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VIVE XR Series Full Face Tracker

# VIVE XR Series Full Face Tracker User Guide

**Contents**

VIVE

**VIVE XR Series Full Face Tracker**

## Specifications

- VIVE Full Face Tracker for XR Series
- Captures eye and mouth movements for true-to-life facial expressions
- Compatible with apps supported by VIVE XR Elite

## Product Usage Instructions

### Setup

1. Before installing the VIVE Full Face Tracker, ensure the headset is worn and the diopter dials are adjusted as necessary.
2. Remove the face cushion from the headset.
3. Adjust the IPD slider to maximize the distance between the lenses.
4. Ensure the tracker frames are firmly seated against the left and right sides of the tracker.
5. Attach the tracker to the headset by aligning the tabs on the tracker with the notches on the headset and inserting the USB connector into the USB Type-C port under the headset's right temple.
6. Press the tracker against the headset to securely attach it and ensure the USB connector is fully inserted.
7. Open the lip cover on the bottom of the tracker and move the lock switch to the locking position to secure the tracker to the headset.

### Cleaning

1. Detach the tracker from the headset.
2. Use a soft, dry cloth to gently wipe the tracker's surfaces, including the tracking cameras and lip cover.
3. Avoid using liquid or harsh cleaning agents that may damage the tracker.

### FAQs

**Why doesn't the display turn back on when I put on my headset?**

- This issue could be related to power settings or connectivity.
- Ensure all connections are secure and check power settings in your device.

**What do I do if Eye detection is unsuccessful?**

- If eye detection is unsuccessful, ensure proper lighting conditions and adjust the positioning of the tracker for better detection.

**What do I do if eye tracking isn't accurate enough?**

- Make sure no obstructions are blocking the tracker's view and recalibrate if necessary.

**What do I do if the IPD adjustment isn't complete and I can't continue setup?**

- Check for any physical obstructions preventing proper adjustment and ensure the tracker is securely attached.

**What do I do if the eye-tracking icon doesn't appear?**

- Restart both the headset and the tracker, ensuring proper connections are established.

**What should I do before sending the tracker for repair?**

- Ensure you have all necessary documentation and contact customer support for further assistance.

## About this guide

- The following symbols indicate useful and important information.
- Notes provide details on setup, answers to common questions, and information on what to do in specific situations.
- Tips provide supplemental information or alternative methods you may find helpful for particular steps or procedures.
- Important notes provide information needed to complete certain tasks or configure specific settings or features.
- Warnings provide critical information for avoiding potential problems or preventing damage to hardware.

## Introduction

### What's inside the box?

The VIVE Full Face Tracker package includes the following items
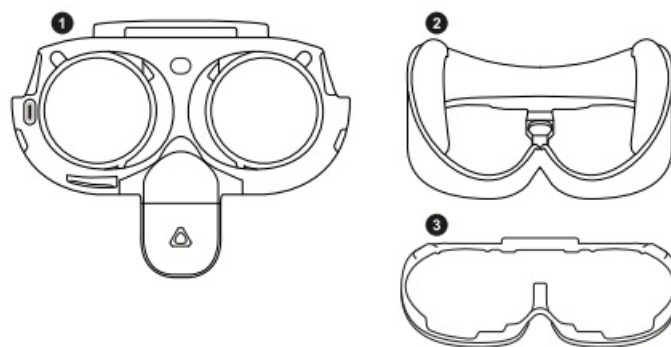
| 1 | VIVE Full Face Tracker |
|---|---|
| 2 | Full Face Tracker face gasket |
| 3 | Gasket spacer (x2) |

**About VIVE Full Face Tracker for XR Series**

VIVE Full Face Tracker captures eye and mouth movements to give your avatar true-to-life facial expressions. You can use VIVE Full Face Tracker with compatible apps supported by VIVE XR Elite.

