FAQ of Cross Hair

Version：1.8

PART ONE: Technical Support FAQ:

1. I'm a new user of Cross Hair, where should I begin before I can use it?

Please read the article of "Beginner Introduction", it's the start point for most of the users.

According to your style of usage, please follow the topics on our forum.

1. Beginner Introduction 1 : Use keyboard and mouse, instead of controller

http://www.reasnow.com/forum/index.php?topic=1439.0

2. Beginner Introduction 2 : Use another controller instead of the original one

http://www.reasnow.com/forum/index.php?topic=1438.0

3. Beginner Introduction 3 : Use joystick and mouse, instead of controller

http://www.reasnow.com/forum/index.php?topic=1437.0

2 Which console do you support?

Cross Hair now supports all the major game consoles, including:

PS4 Pro / PS4 Slim / PS4 / PS3/

XBOX ONE S / XBOX ONE / XBOX 360

3. Is my keyboard or mouse supported?

You can check our online support list.

http://www.reasnow.com/forum/index.php?topic=27.0

If you do not find your keyboard or mouse in this list, you can still try it with Cross Hair. We can support most of the keyboards and mice in the market.

4. Can Cross Hair recognize wireless keyboard or mouse?

Yes, Cross Hair can recognize 2.4 wireless keyboards and mice, but as for blue-tooth wireless ones, we can not accept them.

5. Scroll left and scroll right keys on mouse can not be detected on Windows XP?

Due to OS limitation, only WIN7/WIN8 and later OS can detect these two keys from mouse. You can find a PC with WIN7/WIN8 to map these 2 keys.

Also you can use CONFIG MODE to do the mapping. As showed in the online instruction video.

ReaSnow Cross Hair Mapping buttons in game
http://youtu.be/aP_9wE4EWBg

6. My keyboard or mouse does not work well with Cross Hair.
Try a new keyboard or mouse. If that works, then you know your Cross Hair is in good condition, and you should change your keyboard or mouse. You can also try upgrading firmware to the newest version. We will add extra devices in our support list for every new version. This may save you time.

If you meet some compatibility problem, please report it to our forum, we are there to help you!

7. My Cross Hair beeps repeatedly, what is the meaning of that? What should I do?
This is the warning indication of Cross Hair. Do not worry, you can solve that yourself.
Please read the "Warning and Solution" article on our forum for details
http://www.reasnow.com/forum/index.php?topic=1432.0

8. My mouse is working with Cross Hair, but the feeling is not good. Anything I can do for a better experience.
Yes, to get a better result, users should always do some settings for the mouse and the game and the Cross Hair.
Please read the "How to Tweak Mouse Movement" article on our forum for details.
http://www.reasnow.com/forum/index.php?topic=1433.0

If you are using "CUSTOM GAME", please read **Item 19** "How to use CUSTOM GAME in Manager" in this article.

9. How can I change HIP and ADS of Cross Hair? What is HIP/ADS?
Please read the "How to Tweak Mouse Movement" article on our forum for details.
http://www.reasnow.com/forum/index.php?topic=1433.0

10. How to change game's sensitivity on game console?
Please read the "How to Tweak Mouse Movement" article on our forum for details.
http://www.reasnow.com/forum/index.php?topic=1433.0
There are some examples in it.

And we also have many video instructions on how to change game's sensitivity.
ReaSnow Cross Hair Changing Games Sensitivity
https://www.youtube.com/playlist?list=PL_W7SvvWDzBOgxdSxBSr11E7rg7czSpYV

11. What is the way for correct connecting of Cross Hair?
We have a video instruction of that.

ReaSnow Cross Hair Connection Examples
http://youtu.be/qf2JmB0fRcs

12. How can I change the key mapping?

There are **2 ways** to change the key mapping for every config.

● Use the Manager software and double click the config,
   then change any key's mapping in it.
   Remember to save the changes before closing Manager.
● Change key mapping in Config Mode.
   Please read Chapter 2.4 in User Manual for details.
   And there is a online video instruction for that too.

