

EPDS



GSX 1000  
Frequently Asked  
Questions

### **What is the difference between the GSX 1000 and GSX 1200 PRO?**

The main difference 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 more suitable for a professional studio/esport team setup, rather than for the casual gamer.

### **Why am I 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.

### **Why are two playback devices listed in my playback settings?**

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.

### **How does the chat volume wheel work?**

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.

### **Why do 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 to 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.

### **Why am I unable to hear 7.1 Surround Sound in Windows Media Player (or similar player)?**

Be aware that Windows Media Player does not natively 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.

## **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](http://www.eposaudio.com)