

Controller Tracking

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- **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](#)
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 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.
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 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
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 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.
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 5. If you still cannot get the issues resolved you can always contact us through [support](#).

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