

Avatar SDK3.0

Troubleshooting - Common Errors/Issues

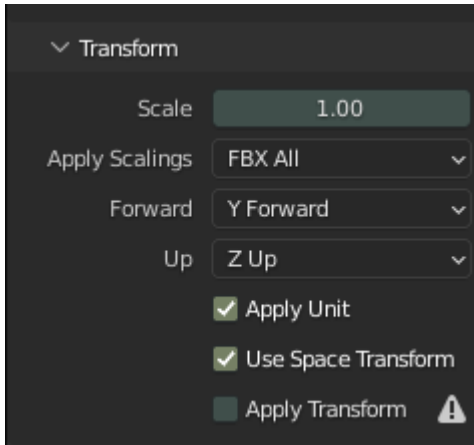
My avatar is turning into an eldritch being! Help!

- [Importing issues](#)
- [Shapekey-related](#)

Importing issues

My character is HUGE but doesn't look huge in Blender!

- Make sure you've checked that, when exporting from Unity, you've scaled down your avatar and set the scale to FBX All:



From there, you can check the approximate scale in Unity by adding a 1.5-unit tall cube (which is about ~5'8").

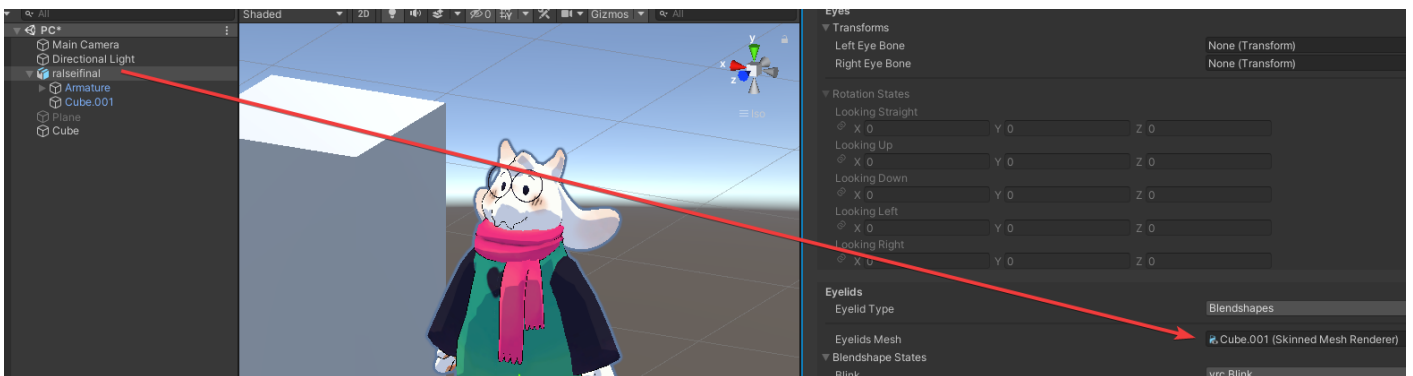


Alternatively, there's this excellent tool for Unity FBX exporting: [MACHIN3tools](https://machin3tools.com/).

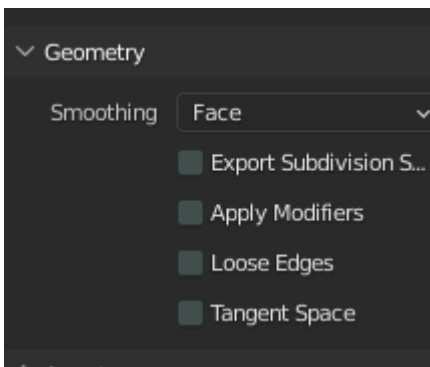
Shapekey-related

My custom shapekeys (body shape, lipsync, etc) won't save properly / display ingame!

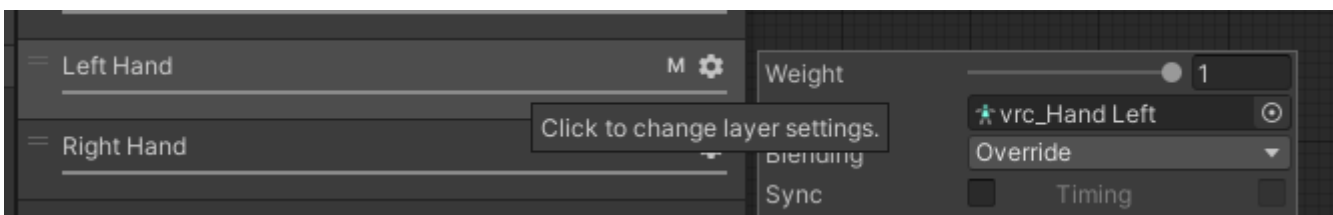
- If importing custom animations from Blender, make sure that they don't have junk keyframes assigned for shapekeys in the Animation panel.
- Make sure the body mesh selected for the visemes/blink is properly dragged-and-dropped from the hierarchy.



