

htc®



VIVE™

VIVE Wireless Adapter for VIVE Cosmos

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<a href="#">Trademarks and copyrights</a>	
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## About this guide

We use the following symbols to indicate useful and important information:



This is a note. It provides detailed information for setup, common questions, and what to do in specific situations.



This is a tip. It will give you an alternative way to do a particular step or procedure that you may find helpful.



This indicates important information that you need in order to accomplish a certain task or to get a feature to work properly.



This is a warning. Take note to avoid potential problems or prevent damage to your hardware.

Information contained in this guide may have changed. For the most up-to-date information, including the latest version of this guide, go to [VIVE Support](#).

Before using the product, carefully review VIVE safety information and follow all product safety and operating instructions on <https://www.vive.com/legal/>.

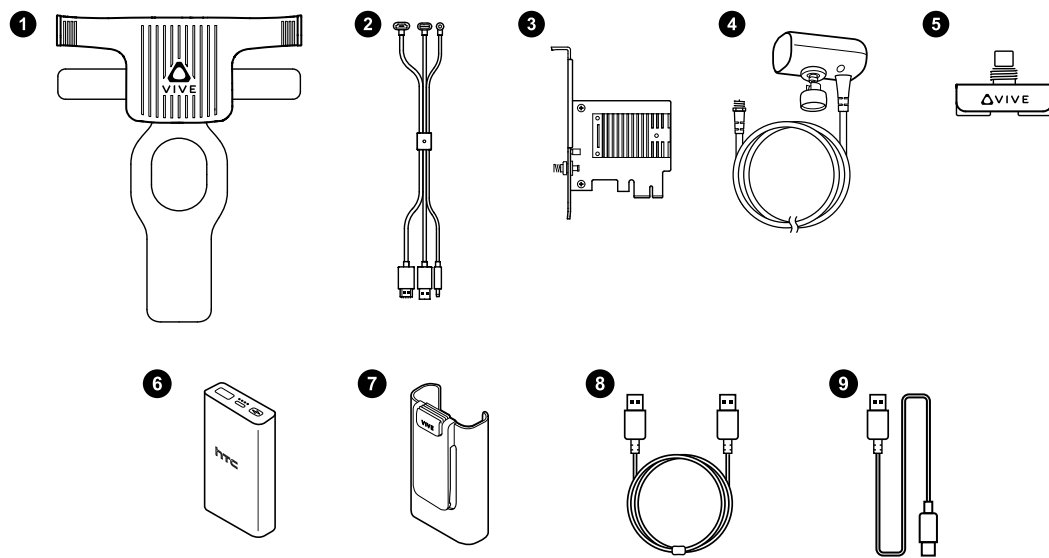
# VIVE Wireless Adapter for VIVE Cosmos

## Unboxing

### Inside the box

To provide complete wireless adapter accessories for users who may be using both VIVE™ and VIVE Cosmos headsets, HTC is supplying two packages: VIVE Wireless Adapter for VIVE and VIVE Cosmos Wireless Adapter Attachment Kit.

### VIVE Wireless Adapter for VIVE package

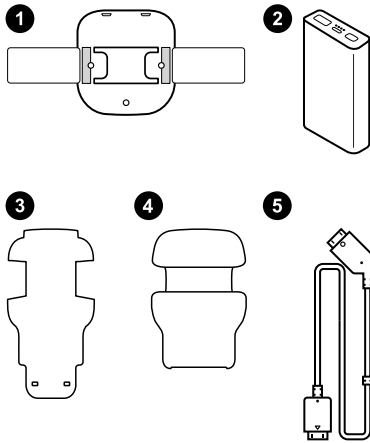


#### In-box items

1. Wireless adapter (with cradle for VIVE)
2. Short 3-in-1 cable for VIVE
3. PCIe WiGig® card
4. Wireless link box
5. Wireless link box clip
6. HTC QC 3.0 Power Bank (for VIVE and VIVE Pro)
7. Power bank holder
8. Power cable
9. Power bank charging cable

## VIVE Cosmos Wireless Adapter Attachment Kit

To use VIVE Wireless Adapter with VIVE Cosmos, make sure you replace the items in the VIVE Wireless Adapter for VIVE package with the following items from the attachment kit for VIVE Cosmos:



### Accessories for VIVE Cosmos

1. Cradle
2. 21-watt QC 3.0 power bank (model 148DUT)
3. Thin velcro pad
4. Head pad
5. Short headset cable



- To ensure VIVE Wireless Adapter will function normally when it's attached with VIVE Cosmos, use only the 21-watt QC 3.0 power bank (model 148DUT) from the attachment kit. Avoid using third-party power banks.
- The 21-watt QC 3.0 power bank can also be used for VIVE and VIVE Pro.

## System requirements

To use VIVE Wireless Adapter, your computer must meet the following system requirements.

