

# VIVE XR Elite—Troubleshooting Guide

Updated May 8, 2023

## Tips & Tricks:

Get the most out of your all-new device.

You can play games from VIVEPORT directly on VIVE XR Elite, as well as stream PC VR content from VIVEPORT or Steam with a VR-ready PC. It's super quick and easy to do. Just [install VIVE Streaming](#) on your PC, connect your VIVE XR Elite to the same network your PC is on (via USB-C to your PC, or over Wi-Fi 5, Wi-Fi 6, or Wi-Fi 6E), and open Steam on your PC. We recommend using 5 GHz or 6 GHz Wi-Fi for the best results. If you encounter challenges, please visit the [VIVE Streaming support page](#) for FAQs and troubleshooting guides.

You can also view your surroundings in full color with VIVE XR Elite's state-of-the-art passthrough camera. Switch between VR and passthrough modes by pressing the headset button twice or the VIVE button on the right controller twice.

Share what you're playing in VR with your family and friends. Cast your headset to an external display or phone screen. For details, see these guides for [casting from the headset to an external display](#) and [casting from the headset to your phone](#).

To learn more about VIVE XR Elite, visit our [support site](#) and check out the [VIVE Tutorials channel](#) on YouTube.

We love hearing your feedback about our products and experiences, so don't hesitate to reach out and let us know what you think! For more information, visit us on [our forums](#) or [support page](#).

## VIVEPORT Content:

We're continuing to roll out five gift apps as part of your purchase. *Figmin XR*, *Unplugged: Air Guitar*, and *Glimpse: Chapter 1*, are all available now via [VIVEPORT](#).

*Glimpse: the full story*, *Les Mills Bodycombat*, an advanced sports and fitness app, and *Green Hell VR*, will all be available between now and May 31. We appreciate your patience and hope you'll enjoy these titles.

## Software Updates (Release Notes):

Be sure to update the software on your VIVE XR Elite for the best possible experience.

- Update directly [from your headset](#).
- Update your headset [using the VIVE Manager mobile app](#) on your phone.

### VIVE XR Elite Software - 1.0.999.320

[VIVE XR Elite Software \(FOTA 3.5\) 1.0.999.320](#)

Released May 8, 2023

#### User experience improvements

- Home environment: added tutorials for onboarding and phone mirroring.
- Added more viewing options for 2D apps, including a curved display feature, and you can now adjust the size and position of the 2D panel.
- HTC account will no longer be automatically signed out after restarting Kiosk mode.
- The Store has been modified to show all available content, not just the promoted ones.

#### Fixed issues

- Fixed a bug in the Store that was causing payment and age verification issues.
- Fixed a bug that caused the wrong version of the software update dialog box to appear.
- Fixed an issue that prevented Open Brush from opening when the headset was connected to a slow Wi-Fi network.

### VIVE XR Elite Software - 1.0.999.296

[VIVE XR Elite Software \(FOTA 3.0\) 1.0.999.296](#)

Released April 21, 2023

#### What's new

- Mixed reality (MR)
  - Improved controller alignment and hand alignment during MR setup.
  - [BETA for developers] Experience how to use the depth sensor to scan a room, generate meshes, and auto detect desks during MR setup.  
[Join the beta program.](#)
- PC VR apps
  - Added a toggle to the top-right corner of the Library so you can quickly switch between apps on the headset and PC VR apps that are installed on your PC.
  - You can now set the Library to display your PC VR apps by default. Go to Settings > Connectivity > Computer connection to find the setting.

### Improved user experience

- Tracking updates
  - General improvements to headset tracking and hand tracking.
  - Improved hand gesture recognition in low-light environments.
- Phone mirroring
  - Added support for more Android phones. See the [list of compatible phones](#).
- Home environment
  - Background sounds in the Home environment are now automatically muted after opening a 2D app.
  - The voice tutorial during boundary setup now only plays when setting up the headset for the first time or after a factory reset.

### Enhancements and fixes

- Fixed an issue where the headset would hang at the loading screen after being woken from sleep.
- Fixed an issue where the in-VR app purchase overlay would appear randomly.
- Improved the reliability of phone mirroring and headset screen casting connections.

### VIVE Browser 1.1.14

For details on feature updates, visit [VIVEPORT](#) and search for “VIVE Browser.”

## VIVE XR Elite Software - 1.0.999.250

## VIVE XR Elite Software (FOTA 2.5) 1.0.999.250

Released March 30, 2023

### Enhancements and fixes

- Enhanced the quality of phone mirroring connections.
- Fixed an issue with foveated rendering.
- You can now press and hold the headset button to restart the headset in case of software hanging issues.

## VIVE XR Elite Software - 1.0.999.248

### VIVE XR Elite Software (FOTA 2.0) 1.0.999.248

Released March 17, 2023

### What's new

- Added new interactions to HOME, including teleporting and new selectable objects.
- Added Passenger mode, which helps prevent drift when using the headset in a moving vehicle.
- Added support for Wi-Fi 6E in Japan and Korea.

### Enhancements and fixes

- Phone mirroring:
  - DRM-protected content can now be streamed via Miracast on compatible phones.
  - Fixed other issues related to phone mirroring.
- Improved hand tracking performance.
- Fixed an issue that caused VIVE Streaming to crash when the system language was set to simplified Chinese.
- Fixed an issue that caused an animation to loop at startup.
- Improved the interface and user experience for mixed reality room setup.

### Other updates (for developers)

- Fixed and corrected the aim and grip pose for OpenXR controllers.
- Added an API to WAVE SDK 5.2.0 to support apps when they request to run at 75 fps.

You can provide feedback and discuss the update over in our [Forums](#).

Thanks,

HTC VIVE