

htc®



VIVE FOCUS 3

User Guide

Contents

Getting started

VIVE Focus 3 features	5
What's inside the box?	6
About the VIVE Focus 3 headset	7
Charging the headset	9
Putting on the headset	10
Wearing the headset with glasses	12
About the VIVE Focus 3 controllers	12
Charging the controllers	14
Setting up VIVE Focus 3 for individuals, teams, and small businesses	15
Inserting a storage card	16
Setting up your headset for business and enterprise	17
Adjusting the IPD on the headset	18
Setting up your play area	20
Pairing controllers	21
Signing in with your HTC account	21
Launching and closing apps	21

Getting the most out of your headset

Getting titles from VIVE Business AppStore	23
Downloading and installing VR titles on the headset	23
Hand tracking	25
Setting up multiple play areas	26
Taking screenshots and screen recordings	26
Transferring screenshots and screen recordings to your computer	27
Copying files between the headset and external storage	28
Casting your screen	29
Installing APK files on the headset	29
Cleaning and disinfecting VIVE Focus 3	30

Settings

Setting a device passcode	32
Connecting to a Wi-Fi network	32
Adding a VPN	33
Adjusting the power frequency	34
Choosing a display mode	34
Adjusting audio settings	34
Pairing Bluetooth devices	35
Setting up and using Kiosk mode	35
Installing system and firmware updates	36
Uninstalling apps	36
Connecting to the internet through USB tethering	36
Resetting VIVE Focus 3 (factory reset)	37

VIVE Manager

What is VIVE Manager?	38
What phones does VIVE Manager support, and how do I get it?	38

What languages does VIVE Manager support?	38
Pairing VIVE Manager with VIVE Focus 3	40
Casting the headset to your phone	42
How do I install system updates from VIVE Manager?	42
How do I uninstall VIVE Manager from my Android phone?	43
How do I uninstall VIVE Manager from my iPhone?	43

Mobile Device Management (MDM)

Microsoft Intune	44
VMware	52

Solutions and FAQs

General	55
Hardware	60
Play area	63
System	64
Apps and content	64

Trademarks and copyrights

Index

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/>.

Getting started

VIVE Focus 3 features

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

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

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

Your viewing sweet spot

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

To learn more about IPD, see [Adjusting the IPD on the headset](#) on page 18

Immersive audio and comfort - best of both worlds

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



Check out [Adjusting audio settings](#) on page 34 for more information about audio features.

In and out of VR in seconds

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

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

Check out [Putting on the headset](#) on page 10.

What's inside the box?

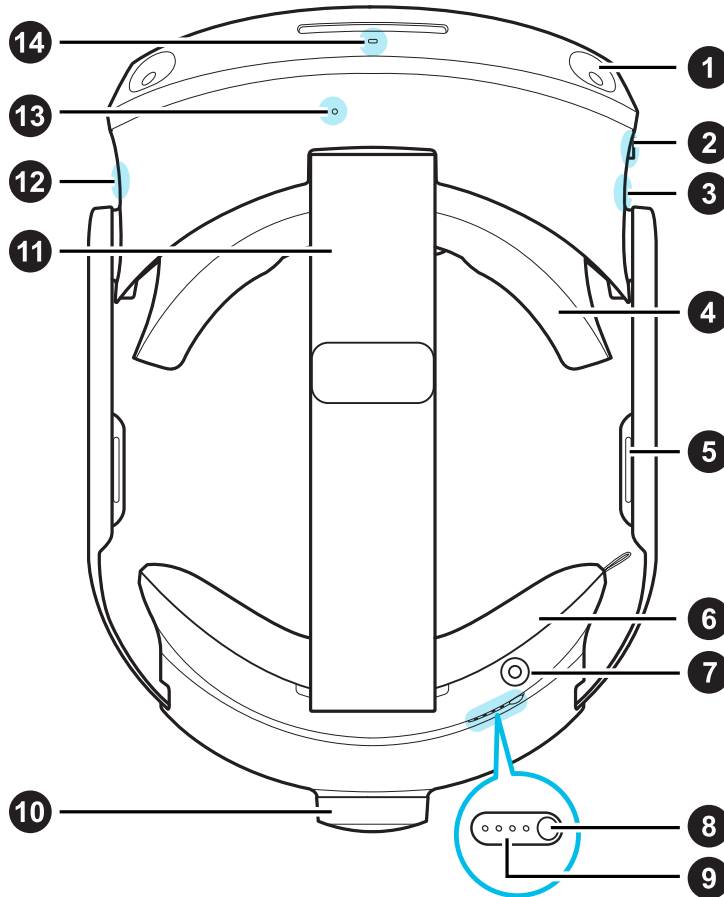
Your VIVE Focus 3 comes with the following items, which you'll use to experience immersive VR environments:

Main component	Accessories
VIVE Focus 3	<ul style="list-style-type: none">▪ Headset▪ Top strap (attached)▪ Face cushion (attached)▪ Back pad (attached)▪ Battery▪ Cleaning cloth▪ AC adapter▪ Warranty card▪ Quick start guide
Controllers (x2)	Splitter cable (charging only) To learn more, see Charging the controllers on page 14.

About the VIVE Focus 3 headset

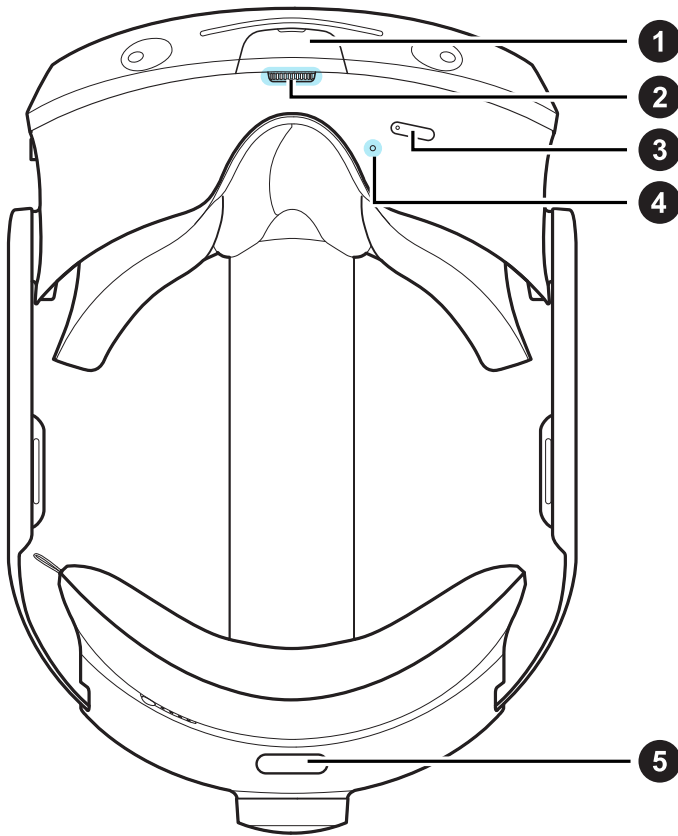
The VIVE Focus 3 headset is your window to the VR environment. The headset cameras track the position of the headset and controllers.

Top view



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

Bottom view



1 USB Type-C port
(remove cover)

2 IPD dial

3 Volume buttons

4 Microphone

5 Quick adjustment
button

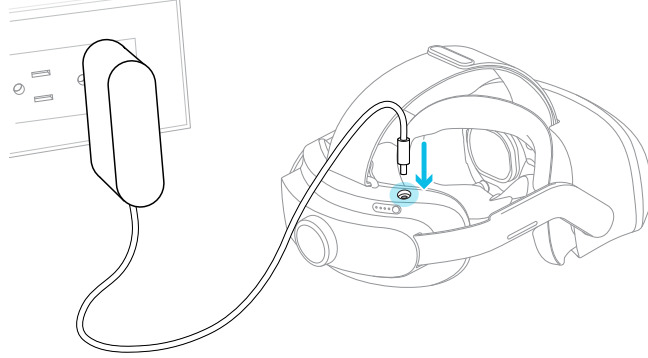


The bottom USB Type-C port is for accessories only, and doesn't support computer connectivity. If you need these devices, connect them to the port on the side of the headset instead.

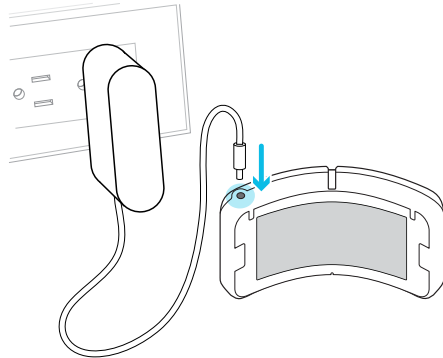
Charging the headset

You can charge the headset with the AC adapter.

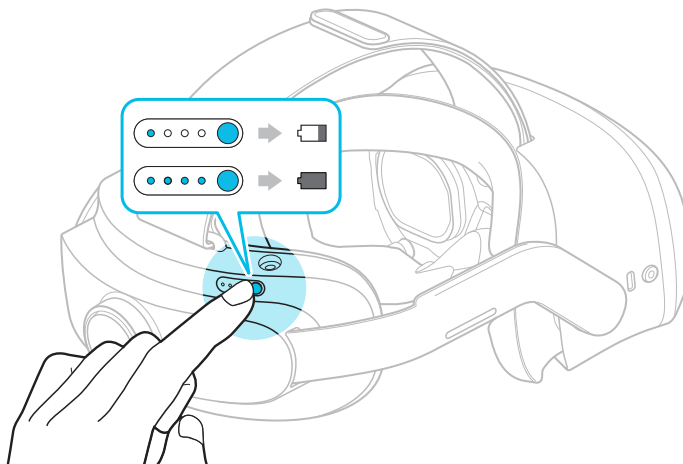
- Charge the headset by connecting the AC adapter to a power outlet, and then connecting it to the headset. Charging the headset while in use is not recommended.



- You can charge the battery separately with the same adapter and port.



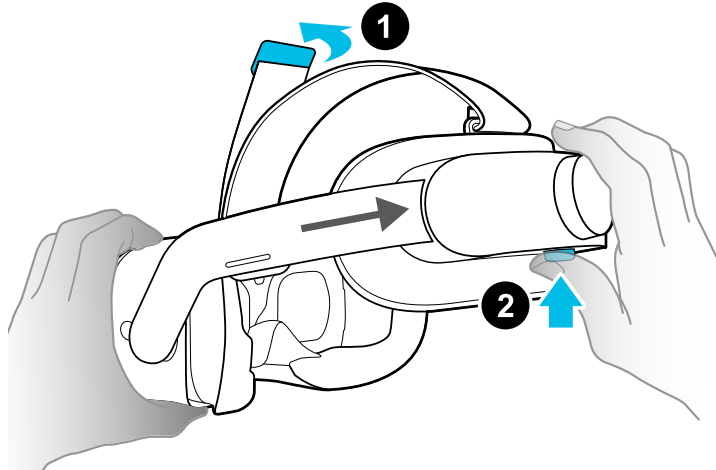
You can check the battery level by pressing the Power button on the back of the headset.



