



TURTLE BEACH™

Title/Topic: Support Guide

Product: Burst II Pro

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By Turtle Beach Technical Support

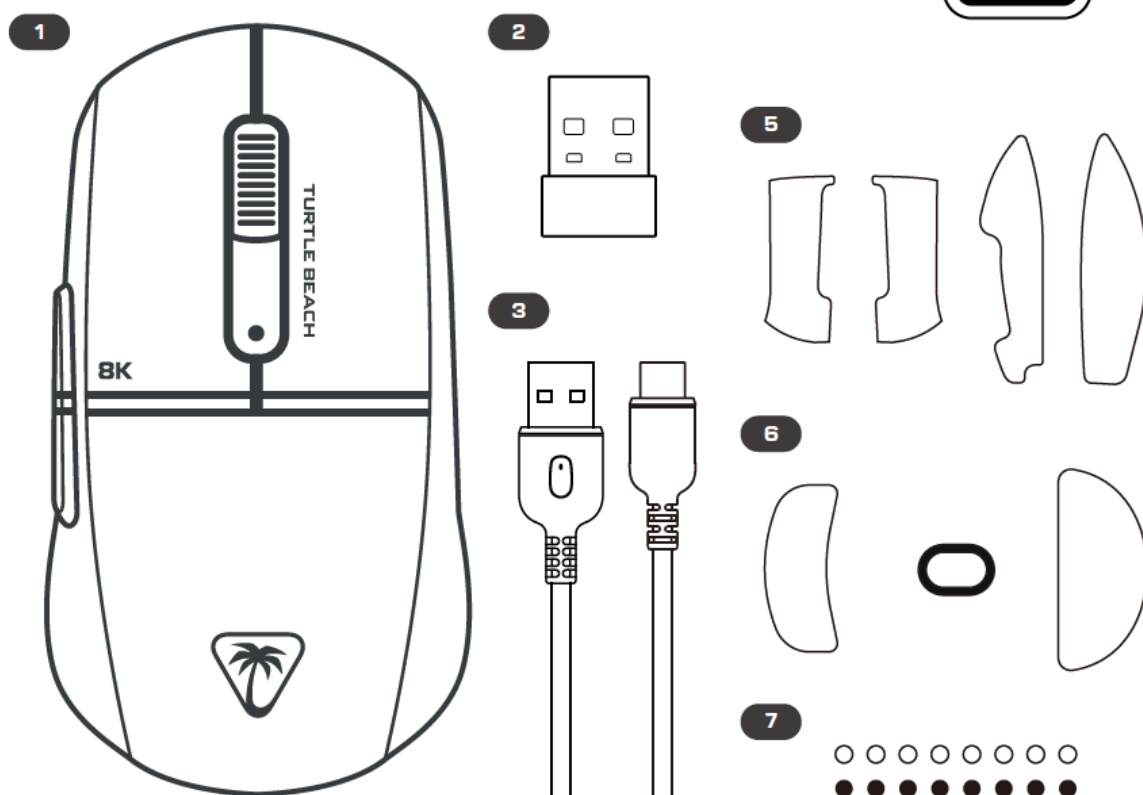
Find the most up-to-date articles, downloads, and troubleshooting online, accessible 24/7, at <https://support.turtlebeach.com/>

Need further assistance? Get in touch with our Tech Support team:
<https://www.turtlebeach.com/contactsupport>

Package Contains

PACKAGE CONTENTS

1. Burst™ II Pro
2. 8K Wireless USB-A Transmitter
3. PhantomFlex™ 8K USB-C to USB-A Charging Cable
4. USB-A to USB-C Transmitter Adapter
5. Grip Tape
6. Extra 1 Full size PTFE
7. 8 PTFE + 8 UHMW-PE Skates
8. Quick Start Insert



If one of your mouse's parts goes missing or produces a malfunction, feel free to reach out to our support. Depending on stock and location we might be able to provide you with replacement parts.

Other parts than the above listed can not be provided.

First Use and Properly Connecting the Mouse

You're now proud owner of your own Burst II Pro mouse? Great! Let's get started.

Before connecting the mouse to your PC, we advise you take off the blue protective film on the bottom of the device that covers the mouse feet.

