

XIM MATRIX - Quick Start & Troubleshooting Guide

【IMPORTANT: READ BEFORE FIRST USE】

XIM MATRIX is a professional-grade adapter that **REQUIRES** a specific setup process. Most issues reported as "defective" are caused by outdated firmware or incorrect connection sequences.

STEP 1: MANDATORY FIRMWARE UPDATE

Your XIM MATRIX likely shipped with factory firmware. **You MUST update it before it will work with the latest console updates.**

1. Download the **XIM MATRIX Flash Tool** on your Windows PC or Mac from [\[xim.tech/start\]](https://xim.tech/start).
 2. Connect your XIM MATRIX to your PC while holding the device button.
 3. Follow the on-screen instructions to update to the latest version.
Note: Without this update, the device may not recognize your controller or console.
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STEP 2: DOWNLOAD THE CONFIGURATION APP

XIM MATRIX does not have a physical screen. All settings are managed via your smartphone.

- ☒ **Search:** "XIM MATRIX Manager" in the Apple App Store or Google Play Store.
 - ☒ **Requirement:** iOS 13+ or Android 6+.
 - ☒ **Connection:** Ensure Bluetooth is enabled on your phone to pair with the XIM MATRIX.
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STEP 3: HARDWARE CONNECTION LAYOUT

- ☒ **Port 1 & 2 (Sides):** Connect your Mouse, Keyboard, or specialized controllers.
- ☒ **Port 3 (Rear):** Connect your "Authentication Controller" (e.g., official Xbox or PS4 controller).

- ☒ **USB-C Port:** Connect to your Console or PC for power and data.
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STEP 4: PLATFORM-SPECIFIC REQUIREMENTS

For PlayStation 5 (PS5) Users:

- ☒ **Remote Play Protocol:** PS5 requires XIM MATRIX to connect via the "Remote Play" protocol to play native PS5 games.
- ☒ **Wired Connection:** For zero-lag performance, it is **STRONGLY RECOMMENDED** to connect both your PS5 and XIM MATRIX to your router via **Ethernet (LAN) cables**. Using Wi-Fi may cause input lag or frequent disconnects.
- ☒ **Setup Guide:** Follow the specific PS5 video guide at [\[guide.xim.tech\]](https://guide.xim.tech).

For Xbox Series X/S & Xbox One:

- ☒ Ensure you are using a high-quality data cable to connect the official controller to Port 3. Charging-only cables will not transfer data and will prevent the device from working.
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STEP 5: TROUBLESHOOTING (LED INDICATORS)

- ☒ **Flashing Cyan (Light Blue):** The device is in pairing mode, waiting to connect to the Manager App.
 - ☒ **Flashing Red: POWER WARNING.** Your peripherals (e.g., RGB keyboards/mice) are drawing too much power.
 - *Solution:* Turn off RGB lighting on your mouse/keyboard or use a **powered USB hub**.
 - ☒ **Solid White:** The device is powered on and functioning normally.
 - ☒ **App Crashing:** Ensure both the XIM Manager App and the device Firmware are updated to the same version.
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CUSTOMER SUPPORT & COMMUNITY

As a community-driven product, the best source for game-specific "Smart Actions" and technical help is:

- ☒ **Official Manuals:** guide.xim.tech
- ☒ **Community Forums:** community.xim.tech
- ☒ **Video Tutorials:** xim.tech/youtube

