HTC

VIVE XR ELITE

User Guide

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Settings

VIVE XR Elite for Business

Solutions and FAQs

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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 (×2)
- Head strap
- USB-C to USB-C cable
- USB-A to USB-C cables (×2)

- Microfiber pouch
- Lens Protection Card
- Quick Start Guide
- Safety Guide
- Warranty Card

About the headset and battery cradle

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

Outside and front views
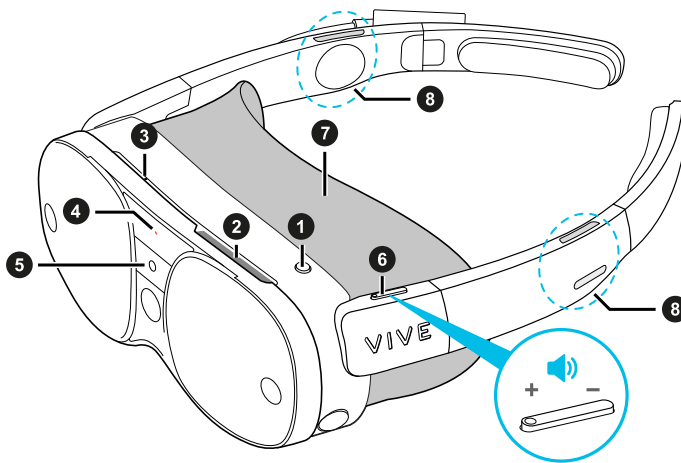
1. Headset button	**5.** Depth sensor
2. Vent	**6.** Volume control
3. Microphone	**7.** Face cushion
4. Status LED	**8.** Speakers

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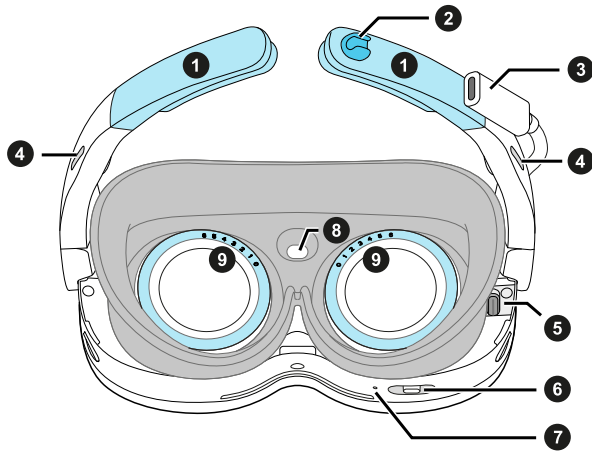
1. Removable temples	**6.** IPD slider
2. Cable notch	**7.** Microphone
3. Extended USB Type-C® power port	**8.** Proximity sensor
4. Speakers	**9.** Diopter dials
5. USB Type-C accessory port	

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
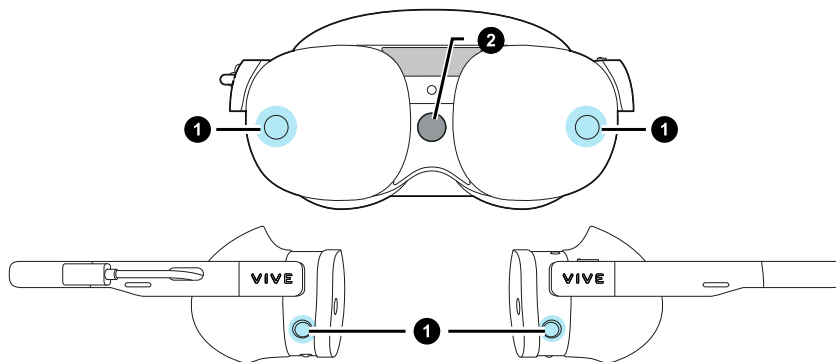
1. Tracking cameras (×4)

2. Passthrough camera

VIVE Battery Cradle for XR Series
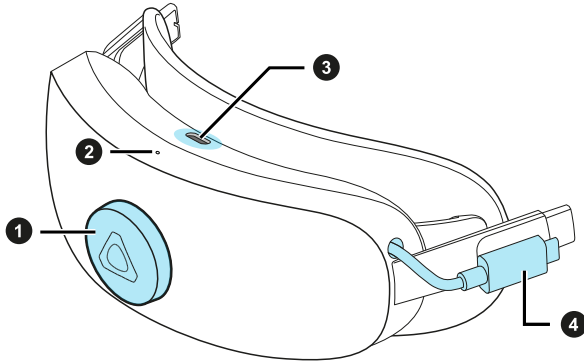
1. **Adjustment dial**
2. **Power LED**
3. **USB Type-C port**
4. **Extended USB Type-C cable**

> 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
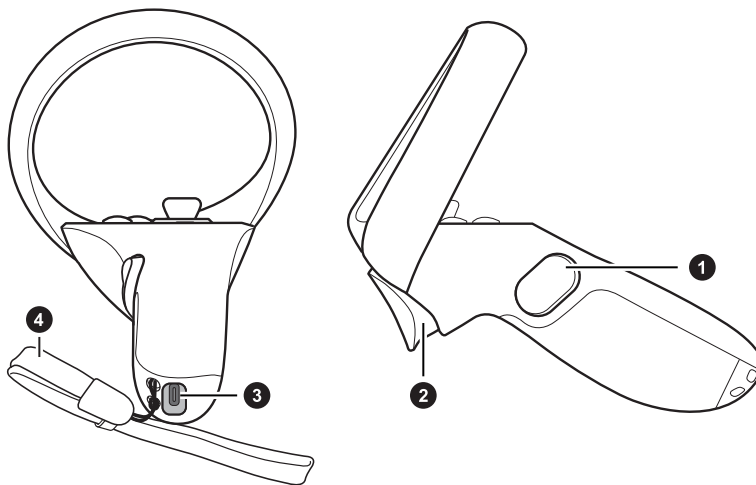
1. Grip button	**3.** USB Type-C charging port
2. Trigger	**4.** Lanyard
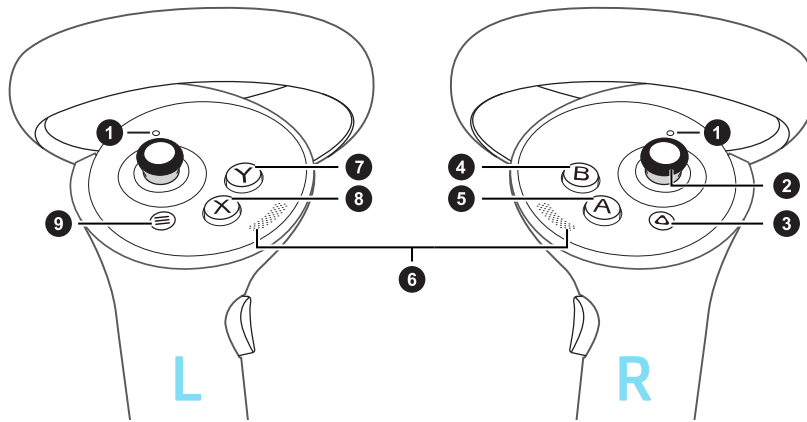
1. Controller LED	**6.** Thumb rest
2. Thumbstick	**7.** Y button
3. VIVE button ▲	**8.** X button
4. B button	**9.** Menu button
5. A button	

Controls

To...	Do this
Turn the controllers on	Press the VIVE button ▲ on the right controller and the Menu button on the left controller.
Turn the controllers off	Press and hold the VIVE button ▲ on the right controller and the Menu button on the left controller for 2 seconds.
Put the controllers in pairing mode	See Pairing the controllers on page 21 for details.
Open the VIVE Menu	Press the VIVE button ▲. See The VIVE Menu on page 24 for details.
Select an item	Press the trigger.
Grab an object	Press the grip button.

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

Charging the controllers

The controllers use built-in rechargeable lithium-ion batteries. You can charge the controllers using any USB charger with an output of at least 10 watts.
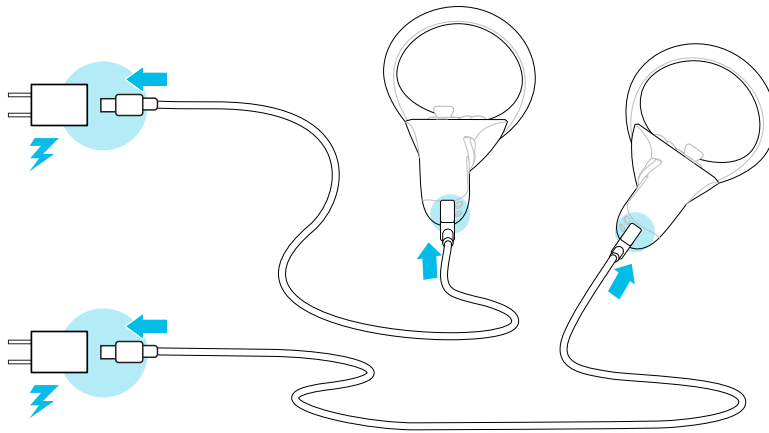
Controller LEDs

The LED on each controller indicates the 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
Green	Controller is connected to the headset
Flashing blue and red alternately	Controller firmware is being updated
Off	Controller is idle

Getting started

Attaching the battery cradle and charging the battery

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.

Here's how to attach the battery cradle to the headset:

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

USB Type-C
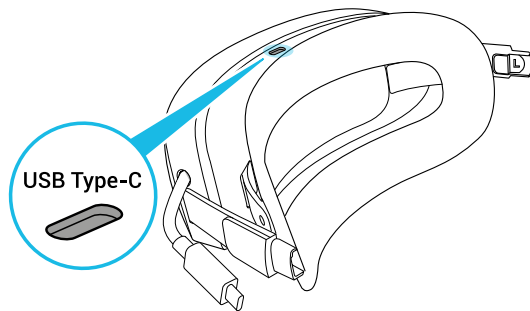
2. Press the release button on the inside of each temple to remove the temples from the headset.
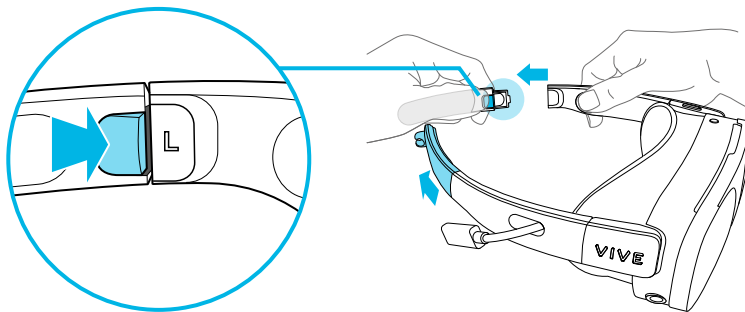
3.   Attach the battery cradle to the headset using the temple slots.

