

# User manual

---

Immersive Learning system  
for use with Pico G2+





# Contents

System setup .....	1
Product care & maintenance.....	7
Facilitating training.....	9
FAQ & troubleshooting.....	12
Contact us .....	13
Health & safety warnings.....	14



## System setup

**NOTE:** These instructions describe the Strivr Immersive Learning system setup in general. If your system includes a locker or portable cart, see the assembly and installation guide for system setup.

1. Designate a table or shelf near a power outlet on which to set up the Immersive Learning system. You will need about a 32"x24" surface for five headsets.
2. Locate the box containing the Management Device. Unbox the Management Device and the accessories with it:



3. Assemble the Management Device using the diagram below:
  - a. Screw the Management Device antennas onto the Management Device.
  - b. Plug the power cable into the Management Device.
  - c. Plug the other end of the power cable into a power strip.



4. Check that a green light is illuminated on the front of the Management Device indicating it is powered on.

5. Locate the box containing the USB hub. Unbox the USB hub and the accessories with it:



6. Assemble the USB hub using the diagram below:

- a. Plug the IEC cable into the power brick.
- b. Plug the power brick into the USB hub.
- c. Plug the other end of the IEC cable into a power strip.
- d. Plug the USB cable into the USB hub.



7. Plug the other end of the USB cable into the back of the Management Device (the side with the antennas):



8. Locate the white USB cable(s). There will be one per headset. Plug each USB cable into the USB hub (up to 5 per USB hub):



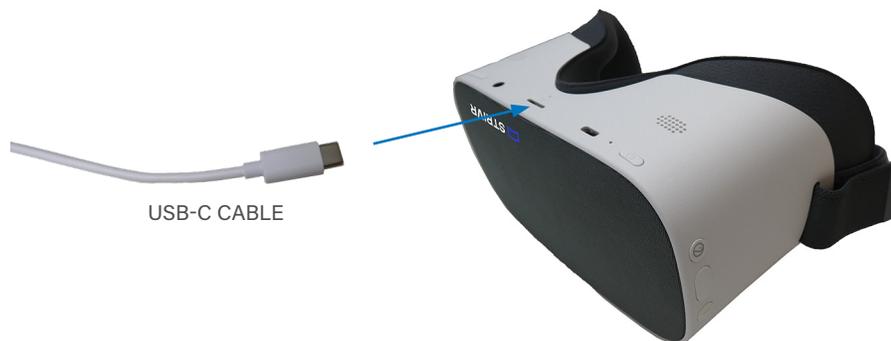
9. Locate the Pico G2 boxes. Inside each is a headset tethered to a controller.
10. Peel the protective plastic film off the lenses of each headset.

11. For each controller, pull down on the lower half of it to reveal the battery compartment. If batteries are not already inserted, insert two AAA batteries.

**NOTE:** Be careful not to detach the tether. If you do, open the battery compartment cover and loop it back around the small plastic peg. When you close the battery compartment cover, be sure the tether cord is lined up with the hole at the bottom of the cover, allowing the cover to close properly.

