

htc®



VIVE™

User guide

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Trademarks and copyrights

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About this guide

We use the following symbols to indicate useful and important information:



This is a note. It provides detailed information for setup, common questions, and what to do in specific situations.



This is a tip. It will give you an alternative way to do a particular step or procedure that you may find helpful.



This indicates important information that you need in order to accomplish a certain task or to get a feature to work properly.



This is a warning. Take note to avoid potential problems or prevent damage to your hardware.

Information contained in this guide may have changed. For the most up-to-date information, including the latest version of this guide, go to [VIVE Support](#).

Before using the product, carefully review VIVE safety information and follow all product safety and operating instructions on <https://www.vive.com/legal/>.

System requirements

What are the system requirements?

To use VIVE™, your computer must meet the following system requirements.

To find out if your computer is ready for VR, download and run the [Vive Quick Compatibility Check](#).

Component	Recommended system requirements	Minimum system requirements
Processor	Intel® Core™ i5-4590/AMD FX™ 8350 equivalent or better	Intel Core i5-4590/AMD FX 8350 equivalent or better
GPU	NVIDIA® GeForce® GTX 1060, AMD Radeon™ RX 480 equivalent or better	NVIDIA GeForce GTX 970, AMD Radeon R9 290 equivalent or better
Memory	4 GB RAM or more	4 GB RAM or more
Video output	HDMI 1.4, DisplayPort™ 1.2 or newer	HDMI 1.4, DisplayPort 1.2 or newer
USB port	1x USB 2.0 or newer	1x USB 2.0 or newer
Operating system	Windows® 7 SP1, Windows 8.1 or later, Windows 10	Windows 7 SP1, Windows 8.1 or later, Windows 10

How can I check if my PC meets the minimum system requirements for VIVE?

To find out if your computer is ready for VR, download and run the [Vive Quick Compatibility Check](#).

Can I still use VIVE if my PC doesn't meet the system requirements?

In order for you to enjoy the VIVE experience, it is recommended that you at least have a PC that meets the minimum system requirements. For details, see [What are the system requirements?](#) on page 5.

What's inside the box?

Your VIVE comes with the following items, which you'll use to experience immersive VR environments:

Main component	Accessories
VIVE headset	<ul style="list-style-type: none">▪ 3-in-1 cable (attached)▪ Audio cable (attached)▪ Earbuds▪ Face cushion (attached)▪ Cleaning cloth
Link box	<ul style="list-style-type: none">▪ Power adapter▪ HDMI cable▪ USB cable
VIVE controllers (2)	<ul style="list-style-type: none">▪ Power adapters (2)▪ Lanyards (2 attached)▪ Micro-USB cables (2)
Base stations (2)	<ul style="list-style-type: none">▪ Power adapters (2)▪ Mounting kit (2 mounts, 4 screws, and 4 wall anchors)

You can also find documentation in the box, such as the Safety and regulatory guide and warranty card.

Headset and link box

Headset

About the VIVE headset

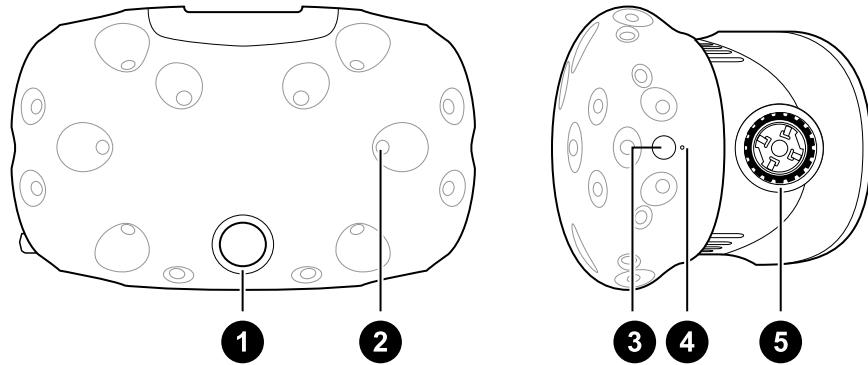
The headset is your window to the VR environment.

The headset has sensors that are tracked by the base stations.

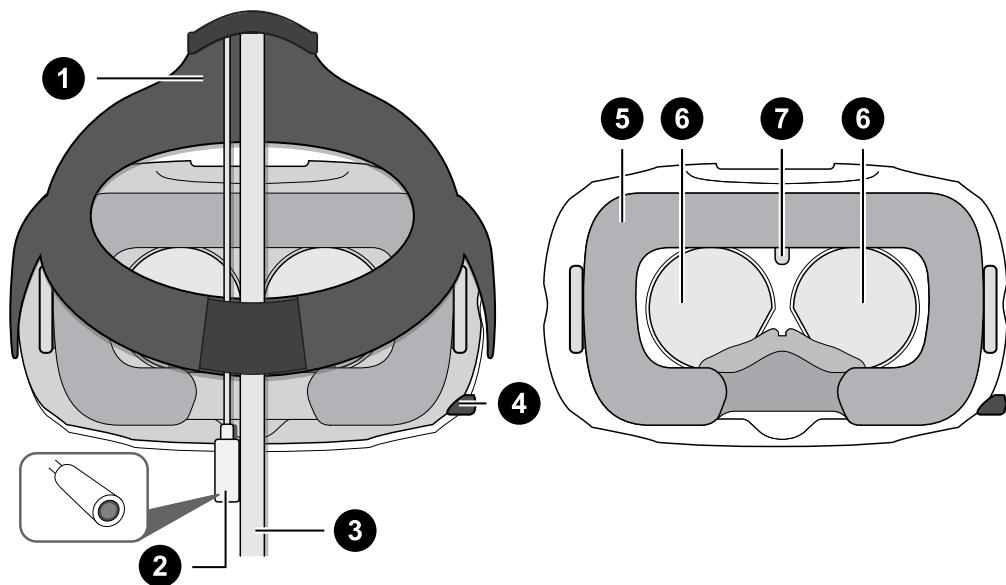


The sensors on the headset are sensitive. Do not cover or scratch the sensor lenses, including the proximity sensor.

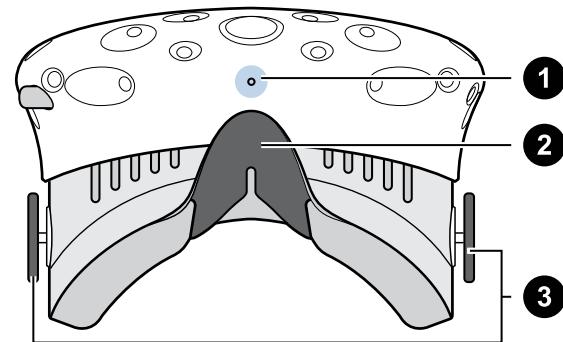
Front and side



1	Camera lens
2	Tracking sensor
3	Headset button
4	Status light
5	Lens distance knob

Back

- | | |
|----------|------------------------------------|
| 1 | Standard strap |
| 2 | Audio cable |
| 3 | 3-in-1 cable |
| 4 | IPD (interpupillary distance) knob |
| 5 | Face cushion |
| 6 | Lenses |
| 7 | Proximity sensor |

Bottom

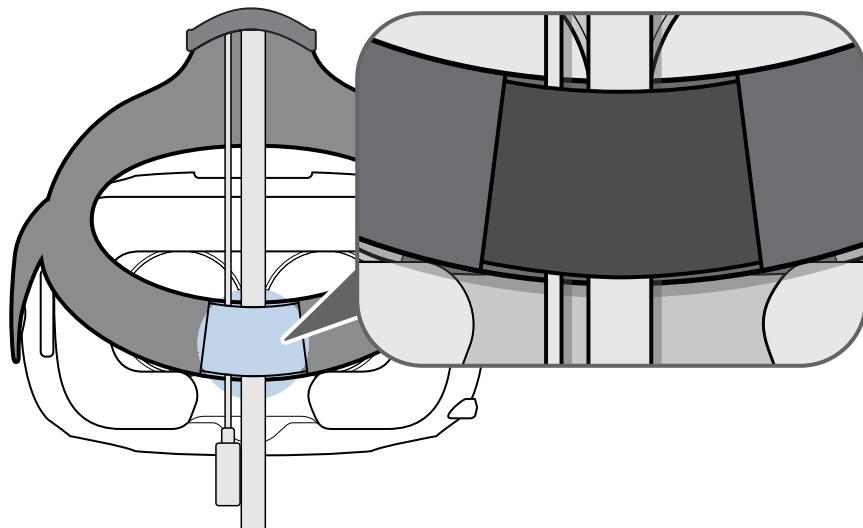
- | | |
|----------|---------------------|
| 1 | Microphone |
| 2 | Nose rest |
| 3 | Lens distance knobs |

Putting the headset on



Before putting the headset on, make sure that you've peeled off the protective film from the lenses.

1. Pull the headset down over your eyes.
2. Slide the standard strap around the back of your head, and adjust them so that the headset fits snugly and comfortably.
3. Make sure that the cables pass through the sleeve at the back of the headset, and are positioned straight down your back.

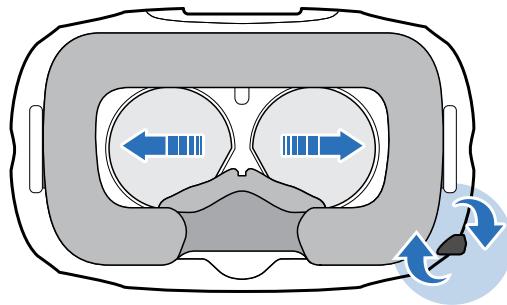


Adjusting the IPD on the headset

Interpupillary distance (IPD) is the distance between the centers of your eyes.

If you don't know your IPD, see [How can I find my IPD?](#) on page 10. Use this measurement as a guide to adjust the distance between the lenses of the headset so that you'll have a better viewing experience.

To increase the distance between the lenses, rotate the IPD knob clockwise. To decrease, rotate the IPD knob counterclockwise.



As you adjust the IPD, you'll see a prompt indicating the current distance between the centers of the lenses.

Why is accurate IPD important?

Accurate IPD settings help get a clear image and reduce eye strain.

The headset lenses focus images toward their optical center. This is sometimes called the "sweet spot" in the VR industry. By adjusting the IPD knob, you can tune the sweet spot for the most comfortable view. Misaligned IPD and improperly adjusted headsets are common causes of blurry images, dizziness, and eye strain.

How can I find my IPD?

There are several ways to estimate your IPD.

The most accurate way to determine your IPD is to consult a professional optometrist or eye doctor. You can also estimate your IPD by doing any of the following:

- Use a ruler and a mirror. See below for detailed instructions.
- Through experimentation. See below for detailed instructions.
- Using third-party apps or websites.



Third-party apps or websites may collect personal data. HTC cannot guarantee accuracy of third-party apps or websites in measuring IPD.

Estimating your IPD in a mirror

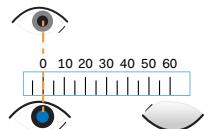
You can estimate your IPD with a ruler and mirror.

This method requires a millimeter ruler.

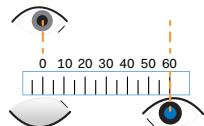
1. Stand directly in front of a mirror, and then hold the ruler up to your eyes. Make sure that the ruler is level. If you're using a flexible ruler, make sure not to bend it.



2. Align the zero mark with the center of your pupil. You may need to close your other eye to get a clear measure.



3. Check the millimeter mark on the other eye. You may need to close the first eye to get a clear measure.



4. Make a note of your IPD measurement. You may want to recheck several times to make sure your reading is accurate.



You can also ask a friend to help you measure instead of using a mirror. Make sure you're looking straight ahead while they measure.

Estimating your IPD through experimentation

You can estimate IPD by trying different settings. This method is very convenient, but might be less accurate.

1. While wearing the VR headset, focus on text or lines at the center of view. If no text is present, open a screen in VR with text.
2. Adjust the IPD knob until the text is clear. Note the number for future use.
3. If the image in one eye is clearer than the other, adjust the headset position. Repeat until images are clear for both eyes.

Can I wear my prescription glasses while using VIVE?

Most glasses fit inside the headset. If you wear large prescription glasses, adjust the lens distance to increase the space in the headset.



Make sure that no part of your glasses scratch the headset lenses.

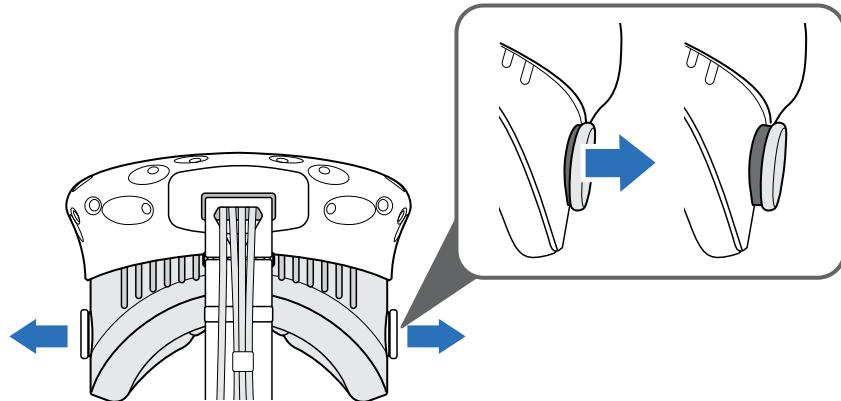
Adjusting the lens distance on the headset

If you wear large prescription glasses or have long eyelashes, you may need to increase the lens distance further from your face. Only increase this distance as necessary, as the closer the lenses are to your eyes, the better your field of view will be while wearing the headset.

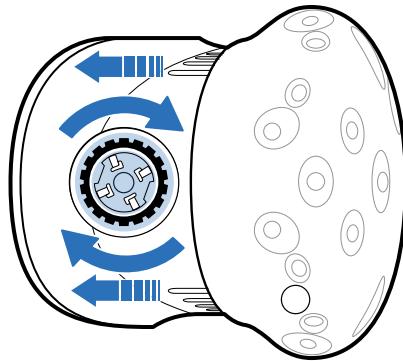


Make sure that no part of your glasses scratch the headset lenses.

1. Pull out each lens distance knob to unlock it.



2. Rotate both lens distance knobs to adjust the lens further or closer to your face.

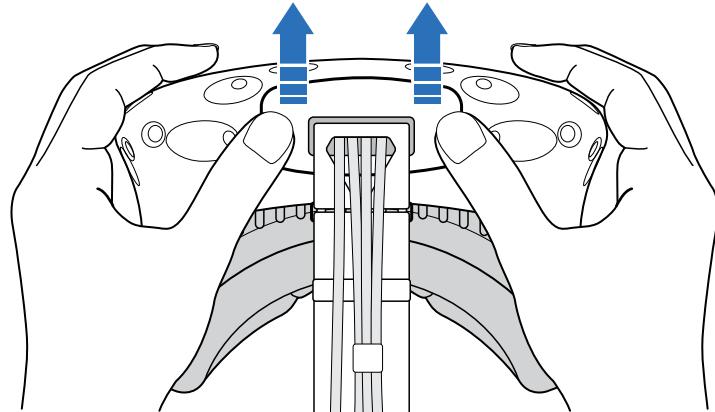


3. After you're done adjusting, push each knob to lock it back in.

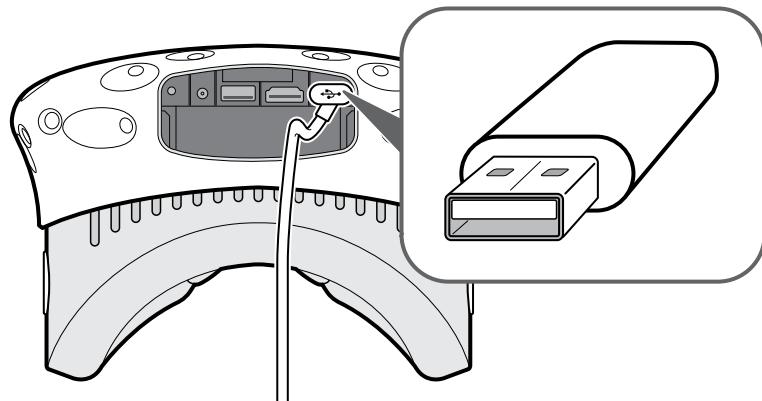
Connecting a USB device to the headset

Plug in a USB cable to the headset for using a compatible third-party device with VIVE. VIVE-optimized USB cable is sold separately by HTC.

1. Push open the compartment cover to access the connector slots on the headset.



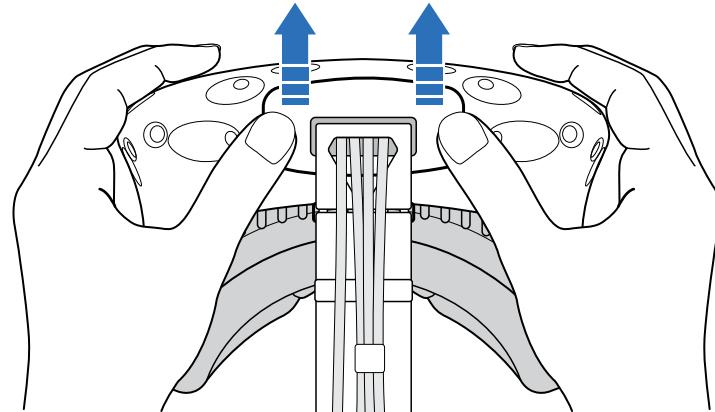
2. Plug in the USB cable to its corresponding slot.



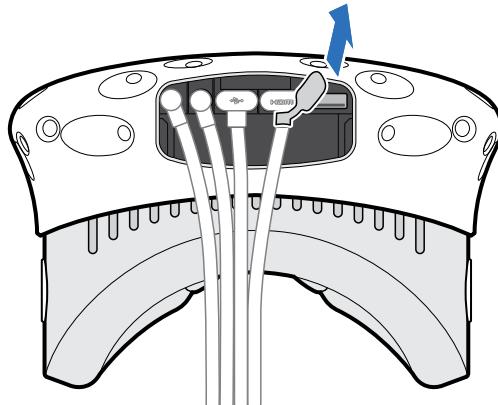
3. Connect the third-party device to the USB cable end.
4. Replace the compartment cover.

