

Compatibility Known Issues

Quest Link PTC compatibility

If you've opted into our Public Test Channel (PTC) using the PC software, Meta Quest Link will not work properly over the next few releases. Please disable PTC access if you intend to utilize Link.

Please review our [official software release notes](#) for any future updates.

Quest Link Laptop compatibility

We're aware of an issue where Meta Quest Link fails to connect compatible laptop models to Meta Quest 2 and Meta Quest.

From your headset, you may see a brief black screen before being returned to your Meta Quest home. On your computer, within the Devices tab you may consistently see an orange "General device problem" error.

When entering this state for the first time, sometimes you will also see a notification on your PC: "Hardware Notification: Something went wrong and Link stopped working".

We've isolated this issue to laptops using NVIDIA GeForce GTX 10xx series notebook GPUs and are actively working with our partners to get a fix in place. Until a more permanent fix is ready, restarting your PC can often fix the issue temporarily.

If you're still having trouble with Link after restarting your computer, please [contact Customer Support](#) for additional troubleshooting.

Compatibility with software like OBS and XSplit.

If you're unable to capture video of your VR content, make sure that you've chosen your CPU as your Video processing device.

USB cable compatibility

If you're using your own USB 3.0 cable for Quest Link, please make sure that your cable meets the following requirements. For more information, check our [Link Cable Requirements](#).

Other Known Issues

Audio issues with Meta Quest Link

Visit our help center article for more information on [troubleshooting audio issues with Meta Quest link](#).

Quest Link not working after PC driver update

We're aware of possible issues that can occur with the latest AMD driver update. If Air Link worked for you previously, rolling back the driver to a previous version will work as a quick fix while a more permanent solution is being worked on.

Meta Quest mic stops working when using Quest Link

The Meta Quest mic may not function properly when using Meta Quest with Link at this time. We plan to fix this in the next few updates.

Solve performance issues from graphics preferences

Meta Quest Link allows you to fine tune your graphics preferences via the PC desktop app. As a general rule, the more you crank up display options like refresh rate and render resolution, the more the overall performance of Link can be negatively impacted.

If your connection with Link looks choppy, has a stuttering screen or dropping frames try the following:

1. Open the PC app on your Computer.
2. Click Devices on the left side of the app then click Meta Quest.
3. Click Graphics Preferences then click Reset to default.
4. Click Save.

Keep in mind, if you've previously adjusted any settings for Link with the Oculus Debug tool (including Encode Bitrate, Encode Resolution Width, Pixel Per Display), changing the graphics settings above can negatively impact your performance.

To fix this, set all numerical values you changed to '0' (zero) and then restart the Desktop app.

If you're still having trouble with Link after making the above adjustments, please [contact Meta Store support](#).

Solve issues with Quest Link USB cables

If you're using a USB 3 cable in a USB 3 port but it's being seen as USB 2, try the following troubleshooting tips:

- If you're using a USB A to USB C adapter, make sure that it supports USB 3.
- Some adapters are only USB 3 if the USB cable is seated in the adapter in one direction. The other may be USB 2.
- If you're using a USB C to USB C cable, try unseating and reseating the cable into the port using different orientations, as some ports may only see USB 3 in certain orientations.
- If you're using a PCI-E card, make sure that the cable is fully inserted by unseating and reseating it.

If you're still not getting the correct reading, please contact customer support.

Solve Quest Link audio issues

Sound or Mic isn't working

If you don't hear any sound, or are having trouble with your mic when using Meta Quest Link, make sure that your software is up to date and that the volume is not muted on the device and computer. Next, check the audio input and output sources for both your headset and on your PC.

To check the audio input and output for your Meta Quest:

1. Open the desktop app on your computer.
2. Click Devices in the left side menu and then select Meta Quest and Touch.
3. Below Audio Output in VR, make sure your Meta Quest is selected.

To check the audio input and output for your PC:

1. Click the Speaker icon  in the task bar in the bottom-right part of your screen.
2. Click the ^ arrow to open a list of audio devices connected to your computer.
3. Check that your audio and mic are both set to Oculus Virtual Audio Device.

Additionally, if you are using any third party VR software on your PC, make sure that Oculus Virtual Audio Device is set as your audio input and output source there as well.

No headphones detected error

If you've received an error message while using your Meta Quest 2 with Link, please try these troubleshooting steps:

Enabling the Virtual Audio Device

While the error message and your PC both reference headphones as the issue, there's a high probability that the issue isn't with physical headphones. When using Link, the desktop app sees the Virtual Audio Device as a physical audio device (like headphones). To fix the issue:

1. On your PC, navigate to Windows Settings > Sound > Manage sound devices. This should show all of the sound devices currently being recognized and prioritized by your PC.
2. Select Oculus Virtual Audio Device.
3. If the device is currently disabled, enable it, then restart your computer.

Updating Drivers

If this method doesn't work, make sure that you have the latest drivers and that your Meta Quest headset is also up to date. To check for driver updates:

1. Close the Desktop app.
2. Press the Windows key + R on your keyboard to open the Run command.
3. Enter C:\Program Files\Oculus\Support\oculus-drivers.
4. Open oculus-driver.
5. Open the desktop app and then try to connect your headset again.

Your Meta Quest will receive software updates when plugged in and not in use.