



Flashgroup

Support

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Flashgroup: General

What is Flashgroup?

We create innovative solutions where gaming feeds the business. With years of experience in the computer simulation and gaming industry we have created many ground-breaking training solutions for governmental organizations and industry.

Who is the team behind Flashgroup?

The Apollo Journey team has handled the development of the flashgroup products.

What is Flash group's mission?

We create innovative solutions where gaming feeds the business. Make your ideas become a reality

How can I get in touch?

The Flashgroup helpdesk can be reached on working days between 8:00 AM and 6:00 PM on +31 85 064 1732. For critical questions or problems, please contact the Flashgroup contact person within your organization.

What is the turnaround time for support requests?

The Flashgroup helpdesk can be reached on working days between 8:00 AM and 6:00 PM on +31 85 064 1732.

How do I report technical issues with the product?

The Flashgroup helpdesk can be reached on working days between 8:00 AM and 6:00 PM on +31 85 064 1732. For critical questions or problems, please contact the Flashgroup contact person within your organization.

I can't find an answer to my question, what now?

The Flashgroup helpdesk can be reached on working days between 8:00 AM and 6:00 PM on +31 85 064 1732. For critical questions or problems, please contact the Flashgroup contact person within your organization.

I have a suggestion for Flashgroup, how do I submit it?

The Flashgroup helpdesk can be reached on working days between 8:00 AM and 6:00 PM on +31 85 064 1732. For critical questions or problems, please contact the Flashgroup contact person within your organization.

Flashgroup: Pricing and Subscription

What is included in a Flashgroup subscription?

A complete case with four Oculus Quests, controllers, an internal computer, the Flashgroup software of choice and customer service.

How do I renew my Flashgroup subscription?

Automatically renews.

How do I cancel my Flashgroup subscription?

If you want to cancel your subscription you should contact your reseller.

Flashgroup: Free Trials and Demos

How can I request a demo of Flashgroup training software?

You can book a demo on all flash sites. At the top of the site's menu is a large button with "book demo", click on it and fill in your details.

What features are included in the free trial or demo?

The latest software is on the demo case so you can practice with the best of the best of the moment.

Flashover: Reseller

How do I become a Flashover reseller?

Resellers are an essential part of the Flash group's success, and we welcome new inquiries to join our family. If you are interested in becoming a reseller, please get in touch with one of our sales representatives via info@flashgrouppxr.com or via the contact form on our website.

What are the requirements to become a Flashover reseller?

Becoming a reseller comes with several requirements which ensure our quality standards can be met. To learn more about these requirements please get in touch with one of our sales representatives via info@flashgrouppxr.com.

Reselling Flashover Training Software

Can I customize Flashover training software for my clients?

By default, the Flashgroup products are delivered with standard environments which are fitted to your country specific architecture and landscape. When these environments are not sufficient for a specific client's needs, we offer the possibility of a custom-made environment. These environments shall be quoted separately.

Does Flashover supply marketing materials for resellers?

Yes, when becoming a reseller, you will receive a full marketing package for all relevant products.

Can I use Flashover's logo and branding in my marketing materials?

Flashgroup resellers are permitted to use our logo's and branding for sales & marketing purposes. When you are not an official reseller but would like to use our logo, please get in touch with one of our sales representatives or via info@flashgrouppxr.com.

Who do I contact for technical support as a Flashover reseller?

Technical support can be reached via phone at +31 85 064 1732 or via email info@flashgroupxr.com.

What kind of training does Flashover offer for resellers?

When becoming an official Flashover resell partner, we will conduct an extensive training course with your company representatives. This training course will focus on Sales & Marketing aspects as well as Maintenance and Repair work. During yearly visits these courses will be refreshed with new material and software updates.

How is Flashover training software delivered to my clients?

The specially designed Flash VR Kits will be delivered to the reseller's location. When a client concludes and order with the reseller the software license shall be activated on the specific case. When the case is made fully operational, including VR Goggles and nozzles, it can be delivered.

Hardware

VR Case: General

How do I turn the case on?

Once you have opened the case, there is a green button on the right side. When you press this button, the computer will start up. However, the button is only for the computer to turn on.

How do I open the case?

The case has seven clips attached to the case. two on the left, two on the right and 3 on the front. Grab the clip at the bottom and pull it off the case, doing this at all seven clips to release the lid from the bin. Finally, pull the lid up to open the case.

How do I connect the case to the power source?



Put the blue end in the socket of the case and the plug in a regular power outlet.

Is the case heat-resistant?

Yes, the suitcase can handle some heat, but we recommend that you put the suitcase in a cool place to ensure that the suitcase does not overheat. So, if you are out in the summer make sure that the suitcase is in the shade.

What are the dimensions of the case?

75,5x50x42 cm

The case feels warm, is this normal?

Yes, this is completely normal. The computer inside the suitcase is working hard to make everything run as smoothly as possible, which means that a lot of heat is released, which causes the suitcase to heat up.

How do I disconnect the power cable from the case?

There is a blue input at the back of the case, where you plug in the supplied cable. However, the cable can only go in one way. hold the supplied cable at a 45-degree angle until the cable matches the input. Push the cable into the input and then turn the cable back 45 degrees until you hear a click sound, this means that the cable is connected correctly.

VR Case: Computer

The computer in the suitcase doesn't turn on

Check if the power cable on the case has been plugged in correctly and is connected to a power outlet. If the case is connected and the problem persists, please contact support.

The computer in the suitcase doesn't turn on when I plug it in.

This is because the battery level of the onero-x case is too low. Let the suitcase charge for 15 minutes and then unplug it from the socket. Then plug it back in and the computer will boot. If this does not solve the problem, please contact flashgroup support.

The computer turns on briefly but then turns off immediately.

This is because the battery level of the onero-x case is too low. Let the suitcase charge for 15 minutes and then unplug it from the socket. Then plug it back in and the computer will boot. If this does not solve the problem, please contact flashgroup support.

The computer has an update, can I perform the update?

No, we would like to ask you not to perform the update as it may cause problems. Contact flashgroup support as soon as possible so that we can look at the update with you.

How does the on/off button work?

There is a green on/off button in the case, you can turn on the computer by pressing it once. The computer will then boot up and log in automatically. If you then want to shut down the computer, click with your finger at the bottom left of the screen on the window icon of windows. A menu will appear, then click on the icon above the window. If you click on this icon, several options will appear sleep mode, shut down and restart. press "shut down" with your finger to turn off the computer.

The on/off button isn't green, what does it mean?

This is because the battery level of the Onero-x case is too low. Plug the case's power cable into the power outlet.

The on/off button is stuck, what should I do?

Try pressing the button again, if this does not work try to contact flashgroup support.

The on/off button is flashing green, what does it mean?

The case is not connected to a power source. Connect the plug from the case into the power outlet.

I don't have a keyboard or mouse; how do I control the suitcase?

You can manage the case by touching the screen with your fingers. If you want to start an application, you can quickly double-click the application. You can also press and hold the application, and a list will appear. At the top of this list is "open" click this with your fingers to start the application. At the bottom right of the screen is an icon of a keyboard, if you click on it, a keyboard will pop up. You can then use this keyboard by touching the letters with your fingers.

VR Case: Cabling

Is an HDMI cable included?

No, there is no standard HDMI cable with the case.

How do I connect the HDMI cable to my TV?

Make sure both your TV and Quest are connected to the same Wi-Fi. To cast to your TV, both the Quest and your television must be [connected to the same wireless network](#). If you haven't already done so, turn on both your TV and your Quest and use the menu system to connect to the same Wi-Fi network.

This method works for TVs that support casting. If you do not have a smart TV or your TV doesn't support casting, you can use a smart box such as [Roku](#), or [Chromecast](#) instead, or you can cast to your phone and [mirror your phone screen to your TV](#).