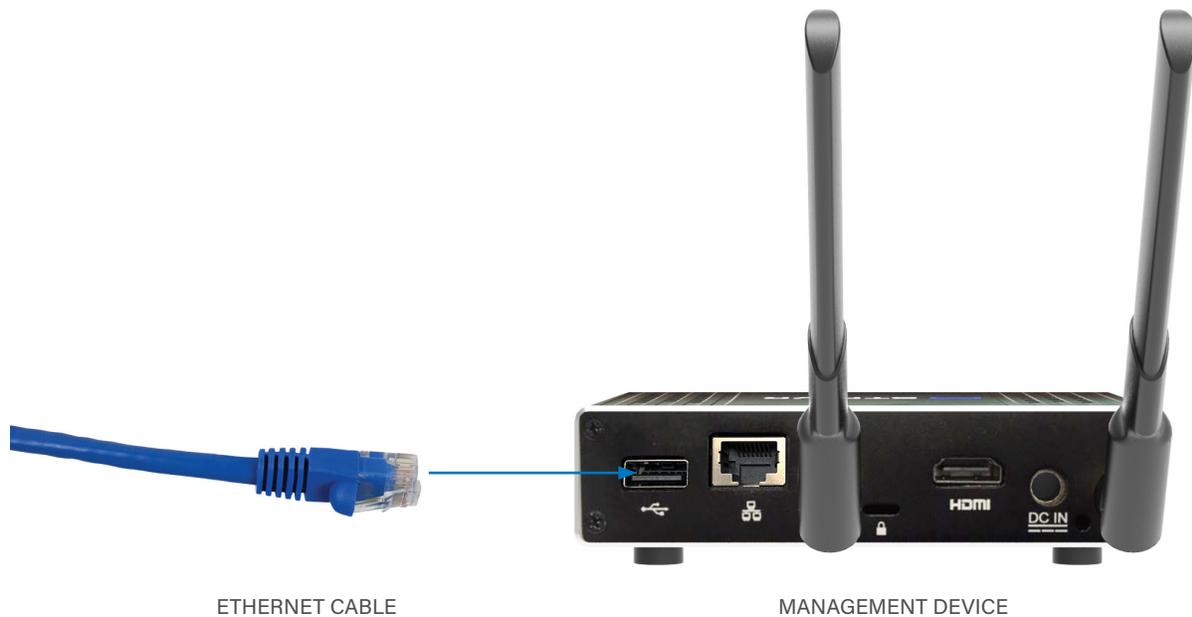


12. Plug a USB cable into each headset to charge:



13. Turn each headset on: press and hold the power button on the top of each headset for about 5 seconds, or until the blue indicator light next to the Power button illuminates. Check to see that it is powered on by holding the headset up to your eyes; if the screen inside illuminates, the headset is powered on.

14. Connect the Management Device to Internet via one of the following methods:
  - a. Hard-wired via ethernet cable (instruction provided by your company if applicable.)



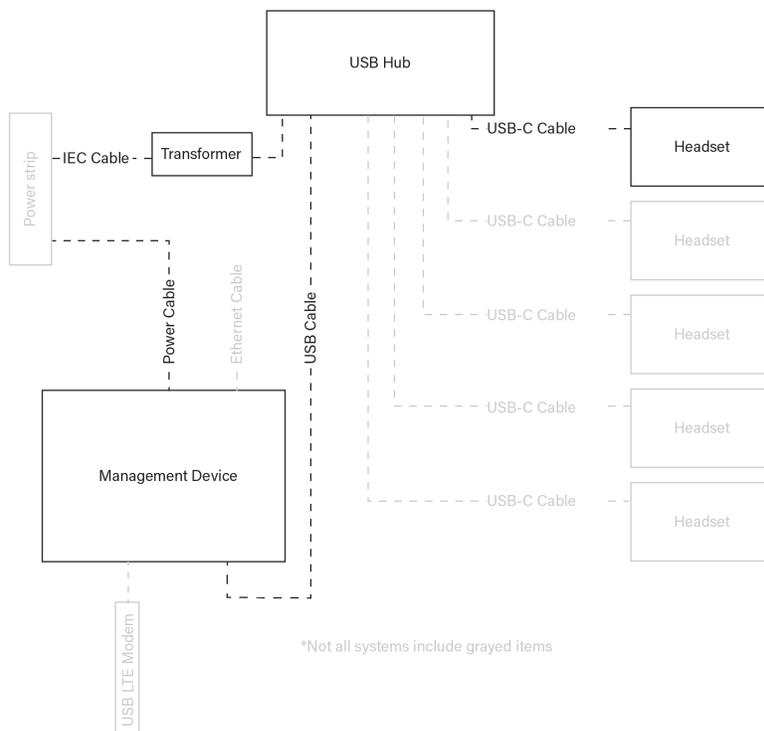
- b. LTE Modem plugged into USB port on the front of the Management Device (will be included in box if applicable to you.)

**NOTE:** The appearance and design of your LTE modem may vary according to brand.



- c. If neither of the above apply you may have received separate instructions from your company.

15. If needed, check your final setup against the full schematic below:



## Storage space

To ensure proper cooling:

- Never stack any of the electronic components on top of each other.
- Do not store in or on insulated/fabric areas.
- Do not store in direct sunlight.

Most Strivr Immersive Learning systems are stored in trays, lockers, or portable carts that have cutouts for storing each headset. If your system came with plastic bins for storage and transportation of the headsets, place each headset-controller pair inside a section of the bin. Leave the Management Device and USB hub outside of the bins in a permanent location.