Specifications	Recommended system requirements
<b>Computer type</b>	Desktop computer with available PCIe slot
<b>Processor</b>	Intel® Core™ i5-4590/AMD FX™ 8350 equivalent or better
<b>GPU</b>	NVIDIA® GeForce® GTX 1070/Quadro P5000 equivalent or better, AMD Radeon™ Vega 56 equivalent or better VR Ready graphics card.  Refer to AMD or NVIDIA's VR Ready website for a list of VR Ready graphics cards.
<b>Memory</b>	8 GB RAM or more
<b>Operating system</b>	Windows® 10



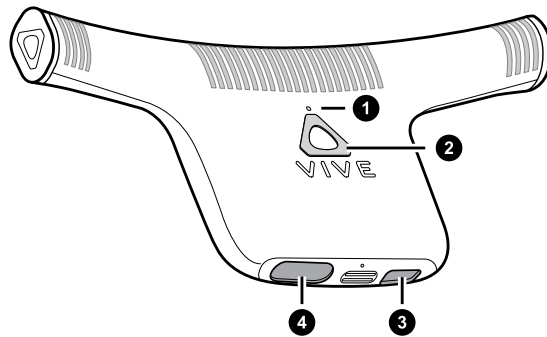
VR titles may have additional requirements. Performance may vary.

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## About VIVE Wireless Adapter

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Freeing you from cables, the wireless adapter attaches to your VIVE Cosmos headset and wirelessly receives VR data from your computer.



- |                       |
|-----------------------|
| 1. LED                |
| 2. Pair button        |
| 3. USB power port     |
| 4. Headset cable port |

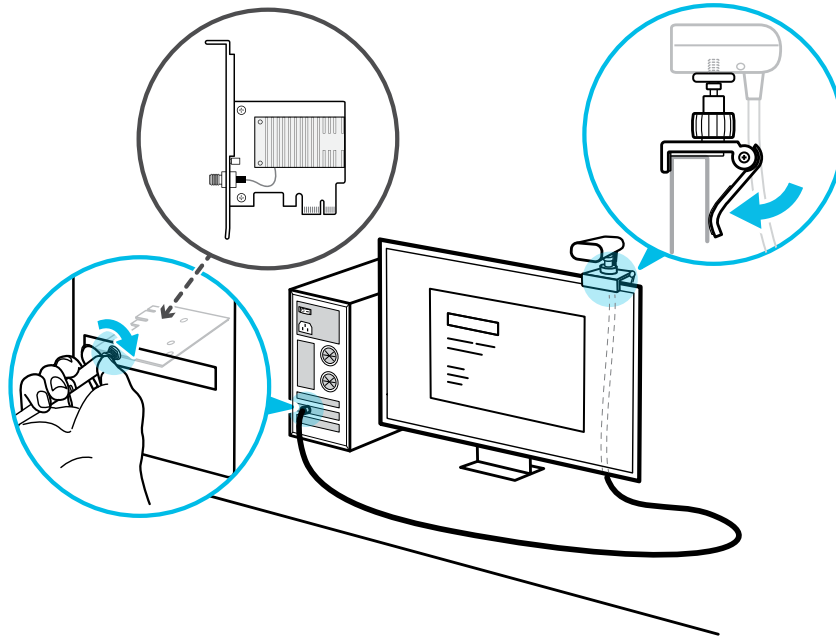
To find out more, see [Setting up VIVE Wireless Adapter](#) on page 7.

# Setup

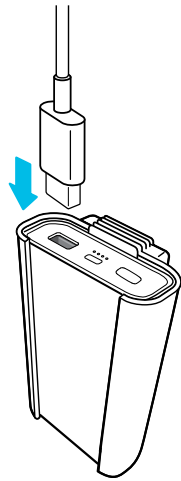
## Setting up VIVE Wireless Adapter

Here's what you need to do to set up VIVE Wireless Adapter for your headset.

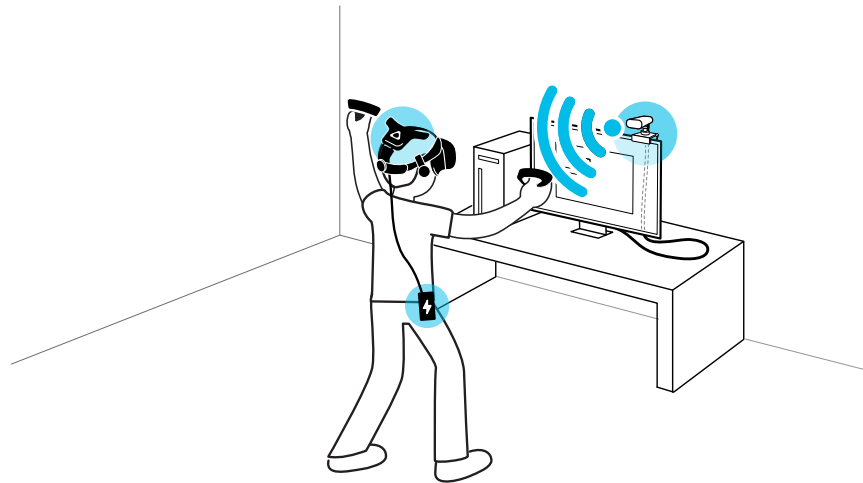
1. Install the PCIe card in your computer. Connect the wireless link box to the card. See [Installing the PCIe WiGig card](#) on page 9 and [Connecting the wireless link box to your computer](#) on page 9.