ReaSnow Cross Hair Mapping buttons in game
http://youtu.be/aP_9wE4EWBg

13. How can I upgrade firmware?

Please refer to **Chapter 4** in User Manual for details.

14. How can I restore factory settings?

Please refer to **Chapter 4** in User Manual for details.

15. How to upgrade Cross Hair Manager?

Just download the newest version from our website and extract it from the package.
The old files can be deleted.

Download web address of Cross Hair Manager
http://www.reasnow.com/forum/index.php?topic=25.0

16. There is nothing happened when I connect Cross Hair to PC, is that correct? Should I install some kind of driver or not?

This is completely OK. Cross Hair does not need a special driver for PC. Just run Cross Hair Manager, this software will find Cross Hair with no problem if LOGO of it shows stable while.

17. PS4 controller's audio jack delivers no sound (can not party chat by controller).

This is a known issue, please read the article "PS4 party-chat issue work around" on our forum.
http://www.reasnow.com/forum/index.php?topic=1434.0

PS: PS4 Slim controller and PS4 Pro controller have no similar problem.

18. How many games can Cross Hair support?

Cross Hair can support all the games on console. While for customers' convenience, we preset some games in it.

You can read the "Preset Games" article on our forum for details.
http://www.reasnow.com/forum/index.php?topic=3.0

For games not in this preset list, please choose the most similar ones in Manager!

For example, if you are playing COD13, but it's not preset by now, you may use COD12's config for that. Games in one series have no big differences.

If you can't find similar games' config, you may use the last config "CUSTOM GAME".
It will work too.

19. How to use CUSTOM GAME in Manager?

When using a mouse for aiming and playing some game not preset in Cross Hair Manager, and there is no similar games' config to use, you will need to use CUSTOM GAME for this game.

For CUSTOM GAME config, it's the same as other preset configs to change key mapping and HIP/ADS sensitivity.

But it has 2 extra important parameters in "MORE SETTINGS", you should choose carefully according to the game. You will not find these 2 parameters in other preset config, for we have set it rightly for you in the preset configs.

"Deadzone Type" and "Aim Down Sight"

These 2 options are used only for Custom Game, do not change them in preset games.

Aim Down Sight: ADS function may be invoked by different key on controller, due to different game and console. If you are using a Custom Game configuration, we do not know which game you are playing, so we will have to choose it rightly yourself.

Deadzone Type: Just like Aim Down Sight, if you are using a Custom Game configuration,

we do not know which game you are playing, so please select correct type of Deadzone according to the game.

For example, Resident Evil: Apocalypse on PS3.

The default deadzone type in CUSTOM GAME is Circle,

Deadzone Type: Circle

but you should change that to Square to get the mouse work correctly.

Deadzone Type: Square

20. What are HIP and ADS?

These are 2 sensitivity parameters in Cross Hair, you can read the "How to Tweak Mouse Movement" article on our forum for details.

http://www.reasnow.com/forum/index.php?topic=1433.0

21. How to turn off my PS4 controller(DualShock 4)?

Option 1:

Hold PS Button on controller for about 10 seconds until the light bar is off.

Option 2:

Hold the PS button for some while, and choose from the poped-up window.

You can also turn off PS4 controller by following steps:

Settings->Devices->Turn Off Device->DualShock 4

We recommend to turning off the controller before connecting it to Cross Hair. But you should not turn off the controller after Cross Hair is powered on. When Cross Hair is powered on, it will turn on the controller automatically. You can use the controller as normal together with the keyboard and mouse which are plugged into Cross Hair.
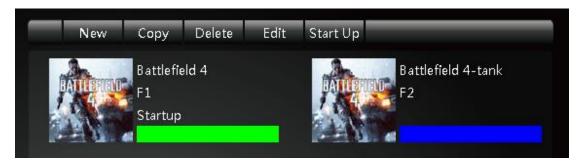
Only controllers of PS4 and PS3 can be turned off. For XBOX ONE and XBOX 360, there is no way to turn their controllers off. So just let it on.

22. I am playing Battlefield 4, it's OK. But when I am in some vehicle, the mouse is too slow to turning around.

It's a normal situation that everyone will face. For the designers of games do not wish the vehicles to become too strong, so they slow the vehicles' speed of turning around in game.

