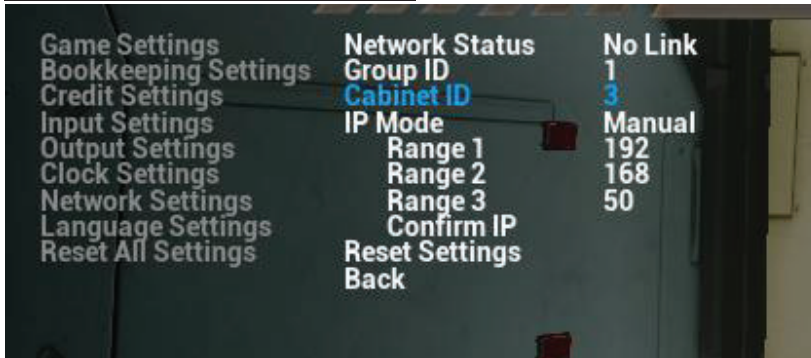
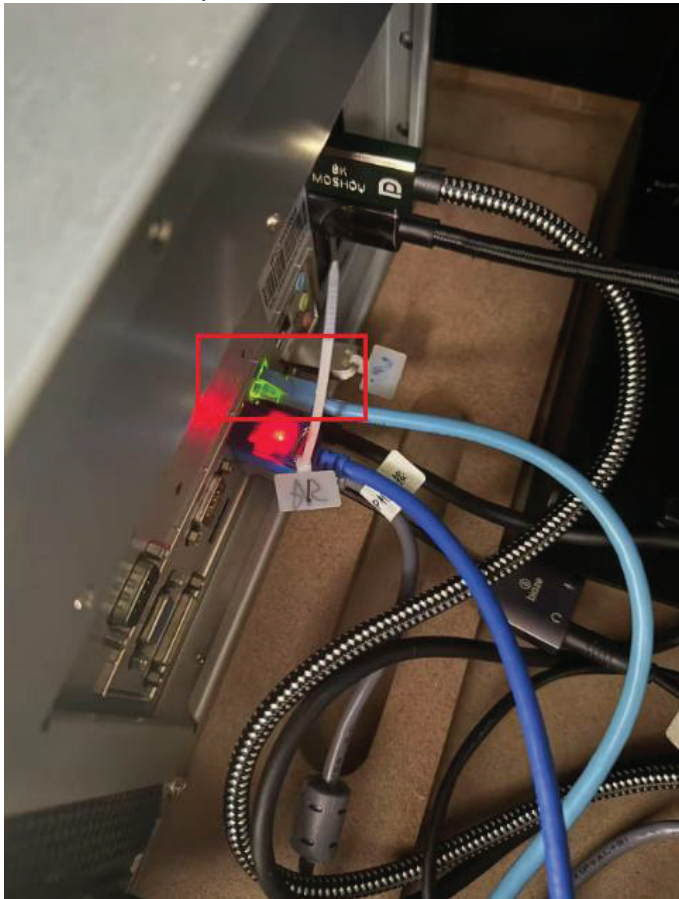


## Network Settings - Troubleshooting

### Case 1: No Link / Link 1 Cab

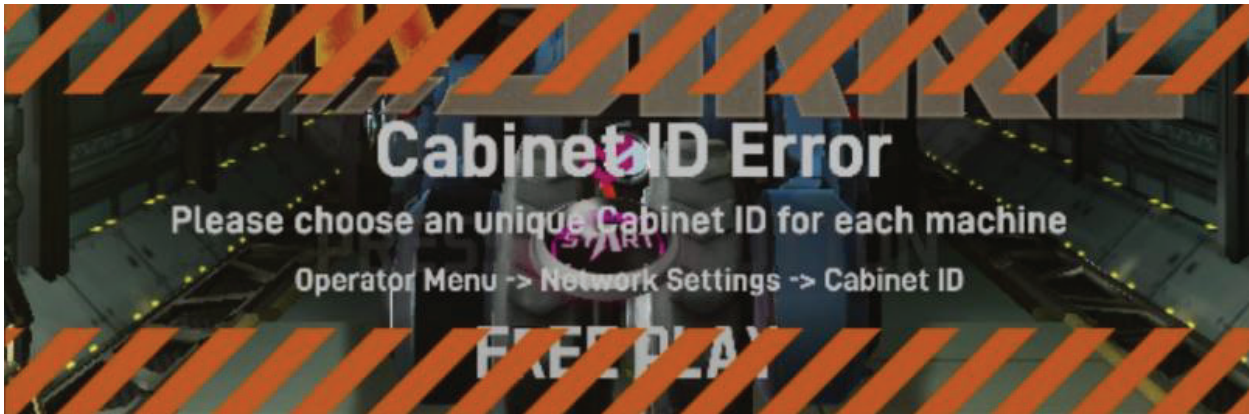



<b>Situation</b>	TVPC Shows No link/ Link 1 Cab in AO menu-->Network Settings
<b>Cause</b>	Three hosts are connected to each other by a switch. This condition occurs when the network ports on the hosts are not tightly connected or the network ports on the switch are not tightly connected
<b>Solution</b>	<p><b>Solution :</b></p> <p>1. Check whether the network cables of the three hosts are loose. If the network cable is properly connected, the light on the network port will flash normally.</p> 

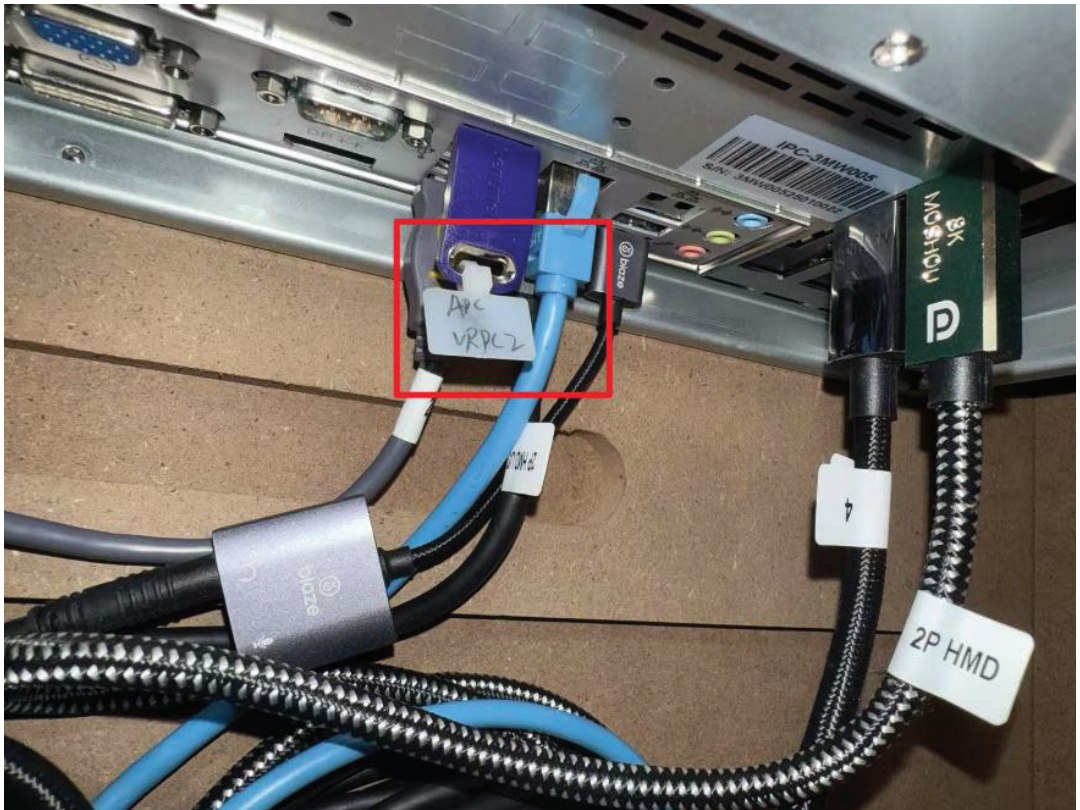
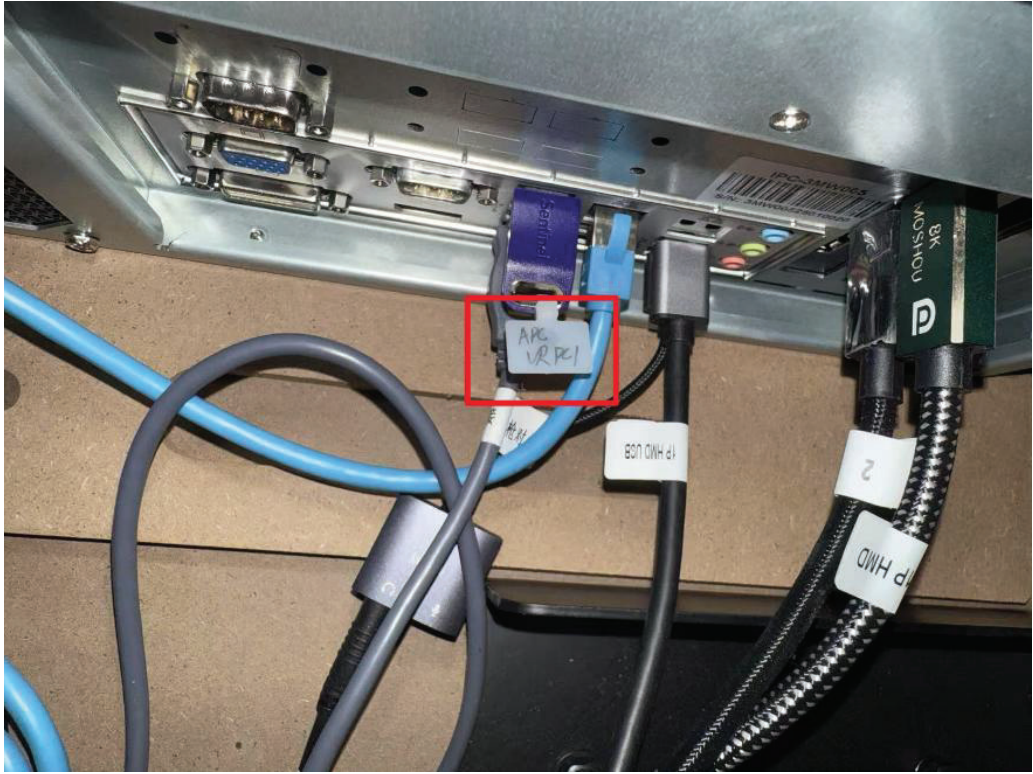
2. Check whether the network cables in the switch are loose.  
If the network cable is properly connected, the light on the network port will flash normally.