1. **Turn on the Quest headset and put it on.** Press the pill-shaped button on the right side of the Quest headset to turn it on. Then place it over your eyes and pull the straps over the back of your head. Use Velcro to tighten the straps.



2. When you first turn on your Quest headset, you will need to set up a guardian. This prevents you from running into obstacles. Follow the instructions in the Quest headset to set up a guardian.



3. **Press the Home button on the controller.** It's the flat button on the right controller with an "O" on it. This displays the home menu at the bottom of your vision.



4. **Select the Share icon.** It's the pink icon with a curved arrow pointing right. It's towards the right side of the home panel at the bottom of your vision. Point the controller at the Share button and squeeze the trigger to select it. This displays the Share menu.



5. **Select Cast.** It's the first option in the upper-left corner of the Share menu. Your Quest will scan the network for devices it can cast to.



6. **Select your television or smart box.** Once your Quest discovers your television or smart box, point to it and squeeze the trigger to select it. Your Quest will connect to your TV. Then what you see in the Quest will be mirrored on the TV screen.

What can I use the HDMI cable for?



You can use the HDMI input to connect the case to a TV or monitor.

The USB-C cable is bent, what should I do?



Try to bend the cable back to its original state so that it is straight again. This should fix it.

The USB-C cable is no longer charging, what can I do?

Check if the cable is plugged in on both ends.

You can replace the USB-C cable or contact support to replace the USB-C cable for you.

The power cable of the suitcase is bent/broken. What can I do?

Contact support to get your power cable replaced.

VR Case: Display

How do I adjust the brightness of the display?

Unfortunately, you cannot adjust the screen brightness yourself. If the brightness is really in the way, a support employee can come and adjust this. Please contact flashgroup support for this.

How do I clean the display?

You can clean the display with a clean lightly damp microfiber cloth

The display won't turn on, what can I do?

Check if the cable going from the case is plugged into a power socket.

The display feels hot, is this normal?

Yes, this is completely normal.

The display isn't responding to touch, what now?

- *Clean the display with a lightly dampened cloth.*
- *If the problem persists, restart the display.*
- *If the problem persists, contact support.*

The display stays on, what should I do?

The display automatically switches off, if not contact support.

VR Case: Nozzle

How do I turn on the nozzle?

There is a green button on the back of the nozzle, press it once to turn on the nozzle. The nozzle will then automatically connect to the computer.

How do I charge the nozzle?

You can charge the nozzle the same way as the controllers, by inserting a USB-C cable available in the case.

How do I restart the nozzle?

By pressing the button on the back of the nozzle you can turn the nozzle on and off thereby restarting the nozzle.

The handle of the nozzle feels loose, what now?

Stop using the nozzle. contact flashgroup support so someone can come and fix this.

The nozzle won't charge, what now?

Please contact flashgroup support for this.

The nozzle isn't responding, what can I do?

Check whether the light on the back of the nozzle lights up green, if this is not the case, charge the nozzle, the battery is probably empty.

How can I tell if the nozzle is connected to the application?

By equipping the nozzle while playing the scenario.

VR Case: Connection

How do I turn the WiFi on or off?

At the bottom right of the taskbar is a WiFi icon, as soon as you click on it, a list will appear with the number of WiFi networks in your area. click Flashover_XXXX or Flashpoint_XXXX and connect to the suitcase's Wi-Fi.

How do I connect to the WiFi?

At the bottom right of the taskbar is a WiFi icon, as soon as you click on it, a list will appear with the number of WiFi networks in your area. click Flashover_XXXX or Flashpoint_XXXX and connect to the suitcase's Wi-Fi.

Can I connect my phone to the WiFi of the case?

yes, you can connect your mobile to the wifi of the suitcase, but this will make the connection that the suitcase has worse, so we advise against doing this

The wifi connection seems weak or keeps disconnecting, what can I do?

1. *Check if the wifi is on.*
2. *Check if the headset has been connected to the wifi on the case.*
3. *Remove modems or other sources connected to a wifi signal out of the area of the case to stabilize the connection.*
4. *Contact support*

How do I turn Bluetooth on or off?

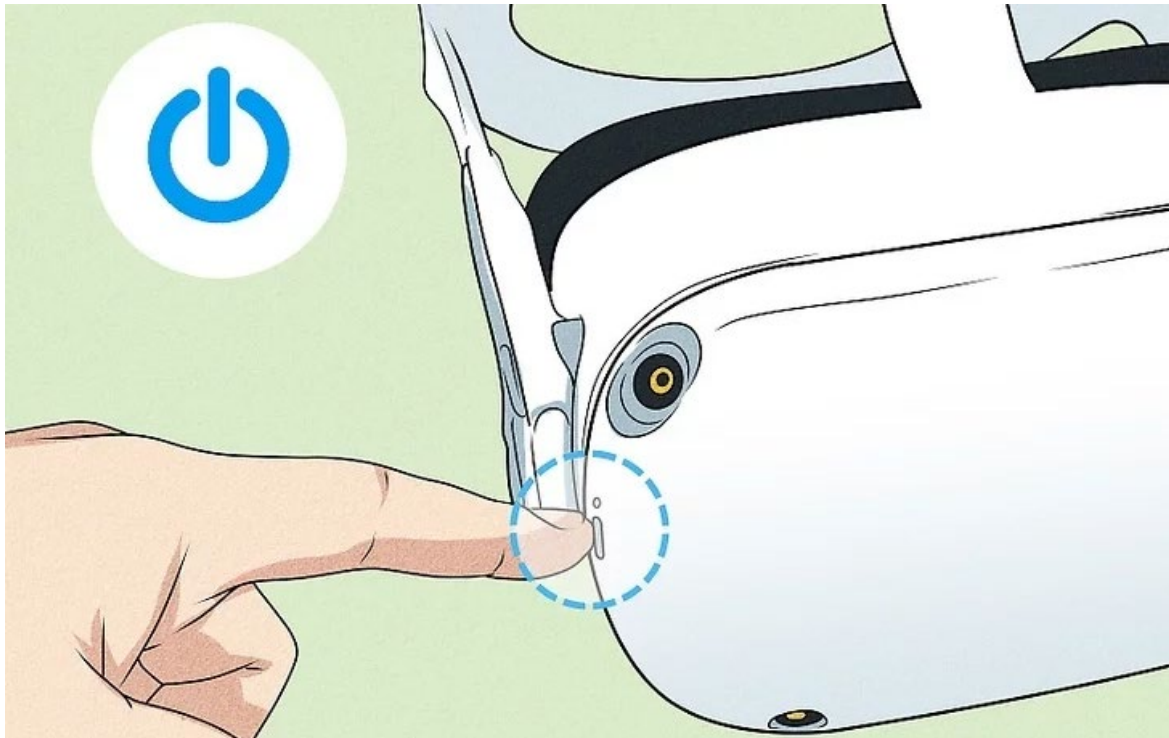
At the bottom right of the taskbar is a Bluetooth icon, as soon as you press this you will reach the settings of your computer. at the top of this window is a line with Bluetooth, behind it is a button with on / off. If you click on this, you turn on Bluetooth.

How do I connect to Bluetooth?

At the bottom right of the taskbar is a Bluetooth icon, as soon as you press this you will reach the settings of your computer. at the top of this window is a line with Bluetooth, behind it is a button with on / off. If you click on this, you turn on Bluetooth.

Meta quest 2: VR headset

How do I turn on the VR headset?



When you have the headset on, there is a button on the right side of the headset, press it once to turn on the headset.

How do I adjust the sound volume?



When you have the headset on, there is a wide button at the bottom of the headset. If you press the left side of this button, you will decrease the sound, if you press the right side of the button, you will increase the sound.

