

**Applicable ASINs/Models**

**Product sub group**

Problem

*My view in VR and controller keep moving or panning outside of my control when using Oculus Go.*

*I'm having trouble connecting my Oculus Go to WiFi.*

*How do I remove or logout of an account connected to my Oculus Go?*

*I'm having trouble with the lens rings in my Oculus Go.*

*I'm having trouble with the straps on my Oculus Go.*

*I'm having trouble charging my Oculus Go.*

*I'm having trouble connecting or pairing my Oculus Go controller.*

*Where do I find the serial numbers for my Oculus Go?*

*Which phones can I use with Oculus Go?*

*How do I download the Oculus app for Oculus Go?*

*How do I set up my Oculus Go headset?*

*How do I wear glasses while using my Oculus Go?*

*How do I turn my Oculus Go off?*

*What charger should I use with my Oculus Go?*

*How do I set up a gamepad with Oculus Go?*

*How do I use the toolbar menu in VR on Oculus Go?*

*How do I change my environment on Oculus Go?*

*Why are there yellow spots on my headset lens?*

*Why did my headset turn off while in use?*

*How can I connect to my PC to transfer pictures or videos from my computer to my Oculus Go?*

*Some games make me feel motion sickness, where can I view the comfort rating for Oculus Store content?*

List of products, preferably ASINs, for which the instructions are applicable.  
ex- "Memory foam mattresses", "Organic cotton" etc. For instance if the troubleshooting steps are applicable for a product group such as all memory foam mattresses, please mention it here. This will serve as key words for agents when searching for troubleshooting articles.

## Resolution

If you're running into issues maintaining the viewing angle, screen position, or controller position while using Oculus Go, you may resolve the issue by resetting your view from the Settings menu and resetting your controller orientation.

### **To reset your controller orientation:**

1. With your Oculus Go headset still on, point your controller straight ahead and press and hold the Oculus button until your controller orientation resets.

### **To reset your view:**

1. With your Oculus Go headset on, from the home screen, select Settings from the toolbar menu.
2. Select Reset View.
3. Move your head to your preferred position, ensuring the screen-view feels natural and comfortable.
4. With your head in the preferred position, click the Trigger button on your Oculus Go remote to set your position.

most features and content for your Oculus Go. You will be prompted to choose your Wi-Fi network during the setup process.

If you receive an error while trying to connect to WiFi, you may need to connect your Oculus Go to another WiFi network. Networks that use Captive Portals will not work with Oculus Go setup.

**To change the WiFi network your Oculus Go is connected to from your phone:**

1. Turn on your Oculus Go and open the Oculus app on your phone.
2. Tap Settings from the bottom menu.
3. Tap the headset that you are currently using.
4. Tap WiFi.
5. Tap the new WiFi network you'd like to connect to and enter the password, if prompted.

**To change the WiFi network your Oculus Go is connected to from your Oculus Go:**

1. Turn on your Oculus Go and put on your headset.
2. Select Settings from the bottom toolbar menu.
3. Select WiFi.
4. Select the WiFi network you'd like to connect to.
5. If prompted, enter the password for the WiFi network you'd like to connect to.
6. Select Connect to connect to the WiFi network.

**Note:** A captive portal is a web page that prompts you to interact with it before connecting you to the internet. Captive portals are commonly used by public WiFi networks in businesses, airports, hotels, and other venues that offer free WiFi hotspots. This type of

remove the account connected to your Oculus Go, perform a factory reset on the headset and set it up again from scratch.

**To perform a factory reset using your phone:**

1. Open the Oculus app on the phone connected to your Oculus Go headset.
2. Tap Settings in the bottom menu.
3. Tap the headset connected to your phone.
4. Tap More Settings.
5. Tap Factory Reset and then Reset.

**Note:** You can only perform a factory reset of your Oculus Go using your phone if you have access to the account that is connected to your Oculus Go.

**To perform a factory reset using the headset:**

1. Turn off your Oculus Go.
2. Hold the power and volume (-) button on your headset down simultaneously until the boot screen loads on your headset.
3. Use the volume buttons on your headset to highlight Factory Reset and press the power button.
4. Use the volume buttons on your headset to highlight Yes and press the power button.
5. Login to the Oculus app with the account you'd like to connect to your Oculus Go headset and set your device up from scratch.

