



Welcome to Immersive Learning

PICO NEO 3



DOC-NEO-ACCRDN-01 v1.3

01

Prepare hardware



Check controller batteries

Make sure to remove insulator tabs

Controllers take 2 AA batteries each



Charge headset

LOW **CHARGING** **READY**

Charge for 2 hours

02

Power on headset & put it on



NOTE: On first use, you may be guided through manufacturer headset configuration



Unplug and hold power button until indicator light turns blue
Loosen dial and rotate straps up, then put on and tighten dial

 **SCREEN ON**

Make sure not to cover front cameras



03

Set boundary



Quick Setup to select a predefined boundary

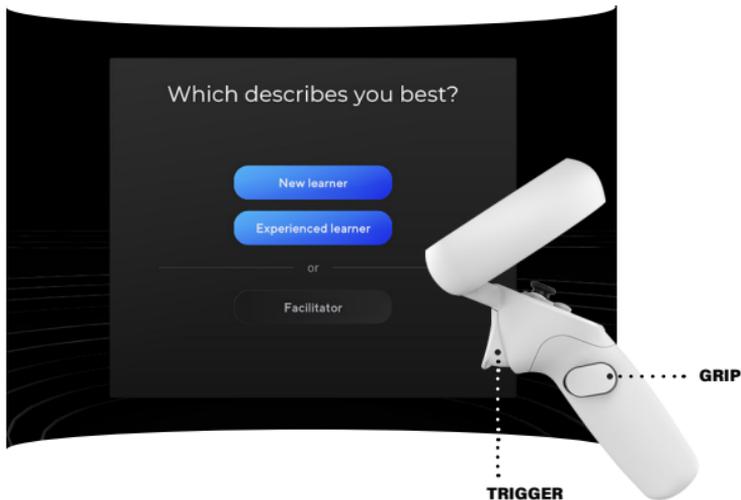


Custom to draw your own boundary

Stationary experiences require less space
Active experiences require more | Always check floor height

04

Choose user profile

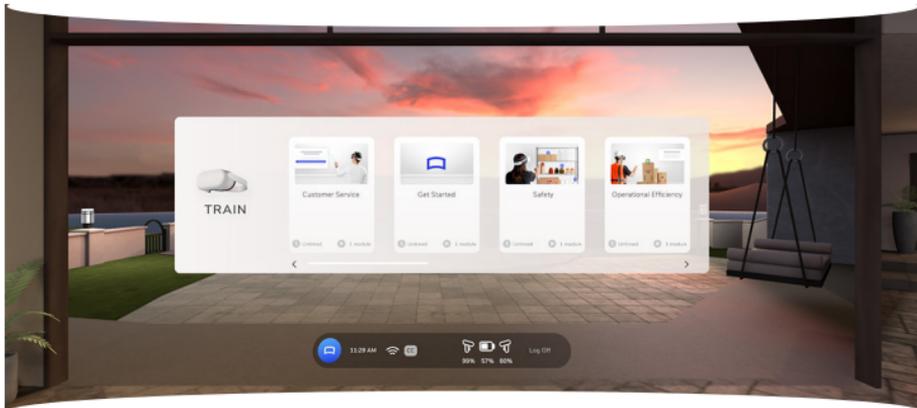


Use the trigger to point and select
Follow setup instructions and log in

New learner sees fit, focus, and accessibility screens | **Experienced learner** screens are optional
Facilitator includes settings and connectivity information

05

Select a course & train



Use controller thumbstick or arrows to scroll menus
Make sure to log off when finished training

Do not hold controller buttons down for more than 3 seconds
Remember to look all around you