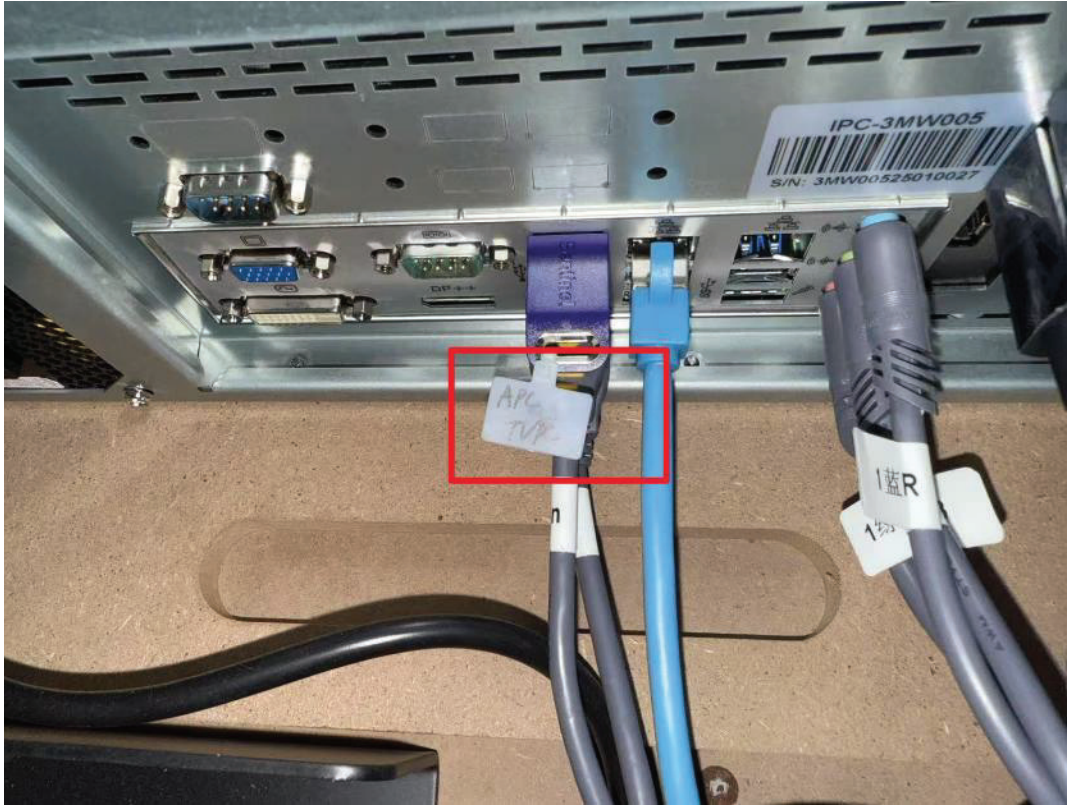


**Case 2: Cabinet ID Error**



<b>Situation</b>	Monitor shows “Cabinet ID Error”
<b>Cause</b>	The Cabinet ID is determined by Dongle, and if the wrong Dongle is used, the Cabinet ID error is displayed
<b>Solution</b>	<p><b>Solution :</b> Ensure the dongle is correctly connected to the corresponding host according to the labels</p> 





### 3.4.8 Language Settings



Enter **[Language Settings]**, you can set the following items:

Setting Items	Setting Content
Language	English
Reset Settings	Reset
Back	Back

### 3.4.9 Reset All Settings



On the "**Reset All Settings**" page, you can reset all settings to the factory settings.

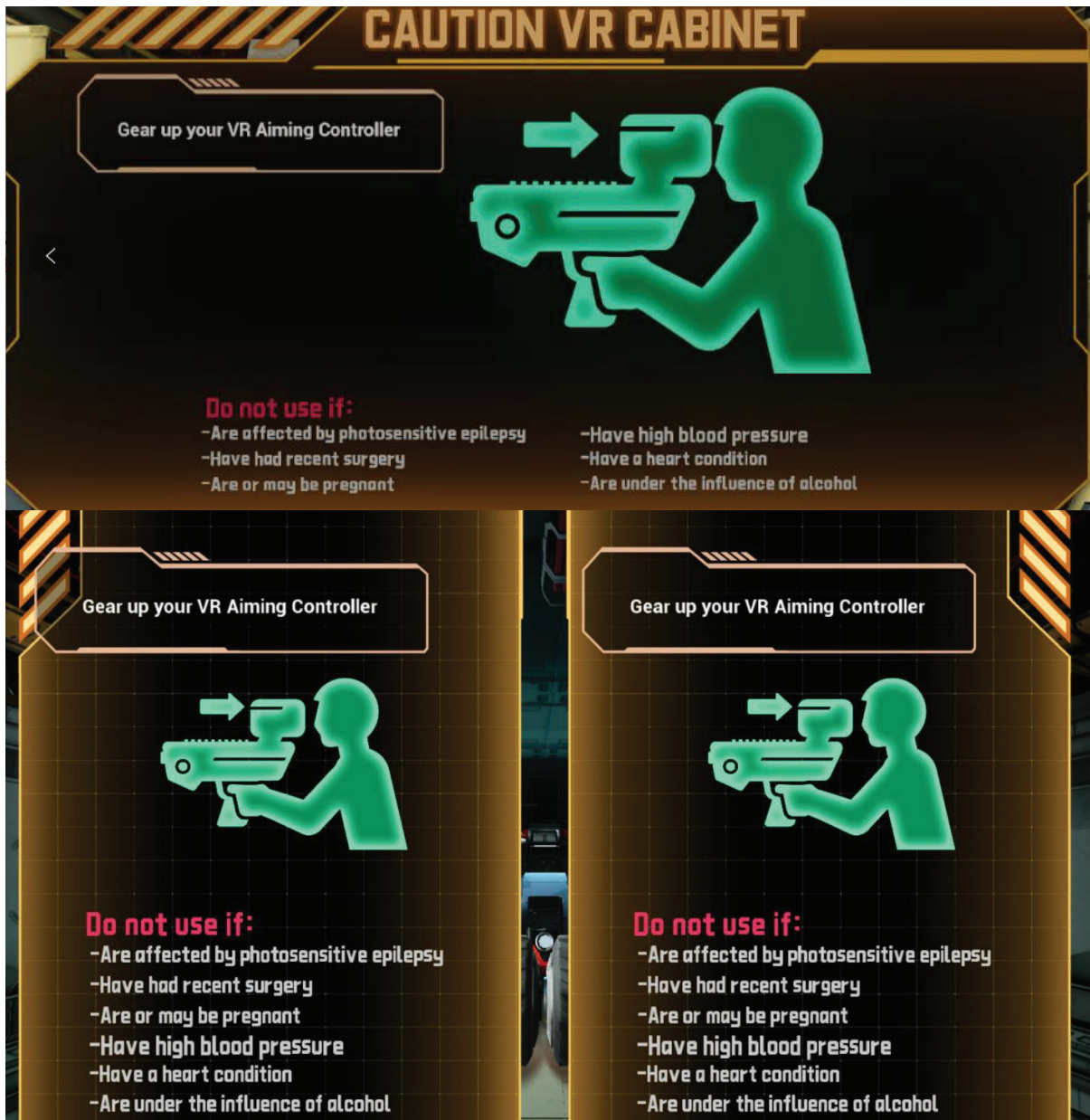
1. Select [**Reset All Settings**] and press the [**OPTION Cycle/SELECT**] button to restore all the settings in the arcade to the default values.

