




TurtleBeach Elite Pro 2 Headset + SuperAmp for PS4 User Manual

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Elite Pro 2 Headset + SuperAmp for PS4



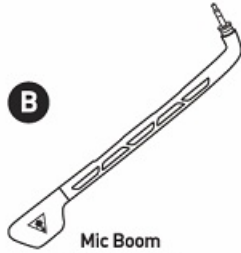
User Manual

PACKAGE CONTENTS

1. Elite Pro 2 Headset **(A)**
2. Mic Boom **(B)**
3. Elite SuperAmp **(C)**
4. Headset Audio Cable **(D)**
5. Digital Optical Cable **(E)**
6. USB Power & Audio Cable **(F)**



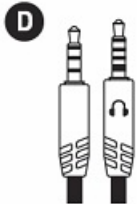
Elite Pro 2™ Headset
Casque Elite Pro™ 2



Mic Boom
Perche micro



Elite SuperAmp™
Elite SuperAmp™



Headset Audio Cable
Câble audio du casque



Digital Optical Cable
Câble numérique optique



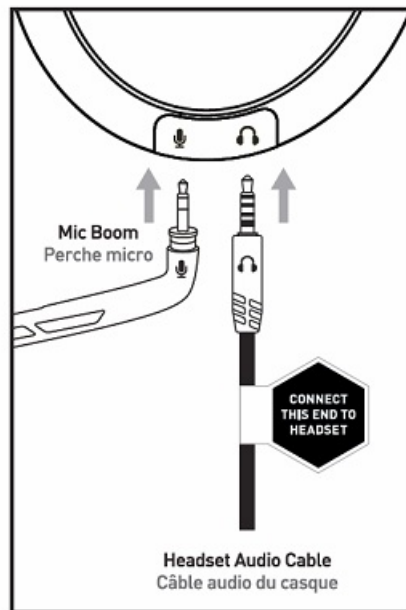
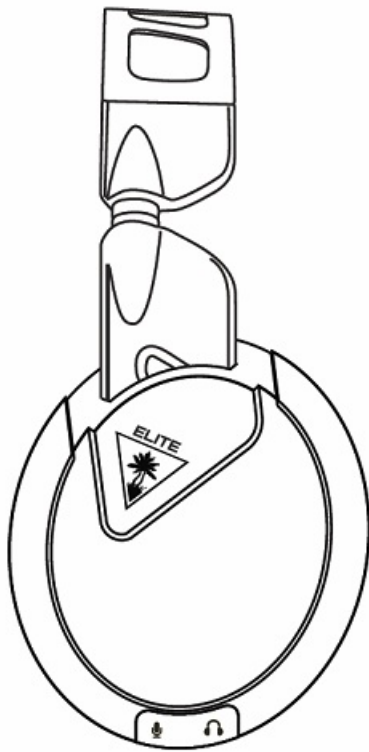
USB Power & Audio Cable
Câble d'alimentation USB
et câble audio

FIRMWARE UPDATE AND CUSTOMIZATION

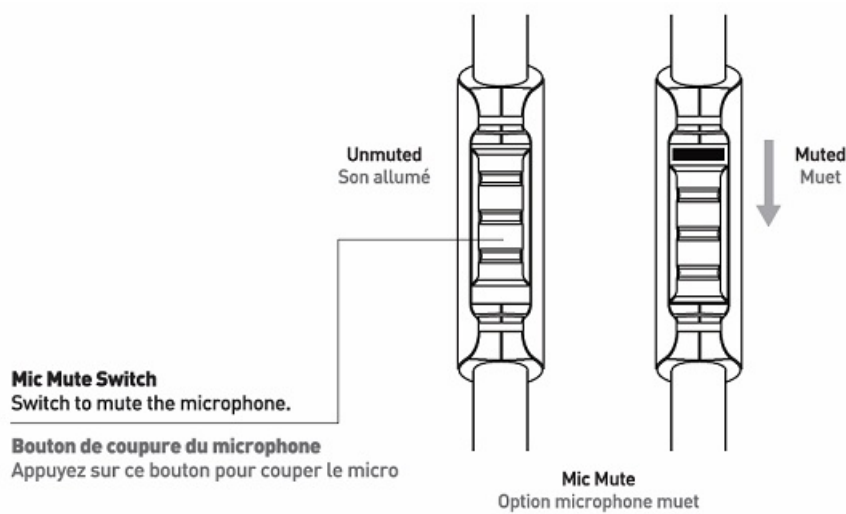
Important: Update Before Using

Make sure to update to the newest firmware for the best audio experience. Connect to the [Turtle Beach Audio Hub](#) for Windows or Mac to update firmware, and for iOS and Android to customize your sound further.

HEADSET SETUP



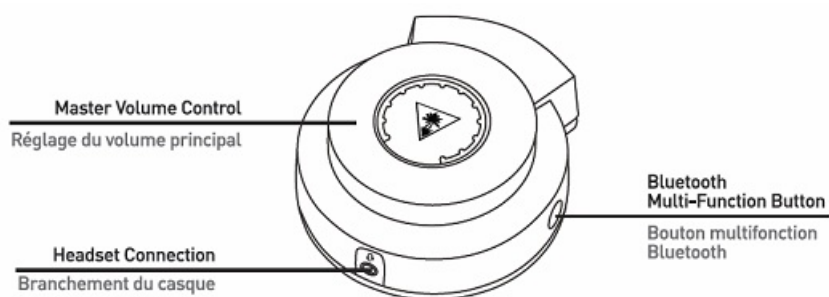
IN-LINE CONTROLS



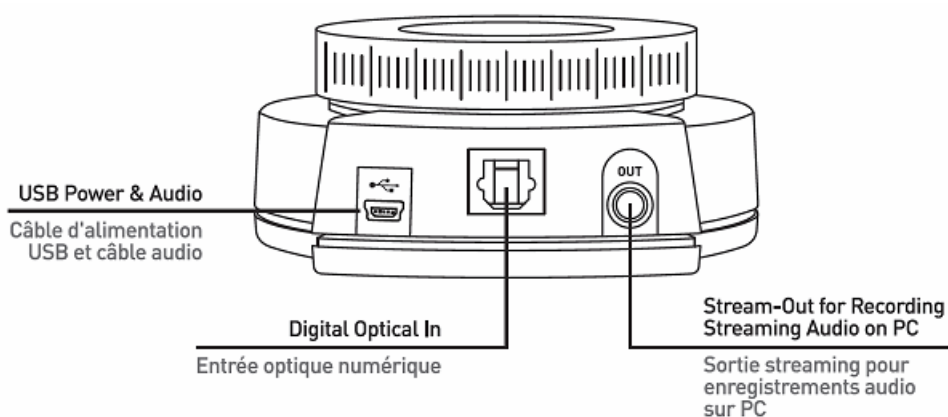
1. Mic Mute Switch

- Switch to mute the microphone. Mic is muted when red line is visible on Mic Mute Switch.

CONTROLS AND FEATURES

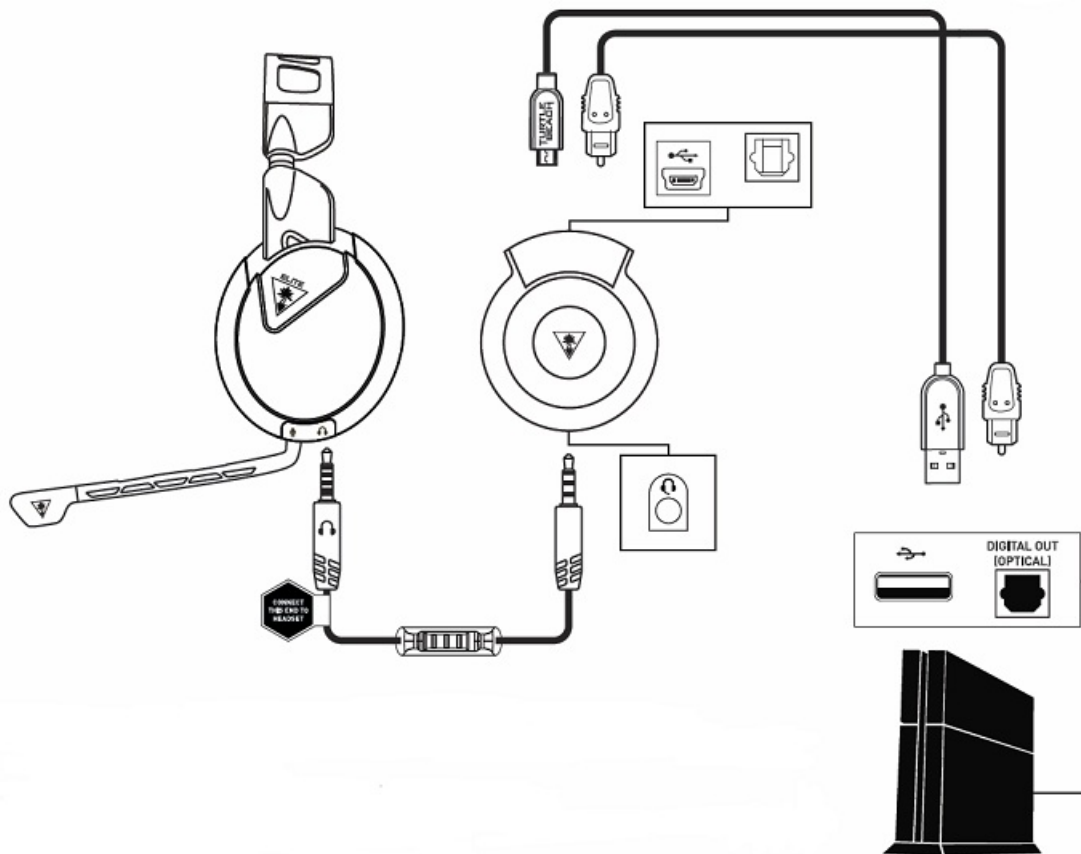


1. **Master Volume Control**
2. **Headset Connection**
3. **Bluetooth Multi-Function Button**



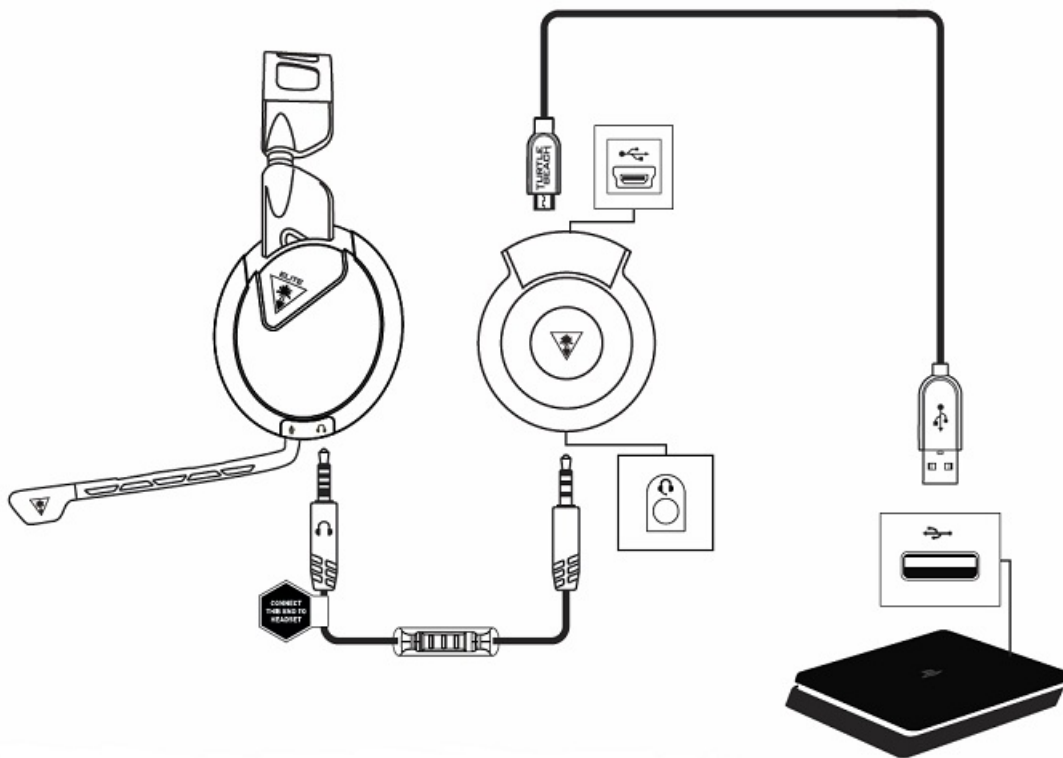
1. **USB Power & Audio**
2. **Digital Optical In**
3. **Stream-Out for Recording Streaming Audio on PC**

SETUP FOR PS4 (WITH OPTICAL)



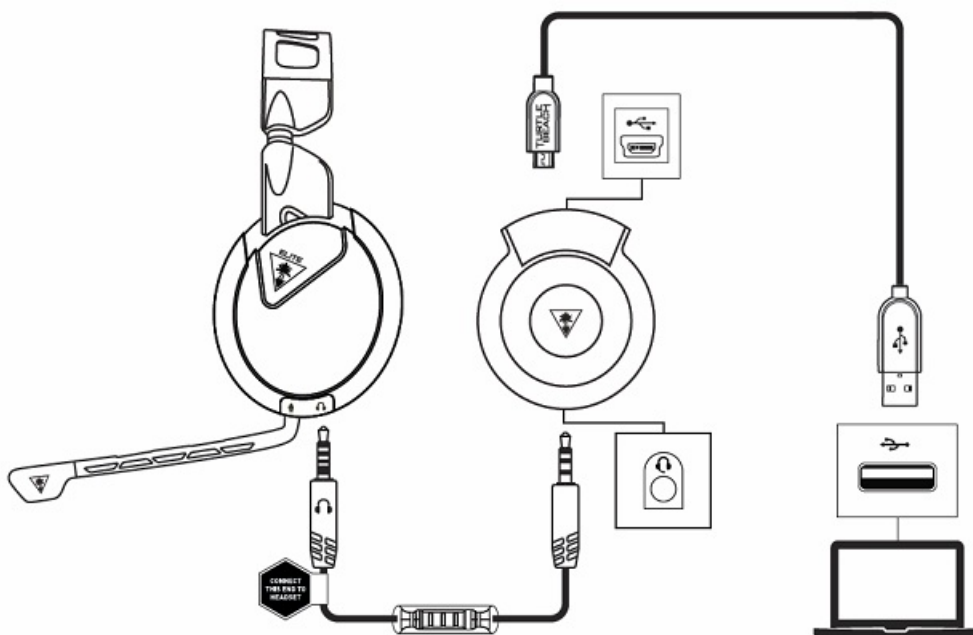
1. Set the SuperAmp to **PS4 Mode (Blue Center LED On)** – (PS4 Mode is the Default Setting)
2. Go to **Settings >> Sound and Screen >> Audio Output Settings >> Primary Output Port >> Digital Out (OPTICAL)**
3. Select **Only Dolby Digital 5.1ch**. Do **NOT** select DTS 5.1ch.
4. Go to **Settings >> Sound and Screen >> Audio Output Settings >> Audio Format (Priority)**
5. Select **Bitstream (Dolby)**
6. Go to **Settings >> Devices >> Audio Devices**
7. Select **USB Headset (Turtle Beach Elite SuperAmp)** for **Input & Output Device**
8. Set **“Output to Headphones”** to **“Chat Audio”**
9. Set **Volume Control (Headphones)** level to maximum
10. Select **Adjust Microphone Level** and follow the on-screen instructions to calibrate your microphone.

PS4 SLIM SETUP (WITHOUT OPTICAL)



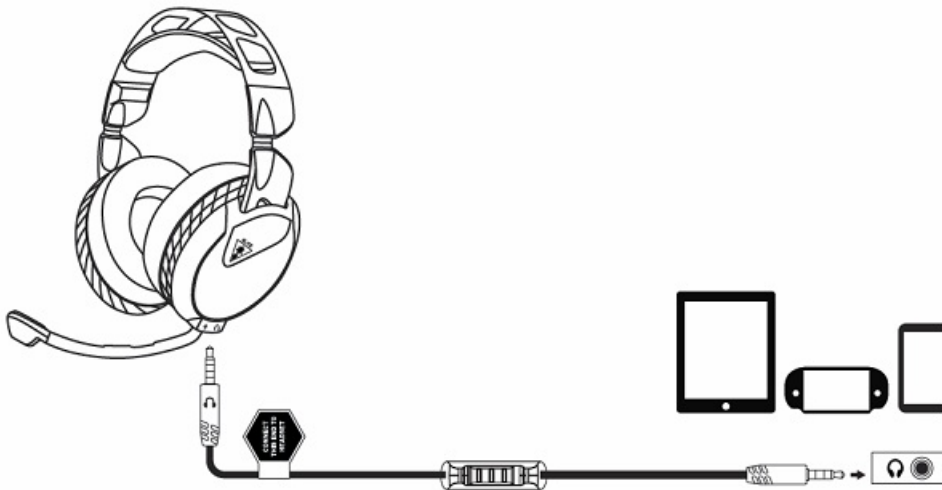
1. Set the SuperAmp to **PS4 Mode (Blue Center LED On)** – (PS4 Mode is the Default Setting)
2. Go to **Settings >> Devices >> Audio Devices**
3. Select **USB Device (Turtle Beach Elite SuperAmp)** for **Input & Output Device**
4. Set **Output to Headphones** to **All Audio**
5. Set **Volume Control (Headphones)** level to maximum
6. Select **Adjust Microphone Level** and follow the on-screen instructions to calibrate your microphone.

PC SETUP



1. Set the **SuperAmp** to **PC Mode** – (PC Mode can be set using the Android/iOS Audio Hub)
 2. **Right-Click** the **Speaker icon** in your Toolbar and select **Playback Devices**.
 3. **Right-Click Elite SuperAmp PC** and select **Set As Default Device**.
 4. **Right-Click Elite SuperAmp PC** and select **Set As Default Communication Device**.
 5. Select the **Recording Tab**.
 6. **Right-Click Elite SuperAmp PC** and select **Set As Default Device**.
-

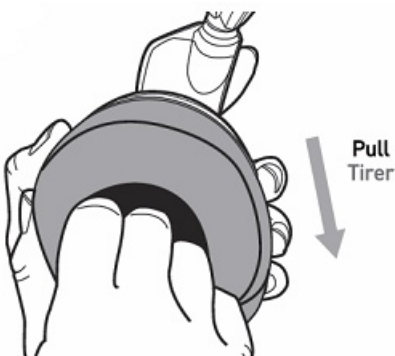
MOBILE SETUP



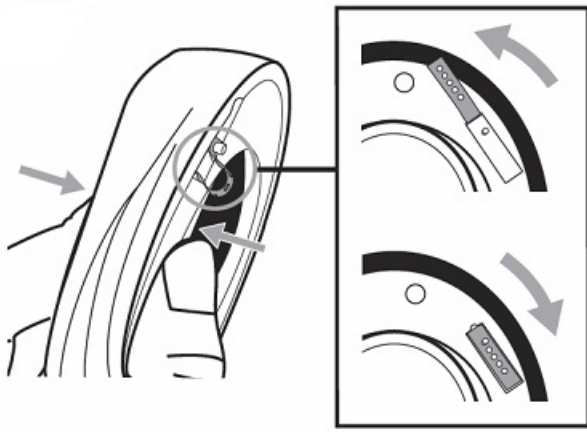
PROSPECS™ GLASSES RELIEF SYSTEM

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

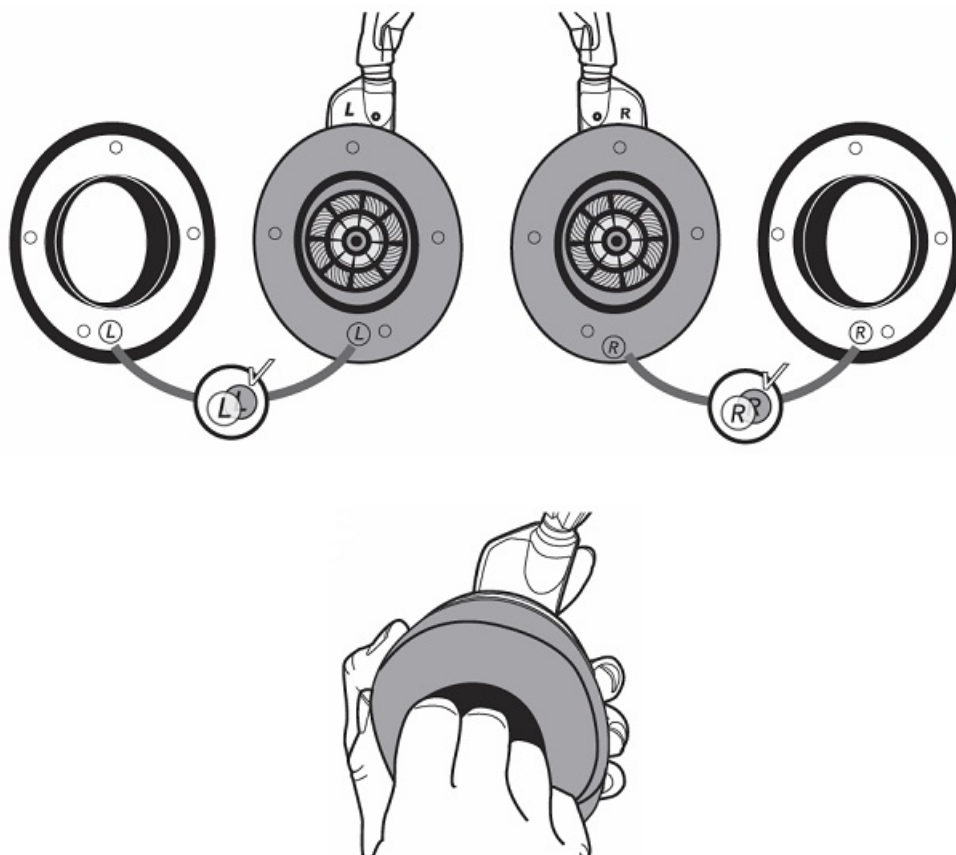
1. The ProSpecs Glasses Relief System creates a channel in the ear cushion to help reduce pressure on your glasses frame. In order to adjust this, you must firmly remove the magnetic ear cushion. Hold the ear cushion firmly and pull it away from the speaker. The ear cushion is held there magnetically 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.

