HTC
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VIVE FOCUS VISION

User Guide

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Settings

VIVE Focus Vision for Business

Solutions and FAQs

Trademarks and copyrights

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/.

Overview

What's inside the box?

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

Main component	Accessories
VIVE Focus Vision	- Headset - Top strap (attached) - Face cushion (attached) - Back pad (attached) - Battery - Gasket Spacer - Lens cleaning cloth - AC adapter - Warranty Card - Safety Guide - Size reference card for eyeglasses
Controllers (×2)	Splitter cable (charging only) To learn more, see VIVE Focus Vision controllers on page 9.

About the VIVE Focus Vision headset

The VIVE Focus Vision headset is your window to the VR environment. The headset cameras track the position of the headset and controllers.

Front view
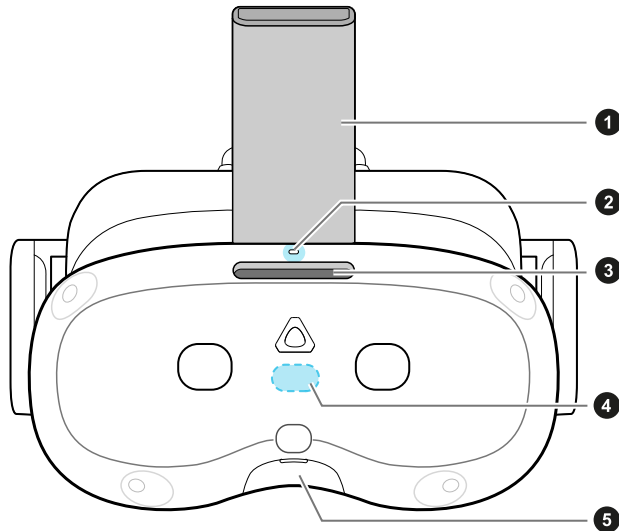
1. Headset strap	**4.** IR Illuminator
2. Headset status LED	**5.** USB Type-C® port (remove cover)
3. Vent	

> **!**   Avoid staring at the IR illuminator when it's flashing as it may damage your eyes.

Front and left side views
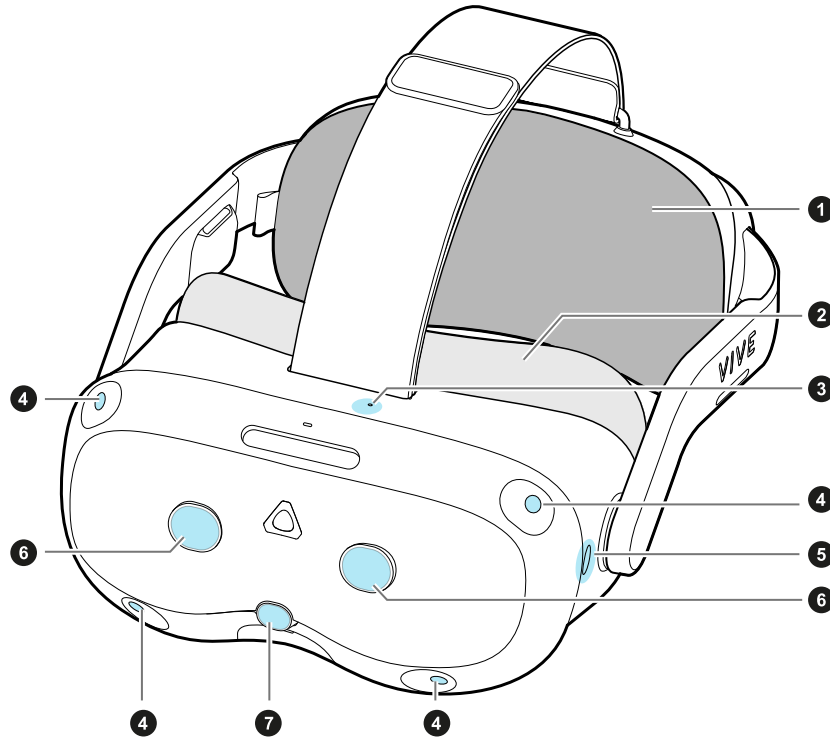
1. Back pad	**5.** Headset button
2. Face cushion	**6.** Passthrough cameras (×2)
3. Microphone	**7.** Depth sensor
4. Tracking cameras (×4)	

Inside and back views
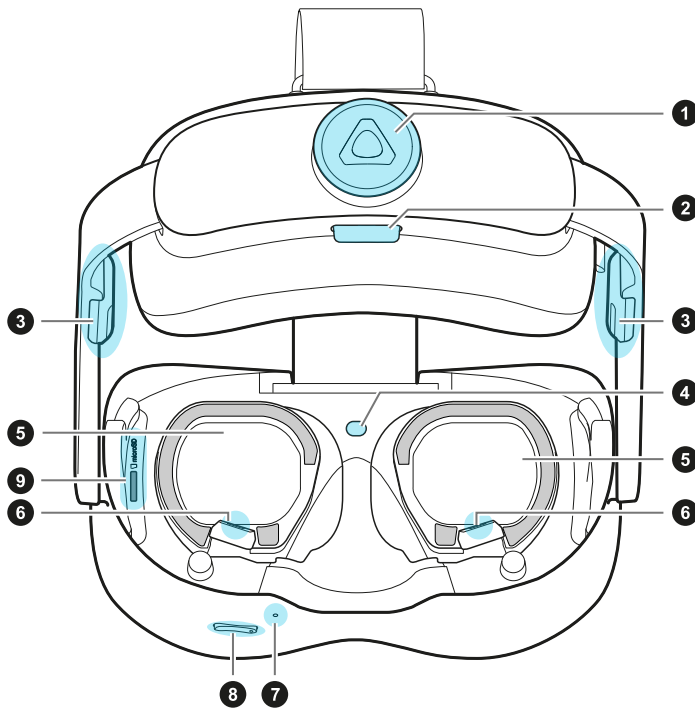
1. Adjustment dial	**6.** Eye tracking cameras
2. Quick-Release Button	**7.** Microphone
3. Built-in speaker	**8.** Volume control
4. Proximity sensor	**9.** microSD™ card slot
5. Lens	

Back and right side views
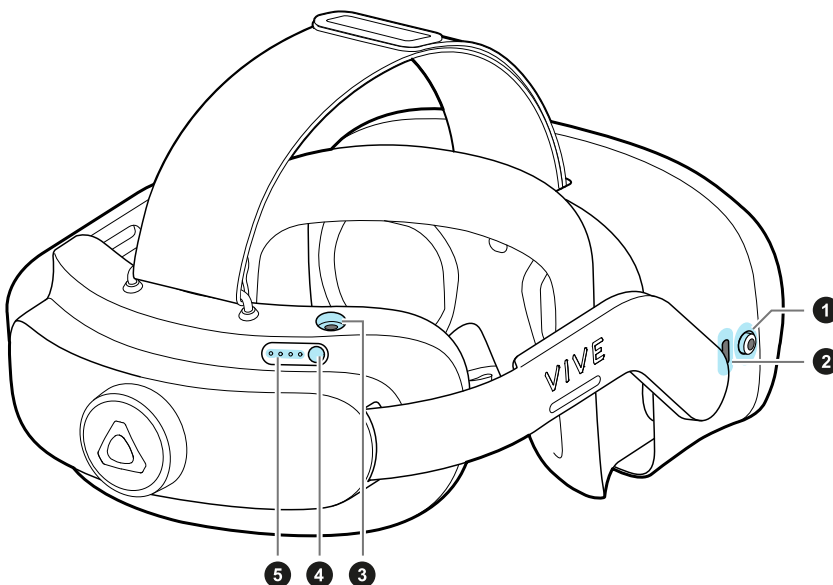
1. 3.5 mm audio jack	**4.** Power button
2. USB Type-C port	**5.** Battery LEDs
3. Charging port	

VIVE Focus Vision controllers

Balanced to fit comfortably in your hands, the controllers are designed for easy input and navigation during long VR sessions. Six degrees of freedom (6DoF) support, ergonomically placed buttons and triggers, and touch sensors further deliver intuitive, precise controls.

Components
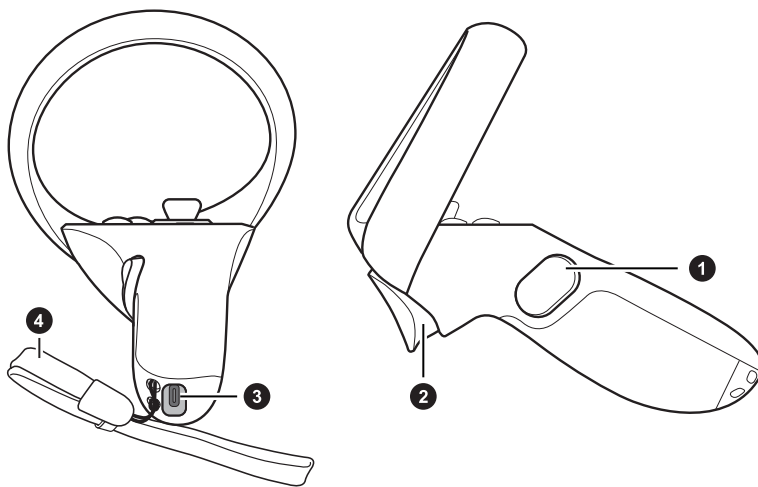
1. Grip button	**3.** USB Type-C charging port
2. Trigger	**4.** Lanyard
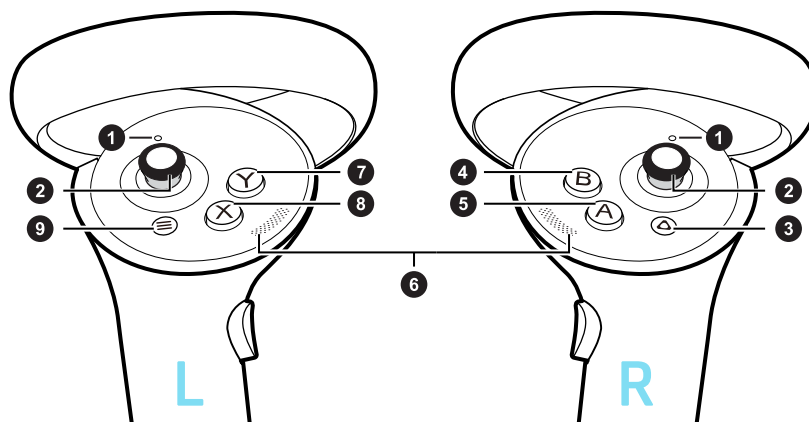
1. Controller LED (see Controller LED on page 13)	**6.** Thumb rest
2. Thumbstick	**7.** Y button
3. VIVE button ◭	**8.** X button
4. B button	**9.** Menu button
5. A button	

Controls

To...	Do this
Turn the controllers on	Press the VIVE button ◭ on the right controller and the Menu button on the left controller.
Turn the controllers off	Press and hold the VIVE button ◭ on the right controller and the Menu button on the left controller for 2 seconds.
Put the controllers in pairing mode	See Pairing controllers on page 28 for details.
Open the VIVE Menu	Press the VIVE button ◭. See The VIVE Menu on page 31 for details.
Select an item	Press the trigger.
Grab an object	Press the grip button.

Buttons and other controls may be mapped differently depending on the app you're using.

Charging the controllers

The controllers use built-in rechargeable lithium-ion batteries. Charge them periodically with the splitter cable. Here are some ways to charge the controllers:

- Charge the controllers by plugging them into the headset with the included splitter cable.

- Controllers can be charged even when the headset is in standby mode.

- We strongly recommend connecting the headset to a power outlet when you're charging the controllers.
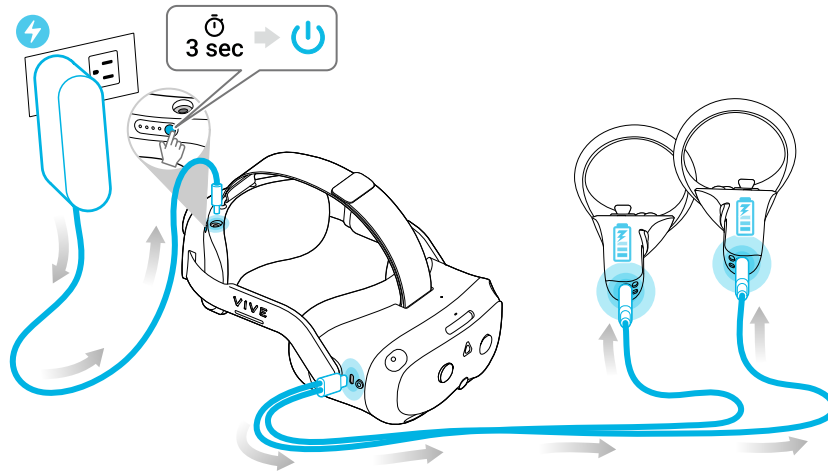
- You can also charge the controllers using any USB charger with an output of at least 10 watts.
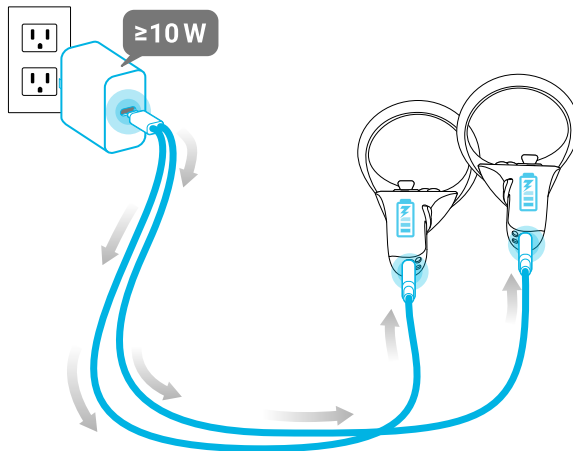
Headset, battery cradle, and controller LEDs

The headset, battery, and controllers have LEDs that indicate various statuses.

Headset LED

The LED on the front side of the headset indicates the current status.

LED	Status
White	The headset display is on.

LED	Status
Flashing white	▪ The headset is starting up or turning off. ▪ The headset is pairing with VIVE Manager. ▪ The system software on the headset is being updated. ▪ VIVE Business+ is identifying the headset.
Breathing white	The headset display is off or in standby mode.
Breathing red	Passthrough mode is on.
Green	The headset's USB Type-C port is connected to an external power source while the headset display is on.
Breathing green	The headset's USB Type-C port is connected to an external power source while the headset display is off or in standby mode.
Off	The headset is off.

Battery LED

The power LED on top of the battery indicates the charging status.

When charging the battery

The battery LEDs will continuously display the current power level.

0% – 25%
26% – 50%
51% – 75%
76% – 99%
100%
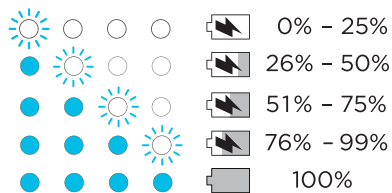
When using the headset

Press the power button to show the power level when the headset is idle.

<= 15 %
16% – 25%
26% – 50%
51% – 75 %
76% – 100%
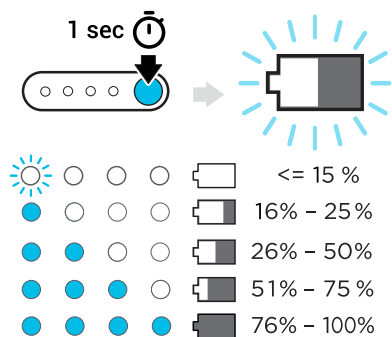
Controller LED

Each controller has an LED that indicates its current status.

LED	Controller status
Flashing red	Battery level is below 15%
Orange	Controller is charging
Flashing blue	Controller is in pairing mode
Blue	Controller is connecting to the headset
Flashing blue and orange alternately	Controller is connecting to the headset while it's charging
Green	Controller is connected to the headset
Flashing blue and red alternately	Controller firmware is being updated
Off	Controller is idle

Getting started

Hardware

Attaching the battery to the headset

You'll need to attach the battery to the headset before you can use it. Here's how:

1. Take off the magnetic back pad.
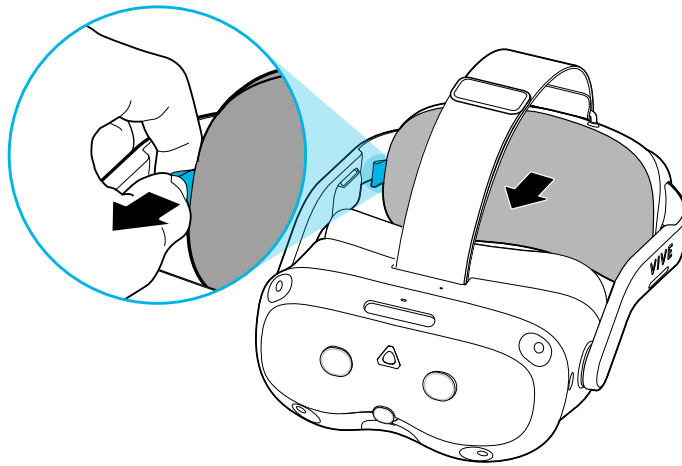
2. Squeeze and hold the latches on both sides of the battery.
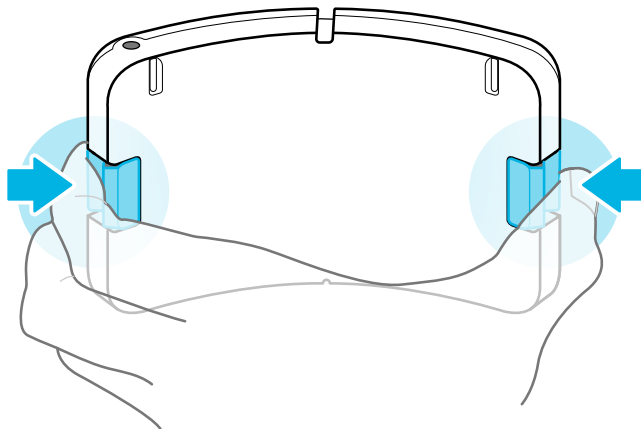
3.   Attach the battery by aligning the slots and pushing into place. Then release the latches.
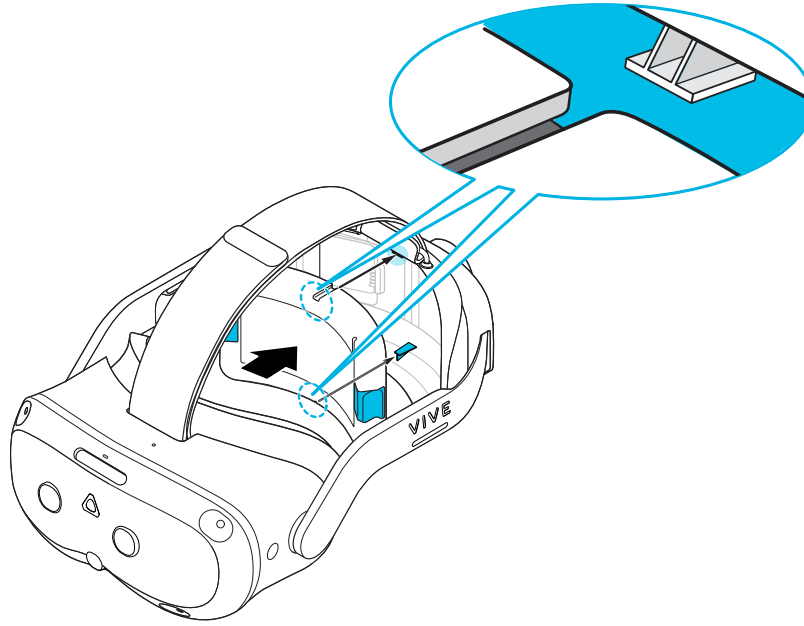
📢 Make sure the battery is secured in place.

4.   Reattach the magnetic back pad.
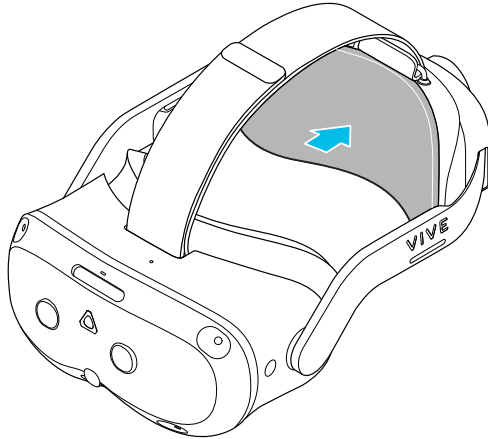
Charging the headset

You can charge the headset with the AC adapter.

> 💡 We recommend charging the headset's battery to full charge before each use.