At the same time, all the records in the arcade will be cleared.

# 4. Warnings & Errors with Troubleshooting

## 4.1 Warnings with Troubleshooting

- ATTENTION: Gear up your VR Aiming Controller.



<b>Cause</b>	This warning occurs when player enter the game. This is normal.
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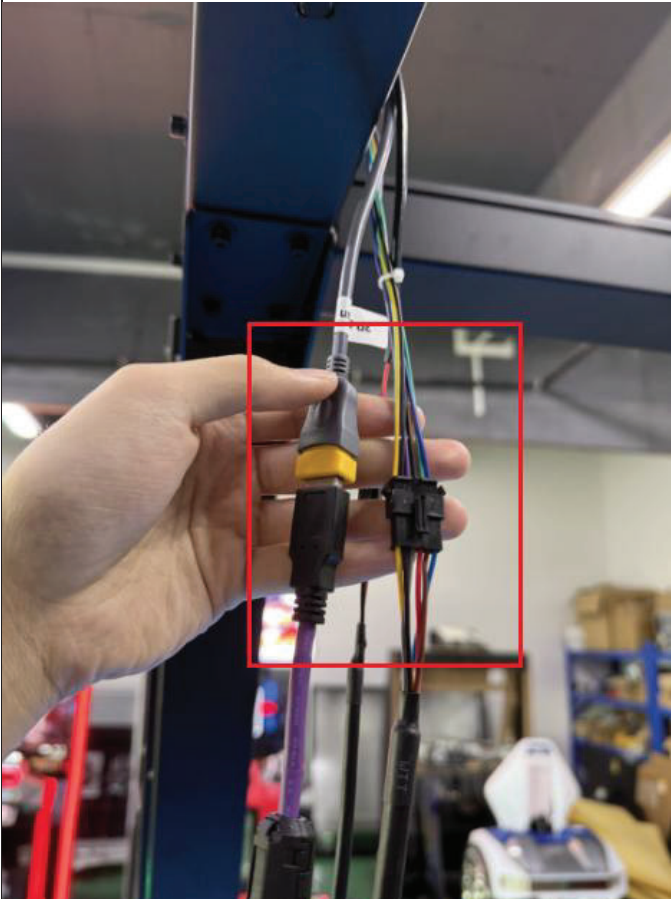
## 4.2 Errors with Troubleshooting

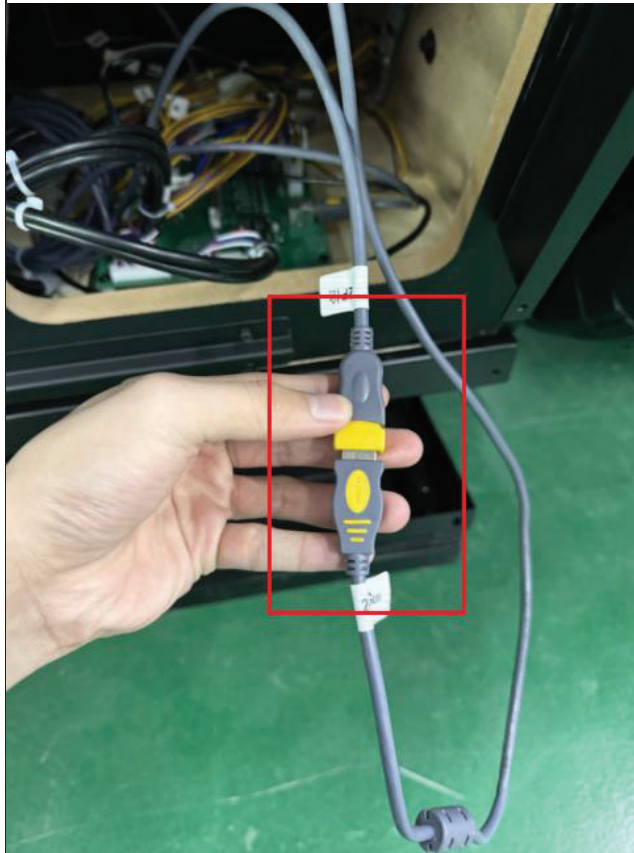
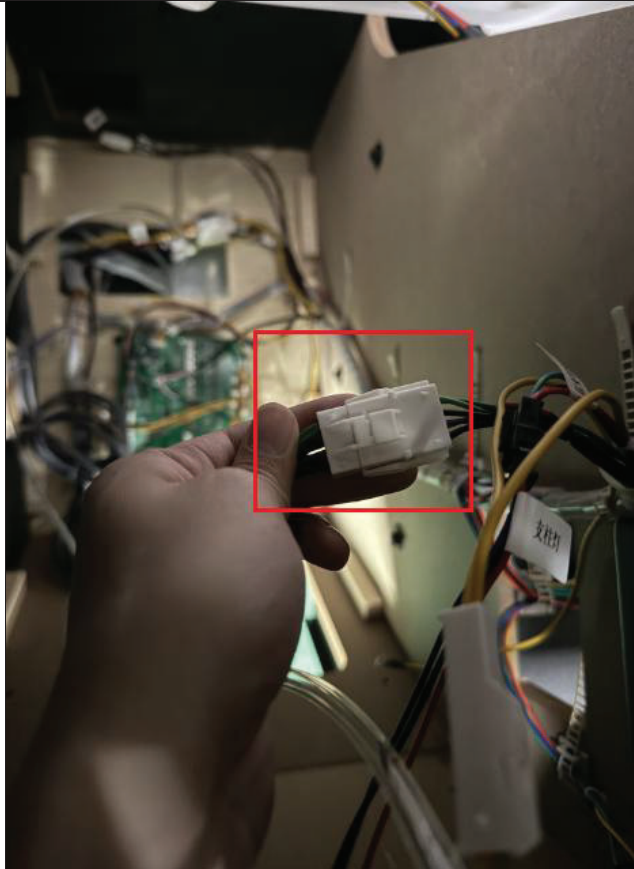
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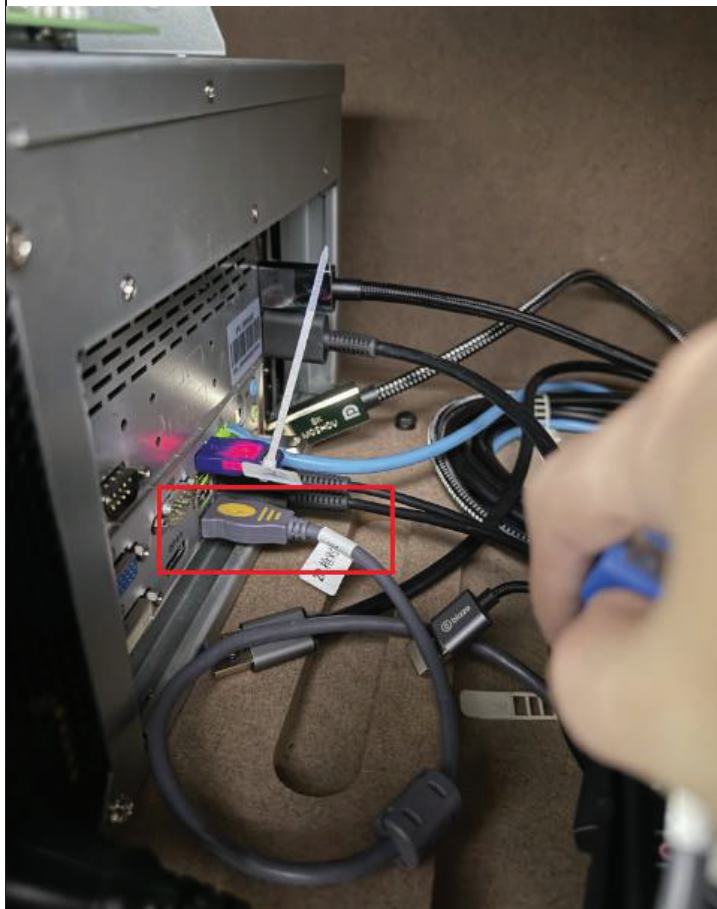
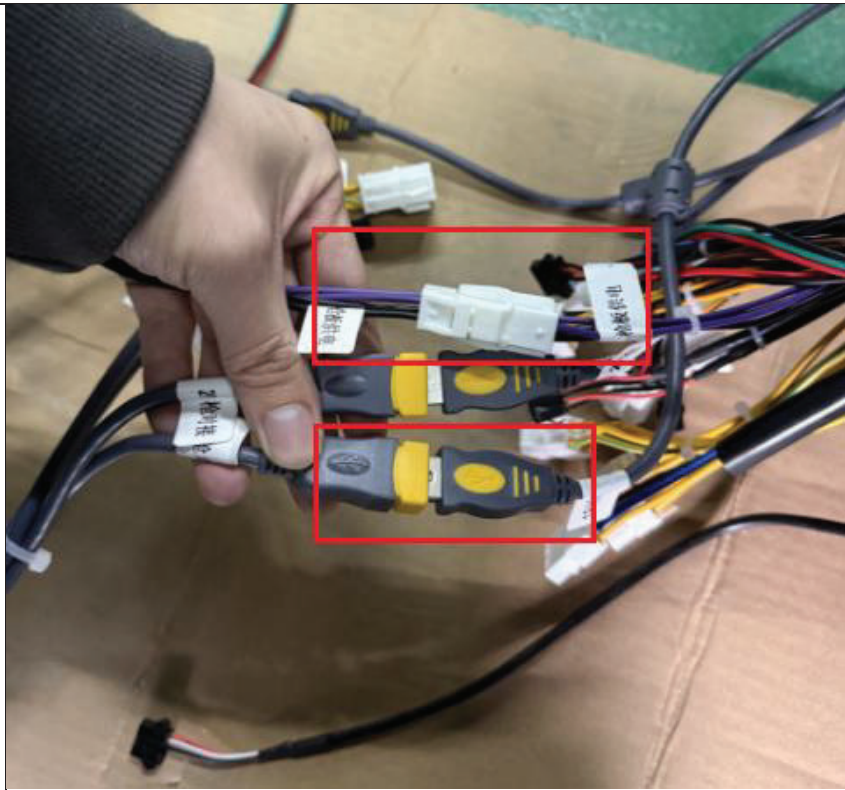
- Gun Connection Error