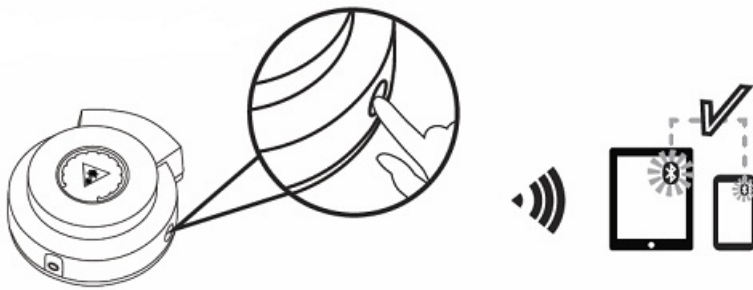


3. After you've adjusted the glasses-friendly channel to your liking, place the ear cushion back on the speaker. The ear cushion is held there magnetically and should snap back into place with minimal effort. Please make sure to line up the magnets on the ear cushion with the magnets on the headset itself,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



BLUETOOTH

PAIRING



1. Hold down **Bluetooth** Button until the **LEDs** begin to pulse **Blue**.
2. Connect to your headphones in your phone or Tablet Bluetooth settings.

FUNCTIONS

FUNCTION	ACTION
Play/Pause Skip Forward Fast Forward Skip Back Rewind	Press Once Press Twice Quickly Press Twice Quickly and Hold Press Three Times Quickly Press Three Times Quickly and Hold
Answer Call End Call Reject Incoming Call	Press Once Press Once Press and Hold
Activate Voice Recognition (if available)	Press and Hold When not in a Call

Increase Volume With Custom Preset

Please note that this article applies only to the mobile version of the Turtle Beach Audio Hub; these customizations cannot be made through the desktop version of the Turtle Beach Audio Hub.

The Elite Pro 2 + SuperAmp comes with 4 presets for both Game and Stream: **Superhuman Hearing; Bass Boost; Bass and Treble Boost; Vocal Boost**

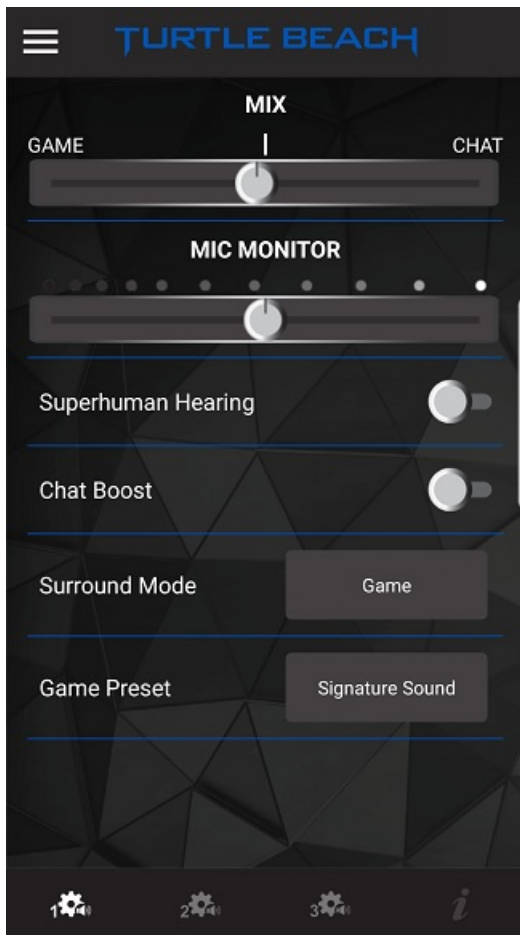
You can use one of these presets, or you can create your own new custom Preset to further enhance and customize your audio experience. To learn how to create custom Presets, please click [here](#).

Want louder audio? More bass, or more treble? Create a custom Preset to boost the Bass, the Treble, or simply raise all of the audio to your liking!

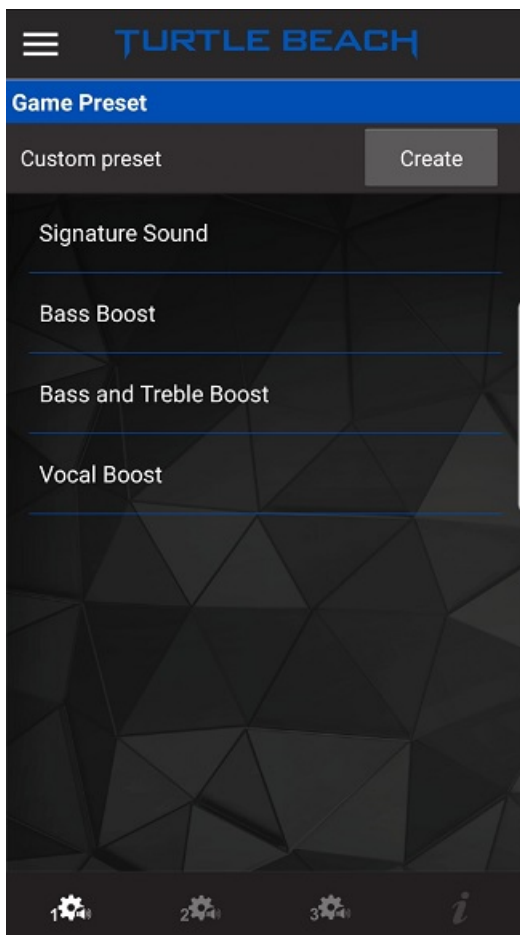
Increase the Volume

To increase the volume, please do the following:

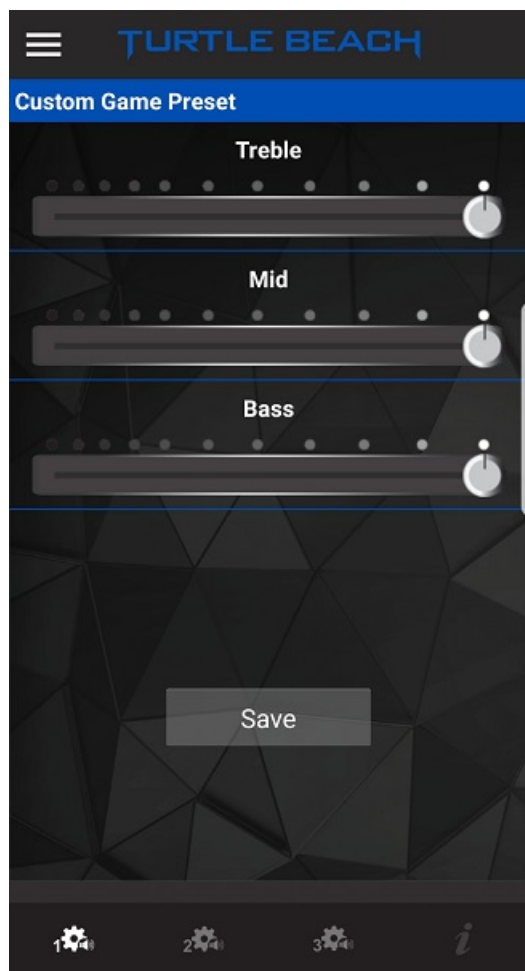
Tap the current Game Preset in the Home Screen of the Audio Hub; in the following example, the current Game Preset is “Signature Sound”.



In the Create Game Preset banner, select “Create”.



Set the Treble, Bass, and Mid sliders all the way to the right, and tap “Save”.



Name the Preset, and tap “**Store**”.

Select the new preset in the list of available presets. The volume will be louder, and the Bass, Treble, and Mid will be boosted.

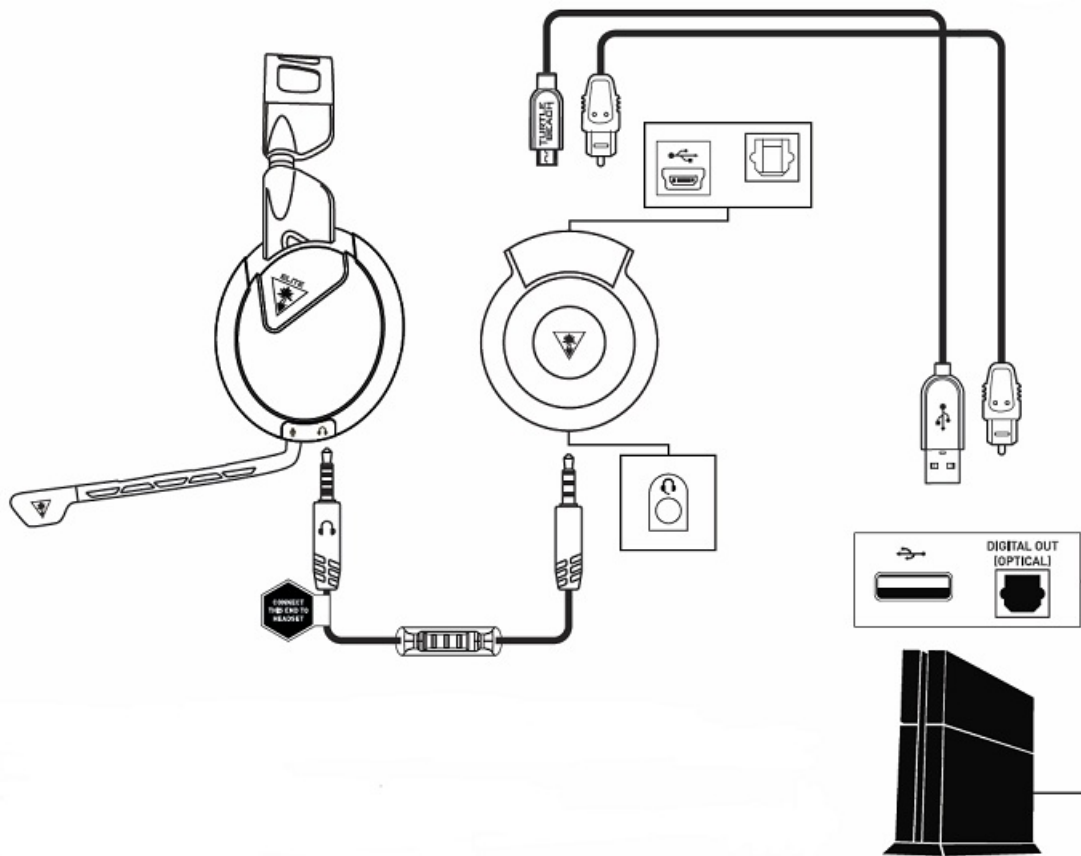
Mic/Audio Not Working – Check Setup

If your headset is experiencing any of the following symptoms, please review the instructions below:

- SuperAmp volume control has no effect
- Center (“Palm Tree”) logo is always red
- You can’t be heard in chat

If you are experience any of the above, it’s possible the headset is not set up correctly. If you are having the above issues, please confirm the following to ensure that the headset is set up properly.

Make sure the headset is set up as shown below.



NOTES:

- The headset's main cable should be connected to the "Headset" jack in the front of the SuperAmp. This jack will have an icon of a headset above it. If the headset's cable is plugged into the jack with the word "Out" above it (located on the back of the SuperAmp), the headset is plugged into the wrong jack. The jack with the word "Out" above it is the Stream Out jack. The headset would need to be plugged into the "Headset" jack in order to hear the game and chat audio.
- The headset's main cable ends are not interchangeable. The plug with three black stripes should be plugged into the Headset jack on the front of the SuperAmp. The plug with four black stripes should be plugged into the headset jack on the headset itself. Both of these jacks — on the SuperAmp and the headset itself — will have icons of a headset just above them.
- Make sure to fully insert the cable into 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.
- The mic should be plugged into the mic jack on the headset itself. This jack will have the image of a mic just above it.
- The mic mute on the headset's main cable will have a red line showing when the mic is muted. If you can see that red line, the mic is muted; move the mic mute switch so that you cannot see that red line. The mic will be unmuted, and you should be able to be heard.

For the best audio experience with your Elite Pro 2 + SuperAmp for PS4 headset, it is important to make sure your headset is running the latest firmware. Updating the headset's firmware is simple and easy with the Turtle Beach Audio Hub.

Full instructions for updating the firmware can be found below.

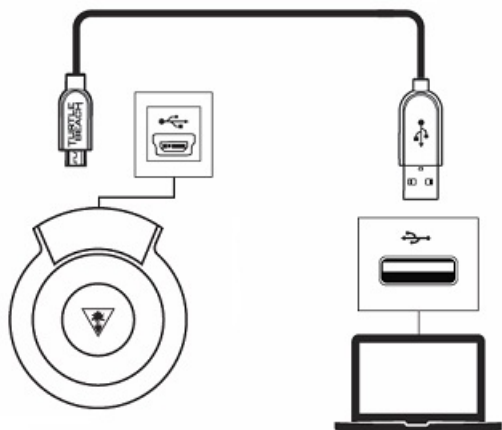
First, download and install the [Turtle Beach Audio Hub](#) for Windows or Mac, if you have not yet done so.

****Please NOTE:** The mobile version of the Turtle Beach Audio Hub **cannot** be used to update the headset's firmware. The firmware update must be performed on a Windows or Mac computer, using the desktop version of the Turtle Beach Audio Hub. **

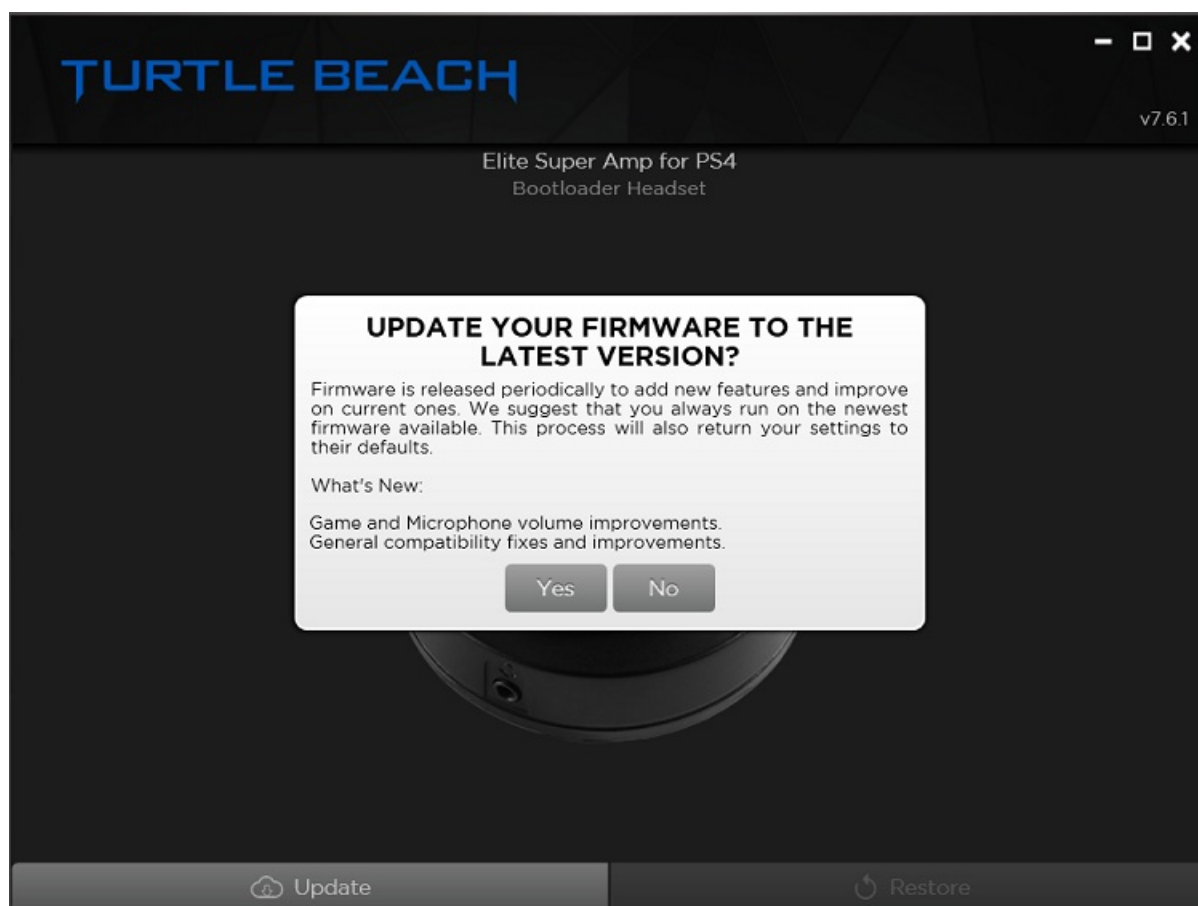
Once the Audio Hub is installed:

1. Open and run the Turtle Beach Audio Hub application.
2. Plug the mini USB end of the cable into the mini USB port on the back of the SuperAmp. Then, plug the USB end of the cable into a free USB port on the computer, while pressing and holding the Bluetooth button. The LED will blink red.

When plugged in, the connections should look as shown below:



3. The Audio Hub will detect that the Elite Pro 2 SuperAmp is connected, and will automatically search for any available firmware updates. If there is an available firmware update, the Audio Hub will automatically prompt you to update the headset.



Click “Yes” to update the firmware. The Audio Hub will update the firmware, and will notify you when the process is complete.

Newest Firmware:

Model	Firmware – SuperAmp	Date	Notes
Elite Pro 2 + SuperAmp for PS4	1.1.7	10/12/2018	<ul style="list-style-type: none">– Game and Microphone Volume Improvements– General Compatibility Fixes and Improvements

Mac Setup

To set up your Elite Pro 2 + SuperAmp for PS4 for use with a Mac, please do the following.

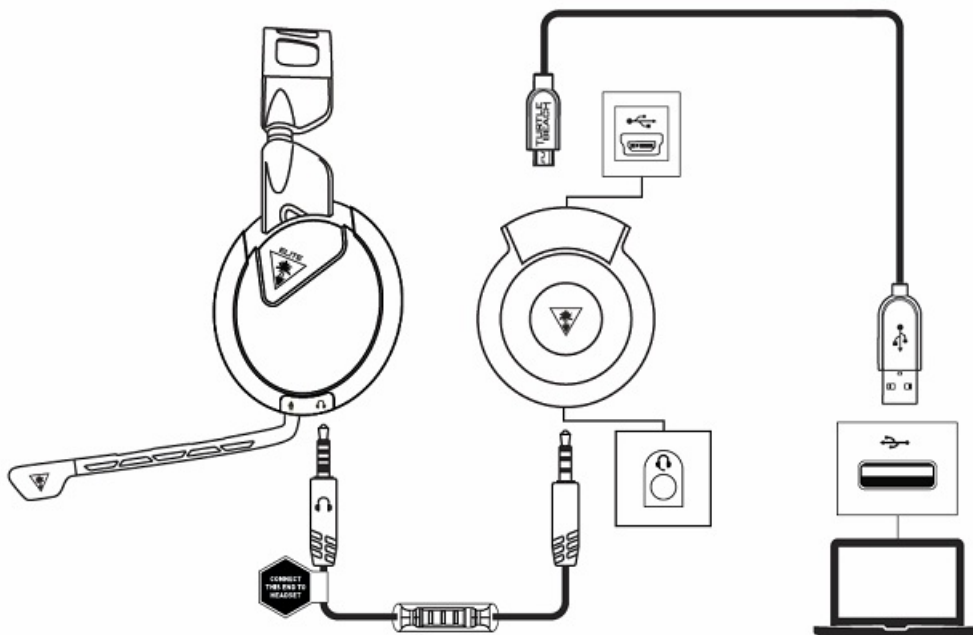
First, plug the mic into the headset. To do so, make sure the keyed parts of the mic boom and mic jack line up, and then gently plug the mic in until you hear a click.

Then, plug the headset into the SuperAmp with the included cable. Make sure the end of the cable with the “Connect This End to Headset” is the side that is plugged into the headset; the other side will need to be plugged into the port on the SuperAmp with the headset icon next to it.

Make sure to fully insert the cable into 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.

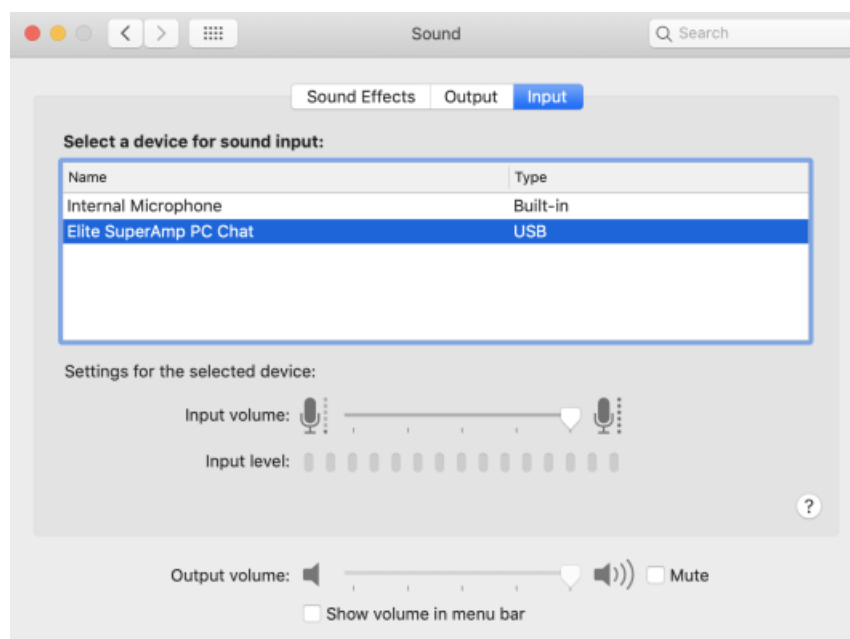
Then, plug the Mini-USB end of the included USB Cable into the SuperAmp, and plug the USB end of the same cable into a USB Port on your Mac, as shown below.



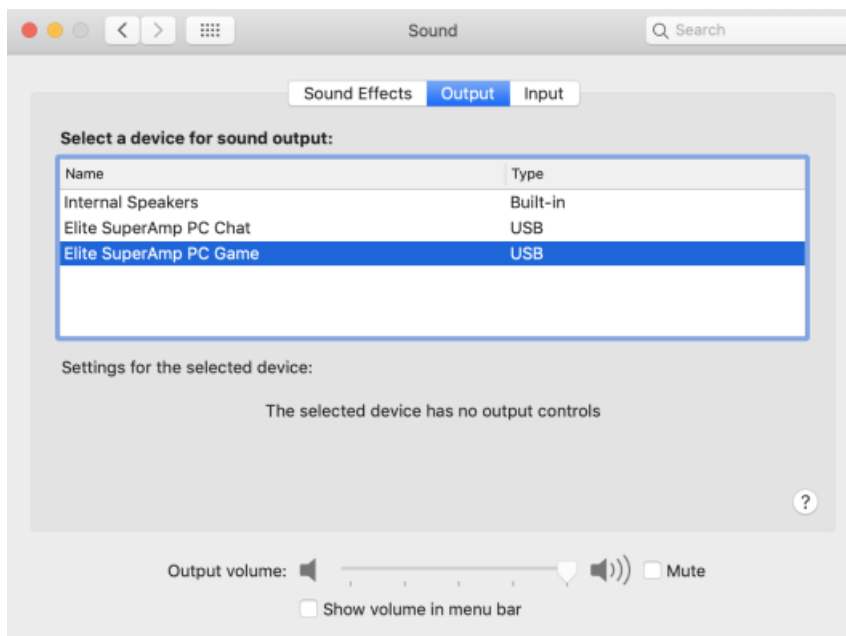
Then, set the SuperAmp to PC Mode in the mobile version of the Turtle Beach Audio Hub (available [here](#) for Android and iOS).

