



GAIM
COMMERCIAL

USER GUIDE

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Prerequisites

A working internet connection is required during setup, or the setup will undoubtedly fail. Internet is not required for usage of the system, once installed, however recommended to keep the software updated. As a minimum make sure the system regularly is connected to check for updates.

Should support be needed, it's highly recommended that the computer is online, as remote-controlled support might be required. When rigging the system try to ensure that there are no other Vive systems with a free line of sight of your system within ~25 meters; they will disturb your Vive hardware

Pack List

The system is shipped with the items listed below.

- Computer+ powersupply
- 1x Monitor
- 1x Cordless keyboard
- 1x Vive wireless adapter
- 1x Wireless adapter attachment kit
- 1x Spare battery for the headset
- Vive Pro headset
- Vive Pro Link box + power adapter
- Vive Pro displayport cable
- Vive Pro USB 3.0 cable
- Vive HDMI cable
- Vive USB 3.0 cable
- 2x Vive Tracker Puck (fitted with screw)
- 2x Hand controllers (not needed for our experience)
- 2x USB-microUSB cable (for charging controllers/trackers)
- 2x USB Power adapter
- 2x Vive Lighthouse + 2x Power supply
- 2x Lighthouse mounts/stands with tilt heads (3x in the cordless system)
- 1x Hunting Rifle

Hardware Setup

1. **Plug in the computer** to a power outlet and make sure it receives power. If using a laptop-based system, the laptop should be started and run plugged in, otherwise the graphic card won't run at full capacity resulting in a bad VR experience.

If using a laptop-based system skip step 2-3.

2. **Plug in the monitor** to the USB-C display port on the back of the graphics card.
3. **Put batteries in the cordless keyboard** and put the USB receiver in one of the USB ports in the back of the computer.
4. **Attach the lighthouses to the tripods**, make sure they are firmly attached and not wobbly. Plug in their power supplies.
5. **Place the tripods in corners of the simulation area**, in front of the shooter and as far apart as possible. Raise them to at least 2 meters of height and angle them down towards the shooter position. The goal is for both of the lighthouses to be able to "see" the tracker on the rifle at all times. If one lighthouse loses tracking, it might cause the rifle to "shake" in VR. If both lighthouses lose tracking the rifle will "freeze" in mid-air. Be mindful of this when setting up the tripods. In running simulations that requires the user to turn 360 degrees the tracking could be improved if the lighthouses are placed diagonally over the tracking space.
6. **Attach the tracker puck** to the rifle control.

Headset Set-Up

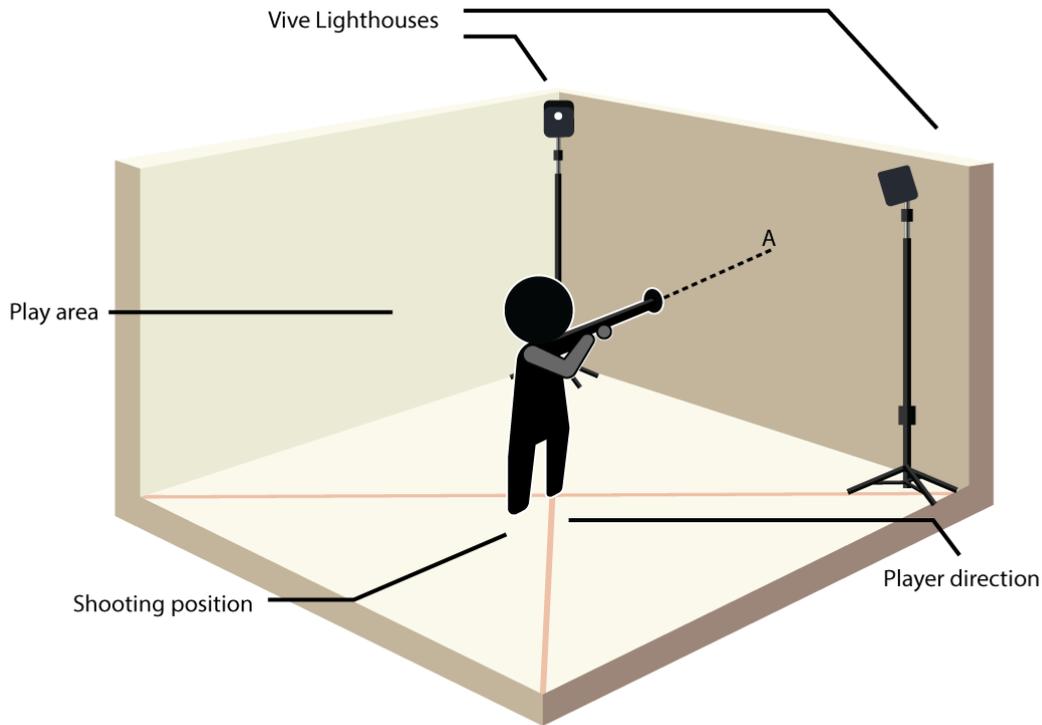
The headset set-up is different if using a cordless headset or a laptop-based system, please follow the required steps below.

