

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.

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