Unplugging the 3-in-1 cable and audio cable from the headset

1. Push open the compartment cover to access the connector slots on the headset.



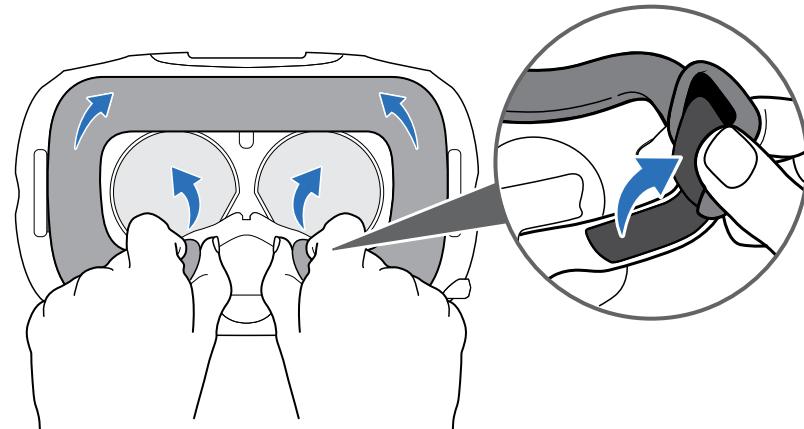
2. Carefully pull the tab until the HDMI cable is unplugged, and then unplug the power cable and USB cable as well as the audio cable.



Replacing the face cushion

You can remove and reattach the face cushion for cleaning. For more information, see [Cleaning the face cushion](#) on page 37.

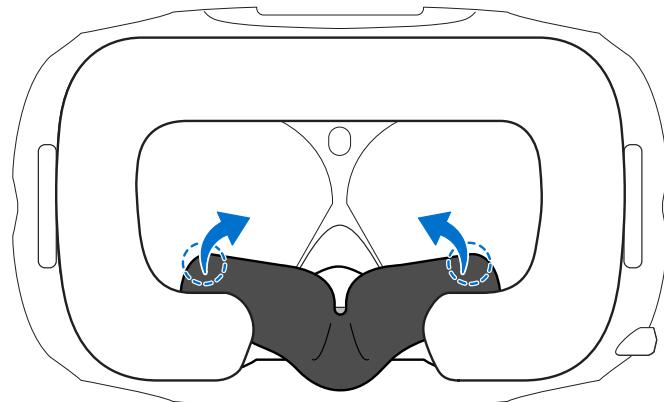
1. To remove the face cushion, peel off starting from both ends of the face cushion until it detaches from the headset.



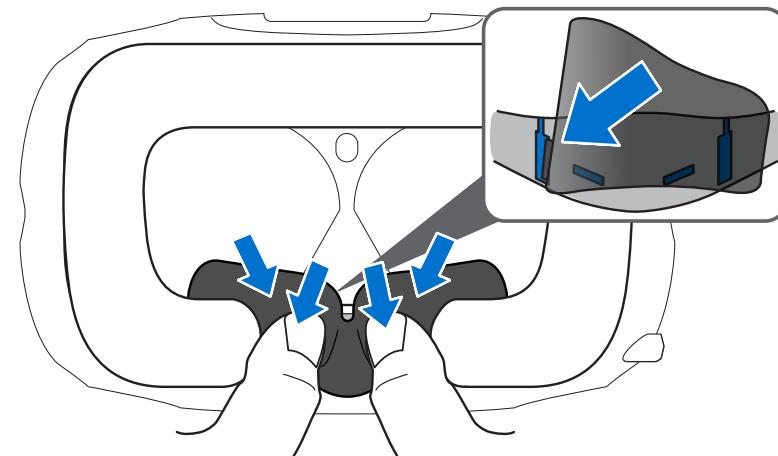
2. To reattach the face cushion, insert the tab on the face cushion into the slot on the headset, and then align the velcro strips.

Replacing the nose rest

1. To remove the nose rest, peel off the flaps of the nose rest until it detaches from the headset.

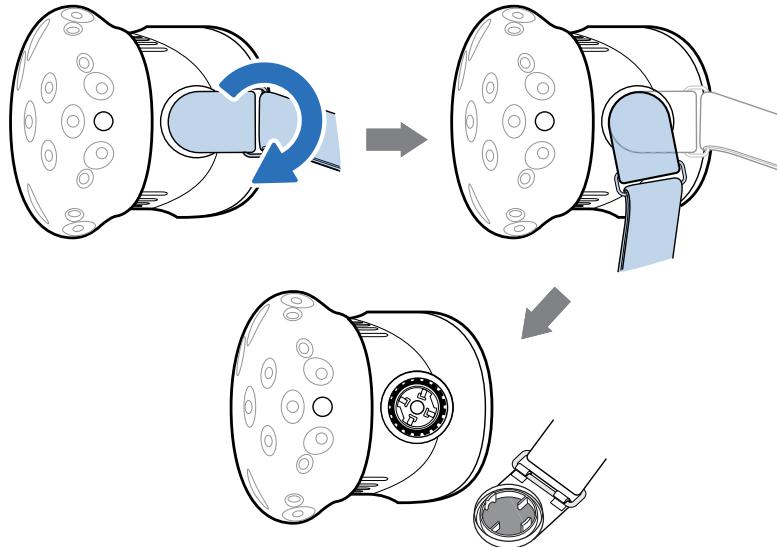


2. To replace the nose rest, press its tabs into the corresponding slots on the headset. Make sure that the nose rest is fastened in place and its flaps are behind the face cushion.

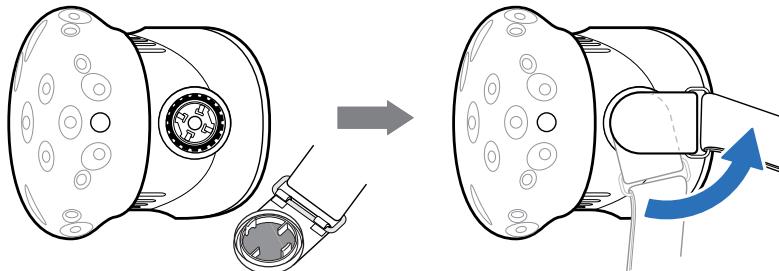


Replacing the headset buckle

- To detach the buckle, rotate the buckle downward. You'll hear a click when the buckle is released.



- To reattach the buckle, with the standard strap hanging down, align the buckle to the connector and then rotate it upward. You'll hear a click when the buckle locks in place.



Updating the headset firmware

- From your computer, open the SteamVR app.
- If you see the  icon, mouse over it to check if the firmware is out of date.
- Click Update Device.** The firmware update will start automatically.



Do not unplug any cables from the headset, link box, or your computer any time before the firmware update is complete. Doing so could result in a firmware error.

- When the update is complete, click **Done**.

What does the status light on the headset mean?

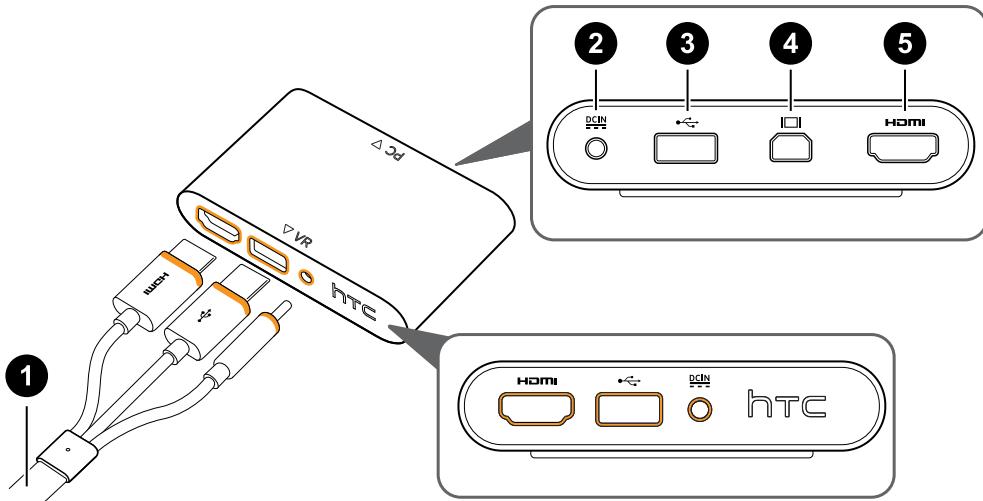
The status light shows:

- Green when the headset is in normal mode
- Dim green when the headset is on standby
- Red when an error is encountered (with cables, display, or the like)

Link box

About the link box

Use the link box to connect the headset to your computer.



1 3-in-1 cable

2 Power port

3 USB port

4 Mini DisplayPort™

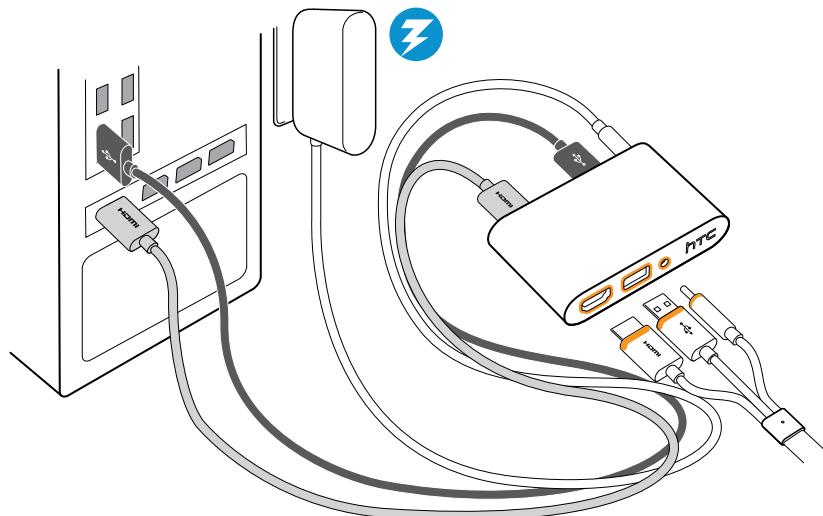
Note: Cable is not provided. Use if your computer doesn't have a spare HDMI port or doesn't support HDMI.

5 HDMI port

Connecting the headset to your computer

1. Connect the power adapter cable on its corresponding port on the link box, and then plug the opposite end into an electrical outlet to turn the link box on.
2. Insert the HDMI cable on the HDMI port on the link box, and then insert the opposite end on the HDMI port on your computer's graphic card.

3. Insert the USB cable on the USB port on the link box, and then insert the opposite end on your computer's USB port.
4. Connect the 3-in-1 headset (HDMI, USB, and power) cables on the side with matching orange trims on the link box.



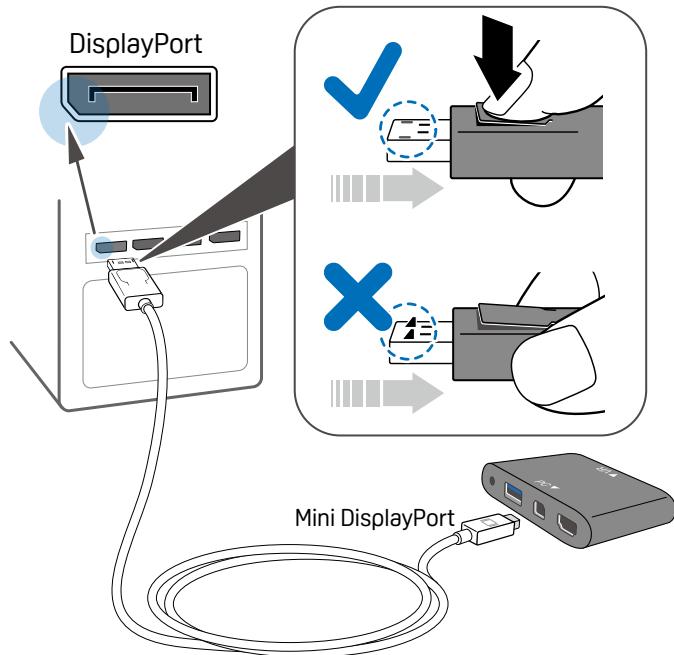
When should I use the Mini DisplayPort on the link box?

If your computer doesn't have a spare HDMI port or doesn't support HDMI, you can use a Mini DisplayPort™ cable to connect your Vive to your PC.



Mini DisplayPort cable is not provided and must be purchased separately.

Connect the Mini DisplayPort cable end to the link box, and then plug the opposite end to the DisplayPort on your computer's graphics card.



Restarting the link box

If you need to restart the link box, follow these steps.

1. Close all Steam apps on your computer, including the SteamVR app.
2. Unplug the power and USB cables from the PC side (without the orange trims) of the link box.
3. Wait for a few seconds, and then plug the power and USB cables back in. On your computer, you might see a notification that drivers are being installed. Wait for the installation to finish.
4. To verify that VIVE hardware are detected, restart SteamVR on your computer.

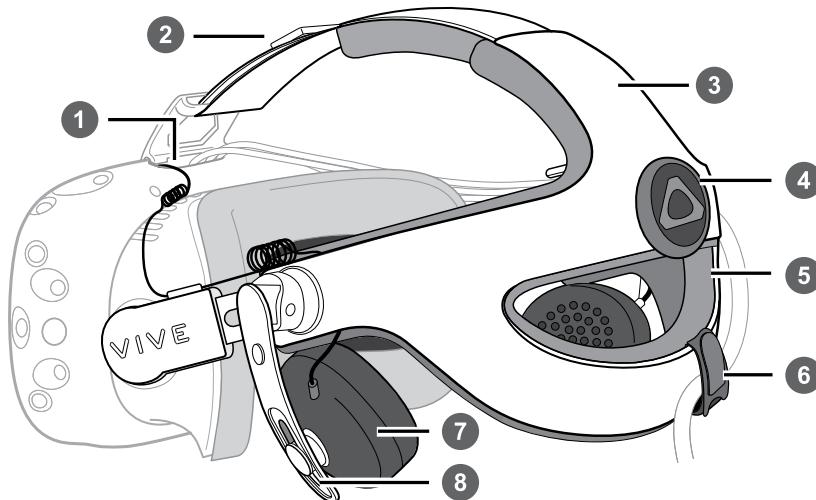
Deluxe Audio Strap

About Vive Deluxe Audio Strap

Use Vive Deluxe Audio Strap to enjoy your VIVE VR system with quality sound from integrated earphones. It also offers better fit and more comfort when you're wearing the headset.



VIVE Deluxe Audio Strap is bundled with the VIVE Business Edition. The accessory may be purchased separately from www.vive.com/product/.



- | | |
|----------|----------------------------|
| 1 | Audio cable connector |
| 2 | Velcro band |
| 3 | Outer shell |
| 4 | Adjustment dial |
| 5 | Cushion |
| 6 | Velcro cable tie |
| 7 | Earphone |
| 8 | Earphone height adjustment |

Attaching Vive Deluxe Audio Strap to the headset

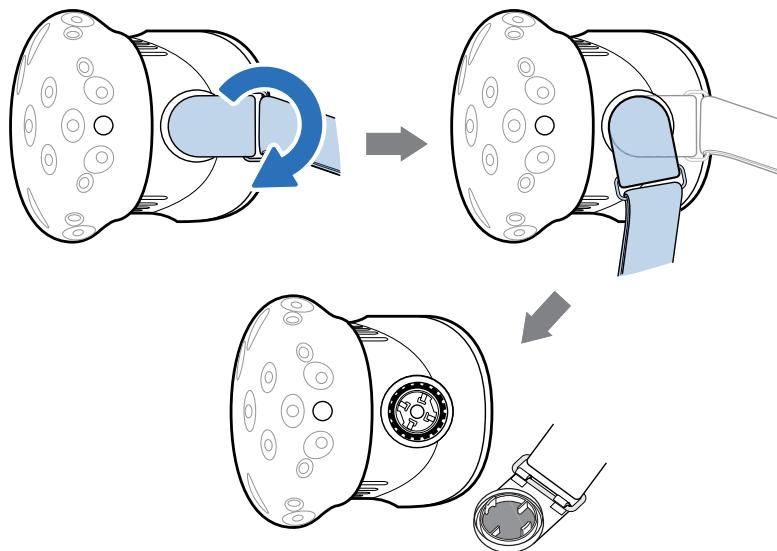


VIVE Deluxe Audio Strap is bundled with the VIVE Business Edition. The accessory may be purchased separately from www.vive.com/product/.

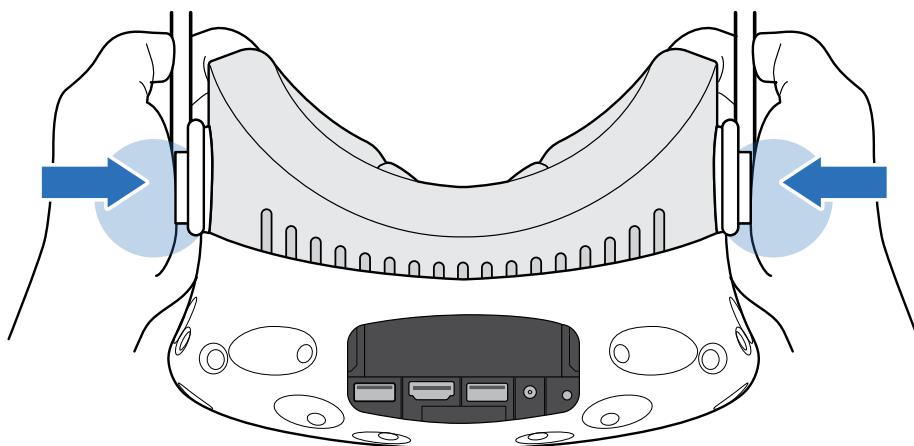


Make sure that you've removed the compartment cover as well as unplugged the 3-in-1 cable and audio cable from the headset. For details, see [Unplugging the 3-in-1 cable and audio cable from the headset](#) on page 14.

