

## User manual

Immersive Learning with Pico Neo 3



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### **Welcome to Immersive Learning**

Strivr's platform accelerates skill-building from design through implementation, scaling VR-based immersive content, and delivering unique employee performance insights and predictive analytics.

In this manual you'll get an overview of your VR equipment, learn best practices for facilitating training at your company, get a reference for troubleshooting, and learn about the Strivr Portal, where you can view and track training results and analytics.

This manual covers Strivr Immersive Learning with the Pico Neo 3 headset.

Find more documentation and a link to contact support at https://support.strivr.com.

### **Quick start**

Welcome to Immersive Learning with Strivr. Let's look at quick steps to get up and running:

#### 1. Unbox your gear

In each headset box, you'll find a VR headset with 2 controllers, plus a charge cable, wall adapter, and batteries. In a separate accessory bag, you'll find a dry lens-cleaning cloth and a bag of wet disinfecting wipes. Take the headset out and peel off the protective lens covers.

#### 2. Install controller batteries

For each controller, slide the bottom of the controller down to open the battery compartment and, if not already installed, insert the batteries. Make sure to remove the plastic insulator tab if you see one.

#### 3. Charge your headsets

Charge headsets for about 2 hours, or until the indicator light turns green. If you have a USB hub, plug each headset into a USB port on the hub and plug the hub into a wall outlet.

#### 4. Connect to wi-fi\*

Put the headset on and wake the controller by holding the home button. Press the thumbstick IN and UP and pull the trigger to open the wi-fi screen. On the wi-fi screen, make sure Use Wi-Fi is set to On. Then select your network, key in the password, and press the home button on the controller to return to training.

#### 5. Train

Select an Immersive Learning experience from the menu and dive in. After your training session is over, make sure to log off before returning the headset and plugging it back in.

#### \* NOTES:

If your company uses a Mobile Device Manager like Workspace ONE, headsets should connect automatically once Use Wi-Fi is set to On.

Connecting to wi-fi is only necessary the first time you use a headset at a new location.

### **Headset and controller basics**





#### Using the controllers



- To move in the virtual environment, use the thumbstick.
- To select menu items and interactive elements, pull the trigger button.
- To grab objects in the virtual environment, use the grip button.
- For experiences that use only one controller, pull either trigger to switch between controllers.

- To pause, use the back button.
- To exit to the menu, use the home button
- To recalibrate (re-center) the display, press and hold the home button for 2 seconds.
- If a controller is disconnected, press the home button to wake it
- If a controller becomes unpaired, contact support.

**NOTE:** Pause may not be available in all experiences.

**WARNING:** Learners can unpair controllers with button combinations. If a controller becomes unpaired from the headset, you will need to contact Strivr support. Make sure learners do not hold down home + pause or home + trigger for more than 4 seconds.

#### **Controller calibration**

If the controller is not working, press the home button to wake it.

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.

#### Charging the headset

Plug the headset into the charge cable whenever it is not in use for training. You never need to power the headset off completely—after training, just plug in it. 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, the battery is low.

#### HEADSET LIGHT INDICATOR MEANINGS

CO	LOR	STATE	MEANING	
	Red	Solid	Low battery (less than 15%)	
	Red	Blinking	Screen is on and battery is low	
$\bigcirc$	Blue	Solid	Screen is on	
PLUGGED IN:				
	Green	Solid	Battery is charging (above 90%)	
$\bigcirc$	Yellow	Solid	Headset is charging (below 90%)	
	Red	Solid	Low battery (less than 15%)	

#### 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.

#### Adjusting the volume

Use the volume control on the headset 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 headset.

#### Wearing the headset

Before putting on the headset, loosen the straps using the adjustment dial on the back. Then rotate the straps up and put the face visor over your eyes (and glasses if you are wearing them). Then, holding the face visor in place, rotate the straps down and tighten them using the adjustment dial until comfortable. If the headset is too tight, you can remove the inner top strap.

To accommodate headwear and larger hairstyles, make sure to loosen the adjustment dial as far as possible before putting the headset on.

For more information about wearing the headset, see "Facilitating training" on page 11.



#### Setting a boundary for safe use

The Pico Neo 3 headset is designed to work with active 6 Degrees of Freedom (6DoF) experiences and stationary 3 Degrees of Freedom (3DoF) experiences. In 6DoF experiences you take an active role, moving through the virtual world and interacting with objects, while in 3DoF experiences you remain stationary and view the experience, using your pointer to select objects and answer questions. Because active 6DoF experiences require more room for safe use, you're required to set a boundary for safe use every time you put on the headset, even when you'll be in a stationary 3DoF experience.

Each time you put on the headset, the passthrough cameras activate, allowing you to see your surroundings, and you are prompted to choose a boundary type. Choose Quick Setup to select a predefined boundary, or Custom to draw your own boundary. Strivr recommends drawing a custom boundary. When setting a custom boundary, you'll first set the virtual ground by touching the ground with the controller, then draw a boundary on the floor with the controller, then confirm.

If you choose Quick Setup, make sure to select Sitting or Standing and verify that the floor level is set correctly by using the Adjust floor level command.