To work around this issue, we recommend that you set two separate configs with different HIP and ADS for this game.

For example:

You can set 2 separate configs, one with normal HIP/ADS value, the other one with high HIP/ADS value.

You can switch between different HIP/ADS by pushing F1 or F2 according to whether you are in a vehicle or not.
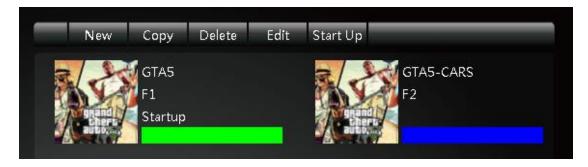
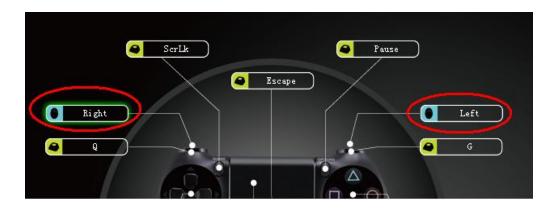**HIP/ADS of the first CONFIG**   **HIP/ADS of the second CONFIG**

23. I am playing GTA5, the key mapping is OK for operation on foot, but when driving a car, it's annoying to use left and right button on mouse to control the speed of cars.
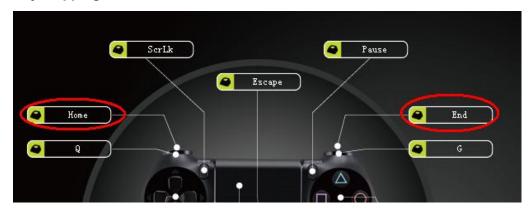
There are 2 ways to work around this issue.

● Set two separate configs with different key mapping for this game. Then switch between different configs to enable different key mapping. That will be switched in less than ONE second.

Key mapping of the first CONFIG
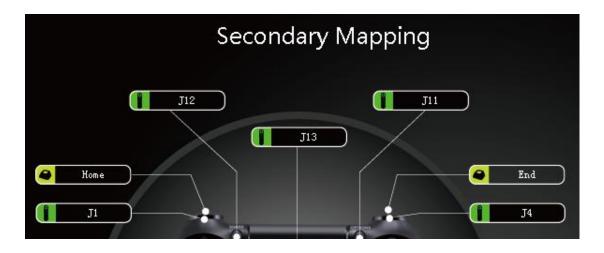
Key mapping of the second CONFIG

● Use the primary and secondary mapping.

These 2 mappings are working at the same time. So you do not need to switch from different configs.

In the primary mapping, left and right button of mouse are used for aiming and firing.

In the secondary mapping, Home and End buttons on keyboard are used to speed up and down the cars.

Secondary Mapping

24. I'm playing The Last of Us on PS4. When using the Cross Hair, I can not shook the DS4 controller to bring the flashlight bright again.

Yes, it's is a known issue for all the adapters. When the DS4 is connected to Cross Hair, it's forced into wired mode, the motion sensor is disabled.

So you have to disconnect DS4 from Cross Hair, and connect it to PS4 wirelessly. Only in this way you can use the motion sensor function.

25. Why my SONY MOVE or Dual-Shock 3 works improperly

SONY MOVE joystick and Dual-Shock 3 must be paired with console first, then they can be used with Cross Hair. Or they will be searching blue-tooth connection all the while, and will not respond to the USB communication.

26. How many configs can Cross Hair support?

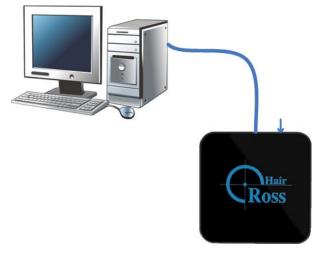Totally, Cross Hair can keep up to 16 configs.

27. My Cross Hair works improperly.

A. Make sure you are using the original USB cable shipped with Cross Hair. Poor USB cables cause many problems. **And do not use USB extension cable.**

B. Change the keyboard, mouse, joystick or controller you plugged in Cross Hair. They may be the reason for the malfunction.

