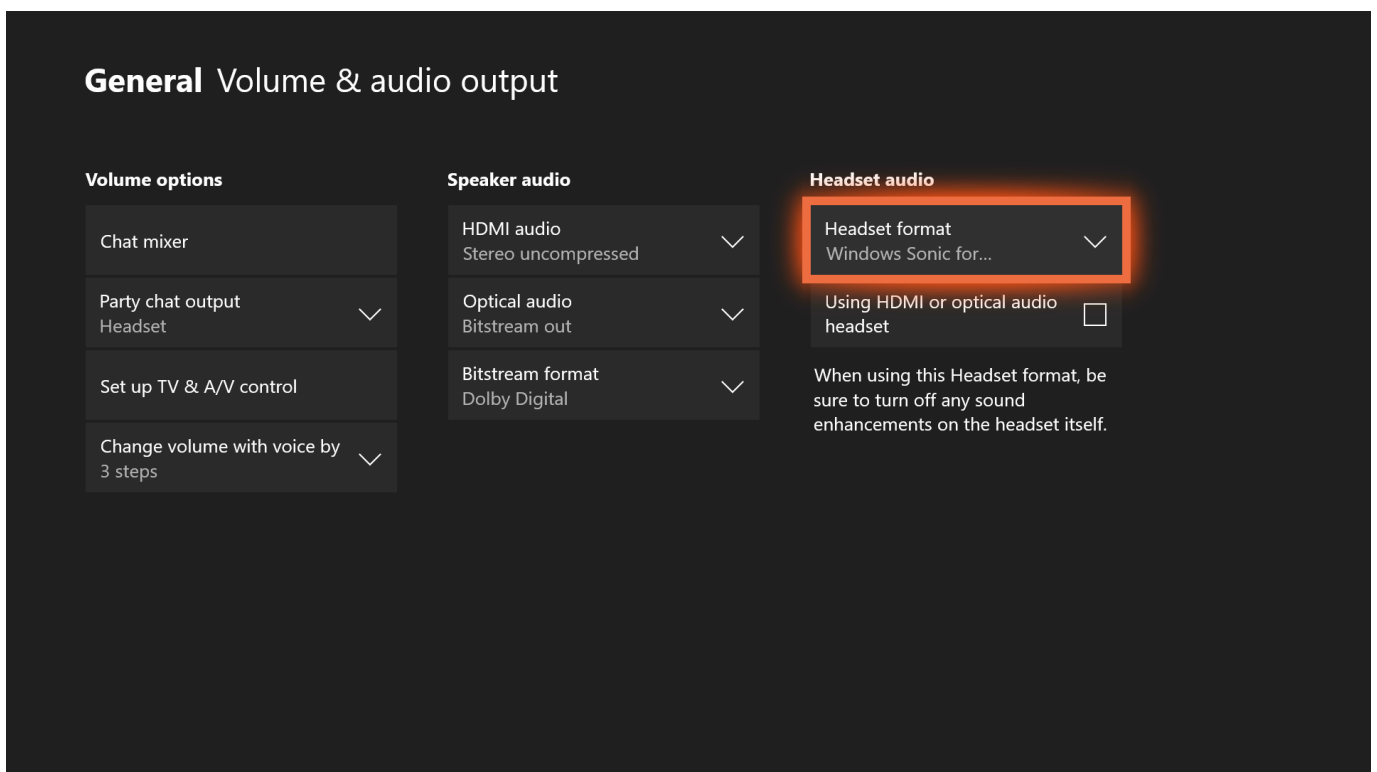
Here's how to set up your **Elite Atlas** headset with Xbox One's new Surround Sound feature:

1. Press the Xbox button on the controller while in the Xbox One Home Screen.
2. Go to the **System** tab (gear icon) >> **Settings** >> **General** >> **Volume & Audio Output**





3. Set Headset Audio Headset Format to **Windows Sonic for Headphones**.*



*At this point, you can also select Dolby Atmos for Headphones, if applicable. (sold separately).

Using Two Headsets With One Xbox Console

****PLEASE NOTE:** This setup is recommended only for wired headsets that connect to the Xbox controller. While this setup may be possible with a wireless headset, we do not recommend attempting this with

wireless headsets models, as wireless interference may occur.**

In order to connect two Elite Atlas headsets to one Xbox console, you will also require the following:

- Two Xbox controllers (one for each player).
- Two separate paid Xbox Live Gold accounts/Gamertags. One account cannot be shared, and this will not work with “guest” or un-paid accounts.