2. Replace the original headset cable with the short headset cable from the VIVE Cosmos Wireless Adapter Attachment Kit. See [Replacing the headset cable](#) on page 11.
3. Attach the thin velcro pad to VIVE Cosmos. See [Attaching the thin velcro pad](#) on page 15.
4. Replace the wireless adapter cradle with the cradle from the VIVE Cosmos Wireless Adapter Attachment Kit. See [Replacing the cradle on the wireless adapter](#) on page 16.
5. Attach VIVE Wireless Adapter and the head pad to VIVE Cosmos. Then connect the short headset cable from the headset to the wireless adapter. See [Attaching the wireless adapter to VIVE Cosmos](#) on page 17.
6. Use the VIVE Console app to pair the wireless adapter with the wireless link box. For details, see [Pairing VIVE Wireless Adapter with your computer](#) on page 22.
7. Connect the power bank from the VIVE Cosmos Wireless Adapter Attachment Kit to the wireless adapter. See [Connecting the power bank to VIVE Wireless Adapter](#) on page 19.



8. Clip the power bank to somewhere on your body such as your belt. Avoid direct skin contact with the power bank as it may get hot during use.
9. From your computer, open the VIVE Console app.  
You'll see the signal strength icon when the headset's wireless connection with the computer is detected.
10. Open the VR app you want to use. When ready, put on your headset with the attached wireless adapter.



The wireless adapter vents may become hot during normal operation. Avoid contact until cool.



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## Installing the PCIe WiGig card

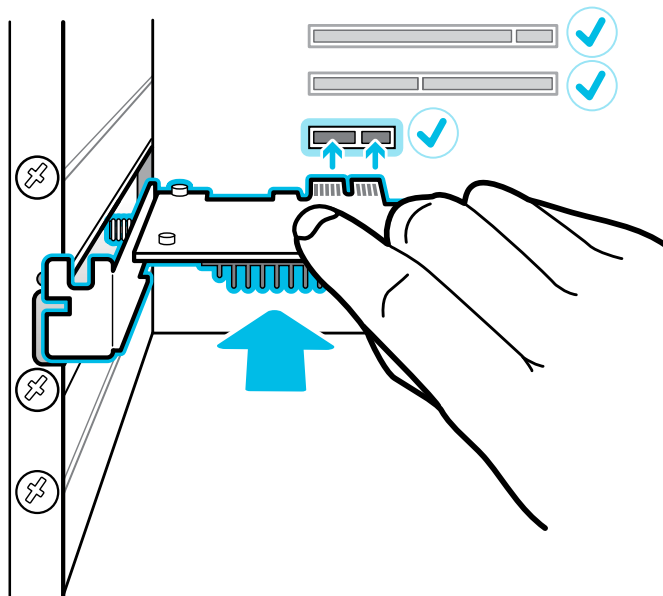
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Expansion cards such as PCIe cards contain sensitive circuitry and components. Please handle your PCIe WiGig® card with care. To avoid possible damage from static electricity, follow these precautions when handling the card:

- Before installing the card, shut down your computer. Unplug the power cable from your computer and the power outlet.
- Your computer may be hot if you've been using it for a long time. Wait for a few minutes to let the computer cool before touching and removing its cover.
- Before holding the card, wear a grounded wrist strap. If you don't have one, touch your hands first on a safely grounded surface such as the metal chassis of your computer.
- Avoid touching the components of the card by holding the card by the edges.
- When you need to remove the card from the motherboard, place the card back in the anti-static bag that was used to wrap it.

1. Remove the computer cover.
2. Insert the PCIe WiGig® card in an available PCIe slot on your motherboard.



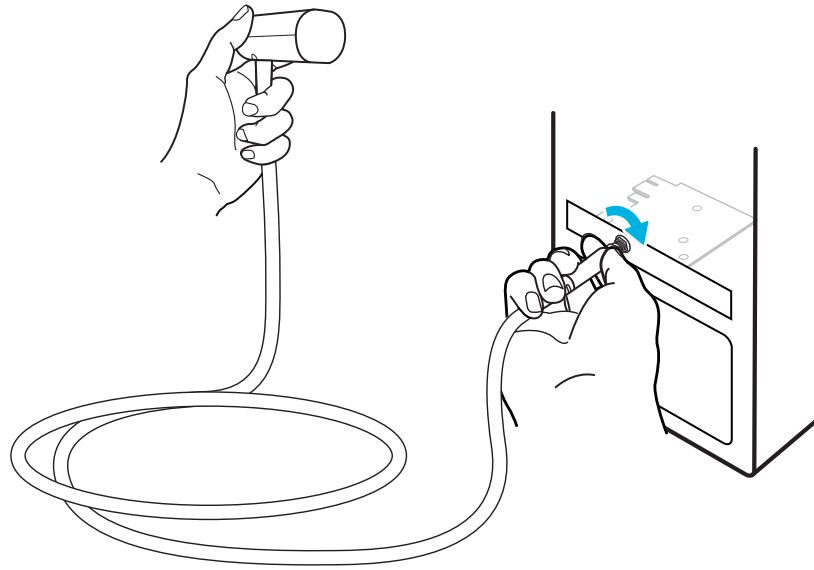
3. Put back the computer cover securely. Reconnect the cables to your computer.