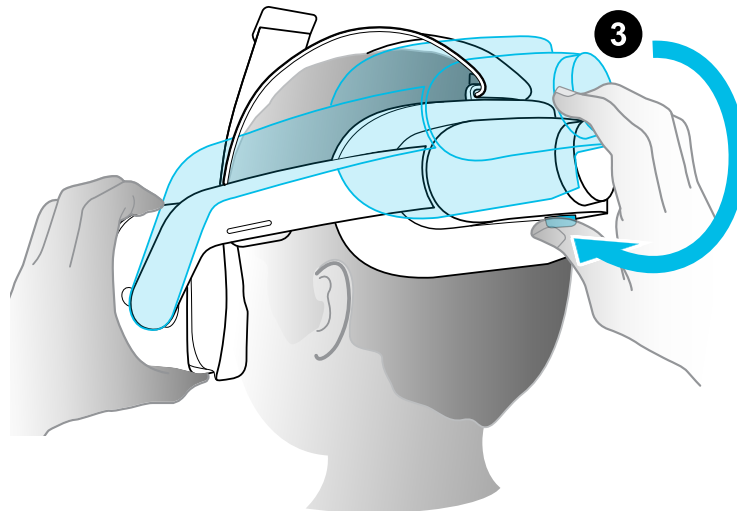
Putting on the headset

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

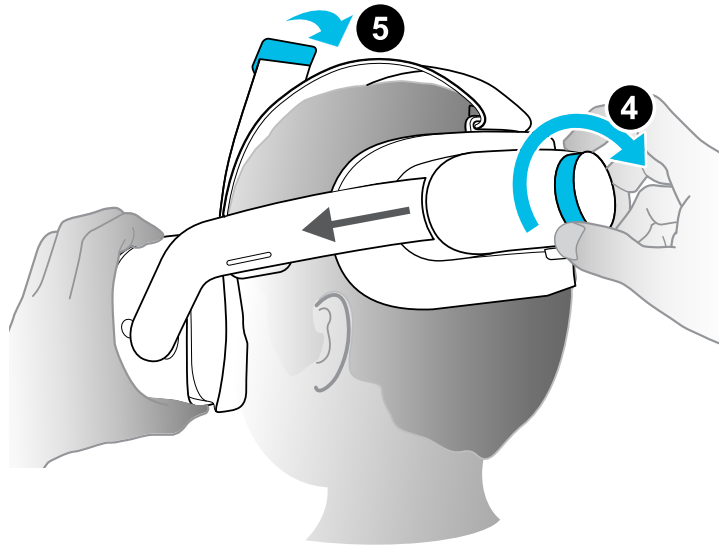
1. Undo the velcro fastener on the top strap.



2. Press and hold the quick adjustment button, and then gently pull until fully extended.
3. Position the headset over your eyes. While holding the quick adjustment button, slide the headset band until snug with the back of your head.



4. Turn the adjustment dial to fine-tune the fit.



5. Adjust the top strap until snug, and then attach the velcro fastener.

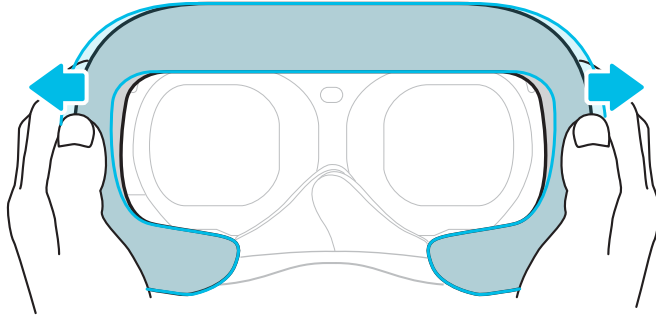


When you're ready to take off the headset, press the quick adjustment button to instantly release the headset band.

Wearing the headset with glasses

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

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



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

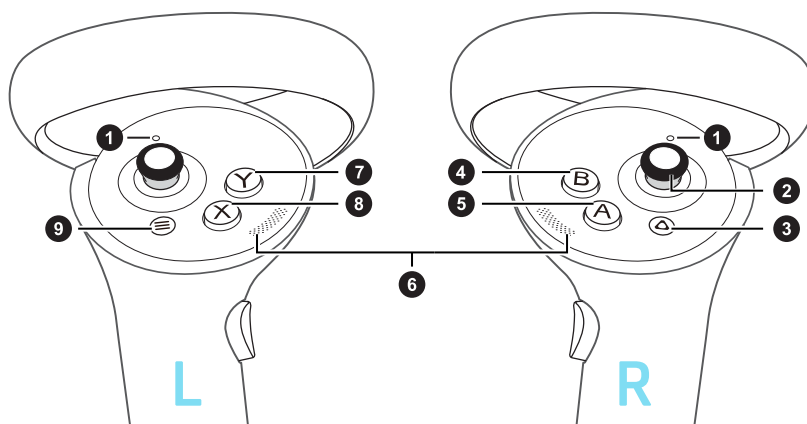


- If you wear glasses, make sure that no part of your glasses touches the lenses, and that your glasses fit comfortably within the headset.
- The maximum supported width for glasses is 150 mm (5.9 in).

About the VIVE Focus 3 controllers

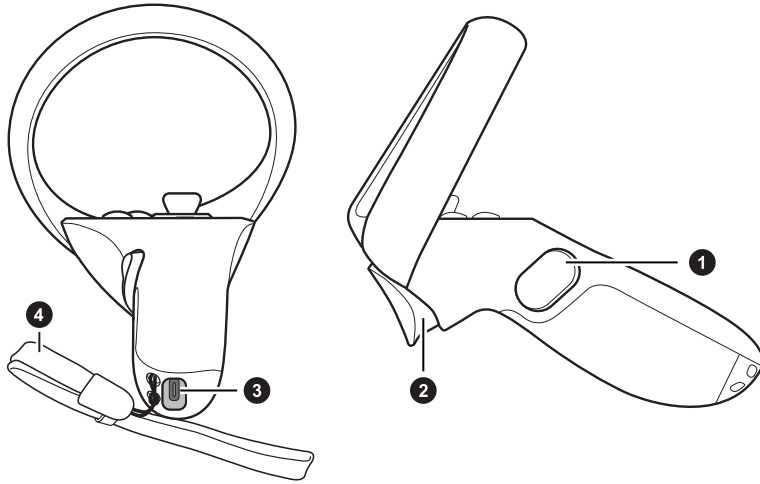
Use the controllers to interact with objects in VR .

Controllers top view



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

Controllers front and side view



1 Grip button

2 Trigger

3 USB Type-C port

4 Wrist strap

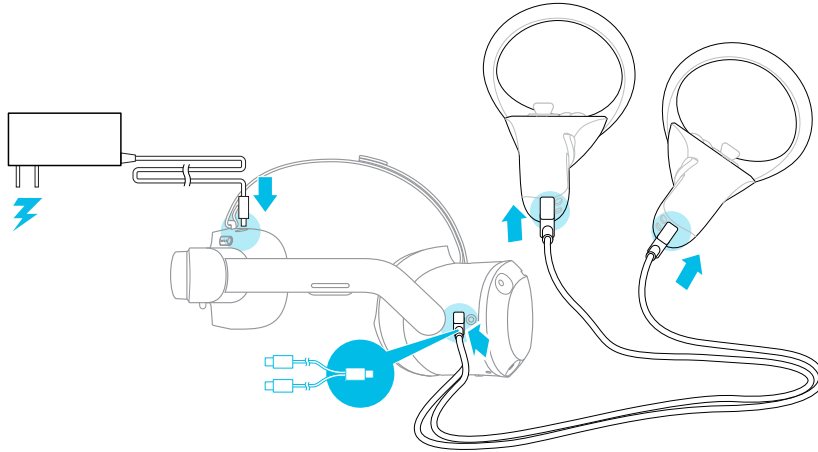
Charging the controllers

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

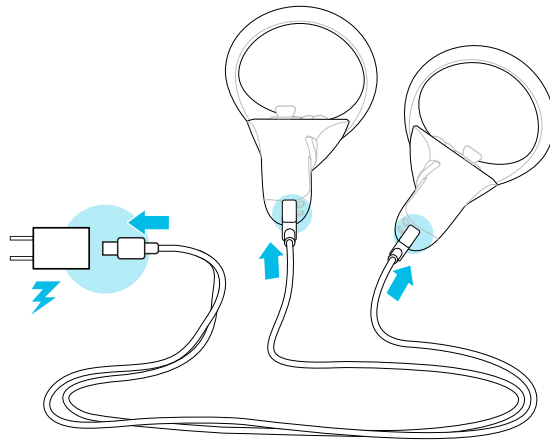
- Charge the controllers by plugging them into the headset with the included splitter cable.



The headset must be turned on to charge the controllers. We also strongly recommend connecting the headset to a power outlet when you're using the headset and charging the controllers at the same time.



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



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

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

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

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



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

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



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

Inserting a storage card

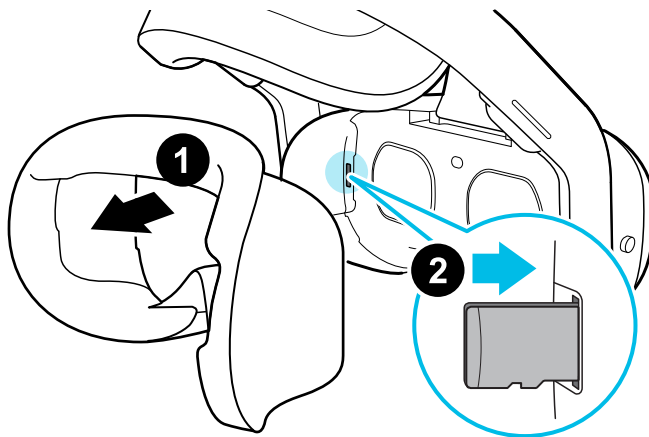
You can set up multiple headsets quickly by using microSD™. You can also save videos on microSD cards and play them on the headset.



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

To insert a microSD card:

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



3. Reattach the face cushion.

Setting up your headset for business and enterprise

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

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

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

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

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

To get started:

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

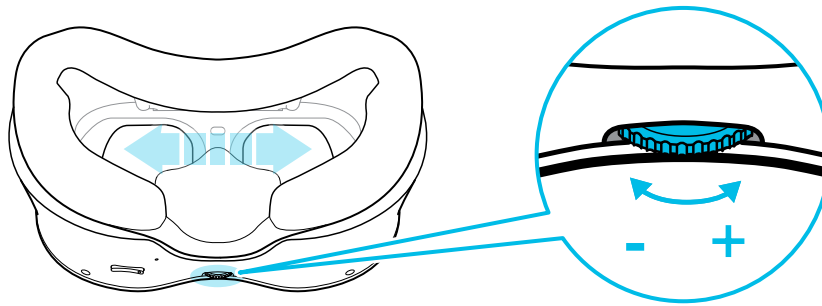
To learn more, go to the VIVE Business Device Management System [Support page](#).

Adjusting the IPD on the headset

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

If you don't know your IPD, see [How can I find my IPD?](#) on page 18. Use this measurement as a guide to adjust the distance between the lenses of the headset so that you'll have a better viewing experience.

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



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

Why is accurate IPD important?

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

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

How can I find my IPD?

There are several ways to estimate your IPD.

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

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



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

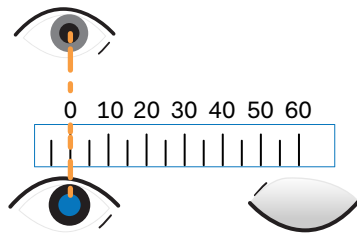
Estimating your IPD in a mirror

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

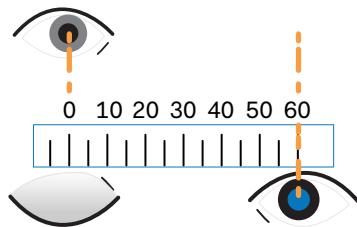
1. Stand directly in front of a mirror, and then hold the ruler up to your eyes. Make sure that the ruler is level. If you're using a flexible ruler, make sure not to bend it.