- Charge the headset by connecting the AC adapter to a power outlet, and then connecting it to the headset. Charging the headset while in use is not recommended.
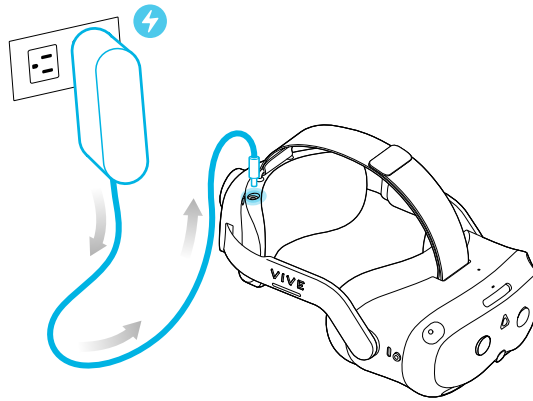
- You can charge the battery separately with the same adapter and port.
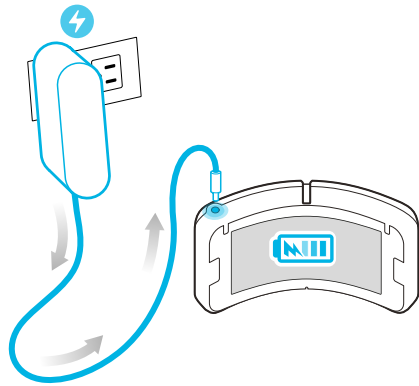
You can check the battery level by pressing the power button on the back of the headset.
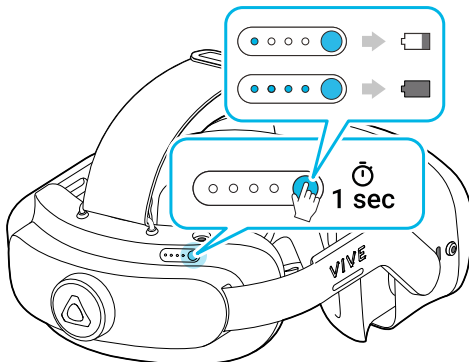
Putting on the headset

Adjust your headset for the perfect fit. A good fit is important for both visual clarity and comfort.
Here's how:

1. Undo the velcro fastener on the top strap.
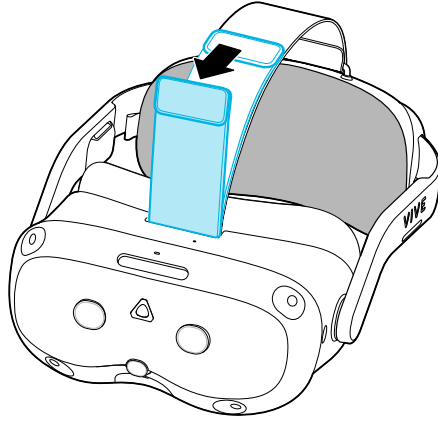
2. Press and hold the Quick-Release Button, and then gently pull until fully extended.
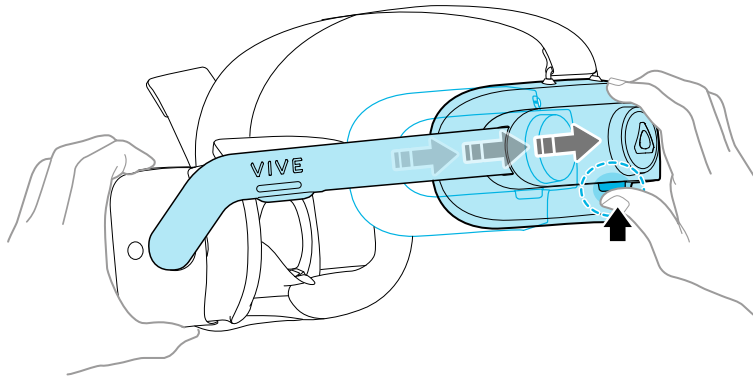
> If you feel resistance when pulling, turn the adjustment dial counterclockwise a bit first.

3. Position the headset over your eyes. While holding the Quick-Release Button, slide the
    headset band until snug with the back of your head.
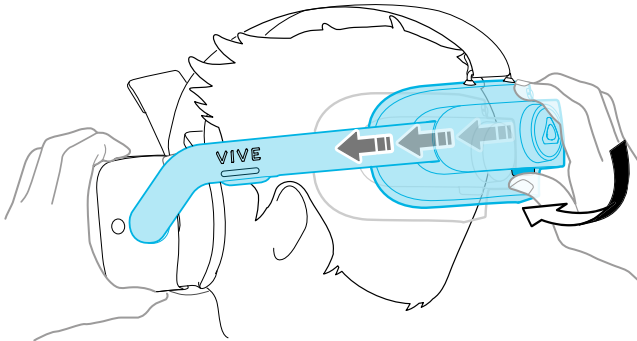
4.   Turn the adjustment dial to fine-tune the fit.
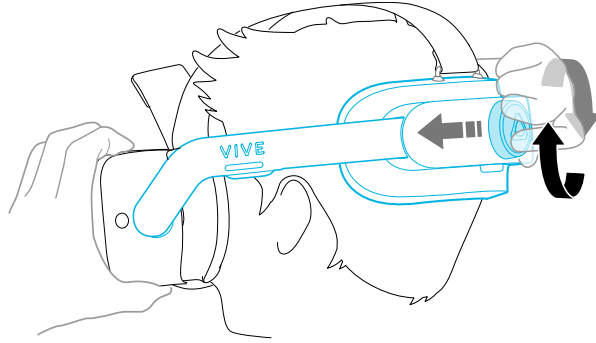
5.   Adjust the top strap until snug, and then attach the velcro fastener.
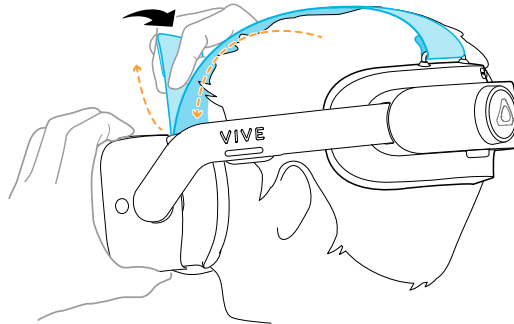
> When you're ready to take off the headset, press the Quick-Release Button to instantly release the headset band.

Wearing the headset with glasses

Most glasses fit inside the headset. If you have wider glasses, the face cushion frame can flex to allow your glasses to fit. Here's how:

- While putting the headset on, gently press on either side of the face cushion frame to make room for your glasses.
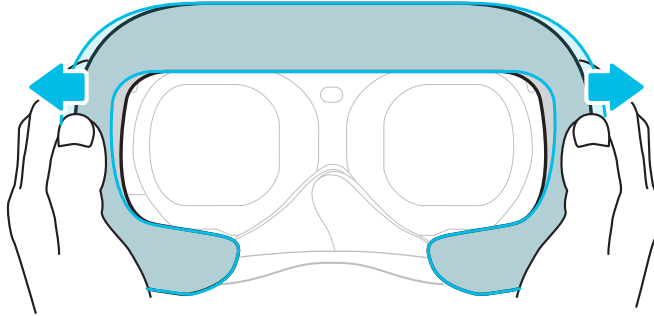
- When taking off the headset, gently press the frame in the same way to release your glasses.

- If you wear glasses, make sure that no part of your glasses touches the lenses, and that your glasses fit comfortably within the headset. If needed, you can use the Gasket Spacer. For details, see Using the Gasket Spacer on page 20.

- Make sure the size of your glasses doesn't exceed 150 × 55 mm (5.9 in × 2.1 in). You can use the size reference card (shown below) included in the box to check if your glasses can be used with the headset.
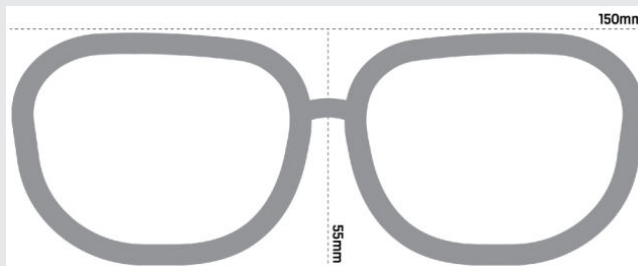
Using the Gasket Spacer

You can use the Gasket Spacer to increase the distance between your eyes and the headset lenses. This accessory accommodates users with different facial structures and users who wear glasses.
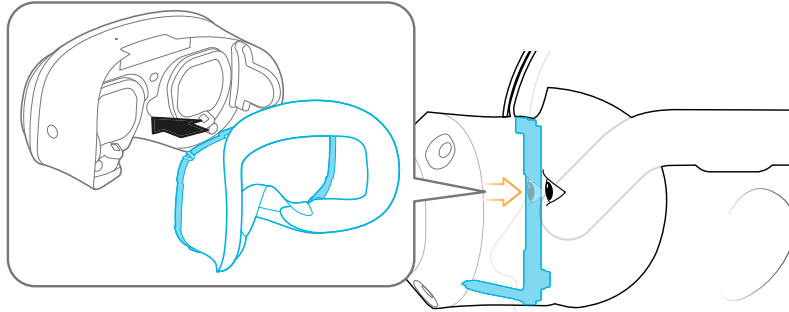
Attach the Gasket Spacer to the face cushion with the tabs fully locked in place.
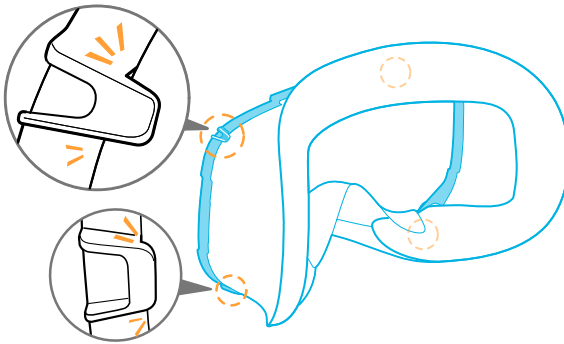
Attaching the Gasket Spacer is optional. Use it only if you feel any discomfort while wearing the headset.

Inserting a storage card

You can set up multiple headsets quickly by using microSD. You can also save videos on microSD cards and play them on the headset.

- Before use, make sure your microSD card is formatted to FAT32 or exFAT.
- To play videos that are 4 GB or larger, the microSD card must be formatted to exFAT.

To insert a microSD card:

1. Remove the face cushion to reveal the microSD card slot.

2. Insert the microSD card into the card slot with the gold contacts facing away from the lenses. Gently push until it clicks into place. Press the card again to eject.
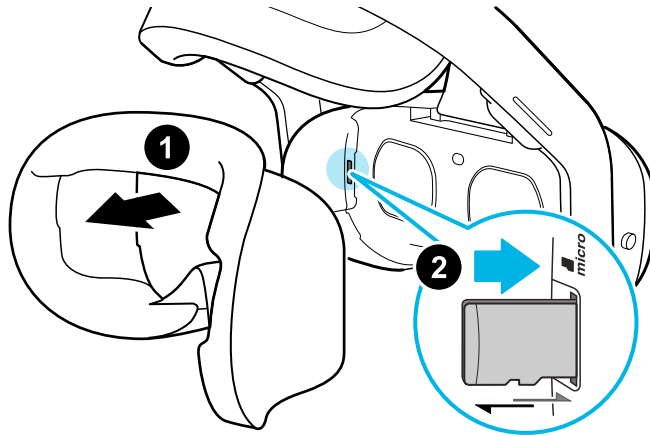
3. Reattach the face cushion.

Removing the battery from the headset

Here's how to remove the battery from the headset.

1.   Take off the magnetic back pad.
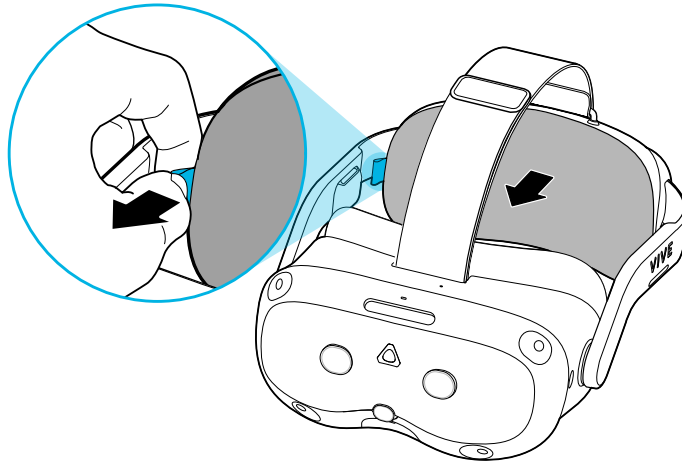
2.   Take out the battery by squeezing and holding the latches on both sides, and then pull to remove.
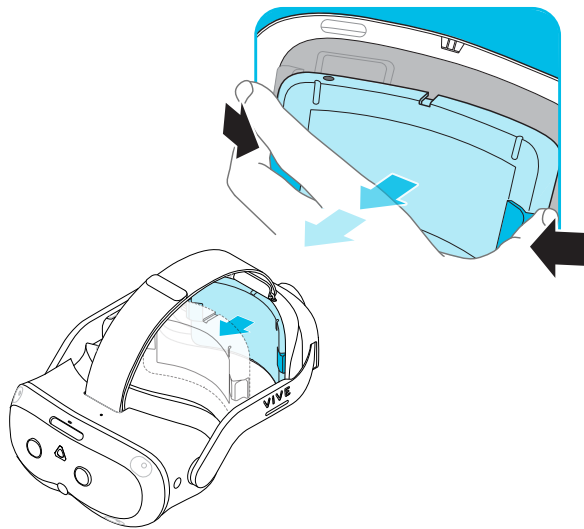
Hotswapping the battery

Hotswapping allows you to change the battery without restarting the headset or connecting it to a power source.

- The headset has a front internal battery. It's intended to sustain power long enough for the rear battery to be swapped with a freshly charged battery.

- Make sure to swap out the battery when it still has some power. If the battery is completely drained, the headset will turn off.

- Hotswapping requires an additional battery (sold separately).

1. Take off the headset.

2. Remove the battery. See Removing the battery from the headset on page 22.

3. Attach your spare battery to the headset. See Attaching the battery to the headset on page 14.

4. Put the headset back on. The headset will resume where you left off.

Make sure to charge the original battery after you change it out.

Setup (headset and controllers)

Turning the headset on and off

- To turn on your headset, press and hold the power button for around three seconds.

We recommend charging the headset's battery to full charge before each use. See Charging the headset on page 16.

- To turn off your headset, do any of the following:

  - Whether your headset is currently active or in standby mode, press and hold the power button until the battery LEDs start flashing one after the other. Wait for all the battery LEDs to completely turn off.

  - Press and hold the headset button until the Power menu appears and then select **Shutdown**.

Setting up your headset for the first time

The easiest way to set up VIVE Focus Vision is with VIVE Manager.

To find out where you can download VIVE Manager, see What phones does VIVE Manager support, and how do I get the app? on page 51. For more details about the app, see About VIVE Manager on page 51.

Here's how to set up VIVE Focus Vision with VIVE Manager:

1. Turn on your headset.

2. Launch VIVE Manager on your phone. Read the permissions needed by VIVE Manager and tap **OK**.

3. On the **Welcome** screen, select **VIVE Focus Vision** > **Next**.

> ✎ If you haven't installed the battery and turned on the headset, follow the onscreen instructions.

4. Follow the onscreen prompts to grant permission to VIVE Manager.

5. Tap **Start** to begin setting up your headset.

6. Sign in with your HTC account, or create a new account using your email address or phone number.

7. Follow the onscreen instructions to set up the following:

Task	Steps
Pair VIVE Manager with your headset	When your headset receives a pairing request from VIVE Manager, the front headset LED will flash white. When the LED starts flashing, press the headset button.
Choose a Wi-Fi® network	Connect your headset to a Wi-Fi network by entering the login credentials or scanning a Wi-Fi QR code. **Note:** If you select a corporate or public network that requires connecting through their login page, you'll need to complete the login process in the headset.
Pair controllers	Turn on the controllers. The headset can automatically pair with the controllers that came in the box. You can also pair controllers manually.

Task	Steps
Grant access permissions to allow phone mirroring (Android™ phones only)	In **Accessibility Services** and **Modify system settings**, tap **Grant** and enable these permissions. **Tip:** After granting a permission, tap the back arrow until you're on the VIVE Manager screen again.

8. If there's a system update available, make sure to install it to get the latest features and enhancements. After installing the system update, tap **Restart** in VIVE Manager to restart the headset.

9. Read the Health and safety reminders and tap **I understand**.

10. On the **Putting on the headset screen**, watch how to put on the headset and then tap **Close**.

11. Put on your headset to finish setting up the headset. Follow the instructions on the headset to adjust the IPD and volume, and set up your play area. You can also refer to the following topics:

    - Adjusting the IPD on the headset on page 25
    - Setting up your play area on page 28

> - If you have trouble pairing the headset, make sure it's powered on and near your phone.
>
> - If VIVE Manager isn't available, you can set up your headset manually by pressing and holding the headset button from the Welcome screen.

Adjusting the IPD on the headset

Interpupillary distance (IPD) is the distance between the centers of your eyes. Setting the right IPD helps in getting a crisp and clear image in VR. You can either set the IPD automatically or manually.

1. From the Lobby, select **Settings**.

2. Select **General** › **IPD (interpupillary distance)**.

3. Do one of the following:

To...	Do this
Automatically adjust the IPD	1. Make sure **Automatic IPD adjustment** is turned on. 2. Select **Start** next to **Auto-adjust IPD**. 3. Follow the onscreen instructions to adjust the IPD.

To...	Do this
Manually adjust the IPD	1. Select **Adjust** next to **Manual IPD adjustment**.
	2. Use the volume control buttons or select **+** or **-** to adjust the IPD.
	3. When done, select ✕.
	If you don't know your IPD, see

You can also adjust the IPD through the VIVE Menu. On the VIVE Menu, select **Settings**, and then select **Adjust IPD** 👓 .

- If **Automatic IPD adjustment** is **on**, the IPD will be automatically adjusted.
- If **Automatic IPD adjustment** is **off**, you'll need to manually adjust the IPD.

! Avoid manually moving the lenses as it may damage the automatic IPD mechanism.
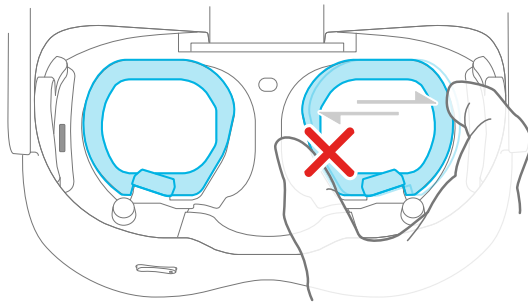
Why is accurate IPD important?

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, 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 can neither guarantee the accuracy of IPD measured through third-party apps or websites nor ensure the security of your personal data.

Estimating your IPD in a mirror

You can estimate your IPD with a millimeter ruler and a mirror.

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 reading.
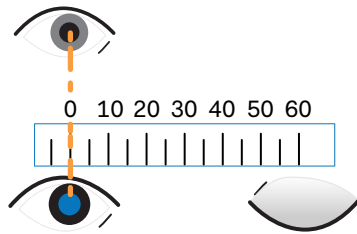
3. Check the millimeter mark on the other eye. You may need to close the first eye to get a clear reading.
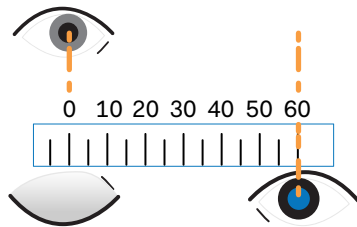
4. Make a note of your IPD measurement. You may want to recheck several times to make sure your reading is accurate.

> You can also ask a friend to help you measure your IPD instead of doing it by yourself with a mirror. Make sure you're looking straight ahead while they measure.

Estimating your IPD through experimentation

You can estimate your IPD through trial and error. This method is easier than using a ruler, but it may be less accurate.

1. From the Lobby, select **Settings** > **General** > **IPD (interpupillary distance)**.

2. Select **Adjust** next to **Manual IPD adjustment**.

3. Focus on the vertical lines at the center of view.

4. Use the volume control buttons or select **+** or **-** until the lines are clear. Note the number for future reference.

5. If the image is clearer for one eye than it is for the other, adjust the headset position. Repeat until the image is clear for both eyes.

Pairing controllers

Controllers are paired automatically during the setup process. If you need to change controllers or pair controllers again, you can pair them in Settings. You can do the following to manage controller pairing:

- To change to a different set of controllers, you can choose go to **Settings** > **Inputs** > **Controllers**, and then select **Pair new** for each controller you want to change.

- You can also choose to pair new controllers from VIVE Manager.

- If your controllers aren't being detected, you can pair the controllers manually by pressing and holding Menu + Y and VIVE + B for 2 seconds. The controller LEDs will flash blue when in pairing mode.
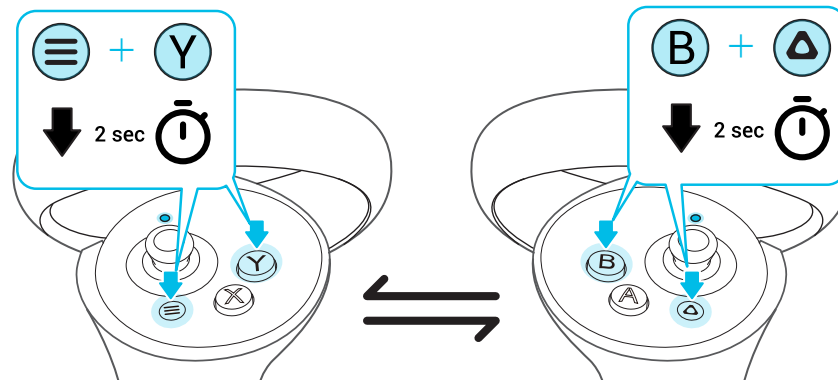
If your headset has previously paired with controllers, you will need to use the headset button or VIVE Manager to forget the controllers before you can pair them again.

