

htc®



VIVE™

VIVE Wireless Adapter User Guide

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Trademarks and copyrights

About this guide

The following symbols indicate useful and important information.



Notes provide details on setup, answers to common questions, and information on what to do in specific situations.



Tips provide supplemental information or alternative methods you may find helpful for particular steps or procedures.



Important notes provide information needed to complete certain tasks or configure specific settings or features.



Warnings provide critical information for avoiding potential problems or preventing damage to hardware.

Information contained in this guide may be outdated.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

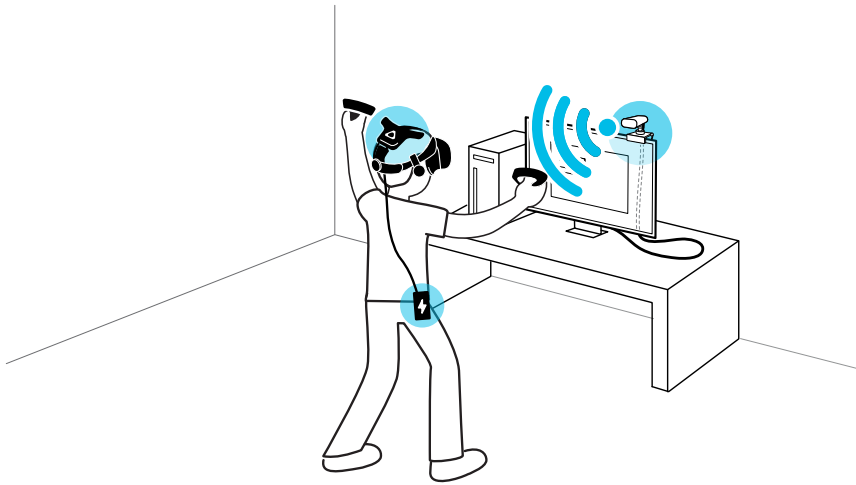
Before using this product, carefully review VIVE safety information and follow all product safety and operating instructions provided at <https://www.vive.com/legal/>.

Introduction

About VIVE Wireless Adapter

Freeing you from restrictive cabling, VIVE Wireless Adapter attaches to your headset and wirelessly receives VR data from your computer.

Powered by Intel® WiGig®, VIVE Wireless Adapter offers a fast, responsive, near-zero latency VR experience for maximum performance. VIVE Wireless Adapter is lightweight, easy to set up, and comes with a powerful easy-swap battery so you can explore the full virtual range of VIVE™, VIVE Pro series, and VIVE Cosmos series headsets.



System requirements

To use VIVE Wireless Adapter, your computer must meet the following system requirements:

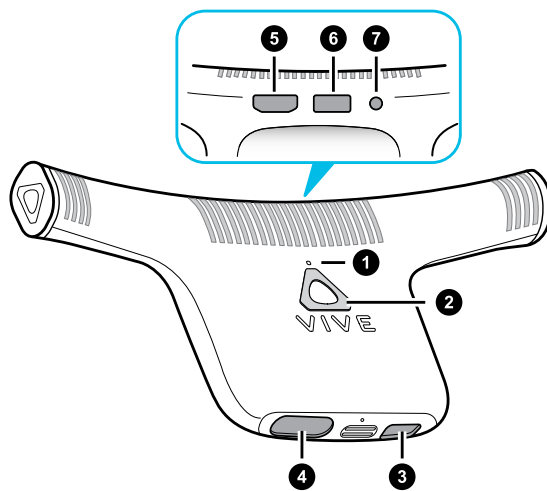
Item	Recommended requirements
Computer type	Desktop computer with available PCIe slot
Processor	Intel Core™ i5-4590/AMD FX™ 8350 equivalent or later
GPU	NVIDIA® GeForce® GTX 1070/Quadro P5000 equivalent or better, AMD Radeon™ Vega 56 equivalent or later VR Ready graphics card
RAM	8 GB or more
Operating system	Windows® 10

Item	Recommended requirements
SteamVR app (for VIVE/VIVE Pro/VIVE Cosmos series)	Version 1533664367 or later



- VIVE Wireless Adapter supports a maximum resolution of 3264 x 1632 at a 90 Hz refresh rate when used with VIVE Pro 2.
- VR software titles may have additional requirements. Performance may vary.

Components



Component	Description
1. LED	Turns on when the headset is powered on
2. Pair button	Pairs the wireless adapter with the wireless link box
3. USB power port	Connects the wireless adapter to the power bank via the power bank charging cable
4. Headset cable port	Connects the wireless adapter to VIVE Pro/VIVE Cosmos series via the short headset cable
5. HDMI port	Connects the wireless adapter to VIVE via the 3-in-1 short cable
6. USB port	
7. Headset power port	

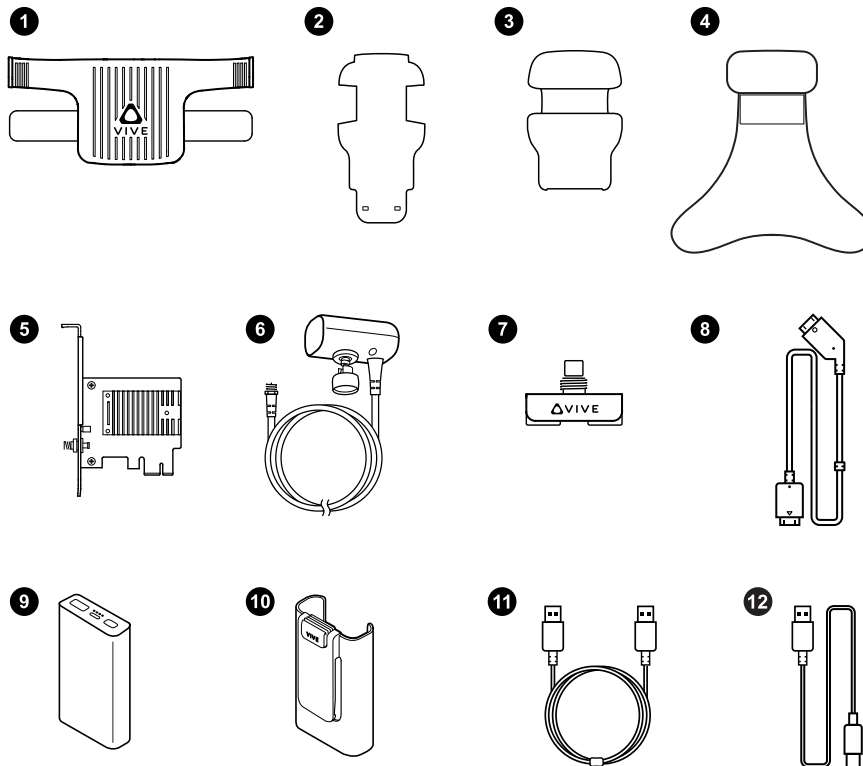
Inside the box

Available packages

VIVE Wireless Adapter is available in a variety of package combinations, depending on your headset type and region.

Wireless Adapter Full Pack

The VIVE Wireless Adapter Full Pack is an all-in-one package that contains all the wireless adapter accessories required for the VIVE Pro and VIVE Cosmos series.

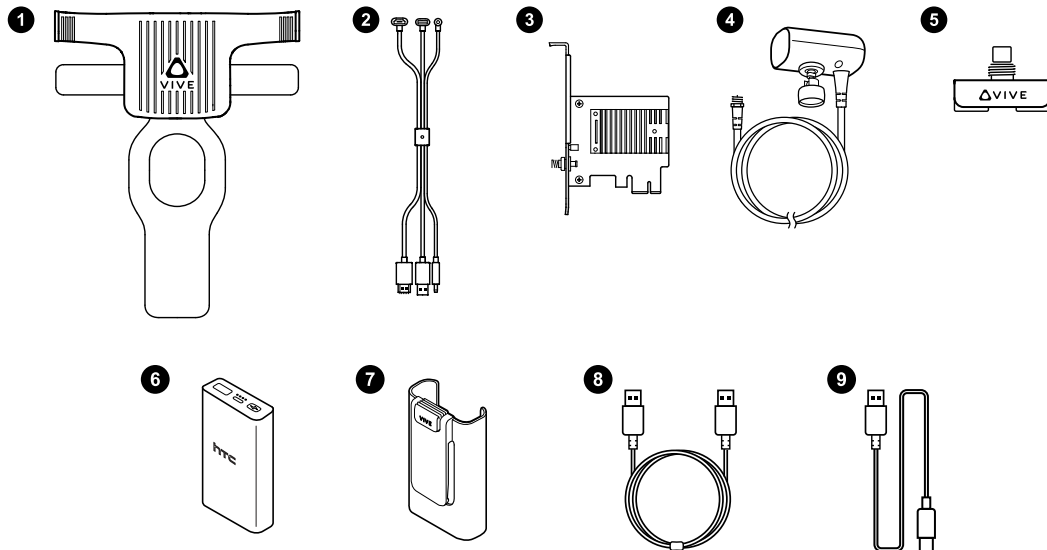


In-box items

- | | |
|---|---|
| 1. VIVE Wireless Adapter (with attached cradle for the VIVE Pro and VIVE Cosmos series) | 7. Wireless link box clip |
| 2. Thin velcro pad (for the VIVE Cosmos series) | 8. Short headset cable |
| 3. Head pad (for the VIVE Cosmos series) | 9. 21-watt QC 3.0 power bank (model 148DUT) |
| 4. Head pad (for the VIVE Pro series) | 10. Power bank holder |

In-box items**5.** PCIe WiGig® card**11.** Power bank connector cable**6.** Wireless link box**12.** Power bank charging cable**Wireless Adapter for VIVE**

This package contains all the wireless adapter accessories required for the first-generation VIVE headset.

**In-box items****1.** VIVE Wireless Adapter (with attached cradle for VIVE)**6.** 18-watt QC 3.0 power bank (model 99H2036400)**2.** 3-in-1 short cable**7.** Power bank holder**3.** PCIe WiGig® card**8.** Power bank connector cable**4.** Wireless link box**9.** Power bank charging cable**5.** Wireless link box clip

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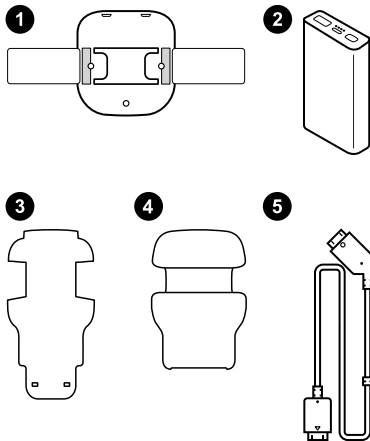


The 18-watt power bank can be used with the first-generation VIVE, VIVE Pro, and VIVE Pro Eye headsets.

VIVE Cosmos Wireless Adapter Attachment Kit

This kit contains replacement accessories so the **Wireless Adapter for VIVE** package can be used with the VIVE Cosmos series.

Replace the respective items from the **Wireless Adapter for VIVE** package with the following items:



Replacement accessories for the VIVE Cosmos series

1. Cradle
2. 21-watt QC 3.0 power bank (model 148DUT)
3. Thin velcro pad
4. Head pad
5. Short headset cable

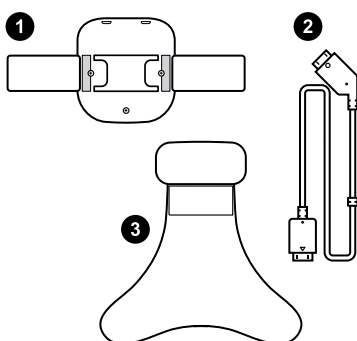


- The VIVE Cosmos series and VIVE Pro 2 are only compatible with the 21-watt power bank. Avoid using third-party power banks.
- The 21-watt power bank can also be used with VIVE, VIVE Pro, and VIVE Pro Eye.

VIVE Pro Wireless Adapter Attachment Kit

This kit contains replacement accessories so the **Wireless Adapter for VIVE** package can be used with VIVE Pro and VIVE Pro Eye.

Replace the respective items from the **Wireless Adapter for VIVE** package with the following items:



Replacement accessories for VIVE Pro/VIVE Pro Eye

1. Cradle
2. Short headset cable
3. Head pad

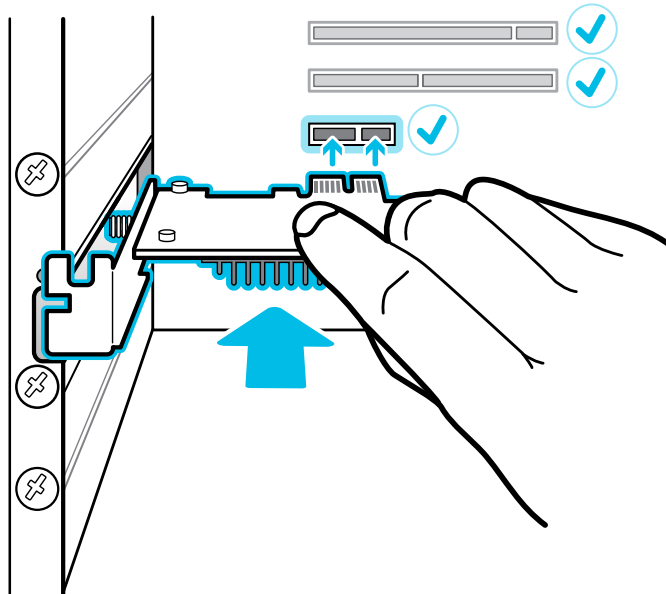
Setting up your computer

Installing the PCIe WiGig card

Expansion cards such as PCIe cards contain sensitive circuitry and components. Please handle your PCIe WiGig® card with care.

- ! To avoid possible damage from static electricity, adhere to the following precautions when handling the card:
- Before installing the card, shut down your computer and unplug the power cable.
 - Let the computer cool for a few minutes before removing its cover.
 - Wear a grounded wrist strap when handling the card and hold the card by the edges to avoid touching any sensitive components. If you don't a grounded wrist strap, touch a safely grounded surface before handling the card.
 - Store the card in an anti-static bag if you remove it from the motherboard.