**Components**
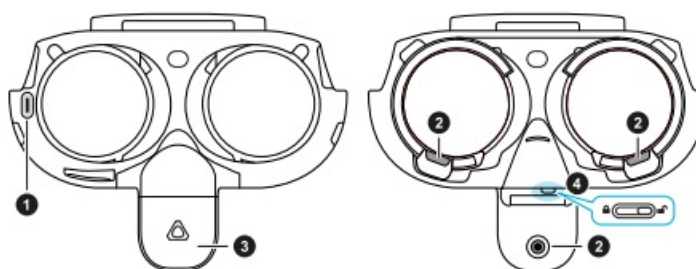


| 1 | USB Type-C® connector |
|---|---|
| 2 | Tracking cameras |
| 3 | Lip cover |
| 4 | Lock switch |

The lip cover is closed to protect the lip tracking camera during storage. Open the lip cover before using the tracker so the camera can track your lip movements in supported apps.

## Setup and cleaning

**Attaching VIVE Full Face Tracker to VIVE XR Elite**

- Before installing VIVE Full Face Tracker, put on your headset and adjust the diopter dials as needed if you haven't adjusted them before.
- For details, see Adjusting the diopter dials in the VIVE XR Elite User Guide.

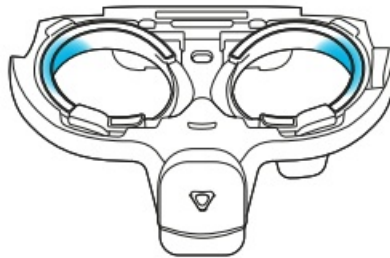**Here's how to install VIVE Full Face Tracker on VIVE XR Elite:**

1. Remove the face cushion from the headset.
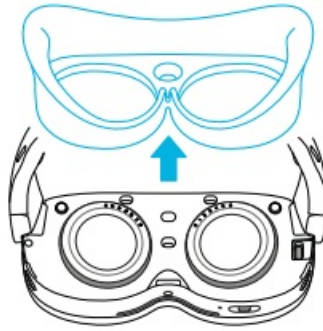
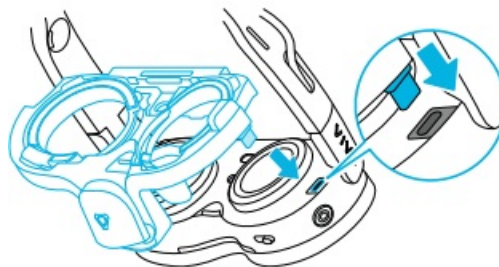2. Move the IPD slider to the right to maximize the distance between the lenses.
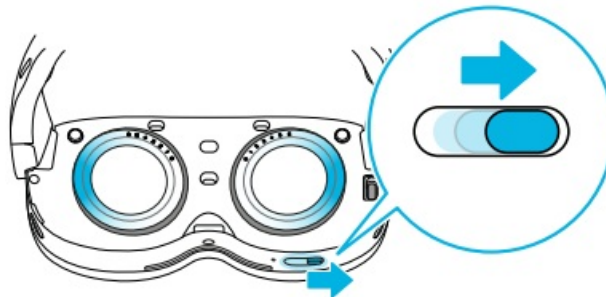
3. Make sure the tracker frames are firmly seated against the left and right sides of the tracker.
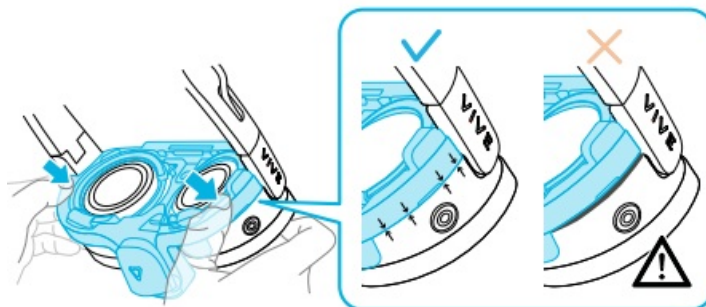
4. Attach the tracker to the headset.
   - Ensure the tracker tabs align with the notches on the headset, and that the USB connector lines up with the USB Type-C port under the headset's right temple.

   - Press the tracker against the headset to ensure that it's securely attached and that the USB connector is fully inserted.

5. Open the lip cover on the bottom of the tracker and then move the lock switch to the locking position to secure the tracker to the headset.
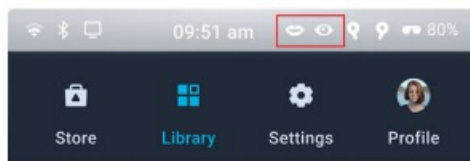
6. Attach the gasket spacer if you need to increase the distance between your eyes and the tracker. For details, see Attaching the gasket spacer.

