

Products

Any question regarding a specific product?

- [MagTube](#)
- [ForceTube Explorer/Storm](#)
- [ProVolver](#)
- [Starter CQB](#)
- [ProTas](#)
- [SWINGiT Golf Edition](#)
- [ProSaber](#)
- [ProStraps](#)

MagTube

How do I install my Index controllers in the controllers mounts?

<https://www.youtube.com/embed/8jChsiA5TI8>

How do I install my PS VR2 controllers in the controllers mounts?

<https://www.youtube.com/embed/UE8VNrqXDeQ>

Guns don't line up properly in games, making it hard to aim, how do I fix this?

Each person's body shape is a different, so you'll want to manually adjust the stock with the provided Allen key. Refer to this video by Ragesaq on the best methodology to use when going through this process to get the optimal setup.

<https://www.youtube.com/embed/yoV8TQIEUYo>

How do climbing mechanics work when the controllers are attached. Playing population one?

The controllers are inserted in the controller mounts which are magnetically attached to the main frame, so you can detach the controller mounts from the MagTube, free your hands and put them back on when you need.

Will the bipod be able to clip onto the MagTube?

Yes, the Bipod we sell is compatible with all of our products containing tubes.

Can I make a ProSaber out of my MagTube without needing to buy anything?

Technically yes. But we do advise against making a ProSaber with magnetic controller mounts. Since you are not holding the controllers in your hand while using a ProSaber, the risk of them flying off and hit a wall is too great.

You can contact our support to ask for the screw needed to fasten the controller mounts. If you already own fastened controller mounts, you can go ahead, though. Just follow the [mounting instruction](#).

Does this come with a shoulder strap?

Yes, the MagTube always comes with a sling to support it.

Is it possible to physically attach the MagTube and the ProVolver?

Yes, The ProVolver has a magnetic attachment just like the magnetic controller mounts and can be attached to the MagTube or ForceTube.

I have an old ProTube with fix cups, can I upgrade to MagTube, and how?

You can upgrade with the "[Upgrade from fastened stock to MagTube](#)". You'll then need to follow [this tutorial](#).

I have bad tracking when I attach or attache back my cup to the stock or when I have a haptic reactions. Is your product interfering with the headset's tracking?

The Valve Index controllers were extensively tested for months before cups were released to ensure no such interference occurs. The issue you are experiencing is with your controller and or VR setup.

Please check out the [Index tracking fix](#) documentation.

If no solution helps, please contact [Valve's support](#) to ask how to resolve this.

ForceTube Explorer/Storm

How do I setup my ForceTube or ProVolver to connect to PC and work in games?

You can click [here](#) to find the haptic setup documentation. Any further questions can be asked in the #ForceTube-specific channel of [our discord](#).

The ForceTube seems like a really cool thing. How intense is the kickback?

The ForceTube does kick on the shoulder when shooting in games.

On PC through Steam, the force feedback can be adjusted on our companion application. You can check how that works here (link to comp app doc)

If you want to see it in action, you can find reviews of the ForceTube on YouTube, just search for "ForceTube".

How do I install my Index controllers in the controllers mounts?

<https://www.youtube.com/embed/8jChsiA5TI8>

With my Valve Index controllers, I have bad tracking when I attach or attache back my cup to the stock or when I have a haptic reactions. Is your product interfering with the headset's tracking?

The Valve Index controllers were extensively tested for months before cups were released to ensure no such interference occurs. The issue you are experiencing is with your controller and or VR setup.

Please check out the [Index tracking fix](#) documentation.

If no solution helps, please contact [Valve's support](#) to ask how to resolve this.

On Quest 3, I have bad tracking when I attach my cup to the stock or when there is a haptic reaction. Is your product interfering with the headset's tracking?

There's an easy fix for that:

Go to your Quest 3's settings, and disable the hand tracking.

Guns don't line up properly in games making it hard to aim, how do I fix this?

Each person's body shape is different, so you'll want to manually adjust the stock with the provided Allen key. Refer to this video by Ragesaq on the best methodology to use when going through this process to get the optimal setup.

<https://www.youtube.com/embed/yoV8TQIEUYo>

How do climbing mechanics work when the controllers are attached. Playing population one?

The controllers are inserted in the controller mounts which are magnetically attached to the main frame, so you can detach the controller mounts from the MagTube, free your hands and put them back on when you need to.

