

ENGAGE Troubleshooting

2022/23

Building a Strong VR Culture

Plan Well - Practice Often - Execute with Excellence

ENGAGE Troubleshooting

Top Three Issues

Getting comfortable with new technology always has its challenges and can be frustrating.

“Why doesn't it work?”

A few things to keep in mind

- Headset charged
- Connected to WiFi
- Power Button



ENGAGE Troubleshooting

Headset Charged

- Turn on your headset
 - power button on the right side
 - you will see the blue meta logo
 - you will see three white dots
 - this will take you to the App Library
 - you will see ENGAGE
 - top right corner you can see the headset charge %
- IF you were not able to get past the Blue meta logo, you need to charge your headset.
- Your Oculus Quest 2 came with a charger.



ENGAGE Troubleshooting

Connected to WiFi

Now that you are all charged and ready to go, let's troubleshoot one step further.

- App Library view
- Click on the WiFi Settings (right menu)
- Ensure WiFi Enabled radio button is BLUE (active/on)
- locate your network
- click on it
- click enter
- add your password
- you should now be connected to WiFi
- click the "X" on the bottom right to return to the App Library view



ENGAGE Troubleshooting

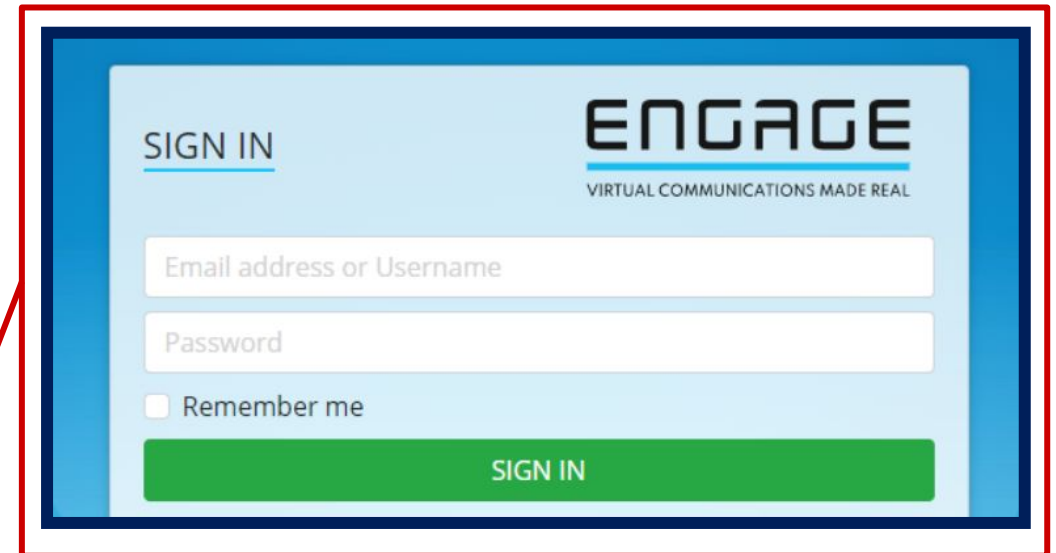
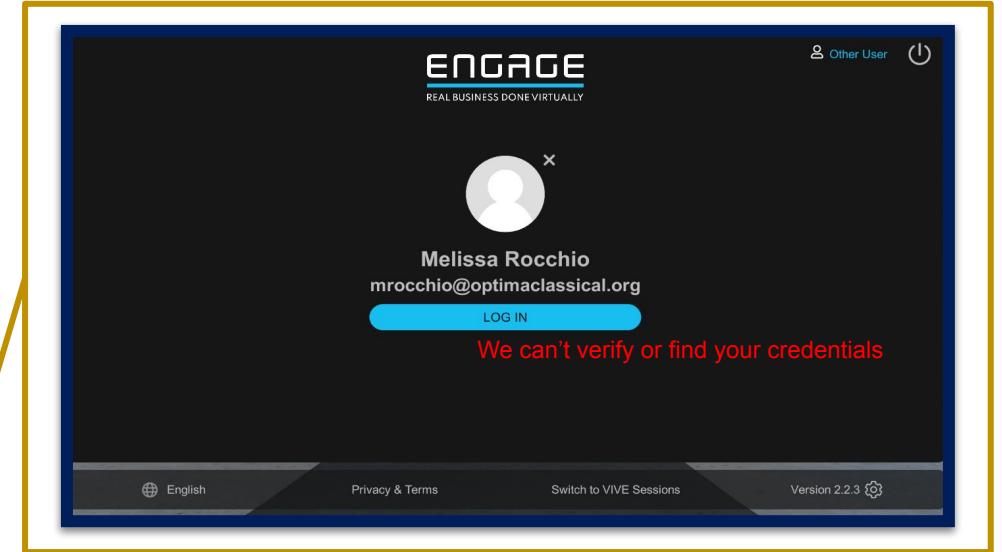
Log into ENGAGE VR

