WARNING - USB POWER MANAGEMENT PRECHECK

WARNING - REQUIRED WINDOWS USB POWER SETTINGS (DO THIS FIRST)

Windows can automatically turn off USB ports to save power. This may cause random disconnects during gameplay even when the hub lights look normal. Disable the USB power-saving settings below on every event computer before operation.

VIDEO LINK (YOUTUBE) - USB POWER MANAGEMENT
https://www.youtube.com/watch?v=aYygBoh751E

STEP 1 - DEVICE MANAGER
(USB HUB POWER MANAGEMENT)

1. Right-click **Start** and open **Device Manager**.
2. Expand **Universal Serial Bus controllers**.
3. For each **USB Root Hub** and **Generic USB Hub**:
   • Right-click -> **Properties**
   • Open **Power Management** tab
   • **Uncheck** "Allow the computer to turn off this device to save power"
4. Click **OK** and repeat for each hub listed.

STEP 2 - POWER OPTIONS
(USB SELECTIVE SUSPEND)

1. Open **Control Panel** -> **Power Options**.
2. Click **Change plan settings**.
3. Click **Change advanced power settings**.
4. Expand **USB settings**.
5. Set **USB selective suspend setting** to **Disabled**.
6. Click **Apply** then **OK**.

TECH CHECK AFTER SETTINGS (RECOMMENDED)

Reconnect the powered hub, confirm hub indicator lights are active, then open **Windows Game Controllers (joy.cpl)** and verify both controllers are visible before launching the game. If disconnects occur later, use the quick troubleshooting page next and restart the PC only as a last resort.

Client-safe connector wording:
gyro sensor USB male connector -> active extension cable USB female end

Video walkthrough for USB power settings (YouTube) - click here
URL: youtube.com/watch?v=aYygBoh751E

Do this once on every event PC before setup to prevent random USB disconnects.
This technical precheck page is followed by the client troubleshooting quick sheet.

QUICK TROUBLESHOOTING

SURFING SIMULATORS - Disconnect / No Response Recovery

DO NOT RESTART THE PC FIRST - RESEAT CABLES, CHECK HUB LIGHTS, VERIFY CONTROLLERS, THEN RESTART THE GAME

FAST RECOVERY STEPS

1. Check that the gyro sensor USB male connector is fully seated in the active extension cable USB female end at the surfboard.
2. At the powered hub, unplug and replug that board's extension cable until the hub indicator light turns on.
3. If the hub light is on, open Windows USB Game Controllers (joy.cpl) and confirm BOTH controllers are listed.
4. Tilt each board left and right to confirm Windows sees movement.
5. Close and reopen the game. This fixes most disconnects without a PC reboot.
6. Restart the PC only as a last resort after all checks above.

FIELD CHECKS

Hub light OFF: Reseat the extension cable at the powered hub. Try another hub port if needed.

Hub lights ON, no game response: Open joy.cpl. If controllers are visible, restart the game only.

Only one controller visible: Reseat that board's cable chain and test again.

Both boards offline: Check hub power adapter and the hub-to-laptop USB cable.

Intermittent dropouts: Secure cables with Velcro or tape so foot traffic cannot tug the connections.

Same board keeps failing: Swap the short board-side USB cable or use your backup gyro sensor connector.

TROUBLESHOOTING CHART

SYMPTOM	ACTION
No board movement in the game	Check the gyro sensor USB male connector at the surfboard. Make sure it is fully seated in the active extension cable USB female end.
Hub indicator light for one board is OFF	Unplug and replug that extension cable at the powered hub until the light returns. Then test the game.
Hub lights are ON but the game still does not move	Open Windows USB Game Controllers (joy.cpl). Confirm both controllers are visible and responding. Then restart the game.
Windows shows only 1 controller	Reseat the disconnected board's cable chain (board connector to extension, extension to hub). Try a different hub port.
Both boards stopped at the same time	Check hub power adapter, AC outlet, and hub-to-laptop USB cable. Reseat hub power and uplink.
Controllers are visible in Windows but the game is frozen	Close the game completely and reopen it. A PC reboot is not required unless the game will not relaunch.
Still no response after all steps	Restart the laptop/PC as the final step only. After reboot, confirm hub lights and controllers before starting the game again.

EVENT TIP: Keep spare board-side USB cables and one backup active extension cable in the kit. Most field issues are simple cable reseats.