1. Remove the computer cover.
2. Insert the PCIe WiGig® card in an available PCIe slot on your motherboard.

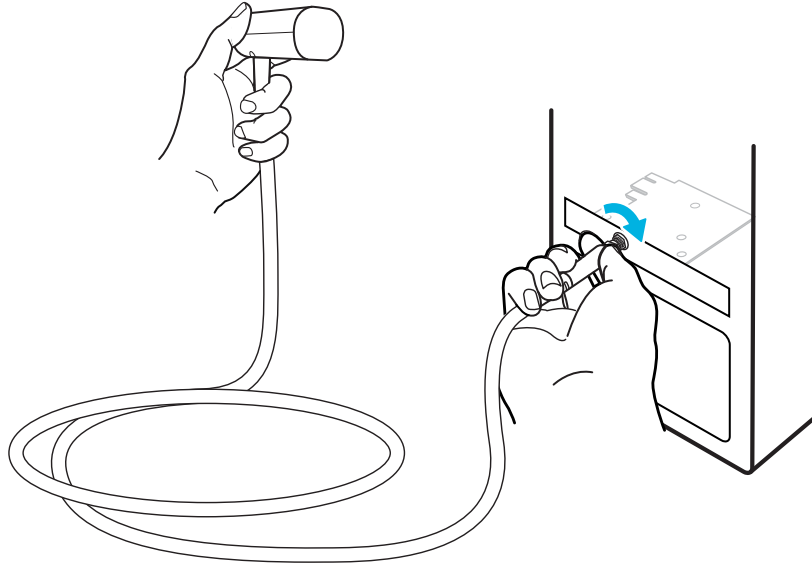


3. Securely reattach the computer cover and reconnect the power cable.

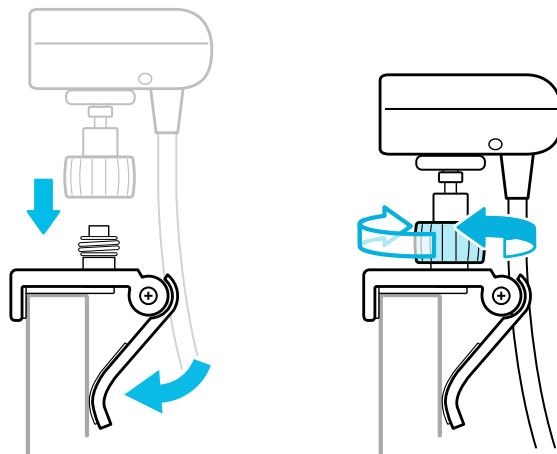
Connecting the wireless link box to your computer

After installing the PCIe WiGig® card in your computer, connect the wireless link box to the card.

1. Connect the wireless link box to the PCIe WiGig® card installed in your computer and turn the cable connector clockwise to secure it.



2. Flip open the base of the clip and attach the clip to the top of the computer monitor.
3. Attach the wireless link box to the top of the clip and turn the fastener to secure it.



- Mount the link box at least 125 cm (4 ft) from the ground and approximately 150 cm (5 ft) from the play area.
- Make sure the wireless link box is facing the play area and that there's a clear line of sight between you and the wireless link box.
- Adjust the wireless link box according to user needs (for example, higher for taller users) or the conditions of the play area (for example, multiuser VR environments).

Setting up your headset

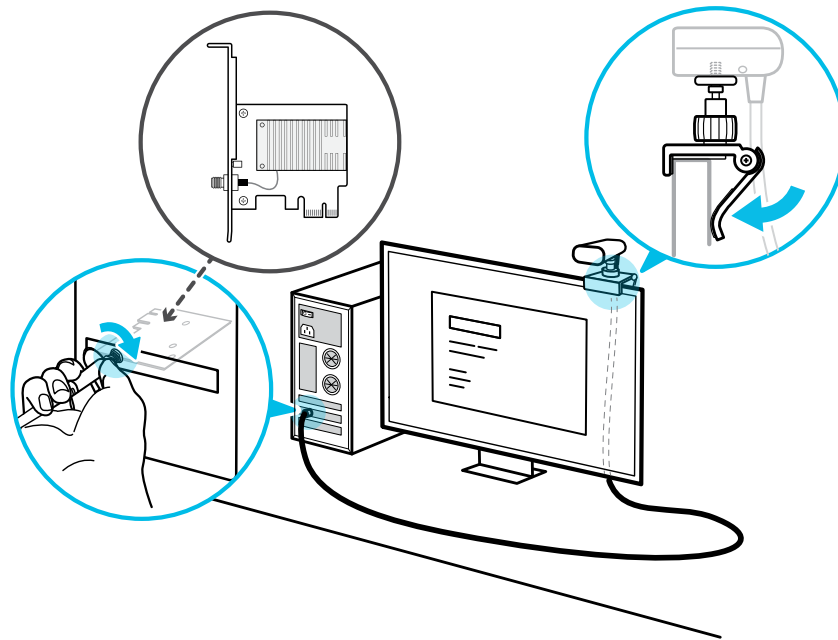
VIVE Pro series

Setting up VIVE Wireless Adapter with the VIVE Pro series

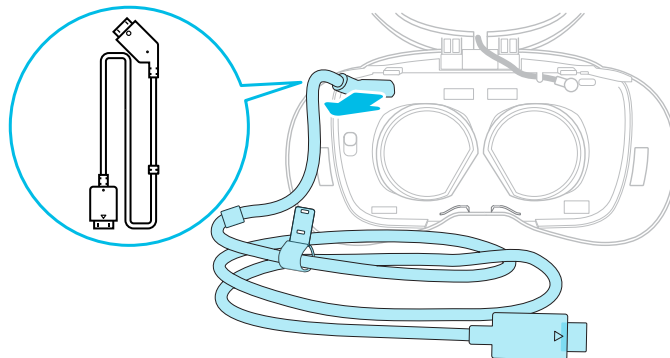
Here's how to set up VIVE Wireless Adapter with the VIVE Pro series.

1. Install the PCIe card in your computer and connect the wireless link box to the card.

See [Installing the PCIe WiGig card](#) on page 9 and [Connecting the wireless link box to your computer](#) on page 10.



2. Replace the original headset cable with the short headset cable.



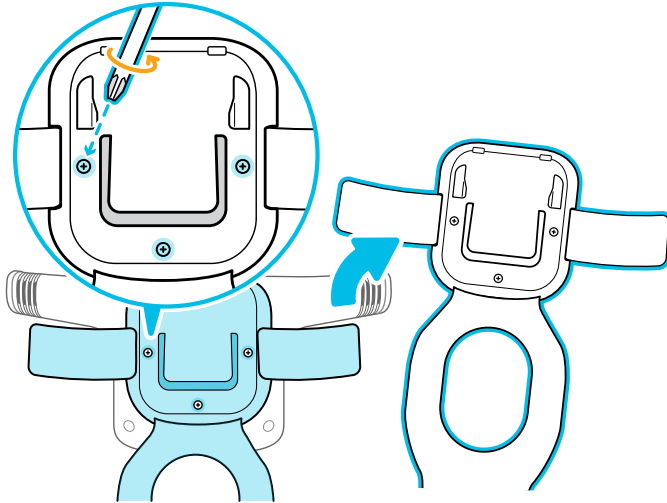
See [Replacing the VIVE Pro/VIVE Pro Eye/VIVE Pro 2 headset cable](#) on page 14.

3. Replace the original head pad with the thicker head pad that came with the full pack or attachment kit.

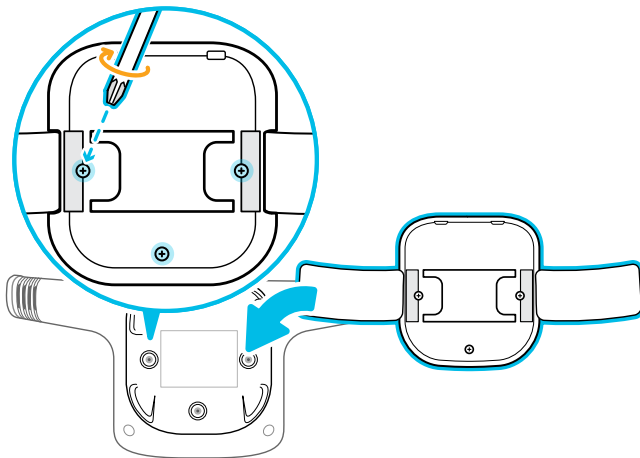
See [Replacing the VIVE Pro/VIVE Pro Eye/VIVE Pro 2 head pad](#) on page 15.

4. If you purchased the attachment kit, replace the wireless adapter cradle.

a) Remove the screws from the base of the wireless adapter and detach the original cradle.



b) Attach the replacement cradle to the base of the wireless adapter and fasten the screws.



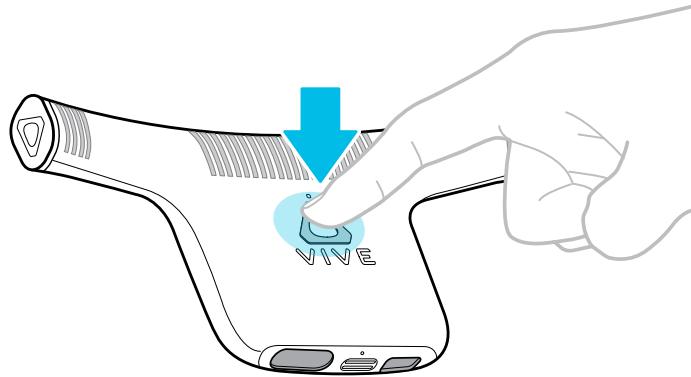
5. Attach VIVE Wireless Adapter to the headset.

See [Attaching the wireless adapter to VIVE Pro/VIVE Pro Eye/VIVE Pro 2](#) on page 16.

6. Connect the wireless adapter to the power bank and turn on the power bank.

See [Connecting VIVE Wireless Adapter to the power bank](#) on page 38.

7. Pair the wireless adapter with the wireless link box by pressing the Pair button on the adapter.



- If you're using VIVE Pro or VIVE Pro Eye, see [Pairing the adapter with your computer using VIVE Wireless](#) on page 37.
 - If you're using VIVE Pro 2, see [Pairing the adapter with your computer using VIVE Console](#) on page 35.
8. Open the SteamVR app to confirm that your base stations, controllers, and additional VR hardware accessories are ready for use.
For details, visit the support pages for VIVE Pro, VIVE Pro Eye, or VIVE Pro 2.
 9. Open the VR app you want to use.
 10. Clip the power bank to a secure place on your body such as your belt.

! Avoid direct skin contact with the power bank as it may become hot during use.

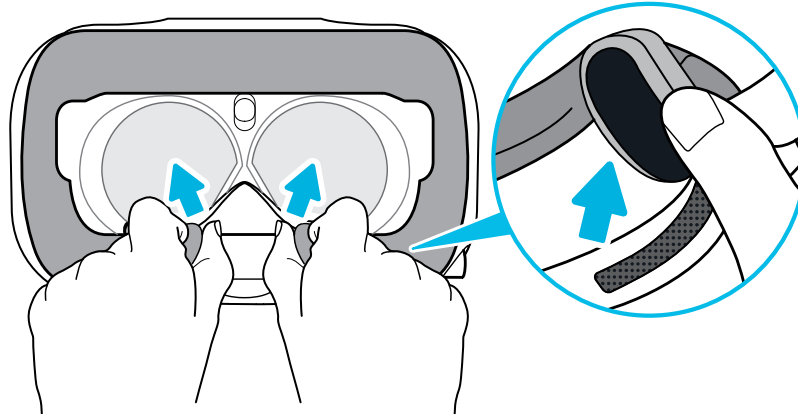
11. When ready, put on your headset with the attached wireless adapter.



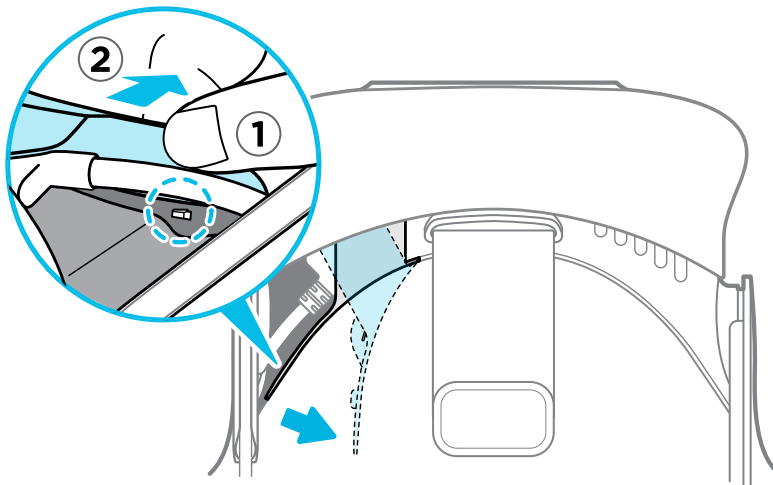
! The wireless adapter vents may become hot during use. Avoid contact until cool.

Replacing the VIVE Pro/VIVE Pro Eye/VIVE Pro 2 headset cable

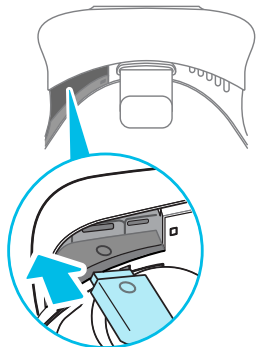
1. Remove the face cushion from the headset visor by peeling it off from both ends.



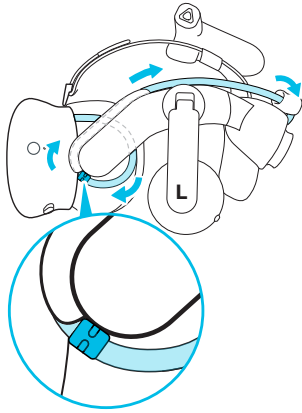
2. Carefully pull the flap on the left side of the headset visor to remove the compartment cover and access the headset cable ports.