Connecting the mouse

- Connect the transmitter of your mouse to the PC directly.
 - Alternatively, connect the transmitter to the adapter and connect the adapter to the PC using the provided Phantom flex 8k cable. Place the transmitter close to your mouse for the lowest latency performance.
- Turn the mouse on using the switch on its bottom. Choose the wireless symbol for the 2.4 GHz mode, which lets the mouse connect to the transmitter wirelessly.

Your mouse is now connected to your PC and can be used. To charge the mouse, connect the mouse via cable to the PC.

Ideally, you also install Swarm II and perform all updates to get the most out of your new mouse.

Updating the mouse for optimal performance

1. Connect the mouse directly to your PC using the USB-C to USB-A cable.
2. Connect the USB-A Transmitter to another port of your PC.
3. Now, go to our website and download the newest version of Swarm II. You can click [here](#) to find the download.
4. Once the download has finished, extract the downloaded .zip file by right clicking it and selecting "Extract All". Afterwards, run the installer file that you just unpacked by double clicking it.
5. After the installation process has finished, open Swarm II and perform all updates the software offers you. The on-screen instructions will guide you through the process.

All firmware updates should now be installed and your mouse is ready to be set up the way you want. You can now also connect the mouse wirelessly again.

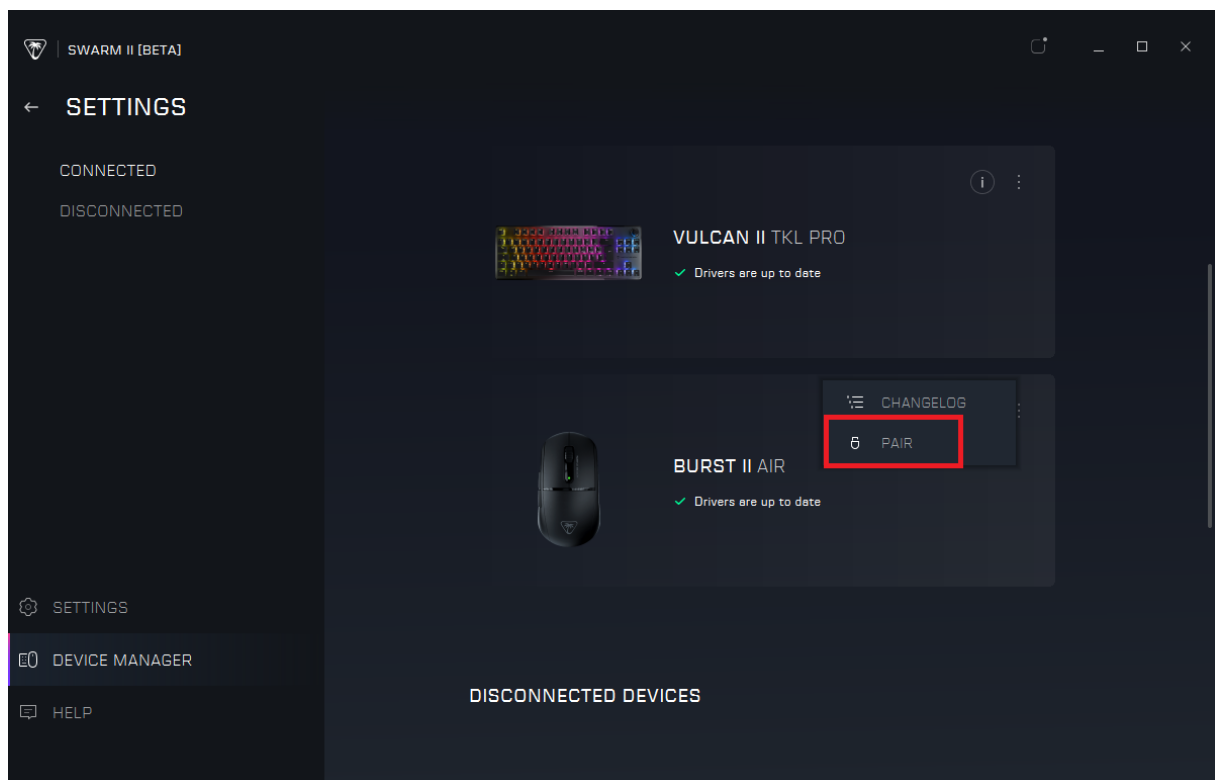
Wireless Pairing

When trying to connect your new Burst II Pro to the PC using its transmitter, they are usually already paired and no further steps are required. Simply connect the transmitter to the PC, change the position of the switch below the mouse to the Wifi-symbol and you are good to go.

