

For: Xbox One | Mobile Gaming*

EARFORCE®
XO ONE

XBOX ONE STEREO GAMING HEADSET

USER GUIDE



#1 IN GAMING AUDIO

Designed for



XBOX ONE



Congratulations on your purchase of the Turtle Beach Ear Force XO One Headset from Turtle Beach. You'll enjoy powerful gaming audio and chat on the Xbox One as well as for mobile gaming. Turtle Beach brings over 35 years of expertise to transforming your listening experience. Welcome to Turtle Beach!

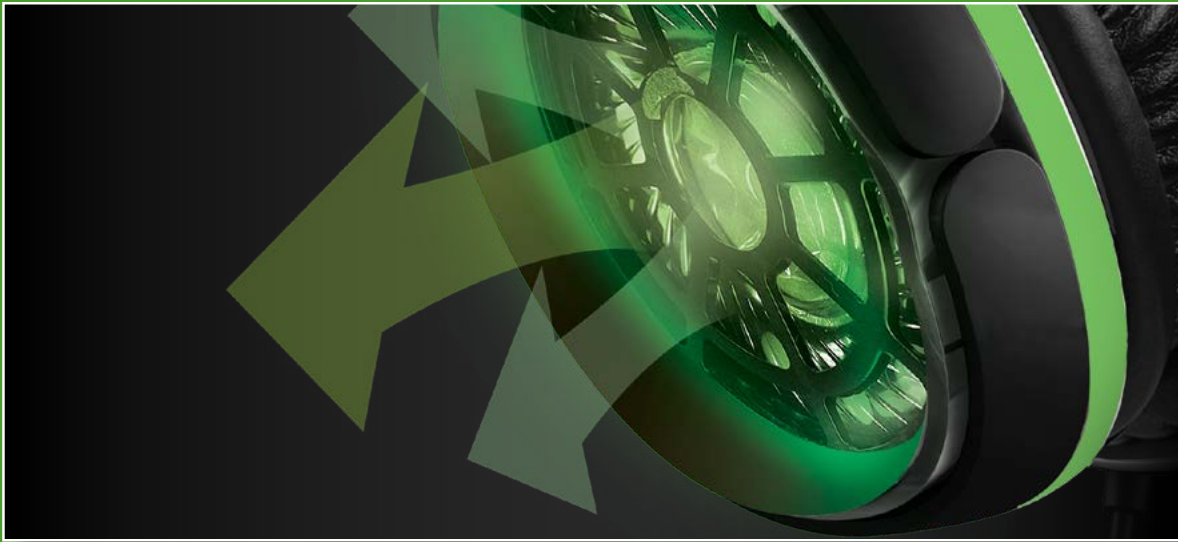
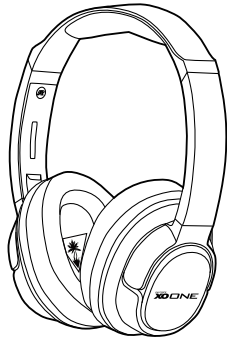


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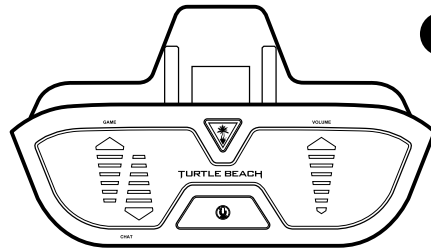
Package Contents

For our Knowledgebase and Technical Support please visit turtlebeach.com/support



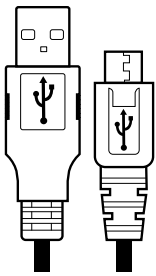
XO ONE Headset

A



B

Ear Force Headset Audio Controller



C

Mobile Adapter Cable

D



Removable Mic Boom

E



Turtle Beach Sticker

About the Ear Force XO ONE Headset

Boost your gaming experience with the all-new Ear Force® XO ONE Stereo Gaming Headset from Turtle Beach. Designed to deliver high-quality Xbox One game and chat audio straight to your ears, you'll hear every detail of your favorite games, movies and more through powerful, 50mm speakers. The included Ear Force Headset Audio Controller places game and chat controls right at your fingertips plus variable Mic Monitor and Bass Boost. And with its lightweight, comfortable design, XO ONE is ready for marathon game sessions and features a removable mic boom to use with your favorite mobile devices.

