

htc®



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/>.

# Overview

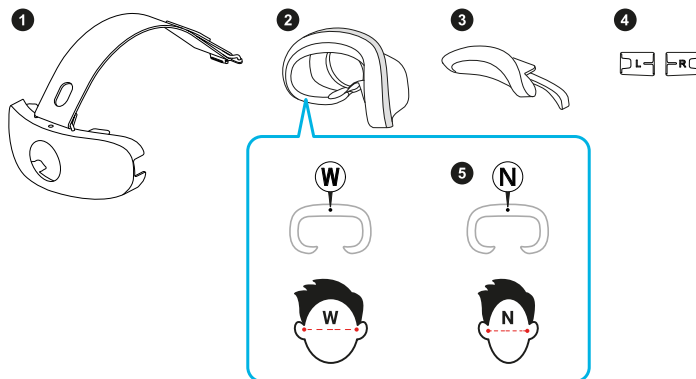
## What's inside the box?

The VIVE XR Elite package includes the following items:

- Headset (with removable face cushion and temples)
- VIVE Battery Cradle for XR Series
- VIVE Controller for XR Series (x2)
- Head strap
- USB-C to USB-C cable
- USB-A to USB-C cables (x2)
- Microfiber pouch
- Lens Protection Card
- Quick Start Guide
- Safety Guide
- Warranty Card

## VIVE Deluxe Pack for XR Series

In addition to the accessories in the VIVE XR Elite package, the following upgraded accessories for VIVE XR Elite are included in the **VIVE Deluxe Pack for XR Series**:

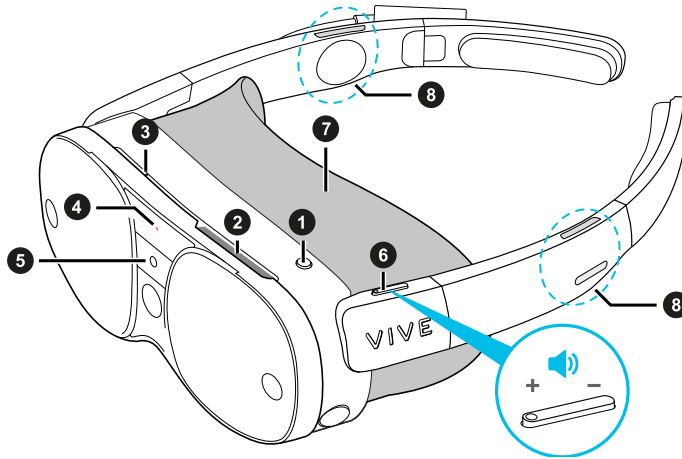


Accessory	Instructions
1. VIVE Deluxe Strap for XR Series	See <a href="#">VIVE Deluxe Strap for XR Series</a> on page 15.
2. VIVE Face Gasket 2.0 for XR Series (includes preinstalled gasket spacer and cushion for wide faces)	See <a href="#">VIVE Face Gasket 2.0 for XR Series</a> on page 21 and <a href="#">Removing and reattaching the gasket spacer</a> on page 21.
3. VIVE MR Gasket	See <a href="#">VIVE MR Gasket</a> on page 23.
4. VIVE Temple Clips for XR Series	See <a href="#">VIVE Temple Clips for XR Series</a> on page 24.
5. Gasket cushion for narrow faces	

## About the headset and battery cradle

Familiarize yourself with the components of the headset and battery cradle before use.

### Outside and front views

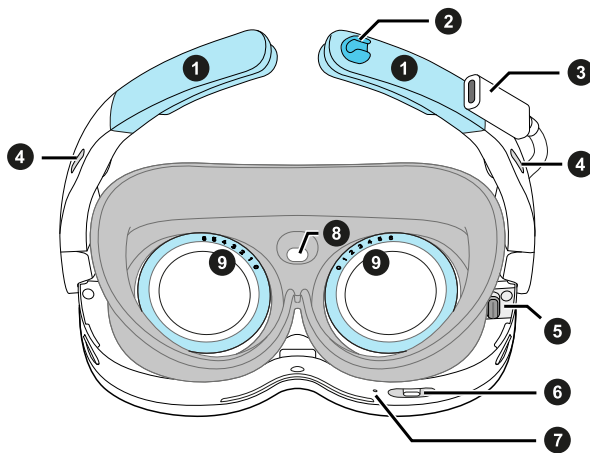


- |                                                            |                   |
|------------------------------------------------------------|-------------------|
| 1. Headset button                                          | 5. Depth sensor   |
| 2. Vent                                                    | 6. Volume control |
| 3. Microphone                                              | 7. Face cushion   |
| 4. Status LED (see <a href="#">Headset LED</a> on page 10) | 8. Speakers       |



Don't cover the vent (item #2) or insert objects into it, which may block airflow and cause the headset to overheat.

### Inside and bottom views

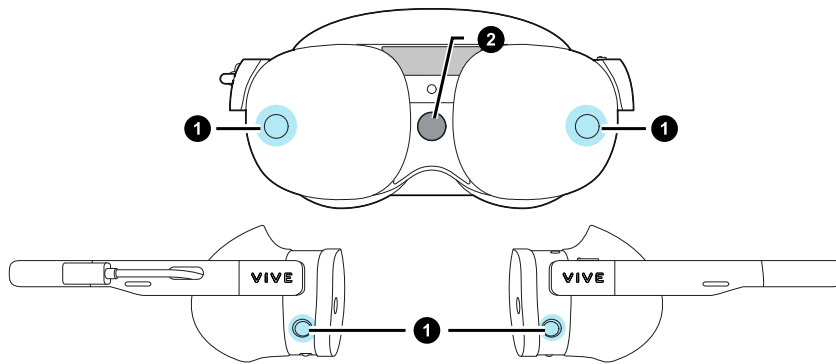


- |                                    |                     |
|------------------------------------|---------------------|
| 1. Removable temples               | 6. IPD slider       |
| 2. Cable notch                     | 7. Microphone       |
| 3. Extended USB Type-C® power port | 8. Proximity sensor |
| 4. Speakers                        | 9. Diopter dials    |
| 5. USB Type-C accessory port       |                     |



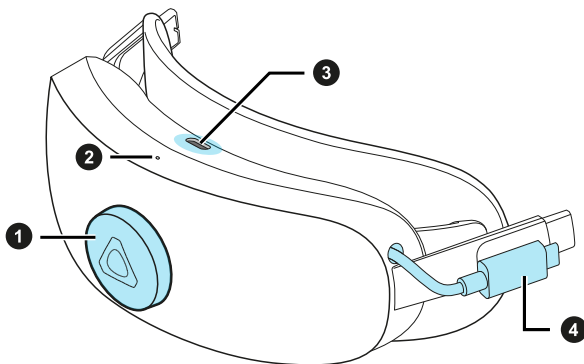
The inner-right USB Type-C port (item #5) only supports connections to the dedicated tracker accessory. PC and storage device connections are not supported.

## Headset cameras



1. Tracking cameras (x4)
2. Passthrough camera

## VIVE Battery Cradle for XR Series



1. Adjustment dial
2. Power LED (see [Battery cradle LED](#) on page 10)
3. USB Type-C port
4. Extended USB Type-C cable

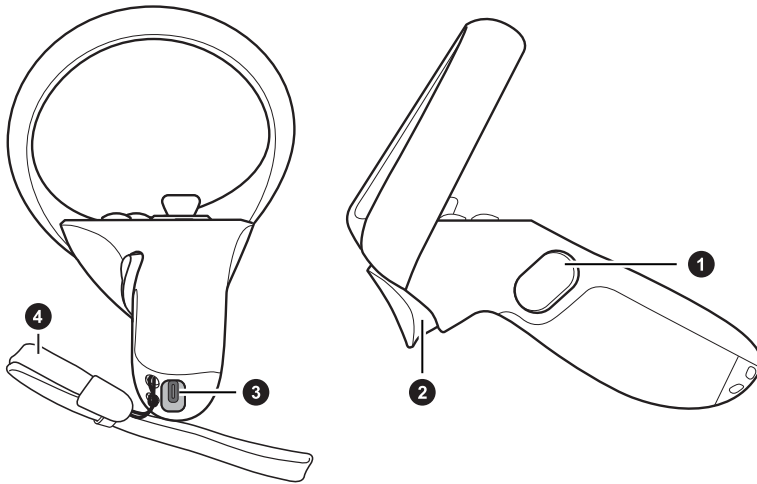


The USB Type-C port on the battery cradle can be used for PC and external storage device connections.

## VIVE Controller for XR Series

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

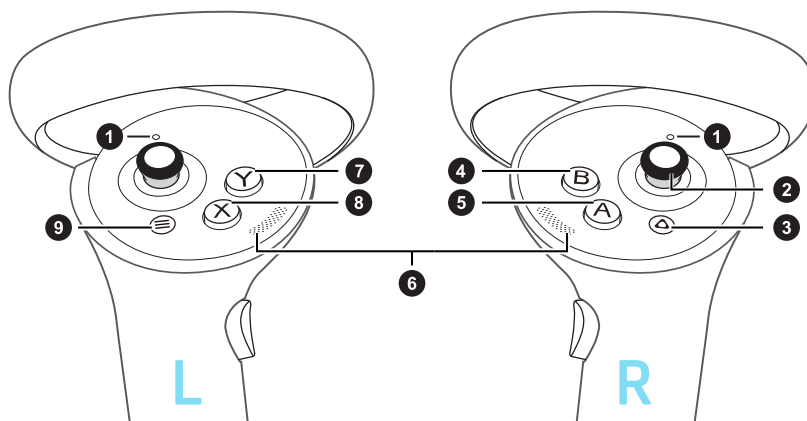


1. Grip button


3. USB Type-C charging port

2. Trigger




4. Lanyard





- |                                                                                                  |                |
|--------------------------------------------------------------------------------------------------|----------------|
| 1. Controller LED (see <a href="#">Controller LED</a> on page 10)                                | 6. Thumb rest  |
| 2. Thumbstick                                                                                    | 7. Y button    |
| 3. VIVE button  | 8. X button    |
| 4. B button                                                                                      | 9. Menu button |
| 5. A button                                                                                      |                |

## Controls

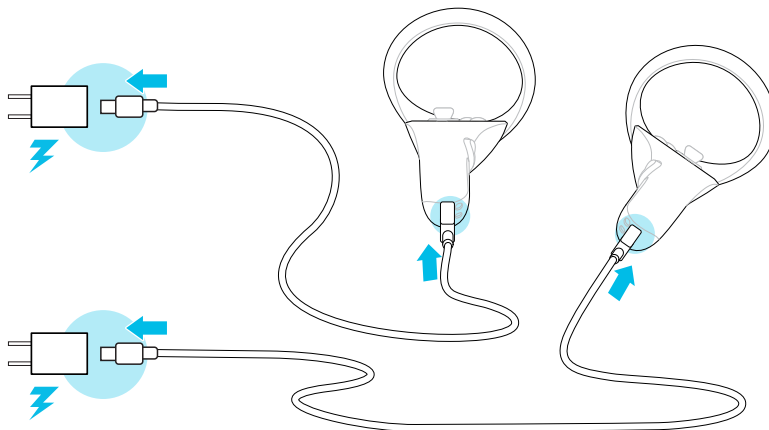
To...	Do this
<b>Turn the controllers on</b>	Press the VIVE button  on the right controller and the Menu button on the left controller.
<b>Turn the controllers off</b>	Press and hold the VIVE button  on the right controller and the Menu button on the left controller for 2 seconds.
<b>Put the controllers in pairing mode</b>	See <a href="#">Pairing the controllers</a> on page 32 for details.
<b>Open the VIVE Menu</b>	Press the VIVE button  . See <a href="#">The VIVE Menu</a> on page 35 for details.
<b>Select an item</b>	Press the trigger.
<b>Grab an object</b>	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. You can charge the controllers using any USB charger with an output of at least 10 watts.



## Headset, battery cradle, and controller LEDs

The headset, battery cradle, 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 is on and the attached battery cradle or connected power source is fully charged.
Flashing white	<ul style="list-style-type: none"> <li>▪ The headset is starting up or turning off.</li> <li>▪ The system software on the headset is being updated.</li> <li>▪ The headset is pairing with VIVE Manager.</li> <li>▪ VIVE Business+ is identifying the headset.</li> </ul>
Breathing white	The headset display is off or in standby mode.
Red	The headset has overheated or malfunctioned.
Breathing red	Passthrough mode is on, passthrough recording is in progress, or the headset is streaming content.
Off	The headset is off.

### Battery cradle LED

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

LED	Status
Flashing red	Battery level is below 15%
Red	Battery is charging
White	Battery is fully charged

### 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

## Assembly

### Battery cradle

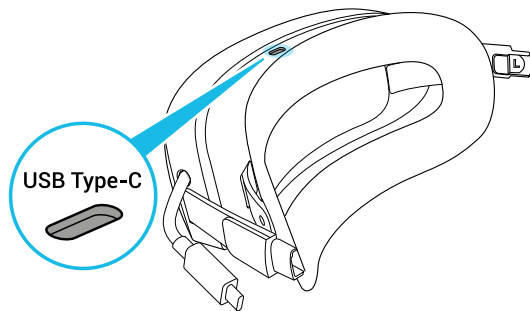
The battery cradle has a battery pack that can supply power to the headset.



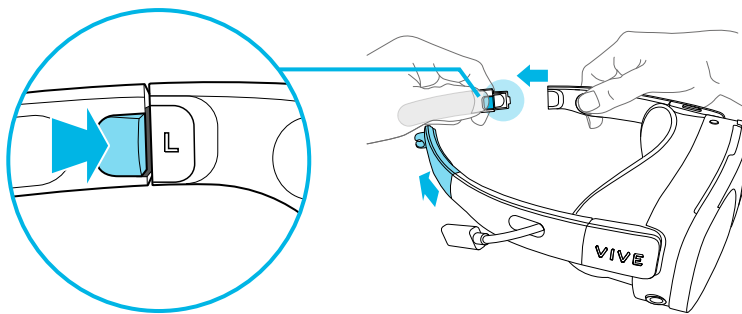
To avoid damaging the headset and battery cradle when attaching or detaching components, assemble the battery cradle on a level surface such as a desk or table.

### Attaching the battery cradle

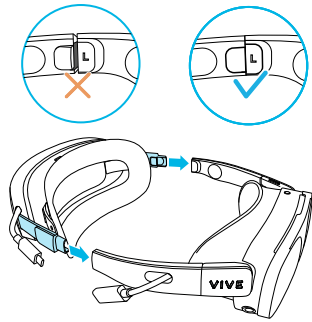
1. Set the battery cradle down with the USB port facing up.



2. Press the release button on the inside of each temple to remove the temples from the headset.

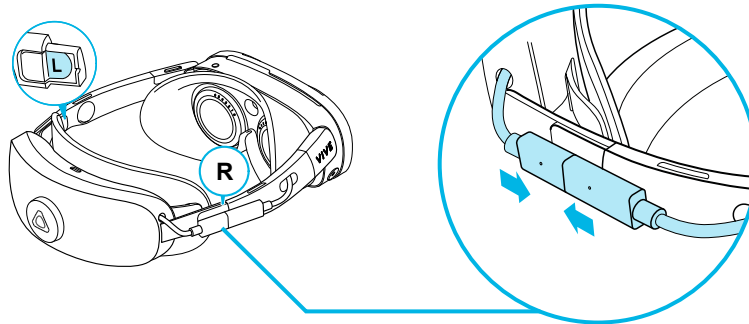


3. Attach the battery cradle to the headset using the temple slots.



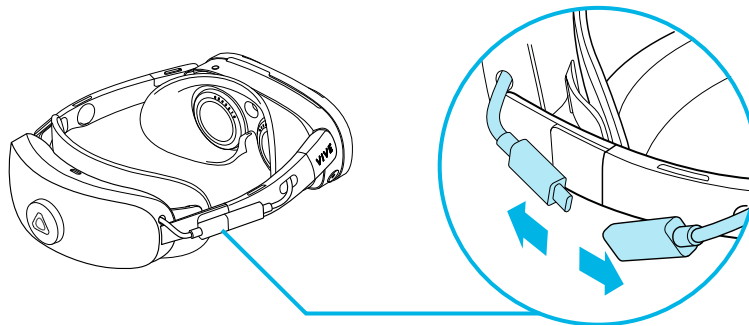
Make sure the release buttons are aligned and the fasteners are fully inserted into the temple slots.