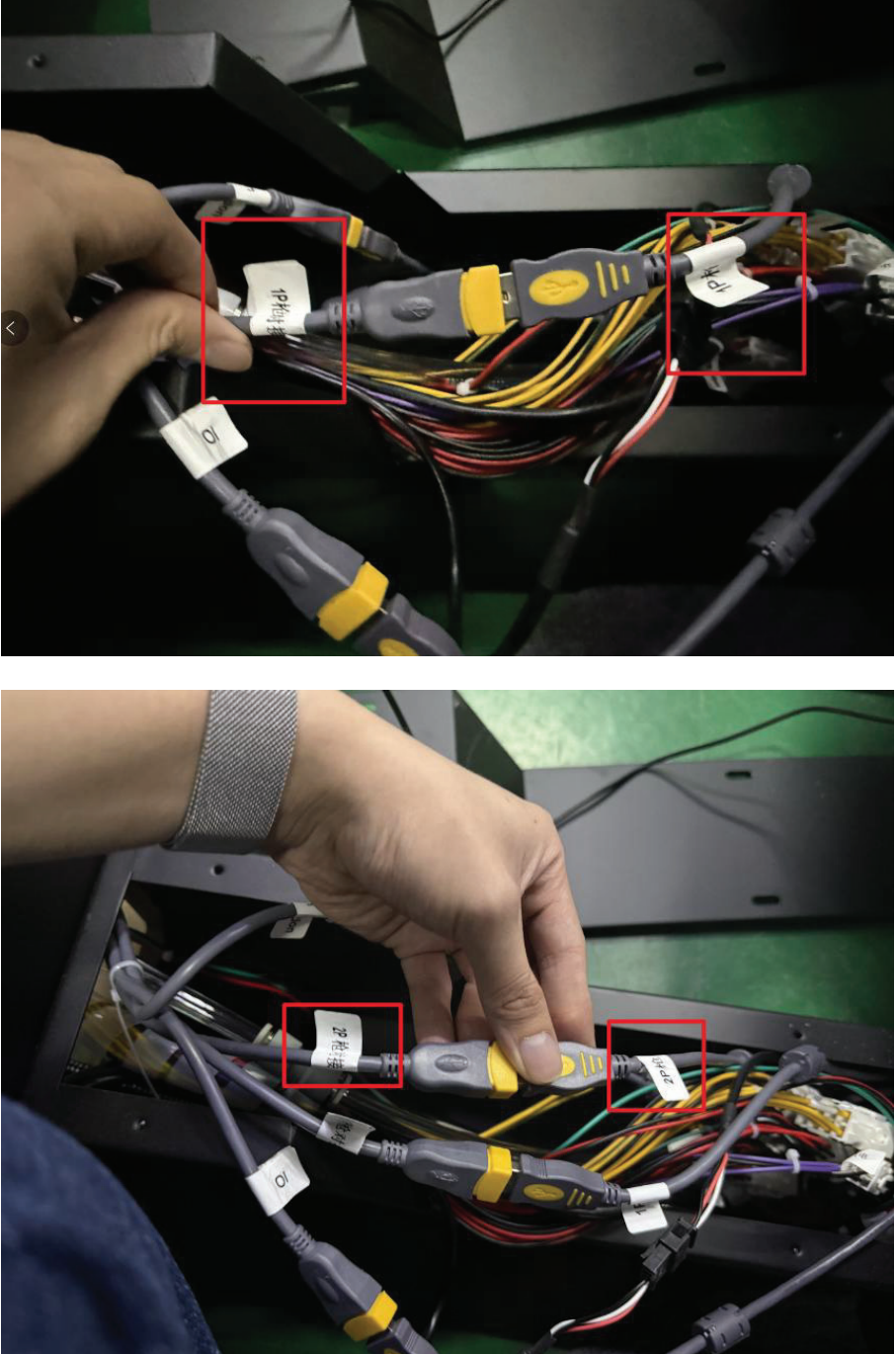
### Gun Connection Error-Case 1

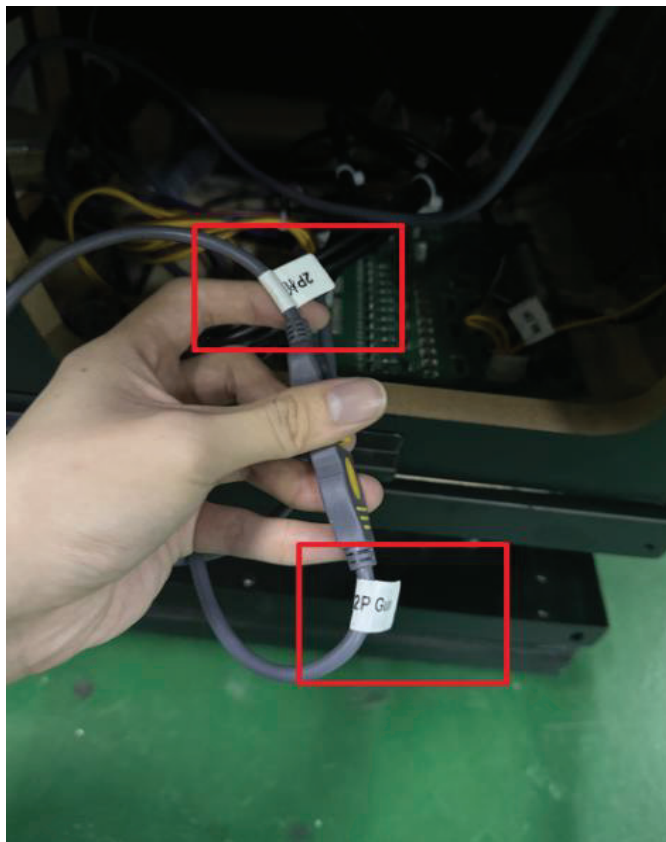
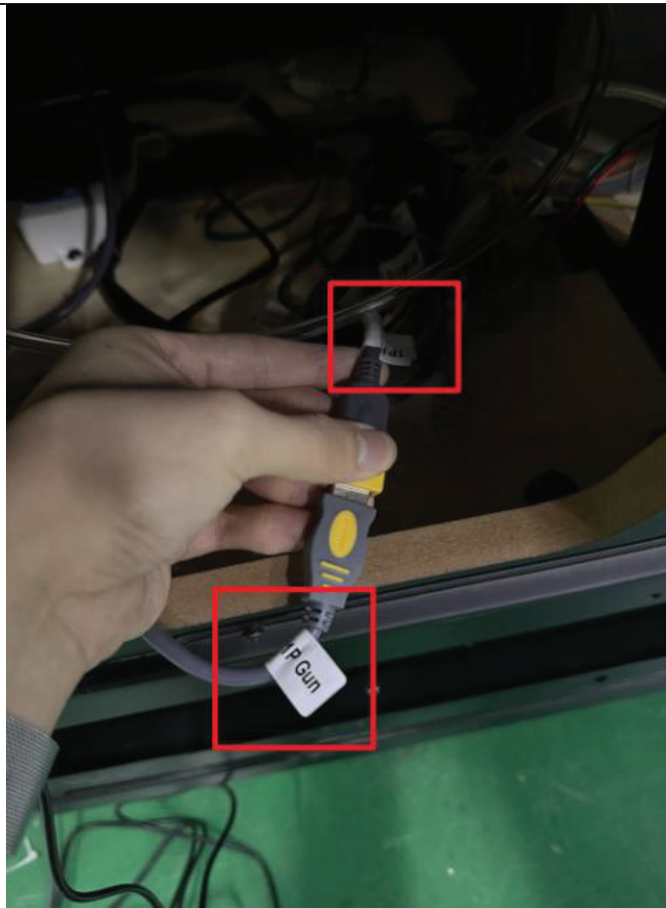
<b>Troubleshooting Solution</b>	<p>Please check if the cables of the Gun (power cable and USB cable) are well connected.</p>  A photograph showing a person's hand holding a yellow and black power cable connector and a black USB connector. The connectors are being held up to a blue metal structure, likely part of a gun. A red rectangular box highlights the connectors. The background is a workshop or factory setting.
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## Gun Connection Error-Case 2

<b>Situation</b>	By pressing 1P's gun button, 2P players will react accordingly. Press the 2P gun button, and 1P players will react accordingly.
