



F.A.Q.

for

**Eagle Eye 2 Battery
Eagle Eye 4 Battery
Eagle Eye Barrel Assembly
Barracuda 2 Battery
Barracuda 4 Battery
CCM**

Current Revision: Oct 2011



This F.A.Q. is intended to address Predator Games Paintball Laser Tag products. If you come across a more specific problem not found in this document, please contact customer care at 888-950-1221.

Like most technology, Predator Games products may be confusing at first. It is important that you read the entire user manual for your product before determining if a problem actually exists. You'll find the user manual to be extremely helpful and informative.

We highly recommend that broken and inoperable units be returned to Tippmann Sports or Predator Games for diagnosis and repair. Any attempt by the end user to modify or repair a product immediately voids the warranty. Predator Games products contain electronic components and several small parts.

All Predator Games products come with a factory standard 1 year limited warranty from the time of purchase. Broken or inoperable units will be inspected upon return to determine if damage is covered under warranty. Customer will be notified of any repair costs (if any) before unit is repaired and shipped back. You can find your new product's specific warranty in the box it came in.



Q: My batteries don't seem to last very long and my product can only be used for a short amount of time (less than a few hours).

A: Be sure you are using only brand name batteries such as Energizer or Duracell. Discount generic batteries do not have the same power output and may last only half as long as a brand battery. Also check your battery clip contact points in the unit. They may be loose or worn and if bumped, become disconnected from the battery and power off the unit. If your equipment is very well used, normal wear and tear could have an effect on battery life as well. Rechargeables are not recommended but do work in most cases. Be sure all AA batteries are 1.5V. Brand new brand name batteries should last up to 30,000 shots and/or 48 hours of stand-by time.

Q: The sound on my product does not work or seems to work only intermittently.

A: Make sure the sound is turned on for your unit. You can accomplish this by going into setup and turning Gun Sound on/off. Old or weak batteries may also cause sound to fail. If you are getting no sound whatsoever upon start up or in game with fresh batteries, you have a bad speaker. Please contact customer service at 888-950-1221.

Q: My gun is not hitting or "killing" other units.

A: If you are using an Eagle Eye unit, make sure your audio cord is completely plugged into the main unit. Check to see if your barrel is clogged with dirt or debris. Clean out with q-tips and paper towel. Ensure the lens is clean and installed correctly (curvature facing outwards). Weak or old batteries may also limit output. Lastly, make sure you are targeting the opponents red box on their gun. It can pick up shots fired at it from any angle, and sometimes you are close but still missing. You can simply test this by setting up a Gun2Gun game with all your units and shooting at them one at a time from more than 10 feet away. If you are still not getting hits, contact customer service because you may have a bad barrel.

Q: My gun will not sync to a player in the Command Center Module, or CCM.

A: Ensure you are syncing your gun in the correct fashion. When a player is logged in and ready to receive a gun, first select "sync" and "sync to server" on the gun so it begins searching. Then click "sync equipment" under "manage player." It is important to note that once a specific gun has been synced to a player, it cannot be synced to another player until the original player is removed from the CCM. Sometimes guns, players, and games get mixed up so if you still cannot sync a gun to a player delete any closed and/or current games as well as active players. On occasion, your COM Port might not be configured correctly. Ensure that your CCM is plugged into a USB port and select Configure Serial

Port in the systems menu. If that does not work, try plugging the CCM into another USB port and reopen the CCM software. If all else fails, you will need to clear your database. First, click "backup CCM" to save any data or stats you still want. Then, go to the "systems" menu and click "clear database." Follow the procedure to clear. Click "restore CCM" to reload your saved data if desired.

Q: My CCM is grayed out and I cannot use it.

A: You need to register your CCM with a valid internet connection before you can use it. Be sure your computer is connected to the internet when you install the CCM software. You can register at www.predatorgames.net and sign in to the CCM afterwards. It may take up to 48 hours for the process to be finalized. If you are not connected to the internet when you install, be sure to connect to the internet at a later time and register. Click "field setup" in the file menu to sign in.

Q: Upon installing the CCM I don't know what COM port to select or I cannot select any of the options.