06

Clean & store equipment

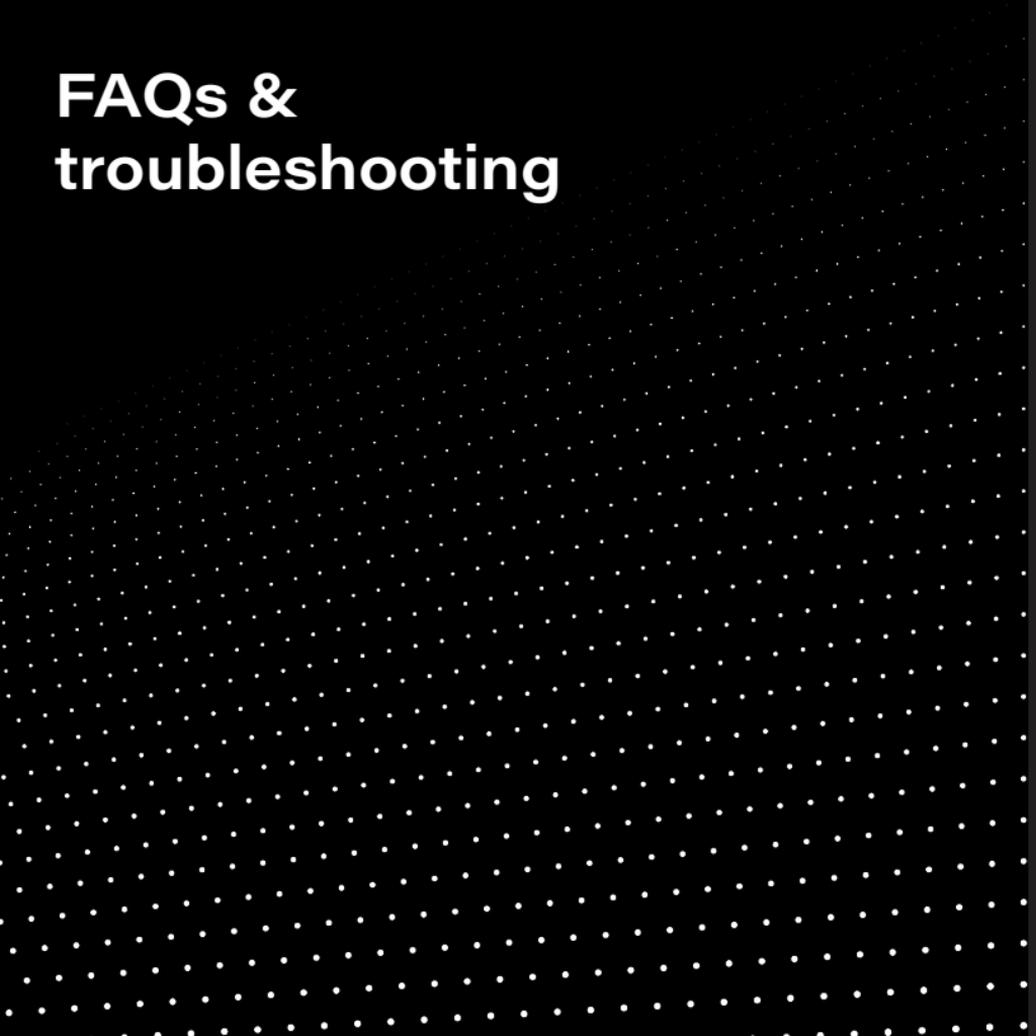


Place headset and controllers in the storage solution and plug in headset

Use wet wipe on all contact surfaces | Use microfiber cloth on lenses
If necessary, nest controllers to fit in case



FAQs & troubleshooting



The screen is black

Try the following solutions in order until one works:

- You may have pressed the power button on the headset when putting it on. Press it again to wake the headset.
- Try restarting the headset. Hold the power button for about 10 seconds and then hold the power button again to turn it on.
- If the screen is still black, connect the headset to power for 15 minutes and check again.

A controller is not working

If a controller is unresponsive and the controller battery level is flashing 0%, press the home button to wake the controller. The battery level should reset.

If the controller is still unresponsive, try the following solutions in order until one works:

- Press and hold the home button for 1 second to wake the controller.

- Open the battery compartment on the back of the controller and make sure the battery is pushed in all the way.
- Restart the headset by holding the power button for about 10 seconds and then holding the power button again to turn it on.
- If these solutions don't work, try replacing the controller batteries. NOTE: you can see battery percentage beneath the training menu in Strivr Home.
- If the controller has become unpaired from the headset, contact support—we'll walk you through re-pairing.

The headset is not charging

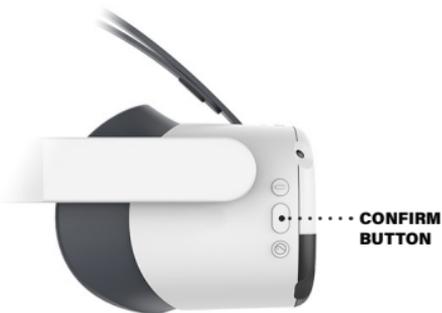
Try the following solutions in order until one works:

- Plug the headset into the adapter and wait 15 minutes. If the indicator light is yellow, the headset is currently charging. If the light is green, the headset is fully charged.

- If no light shows on the headset, make sure the USB cable is fully plugged into the adapter and the headset.

Can I reset the boundary area?

If you exceed the boundary area during training, the passthrough cameras will activate and you will be prompted to return to the boundary area or press the confirm button on the side of the headset to redraw the boundary.



The headset is not connected to wi-fi

If the quick menu in Strivr Home shows that the headset is not con-

nected to wi-fi (📶), first make sure wi-fi is enabled: hold the controller thumbstick UP and pull the trigger. Then verify that *Use Wi-Fi* is set to On. Press Home to return to training.

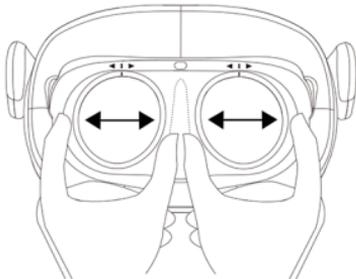


If the headset is still not connected, log out and then choose the Facilitator user role. Select Connectivity and select a wi-fi network (if your company uses an MDM like Workspace ONE, contact your MDM admin). If you see the status **Not Connected to Strivr**, contact support. Note that while the headset must be connect-

ed to Strivr to transfer training results to the Strivr Portal and download training content, learners can train when not connected

The screen is not in focus

Most focus problems are fixed by moving the headset up and down until the picture is clear. You can also adjust the distance between the headset lenses. There are 3 lens spacing settings. To adjust the distance, gently move both lenses inward or outward to find the clearest setting.



Why am I losing movement tracking?

When putting on the headset, make sure not to cover any of the 4 front-facing passthrough cameras. Doing so can cause the headset to lose movement tracking. If you see a popup saying movement tracking is lost, use the confirm button on the headset to reset it.

I sometimes feel dizzy. Should I take precautions?

Discomfort can happen, especially for first-time VR users. If you feel discomfort, the first thing to do is take off the headset and relax for a few minutes. You may find when you try again, you feel fine. Try sitting in a swivel chair to train, rather than standing. If that doesn't mitigate the dizzy feeling, VR training may not be for you.

Let your manager know if you are unable to complete the training.

Health and safety warnings

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

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 and only use the VR headset in the specific boundary that has been set 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.

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.

Pico health and safety warnings

For health and safety information, please visit:
pico-interactive.com/us/terms/user_safety.html

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