

If your first setup stops

Find the last check that worked. Try its first recovery action before changing any advanced setting.

Last thing you saw	Check next	First action
Excap Studio installed, but no Dongle status	Setting → About → 2.4G Dongle Driver	Reconnect the Excap Link Dongle; use the included driver's Install action only if the app says the driver is missing.
Dongle online, fewer than eight Tracker cards	The missing Tracker's power and charge	Short-press it, charge it if needed, and check Device again. Use pairing only for an unpaired or wrong-channel Tracker.
Camera says Cable Connected but never Wi-Fi Online	Wi-Fi band and camera power	Use a 2.4 GHz network and recheck the password and power cable. The “settings sent” message only proves the USB setup step.
Camera is online, but no marker groups appear	Front-facing Tracker lights and camera aim	Keep Waist/Hip and both lower-leg Trackers on the body front with buttons up; aim the camera toward them. See Headset Mode details .
A Tracker is online but has the wrong body label	Auto Joint Binding preview	Choose the eight-point plan and compare each New Binding before applying it.
Skiing Pose is unavailable	Natural Standing status	Complete Natural Standing first, then Skiing Pose.
A pose fails or says a joint tilted too little	Bound and online Trackers	Fix the missing Tracker or bend the named joint more, then retry the pose.
SteamVR is open, but the headset says Not Ready or Disconnected	Headset power, cable or wireless PC connection, and SteamVR tracking status	Wake the headset and reconnect it to this PC. Wait until SteamVR shows it as tracked, then select SteamVR in Excap and retry. Selecting the output mode does not connect the headset.
VRChat does not show Calibrate FBT	Excap's top data mode, SteamVR headset and Excap SteamVR driver	Select SteamVR output in Excap and check that SteamVR and the headset are live. If the driver was skipped during installation, use Setting → About → SteamVR Driver → Install , then reopen VRChat's Quick Menu.
Calibrate FBT finishes, but legs do not follow	Body-part assignments and Excap pose calibration	Correct the mapping in Device , redo both Excap poses, then calibrate again in VRChat.

When asking for help, report **which row stopped you, what the screen said, and which recovery you tried**. This is more useful than saying “tracking does not work.” Do not share your Wi-Fi password in a screenshot or report.

If you have agreed to **Diagnostic recording**, use the [Report a problem](#) page to send the RP1 Bug report with the failure details.

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