

htc®



**VIVE™**

VIVE Wireless Adapter (VIVE/VIVE Pro)

# Contents

---

## VIVE Wireless Adapter (VIVE/VIVE Pro)

---

Unboxing	4
Setup	7
Power bank	19
VIVE Wireless app	22
Multiuser environment	24
Solutions and FAQs	27
Information and support	30

---

## Trademarks and copyrights

---

## 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/>.

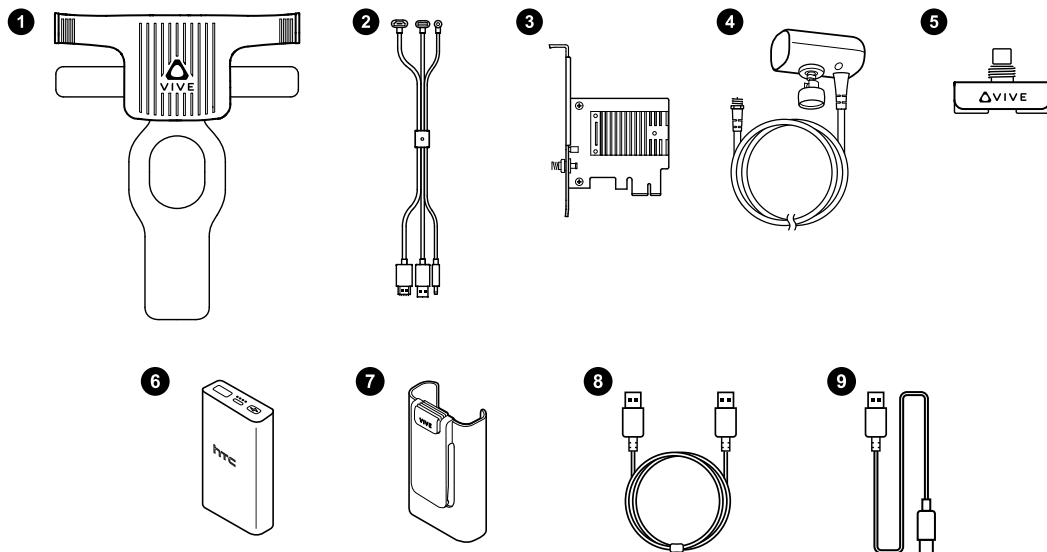
# VIVE Wireless Adapter (VIVE/ VIVE Pro)

## Unboxing

### Inside the box

The package comes with the VIVE Wireless Adapter for VIVE™ and accessories. If you have the VIVE Pro headset, you need to purchase an additional package: Wireless Adapter Attachment Kit.

### VIVE Wireless Adapter package (for VIVE)

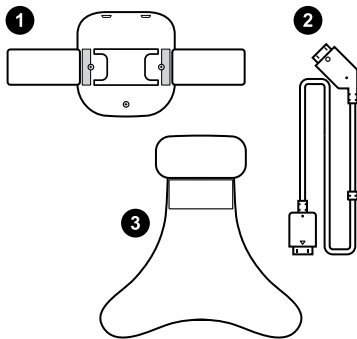


#### In-box items

1. Wireless adapter (with cradle for VIVE)
2. 3-in-1 short cable for VIVE
3. PCIe WiGig® card
4. Wireless link box
5. Wireless link box clip
6. HTC QC 3.0 Power Bank
7. Power bank holder
8. Power bank connection cable
9. Power bank charging cable

You can also find documentation in the box, such as the Safety and regulatory guide and warranty card.

## Wireless Adapter Attachment Kit (for VIVE Pro)



### In-box items

1. Cradle for VIVE Pro
2. Headset short cable for VIVE Pro
3. Head pad cushion for VIVE Pro

## System requirements

To use VIVE Wireless Adapter, your computer must meet the following system requirements.

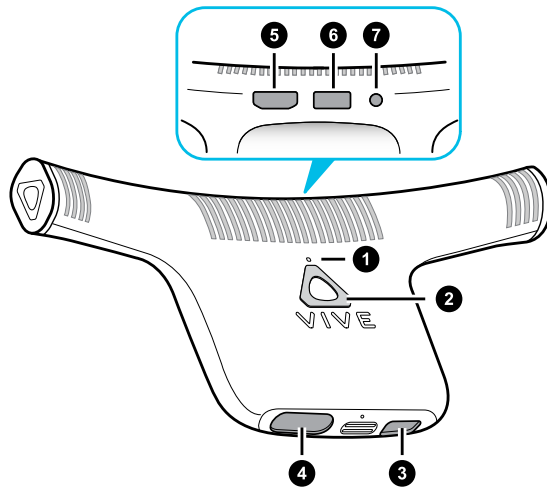
Specifications	Minimum system requirements
<b>Computer type</b>	Desktop computer with available PCIe slot
<b>Processor</b>	Intel® Core™ i5-4590/AMD FX™ 8350 equivalent or better
<b>GPU</b>	NVIDIA® GeForce® GTX 1060, AMD Radeon™ R9 480 equivalent or better
<b>Memory</b>	4 GB RAM or more (8 GB RAM is recommended)
<b>Operating system</b>	64-bit Windows® 10 or Windows 7 SP1
<b>SteamVR app</b>	Version 1533664367 or later



VR titles may have additional requirements. Performance may vary.

## About VIVE Wireless Adapter

Freeing you from cables, VIVE Wireless Adapter attaches to your headset and wirelessly receives VR data from your computer. It comes with a PCIe WiGig® card and wireless link box that need to be installed on your computer to transmit data.



**1.** LED

**2.** Pair button

**3.** USB power port

**Connection port for VIVE Pro:**

**4.** Headset cable port

**Connection ports for VIVE:**

**5.** HDMI port

**6.** USB port

**7.** Headset power port

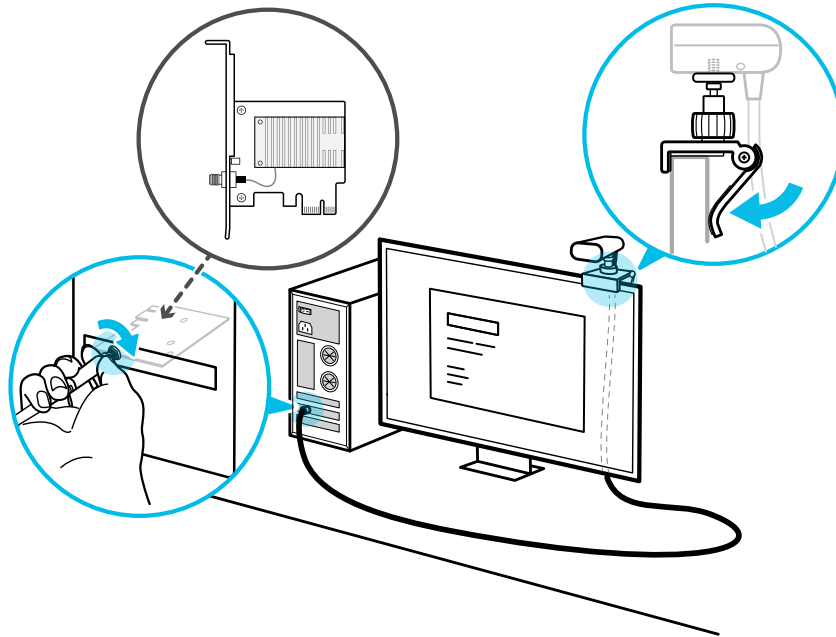
To find out more, see [Setting up VIVE Wireless Adapter](#) on page 7.

# Setup

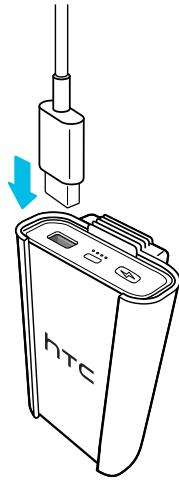
## Setting up VIVE Wireless Adapter

Here's what you need to do to set up VIVE Wireless Adapter for your headset.