## Product care & maintenance

### Powering on the headset

To turn the headset on, press and hold down the power button located on the top of the headset for about 5 seconds or until the indicator light next to the power button turns blue. To check to see that it is powered on, hold the headset up to your eyes and the screen inside will illuminate. If the power button is accidentally pressed during training, the display will go to sleep. Short press it again to turn the display back on and resume training.



### Charging the headset

Plug the headset into the USB cable to charge whenever it is not in use for training. Ensure that the headset is powered on before plugging it in so that the device can receive updates. From a full charge, the headset will last approximately two hours. You may check the precise battery level percentage in the menu of the headset. When the light on the top of the headset turns red, there is less than 20% battery life left.

#### HEADSET LIGHT INDICATOR MEANINGS

COLOR	STATE	MEANING
Red	Solid	Low battery (less than 20%)
Red	Blinking	Display is on and low battery
Blue	Solid	Display is on
PLUGGED IN:		
Green	Solid	Battery is charging (above 90%)
Yellow	Solid	Battery is charging (below 90%)
Red	Solid	Battery is charging (below 20%)

### Adjusting the volume

Use the volume button located on the underside of the headset or the volume control on the right side of the controller to adjust the sound level.

### Built-in speakers vs. headphones

The headset has built-in speakers. These speakers are good for self-guided training or training in small groups. However, in larger open settings with many people or a lot of external noise, we recommended using over-ear headphones (as opposed to on-ear or earbuds) for comfort, noise cancellation, and sanitation purposes. Plug the headphones into the headphone jack on the underside of the headset.

## Changing the controller batteries

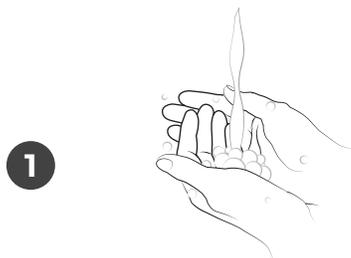
The controller takes two AAA batteries. To change the batteries, pull down on the lower half of the controller to remove the end cap and replace the batteries. You may check the precise battery level percentage during training by holding the controller in front of the headset.

**NOTE:** Be careful not to detach the tether. If you do, reassemble it by opening the battery compartment and looping it back around the small plastic peg.

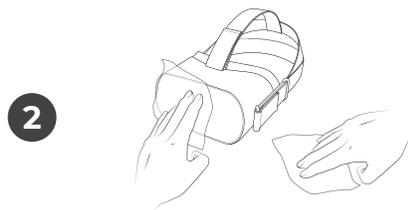


## Equipment hygiene

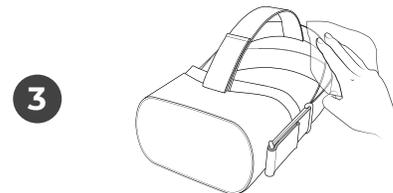
Keep your equipment clean and disinfected with a course of two wet wipes. The steps shown here are the minimum steps Strivr recommends and should be performed between every use of the equipment. Your company works with Strivr to develop its own plan for VR Equipment hygiene. Check your internal documentation and always follow manufacturers' instructions.



Before and after cleaning and disinfecting equipment, wash your hands thoroughly with soap for at least 20 seconds.

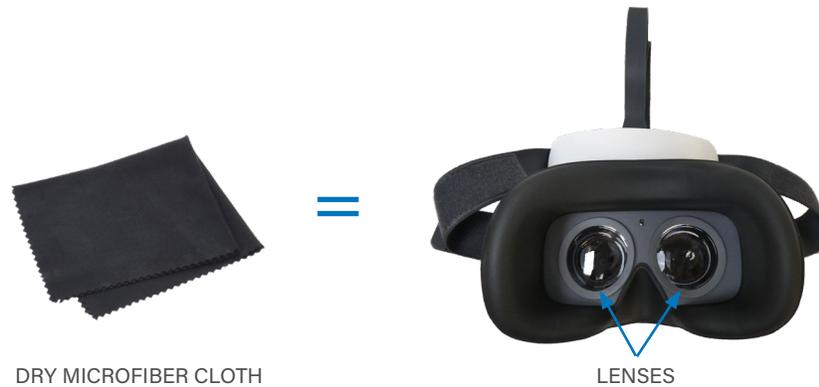


Use disinfecting wipes on headsets, controllers, and working surfaces (including desks, chairs, etc) and leave to dry for 10 minutes.