<b>Troubleshooting Solution</b>	<p>Please check that the gun USB at each location in the figure below is properly connected.</p>  <p>The top photograph shows a hand holding a grey cable with a yellow and grey connector. A white label with '1P' is attached to the cable. Two red boxes highlight the connection points: one on the cable and one on the device's port. The bottom photograph shows a hand holding a similar cable with a '2P' label. Two red boxes highlight the connection points: one on the cable and one on the device's port.</p>



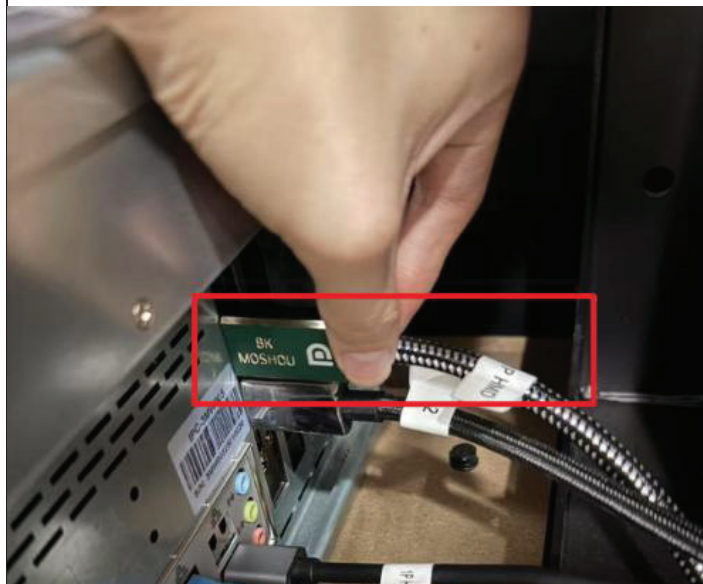
- VR HMD Connection Error



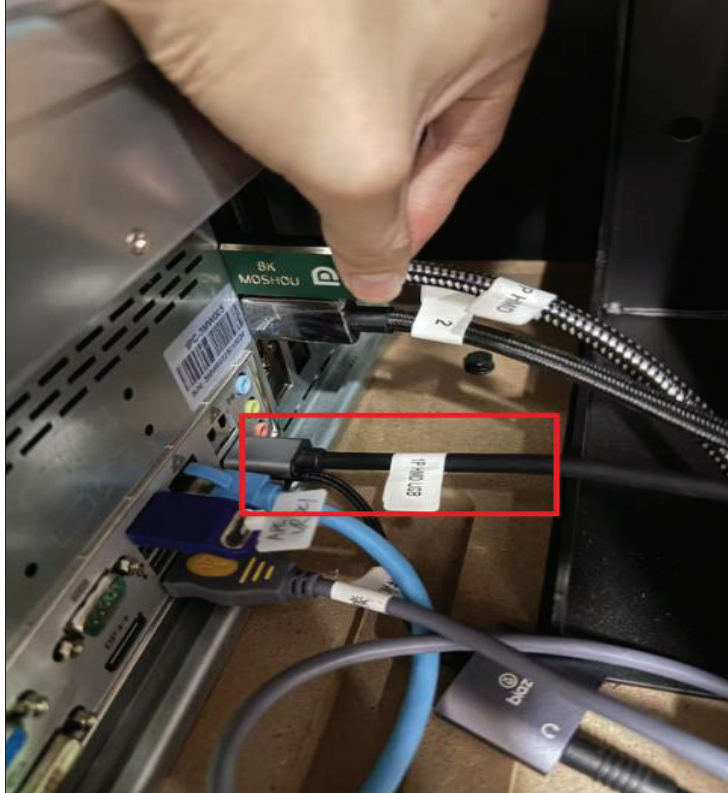
**Troubleshooting Solution**

Please check if all the cables of the VR HMD are well connected.