1. Install the PCIe card to your computer. Connect the wireless link box to the card. See [Installing the PCIe WiGig card](#) on page 9 and [Connecting the wireless link box to your computer](#) on page 9.



2. Attach VIVE Wireless Adapter to the headset. Depending on your VIVE headset, refer to the instructions in these topics:  
[Attaching the wireless adapter to VIVE](#) on page 11  
[Attaching the wireless adapter to VIVE Pro](#) on page 14
3. Download and install the VIVE Wireless app on your computer. Use it to pair the wireless adapter with the wireless link box. For details, see [Installing the VIVE Wireless app](#) on page 22 and [Connecting your headset with your computer wirelessly](#) on page 23.
4. Connect the power bank to the wireless adapter. Clip it to your waist belt. See [Connecting the power bank to VIVE Wireless Adapter](#) on page 20.



5. Open the VIVE Wireless app. Make sure your headset's wireless connection shows the "Ready" status before you open the SteamVR app.

Use the SteamVR app to check that your base stations, controllers, and additional VR hardware are ready for use. For details, see the VIVE and VIVE Pro support pages.



Make sure you have SteamVR app version 1533664367 or later installed on your computer.

6. Open the VR app you want to use. When you're ready to play VR content, put on your headset with the attached wireless adapter.



The wireless adapter vents may become hot during normal operation. Do not touch until cool.



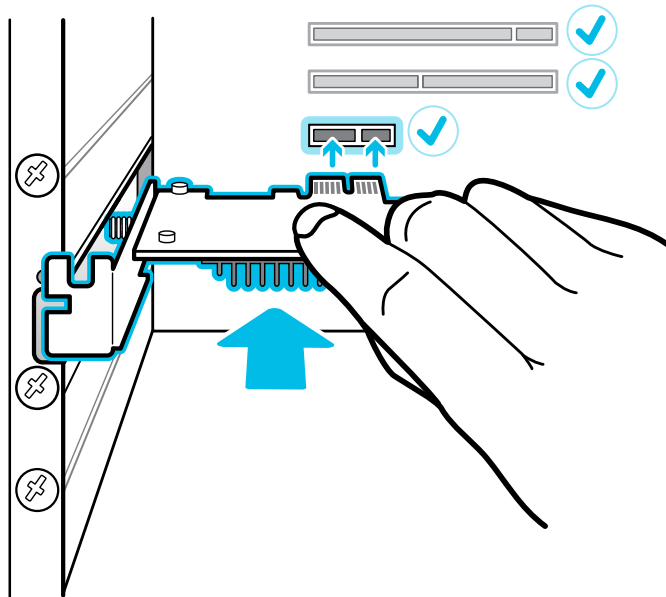
---

## Installing the PCIe WiGig card

---

- !** Expansion cards such as PCIe cards contain sensitive circuitry and components. Please handle your PCIe WiGig® card with care. To avoid possible damage from static electricity, follow these precautions when handling the card:
- Before installing the card, shut down your computer. Unplug the power cable from your computer and the power outlet.
  - Your computer may be hot if you've been using it for a long time. Wait for a few minutes to let the computer cool before touching and removing its cover.
  - Before holding the card, wear a grounded wrist strap. If you don't have one, touch your hands first on a safely grounded surface such as the metal chassis of your computer.
  - Avoid touching the components of the card by holding the card by the edges.
  - When you need to remove the card from the motherboard, place the card back in the anti-static bag that was used to wrap it.

1. Remove the computer cover.
2. Insert the PCIe WiGig® card in an available PCIe slot on your motherboard.



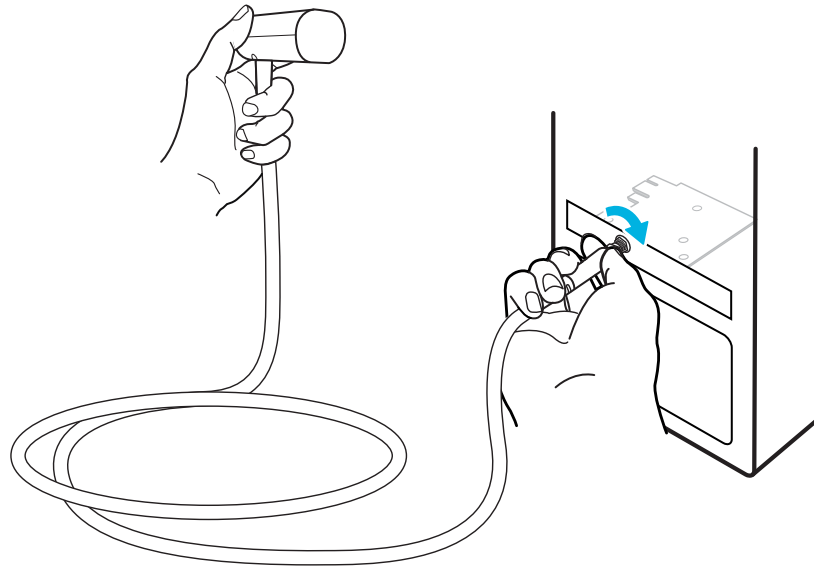
3. Put back the computer cover securely. Reconnect the cables to your computer.

---

## Connecting the wireless link box to your computer

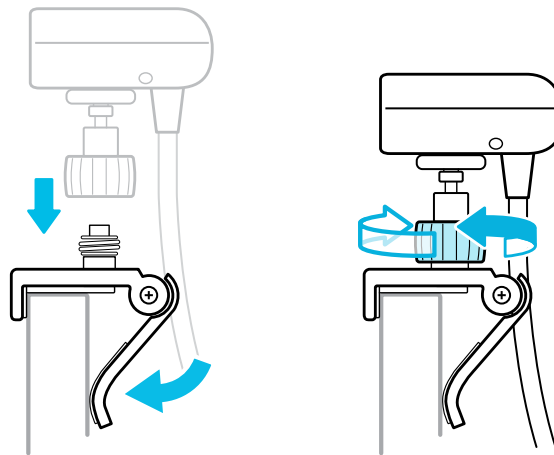
---

1. After you've finished installing the PCIe WiGig® card in your computer, connect the cable from the wireless link box to the card. Turn the cable connector clockwise to tighten it.



2. Use the provided clip to mount the wireless link box in place.

- A typical setup is to mount it on top of your computer monitor.



Flip open the base of the clip and attach it upright on top of the computer monitor. Attach the wireless link box on top of the clip, and then turn the screw to tighten it.



- Ideally, you should mount the wireless link box on the monitor at a height of at least 125 cm (4 ft) from the ground.
- Allow a distance of 150 cm (5 ft) between the wireless link box and your play area.
- Adjust the angle of the wireless link box so it's facing towards you and your play area.
- When using the wireless adapter with your headset, provide a clear line of sight between the wireless link box and yourself.
- Remove any obstacles in your play area.

- For improved performance, especially in multiuser VR environments, adjust the position of the wireless link box.

Try moving the clipped wireless link box. You can also try placing the wireless link box higher than your height.