**Notes :**

-Performing a factory reset on your Oculus Go is irreversible and will remove all account information, downloaded games, and content from the device.

The lens rings for your Oculus Go fasten the Oculus Go facial interface in place.

**If you have trouble with the lens rings, make sure to:**

- When reconnecting the lens rings, be care to avoid scratching or damaging the lenses with your fingers.
- Fit the facial interface properly so the lenses come through the openings cleanly.
- Align the lens rings so the thinner portion runs along the top of the lens and nose of the headset.
- When reconnecting the lens ring, press firmly until you hear and feel it click in place.

*It's important to adjust your straps and headset carefully while using Oculus Go. Keep in mind your limited warranty doesn't cover normal wear and tear or physical damages.*

***While adjusting your Oculus Go straps:***

- Do not pull on straps excessively or with too much force.*
- If you feel the strap arm coming loose or disconnecting from your headset, you are pulling the straps too hard or the headset is fitted too tightly on your head.*
- Tighten straps one at a time.*

***If your strap comes loose from your headset:***

- 1. Run the strap through the bottom loop of your strap arm so the fastener fabric faces outward.*
- 2. Run the strap through the top loop of your strap arm.*
- 3. Fold the strap back around the top loop and press it to the fastener fabric at the desired length.*

***If your strap arm disconnects from your Oculus Go headset:***

- 1. Reposition the arm over the speaker mount with the front loop tilted in.*
  - 2. Press the arm firmly back into the housing while tilting the rear loop towards the headset.*
  - 3. Firmly press until you hear the arm engage with the speaker mount with an audible "snap".*
- If you experience trouble reattaching the strap arm to your headset, you may need to push firmly using your palm while gripping the headset from both sides.*

*If you're experiencing issues charging your Oculus Go headset, try the following:*

***Only charge your Oculus Go headset using included equipment or a cable and adapter meeting the following specifications:***

- USB 2.0 Micro-B cable*
- 10W (5V 2A) AC adapter*
- For use only with IEC/EN 60950-1 Rated Input: 100-240 Vac/0.35 A, Output: 5 Vdc, 2 A max, double insulated, with LPS output, or equivalent.*
- When charging, ensure your charging cable is connected to your headset properly.*
- Make sure the LED light on the top of your headset is lit while charging. If the LED light is not lit Orange or Green, your headset is not being properly charged.*
- When your headset isn't charging and isn't in use, make sure the proximity sensor within your headset is not blocked by the headset straps or other items.*
- The proximity sensor is located above the bridge of the nose within your Oculus Go headset.*

***If you're having trouble connecting or pairing your Oculus Go controller to your headset, try the following:***

- Press any button to wake the controller while using Oculus Go.*
- Press and hold the Oculus button to reorient the controller.*
- Press and hold the Oculus button and back button until the controller LED blinks and then fully lights up to re-pair the controller.*
- Remove the battery and place it back into your Oculus Go remote.*
- Unpair and re-pair your Oculus Go controller:*
  - 1. Open the Oculus companion app on your phone.*
  - 2. Tap Settings from the bottom menu.*
  - 3. Tap the headset you currently have paired.*
  - 4. Tap Controller, then tap the controller you currently have paired.*
  - 5. Tap Unpair Controller.*

*You can find serial numbers for your Oculus Go, as well as individual serial numbers for your headset and the Oculus Go controller. These numbers are useful if Customer Support is helping you replace an item, or if you are in the process of pairing a device.*

***To locate the serial number for your headset:***

- 1. On the left side of your headset, find the strap arm underneath the adjustable strap.*
- 2. Carefully loosen and lift the strap to expose the strap arm.*
- 3. Find the 14-digit serial number written on the bottom left portion of the strap arm.*

***To locate the individual serial number for your controller:***

- 1. Carefully remove the battery cover of your controller by lightly pulling at the bottom half of the controller until it comes loose.*
- 3. Remove the battery from the controller.*
- 3. Find the 14-digit serial number on the inside of your controller battery compartment.*

***To locate the serial number for your Oculus Go package:***

- 1. On the outside of your Oculus Go box, look for a small, white sticker marked with a bar code.*
- 3. Under the bar code, find S/N followed by the 14-digit serial number.*

To set up and connect your Oculus Go to WiFi, you'll need to download the Oculus app on your mobile phone. Oculus Go supports the following phones:

-Any Android phone running software version 6.0 Marshmallow or higher.

