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Issue Validation & Troubleshooting Guide Content

PRODUCT	PLATFORM	ISSUES
Astro A10 **Wired Gaming Headset**	PS4 / PS4 Pro PS5 Xbox One Xbox Series X/S PC/Mac	1) Audio is NOT Working / Abnormal in One or All Channels 2) Crackle / Buzz / Hum in the Sound 3) Microphone NOT Working / Abnormal
Astro A20 **Wireless Gaming Headset**	PS4 / PS4 Pro PS5 Xbox One Xbox Series X/S PC/Mac	1) Audio is NOT Working / Abnormal in One or All Channels 2) Crackle / Buzz / Hum in the Sound 3) Microphone NOT Working / Abnormal 4) Power / Charging Issues in the Headset
Astro A30 **Wireless Gaming Headset**	PS4 / PS4 Pro PS5 Xbox One Xbox Series X/S PC/Mac	1) Audio is NOT Working / Abnormal in One or All Channels 2) Crackle / Buzz / Hum in the Sound 3) Microphone NOT Working / Abnormal 4) Power / Charging Issues in the Headset
Astro A40 TR **Gaming Headset**	PS4 / PS4 Pro PS5 Xbox One Xbox Series X/S PC/Mac	1) Audio is NOT Working / Abnormal in One or All Channels 2) Crackle / Buzz / Hum in the Sound 3) Microphone NOT Working / Abnormal
Astro A50 **Wireless Gaming Headset**	PS4 / PS4 Pro PS5 Xbox One Xbox Series X/S PC/Mac	1) Audio is NOT Working / Abnormal in One or All Channels 2) Crackle / Buzz / Hum in the Sound 3) Microphone NOT Working / Abnormal 4) Power / Charging Issues in the Headset 5) Power / Charging Issues in the Base Station
G Cloud **Gaming Handheld**		1) Unresponsive Button(s) in ALL Games 2) Unresponsive Button(s) in SPECIFIC Games 3) Power Issues (Can't Charge / Can't Power On) 4) Streaming Issues in Xbox 5) Micro SD Card Issues 6) Internal Storage Access Issues 7) Lag / Poor Streaming Quality During Gaming 8) How to Setup My Device 9) Factory Reset

Astro A10
Wired Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Connect the headset to a PC headphone port using the provided A10 cable.
(see the PC setup video on the bottom of the page)

2) Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

3) Use the Volume Wheel on the inline cable to control the audio loudness of the headset.
Expected result / comments:
User should hear the audio volume getting louder while turning up the Volume Wheel and quieter when turning the Volume Wheel down. There should not be any static crackle through the headset with decent audio quality in this process.

Troubleshooting Steps

1) Watch the PS setup video on the bottom of the page to make sure that your settings are correct.

2) Make sure the grey cable end is in the headset, and the black cable end is in the controller. Both will click into their ports.

3) Ensure the audio cable volume wheel is not turned down or off.

4) Hard reset the Playstation by holding down the Playstation button until you hear a click and the Playstation completely powers off. Once the Playstation powers off, wait 1 minute and power it back on.

5) Test an alternate Playstation controller and an alternate console, PC, phone, or music device.

PC Setup Video

PS Setup Video

Astro A10
Wired Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Connect the headset to a PC headphone port using the provided A10 cable. (see the PC set up video on the bottom of the page)

2) Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

3) Use the Volume Wheel on the inline cable to control the audio loudness of the headset.
Expected result / comments:
User should hear the audio volume getting louder while turning up the Volume Wheel and quieter when turning the Volume Wheel down. There should not be any static crackle through the headset with decent audio quality in this process.

Troubleshooting Steps

1) Watch the XBox setup video on the bottom of the page to make sure that your settings are correct.

2) Make sure the grey cable end is in the headset, and the black cable end is in the controller. Both will click into their ports.

3) Ensure the audio cable volume wheel is not turned down or off.

4) Hard reset the Xbox by holding down the Xbox button until you hear a click and the Xbox completely powers off. Once the Xbox powers off, wait 1 minute and power it back on.

5) Test an alternate Xbox controller and an alternate console, PC, phone, or music device.

PC Setup Video

Xbox Setup Video

Astro A10
Wired Gaming Headset

PLATFORM: PC / Mac

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Connect the headset to a PC headphone port using the provided A10 cable. (see the PC set up video on the bottom of the page)

2) Play an audio track.
<u>Expected result / comments:</u>
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

3) Use the Volume Wheel on the inline cable to control the audio loudness of the headset.
<u>Expected result / comments:</u>
User should hear the audio volume getting louder while turning up the Volume Wheel and quieter when turning the Volume Wheel down. There should not be any static crackle through the headset with decent audio quality in this process.

Troubleshooting Steps

1) Watch the PC setup video on the bottom of the page to make sure that your settings are correct.

2) Make sure the grey cable end is in the headset, and the black cable end is in the computer or splitter. Both will click into their ports.

3) Ensure the Volume Cable is not muted or low by playing audio through your headset while scrolling with the wheel.

4) Check your Playback Devices/System Settings to make sure your headset is the default device. The name of the headset will vary depending on your system.

5) Use your headset on a console, phone, or music device to listen to audio.

PC Setup Video

Astro A10
Wired Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Connect the headset to a PC headphone port using the provided A10 cable. (see the PC set up video on the bottom of the page)

2) Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

3) Use the Volume Wheel on the inline cable to control the audio loudness of the headset.
Expected result / comments:
User should hear the audio volume getting louder while turning up the Volume Wheel and quieter when turning the Volume Wheel down. There should not be any static crackle through the headset with decent audio quality in this process.

Troubleshooting Steps

1) Watch the PS setup video on the bottom of the page to make sure that your settings are correct.

2) Make sure the grey cable end is in the headset, and the black cable end is in the controller. Both will click into their ports.

3) Hard reset the Playstation by powering off the console and unplugging the power cable. Wait 2-3 minutes and power your Playstation back on.

4) Test a Playstation Controller while it's on full charge, connected to the console, and use an alternate controller.

5) Test an alternate console, PC, phone, or music device.

PC Setup Video

Xbox Setup Video

Astro A10
Wired Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Connect the headset to a PC headphone port using the provided A10 cable. (see the PC set up video on the bottom of the page)

2) Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

3) Use the Volume Wheel on the inline cable to control the audio loudness of the headset.
Expected result / comments:
User should hear the audio volume getting louder while turning up the Volume Wheel and quieter when turning the Volume Wheel down. There should not be any static crackle through the headset with decent audio quality in this process.

Troubleshooting Steps

1) Watch the XBox setup video on the bottom of the page to make sure that your settings are correct.

2) Make sure the grey cable end is in the headset, and the black cable end is in the controller. Both will click into their ports.

3) Hard reset the Xbox by holding down the Xbox button until you hear a click and the Xbox completely powers off. Once the Xbox powers off, wait 1 minute and power it back on.

4) Use the included Volume Cable and make a phone call or voice memo. You should not sound far away.

PC Setup Video

PS Setup Video

Astro A10
Wired Gaming Headset

PLATFORM: PC / Mac

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Connect the headset to a PC headphone port using the provided A10 cable. (see the PC set up video on the bottom of the page)

2) Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

3) Use the Volume Wheel on the inline cable to control the audio loudness of the headset.
Expected result / comments:
User should hear the audio volume getting louder while turning up the Volume Wheel and quieter when turning the Volume Wheel down. There should not be any static crackle through the headset with decent audio quality in this process.

Troubleshooting Steps

1) Watch the PC setup video on the bottom of the page to make sure that your settings are correct.

2) Make sure the grey cable end is in the headset, and the black cable end is in the computer or Splitter. Both will click into their ports.

3) Turn off or move any high-intensity lighting that is near your audio system.

4) Try your computer in a different wall outlet or power strip.

5) Use your headset on a console, phone, or MP3 device to listen to audio.

PC Setup Video

Astro A10
Wired Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Connect the headset to a PC headphone port using the provided A10 cable. (see the PC set up video on the bottom of the page)

2) Navigate to the Sound Recorder on your computer.

3) Record a short message for 10 seconds. In the 5th second of recording, flip the microphone boom to its mute position while continuing speaking through the microphone for the remaining 5 seconds of the test.

4) Playback the recorded message
Expected result / comments:
Recorded message should sound clear for the first 5 seconds and there should be no voice for the last 5 seconds.

Troubleshooting Steps

1) Watch the Playstation setup video on the bottom of the page to make sure that your settings are correct.

2) Make sure the grey cable end is in the headset, and the black cable end is in the controller. Both will click into their ports.

3) Hard reset the Playstation by powering off the console and unplugging the power cable. Wait 2-3 minutes and power your Playstation back on.

4) Use the included Volume Cable and make a phone call or voice memo. You should not sound far away.

PC Setup Video

PS Setup Video

Astro A10
Wired Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Connect the headset to a PC headphone port using the provided A10 cable. (see the PC set up video on the bottom of the page)

2) Navigate to the Sound Recorder on your computer.

3) Record a short message for 10 seconds. In the 5th second of recording, flip the microphone boom to its mute position while continuing speaking through the microphone for the remaining 5 seconds of the test.

4) Playback the recorded message
Expected result / comments:
Recorded message should sound clear for the first 5 seconds and there should be no voice for the last 5 seconds.

Troubleshooting Steps

1) Watch the XBox setup video on the left side to make sure that your settings are correct.

2) Make sure the grey cable end is in the headset, and the black cable end is in the controller. Both will click into their ports.

3) Hard reset the Xbox by holding down the Xbox button until you hear a click and the Xbox completely powers off. Once the Xbox powers off, wait 1 minute and power it back on.

4) Change the batteries on your Xbox Controller and test an alternate controller.

5) Use an alternate console, PC, phone, or music device.

PC Setup Video

Xbox Setup Video

Astro A10
Wired Gaming Headset

PLATFORM: PC / Mac

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Connect the headset to a PC headphone port using the provided A10 cable. (see the PC set up video on the bottom of the page)

2) Navigate to the Sound Recorder on your computer.

3) Record a short message for 10 seconds. In the 5th second of recording, flip the microphone boom to its mute position while continuing speaking through the microphone for the remaining 5 seconds of the test.

4) Playback the recorded message
Expected result / comments:
Recorded message should sound clear for the first 5 seconds and there should be no voice for the last 5 seconds.

Troubleshooting Steps

1) Watch the PC setup video on the bottom of the page to make sure that your settings are correct.

2) Make sure the grey cable end is in the headset, and the black cable end is in the computer or splitter. Both will click into their ports.