4. Connect the battery cradle's extended USB cable to the headset's extended USB port.

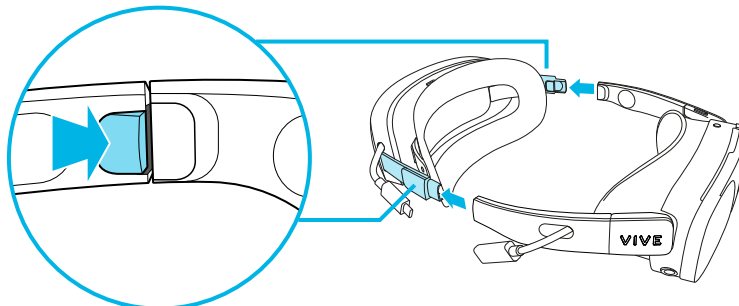


## Removing the battery cradle

1. Disconnect the extended USB cables on the right side of the headset and battery cradle.



2. Press the release button on the inner left and right sides of the battery cradle and detach the battery cradle.



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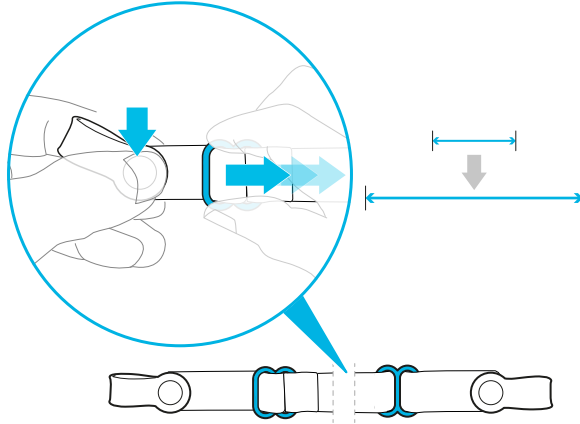
## Head strap

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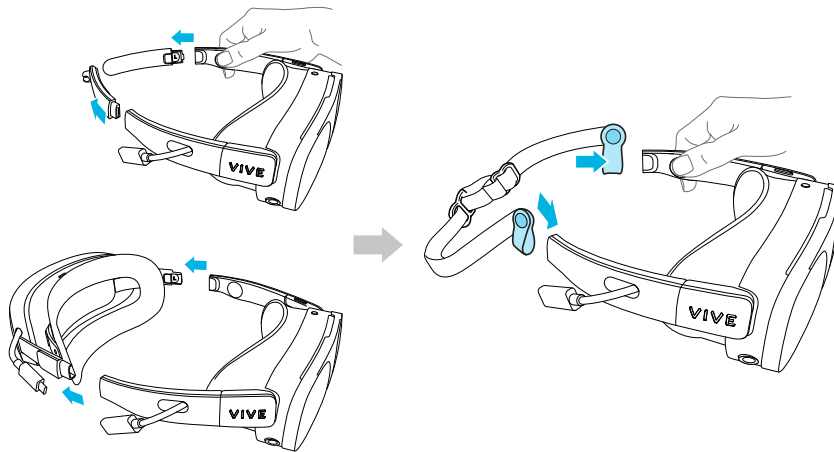
You can use the head strap to distribute the weight of the headset more evenly for a more comfortable fit. The head strap also helps to keep the headset in place when making quick, sudden movements while playing VR games.

### Attaching and adjusting the head strap

1. Pull both sliders toward the middle of the head strap to lengthen it.



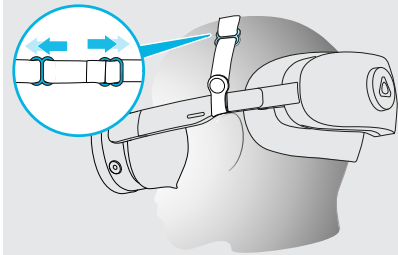
2. Remove the temples or battery cradle from your headset, then attach the rubber ends of the head strap to each side of the headset.



3. Put on your headset, position the head strap, and adjust the fit.

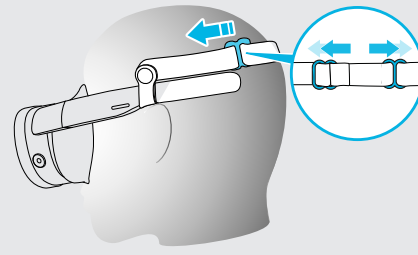
### With the battery cradle

Position the strap on top of your head, then pull both sliders outward to tighten the strap.



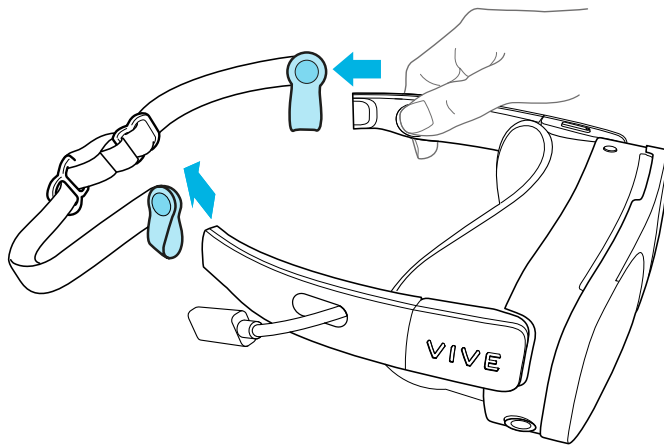
### With the temples

Wrap the strap around the back of your head, then pull both sliders outward to tighten the strap.



## Removing the head strap

Remove the temples or battery cradle, and then pull the rubber ends of the head strap off the headset.



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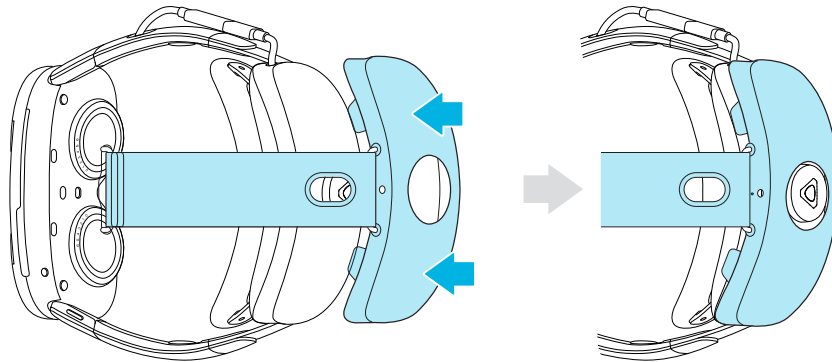
## VIVE Deluxe Strap for XR Series

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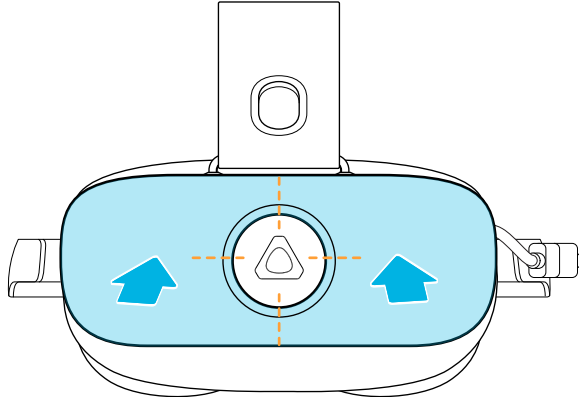
The VIVE Deluxe Strap for XR Series provides additional over-the-head comfort for maximum support.

### Attaching the VIVE Deluxe Strap to VIVE XR Elite

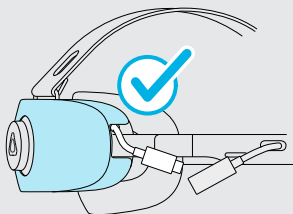
1. Attach the battery cover to the battery cradle.



When attaching the battery cover, align its center hole with the battery cradle's adjustment dial. Then press the cover against the battery cradle until it snaps in place.

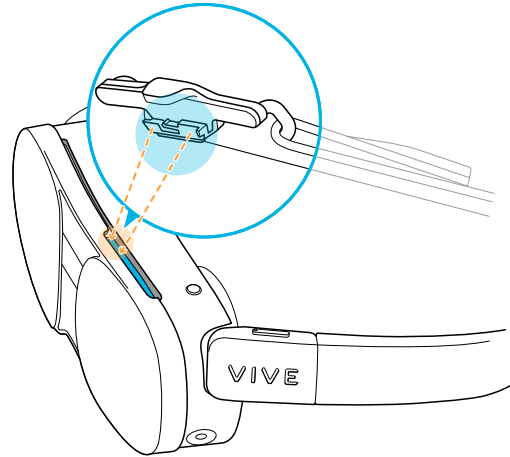


Check the right side of the battery cradle and make sure its USB extension cable isn't bent or covered by the battery cover.

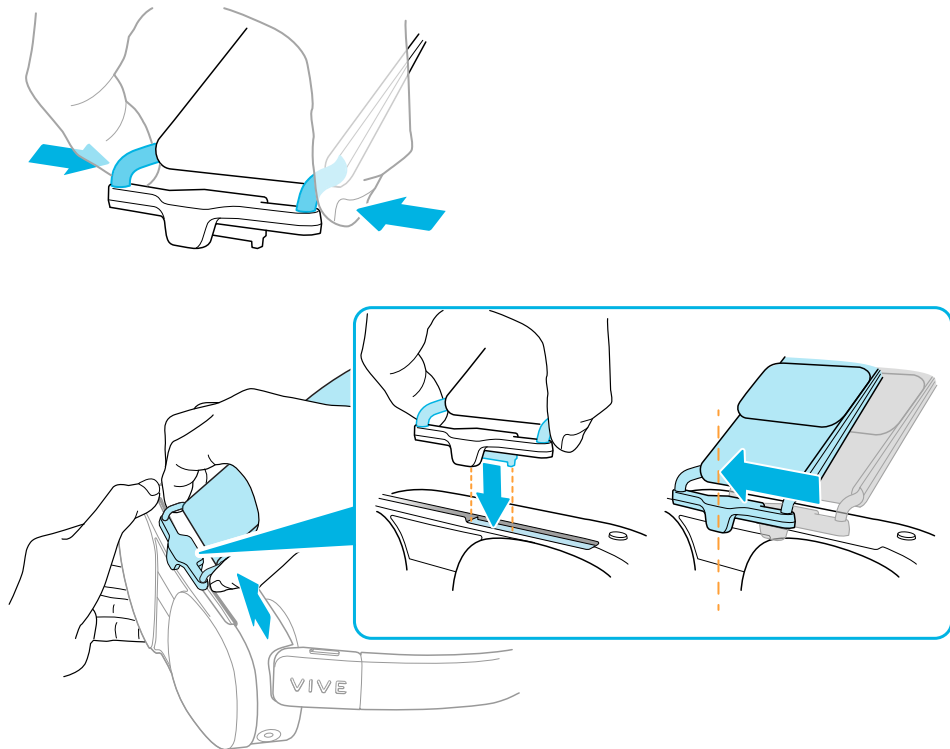


2. To attach the strap to the top side of the headset, do the following:

- a. Insert the top strap's fastener into the slot (near the vent) on top of the headset.



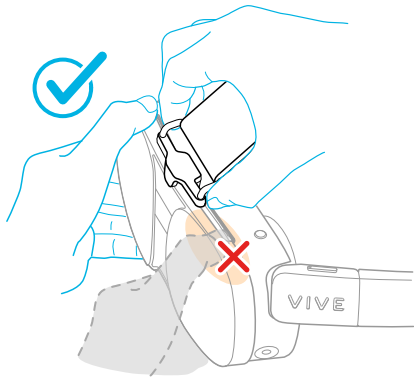
- b. Hold the right side of the visor with one hand and slide the fastener toward the center until it stops.



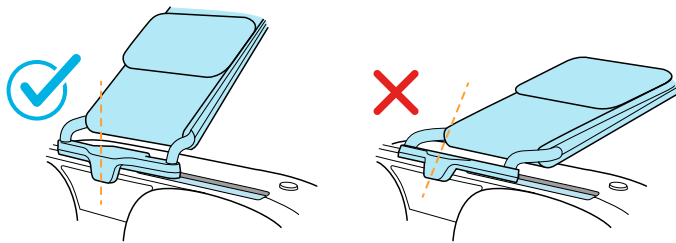
Make sure the fastener is clipped to the headset with the tab centered and vertically aligned.



- ! To prevent injury, avoid placing your hand near the vent on the headset while sliding the fastener.

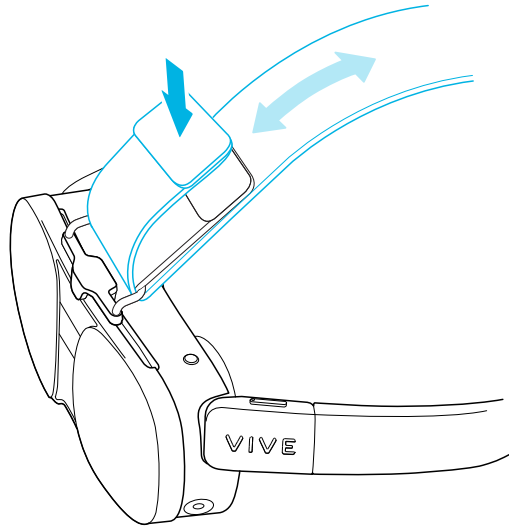


- Don't put on the headset if the strap isn't securely attached to the headset. Detach and reattach the fastener and make sure the tab is centered and vertically aligned.

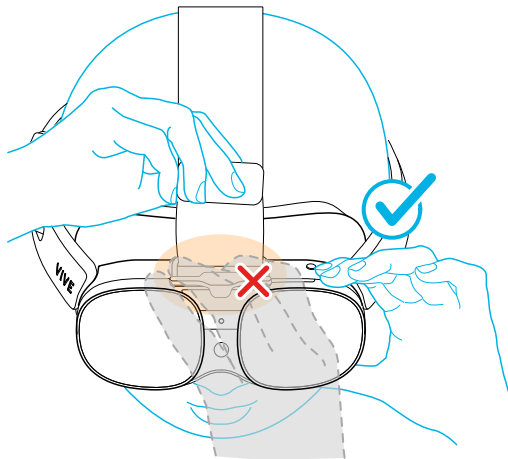


## Adjusting the fit of the headset and strap

1. Put on the headset and use the adjustment dial to adjust the fit of the headset. See [Putting on the headset](#) on page 25.
2. Undo the hook-and-loop fastener on the strap.
3. Hold the left or right side of the visor with one hand while adjusting the strap. Pull to tighten the strap and then reattach the hook-and-loop fastener.



Avoid gripping the middle of the visor (where the fastener is clipped) to prevent the strap from loosening, which may cause injury.



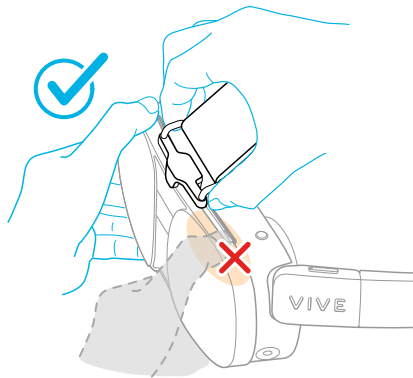
## Removing the VIVE Deluxe Strap

To remove the VIVE Deluxe Strap, first detach the top strap, and then remove the battery cover.

1. Hold the right side of the visor with one hand, then slide the fastener outward toward the vent to detach it.



To prevent injury, avoid placing your hand near the vent on the headset while sliding the fastener.



2. To detach the battery cover, grip it by the top and bottom, then gently pull it away from the battery cradle.

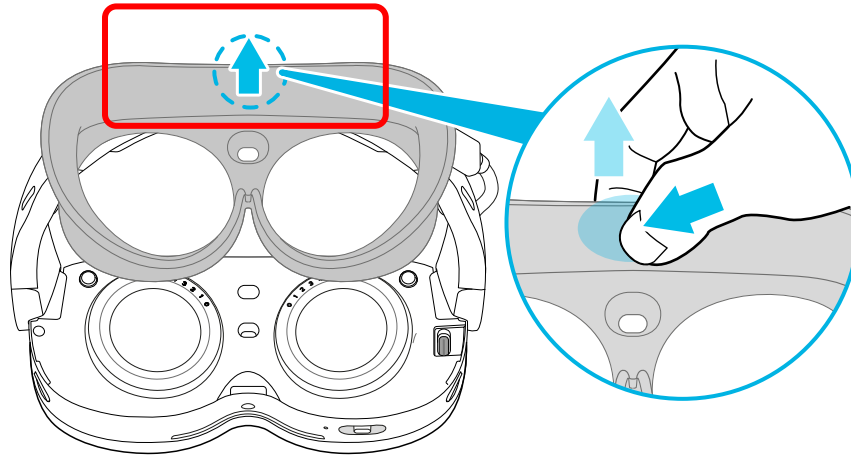
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## Face cushion

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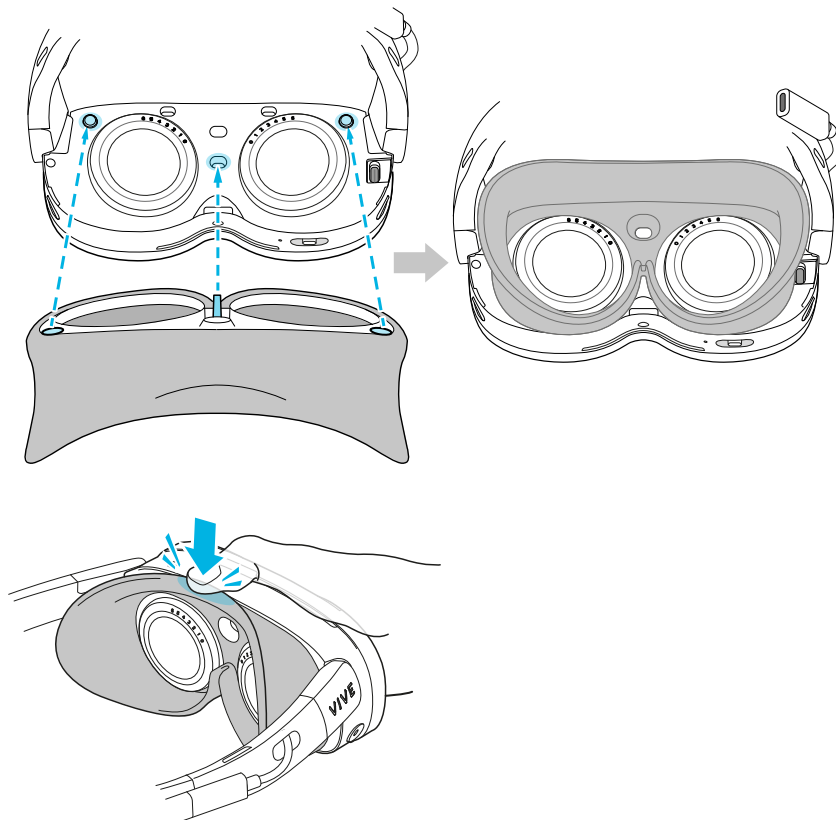
Here's how to remove and reattach the original face cushion that came with the headset.

- Hold the top of the face cushion, then gently pull it outward to detach it from the headset.



To avoid damaging the face cushion, only hold it from the top when removing it from the headset.

- When reattaching the face cushion, the magnets will automatically align it with the headset. Press the top middle part of the face cushion inward and downward until it clicks into place.





