STRIVR

CONTENTS

Device Setup overview

Device Setup allows users to provision Pico Neo 3 and Pico G2 4K VR headsets in the Strivr Portal. Device Setup installs and registers Strivr Player, downloads training courses, and (if necessary) enrolls headsets in the company's MDM (Mobile Device Management System).

This document provides requirements and step-by-step instructions for Device Setup.

Requirements

Hardware and software

Workstation

- Windows PC/laptop or Macbook with MacOS
- USB to USB-C cable

> **NOTE: Enabling USB tethering on the workstation**
>
> Ensure that you are allowed to connect an external device to your PC / Desktop / Macbook via a USB cable. Some organizational policies may block connections to any external device via the USB.

Connectivity

Supported WiFi network type:

- WPA2 / PSK

Unsupported WiFi network types:

- WPA2 / PSK WiFi with Captive Portal
- WPA2 Enterprise with a device specific passphrase
- Cert based WiFi

For more information on detailed network requirements, refer to [Network / WiFi Setup](#)

Browser compatibility

Strivr supports Device Setup on Google Chrome.

Headsets

> **NOTE: Headset power**
>
> Headsets must be charged to at least 30% power before starting Device Setup

- Pico Neo 3 or Pico G2 4KS with compatible firmware
  Strivr currently supports the following firmware versions:

Headset Model	Firmware Version
Pico Neo 3 Pro	• B1415 (New Key) - <u>Download Here</u> • B1404 (Old Key) - <u>Download Here</u>
Pico G2 4KS	B368 - <u>Download Here</u>

The firmware version is displayed during step 3 of the Device Setup process when a headset is connected to the workstation. If you need help with headset firmware, contact the Strivr Technical Team.

Connect your device
Make sure the device is connected to your computer.

Add device

WiFi Credentials
SSID: *Biff Loman*
Password: ●●●●●●●●●●●●●●●●

PA7L40MGG6230217W Check device ⊘

Headset battery
11% charged

Firmware version
c000_rf01_bv1.0.1_sv4.6.10.81.10_202208040705_neo3_b1415_user

Strivr Player Version Compatibility

Device Setup is supported for Strivr Player 2.19 and higher. refer to the <u>Strivr Player Release Notes</u>

Strivr Portal access

The user performing Device Setup must have access to the Strivr Portal, including Device Setup and Location Assigner pages. If you do not have this level of access, contact the Strivr Technical Team.

To check your level of access to the Strivr Portal:

1. In a browser, go to portal.strivr.com.
2. Enter your username and password and click **Log In**.
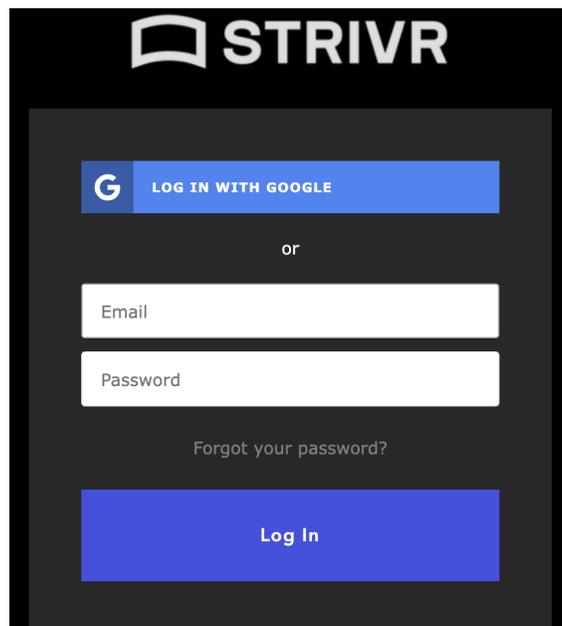
3. If you have access to more than one tenant, use the drop-down menu in the header to select one.
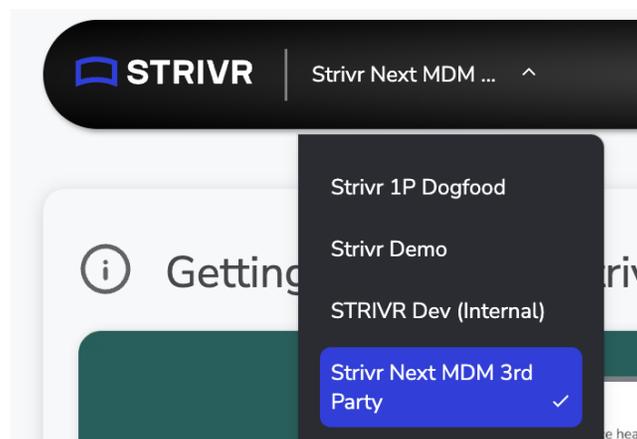
4. Check Device Setup access
   a. In the Devices menu, make sure *Device Setup* is listed. If you don't see *Device Setup* in this menu, you don't have access.
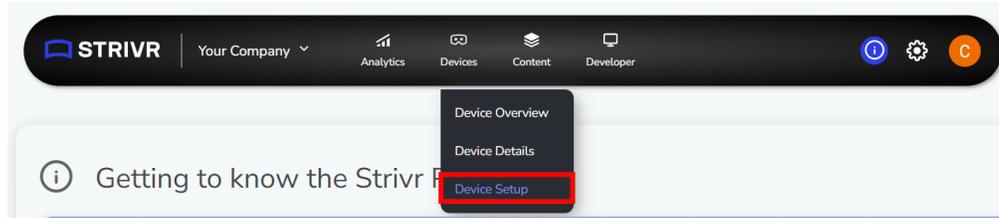
   b. This should load the Device Setup page.
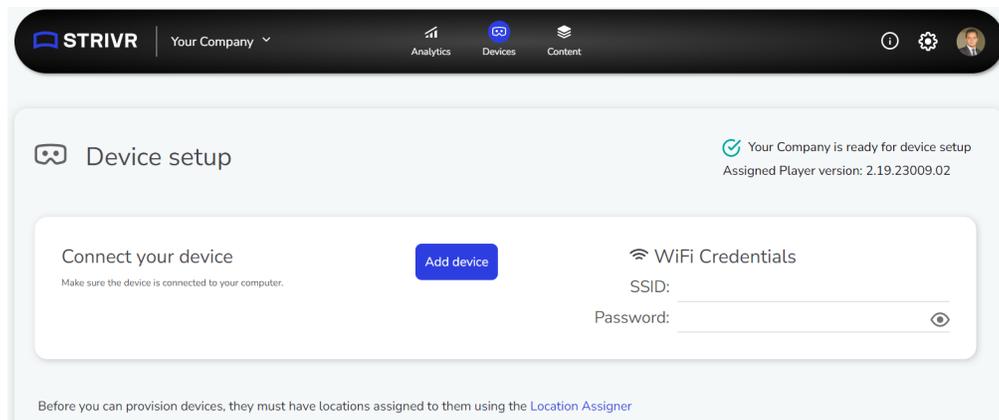
5. Check Location Assigner access.
   a. From the Settings menu, select *Admin Settings*.
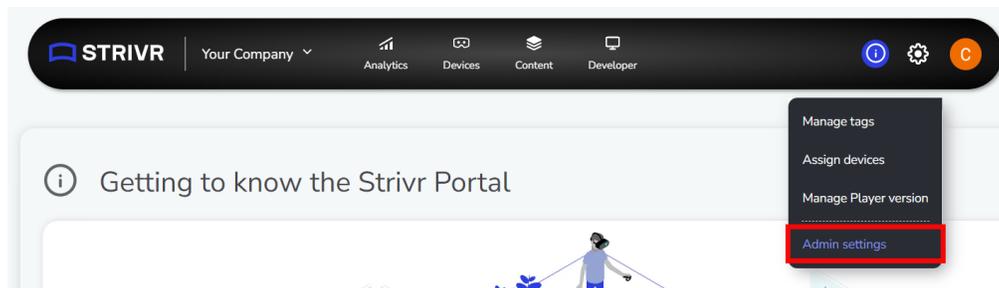
b. On the Admin Settings page, you should see the Location Assigner link.
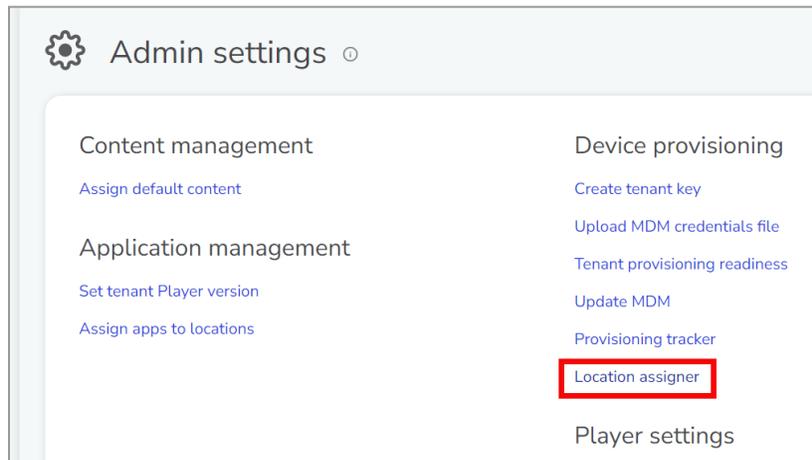
Tenant Readiness

