

# XIM4 Device Log

To help diagnose **compatibility issues** with your mouse, keyboard, or other device, **XIM4** has a **Device Log** service that tracks information about your connected peripherals. If you are asked for your device logs by our support staff, follow these steps:

1) Start your **XIM4** normally **without** the incompatible/problem device plugged in and wait until its **startup sequence is complete**.

2) Press and hold the **P** button on the back of your **XIM4** (it will start flashing **cyan-green** over and over – this is normal):



3) Plug in the incompatible/problem device into your XIM4 while **continuing to hold the P button** (don't let it go):

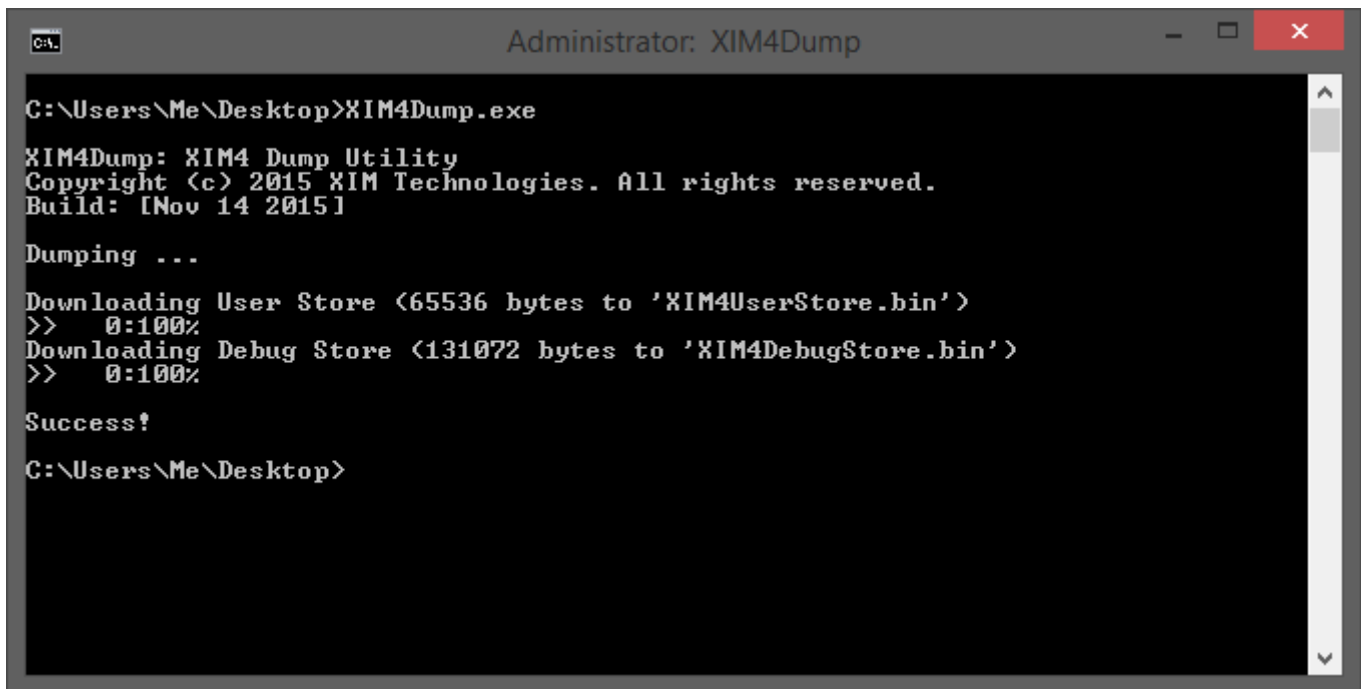


4) Continue to hold the **P** button until your XIM4 displays **solid white** (will take up to 10 seconds).

5) Plug your XIM4 into your **PC** while holding the **P** button down – wait for your XIM4 to display **blue** and then release **P**.

6) Download <http://cloud.xim4.com/Debug/XIM4Dump.exe> to your PC.

7) Run XIM4Dump:



```
Administrator: XIM4Dump
C:\Users\Me\Desktop>XIM4Dump.exe
XIM4Dump: XIM4 Dump Utility
Copyright (c) 2015 XIM Technologies. All rights reserved.
Build: [Nov 14 2015]

Dumping ...

Downloading User Store (65536 bytes to 'XIM4UserStore.bin')
>> 0:100%
Downloading Debug Store (131072 bytes to 'XIM4DebugStore.bin')
>> 0:100%

Success!
C:\Users\Me\Desktop>
```

8) Attach generated **XIM4DebugStore.bin** to an **e-mail and send** to the address specified by support staff.