-Any iPhone running software version iOS 10 or higher.

**You can download the Oculus Go app on your supported phone by going to [oculus.com/app](https://oculus.com/app) and following the on-screen instructions.**

**Notes:**

-Your phone must be connected to WiFi and have Bluetooth turned on in order to set up your Oculus Go.

-If you install the Oculus app on an unsupported device, you may experience issues setting up your Oculus Go.

Before you set up your Oculus Go headset, download the Oculus app on your mobile phone to get started.

**To download the Oculus app:**

-Using the supported phone you'd like to download the Oculus app on, go to [oculus.com/app](https://oculus.com/app) and follow the onscreen instructions.

If you're experiencing issues downloading the Oculus app, make sure you are using a supported phone, then try downloading the app from the Google Play Store or the App Store by searching for Oculus .

make sure you aren't missing anything.

**The following items should be included in your Oculus Go box:**

- Oculus Go Headset
- Oculus Go Controller
- Glasses Spacer
- Microfiber Cleaning Cloth
- Controller Lanyard
- Health and Safety Guide
- USB Charging Cord
- AA Battery

**Before you connect your Oculus Go headset:**

- Connect the packaged lanyard to your Oculus Go controller.
- If you plan on wearing glasses while using your Oculus Go, insert the glasses spacer into your headset.

**Connecting and Pairing Your Headset**

When you're ready to start using your Oculus Go headset for the first time:

1. Plug the charging cord into your Oculus Go Headset and a power source to begin charging it. The charging indicator will turn green once it is fully charged.
2. Download and open the Oculus app on your iPhone or Android phone.
3. Follow the on-screen instructions to connect your phone to your headset and your headset to your WiFi network.

*FramesDirect to learn more.*

*Before you wear your Oculus Go with glasses, check to make sure the width and height of your frames are the following sizes:*

*-Width: 142mm or less*

*-Height: 50mm or less*

*Once you've made sure your glasses are the right size, insert the eyeglass spacer into your Oculus Go headset to provide a larger fit.*

***To insert the eyeglass spacer:***

*1. Using your fingers, carefully remove the lens rings and set them aside:*

*-Place your headset facedown on a flat, clean surface.*

*-Hold the headset still with one hand, and pull upward from the outer edge of the lens ring until it comes loose. Repeat this step for the other lens ring.*

*2. Remove the facial interface foam.*

*3. Insert the eyeglass spacer so the glasses logo is towards the top of your headset and gently press the spacer in place.*

*-When the eyeglass spacer is correctly set, it should not move or fall out of the headset easily.*

*4. Re-insert the facial interface foam.*

*5. Using your fingers, carefully press the lens rings back in place until they click.*

***To put on your headset with glasses:***

***To turn off your Oculus Go headset:***

*1. With your Oculus Go headset on, press and hold the power button until you see a shut down menu in VR.*

*2. On the shut down menu, select Power off.*

*Your Oculus Go must be charged with the included USB 2.0 Micro-B cable and a USB adapter meeting the following specifications:*

*- 10W (5V 2A) AC USB adapter*

*- For use only with IEC/EN 60950-1 Rated Input: 100-240 Vac/0.35 A, Output: 5 Vdc, 2A max, double insulated, with LPS output, or equivalent.*

***Note:*** *Do not use or wear your headset while connected to the power adapter or charging.*

You can use Bluetooth 3.0 class 2 gamepads with your Oculus Go.

### **To connect a gamepad to your Oculus Go:**

1. Turn on your Oculus Go and open the Oculus app on your phone.
2. Tap Settings from the bottom menu.
3. Tap the headset you'd like to connect the gamepad to, then wait for your phone to connect to your headset.
4. Tap Controller from the drop down menu.
5. Tap Pair New Controller.
6. Tap Pair Gamepad
7. Turn on your gamepad and turn on bluetooth discoverability on the gamepad.
8. On your phone, tap the gamepad you'd like to connect to your Oculus Go.  
basic settings and features.