3) FOR PC Users: Right click the speaker icon in your taskbar to open the Recording Devices. Make sure the ASTRO Gaming headset is the Default Communication Device. The name of the headset will vary depending on your system.

4) FOR Mac Users: Navigate to System Preferences > Sound > Input and select "External Microphone / Microphone port"

5) Ensure that in your voice program you are not muted and that you're set to use the external microphone. Test an alternate voice program.

6) Use the included Volume Cable and make a phone call or voice memo. You should not sound far away.

PC Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds.
Expected result / comments: Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the bottom of the page).
Expected result / comments: White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Navigate to the sound settings of your PC, make sure that A20 Headset is selected both in the output/input. Play an audio track.
Expected result / comments: Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the Playstation setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Unplug the transmitter from the Playstation and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing blue.)

5) If the above steps do not resolve your issue, hard reset your Playstation. To hard reset your Playstation, close out of all of your games and unplug the power cable from the back of the Playstation or from the wall outlet. Wait about 1-2 minutes and then plug it back in.

PC Setup Video

PS4 Setup Video

PS5 Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds.
Expected result / comments: Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the bottom of the page).
Expected result / comments: White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Navigate to the sound settings of your PC, make sure that A20 Headset is selected both in the output/input. Play an audio track.
Expected result / comments: Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the XBox setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Unplug the transmitter from the Xbox and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing green.)

5) If the above steps do not resolve your issue, hard reset your Xbox. To hard reset your Xbox, close out of all of your games and hold down the power button until the Xbox fully powers off. You may also unplug the power cable from the back of the Xbox to do this.

PC Setup Video

Xbox One Setup Video

Xbox X/S Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: PC / Mac

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds.
<u>Expected result / comments:</u> Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the bottom of the page).
<u>Expected result / comments:</u> White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Navigate to the sound settings of your PC, make sure that A20 Headset is selected both in the output/input. Play an audio track.
<u>Expected result / comments:</u> Audio quality through the headset should be clear from all channels.
Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the PC setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Try each of the USB ports on your PC/MAC to power the transmitter. Check to make sure your transmitter is in PC MODE. The LED on the transmitter should be white.

5) Unplug the transmitter from your PC/MAC and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in PC Mode (LED on the transmitter should be showing White.)

PC Setup Video

Xbox One Setup Video

Xbox X/S Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds.
Expected result / comments: Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the bottom of the page).
Expected result / comments: White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Navigate to the sound settings of your PC, make sure that A20 Headset is selected both in the output/input. Play an audio track.
Expected result / comments: Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the Playstation setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Unplug the transmitter from the Playstation and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing blue.)

5) If the above steps do not resolve your issue, hard reset your Playstation. To hard reset your Playstation, close out of all of your games and unplug the power cable from the back of the Playstation or from the wall outlet. Wait about 1-2 minutes and then plug it back in.

PC Setup Video

PS4 Setup Video

PS5 Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds.
Expected result / comments: Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the bottom of the page).
Expected result / comments: White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Navigate to the sound settings of your PC, make sure that A20 Headset is selected both in the output/input. Play an audio track.
Expected result / comments: Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the XBox setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Unplug the transmitter from the Xbox and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing green.)

5) If the above steps do not resolve your issue, hard reset your Xbox. To hard reset your Xbox, close out of all of your games and hold down the power button until the Xbox fully powers off. You may also unplug the power cable from the back of the Xbox to do this.

PC Setup Video

Xbox One Setup Video

Xbox X/S Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: PC / Mac

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds.
Expected result / comments: Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the bottom of the page).
Expected result / comments: White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Navigate to the sound settings of your PC, make sure that A20 Headset is selected both in the output/input. Play an audio track.
Expected result / comments: Audio quality through the headset should be clear from all channels.
Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the PC setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Try each of the USB ports on your PC/MAC to power the transmitter. Check to make sure your transmitter is in PC MODE. The LED on the transmitter should be white.

5) Unplug the transmitter from your PC/MAC and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in PC Mode (LED on the transmitter should be showing White.)

PC Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds.
Expected result / comments: Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the bottom of the page).
Expected result / comments: White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Navigate to the sound settings of your PC, make sure that A20 Headset is selected both in the output/input.

4) Record a short message for 10 seconds. In the 5th second of recording, flip the microphone boom to its mute position while continuing speaking through the microphone for the remaining 5 seconds of the test.

5) Playback the recorded message
Expected result / comments: Recorded message should sound clear for the first 5 seconds and there should be no voice for the last 5 seconds.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the Playstation setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Unplug the transmitter from the Playstation and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing blue.)

5) If the above steps do not resolve your issue, hard reset your Playstation. To hard reset your Playstation, close out of all of your games and unplug the power cable from the back of the Playstation or from the wall outlet. Wait about 1-2 minutes and then plug it back in.

PC Setup Video

PS4 Setup Video

PS5 Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds. Expected result / comments: Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the bottom of the page). Expected result / comments: White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Navigate to the sound settings of your PC, make sure that A20 Headset is selected both in the output/input.

4) Record a short message for 10 seconds. In the 5th second of recording, flip the microphone boom to its mute position while continuing speaking through the microphone for the remaining 5 seconds of the test.

5) Playback the recorded message Expected result / comments: Recorded message should sound clear for the first 5 seconds and there should be no voice for the last 5 seconds.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the Xbox setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Unplug the transmitter from the Xbox and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing green.)

5) If the above steps do not resolve your issue, hard reset your Xbox. To hard reset your Playstation, close out of all of your games and unplug the power cable from the back of the Xbox or from the wall outlet. Wait about 1-2 minutes and then plug it back in.

PC Setup Video

Xbox One Setup Video

Xbox X/S Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: PC / Mac

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds.
Expected result / comments: Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the bottom of the page).
Expected result / comments: White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Navigate to the sound settings of your PC, make sure that A20 Headset is selected both in the output/input. Play an audio track.
Expected result / comments: Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the PC setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Try each of the USB ports on your PC/MAC to power the transmitter. Check to make sure your transmitter is in PC MODE. The LED on the transmitter should be white.

5) Unplug the transmitter from your PC/MAC and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in PC Mode (LED on the transmitter should be showing White.)

PC Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds.
Expected result / comments: Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the bottom of the page).
Expected result / comments: White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Navigate to the sound settings of your PC, make sure that A20 Headset is selected both in the output/input. Play an audio track.
Expected result / comments: Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the Playstation setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Unplug the transmitter from the Playstation and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing blue.)

5) If the above steps do not resolve your issue, hard reset your Playstation. To hard reset your Playstation, close out of all of your games and unplug the power cable from the back of the Playstation or from the wall outlet. Wait about 1-2 minutes and then plug it back in.

PC Setup Video

PS4 Setup Video

PS5 Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds.
Expected result / comments: Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the bottom of the page).
Expected result / comments: White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Navigate to the sound settings of your PC, make sure that A20 Headset is selected both in the output/input. Play an audio track.
Expected result / comments: Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the XBox setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Unplug the transmitter from the Xbox and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing green.)

5) If the above steps do not resolve your issue, hard reset your Xbox. To hard reset your Xbox, close out of all of your games and hold down the power button until the Xbox fully powers off. You may also unplug the power cable from the back of the Xbox to do this.

PC Setup Video

Xbox One Setup Video

Xbox X/S Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: PC / Mac

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds.
Expected result / comments: Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the bottom of the page).
Expected result / comments: White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Navigate to the sound settings of your PC, make sure that A20 Headset is selected both in the output/input. Play an audio track.
Expected result / comments: Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the PC setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Try each of the USB ports on your PC/MAC to power the transmitter. Check to make sure your transmitter is in PC MODE. The LED on the transmitter should be white.

5) Unplug the transmitter from your PC/MAC and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in PC Mode (LED on the transmitter should be showing White.)

PC Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Power / Charging Issues in the Headset

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds.
Expected result / comments:
Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the left side).
Expected result / comments:
White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Plug the USB-C side of the provided charging cable to your headset and USB-A side into your PC.
Expected result / comments:
Battery LED: amber colour (while charging), blinks (low battery), on (full battery)

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the Playstation setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Plug the headset into each Playstation USB port to try and charge the headset. Also try using a different console or computer to try and charge the headset.

4) If you have one available, try using a different USB C cable to charge the headset.

PC Setup Video

PS4 Setup Video

PS5 Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Power / Charging Issues in the Headset

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds.
Expected result / comments:
Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the left side).
Expected result / comments:
White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Plug the USB-C side of the provided charging cable to your headset and USB-A side into your PC.
Expected result / comments:
Battery LED: amber colour (while charging), blinks (low battery), on (full battery)

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the XBox setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Plug the headset into each XBox USB port to try and charge the headset. Also try using a different console or computer to try and charge the headset.

4) If you have one available, try using a different USB C cable to charge the headset.

PC Setup Video

Xbox One Setup Video

Xbox X/S Setup Video

Astro A20
Wireless Gaming Headset

PLATFORM: PC / Mac

ISSUE: Power / Charging Issues in the Headset

Validation Steps

1) Power on the headset by pressing the power button for at least 2 seconds.
<u>Expected result / comments:</u>
Headset is powered on, white LED indicator turns on. (slow blink without pairing, no blink with pairing)

2) Connect the headset to a PC using the USB Transmitter provided. Press the pairing button for at least 5 seconds. (see the PC set up video on the left side).
<u>Expected result / comments:</u>
White LED indicator blinks fast in pairing mode, no blink after pairing. If pairing is unsuccessful, press both the transmitter and headset power buttons until both LEDs blink.

3) Plug the USB-C side of the provided charging cable to your headset and USB-A side into your PC.
<u>Expected result / comments:</u>
Battery LED: amber colour (while charging), blinks (low battery), on (full battery)

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the end of the PC setup video for the firmware update at the bottom of the page)

2) Watch the PC setup video on the bottom of the page based on your model to make sure that your settings are correct.

3) Plug the headset into each PC USB port to try and charge the headset. Also try using a different console or computer to try and charge the headset.

4) If you have one available, try using a different USB C cable to charge the headset.

PC Setup Video

Astro A30
Wireless Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Power on the headset by pressing the power button for at least 3 seconds.
Expected result / comments:
Headset is powered on, white/red LED indicator turns on (depends on battery level)

2) Connect the headset to a PC by one of the methods below (Bluetooth connection is not required for this purpose) (also see the PC setup video on the bottom of the page):
a) Plug the Aux Cable into headset and connect to the PC (wired connection)
b) Plug the USB Transmitter provided to your PC. Press the pairing button in the USB transmitter if auto pairing did not occur. (Lightspeed connection)
Expected result / comments:
USB Transmitter LED is solid white. If pairing is not successful at b) ==> Press and hold the transmitter button down until the LED turns purple. Press and hold the power and Bluetooth button down on your headset for 6 seconds.