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

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

Setting up your play area

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

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

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

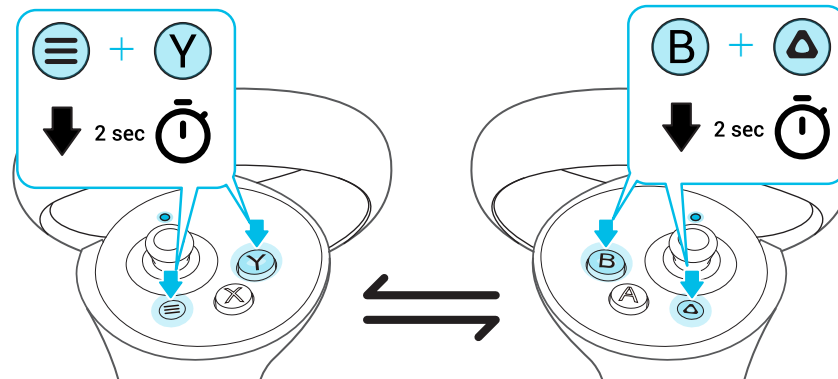


If you use your headset in a new place, you will be automatically prompted to create a new boundary for your play area.

Pairing controllers

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

- To change to a different set of controllers, you can choose go to **Settings** > **Inputs** > **Controller**, and then select **Pair new** for each controller you want to change.
- You can also choose to pair new controllers from VIVE Manager.
- If your controllers aren't being detected, you can pair the controllers manually by pressing and holding Menu + Y and VIVE + B for 2 seconds. The controller LEDs will flash blue when in pairing mode.



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

Signing in with your HTC account


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

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

Launching and closing apps

The Library filters apps by category. Choose a category to find the app that you need.

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

1. In the Library, select the filter button  in the upper right.
2. Under **VR content**, select one of these categories:

Category	Description
Installed	Displays VR apps that you can use on the headset.

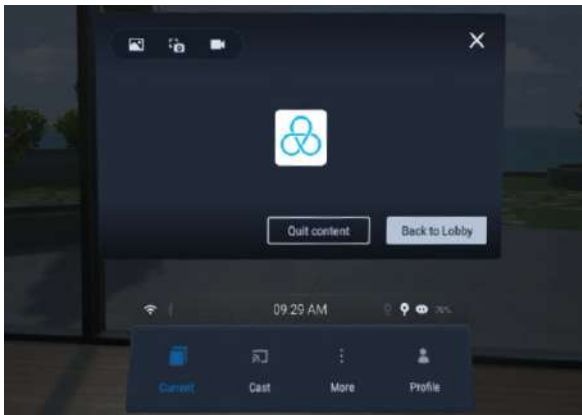
Category	Description
Not Installed	Displays VR apps that can be downloaded and installed on the headset. For details, see Getting titles from VIVE Business AppStore on page 23.
Unknown source	Displays VR apps that have been manually installed on the headset using APK files. For details, see Installing APK files on the headset on page 29.



To access Android™ mobile apps that were installed using APK files, select **Installed** under **2D content**.

3. In the Library, select an app to launch it.

To close an app, press the VIVE button on the right controller, and then select **Quit content**.



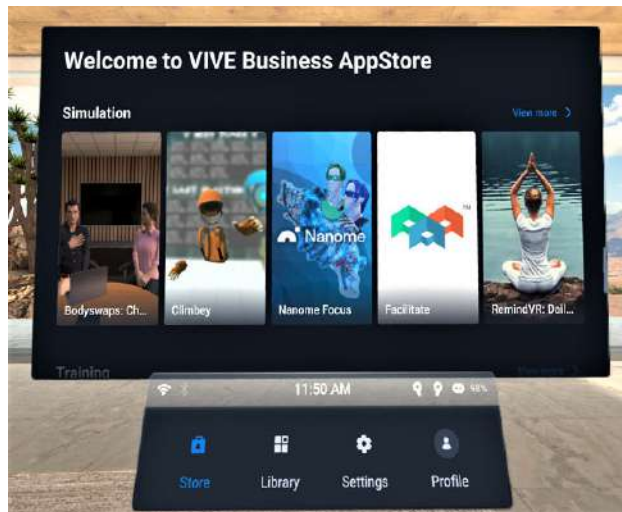
Getting the most out of your headset

Getting titles from VIVE Business AppStore

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

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

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




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

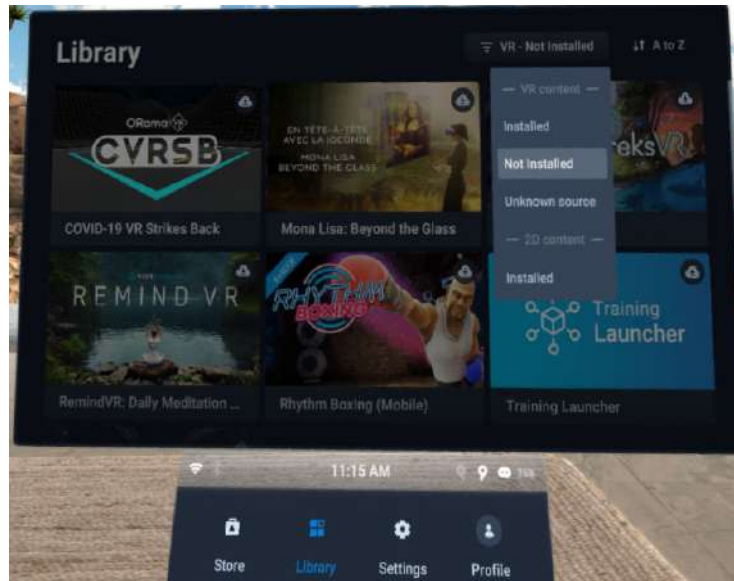
After purchasing a VR title, it will appear in the Library when you filter **VR content** by the **Not Installed** category. Follow the steps in [Downloading and installing VR titles on the headset](#) on page 23 to install the VR title.

Downloading and installing VR titles on the headset

Here's how to download and install VR titles purchased from VIVE Business AppStore:

1. From the Lobby, select **Library**.
2. Select the filter button  in the upper right.

3. Under **VR content**, select **Not Installed**.



4. Select a VR title to download and install it.
5. To view installed titles again, select **VR**, and then select **Installed** under **VR content**.

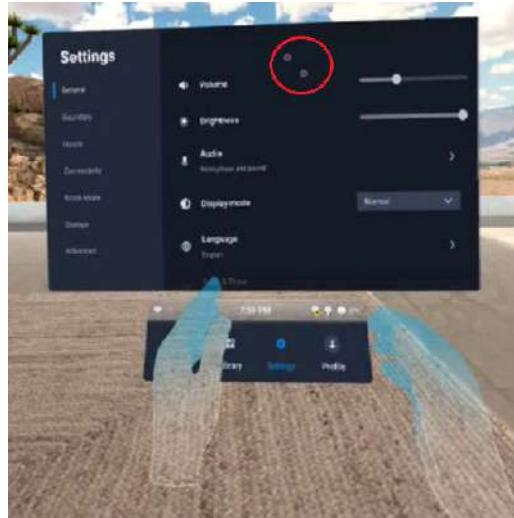
Hand tracking

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



The hand tracking feature is included in the VIVE Wave SDK. Developers can add hand tracking support to VR apps to provide a more immersive VR experience.

1. Go to **Settings > Inputs** and enable **Hand Tracking**.
2. Place the controllers on a level surface and position your hands in front of the headset. A 3D likeness of your hands and two corresponding cursors will appear in front of you.



3. You can use the following hand gestures:

- **Pinch to select**

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

- **Pinch and drag to scroll**

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



- **Pinch inward to open the VIVE Menu**

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



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

Setting up multiple play areas

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

Follow the steps in [Setting up your play area](#) on page 20 to set up your first play area. Here's how to set up more play areas:

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




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

Taking screenshots and screen recordings

You can capture screenshots and record videos of what you're viewing in VR so you can share them or review them later.

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

Method	Steps
Capture a screenshot	<p>Do either of the following:</p> <ul style="list-style-type: none"> ▪ Press the VIVE and Trigger buttons on the right controller at the same time. ▪ Press the Headset and Volume down buttons at the same time.

Method	Steps
Record your screen	To start recording, press the Headset and Volume up buttons at the same time. Press them again to stop recording.
Capture a screenshot or record your screen with a timer	<ol style="list-style-type: none"> 1. Press the VIVE button on the right controller. 2. In the panel that opens, select  to take a screenshot or select  to record the screen. The headset will take the screenshot or start capturing video after a 3-second delay. <p>To stop screen recording, press the VIVE button again, point to the Record button, and then select Stop Recording .</p>



- Screen recording pauses automatically when you access certain kinds of dialog boxes, such as password screens.
- Screen capturing and recording may not be available in some apps.
- Screenshots and screen recordings are saved to your headset's internal storage. You can transfer them to a storage card or computer later. To find out how, see the following topics:

[Copying files between the headset and external storage](#) on page 28

[Transferring screenshots and screen recordings to your computer](#) on page 27

Transferring screenshots and screen recordings to your computer

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



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

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

1. Connect the headset to your computer using the USB Type-C port on the right side of the headset.
2. Put on your headset.
The Choose USB mode dialog box will then 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 **VIVE Focus 3**.
6. Double-click **Internal shared storage**. You'll find screenshots in **Pictures > Screenshots** and screen recordings in the **Movies** folder.


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

To transfer files from the headset to a Mac computer, use a file transfer tool such as Android File Transfer. Visit [android.com/filetransfer/](https://www.android.com/filetransfer/) for more information.

Copying files between the headset and external storage

You can copy files between VIVE Focus 3 and external storage such as a storage card or USB storage device.

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

1. Insert a storage card, USB storage device, or both.
 - To find out how to insert a storage card, see [Inserting a storage card](#) on page 16.
 - To use a USB storage device such as a thumb drive, connect it to the USB port on the right side of your headset.
2. Put on your headset.
3. Open the **File browser**:
 - Go to **Settings** > **Storage** > **File browser**.
 - If you connected a USB storage device, you'll see the Found a USB storage dialog box. Select **Open**.
4. Open the `Captures` folder.
5. Press the Trigger while pointing at the **Select** button.
6. Select each of the files that you want, or select all files.
7. Select the **Copy**  button.
8. When prompted, confirm the destination storage—storage card or USB drive—where to copy the files to.



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

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

Casting your screen

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



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

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



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

Installing APK files on the headset

You can install VR apps and Android mobile apps on VIVE Focus 3 using APK files.



Apps installed using APK files may not run properly if they are not compatible with VIVE Focus 3.

Here's how to install an APK file:

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

Method	Steps
Storage card	<ol style="list-style-type: none"> 1. Copy the APK file to a storage card. 2. Insert the storage card into the headset. See Inserting a storage card on page 16.
External USB storage device	<ol style="list-style-type: none"> 1. Copy the APK file to an external storage device. 2. Connect the external storage device via the USB port on the right side of the headset.

Method	Steps
Transfer to internal storage	<ol style="list-style-type: none"> 1. Connect the headset to your computer using the USB Type-C port on the right side of the headset. The Choose USB mode dialog box will then appear in the headset. 2. Select File transfer. 3. In your computer, open a file management app such as File Explorer and navigate to VIVE Focus 3. 4. Click Internal shared storage. 5. Copy the APK file to the <code>Download</code> folder.

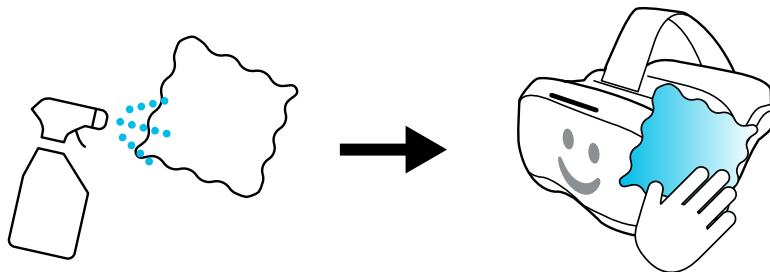
2. In the headset, go to **Settings > Advanced**.
3. Turn on **Install unknown apps**.
4. Select **Storage > File browser**.
5. Navigate to the folder that contains the APK file.
6. Select the APK file to install it.