3. Turn your computer back on.

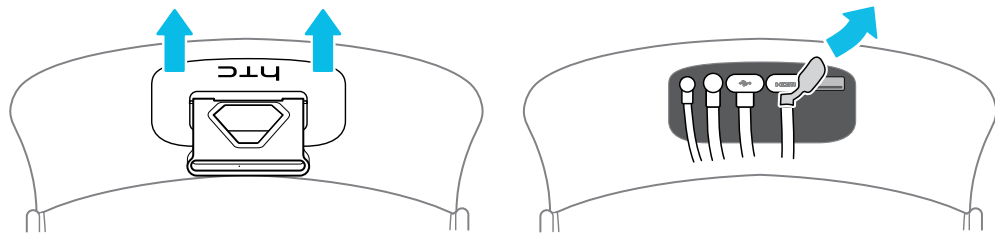
---

### Attaching the wireless adapter to VIVE

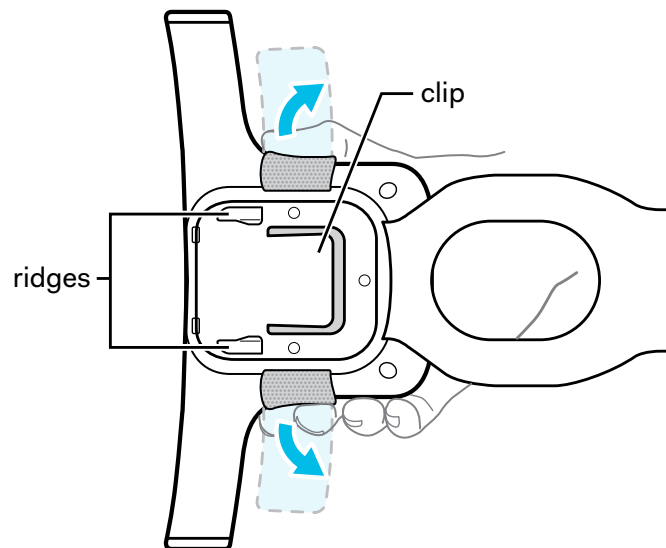
---

1. Remove the 3-in-1 cable that's attached to your VIVE headset.

First, push open the compartment cover to access the connection ports on your headset. Carefully pull the tab until the HDMI cable is unplugged. Then, unplug the power cable and USB cable.

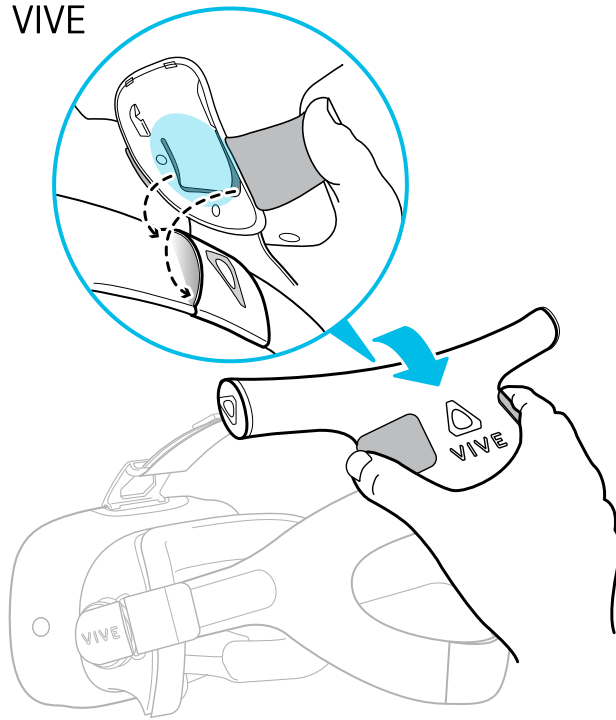


2. Find the cradle that's attached to the base of the wireless adapter. Unfasten the horizontal velcro strap and you'll see a cradle that has a clip and ridges.



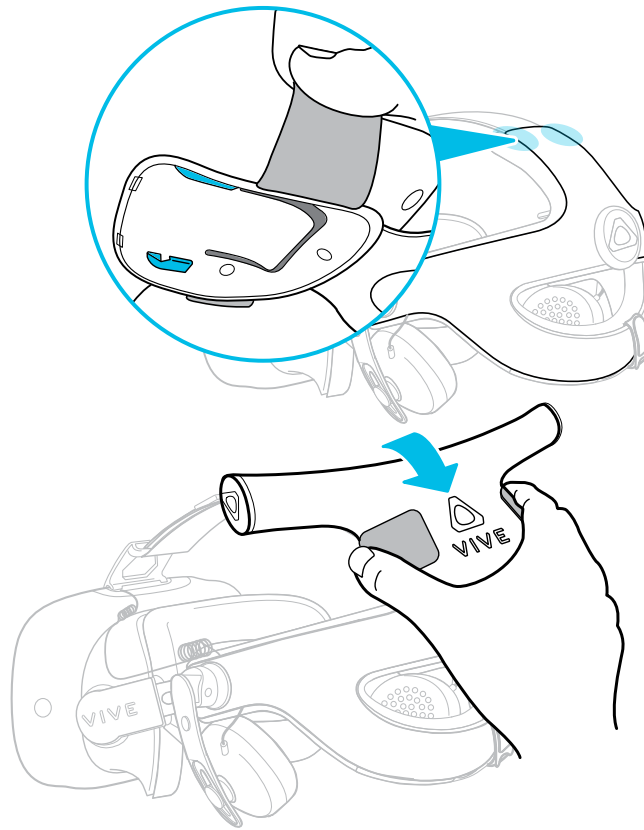
3. To attach the wireless adapter to your headset, do one of the following:

VIVE



**VIVE:** Insert the cradle's clip into the sleeve that shows the VIVE logo on the headset strap.

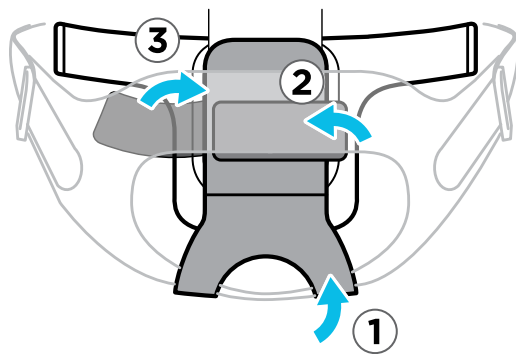
## VIVE Deluxe Audio Strap



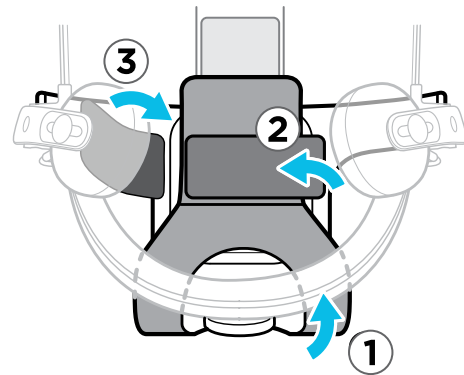
**VIVE Deluxe Audio Strap:** Align the cradle's ridges with the corners of the top band's hard shell. Press down firmly to attach the wireless adapter in place.

4. To secure the wireless adapter in place, wrap the vertical strap around the headset strap first. Next, wrap the horizontal strap and fasten it.

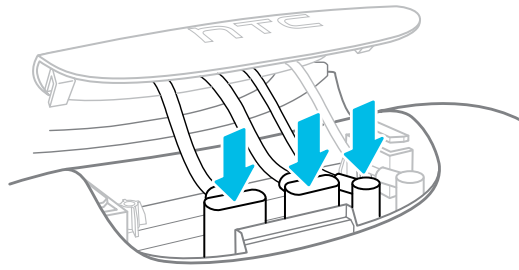
VIVE



VIVE Deluxe Audio Strap

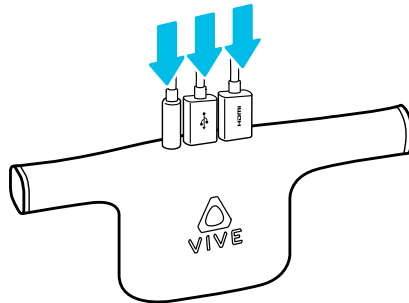


5. Insert the L-shaped connectors of the 3-in-1 short cable to the headset compartment.

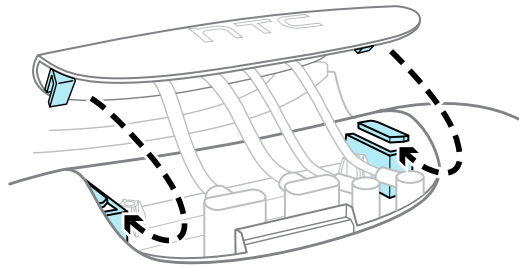


Insert the L-shaped HDMI, USB, and power connectors through the headset strap hole followed by the compartment cover hole.

6. Insert the other end of the 3-in-1 short cable to their respective ports on the wireless adapter.



7. Close the headset compartment.



Align the ridges on the cover with the tabs on the compartment. After the ridges are aligned, push the cover until it snaps in place.

---

### Attaching the wireless adapter to VIVE Pro

---

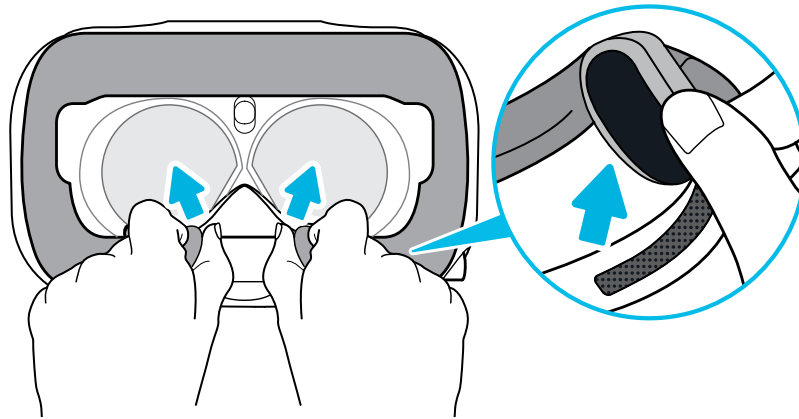
To attach the wireless adapter to the VIVE Pro headset, you need to purchase the Wireless Adapter Attachment Kit.

There are three items you need to replace before you can attach VIVE Wireless Adapter to VIVE Pro:

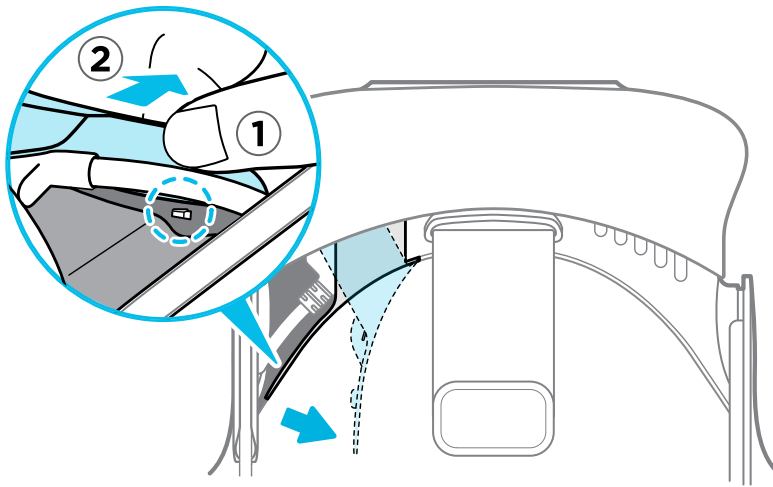
- **Headset cable:** for connecting the wireless adapter to your headset
- **Cradle:** for attaching the wireless adapter to the top of your headset
- **Head pad cushion:** for the back cushion of your headset

### Replacing the headset cable

1. Peel off the face cushion starting from both ends until it detaches from the headset.

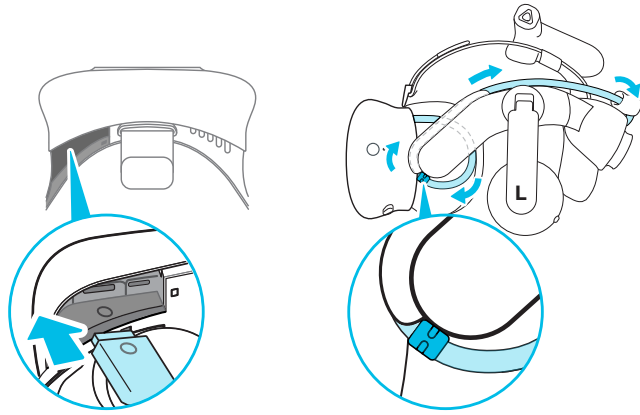


2. Carefully pry open the compartment cover from its flap. Pull the cover out to access the ports on the headset.

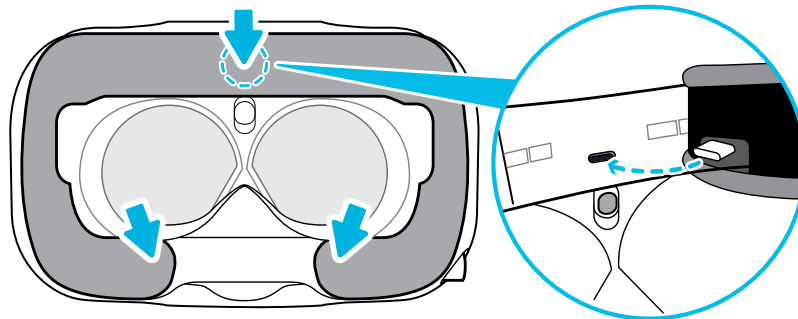


3. Unplug your current headset cable from the headset.
4. Connect the short headset cable provided in the attachment kit.

Plug in the L-shaped all-in-one connector of the cable into the headset compartment. Loop the cable around the left edge of the headset band. Press it into the black ridge to fix it in place.

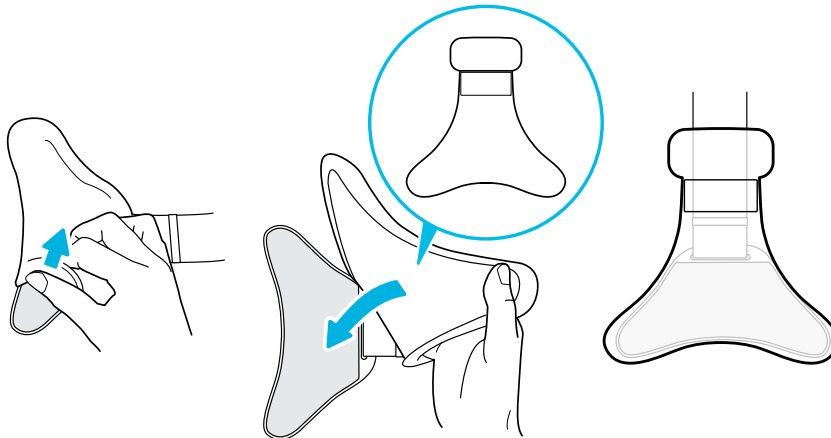


5. Place the compartment cover back into the headset. Reattach the face cushion to its original position. Make sure the velcro strips are aligned with the headset.



### Replacing the head pad cushion

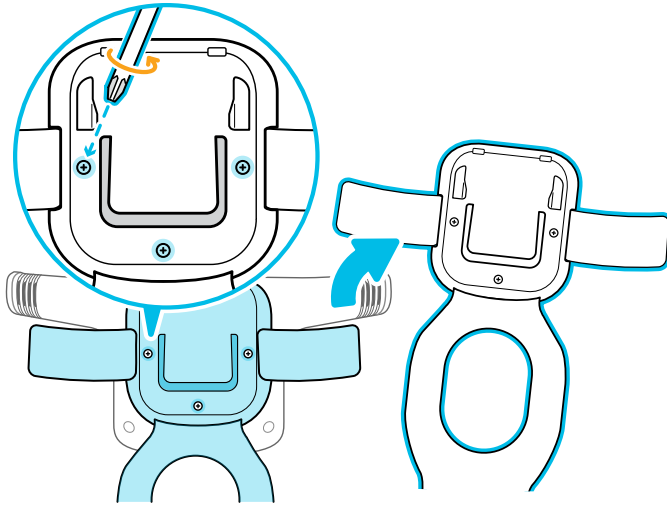
Detach the head pad from the headset. Peel off its cushion. Replace it with the new cushion provided in the attachment kit.



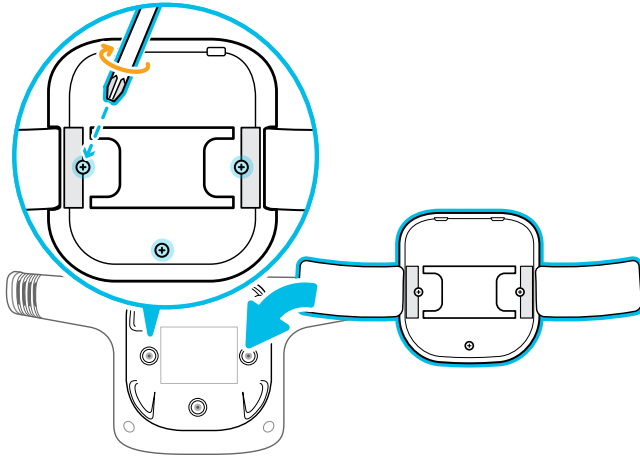


## Replacing the cradle and attaching the wireless adapter

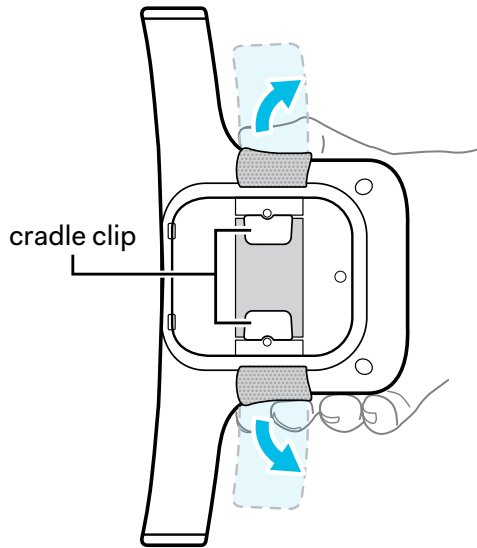
1. From the base of the wireless adapter, detach the screws and remove the cradle used for VIVE.



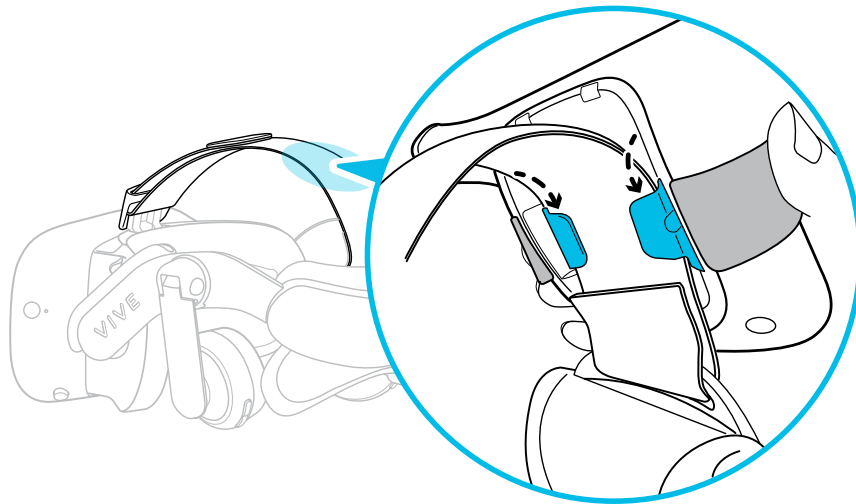
2. Attach the cradle for VIVE Pro to the base of the wireless adapter. When attached, fasten the screw tightly.



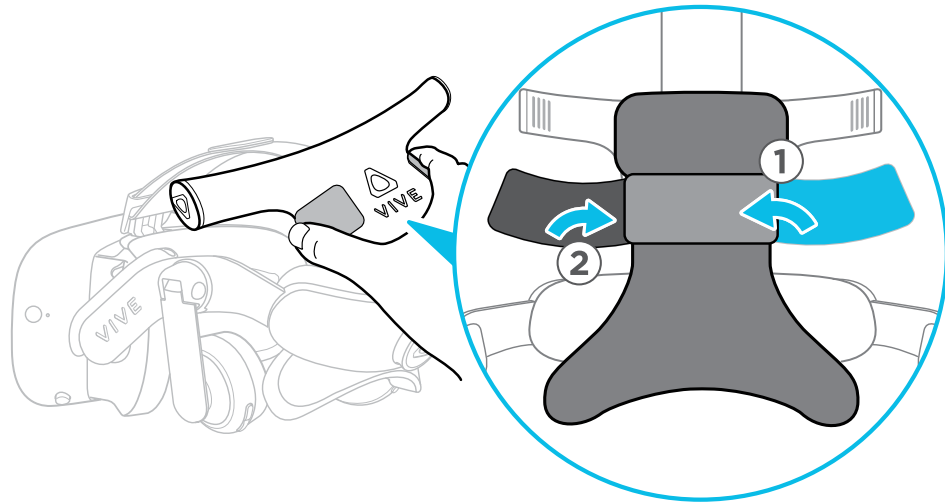
3. Unfasten the velcro strap and you'll see a clip on the cradle.



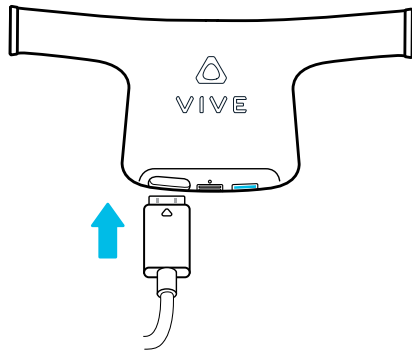
4. Insert the cradle's clip at the top of the headset strap.



5. Place the narrow side of the head pad's new cushion on the cradle. Align the top edges of the cushion and the wireless adapter. When aligned, fasten the cradle's velcro strap.



6. Insert the other end of the short headset cable into the headset cable port at the back of the wireless adapter.

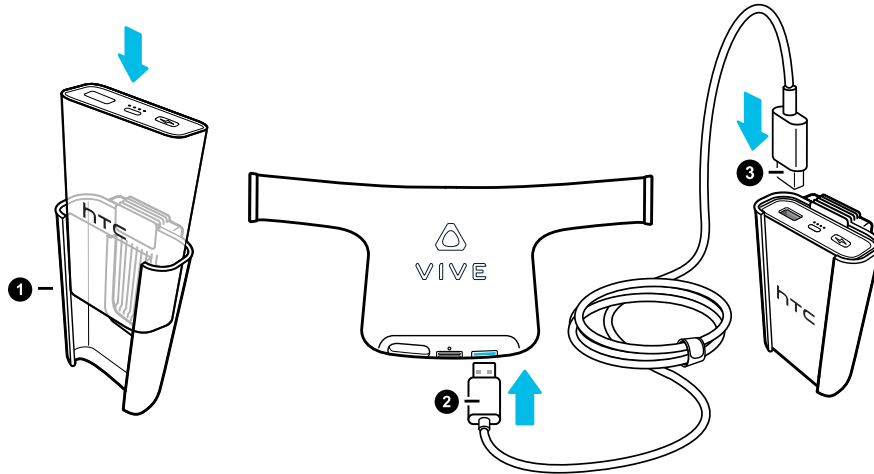


Power bank

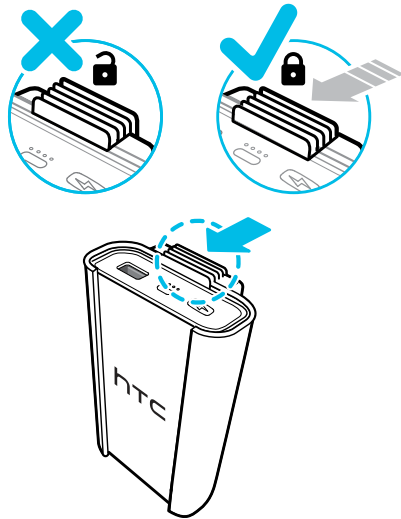
## Connecting the power bank to VIVE Wireless Adapter



Use the power bank included in the box. If you want to purchase an extra unit, make sure to use only an HTC power bank with VIVE Wireless Adapter.



