

# Troubleshooting guide

Problem	Resolution	Doesn't solve problem	Doesn't solve problem
<p><i>My view in VR and controller keep moving or panning outside of my control when using Oculus Go.</i></p>	<p><i>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.</i></p> <p><b>To reset your controller orientation:</b></p> <p><i>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.</i></p> <p><b>To reset your view:</b></p> <p><i>1. With your Oculus Go headset on, from the home screen, select Settings from the toolbar menu.</i></p> <p><i>2. Select Reset View.</i></p> <p><i>3. Move your head to your preferred position, ensuring the screen-view feels natural and comfortable.</i></p> <p><i>4. With your head in the preferred position, click the Trigger button on your Oculus Go remote to set your position.</i></p>	<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: <a href="https://support.oculus.com/885981024820727/">https://support.oculus.com/885981024820727/</a></i></p>

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*Your Oculus Go needs to be connected to a private or public WiFi network to use and access 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*

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

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*by public WiFi networks in businesses, airports, hotels, and other venues that offer free WiFi hotspots. This type of network will not work to set up your Oculus Go, but may work after your initial setup.*

# Troubleshooting guide

*You can only have one account logged into your Oculus Go at any given time. If you'd like to 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.*

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

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*-Performing a factory reset will not remove content you've purchased or downloaded from your Library and can be re-downloaded to your device.*

# Troubleshooting guide

<p><i>I'm having trouble with the lens rings in my Oculus Go.</i></p>	<p><i>The lens rings for your Oculus Go fasten the Oculus Go facial interface in place.</i></p> <p><b><i>If you have trouble with the lens rings, make sure to:</i></b></p> <ul style="list-style-type: none"><li><i>-When reconnecting the lens rings, be care to avoid scratching or damaging the lenses with your fingers.</i></li><li><i>-Fit the facial interface properly so the lenses come through the openings cleanly.</i></li><li><i>-Align the lens rings so the thinner portion runs along the top of the lens and nose of the headset.</i></li><li><i>-When reconnecting the lens ring, press firmly until you hear and feel it click in place.</i></li></ul>	<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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*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.*

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# Troubleshooting guide

<p><i>I'm having trouble charging my Oculus Go.</i></p>	<p><i>If you're experiencing issues charging your Oculus Go headset, try the following:</i></p> <p><b><i>Only charge your Oculus Go headset using included equipment or a cable and adapter meeting the following specifications:</i></b></p> <ul style="list-style-type: none"><li><i>-USB 2.0 Micro-B cable</i></li><li><i>-10W (5V 2A) AC adapter</i></li><li><i>-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.</i></li><li><i>-When charging, ensure your charging cable is connected to your headset properly.</i></li><li><i>-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.</i></li></ul> <p><i>-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.</i></p> <p><i>-The proximity sensor is located above the bridge of the nose within your Oculus Go headset.</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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# Troubleshooting guide

*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.*

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

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

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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.

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

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# Troubleshooting guide

Which phones can I use with Oculus Go?

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.

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

How do I download the Oculus app for 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 .

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# Troubleshooting guide

*Before you begin setting up your Oculus Go headset, remove all items from the box to 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.*
- 4. Continue through the on-screen instructions to*

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

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*pair your controller with your headset.*

*5. For an optimal experience, wait until your Oculus Go Headset is fully charged before wearing it.*

## ***Wearing Your Headset***

*To put your headset on:*

*1. Loosen the side straps and then the top strap.  
-Be gentle when pulling or adjusting straps. If the side straps disconnect from your headset, you can reattach them.*

*2. Starting from the back, put your headset on.  
-If you're wearing glasses, put the headset on from the front first.*

*3. Tighten the side tabs and then top strap.  
-Make sure the straps aren't too tight. The headset should fit comfortably and shouldn't apply too much pressure on your face and head.*

*To adjust your view:*

*-With your hands holding both sides of your headset, slowly move your Oculus Go up and down until the picture is clear and the headset feels comfortable.*

*-If you wear glasses, learn more about prescription lenses for your Oculus Go, or insert the glasses spacer into your Oculus Go headset prior to using it.*

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*If you're looking for information on prescription lens inserts for your Oculus Go, visit 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:***

*1. Loosen the side and top straps on your headset.*

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- 2. Starting from the front, put your headset on over the top of your glasses.
- 3. With the headset on your head, tighten the side straps and then the top strap to secure the headset.

