A40 TR Trouble Shooting steps

Xbox One

Game Audio

Below are some troubleshooting steps that should either help rectify the audio issue or narrow down the issue to a specific component.

Make sure your A40 TR system is set up exactly as detailed in the set up video here – youtube/P5DSdDk2ePA

- Check to make sure each of your audio cables are firmly seated in their designated ports.

- Try testing the MixAmp Pro TR with different USB ports on the console.

- Test out the headset by itself on an alternate device. You can either test it out on a computer by referring to the set up guide included with your system, or you can hook up the headset directly to any smartphone.

- Test out an alternate headset with your MixAmp Pro TR.

- If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose

"ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To

Device." The ASTRO Command Center can be downloaded for MAC or PC here -

astrogaming.com/software/software.html

Please let us know if you have either resolved your issue, or have narrowed the issue down to a specific component.

Outgoing Voice

Below are some troubleshooting steps that should either help rectify the outgoing voice issue or narrow down the issue to a specific component.

Make sure your A40 TR system is set up exactly as detailed in the set up video here - youtu.be/P5DSdDk2ePA

- Check to make sure your mute switch is not enabled on the Inline Mute Cable by clicking the microphone icon located on the back of the Inline Mute Cable. The center of the MixAmp's LEDs will indicate that the headset is muted by illuminating red, and will illuminate white when unmuted.

- Change your MixAmp Pro TR'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 MixAmp.

- Check to make sure each of your audio cables is firmly seated in their designated ports.

- Try testing the MixAmp Pro TR with different USB ports on the console.

- Test the A40 TR System on a computer by referring to the included setup guide.

- Test the microphone by directly plugging the headset into any Smartphone. Make a call or voice memo and switch the microphone to either side of the headset.

- If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

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Please let us know if you have either resolved your issue, or have narrowed the issue down to a specific component.

Hum Buzz

Below are some troubleshooting steps that should either help rectify the hum/buzz or narrow down the issue to a specific component.

Make sure your A40 TR system is set up exactly as detailed in the set up video here – youtu.be/P5DSdDk2ePA

- Check to make sure each of your audio cables is firmly seated in their designated ports.

- Try testing the MixAmp Pro TR with different USB ports on the console.

- Test out the headset by itself on an alternate device. You can either test it out on a computer by referring to the set up guide included with your system, or you can hook up the headset directly to any smartphone.

- Test out an alternate headset with your MixAmp Pro TR.

- If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

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Please let us know if either resolved your issue, or have narrowed the issue down to a specific component.

Static Crackle

Below are some troubleshooting steps that should either help rectify the static/crackle you're experiencing or narrow down the issue to a specific component.

Make sure your A40 TR system is set up exactly as detailed in the set up video here
– youtu.be/P5DSdDk2ePA

- Check to make sure each of your audio cables is firmly seated in their designated ports.

- Try testing the MixAmp Pro TR with different USB ports on the console.

- Test out the headset by itself on an alternate device. You can either test it out on a computer by referring to the set up guide included with your system, or you can hook up the headset directly to any smartphone.

- Test out an alternate headset with your MixAmp Pro TR.

- If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

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Please let us know if you have either resolved your issue, or have narrowed the issue down to a specific component.

One Channel

Below are some troubleshooting steps that should either help rectify the 1 channel issue you are experiencing and/or narrow down the issue to a specific component.

Make sure your A40 TR system is set up exactly as detailed in the set up video here
– youtu.be/P5DSdDk2ePA

- Check to make sure each of your audio cables is firmly seated in their designated ports.

- Try testing the MixAmp Pro TR with different USB ports on the console.

- Test out the headset by itself on an alternate device. You can either test it out on a computer by referring to the set up guide included with your system, or you can hook up the headset directly to any smartphone.

- Test out an alternate headset with your MixAmp Pro TR.

- If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

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Please let us know if you have either resolved your issue, or have narrowed down the issue to either the MixAmp Pro TR or the headset.

PS4

Game Audio

Below are some troubleshooting steps that should either help rectify the audio issue or narrow down the issue to a specific component.