Using the toolbar, you can view and adjust the following things:

### **Navigate**

- Home: Return to your home screen.
- Library: View your library of apps and games.
- Store: Browse the Oculus Store to download and purchase apps and games.
- Browser: Open a web browser to access websites.
- Gallery: Use Oculus Gallery to view your photos and videos in VR.
- Search: Search for content on your Oculus Go.

### **People**

- Profile: View your Oculus profile.
- Friends: View your friend list, requests, and parties.
- Events: Browse and save upcoming events.

### **Sharing**

- Go Live: Share your current view in Oculus Go live on Facebook.
- Record Video: Record a video of your current view in Oculus Go.
- Take Photo: Take a photo of your current view in Oculus Go.
- Share Photos: Share photos you've taken in VR on your Oculus Go to Facebook.

**Notifications** : See new notifications.

### **Settings**

- Brightness: Control screen brightness.
- Volume: Control volume.
- Reset View: Reset the angle and orientation of your view while using Oculus Go.

*Your Environment is the 360-degree background you see while in the home screen on Oculus Go. You'll first select an Environment during the setup tutorial, but can change it at any time.*

**To change your Environment:**

- 1. Turn on your Oculus Go and put on your headset.*
  - 2. From your home screen, select Library in the bottom toolbar.*
  - 3. In the left menu, select Environments.*
  - 4. Select the Environment you'd like, then select OK to set your new Environment.*
- Yellow spots on your lenses may be the result of sun damage. Direct sunlight is a definite don't! Oculus Go may suffer permanent damage from less than a minute of direct exposure to light. Protect the lenses and display by storing the headset away from windows and other direct sources of light.*

*When not in use, it's best to keep your Oculus Go covered, either in a hard case or a soft, non-abrasive bag. Keep it away from sun or other heat sources, like near your kitchen stove, by the fireplace, or inside of a parked car.*

*In some cases, the headset goes to sleep after a specific time if no movement is detected from the headset or controller. However, if your headset is regularly turning off while in use, please contact Oculus Support for help:*

*<https://support.oculus.com/885981024820727/>*

**To transfer photos and videos from your computer to your Oculus Go headset:**

1. Connect the included USB 2.0 cable to your computer and Oculus Go headset.
2. Put on your headset and select Accept to confirm you want to allow your computer to access files on the headset.
  - On Windows, Oculus Go will automatically appear as a drive on your computer.
  - On Mac, you'll need to install Android File Transfer to successfully transfer files between your Oculus go and computer.
  - On Chromebook/Chrome OS, you'll need to use the Files app to access your Oculus Go headset.
3. Click and drag files to and from your Oculus Go headset on your computer.

**If you're Oculus Go headset is not appearing as a drive on your Windows PC:**

- Make sure to use the included USB cable from your Oculus Go package.
- Make sure to select Accept in VR to allow your computer to access files on your headset.
- Update your device driver:
  1. From your PC desktop, right click on This PC or My Computer.
  2. Select Manage and then Device Manager
  - If you don't see the Manage option, just select Device Manager directly.
  3. Select to expand Oculus Devices or Portable Devices.
  4. Right click on Oculus Composite ADB Interface and select Update Driver.
  5. Select the Browse my computer option, then the Let me pick from a list option.
  6. Select MTP USB Device and then select Next to complete the update.

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**From the Oculus app on your phone:**

1. Open the Oculus app on your phone and then tap Store from the bottom menu.
2. Select Oculus Go from the top left drop down menu.
3. Tap the game or app you want to view the comfort rating for.
4. View the comfort rating below the price.

**From the Oculus Go:**

1. Put on your headset and select Store from the bottom menu.
2. Select the app or game you want to view the comfort rating for.
3. View the comfort rating below on the right.

When you browse content in the Oculus Store, you can view the comfort rating to see if the experience is right for you. We work closely with developers to make sure the comfort rating accurately matches the experience. If you're new to VR, we recommend starting with content that's rated Comfortable before trying Moderate, Intense or Unrated.