NOTE: This section only applies to third party logistics partners performing bulk provisioning. For full tenant readiness requirements, refer to the Strivr Tenant Readiness document.

To ensure that the Strivr customer tenant is ready for provisioning:

1. From the Settings menu, select *Admin settings*.
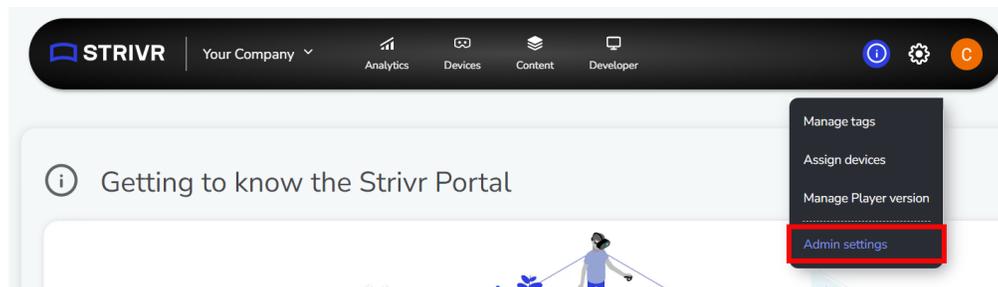
2. In the Device Provisioning section of the Admin settings page, click **Tenant provisioning readiness**.
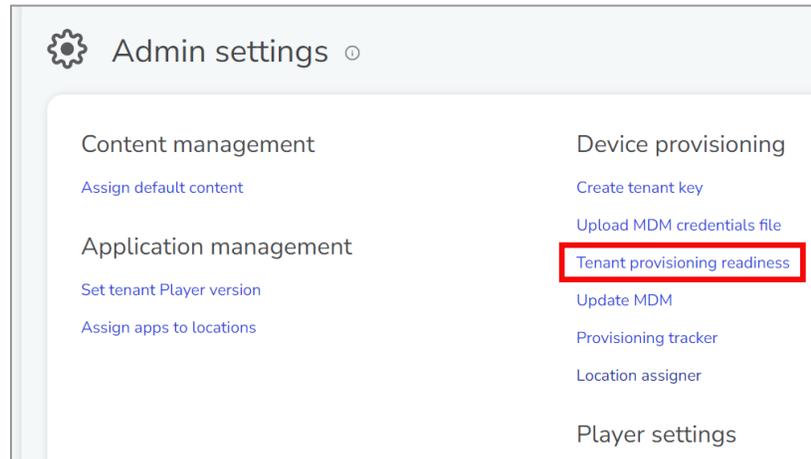
3. On the "Tenant provisioning readiness" page, ensure that there are checkmarks against each of the sections:

   ○ Overall status
   ○ Default content
   ○ MDM setup
   ○ Default apps
   ○ Default Player settings
   ○ Tenant key
   ○ Telemetry key
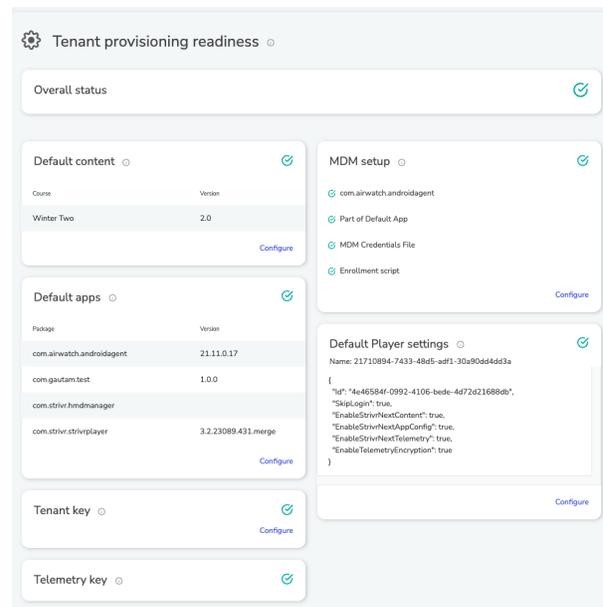
If you see an X against any of these sections, stop provisioning and reach out to your supervisor to escalate the issue.

Readiness Check on Device setup page

1. From the Devices menu, select *Device Setup*.
2. Once the Device Setup page fully loads, ensure that:
   a. The page includes the message "[Tenant Name] is ready for device setup".

b. The Assigned Player version is higher than 2.19. If the version is lower than 2.19, you won't be able to provision headsets.

