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G3
Haptic
System

D BOX G3 Haptic System User Guide

Contents

D BOX G3 Haptic System

Specifications

- **Package Contents:** Kit of 2 actuators
- **1 x** Actuator Control Module (ACM G3 FLEX)
- **2 x** Haptic Actuator(s)
- **Power Cables:** US and Euro
- **2 shielded** ethernet cables (1 ft, 13 ft)
- **Installation hardware:**
  - **1.5 and 3 systems:** 10x M6 hex bolt and lock washers
  - **6 system:** 1x ACM access door, 6x quadrex 6-32×3/8

Product Usage Instructions

Unboxing

1. Unpack the product from the box.
2. Visually inspect the product for damage.
3. If any part appears to be broken, contact your reseller or the D-BOX Support Team.

Inventory

- Ensure that you have all the components necessary to assemble your system. Refer to the 'Package Contents' section if needed.

Voltage Selection

- Set the ACM to meet your region power voltage by using the switch selector located at the back of the ACM: 120V/230V.

Actuator Endings

- If using non-captive endings, once the actuators are installed on your platform, drop the actuators into the ending. Operating the haptic actuator(s) without the ending installed may cause irreparable damage.
- If using captive endings, refer to the G3 User Guide for detailed instructions.

Brackets Installation

- Attach your haptic actuators to your platform using either the brackets provided by D-BOX or your reseller.

System Connection

- Connect your haptic system per the plan provided in the G3 User Guide. Refer to detailed wiring diagrams for assistance.

PACKAGE CONTENTS

(Kit of 2 actuators)

- 1 x Actuator Control Module (ACM G3 FLEX)
- 2 x Haptic Actuator(s)
- Power Cables (US and Euro)
- 2 shielded ethernet cables (1 ft, 13 ft)
- Installation hardware
- Different for each system, refer to the table below.

1.5" and 3" systems:

- 10x M6 hex bolt and lock washers

6" system:

- 1x ACM access door
- 6x quadrex 6-32×3/8

OVERVIEW

- Thank you for purchasing your G3 haptic system! Please make sure to follow each step one by one to make your system operational.
- Unboxing
- Inventory
- Voltage Selection
- Haptic Actuator Endings
- Brackets Installation
- System Connection
- D-BOX Connect Account Creation
- D-BOX HaptiSync Center Installation
- Firmware Update
- System Configuration (Optional)
- Test & Play
- Complete G3 User Guide is available on our **website**.

UNBOXING

- Unpack the product from the box.
- Visually inspect the product for damage. 3 If any part appears to be broken, contact your reseller or the D-BOX Support Team*.

INVENTORY

- Ensure that you have all the components necessary to assemble your system. Refer to the ''Package Contents'' section if needed.
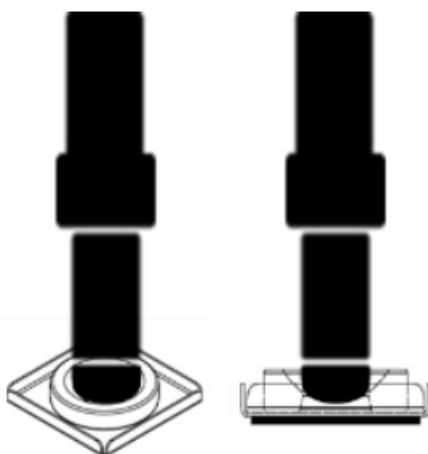
VOLTAGE SELECTION

- Set the ACM to meet your region power voltage by using the switch selector located at the back of the ACM:

120V/230V

ACTUATOR ENDINGS

- If using non-captive endings, once the actuators are installed on your platform, simply drop the actuators into the ending.
- Operating the haptic actuator(s) without the end installed may cause irreparable damage.
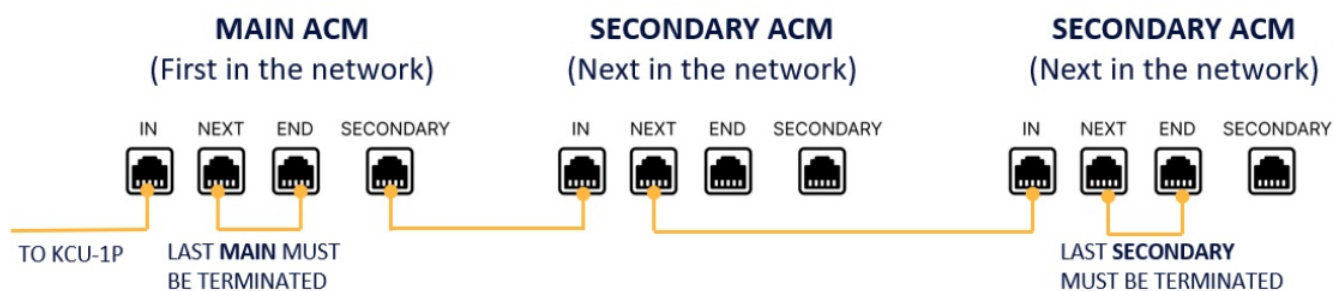

- If using captive endings, please refer to the **G3 User Guide** for detailed instructions.

BRACKETS INSTALLATION

- Attach your haptic actuators to your platform using either the brackets provided by D-BOX or your reseller.

SYSTEM CONNECTION

- Connect your haptic system per the plan below. See **G3 User Guide** for detailed wiring diagrams

D-BOX CONNECT ACCOUNT CREATION

- Create your D-BOX account on the D-BOX Connect **website**.
- This is mandatory to install haptic codes for games (D-BOX Coded Gaming mode) and to have access to D-BOX Coded Video mode.
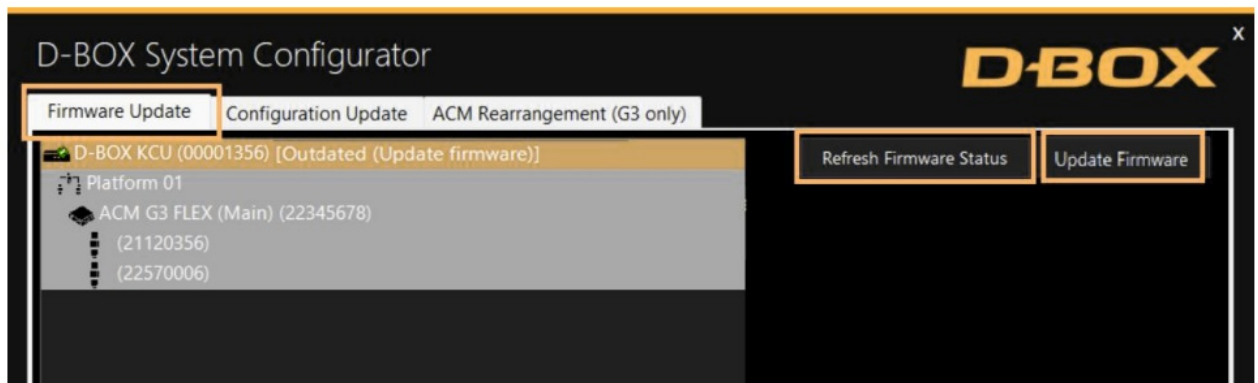- You will be prompted later to log in when opening D-BOX HaptiSync Center.

D-BOX HAPTISYNC CENTER INSTALLATION

1. Download D-BOX HaptiSync Center from our **website**.
2. Install the software on the computer (PC) that will be connected to your haptic system.
   - D- BOX HaptiSync Center software suite includes system's drivers in addition to the following software and utilities.
   - D-BOX Adaptive Gaming Configurator
   - D-BOX System Monitor
   - D-BOX Stimuli Presenter

FIRMWARE UPDATE

As D-BOX upgrades the ACM firmware regularly, we recommend that you update your equipment to the latest firmware version using the D-BOX System Configurator.

