How do I connect the Razer Kraken Tournament Edition headset and the USB Controller to my PC?
Please connect the headset to the USB Audio controller with the audio jack and connect to PC via USB. Please refer to the diagram below:

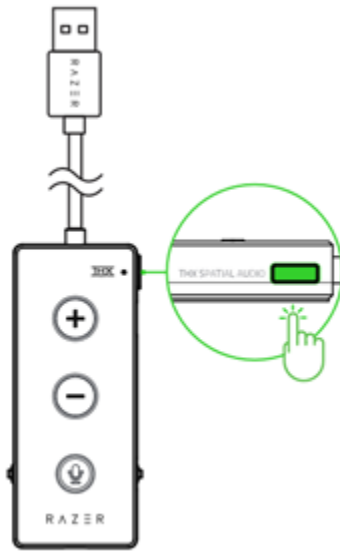How do I clean my Razer Kraken Tournament Edition headset?
We cannot say with certainty what type of dirt and debris may be on your product, or how certain cleaning products may react with it, but we have had good luck cleaning Razer products using commonly available monitor cleaning wipes. To clean the body of your Razer headset please take a monitor wipe and use gentle wiping motions. Do not scrub the surface of your Razer headset. When cleaning the earpads on your headset, take extra care to not get any liquids inside the earcup and onto the speaker itself, as this may damage your headset.
My Kraken TE has no audio output in game or has no effect on THX/Surround configurations. For audio output to function in game or on THX/Surround configurations, please do the following:

1. Ensure "Kraken TE-Game" is set as default device in Sound Properties -> Playback as per below steps.
    1. Launch Synapse and select the headset from the dashboard.
    2. Navigate to "Sound" tab and click on "Open Windows Sound Properties"
    3. Right click on "Kraken TE-Game" and select "Set as Default Device".
2. Check that Game/Chat balance on USB dongle hardware is set to mid.

How do I enable or disable the THX Spatial on my Razer Kraken Tournament Edition headset?
You can simply toggle the THX button on the side of the USB Audio Controller (as shown below), or adjust it in Razer Synapse 3.

How does THX Spatial work?
THX Spatial goes beyond traditional virtual surround sound. With integrated content, THX Spatial Audio breaks the boundaries of standard 5.1 and 7.1 channel surround to deliver seamless 360° positional audio for more natural and lifelike positioning. It adds depth to the experience by simulating sound both above and beneath you.
I lost my USB Audio controller, will my Razer Kraken Tournament Edition headset still work?
Without the USB Audio Controller, the Razer Kraken Tournament Edition will still work as a stereo headphone using the 3.5mm audio jack. NOTE: Software settings such as THX Spatial, Bass control, etc. are not available without the USB Audio Controller
I lost my USB Audio controller, can I buy a replacement one? If so, where can I buy it?
In the event that you lose the USB Audio Controller for the Razer Kraken Tournament Edition, you may purchase a replacement controller at http://www.razerzone.com/store/gaming-accessories.
My Kraken Tournament Edition USB Audio Controller is not working properly. How can I fix this?
The latest firmware updater for the Razer Kraken Tournament Edition USB Audio Controller is now available for customers with audio related issues. Problems like muddy or echoing audio when using the controller, not being detected by Synapse, continuously working while the computer is on sleep mode, and many more can be easily fixed with a simple update.
What is the difference between THX Spatial, Virtual Surround, and True Surround?
THX Spatial (Razer Kraken Tournament Edition)

- This is the newest technology geared towards providing an experience that goes beyond traditional surround sound by adding depth to the sound experience by simulating sound both above and beneath you. Delivering seamless 360° positional audio for a more natural and lifelike positioning.

Virtual Surround (Razer Manowar, Kraken 7.1)

- This uses an older technology that Razer uses to simulate 7 sound channels with 2 physical speakers drivers (1 on each ear cup).

