

## Frequently asked questions

### Sound

#### **What should I do if there is no sound when the headset is connected to a computer?**

- 1) Check if the USB connector plugs correctly into the computer.
- 2) Check if the headset has been selected as the default output device on your computer. This can be found in your computer's audio settings.

#### **What should I do if the microphone does not work?**

- 1) Make sure the microphone is inserted correctly.
- 2) Make sure the Mic Mute switch is not turned on. If it is switched on there will be a green light illuminated on the microphone.

#### **How can I improve the microphone's performance?**

Try to adjust the microphone's position, ideally it should be within 80 mm of your mouth.

#### **What should I do if the other side cannot hear me when using the Discord app?**

Try resetting the voice settings on the Discord app via the steps below:

Click User Settings-->Voice & Video-->Scroll down and click Reset Voice Settings

### Specifications

#### **Why is the microphone waterproof?**

The microphone's IPX5 waterproofing resists sweat and saliva to avoid the damage caused by them.

#### **Does the headset support ANC?**

No.

### Operation

#### **What should I do if the app won't install or upgrade?**

While installing the app, do not connect the headset to your computer. After the installation, restart the computer and then open the app. Do not connect the headset when upgrading the app either.

Note: When there is a new version, we will alert you to upgrade it via the app.

Supported systems: Windows 7, 8, 8.1, and 10.

### **Why can't the volume be adjusted while using the headset with a PS4?**

The volume cannot be adjusted via the volume button on the headset while using the headset on a PS4, but you can adjust the volume on the PS4 mainframe system.

- 1) On the PS4 Home Screen, scroll up to access the Home menu
- 2) Select Settings--> Devices--> Audio Devices -->Voice Control
- 3) Adjust the Microphone Level bar to the desired level.

### **Does the headset support RGB colors?**

No.

### **What devices can the headset be used with?**

G3 supports devices with USB audio output, such as computers, PS4, etc.

### **Does the headset support the app?**

Yes. This headset supports the app. It has the following functions:

- 1) 7.1 surround sound mode: Switch on 7.1 surround sound via the controller.
- 2) Adjust the mic volume.
- 3) Customized EQ: Choose from 3 preset EQs or create your own customized one.

### **How do I adjust the headset's microphone volume?**

Open the app and select MIC to adjust the volume of the microphone. There is also a "Boost" switch to further strengthen the volume of the microphone.