FEATURES



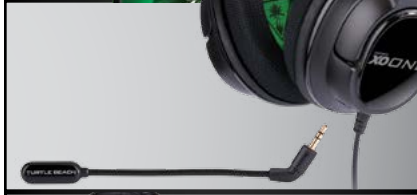
Be immersed.

Included Audio Controller features multi-step Bass Boost and Variable Mic Monitoring plus Game-Chat Mix and Mic Mute.



Loud and clear.

Full-range 50mm speakers deliver crisp highs and thumping lows.



Be social.

High-quality, removable mic for chat on Xbox Live and Skype™.



Be mobile.

Disconnect from the Audio Controller to use the XO ONE with your mobile devices.



Lightweight & Comfortable

Breathable mesh cushions and an adjustable headband for hours of gaming.



Built to Last

Renowned Turtle Beach durability and build quality.

Parts and Controls

Ear Force® Headset Audio Controller

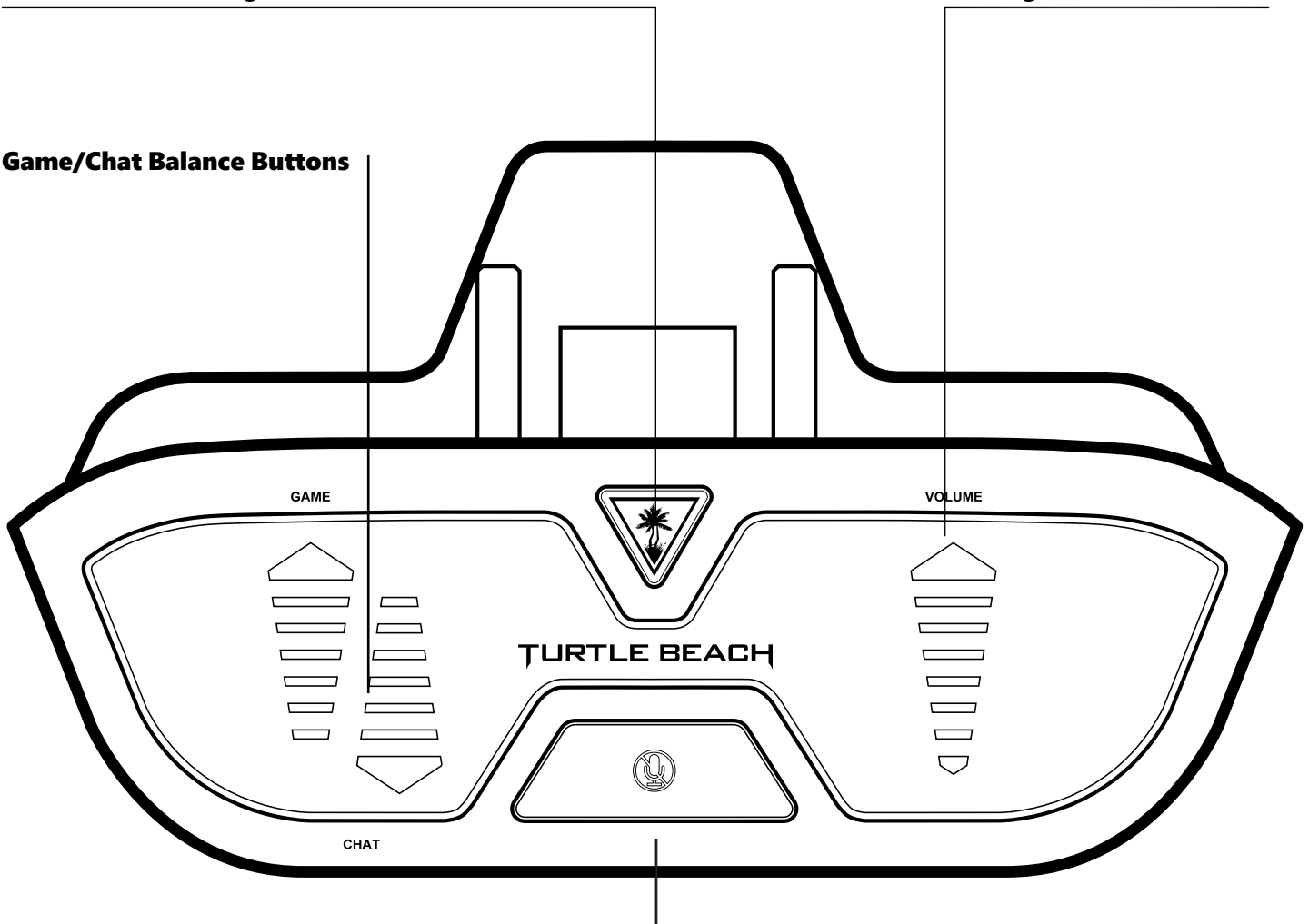
Bass Boost:

Press = Off / Low / High

Master Volume Control

Press up/down to increase/decrease overall game and chat volume.

Game/Chat Balance Buttons



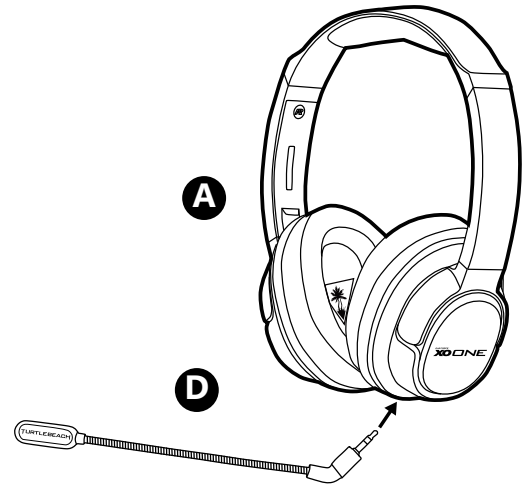
Mic Button

Short Press = Mute / Unmute

Long Press = Toggle Mic Monitor Off / Low / High

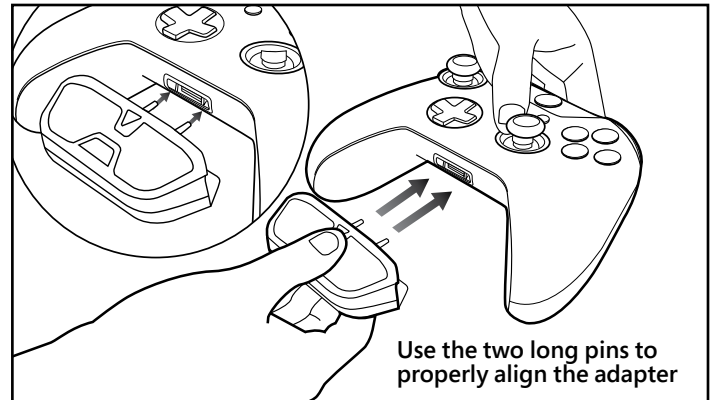
Setup and Connections: Xbox One Consoles

1. Insert the microphone boom into the jack on the left earcup of the headset. Use the keyed plug to line up the Mic Boom in the correct orientation. Press the mic boom in until you hear a gentle click.



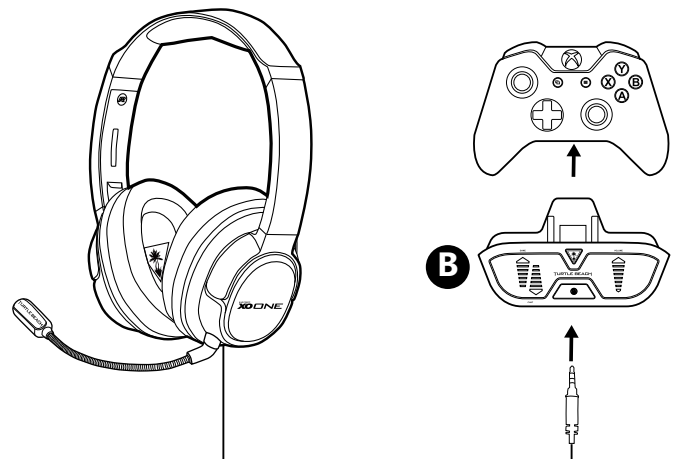
2. Insert the Ear Force Headset Audio Controller into the Xbox One Controller.

The Headset Audio Controller was designed to fit tightly into the Xbox One controller. You may need to apply gentle upward pressure to the bottom of the audio adapter while inserting into the controller. If it does not connect easily, do not force it. Make sure the Audio Controller is well aligned (do not angle the Audio Controller) and try again.



