

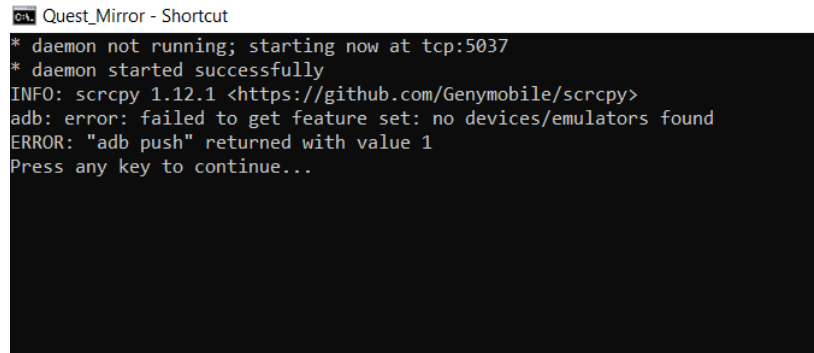
Please remind students to **POWER OFF** the Oculus Headsets before leaving. Thank you!

Oculus VR Headset Troubleshooting

1. *Quest_Mirror* software not functioning

In short, if the *Quest_Mirror* software is not functioning, try re-opening it.

If you see the message below when opening the *Quest_Mirror* software and there are no notification messages on the headset, try disconnecting and reconnecting the USB cable from the headset. Then try running the *Quest_Mirror* software again.



```
ca Quest_Mirror - Shortcut
* daemon not running; starting now at tcp:5037
* daemon started successfully
INFO: scrcpy 1.12.1 <https://github.com/Genymobile/scrcpy>
adb: error: failed to get feature set: no devices/emulators found
ERROR: "adb push" returned with value 1
Press any key to continue...
```

The *Quest_Mirror* software only functions once the headset is fully connected to the PC.

A full connection is established when the USB cable is correctly connected, and the “Allow” notifications, in the headset, have been confirmed.

You can verify the Oculus headset connection to the PC by opening *File Explorer/This PC*. Look for “Quest 2” in “Devices and drives”. The device will only appear in file explorer if the “Allow” notifications in the headset have been confirmed. If you do not see the “Allow” notifications, then disconnect and re-connect the USB cable from the headset. After a few moments the “Allow” notifications should appear in the headset. Then re-open *Quest_Mirror*.

To see the Mirror on the desktop screen, be sure the headset is not in sleep mode.

2. One lens glitches while other lens goes black – unresponsive headset

To reboot the headset, hold down the power button for 10 seconds (instead of 5 to turn it off).

The headset should reboot and start back up again. Please notify Dave Aplin (daplin@uw.edu, [@David Aplin](#)) and Eddie Mendoza (eddiemen@uw.edu, [@Eddie A. Mendoza](#)) if this fault occurs.

3. Tracking Lost

If the headset gives you a notification message *Tracking Lost*, this is most likely due to residue covering one or more of the four headset cameras on the outside-front of the headset (they appear as small black circles/dots). Wipe the cameras clean with the lens cloth supplied in the Oculus box. You may need to restart the headset. Tracking can also become unstable if the battery is very low on charge. If this problem persists after cleaning the cameras and restarting the headset, then switch out this headset and notify Dave Aplin (daplin@uw.edu, [@David Aplin](#)) and Eddie Mendoza (eddiemen@uw.edu, [@Eddie A. Mendoza](#)) at the end of the lab session.

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4. Facebook/Meta Login page

If Wifi is turned on, on the headset, then you may see a Facebook/Meta login page. To get around this press the “Oculus” button to pull up the toolbar menu. On the left side of the toolbar click on the Wifi symbol. You can now turn the Wifi off. Once Wifi is turned off, press the oculus button again. The headset should now function correctly. Please notify Dave Aplin (daplin@uw.edu, [@David Aplin](#)) and Eddie Mendoza (eddiemen@uw.edu, [@Eddie A. Mendoza](#)) at the end of the lab session.

5. Screen not stable

If the Oculus headset screen is jumping or the hand controllers are abruptly moving location on the screen, try restarting the headset (power off and on again). Also try cleaning the four headset cameras on the outside-front of the headset, with the lens cloth in the Oculus box. This error may also occur if the headset battery is low on charge. If this problem persists after restarting the headset, then switch out this headset and notify Dave Aplin (daplin@uw.edu, [@David Aplin](#)) and Eddie Mendoza (eddiemen@uw.edu, [@Eddie A. Mendoza](#)) at the end of the lab session.

6. Faulty USB cable - *Quest_Mirror* software not functioning

If the headset is working, but the screen mirroring software (*Quest_Mirror*) is not functioning, and you do not see any notification messages on the headset, it could be that the USB cable is faulty or poorly connected. Try switching out the cable. Listen for a notification tone and look for a Windows notification on the screen of the desktop PC when you connect the headset with the new cable. Please place any damaged USB cables in the broken equipment box in the TA cabinet.

7. User is outside the Guardian

When switching headsets between students it is easiest to have the students swap seats. However, the guardian can be re-defined: press the “Oculus” button to pull up the toolbar menu. Click on the Wifi icon on the left side of the toolbar. On the menu that pops-up select “Guardian” on the right side of the menu. Choose “Stationary” and follow the prompts.

8. Controller not awake

Press any button on the controller to wake it. Replacement batteries for the controllers are available, on the TA bench, if required. Charge indicators for the touch controllers are visible in the headset.

9. Thumbstick to move particles is frozen

If you find that a particle is stuck and won't move with the thumbstick in NOMR, try pointing the controller away from the particle and press either the *A* or *B* button.