Avoid pressing the center of the face cushion against the headset when reattaching it. This may damage the front tab if it's not aligned with the notch on the headset.

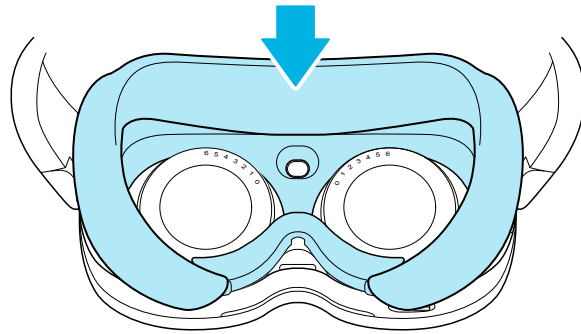
## VIVE Face Gasket 2.0 for XR Series



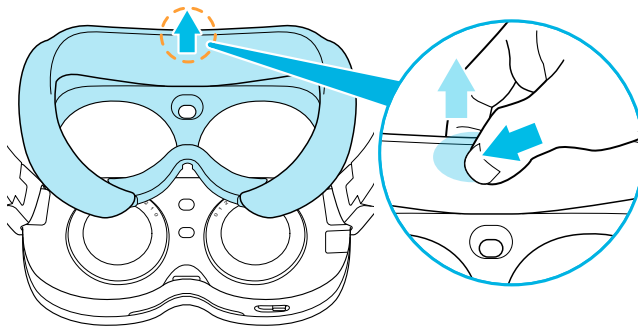
Use the VIVE Face Gasket 2.0 for XR Series only when the battery cradle is installed on your headset. See [Battery cradle](#) on page 11 for details.

Here's how to attach VIVE Face Gasket 2.0 to VIVE XR Elite:

1. Remove the original face cushion if it's attached to the headset. See [Face cushion](#) on page 20.
2. Attach VIVE Face Gasket 2.0 and press the top middle part inward until it clicks into place. The magnets will automatically align the face gasket with the headset.



To remove the face gasket, grip the top of it and gently pull it away from the headset.



## Removing and reattaching the gasket spacer

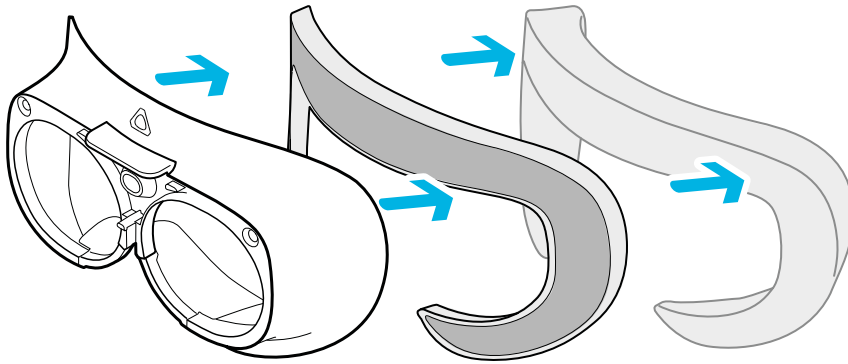
The VIVE Face Gasket 2.0 for XR Series is preinstalled with a gasket spacer and cushion which provide a comfortable fit for a wide range of facial structures.



The gasket spacer is included for added comfort, but you can remove it if it blocks any part of your view or if light leaks into the headset.

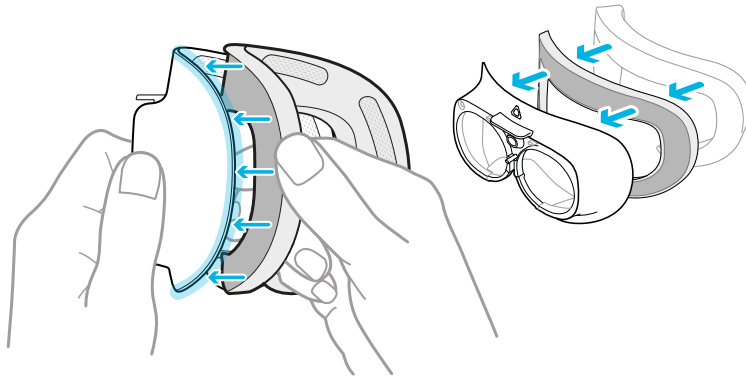
## Removing the spacer

Detach the cushion and remove the spacer from the face gasket frame.

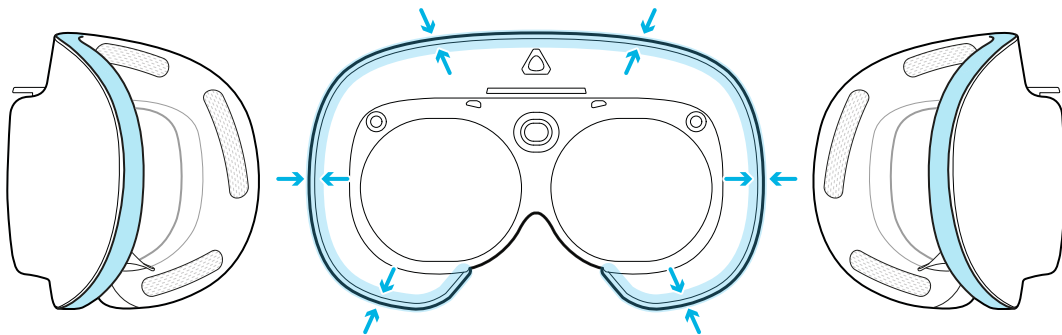


### Reattaching the spacer

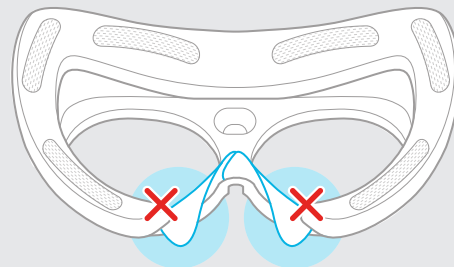
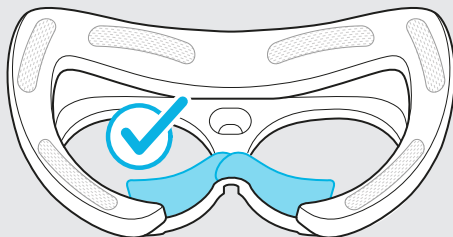
Align the edges of the spacer with the edges of the face gasket frame. Press the entire spacer against the gasket frame to securely adhere them to each other.



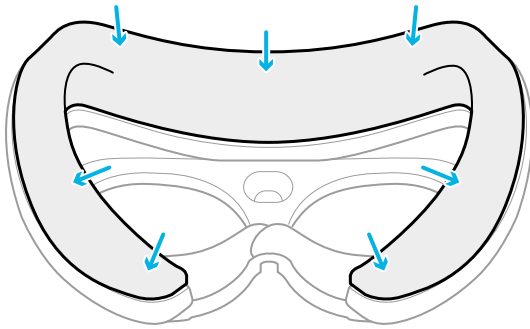
Check each side and make sure everything lines up.



Make sure the nose flaps are not caught between the spacer and gasket frame.



To attach the cushion, align it with the edges of the spacer and press firmly. Make sure the nose flaps are not caught between the spacer and cushion.



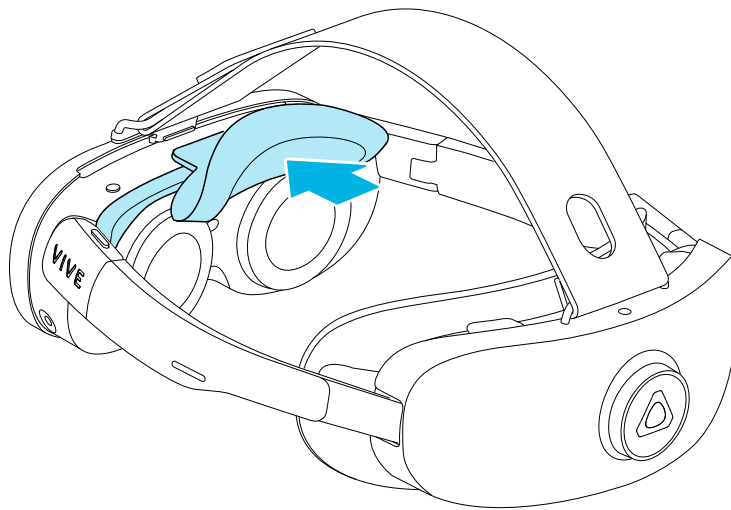
If the face gasket's preinstalled cushion doesn't fit perfectly, you can try replacing it with the other cushion included in the box. See the accessories listed in [VIVE Deluxe Pack for XR Series](#) on page 5 for details.

## VIVE MR Gasket

The VIVE MR Gasket expands your peripheral vision for a safe, unobstructed field of view in mixed reality on your VIVE XR Elite.

Here's how to attach the VIVE MR Gasket to the headset:

1. Remove the face cushion or VIVE Face Gasket 2.0 for XR Series from the headset. For details, see the following topics:
  - [Face cushion](#) on page 20
  - [VIVE Deluxe Strap for XR Series](#) on page 15
2. Align the tabs on the MR gasket with the two notches on the top, inner side of the headset and then gently press the MR gasket against the headset to secure it in place.



To remove the VIVE MR Gasket, gently pull the MR gasket away from the headset.

## VIVE Temple Clips for XR Series

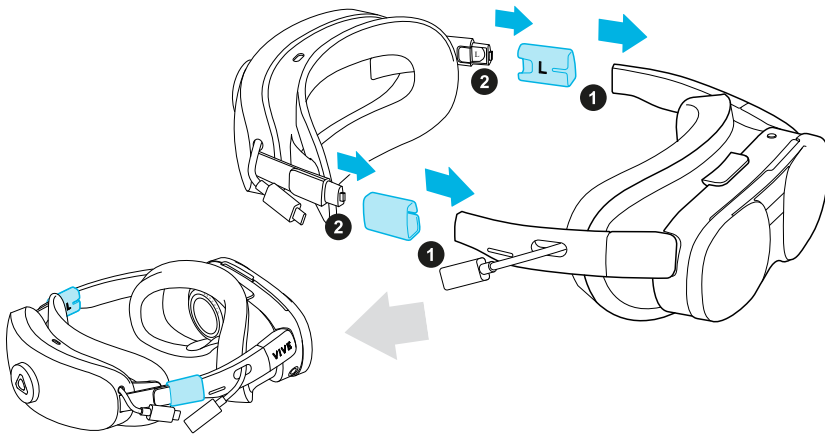
The VIVE Temple Clips for XR Series provide additional support for extended VR and MR experiences designed for business use.



To avoid damaging the headset and battery cradle when attaching or detaching accessories, assemble the headset on a level surface such as a desk or table.

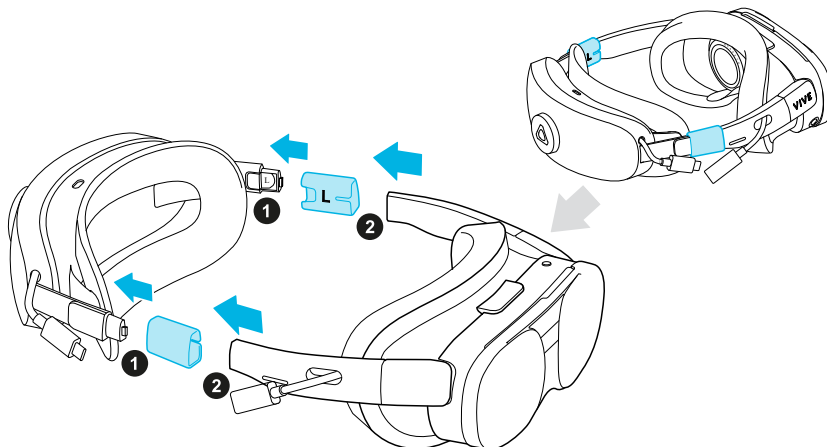
### Attaching the VIVE Temple Clips

1. Remove the battery cradle from the headset. For details, see [Battery cradle](#) on page 11.
2. Attach the temple clip to the headset's temple and push it in until it clicks in place.
3. Insert the battery cradle's fastener into the slot on the temple clip and push it in until it clicks in place.



### Removing the VIVE Temple Clips

1. Press the release buttons on the inside of the battery cradle to detach it from the headset.
2. Gently rock the temple clips up and down to loosen them and detach them from the headset.
3. Reattach the battery cradle. For details, see [Battery cradle](#) on page 11.





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## Putting on the headset

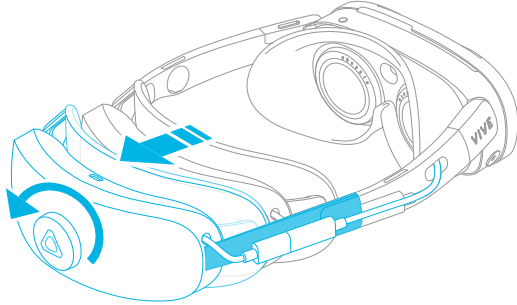
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Here's how to put on the headset and adjust the fit when the battery cradle and a strap (head strap or VIVE Deluxe Strap for XR Series) are attached.

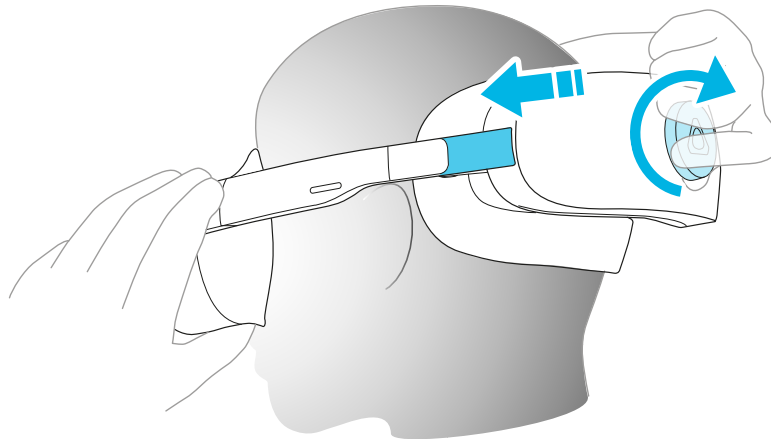


Glasses won't fit inside the headset. If you wear glasses, remove them first before putting on your headset.

1. Turn the adjustment dial counterclockwise until the battery cradle is fully extended.



2. Hold the visor and battery cradle with both hands. Position the visor over your eyes first, then position the battery cradle around the back of your head.
3. Turn the adjustment dial clockwise until the battery cradle fits comfortably and securely against the back of your head.



4. If you have the head strap or VIVE Deluxe Strap for XR Series attached to your headset, adjust the fit of the strap if needed. For details, see the following topics:
  - [Head strap](#) on page 13
  - [VIVE Deluxe Strap for XR Series](#) on page 15

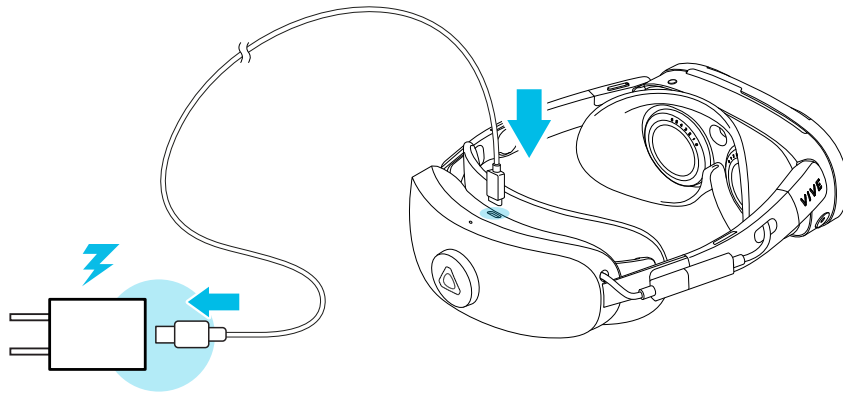
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## Charging the battery

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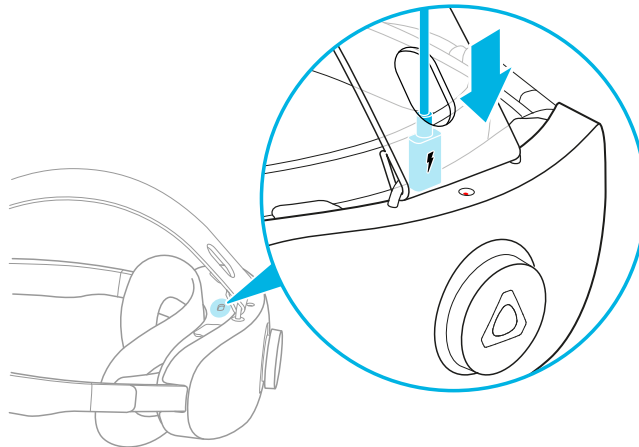
Here's how to charge the battery pack in the battery cradle.

- Connect a power adapter to the battery cradle's USB Type-C port using a USB cable, and then connect the power adapter to a power outlet.



The battery pack can also be charged without attaching the battery cradle to the headset.

- If you have the VIVE Deluxe Strap for XR Series attached to the headset, do the following:
  1. Insert the USB cable through the opening at the back end of the strap and connect the cable to the battery cradle's USB Type-C port.



2. Connect a power adapter to the other end of the USB cable and then connect it to a power outlet.

The power LED at the top of the battery cradle will show the charging status. For details, see [Battery cradle LED](#) on page 10.

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## Using the headset without the battery cradle

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For enhanced portability, you can remove the battery cradle and connect your headset to a power source such as a power bank.



Glasses won't fit inside the headset. If you wear glasses, remove them first before putting on your headset.

