

htc®

VIVE FOCUS 3

User guide

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[Trademarks and copyrights](#)

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About this guide

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



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



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



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



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

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

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

Unboxing

VIVE Focus 3 features

All-in-One VR that goes all out for graphics quality

Visualize your creativity in crystal-clear brilliance. See it and feel it before putting ideas into motion — no more costly and time-consuming do-overs.

- Always sharp: 5K resolution
- See more naturally: up to 120-degree wide field of view
- Smoothest visual: 90Hz refresh rate

Your viewing sweet spot

Ultra wide range of IPD (inter-pupillary distance) adjustment (57mm-72mm) provides viewing comfort. Easily find your sweet spot with the dial design while wearing the headset.

To learn more about IPD, see [Adjusting the IPD on the headset](#) on page 13

Immersive audio and comfort - best of both worlds

- Open-back, dual-driver speakers deliver 3D spatial sound. The off-ear design eliminates constant pressure on your ears, and also maintains an optimum level of environment awareness.
- For total immersion, high-resolution 3.5mm audio jack support is available.
- Directional speaker design—with voice leakage reduction—helps keep conversations private.



Check out [Adjusting audio settings](#) on page 28 for more information about audio features.

In and out of VR in seconds

Made for high-traffic showrooms and events. Easily take off and put on the headset thanks to the patented quick adjustment button.

Suits a wide range of face shapes, vision types and even fits over glasses. No fuss. Just pure comfort and convenience.

Check out [Putting on the headset](#) on page 11.

What's inside the box?

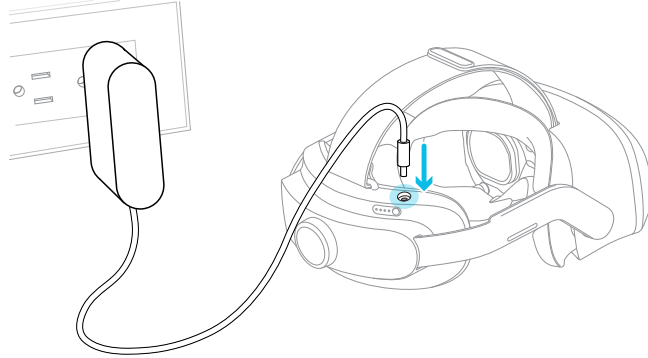
Your VIVE Focus 3 comes with the following items, which you'll use to experience immersive VR environments:

Main component	Accessories
VIVE Focus 3	<ul style="list-style-type: none">▪ Headset▪ Top strap (attached)▪ Headset frame with cushions (attached)▪ Back pad (attached)▪ Battery▪ Cleaning cloth▪ AC adapter▪ Warranty card▪ Quick start guide
Controllers (x2)	Splitter cable (charging only) To learn more, see Charging the controllers on page 8.

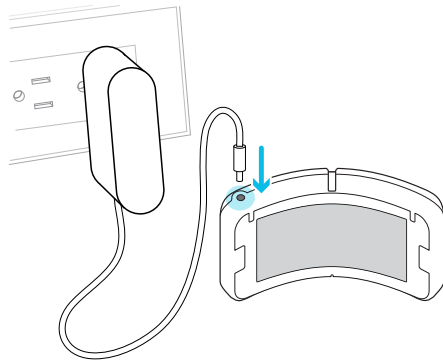
Charging the headset

You can charge the headset with the AC adapter.

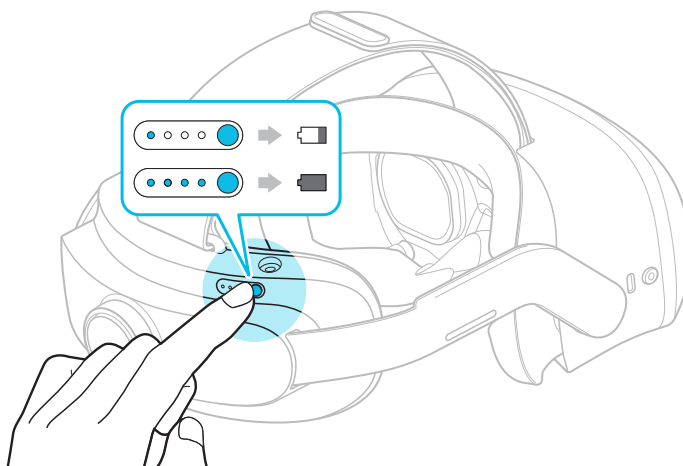
- Charge the headset by connecting the AC adapter to a power outlet, and then connecting it to the headset. Charging the headset while in use is not recommended.



- 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.



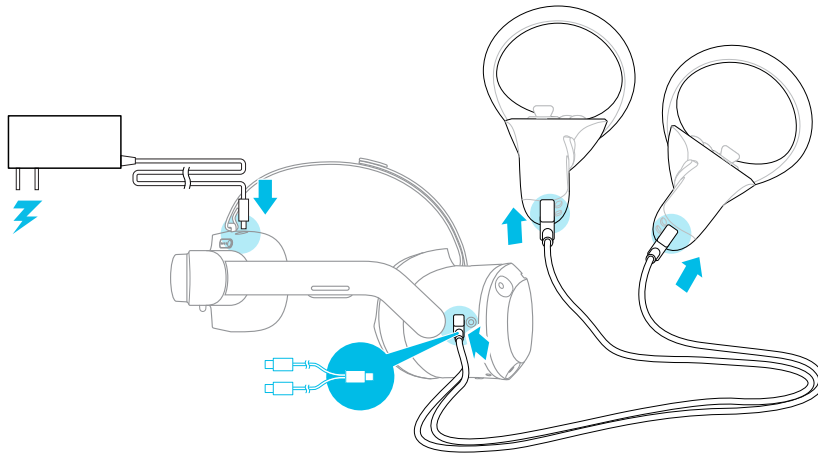
Charging the controllers

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

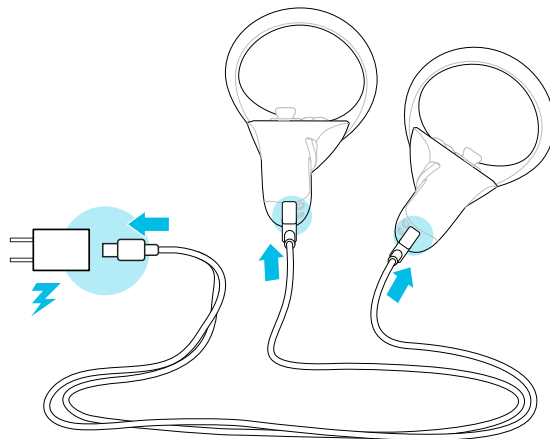
- Charge the controllers by plugging them into the headset with the included splitter cable.



The headset must be turned on to charge the controllers.



- You can also charge the controllers with your own USB charger. The charger should have an output of at least 10 watts.

