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VIVE

User guide

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SteamVR

About this guide

In this user guide, we use the following symbols to indicate useful and important information:

This is a note. A note often gives additional information, such as what happens when you choose to do or not to do a certain action. A note also provides information that may only be applicable to some situations.

This is a tip. A tip gives you an alternative way to do a particular step or procedure, or lets you know of an option 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 provides safety precaution information, that is, information that you need to be careful about to prevent potential problems.

Unboxing

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	• 3-in-1 cable (attached) • Audio cable (attached) • Earbuds • Face cushions (1 attached and 1 alternate for narrow face) • Cleaning cloth
Link box	• Power adapter • HDMI cable • USB cable • Mounting pad
Vive controllers (2)	• Power adapters (2) • Lanyards (2 attached) • Micro-USB cables (2)
Base stations (2)	• Power adapters (2) • Mounting kit (2 mounts, 4 screws, and 4 wall anchors) • Sync cable (optional)

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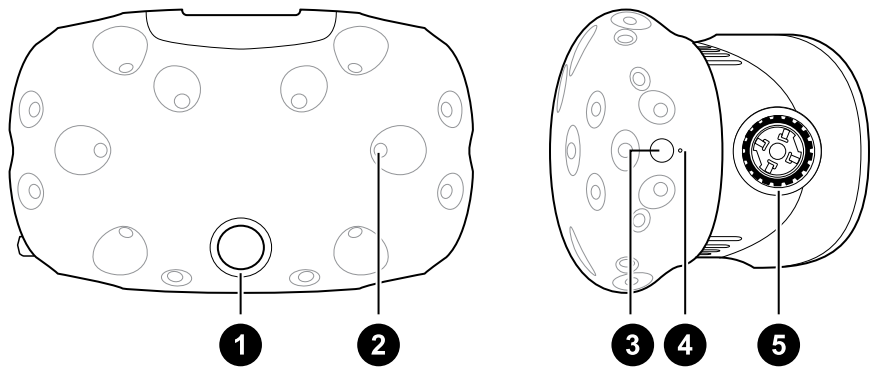
1	Camera lens
2	Tracking sensor
3	Headset button
4	Status light
5	Lens distance knob

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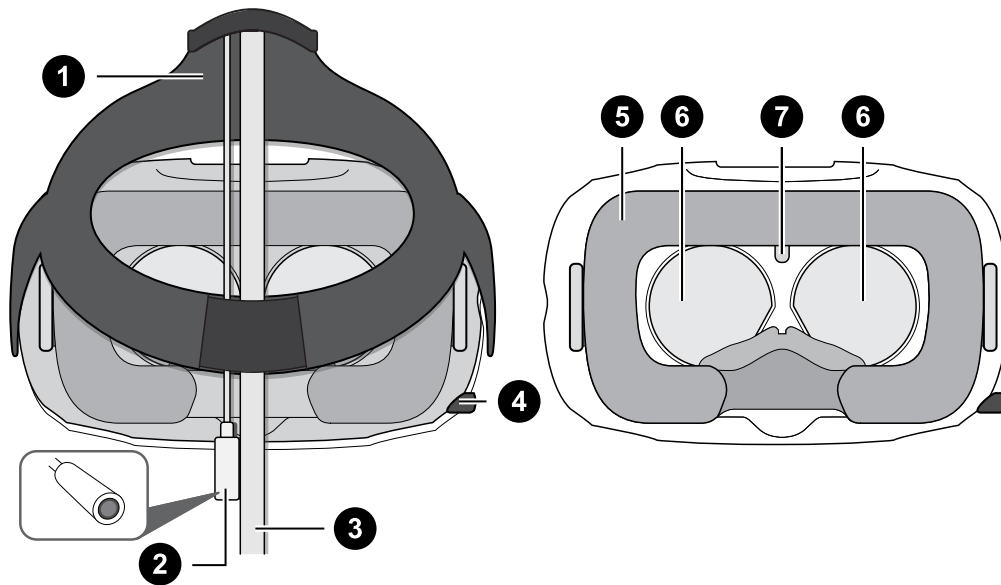
1	Strap
2	Audio cable
3	3-in-1 cable
4	IPD (interpupillary distance) knob
5	Face cushion
6	Lenses
7	Proximity sensor

Bottom
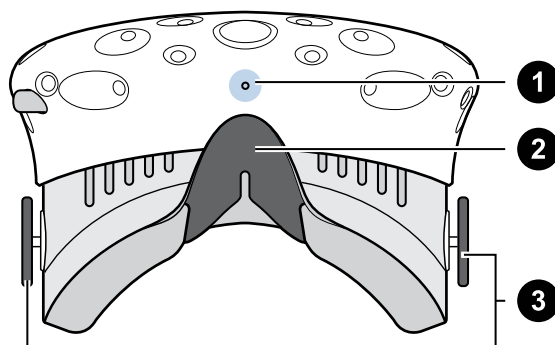
1	Microphone
2	Nose rest
3	Lens distance knobs

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 straps 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.
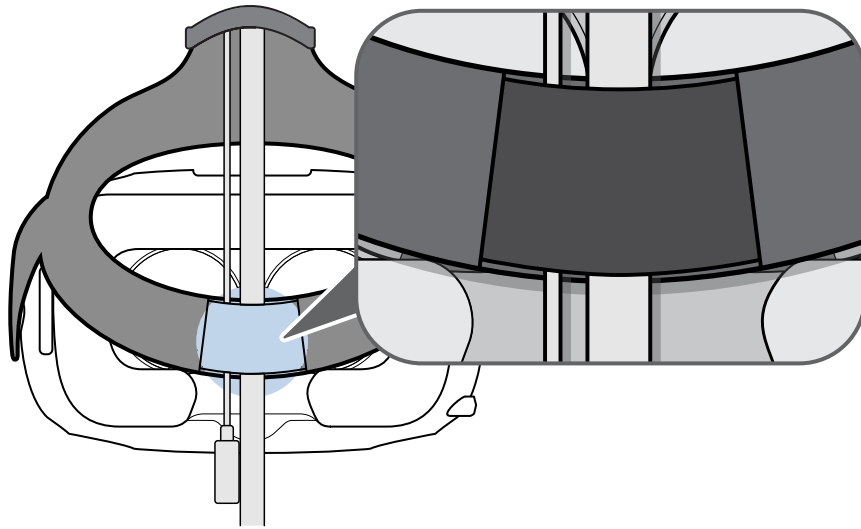
Using the IPD knob on the headset

Interpupillary distance (IPD) is the distance between the center of the pupils in your eyes. A quick way to get an estimate is by facing a mirror and holding a millimeter ruler against your brow. 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 change the distance between the lenses, rotate the IPD knob.
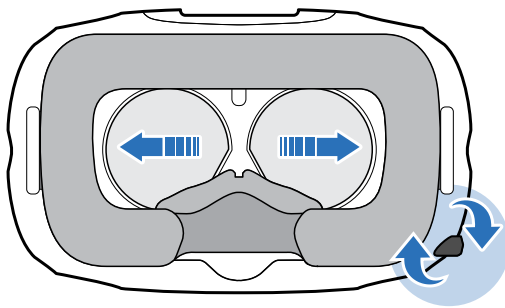
As you adjust the IPD, you'll see information displayed in the headset that indicates the current distance between the centers of the lenses.

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 knobs 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.
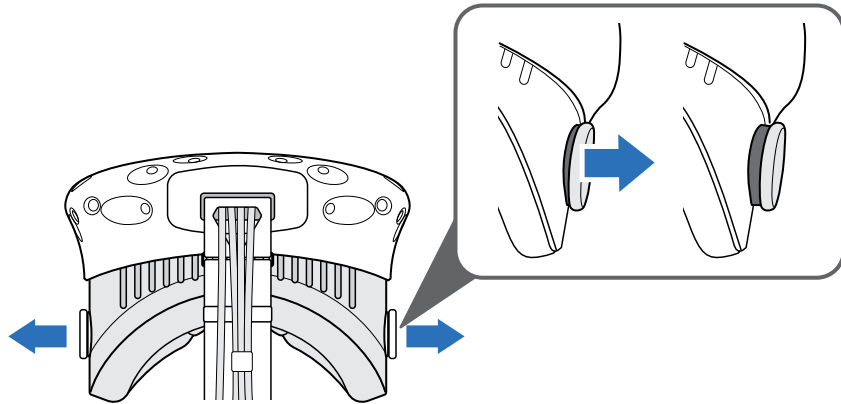
2. Rotate both lens distance knobs to adjust the lens further or closer to your face.
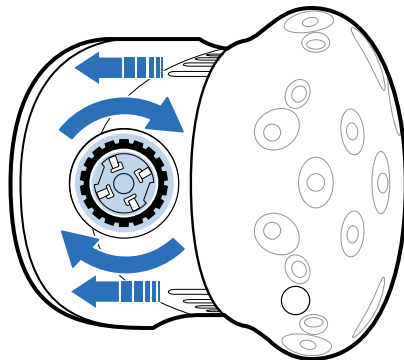
3. After you're done adjusting, push each knob to lock it back in.

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.
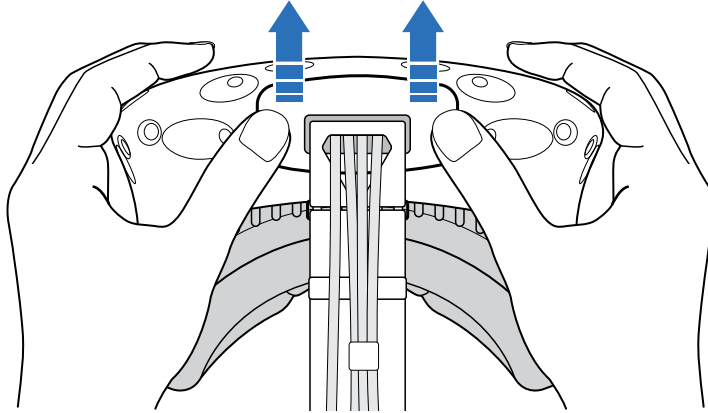
2.   Plug in the USB cable to its corresponding slot.
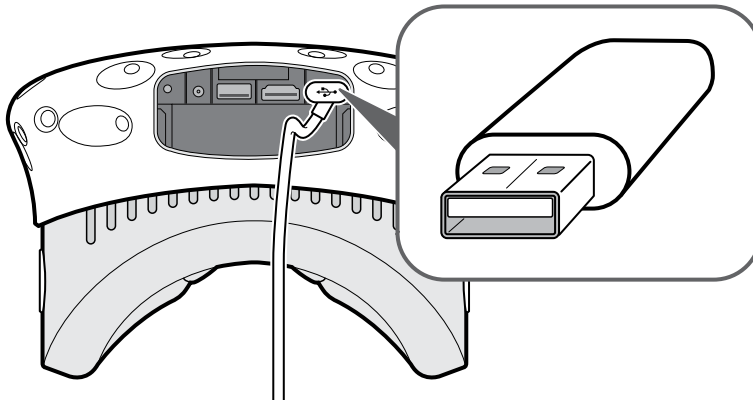
3.   Connect the third-party device to the USB cable end.