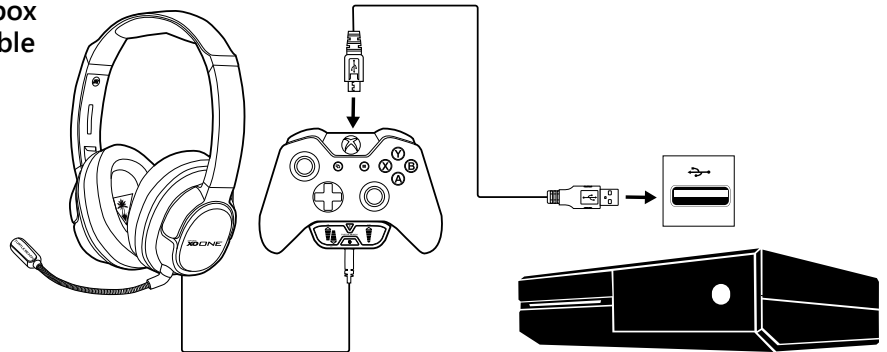
3. Connect the cable from the XO One Headset into the Ear Force Headset Audio Controller.

NOTE: For reliable sound, confirm that all connections are firmly inserted.

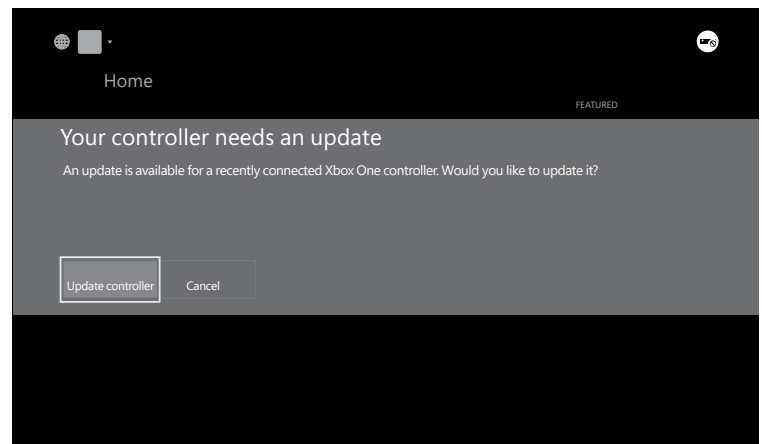


Setup and Connections: Xbox One Consoles

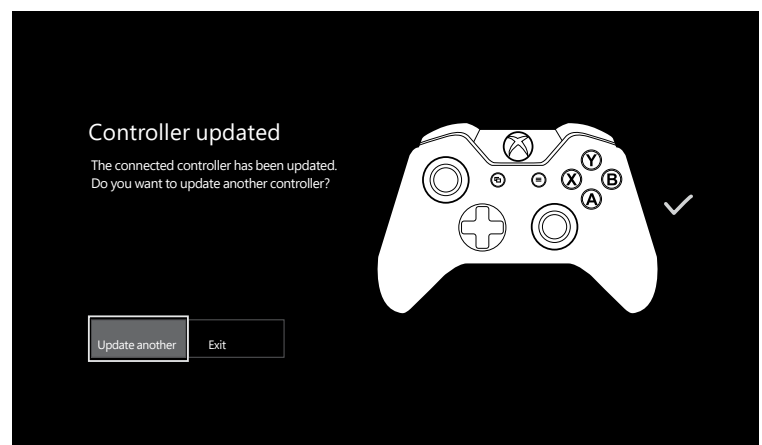
4. Connect the Xbox One Controller to the Xbox One Console using the Micro USB Update Cable