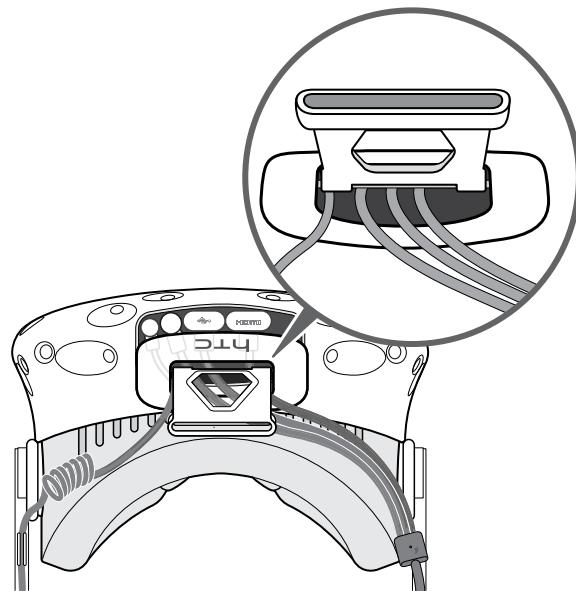
1. Detach the standard strap and buckle by rotating the buckle downward. You'll hear a click when the buckle is released.



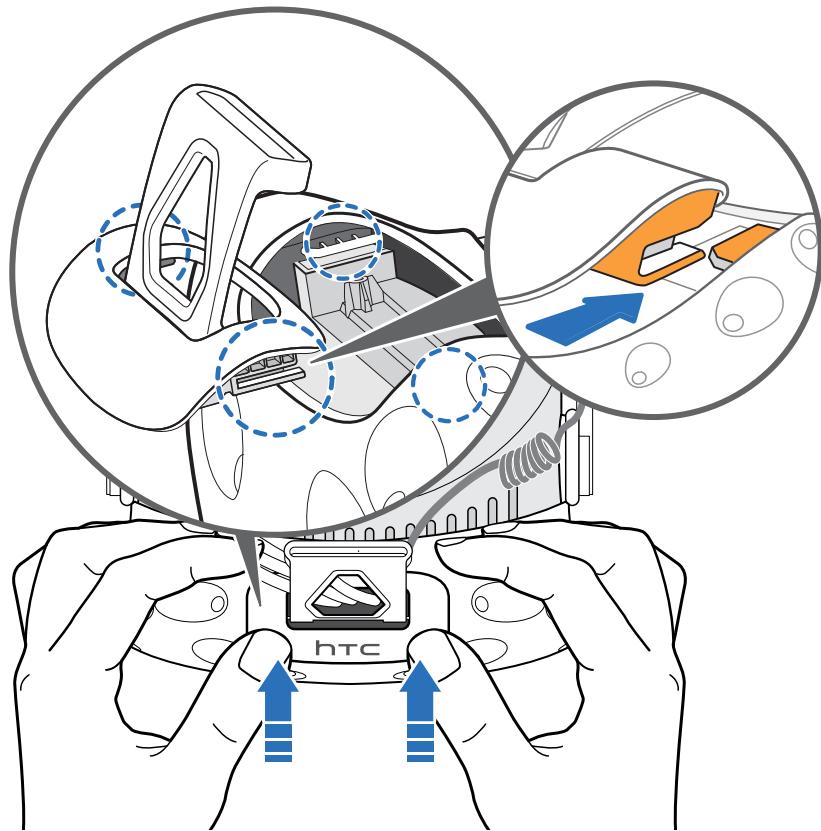
2. Press the buckles of Vive Deluxe Audio Strap to the connectors on the headset using the palms of your hands until you hear a click to fix them in place.



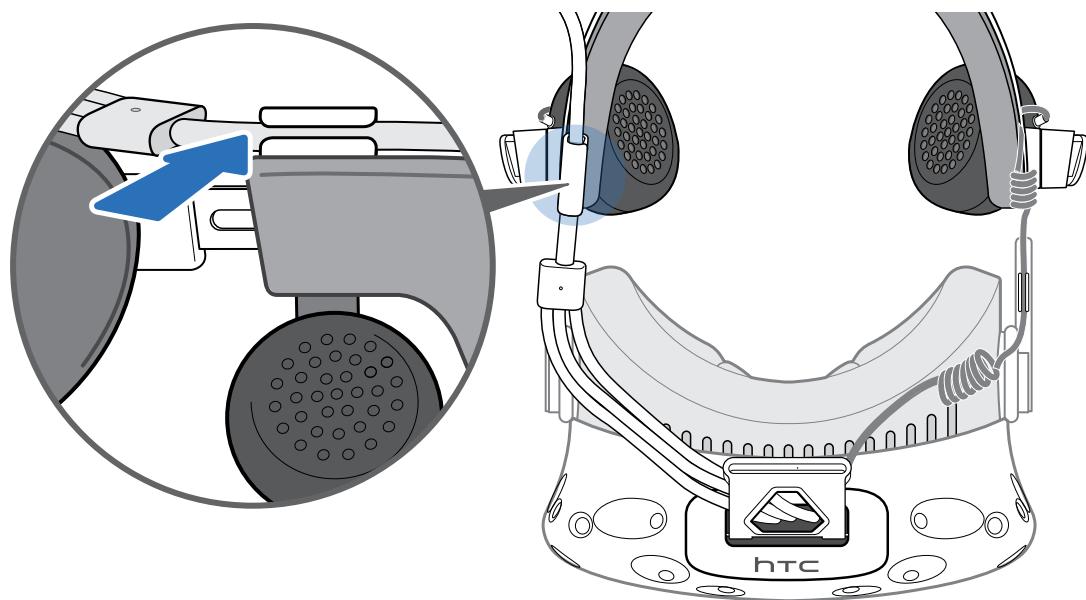
3. Insert the 3-in-1 cable and the strap's audio cable into the compartment cover's cable hole (not into the hole on the VIVE logo). Connect the cables to its corresponding slots in the headset's compartment.



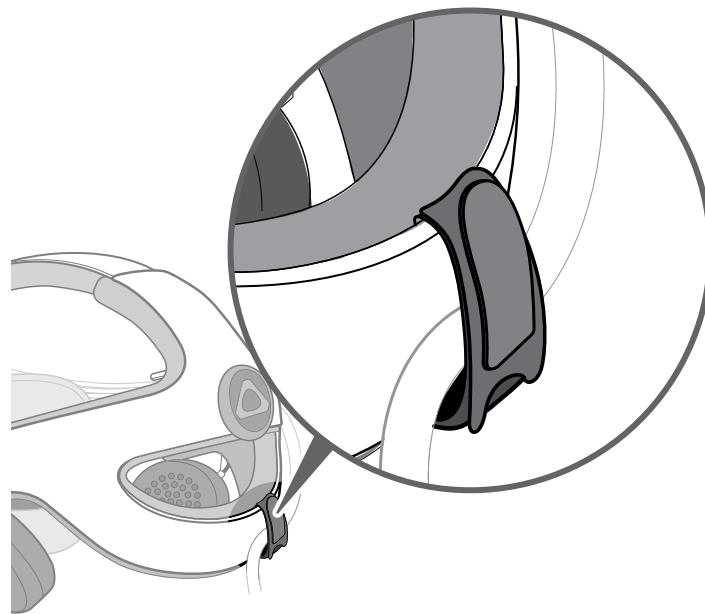
4. To replace the compartment cover, align the ridge on the cover with the tabs on the compartment, and then push the cover until it snaps in place.



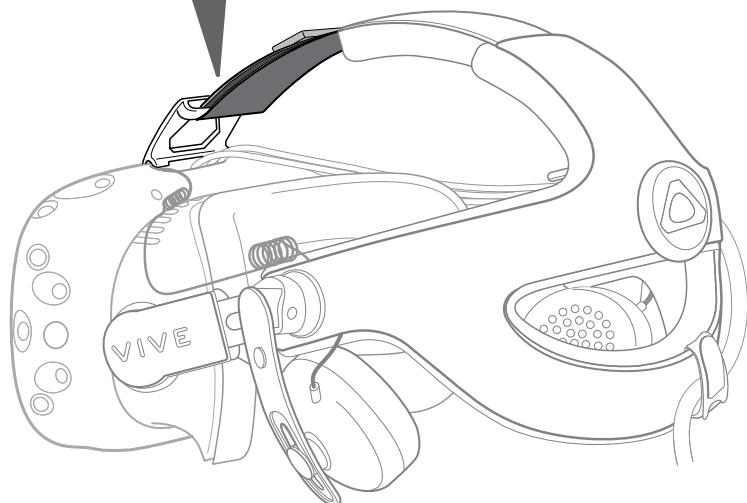
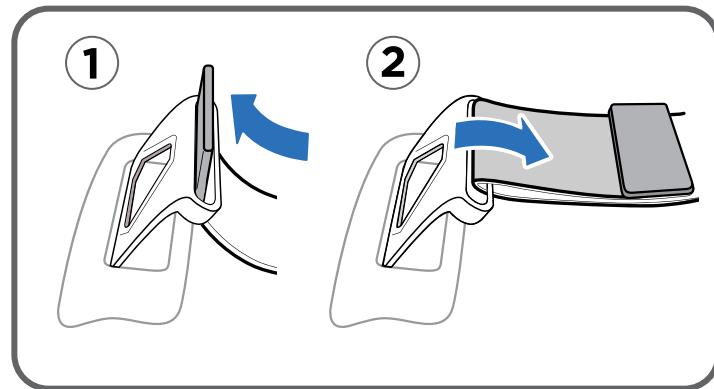
5. Fix the 3-in-1 cable in place on the clip on the right side of the strap.



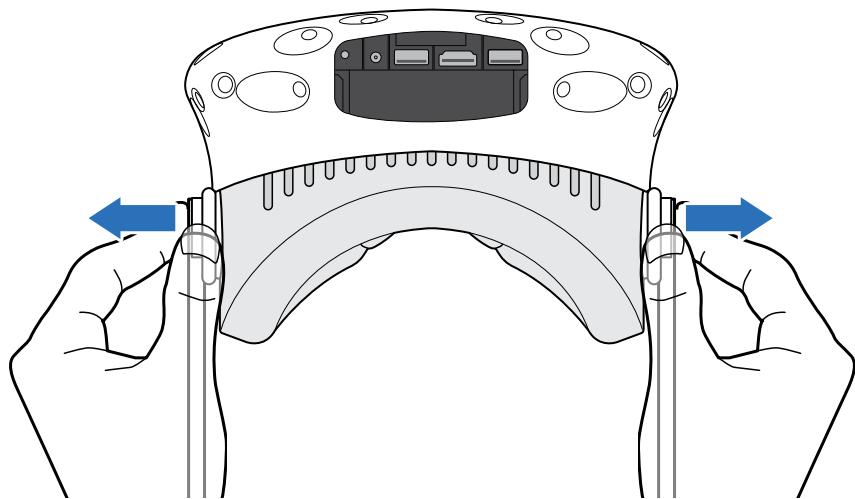
6. Attach the sticky back of the velcro cable tie (comes with the box) underneath the cushion (right side). Loop the cable tie around the 3-in-1 cable, and then fasten it in place.



7. Insert the strap's velcro band to the compartment cover's band lock, and then secure it in place.



To remove the Vive Deluxe Audio Strap, pull out each of the strap's buckles to detach the strap from the headset.



Wearing the headset with the Vive Deluxe Audio Strap

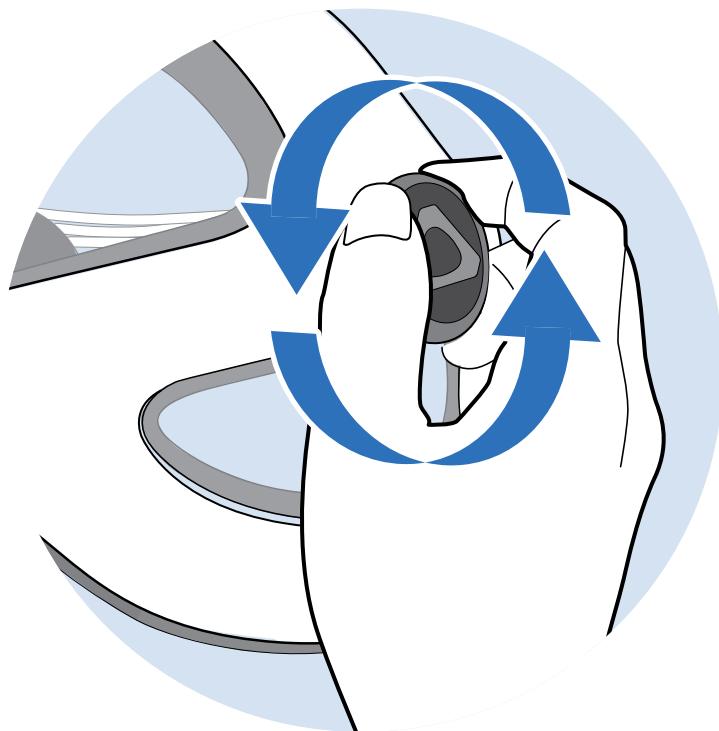


VIVE Deluxe Audio Strap is bundled with the VIVE Business Edition. The accessory may be purchased separately from www.vive.com/product/.

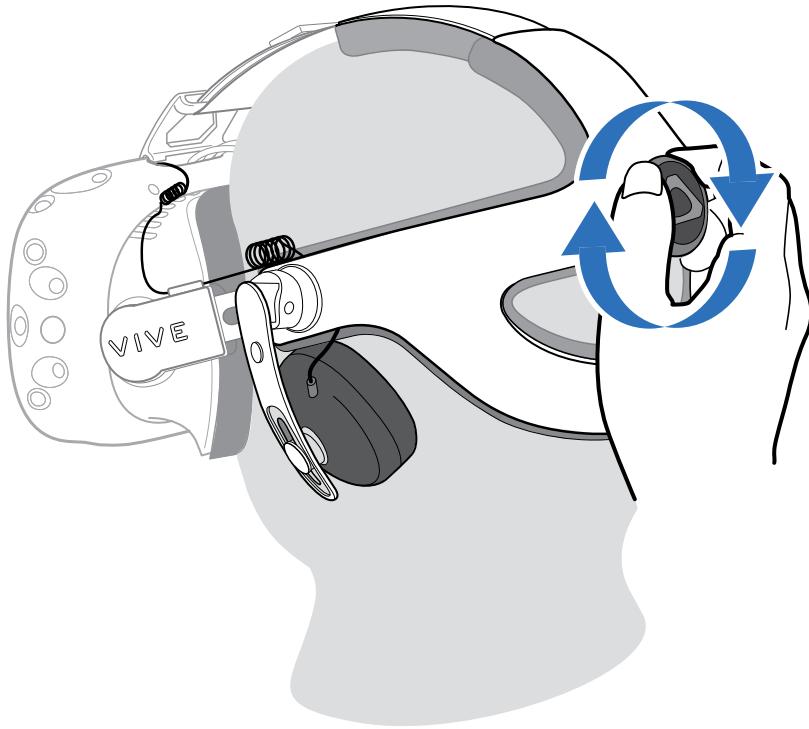


To prevent damaging the strap, never force the adjustment dial as it should rotate easily unless the limit is reached.

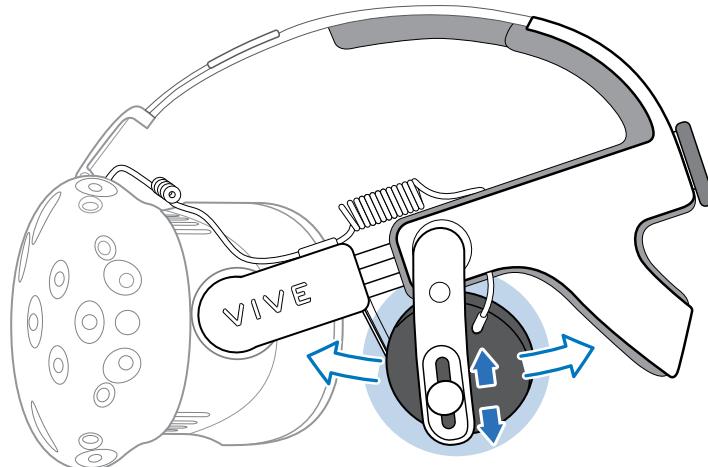
1. Before wearing the headset, loosen the strap by rotating the adjustment dial counter-clockwise.



2. Put the headset on, and then rotate the adjustment dial clockwise until it's comfortably snug fit.



3. Pull each earphone up or down to adjust its height.
4. Twist the earphones to a comfortable position over your ear, and then press down the earphones until you hear a click to fix them in place.



Do not use force when removing the headset to prevent damaging the strap. To remove the headset, loosen the strap by rotating the adjustment dial counter-clockwise and then carefully pull out the headset.

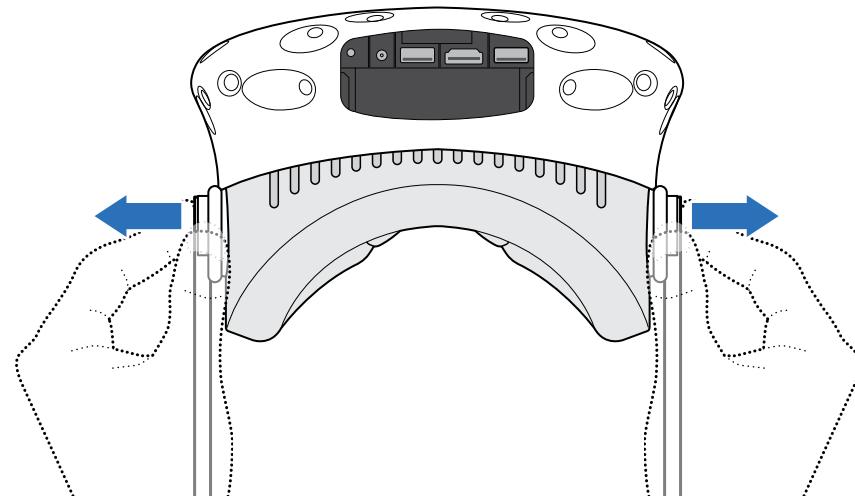
Removing the earphones from the strap

You can remove the earphones that came with Vive Deluxe Audio Strap if you want to replace or repair them.