Open System Preferences, and then click on “**Sound**” to open the Sound Settings.

In the Input tab, select “**Elite SuperAmp PC Chat**”.



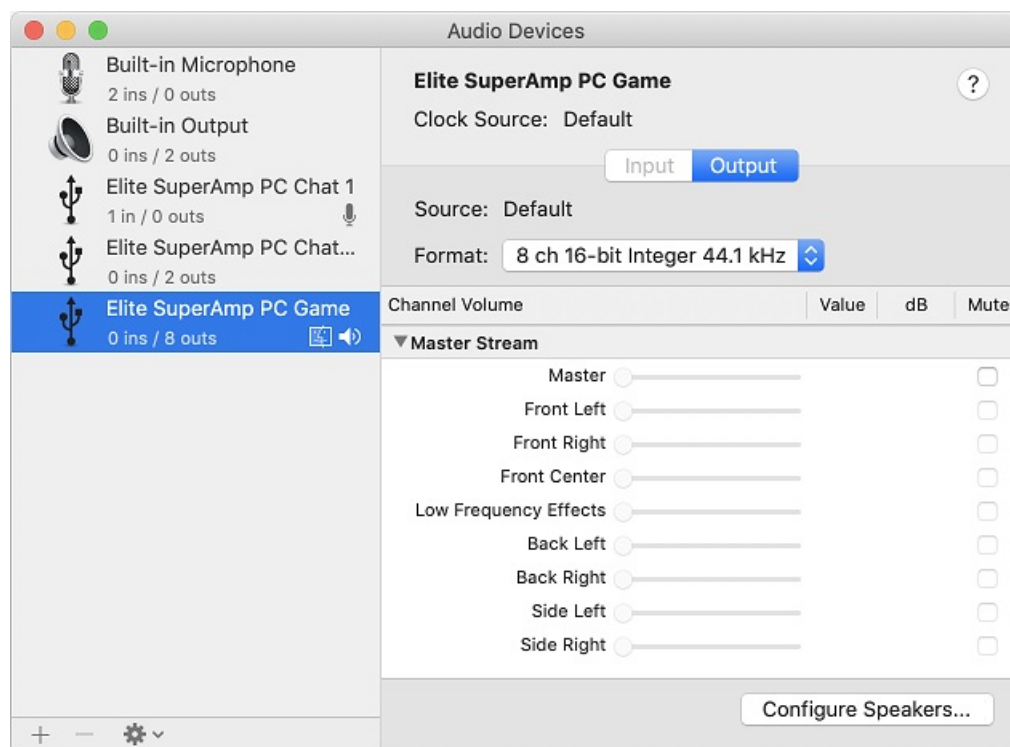
In the Output tab, select “**Elite SuperAmp PC Game**”.



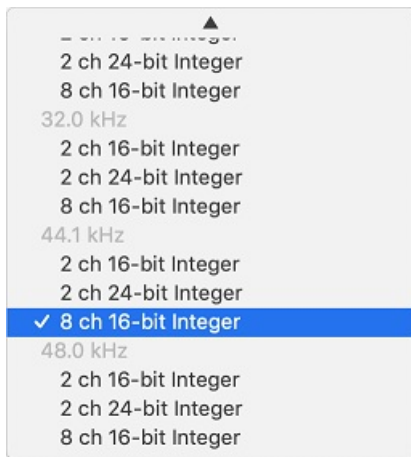
You are now ready to use your Elite Pro 2 + SuperAmp for PS4 headset with a Mac!

SURROUND SOUND SETUP

1. In Finder, go to the Spotlight, and search for “**Audio MIDI Setup**”. Open the Audio MIDI Setup when the option to do so appears.

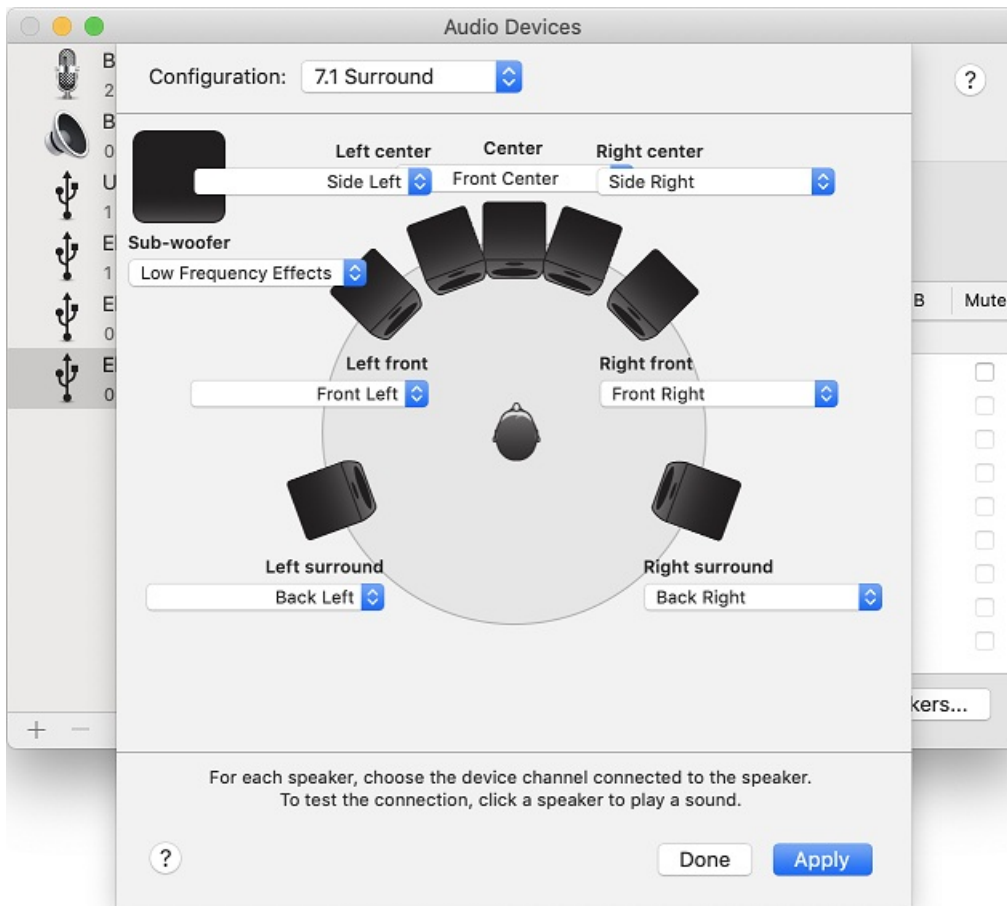


2. In the Output tab, select **8ch 16-bit Integer 44.1kHz**, and then select “**Configure Speakers**”.



Configure Speakers...

3. In the **Speaker Configuration** window, select “**7.1 Surround**“, and then click “**Apply**“.



PC Setup

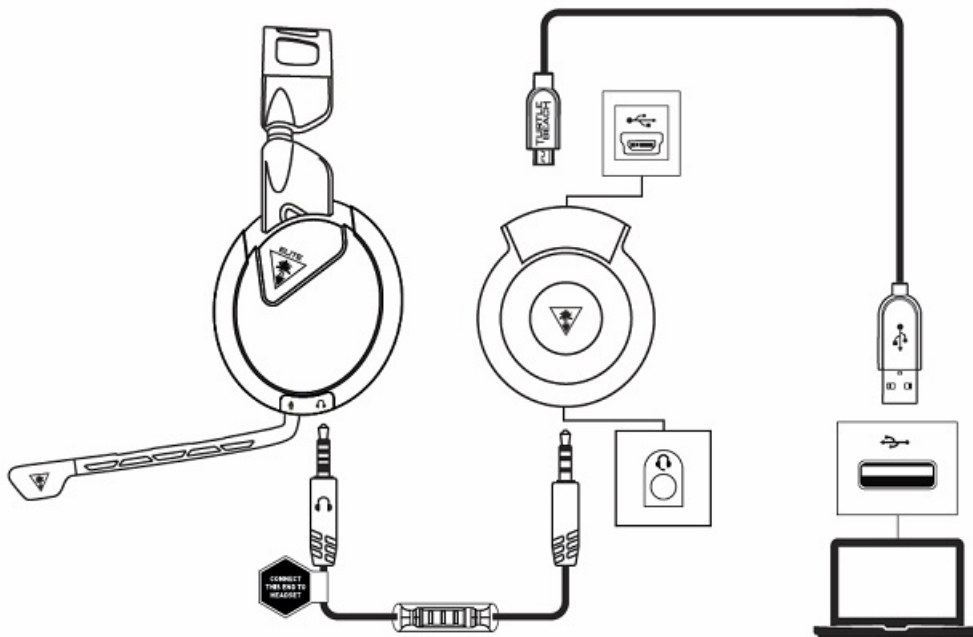
To set up your Elite Pro 2 + SuperAmp for PS4 for use with a PC, please do the following.

First, plug the mic into the headset. To do so, make sure the keyed parts of the mic boom and mic jack line up, and then gently plug the mic in until you hear a click.

Then, plug the headset into the SuperAmp with the included cable. Make sure the end of the cable with the “Connect This End to Headset” is the side that is plugged into the headset; the other side will need to be plugged into the port on the SuperAmp with the headset icon next to it.

Make sure to fully insert the cable into 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.

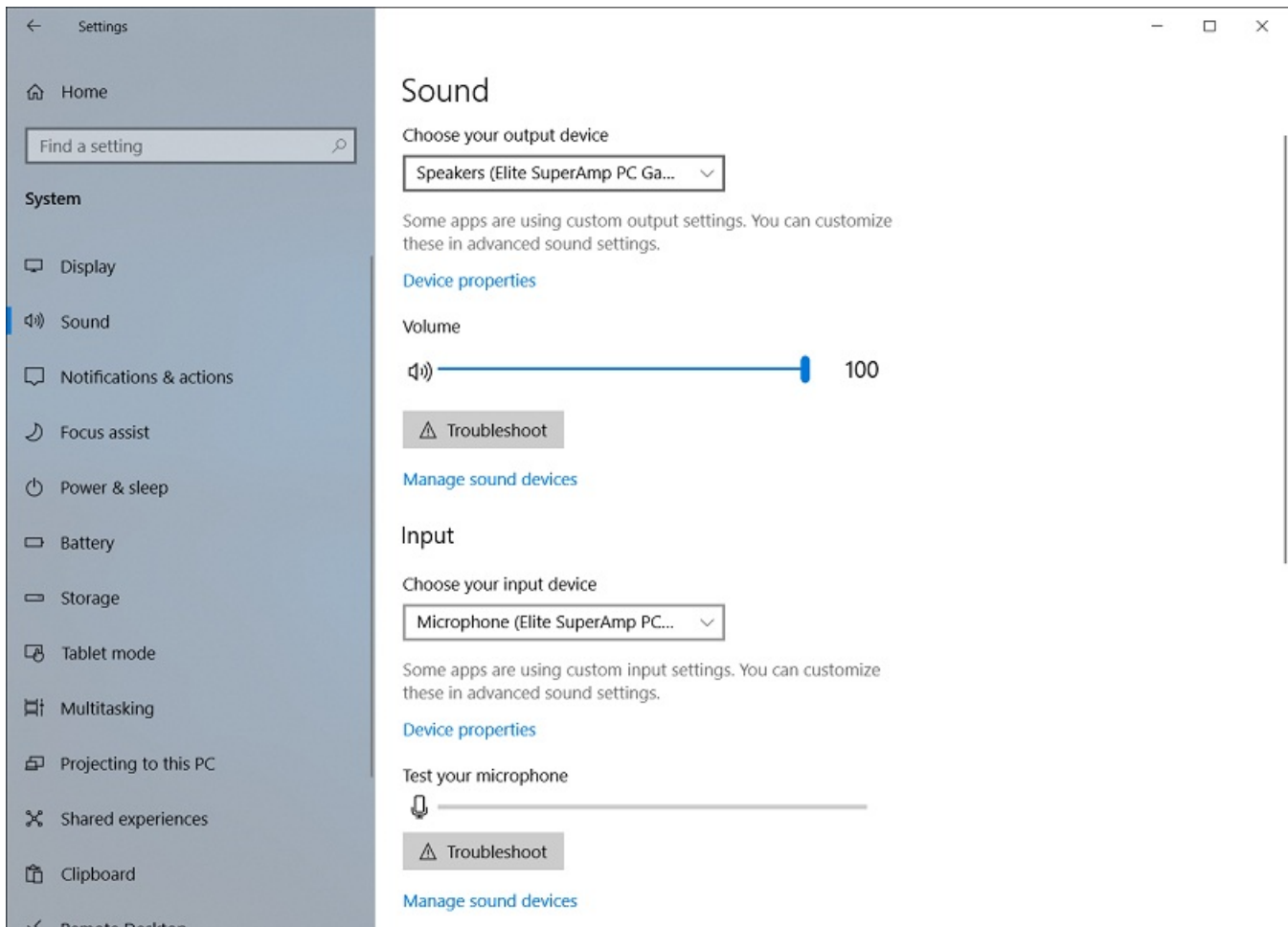
Then, plug the Mini-USB end of the included USB Cable into the SuperAmp, and plug the USB end of the same cable into a USB Port on your PC, as shown below.



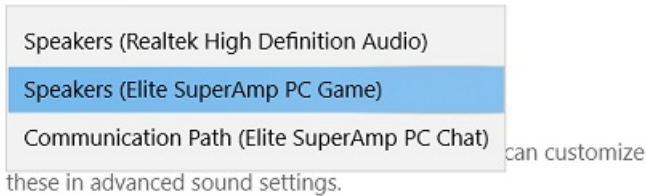
Then, set the SuperAmp to PC Mode in mobile version of the Turtle Beach Audio Hub (available [here](#) for Android and iOS).

Right-click the Speaker Icon in your Toolbar. If you have Windows 10, select “Open Sound Settings”; otherwise, select “Playback Devices”.

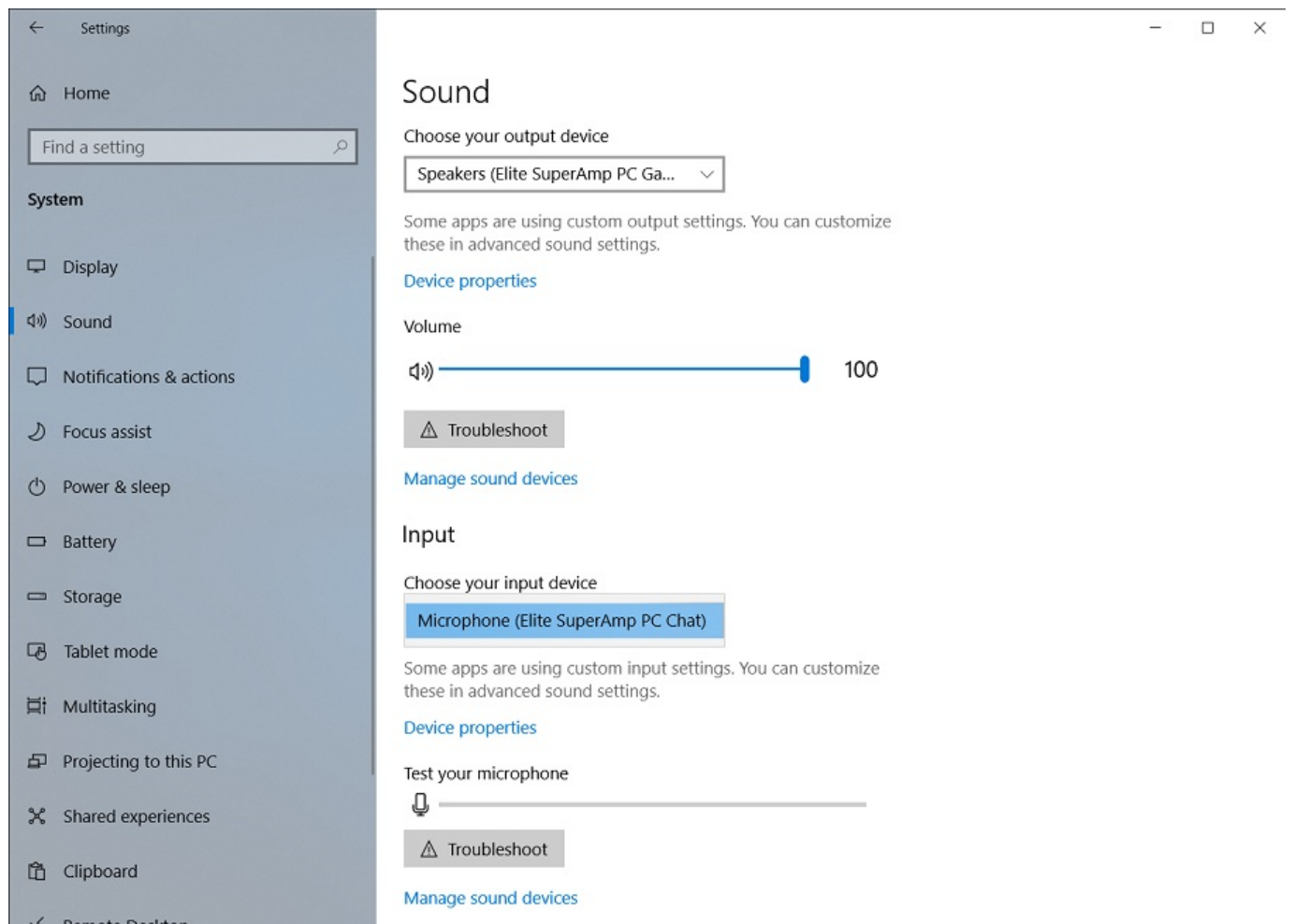
Set “Speakers (Elite SuperAmp PC Game)” as the Output device, as shown below.



Sound



Set “Microphone (Elite SuperAmp PC Chat)” as the Input device, as shown below.

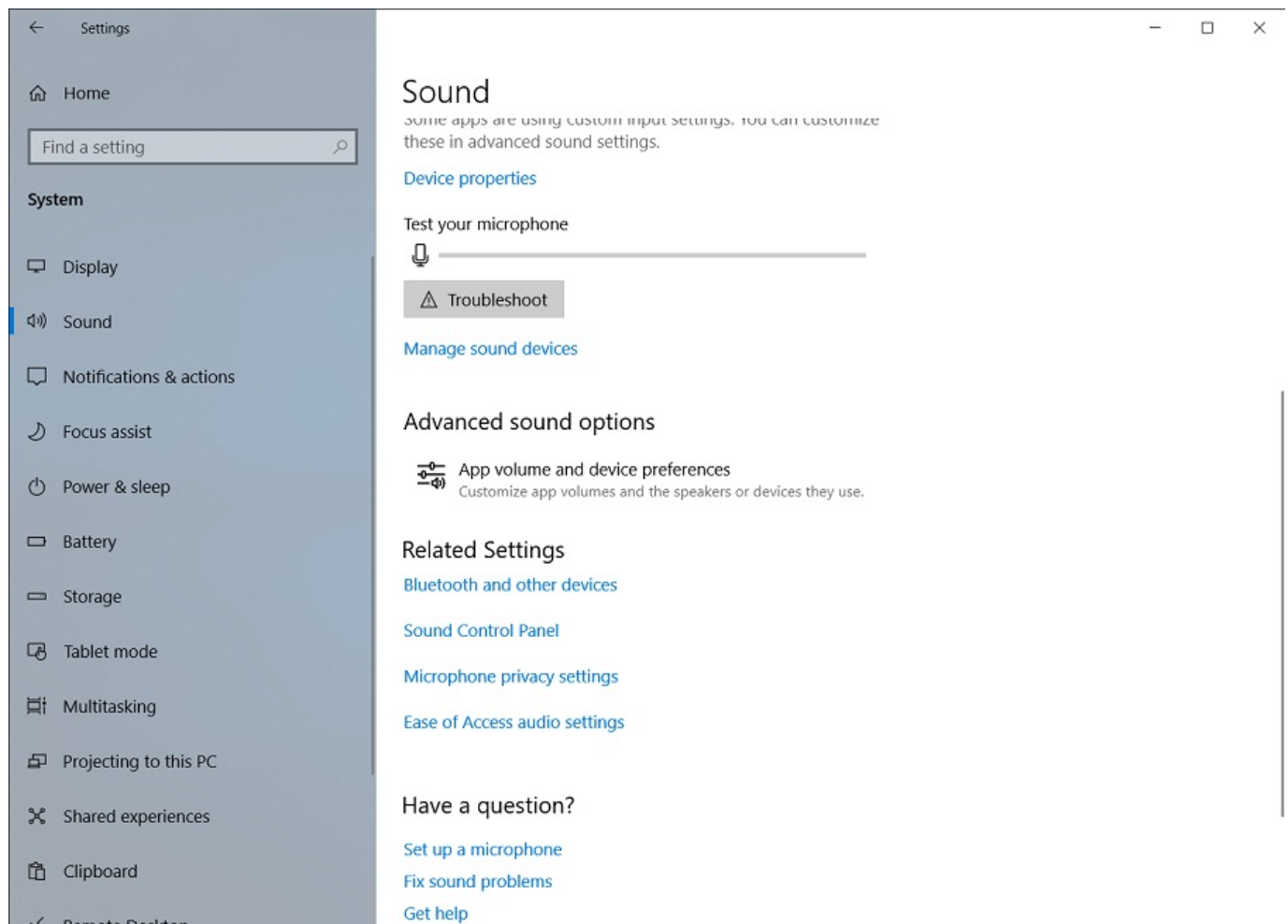


Choose your input device

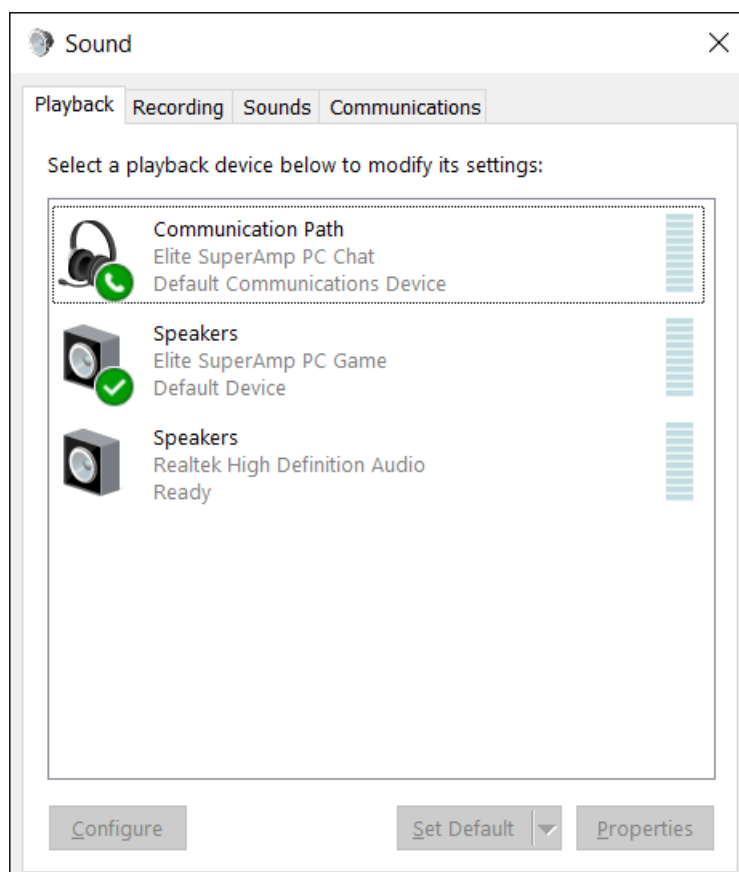
Microphone (Elite SuperAmp PC Chat)

Some apps are using custom input settings. You can customize these in advanced sound settings.