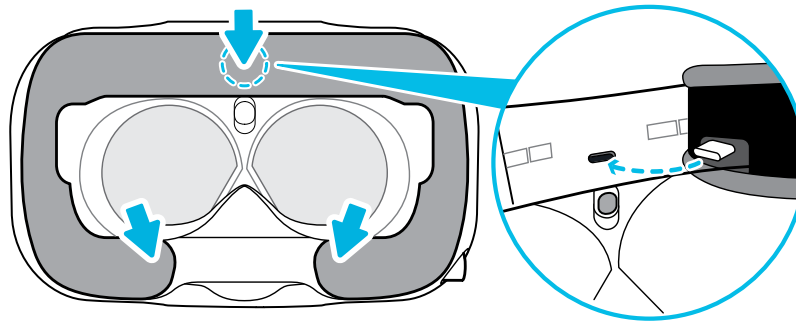
3. Unplug the original headset cable from the headset and connect the short headset cable to the headset cable port.



4. Loop the cable around the left edge of the headset band and press it into the cable guide to secure it.

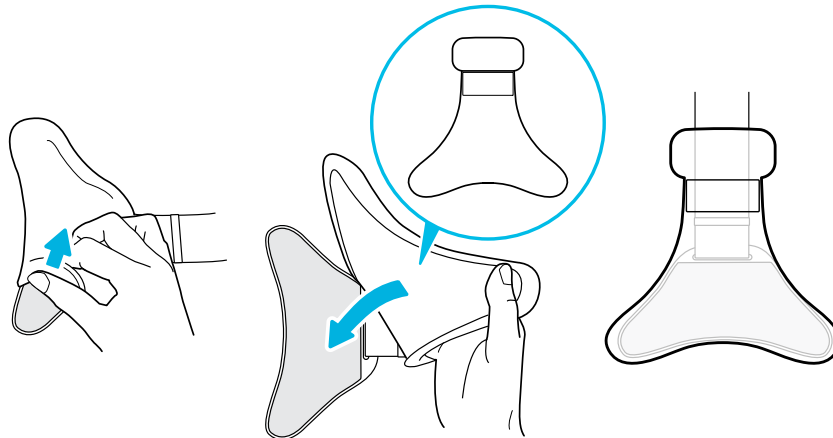


5. Close the compartment cover and reattach the face cushion. Make sure the velcro strip and tab on the face cushion are aligned with the velcro strips and slot on the headset.



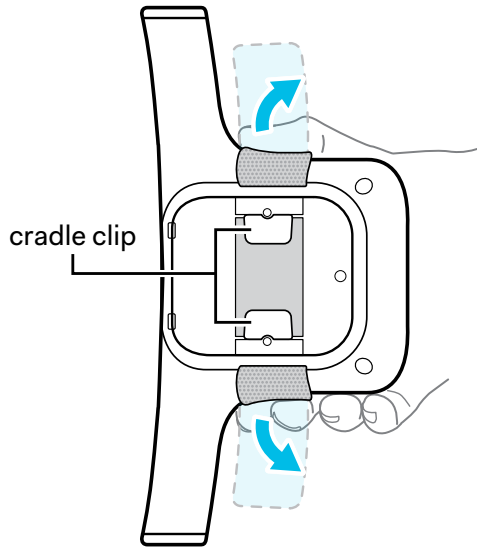
Replacing the VIVE Pro/VIVE Pro Eye/VIVE Pro 2 head pad

1. Carefully peel off the original head pad from the headset.
2. Take the replacement head pad included in your full pack or attachment kit and press it firmly against the headset.

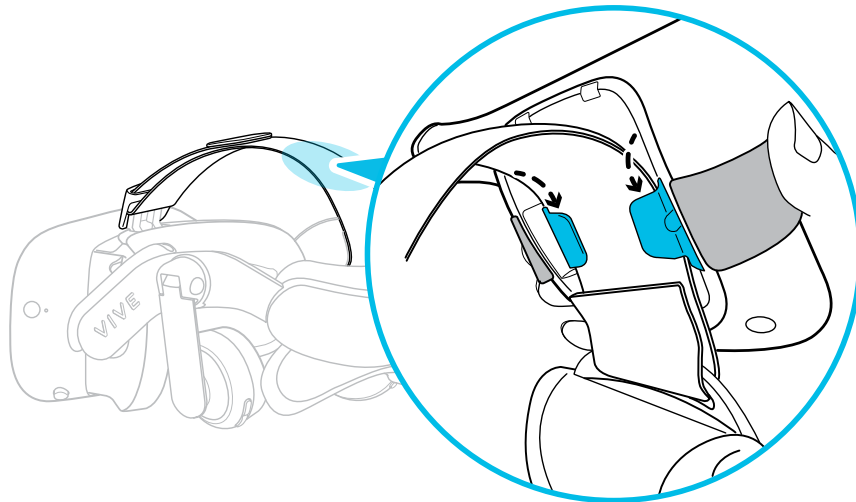


Attaching the wireless adapter to VIVE Pro/VIVE Pro Eye/VIVE Pro 2

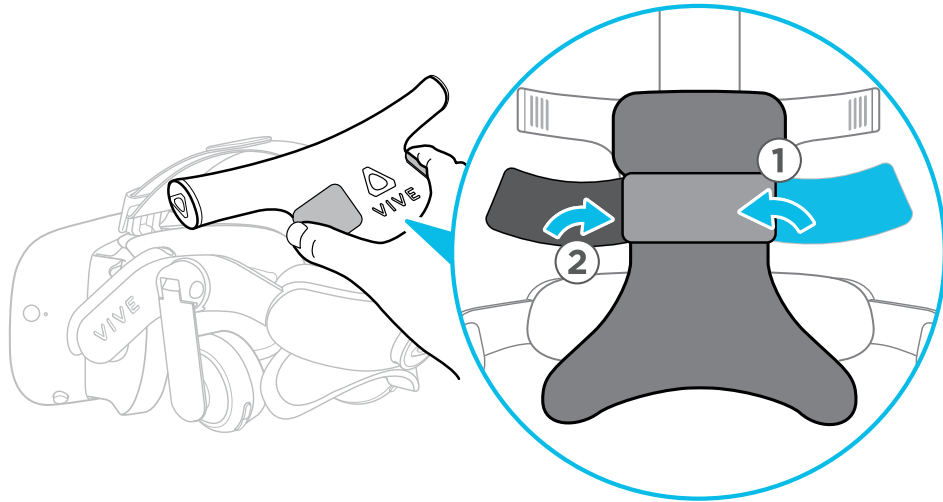
1. Unfasten the velcro strap on the bottom of the wireless adapter to reveal the cradle clip.



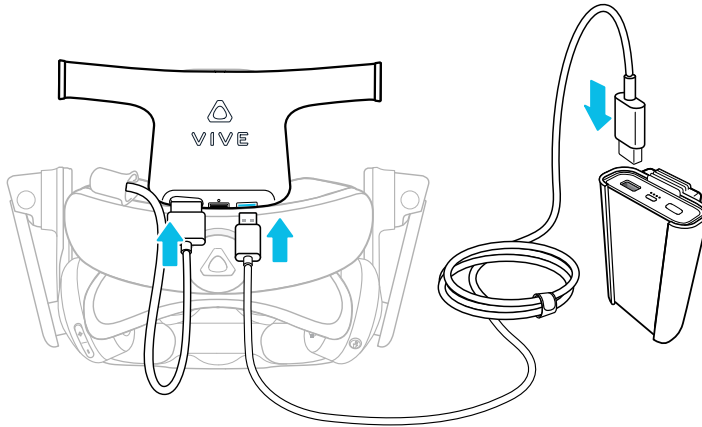
2. Hook the cradle clip onto the headset strap.



3. Align the velcro straps on the wireless adapter with the narrow section of the head pad. Wrap them firmly around the head pad to adhere them together.



4. Connect the short headset cable to the wireless adapter and then connect the adapter to the power bank.

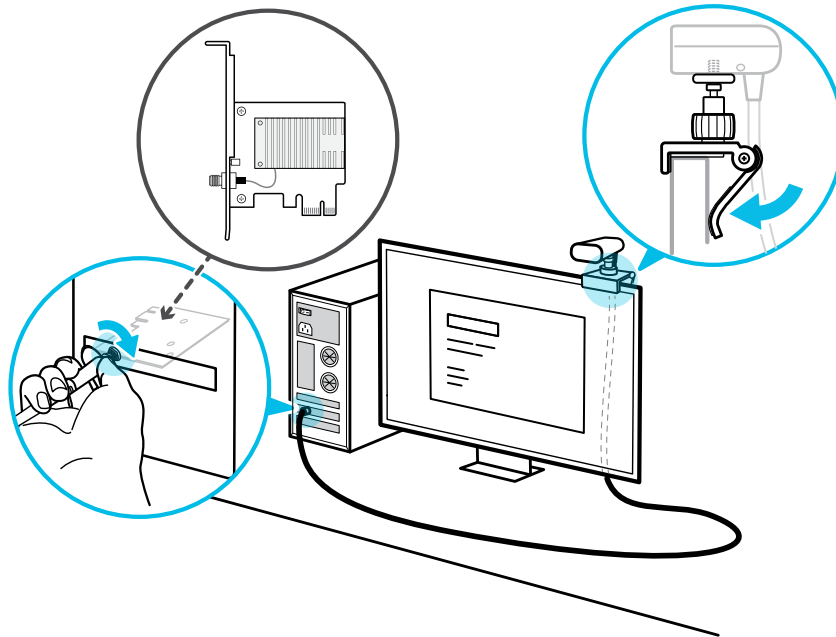


VIVE Cosmos series

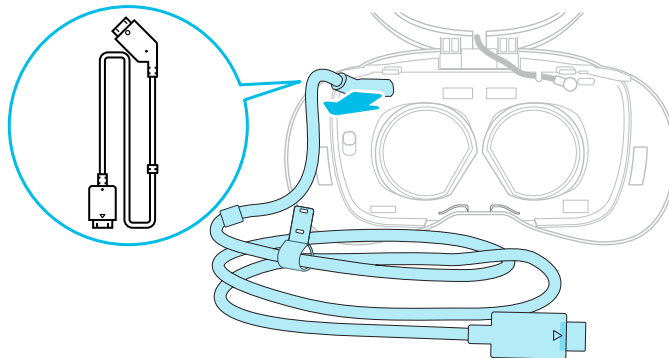
Setting up VIVE Wireless Adapter with the VIVE Cosmos series

Here's how to set up VIVE Wireless Adapter with the VIVE Cosmos series.

1. Install the PCIe card in your computer and connect the wireless link box to the card.
See [Installing the PCIe WiGig card](#) on page 9 and [Connecting the wireless link box to your computer](#) on page 10.



2. Replace the original headset cable with the short headset cable.

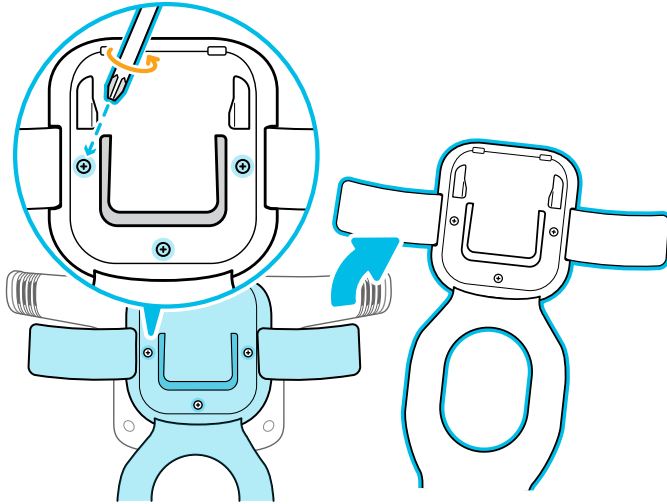


See [Replacing the VIVE Cosmos series headset cable](#) on page 21.

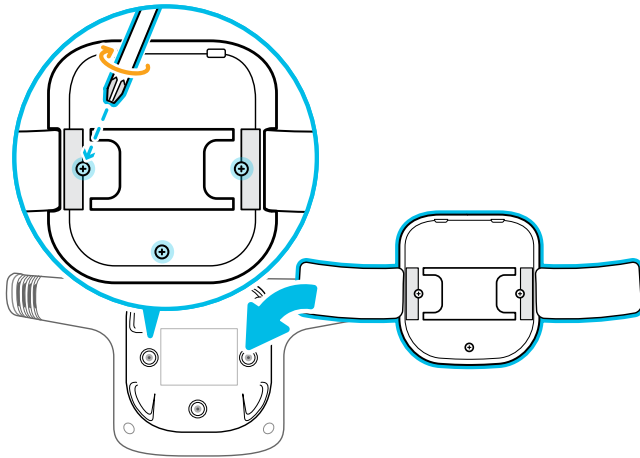
3. Attach the thin velcro pad to the headset strap.
See [Attaching the thin velcro pad to the headset strap](#) on page 25.

4. If you purchased the attachment kit, replace the wireless adapter cradle.

a) Remove the screws from the base of the wireless adapter and detach the original cradle.



b) Attach the replacement cradle to the base of the wireless adapter and fasten the screws.



5. Attach VIVE Wireless Adapter to the headset.

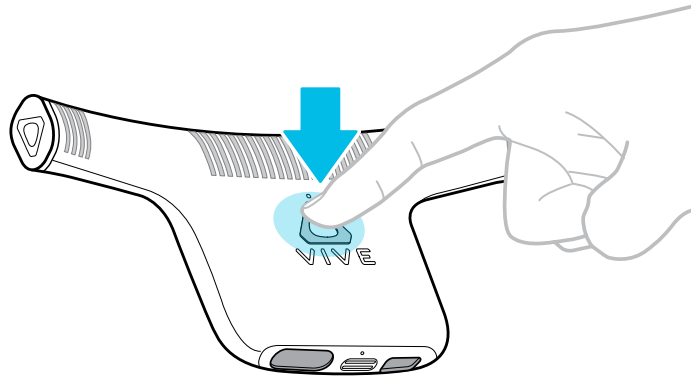
See [Attaching the wireless adapter to the VIVE Cosmos series](#) on page 27.

6. Connect the wireless adapter to the power bank and turn on the power bank.

See [Connecting VIVE Wireless Adapter to the power bank](#) on page 38.

