

# Troubleshooting GAIM Compact

## Software Issues

### **There is no sound**

- 1) Ensure that the volume is turned up on the headset
- 2) Check if there is sound in the Oculus Quest environment – if no sound please restart the whole headset
- 3) If problem persists, please contact [helpdesk@gaim.com](mailto:helpdesk@gaim.com)

### **Calibration seems wrong**

- 1) If the headset starts up from sleep mode – please quit the application and start again.
- 2) Press and hold the Oculus button on the handcontroller to reset the standing position
- 3) If calibration still feels off - exit the GAIM application and reset the guardian and floor level in the Oculus settings menu
- 4) Check so that there is no direct sunlight or other IR emitting sources that disturbs the tracking of the headset
- 5) Re-start the whole headset

### **Weapon position is wrong**

- 1) Go to the weapon setting in GAIM OS and adjust the weapon. Please look through the tutorial video for details on how to do it.
- 2) Check battery of the Oculus hand controller
- 3) Check so that there is no direct sunlight or other IR emitting sources that disturbs the tracking of the headset
- 4) Re-start the whole headset

### **Trigger doesn't respond**

- 1) Go to the Oculus settings menu and unpair the controller. Then pair the controller again. Check the user manual for support
- 2) Check the battery of the GAIM Trigger unit. (Always remember to use high quality batteries like Duracell, Panasonic or similar)

### **Can't pair the GAIM controller to the Oculus headset**

- 1) Make sure you've done a "longpress" (press & hold trigger for 30s) on the trigger unit to reset it and make it discoverable.
- 2) Test if you can pair GAIM Controller as Bluetooth device unit with a mobile phone. Remember to un-pair after test.
- 3) If problem persists, please contact [helpdesk@gaim.com](mailto:helpdesk@gaim.com)

### **Headset goes black whilst playing**

- 1) Check if the headset needs charging

- 2) Refer to the Oculus support for further assistance.

## Headset Issues

For most issues around the headset, please refer to the Oculus support, however, below are some tips for better performance when using the GAIM Application.

### **Blurry vision in headset**

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

- 1) Adjust the headset up and down on their face until their vision is focused. The headset has a “sweet spot” in the middle of the lens where the VR environment looks much sharper.
- 2) Make sure the headset is firmly tightened on the face; your eyes need to be close to the lenses to receive a sharp vision.
- 3) Clean the lenses, they easily get smudged.
- 4) Adjust the IPD (interpupillary distance) in the headset. Average IPD for women is 61.7mm and 64.0mm for men.