Getting started with your Oculus Quest.

Your Oculus Quest Headset

Setting up and adjusting your headset.

How do I set up my Oculus Quest headset?

Unboxing Your Headset

Before you begin setting up your Oculus Quest headset, remove all items from the box to make sure that you aren't missing anything.

The following items should be included in your Oculus Quest box:

- Oculus Quest headset
- Two Oculus Touch controllers
- Power adapter
- Charging cable
- Glasses spacer
- Two AA batteries (for the controllers)
- Reference guide
- Safety and warranty manual

Before you connect your Oculus Quest headset:

- [Connect the packaged **lanyards** to your Oculus Touch controllers](#).

- If you plan on wearing glasses while using your Oculus Quest, insert the **glasses spacer** into your headset.

Connecting and Pairing Your Headset

When you're ready to start using your Oculus Quest headset for the first time:

1. Plug the charging cable into your Oculus Quest headset and a power source to begin charging it. The charging indictor will turn green once it is fully charged.

2. Download and open the Oculus app on your iPhone or Android phone.

3. Follow the on-screen instructions to connect your phone to your headset and your headset to your Wi-Fi network.

4. Continue with the on-screen instructions to pair your Oculus Touch controllers with your headset.

5. For the best experience, wait until your Oculus Quest headset is fully charged before wearing it.

Wearing Your Headset

To put your headset on:

1. Loosen the **side straps** and then the **top strap**.

   - Be gentle when pulling or adjusting straps. If the side straps disconnect from your headset, you can reattach them.

2. Starting from the back, put your headset on.

   - Make sure that you pull the back strap down until it cradles the base of your head.

- If you're wearing glasses, put the headset on from the front first.

3. Tighten the **side tabs**, then the **top strap**.

- Make sure that the straps aren't too tight. The headset should fit comfortably and shouldn't apply too much pressure on your face and head.

To adjust your view:

- With your hands holding both sides of your headset, slowly move your Oculus Quest up and down until the picture is clear and the headset feels comfortable.

- If you wear glasses, learn more about prescription lenses for your Oculus Quest, or insert the glasses spacer into your Oculus Quest headset prior to using it.

- If the image in your headset isn't clear, you can use your left thumb to move the image slider at the bottom-left of your headset to the left and right until the image is clear.

Was this answer helpful?   Permalink
  Yes   No

How do I wear glasses while using my Oculus Quest?

If you're looking for information on prescription lens inserts for your Oculus Quest, visit FramesDirect to learn more.

Before you wear your Oculus Quest with glasses, check to make sure that the width and height of your frames match the following

measurements:

- **Width**: 142 mm or less

- **Height**: 50 mm or less

Once you've made sure that your glasses are the right size, insert the glasses spacer into your Oculus Quest headset to provide a larger fit.

To insert the glasses spacer:

1. Using your fingers, carefully remove the lens rings and put them to one side:

   - Place your headset face down on a flat, clean surface.

   - Hold the headset still with one hand, and pull upwards from the outer edge of the lens ring until it comes loose. Repeat this step for the other lens ring.

2. Remove the facial interface foam.

3. Insert the glasses spacer and gently press the spacer into place.

   - When the glasses spacer is correctly set, it should not move or fall out of the headset easily.

4. Re-insert the facial interface foam.

5. Using your fingers, carefully press the lens rings back in place until they click.

To put on your headset with glasses:

1. Loosen the side and top straps on your headset.

2. Starting from the front, put your headset on over the top of your glasses.

3. With the headset on your head, tighten the side straps and then the top strap to secure the headset.

To take off your headset with glasses:

1. Loosen the side and top straps.

2. With both hands, pull the headset forwards, then take it off.

Note: If your glasses don't fit in the headset or the lenses of your glasses touch the Quest lenses, we recommend taking off your

glasses while using your Quest or consider using [prescription lenses](#).

Was this answer helpful?   Permalink

    Yes   No

Where can I find the serial numbers for my Oculus Quest?

