

# Oculus Quest 2 Set-Up and Troubleshooting Guide

This is a PDF version of key help center articles for setting-up and troubleshooting Oculus Quest 2 user questions. For the most optimal version and up to date help center articles please visit <https://support.oculus.com/>.

## Getting Started with Quest 2

- [How do I set up my Oculus Quest 2 headset?](#)
- [How do I change the language for the Oculus app?](#)
- [How do I connect my Oculus Quest 2 or Quest to Wi-Fi?](#)
- [What's IPD and how do I adjust it on my Oculus Quest 2 or Quest?](#)
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## [How do I set up my Oculus Quest 2 headset?](#)

### Charge your headset

To start, plug the charging cord into your Oculus Quest 2 Headset and a power source to begin charging it. The charging indicator turns green once it's fully charged. If you haven't already charged your Quest 2, we recommend keeping your headset connected to power while it runs the initial updates.

### Create your account

If you're new to Oculus, or using Oculus Quest 2, a Facebook account is required to use your device, apps and the Oculus store. You can create a Facebook account by tapping "Sign Up" on the first screen of the device setup process in the Oculus mobile app.

### Adjust your headset fit and view

1. To start, you'll want to gently [adjust the lenses](#) by shifting them left, then right until they click into the position that allows you to see what's on the screen most clearly.
2. Next, adjust the side straps. To do this, move the two sliders on either side of the top strap.
  - To loosen the side straps, move the sliders toward the top strap. To tighten the side straps, move the sliders away from the top strap.
  - After you move the sliders, re-center the top strap between the sliders so that the two sides are equal, and the top strap is centered on your head when you put the headset on.
  - Keep in mind, you'll need to remove the headset from your head to re-adjust the side straps with the sliders.
1. If you're wearing glasses, make sure to insert the [glasses spacer](#). When you're ready to put the headset on, put it on from front to back.
2. Place the headset on your head, then remove it and make any additional adjustments to the side straps as needed.
3. Once you've got the side straps set, put your headset back on and adjust the top strap. You can adjust the top strap by pulling apart the velcro and re-attaching it so that your Quest 2 rests lightly on your face and the picture is clear.
4. You can fine tune your headset fit and clarity by gently moving the firm arms on either side of your Quest 2 up and down to adjust the angle of the headset against your face.

Once your headset is adjusted, follow the instructions in-VR and in the Oculus mobile app to complete the setup process.

### Troubleshooting

If your Quest 2 stalls while attempting to run the initial updates, please follow the directions in [this article](#).

If you're having trouble completing the setup process in-VR, you may see a pairing code in-VR and you see a pairing code, please follow the steps below:

1. Open the Oculus app on a compatible mobile device. If you don't already have the Oculus

app, you can download it from either the App Store or Google Play store using the links next to this text

2. When you open the Oculus mobile app, you'll continue the setup process which includes:

- Signing into Oculus with Facebook
- Setting up a VR profile
- Adjusting preferences and privacy settings
- Creating an Oculus Store PIN
- Adding payment information

3. Once you complete the account setup steps listed above, you may be prompted to select your headset. Select Quest 2.

If you don't see Quest 2 listed, make sure that your mobile device has bluetooth turned on. If you still don't see Quest 2, uninstall and then re-install the Oculus mobile app.

4. On the next screen, tap Pair. Your headset will either pair automatically, or ask for the pairing code that was displayed while you were in-VR.

5. After your headset is paired, you can tap Wi-Fi or Controller Issues? and select the issue that you're having.

Follow the remaining steps displayed in your Oculus app to resolve the issue.

If you continue experiencing issues setting up your Oculus Quest, [please contact Customer Support](#) for additional help.

## [How do I change the language for the Oculus app?](#)

### **Oculus Quest 2, Quest and Go**

To change the language for the Oculus app on your phone:

The language you see in the Oculus app will be based off the language you select in your phone settings. If the language you select from your phone settings isn't supported in the Oculus app, the language in the Oculus app will default to an Oculus-supported language in your location. If there isn't an Oculus-supported language available in your location, it'll default to English.