3) Navigate to the sound settings of your PC, make sure that A30 Headset is selected both in the output/input. Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. To do this, navigate to the Logitech G Mobile App ==> Select your headset ==> Settings ==> Astro A30 ==> Firmware Update

2) Watch the Playstation setup video on the bottom of the page to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) The A30 Wireless features an independent master volume and is not synced with your console. Please check to make sure your console's sound is turned up as well as checking the sound on the A30. You can do this on the app, or by pushing the stick (located on the back right of the headset) up and down to adjust volume.

5) Unplug the transmitter from the Playstation and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing blue.)

6) If you are using wired mode, lightly twist the cables at their joints to see if audio comes through correctly, even momentarily.

7) If the above steps do not resolve your issue, hard reset your PlayStation. To hard reset your PlayStation, close out of all of your games and unplug the power cable from the back of the PlayStation or from the wall outlet. Wait about 1-2 minutes and then plug it back in.

PC Setup Video

PS Setup Video

Astro A30
Wireless Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Power on the headset by pressing the power button for at least 3 seconds.
Expected result / comments:
Headset is powered on, white/red LED indicator turns on (depends on battery level)

2) Connect the headset to a PC by one of the methods below (Bluetooth connection is not required for this purpose) (also see the PC setup video on the bottom of the page):
a) Plug the Aux Cable into headset and connect to the PC (wired connection)
b) Plug the USB Transmitter provided to your PC. Press the pairing button in the USB transmitter if auto pairing did not occur. (Lightspeed connection)
Expected result / comments:
USB Transmitter LED is solid white. If pairing is not successful at b) ==> Press and hold the transmitter button down until the LED turns purple. Press and hold the power and Bluetooth button down on your headset for 6 seconds.

3) Navigate to the sound settings of your PC, make sure that A30 Headset is selected both in the output/input. Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. To do this, navigate to the Logitech G Mobile App ==> Select your headset ==> Settings ==> Astro A30 ==> Firmware Update

2) Watch the Xbox setup video on the bottom of the page to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) The A30 Wireless features an independent master volume and is not synced with your console. Please check to make sure your console's sound is turned up as well as checking the sound on the A30. You can do this on the app, or by pushing the stick (located on the back right of the headset) up and down to adjust volume.

5) Unplug the transmitter from the Xbox and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing green.)

6) If you are using wired mode, lightly twist the cables at their joints to see if audio comes through correctly, even momentarily.

7) If the above steps do not resolve your issue, hard reset your Xbox. To hard reset your Xbox, close out of all of your games and hold down the power button until the Xbox fully powers off. You may also unplug the power cable from the back of the Xbox to do this.

PC Setup Video

Xbox Setup Video

Astro A30
Wireless Gaming Headset

PLATFORM: PC / Mac

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Power on the headset by pressing the power button for at least 3 seconds.
Expected result / comments:
Headset is powered on, white/red LED indicator turns on (depends on battery level)

2) Connect the headset to a PC by one of the methods below (Bluetooth connection is not required for this purpose) (also see the PC setup video on the bottom of the page):
a) Plug the Aux Cable into headset and connect to the PC (wired connection)
b) Plug the USB Transmitter provided to your PC. Press the pairing button in the USB transmitter if auto pairing did not occur. (Lightspeed connection)
Expected result / comments:
USB Transmitter LED is solid white. If pairing is not successful at b) ==> Press and hold the transmitter button down until the LED turns purple. Press and hold the power and Bluetooth button down on your headset for 6 seconds.

3) Navigate to the sound settings of your PC, make sure that A30 Headset is selected both in the output/input. Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. To do this, navigate to the Logitech G Mobile App ==> Select your headset ==> Settings ==> Astro A30 ==> Firmware Update

2) Watch the PC setup video on the bottom of the page to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Try each of the USB ports on your PC/MAC to power the transmitter. Check to make sure your transmitter is in PC MODE. The LED on the transmitter should be white.

5) The A30 Wireless features an independent master volume and is not synced with your PC/MAC. Please check to make sure your PC/MAC sound is turned up as well as checking the sound on the A30. You can do this on the app, or by pushing the stick (located on the back right of the headset) up and down to adjust volume.

6) Unplug the transmitter from your PC/MAC and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in PC Mode (LED on the transmitter should be showing White.)

7) Use the provided cable to connect your A30 to your computer. If you are already using wired mode, lightly twist the cables at their joints to see if audio comes through correctly, even momentarily.

PC Setup Video

Astro A30
Wireless Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Power on the headset by pressing the power button for at least 3 seconds.
Expected result / comments:
Headset is powered on, white/red LED indicator turns on (depends on battery level)

2) Connect the headset to a PC by one of the methods below (Bluetooth connection is not required for this purpose) (also see the PC setup video on the bottom of the page):
a) Plug the Aux Cable into headset and connect to the PC (wired connection)
b) Plug the USB Transmitter provided to your PC. Press the pairing button in the USB transmitter if auto pairing did not occur. (Lightspeed connection)
Expected result / comments:
USB Transmitter LED is solid white. If pairing is not successful at b) ==> Press and hold the transmitter button down until the LED turns purple. Press and hold the power and Bluetooth button down on your headset for 6 seconds.

3) Navigate to the sound settings of your PC, make sure that A30 Headset is selected both in the output/input. Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. To do this, navigate to the Logitech G Mobile App ==> Select your headset ==> Settings ==> Astro A30 ==> Firmware Update

2) Watch the Playstation setup video on the bottom of the page to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Unplug the transmitter from the Playstation and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing Blue.)

5) If you are using wired mode, lightly twist the cables at their joints to see if audio comes through correctly, even momentarily.

6) If the above steps do not resolve your issue, hard reset your PlayStation. To hard reset your PlayStation, close out of all of your games and unplug the power cable from the back of the PlayStation or from the wall outlet. Wait about 1-2 minutes and then plug it back in.

PC Setup Video

PS Setup Video

Astro A30
Wireless Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Power on the headset by pressing the power button for at least 3 seconds.
Expected result / comments:
Headset is powered on, white/red LED indicator turns on (depends on battery level)

2) Connect the headset to a PC by one of the methods below (Bluetooth connection is not required for this purpose) (also see the PC setup video on the bottom of the page):
a) Plug the Aux Cable into headset and connect to the PC (wired connection)
b) Plug the USB Transmitter provided to your PC. Press the pairing button in the USB transmitter if auto pairing did not occur. (Lightspeed connection)
Expected result / comments:
USB Transmitter LED is solid white. If pairing is not successful at b) ==> Press and hold the transmitter button down until the LED turns purple. Press and hold the power and Bluetooth button down on your headset for 6 seconds.

3) Navigate to the sound settings of your PC, make sure that A30 Headset is selected both in the output/input. Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. To do this, navigate to the Logitech G Mobile App ==> Select your headset ==> Settings ==> Astro A30 ==> Firmware Update

2) Watch the Xbox setup video on the bottom of the page to make sure that your settings are correct.

3) Try using each of the USB ports on your Xbox to plug the transmitter into.

4) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

5) Unplug the transmitter from the Xbox and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing green.)

6) If you are using wired mode, lightly twist the cables at their joints to see if audio comes through correctly, even momentarily.

7) If the above steps do not resolve your issue, hard reset your Xbox. To hard reset your Xbox, close out of all of your games and hold down the power button until the Xbox fully powers off. You may also unplug the power cable from the back of the Xbox to do this.

PC Setup Video

Xbox Setup Video

Astro A30
Wireless Gaming Headset

PLATFORM: PC / Mac

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Power on the headset by pressing the power button for at least 3 seconds.
<u>Expected result / comments:</u>
Headset is powered on, white/red LED indicator turns on (depends on battery level)

2) Connect the headset to a PC by one of the methods below (Bluetooth connection is not required for this purpose) (also see the PC setup video on the bottom of the page):
a) Plug the Aux Cable into headset and connect to the PC (wired connection)
b) Plug the USB Transmitter provided to your PC. Press the pairing button in the USB transmitter if auto pairing did not occur. (Lightspeed connection)
<u>Expected result / comments:</u>
USB Transmitter LED is solid white. If pairing is not successful at b) ==> Press and hold the transmitter button down until the LED turns purple. Press and hold the power and Bluetooth button down on your headset for 6 seconds.

3) Navigate to the sound settings of your PC, make sure that A30 Headset is selected both in the output/input. Play an audio track.
<u>Expected result / comments:</u>
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. To do this, navigate to the Logitech G Mobile App ==> Select your headset ==> Settings ==> Astro A30 ==> Firmware Update

2) Watch the PC setup video on the bottom of the page to make sure that your settings are correct.

3) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

4) Try each of the USB ports on your PC/MAC to power the transmitter. Check to make sure your transmitter is in PC MODE. The LED on the transmitter should be white.

5) Unplug the transmitter from your PC/MAC and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in PC Mode (LED on the transmitter should be showing White.)

5) If you are using wired mode, lightly twist the cables at their joints to see if audio comes through correctly, even momentarily.

6) Use the provided cable to connect your A30 to your computer. If you are already using wired mode, lightly twist the cables at their joints to see if audio comes through correctly, even momentarily.

PC Setup Video

Astro A30
Wireless Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Power on the headset by pressing the power button for at least 3 seconds.
Expected result / comments:
Headset is powered on, white/red LED indicator turns on (depends on battery level)

2) Connect the headset to a PC by one of the methods below (Bluetooth connection is not required for this purpose) (also see the PC setup video on the bottom of the page):
a) Plug the Aux Cable into headset and connect to the PC (wired connection)
b) Plug the USB Transmitter provided to your PC. Press the pairing button in the USB transmitter if auto pairing did not occur. (Lightspeed connection)
Expected result / comments:
USB Transmitter LED is solid white. If pairing is not successful at b) ==> Press and hold the transmitter button down until the LED turns purple. Press and hold the power and Bluetooth button down on your headset for 6 seconds.

3) Navigate to the sound settings of your PC, make sure that A30 Headset is selected both in the output/input. Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

4) Record a short message for 10 seconds. Playback the recorded message
Expected result / comments:
Recorded message should sound clear.

Troubleshooting Steps

1) Make sure that your firmware is up to date. To do this, navigate to the Logitech G Mobile App ==> Select your headset ==> Settings ==> Astro A30 ==> Firmware Update

2) Watch the Playstation setup video on the bottom of the page to make sure that your settings are correct.

