

# A20 Troubleshooting Steps:

## Xbox One: DONE

### Game Audio-

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the game audio issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your Xbox One correctly:  
[TBA](#)

If your audio and gaming systems are configured exactly as detailed in the above setup video and the issue persists, please try the following:

- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- Check to make sure your A20's Base Station is in XBOX Mode. The XBOX/PC Mode switch is located on the back of the Base Station.
- Check that your Optical Cable is properly seated (You will feel it click into place) in the "OPT IN" port on the back of the Base Station.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Hard reset your Xbox One by holding down the power button on the Xbox One Console for 15-20 seconds. You will hear the fans click as it fully powers down.

Please let us know if you have either resolved your issue, or if the issue continues.

### ACC/Firmware: ALL SYSTEMS

Sorry to hear you're continuing to have issues after trying the previous troubleshooting steps. Let's ensure you're running the latest available firmware for both your A20 Headset and Base Station, as updates often include relevant patches for past issues. Please use the following video to ensure you're updating everything correctly - [TBA](#)

1. Connect your Base Station to your computer via the USB power cable.
2. Set your Base Station to PC MODE using the CONSOLE/PC switch on the back of the Base Station.
3. Launch the ASTRO Command Center available for MAC and PC here:  
<https://www.astrogaming.com/software/software.html>

4. If a firmware update is available, you will be prompted to update your devices. Please continue with updating your devices as instructed by the onscreen prompts.

5. Once the firmware updates are completed, reconnect your A20 Wireless System to your Xbox One console. Resync the A20 Headset to the Base Station by plugging the headset into the A20 Base Station as if it were charging.

If you continue to have issues after ensuring your firmware is up to date, double check that the optical cable has been plugged into the OPT-IN port on the Base Station and that the clear plastic tips have been removed from the ends of the optical cables tips.

Should the issues persist, please let us know and we will gladly assist you further.

### Outgoing Voice-DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the Outgoing voice issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your Xbox One correctly:  
[TBA](#)

If your audio device and gaming system are configured exactly as detailed in the above setup video and the issue persist, please try the following:

- Make sure your microphone on your headset is positioned close to and directly in front of your mouth.
- Change your A20's Noise Gate setting to "Streaming." This setting is located under the Microphone section in the ASTRO Command Center. Make sure to sync the changes to the device before disconnecting or powering off the Base Station. MAC and PC download: <http://www.astrogaming.com/software/software.html>
- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- Check to make sure your A20's Base Station is in XBOX Mode. The XBOX/PC Mode switch is located on the back of the Base Station.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Hard reset your Xbox One by holding down the power button on the Xbox One Console for 15-20 seconds. You will hear the fans click as it fully powers down.

Please let us know if you have either resolved your issue, or if the issue continues.

### Static Crackle- DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the Static/Crackle issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your Xbox One correctly:  
[TBA](#)

If your audio and gaming systems are configured exactly as detailed in the above setup video and the issue persists, please try the following:

- Test the Base Station with each USB port on your Xbox One.
- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- Check to make sure your A20's Base Station is in XBOX Mode. The XBOX/PC Mode switch is located on the back of the Base Station.
- Check that your Optical Cable is properly seated (You will feel it click into place) in the "OPT IN" port on the back of the Base Station.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Hard reset your Xbox One by holding down the power button on the Xbox One Console for 15-20 seconds. You will hear the fans click as it fully powers down.
- If there is any high-intensity lighting near your Audio System, try turning it off or moving it further away from your equipment.
- Test the A20 Wireless System with a computer referencing the following setup video to connect: TBD

Please let us know if you have resolved your issue. If the issue persists, please let know your results for each of the above troubleshooting steps.

### Hum Buzz- DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the Hum/Buzz issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your Xbox One correctly:  
[TBA](#)

If your audio and gaming systems are configured exactly as detailed in the above setup video and the issue persists, please try the following:

- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- Check to make sure your A20's Base Station is in XBOX Mode. The XBOX/PC Mode switch is located on the back of the Base Station.
- Check that your Optical Cable is properly seated (You will feel it click into place) in the "OPT IN" port on the back of the Base Station.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Hard reset your Xbox One by holding down the power button on the Xbox One Console for 15-20 seconds. You will hear the fans click as it fully powers down.

