

For PS4™ | Xbox One |
Mobile | PC & Mac®



TURTLE BEACH®

ELITE PRO

USER GUIDE



For: Elite Pro | Elite Pro A.M.P. | Elite Pro T.A.A. | Elite Pro T.A.C.
| Elite Pro Tournament Noise-Cancelling Microphone

ELITE PRO TOURNAMENT HEADSET



Congratulations on your purchase of the Elite Pro Tournament headset from Turtle Beach. Turtle Beach brings over 45 years of expertise to transforming your listening experience.

About the Elite Pro



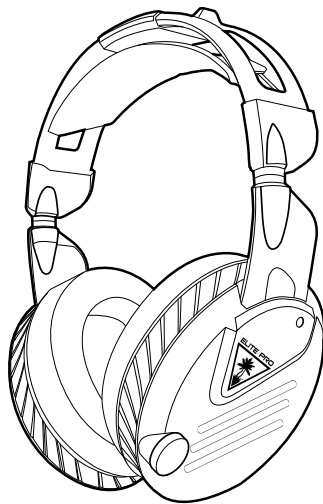
The **Turtle Beach® Elite Pro** is the first gaming headset designed from the ground-up for eSports athletes. The **Elite Pro's** 50mm Nanoclear™ speakers deliver more efficient, crisper audio with less distortion for a game-changing sound experience, while the Pro Gaming Microphone with TruSpeak™ Technology provides crystal-clear chat so your commands are always heard.

The **Elite Pro** also debuts Turtle Beach's unique ComforTec™ Fit System – a revolutionary adjustment system for truly personalized comfort, including AeroFit™ Ear Cushions – where groundbreaking material technologies combine to deliver passive noise isolation with cooling comfort, and the patented ProSpecs™ Glasses Relief System – alleviating ear cushion pressure for gamers who wear glasses. Elite eSports performance, ultimate comfort...this is **Elite Pro**.