PC display card DP Cables:

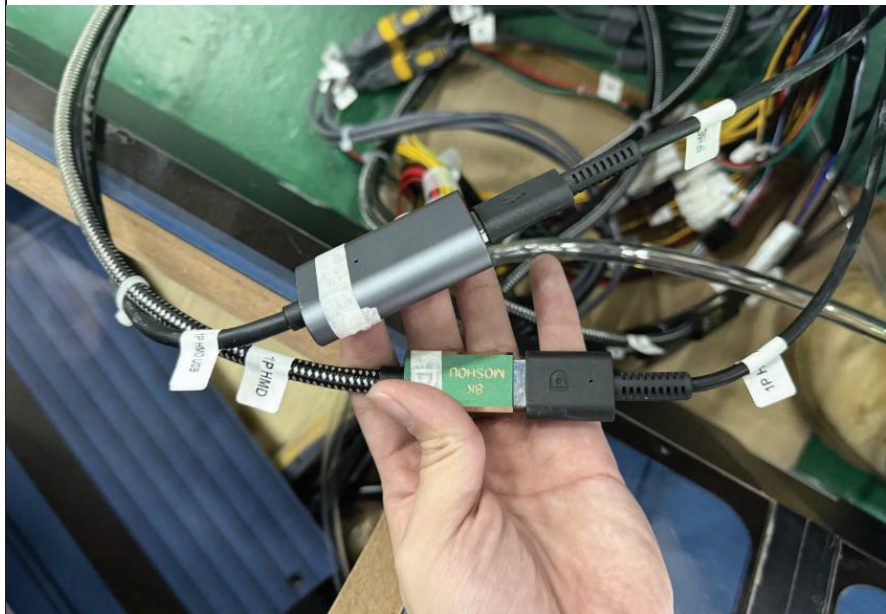


PC USB 3.0 Cables:

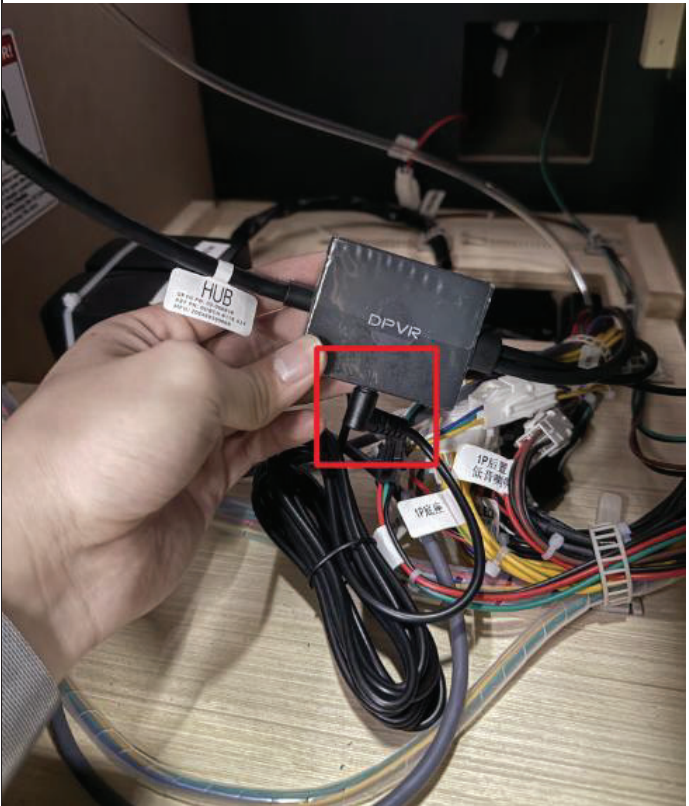
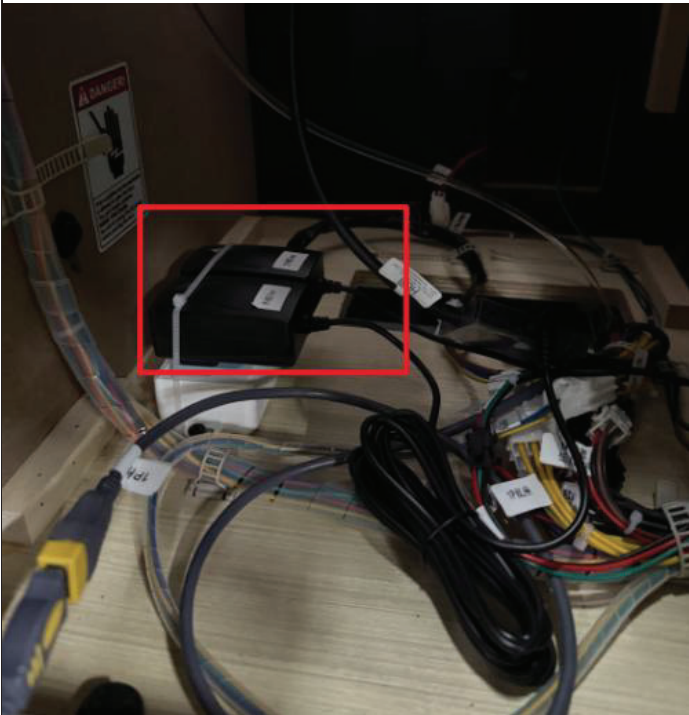


DP & USB 3.0 Cables:

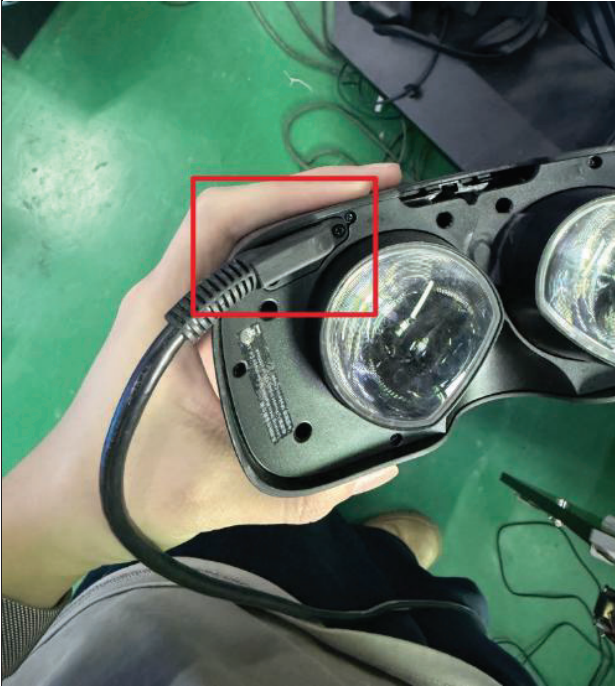
Please note that not to mix the GUN USB cable (USB 2.0) and HDM USB cable (USB 3.0) up.



Power Cables:



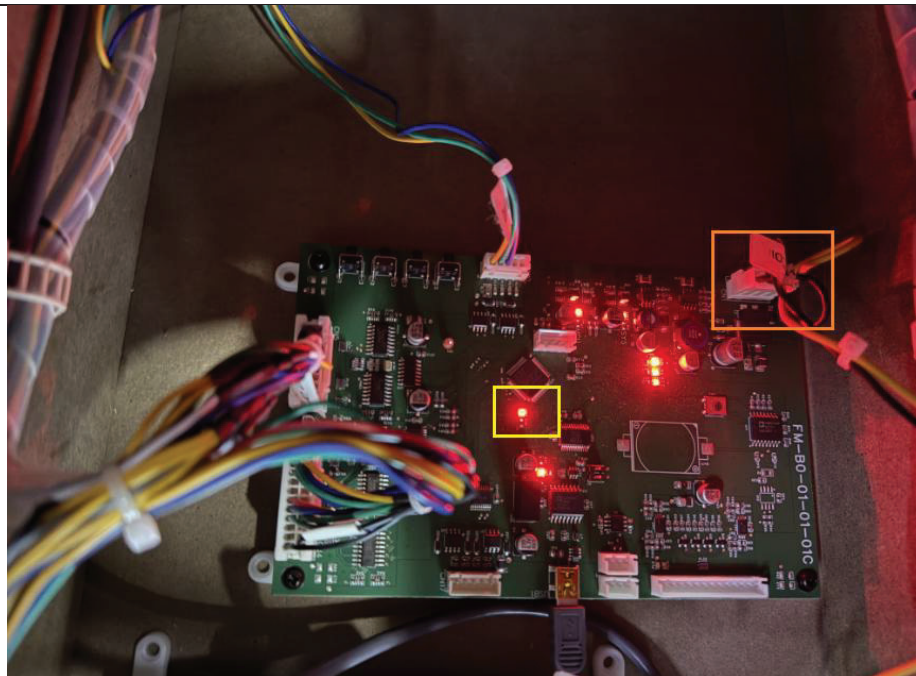
Headset Cables:



- I/O Connection Error



**Troubleshooting Solution**



1)

