

# Quick Start Guide

Just got your ProVolver Haptic Pistol? Read this to learn how to use it like a pro in no time. This basic guide is intended to provide first time owners with the immediate necessary information to go from unboxing to using in game.

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# Getting Started

## **Getting Started (haptic device):**

1. After unboxing, the first thing you will need to do is charge your device. It arrives on low charge and takes about 7-8 hours to charge to full. You will know it is charging by the blinking yellow/orange LED when plugged in. To charge it, use the provided cable on a PC USB port, or 500mA USB charger. Again, if you do not see a blinking yellow/orange LED when plugged in, it is not charging and you will need to try a different power source. Quest headset power adapters will not charge your haptic device, for example.
2. Once fully charged (LED behavior varies, it will either show a white LED, or when unplugging from power and turning on the device will show a white LED) you may now pair to your respective VR setup. For PC you are pairing your device to PC, and for Standalone you are pairing your device directly to your headset. If you are using a Standalone HMD on PC, you will pair to PC.

## **Getting Starter (ProVolver cup):**

1. (note: more detailed assembly instructions available in the Tutorials Chapter) After setting your ProVolver to charge, the next thing you need to do is get the ProVolver cup. It will be in its own bubble wrap bag. For most HMD brands, a ProStrap will be included.
2. The ProStrap will need to be properly installed before inserting your controller. And your controller will need to be in the cup before attaching to the ProVolver haptic module. On the top of the ProStrap will be a filament insert intended to go inside the cup. Inside the cup near the top will be a small hole. A bump in the insert goes into that hole. The ProStrap is then held in place by the controller once inserted into the cup.
3. Before putting your controllers into the cup, it is suggested to wipe down the part of the controller that will go inside. This is to ensure optimal friction so they do not slide out easily. Next, observe the small hole in the bottom of the cup. This is intended for feeding the wrist strap through, and should be facing you, or away from the trigger button on the controller.
4. To install, simply start with the wrist strap and feed it through the small hole. Then push the controller into the cup until it cannot go any further. Use of excessive force is not required as it should easily go in until it hits friction, and then with a little bit of force you should be able to continue pushing in until it won't go any further. That is the point at which you should stop and it is considered installed in the cup. Refer to pics on the product page for how your controller should look. Please note: if you are using Index we have videos in Website tutorials under Cup.

5. With the ProStrap (if applicable) and controller correctly installed in the ProVolver cup you may now attach to the ProVolver. On one side of the ProVolver you will notice a rail mount system, like the one commonly found on rifle barrels. To attach the cup, you will need to extend the clamps and loosen the bolts to provide enough space to fit on the rail mount. We provide a small allen key for these bolts. Once loose enough, put one side on first, then you can move the other onto place. Make sure there is enough space so the top of your controller does not touch the top of the haptic module. When successful, retract the clamps and use the allen key to lock the bolts tight. Make sure there is no movement between the cup and the haptic module, and you are ready for use.

If you ordered the shoulder stock extension, wrist support, or the front extension, now is a good time to install those following our tutorials in the Tutorial Chapter.

# Bluetooth Pairing Standalone HMD (Quest 1, Quest 2, Quest Pro, Quest 3, Pico 3, Pico 4)

1. Before pairing for the first time, make sure your VR headset is fully charged.
2. Power on your haptic device, then use the headset to pair with Bluetooth like any other device. At some point in the pairing sequence you will see a confirmation code pop up. You can ignore (confirm) this since your haptic device does not have a screen from which to show the code. Proceed and then you are done. Your device will not show in actively connected devices. This is normal behavior.
3. To confirm whether or not it is successfully paired, launch a compatible game and enable haptics in game settings as required. Your haptic device will automatically pair with a distinct rumble, and the blinking white or green LED will turn solid as it rumbles. If it paired you are good to go! Skip to troubleshooting below if you encounter issues.

# Bluetooth Pairing Windows 10 & 11 PC VR

## Bluetooth Pairing Windows 11 PC VR:

1. All the steps for Windows 10 below apply with 1 major difference.
2. Before you can find your haptic device in Windows, you need to change a setting. There's an option in "Bluetooth & other devices > Devices" called "Bluetooth devices discovery". Set that to "Advanced" to be able to see your haptic device in Windows. Guide from Microsoft [here](#).