Additionally, the following limitations will apply:

- For both Elite Atlas headsets, communication through the headset is limited to other online players. That means the players with the Elite Atlas headsets will be able to hear and be heard by other online players. However, they will not be able to communicate with each other through their headsets. They will have to speak out loud to one another to communicate. This is because “local chat” is not enabled on the Xbox , and is not related to the particular headset or headset model itself.
- Similarly, if playing an offline multiplayer game, such as a split-screen game, the players will not be able to communicate with one another. Again, this is due to the limitation on “local chat.” This setup supports online multiplayer only.

Now, with the above requirements and limitations considered, complete the steps below to configure your Xbox console to use two Elite Atlas headsets:

1. ?Begin with each player’s Xbox Live account/Gamertag signed in on the Xbox One console, and two Xbox controllers each powered on and paired to the console.
2. From the Xbox Home Screen, go to “Settings” > “Kinect & devices” > “Devices & accessories.” In this screen, you will see both Xbox controllers listed as devices.
 - Select Player 1’s controller.
 - In the controller’s menu, select “Device info” and then “Assigned to.”
 - In the menu that appears, choose Player 1’s Gamertag.
3. Back out of this screen, and navigate to the “Devices & accessories” screen once again.
 - This time, select Player 2’s controller.
 - In the controller’s menu, select “Device info” and then “Assigned to.”
 - In the menu that appears, choose Player 2’s Gamertag.
 - **At this point, each player should now have a controller assigned to each of their accounts.**
4. Connect each player’s headset to their respective controller.
5. If connecting the headset to the controller directly (without a headset adapter), the player will need to configure the audio for their headset as follows:
 - Bring up the Xbox One Guide Menu, using the Xbox button on the controller.
 - Navigate to the “Settings” tab of the Guide Menu (marked with a gear icon).
 - Adjust “Headset volume” to set the max volume of the headset your preference.
 - Adjust “Headset chat mixer” to set the balance between Game and Chat Audio in the headset (50%, or halfway, is a good place to start).

Both Elite Atlas headsets should now be configured for use on the single Xbox console. If you have followed these steps, but are still having issues with this particular setup, please [Contact Support](#).

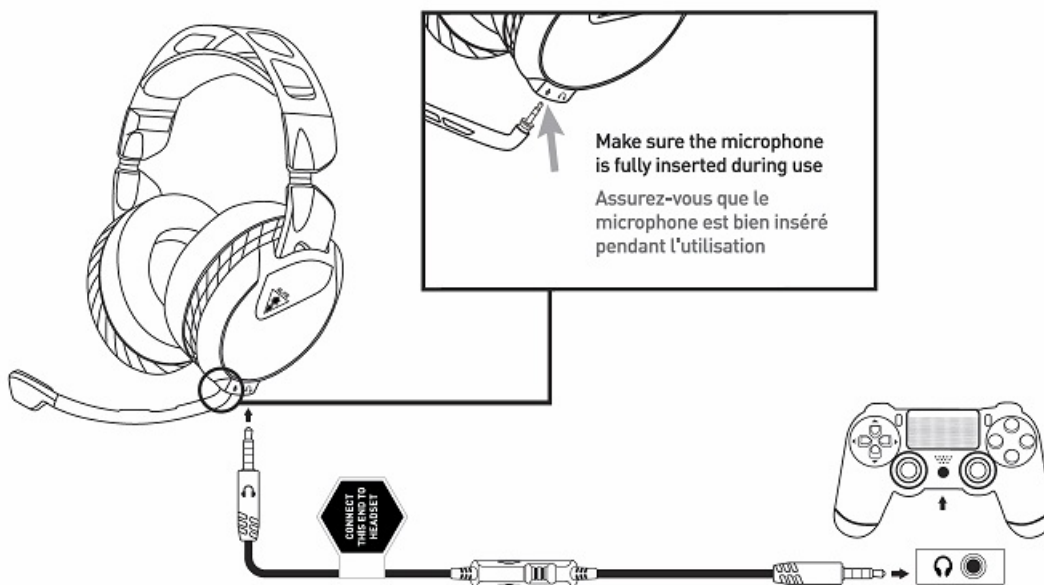
****AGAIN, PLEASE NOTE: This setup is recommended only for wired headsets that connect to the Xbox controller. While this setup may be possible with a wireless headset, we do not recommend attempting this with wireless headset models, as wireless interference may occur.****

PlayStation Setup

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

PS4 SETUP

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



1. Go to **Settings >> Devices >> Audio Devices**

- Set **Input & Output Device** 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

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**
 1. Select **Headset Connected To Controller** for **Output Device**

- Set Output to Headphones to All Audio
3. Go to **Settings >> Sound >> Volume >> Headphones**
 1. • 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.

Download

Elite Atlas Headset Quick Start Guide – [[Download PDF](#)]
