

My A50 + Base Station is not charging or will not turn off. (Universal)

I understand you are experiencing issues with your A50. Here are a few steps you can take to attempt to remedy the issues. Before troubleshooting please ensure you have setup the audio system correctly by using our setup guides.

astrogaming.com/manuals/manuals.html

- If using a gaming console (PS4/Xbox One) make sure the Base Station is in Console Mode. Power button should be illuminating Red. Check to make the switch on the side of the Base Station is switched to "Console."
- If using a PC or computer, make sure the Base Station is in PC Mode. Power button should be illuminating White. Check to make the switch on the side of the Base Station is switched to "PC".
- Make sure the A50 headset and Base Station are synced together. To do this, make sure the Base Station is powered on. Next please the A50 headset on the Base Station. Make sure it is seated correctly (Microphone should be in microphone slot on the left). Once sync'd together, you will see the LED lights on the front of the Base Station will starting Blinking.
- Check that the headset is properly seated on the Base Station while charging. There are two gold plates on the bottom left side of the headset and one gold prong on the bottom right side of the headset. The plates will match up to the gold prongs sticking on the Base Station. Once the headset is charging, this will be indicated on the front of the base station with the LED light flashing, showing the charging progress.

I cannot hear other players in chat A50 + Base Station. (PS4/PS3/PC/XBONE)

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- Make sure the A50 headset and Base Station are synced together. To do this, make sure the Base Station is powered on. Next please the A50 headset on the Base Station. Make

sure it is seated correctly (Microphone should be in microphone slot on the left). Once sync'd together, you will see the LED lights on the front of the Base Station will starting Blinking.

- Make sure the USB Connections on your console and Base Station are fully inserted.
- Next, make sure the volume wheel on the headset is turned up to a reasonable volume.
- Ensure that the game voice balance on the right ear cup of the headset is somewhere in the middle.
- Please test our equipment on a different gaming console and or PC and see if you're experiencing similar issues.

How do I install Firmware for the A50 and Base Station? (Universal)

To install firmware on your A50 and Base Station please go to the website below:

Astrogaming.com/software

Open up the ASTRO Command Center on your Computer.

Connect your base station to your PC via the USB power cable. Please your headset on the Base Station and have the headset show that it is charging.

Now that you are hooked up to the PC, and your headset is connected, the ASTRO Command Center will prompt you to update your firmware for both the headset and the Base Station.

Click on the link within the ASTRO Command Center for the firmware and hit "Download".

I can only hear out of one side of my A50/One side is louder than the other. (PS4/PS3/PC/XBONE)

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- If using a PC or computer, make sure the Base Station is in PC Mode. Power button should be illuminating White. Check to make the switch on the side of the Base Station is switched to "PC".
- Make sure the A50 headset and Base Station are synced together. To do this, make sure the Base Station is powered on. Next please the A50 headset on the Base Station. Make sure it is seated correctly (Microphone should be in microphone slot on the left). Once sync'd together, you will see the LED lights on the front of the Base Station will starting Blinking.
- Make sure your optical cable is fully plugged into the back of TX Unit port that reads "Optical In" and the other end of the cable is plugged firmly into your gaming console.
- Next, make sure the volume wheel on the headset is turned up to a reasonable volume.
- Ensure that the game voice balance on the right ear cup of the headset is somewhere in the middle.
- Please test our equipment on a different gaming console and or PC and see if you're experiencing similar issues.

I am having issues with audio quality on A50. (PS4/PS3/PC/XBONE)

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- If using a gaming console (PS4/Xbox One) make sure the Base Station is in Console Mode. Power button should be illuminating Red. Check to make the switch on the side of the Base Station is switched to "Console".

- If using a PC or computer, make sure the Base Station is in PC Mode. Power button should be illuminating White. Check to make the switch on the side of the Base Station is switched to “PC”.
- Make sure the A50 headset and Base Station are synced together. To do this, make sure the Base Station is powered on. Next please the A50 headset on the Base Station. Make sure it is seated correctly (Microphone should be in microphone slot on the left). Once sync'd together, you will see the LED lights on the front of the Base Station will starting Blinking.
- Make sure your optical cable is fully plugged into the back of TX Unit port that reads “Optical In” and the other end of the cable is plugged firmly into your gaming console.
- Next, make sure the volume wheel on the headset is turned up to a reasonable volume.
- Ensure that the game voice balance on the right ear cup of the headset is somewhere in the middle.
- Please test our equipment on a different gaming console and or PC and see if you're experiencing similar issues.