Cordless system

1. **Attach the wireless adapter to the headset** by following the instructions on the packaging of the "Wireless Adapter Attachment Kit". Plug in the Headset to the battery using a USB cable.
2. **Attach the wireless receiver** to the third tripod and attach it to the PCI card at the back of the computer. The receiver should have visual contact with the headset at all times, recommended to place it behind the user if possible.

Laptop Based System

1. **Plug in the Vive Pro link box.** Connect the link box to a power supply and to the laptop using the DisplayPort-and USB-cables.
2. **Connect the Vive Pro headset** to the Vive Pro link box. If possible, fasten the cable securely to a static object (such as a table leg) with a zip-tie to avoid the headset getting unplugged during usage.
3. **Power up the Vive Pro link box by pushing the blue button.** Verify by checking the green light on top (or bottom, depending how the box is held).



Recommended lighthouse positioning for optimal tracking in static scenarios, like hunting. If movement is required in the space optimal placement of the lighthouses would be diagonal across the floor.

Software Setup and Calibration

When delivered, the system still needs some finalising setup before usage. Parts of the setup are personalised; hence they need to be done by you.

Initial Windows setup

- 1) After the very first powerup, Windows operating system will do its final setup. Please follow the onscreen instructions and customise the computer to fit your preferences.
 - a. Unless the computer is hooked up to a very strict business environment, those settings will have nothing to do with the VR experience.

Initial Steam setup

Steam is a software required to run the VR experience. To use Steam, a unique account at Steam is needed. This setup requires an internet connection.

- 1) Open Steam through the Windows “Start” menu.
- 2) Follow the onscreen instructions to create an account if new user, otherwise log in.
- 3) When finished, start Steam again and login.
- 4) Install Steam VR by clicking on the Steam icon in the lower right-hand icon corner of Windows, select “SteamVR”
- 5) **(Only necessary for cordless system)** Insert the memory stick provided in the motherboard box, click on “ViveWirelessSetup” Icon to run the setup

Setup cordless headset

These steps are only required for the cordless system

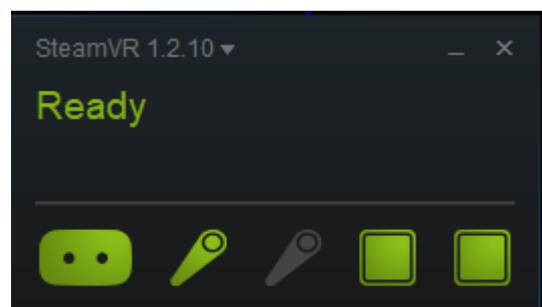
- 1) Start Vive Wireless
- 2) Click “Pair Headset” and follow onscreen instructions

The headset only needs to be paired during initial setup or if a new headset is used. Remember to always start the Vive Wireless software before continuing to the SteamVR calibration

Calibrate Software

These steps must be done initially and each time the system has been de-and reassembled

- 1) Start the SteamVR software, this will be used to calibrate the system.
- 2) Start the tracker on the rifle by pressing the button on top, the tracker should light up green.
 - a. If the tracker light is blue, it has not been paired. Go to SteamVR, select Devices, Pair Device and press the Tracker button and release when it starts blinking to pair the tracker.
- 3) Make sure all items are connected and visible, they should be listed in SteamVR and shown as green icons. If they are not, make sure that the lighthouses are powered, connected and shows a green light inside. Place the Vive headset and trackers in the centre of the room
- 4) Start the Room Setup in Steam VR
 - a. Select Standing Only.
 - b. Place the headset in the exact centre of the room. Click Next.
 - c. Calibrate Center. When the progress bar is full, click Next.