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## Connecting the wireless link box to your computer

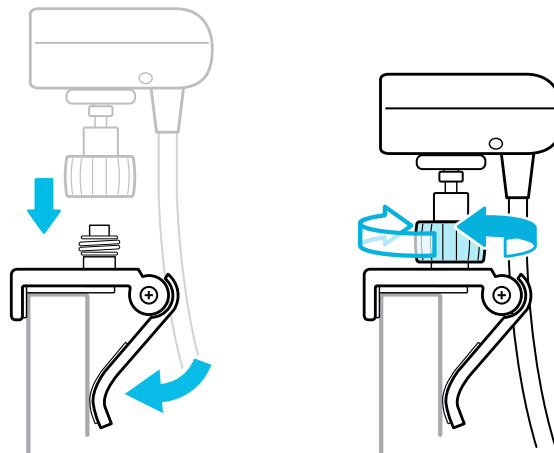
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1. After you've finished installing the PCIe WiGig® card in your computer, connect the cable from the wireless link box to the card. Turn the cable connector clockwise to tighten it.



## 2. Use the provided clip to mount the wireless link box in place.

- A typical setup is to mount it on top of your computer monitor.



Flip open the base of the clip and attach it upright on top of the computer monitor. Attach the wireless link box on top of the clip, and then turn the screw to tighten it.



- Ideally, you should mount the wireless link box on the monitor at a height of at least 125 cm (4 ft) from the ground.
- Allow a distance of 150 cm (5 ft) between the wireless link box and your play area.
- Adjust the angle of the wireless link box so it's facing towards you and your play area.
- When using the wireless adapter with your headset, provide a clear line of sight between the wireless link box and yourself.
- Remove any obstacles in your play area.

- For improved performance, especially in multiuser VR environments, adjust the position of the wireless link box.

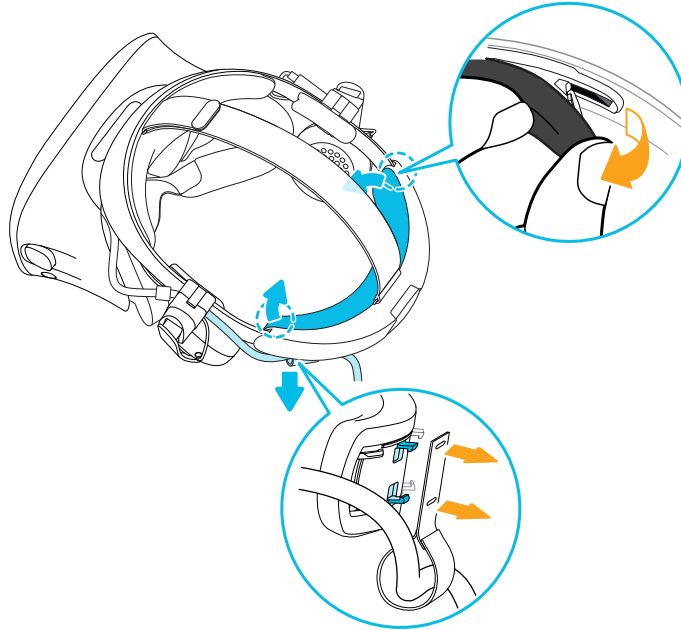
Try moving the clipped wireless link box. You can also try placing the wireless link box higher than your height.

3. Turn your computer back on.

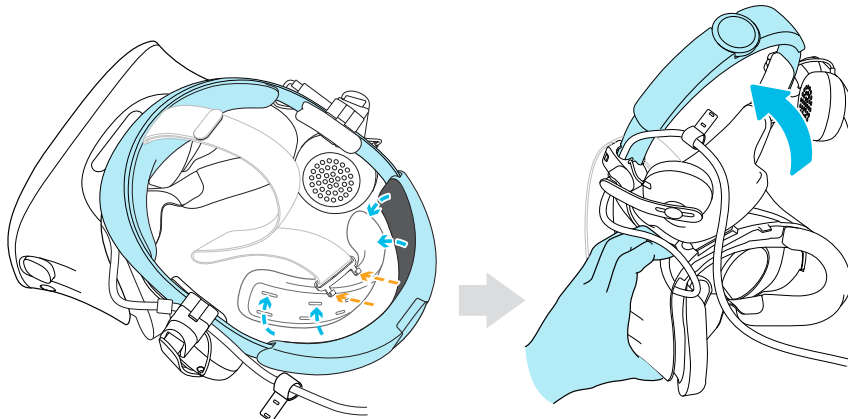
### Replacing the headset cable

Replace the original VIVE Cosmos headset cable with the short headset cable from the VIVE Cosmos Wireless Adapter Attachment Kit.

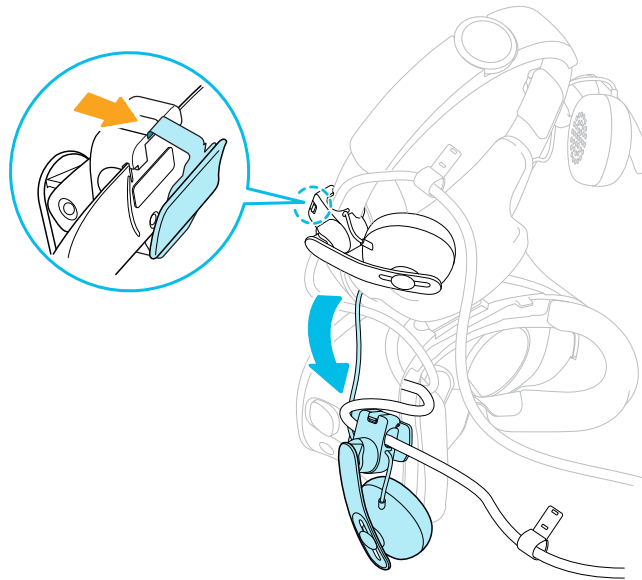
1. Peel off the back pad starting from both ends until it detaches from the headset band. Then detach the headset cable strip from the back pad.



