

General Troubleshoots

FOR VR HEADSETS (META QUEST 2)

Version 3.0



Quick Restart



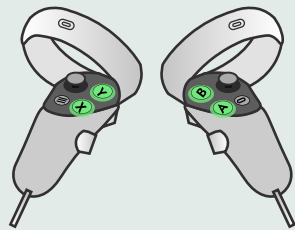
Turn headset on/off

Turn the headset off and on using the **power button**.

A little **green light** will be lit next to the power button when the headset is turned on.

If it is a **yellow or red light** next to the power button, it is low in battery.

! Troubles With Controllers



Waking the controllers

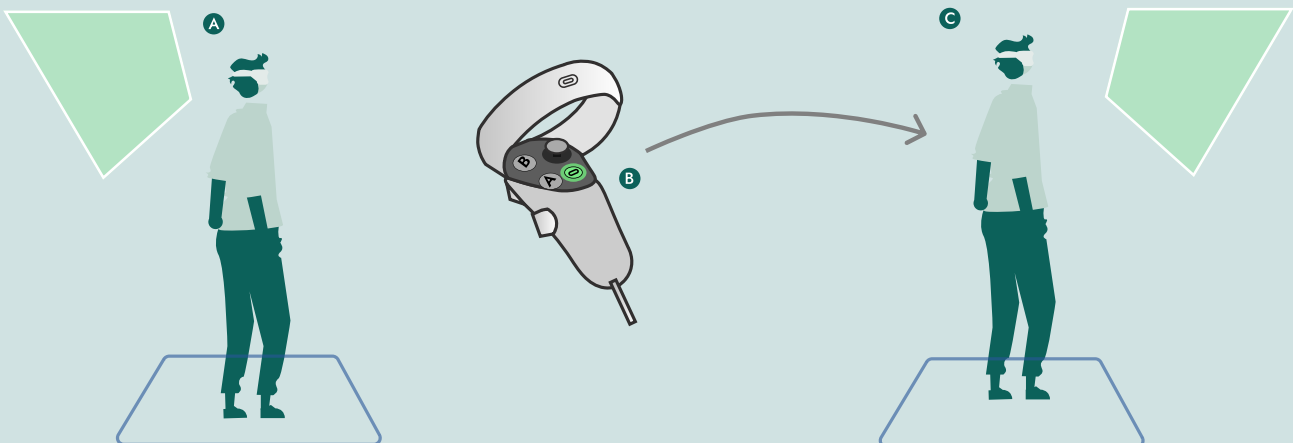
Press any button will wake up the controller if you had taken off the headset at any point.



Reorientate the controller

Press and hold the quest button to reorientate the controller.

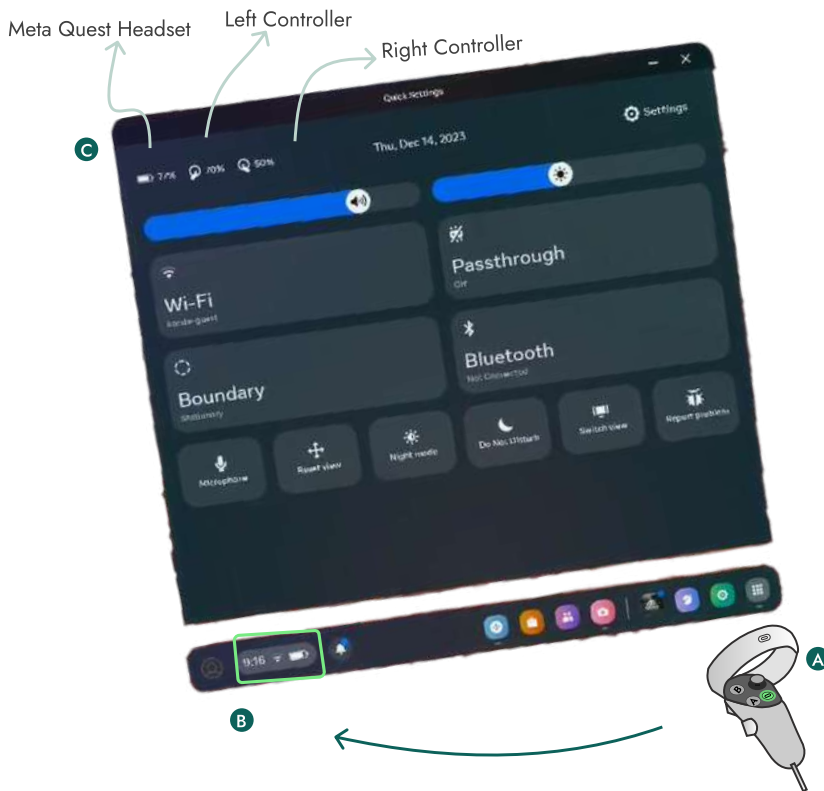
Reset Headset Orientation



Sometimes the screens may not spawn right in front of you, try to turn around.

If it still can't be spotted, **press and hold the quest button** to reset the orientation.