Make sure the release buttons are aligned and the fasteners are fully inserted into the temple slots.
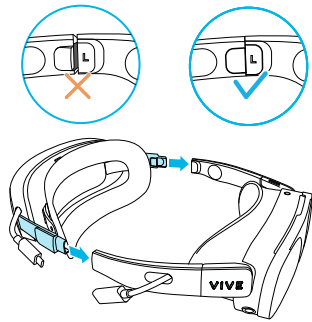
4.   Connect the battery cradle's extended USB cable to the headset's extended USB port.
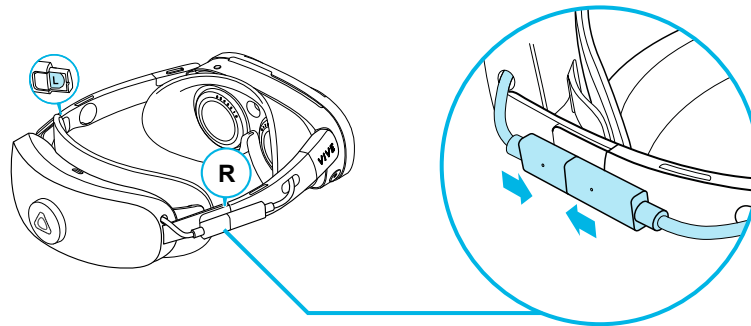
To charge the battery pack, connect a power adapter to the battery cradle's USB Type-C port using a USB cable, and then connect the power adapter to a power outlet.
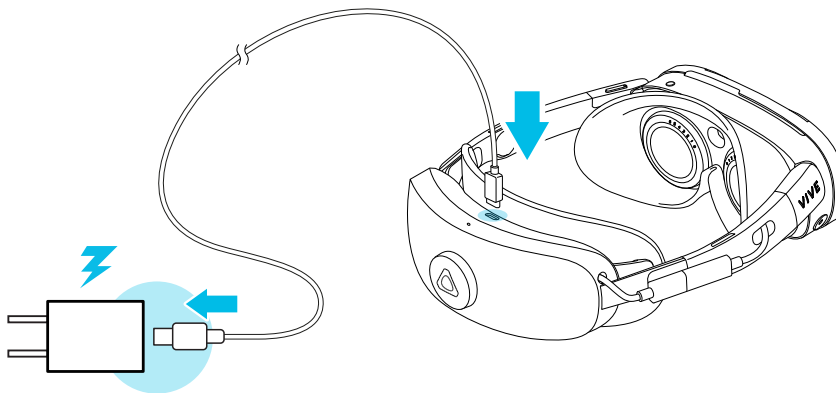
The power LED on top of the battery cradle will show the charging status.

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

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

Putting on the headset (with the battery cradle attached)

Here's how to put on the headset and adjust the fit when the battery cradle is 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.
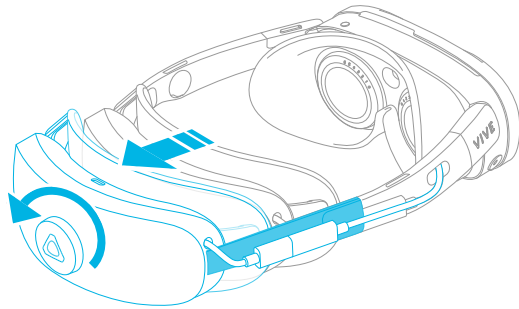
2. Hold the visor and battery cradle with both hands. Position the visor over your eyes first, then position the battery cradle around the back of your head.

3. Turn the adjustment dial clockwise until the battery cradle fits comfortably and securely against the back of your head.
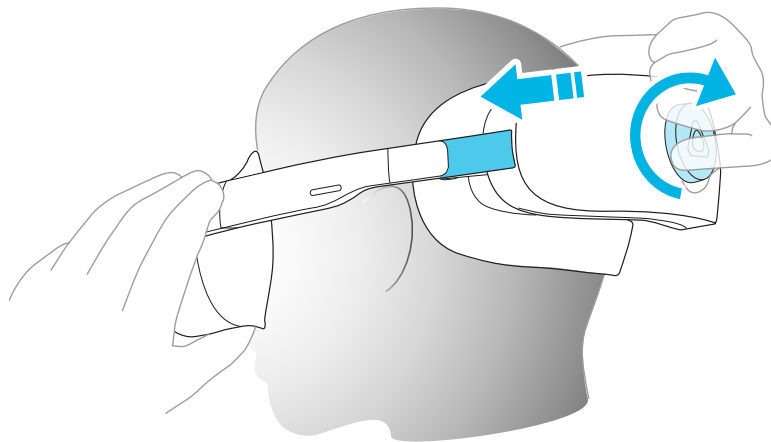
Using the headset without the battery cradle

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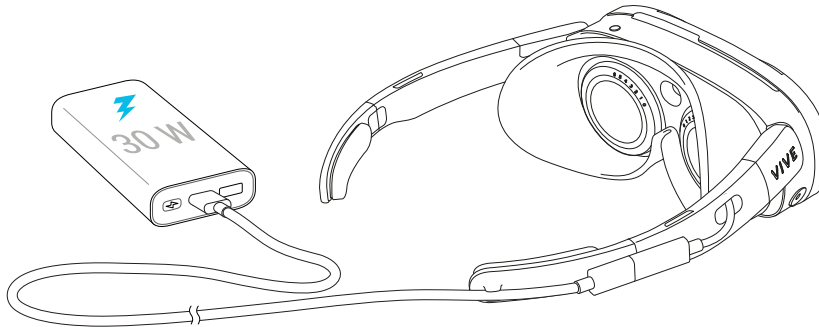
> - We recommend using the headset with a power source that supports USB Power Delivery (USB PD) and can supply 30 W of power.
> - When connecting to a power bank, make sure to connect the USB Type-C cable to the output port of the power bank.

Attaching and adjusting the head strap

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.

Here's how to attach the head strap (if it's not attached to the headset) and adjust the fit:
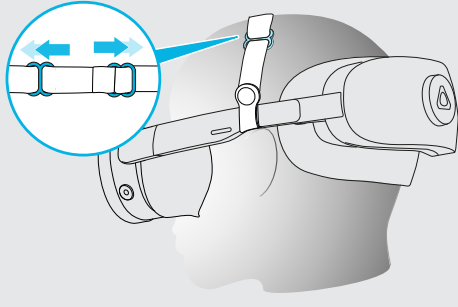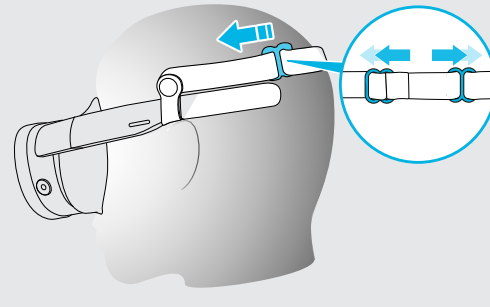
1. Pull both sliders toward the middle of the head strap to lengthen it.
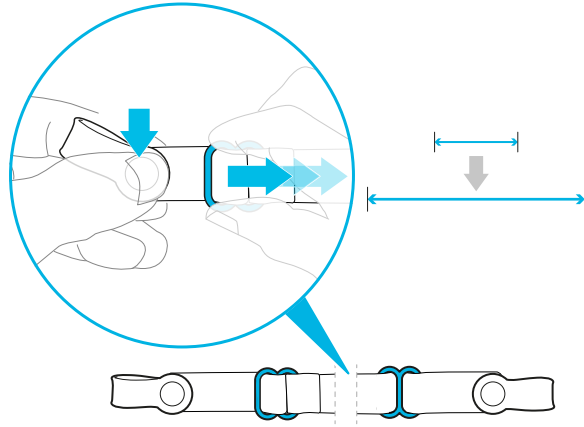
2. Remove the temples or battery cradle from your headset, then attach the rubber ends of the head strap to each side of the headset.
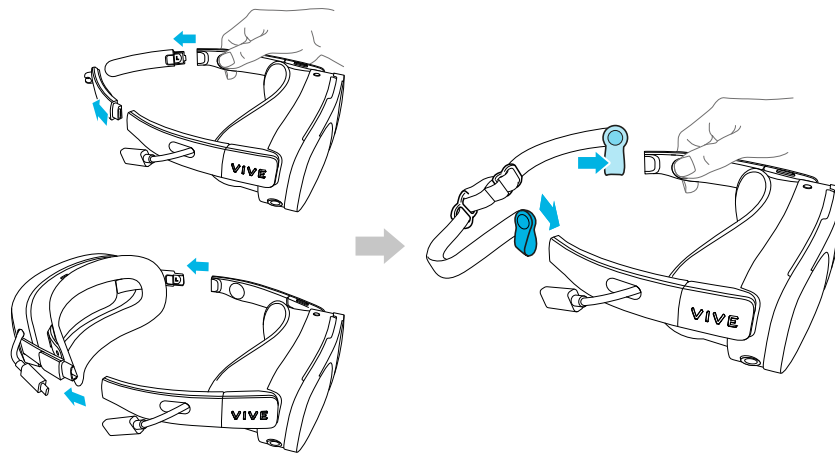
3. Reattach the temples or battery cradle to your headset.

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

With the battery cradle	With the temples
Position the strap on top of your head, then pull both sliders outward to tighten the strap.	Wrap the strap around the back of your head, then pull both sliders outward to tighten the strap.

Turning the headset on and off

- 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:

    - Attaching the battery cradle and charging the battery on page 10

    - Using the headset without the battery cradle on page 13

    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, press and hold the headset button and then select **Shutdown**.