C. Restart your game console

D. Try a firmware upgrade and restore to factory configuration

E. If all of the above methods do not solve the problem, there is still a **REPAIR MODE** to try.

Hold down the hidden button with a toothpick or the tip of a pen, and then plug Cross Hair into your PC. When the LOGO is green, you can release the button. A stable green LOGO means your Cross Hair is in **REPAIR MODE**. In this mode, it can be repaired. The procedure is the same as firmware upgrade and restore factory configuration.

Please try both upgrading firmware and restoring factory configuration, so you will get a completely clean system.

After these two procedures, most of the problems can be solved.

During upgrading or restoring or repairing, do not shake the USB cable, unplug it, or turn off your PC. These behaviors will damage your Cross Hair.

28. Must I connect my controller to Cross Hair all the time?

Yes, Cross Hair needs the original controller connected to its USB PORT 1 all the time for console's verification. And it's also convenient for charging the controller or using some functions that only a controller has such as touchpad on DS4.

● It's better to turn off the controller and log out the user before connecting. After Cross Hair is powered on, it will turn the controller on automatically. Do not turn the controller off when LOGO of Cross Hair is breathing.

● Controller must not be in the wireless mode. You can judge that by its indication color(PS4 platform).

● During the power-on procedure, do not press the PS/GUIDE button on contorller, unless LOGO of Cross Hair is breathing.

● Controller must be the official one.

● Wireless controller of XBOX 360 can not be used as wired controller with a USB cable connected on it.

For the USB port on this controller can only be used for charging, no data lines in this port. While all other wireless controllers can be used as wired ones with a USB cable connected, such as controllers of PS4, PS3, XBOX ONE.

29. PS4 console, all keys are working in main UI. But once getting into my game, only ESC key on keyboard works?

This problem is caused by logging in PS4 using 2 or more users. It's possible you have logged in PS4 as USER1 by wireless controller. Then you plugged Cross Hair into PS4 and chose USER2.

You should logout your previous users before using Cross Hair, make sure there is just one user logged in PS4.

30. Give out suddenly during the usage on PlayStation 4 without any beep warning.

Problems:

1. Cross Hair works well in the main UI, but it gives out once we get into the game

2. Cross Hair gives out suddenly during the playing without any beep warning

Solution:

1. Logout all users on your game console

2. Turn off your controller before connecting it to Cross Hair

3. Firstly, connect controller (USB PORT1) and keyboard and mouse (USB PORT2-3) to Cross Hair, then connect Cross Hair to console.

4. Do not press PS button, until you see a breathing color on Cross Hair.

If the solution does not solve your problem, please try the following:

● **Replace the USB cable with a qualified one, which is used to connect controller to Cross Hair.**

● Replace the USB cable with a qualified one, which is used to connect Cross Hair to game console.

31. My racing wheel can not work well with Cross Hair.

Please read this topic for detailed instructions:

http://www.reasnow.com/forum/index.php?topic=1517.0

32. Is it possible to use wireless keyboard and mouse with Cross Hair?

Yes, Cross Hair can accept wireless all kinds of keyboards and mice, as long as it's not Bluetooth.
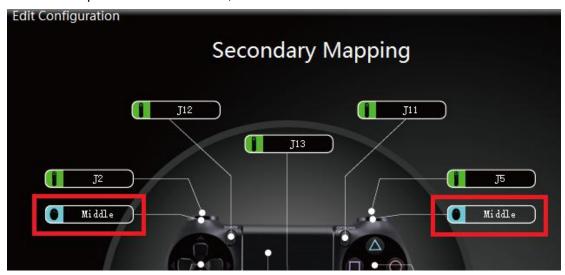
33. How to map 2 controller buttons to 1 key on keyboard or mouse.

If you would like to map 2 controller buttons to 1 key on keyboard or mouse, please use the secondary mapping for this purpose.

For example, in the **Primary Mapping**, we keep the original mappings for L1 and R1.

