



WIRELESS

For: PC | Mobile

EARFORCE®  
**Z300**

WIRELESS DOLBY® 7.1  
SURROUND SOUND PC GAMING HEADSET

User Guide



#1 IN GAMING AUDIO





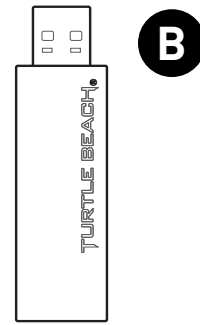
Congratulations on your purchase of the Ear Force Z300 headset from Turtle Beach. The Z300 supports digital wireless game audio and chat through your PC while providing music and calls via Bluetooth. With over 35 years of expertise, Turtle Beach is #1 in gaming audio.

# In the Box

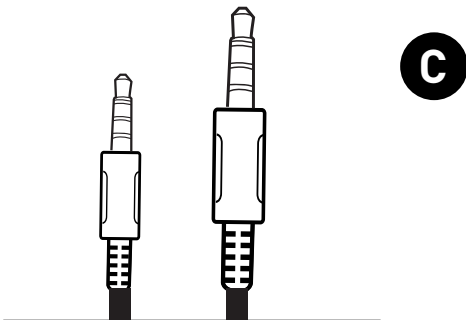
For our Knowledgebase and Technical Support please visit [turtlebeach.com/support](http://turtlebeach.com/support)



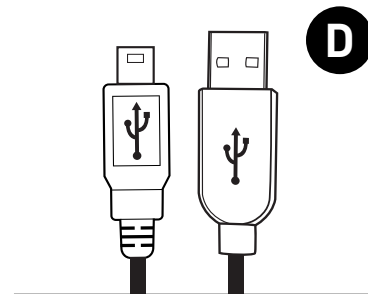
Z300 Headset with Removable Microphone



Z300 USB Transceiver



2.5mm - 3.5mm, 4-Pole Mobile Device Cable



USB Charging Cable



Turtle Beach Stickers



Quick Start Guide



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# About the Z300

The Z300 is a sophisticated headset optimized for PC gaming. To get the most from your Z300, please take a few moments to review this guide.

## Overview

The Ear Force Z300 delivers high-performance wireless 7.1 channel Dolby® Surround Sound. Interference-free, Dual-Band Wi-Fi Wireless supports gaming audio and chat to and from your PC, while Bluetooth® technology enables you to stream music and answer mobile phone calls without ever leaving your game. Plus, the Z300 goes wherever you do whether paired with your Bluetooth-compatible phone or wired via the supplied mobile device cable.

- **7.1 Channel Dolby® Surround Sound.**

Immersive sound puts you in the middle of the action.

- **Stream Music & Take Calls While Gaming.**

Take advantage of Bluetooth to receive phone calls or listen to music while you play.

- **Superb Sound.**

50 mm speakers deliver pristine sound quality; all of the audio controls, including mic mute and volume, are conveniently located on the ear cups.

- **Comfortable, Lightweight Design.**

Breathable mesh ear cushions and soft, padded headband for hours of comfort.

- **Mobile Versatility.**

Pair the Z300 with your Bluetooth-compatible mobile devices or use the included cable in Wired Mode.

- **Enhanced Entertainment & Communications.**

The Z300 delivers better sounding music, video, chat and internet calls from services like Pandora™, Netflix®, Skype®, and more.

- **Four EQ Settings.**

Customize your audio with four equalizer settings including bass & treble boost combinations.

- **Interference-Free Wireless.**

State-of-the-art, Dual-Band Wi-Fi Wireless scans for a clear connection.

- **Simple, Plug & Play USB Setup.**

Single plug-and-play USB transceiver. Small enough to use with laptops & netbooks.

- **Long-life Rechargeable Battery.**

Built-in battery delivers up to 15 hours of continuous play. You can even charge while playing.

- **Independent Bluetooth Volume Control.**

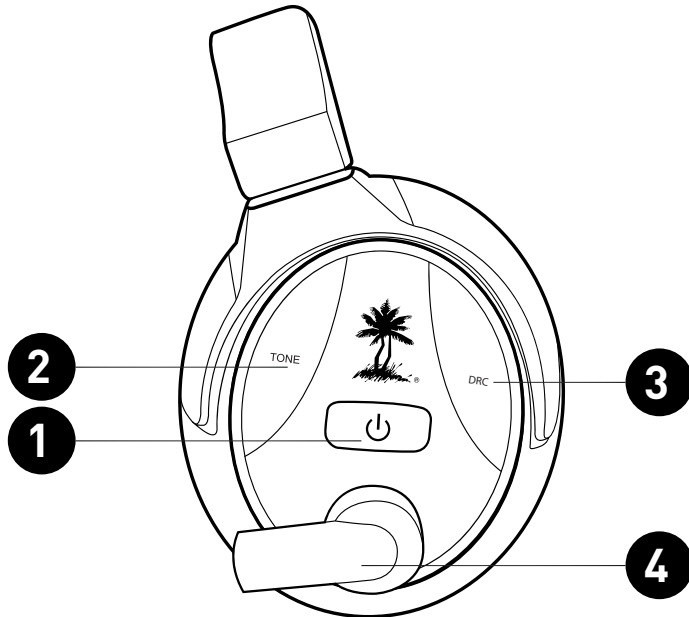
Allows for personalized balancing of game and Bluetooth audio.

- **Variable Microphone Monitor.**

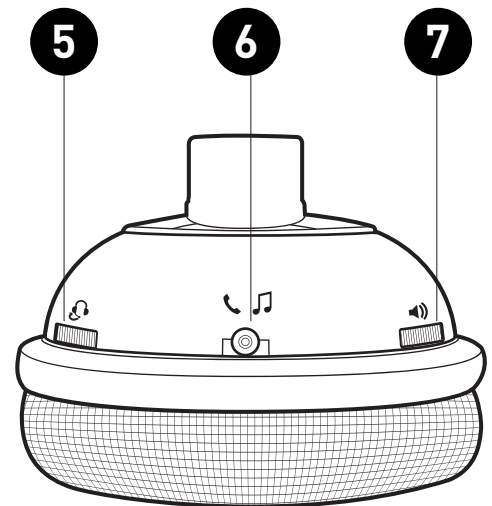
Enjoy longer gaming and chat sessions by adjusting the volume of your own voice in your headset so you don't have to shout.

# Parts and Controls

## Left Ear Cup Controls



Side view



Bottom view

### 1. Power Button with LED

**Powering ON:** Press until the headset announces “Powering On.”

**Powering OFF:** Press and hold until the headset announces “Powering Off.”

**Pairing Mode:** The Power Button also initiates pairing between the headset and USB transceiver. (See “The USB transceiver and pairing” on pg. 7 for details.)

**Power Button LED:** A white LED inside the Power Button flashes once per second when paired to the USB transceiver and twice per second when not paired.

### 2. Tone Effects Button

Cycles through the four different tone effects settings, which can emphasize specific sounds important for game play. The headset announces each selection. (See “Adjusting Sound” on pg. 18 for details.)

### 3. Dynamic Range Compression (DRC) Button

Press to activate DRC, which emphasizes the softer sounds important in certain games. The headset will announce “Compression On.” Press again to turn DRC off. The headset will announce “Compression Off.” (See “Adjusting Sound” on pg. 18 for details.)

### 4. Removable Microphone with Adjustable Boom

The microphone boom is shipped disconnected from the headset. The microphone boom can also be detached from the headset when chat is not required. (See “Initial Setup” on pg. 6 for details.)

### 5. Variable Mic Monitor

Hear yourself speaking through the headset. (Does not affect the volume heard by others over Chat.)

### 6. Mobile Device Jack

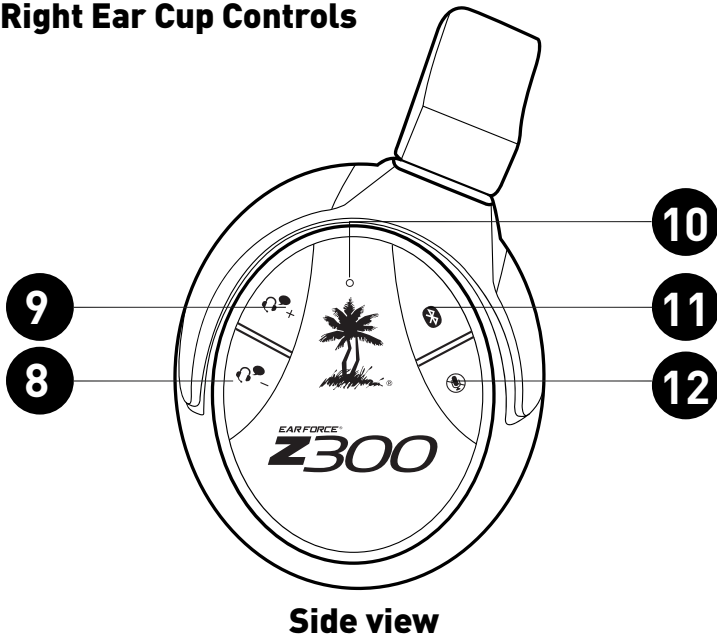
Connects to the supplied mobile device cable. This 2.5 mm mini-jack inputs phone call audio or music from a mobile phone or digital music player and also outputs the microphone signal to a mobile phone.

### 7. Master Volume

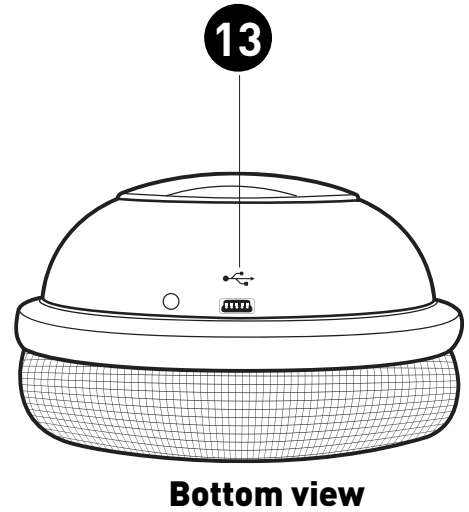
Turn to adjust the volume level of the headset.

# Parts and Controls

## Right Ear Cup Controls



Side view



Bottom view

### 8. Bluetooth Volume Down

Press to lower volume level of Bluetooth phone calls and music.

### 9. Bluetooth Volume Up

Press to raise volume level of Bluetooth phone calls and music.

### 10. Bluetooth LED

Blinks Red or Blue to indicate Bluetooth status. (See "Bluetooth Operation" on pg. 14 for details)

### 11. Bluetooth Button

Activates multiple Bluetooth functions including Bluetooth On/Off, Bluetooth Pairing, making and receiving calls.

(See "Bluetooth Operation" on pg. 14 for details)

### 12. Mic Mute Button

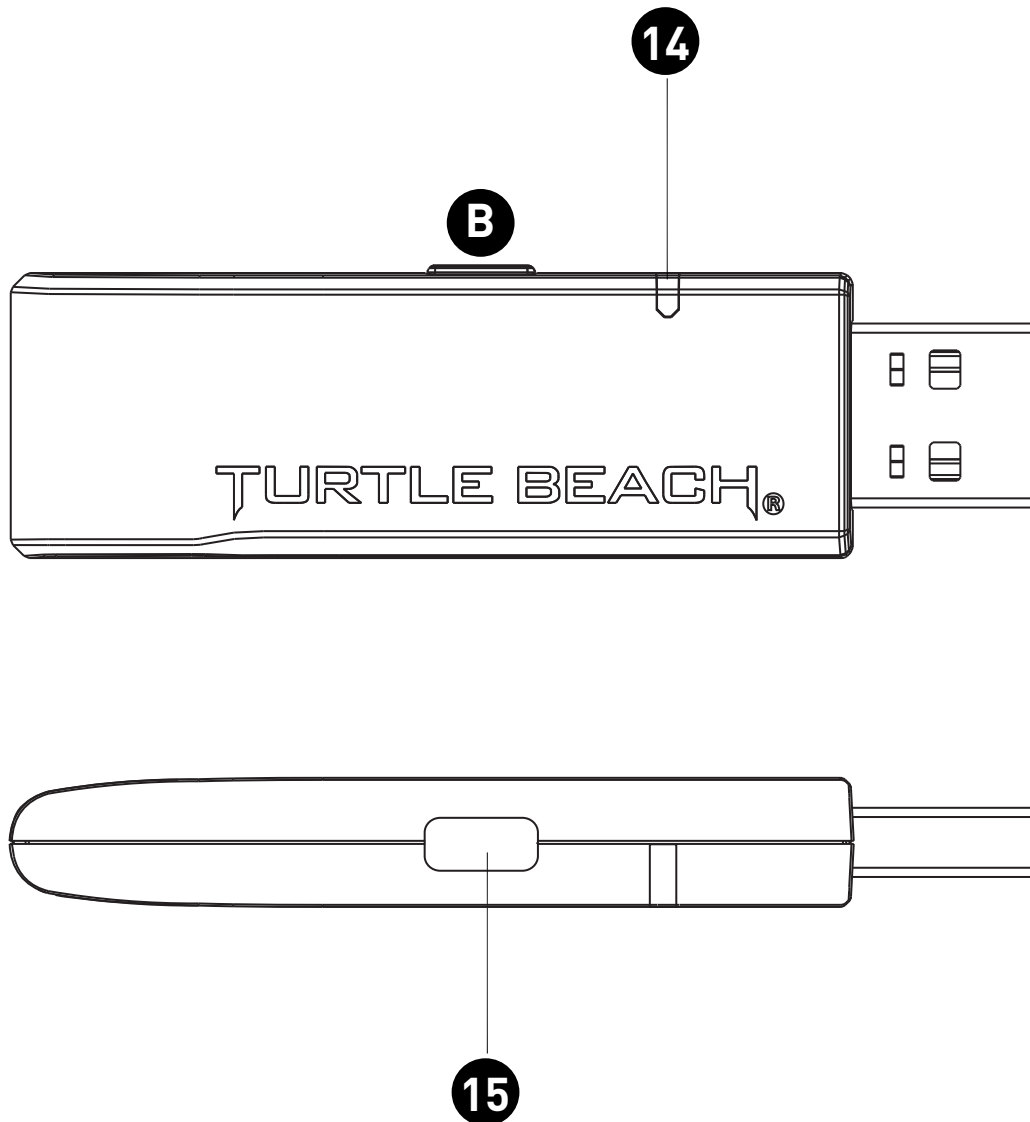
Press to turn on and off the microphone. A low-pitched tone indicates the mic has been turned off, while a high-pitched tone indicates it has been turned on.

### 13. Mini USB port

Charges the Z300 from any standard USB port via the supplied USB Charging Cable.

# Parts and Controls

## USB Transceiver



### 14. Pairing indicator LED

Solid On. Indicates that the transceiver is currently paired with the headset.

Slow pulsing. Indicates that the transceiver is not currently paired with the headset. **(See “The USB Transceiver and Pairing” on pg. 7 for details.)**

Rapid flashing. Indicates that the pairing procedure is underway.