5. Follow the on-screen prompts to update your controller.



6. Take this time to update additional controllers if necessary.



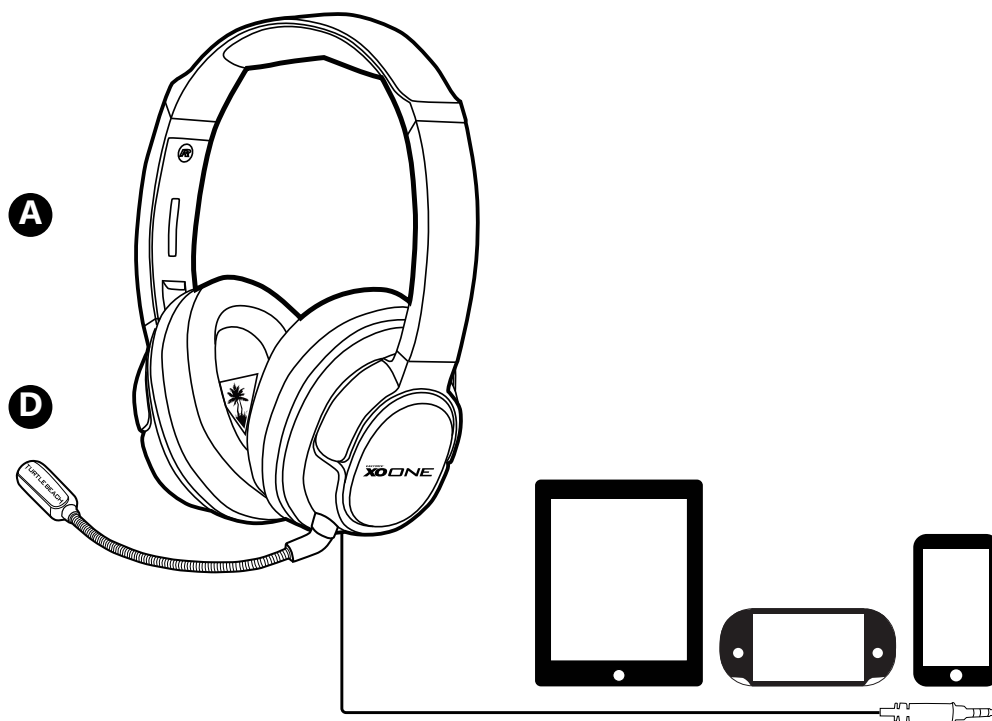
If your adapter is not functioning correctly after these steps, try updating your controller again. To do this go to Settings >> System >> Update Controller. This will repeat the original process.

Setup and Connection: Mobile Sources

Connecting to Mobile Devices

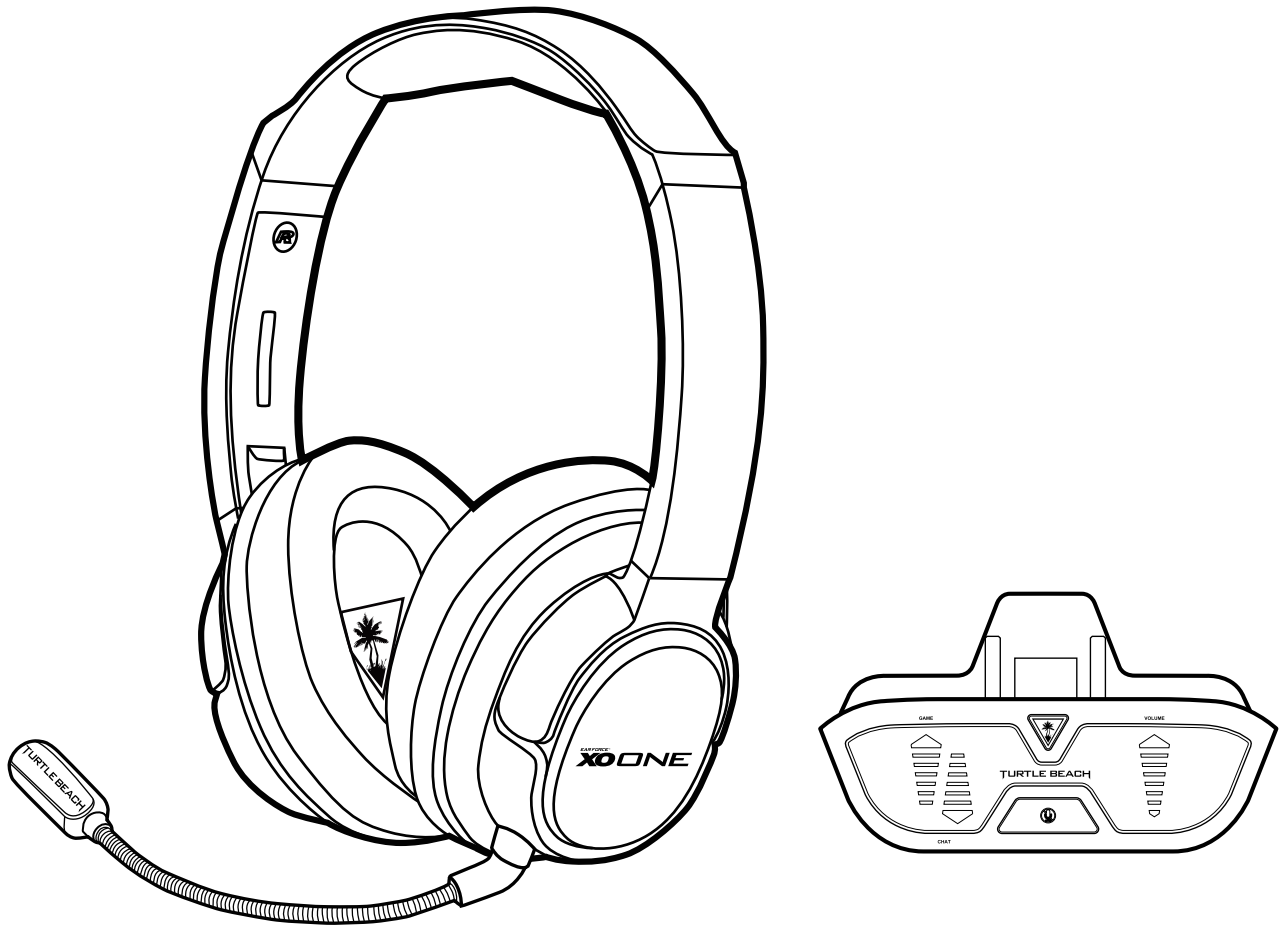
Connect your headset directly into the Headset Jack on the Mobile Device