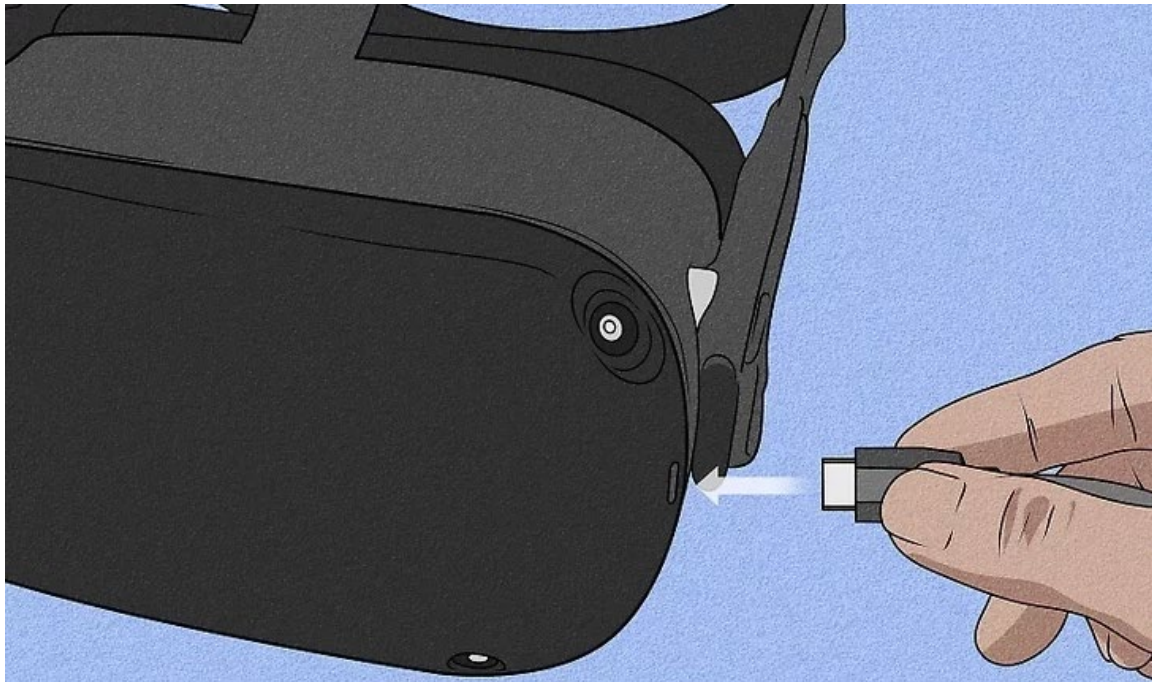
What if I want to change the volume on my Oculus Quest 2 during a game?

Press menu, and the volume control is on the right. You'll still have to pause your game, but at least you won't have to hunt for a button.

My Oculus Quest 2 still seems quiet—what can I do?

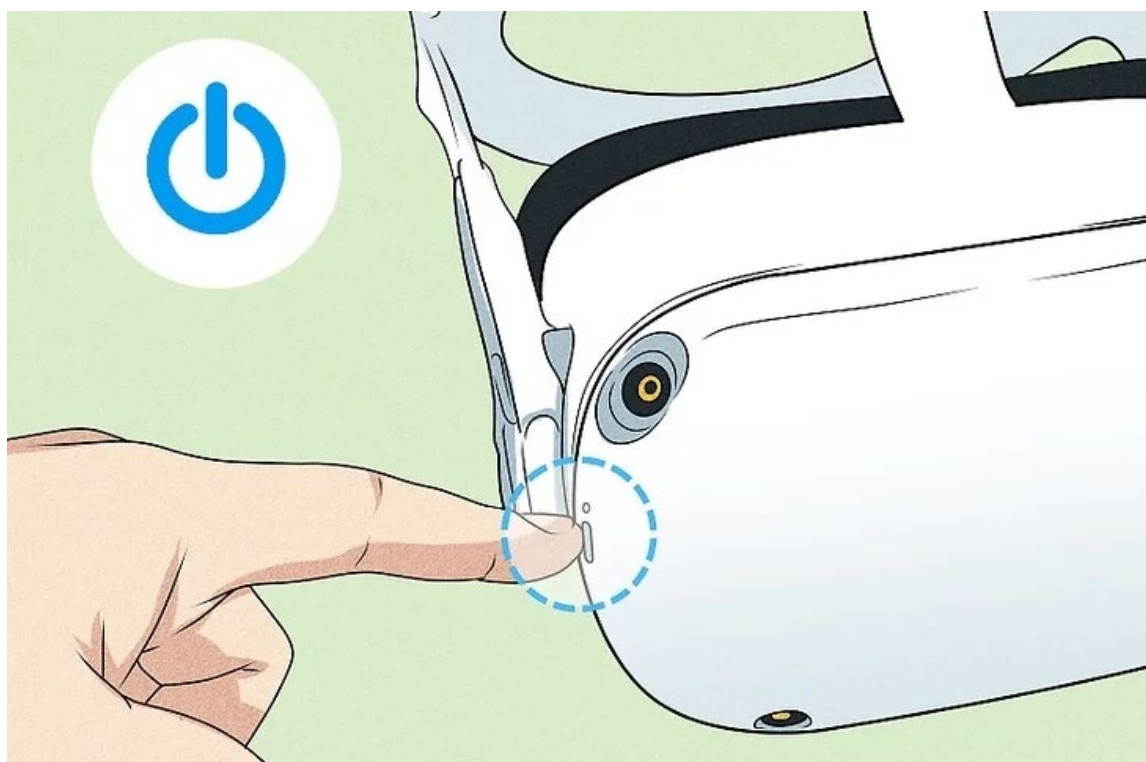
Perhaps the issue isn't volume control so much as volume capacity. Some users find [Oculus Quest 2](#) operates at half the volume of a typical Smartphone. The first step to remedy this situation is adjusting the head straps. Let out the top strap almost all the way so that it cradles the back of your skull. This will place the side straps much closer to your ears, often resulting in a marked increase in volume. Watch out! If you had the volume turned all the way up, you may now find it to be overly loud.

How do I charge the VR headset?



When you have the headset on, there is a USB-C input on the left side of the headset. There is a USB-C cable in the case where the headset can be stored, plug it into the headset to charge the headset.

How do I restart the VR headset?



When you're wearing the headset there is a button on the right side of the headset, hold down the button and a menu will pop up with two options: reboot or shut down.

How do I connect the VR headset to WiFi?



On your right controller, press the oculus button (it looks like a zero on its side) to open your universal menu.

Hover over the clock on the left side of the universal menu. When Quick Settings appears, select it to open the Quick Settings panel.

Select Wi-Fi. Select the switch to enable Wi-Fi, then select the Wi-Fi network you want to connect to and enter the password. Then select Connect to connect to the Wi-Fi.

How many VR headsets can I connect to the case?

Currently we support up to 4 headsets to be connected at the same time. We are working to go up to 6 in the near future.

How can I adjust the VR headset?

To start, you'll want to gently adjust the lenses, sliding them left and then right, until they click into the position where you can most clearly see what's on the screen.



Then adjust the side straps. To do this, move the two sliders on either side of the top band. To loosen the side straps, move the slides to the top strap. To tighten the side straps, move the sliders away from the top strap.



After moving the sliders, place the top strap between the sliders so that the two sides are even, and the top strap is centered on your head when you put on the headset.

Please note that you must remove the headset from your head to readjust the side straps with the sliders.

If you wear glasses, make sure to put the spacer in front of the glasses. When you are ready to put on the headset, put it on from front to back.

Place the headset on your head, remove it and adjust the side straps further if necessary. After placing the side straps, put your headset back on and adjust the top strap. You can adjust the top strap by pulling apart and reattaching the Velcro so that your Meta Quest 2 rests lightly on your face and the image is clear.



