



## How to Fix: Pistol Recoil Kit Splitting Laser ID's

A splitting laser ID is an incident that can present in different ways. One way to tell that your laser ID has split is when one shot is fired from one weapon, yet two shots appear on screen. If you are in Marksmanship, a warning stating "Wrong Laser ID Detected" may appear. In Scenarios, this may present as a different weapon than the one in use, multiple shots, or no shots registered at all.

If you are unsure if your laser ID is splitting, it can be confirmed by using the "**FREE FIRE DIAGNOSTICS**" page. This can be reached by selecting the Home Button in the bottom left, then "**ADMINISTRATION.**" From here, select "**V-TRACKING TOOLS.**" On this page, towards the bottom left, you will find "**FREE FIRE DIAGNOSTICS.**" Once selected, a downrange Bullseye will appear. Use this screen to test fire the weapon with the kit that you suspect is having difficulties.

This issue can be caused by a few different things, including:

- Dead or improperly installed batteries
- Tracking may not be calibrated
- Exposure optimization is too low
- Trainee Set not set up correctly
- Weapon not set up with correct Laser ID

Almost always, the problem is related to a dead or improperly installed batteries within the recoil kit. The solution is simple - just replace the button cell batteries in the pistol recoil kit and verify you have the correct orientation of all the batteries.

Another common issue is that the system may need to be calibrated, or is not calibrated properly. Calibration can be completed in "**V-TRACKING TOOLS**" in the "**PROCESS OPTIONS**" area of the screen. If you are unsure how to accomplish this process, review the calibration manual or walk-through video in the [V-RC](#).

Exposure optimization can also be adjusted using the "**EXPOSURE**" slider within the "**EXPOSURE OPTIMIZATION**" tab of the "**V-TRACKING TOOLS**" page.

If your kit is tracking on the "**FREE FIRE DIAGNOSTICS**" page but not in Scenarios or Marksmanship, please check your Trainee set and Weapons to ensure that the correct Laser ID is assigned to the weapon, and the correct weapon is assigned to the Trainee. For example, if your kit presents as Laser ID 2 in free fire, ensure that the Trainee Set you are using has the assigned weapon set to Laser ID 2.

These troubleshooting steps may be applicable to all equipment including: Pistols, Rifles, OC, and others.

If you follow these steps and your laser ID is still splitting, contact our service and support team.

**VirTra Service & Support:** +1-480-508-5977 | [Service@VirTra.com](mailto:Service@VirTra.com) | V-RC: portal.virtra.com