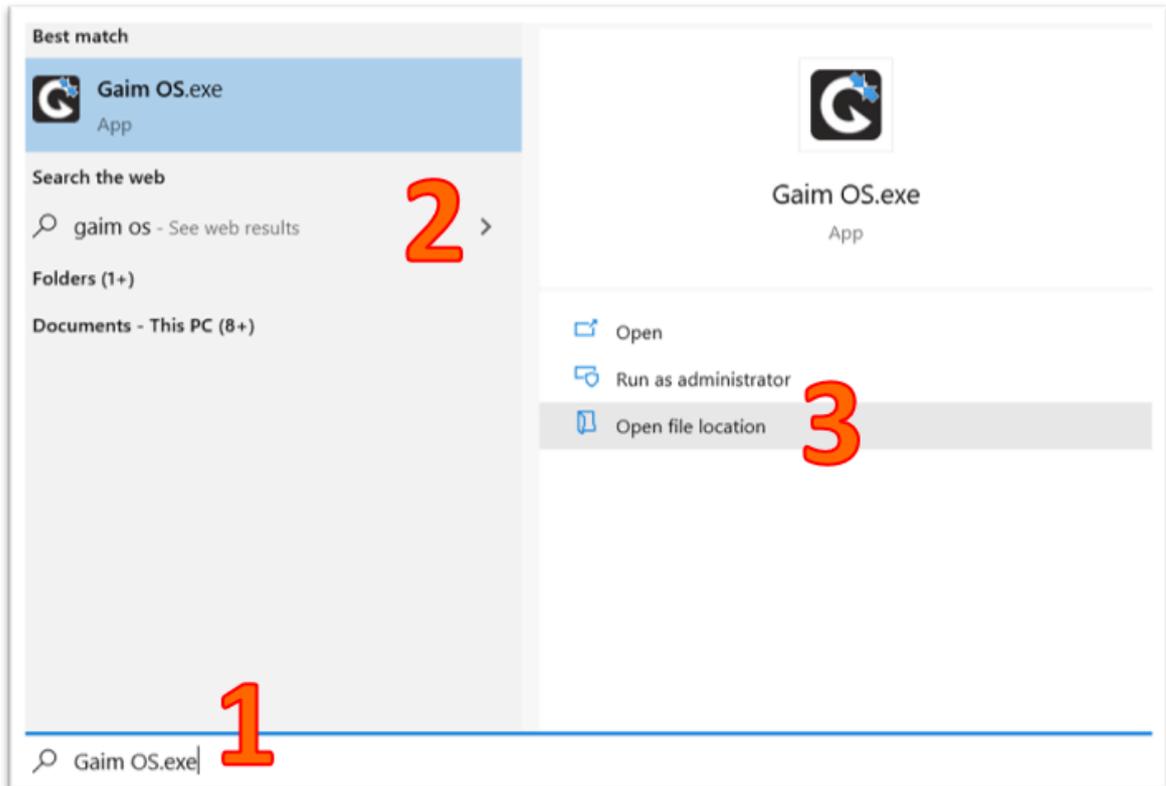


- d. Calibrate Floor. When the progress bar is full, click Next.
- e. Finish the Steam VR setup.
- f.

