

htc®



VIVE™

VIVE Cosmos Elite User guide

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Trademarks and copyrights

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About this guide

We use the following symbols to indicate useful and important information:



This is a note. It provides detailed information for setup, common questions, and what to do in specific situations.



This is a tip. It will give you an alternative way to do a particular step or procedure that you may find helpful.



This indicates important information that you need in order to accomplish a certain task or to get a feature to work properly.



This is a warning. Take note to avoid potential problems or prevent damage to your hardware.

Information contained in this guide may have changed. For the most up-to-date information, including the latest version of this guide, go to [VIVE Support](#).

Before using the product, carefully review VIVE safety information and follow all product safety and operating instructions on <https://www.vive.com/legal/>.

System requirements

What's inside the box?

Your VIVE Cosmos Elite comes with the following items, which you'll use to experience immersive VR environments:

Main component	Accessories
VIVE Cosmos Elite	<ul style="list-style-type: none"> ▪ Headset cable (attached) ▪ Audio cable (attached) ▪ Top strap (attached) ▪ Face cushion frame with cushions (attached) ▪ Cleaning cloth ▪ On-ear headphones (attached)
	 To use your own headphones with VIVE Cosmos Elite, you'll need the replacement kit for headphones. For details on how to order the kit, contact customer care.
Converter	<ul style="list-style-type: none"> ▪ Power adapter ▪ DisplayPort™ cable ▪ USB 3.0 cable ▪ Mini DisplayPort to DisplayPort adapter
VIVE™ controllers (x2)	<ul style="list-style-type: none"> ▪ Power adapters (x2) ▪ Lanyards (attached, x2) ▪ Micro-USB cables (x2)
Base stations (x2)	<ul style="list-style-type: none"> ▪ Power adapters (x2) ▪ Mounting kit (2 mounts, 4 screws, and 4 wall anchors)

What are the system requirements?

To use VIVE Cosmos Elite, your computer must meet the following system requirements.

Component	Minimum system requirements	Recommended system requirements
Processor	Intel® Core™ i5-4590/AMD FX™ 8350 equivalent or better	Intel Core i5-4590/AMD FX 8350 equivalent or better

Component	Minimum system requirements	Recommended system requirements
GPU	NVIDIA® GeForce® GTX 970 4GB, AMD Radeon™ R9 290 4GB equivalent or better VR Ready graphics card. Refer to AMD or NVIDIA's VR Ready website for a list of VR Ready graphics cards.	NVIDIA GeForce GTX 1070/Quadro P5000 equivalent or better, AMD Radeon Vega 56 equivalent or better VR Ready graphics card. Refer to AMD or NVIDIA's VR Ready website for a list of VR Ready graphics cards.
Memory	4 GB RAM or more	8 GB RAM or more
Video output	DisplayPort 1.2 or newer	DisplayPort 1.2 or newer
USB port	1x USB 3.0 or newer	1x USB 3.0 or newer
Operating system	Windows® 10	Windows 10

Headset and headphones

Headset

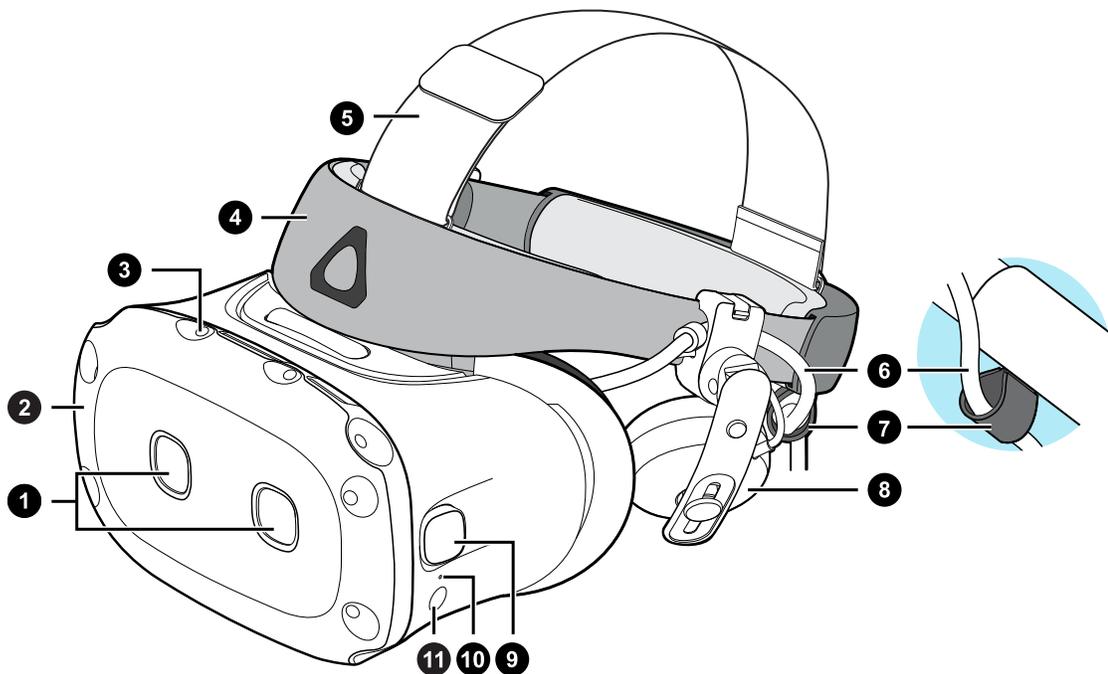
About the VIVE Cosmos Elite headset

The headset is your window to the VR environment.



The cameras on the headset are sensitive. Do not cover or scratch the cameras. These cameras are used for inside-out tracking and to view real surroundings when the headset is using a supported front cover. By default, VIVE Cosmos Elite does not use these cameras and needs base stations for tracking.

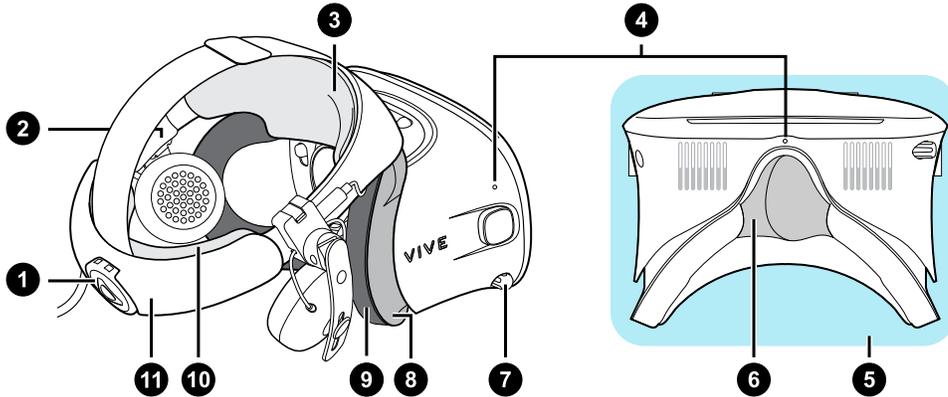
Front and side views



1. Dual cameras
2. Front cover
3. Tracking sensor
4. Headset band
5. Top strap
6. Headset cable
7. Headset cable strip

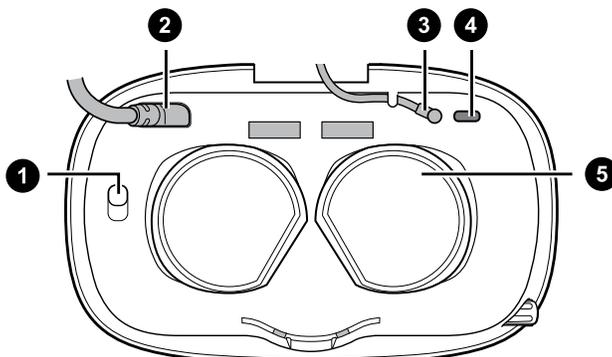
- 8. On-ear headphone
- 9. Side cameras
- 10. Status light
- 11. Headset button

Back and bottom views



- 1. Adjustment dial
- 2. Side cushion
- 3. Front pad
- 4. Mic
- 5. Visor
- 6. Nose rest
- 7. Interpupillary distance (IPD) knob
- 8. Face cushion frame
- 9. Face cushion
- 10. Back pad
- 11. Headset band

Inner view (face cushion frame removed)



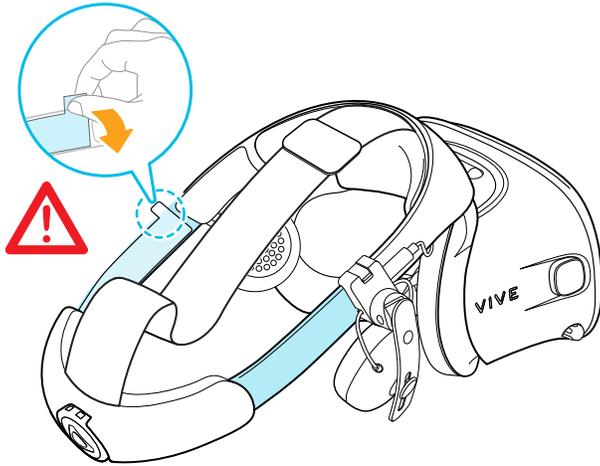
- 1. Front cover lock button
- 2. Headset cable
- 3. Audio cable
- 4. USB Type-C cable slot
- 5. Lenses

Putting on the VIVE Cosmos Elite headset

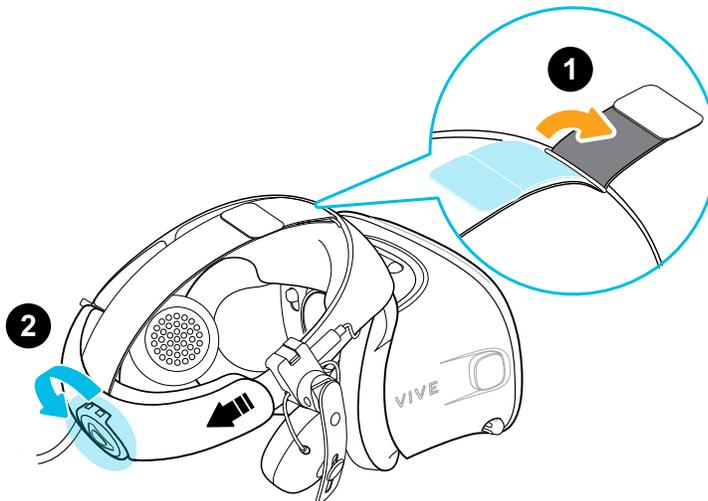


Before wearing the headset for the first time, make sure to:

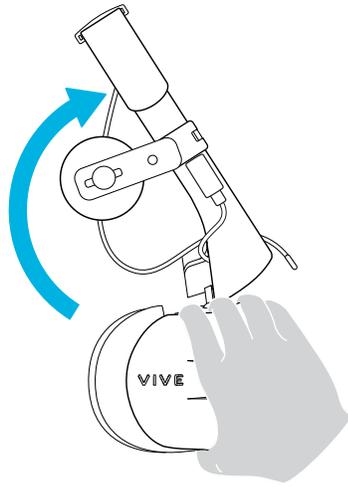
- Peel off the protective film on the lenses.
- Fully loosen the band and peel off the protective film starting from the left side of the band.



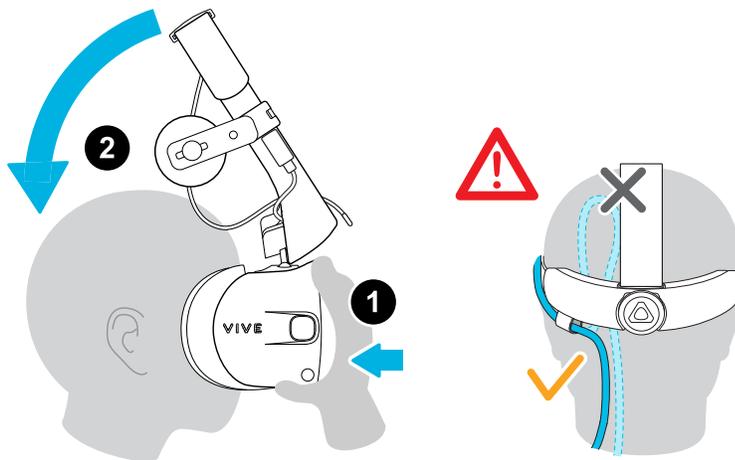
1. Detach the velcro fastener on the top strap, and then loosen the band by turning the adjustment dial counter-clockwise.



2. While holding the visor with one hand, pull up the band.



3. Hold the visor to your eyes. Adjust the position of the visor until you see a clear image inside the headset.

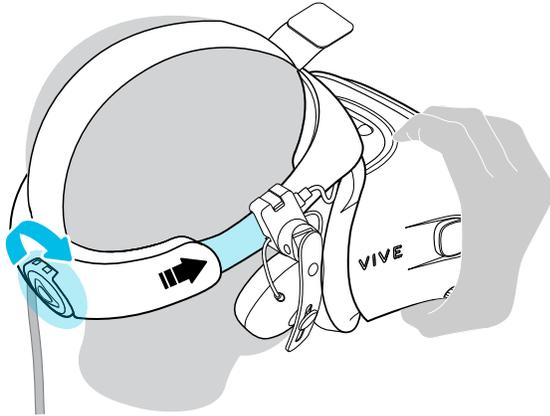


4. Pull down the headset band around the back of your head until you hear a click. The click indicates that the headset band has locked into place.

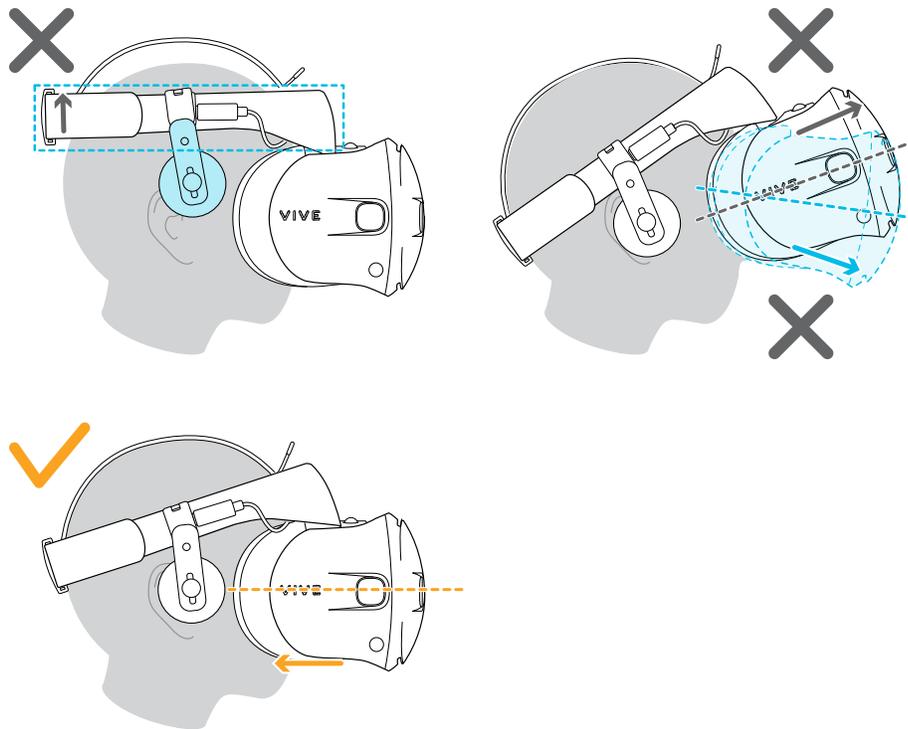


When you pull down the band, make sure the headset cable is not caught in between the band and your head. Let the headset cable run straight down your back.

