



## FAQ

## GSX 1000 & GSX 1200 Pro

### 1. My audio sounds canny, thin or muffled and the 7.1 Surround Sound is bad

Make sure that you have picked the main audio end, and not the communication end point as main audio end point. This would lead you to hearing everything in audio.

To fix this please set the main audio as the default audio device, and your communication audio as the default communication device.

### 2. I am unable to set my main audio device to 24bit

To be able to set the default format to 24bit 96khz, you must set the device to stereo, not 7.1 Surround Sound. This is due to the USB interface not being able to send out 8 channels of full 24bit audio.

### 3. My device is unresponsive/freezes

Try disconnecting and reconnecting the device. Please also check the website whether there are any firmware updates available.

If this does not fix the issue follow the user guide to completely un-/reinstall the GSX 1000 or GSX 1200 Pro on your device.

### 4. Even though the volume is turned all the way down it is not muted completely

There might be communication issues with the Windows Operating System that can lead to the volume not muting on zero volume. Turning it up one step will mute the device completely.

### 5. There are a lot of breaks in the audio, and it sounds “laggy”

Please make sure that there are not too many USB devices connected to the same main hub on your computer. The USB interface has a limited bandwidth, and exceeding it may lead to errors in the audio. Especially external hard drives that transfer big data files on the same USB hub could cause issues.

### 6. I am unable to hear 7.1 Surround Sound in the Windows Media Player (or similar player)

Be aware that the Windows Media Player does natively not support 7.1 Surround Sound. You might be able to find a codec that enables it. We have good experience with the K-Lite codec pack, but cannot guarantee that it will work for you.

### 7. The VLC player is switching around my sound sources

The VLC player seems to be mapping the surround sound channels differently than other media players do. This means that sounds that should be played on the left side will be played on the right side, and vice versa. We recommend trying another player.

**8. I can only switch between speaker and headset. It says 2.0 HD and all other buttons do not work**

You most likely have set your main audio device to 24Bit. All other functions do only work on 16Bit.

To reverse this:

Go to Playback Devices.

Double-click the GSX 1000/1200 Pro main audio.

Go to the Advanced Tab and then set to 16Bit 44100 Hz and press apply.

**9. I hear buzzing noises with the GSX 1000/ 1200 Pro and my headset**

This is a very intensely debated topic among the sound engineers and software developers and everyone who is involved in the world of sound. There is however one main rule to follow, which most of the time prevents buzzing: The main cause for buzzing is over-amplification on output devices. Therefore, turn up and max the volume in the application first (Games, Skype or anything else that will produce sound) before amplifying (volume through your output device (here your GSX)). In your setup, you amplify your output device via the GSX.

**10. Why are there two playback devices listed as “GSX 1000 Communication Audio” and “GSX 1000 Main Audio”?**

The Main Audio device has the Surround Sound processing, and should be set as your default playback device. The Communication Audio is a separate audio channel and should be your default communication channel. Having both, Main Communication and Main Audio in the same channel would result in surround processed voices which deteriorates communication quality.

**11. What is the difference between the GSX 1000 and the GSX 1200 Pro**

The main is that the GSX 1200 Pro can be connected to other GSX 1200 Pro in a LAN setup. The GSX 1200 Pro allows you to regulate your chat volume and that of your teammates. That makes the GSX 1200 Pro interesting for a professional studio/ esports team setup, rather than for the casual gamer.

Note: The chat volume wheels do not work for in-game chat such as in CS:GO. It only works on communication software such as Skype, Discord, and Teamspeak.

**12. The chat volume wheel on the GSX 1000 is not working**

The chat volume wheels do not work for in-game chat such as in CS:GO. It only works on communication software such as Skype, Discord, and Teamspeak.

**13. I get the error message “Format is not supported by this device” when configuring the settings and selecting 7.1 Surround Sound.**

To fix this, you have set your main audio device to 16Bit.

Go to Playback Devices.

Double-click the GSX 1000/1200 Pro main audio.

Go to the Advanced Tab and then set to 16Bit 44100 Hz and press apply.

**14. When setting my speakers to 2.0 HD, I can no longer use the equalizer options**

This cannot be changed for the 2.0 HD settings. For more information, please read the user guide online that you can download online:

<https://en-us.sennheiser.com/gaming-downloads>

**15. The LED-Button on the GSX does not automatically switch between headset and speaker. I have to manually change the playback device in the audio controls.**

You might have not set it up correctly There is a user guide on how properly set up the GSX 1000, which you can download here: <https://en-us.sennheiser.com/gaming-downloads>

It will give you instructions on how to setup your Playback Devices.