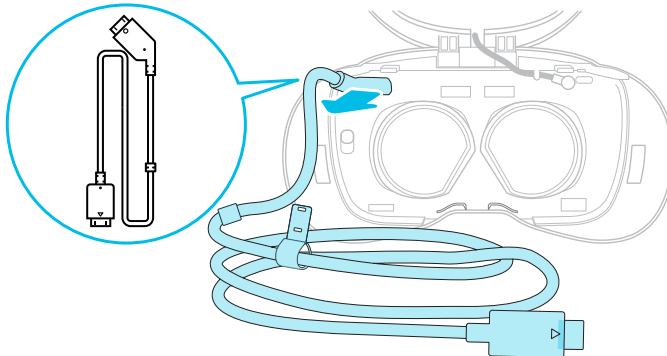
2. Gently pull down the rear end of the top strap to unhook it.
3. While holding the visor with one hand, pull up the headset band.



4. Detach the left on-ear headphone from the headset band.  
Flip open the metal clasp of the left headphone. Then detach it and its side cushion.



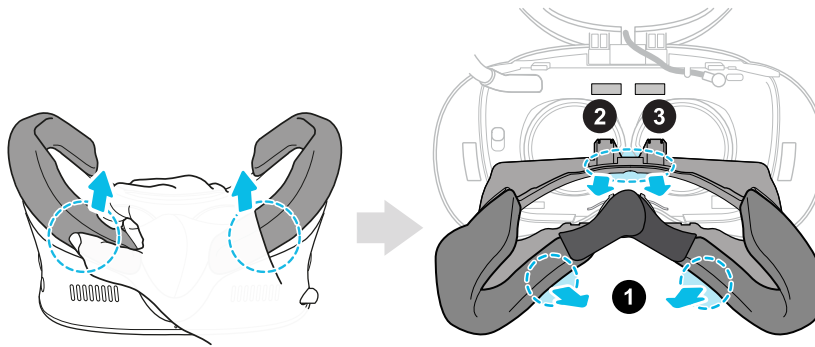
5. Remove the face cushion frame from the headset. See [Detaching the face cushion frame](#) on page 12.
6. Unplug the original headset cable. Then connect the short headset cable to the headset cable port.



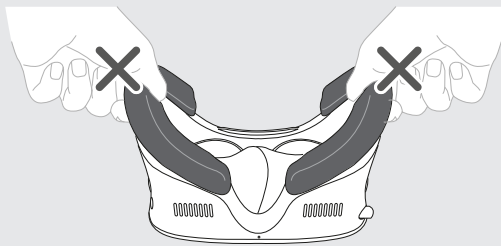
7. Reattach the face cushion frame. See [Reattaching the face cushion frame](#) on page 13.
8. Reattach the left on-ear headphone and side cushion to the headset band. See [Attaching the left on-ear headphone](#) on page 14.

### Detaching the face cushion frame

To release the frame from its latches, gently pull on either side of the frame starting from the bottom, and then pull one side at a time on the top.



Avoid pulling or squeezing on the sides of the face cushion frame to prevent damaging the frame.

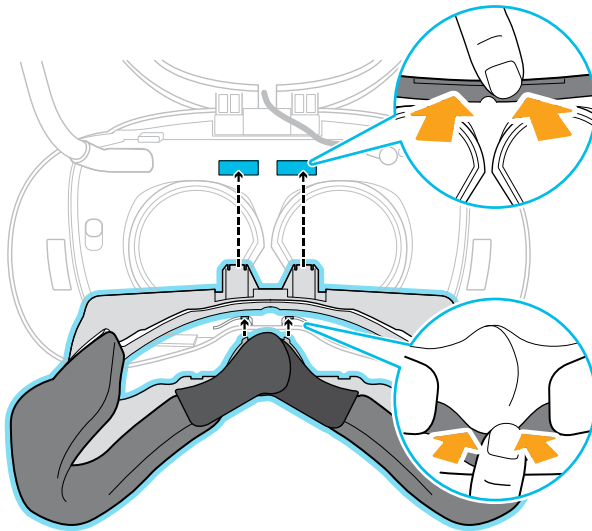


### Reattaching the face cushion frame

Align and push the tabs on the frame into their corresponding slots on the headset.



Make sure to position the ridge of the face cushion frame below the headset, audio, and USB cables.

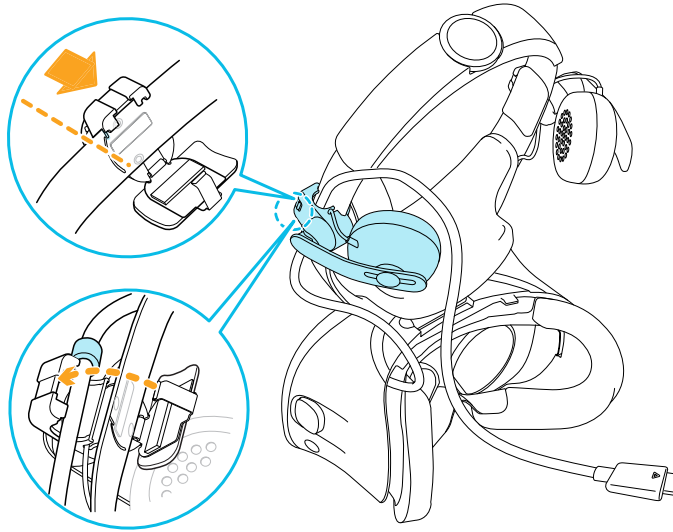


You'll hear a click when the face cushion frame locks in place.