1. With the POWER button, LED, and USB port facing up, insert the power bank into its dedicated holder.



Push the tab on the holder inward to lock the power bank in place so it won't fall out of the holder.

2. Connect one end of the power bank connection cable into the USB power port on the wireless adapter.
3. Connect the other end of the cable into the USB port on the power bank.

When ready, clip the power bank to your waist belt. Then, put on your headset with the attached wireless adapter.

If the power bank connection cable length is too short or too long, unplug the cable from the power bank and adjust accordingly. Then, plug the cable back to the power bank.

## Charging the power bank



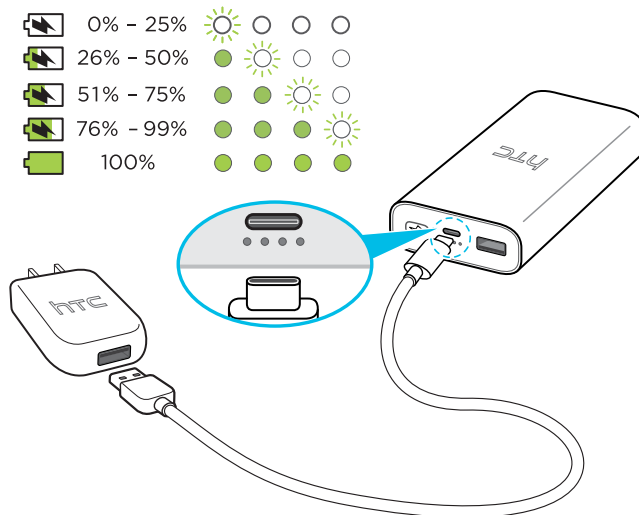
Fully charge the power bank before you use it for the first time.

1. Connect the included power bank charging cable to the USB Type-C port on the power bank.
2. Connect the other end of the USB cable to an HTC power adapter.




The HTC power adapter is not included with VIVE Wireless Adapter.

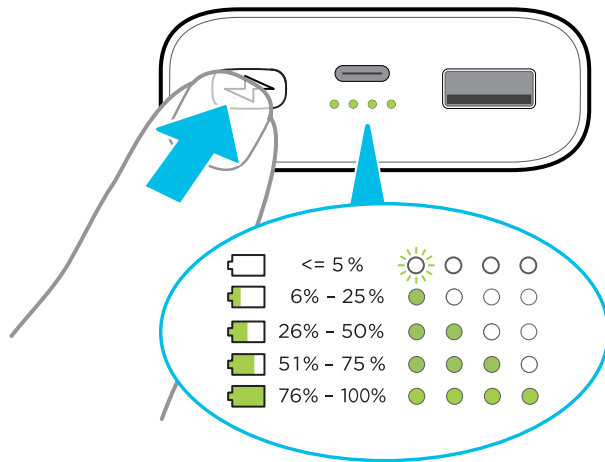
3. Plug the power adapter to an electrical outlet.
4. Check the LEDs on the power bank to see the charging status.



While the power bank is charging, the LEDs blink one after the other to indicate the current power level. The power bank is fully charged when the fourth LED stops blinking.

## Checking the power bank status

Press  on the power bank to turn it on and check its current power level. Here's how the LEDs show the remaining power:



When you see all four LEDs light up, it may not necessarily mean the power bank is fully charged. It could indicate a power level anywhere between 76% and 100%.

To find out whether the power bank is fully charged, connect it to a power outlet. See [Charging the power bank](#) on page 21.

## VIVE Wireless app

---

### Installing the VIVE Wireless app

---

After you've attached VIVE Wireless Adapter to your headset, download and install the VIVE Wireless desktop app on your computer.

To download and install the app, click [here](#).

Follow the onscreen instructions to complete the installation.

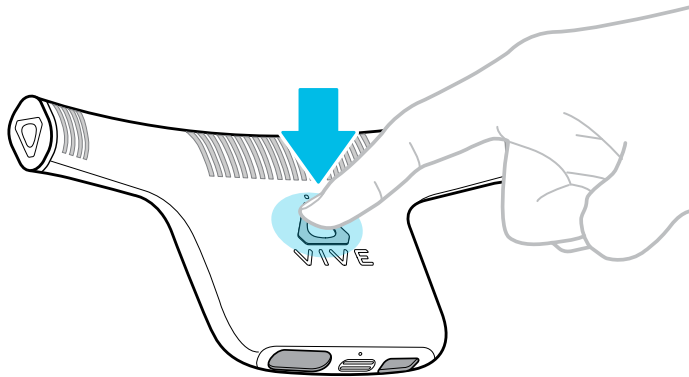
---

## Connecting your headset with your computer wirelessly

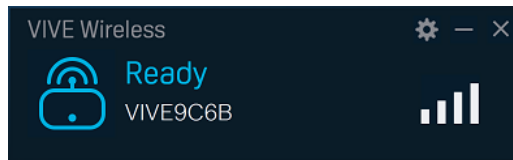
---

After installing the VIVE Wireless app on your computer, use it to pair VIVE Wireless Adapter with the wireless link box. This allows your headset to wirelessly connect with your computer.

1. Connect the power bank and turn it on. See [Connecting the power bank to VIVE Wireless Adapter](#) on page 20.  
You'll see a slow blinking green light on the wireless adapter LED.
2. On your computer, double-click the **VIVE Wireless** icon.
3. When you see the "waiting to pair" message on the screen and a fast blinking green light on the wireless adapter LED, press the Pair button on your wireless adapter.



When pairing is successful, the green light on the wireless adapter LED will stop blinking. The default name for your headset will be displayed on the VIVE Wireless app with a "Ready" status.



You can change the headset name in Settings. See [Changing VIVE Wireless settings](#) on page 24.

---

## Updating the VIVE Wireless app

---


If you see the Info icon ⓘ shown on the VIVE Wireless screen, it means there's a new update available for the app.

Click ⓘ > **Install update** to download and install the update.

---

## Changing VIVE Wireless settings

---

1. Click  to access VIVE Wireless settings.
2. Click **Settings** to change the headset name or language.

There's also an option for choosing the Connection mode when you're in a multiuser environment. See [Setting up a wireless multiuser VR environment](#) on page 24.

3. Click **Pair new device** if you need to wirelessly connect your computer to a different headset.

## Multiuser environment

---

### Setting up a wireless multiuser VR environment

---

Depending on the number of users, you need to allot a total space of 5 m x 5 m (16.4 ft x 16.4 ft) or 10 m x 10 m (33 ft x 33 ft) for your wireless multiuser VR environment.


Below are the requirements for setting up a multiuser environment.

#### Setup requirements

Each user needs to have the following:

- A computer running the VR content
- A VIVE or VIVE Pro headset with VIVE Wireless Adapter that's connected wirelessly to the computer
- Their own play area

Each wireless link box must be arranged facing the respective user's play area.

In the VIVE Wireless app on each computer, set the Connection mode. Click  > **Settings** > **Connection mode**, and then choose a mode. Make sure VIVE Wireless adapters with overlapping coverage are in different modes.

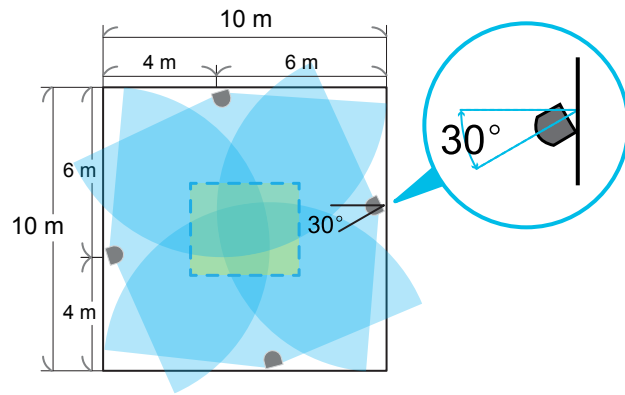
#### Additional requirements for a 10 by 10 meter space setup

The 10 by 10 meter space setup is meant for a multiuser environment with computers running server-based VR content.