4.   Replace the compartment cover.

Unplugging the 3-in-1 cable from the headset

1. Push open the compartment cover to access the connector slots on the headset.
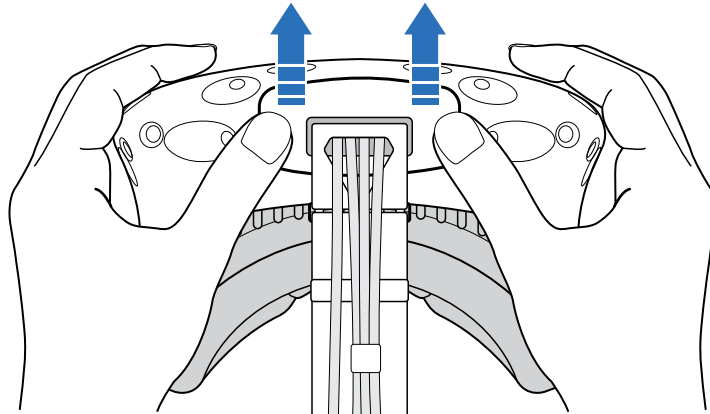
2. Carefully pull the tab until the HDMI cable is unplugged.
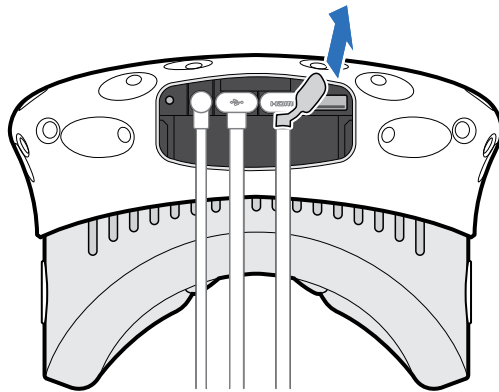
3. Unplug the power cable and USB cable from the connector.

4. Replace the compartment cover.

Replacing the face cushion

If the attached face cushion is too wide for you, replace it with the alternate cushion (narrow) that comes in the box.

You should also remove the face cushion to clean it. For more information, see Cleaning the face cushion on page 20.

1. To remove the face cushion, peel off starting from both ends of the face cushion until it detaches from the headset.
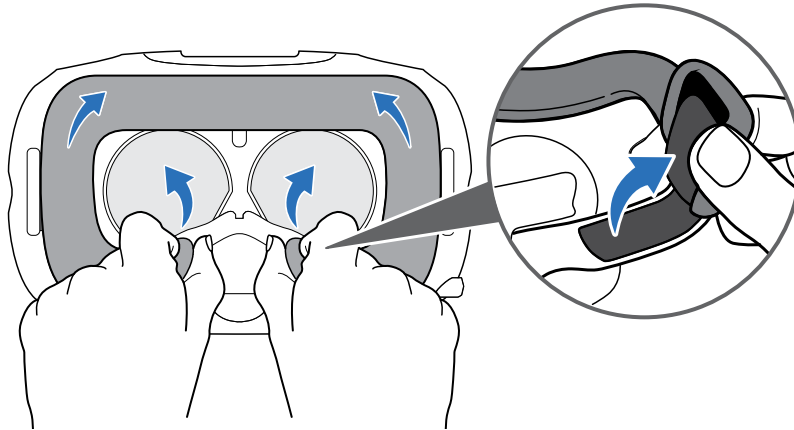
2. To replace the face cushion, insert the tab on the face cushion into the slot on the headset, and then align the hook and loop strips.

Replacing the nose rest

1. To remove the nose rest, peel off the flaps of the nose rest until it detaches from the headset.
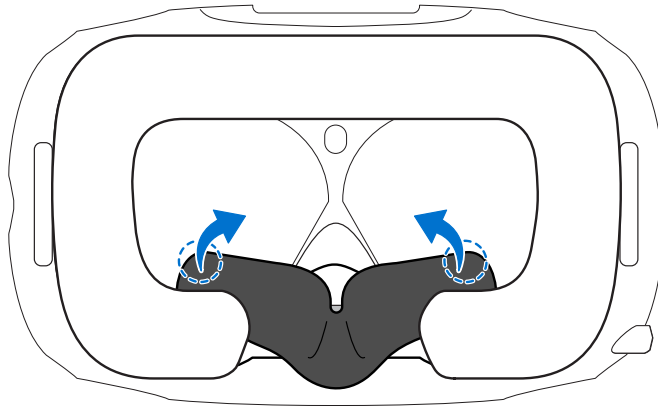
2. To replace the nose rest, press its tabs into the corresponding slots on the headset. Make sure that the nose rest is fastened in place and its flaps are behind the face cushion.
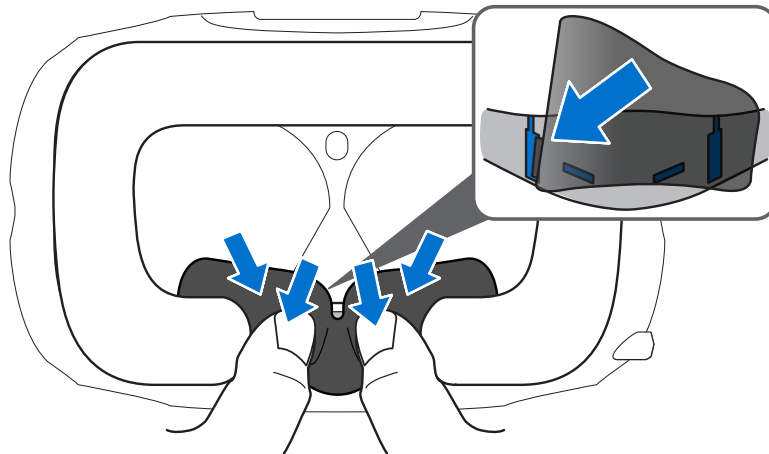
Replacing the headset buckle

- To detach the buckle, rotate the buckle clockwise. You'll hear a click when the buckle is released.
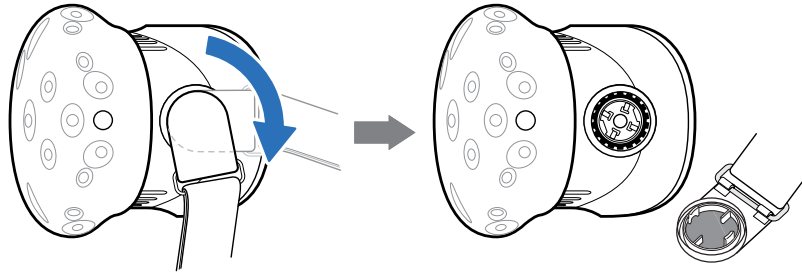
- To reattach the buckle, with the headset strap hanging down, align the buckle to the connector and then rotate it counterclockwise. You'll hear a click when the buckle locks in place.
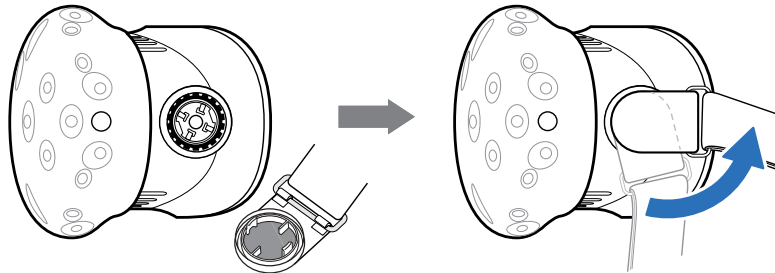
Updating headset firmware

1. From your computer, open the SteamVR app.

2. If you see the ![icon] icon, mouse over it to check if the firmware is out of date. If so, click **Update headset firmware**.

   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.

3. 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.
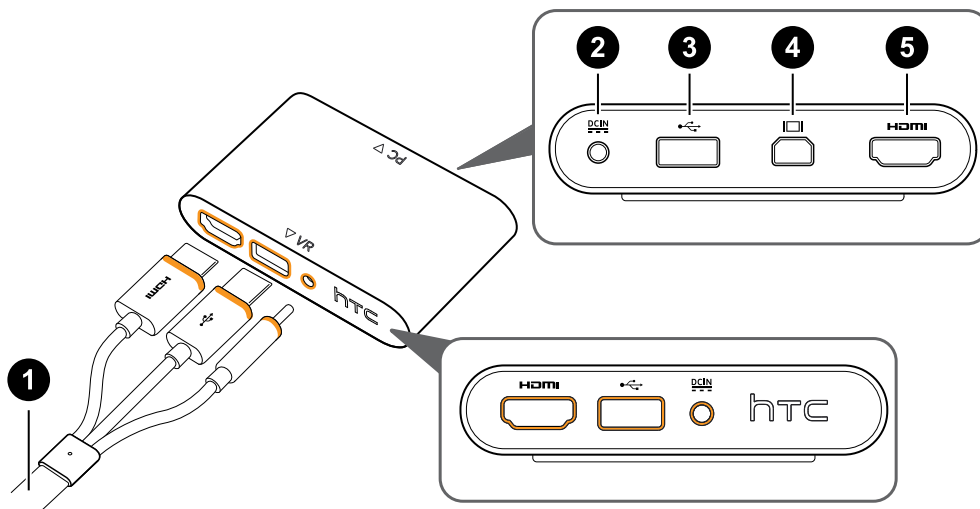
1	3-in-1 cable
2	Power port
3	USB port
4	Mini DisplayPort™
	Note: Cable is not provided. Use if your computer doesn't have a spare HDMI port or doesn't support HDMI.
5	HDMI port

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.
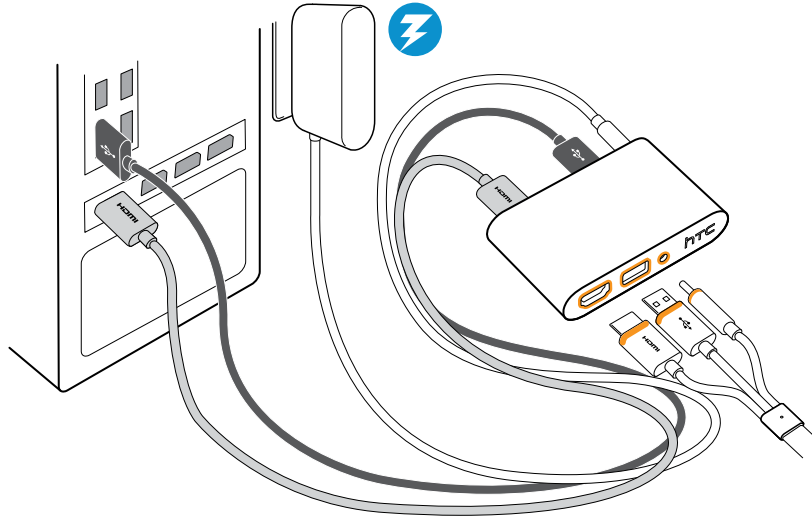
5. To secure the link box in a permanent position, peel the covers from the mounting pad and firmly press one side of the adhesive surface on the bottom part of the link box, and then attach the link box on the area where you want it installed.
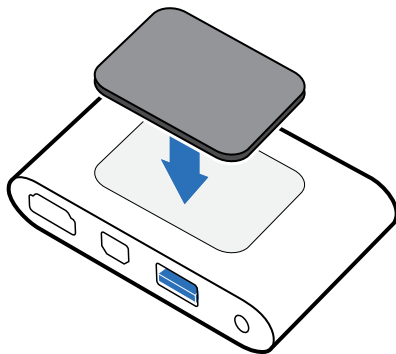
When should I use the Mini DisplayPort on the link box?

