

htc®



**VIVE™**

VIVE Pro HMD User guide

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## Trademarks and copyrights

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## About this guide

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



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



This is a tip. A tip gives you an alternative way to do a particular step or procedure, or lets you know of an option that you may find helpful.



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



This provides safety precaution information, that is, information that you need to be careful about to prevent potential problems.

# Unboxing

## What's inside the box?

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

Main component	Accessories
Headset	<ul style="list-style-type: none"> <li>▪ Headset cable (attached)</li> <li>▪ Face cushion (attached)</li> <li>▪ Cleaning cloth</li> <li>▪ Earphone hole cap (2)</li> </ul>
Link box	<ul style="list-style-type: none"> <li>▪ Power adapter</li> <li>▪ DisplayPort™ cable</li> <li>▪ USB 3.0 cable</li> <li>▪ Mounting pad</li> </ul>

You can also find documentation in the box, such as the Safety and regulatory guide and warranty card.

## What are the system requirements?

To use VIVE Pro, your computer must meet the following system requirements.

To find out if your computer is ready for VR, download and run the [Vive Quick Compatibility Check](#).

Component	Recommended system requirements	Minimum system requirements
<b>Processor</b>	Intel® Core™ i5-4590/AMD FX™ 8350 equivalent or better	Intel Core i5-4590/AMD FX 8350 equivalent or better
<b>GPU</b>	NVIDIA® GeForce® GTX 1060, AMD Radeon™ RX 480 equivalent or better	NVIDIA GeForce GTX 970, AMD Radeon R9 290 equivalent or better
<b>Memory</b>	4 GB RAM or more	4 GB RAM or more
<b>Video output</b>	DisplayPort 1.2 or newer	DisplayPort 1.2 or newer
<b>USB port</b>	1x USB 3.0 or newer	1x USB 3.0 or newer
<b>Operating system</b>	Windows® 8.1 or later, Windows 10	Windows 8.1 or later, Windows 10

# Headset and link box

## Headset

### About the VIVE Pro HMD

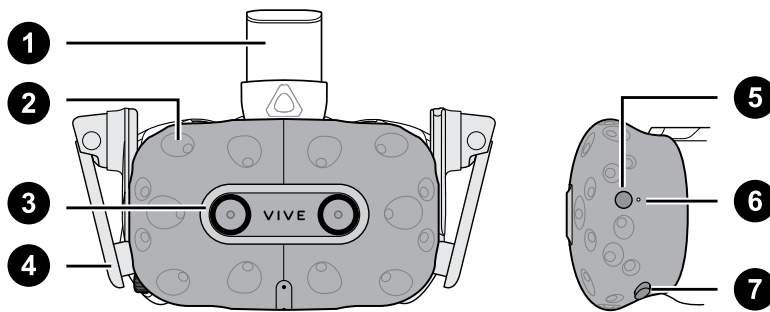
The headset is your window to the VR environment.

The headset has sensors that are tracked by the base stations.



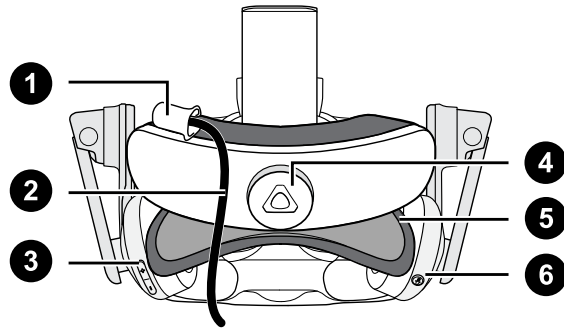
The sensors on the headset are sensitive. Do not cover or scratch the sensor lenses, including the proximity sensor.

### Front and side



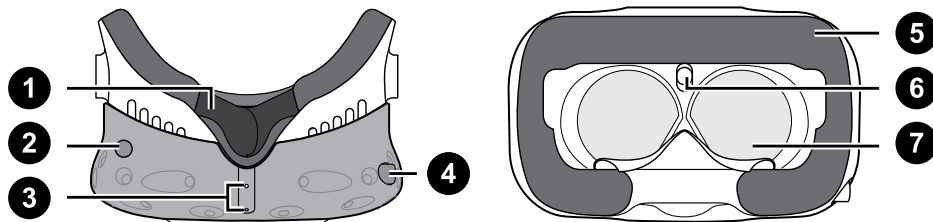
1	Headset strap
2	Tracking sensor
3	Camera lens
4	Earphone
5	Headset button
6	Status light
7	Lens distance button

## Back



1	Headset cable clip
2	Headset cable
3	Volume button
4	Adjustment dial
5	Head pad
6	Mic mute button

## Bottom and inner



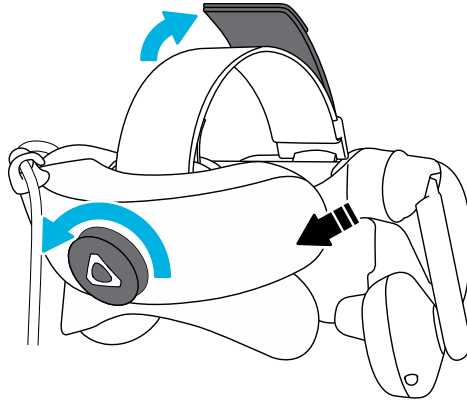
1	Nose rest
2	Lens distance button
3	Mic
4	Interpupillary distance (IPD) knob
5	Face cushion
6	Proximity sensor
7	Lenses

## Putting on the VIVE Pro HMD

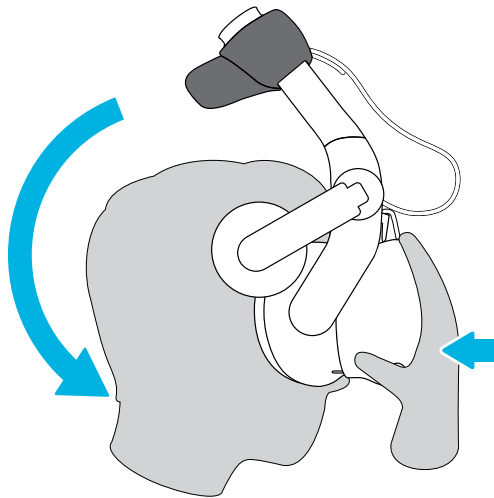


Before putting on the headset, make sure that you've peeled off the protective film from the lenses.

1. Loosen the strap by rotating the adjustment dial counter-clockwise, and then detach the Velcro fastener on the top band.

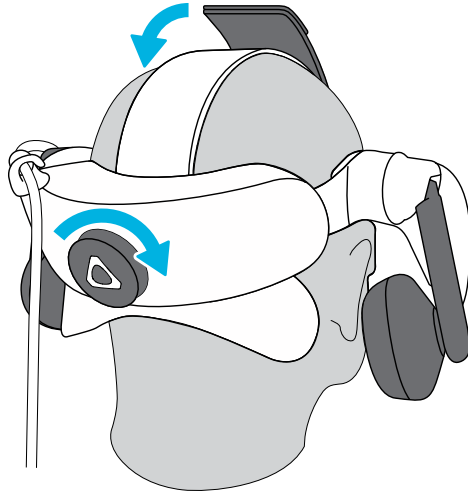


2. Press the headset towards your eyes, and then slide the strap around the back of your head.

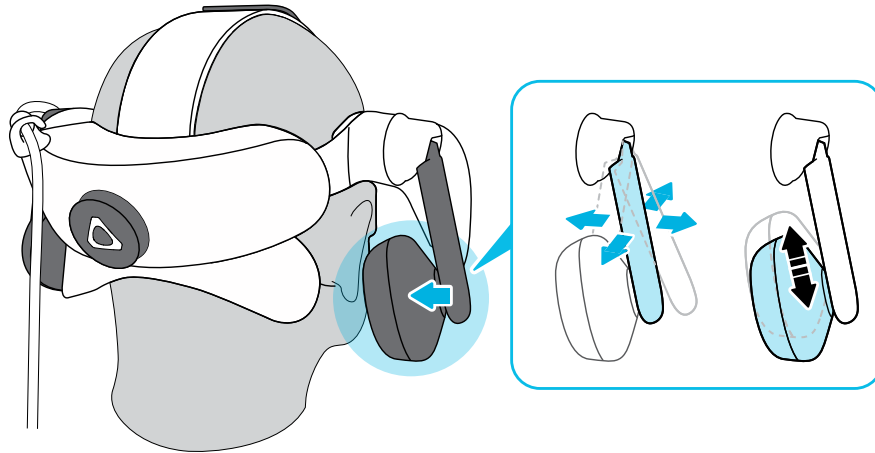




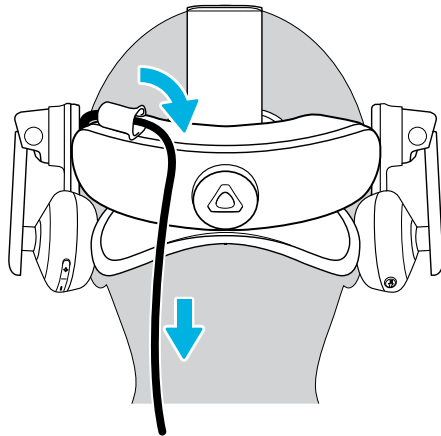
3. Rotate the adjustment dial clockwise until the headset fits snugly, and then reattach the Velcro fastener on the top band.



4. Adjust the earphones to a comfortable position over your ear, and then press the earphones towards your ears until they're properly in place.



5. Make sure that the headset cable passes through the cable clip at the back of the headset, and is positioned straight down your back.



When taking the headset off, remember to loosen the strap first by rotating the adjustment dial counter-clockwise.

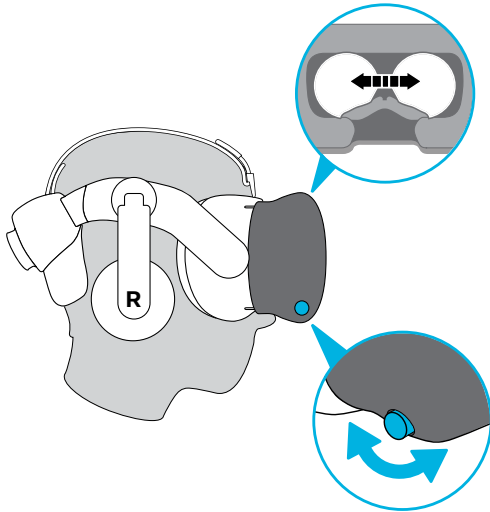
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## Adjusting the IPD on the headset

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Interpupillary distance (IPD) is the distance between the center of the pupils in your eyes. A quick way to get an estimate is by facing a mirror and holding a millimeter ruler against your brow. Use this measurement as a guide to adjust the distance between the lenses of the headset so that you'll have a better viewing experience.

To change the distance between the lenses, rotate the IPD knob.



As you adjust the IPD, you'll see information displayed in the headset that indicates the current distance between the centers of the lenses.

## Can I wear my prescription glasses while using VIVE Pro?

Most glasses fit inside the headset. If you wear large prescription glasses, adjust the lens distance to increase the space in the headset.



Make sure that no part of your glasses scratch the headset lenses.

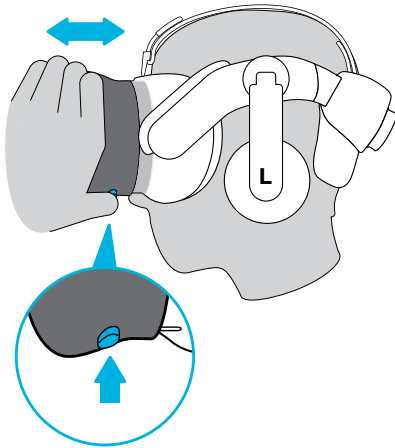
## Adjusting the lens distance on the headset

If you wear large prescription glasses or have long eyelashes, you may need to increase the lens distance further from your face. Only increase this distance as necessary, as the closer the lenses are to your eyes, the better your field of view will be while wearing the headset.



- Make sure that no part of your glasses scratch the headset lenses.
- Do not attempt to adjust the visor without pressing the lens distance button.

Press and hold the lens distance button on the headset, and then pull or push the visor to adjust the lens farther or closer to your face.