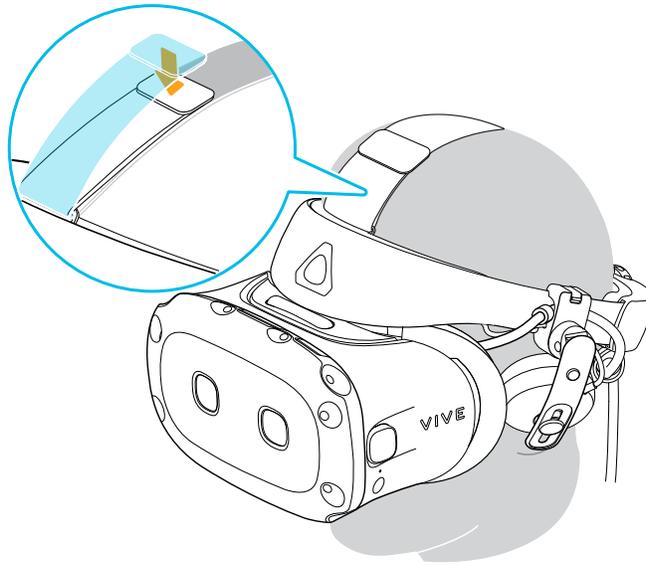
5. Turn the adjustment dial clockwise until the headset fits snugly.



Make sure the visor faces straight ahead. If the band sits too low or high on the back of your head, the visor will be tilted. It will also be difficult to position the on-ear headphones properly on your ears. If there's light leakage around the areas of your nose or cheeks, adjust the position of the band.



6. Adjust the top strap until snug, and then fasten the velcro strap.



If there's light leakage around the areas of your nose or cheeks, readjust the strap and reposition the band.

Can I wear my prescription glasses while using VIVE Cosmos Elite?

Most glasses fit inside the headset.

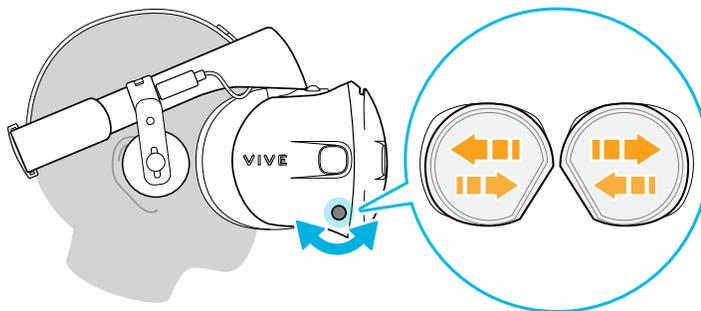


Make sure that no part of your glasses scratch the headset lenses.

Adjusting the IPD on the headset

Interpupillary distance (IPD) is the distance between the centers of your pupils. A quick way to get an estimate is by facing a mirror and holding a millimeter ruler against your brow. Use this measurement as a guide to adjust the distance between the lenses of the headset so that you'll have a better viewing experience.

To increase the distance between the lenses, rotate the IPD knob clockwise. To decrease, rotate the IPD knob counterclockwise.

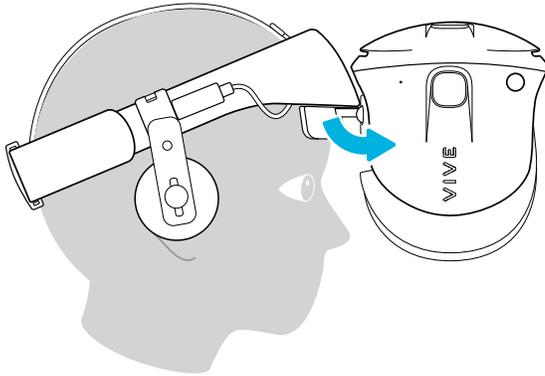


As you adjust the IPD, you'll see a prompt indicating the current distance between the centers of the lenses.

Flipping up the visor

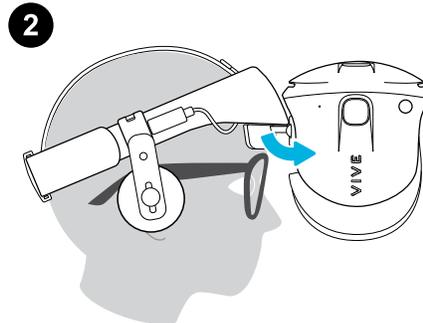
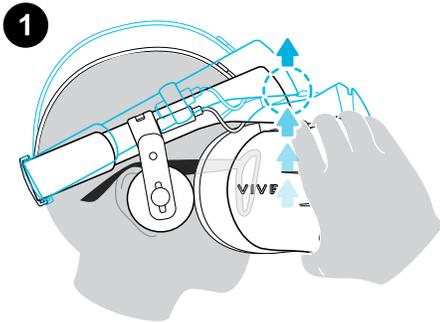
Quickly take a break from VR to check your surroundings.

While wearing VIVE Cosmos Elite, hold the visor with one or both hands, and then gently flip it up.



To return it to its original position, tilt the visor down until it completely covers your eyes.

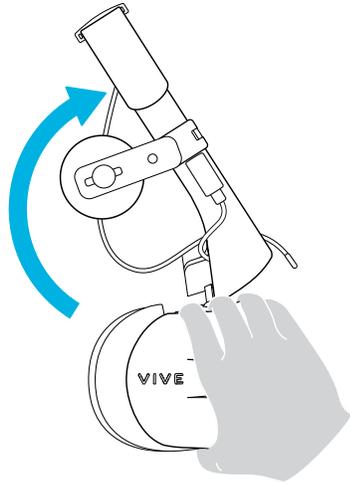
If you wear large glasses, you may need to adjust the headset to sit higher on your head when flipping the visor up or down.



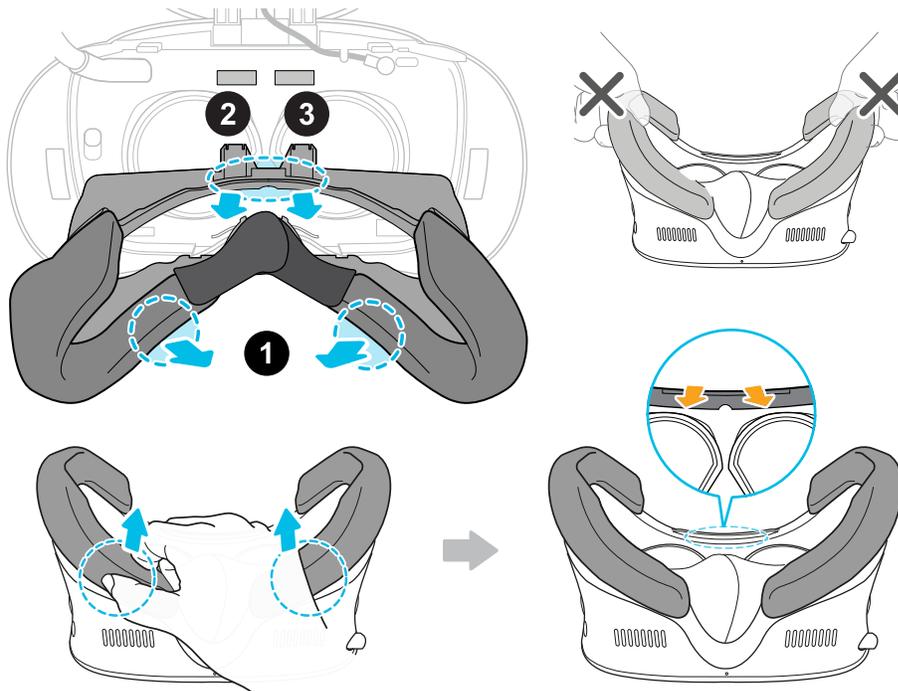
Connecting a USB device to VIVE Cosmos Elite

You can connect a compatible USB Type-C device to VIVE Cosmos Elite using a USB cable.

1. While holding the visor with one hand, pull up the band.

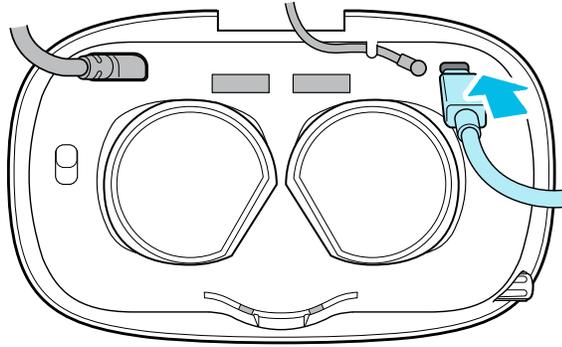


2. Detach the face cushion frame from the headset. To release the frame from its latches, gently pull on any side of the frame starting from the bottom, and then pull one side at a time on the top.

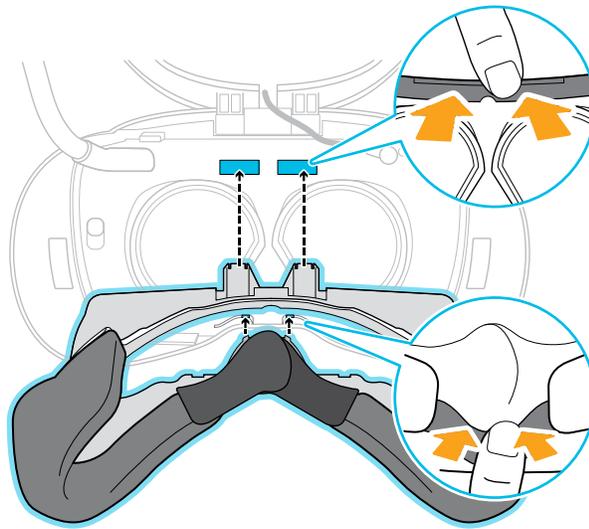


Avoid pulling or squeezing on the sides of the face cushion frame to prevent damaging the frame.

3. Insert the cable connector of the device into the USB Type-C port on the headset.



4. Align and push the tabs on the face cushion frame into their corresponding slots on the headset. Make sure to position the ridge of the face cushion frame below the headset, audio, and USB cables. You'll hear a click when the face cushion frame locks in place.

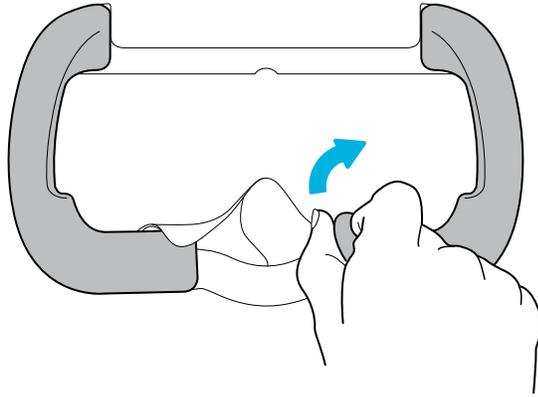


5. Connect the other end of the USB cable to USB Type-C device.

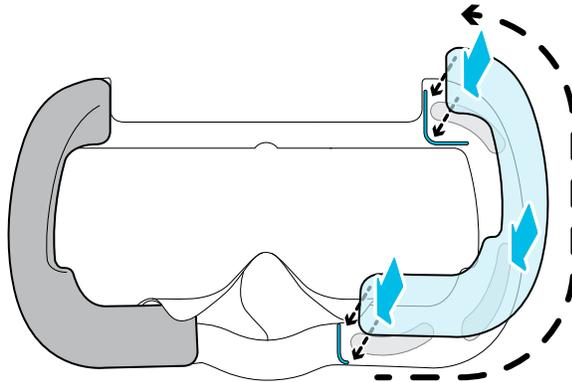
Removing the face cushions

You can remove the face cushions for cleaning. To learn how to clean the face cushion, see [Cleaning the face cushions](#) on page 24.

1. To remove the face cushions, gently peel starting from the bottom ends of each face cushion until they detach from the face cushion frame.



2. To reattach, align one end of the face cushion with the marker on the bottom part of the face cushion frame. Press down the face cushion against the outline of the frame, and then check that the other end of the face cushion lines up with the marker on the top part of the frame.

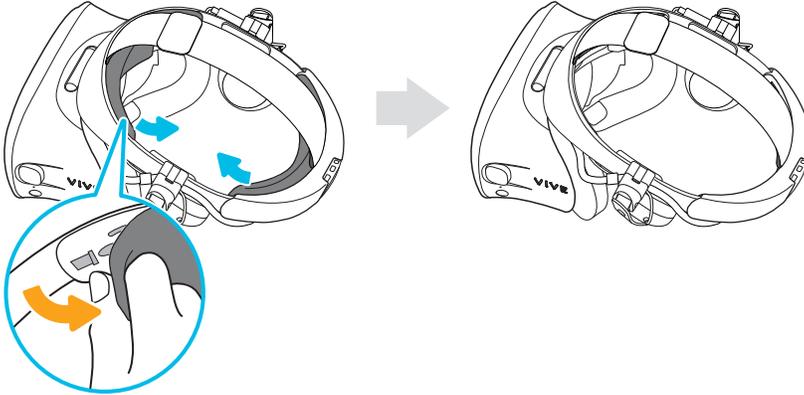


Make sure that the velcro and adhesive strips attach firmly.

Removing the front and back pads

You can remove the front and back pads from the headset band for cleaning.

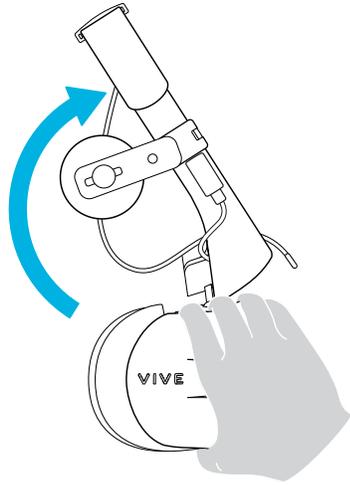
To remove the front and back pads, peel starting from the ends of each pad until they detach from the headset band.



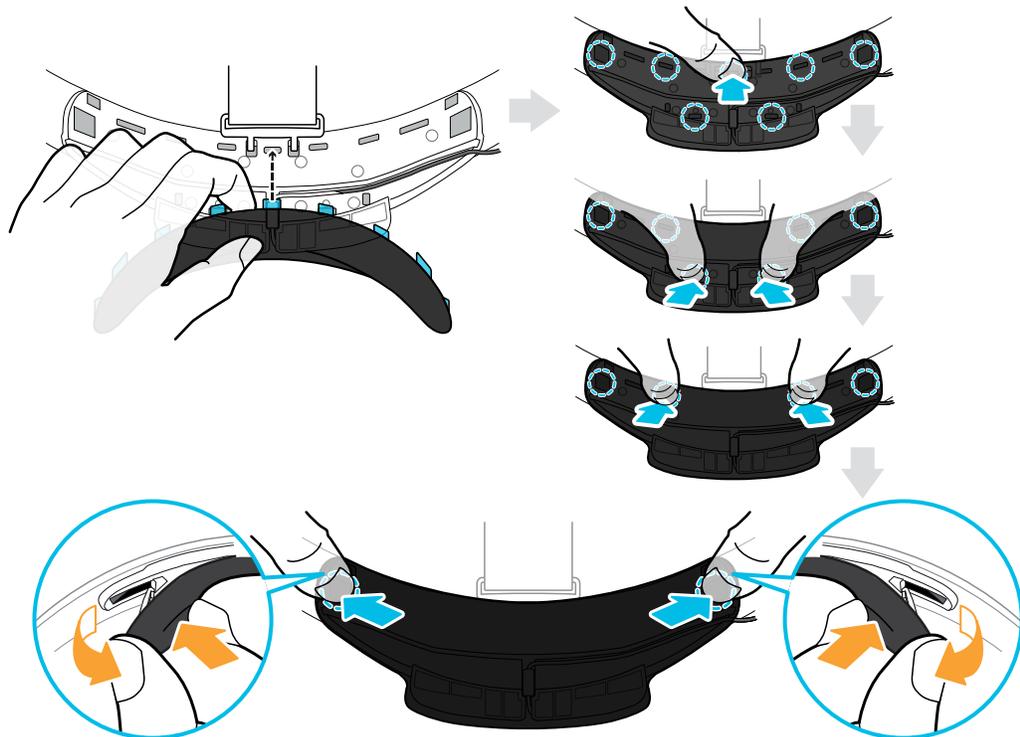
Reattaching the front and back pads to the headset

Always make sure that the front and back pads are attached to the headset.