You can find serial numbers for your Oculus Quest, as well as individual serial numbers for your headset and the Oculus Quest controllers. These numbers are useful if Customer Support is helping you replace an item, or if you're in the process of pairing a device.

To locate the serial number for your headset:

On the right-hand side of your headset, gently pull the strap arm back away from the lens to expose the 14-digit alphanumeric serial number.

Note: If your headset straps are on a looser setting, the serial number may already be exposed without having to pull back on the strap.

To locate the individual serial number for your controllers:

Look on the inside edge of the halo of your Touch controller to locate the serial number.

To locate the serial number for your Oculus Quest package:

1. On the outside of your Oculus Quest box, look for a small white sticker marked with a barcode.

2. Under the barcode, find **S/N**, followed by the 14-digit serial number.

Was this answer helpful?   Permalink

    Yes   No

Your Oculus Touch Controllers and Gamepad

Setting up and connecting your controllers.

How do I manually pair my Oculus Touch controllers with my Oculus Quest?

To manually pair your Oculus Touch controllers:

1. If you haven't already, insert the included battery into your controller, then tap **Continue** in the Oculus app.

2. [Open the Oculus app](#).

3. Tap **Oculus Quest** in the top-left corner of your Oculus app.

4. Tap **Settings** in the bottom-right corner of your app.

5. Tap **Oculus Quest** under your name and email address.

6. Tap **Controllers**, then tap **Left** or **Right** to choose which hand you'd like to pair.

7. Hold the **Oculus** and **back** buttons on your controller until the controller LED blinks and then lights up to finalise the pairing.

Once you've paired your Oculus Quest controllers, the controllers will automatically connect to your headset each time you turn it on, if it's nearby.

To unpair your controller:

1. Open the Oculus app on your phone.

2. Tap **Settings** from the bottom menu.

3. Tap the Oculus Quest headset you currently have paired.

4. Tap **Controller**, then tap the controller you want to unpair.

5. Tap **Unpair Controller**.

Was this answer helpful?   Permalink
 Yes   No

How do I attach the lanyards to my Oculus Quest controllers?

The included lanyards are used to secure the Oculus Quest controllers to your wrists during use.

To connect the lanyards to your Oculus Quest controllers:

1. Pick up one of your controllers and remove the magnetic battery cover by lightly sliding your thumb down the battery door until it comes loose.

2. On the inside edge of your controller below the open battery compartment, you'll see a circular cut-out. Slide the plastic end of your lanyard into the small hole in the centre of the circular cut-out. When the lanyard is seated correctly, the plastic piece sits entirely inside the hole.

3. Slide the string of your lanyard downwards so that it's sitting in the lanyard cut-out at the bottom of the controller. If it's seated correctly, it won't obstruct the battery door cover you removed in step one.

4. Slide the magnetic battery door cover back into place until it clicks and sits flush against the controller.

5. Before using, pull down on your lanyard to ensure that it's securely connected to the controller and doesn't unseat the battery cover.

Was this answer helpful?   Permalink

   Yes   No

How do I use the Touch controllers with my Oculus Quest?

The Oculus Quest Touch controllers are a pair of tracked controllers that give you hand presence – the feeling that your virtual hands are actually your own. Touch controllers feature traditional action buttons, thumbsticks and analogue triggers that add familiarity to new experiences.

To pair your controller:

1. [Download the Oculus app](#) and follow the on-screen instructions to connect your Quest to Wi-Fi.

2. Insert the included battery into your controller, then tap **Continue** in the Oculus app.

3. Tap **Controllers**, then tap **Left** or **Right** to choose which hand you'd like to pair.

4. Hold the **Oculus** and **back** buttons on your controller until the controller LED blinks and then lights up to finalise the pairing.

Once you've paired your Oculus Quest controllers, the controllers will automatically connect to your headset each time you turn it on, if it's nearby.

To unpair your controller:

1. Open the Oculus app on your phone.

2. Tap **Settings** from the bottom menu.

3. Tap the Oculus Quest headset you currently have paired.

4. Tap **Controller**, then tap the controller you want to unpair.

5. Tap **Unpair Controller**.

Once your controller has been paired, you can use your controller to interact with apps and games. Using the buttons on your controller, you can do the following:

- **Trigger, A** and **X** buttons: Press to select things.