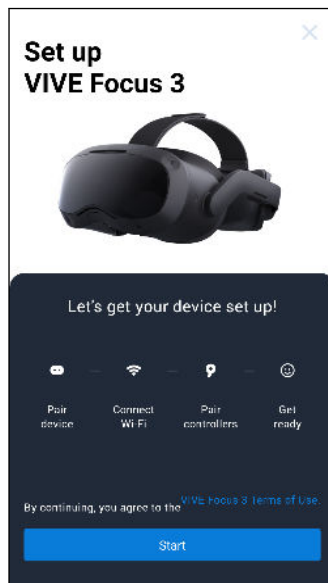


Setting up VIVE Focus 3 for individuals, teams, and small businesses

The best way to set up VIVE Focus 3 for individuals, teams, and small businesses is with VIVE Manager. This app allows you to configure headset settings, run updates, as well as browse, purchase, and manage VR titles. It's also easier to set up VIVE Focus 3 with VIVE Manager.

1. Download and install VIVE Manager on your phone. Get it from <https://vive.com/setup/focus3> or search VIVE Manager in your app store.
2. Sign in with your HTC Account, or create a new one.
3. Tap **Set up new device**.

The app will walk you through in setting up the following:



4. Tap **Start**.
If you haven't installed the battery and turned on the headset, follow the onscreen instructions.
5. When the app shows the code for pairing your phone with the headset, put on the headset.
6. When you see the same code displayed on the headset, press the Headset button.
7. Take off your headset. In the app, continue with setting up Wi-Fi® and pairing the controllers.

8. When you're done, put on the headset again.
9. Follow the instructions on the headset to adjust the volume, adjust the IPD, and set your play area.



- 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.

Setting up your headset for business and enterprise

The best way to set up your headset for business and large organizations is with VIVE Business Device Management System.

VIVE Business Device Management System is a web-based platform designed to help businesses manage their VR devices and content. It allows businesses that use VR to manage licensed and corporate specific VR content, set user roles and permissions, manage devices, and more. On your computer's web browser, go to <https://business.vive.com/dms/> to access VIVE Business Device Management System.

There are two ways to install content when using batch configuration:

- Setting up one or more headsets with a microSD™ card, and then assigning content later using the web interface.
- Setting up one or more headsets with a microSD card, as well as installing content directly from the microSD card.

Both ways use microSD cards to preload your headset configuration. microSD cards are sold separately.

To get started:

1. Log in to VIVE Business Device Management System with your VIVE Business account.
2. Register your headset(s). If eligible, you can also activate the warranties and extended service packages.
3. Upload and deploy corporate and licensed content to your team.
4. Invite users in your organization and set roles and permissions for them when using the VIVE Business Device Management System.
5. Create a batch configuration package to quickly set up multiple all-in-one devices with the same settings with a microSD card.
6. Manage content, settings, and users on devices already deployed.

To learn more, go to the VIVE Business Device Management System [Support page](#).

Signing in with your HTC Account

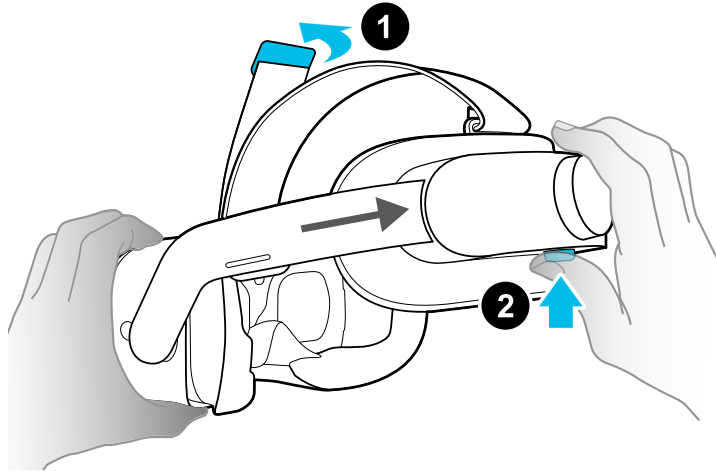
Sign in for the best experience and support. The best way to sign in is with VIVE Manager, but you can also sign in while in VR. Here's how:

1. From the lobby, select **Profile**.
2. Type your user name and password, and then select **Sign in**.

Putting on the headset

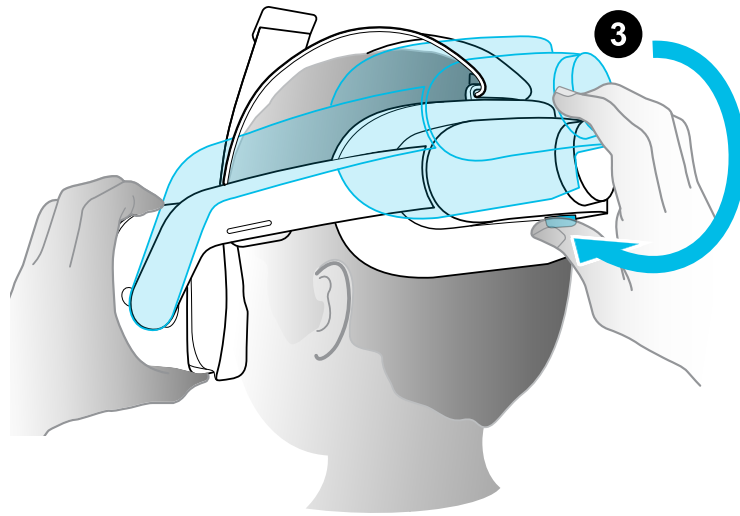
Adjust your headset for the perfect fit. A good fit is important for both visual clarity and comfort. Here's how:

1. Undo the velcro fastener on the top strap.

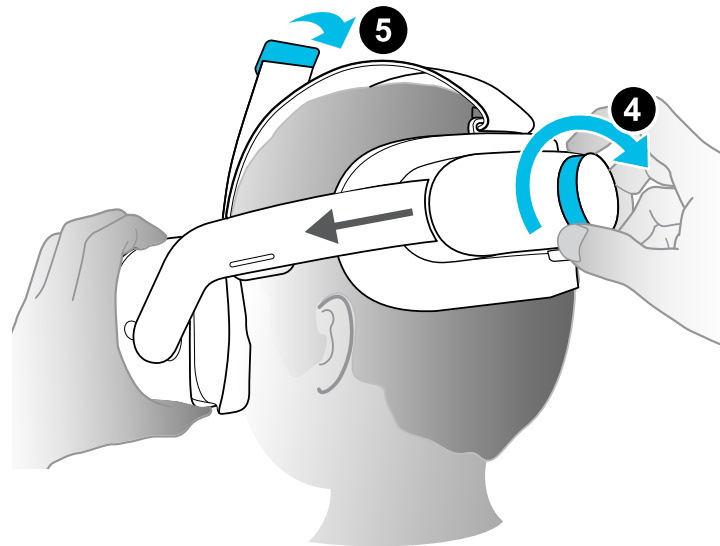


2. Press and hold the quick adjustment button, and then gently pull until fully extended.

3. Position the headset over your eyes. While holding the quick adjustment 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.

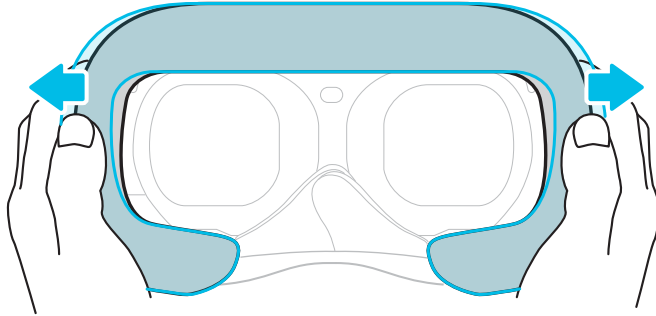


When you're ready to take off the headset, press the quick adjustment button to instantly release the headset band.