We are almost there for you to have FUN

- Library App view
- Click on ENGAGE to launch the application
- Now you are in the ENGAGE Hub, Log in
- Enter your username & password
 - case sensitive
- IF you receive a message

“We can’t verify or find your credentials”

- try typing in your credentials again
- if that didn’t work
- Log into your ENGAGE Web Portal via your computer
 - this is to confirm your credentials are working
 - if they work, there is a good chance you were bumped off your WiFi connection.



ENGAGE Troubleshooting

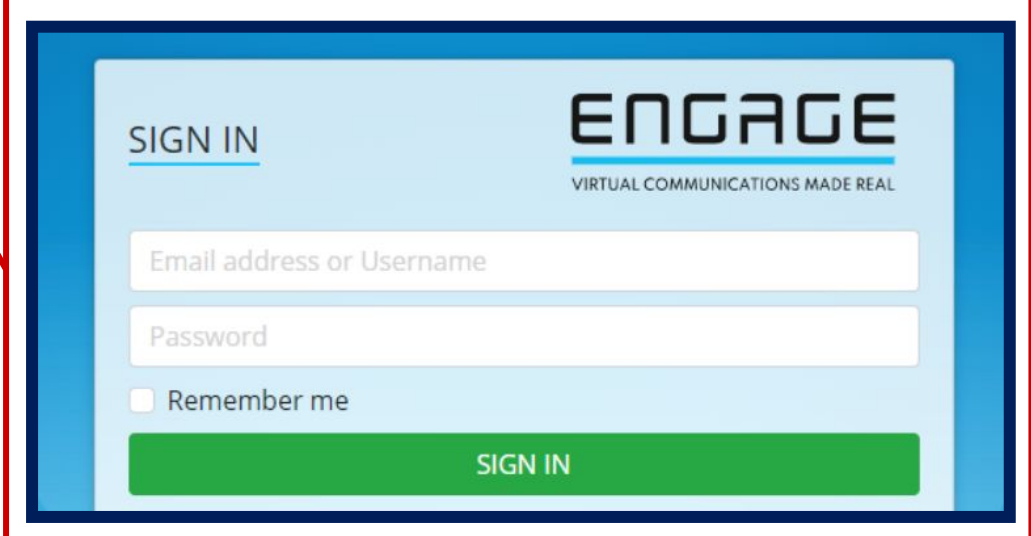
Log into ENGAGE VR continuation

- If you were able to log into your ENGAGE Web Portal
 - Let's revisit your WiFi

RECONFIRM

- ❑ You were able to sign into your ENGAGE Web Portal
- ❑ Your credentials worked
- ❑ Your headset is charged
- ❑ You were able to click on the WiFi settings in ENGAGE VR
- ❑ TRY one more time to connect to WiFi

Well Done & Thank You!
You did your side of troubleshooting, now
contact your Curator.

A screenshot of the ENGAGE web portal sign-in page. The page has a light blue background with the ENGAGE logo in the top right corner, which includes the tagline "VIRTUAL COMMUNICATIONS MADE REAL". On the left, the text "SIGN IN" is underlined. Below this, there are two input fields: "Email address or Username" and "Password". A checkbox labeled "Remember me" is positioned below the password field. At the bottom of the form is a prominent green button with the text "SIGN IN" in white.

ENGAGE Training Kick-Off

Additional Troubleshooting Tips

- **ENGAGE VR**

- Headset goes black often
 - The power button is very sensitive
- Headset goes black but I still hear everyone.
 - If you replaced your original face mask with a softer face mask, you may be blocking the inside sensor.
 - located inside the headset
 - above the lens, in the middle.
 - Move the cushion and that should work.
 - IF that doesn't work
 - fill out a BUG Report
 - notify your curator so we can make a list to follow up with ENGAGE
 - Best Practice: Make a list of all "occurrences" at the end of the day/week, email your curator



ENGAGE Training Kick-Off

Additional Troubleshooting Tips

- **ENGAGE VR**

- Headset does not recognize my hand controllers
 - Batteries may need to be replaced
 - You are in direct sunlight
- I see the environment in IRL while in my headset
 - You need to adjust your guardian boundaries