## Attaching the left on-ear headphone

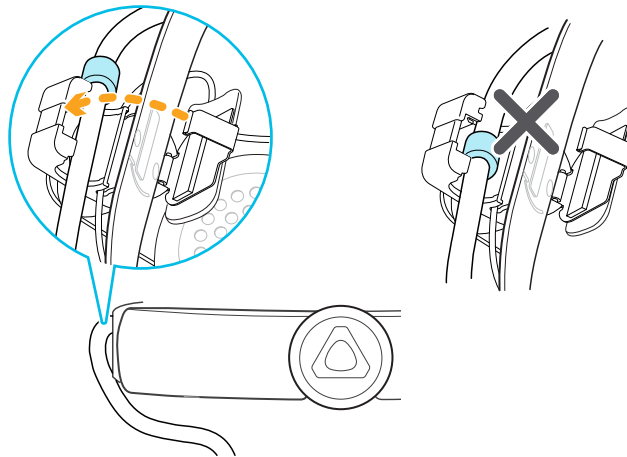
Attach the left headphone to the left side of the headset band.

1. Pin the short headset cable along the cable guide on the left headphone.
2. Hook the headphone clip back to the left side of the headset band.



- The screw holes and line marker on the band are helpful guides for positioning the clip.
- While the clasp is loose, you can reposition the headphone clip for a more comfortable fit. Make sure that the clip on the other side lines up correctly.

3. Make sure that the stopper on the short headset cable isn't caught in the clasp, and is on the visor side to prevent damage to the visor while in VR.



4. Close the clasp around the headset band and snap into place.

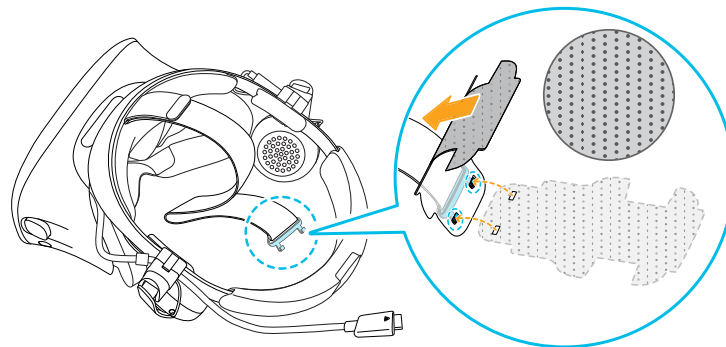
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### Attaching the thin velcro pad

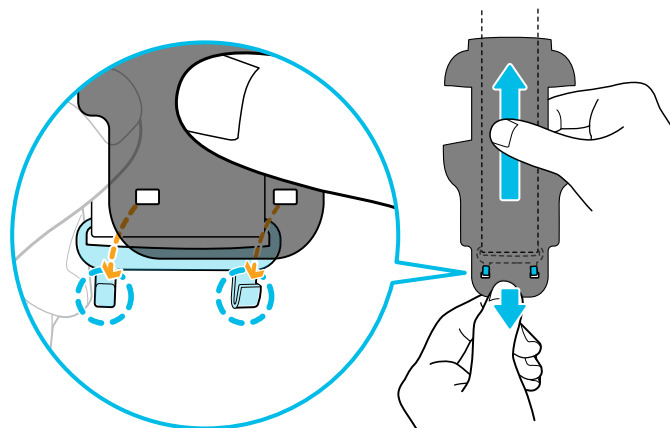
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Attach the thin velcro pad from the VIVE Cosmos Wireless Adapter Attachment Kit to the headset strap.