You need to use VIVE Pro headsets and SteamVR Base Station 2.0. You need four base stations.

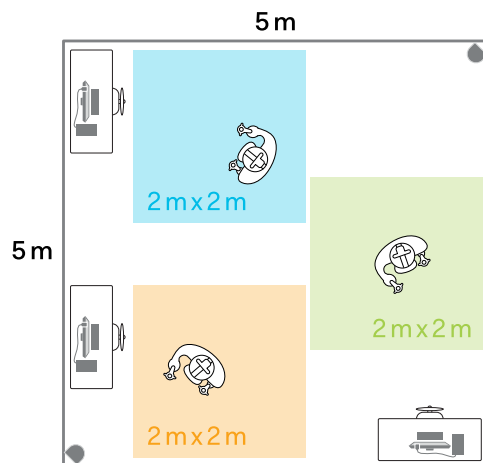
To set up the base stations:





1. Place the base stations at the borders of the 10 by 10 meter space.
2. Make sure a base station is 4 meters (13.12 ft) away from one edge and 6 meters (19.7 ft) away from the other edge of the space.
3. Tilt each of the base stations horizontally at a 30-degree angle.

### 5 by 5 meter space



#### Connection modes in this example:

- Blue: mode 1
- Green: mode 2
- Orange: mode 3

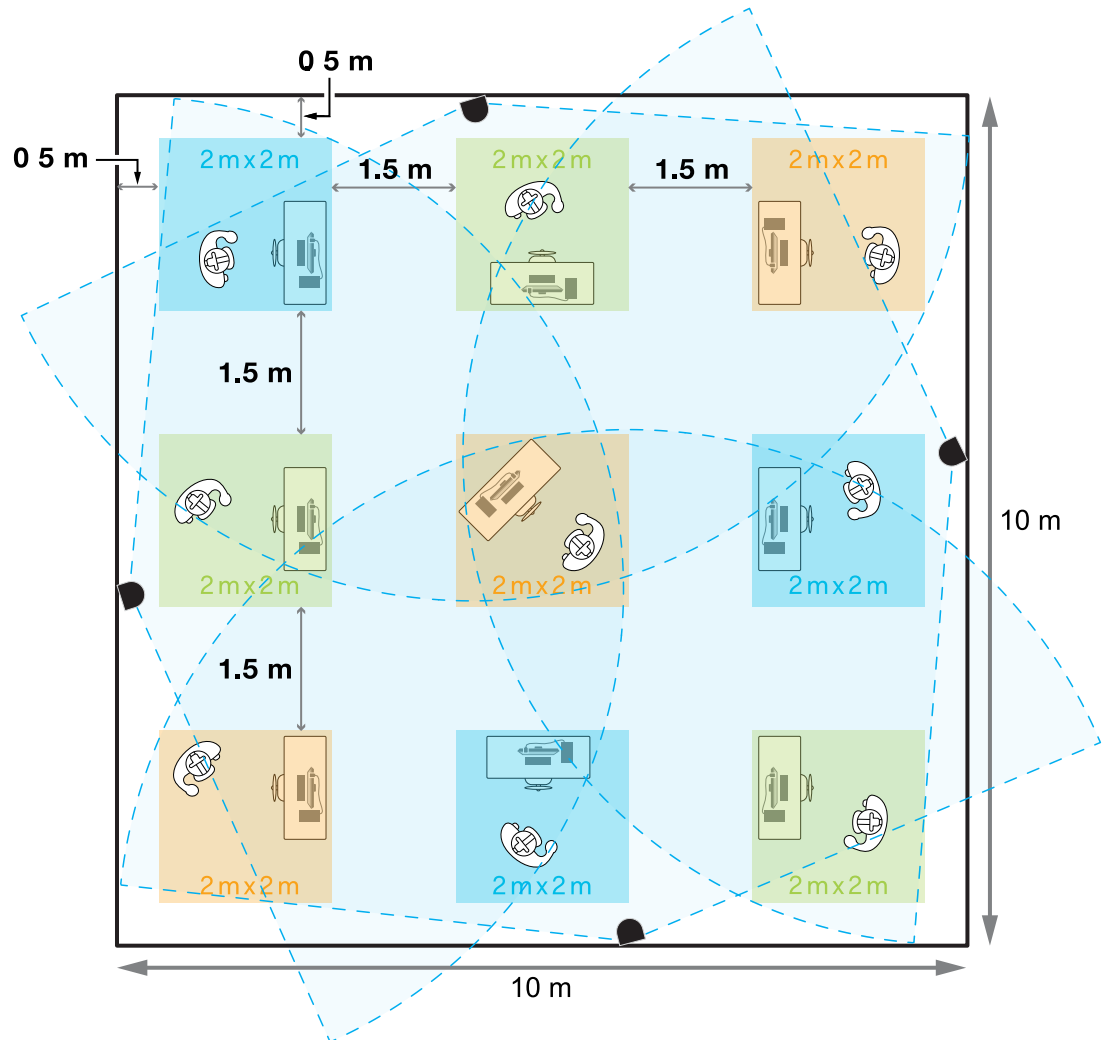
If you have a 5 m x 5 m (16.4 ft x 16.4 ft) space:

- Within this space, there can be up to three users wearing headsets with wireless adapters.
- Each user needs to have their own play area with a maximum size of 2 m x 2 m (6.5 ft x 6.5 ft). Make sure play areas do not overlap.
- To avoid interference, make sure that users in the same space do not share the same Connection mode.

### 10 by 10 meter space

Ideally, if you have a 10 m x 10 m (33 ft x 33 ft) space, there can be up to nine users.

- Each user needs to have their own play area with a maximum size of 2 m x 2 m (6.5 ft x 6.5 ft).
- In order for users wearing headsets with VIVE Wireless Adapter to be covered by the nearest base stations, set up their play areas at least 0.5 meters (1.6 ft) away from any border. Play areas also need to be 1.5 meters (5 ft) apart.
- Make sure not to set neighboring users to the same Connection mode. Choose alternating modes for each of the users. Here's an example:



#### Connection modes in this example:

- Blue: mode 1
  - Green: mode 2
  - Orange: mode 3
- The total number of individual VIVE controller and VIVE Tracker units within the space cannot exceed 13. If each user needs two controllers, you'll have to reduce the total number of users.

## Solutions and FAQs

---

### How long is the cable on the wireless link box?

---

The cable is 2 m (6.5 ft) long.

---

### What size of PCIe card slot do I need?

---

The PCIe WiGig® card is 73 mm x 11.4 mm x 121.20 mm (2.87 in x 0.45 in x 4.77 in) including the backplate. Make sure your motherboard and case have enough room for the card.

---

### Video quality is unstable, and there are dropped frames or glitches in some VR content. Why is that?

---

VR titles have varying system requirements depending on their content size and quality. Make sure your computer meets the recommended system requirements for VIVE Wireless Adapter and the VR content you're playing.

---

### What should I do when I'm getting an error code 94 after installing the PCIe WiGig card?

---

Typically, error code 94 indicates compatibility issues with the PCIe WiGig® card and the computer's motherboard.

Your PCIe WiGig® card has been tested to be compatible with most known motherboards. In very rare cases, compatibility issues may occur with lesser-known motherboards. If the error does occur, shut down your computer, move the PCIe card to a different slot, and try again.

---

### What's the maximum range of VIVE Wireless Adapter and the wireless link box?

---

The maximum coverage of wireless data transmission is within a 6 m x 6 m (20 ft x 20 ft) space. Your VR headset and base stations have their own requirements, and the size of the space they support will affect actual coverage.