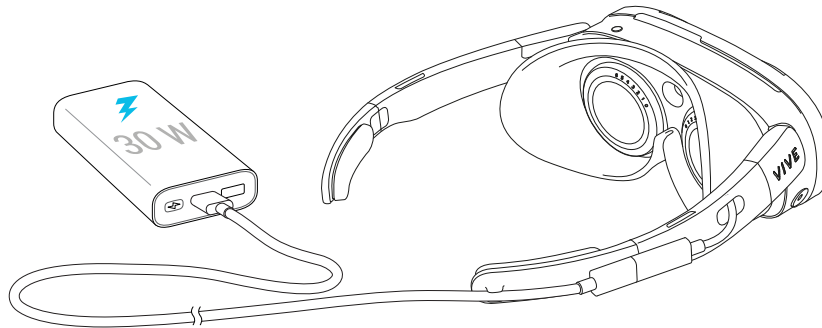
### Removing the battery cradle

To remove the battery cradle, press the release button on the inner left and right sides of the battery cradle. Then reattach the original temples to the headset.

### Connecting to a power source

To use the headset without the battery cradle, you need to connect the headset to a power source such as a power bank or power adapter.

Connect your power source to the headset's extended USB port using a USB Type-C cable, then insert the USB cable into the cable notch to secure it in place.



- We recommend using the headset with a power source that supports USB Power Delivery (USB PD) and can supply 30 W of power.
- When connecting to a power bank, make sure to connect the USB Type-C cable to the output port of the power bank.

## Setup (headset and controllers)

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### Turning the headset on and off

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- To turn on your headset, do any of the following:
  - Connect your headset to the battery cradle's battery pack or to a power source. For details, see the following topics:
    - [Battery cradle](#) on page 11
    - [Using the headset without the battery cradle](#) on page 27
  - The headset will turn on automatically.
  - When the headset has been powered off while the battery cradle or a power source is attached, press the headset button to turn the headset back on.
- To turn off your headset, do any of the following:
  - Whether your headset is currently active or in standby mode, press and hold the headset button until it powers off.
  - Press and hold the headset button until the Power menu appears and then select **Shutdown**.

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### Setting up your headset for the first time

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Set up your headset with the VIVE Manager app. VIVE Manager will guide you step-by-step through the setup process.

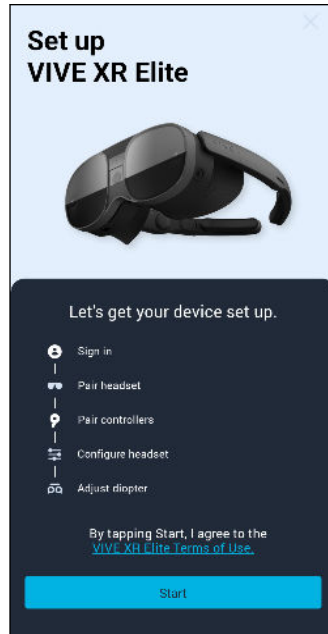


VIVE Manager requires Android™ 9 or later, or iOS 12 or later. To download the app, you can go to the [VIVE XR Elite Setup](#) page or search for the app on the Google Play Store or App Store.

Here's how to set up your headset with VIVE Manager:

1. Turn on your headset. See [Turning the headset on and off](#) on page 28.
2. Launch VIVE Manager on your phone.
3. On the **Welcome** screen, select **VIVE XR Elite**.
4. Select **Controllers** and **Battery cradle** if you have these accessories and then tap **Next**.
5. Follow the onscreen prompts to grant permissions to VIVE Manager.

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



7. Sign in with your HTC account, or tap **Create an account** to create a new account using your email address or phone number.
8. Follow the onscreen instructions to set up the following:

Task	Steps
<b>Pair VIVE Manager with your headset</b>	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.
<b>Choose a Wi-Fi® network</b>	Connect your headset to a Wi-Fi network by entering the login credentials or scanning a Wi-Fi QR code.  <b>Note:</b> 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.
<b>Pair controllers</b>	Turn on the controllers. The headset can automatically pair with the controllers that came in the box. You can also pair controllers manually.
<b>Grant access permissions to allow phone mirroring (Android phones only)</b>	In <b>Accessibility Services</b> and <b>Modify system settings</b> , tap <b>Grant</b> and enable these permissions.  <b>Tip:</b> After granting a permission, tap the back arrow until you're on the VIVE Manager screen again.

9. 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.

10. On the **Get in focus** screen, tap **Confirm**. Then put on your headset and continue with setup.

Follow the instructions in the headset to adjust the diopter dials, IPD, and volume, and define your play area. You can also refer to the following topics:

- [Adjusting the diopter dials](#) on page 30
- [Adjusting the IPD on the headset](#) on page 31
- [Setting up your play area](#) on page 32

To learn more about VIVE Manager, see [About VIVE Manager](#) on page 58.

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### Adjusting the diopter dials

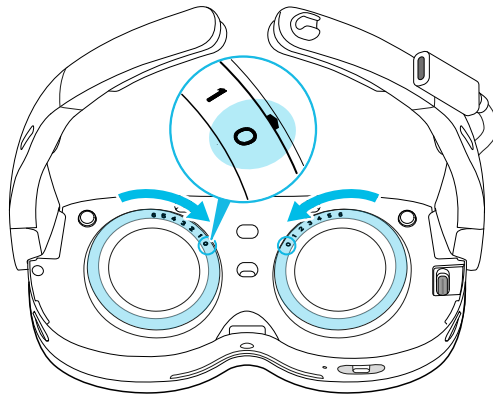
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Adjust the diopter dials to get a clear, sharp view in VR.



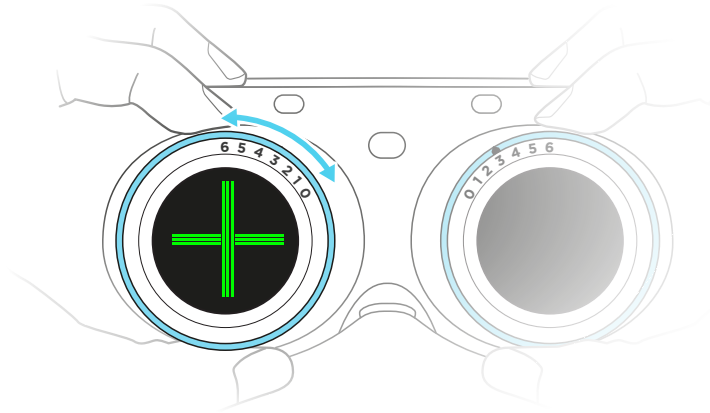
Glasses won't fit inside the headset. If you wear glasses, remove them first before putting on your headset.

1. Take off your headset.
2. Remove the face cushion. For instructions, see [Face cushion](#) on page 20.
3. Set both diopter dials to 0.



4. Put your headset back on.

5. Hold your headset with both hands while adjusting the diopter dials. Turn the dials one at a time until the green lines on the screen are in focus.



The green lines will appear only when you're setting up the headset for the first time or after a factory reset. You can run the **Headset comfort** tutorial to view the green lines again so you can adjust the diopter dials with better precision.

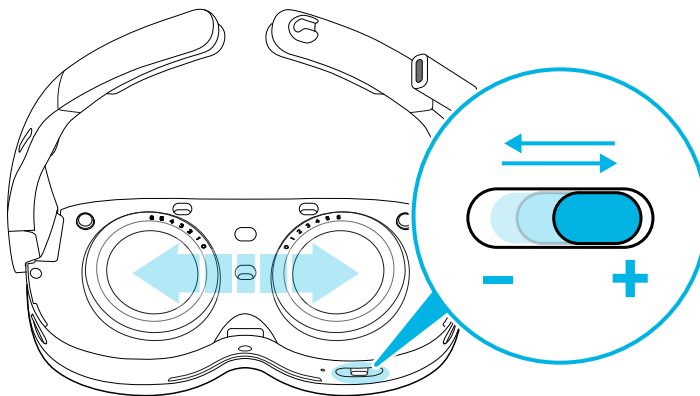
6. Reattach the face cushion. For instructions, see [Face cushion](#) on page 20.

### Adjusting the IPD on the headset

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

Use the IPD slider to adjust the lens spacing so it matches your IPD, which will give you a clear view in VR.

On the bottom-right side of your headset, move the IPD slider right or left until the lines on the screen are in focus.



As you make adjustments, your IPD value will be displayed.



If you don't know what your IPD is, see [How can I find my IPD?](#) on page 92 for ways to measure your IPD.

## Pairing the controllers


When using VIVE Manager to set up your headset and controllers, the app will prompt you to turn on the controllers. Your headset can automatically detect and pair with the controllers that came in the box. For details, see [Setting up your headset for the first time](#) on page 28.

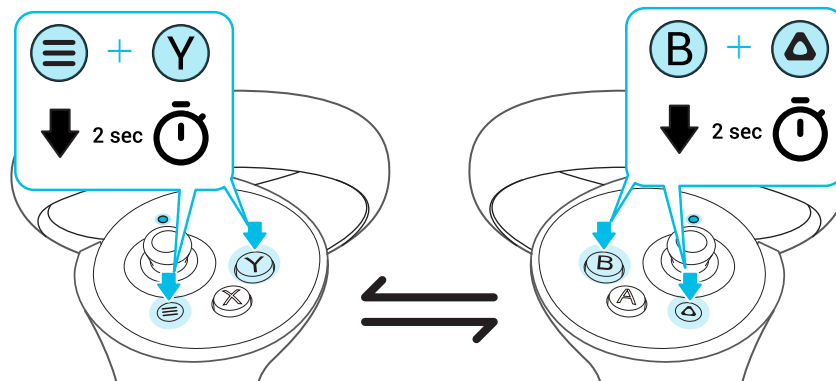
If your headset did not automatically detect the controllers during setup or you need to change controllers, you can pair them manually. Here's how:

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



You can also pair controllers using the VIVE Manager mobile app.

- To turn on the controllers, press the VIVE button  on the right controller and the Menu button on the left controller.
- To pair the controllers manually, press and hold Menu + Y on the left controller and VIVE + B on the right controller for 2 seconds. The controller LEDs will flash blue when in pairing mode.



If your headset has previously paired with controllers, you'll need to use the headset button or the VIVE Manager mobile app 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.

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### Setting up multiple play areas

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With VIVE XR Elite, you're not restricted to only a single play area. The headset allows you to define up to three play areas.

Follow the steps in [Setting up your play area](#) on page 32 to define your first play area, then do the following to define your second and third play areas:

1. Take off your headset and press the headset button to put the system in sleep mode.
2. Move to the place you want to set as your second play area.
3. Put the headset back on. It will wake automatically.
4. Follow the onscreen instructions to define your second play area.
5. When done, repeat the above steps to define 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 headset in sleep mode first by pressing the headset button. Wake the headset by putting the headset back on or pressing the headset button.

## Basics

### Hand tracking

The hand tracking feature allows you to use your hands to interact in VR. Hand tracking is enabled by default.



- 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.

You can use hand gestures to do the following:

- Select items in menus or on screens.

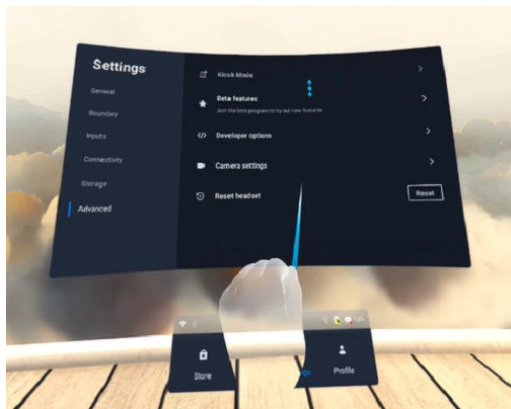
- **Pinch**

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



- **Pinch and drag**

With your palm facing outward, pinch and drag to scroll pages or move sliders.




- Open or close the VIVE Menu. For details, see [The VIVE Menu](#) on page 35.

The headset can seamlessly switch between hand tracking and the controllers.

- To use the controllers, pick them up and position them in front of the headset.
- To switch back to hand tracking, place the controllers on a level surface and position your hands in front of the headset.




To disable hand tracking, do any of the following:

- Open the VIVE Menu, select **Settings**, and then select the hand tracking toggle .
- Go to **Settings**, select **Inputs**, and then turn off **Hand tracking**.

## 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:

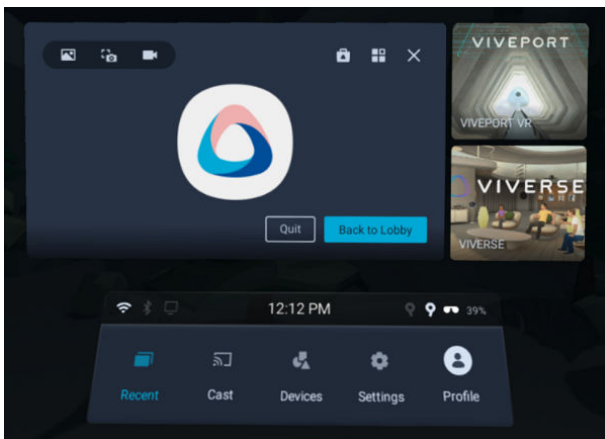
- **Hand gestures:** Face your right palm inward. When the VIVE symbol  appears, pinch your index finger and thumb together.

Use the same gestures to close the VIVE Menu.



- **Headset button:** While in hand tracking mode, press the headset button on the top-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 36 and [Browsing and viewing files](#) on page 53.
- Access the VIVEPORT™ 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 39.
- Cast the headset to compatible devices. See [Casting the headset to a web browser](#) on page 63 and [Casting the headset to an external display](#) on page 64.
- View the status of your headset and connected devices or change their settings.
- Access commonly used settings.

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## Taking screenshots and screen recordings

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You can capture screenshots and record videos of what you're viewing on the headset so you can share or view 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 videos:

Method	Steps
<b>Capture a screenshot</b>	Do either of the following: <ul style="list-style-type: none"> <li>▪ Press and hold the headset button and Volume down at the same time until the screen is captured.</li> <li>▪ Press the VIVE and trigger buttons on the right controller at the same time.</li> </ul>
<b>Record your screen</b>	Do either of the following: <ul style="list-style-type: none"> <li>▪ Press the headset button and Volume up at the same time to start recording. Press them again to stop recording.</li> <li>▪ Press the VIVE and grip buttons at the same time to start recording. Press them again to stop recording.</li> </ul>

Method	Steps
<b>Capture a screenshot or record videos with a timer</b>	<ol style="list-style-type: none"> <li>1. Open the VIVE Menu. To find out how, see <a href="#">The VIVE Menu</a> on page 35.</li> <li>2. Select  to take a screenshot or select <b>Start recording</b>  to record your environment. The headset will take the screenshot or start capturing video after a 3-second delay.</li> <li>3. To stop screen recording, open the VIVE Menu again, point to the record button, and then select <b>Stop recording</b> .</li> </ol>



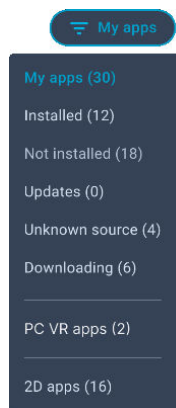
- You can also capture screenshots while recording video.
- Screen recording pauses automatically when you access certain kinds of dialog boxes, such as password screens.
- Screen capturing and recording may not be available in some apps.
- Screenshots and screen recordings are saved to your headset's internal storage. You can transfer them to a computer or external storage device later. To find out how, see the following topics:
  - [Transferring screenshots and screen recordings to your computer](#) on page 52
  - [Transferring files between the headset and an external storage device](#) on page 55

## 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
<b>My apps</b>	Displays both <b>Installed</b> and <b>Not installed</b> VR apps in your account.
<b>Installed</b>	Displays VR apps that you can use on the headset.
<b>Not installed</b>	Displays VR apps that can be downloaded and installed on the headset. Also displays VR apps that have been uninstalled.

Category	Description
<b>Updates</b>	Displays VR apps on the headset that have new updates you can install.
<b>Unknown source</b>	Displays VR apps that have been manually installed on the headset using APK files. For details, see <a href="#">Installing APK files on the headset</a> on page 56.
<b>Downloading</b>	Displays VR apps that are currently being downloaded to the headset for installation or updates.
<b>PC VR apps</b>	Displays PC VR apps that you can stream from your PC to your headset. For details, see <a href="#">Streaming PC VR apps to the headset</a> on page 72.
<b>2D apps</b>	Displays Android mobile apps that have been installed using APK files. For details, see <a href="#">Installing APK files on the headset</a> on page 56.



- 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.

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## Switching between recent apps

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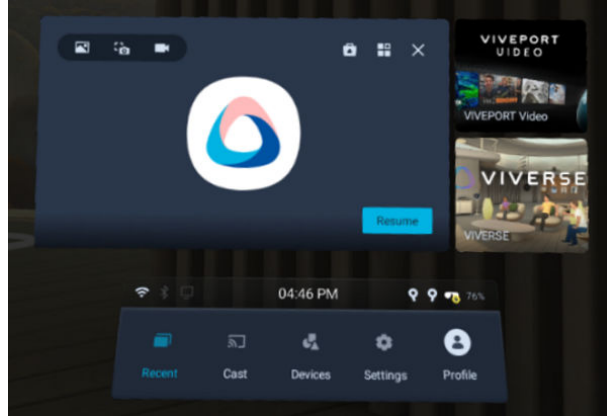
You can easily switch between apps you've recently launched on your headset from the VIVE Menu. Here's how.



The VIVE Menu will only show standalone VR apps as recent apps.

1. Open the VIVE Menu. To find out how, see [The VIVE Menu](#) on page 35.

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



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.


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## Resetting your view on VIVE XR Elite


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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 35.
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

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### Using mixed reality on VIVE XR Elite

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Here's how VIVE XR Elite currently incorporates mixed reality:

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

Use the headset button on the top-left side of the headset to quickly switch between passthrough and VR modes. See [Viewing your surroundings](#) on page 41.

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

From Home, 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 XR Elite 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 41.