Device Setup process

Step 1: Prepare Device List and Deployment Plan

Before you can begin Device Setup, you need to prepare two spreadsheet files. Strivr recommends you download sample files and modify them.

[Sample Deployment Plan](#)
[Sample Device List](#)

The **device list** is a spreadsheet that contains a list of asset tags, corresponding serial numbers, and hardware profile names for each headset being provisioned during Device Setup.

[How to find asset tags](#)

AssetTag	Serial Number	Hardware profile name
T0000001	PA7L40MGG6230217W	Pico Neo 3

The Hardware profile name can have these possible values:
- Pico G2 Plus
- Pico Neo 3

The **deployment plan** is a spreadsheet that includes information about headsets that need to be provisioned, packed, and shipped to specific locations with corresponding addresses.

Location Name	HMD Count	Phone Number	Location POC	Company - Location	Address 1	Address 2	City	State	Zip Code	Country
Location_1_Test	1		John Smith	Your Company	123 Main Street		San Jose	CA	95134	US

Deployment Plan Field Reference

Field name	Mandatory/ Optional	Description
Location Name	Mandatory	Location Name is the location assigned to a headset in the Strivr Portal. When Device Setup runs, headsets are grouped into locations, which determine the training content that should be loaded. • If the locations have already been created in the portal, ensure that Location Name exactly matches the location that already exists in the portal. • If the locations have not yet been created in the portal, they will be created exactly as they appear in the deployment plan.
HMD Count	Mandatory	This refers to the number of headsets that need to be provisioned for a location. The minimum value is 1
Location POC	Optional	Point of contact at the location
Company - Location	Optional	Name of the company
Address 1	Optional	Optional location information used when new locations are created through Device Setup **Note:** For each location that already exists in the portal, if the zip code field is filled out in the deployment plan, it must exactly match the zip code of the existing location.
Address 2	Optional	
City	Optional	
State	Optional	
Zip code	Optional	
Country	Optional	

Step 2: Run Location Assigner

1. On the Admin Settings page, click the **Location Assigner** link.

2. Click the **Upload** command next to *Deployment plan* and select the deployment plan file you created in Step 1.
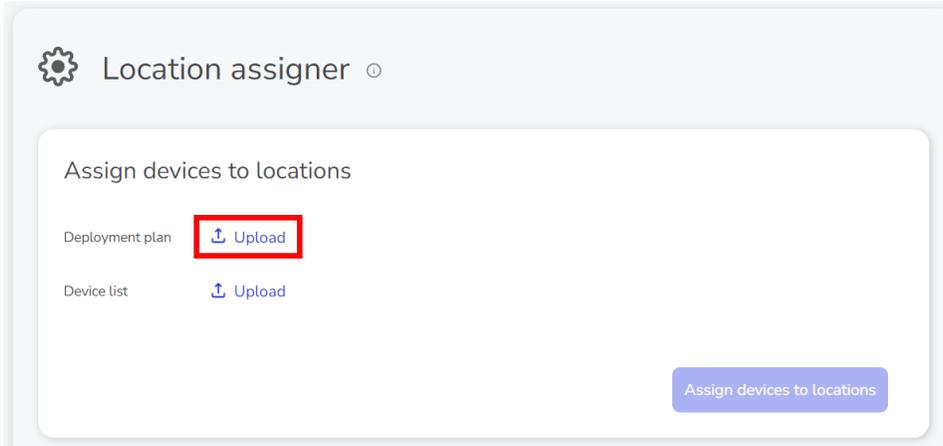
3. Click the **Upload** command next to *Device list* and select the device list file you created.
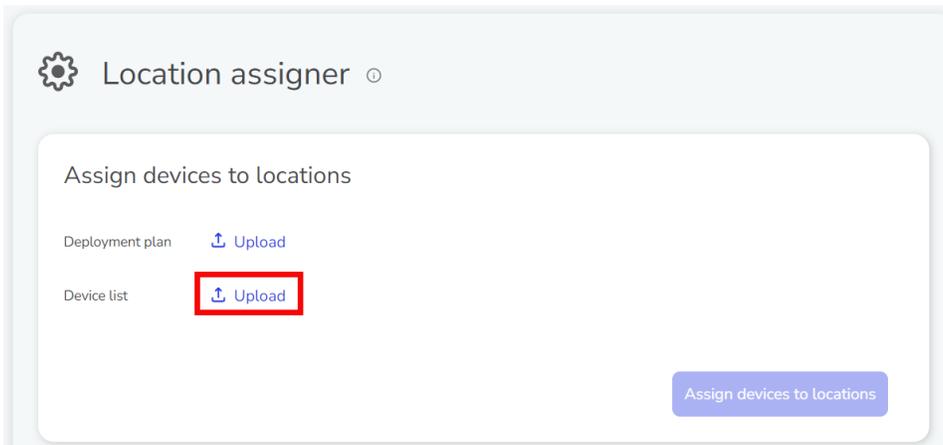
4. Verify that both the files are listed on the page.
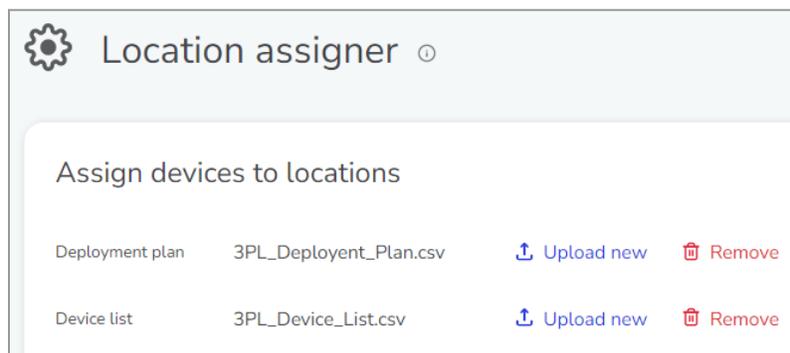
5. Click **Create Locations**. You'll see a message when locations have been assigned successfully.
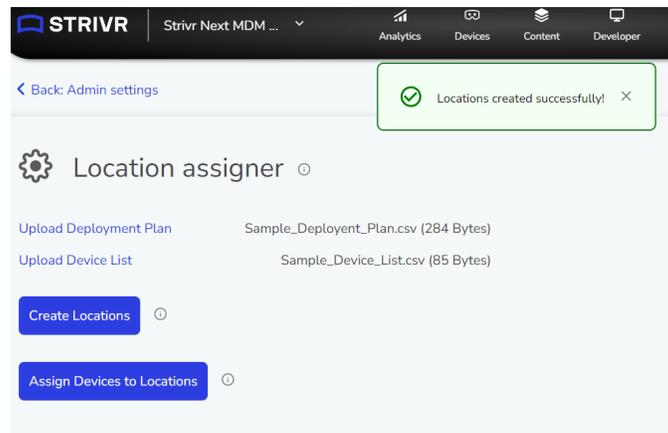
6. Click **Assign Devices to Locations**. You'll see a message when devices have been assigned to locations successfully.
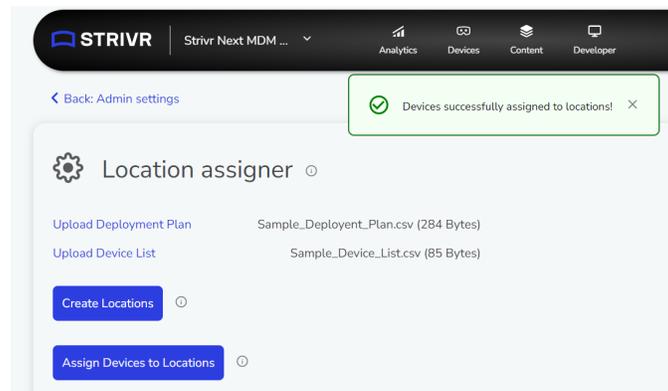
7. Portal automatically downloads a CSV file with the file name Strivr Next MDM 3rd Party-device-location-mapping.csv
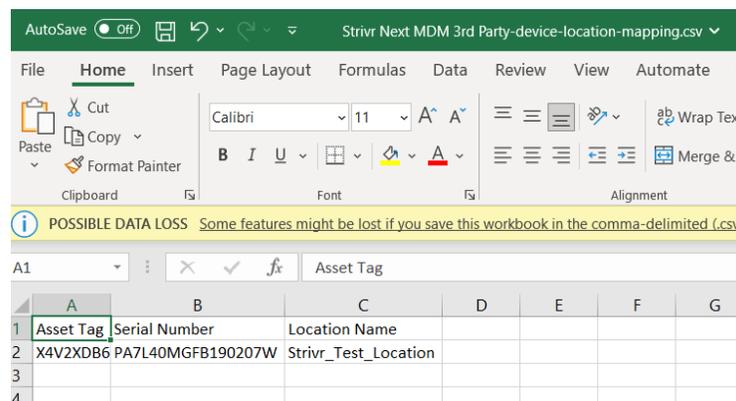
8. Verify that the downloaded CSV file contains the expected number of headsets.

