

EPOS



GTW 270 Series  
Frequently Asked  
Questions

### **How do I pair my GTW 270 Hybrid with my gaming platform via the dongle?**

Upon arrival the dongle is already paired with the earbuds. To pair your GTW 270 Hybrid with your gaming platform, please follow the instructions below.

1. Open lid to power on earbuds
2. Plug the dongle and power on your gaming platform. Please use the accessory extension cable for PC or PS4.
3. The dongle will light purple when it automatically connects to your earbuds

In case you reset your paired device list, please follow the instructions below.

1. Have both earbuds in the closed charge case, then open the lid.
2. Press and hold the charge case button to initiate pairing. The LEDs pulse red and blue.
3. Plug the dongle into the USB port of your gaming platform of choice. Use the extension cable to connect it to a USB-A port for PC. Press and hold the dongle button to initiate pairing.

### **When I play Fortnite with the GTW 270 Hybrid and the aptX low latency dongle on my PS4, my microphone does not seem to work. Why?**

aptX low latency only supports the playback channel, which is why the GTW 270 Hybrid is not suited for competitive/online multiplayer games such as Fortnite or CS:GO.

For the GTW 270 Hybrid we strived to have full immersion in experiential games. This is something that will only be possible through the aptX codec which has higher bandwidth.

### **Why does my phone not work with the dongle?**

Please check your phone's advanced settings.

In some phones you need to [enable OTG connection](#) so that your phone recognizes the dongle.

### **How do I pair my wireless earbuds with my smartphone via Bluetooth®?**

You can pair up to eight devices with your wireless earbuds.

1. Have both earbuds in the closed charge case, then open the lid.
2. Press and hold the charge case button to initiate pairing. The LEDs pulse red and blue.
3. Start the search for Bluetooth devices – see instruction manual of your device – and select “EPOS GTW 270 Hybrid / EPOS GTW 270”.

### **If I want to wear just one at a time, do I have to wear only the right - or can I switch between the two?**

The right earbud can be used on its own for mono music playback or for calls. The left earbud can only be used when the right earbud is also used (the right earbud controls the Bluetooth transmission). Please keep the left earbud stored in your charge case to avoid losing one of your earbuds.

### **How is the noise cancellation for call quality in the wireless earbuds?**

Jet engine or lawnmower noise might be reduced by -25 dB, while a piercing higher frequency like a siren (ambulance, police) might only be reduced by -10 dB.

### **My wireless earbuds have audio dropouts sometimes. Why so?**

In dense environments with strong magnets, the sound on the left earbud might drop out for a split second. This is because magnetic interference shortly prevents the right earbud from syncing with the left earbud.

### **How do I get the best sound quality out of my earbuds?**

It is extremely important to try out the different ear tips that are included in the packaging. You will notice that having the correctly fitting ear tips for your ears make a significant difference in the sealing, fit, comfort and, very importantly, sound quality. A poorer sealing means that more sound leaks, which results, for example, in a flat non-existent bass.

All ears are unique and so are yours. It might be that you need a different ear tip size for your left ear then you need for your right ear.

### Where can I buy replacement earbuds in case I lose them or they become defective?

We do not sell replacement earbuds separately. You will have to go through our ticket system and then our repair centers will make sure you either receive a replacement or repair.

### I have been using the wireless earbuds for some time and my charge case is already getting scratch marks, why so?

Friction with other metallic objects, such as key chains can lead to scratch marks on the anodized aluminum material. This is why we suggest to avoid carrying the wireless earbuds carry case close to other metallic objects, for example in your pocket with your keys.

## 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)

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