**To take off your headset with glasses:**

- 1. Loosen the side and top straps.
- 2. With both hands, pull the headset forward and then take it off.

**Note:** If your glasses don't fit in the headset or the lens of your glasses touch the Go lens, we recommend you take off your glasses while using your Go or consider using prescription lenses.

**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.

How do I turn my Oculus Go off?

Contact Oculus Support for help:  
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*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.

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

**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.

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

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*From Home on your Oculus go, you can navigate the store, access content, and control 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.*

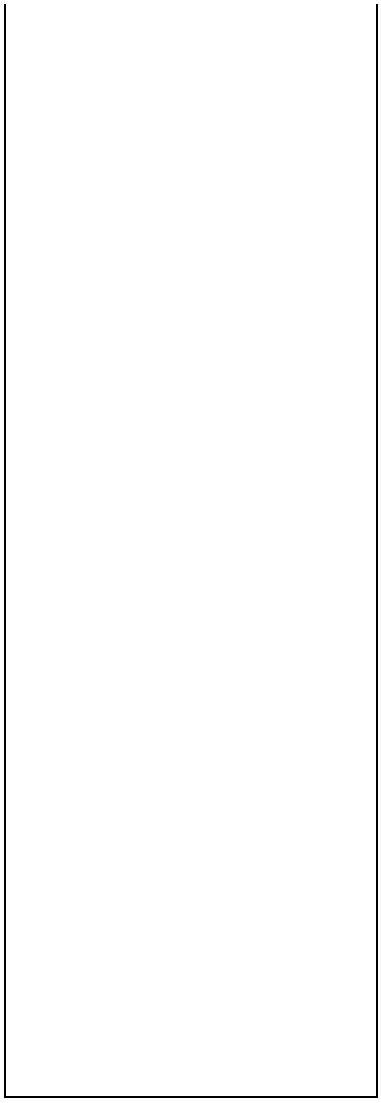
*-Reset View: Reset the angle and orientation of*

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*your view while using Oculus Go.*  
*-Wi-Fi: Select your network and turn Wi-Fi on or off.*  
*-See All: See additional settings options.*



# Troubleshooting guide

*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/>*

*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?*

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# Troubleshooting guide

## **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:**

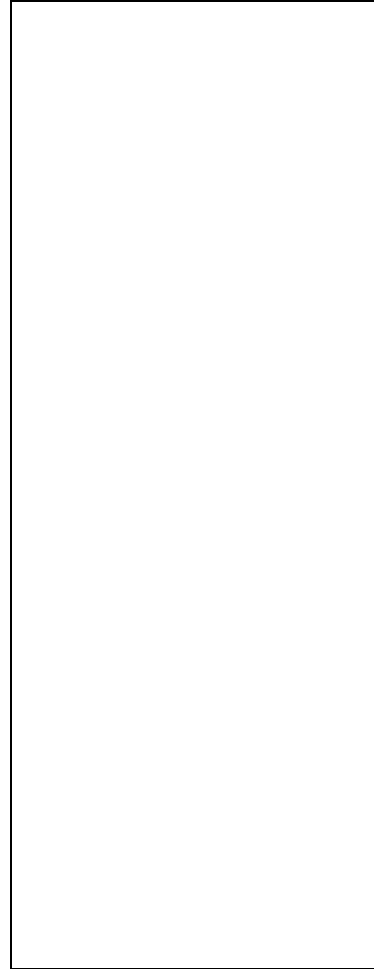
- Make sure to use the included USB cable from your Oculus Go package.
- Make sure to select Accept in VR to allow your computer to access files on your headset.
- Update your device driver:
  1. From your PC desktop, right click on This PC or My Computer.
  2. Select Manage and then Device Manager
    - 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.

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

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*6. Select MTP USB Device and then select Next to complete the update.*



# Troubleshooting guide

## *To view the comfort rating Oculus Go 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 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.

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

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***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.*