GE1337P FAQs

Why isn't my Xbox One responding to my brand new KeyMander?

All KeyMander models should be checked to make sure they are running the most recent firmware before initial use. KeyMander units with running firmware versions older than v1.1.104 must be updated before they will work with Xbox One.

Subject:	PS4 controller stopped working with KeyMander	
Problem:	The KeyMander is working fine with the PS4, but after PS4 enters sleep mode it does not recognize the controller connected to KeyMander upon wake up. The PS4 screen says to	
	press the PS key on the controller but after doing so the controller only works wirelessly, and does not function with KeyMander.	
Solution:	Do not press PS button! Instead simply disconnect then reconnect the USB cable connected between the PS4 and KeyMander and the issue will be resolved.	
Subject:	Can GE1337P support a wireless game controller?	
Problem:	Does the GE1337P support wireless game controllers?	
Solution:	Unfortunately the GE1337P does not support wireless game controllers.	
Subject:	GE1337P support Sony Navigation controller?	
Problem:	Will a Sony Navigation controller work with the GE1337P?	
Solution:	Yes, the GE1337P supports Sony's Navigation controller as a normal game controller.	
	Connect it to the GE1337P's gamepad port. Please remember to change your controller ID in	
	the PS3 system after all devices are connected.	
Subject:	GE1337P GUI issue	
Problem:	When I run the GUI program in my computer, the program starts but can't connect with	
	GE1337P, the program then stops.	
Solution:	This issue is probably caused by an error on the GE1337P profile; please use the attached	
	updated GUI (V1.1.103) to resolve this issue	
Subject:	GE1337P can it support a gaming keyboard?	
Problem:	How do I connect a gaming keyboard board to the CS410?	
Solution:	The GE1337P supports gaming keyboards as normal USB keyboards. You do need to	
	perform the key mapping routine through the CS410 software for proper operation.	
Subject:	Button mapping	
Problem:	How do I button map the game controller?	
Solution:	See below	
	1. Connect game your controller, keyboard and mouse to their respective USB ports on the front of GE1337P	

- 2. Press START and SELECT on game controller at the same time this invokes "Direct Mapping" mode
- 3. Press the direction pad "up and down" to adjust Hip shoot sensitivity, press "right and left" to adjust ADS sensitivity
- 4. Press "PS" button to start BUTTONS BINDING
- 5. Press any button on the game controller, then press any key on the keyboard or mouse, that key will be bound to the controller button you chose. The GE1337P will acknowledge the binding by beeping
- 6. To leave direct mapping mode press START and SELECT simultaneously again

Subject: Compatible Wireless Keyboard / Mouse sets

Problem: How can I find a compatible wireless keyboard / mouse set for my ATEN device?

Solution: Please follow the below link for tested wireless keyboard / mouse sets

Note: the compatibility list is not exhaustive and is constantly updated, however since they are many brands and models in the world, we cannot test all devices, if your device is not in the list, it doesn't mean it is not compatible. If you have any further questions, do not hesitate to contact our technical support for assistance.

Subject: Games supported

Problem: Besides First Person Shooters games, will the KeyMander work on other types of games?

- **Solution:** The KeyMander emulates the game controller of your console, so it will work with any games in your library.
- Subject: Deadzone

Problem: What is "Deadzone"?

Solution: The deadzone is a small area around the game controller's thumbstick control that doesn't respond to stick movement. Deadzones are built into games so that old controllers with slightly worn out sticks will not cause movement when the control is sitting still. Depending upon the amount of deadzone built into the game, this may case a delay in mouse response or sporadic movements when playing games with KeyMander. Properly adjusting the deadzone removes any delay to the mouse and delivers significantly sharper and smoother movements, and much more accurate results when aiming-down-sight in FPS games. For this reason adjustment of the deadzone is strongly recommended. Please note that the deadzone settings should be adjusted for each game so creating a profile for each game and saving the settings using the KeyMander software is also recommended.

With the deadzone properly adjusted, small movements translate to accurate shots.



Without adjustment small movements may not be recognized, causing missed shots.



