

Kofire XG One Troubleshooting



Kofire XG One Wireless Gaming Headset

Troubleshooting & User Guide (English Version)

Thank you for choosing the Kofire XG One Wireless Gaming Headset. To help you get started and resolve common issues, we have prepared the following usage instructions and troubleshooting guide.

Package Contents

Please check that you have received the following:

-  Kofire XG One Headset
- Detachable Microphone
- USB-C Charging Cable
- 3.5mm Audio Cable
-  USB Wireless Transmitter (usually inside the packaging compartment)

If any items are missing, please contact customer support with your order number immediately.

1. Common Issues & Solutions

1. Headset Won't Power On or Charge

Symptoms:

- No response when plugged in
- Still shows "Low Battery" after charging
- Short battery life

Solutions:

- Try a different USB-C cable and adapter (recommended 5V/1A)
- Charge continuously for at least 2 hours

- Ensure charging plug is fully inserted until a “click” is heard
 - Red light indicates charging; light off means fully charged
 - If no light appears, try another power outlet or cable
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2. Cannot Connect to Xbox / No Game Audio

Symptoms:

- No sound after plugging in the transmitter
- Static or buzzing noises
- Microphone not working
- Xbox shows “Headset not detected”

Solutions:

- Confirm the transmitter is fully inserted into an **official Xbox controller**
 - Long press the power button for 3 seconds to enter pairing mode
 - Switch to 2.4G mode by long pressing the microphone button for 3 seconds
 - Test wired mode via the 3.5mm audio cable
 - Check Xbox audio output settings to ensure headset is selected
 - Disable Xbox “Chat Monitoring” feature to avoid noise
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3. Bluetooth Connection Issues (Phone/PC)

Symptoms:

- Headset not appearing in Bluetooth list
- Unstable connection or frequent disconnections

Solutions:

- Switch to Bluetooth mode by long pressing the microphone button for 3 seconds
 - Red and blue lights flashing alternately indicate Bluetooth pairing mode
 - Turn off other nearby Bluetooth devices to reduce interference
 - On your device, “Forget” the headset then retry pairing
 - For Windows PC, update Bluetooth drivers and disable “Hands-Free Telephony” for better sound quality
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4. Microphone No Sound / Noise / Static

Symptoms:

- Others can't hear you
- Intermittent microphone or buzzing noise

Solutions:

- Ensure detachable mic is fully inserted until a click is heard
 - Avoid bending or twisting the mic connector
 - Check in-game and device microphone volume balance
 - Test microphone via wired 3.5mm connection
 - Clean mic jack and pins to avoid poor contact
 - On Xbox, enable headset mic in settings (Settings → Volume → Enable Headset Mic)
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5. Low Volume / One Side No Sound

Symptoms:

- Volume low even at max
- Sound only from left or right side

Solutions:

- Increase both headset and device volume
 - Test left and right channels with music or video
 - Check 3.5mm audio cable is firmly connected
 - Try wireless mode to rule out cable issues
 - Restart headset and reconnect device
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2. Usage Instructions

Mode Switching

- Long press microphone button for 3 seconds to switch between Bluetooth mode (red/blue flashing) and 2.4G mode (white light)
 - Headset powers on in 2.4G mode by default (for transmitter connection)
 - Headset will disconnect if out of range and auto reconnect within 5 minutes; powers off after 5 minutes out of range
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Bluetooth Connection (Phone/Tablet)

1. Power on headset, switch to Bluetooth mode (red/blue flashing)
 2. Enable Bluetooth on your phone/tablet, search for “Kofire XG ONE” and pair
 3. Blue light steady on after successful connection; slow flashing during audio playback
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Connect to Windows PC

1. Insert transmitter into USB port, auto driver installation (blue flashing)
 2. Power on headset for auto pairing (steady blue light = connected)
 3. Set default audio devices:
 - Playback: select and set “Kofire XG ONE” as default
 - Recording: select and set “Kofire XG ONE Microphone” as default
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Connect to Xbox One / Series X|S

1. Power on console and official Xbox controller
 2. Insert transmitter fully into controller (blue flashing)
 3. Power on headset for auto pairing (2.4G mode)
 4. Steady blue light = connected
 5. Enable headset microphone in Xbox settings
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Connect to PS4 / PS5

1. Power on console
 2. Insert transmitter into USB port
 3. Power on headset for auto pairing (blue flashing → steady blue)
 4. Set input/output device to “Kofire XG ONE” in system settings
 5. Output to headset: select “All Audio”
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3. LED Indicator Guide

Status	LED Indicator
Power On	White light on for 2 sec
Bluetooth Pairing	Red & blue flashing
2.4G Pairing	Red & white flashing
Connected Successfully	White light steady
Transmitter Pairing	Blue light flashing
Transmitter Connected	Blue light steady
Low Battery	Red light flashes 3 times every 5 sec
Charging	Red light steady
Fully Charged	Red light off

If you have any questions or require further assistance, please contact our customer support team. Thank you for your understanding and support!