Make sure your A40 TR system is set up exactly as detailed in the set up video here – youtu.be/FZkzqoFc7XM

Check to make sure each of your audio cables is firmly seated in their designated ports.

Try testing the MixAmp Pro TR with different USB ports on the console.

Test out the headset by itself on an alternate device. You can either test it out on a computer by referring to the set up guide included with your system, or you can hook up the headset directly to any smartphone.

Test out an alternate headset with your MixAmp Pro TR.

If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

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Outgoing Voice

Below are some troubleshooting steps that should either help rectify the outgoing voice issue or arrow down the issue to a specific component.

Make sure your A40 TR system is set up exactly as detailed in the set up video here - youtu.be/FZkzqoFc7XM

Check to make sure your mute switch is not enabled on the Inline Mute Cable by clicking the microphone icon located on the back of the Inline Mute Cable. The center of the MixAmp's LEDs will indicate that the headset is muted by illuminating red, and will illuminate white when unmuted.

Change your MixAmp Pro TR'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 MixAmp.

Check to make sure each of your audio cables is firmly seated in their designated ports.

Try testing the MixAmp Pro TR with different USB ports on the console.

Test the microphone by directly plugging the headset into the 3.5mm jack on your PS4 controller.

Test the A40 TR System on a computer by referring to the included setup guide.

If none of the above steps resolve the issue, then please use the **ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the **ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

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Hum Buzz

Below are some troubleshooting steps that should either help rectify the hum/buzz or narrow down the issue to a specific component.

Make sure your A40 TR system is set up exactly as detailed in the set up video here – youtu.be/FZkzqoFc7XM

Check to make sure each of your audio cables is firmly seated in their designated ports.

Try testing the MixAmp Pro TR with different USB ports on the console.

Test out the headset by itself on an alternate device. You can either test it out on a computer by referring to the set up guide included with your system, or you can hook up the headset directly to any smartphone.

Test out an alternate headset with your MixAmp Pro TR.

If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

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Static Crackle

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– youtu.be/FZkzqoFc7XM

Check to make sure each of your audio cables is firmly seated in their designated ports.

Try testing the MixAmp Pro TR with different USB ports on the console.

Test out the headset by itself on an alternate device. You can either test it out on a computer by referring to the set up guide included with your system, or you can hook up the headset directly to any smartphone.

Test out an alternate headset with your MixAmp Pro TR.

If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

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– youtu.be/FZkzqoFc7XM

Check to make sure each of your audio cables is firmly seated in their designated ports.

Try testing the MixAmp Pro TR with different USB ports on the console.

Test out the headset by itself on an alternate device. You can either test it out on a computer by referring to the set up guide included with your system, or you can hook up the headset directly to any smartphone.

Test out an alternate headset with your MixAmp Pro TR.

If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

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PC

Game Audio

Below are some troubleshooting steps that should either help rectify the audio issue or narrow down the issue to a specific component.

Make sure your A40 TR system is set up exactly as detailed in the set up video here – youtu.be/MZzqXf985JM

Check to make sure each of your audio cables is firmly seated in their designated ports.

Try testing the MixAmp Pro TR with different USB ports on the computer.

Test out the headset by itself on an alternate device. You can either test it out on another gaming system by referring to the included setup guide, or you can hook up the headset directly to any smartphone.

Test out an alternate headset with your MixAmp Pro TR.

If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

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Change your MixAmp Pro TR'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 MixAmp.

Check to make sure each of your audio cables is firmly seated in their designated ports.

Try testing the MixAmp Pro TR with different USB ports on the computer.

Test the A40 TR System on another computer or gaming console by referring to the included setup guide.

Test the microphone by directly plugging the headset into any Smartphone. Make a call or voice memo and switch the microphone to either side of the headset.

If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

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Hum Buzz

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Check to make sure each of your audio cables is firmly seated in their designated ports.

Try testing the MixAmp Pro TR with different USB ports on the computer.

Test out the headset by itself on an alternate device. You can either test it out on another computer by referring to the set up guide included with your system, or by connecting the headset directly with a smartphone.

Test out an alternate headset with your MixAmp Pro TR.

