

Troubleshooting Guide

Quick Steps for Success

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TROUBLESHOOTING CHEAT SHEET

Quick Tips for Common Issues

Here are some quick troubleshooting strategies for some of the most frequently asked questions and issues customers encounter while using Embodied Labs. For more detailed step-by-step instructions with images, please refer to the full troubleshooting guide that follows after this “cheat sheet.” For additional assistance, please contact Embodied Labs Support. We are happy to help!

EMBODIED LABS SUPPORT

Contact and Hours

support@embodiedlabs.com
(323) 421-7600

Monday & Wednesday

9:30 AM – 4 PM Eastern

Tuesday, Thursday, & Friday

9:30 AM – 8 PM Eastern

SETUP BEST PRACTICES

1. Connect laptop PC to power and **POWER ON laptop first**, prior to connecting headset.
2. Ensure that the app “Mixed Reality Portal” opens once the headset is plugged in. If you see a blue icon with a smile on your bottom taskbar, the app is running. 
 - a. If it doesn't open automatically, open the START () menu and type “Mixed Reality Portal” to search and open the application.
3. Ensure you are opening Embodied Labs via the Embodied Labs app icon on your desktop. 
4. Headset cables should be held loosely with a velcro loop on the left side of the headset band (not in the back center) to simply help hold the weight of the cable and prevent stress on the cable connections.
5. Swivel office chairs are recommended for the best viewing experience.
6. Ensure that there is ~2 feet of space on either side of the learner's seat and 1-2 feet between the learner and the desk so that the learner can freely and safely use their hands.
7. Ensure the learner waits until the screen instructs “Please put on your headset” before putting on the headset.
8. When in doubt, restart the computer.
9. Pre-download the experiences for highest quality and smoothest playback.

MISSING VR OPTION

1. Ensure that the app “Mixed Reality Portal” is open and the window says “Ready.” It looks like a blue icon with a smile on your bottom taskbar. 
 - a. If missing, open the START () menu and type “Mixed Reality Portal” to search and open the application.
 - b. If the window does not say “Ready” (It may give you an error code or say “Connect your headset”):
 - i. Unplug your headset cables and plug them back in.
 - ii. Ensure the headset’s extra power cable is plugged into the square box and power outlet.
2. Ensure that you open Embodied Labs via the Embodied Labs app icon ()
 - a. A common mistake is opening the Brave browser directly.
 - b. Ensure the Brave browser has VR permissions.

MISSING HANDS

1. User should try *waving* () both hands outstretched in front of them before gesturing Thumbs Up (). This often helps the sensor detect the hands. If hands are not appearing at all, try the following tips:
2. Check the rectangular Leap Motion Controller sensor attached to the front of the headset. At the top of the sensor, you should notice a **green** light to indicate that it’s receiving power.
 - a. If there is no green light, ensure that the Leap Motion Controller sensor is plugged into the PC.
3. Ensure that the Ultraleap () app is running in the system tray. When the mouse cursor hovers over the system tray icon, it should display the status “Idle” or “Tracking.”
4. *Double-click* on the Ultraleap app system tray icon to open up the settings dashboard. Check that **Device Orientation** is set to **“Inverted.”**
5. If the former tips are correct/complete, and there are still no hands, *right-click* on the Ultraleap app system tray icon and select “Restart Service.”
 - a. A Windows security message will appear asking for permissions. Select “Allow.”

EXPERIENCE FREEZING / LAGGING

1. Try advancing forward slightly on the timeline and see if it helps to continue.
2. Try restarting the lab by *Refreshing* the page or going *Back* in the browser.
 - a. Use the timeline to navigate back to where you left off.
3. Try downloading the experiences ahead of time to reduce issues with Internet connection.