The Oculus app supports the following languages:

- Czech
- Danish
- Dutch
- German
- Greek
- English (US)
- English (UK)
- Finnish

- French
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Portuguese (Brazil)
- Portuguese (Portugal)
- Romanian
- Russian
- Spanish (Spain)
- Spanish (LATAM)
- Swedish
- Turkish
- Simplified Chinese
- Traditional Chinese (Hong Kong)
- Traditional Chinese (Taiwan)

## [How do I connect my Oculus Quest 2 or Quest to Wi-Fi?](#)

Your Oculus Quest 2 or Quest needs to be connected to a Wi-Fi network to use and access most features and content. You will be prompted to choose your Wi-Fi network during the setup process.

To change the Wi-Fi network that your Quest 2 or Quest is connected to from your phone:

1. Turn on your headset 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 Wi-Fi.
5. Tap the new Wi-Fi network you'd like to connect to and enter the password, if prompted.

To change the Wi-Fi network your Quest 2 or Quest is connected to from your headset:

1. Press on your right Touch controller to pull up your universal menu.
2. Select .
3. Select Wi-Fi.
4. Select the Wi-Fi network you'd like to connect to.
5. If prompted, enter the password for the Wi-Fi network you'd like to connect to.
6. Select Connect to connect to the Wi-Fi network.

If you're still having trouble connecting your headset to Wi-Fi, try these [troubleshooting tips](#).

## [What's IPD and how do I adjust it on my Oculus Quest 2 or Quest?](#)

Two terms that are often used when talking about headset adjustments and clarity are “IPD” and “lens spacing.”

- IPD stands for Inter Pupillary Distance, or simply put, the distance between your pupils.
- Lens spacing refers to the distance between the clearest spots on the two lenses inside your headset.

To achieve the best image clarity, lens spacing should line up with your IPD as much as possible. Quest headsets best accommodate IPDs between 56 and 70 mm, or about 95% of adults.

### Finding your IPD

If you're not sure what your IPD is, the best way to ensure the most accurate measurement is to see your optometrist.

If seeing an optometrist isn't an option, many companies that sell prescription glasses have online or app-based resources to help you get an accurate IPD number at home.

### Quest 2 IPD

To change the lens spacing on your Oculus Quest 2, gently adjust the lenses by shifting them together or apart. There are three lens spacing settings for Quest 2.

If you know your IPD, the table below shows which lens spacing setting we suggest.

IPD Range	Lens Spacing Setting
61 mm or smaller	1 (narrowest, 58 mm)
61 mm to 66 mm	2 (middle, 63mm)
66mm or larger	3 (widest, 68mm)

Keep in mind that these are only suggestions, particularly if your IPD is on or near the edge of each lens spacing setting's suggested range. The best setting for you can depend on numerous factors, including things that can change with each use, like where a piece of content has you directing your gaze or how the headset is positioned on your face when you put it on. Don't hesitate to try a different lens spacing setting to see if it improves image clarity for you.

### Quest IPD

To change the IPD on your Oculus Quest: gently move the slider on the bottom left side of the headset from left, then right.

## [How do I wear glasses while using my Oculus Quest 2 or Quest?](#)

Before you wear your Oculus Quest 2 or Quest 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 headset to provide a larger fit.

To insert the eyeglass spacer:

1. Gently remove the facial interface foam from your headset.
2. Take the glasses spacer that came with your headset, and attach it to your headset by pressing it into place where your facial interface foam just was.
3. Re-insert the facial interface foam back into place on top of the glasses spacer.

When you put on your headset with glasses, put it on from front to back. When you remove your headset, pull it forward and then take it off.

## [How do I manually pair my Oculus Touch controllers to my Oculus Quest 2 or Quest?](#)

To manually pair your Oculus Touch controllers:

1. [Open the Oculus app](#) on your phone.
2. Tap Oculus Quest 2 or Oculus Quest in the top left corner of your Oculus app.
3. Tap Settings in the bottom right corner of your app.
4. Tap Oculus Quest 2 or Oculus Quest under your name and email.
5. Tap Controllers then tap Left or Right to choose which controller you'd like to pair.
6. Press and hold the and buttons on your right controller or and on your left controller until the controller LED blinks and then lights up to finalize the pairing.

Once you've paired your controllers, the controllers will automatically connect to your headset each time you turn it on, if it's nearby.

To unpair your controllers:

1. Open the Oculus app on your phone.
2. Tap Settings from the bottom menu.
3. Tap the Oculus Quest 2 or Quest headset you currently have paired.
4. Tap Controller, then tap the controller that you want to unpair.
5. Tap Unpair Controller.