If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

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Static Crackle

Below are some troubleshooting steps that should either help rectify the static/crackle you're experiencing or narrow down the issue to a specific component.

Make sure your A40 TR system is set up exactly as detailed in the set up video here – youtu.be/MZzqXf985JM

Ensure each of your audio cables is firmly seated in their designated ports.

Try testing the MixAmp Pro TR with different USB ports on the computer.

Test out the headset by itself on an alternate device. You can either test it out on another computer by referring to the set up guide included with your system, or by connecting the headset directly to a smartphone.

Test out an alternate headset with your MixAmp Pro TR.

If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

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One Channel

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Make sure your A40 TR system is set up exactly as detailed in the set up video here – youtu.be/MZzqXf985JM

Ensure each of your audio cables is firmly seated in their designated ports.

Try testing the MixAmp Pro TR with different USB ports on the computer.

Test out the headset by itself on an alternate device. You can either test it out on another computer by referring to the set up guide included with your system, or by connecting the headset directly with a smartphone.

Test out an alternate headset with your MixAmp Pro TR.

If none of the above steps resolve the issue, then please use the ASTRO Command Center to revert back your MixAmp Pro TR to default settings. To do this, open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

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Please let us know if you have either resolved your issue, or have narrowed down the issue to either the MixAmp Pro TR or the headset.

Astro Command Centre

General Issue

If you're having any issues, and/or have misconfigured your audio or microphone settings on your MixAmp Pro TR in the ASTRO Command Center, then you can do the following to reset your device to default settings. Open the ASTRO Command Center and navigate to "Settings" in the top right corner, then select "Load Profile" and choose "ASTRO_Default_MixAmp_Pro_TR.agp." Once you select the file, click on "Sync To Device."

Check out the General ASTRO Command Center tutorial for a quick rundown on how to make adjustments to your MixAmp Pro TR's settings – youtu.be/ypmHF7mMkHM

Please let us know if you have questions about the ASTRO Command Center, and we will be happy to assist.

Firmware

If you are experiencing problems with firmware installation, please try the steps below and let us know if you continue to have issues.

-If your MixAmp Pro TR update failed and your MixAmp is in bootloader mode, indicated by the power button's LEDs flashing red, then first close the ASTRO Command Center and disconnect the MixAmp from your computer.
- Connect the MixAmp directly to one of your computer's USB ports. Using a USB hub or secondary monitor to connect the MixAmp with your computer can interfere with firmware updates.
- Make sure that the MixAmp is in PC mode. This is indicated by the ring around the power button illuminating white. If the ring around your power button is red then hold down the power button for 3 seconds to put the MixAmp into PC mode.
- Deselect the MixAmp as your computer's audio output and microphone input for the duration of the firmware update.

PC: Click the speaker icon in your task bar and select "Playback devices" to open the audio control panel. Select a different audio device from the MixAmp Pro TR and set it as your default device. Repeat this step for the Recording tab.

MAC: open your System Preferences then navigate to "Sound" and select a device other than the MixAmp Pro TR for both Output and Input.
- Relaunch the ASTRO Command Center and follow the on-screen instructions for updating your MixAmp Pro TR's firmware. After applying the firmware update you can change the audio device settings back to using your MixAmp.
Check out the General ASTRO Command Center tutorial for a quick rundown on how to make adjustments to your MixAmp Pro TR's settings – youtu.be/ypmHF7mMkHM

Please let us know if you have resolved your issue. If you have further questions or you have not resolved your issue, we will be happy to assist you further.

General

Compatibility

The Xbox One MixAmp Pro TR (White) uses different hardware for voice chat over USB than the PS4 MixAmp Pro TR (Black) to eliminate the need for a controller cable on the Xbox One. Due to the hardware difference, this means the Xbox One MixAmp Pro TR is not compatible with voice chat on the PS4 console. Likewise the PS4 MixAmp Pro TR is not compatible with voice chat on the Xbox One.

Both the PS4 and Xbox One MixAmp Pro TRs are MAC and PC compatible. Please refer to the set up guide included with your TR Audio System.

If you have further questions regarding the MixAmp Pro TR and compatibility, we will be more than happy to assist you.