#### **Custom boundary**

1. Select Custom. The passthrough cameras activate, allowing you to see the area around you.



**NOTE:** If waking a headset, you may see a Welcome Back popup instead of this initial choice.

2. Set the floor level.



- a. If the floor level appears to match the real floor, select Next.
- b. If the floor level does not appear to match the real floor, select Set Manually. Then touch the controller to the floor and pull the trigger.
- 3. After floor level is set, you are prompted to draw the boundary.
  - a. Point the controller at the floor and press and hold the trigger to draw a safe use area free from any trip hazards or obstacles.



4. When happy with the boundary area, select Finish to start training.



#### **Quick Setup**

Strivr recommends using Quick Setup only for stationary 3DoF experiences.

1. Select Quick Setup.



**NOTE:** If waking a headset, you may see a Welcome Back popup instead of this initial choice.

- 2. Choose Sitting or Standing and Medium or Large area.
- 3. Select Adjust floor level and follow onscreen instructions.
- 4. Select Finish.



### **Product care & maintenance**

#### **Changing controller batteries**

To open the battery compartment, press the side of the controller in and slide down. Pico Neo 3 controllers take 2 AA batteries each. After changing controller batteries, you may need to re-sync the controller.



#### 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.

#### Storage space

Most Strivr Immersive Learning systems are stored in trays, lockers, or portable carts that have cutouts for storing each headset. To ensure proper cooling when headsets are not charging in the storage solution:

- 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.

#### Long-Term Storage

If you won't be training for over two months, Strivr recommends you remove the batteries from each controller. If batteries sit in the controllers for an extended period of time they can decay and potentially leak.

Strivr recommends you keep your headsets plugged in at all times when not training. If you do disconnect or power off headsets during a period of inactivity, make sure to power them back on and plug them in at least 24 hours before a training session so your system can receive the latest content and software updates from Strivr.

#### **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.

DRY MICRO-FIBER CLOTH



### **Facilitating training**

#### Headset wi-fi connection

It's important that headsets are connected to the Strivr cloud to transmit training results and to receive content and system updates. Check the connection before each training session and at the end of the day.

- 1. Put the headset on and log in.
- On the program selection screen, select the About button. The status should say Connected to Strivr.



If you see **Wi-Fi not enabled** or **Not Connected to Wi-Fi** on the About screen:

- 1. Open wi-fi settings by pulling the controller trigger while tilting the thumbstick UP and pressing it IN.
- 2. Make sure Use Wi-Fi is set to On.
- 3. Select your wi-fi network and key in the password.

**NOTE:** If your company uses a Mobile Device Management (MDM) system, you may not be allowed to select a wi-fi network. Contact your MDM admin for more information.



#### Preparing the equipment

The day before delivering training, make sure all your headsets are charged, the controllers are paired with the headsets, and the headsets have the latest content.

- Make sure headsets are charged.
  - <sup>°</sup> Charge the headsets by connecting them to the USB hub with the charging cables. If your system does not include a USB hub, charge the headsets with wall outlet adapters and charging cables.
  - ° From 0%, headsets will charge fully in about 2 hours.
- Make sure controllers are paired.
  - ° Put on the headset and ensure you can see and select with the pointer.
  - <sup>o</sup> If a controller does not function, make sure that it's awake by pressing the home button for 2 seconds.
  - <sup>°</sup> If a controller appears to be unpaired, see *"The controller is not working."* in the FAQs and Troubleshooting section.
- Make sure the latest content is uploaded
  - <sup>°</sup> Leave all headsets plugged in overnight.
  - ° If an update is queued, they will automatically update to the latest content version.

#### 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 and the area is free of hazards and obstacles.
- 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.
- Ensure that learners have adequate room to draw a safe use boundary. For active 6DoF experiences, Strivr recommends a 10' x 10' area. If learners will be training on stationary 3DoF experiences only, they can choose the predefined boundary Sitting Medium or Standing Medium.

Facilitators may check on learners during training sessions to ensure safe training.

#### Retrieving the headset and getting the learner ready

When a learner is to begin training,

- 1. Carefully unplug the headset from its charge cable.
- 2. Clean and disinfect the headset (and follow your company's specific instructions for cleaning and disinfecting.)
- 3. Ensure the space around the learner is free from obstacles and give the learner the headset and controller.
- 4. Direct the learner to have their Login ID at hand, as they will need it to log into the training session.
- 5. Prepare the learner to draw a safe use boundary.

#### 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 loosen the side straps by rotating the adjustment dial on the back, then rotate the straps up and put the face visor over their eyes (and glasses if they are wearing them). Then, holding the face visor in place, they should rotate the straps down and tighten them using the adjustment dial until comfortable. If the headset is too tight, they can remove the inner top strap.
- Movement tracking: The headset uses movement tracking to orient the learner in space. Be careful not to block the passthrough cameras on the front of the headset when putting it on—doing so can interfere with movement tracking. If you see a message that movement tracking is lost, make sure the passthrough cameras are not blocked and look around your surroundings. Movement tracking should automatically reset. Do not disable movement tracking. If movement tracking does become disabled, contact Strivr support.
- Interpupillary Distance: If the view appears blurry, and moving the headset up and down does not improve the image quality, you can manually adjust the distance between the lenses to line them up with the distance between your pupils. Take off the headset and use your thumbs and forefingers to grip and move the lenses toward or away from the middle. There are 3 distance settings: 58mm, 63.5mm, and 69mm.