Setup (play area)

Setting up your play area

The play area is a space in your environment that you designate for VR use. A safety boundary appears when you're close to the edges of your play area.

When you set up a **Room-scale** play area, you'll need a space measuring 1.5 × 1.5 m that's free from obstacles such as objects, pets, and people. If you don't have that much space, you can also set up a **Stationary** play area so you can interact in VR while sitting or standing.

During setup, you'll be guided with instructions on how to use hand gestures or controllers to set up your play area.

1. Set your floor position. Use your hand or controller to push down the virtual floor to match it with your physical floor.

2. Choose to set up a **Room-scale** or **Stationary** play area.

3. If you choose **Room-scale**, draw the boundary of your play area.

    a) Pinch and hold on a starting point with your fingers, or press and hold the trigger on a starting point.

    b) Trace along the floor to draw the boundary. For your safety, make sure to exclude any obstacles in your environment.

4. Set your front-facing view in VR. This is where menus, dialog boxes, and messages will appear.

> ▪ If you move your headset to another location and put it back on, the headset will prompt you to set up your play area again.
>
> ▪ You can go to Settings and select **Boundary** to reconfigure your front-facing view, floor position, safety boundary, and other boundary settings.

Setting up multiple play areas

With VIVE Focus Vision, you're not just restricted to a single play area. It allows you to set up to 3 play areas.

Follow the steps in Setting up your play area on page 28 to set up your first play area. Here's how to set up more play areas:

1. Remove your headset, and then press the power button to put the system in suspend mode.

2. Move to the place where you want to set as your second play area.

3. Put the headset back on. It will resume the system automatically.

4. Follow the onscreen instructions to set up your second play area.

5. When done, repeat the above steps to set up your third play area.

There can only be one active play area at a time. Before you change to a different play area, make sure to put the system in suspend mode first by pressing the power button. Resume the system by putting the headset back on or pressing the power button.

Basics

Hand tracking

The hand tracking feature allows you to use your hands as controllers with VIVE Focus Vision.

> ▪ Hand tracking can work in both VR and MR spaces. You can only use hand gestures in apps that support hand tracking.
>
> ▪ Developers can use the VIVE Wave SDK to add hand tracking support to VR and MR apps.

1. Go to **Settings** > **Inputs** and enable **Hand Tracking**.

2. Place the controllers on a level surface and position your hands in front of the headset. A 3D likeness of your hands and two corresponding cursors will appear in front of you.
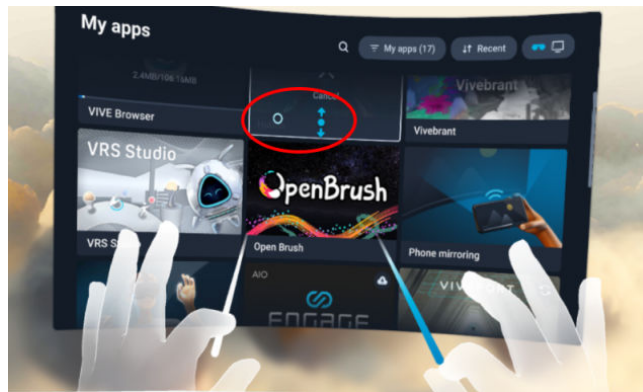
3. You can use the following hand gestures:

   ▪ **Pinch to select**

   With your palm facing outward, move your hand to position the cursor, and then pinch your thumb and index finger together to select.

   ▪ **Pinch and drag to scroll**

   With your palm facing outward, pinch and drag to scroll pages or move sliders.
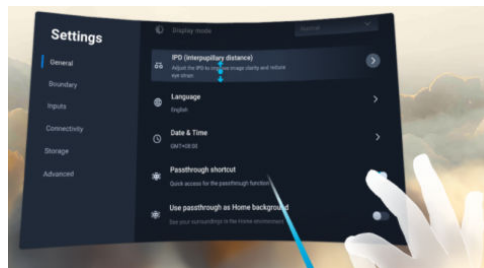
   ▪ **Pinch with your right hand to open the VIVE Menu**

   With your right palm facing inward, pinch your thumb and index finger together to open the VIVE Menu. Use the same gesture to close the menu.

> 💡
> - To resume use of the controllers, simply pick them back up. You may need to pair them again if they become idle.
>
> - Make sure **IR illuminator** is on if your play area is not well lit as it can help improve hand tracking. To check if **IR illuminator** is on, go to **Settings** > **Advanced**.

Eye tracking

VIVE Focus Vision comes with a built-in eye tracker that tracks your eye movements to make your avatar show true-to-life eye contact and interaction. You can use the eye tracker with compatible apps supported by VIVE Focus Vision.

You'll need to recalibrate the eye tracker after changing the IPD or adjusting the position of the headset.

> ✏️
> Users will need to calibrate the eye tracker according to their individual requirements.

Here's how to calibrate the eye tracker:

1. From the Lobby, select **Settings**.

2. Select **Inputs** > **Eye tracker**.

3. Make sure **Eye tracking** is turned on.

4. Select **Calibrate** next to **Calibrate tracker** and follow the onscreen instructions to complete the calibration process.

The eye tracking firmware may be updated from time to time with enhancements. If **Update** next to **Firmware version** is enabled, make sure to select it to keep your eye tracking firmware up-to-date.

The VIVE Menu

The VIVE Menu is a universal menu that gives you access to the headset's features and settings.

Here's how to open the VIVE Menu:

- **Hand gestures:** Face your right palm inward. When the VIVE symbol ▲ appears, pinch your index finger and thumb together.

  Use the same gestures to close the VIVE Menu.

- **Headset button:** While in hand tracking mode, press the headset button on the left side of your headset.
- **Controller:** Press the **VIVE** button ▲ on the right controller.

You can use the options on the VIVE Menu to do the following:
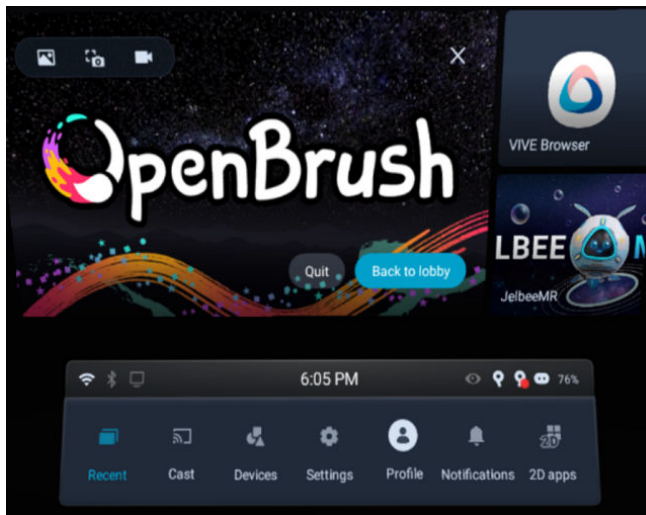
- Capture and view screenshots and screen recordings. For details, see Taking screenshots and screen recordings on page 33 and Browsing and viewing files on page 45.
- Access the Store and Library.
- Quit the current app or return to your main Home space.
- Switch between recent apps you've used. See Switching between recent apps on page 35.
- Cast the headset to compatible devices. See Casting the headset to a web browser on page 56 and Casting the headset to an external display on page 57.
- View the status of your headset and connected devices or change their settings.
- Access commonly used settings.

Taking screenshots and screen recordings

You can capture screenshots and record videos of what you're viewing in VR so you can share them or review them later. Your headset also allows screen capture and recording in passthrough mode.

> To enable screen capture and recording in passthrough mode, go to Settings, select **Advanced** > **Camera settings**, and then turn on **Allow passthrough recording and casting**.

Use the following methods to capture screenshots or record your screen:

Method	Steps
Capture a screenshot	Do either of the following: ▪ Press the VIVE and Trigger buttons on the right controller at the same time. ▪ Press the Headset and Volume down buttons at the same time.
Record your screen	Do either of the following: ▪ Press the Headset and Volume up buttons at the same time to start recording. Press them again to stop recording. ▪ Press the VIVE and Grip buttons at the same time to start recording. Press them again to stop recording.
Capture a screenshot or record your screen with a timer	1. Open the VIVE Menu. To find out how, see The VIVE Menu on page 31. 2. Select 🔲 to take a screenshot or select 🎥 to record the screen. The headset will take the screenshot or start capturing video after a 3-second delay. To stop screen recording, press the VIVE button again, point to the Record button, and then select **Stop Recording** 🟥.

> ▪ You can also capture screenshots while recording video.
>
> ▪ Screen recording pauses automatically when you access certain kinds of dialog boxes, such as password screens.
>
> ▪ Screen capturing and recording may not be available in some apps.
>
> ▪ Screenshots and screen recordings are saved to your headset's internal storage. You can transfer them to a storage card or computer later. To find out how, see the following topics:
>
> Copying files between the headset and external storage on page 47
>
> Transferring screenshots and screen recordings to your computer on page 44

Accessing apps in the Library

The Library has a filter you can use to find apps more easily. Here's how to filter apps in the Library:

1. In the Library, select the filter button ▼ in the upper right.

    The Library filters apps into the following categories:

Category	Description
My apps	Displays both **Installed** and **Not installed** VR apps in your account.
Installed	Displays VR apps that you can use on the headset.
Not installed	Displays VR apps that can be downloaded and installed on the headset. Also displays VR apps that have been uninstalled.
Updates	Displays VR apps on the headset that have new updates you can install.
Unknown source	Displays VR apps that have been manually installed on the headset using APK files. For details, see Installing APK files on the headset on page 48.
Downloading	Displays VR apps that are currently being downloaded to the headset for installation or updates.
PC VR apps	Displays PC VR apps that you can stream from your PC to your headset. For details, see Streaming PC VR apps to the headset on page 65.
2D apps	Displays Android mobile apps that have been installed using APK files. For details, see Installing APK files on the headset on page 48.

> ■ You can also use the toggle in the upper right ⬚ to quickly switch between on-device VR apps and PC VR apps that are installed on your PC.
>
> ■ To set the Library to display your PC VR apps by default, go to Settings, select **Connectivity** > **Computer connection**, and then turn on **Set "PC VR apps" as the default Library filter**.

2. Select an installed app to launch it.

To close the current app, open the VIVE Menu, and then select **Quit**.

> ■ You can only open and use one app at a time. Your headset will prompt you to close the current app before launching another app.
>
> ■ The Library filter you choose will stay applied even when you leave and come back.

Switching between recent apps

You can easily switch between apps you've recently launched on your headset from the VIVE Menu. Here's how.

1. Open the VIVE Menu by pressing the VIVE button on your right controller.

    You'll see three most recent apps on the menu.

> You can also use hand gestures to open the VIVE Menu. For details, see Hand tracking on page 30.

2. Select **Resume** to launch the last app you were using, or choose one of the other two recent apps displayed on the right to launch it.

Launching 2D apps

There are two ways to launch 2D apps on your headset.

From the Library

1. In the Library, select the filter button ☰ in the upper right and then select **2D apps**.

2. Launch the 2D app you want to use.

From the VIVE Menu

You can open a 2D app while using a VR app. Here's how:

1. From the VR app, open the VIVE Menu. To find out how, see The VIVE Menu on page 31.

2. Select **2D apps** on the VIVE Menu and then select the app you want to open.
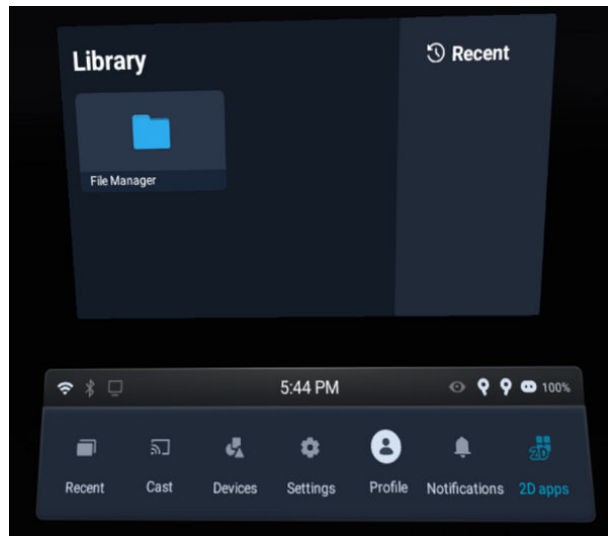
Resetting your view

You can reset your view in the headset to match the forward-facing direction in the real world.

From the VIVE Menu:

1. Open the VIVE Menu. To find out how, see The VIVE Menu on page 31.

2. Select **Settings** › **Reset view** .

3. When you're prompted to face forward, adjust your position so that your headset is facing forward in your real environment.

4. To reset your view, do any of the following:

   ▪ Point your left or right controller straight ahead and press the trigger.

   ▪ Pinch your thumb and index finger together.

Using the VIVE button:

1. Adjust your position so that your headset is facing forward in your real environment.

2. To reset your view, press and hold the VIVE button △ on your right controller. When the entire reset view icon appears, release the button.

The screen will briefly turn black, and then your view will be realigned with your real-world orientation.

Mixed reality

Using mixed reality on VIVE Focus Vision

Here's how VIVE Focus Vision currently incorporates mixed reality:

- **Easily switch between real and virtual environments.**

  Use the headset button on the left side of the headset to quickly switch between passthrough and VR modes. See Viewing your surroundings on page 37.

- **See your real surroundings in the home environment.**

  From the Lobby, go to Settings, select **General**, and then turn on **Use passthrough as Home background**. You can then see your real surroundings in the background while browsing through apps, changing settings, viewing screenshots and videos, and more.

- **Play games with mixed reality content.**

  There are a growing number of mixed reality games available for VIVE Focus Vision which allow you to interact with virtual objects in the real world. Check out these games in the VIVEPORT™ Store.

- **Use MR room setup to auto-detect or manually define physical objects—such as walls and tables—that can be used by mixed reality apps.**

  For details, see Setting up a mixed reality environment on page 38.

Viewing your surroundings

You can turn on passthrough mode to view your physical surroundings while using your headset.

> To use the headset button or the right controller's VIVE button for turning passthrough mode on and off, go to **Settings**, select **General**, and then turn on **Passthrough shortcut**.

Here's how to turn passthrough mode on or off:

- ▪ Press the headset button twice.

- ▪ Press the VIVE button on your right controller twice.

- ▪ Open the VIVE Menu, select **Settings**, and then select the passthrough mode toggle .

When passthrough mode is on, the front headset LED will breathe red.

Setting up a mixed reality environment

Through MR room setup, you can customize your virtual space based on your physical room setup so that mixed reality apps can utilize your surroundings for VR interactions.

Using the headset's depth sensor, you can first scan meshes of your room which can be used by mixed reality apps. Room scan can also auto-detect objects in your surroundings such as walls and tables.

The types of objects required by the mixed reality app you're using may vary. You can add them manually during MR room setup as needed.

Here's how to set up a mixed reality environment via MR room setup:

1. From the Lobby, select **Settings**.

2. Select **Boundary**.

3. Select **Set up** next to **Mixed reality**.

   If this is your first time to set up mixed reality, select **Get started**.

4.   Select **Start** and follow the instructions in the Scan room dialog box to scan your room.
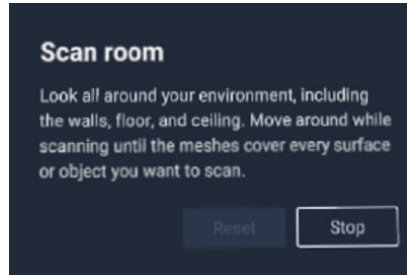
As you move and look around your environment, meshes will be created and will cover the surfaces and objects that you're scanning.

5.   When you've finished scanning, select **Save**.

The meshes and detected walls and tables will be saved in the headset.

If you need to perform another scan, select **Scan room**.

6.   To manually define walls or add objects for the mixed reality app you're using, do the following:

a)   Select **Reset walls** to define walls in your room, or select **Add objects** and then choose the type of object that your mixed reality app needs to use.
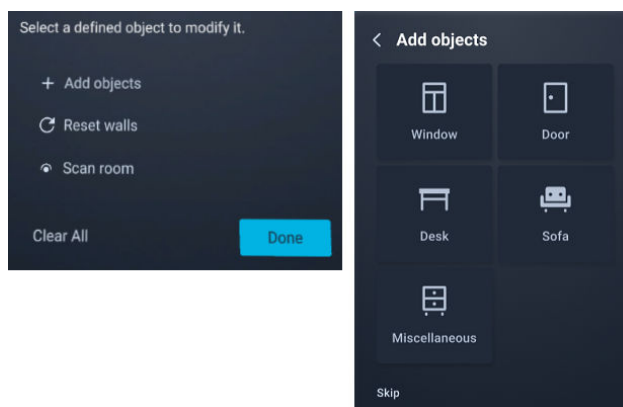
b)   Follow the tutorial and use hand gestures or the controller to mark the perimeter of your walls or the dimensions of the selected object.

Defining walls via hand gestures	Defining walls via the controller
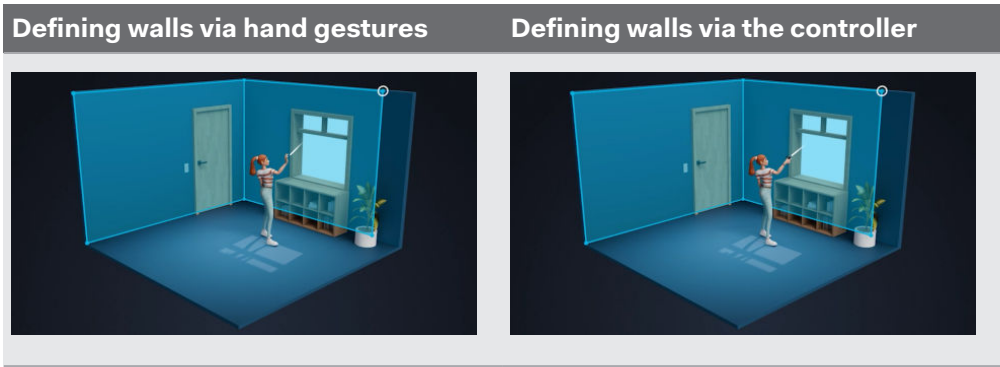
A measurement indicator will appear while you're marking the dimensions of your walls or the object you're defining.
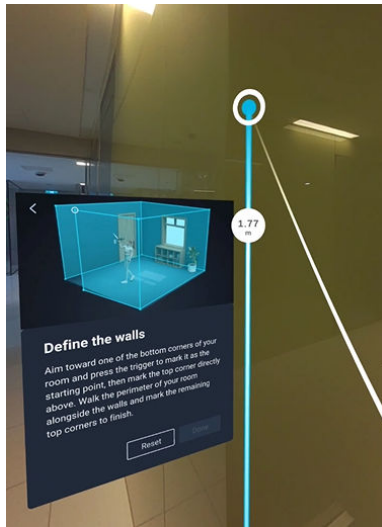
Cleaning

Cleaning and disinfecting VIVE Focus Vision

Here are a few tips to help you keep VIVE Focus Vision clean and hygienic.

Do's
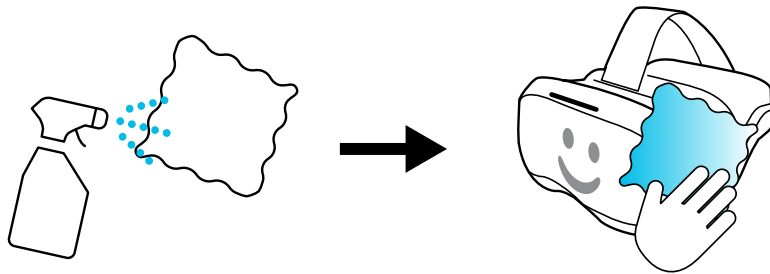
- Dampen a cloth with a diluted alcohol solution containing 70%–75% ethanol (ethyl alcohol) and use it to wipe the hard surfaces of the headset and controllers clean, especially places you frequently touch with your hands.

- PU leather face gaskets can also be wiped clean with a damp cloth.

- To avoid skin irritation, make sure the headset and any accessories are free from disinfectants before using them again.

- Using a UVC cleaner is an effective and recommended way to decontaminate VR headsets and controllers. Before using a UVC cleaner on your VR devices, make sure to properly cover the headset lenses. Discoloration due to UV exposure is not covered by warranty.

