

Applicable ASINs/Models	List of products, preferably ASINs, for which the instructions are applicable.	
Product sub group	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.	
Problem	Resolution	Doesn't solve problem
My Oculus Rift sensor isn't connecting.	<p>If your Oculus Rift sensor isn't connecting, try these troubleshooting tips:</p> <ul style="list-style-type: none"> -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: <ol style="list-style-type: none"> 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 	<p>Contact Oculus Support for help: https://support.oculus.com/885981024820727/</p>

If you're having trouble setting up your Oculus Rift sensor tracking, try these troubleshooting tips:**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

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

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

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 you are experiencing problems connecting your Oculus Rift Headset, try these troubleshooting tips.-If you continue experiencing problems with your Oculus Rift sensor tracking, contact Oculus Support directly.-
 Note: If you're using more than 3 sensors, your setup may not work with your PC computer or play area. We recommend using 3 sensors.

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

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"

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

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.

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<p>The audio from my Oculus Rift headphones is distorted.</p>	<p>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.</p> <p>To check if your audio connector is secure</p> <ol style="list-style-type: none"> 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. 	<p>Contact Oculus Support for help: https://support.oculus.com/885981024820727/</p>
<p>I'm getting a black screen in my Oculus Rift headset or display.</p>	<p>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:</p> <ul style="list-style-type: none"> - 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. 	<p>If you're already using your HDMI port for your display, or your graphics card doesn't have an HDMI port, try these options:</p> <p>Display Options</p> <ul style="list-style-type: none"> -HDMI to mini-HDMI adapter -DisplayPort -DisplayPort adapter -DVI port -HDMI to DVI adapter -VGA port -HDMI to VGA adapter <p>Rift Options</p> <ul style="list-style-type: none"> -HDMI to mini-HDMI adapter -DisplayPort adapter -HDMI to DVI adapter -HDMI to VGA adapter <p>Note: Some adapters may not be compatible or may cause performance problems.</p>

<p>My Oculus Rift headset isn't connecting.</p>	<p>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.</p>	<p>If you're already using your HDMI port for your display, or your graphics card doesn't have an adapter-DisplayPort-DisplayPort adapter-DVI port-HDMI to DVI adapter-VGA port-HDMI to DVI adapter-HDMI to VGA adapterNote: Some adapters may not be compatible</p>
<p>I'm having trouble using my Touch controllers with my Oculus Rift.</p>	<p>If you're having trouble using your Touch controllers with your Oculus Rift, try these troubleshooting tips:</p> <ul style="list-style-type: none"> -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: <ul style="list-style-type: none"> -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. <p>If your sensors have moved,</p>	<p>Contact Oculus Support for help: https://support.oculus.com/885981024820727/</p>

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

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	<p>when setting your boundaries</p>	
<p>There's something wrong with my Oculus Rift headset orientation.</p>	<p>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.</p>	<p>Contact Oculus Support for help: https://support.oculus.com/885981024820727/</p>
<p>The Xbox One controller I'm using with my Oculus Rift isn't syncing on Windows 7 (SP1) or 8.1.</p>	<p>If your Xbox One controller isn't syncing with your computer, try these troubleshooting tips:</p> <ul style="list-style-type: none"> -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. 	<p>Contact Oculus Support for help: https://support.oculus.com/885981024820727/</p>

f 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.

My Oculus Rift isn't detecting my graphics card.

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<p>My antivirus software is blocking me from downloading and installing content for my Oculus Rift.</p>	<p>If your antivirus software is blocking you from downloading and installing content for your Oculus Rift, try these troubleshooting tips:</p> <ul style="list-style-type: none"> -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 	<p>Contact Oculus Support for help: https://support.oculus.com/885981024820727/</p>
<p>I can't open or install the game or app I downloaded for my Oculus Rift.</p>	<p>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.</p>	<p>Contact Oculus Support for help: https://support.oculus.com/885981024820727/</p>
<p>My Windows operating system can't run the game or app I downloaded for my Oculus Rift.</p>	<p>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.</p> <p>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.</p>	<p>Contact Oculus Support for help: https://support.oculus.com/885981024820727/</p>

<p>My Oculus software is failing to update.</p>	<p>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.</p> <p>If you don't have enough space to successfully download or install an update for Oculus software, try these troubleshooting tips:</p> <ul style="list-style-type: none"> -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. 	<p>Contact Oculus Support for help: https://support.oculus.com/885981024820727/</p>
<p>Problem With Your Remote</p>	<p>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.</p> <p>To check if the plastic tab is stuck in your remote:</p> <ol style="list-style-type: none"> 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 	<p>Contact Oculus Support for help: https://support.oculus.com/885981024820727/</p>

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.

To view the comfort rating Oculus Rift content:**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

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

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you're new to VR, we recommend starting with content that's rated Comfortable before trying Moderate, Intense or Unrated.

Comfort RatingsThe 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.

Intense experiences aren't appropriate for most people, especially those who are new to VR. These experiences incorporate significant camera movement, player motion, or disorienting content and effects.

Unrated experiences may contain intense content, which may not be right for most people, especially those who are new to VR. If you experience motion sickness or other VR effects from an unrated experience, you should select another unrated experience, or try an experience in the Oculus Store that's rated for your comfort level.

Note: When

*we assign a comfort rating,
we're judging the default
experience.*