## [How do I update the software for my Oculus Quest 2 or Quest?](#)

Your Oculus Quest 2 or Quest headset will update automatically when connected to Wi-Fi and turned on. To make sure your software updates automatically, make sure to:

- Charge your headset.
- Keep your headset turned.
- Keep your Quest 2 or Quest connected to Wi-Fi.
- Allow your headset to sit on a flat surface without moving the headset or blocking the inside sensor for an extended period of time.

Note: Your Quest 2 or Quest will not update automatically while turned off.

## [How do I set an unlock pattern for my Oculus Quest 2 or Quest?](#)

You can set your Oculus Quest 2 or Quest to require an unlock pattern when you power on or wake your device.

To set an unlock pattern:

1. Open the Oculus app on your phone.
2. Tap Settings in the bottom menu.
3. Tap the headset connected to your phone.
4. Tap More Settings.
5. Tap Unlock Pattern > Set Unlock Pattern.
6. Use your finger to "draw" the unlock pattern you'd like to use, then tap Create.
7. "Draw" the same pattern to confirm, then tap Confirm.

## [How do I transfer files from my Oculus Quest to my Quest 2?](#)

Transferring files from your Oculus Quest to your Oculus Quest 2:

1. Connect the included USB 2.0 cable to your computer and Oculus Quest headset.
2. Put on your headset and select Allow to confirm you want to allow your computer to access files on the headset.
  - On Windows, Oculus Quest 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 Quest and computer.
  - On Chromebook/Chrome OS, you'll need to use the Files app to access your Oculus Quest headset.
1. Click and drag files from your Oculus Quest headset on your computer.
2. Unplug your Oculus Quest.
3. Plug in your Oculus Quest 2.

4. Drag the files from your computer into the appropriate folders on your Quest 2.

Troubleshooting file transfer from your Quest to your Quest 2:

If your Oculus Quest headset is not appearing as a drive on your Windows PC:

- Make sure to use the included USB cable from your Oculus Quest package.
- Make sure to select Allow in VR from your headset 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 Computer.
  3. Select Manage.
  4. Select Device Manager.
    - If you don't see the Manage option, just select Device Manager directly.
  1. Click the > next to Oculus Devices or Portable Devices to expand your options.
  2. Right-click on Quest and select Update Driver.
  3. Select the Browse my computer option, then the Let me pick from a list option.
  4. Select MTP USB Device and then select Next to complete the update.

Additional notes:

- Some apps and games have implemented a cloud save option to bring over app data and game saves.
- If you're experiencing slow transfer speeds, try using a USB 3.0 cable plugged into a USB 3.0 port on your computer.

# Fixing a Problem With The Initial Setup Oculus Quest 2

- [My Quest 2 is stuck trying to run the initial updates.](#)
- [I got stuck on a black screen in-VR while trying to set up my Oculus Quest 2.](#)
- [My Oculus Quest 2 isn't connecting to Wi-Fi during the initial setup.](#)
- [I'm having trouble connecting or pairing my Oculus Quest 2 or Quest controllers.](#)
- [I'm having trouble pairing my Oculus Quest 2 or Quest to the Oculus app.](#)
- [I'm having trouble setting up Guardian using my Touch controllers.](#)

## [My Quest 2 is stuck trying to run the initial updates.](#)

If your Oculus Quest 2 gets stuck while trying to run the initial updates, please follow the steps below:

1. If you haven't already, plug your Quest 2 in with the charger that came in the box.
2. Wait at least 30 minutes, or until device sufficiently charged.
3. Your updates should resume automatically while your headset is plugged in and charging.
4. If the updates don't resume within 1 hour, please reboot your headset.

If you're still having trouble after trying the steps above, please [contact Oculus Support](#).

## [I got stuck on a black screen in-VR while trying to set up my Oculus Quest 2.](#)

If you get stuck during the in-VR setup process, rebooting your Oculus Quest 2 headset will often fix the issue, and allow you to continue setting up your headset.

To reboot your Quest:

1. With your headset on, hold the power button on the right side of your headset down until you're prompted with a shut-down screen.
2. Select Restart to reboot your Oculus Quest.

## [My Oculus Quest 2 isn't connecting to Wi-Fi during the initial setup.](#)

The troubleshooting steps listed below are specific to Oculus Quest 2 headsets that can't connect to Wi-Fi during the initial setup process. If you're having Wi-Fi issues after you've already set up your device, check out these [post-setup troubleshooting steps](#).

