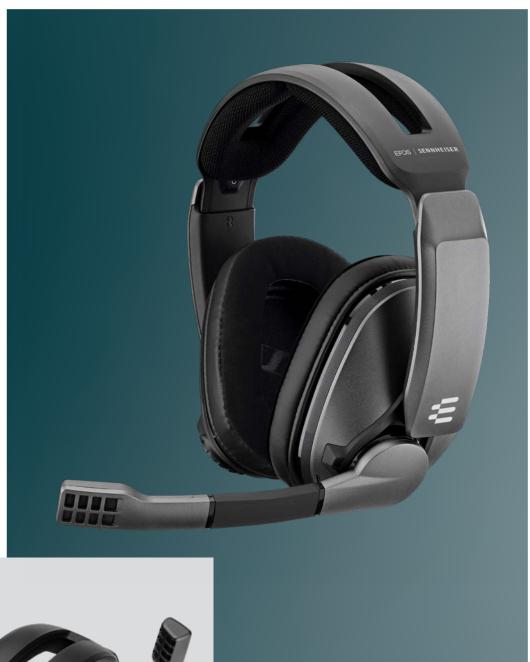EPOS

GSP 370
Frequently Asked
Questions

Are the ear pads and dongle replaceable?

For the GSP 370, the ear pads are replaceable with GSA 301 and GSA 371 – both can be purchased from our website.

What is the battery life of the headset?

With only 1 hour of charging needed to fully charge the headset, the GSP 370 features a 100-hour battery. Please note, that the battery of the GSP 370 is not replaceable.

Is the volume wheel synchronized with Windows?

The GSP 370 is synchronized with Windows, meaning that turning the volume wheel will change the sound level of your PC.

Is the microphone replaceable?

The microphones of all our headsets are neither detachable nor replaceable. If your microphone breaks before the expiration of the 2-year warranty period, we will send you a new headset free of charge – this does, however, depend on the cause of the damage.

Does the headset turn off automatically when not in use?

This headset turns off automatically when enabling 'AUTO SLEEP' in the EPOS Gaming Suite.

Does the headset come with its own software?

Our wireless headsets come with the EPOS Gaming Suite, which is available to download on our website. The EPOS Gaming Suite allows for customization of the sound with regards to 2.0 stereo/7.1 surround sound adjustment, equalizer settings, reverberation, voice enhancement, side tone, noise gate, and much more.

Please note, that the EPOS Gaming Suite only is available on PC (Windows 10).

What platforms is the headset compatible with?

The GSP 370 is compatible with PC, PS4, and Mac OSX. Please note, that surround sound and other features like equalizer settings only are available on PC.

Can I pick up calls with this headset?

The GSP 370 is not compatible with your phone/tablet, meaning that the headset cannot receive calls.

How do I set my headset in pairing mode?

From the off position, hold the slider button down for 2 seconds until it flashes blue and red until it connects to the dongle.

How do I set my dongle in pairing mode?

1. Insert the dongle into your USB port.
2. Wait 6 seconds and remove the dongle.
3. Insert the dongle again, and it will start in pairing mode.

When dongle and headset has paired, the flashing light on the headset turns into a solid color.