

EPOS



EPOS Gaming Suite
Frequently Asked
Questions

Which EPOS products work with the EPOS Gaming Suite?

The EPOS Gaming Suite is directly compatible with most of EPOS' digital products. These include:

- GSP 370
- GSP 670
- H3 Hybrid
- H3PRO Hybrid
- B20
- GSX 300

Of these, all analog headset users can enjoy the EPOS Gaming Suite when connected through the B20 and GSX 300. This means that connecting your analog headset to either our streaming microphone, the EPOS B20, or our external sound card, the EPOS GSX 300, unlocks all playback and microphone features from the EPOS Gaming Suite to your analog headset.

Why is my device not recognized in the EPOS Gaming Suite?

In order to make your device work in the EPOS Gaming Suite, go to 'Sound settings' which can be accessed by searching for it in the Windows searcher in the bottom left of your screen.

1. Having accessed Sound settings, find the Sound Control Panel in the menu in the right of your screen.
2. Select your device and click Set Default in both the Playback and Recording menu.

What do I do if the EPOS Gaming Suite does not open?

There are two ways to open the EPOS Gaming Suite.

1. Search for EPOS Gaming Suite through the Windows start-icon
2. Click the 'Show hidden icons' button in the bottom right corner of the toolbar in Windows. Navigate to the small turquoise EPOS Gaming Suite 'E'-icon and double click the icon.

How do I make my analog headset work with the EPOS Gaming Suite?

As your analog headset does not have a digital chip, the headset only plugs in your PC via the 1 x 3,5 mm or 2 x 3,5 mm jack cables.

In order to have your analog headset work with the EPOS Gaming Suite, you will need an EPOS GSX 300 or an EPOS B20 Streaming Microphone to unlock the playback/recording features in the EPOS Gaming Suite.

EPOS headsets that needs the GSX 300 or B20 to work with the EPOS Gaming Suite:

- GAME ONE
- GAME ZERO
- GSP 300/GSP 301/GSP 302
- GSP 500
- GSP 600/GSP 601/GSP 602
- PC 37X, PC 38X, PC 38X Black

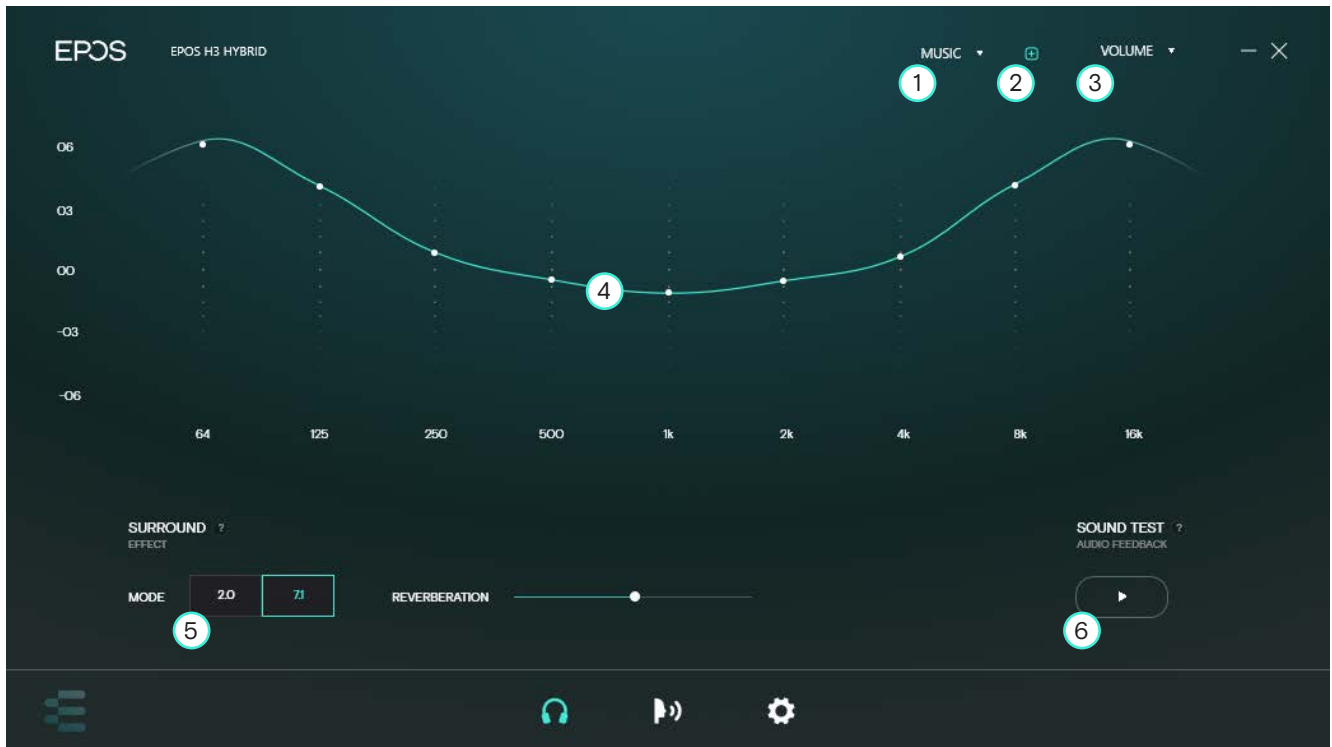
How do I submit suggestions/improvement requests for the software?