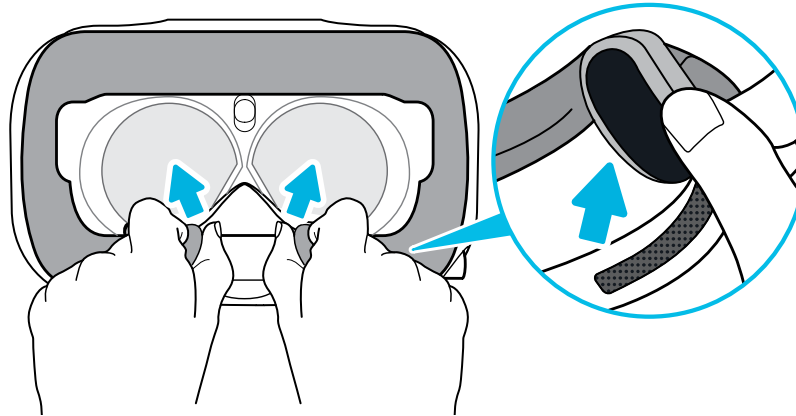
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## Replacing the face cushion

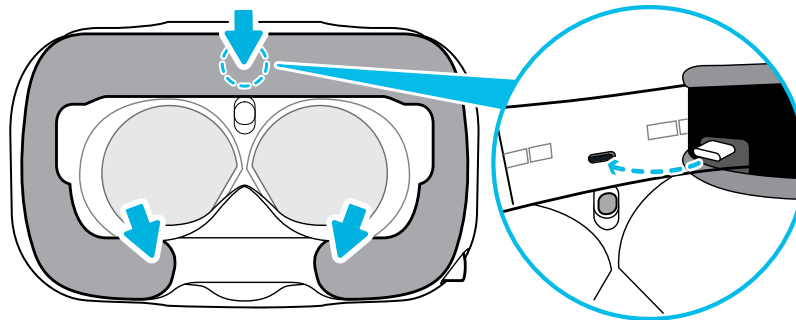
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You can remove the face cushion to clean it. For more information, see [Cleaning the face cushion](#) on page 26.

1. To remove the face cushion, peel off starting from both ends of the face cushion until it detaches from the headset.



2. To replace the face cushion, insert the tab on the face cushion into the slot on the headset, and then align the hook and loop strips.



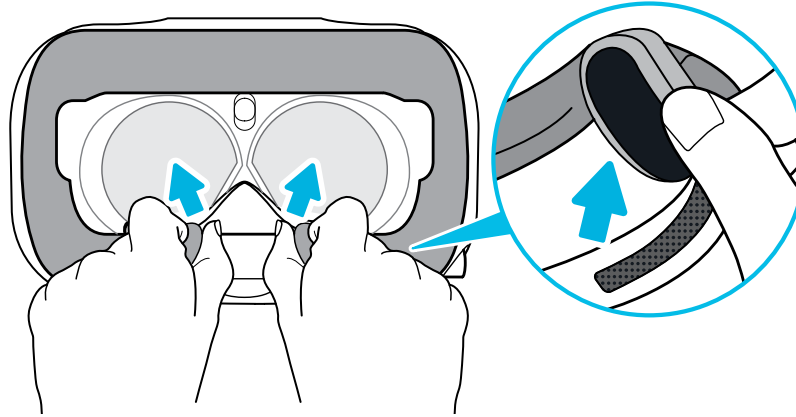
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## Connecting a USB device to the VIVE Pro HMD

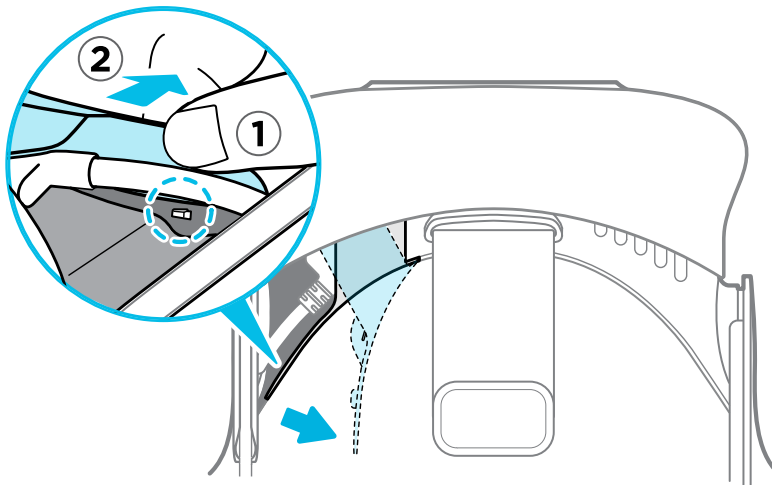
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You can connect a USB Type-C compatible third-party device to VIVE Pro HMD using a USB cable.

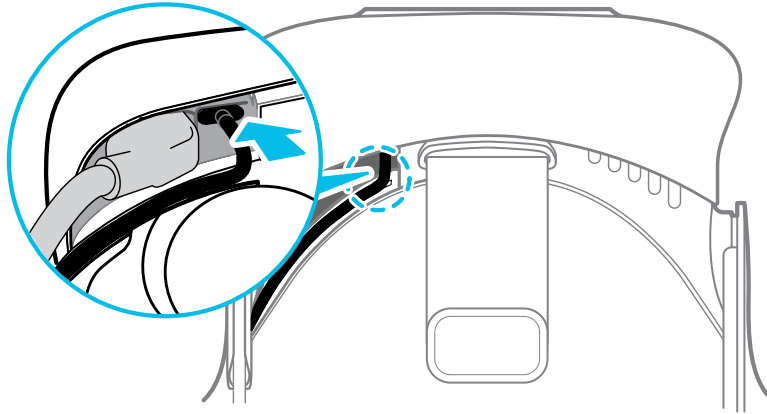
1. Peel off the face cushion starting from both ends until it detaches from the headset.



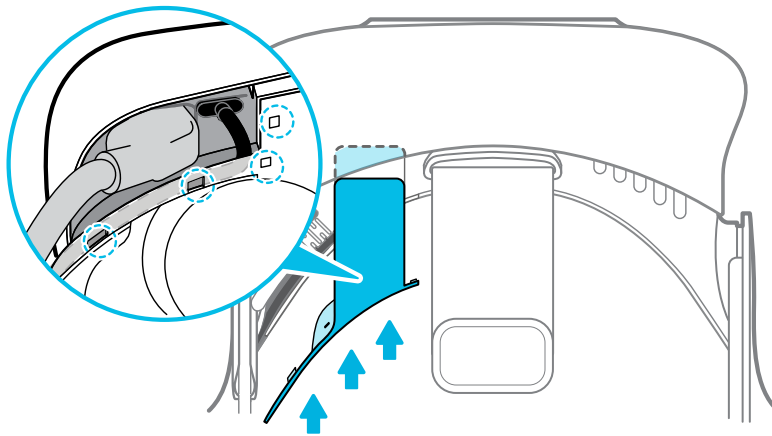
2. Pry open the compartment cover from its flap, and then pull the cover out to access the ports on the headset.



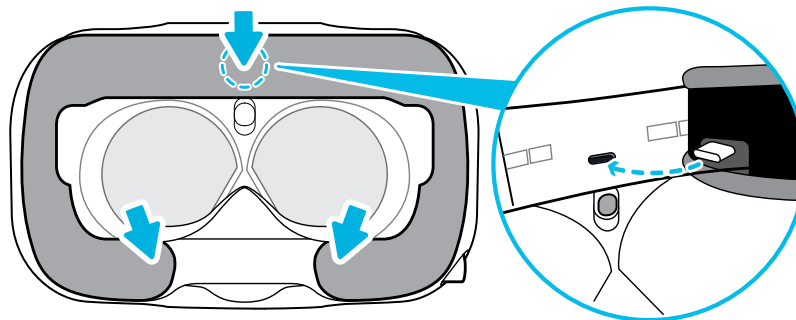
3. Insert the cable connector of the device to the USB Type-C port on the headset.



4. Align and push the tabs of the compartment cover onto their corresponding holes.



5. Replace the face cushion by inserting its tab into the slot on the headset, and then aligning the hook and loop strips.



6. Connect the other end of the USB cable to the third-party device.

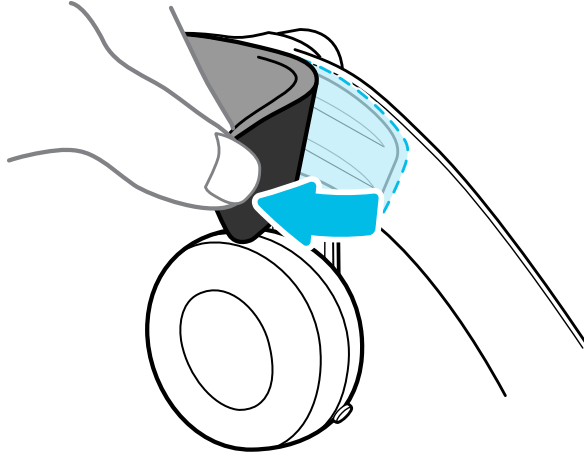
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## Removing the headset earphones

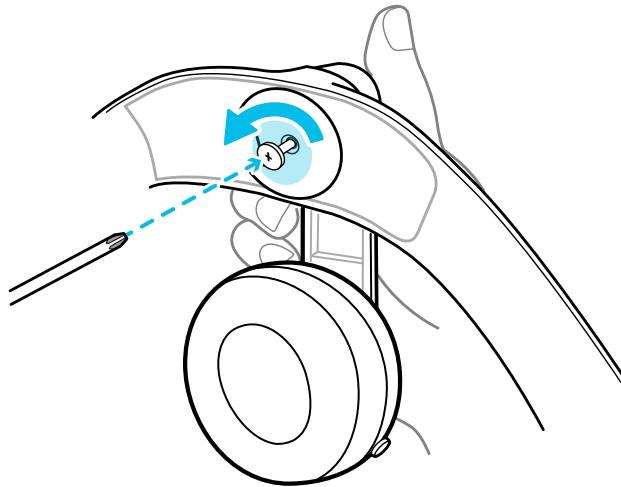
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If you need to, you can remove the headset earphones.

1. Peel off the side cushions on the strap near the earphones.

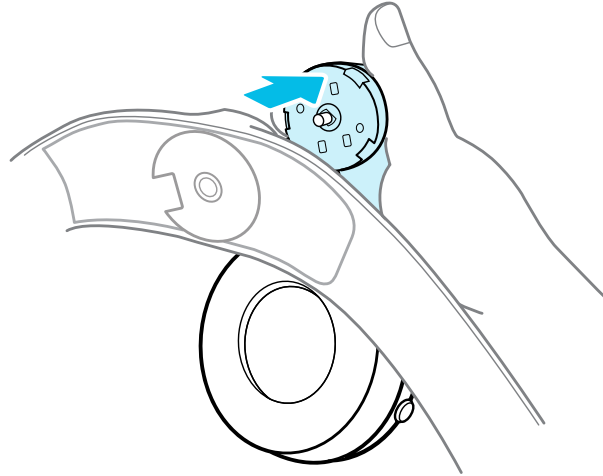


2. Use a cross-shaped screwdriver (PH00) to detach the earphone from the strap.

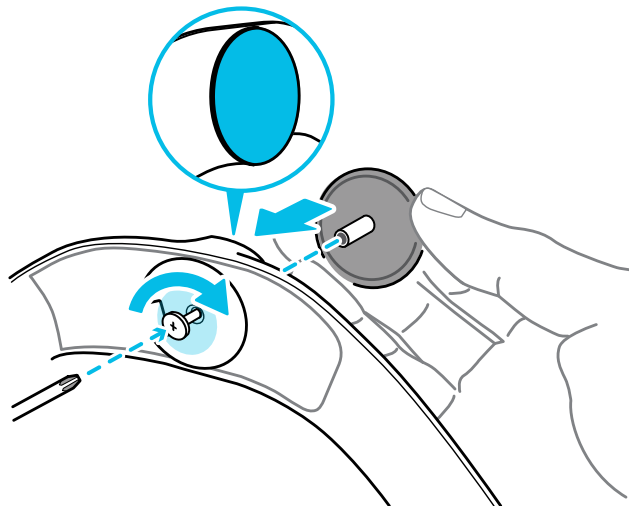




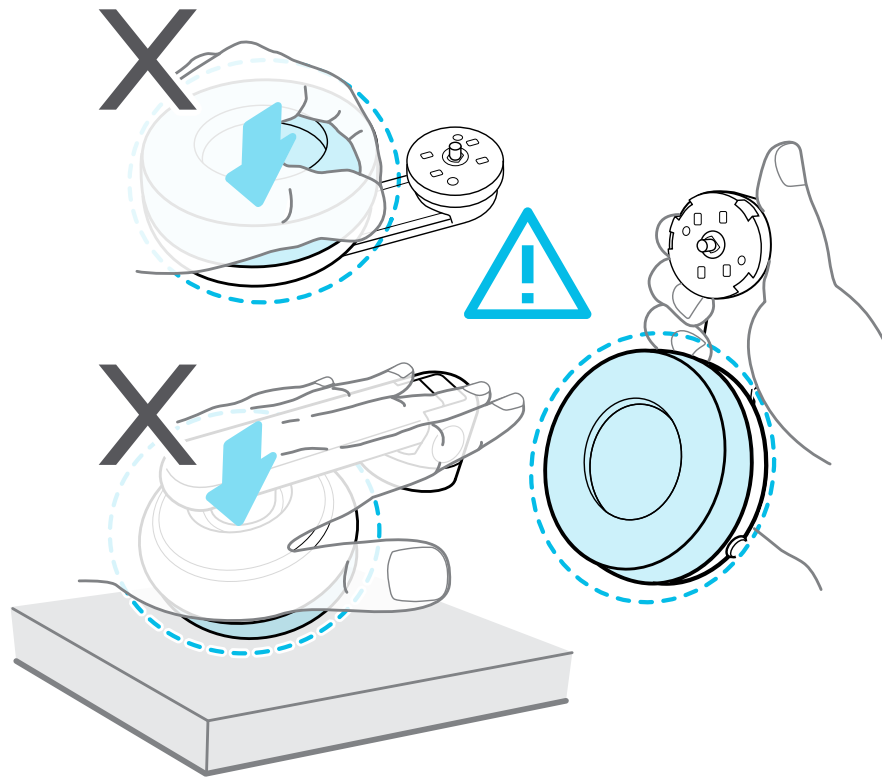
3. Gently pull each earphone until it detaches from the strap and then set it aside.