To decrease the deadzone without using the KeyMander software you will need to start a Firs-Person-Shooter (FPS) game on the console and do the following:

For PS3/PS4:

- 1. From the game controller connected to the KeyMander, press Select+Start (PS3) or Share+Options (PS4).
- 2. Press the Triangle button to enter right/left adjustment mode.
 - a. Repeatedly press the O button until you see a slight right movement on the screen indicating the dead zone is bypassed.
 - b. If right movement is more than a very slight amount, press X button to go back one step at a time until movement stops, then press O button once more to start movement. This is the correct setting.
 - c. Press the Triangle button again to save.
- 3. Press the Square button to enter up/down adjustment mode.
 - a. Repeatedly press O button until you see a small up movement on screen indicating the dead zone is bypassed.
 - b. Press the Square button again to save.
- 4. Press Select+Start (PS3) or Share+Options (PS4) to exit.

For Xbox One/Xbox 360:

- 1. From the game controller connected to the KeyMander press Back+Start.
- 2. Press the X button to enter right/left adjustment mode.

- a. Repeatedly press B button until you see a slight right movement on the screen indicating the dead zone is bypassed.
- b. Press the X button again to save.
- 3. Press the Y button to enter up/down adjustment mode.
 - a. Repeatedly press B button until you see a small up movement on screen indicating the dead zone is bypassed.
 - b. Press the Y button again to save.
- 4. Press Back+Start to exit.

NOTE: Deadzone settings made without the KeyMander software will not be saved when the KeyMander is powered off. Using the KeyMander software to adjust the deadzone settings will also allow saving the setting to a profile so for that specific game. For detailed instructions, please refer to page 52 of the user manual. If the deadzone is adjusted, the aiming will be accurate. If the deadzone is not adjusted, the target may be missed.



Subject: Need a PC?

Problem: Does the KeyMander require a PC to work on my game console?

Solution: No, the KeyMander is pre-loaded with firmware that allows it to be connected directly to your game console without needing a PC. However, to configure the advanced settings with the KeyMander software requires the KeyMander to be connected to a PC or laptop.

Subject: Headset support

Problem: Will my headset work when my controller is connected to KeyMander?

Solution: See below

Xbox One – Headsets are not supported on the controller connected to KeyMander, however if you have a second controller you can connect your headset to it. If it is a wireless controller you will need to connect a micro USB cable to it so that it does not automatically turn off when sitting without use.

Xbox 360 – Wired headsets are supported through the original Xbox 360 controller.
PS4 – Headsets are not supported on the controller connected to KeyMander, however a USB headset can be connected directly to the PS4.

PS3 – Headsets are not supported on the controller connected to KeyMander, however there is a workaround to allow a headset to pass chat and game audio. Please see the support topic **PS3 headset audio workaround for KeyMander**.

Subject: Quick Start

Problem: Any tips for setting up the KeyMander more quickly?

- **Solution:** See below
 - Maximize all in-game sensitivity setting of the game that you are playing. (User Manual P.11)
 - 2. Check the hardware DPI of your mouse and set the DPI figure in the KeyMander software. (User Manual P.27)
 - 3. Adjust the Deadzone settings for the mouse. (User Manual P.19)
 - 4. Adjust the mouse sensitivity in the KeyMander software to suit your needs. (User Manual P.44)
 - Map the game controller buttons to the preferred keys on your keyboard and mouse. (User Manual P. 12). You can download the manual at the following link: <u>https://www.iogear.com/support/dm/download_manual/?mnid=1204</u>
- Subject: Wireless Keyboard and mouse use
- Problem: How do I use a wireless keyboard and mouse combo with KeyMander?
- **Solution:** When using a wireless keyboard and mouse combo with KeyMander, the wireless USB dongle must be plugged to the Keyboard port of the KeyMander. NOTE: Wireless keyboard and mouse combos are generally supported but we have no way to verify every model on the market.
- Subject: Consoles supported
- Problem: What game consoles work with the KeyMander?
- **Solution:** The KeyMander gamepad emulator is designed to work with the PS3, PS4, Xbox 360 and Xbox One.