Wearing the headset with glasses

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

1. While putting the headset on, gently press on either side of the headset frame to make room for your glasses.



2. When taking off the headset, gently press the frame in the same way to release your glasses.



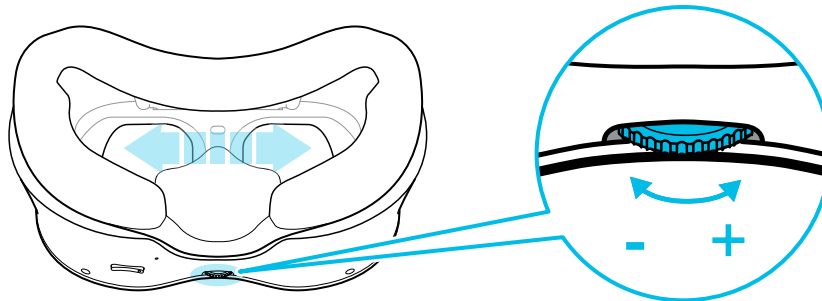
- If you wear glasses, make sure that no part of your glasses touches the lenses, and that your glasses fit comfortably within the headset.
- The maximum supported width for glasses is 150 mm (5.9 in).

Adjusting the IPD on the headset

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

If you don't know your IPD, see [How can I find my IPD?](#) on page 14. Use this measurement as a guide to adjust the distance between the lenses of the headset so that you'll have a better viewing experience.

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



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

Why is accurate IPD important?

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

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

How can I find my IPD?

There are several ways to estimate your IPD.

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

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



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

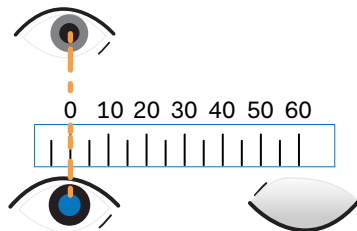
Estimating your IPD in a mirror

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

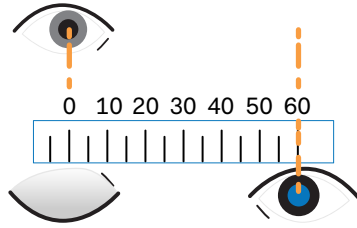
1. Stand directly in front of a mirror, and then hold the ruler up to your eyes. Make sure that the ruler is level. If you're using a flexible ruler, make sure not to bend it.



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



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



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



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

Estimating your IPD through experimentation

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

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

Setting up your play area

The play area is a virtual boundary to keep you safe in VR. Play areas should be kept clear of objects, pets, and other people. If you don't have enough space for a room-scale play area (1.5 x 1.5 m), you can set a small, stationary boundary you can use seated or standing.

You will be guided through room setup the first time you put on VIVE Focus 3. You can run room setup again at any time from the Settings menu.

1. Set the floor height by pushing down on the floor boundary.
2. Choose a room-scale or seated play area.
3. If you choose a room-scale play area, you can draw the boundaries and adjust objects. You can reset and redraw the boundary at any time.
4. Set the forward facing direction. This is the direction where the menus will appear.



If you use your headset in a new place, you will be automatically prompted to create a new boundary for your play area.

Setting up multiple play areas

With VIVE Focus 3, 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 15 to set up your first play area. Here's how to set up more play areas:

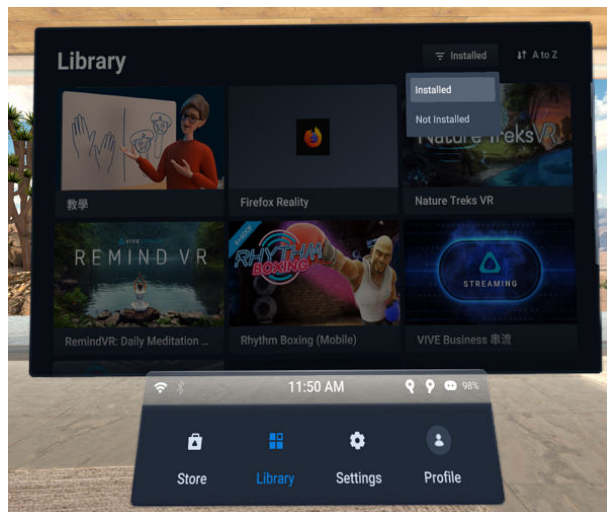
1. Remove your headset, and then press the Power button to put the system in suspend mode.
2. Move to the place where you want to set as your second play area.
3. Put the headset back on. It will resume the system automatically.
4. Follow the onscreen instructions to set up your second play area.
5. 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.

Downloading free titles on the headset

There may be some free titles available for download on your headset.

1. To check if there are free titles, select **Library** from the lobby.
2. Select  > **Not Installed**.



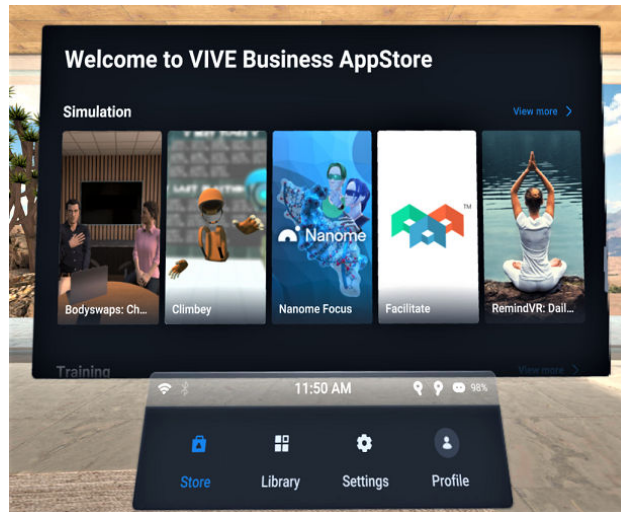
3. Select a free title to download and install it.
4. To switch back to the installed titles in the Library, select  > **Installed**.

Getting titles from VIVE Business AppStore

VIVE Business AppStore offers a convenient way for individuals, teams, and small businesses to access new titles and other content.

Before purchasing, you can browse through titles in VIVE Business AppStore from VIVE Manager or your headset.


- To access VIVE Business AppStore from VIVE Manager, tap **Overview** in the app on your phone.
- You can also access VIVE Business AppStore in VR by selecting **Store** from the lobby.