Step 3: Connect the headset to the workstation

Connect the USB-C end of the cable to the charging port on the headset and the USB end of the cable to a USB port on the workstation.

PICO NEO 3 - TOP VIEW   **PICO G2 4K - BOTTOM VIEW**

USB-C   USB-C

FOR PICO NEO 3 ONLY
Because Neo 3 controllers need to pair with the headset via bluetooth, make sure they are within 5 feet of the headset.

Step 4: Adding a device and connecting to WiFi

1. From the Devices menu, select *Device Setup*.

2. Once the Device Setup page fully loads, the user should see the following screen:
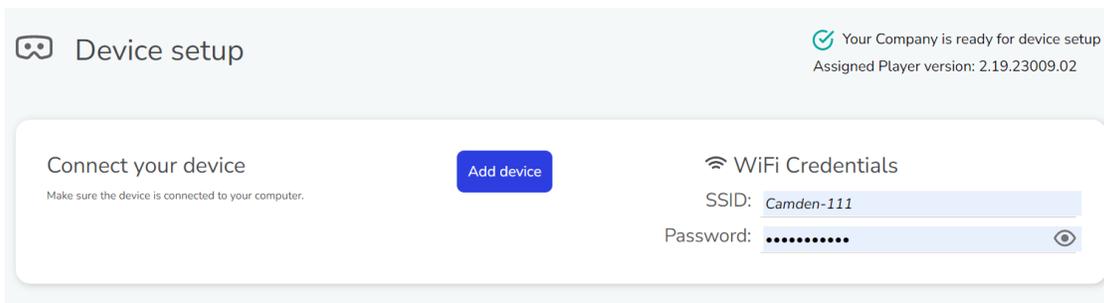
3. Click **Add Device**. A pop-up will appear with the title "portal.strivr.com wants to connect."

4. The popup displays a list of headsets that are connected to the workstation. Select the headset that you would like to provision and click **Connect**.
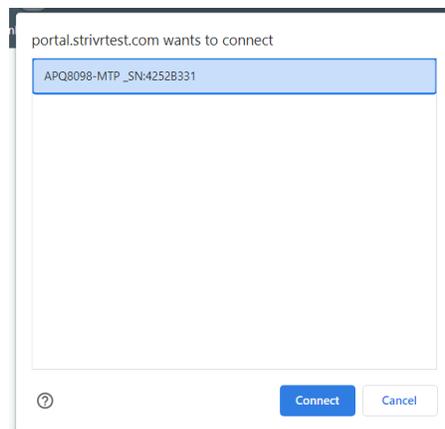
5. For each additional device, click **Add device** again and click the next device. Make sure each device in the list displays - Paired.
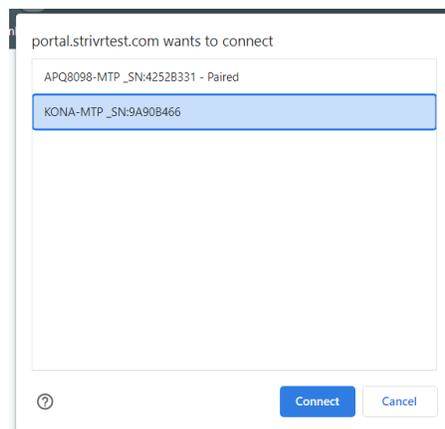
6. Once all headsets have been added, click **Check device**. If the device has been successfully connected and all conditions have been met, the following screen will appear.
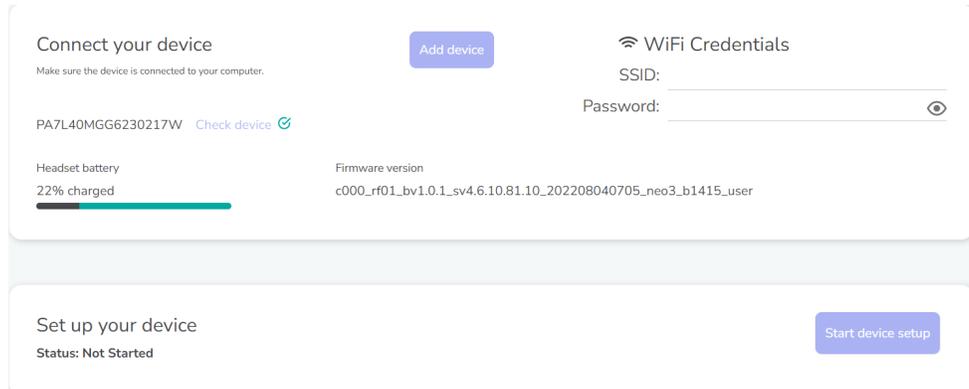
FOR PICO G2 4K ONLY
For each headset, add the MAC address of its controller.
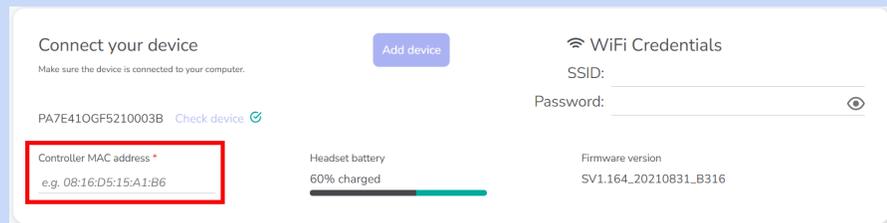
You'll find the MAC address code on a sticker in the battery compartment, under the batteries.