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

LED	Status
Flashing white	The headset is starting up or turning off.
White	The headset is on and the attached battery pack or connected power source is fully charged.
Off	The headset is off.

Setting up your headset for the first time

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 15.

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.
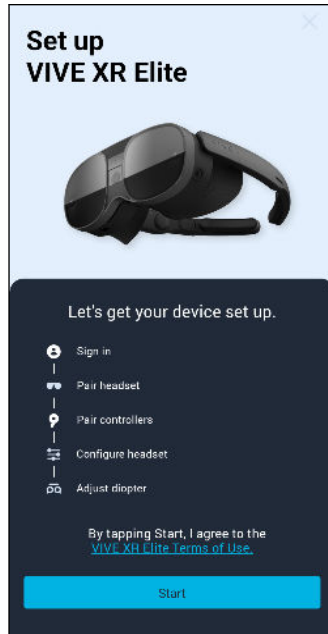
7.   Sign in with your HTC account, or tap **Create an account** to create a new account using your email address or phone number.

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

Task	Steps
Pair VIVE Manager with your headset	When your headset receives a pairing request from VIVE Manager, the front headset LED will flash white. When the LED starts flashing, press the headset button.
Choose a Wi-Fi® network	Connect your headset to a Wi-Fi network by entering the login credentials or scanning a Wi-Fi QR code. **Note:** If you select a corporate or public network that requires connecting through their login page, you'll need to complete the login process in the headset.
Pair controllers	Turn on the controllers. The headset can automatically pair with the controllers that came in the box. You can also pair controllers manually.
Grant access permissions to allow phone mirroring (Android phones only)	In **Accessibility Services** and **Modify system settings**, tap **Grant** and enable these permissions. **Tip:** After granting a permission, tap the back arrow until you're on the VIVE Manager screen again.

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 17

    - Adjusting the IPD on the headset on page 20

    - Setting up your play area on page 21

To learn more about VIVE Manager, see About VIVE Manager on page 39.

Adjusting the diopter dials

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 Removing and reattaching the face cushion on page 19.

3. Set both diopter dials to 0.
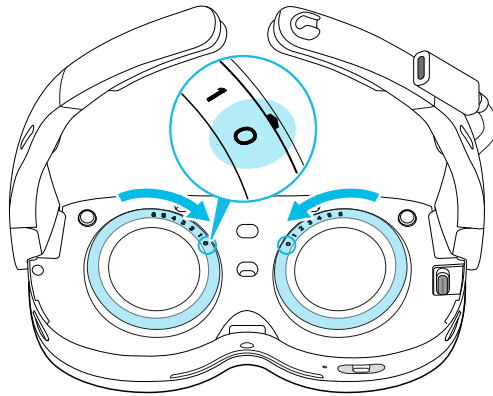
4. Put your headset back on.

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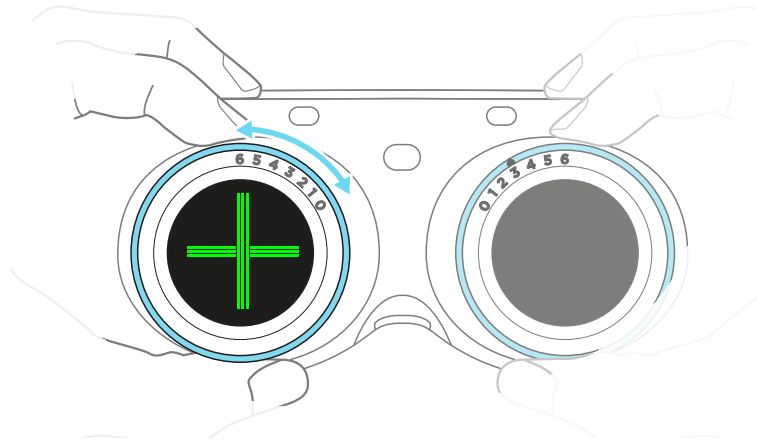
💡   The green lines will appear only when you're setting up the headset for the first time or after a factory reset. You can run the **Headset comfort** tutorial to view the green lines again so you can adjust the diopter dials with better precision.

6.   Reattach the face cushion. For instructions, see Removing and reattaching the face cushion on page 19.

Removing and reattaching the face cushion

- Hold the top of the face cushion, then gently pull it outward to detach it from the headset.
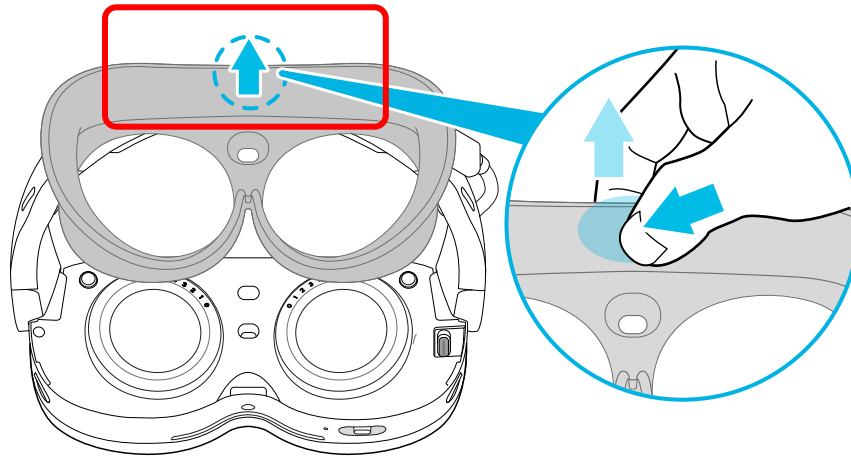
! To avoid damaging the face cushion, only hold it from the top when removing it from the headset.

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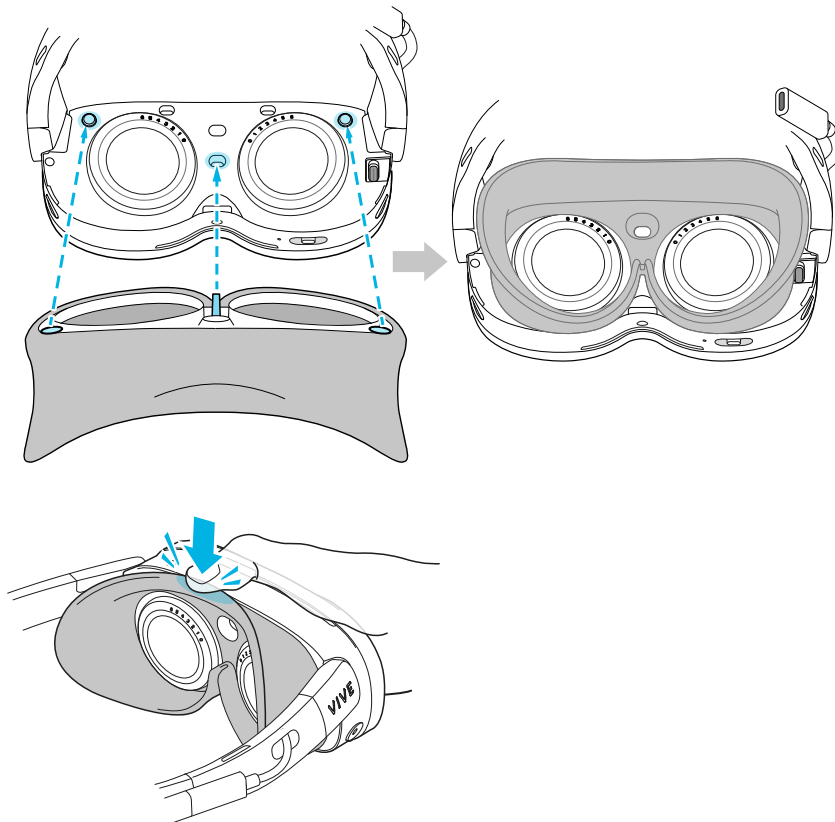
> ! Avoid pressing the center of the face cushion against the headset when reattaching it. This may damage the front tab if it's not aligned with the notch on the headset.

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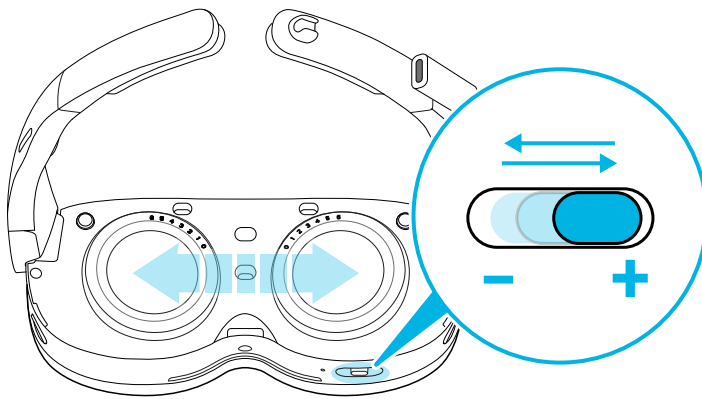
As you make adjustments, your IPD value will be displayed.

> If you don't know what your IPD is, see How can I find my IPD? on page 72 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 15.

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.
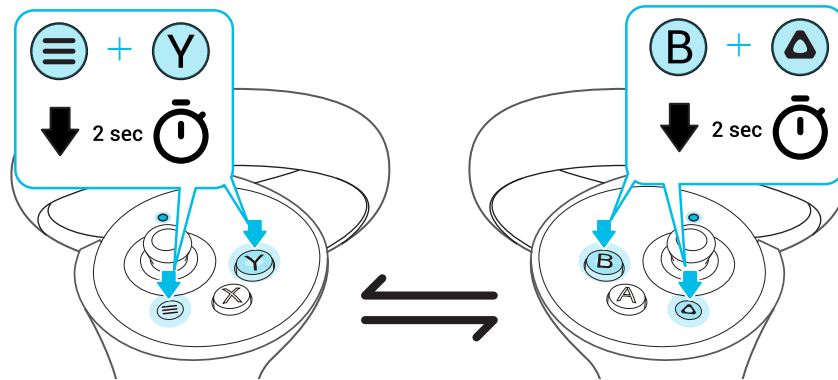
> ✏️ If your headset has previously paired with controllers, you'll need to use the headset button or the VIVE Manager mobile app to forget the controllers before you can pair them again.

