

Hardware Support Request Instructions

If you encountered a hardware compatibility problem and would like to have it supported by Cross Hair, please follow the instructions below and send your result to our support email: **support(at)reasnow.com**

Prerequisite:

- Make sure your device can work well on PC.

You may need to install a dedicated driver from producer to let some device work, such as controller, joystick, special keyboard and so on.

When you are sure it's working, unplug it from PC.

Step 1:

Install Bus Hound (Ver 6.01 is preferable) into your computer

Below is the official site of this software.

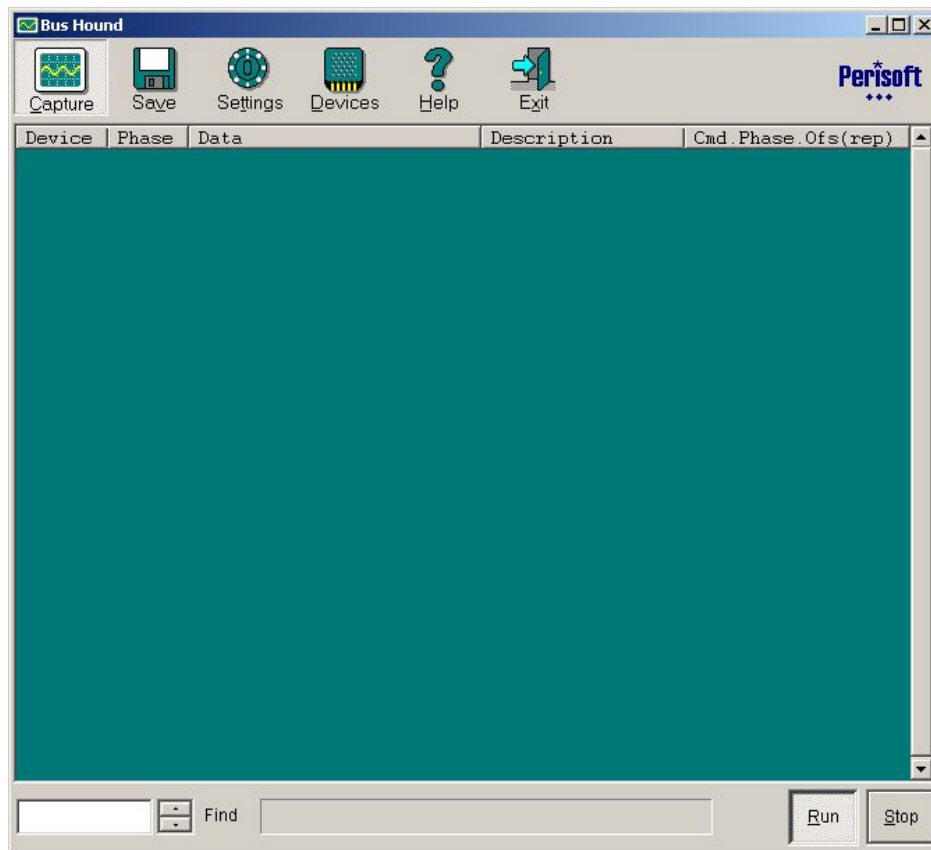
<http://www.perisoft.net/>

It's not free software, but you can also try other ways to install it.