We're constantly working to improve the user-experience within the EPOS Gaming Suite - we would therefore love to hear from you.

Write to us on our Socials - either Twitter, Facebook or Instagram -at @eposaudiogaming to submit your suggestions.

You can also contact our customer support through the link (REPORT A BUG) and inform them about your feature requests.

What are the features in the EPOS Gaming Suite?



Playback tab:

1. SOUND PROFILE PRESETS

A toggle between 2.0 Stereo and 7.1 Surround Sound. With 7.1 Surround Sound activated, the REVERBATION slider is adjustable.

2. ADD YOUR OWN SOUND PROFILE

Displays a frequency band with 9 customizable frequency levels: 64 Hz, 125 Hz, 250 Hz, 500 Hz, 1k Hz, 2k Hz, 4k Hz, 8k Hz and 16k Hz. Drag the different areas of the frequency curve to customize your own sound profile, which can be saved by clicking the "+" in the top right corner of the EPOS Gaming Suite.

3. VOLUME

Click the "+" button in the top right corner and name your own sound profile. You can now adjust the frequency band until it fits your preference. If your device features a smart button, use this to switch back and fourth between your presets.

4. 9 BAND EQUALIZER (FREQUENCY ADJUSTMENTS)

An intuitive bar that adjusts the volume level of your device.

5. SURROUND

A list of presets, which has been carefully customized by the EPOS engineers to fit 4 different scenarios:

FLAT: Gives no additional tuning to the device's sound profile. What you hear is how the headset is originally tuned.

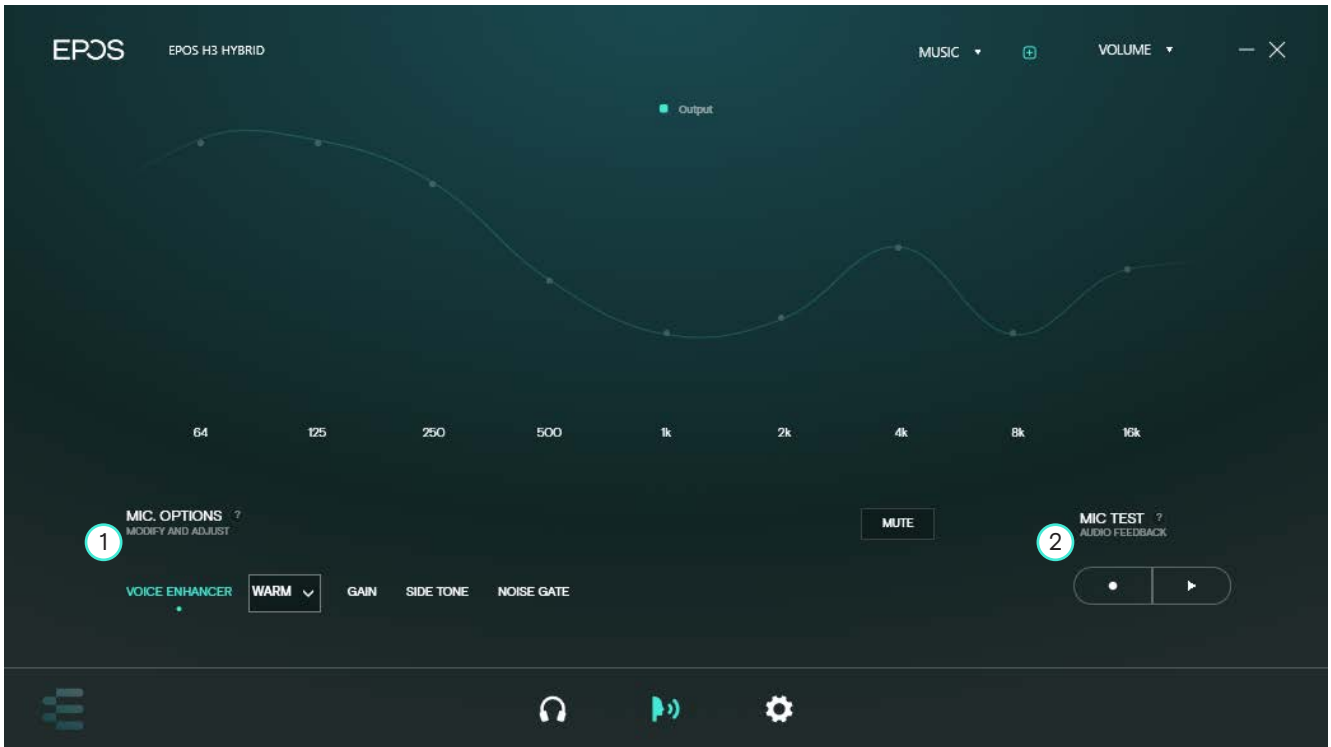
MUSIC: Boosts the lows and highs of the sound profile to fit users who prefer emphasis on heavier 'bass' and more present highs