Elite Pro Headset

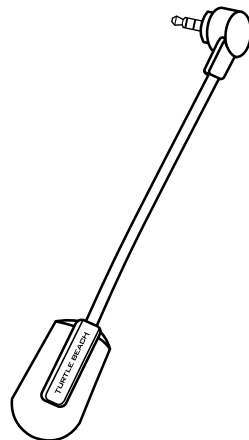
Package Contents

A



Elite Pro Headset

B



Elite Pro Microphone

C



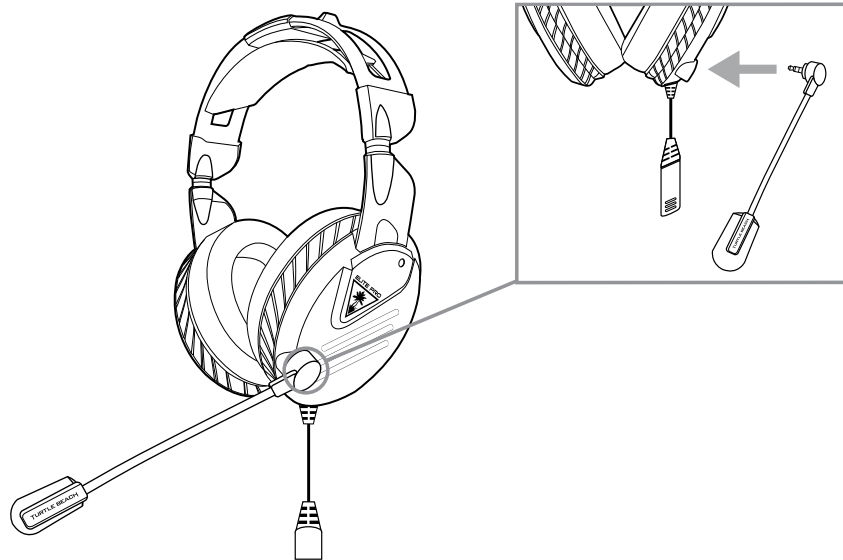
Elite Pro 1.3m Audio Cable

Any questions?
turtlebeach.com/elitepro
turtlebeach.com/support

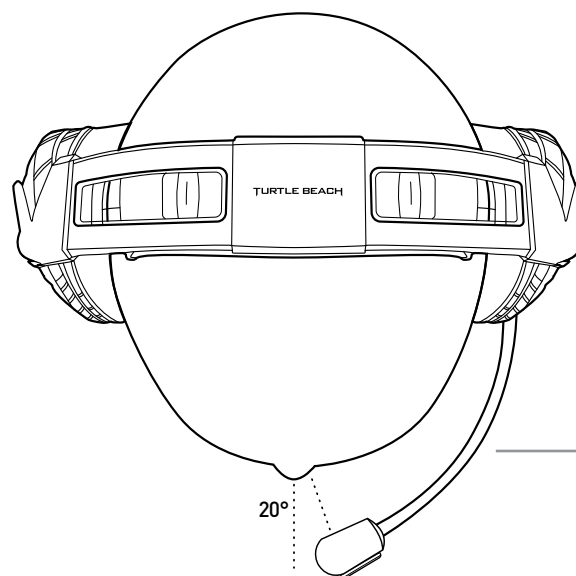
Elite Pro Headset

Basic Setup

Connect the Elite Pro Microphone into the slot on the left earcup of the Elite Pro Headset. Press firmly to ensure a solid connection. Once fully inserted, the microphone should be able to rotate easily within the slot a full 360 degrees.



The flexible microphone boom allows for adjustment to user preference, however we suggest that the microphone is positioned as seen in the diagram below for best performance.