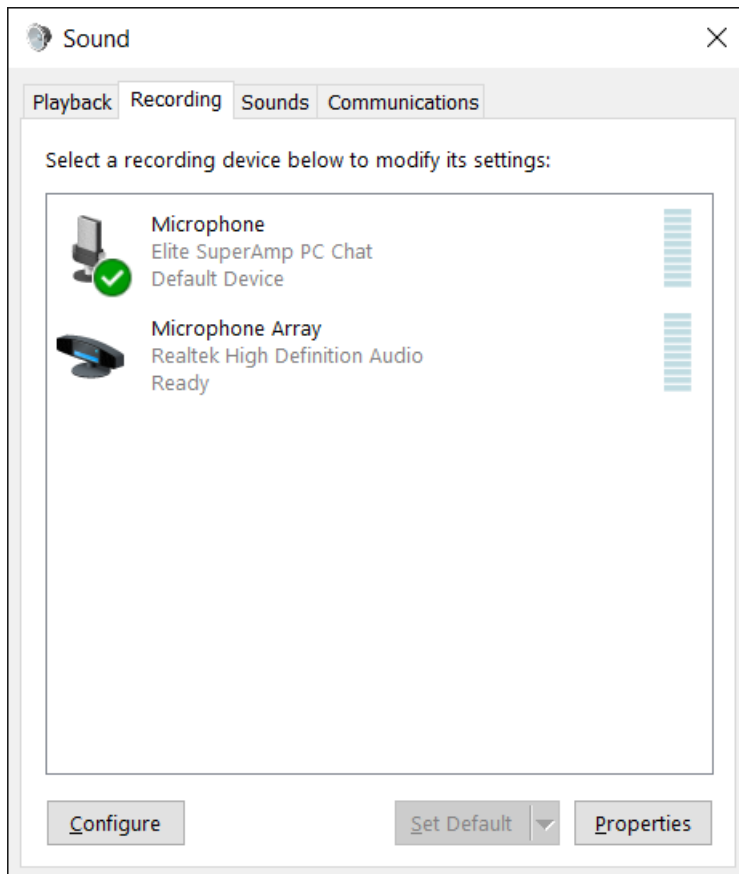
Then, scroll down; under “Related Settings”, select “Sound Control Panel”.



Go to the **Playback** tab: The **Elite SuperAmp PC Game** option should already be set as the **Default Device**. select "**Elite SuperAmp PC Chat**", and at the bottom of the window, click the arrow next to "**Set Default.**" Then, set that as the **Default Communications Device**. Click "**Apply**", and then click "**OK**".

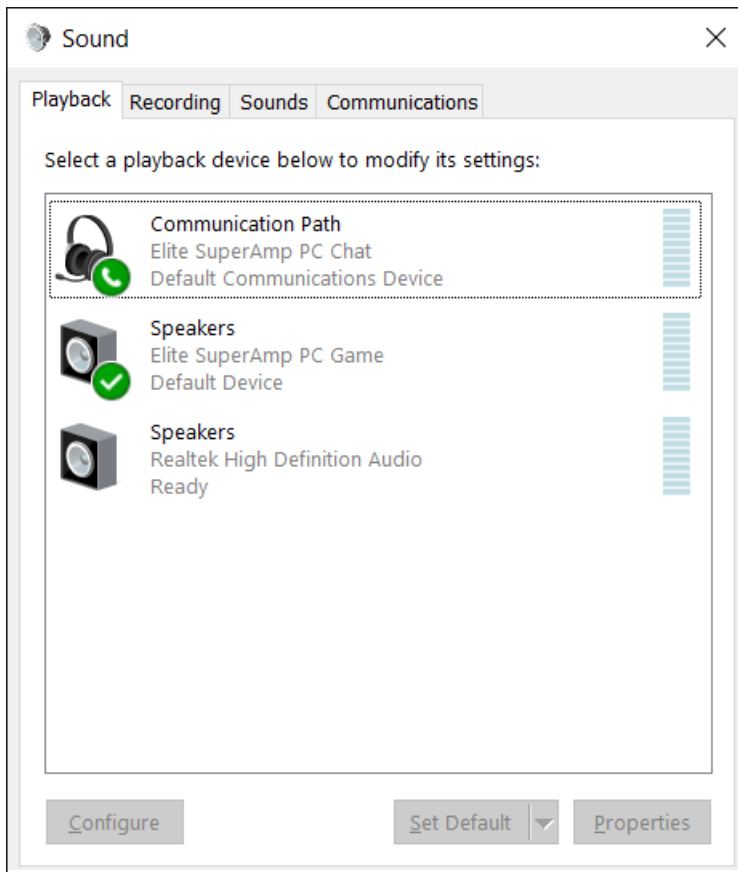


Then, switch to the **Recording** tab. Double-check that the **Elite SuperAmp PC Chat** option is set to **Default Device**.

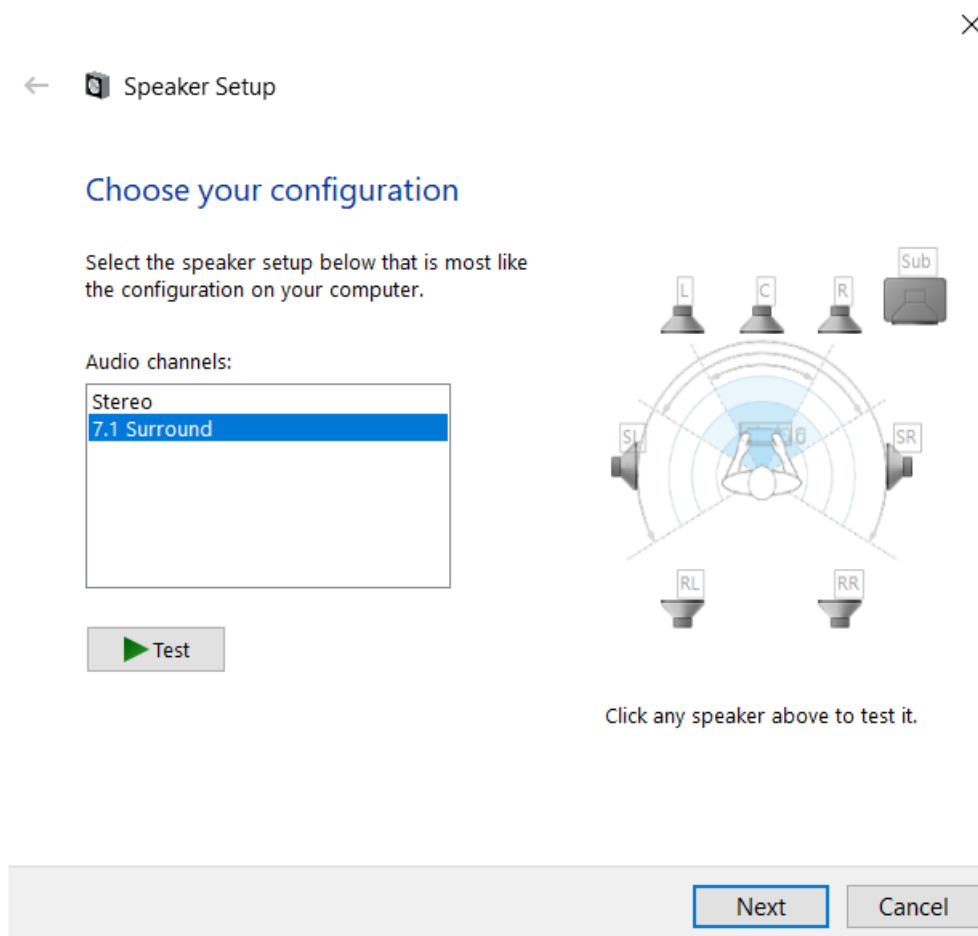


SURROUND SOUND CONFIGURATION

In that Sound Control Panel window, click the “**Configure**” button on the bottom-left of the window.




In the “**Choose Your Configuration**” screen, select **7.1 Surround**, and then click “**Next**”.



The next screen will say “**Customize Your Configuration**”. Make sure all of the boxes are checked; then click

“Next”.

×

←  Speaker Setup

Customize your configuration

Check the boxes below to indicate which speakers are present in your surround configuration.

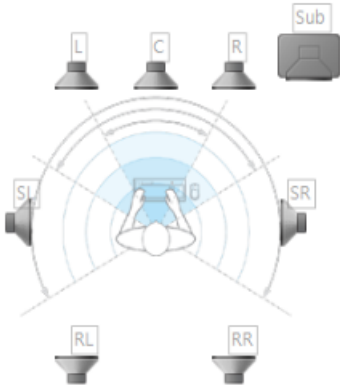
Optional speakers:

☒ Center

☒ Subwoofer

☒ Side pair

☒ Rear pair



Click any speaker above to test it.

Next

Cancel

In the **“Select Full-Range Speakers”**, make sure both boxes are checked, and click **“Next”**.

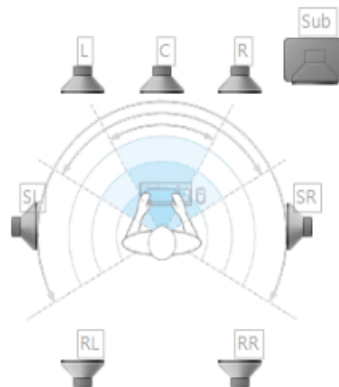


Select full-range speakers

Satellite speakers usually have a limited dynamic range and require that they be used with a subwoofer. If your configuration includes full-range speakers, select them below.

Full-range speakers:

- ☒ Front left and right
- ☒ Surround speakers



Click any speaker above to test it.

Next

Cancel

The Configuration is complete; click “**Finish**” and the settings will be applied.



Configuration complete

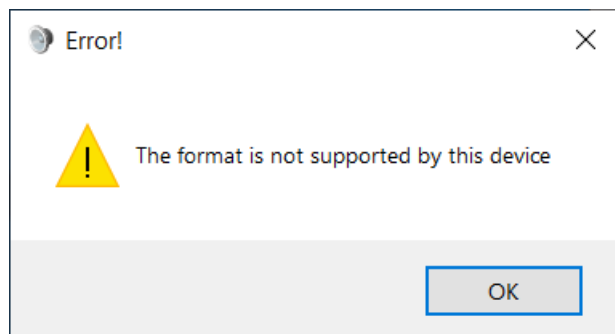
If you click "Finish" your new settings will be applied to this audio device. To make further changes, you can use the Properties dialog or run this wizard again.

Finish

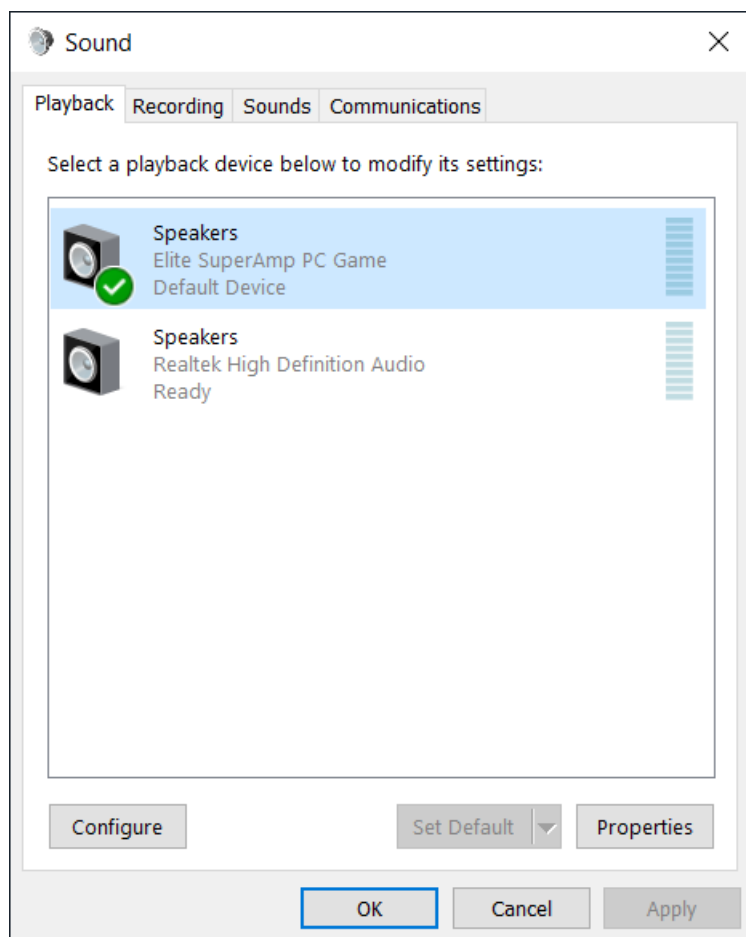
Cancel

You are now ready to use your Elite Pro 2 + SuperAmp for PS4 headset with a PC!

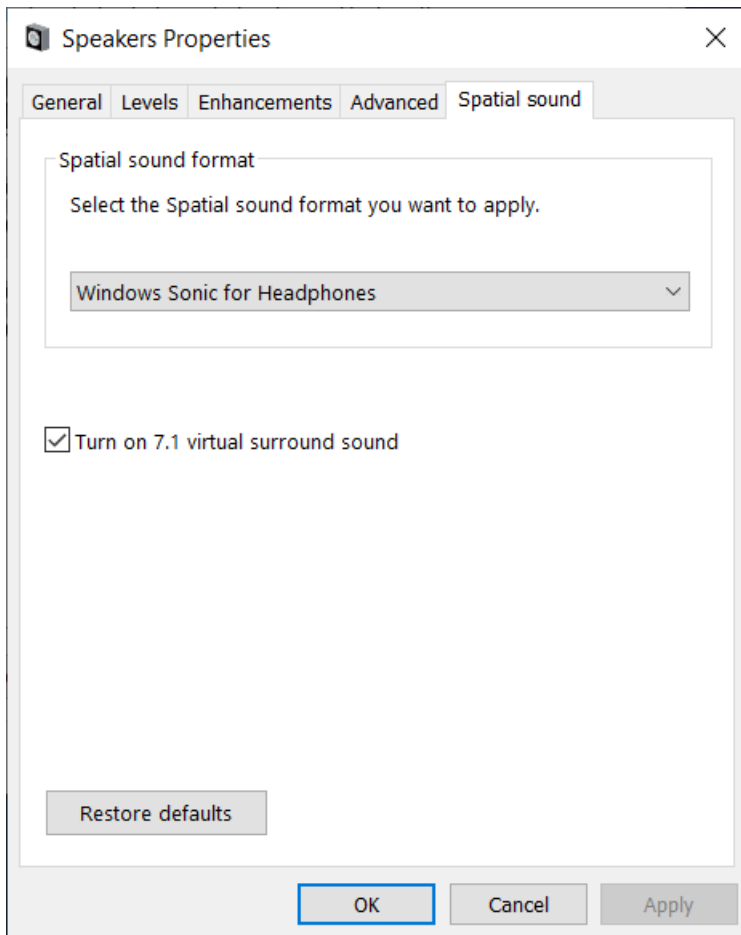
****PLEASE NOTE:** In some cases you may see the following error message. If you weren't able to use the above instructions, and you get this error message, please check the following. **



In the Sound Control Panel window, select the headset, and then select “**Properties**” (bottom right), and go to the “**Spatial Sounds**” tab.



Make sure that **Windows Sonic for Headphones** is selected, and that the “**Turn on 7.1 Virtual Surround Sound**” box is checked. Click **Apply**, and then click **OK**.



Once this is set, try the instructions included above.

Then, follow the steps above to configure the surround sound.

PS4 Setup

To set up your Elite Pro 2 + SuperAmp for PS4 for use with a PS4 console, please do the following.

PS4 SETUP – WITH OPTICAL

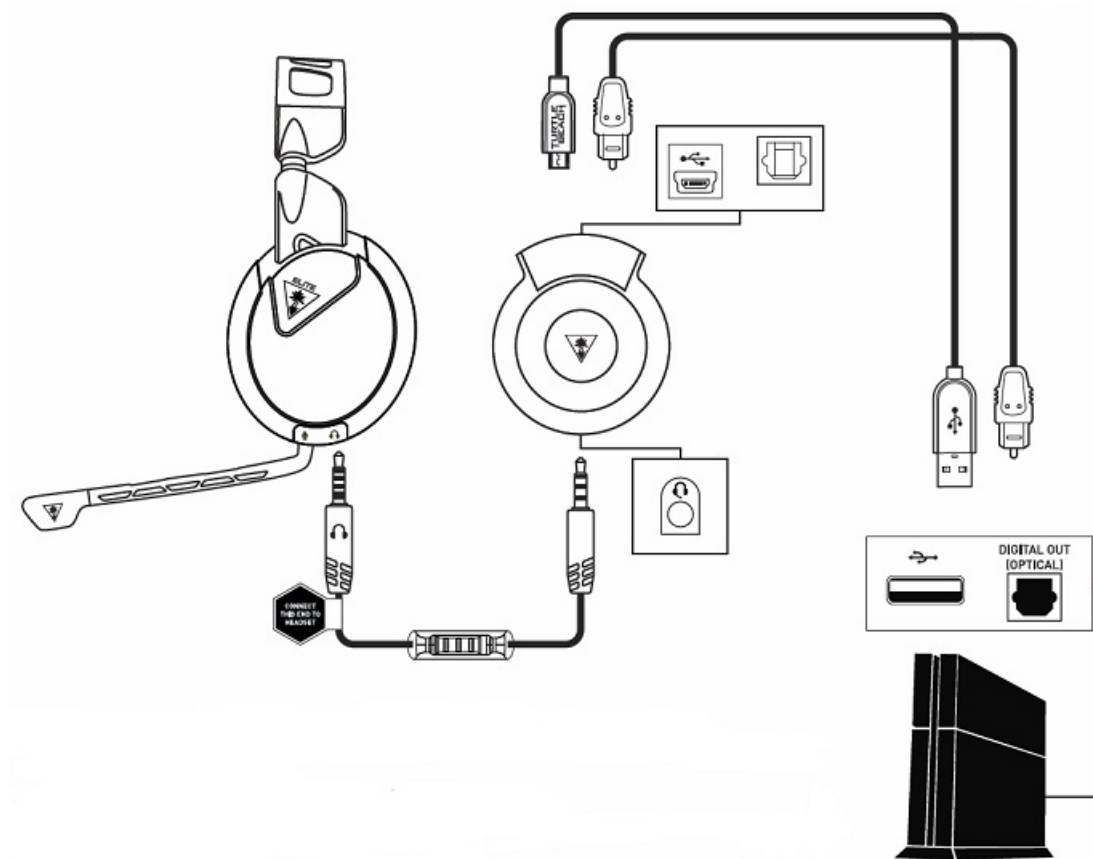
First, plug the mic into the headset. To do so, make sure the keyed parts of the mic boom and mic jack line up, and then gently plug the mic in until you hear a click.

Then, plug the headset into the SuperAmp with the included cable. Make sure the end of the cable with the “Connect This End to Headset” is the side that is plugged into the headset; the other side will need to be plugged into the port on the SuperAmp with the headset icon next to it.

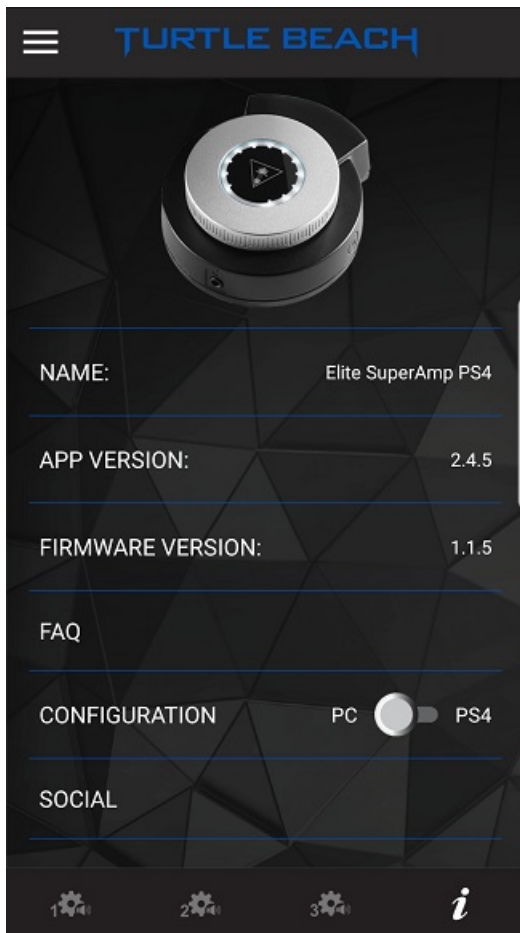
Make sure to fully insert the cable into the jack on the headset. It is a snug fit, and you should feel the plug slide into place twice. The cable is not fully inserted/plugged in until the plug slides into place the second time. An easy way to check if your headset cable is plugged in all the way is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

Then, plug the Mini-USB end of the included USB Cable into the SuperAmp, and plug the USB end of the same cable into a USB Port on your PS4 console.

Finally, plug the included Digital Optical Cable into the SuperAmp on one side, and the console itself on the other, as shown below.



If the SuperAmp is not set to PS4 Mode, go to the Turtle Beach Audio Hub, and switch the SuperAmp to PS4 Mode. The screenshot below shows the SuperAmp to be in PC Mode; to switch the Mode, simply tap the “PS4” side of the toggle.



Then, go to **Settings >> Sound and Screen >> Audio Output Settings >> Primary Output Port >> Digital Out (OPTICAL)**

- Select **Only Dolby Digital 5.1ch**. Do **NOT** select DTS 5.1ch.

Next, go to **Settings >> Sound and Screen >> Audio Output Settings >> Audio Format (Priority)**

- Select **Bitstream (Dolby)**

Finally, go to **Settings >> Devices >> Audio Devices**

- Select **USB Headset (Turtle Beach Elite SuperAmp)** for **Input & Output Device**
- Set **“Output to Headphones”** to **“Chat Audio”**
- Set **Volume Control (Headphones)** level to maximum
- Select **Adjust Microphone Level** and follow the on-screen instructions to calibrate your microphone.