**Comfort Ratings**

The following comfort ratings can be found in the Oculus Store:

**Comfortable experiences** are appropriate for most people, although this rating doesn't mean that an experience is going to be comfortable for everyone. These experiences generally avoid camera movement, player motion, or disorienting content and effects.

**Moderate experiences** are appropriate for many but certainly not everyone. These experiences might incorporate some camera movement, player motion, or occasionally disorienting content and effects.

Doesn't solve problem	Doesn't solve problem
<p><i>If you continue experiencing problems, power down your Oculus Go and power it back on again before trying again.</i></p>	<p><i>Contact Oculus Support for help:</i> <a href="https://support.oculus.com/885981024820727/">https://support.oculus.com/885981024820727/</a></p>

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<https://support.oculus.com/885981024820727/>

*Note: If your Oculus Go controller LED does not light up, you may need to replace the controller battery.*

*Contact Oculus Support for help:  
<https://support.oculus.com/885981024820727/>*

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[https://support.oculus.com/885981024  
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**Applicable ASINs/Models**

**Product sub group**

**Problem**

*My Oculus Rift sensor isn't connecting.*

*I'm having trouble with sensor tracking on my Oculus Rift.*

*My Oculus Rift sensor isn't recognized during Oculus setup on Windows 7*

*I don't hear any audio from my Oculus Rift headphones.*

*The audio from my Oculus Rift headphones is distorted.*

*I'm getting a black screen in my Oculus Rift headset or display.*

*My Oculus Rift headset isn't connecting.*

*I'm having trouble using my Touch controllers with my Oculus Rift.*

*I'm having trouble setting up the Guardian System using my Touch controllers with my Oculus Rift.*

*There's something wrong with my Oculus Rift headset orientation.*

*The Xbox One controller I'm using with my Oculus Rift isn't syncing on Windows 7 (SP1) or 8.1.*

*My Oculus Rift isn't detecting my graphics card.*

*My antivirus software is blocking me from downloading and installing content for my Oculus Rift.*

*I can't open or install the game or app I downloaded for my Oculus Rift.*

*My Windows operating system can't run the game or app I downloaded for my Oculus Rift.*

*My Oculus software is failing to update.*

*Problem With Your Remote*

*Some games make me feel motion sickness, where can I view the comfort rating for Oculus Store content?*

List of products, preferably ASINs, for which the instructions are applicable.

ex- "Memory foam mattresses", "Organic cotton" etc. For instance if the troubleshooting steps are applicable for a product group such as all memory foam mattresses, please mention it here. This will serve as key words for agents when searching for troubleshooting articles.

## Resolution

**If your Oculus Rift sensor isn't connecting, try these troubleshooting tips:**

- Check to make sure your Rift and USB drivers are up to date.
- Check to make sure your sensor is plugged into a USB 3.0 (blue) port.
- Try plugging your sensor into a different USB port.
- Restart the Oculus app on your PC computer.
- Install the latest Oculus drivers. To install the latest Oculus drivers:
  1. Close the Oculus 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 Oculus app and then try to connect your sensor again

## **Update your Rift and USB**

*First, make sure your Rift and USB drivers are up to date.*

*-Check Your USB Ports*

*-Make sure your sensors are plugged into USB 3.0 (blue) ports.*

*-If you have more than one sensor plugged into a USB 3.0 port, you can try plugging one into a USB 2.0 port.*

*-If you have more than one sensor plugged into a single USB controller on your PC, try plugging your sensors further away from one another or into separate USB controllers.*

*-Try unplugging other USB devices, like webcams or microphones.*

## **Sensor Placement**

*-If you're only using 2 sensors, place your sensors 3 to 6.5 feet (1 to 2 meters) in front of where you'll be wearing your headset.*

*-If you're using 3 sensors, place your front 2 sensors 3 to 9 feet (1 to 2.7 meters) in front of where you'll be wearing your headset. Place your rear sensor directly from one of your front sensors, no more than 14 feet (4.3 meters) away from the farthest front sensor.*

*-Make sure the glossy side of the sensor lens is pointing towards your play area and you've removed the protective film.*