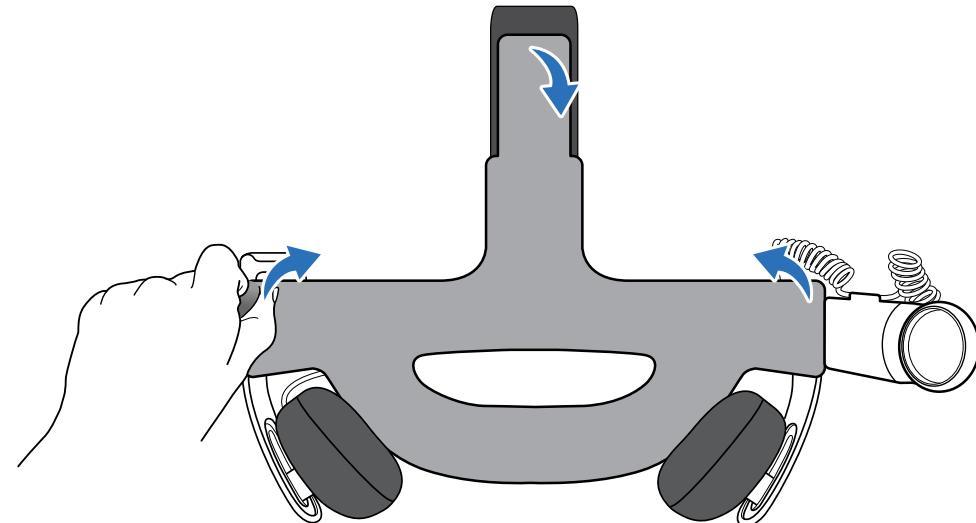


VIVE Deluxe Audio Strap is bundled with the VIVE Business Edition. The accessory may be purchased separately from www.vive.com/product/.

1. Pull out each of the strap's buckles to detach the strap from the headset.

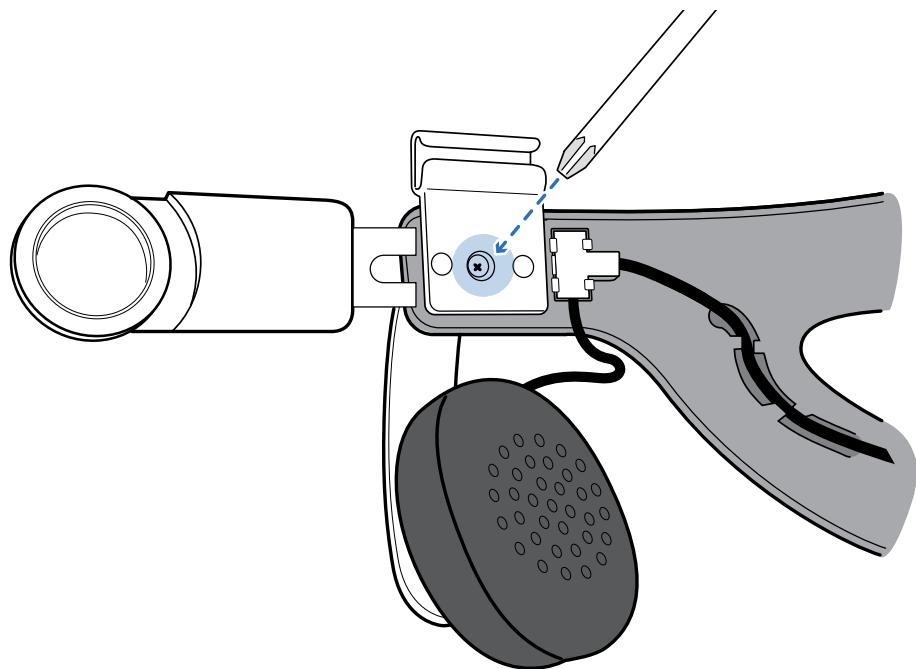


2. Peel off the cushion until it detaches from Vive Deluxe Audio Strap.

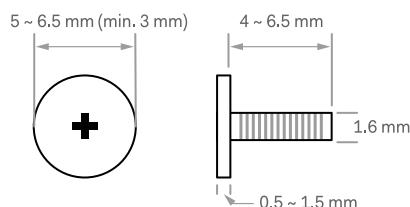


3. Remove the middle screw that fastens each earphone.

 Remember to keep the screws in a safe place. For replacement, you'll find a packet of extra screws that comes with the box.

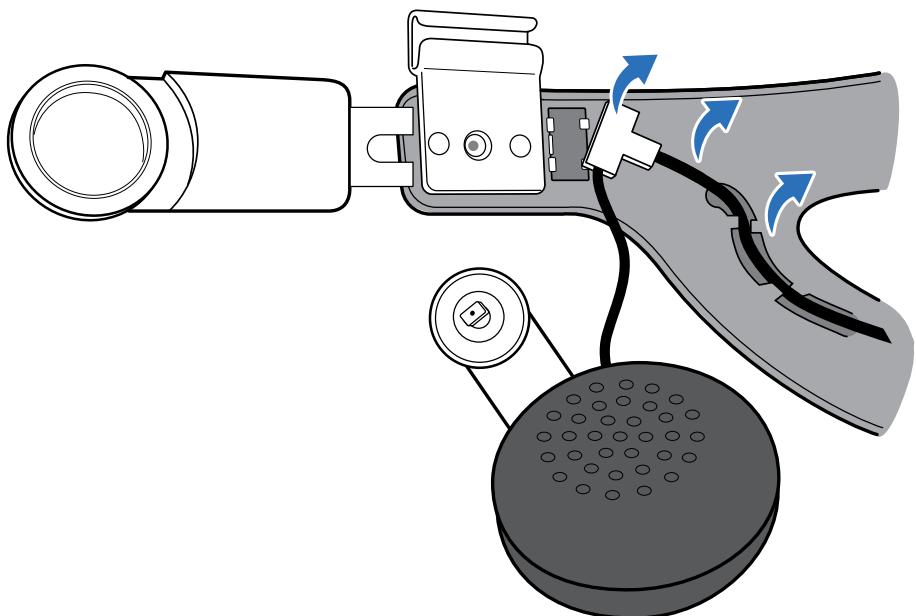


Screwdriver
type: cross-shaped
PH00x40



Screw name: Phillips Pan Head Screw

4. Carefully pull out the wires connecting the earphones from the strap.

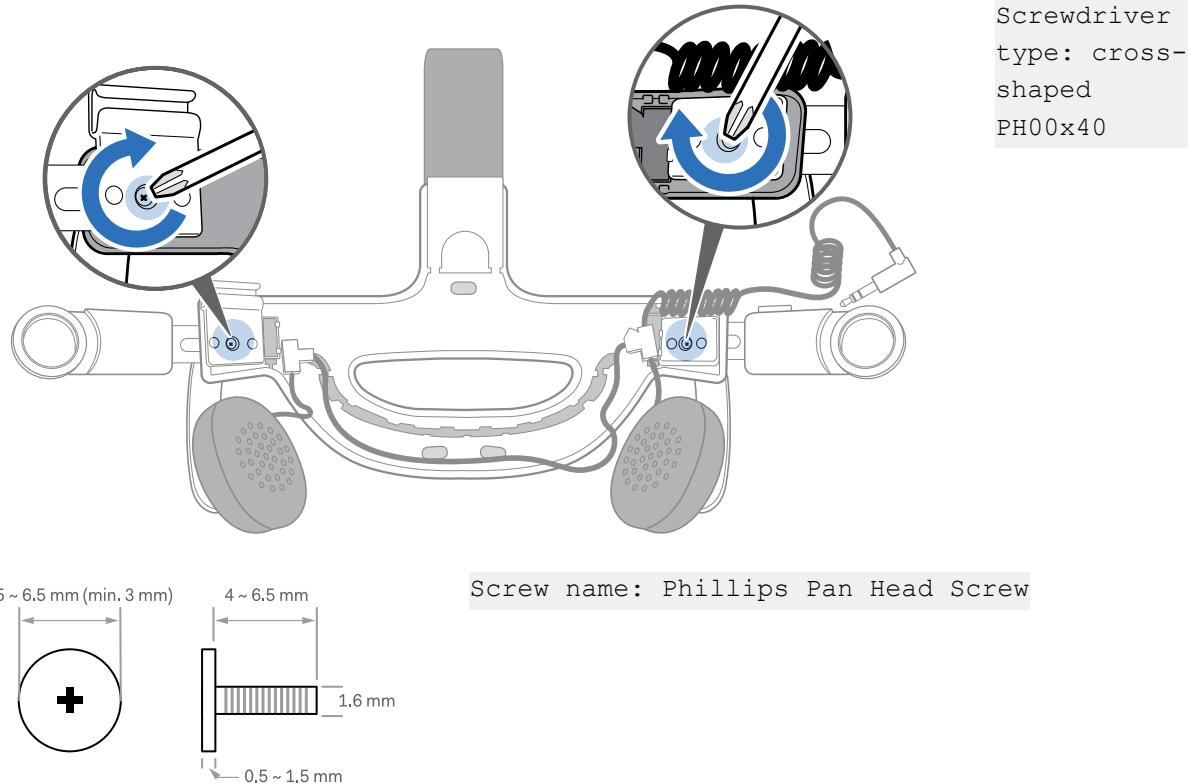


Replacing the earphones on the strap

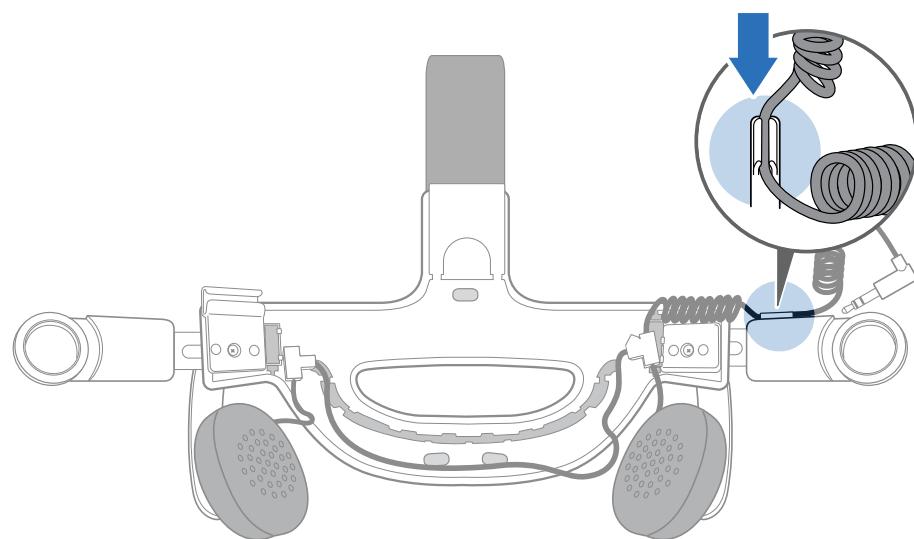


VIVE Deluxe Audio Strap is bundled with the VIVE Business Edition. The accessory may be purchased separately from www.vive.com/product/.

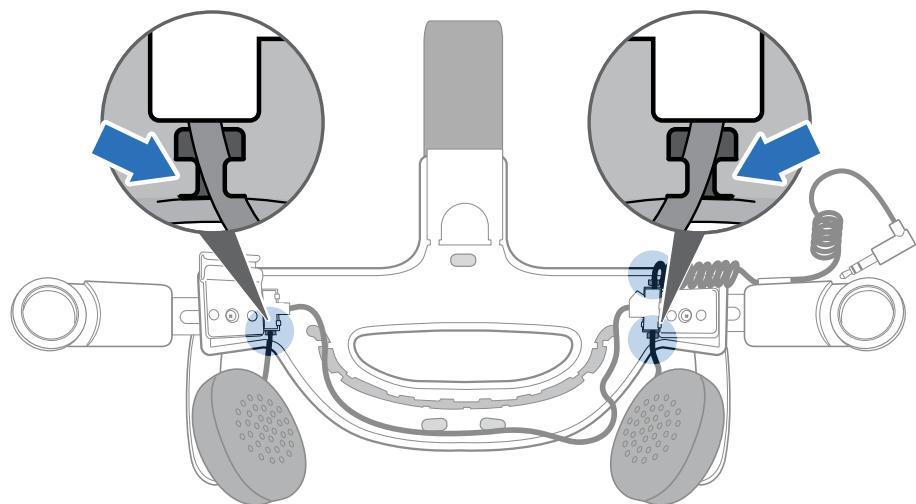
1. Attach the earphones and screw them in place to fasten them on Vive Deluxe Audio Strap.



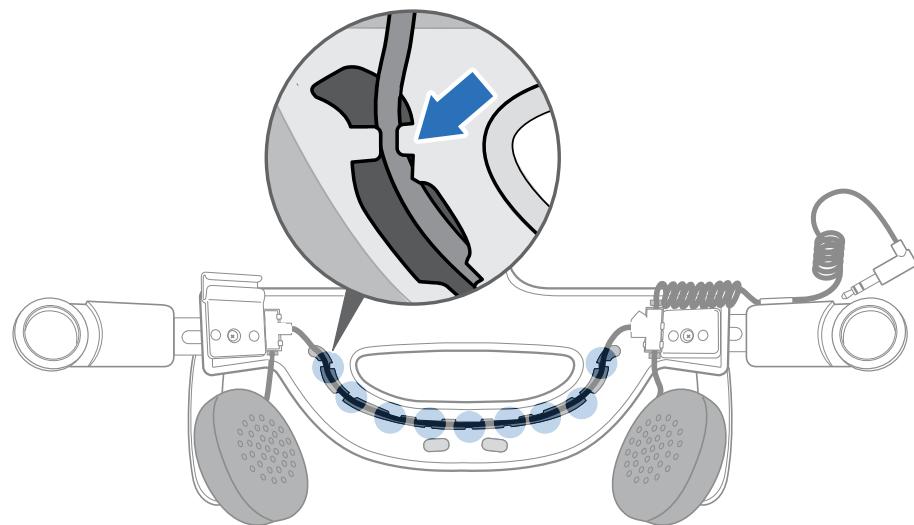
2. Fix the earphone wire in place on the clip on the left side of the strap.



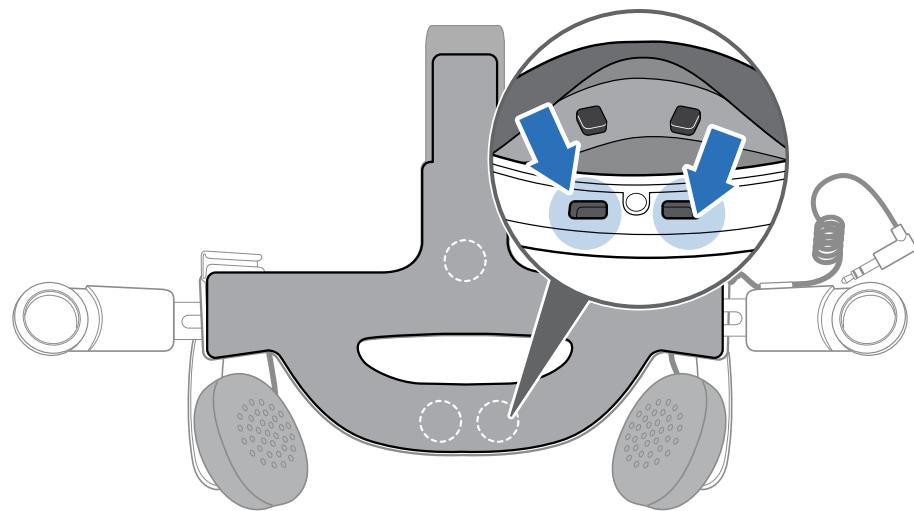
3. Press the plastic holders into their corresponding slots, and then fix the earphone wire in place on both ends of the strap.



4. Align and insert the earphone wire along the clips on the base of the strap.



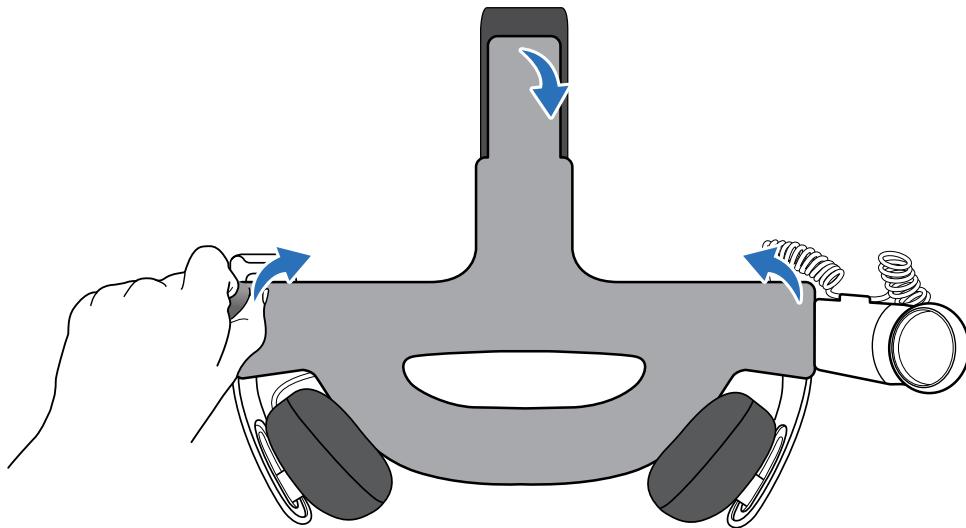
5. Reattach the cushion. Insert the tabs on the cushion into the slots on the base of the strap.