1. At the rear end of the headset strap, insert the hooks on the buckle into the holes on the thin velcro pad.

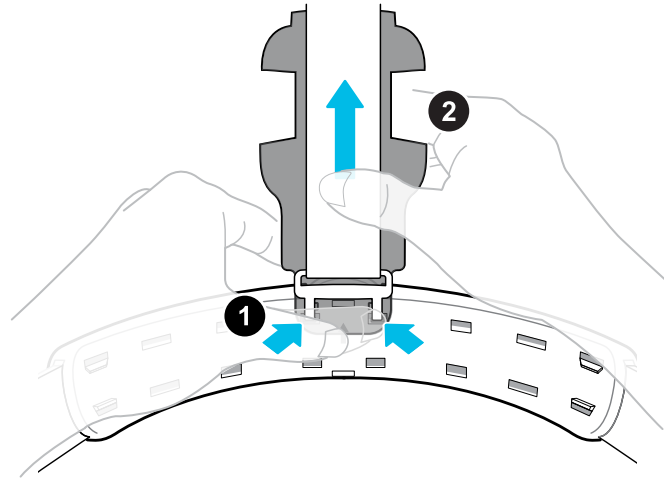


2. Make sure the thin velcro pad is flush against the headset strap. Press to adhere.

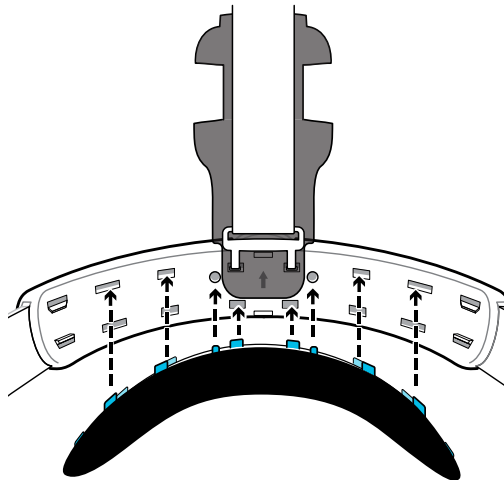


3. Hook the headset strap with the attached thin velcro pad into the top two slots in the center of the headset band.

Hold the headset strap against the headset band so that it stays in place. Then with your other hand, gently pull up on the headset strap to lock it into place.



4. To reattach the back pad, align the tabs (the printed arrow marker should point up) with the corresponding slots on the headset band. Then press firmly along the back pad to lock it in place.

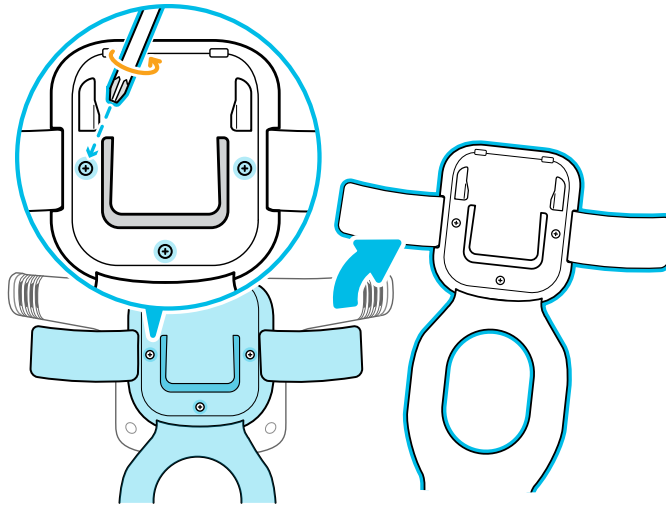


Make sure to minimize the gap between the back pad and the headset band.

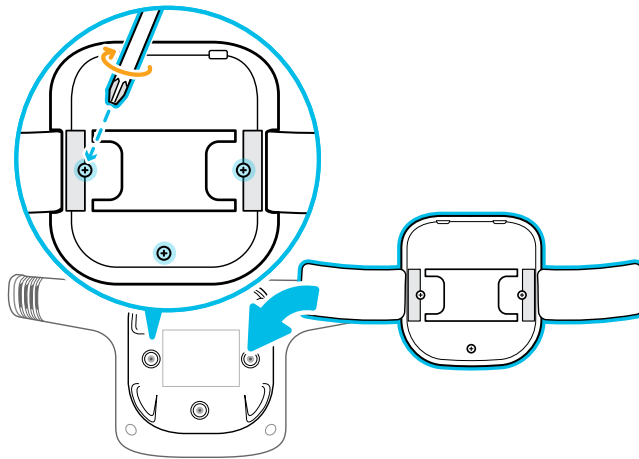
### Replacing the cradle on the wireless adapter

1. From the base of the wireless adapter, unscrew the cradle used for VIVE.





2. Attach the cradle for VIVE Cosmos to the base of the wireless adapter. When attached, screw in tightly.

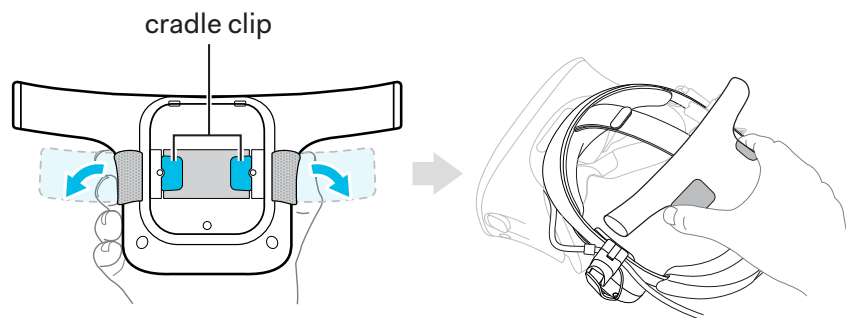


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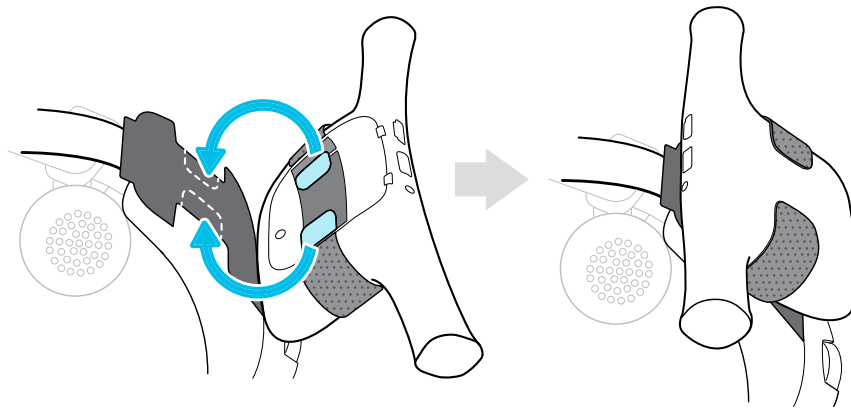
### Attaching the wireless adapter to VIVE Cosmos