We're aware of an issue that may cause some Oculus Quest 2 headsets to not detect or connect to Wi-Fi automatically during initial setup. If your Quest 2 isn't connecting to your home Wi-Fi network, or if you're prompted with an error message asking you to turn Wi-Fi on, please try the following steps to resolve the issue:

1. In your phone's settings, disable, then re-enable Wi-Fi.
2. If you see a pairing code in your headset that looks like this:
3. you may be able to continue the setup process using the [Oculus mobile app](#). To do this:
  1. Open the Oculus app on a compatible mobile device. If you don't already have the Oculus app, you can download it from either the App Store or Google Play store using the links below:
  2. When you open the Oculus mobile app, you'll continue the setup process which includes:

1. Signing into Oculus with Facebook
2. Setting up a VR profile
3. Adjusting preferences and privacy settings
4. Creating an Oculus Store PIN
5. Adding payment information
  - a. Once you complete the steps listed above, choose Oculus Quest 2.
  - b. Your headset will either pair automatically, or ask for the pairing code that was displayed while you were in-VR.
  - c. After your headset is paired, tap Controller or Headset Problem?, and select the issue that you're having.
  - d. Follow the remaining steps displayed in your Oculus app to resolve the issue.
  
6. Reboot your headset
  - a. With your headset on, hold the power button on the right side of your headset down until you're prompted with a shut-down screen.
  - b. Select Restart.
  
7. Factory reset your headset
  - a. Turn off your headset.
  - b. Hold the power and volume (-) buttons down simultaneously until the boot screen loads on your headset.
  - c. Use the volume buttons on your headset to highlight Factory Reset and press the power button.
  - d. Use the volume buttons on your headset to highlight Yes and press the power button.

If none of the above steps solve your problem, please [contact Oculus Support](#).

## [I'm having trouble connecting or pairing my Oculus Quest 2 or Quest controllers.](#)

**If you're having trouble connecting or pairing your Oculus Touch controllers to your headset, try any of the following actions:**

- While you have your headset on, press and hold the Oculus button.
- Remove the batteries and place it back into your Oculus Touch controllers.

- Unpair and re-pair your controllers:
  - To unpair your controller:
    1. Open the Oculus app on your phone.
    2. Tap from the universal menu.
    3. Tap the Oculus Quest 2 or Quest headset you currently have paired.
    4. Tap Controllers, then tap the controller that you want to unpair.
    5. Tap Unpair Controller > Unpair.
  - To re-pair your controller:
    1. [Open the Oculus app](#) on your phone.
    2. Tap Oculus Quest 2 or Oculus Quest in the top left corner of your Oculus app.
    3. Tap Settings in the bottom right corner of your app.
    4. Tap Oculus Quest 2 or Oculus Quest under your name and email.
    5. Tap Controllers then tap + Pair New Controller.
    6. Tap Pair Oculus Quest Left Controller or Pair Oculus Quest Right Controller to choose which controller you'd like to pair.
    7. Press and hold the and buttons on your right controller or and on your left controller until the controller LED blinks and then lights up to finalize the pairing.

If you continue experiencing issues pairing or connecting your Oculus Quest controllers, [contact Customer Support](#). Note: If your Oculus Quest controller LED does not light up, you may need to replace the controller battery.

## [I'm having trouble setting up Guardian using my Touch controllers.](#)

If you're having trouble setting up Guardian with your Quest 2, Quest or Rift S, try the following:  
Play Area

- Check to make sure your play area is at least 3 feet by 3 feet (1 meter by 1 meter).
- Move any objects that may keep you from setting your boundaries (example: table, couch).

### Touch Controllers

- 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.
- Make sure the batteries in your Touch controllers are not low.

# Fixing a Problem With Your Hardware

- [I'm having trouble charging my Oculus Quest.](#)
- [My Oculus Quest isn't turning back on after I did a factory reset.](#)
- [My Oculus Quest isn't charging.](#)
- [I need to remove my data from an Oculus Quest I no longer have access to.](#)
- [I'm having trouble connecting or pairing my Oculus Quest 2 or Quest with my Oculus Touch controllers.](#)

## [I'm having trouble charging my Oculus Quest.](#)

### **If you run into any issues with charging your Oculus Quest 2 or Quest, try the following steps:**

- When charging, ensure your charging cable is connected to your headset properly. If you're not sure, unplug your charging cable from the headset and power brick, then plug it back in.
- Make sure the [LED light](#) on the side 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 that it is turned off or in sleep mode.