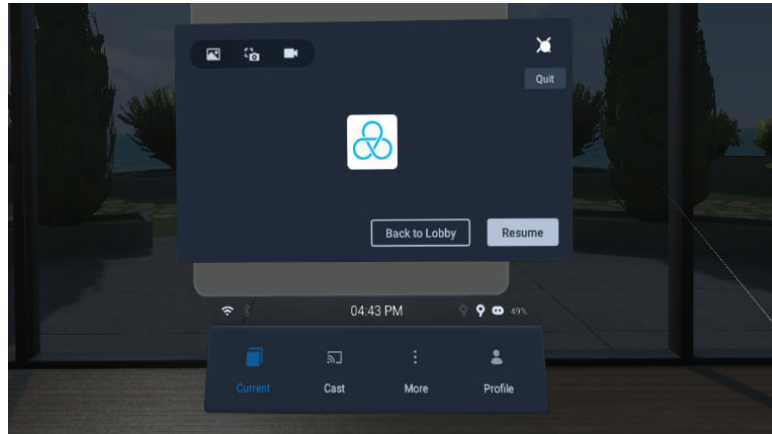


Using your web browser, go to the [VIVE Business AppStore website](#) to purchase titles.

Launching and closing a VR title

You can only open and use one VR title at a time. Close it before launching another title.

1. From the Lobby, select **Library**.
2. Scroll through the Library and select a VR title to open it.
3. To close the title, press the VIVE button on the right controller, and then select the **Quit**  icon.

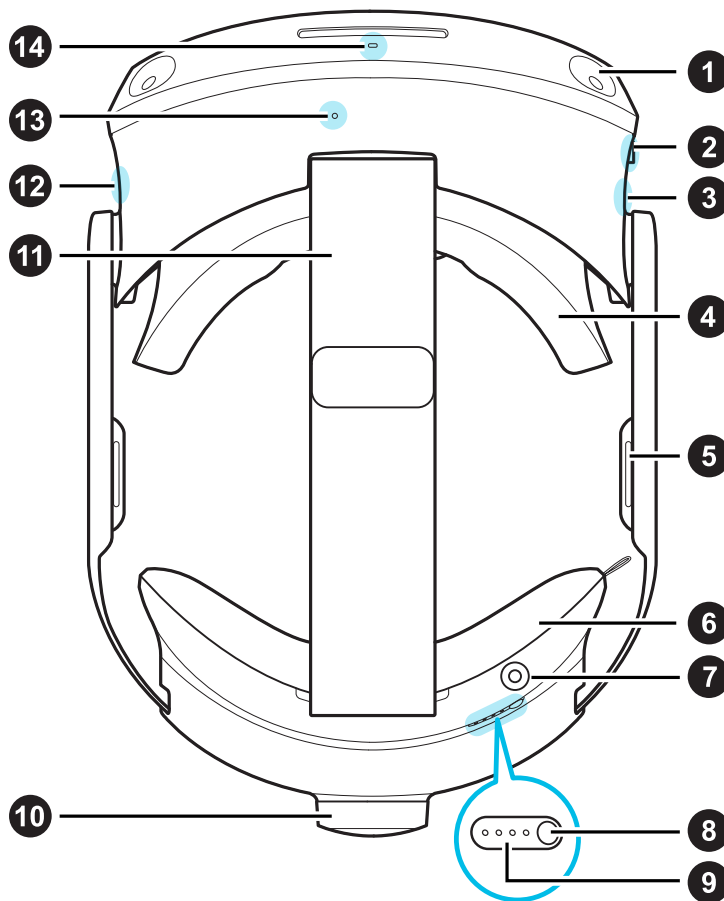


Getting the most out of your headset

About the VIVE Focus 3 headset

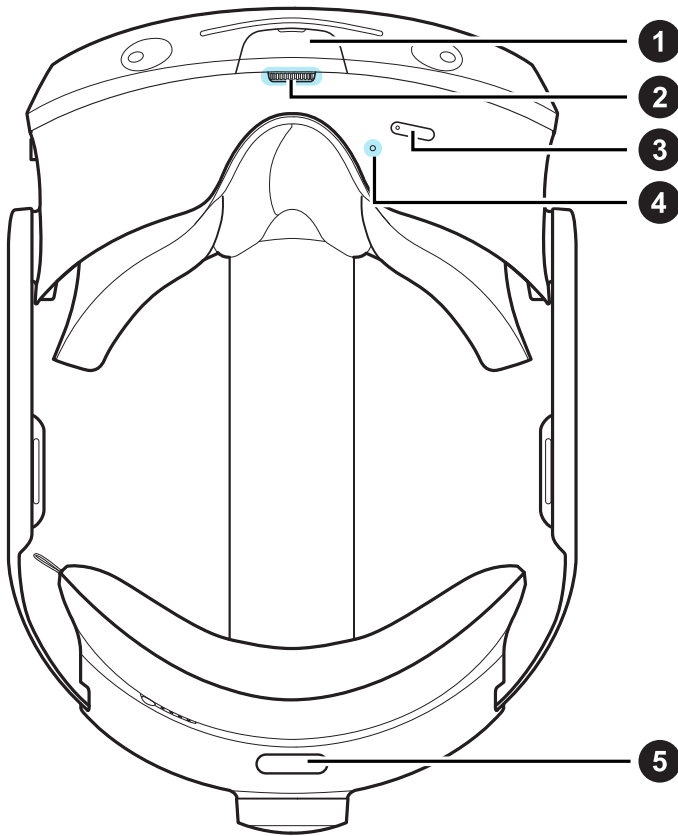
The VIVE Focus 3 headset is your window to the VR environment. The headset cameras track the position of the headset and controllers.

Top view



- | | |
|----|------------------------|
| 1 | Headset camera (4x) |
| 2 | 3.5mm audio jack |
| 3 | USB Type-C® port |
| 4 | Face cushion and frame |
| 5 | Built-in speaker |
| 6 | Back pad |
| 7 | Charging port |
| 8 | Power button |
| 9 | Battery LEDs |
| 10 | Adjustment dial |
| 11 | Headset strap |
| 12 | Headset button |
| 13 | Microphone |
| 14 | Headset LED |

Bottom view



1 USB Type-C port
(remove cover)

2 IPD dial

3 Volume buttons

4 Microphone

5 Quick adjustment
button

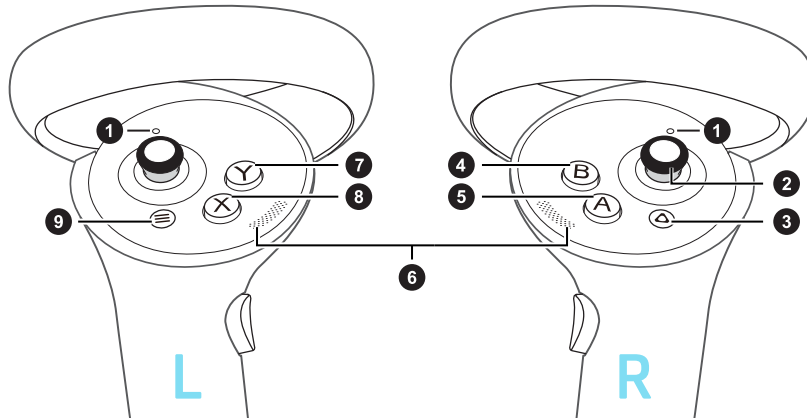


The bottom USB Type-C port is for accessories only, and doesn't support computer connectivity. If you need these devices, connect them to the port on the side of the headset instead.