7. From your computer, open the VIVE Console app.

8. Pair the wireless adapter with the wireless link box by pressing the Pair button on the adapter.



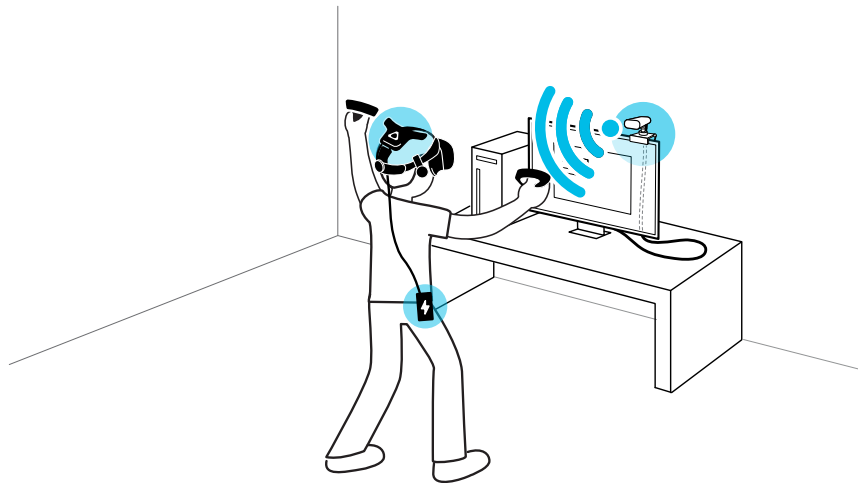
The signal strength icon appears when the VIVE Console app detects the headset's wireless connection with the computer.

See [Pairing the adapter with your computer using VIVE Console](#) on page 35.

9. Open the VR app you want to use.
10. Clip the power bank to a secure place on your body such as your belt.

! Avoid direct skin contact with the power bank as it may become hot during use.

11. When ready, put on your headset with the attached wireless adapter.

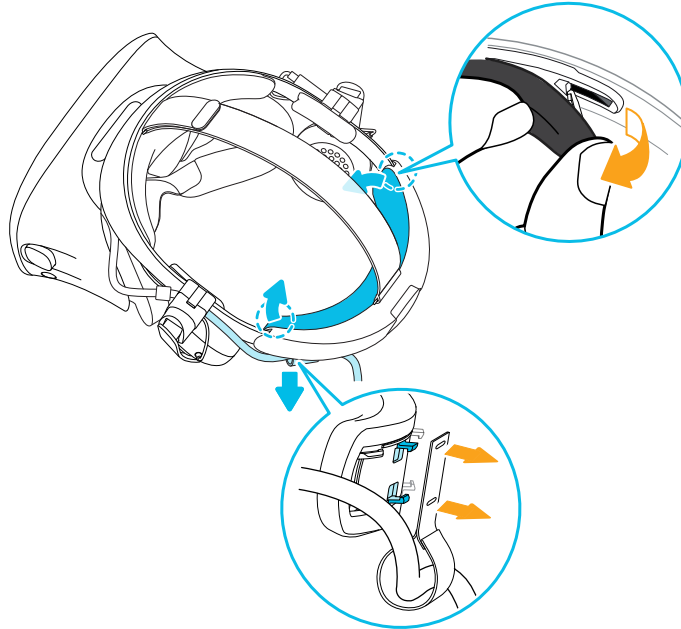


! The wireless adapter vents may become hot during use. Avoid contact until cool.

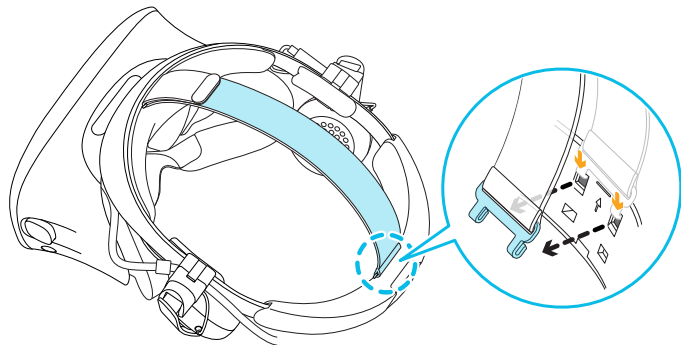
Replacing the VIVE Cosmos series headset cable

To use VIVE Wireless Adapter with the VIVE Cosmos series, you need to replace the original headset cable with the short headset cable included in your full pack or attachment kit.

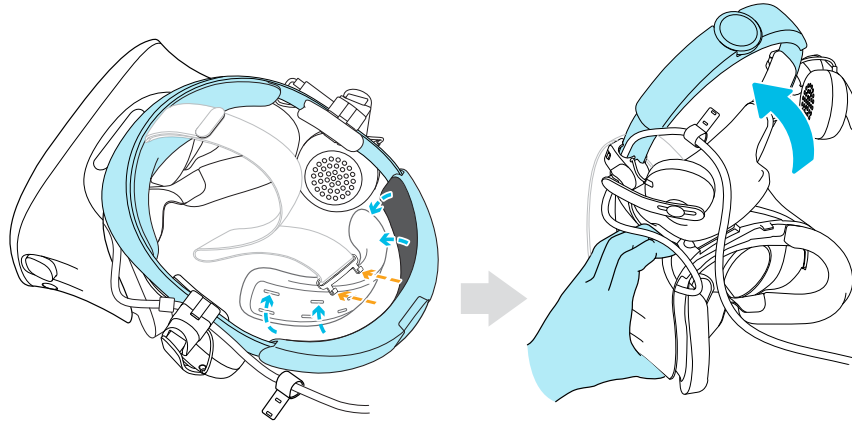
1. Remove the back pad from the headset band and then detach the headset cable strip from the back pad.



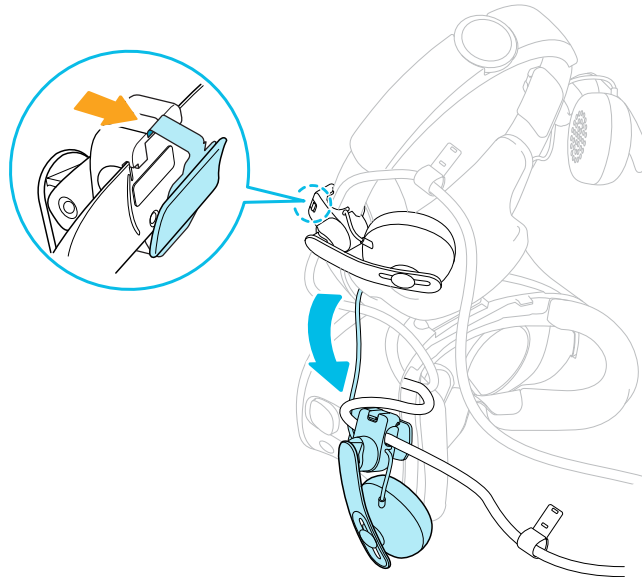
2. Gently pull down the rear end of the headset strap to unhook it from the headset band.



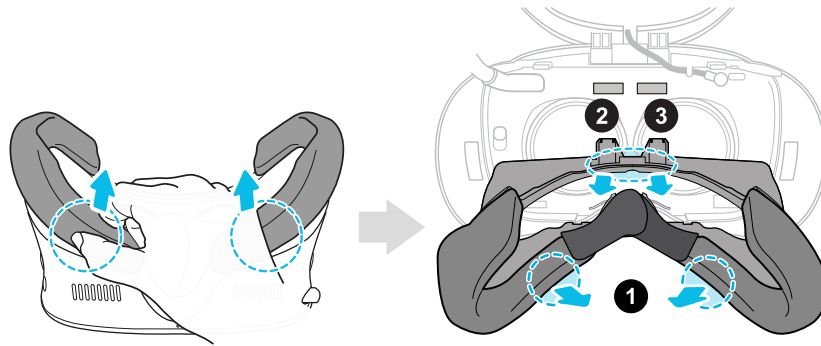
3. While holding the visor with one hand, lift the headset band with your other hand.



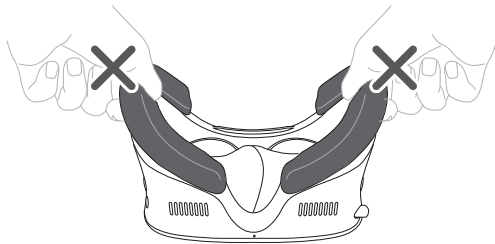
4. Remove the left on-ear headphone from the headset band.
 - a) Flip open the clasp on the left headphone.
 - b) Pull off the left headphone and the attached side cushion.



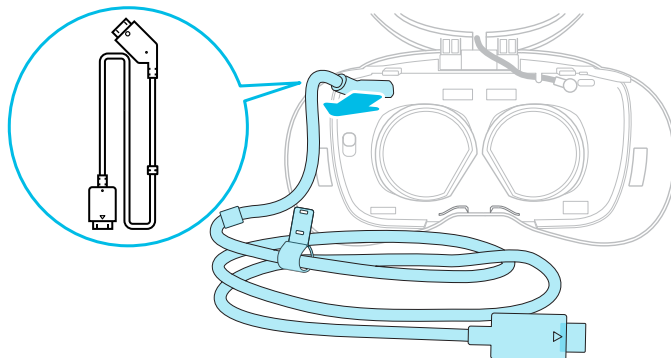
5. Remove the face cushion frame from the headset.
 - a) Gently pull from the bottom of one side of the frame to release the frame.
 - b) Gently pull from the top of each side of the frame to detach the frame.



! Avoid pulling or squeezing the sides of the face cushion frame to prevent damaging it.



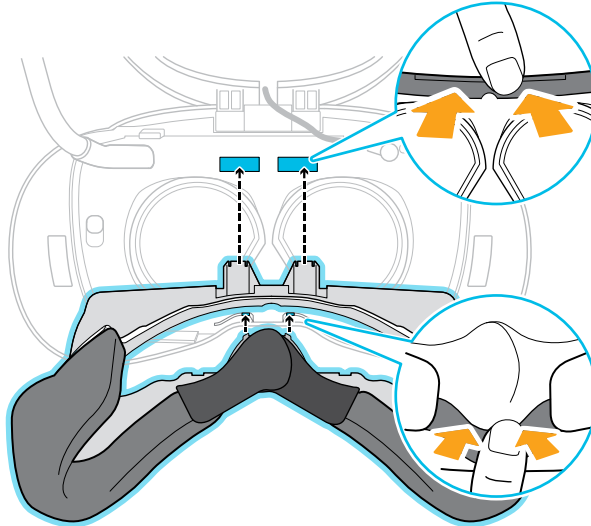
6. Unplug the original headset cable and then connect the short headset cable.



7. Reattach the face cushion frame.
 - a) Align the tabs on the face cushion frame with the corresponding slots on the headset.
 - b) Gently push the tabs into the slots until the frame locks into place.

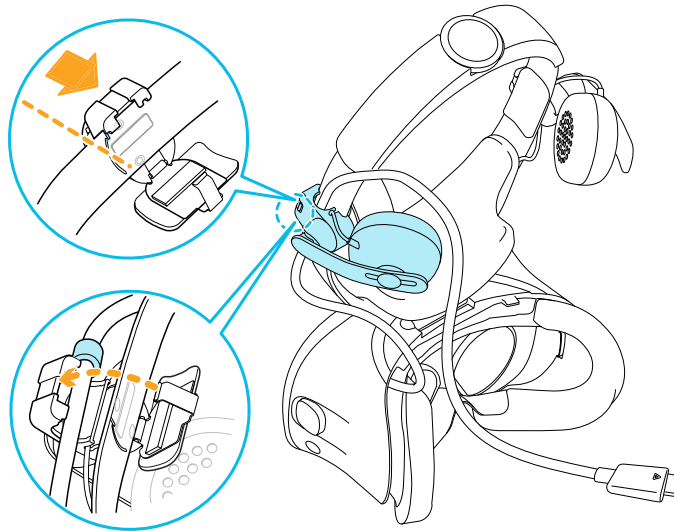


Make sure to position the ridge of the face cushion frame below the headset, audio, and USB cables.



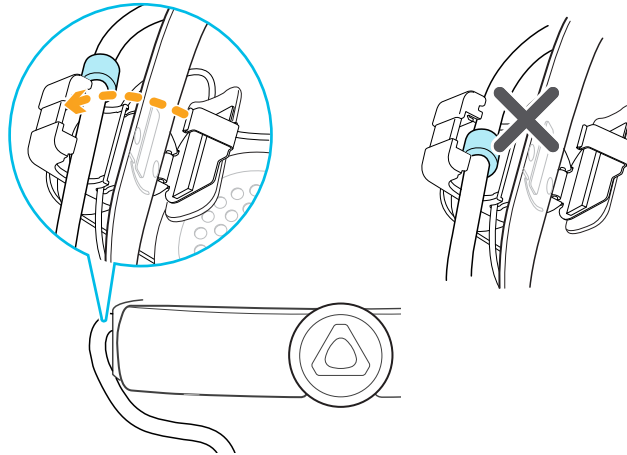
You'll hear a "click" sound when the face cushion frame locks into place.

8. Reattach the left on-ear headphone to the headset band.
 - a) Align the short headset cable with the cable guide on the left headphone clip.
 - b) Hook the headphone clip back onto the left side of the headset band.



For ideal positioning, align the headphone clip with the screw holes and line marker on the headset band.

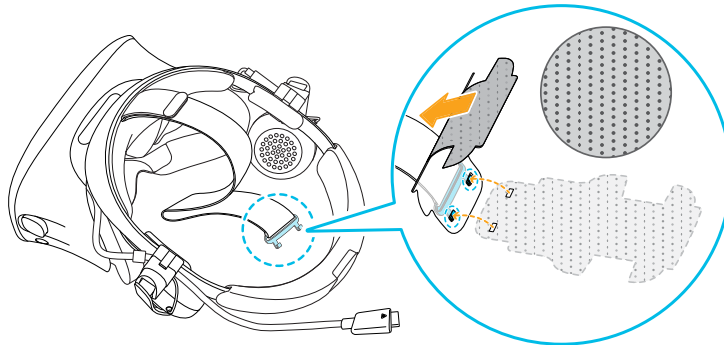
c) Close the headphone clip around the headset band and snap the clasp into place.



