

Troubleshooting Guide



An error has occurred with the game or headset

Examples:

- *The game does not launch, has crashed, or is frozen*
 - *The headset has no audio or video*
 - *The Omni has become disabled during gameplay*
1. Click “Fix Issues”, then select “Restart Software”
 2. If the issue was not fixed, select “Reboot PC”
 3. If the issue persists, unplug the headset cable at the top of the headset, and plug it back in
 4. If a headset issue persists, the headset or headset cable may be damaged; see Chapter 7 of the Operator Manual on how to replace the headset, or contact Virtuix for assistance

A player cannot see one or more hand controllers

1. Turn the controller OFF then ON with its power button
2. If the issue was not fixed, then click “Fix Issues” on the operator terminal and select “Restart Software”
3. If this does not fix the issue, refer to the manual

A player is unable to move in the game

1. Confirm the trackers on the player’s feet are turned ON (green LED blinking) and clipped securely into the footwear cradle
 - a. If no LED is blinking, turn the tracker(s) ON with the rectangular power button on the side (hold for 5 seconds)
 - b. Remove the trackers from the footwear, then clip them back into the cradle; if the issue persists, try swapping the Left and Right tracker
2. If the issue persists, turn the Omni OFF then ON with its green power button
3. If the issue persists, the tracker may be damaged; see Chapter 8 of the Operator Manual on how to replace a tracker, or contact Virtuix for assistance

Miscellaneous

1. Refer to Section 10 of the Operator Manual for your operator account ID and password
2. If you require to access SteamVR or Omni Connect, use the following key combination to disable the application that suppresses pop-up windows on the PCs:
 - a. Turn OFF pop-up suppressor: Ctrl + Shift + Q
 - b. Go to the system tray, right-click on the application icon and select the desired application
 - c. When done, turn ON pop-up suppressor by pressing Ctrl + Shift + Q again

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A touchscreen is not working (player seat touchscreens or front touchscreens)

Examples:

- *A front or player seat touchscreen displays a video that is stuck in a loop*
- *The gameplay summary touchscreen fails to show the gameplay video of one or more players*
- *The sign-up touchscreen is not working properly*
- *A player seat touchscreen is frozen*

1. Tap on “Admin Panel” in the upper right corner of the operator terminal
2. At the top of the screen, select the area where the issue is occurring
3. Select the affected touchscreen in the list
4. Click the “Soft Reboot” button

If the issue persists:

5. Repeat the process but click the “Hard Reboot” button instead of “Soft Reboot”

A station or Omni Arena sub-system is disabled or not functioning properly

1. Verify that all PCs are turned on by opening the computer cabinet and confirming each PC’s front LED light is on
 - a. If not, manually turn on the PC by pushing its power button on the top right
2. If the issue persists or one or more PCs are not responsive, verify that all power plugs and cables are properly connected and that the two UPS boxes at the bottom of the computer cabinet are turned ON (LED is lit)
 - a. If not, then manually turn on the UPS by pushing its power button on the front (hold this button for 2 seconds)

Caution: do not perform a hard reboot of the complete Omni Arena system, as this can corrupt certain system components. If troubleshooting fails, please contact the Virtuix support line for further instructions at (512) 537-8801.