NOTES: Make sure you have the latest firmware for the KeyMander and meet the following system requirements:

• PS3 & PS4 require a wired controller

- Xbox One requires a Microsoft brand Xbox One controller connected via a micro USB cable
- Xbox 360 requires a Microsoft brand Xbox 360 wired controller
- **Subject:** "PS3 controller is not supported" error on PS4
- **Problem:** After connecting the KeyMander to the PS4 console the screen shows "PS3 controller is not supported."
- Solution: See below
 - 1. KeyMander requires a PS4 controller be directly connected to the KeyMander module using a USB cable.
 - 2. If controller lights up blue indicating it is connected to the PS4 console via Bluetooth, please follow the steps below to switch controller to USB connection.
 - a. Turn off the controller.
 - b. Disconnect then reconnect the USB cable between the PS4 and KeyMander.
 - 3. If controller lights up yellow indicating it is connected to the PS4 console via USB, but the KeyMander still does not work properly, please check the following:
 - a. The keyboard, mouse and KeyMander combination may require more power than available from the single PS4 USB port. Connect an additional cable from a USB power source to the mini-USB port labeled "Power" on the KeyMander and try again.
 - b. If that resolves the problem stop. If not, go to step 4.
 - 4. If adding an additional power connection does not solve the problem, please follow the steps below:
 - a. Turn off both the console and controller.
 - b. Unplug the keyboard and mouse from KeyMander, but keep the PS4 controller connected.
 - c. Turn on the PS4 console using the power button on the PS4 front panel.
 - d. The PS4 controller should light up yellow indicating it is connected to the PS4 console via USB.
 - e. Plug keyboard and mouse back to KeyMander.
- Subject: Laptop keyboard

Problem: Can I use a laptop in replacement of a stand-alone keyboard?

- **Solution:** Yes, you can use a laptop to replace the control functions of a regular desktop keyboard. To use a laptop keyboard, do the following.
 - 1. Run the KeyMander software on the laptop.
 - 2. Connect the laptop to the KeyMander.
 - 3. Press [F12] to switch to Play Mode.
 - 4. The keyboard signals will be directed to the game console. To use the keyboard on the laptop, press [F12] again.

Subject: Operating System supported

- **Problem:** What Operating Systems are supported by the KeyMander software?
- Solution: Currently the KeyMander software supports Windows 2000[®], Windows XP[®], Windows Vista[®], Windows [®] 7, Windows [®] 8, Windows [®] 8.1, and Windows[®] 10.
- Subject: Turbo Mode
- Problem: What is Turbo Mode?
- Solution: Turbo mode allows for rapid fire of any controller button function assigned to the keyboard or mouse, and has 3 speed settings. Turbo must be configured for the button using the KeyMander software, and the Turbo Mode must be enabled during the game for it to work. Press F10 on the keyboard while playing to enable Turbo Mode.





Subject:	ADS?
Problem:	What is ADS?
Solution:	ADS is short for "Aim-Down-Sights," and is the view seen in FPS shooter games when

zooming-in to look through a scope (see image below).

Normal View

Aim-Down-Sights View





The ADS sensitivity settings provide the ability to move your gun sight at a higher, lower, or equal speed as your normal view settings. In most FPS games this adjustment allows a very high-speed normal view setting, allowing quick field of view movements for "run-and-gun" situations, and a much lower ADS speed for greater accuracy when zooming in for sniper shots. The ADS sensitivity is adjustable through the KeyMander software or using the direct mapping mode. When using the KeyMander software, uncheck the box marked "Same as Aim Look Mode" and make adjustments as needed.



Subject:	USB Joysticks or USB Gamepads support
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Problem: Do USB Joysticks or USB Gamepads work with the KeyMander?

Solution: Yes, the KeyMander supports USB Joysticks and USB Gamepads.

Subject:	Turn Assist
Problem:	What is Turn Assist?
Solution:	Turn Assist helps you continue long mouse movements without having to move the mouse.



Subject: Keyboards with Macro Keys

- Problem: Does the KeyMander support the Macro keys on Gaming Keyboards, Mice or Joysticks?
- **Solution:** No, the KeyMander only supports standard US 104-key Keyboard layouts. However, the KeyMander software can map up to 8 controller commands to a single button on your keyboard, mouse or joystick.
- **Subject:** How to switch game profile?
- **Problem:** How do I switch to a specific game profile?
- Solution: Press F1 through F8 to switch directly to a specific profile.
- Subject: Macro
- Problem: What is a Macro?
- Solution: A Macro is a method of performing multiple actions with a single key stroke or mouse click. For example you can set: "UP, DOWN, LEFT, RIGHT, X, O" to execute just by pressing the [Y] key. Each macro can have up to 16 controller actions. To enable Macro setting during gaming, press F11

