

Headphone Troubleshooting & Testing

1. Make sure the switch is set to ST (Stereo), not MO (Mono).

*This side is the Left Side of the Headset.



2. Make sure the volume knobs on both sides are turned all the way up. The knobs can be a bit confusing. They aren't both turned the same direction to be at 100% volume. The left volume knob should be turned counterclockwise as far as it will go, the right volume knob should be turned clockwise as far as it will go. When the headphones are on correctly, the volume knob pointers on each side will be pointing forward.
3. Test the audio on the headphones by going to this YouTube audio test video <https://www.youtube.com/watch?v=ZjAQyIVPU3I>
4. It's not necessary to put the headphones on your head. You can hold the earpiece from each side to test if it's receiving sound. The video cycles between each side and then both sides at once.
5. If the headphones test fine, put them back in your backstock of headphones rather than order more and sending them back to IT.
6. If you determine they need to be sent back to IT, please send a note that describes the issue you experienced. (E.g. left side doesn't work, ear-pads are worn down, volume knob is missing, etc.) This will help us determine if we can refurbish them, or whether we need to take them out of inventory.