

# CG-01 Wireless Gaming Headset Troubleshooting Guide

## CG-01 Wireless Gaming Headset Troubleshooting Guide

### *Common Issues and Solutions*

---

#### 1. Bluetooth Connection Issues

**Problem:** Headset not connecting to the device.

**Solution:**

- Ensure the headset is powered on. The blue light should be steady.
  - If the blue light is not steady, press and hold the "**M**" button for 3 seconds to enter Bluetooth pairing mode (red/blue flashing light).
  - On your device, enable Bluetooth and search for "**CINPUSEN CG01**". Select it to connect.
  - If issues persist, reset the headset by pressing and holding the **Power** button and "**M**" button simultaneously for 3 seconds.
- 

#### 2. Audio Issues

**Problem:** Audio is too quiet or not working at all.

**Solution:**

- Ensure the headset is selected as the **audio output device** in your system settings.
  - Check the **volume settings** on both the headset and the connected device.
  - For **Nintendo Switch** users: Go to *System Settings* > *Audio* and confirm the correct output is selected.
  - If using Bluetooth, confirm the headset is selected as both **input and output devices**.
- 

#### 3. Microphone Issues

**Problem:** Microphone does not work or is not clearly heard by others.

**Solution:**

---

- Ensure the microphone is **not muted** (if applicable).
  - Make sure the headset is selected as the **input device** in your device's audio settings.
  - For console users: Go to audio device settings and select "**CINPUSEN CG01**" as the input device.
  - Inspect the microphone for **physical damage**.
- 

## 4. Charging Issues

**Problem:** Headset does not charge or won't power on.

**Solution:**

- Use the **original charging cable** and check that the charging port is clean and undamaged.
  - Plug the headset into a known **working USB port** or wall charger.
  - A **red light** indicates charging; it should turn off once fully charged.
  - If the headset still won't turn on, perform a reset as described in Section 8.
- 

## 5. Interference with Wireless Controllers

**Problem:** Wireless connectivity interferes with controller operation.

**Solution:**

- Use **Dongle mode** instead of Bluetooth for improved stability during gameplay.
  - Keep the headset and controller **close together** to reduce interference.
  - If interference continues, consider switching to a **wired connection**.
- 

## 6. Switching Between Modes

**Problem:** Difficulty switching between Bluetooth and Transmitter mode.

**Solution:**

- To switch to **Transmitter mode**, press and hold the "**M**" button for 3 seconds.
  - To switch to **Bluetooth mode**, first power off the headset, then press and hold the "**M**" button for 3 seconds after turning it back on.
- 

## 7. Physical Damage

**Problem:** One side of the headset is broken or not connected properly.

**Solution:**

- Inspect for **visible damage** such as a detached or broken earpiece.
  - If damaged, the component may need to be **replaced**.
- 

## 8. Resetting the Headset

**Problem:** Persistent issues or connection failures.

**Solution:**

- Perform a **factory reset**:
    - a. Press the **transmitter button 8 times**.
    - b. Then simultaneously press and hold the **Power** and **"M"** buttons on the headset for 3 seconds.
- 

## Additional Tips

- Make sure your device's **firmware is up to date**.
  - Refer to the **user manual** for device-specific pairing and usage.
  - For unresolved issues, contact **customer support** for further assistance.
-