After installing an APK file, the app will appear in the Library. You can use the filter to find it more quickly. For details, see [Launching and closing apps](#) on page 21.

Cleaning and disinfecting VIVE Focus 3

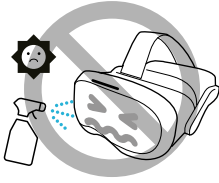
Here are a few tips to help you keep VIVE Focus 3 clean and hygienic.

Do's



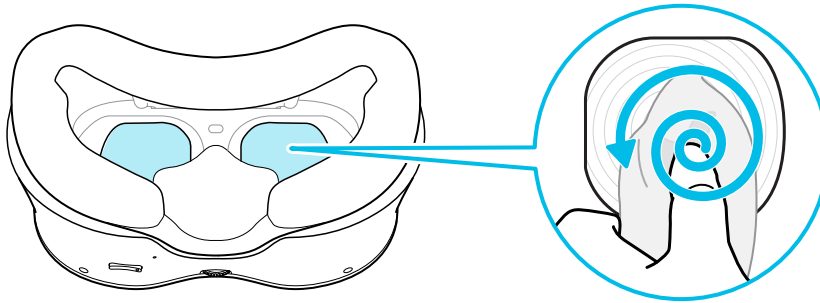
- Dampen a cloth with a diluted alcohol solution (75%) and use it to wipe the hard surfaces of the headset and controllers clean, especially places you frequently touch with your hands.
- PU leather face gaskets can also be wiped clean with a damp cloth.
- To avoid skin irritation, make sure the headset and any accessories are free from disinfectants before using them again.
- Using a UVC cleaner is an effective and recommended way to decontaminate VR headsets and controllers. Before using a UVC cleaner on your VR devices, make sure to properly cover the headset lenses. Discoloration due to UV exposure is not covered by warranty.

Don'ts



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

Cleaning the headset lenses



- Use a clean, dry cloth such as the lens cleaning cloth that came in the box to wipe the lenses clean.
- Never use any kind of cleaning solution on the lenses.
- To avoid smudging the lenses while cleaning them, wipe in a circular motion from the center of each lens to its outer edge.

Settings

Setting a device passcode

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

- Restart the headset.
- Turn on the headset when the power is off.
- Put the headset back on and wake it up from sleep mode.



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

Here's how to set your device passcode:

1. In the headset, go to **Settings > Advanced > Security settings**.
2. Select **Set** next to **Device lock**.
3. Enter a four to eight-digit passcode.
4. Enter the passcode again to confirm it.



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

Connecting to a Wi-Fi network

VIVE Focus 3 allows you connect to 2.4 GHz and 5 GHz Wi-Fi networks.

VIVE Focus 3 also supports the Wi-Fi 6E standard. VIVE Focus 3 can be connected to 6 GHz wireless networks in regions where the headset is certified to use Wi-Fi 6E.



- Currently, VIVE Focus 3 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 55.
- Before VIVE Focus 3 can detect 6 GHz wireless networks, you need to connect the headset to a 2.4 GHz or 5 GHz network first. You can then scan for 6 GHz networks to connect to.

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

1. Go to **Settings**, and then select **Connectivity > Wi-Fi (2.4/5 GHz)**.
Nearby 2.4 GHz and 5 GHz Wi-Fi networks will be listed.
2. Select the Wi-Fi network to connect to.
3. Enter your login credentials, configure your network settings, and then select **Connect**.

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



- To access Wi-Fi settings, you can also press the VIVE button on the right controller, and then select **More > Wi-Fi**.
- If the network you want to use is not listed, try adding it manually by selecting **Add Network**.

Adding a VPN

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

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

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

To add a VPN:

1. If you're currently running an app, press the VIVE button on the right controller, and then select **Back to Lobby**.
2. From the Lobby, select **Settings**.
3. Select **Connectivity > VPN**, and then select **Add VPN**.
4. Enter VPN settings according to the instructions from your organization, network administrator, or VPN provider.
5. Select **Save**.

Connecting to a VPN

1. If you're currently running an app, press the VIVE button on the right controller, and then select **Back to Lobby**.
2. From the Lobby, select **Settings**.
3. Select **Connectivity > VPN**.
4. Select the VPN you'd like to connect to. If none are shown, see [Adding a VPN](#) on page 33.

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

Adjusting the power frequency

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

1. From the Lobby, select **Settings**.
2. Select **Advanced**.
3. Select **Camera settings**.
4. Depending on the power frequency used in your region, select **50 Hz** or **60 Hz**.



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

Choosing a display mode

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

Here's how to choose a display mode:

1. From the Lobby, select **Settings**.
2. Select **General**.
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.
Vivid	Displays more saturated colors and enhances contrast and brightness.

Adjusting audio settings

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

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

3. Select **General** > **Audio**.
4. Toggle any of the following options:

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

Pairing Bluetooth devices

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

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

Setting up and using Kiosk mode

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

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

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

Installing system and firmware updates

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

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



If you don't see the **Update** button, select **Check now** to check if there's a new system update available.



Some updates may require restarting your headset.

Uninstalling apps

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

1. If you're currently running an app, press the VIVE button on the right controller, and then select **Back to Lobby**.
2. From the Lobby, select **Settings**.
3. Select **Storage**.
4. Select the app you want to uninstall.
5. In the dialog box that opens, select **Uninstall**.



Removed apps will be moved to **Not installed** under **VR content** in the Library. You can reinstall them from the Library. For details, see [Downloading and installing VR titles on the headset](#) on page 23.

Connecting to the internet through USB tethering

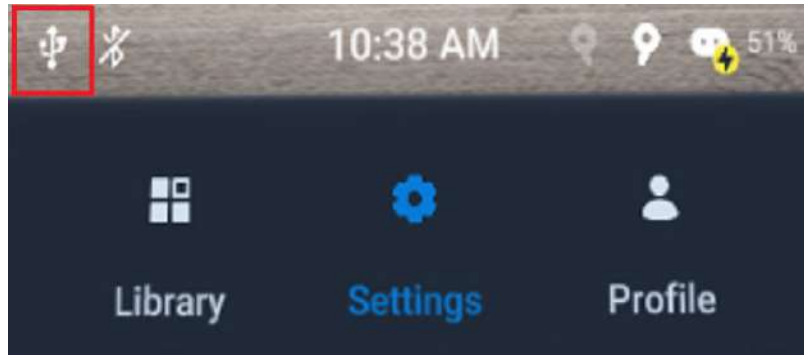
If no Wi-Fi network is available, you can use USB tethering to share the internet connection from a mobile device or wired network with VIVE Focus 3.

Here's how to enable USB tethering on an Android phone and share its mobile data connection with VIVE Focus 3:

1. Turn on your phone's mobile data connection.
2. Connect your phone to the USB Type-C port on the right side of your headset.

3. On your phone, go to **Settings**, then search for **USB tethering** and turn it on.
4. Put on your headset.

The dashboard will display the USB icon to indicate that your headset is connected to the internet via USB tethering.



Resetting VIVE Focus 3 (factory reset)

If VIVE Focus 3 has a persistent problem that cannot be solved, you can perform a factory reset. A factory reset reverts the headset to its initial state—the state before you turned on the headset for the first time.



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

1. Go to **Settings > Advanced**, and then select **Reset**.
2. Select **Erase all data**.

VIVE Manager

What is VIVE Manager?

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

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

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

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

- Android 8.0 or later
- iOS 12.0 or later

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



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

What languages does VIVE Manager support?

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

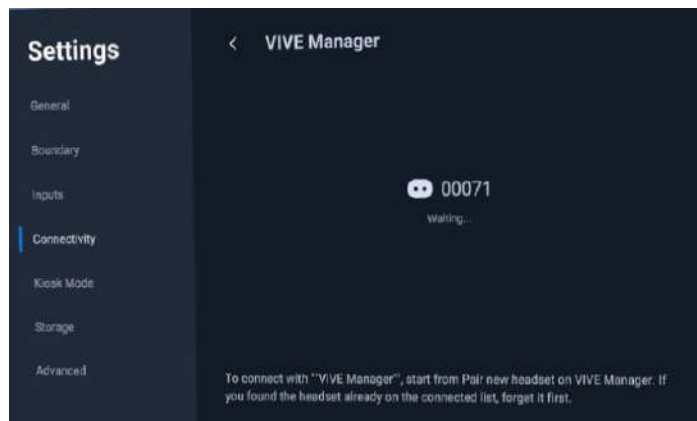
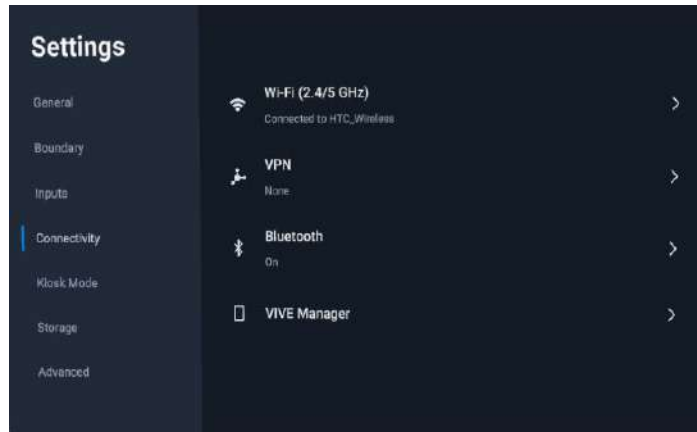
VIVE Manager supports the following languages:

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

Pairing VIVE Manager with VIVE Focus 3

Pair the VIVE Manager app with VIVE Focus 3 so you can use your phone to change settings and install system updates for your headset.

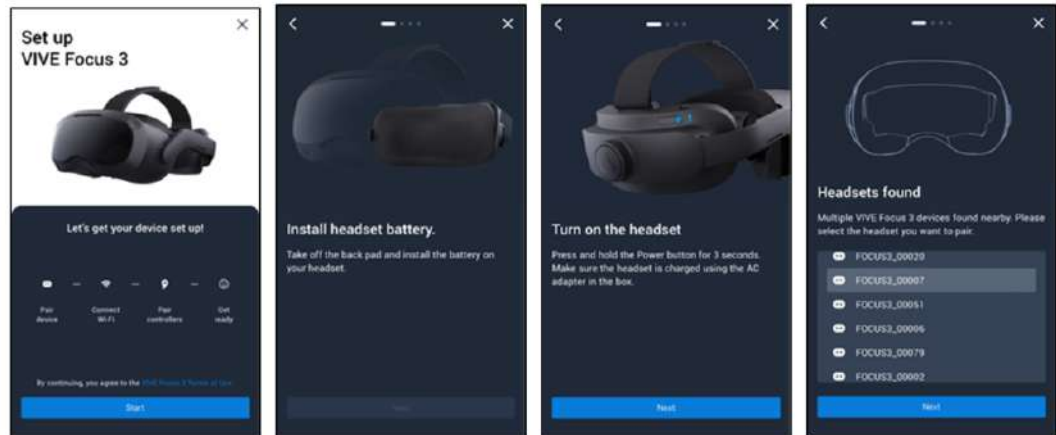
1. In the headset, go to **Settings** > **Connectivity** > **VIVE Manager** to find the device name of your headset.



