Frequently asked questions (FAQ)

GSP 670

1. **What makes the GSP 670 so unique?**
    The unique aspect of the GSP 670 is that it delivers Sennheiser signature sound quality, and together with its dual wireless connectivity, it allows you the enjoy the freedom of movement during your gaming sessions. The GSP 670 features a low-latency connection developed by Sennheiser which ensures stable, uninterrupted transmission that gamers can always rely on. In combination with the additional Bluetooth® connectivity, the headset can be paired simultaneously to compatible devices.
    Other features include a broadcast quality noise-cancelling microphone, separate in-chat and audio volume wheels and a customizable contact pressure with a clever metal hinge system that ensures a high wearing comfort.

2. **Can the GSP 670 block out noise even without ANC (Active Noise Cancellation)?**
    The GSP 670 ear pads are designed to isolate ambient sound, which also makes sure that the leakage of the sound is reduced, while the intensity of the played audio is preserved. Due to the ergonomic design and better contact around the ears, the ear pad design improves the passive noise-cancelling experience.

3. **Does the GSP 670 feature Bluetooth 5.0?**
    Yes, the GSP 670 is Bluetooth 5.0 compliant using the SBC code.

4. **What is the battery life of the headset?**
    The battery life of the headset is up to 20 hours via Bluetooth® and up to 16 hours with the low-latency connection. The intelligent battery management detects when the headset is used or not, and automatically powers the headset on or off to maximize battery life. The GSP 670 charges quickly via USB: after a 7-minute charge, the headset can be used for another 2 hours. The headset can also be used while charging.

5. **What are the benefits to the user of the low latency connection?**
    Low Latency connection ensures that the headset delivers sound in sync with visual media. It minimizes latency and improves the end-to-end speed of the audio transmission, resulting in a high-quality, synchronized experience.

6. **Can I connect to more than one device simultaneously?**
    You can pair GSP 670 with up to eight different devices. The GSP 670 stores and remembers these pairings. However, you can only be connected to two device at a time, e.g. to a PC and to your mobile phone.

7. **Are the batteries replaceable?**
    The batteries of the headset cannot be exchanged.

8. **What is the frequency range of the GSP 670?**
    The frequency range of the GSP 670 is 10 – 23.000 Hz.

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9. What is the microphone direction of the GSP 670?
The microphone direction of the GSP 670 is bi-directional.

10. How adjustable is the GSP 670?
The GSP 670 is quite adjustable. Its adjustable headband serves to customize contact pressure. It also has an advanced metal hinge system, which ensures that the headset fits well with your head shape. This new mechanism improves the fit on a wider range of face shapes by pivoting smoothly to conform just as well to both broad and narrow jawlines.

11. Does the GSP 670 have chat wheels?
The GSP 670 has two separate in-chat and audio volume wheels. The audio volume wheel serves to adjust the settings of your game audio. The in-chat volume wheel serves to adjust the sound levels of the in-chat conversation.
Note: The chat volume wheel works with PC only.

12. How do I turn off the headset (with the volume wheel)?
Just turn the volume wheel all the way to the left. You will be able to feel a slight tactile click, indicating it is turned off.

13. Does the GSP 670 come with a software?
Yes, the GSP 670 comes with a software. Sennheiser Gaming Suite is our dedicated PC software that allows you to customize your gaming sound experience. You can activate surround sound, adjust the equalizer based on your preferences, change microphone settings and create your own presets that you can activate when you're gaming. It gives you the freedom of customization, so you can adjust the microphone and sound levels of your game to your preferred settings.

14. Can I pick up calls through my GSP 670?
Yes, you can. Firstly, you connect your GSP 670 headset to your phone and your PC/console. Once you receive a phone call, the headset will let you know by stopping the game audio and you will hear a typical phone call sound. Once you finish your call, the game audio will seamlessly switch on again.

15. What cable does the GSP 670 come with?
The GSP 670 comes with a USB 1.5 m cable.

16. How do I charge my GSP 670?
The GSP 670 is charged through the USB cable which is included in the box.

17. Why did you decide to have a micro-USB connection instead of USB-C?
The main reason we chose micro-USB is because we did not feel confident in the connection of the cable to the headset with USB-C. A micro-USB connection feels much tighter and more secure than a USB-C connection.

18. What platforms is it compatible with?
The GSP 670 is compatible with PC, PS4® and Bluetooth® supporting devices.
Note: The GSP 670 is not compatible with the XBOX.

19. What operating system is needed for PC?
Windows 10.

20. What can the 'smart button' do?
The smart button can be used to switch on the surround sound, to switch on your preferred preset or simply to turn on your preferred audio or microphone setting.

21. How do I activate surround sound during the use of the headset?
The surround sound is activated in the Sennheiser Gaming Suite. Simply choose the 7.1 option under the Playback settings.

20. How loud does the headset get?

The maximum sound pressure level of the GSP 670 is 112 dB.

21. How do I install the software and check for software updates?

The Sennheiser Gaming Suite will install automatically once you plug in your dongle into your PC (if you have Windows 10).

Otherwise, you can download it from this page:
www.sennheiser.com/gaming-downloads

The software will inform you about the new updates in the 'Settings' tab (it shows the version you have and the newest version available).

22. Does the headset switch off automatically when not in use?

Yes, the headset comes with an Intelligent Battery Management that makes sure the headset is turned off when it's not in use to save energy, and automatically turns back on when needed.

It goes into sleep mode in 2 cases:

▸ **Lack of Audio Signal** – if the audio signal is not detected, the headset will go to sleep mode after not gaming for 10 seconds (f.e. if you stop your game).
▸ **Lack of Movement** – if the headset detects no movement for 60 minutes, it will go to sleep mode (f.e. if you take a break while gaming). You need to turn on this option in the Sennheiser Gaming Suite (optional).

The headset turns back on when it detects signal or movement.

23. How can I contact the Sennheiser service department?

Please contact our customer service here: www.facebook.com/sennheisergaming