You can fine-tune the fit and clarity of your headset by gently moving the sturdy arms on either side of your Meta Quest 2 up and down to adjust the angle of the headset against your face. After your headset is adjusted, follow the instructions in VR and in the Meta Quest mobile app to complete the setup process.

The VR headset will not charge, what now?

Contact Flashgroup support to find out what the problem might be.

How can I clean/maintain the headset best?

You can clean the headset with a damp microfiber cloth.

I dropped the headset, is that bad?

Yes, it can cause serious problems if you drop the headset. After this check the headset thoroughly. Check the front cameras and check the lenses. Then try out the headset, turn it on/off and check whether everything still responds normally, if this is not the case, please contact flashgroup support.

I only see everything in grey tones, what should I do?

1. *You have probably walked outside your playing area. Return to the highlighted area to return to your game.*
2. *You might have tabbed your headset. Tab the side of your headset two times to return to the play area.*

How do I connect the headset with the case?

1. Turn the case on
2. Turn the headset on
3. Search for the Wifi of the case (FlashOver/FlashPoint_xxx)
4. Connect to the wifi of the case.
5. Start the Flash program via unknown resources.

Meta quest 2: Controller

How do I turn on the controllers?

Pick up the controllers and the controller will turn on automatically, you can recognize this by the vibration of the controller and a white light will flash on the ring of the controller.

How do I know when the controllers are on?

As soon as you have the headset on and the controllers in your hands, you will see through the headset that a visual of the controller is being placed over the real controller. This is how you recognize that the controller is on.

How do I charge the controllers?

The controllers work on AA batteries, so you cannot charge the controller with a cable. The lifespan of an AA battery lasts a long time, so you won't have to worry about the controller running out of power.

How do I connect the controller to the VR headset?

You do not have to do anything for this, the controllers automatically connect to the headset.

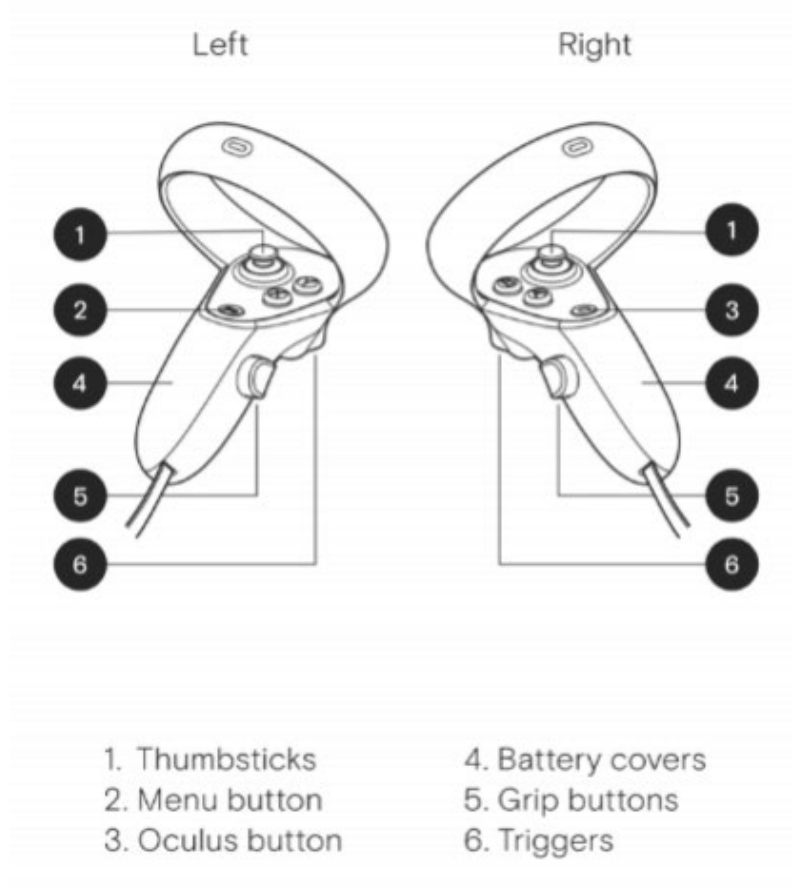
The controller is on but does not appear in the VR world

When in the game check if you do not have the Meta menu still open. To close the menu, press the O button on one of the controllers.

Check if the controller still has power. A white light should flash on the ring of the controller.

If the controller's light is off, try changing the batteries.

How do I use the controllers?



There is an update available for the controllers, how do I apply it?

1. On Quest, press Oculus button (O button)> go to Settings > About > Install Updates.
2. On the app, go to Settings > your Quest > More Settings > Advanced Settings > turn on updates.
3. If your Quest doesn't have update options, that means it's designed to update automatically.

I dropped the controller, is that bad?

Yes, this is not particularly good for the controller, but the controllers can take a bit of a beating so if it was a minor fall, you do not need to worry about it.

What batteries do I need?

AA batteries.



How long does a battery last?

It is difficult to say how long one AA battery will last as this is different for every user.

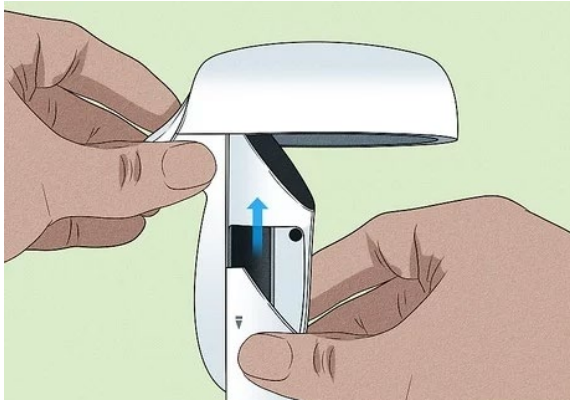
Does the set come with several batteries?

Yes, the controllers already have AA batteries so you can get started right away.

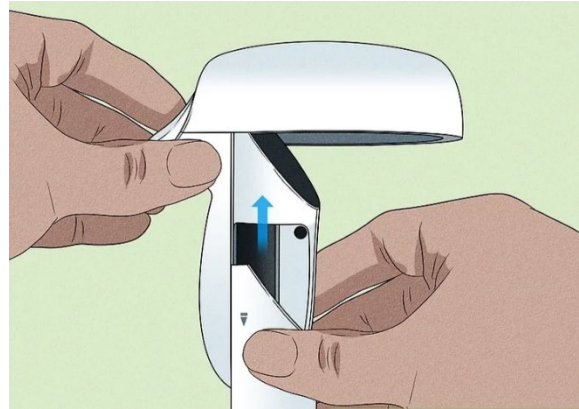
How do I replace the batteries of the controller?

To remove the battery on your remote:

1.) Push your thumbs down to slide the battery cover off.



3.) Push your thumbs up to slide the battery back on.



2.) Replace battery



Software

VR Application: General

Flashgroup does not start automatically.

No problem, you can easily start the application yourself. Quickly double click the application on the screen with your fingers to start the application.

The connection status does not refresh

1. Check if the headset is on.
2. Check if the headset has been connected to the correct wifi (Flashover_000 or Flashpoint_000).
3. Check if the headset has opened the correct program.
4. If the problem persists, restart the program on the case.
5. If the problem persists, contact support.

I do not see my co-players in the Flashgroup Lobby

1. Check if the headset is on.
2. Check if the headset has been connected to the correct wifi (Flashover_000 or Flashpoint_000).
3. Check if the headset has opened the correct program.
4. If the problem persists, restart the program on the case.
5. If the problem persists, contact support.

My co-players don't see me in the Flashgroup Lobby

1. Check if the headset is on.
2. Check if the headset has been connected to the correct wifi (Flashover_000 or Flashpoint_000).
3. Check if the headset has opened the correct program.
4. If the problem persists, restart the program on the case.
5. If the problem persists, contact support.