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## Viewing your surroundings

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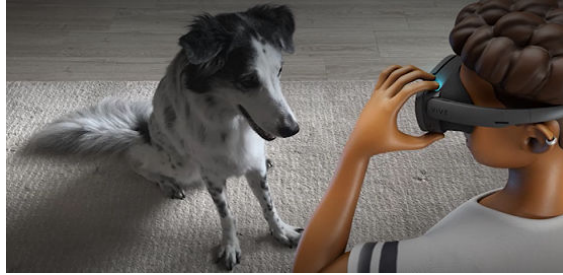
You can turn on passthrough mode to view your physical surroundings while using your headset.




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

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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:

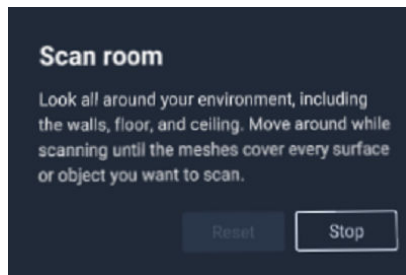
1. From Home, select **Settings**.
2. Select **Boundary**.

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**.

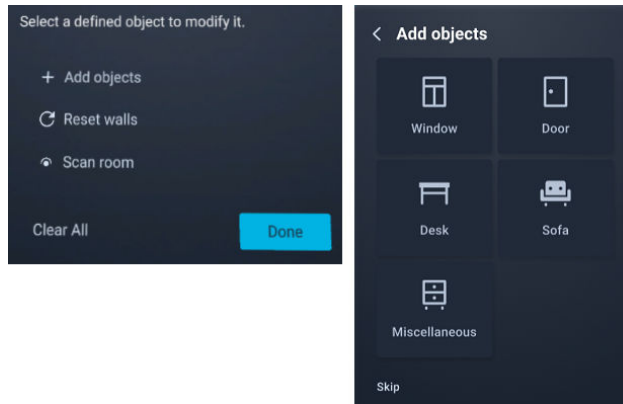
The meshes and detected walls and tables will be saved in the headset.



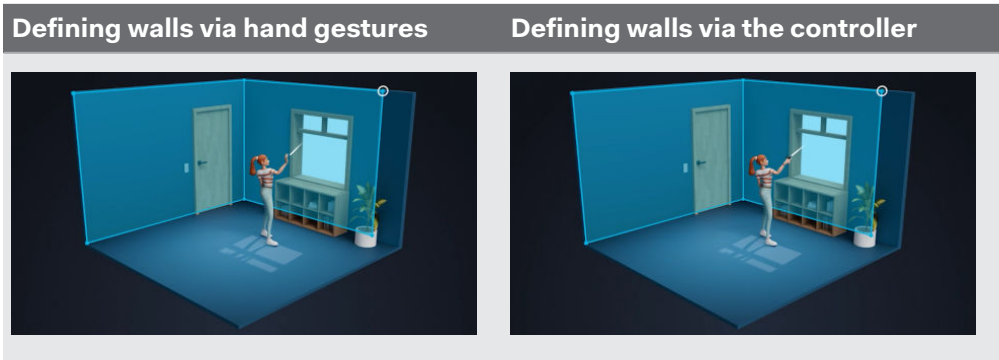
If you need to perform another scan, select **Scan room**.

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

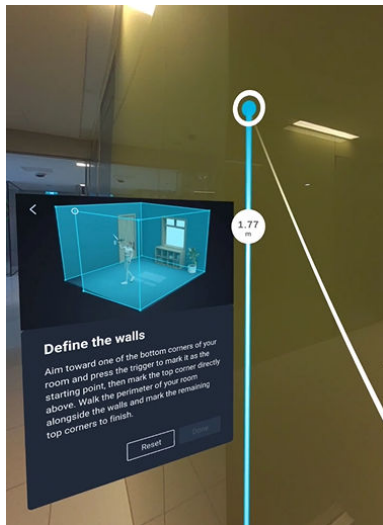
- a) Select **Reset walls** to define walls in your room, or select **Add objects** and then choose the type of object that your mixed reality app needs to use.



- 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.



A measurement indicator will appear while you're marking the dimensions of your walls or the object you're defining.



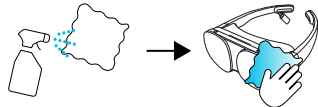
## Cleaning

### Cleaning and disinfecting VIVE XR Elite

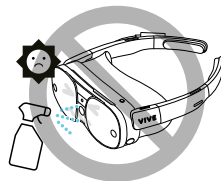
Here are a few tips to help you keep VIVE XR Elite clean and hygienic.

#### Headset and controllers

- Dampen a cloth with a neutral, non-acidic cleaning solution and use it to wipe the hard surfaces of the headset and controllers clean, especially places you frequently touch with your hands.



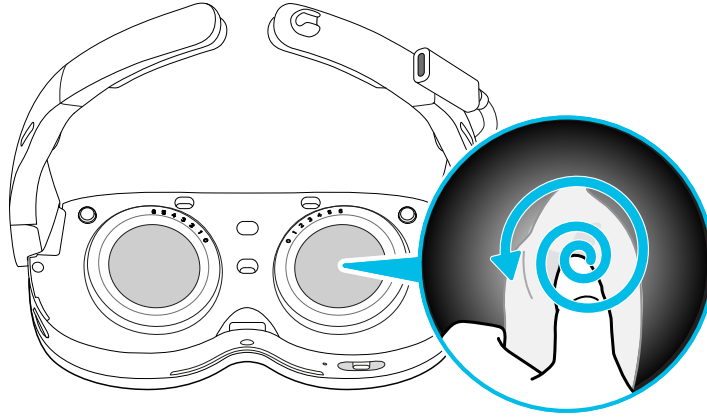
- Using a UVC cleaner is an effective and recommended way to decontaminate VR headsets and controllers. Before using a UVC cleaner, make sure to properly cover the headset lenses. Discoloration due to UV exposure is not covered by warranty.
- Don't spray or pour liquid directly on the headset or controllers.



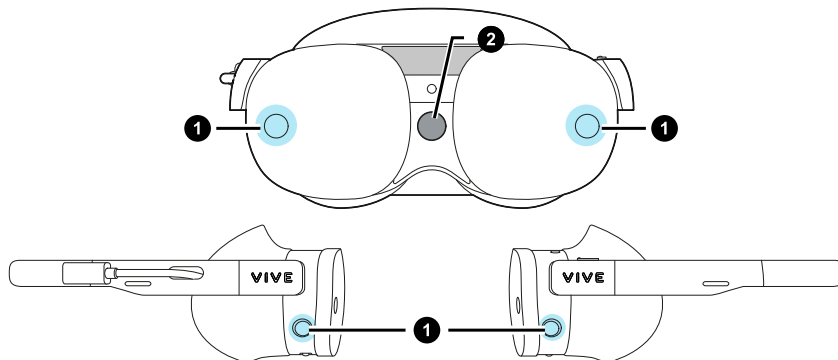
- Don't expose the headset or controllers to direct sunlight.
- Don't wash or use a volatile solvent such as alcohol to clean the temple pads.
- Don't machine wash the headset or controllers.

## Lenses

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



- For optimal tracking and passthrough, clean the four tracking camera lenses and the passthrough camera lens with a microfiber cloth.



- Don't use any liquids or cleaning solutions on the lenses.

## Face cushion

Before cleaning the face cushion, remove it from the headset. See [Face cushion](#) on page 20.

When cleaning the face cushion, remember the following:

- Gently wipe the face cushion with a cool, damp cloth. Don't use a soaking wet cloth to clean the face cushion.
- Air dry at room temperature. Don't tumble dry, iron, or expose to direct sunlight or other sources of bright light.
- Don't wash, scrub, wring, or bleach.
- Don't dip or soak in water.

Dirt and oil can accumulate on the face cushion over time. If you want to replace it, you can use the VIVE Face Gasket for XR Series. You can also use the VIVE MR Gasket, which rests

comfortably on the forehead to provide an unobstructed field of view perfect for mixed reality experiences.

You can purchase accessories for VIVE XR Elite at the following links:

- <https://www.vive.com/accessory/>
- <https://business.vive.com/accessory/>

## Additional accessories

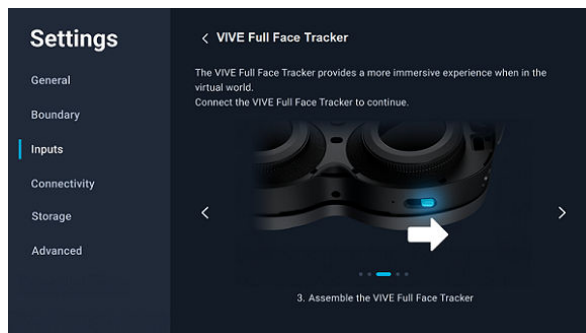
### Installing tracker accessories on VIVE XR Elite

You can install and use the following tracker accessories on VIVE XR Elite.

#### VIVE Full Face Tracker

VIVE Full Face Tracker brings eye and facial tracking to VIVE XR Elite with auto-IPD, which automatically adjusts the lens distance, and an easy-to-clean face gasket and gasket spacers.

To install VIVE Full Face Tracker, go to **Settings**, select **Inputs** > **VIVE Full Face Tracker**, and follow the onscreen instructions. You can also see the [VIVE Full Face Tracker User Guide](#) for complete details.



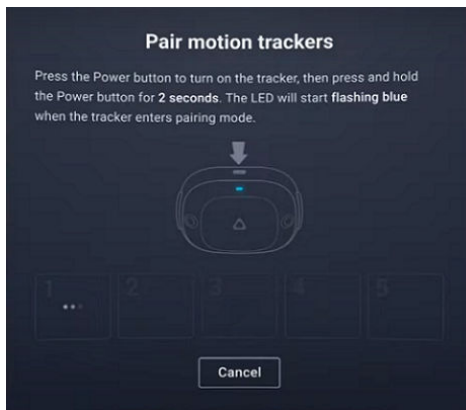
You can purchase VIVE Full Face Tracker at the following link: <https://business.vive.com/accessory/>

#### 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 XR Elite. 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/>

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## Using the VIVE Case for XR Series

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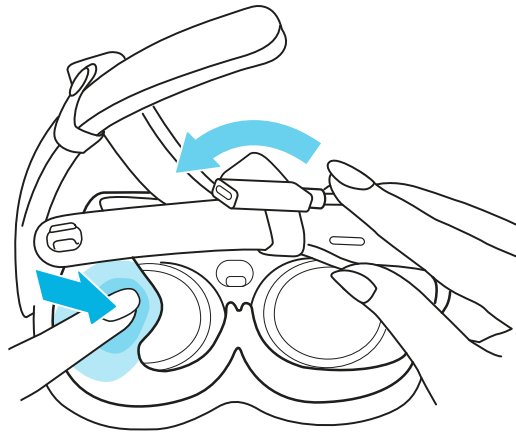
VIVE XR Elite comes with a microfiber pouch you can use to carry the headset when you're not using the battery cradle. In addition, you can purchase the VIVE Case for XR Series, a hardshell carrying case for the headset.



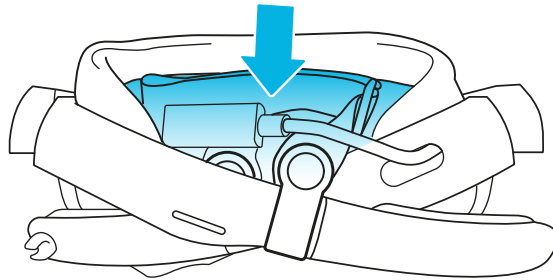
To purchase the VIVE Case for XR Series, go to the [Accessories](#) page on the VIVE website.

Here's how to place the headset (without the battery cradle) into the VIVE Case for XR Series:

1. Fold down the left side of the face cushion, and then fold the right temple.

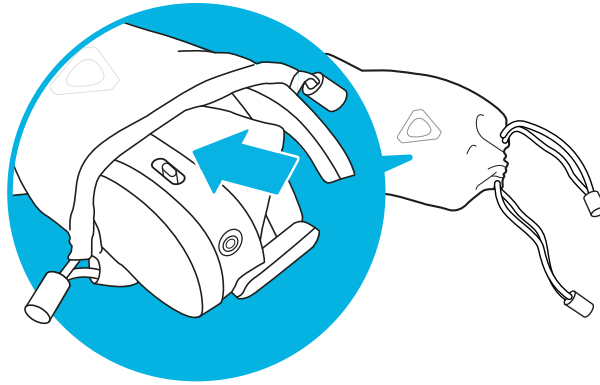


2. Fold the left temple, then place the extended USB port and head strap in the space between the temples and face cushion.

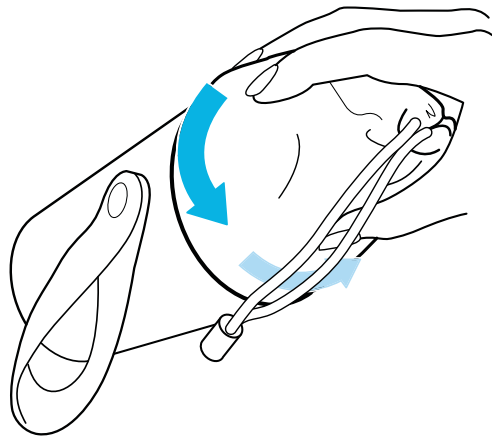




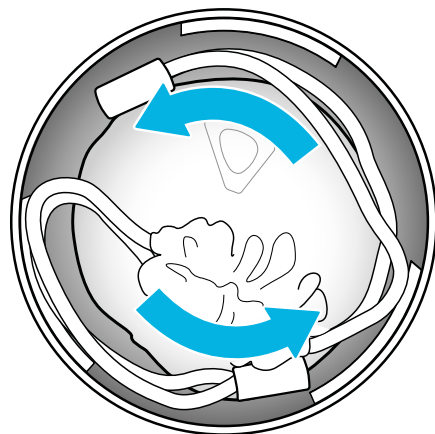
- Put the headset into the microfiber pouch, then close the pouch by tightening the drawstring.



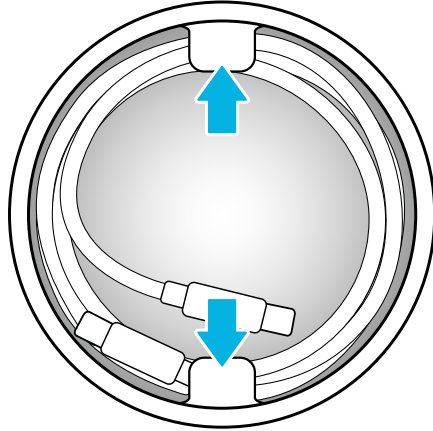
- Put the pouch containing the headset into the case. If it doesn't fit easily, gently push while rotating it until it's fully inserted.



- Wrap the drawstring around the top of the pouch.



6. Wrap the USB-C to USB-C cable and put it inside the cap so it fits securely behind the notches.



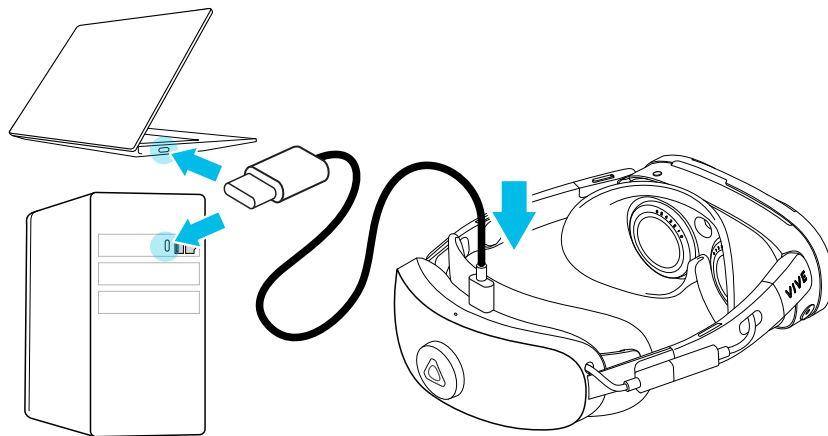
7. Screw the cap securely onto the case.

# Managing screenshots, files, and apps

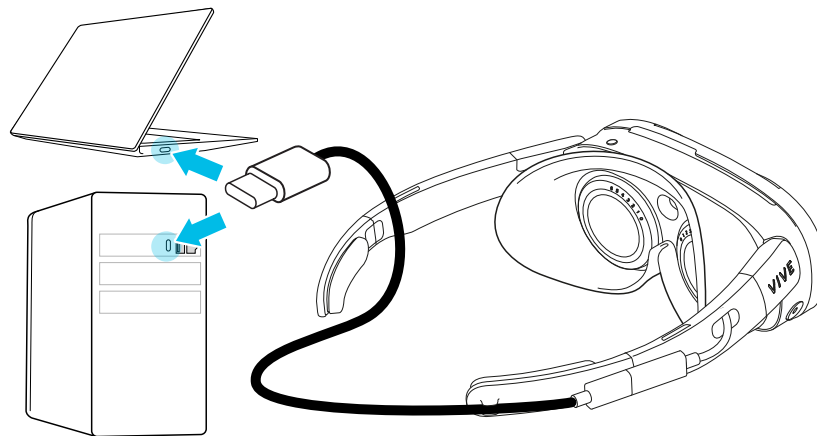
## Connecting the headset to your computer

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

- If the battery cradle is attached to your headset, connect the battery cradle to your computer using a USB cable.



- If the battery cradle is not attached to your headset, connect the headset directly to your computer via the headset's extended USB Type-C port.



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 52.
- Transfer APK files from your computer and install them on the headset. For details, see [Installing APK files on the headset](#) on page 56.