Click the Controller MAC Address text box and scan the QR code with a QR-code capable scanner connected to your workstation. If you do not have a scanner, you can use an iphone camera to reveal the MAC address when focused on the QR code.

The MAC address should be similar to PC1510MGF52000 2C:4D:7S

7. In the WiFi Credentials section enter the name and password for the WiFi the headset should use during provisioning.
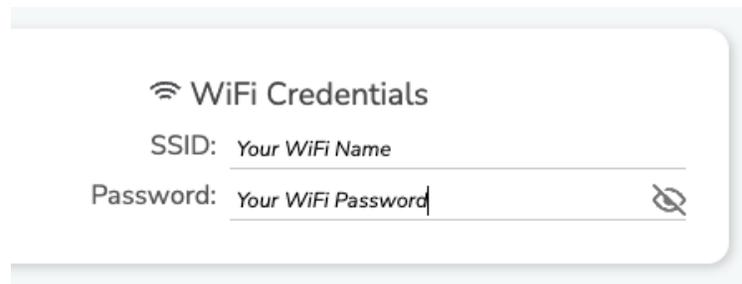
8. Click **Connect** and, if all prerequisites are met, the Start device setup button will activate.

Step 5: Running Device Setup

1. Click **Start Device Setup** to start provisioning.

2. The Provisioning Status, which highlights the current step and its status, will be shown. You should see the Status field change to *Not Started* and eventually to *In-Progress...*
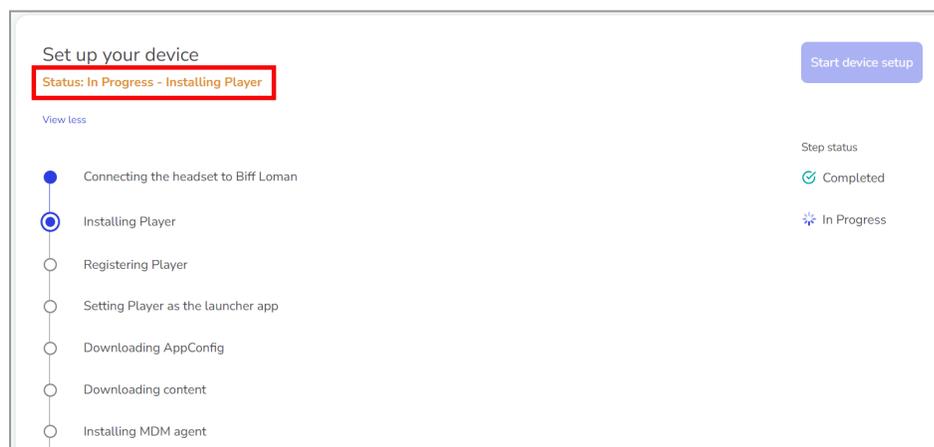
3. Once device setup reaches the Registering Player step, the Asset Tag will appear at the top of the page below Set up your device.
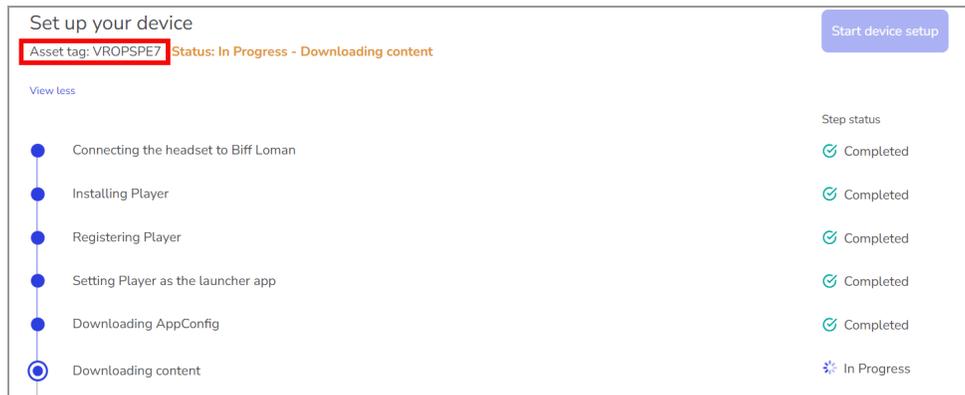
4. Once provisioning is completed for the headset, you should see a confirmation message.
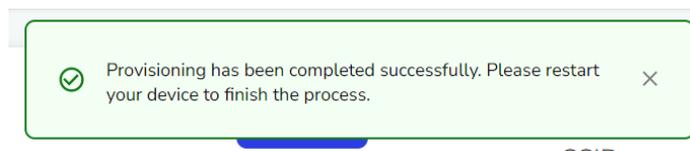
Then the Provisioning Status page will disappear and you'll see the Set up your device page with Status: Completed.
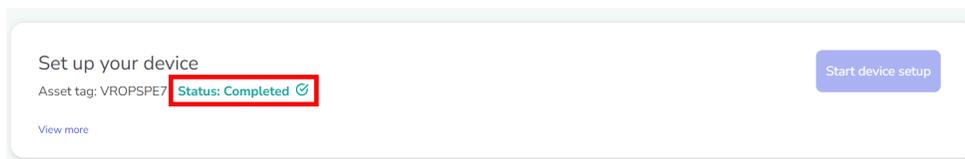
5. If Device Setup fails at one of the steps, refer to the Considerations & Troubleshooting section

Step 6: Restart each headset

Restart the headsets by long pressing the Power button. For more information on restarting the headset, see Restarting a headset.

FOR PICO NEO 3 ONLY
When you put on the newly provisioned Pico Neo 3 headset, you will see Initial Headset Configuration steps. To learn more, see [Initial Headset Configuration](#)

Considerations and Troubleshooting

Checking Device Status in Strivr Portal

You can check if a device has been provisioned successfully and has been assigned to the right location by navigating to the Device Details page and searching for the device by the asset tag or serial number. For more information, refer to [Finding device information](#) and [Understanding Device Details](#).