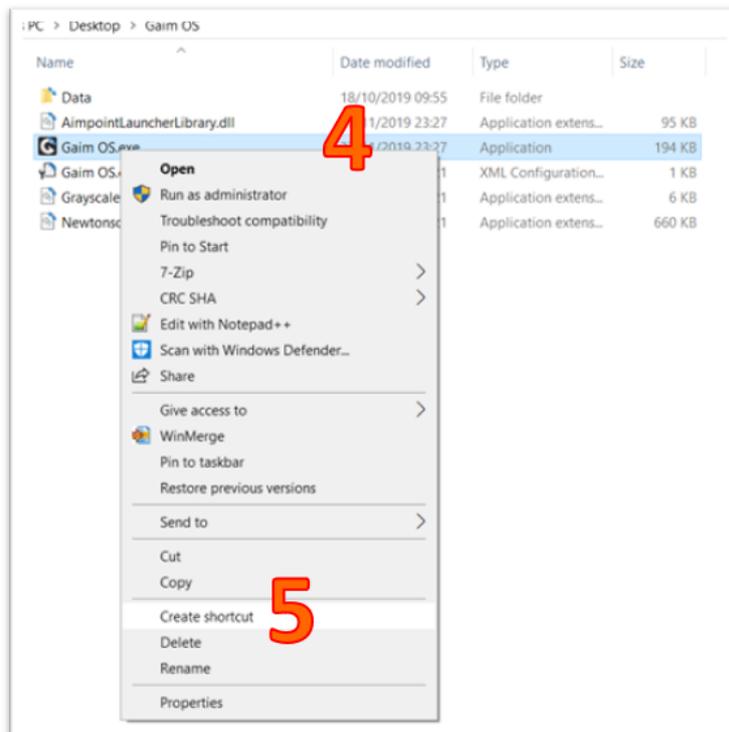
GAIM OS

GAIM OS should be installed as part of the initial Windows installation, if not, please use the USB stick provided with the installation file and run the installation.

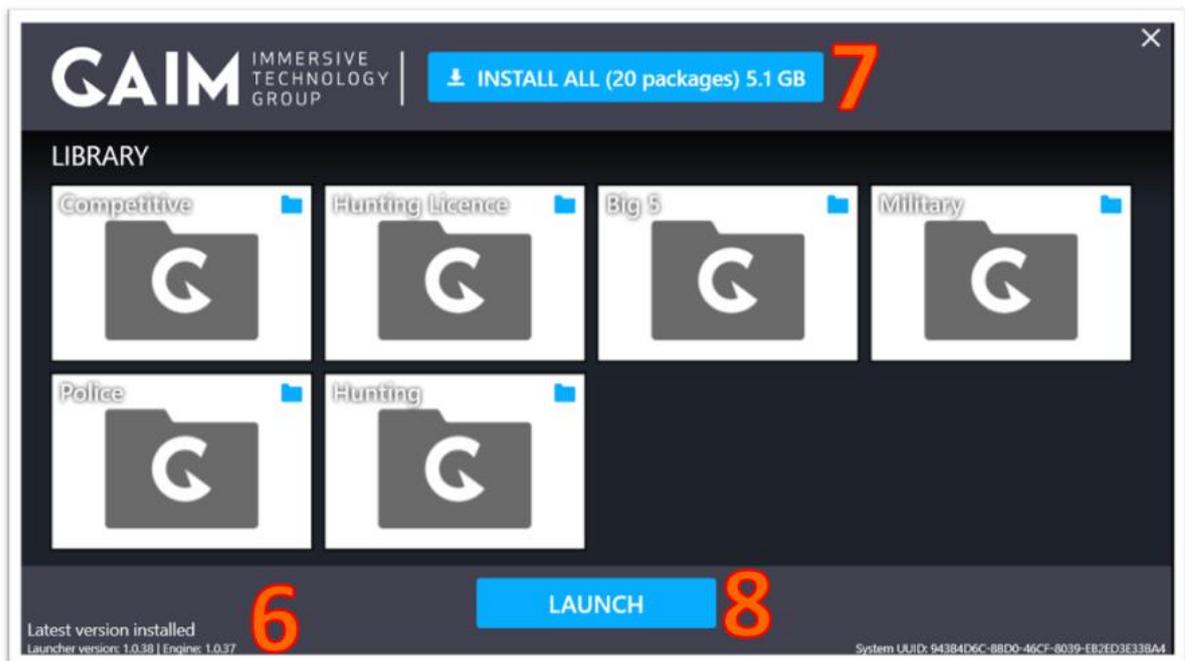
1) Creating a GAIM OS desktop shortcut



- g. To create a desktop shortcut for GAIM OS see the image above. You first need to locate the GAIM OS executable file. To do this, click the Windows icon or open file explorer and type GAIM OS (1)
- h. Next select the > icon to “see more” (2)
- i. Finally open the file location (3)