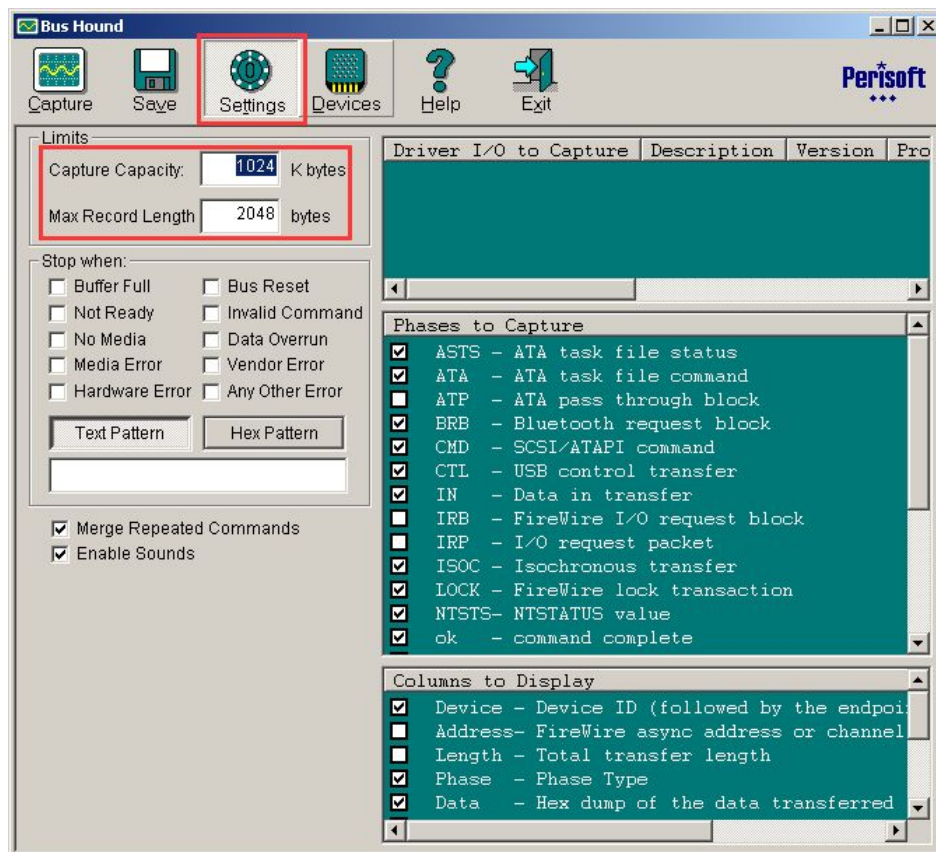
If possible, we encourage you to buy ONE for supporting the author.

Step 2:

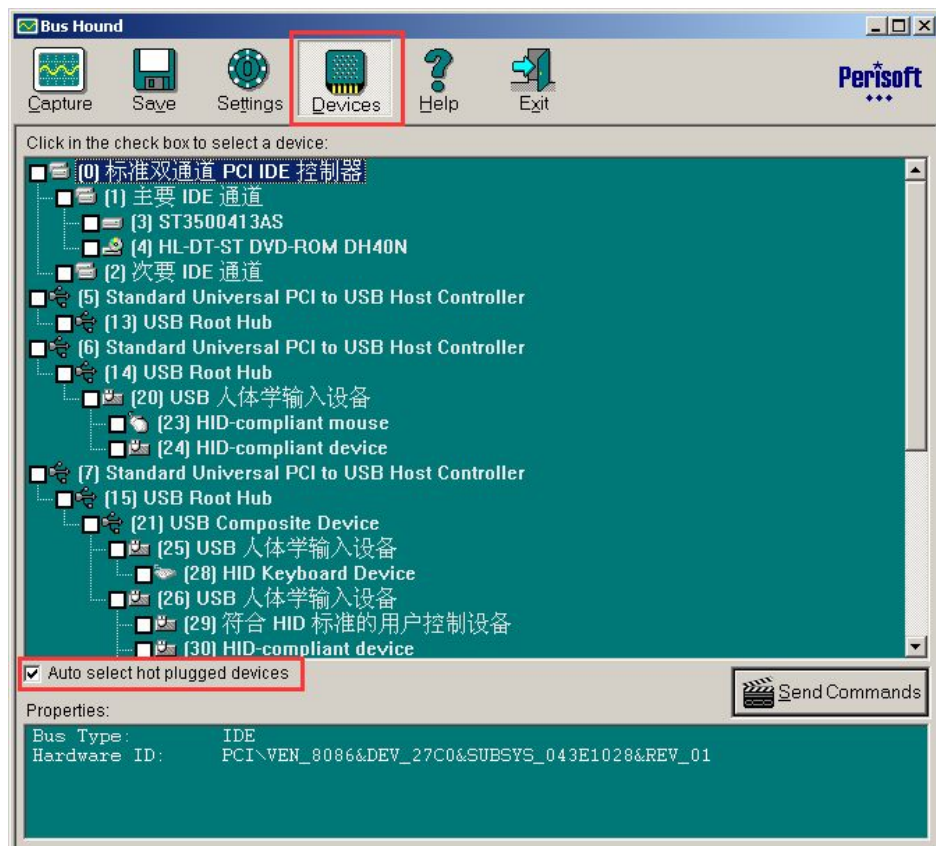
Run Bus Hound



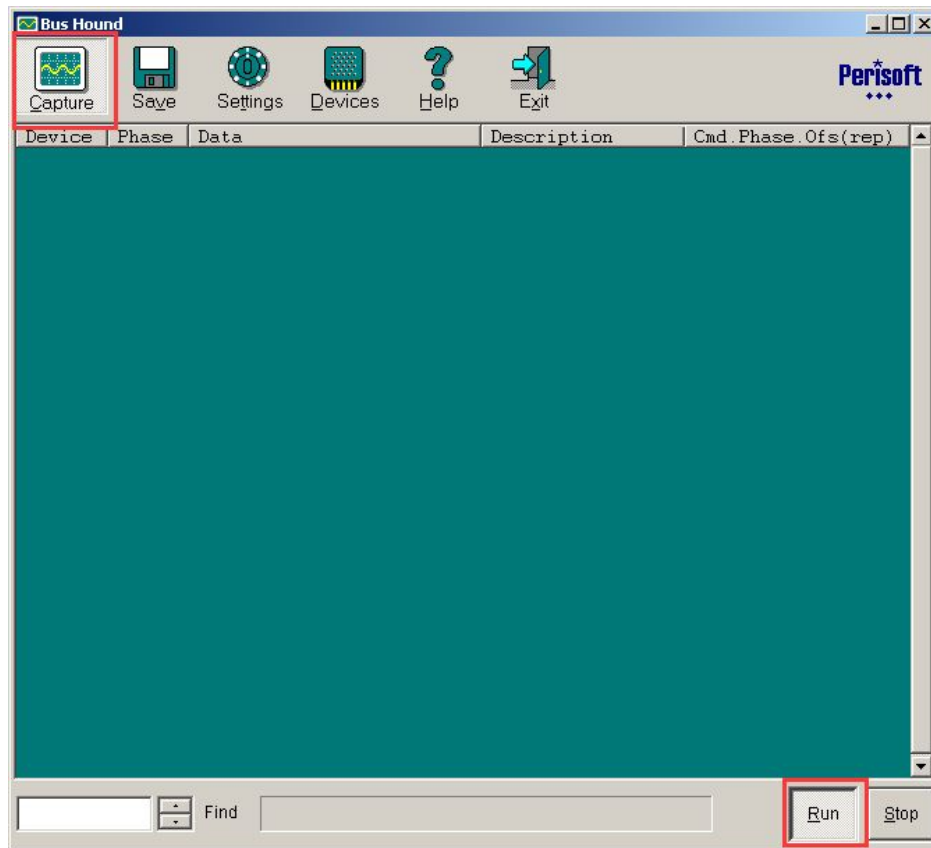
Choose "Settings" and set the two parameters according to the picture below



Choose "Devices" and enable "Auto select hot plugged devices"