- When exporting from Blender, make sure that the geometry tab of the export settings looks like this, with Apply Modifier unchecked:

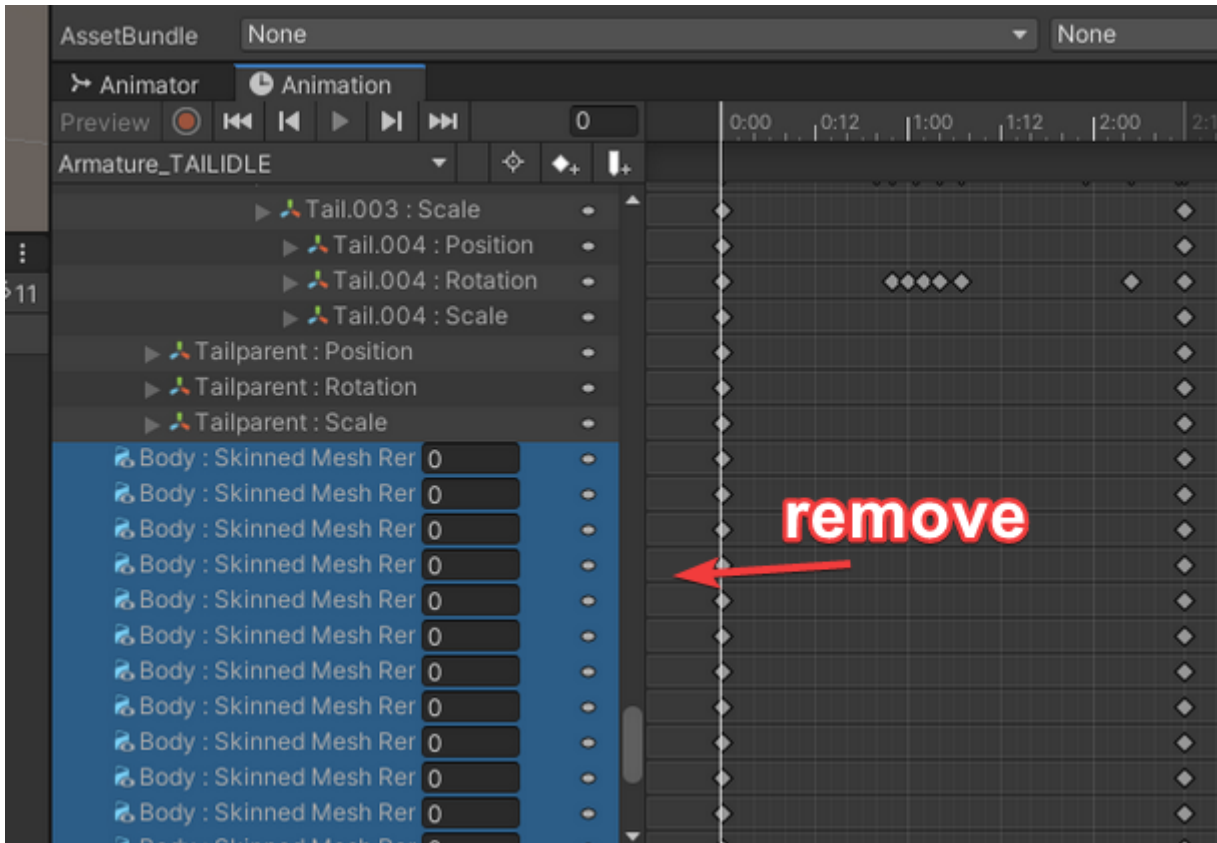


- In the Animator panel for the gesture controller, if applicable, make sure that the weight is set to 1 and that the override is properly set (or in some cases not set):

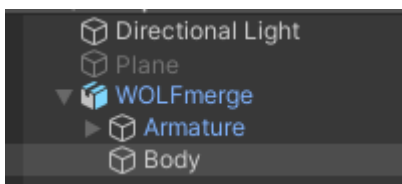


My lipsync isn't working / the mouth is frozen open!

- Check the section above and make sure 'Apply Modifiers' is unchecked in the FBX export settings in Blender.
- Make sure all animations (idles like tail swishing or arms to the sides) exclude blendshapes. You can delete keyframes easy enough.
- Make sure when you set your body mesh that you are dragging from the hierarchy and NOT the assets section!
- The body should be labeled Body (case-sensitive).
- Idle anims (tail wagging) need Loop Anim (not pose!) and Write defaults enabled.



- If you imported animations from Blender, duplicate them (after setting up avatar) and remove the shapekey frames.
- If your character's mouth is open in T-Pose, make sure the 'sil' viseme is at 100 in the Body mesh settings.



Extent X 0.9152792 Y 0.8484061 Z 0.5825794

▼ BlendShapes

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