



PU AIR KOREA – Troubleshooting Guide

This guide is designed to help you quickly resolve common issues with PU AIR KOREA products before contacting customer support. Please follow each section step by step.

Before You Start (Important)

- 1 Make sure PU CONNECT is updated to the latest version.
- 2 Confirm that you have loaded a supported aircraft in the simulator.
- 3 Check that all cables are properly connected (HDMI cable required for screen-equipped products).
- 4 If the device does not work initially, reboot your PC and try again.
- 5 Load another supported aircraft and check if the same issue occurs.

Power Does Not Turn On

- 1 Try using a different USB cable.
- 2 Connect the device to a different USB port on your computer.
- 3 If you are using a USB hub, connect the device directly to the motherboard USB port.
- 4 Test the device on another PC or laptop to determine whether the issue is with the hardware or computer.

Device Powers On but PU CONNECT Does Not Connect

- 1 Completely uninstall PU CONNECT and reinstall it (make sure to remove the PU AIR KOREA WASM folder as well).
- 2 Go to Windows → Devices and Printers → right-click the device → Remove device. Unplug the product, reconnect it, and test again.
- 3 Temporarily disable antivirus software or Windows Defender and test again.

Buttons or Knobs Do Not Work

- 1 Check that the device shows a green (connected) status in PU CONNECT.
- 2 Go to Windows → Devices and Printers → right-click the device → Game Controller Settings → Properties, and verify that physical button inputs are detected.
- 3 Try a different USB cable and USB port.
- 4 Close any third-party programs (AAO, Lorby, SPAD, etc.) to avoid key-binding conflicts.
- 5 Run PU CONNECT as Administrator.
- 6 Remove the device from Windows Devices and Printers, unplug it, reconnect it, and test again.

Screen Does Not Display (Screen-equipped Products)

- 1 Try using a different HDMI cable.
- 2 Connect the HDMI cable directly to the graphics card output.
- 3 Try using an HDMI-to-DisplayPort adapter cable.
- 4 Check Windows Display Settings and make sure the display mode is set to 'Extend', not 'Duplicate'.
- 5 Run PU CONNECT as Administrator.

In-Game Screen Popup Does Not Work (SPA)

- 1 For MSFS: Make sure a key is assigned to 'New UI Window Mode'. Press the assigned key + Left Click on the in-game CDU screen, then click SPA in PU CONNECT.
- 2 For X-Plane: WEBFMC PRO is required for screen pop-out functionality. Please install and purchase WEBFMC PRO.
- 3 Ensure that the CDU screen is set to 'Extend' mode in Windows, not 'Duplicate'.

If the Issue Persists

- 1 The platform you are using and the aircraft loaded.
- 2 A detailed description of the issue and which troubleshooting steps you already tried.
- 3 A screenshot of the PU CONNECT log.
- 4 Photos or a video clearly showing the hardware or software issue.

If none of the steps above resolve the issue, please email the information above to support@puairkorea.com.