A: The software should automatically find the correct COM port to use. Errors may occur if you select the wrong COM port. If you cannot select any COM port available, disconnect all peripherals (except your keyboard and mouse) from your computer such as printers, iPods, etc and try reopening the program. If that still does not work, go into your Device Manager found in the start menu under Control Panel. It may be under Hardware or System. At the bottom is an expandable selection title Universal Serial Bus Controllers. Click to expand and check to see if any of the options have the yellow triangle exclamation alert. If found, right click and disable selection. Then try again. Please note that certain communication programs such as Skype, AIM, and MSN Messenger can affect your COM ports. Please be sure they are not running, even in the background. You can also try plugging your CCM into a different USB port.

Q: I don't know if my version of software is current.

A: You can check the current version of your software on both your unit and the CCM. To check what version your Eagle Eye or Barracuda unit is currently using, power on the unit. Go into "setup," scroll down to the serial number and click select. At the bottom of the next screen is your current version number. It should say '3.18V' or something similar. Consult the Software Updating Procedures manual found on PredatorGames.com to learn more about versions and how to update. To check your version of the CCM software, start the program and the version will be displayed upon start up. You can also go into the "About" menu and select "About This Program." The version of software you are running is backwards compatible so it should not conflict with older versions. You can use units with different versions to connect to each other or the CCM. For specifics on compatibility, check the Compatibility sheet found on



PredatorGames.com. As noted before, if you are outdated on any software, consult the user manual for instructions on how to update.

Q: My guns (either Eagle Eye systems or Barracudas) disconnect randomly from the game they are in but do not shut down.

A: Your guns may be too far from the server (CCM or gun hosting the game). Be sure you're using strong batteries. The unit may run on weaker batteries, but at shorter distances. Try setting the gun to "Outdoor Mode" in the settings menu. They will have a wider range of play. You may also wish to invest in an antenna booster for your CCM if using that. This will amplify your signal and increase your playable area. They generally cost about \$40. Heavy foliage or thick barriers may also limit CCM to gun range and could cause a disconnection. Try a closer range with more line-of-sight. Contact tech support for more information.

***Special Notice: Guns may lock up or power down if they hit each other simultaneously. This programming problem has been fixed with gun software update 3.18. Always be sure your equipment is running on the latest software versions.

Q: I am getting random error messages when I use my CCM.

A: Different computers from around the world may behave differently when running the CCM software. You want to be sure your computer's date, time, and region settings are all configured to US English. You can choose these settings in the Control Panel, found in the Start menu of your computer. After setting the date, time, and region to US English, reboot your computer before using the CCM.

You also want to be sure you installed the CCM correctly according to the installation guide and manual. Remember to install using *only* the default settings and locations during the setup process. It is also a good idea to install the software As An Administrator (right click on Setup.exe file and select Run As Admin). Running the program regularly should also be as an admin, and can be done the same way.

Q: I am pulling the trigger on my Barracuda quickly, but I only hear one gun shot every few seconds.

A: Software prior to version 3.18V utilizes an older framework which only allows the gun shot sound to activate once every second. If you are pulling the trigger faster than that, the gun is in fact shooting, even though the sound is not going off each time. You can verify this by looking at your ammo count on the screen of your gun. Versions 3.18V and sooner correct this problem and the gun shot sound should occur much faster.



Q: Can I put a player back into a game if they have dropped from it or lost power?

A: Yes and no. If you are using the CCM, and a player's gun shuts off for whatever reason, simply turn their gun back on and click Sync from the Active Player's menu of the CCM. They will rejoin the game with all their previous stats. You will have to close the Game screen and return to the main screen, but this will not end your game. Click on the Basic Games button to get back into your game.

If you are running Gun2Gun games (without the CCM), you cannot rejoin that game if the player drops. A new game must be set up.

Q: Why is my Medic player unable to revive dead players?

A: Medics can only give back health to players who are still alive. They cannot bring an eliminated player back into play. For example, if Player A has 3 lives left out of 5, a Medic can shoot him 2 times to give him health back up to 5. Medics provide 1 health per shot, up to the maximum number of health set up for that game.