



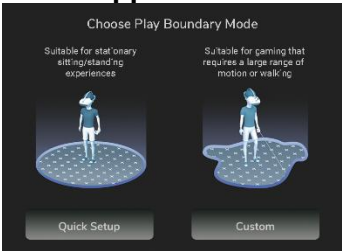
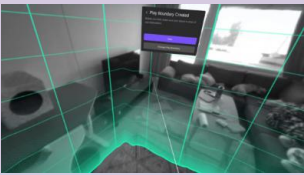
Virtual Reality Headset - Troubleshooting Guide

Road Safety and Drug Education Branch

The virtual reality devices are Pico Neo 3. All resources are numbered. Please keep numbered objects together.

Each resource should contain:

- 1x hard case
- 1x virtual reality headset
- 2x controllers
- 1x charging cable
- 1x power outlet charger.

Issue	Steps to troubleshoot
<p>Controller will not turn on</p>	<ul style="list-style-type: none"> • Check batteries are inserted by removing the cap on the outside of the controller. • If no batteries, insert 2x AA batteries. • If yes, replace with 2x new AA batteries.
<p>Controller will not connect to headset</p>	<ul style="list-style-type: none"> • Press home button on controller to reconnect. <p>Still unconnected</p> <ul style="list-style-type: none"> • If in Kiosk mode- press the select button (middle on side of headset) and volume down button simultaneously to leave kiosk mode. • Go to settings→ Controller→Add controller→ Press down on Pico button and back trigger simultaneously for 4 seconds to enter pairing mode.
<p>‘Choose Play Boundary Mode’ appears</p> 	<ul style="list-style-type: none"> • Select quick set up → select sitting → select small → select finish
<p>Boundary Grid appears</p> 	<ul style="list-style-type: none"> • Ensure you are sitting and still. • Turn the device off and on again ensuring you place it on your head in the same position as you turned it on (calibration).

Corrupt File or 3 loading dots remain on screen.	<ul style="list-style-type: none"> • Follow the prompts to complete a factory reset. • Connect headset to computer using charging cord. • Access app file on share drive- S:\7831-RdSafeDrgEd\400-Projects\402-Programs_AOD\15. Alcohol and other Drug Virtual Reality Resource • Drag App onto Pico Neo 3 Device Icon- Allow transfer of app then disconnect. • Turn on headset → follow set up prompts (sitting and small boundary and skip Wi-Fi connection) → file manager → apps → select WAVE → install app → check it is now in apps → settings → scroll down to about → scroll down to software version → hover over software version title and select 10 times → developer mode will be activated → go to developer mode → select kiosk mode along the top menu bar → select WAVE as the kiosk app → Restart now → Check it works by selecting quit upon restart
Movement Tracking Lost	<ul style="list-style-type: none"> • Turn the device off and on again and sit very still • If it is still not calibrating- perform a factory reset- see resource below on how to.
Headset wont' turn on or charge	<p>Manufacturing issue- send for repair.</p>
Error code 20000	<p>Manufacturing issue- send for repair.</p>

Resources: <https://knowledge.vr-expert.com/products/pico-neo-3/>