## 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 51.
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/](https://www.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
<b>Browse screenshots and screen recordings only</b>	<ol style="list-style-type: none"> <li>1. Open the VIVE Menu. To find out how, see <a href="#">The VIVE Menu</a> on page 35.</li> <li>2. Select the gallery button  in the upper left of the window. A window will open, displaying the contents of the <b>Captures</b> folder.</li> <li>3. Select the filter button , then choose to display <b>Screenshots, Recordings, or All</b>.</li> </ol> <p><b>Note:</b> The gallery window only allows you to view files. You won't be able to transfer files.</p>
<b>Browse storage contents</b>	<ol style="list-style-type: none"> <li>1. From Home, select <b>Settings</b>.</li> <li>2. Select <b>Storage</b>.</li> <li>3. Select <b>File browser</b>.</li> </ol> <p>You can access the following folders:</p> <ul style="list-style-type: none"> <li>▪ <b>Captures:</b> Displays screenshots and screen recordings.</li> <li>▪ <b>Downloads:</b> Displays images, videos, and APK files you transferred from an external storage device or a computer.</li> <li>▪ <b>USB drive:</b> Displays the contents of an external storage device. See <a href="#">Connecting an external storage device to the headset</a> on page 54.</li> </ul>

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 VIVE XR Elite.



- VIVE XR Elite 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 Home, 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.

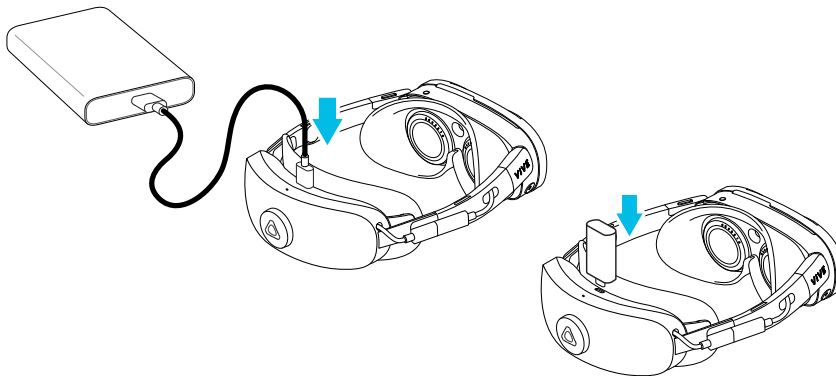
## Connecting an external storage device to the headset

To connect an external storage device such as a USB flash drive or hard drive to your headset, the battery cradle must be attached.



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

Connect the external storage device to the battery cradle's USB Type-C port.




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 53.
- Install APK files from the storage device. See [Installing APK files on the headset](#) on page 56.

## Transferring files between the headset and an external storage device

You can connect an external storage device to your headset and transfer files between them. To find out how to connect a storage device, see [Connecting an external storage device to the headset](#) on page 54.

Here's how to transfer files between the headset and an external storage device:

1. From Home, select **Settings**.
2. Select **Storage**.
3. Select **File browser**.
4. Do any of the following:
  - To choose screenshots and screen recordings captured by the headset, open the **Captures** folder.
  - To choose files from the external storage device, open **USB drive**.
5. Select the **Select** button in the lower right. Then select each of the files that you want to copy, or select all files.
6. Select the **Copy**  button.




- When transferring files to the headset, files can only be copied to the **Downloads** folder.
- When transferring files to an external storage device, files will be copied to the root folder of the device.

## 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 your headset using APK files.



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

Here's how to transfer and install an APK file:

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

Method	Steps
<b>Transfer to external storage device</b>	<ol style="list-style-type: none"> <li>1. Copy the APK file to a USB storage device.</li> <li>2. Connect the USB storage device to your headset. See <a href="#">Connecting an external storage device to the headset</a> on page 54.</li> </ol>
<b>Transfer to internal storage</b>	<ol style="list-style-type: none"> <li>1. Connect your headset to your PC. For details, see <a href="#">Connecting the headset to your computer</a> on page 51. The Choose USB mode dialog box will appear in the headset.</li> <li>2. Select <b>File transfer</b>.</li> <li>3. On your PC, open a file management app such as File Explorer and click your headset name.</li> <li>4. Click <b>Internal shared storage</b>.</li> <li>5. Copy the APK file to the <b>Downloads</b> folder.</li> </ol>

2. Put on your headset.



3. From Home, select **Settings**.
4. Select **Advanced**.
5. Turn on **Allow unknown apps**.
6. On the left-hand side of the Settings panel, select **Storage**.
7. Select **File browser**.
8. Navigate to the folder that contains the APK file.
9. 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 37.

## Uninstalling apps

To free up storage space on your headset, you can uninstall apps that you no longer need. You can only uninstall apps that you downloaded from the VIVEPORT Store.

Here's how to uninstall an app:

1. From Home, select **Settings**.
2. Select **Storage**.
3. Select the app you want to uninstall.
4. In the dialog box that appears, 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 55.

## 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 Home, 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 lets you 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 [VIVE XR Elite 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 59.
- Change basic headset settings.
- Cast the headset to your phone. See [Casting the headset to your phone](#) on page 65.
- Install system updates on the headset. See [Installing system updates through VIVE Manager](#) on page 58.
- Set up parental controls. See [Setting up parental controls](#) on page 61.
- Grant VIVE Manager permission to mirror your phone to the headset. See [Granting permissions for phone mirroring](#) on page 61.
- Set up Kiosk mode for the headset. See [Setting up Kiosk mode through VIVE Manager](#) on page 62.
- Reset the headset to factory settings.
- Access the VIVEPORT 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.

## 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**.

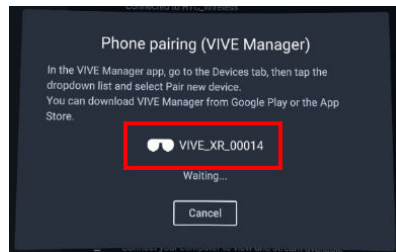
## Pairing VIVE Manager with a new headset

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

Here's how to pair a new headset:

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

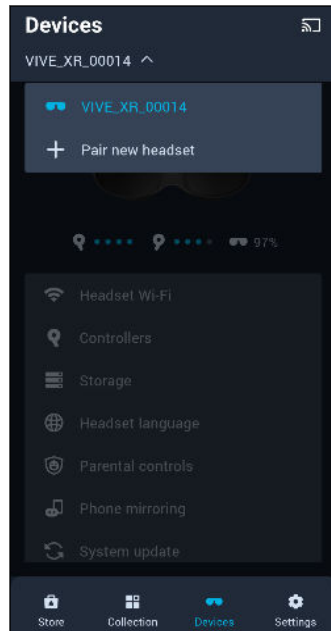
A dialog box will appear, showing a device number.



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.

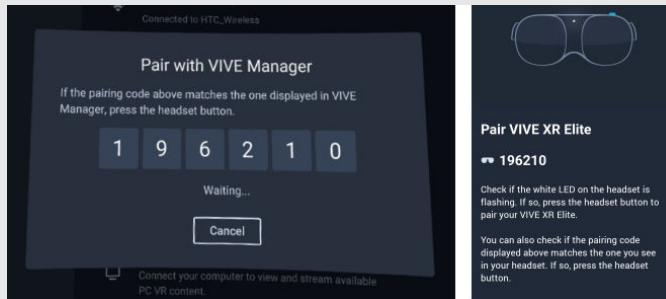
4. If you've paired headsets before, tap the down arrow to open the **Devices** dropdown menu and select **Pair new headset**.



5. On the Welcome screen, select **VIVE XR Elite** and set up your new headset.
6. When you see the **Pair VIVE XR Elite** screen and the front headset LED flashes white, press the headset button.



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



7. Follow the onscreen instructions in VIVE Manager and your headset 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.



To use the parental controls feature, you need the following:

- System version: 1.0.999.350 (FOTA 4) or later
- VIVE Manager: 2.0.23 (Android) or 2.2.23 (iOS) or later

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
<b>App restrictions</b>	Choose the apps your child can access.
<b>Usage restrictions</b>	Set when and how long your child can use the headset.  Set <b>Break reminders</b> so your child is reminded to take a break after a certain time has passed.
<b>Parental controls passcode</b>	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 VIVE XR Elite, 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.

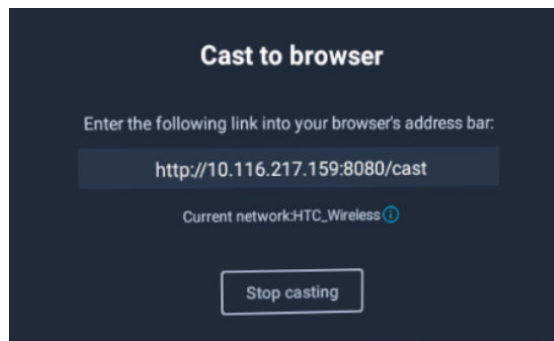


- Your headset and the computer or mobile device must be connected to the same Wi-Fi network.
- To enable casting in passthrough mode, go to Settings, select **Advanced** > **Camera settings**, and then turn on **Allow passthrough recording and casting**.

1. Open the VIVE Menu. To find out how, see [The VIVE Menu](#) on page 35.
2. Select **Cast** and then select **Cast to browser**.

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

For example:







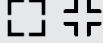
3. Open a web browser on your computer or mobile device and enter the IP address.
4. When a welcome page appears, click **Connect**.

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

Control	Description
	Start or stop screen recording
	Switch between 16:9 and 1:1 aspect ratio
	Switch between full screen and the original window size

- 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. To find out how, see [The VIVE Menu](#) on page 35.
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 59.

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 XR Elite

You can mirror your phone screen to VIVE XR Elite 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 XR Elite](#) on page 69.
- 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 59.

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.
	Open your phone's voice assistant (for example, Google Assistant™).
	Change phone mirroring settings. For details, see <a href="#">Changing phone mirroring settings</a> on page 68.
	Switch the screen orientation between portrait and landscape. After switching to landscape orientation, you'll see the <b>Curved screen</b> 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.


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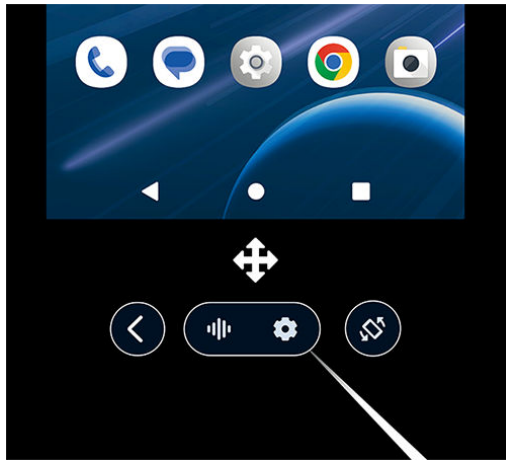
## Moving and resizing the phone screen

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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

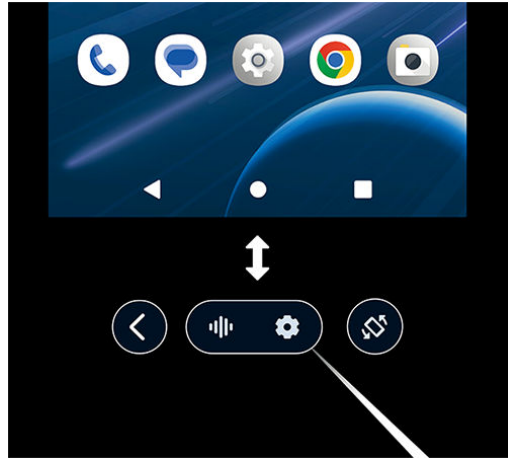
1. Aim below the phone screen to make the move pointer  appear.



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

## Phones compatible with VIVE XR Elite

### For casting the headset to your phone

With the VIVE Manager mobile app, you can cast VIVE XR Elite to any phone running **Android 9 or later**, or **iOS 12 or later**. For details, see [Casting the headset to your phone](#) on page 65.

### 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 XR Elite](#) on page 66.

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.



VIVE XR Elite must be updated to system version 1.0.999.248 or later to support the phones listed below.

#### HTC

Model	Phone mirroring	DRM content streaming
HTC U23 Pro	v	v
HTC U23	v	v
HTC Desire 22 Pro	v	v
HTC U11	v	v
HTC U11+	v	v
HTC U12+	v	v
HTC EXODUS 1	v	–
HTC U19e	v	–

#### HUAWEI™

Model	Phone mirroring	DRM content streaming
HUAWEI Mate 40	v	–
HUAWEI Mate 30 Pro	v	–
HUAWEI Mate 40 Pro	v	–
HUAWEI P30	v	–
HUAWEI P30 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	–
OPPO Reno5 Pro 5G	v	–
OPPO Reno5 Z	v	v

**realme™**

Model	Phone mirroring	DRM content streaming
realme 7 5G	v	–
realme 8 5G	v	–
realme GT 5G	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 A52s 5G	v	v
Samsung Galaxy M32	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 Z Flip3	v	v
Samsung Galaxy Z Fold3	v	v
Samsung Galaxy Z Flip4	v	v
Samsung W21 5G	v	v
Samsung W22 5G	v	v

**Sony™**

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

Model	Phone mirroring	DRM content streaming
<b>Sony Xperia 1 III</b>	v	v
<b>Sony Xperia 10 II</b>	v	v
<b>Sony Xperia 10 III</b>	v	v
<b>Sony Xperia 1 (J9110)</b>	v	v

**vivo**

Model	Phone mirroring	DRM content streaming
<b>vivo V21 5G</b>	v	–
<b>vivo X60</b>	v	–
<b>vivo X50e</b>	v	–
<b>vivo X50 Pro 5G</b>	v	–
<b>vivo X60 Pro 5G</b>	v	–
<b>vivo X70 5G</b>	v	–
<b>vivo Y02s</b>	v	–
<b>vivo Y16</b>	v	–
<b>vivo Y55 5G</b>	v	–
<b>vivo V23 5G</b>	v	–
<b>vivo V23e 5G</b>	v	–
<b>vivo V25</b>	v	–
<b>vivo V25 Pro</b>	v	–

**Xiaomi™**

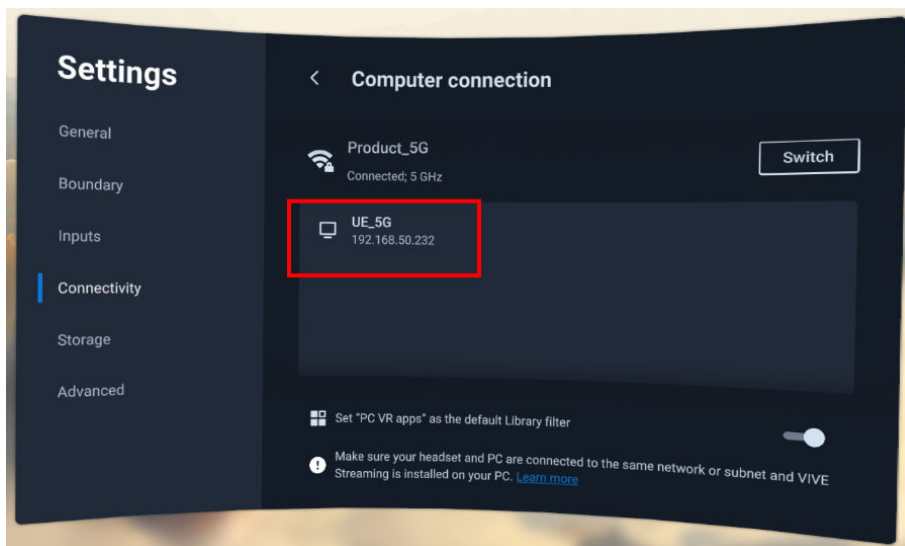
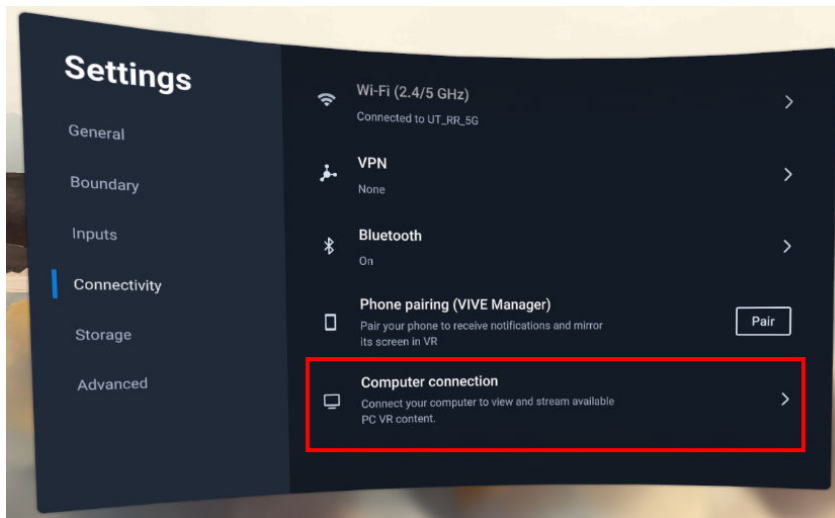
Model	Phone mirroring	DRM content streaming
<b>Xiaomi 10 Lite</b>	v	–
<b>Xiaomi 11</b>	v	–
<b>Xiaomi 11 Ultra</b>	v	–
<b>Xiaomi Redmi Note 9T</b>	v	–

**Others**

Model	Phone mirroring	DRM content streaming
<b>ASUS Zenfone 8</b>	v	v
<b>LG Velvet 5G</b>	v	v
<b>OnePlus 8T 5G</b>	v	–
<b>OnePlus Nord 5G</b>	v	–

## Streaming PC VR apps to the headset

You can connect the headset to a PC via a USB or wireless network connection and stream PC VR apps to the headset.



For details, visit [VIVE Streaming Support](#).



# Settings

## Connecting to a Wi-Fi network

Your headset can connect to 2.4 GHz and 5 GHz Wi-Fi networks.

The headset also supports the Wi-Fi 6E standard. You can connect to 6 GHz wireless networks in regions where the headset is certified to use Wi-Fi 6E.



- Currently, the headset 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 Wi-Fi 6E be used?](#) on page 92.