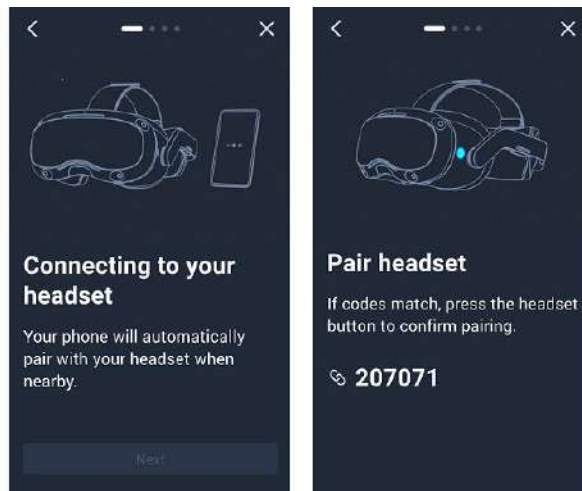
2. Take off your headset.
3. Open VIVE Manager on your phone.
4. Tap **Settings** > **Pair new headset**.

5. Tap **Start** and follow the onscreen instructions.

If several headsets are found, select the device name of the headset you want to pair.



6. When you see the screen that shows VIVE Manager is connecting to the headset, wait until the app displays the pairing code.



7. Put the headset back on.
8. When you see the same pairing code displayed in the headset, press the Headset button to pair VIVE Manager with the headset.



Casting the headset to your phone

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



To use this feature, you need the following:

- Android 9 or later (phone)
- VIVE Manager 1.0.32 or later (phone)
- System version 3.0.999.418 or later (VIVE Focus 3)

1. On your phone, open VIVE Manager and pair with VIVE Focus 3. For details, see [Pairing VIVE Manager with VIVE Focus 3](#) on page 40.
2. In VIVE Manager, tap **Settings**.
3. Tap the name of your headset.
4. Tap **Cast screen**. VIVE Manager will display a message showing that it's connecting to the headset.

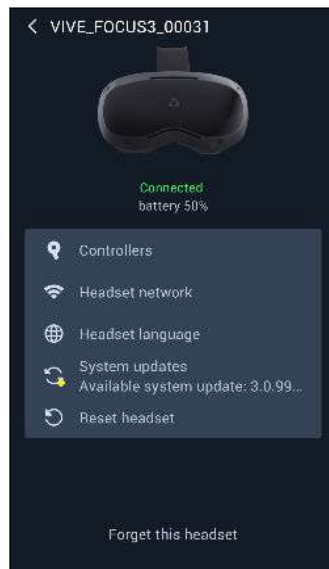


If this is your first time to cast the headset to your phone, put on the headset, and then select **Accept** in the **Invitation to connect** dialog box.

How do I install system updates from VIVE Manager?

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

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



How do I uninstall VIVE Manager from my Android phone?

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

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

How do I uninstall VIVE Manager from my iPhone?

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

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

Mobile Device Management (MDM)

Microsoft Intune

Enrolling VIVE Focus 3 in Microsoft Intune

You can enroll your VIVE Focus 3 headset in Microsoft® Intune so you can manage your headset remotely.



Only VIVE Focus 3 headsets running software version 5.0.999.624 or later can be enrolled in Microsoft Intune.

To enroll your VIVE Focus 3 in Microsoft Intune, you'll need to first create a device enrollment token in Microsoft Endpoint Manager. After creating a device enrollment token, you can upload it directly to the headset, or use the token to create a batch configuration package that you can upload to the headset. See the following for details:

- [Creating a device enrollment token](#) on page 44
- [Enrolling the headset using the device enrollment token](#) on page 47



After enrolling your headset, if you create a device lock PIN or password in Microsoft Intune, the PIN or password will be limited to 4-8 numeric characters per the device lock passcode requirements of VIVE Focus 3.

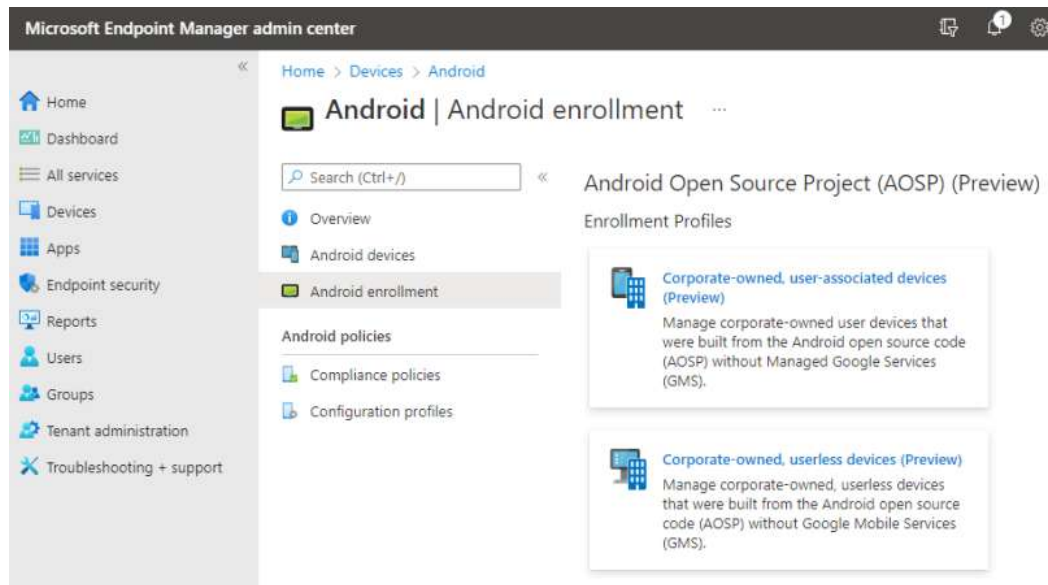
Creating a device enrollment token

Before enrolling your VIVE Focus 3 headset in Microsoft Intune you'll need to create a device enrollment token in Microsoft Endpoint Manager.

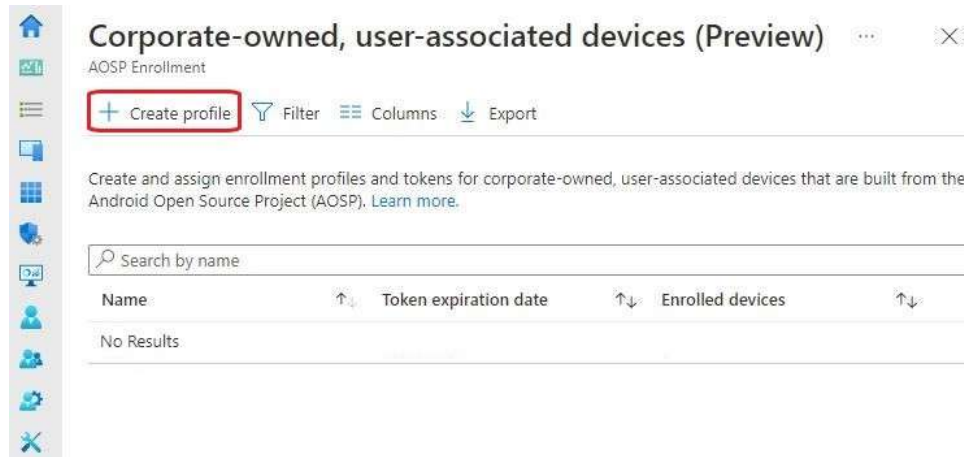
1. In your computer's web browser, go to <https://endpoint.microsoft.com/>. You may need to sign in with your Microsoft account.
2. Go to **Devices > Android > Android enrollment**.

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

Token expiration date * ? 📅

SSID *

Hidden network * Enabled Disabled

Wi-Fi type * ▼

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

6. Review your profile information and click **Create**.7. Open your profile page and click **Token**.8. Click **Export** to download the token as a JSON file (QRCodeContent.json).

For_Demo | Token ... ✕

Android enrollment

Search (Ctrl+/) <<

🔄 Replace token ⏸ Revoke token

① Overview

Manage

📄 Properties


For_Demo

Use this token or QR code to enroll devices. [Learn more.](#)

Token creation date
09/07/22, 10:41 AM

Token expiration date
12/06/22, 10:37 AM

Token as QR code



Enrolling the headset using the device enrollment token

There are two ways you can enroll your headset in Microsoft Intune using the device enrollment token.

- Upload the token directly to the headset
- Use the token to create a batch configuration package that you can upload to the headset

Uploading the token directly to the headset

1. Rename the device enrollment token from "QRCodeContent.json" to "DeviceConfiguration.json".
2. Copy the renamed JSON file to the root folder of the microSD card inserted in the headset.
3. Factory reset the device. See [Resetting VIVE Focus 3 \(factory reset\)](#) on page 37.

The device enrollment token will be applied automatically after the headset restarts. Now you can set up the headset for Microsoft Intune. For details, see [Setting up the headset for Microsoft Intune](#) on page 50.

Creating and uploading a batch configuration package to the headset



Only VIVE Focus 3 headsets running software version 5.2 can be enrolled in Microsoft Intune using a batch configuration package.

1. In your computer's web browser, go to the VIVE Business Device Management System: <https://business.vive.com/dm/dashboard/>. You may need to sign in with your HTC account.
2. From the Dashboard, find **Create Batch Configuration Package** under **All-in-One** and click **Go**.




- Under **Batch Configuration for All-in-One VR Devices**, click **VIVE Focus 3**.




- Click **Create New**.
- On the next page, find the heading **Mobile Device Management (MDM) Solution**.
- Under **Upload MDM apk files**, click **Select APK** and upload the Microsoft agent APK file associated with the device enrollment token JSON file. You can download the APK file from the URL provided in the JSON file under "android.app.extra.PROVISIONING_DEVICE_ADMIN_PACKAGE_DOWNLOAD_LOCATION".
- Under **Credentials configuration file (Optional)**, click **Select** and upload the device enrollment token JSON file.


Mobile Device Management (MDM) Solution

Upload MDM apk files
Upload the MDM apk file(s) you want to include in the batch configuration package.



	universal.apk 9.3 MB	×
---	-------------------------	---

Credentials configuration file (Optional)
Make sure the configuration file is valid.

	QRCodeContent.j... 1.3 KB	×
---	------------------------------	---

Enrollment action script file (Optional)
Make sure the script file is valid.

- Download the batch configuration package and key, copy them to the root folder of the microSD card in headset, and then factory reset the device.

The device enrollment token will be applied automatically after the headset restarts. Now you can set up the headset for Microsoft Intune. For details, see [Setting up the headset for Microsoft Intune](#) on page 50.

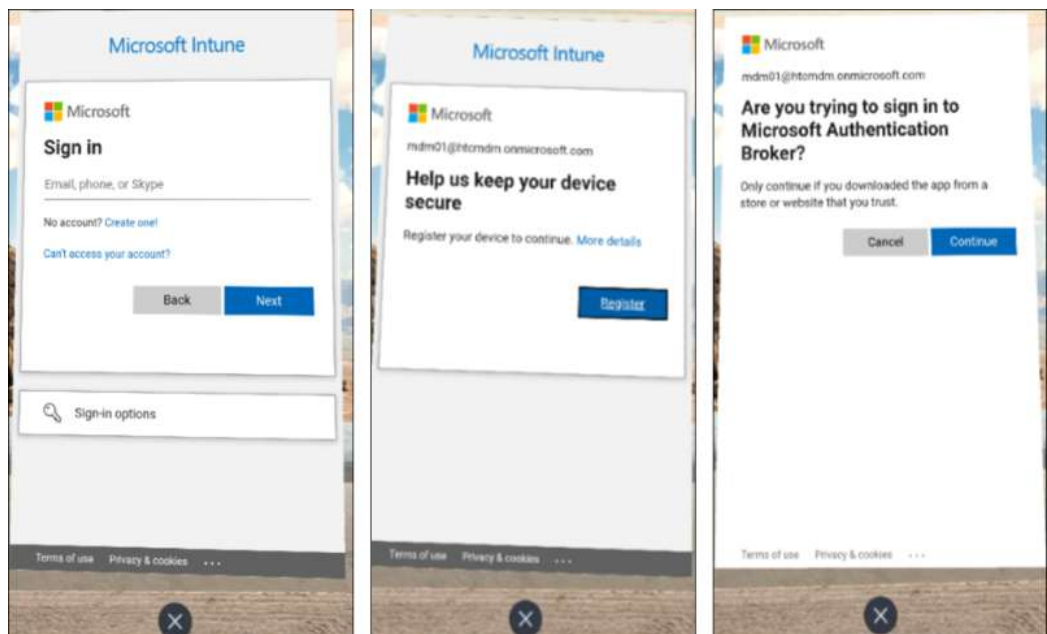
Setting up the headset for Microsoft Intune

After you apply the device enrollment token and factory reset the headset, you can set up the device for Microsoft Intune.