7. Attach the face gasket to the tracker.
   - Align the tabs on the face gasket with the notches on the tracker and then press the face gasket against the tracker to lock it in place.
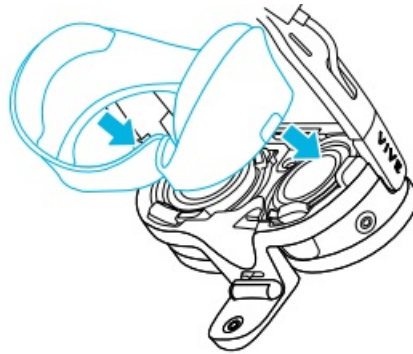


8. Put on your headset.

9. Follow the instructions in the headset to adjust your IPD and calibrate the eye tracker.
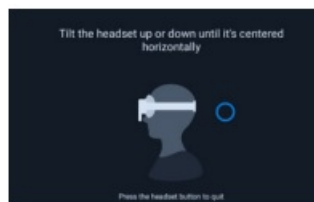


   - When you're finished, the eye and lip tracking icons will be displayed on the system dashboard.
   - If the app you're currently running doesn't support eye or lip tracking, the corresponding tracking icon will be grayed out.



**Attaching the gasket spacer**

- The gasket spacer provides a comfortable fit for a wide range of facial structures.
- To increase the distance between your eyes and the tracker, you can attach one or both of the gasket spacers that come in the box.
- This can help improve eye-tracking accuracy.
- The gasket spacer and tracker are held together by a magnet. The gasket spacer will snap into place when you attach it to the tracker.
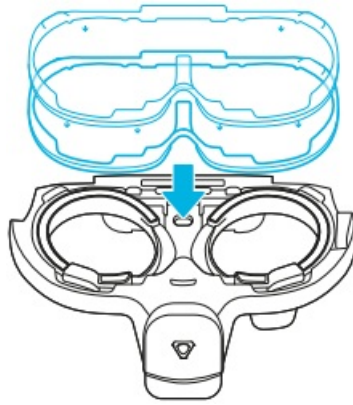
- Make sure to attach the gasket spacer after attaching the tracker to the headset, but before attaching the face gasket.

**Enabling the VIVE Full Face Tracker and calibrating the eye tracker**

- The first time VIVE XR Elite detects VIVE Full Face Tracker, the headset will enable eye and facial tracking and guide you to perform IPD adjustment and eye tracker calibration. Just follow the instructions to complete the setup.
- When you install VIVE Full Face Tracker for the first time or change to a new tracker, calibration may take some time to complete.
- You can also enable or disable eye and facial tracking and recalibrate the eye tracker in Settings. You'll need to recalibrate the eye tracker after changing the IPD or adjusting the position of the headset.
- Users will need to calibrate the eye tracker according to their requirements.

**Here's how to enable or disable eye and facial tracking and recalibrate the eye tracker:**

1. From Home, select Settings.
2. Select Inputs VIVE Full Face Tracker.
3. Choose whether to turn on or off Facial tracking and Eye tracking.
4. Select Calibrate next to Calibrate tracker and follow the onscreen instructions to complete the calibration process.

- You can also enable or disable eye and facial tracking and calibrate the eye tracker through the VIVE Menu.
- Open the VIVE Menu by pressing the VIVE button ⬙ on your right controller, select Devices, and then select the eye and facial tracker button in the upper left.
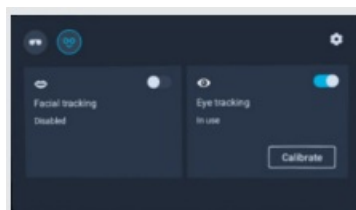


**Adjusting the IPD automatically**

- When VIVE Full Face Tracker is installed on VIVE XR Elite, you can enable the headset to automatically adjust IPD via eye tracking.

**Here's how to enable automatic IPD adjustment:**

1. From Home, select Settings.
2. Select Inputs VIVE Full Face Tracker.
3. Make sure Eye tracking is turned on.
4. Turn on Auto-adjust IPD.