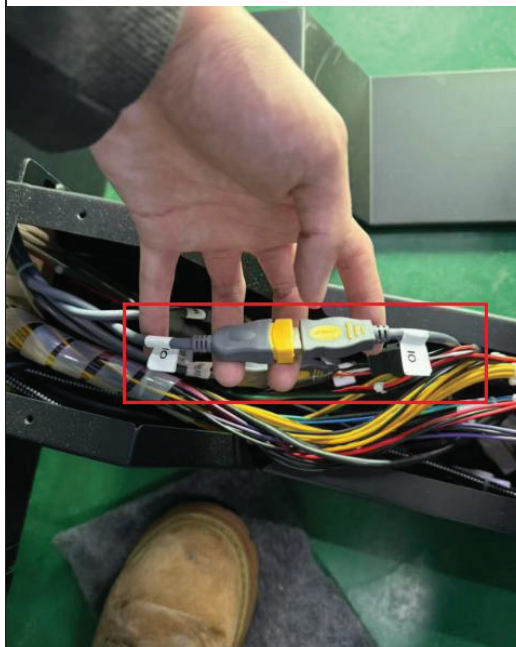
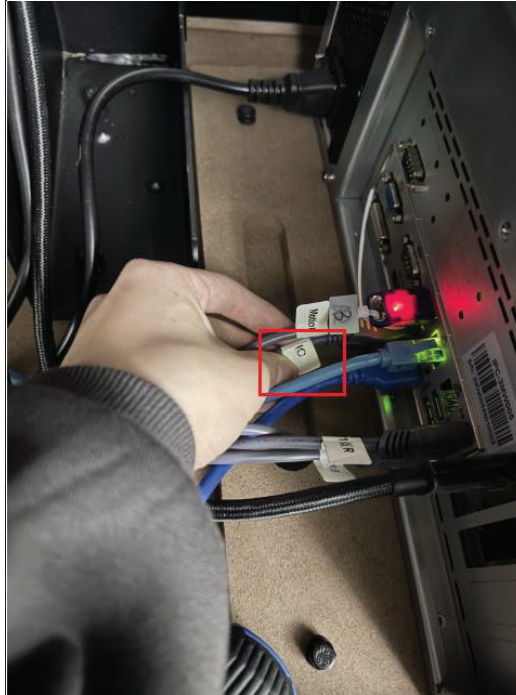
Firstly, please check whether the LED in the yellow circle in the above picture is blinking.

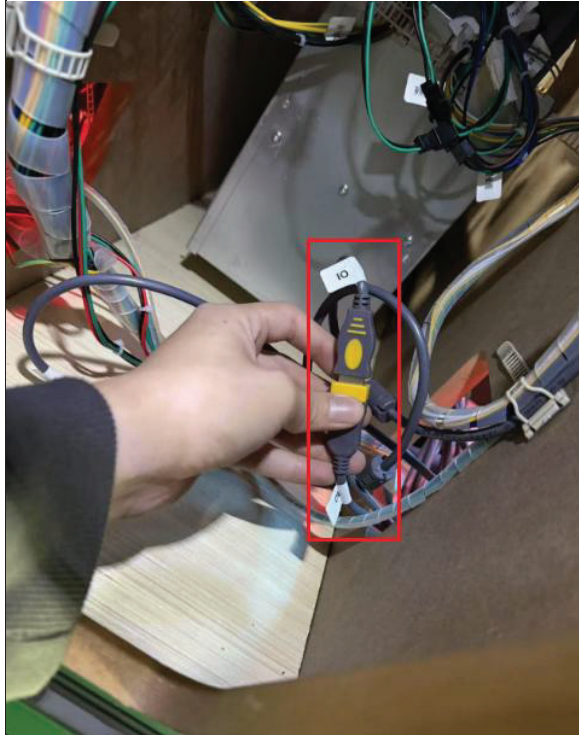
If it doesn't flash, please make sure that the 12V power supply at the orange square is normal and is not loose.

If the power supply is normal and the LED does not flash, it means there is a problem with the IO board and it is needed to be repaired.

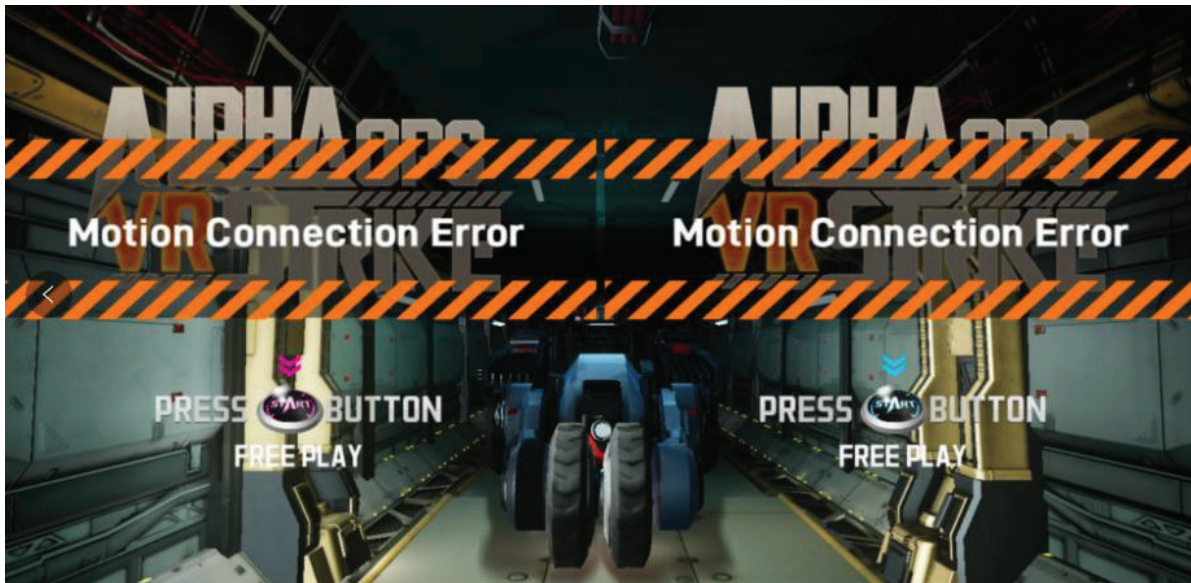
2)