Checking The Battery



Check from quick settings

A) Press the **quest button** on the **right controller** to open up the universal menu.

B) Open **quick settings** by pressing the **trigger** down.

C) The **amount of battery** left in the headset as well as controllers are shown on the **top left**.

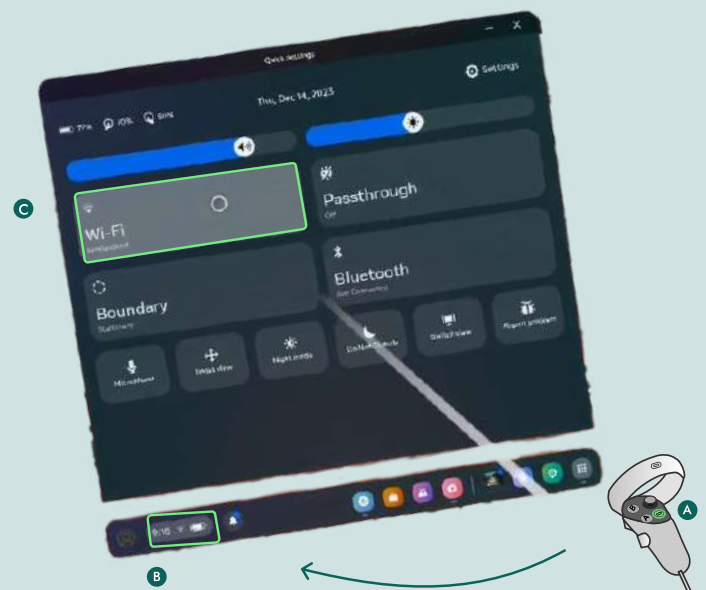
Adjusting The Volume



You can turn the volume up and down with this button, located on the right underside of the headset.

This will affect both other people's microphone volume and the environment volume.

Checking Wi-Fi Is Connected



A) Open the universal menu by pressing the **quest button** on the **right controller**

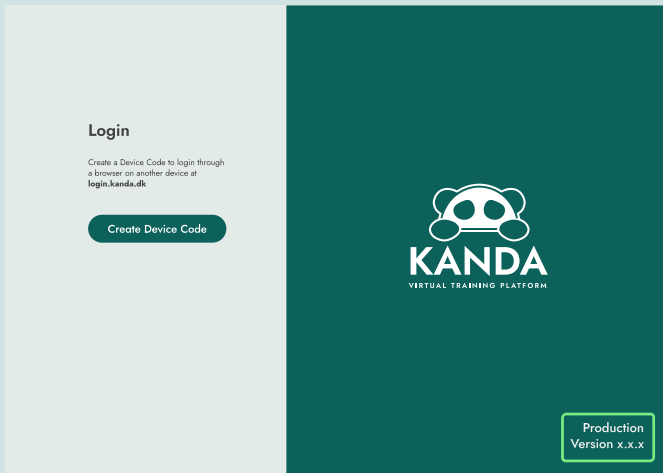
B) Select the Wi-Fi icon to open the **quick settings**

C) The Wi-Fi is connected when the **name of the Wi-Fi** is displayed.

Checking The App Is Up-To-Date

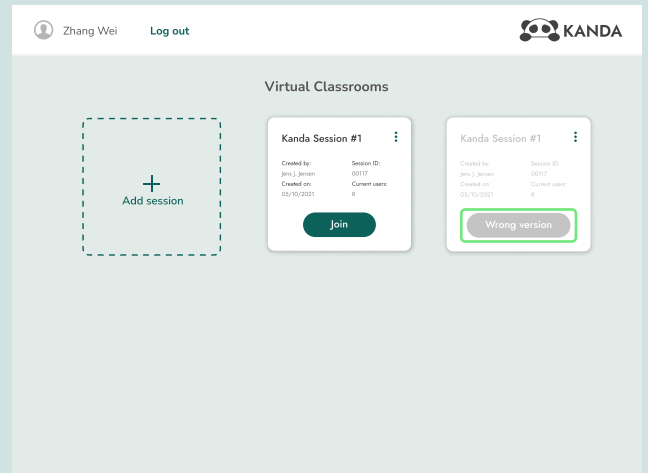
Check that **all users are using the same version** to be able to create and join sessions together.

General rule of thumb is to always have it up-to-date with the latest version.



Lobby or session screen

The display of the version of the app is located at the **bottom right corner** of the lobby or session dashboard upon logging in.



Session cards

On specific session cards, the join button would indicate that you have the wrong version of the app. The button showcases a **specific ID and version number**.

Quit Application - Consumer Headset



If it is only the training course that is causing trouble, click the **quest button** on the **right controller** and **press 'Quit'**. Then start the app again.

Quit Application - Business Headset



If it is only the training course that is causing trouble, click the **quest button** on the **right controller** and **press 'Quit'**. Then start the app again.



For more information, take a look at our FAQ at <https://www.kanda.dk/knowledge/faq>.

Feel free to reach out and contact our customer success specialists.



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