## Bluetooth Pairing Windows 10 (& 11) PC VR:

1. Important notice. Our haptic devices are compatible on PC using BT dongle with BT4.0 dongles only. Use of BT5.0 dongles may cause your haptic device to not function as intended. Things such as powering off shortly after connecting, unresponsive kick and rumble, etc. If your desktop PC motherboard has built in Bluetooth that is BT5.0 or higher it may still work. Check to see if it is Intel chipset or something else. If it is Realtek it probably won't work and you will need to get something else. If you are on a laptop YMMV and you may need to use a BT4.0 dongle. (refer to bHaptics troubleshooting down below for more information Bluetooth behavior on PC)
2. If your PC already has Bluetooth, simply power on your haptic device and pair it like any other device. If it does not, use the plug and play dongle included in the box. Confirm in device manager the dongle is working properly. At some point in the pairing sequence, you will see a confirmation code pop up. You can ignore (confirm) this since your haptic device does not have a screen from which to show the code. Proceed and then you are done. Your device will not show in actively connected devices. This is normal behavior.
3. To confirm whether or not it is successfully paired, you can either try our companion app [CTA companion app], or try launching a compatible game [CTA to compatible game list?] and enabling haptics in settings as required. Your haptic device will automatically pair to either with a distinct rumble, and the blinking white or green LED will turn solid as it rumbles. If it paired you are good to go! Skip to troubleshooting below if you encounter issues such as delayed or unresponsive kick and rumble.
4. If it didn't pair, reconfirm your Bluetooth is functioning properly in device manager. If using Bluetooth your PC (desktop users only) already has, and your PC has built in Wi-Fi, plug in the Wi-Fi antenna if it isn't already. Bluetooth on these types of motherboards rely on the Wi-Fi antenna to boost signal/increase signal strength, even if Wi-Fi itself is not being used. This should allow you to connect. If it doesn't, you will need to use the dongle included in the box and disable your existing Bluetooth before use. That way your haptic device properly pairs to the dongle.
5. If after step 4 it still won't pair, the dongle could be faulty (possibly as already indicated in

windows). You will want to try a different dongle. We offer free replacements covered by warranty for faulty ones through this form. If you choose to get your own dongle, make sure it is BT4.0 Intel chipset based. Realtek chipset based dongles do not play well with our devices for whatever reason and have difficulty pairing. Users have reported that the Asus BT4.0 dongle works well.

# Troubleshooting tips & tricks

## Haptic device not connecting to PC VR

1. If it didn't pair, reconfirm your bluetooth is functioning properly in device manager. If using bluetooth your PC already has, and your PC has built in wifi, plug in the wifi antenna if it isn't already. Bluetooth on these types of motherboards rely on the wifi antenna to boost signal/increase signal strength. This should allow you to connect. If it doesn't, you will need to use the dongle included in the box. Note: does not apply to laptops, you will need to use a dongle if built in BT doesn't work. Try Asus's BT 4.0 dongle that other users have reported works.
2. If you a) already have bluetooth on your PC and b) want or need to use the dongle, you will need to disable your existing bluetooth first. You can do so from device manager by right clicking on the bluetooth, and disabling it.
3. If after step 2 it still won't pair, the dongle could be faulty (possibly as already indicated in windows). You will want to try a different dongle. We offer free replacements covered by warranty for faulty ones through this form. If you choose to get your own dongle, make sure it is BT4.0 that isn't Realtek chipset based. Realtek dongles do not play well with our devices for whatever reason and have difficulty pairing. If the other dongle you chose to try also doesn't work, you will need to try another dongle. Users have reported Asus's BT4.0 dongle works so get that!
4. If kick and rumble are delayed, stuttery, or unresponsive, bluetooth signal may be too weak. This is likely when using existing bluetooth and not the dongle. On desktops using onboard BT plug in the Wifi Antenna if available and that should solve it. If it doesn't, you will need to use the dongle. Laptops will need to use a dongle if built in BT causes this problem. Try Asus's BT 4.0 dongle that other users have reported works.
5. Lastly, if your haptic device functions for 5 minutes then shuts off, this could be due to using BT5.0. If using onboard BT and your desktop PC has WiFi, try with the antenna plugged in. If the issue persists you will need to use the dongle or get a new WiFi/BT expansion card. Refer to bHatpics troubleshooting below for more information. Laptops will need to use a dongle if you encounter this problem. Try Asus's BT 4.0 dongle that other users have reported works.