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.
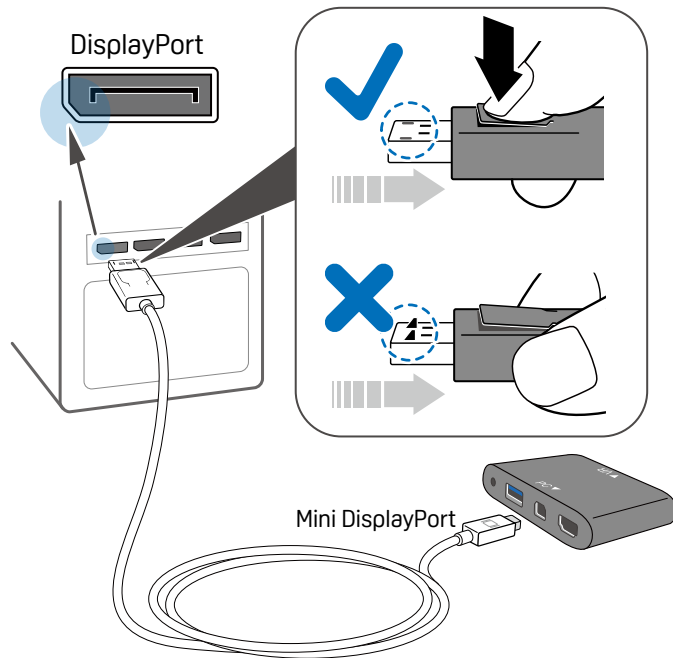
Restarting the link box

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.

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.
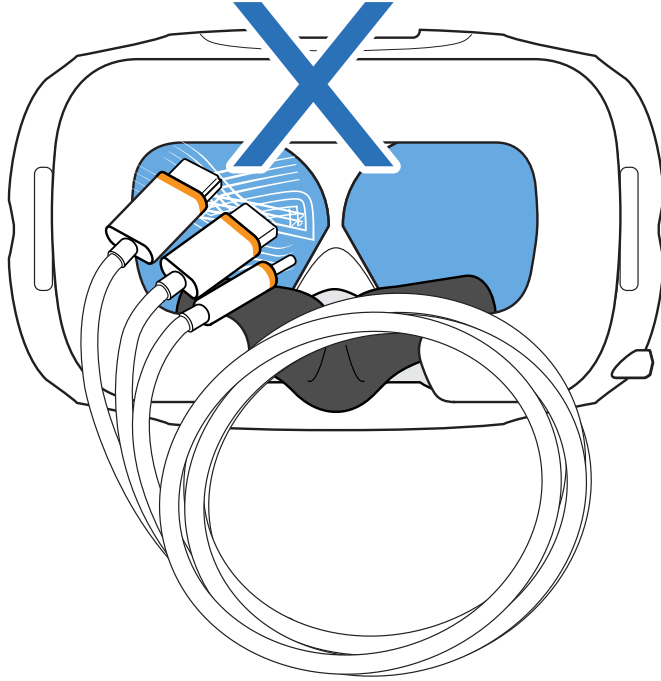
- When not in use, store the headset with the lenses pointed away from direct sunlight. Failure to do so may damage the headset display.

- When storing the headset, it is recommended to cover the lenses with the protective film to help prevent accidental scratches.
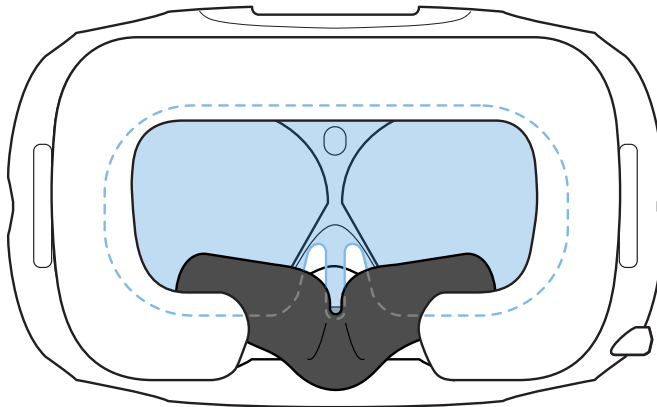
Cleaning the face cushion

1. Before cleaning the face cushion, remove it first from the headset. For details, see Replacing the face cushion on page 13.

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. Moisten the cleaning cloth with alcohol or lens cleaner.

3. 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.
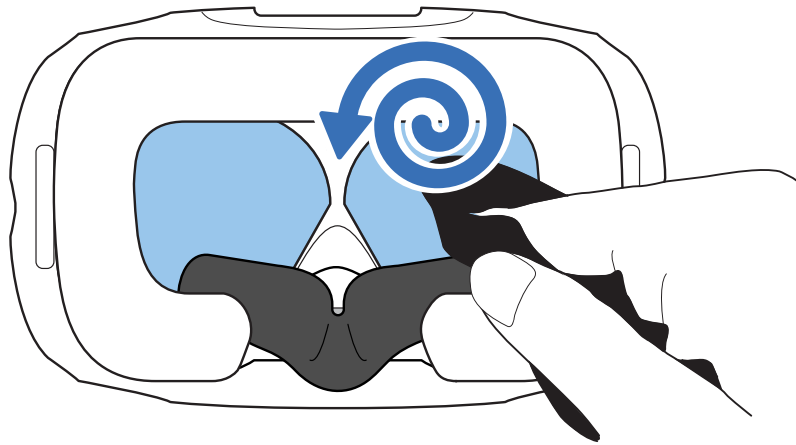
How do I prepare the headset if I'm returning it for repair?

Before sending in the headset for repair, remove the following accessories and store them for safekeeping:
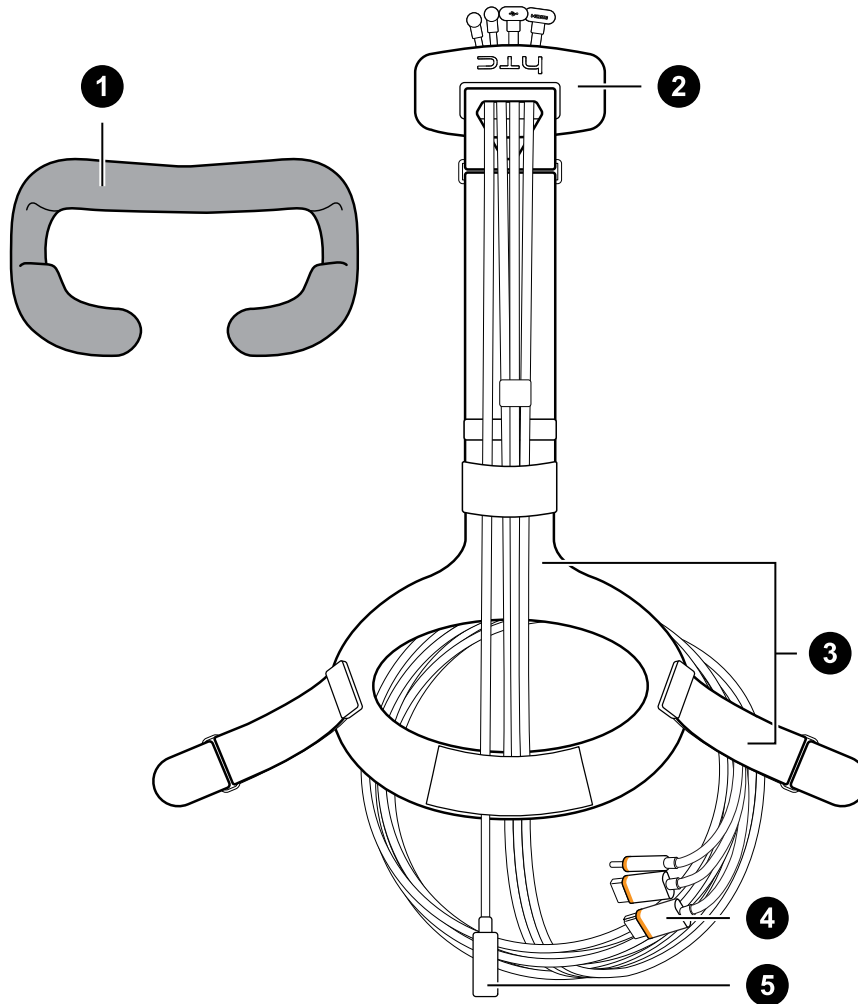
1	Face cushion
2	Compartment cover
3	Headset strap with buckles
4	3-in-1 cable
5	Audio cable