### 15. Pairing Button

If necessary, press and hold five seconds to establish pairing with the headset. **(See “The USB Transceiver and Pairing” on pg. 7 for details.)**

# Initial Setup

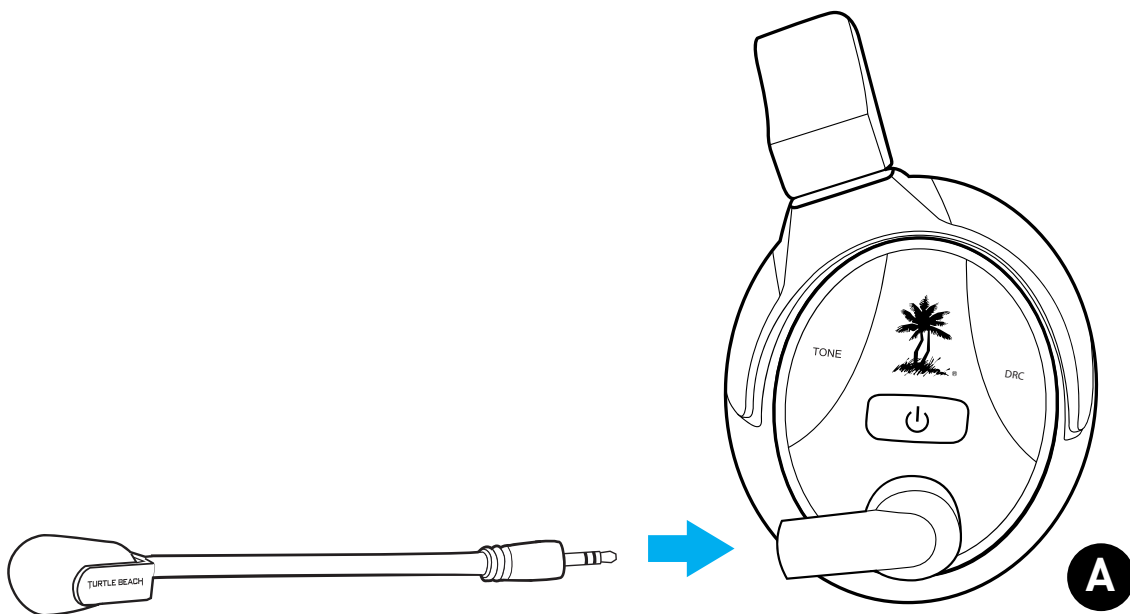
## Connect the Microphone Boom

**1** The microphone boom is shipped disconnected from the headset. A triangle symbol is molded into the microphone boom, near the plug. Insert the microphone boom plug into the left ear cup jack, with the triangle toward your face.

**2** Firmly push the boom plug into the headset jack until it seats with a click.

**3** Curve the boom to position the microphone close to your mouth.

**NOTE:** To ensure that the microphone is properly positioned, check that the metal clip with the Turtle Beach logo is facing away from your mouth. You can disconnect the microphone when not in use.



# The USB Transceiver and Pairing

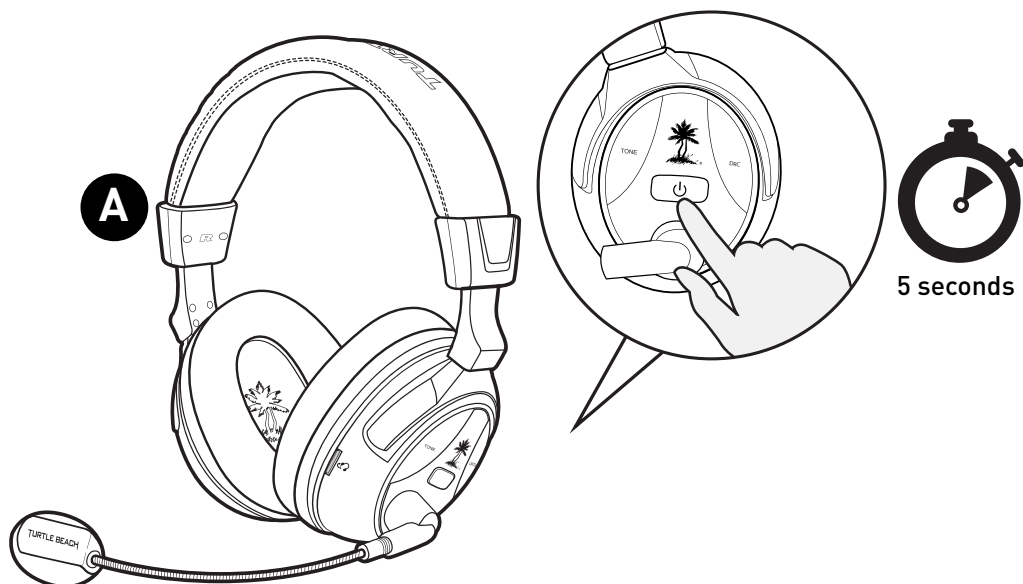
## About the USB Transceiver

The USB transceiver sends game audio and chat between your PC and your Z300 headset via digital radio frequency (RF) signal, so a direct line of sight is not required. When you're out of range, you may hear popping or clicking sounds and experience audio dropouts if the headset loses the RF signal.

## Procedure for Pairing

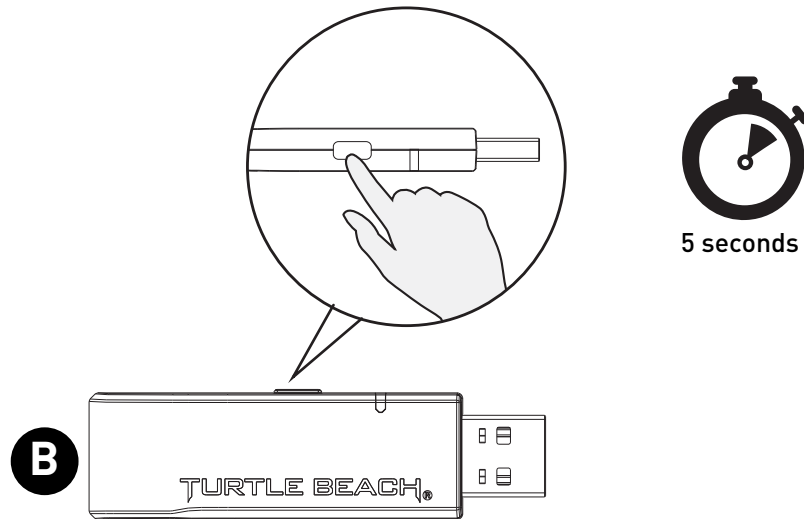
Your Z300 headset is shipped from the factory already paired with its USB transceiver. When the headset and USB transceiver are communicating, the pairing indicator LED on the USB transceiver will stay on. If this LED is instead pulsing slowly or off, it means the USB transceiver can't communicate with the headset. This could happen if the headset is turned off or out of range. If the LED is pulsing slowly when the headset is on and within range, then they might need to be "paired" as described below:

- 1 Place the headset around two feet from the USB Transceiver.
- 2 Make sure the headset is off by pressing the Power button until the Z300 announces "Powering Off."
- 3 Press and hold the headset Power button for several seconds until the Z300 announces "Pairing Headset."