- Try connecting your Xbox One through a different power outlet and try using a grounded surge protector/power strip to power your equipment. (Overloading a surge protector can cause hum buzz issues)
- If there is any high-intensity lighting near your Audio System, try turning it off or moving it further away from your equipment.
- Test the A20 Wireless System with a computer referencing the following setup video to connect: [TBA](#)

Please let us know if you have resolved your issue. If the issue persists, please let know your results for each of the above troubleshooting steps.

### Power BASE STATION-

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the Power issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your Xbox One correctly: [TBA](#)

If your audio and gaming systems are configured exactly as detailed in the above setup video and the issue persist, please try the following:

- Test the Base Station with each USB port on your Xbox One for powering your Base Station.
- Hard reset your Xbox One by holding down the power button on the Xbox One Console for 15-20 seconds. You will hear the fans click as it fully powers down.
- If available, use a different micro USB cable that you may have to power the Base Station.
- Try powering the Base Station from a different device (Computer, Gaming System, USB Wall Adapter, Etc)

Please let us know if you have either resolved your issue, or if the issue continues.

### Power A20 HEADSET- DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the Power/Charging issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your Xbox One correctly: [TBA](#)

If your audio and gaming systems are configured exactly as detailed in the above setup video and the issue persist, please try the following:

- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- Disconnect then reconnect the power cable from the Base Station.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Using the Micro USB cable from the Base Station, try connecting your A20 Headset directly with your console to charge.

Please let us know if you have either resolved your issue, or if the issue continues.

### Unbalanced Audio-DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the Unbalanced Audio issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your Xbox One correctly:  
[TBA](#)

If your audio and gaming systems are configured exactly as detailed in the above setup video, please try the following:

- Check that your Optical Cable is properly seated (You will feel it click into place) in the "OPT IN" port on the back of the Base Station.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Hard reset your Xbox One by holding down the power button on the Xbox One Console for 15-20 seconds. You will hear the fans click as it fully powers down.
- Test the A20 Wireless System with a different game on your Xbox One.
- Test your A20 System on a computer referencing the following setup video to connect: TBD

Please let us know if you have resolved your issue. If the issue persists please let us know your results from testing your equipment on a computer.

### One Channel-DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the One Channel issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your Xbox One correctly:  
[TBA](#)

If your audio and gaming systems are configured exactly as detailed in the above setup video, please try the following:

- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- Check to make sure your A20's Base Station is in XBOX Mode. The XBOX/PC Mode switch is located on the back of the Base Station.
- Check that your Optical Cable is properly seated (You will feel it click into place) in the "OPT IN" port on the back of the Base Station.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Hard reset your Xbox One by holding down the power button on the Xbox One Console for 15-20 seconds. You will hear the fans click as it fully powers down.
- Test your A20 System on a computer referencing the following setup video to connect: TBD

Please let us know if you have resolved your issue. If the issue persists please let us know your results from testing your equipment on a computer.

## [PS4/PS3:DONE](#)

### [Game Audio- DONE](#)

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the game audio issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your PS4 correctly: [TBA](#)

If your audio and gaming systems are configured exactly as detailed in the above setup video and the issue persist, please try the following:

- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- Check to make sure your A20's Base Station is in PS4 Mode. The PS4/PC Mode switch is located on the back of the Base Station.
- Check that your Optical Cable is properly seated (You will feel it click into place) in the "OPT IN" port on the back of the Base Station.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Hard reset the PS4 by powering off the PS4 via the power button. Once you have powered down the PS4, unplug

Please let us know if you have either resolved your issue, or if the issue continues.

### [Outgoing Voice-DONE](#)

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the Outgoing voice issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your PS4 correctly: [TBA](#)

If your audio device and gaming system are configured exactly as detailed in the above setup video and the issue persist, please try the following:

- Make sure your microphone on your headset is positioned close to and directly in front of your mouth.
- Change your A20's Noise Gate setting to "Streaming." This setting is located under the Microphone section in the ASTRO Command Center.
- Check to make sure your A20's Base Station is in CONSOLE Mode. The PS4/PC switch is located on the side of the Base Station.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Hard reset the PS4 by powering off the PS4 via the power button. Once you have powered down the PS4, unplug the power cable from the back of the PS4 for 5-10 seconds. Plug power cable back into PS4 and power on the PS4.

-Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.

Please let us know if you have either resolved your issue, or if the issue continues.