Please check whether the IO USB cable is securely connected to the TVPC



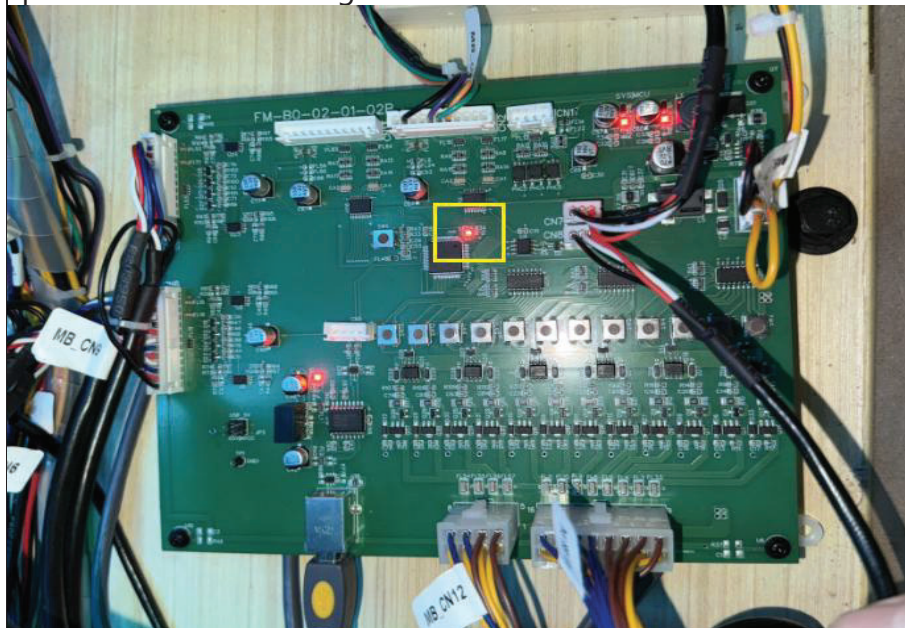


- Motion Connection Error

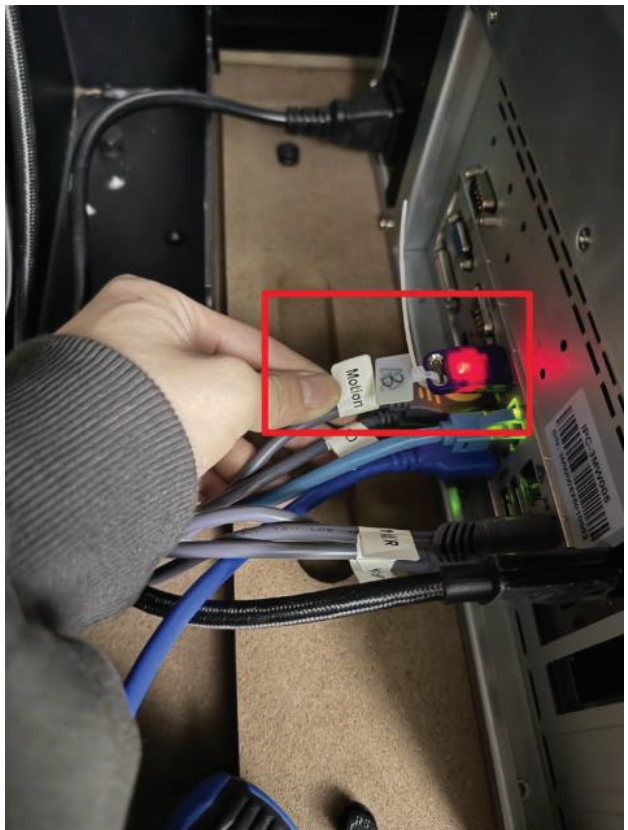


**Troubleshooting Solution**

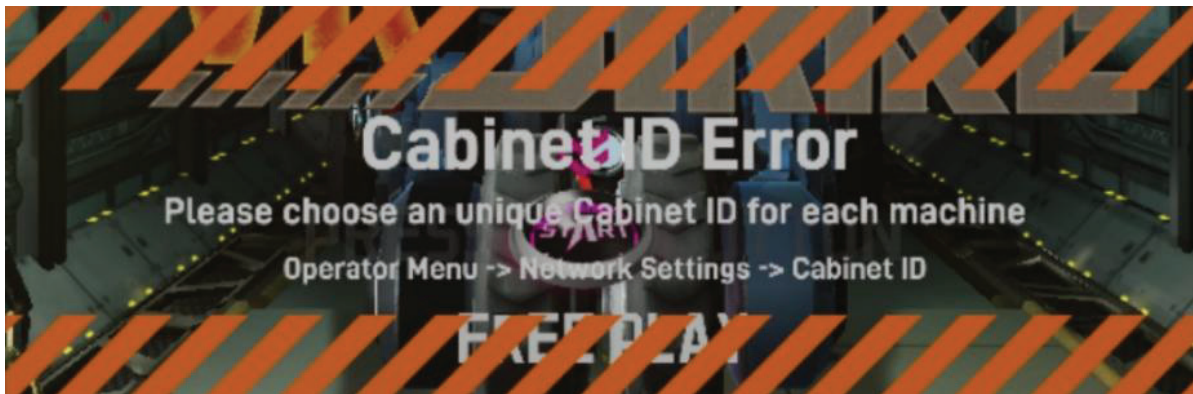
Firstly, please check whether the LED light in the yellow box in the picture below is blinking.



If the light is flashing quickly, check that the USB cable connected to the Motion board is loose.



- Cabinet ID Error



(Please refer to the detailed information on P.78 - Case 2: Cabinet ID Error from Network Settings-Troubleshooting)

- Dongle Connection Error

**Situation**


Below is the correct visual of the screen when starting a game. Note the player left and right position in the vehicle and garage.



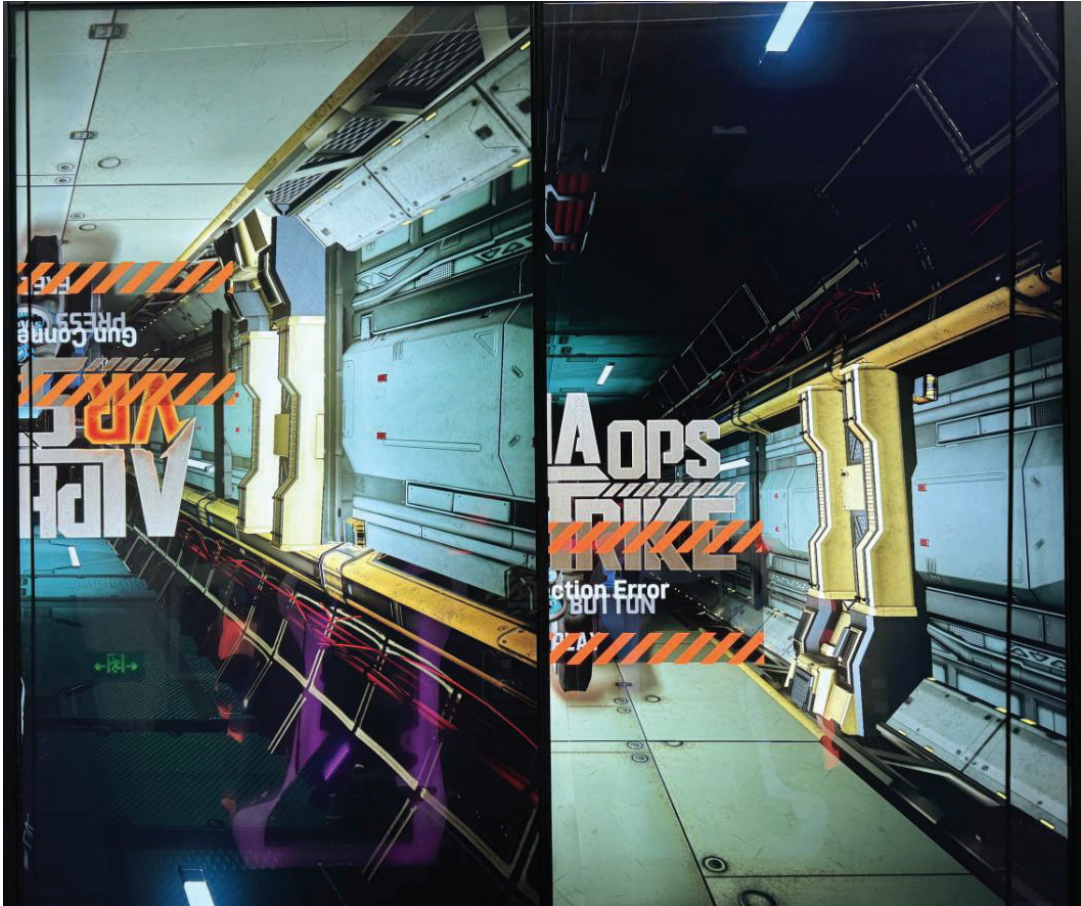
## Dongle Connection Error-Case 1

<b>Situation</b>	<p>The PiP screen in the green box below is inverted.</p> 
<b>Troubleshooting Solution</b>	<p>In this case, VRPC1 dongle is connected to VRPC2, and VRPC2 dongle is connected to VRPC1.</p> <p>Ensure that dongle labeled VRPC1 is connected to VRPC1, dongle labeled VRPC2 is connected to VRPC2, and dongle labeled TVPC is connected to TVPC.</p>

## Dongle Connection Error-Case 2

<b>Situation</b>	After opening the game, the screen shows the following image  A screenshot from the VR game 'Alpha Ops VR Strike'. The scene is a futuristic, industrial-style corridor with blue and yellow lighting. In the center, there is a large, stylized title 'ALPHA OPS VR STRIKE' with 'VR STRIKE' in red and white. Below the title, a red and white striped warning banner reads 'Gun Connection Error'. Underneath the banner, the text 'PRESS [button icon] BUTTON' is visible. The background shows a long, narrow corridor with various mechanical details and a ceiling with exposed pipes and lights.
<b>Troubleshooting Solution</b>	In this case, VRPC1 dongle is connected to TVPC. Ensure that dongle labeled VRPC1 is connected to VRPC1, dongle labeled VRPC2 is connected to VRPC2, and dongle labeled TVPC is connected to TVPC.

### Dongle Connection Error-Case 3

<b>Situation</b>	<p>After opening the game, the screen shows the following image</p> 
<b>Troubleshooting Solution</b>	<p>In this case, VRPC2 dongle is connected to TVPC. Ensure that dongle labeled VRPC1 is connected to VRPC1, dongle labeled VRPC2 is connected to VRPC2, and dongle labeled TVPC is connected to TVPC.</p>