## [My Oculus Quest isn't turning back on after I did a factory reset.](#)

If you have trouble turning your Quest back on after performing a [factory reset](#), hold down the power button for 30 seconds.

If you continue to encounter issues with your Oculus app installation after completing these steps, please [contact Oculus Support](#) directly.

## [My Oculus Quest isn't charging.](#)

If your Oculus Quest isn't charging, it may need to cool down first. If you continue to encounter issues with your headset taking a charge after letting it cool down, please [contact Oculus Support](#) directly.

## [I need to remove my data from an Oculus Quest I no longer have access to.](#)

Using your Oculus account, you can perform a remote wipe of your Oculus Quest even if you don't have physical access to your device.

To remove your data from an Oculus Quest remotely:

1. On a computer or mobile phone, navigate to <https://secure.oculus.com/my/devices/>
2. Choose your Oculus Quest headset from the list of devices.
3. Click Delete Device Data.
  - If you don't see this option, your device's software version may not support remote wipe.
    1. Complete the verification flow to confirm your identity.
    2. Once the factory reset is complete, your device will disappear from the list. It will then be factory reset the next time that it comes online.

## I'm having trouble connecting or pairing my Oculus Quest 2 or Quest with my Oculus Touch controllers.

Fix a pairing issue with the initial set-up

If you're having trouble completing the setup process in-VR, you may see a pairing code in-VR that looks like this:

To resolve the issue:

1. Open the Oculus app on a compatible mobile device. If you don't already have the Oculus app, you can download it from either the App Store or Google Play store using the links below:
2. When you open the Oculus mobile app, you'll continue the setup process which includes:
  - Signing into Oculus with Facebook
  - Setting up a VR profile
  - Adjusting preferences and privacy settings
  - Creating an Oculus Store PIN
  - Adding payment information
1. Once you complete the steps listed above, choose Oculus Quest 2.
2. Now, your headset will either pair automatically, or ask for the pairing code that was displayed while you were in-VR.
3. After your headset is paired, tap Controller or Headset Problem?, and then select Pair Controllers
4. Follow the remaining steps displayed in your Oculus app to resolve the issue.

Fix a pairing issue after the initial set-up

If you're having trouble connecting or pairing your Oculus Touch controllers to your headset after the initial setup:

- Press any button to wake the controller while using Oculus Quest 2 or Quest.
- While you have your headset on, press and hold the Oculus button to reorient the controller.
- Remove the battery and place it back into your Oculus Touch controller.
- [Unpair and re-pair your controller:](#)
  - To unpair your controllers
    1. Open the Oculus app on your phone.
    2. Tap Settings from the bottom menu.
    3. Tap the Oculus Quest headset you currently have paired.
    4. Tap Controllers, then tap the controller that you want to unpair.
    5. Tap Unpair Controller.
  - To re-pair your controllers
    1. Open the Oculus app on your phone.
    2. Tap Settings from the bottom menu.
    3. Tap the Oculus Quest headset you currently have paired.
    4. Tap Controllers, then tap the controller that you want to unpair.
    5. Press and hold and buttons on your right controller or and on your left controller until the controller LED blinks and then lights up to finalize the pairing.

If you continue experiencing issues pairing or connecting your Oculus Quest controllers, [contact Customer Support](#).

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

# Fixing a Problem With Your Quest Software

- [My view in VR and controller keep moving or panning outside of my control when using Oculus Quest 2 or Quest.](#)
- [I'm getting a black screen when opening some apps or games on my Oculus Quest.](#)
- [How do I remove or log out of an account connected to my Oculus Quest 2 or Quest?](#)
- [I need to remove my data from an Oculus Quest I no longer have access to.](#)
- [My Oculus Quest 2, Quest, or Rift S doesn't remember my Guardian.](#)

## **My view in VR and controller keep moving or panning outside of my control when using Oculus Quest 2 or Quest.**

If you're running into issues maintaining the viewing angle, screen position, or controller position while using Oculus Quest 2 or Quest, you may resolve the issue by resetting your view from the Settings menu and resetting your controller orientation.

To reset your view from your Settings menu:

1. Press on your right Touch controller to pull up your universal menu.
2. Select .
3. Select Quick Actions.
4. Select .
5. Move your head to your preferred position, ensuring the screen view feels natural and comfortable.
6. With your head in the preferred position, select confirm to set your position.

