

Trouble Shooting

The following represents a trouble shooting guide for possible problems that you may experience with any of the products developed by Predator Games including the Eagle Eye, Barracuda, and the Command Center Module (CCM).

Before you Start

Read your owners manual before you start. Not reading or following the directions will almost guarantee that you will have issues. Before you start trouble shooting, we highly recommend you update your Command Center Module (CCM) to the most current version. We are constantly updating the CCM software with new features and potential error fixes. A simple update may be all you need.

Customer Service

Feel free at any time to contact Predator Games customer service center at 888-950-1221 or service@predatorgames.com. It may be necessary to have a representative from Predator Games walk through the software with you in order to find out why you are having issues. In order to do this you will need to prepare the following:

- Please have a computer with the Command Center Module software and the CCM server box available.
- Please make sure to upgrade your Command Center Module software to the most current version.
- Please make sure that the computer you are using has internet access. **This is very important.**
- Please have on hand at least two Eagle Eye or Barracuda system with new batteries.

Hardware

Potential hardware problems can be divided into two categories. The Eagle Eye system uses markers developed by other companies such as Tippmann Sports. If you experience any problems with the marker you are using, you will need to contact the manufacturer of that marker directly.

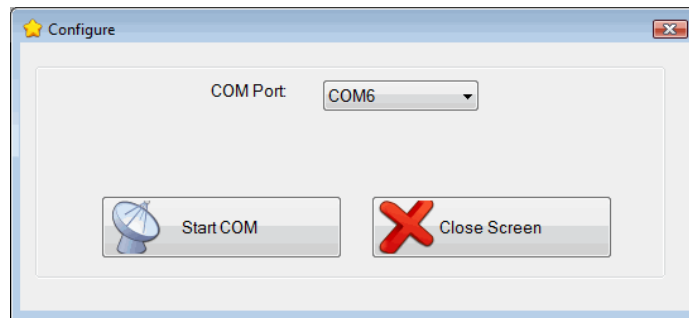
If you experience any mechanical problems associated with the Eagle Eye electronic hopper, Eagle Eye electronic barrel, Barracuda, or Central Command Center server box you will need to contact Predator Games customer service center at 888-950-1221 or service@predatorgames.com. Mechanical problems would include any damage or malfunction to the hardware components. For startup and usage questions please refer to the User Manual on the product in question. For questions relating to software, communications, etc please see the remainder of this Trouble Shooting guide.

CCM Installation Problems

The Command Center Module software can be installed on Windows XP, Windows Vista, and Windows 7 operating systems. The Microsoft Windows operating platforms are a very complex piece of software. In previous versions of the CCM installer we have had troubles installing the .Net portion of our product on some computers. Predator Games has recently upgraded our installation program to overcome this problem. You may download this new software installation program for free at http://www.PredatorGames.net/Public_Files/CCM-Install.zip. If you continue to experience installation problems after using this new software installation program you will need to contact Predator Games customer service center at 888-950-1221 or service@predatorgames.com.

CCM Serial Port Problems

Depending on how your personal system is configured you may or may not see the *CONFIGURE SERIAL PORT* screen at the start up of the CCM software. Our software has been developed to automatically search and configure your serial port to work with the CCM server. On some systems however this is not possible and the Configure Serial Port screen will automatically appear. If you see the screen below it will be necessary to select the available COM port on your system that is using the CCM server. You will need to consult your Microsoft Window manual to accomplish this or use the trial and error approach until you have selected the correct port. In most cases this choice will be easy as there will only be one or two options. **Make sure that your grey and black CCM server is plugged into your computer via the supplied USB cable.**



Problems Syncing Units to CCM software

If you experience any problems syncing your Eagle Eye or Barracuda units to the Command Center Module software please refer to the check list below of common solutions:

- Make sure that your grey and black CCM server is plugged into your computer via the supplied USB cable.
- Make sure that your COM Serial Port is correctly configured on your computer. You may have a conflict with another USB device. You may need to consult your Microsoft Window manual to solve this.
- If you have software version 2.10 or greater on your Eagle Eye or Barracuda systems and versions 1.13 or greater on your CCM software you will have the option of being able to change your RF Channel. The channels must be the same on all your systems in order for them to communicate properly.
- You may be experiencing an RF range problem (see below). The simplest way to verify this is to make sure that you are syncing your units near by your CCM module.
- Make sure that all of your Eagle Eye and Barracuda unit have fresh batteries. If you experience blinking on the screens of any of these units during operation then it is time to change the batteries.
- Make sure that you have first created an Active Player (see user manual). It is required that you first have an active player before you can sync an Eagle Eye or Barracuda system to them.
- On very rare occasions you may be experiencing a corrupt database. The simplest solution to this is to Restore a previously backed up version of the CCM software. Did you forget to back up your software? Please contact the customer service department at Predator Games so that we may walk you through the process of clearing your database.