In some rare instances however the mouse might not immediately connect to its transmitter, or you have a new/different transmitter you want to pair the mouse to.

To pair your mouse with a transmitter, follow these steps:

1. Connect the transmitter directly to the mainboard of your PC. Don't use a USB hub, docking station or KVM switch. Also connect the mouse via cable to the PC.
2. Open the device manager within Swarm II, find the entry "Burst II Pro", click the three dots in the panel's top right corner and select "Pair". This will put the transmitter into pairing mode.
3. Enable the 2.4 GHz wireless mode of the mouse by switching to the wifi-symbol on the bottom.
4. Hold the two side buttons of the mouse and the mouse wheel for a moment until the indicator LED starts breathing in White. The mouse is now in pairing mode.
5. Follow the instructions in Swarm II until the process is complete. Then, dis- and reconnect the transmitter to your PC.



A few things to note: Multiple different mice can be paired to the same transmitter. However, only one mouse at a time can be actively connected, which usually is the first mouse turned on. It is not possible to pair one mouse with multiple transmitters.

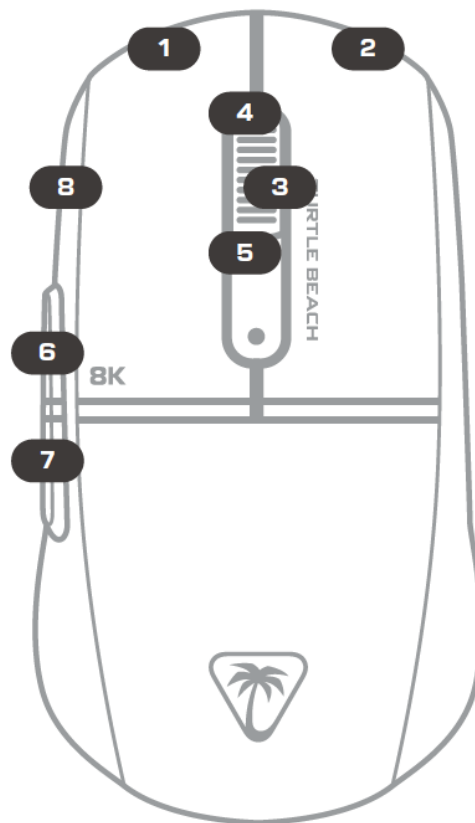
Bluetooth Pairing

The Burst II Pro connects wirelessly via its USB transmitter (2.4 GHz) or via Bluetooth. The first time you switch the mouse to Bluetooth, it enters pairing mode automatically.

Pairing a Bluetooth device

1. Turn on Bluetooth on the computer/phone you want to connect.
2. Set the mouse to Bluetooth: slide the toggle on the underside to BT.
3. On first use, the lights will pulse blue to show pairing mode.
4. To pair a new device (or if pairing mode doesn't start): press and hold the two thumb buttons on the left side (6 and 7 in the graphic below) and hold down the scroll wheel (3 in the graphic below) until the lights pulse blue.
5. The mouse is now in pairing mode. In your device's Bluetooth list, select "Burst II Pro."

Once paired, the mouse can be used.



Please note: For competitive play, we recommend using the USB transmitter (2.4 GHz) or a cable for the highest polling rate and fastest response.

Driverless Setup

There's different reasons why you may not be able to customize your mouse using software. Either you are using a PC that you lack the user permission to install software on, or you simply want to avoid installing programs. Potentially you're even using the mouse on a Mac and can simply not install Swarm II.

Luckily, your new mouse can be set up without installing any driver software. In this article, you can read how you can enter the setup mode, which options there are and how you can configure your mouse.

Please note that while there are many settings available without installing any software, you only gain full access to all functions when installing Swarm II. Such functions are macros, the automatic profile switch feature and more.