Will the bipod be able to clip onto the ForceTube?

Yes, the Bipod we sell is compatible with all of our products containing tubes.

Does this come with a shoulder strap?

Yes, the ForceTube always comes with a sling to support it.

Is it possible to physically attach the ForceTube and the ProVolver?

Yes, The ProVolver has a magnetic attachment just like the magnetic controller mounts and can be attached to the MagTube or ForceTube.

Is the ForceTube able to pair on the Meta Quests along with bHaptic accessories (which also use bluetooth) at the same time?

Yes, this should be absolutely possible

Is the ForceTube able to pair on the PC along with bHaptic accessories (which also use bluetooth) at the same time?

Yes, this should be absolutely possible. But there's a small catch.

Our products can only connect to Bluetooth 4, where bHaptic can connect to both Bluetooth 4 or 5.

The ProTubeVR provided dongle does not support bHaptic products, and bHaptics provides a Bluetooth 5 dongle.

What you can do is getting a good Bluetooth 4 dongle. We recommend [ASUS' USB-BT400](#) or [TP-Link's UB400](#).

This will allow you to use both ProTubeVR's and bHaptics' products.

I have issues connecting my ForceTube to the PC / game via Bluetooth

If you are on Windows 11, check those settings:

- In "Bluetooth & other devices > Devices" (Bluetooth & other devices>view more devices) change the option "Bluetooth devices discovery" to "Advanced".
- Click on the "More Bluetooth settings" and activate the "Allow Bluetooth devices to find this PC" checkbox.

With that done, you can proceed with checking that you have only 1 Bluetooth radio in your Device Manager:

- Before anything, remove all Bluetooth devices from the Bluetooth menu.
- Once that's done, you will need to unplug the provided Bluetooth dongle.
- Then open the device manager by right-clicking on the Windows logo (bottom left of the screen).
- And disable all Bluetooth devices.
- Now you can plug the provided Bluetooth dongle back in.

You should only have one Bluetooth receiver now, avoiding any bugs.

One more thing is to plug the dongle on an unobstructed port like a hub on the desktop. Plugging it to the back of the PC can create interferences and reduce the power of the Bluetooth waves.

ProVolver

How do I setup my ForceTube or ProVolver to connect to PC and work in games?

You can click [here](#) to find the haptic setup documentation. Any further questions can be asked in the #ForceTube-specific channel of [our discord](#).

With my Valve Index controllers, I have bad tracking when I attach or attache back my cup to the stock or when I have a haptic reactions. Is your product interfering with the headset's tracking?

The Valve Index controllers were extensively tested for months before cups were released to ensure no such interference occurs. The issue you are experiencing is with your controller and or VR setup.

Please check out the [Index tracking fix](#) documentation.

If no solution helps, please contact [Valve's support](#) to ask how to resolve this.

On Quets 3, I have bad tracking when I attach or attache back my cup to the stock or when I have a haptic reactions. Is your product interfering with the headset's tracking?

There's an easy fix for that:

Go to your Quest 3's settings, and disable the hand tracking.

What controllers is the ProVolver compatible with?

The ProVolver is compatible with Quest 3/Pro, Quest 2, Quest 1/Rift S, Valve Index, HTC Focus 3 / XR Elite and Pico 4 controllers.

Does this come with a shoulder strap?

It depends:

- No.
- Yes, only if you take the shoulder stock option.

Is it possible to physically attach the ForceTube and the ProVolver?

Yes, this should be absolutely possible. But there's a small catch.

Our products can only connect to Bluetooth 4, where bHaptic can connect to both Bluetooth 4 or 5.

The ProTubeVR provided dongle does not support bHaptic products, and bHaptics provides a Bluetooth 5 dongle.

What you can do is getting a good Bluetooth 4 dongle. We recommend [ASUS' USB-BT400](#) or [TP-Link's UB400](#).

This will allow you to use both ProTubeVR's and bHaptics' products.

Is the ProVolver able to pair on the Meta Quests along with bHaptic accessories (which also use bluetooth) at the same time?

Yes, this should be absolutely possible

I have issues connecting my ProVolver to the PC / game via Bluetooth.

