



## FAQ

# GSP 350

## 1. I cannot download the Surround Dongle Software from your webpage

Try to download the software with different browsers (IE, Firefox etc.). This will most likely fix the issue.

## 2. Microphone is too quiet / dull / has bad voice quality

Please make sure that you downloaded the Surround Dongle Software and thoroughly followed the **user guide**, which you can also download online:  
<https://en-us.sennheiser.com/gaming-downloads>

## 3. Microphone on gaming headset does not work

In most cases this is due to the cable not fully plugged into the **left ear-cup**.  
Otherwise, please check these steps:

1. Please make sure that you downloaded the Surround Dongle Software and thoroughly followed the **user guide**, which you can also download online:  
<https://en-us.sennheiser.com/gaming-downloads>
2. Have you tried the GSP 350 on USB 2.0 Ports? Please do so, as USB 3.0 seems to cause issues.
3. We don't support the use of third-party devices with our gaming headsets. They can interfere with communication between gaming headsets and computer.  
Unsupported third-party devices include:
  - KVM switch boxes
  - Port replicators
  - Docking stations
  - USB hubs

NOTE: The manufacturers of these third-party devices implement headset support in different ways. There is currently no industry standard.

4. Do you have any other audio software installed? If so, please uninstall as it might interfere with sound.
5. If the issues still persist, you could also try to **completely remove** the Surround Dongle from your device manager and re-install it, therefore:
  - Use the CleanSweep tool, which you can **download here**:  
[www.sennheiser.com/global-downloads/file/8600/Cleaner.zip](http://www.sennheiser.com/global-downloads/file/8600/Cleaner.zip)
  - Follow the **guide for removing the GSP 350 from your device**.
6. The unit is defective.



#### 4. Not enough bass with the GSP 350

Sennheiser's goal is to provide the most natural sound stage possible. We believe that we achieve this through a balance between highs, mids and lows.

#### 5. The 7.1 Dolby Virtual Surround Sound comes with a lot of echoes

Dolby Virtual Surround Sound is the emulation of real 7.1 and the echo is a byproduct that comes with it.

#### 6. GSP 350 and PS4 compatibility

The GSP 350 comes with the possibility of exchanging cables. With the UNP Console Cable the GSP 350 will work with the PS4. Please note the following:

- Console mode is stereo only

#### 7. No sound coming through speakers / Left & Right speakers have different sound volume / Sound only comes through one speaker. Also happens in-game

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<https://en-us.sennheiser.com/gaming-downloads>
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4. Do you have any other audio software installed? If so, please uninstall as it might interfere with sound.
5. If the issues still persist, you could also try to **completely remove** the Surround Dongle from your device manager and re-install it, therefore:
  - Use the CleanSweep tool, which you can **download here**:  
[www.sennheiser.com/global-downloads/file/8600/Cleaner.zip](http://www.sennheiser.com/global-downloads/file/8600/Cleaner.zip)
  - Follow the **guide for removing the GSP 350 from your device**.
6. The unit is defective.



## 8. My Surround Dongle Software is not booting or causes PC freeze & crash / The Surround Dongle button stays red, what to do?

Please follow these steps:

1. Please make sure that you downloaded the Surround Dongle Software and thoroughly follow the **user guide**, which you can also download online:  
<https://en-us.sennheiser.com/gaming-downloads>
2. Have you tried the GSP 350 on USB 2.0 Ports? Please do so, as USB 3.0 seems to cause issues.
3. We don't support the use of third-party devices with our gaming headsets. They can interfere with communication between gaming headsets and computer.  
Unsupported third-party devices include:
  - KVM switch boxes
  - Port replicators
  - Docking stations
  - USB hubs

NOTE: The manufacturers of these third-party devices implement headset support in different ways. There is currently no industry standard.

4. Please try out the headset on a different device to see if the issue comes from the headset or the PC.
5. Do you have any other audio software installed? If so, please uninstall as it might interfere with sound.
6. If the issues still persist, you could also try to **completely remove** the Surround Dongle from your device manager and re-install it, therefore:
  - Use the CleanSweep tool, which you can **download here**:  
[www.sennheiser.com/global-downloads/file/8600/Cleaner.zip](http://www.sennheiser.com/global-downloads/file/8600/Cleaner.zip)
  - Follow the **guide for removing the GSP 350 from your device**.
7. As a very last resort, a clean installation of Windows 10 and of all software worked for some customers.