Entering and Exiting Config Mode

To enter the driverless setup mode, hold the left, middle and right mouse buttons and the DPI button for three seconds until the indicator LED shows a sequence of white, red, green and blue.

To exit config mode, hold the left, middle and right mouse buttons and the DPI button again for three seconds until the indicator LED shows a sequence of blue, green, red and white.

Changing the DPI

DPI stands for "dots per inch" and is the unit in which your cursor speed is measured. There are other, software-based ways to change your cursor speed as well, but this setting configures your mouse sensor's sensitivity.

Please note that the DPI can only be customized outside of the config mode.

Five different DPI steps are available. You can increase or decrease your DPI by clicking the side button in the front of the mouse. The active DPI will be reflected by the indicator LED in the following colors:

- 400 DPI - Red
- 800 DPI - Green (default)
- 1200 DPI - Cyan
- 1600 DPI - Blue
- 3200 DPI - Pink

Changing the polling rate

The polling rate defines how many times per second your mouse position is refreshed and transmitted to your PC. Higher values usually result in smoother pointer movements.

While in config mode, press the side buttons of your mouse to increase or decrease the polling rate. Depending on the selected value, the indicator LED will blink twice in one of the following colors:

- 1000 Hz - Green
- 2000 Hz - Yellow
- 4000 Hz - Orange
- 8000 Hz - Red

Changing the lift off distance

The lift off distance defines at which distance between sensor and mouse pad the mouse will not transmit a signal any more. Depending on the texture of your mouse pad (or any other surface the mouse is being used on), different values might result in different sensor performance.

Click the mouse wheel to change between the following values. The indicator LED will blink twice in the respective color, depending on the active value.

- 0.7 mm - Red
- 1 mm - Purple
- 2 mm - Blue

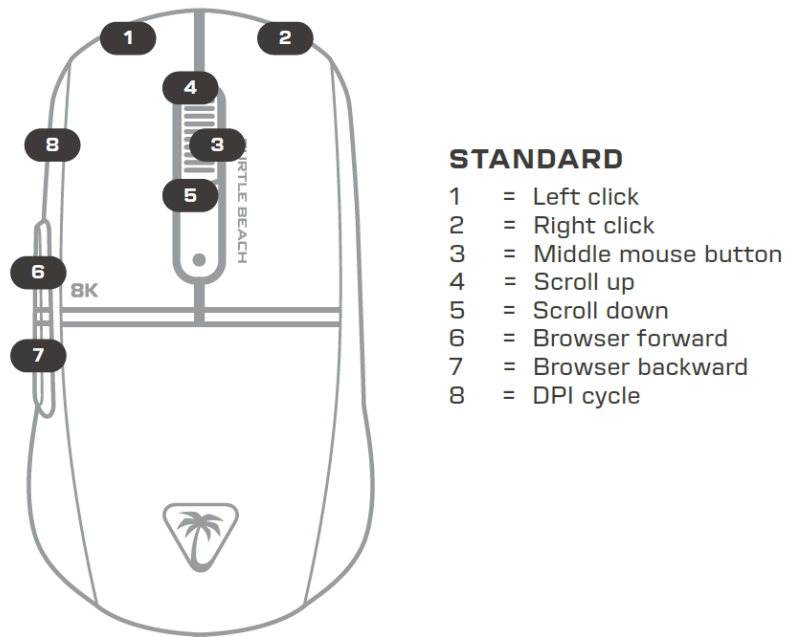
Changing the debounce time value

The debounce setting is usually set to a moderately high value. This is because when the mouse is affected by vibrations or when being bumped, it could theoretically cause unwanted clicks or double clicks. Setting the value to 10 results in a minimal delay of 10ms between each click, eliminating such behavior. However, when using advanced clicking techniques to increase your click rate, a lower value may be desired.

To change the debounce time, hold the left mouse button (left click) and scroll up or down using the mouse wheel. The indicator LED will blink twice in the color of the selected value.

- 2ms - Orange
- 5ms - Purple (default)
- 10ms - Cyan

Button Layout and Default Functions



The Burst II Pro has a total of 8 buttons. Using our Easy Shift button duplicator technology, a total of 15 functions can be assigned to the mouse buttons.