About the VIVE Focus 3 controllers

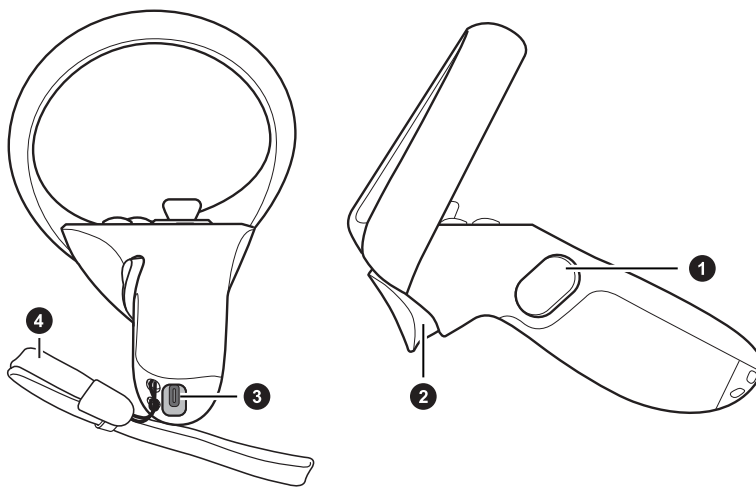
Use the controllers to interact with objects in VR .

Controllers top view



- | | |
|---|-----------------|
| 1 | Controller LEDs |
| 2 | Thumbstick |
| 3 | VIVE button |
| 4 | B button |
| 5 | A button |
| 6 | Thumb rest |
| 7 | Y button |
| 8 | X button |
| 9 | Menu button |

Controllers front and side view

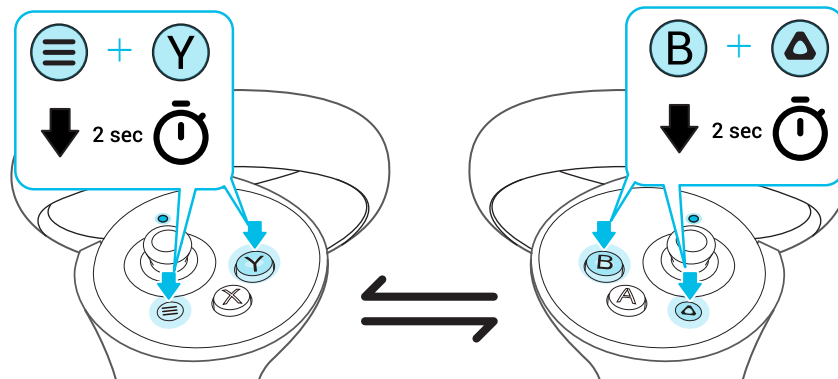


- | | |
|---|-----------------|
| 1 | Grip button |
| 2 | Trigger |
| 3 | USB Type-C port |
| 4 | Wrist strap |

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 > Connectivity > Controller**, 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.

Hand tracking

The hand tracking feature allows you to use your hands as controllers with VIVE Focus 3.



- The hand tracking feature is included in the VIVE Wave SDK. Developers can add hand tracking support to VR apps to provide a more immersive VR experience.
- Currently, hand tracking can only be used to select and scroll in the VIVE Focus 3 lobby. Support for apps and additional hand gestures will be added in future updates.

1. Go to **Settings > Connectivity** 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. Move your hand to position the cursor, and pinch your thumb and index finger together to select. You can also pinch and grab to scroll pages or move sliders.



To resume use of the controllers, simply pick them back up. You may need to pair them again if they become idle.

Connecting to a Wi-Fi network

It's easy to connect to Wi-Fi using VIVE Manager or during the tutorial process, but you can also add or change networks from Settings. Here's how:

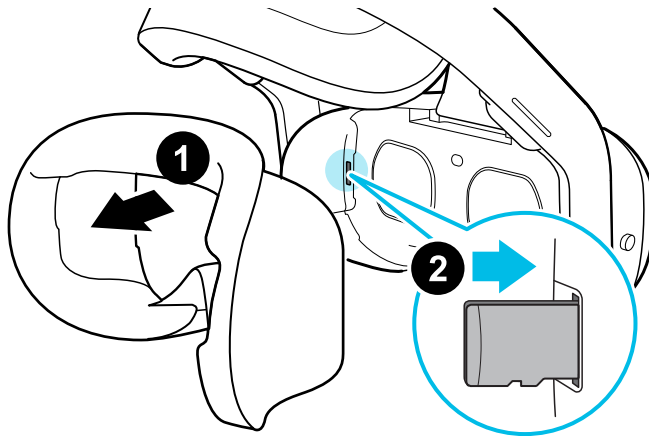
1. Press the VIVE button on the right controller.
2. Select **More > Wi-Fi**. You will be taken to the Settings menu.
3. Choose a Wi-Fi network to add from the list. If your network is hidden, add it manually by selecting **Add Network** at the bottom of the list.
4. If this is the first time you've connected to this network, enter your network information.

Your network will now connect if it's in range. Your previous network will remain saved, so you can easily switch later.

Inserting a storage card

microSD cards provide a way to set up many headsets quickly. To insert a microSD card:



1. Pull to remove the headset frame.
2. Align your microSD card with the slot, with gold contacts facing out. Gently push until it clicks into place. Press the card again to eject.



3. Reattach the headset frame.

Taking screenshots and screen recordings

Screenshots and video recordings save VR moments for review or sharing. To take screenshots or video recordings:

1. Press the VIVE button on the right controller.
2. Do either of the following:
 - Select  to take a still screenshot.
 - Select  to record video from your VR screen and audio from your microphone.

The headset will quickly count down from 3, and then start your capture.

3. For screen recordings, you can stop the capture process by selecting **Stop recording**. If you've chosen video capture, your video capture will continue until you stop it or your headset runs out of storage space.

Captures are stored on your headset.



- Take a quick screenshot by pressing the VIVE button and Trigger on the right controllers, or by pressing the Headset and Volume down buttons.
- Take quick screen recordings by pressing the Headset and Volume up buttons.
- Screen recording pauses automatically when you access certain kinds of personal information, such as password screens.
- Screenshots and screen recordings may be disabled in some apps.

Copying screenshots and screen recordings to your computer

Copy your captured screenshots and screen recordings from VIVE Focus 3 to your computer.



You can also copy files from your storage card, if you have one inserted on your headset.

Here's how to copy files from VIVE Focus 3 to a Windows® computer:

1. Connect a USB Type-C cable to your computer and to the USB port on the right side of the headset.
2. Put on your headset.
3. In the Choose USB mode dialog box, select **File transfer**.
4. Take off your headset.
5. On your computer, open a file management app such as File Explorer, and then click **VIVE Focus 3**.
6. Click **Internal shared storage**. You'll find screenshots in **Pictures > Screenshots** and screen recordings in the **Movies** folder.


7. Open the folder you want to copy files from. Select the files, and then copy them to a folder in your computer.
8. When done, disconnect VIVE Focus 3 from the computer.

To copy files from the headset to a Mac computer, use a file transfer tool such as Android File Transfer. Go to [android.com/filetransfer/](https://www.android.com/filetransfer/) to download and learn how to use Android File Transfer.

Copying files between the headset and external storage

You can copy files between VIVE Focus 3 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 24.
 - To use a USB storage device such as a thumb drive, connect it to the USB port on the right side of your headset.
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.

