

I can only hear out of one side of my A40 TR + MixAmp TR/One side is louder than the other. (PS4/PC/Xbox One)

I understand you are experiencing issues with your A40. 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.

- If using a gaming console (PS4/Xbox One) make sure the MixAmp TR is in Console Mode. Power button should be illuminating Red.
- If using a PC or computer, make sure the MixAmp TR is in PC Mode. Power button should be illuminating White.
- Test out the headset by itself on an alternate device. You can either test it out on a PC using the included PC splitter that splits the single jack on the headset to microphone in and speaker out jacks or you can hook up the headset directly to any smartphone.
- Test out the headset and MixAmp TR on an alternate PC or gaming console.
- Test out an alternate headset with your MixAmp TR.

I am having issues with audio quality on A40 TR + MixAmp TR. (PS4/PC/Xbox One)

I understand you are experiencing issues with your A40 TR System. Here are a few steps you can take to attempt to remedy the issues.

- If using a gaming console (PS4/Xbox One) make sure the MixAmp TR is in Console Mode. Power button should be illuminating Red.
- If using a PC or computer, make sure the MixAmp TR is in PC Mode. Power button should be illuminating White.
- Make sure the inline mute cable is plugged completely into the headset and MixAmp TR. You should be able to feel the cable click into the headset and MixAmp TR firmly.
- Unplug the headset from the MixAmp TR and plug it directly into an Ipod or Mp3 player. Check and see if your audio quality is the same or better.
- Plug a different headset into the MixAmp TR (Any headset including ear buds) check to see if the audio quality is the same or is improved.

I cannot be heard by other players/my voice quality is poor on my A40 TR + MixAmp TR. (PS4//PC/Xbox One)

I understand you are experiencing issues with your A40 TR System. 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.

- If using a gaming console (PS4/Xbox One) make sure the MixAmp TR is in Console Mode. Power button should be illuminating Red.
- If using a PC or computer, make sure the MixAmp TR is in PC Mode. Power button should be illuminating White.
- Make sure your mute cable is not muted. You can check this on the inline mute cable. The mute button should not be showing red.
- Unplug the headset from the MixAmp and plug it directly into a smartphone. Make a phone call, and see if the recipient on the other end can hear you.
- Refer to the quickstart guide and try using the headset and MixAmp on a PC. Use a voice recording program on the PC and check your voice output and quality.

How to set up your A40 TR on your PC Computer.

Required components:

- A40 TR Headset
 - MixAmp TR
 - USB Power Cable, Optical Cable, and A40 Inline Mute Cable
1. First, ensure the MixAmp TR has the most recent Software installed here: astrogaming.com/firmware/firmware.html Ensure the MixAmp TR is connected to the USB Port on your PC in order to update it on your PC through the ASTRO Command Center.
 2. Connect the MixAmp TR to your PC. Insert the MixAmp TR USB Power cable to a USB port on your PC. If you're also using a optical cable, hook up the optical cable to the optical port on your computer.

3. Put your MixAmp Pro Into PC Mode. To do this, hold down the power button on the MixAmp TR for 3-5 seconds. You will see the power buttons LED light illuminate from red to white.
4. Next, Right click the speaker icon in your task bar and select "Playback devices":
 - If your computer features an optical output, locate the digital optical output and set this as your default device. Right click the device and navigate to Properties > Supported formats. Ensure that Dolby Digital Live is enabled and DTS is disabled, if featured, and that the sampling frequency is set at 48.0 kHz.
 - If your computer does not feature an optical output and you're using only the USB cable to connect, locate the ASTRO MixAmp Pro and set as default device.
6. Connect your A40's to your MixAmp TR by plugging the Inline mute cable into the headset, and the other end of the cable into the port on the MixAmp TR with the headset icon. You are now ready to use your A40 TR System on your Computer.

How to set up your A40 TR on your PS4.

youtube.com/watch?v=FZkzqoFc7XM&t

Required components:

- A40 TR Headset
 - MixAmp TR
 - USB Power Cable, Optical Cable, and A40 Inline Mute Cable
1. First, ensure the MixAmp TR has the most recent Software installed here: astrogaming.com/firmware/firmware.html Ensure the MixAmp TR is connected to the USB Port on your PC in order to update it on your PC through the ASTRO Command Center. (Video Pending)
 2. Connect the MixAmp TR to your PS4. Insert the MixAmp TR USB Power cable to the front USB Port and connect the Optical cable to the MixAmp TR USB port and PS4 optical connection located on the rear. (Video Pending)
 3. Next turn on your PS4 and wait for it to load to the home screen.
 4. Go into the "Settings" tab on your top bar of your PS4 home screen. Go to -->"Settings" -->"Sound and Screen"--> "Audio Output Settings"-->"Primary Output Port"-->"Digital Out(optical)"--> then check Dolby Digital 5.1 ch then hit OK.

Under the "Audio Output Settings" menu select "Output to Headphones" and make sure "Chat Audio" is selected and not "All Audio".

Also under the "Audio Output Settings" menu select "Audio Format (priority)" and make sure "Bitstream (Dolby)" is selected and not "Linear PCM"

6. Connect your A40's to your MixAmp TR by plugging the Inline mute cable into the headset, and the other end of the cable into the port on the MixAmp TR with the headset icon. (Video Pending). You are now ready to use your A40 TR System on the PS4.

How to set up your A40 TR on your Xbox One.