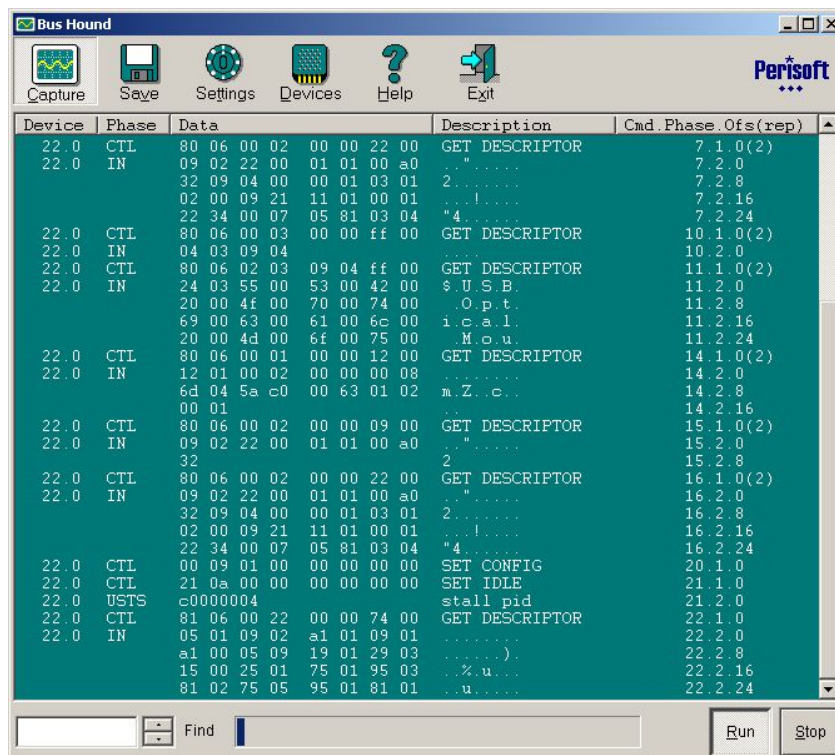


Return to "Capture" UI and make sure the "Run" button is pressed.



Step 3:

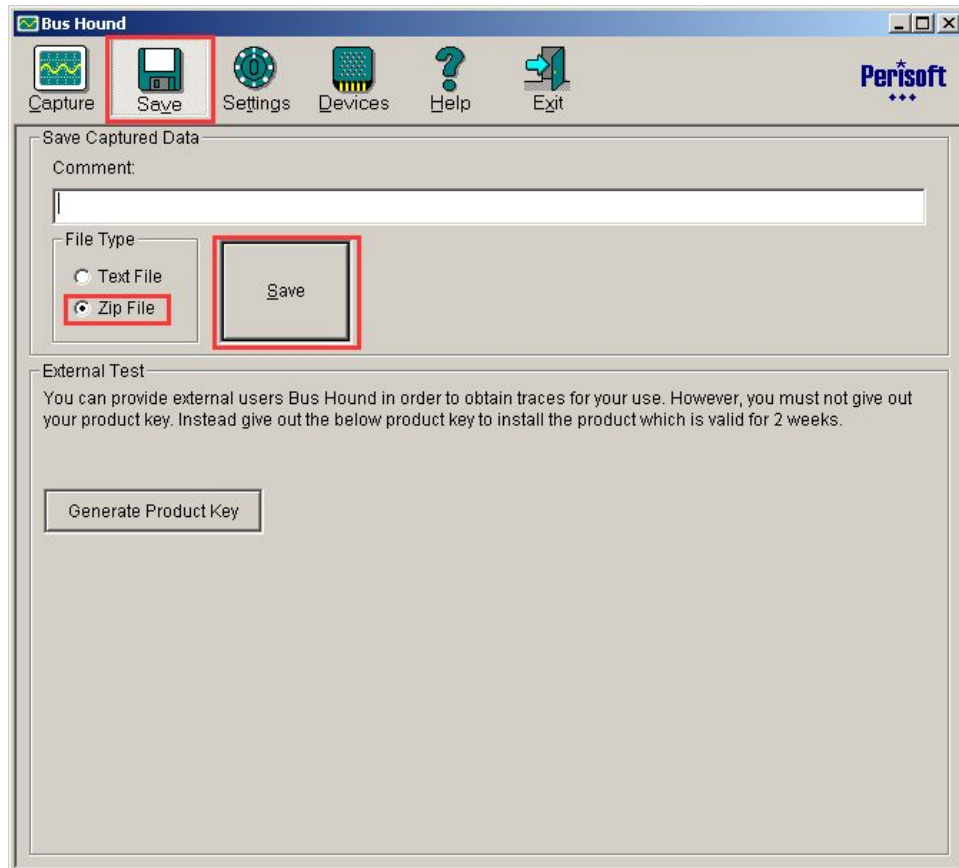
Connect your device to PC, the one that can not be recognized by Cross Hair. Below is a demo when we connect a mouse to PC.



Wait for some seconds, until your device can work well on PC.
You may try some buttons or sticks on the device.

Step 4:

Save the result into a zip file



Step 5:

Send the zip file to our support email:
support(at)reasnow.com

Once we receive your result, we will try our best to support your device as soon as possible!