The height of my character is incorrect

Recalibrate the headset by resetting the guardian.

Adjusting Guardian

1. Press on your right Touch or Touch Pro controller to pull up your universal menu.
2. Hover over the clock on the left side of the universal menu. ...
3. Select Guardian.
4. Select Stationary or Room scale, then follow the on-screen instructions to set up your Guardian.

My hands don't match the position in VR

1. Check if both controllers still have power. Each should blink white.
 - a. If they do not blink white, your controller might be without power. Change the batteries of the controller and try again.
2. Check if you're holding the correct controllers for your headset. The code on the stickers should correspond to the code on the headset.
3. Unpairing and Pairing:
 - a. Launch the Meta Quest app on your device
 - b. Switch to the menu tab by clicking on the three-bar icon on the bottom right
 - c. Tap on Device
 - d. Scroll down and click on Controllers
 - e. Choose your controller
 - f. Tap Unpair
4. After a few minutes, pair the controllers again. Now, see if the Controller has started working. If not,
5. Restart the Quest 2 Headset:
 - a. Restart your Meta Quest device. All you will need to do turn off the headset, wait for about 30 seconds and then turn it back on. Now, the issue persisting with the controller should be fixed. However, if this issue persists then we will like for you to try one last step for us.
5. Contact support

How do I secure my play space?

Oculus Quest 2 manages to save you from running into objects by creating a virtual **Guardian Boundary**. If at any point you step out of this area, the headset's camera kicks in, and the gameplay stops.

How do I reset my Guardian?

Creating a Guardian Boundary

1. The first step is confirming the floor level. If the virtual grid is not already on the floor, touch the controller on the ground to place it there. Once done, press **Confirm**.



2. The next step requires you to create a play area. Using your controller, draw a wide play area that is clear of any objects or obstructions. The Oculus Quest 2 recommends a play area of at least **6.5ft X 6.5ft** (2M X 2M) for the best experience.

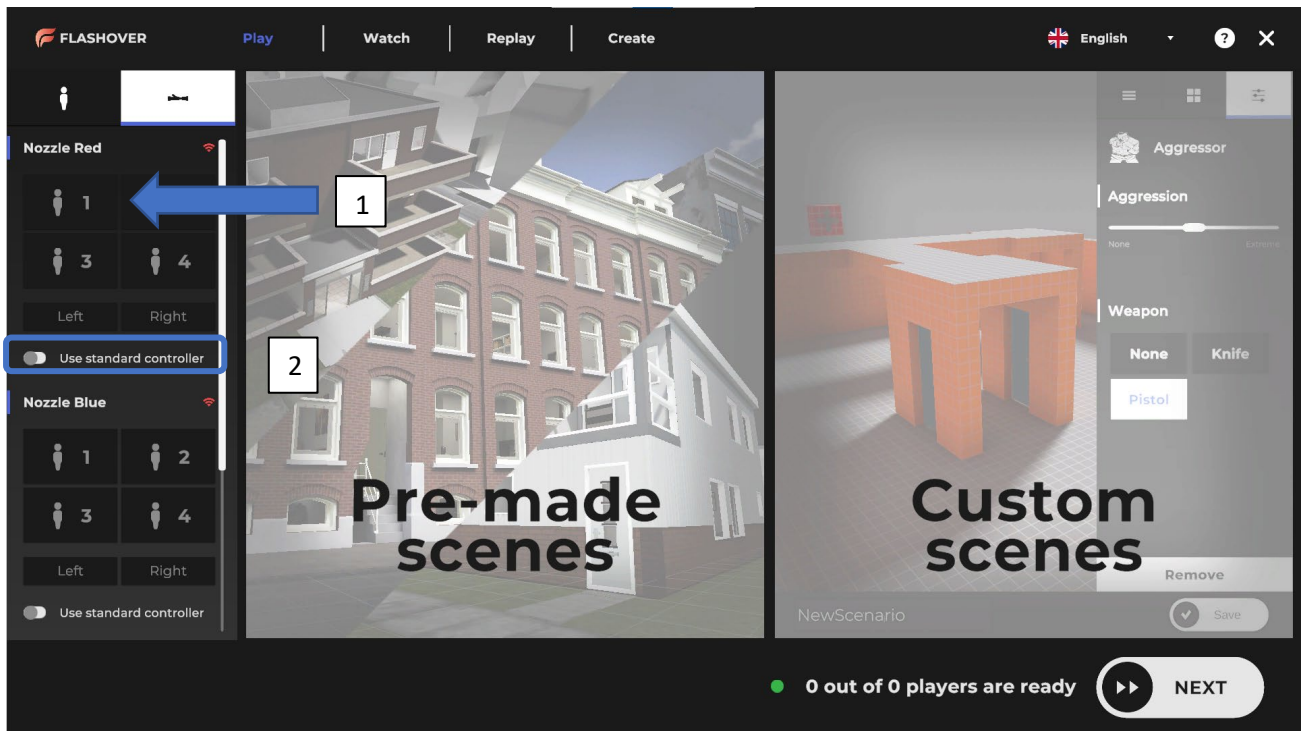


Note: Alternatively, you can switch to a Stationary Boundary which only requires you to sit in a chair. However, be aware that it will limit your movement.

3. Once you've drawn your area, make sure it's free of any objects and press **Confirm** to continue.

I can't use the water nozzle in VR (firefighters FAQ, not police)

1. Check if the nozzle has been charged
2. Check if the nozzle has been selected on the player in the operator UI. (1)
3. Make sure the toggle for 'use standard controller' has been switched off (2)



4. When the nozzle still does not react in game try turning it off and on again
5. If the problem persists, please contact support.

I can't teleport to another location

1. You can teleport to another location by pressing and holding the x button on a controller.
2. Hold the button till you see a blue line and circle appear on the ground.
3. If you do not see it appearing, try pointing it in a different direction. You are probably not allowed to teleport there.
4. If the complete controller is not reacting to your input, try restarting the program.
5. Check if the controller still has power (light circle glowing white on controller).
6. Check if labels correspond with the ones on your headset, you might be holding the controllers from the other set.

Why can I see the play space but can't shoot/teleport? (Firefighters FAQ, not police, different from earlier 2 questions)

1. You might be stuck in the controller menu. Press the 0 on your controller to escape the menu and try again.
2. Check if you are holding the correct controller for the headset (see the labels on the controllers and headset)
3. Check if the controller still has power (White circle should glow on the headset). If the controller is out of power replace the batteries.

I'm stuck in the controller menu in Flashpoint

Press the 0 on your controller to escape the menu.

I've connected two people, but one is player one and the other player three in Flashgroup, is this correct?

Yes, headsets are setup per player. You probably have connected the headset for player three. This does not influence the playing experience.

VR Application: Peripherals

The Flashgroup application doesn't start automatically on the VR headsets

You must start the application on the headset yourself.

1. Go to the menu by pressing 0 on the controller or selecting the square with smaller squares on the bottom of the screen.
2. In the upper right corner click on the dropdown menu
3. select unknown sources to open
4. In unknown sources select your flashgroup application to start.

The scenario does not load on my VR headset

1. Check if the VR headset is on.
2. Check if the VR headset is connected to the wifi of the case
3. Check if the flash program is running on the VR headset and the case
4. Try restarting the scenario.
5. Check if the player is visible in the UI of the case,

if not try:

6. restarting the program on the VR headset
7. restarting the VR headset.

Else:

8. Contact support

The nozzle is not automatically assigned

Turn off the nozzle and connect it to the power for 15 minutes. After 15 minutes, remove the nozzle from the power and turn it on again. The nozzle will automatically connect to the server once you have started it.

The VR headset controller is not displayed in 3D

You might be holding the wrong controllers for the headset, check the numbers on the controllers and headset to see if they match.

The controller battery might be dead, try replacing the batteries to see if the problem persists.