*-If your sensors are close together, rotate them so that they face forward. If your sensors are wide apart, rotate them towards the center of your play area.*

*-Check to make sure your sensor isn't tilted too far up or down.*

*-Check to make sure there aren't any objects placed between you and your sensors.*

## **Additional Help**

*If your Oculus Rift sensor isn't recognized during the Oculus hardware and software setup on Windows 7, try adjusting the sensor during setup.*

### **To adjust your sensor:**

- 1. Restart your PC*
- 2. Continue through the Oculus setup until you reach the sensor setup screen*
- 3. Unplug your sensor, wait a few moments, then plug the sensor back into your PC*

*The sensor should now be recognized and you can continue through the Oculus setup.*

*If you don't hear any audio from your Oculus Rift on-ear headphones, try these troubleshooting tips:*

***Check to make sure your Rift on-ear headphones are selected. To select your Rift on-ear headphones:***

- 1. Open the Oculus app on your computer.*
- 2. Select Devices in the left menu and then click Rift.*
- 3. Below Audio Output in VR, check to make sure Rift headphones are selected.*

*-Check to make sure the sound of your computer is turned up*

*-Check to see if there's any updates for your Rift. To check updates for your Rift:*

- 1. Open the Oculus app on your computer.*
- 2. Select Library in the left menu and then click Updates to check for updates.*

*If the audio from your Oculus Rift on-ear headphones is distorted, try using the audio tool to make sure the audio connector on the main strap is secure. You can find the audio tool in the accessories compartment of your Rift box.*

***To check if your audio connector is secure :***

- 1. Find the audio connector screw located on the inside of the main strap next to the on-ear headphones.*
- 2. Use the audio tool to turn the audio connector screw clockwise (to the right).*
- 3. Keep turning the audio connector until it's secure.*

*If you're seeing a black screen in your Oculus Rift headset or the display you're using (example: monitor, television), try these troubleshooting tips:*

*- Check to make sure your Rift and display are both plugged into your dedicated graphics card. If your Rift and display are plugged into your integrated graphics card, you won't see an image.*

***If your Oculus Rift headset isn't connecting, try these troubleshooting tips:***

- Check to make sure your Rift headset is plugged into your dedicated graphics card. If you try to use your integrated graphics card, it won't connect.*
- Check to make sure your Rift and computer are up to date.*
- Restart the Oculus app on your PC computer.*
- Install the latest Oculus drivers.*

***To install the latest Oculus drivers:***

- 1. Close the Oculus 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 Oculus app and then try to connect your headset again.*

***If you're having trouble using your Touch controllers with your Oculus Rift, try these troubleshooting tips:***

- Check to make sure your Rift and computer are up to date.*
- Check to make sure your Touch controllers are connected.*
- Check to make sure your Touch controllers don't have low batteries:*
- Open the Oculus app on your computer.*
- Select Devices in the left menu and then look for the battery level below each Touch controller.*
- Check to make sure you haven't moved your sensors. If your sensors have moved, try resetting them.*
- Check to make sure there aren't any objects blocking your sensors*

*If you're having trouble setting up the Guardian System using your Touch controllers with your Oculus Rift , reset your sensor tracking. If you continue experiencing issues, try the following:*

***Play Area and Sensors***

- Check to make sure your play area is at least 3 feet by 3 feet (1 meter by 1 meter)*
- Check to make sure there aren't any objects blocking your sensors*
- Check to make sure you're not too close to your sensors when setting your boundaries*
- Move away any objects that may keep you from setting your boundaries (example: table, couch)*

***Touch Controllers***

- Check to make sure the tracking ring on your Touch controller is pointed at your sensors*
- Make sure to hold down the trigger on your Touch controller while setting your boundaries*
- Check to make sure you're not blocking the tracking ring of your Touch controller with your hands or body when setting your boundaries*

*If there's something wrong with your Oculus Rift headset orientation, it may be because your sensors moved. Try resetting your sensor tracking using the Oculus app on your PC computer.*

**To reset your sensor tracking:**

- 1. Open the Oculus app on your computer.*
- 2. Select Devices in the left menu.*
- 3. Click Configure Rift and then select Sensor Setup.*
- 4. Follow the on-screen instructions to reset your sensor tracking.*