- **B** and **Y**: Press to go back to the previous screen or menu.

- **Oculus** button: Press to go back to Oculus Home or press and hold to reset your controller orientation.

- **Grip** button: Press to grab objects or make a fist when using your virtual hands.

- **Menu** button: Press the menu button from **Oculus Home** to bring up the menu.

- Press any button to wake the controller after you've turned on your headset

Note: Individual apps may include their own tutorials for how to use the buttons on your Oculus Touch controllers in each VR experience.

To remove the battery from your Oculus Quest controller:

1. Remove the battery cover of your controller by gently sliding your thumb downwards along the battery door until it unclicks and comes loose.

2. Remove the battery from the bottom end of the controller and replace the battery so that it matches the direction shown inside the battery compartment.

Was this answer helpful?   Permalink
Yes   No

How do I set up Guardian with my Oculus Rift S or Quest?

Quest Setup Video

Rift S Setup Video

Setting Up for the First Time

If you're setting up Guardian with your Oculus Rift S or Quest for the first time, follow the on-screen instructions.

Guardian Sizes

Guardian lets you create boundaries in VR that appear when you get too close to the edge of your playing area. When setting up your Guardian, your playing area will appear as one of these sizes:

- **Below Minimum**: If your playing area is below minimum, it doesn't meet the 1 by 1 metre (3 by 3 feet) requirement to use Guardian.

- **Minimum**: You have enough space for the minimum required playing area, but some apps may recommend at least 2 by 2 metres (6.5 by 6.5 feet) for the best experience.

- **Recommended**: You have the recommended playing area for Roomscale experiences. This means that your playing area meets or exceeds the 2 by 2 metres (6.5 by 6.5 feet) space needed to set up the Guardian system.

Resetting Your Guardian

To reset your Guardian in VR:

1. Select **Settings** from the bottom toolbar.

2. Select **Guardian** in the left menu.

3. Click **Set Up Guardian**.

4. Follow the on-screen instructions to reset your Guardian.

Was this answer helpful?   Permalink

  Yes   No

How do I set up a gamepad with Oculus Quest?

You can use Bluetooth 3.0 class 2 gamepads with your Oculus Quest.

To connect a gamepad to your Oculus Quest:

1. Turn on your Oculus Quest and open the Oculus app on your phone.
2. Select **Oculus Quest** in the top-left corner of your app.
3. Tap **Settings** from the bottom menu.
4. Tap the headset you'd like to connect the gamepad to, then wait for your phone to connect to your headset.
5. Tap **Controller** in the drop-down menu.
6. Tap **Pair New Controller**.
7. Tap **Pair Gamepad**.
8. Turn on your gamepad and turn on Bluetooth discoverability on the gamepad.
9. On your phone, tap the gamepad you'd like to connect to your Oculus Quest.
10. If pairing was successful, you should now see your gamepad listed as an option after your Oculus Touch controllers.

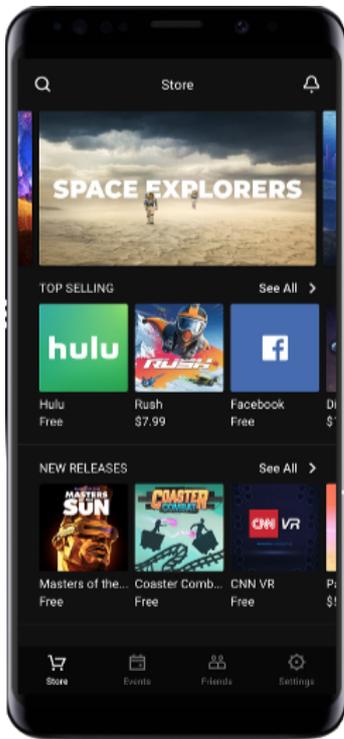Was this answer helpful?   Permalink
  Yes   No

Connecting Your Oculus Quest

Connecting your Quest to Wi-Fi and other devices.