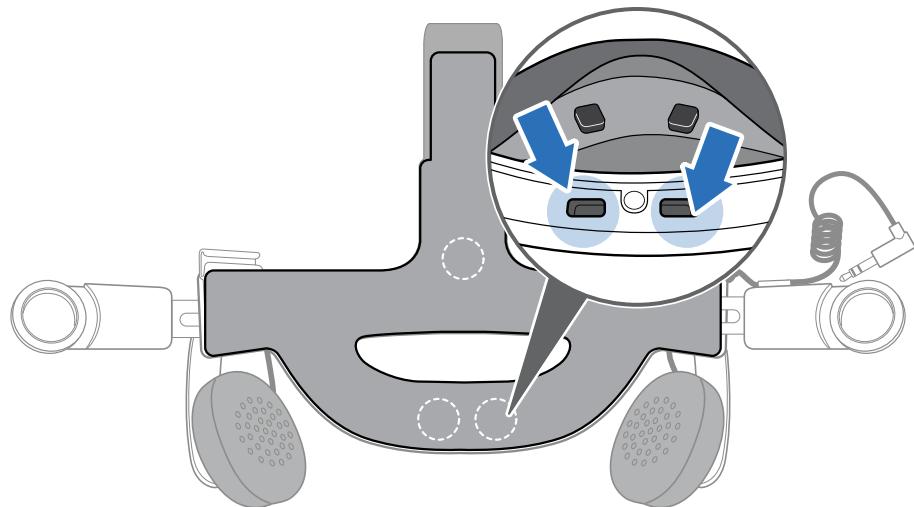
Replacing the Vive Deluxe Audio Strap cushion

You should remove the Vive Deluxe Audio Strap cushion to clean it. For more information, see [Cleaning the Vive Deluxe Audio Strap cushion](#) on page 35.

- To remove the cushion, peel off the cushion until it detaches from Vive Deluxe Audio Strap.



- To replace the cushion, insert the tabs on the cushion into the slots on the base of Vive Deluxe Audio Strap.



Cleaning the Vive Deluxe Audio Strap cushion

1. Before cleaning the cushion, remove it first from Vive Deluxe Audio Strap. For details, see [Replacing the Vive Deluxe Audio Strap cushion](#) on page 34.
2. When cleaning the cushion, remember to:
 - Dampen a clean smooth cloth with cold water and gently wipe the area you want to clean.
 - Air dry at room temperature. Don't tumble dry, iron, or expose it to direct sunlight.
 - Don't scrub, wring, or bleach.
 - Don't dip or soak in water.



If there's moisture on the cushion, only do the following:

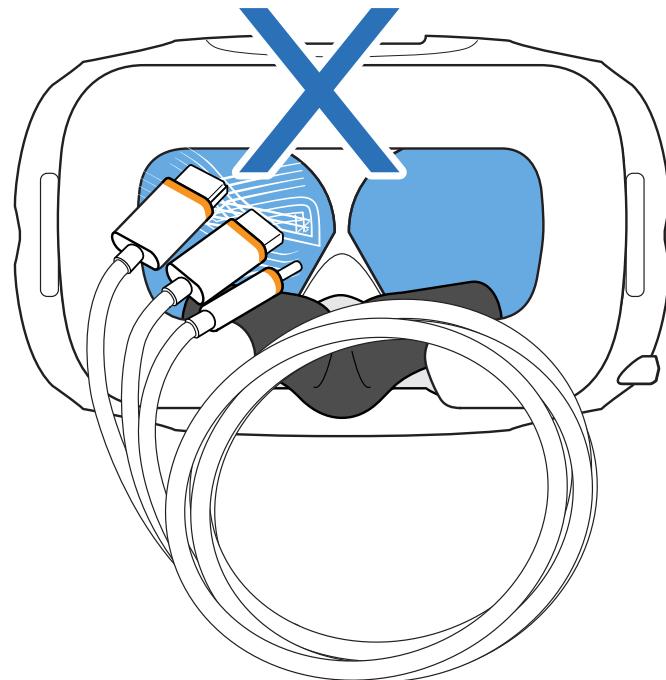
- Air dry at room temperature. Don't tumble dry, iron, or expose it to direct sunlight.
- Don't scrub, wring, or bleach.

Product care and repair

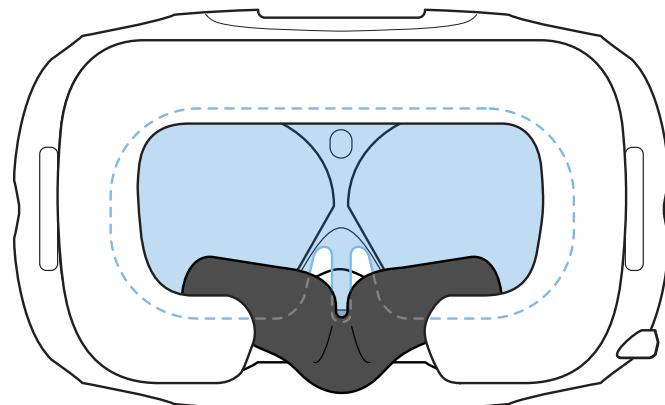
Caring for your VIVE

Follow these tips to properly care for your VIVE.

- Keep the headset lenses away from sharp objects, including cable tips. This will prevent the headset lenses from being scratched.



- When not in use, store the headset with the lenses pointed away from direct sunlight. Failure to do so may damage the headset display.
- When storing the headset, it is recommended to cover the lenses with the protective film or paper cover to help prevent accidental scratches.



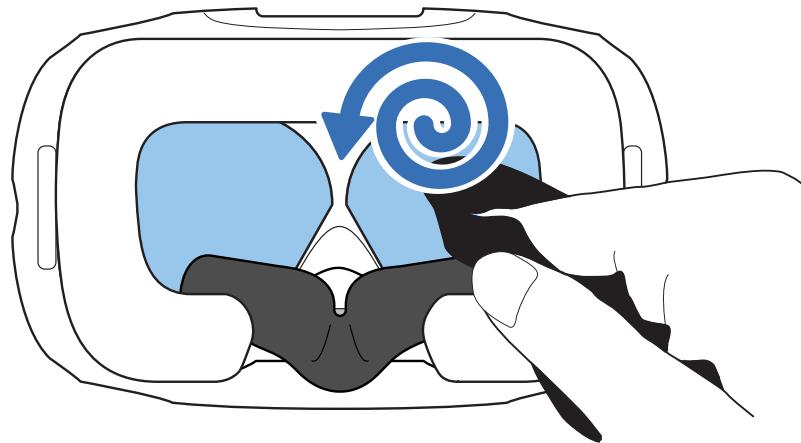
Cleaning the face cushion

1. Before cleaning the face cushion, remove it first from the headset. For details, see [Replacing the face cushion](#) on page 15.
2. When cleaning the face cushion, remember to:
 - Dampen a clean smooth cloth with cold water and gently wipe the area you want to clean.
 - Air dry at room temperature. Don't tumble dry, iron, or expose it to direct sunlight.
 - Don't scrub, wring, or bleach.
 - Don't dip or soak in water.

Cleaning the headset lenses

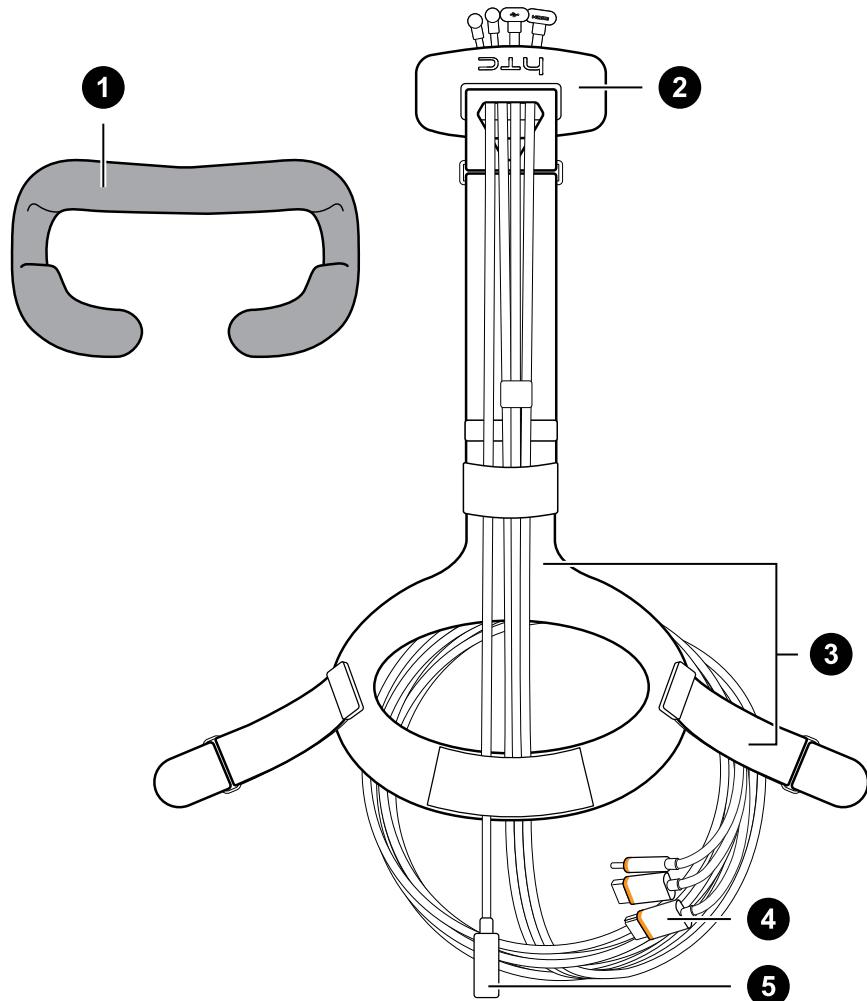
1. Use the cleaning cloth provided in the box to wipe the lenses.
2. Wipe in a circular motion from the center to the outer edges of the lenses.

While cleaning the lenses, do not scratch the lenses nor disassemble other parts of the headset.



How do I prepare the headset if I'm returning it for repair?

Before sending in the headset for repair, remove the following accessories and store them for safekeeping:

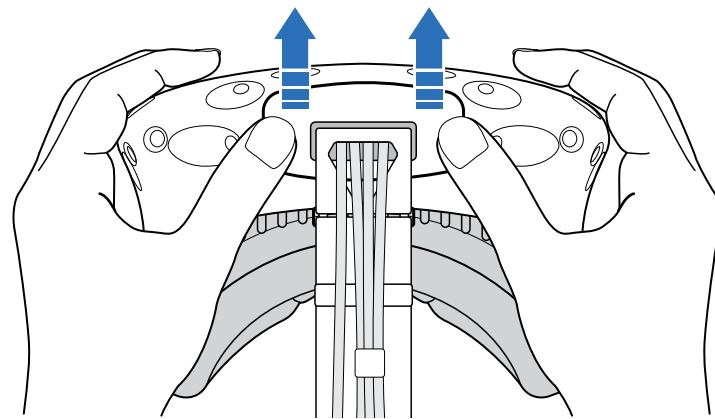


- | | |
|----------|-----------------------------|
| 1 | Face cushion |
| 2 | Compartment cover |
| 3 | Standard strap with buckles |
| 4 | 3-in-1 cable |
| 5 | Audio cable |

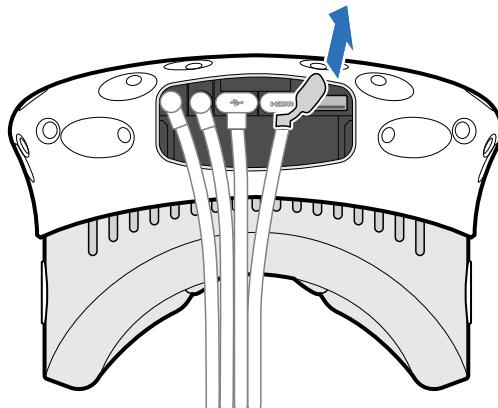
Follow these steps to properly detach the accessories from the headset:

- Remove the compartment cover and unplug the 3-in-1 cable and audio cable from the headset.

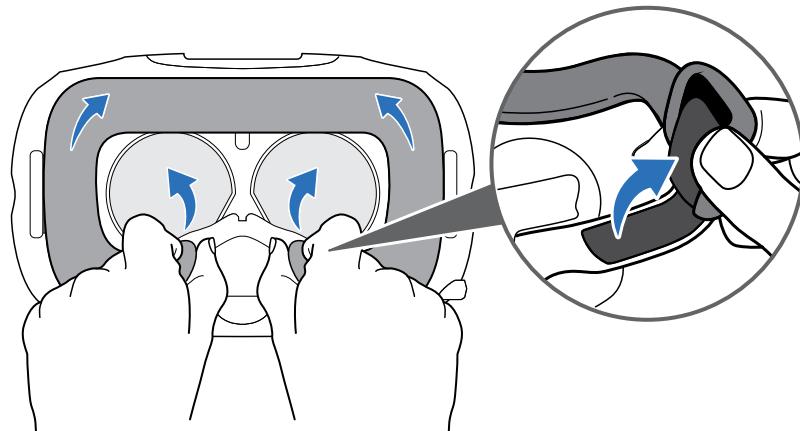
Push open the compartment cover to access the connector slots.



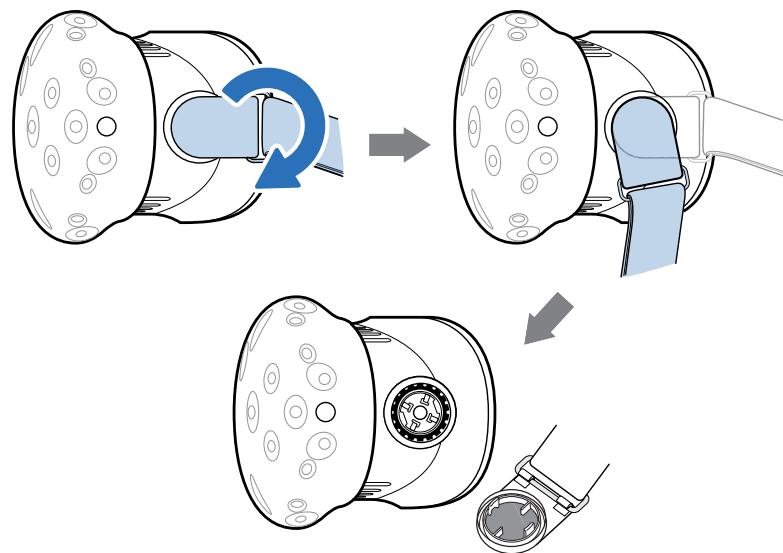
Carefully pull the tab until the HDMI cable is unplugged, and then unplug the power cable and USB cable as well as the audio cable.



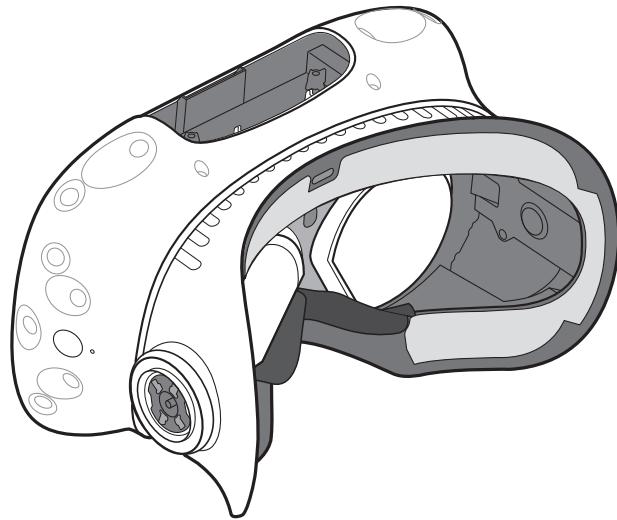
- Remove the face cushion. Peel off starting from both ends of the face cushion until it detaches from the headset.



- Remove the standard strap and its buckle from the headset. To detach the buckle, rotate the buckle clockwise. You'll hear a click when the buckle is released.



After removing the accessories, the headset you'll send for return should look like the following:

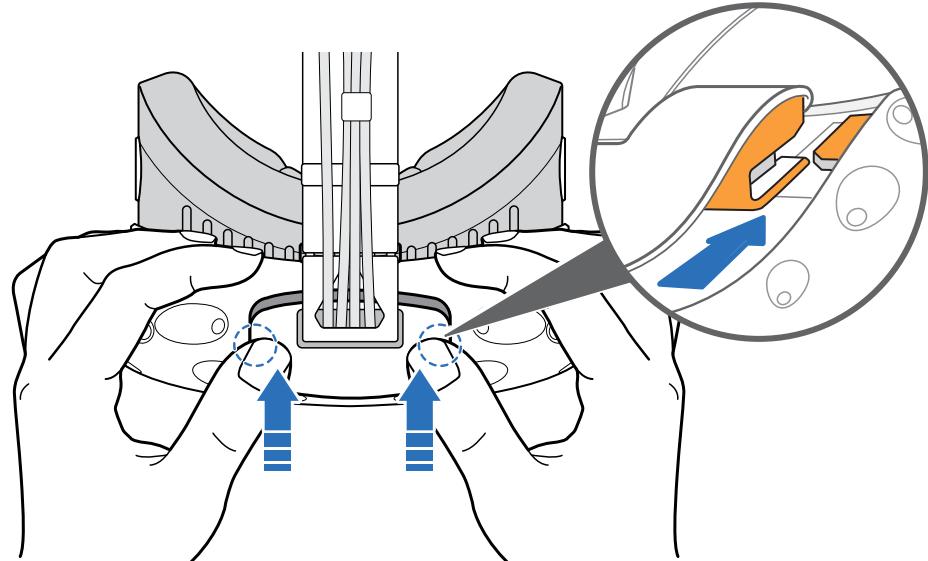


How do I reassemble the headset after repair?

