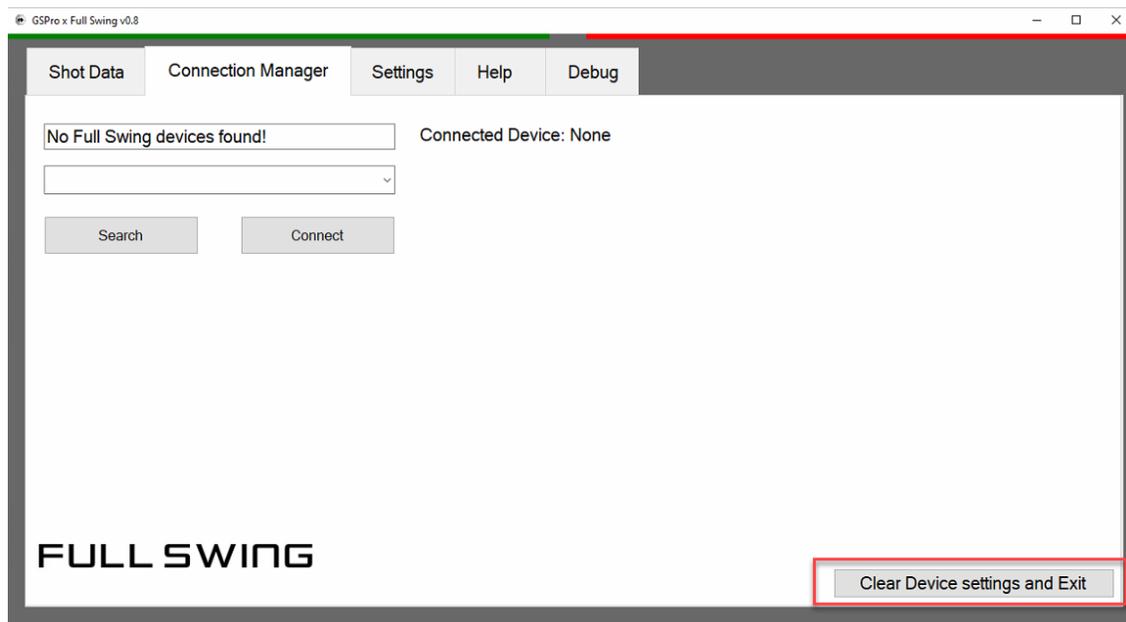


KIT & GSPRO Connection Troubleshooting

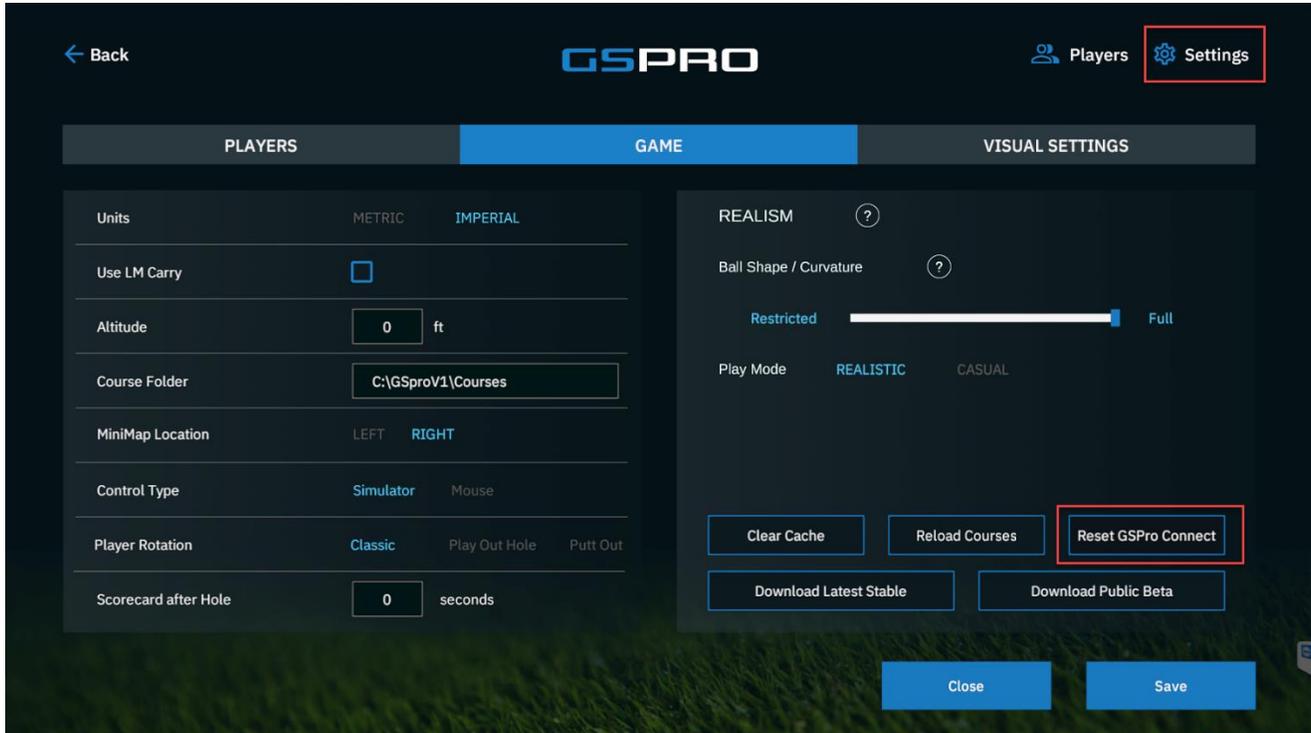
This document is designed to help with troubleshooting the connection between the KIT and the GSPRO software. Please note these tips are for connection issues between devices.