- j. Next right click on the executable file (4) and select “create shortcut” from the dropdown menu (5). You can now drag this icon to your desktop for easy launching of GAIM OS.



2) Start GAIM OS from the computer desktop.

- a. The first time you launch GAIM OS you will get see a version number at the bottom left (7) that tells you what launcher and engine version currently installed.

- b. Depending on which products you have purchased, there may be updates needed. To install these updates click the “install all” button (7) and wait until all products are updated before launching GAIM OS (8).



- 3) Place the headset on the floor in the direction you want the shooter to be facing when playing and press “Q” on the keyboard to set the direction. The shooter should be facing the two towers to ensure optimal tracking performance. Set the direction right between the two lighthouses. This process can be repeated if necessary.
- 4) Once launched for the first time or after any moving to a new location, the in simulation gridwalls need to be set (9). These gridwalls are a visible representation of real world structures and are there for user safety. The other items in this menu are a toggle for setting whether the tiles are displayed in a row or a grid (10), Finally there are left and right buttons for viewing more products (11).



- 5) To calibrate the gridwalls, click the gear icon (12).



6) In the option menu you can adjust the gridwalls (13), toggle sound effects, music, and whether or not you would like your system in demo mode (14), and finally go back to the previous menu with the arrow button (15).



7) Gridwalls are set by clicking the up and down arrows (16) for each wall. Setting these properly will ensure a safe user experience.

Swift menu options and setting

- 1) The Swift menu is opened by holding the controller vertically and twisting 90 degrees. See image below.



Once in the Swift menu you have many options available to you. These are:

Aimpoint



- a) Tutorials – Toggling this setting will change whether you are shown how to target and lead your shots prior to starting a scenario (17). Not that these tutorials are not on all scenarios.
- b) Dominant eye – Setting the dominant eye will make it easier and more natural to aim using the red dot scope (18)
- c) Extra large sight – If you are struggling to see the red dot after setting the dominant eye, setting the dot size (20), and moving the sight (21), you can toggle the size of the sight (19).
- d) Red dot size – This allows you to make the red dot in the scope larger or smaller to suit your preference (20).
- e) Sight placement – If the red dot is difficult to see, you can move the sight in any direction. This may cause the sight to “float” above the weapon visually but will not affect aim (21).
- f) Railing placement – If you are using a scenario that involves a hunting tower, you can raise and lower the tower rails here (22).
- g) Toggle controller – If you are using a custom weapon controller you can set that controller here (23).
- h) Game mode – This allows you to select a standard or random mode on scenarios that support those functions (24).
- i) Reset scores – This allows you to zero out all previous high scores on supported scenarios (25).
- j) Restart level – This will begin the current scenario over again (26).
- k) Level select – This will take you back to the GIAM OS root menu and allow you to select a new scenario (27).
- l) Reset settings – This will set all settings back to default (28).

- m) Close menu – This will close the Swift menu and take you back to the previous screen or scenario (29).

Tips when playing

Please keep the following things in mind when using the system:

- **Wipe the lenses** with a cloth designed for lenses/glasses regularly.
- **Clean and disinfect** the rifle, face pad and headphones on the headset regularly.
- **Make sure the tracker pucks are charged** (green when plugged into a power outlet). You may need to hotswap the pucks during a session.
- **Help the user put on and remove the headset**, the deluxe strap makes the process easy and convenient, but forcibly pulling the headset off without loosening the strap can damage or break the mechanism.
- **Charge the tracker regularly**, connect it to a USB charger using a micro-USB cable.

Troubleshooting

Software Issues

There is no sound

If the program is silent after starting it, make sure the program is focused in the computer by clicking on the program window on the computer.