Don'ts
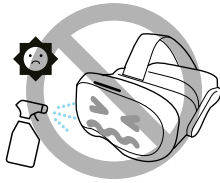
- Don't spray or pour liquid directly on the headset or controllers.
- Don't use any liquids or cleaning solutions on the lenses.
- Don't expose the headset or controllers to direct sunlight.
- Don't machine wash the headset or controllers.

Cleaning the headset lenses
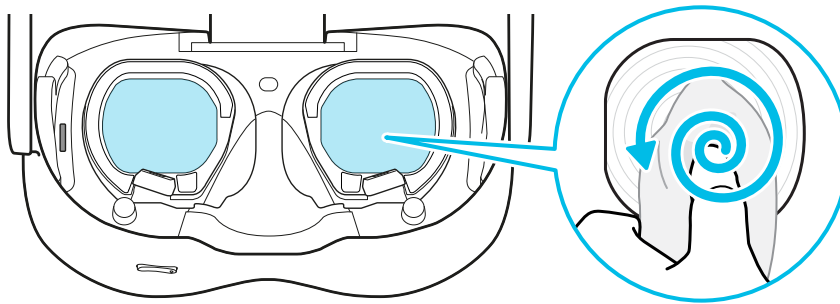
- Use a clean, dry cloth such as the lens cleaning cloth that came in the box to wipe the lenses clean.

- Never use any kind of cleaning solution on the lenses.

- To avoid smudging the lenses while cleaning them, wipe in a circular motion from the center of each lens to its outer edge.

Cleaning the eye tracking cameras

1. Pull to remove the magnetic face cushion.

2. Remove any dust or particulate matter from the eye tracking cameras and delicate parts of the eye frames using a touch-free dust removal tool such as a handheld air blower.

3. Dampen a clean, microfiber cloth with an alcohol-based cleaning solution containing 99.5%–99.9% alcohol.

4. Gently dab the eye tracking cameras and the delicate parts of the eye frames with the cloth.
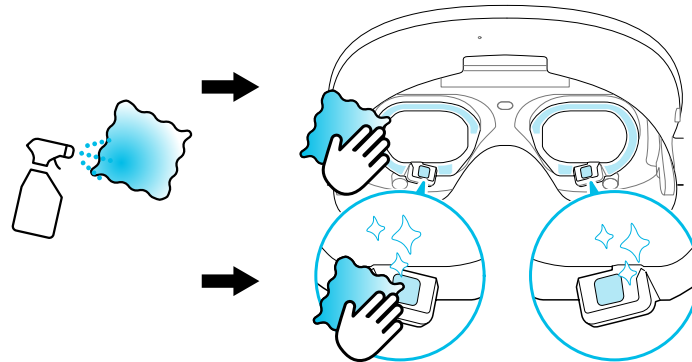
> **!**   Do not rub, wipe, or scrub the eye frames or eye tracking cameras with the microfiber cloth. Doing so could cause irreversible damage to the eye tracking cameras.

Additional accessories

Using tracker and PC VR streaming accessories with VIVE Focus Vision

You can use the following accessories on VIVE Focus Vision.

VIVE Wired Streaming Kit

Take advantage of the stability and bandwidth of a DisplayPort™ connection when performing a wired streaming session with VIVE Focus Vision. DisplayPort mode enhances the streaming experience with visually lossless graphics and remarkably low-latency data transmission. See Connecting VIVE Focus Vision to your computer using the VIVE Wired Streaming Kit for details.

> 💡   You can purchase VIVE Wired Streaming Kit at the following links:
> - https://www.vive.com/accessory/
> - https://business.vive.com/accessory/

VIVE Ultimate Tracker

VIVE Ultimate Tracker is a motion tracker for tracking objects and full-body movements.

VIVE Ultimate Tracker requires the VIVE Wireless Dongle to be attached to your VIVE Focus Vision. You can use the VIVE Wireless Dongle to connect up to 5 trackers and bring real-world movements into virtual or mixed reality.

To set up VIVE Ultimate Tracker, go to **Settings** select **Inputs** > **Motion trackers** > **Pair**, and pair your trackers one at a time.
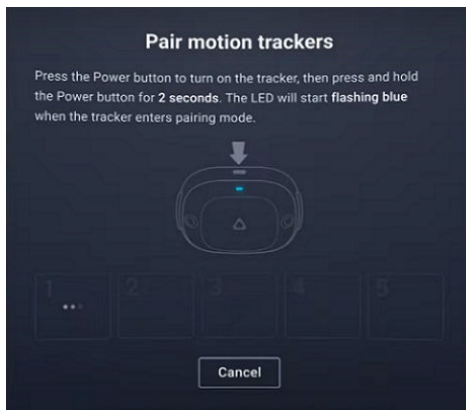
For details, see the VIVE Ultimate Tracker User Guide.

> You can purchase VIVE Ultimate Tracker at the following links:
>
> - https://www.vive.com/accessory/
> - https://business.vive.com/accessory/

Managing screenshots, files, and apps

Connecting the headset to your computer

You can connect the headset to your computer to transfer files between them.

Connect the headset, through the USB port on the right side of the headset, to your computer using a USB cable.

After connecting the headset to your computer, you can do the following:

- Transfer files from the headset to your computer. For details on transferring screenshots and screen recordings, see Transferring screenshots and screen recordings to your computer on page 44.
- Transfer APK files from your computer and install them on the headset. For details, see Installing APK files on the headset on page 48.

Transferring screenshots and screen recordings to your computer

Here's how to transfer screenshots and screen recordings from your headset to a Windows® PC:

1. Connect your headset to your PC. For details, see Connecting the headset to your computer on page 44.

2. Put on your headset.

   The Choose USB mode dialog box will appear in the headset.

3. Select **File transfer**.

4. Take off your headset.

5. On your computer, open a file management app such as File Explorer, and then click the name of your headset.

6. Double-click **Internal shared storage**. You'll find screenshots in **Pictures** > **Screenshots** and screen recordings in **Movies** > **Screenrecorder**.

7. Open the folder you want to transfer files from. Select the files, and then copy them to a folder on your computer.

8. When finished, disconnect your headset from the computer.

To transfer files from your headset to a Mac computer, use a file transfer tool such as Android File Transfer. Visit android.com/filetransfer/ for more information.

Browsing and viewing files

You can browse files, view images, and play videos that are saved on your headset or on an external storage device.

1. To browse files, do any of the following:

Method	Steps
Browse screenshots and screen recordings only	1. Open the VIVE Menu. To find out how, see The VIVE Menu on page 31. 2. Select the gallery button ▨ in the upper left of the window. A window will open, displaying the contents of the **Captures** folder. 3. Select the filter button ☰ in the upper right, then choose to display **Screenshots**, **Recordings**, or **All**. **Note:** The gallery window only allows you to view files. You won't be able to transfer files.
Browse storage contents	1. From the Lobby, select **Settings**. 2. Select **Storage** › **File browser** . 3. You can access the following folders: ▪ **Captures**: Displays screenshots and screen recordings. ▪ **Downloads**: Displays images, videos, and APK files you transferred from an external storage device or a computer. ▪ **USB drive**: Displays the contents of an external storage device. See Connecting an external storage device to the headset on page 47.

2. Select a file to open it.

Viewing 360° photos

Viewing 360° photos in VR can be an incredibly immersive experience. You can look around in any direction and see the entire scenery.

Here's how to view 360° photos on the headset.

- VIVE Focus Vision requires 360° photos with a 2:1 aspect ratio to display a 360-degree spherical view.
- Transfer 360° photos to the **Downloads** folder in internal storage so you can view them in the headset.

1. From the Lobby, select **Settings**.

2. Select **Storage**.

3. Select **File browser** and then open the **Downloads** folder.

4. Select a 360° photo to open it. You'll see a 360-degree spherical view of the entire scenery.

5. Press the trigger to close the photo.

When previewing photos, you can select a 360° photo or the **360** button in the upper right to open the photo.

Connecting an external storage device to the headset

Connect an external storage device such as a USB flash drive or hard drive to your headset.

> 📢 Before connecting an external storage device, make sure the device is formatted to FAT32, ext4, or exFAT.

Connect the external storage device to the USB Type-C port on the right side of the headset.
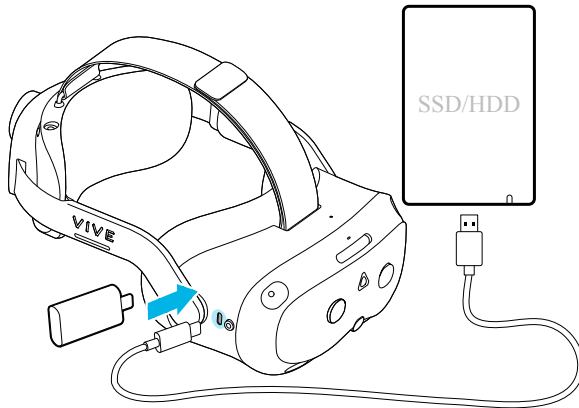
After connecting the external storage device, you can do the following:

- Browse files, view images, and play videos saved on the external storage device. See Browsing and viewing files on page 45.

- Install APK files from the storage device. See Installing APK files on the headset on page 48.

Copying files between the headset and external storage

You can copy files between VIVE Focus Vision and external storage such as a storage card or USB storage device.

Here's how to copy screenshots and screen recordings from the headset to external storage:

1. Insert a storage card, USB storage device, or both.

   - To find out how to insert a storage card, see Inserting a storage card on page 20.

   - To find out how to connect a USB storage device such as a thumb drive to your headset, see Connecting an external storage device to the headset on page 47.

2. Put on your headset.

3. Open the **File browser**:

   - Go to **Settings** > **Storage** > **File browser**.

   - If you connected a USB storage device, you'll see the Found a USB storage dialog box. Select **Open**.

4. Open the `Captures` folder.

5. Press the Trigger while pointing at the **Select** button.

6. Select each of the files that you want, or select all files.

7. Select the **Copy** button.

8. When prompted, confirm the destination storage—storage card or USB drive—where to copy the files to.

> Files will be copied to the root folder of the external storage.

With the **File browser**, you can also copy files from external storage to the headset. Files can only be copied to the `Downloads` folder on the headset.

Installing apps on the headset

After you've purchased apps or retrieved free apps on the VIVEPORT Store, your apps will appear in the Library. You'll then need to download and install them on the headset.

Here's how to download and install an app:

1. In the Library, select the filter button in the upper right.

2. Select **Not installed**.

3. Select an app to download and install it.

To view and launch installed apps, select , and then select **Installed**.

Installing APK files on the headset

You can install VR apps and Android mobile apps on the headset using APK files.

> Apps installed using APK files may not run properly if they are not compatible with the headset.

Here's how to install an APK file:

1. Transfer the file to the headset through one of the following methods:

Method	Steps
Storage card	1. Copy the APK file to a storage card. 2. Insert the storage card into the headset. See Inserting a storage card on page 20.
External USB storage device	1. Copy the APK file to an external storage device. 2. Connect the external storage device via the USB port on the right side of the headset.
Transfer to internal storage	1. Connect the headset to your computer using the USB Type-C port on the right side of the headset. The Choose USB mode dialog box will then appear in the headset. 2. Select **File transfer**. 3. In your computer, open a file management app such as File Explorer and navigate to **VIVE Focus Vision**. 4. Click **Internal shared storage**. 5. Copy the APK file to the `Download` folder.

2. In the headset, go to **Settings** > **Advanced**.

3. Turn on **Allow unknown apps**.

4. Select **Storage** > **File browser**.

5. Navigate to the folder that contains the APK file.

6. Select the APK file to install it.

After installing an APK file, the app will appear in the Library. You can use the filter to find it more quickly. For details, see Accessing apps in the Library on page 34.

Uninstalling apps

To free up storage space on your headset, you can uninstall apps that you no longer need. Here's how to uninstall an app:

1. If you're currently running an app, press the VIVE button on the right controller, and then select **Back to Lobby**.

2. From the Lobby, select **Settings**.

3. Select **Storage**.

4. Select the app you want to remove and then select **Uninstall**.

5. In the dialog box that opens, select **Uninstall**.

Removed apps will be moved to **Not Installed** in the Library. You can reinstall them from the Library. For details, see Installing apps on the headset on page 48.

Changing app permissions

Any permissions you initially granted or denied when installing an app can be changed later in **Settings**. Here's how:

1. From the Lobby, select **Settings**.

2. Select **Storage**.

3. Select the app whose permissions you want to change. The types of permissions that can be granted or denied to the app—which include camera, location access, storage, and microphone permissions—will be displayed.

The available permission types will vary by app.

4. Select **Allow** or **Deny** next to the permission types.

Using VIVE Manager

About VIVE Manager

VIVE Manager is a mobile app that users and small businesses can use to set up and manage your headset.

VIVE Manager requires Android 9 or later, or iOS 12 or later. To download the app, you can go to the setup page or search for the app on the Google Play Store or App Store.

Here are some of the things you can do with VIVE Manager:

- Pair VIVE Manager with one or more headsets. See Pairing VIVE Manager with a new headset on page 52.

- Change basic headset settings.

- Cast the headset to your phone. See Casting the headset to your phone on page 58.

- Install system updates on the headset. See Installing system updates through VIVE Manager on page 52.

- Set up parental controls. See Setting up parental controls on page 53.

- Grant VIVE Manager permission to mirror your phone to the headset. See Granting permissions for phone mirroring on page 54.

- Set up Kiosk mode for headset. See Setting up Kiosk mode through VIVE Manager on page 54.

- Reset the headset to factory settings.

- Access the app store.

What languages does VIVE Manager support?

VIVE Manager will use the same language as your phone's system language.

If VIVE Manager doesn't support the selected system language, it will use another language from your region. If there isn't any available language, the app will default to English.

What phones does VIVE Manager support, and how do I get the app?

The VIVE Manager app can be installed on phones with the following systems:

- Android 9.0 or later

- iOS 12.0 or later

You can download the app from one of the following links:

> ▪ Your phone must be connected to Wi-Fi and have Bluetooth® enabled to set up the headset.
>
> ▪ If your phone does not support VIVE Manager, put on your headset and follow the instructions on the headset to set it up.

Installing system updates through VIVE Manager

You can use VIVE Manager to check for system updates and install them on your headset. Here's how:

1.   Launch VIVE Manager on your phone.

2.   Tap the **Devices** tab.

3.   If you've paired headsets before, tap the down arrow to open the **Devices** dropdown menu and select the headset you want to update.
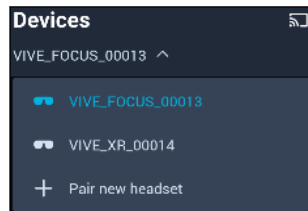
4.   Tap **Connect**.

5.   If you see there's an available system update, tap **System update** > **Update**.

Pairing VIVE Manager with a new headset

You can pair VIVE Manager with several headsets and manage them in one place.

Here's how to pair a new headset:

1. In the headset, go to Settings and select **Connectivity**, and then select **Pair** next to **Phone pairing (VIVE Manager)**.

    A dialog box will appear, showing a device number.

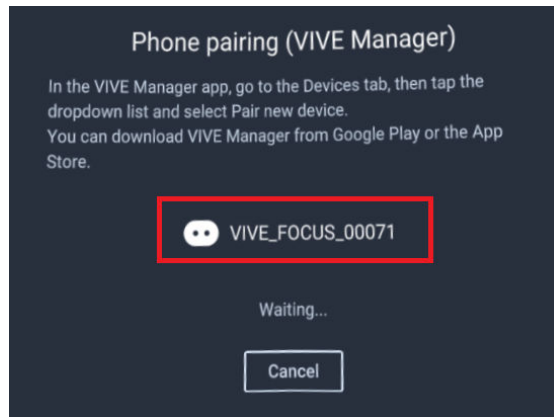| 🖎	The device number will be used to create the device name for your headset in VIVE Manager.

2. Launch VIVE Manager on your phone.

3. Tap the **Devices** tab.

4. Tap the down arrow to open the devices dropdown menu and select **Pair new headset**.

5. On the **Welcome** screen, select **VIVE Focus Vision** and set up the new headset.

6. When you see the **Pair VIVE Focus Vision** screen and the front headset LED flashes white, press the headset button.

💡	You can also check if the pairing code on the **Pair VIVE Focus Vision** screen matches the one displayed in your headset. Then press the headset button.

7. Follow the onscreen instructions in VIVE Manager to finish setting up the headset.

Setting up parental controls

Use parental controls to monitor and manage the time your child spends in using the headset.

Here's how to set up and turn on parental controls:

1. Launch VIVE Manager on your phone.

2. Tap the **Devices** tab.

3. Tap **Parental controls**, and then set the following:

Option	Description
Allowed apps	Choose the apps your child can access.

Option	Description
Usage restrictions	Set when and how long your child can use the headset.
	Set **Break reminders** so your child is reminded to take a break after a certain time has passed.
Parental controls passcode	Set a passcode for turning off parental controls.

4.   Tap **Turn on parental controls** > **Turn on**.

> You can also turn parental controls on and off from the headset. Press and hold the headset button to open the Power menu and then choose to turn parental controls on or off. To turn off parental controls, you'll need to enter the passcode.

VIVE Manager displays the **Screen time report** screen that shows your child's daily usage. To adjust settings or turn off parental controls, tap **Turn off parental controls**.

Granting permissions for phone mirroring

VIVE Manager needs certain phone permissions in order to mirror your phone to your headset. If you didn't grant VIVE Manager the needed permissions while setting up your headset, you can do it in VIVE Manager.

Here's how to grant VIVE Manager the needed permissions:

1.   Launch VIVE Manager on your phone.

2.   Tap the **Devices** tab.

3.   Tap **Phone mirroring** > **Next**.

4.   Tap **Grant** for both **Accessibility Service** and **Modify system settings**.

> After tapping **Grant**, you'll be guided on what to turn on. After granting permission, tap the back arrow until you're on the VIVE Manager screen.

Setting up Kiosk mode through VIVE Manager

You can set up Kiosk mode for your headset using VIVE Manager. Here's how:

1.   Launch VIVE Manager on your phone.

2.   Tap the **Devices** tab.

3. If you've paired headsets before, tap the down arrow to open the **Devices** dropdown menu and select the headset you want to configure.
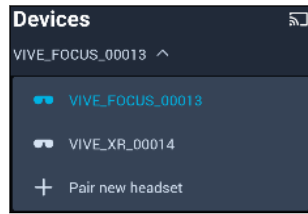
4. Tap **Connect**.

5. Tap **Advanced** › **Kiosk mode**.

6. Set a passcode, choose apps, and choose the settings appropriate for the Kiosk mode session.

7. Select **Start Kiosk mode** to activate Kiosk mode on the headset.

Sharing and streaming content

Casting the headset to a web browser

You can share what you see in VR with others by casting your headset to a web browser on a computer or mobile device.

> - Your headset and the computer or mobile device must be connected to the same Wi-Fi network.
>
> - To enable casting in passthrough mode, go to Settings, select **Advanced** › **Camera settings**, and then turn on **Allow passthrough recording and casting**.

1.   Open the VIVE Menu by pressing the VIVE button on your right controller.
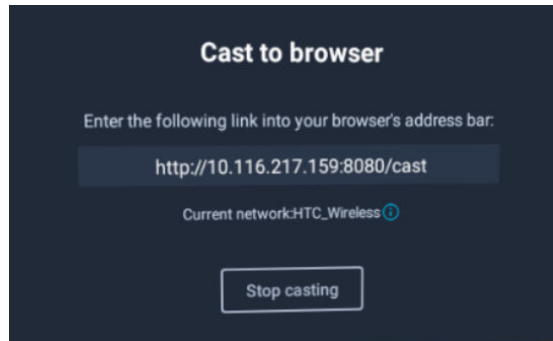
> You can also use hand gestures to open the VIVE Menu. For details, see Hand tracking on page 30.

2.   Select **Cast** › **Cast to browser**.

An IP address with the following format will be displayed: **http://[IP]:8080/cast**

For example:

3.   Open a web browser on your computer or mobile device and enter the IP address.

4.   When a welcome page appears, click **Connect**.

You'll then see the VR screen.

5.   While viewing the VR screen in the browser, you can use the following controls:

Control	Description
🔇 🔊	Unmute or mute the audio from the headset
📷	Take a screenshot
🎥 ⬛	Start or stop screen recording
⬚	Switch between16:9 and 1:1 aspect ratio
⬚ ⌐⌐	Switch between full screen and the original window size

6. To stop casting, click **Disconnect** in the browser or select **Stop casting** on your headset.

Casting the headset to an external display

You can share what you see in VR with Miracast™ devices such as TVs wirelessly in real time. Your view in VR will appear on the device you choose, allowing you to share your VR experience with others.

- The headset supports connecting to Miracast devices on both the 5 GHz and 2.4 GHz bands via Wi-Fi Direct®.

- To enable casting in passthrough mode, go to Settings, select **Advanced** › **Camera settings**, and then turn on **Allow passthrough recording and casting**.

1. Open the VIVE Menu by pressing the VIVE button on your right controller.

You can also use hand gestures to open the VIVE Menu. For details, see
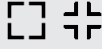
2. Select **Cast**.

3. Choose a display device to cast to.

- If the display device is not on the list, make sure the device is set to receive an incoming cast.

