

Issues with computer hardware are not an uncommon thing but most of them can be solved by people without any deep technical expertise. You need to know the games which you are going to assist very well, so the first thing to do is play them yourself.

Most of the solutions are about performing simple actions: open-close, connect-disconnect, reload-restart.

The player can't log in to the game:

- check if the login and password were entered correctly;
- check the internet connection.

The game is not launching:

- check the connection status in the bottom left corner of the operator's window. It should say 'online';
- check the launcher connection status. It should say 'online';
- check the launcher group and whether the amount of players has been selected;
- check if the game is not running on the computer already.

VR headset is not working (not showing the game):

- check if it's properly connected and that the power is on;
- check if there is an error message on the computer which the headset is connected to. You might just need to restart the headset app (Oculus app/SteamVR);
- check if there is a game error on the computer which the headset is connected to, and restart the game if necessary.

No audio:

- check that the microphones and headphones are connected properly;
- check the Voicechat status in the bottom left corner of game operator window. It should say "online";
- check the sound level in the game settings;
- check the sound level in Windows settings.

Leap Motion hands are not working:

- check if the LEDs on Leap Motion controller are on;
- check the controller's connection. You might just need to disconnect and connect it again.

The player reports problems:

- use the microphone to ask them to describe their problem;
- make sure you've done everything listed above to fix it;
- problems during the game can often be solved with buttons in the game operator interface. You need to know what they all do.

If the problem can't be solved please note down all its details: where and when it occurred, what happened before that. Send this information to your administrator who will forward it to Avatarico tech support.