If you are on Windows 11, check those settings:

- In "Bluetooth & other devices > Devices" (Bluetooth & other devices>view more devices) change the option "Bluetooth devices discovery" to "Advanced".
- Click on the "More Bluetooth settings" and activate the "Allow Bluetooth devices to find this PC" checkbox.

With that done, you can proceed with checking that you have only 1 Bluetooth radio in your Device Manager:

- Before anything, remove all Bluetooth devices from the Bluetooth menu.
- Once that's done, you will need to unplug the provided Bluetooth dongle.
- Then open the device manager by right-clicking on the Windows logo (bottom left of the screen).
- And disable all Bluetooth devices.
- Now you can plug the provided Bluetooth dongle back in.

You should only have one Bluetooth receiver now, avoiding any bugs.

One more thing is to plug the dongle on an unobstructed port like a hub on the desktop. Plugging it to the back of the PC can create interferences and reduce the power of the Bluetooth waves.

I have the ProVolver Elite, can I use it without connecting via Bluetooth?

Totally, the ProVolver Elite allows standalone use with the use of its trigger. Simply click on the red (and only) button to change the set weapon.

Refer to the [ProVolver Elite setup](#) documentation to see what weapons are available.

Starter CQB

How do I install my Index controllers in the controllers mounts?

<https://www.youtube.com/embed/8jChsiA5TI8>

How do I install my PS VR2 controllers in the controllers mounts?

<https://www.youtube.com/embed/UE8VNrqXDeQ>

With my Valve Index controllers, I have bad tracking when I attach or attache back my cup to the stock or when I have a haptic reactions. Is your product interfering with the headset's tracking?

The Valve Index controllers were extensively tested for months before cups were released to ensure no such interference occurs. The issue you are experiencing is with your controller and or VR setup.

Please check out the [Index tracking fix](#) documentation.

If no solution helps, please contact [Valve's support](#) to ask how to resolve this.

On Quest 3, I have bad tracking when I attache my cup to the stock or when there is a haptic reactions. Is your product interfering with the headset's tracking?

There's an easy fix for that:

Go to your Quest 3's settings, and disable the hand tracking.

How do climbing mechanics work when the controllers are attached. Playing population one?

The controllers are inserted in the controller mounts which are magnetically attached to the main frame, so you can detach the controller mounts from the MagTube, free your hands and put them back on when you need.

Will the bipod be able to clip onto the ForceTube?

Yes, the Bipod we sell is compatible with all of our products containing tubes.

Does this come with a shoulder strap?

It depends:

- No.
- Yes, only if you take the shoulder stock option.

ProTas

How do I install my Index controllers in the controllers mounts?

<https://www.youtube.com/embed/8jChsiA5TI8>

How do I install my PS VR2 controllers in the controllers mounts?

<https://www.youtube.com/embed/UE8VNrqXDeQ>

SWINGiT Golf Edition

How do I install my Index controllers in the controllers mounts?

<https://www.youtube.com/embed/8jChsiA5TI8>

How do I install my PS VR2 controllers in the controllers mounts?

<https://www.youtube.com/embed/UE8VNrqXDeQ>

Is there a way to secure the controller in the cup?

Yes, simply use the ring on the ProSaber rod.

<https://www.youtube.com/embed/4aklcCYitM>

ProSaber

How do I install my Index controllers in the controllers mounts?

<https://www.youtube.com/embed/8jChsiA5TI8>

How do I install my PS VR2 controllers in the controllers mounts?

<https://www.youtube.com/embed/UE8VNrqXDeQ>

Can I make a ProSaber out of my MagTube without needing to buy anything?

Technically yes. But we do advise against making a ProSaber with magnetic controller mounts. Since you are not holding the controllers in your hand while using a ProSaber, the risk of them flying off and hit a wall is too great.

You can contact our support to ask for the screw needed to fasten the controller mounts. If you already own fastened controller mounts, you can go ahead, though. Just follow the [mounting instruction](#).

How do I set up Darth Maul mode in Beat Saber?

You can choose the "no arrow" option in the left option window in the game.

ProStraps

How do the ProStraps MK2 work?

The "Standalone" version is to be used on bare controllers and cannot be used with our other products.

The "Upgrade" version can only be used on our controller mounts and cannot be used on the bare controllers as they are.

How to I install my ProStraps?

Refer to the [ProStraps setup](#) document and [videos](#).