- You can also turn on Always Adjust IPD after putting on the headset to perform automatic IPD adjustment every time you put on your headset.
- To adjust your IPD via eye tracking, open the VIVE Menu by pressing the VIVE button on your right controller, select Settings, and then select Adjust IPD.
- You can also go to Settings, select Inputs VIVE Full Face Tracker, and then select Adjust next to IPD (interpupillary distance).
- If you turn off Auto-adjust IPD, you'll need to manually set your IPD. Select the + or – button to increase or decrease the IPD until the vertical lines on the screen are in focus.
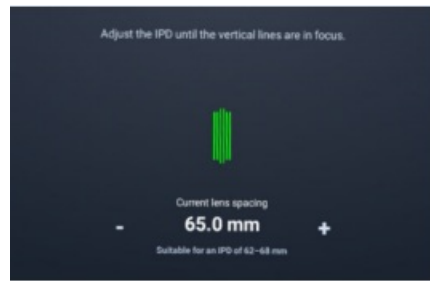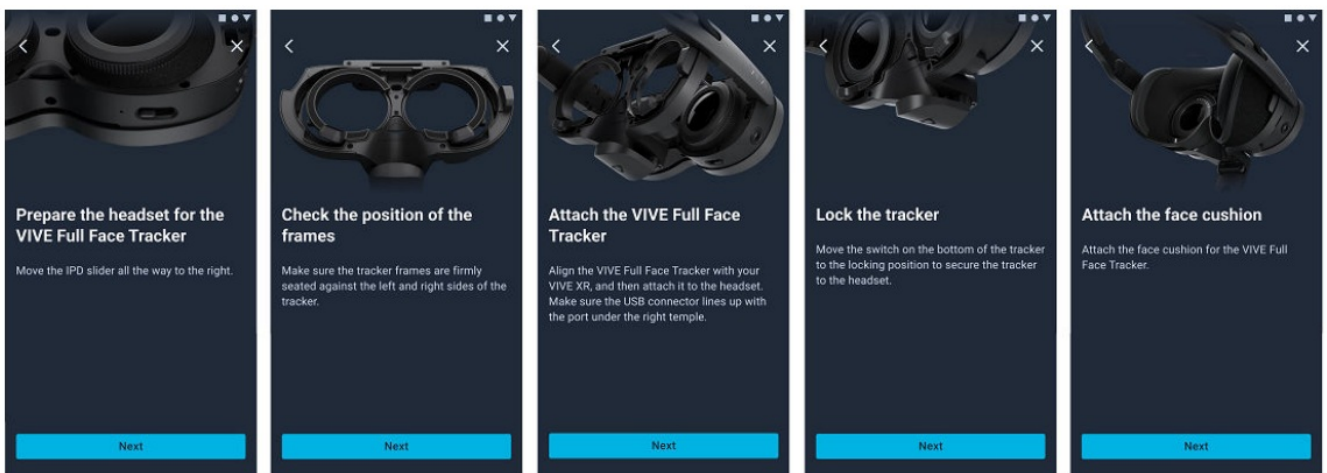


**Using VIVE Manager**

- You can also use the VIVE Manager mobile app to learn how to set up the VIVE Full Face Tracker on VIVE XR Elite and access the same tracker settings that are available on the headset.
- VIVE Manager requires Android™ 9 or later, or iOS 12 or later. To download the app, you can go to the VIVE XR Elite Setup page or search for the app on the Google Play Store or App Store.

**Here's how to view the setup tutorial in VIVE Manager:**

1. Turn on your VIVE XR Elite headset.
    - If you've already set up your headset before but have not paired it with VIVE Manager, go to Settings in your headset, select Connectivity, and then select Pair next to Phone pairing (VIVE Manager).
    - Follow the instructions to pair your headset with VIVE Manager.
2. Launch VIVE Manager on your phone.
3. On the Welcome screen, select VIVE XR Elite.
4. Select VIVE Full Face Tracker and then tap Next.
    - You'll be guided to set up your headset if you haven't done so (see Setting up your headset for the first time for details), and then guided to install VIVE Full Face Tracker. Tap Start to begin setup.
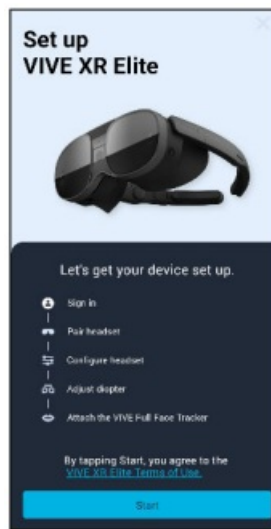
5. Follow the tutorial to adjust your headset's lens distance and diopters and attach VIVE Full Face Tracker to the headset.