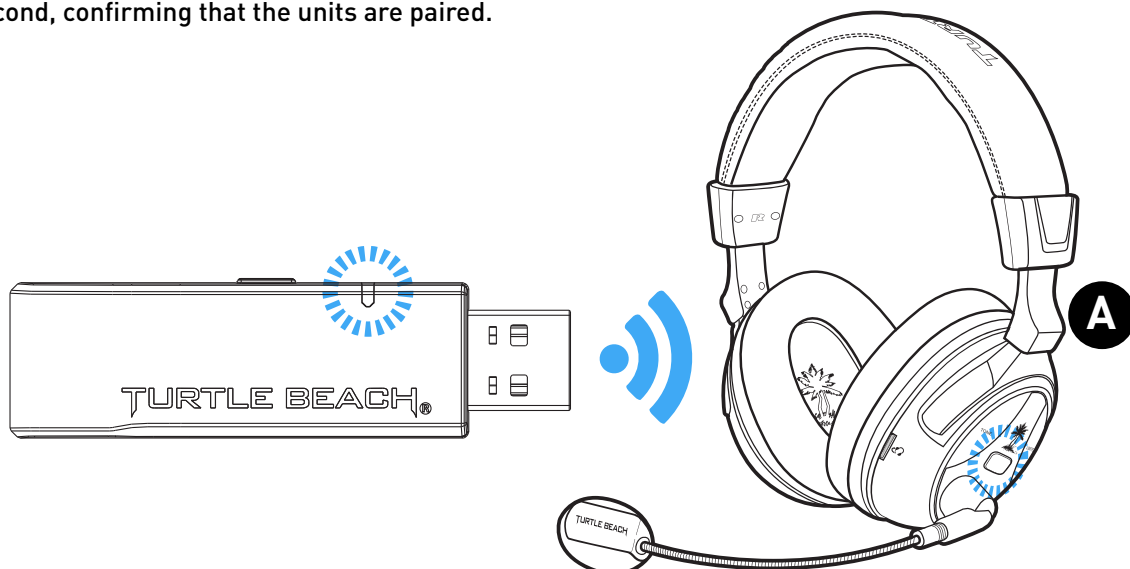


# The USB Transceiver and Pairing

- 4** Press and hold the transceiver Pairing Button for five seconds until the transceiver pairing indicator LED flashes rapidly. The Z300 will announce “Headset Paired.”



After a few seconds, the transceiver pairing indicator LED should stay Solid on and the headset LED should flash about once per second, confirming that the units are paired.



## Interference from Two Headsets

Do not try to pair two headsets with the same USB transceiver. This will cause interference as they compete for the transceiver radio frequency (RF) signal. One headset will shut off.

# Dolby® Software Installation

## Install the Dolby® Headphone software

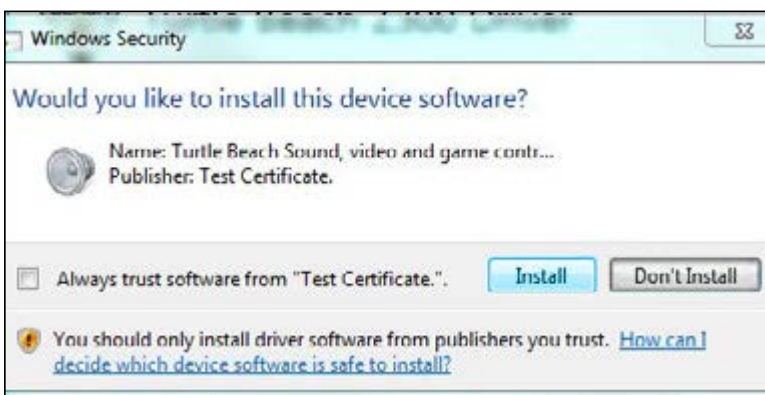
The Z300 can reproduce powerful 7.1-channel surround sound that puts you right in the middle of the action, providing important cues to threats and opportunities in game play. The system uses sophisticated Head Related Transfer Functions (HRTFs) to make sound appear to come from the front, back and sides, even though the headphones have just two drive units: left and right. The system is compatible with 5.1-channel content and transforms stereo content into surround sound when combined with Dolby Pro Logic® II.

This capability is made possible by Dolby Headphone software that needs to be installed on your PC. **Visit [turtlebeach.com/Z300](http://turtlebeach.com/Z300) to download the Dolby Headphone software to your PC.**

- 1 Launch the downloaded file.  
Check to agree to the License Agreement, and choose **Install**.



- 2 Your PC may display prompts requesting permission to install the Z300 Driver. Select **“Install”** or **“Ok”** to continue the installation process.



# Dolby® Software Installation

- 3 Restart your PC to complete the installation process.

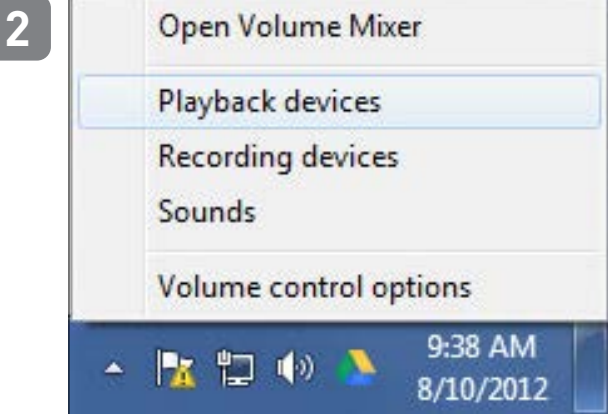
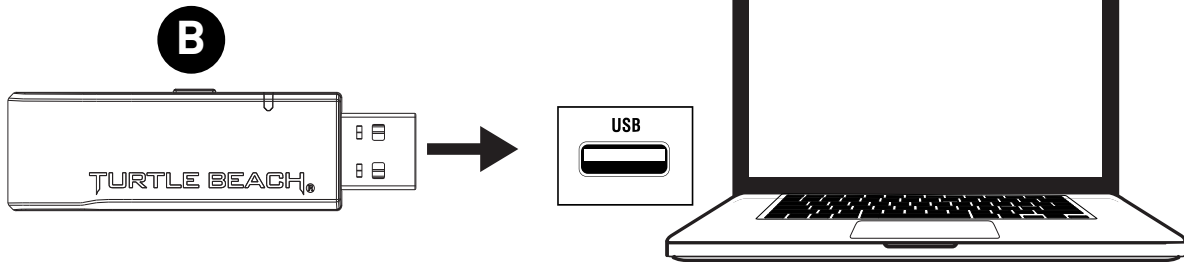


- 4 Now you are ready to Set up your USB Transceiver, follow the directions below to setup your Z300 in 7.1 Surround Sound.

# PC Setup

## Set up the USB Transceiver

- 1 Setting up the USB transceiver on a Windows® PC is quick and easy. With the PC powered up and running, insert the USB transceiver into an available USB port on the PC. The computer will recognize the transceiver as a Plug & Play device.

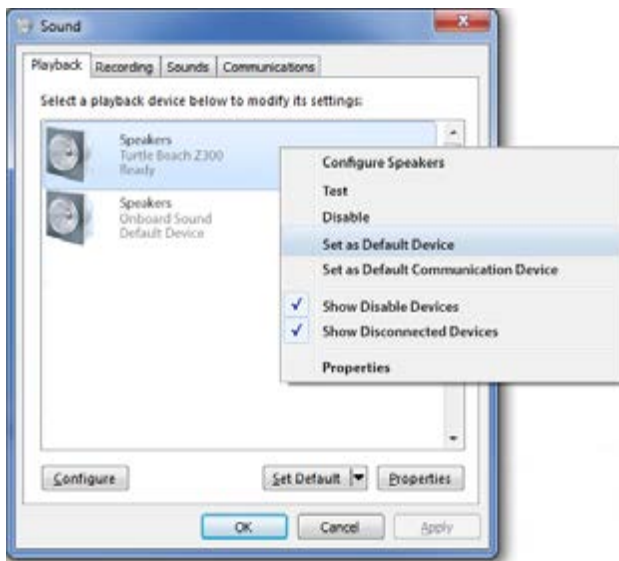


Right-click the speaker icon in your task bar and select “**Playback Devices**” from the pop-up menu.

**NOTE:** Depending on your operating system version, your screens may differ from the ones shown here; but the procedure remains the same.