Troubleshooting Provisioning Errors

If you encounter an issue during the provisioning process, you will notice a ⓘ status icon on the step at which the provisioning failed. Following is some reference information to help troubleshoot these issues:

Unable to Connect to WiFi

If the WiFi credentials are incorrect, or the WiFi is non-functional, you will see the message below.
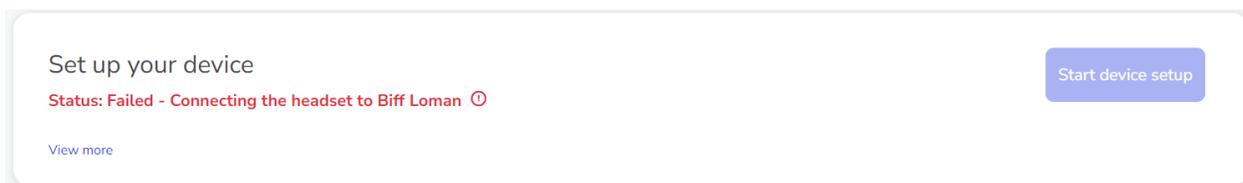
Resolution
1. To resolve this issue, the user can re-enter or check the WiFi name and password.
2. For checking the WiFi password, the user can click the 🚫👁 button in the Password field.

3. Once entered, click **Check device** again, against the specific serial number and click **Start device setup** to restart
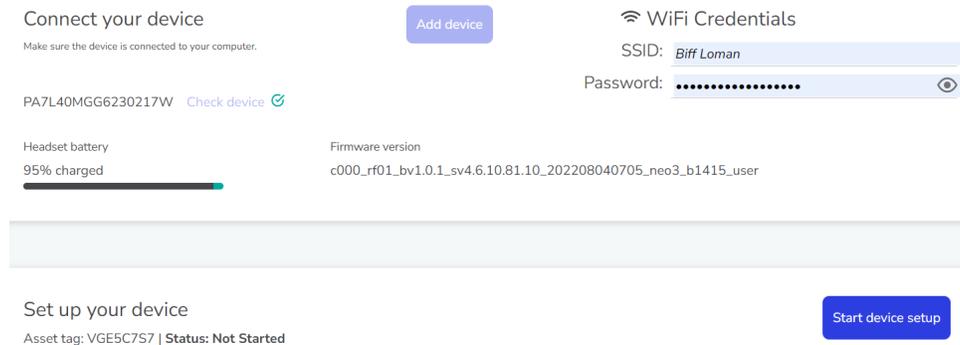
4. If the issue persists, contact your network administrator as the root cause might be related to network infrastructure.

Device Location Not Pre-Assigned
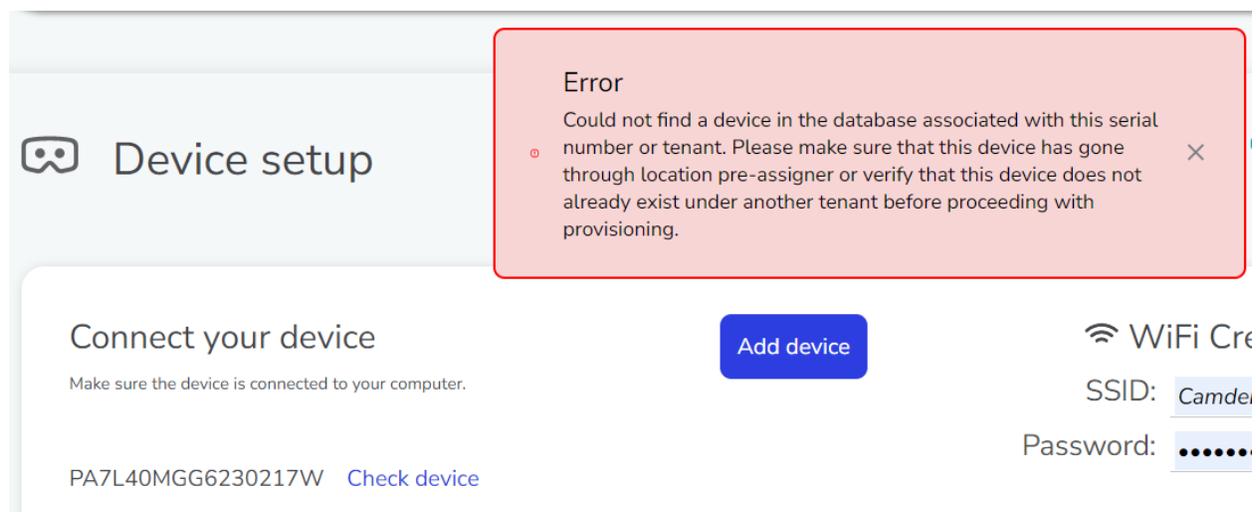
This error message appears when you click Check Device if you have not already assigned the headset to a location. To resolve this problem, assign this headset to a location using the Location Assigner.

Resolution

1. If the user sees the message above, check the location assignment summary sheet to cross-reference whether the asset tag has been pre-assigned to the tenant. For this, refer to [Step 2: Run location assigner](#).
2. If the device isn't assigned in the location assigner, run the location assignment again with the updated device list and the original deployment plan to assign the missing devices to a location
3. Once the location assignment has been re-run, the user can then provision the device.

Tenant Not Ready for Device Setup

During provisioning, if the user sees a message that states "[Tenant Name] is not ready for device setup" if any of the [tenant readiness requirements](#) are not met.

Resolution
1. In this scenario, reach out to your Strivr account team for assistance.
2. For 3PLs, reach out to your Strivr team.

Controller pairing error - Pico G2 4K
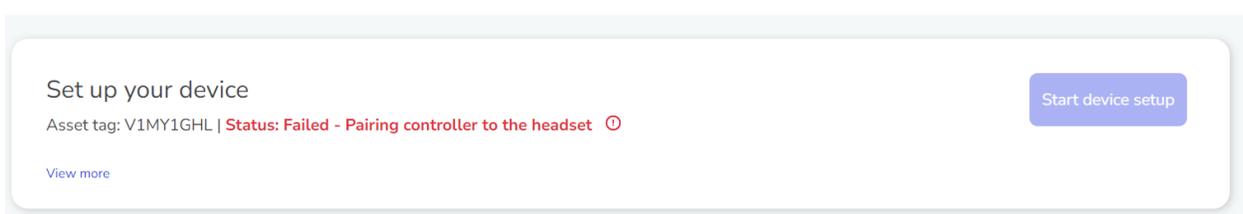
If Device Setup fails to pair with the Pico G2 4K controller, this may be due to:
- An incorrect controller MAC address in the Address field.
- The controller being out of range with the headset
- The wrong controller being in-range with the headset

Resolution
1. Ensure that the controller is within 5 feet of the headset
2. Click on "Check device" against the serial number of the headset to retry.
3. Follow the instructions in [Step 4: Adding a device and connecting to WiFi](#) to scan the controller QR code. Once the device is added, retry provisioning.
4. If the controller pairing fails consistently, email [the Strivr Operations team](#).