3) Be sure to check that the Microphone is not muted. The Mute switch can be found on the bottom rear of the left ear cup. The "Up" position with the Orange showing indicates it is muted.

4) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

5) Unplug the transmitter from the Playstation and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing Blue.)

6) If you are using wired mode, lightly twist the cables at their joints to see if audio comes through correctly, even momentarily.

7) If the above steps do not resolve your issue, hard reset your PlayStation. To hard reset your PlayStation, close out of all of your games and unplug the power cable from the back of the PlayStation or from the wall outlet. Wait about 1-2 minutes and then plug it back in.

PC Setup Video

PS Setup Video

Astro A30
Wireless Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Power on the headset by pressing the power button for at least 3 seconds.
Expected result / comments:
Headset is powered on, white/red LED indicator turns on (depends on battery level)

2) Connect the headset to a PC by one of the methods below (Bluetooth connection is not required for this purpose) (also see the PC setup video on the bottom of the page):
a) Plug the Aux Cable into headset and connect to the PC (wired connection)
b) Plug the USB Transmitter provided to your PC. Press the pairing button in the USB transmitter if auto pairing did not occur. (Lightspeed connection)
Expected result / comments:
USB Transmitter LED is solid white. If pairing is not successful at b) ==> Press and hold the transmitter button down until the LED turns purple. Press and hold the power and Bluetooth button down on your headset for 6 seconds.

3) Navigate to the sound settings of your PC, make sure that A30 Headset is selected both in the output/input. Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

4) Record a short message for 10 seconds. Playback the recorded message
Expected result / comments:
Recorded message should sound clear.

Troubleshooting Steps

1) Make sure that your firmware is up to date. To do this, navigate to the Logitech G Mobile App ==> Select your headset ==> Settings ==> Astro A30 ==> Firmware Update

2) Watch the Xbox setup video on the bottom of the page to make sure that your settings are correct.

3) Be sure to check that the Microphone is not muted. The Mute switch can be found on the bottom rear of the left ear cup. The "Up" position with the Orange showing indicates it is muted.

4) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

5) Unplug the transmitter from the Xbox and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing green.)

6) If you are using wired mode, lightly twist the cables at their joints to see if audio comes through correctly, even momentarily.

7) If the above steps do not resolve your issue, hard reset your Xbox. To hard reset your Xbox, close out of all of your games and hold down the power button until the Xbox fully powers off. You may also unplug the power cable from the back of the Xbox to do this.

PC Setup Video   ## Xbox Setup Video

Astro A30
Wireless Gaming Headset

PLATFORM: PC / Mac

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Power on the headset by pressing the power button for at least 3 seconds.
Expected result / comments:
Headset is powered on, white/red LED indicator turns on (depends on battery level)

2) Connect the headset to a PC by one of the methods below (Bluetooth connection is not required for this purpose) (also see the PC setup video on the bottom of the page):
a) Plug the Aux Cable into headset and connect to the PC (wired connection)
b) Plug the USB Transmitter provided to your PC. Press the pairing button in the USB transmitter if auto pairing did not occur. (Lightspeed connection)
Expected result / comments:
USB Transmitter LED is solid white. If pairing is not successful at b) ==> Press and hold the transmitter button down until the LED turns purple. Press and hold the power and Bluetooth button down on your headset for 6 seconds.

3) Navigate to the sound settings of your PC, make sure that A30 Headset is selected both in the output/input. Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

4) Record a short message for 10 seconds. Playback the recorded message
Expected result / comments:
Recorded message should sound clear.

Troubleshooting Steps

1) Make sure that your firmware is up to date. To do this, navigate to the Logitech G Mobile App ==> Select your headset ==> Settings ==> Astro A30 ==> Firmware Update

2) Watch the PC setup video on the bottom of the page to make sure that your settings are correct.

3) Be sure to check that the Microphone is not muted. The Mute switch can be found on the bottom rear of the left ear cup. The "Up" position with the Orange showing indicates it is muted.

4) Make sure the headset and the transmitter are sync'd together. To do this, hold down the power button on the headset until the power LED starts blinking.

5) Try each of the USB ports on your PC/MAC to power the transmitter. Check to maek sure your transmitter is in PC MODE. The LED on the transmitter should be white.

6) Unplug the transmitter from your PC/MAC and wait 5-10 seconds and then plug back in the transmitter. Once plugged back in, be sure the transmitter is in console mode (LED on the transmitter should be showing green.)

7) Use the provided cable to connect your A30 to your computer. If you are already using wired mode, lightly twist the cables at their joints to see if audio comes through correctly, even momentarily.

PC Setup Video

Astro A30
Wireless Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Power / Charging Issues in the Headset

Validation Steps

1) Power on the headset by pressing the power button for at least 3 seconds.
Expected result / comments:
Headset is powered on, white/red LED indicator turns on (depends on battery level)

2) Connect the headset to a PC by one of the methods below (Bluetooth connection is not required for this purpose) (also see the PC setup video on the bottom of the page):
a) Plug the Aux Cable into headset and connect to the PC (wired connection)
b) Plug the USB Transmitter provided to your PC. Press the pairing button in the USB transmitter if auto pairing did not occur. (Lightspeed connection)
Expected result / comments:
USB Transmitter LED is solid white. If pairing is not successful at b) ==> Press and hold the transmitter button down until the LED turns purple. Press and hold the power and Bluetooth button down on your headset for 6 seconds.

3) Plug the USB-C side of the provided charging cable to your headset and USB-A side into your PC.
Expected result / comments:
Battery LED: orange colour (while charging), white (full battery)

Troubleshooting Steps

1) Make sure that your firmware is up to date. To do this, navigate to the Logitech G Mobile App ==> Select your headset ==> Settings ==> Astro A30 ==> Firmware Update

2) Watch the Playstation setup video on the bottom of the page to make sure that your settings are correct.

3) Plug the headset into each Playstation USB port to try and charge the headset. Also try using a different console or computer to try and charge the headset.

4) If you have one available, try using a different USB C cable to charge the headset.

PC Setup Video

PS Setup Video

Astro A30
Wireless Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Power / Charging Issues in the Headset

Validation Steps

1) Power on the headset by pressing the power button for at least 3 seconds.
Expected result / comments:
Headset is powered on, white/red LED indicator turns on (depends on battery level)

2) Connect the headset to a PC by one of the methods below (Bluetooth connection is not required for this purpose) (also see the PC setup video on the bottom of the page):
a) Plug the Aux Cable into headset and connect to the PC (wired connection)
b) Plug the USB Transmitter provided to your PC. Press the pairing button in the USB transmitter if auto pairing did not occur. (Lightspeed connection)
Expected result / comments:
USB Transmitter LED is solid white. If pairing is not successful at b) ==> Press and hold the transmitter button down until the LED turns purple. Press and hold the power and Bluetooth button down on your headset for 6 seconds.

3) Plug the USB-C side of the provided charging cable to your headset and USB-A side into your PC.
Expected result / comments:
Battery LED: orange colour (while charging), white (full battery)

Troubleshooting Steps

1) Make sure that your firmware is up to date. To do this, navigate to the Logitech G Mobile App ==> Select your headset ==> Settings ==> Astro A30 ==> Firmware Update

2) Watch the Xbox setup video on the bottom of the page to make sure that your settings are correct.

3) Plug the headset into each Xbox USB port to try and charge the headset. Also try using a different console or computer to try and charge the headset.

4) If you have one available, try using a different USB C cable to charge the headset.

PC Setup Video

Xbox Setup Video

Astro A30
Wireless Gaming Headset

PLATFORM: PC / Mac

ISSUE: Power / Charging Issues in the Headset

Validation Steps

1) Power on the headset by pressing the power button for at least 3 seconds.
Expected result / comments:
Headset is powered on, white/red LED indicator turns on (depends on battery level)

2) Connect the headset to a PC by one of the methods below (Bluetooth connection is not required for this purpose) (also see the PC setup video on the bottom of the page):
a) Plug the Aux Cable into headset and connect to the PC (wired connection)
b) Plug the USB Transmitter provided to your PC. Press the pairing button in the USB transmitter if auto pairing did not occur. (Lightspeed connection)
Expected result / comments:
USB Transmitter LED is solid white. If pairing is not successful at b) ==> Press and hold the transmitter button down until the LED turns purple. Press and hold the power and Bluetooth button down on your headset for 6 seconds.

3) Plug the USB-C side of the provided charging cable to your headset and USB-A side into your PC.
Expected result / comments:
Battery LED: orange colour (while charging), white (full battery)

Troubleshooting Steps

1) Make sure that your firmware is up to date. To do this, navigate to the Logitech G Mobile App ==> Select your headset ==> Settings ==> Astro A30 ==> Firmware Update

2) Watch the PC setup video on the bottom of the page to make sure that your settings are correct.

3) Plug the headset into each PC USB port to try and charge the headset. Also try using a different console or computer to try and charge the headset.

4) If you have one available, try using a different USB C cable to charge the headset.

PC Setup Video

Astro A40 TR
Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Connect the headset to a PC using the provided A40 inline cable and PC splitter cable. (see the PC set up video for the MixAmp Pro)

2) Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

PC Setup Video (MixAmp Pro)

Firmware Update Video (MixAmp Pro)

PS Video (Standalone)

PS4 Video (MixAmp Pro)

PS5 Video (MixAmp Pro)

ASTRO Command Center

Troubleshooting Steps

Standalone
1) Watch the Playstation setup video on the bottom of the page (Standalone) to make sure that your settings are correct.

2) Ensure the audio cable volume wheel is not turned down or off.

3) Hard reset the Playstation by powering off the console and unplugging the power cable. Wait 2-3 minutes and power your Playstation back on.

4) Test an alternate PS4/PS5 controller and an alternate console, PC, phone, or music device.

MixAmp Pro
1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the Playstation setup video based on your model on the bottom of the page (MixAmp Pro) to make sure that your settings are correct.

3) Make sure both ends of the cable have clicked into their ports. The inline mute switch should be closest to your headset.

4) Use the included Inline Mute Cable directly in a phone or music listening device. Then, use an alternate headset in the MixAmp Pro TR.

5) Test alternate USB ports on your console. Once finished, test your equipment on a computer using the video guide on the left side.