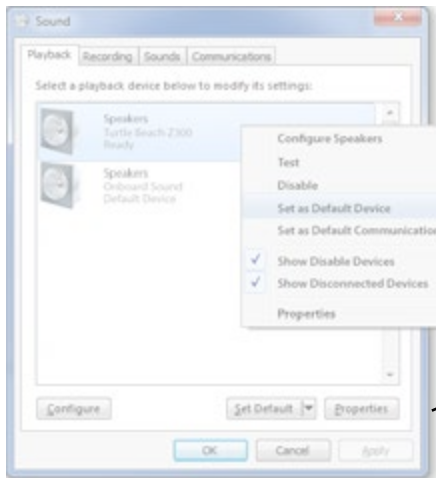
# PC Setup

3



In the Sound dialog box, right-click on **“Speakers/Turtle Beach Z300/Ready”** and select **“Set as Default Device”** from the pop-up menu.

4



Click on the Properties button to open the Speakers Properties dialog box.



# PC Setup

5

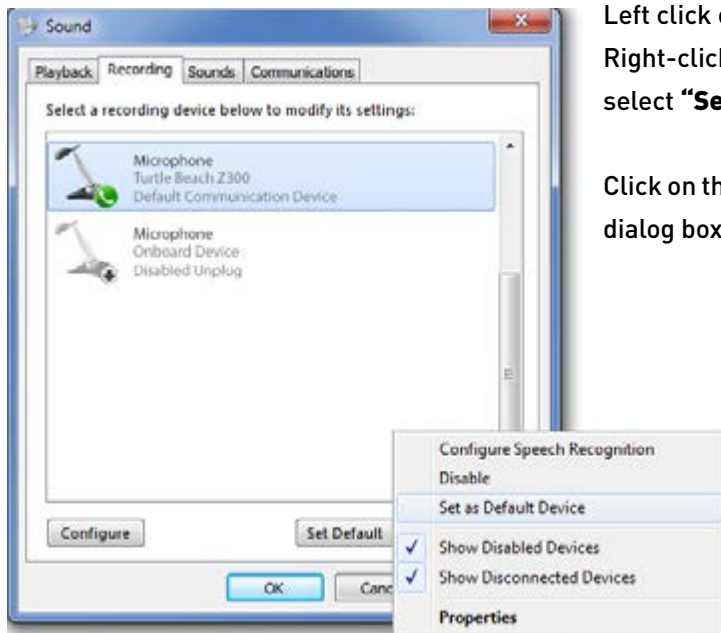


Click on the **“Surround Sound”** Tab.

Select **“Enable Surround Sound”**. Click on the **OK** button to close the **Speakers Properties** dialog box and return to the **Sound** dialog box.

**Note:** Depending on the type of audio you are listening to you will want to switch between Movie and Music modes. Just return to this menu to change your Surround Sound Configuration at any time.

6



Left click on the **“Recording”** tab.

Right-click on **“Microphone/Turtle Beach Z300/Ready”** and select **“Set as Default Device”** from the pop-up menu.

Click on the **OK** button to accept the changes and close the **Sound** dialog box.

# Bluetooth Operation

The Z300 incorporates Bluetooth technology that enables you to answer calls on your mobile phone or enjoy stereo music streaming from a Bluetooth enabled digital music player—all without leaving your game.

**NOTE: For maximum battery life, turn off the Bluetooth radio if you're not using these Bluetooth features.**

## Pairing a Bluetooth-enabled mobile phone or digital music player

The Z300 Bluetooth feature must be powered off before you start.

- 1 On the Z300, press and hold the Bluetooth Button for five seconds until the flashing Bluetooth LED is alternating blue and red. Release the button. A voice prompt in the Z300 headset will confirm **"Bluetooth pairing."**



- 2 On your Bluetooth enabled device, activate the Bluetooth mode and search for Bluetooth devices as described in the device user manual.



# Bluetooth Operation

- 3 When your device is finished scanning, select **“TURTLE BEACH Z300”** from the list and follow the prompts to connect.



- 4 If necessary, enter **“0000”** as the Pass Key and select **“OK.”** The Z300 headset voice prompt announces **“Bluetooth paired”** when the Z300 is successfully paired with your device.

## Dual Pairing

The Z300 can be simultaneously paired to two Bluetooth-enabled devices at once. For example, you can pair the Z300 to a digital music player or tablet and your mobile phone at the same time. If your mobile phone is also a digital music player, you can stream music to your headset as well. The Z300 will automatically remember the last two paired devices upon powering on.

**NOTE: Only one Bluetooth device can be active on the headset at a time. For example, if you are making a call with the headset while streaming music from a second device, the music will be deactivated until the call is over.**

# Bluetooth Operation

## Making Calls

Once the Z300 is successfully paired with your mobile phone, you can use it to make and receive calls. The Z300 can be used with voice dialing if your phone supports this function.

- **Using voice dialing (depends on phone capabilities).**

Press and hold the Bluetooth button for 3 seconds until you hear a tone—then release. The voice recognition prompt in your phone will now be activated. Say the name of the phone number or person whom you want to call. You can exit the voice recognition state at any time by pressing the Bluetooth Button for 3 seconds.

- **Using mobile phone keys to make a call.**

Dial the number on the mobile phone as normal. Once the call has been placed, the sound will automatically be transmitted to the Z300.

- **Redial (depends on phone capabilities).**

Double-click Bluetooth button. You will hear two tones, and the last number called will be dialed.

- **Muting the microphone.**

During a call, the Z300 microphone muting can be toggled by pressing the Mic Mute button. You will hear a low-pitched tone, indicating that the mic is muted. To release from muting, press the Mic Mute button again. You will hear a high-pitched tone, indicating that the mic is active.

- **Adjusting Bluetooth volume.**

Use the Bluetooth Volume Up and Down buttons to control the audio level during the call.

**NOTE: Some mobile phones may not have a redial or voice recognition function. If a phone does not have a redial function, then a double-click of the Bluetooth button will initiate the voice recognition state instead. If a phone does not have either function, then a double-click or 3-second press of the Bluetooth Button will have no effect.**

**NOTE: Game or other PC audio will automatically be lowered during the call.**

## Receiving Calls

When the Z300 Bluetooth is powered on and there is an incoming call you will hear a musical chime. You have three options when an incoming call is received:

- **Answer call.** Press the Bluetooth button once to accept the call. Press it again to end a call. A tone is heard in the earpiece each time you answer or end a call.