*If your Xbox One controller isn't syncing with your computer, try these troubleshooting tips:*

- Check to make sure your computer is up to date.*
- If you've updated your computer and your controller still isn't syncing, leave the Xbox One wireless adapter plugged in and try restarting your computer.*

*If your Oculus Rift isn't detecting your graphics card, try these troubleshooting tips:*

**Check to make sure your graphics card is installed:**

- 1. Open the Control Panel on your PC computer.*
- 2. Click Programs and Features and check to make sure your NVIDIA or AMD graphics card drivers are installed.*
- 3. If you don't see any drivers installed for your graphics card, download and install them from your manufacturer's website.*

*-Check to make sure your graphics card is enabled:*

- 1. Open the Control Panel on your computer.*
- 2. Click Device Manager and then click Display Adapters.*
- 3. Right click on your graphics card to check if it's enabled. If it's disabled, select Enable*

*-Check to make sure your graphics card is connected to your computer.*

*-Check to make sure your graphics card is up to date.*

**Notes:**

*-If you're not sure how to check your computer hardware, we recommend contacting a computer technician for help.*

*-SLI and other multi-GPU configurations aren't supported for Rift. The GPU you connect to will be the only active GPU for the Rift headset.*

*If your antivirus software is blocking you from downloading and installing content for your Oculus Rift, try these troubleshooting tips:*

- In the settings of your antivirus software, add Oculus as a trusted program*
- Check to make sure your antivirus software is up to date*
- Turn off your antivirus software when downloading and installing content*

*Problem installing a game or app*

***If you can't install the game or app you downloaded for your Oculus Rift, try these troubleshooting tips:***

- Restart the Oculus app on your PC computer*
- Check to make sure there's no problems with your network connection*
- Restart your computer*

*If you try these troubleshooting tips and you're still having trouble opening or installing a game, contact Oculus Support.*

*If the Windows operating system you're using can't run the game or app you've downloaded for your Oculus Rift, you'll need to update your Windows OS in order to run the experience.*

*Note: You can still choose to buy the game or app from the Oculus store, but it won't run until you update your OS.*

*If you're having trouble downloading or installing an Oculus software update, you may not have enough available disk space on your PC computer. You'll want to make sure that you have at least 9GB of available disk space.*

***If you don't have enough space to successfully download or install an update for Oculus software, try these troubleshooting tips:***

- Move your large files to an external or alternate hard drive.*
- Delete any large files you don't want anymore (example: music, videos).*
- Uninstall any programs or content you don't use anymore.*
- Search for Disk Cleanup in your Windows search and then run it to free up space.*

*If your Oculus Rift remote isn't connecting or you're having trouble pulling out the plastic tab, you may need to remove the battery to make sure the tab's not stuck.*

***To check if the plastic tab is stuck in your remote:***

- 1. Hold the remote so the strap is pointing away from you.*
- 2. Push your thumbs up to slide the battery cover off.*
- 3. Hold the battery tab down, turn the remote over and lightly tap it against a hard surface (example: table) until the battery comes out.*

*Once the battery is removed, check to make sure there are no plastic pieces in the battery compartment. If everything looks good, put the battery back in and then slide the battery cover back on to turn on the remote.*

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**From the Oculus app on your phone:**

1. Open the Oculus app on your phone and then tap Store from the bottom menu.
2. Select Oculus Go from the top left drop down menu.
3. Tap the game or app you want to view the comfort rating for.
4. View the comfort rating below the price.

**From the Oculus PC app:**

1. Open the Oculus app on your computer.
2. Click what you want to view the comfort rating for.
3. View the comfort rating below the price.

**From the Oculus Rift:**

1. Put on your headset and select Store at the bottom.
2. Select what you want to view the comfort rating for.
3. View the comfort rating below on the right.

When you browse content in the Oculus Store, you can view the comfort rating to see if the experience is right for you. We work closely with developers to make sure the comfort rating accurately matches the experience. If you're new to VR, we recommend starting with content that's rated Comfortable before trying Moderate, Intense or Unrated.