Casting your screen

You can share what you see in VR with a Miracast™ device wirelessly in real time. Your view in VR will appear on the device you choose, allowing you to share your VR experience, or watch the VR experiences of others.



VIVE Focus 3 supports connecting to Miracast devices on both the 5 GHz and 2.4 GHz bands via Wi-Fi Direct®.

1. Press the VIVE button on the right controller.
2. Select **Cast**.
3. Choose a device to cast to. If your device is not on the list, make sure your device is set to receive an incoming cast.



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

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 content, press the VIVE button on the right controller, and then select **Back to Lobby**.
2. From the Lobby, select **Settings**.
3. Select **Network > 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 content, press the VIVE button on the right controller, and then select **Back to Lobby**.
2. From the Lobby, select **Settings**.

3. Select **Network > VPN**.
4. Select the VPN you'd like to connect to. If none are shown, see [Adding a VPN](#) on page 27.

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

Adjusting audio settings

VIVE Focus 3 has features to protect your hearing, reduce background noise with the microphone, and keep others from listening in. Here's how to use them:

1. If you're currently running content, press the VIVE button on the right controller, and then select **Back to Lobby**.
2. From the Lobby, select **Settings**.
3. Select **General > Audio**.
4. Toggle any of the following options:

Option	Description
Safe listening	Reduces the maximum volume when using headphones.
Reduce microphone noise	Reduces background noise when using the microphone.
Audio privacy	Helps keep sound from traveling too far when using the headset speakers.

Pairing Bluetooth devices

You can pair devices such as Bluetooth® headphones, keyboards, and other accessories with your headset. Here's how:

1. If you're currently running content, press the VIVE button on the right controller, and then select **Back to Lobby**.
2. From the Lobby, select **Settings**.
3. Make sure that Bluetooth is on and that your other device is nearby and in pairing mode.
4. Select your device from the list.
5. If your device uses a PIN or code, type the PIN or verify the code.
6. Select **Pair** to pair your device.

Setting up and using Kiosk mode

Kiosk mode is a custom dashboard where you can control which titles a user can access while using VIVE Focus 3. This is helpful for demonstrations, training, or certain enterprise environments where full control of the headset might not meet organizational needs. To set up and enter Kiosk mode:

1. If you're currently running content, press the VIVE button on the right controller, and then select **Back to Lobby**.
2. From the Lobby, select **Settings**.
3. Select **Kiosk mode**.
4. Choose the settings appropriate for the Kiosk mode session.
5. Select **Enter Kiosk mode** to start Kiosk mode.

To leave Kiosk mode, press and hold the headset button until you see a menu appear—approximately 3 seconds—and then select **Quit Kiosk mode**. Enter your PIN if you have one.

Installing system and firmware updates

Keep your VIVE Focus 3 system and firmware up-to-date with the latest features or enhancements. Your headset will check for updates periodically, or you can check manually. Here's how:

1. If you're currently running content, press the VIVE button on the right controller, and then select **Back to Lobby**.
2. From the Lobby, select **Settings**.
3. Under **General**, select **System update**.
4. Select **Update** to begin the update process.



Some updates may require restarting your headset.

Uninstalling content

Whether you want to free up space or no longer need it, it's easy to uninstall content. Here's how:

1. If you're currently running content, press the VIVE button on the right controller, and then select **Back to Lobby**.
2. From the Lobby, select **Settings**.

3. Select **Storage**.
4. Highlight your content on the list by pointing at it, and then select **Uninstall**.

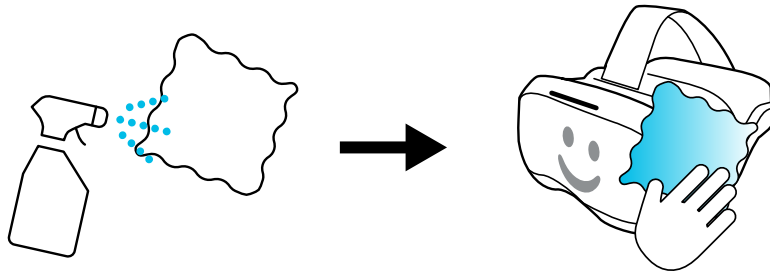


You can reinstall your content later.

About cleaning and disinfecting VIVE Focus 3

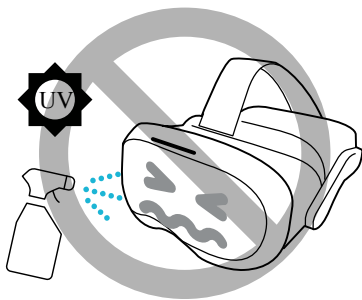
Keep VIVE Focus 3 clean and hygienic with a few simple tips.

Do's



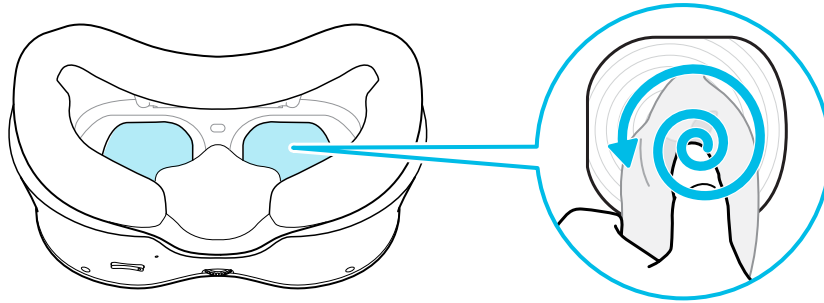
- Dampen a cloth with diluted alcohol mixture (75%) to wipe down the hard plastic of the headset and controllers you touch most.
- PU leather face gaskets can be wiped down with a damp cloth.
- Make sure all disinfectants have been wiped off before use to avoid irritation.

Don'ts



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

Cleaning the headset lenses



- Use a dry cleaning cloth to wipe the lenses, such as the included cloth.
- Never use any kind of cleaning solution on the lenses.
- Wipe in a circular motion from the center to the outer edges of the lenses.

VIVE Manager

What is VIVE Manager?

VIVE Manager is a smartphone app for individuals and small businesses to set up VIVE Focus 3 quickly. With VIVE Manager, you can:

- Quickly and easily set up your headset
- Browse and manage your VR titles
- Customize device settings
- Stay up to date with the latest releases

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

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

- Android™ 8.0 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.

What languages does VIVE Manager support?

The language of VIVE Manager is set by your phone settings. If your phone language isn't supported, VIVE Manager will choose another language from your region. If no language is available, it will default to English.

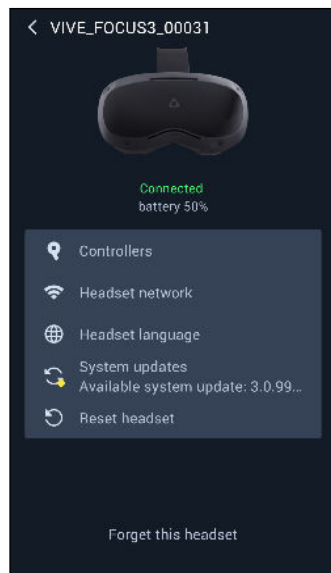
VIVE Manager supports the following languages:

- English
- Arabic
- Czech
- Danish
- Dutch
- Finnish
- French
- German
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Russian
- Simplified Chinese
- Spanish – Spain
- Spanish – Latin America
- Swedish
- Traditional Chinese

How do I install system updates from VIVE Manager?