Which phones can I use with Oculus Quest?

To set up your Oculus Quest and connect to Wi-Fi, you'll need to download the Oculus app on your mobile phone. The minimum OS requirements for phones to run the Oculus companion app are:

- Apple iOS 10+

- Android 6.0+

With the Oculus app, you can set up your headset, browse VR games and apps and customise your device settings.

Download the App:

Notes:

- Your phone must be connected to Wi-Fi and have Bluetooth turned on to set up your Oculus Quest.

- If you install the Oculus app on an unsupported device, you may experience issues with setting up your Oculus Quest.

Was this answer helpful?   Permalink
Yes   No

How do I connect my Oculus Quest to Wi-Fi?

Your Oculus Quest needs to be connected to a Wi-Fi network to use and access most features and content. You will be prompted to choose your Wi-Fi network during the setup process.

To change the Wi-Fi network your Oculus Quest is connected to from your phone:

1. Turn on your Oculus Quest and open the Oculus app on your phone.

2. Tap **Settings** from the bottom menu.

3. Tap the headset you are currently using.

4. Tap **Wi-Fi**.

5. Tap the new Wi-Fi network you'd like to connect to and enter the password, if prompted.

To change the Wi-Fi network your Oculus Quest is connected to from your Oculus Quest headset:

1. Turn on your Oculus Go and put on your headset.

2. Select **Settings** from the bottom toolbar menu.

3. Select **Wi-Fi**.

4. Select the Wi-Fi network you'd like to connect to.

5. If prompted, enter the password for the Wi-Fi network you'd like to connect to.

6. Select **Connect** to connect to the Wi-Fi network.

If you're still having trouble with connecting your Quest to Wi-Fi, try these troubleshooting tips.

Was this answer helpful?   Permalink
  Yes   No

How do I download the Oculus app for Oculus Quest?

Before you set up your Oculus Quest headset, download the Oculus app on your mobile phone to get started.

To download the Oculus app:

- Using the supported phone you'd like to download the Oculus app on, open your Internet browser, go to oculus.com/app and follow the on-screen instructions.

If you're experiencing issues with downloading the Oculus app, make sure that you are using a supported phone, then try downloading the app from the Google Play Store or App Store by searching for **Oculus**.

Was this answer helpful?   Permalink
  Yes   No

> ## I need to find my Oculus Quest's MAC address.

To find your Oculus Quest's MAC address:

- Open the Oculus companion app on your phone.

- Find Settings, then select the drop-down menu for Quest.

- Choose **More Settings**, then select **About This Headset**.

You should now see your MAC address listed on your phone.

Was this answer helpful?   [Permalink](#)
  Yes   No

> ## How do I connect a DLNA or home streaming server to my Oculus Quest?

Using a **DLNA** or **home streaming** server such as [Plex](#), you can share videos, music and pictures from a storage device, such as a computer or media player, to your Oculus Quest, without using additional storage space on your headset. **Home streaming** servers can be connected to your Oculus Quest using **Gallery**.

To connect a home streaming server:

1. Turn on your **DLNA** supported device and connect it to your local Wi-Fi network.

2. Enable **DLNA** on your **DLNA** supported device.

   - On Windows, turn on **Media Streaming** from the **Network and Sharing Centre** in your **Control Panel**.

   - On Mac, you'll need to install a third-party media server such as [Plex](#).

3. Turn on your Oculus Go and put on your headset.

4. Make sure that your Oculus Quest headset is connected to the same Wi-Fi network as your **DLNA**-supported device.

5. From your **Home** menu select **Library**, then select **Oculus Gallery**.

6. Select the **media server** you'd like to connect to from the **Sources** menu.

  Yes   No

Oculus Quest System, Storage and Updates

Managing storage space and updates for your Oculus Quest.

> ### How do I check how much storage space is left on my Oculus Quest?

If you can't download new apps or transfer files to your Oculus Quest, you might not have enough storage space left on your headset.