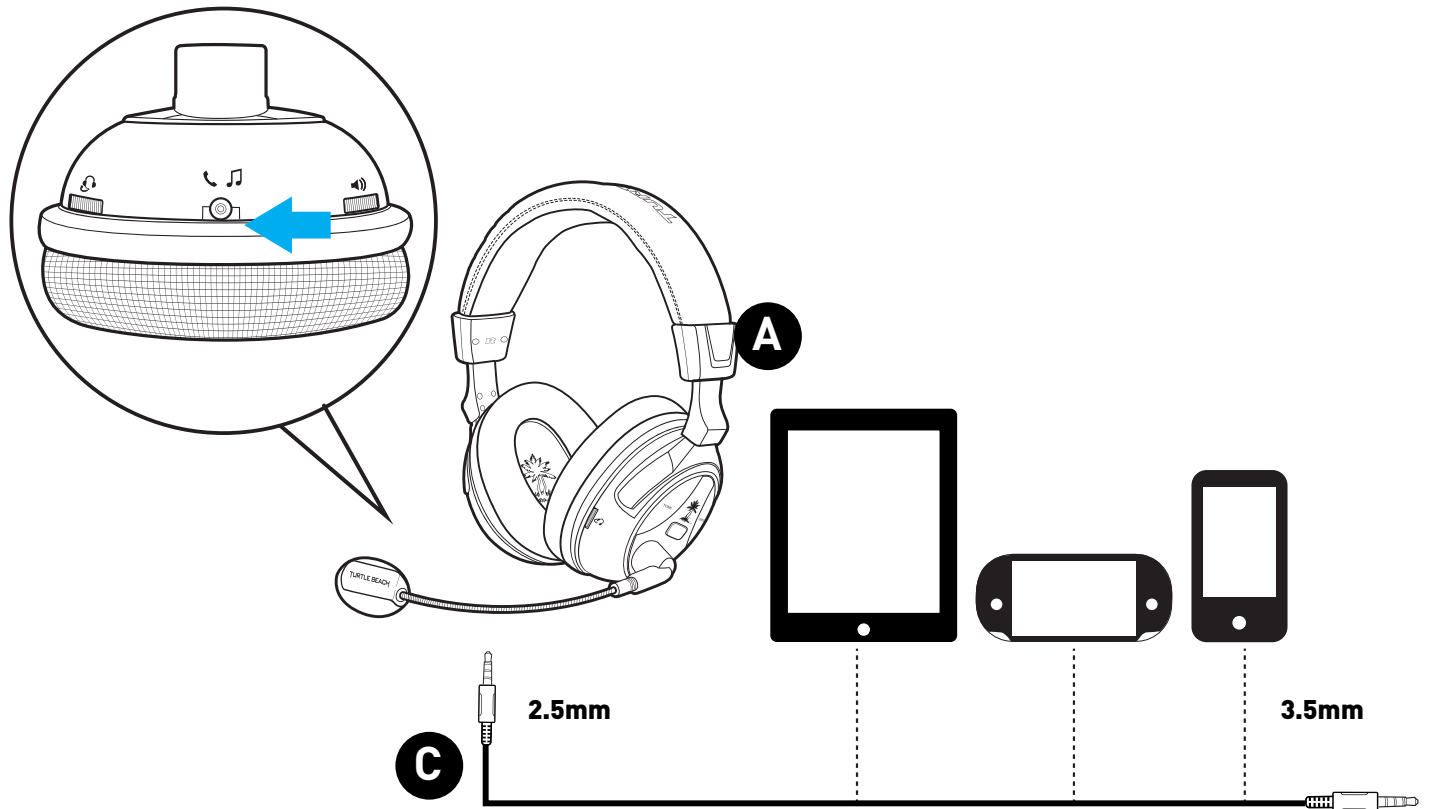
- **Reject call.** Press and hold the Bluetooth button for three seconds until you hear a beep. The call is sent directly to your voicemail.

- **Do nothing.**

The “incoming call chime” will sound until your phone sends the caller to voicemail.

# Connecting a Digital Music Player

You can also connect a digital music player or tablet that is not equipped with Bluetooth technology. The Z300 is supplied with a mobile device cable. Connect the larger (3.5mm) plug into the headphone jack of your music player or tablet. Connect the smaller (2.5mm) plug into the Mobile Device jack on the bottom of the right ear cup.



# Adjusting Sound

- **Master Volume.**

To adjust the volume for all audio sources, use the Master Volume control on the bottom of the left ear cup.

- **Bluetooth Volume.**

To adjust phone call volume and music streaming via Bluetooth, use the Bluetooth Volume Up and Down buttons on the right ear cup.

- **Mic Monitor Volume.**

The Variable Mic Monitor control adjusts the volume of your microphone that you hear through the headset. This does not affect the volume heard by others over Chat.

- **Mic Mute.**

To temporarily turn off the Microphone, press the Mic Mute button. You will hear a low-pitched tone, indicating that the mic is muted. To release from muting, press the Mic Mute button again. You will hear a high-pitched tone, indicating that the mic is active.

- **Dynamic Range Compression.**

Audio dynamic range is the difference in level between maximum loud sounds and minimum soft sounds. In many games, maximum volume for the loudest sounds, such as explosions, is less important than the clarity of the softest sounds, which might indicate someone sneaking up on you. To emphasize the softer sounds, press the Dynamic Range Compression (DRC) button. The headset will announce "Compression On." Press the DRC button again to deactivate this feature. The headset will announce "Compression Off."

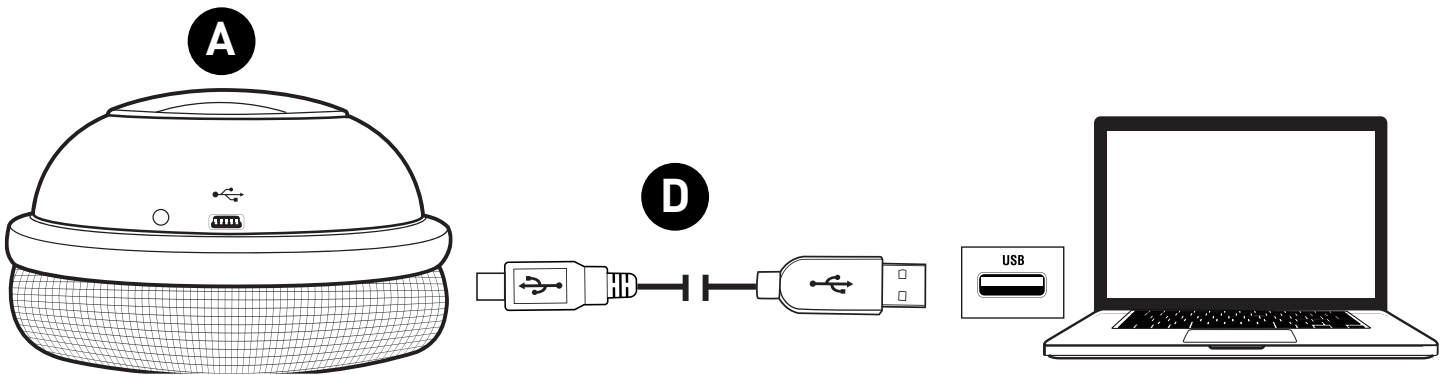
- **Tone Effects.**

To emphasize specific sounds important for game play, the Z300 incorporates four equalization settings. These can also be used for enjoying music and other content. Each time you press the Tone Effects Button, the Z300 cycles to the next Game Mode, which the headset announces.

- **Game Mode 1.** Flat response; for the most accurate sound.
- **Game Mode 2.** Bass boost, for the extreme low frequencies.
- **Game Mode 3.** Treble boost, for the extreme high frequencies.
- **Game Mode 4.** Bass and treble boost.