Here's how to check for the latest system update for your headset and install it:

1. In VIVE Manager, tap **Settings**.
2. Tap the name of your headset.
3. If you see that there's an available system update, tap **System updates > Update**.



How do I uninstall VIVE Manager from my Android phone?

It's easy to uninstall VIVE Manager from my Android phone. Here's how:

1. From your phone's home screen, swipe down, and then tap **Settings**.
2. Depending on your phone's Android version, find and tap **Apps**, or tap **Apps and Notifications** > **All apps**.
3. Tap VIVE Manager, and then tap **Uninstall**.

How do I uninstall VIVE Manager from my iPhone?

It's easy to uninstall VIVE Manager from your iPhone. Here's how:

1. On your iPhone home screen, find VIVE Manager.
2. Tap and hold until it bounces.
3. Tap the **X**. When prompted, tap **Delete** to uninstall.

Common solutions

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** > **Reset 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.

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

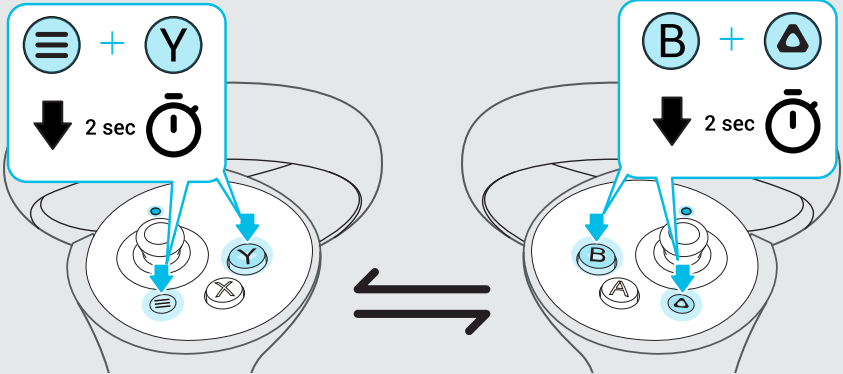
Once paired, your controllers should be automatically detected when they're on.

- If they are asleep, shaking them gently should wake them up.
- If your controllers are off, turn them on by pressing the VIVE and Menu buttons on each controller briefly. The controller LEDs will turn blue while they are connecting, or green when they are connected.
- 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 [Charging the controllers](#) on page 8 for details.
- If your controllers are on but still not being detected, you might need to pair them again. See [Pairing controllers](#) on page 22.

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.
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.

What do the buttons on the headset do?

On the front-left side of the headset, the headset button allows you to control several basic headset functions.

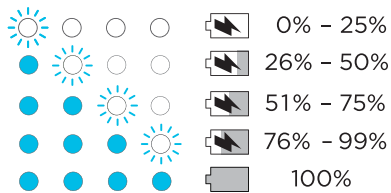
Function	Headset button
Activate passthrough (See your real surroundings in VR)	Double click. This feature can be turned off in Settings.
Select an item in Gaze mode.	Single click while looking at a menu item. When no control device found, you can look at menus and then press to select.
Force quit unresponsive content.	Press and hold for 10 seconds.
Open menu for power off, restart, and exiting Kiosk mode.	Press and hold for 3 seconds.

What do the LEDs on the battery mean?

The battery LEDs display the current level of charge. Here is what each LED means.

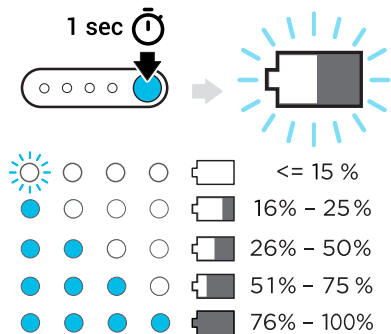
When charging the battery

The battery LEDs will continuously display the current power level.



When using the headset

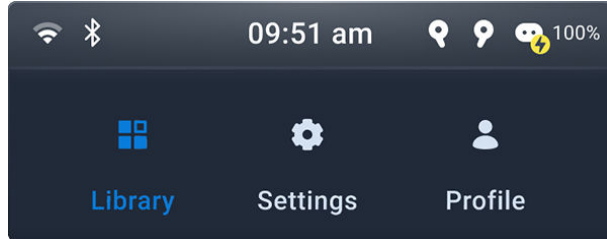
Press the Power button to show the power level when the headset is idle.



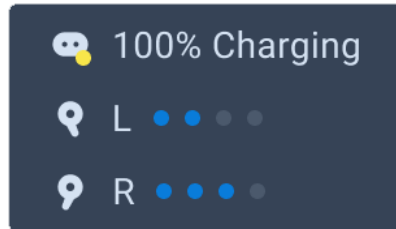
How do I check the power level of my controllers?

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** > **Connectivity** > **Controllers**.

What does the LED on the controllers mean?

Depending on the status, the LED on a controller shows the following:

LED	Controller status
Blinking red	Battery level is below 15%.
Orange	Controller is charging.
Blinking blue	Controller is paring with the headset.
Blue	Controller is connecting with the headset.
Green	Controller is connected to the headset.
Blinking blue and red alternately	Controller is updating firmware.
Off	Controller is idle.

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 13.
- 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 11.
- Make sure the floor level has been set correctly. You can reset the floor level in **Settings > Boundary > Reset floor level**.

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 39.

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.

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

Typically, **Boundary lost** errors are caused by less than optimal space for tracking. To find out how to optimize your space, see [How can I optimize tracking in my space?](#) on page 35.

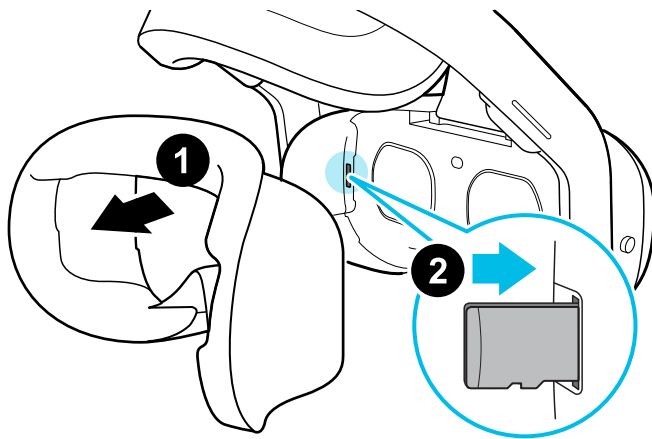
How do I prepare the headset before returning it for repair?

Before sending in the VIVE Focus 3 headset for repair, remove the accessories below.

