

TROUBLESHOOTING STEPS

- I cannot hear sound from the headphones or I am not getting any response from the microphone. How do I resolve this problem?

Make sure all of the connections are correct

- Check that the microphone is plugged all the way into the head set.
- If you can verify that audio connections are working using an alternate microphone and speakers.
- See if the headset works with another computer or device.
- Check your audio settings to make sure the speakers and microphone are enabled and not muted or volume turned down too low. In many cases, the microphone on a computer is disabled or muted.
- Try to disable any audio software specifically for your audio adapter or other third party audio software and use the default audio controls in your operating system.
- Check the audio settings in the game or application you are using. If you have tried the steps above and the headphones or microphone are still not working, please contact Kingston technical support for assistance.

- I am not getting any response from the microphone or I cannot hear sound from the headphones. How do I resolve this problem?

Firmly push the detachable cable into the ear cup to make sure it is fully seated. The plug is fully seated when no grey portion of the plug is visible (See example image below)

If in doubt, disconnect the cable from the ear cup and reconnect it pushing firmly.



Partially inserted (grey visible)



Partially inserted (grey visible)



Fully inserted (no grey visible)