6) If none of the above steps resolve the issue, then please use the ASTRO Command Center (link on the bottom of the page) to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

Astro A40 TR
Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Connect the headset to a PC using the provided A40 inline cable and PC splitter cable. (see the PC set up video for the MixAmp Pro)

2) Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

PC Setup Video (MixAmp Pro)

Firmware Update Video (MixAmp Pro)

Xbox Video (Standalone)

Xbox One Video (MixAmp Pro)

Xbox X/S Video (MixAmp Pro)

ASTRO Command Center

Troubleshooting Steps

Standalone
1) Watch the XBox setup video on the bottom of the page (Standalone) to make sure that your settings are correct.

2) Make sure both ends of the cable have clicked into their ports.

3) Hard reset the Xbox by holding down the Xbox button until you hear a click and the Xbox completely powers off. Once the Xbox powers off, wait 1 minute and power it back on.

4) Change the batteries on your Xbox Controller and test an alternate controller.

MixAmp Pro
1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the XBox setup video based on your model on the bottom of the page (MixAmp Pro) to make sure that your settings are correct.

3) Make sure both ends of the cable have clicked into their ports. The inline mute switch should be closest to your headset.

4) Use the included Inline Mute Cable directly in a phone or music listening device. Then, use an alternate headset in the MixAmp Pro TR.

5) Test alternate USB ports on your console. Once finished, test your equipment on a computer using the video guide on the left side.

6) If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

Astro A40 TR
Gaming Headset

PLATFORM: PC / Mac

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Connect the headset to a PC using the provided A40 inline cable and PC splitter cable. (see the PC set up video for the MixAmp Pro)

2) Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

Standalone
1) Watch the PC setup video on the bottom of the page to make sure that your settings are correct.

2) Ensure the Mobile Cable is not muted or low by playing audio through your headset while scrolling with the wheel.

3) Check your Playback Devices/System Settings to make sure your headset is the default device. The name of the headset will vary depending on your system.

4) Use your headset on a console, phone, or music device to listen to audio, without the Splitter.

5) Lightly twist the cables at their joints to see if audio comes through correctly, even

MixAmp Pro
1) Make sure that your firmware is up to date. (see the firmware update video on the left side)

2) Watch the PC setup video on the bottom of the page to make sure that your settings are correct.

3) Make sure both ends of the cable have clicked into their ports. The inline mute switch should be closest to your headset.

4) Use the included Inline Mute Cable directly in a phone or music listening device. Then, use an alternate headset in the MixAmp Pro TR.

PC Setup Video (MixAmp Pro)
Firmware Update Video (MixAmp Pro)

5) Test alternate USB ports on your computer. Also, try using your equipment without the Optical connection.

6) If available, set up your equipment on a console using the video guides on the left side.

Astro A40 TR
Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Connect the headset to a PC using the provided A40 inline cable and PC splitter cable. (see the PC set up video for the MixAmp Pro)

2) Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

PC Setup Video (MixAmp Pro)

Firmware Update Video (MixAmp Pro)

PS Video (Standalone)

PS4 Video (MixAmp Pro)

PS5 Video (MixAmp Pro)

ASTRO Command Center

Troubleshooting Steps

Standalone
1) Watch the Playstation setup video on the bottom of the page (Standalone) to make sure that your settings are correct.

2) Make sure both ends of the cable have clicked into their ports.

3) Hard reset the Playstation by powering off the console and unplugging the power cable. Wait 2-3 minutes and power your Playstation back on.

4) Use a Playstation Controller while it's on full charge, connected to the console, and test an alternate controller.

5) Use an alternate console, PC, phone, or music device.

MixAmp Pro
1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the Playstation setup video based on your model on the bottom of the page (MixAmp Pro) to make sure that your settings are correct.

3) Make sure both ends of the cable have clicked into their ports. The inline mute switch should be closest to your headset.

4) Use the included Inline Mute Cable directly in a phone or music listening device. Then, use an alternate headset in the MixAmp Pro TR.

5) Test your console in a different wall outlet or power strip, and turn off any high intensity lighting in the area.

6) Test alternate USB ports on your console. Once finished, test your equipment on a computer using the video guide on the left side.

Astro A40 TR
Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Connect the headset to a PC using the provided A40 inline cable and PC splitter cable. (see the PC set up video for the MixAmp Pro)

2) Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

PC Setup Video (MixAmp Pro)

Firmware Update Video (MixAmp Pro)

Xbox Video (Standalone)

Xbox One Video (MixAmp Pro)

Xbox X/S Video (MixAmp Pro)

Troubleshooting Steps

Standalone
1) Watch the XBox setup video on the bottom of the page (Standalone) to make sure that your settings are correct.

2) Make sure both ends of the cable have clicked into their ports.

3) Hard reset the Xbox by holding down the Xbox button until you hear a click and the Xbox completely powers off. Once the Xbox powers off, wait 1 minute and power it back on.

4) Change the batteries on your Xbox Controller and test an alternate controller.

5) Use an alternate console, PC, phone, or music device.

MixAmp Pro
1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the XBox setup video based on your model on the bottom of the page (MixAmp Pro) to make sure that your settings are correct.

3) Make sure both ends of the cable have clicked into their ports. The inline mute switch should be closest to your headset.

4) Use the included Inline Mute Cable directly in a phone or music listening device. Then, use an alternate headset in the MixAmp Pro TR.

5) Test your console in a different wall outlet or power strip, and turn off any high intensity lighting in the area.

6) Test alternate USB ports on your console. Once finished, test your equipment on a computer using the video guide on the left side.

Astro A40 TR
Gaming Headset

PLATFORM: PC / Mac

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Connect the headset to a PC using the provided A40 inline cable and PC splitter cable. (see the PC set up video for the MixAmp Pro)

2) Play an audio track.
Expected result / comments:
Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

PC Setup Video (MixAmp Pro)
Firmware Update Video (MixAmp Pro)

Troubleshooting Steps

Standalone
1) Watch the PC setup video on the bottom of the page to make sure that your settings are correct.

2) Make sure both ends of the cables have clicked into place.

3) Use your headset on a console, phone, or music device to listen to audio, without the Splitter.

4) Lightly twist the cables at their joints to see if audio comes through correctly, even momentarily.

5) Turn off or move any high-intensity lighting that is near your audio system.

6) Try your computer in a different wall outlet or

MixAmp Pro
1) Make sure that your firmware is up to date. (see the firmware update video on the left side)

2) Watch the PC setup video on the bottom of the page to make sure that your settings are correct.

3) Make sure both ends of the cable have clicked into their ports. The inline mute switch should be closest to your headset.

4) Use the included Inline Mute Cable directly in a phone or music listening device. Then, use an alternate headset in the MixAmp Pro TR.

5) Test alternate USB ports on your computer. Also, try using your equipment without the Optical connection.

6) If available, set up your equipment on a console using the video guides on the left side.

Astro A40 TR
Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Connect the headset to a PC headphone port using the provided A10 cable. (see the PC set up video for the MixAmp Pro)

2) Navigate to the Sound Recorder on your computer.

3) Record a short message for 10 seconds. In the 5th second of recording, flip the microphone boom to its mute position while continuing speaking through the microphone for the remaining 5 seconds of the test.

4) Playback the recorded message
Expected result / comments:
Recorded message should sound clear for the first 5 seconds and there should be no voice for the last 5 seconds.

PC Setup Video (MixAmp Pro)

Firmware Update Video (MixAmp Pro)

PS Video (Standalone)

PS4 Video (MixAmp Pro)

PS5 Video (MixAmp Pro)

ASTRO Command Center

Troubleshooting Steps

Standalone
1) Watch the Playstation setup video on the bottom of the page (Standalone) to make sure that your settings are correct.

2) Make sure both ends of the cable have clicked into their ports.

3) Hard reset the Playstation by powering off the console and unplugging the power cable. Wait 2-3 minutes and power your Playstation back on.

4) Use the Mobile Cable to make a phone call or voice memo. You should not sound far away. Remove the microphone and Speaker Tags, insert the microphone on the other side, and try again.

MixAmp Pro
1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the Playstation setup video based on your model on the bottom of the page (MixAmp Pro) to make sure that your settings are correct.

3) Once in Astro Command Center (link on the left), navigate to the Microphone Tab. Select the "Streaming" Noise Gate. Click "Sync to Device" then "Yes."

4) Make sure both ends of the cable have clicked into their ports. The inline mute switch should be closest to your headset, with no orange showing.

5) Use the included Inline Mute Cable directly in a phone or music listening device to make a voice call or phone memo.

6) Test alternate USB ports on your console. Once finished, test your equipment on a computer using the video guide on the left side.

Astro A40 TR
Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Connect the headset to a PC headphone port using the provided A10 cable. (see the PC set up video for the MixAmp Pro)

2) Navigate to the Sound Recorder on your computer.

3) Record a short message for 10 seconds. In the 5th second of recording, flip the microphone boom to its mute position while continuing speaking through the microphone for the remaining 5 seconds of the test.

4) Playback the recorded message
Expected result / comments:
Recorded message should sound clear for the first 5 seconds and there should be no voice for the last 5 seconds.

PC Setup Video (MixAmp Pro)

Firmware Update Video (MixAmp Pro)

Xbox Video (Standalone)

Xbox One Video (MixAmp Pro)

Xbox X/S Video (MixAmp Pro)

ASTRO Command Center

Troubleshooting Steps

Standalone
1) Watch the XBox setup video on the bottom of the page (Standalone) to make sure that your settings are correct.

2) Check that the microphone is not muted. There should be no orange showing on your cable.

3) Make sure both ends of the cable have clicked into their ports.
4) Hard reset the Xbox by holding down the Xbox button until you hear a click and the Xbox completely powers off. Once the Xbox powers off, wait 1 minute and power it back on.

5) Use Mobile Cable to make a phone call or voice memo. You shouldn't sound far away. Remove microphone and Speaker Tags, insert microphone on the other side and try again.

MixAmp Pro
1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the XBox setup video based on your model on the bottom of the page (MixAmp Pro) to make sure that your settings are correct.

3) Once in Astro Command Center (link on the left), navigate to the Microphone Tab. Select the "Streaming" Noise Gate. Click "Sync to Device" then "Yes."

4) Make sure both ends of the cable have clicked into their ports. The inline mute switch should be closest to your headset, with no orange showing.

5) Use the included Inline Mute Cable directly in a phone or music listening device to make a voice call or phone memo.

6) Test alternate USB ports on your console. Once finished, test your equipment on a computer using the video guide on the left side.

Astro A40 TR
Gaming Headset

PLATFORM: PC / Mac

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Connect the headset to a PC headphone port using the provided A10 cable. (see the PC set up video for the MixAmp Pro)

2) Navigate to the Sound Recorder on your computer.