The layout of the mouse features:

- Two main buttons with optical switches (1 and 2)
- A 2D scroll wheel that can be pressed (3 through 5)
- Two thumb buttons (6 and 7)
- One dedicated profile switch or DPI switch button on the side (8)

The 8 buttons have the following functions by default:

1. Left click
2. Right click
3. Middle click
4. Scroll up
5. Scroll down
6. Browser Forward
7. Browser Backward
8. DPI cycle

Additionally, on the bottom of the mouse is one more switch for turning the mouse off or switching to 2.4 GHz wireless or Bluetooth mode. You can also find a transmitter storage slot here.

Setting up Angle Tuning

The Burst II Pro introduces a new feature: Angle Tuning.

Many people naturally hold their mouse a few degrees rotated and want vertical/horizontal moves to be truly straight on screen. However, when gripping a mouse a bit clockwise or counter-clockwise, pushing the hand “straight forward” might make the cursor drift diagonally. This is where Angle Tuning comes in.

Angle Tuning lets a mouse rotate its movement output by a small, fixed angle so the on-screen motion lines up with how you naturally hold the mouse. It corrects the above mentioned drift without forcing you to change your grip - You keep your comfortable grip and the mouse adapts to you. Especially in mixed desk setups (tight space, angled keyboard) where your wrist sits at an angle this is beneficial. It also helps with consistent crosshair control in FPS games or neat axis-aligned brushes in creative apps.

Here's how to enable and customize the feature:

Imagine you hold the mouse 5° clockwise. When you push “forward,” the cursor creeps a little to the right. To fix this, open Swarm II and navigate to the Burst II Pro's settings panel. Here, you'll find the function “Angle Tuning”.

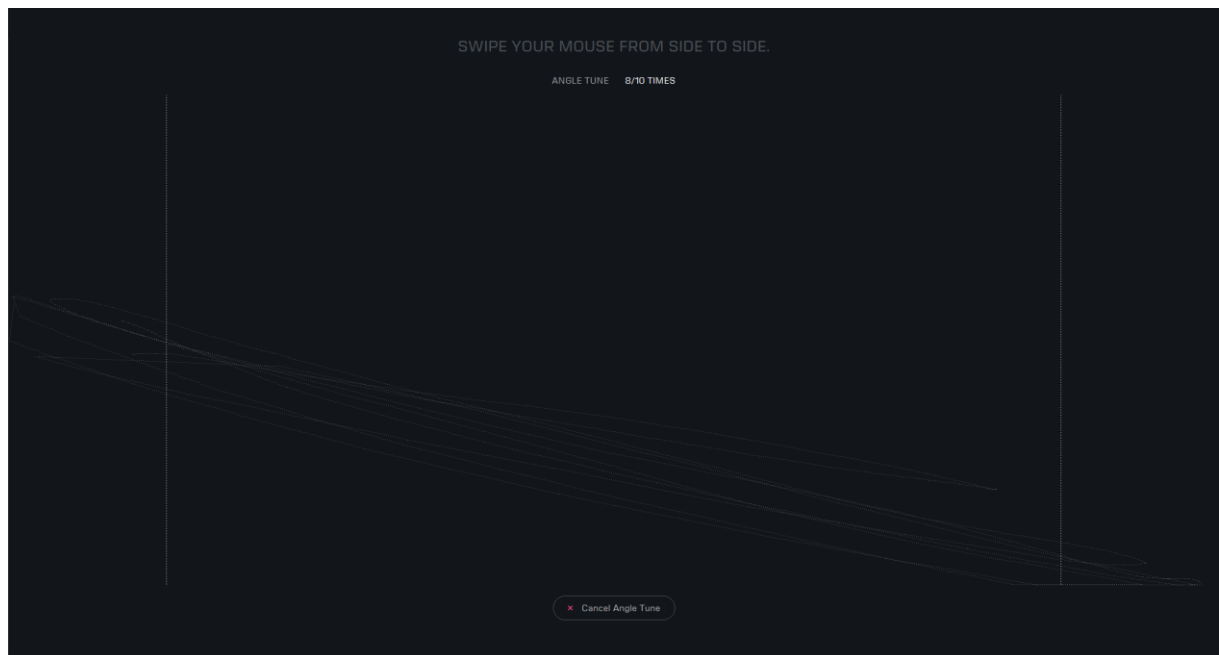


Turn on Angle Tuning and set $\approx 5^\circ$ counter-clockwise. Now, when you push forward, the cursor goes straight up, without drifting.