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.
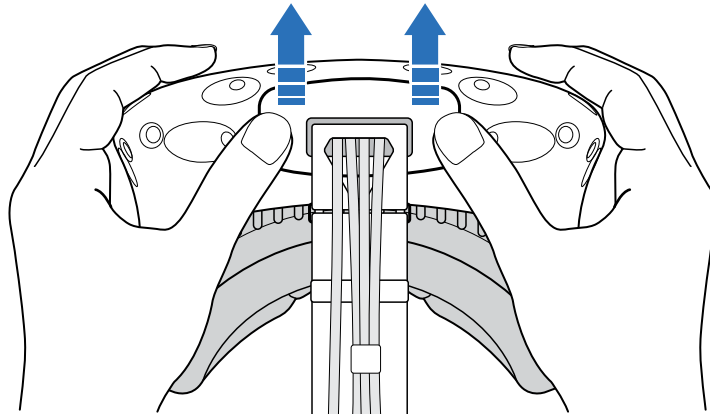
Carefully pull the tab until the HDMI cable is unplugged, and then unplug the power cable and USB cable as well as the audio cable.
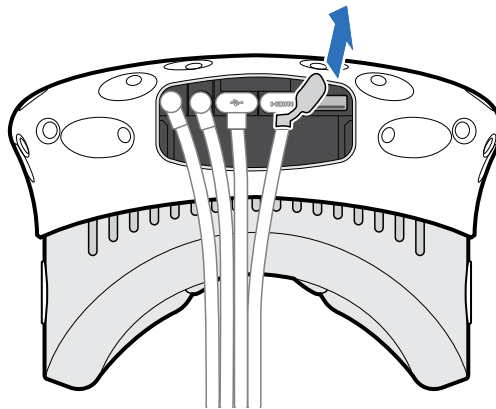
- Remove the face cushion. Peel off starting from both ends of the face cushion until it detaches from the headset.
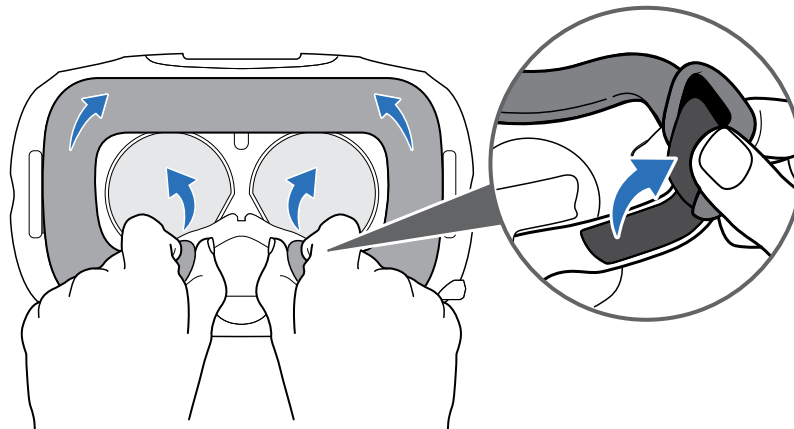
- Remove the head strap and its buckle from the headset. To detach the buckle, rotate the buckle clockwise. You'll hear a click when the buckle is released.
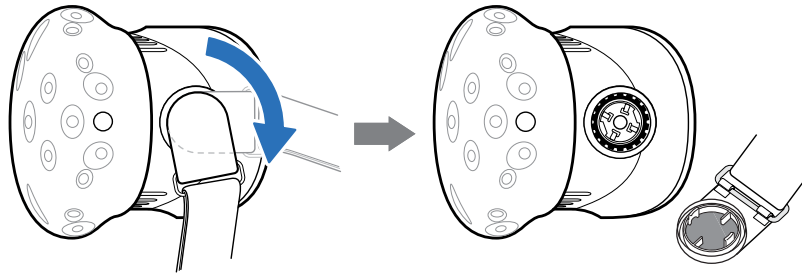
After removing the accessories, the headset you'll send for return should look like the following:
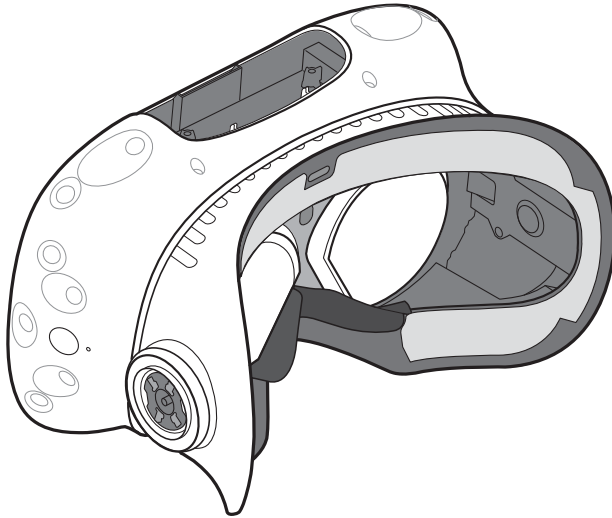
How do I reassemble the headset after repair?

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.
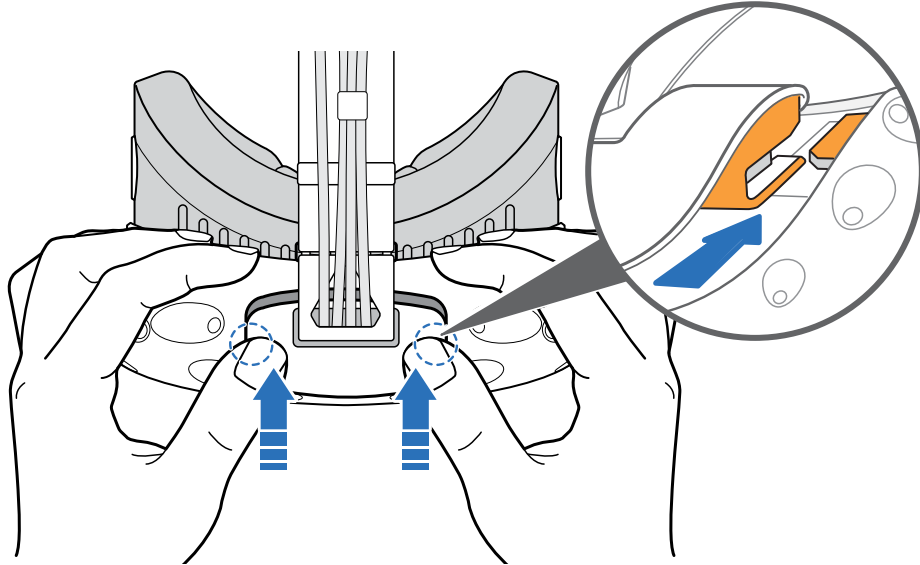
  Make sure that the cables pass through the sleeve at the back of the headset.
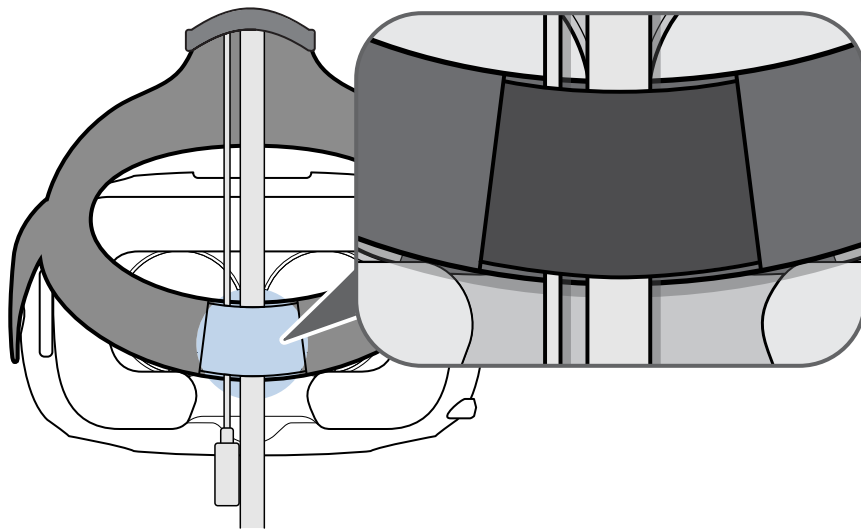
- Reattach the face cushion. Insert the tab on the face cushion into the slot on the headset, and then align the hook and loop strips.

- Reattach the headset 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.
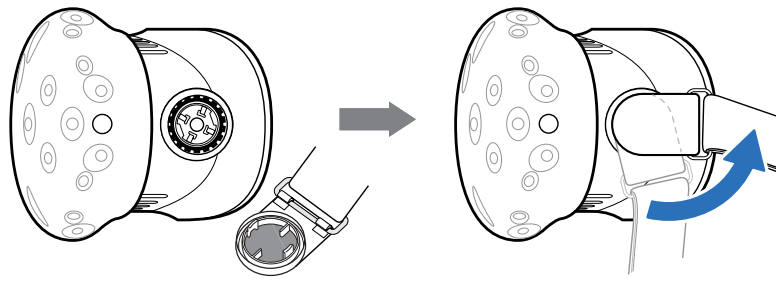
Troubleshooting

What can I do to troubleshoot the headset?

Try these troubleshooting suggestions.

Option	Description
Check the headset's LED status	▪ 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. For more information, you may refer to this 🔵 SteamVR Troubleshooting article.
Reboot the headset	1. From your computer, open the SteamVR app. 2. Click ▼ > **Settings** > **Developer**, and then make sure that **Direct Mode** is enabled. 3. Right-click the 🟢 icon, and then click **Reboot Vive headset**. 4. Wait for the reboot process to complete.
Check the cable connections	▪ 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	For details, see Restarting the link box on page 18. For more information, you may refer to this 🔵 SteamVR Troubleshooting article.

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 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.

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 27.

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...	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 26.

- 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.

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	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)**.
Make sure that Windows® is sending audio to Vive	1. On your computer, right-click the Volume icon on the task tray. 2. Click **Playback devices**, and then select **HTC-VIVE**. 3. Right click **HTC-VIVE**, and then select **Set as default device**. You may also need to right-click on any detected audio device, and select **Show disabled devices** and **Show disconnected devices**.
Check the volume of HTC-VIVE audio device and current program	On your computer, right-click the Volume icon on the task tray. Do the following: ▪ 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 may use another pair of headphones or speakers.

1. From your computer, open the SteamVR app.

2. Click ▼ , and then select **Settings** › **Audio**.

3. On the Mirror audio to device drop-down list, choose the audio device where you want to send the additional audio.

Base stations

About the Vive base stations

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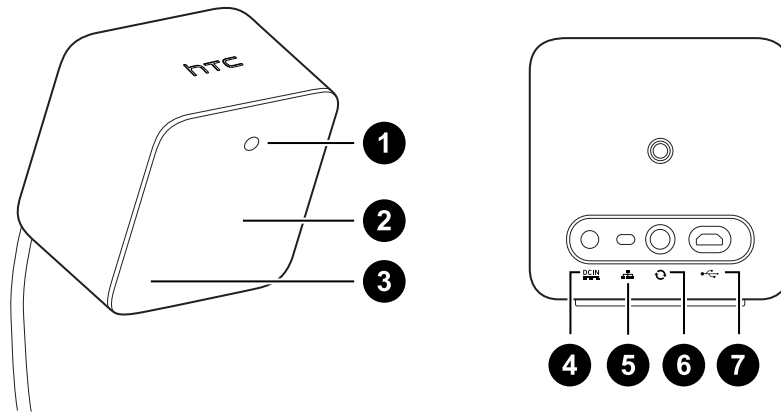
1	Status light
2	Front panel
3	Channel indicator (recessed)
4	Power port
5	Channel button
6	Sync cable port (optional)
7	Micro-USB port (for firmware updates)

> ▪ 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

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 60.

> 📢 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 provided mounting kit, see Using the mounting kit on page 32.

    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.