Use recommended skin-friendly, non-abrasive wipes on headset contact areas (face pads and straps.)

Use the dry lens micro-fiber cloth included with your system to clean the headset lenses as needed. Don't use liquid or chemical cleansers. Starting from the center of the lens, gently wipe the lens in a circular motion moving outwards.



## Handling the headset

- To avoid damaging the lenses and display, keep your headset away from direct sunlight.
- Avoid sharp objects near the lenses.
- Be gentle when adjusting your headset and tightening the straps.
- Do not leave the headset in extremely hot locations or near heat sources.

## Facilitating training

### Retrieving the headset

When a learner is to begin training,

1. Carefully unplug the headset from its USB cable.
2. Give the learner the headset and controller.
3. Direct the learner to have their Login ID at hand, as they will need it to log into the training session.

### Choosing a training space

- If possible, train in a quiet area with minimal noise and distraction.
- Ensure that foot traffic is low in the area chosen.
- If the experience will be taken seated, have a swivel chair available for the learner to sit and turn in. Taking the experience seated is recommended when a facilitator is not present or the learner feels discomfort.
- If the experience will be taken standing, you may want to have a chair or table nearby for the learner to rest a hand on to ground themselves in the physical space.
- Facilitators may check on learners during training sessions to ensure safe training.

## Putting on and adjusting the headset

- Make sure the learner is aware of their surroundings before putting on the headset.
- The headset has two side straps and one top rubber strap. Learners should put the headset on like a pair of goggles and adjust the side straps until the headset is comfortable and does not feel like it is falling down. The inner portion of the top strap can be removed if the headset feels too tight.
- Glasses: If the learner wears glasses, they should wear their glasses inside of the headset. Learners should put the headset over their glasses first, before pulling the straps back over their head. In the rare case that the glasses frames are too large to fit inside of the headset, they may remove their glasses.
- Larger hairstyles, headwraps, or other headwear: The headset's straps can accommodate almost any hairstyle or headwrap. First, learners should adjust the side straps to their loosest setting. Then, put the headset display up over their eyes first. The learner can remove the inner portion of the rubber top strap if necessary. The learner may then tighten the side straps such that the headset's display remains secure over their eyes.
- Headphones: If using external headphones, instruct learners to put them around their neck first, then, after putting on and adjusting the headset, lift the headphones over their ears.

## Using the controller

- To select menu items and interactive elements, pull the trigger button.
- To recalibrate (re-center) the controller, press and hold the Home button for two seconds.
- To pause or exit to the menu, use the back button.
- To raise or lower the volume, use the Volume control.

**NOTE:** Back button may not be available in all experiences.



## Controller calibration

If the controller is not functioning properly, you can re-pair it with the headset by pressing the Home button. The indicator light will begin blinking. When the light turns off, the controller is paired.

If the position of the in-headset view is not properly centered, hold the Home button for 2 seconds and it will be re-centered.

## Logging out

- Learners should select Log Off inside the headset before ending their training session and taking off the headset. A complete training session includes three steps: Successful login, Successful completion of training, and successful logout.
- Auto Log Out: The headset will automatically log out of the current session and start a new one when it is plugged into the USB-C cable.

## Returning the headset

When a learner finishes training,

- Clean the headset and controller as specified in the Equipment Hygiene section.
- Plug the headset back into the USB cable.
- Perform a visual check to ensure the headset is powered on and connected:
  - After plugging the headset into the hub, the headset should display a green or yellow charging light (or red if the headset is under 20% battery.)
  - Follow the charging cable back to the USB hub and verify the hub port displays a blue light.
  - There should be a one-to-one ratio of connected headsets and blue lights on the hub.
  - If a connected port does not display a blue light, the headset is not fully connected and is probably turned off (this generally occurs when headsets aren't immediately plugged in after training and enter a deep sleep mode.) If a headset is not fully connected, it can't transmit data or receive new content, and learners will not get credit for completed training. Disconnect the headset, hold the headset power button down for 5 seconds or until the blue indicator light illuminates, and then reconnect it. When a headset is powered on, holding the headset up to your eyes causes the screen inside to illuminate.



## FAQ & troubleshooting

### My controller is not showing up or is in the wrong place.

If your controller is unresponsive and the battery level is flashing, wake the controller by pressing the Home button. When the controller wakes, the battery level should display the true percentage.

If you're having trouble using the controller, try one of the following:

- Press and hold down the Home button for 2 seconds to recalibrate (re-center) the controller.
- Pull down on the lower half of the controller to access the battery compartment and make sure the batteries are clicked down all the way.
- You may need to re-pair the controller. Make sure the headset is nearby to pair. Press the Home button. When the blinking light on the controller turns off, the controller is paired and you may resume training.
- If the solutions above do not work, try replacing the controller batteries.

### I can't find the training program inside the headset.

- Try plugging the headset into the USB cable for about 15 seconds, then unplug it and resume training. If you still cannot locate the program, please contact Strivr support.
- Try restarting the headset. To do so, hold the Power button on the underside of the headset for about 5 seconds. The indicator light will flash blue and then turn off. Hold the Power button down again until the blue light turns back on.

### The screen inside the headset is black. How do I turn it on?

If you see all black in the headset try one of the following solutions:

- Short press the power button on the underside of the headset (on the learner's left side) once to wake the headset, then resume.
- Press and hold the power button on the underside of the headset (on the learner's left side) for about 5 seconds, or until the blue indicator light comes on.

- If it is still dark, the battery may be low. Plug the headset into the USB cable for at least 15 minutes to charge and then repeat the steps above.

### The headset is not charging when it's plugged in.

- Plug the headset in to charge and note the LED light color. If the light is green or yellow, the headset is currently charging. If the light shows red, the battery is very low.
- If after 15 minutes no light shows, check that the USB cable is securely plugged into the headset and the USB hub.
- If it will still not charge, please contact Strivr support.

### How do I adjust the headset to fit over my glasses/hair/etc.?

Please see the "Facilitating Training" section of this manual for instructions on adjusting the headset for different scenarios.

### The straps fell off the headset or are too loose! Did I break it?

You may re-run the side straps back through the loops and tighten them with the buckles.

### Why does the view in the headset look blurry or foggy?

If the view appears blurry, try slowly moving the headset up or down on your face until the picture is clear or wiping the lenses with the dry microfiber cloth included with your system.

In cold climates, the lenses of the headset can become foggy. If this occurs frequently, try placing the headset on your head (but not over your eyes) for a few minutes to warm it up before training.

### Why is everything gray in the headset?

- Be sure to look all around in the 360-degree view. There may be a menu option behind you.
- Try plugging the headset into the USB cable for 15 seconds to restart the session, then unplug and resume training.

### Why does the in-headset view appear tilted?

If you start your session with your headset at an angle, the view may lock to that angle. Re-center the view by pressing the Home button on the controller.

### How do I change the volume?

To adjust the volume level, use the volume up/down buttons on the underside of the headset (on the learner's right side). You can also use the Volume control on the Pico controller. For best results, train in an area with minimal external noise.

### How do I change the controller battery?

Pull down on the lower half of the controller to open the battery compartment. Change the AAA batteries and replace the cover. Note that you will need to resync the controller after changing the batteries.

### How do I get replacement parts?

For replacement parts (facial interfaces, controllers, etc.) please call the Strivr support line.

### The tether came off my controller. How do I reattach it?

If the tether detaches from your controller, open the battery compartment and loop the tether around the tether peg. You'll notice the peg has a hole immediately above it; it's easiest if you form a small loop with the tether cord and push that loop into the hole at a perpendicular angle. Then pull the tether parallel with the controller and slide the battery cover back on, ensuring the tether exits the cover via the small cutout.

### My headset didn't receive the latest training programs from Strivr.

For a headset to receive the latest updates from Strivr, it has to be connected to the Strivr cloud. And for that to happen, the headset has to be turned on when you connect it to the USB hub. Make sure by performing the Strivr Visual Check: When you plug the headset into the hub, make sure the connected hub port lights up with a blue light. If it doesn't, unplug it and make sure the headset is on by holding it up to your face and checking that the screen illuminates. If it doesn't, hold the power button down for 5 seconds or until the indicator light turns blue. Then plug it back in and check the hub light once more.

NOTE: Seeing a green or yellow charging light on the headset when you plug it in is not an indication that the headset is connected to the Strivr Cloud—this light just means the headset is charging. Always verify by checking the hub.