In the Secondary Mapping, we set L1 and R1 both to middle key of mouse.
So when we press middle of mouse, it will send L1 and R1 button at the same time.

In this way, we can use Q and G to work as L1 and R1 separately, and then we can also use middle key of mouse to simulate pressing L1 and R1 together.
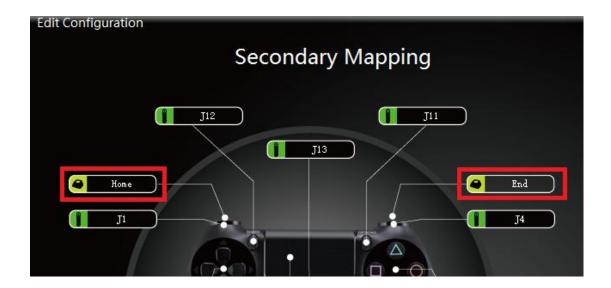
34. How to map 1 controller buttons to 2 different keys on keyboard or mouse.
If you would like to map 1 controller button to 12 keys on keyboard or mouse, please use the secondary mapping for this purpose.

For example, in the **Primary Mapping**, we keep the original mappings for L2 and R2.

In the Secondary Mapping, we set L2 to Home key,and R2 to End key.

In this way, we can use Left and Right Key of mouse to work as L2 and R2, and then we can also use Home and End key of keyboard to act as the same role.

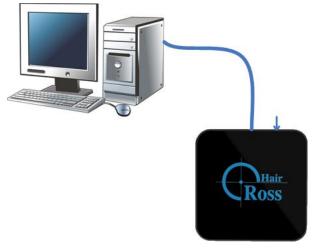### 35. How to repair firmware of Cross Hair?

While saving configs, if the USB connection is unstable or unplugged, firmware of Cross Hair might be broken, you will need to repair firmware of Cross Hair.

The following is a specific instruction for how to repair it.

Hold down the hidden button with a toothpick or the tip of a pen, and then plug Cross Hair into your PC. When the LOGO is green, you can release the button. A stable green LOGO means your Cross Hair is in **REPAIR MODE**. In this mode, it can be repaired. The procedure is the same as firmware upgrade and restore factory configuration.

Please try both upgrading firmware and restoring factory configuration, so you will get a completely clean system.

After these two procedures, most of the problems can be solved.

During upgrading or restoring or repairing, do not shake the USB cable, unplug it,

or turn off your PC. These behaviors will damage your Cross Hair.

36. How to push controller stick slightly? How to walk in a game, not run?

When we need to push the stick slightly, for example to make the character walk silently in game, we can do the following settings.

In the game 's config, click "Left Stick", you will get a UI window for it.

You can find **"Strength Percentage"** and a **Hotkey** to activate this strength percentage.

For example, we set 20% in "**Strength Percentage**", and set LeftAlt as the **Hotkey**.
In this way, when using this config, we just need to hold the LeftAlt Key to activate the 20% Strength. If we Hold the LeftAlt key while using WASD keys, character will walk slowly in game.
When the LeftAlt key is released, pressing WASD keys means running in game, which is 100% strength.

37. Setting suggestion for PS4 Slim and PS4 Pro.

To keep controller's connection to Cross Hair stable, we suggest users should do the following setting on console.
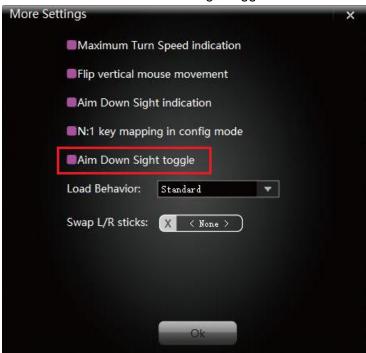**Settings->Devices->Controllers->Communication Method->"Use USB cable"**

This setting is only effective for PS4 Slim Controller and PS4 Pro Controller!

38. How to set aim down sights to toggle / hold?

There are two way to do that:

1. Change aim down sights setting in game

2. Use Cross Hair's Aim Down Sight toggle feature

Once enabled, you can activate ADS by clicking the corresponding key, such as the right key of mouse. And clicking again on the same key will deactivate ADS. You do not need to hold the key all the while.