3) Record a short message for 10 seconds. In the 5th second of recording, flip the microphone boom to its mute position while continuing speaking through the microphone for the remaining 5 seconds of the test.

4) Playback the recorded message
Expected result / comments:
Recorded message should sound clear for the first 5 seconds and there should be no voice for the last 5 seconds.

PC Setup Video (MixAmp Pro)

Firmware Update Video (MixAmp Pro)

ASTRO Command Center

Troubleshooting Steps

Standalone
1) Watch the PC setup video on the bottom of the page to make sure that your settings are correct.
2) Check that the microphone is not muted. There should be no orange showing on your cable.

3) Make sure all cable connections clicked into their ports.
4) FOR PC Users: Right click the speaker icon in your taskbar to open the Recording Devices. Make sure the ASTRO Gaming headset is the Default Communication Device. The name of the headset will vary depending on your system.
FOR Mac Users: Navigate to System Preferences > Sound > Input and select "External Microphone / Microphone port"

5) Ensure that in your voice program you are not muted and that you're set to use to the external microphone. Test an alternate voice program.

6) Use the Mobile Cable to make a phone call or voice memo. You should not sound far away. Check both the A (headset microphone) and B (inline microphone) settings.

MixAmp Pro
1) Make sure that your firmware is up to date. (see the firmware update video on the left side)

2) Watch the PC setup video on the bottom of the page to make sure that your settings are correct.

3) Once in Astro Command Center (link on the left), navigate to the Microphone Tab. Select the "Streaming" Noise Gate. Click "Sync to Device" then "Yes."

4) Make sure both ends of the cable have clicked into their ports. The inline mute switch should be closest to your headset, with no orange showing.

5) Use the included Inline Mute Cable directly in a phone or music listening device to make a voice call or phone memo.

6) Test alternate USB ports on your computer.

7) If available, set up your equipment on a console using the video guides on the left side.

Astro A50
Wireless Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
Expected result / comments:
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
Expected result / comments:
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
Expected result / comments:
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Navigate to the "Sound Settings" on your computer. Choose your output device as Astro and test your audio by playing an audio track. Also use the Volume Wheel to control the audio loudness of the headset.
Expected result / comments: Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the Playstation setup video (based on your model) on the bottom of the page to make sure that your settings are correct.

3) Check to make sure your A50's Base Station is in PS Mode. The PC/Console Mode switch is located on the back of the Base Station. While you're there, check to make sure your optical cable has clicked into the Opt In port.

4) Resync the A50 Headset by placing the headset on the powered on Base Station. Wait 3 - 5 seconds until the bolt and battery level stop blinking.

5) Hard reset your A50 Headset by simultaneously holding down the GAME Button (right side of the headset) and the Dolby button (located below the power button) for 15-30 seconds.
Please note: When doing the hard reset, have the headset plugged in directly to a confirmed power source, without the Base Station. Let charge for 15 minutes, then retry.

6) Hard reset the Playstation by powering down the console. Once off, unplug the power cable from the back of the Playstation. Wait 10 seconds, and plug the cable back in and restart the Playstation.

7) Test your equipment on a computer by watching the PC setup video on the bottom of the page.

PS4 Setup Video

PS5 Setup Video

Firmware Update Video

PC Setup Video

Astro A50
Wireless Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
Expected result / comments:
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
Expected result / comments:
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
Expected result / comments:
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Navigate to the "Sound Settings" on your computer. Choose your output device as Astro and test your audio by playing an audio track. Also use the Volume Wheel to control the audio loudness of the headset.
Expected result / comments: Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the Xbox setup video (based on your model) on the bottom of the page to make sure that your settings are correct.

3) Check to make sure your A50's Base Station is in Xbox Mode. The PC/Console Mode switch is located on the back of the Base Station. While you're there, check to make sure your optical cable has clicked into the Opt In port.

4) Resync the A50 Headset by placing the headset on the powered on Base Station. Wait 3 - 5 seconds until the bolt and battery level stop blinking.

5) Hard reset your A50 Headset by simultaneously holding down the GAME Button (right side of the headset) and the Dolby button (located below the power button) for 15-30 seconds.
Please note: When doing the hard reset, have the headset plugged in directly to a confirmed power source, without the Base Station. Let charge for 15 minutes, then retry.

6) Hard reset the Xbox by powering down the console. Once off, unplug the power cable from the back of the Xbox. Wait 10 seconds, and plug the cable back in and restart the Playstation.

7) Test your equipment on a computer by watching the PC setup video on the bottom of the page.

Xbox One Setup Video

Xbox X/S Setup Video

PC Setup Video

Firmware Update Video

Astro A50
Wireless Gaming Headset

PLATFORM: PC / Mac

ISSUE: Audio is NOT Working / Abnormal in One or All Channels

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
<u>Expected result / comments:</u>
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
<u>Expected result / comments:</u>
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
<u>Expected result / comments:</u>
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Navigate to the "Sound Settings" on your computer. Choose your output device as Astro and test your audio by playing an audio track. Also use the Volume Wheel to control the audio loudness of the headset.
<u>Expected result / comments:</u> Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Check to make sure your A50's Base Station is in PC Mode. The PC/Console Mode switch is located on the back of the Base Station. While you're there, check to make sure your optical cable has clicked into the Opt In port.

3) Resync the A50 Headset by placing the headset on the powered on Base Station. Wait 3 - 5 seconds until the bolt and battery level stop blinking.

4) If you do not have a PC optical port under "Sound Settings", locate the ASTRO Wireless Transmitter and set as the default device.

5) Hard reset your A50 Headset by simultaneously holding down the GAME Button (right side of the headset) and the Dolby button (located below the power button) for 15-30 seconds.
Please note: When doing the hard reset, have the headset plugged in directly to a confirmed power source, without the Base Station. Let charge for 15 minutes, then retry.

PC Setup Video

Firmware Update Video

Astro A50
Wireless Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
Expected result / comments:
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
Expected result / comments:
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
Expected result / comments:
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Navigate to the "Sound Settings" on your computer. Choose your output device as Astro and test your audio by playing an audio track. Also use the Volume Wheel to control the audio loudness of the headset.
Expected result / comments: Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the Playstation setup video (based on your model) on the bottom of the page to make sure that your settings are correct.

3) Try all alternate USB ports on your console. Also, test your equipment on a computer by watching the PC setup video on the left side.

4) Hard reset your A50 Headset by simultaneously holding down the GAME Button (right side of the headset) and the Dolby button (located below the power button) for 15-30 seconds.
Please note: When doing the hard reset, have the headset plugged in directly to a confirmed power source, without the Base Station. Let charge for 15 minutes, then retry.

5) Restart your console and turn off or move any high intensity lighting that is near your equipment.

6) Connect your console through a different power outlet and try using a grounded surge protector/power strip to power your equipment.

PS4 Setup Video

PS5 Setup Video

PC Setup Video

Firmware Update Video

Astro A50
Wireless Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
Expected result / comments:
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
Expected result / comments:
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
Expected result / comments:
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Navigate to the "Sound Settings" on your computer. Choose your output device as Astro and test your audio by playing an audio track. Also use the Volume Wheel to control the audio loudness of the headset.
Expected result / comments: Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the Xbox setup video (based on your model) on the bottom of the page to make sure that your settings are correct.

3) Try all alternate USB ports on your console. Also, test your equipment on a computer by watching the PC setup video on the left side.

4) Hard reset your A50 Headset by simultaneously holding down the GAME Button (right side of the headset) and the Dolby button (located below the power button) for 15-30 seconds.
Please note: When doing the hard reset, have the headset plugged in directly to a confirmed power source, without the Base Station. Let charge for 15 minutes, then retry.

5) Restart your console and turn off or move any high intensity lighting that is near your equipment.

6) Connect your console through a different power outlet and try using a grounded surge protector/power strip to power your equipment.

Xbox One Setup Video

Xbox X/S Setup Video

PC Setup Video

Firmware Update Video

Astro A50
Wireless Gaming Headset

PLATFORM: PC / Mac

ISSUE: Crackle / Buzz / Hum in the Sound

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
Expected result / comments:
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
Expected result / comments:
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
Expected result / comments:
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Navigate to the "Sound Settings" on your computer. Choose your output device as Astro and test your audio by playing an audio track. Also use the Volume Wheel to control the audio loudness of the headset.
Expected result / comments: Audio quality through the headset should be clear from all channels. Crackle/Buzz/Hum noises should not be heard.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Test all other USB ports on your computer. If possible, use your equipment on a gaming console.

3) Hard reset your A50 Headset by simultaneously holding down the GAME Button (right side of the headset) and the Dolby button (located below the power button) for 15-30 seconds.
Please note: When doing the hard reset, have the headset plugged in directly to a confirmed power source, without the Base Station. Let charge for 15 minutes, then retry.

4) Turn off or move any high intensity lighting that is near your equipment.

5) Connect your computer through a different power outlet and try using a grounded surge protector/power strip to power your equipment.

PC Setup Video

Firmware Update Video

Astro A50
Wireless Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
Expected result / comments:
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
Expected result / comments:
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
Expected result / comments:
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Navigate to the "Sound Settings" on your computer. Choose your input device as Astro and test your microphone.
Expected result / comments: Check the blue bar that rises and falls as you speak into your microphone.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the Playstation setup video (based on your model) on the bottom of the page to make sure that your settings are correct.

3) Check to make sure your A50's Base Station is in PS Mode. The PC/Console Mode switch is located on the back of the Base Station. While you're there, check to make sure your optical cable has clicked into the Opt In port.

4) Check to make sure your A50's Base Station is in Playstation Mode on the back of the Base Station.

5) Resync the A50 Headset by placing the headset on the powered on Base Station. Wait 3 - 5 seconds until the bolt and battery level stop blinking.

6) Download the ASTRO Command Center (see the link on the bottom of the page), navigate to the Microphone Tab and change the Noise Gate to Streaming. Make sure the mute function is not active.

7) Hard reset your A50 Headset by simultaneously holding down the GAME Button (right side of the headset) and the Dolby button (located below the power button) for 15-30 seconds.
Please note: When doing the hard reset, have the headset plugged in directly to a confirmed power source, without the Base Station. Let charge for 15 minutes, then retry.

ASTRO Command Center

PC Setup Video

PS4 Setup Video

PS5 Setup Video

Firmware Update Video

Astro A50
Wireless Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
Expected result / comments:
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
Expected result / comments:
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
Expected result / comments:
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Navigate to the "Sound Settings" on your computer. Choose your input device as Astro and test your microphone.
Expected result / comments: Check the blue bar that rises and falls as you speak into your microphone.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the Xbox setup video (based on your model) on the bottom of the page to make sure that your settings are correct.