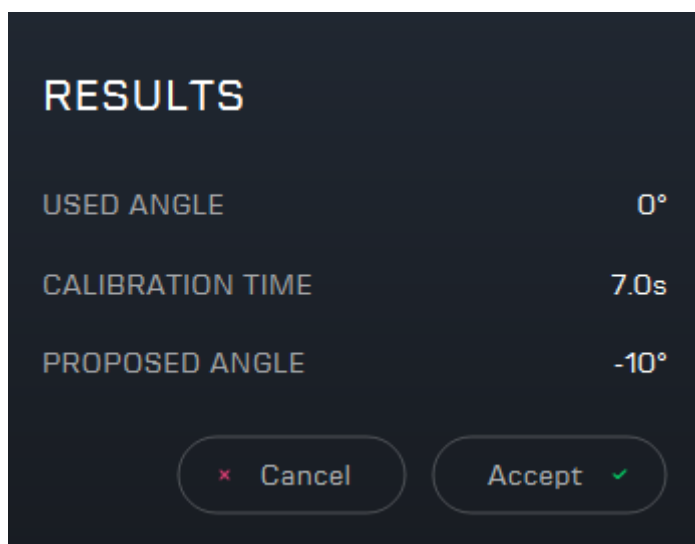
If you aren't sure about the exact angle you're holding the mouse at or if you don't want to experiment with different corrective values, you can also use the “Calibrate” function. The calibration process is as follows:

1. Left click on the target to start the angle tuning process.
2. Swipe your mouse from side to side past the border line while tuning.
3. Repeat Step 2 until the angle tuning process is complete. You will have to repeat the process 10 times in total.
4. Left click on the target again to complete the process and view your results.

IMPORTANT: Do not try to draw a perfectly horizontal line. Instead, move the mouse like you would normally, even if that means you'll draw a diagonal line.



You will afterwards see your results in a box on the bottom left.



Now choose to accept the proposed angle or click cancel to keep your current settings. You can then restart the process if you want.

Charging

The Burst II Pro's battery lasts for 40 hours of straight use when the mouse is being used in wireless 2.4 GHz mode with a polling rate of 8000 Hz. If used with a polling rate of 1000 Hz, it lasts for 150 hours of straight use.

To ensure uninterrupted usage, charge your mouse regularly. You can do so by connecting the mouse to the PC via cable.

When the battery is below 10%, the indicator LED will blink red periodically.

Charging the Burst II Pro via cable

- When the battery dies mid-game, you can just plug in the cable and continue using the mouse.
While this would usually take up two USB ports of your PC since you have to connect the cable in addition to the transmitter, you can instead just remove the transmitter and plug in the cable instead without losing any functionality.
- Charging the mouse via cable will require about 3:40 hours to charge its battery from empty to full. When the mouse is in use while charging, it will take slightly longer until the battery is full again.
- When charging the mouse via cable, please note that we recommend using only the original cable and connecting it to your PC. Other methods can, in theory, irreparably damage the mouse, e.g. due to incorrect voltage. Such damages are not covered by warranty.

When charging, the indicator LED will display a color corresponding to the battery level:

- 0 to 10% - breathing red
- 10 to 50% - breathing orange
- 50 to 90% - breathing green
- 100% - static green

DISCLAIMER: Using the mouse with third party hardware

Although experience shows that a device's battery can often be charged with external chargers like those used for smartphones, we do not recommend it. In some cases, the device and/or the cable can be irreparably damaged, e.g. due to incorrect voltage. Such damages are not covered by warranty, which is why we explicitly recommend charging our devices only with the included cables via direct connection to the PC, unless another method is suggested via the respective Quick Install Guide.

Troubleshooting

1. My pointer is not moving at a consistent speed

Most likely, mouse acceleration is enabled in Windows. To disable it, open your Start menu and search for "Mouse Settings". In the window that opens, click on "Additional mouse options" and then select the "Pointer options" tab. Make sure there is no check mark under "Enhance pointer precision".