Problems Shooting Players

If you are experiencing any problems shooting another player in a CCM created game please refer to the check list below of common solutions:

- You will want to first check to make sure that units in question are in the same game. Since the CCM software allows you to control multiple players and multiple games, this is an easy item to overlook.
- Make sure that the unit in question is not terminated or has not run out of ammunition. Both of these items can be seen on either the CCM Game Manager screen or the game manager screen on the unit in question. A terminated player will be red.
- In order to verify that there are no mechanical problems with the unit in question you will want to play a unit-to-unit game (non-CCM game). Please refer to your Eagle Eye or Barracuda user manual in order to do this. If the unit in question can shoot another player and get hit from another player, then mechanically there is nothing wrong with the individual systems and the problem resides with the CCM software. If the units can not hit or receive shots, then there is a mechanical problem with your system and you should contact Predator Games customer service center at 888-950-1221 or service@predatorgames.com.
- On very rare occasions you may be experiencing a corrupt database. The simplest solution to this is to Restore a previously backed up version of the CCM software. Did you forget to back up your software? Please contact the customer service department at Predator Games so that we may walk you through the process of clearing your database.

RF Range Limitations

The Radio Frequency (RF) communication devices that are built into all of our Predator Games products have a maximum range of one mile as per factory specifications. The antenna that we include in the CCM server is a low cost antenna that works for most fields and fun centers. Some types of buildings, dense woods, or hilly terrain may cause the RF signal to deteriorate. You will notice this deterioration of signal when your Eagle Eye or Barracuda units can no longer communicate back to the CCM server during game play. There are several things that you can do to increase either your RF range or your game play experience if this happens:

- By factory default setting Eagle Eye and Barracuda units are set to Indoor Mode. This will limit the RF range in order to save on batteries. By changing this setting to Outdoor mode you can increase your RF range.
- If you have software version 2.10 or greater on your Eagle Eye or Barracuda systems and versions 1.13 or greater on your CCM software you will have the option of being able to change your RF Channel. You may be in an area that is experiencing saturation of your RF channel. Simply changing the channel on both the CCM and your Barracuda/Eagle Eye systems will solve this situation. The channels must be the same on all your systems in order for them to communicate properly.
- If you have software version 2.10 or greater on your Eagle Eye or Barracuda systems and versions 1.13 or greater on your CCM software you will have a new feature called Refresh. This new feature will pull the time, ammunition, kills, hits, and health off of each system playing the game. You may do this at any time the players are back in range or at the end of the game in order to synchronize all the scoring information and update your CCM software.
- Another solution that we recommend in areas that prove difficult for RF signals to penetrate is to purchase a third party signal booster and high gain antenna. Our recommendation for an economical solution is below. Please take note that much more powerful (and expensive) solutions are available if allowed in your area. Please feel free to contact Predator Games customer support if you need further recommendations.

- Attached a 2.4 Ghz Signal booster to your CCM box in place of the current antenna. You will want the RP SMA Plug option. The cost ranges from \$40 up to \$100 dollars. Two options we recommend are: <http://www.dealextreme.com/details.dx/sku.33422> and/or http://www.amazon.com/Alfa-designed-increase-performance-Bluetooth/dp/tech-data/B002BFOCO2/ref=de_a_smt_d.
- You will then attach to the top of the Signal Booster a high gain antenna. The cost at the time of writing this trouble shooting guide is \$40.00 and can be purchased online at: <http://www.amazon.com/o/ASIN/B0002F3E9M/mixi-20/ref=nosim>
- If you want more improvement you can place a coax cable in between the Signal Booster and High Gain antenna. You would then put the High Gain antenna up on top of a building or pole. A 25 foot coax cable costs approximately \$45.00 and can be purchased online at: <http://www.datapro.net/products/reverse-polarity-sma-antenna-cable.html>

CCM Program Error

- If receive an actual program error while operating the Command Center Module software you should contact Predator Games customer service center at 888-950-1221 or service@predatorgames.com.
- Be sure to capture a screen shot if this occurs. This will help determine the problem and speed up a fix.

Updating Software Errors

From time to time Predator Games will release a software update for the CCM, Eagle Eye, or Barracuda. Predator recommends the immediate installation of released updates in order to provide you with a trouble free experience. Please refer to your product manual for installation instructions. You can only update your Eagle Eye or Barracuda through the CCM program. Otherwise, they need to be sent to Predator directly. It is important that you update your Eagle Eye or Barracuda *only* when fresh batteries are installed. If the unit loses power during the update process, it may corrupt the unit or “brick” it so that it cannot be used and must be sent to Predator for restoration. You must be connected to the internet in order to perform any update and obtain the new software.

- You must have the current version of CCM software (2.32) in order to download the latest gun software (3.18v). Beginning in October, 2010, ONLY four battery units can be updated. Older two battery units will no longer be updated. The most current version for two battery units is 2.17A.
- Guns running a version of software 3.17 or older may only be updated through the CCM wirelessly.
- Guns running a version of software 3.18 or newer may be updated through the CMM by either USB cable or wirelessly. The USB offers a slightly faster updating process.
- If your unit will not update, please be sure it is synced to a player and version is read by the CCM. This is displayed in the player info row found on the Active Players screen or in the Update Systems screen. If no version number is show, you must delete that player and resync the gun to them. You can only update one gun at a time. If you still cannot update, click Deactivate All Players in the systems menu, and resync that gun again, then attempt to update.
- If your version of CCM does not update to 2.32 after you have clicked on the update icon, you will have to manually download the update from the Software Updates section of www.predatorgames.info. Download the file then click on the Setup/Installation file to update. YOU MUST UNINSTALL THE PREVIOUS VERSION OF CCM FROM YOUR COMPUTER. THE CCM FOLDER MUST ALSO BE DELETED.