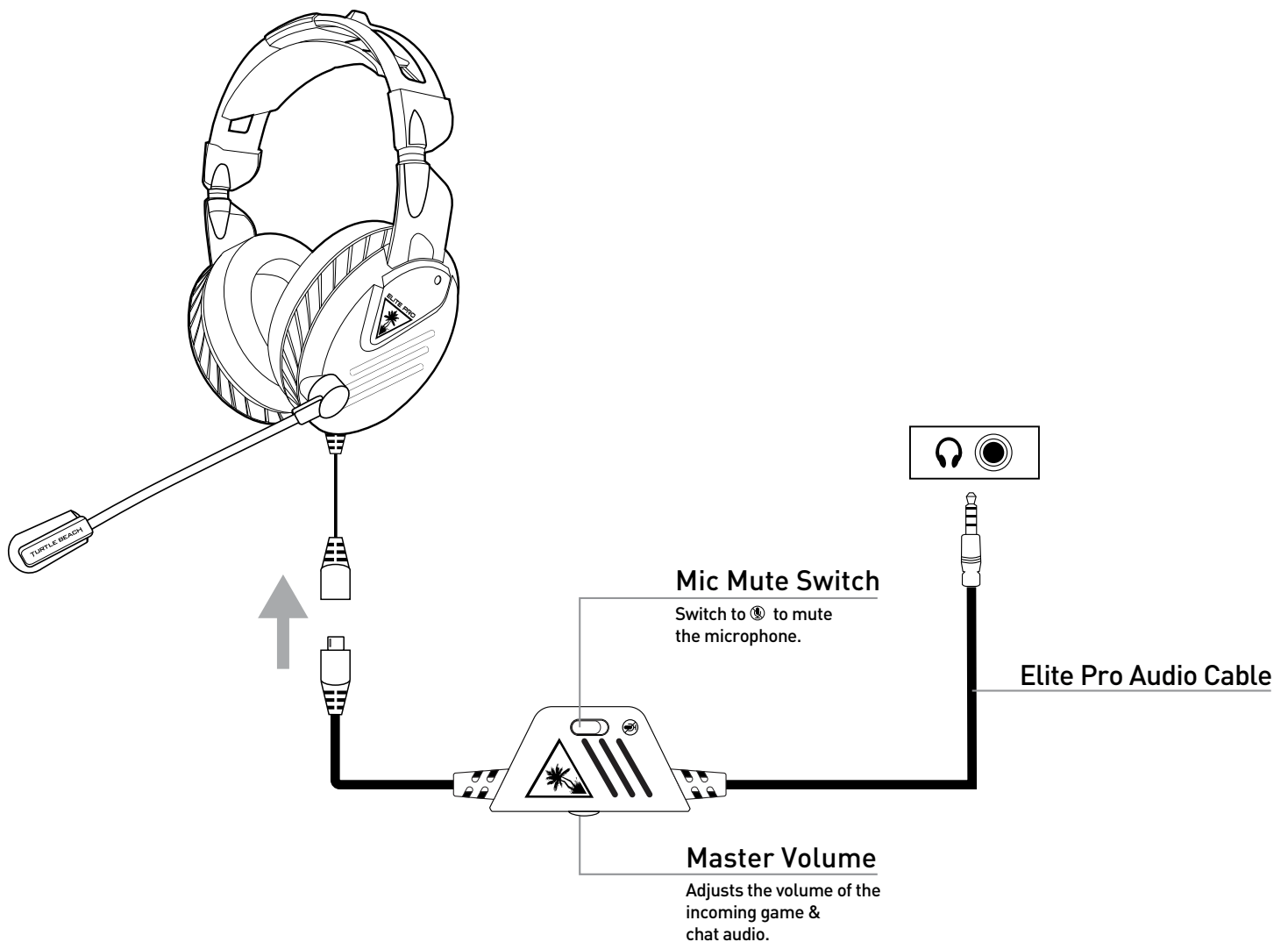
Elite Pro Microphone

Elite Pro Headset

Basic Setup

Connect the Elite Pro 1.3m Audio Cable to the short cable hanging from the Left Earcup of the Elite Pro Headset. Once fully inserted, the Orange stripes on the Elite Pro 1.3m Audio Cable should be visible through the corresponding slots on the connector.

Note: When removing the Elite Pro 1.3m Audio Cable do not disconnect by pulling on the cable. Grip the thicker plug section firmly and pull to separate.

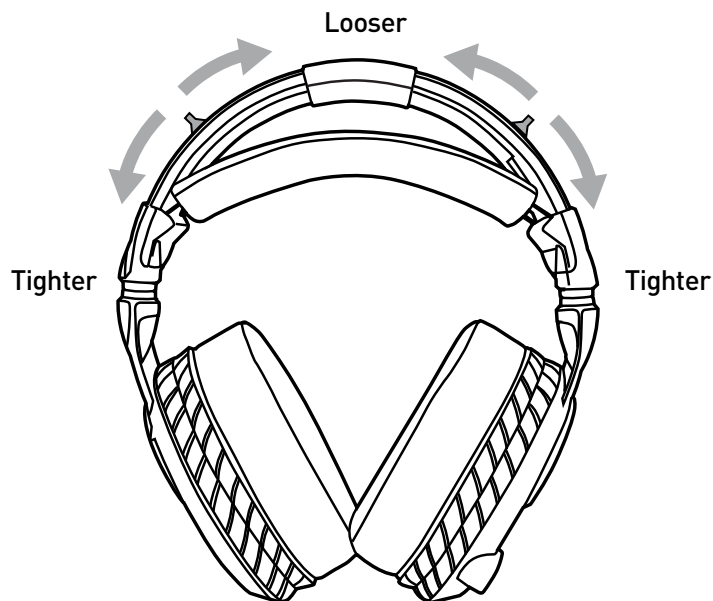


Elite Pro Headset

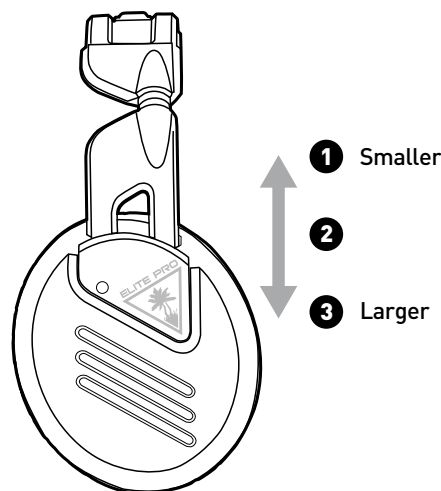
Get the Perfect Fit

The ComforTec™ Fit System provides two methods of adjusting your headset's fit. This allows for independent adjustment of Tension and Size.

While the headset is in your hands, adjust the sliders on the top headband toward the center for a looser fit and toward the earcups for a tighter fit. This is a fine adjustment, so after wearing the headset for a time make small changes to the tension until you find the perfect fit.



The headset also has three different size adjustments that can be changed by pulling up/down on the Earcups. This size can be checked using the indicator on the side of the headset (1-3).



All size/tension adjustments should be made while the headset is not on your head. After adjusting, wear the headset for 15-20 minutes in order to get a feel for whether you need more or less tension.