2. Tracking with the mouse doesn't work flawlessly or the pointer is stuttering

Please make sure that the mouse sensor is calibrated for the surface you are using. Open Swarm II and go to your mouse's settings. Under "DCU Calibration" click "Custom" and follow the instructions in the program. Additionally, it may be helpful to enable the feature "Motion Sync" that can be found on the same page as DCU Calibration.

3. My mouse does not charge anymore

First, make sure that the charging cable is correctly connected to the mouse and PC. It may help to additionally check if the cable works properly with other devices, or if it has developed a loose contact.

If the cable is intact and correctly connected to the mouse and it still does not charge, it may help to reset and recover the mouse. You can find both options when opening the device manager tab inside Swarm II and clicking on the three dots in the top right of the device's tile. Many errors can be fixed by such a reset. Please note that resetting the mouse will cause all settings to be lost, which is why it is recommended to save custom profiles beforehand.

4. Windows/Swarm II does not recognize my mouse

First of all, make sure that the mouse is connected correctly. It can be useful to test different USB ports to make sure that no defective interface is causing the problem. It may also be helpful to test the mouse both in 2.4 GHz wireless mode and in wired mode. If the mouse works in wired mode, but not with the transmitter, but the transmitter is recognized by Swarm II, it may be necessary to re-pair the mouse and its transmitter. Please check the corresponding article [Burst II Pro - Wireless Pairing](#).

5. My Easy Shift functions stopped working

Easy-Shift remains active even when Swarm II is not running, but the options available in Easy-Shift are severely limited. For example, media controls still work, but not advanced functions like opening specific programs. If your functions don't work, please make sure that Swarm II is running.

6. My pointer moves at an odd angle

If your pointer is moving at an angle despite you moving the mouse in a straight horizontal or vertical line, you may have enabled angle tuning at an angle that's too aggressive for your usecase. Open Swarm II and find the mouse's settings page. Here, set angle tuning to a lower value or disable the feature entirely.

7. I don't seem to be getting the 8K polling rate

Using the 8K polling rate that the mouse allows requires this feature to be set up in Swarm II. By default, the polling rate is set to 1000 Hz, so open the settings panel for your mouse inside Swarm II and set the value to 8000 Hz. On top, please note that using the mouse with a cable will require you to use the original cable, as other cables don't allow for a polling rate of 8 kHz. Please also note that using the mouse in Bluetooth mode will severely limit the polling rate as well.

Frequently Asked Questions

You can find quick and easy answers to commonly asked questions below.

- **Is it possible to Drag-Click with this mouse?**

Yes, the Burst II Pro is an excellent drag-click mouse. However, success in using this technique depends heavily on the mouse owner and their proficiency with the technique. It should be noted that this click method causes switches to lose their durability much faster. Ultimately, however, it is up to the mouse owner to decide whether to drag-click with the mouse. To make using this technique easier or even allow it at all, it is recommended to set the "Debounce Time" value in Swarm II to "0".

- **How long does the Burst II Pro charge from empty to full?**

Charging the mouse via cable will require about 3:40 hours to charge its battery from empty to full. When the mouse is in use while charging, it will take slightly longer until the battery is full again.

- **Are replacement parts available?**

Yes, we are generally able to replace some of the mouse's packaging contents should that be necessary. Availability depends on stock and warranty. If you suspect one of the parts isn't working properly, feel free to reach out to support using our [contact form](#).

Usability & Compatibility

- **Is it possible to use the mouse without its transmitter?**

When not using the mouse via 2.4 GHz wireless mode or via cable, Bluetooth can be used to establish a connection between the Burst II Pro and another device. This even makes it possible to connect the mouse to a smartphone without a cable or adapter. To do so, set the connection switch at the bottom of the mouse to Bluetooth, activate the Bluetooth function of the PC or smartphone and select the mouse from the list of available devices. The connection should then be established automatically.

- **Can I use the mouse without installing Swarm II?**

Our devices do work without Swarm II, but not all advanced functions are available this way. However, the Burst II Pro features a driverless setup which allows customizing its polling rate, debounce time, lift off distance and DPI without having to install any software. That being said, our devices can easily be set up once in Swarm II so the program's feature set is not lost. After that, it is not necessary for Swarm II to be active or installed for most functions.