To check how much space is left on your Oculus Quest:

1. Turn on your Oculus Go and put on your headset.
2. Select **Settings** from the bottom toolbar menu.
3. Select **See All**.
4. From the **Device** tab, find **Storage Manager** to see how much space is left on your Oculus Quest headset.

To check how much space is needed to download content from the Oculus Store:

1. Open the Oculus app on your phone.
2. Tap **Store**.
3. Find and tap the content you'd like to download to your Oculus Quest.
4. Scroll down to find the amount of space that's needed to download the app.

Note: You can increase the amount of available space on your Oculus Quest by uninstalling apps from your Library.

  Yes   No

I need to remove my data from an Oculus Quest I no longer have access to.

Using your Oculus account, you can perform a remote wipe of your Oculus Quest, even if you don't have physical access to your device.

To remove your data from an Oculus Quest remotely:

1. On a computer or mobile phone, navigate to https://secure.oculus.com/my/devices/.

2. Choose your Oculus Quest headset from the list of devices.

3. Select the Delete Device Data button.

   - If you can't see this option, your device's software version might not support remote wiping.

4. Complete the verification flow to confirm your identity.

5. Once the factory reset is complete, your device will disappear from the list. It'll then be factory-reset the next time that it goes online.

Was this answer helpful?   Permalink

Yes   **No**

How do I transfer pictures or videos from my computer to my Oculus Quest?

To transfer photos and videos from your computer to your Oculus Quest headset:

1. Connect the included USB 2.0 cable to your computer and Oculus Quest headset.

2. Put on your headset and select **Accept** to confirm that you want to allow your computer to access files on the headset.

   - On Windows, Oculus Quest will automatically appear as a drive on your computer.

   - On Mac, you'll need to install Android File Transfer to successfully transfer files between your Oculus Quest and computer.

- On Chromebook/Chrome OS, you'll need to use the Files app to access your Oculus Quest headset.

3. Click and drag files to or from your Oculus Quest headset on your computer.

If your Oculus Quest headset is not appearing as a drive on your Windows PC:

- Make sure that you use the included USB cable from your Oculus Quest package.

- Make sure that you select **Accept** in VR from your headset to allow your computer to access files on your headset.

- Update your device driver:

  1. From your PC desktop, right-click on **This PC** or **My Computer**.

  2. Select **Computer**.

  3. Select **Manage**.

  4. Select **Device Manager**.

     - If you can't see the **Manage** option, just select **Device Manager** directly.

  5. Click the **>** next to **Oculus Devices** or **Portable Devices** to expand your options.

  6. Right-click on **Quest** and select **Update Driver**.

  7. Select the **Browse my computer** option, then the **Let me pick from a list** option.

  8. Select **MTP USB Device** and then select **Next** to complete the update.

Note: If you're experiencing slow transfer speeds, try using a USB 3.0 cable plugged into a USB 3.0 port on your computer.

Was this answer helpful?

Yes   No

Permalink

How do I update my Oculus Quest software?

Your Oculus Quest headset will be updated automatically when connected to Wi-Fi and turned on. To make sure that your Oculus Quest software updates automatically, make sure that:

- your headset is charged, turned on and connected to Wi-Fi;

- you allow your headset to sit on a flat surface without moving the headset or blocking the inside sensor for an extended period of time;

- software updates are turned on in the Oculus app on your phone. To do this:

  1. Open the Oculus app on your phone.

  2. Select **Oculus Quest** in the top-left corner of your app.

  3. Tap **Settings** in the bottom-right corner of the app.

  4. Tap your Oculus Quest listed under your name and email address.

  5. Tap **More Settings**.

  6. Tap **Advanced Settings**.

  7. Make sure that the **Update Software Automatically** toggle is blue to indicate that the setting is turned on.

Note: Your Oculus Quest will not be updated automatically while turned off.

Was this answer helpful?   Permalink
  Yes   No

How do I reboot my Oculus Quest?