4. Replace the cap with the screw you removed earlier.



After detaching the earphones, make sure to put it in a safe place. Do not squeeze or press down the earphones. When storing, do not put the earphones under a heavy object that could press or squeeze them down.



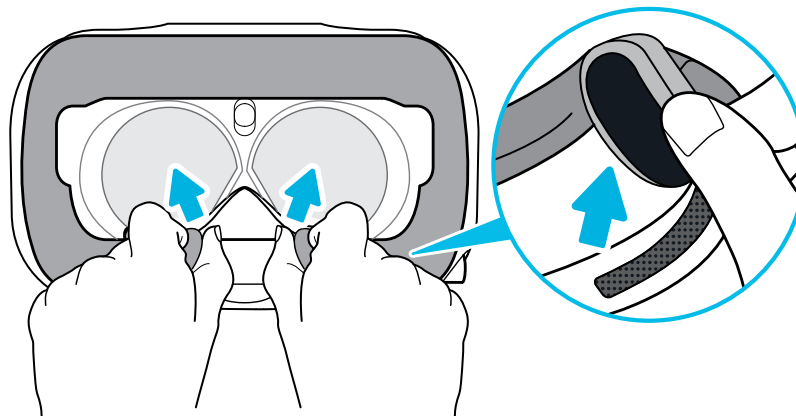
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### Replacing the headset earphones

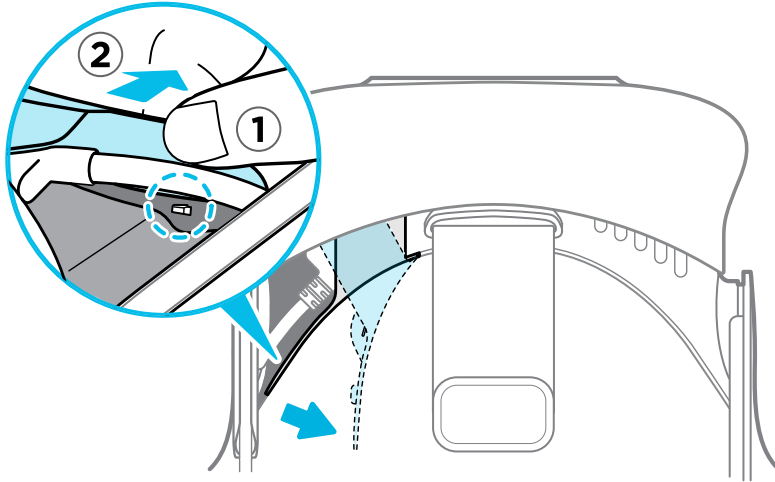
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You can use your own USB Type-C compatible audio earphones with the VIVE Pro HMD. If you want to use compatible 3.5mm audio earphones, you'll need a type-C to 3.5mm audio adapter.

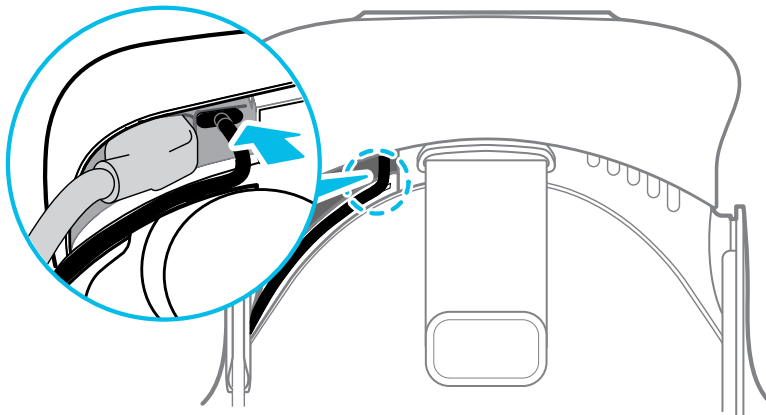
1. Remove the headset earphones first, otherwise audio will still come out from it. For details, see [Removing the headset earphones](#) on page 16.
2. Peel off the face cushion starting from both ends until it detaches from the headset.



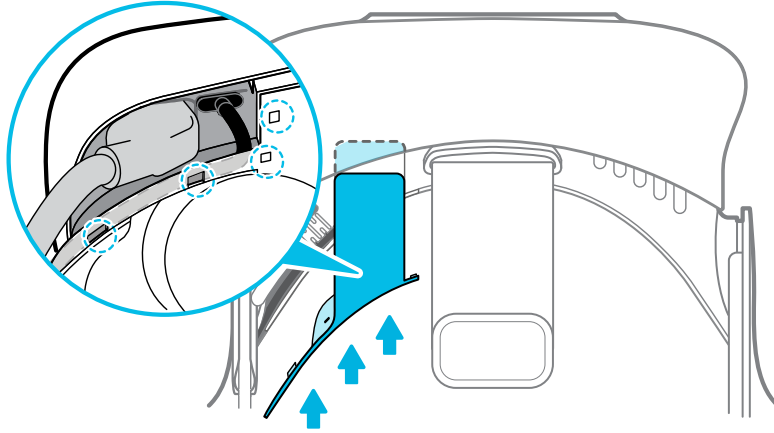
3. Pry open the compartment cover from its flap, and then pull the cover out to access the ports on the headset.



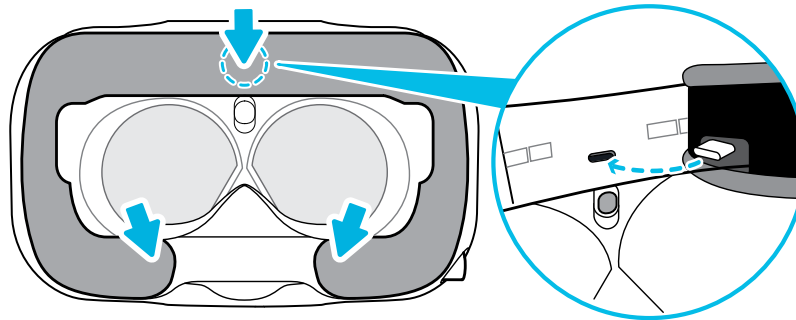
4. Insert the cable connector of your earphones on the USB Type-C port.



5. Align and push the tabs of the compartment cover onto their corresponding holes.



6. Replace the face cushion by inserting its tab into the slot on the headset, and then aligning the hook and loop strips.



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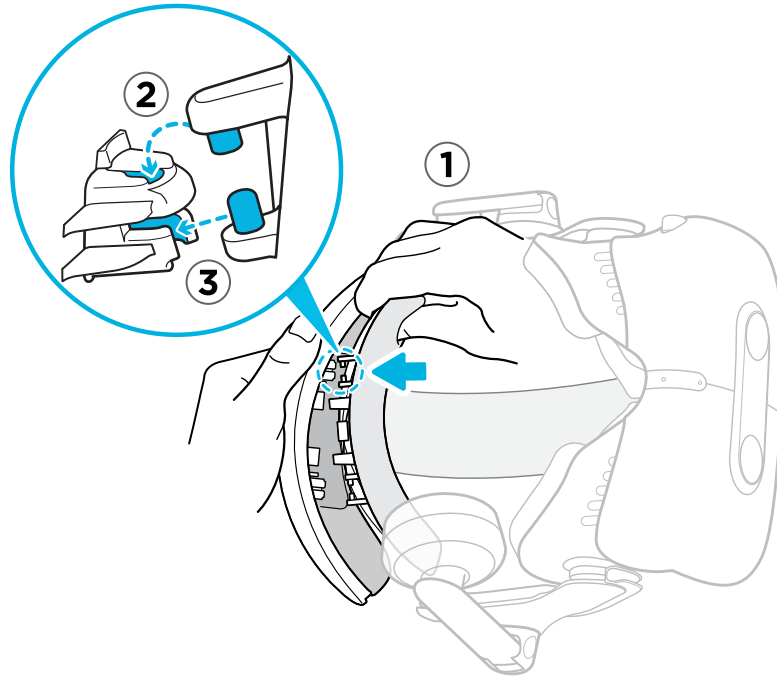
### Reattaching the head pad on the headset strap

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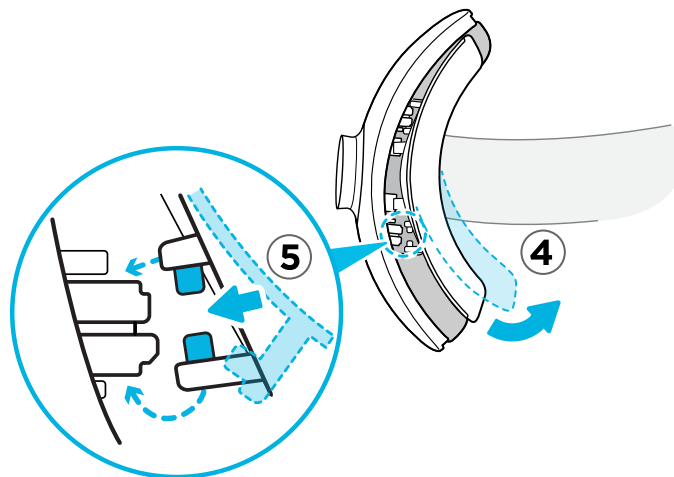
Always make sure that the head pad is attached to the headset.

1. Hold the headset upside down.
2. Pin the head pad's right-most tab with its corresponding slot on the headset strap.

3. Press the tabs on the head pad's right side into the slots on the headset strap to lock the tabs in place.




4. Gently bend the base of the head pad's left side to align its tabs with the slots on the headset strap.
5. Press the tabs on the head pad's left side into the slots on the headset strap to fully attach the head pad.



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### Updating headset firmware

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1. From your computer, open the SteamVR app.
2. If you see the  icon, mouse over it to check if the firmware is out of date.

3. Click **Update headset firmware**. The firmware update will start automatically.



Do not unplug any cables from the headset, link box, or your computer any time before the firmware update is complete. Doing so could result in a firmware error.

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

### What does the status light on the headset mean?

The status light shows:

- Green when the headset is in normal mode
- Dim green when the headset is on standby
- Red when an error is encountered (with cables, display, or the like)

### What is the dual camera used for?

The dual camera brings real world into VR. Some VR content use the dual camera to scan your room and integrate it with the VR experience.

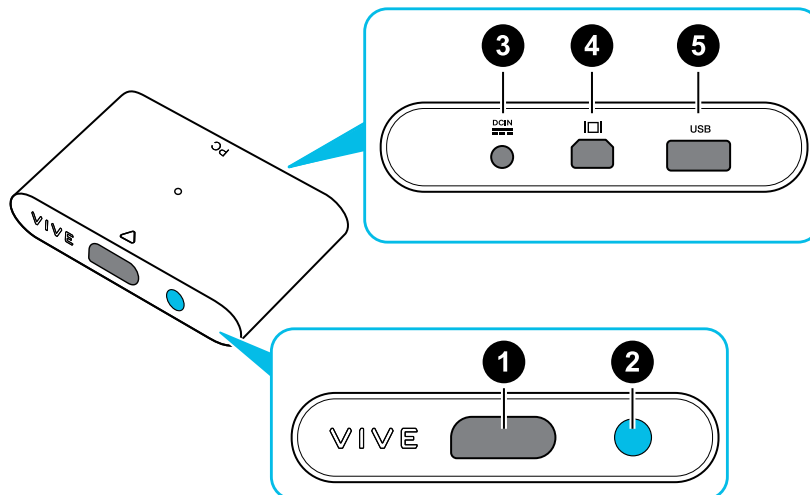
Whenever you're in the System Dashboard, you'll also see a window showing your actual room.