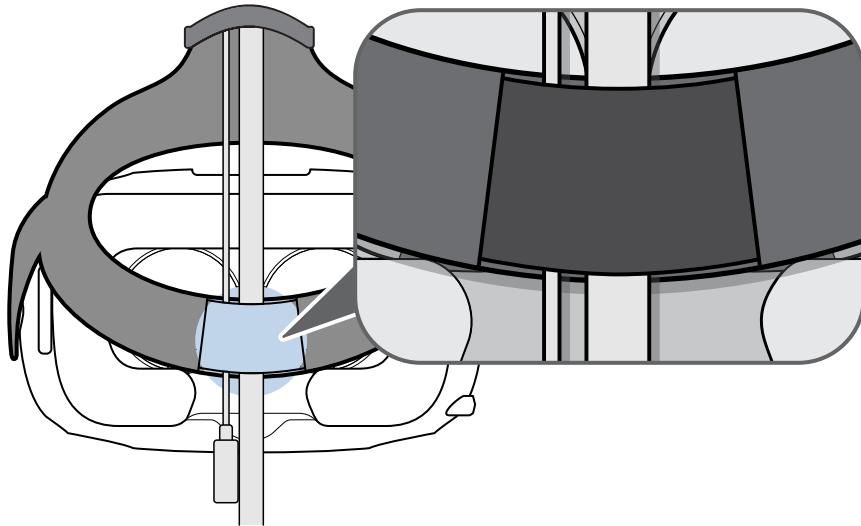
After receiving your repaired headset, properly attach the accessories before using your headset again.

- Reconnect the 3-in-1 cable and audio cable, and then replace the compartment cover.

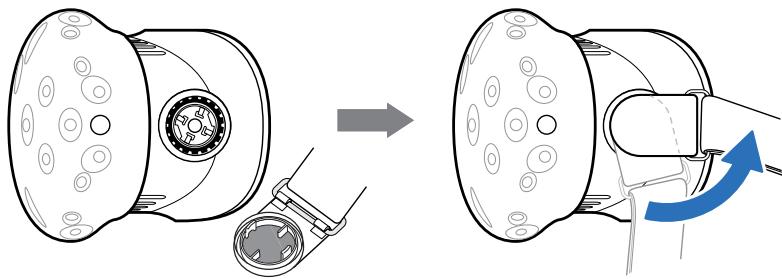
To replace the compartment cover, align the ridge on the cover with the tabs on the compartment, and then push the cover until it snaps in place.



Make sure that the cables pass through the sleeve at the back of the headset.



- Reattach the face cushion. Insert the tab on the face cushion into the slot on the headset, and then align the hook and loop strips.
- Reattach the standard strap and its buckles. With the strap hanging down, align the buckle to the connector and then rotate it counterclockwise. You'll hear a click when the buckle locks in place.



Common solutions

What can I do to troubleshoot the headset?

Try these troubleshooting suggestions.

Option	Description
Check the headset's LED status	<ul style="list-style-type: none"> If the LED is not lit, try connecting the link box to a different power outlet. If the LED is dim green, the headset is on standby mode. Activate it by moving the headset or starting a VR app. If the LED is red, check if you're encountering a cable connection or driver error. <p>For more information, you may refer to this SteamVR Troubleshooting article.</p>
Restart the headset	<ol style="list-style-type: none"> From your computer, open the SteamVR app. Right-click  , and then click Restart headset. Wait for the headset to finish restarting.
Check the cable connections	<ul style="list-style-type: none"> Make sure that your cable connections are securely attached on both ends. Check that the correct cables are connected to the corresponding side of the link box (orange cables should connect to the side with orange trims). Connect all video output cables to the same graphics card. Do not connect video output cables to ports on the motherboard. If available, try a different type of video output (for example, switching HDMI with DisplayPort) from the graphics card to the link box. Try connecting to a different USB port. If you're using USB 3.0, switch to a USB 2.0 port to see if it corrects the issue.
Restart the link box	<p>For details, see Restarting the link box on page 20.</p> <p>For more information, you may refer to this SteamVR Troubleshooting article.</p>

What can I do when the status light on the headset indicates an error?

If you see that the status light is red, try these methods to resolve the issue:

- Disconnect and reconnect the headset 3-in-1 cable on the link box.
- Check that the cables between the link box and your computer are properly connected. Disconnect and reconnect the cables as needed.
- Unplug and replug the power adapter into an electrical outlet to restart the link box.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

What should I do if the headset is not tracked?

Try the following methods to troubleshoot the issue:

- Make sure that the headset is placed inside the play area.
- If power on the headset was disconnected and reconnected, you need to also restart the SteamVR app.
- Try to disconnect and reconnect the HDMI cable to the HDMI port on your computer's graphic card.
- Restart the SteamVR app. If you still get an error, reboot your computer and reopen the SteamVR app.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

My headset display is blurry. What should I do?

Try these troubleshooting suggestions:

- Make sure that you've removed the protective film on the headset lenses.
- Check that the lenses are clean. Use the cleaning cloth provided in the box to wipe the lenses.
- Make sure that you're wearing the headset properly.

The headset's bottom edge should rest on your cheekbones, while the standard strap should cup the back of your head. You should feel comfortable bending down without the headset slipping off.

If the headset is too low on your face, your display will appear blurry.

- Make sure your IPD is set correctly. For a guide, see [How can I find my IPD?](#) on page 10.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

What can I do to resolve the "headset not found" error?

Do the following steps to troubleshoot the issue:

1. Close all Steam apps on your computer, including the SteamVR app.
2. Unplug the link box cables (HDMI and USB) from your computer, as well as its power cable from an electric outlet.

3. Wait for a few seconds, and then plug the cables back in. On your computer, you might see a notification that drivers are being installed. Wait for the installation to finish.
4. Restart the SteamVR app.

If you still get a similar error, repeat the steps again. You can also check if you're encountering a USB-related issue. For more details, see [My headset can't be detected due to a USB port issue. What should I do?](#) on page 44.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

[My headset can't be detected due to a USB port issue. What should I do?](#)

Do the following steps to troubleshoot the issue:

- Plug the USB cable into a different USB port to confirm if the error is due to a USB port-related issue.

Option	Description
If you have a USB 2.0 port...	Plug the USB cable into the USB 2.0 port.
If you don't have a USB 2.0 port...	<ol style="list-style-type: none"> 1. Plug the USB cable into a generic USB 3.0 port. 2. Open the SteamVR app, and then tap  > Create system report. 3. Make sure that VIVE devices connect via a USB xHCI port rather than to a port from a specific manufacturer, which might have a compatibility issue with VIVE.

If the error is not resolved, your issue may not be due to USB port compatibility. For more troubleshooting suggestions, see [What can I do to resolve the "headset not found" error?](#) on page 43.

- Manually update the USB driver on your computer. You can also download and install official driver updates from the website of your motherboard or USB port manufacturer.
- If updating your USB driver doesn't solve the error, purchase and use another PCI-Express USB card (with Intel chipset). Based on our tests, this USB card work well with VIVE:

Inateck® 2-Port USB3.0 PCI-Express Card (Serial: KTU3FR-2O2I)

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

[After upgrading to Windows 10, VIVE shows as the computer's main monitor. What should I do?](#)

Try the following steps to troubleshoot the issue:

1. Disconnect the headset 3-in-1 cable on the link box.
2. Restart your computer.
3. Reconnect the headset 3-in-1 cable on the link box.

I'm experiencing skipped frames. What could I do?

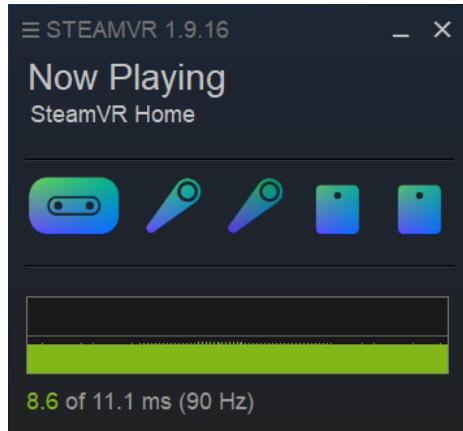
If you've installed software in your computer that automatically adjusts the display (such as for night mode), it may be causing the conflict.

To resolve the issue, disable the software that may cause the conflict (such as f.lux or Prismatik) when using VIVE.

I'm seeing drifting motion or floating objects in VR. What could I do?

Try these troubleshooting suggestions.

- Make sure that there are no reflective surfaces (such as mirrors) within your play area.
- If there are Bluetooth® devices in the room, turn them off so that they don't interfere with hardware pairing.
- Check if you're having CPU performance issues. On the SteamVR app, click  > **Display Performance Graph**.



If you see spikes in the graph, it means that the issue is with the CPU.

What should I do if I don't hear a sound while using the audio cable?

Make sure that the headset is on normal mode and not on standby, and that the SteamVR app is running on your computer.

If it doesn't solve your problem, do the following:

Option	Description
Make sure that SteamVR is sending audio to VIVE	<ol style="list-style-type: none"> 1. From your computer, open the SteamVR app. 2. Click , and then select Settings > Audio. 3. On the Set playback device to drop-down list, choose HTC-VIVE or select Speakers (USB-Audio Device).

Option	Description
Make sure that Windows is sending audio to VIVE	<p>1. On your computer, right-click the Volume icon on the task tray.</p> <p>2. Click Playback devices, and then select HTC-VIVE.</p> <p>3. Right click HTC-VIVE, and then select Set as default device.</p> <p>You may also need to right-click on any detected audio device, and select Show disabled devices and Show disconnected devices.</p>
Check the volume of HTC-VIVE audio device and current program	<p>On your computer, right-click the Volume icon on the task tray. Do the following:</p> <ul style="list-style-type: none"> ▪ Find the volume slider for HTC-VIVE, and then set it to 50%. ▪ Click Mixer. Find the current program, and then set the volume to 50%.

Is there a way to also hear from the computer what's in VR?

You can duplicate the audio from VIVE to your computer. You can use another pair of headphones or speakers.

1. From your computer, open the SteamVR app.
2. Click , and then select **Settings > Audio**.
3. Click the Audio mirroring **On/Off** switch to turn it on.
4. In the drop-down list, choose the device where you want the audio from VIVE duplicated.

Base stations

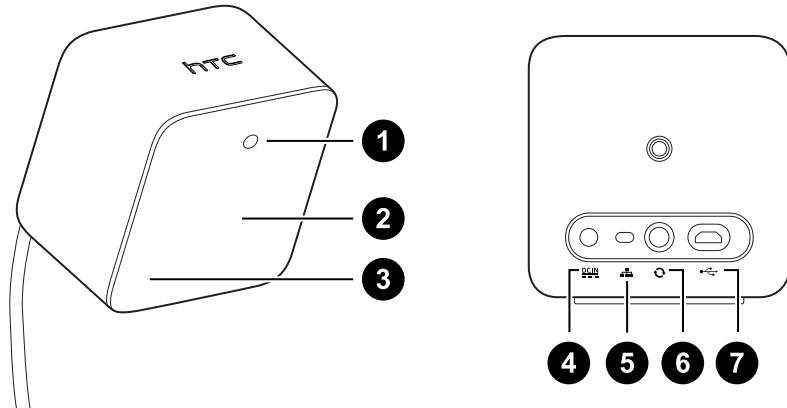
About the VIVE base stations



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.



- The base stations beam signals to the headset and controllers. Do not cover the front panel with any material.
- When the base stations are turned on, they may affect some nearby infrared sensors, such as those used by an IR TV remote control.



1	Status light
2	Front panel
3	Channel indicator (recessed)
4	Power port
5	Channel button
6	Sync cable port (optional)
7	Micro-USB port (for firmware updates)



- Do not attempt to pry open the base stations as doing so could injure you or damage the product.
- If the front panel is cracked or damaged, stop using the base stations.

Installing the base stations



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Before installing the base stations, decide first whether you want to set up a room-scale or seated/standing-only play area. See [Planning your play area on page 62](#).



During unboxing, remove the thin film that covers the front panel of the base stations.

1. Mount the base stations diagonally at opposite corners of your space.

For details on how to use the mounting kit, see [Using the mounting kit on page 51](#).

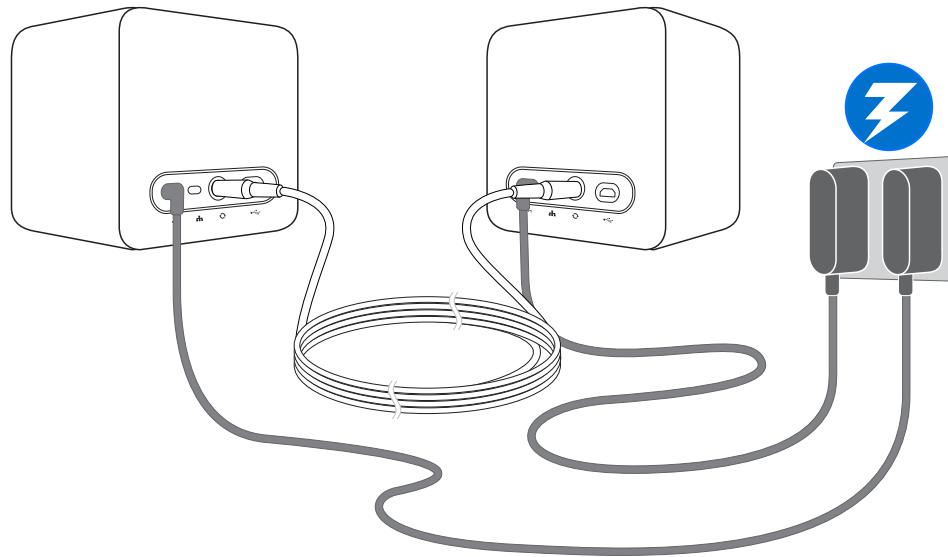
You can also use tripods, light stands, or cargo poles when mounting the base stations, or even place it on stable book cases. Just avoid using unstable mounting solutions or surfaces that are prone to vibration.

2. Adjust the base stations so that the front panels are facing toward the center of the play area.
3. Attach the power cables to the base stations, and then plug them each into a power outlet to turn them on. The status lights should be green.
4. Connect the base stations and set the channels.



For details on how to order the sync cable, contact customer care.

Without the sync cable	Press the Channel buttons at the back of the base stations so that one base station is set to channel "b", while the other is set to channel "c".
With the sync cable (optional for added reliability)	Press the Channel buttons at the back of the base stations so that one base station is set to channel "A", while the other is set to channel "b".



Once turned on, do not move or adjust the angles of the base stations as it could disrupt the tracking process. Otherwise, you will need to set up the play area again.

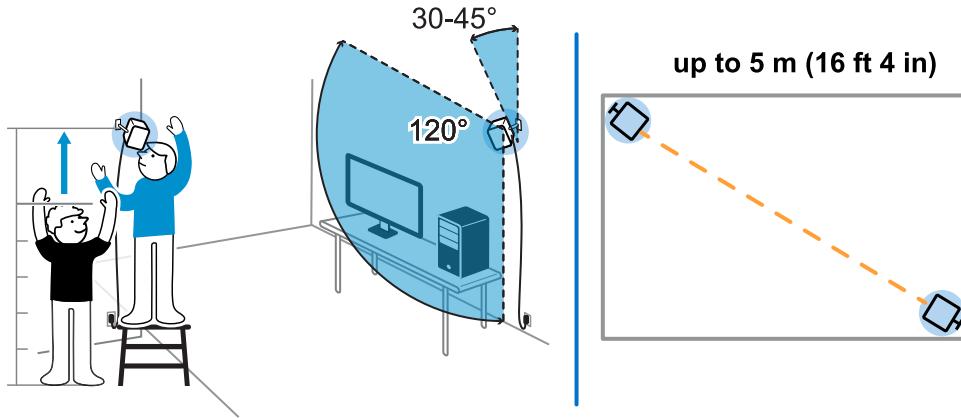
Tips for setting up the base stations



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

You may set up the base stations in a way that's suitable for your place. For best results, you may follow these recommendations:

- Mount the base stations diagonally and above head height, ideally more than 2 m (6 ft 6 in).
- Secure the base stations in a location where they can't be easily jostled or moved.
- Each base station has a 120-degree field of view, so it's ideal to adjust its angle between 30 and 45 degrees to fully cover your play area.
- For optimal tracking, make sure that the maximum distance between the two base stations is 5 m (16 ft 4 in).



- Avoid setting up in an area with bright light, which may negatively affect the performance of the base stations.

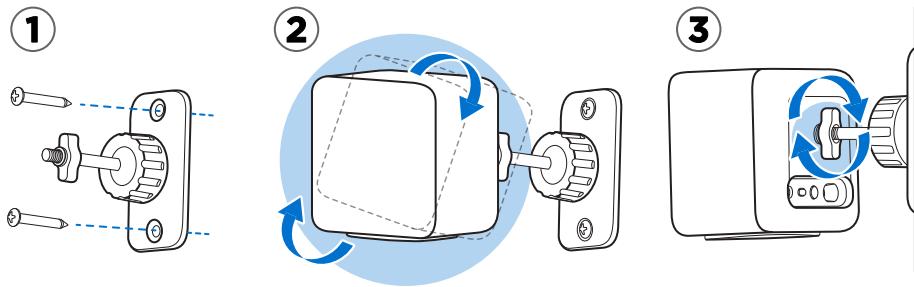
Using the mounting kit

For best results, install the base stations using a mounting kit. If you previously bought first-generation VIVE hardware, the mounting kit is provided as an in-box item. Otherwise, you can separately purchase a similar mounting kit from a third-party supplier.

