

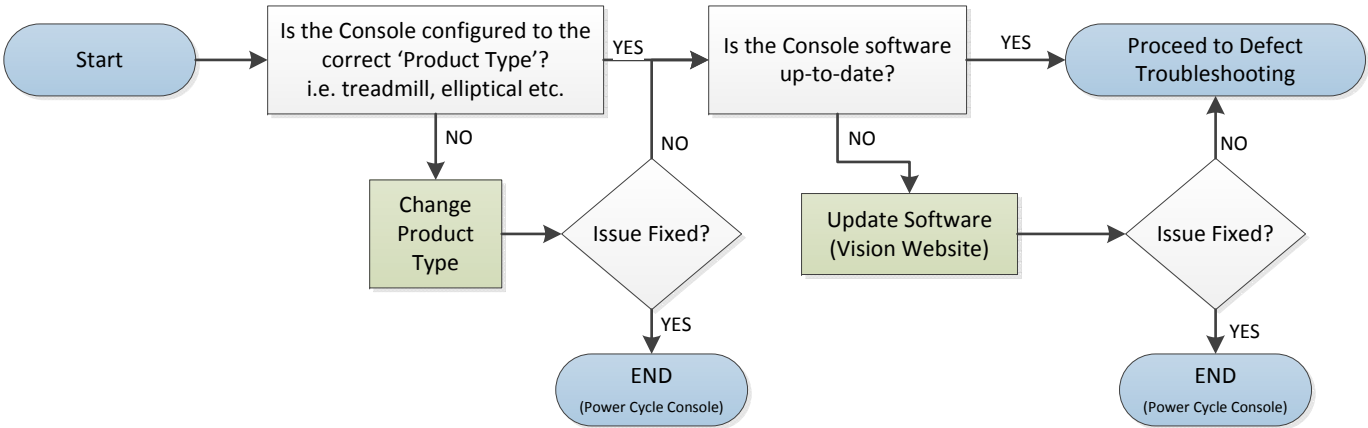


Pre-Troubleshooting Check

This basic check should be performed on all consoles. Click on **Green Boxes** for instructions.

If the problem is not solved by the Pre-Check method, continue to troubleshoot below.

Remember the occurrences below are rare.



Vision Touch Consoles – Virtual Active Defect Troubleshooting Guide

|                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Virtual Active Freezes / No Video       | <pre>graph LR     Q1[/VA is Preloaded?/] --&gt; Q2{Does it happen with every VA course?}     Q1 -.-&gt; Q2     Q2 -- YES --&gt; A1[Could be Corrupted SD Card]     A1 --&gt; A2[Send New Console]     A2 --&gt; A3[Return Defective Console]     A3 --&gt; E1([END])     Q2 -- NO --&gt; A4[Could be Corrupted Course]     A4 --&gt; A5[Send Pre-Programmed USB]     A5 --&gt; A6[Re-Install Console Software]     A6 --&gt; E1     Q2 -- NO --&gt; A7[Could be Corrupted USB Disk]     A7 --&gt; A8[Try New USB Drive]     A8 --&gt; Q3{Solved?}     Q3 -- YES --&gt; E1     Q3 -- NO --&gt; A9[Download and Unzip Course]     A9 --&gt; Q3</pre>                                                                                                                                                                                                                                                                                                                                                                                                        |
| Apple Product not playing Video         | <p><b>Please Note:</b> Apple Product(s) Video will not play on screen during Virtual Active. User will only hear audio from Apple Product in addition to ambient noises from Virtual Active</p> <p><b>Pre-Check :</b> Disconnect Apple Product &gt; Wait 5 Seconds &gt; Re-Connect Apple Product <small>Apple Product(s) will not show video if left connected to console when waking up from Energy Saver Mode (ErP State)</small></p> <pre>graph LR     Q1{Is Apple Product Compatible?} -- NO --&gt; E1([End Customer Support])     Q1 -- YES --&gt; Q2{Is Apple Product Jailbroken?}     Q2 -- YES --&gt; E1     Q2 -- NO --&gt; Q3{Does Apple Product have latest software update?}     Q3 -- YES --&gt; A1[Send New Console]     A1 --&gt; A2[Return Defective Console]     A2 --&gt; E2([END])     Q3 -- NO --&gt; A3[Have customer update software]     A3 --&gt; Q4{Solved?}     Q4 -- YES --&gt; E2     Q4 -- NO --&gt; A1</pre> <p><small>Johnson Health Tech is unable to provide support for incompatible or jailbroken devices.</small></p> |
| Virtual Active plays only Audio / Video | <pre>graph LR     Q1[/Only Video?/] --&gt; A1[See Virtual Active Freezes / No Video Section]     Q2[/Only Audio?/] --&gt; A2[If using USB – files have not been properly unzipped. Download and Unzip Course(s).]     A2 --&gt; A3[ELSE]     A3 --&gt; A4[Re-Install Console Software]     A4 --&gt; A5[Send Pre-Programmed USB]     A5 --&gt; E1([END])</pre>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Video Speed Not Accurate                | <p><b>Please Note:</b><br/>Normal Virtual Active Video Speed is 30 fps (Frames per Second).<br/>Slowest Speed is approximately 20 fps.<br/>Fastest Speed is approximately 40 fps.<br/><b>Video will not play slower or faster than minimum and maximum frames per second</b></p> <pre>graph LR     Q1{Issue Solved?} -- YES --&gt; E1([END])     Q1 -- NO --&gt; A1[Re-Install Console Software]     A1 --&gt; A2[Send Pre-Programmed USB]     A2 --&gt; E2([END])</pre>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |