# Troubleshooting quick guide

⬚ STRIVR

Notes: Always make sure headsets are powered on and plugged into the USB hub when not in use.

You may restart a training session by plugging the headset into the USB hub for 15 seconds and then resuming.

1. The controller is not working.

Try one of the following solutions:

- Press and hold the Oculus button for 2 seconds to re-center the controller.

- Pull down on the lower half of the controller to access the battery compartment and push the battery in all the way.

- Press and hold both the Back button and Oculus button at the same time until a light starts to blink on the controller. When the blinking stops it is paired to the headset.

- If the solutions above do not work, try replacing the controller battery.

Back button

Oculus button

Battery compartment
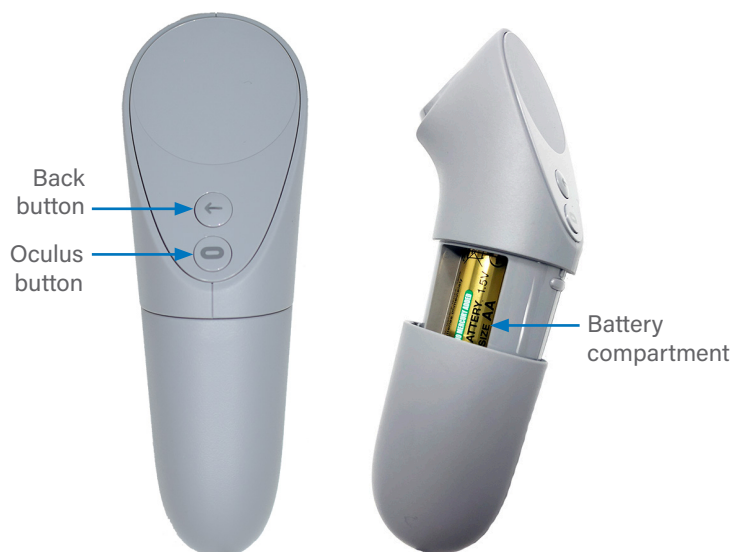
HEADSET LIGHT INDICATOR MEANINGS

COLOR	STATE	MEANING
Red	Solid	Low battery (less than 15%)
White	Solid	Screen is on
White	Blinking	Headset is rebooting
Orange	Solid	Headset is starting up
PLUGGED IN:		
Green	Solid	Battery is charging (above 95%)
Orange	Solid	Battery is charging (below 95%)

2. The headset is not showing anything in the display.

Try one of the following solutions:

- If the power button is accidently pressed during training, short press it again to wake the display and continue training.

- Press and hold the power button for 20 seconds to turn it on.

- If it is still dark, plug the headset into the USB hub for at least 15 minutes to charge and then repeat the step above.

3. The headset is not charging.

Try one of the following solutions:

- Plug the headset into the USB hub and wait 15 minutes. If the light is orange, the device is currently charging. If the light is green, the headset is fully charged. See chart above for more information about the indicator light.

- If no light shows, check that the MicroUSB cable is fully plugged into the headset and the USB hub.

- If it will still not charge please contact support.

Power button

MicroUSB cable