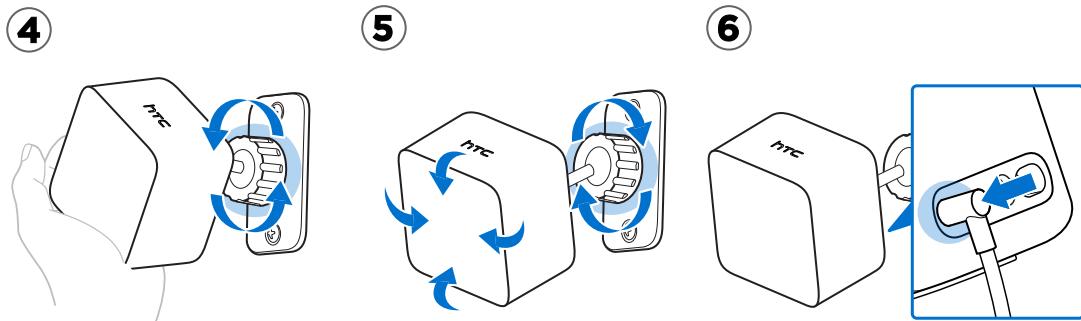


You will need a screwdriver or drill to install the mounts. Ask a professional for help when using power tools.

1. Mark where you want to install each of the mounts on your wall, and then screw the mounts in.
When mounting on concrete or drywall, first drill $\frac{1}{4}$ inch holes and insert anchors before screwing mounts in.
2. Rotate the base station to screw it onto the threaded ball joint. Do not screw the base station all the way in, only enough to be stable and oriented correctly.
3. Tighten the wingnut to the base station to secure it in place.



4. To adjust the angle of the base station, loosen the clamping ring while carefully holding the base station to prevent it from falling.
5. Tilt the base station toward the play area.
Make sure it has an unobstructed view of the other base station. Each base station has a 120-degree field of view. They should be angled down between 30 and 45 degrees.
To fix the angle of the base station, tighten the clamping ring back in.
6. Attach the power cable to each base station.



Updating base station firmware via cable connection



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

1. From your computer, open the SteamVR app.
2. If you see the icon, mouse over it to check if the firmware is out of date. If so, click **Update Device**.
3. Unplug the base stations from their power adapters, and then carefully unmount them.
4. Using a micro-USB cable, connect the base stations to one of your computer's USB ports one at time.
5. While pressing the Channel button at the back of the base station, plug in the base station's power adapter.

Once the base station is detected by the SteamVR app, the firmware update will start automatically.



Do not unplug the micro-USB cable or power cable before the firmware update is complete. Doing so could result in a firmware error.

6. When the update is complete, click **Done**.

Updating base station firmware via Bluetooth



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

1. From your computer, open the SteamVR app.
2. Click > **Devices** > **Bluetooth Settings** > **Enable Bluetooth**.
3. Do one of the following:
 - Click > **Devices** > **Update Device**, and then select the base stations.
 - If you see the icon, mouse over it to check if the firmware is out of date. If so, click **Update Device**.
4. Follow the onscreen instructions to complete the process.



Do not unplug the power cable before the firmware update is complete. Doing so may result in a firmware error.

What does the status light on the base stations mean?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

The status light shows:

- Green when the base station is in normal mode
- Blue when the base station is waiting to stabilize. If it remains in this state, check if it is mounted securely or on a surface that's not prone to vibration.
- Dim green when the base station is on standby
- Purple when the base stations are trying to sync
- Blinking purple when syncing is blocked. If you're connecting the base stations wirelessly, you may need to use the sync cable. See [Do I need to use the sync cable? on page 54](#).

What should I do if any of the base stations is not detected?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Try the following methods to troubleshoot the issue:

- Turn the base station off and on again.
- Make sure that you've installed your base stations correctly. For details, see [Installing the base stations on page 48](#).
- If the base stations have trouble wirelessly syncing with each other, there might be an obstruction in your play area. Check if using the sync cable would solve your issue. For details, see [Do I need to use the sync cable? on page 54](#).
- Restart the SteamVR app. If you still get an error, reboot your computer and reopen the SteamVR app.

For more information, you may refer to the [SteamVR Troubleshooting](#) page.

Can I use the older version of the base stations together with SteamVR Base Station 2.0?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

No, they are not compatible. SteamVR Base Station 2.0 has a different method of syncing. Use only the same versions of the base stations in your play area so that your setup will work correctly.

Which VIVE hardware is compatible with my base stations?



Use only the same version of base stations together. Different base station versions are not interchangeable.

Check the table below to see which VIVE hardware you can use with your base stations:

Base station version	Compatible VIVE hardware
1.0	<ul style="list-style-type: none">▪ VIVE headset▪ VIVE Pro headset▪ VIVE Pro Eye headset▪ VIVE controllers▪ VIVE controllers (2018)▪ VIVE Tracker (2018)▪ VIVE Cosmos with VIVE Cosmos External Tracking Faceplate
2.0	<ul style="list-style-type: none">▪ VIVE Pro headset▪ VIVE Pro Eye headset▪ VIVE controllers (2018)▪ VIVE Tracker (2018)▪ VIVE Cosmos with VIVE Cosmos External Tracking Faceplate

Do I need to use the sync cable?

In general, you don't need to connect your base stations to each other with the sync cable. However, if you have a hanging object from the ceiling that is above the play area or if your base stations need to be positioned low such that your head or hands block the bases from seeing one another, this may affect the syncing of the base stations. You'll need to attach the sync cable.



For details on how to order the sync cable, contact customer care.

1. Attach the sync cable to both base stations and make sure to route the cable outside of your play area.
2. Press the Channel buttons on the back of the base stations so that one base station is set to channel "A" and the other is set to channel "B".

Are the base stations covered by warranty if accidentally damaged?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Please follow the recommended setup instructions for the base stations carefully, since product warranty does not cover accidental damage.

Stop using the base stations if they are damaged, especially if its front panels are cracked.

When VIVE is in use, my TV remote isn't working. What can I do?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

The base stations may affect some nearby infrared sensors, such as those used by an IR TV remote control.

1. Re-adjust the angle of the base stations so that they are not directly facing your TV.
2. Verify that your remote control is working without interference from VIVE.
3. Set up the play area again.

For more information, you may refer to the SteamVR Troubleshooting page.

Controllers

About the VIVE controllers



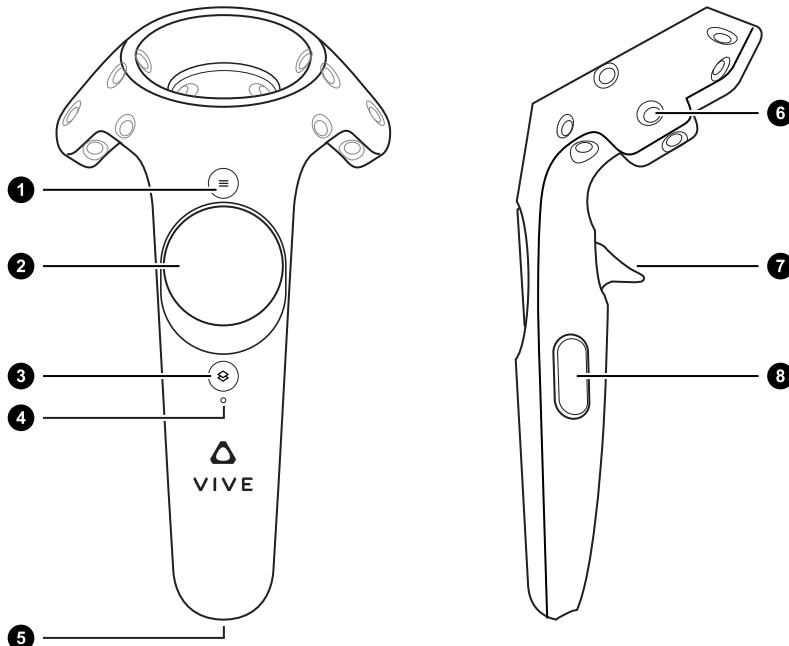
The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Use the controllers to interact with objects in the VR world.

The controllers have sensors that are tracked by the base stations.



The sensors on the controllers are sensitive. Do not cover or scratch the sensor lenses.



1	Menu button
2	Trackpad
3	System button
4	Status light
5	Micro-USB port
6	Tracking sensor

7	Trigger
8	Grip button

Charging the controllers



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

You can check the battery level of the controllers when no apps are running, or when the System Dashboard is up. When the battery is low, the indicator will show a single red dot .

You can also check the SteamVR app. If you see , this means the controller battery is low.

Charge each controller using the provided power adapters and USB cables.

When the controller is plugged in and fully charged, its status light shows green if the controller is on or white if the controller is off.

Turning the controllers on or off



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

- To turn the controller on, press the System button until you hear a beeping sound.
- To turn the controller off, press and hold the System button until you hear a beeping sound.

When you quit the SteamVR app, the controllers will automatically turn off. The controllers will also automatically turn off after being idle for a period of time.

Pairing the controllers with the headset



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

- Once the controllers are turned on for the first time, they will automatically pair with the headset.
The status light shows as blinking blue while the pairing is in progress. The status light turns solid green when the controllers are paired with the headset.
- To manually pair the controllers, launch the SteamVR app, tap , and then select **Devices > Pair Controller**. Follow the on-screen instructions to complete the process.

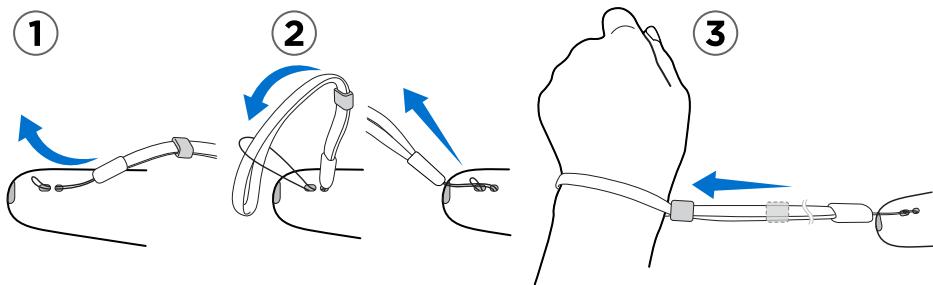
Attaching the lanyards to the controllers



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Using the lanyards may help prevent the controllers from accidentally being dropped; however, please do not fling or violently throw the controller because the lanyard may break.

1. While holding the controller, insert the lanyard's thread from the top to the bottom hole.
2. Loop the lanyard through the thread, and then tug the lanyard to fasten it in place.
3. Place the lanyard on your wrist, and then adjust the lock to tighten the lanyard comfortably around your wrist.



Updating controller firmware



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

1. From your computer, open the SteamVR app.
2. If you see the icon, mouse over it to check if the firmware is out of date. If so, click **Update Device**.
3. Using a micro-USB cable, connect the controllers to one of your computer's USB ports one at time.

Once the controller is detected by the SteamVR app, the firmware update will start automatically.



Do not unplug the micro-USB cable any time before the firmware update is complete. Doing so could result in a firmware error.

4. When the update is complete, click **Done**.

What does the status light on the controllers mean?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

The status light shows:

- Green when the controller is in normal mode
- Blinking red when battery is low
- Blinking blue when the controller is pairing with the headset
- Blue when the controller is connecting with the headset
- Orange when charging

What should I do if any of the controllers is not tracked?

Try the following methods to troubleshoot the issue:

- Make sure that the controller is placed inside the play area.
- Turn the controller off and on again to reactivate the tracking.
- Restart the SteamVR app. If you still get an error, reboot your computer and reopen the SteamVR app.

For more information, you may refer to the [SteamVR Troubleshooting](#) page.

How do I know which of the controllers is not being tracked?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

If one of your controllers is not being tracked and you want to find out which one, follow these steps.

1. On your computer, open the SteamVR app.
2. Hover your cursor on the icon of the controller that's not tracked.
3. Click **Identify controller**.

The status light on the controller rapidly flashes white.

For more information, you may refer to the [SteamVR Troubleshooting](#) page.

What can I do if the controller's trackpad is oversensitive?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Check if there's a firmware update available for the controllers. After which, re-calibrate the controller by doing these steps:

1. From your computer, open the SteamVR app.
2. Right-click , and then click **Calibrate Controller**.
3. Follow the onscreen prompts to complete the calibration process.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

What should I do if my controller won't turn on?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Try these troubleshooting suggestions:

- Press and hold the System button for at least 5 seconds and see if the controller turns on.
- Charge the controller using the other cable and adapter, and plug the adapter to a different power outlet.
- On the SteamVR dashboard, check if the controllers are detected. If controllers are detected but the LED light is off, it may indicate an issue with the LED.
- Check if you have a firmware update that failed. To recover from this error, see [My controller won't turn on after I accidentally unplugged it during firmware update. What should I do?](#) on page 61.

The controller automatically turns off. What should I do?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Do the following steps to troubleshoot the issue:

1. Make sure that the controller is charged.
2. Check that the status light on the controller shows as green, which means that it is paired with the headset.

3. Plug the USB cable from the link box into another USB 3.0 port on the computer.
4. Manually update the USB driver on your computer. You can also download and install official driver updates from the website of your motherboard or USB port manufacturer.

My controller won't turn on after I accidentally unplugged it during firmware update. What should I do?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Do the following steps to recover your controller from bootloader mode.

1. Using a micro-USB cable, connect the controller to one of your computer's USB ports.
2. From your computer, open the SteamVR app.
3. Once the controller is detected by the SteamVR app, follow the onscreen prompts to complete the firmware update.

Play area

What is the play area?

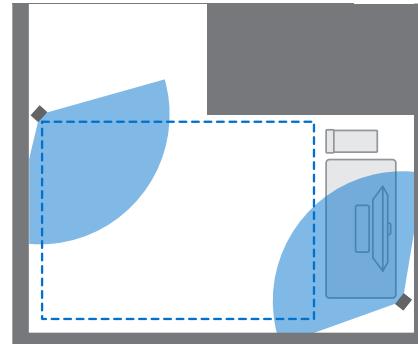
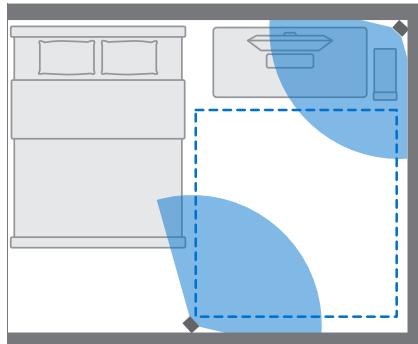
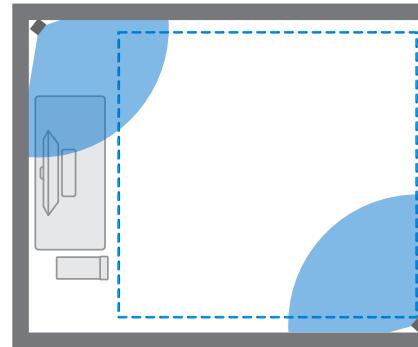
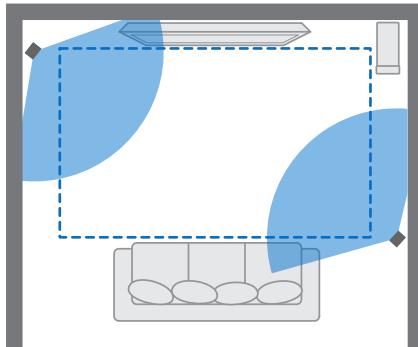
The play area sets the virtual boundaries of VIVE. Your interaction with VR objects happens within the play area.

VIVE is designed for room-scale setup, but you can also use it for standing and seated experiences.

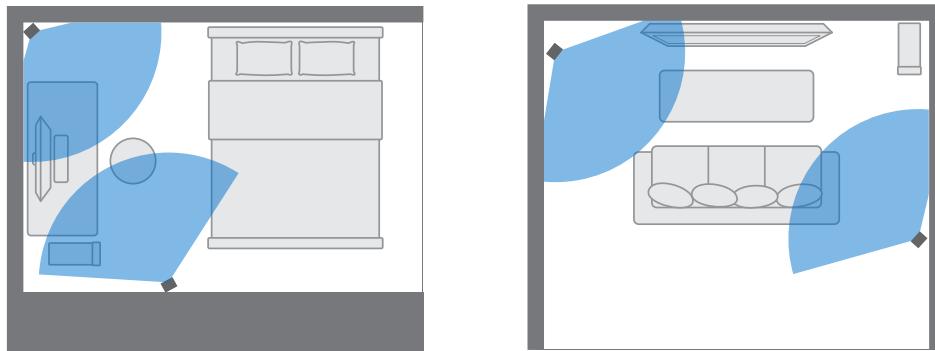
Planning your play area

Before choosing your setup, make sure that you have enough space.

Room-scale setup needs a minimum play area of 2 m x 1.5 m (6 ft 6 in x 5 ft). Examples of room-scale setup:



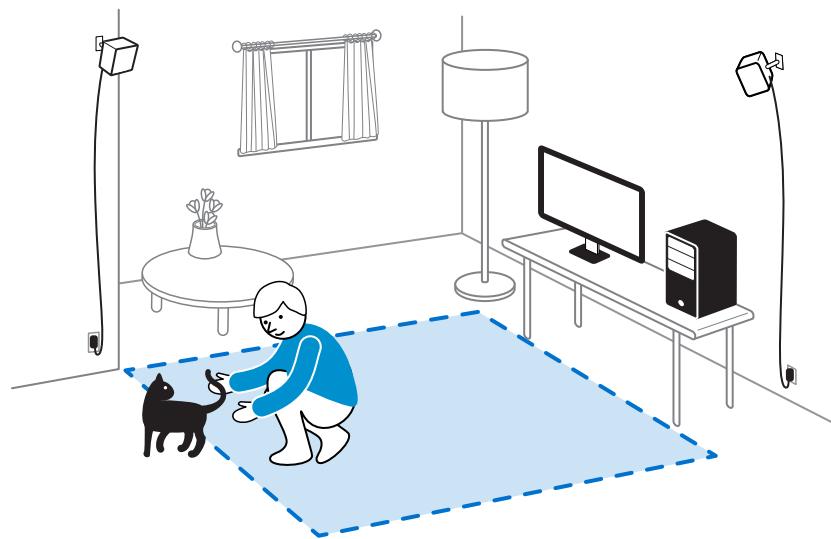
Seated and standing experiences do not have space requirements. Examples of seated/standing setup:



Choosing the play area

Find a space that you will designate as the play area. For best results, do the following:

- Move furniture and other obstacles (like pets) out of the play area.



