



Vega T1 - FQA (EN)

No sound in one ear/ The earphones are not charging.

Please try the following troubleshooting steps.

1. Have you used third-party ear tips, such as foam ear tips? Please note that third-party ear tips can affect charging.
2. Check if the charging contacts on your earbuds and charging case are dirty. Utilize a dry cloth to wipe the charging contacts, ensuring there is no dirt or debris.
3. When charging the charging case, please do not connect the charging cable to the dongle.
4. Reset earbuds, Place the earbuds in the charging case and leave the case open. Press and hold the button on the case for 10 seconds until the LED indicator on the charging case flashes red 3 times . After the red lights flashes for 3 seconds, the LED indicator will start flashing blue, indicating that it is in pairing mode. This confirms that the reset was successful and your earbuds can be connected normally .

Unable to connect to PS4/5.

Please follow the illustrated instructions below:

1. Do not plug the dongle into the controller or into the back of the PS4/5.
2. Please plug the dongle into the USB-C port on the front of the PS5 or plug the dongle into the USB-A port on the front of the PS4 using the provided adapter.

3. Please do not connect to the Bluetooth of your PS4/5.

High latency in VR Quest, Pico, PC, Console.

We have conducted extensive testing to ensure excellent latency performance with our product. To ensure optimal performance, please check if your VR device is currently connected to a Bluetooth audio device, including the Vega T1. If it is, we recommend disconnecting from any Bluetooth audio connections to minimize latency.

For the lowest latency experience, please use the Vega T1 dongle to connect your VR/PC/Console, rather than relying on a Bluetooth connection. We have observed that using both the Vega T1 dongle and a Bluetooth connection simultaneously can introduce latency issues. Please note that simultaneous connections to your VR/PC/Console may result in delays or other latency-related problems.

If you have both Bluetooth and the dongle connected to your VR/PC/Console, we recommend following these steps to resolve the issue:

1. Go to the Bluetooth settings on your VR/PC/Console.
2. Forget the Bluetooth audio device that is currently connected.
3. Restart your VR/PC/Console.

Please note that it is important to insert the Dongle into the front of the main unit and avoid plugging it into the back. Additionally, ensure that there are no obstructions around the Dongle for optimal performance.

Can I use PrismXR Vega T1 when using a PC and VR headset (PCVR) via a Link Cable?

Yes, you can use PrismXR Vega T1 in PCVR by using a Link Cable, but there are two simple steps you need to follow, which is also shown in the quick-start guide:

1. Do not plug the Link Cable to the Dongle's USB-C port directly, it does not support data transfer. Please plug the dongle into the USB-C or USB-A port (by using the included USB-A to USB-C adapter) on your PC instead of your VR headset.
2. Connect the Link Cable from another USB-C or USB-A port on your PC to your VR headset and choose the audio output as PrismXR Vega T1.

How to reset Dongle?

1. Plug the dongle into an HMD or PC.
2. Use a paperclip with a diameter of about 0.04 inches to insert into the small hole of the dongle, press and hold it for 3 seconds until the dongle enters pairing mode with LED indicator fast flash red 3 times, then fast flash blue.
3. Open the charging case and keep it open with the earbuds inside. Press and hold the SET button on the case for 3 seconds until the LED indicator flashes blue to let the earbuds enter pairing mode.
4. When both the Dongle and Charging case lights up in blue, it indicates that you have successfully completed the Dongle reset.

How to switch the dongle connection to multiple consoles?

After you've successfully paired the extra dongle, you can now switch the dongle connection among multiple consoles

1. When the dongle lights up in blue, it means the earbuds are connected to this dongle
2. You can switch the dongle connection on the app. You can also rename the dongle on the app as well.
3. When the app shows the dongle connection has switched successfully, the other dongle in the different device will light up in Blue after the flashing blue light.

What should I do if the mic picks up no sound while making calls on PrismXR Vega T1?

1. Put the earbuds back into the charging case and close it

Put the earbuds back into the charging case and close the case, then take them out again again and try making another call.

2. Restart your phone and reset the earbuds

Reset PrismXR Vega T1, reconnect it, and then try making a call.

3. Setup the sound output

Choose PrismXR Vega T1 on your phone as the sound output if you pick up the call via the phone instead of the earbuds directly.

4. Try with other devices

Please try another device (phone/tablet/etc.) and see if the issue is the same.

The sound is intermittent when using a dongle to connect headphones on PS5.

Please try the following methods to resolve this issue:

1. If your phone is connected via Bluetooth and you have received a message while it was on silent mode, it may have interrupted the audio on the Dongle. Please disconnect your phone's Bluetooth or disable the silent mode.
2. Please check if the Dongle has completed a firmware upgrade. Here's the process for upgrading the Dongle:
 - a. Power on the Dongle (connected to the HMD or PC) and connect it to your earbuds.
 - b. If the app displays "Update Available," click "Update Firmware" to view the update information.
 - c. Ensure that the earbuds are placed in the charging case, and the charging case remains open until the firmware update is complete.
 - d. During the upgrade process, keep the Dongle powered on (connected to the HMD or PC) and within 20 inches of the earbuds.
 - e. The Dongle will restart after the update is complete.
3. Please try plugging the dongle into the computer or using it in a different environment to help determine if there is an issue with environmental interference. Factors such as metal or wireless interference, like a Wi-Fi extender, can affect its performance.
 - a. Move your wireless interference further away and then try again.
 - b. Use a USB-C to USB-C/USB-A data cable to connect your PS5 and the dongle. This way, you can keep the dongle a bit further away from wireless interference.

Unable to use Switch microphone.

Based on our testing, the microphone of the Vega T1 is not compatible with the Nintendo Switch system. However, this is not a microphone malfunction; it is due to the restrictions within the Switch system that do not allow for microphone communication. Currently, the official Nintendo Switch does not support wireless microphone input. To use a microphone for voice chat during

gameplay, you must connect a wired microphone or wired headphones with a microphone to the headphone jack of the Nintendo Switch.

What waterproof rating does PrismXR Vega T1 have?

PrismXR Vega T1 is IPX4 water resistant.

The charging case is not waterproof.

Does PrismXR Vega T1 have a wearing detection function?

No, it doesn't.

Does PrismXR Vega T1 have noise cancelling and transparency features?

No, it doesn't.

Does PrismXR Vega T1 work with game consoles other than Meta Quest?

Yes, PrismXR Vega T1 works with PS4, PS5, Steam deck, Switch and PC.

Please note: please use the included USB-C to USB-A converter when connecting to a PS4.

Does PrismXR Vega T1 work with Xbox?

No, PrismXR Vega T1 does not work with Xbox.



If you have any further questions, please feel free to contact us!

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