NOTE: For reliable sound, confirm that all connections are firmly inserted.



Specifications

- Speakers: 50mm with Neodymium Magnets
- Frequency Response: 20 Hz — 20 kHz
- Earpad Material: Fabric (Black) with Foam Cushioning
- Earcup Design: Over-Ear (Closed)
- Microphone Design: Removable Omni-Directional Microphone
- Headphone Cable Length: 3 feet (0.91 m) with 4-Pole 3.5mm



Troubleshooting Tips

No sound/low sound

Possible cause	Solution
Volume control turned down	Press the Volume Up button on the Ear Force Headset Audio Controller. If necessary, press the Game button of the Chat/Game Mix.
Loose connector	Confirm that each plug is inserted firmly and fully.

Microphone not working

Possible cause	Solution
Microphone muted	Press the Mic Mute button on the Ear Force Headset Audio Controller.
Mic boom loose	Confirm that the mic boom is fully inserted into the jack on the left earcup. Disconnect the mic boom from the headset and plug it back in, making sure you hear a click, indicating that it is plugged in all the way.

No chat volume/low chat volume

Possible cause	Solution
Chat volume control turned down	Press the Chat Button on the Chat/Game Mix of the Ear Force Headset Audio Controller.
Loose connector	Confirm that each plug is inserted firmly and fully.

Mic Monitor not working

Possible cause	Solution
Mic Monitor set to "off"	Long-press the Mic Button on the Headset Audio Controller to toggle the Mic Monitor between Off, Low, and High. Note: Mic Monitor is only available when using the Headset Audio Controller.

If your issue is not resolved by these steps, please visit turtlebeach.com/support

Important Safety Information

To avoid potential damage to the device, always disconnect all cables before transporting it.

WARNING: Permanent hearing damage can occur if a headset is used at high volumes for extended periods of time, so it is important to keep the volume at a safe level. Over time, your ears adapt to loud volume levels, so a level that may not cause initial discomfort can still damage your hearing. If you experience ringing in your ears after listening with the headset, it means the volume is set too loud. The louder the volume is set, the less time it takes to affect your hearing. So, please take care to listen at moderate levels.

- Before placing a headset on your ears, turn the volume down completely, then slowly increase it to a comfortable level.
- Turn down the volume if you can't hear people speaking near you.
- Avoid turning up the volume to block out noisy surroundings.

Regulatory Compliance Statements for the Ear Force XO ONE.

Ear Force Headset Audio Controller

Federal Communications Commission (FCC) Compliance Notices

Class B Interference Statement: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15, Subpart B of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.