If you're having trouble with your Oculus Quest for any reason, you can try rebooting it to resolve the issue. To reboot your Quest:

1. With your headset on, hold the power button on the top of your headset down until you're prompted with a shut-down screen.

2. Select **Restart** to reboot your Oculus Quest.

Was this answer helpful?   Permalink
  Yes   No

How do I perform a factory reset on my Oculus Quest?

If you want to change accounts on your Oculus Quest, run into problems with your headset or want to clear all of your data off the headset, you can perform a factory reset. This wipes everything off your Oculus Quest and returns it to the software state that it was in when you first took it out of the box.

To perform a factory reset using your phone:

1. Open the Oculus app on the phone that is connected to your Oculus Quest headset.

2. Tap **Settings** in the bottom menu.

3. Tap the headset connected to your phone.

4. Tap **More Settings**.

5. Tap **Factory Reset**, then **Reset**.

6. Log in to the Oculus app using the account you'd like to connect to your Oculus Quest headset and set up your device from scratch.

Note: You can only perform a factory reset of your Oculus Quest using your phone if you have access to the account that is connected to your Oculus Quest.

To perform a factory reset using the headset:

1. Turn off your Oculus Quest.

2. Hold the **power** and **volume (-)** buttons on your headset down simultaneously until the boot screen loads on your headset.

3. Use the **volume buttons** on your headset to highlight **Factory Reset** and press the **power button**.

4. Use the **volume buttons** on your headset to highlight **Yes** and press the **power button**.

5. Log in to the Oculus app using the account you'd like to connect to your Oculus Quest headset and set up your device from scratch.

If you have trouble with turning your Quest back on after the reset, hold down the power button for 30 seconds.

Notes:

- Performing a factory reset on your Oculus Quest is irreversible and will remove all account information, device data, downloaded games and content from the device.

- Performing a factory reset won't remove content you've purchased or downloaded from your Oculus account, and this can be downloaded again to your device.

Was this answer helpful?   Permalink

  Yes   No

Oculus Quest Password and PIN

Keeping your headset secure.

> ## How do I reset my Oculus PIN for Oculus Quest?

You can set a PIN with your Oculus account to make it easy to purchase VR games and experiences. You can do this from the Oculus app on your compatible smartphone.

To add a PIN:

1. Open the Oculus app on your phone.

2. Select **Oculus Quest** from the top-left corner of the app.

3. Tap **Settings** in the bottom-right corner of the app.

4. Tap **Reset Oculus PIN**.

5. Enter your Oculus password and your new PIN.

6. Tap the **Submit** button.

Note: If you are setting a PIN for your Oculus account for the first time, you'll need to confirm the change using the email address associated with your Oculus account.

Was this answer helpful?   Permalink

  Yes   No

How do I set an unlock pattern for my Oculus Quest?

You can set your Oculus Quest to require an unlock pattern when you power on or wake your device.

To set an unlock pattern for your Oculus Quest:

1. Open the Oculus app on the phone that is connected to your Oculus Quest headset.
2. Tap **Settings** in the bottom menu.
3. Tap the headset connected to your phone.
4. Tap **More Settings**.
5. Tap **Unlock Pattern**.
6. Use your finger to "draw" the unlock pattern you'd like to use, then tap **Create**.
7. "Draw" the same pattern to confirm, then tap **Confirm**.

Was this answer helpful?   Permalink
  Yes   No

How do I update my password for Oculus Quest?

The password you create for Oculus is used to log in to your Oculus account. All of your Oculus devices share the same account and password.

To change your password using the Oculus app on your phone:

1. Open the Oculus app on your phone.
2. Tap **Settings**, then tap **Change Oculus Password**.
3. Enter your old password, your new password and your new password again to confirm.
4. Tap **Save** to save your new password.

Was this answer helpful?   Permalink

Oculus Quest Accessories

Additional items to use with your Quest.

What charger should I use with my Oculus Quest?

To keep your Oculus Quest in good working condition, you should only charge your Quest with the charger that was included in the box. If you encounter any issues with charging your Oculus Quest, try the following steps:

- When charging, ensure that your charging cable is properly connected to your headset. If you aren't sure, unplug your charging cable from the headset and power brick, then plug it back in.