If there is still no sound, close and restart the program.

The keyboard controls are unresponsive

Make sure the program is focused on the computer by clicking on the program window on the computer. If there is no change, try restarting the program.

Image is frozen

If nothing happens on the screen and in the headset when the headset is moving (a.k.a. the headset isn't tracking): check if *SteamVR* is showing an error message "Compositor is not running". Should this combination be true: close the *SteamVR* and *Steam* applications; both can be found in the computer taskbar and closed by right clicking them and choosing the appropriate option. Then turn off the Vive Pro Link box, wait 10 seconds, turn on the Vive Pro Link box, run the software. It is vital the Vive Pro Link box is powered up before launching any VR software.

Vive Tracker Issues

Tracker light meaning

- *Green* when Vive Tracker is connected and functioning correctly.
- *Blue* when Vive Tracker is not connecting with the headset or dongle.
- *Blinking Blue* when Vive Tracker is pairing with the headset or dongle.
- *Blinking Red* when battery is low.
- *Orange* when charging.

Tracker glows blue / isn't visible SteamVR

Make sure *SteamVR* is running. If the tracker glows blue despite *SteamVR* being on, it needs to be paired with *SteamVR*. In *SteamVR*, click *Device > Pair Controller* and follow the on-screen instructions. Press and hold the Vive Tracker puck button to start pairing, release as soon as it starts blinking blue.

Can't turn on the tracker

If the tracker is out of battery it will not start. Connect it to a micro-USB charger and leave it for a while to charge the tracker. The rifle does not need to be charged.

Tracker doesn't attach / sits loosely on the rifle

The bottom tracker screw needs to be very firmly attached to the tracker puck. Make sure it is screwed all the way into the tracker. If it's all the way in it should fit on the rifle with little or no wiggle room.

Vive Headset Issues

Headset light meaning

- *Green* when headset is connected and functioning correctly.
- *Dim Green* when ready for use, but has timed out into standby mode. To wake up your headset, move it within view of the base stations or start a VR application.
- *Red / Blinking Red* either means that *SteamVR* hasn't started (please do so) or is due to a physical hardware error or driver error. Check *SteamVR* for error messages or further instructions.

Blurry vision in headset

Blurry or unclear vision in the headset can be due to a variety of reasons, try the following:

- Instruct the user to adjust the headset up and down on their face until their vision is focused. The Vive headset has a "sweet spot" in the middle of the lens where the VR environment looks much sharper.
- Make sure the headset is firmly tightened on the user's face; their eyes need to be close to the lenses to receive a sharp vision.
- Clean the lenses, they easily get smudged.
- Adjust the IPD (interpupillary distance) to ~63mm using the small knob on the side of the headset. Average IPD for women is 61.7mm and 64.0mm for men.
- Ensure the face pad has hasn't moved out of place. If it looks crooked, remove it very carefully and place it back on the headset.
-

The VR world is shaking/moving erratically

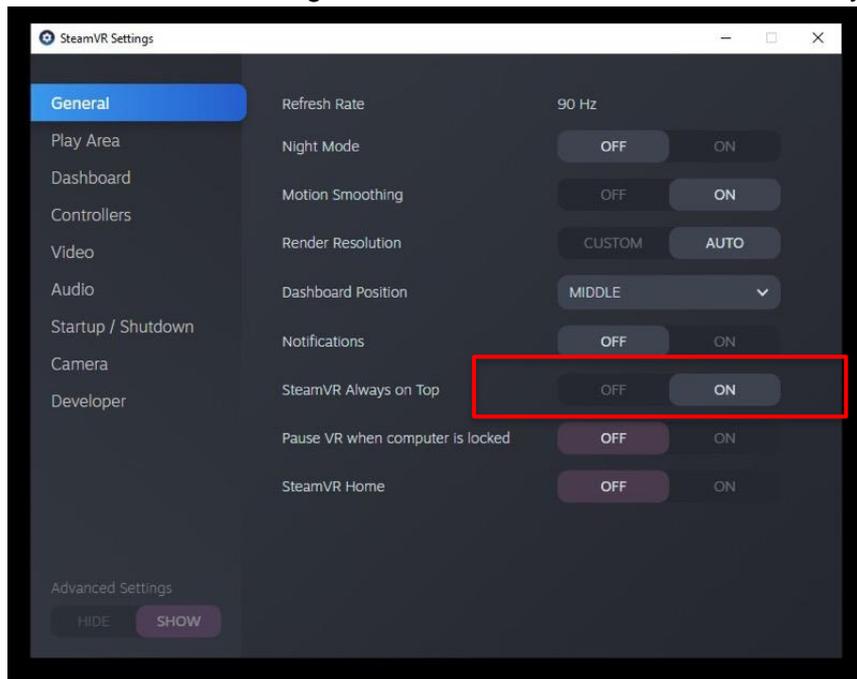
If the game starts to shake/wobble, make sure the tripods are stable and lit green. The tripods should be placed in a safe spot on a stable surface.