FCC Caution: This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Canadian ICES Statements: Canadian Department of Communications Radio Interference Regulations

This digital apparatus does not exceed the Class B limits for radio-noise emissions from a digital apparatus as set out in the Radio Interference Regulations of the Canadian Department of Communications. This Class B digital apparatus complies with Canadian ICES-003.

Règlement sur le brouillage radioélectrique du ministère des Communications: Cet appareil numérique respecte les limites de bruits radioélectriques visant les appareils numériques de classe B prescrites dans le Règlement sur le brouillage radioélectrique du ministère des Communications du Canada. Cet appareil numérique de la Classe B est conforme à la norme NMB-003 du Canada.

Declaration of Conformity

Marking by this symbol: 

indicates compliance with the Essential Requirements of the EMC Directive of the European Union (2004/108/EC). This equipment meets the following conformance standards:

Safety: EN 60950-1: 2006 + A11 + A1 + A12 (T-Mark License) Also Licensed for Standards: IEC 60950-1: 2005 + A1: 2009, (CB Scheme Report/Certificate), UL60950-1 (NRTL License), CSA22.2, 60950-1 (SCC License)
Additional licenses issued for specific countries available on request.

Emissions: EN 55022: 2010, EN 50332-1: 2000, EN 50332-2: 2003 CISPR 22: 2008.

Immunity: EN 61000-4-2: (2008-12), EN 61000-4-3: (2010-04), EN 61000-4-8: (2009-09). The products are licensed, as required, for additional country specific standards for the International Marketplace.
Additional issued licenses available upon request.

Environmental: Low Voltage Directive 2006/95/EC, RoHS 2011/65/EU, REACH 2006/1907/EC, WEEE 2002/96/EC, Packaging 94/62/EC

Warning!

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case, the user may be required to take appropriate measures.

Attention!

Ceci est un produit de Classe B. Dans un environnement domestique, ce produit risque de créer des interférences radioélectriques, il appartiendra alors à l'utilisateur de prendre les mesures spécifiques appropriées.

This product is compliant with the Consumer Product Safety Improvement Act of 2008, Public Law 110-314 (CPSIA)
This symbol on the product or its packaging indicates that this product must not be disposed of with your other household waste. Instead, it is your responsibility to dispose of your waste equipment by handing it over to a designated collection point for the recycling of waste electrical and electronic equipment. The separate collection and recycling of your waste equipment at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment. For more information about where you can drop off your waste for recycling, please contact your local authority, or where you purchased your product.



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Japan Compliance Statement

この装置は、クラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取扱いをして下さい。

VCCI-B

This is a Class B product based on the standard of the VCCI Council. If this is used near a radio or television receiver in a domestic environment, it may cause radio interference. Install and use the equipment according to the instruction manual.

Korean Compliance Statement

B급 기기 (가정용 방송통신기자재)

이 기기는 가정용(B급) 전자파적합기기로서 주로 가정에서 사용하는 것을 목적으로 하며, 모든 지역에서 사용할 수 있습니다.

Class B

(Broadcasting Communication Equipment for Home Use)

As an electromagnetic wave equipment for home use (Class B), this equipment is intended to use mainly for home use and may be used in all regions.

LIMITED ONE YEAR WARRANTY FOR TURTLE BEACH PRODUCTS:

Voyetra Turtle Beach, Inc. ("VTB") warrants to the original end-user purchaser ("Purchaser") that the retail Turtle Beach hardware product herein ("Product") will be free of defects in materials and workmanship for a period of one year from the date of purchase by the Purchaser ("Warranty Period"). Any Extended Warranty or Service Plans purchased through a Retail store are not honored by VTB. The Warranty refers to the repair/replacement of a defective product during this period and not a refund.

This limited warranty is extended only to the original Purchaser of a new product, which was not sold "AS IS". It is not transferable or assignable to any subsequent purchaser. This limited warranty is applicable only in the country or territory where the Product was purchased from an authorized VTB retailer and does not apply to a Product that has been purchased as used or refurbished or was included as part of a non-VTB product.

WARRANTY SERVICE:

In the USA and CANADA Warranty Service is provided by our Turtle Beach USA offices and in all other Countries it is provided by our local International Distributors when available. Refurbished/Recertified products are sold on an AS IS basis with a 90-day Warranty or less in accordance with each vendor's policy.

