MCHOSE Product Manual

Thank you for choosing MCHOSE - a practical digital brand in the new era of globalization. Since its establishment in 2018, we have been committed to creating high-performance and practical esports peripherals and digital products for young users worldwide through innovative processes and excellent quality. This manual aims to help you quickly get started with your new MCHOSE device and fully unleash its performance potential.

1. All MCHOSE products in our store are 100% genuine and original.
2. All MCHOSE products in our store come with a one-year limited hardware warranty service, providing you with a worry free experience. This warranty service does not cover external wear and tear, scratches, normal wear and tear (such as wear on earplugs, ear pads, cable clips), or damage caused by human or natural factors.
3. If you have any questions about the product, you can contact the seller (due to time difference, we guarantee to reply within 24 hours)
4. MCHOSE HUB driver software configuration

MCHOSE HUB is the unified management center for Maicong devices. We recommend that you visit the official website (www.maicong. cn/support/hub/) to download the latest version.

Attention: The device needs to be recognized by the HUB through a 2.4G receiver or wired connection, and Bluetooth mode does not currently support driver management.

4.1 Device Aggregation Page

Automatic recognition: After connecting the device, the HUB main interface will automatically display the recognized keyboard, mouse, and headphone icons, without the need for repeated plugging and switching.

4.2 Mouse Customization

DPI setting: Supports up to 6 DPI preset values for easy switching between different sensitivities in the game.

Polling rate adjustment: The return rate can be set from 125Hz to 8000Hz, and the higher the frequency, the lower the delay (some models such as L7 Pro support true 8000Hz wireless).

Key function redefinition: remapping or recording macro commands for each mouse button.

4.3 Keyboard and Lighting

Light Effect Linkage: Provides 12 preset light effects and custom color palettes. Turn on the "Music Rhythm" mode, and the lighting can change in real-time with the audio rhythm.

Multi device synchronization: supports multiple Mai slave devices to synchronize to the same color system, creating a unified desktop atmosphere.

4.4 Audio Adjustment

EQ equalizer: Built in multiple preset sound effects modes (such as music mode, game mode 1/2, FPS mode), which can be quickly switched according to the usage scenario. X9 and other models support 7 EQ configurations through HUB.

7.1 Surround Sound: For supported headphone models, virtual 7.1 surround sound can

be turned on to enhance spatial positioning in the game.
4.5 Firmware Upgrade and Cloud Synchronization
Firmware update: When a new firmware is released, HUB will automatically push updates. The upgrade process supports breakpoint continuation and automatic rollback upon failure to ensure device security.
Configure cloud synchronization: After registering and logging in to your account, you can synchronize your configuration files and lighting settings to the cloud. Scan the code to log in when changing computers, and the settings will be automatically restored.
5. Product usage and maintenance
5.1 Battery usage recommendations
First use: Some TWS earphones (such as BH288) may have the battery in sleep mode when they leave the factory. Simply connect the charging case and USB-C power supply to charge and wake them up.
5.2 Cleaning and Maintenance
Regular cleaning can maintain equipment performance and appearance.

Surface cleaning: Use a soft and dry microfiber cloth to wipe the body. For stubborn stains, they can be gently wiped with water, and the use of organic solvents such as alcohol and diluents is prohibited.
Gap cleaning: Use a compressed air tank or soft bristled brush to clean the dust in the gaps between the buttons and the rollers.
6. Common troubleshooting
6.1 MCHOSE HUB cannot recognize device 1. Confirm that the device has been connected through a 2.4G receiver or wired connection, and Bluetooth mode is not supported.
Try replacing the USB port or restarting the computer.
Check and update HUB to the latest version.
6.2 Unstable/disconnected wireless connection
Ensure that the device has sufficient power.
Place the 2.4G receiver close to the device, away from the USB 3.0 interface and metal objects.
Avoid using in strong interference sources (such as near wireless routers).
6.3 Inaccurate mouse movement/pointer drift
Clean the sensor lens at the bottom of the mouse.
Attempt to calibrate or reset DPI settings in HUB.
Make sure to use a suitable mouse pad surface.
6.4 Poor headphone sound quality/insufficient low frequency
For TWS earphones, try changing earplug covers of different sizes to ensure a sealed fit.
Switch between different EQ modes in the HUB or manually adjust the equalizer.
Check the quality of the audio source and the settings of the audio output device.
6.5 Lamp effect synchronization failure
Enable the 'forced synchronization' mode in HUB settings.

Ensure that all device firmware is the latest version.
Manually restart the device and try again.
7. Safety Guidelines
Hearing safety: To avoid hearing damage, do not use headphones at high volume for extended periods of time.
Avoid moisture: Do not expose the product to rain, liquids, or high humidity environments (unless the product is clearly labeled with a waterproof rating).
Proper storage: Avoid prolonged exposure to high temperatures, direct sunlight, or environments with high levels of dust.
Child safety: This product contains detachable small components (such as receiver, earplug cover). Please keep away from children under 3 years old to avoid the risk of choking if swallowed.
Repair service: In case of malfunction, please contact the original purchasing channel or MCHOSE official after-sales service. Do not disassemble the machine by yourself.
This manual is a universal version. Please refer to the actual product you purchased and the latest information on the official website for specific functions. For detailed support for specific models, please visit the official MCHOSE website or the Maicong Technical Support Center.