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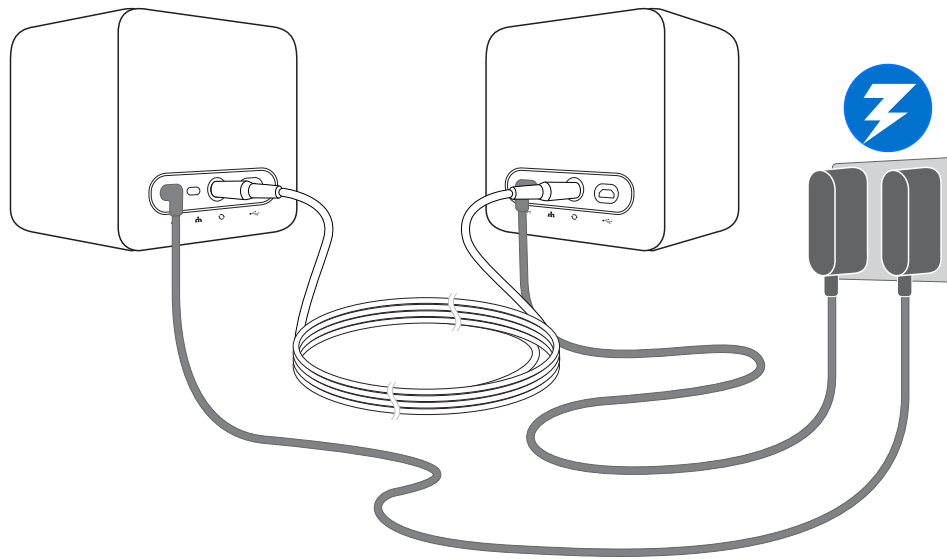
Once turned on, do not move or adjust the angles of the base stations as it could disrupt the tracking process. Otherwise, you will need to set up the play area again.

Tips for setting up the base stations

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).
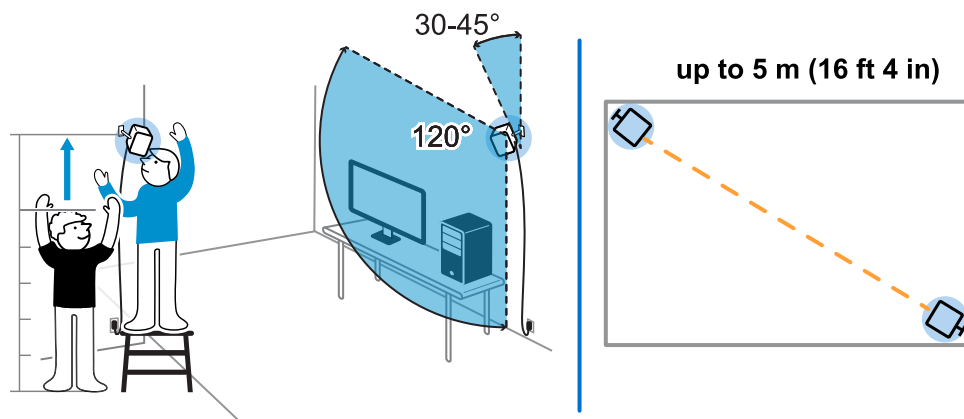
Using the mounting kit

For best results, install the base stations using the provided mounting kit.

> 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 ¼ 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.
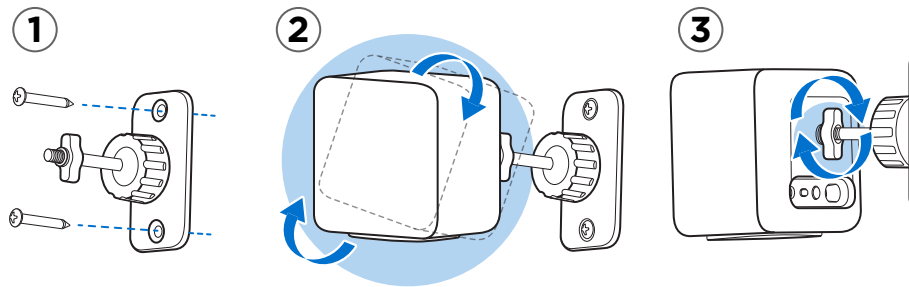
4. To adjust the angle of the base station, loosen the clamping ring while carefully holding the base station to prevent it from falling.

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.
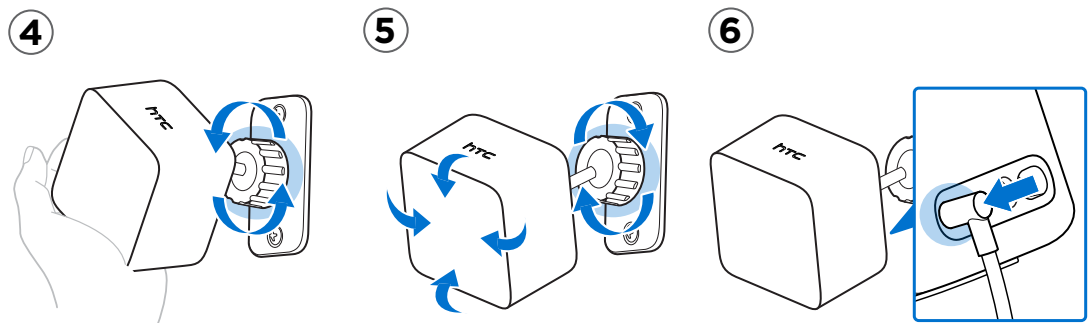
Updating base station firmware

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 base station firmware**.

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 any time before the firmware update is complete. Doing so could result in a firmware error.

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

What does the status light on the base stations mean?

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 34.

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

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 30.

- 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 34.

- 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.

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.

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?

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 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

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.
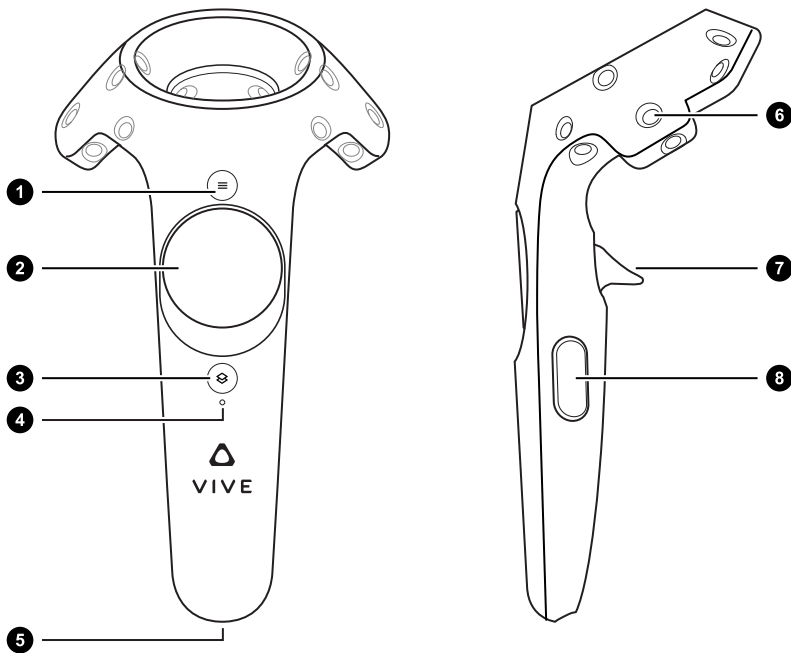
1	Menu button
2	Trackpad
3	System button
4	Status light
5	Micro-USB port
6	Tracking sensor
7	Trigger
8	Grip button

Charging the controllers

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 ●••• .

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

▪ 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

▪ 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

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.
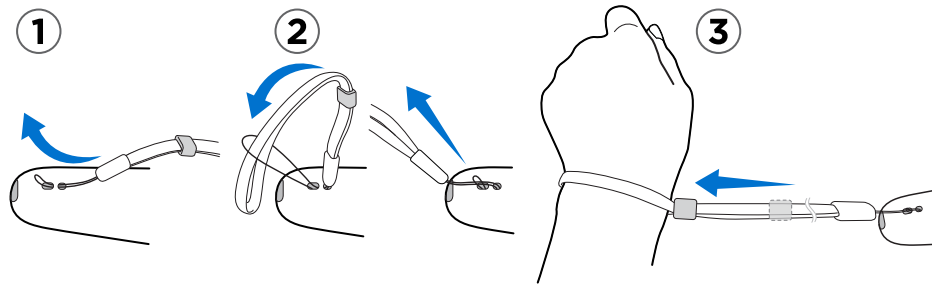
Updating controller firmware

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 controller firmware**.

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 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?

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?

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 on the 🐌 icon, 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?

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 40.

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

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.

Viveport

Using Viveport

What is Viveport?

Viveport is the app store for virtual reality content and experiences. Building on the fast growth and success of VR gaming, Viveport will feature a wide range of VR experiences that inspire people to discover, create, connect, watch, and shop in VR.

Accessing Viveport

You need to download Vive software from www.vive.com/setup. After installing, you can access the Vive desktop app on your computer and the Viveport panel in VR.

You can go to Viveport from any of the following:

- From the System Dashboard, switch to the Vive tab, and then select Viveport.

- While in Vive Home, press the Menu button, and then select **Viveport**.

- From your web browser, go to www.viveport.com.

- On your computer's Vive app, click the Viveport tab.

- Open your smart phone's Viveport mobile app.

Browsing for VR content in Viveport

You need to download Vive software from www.vive.com/setup. After installing, you can access the Vive desktop app on your computer and the Viveport panel in VR.

1. Open Viveport. For details, see Accessing Viveport on page 41.

2. Scroll through the featured content or search for a title.

3. After selecting a title, you can:

    - Add the title to your bookmarks by selecting ⬚. You can buy or review it for later from your Viveport's Bookmark tab. For details see, Bookmarking VR content in Viveport on page 42.

    - Download the title. For details see, Downloading and purchasing content from Viveport on page 42.

Bookmarking VR content in Viveport

If you haven't made up your mind about what VR content you want to download, you can bookmark it for later.

In Viveport, while viewing the details of a VR app, click ⊠ . The VR content will be added to your bookmarks, which you can view by clicking the Bookmarks tab.

Downloading and purchasing content from Viveport

You need to download Vive software from www.vive.com/setup. After installing, you can access the Vive desktop app on your computer and the Viveport panel in VR.

1. Open Viveport. For details, see Accessing Viveport on page 41.

2. Select the title that you want to download.

3. Review the description, including the category, rating, and user reviews. You can also play the video or view the images to get a preview.

Make sure that you have a compatible play area and the system requirements as indicated in the description.

4. Select **Free** (for free content) or the price button (for paid content).

5. If you're downloading paid content, enter your billing information and wait for the payment confirmation message.

The first time you're downloading paid content, access Viveport from your computer and save your payment details. Doing so will make the checkout process quicker next time while you're in VR.

6. Wait for the progress to show that the download is complete.

To find your downloaded content, click the Library tab while on Viveport in VR or on your computer's Vive app.

Setting up your Viveport PIN

Set a PIN to authorize purchases in Viveport.

