

Frequently Asked Questions

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Supported Headsets

Supported Headsets:

- **Which headsets do your products support?** We support 20+ headsets and add support for new headsets typically 2 months after they come out. Simply select Controller brand on any product page to view that respective headset product.
- **Important information regarding WMR: Reverb G2 is the only WMR HMD we still sell products for.** Microsoft has discontinued support for WMR in newer Win11 versions. Contact [support](#) for more information on if we have any left over stock for your WMR HMD available.
- **Will ProTubeVR be making products for upcoming headset X?** Short answer is yes, we try to do what we can but it will take time. Long answer is, ProTubeVR does everything we can to release products for new headsets as they come out. Designing new products at the level of quality for which we are known takes time, and we can't start this process properly until headsets are available to the public. Some controller shapes require more complex designs which take further time than something simple. As mentioned above, in best case scenario we **add support for new headsets typically 2 months after they come out.** In very rare instances, we are unable to offer what we consider a quality product, and do not have cups available for an HMD at all. An example of this being the HTC Vive Cosmos's horrendous tracking.
- **What about headsets not currently listed? Such as Pimax Crystal, Portal, and DPVR?** Customers have reported that some of the different Quest cups seem to do pretty well for those, but we do not officially support these brands or models at this time and cannot guarantee proper controller fit or angle alignment. If you would like further information reach out to us through [support](#). If you want us to make products for a particular HMD let us know through [support](#) on the website using the general question form.
- **What about third party controllers such as Surreal Touch for Apple Vision Pro, and GripVR for Lighthouse tracking?** If there is enough interest from the community anything is possible. If you want us to make products for a particular controller let us know through [support](#) on the website using the general question form.

Controller Tracking

Controller Tracking:

- **Do your products interfere with tracking?** Our products go through rigorous testing with multiple testers for each headset to ensure a high level of quality and minimal to no tracking interference. In some very rare instances, we discover the tracking quality of a headset is too poor to use with our products (such as the Vive Cosmos). Some tracking loss may occur due to improper setup or use of either the headset or our product. Prime examples being setting up a MagTube in such a way that inside out tracking headset (such as Quest 2) cannot see the controller sensor rings, causing tracking loss, or using Chrome Tubes with Valve Index, which due to being reflective are prone to interfering with tracking loss. Always make sure to read up on what your HMD maker says can interfere with tracking to have as smooth an experience as possible. **Also, specifically for Quest headsets, make sure to disable hand tracking while using an accessory. This is known to cause tracking issues.**
- **Do your haptic devices interfere with tracking?** They do not interfere with general tracking. Because they move and vibrate, this means your controllers attached to them will also move and vibrate. Unless a game has controller smoothing to compensate for this, expect aiming to feel more realistic, because you have actual ‘recoil’ when using these devices. Example in this [video](#) from 2019. Some headset controllers are more sensitive than others, so if you want as little of this effect as possible the stronger ForceTube Storm is not recommended. On PC we offer a Companion App where users can adjust the strength of the kick and rumble to customize the experience as desired.
- **I experience tracking issues with your products. How do I fix that?**
 - 1. For info, the discord server has a channel dedicated entirely to VR tracking for issues caused with or without using accessories. Make sure to check the pinned messages! [?vr-tracking-tips](#)
 - 2. First troubleshoot what could be causing it. Read up on what can interfere with tracking for your specific headset and adjust your playspace/setup accordingly. If your stock has chrome tubes and you know reflections interfere with tracking consider covering them up.
 - 3. If the issue is primarily when attaching and detaching the controllers from your gunstock, you can try softening the impact and making them easier to take off and on. Specifically, putting rubber dots on the magnets on your cups, or putting foam over the gunstock magnets may achieve the desired effect
 - 4. Lastly, practice makes perfect. It may take some time to get used to how to attach and detach from the gunstock in a way that does not produce tracking issues. Once you are quite used to how to use your gunstock you will find it neither requires much force to detach nor requires a heavy touch to put back on.
 - 5. If you still cannot get the issues resolved you can always contact us through [support](#).

Mounts Compatibility

VR Controller Mounts aka Cups compatibility:

- **Will your cups work with my controller cover?** Our cups are designed to be a very tight fit to hold the controller in place with friction. Specifically there is an insert layer in between the controller and the interior of the mount that achieves this friction. Anything on the controller that changes its shape where it goes into the cup will need to be removed for the cup to fit as intended. We offer ProStraps that go over the cups for multiple different HMD brands to add more comfort. **If your cover isn't very thick, it may be possible for the controller to fit when the insert is removed. But there is no guarantee, and this is not covered by warranty. Do so at your own risk. It is always better to use our cups as intended.**
- **I got a new headset do I need to buy the full product (i.e. MagTube, etc.) again?** All our products are modular and use the same modularity for all controller brands we support. Simply buy new cups for the controller brand you got and you can use your product(s) with it! For example, you buy the MagTube only once. Then you get new controller mounts to use with it. Select your HMD from [this](#) page. Make sure to get the correct configuration, typically a magnetic pair.
- **I bought one of your products already, can I buy your other products without controller mounts to save money?** Yes! For example if you already have a MagTube or Starter, we offer versions of our other products, such as the [ProTas](#), and [SWINGiT Golf Edition](#) without the controller mount (aka cup). For ProSaber you would have to DIY by buying the necessary spare parts, or repurposing your MagTube for example.
- **Can I make my Mag Cups fastened?** Yes! To do so you need to get an M4x22mm bolt. We don't sell this bolt on its own. To change, follow [this](#) video guide in reverse.
- **I have an older Meta model headset and just got a newer Meta model headset. Can I use my old cups?** The shapes of the Meta controllers for various models differ slightly and only some of them share the same cups. Pay close attention to the wording of the controller brands on our product pages. You will want the cup designed for your controller for the best experience. In addition to potentially not fitting inside your old cups exactly, causing the cups to crack and break over time, the grip angle for alignment may be different. This makes it difficult to align guns in games and use the old cups comfortably. In short, YMMV. Some people find this type of experience to be OK, and others want to pre order new cups the moment they go live. Do what makes sense for you.
- **What about headsets not currently listed? Such as Pimax Crystal, Portal, and DPVR?** Customers have reported that some of the different Quest cups seem to do pretty well for those, but we do not officially support these brands at this time and cannot guarantee proper controller fit or angle alignment. If you would like further information reach out to us through [support](#).
- **Can I use the PSVR2 charging dock with the cups on the controllers?** No, due to the shape of the cups interfering with the form fitting shape of the charging dock. However, the controllers can be charged with the cups on, as the cups do not block the charging ports. Otherwise to use with the dock you will need to remove the cups.
- **Do you have files I can 3D print my own cups from?** There are no files available for our products. You can design your own things to use with our products but our product designs are patent protected. Some such user designs can be found in our discord server channel ?build-your-own-mods but none of them replace any of our cups.