- Place your computer next to your play area. The headset cable extends around 5 m (16 ft 4 in) from your computer.
- Make sure that there are power outlets close to where you mount the base stations. Use 12V extension cords as needed.
- Do not leave your headset in direct sunlight, as it may damage your headset display.

Setting up VIVE for the first time

Before you can use VIVE, you'll need to complete the setup process, which includes installing VIVE and SteamVR software, setting up the hardware, and defining your play area.

To start the setup process, download the setup file on your computer from:

www.vive.com/setup/

Run the setup file and follow the prompts to complete the process.

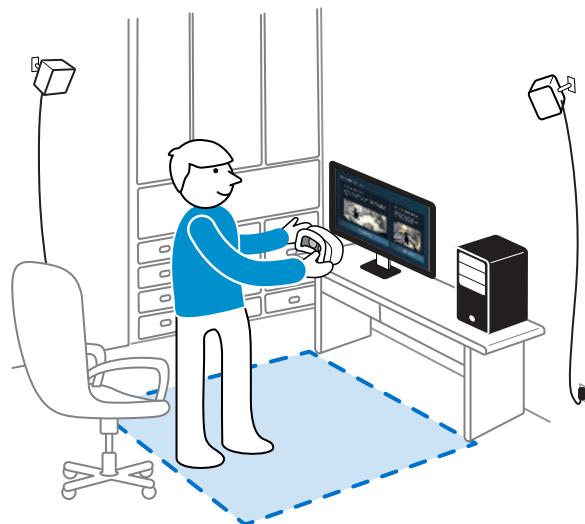


Once you've completed the room setup, you need to run it again if you moved or adjusted the angles of the base stations or if you transfer your VIVE VR system to a different room.

Setting up a standing-only play area

Choose this option if you only want to experience VR in a seated or standing position.

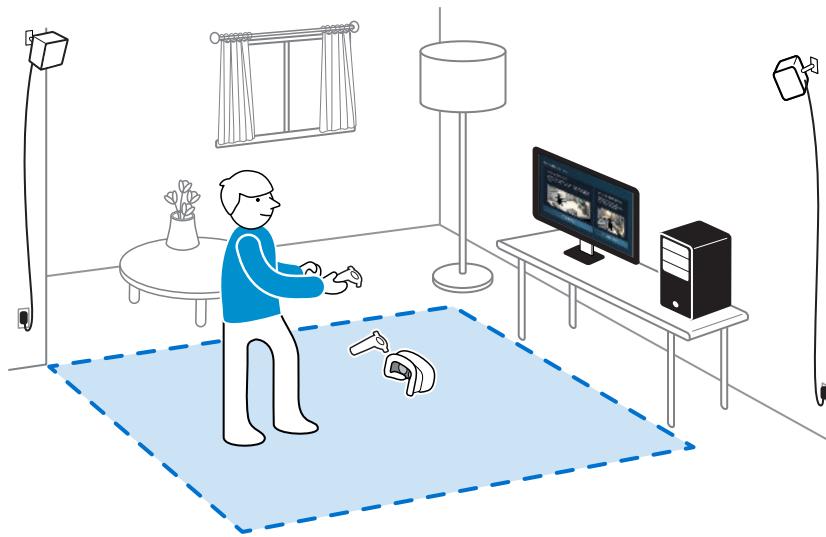
1. From your computer, open the SteamVR app.
2. Click **≡**, and then select **Room Setup > Standing only**.
3. Review the prompts and follow the on-screen instructions to complete the process.



Setting up a room-scale play area

Choose to set up a room-scale play area to enjoy moving around and fully engage with the VR experience.

1. From your computer, open the SteamVR app.
2. Click , and then select **Room Setup > Room-scale**.
3. Review the prompts and follow the on-screen instructions to complete the process.



When tracing the boundaries of the play area, make sure that the floor is cleared. Do not trace across space occupied by things (such as a table or a chair) since this may cause you to trip into the object while in VR.

Resetting the play area

1. From your computer, open the SteamVR app.
2. Click , and then select **Room Setup**.
3. Choose the type of play area you want and then follow the prompts to complete the process.

Verifying your setup

Once you've completed the VIVE setup process, you can now put on the headset and hold the controllers to start exploring VR.



While you're in the play area, the headset and the controllers should remain at least 0.5 m (1 ft 7 in) and no further than 5 m (16 ft 4 in) away from a base station. This will ensure that the devices are properly tracked within the base station's 120-degree field of view.



For health and safety warnings, please refer to the Safety and regulatory guide, which is periodically updated for accuracy and completeness. For the latest version, check www.vive.com/.

After setting up, how do I turn the VIVE system on?

1. From your computer, open the SteamVR app.
2. Make sure your base stations are powered.
3. Make sure that your headset is connected to the computer via the link box. For details, see [Connecting the headset to your computer](#) on page 18.
4. Turn the controllers on. For details, see [Turning the controllers on or off](#) on page 57.
5. Check that VIVE hardware is tracked. The status icons on the SteamVR app and the status lights on the hardware should all be green.
6. Put the headset on. For details, see [Putting the headset on](#) on page 9.
7. Grab your controllers.

To bring up the System Dashboard, press the System button on either controller.

What is the recommended space for the play area?

Movement within a diagonal area of up to 5 m (16 ft 4 in) is supported. For example, a 3.5 m x 3.5 m (around 11 ft 5 in x 11 ft 5 in) space. For room-scale setup, a minimum play area of 2 m x 1.5 m (6 ft 6 in x 5 ft) is required. There's no minimum for seated and standing experiences.

Can I include space occupied by furniture for the play area?

It is not recommended to do so. When setting the boundaries of the play area, make sure that the floor is cleared. Do not trace across space occupied by things (such as a table or a chair) since this may cause you to trip into the object while in VR.

Will VR apps for seated/standing-only experiences work with room-scale setup?

Even if you have a room-scale setup, you can still use VR apps that are designed for seated or standing-only experiences. Just make sure that your headset and controllers are tracked within the play area.

How do I resolve download errors during VIVE Setup installation?

Download errors are usually caused by incorrect network settings. For example, due to wrong DNS, the download server address is unresolved by the host. Some network destinations may be inaccessible, even as connection to other websites seems normal. Please make sure that your network settings are correct, or ask your network administrator for support.

I can't complete the room setup. What should I do?

Check if you're using special characters (such as à or é) in your local Windows user name, which could cause the problem.

As a workaround, you can add a new Windows account using basic Latin alphabet for your user name. After logging in with the new user name, reinstall VIVE Setup and complete the process.

Settings

System Dashboard settings

System Dashboard

The System Dashboard serves as your central point of entry in VR.

While in the dashboard, some of the things you can do are:

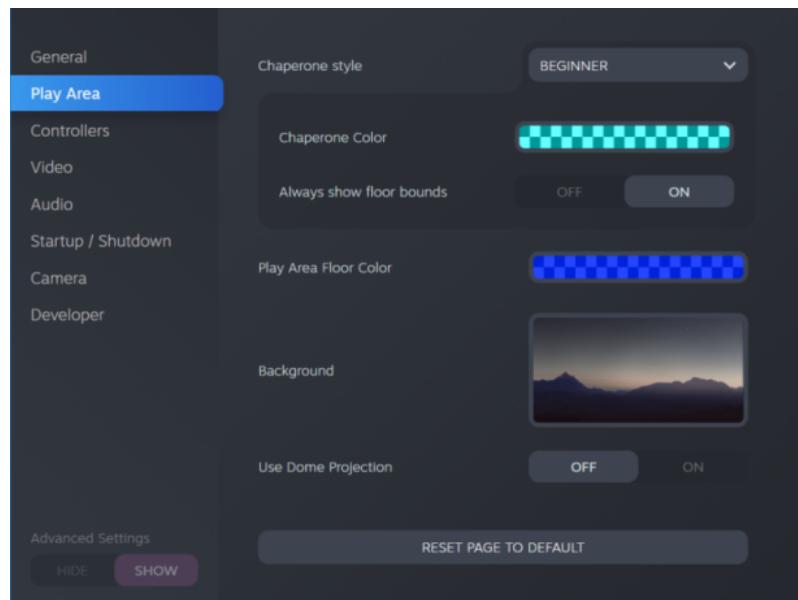
- Launch or close a VR app
- Control sound volume and mic access
- Change settings, such as style of the collision bounds in Chaperone or the in-headset background
- Turn the VIVE system off

To bring up the dashboard, press the System button on either controller.

Changing the Chaperone settings

The Chaperone shows a grid whenever you're close to the bounds of your play area. You can change how the grid looks.

1. From the System Dashboard, select .
2. Select **Play Area**.



3. In Chaperone style, choose the collision bound style you want.

4. Click colored box to the right of Chaperone Color to set the color and transparency of the bounds.
5. To show a constant visual reference of your floor bounds while in VR, select the Always show floor bounds **On/Off** switch to turn it on.

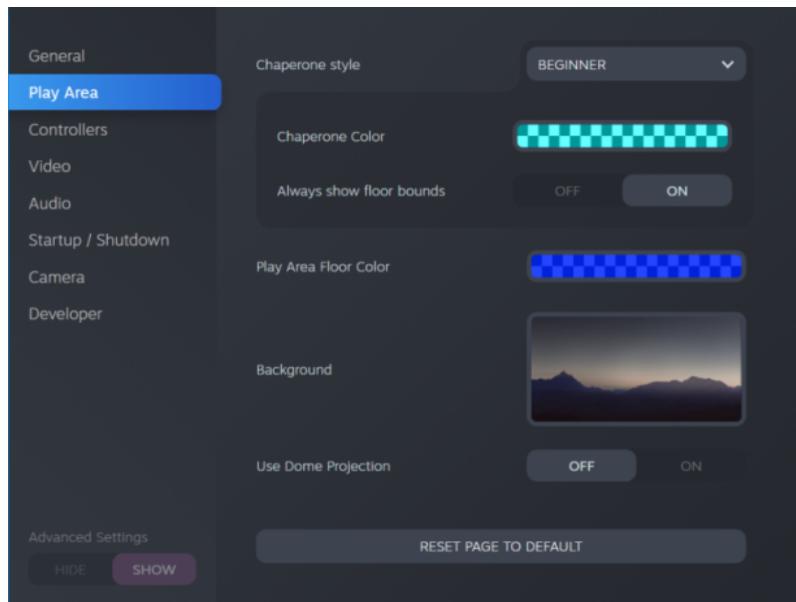


You can also change the Chaperone settings in the SteamVR app.

Changing the default background display

When you turn on the VIVE system, the first thing you'll see is a default background display. It's the same background that shows when you exit SteamVR Home.

1. From the System Dashboard, select .
2. Select **Play Area**.



3. Click the image to the right of Background.
4. Select the image you want to use as the background.



For some images, you have the option to turn on Use Dome Projection to make it appear like you're in a planetarium.

5. Click the box to the right of Play Area Floor Color to add color to the floor of your play area.



You can also change the background in the SteamVR app.

Phone notifications

Downloading and installing the VIVE phone app



Before downloading the VIVE app, please make sure that your phone meets the minimum system requirements indicated on the VIVE app's download page.

1. On your phone, open the Play Store or App Store apps.
2. Search for **Vive**.
3. Download and install the VIVE app.

Pairing your phone with VIVE

Pair your phone with the VIVE system to start receiving notifications while you're on VR.

1. On your computer's VIVEPORT app, click , and then select **Set up a Phone**.
2. On your phone, open the VIVE app.
The first time that you open the VIVE app, review the prompts and tap **Allow**.
3. On both your computer and phone, click **Get started**. Make sure that Bluetooth is turned on and that your phone is discoverable.
4. From the list of discovered devices on your computer, select your phone, and then click **Next**.
5. When prompted, accept the pairing request or enter the pairing code on your phone.
6. Once pairing is complete, click **OK** and **Done** on your computer and phone respectively.

Choosing which notifications to receive on VR

Manage which notifications you get while using VIVE.

1. On your phone, open the VIVE app.
2. Do one of the following:
 - Android™ users: Tap : > **Settings**.
 - iOS users: Switch to the Settings tab.
3. Choose which types of notifications you'd like to receive.

Receiving notifications while in VR

Don't worry about missing important notifications. While you're in any VR app, you'll see a notification when you have an incoming call, message, or upcoming calendar event.



To receive notifications while in VR, you need to pair your phone with VIVE first. To find out how, see [Pairing your phone with VIVE](#) on page 70.

To receive or open the notification, press the **System** button.

If you choose to ignore the incoming notification, you can always check it later on the VIVE tab. For details, see [Checking your notifications](#) on page 71.

Checking your notifications

Conveniently review notifications from your phone without leaving VR.



To receive notifications while in VR, you need to pair your phone with VIVE first. To find out how, see [Pairing your phone with VIVE](#) on page 70.

From the VIVE tab's Notifications panel, you can:

- View a missed call or text message
- View an upcoming calendar event
- Call back a contact
- Reply with a text message (Android users only)

Editing or adding message replies (Android users)

If you're using an Android phone, customize the messages that you can quickly send to your contacts.

1. On your phone, open the VIVE app.
2. Tap : > **Settings**.
3. Tap **Quick replies**.
4. Select a predefined message to edit or tap + to add a custom message.

Unpairing your phone with VIVE

You can only use one phone at a time with your VIVE. Unpair your current phone first if you need to use another phone with VIVE.

1. On your phone, open the VIVE app.
2. Do one of the following:
 - Android users: Tap : > **Settings**, and then tap **Unpair**.
 - iOS users: Switch to the Settings tab, and then tap **Forget this device**.



You can also unpair your phone through your computer's VIVEPORT app. Click , and then click **Unpair** under Phone.

What types of phone notifications can I receive on VIVE?

While in VR, you may receive phone calls, text messages, and calendar reminders. To do so, you need to install the VIVE app on your phone and complete the pairing process with the VIVE system. You can choose which notifications you want to get on your phone's VIVE app settings.

Can I receive notifications from more than one phone on VIVE?

Currently, only one phone is supported if you want to receive notifications while in VR. If you want to use another phone with your VIVE, unpair the previous phone first.

What features of the VIVE phone app are not supported in the iOS version?

Currently, editing or adding personalized replies for calls or messages are not supported in the app's iOS version.

SteamVR

Activating the front-facing camera

You need to enable the settings for the front-facing camera before you can use it in VR, such as for showing your actual room.

1. From your computer, open the SteamVR app.
2. Click , and then select **Settings > Camera**.
3. Click **Enable Camera**.
4. Close and reopen the SteamVR app.
5. Click , and then select **Settings > Camera**.
6. Select **Allow Camera in Dashboard**.

Checking for firmware updates

Firmware updates include improved features and bug fixes.

- From your computer, do one of the following:

- On the SteamVR status window, mouse over on any of the hardware icons to check if the firmware is out of date, and then select to update the firmware.
- On the SteamVR app, click , and then click **Devices > Update Device**.

- Follow the prompts on the screen.

If the update is for the controllers or base stations, you'll be asked to connect them to your computer using a micro-USB cable.



While firmware updates are in progress, do not unplug the micro-USB or power cables that connect your hardware to your computer. Doing so could result in a firmware error.

How can I capture screenshots in VR?

While in VR, press the System button and the trigger at the same time. You'll see a notification when the screenshot is saved.

You can access screenshots directly from the Steam client by clicking **View > Screenshots**.

To find screenshots from apps downloaded in VIVEPORT, navigate to the Steam installation folder. The default location on 64-bit versions of Windows is:

```
C:\Program files (x86)\Steam\userdata\[Steam user number]\760\remote
\0\screenshots
```

If you have chosen a custom installation folder, navigate to it and find the following subfolder:

```
...\Steam\userdata\[Steam user number]\760\remote\0\screenshots
```

Screenshots from other apps can be found in their respective folder:

```
...\Steam\userdata\[Steam user number]\760\remote\[app folder]
\screenshots
```

What can I do if I'm having issues with the SteamVR app?

The problem could be due to missing or corrupt files in the SteamVR app. Make sure that your installation is intact.

- From your computer, close the SteamVR app.
- Open the Steam app, and then go to the Library tab.
- On the left panel, click the drop-down menu and select **Tools**.
- Right-click **SteamVR**, and then and select **Properties**.
- In the Local Files tab, click **Verify integrity of tool files**.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

How do I resolve SteamVR Error 208?

If you encounter the SteamVR Error 208 (Monitor not Found) issue, check if the troubleshooting details on [What can I do to troubleshoot the headset?](#) on page 42 can resolve the problem.

If you're using Windows 8 or later, the issue might be caused by enhancements in power management settings. Do these steps as a workaround:

1. On your computer, go to **Control Panel > System and Security > System**.
2. Click **Device Manager**, and then click to expand the list under **Universal Serial Bus controllers**.
3. Right-click **Generic USB Hub** (there may be more than one with the same label), and then select **Properties**.
4. Click the **Power Management** tab, and then de-select **Allow the computer to turn off this device to save power**.
5. Unplug and re-plug the power cable on the link box.
6. Restart the SteamVR app.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

How can I opt-in to SteamVR Beta?

1. From your computer, open the Steam app.
2. On the left panel, click the drop-down menu and select **Tools**.
3. Right-click **SteamVR**, and then and select **Properties**.
4. Go to the Betas tab.
5. In the Select the beta you would like to opt into drop-down list, select **beta - SteamVR Beta Update**.



If you want to opt out in the future, select **NONE – Opt out of all beta programs**.

6. Close the window, and then wait for SteamVR to finish updating.

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