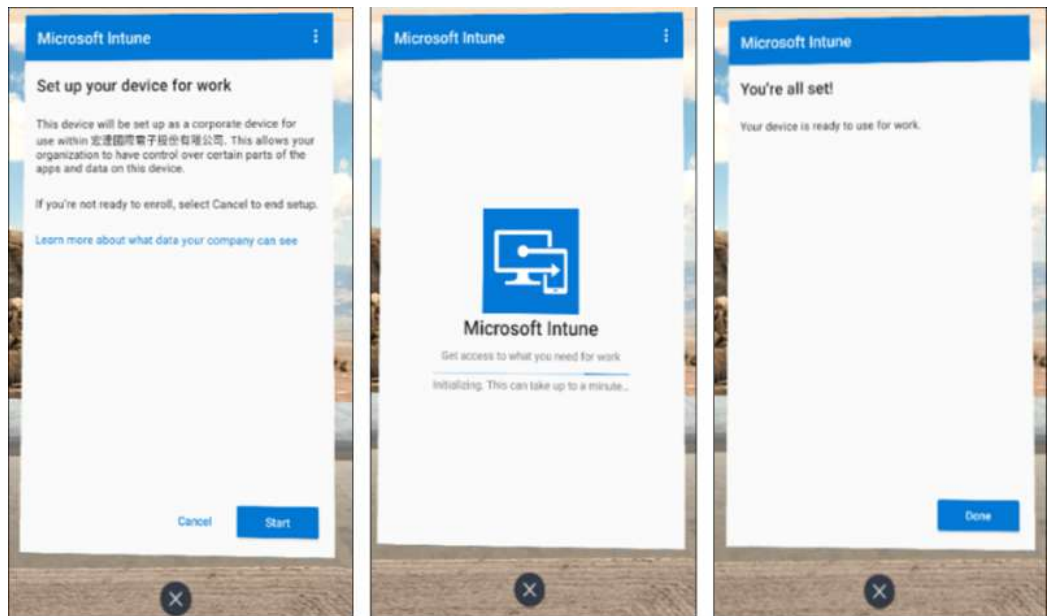


After the headset restarts, it will automatically connect to the same Wi-Fi network that the device enrollment token is configured for. If the same Wi-Fi network isn't available, you won't be able to set up the headset.

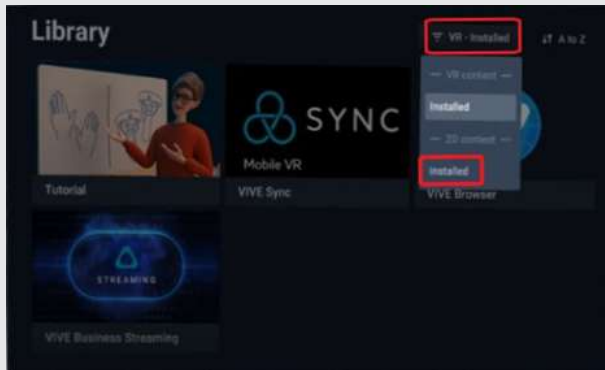
1. After the headset restarts, go through the OOB. After the OOB is finished, a Microsoft Intune dialog box will appear.
2. Proceed with device setup. What you do next will depend on the enrollment profile you selected when creating the device enrollment token.
 - If you're using a user-associated device, you'll need to sign in and register your device first.



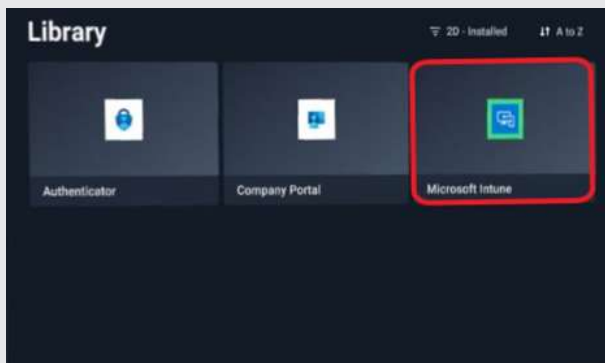
- If you're using a userless device, you can proceed directly to device setup. Just select **Start**.



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 and select **VR - Installed** > **2D content** > **Installed**.



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



VMware

Setting up VMware AirWatch agent and enrolling VIVE Focus 3 using a QR code

You can create and use a QR code to automatically set up Wi-Fi, install the VMware AirWatch® agent from a specified URL, and enroll VIVE Focus 3.

Here's how:

1. On 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 Focus 3 with the VMware AirWatch agent:

Parameter	Description
svr	Server URL
gid	Group ID

Parameter	Description
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. Perform a factory reset.

After the factory reset, VIVE Focus 3 will restart and prompt you to set up the headset.

6. When the welcome screen appears, press the Headset button three times to enable passthrough. 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

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

Currently, VIVE Focus 3 can connect to Wi-Fi 6E networks in the following regions:

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



- Make sure to update the system software on VIVE Focus 3 to the latest version.
- Support for additional regions will be added in future software updates.

How do I try out beta features on VIVE Focus 3?

Before you can install beta software to try out new features, you need to register your headset with the VIVE Focus 3 beta program. To register, contact us at vive_beta@htc.com and provide us with the following information:

- Your full name
- Contact email address
- Device serial number (see [Where can I find the headset serial number?](#) on page 56)

After your headset has been registered, enable **Beta program** on your headset.



Before proceeding, make sure to back up your files such as screenshots and screen recordings to your microSD card or computer. Installing beta software will erase all internal storage data, including personal files, system settings, and installed apps .

1. Go to **Settings > Advanced**, and then select **Beta features**.
2. Select **Join**.
3. When prompted, select **Continue** to confirm.

Beta software will be downloaded and installed automatically when it becomes available.



You can opt out of the beta program anytime. Go to **Settings > Advanced > Beta features** and turn off **Beta program**.

Where can I find the headset serial number?

You can find the headset serial number in two places:

Serial number location	Steps
Sticker	<ol style="list-style-type: none"> 1. Remove the face cushion to reveal the microSD card slot. 2. Find the serial number sticker near the card slot.
Device settings	<ol style="list-style-type: none"> 1. From the Lobby, select Settings. 2. Select General > About > Headset status.

How can I prevent blurriness or dizziness?

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

- The headset lenses should be centered over your eyes. To find out how, see [Adjusting the IPD on the headset](#) on page 18.
- The headset should comfortably fit over your nose and gently hold on to the back of your head. See [Putting on the headset](#) on page 10.
- Make sure the floor level has been set correctly. You can reset the floor level in **Settings > Boundary > Reset floor level**.

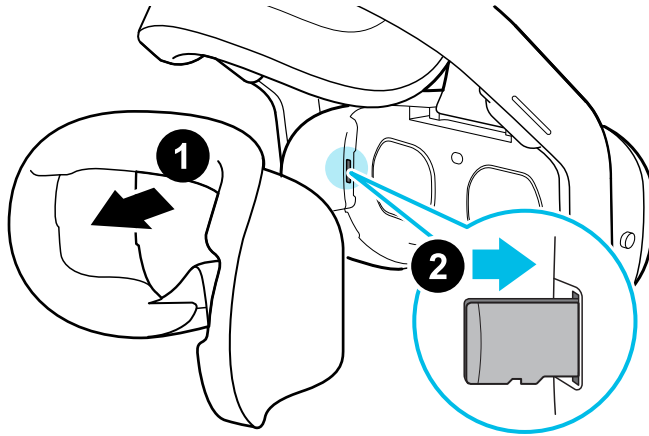
How do I prepare the headset before returning it for repair?

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

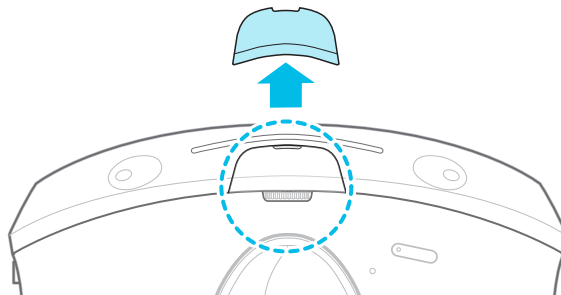
1. Face cushion
2. USB cover
3. Top strap
4. Back pad
5. Battery
6. microSD card (if installed)

Keep them in a safe place. You'll need to reassemble them when you get your headset back. Follow these steps to remove the accessories from the headset:

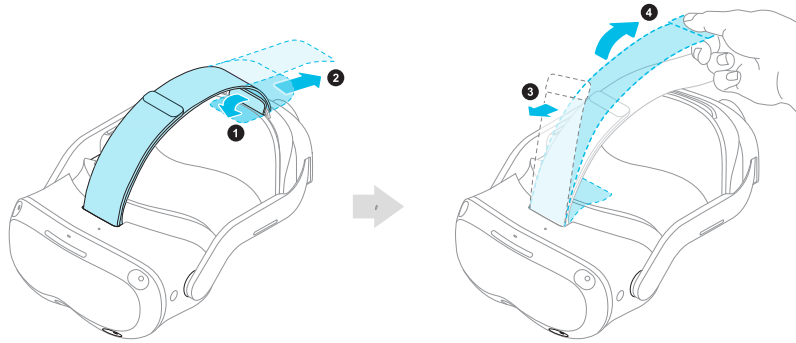
1. Pull to remove the magnetic face cushion frame. Press to remove your microSD card (if installed).



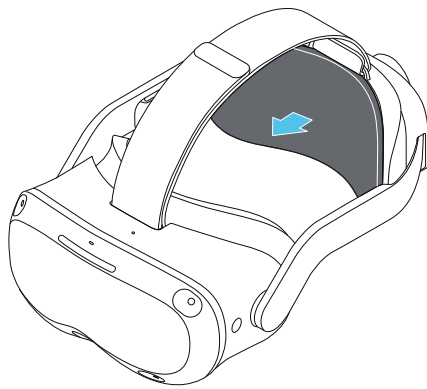
2. Gently lift the USB cover open.



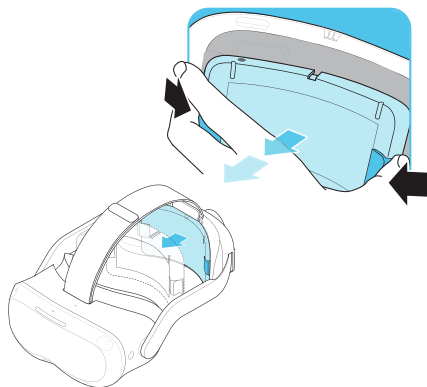
3. Remove the top strap by unfastening the velcro at both ends, and then gently un-loop them from the headset.