### [Static Crackle-DONE](#)

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the Static/Crackle issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your PS4 correctly: [TBA](#)

If your audio and gaming systems are configured exactly as detailed in the above setup video and the issue persists, please try the following:

- Test the Base Station with each USB port on your PS4.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Hard reset the PS4 by powering off the PS4 via the power button. Once you have powered down the PS4, unplug the power cable from the back of the PS4 for 5-10 seconds. Plug power cable back into PS4 and power on the PS4.
- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- If there is any high-intensity lighting near your Audio System, try turning it off or moving it further away from your equipment.
- Test the A20 Wireless System with a computer referencing the following setup video to connect: TBD

Please let us know if you have resolved your issue. If the issue persists, please let know your results for each of the above troubleshooting steps.

### [Hum Buzz-DONE](#)

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the Hum/Buzz issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your PS4 correctly: [TBA](#)

If your audio and gaming systems are configured exactly as detailed in the above setup video and the issue persists, please try the following:

- Test the Base Station with each USB port on your PS4.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Hard reset the PS4 by powering off the PS4 via the power button. Once you have powered down the PS4, unplug the power cable from the back of the PS4 for 5-10 seconds. Plug power cable back into PS4 and power on the PS4.
- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- Try connecting your PS4 through a different power outlet and try using a grounded surge protector/power strip to power your equipment. (Overloading a surge protector can cause hum buzz issues)
- If there is any high-intensity lighting near your Audio System, try turning it off or moving it further away from your equipment.

- Test the A20 Wireless System with a computer referencing the following setup video to connect: TBD

Please let us know if you have resolved your issue. If the issue persists, please let know your results for each of the above troubleshooting steps.

### Power BASE STATION-DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the Power issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your PS4 correctly: [TBA](#)

If your audio and gaming systems are configured exactly as detailed in the above setup video and the issue persist, please try the following:

- Test the Base Station with each USB port on your PS4 for powering your Base Station.
- Hard reset the PS4 by powering off the PS4 via the power button. Once you have powered down the PS4, unplug the power cable from the back of the PS4 for 5-10 seconds. Plug power cable back into PS4 and power on the PS4.
- If available, use a different micro USB cable that you may have to power the Base Station.
- Try powering the Base Station from a different device (Computer, Gaming System, USB Wall Adapter, Etc)

Please let us know if you have either resolved your issue, or if the issue continues.

### Power A20 HEADSET-DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the Power/Charging issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your PS4 correctly: [TBA](#)

If your audio and gaming systems are configured exactly as detailed in the above setup video and the issue persist, please try the following:

- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- Disconnect then reconnect the power cable from the Base Station.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Using the Micro USB cable from the Base Station, try connecting your A20 Headset directly with your console to charge.

Please let us know if you have either resolved your issue, or if the issue continues.

### Unbalanced Audio-

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the Unbalanced Audio issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your PS4 correctly: [TBA](#)

If your audio and gaming systems are configured exactly as detailed in the above setup video, please try the following:

- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Hard reset the PS4 by powering off the PS4 via the power button. Once you have powered down the PS4, unplug the power cable from the back of the PS4 for 5-10 seconds. Plug power cable back into PS4 and power on the PS4.
- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- Test the A20 Wireless System with a different game on your PS4.
- Test your A20 System on a computer referencing the following setup video to connect: TBD

Please let us know if you have resolved your issue. If the issue persists please let us know your results from testing your equipment on a computer.

### [One Channel-DONE](#)

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the One Channel issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your PS4 correctly: [TBA](#)

If your audio and gaming systems are configured exactly as detailed in the above setup video, please try the following:

- Check that your Optical Cable is properly seated (You will feel it click into place) in the "OPT IN" port on the back of the Base Station.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Hard reset the PS4 by powering off the PS4 via the power button. Once you have powered down the PS4, unplug the power cable from the back of the PS4 for 5-10 seconds. Plug power cable back into PS4 and power on the PS4.
- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- Test your A20 System on a computer referencing the following setup video to connect: TBD

Please let us know if you have resolved your issue. If the issue persists please let us know your results from testing your equipment on a computer.

### [PC:DONE](#)

#### [Game Audio-DONE](#)

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the audio issue you are experiencing or narrow down the cause to a specific component.

- 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 Wireless Transmitter and set as default device.
- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
  - Check to make sure your A20's Base Station is in PC Mode. The PC/Console Mode switch is located on the back of the Base Station.
  - Check that your Optical Cable is properly seated (You will feel it click into place) in the "OPT IN" port on the back of the Base Station.
  - Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.