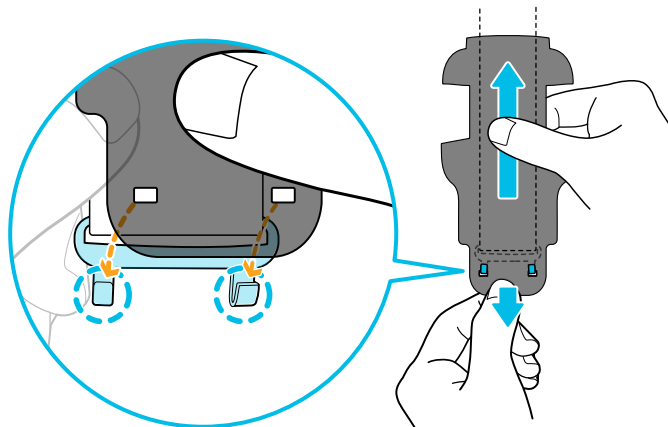
To prevent damaging the visor during use, make sure the cable stopper is in front of the headphone clip and not caught in the clasp.

Attaching the thin velcro pad to the headset strap

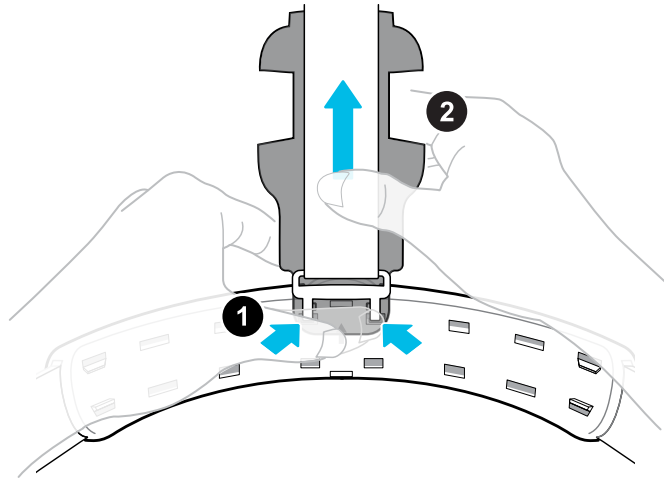
1. Insert the hooks on the rear end of the headset strap into the holes on the thin velcro pad.



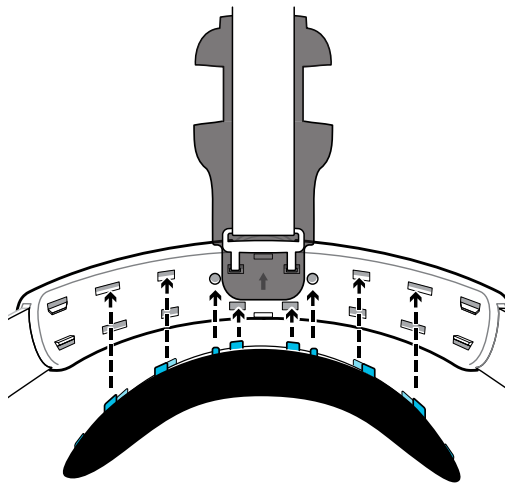
2. Firmly press the velcro pad flush against the headset strap to adhere the pad to the strap.



3. Hook the headset strap into the top two slots in the center of the headset band.
 - a) With one hand, firmly hold the headset strap against the headset band.
 - b) With your other hand, gently pull up the headset strap to lock it into place.



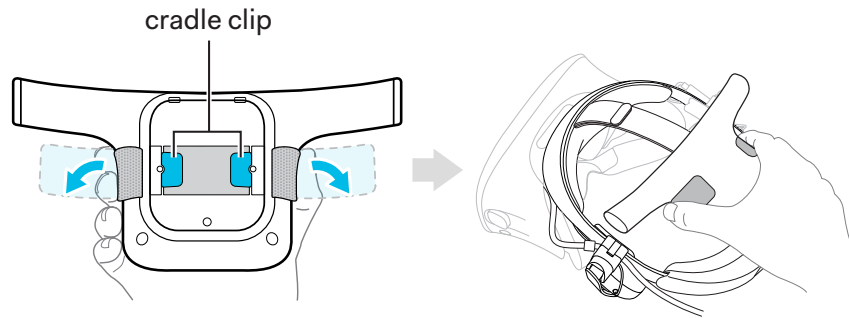
4. Reattach the back pad.
 - a) With the printed arrow marker pointing up, align the tabs with the corresponding slots on the headset band.
 - b) Press the back pad firmly against the headset strap to lock it into place.



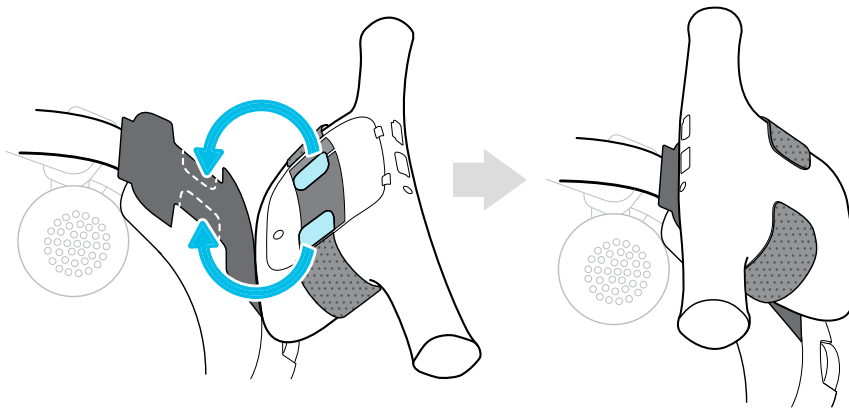
To improve comfort, minimize the gap between the back pad and the headset band.

Attaching the wireless adapter to the VIVE Cosmos series

1. Unfasten the velcro strap on the bottom of the wireless adapter to reveal the cradle clip.

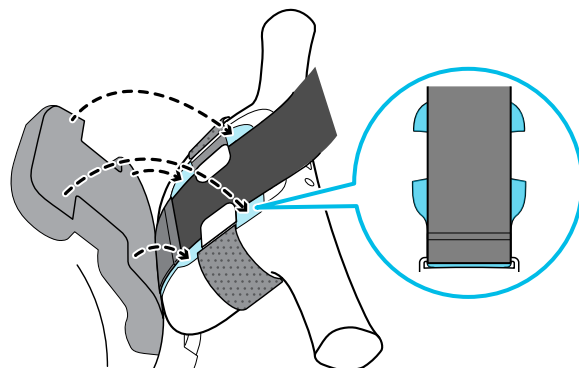


2. Hook the cradle clip onto the headset strap.

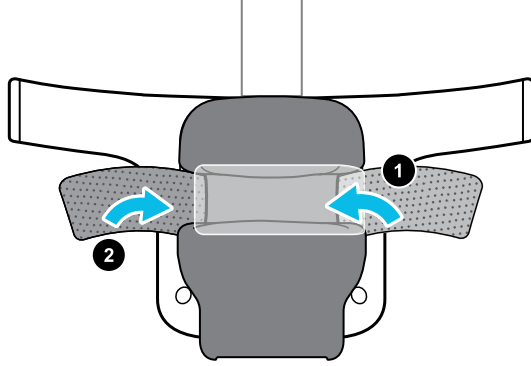


Before hooking on the clip, make sure the thin velcro pad is attached to the headset strap. See [Attaching the thin velcro pad to the headset strap](#) on page 25.

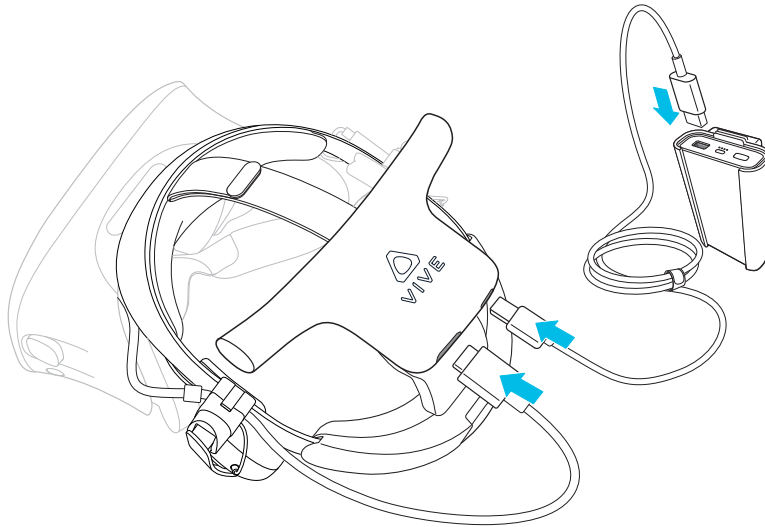
3. Align the head pad with the thin velcro pad and press firmly to adhere them together.
The headset strap should be sandwiched between the head pad and the thin velcro pad.



4. Wrap the velcro straps around the head pad and press firmly to adhere them together.



5. Connect the short headset cable to the wireless adapter and then connect the adapter to the power bank.

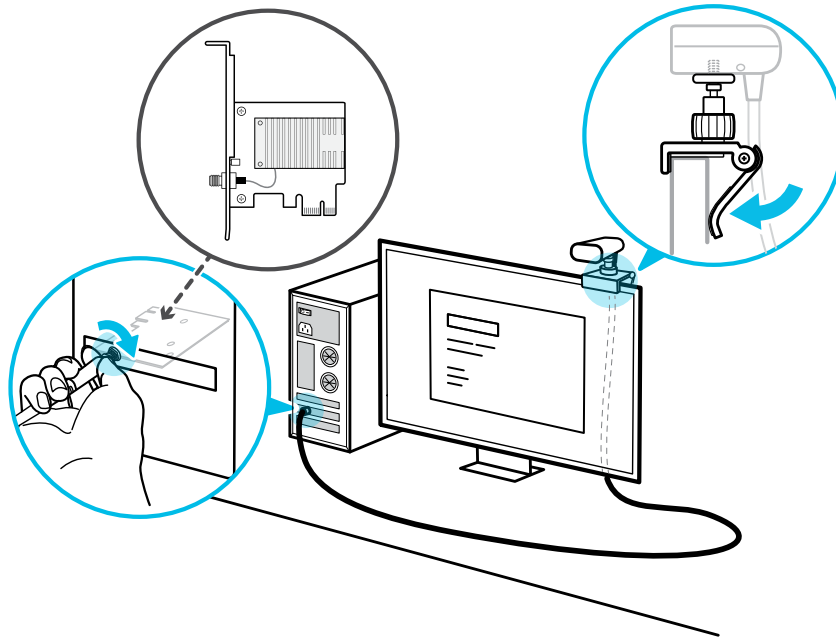


VIVE

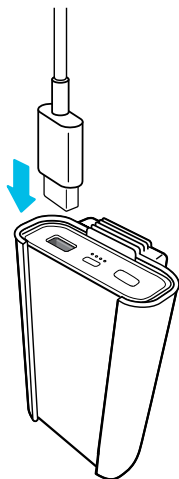
Setting up VIVE Wireless Adapter with VIVE

Here's how to set up VIVE Wireless Adapter with VIVE.

1. Install the PCIe card in your computer and connect the wireless link box to the card.
See [Installing the PCIe WiGig card](#) on page 9 and [Connecting the wireless link box to your computer](#) on page 10.



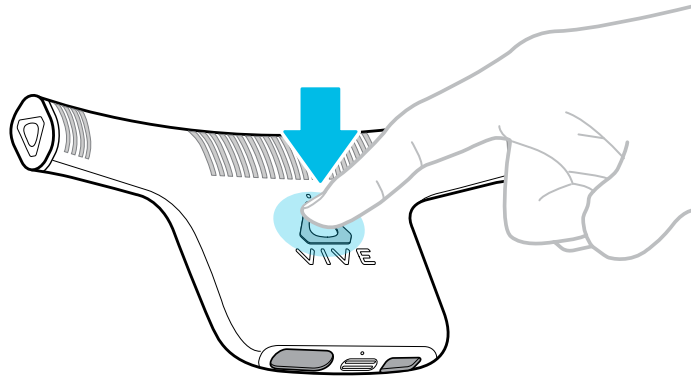
2. Attach VIVE Wireless Adapter to the headset.
See [Attaching the wireless adapter to VIVE](#) on page 31.
3. Connect the wireless adapter to the power bank and turn on the power bank.



See [Connecting VIVE Wireless Adapter to the power bank](#) on page 38.

4. From your computer, open the VIVE Wireless app.

5. Pair the wireless adapter with the wireless link box by pressing the Pair button on the adapter.



The "Ready" status appears when the VIVE Wireless app detects the headset's wireless connection with the computer.

See [Pairing the adapter with your computer using VIVE Wireless](#) on page 37.

6. Open the SteamVR app to confirm that your base stations, controllers, and additional VR hardware accessories are ready for use.

For details, visit the [VIVE support page](#).

7. Open the VR app you want to use.
8. Clip the power bank to a secure place on your body such as your belt.

! Avoid direct skin contact with the power bank as it may become hot during use.

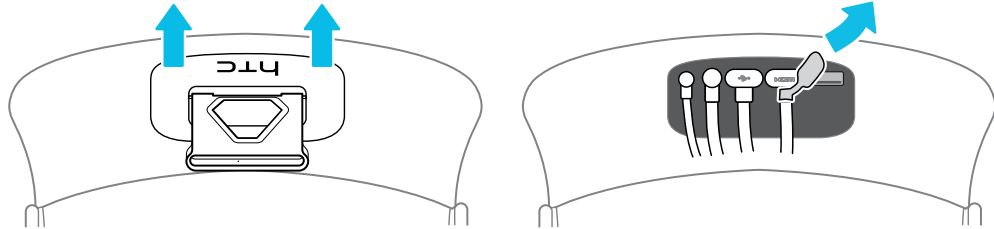
9. When ready, put on your headset with the attached wireless adapter.