Local adb Installation Causing Failure
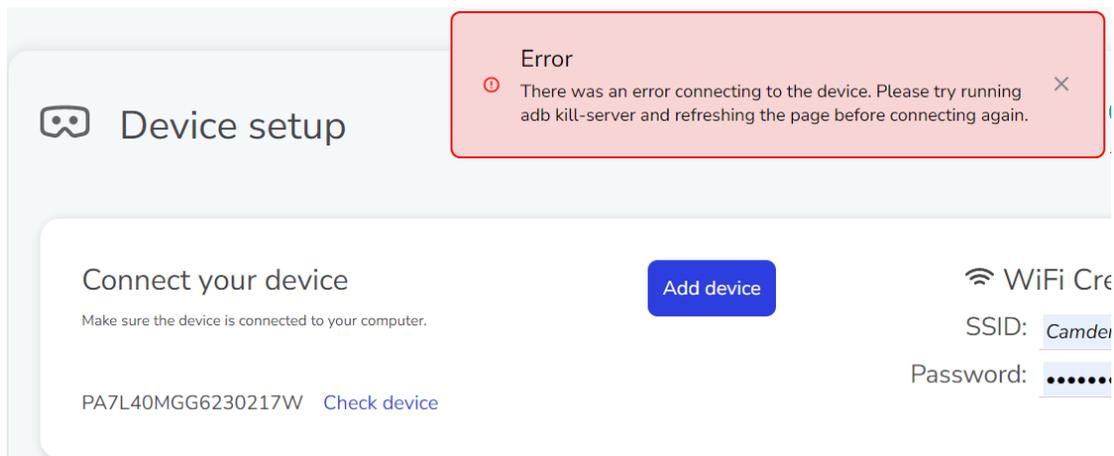
If you see an error connecting to the device after clicking Check Device, ensure that a local instance of adb (Android Debug Bridge) is not running on the workstation. Device Setup functionality uses WebADB, which interferes with the locally installed adb instance.

Resolution

To end the local adb instance:

1. Open Command Prompt (CMD)
2. Change directory to the folder in which adb is installed.
3. Run the following command:

```Java
adb kill-server
```

Wrong Firmware Version
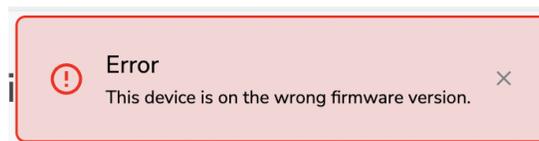
If you see this message while trying to connect after the device has been added, the headset is on the wrong firmware version.

Resolution - 3PL Vendors

To flash the headset to the right firmware version, per the approved list provided in the Headset firmware version section, refer to the firmware flashing procedure. If you don't have access to the firmware flashing procedure, reach out to your Strivr team.

Player Registration Failed

Player registration step can fail if the device being provisioned has already been provisioned against another tenant.
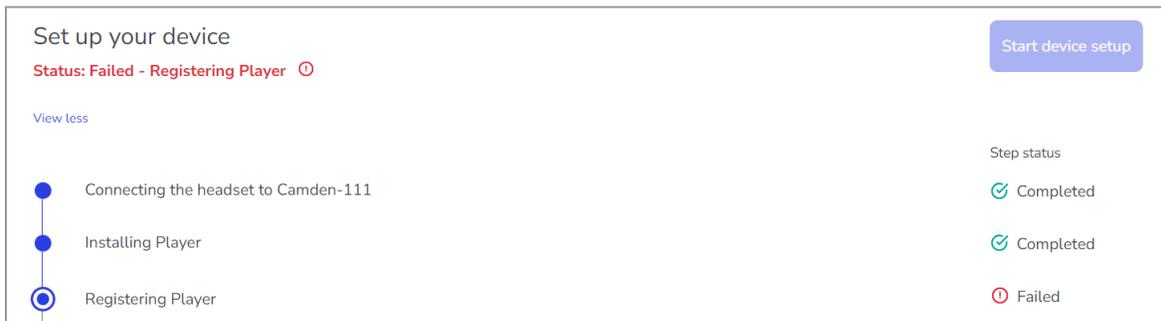
Resolution

If you see an error in the Registering Player step:

1. Confirm that the device has not been provisioned in the past to another customer tenant.
2. Click **Check device** and retry the provisioning process
3. If it still fails, email the Strivr Operations team.

Device disconnected during setup

If the device is disconnected accidentally during the setup process, the following message will appear. In this scenario, the device will have to be factory reset and re-provisioned.

Resolution

Factory reset the headset and retry device setup.

Headset Not Factory Reset

The following problem occurs when a device that has been previously used is subjected to Device Setup without being fully factory reset. In this scenario, the system will detect and throw an error, thus prohibiting the user from provisioning.

> **Error**
>
> It appears that this device has not been factory reset. The following files are still on the device: com.strivr.companion. Please factory reset the device before proceeding with provisioning.
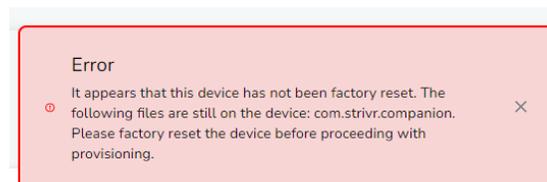
Resolution

Factory reset the headset and retry device setup.

Wrong Storage Space on Headset

The following problem occurs when the device has been flashed with the required firmware and may not have been factory reset after the flashing was complete. The device may sometimes erroneously show the wrong storage number, during the device pairing process.

> **Error**
>
> This device is reporting the wrong storage space amount. Please factory reset the device before proceeding with provisioning.
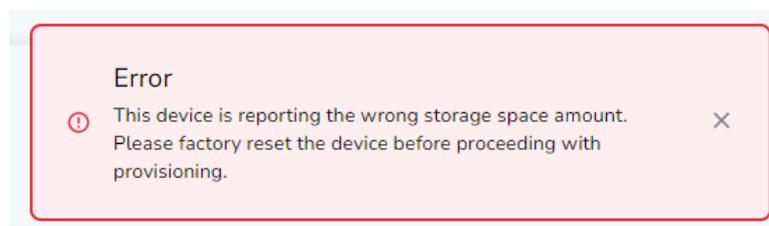
Resolution

Factory reset the headset and retry device setup.

Failed to create new device

This error occurs when the user enters an incorrect serial number or hardware profile name.

> Failed to create new device XPP6ZSPM.
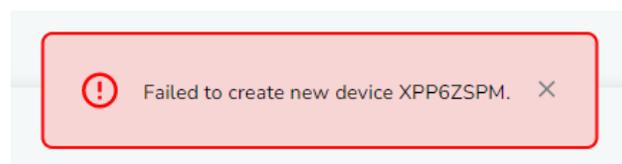
Resolution

Double check the device list file to ensure the hardware profile name and the serial numbers are correct.