1. From your computer, open the Viveport app.

2. Click on your profile name, and then click **Account settings**.

3. Under Payment info, click **Set up Viveport PIN**.

    You'll be asked to sign in again.

4. When prompted, enter your preferred 4-digit PIN and then click **Continue**.

5. Confirm your PIN, and then click **Save**.

6. Once successful, click **OK**.

Changing your Viveport PIN

Change your PIN if you forgot your PIN or need to create a new one.

1.   From your computer, open the Viveport app.

2.   Click on your profile name, and then click **Account settings**.

3.   Under Payment info, click **Change Viveport PIN**.

4.   Follow the prompts to change your 4 digit PIN.

Opening VR content downloaded from Viveport

You need to download Vive software from www.vive.com/setup. After installing, you can access the Vive desktop app on your computer and the Viveport panel in VR.

1.   While on Viveport in VR or on your computer's Vive app, click the Library tab.

Make sure you're signed in to your HTC account to see your previously downloaded content.

2.   Select the title that you want to launch.

Reviewing Viveport content

If you have feedback on VR content that you downloaded from Viveport, you can write a review.

To guarantee the quality of reviews, you can only leave feedback on VR content you've purchased.

Do one of the following:

- Sign in to your HTC Account on the Viveport web store, and then go to Library. Click **Review** next to the title you would like to provide feedback on.
- Open the Vive app on your computer, and then go to the My Content tab in your Library. Select a title, and then scroll down to the text field to write your review.

You can also delete reviews you've made.

Viveport basics

Can I launch content I purchased from Steam on Vive and vice versa?

Yes. You can launch the content you purchased on Steam from Vive if you've already downloaded the content to your computer, and vice versa.

How often does Viveport add new content?

We're working closely with developers and publishers so that you'll enjoy the best VR experiences. Regularly browse Viveport for the release of the most exciting and fun VR content.

Do I have to install Steam to use Viveport?

No. You don't need to install Steam software to start using Viveport. HTC and Valve are partners in Vive, and each of their own content stores are focused on different areas.

Can I only access Viveport store in my country?

Yes. Please make sure that your computer is under the same network where your residency is.

Do I have to stay online in order to enjoy Viveport?

Yes. To make sure that you enjoy all the benefits while experiencing VR content from Viveport, make sure that your computer stays online.

HTC Account for Viveport

Why do I need to sign in with an HTC Account to use Viveport?

HTC Account is an HTC membership system that you can use across different HTC services.

You don't have to sign in to browse the content on Viveport web store. Once you decide to make a purchase, you will have to sign in so that your purchase can be automatically downloaded to your Vive system.

However, in Vive software, you will have to sign in so that you can browse all the content that is available to you.

Signing in to HTC Account can also guarantee that you have a way to manage your purchase history.

How do I get an HTC Account for Vive?

There are multiple ways for you to get an HTC Account.

- During the installation of Vive software, you will be asked to sign in to your HTC Account. Follow the instructions there to create an HTC Account or sign in to your social account to connect.

- Go to www.viveport.com, and then click **Sign in** at the right upper corner of the page. Follow the onscreen instructions to create an HTC Account or sign in to your social account to connect.

Please verify your email to help us identify you in our system. If you forget your password, you can also use your email address to reset your password. If you opt in to communications from HTC, you may receive special offers from Viveport. You can also be notified if there are special discounts from Viveport.

Can I sign in to my HTC Account on multiple computers at the same time?

Yes. You can sign in to your HTC Account on multiple computers as well as on the web store.

However, some content limits the number of access from the same HTC Account used in Vive. When the number of users on the same HTC Account exceeds the access number of that specific content, the previous signed-in HTC Account user will be prompted to sign out.

Can I share VR content to family or friends by letting them use my HTC Account?

Viveport doesn't restrict how many computers can access the content at the same time. Content developers/publishers may set the rules to limit access on their own submissions.

If the content is set to allow only one computer to access it using the same HTC Account, the previous signed-in HTC Account user may be prompted to sign out from the game if a later signed-in HTC Account user attempts to access the content at the same time.

For Vive users, is there an age limitation for signing up for an HTC Account?

Yes. You need to be 14 years of age or older to create an HTC Account.

Each content also lists its age limitation. On the same page where you make the purchase, you can see age limitation listed in the Content rating field.

I forgot my HTC Account password. Can I reset it?

Yes. On the sign-in page, click **Forgot your password?** and then follow the prompts to reset your HTC Account password.

Check your email for further instructions. On the email, click the **Reset your HTC Account password** link to confirm your request. The link will expire within an hour if not used.

If you didn't receive the reset password email, check your spam mail or resend another email by clicking **Forgot your password?** again.

If you used a social network account when you registered for an HTC Account, you would need to reset your password from your social network account.

Why can't I sign in to my HTC Account?

If you created your HTC Account with an email address, make sure that you fill in the right email address and password. If you forgot your password, you can reset your password from the sign-in page.

If you used a social network account when you created your HTC Account, make sure that you're signed in with the same social network account.

Viveport PIN

How do I prevent my kids or other unauthorized people from purchasing content on Viveport using my account?

You can set up a PIN to prevent other people from purchasing content through your account without your permission.

When will I need to enter my Viveport PIN?

As long as you have a PIN set up, you will be asked to provide your PIN each time you make a purchase.

How do I remove my Viveport PIN?

At this time, you can't remove your PIN once you set it up. You can contact our customer service to remove it for you.

I was asked to set a PIN for Viveport after my first purchase. Is it mandatory?

No. To protect your payment information, you'll be asked if you want to set up a PIN when you choose to save your payment information during the purchase.

Purchasing content

Will I receive an email after purchasing from Viveport?

Yes. You will receive an email that confirms your purchase. If you have any problem with your purchase, use the order number in the email to communicate with customer support.

Which payment methods are accepted to purchase content on Viveport?

This depends on the country you're currently in. You can see the options during the checkout process. In the near future, we will support more payment methods.

Can I cancel my purchase for Viveport?

Once you've gone through the checkout process, your purchase cannot be cancelled.

Why was my purchase attempt in Viveport declined?

Make sure that all the information you filled in is correct.

If you are using PayPal or Alipay to make the purchase, make sure that your account has enough balance for the transaction.

Are taxes collected for Vive purchases?

If you made an online order and you're an international customer, there may be taxes or VAT charges included in your purchase.

How do I get a refund from Viveport?

You can request for a refund if:

- There's a problem with the content itself.

- The content was purchased fraudulently.

- A redeem code was received after your purchase.

Contact our customer service to process the refund. You need to provide the order number sent to your email after you made the purchase.

Why is it that instead of being labeled as "purchased", my VR content still lists the price or shows as "free"?

There's a small chance that the purchase wasn't updated correctly due to poor network connection. Try to refresh or sign out and sign back in to your HTC Account.

Will I get an invoice after I make a purchase?

No. There will be no invoice if the purchase is made online. You will receive an email as your receipt after you make a purchase.

Downloading and launching content

I purchased content from Viveport.com. Where do I find the content on my Vive?

If you haven't installed Vive software, you need to install it first before you can download and launch your Viveport purchases. Get Vive software from www.vive.com/setup.

If you're signed in with the same HTC Account you made the purchase with, you should be able to find the VR content from:

Your computer:

1. Launch the Vive desktop app.

2. Click the Library tab.

3. Under Downloads, select the content. If it is not downloaded yet, click **Download**. The download progress will be shown.

Within VR:

1. Do one of the following:

   - From the System Dashboard, switch to the Vive tab, and then select Viveport.

   - While in Vive Home, press the Menu button, and then select **Viveport**.

2. Select the Library tab.

3. Under Downloads, select the content. If it is not downloaded yet, click **Download**. The download progress will be shown.

My computer went offline while downloading content from Viveport. What should I do?

You need to download Vive software from www.vive.com/setup. After installing, you can access the Vive desktop app on your computer and the Viveport panel in VR.

You can resume downloading the VR content. Make sure that you have an Internet connection.

1. From your computer, open the Vive app.

2. Sign in with the same HTC Account you used for the purchase.

3. Under the Downloads tab in the Library, find the VR content and tap **Download** to complete the download.

Why can't I launch VR content I downloaded from Viveport?

You need to download Vive software from www.vive.com/setup. After installing, you can access the Vive desktop app on your computer and the Viveport panel in VR.

You might be encountering a compatibility problem. Please make sure that your Windows and Vive software are updated to its latest versions.

Why can't I download VR content that I purchased on Viveport?

You need to download Vive software from www.vive.com/setup. After installing, you can access the Vive desktop app on your computer and the Viveport panel in VR.

Vive makes sure that the VR content you want to download is compatible with your Windows environment. If the content doesn't support your Windows environment, you won't be able to download the content.

Please note that it's not Viveport but the VR content developer or publisher that decides which Windows environment is compatible with the VR content. Before making the purchase, it's important that you're aware of your Windows environment.

If you're not otherwise experiencing a compatibility issue, there's a chance that your purchase wasn't updated correctly due to poor network connection. Try to sign out and sign back in to your HTC Account. On the Downloads tab in the Library, find the VR content and click **Download**.

What happens to my Viveport content if I signed in on a different computer?

You need to download Vive software from www.vive.com/setup. After installing, you can access the Vive desktop app on your computer and the Viveport panel in VR.

Content you purchased earlier can be found on the Downloads tab in your Library. Click **Download** to use the content on the computer.

I re-installed Vive software. Do I need to purchase or download my previous Viveport content?

Purchases you made in Viveport will be associated with your HTC Account. If you've already downloaded the content prior to the re-installation, your content will be seen in My Content tab.

However, if you're using a new computer, you do need to re-download the content.

1. From your computer, open the Vive app.

2. Sign in with the same HTC Account you used for the purchase.

3. Under the Downloads tab in the Library, find the VR content and click **Download**.

If I reformat my hard drive or get a new computer, will I need to purchase and/or download my content again?

You need to download Vive software from www.vive.com/setup. After installing, you can access the Vive desktop app on your computer and the Viveport panel in VR.

You don't have to purchase the same content again. Purchases you made in Viveport will be associated with your HTC Account.

To re-download the content:

1. From your computer, open the Vive app.

2. Sign in with the same HTC Account you used for the purchase.

3. Under the Downloads tab in the Library, find the VR content and click **Download**.

How do I remove Viveport content from my computer?

1. From your computer, open the Vive app.

2. Sign in with the same HTC Account you used for the purchase.

3. Under the My Content tab in the Library, click **Delete**.

Will I be notified if there's a content update, and how should I proceed?

Updates are downloaded automatically, if you have selected **Auto update Viveport apps** in the Vive app's Settings tab.

Reviewing content

Do reviews create an overall score or rating for the VR content?

Not entirely. Your comment gives an evaluation of the VR content, but other users will decide whether it's worthy for them to purchase the content.

Can I write a negative review on Viveport?

Yes. If you didn't like a particular VR content, you can make your review to let others know. Phrasing it as a positive suggestion will help the developer improve their content.

