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Hi Stephane,

Thanks for reaching out

When you plug the transmitter to the console, does it pair to headset?

If you've recently used the Audio Hub app for your macOS or Windows computer to update your Stealth 700 Gen 2 MAX for Xbox, and if you're now experiencing issues with the headset and transmitter pairing together, there is an easy fix.

We will use the Audio Hub for Windows or macOS again, but this time we will perform a special reset, which is different from a regular update. This "Bootloader Reset" process will completely wipe the headset's and transmitter's firmware (programming) clean, and reinstall everything fresh. We expect this to clear up the issue for you. Here's how:

Step 1: Get the Audio Hub from <https://www.turtlebeach.com/audiohub> and install it on your Windows or macOS computer, if you haven't already.

Step 2: Slide the transmitter's switch to "USB" (not "Xbox"), and then plug the transmitter into your PC.

Step 3: Connect the included USB-C to your headset but not to the computer yet. Hold the headset's MODE button while plugging the other end of the cable into the PC.

Step 4: The Audio Hub will take care of the rest. Follow the on-screen instructions to allow the reset to proceed. Keep the headset and transmitter plugged in until the Audio Hub displays a message that the process is complete.

Note: After this process, the headset will also announce "Pairing Bluetooth" and automatically begin Bluetooth Pairing mode (headset blinking white). It will be necessary to re-pair any Bluetooth connections you had made before running the tool. To do so:

- First, go into your smartphone/tablet's Bluetooth settings and have it "unpair" or "forget" any Turtle Beach devices that are listed.

- Then, have your phone scan for Bluetooth devices again, and select "Stealth 700 G2 Xbox." For details on Bluetooth pairing, click here: <https://support.turtlebeach.com/s/article/Stealth-700-Gen-2-MAX-For-Xbox-Bluetooth-Mobile-Setup>

If we can be of further assistance, please reply to this message to let us know.

Sincerely,

Turtlebeach.com

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To get the fastest possible answers, always hit Reply to respond to our emails. Creating a new email will delay the processing of your case.

Have Questions? Please visit our Knowledge Base online at: <https://support.turtlebeach.com/>

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