To activate the dual camera, see [Activating the dual camera](#) on page 61.

## Link box

### About the link box

Use the link box to connect the headset to your computer.

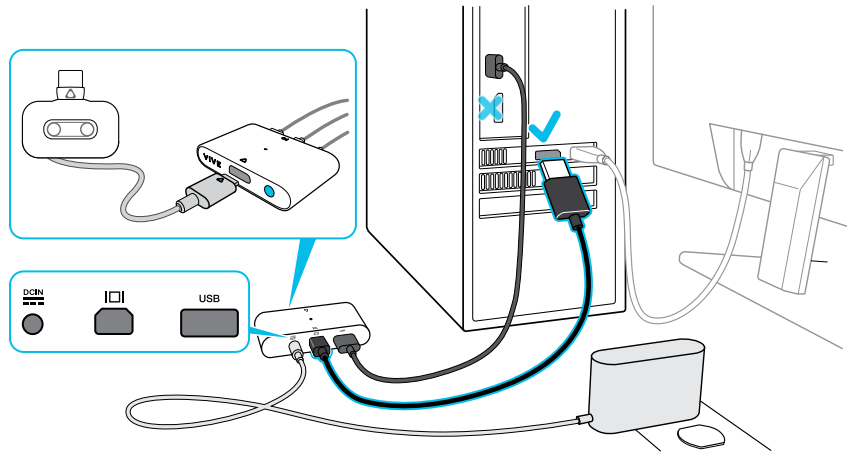


1	Headset cable port
2	Power button
3	Power port

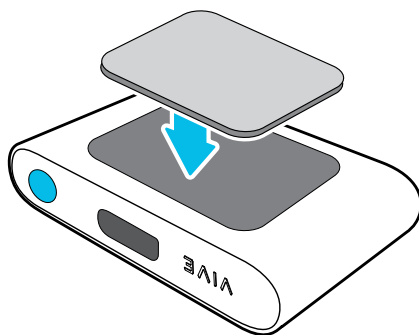
4	DisplayPort port
5	USB 3.0 port

### Connecting the headset to your computer

1. Connect the USB 3.0 cable, DisplayPort cable, and power adapter cable on their corresponding slots on the link box.
2. Plug the power adapter into an electrical outlet.
3. Insert the opposite end of the USB 3.0 cable on your computer's USB port.
4. Insert the DisplayPort cable end to the DisplayPort port on your computer's graphics card where the monitor is also connected. Do not connect the DisplayPort cable to ports on the motherboard.
5. Insert the headset cable connector (side with triangle mark up) to the port on the link box with the corresponding triangle mark.



6. Press the Power button to turn the link box on.
7. To secure the link box in a permanent position, peel the covers from the mounting pad and firmly press one side of the adhesive surface on the bottom part of the link box, and then attach the link box on the area where you want it installed.



### **Can I use a laptop with VIVE Pro?**

As long as your laptop meets the system requirements, you can use it with VIVE Pro.

If your laptop does not have a DisplayPort port but has a Mini DisplayPort port instead, you can purchase a Mini DisplayPort-to-Mini DisplayPort 1.2 or newer cable, and then connect it to the link box and to your laptop. Make sure that the cable you purchase supports Ultra High Definition (UHD) 4K @ 60Hz or higher.

This workaround does not guarantee compatibility. Contact your computer or accessory manufacturer if you have questions.

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### [Restarting the link box](#)

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If you need to restart the link box, follow these steps.

- 1.** Close all Steam apps on your computer, including the SteamVR app.
- 2.** Press the Power button to turn the link box off, and then press the Power button again to turn it back on. On your computer, you might see a notification that drivers are being installed. Wait for the installation to finish.
- 3.** To verify that VIVE™ hardware are detected, restart SteamVR on your computer.



## Product care and repair

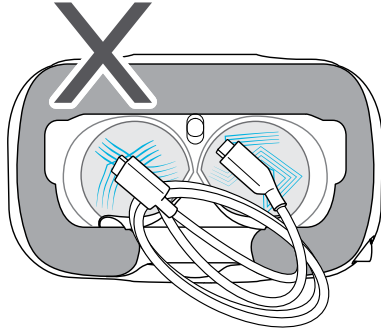
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### Caring for your VIVE Pro

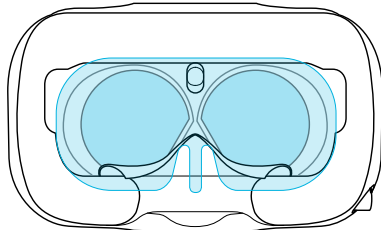
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Follow these tips to properly care for your VIVE Pro.

- Keep the headset lenses away from sharp objects, including cable tips. This will prevent the headset lenses from being scratched.



- When not in use, store the headset with the lenses pointed away from direct sunlight. Failure to do so may damage the headset display.
- When storing the headset, it is recommended to cover the lenses with the protective film to help prevent accidental scratches.

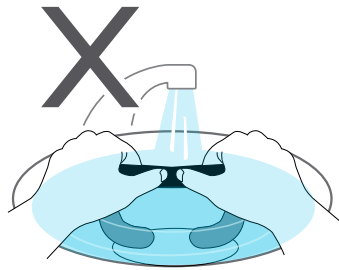


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## Cleaning the face cushion

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1. Before cleaning the face cushion, remove it first from the VIVE Pro headset. For details, see [Replacing the face cushion](#) on page 13.
2. When cleaning the face cushion, remember to:
  - Dampen a clean smooth cloth with cold water and gently wipe the area you want to clean.
  - Air dry at room temperature. Don't tumble dry, iron, or expose it to direct sunlight.
  - Don't scrub, wring, or bleach.
  - Don't dip or soak in water.



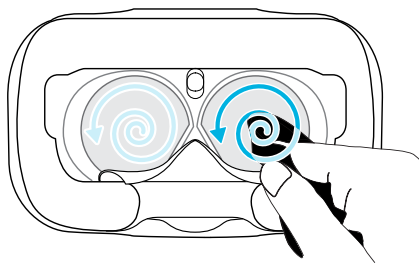
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## Cleaning the headset lenses

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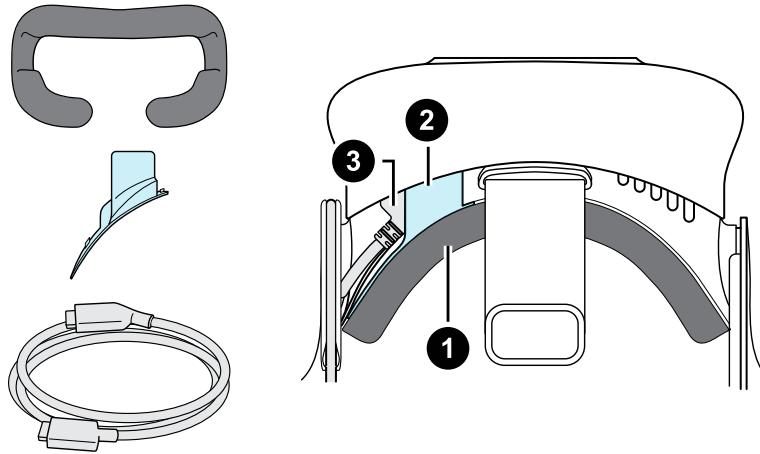
1. Use the cleaning cloth provided in the box to wipe the lenses.
2. Moisten the cleaning cloth with alcohol or lens cleaner.
3. Wipe in a circular motion from the center to the outer edges of the lenses.

While cleaning the lenses, do not scratch the lenses nor disassemble other parts of the headset.



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

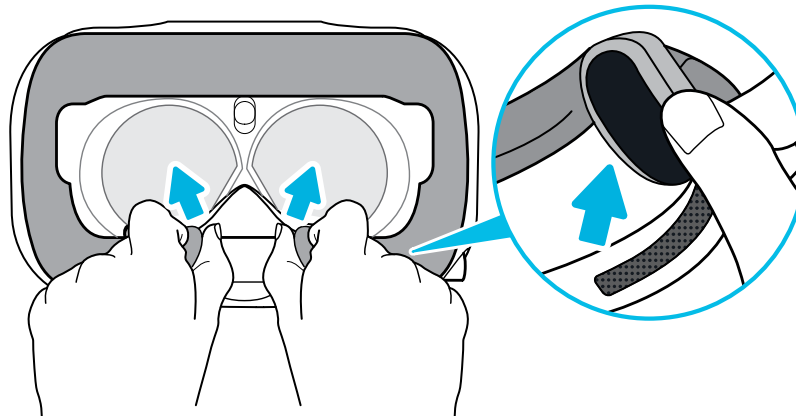
Before sending in the headset for repair, remove the following accessories and store them for safekeeping:



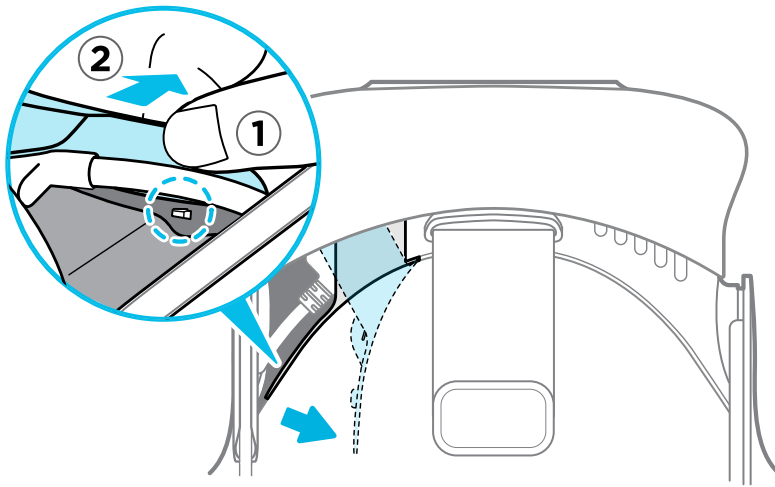
1	Face cushion
2	Compartment cover
3	Headset cable

Follow these steps to properly detach the accessories from the headset:

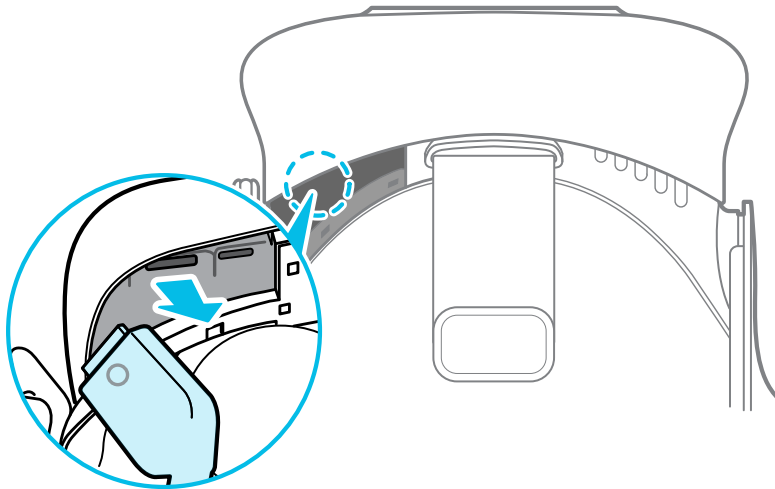
- Peel off the face cushion starting from both ends until it detaches from the headset.



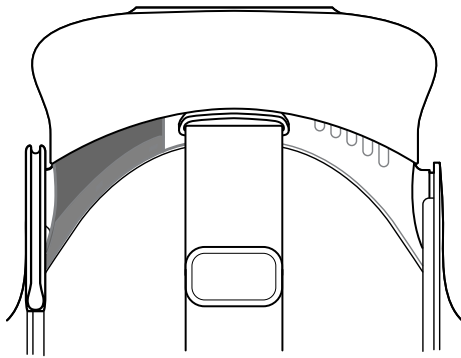
- Pry open the compartment cover from its flap, and then pull the cover out to access the ports on the headset.



- Unplug the headset cable.