True Surround (Razer Tiamat 7.1, Tiamat 7.1 V2)

- This technology produces true surround sound by having multiple speaker drivers (5 on each ear cup) to produce a sound similar to home theatre systems and large surround speakers.
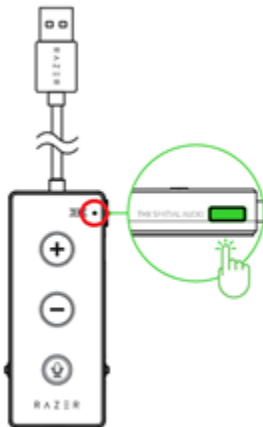
My Razer Kraken Tournament Edition has no sound after I plug in the USB audio controller. It was working fine when I was using just the 3.5mm audio jack. What should I do?

Ensure that the "Razer Kraken TE" is your default device.

1. Connect the Razer Kraken TE to your PC.
2. Right-click the sound icon on the system tray and select Sounds.
3. On the "Playback" tab, select "Razer Kraken Tournament Edition – Game" from the list and set it as the "Default Device".
4. Game/Chat balance adjustment may be necessary, depending on the current setting. If there is still no sound after setting the "Kraken Tournament Edition – Game" as "Default Device", try rotating the Game/Chat balance wheel towards the "Game" side until audio is heard.

How do I know if THX Spatial is turned on when I am using the Razer Kraken Tournament Edition headset?

Please view the LED on the top right-hand corner of the USB Audio Controller (circled below). If it is lit, THX Spatial is turned on.

Is the Razer Kraken Tournament Edition headset supported in Razer Synapse 3? What are the features supported in Synapse?

Yes, it is supported in Synapse 3.0. Specifically, it will detect the USB Dongle that comes with the Kraken Tournament Edition.

Synapse 3 brings a list of features including:

1. THX Spatial on/off

2. Audio calibration
3. Audio enhancement like normalization and clarity
4. Sound Equalizer
5. Mic configuration

Can I use the Razer Kraken Tournament Edition headset's Audio controller with other 3.5mm headsets and still get Spatial Audio?
You absolutely can. While the soundstage is optimized for the Kraken Tournament Edition, THX Spatial and the many audio enhancements will also improve the sound experience on any other 3.5mm headset.
What are the Technical Specifications of the Razer Kraken Tournament Edition?
Headphones

- Frequency response: 12 Hz – 28 kHz
- Impedance: 32 Ω @ 1 kHz
- Sensitivity (@1 kHz): 109
- Input power: 30 mW (Max)
- Drivers: 50 mm, with Neodymium magnets
- Inner ear cup diameter: 56 mm / 2.2 in
- Connection type: Analog 3.5 mm
- Ultra-durable Kevlar™ reinforced cable
- Cable length: 1.3 m / 4.27 ft.
- Approx. weight: 322 g / 0.71 lbs.
- Oval ear cushions: Designed for full-ear coverage with cooling gel, perfect for long-wearing comfort

Microphone

- Frequency response: 100 Hz – 10 kHz
- Impedance: 32 Ω @ 1 kHz
- Signal-to-noise ratio: > 60 dB
- Sensitivity (@1 kHz): -45 ± 3 dB
- Pick-up pattern: Unidirectional ECM boom

In-line control

- Analog volume control wheel
- Microphone quick mute toggle

USB dongle

- Controls: Vol up/down, Bass up/down, THX Spatial On/Off*, Mic mute, Game/Chat balance
- Cable length: 2.0m

Audio Usage

- Audio Usage: Devices with 3.5 mm audio jack
- Audio + microphone usage: Devices with 3.5 mm audio + mic combined jack
- Audio Controller usage: PC with USB port

System Requirements

- PC with USB port
- Windows 10/ Windows 8/ Windows 7
- Internet connection for driver installation
- At least 500 MB of free hard disk space

*Only available with Razer Synapse 3.0
Is the Razer Kraken Tournament Edition cross-platform compatible?
Yes, it is compatible through the 3.5mm audio jack, the Razer Kraken Tournament Edition can be used for stereo sound with consoles and any other devices housing a 3.5mm audio jack.
My voice is not heard when making a call using my Razer Kraken Tournament Edition.
Please try the steps below to help solve your issue.

1. Launch Razer Synapse and select your headset from the dashboard.
2. Navigate to the MIC tab and adjust the Mic Volume slider to 100.
3. Ensure the Mic Sensitivity option "Automatically determine mic input sensitivity" is turned ON.