- **Is it possible that my mouse connects with a different transmitter when multiple Burst II Pro mice are in use?**

Usually, the mouse remembers which transmitter it was last connected to and does not automatically connect to any other possible transmitter. Using multiple mice should therefore not cause any problems.

- **Can the mouse be used with KVM switches or USB hubs?**

Although experience shows that mice generally work with hubs and KVM switches, these can cause errors in the mouse's behavior. This is due to the fact that there is no direct communication between mouse and PC and signals are sometimes interrupted. We therefore recommend connecting our devices directly to the PC.

- **Can I modify or disassemble my product?**

Modifying or disassembling our products will void your warranty. In case of problems or questions, it is always better to contact our customer support first or exchange the device if necessary. Any attempt to modify or disassemble the mouse by its owner is at their own risk.

Configuration

- **How can I configure the Burst II Pro's settings?**

The Burst II Pro's settings can be configured using our Swarm II software, which can be downloaded on our [Downloads page](#). Once the Burst II Pro's drivers and Swarm II module are successfully installed on your Windows PC, you gain access to different customization options.

- **Can I connect the Burst II Pro to a Mac?**

The Burst II Pro will connect to a Mac device, but you will not be able to access the Swarm II software suite (Swarm II is available on PC only). Connecting to a Mac, you will still be able to use the mouse as a generic device, but no advanced functions are available.

- **What is the standard DPI?**

By default, our mice's 5 DPI levels are at 400, 800, 1200, 1600, and 3200. The default value that is active at the beginning is 800 DPI and can be changed to one of the other default values without Swarm II using the DPI button in the very front on the side of the mouse. DPI stands for "Dots per Inch" and indicates how many dots on screen are covered per inch moved on the mouse pad.

Features

- **What is Easy-Shift?**

Easy-Shift[+] is a button duplicator technology. While the Easy-Shift[+] button is held, other buttons and keys have new functions when pressed. These can be hotkeys, macros, multimedia controls and many, many more. You are also able to use Easy Shift across devices when setting it to "Easy Shift All Devices" inside Swarm II.

- **What is Motion Sync?**

A mouse's sensor signal being transmitted to the PC requires two things to happen. The mouse needs to send the signal, but the PC also needs to poll for that signal. While higher polling rate values allow smoother and more precise pointer movements, with most mice there still is a delay between the mouse sending a signal and the signal reaching the PC, because the transmission of a signal and the poll for it are not in sync. This kind of latency is eliminated by motion sync. Especially with quick mouse movements common in FPS games, motion sync can result in more precise mouse movements and aim.

- **What is Angle Tuning?**

Angle Tuning lets a mouse rotate its movement output by a small, fixed angle so the on-screen motion lines up with how you naturally hold the mouse. It corrects the above mentioned drift without forcing you to change your grip - You keep your comfortable grip and the mouse adapts to you. Especially in mixed desk setups (tight space, angled keyboard) where your wrist sits at an angle this is beneficial. It also helps with consistent crosshair control in FPS games or neat axis-aligned brushes in creative apps.

- **Does the mouse have a tiltable click-wheel?**

No. The mouse has a 2D mouse wheel and can only scroll up and down.

- **What makes optical switches special?**

Optical switches eliminate the need for mechanical components, preventing friction between components. This prevents wear and tear, giving optical switches a much longer life expectancy.

- **Do optical switches feel different than mechanical ones?**

While the feeling of a Click is always subjective, the buttons of our optical mice hardly differ from those of our mechanical ones. Therefore, there is no noticeable difference that could limit the experience.

- **What is Polling Rate?**

The polling rate is the frequency at which the mouse position is transmitted to the PC as an updated signal. The higher the frequency, the more often the position is transmitted and the more precise fast mouse movements are.

- **What is Angle Snapping?**

Angle Snapping is used to cancel out human deviations from a straight line when moving the mouse in it. If the function is enabled, perfectly straight lines can be drawn. Without the function, this is almost impossible. Angle snapping is used by gamers in rare cases to better track enemies with their crosshairs in a straight line, but it is rather a hindrance for precise tracking of uneven movements. This function has a much greater use in the office sector, especially when it comes to image editing.