**Comfort Ratings**

The following comfort ratings can be found in the Oculus Store:

**Comfortable experiences** are appropriate for most people, although this rating doesn't mean that an experience is going to be comfortable for everyone. These experiences generally avoid camera movement, player motion, or

Doesn't solve problem

Contact Oculus Support for help: <https://support.oculus.com/885981024820727/>

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*Oculus Rift sensor still isn't recognized, try these troubleshooting steps:*

*-Check to make sure your Rift and USB drivers are up to date.*

*-Check to make sure your sensor is plugged into a USB 3.0 (blue) port.*

*-Try plugging your sensor into a different USB port.*

*-Restart the Oculus app on your PC computer.*

*-Install the latest Oculus drivers. To install the latest Oculus drivers:*

- 1. Close the Oculus 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 Oculus app and then try to connect your sensor again"*

Contact Oculus Support for help: <https://support.oculus.com/885981024820727/>

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If you're already using your HDMI port for your display, or your graphics card doesn't have a HDMI port, try the following options:

**Display Options**

- HDMI to mini-HDMI adapter
- DisplayPort
- DisplayPort adapter
- DVI port
- HDMI to DVI adapter
- VGA port
- HDMI to VGA adapter

**Rift Options**

- HDMI to mini-HDMI adapter
- DisplayPort adapter
- HDMI to DVI adapter
- HDMI to VGA adapter

*Note: Some adapters may not be compatible or may cause performance problems.*

*If you're already using your HDMI port for your display, or your graphics card doesn't have a HDMI port, try the following options:*

**Display Options**

- HDMI to mini-HDMI adapter*
- DisplayPort*
- DisplayPort adapter*
- DVI port*
- HDMI to DVI adapter*
- VGA port*
- HDMI to VGA adapter*

**Rift Options**

- HDMI to mini-HDMI adapter*
- DisplayPort adapter*
- HDMI to DVI adapter*
- HDMI to VGA adapter*

*Note: Some adapters may not be compatible or may cause performance problems.*

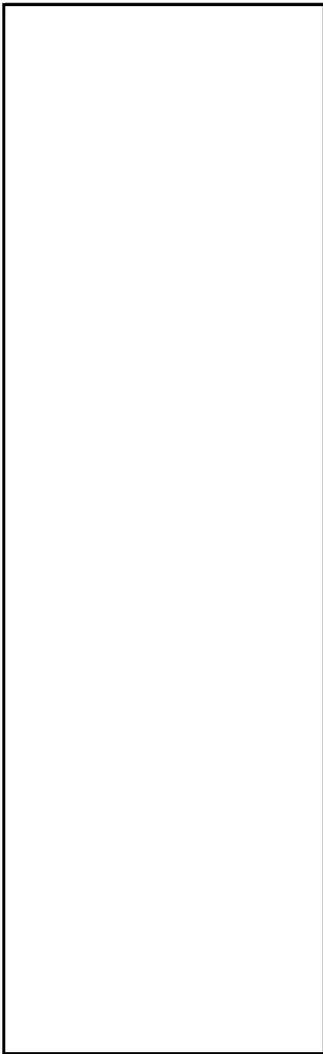
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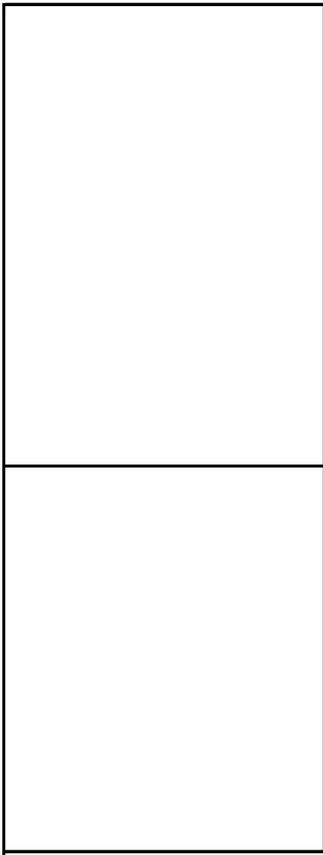
Contact Oculus Support for help: <https://support.oculus.com/885981024820727/>

Doesn't solve problem

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