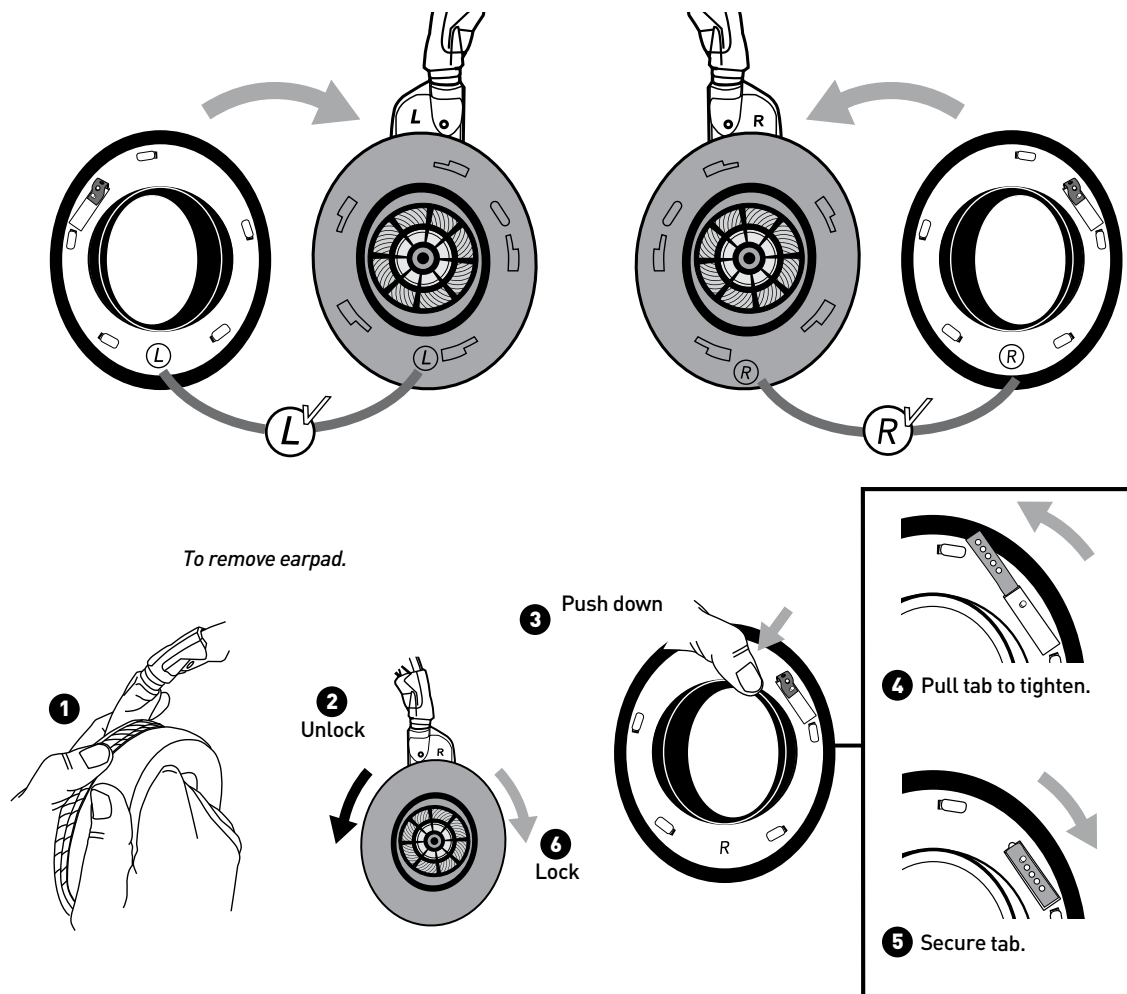
Elite Pro Headset

Get the Perfect Fit

For those gamers who wear glasses, headphones can sometimes cause a headache. The Elite Pro utilizes the **ProSpecs™ Glasses Relief System** to prevent this problem. This system creates a relief in the Ear Cushion material for the eyeglasses frame.

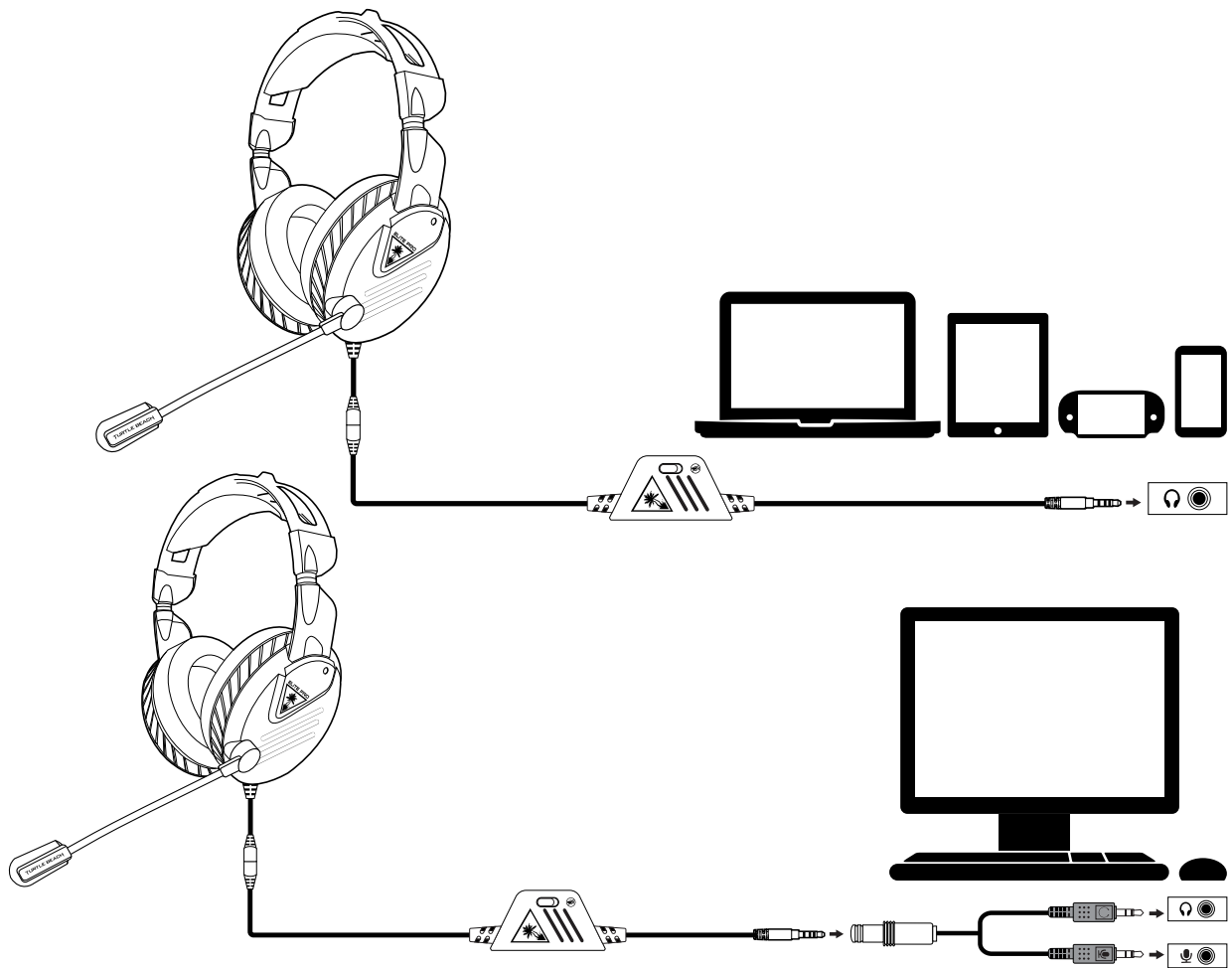
To adjust the ProSpecs Glasses Relief System, hold firmly the orange ring on the rear section of the earcup with one hand, and rotate the Ear Cushion section counter-clockwise with your other.

