Support

I have a loose connection somewhere or get no light, how can I fix it?

Tripping over the wires, or dropping any product can cause a connection to go bad. If you feel that you have a connection issue, you next want to determine if it caused by one of the following:

the console or PC Cable the PCB-Cable (USB models only) game console X-Adapter the X-Arcade controller itself

Is it the PC/console X-Adapter™ you are using? The best way to determine this is to try the controller on another PC/console if you have one. If the problem only happens on the one system, it is most likely the PC/console X-Adapter™. Consider this and move on to the next step to be sure.

Is it the PCB-Cable? To determine this, try moving the cable around in different directions and see if the light blinks on or off from this If it does, the PCB-Cable needs to be replaced.

Which side is the bad connection on? To test this, connect the X-Arcade™ firmly to the system you want to test on. While the system and X-Arcade™ is on, hold the center of the serial cable against something stable and jiggle slightly each end of the cable to see which side of the cable has the loose connection. Usually the LED on the X-Arcade™ Tankstick will blink while jiggling if there is a connection problem.

Once you determine which side causes the problem, then remove the Serial Cable, flip it around the other way, and test it again. If the same side of the CABLE is still acting up, then it is likely a bad cable. If the same side of the CONNECTION (to the PC/Console side or the X-Arcade™ Tankstick side) is still acting up, then it is likely the connection to the device (PC/Console or X-Arcade™ Tankstick)

Please note: If you need to order replacement/spare cable set, we make a handy kit available for only $4.99. If you still need service help, you should fill out an online case support request form letting us know the results of this test.

http://www.xgaming.com/support/questions/45/