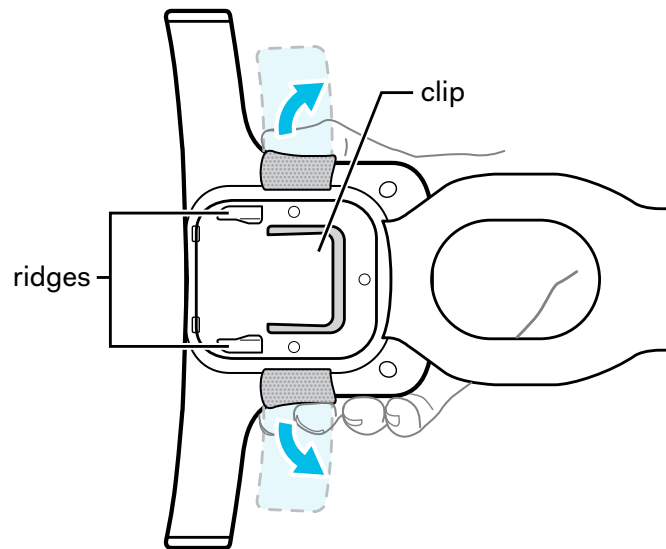
! The wireless adapter vents may become hot during use. Avoid contact until cool.

Attaching the wireless adapter to VIVE

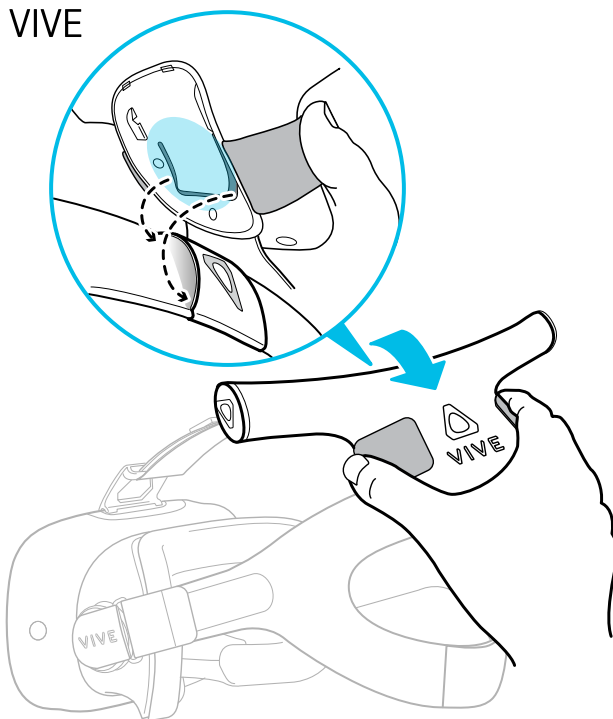
1. Remove the original 3-in-1 headset cable from your VIVE headset.
 - a) Open the headset compartment to access the connector ports.
 - b) Carefully pull the tab to unplug the HDMI cable and then unplug the power and USB cables.



2. Unfasten the velcro strap on the bottom of the wireless adapter to reveal the cradle clip.
You should also see two ridges on the cradle.

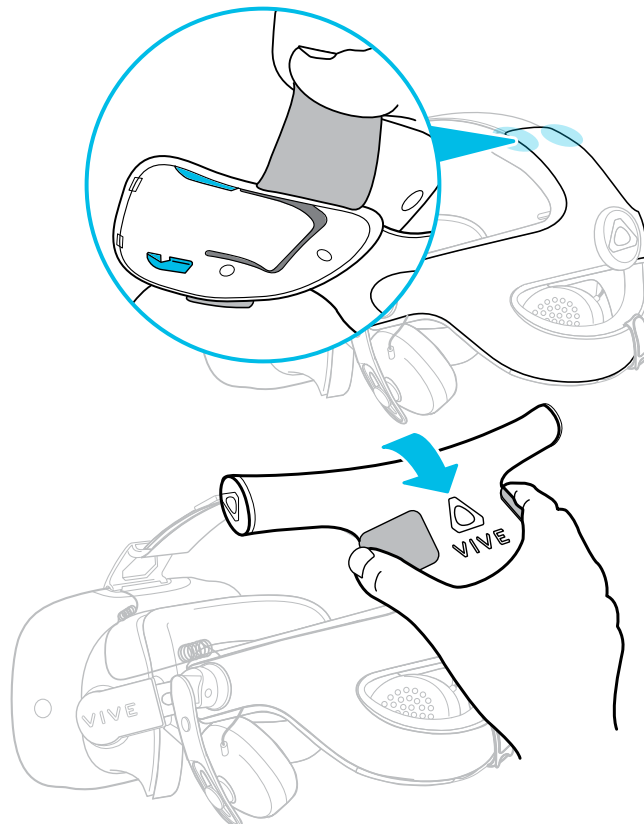


3. Hook the cradle clip onto the headset strap.



a) Original VIVE headset strap: Slide the cradle clip into the sleeve displaying the VIVE logo.

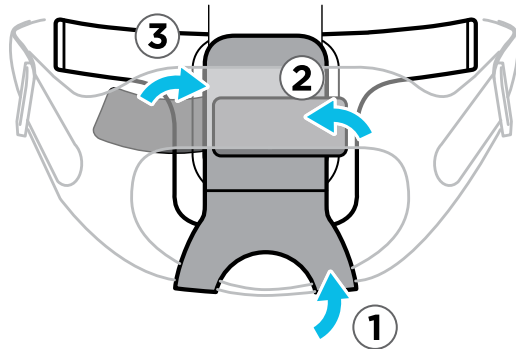
VIVE Deluxe Audio Strap



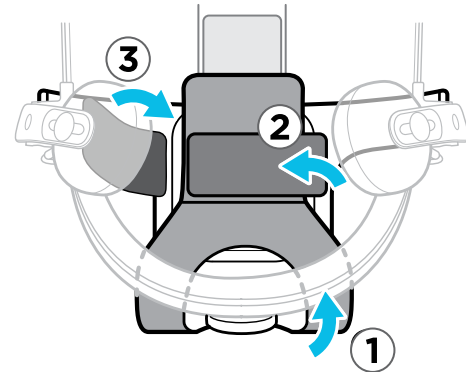
b) VIVE Deluxe Audio Strap: Align the ridges with the corners on the outer shell of the VIVE Deluxe Audio Strap and slide it down firmly to secure the wireless adapter to the strap.

4. Fold the vertical strap around the headset band and then fasten the horizontal velcro straps firmly around it to adhere them together.

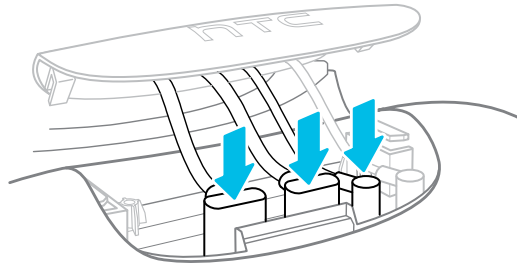
VIVE



VIVE Deluxe Audio Strap



5. Connect the 3-in-1 short cable to the respective ports inside the headset compartment.

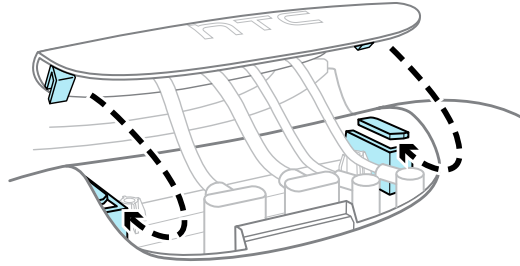


Make sure you pass the HDMI, USB, and power cables first through the headset strap opening and then through the compartment cover opening.

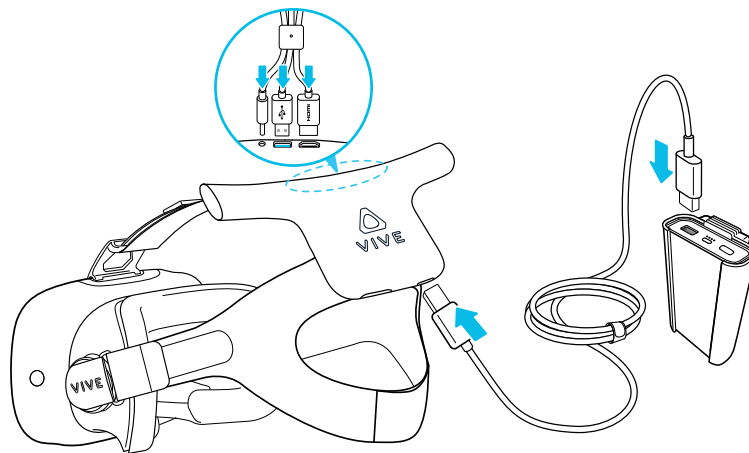
6. Close the headset compartment.

a) Align the ridges on the compartment cover with the corresponding tabs inside the compartment.

b) Pull the cover down and press it firmly until it snaps into place.



7. Connect the 3-in-1 short cable to the corresponding ports on the wireless adapter and then connect the adapter to the power bank.



Pairing and changing settings


VIVE Cosmos/VIVE Pro 2

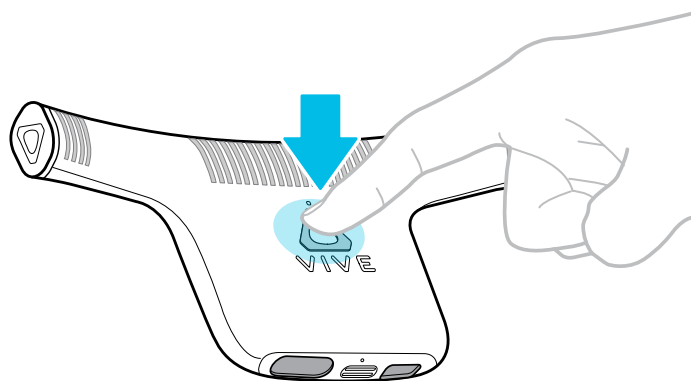
About the VIVE Console app

The VIVE Console app displays the status of your VIVE Cosmos/VIVE Pro 2 headset and its components. You can use the app to configure various settings for your headset and VIVE Wireless Adapter.

Before you start using the VIVE Console app to configure settings for your wireless adapter, make sure to download and install the VIVE Wireless app on your computer. Installing the VIVE Wireless app automatically installs the necessary wireless adapter drivers. You can download the VIVE Wireless app [here](#).

Pairing the adapter with your computer using VIVE Console


1. From your computer, open the VIVE Console app.
2. Click , and then click **Settings > Wireless**.
3. Click the **VIVE Wireless Adapter On/Off** switch to toggle the setting on.
4. Connect the wireless adapter to the power bank and turn on the power bank.
The green LED on the wireless adapter will start blinking slowly.
5. Press the Pair button on the wireless adapter.



When pairing is successful, the green LED on the wireless adapter stops blinking.

In addition, the signal strength indicator appears on the status bar in the VIVE Console app.

Changing wireless settings in the VIVE Console app

1. From your computer, open the VIVE Console app.
2. Click , and then click **Settings > Wireless**.
3. Change any of the following settings as needed:
 - **Device name**
 - **Connection mode**
 - **Pair new device**



The **Connection mode** setting is for multiuser VR environments.

For details, see [Setting up a wireless multiuser VR environment](#) on page 43.

VIVE/VIVE Pro/VIVE Pro Eye

About the VIVE Wireless app

The VIVE Wireless app displays the status of your VIVE/VIVE Pro/VIVE Pro Eye headset and its components. You can use the VIVE Wireless app to install drivers for VIVE Wireless Adapter and configure various settings for the adapter and your headset.

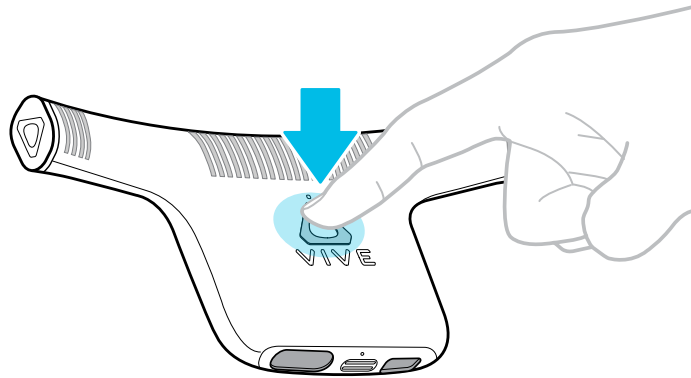
You can download the VIVE Wireless app [here](#).



SteamVR must be installed before you can install the VIVE Wireless app.

Pairing the adapter with your computer using VIVE Wireless

1. From your computer, open the VIVE Wireless app.
2. Connect the wireless adapter to the power bank and turn on the power bank.
The green LED on the wireless adapter will start blinking slowly.
The status "Waiting to pair" will also appear on the VIVE Wireless screen.
3. Press the Pair button on the wireless adapter.




When pairing is successful, the green LED on the wireless adapter stops blinking.

In addition, the default name for your headset appears on the VIVE Wireless screen along with the "Ready" status.



You can change the headset name on the Settings screen. See [Changing wireless settings in the VIVE Wireless app](#) on page 37.

Changing wireless settings in the VIVE Wireless app


1. From your computer, open the VIVE Wireless app.
2. Click  > **Settings**.
The Settings screen appears.
3. Change any of the following settings as needed:
 - **Device name**
 - **Connection mode**
 - **Language**



The **Connection mode** setting is for multiuser VR environments.

For details, see [Setting up a wireless multiuser VR environment](#) on page 43.



Click  > **Pair new headset** if you want to pair your computer with a different headset.

Power bank

Connecting VIVE Wireless Adapter to the power bank

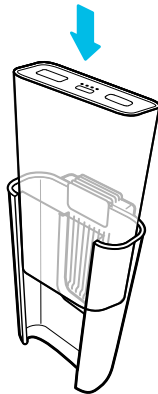


- The 18-watt power bank can be used with the first-generation VIVE, VIVE Pro, and VIVE Pro Eye headsets.
- The VIVE Cosmos series and VIVE Pro 2 are only compatible with the 21-watt power bank. Avoid using third-party power banks.

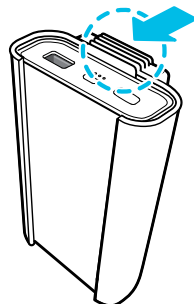
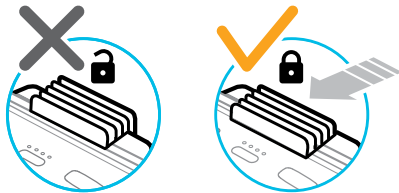


The 21-watt power bank can also be used with VIVE, VIVE Pro, and VIVE Pro Eye.

