**Diagnosing simulator issues**

Make sure that Windows Firewall is turned off and Windows Updates have been disabled

* Windows Firewall: Off
  + Control Panel / Windows Defender Firewall / Turn Windows Defender Firewall on or off / Turn off Private and public network settings
  + Control Panel/ Windows Defender Firewall/ Security and Maintenance/ Change Security and Maintenance setting/ Check off everything/ OK
* Windows update: Disable (It will change back to manual by itself. Keep it as Disable position Periodically)
  + Control Panel/ Administrative Tools/ Service/ Windows update/ General/ Startup type/ Manual to Disabled/ Apply/ OK

Shots aren’t registering:

* Check sensor test.
  + Menu / Sensor Test. If any dots are red clear debris away from sensors.
  + Manager Folder: sensor test with XGC Tester/Light
  + Check the Laser alignment. Use a ladder to unplug the light on the overhead sensors. Check to see if the red lasers align with the floor plate. Adjust accordingly.
* Check to see none of the buttons in the floorplate are sticking (Mulligan, Error, Ball Feed, etc.).
* If nothing is blocking sensor, watch player take a shot. Check to see if their shadow is covering part of a sensor.
* If it’s not registering for a putt and all the above has been checked, check to make sure the right hand/left hand setting is correct for player and the club is set to PT.
* If shot is being taken around the fringe, check to see if the software is suggesting a sand wedge or a putter. Change accordingly.
* If none of the above works, reset computer and lasers. Keep it shut down for 30-60 seconds and restart.

Shots aren’t accurate:

* If shot is being taken on the fringe, check to see if the software is suggesting a sand wedge or a putter. Change accordingly.
* Make sure right hand/left hand is appropriately set for player

If shots are hitting very high:

* + Check the Firewall settings and make sure they are turned off
  + Shut down lasers and computer. Let sit for 30-60 seconds then restart.
  + Make sure additional light sources aren’t shining in the sensor area
  + Make sure the sensor area is clean of all debris
  + Check the Follow & Last sensor. Swap with working bay sensor board. Replace the damaged Follow through sensor board. Contact X-Golf America Tech Support before swapping sensors.

Ball Spin:

* If Ball spin image does not show (Back spin number shows red color), try and restart the computer
* Check the Network card setting:
  + Change the Spin Camera setting: Control Panel/ Network Setting/ Change adapter setting/ Spin/ Property/ Configure/ Advanced
    - Advanced Setting
      * Jumbo Frame 9KB MTU
      * Max value of Receive Buffers (For example: 512)
      * Max value of Transmit Buffers (For example: 128)
      * Speed & Duplex 1.0 Gbps Full Duplex
    - Power Management
      * Allow the computer to turn off this device to save power - Uncheck

Not Able To Get Into Game Mode

* Make sure OFFLINE mode is selected on game setting window

Auto Tee:

* Balls are not coming up
  + Check floor console for E1 or E2 error message
    - Push the reset button on the floor console
    - Check to see if there are enough balls in the tray
    - Make sure nothing is blocking the rail
    - Check to make sure that “Mulligan” or any other buttons are not jammed
* Dispenser noise
  + Ball dispenser starts to vibrate in down position
    - Contact X-Golf Tech Support
* Tee does not go down
  + Check inside of rubber tee & clean out debris
  + Check all cables are properly connected
  + Contact X-Golf Tech Support
* Tee Height not reading correctly
  + Auto Tee changes to read (--) instead of (00) on the council and max height is 55mm
    - With no ball on the tee:  Hold the two green arrows together until the council blinks a number, then press the “C” button.  This will reset it back to the 70mm setting.

Laser Unit Light is too Weak

* Gently rotate the side of the laser to try and strengthen the light signal
* If laser remains too weak, laser warranty covers 1 year from installed date
  + Contact [info@xgolfamerica.com](mailto:info@xgolfamerica.com), [joseph.huh@xgolfamerica.com](mailto:joseph.huh@xgolfamerica.com) and [Gina.Lee@xgolfamerica.com](mailto:Gina.Lee@xgolfamerica.com) to order new Ceiling Laser for NEX System
  + Meanwhile, you can swap with left hand laser for temporary use
  + Replacement instructions located in AS Tutorial Video folder on desktop computer

System is lagging:

* Shut down system and lasers. Let sit for 30-60 seconds and restart.

Software freezes:

* Ctrl + Alt + Delete – Task Manager – Click XGolf and hit End Task.

L and R buttons on panel aren’t working:

* Use arrows on keyboard to change direction if a customer is on the simulator. Restart system when customer’s tee time is over.

Monitor Touchscreen Is not working

* Check if the USB cable is properly connected (PC<> Monitor)

Projector

* Lamp orange light is blinking
  + Check what the warning is about
  + Contact Epson Tech Support in US – 800.463.7766

**For all other issues that cannot be solved by the franchisee, please contact X-Golf America Tech Support:**

[**info@xgolfamerica.com**](mailto:info@xgolfamerica.com)**,**[**kyle.paek@xgolfamerica.com**](mailto:kyle.paek@xgolfamerica.com)**,**[**gina.lee@xgolfamerica.com**](mailto:gina.lee@xgolfamerica.com)**,**[**joseph.huh@xgolfamerica.com**](mailto:joseph.huh@xgolfamerica.com)**,**[**scott.minke@xgolfamerica.com**](mailto:scott.minke@xgolfamerica.com)**,**[**ryan.darcy@xgolfamerica.com**](mailto:ryan.darcy@xgolfamerica.com)**,**[**bryan.lubin@xgolfamerica.com**](mailto:bryan.lubin@xgolfamerica.com)

**For Online Tech Support – Make sure you have Team Viewer 9 for Windows installed on your computer**

[**http://teamviewdownload.com/teamviewer9-for-windows.html**](http://teamviewdownload.com/teamviewer9-for-windows.html)

**Provide Team Viewer ID and Password (if available) to X-Golf Tech Support so they can remote log in to your computer and provide support**