1. While holding the visor with one hand, pull up the band.



2. Starting from the middle, align the front pad tabs with their corresponding slots on the band, and then press along the front pad. You may need to gently bend the ends of the front pad to align the outermost tabs with the slots on the band.



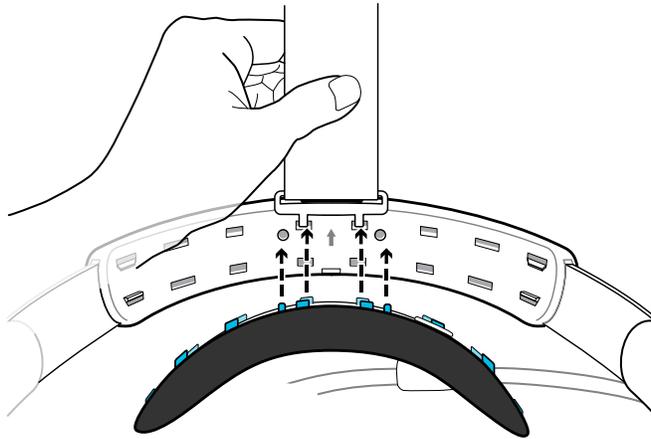
Make sure to minimize the gap between the pad and the band and that all tabs are fully locked into place.

3. Align the back pad tabs with their corresponding slots on the band, and then press along the back pad to reattach.



Check that the headset cable strip is properly attached. For details, see [Reattaching the headset cable strip to the back pad](#) on page 20.

You'll hear a click when the tabs are inserted.

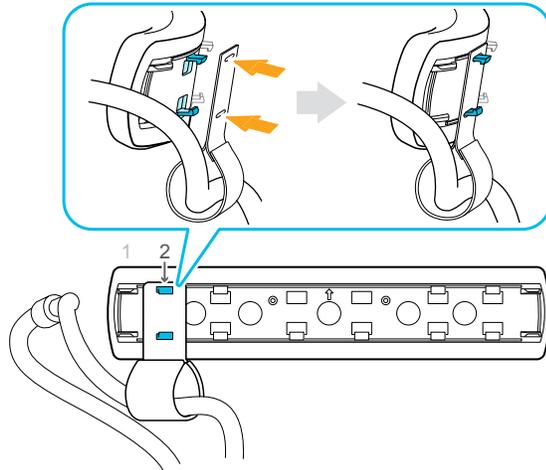


Make sure to minimize the gap between the pad and the band.

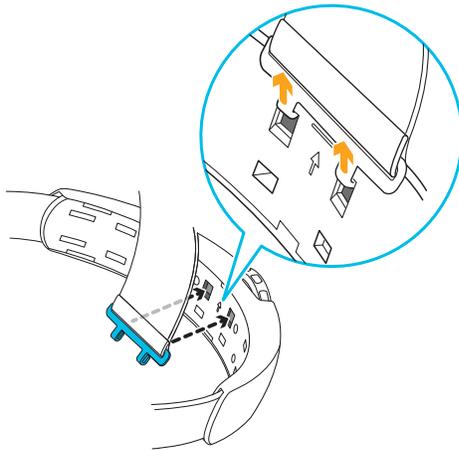
Reattaching the headset cable strip to the back pad

The fabric strip guides the headset cable, and is inserted on the back pad.

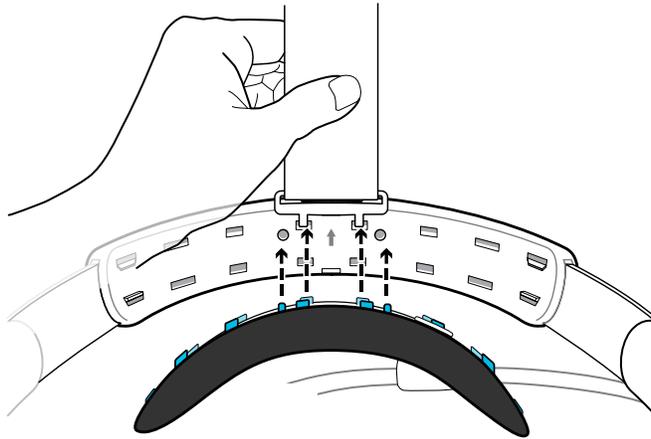
1. Insert the back pad tabs second to the left-most corner tabs into the holes of the headset cable strip with its flap down. Make sure that the strip is firmly attached.



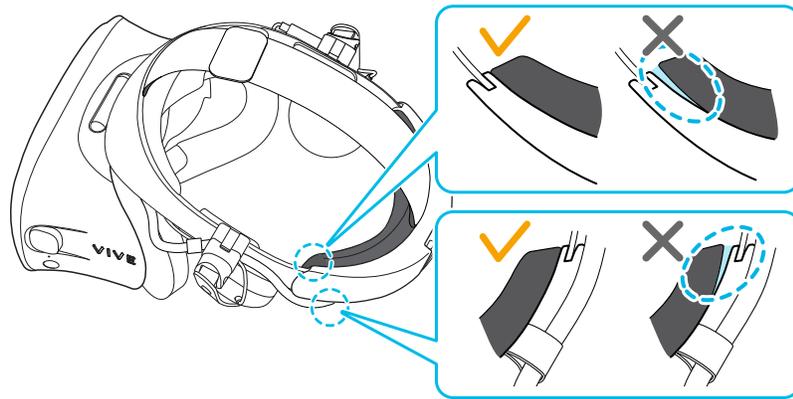
2. Reattach the top strap to the headset band. For details, see [Attaching the top strap to the headset band](#) on page 23.



3. Align the back pad tabs with their corresponding slots on the band, and then press along the back pad to reattach. You'll hear a click when the tabs are inserted.



4. Make sure to minimize the gap between the pad and the band.



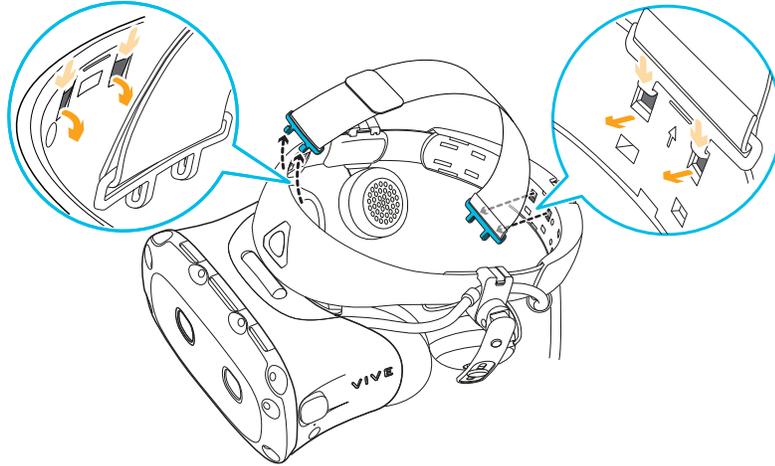
Detaching the top strap from the headset band

If you want to, you can detach the top strap from the headset band.



You'll need to first remove the front and back pads on the headset. For details, see [Removing the front and back pads](#) on page 17.

1. Starting from the rear of the headset band, pull down the strap to unhook it.
2. On the other end of the strap, pull down and out the strap to unhook it.



3. Reattach the front and back pads to the headset. For details, see [Reattaching the front and back pads to the headset](#) on page 18.

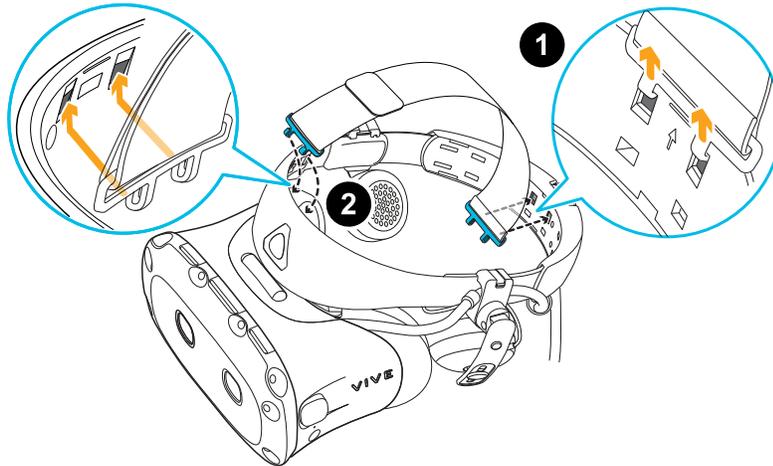
Attaching the top strap to the headset band

For added comfort, attach the top strap before wearing the headset. You can adjust the top strap by using the velcro strip.



You'll need to first remove the front and back pads on the headset. For details, see [Removing the front and back pads](#) on page 17.

1. Starting from the rear of the headset band, align the hooks of the top strap (side without the clasp) to its corresponding slots. Gently pull up the strap to hook into place.
2. Align and insert the hooks on the other end of the top strap with the inner slots of the headset band, and then pull up on the strap to hook into place.

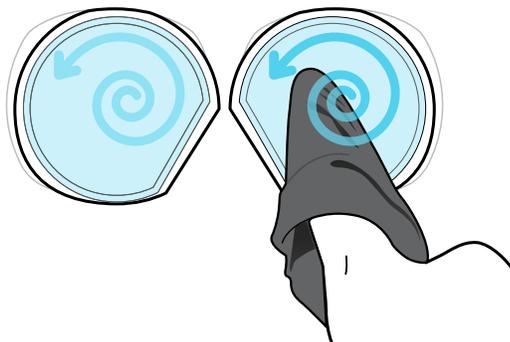


3. Reattach the front and back pads to the headset. For details, see [Reattaching the front and back pads to the headset](#) on page 18.

Cleaning the headset lenses

1. Use the cleaning cloth provided in the box to wipe the lenses.
2. Wipe in a circular motion from the center to the outer edges of the lenses.

While cleaning the lenses, do not scratch the lenses nor disassemble other parts of the headset.



Cleaning the face cushions

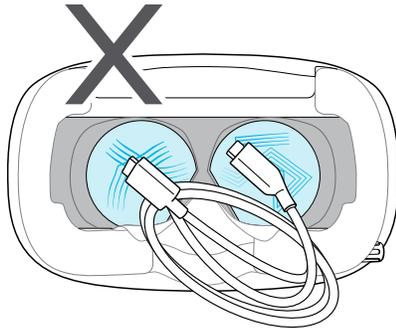
1. Before cleaning the face cushions, remove it first from the VIVE Cosmos Elite headset.
2. When cleaning the face cushions, remember to:
 - Dampen a clean smooth cloth with cold water and gently wipe the area you want to clean.
 - Air dry at room temperature. Don't tumble dry, iron, or expose it to direct sunlight.
 - Don't scrub, wring, or bleach.
 - Don't dip or soak in water.



Caring for your VIVE Cosmos Elite

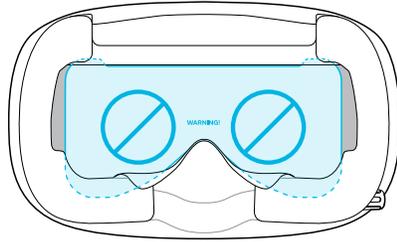
Follow these tips to properly care for your VIVE Cosmos Elite.

- Keep the headset lenses away from sharp objects, including cable tips. This will prevent the headset lenses from being scratched.



- When not in use, store the headset in a cool, dark, and low humidity environment.

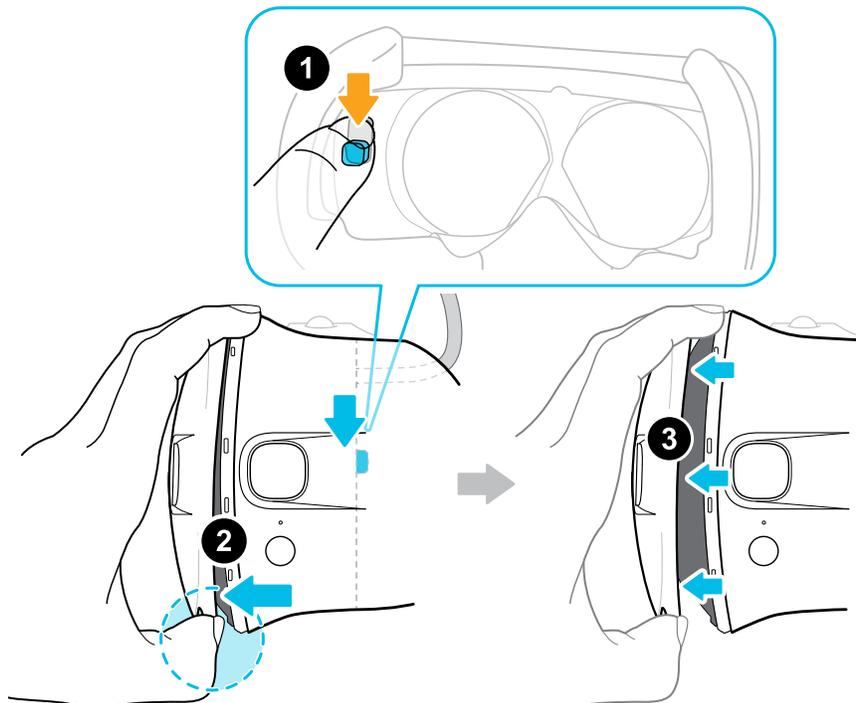
- When not in use, store the headset with the lenses pointed away from direct sunlight. Failure to do so may damage the headset display.
- When storing the headset, it is recommended to cover the lenses with the paper cover to help prevent accidental scratches.



Replacing the front cover

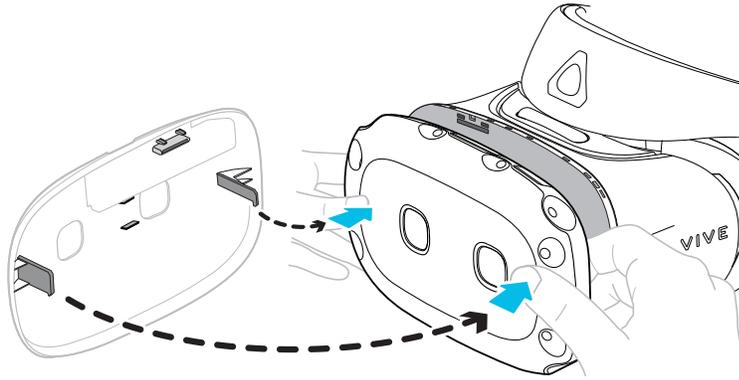
You can replace the front cover on the headset.

1. Slide down and hold the lock button inside the compartment to unlatch the front cover.
2. Pry open the front cover starting from the bottom right corner with the visor facing you.
3. Carefully pull out the front cover until it detaches from the visor.