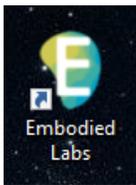
TROUBLESHOOTING GUIDE

Missing the VR button

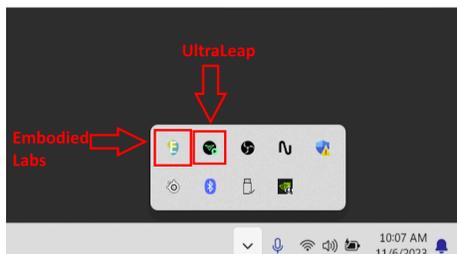
1. Verify that your VR headset is connected to the PC and has power.
 - a. You can tell if your headset is functioning by looking inside the headset. If you see the “Windows Mixed Reality” mansion, the headset is successfully connected to the computer.



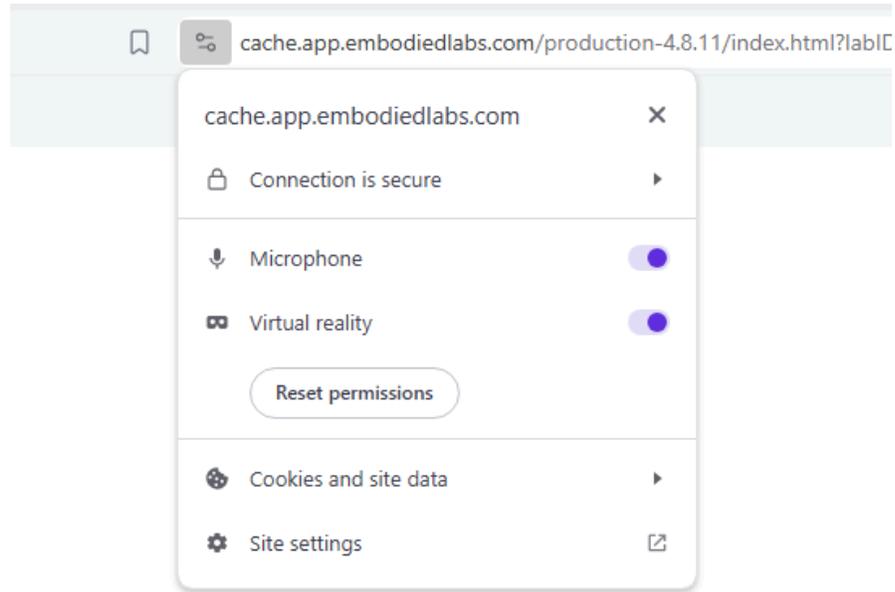
- b. Some headsets have a light on the front to indicate if successfully powered and connected.
 - c. If your headset requires wall outlet power, verify that it's connected to the block labeled “Plug in Headset Power”.
2. Ensure that you are opening Embodied Labs via the Embodied Labs desktop icon.



- a. Opening from the Embodied Labs desktop icon will automatically launch both the Embodied Labs application in the background and open the Brave browser () to the login page.

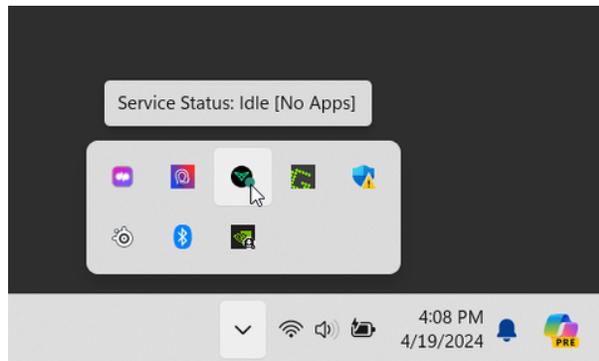


3. Verify that your Brave browser has permission to the VR headset.
 - a. This can be found on the Site Settings found in the address bar