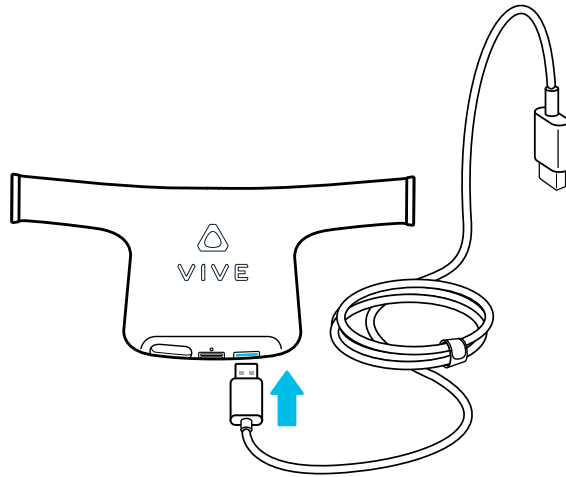
1. With the Power button facing up, insert the power bank into the power bank holder.



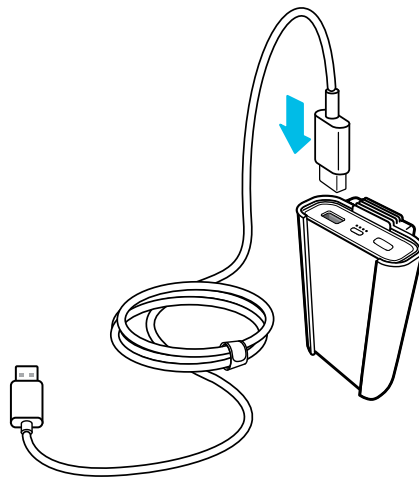
2. Push the tab on the power bank holder inward to lock the power bank into place.



3. Connect one end of the power bank connector cable to the USB power port on the wireless adapter.



4. Connect the other end of the power bank connector cable to the USB port on the power bank.



If the power cable is too short or too long, unplug the cable from the power bank, adjust it as needed, and then plug it back in.

Charging the power bank

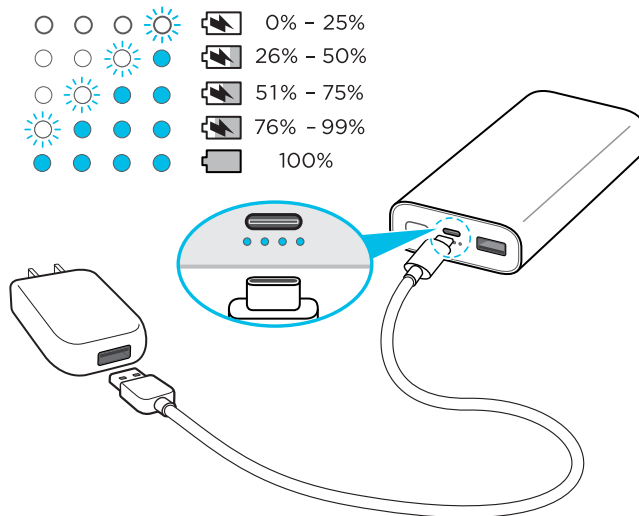
1. Connect the power bank charging cable to the USB Type-C port on the power bank.
2. Connect the other end of the USB cable to an HTC power adapter.



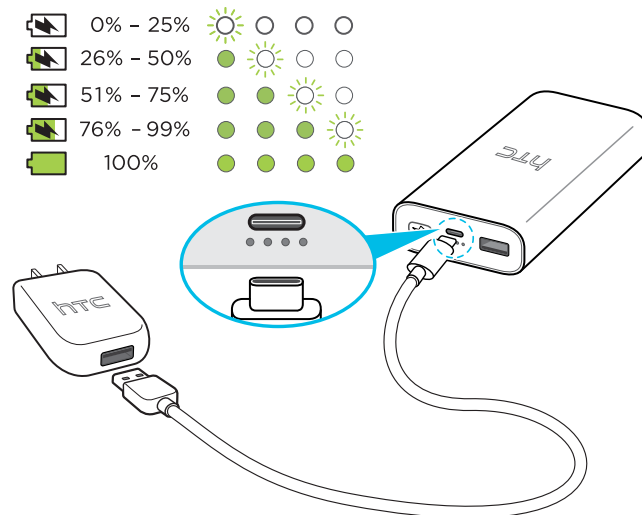
An HTC power adapter is not included with VIVE Wireless Adapter.

3. Plug the power adapter into an electrical outlet.

The LEDs on the power bank will display the charging status.



**21-watt power bank
(model 148DUT)**



**18-watt power bank
(model 99H2036400)**

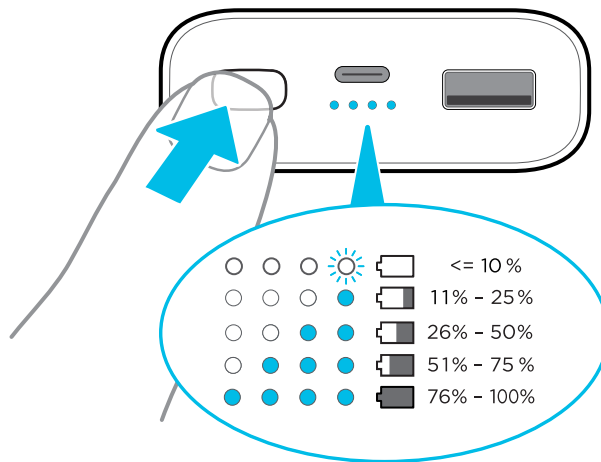


- The LEDs blink in sequence to indicate the current charging status.
- The power bank is fully charged when the fourth LED stops blinking.
- Make sure the power bank is fully charged before using it for the first time.

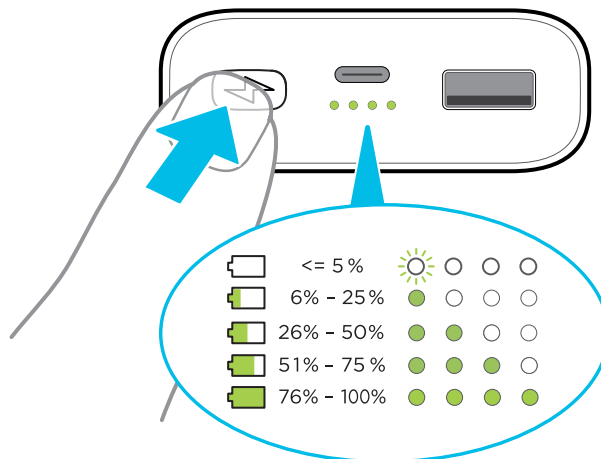
Checking the power bank status

Press the Power button on the power bank to turn it on.

The LEDs on the power bank will display the charging status.



21-watt power bank (model 148DUT)



18-watt power bank (model 99H2036400)



- Even when all four LEDs light up, the power bank may not be fully charged. The charging status could be anywhere between 76% and 100%.
- To find out whether the power bank is fully charged, connect it to a power outlet. See [Charging the power bank](#) on page 40.

Multiuser VR environments

Setup requirements

Multiuser VR environments have the following requirements:

User requirements

- A computer for running VR content
- Any PC VR headset from HTC with a VIVE Wireless Adapter connected to the computer
- A personal play area of up to 2 m x 2 m (6.5 ft x 6.5 ft)

Space requirements



These requirements are applicable only to headsets that require base stations.

The amount of space required for a multiuser VR environment depends on the number of users in the environment.

- 5 m x 5 m (16.4 ft x 16.4 ft): Up to three users
- 10 m x 10 m (33 ft x 33 ft): Up to nine users

For details on space requirements, see [5 meter by 5 meter space](#) on page 43 and [10 meter by 10 meter space](#) on page 44.

Setting up a wireless multiuser VR environment

Here's how to set up a wireless VR environment that supports multiple users.

1. Designate a space for the VR environment.

A large enough multiuser VR environment can support up to nine users. Make sure to allot the appropriate amount of space according to the number of users in your VR environment.

For details on space requirements, see [5 meter by 5 meter space](#) on page 43 and [10 meter by 10 meter space](#) on page 44.



These requirements are applicable only to headsets that require base stations.

2. Set up each user's play area.





Make sure each user's wireless link box is facing their play area.

3. Set up each user's computer and headset.

See [Setting up your computer](#) on page 9 and [Setting up your headset](#) on page 11.

4. Select a connection mode for each user.

Headset type	Steps
VIVE Cosmos series/VIVE Pro 2	<p>a) From each user's computer, open the VIVE Console app.</p> <p>b) Click  > Settings > Wireless.</p> <p>c) Select a Connection mode.</p>
VIVE/VIVE Pro/VIVE Pro Eye	<p>a) From each user's computer, open the VIVE Wireless app.</p> <p>b) Click  > Settings.</p> <p>c) Select a Connection mode.</p>

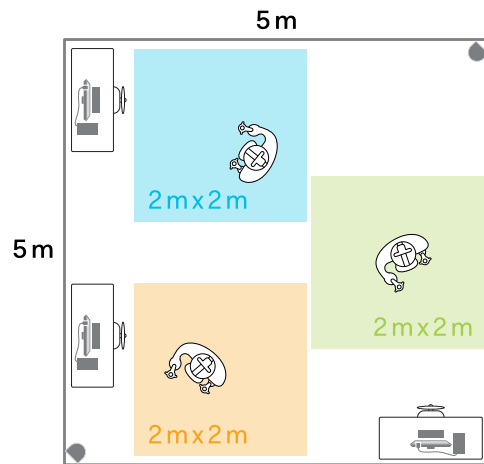
[5 meter by 5 meter space](#)



These requirements are applicable only to headsets that require base stations.

A 5 m x 5 m (16.4 ft x 16.4 ft) space allows for up to three users in the same VR environment.

The following diagram shows the optimal layout for a multiuser VR environment in a 5 m x 5 m (16.4 ft x 16.4 ft) space:


Displayed connection modes:

- Blue: Mode 1
- Green: Mode 2
- Orange: Mode 3

Requirements

- Each user's personal play area should not exceed 2 m x 2 m (6.5 ft x 6.5 ft).
- Make sure the play areas do not overlap.
- To avoid wireless interference, each user should use a different connection mode.

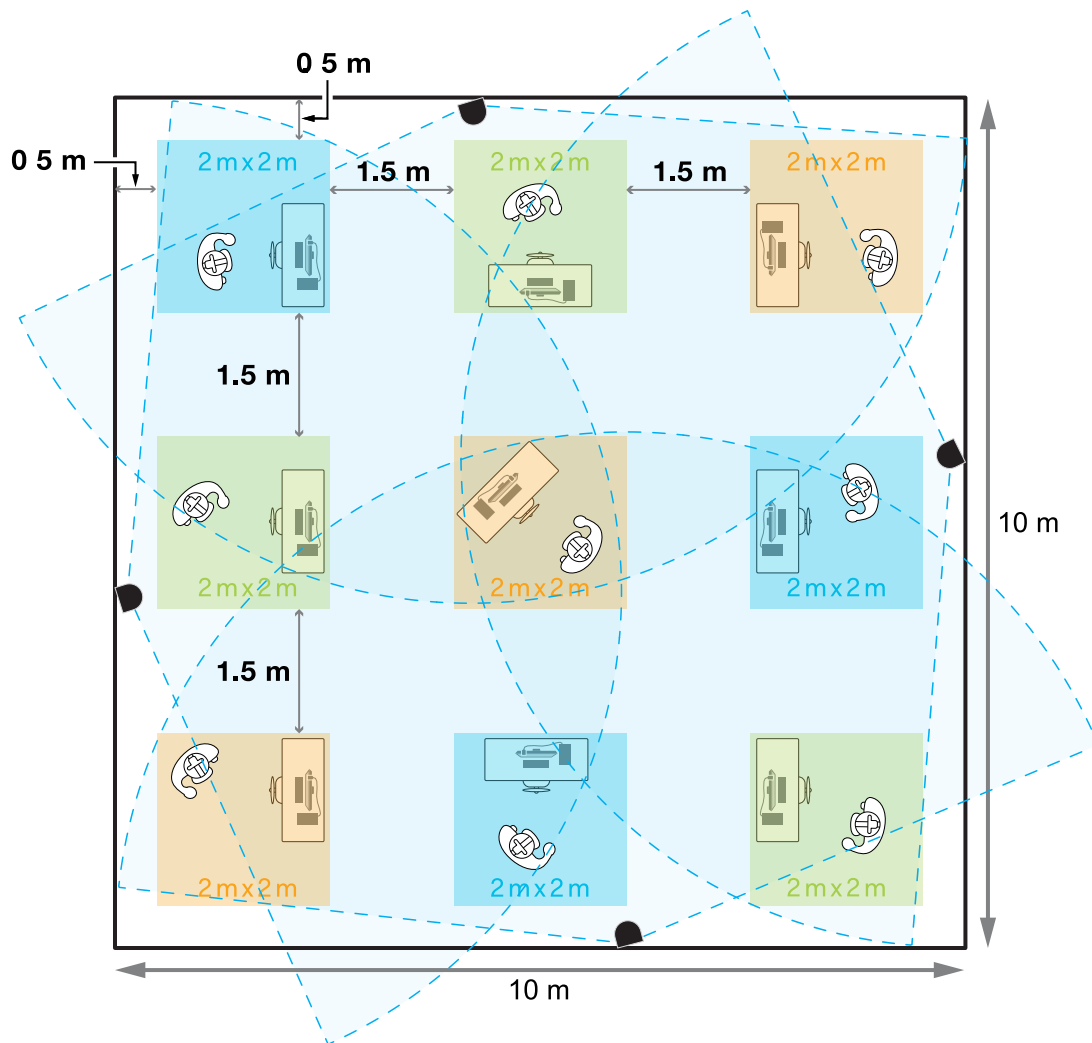
10 meter by 10 meter space



These requirements are applicable only to headsets that require base stations.

A 10 m x 10 m (33 ft x 33 ft) space allows for up to nine users in the same VR environment.

The following diagram shows the optimal layout for a multiuser VR environment in a 10 m x 10 m (33 ft x 33 ft) space.