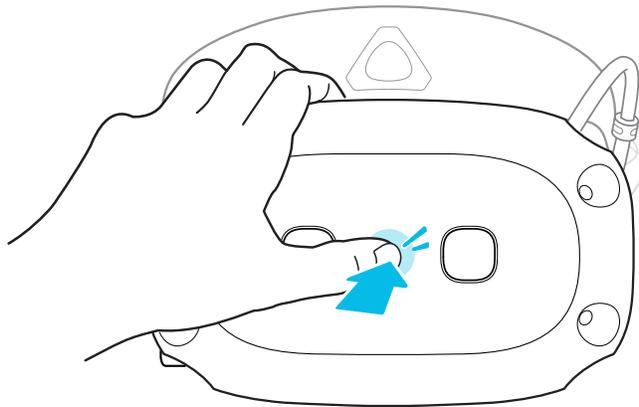


4. Grab the replacement cover.

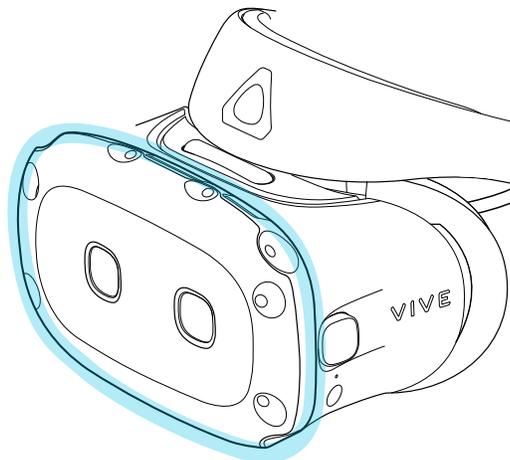
5. Insert the tabs on the front cover into the slots on the visor.



6. Press the right side of the front cover first, and then press the left side of the front cover.
7. With the front cover attached to the visor, press the center of the front cover.



8. Make sure to minimize the gap between the front cover and the visor, and that all tabs are fully locked into place.



You'll hear a click when the front cover locks in place.

What does the status light on the headset mean?

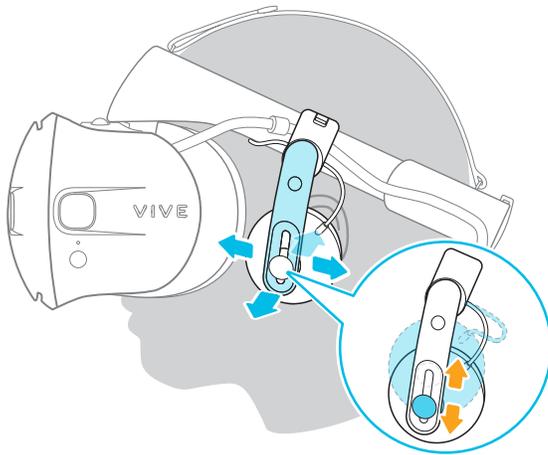
The status light turns:

- Green when the headset is in normal mode
- Dim green when the headset is on standby
- Red when the headset is in sleep mode

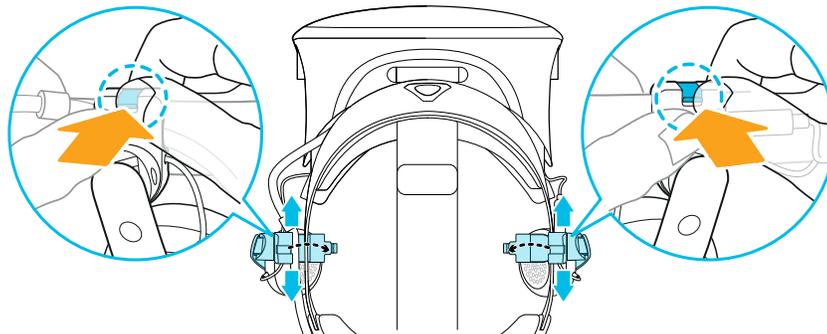
Headphones

Adjusting the fit of the on-ear headphones

While wearing the VIVE Cosmos Elite headset, adjust the on-ear headphones to a comfortable position over your ears, then press the headphones into place.



Is the fit too loose or tight? In case you feel pressure around your temples, adjust the position of the on-ear headphones for a more comfortable fit. To do so, flip open the metal clasp on each headphone and reposition the headphone clip on the headset band.



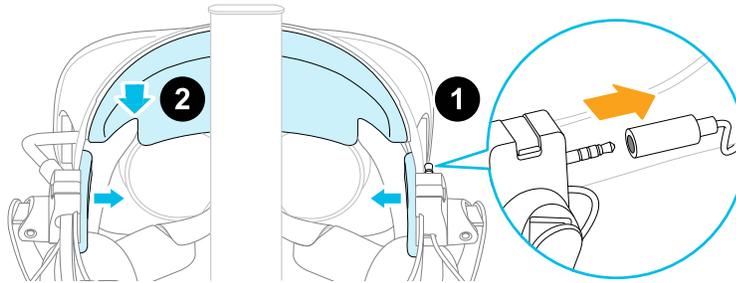
Detaching the on-ear headphones from the headset band



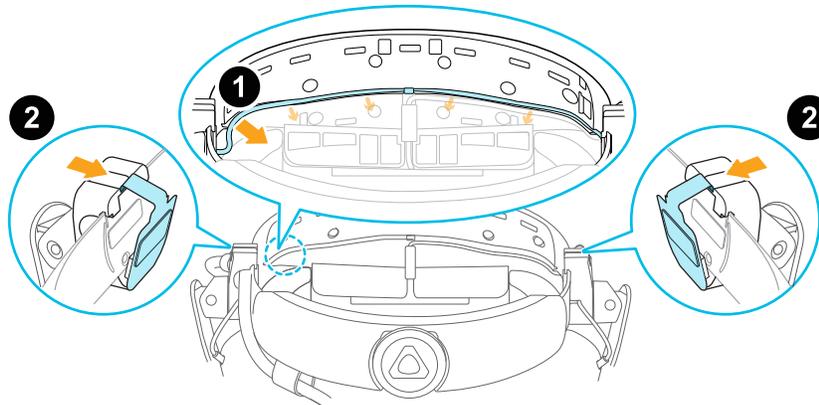
To use your own headphones with VIVE Cosmos Elite, you'll need the replacement kit for headphones. For details on how to order the kit, contact customer care.

Before using your own earphones, you first need to detach the on-ear headphones from the headset band.

1. On the right side of the band, disconnect the audio plug from the audio cable connector.
2. Remove the side cushions and front pad from the headset band. For details, see [Removing the front and back pads](#) on page 17.



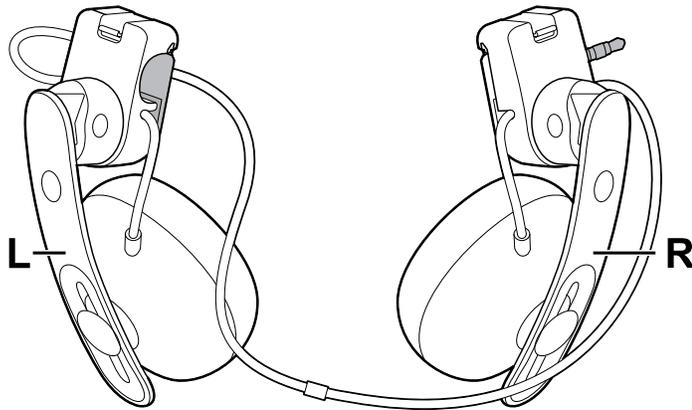
3. On the front section of the band, carefully pull out the cable of the on-ear headphones from the groove.
4. On the left and right sides of the band, flip open the metal clasp of each headphone to detach it.



After detaching the on-ear headphones, you need to attach cable guides before plugging in your own earphones. For details, see [Attaching the cable guides to the headset band](#) on page 37.

Reattaching the on-ear headphones to the headset band

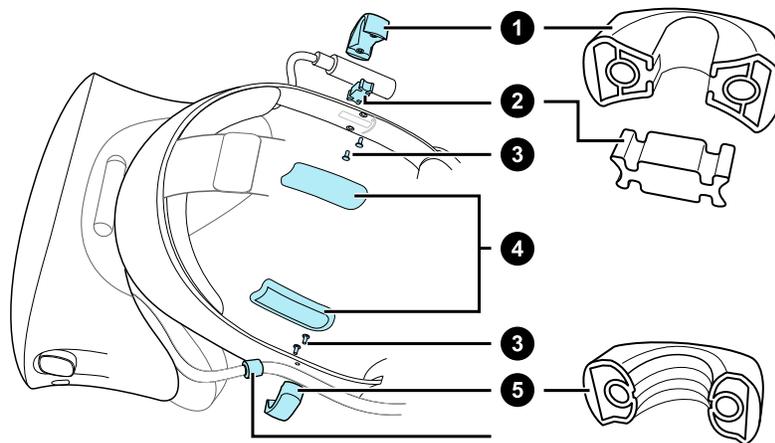
You can reattach the on-ear headphones if you've used your own earphones with VIVE Cosmos Elite.



Before attaching the on-ear headphones to the headset band, do the following:

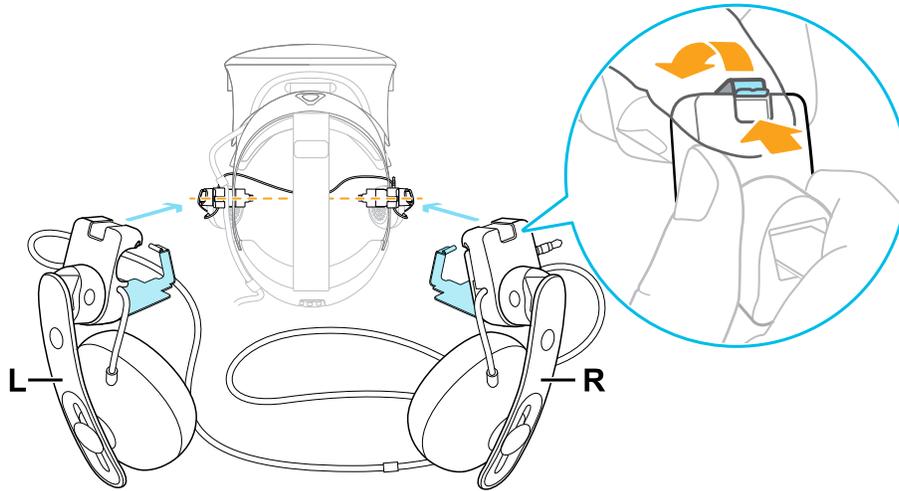
1. Remove the cable guides, screws, and rubber pad, which are part of the replacement kit for earphones, as well as the side cushions from the headset band. For details, see [Detaching the cable guides from the headset band](#) on page 38.

Use a cross-shaped screwdriver (PH00) to detach the screws. Make sure to keep these parts in a safe place.



1. Audio cable guide
2. Rubber pad
3. Screws
4. Side cushions
5. Headset cable guide
6. Cable stopper

2. Flip open the metal clasps on the left and right on-ear headphones.

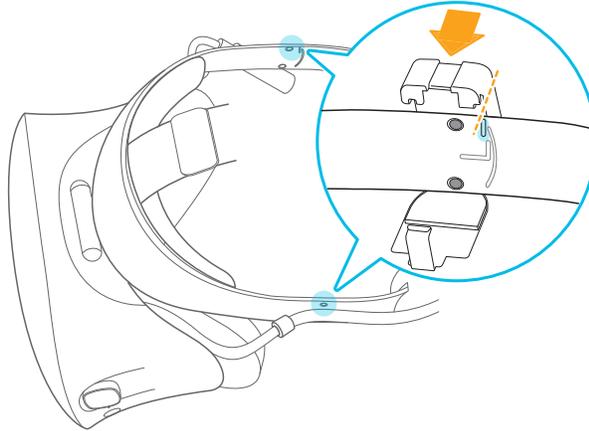


Attaching the right on-ear headphone

Attach the right headphone with the audio plug to the right side of the headset band.

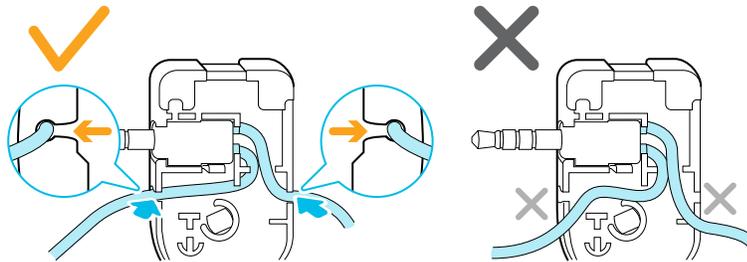
1. Hook the headphone clip over the top of the band.

The screw holes and line marker on the band are helpful guides for positioning the clip.

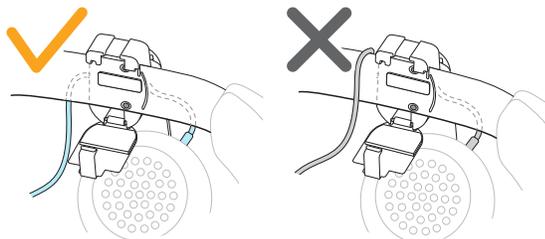


While the clasp is loose, you can reposition the headphone clip for a more comfortable fit. Just make sure that the other clip is similarly placed on its side of the band.

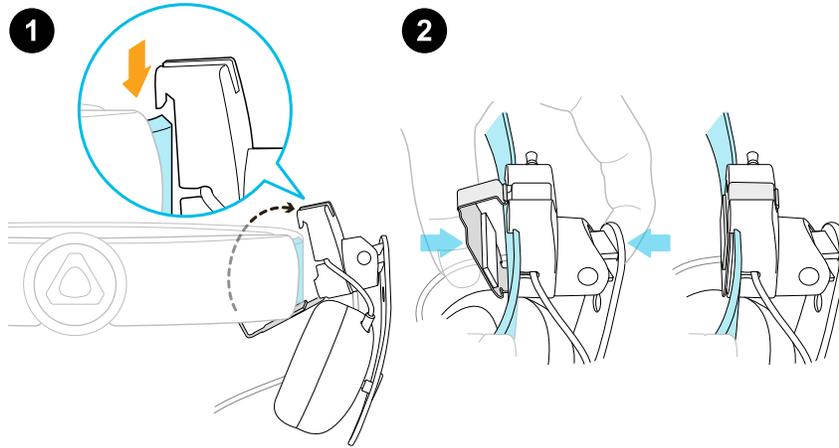
2. Make sure the audio cable is firmly pressed and not falling out of the groove.



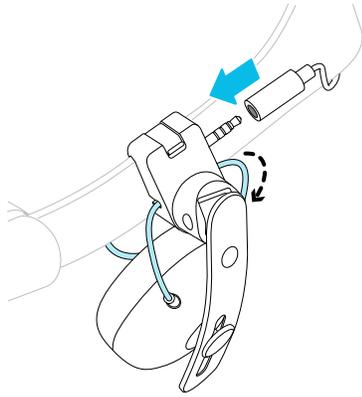
3. Make sure the audio cable runs under the band, and not over the top. Check that it isn't also wedged between the clip and the band.



4. Close the clasp around the band, and then snap into place.



5. Connect the audio cable connector to the headphone plug.

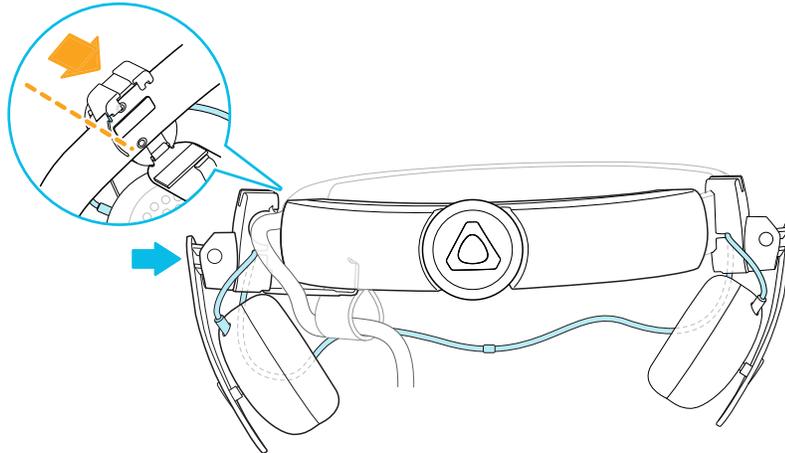


Attaching the left on-ear headphone

Attach the left headphone to the left side of the headset band.