Please let us know if you have either resolved your issue, or if the issue continues.

### Outgoing Voice-DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the outgoing voice issue you are experiencing or narrow down the cause to a specific component.

Right click the speaker icon in your task bar and select "Recording devices" then locate the ASTRO A20 Transmitter and set as default device. Make sure to select the ASTRO A20 in any voice chat program you're using.

- Double click on Astro Wireless Transmitter and navigate to the "Levels" tab. Adjust the level of the recording from your "Astro Wireless Transmitter".
- Check to make sure your A20's Base Station is in PC Mode. The PC/Console Mode switch is located on the side of the Base Station.
- Using the USB power cable from the Base Station, Try each of the USB ports on your computer for power.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.

Please let us know if you have either resolved your issue, or if the issue continues.

### Static Crackle-DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the static crackle issue you are experiencing or narrow down the cause to a specific component.

- Using your router software suite, change your routers 5.8 GHz broadcast channel to a channel below 90.
- Test the Base Station with each USB port on your Computer. Please try using a powered USB Hub if available.

- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- If there is any high-intensity lighting near your Audio System, try turning it off or moving it further away from your equipment.
- Test the A20 Wireless System with a different computer or gaming console.

Please let us know if you have resolved your issue. If the issue persists, please let know your results for each of the above troubleshooting steps.

### Hum Buzz-DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the hum buzz issue you are experiencing or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your computer correctly: TBD

If you continue to have issues after running through the setup video, please try the following steps below:

- Test the Base Station with each USB port on your computer.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- Try connecting your computer through a different power outlet and try using a grounded surge protector/power strip to power your equipment. (Overloading a surge protector can cause hum buzz issues)
- If there is any high-intensity lighting near your Audio System, try turning it off or moving it further away from your equipment.
- Test the A20 Wireless System with a different computer or gaming console.

Please let us know if you have resolved your issue. If the issue persists, please let know your results for each of the above troubleshooting steps.

### Power BASE STATION-DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the Power issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your Computer correctly: TBD

If your audio and gaming systems are configured exactly as detailed in the above setup video and the issue persist, please try the following:

- Test the Base Station with each USB port on your computer for powering your Base Station.
- If available, use a different micro USB cable that you may have to power the Base Station.

- Try powering the Base Station from a different device (Gaming System, USB Wall Adapter, Etc)

Please let us know if you have either resolved your issue, or if the issue continues.

### Power A20 HEADSET-DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the Power/Charging issue or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your computer correctly: TBD

If your audio and gaming systems are configured exactly as detailed in the above setup video and the issue persists, please try the following:

- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- Disconnect then reconnect the power cable from the Base Station.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Using the Micro USB cable from the Base Station, try connecting your A20 Headset directly with your computer to charge.

Please let us know if you have either resolved your issue, or if the issue continues.

### Unbalanced Audio-DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the unbalanced audio you are experiencing or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your computer correctly: TBD

- 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 Wireless Transmitter and set as default device.
- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.
- Power cycle your computer completely. Power off your computer, wait 1-2 minutes and then power it back on.
- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.
- Test the A20 Wireless System with a different game on your computer.
- Test your A20 System on a different computer or gaming console referencing the following setup video to connect: TBD

Please let us know if you have resolved your issue. If the issue persists please let us know your results from testing your equipment on a computer.

### One Channel-DONE

Thank you for contacting ASTRO Gaming. Below are some troubleshooting steps that should either help rectify the one channel issue you are experiencing or narrow down the cause to a specific component.

Check the following A20 setup video to make sure you have configured your new A20 and your computer correctly: TBD

- 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 Wireless Transmitter and set as default device.

- If using an optical hook up, check that your Optical Cable is properly seated (You will feel it click into place) in the "OPT IN" port on the back of the Base Station. NOTE\* DO NOT plug the optical cable into the "OPT OUT" port.

- Hard reset your A20 Headset by simultaneously holding down the GAME Button (Located below the volume wheel) and the EQ Mode button located below the power button.

- Power cycle your computer completely. Power off your computer, wait 1-2 minutes and then power it back on.

- Resync the A20 Headset by plugging the headset into the A20 Base Station as if it were charging.

-Test your A20 System on a different computer or gaming console referencing the following setup video to connect: TBD

Please let us know if you have resolved your issue. If the issue persists please let us know your results from testing your equipment on a computer.