

## MAXWELL HEADSET FAQ

### ***Will the Xbox Maxwell work with PlayStation (or vice versa)?***

Either version is universally compatible using the 3.5mm connection. In low-latency wireless mode or via USB, due to differing hardware, firmware, and licensing requirements, the PlayStation version will not work on Xbox. Xbox version on PlayStation via the USB dongle is not officially supported and may not work. Using the Xbox version on PS via wired USB, there may be some limitations in volume control and other possible loss of functionality. We recommend use of the properly supported version for each console.

### ***What improvements does Maxwell have over Penrose?***

Maxwell is a direct upgrade to the Penrose in almost every way. It has an improved chassis using premium materials for improved durability, a greatly extended battery life (greater than 80 hours from our testing), utilizes the new Bluetooth 5.3 protocol for better wireless range and stability, and allows for hi-res audio playback through its USB mode.

### ***How does the Maxwell's sound differ from Mobius and Penrose?***

Maxwell has a brand new driver design that was based on the original Mobius/Penrose design and is going to have a similar sonic signature.

One of the biggest improvements comes from the new housing. In the Penrose/Mobius housing the left and right side were not acoustically balanced due to the presence of PCB on one side, and the battery on the other. Buttons were also mostly on the left. With Maxwell, we have a dual chamber design. There is an inner housing that acoustically isolates the driver from the electronics. This alone makes a huge improvement.

In terms of chipset improvements, the Maxwell uses a newer more powerful dedicated DAC/AMP chip. The DSP is also much more powerful compared to Penrose. This gives Maxwell much larger dynamic range and a lower noise floor compared to Mobius and Penrose.

### ***Is there a trade up program for Penrose/Mobius owners?***

We have no immediate plans, but we'll consider it for the future.

### ***When will Maxwell be available in \_\_\_\_ (insert international country)?***

Please refer to the information above related to shipping timeframes. In addition, it is up to our distributors to place orders with us, meaning some of them may receive inventory before others. For China, late February is the earliest possible timeframe.

***What kind of materials are used in Maxwell?***

Maxwell uses an All-New Reinforced Chassis Built with Aluminum yokes, spring steel headband, and glass infused nylon for other structural parts including the cups.

***Does Maxwell take the place of Mobius?***

Mobius is designed primarily for the needs of the high-end PC gamer who wants 5.1/7.1 surround sound and head-tracking. However, if you want a high end wireless headset, the Maxwell is your answer.

***Will the PS version work with Dolby Access if I have my own license on PC?***

Maxwell will work with existing Dolby Atmos licenses. If it was previously enabled on PC, you can continue using it for Maxwell as well.

***Why are the drivers 90mm instead of 100mm like the Mobius/Penrose?***

The active area is still same. The new dual chamber earcup design takes up some of the space by having two physical earcups, one internal and one external - this helps with noise isolation and acoustics.

***Are the headsets cross compatible with the dongles (will PS dongle work on Xbox headset and vice versa)?***

The headsets are not cross compatible. You need to pair PS Maxwell with a PS dongle and Xbox headset with an Xbox dongle.

***Are the earpads detachable or glued on?***

The earpads are detachable and easily unlock by twisting.

***Will Maxwell have simultaneous dongle/BT playback. Say listening to music on BT while playing a game on dongle mode?***

Maxwell will switch between dongle and BT seamlessly via a multipoint Bluetooth connection, however, it will not play back both sources simultaneously. For instance, if you are playing with USB dongle mode and a call comes in, you will be able to answer the call with Maxwell. Once the call is over, you will automatically switch back to USB dongle mode.

For Xbox, Maxwell will adjust the native game/chat mixer in the console directly via the chat wheel on the headphones. In Penrose X, the default mode for the roller button was mic gain. If you click and rotate it will adjust the balance. With Maxwell, this behavior has been modified based on feedback. The default behavior of the rotary button is to adjust the game-chat mix.

The Xbox (and also Playstation version) dongle on Maxwell has a switch in addition for use with PC. When you plug the dongle in a PC, it appears as two different end points. i.e. it appears as two audio devices on PC and Mac. The first one is Maxwell Game and the second one is Maxwell Chat. The applications can choose either of the two audio devices to playback. The rotary button adjusts the balance between the two audio devices/end points.

**In short:** Game/Chat balance on Xbox is simply done by adjusting the lower wheel (chat/communication wheel) up and down. On Penrose, you had to click the wheel in and then adjust, because we used to have microphone output volume as the default action. This is no longer needed on Maxwell because it utilizes automatic gain control (adjusts microphone volume automatically).

### ***How do I adjust the new headband, and is it fully suspension-style?***

To adjust the headband for different sizes, you can unscrew the two screws on each side of the headband, adjust to preference, then screw back on.

For most head shapes and sizes, as long as you don't need both sides to be on the lowest screws (which maximizes size for the biggest heads), the headband will be suspension style. Do note that while we try as much as possible to accommodate all head shapes and sizes, there is only so much that can be done, and the strap does touch the steel headband when the the strap is set to allow for the largest size (both sides screws on lowest strap holes)

### ***Is the Game/Chat function user friendly? It was a bit problematic on the Penrose.***

On the Penrose and Penrose X, the Game/Chat Mix was done by pressing the Microphone wheel and then adjusting up and down, due to the default action on the wheel being microphone volume control. On Maxwell, as there is no microphone volume control (Maxwell uses AGC - Automatic Gain Control), Game/Chat balance is now the default action, meaning that you only have to adjust the lower wheel up and down to adjust the game/chat balance.

### ***What are the inner ear dimensions for the ear pads on Maxwell?***

Maxwell has an ear opening on the pads that are: 65mm tall x 50mm wide x 30mm deep

Note: that there may be some slight tolerances, and may not be absolutely perfect down to the mm.

***As a PC only user, which would be the best version, Xbox or Playstation Maxwell?***

Both the Xbox version as well as the Playstation version will function identically for PC use. In this case, you can save a bit of money by choosing the Playstation version. The Xbox version includes a Dolby Atmos license to use specifically with the headset. Note: Existing Dolby Atmos licenses purchased separately through the Microsoft app store, will work with both versions of Maxwell.

***Will Maxwell come with a travel case?***

There are no plans to offer a specific case at this point in time, however, Maxwell will fit standard and premium LCD cases.

***Is the Aux/3.5mm connection passive? Will it work like a normal headset without the unit being powered on?***

Maxwell, like the Penrose and Mobius, requires power as it is an active headset on all connection types. Like those headsets, Maxwell utilizes an internal DSP and houses a balanced amplifier for each driver. We suggest common sense in what you plug the Maxwell into with a 3.5mm/aux cable. If you use an amplifier and don't set the volume accordingly, you can overcharge the circuitry inside the headset. It is highly recommended you either bypass using amplifiers, or set the volume very low and adjust up until you achieve a good balance between the Maxwell's volume control, and your source gear. Using external amplifiers may be detrimental to sound quality and potentially add more noise and distortion.

***Does Maxwell include ANC?***

Maxwell does not include ANC. Like Mobius and Penrose, as well as our other closed back LCD headphones like the LCD-2 Closed, and LCD-XC), it cancels noise passively due to the closed back design. Maxwell does have AI powered noise cancelling for its outgoing chat/communications for both internal and external microphones (boom mic).