Unable to Connect via Wi-Fi

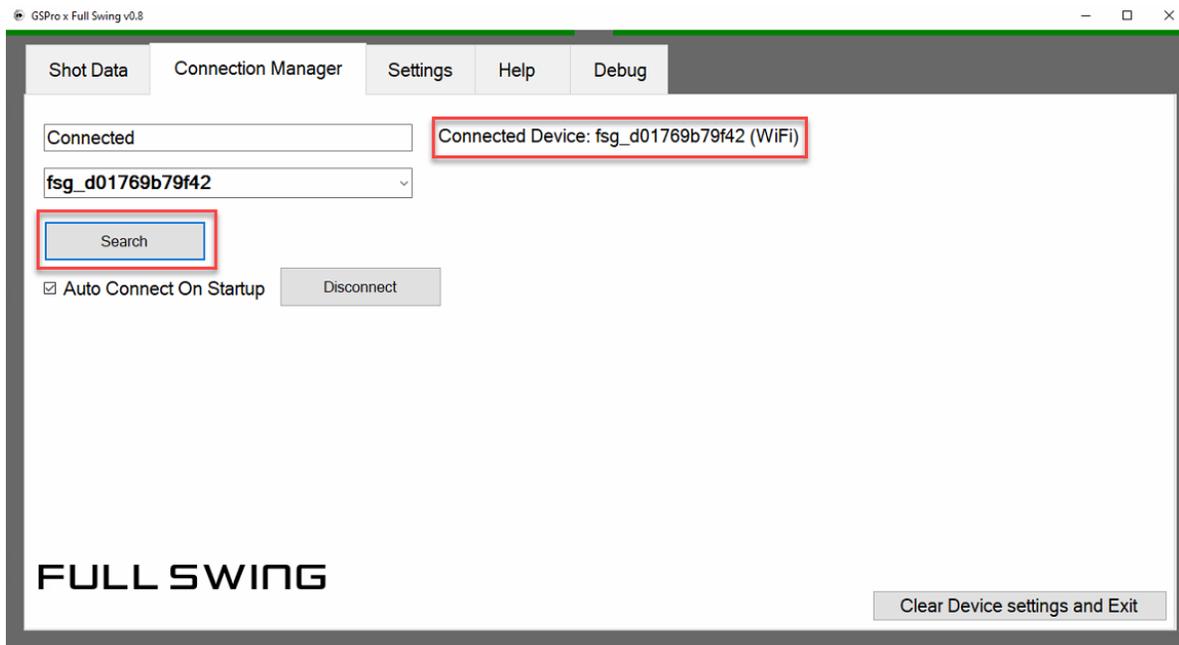
1. Make sure the **KIT** is paired to the same local **Wi-Fi** network as the laptop.
2. On the **FS IOS** application, go to “**My Devices**” and remove any devices. Then re-pair the device via the **FS IOS** application. Make sure the **KIT Wi-Fi** symbol displays after connection.
3. Make sure the **KIT** is not displaying the red “**Game Disconnected**” mode on the **KIT OLED**. The **KIT** will not always connect when this screen is displayed. On the side of the **KIT**,  press the menu button “**Exit Game Mode**”. Then select **Screen** and the **Enter** button to get back to the normal display. On **GSPRO**, click **Search** on the **Connection Application**.
4. Unable to locate the **KIT** in the **Connection Application**, click the “**Clear Device Setting and Exit**” button. This will close and remove the device from the Connection Application.



- After clearing all devices. On the **GSPRO** game, click the **Settings** icon in the top right.



- Under the **Game Tab**, click “Reset GSPRO Connect”.
- Back to the **Connection Application**, click **Search** multiple times until the **KIT ID** appears and connects.



8. **DO NOT CLOSE** the **Connection Application**. Just **Minimize** the screen so you can begin playing.

NOTE: If you close the **Connection Application**, you will drop your **Wi-Fi** connection to the **KIT**. The **Connection Application** must stay open during the duration of the game play!

Wi-Fi to the laptop is crucial for these two technologies to connect; ensure you have good signal when operating the **Full Swing KIT Studio**.

Unable to Connect via USB-C

1. Make sure the **USB-C** cable is securely connected to the port on the **laptop**.
2. Make sure the **USB-C** cable is securely connected to the power port on the **KIT**.
3. **KIT** should display a **USB** logo next to the battery power on the **OLED** of the **KIT**.
4. If **KIT** is not displaying a **USB** logo, unplug and power cycle the **KIT**. Plug the cable back in and look for the **USB** logo. No logo still, then contact **Full Swing Support** to ensure the correct driver is installed on the laptop.
9. **Connection Application** not seeing device. Click the **“Clear Device Setting and Exit”** button. This will close and remove any devices from the **Connection Application**.
10. After clearing any devices. On the **GSPRO** game, click the **Settings** icon in the top right.
11. Under the **Game Tab**, click **“Reset GSPRO Connect”**.
12. Back to the **Connection Application**, click **Search** multiple times until the **KIT ID** appears and connects. **USB-C** connection should connect automatically.