3) Check to make sure your A50's Base Station is in Xbox Mode. The PC/Console Mode switch is located on the back of the Base Station. While you're there, check to make sure your optical cable has clicked into the Opt In port.

4) Check to make sure your A50's Base Station is in XBox Mode on the back of the Base Station.

5) Resync the A50 Headset by placing the headset on the powered on Base Station. Wait 3 - 5 seconds until the bolt and battery level stop blinking.

6) Download the ASTRO Command Center (see the link on the bottom of the page), navigate to the Microphone Tab and change the Noise Gate to Streaming. Make sure the mute function is not active.

7) Hard reset your A50 Headset by simultaneously holding down the GAME Button (right side of the headset) and the Dolby button (located below the power button) for 15-30 seconds.
Please note: When doing the hard reset, have the headset plugged in directly to a confirmed power source, without the Base Station. Let charge for 15 minutes, then retry.

ASTRO Command Center

PC Setup Video

Xbox One Setup Video

Xbox X/S Setup Video

Firmware Update Video

Astro A50
Wireless Gaming Headset

PLATFORM: PC / Mac

ISSUE: Microphone NOT Working / Abnormal

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
Expected result / comments:
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
Expected result / comments:
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
Expected result / comments:
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Navigate to the "Sound Settings" on your computer. Choose your input device as Astro and test your microphone.
Expected result / comments: Check the blue bar that rises and falls as you speak into your microphone.

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Check to make sure your A50's Base Station is in PC Mode. The PC/Console Mode switch is located on the back of the Base Station. While you're there, check to make sure your optical cable has clicked into the Opt In port.

3) Test alternate USB ports and alternate voice programs (Discord, Skype, Teamspeak, etc.) Test your equipment on an alternate computer or console.

4) Download the ASTRO Command Center (see the link at the bottom of the page), navigate to the Microphone Tab, and change the Noise Gate to Streaming. Make sure the mute function is not active.

5) Hard reset your A50 Headset by simultaneously holding down the GAME Button (right side of the headset) and the Dolby button (located below the power button) for 15-30 seconds.
Please note: When doing the hard reset, have the headset plugged in directly to a confirmed power source, without the Base Station. Let charge for 15 minutes, then retry.

PC Setup Video

ASTRO Command Center

Firmware Update Video

Astro A50
Wireless Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Power / Charging Issues in the Headset

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
Expected result / comments:
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
Expected result / comments:
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
Expected result / comments:
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Place the headset on the Base charging station and observe the battery indicator in front of the Base Station. Check the connectors in the charging dock and see if they're out of shape.
Expected result / comments: When charging, LED Indicator on A50 Headset should be solid Orange. Following charging sequence on the Base Station should be observed:
1 bar white blinking <25%
1 bar solid white, 2nd blinking 25% plus
2 bars solid white, 3rd blinking 50% plus
3 bars solid white, 4th blinking 75% plus
4 bars solid white 100%

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the Playstation setup video (based on your model) on the bottom of the page to make sure that your settings are correct.

3) Hard reset your A50 Headset by simultaneously holding down the GAME Button (right side of the headset) and the Dolby button (located below the power button) for 15-30 seconds.
Please note: When doing the hard reset, have the headset plugged in directly to a confirmed power source, without the Base Station. Let charge for 15 minutes, then retry.

4) Resync the A50 Headset by placing the headset on the powered on Base Station. Wait 3 - 5 seconds until the bolt and battery level stop blinking.

5) Using the Micro USB cable from the Base Station, try connecting your A50 Headset directly with your console to charge.

6) Try all alternate USB ports on your console. Also, test your equipment on a computer by watching the PC setup video on the left side.

PS4 Setup Video

PS5 Setup Video

PC Setup Video

Firmware Update Video

Astro A50
Wireless Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Power / Charging Issues in the Headset

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
Expected result / comments:
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
Expected result / comments:
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
Expected result / comments:
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Place the headset on the Base charging station and observe the battery indicator in front of the Base Station. Check the connectors in the charging dock and see if they're out of shape.
Expected result / comments: When charging, LED Indicator on A50 Headset should be solid Orange. Following charging sequence on the Base Station should be observed:
1 bar white blinking <25%
1 bar solid white, 2nd blinking 25% plus
2 bars solid white, 3rd blinking 50% plus
3 bars solid white, 4th blinking 75% plus
4 bars solid white 100%

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the Xbox setup video (based on your model) on the bottom of the page to make sure that your settings are correct.

3) Hard reset your A50 Headset by simultaneously holding down the GAME Button (right side of the headset) and the Dolby button (located below the power button) for 15-30 seconds.
Please note: When doing the hard reset, have the headset plugged in directly to a confirmed power source, without the Base Station. Let charge for 15 minutes, then retry.

4) Resync the A50 Headset by placing the headset on the powered on Base Station. Wait 3 - 5 seconds until the bolt and battery level stop blinking.

5) Using the Micro USB cable from the Base Station, try connecting your A50 Headset directly with your console to charge.

6) Try all alternate USB ports on your console. Also, test your equipment on a computer by watching the PC setup video on the left side.

Xbox One Setup Video

Xbox X/S Setup Video

PC Setup Video

Firmware Update Video

Astro A50
Wireless Gaming Headset

PLATFORM: PC / Mac

ISSUE: Power / Charging Issues in the Headset

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
Expected result / comments:
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
Expected result / comments:
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
Expected result / comments:
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Place the headset on the Base charging station and observe the battery indicator in front of the Base Station. Check the connectors in the charging dock and see if they're out of shape.
Expected result / comments: When charging, LED Indicator on A50 Headset should be solid Orange. Following charging sequence on the Base Station should be observed:
1 bar white blinking <25%
1 bar solid white, 2nd blinking 25% plus
2 bars solid white, 3rd blinking 50% plus
3 bars solid white, 4th blinking 75% plus
4 bars solid white 100%

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Hard reset your A50 Headset by simultaneously holding down the GAME Button (right side of the headset) and the Dolby button (located below the power button) for 15-30 seconds.
Please note: When doing the hard reset, have the headset plugged in directly to a confirmed power source, without the Base Station. Let charge for 15 minutes, then retry.

3) Resync the A50 Headset by placing the headset on the powered on Base Station. Wait 3 - 5 seconds until the bolt and battery level stop blinking.

4) Using the Micro USB cable from the Base Station, try connecting your A50 Headset directly with your computer to charge.

5) Test all other USB ports on your computer. Test your equipment on an alternate computer or console.

PC Setup Video

Firmware Update Video

Astro A50
Wireless Gaming Headset

PLATFORM: PS4 / PS4 Pro / PS5

ISSUE: Power / Charging Issues in the Base Station

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
Expected result / comments:
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
Expected result / comments:
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
Expected result / comments:
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Place the headset on the Base charging station and observe the battery indicator in front of the Base Station. Check the connectors in the charging dock and see if they're out of shape.
Expected result / comments: When charging, LED Indicator on A50 Headset should be solid Orange. Following charging sequence on the Base Station should be observed:
1 bar white blinking <25%
1 bar solid white, 2nd blinking 25% plus
2 bars solid white, 3rd blinking 50% plus
3 bars solid white, 4th blinking 75% plus
4 bars solid white 100%

PC Setup Video

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the Playstation setup video (based on your model) on the bottom of the page to make sure that your settings are correct.

3) Restart your console.

4) Test the alternate USB ports on your console.

5) Use any other USB cable you may have to power the Base Station.

6) Test your equipment on an alternate computer or console.

PS4 Setup Video

PS5 Setup Video

Firmware Update Video

Astro A50
Wireless Gaming Headset

PLATFORM: Xbox One / X / S

ISSUE: Power / Charging Issues in the Base Station

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
Expected result / comments:
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
Expected result / comments:
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
Expected result / comments:
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Place the headset on the Base charging station and observe the battery indicator in front of the Base Station. Check the connectors in the charging dock and see if they're out of shape.
Expected result / comments: When charging, LED Indicator on A50 Headset should be solid Orange. Following charging sequence on the Base Station should be observed:
1 bar white blinking <25%
1 bar solid white, 2nd blinking 25% plus
2 bars solid white, 3rd blinking 50% plus
3 bars solid white, 4th blinking 75% plus
4 bars solid white 100%

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Watch the Xbox setup video (based on your model) on the bottom of the page to make sure that your settings are correct.

3) Restart your console.

4) Test the alternate USB ports on your console.

5) Use any other USB cable you may have to power the Base Station.

6) Test your equipment on an alternate computer or console.

PC Setup Video

Xbox One Setup Video

Xbox X/S Setup Video

Firmware Update Video

Astro A50
Wireless Gaming Headset

PLATFORM: PC / Mac

ISSUE: Power / Charging Issues in the Base Station

Validation Steps

1) Connect the Base Station to a PC USB port using the provided micro USB cable, ensure the Console/PC Mode switch is set to PC mode. (see the PC set up video on the bottom of the page)
Expected result / comments:
Base Station should power on. PC icon in front of the Base Station should be White indicating PC Mode is selected. On PC Audio Input/Output Settings Menu - There should be options to select Astro A50 as input/output device.

2) Ensure the A50 headset is not fully discharged. Flip the Power Switch to ON position.
Expected result / comments:
The LED on the headset should be White when the Power Switch is flipped to ON position. Tester should also hear a rising 3 tone when turning ON the headset. Flip the Power Switch to Off position. Headset LED should turn off and tester should notice a falling 3 tone.

3) Place the headset onto the Base Station charging station for a few seconds to complete the auto pairing process.
Expected result / comments:
Once the headset and Base Station paired successfully. Tester should see the headset battery level displayed on the Base Station.

4) Place the headset on the Base charging station and observe the battery indicator in front of the Base Station. Check the connectors in the charging dock and see if they're out of shape.
Expected result / comments: When charging, LED Indicator on A50 Headset should be solid Orange. Following charging sequence on the Base Station should be observed:
1 bar white blinking <25%
1 bar solid white, 2nd blinking 25% plus
2 bars solid white, 3rd blinking 50% plus
3 bars solid white, 4th blinking 75% plus
4 bars solid white 100%

Troubleshooting Steps

1) Make sure that your firmware is up to date. (see the firmware update video on the bottom of the page)

2) Restart your computer.

3) Test the alternate USB ports on your computer.

4) Use any other USB cable you may have to power the Base Station.