How do I report abusive reviews on Viveport?

1. To flag an abusive review, tap ▷.

2. Provide your reason for flagging the abusive review, and then click **Submit**.

Why was my review on Viewport deleted?

Your review might have been reported as abusive by other users. The Viewport administrator will delete your review if it was proven to be abusive.

Viewport troubleshooting

Why can't I see some Viewport content in my region?

Based on the content developer or publisher's choice, some content may be limited to a specific region.

I'm signed in to a different computer. How do I access my Viewport content?

You need to download Vive software from www.vive.com/setup. After installing, you can access the Vive desktop app on your computer and the Viewport panel in VR.

1. From your computer, open the Vive app.

2. Sign in with the same HTC Account you used for the purchase.

3. Under the Downloads tab in the Library, find the VR content and click **Download**.

Why can't I launch Vive software properly?

You might be encountering a compatibility problem with Windows software or drivers. Try to uninstall and reinstall your Vive software. Download the latest version of Vive software from www.vive.com/setup/.

I'm getting a notification to upgrade Vive software. What should I do?

Vive software makes sure that you get the most updated version. When you're currently in VR, you'll get a notification asking if you'd like to receive the latest update when you're done with VR.

Make sure to update your Vive to prevent compatibility issues with Windows software or drivers.

After using Vive for quite a while, I received a message about a disk writing error. What should I do?

This means that your disk is out of space. To resolve this issue, change the disk location where you download and store your VR content.
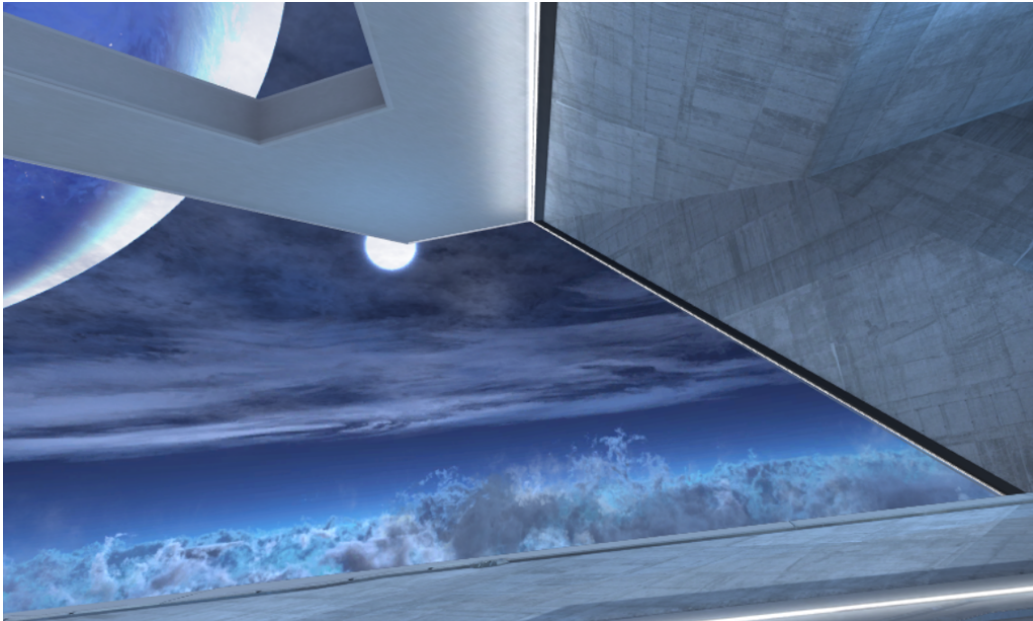
1. From your computer, open the Vive app.

2. Click the **Settings** tab.

3. Under Default app folder, click **Change**, and then select the new disk location.

Vive Home

What is Vive Home?

Vive Home is your own corner of VR.

Explore the Home space and personalize it with 3D shortcuts and objects.

Press the Menu button on the controller to show the Vive menu, where you can:

- Launch VR apps
- Add shortcuts and objects to the Home space
- Change the Home space

Launching Vive Home

1. While in VR, press the System button to bring up the System Dashboard.
2. From your apps or from the Vive tab, select **Vive Home**.

Moving around Vive Home

Walk, crawl, jump—you can freely explore the virtual environment.

To make a selection, aim your controller at an item, and then pull the trigger.

Teleporting

In Vive Home, teleport to an area within your field of view to move quickly to the spot.

1. Rest your thumb on the trackpad. You'll see circles marking a spot.
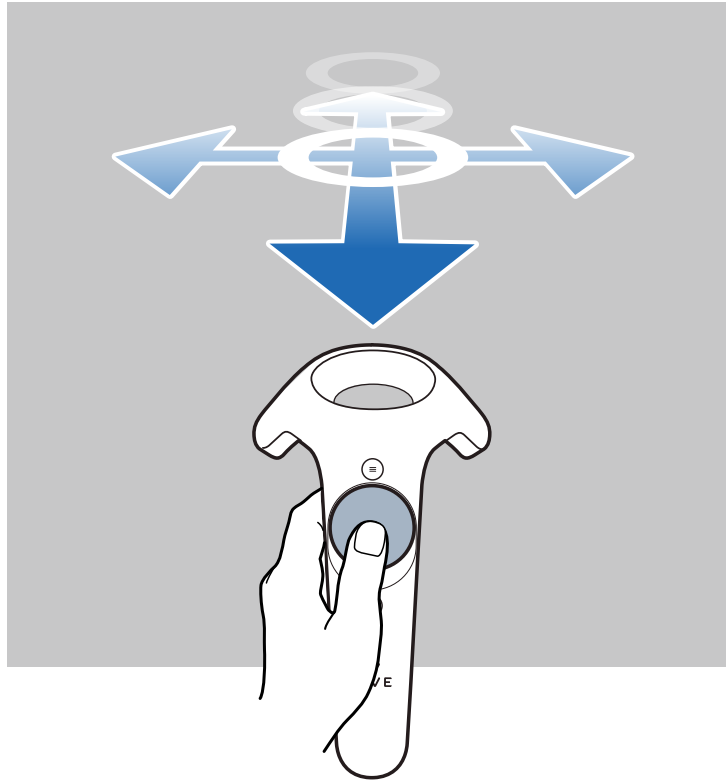
2. Aim at the location on the ground where you want to teleport.

3. Press the trackpad to teleport to the location.

Adding app shortcuts or objects to your Home space

1. Press the Menu button, and then select **Library** or **Objects**.

2. Aim at the shortcut or object, and then press and hold the Grip buttons.

3. Drag the shortcut or object to where you want to place it on the Home space, and then let go of the Grip buttons.
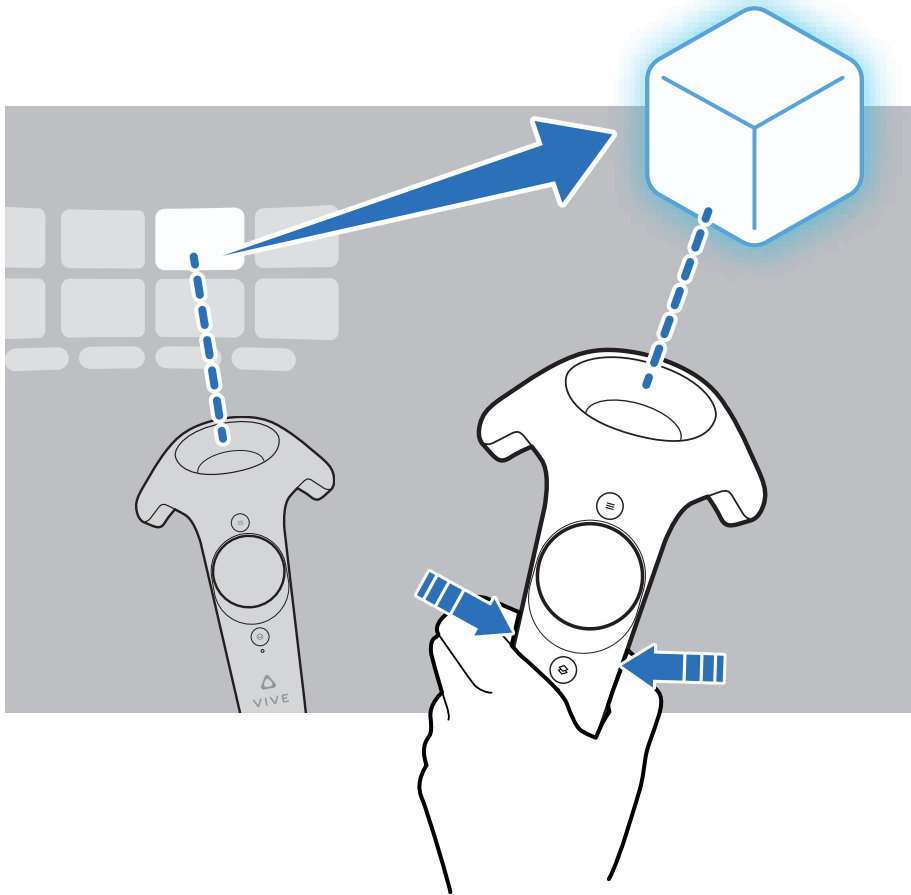
Managing app shortcuts and objects

You can change the appearance or position of a shortcut or object, or delete in from the Home space.

1. Aim at the shortcut or object, and then press the Grip buttons.

2. Swipe the track pad from left to right (or vice versa) to see the options.

3. Choose one of the following, and then press the track pad to make a selection:

Scale	Select ＋ or － to enlarge or reduce the size of the shortcut or object
Rotate	Select the arrows to adjust the angle of the shortcut or object

| **Push/Pull** | Select ↑ or ↓ to move the shortcut or object farther or closer to your view |
| **Delete** | Select × to remove the shortcut or object from the Home space |

Working with app shortcuts

While aiming at a shortcut, you can:

- Select **Launch** to open the app.
- Press and hold the Grip buttons to drag the shortcut to another position.
- Delete the shortcut from the Home space. For details, see Managing app shortcuts and objects on page 54.

Adding picture frames on the Home space

Add picture frames and display your favorite photos right on the Home space.

1.   Press the Menu button, and then select **Objects**.

2.   Select 🖼 .

3.   Select **Add your own photo**.

4.   Select 🗁 , and then find the photo on your computer that you want to display.

     If you added multiple photos, you can also set the interval for the slideshow.

Playing videos in Vive Home

Watch videos in VR. You can play videos stored on your computer.

1.   Press the Menu button, and then select **Objects**.

2.   Select ▷ .

3.   Select 🗁 , and then find the video on your computer that you want to play.

4.   Use the controls to play or pause the video, adjust the volume, and more.

5.   Select ⌖ to lock the video player to move with your gaze.

6.   Select ☀ to dim the lights while watching video.

7.   Select 360° to watch the video in an immersive environment.

     You can choose the viewing format (mono or multiple stereoscopic) that matches the video.