To reset your view with your controller:

1. Point your controller straight ahead and press and hold the Oculus button until your view resets.

If you continue experiencing issues with your headset position, turn your headset off and back on again before trying again.

## **I'm getting a black screen when opening some apps or games on my Oculus Quest.**

If you get a black screen after opening an app or game on your Oculus Quest 2 or Quest, try restarting your headset and trying again.

To restart your headset:

1. With your headset on, hold the power button down until you are prompted to a shut down screen.
2. Select Restart to reboot your headset.

## **How do I remove or log out of an account connected to my Oculus Quest 2 or Quest?**

If you run into problems with your or want to clear all of your data off of the headset, you can do a factory reset. This wipes everything off your Oculus Quest 2 or Quest, and returns it to the software state that it was in when you first took it out of the box.

To perform a factory reset using your phone:

1. Open the Oculus app on your phone.
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.

To perform a factory reset using the headset:

1. Turn off your headset.
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, erase and factory reset, then press the power button.

Notes:

- Performing a factory reset is irreversible and will remove all account information, downloaded games, and content from the headset.
- Performing a factory reset won't remove content you've purchased or downloaded to your account, so you can still download it to your headset afterwards as long as you have access to your account.

## [I need to remove my data from an Oculus Quest I no longer have access to.](#)

Using your Oculus account, you can perform a remote wipe of your Oculus Quest even if you don't have physical access to your device.

To remove your data from an Oculus Quest remotely:

1. On a computer or mobile phone, navigate to <https://secure.oculus.com/my/devices/>
2. Choose your Oculus Quest headset from the list of devices.
3. Click Delete Device Data.
  - If you don't see this option, your device's software version may not support remote wipe.
1. Complete the verification flow to confirm your identity.
2. Once the factory reset is complete, your device will disappear from the list. It will then be factory reset the next time that it comes online.

## [My Oculus Quest 2, Quest, or Rift S doesn't remember my Guardian.](#)

Your Oculus Quest 2, Quest or Rift S may have forgotten your previous Guardian if:

- The physical space has changed significantly since the time you set up Guardian. It can look like a new space to our system and will prompt you to set up Guardian again. Examples include:
  - You moved furniture and/or changed the wall decor.
  - You have lots of people moving around in your play area.

- The lighting has changed significantly since the time you set up Guardian. It can look like a new space to our system and will prompt you to set up Guardian again. Examples include:
  - You have prominent windows near the play area and external lighting has changed significantly. Daytime lighting versus nighttime lighting is a common difference that can affect the system's ability to recall the Guardian boundary.
  - The direction of indoor lighting has changed significantly, e.g., light source has moved from one side of room to other.

To help your headset remember your Guardian in the future, try these tips:

- Stand as close as possible to the center of the intended play area when drawing your Guardian boundary.
- Look around the room when drawing your boundary. Only looking in one direction while drawing your boundary reduces the likelihood of matching your Guardian in the future.
- Ensure that you have appropriate lighting but avoid direct sunlight in your play area. If you can read a book in your play area, that's sufficient.
- Always make sure the area within the Guardian system boundary is clear of hazards and obstacles.

# Facebook Accounts on Oculus

## Is a Facebook account required to log into Oculus devices?

For Oculus Quest 2:

- Quest 2 requires everyone to use a Facebook account to log in.
- If you are an existing Oculus user and have an Oculus account, you will have the option to log in with your Oculus account and merge your Facebook and Oculus accounts.
- When you log in with a Facebook account, you can still create or keep your VR profile. So you might be Monique Smith on Facebook, but WarriorMama365 in VR.

For previous generation Oculus devices, including Quest, Rift S, Rift, Go, and Samsung Gear VR:

- Everyone using a previous generation Oculus device for the first time will need to log in with a Facebook account.
- If you are an existing Oculus user and have an Oculus account, you will have the option to log in with your Oculus account and merge your Facebook and Oculus accounts. You can also choose not to merge your accounts and continue using your Oculus account for two years.
- You can continue using your Oculus account until January 2023, but you will not have access to social and some new and updated features. After that, full functionality will require a Facebook account.

## Resources

- [Oculus Help Center](#)
- [Oculus Quest 2 Health & Safety Manual](#)
- [Quest 2 Videos](#)