39. Things to know about Cross Hair

● Cross Hair can accept your keyboards and mice signals and translate them into the language of a controller to communicate with consoles, and Cross Hair can also accept other peripherals' signals, such as wheels, third-party controllers, flight sticks, arcade sticks and so on.

● During this communication, it needs your original controller for authentication, for communications with consoles are encrypted, so your original controller should be wired to USB port 1 of Cross Hair and act as the source of authentication.
And it will be activated automatically by Cross Hair and work in wired mode, not in wireless mode.

The original controller and the keyboard and mouse will work at the same time.
You can control your console or play games by any of them.
And if one of them has a malfunction, your control will be effected,

● A good mouse with high DPI will bring you greater advantage for aiming and turning around on consoles than on PC, while a good keyboard will bring no similar advantage to you.

● USB port 2 and USB port 3 of Cross Hair are identical, you can plug keyboard or mouse or other peripherals to any of them.

● LOGO's color and beeps of Cross Hair will try telling you its problem, when there is some problem.
Do not worry about that, it can be solved easily by following "Warning and solution" checklist.

● For the first time, you should select console and add configs for Cross Hair, or it will not know which console you are using,
and which game you are playing, for a corresponding config for your game should be activated.

Cross Hair uses different configs to meet different games, and a config can only be activated manually by its hotkey.
or Cross Hair will only activate the "startup" config when powered on. The breathing color of Cross Hair LOGO will tell you
which config has been activated.

● The most important and special part of a config is not its buttons' mapping but is its Intelligent Engine(IE), which is used to provide an excellent mouse control as you hope, this IE is trained on some conditions, such as game and settings in game and mouse DPI, etc.
So every preset config has its own special IE, choosing a right config for your game is very important, and it's also very important to set your game and mouse DPI as we instructed.

More info can be accessed in our "How To Tweak Mouse Movement" document.

● All settings in config mode will be saved to the activated config.

● "1:1 movement in game" means a 1:1 relationship between mouse movement and reticle movement on screen.
This is a nature relationship on PC, and most of the FPS gamers like it.

On PC, if you move your mouse from A to B with one speed, reticle on screen will move from A1 to B1,
and when you move your mouse from A to B with a different speed, reticle on screen will also move from A1 to B1.

But on game consoles, reticle movement on screen is controlled by right stick on controller, there is no 1:1 relationship here.

On game consoles, if you move your mouse from A to B with one speed, reticle on screen will move from A1 to B1,
but when you move your mouse from A to B with a different speed, reticle on screen will start from A1, but it will not reach B1.
might reach a point a bit further or nearer according to your current speed.

What we do is to use our Intelligent Engine(IE), an algorithm to simulate similar 1:1 control for FPS games on consoles.

This is a major feature for high end converters for consoles.

Other FAQ:

1.   Where can I buy a Cross Hair?
Please read the "Where to Buy" page:
http://www.reasnow.com/index.php/where-to-buy

You can find detailed information on it.

2. Where can I get technical support?
A. ReaSnow Forum for Cross Hair: http://www.reasnow.com/forum/   (Recommended)
B. EMAIL: support@reasnow.com
C. Contact our retailers.

3. Where is the official website of Cross Hair?
Our official website: www.reasnow.com

4. How should I deal with the protective film on the screen?

There are protective films on the screens of Cross Hair, both on the top side and on the bottom side. You can peel them off as you like.

5. Who is ReaSnow?

Rea Snow Technologies is a professional products design compamy by a group of highly experienced young designers, who are at the same time game lovers.

We are a Research and Development oriented company. By focusing on what we can do best - developing state of the art designs, we pledge to offer our customers the best solutions there are - be it in terms of performance, quality or ease of use.

Our product in the market says it all just by itself. With superior architecture design, solid PCB design, and comprehensive firmware and software, it allows the user to enjoy the best possible experience, all at a very competitive price.

With the fast progress in this field, our customers and partners can always count on us to be a source of the latest and most advanced technology.