I cannot be heard by other players using an A50. (PS4/PC/Xbox One)

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- If using a gaming console (PS4/Xbox One) make sure the Base Station is in Console Mode. Power button should be illuminating Red. Check to make the switch on the side of the Base Station is switched to “Console”.
- If using a PC or computer, make sure the Base Station is in PC Mode. Power button should be illuminating White. Check to make the switch on the side of the Base Station is switched to “PC”.
- Try connecting the USB to different ports on the console and ensure the console is identifying the Base Station as your voice audio source.
- Ensure that all the connections from the Base Station to the console or PC are secure.

How to setup your A50 + Base Station on the PS4

For the video setup guide, please visit:
youtube.com/watch?v=dqPJ0t10yGk

Required components:

- A50 Headset
- Base Station
- USB Power Cable, Optical Cable

1. First, ensure the A50 Headset and Base Station have the most recent firmware installed here: [Astrogaming.com/software](https://www.astrogaming.com/software). Connect the A50 Headset to the Base Station USB Port in order to update it on your PC.
2. Connect the Base Station to your PS4. Insert the Base Station USB Power cable to the rear USB Port and connect the Optical cable to the Base Station and PS4 optical connection located on the rear.
3. Next, turn on your PS4 and wait for it to load to the home screen. Turn on your controller and once fully connected to the console.
4. Navigate to the “Accessory Settings” and continue to “Audio Settings” and make sure your input and output devices are selected to “Astro Base Station.”
5. Next, scroll down and select “Sound Settings”. Under Sound settings, select “Audio Output Settings” and select “Optical Digital”. Make sure “Dolby Digital 5.1 CH” is selected.
6. Turn your A50s on and ensure they are paired to the Base Station and game and voice balance on the left ear is balanced somewhere in the middle. You are now ready to use your A50s.

How to setup A50 Gen3 + Base Station on Xbox One.

For the video setup guide, please visit:
[youtube.com/watch?v=laHVM10Q_5c&t](https://www.youtube.com/watch?v=laHVM10Q_5c&t)

Required components:

- A50 Headset
- Base Station
- USB Power Cable, Optical Cable
- Xbox One Controller and Micro-USB Cable

1. First, ensure the A50 Headset and Base Station have the most recent firmware installed here: [Astrogaming.com/Software](https://www.astrogaming.com/software) Connect the A50 Headset to the Base Station USB Port in order to update it on your PC.

2. Connect the Base Station to your Xbox One. Insert the Base Station USB Power cable to the rear USB Port and connect the Optical cable to the Base Station and Xbox One optical connection located on the rear.
3. Next, turn on your Xbox One and wait for it to load to the home screen and make sure your Xbox One controller is powered on.
4. Navigate to the Setting menu from the dashboard. You can find this in Pinned applications or under the Games & Apps menu. Navigate to the Kinect option and under there disable the Kinect microphone (if applicable).
5. Go back to the settings menu and open up the display and sound settings menu. Under the HDMI Audio Menu Select "Off" and under the Optical Audio Menu select "Bitstream Out". This will create a new menu below Optical audio. In this menu select "Dolby Digital".
6. Turn your A50s on and ensure they are paired to the Base Station and game and voice balance on the left ear is at 50/50. You are now ready to use your A50s.

My A50 is not charging or will not turn off.

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- If the A50 headset is not responding to on/off press and hold the power button to begin pairing the unit. Once it turns white and begins to flash, press the button again and see if the headset powers off.
- Allow the A50 headset to completely drain of battery.

I cannot hear other players in chat. (PS4/PS3/PC/XB360)

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- Make sure the A50 headset and TxD are synced together. To do this, turn on the A50.

After the headset is fully on, press and hold the power button on the A50 headset until it begins flashing white. Once flashing, press and hold the power button on the TxD until it begins to flash white as well. Both should flash white and return to being red.

- Make sure the USB Connections on your console and TxD are fully inserted.
- Next, make sure the volume wheel on the headset is turned up to a reasonable volume.
- Ensure that the game voice balance on the right ear cup of the headset is somewhere in the middle.
- Please test our equipment on a different gaming console and or PC and see if you're experiencing similar issues.