ProSpecs™ Glasses Relief System



Elite Pro Headset

PC/ Mac & Mobile Setup

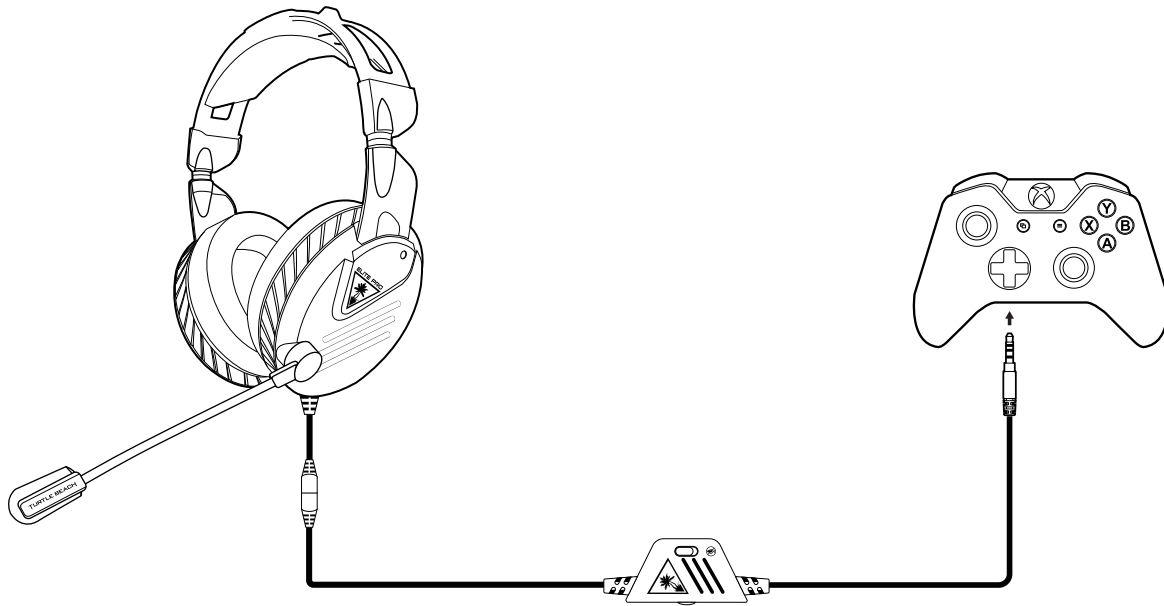


* PC Splitter Cable not included

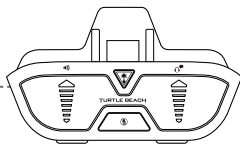
Note: For using your Elite Pro on a PC that uses separate Green and Pink (Headphone and Mic) jacks contact our Support Team for more information. Contact our Support Team at <http://www.turtlebeach.com/contact-support>

Elite Pro Headset

Xbox One Setup



1. Go to Settings >> All Settings >> Kinect & Devices >> Devices & Accessories
>> Xbox One Wireless Controller >> Volume
 - a. Set Headset Volume to Maximum
 - b. Set Headset Chat Mixer to your preferred Game/Chat Balance
 - c. Set Mic monitoring to your preferred level



Note :

The Elite Pro Headset is compatible with the Xbox One Controller with **3.5mm headset jack**. Purchase the Elite Pro Tactical Audio Adapter from **turtlebeach.com** for use with the original Xbox One Controller.

Elite Pro Headset

PS4™ Setup



1. Go to Settings >> Devices >> Audio Devices
2. Set Input & Output Device to Headset Connected to Controller.
3. Set Output to Headphones to All Audio.
4. Set Volume Control (Headphones) level to maximum.
5. Select Adjust Microphone Level and follow the on-screen instructions to calibrate your microphone.

Troubleshooting Tips

Elite Pro Headset

Issue	Solution
Microphone Problems	1. Make sure the Elite Pro Microphone Boom is inserted fully into the jack. It should be able to rotate freely. Try disconnecting and reconnecting the boom. 2. Check that the Mic Mute Switch on the In-Line controls is not set to "Mute". 3. If no one can hear you when playing on console, try connecting the Elite Pro Headset to a phone and making a call. If the phone call is successful, refer to section of the guide covering setup.
Audio Problems	1. Make sure the Elite Pro Audio Cable is fully connected to the breakaway connector. When inserted fully, the orange stripes should line up with the slots. Try disconnecting and reconnecting the cable. 2. If you are still unable to hear any audio on console, try connecting the Elite Pro Headset to a phone and listening to some music. If the music plays normally, refer to the section of the guide covering your particular setup.
No/Inconsistent Chat Audio (Xbox One)	If you are sometimes able to hear teammates/those in your party and other times cannot, it's possible your NAT Type is set to "Strict". This has to do with your personal router settings and not the Elite Pro Headset or console directly. Refer to http://support.xbox.com/en-US/xbox-one/networking/nat-error-solution
Microphone Not Working with Phone	If your Elite Pro Headset is working fine with most of your personal devices but not a particular phone or tablet, the pinout might not be compatible. Contact Turtle Beach Support to explore additional troubleshooting at turtlebeach.com/support .