VTB does not warrant uninterrupted or error-free operation of the Product and is under no obligation to support the Product for all computer operating systems or future versions of such operating systems.

If a defect should occur during the Warranty Period, Purchaser must contact VTB to obtain a Return Merchandise Authorization ("RMA") number on the basis of the dated purchase receipt. Purchaser will be responsible for shipping costs incurred in returning the defective Product to an authorized VTB service center, or to the repair facility located at VTB's corporate headquarters. VTB will not be responsible for other products or accessories included with the defective Product sent to VTB. The RMA number must be clearly indicated on the outside of the package. Packages without an RMA number will be refused by VTB or its representatives and returned to sender at the sender's expense.

In the event of a defect, Purchaser's sole and exclusive remedy, and VTB's sole liability, is expressly limited to the correction of the defect by adjustment, repair, or replacement of the Product at VTB's sole option and expense. VTB owns all Products it has replaced and all parts removed from repaired Products. VTB uses new and reconditioned parts made by various manufacturers in performing warranty repairs and building replacement products. If VTB repairs or replaces a product, the original Warranty Period is not extended, however, VTB warrants that repaired or replacement parts will be free from defects in material and workmanship for a period of thirty (30) days from the date of repair or replacement, or for the remainder of the Warranty Period, whichever is greater.

This warranty does not apply to any Product that has had its serial number altered, removed or defaced, or any Product damage caused by shipping, improper storage, accident, problems with electrical power, abuse, misuse, neglect, ordinary wear, acts of God (e.g. flood), failure to follow directions, improper maintenance, use not in accordance with product instructions, unauthorized modification or service of the Product or damage resulting from the use of the Product with hardware, software or other products not provided by or specifically recommended by VTB.

NOTES:

- Replacement Parts and accessories that are subject to "wear and tear" such as earpads, mic foam covers, talkback cables, etc. have a three (3) month Warranty.
- Replacement Parts for Discontinued Products are sold on an AS IS basis, they are not supported and come with a 30 day Warranty.

THIS LIMITED WARRANTY IS PURCHASER'S SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. TO THE EXTENT PERMITTED BY APPLICABLE LAW, VTB HEREBY DISCLAIMS THE APPLICABILITY OF ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE FOR THE PRODUCT. IF SUCH A DISCLAIMER IS PROHIBITED BY APPLICABLE LAW, THE IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE FOREGOING LIMITED WRITTEN WARRANTY.

IN NO EVENT SHALL VTB BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, OR DAMAGES, INCLUDING BUT NOT LIMITED TO ANY LOST PROFITS, DATA, OR LOSS OF USE, ANY THIRD PARTY CLAIMS, AND ANY INJURY TO PROPERTY OR BODILY INJURY (INCLUDING DEATH) TO ANY PERSON, ARISING FROM OR RELATING TO THE USE OF THIS PRODUCT OR ARISING FROM BREACH OF THE WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, TORT, OR STRICT LIABILITY, EVEN IF VTB HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

This warranty supersedes all prior agreements or understandings, oral or written, relating to the Product, and no representation, promise or condition not contained herein will modify these terms. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which vary from state to state. Any action or lawsuit for breach of warranty must be commenced within eighteen (18) months following the purchase of the Product.

EXCLUSIONS FROM LIMITED WARRANTY:

This Limited Warranty shall not apply and VTB has no liability under this Limited Warranty if the Turtle Beach Product:

- is used for commercial purposes such as "LAN, Call Centers" (including rental or lease);
- is modified or tampered with;
- is damaged by Acts of God, power surge, misuse, abuse, negligence, accident, wear and tear, mishandling, misapplication, or other causes unrelated to defective materials or workmanship;
- serial number is defaced, altered or removed;
- is not used in accordance with the documentation and use instructions; or
- is repaired, modified or altered by other than authorized repair centers.
- is no longer available because it was discarded.



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For: **Xbox One | Mobile Gaming***



Watch Turtle Beach product training videos at:
[youtube.com/TurtleBeachVideos](https://www.youtube.com/TurtleBeachVideos)



Product support and warranty information:
[TurtleBeach.com/support](https://www.TurtleBeach.com/support)

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This product is compliant with the Consumer Product Safety Improvement Act of 2008, Public Law 110-314 (CPSIA)