After removing the accessories, the headset you'll send for return should look like the following:



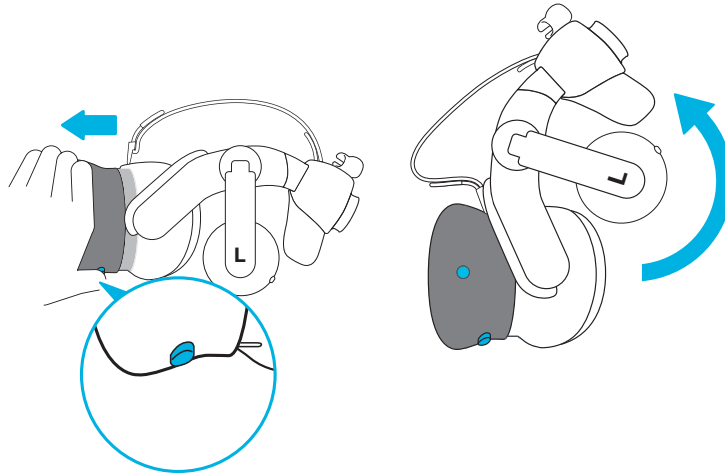
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## How do I reassemble the headset after repair?

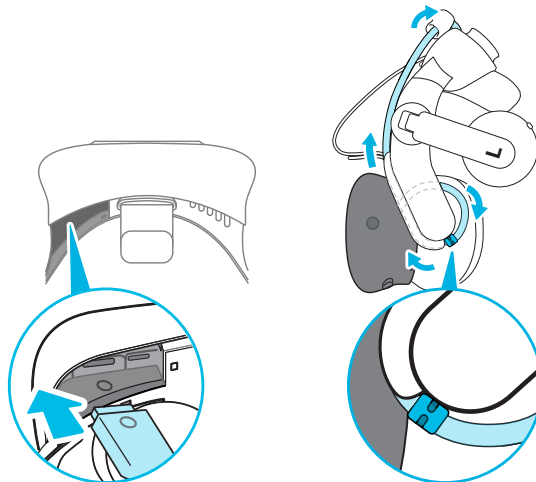
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After receiving your repaired headset, properly attach the accessories before using your headset again.

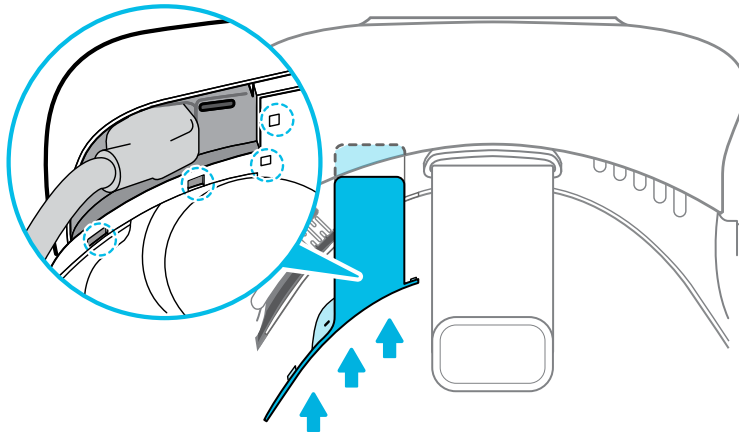
- Reconnect the headset cable.
  1. Press and hold the lens distance button on the headset, and then pull out the visor to its farthest point. For an easier access to the connector slots, pull up the headset strap.



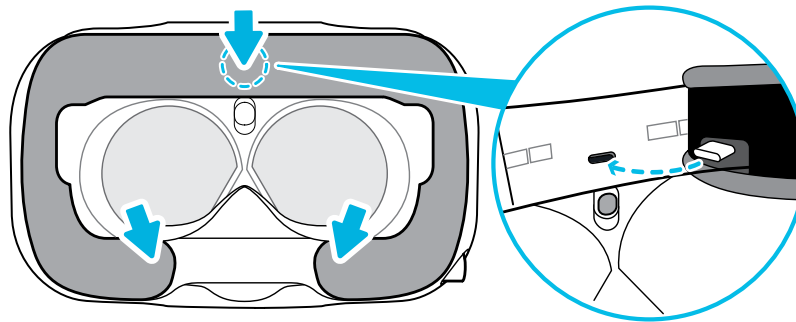
2. Align and reinsert the headset cable connector (side with round mark up) to the port with the corresponding round mark.
3. Loop the cable around the band of the strap next to it. The stopper on the headset cable should be positioned before the ridge. Make sure that the headset cable passes through the ridge and the cable clip at the back of the headset.



- Replace the compartment cover. Align the ridge on the cover with the tabs on the compartment, and then push the cover until it snaps in place.



- Reattach the face cushion. Insert the tab on the face cushion into the slot on the headset, and then align the hook and loop strips.





## Troubleshooting

### What can I do to troubleshoot the headset?

Try these troubleshooting suggestions.

Option	Description
<b>Check the headset's LED status</b>	<ul style="list-style-type: none"> <li>▪ If the LED is not lit, try connecting the link box to a different power outlet.</li> <li>▪ If the LED is dim green, the headset is on standby mode. Activate it by moving the headset or starting a VR app.</li> <li>▪ If the LED is red, check if you're encountering a cable connection or driver error.</li> </ul> <p>For more information, you may refer to this <a href="#">SteamVR Troubleshooting article</a>.</p>

Option	Description
<b>Reboot the headset</b>	<ol style="list-style-type: none"><li>1. From your computer, open the SteamVR app.</li><li>2. Click ▼ &gt; <b>Settings</b> &gt; <b>Developer</b>, and then make sure that <b>Direct Mode</b> is enabled.</li><li>3. Right-click the  icon, and then click <b>Reboot Vive headset</b>.</li><li>4. Wait for the reboot process to complete.</li></ol>
<b>Check the cable connections</b>	<ul style="list-style-type: none"><li>▪ Make sure that your cable connections are securely attached on both ends.</li><li>▪ Check that the correct cables are connected to the corresponding side of the link box.</li><li>▪ Connect the DisplayPort cable end to the DisplayPort port on your computer's graphics card where the monitor is also connected. Do not connect the DisplayPort cable to ports on the motherboard.</li><li>▪ Try connecting to a different USB port.</li></ul>
<b>Restart the link box</b>	<p>For details, see <a href="#">Restarting the link box</a> on page 24.</p> <p>For more information, you may refer to this  <a href="#">SteamVR Troubleshooting article</a>.</p>


---

## What can I do when the status light on the headset indicates an error?

---

If you see that the status light is red, try these methods to resolve the issue:

- Disconnect and reconnect the headset cable on the link box.
- Check that the cables between the link box and your computer are properly connected. Disconnect and reconnect the cables as needed.
- Restart the link box by pressing the Power button to turn it off, and then pressing the Power button again to turn it back on.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.


---

## What should I do if the headset is not tracked?

---

Try the following methods to troubleshoot the issue:

- Make sure that the headset is placed inside the play area.
- Restart the link box by pressing the Power button to turn it off, and then pressing the Power button again to turn it back on. You need to also restart the SteamVR app.
- Try to disconnect and reconnect the DisplayPort cable to the DisplayPort port on your computer's graphic card.
- Restart the SteamVR app. If you still get an error, reboot your computer and reopen the SteamVR app.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

---

## My headset display is blurry. What should I do?


---

Try these troubleshooting suggestions:

- Make sure that you've removed the protective film on the headset lenses.
- Check that the lenses are clean. Use the cleaning cloth provided in the box to wipe the lenses.
- Make sure that you're wearing the headset properly.

The headset's bottom edge should rest on your cheekbones, while the standard strap should cup the back of your head. You should feel comfortable bending down without the headset slipping off.

If the headset is too low on your face, your display will appear blurry.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

---

## What can I do to resolve the "headset not found" error?

---


Do the following steps to troubleshoot the issue:

1. Close all Steam apps on your computer, including the SteamVR app.
2. Check that the cables between the link box and your computer are properly connected. Disconnect and reconnect the cables as needed.



3. Restart the link box by pressing the Power button to turn it off, and then pressing the Power button again to turn it back on. On your computer, you might see a notification that drivers are being installed. Wait for the installation to finish.
4. Restart the SteamVR app.

If you still get a similar error, repeat the steps again. You can also check if you're encountering a USB-related issue. For more details, see [My headset can't be detected due to a USB port issue. What should I do?](#) on page 33.


For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

---

### My headset can't be detected due to a USB port issue. What should I do?

---

Do the following steps to troubleshoot the issue:


- Plug the USB cable into a different USB port to confirm if the error is due to a USB port-related issue.
  1. Plug the USB cable into a generic USB 3.0 port.
  2. Open the SteamVR app, and then tap  > **Create system report**.
  3. Make sure that VIVE Pro devices connect via a USB  $\times$ HCI port rather than to a port from a specific manufacturer, which might have a compatibility issue with VIVE Pro.

If the error is not resolved, your issue may not be due to USB port compatibility.

- Manually update the USB driver on your computer. You can also download and install official driver updates from the website of your motherboard or USB port manufacturer.

If updating your USB driver doesn't solve the error, purchase and use another PCI-Express USB card (with Intel chipset). Based on our tests, this USB card work well with VIVE Pro:

Inateck® 2-Port USB3.0 PCI-Express Card (Serial: KTU3FR-2O2I)

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

---

### After upgrading to Windows 10, VIVE shows as the computer's main monitor. What should I do?

---

Try the following steps to troubleshoot the issue:

1. Disconnect the headset cable on the link box.
2. Restart your computer.
3. Reconnect the headset cable on the link box.

---

### I'm experiencing skipped frames. What could I do?

---

If you've installed software in your computer that automatically adjusts the display (such as for night mode), it may be causing the conflict.

To resolve the issue, disable the software that may cause the conflict (such as f.lux or Prismatic) when using VIVE.

---

### I'm seeing drifting motion or floating objects in VR. What could I do?

---

Try these troubleshooting suggestions.

- Make sure that there are no reflective surfaces (such as mirrors) within your play area.
- If there are Bluetooth® devices in the room, turn them off so that they don't interfere with hardware pairing.
- Check if you're having CPU performance issues. On the SteamVR app, click **Settings > Performance > Display Frame Timing**. If there are spikes in the graph, it means that the issue is with your CPU.

---

### Can I use the type-C USB earphones that came with my HTC phone?

---

Type-C USB earphones such as from HTC U11 are compatible with Vive.

However, HTC accessories such as the type-C to 3.5mm adapter currently only works with smart phones.

---

### Is there a way to also hear from the computer what's in VR?

---

You can duplicate the audio from VIVE Pro to your computer. You may use another pair of headphones or speakers.

1. From your computer, open the SteamVR app.
2. Click ▼ , and then select **Settings > Audio**.
3. On the Mirror audio to device drop-down list, choose the audio device where you want to send the additional audio.

---

### What can I do if the headset's dual camera won't turn on?

---

If you are using Windows 10, disable the power saver settings.

1. From your computer, open the Device Manager.
2. Under Universal Serial Bus controllers, find and right-click **Generic SuperSpeed USB Hub RI**, and then select **Properties**.
3. To make sure that this is the VIVE Pro device, click the Details tab, and then confirm that the VID/PID value contains the string 0BB4/030E.
4. Click the Power Management tab, and then de-select **Allow the computer to turn off this device to save power** option.

---

### What should I do if there's cracking noise from the headset earphones?

---

When this happens after the headset reactivates from standby mode, unplug and replug the USB 3.0 cable on the link box.

---

### What can I do if the headset connection status is unstable?

---

Make sure that you're not connecting to a USB port on your computer that's labeled for a specific function, such as for USB BIOS Flashback, by its manufacturer. When the issue happens, try connecting to another USB 3.0 port on your computer.

---

### The headset display suddenly turns blank. What can I do?

---

If you're using an NVIDIA graphics card and you've recently updated your driver, rollback to an older version of the driver (such as 388.xx) to resolve the issue.

# Base stations

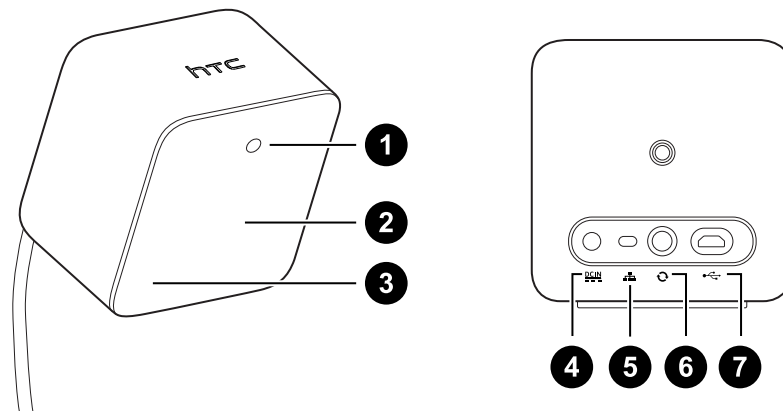
## About the VIVE base stations



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).