**Prepare the headset for the VIVE Full Face Tracker**

Move the IPD slider all the way to the right.

**Check the position of the frames**

Make sure the tracker frames are firmly seated against the left and right sides of the tracker.

**Attach the VIVE Full Face Tracker**

Align the VIVE Full Face Tracker with your VIVE XR, and then attach it to the headset. Make sure the USB connector lines up with the port under the right temple.

**Lock the tracker**

Move the switch on the bottom of the tracker to the locking position to secure the tracker to the headset.

**Attach the face cushion**

Attach the face cushion for the VIVE Full Face Tracker.

- You can also see Attaching VIVE Full Face Tracker to VIVE XR Elite on for instructions.

6. After attaching the tracker, put on your headset and follow the instructions in the headset to automatically adjust your IPD and calibrate the eye tracker.

**With VIVE Full Face Tracker attached to your headset, here's how to access the tracker's settings in VIVE Manager:**

1. Tap the Devices tab.
   - If you've paired several VIVE XR Elite headsets before, tap the down arrow to open the Devices dropdown menu and select the current headset with VIVE Full Face Tracker installed.
   - If your headset is disconnected from VIVE Manager, tap Connect on the Devices tab to reconnect.
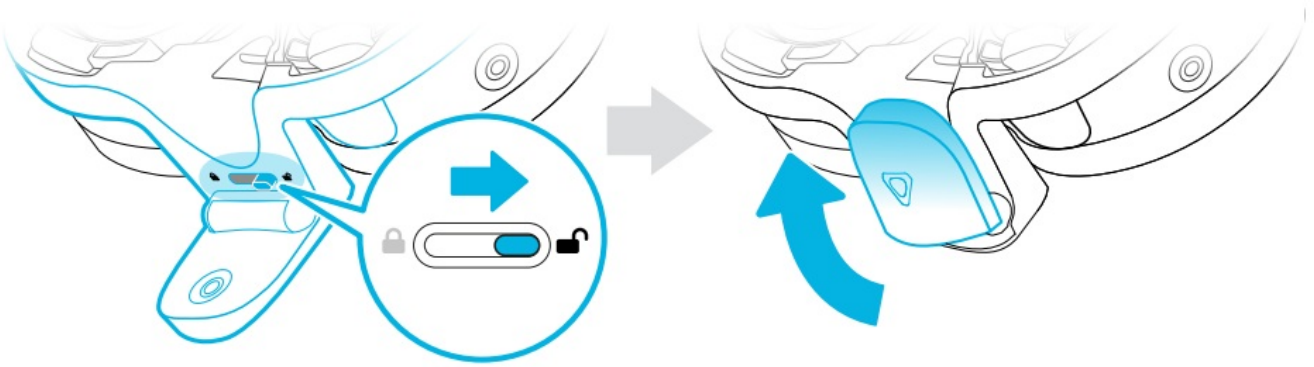2. Tap Inputs VIVE Full Face Tracker. You'll see the following settings:
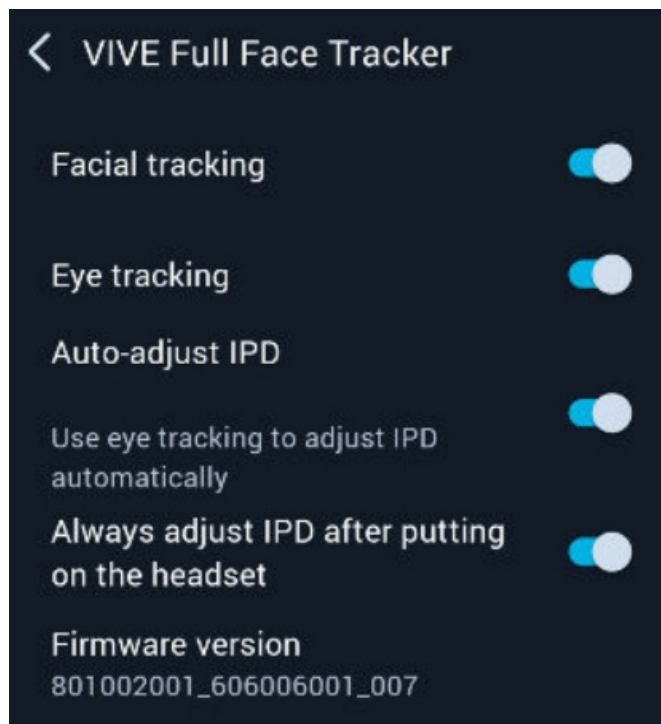
**Removing VIVE Full Face Tracker from VIVE XR Elite**