If none of the above helps, you can try recalibrating your system and reviewing your lighthouse positions.

Low framerate or lag

Check the following:

- Go to Steam VR Settings → General, Make sure “SteamVR Always on Top” is “On”



- The laptop is connected to a power outlet and receiving power.
- The laptop *Power Settings* (found in the control panel) is set to “High Performance”.
- No other graphics or CPU heavy programs are running in the background.

If all the above has been verified and the problem persists, try restarting the laptop and repeating the setup process.

A shooter accidentally unhooked the headset cables from the link box

This easily happens if the headset is moved around during usage. To avoid this, tie the headset cable around something static (like a table leg) using a zip-tie or similar.

If the headset is unplugged, reboot *SteamVR*.

If the room is uncalibrated after booting, perform a new calibration.

Vive Lighthouse Issues

Lighthouse light meaning

- *Green* when lighthouses are in sync and ready for use.
- *Dim Green* when lighthouses have gone into standby mode after a period of inactivity. To force the base station out of standby mode, unplug the power source and reconnect.
- *Blue* when lighthouse is stabilizing after shaking/wobbling. If stuck in this state, make sure to check your base stations are securely fixed in place.
- *Purple* when the lighthouses are unable to see each other. Make sure they are configured correctly and that nothing is blocking their sight of each other.

If the tripods were moved, adjusted or pushed

If the game is distorted, crooked or at an incorrect height, the tripods may have been moved or knocked. Check their positions and recalibrate if necessary.

There are other lighthouses in the area disturbing the system

This will likely cause issues for both parties. Coordinate both setups so that the lighthouses see as little as possible of the opposing booth. The lighthouses emit large amounts of infrared light, and it is important that the lighthouses from one setup can't see any headsets, controllers, trackers or lighthouses from another set, or they will start sending faulty data. A screen, portable wall or drape is an efficient way to avoid interference, as it blocks off all visibility between the setups.