## Contact us

Strivr Support:  
<https://support.strivr.com>  
US & Canada: +1 855-897-0082  
UK: +44 808-169-4550  
[support@strivr.com](mailto:support@strivr.com)

Support Hours:  
Monday-Friday  
5:00am-5:00pm Pacific

## Health & safety warnings

### Strivr

USING VIRTUAL REALITY (“VR”) CAN POTENTIALLY HAVE UNINTENDED HARMFUL EFFECTS ON YOUR HEALTH OR SAFETY. TO REDUCE THE RISK OF PERSONAL INJURY, DISCOMFORT, OR PROPERTY DAMAGE, PLEASE ENSURE THAT ALL USERS READ THESE WARNINGS CAREFULLY BEFORE USE.

CONSULT WITH A PHYSICIAN BEFORE USING VR IF YOU ARE PREGNANT, ELDERLY, EPILEPTIC, OR HAVE VISION, PSYCHIATRIC, HEART, OR OTHER SERIOUS MEDICAL CONDITIONS. THIS PRODUCT SHOULD NOT BE USED BY CHILDREN UNDER THE AGE OF 13. DO NOT USE IF YOU ARE SICK, FATIGUED, UNDER THE INFLUENCE OF INTOXICANTS/DRUGS, OR NOT FEELING WELL, AS IT MAY EXACERBATE YOUR CONDITION.

### PHOTOSENSITIVITY & SEIZURES

Some individuals may experience epileptic seizures or blackouts when exposed to certain light patterns or flashing lights. Exposure to certain patterns or backgrounds on a screen or when viewing video content, such as VR content, may trigger epileptic seizures or blackouts. These conditions may trigger previously undetected epileptic symptoms or seizures even in persons who have no history of prior seizures or epilepsy. If you, or anyone in your family has an epileptic condition or has had seizures of any kind, consult your physician before using these Services.

### NAUSEA & POTENTIAL HEALTH EFFECTS

VR may trigger motion sickness in some individuals due to the difference in the field of vision and focus points between the real world and the virtual world. Cease use of VR immediately if you experience disorientation or motion sickness.

IMMEDIATELY DISCONTINUE use and consult your physician before resuming use of the Services if you experience any of the following health problems or symptoms at any time before, during, or after use:

- Dizziness
- Altered, blurred, or double vision or eye discomfort
- Eye or muscle twitches
- Loss of awareness
- Disorientation
- Panic or anxiety attack
- Excessive sweating
- Nausea
- Lightheadedness
- Seizures
- Any involuntary movement or convulsion
- Any symptoms similar to motion sickness

Symptoms of VR exposure can persist and become more apparent hours after use. Post-use symptoms can include the symptoms above, as well as excessive drowsiness and decreased ability to multitask. These symptoms may put you at an increased risk of injury when engaging in normal activities in the real world. Do not drive, operate machinery, or engage in other visually or physically demanding activities that have potentially serious consequences (e.g. death, personal injury, property damage), or other activities that require unimpaired balance and hand-eye coordination until you have fully recovered from any symptoms.

RESUME USE OF VR ONLY ON APPROVAL OF YOUR PHYSICIAN.

### RADIO WAVES & MEDICAL DEVICES

VR hardware (including headsets, controllers, and other devices) may contain magnets or components that emit radio waves. The frequencies of these radio waves may interfere with pacemakers, hearing aids, defibrillators, or other implanted electrical devices. If you have a pacemaker or other implanted medical device, DO NOT USE STRIVR WITHOUT FIRST CONSULTING YOUR DOCTOR OR THE MANUFACTURER OF YOUR MEDICAL DEVICE. Maintain a safe distance between these devices and your medical devices, and stop using these devices if you observe a persistent interference with your medical device.

### SAFETY PRECAUTIONS

Wearing a VR headset may distract you from, and will completely block your view of, your actual, physical surroundings. Always be aware of your surroundings before beginning use and while using the headset. Use caution to avoid injury.

Use of a VR headset may cause loss of balance. Remain seated unless your training module requires standing. The objects you see in the VR environment do not exist in the real world, so do not sit, stand, or lean on VR objects, or attempt to use them for support. Serious injuries can occur from tripping, running into or striking walls, furniture or other objects, so clear an area for safe use before using the headset.