**Here's how to remove the tracker from the headset:**
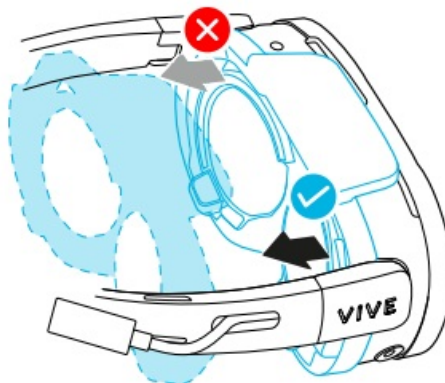
1. Remove the face gasket from the tracker.
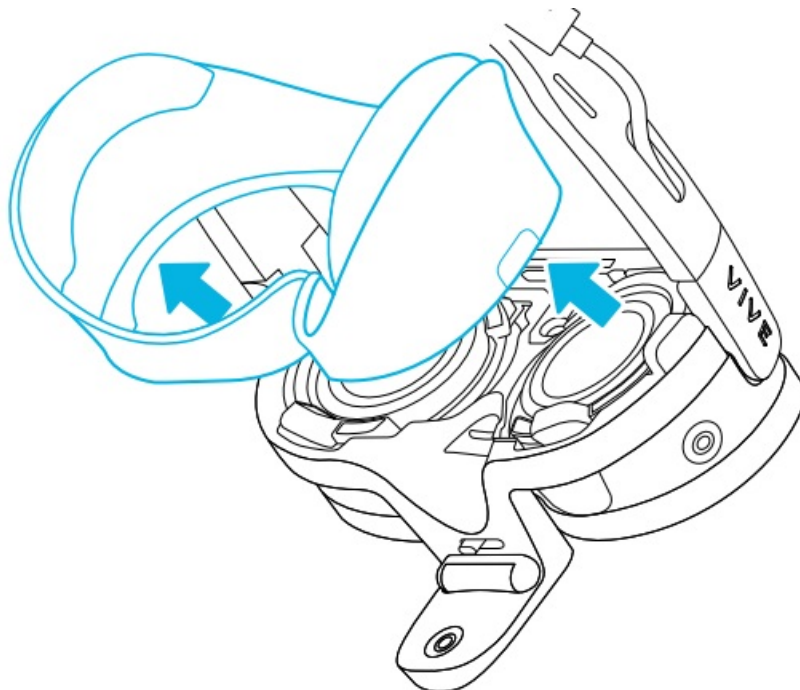


2. Remove the gasket spacer if it's attached to the tracker.
3. Before removing the tracker, make sure to move the lock switch to the unlocked position to avoid damaging the tracker. Then close the lip cover.
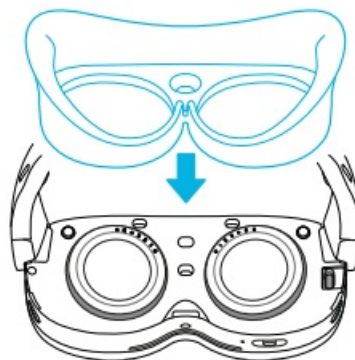
4. To detach the tracker, hold the front end of the headset firmly with one hand, and then carefully pull the tracker from the lower-right side.



- To avoid damaging the tracker, make sure not to pull it from the left side.



5. Reattach the face cushion to the headset.



**Cleaning VIVE Full Face Tracker**

Remove VIVE Full Face Tracker from the headset before cleaning it. To find out how to remove the tracker, see Removing VIVE Full Face Tracker from VIVE XR Elite on page 13.