- Screen casting pauses automatically when you access certain kinds of dialog boxes, such as password screens. Screen casting may also be disabled in some apps.

Casting the headset to your phone

You can use VIVE Manager to cast the headset to your phone.

- Screen casting in VIVE Manager requires Android 9 or later, or iOS 12 or later.

- Before launching VIVE Manager, turn on your phone's Bluetooth and Wi-Fi.

- Make sure to pair VIVE Manager with your headset if you haven't done so. For details, see Pairing VIVE Manager with a new headset on page 52.

1. Launch VIVE Manager on your phone.

2. Tap the **Devices** tab.

- If VIVE Manager is not connected to the headset, tap **Connect**.

- Because the headset's display must be on for VIVE Manager to cast content, put on the headset before starting the casting session.

3. In the upper right of the VIVE Manager screen, tap the cast button 🔲 to start the casting session.

    VIVE Manager will display a message showing that it's connecting to the headset.

If this is your first time casting the headset to an Android phone, you'll need to select **Accept** in the **Invitation to connect** dialog box that appears in the headset.

    The headset's screen will then be displayed on your phone in landscape orientation.

4. During the casting session, you can use the following controls:

Control	Description
✕	Stop casting
⌜◯⌝	Capture screenshots
◼	Capture screen recordings
⊕	Reset view

- If the controls don't appear, tap the phone screen to display them.

- Captured screenshots and screen recordings will be saved to your phone's internal storage under **Download\ViveManager** (Android) or **On My iPhone\VIVE Manager** (iOS).

Mirroring your phone screen to VIVE Focus Vision

You can mirror your phone screen to VIVE Focus Vision so you can use your phone without taking off the headset. You can navigate your phone, launch mobile apps, and view photos and videos in VR.

- Phone mirroring is only available for Android phones.

- To use phone mirroring, your phone must support Miracast. You can also stream DRM-protected content to the headset as long as your phone supports HDCP 2.2 or later.

  To check your phone's compatibility, see Phones compatible with VIVE Focus Vision on page 62.

- Make sure to pair VIVE Manager with your headset if you haven't done so. For details, see Pairing VIVE Manager with a new headset on page 52.

Before mirroring your phone screen, make sure your headset is connected to VIVE Manager and your phone screen is on and unlocked. Your phone's Bluetooth and Wi-Fi must also be turned on.

Here's how to mirror your phone screen to the headset:

1. Put on your headset.

2. In the Library, select **Phone mirroring**.

3. When you see the **Invitation to connect** dialog box, select **Accept**.

    Your phone screen will be displayed in VR.

4. Aim the beam anywhere on your phone screen to interact with it just as you'd normally do on your phone.

5. Use the toolbar below the phone screen to do the following:

Option	Description
‹	Go back to the previous screen.
(voice)	Open your phone's voice assistant (for example, Google Assistant™).
(settings)	Change phone mirroring settings. For details, see Changing phone mirroring settings on page 61.
(rotate)	Switch the screen orientation between portrait and landscape. After switching to landscape orientation, you'll see the **Curved screen** button on the toolbar. You can select the button to change between a curved and flat screen.

- If you don't see the toolbar, aim the beam toward the phone screen to make it appear.

- When viewing videos, make sure your phone's audio volume is not muted.

Moving and resizing the phone screen

You can move and resize a mirrored phone screen in VR. You can also change the screen back to the default screen size and position. Here's how:

Moving the phone screen

1. Aim below the phone screen to make the move pointer ✛ appear.
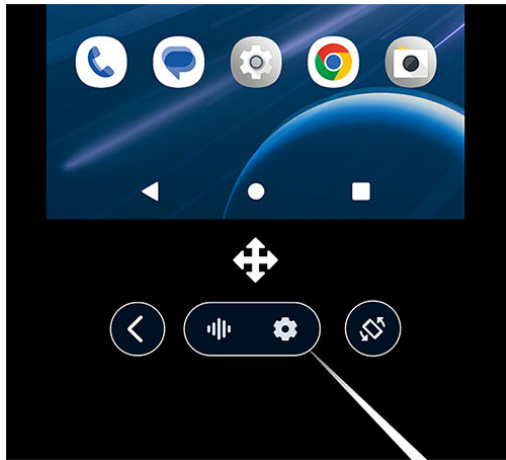
2. Pinch your thumb and index finger together or press the trigger on the controller to grab the screen, and then drag it to a new position.

Resizing the phone screen

1. Aim toward any of the edges or corners of the phone screen to make a resize pointer appear.

2. Pinch your thumb and index finger together or press the trigger on the controller to grab the edge or corner.

3. Drag outward to enlarge the screen or inward to shrink the screen.

Changing the screen back to the default size and position

To change the phone screen back to the default size and position, select the **Settings** button ⚙ on the toolbar, and then select **Reset view**.

Changing phone mirroring settings

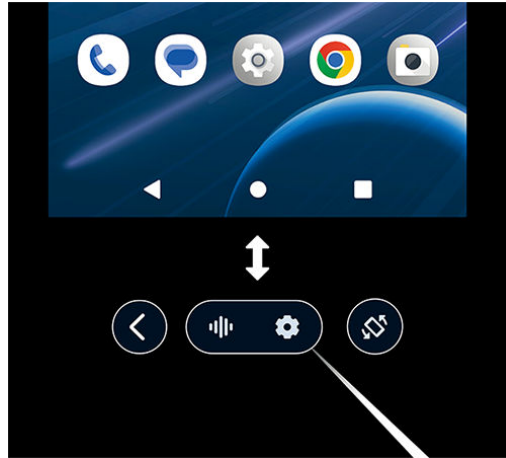While using phone mirroring, you can change the background and other settings.

Select the **Settings** button ⚙ on the toolbar and change any of the following settings:

Setting	Description
Reset view	If you've resized or moved the phone screen, reset the phone screen back to the default size or position.
Sync with headset	Turn this setting on to make the display orientation follow the position of the headset when you tilt or rotate your head.
Virtual environment	Choose a background for your virtual environment when using phone mirroring.

Phones compatible with VIVE Focus Vision

For casting the headset to your phone

With the VIVE Manager mobile app, you can cast VIVE Focus Vision to any phone running **Android 9 or later**, or **iOS 12 or later**. For details, see Casting the headset to your phone on page 58.

For phone mirroring and DRM content streaming

To use phone mirroring, your phone must support Miracast. For details, see Mirroring your phone screen to VIVE Focus Vision on page 59.

You can also stream DRM-protected (licensed) content from services such as Netflix®, Hulu®, and Disney+® as long as your phone supports HDCP 2.2 or later.

See the list below to check your phone's compatibility.

HTC

Model	Phone mirroring	DRM content streaming
HTC U24 Pro	v	v
HTC U24	v	v
HTC U23 Pro	v	v
HTC U23	v	v
HTC U20 5G	v	v
HTC Desire 22 Pro	v	v
HTC U11	v	v
HTC U11+	v	v
HTC U12+	v	v
HTC U19e	v	–

HUAWEI™

Model	Phone mirroring	DRM content streaming
HUAWEI Mate 30 Pro	v	–
HUAWEI Mate 40 Pro	v	–
HUAWEI P40	v	–
HUAWEI P40 Pro	v	–

OPPO™

Model	Phone mirroring	DRM content streaming
OPPO A73 5G	v	–
OPPO Find X3	v	–
OPPO Reno4 Pro 5G	v	–

Model	Phone mirroring	DRM content streaming
OPPO Reno5 Pro 5G	v	v
OPPO Reno5 Z	v	v
OPPO Reno6 5G	v	v

realme™

Model	Phone mirroring	DRM content streaming
realme 7 5G	v	–
realme 8 5G	v	–
realme GT	v	–
realme GT Neo2	v	–
realme X50 5G	v	–
realme X50 Pro 5G	v	–
realme X7 Pro 5G	v	–

Samsung®

Model	Phone mirroring	DRM content streaming
Samsung Galaxy A32 5G	v	v
Samsung Galaxy A42	v	v
Samsung Galaxy A52s 5G	v	v
Samsung Galaxy A52 5G	v	v
Samsung Galaxy M32	v	v
Samsung Galaxy M33 5G	v	v
Samsung Galaxy S20+ 5G	v	v
Samsung Galaxy S21 5G	v	v
Samsung Galaxy S21 Ultra 5G	v	v
Samsung Galaxy S21+ 5G	v	v
Samsung Galaxy S22 5G	v	v
Samsung Galaxy S22 Ultra 5G	v	v
Samsung Galaxy S22+ 5G	v	v
Samsung Galaxy S23 5G	v	v
Samsung Galaxy S23 Ultra 5G	v	v
Samsung Galaxy Z Flip4	v	v
Samsung W21 5G	v	–

Sony™

Model	Phone mirroring	DRM content streaming
Sony Xperia 1 III	v	v
Sony Xperia 10 II	v	v
Sony Xperia 10 III	v	v
Sony Xperia 1	v	v

vivo

Model	Phone mirroring	DRM content streaming
vivo V21 5G	v	–
vivo X50e	v	–
vivo X70 5G	v	–

Xiaomi™

Model	Phone mirroring	DRM content streaming
Xiaomi 10 Lite	v	–
Xiaomi 10T	v	–
Xiaomi Redmi Note 9T	v	–

Others

Model	Phone mirroring	DRM content streaming
LG Velvet 5G	v	v
OnePlus 8T 5G	v	–
OnePlus Nord 5G	v	–

Streaming PC VR apps to the headset

You can connect the headset to a PC via a cable or wireless network connection and stream PC VR apps to the headset.
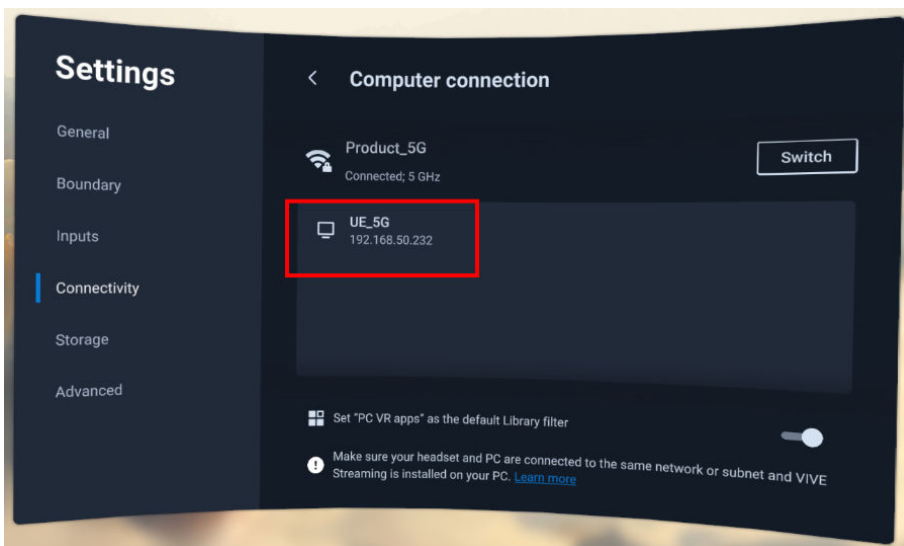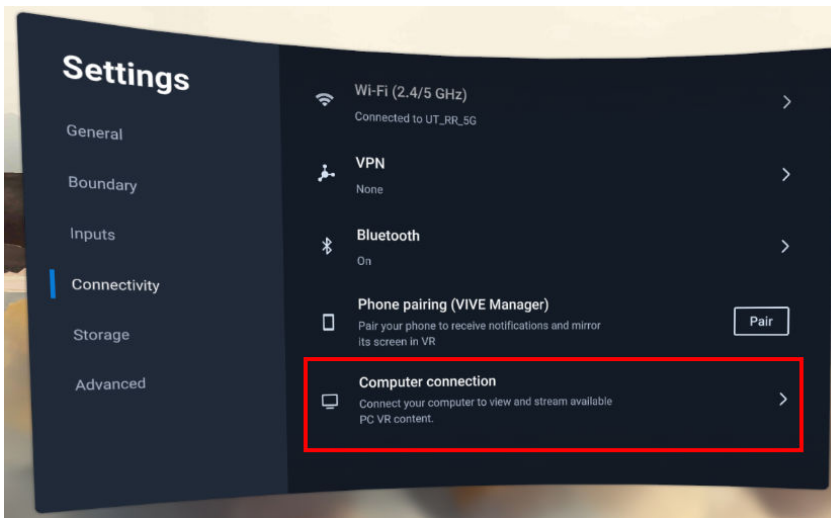
For details, visit VIVE Streaming Support.

For the best wired PC VR streaming experience, we recommend using the VIVE Wired Streaming Kit with VIVE Focus Vision. You can purchase the VIVE Wired Streaming Kit on the VIVE accessory page.

Settings

Setting a device passcode

You can set a device passcode to protect your headset from unauthorized access. Your headset prompts you to enter the passcode when you do one of the following:

- Restart the headset.

- Turn on the headset when the power is off.

- Put the headset back on and wake it up from sleep mode.

> 💡 You can adjust sleep mode settings in **Settings** > **Advanced**.

Here's how to set your device passcode:

1. In the headset, go to **Settings** > **Advanced** > **Security settings**.

2. Select **Set** next to **Device lock**.

3. Enter a four to eight-digit passcode.

4. Enter the passcode again to confirm it.

> 💡 To disable the passcode, select **Disable** next to **Device lock**.

Connecting to a Wi-Fi network

VIVE Focus Vision allows you connect to 2.4 GHz and 5 GHz Wi-Fi networks.

VIVE Focus Vision also supports the Wi-Fi 6E standard. VIVE Focus Vision can be connected to 6 GHz wireless networks in regions where the headset is certified to use Wi-Fi 6E.

> ✏️ - Currently, VIVE Focus Vision can only use Wi-Fi 6E in select regions. Because Wi-Fi 6E is still a new standard, availability and channels will be dependent on local legislation in your country.
>
>   For details, see In what regions can the headset's Wi-Fi 6E be used? on page 94.
>
> - Before VIVE Focus Vision can detect 6 GHz wireless networks, you need to connect the headset to a 2.4 GHz or 5 GHz network first. You can then scan for 6 GHz networks to connect to.

Here's how to connect the headset to a Wi-Fi network:

1.   Go to **Settings**, and then select **Connectivity** > **Wi-Fi (2.4/5/6 GHz)**.

     Nearby 2.4 GHz and 5 GHz Wi-Fi networks will be listed.

2.   Select the Wi-Fi network to connect to.

3.   Enter your login credentials, configure your network settings, and then select **Connect**.

Your selected network will then connect. Your previous network will remain saved, so you can easily reconnect to it later.

> - To access Wi-Fi settings, you can also open the VIVE Menu, select **Settings**, and then select **Wi-Fi** .
>
> - If the network you want to use is not listed, try adding it manually by selecting **Add Network**.

Adding a VPN

Add virtual private networks (VPNs) so you can connect and access resources inside a local network remotely, such as your corporate or home network.

Before you can connect your headset to your VPN, you may be asked to:

- Install certificates.

- Enter your credentials.

- Download and install a required VPN app, such as for connecting to a secured enterprise network. Contact your network administrator or VPN provider for details.

To add a VPN:

1.   If you're currently running an app, press the VIVE button on the right controller, and then select **Back to Lobby**.

2.   From the Lobby, select **Settings**.

3.   Select **Connectivity** > **VPN**, and then select **Add VPN**.

4.   Enter VPN settings according to the instructions from your organization, network administrator, or VPN provider.

5.   Select **Save**.

Connecting to a VPN

1.   If you're currently running an app, press the VIVE button on the right controller, and then select **Back to Lobby**.

2.   From the Lobby, select **Settings**.

3.   Select **Connectivity** > **VPN**.

4.   Select the VPN you'd like to connect to. If none are shown, see Adding a VPN on page 67.

To disconnect from a VPN connection, select the VPN connection, and then select **Disconnect**.

Adjusting the power frequency

To ensure optimal passthrough quality and tracking accuracy, make sure your headset is set to the power frequency used in your region. Here's how:

1. From the Lobby, select **Settings**.

2. Select **Advanced**.

3. Select **Camera settings**.

4. Depending on the power frequency used in your region, select **50 Hz** or **60 Hz**.

> You can also try adjusting the power frequency if you're experiencing issues with tracking or passthrough due to the lighting in your environment.

Adjusting audio settings

The headset has settings that can help to reduce background noise and prevent other people from listening in.

1. From the Lobby, select **Settings**.

2. Select **General**.

3. Select **Audio** and enable or disable any of the following settings:

Setting	Description
Reduce microphone noise	Minimizes the ambient noise picked up by the microphone.
Audio privacy	Reduces audio leakage, which helps to prevent people nearby from hearing the audio from your headset speakers.

Choosing a display mode

The headset has several display modes you can choose from. Each display mode is preset with different color temperature, brightness, and contrast levels.

Here's how to choose a display mode:

1. From the Lobby, select **Settings**.

2. Select **General** › **Display mode**.

3. Next to **Display mode**, select one of the following:

Mode	Description
Normal	Displays more natural colors. This is the default display mode.
Night	Adjusts the color temperature to a warmer (yellowish) color, which helps reduce eye strain.

Mode	Description
Vivid	Displays more saturated colors and enhances contrast and brightness.

Turning night mode on and off automatically

Night mode adjusts the display's color temperature to a warmer color, which can help reduce eye strain. You can set your headset to turn night mode on and off automatically at a preset time. Here's how:

1. From the Lobby, select **Settings**.

2. Select **General** ⟩ **Display mode**.

3. Turn on **Night mode (scheduled)**, then set the start time for turning night mode on and end time for turning it off.

Choosing a tracking mode

Choose a tracking mode based on where and how you use VIVE Focus Vision.

1. From the Lobby, select **Settings**.

2. Select **General**.

3. For **Tracking mode**, choose one of the following:

Mode	Description
Default mode	Allows users to use the headset in their defined room-scale or stationary play areas. Supports mixed reality. See Setting up your play area on page 28 and Setting up multiple play areas on page 29.
Instant mode	Best used for stationary applications and when the headset will be used in different spaces or shared among users. Doesn't support mixed reality. In this mode, you won't need to set up a play area. A temporary stationary play area—a circular area with a radius of 1 m—will be created automatically every time a user puts on the headset.
Passenger mode	Helps prevent drift when using the headset in a dark environment or a vehicle that's moving steadily forward, such as a train.

Pairing Bluetooth devices

You can pair Bluetooth devices such as headphones, keyboards, and other accessories with your headset.

Make sure your Bluetooth device is nearby and in pairing mode. Here's how to pair your Bluetooth device with the headset:

1. From the Lobby, select **Settings**.

2. Select **Connectivity**.

3. Select **Bluetooth**.

4. Turn on **Bluetooth** and then select **Pair new device**.

5. Select the Bluetooth device you want to pair with your headset.

6. If your device uses a PIN or code, type the PIN or verify the code.

> Paired devices will be listed on the Bluetooth screen.
>
> - To disconnect a device, select the device name and then select **Disconnect**.
>
> - To unpair a selected device, select **Forget**.

Setting up and using Kiosk mode

With Kiosk mode, you can limit users to access only certain apps and settings on your headset. This is helpful for demonstrations, training, or certain enterprise environments where full control of the headset might not meet organizational needs.

Here's how to set up and enter Kiosk mode:

1. From the Lobby, select **Settings**.

2. Select **Advanced** > **Kiosk mode**.

3. Choose the apps you want to allow users to access and settings you want to turn on or off in Kiosk mode.

Setting	Description
Assign apps	Choose whether to allow a single app only or multiple apps to be used in Kiosk mode. After selecting an app or several apps, select **Save** in the lower right.
Passcode protection	When turned on, this setting requires users to enter a passcode to use your headset. You can set a four to eight-digit passcode.

Setting	Description
Network permission	Choose whether to allow users to connect your headset to the internet. You can select one of the following options: ▪ **Offline only**: Always turn Wi-Fi off. **Note: Connectivity** will not appear in Settings. ▪ **Preset networks only** : Allow users to connect your headset to one of your preset Wi-Fi networks. ▪ **Any network**: Allow users to choose from the available Wi-Fi networks.
Allowed main inputs	In addition to controllers, choose other types of inputs that can be used, such as **Hand tracking** and **Eye tracking**.
Tutorials	Choose which tutorials to show after entering Kiosk mode.
Bluetooth connections	When turned on, this setting allows users to connect your headset to Bluetooth devices. When turned off, **Bluetooth** will not appear in **Connectivity** settings.
Screen casting	When turned on, this setting allows users to cast your headset to external displays. When turned off, the **Cast** button will be disabled on the VIVE Menu.
Screen capture and recording	When turned on, this setting allows users to take screenshots or record the screen.
USB connections	When turned on, this setting allows users to connect your headset to external storage devices and computers for PC VR streaming.
Use passthrough as Home background	When turned on, real surroundings will appear as the background. When turned off, the VR environment will appear as the background.

4. When you're ready to start Kiosk mode on the headset, select **Enter Kiosk mode**.

When a user turns on your headset, they'll need to enter your passcode to use the headset.

To leave Kiosk mode, press and hold the headset button until the Power menu appears, select **Quit Kiosk mode**, and then enter the passcode.

