

Notes: Always make sure headsets are powered on and plugged into the USB hub when not in use.

You may restart a training session by plugging the headset into the USB hub for 15 seconds and then resuming.

1. The controller is not working.

Try one of the following solutions:

- Press and hold the Home button for 2 seconds to re-center the controller.
- Pull down on the lower half of the controller to access the battery compartment and push the battery in all the way.
- If the controller becomes disconnected from the headset, re-pair it by pressing the Home button. The indicator light will begin blinking. When the light turns off, the controller is paired.
- If the solutions above do not work, try replacing the controller batteries.

NOTE: To check controller battery level during training, hold the controller in front of the headset.



2. The headset is not showing anything in the display.

Try one of the following solutions:

- If the power button is accidentally pressed during training, short press it again to wake the display and continue training.
- Press and hold the power button until the blue indicator light turns on (about 5 seconds.)
- If it is still dark, the battery may be low. Plug the headset into the USB hub for at least 15 minutes to charge and then repeat the steps above.

HEADSET LIGHT INDICATOR MEANINGS

COLOR	STATE	MEANING
Red	Solid	Low battery (Less than 20%)
Red	Blinking	Screen is on and low battery
Blue	Solid	Display is on
PLUGGED IN:		
Green	Solid	Battery is charging (above 90%)
Yellow	Solid	Battery is charging (below 90%)
Red	Solid	Battery is charging (below 20%)

3. The headset is not charging.

Try one of the following solutions:

- Plug the headset into the USB hub and wait 15 minutes. If the light is yellow, the device is currently charging. If the light is green, the headset is fully charged. See chart above for more information about the indicator light.
- If no light shows, check that the USB cable is fully plugged into the headset and the USB hub.
- If it will still not charge please contact support.