Browsing the web in Vive Home

Conveniently browse the web while in VR.

1. Press the Menu button, and then select **Objects**.

2. Select www .

3. Use the virtual keyboard to type the URL.

4. To hide or unhide the virtual keyboard, select ⌨ .

5. To go back to the home page bookmarks, select ⣿ .

Changing your Home space

1. Press the Menu button, and then select **Spaces**.

2. Select the Home space that you want to use.

Resetting the Home space

Revert your Home space to its default settings to remove any changes you've made, such as added shortcuts.

1. Press the Menu button, and then select 🎛 .

2. Select **Reset space to default**.

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 Vive app, go to the Settings tab, and then click **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 57.

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 58.

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 57.

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 Vive app. Under Phone on the Settings tab, click **Unpair**.

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.
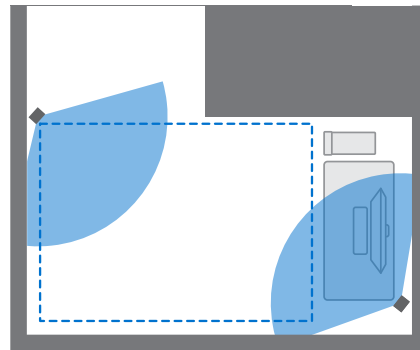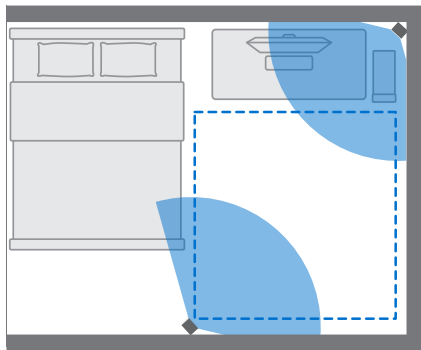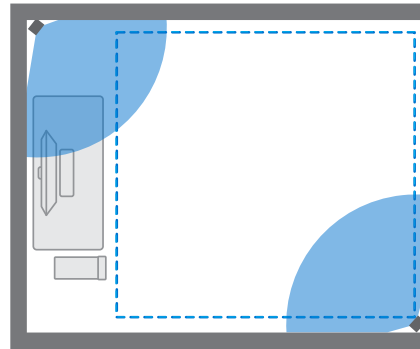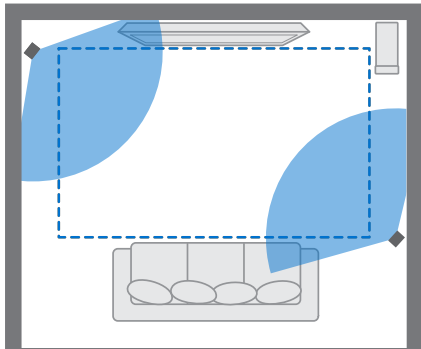
Play area

What is the play area?

The play area sets the virtual boundaries of Vive. Your interaction with VR objects happen 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:
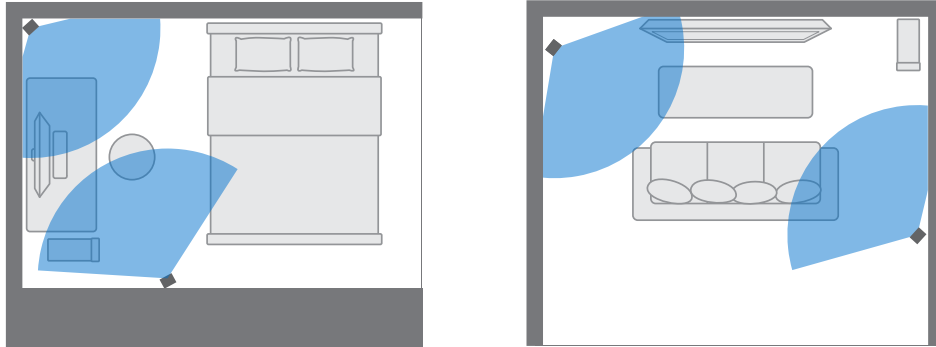
Choosing the play area

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.
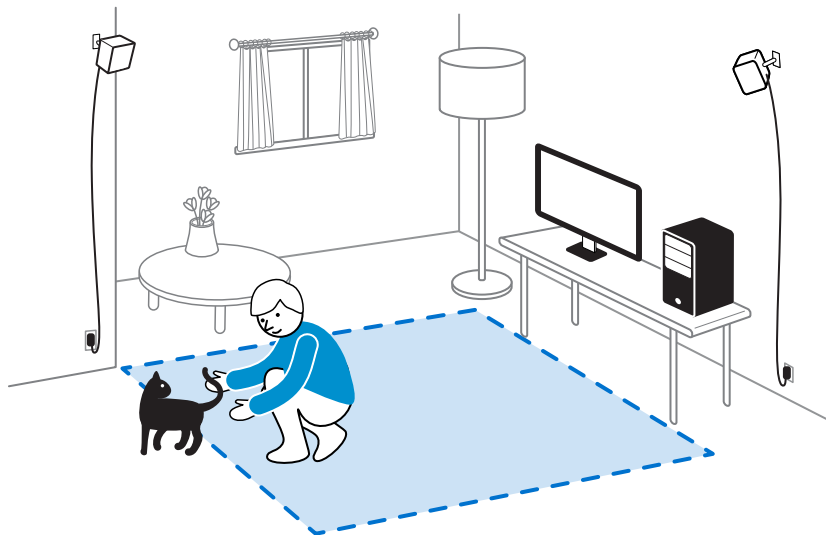
- Place your computer next to your play area. The headset cable extends around 5 m (16 ft 4 in) from your computer.

- 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.

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 **Run Room Setup** ⟩ **Standing only**.

3.   Review the prompts and follow the on-screen instructions to complete the process.
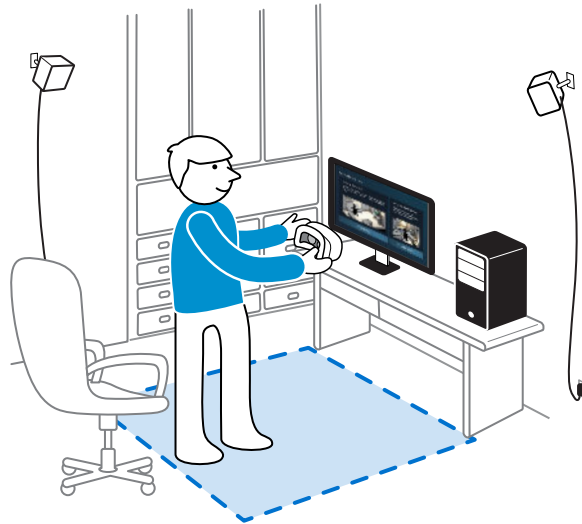
Setting up a room-scale play area

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 **Run Room Setup** › **Room-scale**.

3.   Review the prompts and follow the on-screen instructions to complete the process.
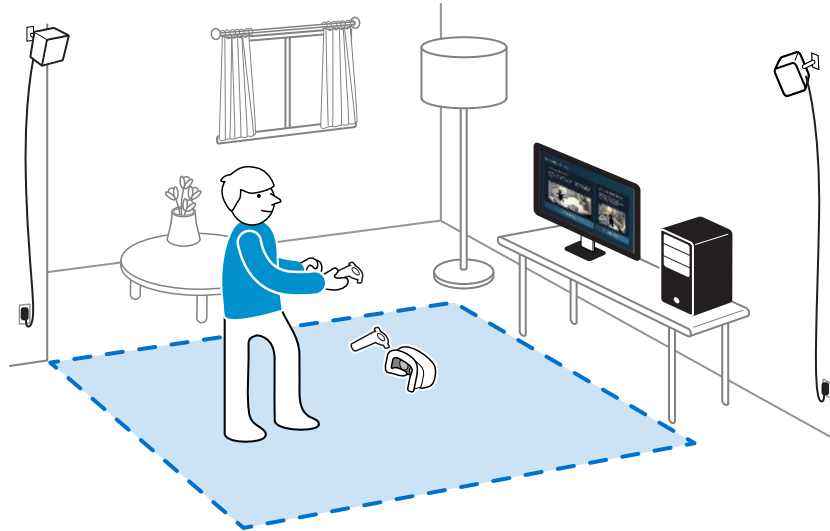
> **!**   When tracing the boundaries of the play area, make sure that the floor is cleared. Do not trace across space occupied by things (such as a table or a chair) since this may cause you to trip into the object while in VR.

Resetting the play area

1.   From your computer, open the SteamVR app.

2.   Click ▼ , and then select **Run Room Setup**.

3.   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 16.

4. Turn the controllers on. For details, see Turning the controllers on or off on page 37.

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.

To set or reset the seated position while in VR, do the following:

1. Press the System button to bring up the System Dashboard.
2. Select ⚙ > **General**.
3. Select **Reset seated position**, and then follow the prompts to complete the process.

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 its user name. After logging in with the new user name, reinstall Vive Setup and complete the process.

Settings

Vive app settings

Changing the Vive system language

Once you change the language on the Vive app, the language used in the Vive VR system will also be changed.

1.   From your computer, open the Vive app.

2.   Click the **Settings** tab.

3.   On the Language drop-down list, select the language that you want to use.

> Changing the Vive system language doesn't change the language for specific VR content you've downloaded, which is decided by the content developer / publisher.

Setting the Vive app to automatically launch at startup

You can automatically launch the Vive app when you turn your computer on.

1.   From your computer, open the Vive app.

2.   Click the **Settings** tab.

3.   Select **Open at startup**.

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 **Chaperone**.

3. Choose the style of the collision bounds that you prefer.

4. Drag the sliders to change the color and opacity.

5. To show a constant visual reference of your floor while in VR, select **Floor bounds always on**.

Changing the default background display

When you turn on the Vive system, the first you'll see is a default background display. It's the same background that shows when you select Room view in System Dashboard.

1. From the System Dashboard, select ⚙.

2. Select **In-Headset**.

3. Under Background style, select **Image**.

4. Choose which image you want from the options. If want to use an image from your computer, select **Open image folder**.

5. Exit the current app to apply the changes.

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.

1.   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 firmware**.

2.   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.

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.

1.   From your computer, close the SteamVR app.

2.   Open the Steam app, and then click **Library** › **Tools**.

3.   Right-click **SteamVR**, and then and select **Properties**.

4.   Click the **Local Files** tab, and then select **Verify integrity of tool cache**.

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 25 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.   Under Library, right-click SteamVR, and then click **Properties**.

3.   Select the Betas tab.

4.   Under Select the beta you would like to opt into drop-down list, select **beta - SteamVR Beta Update**.

> 🏷️   If you'd like to opt out in the future, select **None – Opt out of all beta programs**.

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

Trademarks and copyrights

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