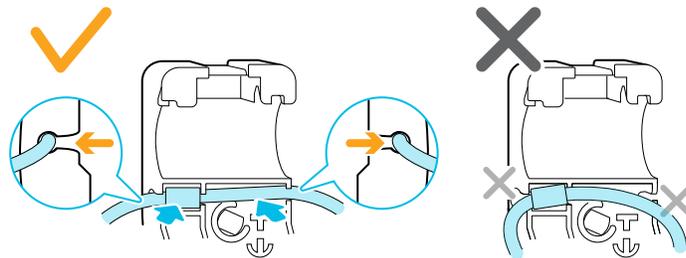
1. Pin the headset cable along the cable guide on the left headphone.
2. Hook the headphone clip over the top of the band.

The screw holes and line marker on the band are helpful guides for positioning the clip.

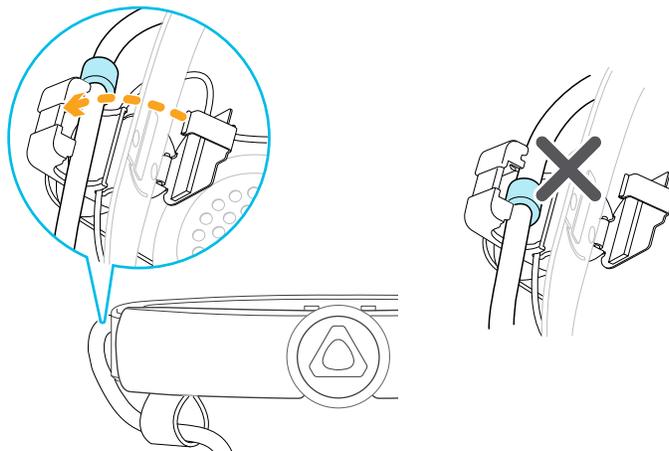


While the clasp is loose, you can reposition the headphone clip for a more comfortable fit. Make sure that the other clip is similarly placed on its side of the band.

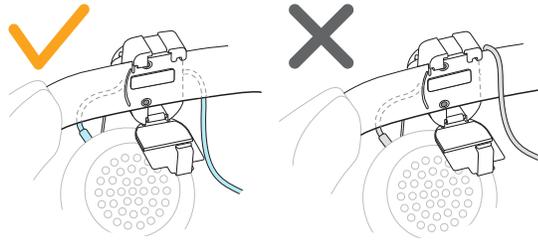
3. Make sure the audio cable is firmly pressed in place and not falling out of the groove.



4. Make sure that the stopper on the headset cable isn't caught in the clasp, and is on the visor side to prevent damage to the visor while gaming.



5. Make sure the audio cable runs under the band, and not over the top. Check that it isn't also wedged between the clip and the band.

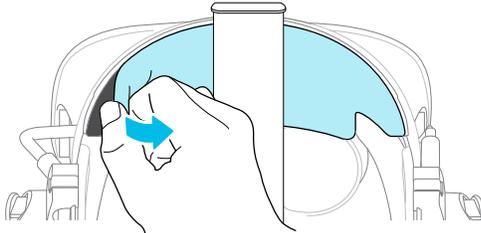


6. Close the clasp around the band and snap into place.

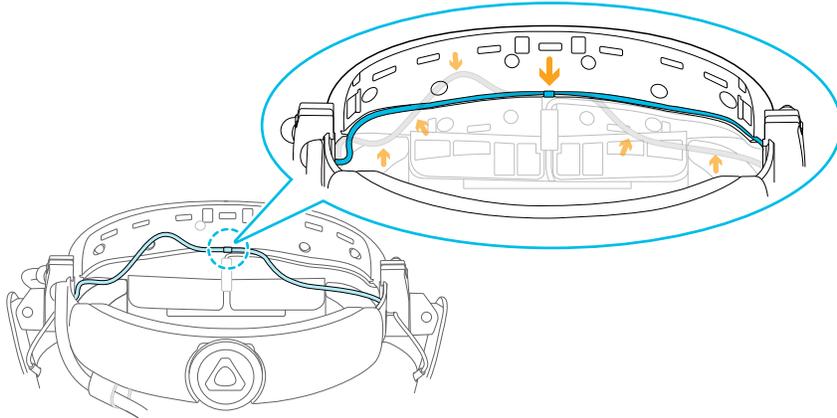
Attaching the headphone audio cable

After the left and right on-ear headphones have been attached, attach the headphone audio cable to the headset band.

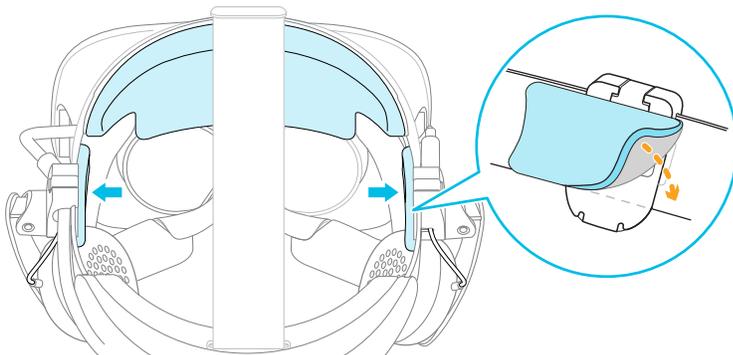
1. Remove the front pad from the headset band. For details, see [Removing the front and back pads](#) on page 17.



2. On the front section of the band, press the audio cable marker into the slot at the center. Then press the cable along the groove until flush with the band.



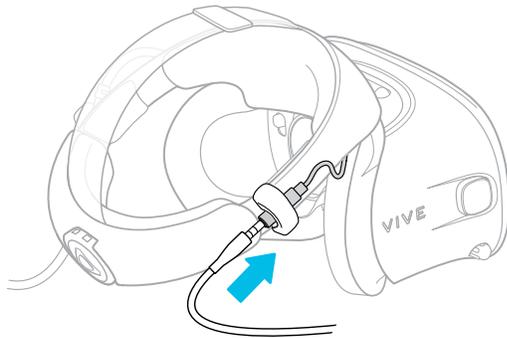
3. Reattach the front pad and side cushions to the headset band. Make sure that the side cushions cover the metal clasps on the band.



Plugging in your earphones

If you prefer, you can use your own earphones with VIVE Cosmos Elite. To do this, you'll need the replacement kit for earphones. Contact customer care for details on how to order it.

1. Detach the on-ear headphones. For details, see [Detaching the on-ear headphones from the headset band](#) on page 28.
2. Attach the cable guides to the headset band. For details, see [Attaching the cable guides to the headset band](#) on page 37.
3. Insert the earphone plug into the 3.5mm audio cable connector on the right side of the headset band.



Attaching the cable guides to the headset band



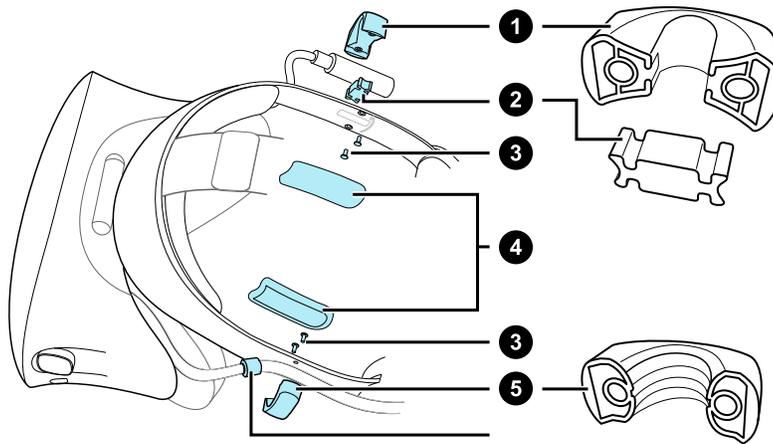
To use your own headphones with VIVE Cosmos Elite, you'll need the replacement kit for headphones. For details on how to order the kit, contact customer care.

Before plugging in your earphones, you need to attach the audio cable guide and headset cable guide to the headset band. The cable guides are included in the replacement kit for earphones.



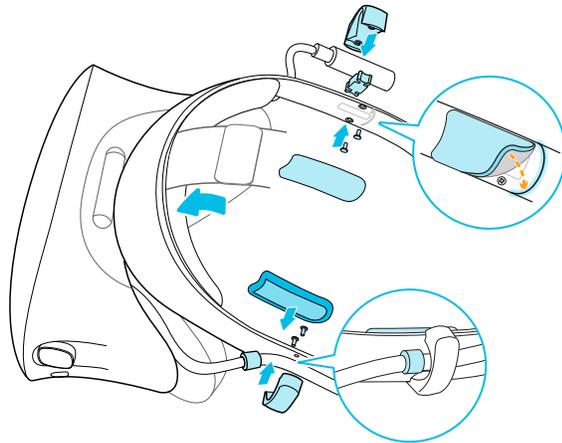
Before you attach the cable guides, make sure to remove the on-ear headphones from the headset band, including the front pad and side cushions. For details, see [Detaching the on-ear headphones from the headset band](#) on page 28.

Use a cross-shaped screwdriver (PH00) to attach the screws.



1. Audio cable guide
2. Rubber pad
3. Screws
4. Side cushions
5. Headset cable guide
6. Cable stopper

1. On the right side of the band, place the audio connector between the rubber pad and audio cable guide. Align the holes on the band, rubber pad, and audio cable guide, and then screw in place.
2. On the left side of the band, align the headset cable guide holes with the holes on the band, then screw in place. Make sure that the headset cable passes through the headset cable guide. The stopper on the headset cable must also be placed on the visor side of the cable guide.
3. Reattach the front pad and side cushions to the headset band. Make sure that each side cushion is aligned with the curvature on the band.



After attaching the cable guides, you can now plug in the earphones. For details, see [Plugging in your earphones](#) on page 36.

Detaching the cable guides from the headset band

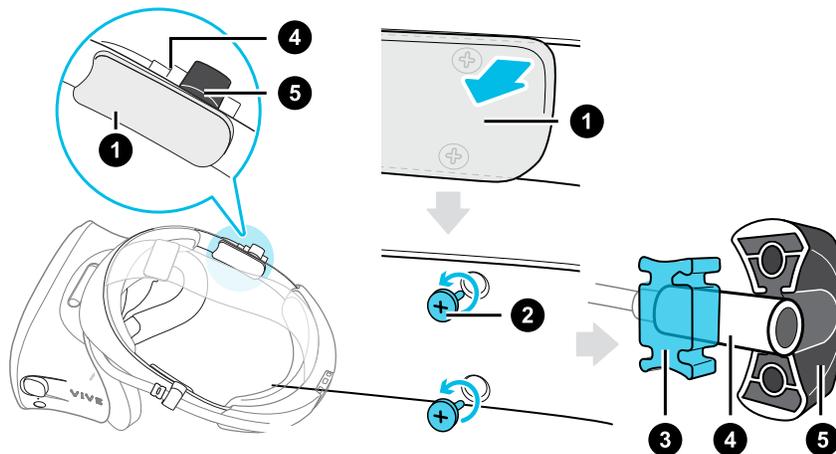
If you want to reattach the on-ear headphones, you first need to detach the audio cable guide and headset cable guide from the headset band. The cable guides are included in the replacement kit for earphones. For details on how to order the replacement kit for earphones, contact customer care.

Make sure to keep these parts in a safe place.

Detaching the audio cable guide

You can remove the audio cable guide from the right side of the band.

1. Remove the side cushion.
2. Remove the screws using a cross-shaped screwdriver (PH00).
3. Remove the rubber pad that holds the audio cable connector against the audio cable guide.

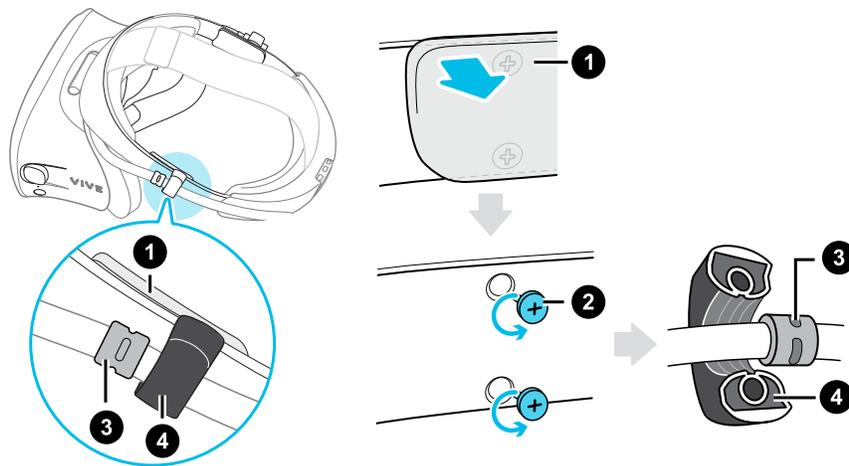


1. Side cushion
2. Screws
3. Rubber pad
4. Audio connector
5. Audio cable guide

Detaching the headset cable guide

You can remove the headset cable guide from the left side of the band

1. Remove the side cushion.
2. Remove the screws using a cross-shaped screwdriver (PH00).
3. Detach the headset cable guide.



1. Side cushion
2. Screws
3. Cable stopper
4. Headset cable guide

Common solutions

I can't place the on-ear headphones on my ears. What can I do?

You can move the position of the headphones along the headset band so they can be placed on your ears.

Flip open the metal clasp on each headphone and reposition it on the headset band. See [Adjusting the fit of the on-ear headphones](#) on page 27 for more details.



You can also try adjusting the top strap and headset band so that you can position the on-ear headphones properly on your ears. See [Putting on the VIVE Cosmos Elite headset](#) on page 9 for details.

I can't hear anything from the headphones. What can I do?

If there is no sound coming out of the headphones, go through the list below and see if it fixes the problem.

Check the following:

- Make sure the headphones are plugged into the 3.5mm audio cable connector of the headset.
- The volume level is not 0. See [System Dashboard](#) on page 64.
- Make sure the USB cable is connected to a USB 3.0 or higher port on your computer. If the USB cable is connected to a lower-speed USB port, move and plug it to a USB 3.0 or higher port. Restart the computer and converter. See [Restarting the converter for VIVE Cosmos Elite](#) on page 42.
- If the USB cable is already connected to a USB 3.0 or higher port on your computer, try switching to a different USB 3.0 or higher port. After switching, restart the computer and converter. See [Restarting the converter for VIVE Cosmos Elite](#) on page 42.

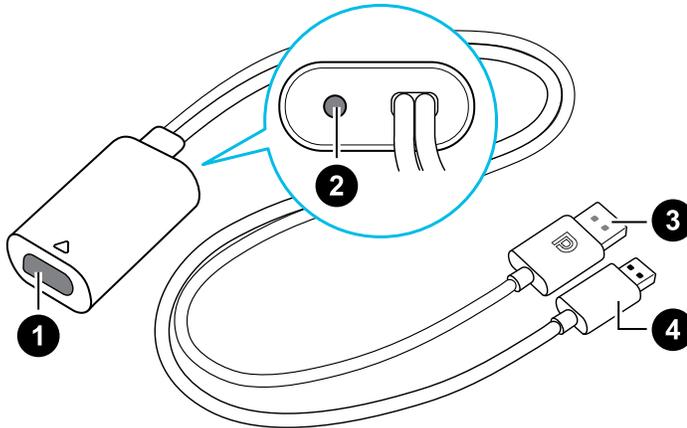
Can I use VIVE Cosmos Elite when SteamVR is in Safe mode?