Setting up your play area

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

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

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

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

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

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

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

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

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

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

Setting up multiple play areas

With VIVE 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 21 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.

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.
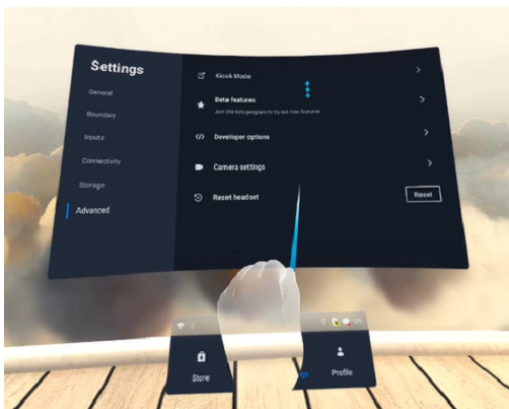
▪ Open or close the VIVE Menu. For details, see The VIVE Menu on page 24.

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, 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 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 controls in the VIVE Menu to take screenshots and screen recordings, cast the headset to compatible display devices, access commonly used settings, and more.
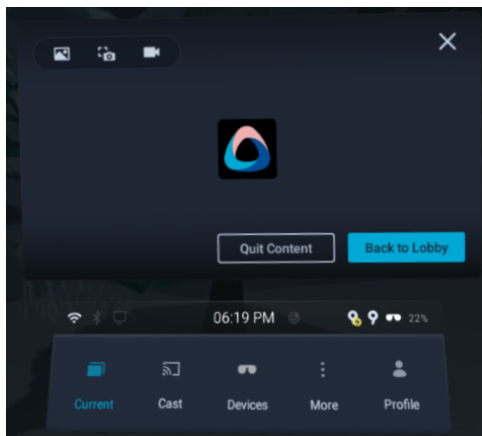
Accessing apps in the Library

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 ![filter] in the upper right.

   The Library filters apps into the following categories:

Category	Description
My apps	Displays both **Installed** and **Not installed** VR apps in your account.
Installed	Displays VR apps that you can use on the headset.
Not installed	Displays VR apps that can be downloaded and installed on the headset. Also displays VR apps that have been uninstalled.
Updates	Displays VR apps on the headset that have new updates you can install.
Unknown source	Displays VR apps that have been manually installed on the headset using APK files. For details, see Installing APK files on the headset on page 37.
PC VR apps	Displays PC VR apps that you can stream from your PC to your headset. For details, see Streaming PC VR apps to the headset on page 52.
2D apps	Displays Android mobile apps that have been installed using APK files. For details, see Installing APK files on the headset on page 37.

> ■ You can also use the toggle in the upper right ![toggle] 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 content**.

> 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.

Viewing your surroundings

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

- To turn on passthrough mode, press the headset button twice. The front headset LED will breathe red.

- To turn off passthrough mode and return to VR, press the headset button twice again.

> You can also turn passthrough mode on or off by pressing the VIVE button on the right controller twice.

Cleaning and disinfecting VIVE XR Elite

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

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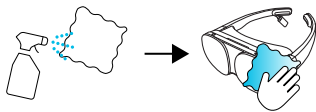
- Dampen a cloth with a neutral, non-acidic cleaning solution and use it to wipe the hard surfaces of the headset and controllers clean, especially places you frequently touch with your hands.

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

Don'ts
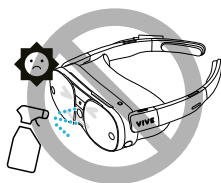
- Don't spray or pour liquid directly on the headset or controllers.

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

- Don't expose the headset or controllers to direct sunlight.

- Don't use a volatile solvent such as alcohol to clean the temple pads.

- Don't wash the face cushion or temple pads.

- Don't machine wash the headset or controllers.

Cleaning the 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.
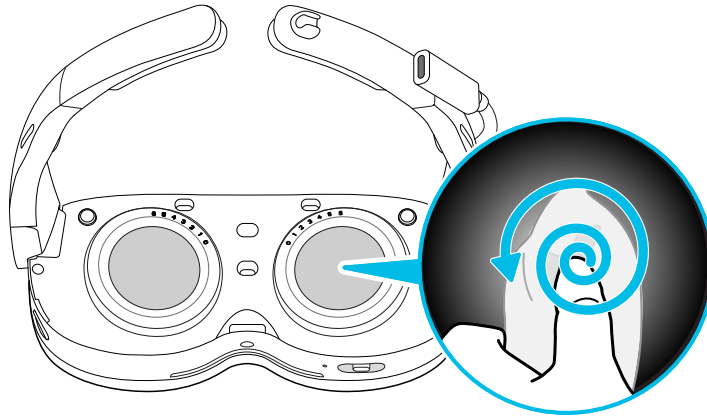
- For optimal tracking and passthrough, clean the four tracking camera lenses and the passthrough camera lens with a microfiber cloth.
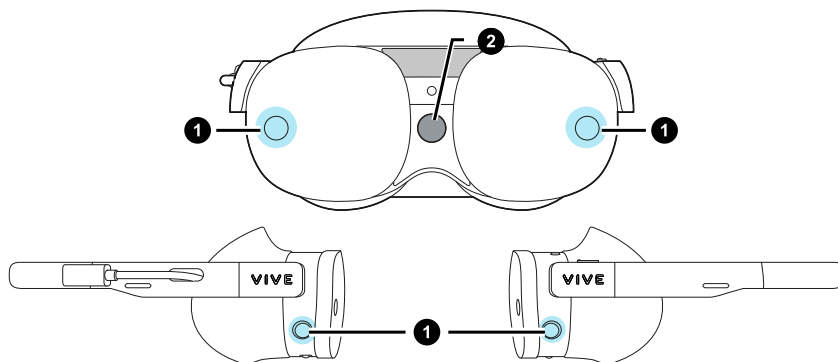
- Never use any kind of cleaning solution on the lenses.

Using the VIVE Case for XR Series

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.
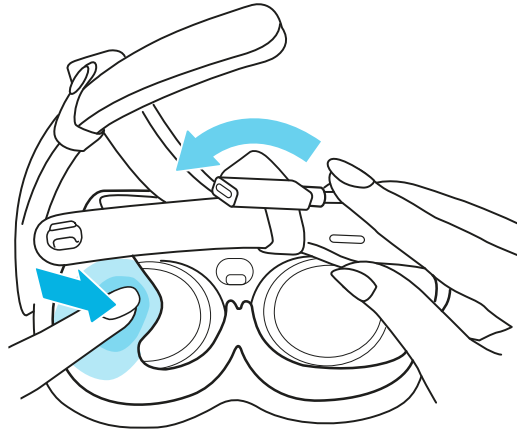
2. Fold the left temple, then place the extended USB port and head strap in the space between the temples and face cushion.
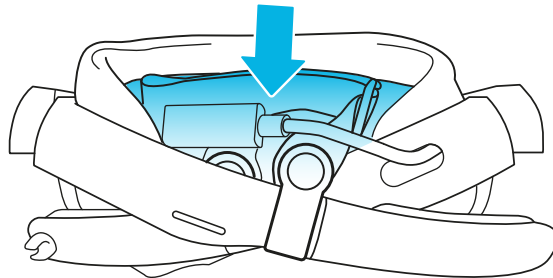
3. Put the headset into the microfiber pouch, then close the pouch by tightening the drawstring.
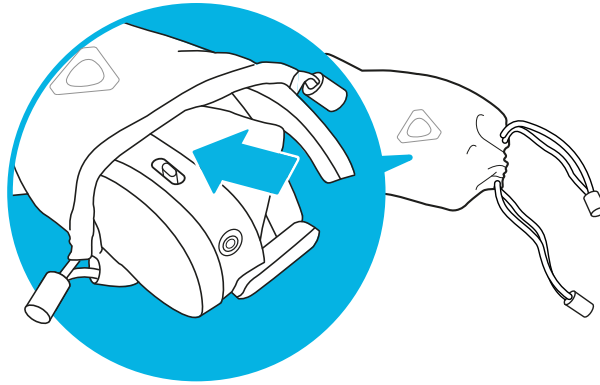
4. Put the pouch containing the headset into the case. If it doesn't fit easily, gently push while rotating it until it's fully inserted.
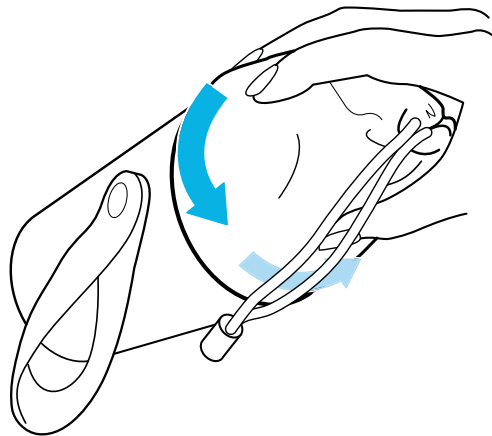
5. Wrap the drawstring around the top of the pouch.
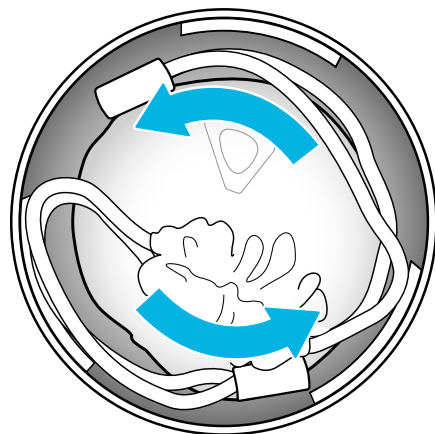
6. Wrap the USB-C to USB-C cable and put it inside the cap so it fits securely behind the notches.
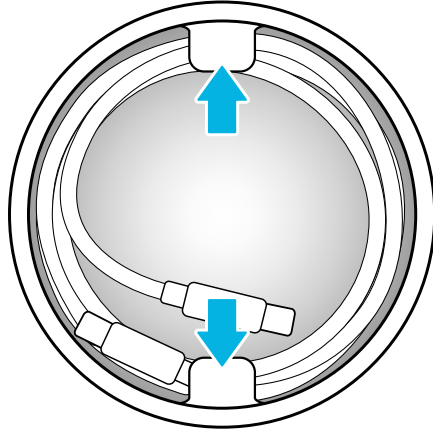
7. Screw the cap securely onto the case.