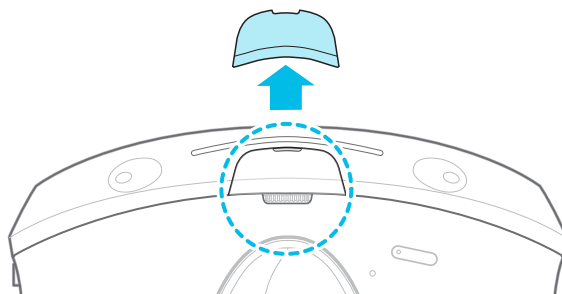
1. Headset frame
2. USB cover
3. Top strap
4. Back pad
5. Battery
6. microSD card (if installed)

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:

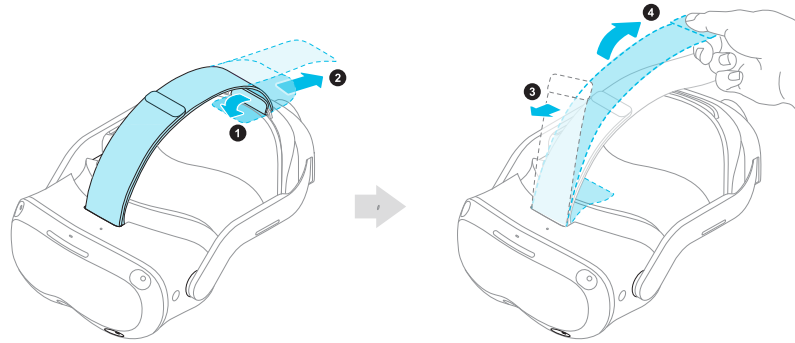
1. Pull to remove the magnetic headset frame. Press to remove your microSD card (if installed).



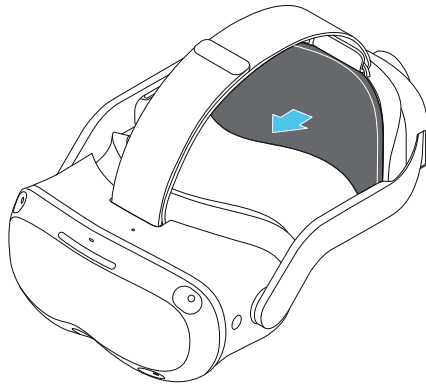
2. Gently pry off the USB cover.



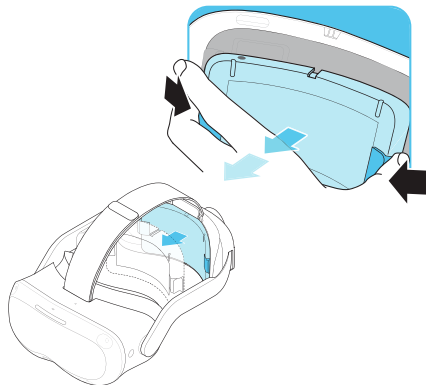
3. Remove the top strap by undoing the velcro at both ends, and then gently un-loop them from the headset.



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.

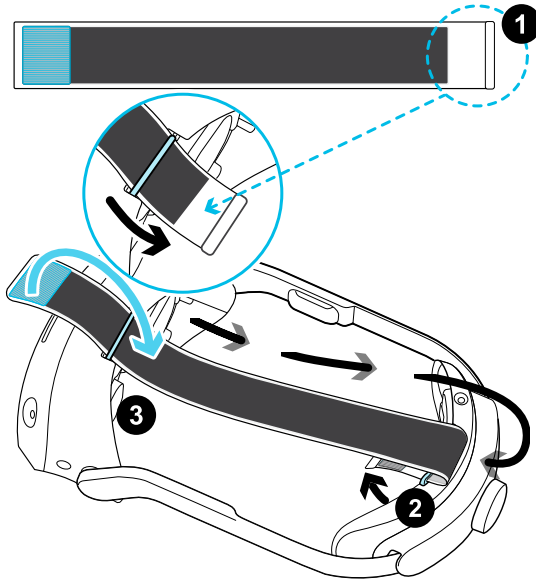


6. Pack the headset carefully and send it for repair.

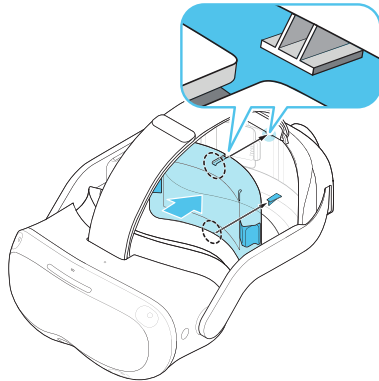
How do I reassemble the headset after repair?

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

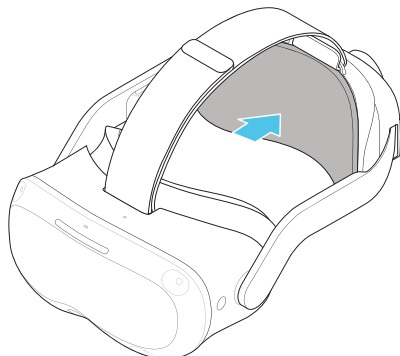
1. Reattach the top strap. With the thin velcro strip facing forward, thread the top strap through the top of the loop on the front of the headset. Pull through, and then thread through the back loop from behind. Reattach the velcro.



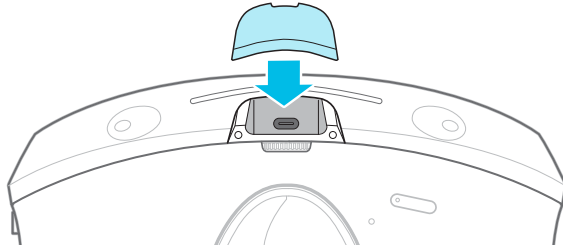
2. Reattach the battery by aligning the slots, and then push to click into place.



3. Reattach the magnetic back pad.



4. Align and reattach the magnetic USB cover.



5. If you use one, reinstall your microSD card.
6. Reattach the headset frame.

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

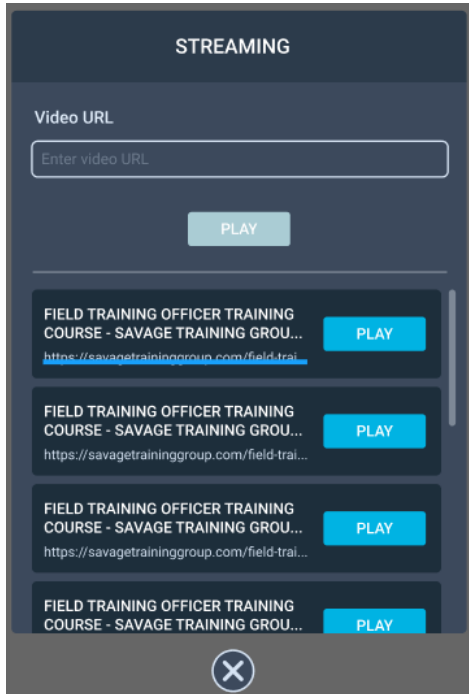
Where can I find my screenshots and screen recordings?

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"	Name of the remote video.
"type"	<ul style="list-style-type: none"> ▪ "SINGLE": Indicates it's pointing to a single video. ▪ "BUNDLE": Indicates it's pointing to a playlist (another JSON file playlist).
"url"	<p>Link to the remote video. The link can be https, HLS, DASH, or rtsp. We recommend using HLS (.m3u8).</p> <p>Supported video formats: MP4, HLS (.m3u8), MPEG-DASH (mpd), or rtsp</p>

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 3 > 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.

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See also Headset - Adjusting IPD