MOVIE: A setting very similar to Music, with a key difference of having Surround Sound processing activated.

ESPORT: A setting tuned primarily for shooters, this sound profile is tuned with emphasis on mid-highs and highs and decreases the emphasis on lower frequencies. This highlights in-game attributes such as footsteps and lowers the explosivity of gun-shots.

6. SOUND TEST

A sound test that plays 10 seconds of the applied playback settings followed by 10 seconds of the default setting (2.0 stereo with a flat equalizer).



Microphone tab:

1. MIC OPTIONS

A broad selection of microphone enhancements/adjustments:

VOICE ENHANCER: A list of voice enhancements to fit your preference

- WARM:** High emphasis on lower ends of the frequency spectrum, which gives an ASMR/podcast-like microphone performance.
- CLEAR:** High emphasis on the upper third of the frequency spectrum, giving your voice a clear sound. Ideal for gaming, where it's important that every call comes across clearly.
- NEUTRAL:** No further tuning to your microphone – your microphone sounds as it was intended to.
- CUSTOM:** Allows you to create the voice effect that fits your specific needs.

GAIN: The volume output from your microphone. Adjust the slider from 0%-100% based on your preference.

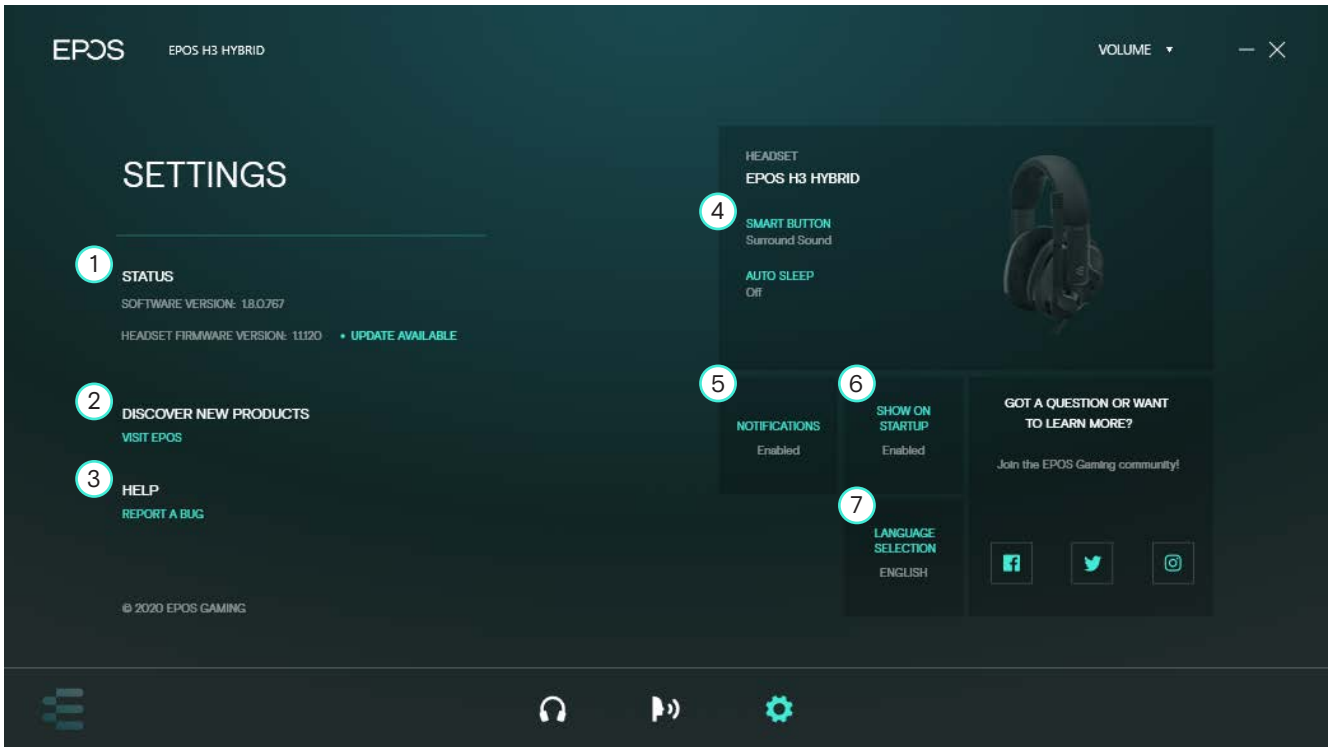
SIDE TONE: Audible feedback from your voice, which is played in the headset as audio output – displayed on a slider from 0%-100%.

NOISE GATE: A threshold, which is used to control output when audio is recorded from the microphone. A high noise gate will require a louder microphone signal before the signal is opened. Setting the noise gate to 0% results in the microphone being open at all time.

MUTE: A toggle which mutes/unmutes your microphone output.

2. MIC TEST

A microphone test that records the microphone output with the applied microphone settings. During the recording, you can switch your recording settings accordingly to hear the difference afterwards. Once the recording is finished, press the Play button to hear the recording played back in your headset.



Settings tab:

1. STATUS