If your issue is not resolved by these steps, please visit:
turtlebeach.com/elitepro or turtlebeach.com/support

Important Safety Information

To avoid potential damage to the device, always disconnect all cables before transporting it.

WARNING: Permanent hearing damage can occur if a headset is used at high volumes for extended periods of time, so it is important to keep the volume at a safe level. Over time, your ears adapt to loud volume levels, so a level that may not cause initial discomfort can still damage your hearing. If you experience ringing in your ears after listening with the headset, it means the volume is set too loud.

The louder the volume is set, the less time it takes to affect your hearing. So, please take care to listen at moderate levels.

- Before placing a headset on your ears, turn the volume down completely, then slowly increase it to a comfortable level.
- Turn down the volume if you can't hear people speaking near you.
- Avoid turning up the volume to block out noisy surroundings.

Regulatory Compliance Statements for the Elite Pro Headset

Federal Communications Commission (FCC) Compliance Notices

Class B Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15, Subpart B of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Canadian ICES Statements

Canadian Department of Communications Radio Interference Regulations

This digital apparatus does not exceed the Class B limits for radio-noise emissions from a digital apparatus as set out in the Radio Interference Regulations of the Canadian Department of Communications. This Class B digital apparatus complies with Canadian ICES-003.

Règlement sur le brouillage radioélectrique du ministère des Communications

Cet appareil numérique respecte les limites de bruits radioélectriques visant les appareils numériques de classe B prescrites dans le Règlement sur le brouillage radioélectrique du ministère des Communications du Canada. Cet appareil numérique de la Classe B est conforme à la norme NMB-003 du Canada.

European Union and European Free Trade Association (EFTA) Regulatory Compliance

This equipment may be operated in the countries that comprise the member countries of the European Union and the European Free Trade Association. These countries, listed below, are referred to as The European Community throughout this document: AUSTRIA, BELGIUM, BULGARIA, CYPRUS, CZECH REPUBLIC, DENMARK, ESTONIA, FINLAND, FRANCE, GERMANY, GREECE, HUNGARY, IRELAND, ITALY, LATVIA, LITHUANIA, LUXEMBOURG, MALTA, NETHERLANDS, POLAND, PORTUGAL, ROMANIA, SLOVAKIA, SLOVENIA, SPAIN, SWEDEN, UNITED KINGDOM, ICELAND, LICHTENSTEIN, NORWAY, SWITZERLAND

Declaration of Conformity

Marking by this symbol: 

Indicates compliance with the Essential Requirements of the EMC Directive of the European Union (2004/108/EC). This equipment meets the following conformance standards:

Safety: EN 60950-1: 2006 + A11: 2009 + A1: 2010 + A12: 2011 (T-Mark License).
IEC 60950-1: 2005 (2nd Edition) + Am 1: 2009 (CB Scheme Report/Certificate),
EN 50332-1: 2000, EN50332-2: 2003, EN 71-3: 2013.

Also Licensed for Standards:

UL 60950-1: 2007 R12.11, CAN/CSA-C22.2 No. 60950-1-07 + A1: 2011

Additional licenses issued for specific countries available on request

Emissions: EN 55022: 2010, CISPR 22: 2008

Immunity: EN 55024: 2010, CISPR 24: 2010
EN 61000-4-2: (2009), EN 61000-4-3: (2010), EN 61000-4-8: (2010)

The products are licensed, as required, for additional country specific standards for the International Marketplace.
Additional issued licenses available upon request.

Environmental: Low Voltage Directive 2006/95/EC, RoHS 2011/65/EU,
REACH 2006/1907/EC, WEEE 2012/19/EU, Packaging 94/62/EC,
Toys Safety Directive 2009/48/EC

Warning!

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case, the user may be required to take appropriate measures.

Achtung!

Dieses ist ein Gerät der Funkstörgrenzwertklasse B. In Wohnbereichen können bei Betrieb dieses Gerätes Rundfunkstörungen auftreten, in welchen Fällen der Benutzer für entsprechende Gegenmaßnahmen verantwortlich ist.

Attention!

Ceci est un produit de Classe B. Dans un environnement domestique, ce produit risque de créer des interférences radioélectriques, il appartiendra alors à l'utilisateur de prendre les mesures spécifiques appropriées.



This symbol on the product or its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste for recycling, please contact your local authority, or where you purchased your product.