Managing screenshots, files, and apps

Taking screenshots and screen recordings

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
Capture a screenshot	Do either of the following: ▪ Press and hold the headset button and Volume down at the same time until the screen is captured. ▪ Press the VIVE and trigger buttons on the right controller at the same time.
Record your screen	Do either of the following: ▪ Press the headset button and Volume up at the same time to start recording. Press them again to stop recording. ▪ Press the VIVE and grip buttons at the same time to start recording. Press them again to stop recording.
Capture a screenshot or record videos with a timer	1. Open the VIVE Menu. To find out how, see The VIVE Menu on page 24. 2. Select ▣ to take a screenshot or select **Start recording** ▣ to record your environment. The headset will take the screenshot or start capturing video after a 3-second delay. 3. To stop screen recording, open the VIVE Menu again, point to the record button, and then select **Stop recording** ▮ .

- You can also capture screenshots while recording video.

- Screen recording pauses automatically when you access certain kinds of dialog boxes, such as password screens.

- Screen capturing and recording may not be available in some apps.

- Screenshots and screen recordings are saved to your headset's internal storage. You can transfer them to a computer or external storage device later. To find out how, see the following topics:

  - Transferring screenshots and screen recordings to your computer on page 34

  - Transferring files between the headset and an external storage device on page 36

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.
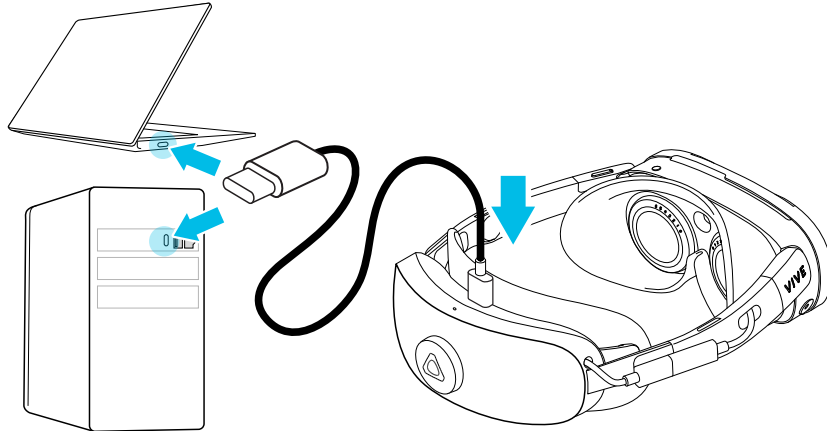
- If the battery cradle is not attached to your headset, connect the headset directly to your computer via the headset's extended USB Type-C port.
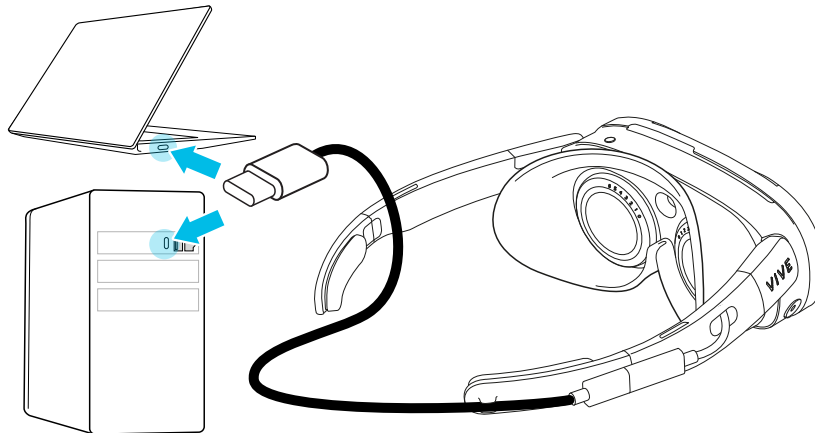
After connecting the headset to your computer, you can do the following:

- 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 34.

- Transfer APK files from your computer and install them on the headset. For details, see Installing APK files on the headset on page 37.

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 33.

2. Put on your headset.

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

3. Select **File transfer**.

4. Take off your headset.

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

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

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

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

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

Browsing and viewing files

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

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

Method	Steps
Browse screenshots and screen recordings only	1. Open the VIVE Menu. To find out how, see The VIVE Menu on page 24.
	2. Select the gallery button ![gallery] in the upper left of the window.
	A window will open, displaying the contents of the **Captures** folder.
	3. Select the filter button ![filter] in the upper right, then choose to display **Screenshots**, **Recordings**, or **All**.
	Note: The gallery window only allows you to view files. You won't be able to transfer files.

Method	Steps
Browse storage contents	1. From Home, select **Settings**. 2. Select **Storage**. 3. Select **File browser**. You can access the following folders: • **Captures**: Displays screenshots and screen recordings. • **Downloads**: Displays images, videos, and APK files you transferred from an external storage device or a computer. • **USB drive**: Displays the contents of an external storage device. See Connecting an external storage device to the headset on page 35.

2. Select a file to open it.

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.
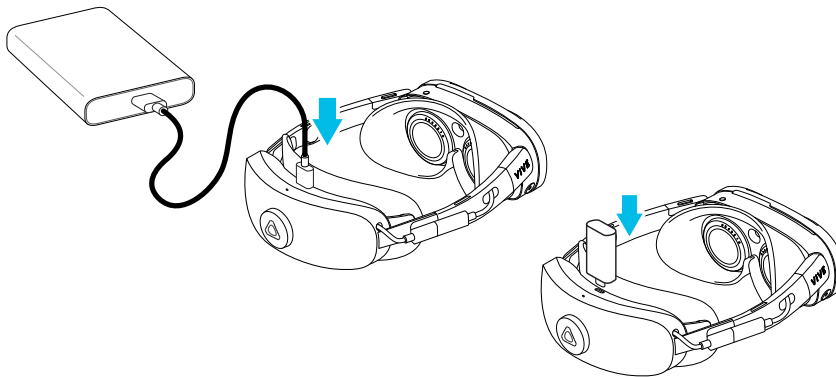
After connecting the external storage device, you can do the following:

- Browse files, view images, and play videos saved on the external storage device. See Browsing and viewing files on page 34.

- Install APK files from the storage device. See Installing APK files on the headset on page 37.

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 35.

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 ![filter] in the upper right.

2. Select **Not installed**.

3. Select an app to download and install it.

To view and launch installed apps, select ![filter] , 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
Transfer to external storage device	1. Copy the APK file to a USB storage device. 2. Connect the USB storage device to your headset. See Connecting an external storage device to the headset on page 35.
Transfer to internal storage	1. Connect your headset to your PC. For details, see Connecting the headset to your computer on page 33. The Choose USB mode dialog box will appear in the headset. 2. Select **File transfer**. 3. On your PC, open a file management app such as File Explorer and click your headset name. 4. Click **Internal shared storage**. 5. Copy the APK file to the **Downloads** folder.

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 25.

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 36.

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 40.

- Change basic headset settings.

- Cast the headset to your phone. See Casting the headset to your phone on page 45.

- Install system updates on the headset. See Installing system updates through VIVE Manager on page 39.

- Set up parental controls. See Setting up parental controls on page 41.

- Grant VIVE Manager permission to mirror your phone to the headset. See Granting permissions for phone mirroring on page 42.

- Set up Kiosk mode for the headset. See Setting up Kiosk mode through VIVE Manager on page 42.

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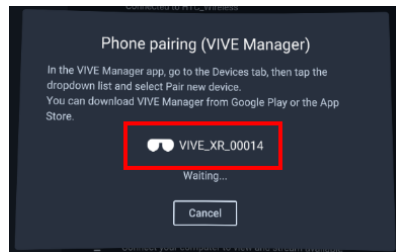
> The device number will be used to create the device name for your headset in VIVE Manager.

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**.
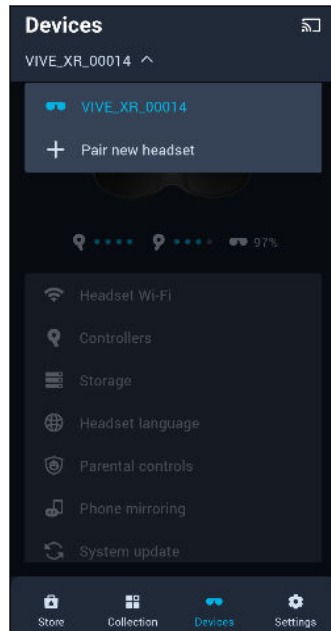
5. On the Welcome screen, select **VIVE XR Elite** and set up your new headset.

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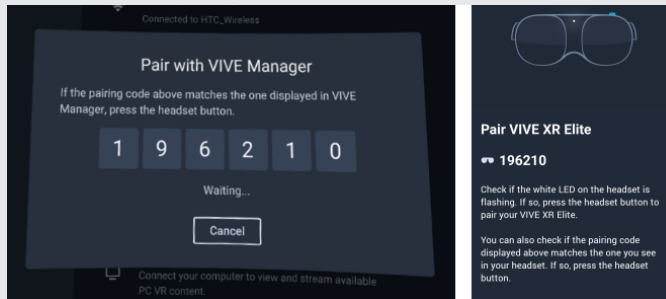
7. Follow the onscreen instructions in VIVE Manager and your headset to finish setting up the headset.

Setting up parental controls

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

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

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

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

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

Granting permissions for phone mirroring

VIVE Manager needs certain phone permissions in order to mirror your phone to your headset. If you didn't grant VIVE Manager the needed permissions while setting up 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 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 screen 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
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 40.

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 49.

- 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 40.

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 Changing phone mirroring settings on page 48.
⟳	Switch the screen orientation between portrait and landscape. After switching to landscape orientation, you'll see the **Curved screen** button ▭ on the toolbar. You can select the button to change between a curved and flat screen.