Displayed connection modes:

- Blue: Mode 1
- Green: Mode 2
- Orange: Mode 3

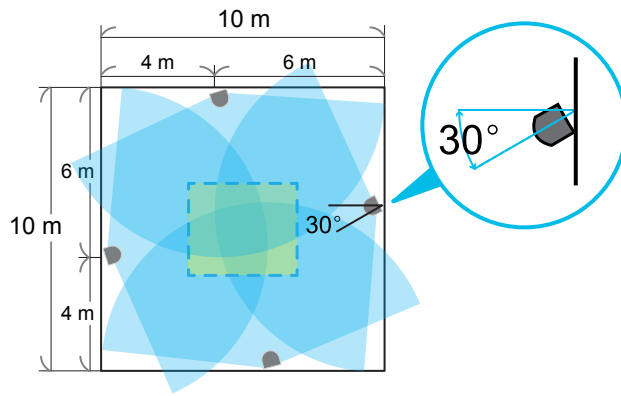
Main requirements

- Each user's personal play area should not exceed 2 m x 2 m (6.5 ft x 6.5 ft).
- To make sure all users are covered by the nearest base stations, set up the play areas at least 0.5 m (1.6 ft) away from any border.
- Play areas need to be 1.5 m (5 ft) apart.
- To avoid wireless interference, each user should use a different connection mode.
- No more than 13 individual VIVE controller and VIVE Tracker units can be used within the same space. If each user needs two controllers, you'll have to reduce the total number of users.

Additional requirements

A 10 m x 10 m (33 ft x 33 ft) space is designed for a multiuser VR environment with computers running server-based VR content. This type of setup requires a VIVE Cosmos Elite/VIVE Pro/VIVE Pro Eye/VIVE Pro 2 headset and SteamVR Base Station 2.0.

The following diagram shows how to set up the base stations:



Make sure each base station is placed at a border approximately 4 m (13.12 ft) away from one corner and 6 m (19.7 ft) away from the opposite corner. Tilt the base stations horizontally at a 30-degree angle.

Solutions and FAQs

PCIe WiGig card and wireless link box

How long is the wireless link box cable?

The wireless link box cable is 2 m (6.5 ft) long.

What size PCIe card slot do I need?

The PCIe WiGig® card measures 73 mm x 11.4 mm x 121.20 mm (2.87 in x 0.45 in x 4.77 in), including the backplate. Make sure your motherboard and case have enough room for the card.

What should I do if I get an error code 94 after installing the PCIe WiGig card?

Typically, error code 94 indicates compatibility issues with the PCIe WiGig® card and the computer's motherboard.

Your PCIe WiGig® card has been tested for compatibility with most common motherboards. In very rare cases, compatibility issues may occur with less common motherboards. If you receive an error code 94, shut down your computer, install the PCIe card in a different slot, and try again.

Troubleshooting the PCIe WiGig card

You may encounter the following issues after installing the PCIe WiGig® card:

- Your computer doesn't boot up
- Your computer can't detect the PCIe WiGig® card
- Your computer hangs or freezes
- WiGig® can't connect

If you encounter any of these issues, try the following:

1. Make sure the PCIe WiGig® card is inserted firmly in the PCIe slot.
2. Make sure the wireless link box cable is securely connected to the card.
3. Reboot your computer.

If the problem persists, try installing the card in another PCIe slot.

Wireless adapter

How do I fix inconsistent video quality, dropped frames, and glitches in VR titles?

System requirements vary depending on the install size and graphics quality of the VR title.

Make sure your computer meets the recommended system requirements for VIVE Wireless Adapter and the selected VR title.

What's the maximum range of VIVE Wireless Adapter and the wireless link box?

VIVE Wireless Adapter and the wireless link box provide a maximum wireless data transmission coverage area of 6 m x 6 m (20 ft x 20 ft).



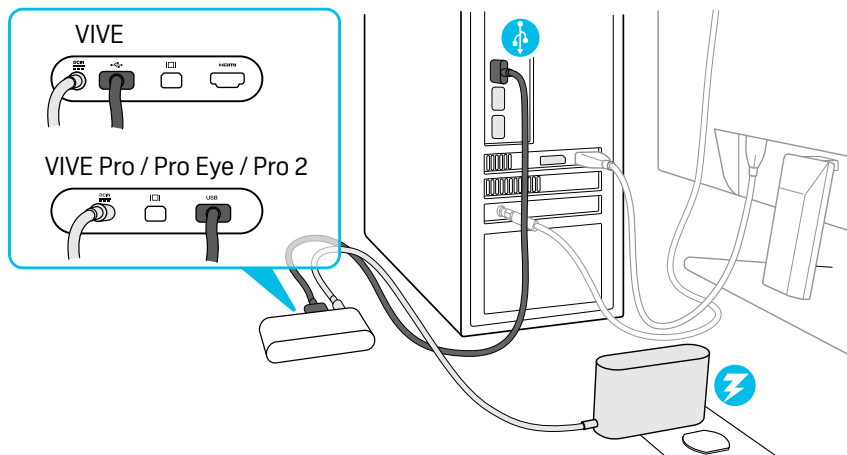
VR headsets that require base stations have their own specifications that determine the actual area of coverage.

VIVE and VIVE Pro series

Why can't I update or configure my base stations wirelessly with the SteamVR app?

The SteamVR app communicates wirelessly with base stations through Bluetooth®. The original, wired link box is required for updating firmware or configuring settings for base stations.

To update or configure your base stations, connect the wired link box that came with your headset to a USB port on your computer and then plug in the power adapter. Firmware updates and settings should then become available in the SteamVR app.



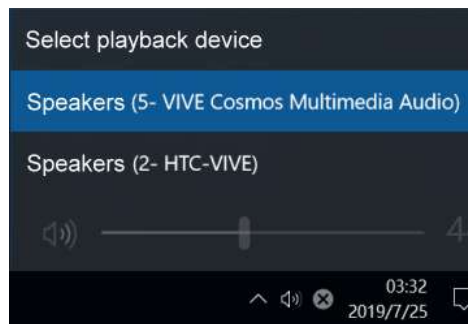
- If you're using VIVE Pro/VIVE Pro Eye/VIVE Pro 2, you'll also need to power on the link box.
- Make sure not to connect the DisplayPort™ cable to the link box for VIVE Pro/VIVE Pro Eye/VIVE Pro 2 when the USB cable is connected. The PCIe WiGig® card and wireless link box handle the video signal, so if both cables are connected at the same time, your computer might not detect the correct signal, and the headset may not show anything on its display.

VIVE Cosmos

How do I set the audio output for VIVE Cosmos when I'm using it with VIVE Wireless Adapter?

When using VIVE Cosmos with VIVE Wireless Adapter, you can only select VIVE Cosmos Multimedia Audio as the playback device because it provides optimal wireless audio performance.

1. On your computer, click the speaker icon in the Windows system tray.
The system tray displays the volume level and current playback device.
2. Click the arrow in the upper right to view the full list of available playback devices.
3. Select **VIVE Cosmos Multimedia Audio** from the menu that appears.



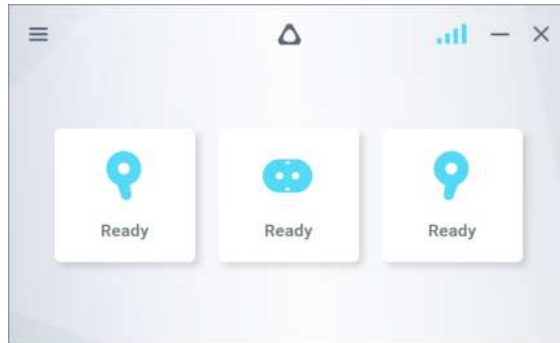
The displayed playback devices are for USB and DisplayPort connections, which correspond to **VIVE Cosmos Multimedia Audio** and **HTC-VIVE**, respectively. However, you can only use VIVE Cosmos Multimedia Audio as your playback device when using VIVE Wireless Adapter.

How do I fix connectivity, audio, or display issues that occur while using VIVE Wireless Adapter with VIVE Cosmos?

To fix any connectivity, audio, or display issues you may encounter while using VIVE Wireless Adapter with VIVE Cosmos, you can try disabling USB power management.

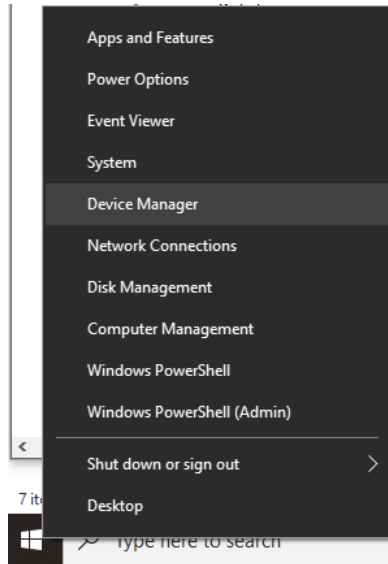
Follow the steps below to disable USB power management.

1. Open the VIVE Console app and make sure your VIVE Cosmos headset is connected to the computer using VIVE Wireless Adapter.

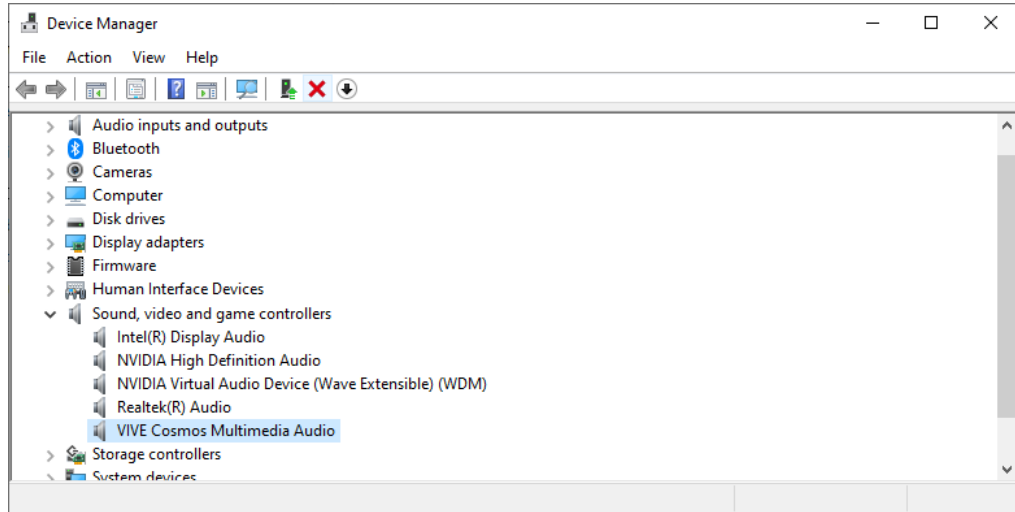


The signal bars in the upper-right corner of the VIVE Console app will only appear when VIVE Cosmos is connected to the computer using VIVE Wireless Adapter.

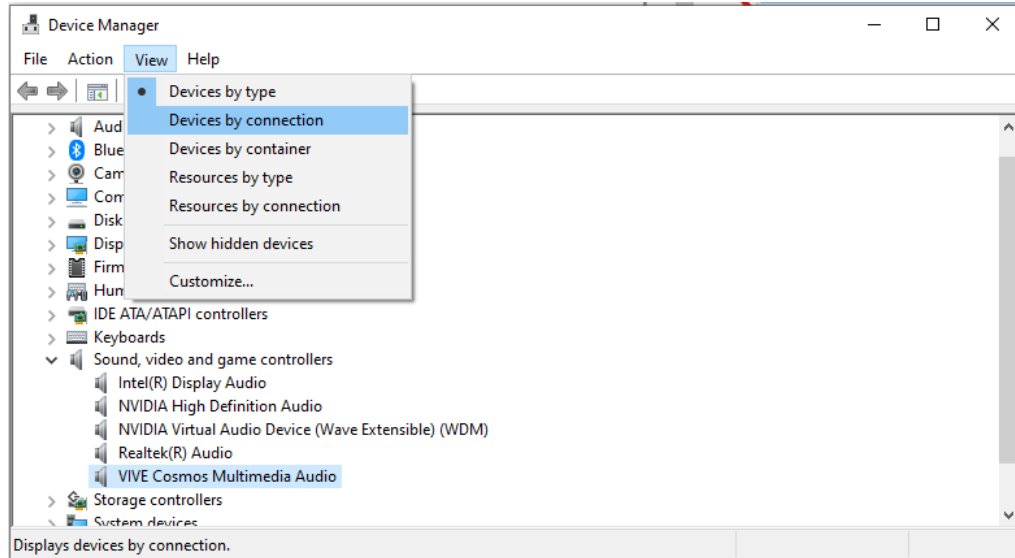
2. Right-click the Windows **Start** button, and then select **Device Manager**.



3. Under **Sound, video and game controllers**, select **VIVE Cosmos Multimedia Audio**.



4. On the menu bar, click **View > Devices by connection**.

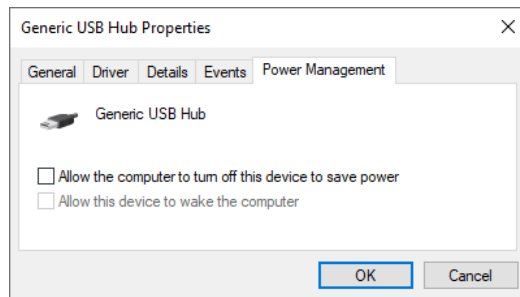


5. Right-click **Generic USB Hub**, and then select **Properties**.



Make sure you right-click the last **Generic USB Hub** in the list.

6. On the Power Management tab, clear **Allow the computer to turn off this device to save power**.



7. Click **OK**.

[Why doesn't VIVE Cosmos detect my USB device?](#)

To provide a better experience when using VIVE Wireless Adapter, the USB Type-C® port on the VIVE Cosmos headset is disabled when the headset is connected to the wireless adapter.

Information and support

Information, support, and assistance

Consult the following resources for information, support, or assistance regarding your VIVE product.

- For product specifications and related information, visit the VIVE website at vive.com/wireless-adapter/.
- For warranty and service information, check your warranty card or visit the VIVE warranty page at vive.com/warranty/.
- For general inquiries, contact us directly at vive.com/support/contactus/.

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