- The base stations beam signals to the headset and controllers. Do not cover the front panel with any material.
- When the base stations are turned on, they may affect some nearby infrared sensors, such as those used by an IR TV remote control.



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



- Do not attempt to pry open the base stations as doing so could injure you or damage the product.
- If the front panel is cracked or damaged, stop using the base stations.

## Installing the base stations



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

Before installing the base stations, decide first whether you want to set up a room-scale or seated/standing-only play area. See [Planning your play area](#) on page 51.



During unboxing, remove the thin film that covers the front panel of the base stations.

1. Mount the base stations diagonally at opposite corners of your space.

For details on how to use the provided mounting kit, see [Using the mounting kit](#) on page 40.

You can also use tripods, light stands, or cargo poles when mounting the base stations, or even place it on stable book cases. Just avoid using unstable mounting solutions or surfaces that are prone to vibration.

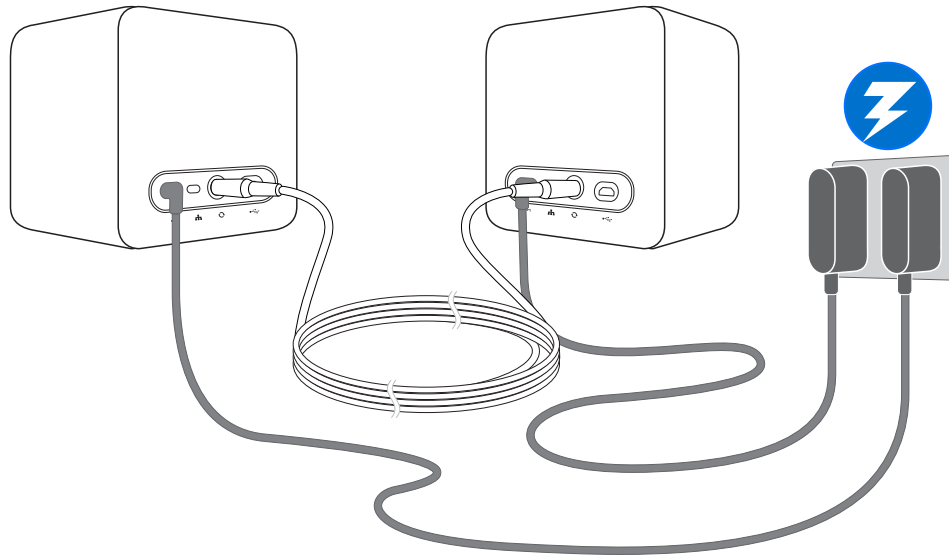
2. Adjust the base stations so that the front panels are facing toward the center of the play area.
3. Attach the power cables to the base stations, and then plug them each into a power outlet to turn them on. The status lights should be green.
4. Connect the base stations and set the channels.

### **Without the sync cable**

Press the Channel buttons at the back of the base stations so that one base station is set to channel "b", while the other is set to channel "c".

### **With the sync cable (optional for added reliability)**

Press the Channel buttons at the back of the base stations so that one base station is set to channel "A", while the other is set to channel "b".



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

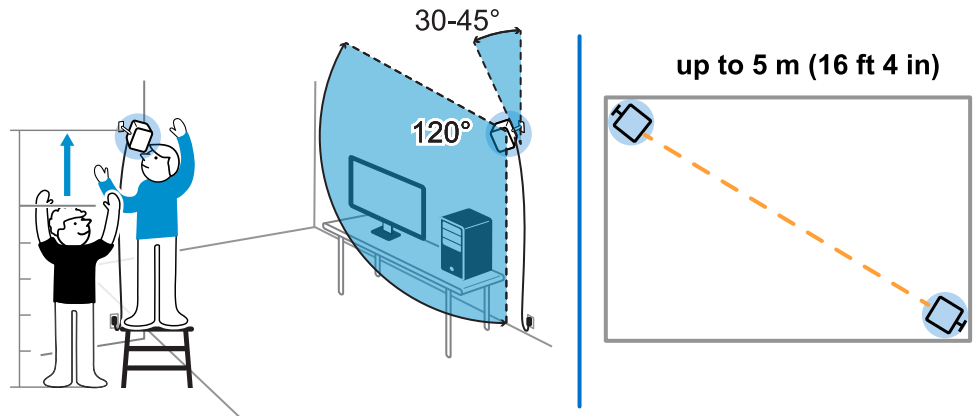
## Tips for setting up the base stations



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

You may set up the base stations in a way that's suitable for your place. For best results, you may follow these recommendations:

- Mount the base stations diagonally and above head height, ideally more than 2 m (6 ft 6 in).
- Secure the base stations in a location where they can't be easily jostled or moved.
- Each base station has a 120-degree field of view, so it's ideal to adjust its angle between 30 and 45 degrees to fully cover your play area.
- For optimal tracking, make sure that the maximum distance between the two base stations is 5 m (16 ft 4 in).



- Avoid setting up in an area with bright light, which may negatively affect the performance of the base stations.

## Using the mounting kit



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

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

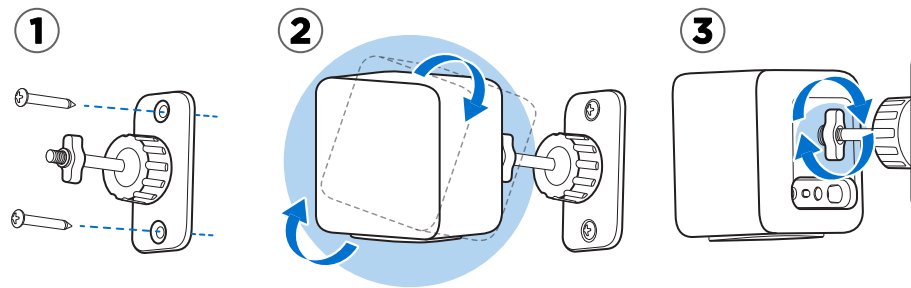


You will need a screwdriver or drill to install the mounts. Ask a professional for help when using power tools.

1. Mark where you want to install each of the mounts on your wall, and then screw the mounts in.

When mounting on concrete or drywall, first drill  $\frac{1}{4}$  inch holes and insert anchors before screwing mounts in.

2. Rotate the base station to screw it onto the threaded ball joint. Do not screw the base station all the way in, only enough to be stable and oriented correctly.
3. Tighten the wingnut to the base station to secure it in place.



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

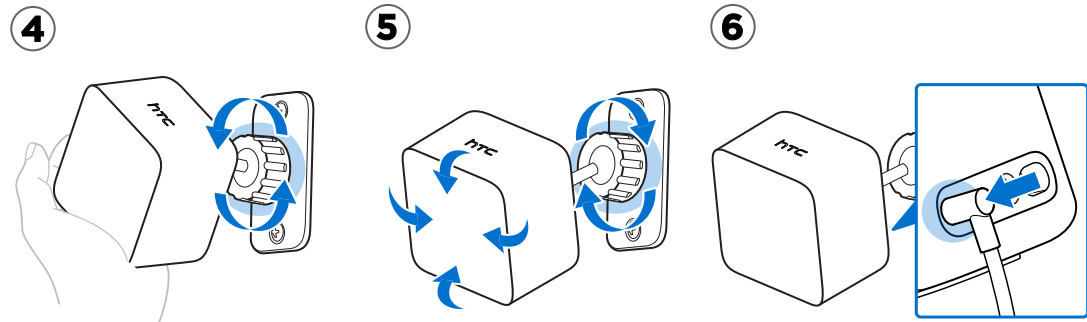


5. Tilt the base station toward the play area.

Make sure it has an unobstructed view of the other base station. Each base station has a 120-degree field of view. They should be angled down between 30 and 45 degrees.

To fix the angle of the base station, tighten the clamping ring back in.


6. Attach the power cable to each base station.



## Updating base station firmware via cable connection



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

1. From your computer, open the SteamVR app.
2. If you see the  icon, mouse over it to check if the firmware is out of date. If so, click **Update base station firmware**.
3. Unplug the base stations from their power adapters, and then carefully unmount them.
4. Using a micro-USB cable, connect the base stations to one of your computer's USB ports one at a time.
5. While pressing the Channel button at the back of the base station, plug in the base station's power adapter.

Once the base station is detected by the SteamVR app, the firmware update will start automatically.



Do not unplug the micro-USB cable or power cable any time before the firmware update is complete. Doing so could result in a firmware error.

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

## Updating base station firmware via Bluetooth




The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

1. From your computer, open the SteamVR app.
2. Click ▼ > **Settings** > **General** > **Install Bluetooth driver**.
3. After installing the Bluetooth driver, restart the computer.
4. Re-launch the SteamVR app.
5. Click ▼ > **Settings** > **Enable Bluetooth communication**.
6. Select **Put Base Station in Standby mode when VR is not in use**.



If the base stations do not go on standby mode when VIVE Pro HMD is not in use, turn the base stations off and then on again.

7. Do one of the following:
  - Click ▼ > **Devices**. Click **Update Firmware**, and then select the base stations.
  - If you see the  icon, mouse over it to check if the firmware is out of date. If so, click **Update base station firmware**.
8. Follow the on screen instructions to complete the process.



Do not unplug the power cable any time before the firmware update is complete. Doing so could result in a firmware error.

## What does the status light on the base stations mean?



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

The status light shows:

- Green when the base station is in normal mode
- Blue when the base station is waiting to stabilize. If it remains in this state, check if it is mounted securely or on a surface that's not prone to vibration.
- Dim green when the base station is on standby
- Purple when the base stations are trying to sync
- Blinking purple when syncing is blocked. If you're connecting the base stations wirelessly, you may need to use the sync cable. See [Do I need to use the sync cable?](#) on page 43.


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



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

Try the following methods to troubleshoot the issue:

- Turn the base station off and on again.
- Make sure that you've installed your base stations correctly. For details, see [Installing the base stations](#) on page 37.
- If the base stations have trouble wirelessly syncing with each other, there might be an obstruction in your play area. Check if using the sync cable would solve your issue. For details, see [Do I need to use the sync cable?](#) on page 43.
- Restart the SteamVR app. If you still get an error, reboot your computer and reopen the SteamVR app.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

## Do I need to use the sync cable?



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

In general, you don't need to connect your base stations to each other with the sync cable. However, if you have a hanging object from the ceiling that is above the play area or if your base

stations need to be positioned low such that your head or hands block the bases from seeing one another, this may affect the syncing of the base stations. You'll need to attach the sync cable.

1. Attach the sync cable to both base stations and make sure to route the cable outside of your play area.
2. Press the Channel buttons on the back of the base stations so that one base station is set to channel "A" and the other is set to channel "b".

## Are the base stations covered by warranty if accidentally damaged?



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

Please follow the recommended setup instructions for the base stations carefully, since product warranty does not cover accidental damage.

Stop using the base stations if they are damaged, especially if its front panels are cracked.


## When VIVE Pro is in use, my TV remote isn't working. What can I do?



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

The base stations may affect some nearby infrared sensors, such as those used by an IR TV remote control.

1. Re-adjust the angle of the base stations so that they are not directly facing your TV.
2. Verify that your remote control is working without interference from VIVE Pro.
3. Set up the play area again.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

# Controllers

## About the VIVE controllers



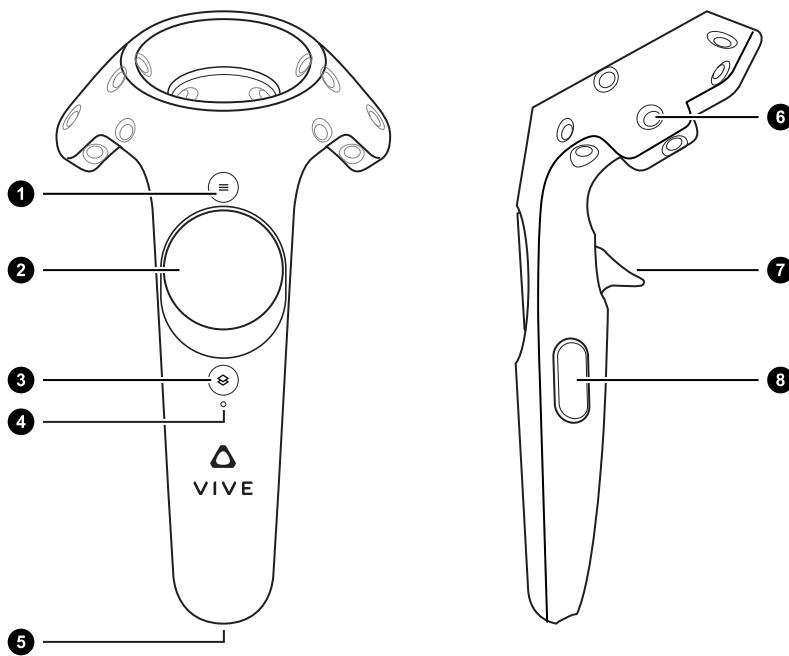
The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

Use the controllers to interact with objects in the VR world.