Installing system and firmware updates

Keep your VIVE Focus Vision system and firmware up-to-date with the latest features or enhancements.

Your headset will periodically check for updates and may prompt you to install them when they become available. If you choose not to install an update right away, you can install it later in **Settings**.

To install an update via Settings:

1. If you're currently running an app, press the VIVE button on the right controller, and then select **Back to Lobby**.

2. From the Lobby, select **Settings**.

3. Select **General** and then select **Update** next to **System update**.

> If you don't see the yellow indicator, you can also select **Check now** to check for updates manually.

To install updates automatically:

1. From the Lobby, select **Settings**.

2. Select **General** and then select **Auto-update**.

3. Turn on **Auto-update** and then select a time for your headset to automatically update itself overnight. This feature only works when your headset is connected to a power source.

> After an update has been installed, your headset will restart automatically.

Resetting the headset (factory reset)

If the headset has a persistent problem that cannot be solved, you can perform a factory reset. A factory reset reverts the headset to its initial state—the state before you turned on the headset for the first time.

> Factory reset will remove all data from the headset, including apps you've downloaded and installed, your accounts, your files, as well as system and app data and settings. Be sure to back up any data and files you want to keep before you do a factory reset.

1. From the Lobby, select **Settings**.

2. Select **Advanced**.

3. Select **Reset** next to **Reset headset**.

4. Select **Reset headset**.

5. Select **Reset headset** again to confirm.

Beta features

Trying out beta features

To try out beta features, just enable them on your headset. There's no need to install additional beta software.

1.   From the Lobby, select **Settings**.

2.   Select **Advanced** > **Beta features**.

3.   Turn on the beta features you want to try out. You can turn them off at any time.

What is eye-gaze targeting?

Eye-gaze targeting tracks what you're looking at on a screen and highlights it. You still need to use your hands to select an item or scroll through the screen.

> Eye-gaze targeting is currently available as a beta feature. To use this feature, you need to have eye tracking enabled in **Settings** > **Inputs**.

Here's how to enable eye-gaze targeting:

1.   From the Lobby, select **Settings**.

2.   Select **Advanced** > **Beta features**.

3.   Turn on **Eye-gaze targeting**.

Here's how to use eye-gaze targeting:

- To select an item, look at the item to highlight it, then pinch your thumb and index finger together.

- To scroll, look at the screen you want to scroll through, then pinch and drag up or down.

> - To avoid obstructing eye tracking and gaze targeting, don't raise your hands or controllers while gazing at something.
>
> - To learn how to use eye-gaze targeting, select **Tutorial** in the Library and then select **Eye pointing**.

What are touch controls?

Touch controls allow you to interact with system screens by directly touching them with your finger, like a virtual touchscreen. You can also use controllers to interact with system screens when touch controls are on.

Touch controls are currently available as a beta feature.

Here's how to enable touch controls:

1. From the Lobby, select **Settings**.

2. Select **Advanced** › **Beta features**.

3. Turn on **Touch controls**.

    If you have a screen open—such as the system dashboard's Library or Settings screen—it will appear up close in front of you.

Here's how to use touch controls:

- **Selecting an item**

  - **With your finger:** Tap an item to select it.
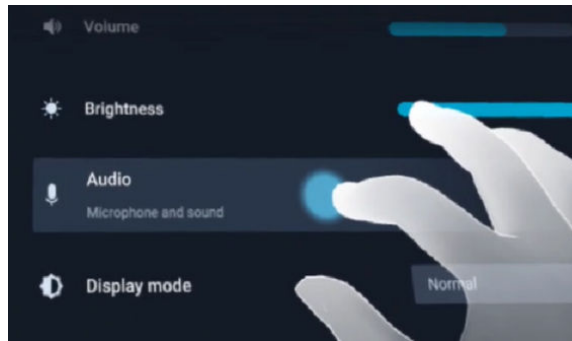
  - **With a controller:** Move the cursor to an item you want to select and then press the trigger.

- **Scrolling the screen**

  - **With your finger:** Swipe up or down the screen.
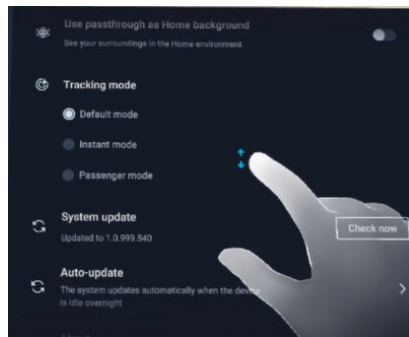
  - **With a controller:** Press and hold the trigger and then move your controller up or down.

- **Moving a screen**

  With your hand or a controller: Aim the beam from your hand or controller over the edge of the screen until a border and directional arrow icon appear, then drag the screen to your desired location.
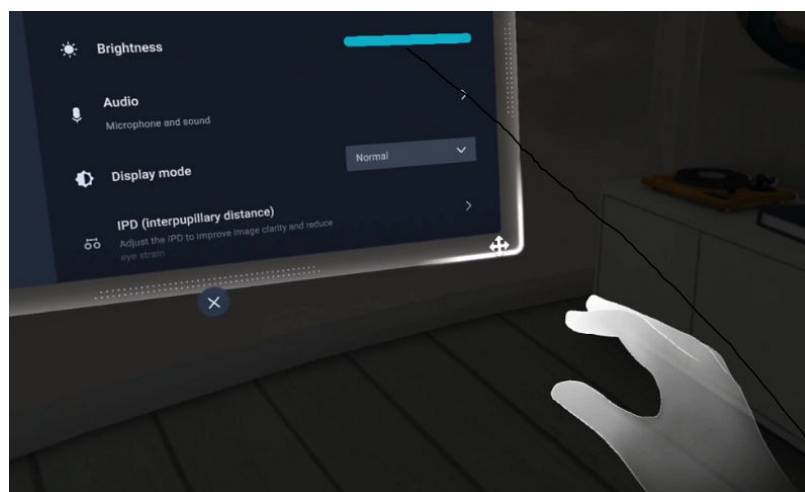
Using Auto boundary to set up your play area

You can use the **Auto boundary** feature to scan your space with the headset and automatically create the safety boundary for your play area. Here's how:

1. From the Lobby, select **Settings**.

2. Select **Advanced** > **Beta features**.

3. Turn on **Auto boundary**.

4. Select **Boundary** > **Safety boundary**.

5. Look down and scan the floor in your play area.

> To manually set the safety boundary for your play area, select **Manual setup** and choose whether to use **Room-scale** or **Stationary** mode.

6. After you've finished scanning, select **Confirm**. The system will automatically draw the safety boundary of your play area.

7. Check and make sure the suggested boundary is free from obstacles such as furniture and away from stairs or other potential safety hazards.

> If you need to make adjustments, press and hold the trigger, then mark areas outside the boundary to add them or areas inside the boundary to remove them.

8. When done, select **Confirm**.

Mapping controller buttons to 2D apps

To use controller buttons to interact with 2D apps, you can map them to the app buttons. Here's how.

> The trigger button cannot be mapped to 2D apps.

1. From the Lobby, select **Settings**.

2. Select **Advanced** > **Beta features**.

3. Turn on **Controller button mapping (2D apps)**.

4. In the Library, select the filter button ☰ in the upper right and then select **2D apps**.

5. Launch the 2D app you want to use.

6. Below the 2D app window, select **Controller button mapping** 🎮. The following buttons will appear:

7.   Here's how to map a controller button to an app button:

a)   Select ✚.

**b)**   Aim the beam at an app button and then press a controller button to map it to the app button.
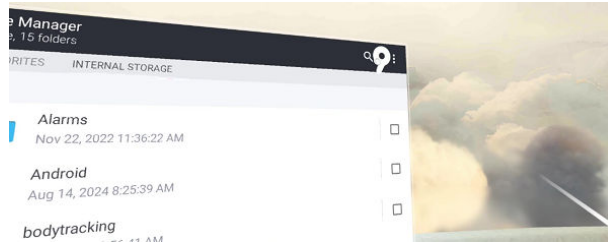
A semi-transparent icon showing the controller button name will appear on top of the app button.
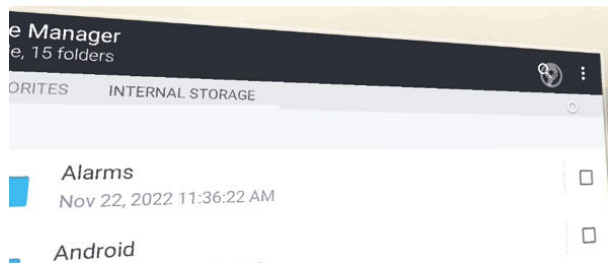
> To adjust the controller icon transparency, select 👻 and move the slider.

8.   Here's how to make the app window follow your head movements so that it always appears in front of you:

a)   Select **Sync with head movements** ⊙.

b)   Aim the beam at the app window and then press the trigger. The recenter icon ◎ will appear on the app window.
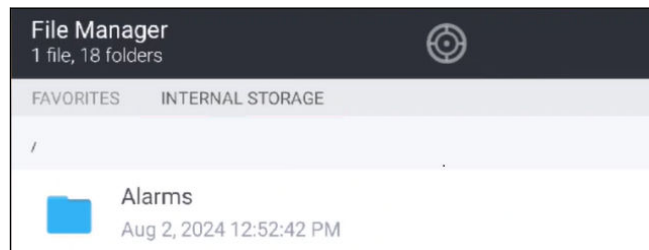
> To remove all button mappings and stop syncing with head movements, select 🗑.

VIVE Focus Vision for Business

About VIVE Focus Vision for Business

Bring the versatile VIVE Focus Vision to your business. Take advantage of VIVE Business tools and features to manage your fleet of VIVE Focus Vision devices. To learn more about VIVE Business, visit the VIVE Business website.

Here are some of the things you get with VIVE Focus Vision for Business:

- Get enterprise-grade support and services with **VIVE Business Warranty and Services (BWS)**. Reach out to your account manager to learn more.

> You can purchase VIVE Business Warranty and Services separately for VIVE Focus Vision devices that weren't purchased from VIVE Business.

- Choose the app marketplace you want to access on the headset. See Changing the app marketplace on page 78.

- Manage headsets and apply customizable settings across groups of headsets with **VIVE Business+**. See VIVE Business+ on page 79.

- Install **Mobile Device Management (MDM)** software. See Mobile Device Management (MDM) on page 79.

Changing the app marketplace

If your headset is registered with VIVE Business Warranty and Services (BWS), you can switch the app marketplace on your headset between the VIVEPORT Store to VIVE Business AppStore. Here's how:

1. From the Lobby, select **Settings**.

2. Select **General**.

3. Select **About** › **Enterprise**.

4. Select **Switch** next to **App marketplace**.

   All apps that were installed from the current store will be removed. Select **Continue** if you want to proceed with uninstalling the current apps and switching the store.

VIVE Business+

VIVE Business+ is a secure, web-based platform that allows administrators to manage and control your fleet of VIVE Focus Vision devices. VIVE Business+ gives you efficiency and ease—all in one place. Optimize and scale up your operation with remote device management. Maximize VIVE Focus Vision capabilities with VIVE Business+ advanced features.

> You need to register your VIVE Focus Vision devices with VIVE Business Warranty and Services to use VIVE Business+. For details on VIVE Business+, see the VIVE Business+ User Guide.

Mobile Device Management (MDM)

Use Mobile Device Management (MDM) to securely monitor and manage your headsets that are connected to your organization's network. Currently, VIVE Focus Vision supports these MDM solutions:

- Microsoft Intune on page 79
- VMware AirWatch on page 86

Microsoft Intune

Enrolling VIVE Focus Vision in Microsoft Intune

You can enroll your headset in Microsoft® Intune so you can manage your headset remotely.

To enroll your VIVE Focus Vision in Microsoft Intune, you'll need to first create a device enrollment token in Microsoft Endpoint Manager. After creating a device enrollment token, you can upload it directly to the headset, or use the token to create a batch configuration package that you can upload to the headset. See the following for details:

- Creating a device enrollment token on page 79
- Enrolling the headset and setting it up for Microsoft Intune on page 83

> After enrolling your headset, if you create a device lock PIN or password in Microsoft Intune, the PIN or password will be limited to 4-8 numeric characters per the device lock passcode requirements of VIVE Focus Vision.

Creating a device enrollment token

Before enrolling your VIVE Focus Vision headset in Microsoft Intune you'll need to create a device enrollment token in Microsoft Endpoint Manager.

1. In your computer's web browser, go to https://endpoint.microsoft.com/. You may need to sign in with your Microsoft account.

2. Go to **Devices** > **Enrollment** > **Android** .

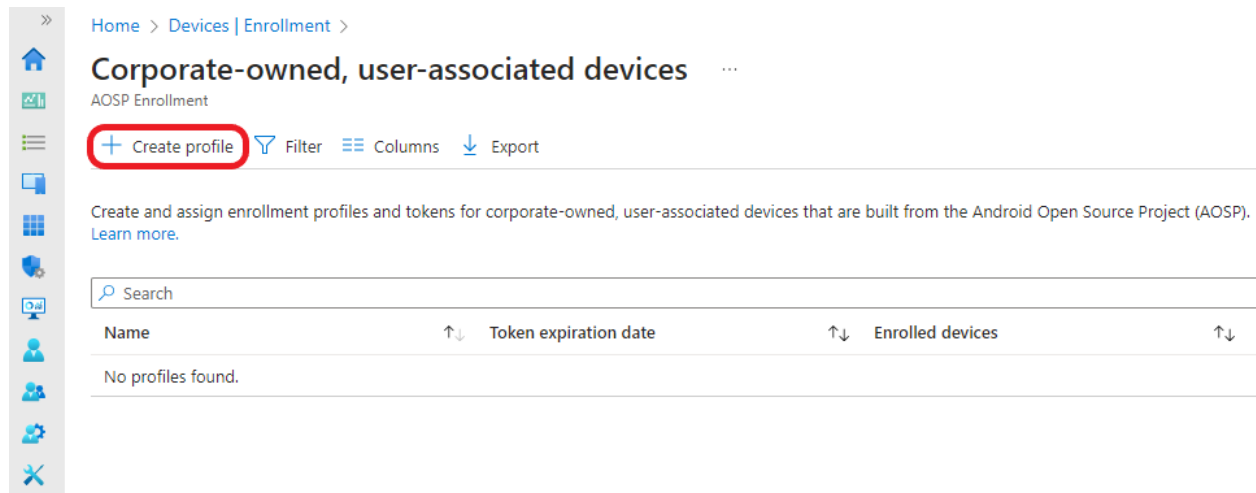**3.**   Select the enrollment profile that matches your requirements.

- **Corporate-owned, user-associated devices**

- **Corporate-owned, userless devices**

4.   On the corresponding enrollment page, click **+ Create profile**.

5.   Specify the details of your profile and click **Next**.

A Wi-Fi connection is required. You won't be able to enroll if your device isn't connected to a Wi-Fi network.

6.   Review your profile information and click **Create**.

7.   Open your profile page and click **Token** › **Show token**.
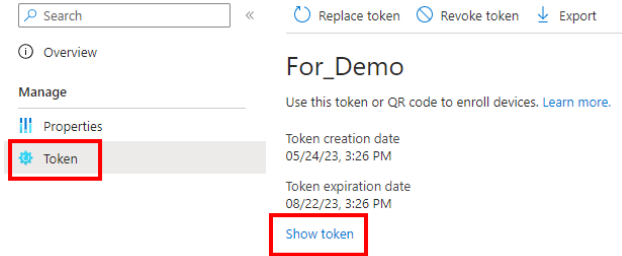
The enrollment token's QR code will be displayed.
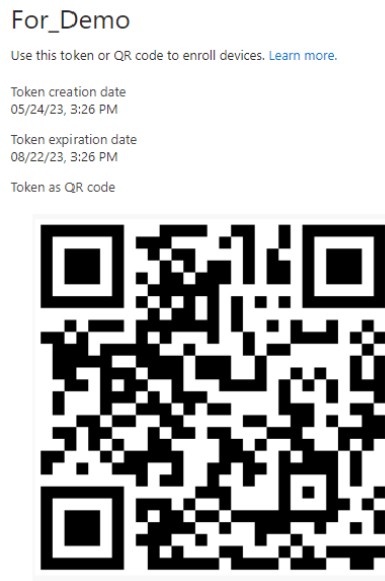
Keep this page open as you'll need to scan the QR code with your headset to enroll it and set it up for Microsoft Intune. Also, zoom in on the webpage to make the QR code bigger. See Enrolling the headset and setting it up for Microsoft Intune on page 83.

Enrolling the headset and setting it up for Microsoft Intune

There are two ways you can enroll your headset in Microsoft Intune.

- Scanning a QR code
- Creating and uploading a batch configuration package

Once you're done enrolling your headset, you can set it up.

> 📢 If the headset is currently enrolled or was enrolled to an MDM solution before, perform a factory reset first. Then set up the headset. See Resetting the headset (factory reset) on page 72 and Setting up your headset for the first time on page 23.

Enrolling your headset by scanning a QR code

1. From the Lobby, select **Settings** > **Advanced** > **MDM setup** > **QR code**.

2. Use the onscreen QR code scanner to scan the QR code displayed on your computer screen. Make sure the code fits just inside the scanning area and hold steady until you've scanned the code successfully.
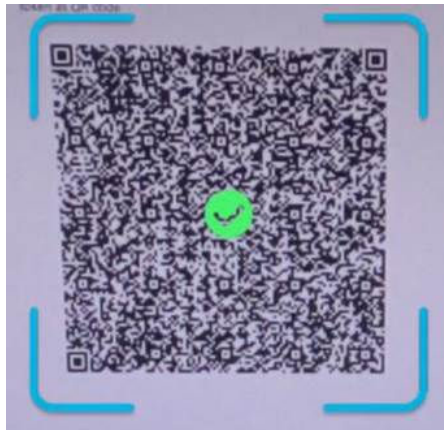
Uploading a Mobile Device Management (MDM) solution

> ✏️ The steps below that describe how to upload an MDM solution using VIVE Business+ can be found in the VIVE Business+ User Guide. See Uploading a Mobile Device Management (MDM) solution.

1. In VIVE Business+, click **Manage files** > **Management solution**.

2. Click **Add** and select **Microsoft Intune**.

3. Under **Upload MDM files**, click **Browse** and upload the Microsoft agent APK file associated with the device enrollment token JSON file. You can download the APK file from the URL provided in the JSON file under

"android.app.extra.PROVISIONING_DEVICE_ADMIN_PACKAGE_DOWNLOAD_LOCATIO N".

4. Under **Credentials configuration file (.json)**, click **Browse** and upload the device enrollment token JSON file.

5. Click **Add**.

6. Create a group with **Assign manager solution** selected and have your headset assigned.

   a. Create a group. See Creating groups.

   b. Select **Assign manager solution** on the Manage devices screen.

   c. Add your device to the group. See Adding devices to a group.

Setting up your device

1. The **MDM Setup** window will appear. The Microsoft Intune agent will then automatically enroll the headset. When enrollment is complete, follow the onscreen instructions to finish setting up the headset. What you do next will depend on the enrollment profile you selected when creating the device enrollment token.