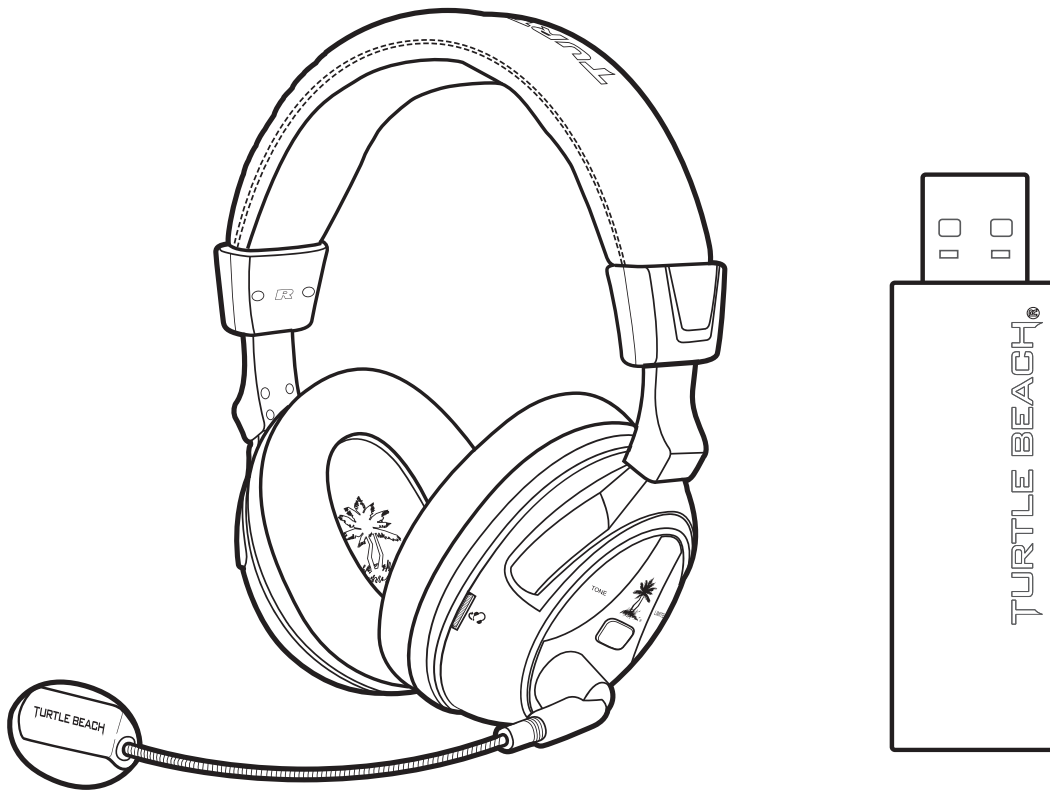
# Charging the Headset

The Z300 headset is designed to deliver up to 15 hours of continuous play on a single battery charge. To charge the Z300, connect the USB charging cable from any standard USB port to the USB mini port on the right ear cup. You can even recharge while playing.



# Specifications

- 50mm diameter speakers
- Game audio frequency response: 20 Hz - 20 kHz, <120 dB SPL @ 1 kHz
- Condenser microphone frequency response: 50 Hz - 15 kHz
- Wireless transmission: 2.4/5.2 GHz Dual-Band RF for game audio between headset and supplied USB transceiver
- Bluetooth radio with dual-pairing mode and A2DP compatibility
- Headphone amplifier: Stereo 27 mW/ch, THD <1%
- Digital Signal Processor for independently controlled chat, game and mic signals
- USB port for recharging with supplied USB charging cable
- Rechargeable batteries with up to 15 hours continuous operating time
- Automatic shut down after approx. 5 minutes of carrier loss or silence to conserve battery power



# Troubleshooting Tips

## No sound

- Check that the headset volume control is turned up.
- Check that the transceiver is properly seated in the computer's USB port and that the Turtle Beach Z300 is the default device for the PC's Sound Recording and Playback. (See "PC Setup" on pg. 11 for details.)
- Check that the headset is powered on. The LED on the left ear cup should be flashing.
- Check if the USB transceiver LED is on continuously. If the LED is pulsing slowly or off, it indicates that the transceiver isn't communicating with the headset. If the headset Power LED is blinking twice per second and the transceiver LED is pulsing slowly, then the headset and USB transceiver need to be "paired" as described in the section "The USB transceiver and pairing."

## Audio Drops, Popping or Clicking Sounds

Audio dropouts, popping or clicking sounds on the headset are caused by poor reception. This can occur when:

- The headset and USB transceiver are out of range. For best performance, stand within 20 feet from the USB transceiver.
- There's a wall or other large object between the headset and transceiver.
- The transceiver is in a bad location that is interfering with the antenna.
- Radio frequency (RF) activity from a wireless base station or wireless LAN is blocking the RF signal from the transceiver.

## Voice Chat Drops

Most in-game voice chat drops are caused by network congestion or "lag." They usually subside after a few moments so please be patient. In extreme cases, you may have to leave a game and return to reset the chat function.

If you use a wireless internet connection, low signal strength from your modem/router can make the voice chat malfunction. A wired connection from your modem/router to your PC is recommended for best results.

## Microphone not working

- The mic boom is loose. In this case the mic might pick up your voice only intermittently, or cause others to hear unwanted crackling sounds. To secure the connection, unplug the microphone boom from the headset, then reconnect it as described in "Initial Setup" (page 6).
- The Z300 is not set as default Recording Device. Set the Z300 as your default Recording Device as described in "PC Setup" (page 13).
- The headset is not paired. Pair the transceiver and headset as described in "The USB transceiver and pairing" (page 7).
- The Mic Monitor level is misadjusted. To hear yourself in the headset, adjust the Variable Mic Monitor control.

## Bluetooth not working

Try using the Bluetooth pairing instructions (see "Bluetooth Operation," page 14) to pair your headset to a different Bluetooth-ready mobile phone than the one you usually use. With the headset paired to the phone, call a friend/relative. Is the person you are calling able to hear you? Are you able to hear the person you are calling? If you're experiencing the same issue with two different phones, you will want to contact our support team via the link below.

## Headset not powering on

The battery may be low. Charge your headset for at least 8 hours. (You may use the headset while charging.)

See "Charging the headset" (page 19).

If your issue is not resolved by these steps, please visit [turtlebeach.com/support](https://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

## Regulatory Compliance Statements for the EAR FORCE Z300 RX & TX Models

Federal Communications Commission (FCC) Compliance Notices

This section includes the following FCC statements for the EAR FORCE Z300 RX & TX Models:

- FCC ID: XGB-TB6060 & XGB-TB6061
- Class B Interference Statement
- RF Radiation Exposure & Hazard Warning
- Non-Modification Statement
- Deployment Statement

### 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 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.

### RF Radiation Exposure & Hazard Statement

To ensure compliance with FCC RF exposure requirements, this device must be installed in a location such that the antenna of the device will be greater than 2 cm (0.8 in.) from all persons. Using higher gain antennas and types of antennas not covered under the FCC certification of this product is not allowed. Installers of the radio and end users of the product must adhere to the installation instructions provided in this manual. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

### Non-Modification Statement

Use only the supplied internal antenna. Unauthorized antennas, modifications, or attachments could damage the EAR FORCE Z300 RX & TX Models and violate FCC regulations. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. Please contact Turtle Beach for a list of approved 2.4 GHz and 5.0 GHz antennas.

# Regulatory Compliance

## Deployment Statement

This product is certified for indoor deployment only in the 5150 – 5250 MHz band. Do not install or use this product outdoors in that frequency band in the United States.

## Canadian ICES Statements

IC: 3879A-6060 & 3879A-6061

This device complies with ICES-003 and RSS-210 of Industry Canada.

Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Ce dispositif est conforme aux normes NMB003 et CNR-210 d'Industrie Canada.

1. L'utilisation de ce dispositif est autorisée seulement aux conditions suivantes :
2. il ne doit pas produire de brouillage et l'utilisateur du dispositif doit être prêt à accepter tout brouillage radioélectrique reçu, même si ce brouillage est susceptible de compromettre le fonctionnement du dispositif.

To prevent radio interference to the licensed service (i.e. co-channel Mobile Satellite systems) this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing and not supported by EAR FORCE Z300 RX & TX Models.

## RF Radiation Exposure & Hazard Statement

To ensure compliance with RSS-102 RF exposure requirements, this device must be installed in a location such that the antenna of the device will be greater than 2 cm (0.8 in.) away from all persons. Using higher gain antennas and types of antennas not covered under the IC certification of this product is not allowed. Installers of the radio and end users of the product must adhere to the installation instructions provided in this manual. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

## Exposition aux radiations RF & Mention de danger

Pour assurer la conformité avec les exigences RSS-102 d'exposition aux RF (Radio Fréquences), cet appareil doit être installé dans un endroit où l'antenne de l'appareil sera située à une distance de plus de 2 cm (0.8 po) de toutes personnes. L'utilisation d'antennes à gain plus élevé et les types d'antennes qui ne sont pas couverts en vertu de la certification IC de ce produit n'est pas autorisée. Les installateurs de la radio et les utilisateurs du produit final doivent se conformer aux instructions d'installation fournies dans ce manuel. Cet émetteur ne doit pas être co-implanté ou exploité en conjonction avec toute autre antenne ou transmetteur.