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

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

Moving and resizing the phone screen

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

Moving the phone screen

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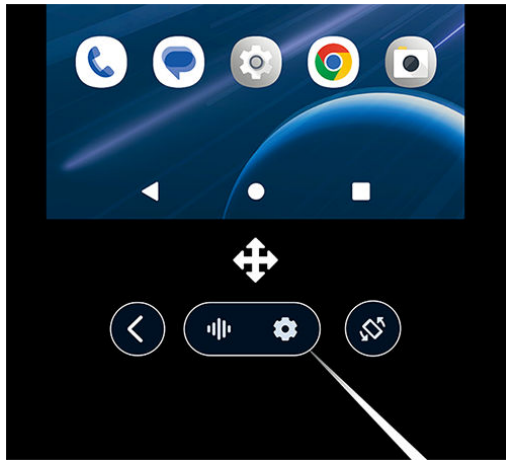
2. Pinch your thumb and index finger together or press the trigger on the controller to grab the screen, and then drag it to a new position.

Resizing the phone screen

1. Aim toward any of the edges or corners of the phone screen to make a resize pointer appear.
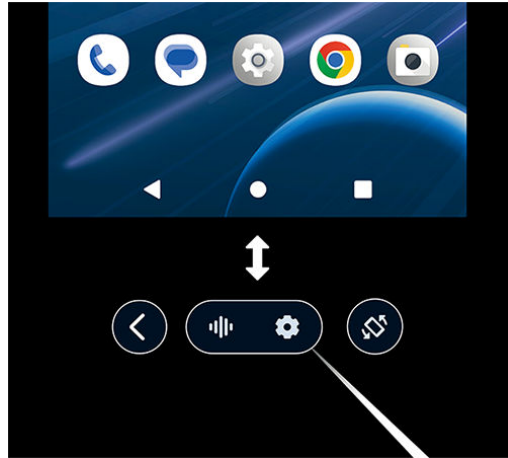
2. Pinch your thumb and index finger together or press the trigger on the controller to grab the edge or corner.

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

Changing the screen back to the default size and position

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

Changing phone mirroring settings

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

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

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

Phones compatible with VIVE 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 45.

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 46.

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
Sony Xperia 1 III	v	v
Sony Xperia 10 II	v	v
Sony Xperia 10 III	v	v
Sony Xperia 1 (J9110)	v	v

vivo

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

Xiaomi™

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

Others

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

Streaming PC VR apps to the headset

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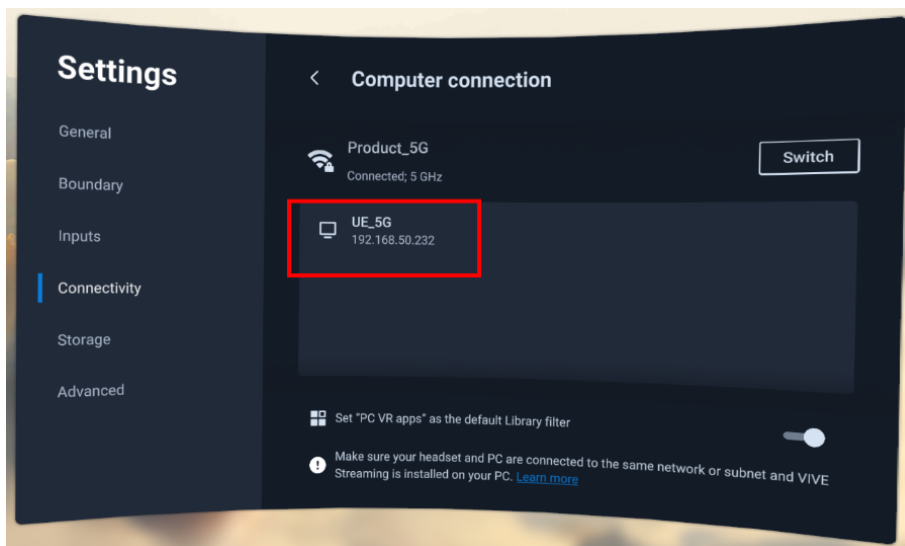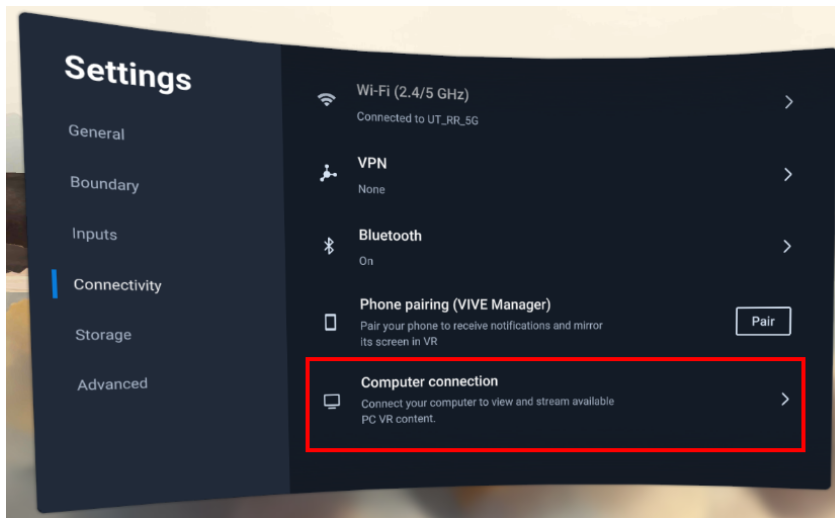
For details, visit VIVE Streaming Support.

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 71.
>
> § 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.

The headset will periodically check for updates on its own. A yellow indicator will appear in the **General** category in Settings when there's an available update. If you don't see the indicator, you can also check for updates manually.

1. From Home, select **Settings**.
2. Select **General**.
3. Under **System update**, select **Update** to install an update, or select **Check now** to check for updates manually.

System updates will require you to restart your headset.

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

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

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

Choosing a 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
Default mode	Allows users to use the headset in their defined room-scale or stationary play areas. Supports mixed reality. See Setting up your play area on page 21 and Setting up multiple play areas on page 22.
Instant mode	Best used for stationary applications and when the headset will be used in different spaces or shared among users. Doesn't support mixed reality. In this mode, you won't need to set up a play area. A temporary stationary play area—a circular area with a radius of 1 m—will be created automatically every time a user puts on the headset.
Passenger mode	Helps prevent drift when using the headset in a dark environment or a vehicle that's moving steadily forward, such as a train.

Pairing Bluetooth devices

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

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

1. From 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

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 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.

- Manage devices, content, and software with **VIVE Business+**. See VIVE Business+ on page 60.

- Install **Mobile Device Management (MDM)** software. See Mobile Device Management (MDM) on page 60.

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 and content 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+.

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 60
- VMware AirWatch on page 66

Microsoft Intune

Enrolling VIVE XR Elite in Microsoft Intune

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 60
- Enrolling the headset and setting it up for Microsoft Intune on page 64

> 🏷️ 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.

Creating a device enrollment token

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** > **Android** > **Android enrollment**.

3. Select the enrollment profile that matches your requirements.

    ▪ **Corporate-owned, user-associated devices (Preview)**

    ▪ **Corporate-owned, userless devices (Preview)**
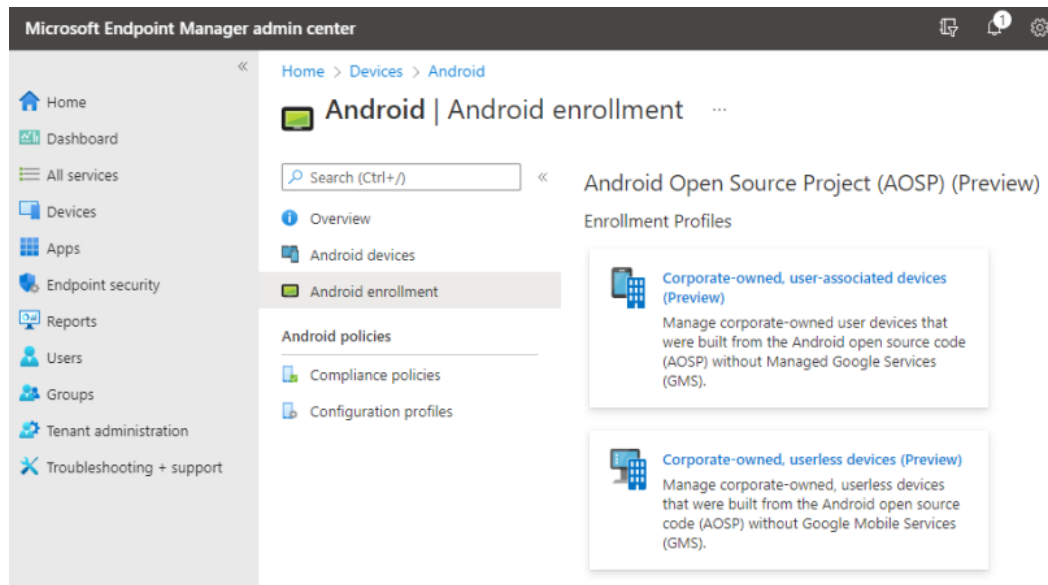
4. On the corresponding enrollment page, click **+ Create profile**.
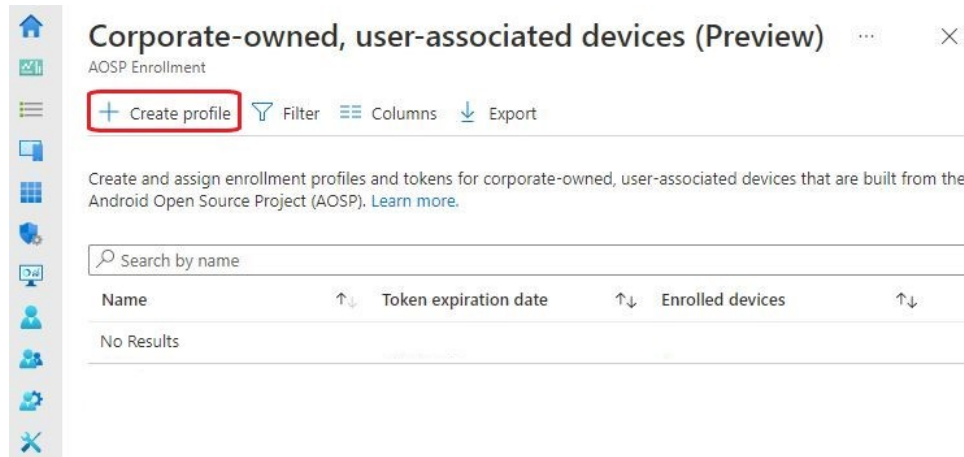
5.   Specify the details of your profile and click **Next**.