**Here's how to clean the tracker:**

1. Remove any dust or particulate matter from the tracker lenses and delicate parts of the eye frames using a

touch-free dust removal tool such as a handheld air blower.

2. Dampen a clean, microfiber cloth with an alcohol-based cleaning solution containing 99.5%–99.9% alcohol.
3. Gently dab the camera lenses and the delicate parts of the eye frames with the cloth.
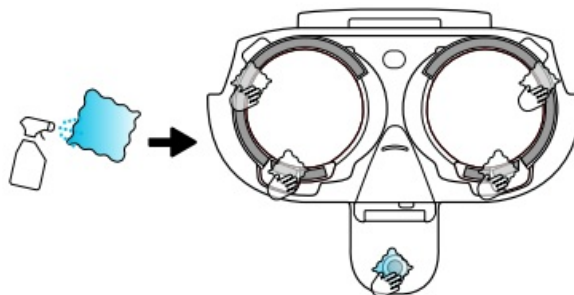


- Do not rub, wipe, or scrub the eye frames or camera lenses with the microfiber cloth.
- Doing so could cause irreversible damage to the eye tracker.

4. Air-dry the eye tracker at room temperature.
    - Do not spray the eye tracker or pour liquid directly on it.
    - Do not expose the eye tracker to direct sunlight.
    - Using a UVC cleaner is an effective and recommended way to decontaminate devices and accessories. Discoloration due to UV exposure is not covered by warranty.

## Solutions and FAQs

### Why doesn't the display turn back on when I put on my headset?

- The proximity sensor will detect when the headset is near your face and will turn on the display.
- If something is covering your forehead such as hair or a headband, it may interfere with the proximity sensor and cause the headset's display to turn off.
- To prevent this, make sure nothing is covering your forehead before you put on your headset.
- To find out where the proximity sensor is located, see About the headset and battery cradle in the VIVE XR Elite User Guide.

### What do I do if "Eye detection unsuccessful" appears?

- Try the following and then calibrate the eye tracker again
- Clean the headset lenses.
- Clean the eye tracker's camera lenses and the delicate parts of the eye frames. For details, see Cleaning VIVE Full Face Tracker on.
- Make sure there is enough space between your eyes and the headset lenses and that nothing is blocking the headset lenses or eye tracker.
- If you're still unable to successfully calibrate the eye tracker after several attempts, try using the gasket spacer with the eye tracker. See Attaching the gasket spacer on.

### What do I do if eye tracking isn't accurate enough?

- Eye tracking accuracy can be affected by certain things that happen when using the eye tracker under normal conditions. If you notice a decline in eye tracking accuracy, keep the following in mind

- Small changes in position can affect the calibration of the eye tracker. You may need to recalibrate the eye tracker after taking off the headset and putting it back on.
- If a headset is being shared among multiple users, each user will need to calibrate the eye tracker according to their individual requirements.
- Changes to lens distance and IPD settings can affect the calibration of the eye tracker. Make sure to recalibrate the eye tracker after making any changes to lens distance or IPD settings.

**What do I do if IPD adjustment doesn't complete and I can't continue setup?**

- If IPD adjustment doesn't complete and you can't continue VIVE Full Face Tracker setup, remove VIVE Full Face Tracker and reattach it to the headset. This will restart the setup process and walk you through IPD adjustment and eye tracker calibration again.
- For details on how to remove and reattach the tracker, see Removing VIVE Full Face Tracker from VIVE XR Elite on page 13 and Attaching VIVE Full Face Tracker to VIVE XR Elite on.

**What do I do if the eye tracking icon doesn't appear?**

- If the eye tracking icon doesn't appear on the system dashboard after you've finished setting up VIVE Full Face Tracker, try restarting your headset.

**What should I do before sending the tracker for repair?**

- Before sending VIVE Full Face Tracker for repair, remove the face gasket and gasket spacer from your tracker. Send only the tracker for repair.
- For details on how to remove the face gasket and gasket spacer from the tracker and how to remove the tracker from the headset, see Removing VIVE Full Face Tracker from VIVE XR Elite on.

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## Documents / Resources



**VIVE XR Series Full Face Tracker** [pdf] User Guide
XR Series Full Face Tracker, XR Series, Full Face Tracker, Face Tracker, Tracker

## References

- **User Manual**