2. If you're using a user-associated device, you'll need to sign in and register your device first.
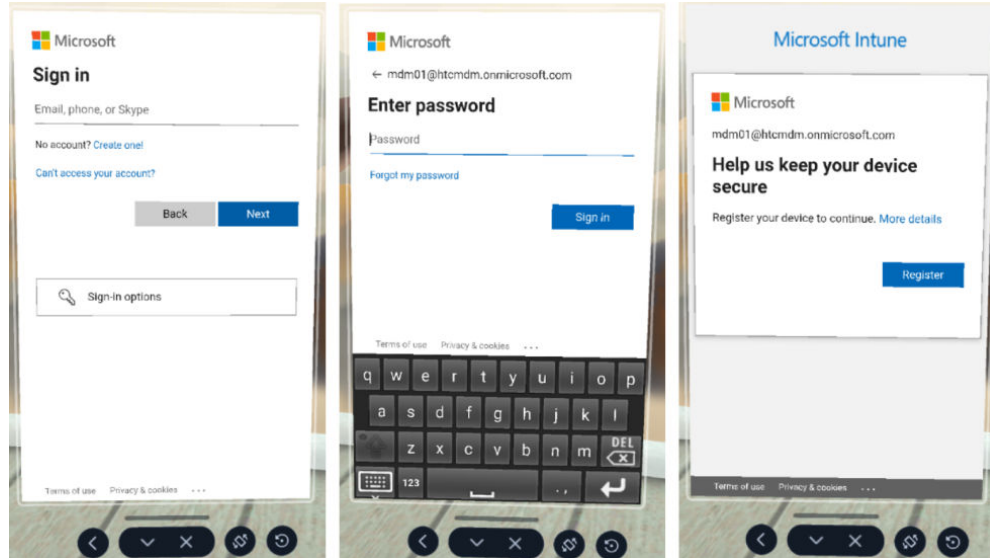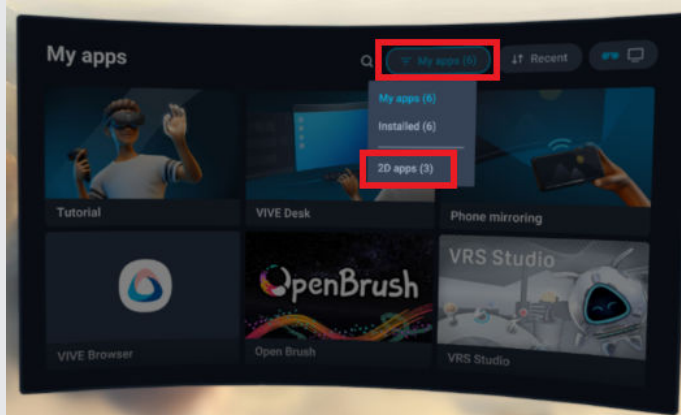

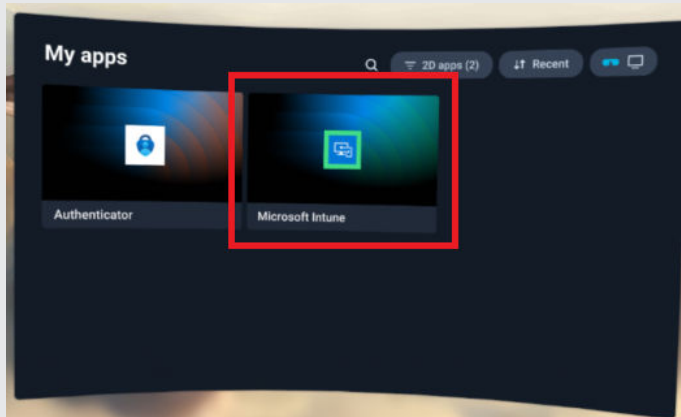3. If you're using a userless device, you can proceed directly to device setup. Just select **Start**.
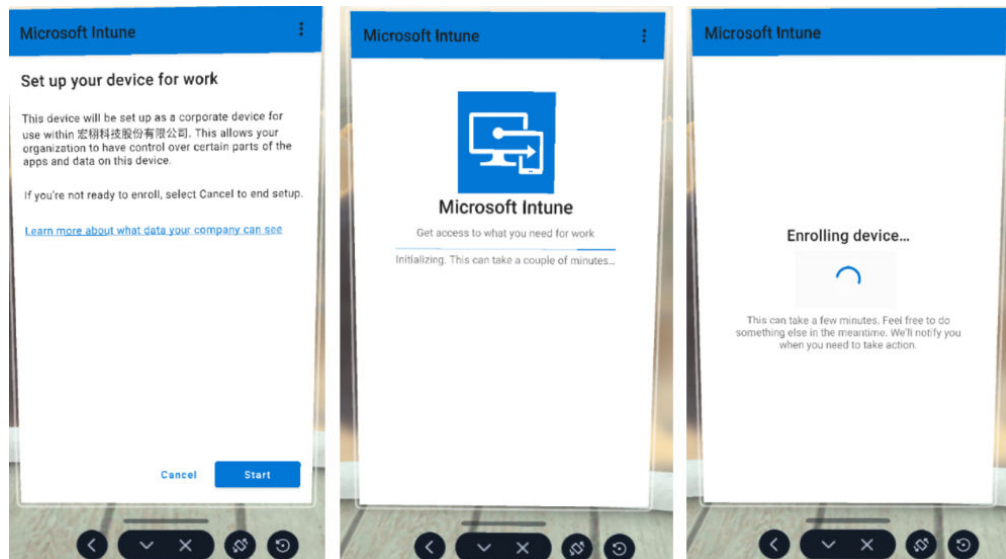
If the headset restarts during setup or setup is interrupted for some other reason, you can resume setup from the Library. First, go to the Library, select the filter button 🔻 , and then select **2D apps**.

Select **Microsoft Intune** to resume device setup.

VMware AirWatch

Setting up VMware AirWatch agent and enrolling VIVE Focus Vision using a QR code

You can create and use a QR code to automatically set up Wi-Fi, install the VMware AirWatch® agent from a specified URL, and enroll VIVE Focus Vision.

If the headset is currently enrolled or was enrolled to an MDM solution before, perform a factory reset first. Then set up the headset. See Resetting the headset (factory reset) on page 72 and Setting up your headset for the first time on page 23.

1. Open Workspace ONE UEM, then go to **Devices** > **Lifecycle** > **Staging** > **List View**.

2. Click **CONFIGURE ENROLLMENT**. The Enrollment Configuration Wizard will appear.

3. Under **Platform**, click **Android**.

4. Under **Enrollment**, click **QR Code**, then click **Configure** at the bottom of the screen.

5. On the **Wi-Fi** screen, configure Wi-Fi based on the user's network environment, then click **Next**.

6. On the **Hub** screen, select the version of Workspace ONE Intelligent Hub you want to use, then click **Next**.

7. On the **Enrollment Details** screen, adjust the settings according to the user's preferences, then click **Next**.

8. On the **Summary** screen, choose whether to download the PDF to your computer or open it directly. If you download it, open it right away, then put on your headset.

9. From the Lobby, select **Settings** > **Advanced** > **MDM setup** > **QR code**.

10. Use the onscreen QR code scanner to scan the QR code displayed on your computer screen.

    The **MDM Setup** window will appear. The VMware AirWatch agent will then automatically enroll the headset. When enrollment is complete, follow the onscreen instructions to finish setting up the headset.

Enrolling and setting up VIVE Focus Vision in VMware AirWatch by uploading a Mobile Device Management (MDM) solution

Use a Mobile Device Management (MDM) solution to enroll and set up VIVE Focus Vision in VMware AirWatch. Here's how.

> 📢 If the headset is currently enrolled or was enrolled to an MDM solution before, perform a factory reset first. Then set up the headset. See Resetting the headset (factory reset) on page 72 and Setting up your headset for the first time on page 23.

> ✏️ The steps below that describe how to upload an MDM solution using VIVE Business+ can be found in the VIVE Business+ User Guide. See Uploading a Mobile Device Management (MDM) solution.

1. In VIVE Business+, click **Manage files** > **Management solution**.

2. Click **Add** and select **VMware AirWatch**.

3. Upload the following files:

    ▪ **AirWatchAgent.apk**: APK file of the VMware AirWatch agent.

    ▪ **credentials.bin**: Login credentials file. For details on how to retrieve a credentials file, see Stage Devices With the Enrollment Configuration Wizard.

    ▪ **enroll_script.sh**: Script for enrolling VIVE Focus Vision in the VMware AirWatch agent. You can download the script from https://dl4.htc.com/Web_materials/ Manual/Vive_Focus3/enroll_script.sh.

4. Click **Add**.

5. Create a group with **Assign manager solution** selected and have your headset assigned.

    a) Create a group. See Creating groups.

    b) Select **Assign manager solution** on the Manage devices screen.

    c) Add your device to the group. See Adding devices to a group.

6. Wait for a while until the config is downloaded.

7. A VMware AirWatch dialog box will appear and automatically run the installation.

8. When the installation is complete, you'll see the enrollment details.

Solutions and FAQs

General

Where can I find the headset serial number?

You can find the headset serial number in two places:

Serial number location	Steps
Sticker	1. Remove the face cushion to reveal the microSD card slot. 2. Find the serial number sticker near the card slot.
Device settings	1. From the Lobby, select **Settings**. 2. Select **General** › **About** › **Headset status**.

What do I do if my content crashes?

If you're having trouble with your content, here are some tips.

- Try accessing the Dashboard by pressing the VIVE button on your controller.

- If your content will not respond and you can't close it, press and hold the headset button for 10 seconds to force quit. You should be returned to the lobby. If you are still unable to use your headset, see What do I do if my headset isn't responding? on page 97.

How can I prevent blurriness or dizziness?

If you're experiencing motion sickness or blurriness in VR, make sure the headset is adjusted properly. Here are some tips for a good fit:

- The headset lenses should be centered over your eyes. To find out how, see Adjusting the IPD on the headset on page 25.

- The headset should comfortably fit over your nose and gently hold on to the back of your head. See Putting on the headset on page 17.

- Make sure the floor position has been set correctly. Go to Settings and then select **Boundary** › **Floor position**.

How do I prepare the headset before returning it for repair?

Before sending in the VIVE Focus Vision headset for repair, remove the accessories below.
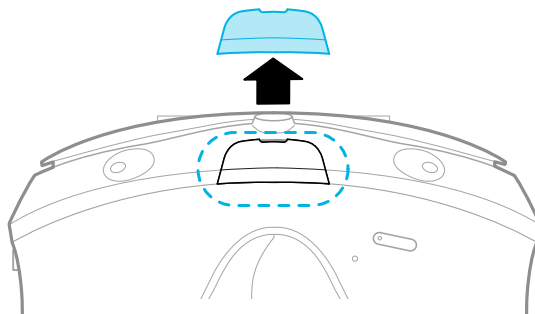
1. Face cushion
2. USB cover
3. Top strap
4. Back pad
5. Battery
6. microSD card (if installed)

Keep them in a safe place. You'll need to reassemble them when you get your headset back. Follow these steps to remove the accessories from the headset:
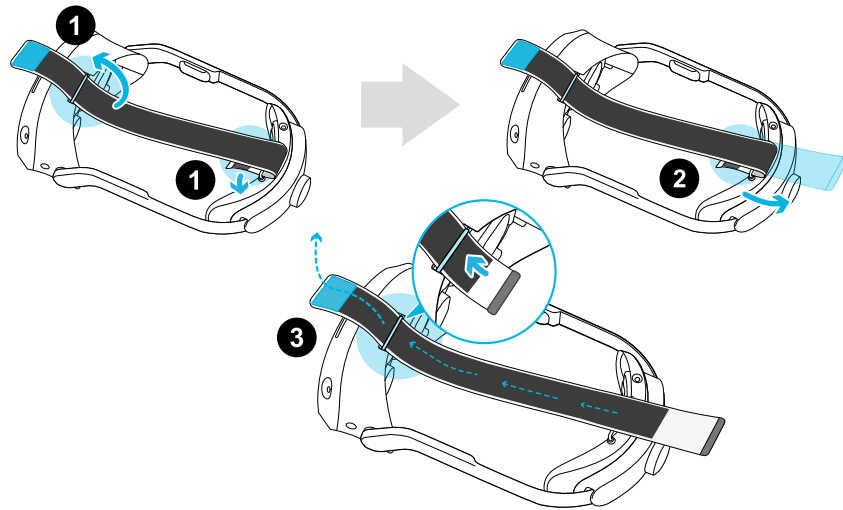
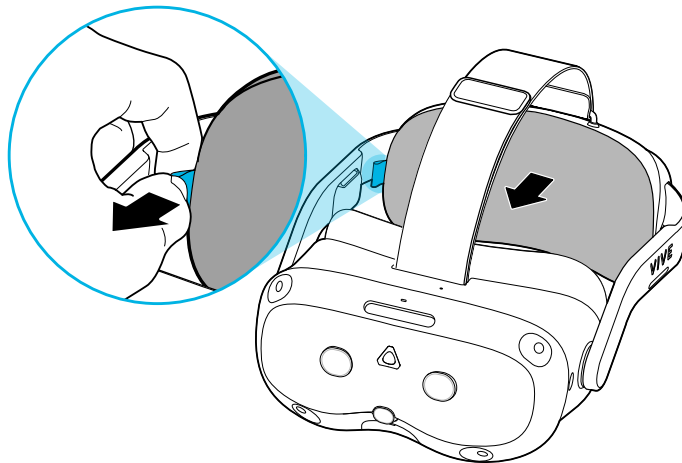1. Pull to remove the magnetic face cushion frame. Press to remove your microSD card (if installed).
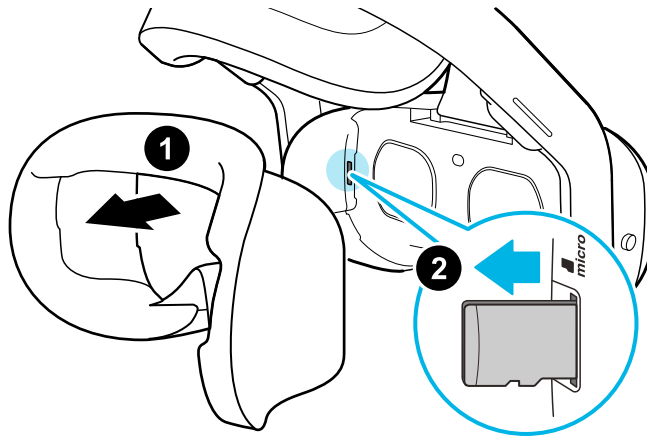
2. Gently lift the USB cover open.

3. Remove the top strap by unfastening the velcro at both ends, and then gently un-loop them from the headset.

4. Take off the magnetic back pad.

5.   Take out the battery by squeezing and holding the latches on both sides, and then pull to
remove.
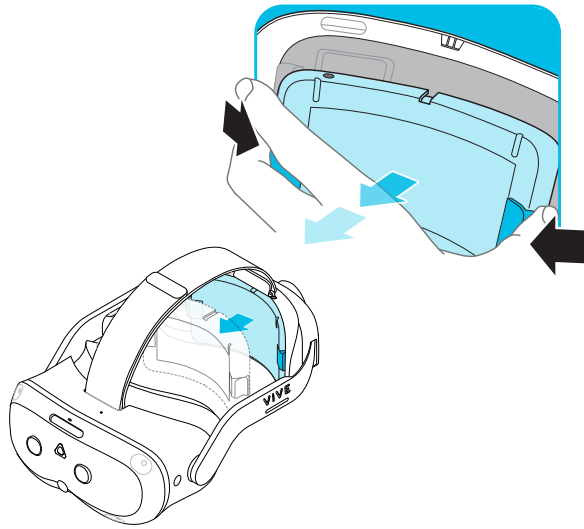
6.   Pack the headset carefully and send it for repair.

## How do I reassemble the headset after repair?

After receiving your repaired headset, reattach the accessories to your headset. Here's how:

1.   Reattach the top strap. With the thin velcro strip facing forward, thread the top strap
through the top of the loop on the front of the headset. Pull through, and then thread
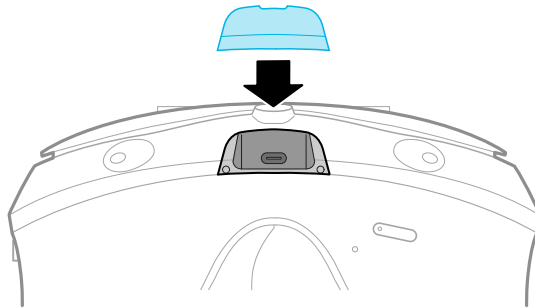through the back loop from behind. Reattach the velcro.
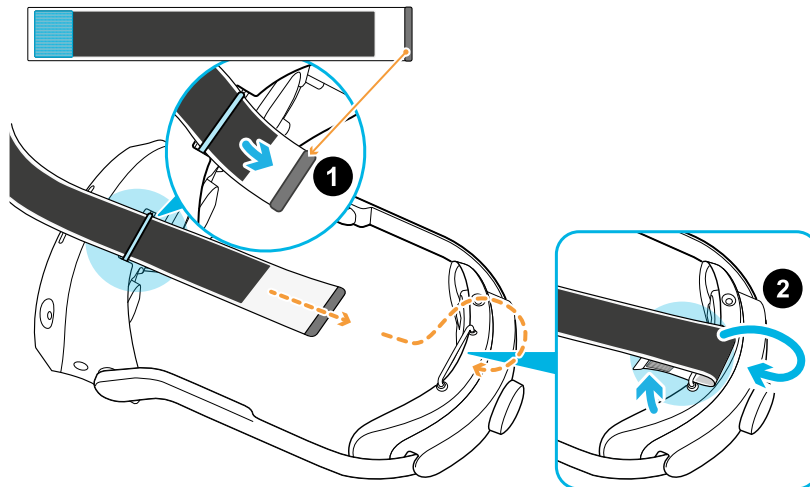
2.   Reattach the battery. See Attaching the battery to the headset on page 14.

3.   Reattach the magnetic back pad.
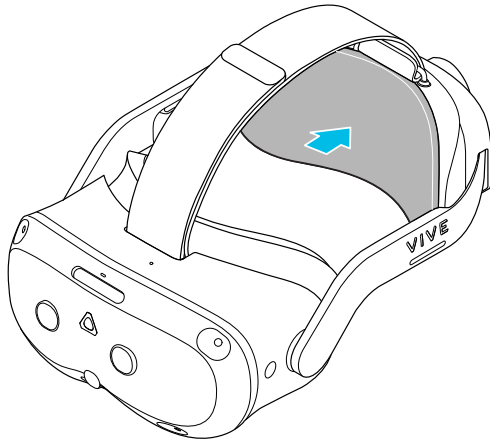
4.   Align and reattach the magnetic USB cover.

5.   Reinsert your microSD card, if you have one.

6.   Reattach the face cushion frame.

Your headset is now ready to use. You may need to set it up again.

In what regions can the headset's Wi‑Fi 6E be used?

Below is a list of regions where Wi‑Fi 6E has been enabled for use. Device certification status varies by region. Local laws and regulations may influence Wi‑Fi 6E availability and usage.

- Albania
- Andorra
- Argentina
- Australia
- Austria
- Bahrain
- Belgium
- Bosnia and Herzegovina
- Brazil
- Bulgaria
- Canada
- Chile
- Colombia
- Costa Rica
- Croatia
- Czech Republic
- Denmark
- Dominican Republic
- El Salvador
- Estonia
- Faroe Islands
- Finland
- France
- Georgia
- Germany
- Gibraltar
- Greece
- Guatemala
- Hong Kong
- Hungary
- Iceland
- Ireland
- Isle of Man
- Israel
- Italy
- Japan
- Jordan
- Kenya
- Kingdom of Saudi Arabia
- Korea
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Macau
- Malaysia
- Malta
- Mauritius
- Mexico
- Moldova
- Monaco
- Montenegro
- Morocco
- Namibia
- Netherlands
- New Caledonia
- New Zealand
- Norway
- Pakistan
- Peru
- Philippines
- Poland
- Portugal
- Republic of Cyprus
- Republic of North Macedonia
- Romania
- Russian Federation
- San Marino
- Serbia
- Singapore
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- Taiwan
- Thailand
- Togo
- Turkey
- United Arab Emirates
- United Kingdom
- United States
- Vatican

- Make sure to update the system software on VIVE Focus Vision to the latest version.
- Support for additional regions will be added in future software updates.

Headset and controllers

What is the IR Illuminator?

The IR Illuminator enhances hand tracking performance in low-light conditions. You can turn it off in Settings.

What does the headset button do?

On the front-left side of the headset, the headset button allows you to control several basic functions.
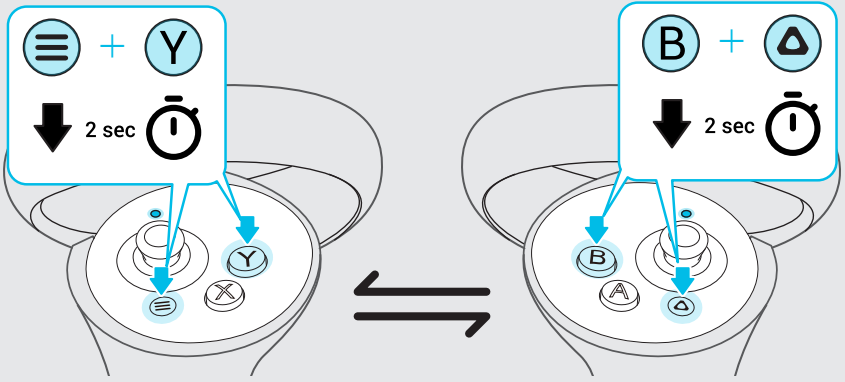
Function	Steps
Turn passthrough mode on and off (to see your real surroundings)	Press twice. **Tip:** • You can also press the VIVE button on your right controller twice. • To use the headset button or the right controller's VIVE button for turning passthrough mode on and off, go to **Settings**, select **General**, and turn on **Passthrough shortcut**.
Select an item in Gaze mode	Press while looking at a menu item. When controllers are not found, use Gaze mode to look at menus with your eyes and then press the headset button to select an item.
Force quit unresponsive apps	Press and hold for 10 seconds.
Open the Power menu (to choose whether to power off, restart, or exit Kiosk mode)	Press and hold for 3 seconds.

What do the controller buttons do?

Controls in VR are set by whatever content you're currently using, but there some controller-specific functions for power and pairing. Here's what the additional controls do:

Function	Button
Turn the controllers on.	Briefly press the VIVE and Menu buttons.
Turn the controllers off.	Press and hold the VIVE or Menu buttons for 2 seconds.

| Function	Button
Put the controllers in pairing mode.	Press and hold Menu + Y and VIVE + B for 2 seconds.

If your headset has previously paired with controllers, you will need to use the headset button or VIVE Manager to forget the controllers before you can pair them again.

How do I check the power level of my controllers?

To check the power level of your controllers, put on the headset and do any of the following:

- Look down at the dashboard. Use your controller to select any of the icons on the top-right corner of the dashboard.