No, you cannot. Make sure that SteamVR is not running in Safe mode before using VIVE Cosmos Elite.

Converter

About the converter for VIVE Cosmos Elite

Use the converter to connect the headset to your computer.

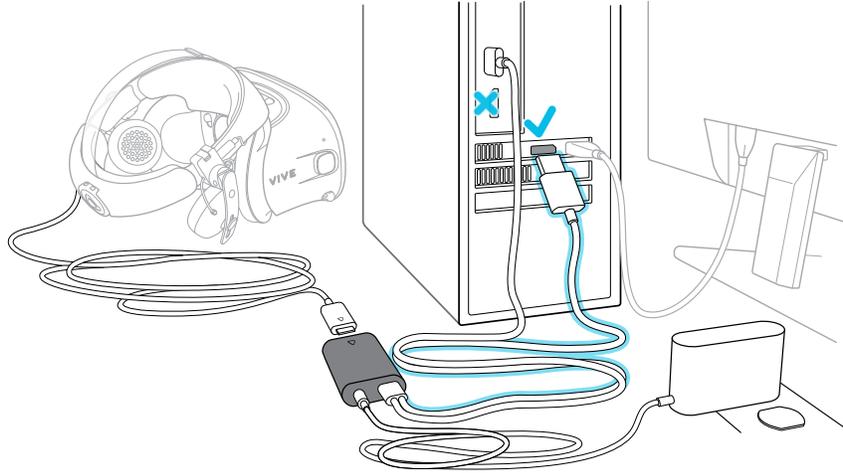


1	Headset cable port
2	Power port
3	DisplayPort cable
4	USB 3.0 cable

Connecting the headset to your computer via the converter

1. Connect the power adapter cable to its corresponding port on the converter for VIVE Cosmos Elite.
2. Plug the power adapter into an electrical outlet.
3. Connect the opposite end of the USB 3.0 cable to a USB 3.0 port on your computer.

4. Connect the other end of the DisplayPort cable to the DisplayPort port on the graphics card of your computer where the monitor is also connected. Do not connect the DisplayPort cable to ports on the motherboard.
5. Insert the headset cable connector (side with triangle mark up) to the port on the converter with the corresponding triangle mark.



Restarting the converter for VIVE Cosmos Elite

If you need to restart the converter, follow these steps.

1. Close the VIVE Console app as well as SteamVR app on your computer.
2. Unplug the power cable from the converter.
3. Wait for a few seconds, and then plug the power cable back in. On your computer, you might see a notification that drivers are being installed. Wait for the installation to finish.
4. To verify that VIVE hardware are detected, restart the VIVE Console app on your computer.

Can I use a laptop with VIVE Cosmos Elite?

As long as your laptop meets the system requirements, you can use it with VIVE Cosmos Elite.

If your laptop does not have a DisplayPort port but has a Mini DisplayPort port instead, you can use a Mini DisplayPort-to-DisplayPort adapter. If you require one, contact HTC customer care.



A Mini DisplayPort-to-DisplayPort adapter may block another port on your laptop.

My computer monitor and headset are turned on but why can't I see anything?

Try the following steps to fix the problem.

1. Disconnect the headset cable from the converter.
2. Restart your computer.
3. Reconnect the headset cable to the converter.

Base stations

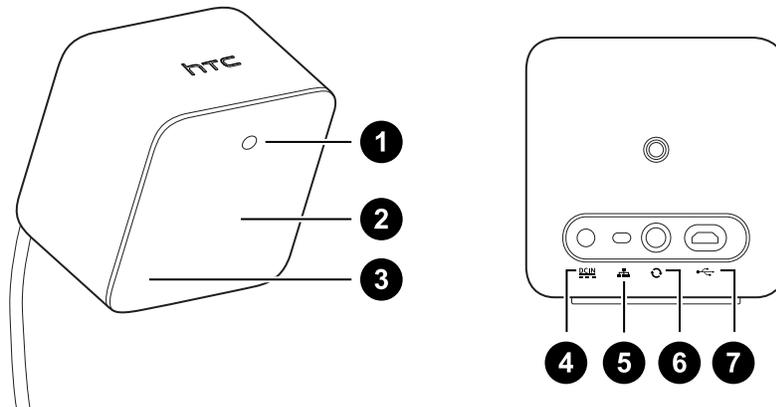
About the VIVE base stations



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.



- The base stations beam signals to the headset and controllers. Do not cover the front panel with any material.
- When the base stations are turned on, they may affect some nearby infrared sensors, such as those used by an IR TV remote control.



1	Status light
2	Front panel
3	Channel indicator (recessed)
4	Power port
5	Channel button
6	Sync cable port (optional)
7	Micro-USB port (for firmware updates)



- Do not attempt to pry open the base stations as doing so could injure you or damage the product.
- If the front panel is cracked or damaged, stop using the base stations.

Installing the base stations



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Before installing the base stations, decide first whether you want to set up a room-scale or seated/standing-only play area. See [Planning your play area](#) on page 58.



During unboxing, remove the thin film that covers the front panel of the base stations.

1. Mount the base stations diagonally at opposite corners of your space.

For details on how to use the mounting kit, see [Using the mounting kit](#) on page 48.

You can also use tripods, light stands, or cargo poles when mounting the base stations, or even place it on stable book cases. Just avoid using unstable mounting solutions or surfaces that are prone to vibration.

2. Adjust the base stations so that the front panels are facing toward the center of the play area.
3. Attach the power cables to the base stations, and then plug them each into a power outlet to turn them on. The status lights should be green.
4. Connect the base stations and set the channels.



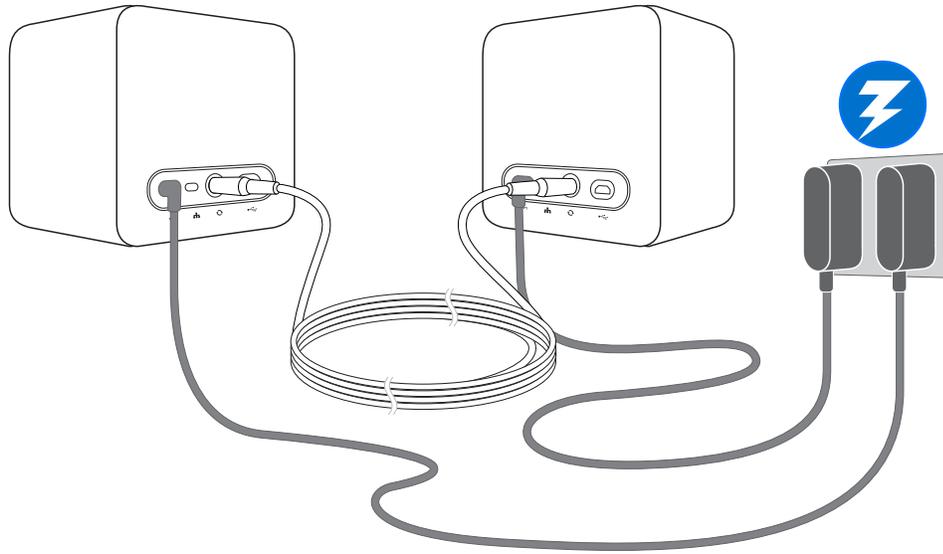
For details on how to get the sync cable, contact customer care.

Without the sync cable

Press the Channel buttons at the back of the base stations so that one base station is set to channel “b”, while the other is set to channel “c”.

With the sync cable (optional for added reliability)

Press the Channel buttons at the back of the base stations so that one base station is set to channel “A”, while the other is set to channel “b”.



Once turned on, do not move or adjust the angles of the base stations as it could disrupt the tracking process. Otherwise, you will need to set up the play area again.

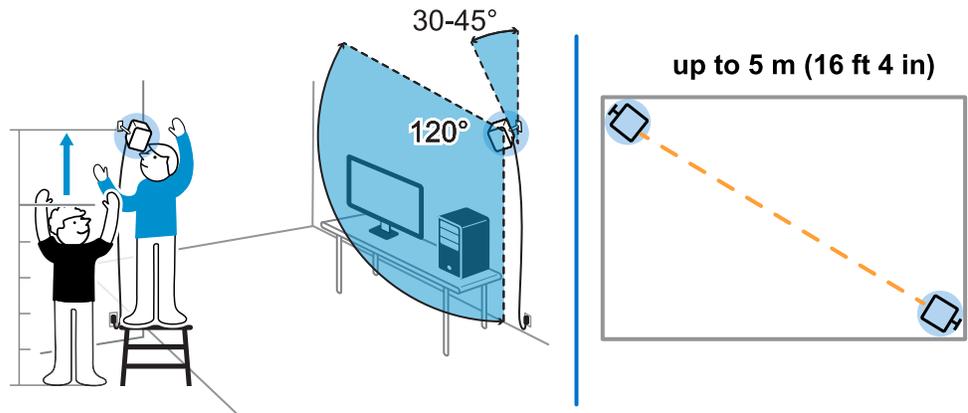
Tips for setting up the base stations



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

You may set up the base stations in a way that's suitable for your place. For best results, you may follow these recommendations:

- Mount the base stations diagonally and above head height, ideally more than 2 m (6 ft 6 in).
- Secure the base stations in a location where they can't be easily jostled or moved.
- Each base station has a 120-degree field of view, so it's ideal to adjust its angle between 30 and 45 degrees to fully cover your play area.
- For optimal tracking, make sure that the maximum distance between the two base stations is 5 m (16 ft 4 in).



- Avoid setting up in an area with bright light, which may negatively affect the performance of the base stations.

Using the mounting kit

For best results, install the base stations using a mounting kit. If you previously bought first-generation VIVE hardware, the mounting kit is provided as an in-box item. Otherwise, you can separately purchase a similar mounting kit from a third-party supplier.

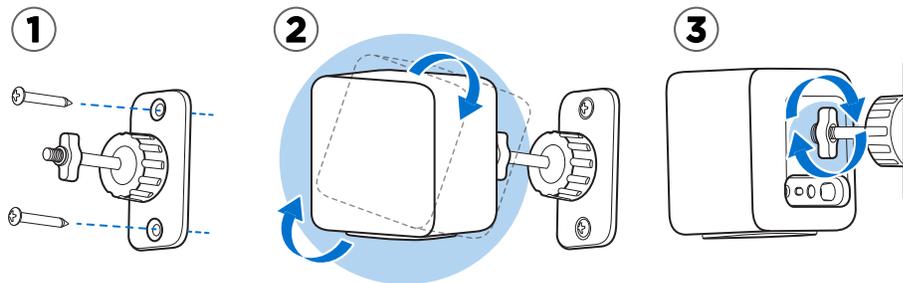


You will need a screwdriver or drill to install the mounts. Ask a professional for help when using power tools.

1. Mark where you want to install each of the mounts on your wall, and then screw the mounts in.

When mounting on concrete or drywall, first drill $\frac{1}{4}$ inch holes and insert anchors before screwing mounts in.

2. Rotate the base station to screw it onto the threaded ball joint. Do not screw the base station all the way in, only enough to be stable and oriented correctly.
3. Tighten the wingnut to the base station to secure it in place.

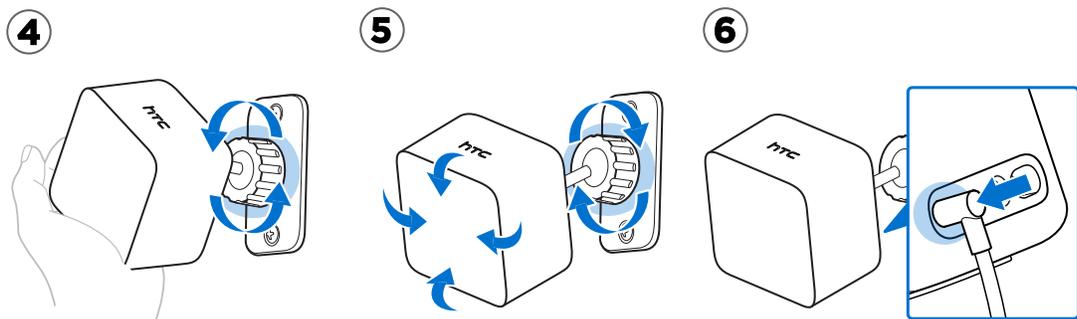


4. To adjust the angle of the base station, loosen the clamping ring while carefully holding the base station to prevent it from falling.
5. Tilt the base station toward the play area.

Make sure it has an unobstructed view of the other base station. Each base station has a 120-degree field of view. They should be angled down between 30 and 45 degrees.

To fix the angle of the base station, tighten the clamping ring back in.

6. Attach the power cable to each base station.



Updating base station firmware via cable connection



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

1. From your computer, open the SteamVR app.
2. If you see the  icon, mouse over it to check if the firmware is out of date. If so, click **Update base station firmware**.
3. Unplug the base stations from their power adapters, and then carefully unmount them.
4. Using a micro-USB cable, connect the base stations to one of your computer's USB ports one at a time.
5. While pressing the Channel button at the back of the base station, plug in the base station's power adapter.

Once the base station is detected by the SteamVR app, the firmware update will start automatically.



Do not unplug the micro-USB cable or power cable any time before the firmware update is complete. Doing so could result in a firmware error.

6. When the update is complete, click **Done**.

Updating base station firmware via Bluetooth



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

1. From your computer, open the SteamVR app.
2. Click  > **Devices** > **Bluetooth Settings** > **Enable Bluetooth** .
3. Do one of the following:
 - Click  > **Devices** > **Update Device**, and then select the base stations.
 - If you see the  icon, mouse over it to check if the firmware is out of date. If so, click **Update Device**.
4. Follow the onscreen instructions to complete the process.



Do not unplug the power cable before the firmware update is complete. Doing so may result in a firmware error.

What does the status light on the base stations mean?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

The status light shows:

- Green when the base station is in normal mode
- Blue when the base station is waiting to stabilize. If it remains in this state, check if it is mounted securely or on a surface that's not prone to vibration.
- Dim green when the base station is on standby
- Purple when the base stations are trying to sync
- Blinking purple when syncing is blocked. If you're connecting the base stations wirelessly, you may need to use the sync cable. For details on how to get the sync cable, contact customer care.

What should I do if any of the base stations is not detected?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Try the following methods to troubleshoot the issue:

- Turn the base station off and on again.
- Make sure that you've installed your base stations correctly. For details, see [Installing the base stations](#) on page 45.
- Restart the SteamVR app. If you still get an error, reboot your computer and reopen the SteamVR app.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

Can I use the older version of the base stations together with SteamVR Base Station 2.0?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

No, they are not compatible. SteamVR Base Station 2.0 has a different method of syncing. Use only the same versions of the base stations in your play area so that your setup will work correctly.

Which VIVE hardware is compatible with my base stations?



Use only the same version of base stations together. Different base station versions are not interchangeable.

Check the table below to see which VIVE hardware you can use with your base stations:

Base station version	Compatible VIVE hardware
1.0	<ul style="list-style-type: none"> ▪ VIVE headset ▪ VIVE Pro headset ▪ VIVE Pro Eye headset ▪ VIVE controllers ▪ VIVE controllers (2018) ▪ VIVE Tracker (2018) ▪ VIVE Cosmos with VIVE Cosmos External Tracking Faceplate
2.0	<ul style="list-style-type: none"> ▪ VIVE Pro headset ▪ VIVE Pro Eye headset ▪ VIVE controllers (2018) ▪ VIVE Tracker (2018) ▪ VIVE Cosmos with VIVE Cosmos External Tracking Faceplate

Are the base stations covered by warranty if accidentally damaged?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Please follow the recommended setup instructions for the base stations carefully, since product warranty does not cover accidental damage.

Stop using the base stations if they are damaged, especially if its front panels are cracked.