## Deployment Statement

This product is certified for indoor deployment only in the 5150 – 5250 MHz band. Do not install or use this product outdoors in that frequency band in Canada.

## Déclaration de déploiement

Ce produit est certifié pour le déploiement à l'intérieur tout en rencontrant les limites de cette bande de fréquences: 5150 - 5250 MHz. Ne pas installer ou utiliser ce produit à l'extérieur au Canada, si cette bande de fréquences ne peut ne peut être rencontrée.

# Regulatory Compliance


## **European Union and European Fair Trade Association Regulatory Compliance**

This equipment may be operated in the countries that comprise the member countries of the European Union and the European Fair Trade Association. These countries, listed below, are referred to as The European Community throughout this document:

AUSTRIA, BELGIUM, BULGARIA, CYPRUS, CZECH REPUBLIC, DENMARK, ESTONIA, FINLAND, FRANCE,, GERMANY, GREECE, HUNGARY, IRELAND, ITALY, LATVIA, LITHUANIA, LUXEMBOURG, MALTA, NETHERLANDS, POLAND, PORTUGAL, ROMANIA, SLOVAKIA, SLOVENIA, SPAIN, SWEDEN, UNITED KINGDOM, ICELAND, LICHTENSTEIN, NORWAY, SWITZERLAND

The EAR FORCE Z300 RX & TX devices communicate with each other to provide wireless local area networking (WLAN) capabilities. Additionally, the EAR FORCE Z300 RX device has a BT radio transceiver for communicating with users over the internet connection provided in the host platform. The EAR FORCE Z300 TX Model includes one 802.11a/g radio with one 802.11a/g omni-directional internal antenna. The EAR FORCE Z300 RX Model includes two 802.11a/g radio and one 2.4 GHz BT radio with one 802.11a/g and one 2.4 GHz BT omni-directional internal antennas, respectively.

# 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: 2009 + A1: 2010 + A12: 2011 (T-Mark License)  
IEC 60950-1: 2005 (2nd Edition) + Am 1: 2009 (CB Scheme Report/Certificate),  
EN 50332-1: 2000, EN50332-2: 2003  
Also Licensed for Standards:  
UL 60950-1: 2007 R12.11, CAN/CSA-C22.2 No. 60950-1-07 + A1: 2011  
Additional licenses issued for specific countries available on request.

**EMC:** EN 55022: 2010, EN 301 489-1 v1.9.2 (2011-09), EN 301 489-17 v2.2.1 (2012-09)  
EN 61000-4-2: 2008-05, EN 61000-4-3: 2010-04, EN 61000-4-4: 2011-03,  
EN 61000-4-6: 2005  
The products are licensed, as required, for additional country specific standards for the International Marketplace. Additional issued licenses available upon request.

**Radio:** EN 300 328 v.1.7.1 (2006-10) & EN 301 893 v.1.6.1 (2011-11)  
Electromagnetic compatibility and Radio spectrum Matters (ERM); Wideband transmission systems; Data transmission equipment operating in the 2,4 GHz ISM band and using wide band modulation techniques and Broadband Radio Access Networks (BRAN); 5 GHz high performance RLAN.  
Certifications are harmonized to the EN standards covering essential requirements under article 3.2 of the R&TTE Directive. Compliance includes testing with antennas as specified in attached table.

**SAR:** EN 62311: 2008

**Environmental:** Low Voltage Directive 2006/95/EC, RoHS 2011/65/EU, WEEE 2002/96/EC,  
REACH 2006/1907/EC, Packaging 94/62/EC, Battery 2006/66/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.

## Achtung!

Dieses ist ein Gerät der Funkstörgrenzwertklasse B. In Wohnbereichen können bei Betrieb dieses Gerätes Rundfunkstörungen auftreten, in welchen Fällen der Benutzer für entsprechende Gegenmaßnahmen verantwortlich ist.

## 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.

# European Community Declaration of Conformity

Bulgaria	Български	С това, Turtle Beach обявява, че този модел на радио на EAR FORCE Z300 RX & TX, е със съгласие с съществените изисквания и други важни условия на директива 1999/5 на европейски съюз
Czech Republic	Česky	Turtle Beach tímto prohlašuje, že tento EAR FORCE Z300 RX & TX, je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/ES.
Denmark	Dansk	Undertegnede Turtle Beach erklærer herved, at følgende udstyr EAR FORCE Z300 RX & TX, overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.
English	English	Hereby, Turtle Beach declares that this EAR FORCE Z300 RX & TX, is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.
Estonia	Eesti	Käesolevaga kinnitab Turtle Beach seadme EAR FORCE Z300 RX & TX, vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.
Finland	Suomi	Turtle Beach vakuuttaa täten että EAR FORCE Z300 RX & TX, tyypinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.
France	Français	Par la présente Turtle Beach déclare que l'appareil EAR FORCE Z300 RX & TX, est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/CE.
German	Deutsch	Hiermit erklärt Turtle Beach., dass sich das Gerät EAR FORCE Z300 RX & TX, in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EG befindet.
Greece	Ελληνική	ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Turtle Beach.ΗΛ.ΝΕΙ ΟΤΙ EAR FORCE Z300 RX & TX, ΣΥΜΜΟΡΦ.ΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙ..ΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ .ΙΑΤΑΞΕΙΣ ΤΗΣ Ο.ΗΓΙΑΣ 1999/5/EK.
Hungary	Magyar	Alulírott, Turtle Beach nyilatkozom, hogy a EAR FORCE Z300 RX & TX, megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EC irányelv egyéb előírásainak.
Italy	Italiano	Con la presente Turtle Beach dichiara che questo EAR FORCE Z300 RX & TX, è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 1999/5/CE.
Latvia	Latviski	Ar šo Turtle Beach deklarā, ka EAR FORCE Z300 RX & TX, atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.
Lithuania	Lietuvių	Šiuo Turtle Beach deklaruoja, kad šis EAR FORCE Z300 RX & TX, atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.
Malta	Malti	Hawnhekk, Turtle Beach., jiddikjara li dan EAR FORCE Z300 RX & TX, jikkonforma mal-tijiet essenzjali u ma provvedimenti orajn rilevanti li hemm fid-Direttiva 1999/5/EC.
Netherlands	Netherlands	Hierbij verklaart Turtle Beach dat het toestel EAR FORCE Z300 RX & TX, in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EG.
Poland	Polski	Niniejszym Turtle Beach oświadczam, że EAR FORCE Z300 RX & TX, jest zgodny z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 1999/5/EC.
Portugal	Português	Turtle Beach declara que este EAR FORCE Z300 RX & TX, está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/CE.
Romania	Român	Astfel, Turtle Beach declară acel acest EAR FORCE Z300 RX & TX, este în conformitate cu cerințele necesare și proviziile alte semnificative de Directive 1999 5 EC.
Slovakia	Slovensky	Turtle Beach týmto vyhlasuje, že EAR FORCE Z300 RX & TX spĺada základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/ES.
Slovenia	Slovensko	Turtle Beach izjavlja, da je ta EAR FORCE Z300 RX & TX, v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili directive 1999/5/ES.
Spain	Español	Por medio de la presente Turtle Beach declara que el EAR FORCE Z300 RX & TX, cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 1999/5/CE.
Sweden	Svenska	Härmed intygar Turtle Beach att denna EAR FORCE Z300 RX & TX, står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EG.

# 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.



#1 IN GAMING AUDIO

For: PC | Mobile



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)