  You'll then see the power level of the controllers.
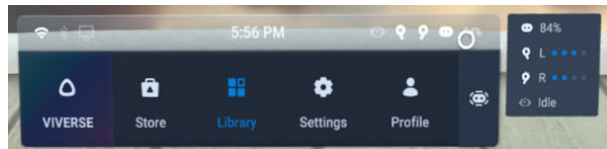
- From the dashboard, go to **Settings** > **Inputs** > **Controllers**.

What should I do if I can't see my controllers in VR?

Once paired with the headset, your controllers will automatically be detected when they're on. If you don't see them in VR, try one of the following:

- The controllers may be in sleep mode. Shaking them gently will wake them up.

- If your controllers are off, turn them on by briefly pressing the VIVE button on the right controller and the Menu button on the left controller. The controller LEDs will turn blue while they are connecting, or green when they are connected.

- If the controllers can't be detected after you installed a firmware update, press and hold the VIVE and Menu buttons to restart both controllers.

- Make sure your controllers are charged. A flashing red LED indicates low power. If the controllers are low or don't respond, try charging them. See VIVE Focus Vision controllers on page 9 for details.

- If your controllers are on but still not being detected, you might need to pair them again. See Pairing controllers on page 28.

Why won't the headset turn on?

You'll see the low battery status in the headset when the headset's front internal battery is running low.
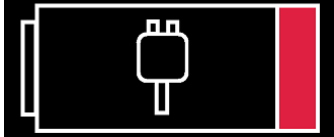
You need to connect the headset to a power source and charge it for a while before it can be powered back on. See Charging the headset on page 16.

What do I do if my headset isn't responding?

If you know your headset is charged, but isn't responding or needs to be restarted, you can manually shut down the headset.

> Manual shutdowns will cause all unsaved data to be lost.

- Press and hold the power button for 3 seconds to initiate a software shut down.

- If a software shut down still doesn't turn off the headset, you can press and hold the power button for 10 seconds to perform a hardware shut down.

You can then power on the headset normally.

If your headset still won't respond, make sure that it is charged by pressing the power button briefly. If the indicator shows the battery is charged and your headset still won't respond, contact customer support.

Play area

How can I optimize tracking in my space?

Your headset uses inside-out tracking, relying on the unique appearance of your surroundings to orient the headset and maintain your position in VR. Here are some tips to improve tracking in your space:

- Avoid direct intense light or glare, both on the headset and in your space.

- Your space should be bright enough to read a book comfortably.

- Minimize reflective objects.

- Patterns on the walls, ceiling, and floor can help improve tracking. Try to minimize completely blank surfaces.

- Keep your play area clear of obstacles.

- While doing room setup, make sure to look in all directions to establish tracking for the whole room.

- If you still experience problems, run room setup again by selecting **Settings** › **Boundary**. Then select **Reset** next to **Safety boundary**.

My headset keeps forgetting my boundary. What can I do?

The boundary may be lost if there is a significant change in your environment since running room setup. The following factors can influence the boundary:

- Lighting:

    - Changes in light level from windows, such as from day to night.

    - Changes in light direction, such as light coming from a different side.

    - Changes in light level from artificial sources, such as turning lights on and off.

- Decor:

    - Changes to physical surroundings, such as furniture.

    - Changes to appearance, such as decorations.

- People:

    Many people moving around the play area can cause the headset to forget the boundary.

Why do I see "Boundary lost" during room setup?

Typically, **Boundary lost** errors are caused by less than optimal space for tracking. To found out how to optimize your space, see How can I optimize tracking in my space? on page 97.

Eye tracking and IPD

Where is the IPD adjustment dial?

The headset uses an internal IPD adjustment mechanism instead of an external adjustment dial. To make things easy, the built-in eye tracker is used to adjust the IPD automatically. See Adjusting the IPD on the headset on page 25.

What should I do if I have IPD or eye tracking issues?

If you're experiencing auto-adjust IPD and eye tracking issues or see an "Eye detection unsuccessful" message, try the following:

- If the lenses keep hitting the bridge of your nose or skin between your eyebrows while using the auto-adjust IPD feature, attach the Gasket Spacer to the face cushion of the headset. See Using the Gasket Spacer on page 20.

- If you're wearing glasses:

    - Make sure they don't exceed the maximum allowed dimensions: 150 × 55 mm (5.9 × 2.1 in). You can use the size reference card (shown below) included in the box to check if your glasses can be used with the headset.
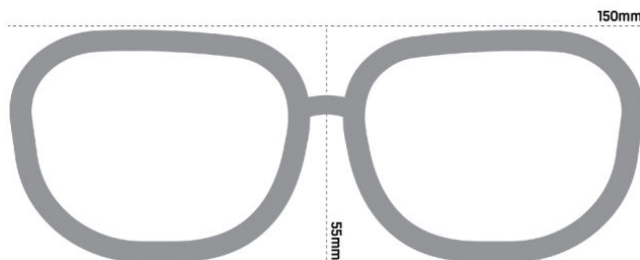
    Wearing bigger glasses may cause the nose flaps to fold and partially cover the eye tracking cameras which may affect tracking. See Wearing the headset with glasses on page 19.
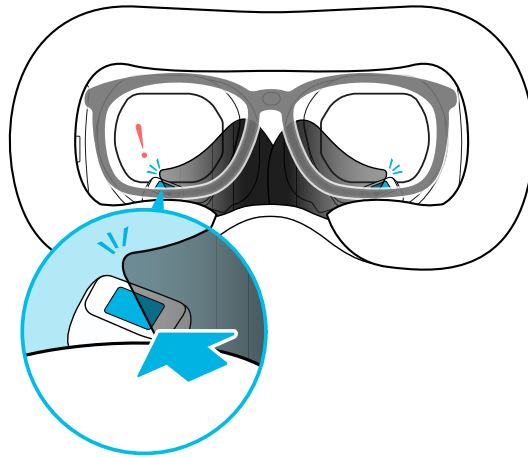
- ▪ Readjust the position of your glasses.

- ▪ Recalibrate eye tracking. For details on how to calibrate eye tracking, see Eye tracking on page 31.

- ▪ Make sure the headset lenses and eye tracking cameras are clean. For details on how to clean them, see Cleaning and disinfecting VIVE Focus Vision on page 40.

What do I do if eye tracking isn't accurate enough?

Eye tracking accuracy can be affected by certain things that happen when using the eye tracker under normal conditions. If you notice a decline in eye tracking accuracy, keep the following in mind:

- ▪ Small changes in position can affect the calibration of the eye tracker. You may need to recalibrate the eye tracker after taking off the headset and putting it back on.

- ▪ If a headset is being shared among multiple users, each user will need to calibrate the eye tracker according to their individual requirements.

- ▪ Changes to lens distance and IPD settings can affect the calibration of the eye tracker. Make sure to recalibrate the eye tracker after making any changes to lens distance or IPD settings.

What should I do if I see "Unable to adjust IPD"?

There may be some issues preventing the auto-IPD adjustment feature to work properly. You can perform a manual IPD adjustment first. To learn how to manually adjust the IPD, see Adjusting the IPD on the headset on page 25.

How do I make my VRChat avatar capable of full facial expressions?

VIVE Focus Vision has built-in eye tracking capabilities but you'll need to install the Facial Tracker for VIVE Focus Series (sold separately) for full facial tracking. Make sure your avatar is also compatible with VRCFaceTracking (VRCFT).

> You can purchase Facial Tracker for VIVE Focus Series at the following links:
>
> - https://www.vive.com/accessory/
>
> - https://business.vive.com/accessory/

See the following VRCFT resources to learn more:

- VRCFT Docs

- Avatar References

- Open-source files for avatar creators (Github)

To track facial expressions, you'll need to turn on Open Sound Control (**OSC**) in VRChat®. While in VRChat, press and hold the Y button on the left controller to open the **Action Menu**. Then select **Options** > **OSC** > **Enabled**.

If you're experiencing problems with eye and facial tracking, reset the OSC configuration. In the **Action Menu**, select **Options** > **OSC** > **Reset Config**.

System

What do I do if the headset isn't receiving system updates?

Follow the steps in Installing system and firmware updates on page 72 to check for and install system updates.

In order for the headset to receive system updates, make sure the headset is set with the current date and time.

1.   Connect your headset to a wireless network. To find out how, see Connecting to a Wi-Fi network on page 66.

2.   Go to **Settings** > **General** > **Date & Time**.

3.   Turn on **Use network-provided time**.

4.   Check for system updates again.

Apps and content

Where can I find my screenshots and screen recordings?

Screenshots and screen recordings are saved in the internal storage. Go to the **File browser** in the Storage settings to find them.

1.   From the Lobby, select **Settings**.

2.   Select **Storage** > **File browser**.

3.   Open the Captures folder.

4.   Select the thumbnail of a screenshot or screen recording to see a larger view.

How do I show my streaming video on the VIVE Video playlist?

Follow these steps to show your videos on the playlist.
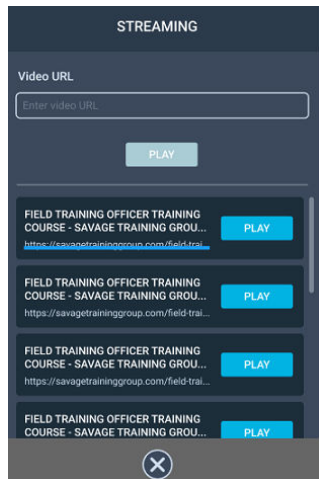
1.   On your computer, create your playlist JSON file. For example:

```
{
  "version": "1.0",
  "playlist": [
    {
      "title": "Employee Manual",
      "type": "SINGLE",
      "url": "https://www.example.com/training_series/employee_manual.m3u8"
    },
    {
      "title": "Employment Services",
      "type": "BUNDLE",
      "url": "https://www.example.com/training_series/Employment_Services.json"
    },
    {
      "title": "Occupational Safety and Health",
      "type": "BUNDLE",
      "url": "https://www.example.com/training_series/Occupational_Safety_and_Health.json"
    },
    {
      "title": "Confidential Information Training",
      "type": "SINGLE",
      "url": "https://www.example.com/training_series/confidential_information_course.m3u8"
    },
    {
      "title": "360 Mono Example",
      "type": "SINGLE",
      "url": "https://www.example.com/360_Mono_Example.m3u8",
      "projection": "360",
      "stereo": "Mono"
    },
    {
      "title": "Planar TB Example",
      "type": "SINGLE",
      "url": "https://www.example.com/Planar_TB_Example.m3u8",
      "projection": "Planar",
      "stereo": "TB"
    }
  ]
}
```

Key	Value	Description
`"projection"`	`"Planar"`	Default projection format. Indicates it's a standard flat video.
	`"180"`	Indicates it's a 180˚ video.
	`"360"`	Indicates it's a 360˚ video.
`"stereo"`	`"Mono"`	Default stereo format. Indicates it's a standard monoscopic video.
	`"TB"`	Indicates it's an over-under stereoscopic video.
	`"LR"`	Indicates it's a side-by-side stereoscopic video.

If you don't know how to create a JSON file, click here to download the above sample that you can edit.

2. Save the JSON file using this file name: `streaming_playlist.json`.

3. Connect the headset to your computer.

4. Put on your headset.

5. In the Choose USB mode dialog box, select **File transfer**.

6. Take off your headset.

7. On your computer, open a file management app such as File Explorer. Access your headset by clicking **VIVE Focus Vision** › **Internal shared storage**.

8. From the root folder of the internal storage, create this folder:
   `com.vive.business.video/files`.

9. Open `com.vive.business.video/files`, and then copy
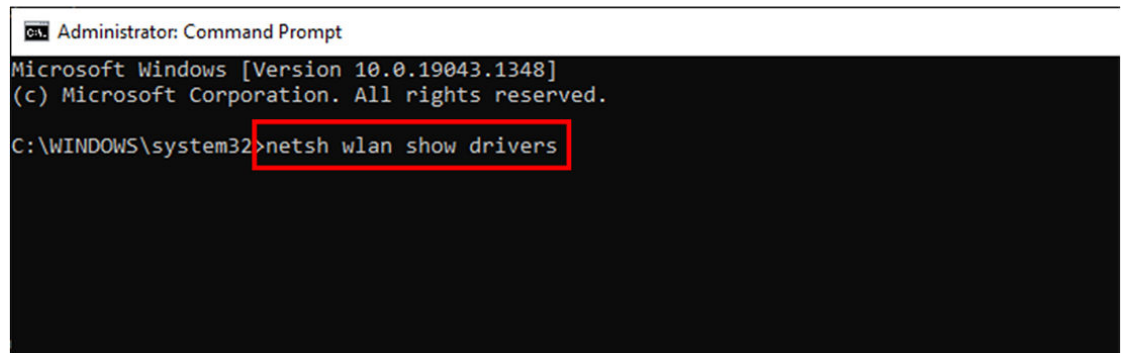   `streaming_playlist.json` to the folder.

Can I cast VIVE Focus Vision to a computer?

Yes. You can cast VIVE Focus Vision to a Windows computer that supports Miracast.

Checking Miracast support

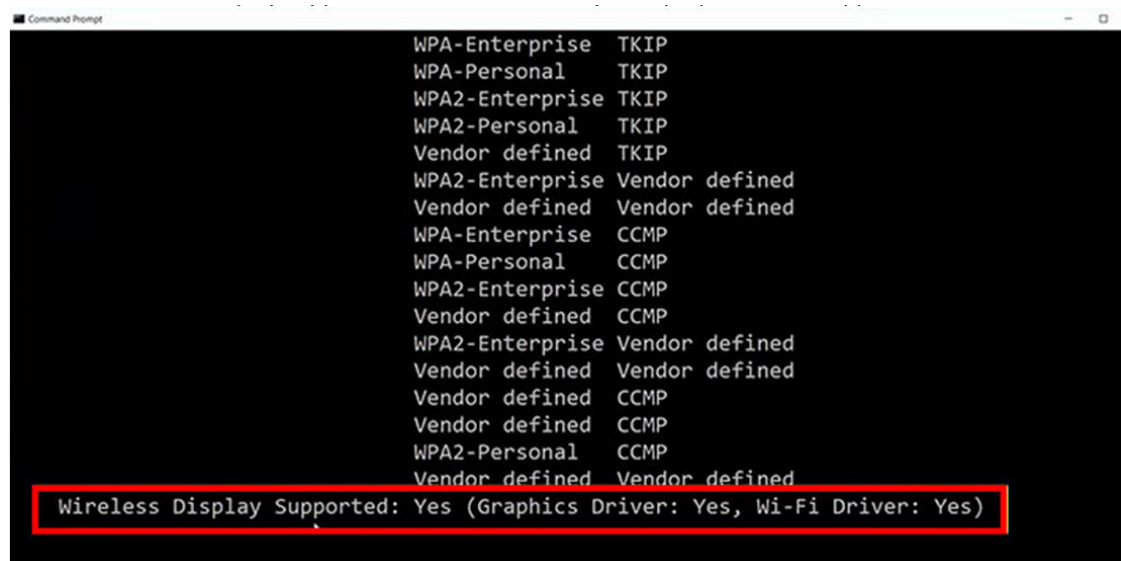Here's how to check if your computer supports Miracast:

1. Open the command prompt window.

   a) Press the Windows logo and R keys to open the **Run** dialog box.

   b) Enter `cmd`, and then click **OK**.

2. In the command prompt window, enter the following command:

   `netsh wlan show drivers`

3. In the driver details, check if `Wireless Display Supported` displays `Yes`, which
   means your computer supports Miracast.

Setting up casting on your computer

Here's how to enable casting on your Windows computer:

1. Open the command prompt window as an administrator.

    a) Press the Windows logo and R keys to open the **Run** dialog box.

    b) Enter `cmd`, and then press **Ctrl** + **Shift** + **Enter**.

2. In the command prompt window, run the following command and wait for the operation to complete:

    ```
    DISM /Online /Add-Capability /
    CapabilityName:App.WirelessDisplay.Connect~~~~0.0.1.0
    ```


3. Click **Start** > **Settings** > **System** > **Projecting to this PC**.

4. To allow VIVE Focus Vision to cast to your computer, configure your projection settings as follows:
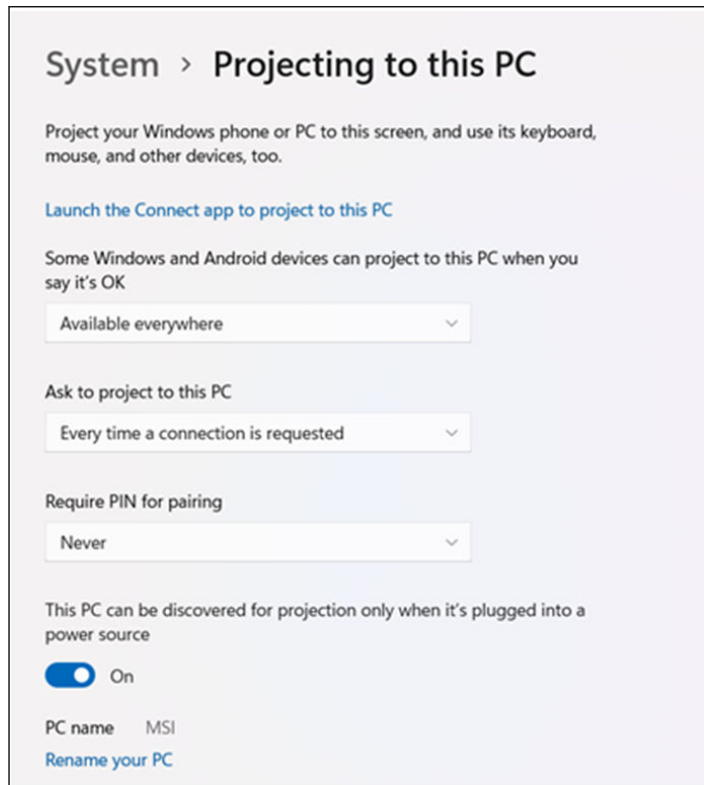
Casting the headset to your computer

1. Put on your headset.

2. Press the VIVE button on the right controller.

3. Select **Cast**, and then select your computer from the list.
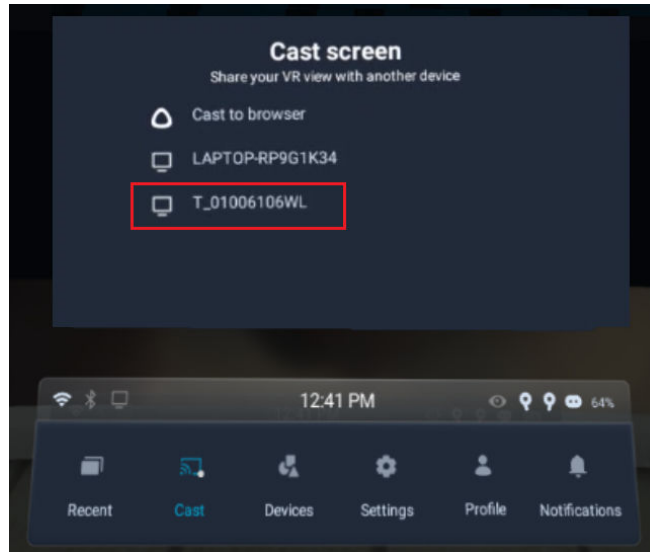
4. Take off your headset.

5. In the Windows Connect app, choose to allow projecting to the computer, and then click **OK**.
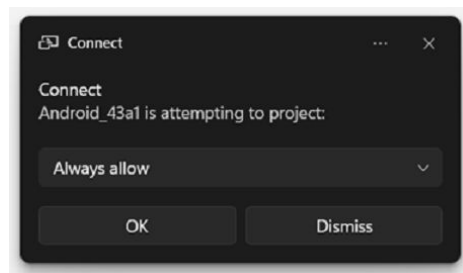
6. Put on your headset again. What you're viewing in VR will now appear on your computer.

> To stop casting to your computer, press the VIVE button on the right controller, select **Cast**, and then select **Stop**.

Why can't I get the gifted apps on my business headset?

Gifted apps can only be downloaded on consumer headsets.

How do I play 360° videos in the headset?

You can use the VIVEPORT Video app to open and view 360° videos that are saved in the headset.

You can use the VIVE Browser app to view online 360° videos on YouTube®.

> If you don't have these apps installed, select **Store** in the system dashboard to access the VIVEPORT Store, then download and install them on your headset.

Here's how to use VIVEPORT Video to play 360° videos:

1. From the Library, launch **VIVEPORT Video**.

2. Browse through the video thumbnails and then select the 360° video to play it.

> - You can also select **Local storage**, then open the folder that contains the 360° video and select the video to play it.
> - Press the trigger to display and use the video control panel.

Here's how to use VIVE Browser to view online 360° videos on YouTube:

1. From the Library, launch **VIVE Browser**.

2. Go to the YouTube website and select the 360° video to play it.

3. Select ⛶ in the lower right to display the video in full-screen view.

> If you don't see the control buttons, scroll down the screen to see them.

4. While in full-screen view, press the trigger and then select the VR mode button ᨆ below the video to switch to 360° view.

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