Create profile   ⋯   ✕

① **Basics**   ② Review + create
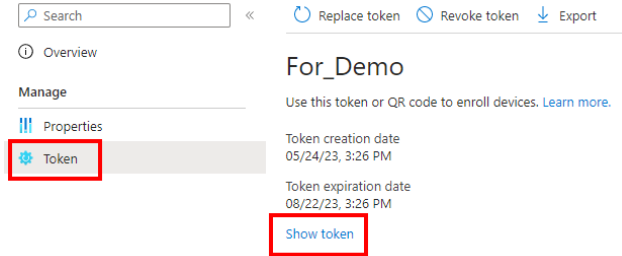
Name * ⓘ

Description
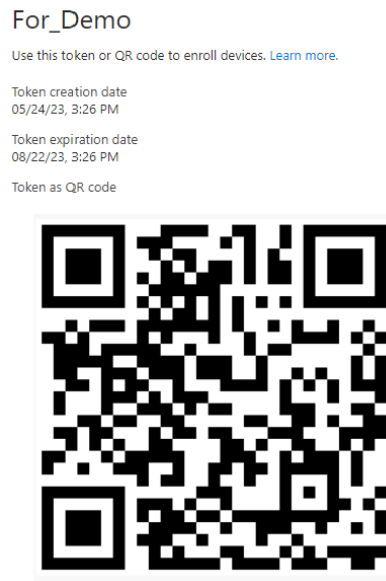
Optional

Token expiration date * ⓘ   12/07/2022   📅

SSID *   Enter SSID here

Hidden network *   Enabled   **Disabled**

Wi-Fi type *   Open (no authentication)   ⌄

Open (no authentication)

WEP-Pre-shared key

WPA-Pre-shared key

Previous   Next

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 64.

Enrolling the headset and setting it up for Microsoft Intune

After creating a device enrollment token, you can now enroll your VIVE XR Elite and set it up for Microsoft Intune.

> 📢 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 55 and Setting up your headset for the first time on page 15.

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.

> 📢 If the Wi-Fi network that the device enrollment token is configured for isn't available, you won't be able to set up the headset.

3. Proceed with device setup. What you do next will depend on the enrollment profile you selected when creating the device enrollment token.

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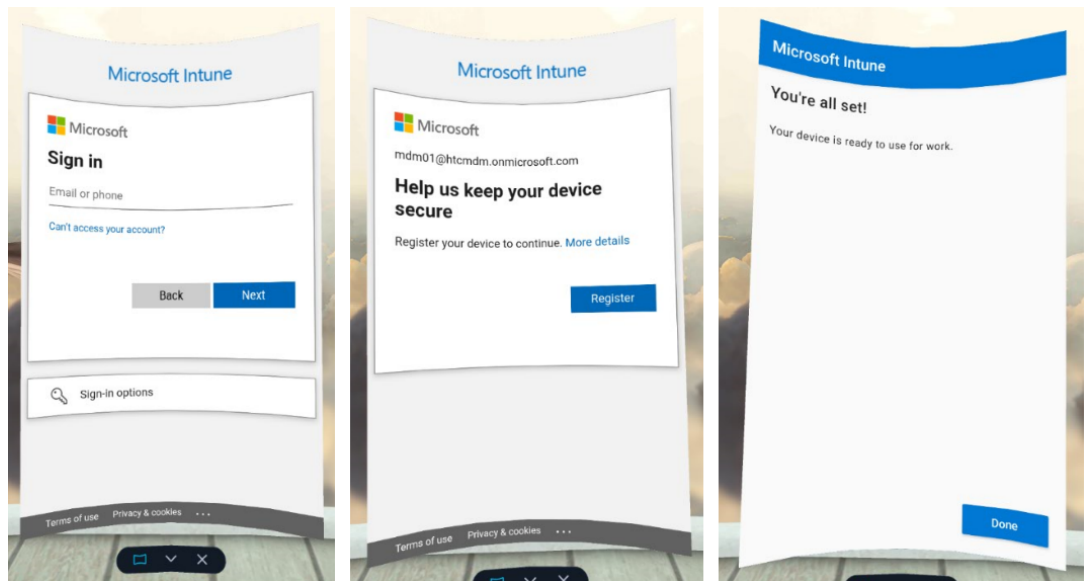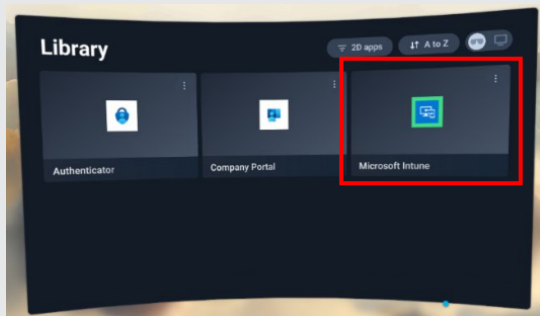

   - If you're using a userless device, you can proceed directly to device setup. Just select **Start**.
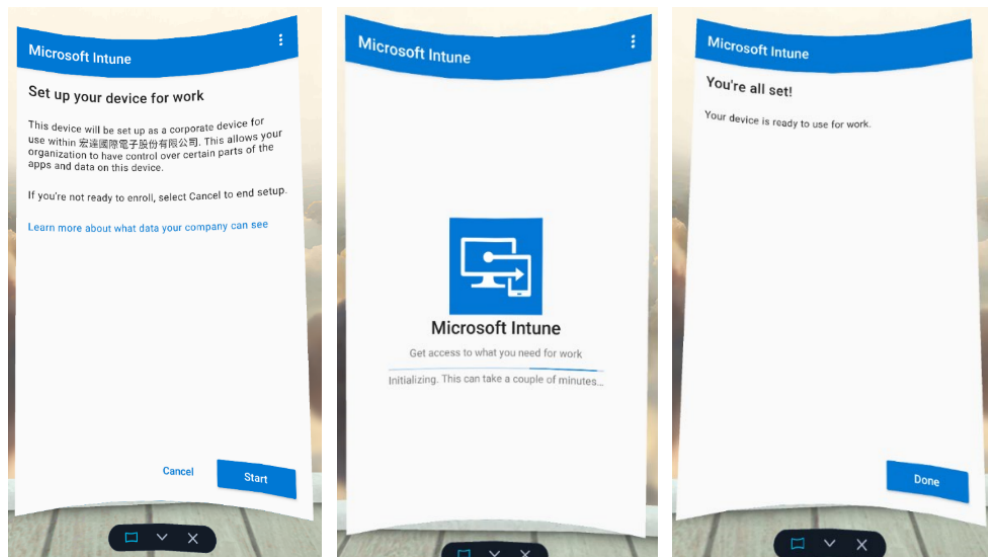
If the headset restarts during setup or setup is interrupted for some other reason, you can resume setup from the Library. First, go to the Library, select the filter button ⩧ , and then select **2D apps**.
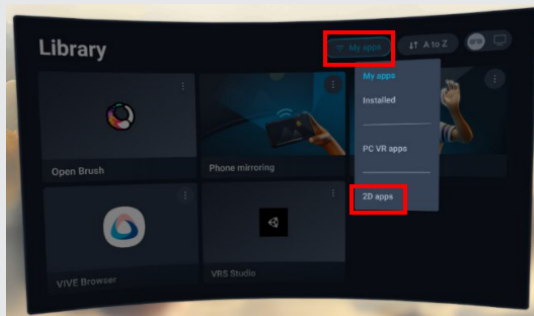
Select **Microsoft Intune** to resume device setup.

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.

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
> 55 and Setting up your headset for the first time on page 15.

1. In your computer's web browser, go to a website that can generate QR codes.

   For example: https://www.the-qrcode-generator.com/

2. Configure your QR code with the following data:

   ▪ **Headset setup:**

Parameter	Description
wifi	Wi-Fi configuration. For details, see the "Wi-Fi settings" table.
url	Download link for VMware AirWatch
oobe	Configuration for specifying what to include in the headset setup process: **0:** Include the complete setup process **1:** Include only room setup and first-time controller setup **2:** Skip the entire headset setup process
extras	For details, see the "Additional data" table.

> The download link for VMware AirWatch is https://getwsone.com/mobileenrollment/
> airwatchagent.apk. Make sure the URL is accessible before generating your QR code.

   ▪ **Wi-Fi settings:**

Parameter	Description
WIFI	Authentication type (for example: WPA2-EAP, WPA)
S	Network SSID
P	Network password
I	Identity

   ▪ **Additional data:**

   You can include the following data as needed when automatically enrolling VIVE XR
   Elite with the VMware AirWatch agent:

Parameter	Description
svr	Server URL
gid	Group ID
un	Username
pw	Password

The following examples show how the data may be entered manually when configuring your QR code.

- **Wi-Fi with WPA2-EAP authentication:**

```
{
 "wifi":"WIFI:T:WPA2-EAP;S:<SSID>;P:<password>;I:<account>;;",
 "url" : "https://getwsone.com/mobileenrollment/airwatchagent.apk",
 "oobe" : "2",
 "extras":
 {
 "svr":"<VM ware url>",
 "gid":"<group ID>",
 "un":"<username>",
 "pw":"<password>"
 }
 }
```

Click here for an editable version of the above sample.
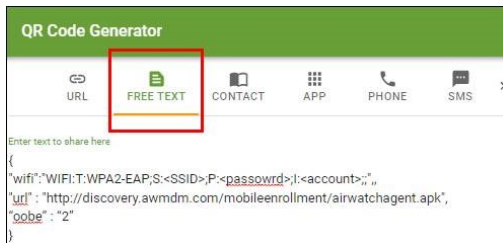
- **Wi-Fi with WPA authentication:**

```
{
 "wifi":"WIFI:T:WPA;S:<SSID>;P:<password>;;",
 "url" : "https://getwsone.com/mobileenrollment/airwatchagent.apk",
 "oobe" : "2",
 "extras":
 {
 "svr":"<VM ware url>",
 "gid":"<group ID>",
 "un":"<username>",
 "pw":"<password>"
 }
 }
```

Click here for an editable version of the above sample.