The nozzle lever doesn't react

1. Check if the nozzle is on
2. Check if the nozzle is sufficiently charged

I don't have any tools (Club, Crowbar and WBC) to use

Open the fire truck hatches by clicking the handle with your hand. Hover over the equipment you want, if the item shows a red line around it, you can pick it up by clicking the x button.

You then will be able to select the item via the wedge menu by moving the joystick button upwards and then selecting it with the joystick. You should be able to see the selected item in your hands.

How do I switch between tools? Club, Crowbar and WBC

select the item via the wedge menu by moving the joystick button upwards and then selecting it with the joystick.

I don't see my nozzle in VR

Turn off the nozzle and connect it to the power for 15 minutes. After 15 minutes, remove the nozzle from the power and turn it on again. The nozzle will automatically connect to the server once you have started it.

VR Application: Settings

Where do I set the WiFi connection within the application

1. Press. on your right Touch controller to pull up your universal menu.
2. Hover over the clock on the left side of the universal menu. ...
3. Select Wi-Fi.
4. Select the Wi-Fi network you'd like to connect to and enter the password.
5. Select Connect.

Where can I find my Oculus account within the application?

Do I have to enter any settings myself?

What is a Guardian?

Oculus Quest 2 manages to save you from running into objects by creating a virtual **Guardian Boundary**. If at any point you step out of this area, the headset's camera kicks in, and the gameplay stops.

How do I reset my Guardian?

Creating a Guardian Boundary

1. The first step is confirming the floor level. If the virtual grid is not already on the floor, touch the controller on the ground to place it there. Once done, press **Confirm**.



2. The next step requires you to create a play area. Using your controller, draw a wide play area that is clear of any objects or obstructions. The Oculus Quest 2 recommends a play area of at least **6.5ft X 6.5ft (2M X 2M)** for the best experience.



Note: Alternatively, you can switch to a Stationary Boundary which only requires you to sit in a chair. However, be aware that it will limit your movement.

3. Once you've drawn your area, make sure it's free of any objects and press **Confirm** to continue.

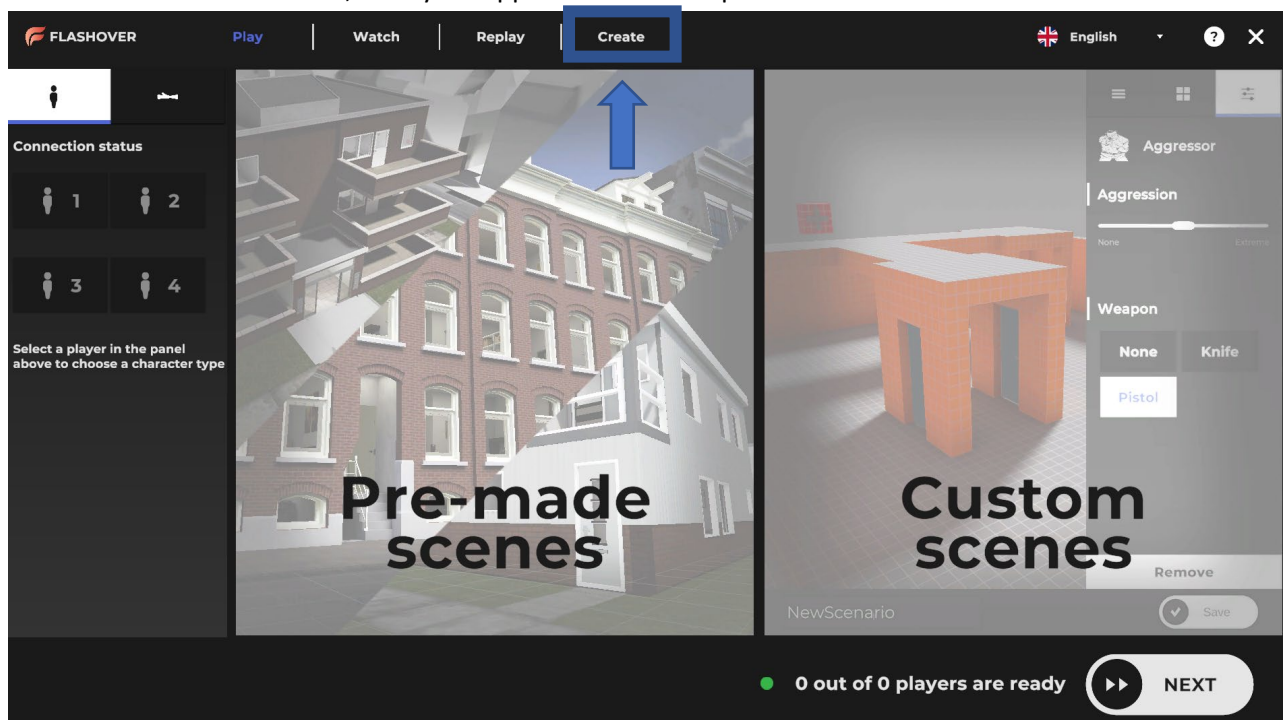
VR Application: Operator Module

What is the Operator Module?

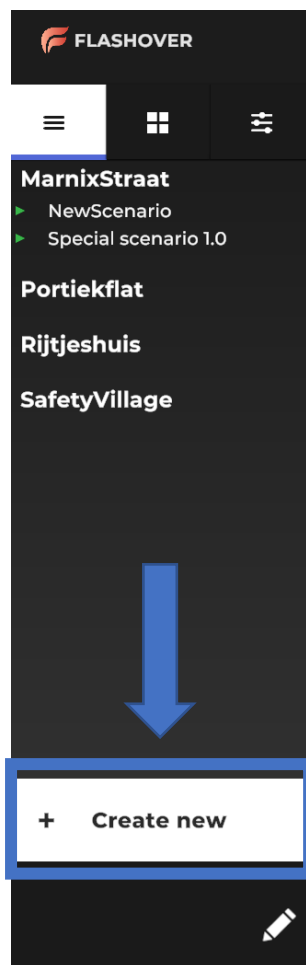
The operator module is the computer screen in the case.

How do I create a scenario?

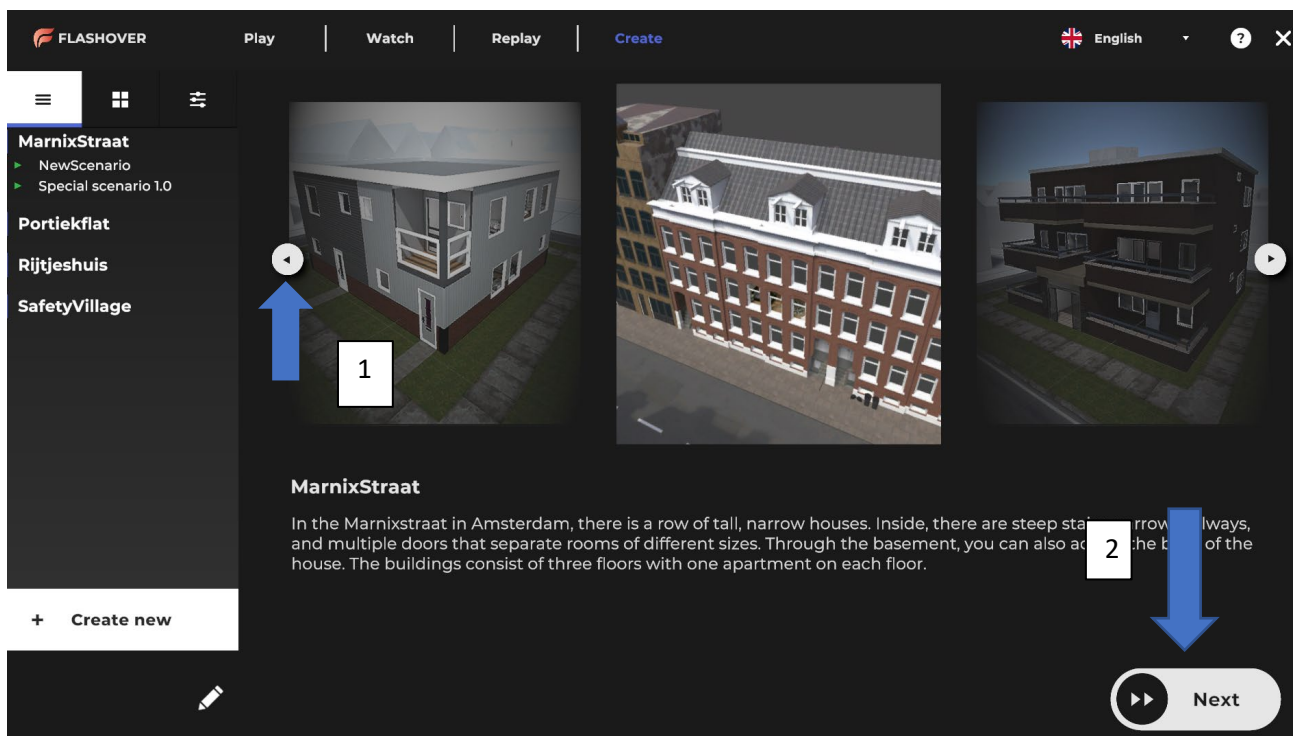
In order to create a scenario, start your application on the operator screen.