Controllers

About the VIVE controllers



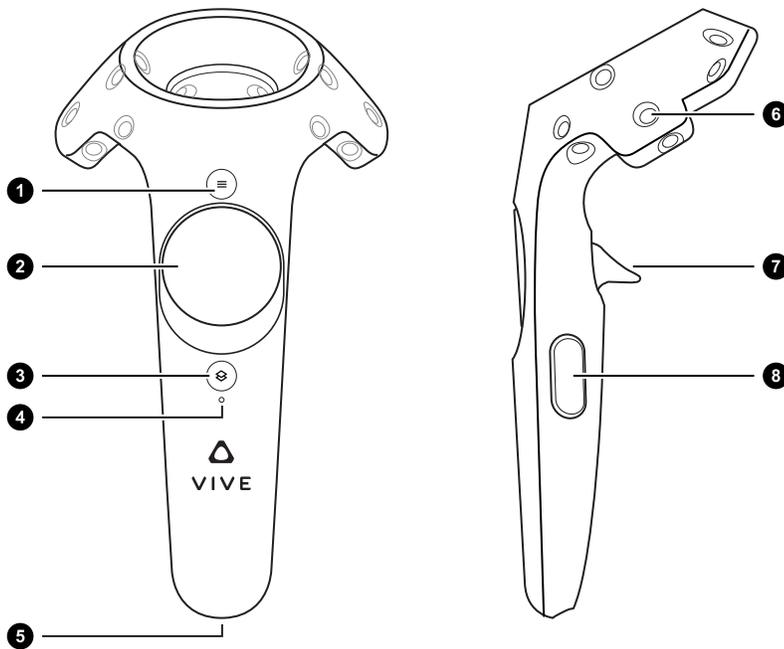
The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Use the controllers to interact with objects in the VR world.

The controllers have sensors that are tracked by the base stations.



The sensors on the controllers are sensitive. Do not cover or scratch the sensor lenses.



1	Menu button
2	Trackpad
3	System button
4	Status light
5	Micro-USB port
6	Tracking sensor

7	Trigger
8	Grip button

Charging the controllers



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

You can check the battery level of the controllers when no apps are running, or when the System Dashboard is up. When the battery is low, the indicator will show a single red dot .

You can also check the SteamVR app. If you see , this means the controller battery is low.

Charge each controller using the provided power adapters and USB cables.

When the controller is plugged in and fully charged, its status light shows green if the controller is on or white if the controller is off.

Turning the controllers on or off



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

- To turn the controller on, press the System button until you hear a beeping sound.
- To turn the controller off, press and hold the System button until you hear a beeping sound.

When you quit the SteamVR app, the controllers will automatically turn off. The controllers will also automatically turn off after being idle for a period of time.

Pairing the controllers with the headset



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

- Once the controllers are turned on for the first time, they will automatically pair with the headset.

The status light shows as blinking blue while the pairing is in progress. The status light turns solid green when the controllers are paired with the headset.

- To manually pair the controllers, launch the SteamVR app, tap , and then select **Devices > Pair Controller**. Follow the on-screen instructions to complete the process.

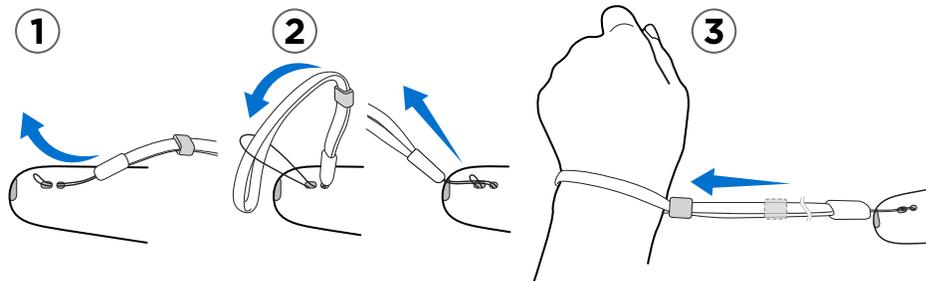
Attaching the lanyards to the controllers



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Using the lanyards may help prevent the controllers from accidentally being dropped; however, please do not fling or violently throw the controller because the lanyard may break.

1. While holding the controller, insert the lanyard's thread from the top to the bottom hole.
2. Loop the lanyard through the thread, and then tug the lanyard to fasten it in place.
3. Place the lanyard on your wrist, and then adjust the lock to tighten the lanyard comfortably around your wrist.



Updating controller firmware



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

1. From your computer, open the SteamVR app.
2. If you see the  icon, mouse over it to check if the firmware is out of date. If so, click **Update controller firmware**.
3. Using a micro-USB cable, connect the controllers to one of your computer's USB ports one at a time.

Once the controller is detected by the SteamVR app, the firmware update will start automatically.



Do not unplug the micro-USB cable any time before the firmware update is complete. Doing so could result in a firmware error.

4. When the update is complete, click **Done**.

What does the status light on the controllers mean?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

The status light shows:

- Green when the controller is in normal mode
- Blinking red when battery is low
- Blinking blue when the controller is pairing with the headset
- Blue when the controller is connecting with the headset
- Orange when charging

What should I do if any of the controllers is not tracked?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Try the following methods to troubleshoot the issue:

- Make sure that the controller is placed inside the play area.
- Turn the controller off and on again to reactivate the tracking.
- Restart the SteamVR app. If you still get an error, reboot your computer and reopen the SteamVR app.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

How do I know which of the controllers is not being tracked?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

If one of your controllers is not being tracked and you want to find out which one, follow these steps.

1. On your computer, open the SteamVR app.
2. Hover your cursor on the icon of the controller that's not tracked.
3. Click **Identify controller**.

The status light on the controller rapidly flashes white.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

What can I do if the controller's trackpad is oversensitive?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Check if there's a firmware update available for the controllers. After which, re-calibrate the controller by doing these steps:

1. From your computer, open the SteamVR app.
2. Right-click , and then click **Calibrate Controller**.
3. Follow the onscreen prompts to complete the calibration process.

For more information, you may refer to the  [SteamVR Troubleshooting](#) page.

What should I do if my controller won't turn on?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Try these troubleshooting suggestions:

- Press and hold the System button for at least 5 seconds and see if the controller turns on.
- Charge the controller using the other cable and adapter, and plug the adapter to a different power outlet.
- On the SteamVR dashboard, check if the controllers are detected. If controllers are detected but the LED light is off, it may indicate an issue with the LED.
- Check if you have a firmware update that failed. To recover from this error, see [My controller won't turn on after I accidentally unplugged it during firmware update. What should I do?](#) on page 57.

The controller automatically turns off. What should I do?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Do the following steps to troubleshoot the issue:

1. Make sure that the controller is charged.
2. Check that the status light on the controller shows as green, which means that it is paired with the headset.

3. Plug the USB cable from the converter into another USB 3.0 port on the computer.
4. Manually update the USB driver on your computer. You can also download and install official driver updates from the website of your motherboard or USB port manufacturer.

My controller won't turn on after I accidentally unplugged it during firmware update. What should I do?



The hardware may be purchased separately from the Accessories tab on www.vive.com/product/.

Do the following steps to recover your controller from bootloader mode.

1. Using a micro-USB cable, connect the controller to one of your computer's USB ports.
2. From your computer, open the SteamVR app.
3. Once the controller is detected by the SteamVR app, follow the onscreen prompts to complete the firmware update.

Play area

What is the play area?

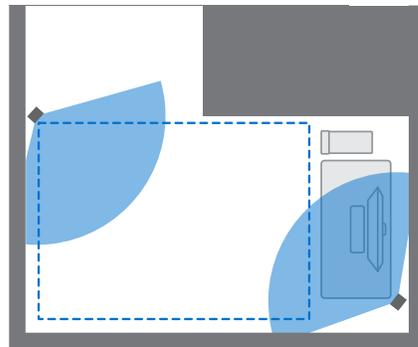
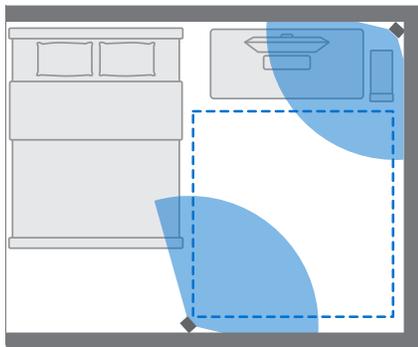
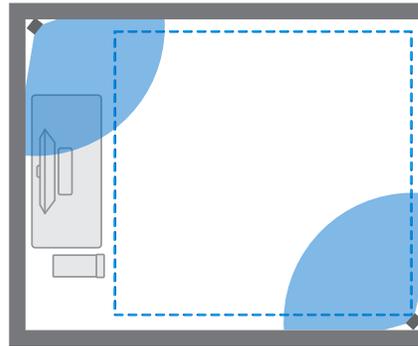
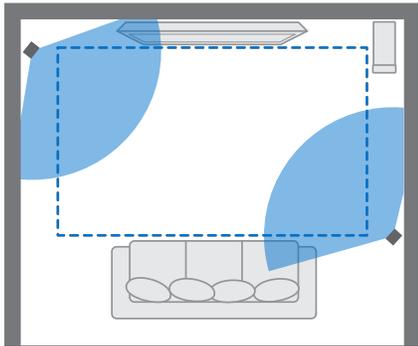
The play area sets the virtual boundaries of VIVE Cosmos Elite. Your interaction with VR objects happens within the play area.

VIVE Cosmos Elite is designed for room-scale setup, but you can also use it if you have limited space or for stationary experiences.

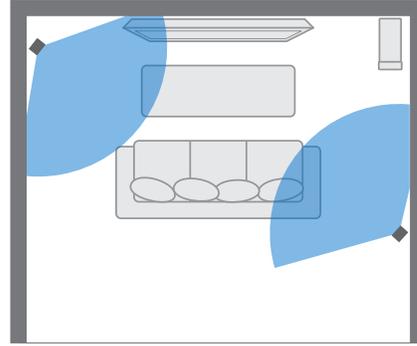
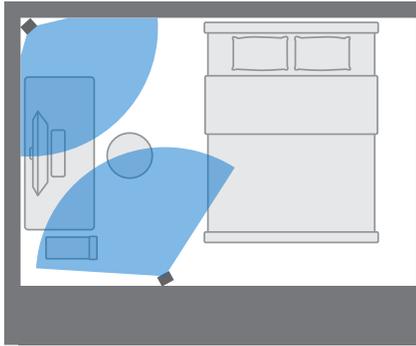
Planning your play area

Before choosing your setup, make sure that you have enough space.

Room-scale setup needs a minimum play area of 2 m x 1.5 m (6 ft 6 in x 5 ft). Examples of room-scale setup:



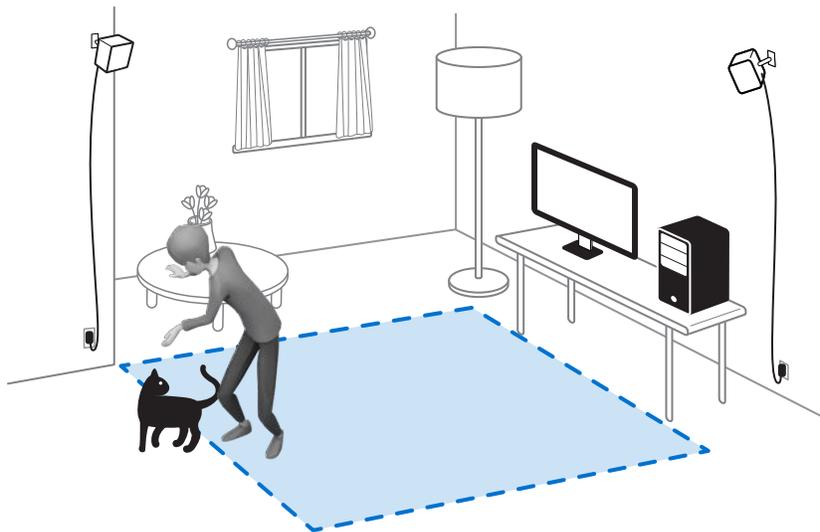
Limited space (stationary experience) do not have space requirements. Examples of limited space (stationary experience) setup:



Choosing the play area

Find a space that you will designate as the play area. For best results, do the following:

- Move furniture and other obstacles (like pets) out of the play area.



- Place your computer next to your play area. The headset cable extends around 5 m (16 ft 4 in) from your computer.
- Make sure that there are power outlets close to where you mount the base stations. Use 12V extension cords as needed.
- Do not leave your headset in direct sunlight, as it may damage your headset display.

Setting up VIVE Cosmos Elite for the first time

Before you can use VIVE Cosmos Elite, you'll need to complete the setup process, which includes installing VIVE and SteamVR software, setting up the hardware, and defining your play area.

To start the setup process, download the setup file on your computer from:

www.vive.com/setup/

Run the setup file and follow the prompts to complete the process.

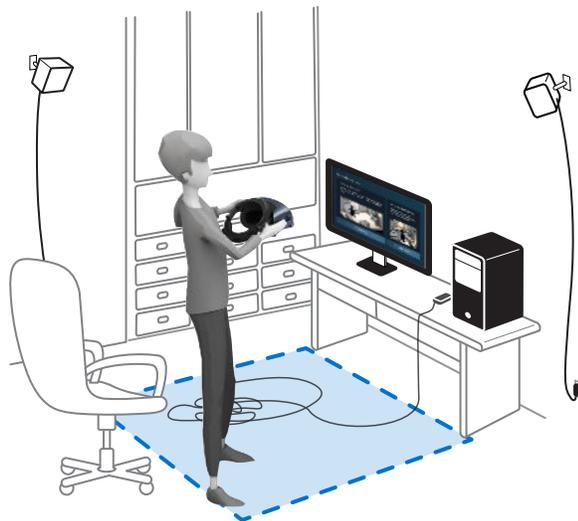


Once you've completed the room setup, you need to run it again if you moved or adjusted the angles of the base stations or if you transfer your VIVE Cosmos Elite VR system to a different room.

Setting up a standing-only play area

Choose this option if you only want to experience VR in a seated or standing position.

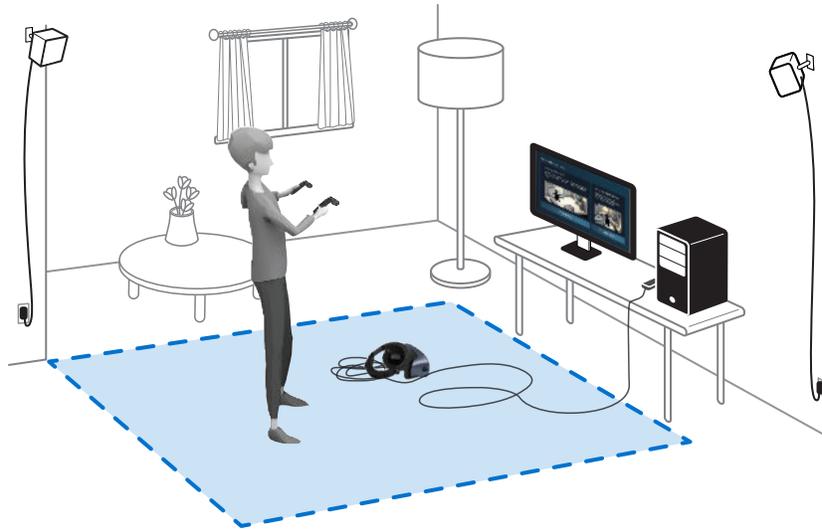
1. From your computer, open the SteamVR app.
2. Click , and then select **Room Setup > Standing only**.
3. Review the prompts and follow the on-screen instructions to complete the process.



Setting up a room-scale play area

Choose to set up a room-scale play area to enjoy moving around and fully engage with the VR experience.