3.   Generate your QR code, and then download it onto your computer.

4.   Open the QR code on your computer, and then put on your headset.

5.   From Home, select **Settings** > **Advanced** > **MDM setup** > **QR code**.

6.   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.

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 from the headset:

- Face cushion
- Temples
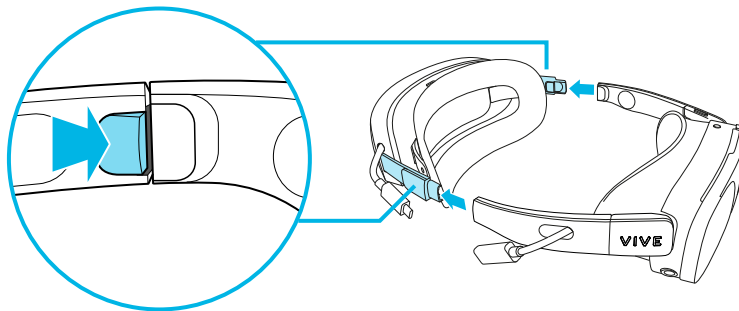- Battery cradle
- Head strap

- To remove the face cushion, follow the instructions in Removing and reattaching the face cushion on page 19.

- To remove the temples, press the release button on the inside of each temple.
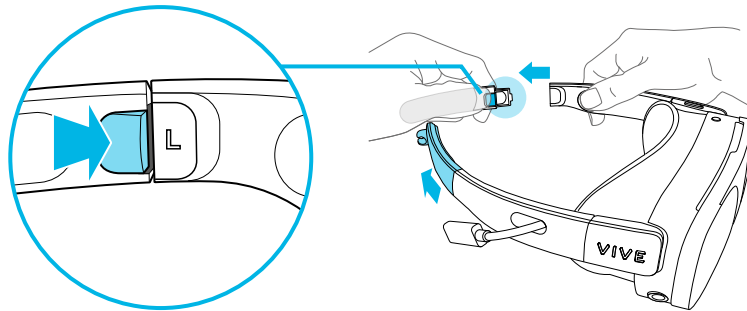
- To remove the battery cradle, disconnect the extended USB cables on the right side of the headset and battery cradle.
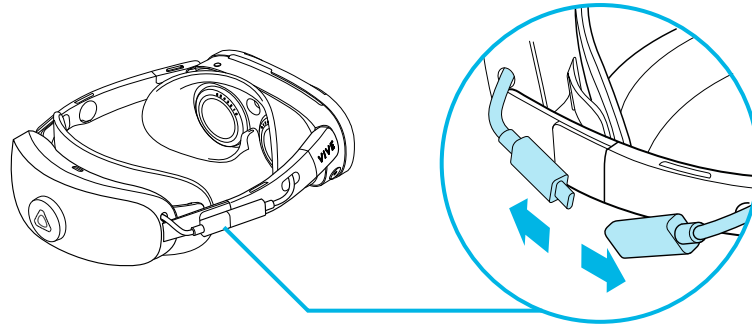
Then press the release button on the inner left and right sides of the battery cradle and detach the battery cradle.

- To detach the head strap from the headset, remove the temples or battery cradle, and then pull the rubber ends of the head strap off the headset.
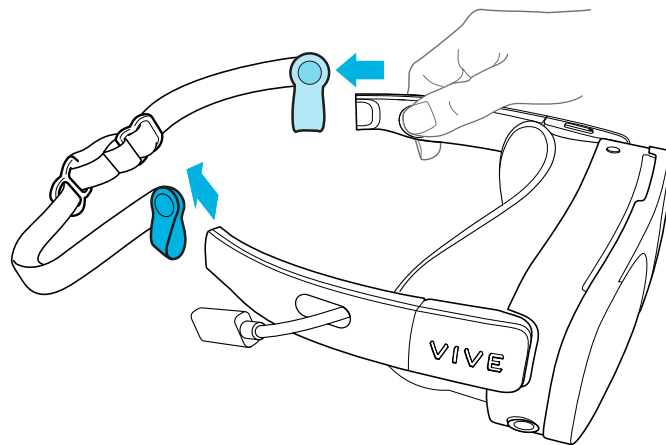
Keep the accessories in a safe place. You'll need to reassemble them when you get your headset back.

How do I reassemble the headset after repair?

After receiving your repaired headset, reattach the accessories to your headset.

- To reattach the face cushion, follow the instructions in Removing and reattaching the face cushion on page 19.

- To reattach the head strap, follow the steps in Attaching and adjusting the head strap on page 13.

- To reattach the temples, insert them into the temple slots on the headset.

- To reattach the battery cradle, follow the steps in Attaching the battery cradle and charging the battery on page 10.

Where can I find the headset serial number?

You can find the headset serial number in two places:

Serial number location	Steps
Sticker	You'll find the serial number sticker on the inner right side of the headset.
Device settings	1. From Home, select **Settings**. 2. Select **General**. 3. Select **About** > **Headset status**.

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
- Belgium
- Canada
- Czech Republic
- Denmark
- France
- Germany
- Hong Kong
- Ireland
- Israel
- Japan
- Kingdom of Saudi Arabia
- Korea
- Netherlands
- New Zealand
- Poland
- Spain
- Sweden
- Switzerland
- United Arab Emirates
- United Kingdom
- United States

- 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.
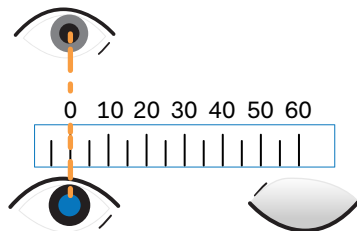
Estimating your IPD in a mirror

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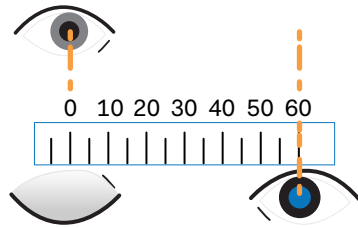
4. Make a note of your IPD measurement. You may want to recheck several times to make sure your reading is accurate.

> 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 7.

- If your controllers are on but still not being detected, you might need to pair them again. See Pairing the controllers on page 21.

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.
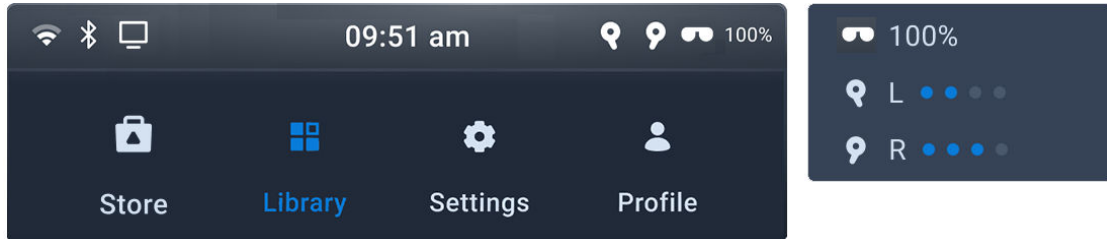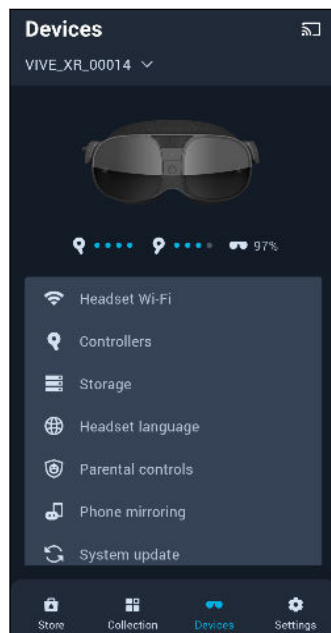

In VIVE Manager

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.

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.

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

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

Why doesn't phone mirroring work on my headset?

Check first if your phone supports Miracast and is compatible with VIVE XR Elite. See Phones compatible with VIVE XR Elite on page 49.

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
HTC	• **HTC U11, HTC U11+, HTC U12+, and HTC EXODUS 1:** Go to Settings and tap **Connected devices** > **Connection preferences** > **HTC Connect**. • **Other HTC phones:** Search for **Cast**.
HUAWEI	Search for **Wireless projection**.
OPPO	Search for **Screencast**.
LG	Search for **Screen sharing**.
realme	Search for **Screencast**.
Samsung	Search for **Smart View**.
Sony	Search for **Screen mirroring**.
vivo	Search for **Screen mirroring**.
Xiaomi	Search for **Wireless display**.

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 46.

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.

Where can I find my screenshots and screen recordings?

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.

System

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

Follow the steps in Installing system and firmware updates on page 54 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 53.

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.

What's the VIVE XR Elite beta program and how do I join?

The beta program provides early access to upcoming features for VIVE XR Elite. When you join the program you'll get to test new or experimental features and help HTC make VIVE XR Elite better by providing your feedback.

Before joining the beta program, please take note of the following:

- After joining the program, you'll receive beta software as a system update as soon as it becomes available.

- You can quit the beta program at any time. The system software will be rolled back to an officially released version.

- Switching to beta or rolling back to the official software version will erase all internal storage data, including personal files and system settings. Make sure to back up your files —such as screenshots and screen recordings—before installing the beta or official software version.

How do I join the beta program?

1. Register your headset with the VIVE XR Elite beta program.

   To register, contact us at vive_beta@htc.com and provide us with the following information:

   - Your full name

   - Your email address

   - Your device's serial number (see Where can I find the headset serial number? on page 71)

   You'll receive an email confirming that you've been enrolled in the beta program.

2. Put on your headset.

3. From Home, select **Settings**.

4. Select **Advanced**.

5. Select **Beta features** and then select **Join**.

When beta software becomes available, select **Update now** in the **System updates available** dialog box that appears.

How do I withdraw from the beta program?

1. Put on your headset.

2. From Home, select **Settings**.

3. Select **Advanced**.

4. Select **Beta features** and then select **Quit beta program**.

5. In the dialog box that appears, select **Quit**.

6. To roll back to an official software version, select **Update now** in the **System updates available** dialog box that appears.

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