---

### Sometimes the wireless signal seems weak or the headset display gets disrupted. What should I do?

---

For the best experience while using VIVE Wireless Adapter with your headset, try the following:

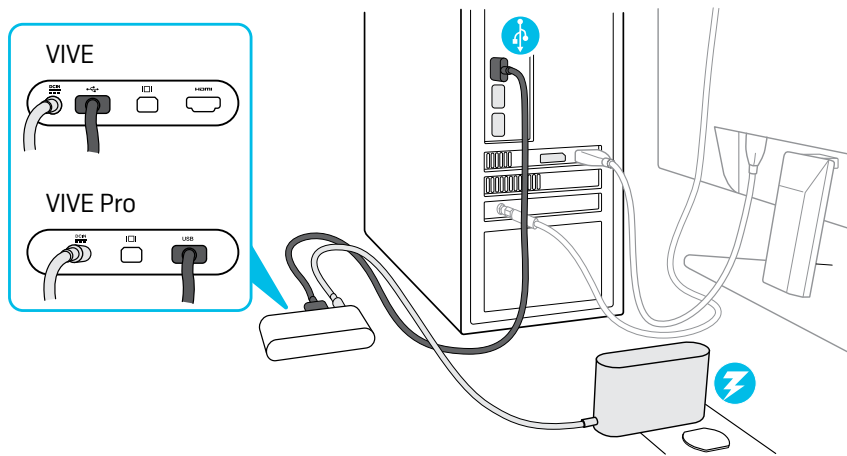
- Use an enclosed space as the WiGig® signal will bounce off walls rather than penetrate through them.
- Make sure the wireless link box connected to your PC is facing towards your play area.
- Avoid having other people within your play area. They may block the wireless data transmission to your headset.

- When you're in a multiuser VR environment, try moving the wireless link box that's connected to your PC higher, such as by mounting it to a tall tripod. This can ensure there will be no other users or objects blocking the wireless data transmission to your headset.
- While playing VR content, do not touch the connectors on the VIVE Wireless Adapter. Touching them while the wireless adapter is in operation may shortly disrupt the headset display. The headset display may turn black for 20 to 25 seconds before returning to normal.

### Why am I not receiving phone notifications in my headset?

Phone notifications such as calls, text messages, and calendar events from your phone need to be transmitted through Bluetooth® to your computer via the wired link box before you can see them on your headset display.

Connect the original link box that came with your headset back to your computer. You just need to connect it to your computer's USB port and plug in its power adapter. If you're using VIVE Pro, you will also need to power on its link box. You should then be able to see phone notifications on your headset display.



Make sure not to connect the DisplayPort™ cable to the link box of VIVE Pro. The PCIe WiGig® card and wireless link box handle the video signal, and if you plug in the DisplayPort cable as well, your computer might get confused. When the cable is connected, the headset may not show anything on its display.

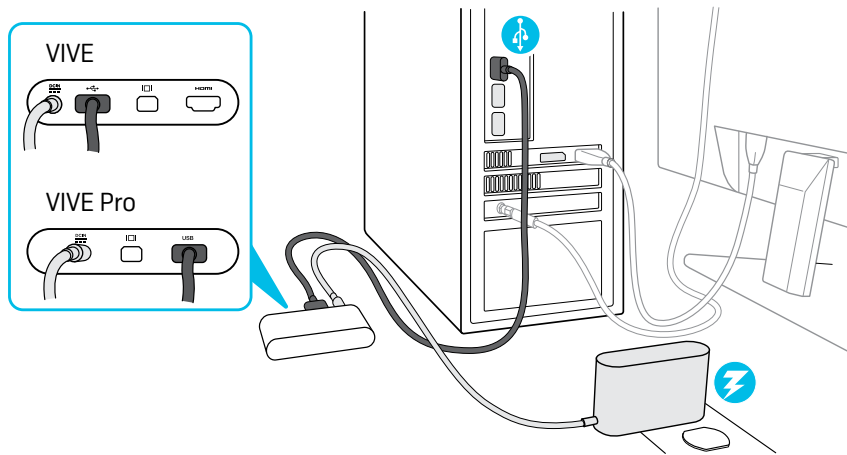
### Why can't I update or configure my base stations wirelessly in the SteamVR app?



Make sure you have SteamVR app version 1533664367 or later installed on your computer.

The SteamVR app on your computer communicates with the base stations through Bluetooth. You need the original link box to be able to update the base stations' firmware or configure its settings.

Connect the original link box that came with your headset back to your computer. You just need to connect it to your computer's USB port and plug in its power adapter. If you're using VIVE Pro, you will also need to power on its link box.



Make sure not to connect the DisplayPort cable to the link box of VIVE Pro. The PCIe WiGig<sup>®</sup> card and wireless link box handle the video signal, and if you plug in the DisplayPort cable as well, your computer might get confused. When the cable is connected, the headset may not show anything on its display.

### Having problems with the PCIe WiGig<sup>®</sup> card?

If you're experiencing one of these issues after installing the PCIe WiGig<sup>®</sup> card:

- Your computer doesn't boot up.
- Your computer can't detect the PCIe WiGig<sup>®</sup> card.
- Your computer freezes.
- WiGig<sup>®</sup> can't connect.

Try the steps below.

1. Check if the PCIe WiGig<sup>®</sup> card is inserted firmly in the PCIe slot.
2. Check if the cable from the wireless link box is connected firmly to the card.
3. Reboot your computer.

If the problem persists, try installing the card in another PCIe slot.

---

## Having problems with your headset?

---

If WiGig® is connected, but your headset can't be detected or there's no display in the headset, try the steps below to solve the problem.

1. Check if the cable between VIVE Wireless Adapter and your headset is properly connected.
2. To ensure the power bank is connected properly to VIVE Wireless Adapter, unplug and then reconnect the USB cable.
3. Close and then reopen the SteamVR app.
4. Close and then reopen the VIVE Wireless app.
5. Reboot your computer.

---

## When my computer connects to my headset through the VIVE Wireless Adapter, why does the SteamVR app take a long time to work properly?

---

When wirelessly connecting to your headset, your computer will detect that VIVE Wireless Adapter is connected to your headset. It will treat this as a USB connection. If your computer is running on Windows 7, it may take some time for the computer to establish this USB connection wirelessly. Please wait between 1 to 5 minutes before using the SteamVR app.

## Information and support

---

### For information, support, and assistance

---

- Check out the product information and specifications on the VIVE website: [vive.com/wireless-adapter/](https://vive.com/wireless-adapter/).
- See your warranty card for warranty and service information. You can also visit this page on the VIVE website to find warranty information for your product: [vive.com/warranty/](https://vive.com/warranty/)
- Direct general enquiries at [vive.com/support/contactus/](https://vive.com/support/contactus/).

# Trademarks and copyrights

©2019 HTC Corporation. All Rights Reserved.

VIVE, the VIVE logo, HTC, the HTC logo, and all other HTC product and service names are trademarks and/or registered trademarks of HTC Corporation and its affiliates in the U.S. and other countries.

WiGig is a registered trademark of Wi-Fi Alliance.

Intel, the Intel logo, and Intel Core are trademarks of Intel Corporation or its subsidiaries in the U.S. and/or other countries.

AMD FX and AMD Radeon are trademarks of Advanced Micro Devices, Inc.

NVIDIA and GeForce are registered trademarks of NVIDIA Corporation in the U.S. and other countries.

Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Steam, the Steam logo and SteamVR are trademarks and/or registered trademarks of Valve Corporation in the U.S. and/or other countries.

All other trademarks and service marks mentioned herein, including company names, product names, service names and logos, are the property of their respective owners and their use herein does not indicate an affiliation with, association with, or endorsement of or by HTC Corporation. Not all marks listed necessarily appear in this User Guide.

Screen images contained herein are simulated. HTC shall not be liable for technical or editorial errors or omissions contained herein, nor for incidental or consequential damages resulting from furnishing this material. The information is provided "as is" without warranty of any kind and is subject to change without notice. HTC also reserves the right to revise the content of this document at any time without prior notice.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording or storing in a retrieval system, or translated into any language in any form without prior written permission of HTC.