The controllers have sensors that are tracked by the base stations.



The sensors on the controllers are sensitive. Do not cover or scratch the sensor lenses.



1	Menu button
2	Trackpad
3	System button
4	Status light
5	Micro-USB port
6	Tracking sensor

7	Trigger
8	Grip button

## Charging the controllers



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

You can check the battery level of the controllers when no apps are running, or when the System Dashboard is up. When the battery is low, the indicator will show a single red dot **••••**.

Charge each controller using the provided power adapters and USB cables.

When the controller is plugged in and fully charged, its status light shows green if the controller is on or white if the controller is off.

## Turning the controllers on or off



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

- To turn the controller on, press the System button until you hear a beeping sound.
- To turn the controller off, press and hold the System button until you hear a beeping sound.

When you quit the SteamVR app, the controllers will automatically turn off. The controllers will also automatically turn off after being idle for a period of time.

## Pairing the controllers with the headset



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

- Once the controllers are turned on for the first time, they will automatically pair with the headset.

The status light shows as blinking blue while the pairing is in progress. The status light turns solid green when the controllers are paired with the headset.

- To manually pair the controllers, launch the SteamVR app, tap **▼**, and then select **Devices > Pair Controller**. Follow the on-screen instructions to complete the process.

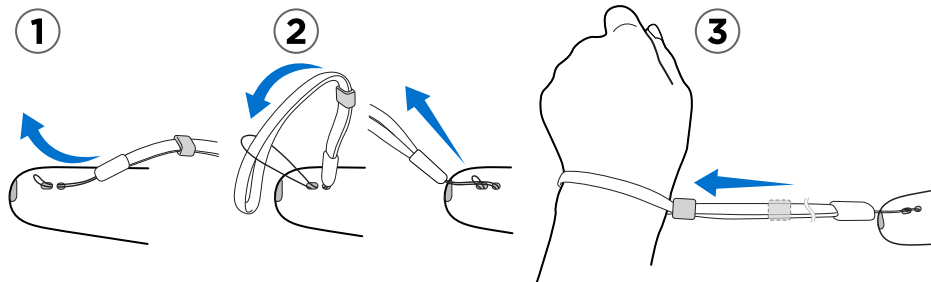
## Attaching the lanyards to the controllers



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

Using the lanyards may help prevent the controllers from accidentally being dropped; however, please do not fling or violently throw the controller because the lanyard may break.


1. While holding the controller, insert the lanyard's thread from the top to the bottom hole.
2. Loop the lanyard through the thread, and then tug the lanyard to fasten it in place.
3. Place the lanyard on your wrist, and then adjust the lock to tighten the lanyard comfortably around your wrist.



## Updating controller firmware



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

1. From your computer, open the SteamVR app.
2. If you see the  icon, mouse over it to check if the firmware is out of date. If so, click **Update controller firmware**.
3. Using a micro-USB cable, connect the controllers to one of your computer's USB ports one at a time.

Once the controller is detected by the SteamVR app, the firmware update will start automatically.



Do not unplug the micro-USB cable any time before the firmware update is complete. Doing so could result in a firmware error.

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

## What does the status light on the controllers mean?



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

The status light shows:

- Green when the controller is in normal mode
- Blinking red when battery is low
- Blinking blue when the controller is pairing with the headset
- Blue when the controller is connecting with the headset
- Orange when charging


## What should I do if any of the controllers is not tracked?



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

Try the following methods to troubleshoot the issue:

- Make sure that the controller is placed inside the play area.
- Turn the controller off and on again to reactivate the tracking.
- Restart the SteamVR app. If you still get an error, reboot your computer and reopen the SteamVR app.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

## How do I know which of the controllers is not being tracked?




The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

If one of your controllers is not being tracked and you want to find out which one, follow these steps.

1. On your computer, open the SteamVR app.
2. Hover your cursor on the icon of the controller that's not tracked.
3. Click **Identify controller**.

The status light on the controller rapidly flashes white.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.





## What can I do if the controller's trackpad is oversensitive?



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

Check if there's a firmware update available for the controllers. After which, re-calibrate the controller by doing these steps:

1. From your computer, open the SteamVR app.
2. Right-click on the  icon, and then click **Calibrate controller**.
3. Follow the onscreen prompts to complete the calibration process.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

## What should I do if my controller won't turn on?



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

Try these troubleshooting suggestions:

- Press and hold the System button for at least 5 seconds and see if the controller turns on.
- Charge the controller using the other cable and adapter, and plug the adapter to a different power outlet.
- On the SteamVR dashboard, check if the controllers are detected. If controllers are detected but the LED light is off, it may indicate an issue with the LED.
- Check if you have a firmware update that failed. To recover from this error, see [My controller won't turn on after I accidentally unplugged it during firmware update. What should I do?](#) on page 50.

## The controller automatically turns off. What should I do?



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

Do the following steps to troubleshoot the issue:

1. Make sure that the controller is charged.
2. Check that the status light on the controller shows as green, which means that it is paired with the headset.
3. Plug the USB cable from the link box into another USB 3.0 port on the computer.
4. Manually update the USB driver on your computer. You can also download and install official driver updates from the website of your motherboard or USB port manufacturer.

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



The hardware may be purchased separately from the Accessories tab on [www.vive.com/product/](http://www.vive.com/product/).

Do the following steps to recover your controller from bootloader mode.

1. Using a micro-USB cable, connect the controller to one of your computer's USB ports.
2. From your computer, open the SteamVR app.
3. Once the controller is detected by the SteamVR app, follow the onscreen prompts to complete the firmware update.

# Play area

## What is the play area?

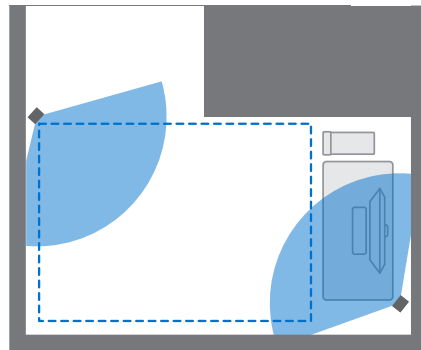
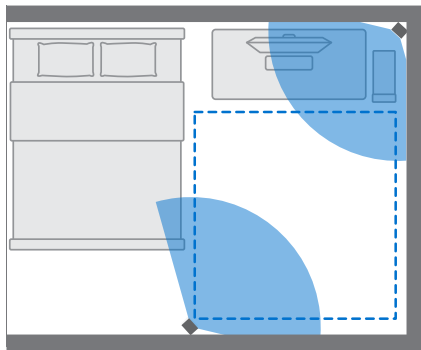
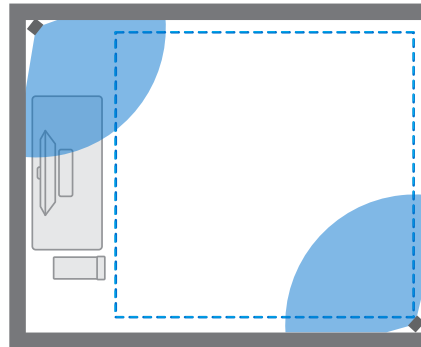
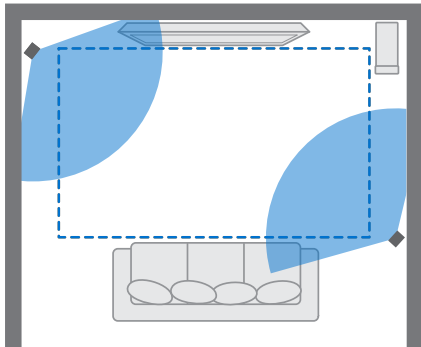
The play area sets the virtual boundaries of VIVE Pro. Your interaction with VR objects happen within the play area.

VIVE Pro is designed for room-scale setup, but you can also use it for standing and seated experiences.

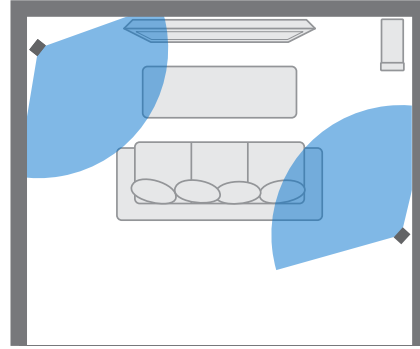
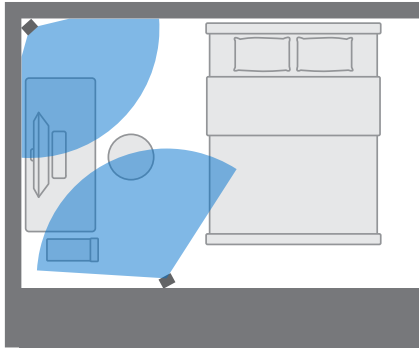
## Planning your play area

Before choosing your setup, make sure that you have enough space.

Room-scale setup needs a minimum play area of 2 m x 1.5 m (6 ft 6 in x 5 ft). Examples of room-scale setup:



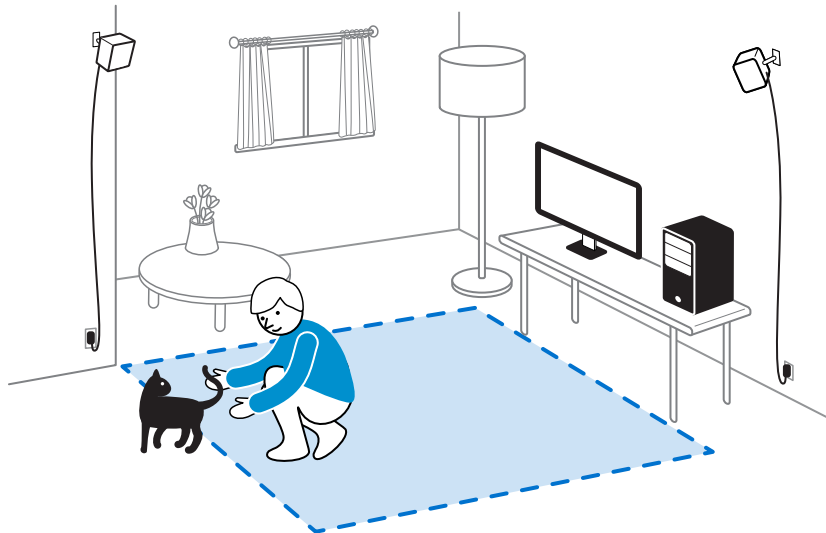
Seated and standing experiences do not have space requirements. Examples of seated/standing setup:



## Choosing the play area

Find a space that you will designate as the play area. For best results, do the following:

- Move furniture and other obstacles (like pets) out of the play area.



- Place your computer next to your play area. The headset cable extends around 5 m (16 ft 4 in) from your computer.
- Make sure that there are power outlets close to where you mount the base stations. Use 12V extension cords as needed.
- Do not leave your headset in direct sunlight, as it may damage your headset display.

## Setting up VIVE Pro for the first time

Before you can use VIVE Pro, you'll need to complete the setup process, which includes installing VIVE and SteamVR software, setting up the hardware, and defining your play area.

To start the setup process, download the setup file on your computer from:

[www.vive.com/setup/](http://www.vive.com/setup/)

Run the setup file and follow the prompts to complete the process.

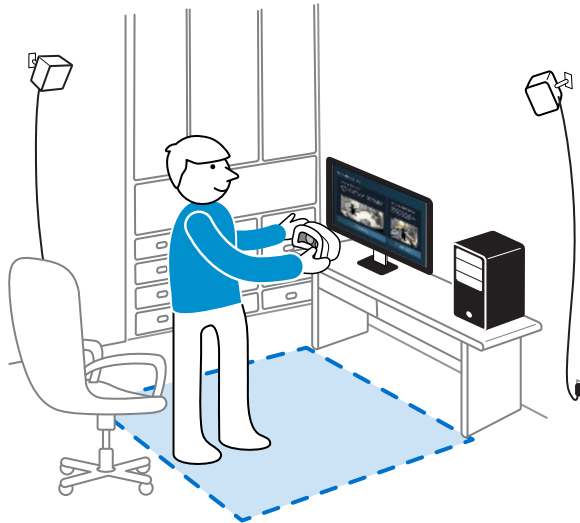


Once you've completed the room setup, you need to run it again if you moved or adjusted the angles of the base stations or if you transfer your VIVE Pro VR system to a different room.