5) Test your equipment on a gaming console.

6) Test your equipment on an alternate computer or console.

PC Setup Video

Firmware Update Video

G Cloud
Gaming Handheld

ISSUE: Unresponsive Button(s) in ALL Games

Validation Steps

1) Navigate to Gamepad tester (see the link on the bottom) on your Logitech G Cloud to test the unresponsive button(s).

Troubleshooting Steps

1) Remap the Buttons
a) Make sure your device is in Handheld mode (If it is in Tablet mode, switch to Handheld mode through the icon in the desktop)
b) Settings > Controller > Remap Buttons and click "Reset to default"
c) Check the button(s) function in Game or in Gamepad tester (link on the bottom of the page)

2) Factory Reset
Note: The following steps will remove all personal data from the device!!!
a) Settings > More Settings > Android Settings > System > Advanced > Reset options > Delete all data (factory reset)
b) Check the button(s) function in Game or in Gamepad tester (link on the bottom of the page)

Gamepad Tester

G Cloud
Gaming Handheld

ISSUE: Unresponsive Button(s) in SPECIFIC Games

Validation Steps

Troubleshooting Steps

* Although most in-game interfaces support the handheld controls and joysticks, please note that some non-game interfaces do not support handheld (built-in) controls or joysticks.

1) Navigate to Gamepad tester (see the link on the bottom) on your Logitech G Cloud to test the unresponsive button(s).

2) Navigate to the specific game that the Button(s) do not respond and test the button(s)

1) System Update (make sure to update the system to its latest version)
a) Settings > System updates > Check for updates

2) Enable Virtual Button Mapping
a) Settings > Labs > Enable "Key Mapping"
b) In the game, long press the Home button to bring up the Quick Settings > Button Mapping
c) Adjust the key mapping and configure the corresponding relationship between physical keys and virtual keys according to your habits and start the game.

3) Remap the Buttons
a) Make sure your device is in Handheld mode (If it is in Tablet mode, switch to Handheld mode through the icon in the desktop)
b) Settings > Controller > Remap Buttons and click "Reset to default"
c) Check the button(s) function in Game or in Gamepad tester (link on the left bottom)

4) Factory Reset
Note: The following steps will remove all personal data from the device!!!
a) Settings > More Settings > Android Settings > System > Advanced > Reset options > Delete all data (factory reset)
b) Check the button(s) function in Game or in Gamepad tester (link on the bottom)

Gamepad Tester

G Cloud
Gaming Handheld

ISSUE: Power Issues (Can't Charge / Can't Power On)

Validation Steps

* Make sure to use official Adapter and USB Cable for charging.

1) Slide and hold the power button for 5 seconds to see whether the systems powers on.

2) Plug in your device and see the "lightning" icon appear on the top right battery icon.

3) Observe the increase in the battery percentage.

Troubleshooting Steps

1) Try alternative adapter / USB-C cable / Inlet to see whether the issue is in the original battery or USB cable.

2a) If you are still unable to power on, hold the power button down for 15 seconds while plugged into a charger.
2b) If you are able to power your device on but are still having charging issues please follow step 3).

3) Factory Reset
Note: The following steps will remove all personal data from the device!!!
Please make sure to remember your password, otherwise you may not recover your device again due to Android Security Policy!!!
a) Turn off the device and wait for 10 seconds
b) Press and hold "Volume -". While holding the button, plug in the USB cable to the CLOUD and then a power source.
c) Press "Volume - / Volume +" to select Recovery mode.
d) Push the Power button to enter Recovery mode. Hold the Power Button, then press "Volume +" will show the Recovery menu.
e) Scroll to Wipe data / Factory reset.
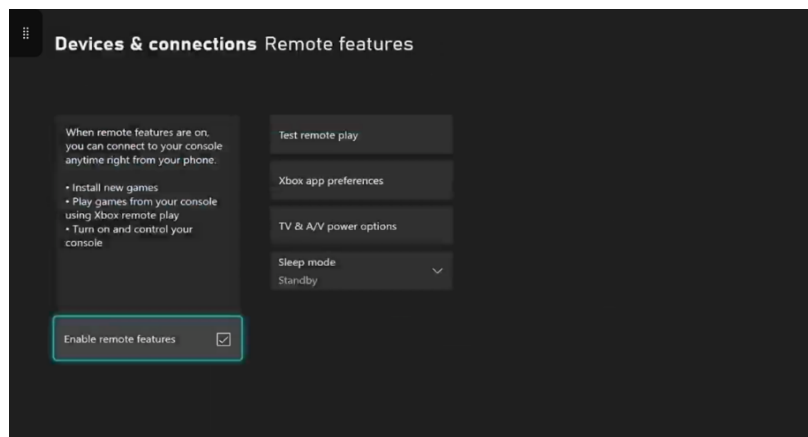f) Push the power button to select "Factory data reset".

G Cloud
Gaming Handheld

ISSUE: Streaming Issues in Xbox

Validation Steps

* Please follow the tips in the troubleshooting section.

Troubleshooting Steps

1) Enable the Instant-on and remote features on your console (If your console power mode isn't set to Standby, remote play won't work.)
a) Press the Xbox button on your controller to open the guide.
b) Go to Profile & System > Settings > Devices & Connections > Remote features.
c) Check Enable remote features.
d) Select "Standby" in Sleep Mode.

2) For additional support, please navigate to Xbox Support (link on the left handside.)

Xbox Support

G Cloud
Gaming Handheld

ISSUE: Micro SD Card Issues

Validation Steps

Troubleshooting Steps

* Please follow the tips in the troubleshooting section.

Case 1: If your PC can't read the CLOUD's micro SD card: Follow one of the options below.
1) Remove the card from the USB hub and try connecting it directly to the native USB port.
2) Use a new SD card reader or a new SD card USB adapter.
3) Switch to a different USB port on your PC.
4) Connect the SD card to another PC.
5) If none of these resolve the problem, put the micro SD card into the CLOUD and move files using the USB cable.

Case 2: If your micro SD card is not recognized on your CLOUD:
1) CLOUD only supports FAT32 formatted micro SD cards. Connect the micro SD card to a PC to check and change the format of the card to FAT32.

G Cloud
Gaming Handheld

ISSUE: Internal Storage Access Issues

Validation Steps

* If you're having difficulties to access the Built in internal storage on G cloud, please first verify below and then navigate to troubleshooting steps if the issue exists:

1) Settings > More Settings > Android Settings > Storage
You should see your internal storage in the categories related (photos, music etc.)
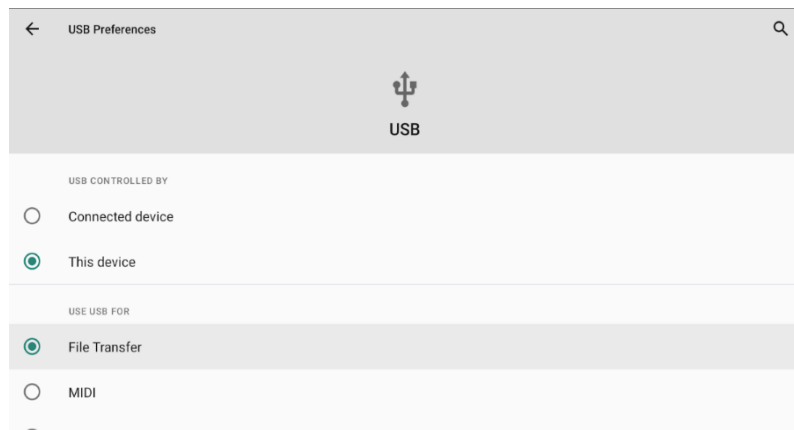
Troubleshooting Steps

1) Connect G Cloud to your PC using USB-C cable.

2a) If you are using Handheld mode, navigate to Settings > More Settings > Android Settings > Connected device
2b) If you are using Tablet mode, navigate to Settings > Connected device

3) Click File Transfer to transfer your data/storage from G Cloud to your PC.

4) G Cloud should be displayed as "GR0006" in your PC. If not, try alternative USB ports on your PC or change change the USB cable you are using.

G Cloud
Gaming Handheld

ISSUE: Lag / Poor Streaming Quality During Gaming

Validation Steps

* A weak or unstable internet connection can cause a lag (delayed audio or video) while using 3rd party cloud gaming services such as Xbox Game Pass Ultimate, NVIDIA GeForce NOW or Google Stadia.

For the best possible cloud gaming experience:
1) Check your connection speed: Use the "Speed Test" link on the bottom to see whether your actual network connection fits the minimum internet connection speed requirement for the cloud gaming service you are using (step 2).

2) Compare your internet connection speed with the minimum speed requirement of the cloud gaming service you are using, with the help of the "Internet Speed Requirement" link on the bottom.

Troubleshooting Steps

1) Use a 5GHz WiFi network: 5GHz is recommended by all major cloud streaming services. You can use a 2.4GHz network, but this is not recommended since other devices can affect your wireless connection.
=> If you have a dual-band router, you may need to enable or separate the 5 GHz network. Please refer to your Internet Service Provider or device manufacturer's support site for more information on how to do this.

2) Move closer to your router or wifi-extenders to improve your network connection.

3) Restart your network: Please refer to your Internet Service Provider or device manufacturer's support site for more information on how to restart your router.

Speed Test

Internet Speed Requirement

G Cloud
Gaming Handheld

ISSUE: How to Setup My Device

Validation Steps

Please see the Setup Guide
link on the bottom of the page

Troubleshooting Steps

Please see the Setup Guide link on the
bottom of the page

SET UP GUIDE

G Cloud
Gaming Handheld

ISSUE: Factory Reset

Validation Steps

* Please follow the tips in the troubleshooting section.

Troubleshooting Steps

Note: The following steps will remove all personal data from the device!!! Please use the 1st option (not 2nd) below before returning the product!

1) From Settings: (before you sell, give away, trade, return or simply turn back to the original settings of your device)
a) Settings > More Settings > Android Settings > System > Advanced > Reset options > Delete all data (factory reset)

2) From Recovery: **Please make sure to remember your password, otherwise you may not recover your device again due to Android Security Policy!!!**
a) Turn off the device and wait for 10 seconds
b) Press and hold "Volume -". While holding the button, plug in the USB cable to the CLOUD and then a power source.
c) Press "Volume - / Volume +" to select Recovery mode.
d) Push the Power button to enter Recovery mode. Hold the Power Button, then press "Volume +" will show the Recovery menu.
e) Scroll to Wipe data / Factory reset.
f) Push the power button to select "Factory data reset".