Please visit the following URL for a complete copy of the declaration of conformity:

<http://www.turtlebeach.com/homologation>

LIMITED ONE YEAR WARRANTY FOR TURTLE BEACH PRODUCTS:

Voyetra Turtle Beach, Inc. ("VTB") warrants to the original end-user purchaser ("Purchaser") that the retail Turtle Beach hardware product herein ("Product") will be free of defects in materials and workmanship for a period of one year from the date of purchase by the Purchaser ("Warranty Period"). Any Extended Warranty or Service Plans purchased through a Retail store are not honored by VTB. The Warranty refers to the repair/replacement of a defective product during this period and not a refund.

This limited warranty is extended only to the original Purchaser of a new product, which was not sold "AS IS". It is not transferable or assignable to any subsequent purchaser. This limited warranty is applicable only in the country or territory where the Product was purchased from an authorized VTB retailer and does not apply to a Product that has been purchased as used or refurbished or was included as part of a non-VTB product.

WARRANTY SERVICE:

In the USA and CANADA Warranty Service is provided by our Turtle Beach USA offices and in all other Countries it is provided by our local International Distributors when available. Refurbished/Recertified products are sold on an AS IS basis with a 90-day Warranty or less in accordance with each vendor's policy.

VTB does not warrant uninterrupted or error-free operation of the Product and is under no obligation to support the Product for all computer operating systems or future versions of such operating systems.

If a defect should occur during the Warranty Period, Purchaser must contact VTB to obtain a Return Merchandise Authorization ("RMA") number on the basis of the dated purchase receipt. Purchaser will be responsible for shipping costs incurred in returning the defective Product to an authorized VTB service center, or to the repair facility located at VTB's corporate headquarters. VTB will not be responsible for other products or accessories included with the defective Product sent to VTB. The RMA number must be clearly indicated on the outside of the package. Packages without an RMA number will be refused by VTB or its representatives and returned to sender at the sender's expense.

In the event of a defect, Purchaser's sole and exclusive remedy, and VTB's sole liability, is expressly limited to the correction of the defect by adjustment, repair, or replacement of the Product at VTB's sole option and expense. VTB owns all Products it has replaced and all parts removed from repaired Products. VTB uses new and reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If VTB repairs or replaces a product, the original Warranty Period is not extended, however, VTB warrants that repaired or replacement parts will be free from defects in material and workmanship for a period of thirty (30) days from the date of repair or replacement, or for the remainder of the Warranty Period, whichever is greater.

This warranty does not apply to any Product that has had its serial number altered, removed or defaced, or any Product damage caused by shipping, improper storage, accident, problems with electrical power, abuse, misuse, neglect, ordinary wear, acts of God (e.g. flood), failure to follow directions, improper maintenance, use not in accordance with product instructions, unauthorized modification or service of the Product or damage resulting from the use of the Product with hardware, software or other products not provided by or specifically recommended by VTB.

NOTES:

- Replacement Parts and accessories that are subject to "wear and tear" such as earpads, mic foam covers, talkback cables, etc. have a three (3) month Warranty.
- Replacement Parts for Discontinued Products are sold on an AS IS basis, they are not supported and come with a 30 day Warranty.

THIS LIMITED WARRANTY IS PURCHASER'S SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. TO THE EXTENT PERMITTED BY APPLICABLE LAW, VTB HEREBY DISCLAIMS THE APPLICABILITY OF ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE FOR THE PRODUCT. IF SUCH A DISCLAIMER IS PROHIBITED BY APPLICABLE LAW, THE IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE FOREGOING LIMITED WRITTEN WARRANTY.

IN NO EVENT SHALL VTB BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, OR DAMAGES, INCLUDING BUT NOT LIMITED TO ANY LOST PROFITS, DATA, OR LOSS OF USE, ANY THIRD PARTY CLAIMS, AND ANY INJURY TO PROPERTY OR BODILY INJURY (INCLUDING DEATH) TO ANY PERSON, ARISING FROM OR RELATING TO THE USE OF THIS PRODUCT OR ARISING FROM BREACH OF THE WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, TORT, OR STRICT LIABILITY, EVEN IF VTB HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

This warranty supersedes all prior agreements or understandings, oral or written, relating to the Product, and no representation, promise or condition not contained herein will modify these terms. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which vary from state to state. Any action or lawsuit for breach of warranty must be commenced within eighteen (18) months following the purchase of the Product.