## Setting up a standing-only play area

Choose this option if you only want to experience VR in a seated or standing position.

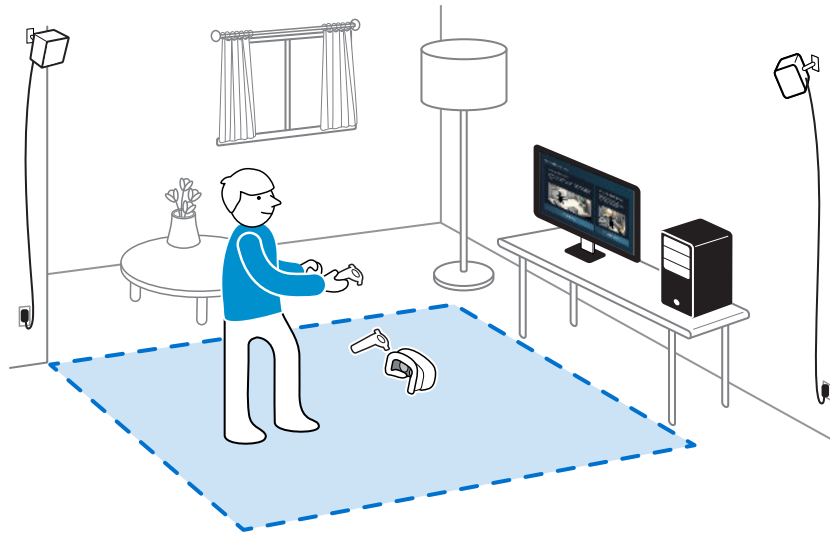
1. From your computer, open the SteamVR app.
2. Click ▼ , and then select **Run Room Setup > Standing only**.
3. Review the prompts and follow the on-screen instructions to complete the process.



## Setting up a room-scale play area

Choose to set up a room-scale play area to enjoy moving around and fully engage with the VR experience.

1. From your computer, open the SteamVR app.
2. Click ▼ , and then select **Run Room Setup > Room-scale**.
3. Review the prompts and follow the on-screen instructions to complete the process.



! When tracing the boundaries of the play area, make sure that the floor is cleared. Do not trace across space occupied by things (such as a table or a chair) since this may cause you to trip into the object while in VR.

## Resetting the play area

1. From your computer, open the SteamVR app.
2. Click ▼ , and then select **Run Room Setup**.
3. Follow the prompts to complete the process.

## Verifying your setup

Once you've completed the VIVE setup process, you can now put on the headset and hold the controllers to start exploring VR.



While you're in the play area, the headset and the controllers should remain at least 0.5 m (1 ft 7 in) and no further than 5 m (16 ft 4 in) away from a base station. This will ensure that the devices are properly tracked within the base station's 120-degree field of view.



For health and safety warnings, please refer to the Safety and regulatory guide, which is periodically updated for accuracy and completeness. For the latest version, check [www.vive.com/](http://www.vive.com/).

## After setting up, how do I turn the VIVE system on?

1. From your computer, open the SteamVR app.
2. Make sure your base stations are powered.
3. Make sure that your headset is connected to the computer via the link box. For details, see [Connecting the headset to your computer](#) on page 23.
4. Turn the controllers on.
5. Check that VIVE hardware is tracked. The status icons on the SteamVR app and the status lights on the hardware should all be green.
6. Put the headset on. For details, see [Putting on the VIVE Pro HMD](#) on page 8.
7. Grab your controllers.

To bring up the System Dashboard, press the System button on either controller.

## What is the recommended space for the play area?

Movement within a diagonal area of up to 5 m (16 ft 4 in) is supported. For example, a 3.5 m x 3.5 m (around 11 ft 5 in x 11 ft 5 in) space. For room-scale setup, a minimum play area of 2 m x 1.5 m (6 ft 6 in x 5 ft) is required. There's no minimum for seated and standing experiences.


## Can I include space occupied by furniture for the play area?

It is not recommended to do so. When setting the boundaries of the play area, make sure that the floor is cleared. Do not trace across space occupied by things (such as a table or a chair) since this may cause you to trip into the object while in VR.

## Will VR apps for seated/standing-only experiences work with room-scale setup?

Even if you have a room-scale setup, you can still use VR apps that are designed for seated or standing-only experiences. Just make sure that your headset and controllers are tracked within the play area.

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

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

## How do I resolve download errors during VIVE Setup installation?

Download errors are usually caused by incorrect network settings. For example, due to wrong DNS, the download server address is unresolved by the host. Some network destinations may be inaccessible, even as connection to other websites seems normal. Please make sure that your network settings are correct, or ask your network administrator for support.

## I can't complete the room setup. What should I do?

Check if you're using special characters (such as à or é) in your local Windows user name, which could cause the problem.

As a workaround, you can add a new Windows account using basic Latin alphabet for its user name. After logging in with the new user name, reinstall VIVE Setup and complete the process.



# Settings


## Vive app settings

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### Changing the VIVE system language

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

1. From your computer, open the Vive app.
2. Click .
3. On the Language drop-down list, select the language that you want to use.




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

---

### Setting the Vive app to automatically launch at startup

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

1. From your computer, open the Vive app.
2. Click .
3. Select **Open at startup**.

## System Dashboard settings

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### System Dashboard

---

The System Dashboard serves as your central point of entry in VR.


While in the dashboard, some of the things you can do are:

- Launch or close a VR app
- Control sound volume and mic access
- Change settings, such as style of the collision bounds in Chaperone or the in-headset background
- Turn the VIVE Pro system off

To bring up the dashboard, press the System button on either controller.


## Changing the Chaperone settings

The Chaperone shows a grid whenever you're close to the bounds of your play area. You can change how the grid looks.

1. From the System Dashboard, select .
2. Select **Chaperone**.
3. Choose the style of the collision bounds that you prefer.
4. Drag the sliders to change the color and opacity.
5. To show a constant visual reference of your floor while in VR, select **Floor bounds always on**.

## Changing the default background display

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

1. From the System Dashboard, select .
2. Select **In-Headset**.
3. Under Background style, select **Image**.
4. Choose which image you want from the options. If want to use an image from your computer, select **Open image folder**.
5. Exit the current app to apply the changes.

# Phone notifications

## Downloading and installing the VIVE phone app



Before downloading the VIVE app, please make sure that your phone meets the minimum system requirements indicated on the VIVE app's download page.

1. On your phone, open the Play Store or App Store apps.
2. Search for *Vive*.
3. Download and install the VIVE app.

---

## Pairing your phone with VIVE

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Pair your phone with the VIVE system to start receiving notifications while you're on VR.

1. On your computer's VIVE app, go to the Settings tab, and then click **Set up a Phone**.
2. On your phone, open the VIVE app.  
The first time that you open the VIVE app, review the prompts and tap **Allow**.
3. On both your computer and phone, click **Get started**. Make sure that Bluetooth is turned on and that your phone is discoverable.
4. From the list of discovered devices on your computer, select your phone, and then click **Next**.
5. When prompted, accept the pairing request or enter the pairing code on your phone.
6. Once pairing is complete, click **OK** and **Done** on your computer and phone respectively.

---

## Choosing which notifications to receive on VR

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Manage which notifications you get while using VIVE.

1. On your phone, open the Vive app.
2. Do one of the following:
  - Android™ users: Tap **☰** > **Settings**.
  - iOS users: Switch to the Settings tab.
3. Choose which types of notifications you'd like to receive.

---

## Receiving notifications while in VR

---

Don't worry about missing important notifications. While you're in any VR app, you'll see a notification when you have an incoming call, message, or upcoming calendar event.



To receive notifications while in VR, you need to pair your phone with VIVE Pro first. To find out how, see [Pairing your phone with VIVE](#) on page 59.

To receive or open the notification, press the **System** button.

If you choose to ignore the incoming notification, you can always check it later on the VIVE tab. For details, see [Checking your notifications](#) on page 59.

---

## Checking your notifications

---

Conveniently review notifications from your phone without leaving VR.



To receive notifications while in VR, you need to pair your phone with VIVE Pro first. To find out how, see [Pairing your phone with VIVE](#) on page 59.

From the VIVE tab's Notifications panel, you can:

- View a missed call or text message
- View an upcoming calendar event
- Call back a contact
- Reply with a text message (Android users only)

---

### Editing or adding message replies (Android users)

---

If you're using an Android phone, customize the messages that you can quickly send to your contacts.

1. On your phone, open the Vive app.
2. Tap **:** > **Settings**.
3. Tap **Quick replies**.
4. Select a predefined message to edit or tap **+** to add a custom message.

---

### Unpairing your phone with VIVE

---

You can only use one phone at a time with your VIVE Pro. Unpair your current phone first if you need to use another phone with VIVE Pro.

1. On your phone, open the Vive app.
2. Do one of the following:
  - Android users: Tap **:** > **Settings**, and then tap **Unpair**.
  - iOS users: Switch to the Settings tab, and then tap **Forget this device**.



You can also unpair your phone through your computer's Vive app. Under Phone on the Settings tab, click **Unpair**.

---

### What types of phone notifications can I receive on VIVE Pro?

---

While in VR, you may receive phone calls, text messages, and calendar reminders. To do so, you need to install the Vive app on your phone and complete the pairing process with the VIVE Pro system. You can choose which notifications you want to get on your phone's Vive app settings.

---

### Can I receive notifications from more than one phone on VIVE Pro?

---

Currently, only one phone is supported if you want to receive notifications while in VR. If you want to use another phone with your VIVE Pro, unpair the previous phone first.

---

### What features of the Vive phone app are not supported in the iOS version?

---

Currently, editing or adding personalized replies for calls or messages are not supported in the app's iOS version.

## SteamVR

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### Activating the dual camera

---

You need to enable the settings for the dual camera of VIVE Pro before you can use it in VR.

1. From your computer, open the SteamVR app.
2. Click ▼ , and then select **Settings > Camera**.
3. Click **Enable Camera**.
4. Close and reopen the SteamVR app.
5. Click ▼ , and then select **Settings > Camera**.
6. Select **Allow Camera in Dashboard**.

---

### Checking for firmware updates

---

Firmware updates include improved features and bug fixes.

1. From your computer, do one of the following:
  - On the SteamVR status window, mouse over on any of the hardware icons to check if the firmware is out of date, and then select to update the firmware.
  - On the SteamVR app, click ▼ , and then click **Devices > Update firmware**.
2. Follow the prompts on the screen.

If the update is for the controllers or base stations, you'll be asked to connect them to your computer using a micro-USB cable.



While firmware updates are in progress, do not unplug the micro-USB or power cables that connect your hardware to your computer. Doing so could result in a firmware error.

---

## How can I capture screenshots in VR?

---

While in VR, press the System button and the trigger at the same time. You'll see a notification when the screenshot is saved.

To find the screenshot in your computer, navigate to the following path:

```
\Steam\userdata\[Steam user number]\760\remote\250820\screenshots
```


---

## What can I do if I'm having issues with the SteamVR app?

---

The problem could be due to missing or corrupt files in the SteamVR app. Make sure that your installation is intact.

1. From your computer, close the SteamVR app.
2. Open the Steam app, and then click **Library > Tools**.
3. Right-click **SteamVR**, and then select **Properties**.
4. Click the **Local Files** tab, and then select **Verify integrity of tool cache**.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

---


## How do I resolve SteamVR Error 208?

---

If you encounter the SteamVR Error 208 (Monitor not Found) issue, check if the troubleshooting details on [What can I do to troubleshoot the headset?](#) on page 30 can resolve the problem.

If you're using Windows 8 or later, the issue might be caused by enhancements in power management settings. Do these steps as a workaround:

1. On your computer, go to **Control Panel > System and Security > System**.
2. Click **Device Manager**, and then click to expand the list under **Universal Serial Bus controllers**.
3. Right-click **Generic USB Hub** (there may be more than one with the same label), and then select **Properties**.
4. Click the **Power Management** tab, and then de-select **Allow the computer to turn off this device to save power**.
5. Unplug and re-plug the power cable on the link box.
6. Restart the SteamVR app.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

---

## How can I opt-in to SteamVR Beta?

---

1. From your computer, open the Steam app.
2. Under Library, right-click SteamVR, and then click **Properties**.
3. Select the Betas tab.

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



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

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

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