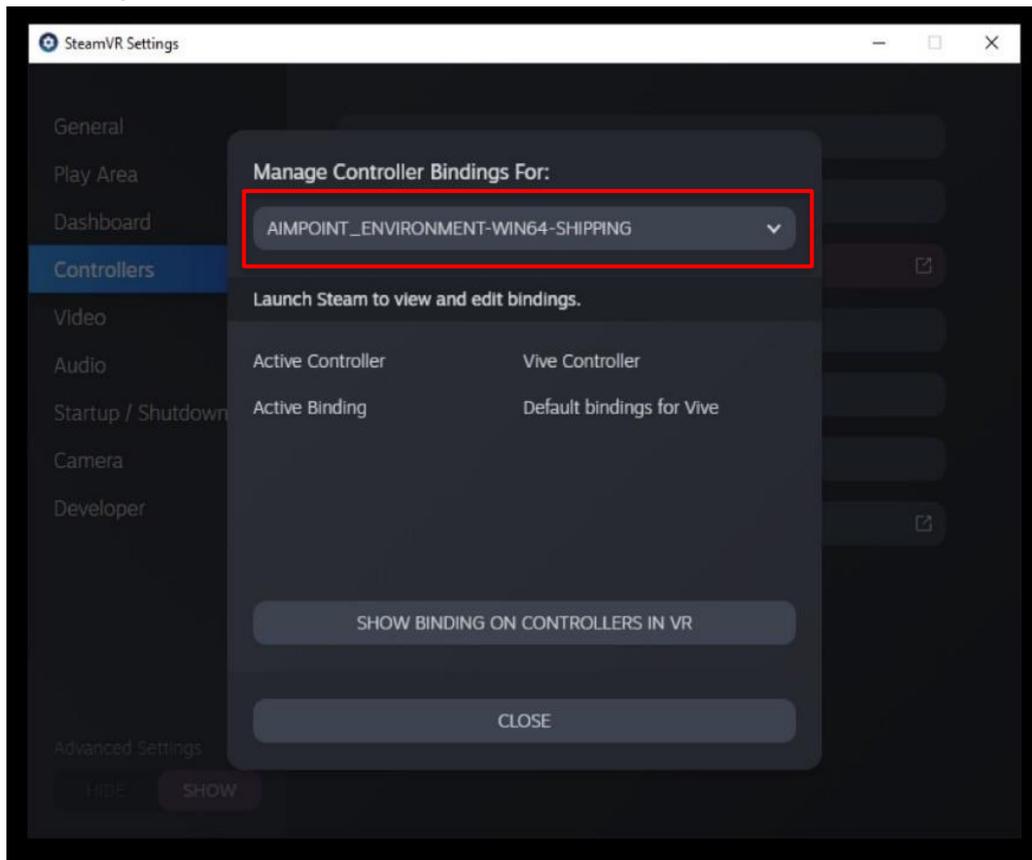
Rifle Issues

Nothing happens when I pull the trigger

The VR software must be in focus on the laptop to function correctly. On your computer, simply click anywhere in the window of the VR simulator to bring it to focus.

I can't see the rifle

- Make sure that the tracker attached to the rifle is turned on (it should glow green). If not: press the button on the tracker so that it glows green.
- The VR system may be tracking the wrong controller. Press **H** to toggle tracking and check if the rifle has appeared.
- Make sure steam VR is bound to the correct controller Open Steam VR menu →Settings →Controllers; It should be as below.



The rifle shakes or moves erratically

This is most commonly caused by the lighthouses losing connection to the tracker. If only one lighthouse can see the tracker, minor disturbances may occur. Review your lighthouse positioning to ensure maximum exposure of the tracker. Make sure the lighthouse mounts aren't shaking or have been disconnected.

The issue could also be experienced if the sensors are facing any reflective surface, e.g. window, TV screen or similar. Please adjust the angle of the sensors to make sure there's nothing reflecting the signals.

Problems persist?

Please check out www.gaimitg.com/support for further assistance.

The latest version of the manual is also always found there (you might have an outdated version)

You may also get in touch with our support department:

support@gaimitg.com

+49 - 341 355 845-20 (Deutsch)

+49 - 341 355 845-30 (English)

+49 - 341 355 845-40 (Français)

Lines are manned

Monday – Friday, 8:00 – 20:00 (CET)

Saturday, 9:00 – 14:00 (CET)

Key Commands

Weapon controls

Point weapon upwards and **twist weapon**

90° back and forth = Back to map select

Calibration and setup controls

Q = Calibrate centre

W = Calibrate railing

TAB = Switch spectator mode

R = Restart environment

H = Toggle which controller to track

Ctrl + T = Toggle between hand controllers

Backspace = Back to environment select

I = Skip current tutorial step

O = Skip all tutorial steps

S = End current game



Aimpoint sight controls

Left Shift = Toggle extra large sight

Z = Set sight left eye

X = Set sight right eye

C = Set sight normal (default)

M = Enlarge red dot

N = Shrink red dot

Arrow Up = Move sight upwards

Arrow Down = Move sight downwards

Arrow Right = Move sight to the right

Arrow Left = Move sight to the left

Page Down = Move AR-15 (optional) stock backward

Page Up = Move AR-15 (optional) stock forward

Additional keys

Space = Fire weapon

Esc = Quit Game