Once your microphone is calibrated, you're ready to use your Elite Pro 2 + SuperAmp for PS4 headset with your PS4 console!

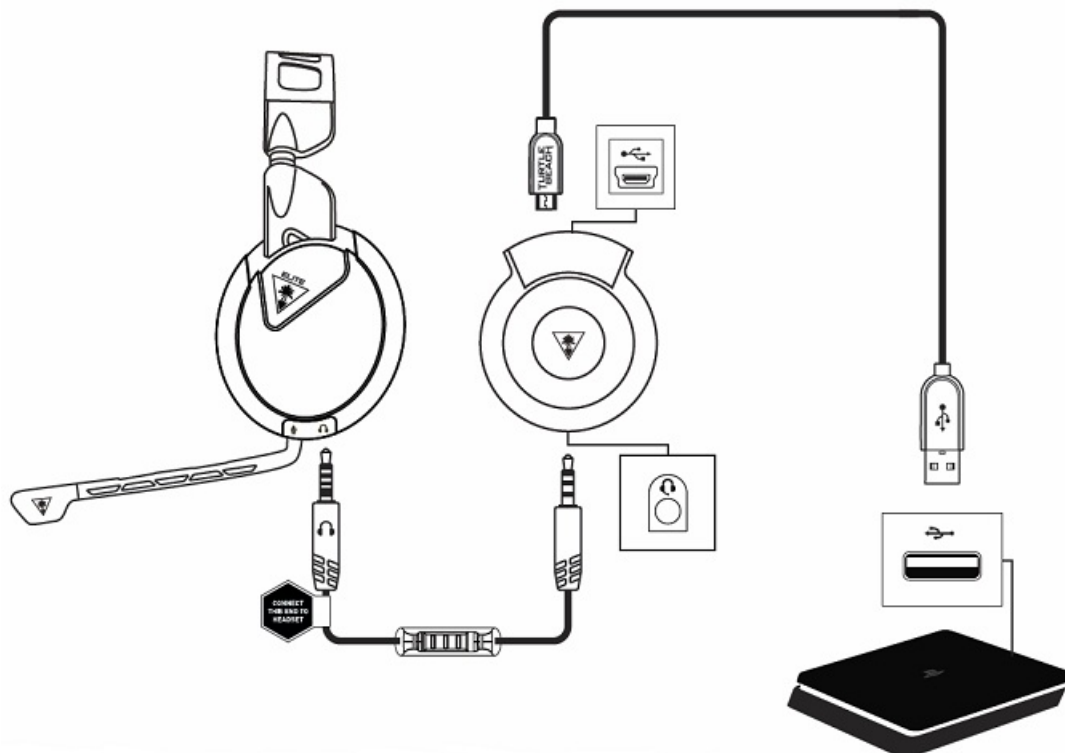
PS4 SETUP – WITHOUT OPTICAL

First, plug the mic into the headset. To do so, make sure the keyed parts of the mic boom and mic jack line up, and then gently plug the mic in until you hear a click.

Then, plug the headset into the SuperAmp with the included cable. Make sure the end of the cable with the “Connect This End to Headset” is the side that is plugged into the headset; the other side will need to be plugged into the SuperAmp.

Make sure to fully insert the cable into 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.

Then, plug the Micro-USB end of the included USB Cable into the SuperAmp, and plug the USB end of the same cable into a USB Port on your PS4 console.



Then, go to **Settings >> Devices >> Audio Devices**.

- Select **USB Device (Turtle Beach Elite SuperAmp)** for **Input & Output Device**
- Set **Output to Headphones** to **All Audio**
- Set **Volume Control Level (Headphones)** level to maximum
- Select **Adjust Microphone Level** and follow the on-screen instructions to calibrate your microphone.

Once your microphone is calibrated, you're ready to use your Elite Pro 2 + SuperAmp for PS4 headset with your PS4 Slim console!

Playstation 4 Slim Setup

The Elite Pro 2 + SuperAmp for PS4 requires an alternate setup when used with the **PlayStation 4 Slim**. The **PlayStation 4 Slim** does not have a *Digital Out* audio port and so requires a different setup than the **PlayStation 4** and **PlayStation 4 Pro**.

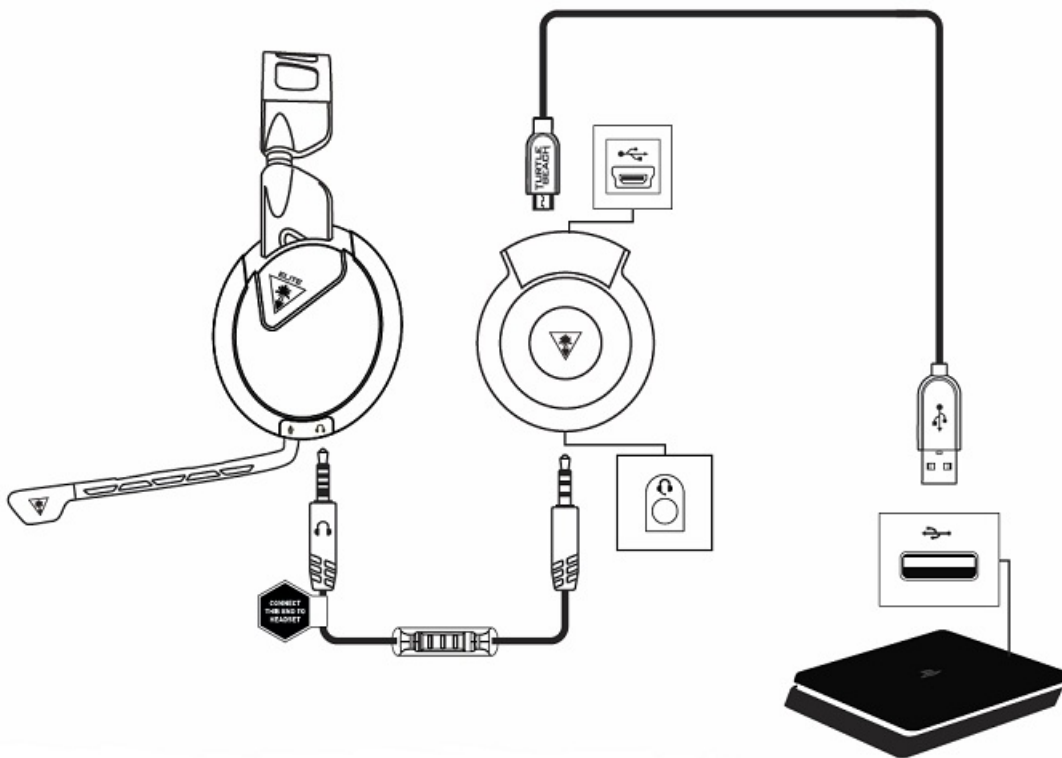
PS4 SETUP – WITHOUT OPTICAL

First, plug the mic into the headset. To do so, make sure the keyed parts of the mic boom and mic jack line up, and then gently plug the mic in until you hear a click.

Then, plug the headset into the SuperAmp with the included cable. Make sure the end of the cable with the “Connect This End to Headset” is the side that is plugged into the headset; the other side will need to be plugged into the SuperAmp.

Make sure to fully insert the cable into 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.

Then, plug the Micro-USB end of the included USB Cable into the SuperAmp, and plug the USB end of the same cable into a USB Port on your PS4 console.



Then, go to **Settings >> Devices >> Audio Devices**.

- Select **USB Device (Turtle Beach Elite SuperAmp)** for **Input & Output Device**
- Set **Output to Headphones** to **All Audio**
- Set **Volume Control Level (Headphones)** level to maximum
- Select **Adjust Microphone Level** and follow the on-screen instructions to calibrate your microphone.

Once your microphone is calibrated, you're ready to use your Elite Pro 2 + SuperAmp for PS4 headset with your PS4 Slim console!

ALTERNATE SETUP — TVs WITH OPTICAL OUT

Alternatively, if your TV/Receiver has a digital optical audio output (typically labeled as *Digital Out*, *SPDIF*

Out or *Optical Out*) you may be able to connect your Elite Pro 2 Superamp (via Optical Cable) to this port on your TV/Receiver.

On some TVs, the Optical Digital output is disabled by default; you may need to go into your TV's settings menu and enable that output. The exact names of the settings will vary widely between TV models; you'll need to go to the TV's "Audio" or "Sound" settings, look for where to control the outputs, and enable the Digital Optical audio output. Set the "format" of the output to "Bitstream", "Surround", or equivalent. If you have a choice between "Fixed" and "Variable" level, select the Fixed level option.

This port is usually illuminated by a red light and may be covered by a rubber 'flap'. The image below shows an uncovered optical output.



Once the optical cable is connected,

1. Go to **Settings >> Devices >> Audio Devices**.
2. Select **USB Headset (Turtle Beach Elite SuperAmp)** for **Input & Output Devices**.
3. Set **Volume Control (Headphones)** to the maximum level.
4. Set **Output to Headphones** to **Chat Audio**. <— ***IMPORTANT***

If your TV/Receiver does not have an optical output, please contact our technical support team for other options [here](#).

PS5 Compatibility And Setup

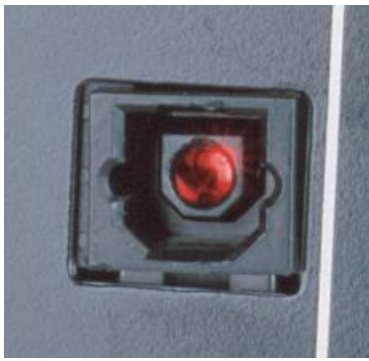
The Elite Pro 2 + SuperAmp for PlayStation is compatible with the PlayStation 5 by connecting the SuperAmp to the console's USB port. However, to enjoy the separate game and chat function, you will need to use an alternate setup. The **PlayStation 5** does not have a *S/PDIF Optical Out* audio port and requires a different setup than the **PlayStation 4** and **PlayStation 4 Pro**.

When using the PS5, it is necessary to use an audio output from either your TV or Receiver. An added benefit of this setup is the ability to listen to any audio your TV would normally play even if it's not through the PS5.

If your TV/Receiver has a digital optical audio output (typically labeled as *Digital Out*, *SPDIF Out* or *Optical Out*) then connect your SuperAmp to this port on your TV/Receiver.

On some TVs, the Optical Digital output is disabled by default; you may need to go into your TV's settings menu and enable that output. The exact names of the settings will vary widely between TV models; you'll need to go to the TV's "Audio" or "Sound" settings, look for where to control the outputs, and enable the Digital Optical audio output. Set the "format" of the output to "Bitstream", "Surround", or equivalent. If you have a choice between "Fixed" and "Variable" level, select the Fixed level option.

This port is usually illuminated by a red light and may be covered by a rubber 'flap'. The image below shows an uncovered optical output.



Once the optical cable is connected to your SuperAmp, go into the PS5 settings and follow the instructions below:

1. Go to **Settings >> Sound >> Audio Output >> Output Device**
 - Select **USB Headset (SuperAmp)** for **Output Devices**
 2. Go to **Settings >> Sound >> Volume >> Headphones**
 - Set **Volume Control (Headphones)** to the maximum level
 3. Set **Output to Headphones** to **Chat Audio**. <—— ***IMPORTANT***
-

Audio Hub Features & Controls

The Elite Pro 2 + SuperAmp for PS4 offers features that can be customized with the Turtle Beach Audio Hub for both Android and iOS.

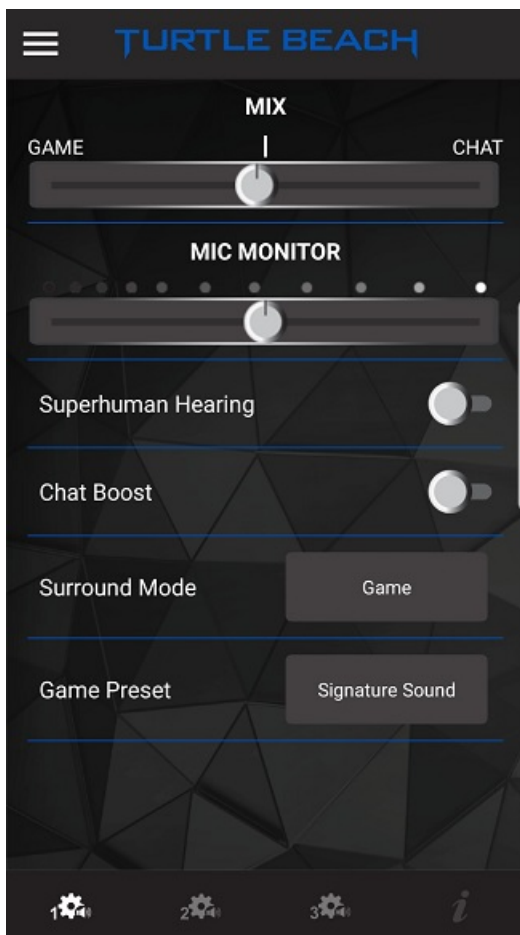
Please note that this article applies only to the mobile version of the Turtle Beach Audio Hub; these customizations cannot be made through the desktop version of the Turtle Beach Audio Hub. The desktop version of the Turtle Beach Audio Hub would be for firmware updates only.

You can download the Turtle Beach Audio Hub app [here](#).

Once the Turtle Beach Audio Hub is downloaded on your smartphone/mobile device, and the SuperAmp is paired via Bluetooth to that device, you'll be able to use all of the features of the Turtle Beach Audio Hub, including customizing the audio, the headset controls, and even creating presets to use with your Elite Pro 2 headset!

Please note: While the screenshots in this article are of the Android version of the Audio Hub app, the screens shown for the iOS version of the App will appear either the same or similar.

HOME SCREEN



1. Game/Chat Mix

- This will control the balance between the amount of Game audio you hear, and the amount of Chat audio you hear. If this is set closer to the word Chat, you'll hear more Chat audio than Game audio; if this is set closer to the word Game, you'll hear more Game audio than Chat audio. If this set all the way to one side or the other, you will hear only the Game audio, or only the Chat audio. For an equal balance of Game and Chat audio, set this in the middle.

2. Mic Monitor

- The Mic Monitor feature allows you to hear yourself through the headset when you speak into the mic. This setting allows you to adjust the volume of your own voice in the headset when you speak into the mic. If this is set all the way to the left, you will **not** hear your own voice. If this is set all the way to the right, you will hear your own voice loudly.

3. Superhuman Hearing

- This toggle allows you to engage Superhuman Hearing, which allows you to hear far-off noises like enemy footsteps or weapons reloads in crucial moments — and then disengage Superhuman Hearing when you no longer need it.

4. Chat Boost

- When engaged, Chat Boost automatically raises the chat audio when the Game audio is raised/gets louder.

5. Surround Sound Mode

- This adjusts the mode the Surround Sound is in. The headset comes with the following four Surround Sound modes: **Game, Movie, Music, Stereo**

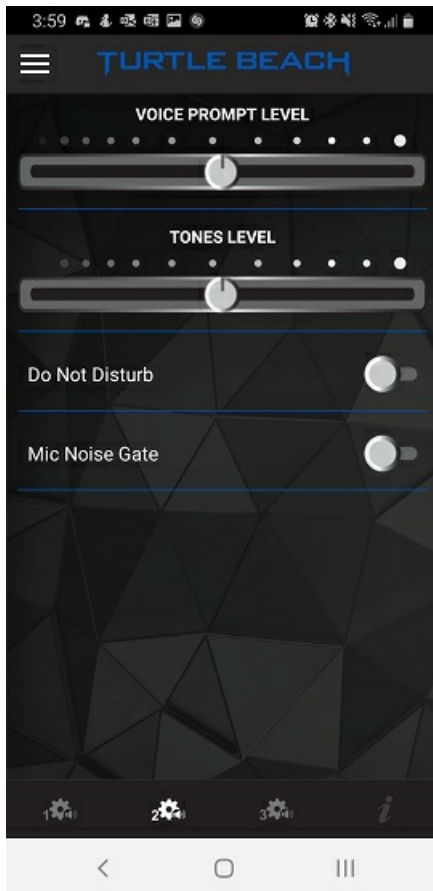
6. Game Preset

- This adjusts the game audio you hear through the headset. The headset comes with the following four

Presets: **Signature Sound**; **Bass Boost**; **Bass + Treble Boost**; **Vocal Boost**.

- You can also create custom Game Presets to use. See *Presets Customization* below, or click [here](#) for more information.

VOICE PROMPT/TONE SCREEN



1. Voice Prompt Level

- This setting controls how loud the voice prompts that you hear in your headset play. These prompts play when powering the Bluetooth on, and when pairing the Bluetooth. If you turn this all the way down, you will **not** hear the Voice Prompts at all. (You will also get a message telling you that you have muted the Voice Prompts and will not be able to hear them.)

2. Tones Level

- This setting controls how loud the tones that you hear in your headset play. These tones play when engaging and disengaging certain features. If you turn this all the way down, you will **not** hear the Tones at all. (You will also get a message telling you that you have muted the Tones and will not be able to hear them.)

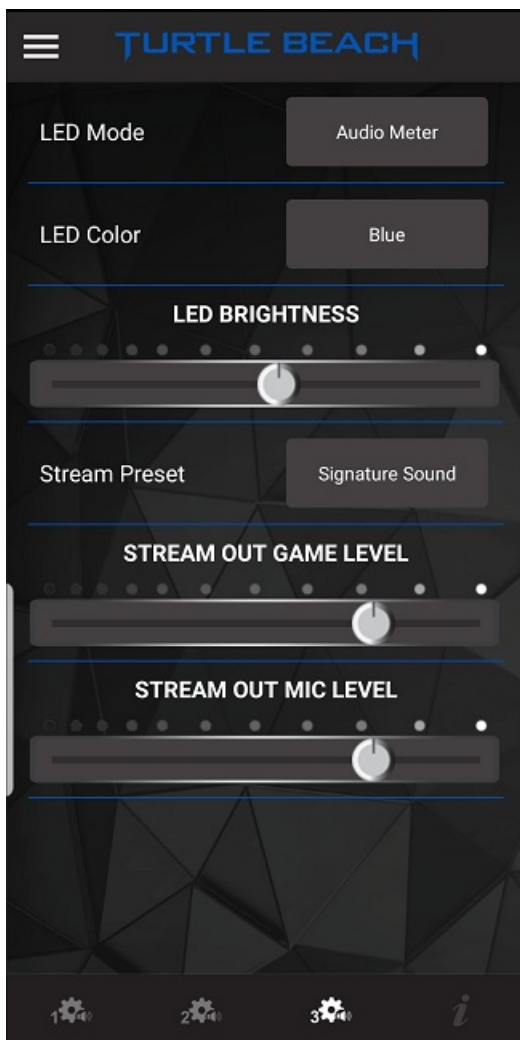
3. Do Not Disturb (Android Only)

- If your phone supports this feature this will turn on/off its Do Not Disturb function. This will prevent your phone from ringing/vibrating when receiving calls/texts when you're trying to take a game seriously.

4. Mic Noise Gate

- This makes it easier to ensure your voice is coming through the mic, instead of background noise.

LED/STREAM SCREEN



1. LED Mode

- This control allows you to cycle the SuperAmp's LEDs through the three available modes: **Normal** (LEDs are lit solid); **Stealth** (LEDs are off); **Audio Meter** (the volume LED will vary depending on the amount and volume of the incoming audio).

2. LED Color

- When the mic is disconnected/muted, this LED will be Red. When the mic is connected and unmuted, you can change the color of the SuperAmp's center LED. You can also create custom colors.
 - See *Presets Configuration* below for more information on custom LED colors.

3. LED Brightness

- Set this all the way to the right, and the SuperAmp LEDs will light up brightly. Set this all the way to the left, and the SuperAmp LEDs will be very dim/off.

4. Stream Preset

- Use the Stream Presets to adjust your outgoing audio when you stream. The headset comes with the following four Presets: **Signature Sound**; **Bass Boost**; **Bass + Treble Boost**; **Vocal Boost**.
 - You can also create custom Stream Presets to use. See *Presets Customization* below, or click [here](#) for more information.

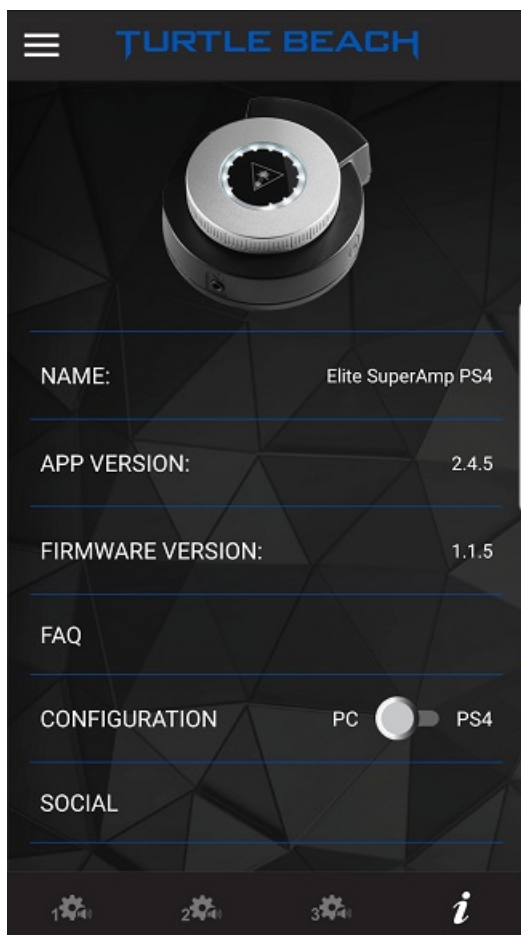
5. Stream Out Game Level

- Adjust how much of your stream audio is Game audio.

6. Stream Out Mic Level

- Adjust the volume of your mic in your stream audio.

INFORMATION SCREEN



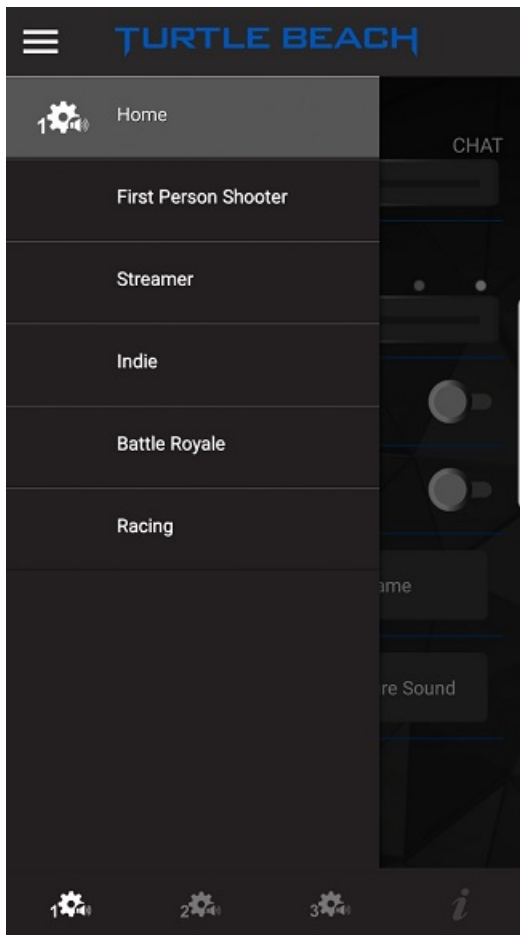
The information screen will have some important information about your headset. This will include the version number for both the mobile app, as well as for the SuperAmp's firmware.