Lets you know the latest software and firmware version of the EPOS Gaming Suite and your EPOS product. If new software or firmware updates are available, click the Update Available button.

2. DISCOVER NEW PRODUCTS

Takes you to EPOS' website, displaying our newest additions to our product portfolio.

3. HELP

If you discover any bugs or have issues with the software, report this through the REPORT A BUG link.

4. EPOS Device

Toggle (Enabled/Disabled) that pushes notifications as an overlay on your PC when new software/firmware updates are ready.

5. NOTIFICATIONS

Displays your default device and lets you toggle between its on-headset features. SMART BUTTON assigns a command to your device's smart button, letting you switch between 2.0 stereo/7.1 surround or switch between your sound profiles.

6. SHOW ON STARTUP

Toggle (Enabled/Disabled) that shows the EPOS Gaming Suite automatically when booting your computer.

7. LANGUAGE SELECTION

Toggles the UI's displayed language. Available languages: English, German, French, Japanese, Russian, Korean, Chinese

About EPOS

EPOS is an audio and video solution company developing and selling devices for business professionals and the gaming community. Based on leading and advanced technologies, the Danish founded company delivers high-end audio and video solutions with design, technology and performance as paramount parameters.

The establishment of EPOS is based on the decision to let the business segments of the joint venture – known as Sennheiser Communications – between Sennheiser Electronic GmbH & Co. KG and Demant A/S evolve in different set-ups. Alongside the introduction of a new own-branded portfolio, EPOS continues to sell the current Sennheiser Communications portfolio co-branded as EPOS | SENNHEISER.

EPOS is part of the Demant Group – a world-leading audio and hearing technology group. As such, it builds on more than 115 years of experience of working with innovation and sound.

With headquarters in Copenhagen, Denmark, EPOS operates in a global market with offices and partners in more than 30 countries.

Find more information at www.eposaudio.com