- Before the headset can detect 6 GHz wireless networks, you need to connect it 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. From Home, select **Settings**.
2. Select **Connectivity**.
3. Select **Wi-Fi**.  
Nearby 2.4 GHz and 5 GHz Wi-Fi networks will be listed.
4. Select the Wi-Fi network to connect to.
5. Enter your login credentials, configure your network settings, and then select **Connect**.

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



- If the network you want to use isn't listed, try adding it manually by selecting **Add network**.
- To reconnect to a previous network, select **Saved networks** and then select a wireless network to connect to.

## 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.

Here's how to set your device passcode:

1. From Home, select **Settings**.
2. Select **Advanced**.
3. Select **Security settings**.
4. Select **Set** next to **Device lock** and enter a four to eight-digit passcode.
5. Enter the passcode again to confirm it.

## Installing system and firmware updates

Keep your headset's 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. From Home, select **Settings**.  
If there's an available update, a yellow indicator will appear in the **General** category.
2. 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 Home, 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 your headset (factory reset)

If your 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 images, videos, and other files, downloaded apps, your accounts, system settings, as well as save data and other types of personal data. Be sure to back up any data and files you want to keep before you do a factory reset.

1. From Home, select **Settings**.
2. Select **Advanced**.
3. Select **Reset**.

## 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 Home, 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.

## 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 Home, select **Settings**.
2. Select **General**.
3. For **Display mode**, choose one of the following:

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

Mode	Description
<b>Vivid</b>	Displays more saturated colors and enhances contrast and brightness.

## Setting a timeout for sleep mode

You can set a timeout to put your headset in sleep mode after a period of inactivity. Here's how:

1. From Home, select **Settings**.
2. Select **Advanced**.
3. For **Sleep mode**, select a period of inactivity before the headset will enter sleep mode or select **Never** to always keep the headset awake.

## Adjusting audio settings

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

1. From Home, select **Settings**.
2. Select **General**.
3. Select **Audio** and enable or disable any of the following settings:

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

## Choosing a tracking mode

Choose a tracking mode based on where and how you use VIVE XR Elite.

1. From Home, select **Settings**.
2. Select **General**.
3. For **Tracking mode**, choose one of the following:

Mode	Description
<b>Default mode</b>	Allows users to use the headset in their defined room-scale or stationary play areas. Supports mixed reality. See <a href="#">Setting up your play area</a> on page 32 and <a href="#">Setting up multiple play areas</a> on page 33.

Mode	Description
<b>Instant mode</b>	<p>Best used for stationary applications and when the headset will be used in different spaces or shared among users. Doesn't support mixed reality.</p> <p>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.</p>
<b>Passenger mode</b>	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 Home, 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 Home, select **Settings**.
2. Select **Advanced > Kiosk mode**.

3. Set a passcode, choose apps, and choose the settings appropriate for the Kiosk mode session.
4. Select **Enter Kiosk mode** to start Kiosk mode.



To leave Kiosk mode, press and hold the headset button to open the Power menu, and then select **Quit Kiosk mode**. Enter the passcode if you have one.

## Adding a VPN connection

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

Before you can connect your headset to a VPN, you may be asked to do the following:

- Install certificates.
- Enter your credentials.
- Download and install a VPN app required for connecting to a secure enterprise network. Contact your network administrator or VPN provider for details.

Here's how to add a VPN connection on the headset:

1. From Home, select **Settings**.
2. Select **Connectivity**.
3. Select **VPN**.
4. Select **Add VPN** and then enter the VPN settings according to the instructions from your organization, network administrator, or VPN provider.
5. Select **Save**.

---

### Connecting to a VPN

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1. From Home, select **Settings**.
2. Select **Connectivity**.
3. Select **VPN**.
4. Select the VPN you'd like to connect to.



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

# VIVE XR Elite for Business

## About VIVE XR Elite for Business

Bring the versatile VIVE XR Elite to your business. Take advantage of VIVE Business tools and features to manage your fleet of VIVE XR Elite devices. To learn more about VIVE Business, visit the [VIVE Business website](#).

Here are some of the things you get with VIVE XR Elite 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 XR Elite 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 79.
- Manage headsets and apply customizable settings across groups of headsets with **VIVE Business+**. See [VIVE Business+](#) on page 80.
- Install **Mobile Device Management (MDM)** software. See [Mobile Device Management \(MDM\)](#) on page 80.

## Changing the app marketplace

If your VIVE XR Elite 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 Home, 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 XR Elite devices. VIVE Business+ gives you efficiency and ease—all in one place. Optimize and scale up your operation with remote device management. Maximize VIVE XR Elite capabilities with VIVE Business+ advanced features.



You need to register your VIVE XR Elite 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 XR Elite supports these MDM solutions:

- [Microsoft Intune](#) on page 80
- [VMware AirWatch](#) on page 88

## Microsoft Intune

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### Enrolling VIVE XR Elite in Microsoft Intune

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

To enroll your VIVE XR Elite in Microsoft Intune, you'll need to first create a device enrollment token in Microsoft Endpoint Manager. After creating a device enrollment token, scan the enrollment token (QR code) using VIVE XR Elite to enroll the headset. See the following for details:

- [Creating a device enrollment token](#) on page 80
- [Enrolling the headset and setting it up for Microsoft Intune](#) on page 84



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 XR Elite.

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### Creating a device enrollment token

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Before enrolling your VIVE XR Elite 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.

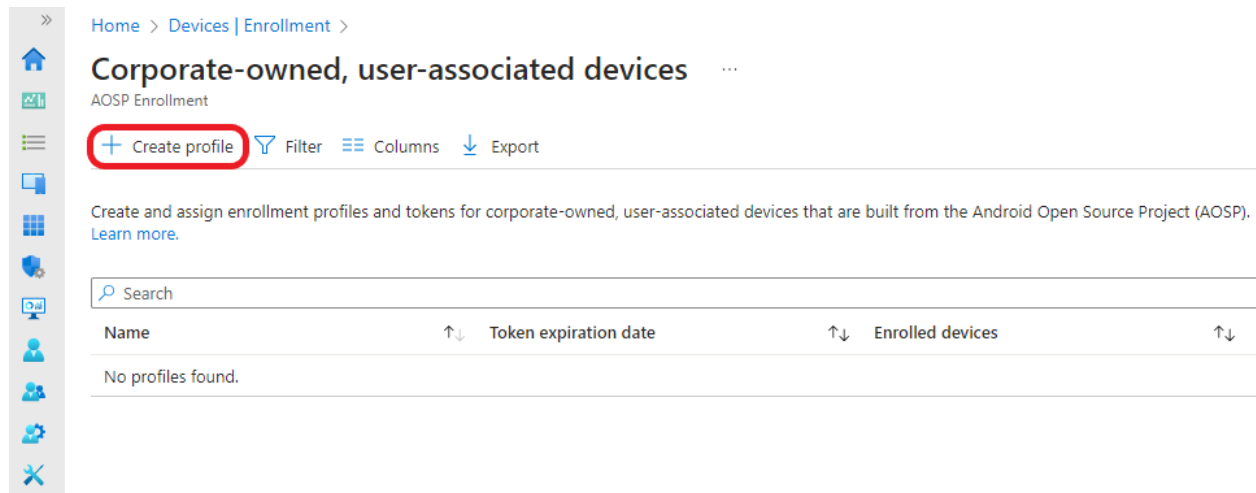
- **Corporate-owned, user-associated devices**
- **Corporate-owned, userless devices**

### Android Open Source Project (AOSP)

#### Enrollment Profiles

	<b>Corporate-owned, user-associated devices</b>	Manage corporate-owned user devices that were built from the Android open source code (AOSP) without Managed Google Services (GMS).
	<b>Corporate-owned, userless devices</b>	Manage corporate-owned userless devices that were built from the Android open source code (AOSP) without Managed Google Services (GMS).

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



» Home > Devices | Enrollment >

## Corporate-owned, user-associated devices

AOSP Enrollment

**+ Create profile** Filter Columns Export

Create and assign enrollment profiles and tokens for corporate-owned, user-associated devices that are built from the Android Open Source Project (AOSP). [Learn more.](#)

Search

Name	Token expiration date	Enrolled devices
No profiles found.		

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

>> [Home](#) > [Devices | Enrollment](#) > [Corporate-owned, user-associated devices](#) >

### Create profile ...

1 Basics 2 Review + create

Name \* ⓘ

Description

Token expiration date \* ⓘ

Wi-Fi \*

For Microsoft Teams devices



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

1 Basics 2 Review + create

Name \* ⓘ

Description

Token expiration date \* ⓘ

Wi-Fi \*

SSID \*

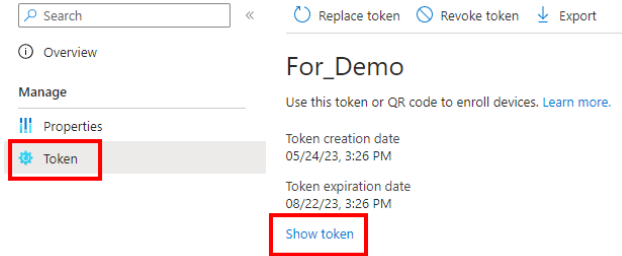
Hidden network \*

Wi-Fi type \*

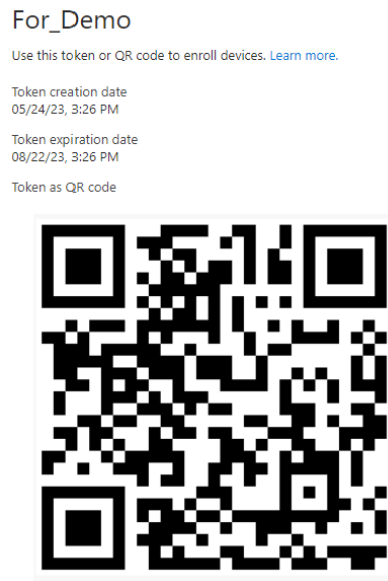
For Microsoft Teams devices

- Open (no authentication)
- WEP-Pre-shared key
- WPA-Pre-shared key

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 84.

## 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
- Uploading a Mobile Device Management (MDM) solution

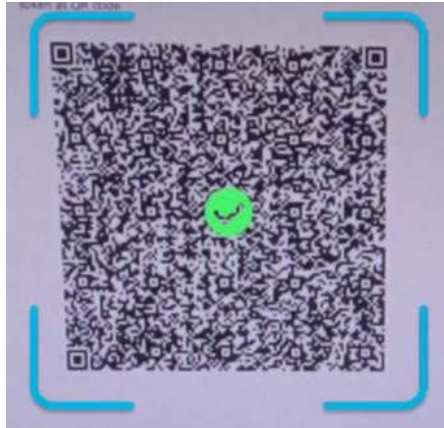
Once you're done enrolling your headset, you can set it up.



If the headset is currently enrolled or was enrolled to an MDM solution before, perform a factory reset before setting up the headset. See [Resetting your headset \(factory reset\)](#) on page 75 and [Setting up your headset for the first time](#) on page 28.

### Enrolling your headset by scanning a QR code

1. From Home, 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](#).

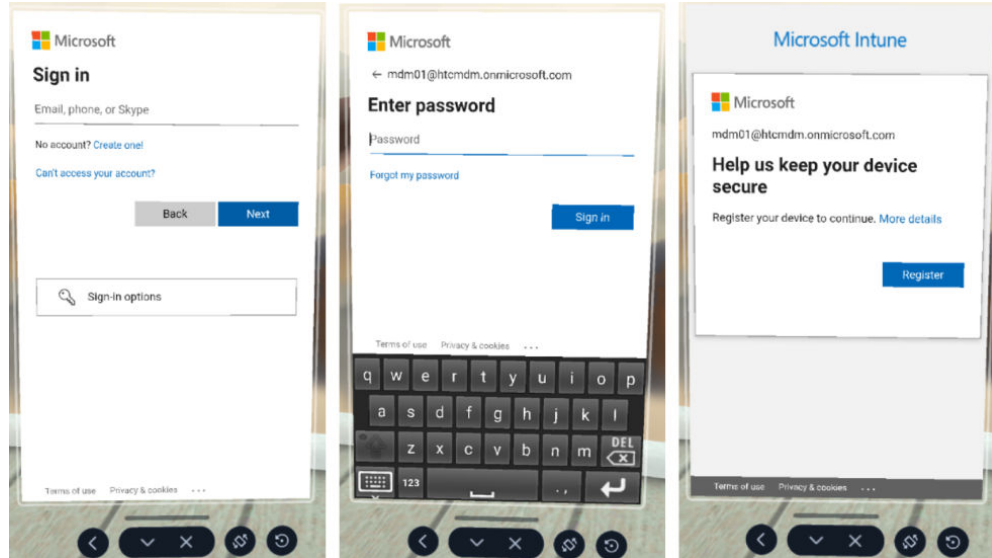
1. In VIVE Business+, click **Manage files > Management solution**.
2. Click **Add** and select **Microsoft Intune**.
3. Under **Upload MDM files**, click **Browse** and upload the Microsoft agent APK file associated with the device enrollment token JSON file. You can download the APK file from the URL provided in the JSON file under

"android.app.extra.PROVISIONING\_DEVICE\_ADMIN\_PACKAGE\_DOWNLOAD\_LOCATION".

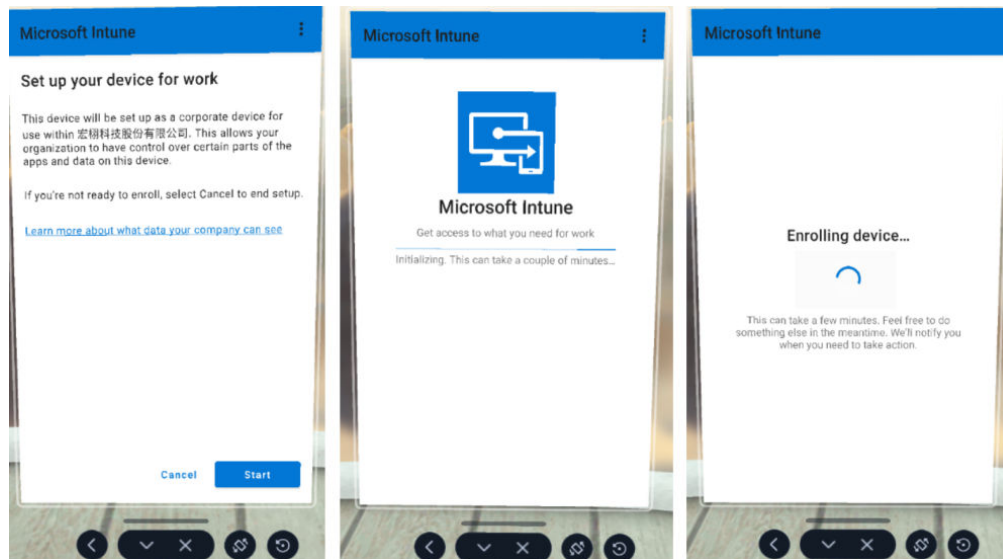
4. Under **Credentials configuration file (.json)**, click **Browse** and upload the device enrollment token JSON file.
5. Click **Add**.
6. Create a group with **Assign manager solution** selected and have your headset assigned.
  - a. Create a group. See [Creating groups](#).
  - b. Select **Assign 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.

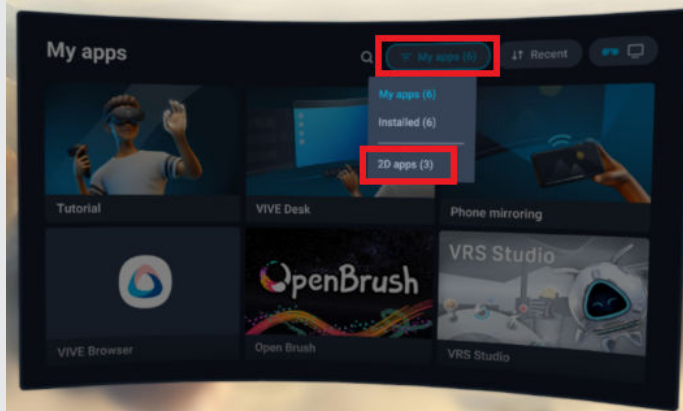


3. If you're using a userless device, you can proceed directly to device setup. Just select **Start**.

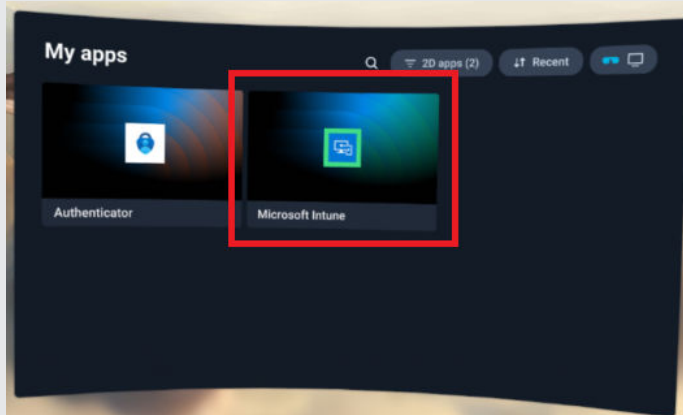




If the headset restarts during setup or setup is interrupted for some other reason, you can resume setup from the Library. First, go to the Library, select the filter button , and then select **2D apps**.



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



## VMware AirWatch

### Setting up VMware AirWatch agent and enrolling VIVE XR Elite 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 XR Elite.



- 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 your headset \(factory reset\)](#) on page 75 and [Setting up your headset for the first time](#) on page 28.
- To enroll headsets using the QR code for the configuration outlined in this topic, make sure your headsets have been updated to software version 1.0.999.472 (FOTA 6) or later.

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 Home, 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.



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## Enrolling and setting up VIVE XR Elite in VMware AirWatch by uploading a Mobile Device Management (MDM) solution

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Use a Mobile Device Management (MDM) solution to enroll and set up VIVE XR Elite 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 your headset \(factory reset\)](#) on page 75 and [Setting up your headset for the first time](#) on page 28.
- To enroll headsets using the QR code for the configuration outlined in this topic, make sure your headsets have been updated to software version 1.0.999.472 (FOTA 6) or later.