The **Configuration** toggle allows you to easily switch between PC Mode and PS4 Mode.

The FAQ option leads to our support site (which you are reading right now!)

SIDEBAR BUTTON AND MENU

At the top left of the screen, you'll see a button, which opens the sidebar menu.



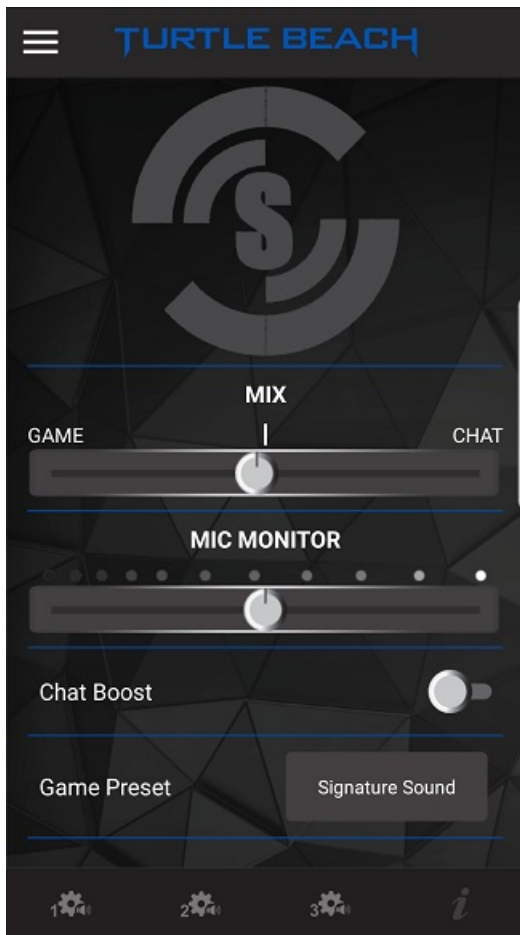
This menu will include the following options: **First Person Shooter; Streamer; Indie; Battle Royale; Racing**

Each option will bring up a front screen with controls specifically chosen for these experiences. You'll also see a message that this screen will keep your phone display open. This is for easy access to those controls.

To get back to the main Audio Hub pages, simply press that Sidebar button, and then select "Home". If your phone has a "Back" button, you can also press that button to go back to the main pages of the Audio Hub.

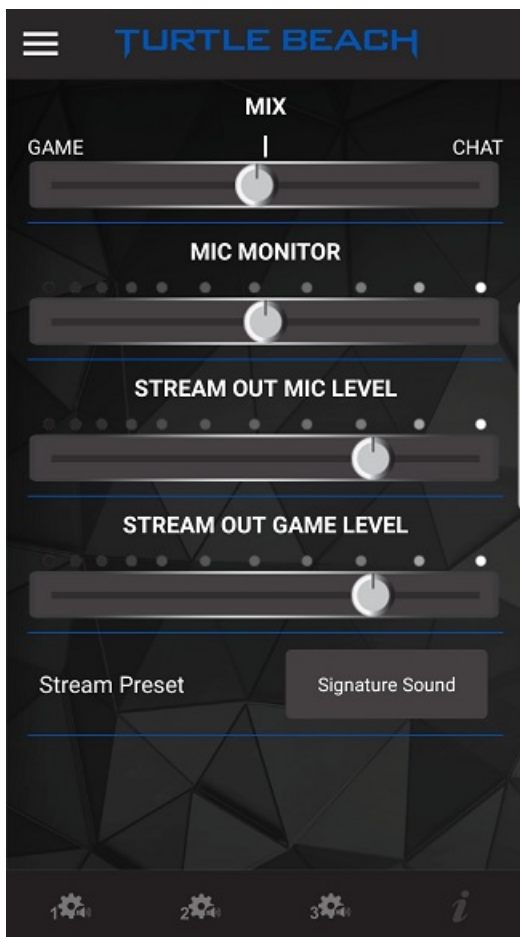
First Person Shooter

1. **Superhuman Hearing Toggle**
2. **Game/Chat Mix**
3. **Mic Monitor**
4. **Chat Boost**
5. **Game Preset**



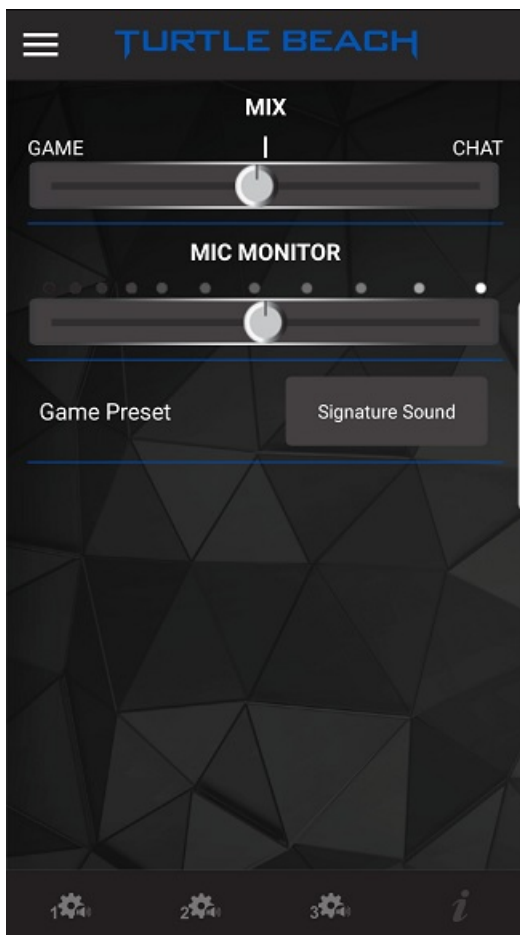
Streamer

1. **Game/Chat Mix**
2. **Mic Monitor**
3. **Stream Out Mic Level**
4. **Stream Out Game Level**
5. **Stream Preset**



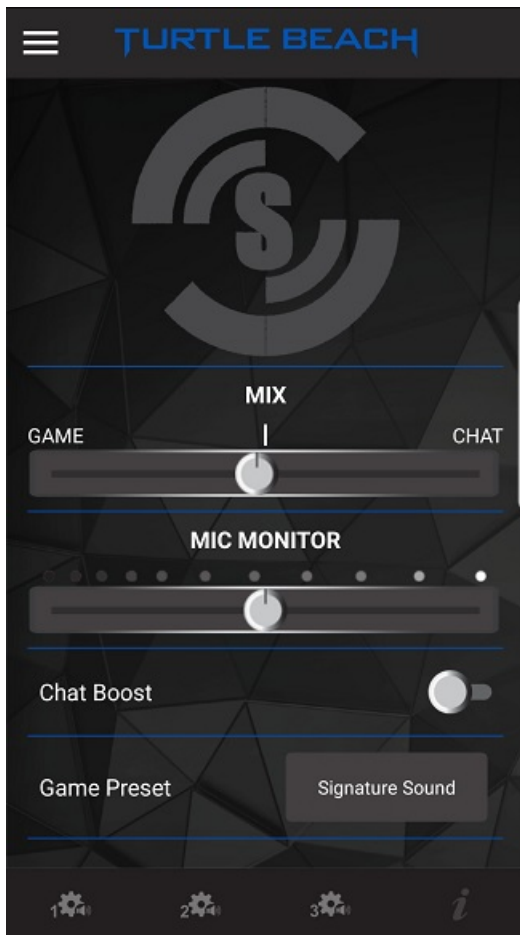
Indie

1. **Game/Chat Mix**
2. **Mic Monitor**
3. **Game Preset**



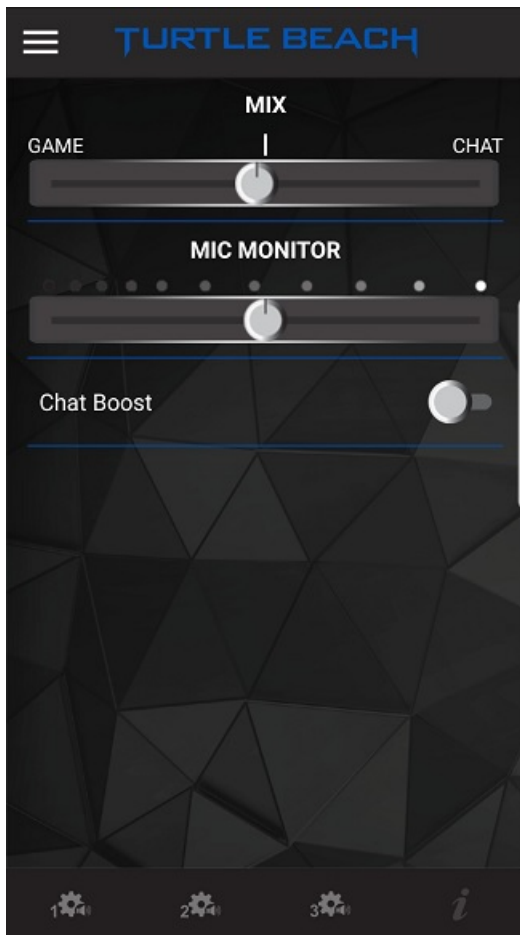
Battle Royale

1. Superhuman Hearing Toggle
2. Game/Chat Mix
3. Mic Monitor
4. Chat Boost
5. Game Preset



Racing

1. **Game/Chat Mix**
2. **Mic Monitor**
3. **Chat Boost**



PRESET CUSTOMIZATION

The Elite Pro 2 + SuperAmp comes with 4 presets for both Game and Stream: **Superhuman Hearing; Bass Boost; Bass and Treble Boost; Vocal Boost**

You can use one of these presets, or you can create your own new custom Preset to further enhance your audio experience. Customize your gaming experience even further by creating a custom LED color for your SuperAmp!

The process to create a new custom Preset or custom LED color is as follows:

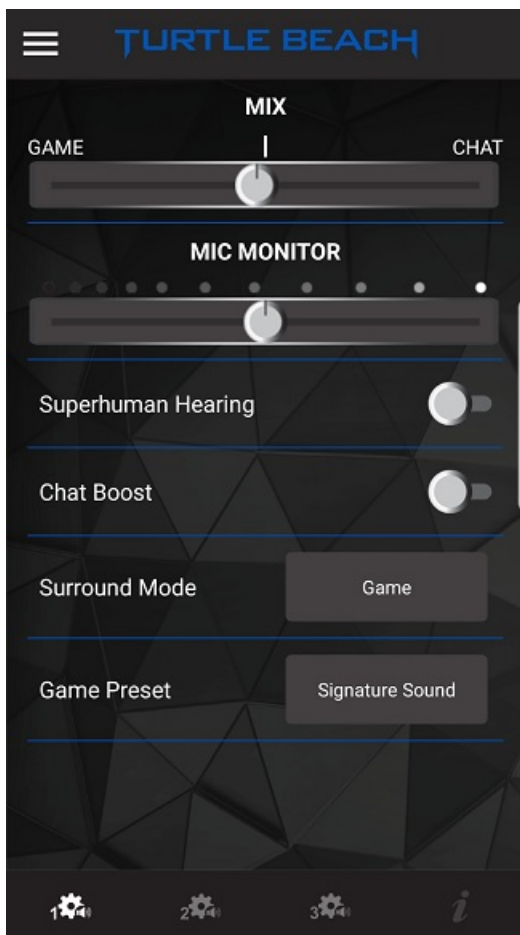
In the screen that includes the kind of Preset you want to create, tap on the Preset that is currently set. Then, adjust the levels to your liking, give your new Preset a name, and save that Preset.

You can then use your new custom Preset by selecting it in the list of available Presets.

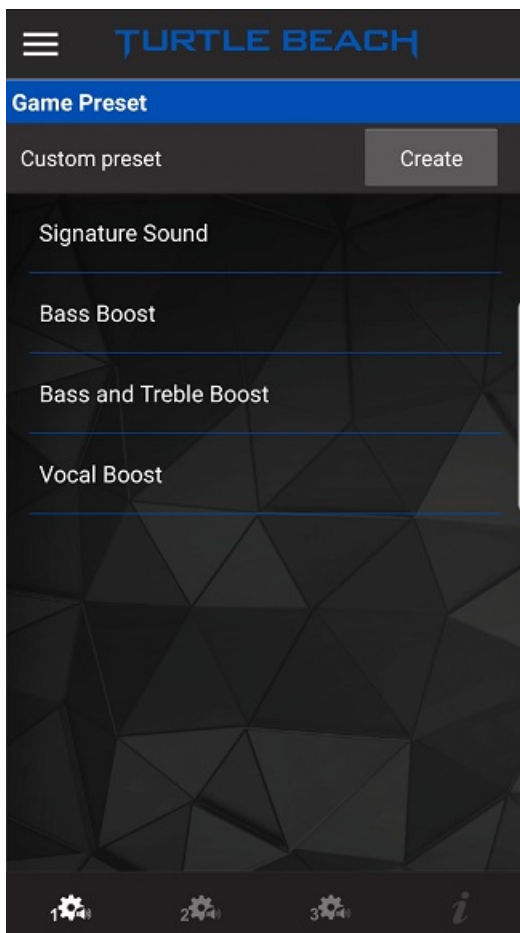
Below, you can find a deeper look at creating new custom Presets and LED Colors.

Game Preset

In the screen below, the current Game Preset is "Signature Sound". To change the preset, or to create a new custom preset, tap "Signature Sound".

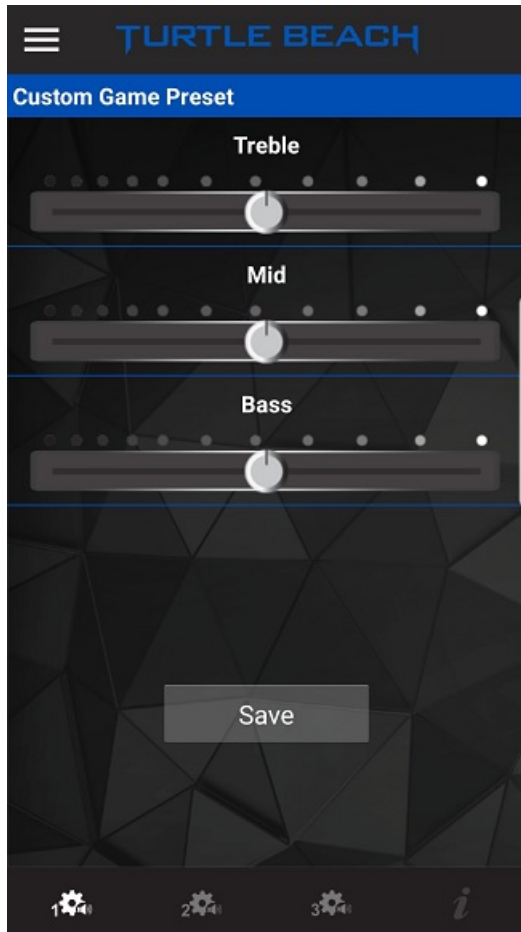


Doing so will take you to the following page:

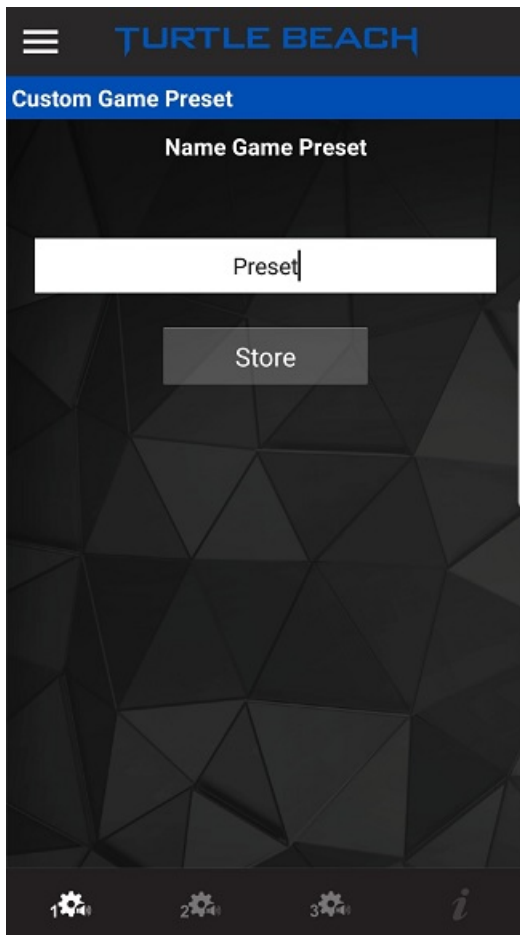


You will see a list of available presets. Below the Game Preset banner, there is a “Custom Preset” banner, with a “Create” button. Tap that “Create” button to bring up the Custom Game Preset screen.

The Custom Game Preset will have three sliders: Treble, Mid, and Bass. Adjust these three sliders to adjust the levels of the Treble, Mid, and Bass audio. Setting a slider all the way right will turn that particular setting all the way up, while setting a slider all the way to the left will turn that particular setting all the way down. When you have adjusted the levels to your liking, tap “Save”.

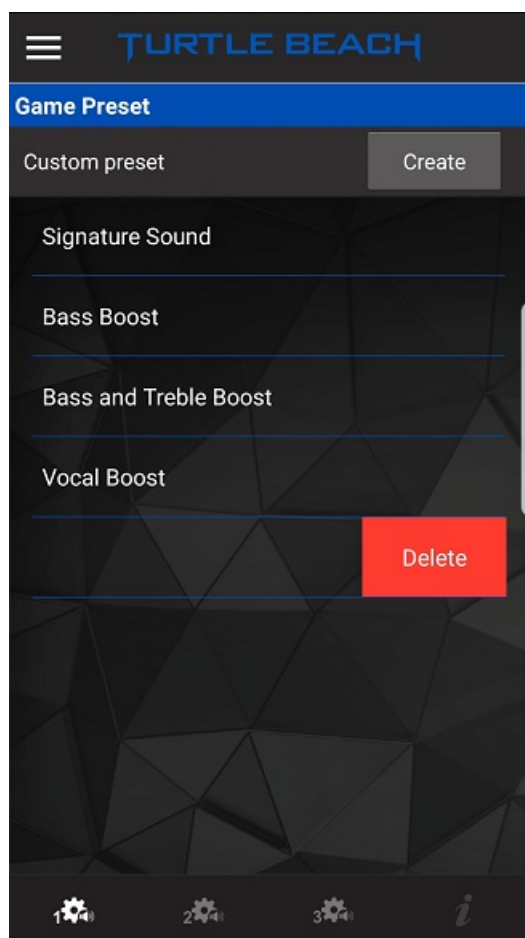


Then, name your custom Preset, and tap “Store”.



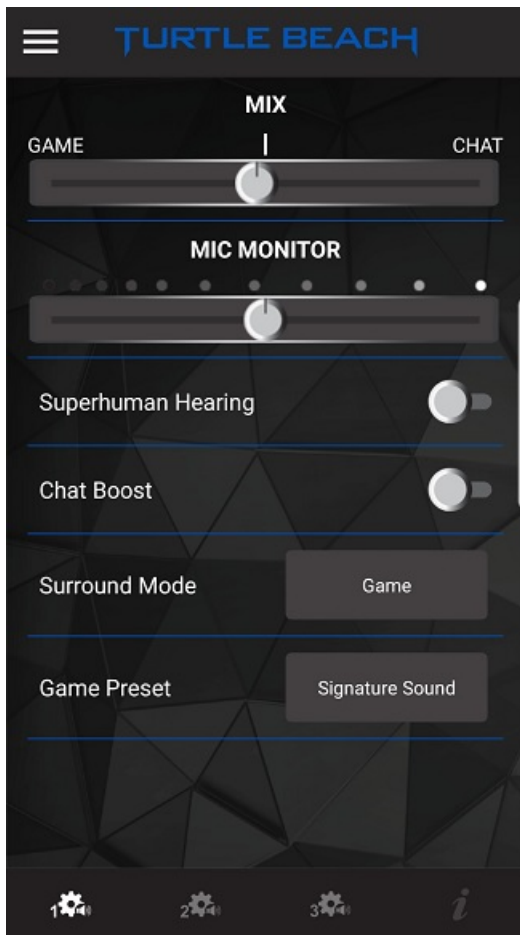
Your new custom Preset will appear in the list of available presets.

If you need to delete a custom Game Preset, swipe the Preset to the left of the screen. A delete button will appear. Simply tap the delete button (Android), or swipe the delete button to the left (iOS), and the Preset will be deleted.



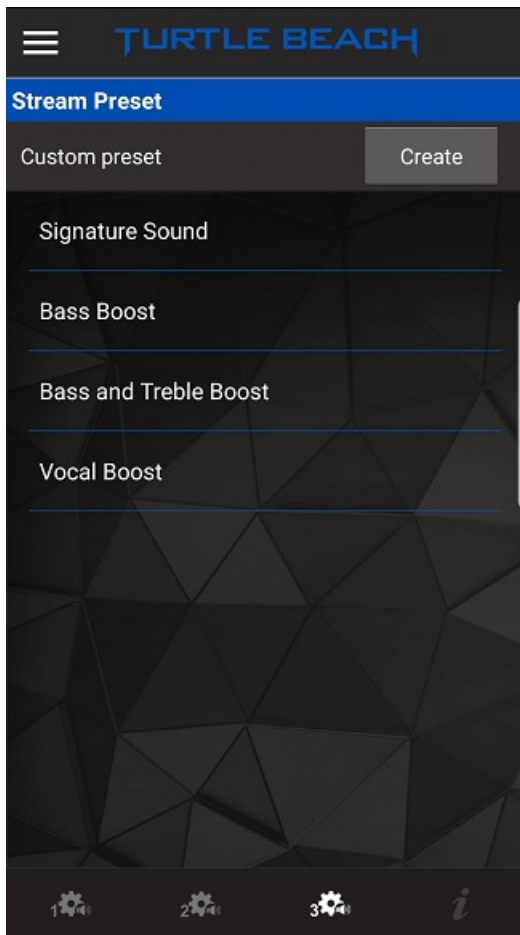
Stream Preset

In the screen below, the current Stream Preset is “Signature Sound”. To change the preset, or to create a new custom preset, tap “Signature Sound”.

