

**VTS COMS email:** VTS-Support@obsidiansg.us

**VTS Hotline**

## **Power & Startup Issues**

### **The trainer will not power on. What should I check first?**

- Verify the system is plugged into a live power source
- Check the main power switch/breaker and any external power distribution panels
- Ensure circuit breakers and fuses are not tripped
- Confirm emergency stop (E-STOP) buttons are disengaged
- Check for power indicator LEDs on the main chassis
- Reboot trainer. If problem still exists, contact Tech Support.

### **The system powers ON but shuts down immediately.**

- Verify correct input voltage/amperage outlet
- Inspect power cables for damage or loose connections
- Allow the system to cool and retry
- If problem still exists, contact Tech Support.

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## **Video / Display Problems**

### **The trainer system is ON, but no video is displayed on one or more monitors.**

- Confirm the display device is powered on
- Verify correct input source (HDMI, DisplayPort, DVI, etc.)
- Verify all power strips are powered ON located on top of crew station
- Verify power strip on IOS desktop is powered ON
- Reseat video cables at both ends
- Try a known-good cable
- Restart the graphics subsystem or reboot the system
- If problem still exists, contact Tech Support.

**Video is displayed but is distorted, flickering, or low resolution.**

- Inspect cables for damage
- Check display resolution and refresh rate settings
- Verify the display device supports the configured resolution
- Test with a different display
- If problem still exists, contact Tech Support.

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**Keyboard / Mouse / Input Device Issues**

**The keyboard/mouse is not responding.**

- Verify the keyboard is securely connected, reseal the connection
- Test with a known-good keyboard
- Restart input services or reboot the system
- If problem still exists, contact Tech Support.

**Control grip/Control handle(s) are not responding.**

- Launch the device calibration or diagnostic utility
- Reboot and retry
- Reboot trainer. If problem still exists, contact Tech Support.

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**Simulation Software Issues**

**The simulation software will not launch.**

- Ensure all computers are powered on – manually power on if possible
- Reboot and retry

**The simulation crashes during operation.**

- Run system diagnostics
  - Reboot and retry
- If problem still exists, contact Tech Support.
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## **Diagnostic Software & Tools**

### **The diagnostic tool reports hardware errors. What should I do?**

- Launch the approved diagnostic tool from the maintenance menu
  - Run a full system health check or specific test
  - Address flagged issues in order of severity
  - Reboot trainer. If problem still exists, contact Tech Support.
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## **Audio Issues (Common Add-On)**

### **No audio is heard during the simulation.**

- Check speaker or headset power
  - Verify correct audio output device is selected
  - Inspect volume and mute settings
  - Test with a known-good headset or speaker
  - Reboot trainer. If problem still exists, contact Tech Support.
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## **General Recovery Steps**

### **What is the recommended recovery sequence if the issue persists?**

1. Log off and Shutdown the simulation software
  2. Reboot the system
  3. Run full diagnostics
  4. Document the issue and escalate to maintenance support
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