(youtube.com/watch?v=P5DSdDk2ePA&t)

Required components:

- A40 TR Headset
 - MixAmp TR
 - USB Power Cable, Optical Cable, and A40 Inline Mute Cable
1. First, ensure your MixAmp TR has the most recent firmware installed in the Astro Command Center: astrogaming.com/firmware/firmware.html Connect the MixAmp TR USB cable in a USB port on your computer in order to update it on your PC.
 2. Connect the MixAmp TR to your Xbox One. Insert the MixAmp TR USB Power cable to the rear USB Port and connect the Optical cable to the MixAmp TR and Xbox One optical connection located on the rear.
 3. Next, turn on the Xbox One and wait for it to load to the home screen. Turn on your MixAmp Pro by pushing the power button on the top left corner of the MixAmp TR.
 4. Once connected the Xbox One will prompt you to update the controller. To do this, insert the micro-USB into the top of the controller and into the USB port on the side of the Xbox One. Follow the prompts shown on the console to update the controller.
 5. Navigate to the Settings menu from the dashboard. This can be found in Pinned applications or under the Games & Apps menu. Navigate to the Kinect option and disable the Kinect microphone (if applicable).
 6. Go back to the settings menu and navigate to 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".
 7. Connect the A40 TR Headset into the headphone port on the MixAmp Pro TR. You are now ready to use your A40 TR System on the Xbox One.

I can only hear out of one side of my A40/One side is louder than the other.

I understand you are experiencing issues with your A40. 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.

- Test out the headset by itself on an alternate device. You can either test it out on a different PC using the included PC splitter that splits the single jack on the headset to microphone in and speaker out jacks or you can hook up the headset directly to any smartphone.
- Turn the headset cable a quarter turn and see if the sound becomes intermittent, or if sound returns back to the headset.

I cannot hear other players in chat using my A40 with MixAmp M80

I understand you are experiencing issues with your A40. Here are a few steps you can take to attempt to remedy the issues.

- Hard reset your Xbox One by holding down the power button until it completely powers off. You should be able to hear it click off or shut down fully.
- Try using the provided inline cable and the headset on a smartphone and see if you can hear others.
- Make sure your controller has an unblocked line of sight with the console. Even a glass window can cause interference.

My A40 or MixAmp M80 has been physically damaged. What can I do? (Universal)

I understand you are experiencing issues with your A40. 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.

- Please open a support ticket at astro.gg/AGHELP. Please submit a photo along with an explanation as to what caused the damage.
- Make sure to fill out the entire support case with your full name, serial number, and your complete current physical address.

If these steps did not alleviate the issues you were experiencing, please go to the link below and submit a case. Let your agent know all the steps you tried and the outcome of your troubleshooting. It will help speed the resolution of your case!

I am having issues with audio quality on A40 with MixAmp M80 (XB1)

I understand you are experiencing issues with your A40. 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.

- Make sure that the M80 is firmly plugged into the controller and the volume wheel is turned up and the game voice balance is in the middle.
- Hard reset your Xbox One by holding down the power button until it completely powers off. You should be able to hear it click or shut down fully
- Try using the provided inline cable and the headset on a smartphone and see if the sound quality has improved.

I cannot hear other players in chat with my A40 headset. (PC Edition)

I understand you are experiencing issues with your A40. 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.

- Ensure your headset is securely plugged into the PC
- Check to see if the voice application you are using is set to use the headset.
- Make sure volume on the media cable is turned up.

I cannot be heard by other players/my voice quality is poor on my A40 headset (PC Edition)

I understand you are experiencing issues with your A40. 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.

- Make sure your mute cable is not muted. You can check this on the inline mute cable. The mute button should not be showing red.
- Unplug the headset from the Computer and plug it directly into a smartphone. Make a phone call, and see if the recipient on the other end can hear you.

I am having issues with audio quality on A40 headset. (PC Edition)

I understand you are experiencing issues with your A40. 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.

- Make sure the Media cable is plugged completely into the headset. You should be able to feel the cable click into the headset firmly.
- Unplug the headset from the Computer and plug it directly into an Ipad or Mp3 player. Check and see if your audio quality is the same or better.

I can only hear out of one side of my A40/One side is louder than the other. (PC)

I understand you are experiencing issues with your A40. 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.

- Test out the headset by itself on an alternate device. You can either test it out on a different PC using the included PC splitter that splits the single jack on the headset to microphone in and speaker out jacks or you can hook up the headset directly to any smartphone.
- Turn the headset cable a quarter turn and see if the sound becomes intermittent, or if sound returns back to the headset.

How do I install Firmware for MixAmp Pro? (Universal)

To install firmware on your MixAmp Pro please visit the website below:

astrogaming.com/firmware

Download the most recent version of MixAmp Pro firmware.

Once downloaded, plug in the MixAmp Pro to your computer via the USB. The optical connection is not required.

Now that you are hooked up to the PC, run and complete the firmware installation. Once started the firmware will guide you through the process.

I can only hear out of one side of my A40 with MixAmp Pro/One side is louder than the other. (PS4/PS3/PC/XB360)

I understand you are experiencing issues with your A40. 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.

- Test out the headset by itself on an alternate device. You can either test it out on a PC using the included PC splitter that splits the single jack on the headset to microphone in and speaker out jacks or you can hook up the headset directly to any smartphone.
- Test out the headset and MixAmp on an alternate PC or gaming console.
- Test out an alternate headset with your MixAmp.

Please let us know if the issue is isolated specifically to the MixAmp or headset by running through each step above.