Device Setup stuck at MDM Enrollment

Based on the MDM's capability to successfully reach out and enroll a device, it may take from 2 to 15 minutes during the enrolling the MDM step . A headset can sometimes get stuck at the "Enrolling in the MDM" step for a longer time duration. This can happen due to:

- The headset disconnecting from the internet during the provisioning process
- The MDM policy disables access to existing network, or disables ADB for device setup to check the enrollment completion
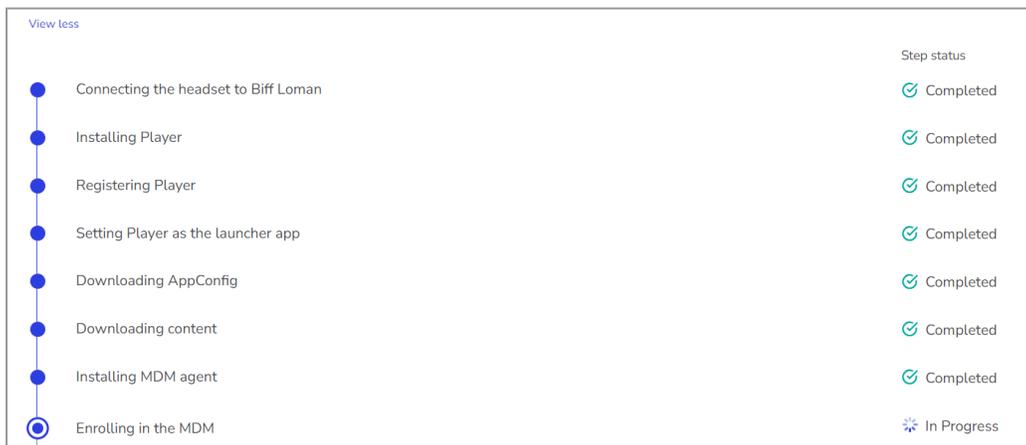
Resolution

If the Enrolling in the MDM step of device setup displays *In Progress* for more than 15 minutes, check the following:

- Confirm whether the headset is still connected to the internet. If it isn't, contact your Strivr team
- If the headset is still connected to the network and it's been more than 15 minutes, put the headset on to check for any MDM related errors that can be spotted via visual inspection. For a list of MDM errors, refer to the section below.

Enrolling in MDM Errors - VMWare WorkspaceONE

If the headset is taking longer than 30 mins on the "Enrolling in the MDM" step, the user may notice one of the following screens, when they look inside the headset for troubleshooting purposes.
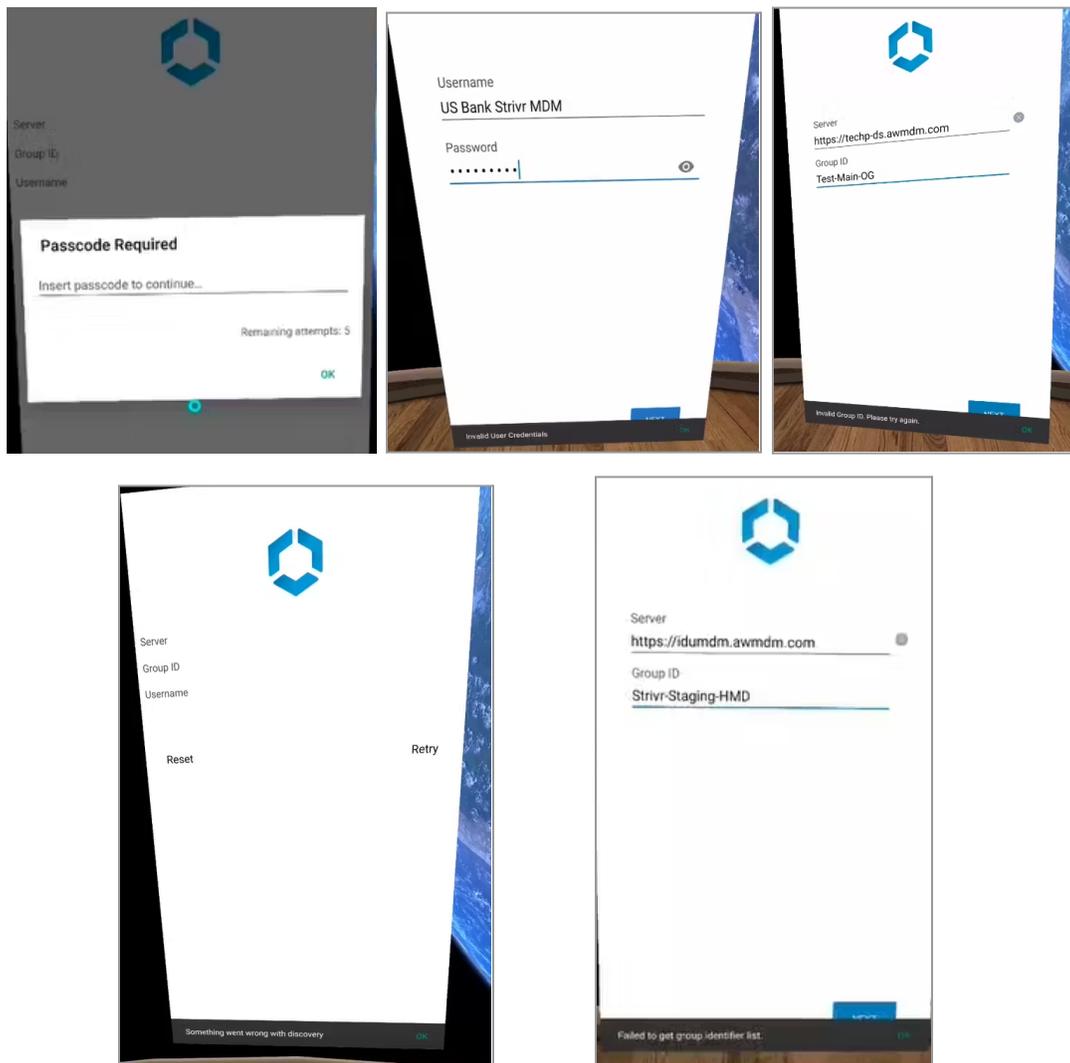
Resolution

In any of these scenarios, the user needs to follow the corresponding steps:

- [Factory reset the device](#).
- Quarantine the headset and reach out to Strivr operations team for further troubleshooting directions.

Factory Reset Instructions

Follow the steps below to factory reset Pico headsets:

1. Disconnect the USB connection from the headset. Activate reboot recovery mode in the headset by long pressing the following button combination while the headset is in "On" state: Pico Home Button + Volume Up + Power (see the Factory Reset Button Reference after these steps). Once the headset goes into "reboot recovery mode", the user should see the No command screen.

2. Now press the "Power + Volume Up" button for at least 3 seconds and release the button combination to navigate to the following screen. Once the user reaches the screen below, use the "Volume Up / Volume Down" buttons to navigate to the "Wipe data/factory reset" option and click the "Confirm" button.

3. Once the headset is factory reset, the user can select the "reboot system now" to reboot the headset.

4. Once reboot is complete, the user can retry Device Setup by reconnecting the headset to the workstation via USB.

FACTORY RESET BUTTON REFERENCE

PICO NEO 3

TOP VIEW

BOTTOM VIEW

SIDE VIEW

POWER

VOLUME +/-

PICO HOME

PICO G2 4K

BOTTOM VIEW

SIDE VIEW

VOLUME +/-   POWER

PICO HOME