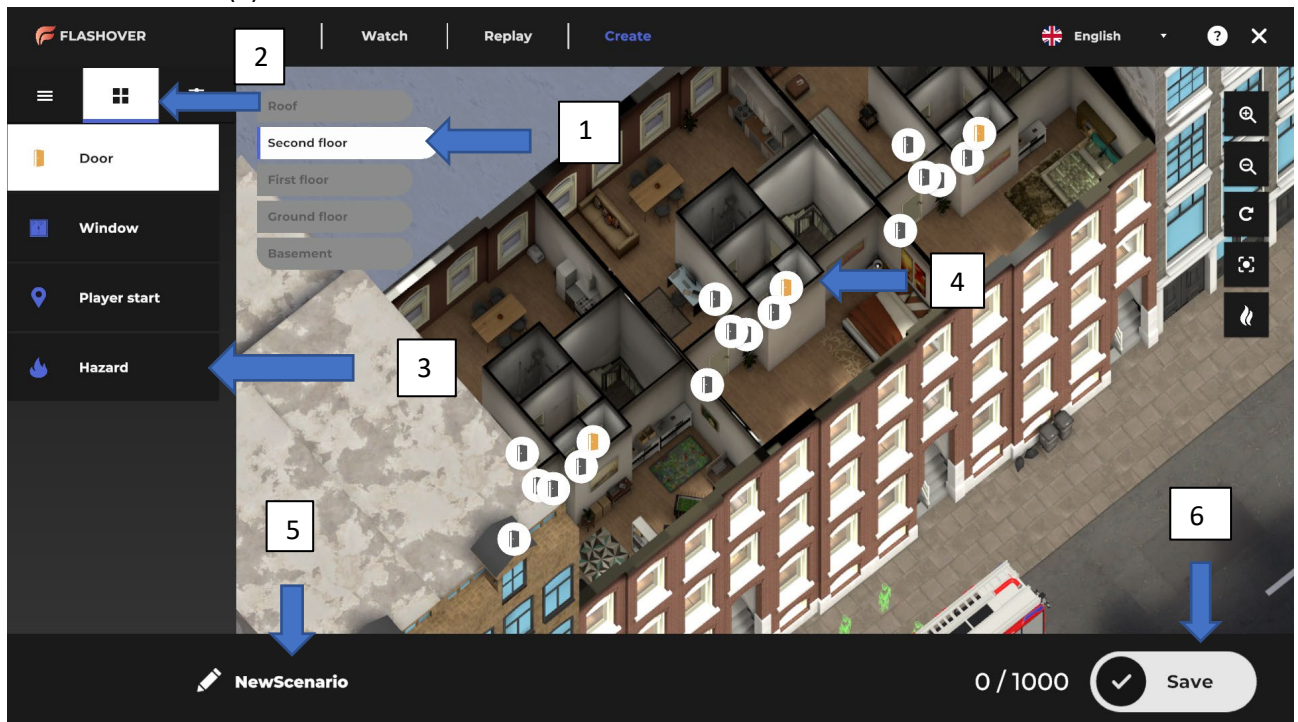
1. Click on the create button in the top menu