1. From your computer, open the SteamVR app.
2. Click , and then select **Room Setup > Room-scale**.
3. Review the prompts and follow the on-screen instructions to complete the process.



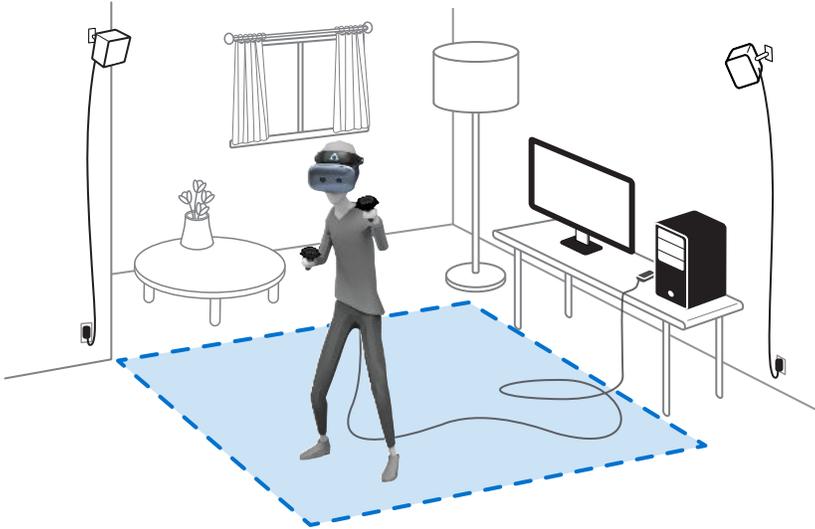
When tracing the boundaries of the play area, make sure that the floor is cleared. Do not trace across space occupied by things (such as a table or a chair) since this may cause you to trip into the object while in VR.

Resetting the play area

1. From your computer, open the SteamVR app.
2. Click , and then select **Room Setup**.
3. Choose the type of play area you want and then follow the prompts to complete the process.

Verifying your setup

Once you've completed the VIVE setup process, you can now put on the headset and hold the controllers to start exploring VR.



While you're in the play area, the headset and the controllers should remain at least 0.5 m (1 ft 7 in) and no further than 5 m (16 ft 4 in) away from a base station. This will ensure that the devices are properly tracked within the base station's 120-degree field of view.



For health and safety warnings, please refer to the Safety and regulatory guide, which is periodically updated for accuracy and completeness. For the latest version, check www.vive.com/.

After setting up, how do I turn the VIVE system on?

1. From your computer, open the VIVE Console app.
2. Make sure your base stations are powered.
3. Make sure that your headset is connected to the computer via the link box or converter. For details, see or [Connecting the headset to your computer via the converter](#) on page 41.
4. Turn the controllers on. For details, see [Turning the controllers on or off](#) on page 53.
5. Check that VIVE hardware is tracked. The status icons on the SteamVR app are blue and the status lights on the hardware are green.
6. Put the headset on. For details, see [Putting on the VIVE Cosmos Elite headset](#) on page 9.
7. Grab your controllers.

To bring up the System Dashboard, press the System button on either controller.

What is the recommended space for the play area?

Movement within a diagonal area of up to 5 m (16 ft 4 in) is supported. For example, a 3.5 m x 3.5 m (around 11 ft 5 in x 11 ft 5 in) space. For room-scale setup, a minimum play area of 2 m x 1.5 m (6 ft 6 in x 5 ft) is required. There's no minimum for seated and standing experiences.

Can I include space occupied by furniture for the play area?

It is not recommended to do so. When setting the boundaries of the play area, make sure that the floor is cleared. Do not trace across space occupied by things (such as a table or a chair) since this may cause you to trip into the object while in VR.

Will VR apps for seated/standing-only experiences work with room-scale setup?

Even if you have a room-scale setup, you can still use VR apps that are designed for seated or standing-only experiences. Just make sure that your headset and controllers are tracked within the play area.

How do I resolve download errors during VIVE Setup installation?

Download errors are usually caused by incorrect network settings. For example, due to wrong DNS, the download server address is unresolved by the host. Some network destinations may be inaccessible, even as connection to other websites seems normal. Please make sure that your network settings are correct, or ask your network administrator for support.

I can't complete the room setup. What should I do?

Check if you're using special characters (such as à or é) in your local Windows user name, which could cause the problem.

As a workaround, you can add a new Windows account using basic Latin alphabet for its user name. After logging in with the new user name, reinstall VIVE Setup and complete the process.

Settings

System Dashboard

The System Dashboard serves as your central point of entry in VR.

While in the dashboard, some of the things you can do are:

- Launch or close a VR app
- Control sound volume and mic access
- Change settings, such as style of the collision bounds in Chaperone or the in-headset background
- Turn the VIVE Cosmos Elite system off

To bring up the dashboard, press the System button on either controller.

Changing the Chaperone settings

The Chaperone shows a grid whenever you're close to the bounds of your play area. You can change how the grid looks.

1. From the System Dashboard, select .
2. Select **Chaperone**.
3. Choose the style of the collision bounds that you prefer.
4. Drag the sliders to change the color and opacity.
5. To show a constant visual reference of your floor while in VR, select **Floor bounds always on**.

How can I capture screenshots in VR?

While in VR, press the System button and the trigger at the same time. You'll see a notification when the screenshot is saved.

You can access screenshots directly from the Steam client by clicking **View > Screenshots**.

To find screenshots from apps downloaded in VIVEPORT, navigate to the Steam installation folder. The default location on 64-bit versions of Windows is:

```
C:\Program files (x86)\Steam\userdata\[Steam user number]\760\remote\0\screenshots
```

If you have chosen a custom installation folder, navigate to it and find the following subfolder:

```
...\Steam\userdata\[Steam user number]\760\remote\0\screenshots
```

Screenshots from other apps can be found in their respective folder:

```
...\Steam\userdata\[Steam user number]\760\remote\[app folder]\screenshots
```

Disabling Volume limit

By default, Volume limit is turned on for safety reasons. If you feel that the volume of the plugged headphones or your own headphones is not loud enough for you even with the volume level set high, you can turn this setting off.



Listening at a high volume for a long time may damage your hearing.

1. From your computer, open the VIVE Console app.
2. Click **☰**, and then select **Settings > Audio**.
3. Click the Volume limit **On/Off** switch to turn the setting off.

Enabling motion compensation

Turning on motion compensation helps keep the frame rate consistently high even if you have less-than-ideal computer specs.

1. From your computer, open the VIVE Console app.
2. Click **☰**, and then select **Settings > Video**.
3. Click the Motion compensation **On/Off** switch to enable it.



Some graphic cards may not support motion compensation.

Updating the firmware

Firmware updates may include improved functionality and bug fixes.

1. From your computer, open the VIVE Console app.
2. If a firmware update is detected for any of the VIVE Cosmos Elite hardware, click **Firmware update**. You'll see a list of hardware that has an available firmware update.
3. Click **Update**.
4. Check that the progress is complete. If the controllers have updated, you may need to turn them back on.

Troubleshooting VIVE Cosmos Elite

If there is a persistent problem with VIVE Cosmos Elite that cannot be solved, you can reset the headset and settings.

1. From your computer, open the VIVE Console app.
2. Click  , and then select **Settings > Troubleshooting > Reset headset and settings**.



You can also report an issue or send feedback by clicking **Report**.

Joining the VIVE Cosmos Elite beta program

Opting in to the VIVE Cosmos Elite beta program lets you receive preview builds and give feedback.



Beta software may be unstable and not work as intended.

1. From your computer, open the VIVE Console app.
2. Click  , and then select **Settings > Advanced**.
3. Click the Beta program **On/Off** switch to enable it. When prompted, confirm whether to join the beta program or not.



You can opt-out of the beta program anytime by turning the Beta program switch off.

Seeing real surroundings

Currently, when using the VIVE Cosmos Elite, you cannot use the headset cameras to see your real surroundings. To quickly check your real surroundings, flip up the headset visor. See [Flipping up the visor](#) on page 13.

What do the error codes and messages mean? What can I do?

Check the error code associated with the issue, and then try to resolve the error with the suggested steps.

Error code	Issue	Steps to resolve issue
001	Headset is not connected.	<ul style="list-style-type: none"> ▪ Check that the headset is properly connected to your computer. ▪ Use a different USB port on your computer. ▪ If the issue persists, restart your computer.
002	VIVE Console needs to be restarted.	<ol style="list-style-type: none"> 1. Close VIVE Console. 2. Open Task Manager. 3. Find and select <code>HID_Manager_Server.exe</code>. 4. Click End task. 5. Restart VIVE Console.
003	DisplayPort cable is disconnected or no video stream detected.	<ol style="list-style-type: none"> 1. Make sure the DisplayPort cable is plugged in to the link box or converter and computer. 2. On your computer, go to Control Panel > System and Security > System. 3. Click Device Manager, and then click to expand the list under Universal Serial Bus controllers. 4. Right-click Generic USB Hub (there may be more than one with the same label), and then select Properties. 5. Click the Power Management tab, and then de-select Allow the computer to turn off this device to save power. 6. Restart the link box or converter. 7. Restart VIVE Console. <p>If the issue persists, try updating your GPU driver to the latest version.</p>
005	Make sure front cover is firmly attached to the headset.	Make sure front cover is firmly attached to the headset.

Error code	Issue	Steps to resolve issue
006	DisplayPort connection is not stable.	<ul style="list-style-type: none"> ▪ Try restarting the headset. ▪ Try another DisplayPort port on your computer. ▪ Check if your graphics card supports DisplayPort.
007, 008	ROM checksum failed. Try again after updating the software.	<ol style="list-style-type: none"> 1. Follow the steps to re-download and update the software. 2. Run the firmware update again.
009	The USB cable must be connected to a USB 3.0 or higher port on the computer.	<ol style="list-style-type: none"> 1. Make sure the USB cable is connected to a USB 3.0 or higher port on the computer. 2. If the USB cable is already connected to a USB 3.0 or higher port on the computer, try switching to a different USB 3.0 or higher port. 3. If the issue persists, on your computer, go to Control Panel > System and Security > System. 4. Click Device Manager, and then click to expand the list under Universal Serial Bus controllers. 5. Right-click Generic USB Hub (there may be more than one with the same label), and then select Properties. 6. Click the Power Management tab, and then de-select Allow the computer to turn off this device to save power. 7. Restart the link box or converter. 8. Restart VIVE Console.

Error code	Issue	Steps to resolve issue
010	No audio coming from the headset.	<ol style="list-style-type: none"> 1. In the Windows audio settings, adjust the volume level and make sure the volume is not muted. 2. If the issue persists, in the Windows task tray, right-click the volume icon > Sounds. In the Playback tab, right-click VIVE Cosmos > Set as Default Device. 3. If the issue persists, in the Playback tab, right-click Speaker VIVE Cosmos Multimedia Audio > Set as Default Device. 4. If the issue persists, restart the link box or converter. 5. If the issue persists, plug the USB cable into a different USB 3.0 port on your computer. 6. If the issue persists, manually update the USB driver on your computer. You can also download and install official driver updates from the website of your motherboard or USB port manufacturer. 7. If the issue persists, restart your computer. 8. If updating your USB driver doesn't solve the issue, purchase and use another PCI-Express USB card (with Intel chipset).
100	USB hub update failed.	<ol style="list-style-type: none"> 1. From your computer, open the Device Manager. 2. Under Universal Serial Bus controllers, find and right-click Generic USB Hub, and then select Properties. 3. Click the Details tab, and then select Hardware IDs from the drop-down list. 4. Under Values, find the following nodes: <ul style="list-style-type: none"> ▪ VID: 0BB4, PID: 0315 ▪ VID: 0BB4, PID: 0323 5. Click the Power Management tab, and then de-select Allow the computer to turn off this device to save power option. 6. Restart your computer as well as the link box or converter. 7. Retry the firmware update.
101	Audio update failed.	<ol style="list-style-type: none"> 1. Restart your computer as well as the link box or converter. 2. Retry the firmware update.
102, 106, 107, 108	Headset firmware update failed.	<ol style="list-style-type: none"> 1. Restart your computer as well as the link box or converter. 2. Retry the firmware update.

Error code	Issue	Steps to resolve issue
103	Controller firmware update failed.	<ol style="list-style-type: none"> 1. Restart your computer as well as the link box or converter. 2. Retry the firmware update.
105	Headset not connected.	<ol style="list-style-type: none"> 1. Restart your computer as well as the link box or converter. 2. Retry the firmware update.
109, 110, 111, 112	Camera firmware update failed.	<ol style="list-style-type: none"> 1. Restart your computer as well as the link box or converter. 2. Retry the firmware update.
200	The headset cannot be detected. Make sure that cables are properly connected and then restart the headset.	Make sure the cables between the headset, link box or converter, and computer are all properly connected and then restart the headset.
201	The headset display cannot be detected. Make sure that the headset cable is properly connected.	Make sure the headset cable is properly connected.
202	Calibration data is lost. For assistance on how to fix this, contact customer care.	Contact customer care.
203, 205, 206, 207	Oops! This should not happen. Re-install VIVE software to fix this.	Re-install the VIVE software.
208	Update VIVE software and firmware to fix this.	Update both the VIVE software and firmware.
209	The server is disconnected. Restart VIVE Console to fix this.	<ol style="list-style-type: none"> 1. Restart VIVE Console. 2. If the issue persists, restart your computer.
210	The compositor is disconnected. Restart VIVE Console to fix this.	Restart VIVE Console.
211	Check that your GPU driver is updated to the latest version.	Make sure your GPU driver is updated to the latest version.

Error code	Issue	Steps to resolve issue
212, 213, 214	Restart VIVE Console to fix this [error ID number].	Restart VIVE Console.
215	Please update graphics card driver.	Update your graphics card driver to the latest version.
216	Please check that SteamVR was installed properly or has finished updating.	Make sure SteamVR was installed properly or has finished updating.
217	SteamVR has encountered an unexpected problem. Restart VIVE Console to fix this.	Restart VIVE Console.
218	The VIVE Cosmos Elite camera is being used by another application.	<ol style="list-style-type: none"> 1. In Windows' Privacy settings > Camera, make sure Allow apps to access your camera is enabled. Then, restart VIVE Console. 2. If the issue persists, check if the VIVE Cosmos Elite camera is occupied by another Windows application. If yes, close the application using the camera, and then restart VIVE Console. 3. If the issue persists, restart your headset. 4. If the issue persists, use a different USB 3.0 port on your computer. Then, restart VIVE Console.
219	The VIVE Cosmos Elite headset can't be recognized when SteamVR is in safe mode.	<p>Disable SteamVR safe mode, and restart SteamVR. If the problem persists, do the following:</p> <ol style="list-style-type: none"> 1. Update SteamVR to version 1.10.28 or later. 2. In SteamVR, click  > Settings. 3. Click Startup / Shutdown > Manage Add-Ons. 4. In Manage SteamVR Add-Ons, do one of the following: <ul style="list-style-type: none"> ▪ To the right of viveVR, click Unblock. ▪ Make sure viveVR is turned On. 5. Close SteamVR. 6. Restart VIVE Console.

Error code	Issue	Steps to resolve issue
220	There is a compatibility problem with the DisplayPort connection (HDCP error)	<p>If you're using an MSI notebook, go to MSI's technical support web page for help on how to update your notebook to the latest V-BIOS.</p> <p>If you're not using an MSI notebook, submit a report using VIVE Console. In VIVE Console, go to Settings > Troubleshooting > Report issue.</p>
221	The front cover has been changed. Restart VIVE Console to fix this.	Restart VIVE Console.
222	The headset cannot be detected. Make sure the USB cable is properly connected.	Make sure the USB cable is properly connected on the link box and/or computer.
223	Make sure the headset's camera firmware is updated to the latest version.	<ol style="list-style-type: none"> 1. Open VIVE Console. 2. Click Firmware update > Update. 3. Restart VIVE Console.

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