- Make sure that the [LED light](#) on the side of your headset is lit while charging. If the LED light is not lit orange or green, your headset is not being properly charged.

- When your headset isn't charging and isn't in use, make sure that it's turned off or in sleep mode.
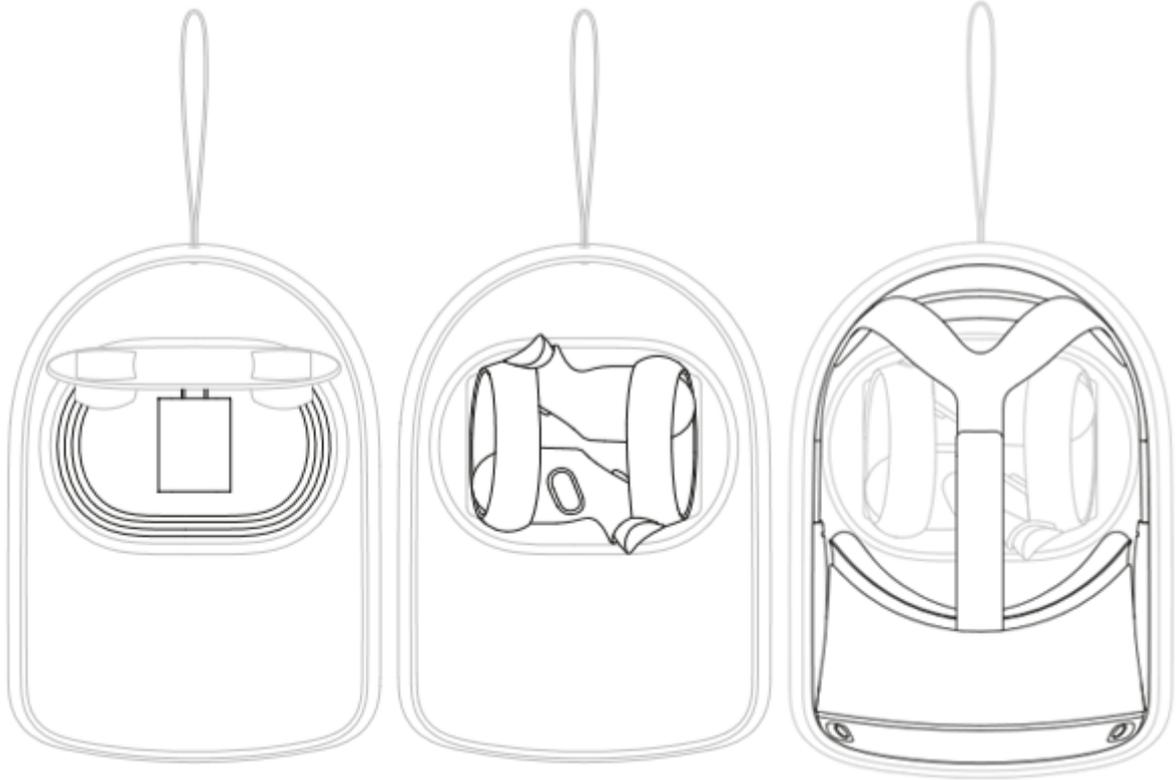
Was this answer helpful?   [Permalink](#)
Yes   No

What can I use to safely transport my Oculus Quest?

With no wires, sensors or reliance on a computer, your Quest is portable enough to travel with you. To keep your Quest safe while you're on the go, take a look at the [Oculus Quest Travel Case](#). The case can help provide protection for your headset, Touch controllers, charging cable, adapter and extra batteries, while keeping everything together in a single convenient package.

Bear in mind that the Quest Travel Case prioritises portability, which means that it was designed to hold everything that came with your

Quest, and nothing that didn't. To ensure the longevity of your case, place your Quest and accessories in the case as shown below, and take care not to overpack your case with anything extra.

Was this answer helpful?

Yes   **No**