2. Click on create new

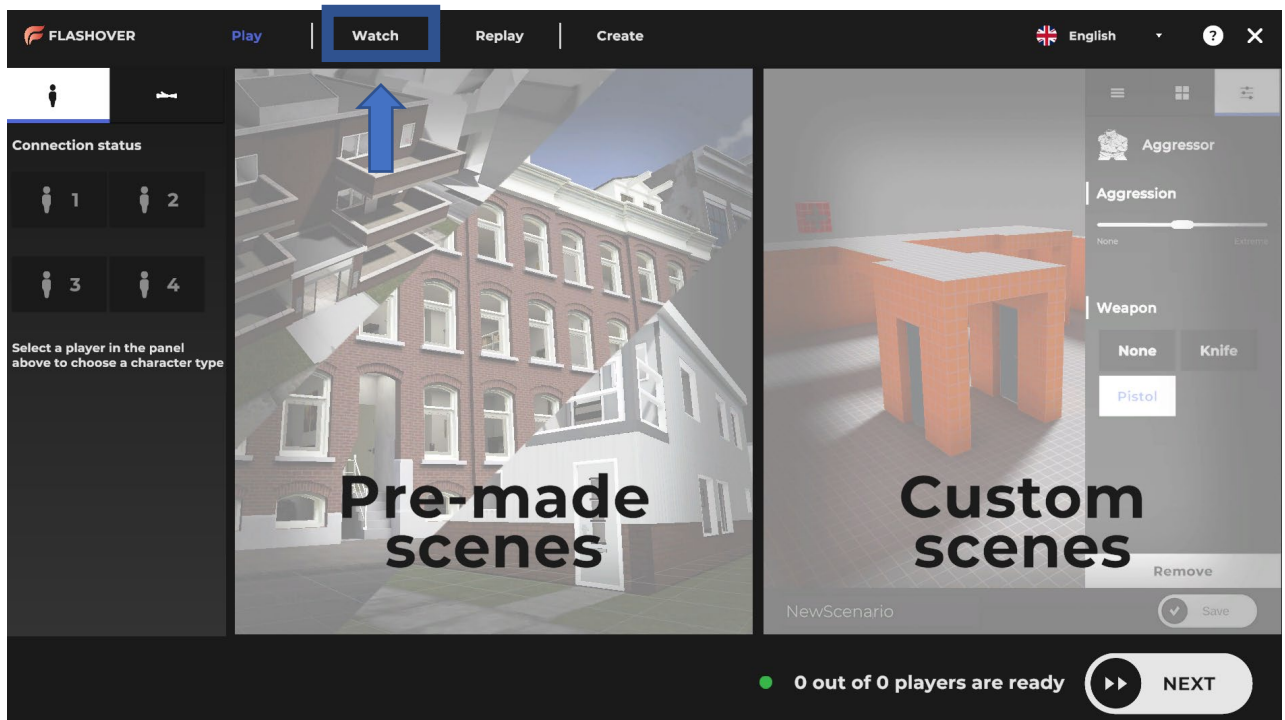


3. Select an environment (1)
4. And click next (2)



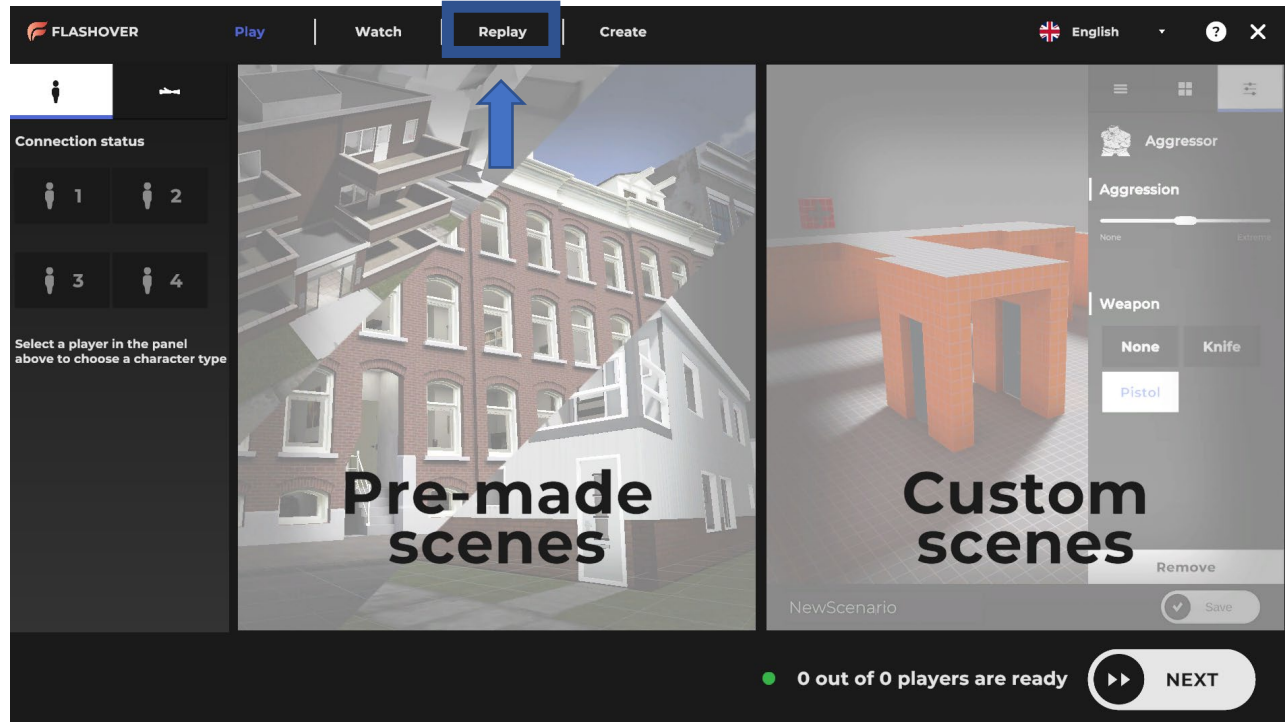
5. Select a floor you would like to edit (1)
6. Click on the button with four squares to go to edit objects in the environment (2)
7. Select the objects you would like to activate (3)
8. When selected click on the map icons to select specific objects you want to activate and edit (4)
9. When done editing give your scenario a name (5)
10. save your scenario! (6)

How do I view a scenario live?



1. Click the watch button.
2. Click the player icon to watch a player
3. In order to watch other camera angles, click the camera button. Use the arrows to switch between environment cameras.

How do I review completed scenarios?



How do I return all players to the lobby?

Click on the back button in the operator to return all players to the lobby.

How do I end a scenario?

To end a scenario, click on the cross at the top right of the screen. This will take you back to the beginning of the operator module.

Operator module is stuck, what can I do?

Wait a few seconds for a pop-up to appear. In this pop up you can choose to close the application. click on this and then restart the application.

VR Application: Updates

Are all updates free?

Yes

Where can I see what's new in the update?

In the description of the update window.

If I can update, should I update the application?

Yes, you can update if you want the latest version.

How do I update the application?

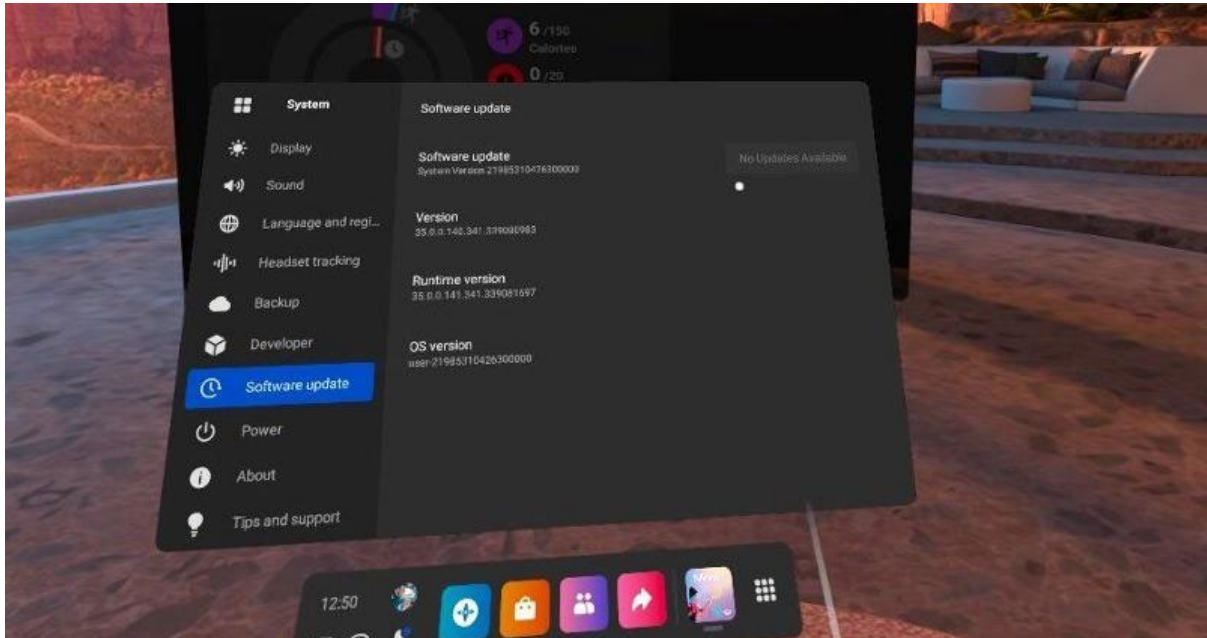
Updates are automatically done when connected to the internet.

How do I update the VR headset?

Keep your headset up to date

You'll have to manually initiate the update process from time to time.

1. Open the Settings app within the headset
2. Select Software Update on the left-hand menu
3. If there's an update available, select Download Update to initiate the process



That should trigger the update process, and the next time you're not using the headset, it should install the latest update. If it doesn't work, or you need any extra help, we outline [how to update the Quest 2 software](#) in more detail separately.

TeamViewer

What is TeamViewer?

TeamViewer is computer software for remote access and control, which allows maintenance of computers and other devices.

How do I start TeamViewer?

TeamViewer is found on the desktop of the computer. You can quickly double click on the application to open the application.

Where do I find my ID? (foto van homepage applicatie)

You can find your ID on the home page of TeamViewer; this is the 1st page that opens when you start the application. It will then be in the centre of your screen.

Do I have to be connected to WiFi?

Yes, to connect remotely a WiFi connection is needed.

I can't open TeamViewer, what now?

Restart the computer and try again. If this does not solve the problem, please contact flashgroup support.

TeamViewer says it has an update; do I need to download it?

No, you do not need to update for it to work on your device.

Oculus Rift software

The software won't start, what now?

Check if the oculus is charged and on

The software won't go past the start screen, what now?

Try restarting the headset if the problem persists contact support

still haven't found what you were looking for?

check out the knowledge base on our [support website](#).