

EPOS



H3
Frequently Asked
Questions

Are the ear pads replaceable?

Yes, the ear pads of this headset are replaceable with GSA 3 Ear pads and can be directly purchased on our website.

Is the connection cable replaceable?

For this headset, the connection cable is replaceable. Depending on your platform, either the GSA 30 PC Cable or the GSA 30 Console Cable will replace your old cable – both can be purchased off our website. If your connection cable broke before the expiration of the 6 months accessory warranty period, we will send you a new connection cable free of charge – this does, however, depend on the cause of the damage.

Does the headset come with its own software?

This headset is a plug-and-play headset, meaning that it does not require any set-up or additional software. The headset works optimally from the get-go, which makes it compatible with a wider range of platforms.

Is the microphone replaceable?

For this headset, the microphone is neither detachable nor replaceable. If your microphone breaks before the expiration of the 2-year warranty period, we will send you a new headset free of charge – this does, however, depend on the cause of the damage.

Is this headset compatible with GSX 1000/GSX 1200 PRO/GSX 300?

This headset is compatible with our amplifiers, which offer 7.1 surround sound, equalizer adjustments, game- and chat audio separation, and much more. Just plug your headset into your amplifier and experience exceptional immersion and holographic sound.

What platforms is the headset compatible with?

This headset is compatible with PC, Mac OSX, PS4, PS5, Xbox One, Xbox Series X, and Switch. Please note that this headset comes with Console and PC cables making it possible to switch back and forth between your preferred platforms.

Can I pick up calls with this headset?

This headset can be used to pick up calls on devices that feature a 3.5 mm jack port. As this headset is analog, it cannot be connected to phones or tablets with Bluetooth.

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