Take special care to ensure that you are not near other people, objects, stairs, open doorways, windows, furniture, open flames, ceiling fans or light fixtures, televisions or monitors, or other items that you may impact when using—or immediately after using—a VR headset. Remove any tripping hazards from the area before using the headset.

While using a VR headset, you may need to extend your arms fully out to the side or over your head, so make sure all of those areas are clear. Remember that while using a VR headset, other people may enter your immediate area

without your awareness. Be cautious when extending your arms, moving around, and using the controller to avoid contacting other individuals who may have entered the area.

Read and follow all setup and operating instructions, and review all recommendations for use of the VR headset and controllers.

## Pico

Before using this product, please read the following warnings and information and follow all product safety and operating instructions. Failure to follow these guidelines can result in personal injuries (including electric shock, fire, and other injuries), damage to property, and even death. If you allow others to use this product, you are responsible for ensuring that each user is aware of and follows all product safety and operating instructions.

1. Please make sure to use it in a safe environment. This product creates an immersive virtual reality scene for you. When you use it, you cannot see what's around you. Please move within a safe space and keep an eye on your surroundings. Do not approach stairs, windows, heat sources or other hazardous areas.
2. Please make sure that you are in good health before using the product. If you are a pregnant woman, an elderly person or suffer from serious physical, mental, visual or heart diseases, please consult a doctor before use.
3. When using the controller, please make sure that there is enough clearance at the top of your head and around to extend your arms. Please hold the controller firmly. Loosening or hitting other people or objects during use may cause injury or damage to the people, pets or objects around you.
4. A few people may experience epilepsy, fainting, severe dizziness and other symptoms due to flash and images, even though they may not have such a medical history. If you have a similar medical history, please consult your doctor before use.
5. This product provides an immersive virtual content experience, and certain types of content may cause your discomfort. When the following symptoms occur, you should stop using it immediately and seek medical assistance timely.
  - Seizures, loss of consciousness, convulsions, involuntary movements, direction disorders, nausea, dizziness, drowsiness, or fatigue;
  - Eye pain or discomfort, eye strain, eye convulsions, or visual abnormalities (such as hallucinations, ambiguity, or diplopia);

## CONTENT

VIEWER DISCRETION ADVISED. CONTENT VIEWED IN THE VR HEADSET MAY CONTAIN VIOLENT IMAGES OR STRONG OR PROFANE LANGUAGE (e.g. armed robbery). If you have a history of any physical or psychological problems triggered by experiencing scary, violent, or anxiety-inducing images or videos, avoid viewing the triggering content or do not use the VR headset.

- Skin itching, eczema, swelling, irritation or other discomfort;
  - Excessive sweating, impaired balance, impaired hand-eye coordination, or other similar motor symptoms. You cannot drive, operate machines, or participating in activities that may have potentially serious consequences before recovering from these symptoms.
6. This product may emit radio waves and interfere nearby electronic devices. If you are wearing a pacemaker or other implanted medical device, do not use it until you consult a doctor or medical device manufacturer.
  7. Please use the charging equipment supplied with the product package or conforming to the input value marked on the product nameplate, otherwise it may cause accidents. Do not attempt to replace the battery yourself. Doing so may cause damage to the battery, overheating, fire, or personal injury. The battery can only be replaced by Pico or a Pico authorized service provider, and replacing with a battery of the wrong model by yourself may pose a risk of explosion.
  8. Both the headset and the controller of this product contain lithium-ion polymer or lithium-ion batteries. Please recycle and dispose the device properly according to local regulations. Keep the device away from excessive humidity and extreme temperatures and avoid direct sunlight or ultraviolet radiation
  9. Do not disassemble, replace, or repair the device yourself. Otherwise, it will lose its warranty. If you need repair service, please contact customer service or have it repaired by a Pico authorized service provider.
  10. Children at the age of 12 or under are not advised to use this product, which may be harmful to the children's health and safety. Keep headsets, controllers, and accessories out of reach of children. Teenagers over the age of 12 must be supervised by adults to prevent accidents.

For more information, please visit:

[https://www.pico-interactive.com/us/terms/user\\_safety.html](https://www.pico-interactive.com/us/terms/user_safety.html)







[www.strivr.com](http://www.strivr.com)