

## **VOID Gaming Headset FAQ**

### **1.What wireless frequency does VOID Wireless use?**

All VOID Wireless headsets use the 2.4GHz frequency.

### **2.What kind of drivers do the VOID headsets use?**

All VOID headsets use custom tuned 50mm neodymium powered drivers.

### **3.How does Void differ from the V1500/H2100?**

VOID headsets are an upgrade from the H2100 and H1500 series headsets in virtually every aspect. Starting with the mechanical design, VOID is built from the ground up to redefine comfort and enable marathon gaming sessions with a revolutionary new ear cup shape and top of the line microfiber fabrics and memory foam. On the wireless versions, battery life has also been improved from 10-12 hours to about 16, a very healthy improvement. This is thanks in part to the new 2.4GHz chipset that the VOID Wireless uses a brand new design that enables low power consumption but has a much greater "polling rate", for virtually zero dropouts and much more robust signal lock.

All of the VOID variants enjoy an improved unidirectional microphone (and the convenience of instant feedback with InfoMic on the wireless and USB models), and acoustic tuning is vastly improved thanks to a new driver that is combined with the digital signal processing (DSP) power of the Corsair Utility Engine (or CUE, for short). Using CUE also enables users to deploy a single software suite to command and control all of their peripheral devices (including RGB color, another feature that is unique to the VOID Wireless and USB headsets), instead of using separate software packages.

### **4.Does VOID have programmable buttons/G-keys?**

The VOID user interface (UI) has been greatly simplified to offer expansive control right from the headset itself without the need for multiple confusing and complex buttons. With the powerful CUE Control dial, you will enjoy instant control of your audio experience not possible with any other headset. In addition to volume control, a short key press (SKP) of the CUE Control will cycle through the EQ presets. A long key press (LKP) enables and disables Dolby 7.1 right from the headset itself without having to interrupt your game.

The mute button has dual functionality as well: naturally, a short key press (SKP) will mute/unmute the microphone, but a long key press will enable/disable the microphone's "Side Tone" feature.

The power button turns the headset on or off with a short key press (SKP), but a very long key press (VLKP, about 8 seconds or longer) will put the headset into "pairing mode". The VOID Wireless headset comes pre-paired from the factory, so this process usually isn't necessary for

most users. (see #16 for information about how to pair your headset to the USB receiver, if necessary).

## **5. What is "Side Tone"?**

Side Tone will add a little bit of your voice back into your audio output this enables you to self-modulate your speaking volume because you hear how loud your own voice sounds.

## **6. Is the mic flexible?**

Yes! All of the VOID headset microphones use Thermoplastic Elastomers (TPE) AKA thermoplastic rubbers, enabling the microphone to be very flexible and keep its structural integrity. In fact, we recommend bending the mic closer to your face for better mic performance. (see the photo at #7, below)

## **7. How much of an improvement will I see if I bend the mic closer?**

Adjusting the mic could potentially increase mic sensitivity by 10dB (or about twice as loud). The image below shows the optimal placement of the mic for the best performance.

**Your new VOID Headset features a high performance "uniderctional" microphone designed to reject noise other than your voice, but it must be pointed directly at your mouth to function correctly.**

- Bend the flexible microphone boom to best fit near to the left corner of your mouth
- The microphone should be about 1.5 inches / 4cm away from your mouth for best performance.
- We've found that about a 30 degree bend is a good place to start, but feel free to increase or decrease this if your mic is too loud or too soft

## **8. How can I change my EQ settings?**

EQ settings can be edited by using Corsair Utility Engine (CUE). You can create new EQ profiles, hide ones you don't use, as well as sort them in the order that CUE Control cycles through.

## **9. What else can be done using CUE?**

The VOID headset can be easily customized using CUE. Each ear cup is equipped with RGB LEDs and just like with our other RGB devices, you may customize colors and lighting patterns. With CUE Link lighting may be synchronized across all of our other RGB devices.

**10.Does my content need to be in specially encoded to take advantage of Dolby Headphone?  
Do I need to look for PC games with the Dolby logo?**

No. Dolby Headphone works with any stereo, 5.1, or 7.1 audio stream.

**11.Is it possible to use the headset without any software installation?**

Yes. This means you will not be able to customize any lighting effects, or use any of the EQ settings and Dolby. The firmware will also need to be updated on the headset as well.

**12.How do I know my headset is charging?**

While charging, the LEDs on InfoMic will light up. Depending on the battery levels the LED will light up different colors red: low battery, amber: 20% or higher, green: fully charged

**13.I've plugged my headset in to charge but it doesn't appear to be charging and doesn't turn on. What's wrong with it?**

The headset may have inadvertently been placed in "bootloader mode". When in bootloader mode, the headset will disable all audio and lighting, in other words it will appear to be off. Bootloader mode is our failsafe protocol that prevents the headset from becoming unresponsive, which typically happens if the headset is improperly disconnected during a firmware update.

**14.I never disconnected my headset during a firmware update. Why is it in bootloader mode?**

If a button is held down inadvertently while plugging the headset in to charge, it may go into bootloader mode.

**15.Is there any way to recover the headset from bootloader mode?**

Yes. If you re-flash the firmware the headset will return to normal. You can do this by going into CUE's Settings, under Settings, there will be an "Update Firmware" button. Click the "Update firmware" button and use "Force update from the server" option. Once the headset is recovered, it will need to be paired with wireless adapter.

**16.How do I pair my headset to the wireless adapter?**

First you will need to use a paper clip to insert to the small hole under the white LED on the wireless adapter. Press and hold it for a few seconds and the white LED will begin rapidly flashing. Then on the headset press and hold the power button (while the headset is off) for 8 seconds, if done correctly the LEDs on InfoMic will begin flashing green and red. Once the headset is paired, InfoMic will indicate that it is paired by pulsing green and the adapter will no longer rapidly flash.

**17.My headset lights up but I don't hear any audio. How do I get audio working?**

Make sure that under your Windows setting that the VOID headset is set as your Default Playback device.

**18.Does VOID Wireless have an auto shutoff function?**

Yes. VOID Wireless will begin the automatically shut off process if it does not detect audio for 10 minutes. After the 10 minutes, users will be prompt that automatic shut off started and given 60 seconds to cancel if needed.