1. Download D-BOX System Configurator from our **website**.
2. Extract the compressed file and run the installer. Note that the User Guide is in the Windows Start menu/D-BOX folder.
3. **Firmware update:**
   - **a)** Make sure your haptic system is powered on.
   - **b)** Open the D-BOX System Configurator from the Windows Start menu/D-BOX folder.
   - **c)** From the Firmware Update tab, click Refresh Firmware Status.
   - **d)** If the system shows ''Outdated (Update firmware)'', click Update Firmware and follow the on-screen instructions:
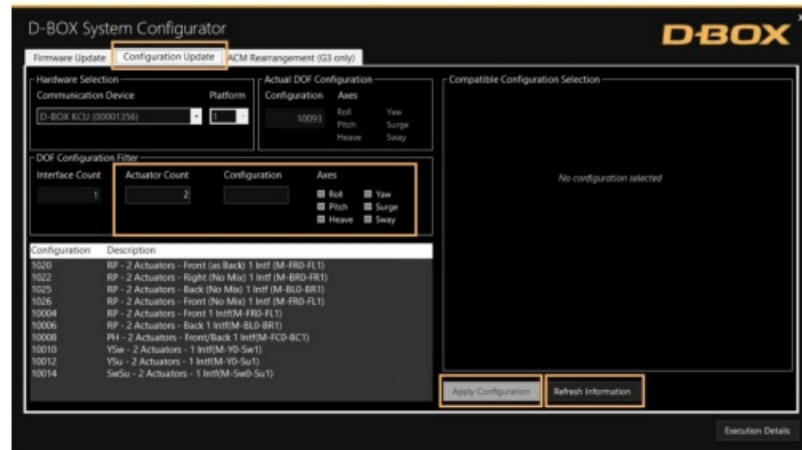

SYSTEM CONFIGURATION OPTIONAL

- Your G3 haptic system comes with a default configuration.
- If your requirements differ from the factory configuration, you need to change the configuration before installing your haptic system, using the D-BOX System Configurator.
  1. Select the Configuration Update tab. Click Refresh Information. Make sure the Actuator Count matches

with your system. If not, make sure that all power cables and ethernet cables are firmly connected.
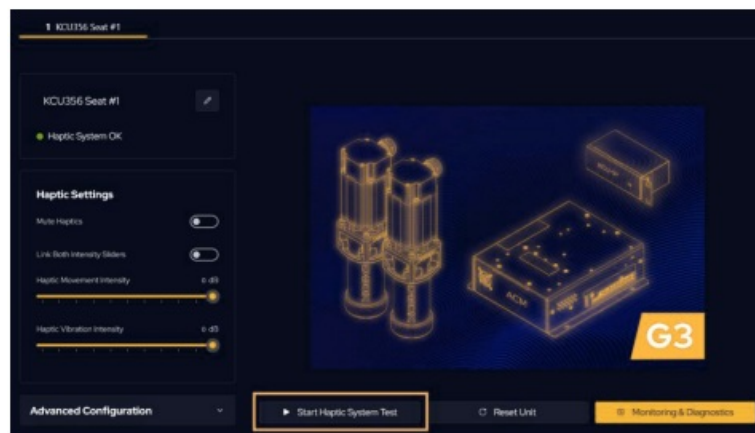
2. Enter the configuration number matching your system or select the axes you want for your system. Click Apply Configuration.

- Close the System Configurator when completed.

TEST & PLAY

1. From the Windows Start menu, open D-BOX HaptiSync Center and enter your D-BOX Connect account credentials.
2. Make sure your HaptiSync Mode is set to D-BOX Coded Gaming.
3. Click on the Haptic Output tab, then click Start Haptic System Test.

- Your haptic system should start moving and vibrate following a factory haptic pattern.

4. Click Stop Haptic System Test to stop the test.
   - It's now the time to enjoy your new haptic system with your favorite game or movie!

Customer Service

- **Address: 2172 Province, Longueuil, QC Canada J4G 1R7**
- **Email: support@d-box.com**
- **Phone: US: 18884423269.931**
- **Other regions: +14504423003ext.931**
- **2469140004**
- **EN1 January 2025**

FAQ

- **Q: Is it mandatory to create a D-BOX account for using the haptic system?**
  - **A:** Yes, creating a D-BOX account is mandatory to install haptic codes for games and access D-BOX Coded Video mode.
- **Q: How can I update the firmware of the ACM?**
  - **A:** You can update the ACM firmware using the D-BOX System Configurator available for download on the D-BOX website. Follow the provided instructions for updating to the latest firmware version.

Documents / Resources

D BOX G3 Haptic System [pdf] User Guide
G3 Haptic System, G3, Haptic System, System

References

- **Secure, AI-Powered Content Management, Workflow & Collaboration**
- **connect.d-box.com/**
- **D-BOX Software Downloads | Motion Core, App and More**
- **User Manual**