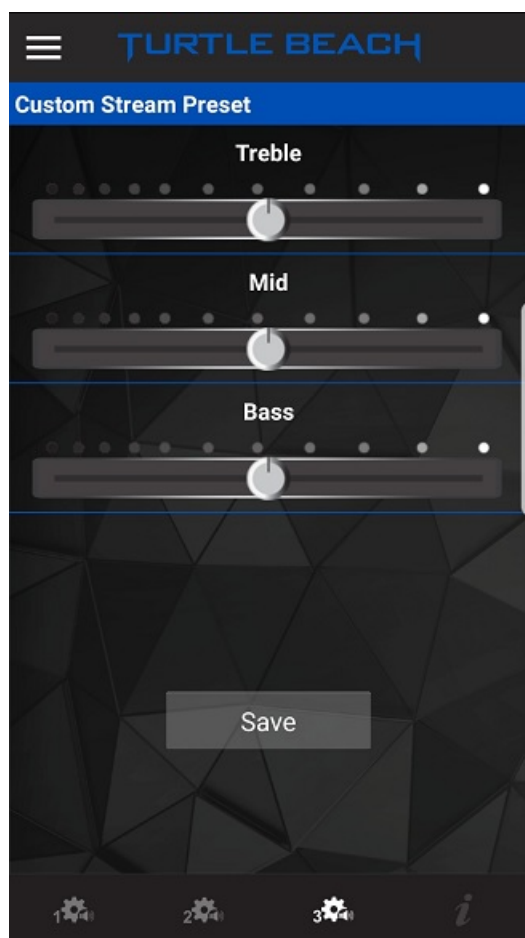


Doing so will take you to the following page:

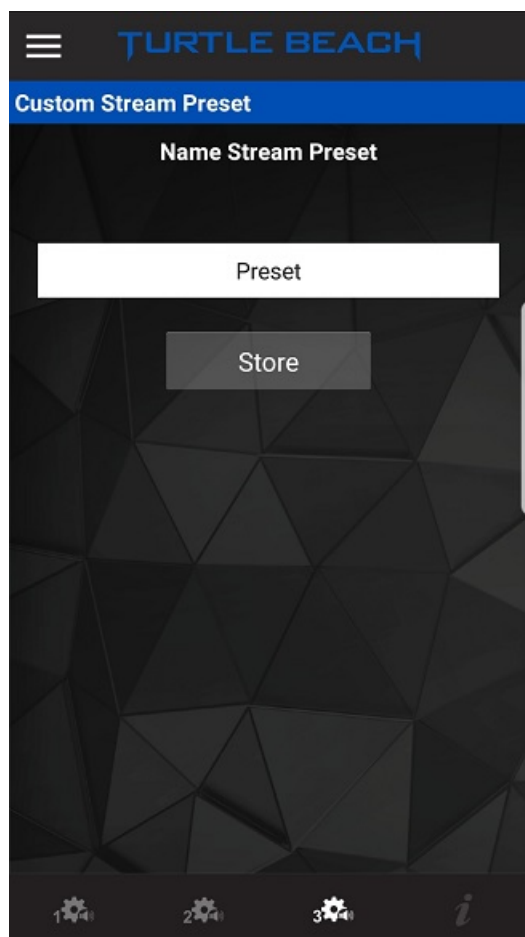
You will see a list of available presets. Below the Stream Preset banner, there is a “Custom Preset” banner, with a “Create” button. Tap that “Create” button to bring up the Custom Stream Preset screen.



The Custom Stream Preset will have three sliders: Treble, Mid, and Bass. Adjust these three sliders to adjust the levels of the Treble, Mid, and Bass audio. Setting a slider all the right will turn that particular setting all the way up, while setting a slider all the way to the left will turn that particular setting all the way down. When you have adjusted the levels to your liking, tap “Save”.

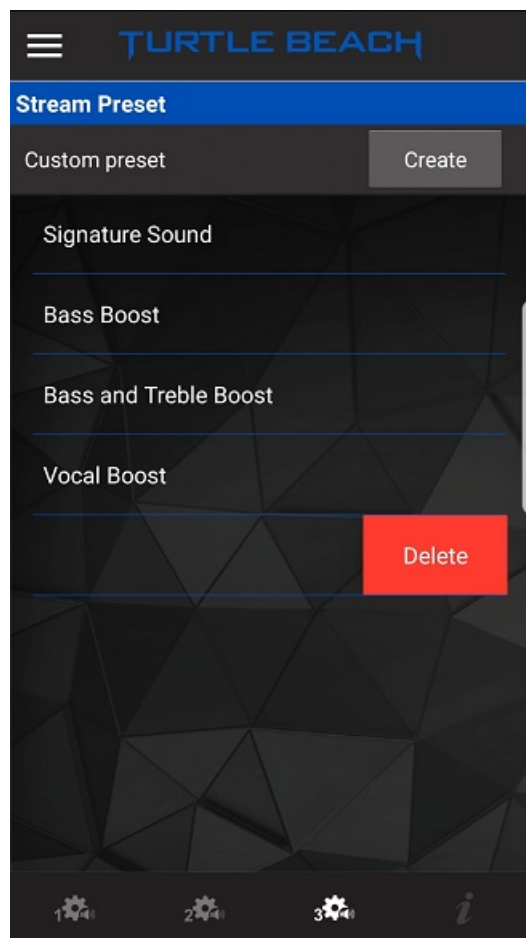


Then, name your custom Preset, and tap “Store”.



Your new custom Preset will appear in the list of available presets.

If you need to delete a custom Stream Preset, swipe the Preset to the left of the screen. A delete button will appear. Simply tap the delete button (Android), or swipe the delete button to the left (iOS), and the Preset will be deleted.

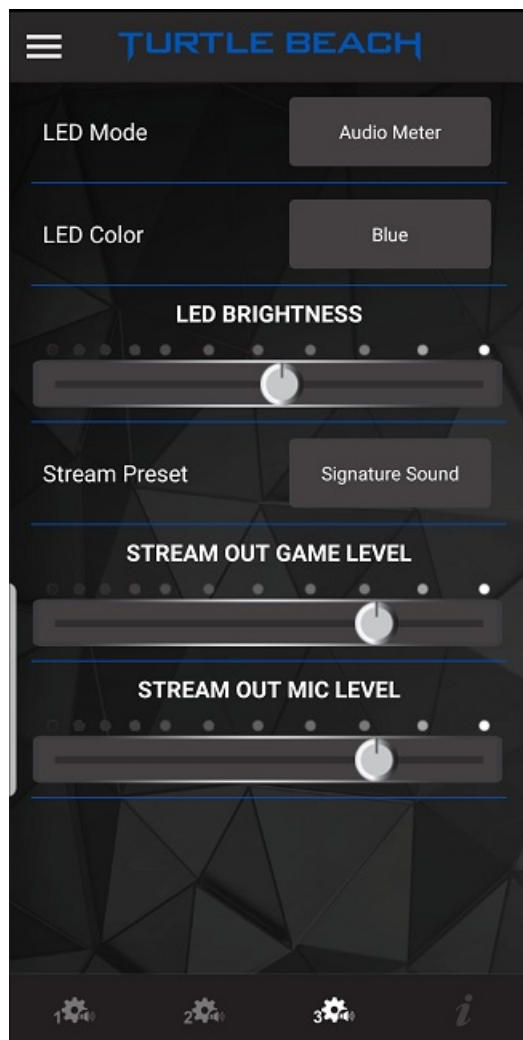


Create Custom LED Colors

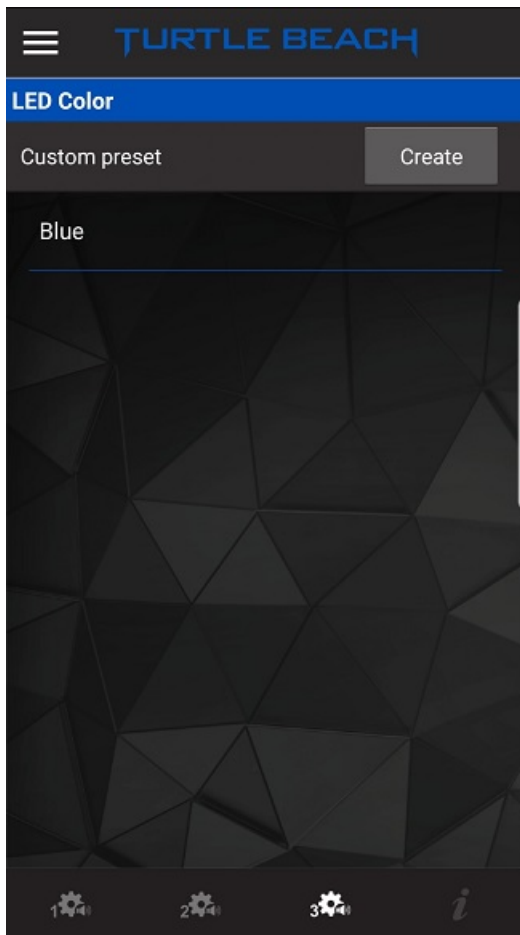
You can also manage the color of — and create new colors for — the SuperAmp's central LED.

Please keep in mind that if the mic is disconnected, or is muted, the SuperAmp LED will be red, even if a different color is selected as the current color.

In the screen below, the color is set to “Blue”. To change the LED color, or to create a new color, tap “Blue”.



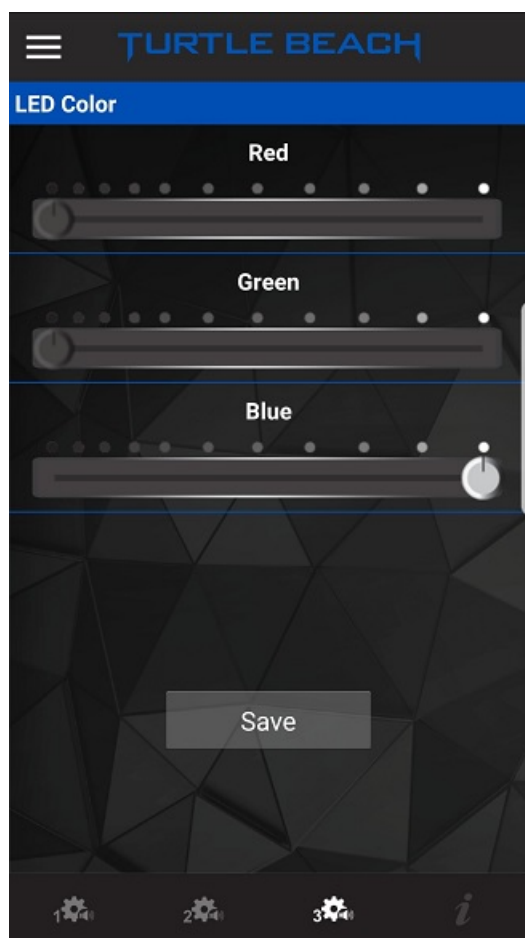
Doing so will take you to the following page:



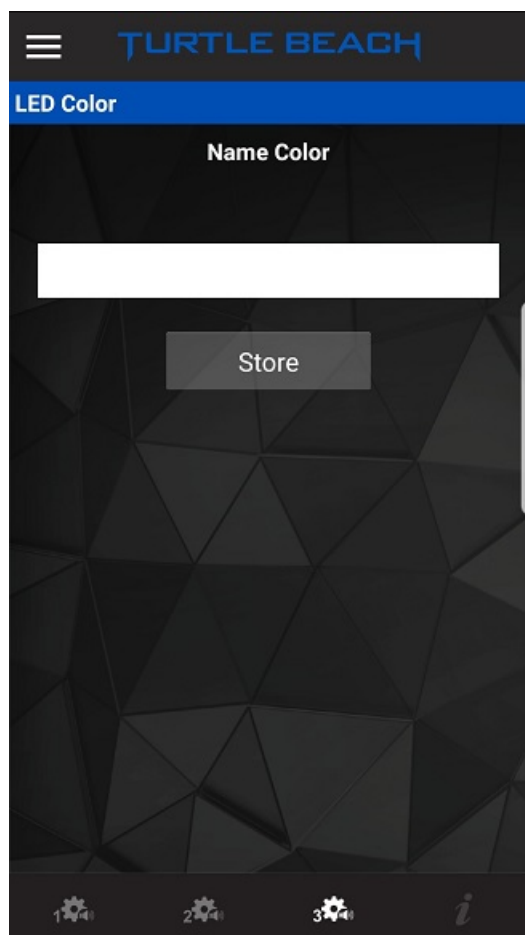
You will see a list of available presets. Below the LED Color Preset banner, there is a “Custom Preset” banner, with a “Create” button. Tap that “Create” button to bring up the Custom LED Color Preset screen.

You'll then see three sliders, one each for Red, Green, and Blue.

Adjust each slider to change the color of the LED itself. Setting a slider all the right will turn that particular setting all the way up, while setting a slider all the way to the left will turn that particular setting all the way down. When you have adjusted the color to your liking, tap the “Save” button.

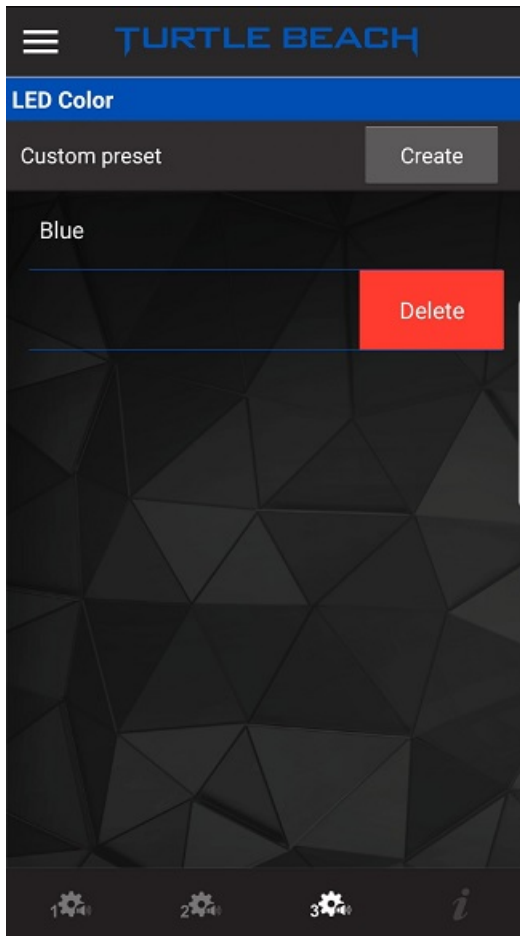


Then, name and Store your new custom LED color.



It will appear in the list of available LED colors.

If you need to delete a custom LED color Preset, swipe the Preset to the left of the screen. A delete button will appear. Simply tap the delete button (Android), or swipe the delete button to the left (iOS), and the Preset will be deleted.



Create & Manage Custom Presets for Game Audio, Streaming, and LED Colors

Please note that this article applies only to the mobile version of the Turtle Beach Audio Hub; these customizations cannot be made through the desktop version of the Turtle Beach Audio Hub.

The Elite Pro 2 + SuperAmp comes with 4 presets for both Game and Stream: **Superhuman Hearing; Bass Boost; Bass and Treble Boost; Vocal Boost**

You can use one of these presets, or you can use the Turtle Beach Audio Hub to create your own new custom Preset to further enhance your audio experience. Customize your gaming experience even further by creating a custom LED color for your SuperAmp!

The process to create a new custom Preset or custom LED color is as follows:

First, download the Turtle Beach Audio Hub app [here](#).

Then, in the Audio Hub screen that includes the kind of Preset you want to create, click on the Preset that is currently set. Then, adjust the levels to your liking, give your new Preset a name, and save that Preset.

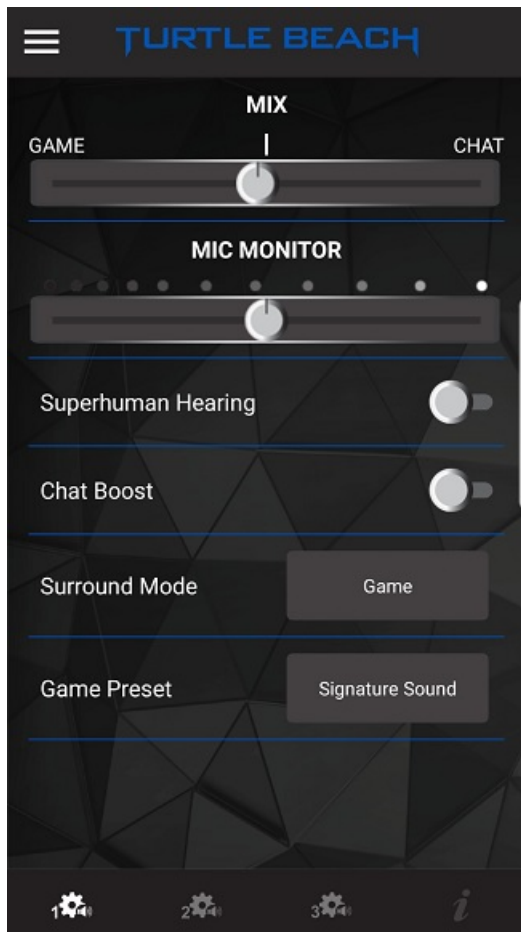
You can then use your new custom Preset by selecting it in the list of available Presets.

Below, you can find a deeper look at creating new custom Presets and LED Colors.

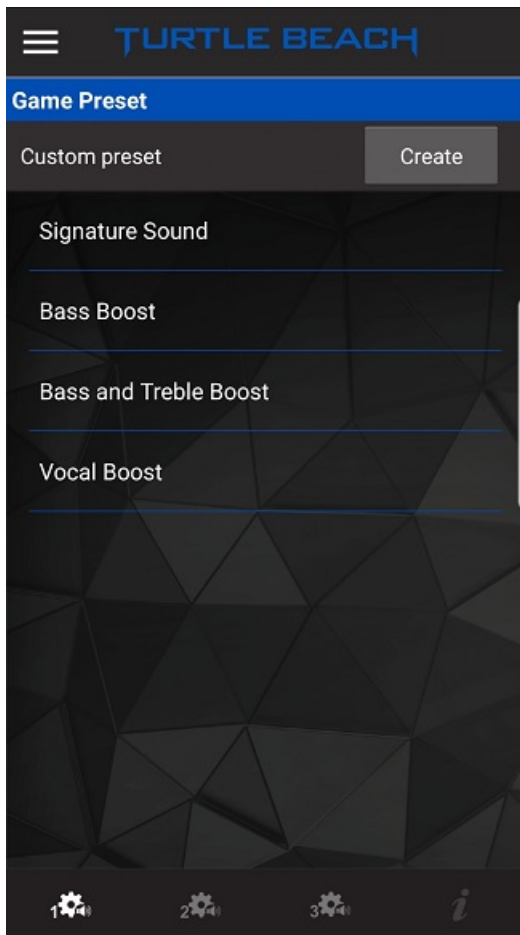
Create a Custom Game Preset

Creating a new custom Game Preset is simple and easy. To create a new custom Game Preset, please do the following.

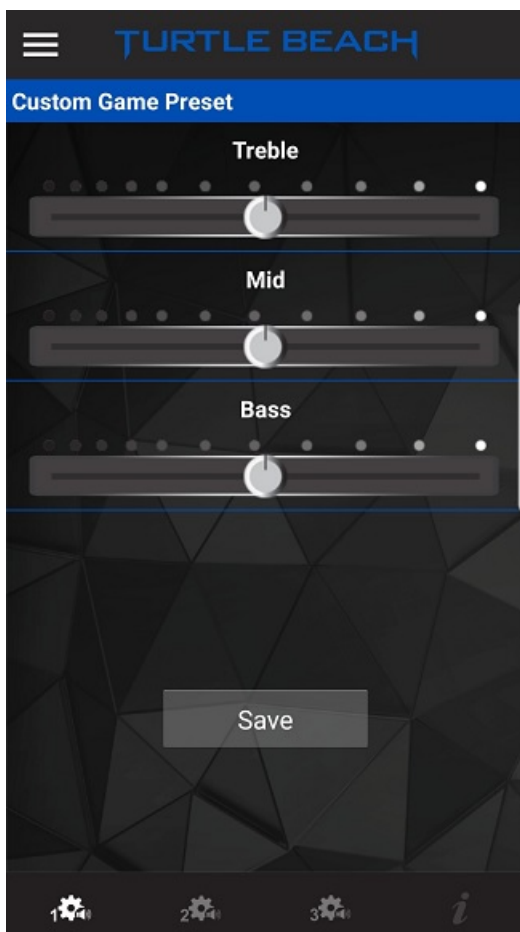
In the screen below, the current Game Preset is “Signature Sound”. Tap “Signature Sound”.



Doing so will take you to the following page:



You will see a list of available presets. Below the Game Preset banner, there is a “Custom Preset” banner, with a “Create” button. Tap that “Create” button to bring up the Custom Game Preset screen.

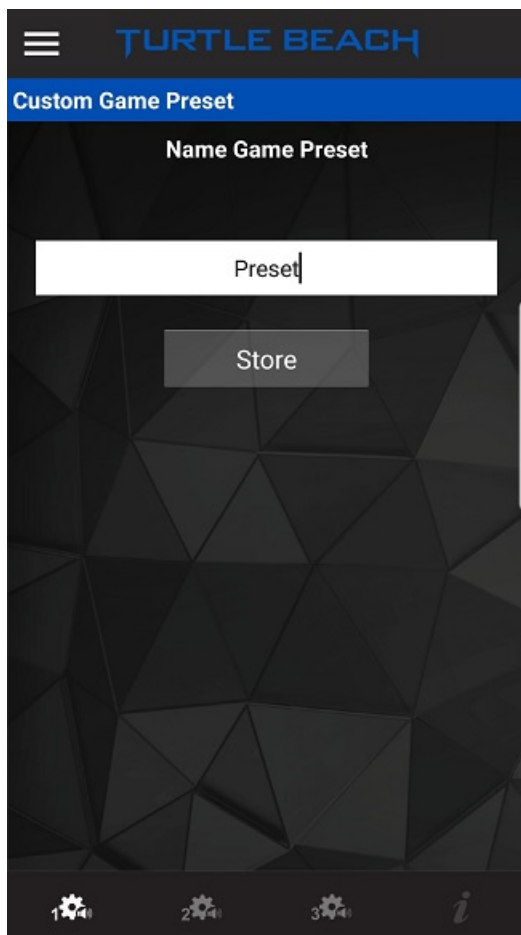


The Custom Game Preset will have three sliders: Treble, Mid, and Bass. Adjust these three sliders to adjust the levels of the Treble, Mid, and Bass audio.

The closer the slider is to the right-side of the screen, the louder that particular setting will be. If the Treble, Mid, and Bass are all set to the right-side of the screen, all three of those settings will be turned all the way up. With the sliders set all the way up, the volume will be louder, and the level of Treble, Mid, and Bass will be boosted.