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](#).

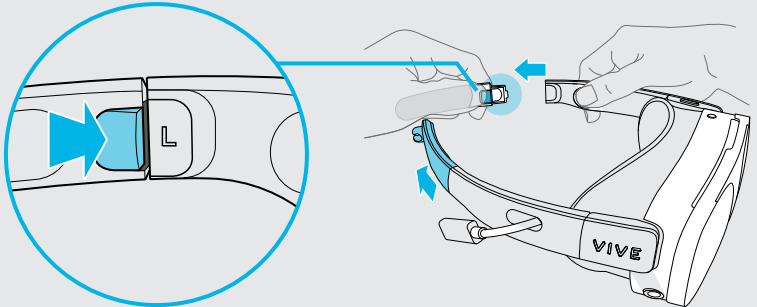
1. In VIVE Business+, click **Manage files** > **Management solution**.
2. Click **Add** and select **VMware AirWatch**.
3. Upload the following files:
  - **AirWatchAgent.apk**: APK file of the VMware AirWatch agent.
  - **credentials.bin**: Login credentials file. For details on how to retrieve a credentials file, see [Stage Devices With the Enrollment Configuration Wizard](#).
  - **enroll\_script.sh**: Script for enrolling VIVE XR Elite in the VMware AirWatch agent. You can download the script from [https://dl4.htc.com/Web\\_materials/Manual/Vive\\_Focus3/enroll\\_script.sh](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

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

Before sending in the VIVE XR Elite headset for repair, remove the following accessories if they're attached to the headset:

Accessory	Instructions
<b>Face cushion</b>	See <a href="#">Face cushion</a> on page 20.
<b>VIVE Face Gasket 2.0 for XR Series</b>	See <a href="#">VIVE Face Gasket 2.0 for XR Series</a> on page 21.
<b>Temples</b>	Press the release button on the inside of each temple. 
<b>Battery cradle</b>	See <a href="#">Battery cradle</a> on page 11.
<b>Head strap</b>	See <a href="#">Head strap</a> on page 13.
<b>VIVE Deluxe Strap for XR Series</b>	See <a href="#">VIVE Deluxe Strap for XR Series</a> on page 15.
<b>VIVE MR Gasket</b>	See <a href="#">VIVE MR Gasket</a> on page 23.
<b>VIVE Temple Clips for XR Series</b>	See <a href="#">VIVE Temple Clips for XR Series</a> on page 24.



Keep the accessories in a safe place. You'll need to reassemble them when you get your headset back.

### How do I reassemble the headset after repair?

After receiving your repaired headset, reattach the accessories you're using for your headset.

Accessory	Instructions
<b>Face cushion</b>	See <a href="#">Face cushion</a> on page 20.

Accessory	Instructions
<b>VIVE Face Gasket 2.0</b>	See <a href="#">VIVE Face Gasket 2.0 for XR Series</a> on page 21.
<b>Head strap</b>	See <a href="#">Head strap</a> on page 13.
<b>VIVE Deluxe Strap</b>	See <a href="#">VIVE Deluxe Strap for XR Series</a> on page 15.
<b>Temples</b>	Insert them into the temple slots on the headset.
<b>Battery cradle</b>	See <a href="#">Battery cradle</a> on page 11.
<b>VIVE MR Gasket</b>	See <a href="#">VIVE MR Gasket</a> on page 23.
<b>VIVE Temple Clips for XR Series</b>	See <a href="#">VIVE Temple Clips for XR Series</a> on page 24.

### Where can I find the headset serial number?

You can find the headset serial number in two places:

Serial number location	Steps
<b>Sticker</b>	You'll find the serial number sticker on the inner right side of the headset.
<b>Device settings</b>	<ol style="list-style-type: none"> <li>1. From Home, select <b>Settings</b>.</li> <li>2. Select <b>General</b>.</li> <li>3. Select <b>About &gt; Headset status</b>.</li> </ol>

## In what regions can Wi-Fi 6E be used?

Currently, VIVE XR Elite can connect to Wi-Fi 6E networks in the following regions:

- |                  |                           |                        |
|------------------|---------------------------|------------------------|
| ▪ Australia      | ▪ Hong Kong               | ▪ Netherlands          |
| ▪ Austria        | ▪ Hungary                 | ▪ New Zealand          |
| ▪ Belgium        | ▪ Ireland                 | ▪ Norway               |
| ▪ Bulgaria       | ▪ Israel                  | ▪ Poland               |
| ▪ Canada         | ▪ Italy                   | ▪ Republic of Cyprus   |
| ▪ Croatia        | ▪ Japan                   | ▪ Spain                |
| ▪ Czech Republic | ▪ Kingdom of Saudi Arabia | ▪ Sweden               |
| ▪ Denmark        | ▪ Korea                   | ▪ Switzerland          |
| ▪ Estonia        | ▪ Latvia                  | ▪ Taiwan               |
| ▪ Finland        | ▪ Lithuania               | ▪ United Arab Emirates |
| ▪ France         | ▪ Luxembourg              | ▪ United Kingdom       |
| ▪ Germany        | ▪ Malta                   | ▪ United States        |
| ▪ Greece         |                           |                        |



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

## What's the IPD range on VIVE XR Elite?

VIVE XR Elite supports an IPD range of 54-73 mm.

## 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.

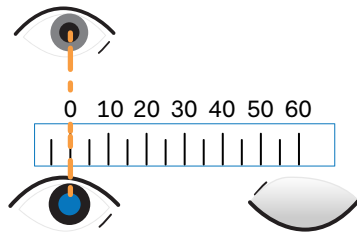
## Estimating your IPD in a mirror

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

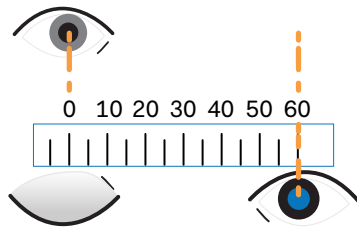
1. Stand directly in front of a mirror, and then hold the ruler up to your eyes. Make sure that the ruler is level. If you're using a flexible ruler, make sure not to bend it.



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. While wearing the VR headset, focus on text or lines at the center of view. If there isn't any text in your field of view, open a screen that has some text on it.
2. Adjust the IPD slider until the text is clear. Note the number for future reference.
3. 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.

## Hardware

### What should I do when the headset is unable to detect the controllers?

Once paired with the headset, the controllers will automatically be detected when turned on. If you don't see the controllers while using your headset, consult the following:

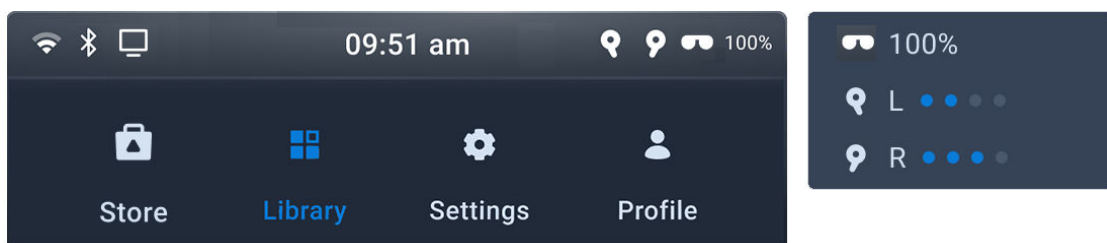
- The controllers may be in sleep mode. Shaking them gently will wake them.
- If your controllers are off, turn them on by pressing the VIVE button  on the right controller and the Menu button on the left controller. The controller LEDs will turn blue while they are connecting, and then green after they're connected.
- If the controllers aren't detected after the firmware is updated, press and hold the VIVE  and Menu buttons to restart both controllers.
- Make sure your controllers are charged. A flashing red LED indicates a low battery. If the controllers have low battery levels or don't respond, try charging them. For details, see [VIVE Controller for XR Series](#) on page 8.
- If your controllers are on but still not being detected, you might need to pair them again. See [Pairing the controllers](#) on page 32.

### How do I check the battery level of the headset and controllers?

You can check the battery level in the headset or the VIVE Manager app. Here's how:

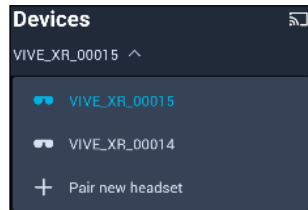
#### In the headset

From Home, aim toward the status icons in the upper-right corner of the dashboard. You'll then see the battery level and connection status of your headset and controllers.

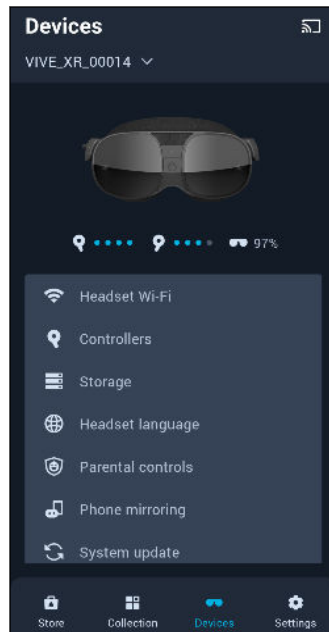


## In VIVE Manager

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 check.



4. Tap **Connect**. You'll then see the battery level and connection status of your headset and controllers.



In the headset, you can also go to Settings and select **Inputs > Controllers** to check the battery level and connection status of your controllers.

### Why isn't the battery percentage displaying correctly?

After updating VIVE XR Elite to system version 1.0.999.374 (FOTA 4.5) or later, you may experience the following issues:

- The battery percentage doesn't change even after connecting the battery cradle to a power source and charging it for a while.
- The battery percentage always stays at 50%.

These issues can occur if the battery firmware fails to update after installing a system software update. If the headset hangs, restart the headset. The battery firmware will update again.

To restart your headset, press and hold the headset button for 3 seconds. You can also press the headset button and then select **Restart device** from the Power menu.

If the battery firmware update is successful, the battery percentage will display correctly.

---

### Why does my headset turn off when it's connected to a power bank?

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The headset may turn off when the power bank doesn't have enough power or has turned off automatically after it's been idle for a certain period of time.

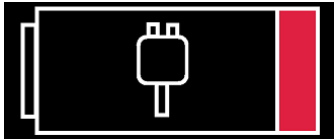
To ensure your headset won't turn off, make sure your power bank has enough power. If your power bank turned off automatically, press its power button to turn it back on.

---

### Why won't the headset turn on?

---

You'll see the low battery status in the headset when the battery cradle is not connected or the battery is running low.



Make sure the battery cradle is connected to the headset. For details, see [Battery cradle](#) on page 11. You need to connect the battery cradle to a power source and charge it for a while before it can be powered back on. See [Charging the battery](#) on page 26.

---

### How long is the USB-C to USB-C cable that comes with the headset?

---

The USB-C to USB-C cable that comes in the box is 1.2 m long. If you need a longer cable, we recommend using the VIVE Streaming Cable, which is designed for PC VR streaming.

You can purchase a VIVE Streaming Cable on the [Accessories](#) page of the VIVE website.

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### Can I connect a wired USB-C audio device to the headset?

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Yes, you can connect a wired USB audio device to the headset. Make sure your audio device has a built-in digital-to-analog converter (DAC).

Connect your USB-C audio device to the battery cradle's USB port.

## Apps and content

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### Why doesn't phone mirroring work on my headset?

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Check first if your phone supports Miracast and is compatible with VIVE XR Elite. See [Phones compatible with VIVE XR Elite](#) on page 69.

If your phone is compatible with VIVE XR Elite but a phone mirroring connection cannot be established, try connecting the headset to your phone manually. Here's how:

1. When you see the **Phone mirroring connection lost** dialog box in the headset, select **Connect manually**.
2. Take off your headset.



3. On your phone, go to Settings.
4. Search for the setting that allows screen mirroring.

Different phones have different names for screen mirroring. Below are some of the names used in compatible phones:

Phone manufacturer	How to find the screen mirroring setting
<b>HTC</b>	<ul style="list-style-type: none"> <li>▪ <b>HTC U11, HTC U11+, HTC U12+, and HTC EXODUS 1:</b> Go to Settings and tap <b>Connected devices &gt; Connection preferences &gt; HTC Connect.</b></li> <li>▪ <b>Other HTC phones:</b> Search for <b>Cast.</b></li> </ul>
<b>HUAWEI</b>	Search for <b>Wireless projection.</b>
<b>OPPO</b>	Search for <b>Screencast.</b>
<b>LG</b>	Search for <b>Screen sharing.</b>
<b>realme</b>	Search for <b>Screencast.</b>
<b>Samsung</b>	Search for <b>Smart View.</b>
<b>Sony</b>	Search for <b>Screen mirroring.</b>
<b>vivo</b>	Search for <b>Screen mirroring.</b>
<b>Xiaomi</b>	Search for <b>Wireless display.</b>

5. Tap **VIVE XR\_[Last 4 digits of Bluetooth address]**.
6. Put your headset back on.

For details on phone mirroring, see [Mirroring your phone screen to VIVE XR Elite](#) on page 66.

### Why does casting stop when I enter Kiosk mode?

Casting stops when the headset's Wi-Fi or Bluetooth connection is disconnected.

If casting stops when you enter Kiosk mode, check your Kiosk mode settings to see if Wi-Fi and Bluetooth connections are enabled.

1. Press and hold the headset button until a menu appears, and then select **Quit Kiosk mode**. Enter your passcode if you have one.
2. From Home, select **Settings**.
3. Select **Advanced > Kiosk mode**.
4. For **Network permission**, select either **Any network** or **Preset networks only**.
5. To allow uninterrupted casting to a phone, make sure **Bluetooth connections** is enabled.
6. Start casting and then enter Kiosk mode again.

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## Where can I find my screenshots and screen recordings?

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Screenshots and screen recordings are saved in the internal storage. Here's how to access and view them:

1. From Home, select **Settings**.
2. Select **Storage**.
3. Select **File browser**.
4. Open the **Captures** folder.
5. Select the screenshot or screen recording you want to view.

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## How do I view 360° videos on VIVE XR Elite?

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You can download VIVE Video from the VIVEPORT Store—or from the VIVE Business AppStore for enterprise users—and use the app to open and view 360° videos.

# System

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

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Follow the steps in [Installing system and firmware updates](#) on page 74 to check for and install system updates.

For the headset to receive system updates, it must be set to 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 73.
2. Go to **Settings > General** and select **Date & Time**.
3. Turn on **Use network-provided time**.
4. Check for system updates again.

If your headset still isn't receiving system updates, contact support for assistance.

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## How do I try out beta features on VIVE XR Elite?

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

1. Go to **Settings > Advanced**, and then select **Beta features**.
2. Enable the beta features you want to try out. You can disable them at any time.

## 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 on VIVE XR Elite.

Here's how to enable touch controls:

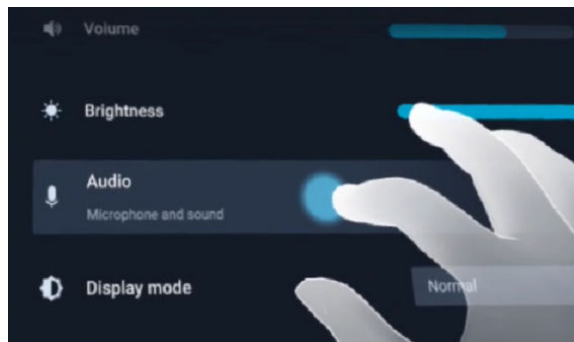
1. From Home, select **Settings**.
2. Select **Advanced** > **Beta features**.
3. Turn on **Touch controls**.

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.

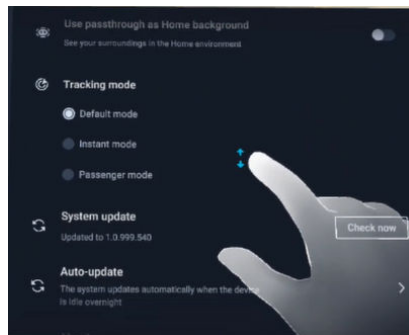
Here's how to use touch controls:

### With your finger:

- Tap an item to select it.

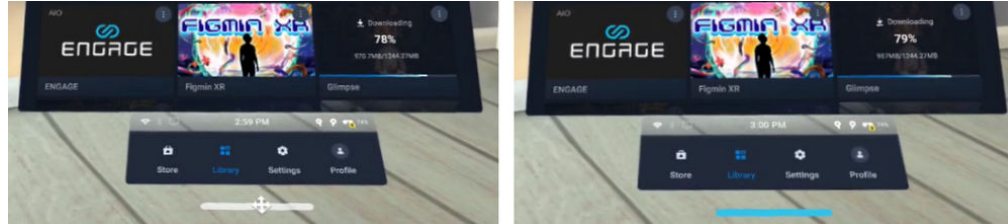


- Swipe up or down to scroll the screen.



### With a controller:

- Move the cursor to an item you want to select and then press the trigger.
- Press and hold the trigger and then move your controller up or down to scroll the screen.
- To move the system dashboard, first aim the beam at the horizontal bar below the dashboard and then press and hold the trigger. When the bar turns blue, move your controller to drag the dashboard to your desired location and then release the trigger.



### What is eye-gaze targeting?

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



Eye-gaze targeting is currently available as a beta feature. To use this feature, you need to have VIVE Full Face Tracker installed on VIVE XR Elite and eye tracking enabled on the headset.

Here's how to enable eye-gaze targeting:

1. From Home, select **Settings**.
2. Select **Advanced > Beta features**.
3. Turn on **Eye-gaze targeting**.

To use eye-gaze targeting, stare and aim at an item with your eyes. To select the item, press the trigger on your controller or pinch your thumb and index finger together.



To avoid obstructing eye tracking and gaze targeting, don't raise your hands or controllers while gazing at something.

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