4. Take off the magnetic back pad.



5. Take out the battery by squeezing and holding the latches on both sides, and then pull to remove.

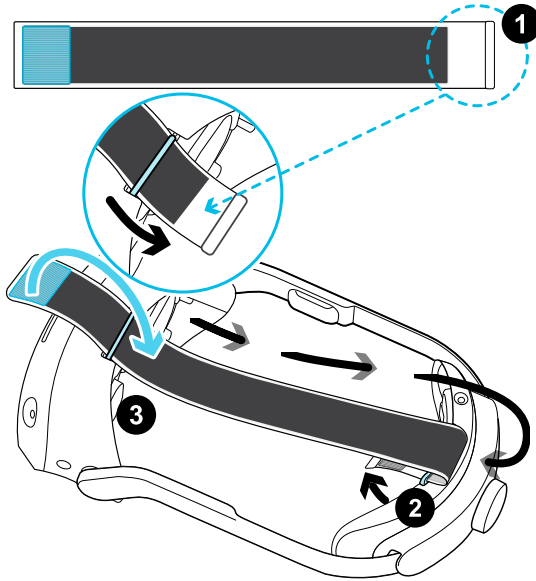


6. Pack the headset carefully and send it for repair.

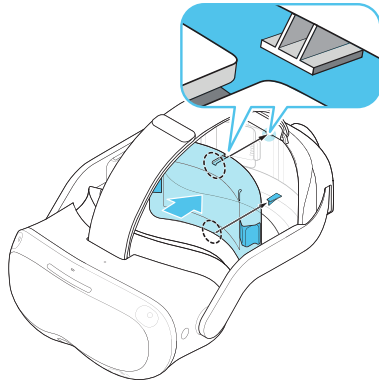
How do I reassemble the headset after repair?

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

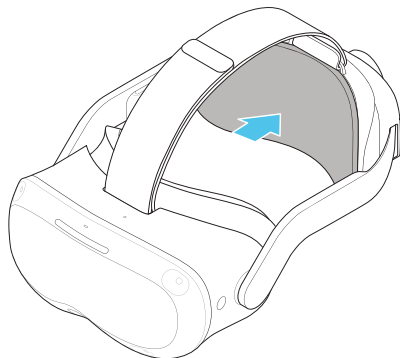
1. Reattach the top strap. With the thin velcro strip facing forward, thread the top strap through the top of the loop on the front of the headset. Pull through, and then thread through the back loop from behind. Reattach the velcro.



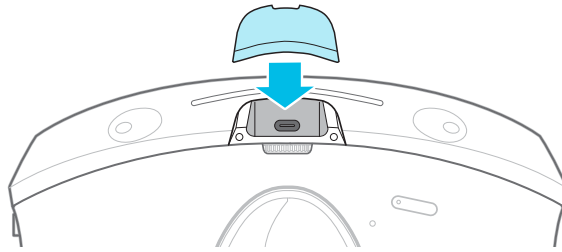
2. Reattach the battery by aligning the slots, and then push to click into place.



3. Reattach the magnetic back pad.



- Align and reattach the magnetic USB cover.



- Reinsert your microSD card, if you have one.
- Reattach the face cushion frame.

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

Hardware

What do the buttons on the headset do?

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

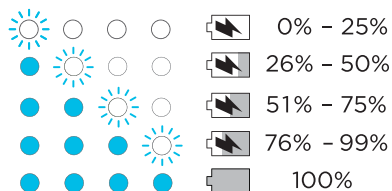
Function	Headset button
Activate passthrough (See your real surroundings in VR)	Double click. This feature can be turned off in Settings.
Select an item in Gaze mode.	Single click while looking at a menu item. When no control device found, you can look at menus and then press to select.
Force quit unresponsive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

What do the LEDs on the battery mean?

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

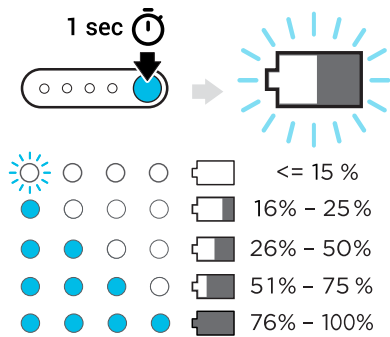
When charging the battery

The battery LEDs will continuously display the current power level.



When using the headset

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



What do the controller buttons do?

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

Function	Button
Turn the controllers on.	Briefly press the VIVE and Menu buttons.
Turn the controllers off.	Press and hold the VIVE or Menu buttons for 2 seconds.
Put the controllers in pairing mode.	Press and hold Menu + Y and VIVE + B for 2 seconds.



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

What does the LED on the controllers mean?

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

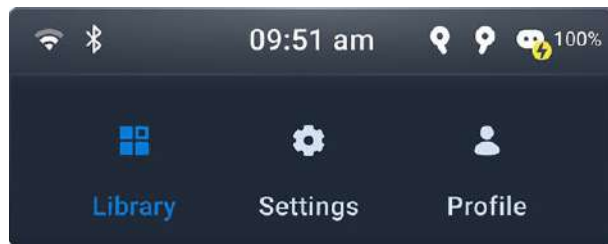
LED	Controller status
Blinking red	Battery level is below 15%.
Orange	Controller is charging.
Blinking blue	Controller is pairing with the headset.
Blue	Controller is connecting with the headset.

LED	Controller status
Green	Controller is connected to the headset.
Blinking blue and red alternately	Controller is updating firmware.
Off	Controller is idle.

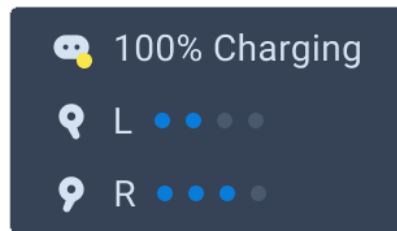
How do I check the power level of my controllers?

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

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



You'll then see the power level of the controllers.



- From the dashboard, go to **Settings > Inputs > Controller**.

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

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

- The controllers may be in sleep mode. Shaking them gently will wake them up.
- If your controllers are off, turn them on by briefly pressing the VIVE button on the right controller and the Menu button on the left controller. The controller LEDs will turn blue while they are connecting, or green when they are connected.
- If the controllers can't be detected after you installed a firmware update, press and hold the VIVE and Menu buttons to restart both controllers.
- Make sure your controllers are charged. A flashing red LED indicates low power. If the controllers are low or don't respond, try charging them. See [Charging the controllers](#) on page 14 for details.
- If your controllers are on but still not being detected, you might need to pair them again. See [Pairing controllers](#) on page 21.

What do I do if my content crashes?

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

- Try accessing the Dashboard by pressing the VIVE button on your controller.
- If your content will not respond and you can't close it, press and hold the headset button for 10 seconds to force quit. You should be returned to the lobby. If you are still unable to use your headset, see [What do I do if my headset isn't responding?](#) on page 63.

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

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



Manual shutdowns will cause all unsaved data to be lost.

- Press and hold the Power button for 3 seconds to initiate a software shut down.
- If a software shut down still doesn't turn off the headset, you can press and hold the Power button for 10 seconds to perform a hardware shut down.

You can then power on the headset normally.

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

Play area

How can I optimize tracking in my space?

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

- Avoid direct intense light or glare, both on the headset and in your space.
- Your space should be bright enough to read a book comfortably.
- Minimize reflective objects.
- Patterns on the walls, ceiling, and floor can help improve tracking. Try to minimize completely blank surfaces.
- Keep your play area clear of obstacles.
- While doing room setup, make sure to look in all directions to establish tracking for the whole room.
- If you still experience problems, run room setup again by selecting **Settings > Boundary > Reset boundary**.

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

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

- **Lighting:**
 - Changes in light level from windows, such as from day to night.
 - Changes in light direction, such as light coming from a different side.
 - Changes in light level from artificial sources, such as turning lights on and off.
- **Decor:**
 - Changes to physical surroundings, such as furniture.
 - Changes to appearance, such as decorations.
- **People:**

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

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

Typically, **Boundary lost** errors are caused by less than optimal space for tracking. To find out how to optimize your space, see [How can I optimize tracking in my space?](#) on page 63.

System

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

Follow the steps in [Installing system and firmware updates](#) on page 36 to check for and install system updates.

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

1. Connect your headset to a wireless network. To find out how, see [Connecting to a Wi-Fi network](#) on page 32.
2. Go to **Settings > General > Date & Time**.
3. Turn on **Use network-provided time**.
4. Check for system updates again.

Apps and content

Where can I find my screenshots and screen recordings?

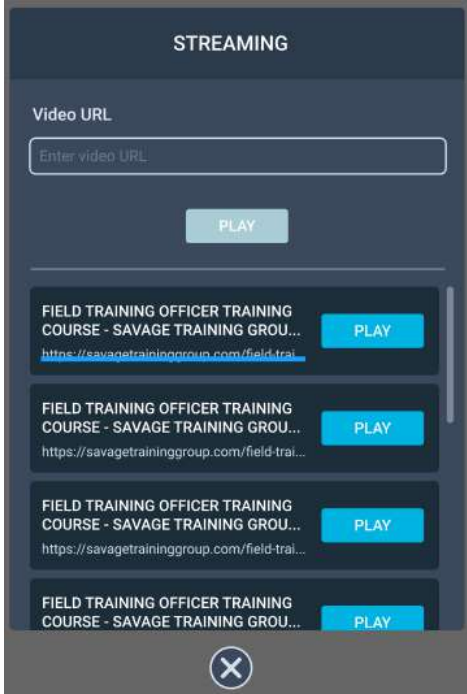
Screenshots and screen recordings are saved in the internal storage. Go to the **File browser** in the Storage settings to find them.

1. From the Lobby, select **Settings**.
2. Select **Storage > File browser**.

3. Open the Captures folder.
4. Select the thumbnail of a screenshot or screen recording to see a larger view.

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

Follow these steps to show your videos on the playlist.



1. On your computer, create your playlist JSON file. For example:

```

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

```

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

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

- Save the JSON file using this file name: `streaming_playlist.json`.
- Connect the headset to your computer.
- Put on your headset.
- In the Choose USB mode dialog box, select **File transfer**.
- Take off your headset.
- On your computer, open a file management app such as File Explorer. Access your headset by clicking **VIVE Focus 3 > Internal shared storage**.

8. From the root folder of the internal storage, create this folder:
com.vive.business.video/files.
9. Open com.vive.business.video/files, and then copy streaming_playlist.json to the folder.

Can I cast VIVE Focus 3 to a computer?

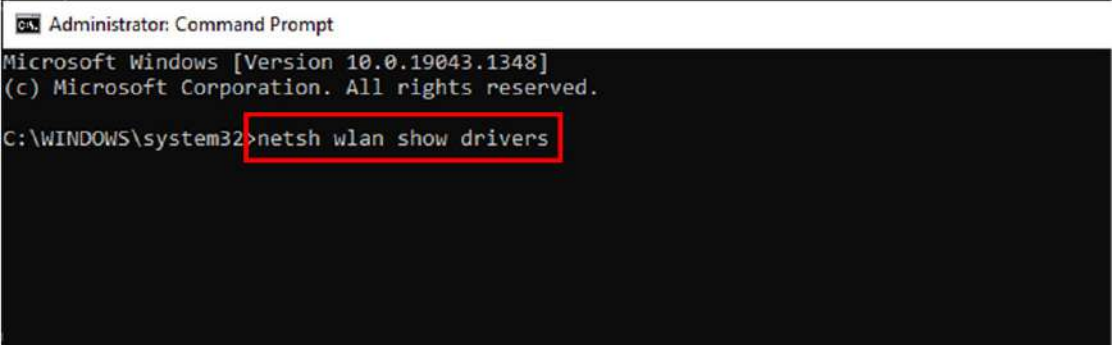
Yes. You can cast VIVE Focus 3 to a Windows computer that supports Miracast.