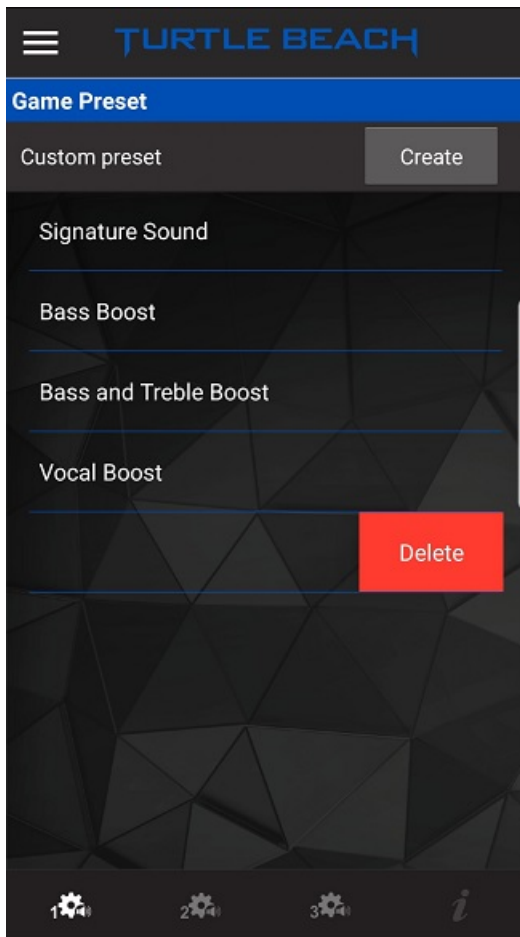
When you have adjusted the levels to your liking, click “Save”.

Then, name your custom Preset, and click “Store”.



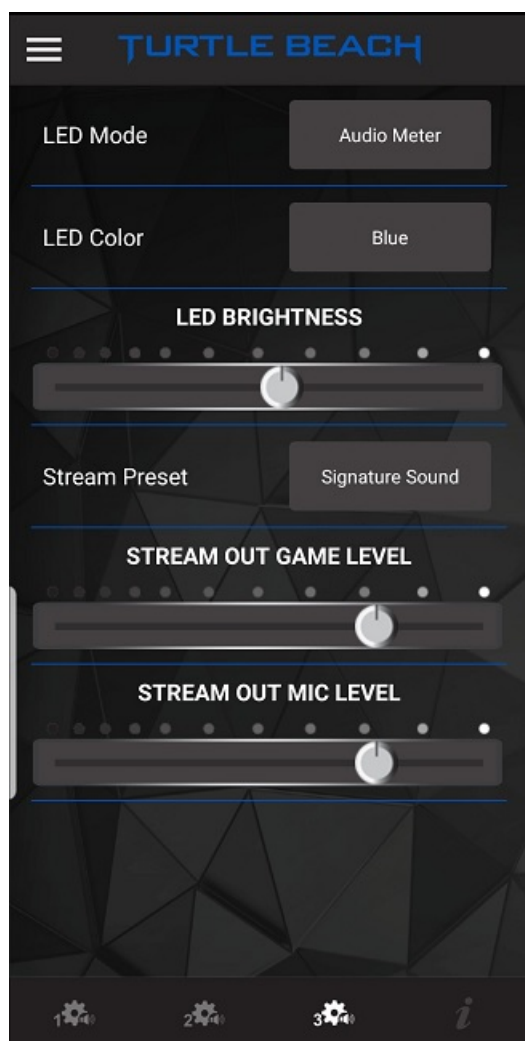
Your new custom Preset will appear in the list of available presets.

If you need to delete a custom Game Preset, swipe the Preset to the left of the screen. A delete button will appear. Simply tap the delete button (Android), or swipe the delete button to the left (iOS), and the Preset will be deleted.

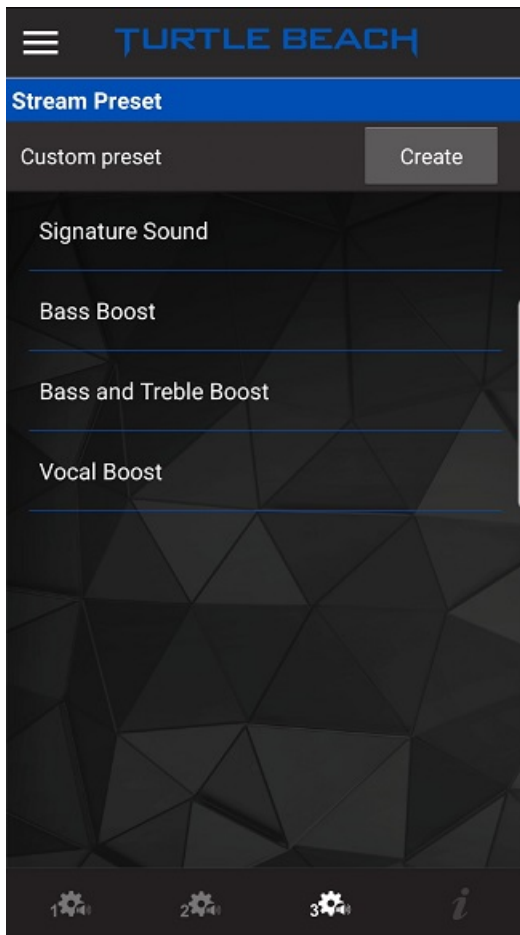


Create A Custom Stream Preset

In the screen below, the current Stream Preset is “Signature Sound”. To change the preset, or to create a new custom preset, tap “Signature Sound”.

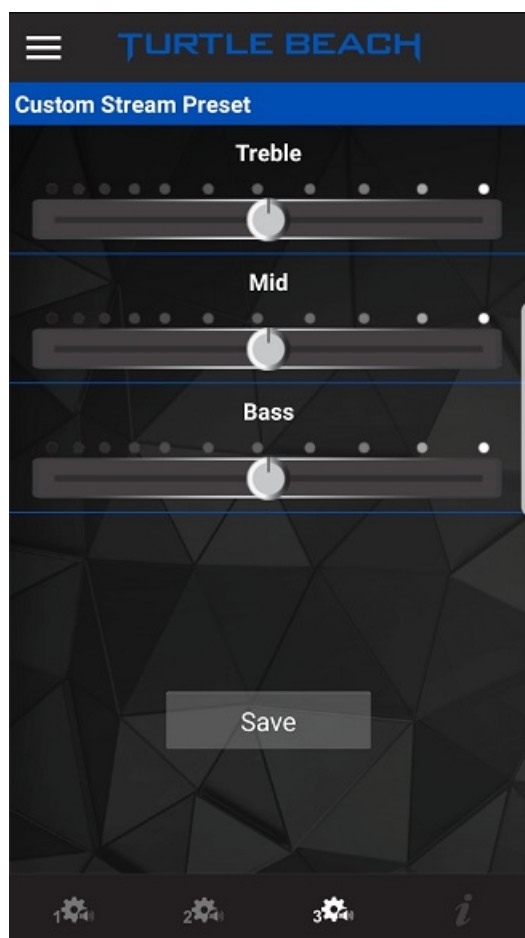


Doing so will take you to the following page:

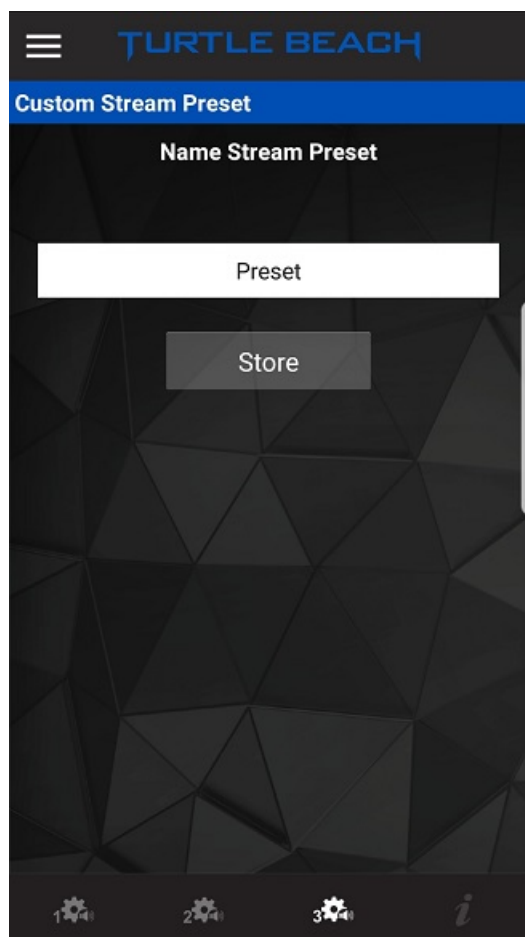


You will see a list of available presets. Below the Stream Preset banner, there is a “Custom Preset” banner, with a “Create” button. Tap that “Create” button to bring up the Custom Stream Preset screen.

The Custom Stream Preset will have three sliders: Treble, Mid, and Bass. Adjust these three sliders to adjust the levels of the Treble, Mid, and Bass audio. Setting a slider all the right will turn that particular setting all the way up, while setting a slider all the way to the left will turn that particular setting all the way down. When you have adjusted the levels to your liking, tap “Save”.

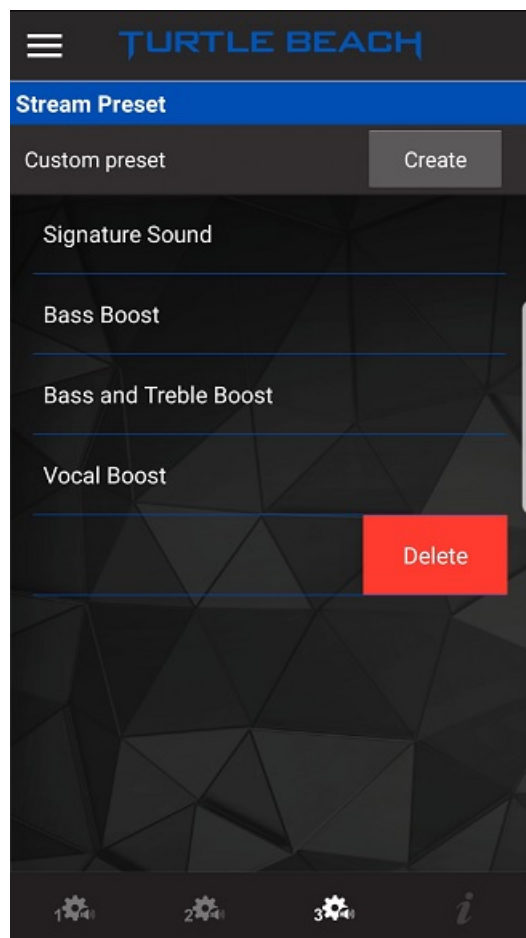


Then, name your custom Preset, and tap “Store”.



Your new custom Preset will appear in the list of available presets.

If you need to delete a custom Stream Preset, swipe the Preset to the left of the screen. A delete button will appear. Simply tap the delete button (Android), or swipe the delete button to the left (iOS), and the Preset will be deleted.

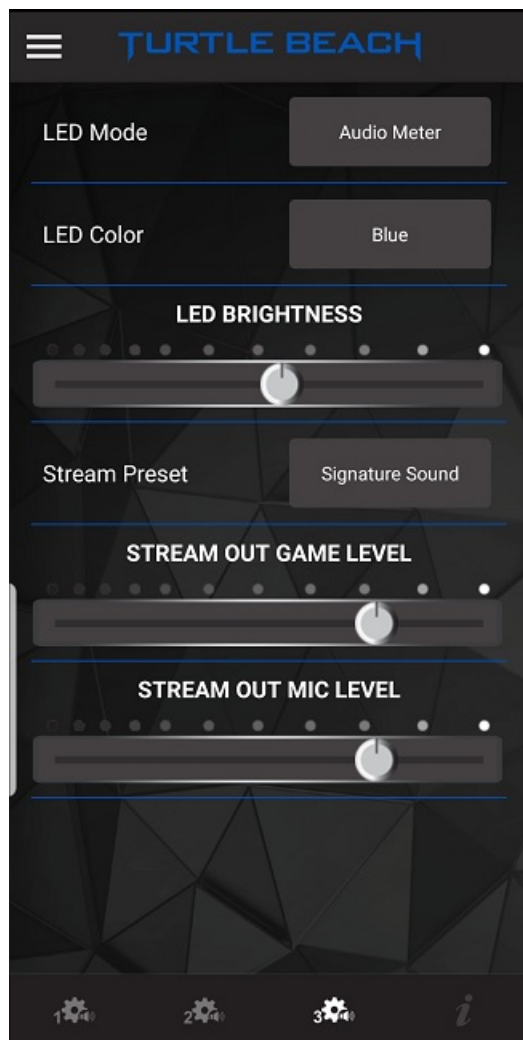


Create Custom LED Colors

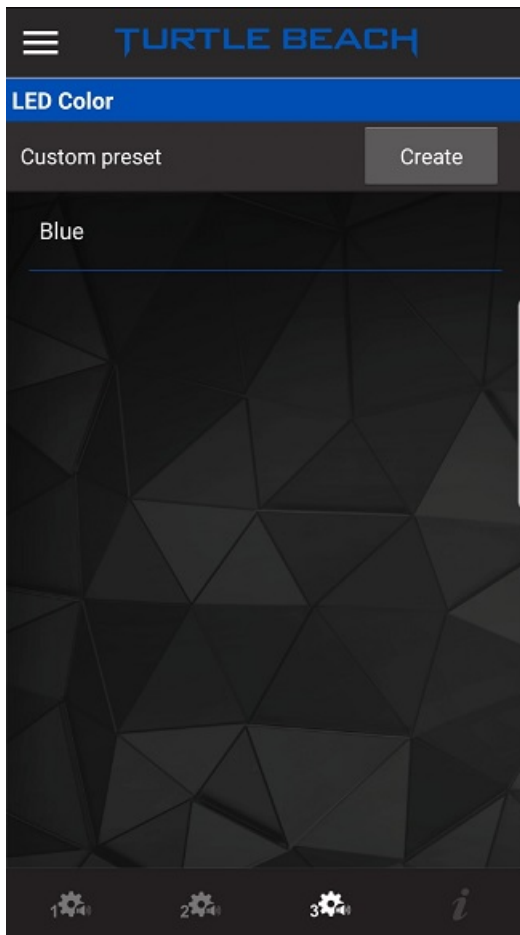
You can also manage the color of — and create new colors for — the SuperAmp's central LED.

Please keep in mind that if the mic is disconnected, or is muted, the SuperAmp LED will be red, even if a different color is selected as the current color.

In the screen below, the color is set to “Blue”. To change the LED color, or to create a new color, tap “Blue”.



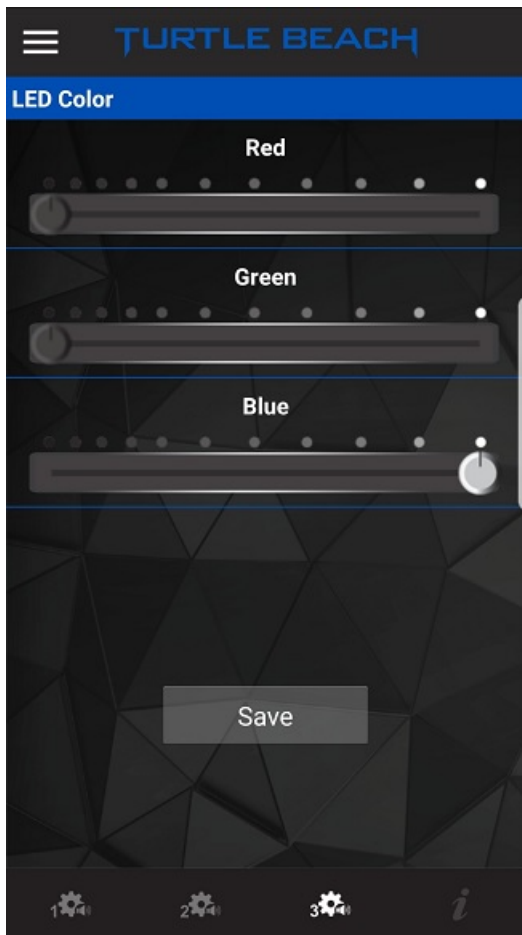
Doing so will take you to the following page:



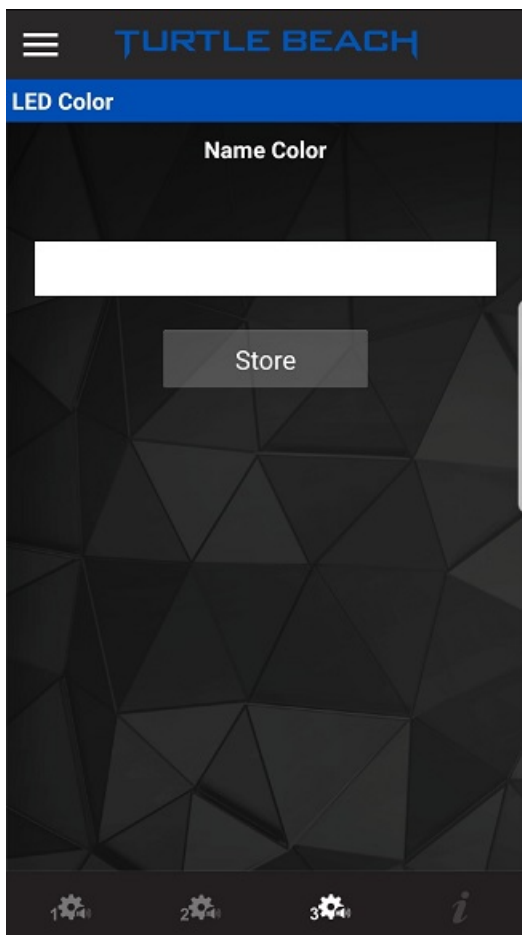
You will see a list of available colors. Below the LED Color Preset banner, there is a “Custom Preset” banner, with a “Create” button. Tap that “Create” button to bring up the Custom LED Color Preset screen.

You’ll then see three sliders, one each for Red, Green, and Blue.

Adjust each slider to change the color of the LED itself. Setting a slider all the right will turn that particular setting all the way up, while setting a slider all the way to the left will turn that particular setting all the way down. When you have adjusted the color to your liking, tap the “Save” button.

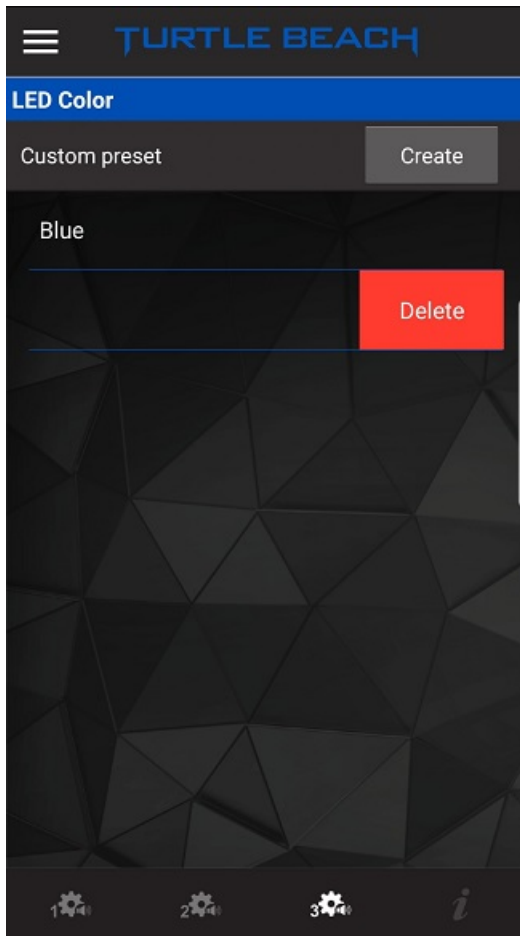


Then, name and Store your new custom LED color.



It will appear in the list of available LED colors.

If you need to delete a custom LED color Preset, swipe the Preset to the left of the screen. A delete button will appear. Simply tap the delete button (Android), or swipe the delete button to the left (iOS), and the Preset will be deleted.



FAQ

Is the Elite Pro 2 + Elite SuperAmp for PlayStation 4 wired/wireless?

The Elite Pro 2 + Elite SuperAmp for PS4 connects **wired** to the PS4 Console via **USB**. You can then connect to your phone **wireless** through **Bluetooth** to listen to music and make phone-calls while gaming.

Is the mic removable?

Yes, the microphone is removable.

Are there controls on the cable?

The Elite Pro 2 cable includes a Mic Mute switch. Volume and all other features are either controlled on the Elite SuperAmp 2 or the Audio Hub for iOS/Android

How long is the cable?

The Elite Pro 2 headset's cable is about 6.5 feet in length, and connects to the included Elite SuperAmp via 3.5mm 4-pole connector. The Elite SuperAmp itself then uses a USB Cable, and Optical Cable (if supported by your particular PS4 console model), to connect to the PS4 console, both of which are roughly 10 feet in length.

Is the Elite Pro 2 + Elite SuperAmp for PlayStation 4 surround sound?

Yes, the Elite Pro 2 + Elite SuperAmp for PS4 utilizes DTS Headphone:X 7.1 Surround Sound.

Can I use the Elite Pro 2 + SuperAmp with Bluetooth?

Yes, the Elite SuperAmp has built-in Bluetooth. Simply pair the SuperAmp to your desired Bluetooth-compatible device, plug the headset into the SuperAmp, and you can listen to music and take calls while you're gaming. You can also control and configure your Audio using the Turtle Beach Audio Hub mobile app.

How are the black and white Elite Pro 2 + SuperAmps different?

The Black Elite Pro 2 + SuperAmp is designed for PlayStation 4. The White Elite Pro 2 + SuperAmp is designed for Xbox One. The Headset themselves are functionally the same but the Elite SuperAmps were specifically designed for their respective consoles, and as such use different methods for USB Connections and Audio Processing. As a result it is important that you buy the correct one for your console, as the Elite SuperAmps themselves are not compatible for the alternate console.

[Elite Pro 2 + SuperAmp for PS4](#)

[Elite Pro 2 + SuperAmp for Xbox One](#)

Does the Elite Pro 2 + Elite SuperAmp for PlayStation 4 work with the Xbox One?

The Elite Pro 2 + Elite SuperAmp for PS4 is designed specifically for the PS4. However, the Elite Pro 2 Headset (without the Elite SuperAmp) uses a standard 3.5mm headset connector. This means that just the headset can be connected to many devices like phones, tablets or Xbox One Controllers. When used this way you will not be able to take advantage of all the features of the Elite SuperAmp.

Is the Elite Pro 2 + SuperAmp for PlayStation 4 compatible with PC/Mac?

Yes, the Elite SuperAmp has two different modes. One is meant for use on PlayStation 4 and the other for use with PC/Mac. The PlayStation 4 mode utilizes the Optical Path for Game Audio and the USB Path for Chat/Mic Audio. The PC/Mac mode utilizes the USB path to create separate Game & Chat/Mic channels.

Download

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