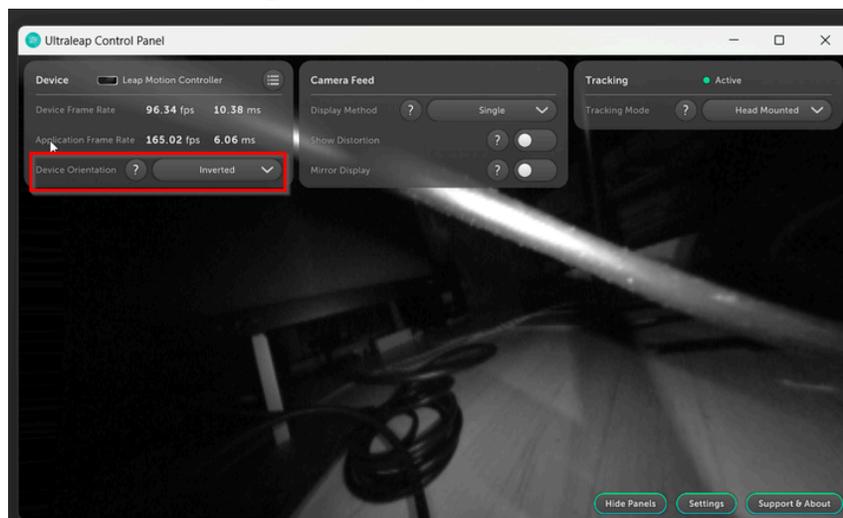


Not Seeing My Hands

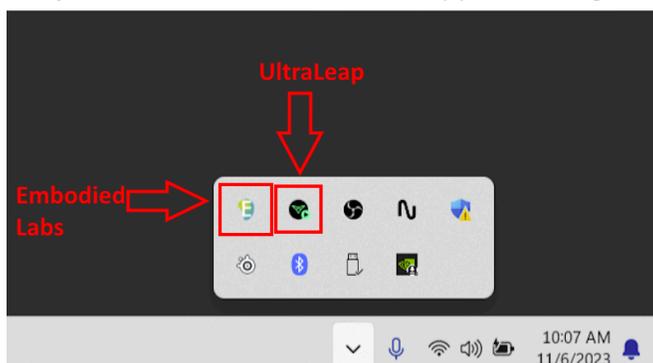
1. Verify that the UltraLeap software is running and says “Idle” or “Tracking”.
 - a. This can be seen in the system tray.



2. Verify that the Ultraleap Device Orientation is set to “inverted”.
 - a. Open the UltraLeap Control Panel by **double-clicking** the system tray icon, and the Orientation setting is at the top left.



3. Verify that the “Embodied Labs” app is running.

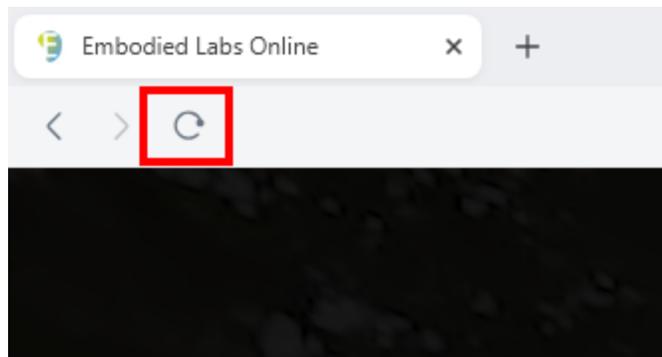


Experience Freezing

1. Move your position on the timeline to see if the experience continues.
2. Try having the lab pre-downloaded.
 - a. The download button will appear once you're in an experience. To know that it's running the downloaded version, you'll see a checkmark button.



3. Refresh the page and restart the experience.
 - a. Once the experience has been started again, use the timeline to move back to where the freeze happened.



Leap Motion Detaching From Headset

If your Leap Motion Controller sensor mount no longer attaches securely to the headset, we recommend using tape as a quick solution, being sure not to get tape directly on the front of the sensor. To get a replacement sensor mount, contact Embodied Labs Support at (323) 421-7600 or support@embodiedlabs.com.