Checking Miracast support

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

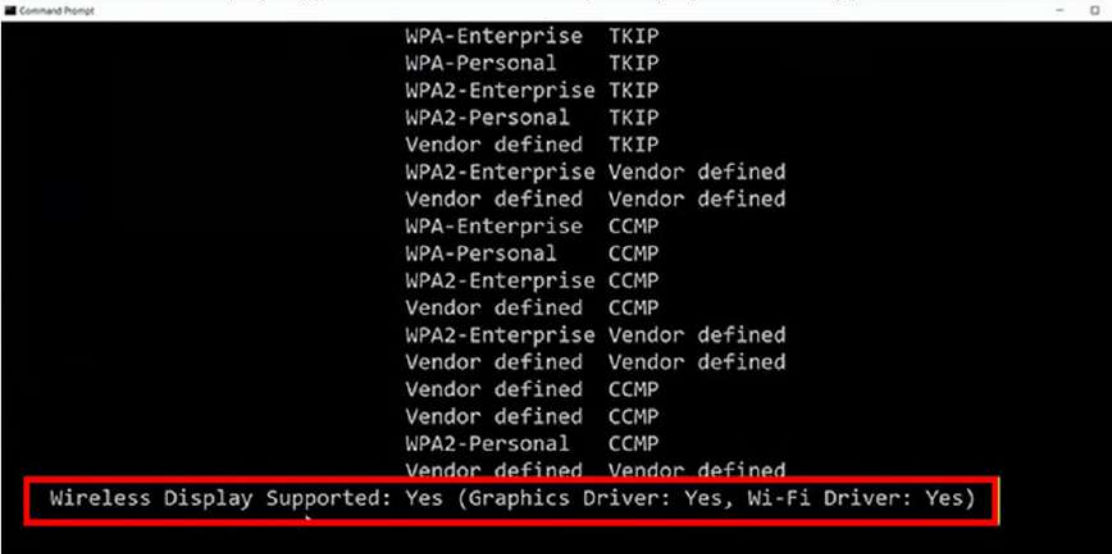
1. Open the command prompt window.
 - a) Press the Windows logo and R keys to open the **Run** dialog box.
 - b) Enter `cmd`, and then click **OK**.
2. In the command prompt window, enter the following command:

```
netsh wlan show drivers
```



A screenshot of the Windows Command Prompt window. The title bar reads "Administrator: Command Prompt". The text inside shows the Windows version and copyright information, followed by the command prompt path "C:\WINDOWS\system32" and the command "netsh wlan show drivers" which is highlighted with a red rectangular box.

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



A screenshot of the Windows Command Prompt window showing the output of the "netsh wlan show drivers" command. The output lists various security protocols and their supported status. At the bottom, the line "Wireless Display Supported: Yes (Graphics Driver: Yes, Wi-Fi Driver: Yes)" is highlighted with a red rectangular box.

```

WPA-Enterprise TKIP
WPA-Personal TKIP
WPA2-Enterprise TKIP
WPA2-Personal TKIP
Vendor defined TKIP
WPA2-Enterprise Vendor defined
Vendor defined Vendor defined
WPA-Enterprise CCMP
WPA-Personal CCMP
WPA2-Enterprise CCMP
Vendor defined CCMP
WPA2-Enterprise Vendor defined
Vendor defined Vendor defined
Vendor defined CCMP
Vendor defined CCMP
WPA2-Personal CCMP
Vendor defined Vendor defined
Wireless Display Supported: Yes (Graphics Driver: Yes, Wi-Fi Driver: Yes)

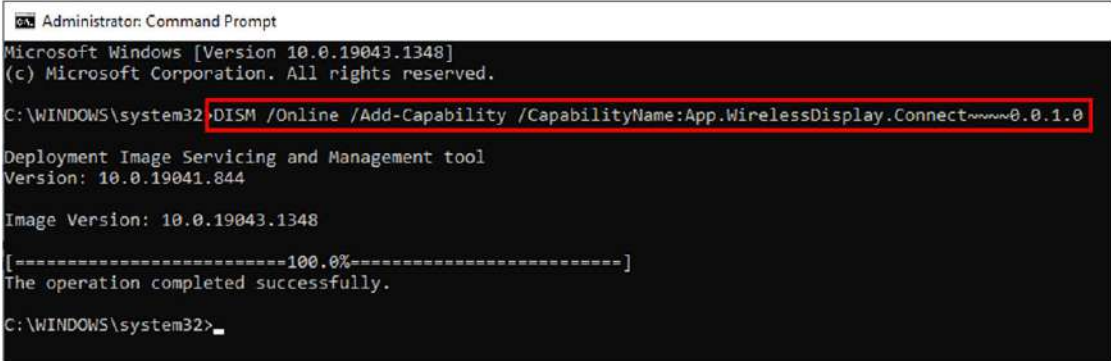
```

Setting up casting on your computer

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

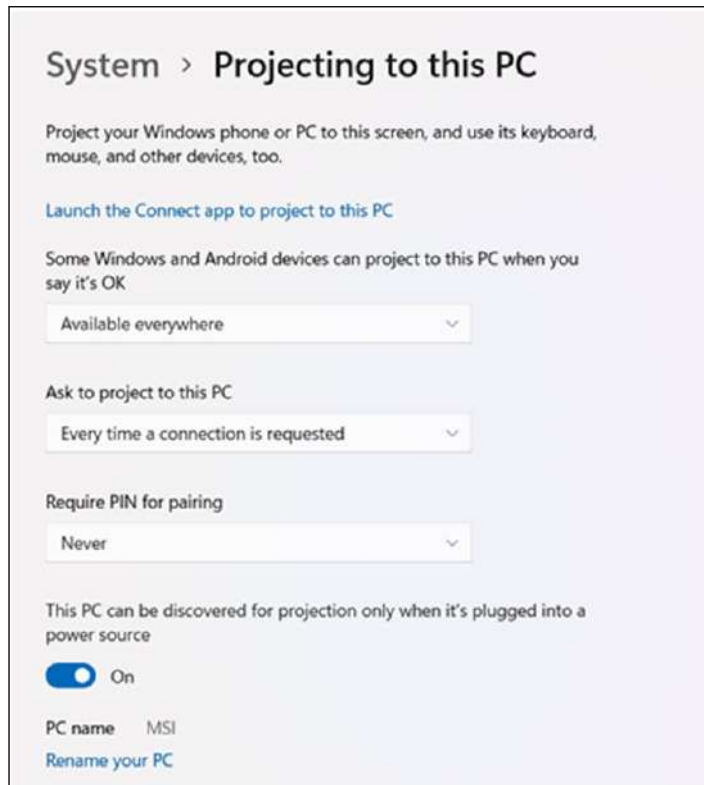
1. Open the command prompt window as an administrator.
 - a) Press the Windows logo and R keys to open the **Run** dialog box.
 - b) Enter `cmd`, and then press **Ctrl + Shift + Enter**.
2. In the command prompt window, run the following command and wait for the operation to complete:

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



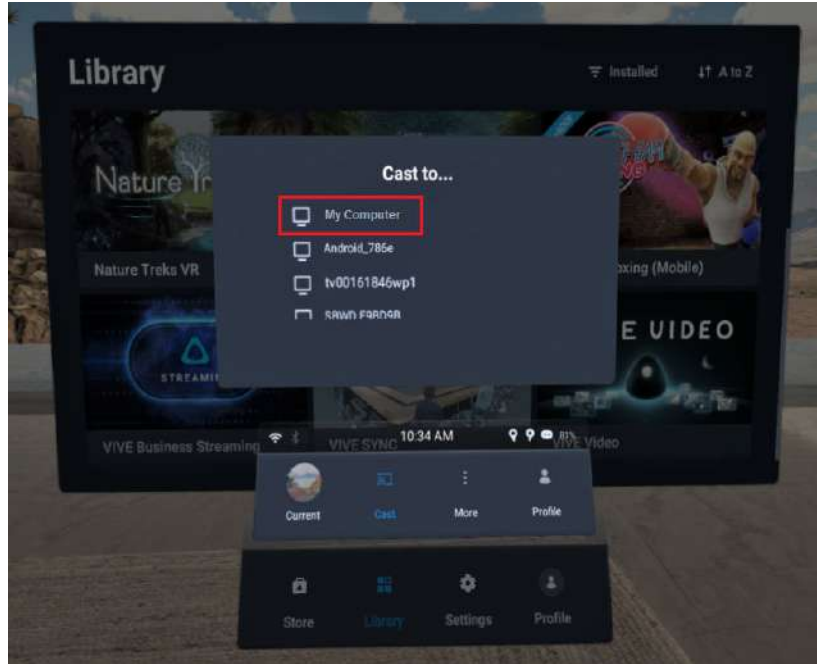
```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.19043.1348]
(c) Microsoft Corporation. All rights reserved.
C:\WINDOWS\system32>DISM /Online /Add-Capability /CapabilityName:App.WirelessDisplay.Connect~~~~0.0.1.0
Deployment Image Servicing and Management tool
Version: 10.0.19041.844
Image Version: 10.0.19043.1348
[=====100.0%=====]
The operation completed successfully.
C:\WINDOWS\system32>
```

3. Click **Start > Settings > System > Projecting to this PC**.
4. To allow VIVE Focus 3 to cast to your computer, configure your projection settings as follows:

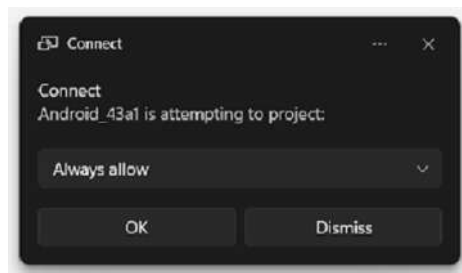


Casting the headset to your computer

1. Put on your headset.
2. Press the VIVE button on the right controller.
3. Select **Cast**, and then select your computer from the list.



4. Take off your headset.
5. In the Windows Connect app, choose to allow projecting to the computer, and then click **OK**.



6. Put on your headset again. What you're viewing in VR will now appear on your computer.



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

Trademarks and copyrights

©2023 HTC Corporation. All Rights Reserved.

VIVE, the VIVE logo, HTC, the HTC logo, VIVEPORT, and all other HTC product and service names are trademarks and/or registered trademarks of HTC Corporation and its affiliates in the U.S. and other countries.

All other trademarks and service marks mentioned herein, including company names, product names, service names and logos, are the property of their respective owners and their use herein does not indicate an affiliation with, association with, or endorsement of or by HTC Corporation. Not all marks listed necessarily appear in this User Guide.

Screen images contained herein are simulated. HTC shall not be liable for technical or editorial errors or omissions contained herein, nor for incidental or consequential damages resulting from furnishing this material. The information is provided “as is” without warranty of any kind and is subject to change without notice. HTC also reserves the right to revise the content of this document at any time without prior notice.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording or storing in a retrieval system, or translated into any language in any form without prior written permission from HTC.

Index

C

Controllers

- About *12*
- Buttons *61*
- Charging *14*
- Pairing *21*

F

Firmware update *36*

H

Headset

- About *7*
- Adjusting IPD *18*
- Bluetooth, pairing *35*
- Charging *9*
- Cleaning *30*
- Connecting to Wi-Fi *32*
- Installing a microSD card *16*
- Kiosk mode *35*
- LEDs - battery *60*
- LEDs & buttons *60*
- Putting on *10*
- Taking screenshots and videos *26*
- VPN, connecting *33*
- VPN, adding *33*

I

IPD *18*

See also Headset - Adjusting IPD

N

Night mode *34*

S

System update *36*