

IMPACT POWER AND CONNECTION TROUBLESHOOTING

March 2025

TURNING YOUR IMPACT ON AND OFF

Turning the Impact on after the first-time setup usually just requires you to pick it up from the dock, or a quick press of the power button. If you're having issues getting a unit to turn on, try the following:

- Charge the affected unit(s) on the charging dock connected to a USB power supply rated 1.5A or higher for at least one hour.
- Remove the Impact from the charging dock.
- Press the power button.
- If the device doesn't turn on, hold the power button for at least 15 seconds, then release it.

When you first charge your Impact, it won't show any charging lights. This is because the device is placed in a hibernation mode after it's assembled, preventing the batteries from draining in storage.

Once you've charged your Impact for 1 hour, turn it on by holding the power button on each unit for 15 seconds, then releasing it. The light will flash white as it turns on. Place it back on the charging dock to see the charging light.

ONE OR MORE OF MY IMPACT UNITS WON'T CHARGE

The units should snap snugly into the charging port on the dock without needing any force. From left to right, place the left, chest and right units into the dock to charge them.

Remember, before firmware v2.3, a unit won't display a charging light if it is off. You can turn a unit on by pressing the power button, or reset it by holding the power button and then releasing it after 15 seconds. When docked, you should see a white or green charging light.

If you continue to experience issues:

- Ensure the charging dock is plugged into a USB socket rated 1.5A or higher.
- Make sure all cables are securely plugged in.

Disclaimer: This document provides guidance for Shardfall, the Quell Impact and Launcher, which are no longer actively supported as of March 2025. While we strive to offer accurate information, Quell is not responsible for any issues arising from continued use of this product. Replacement parts and updates may no longer be available. For further assistance, please visit <https://playquell.com/pages/impact-sunset> or contact support@quell.tech. Thank you for being a part of this journey.

- Make sure the docking ports on the units and the dock are clean and free of obstructions.
- Try a different power supply and/or USB-C cable.

New units won't display a charging light until activated. Once charged, activating your Impact for the first time is easy—just hold the power button on each unit for 15 seconds, then release it.

ONE OR MORE OF MY IMPACT UNITS WON'T CONNECT TO THE DONGLE

If a unit won't connect to the dongle, try turning it off and on again. If the problem persists, try unplugging the dongle and plugging it in again, then resetting the affected units by holding the power button and releasing it after 15 seconds.

Make sure your Impact controllers are within 3 meters of the dongle, and avoid areas with a large number of Wi-Fi or Bluetooth devices. Avoid placing the controllers or the dongle close to large metallic objects, particularly between the dongle and controllers.

I'M HAVING PROBLEMS CONNECTING MY IMPACT TO WI-FI

The Impact uses a 2.4 GHz Wi-Fi connection to download the latest firmware update. 5 or 6 GHz networks are not supported.

When you enter your Wi-Fi details as part of the Launcher setup, these details are sent to the Impact for it to connect. The Launcher will display an error if it is unable to connect. If you get an error, make sure:

- The Wi-Fi name and password you have entered are correct
- The Wi-Fi network is a 2.4 GHz network
- The Wi-Fi network has an active internet connection
- The Wi-Fi network is on and with a signal stable and strong enough for the Impact to connect to (the closer to the Wi-Fi source the better, with minimal obstructions between the USB dongle and Wi-Fi router)
- The Impact dongle is connected, and all your units are turned on
- If your Wi-Fi network has multiple access points (AP) overlapping the Impact location, try to disable all of them except for the one closest to you



If the issue persists, you can try to use a Wi-Fi hotspot on your computer or your mobile/cellphone. Pick a name and password with only alphanumeric characters when setting up the hotspot.

The Wi-Fi is only used to update the Impact firmware, and you don't need it to play every time.

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