- Glasses: If the learner wears glasses, they should wear their glasses inside of the headset. Learners should
  make sure to loosen the straps as much as possible using the adjustment dial before putting the face visor
  over their eyes. 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 use the adjustment dial to 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 using the adjustment dial
  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.

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#### **Acclimation screens**

When learners first put on the headset, after setting a safe use boundary, they see several screens that tell them how to use the controllers, adjust the headset, and log in to Strivr training.

#### **NOTE:** The screens learners see at your company may not match these screens exactly.

1. ALIGNMENT



3. FOCAL ADJUSTMENT



4. HEALTH & SAFETY AGREEMENT





After they log in, learners see training menus, pick an immersive learning experience, and dive in.









#### 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 Logout: The headset will automatically log out of the current session and start a new one when it is plugged into the charge cable.

#### **Returning the headset**

When a learner finishes training,

- Clean the headset and controller as specified in "Equipment hygiene" on page 10.
- Return the headset and controllers to their storage location.
- Plug the headset back into the charge cable.

**NOTE:** Do not power off the headset. The headset must remain on to send training results and receive updates to and from Strivr.

### **The Strivr Portal**

If you have access, you can visit the Strivr Portal at https://portal.strivr.com to:

- View and analyze training results including usage, score, and more.
- Check to see if headsets are properly connected.
- View statistics for connection over a given time period.
- Deploy, manage, and track training courses on specific headsets.

Learn about the Strivr Portal and request access at support.strivr.com.



### FAQ & troubleshooting

#### The controller is not working.

If your controllers are unresponsive and the battery level is flashing, wake the controllers by pressing the home button. When the controllers wake, the battery level should display the true percentage.

f you're having trouble using the controllers, try the following in order:

- Hold the home button for 2 seconds to recalibrate the controller, aligning the view to where you are looking.
- If you see a message that one or both of the controllers is disconnected, press the home button on the controller(s) to reconnect.
- 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. Make sure there is no insulator tab protecting the batteries.
- Restart the headset.
   Hold the power button on the headset for about 10 seconds. The indicator light will flash blue and then turn off. Wait a few seconds, then hold the Power button down again until the blue light turns back on.
- If the solutions above do not work, try replacing the controller batteries.
- If replacing the batteries does not work, contact Strivr support using the Submit a Request form on support.strivr.com. We will walk you through re-pairing.

#### I can't find the training program inside 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 about 15 seconds, then unplug it and resume training. If you still cannot locate the program, please contact Strivr support.
- Try restarting the headset.
   Hold the power button on the headset for about 10 seconds. The indicator light will flash blue and then turn off. Wait a few seconds, then 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 the following in order:

- Short press the power button on the of the headset once to wake the headset, then resume.
- Hold the power button on the headset 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 charge cable for at least 15 minutes to charge and then repeat the steps above.

#### 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 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.



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

For instructions on adjusting the headset for different scenarios, see "Facilitating training" on page 11.

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

- Plug the headset in to charge and note the indicator 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 no light shows on the headset, check that the USB cable is securely plugged into the headset and the wall adapter or USB hub.
- If it will still not charge, please contact support.

#### Why does the view in the headset look 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 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 headset. For best results, train in an area with minimal external noise.

#### How do I get replacement parts?

For replacement parts (facial interfaces, controllers, etc.) please contact Strivr support by visiting support. strivr.com and clicking Submit a Request.

#### The headset is not connected to Strivr

If the About screen in the headset does not say Connected to Strivr, it cannot transfer training results and download training content. If the About screen says Wi-Fi not enabled, open the wi-fi screen and enable wi-fi. If you see the status Not Connected to Strivr, contact support.

Note that learners can train when not connected to Strivr.

### How soon do training results appear in the Strivr Portal?

When a learner logs out after a training session and connects the headset to power, results and data are transmitted in just a few minutes. The analytics area of the Strivr Portal refreshes with that new data once every hour.

#### I accidentally exited training

If you accidentally exit training and see a Settings screen, you can return to training by pressing the Home button on your controller.

### 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.

- Headsets should connect automatically. You can check its status on the About screen in the headset. If it says "Connected to Strivr", it's ready upload and download to and from the Strivr cloud.
- 2. Headsets that are below 20% charge cannot connect to the Strivr cloud. Check headset battery level in the headset and plug in to charge. After the headset is more than 20% charged, it will connect automatically.
- 3. Your company may have specific times of day at which it can receive updates from Strivr. Check with your manager.

#### 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, no problem—we never want to force anyone into the headset.

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

#### 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. If movement tracking is disabled, contact Support.

# 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 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

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#### 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

For health and safety information, please visit: https://www.pico-interactive.com/us/terms/user\_safety.html

### **Contact us**

Strivr Support: https://support.strivr.com US & Canada: +1 855-897-0082 UK: +44 808-169-4550 support@strivr.com

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