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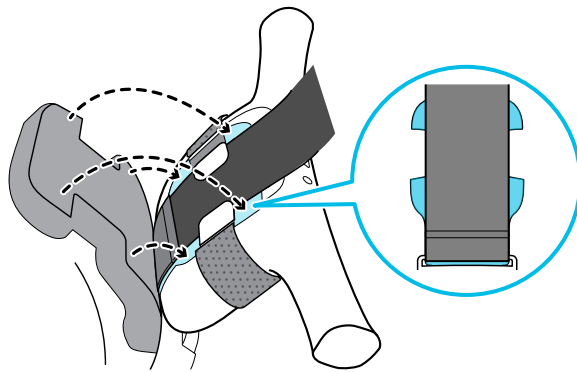
1. Undo the velcro strap at the bottom of the wireless adapter. You'll see a clip on the bottom.



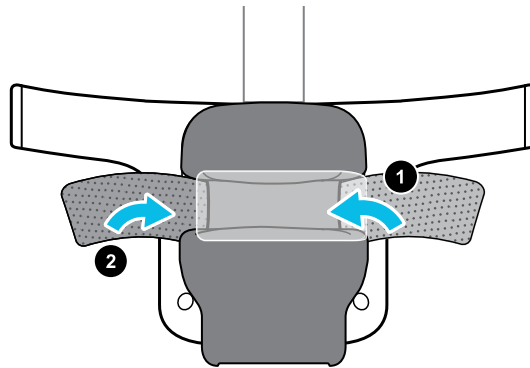
2. Hook the clip onto the thin velcro pad attached to the headset strap.



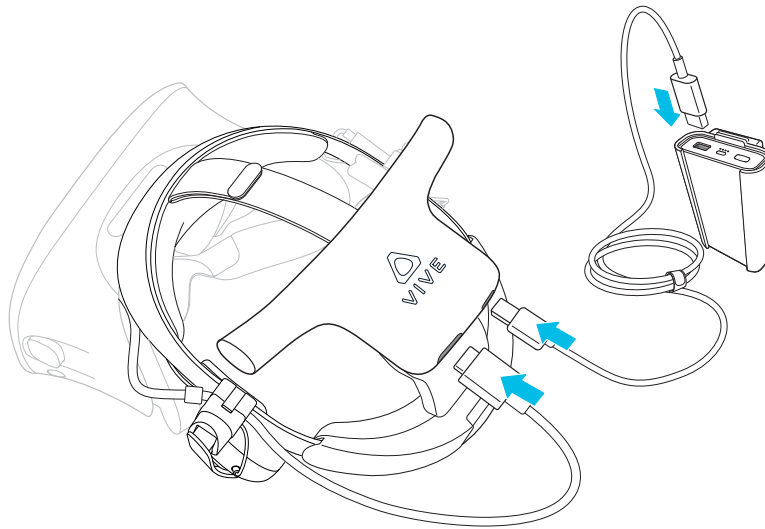
3. Align the head pad with the thin velcro pad, and then press to adhere. The headset strap should be sandwiched between them.



4. Wrap the velcro strap on the wireless adapter around the head pad and press to adhere.



5. Insert the other end of the short headset cable into the headset cable port on the back of the wireless adapter.

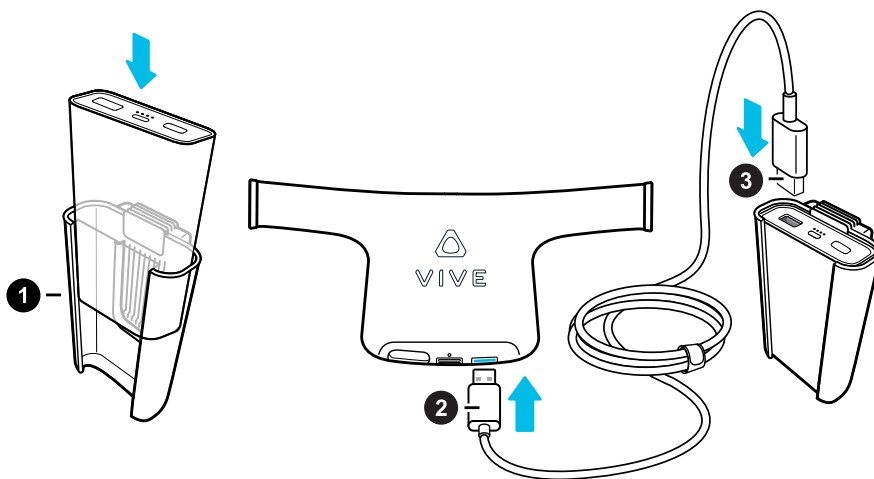


## Power bank

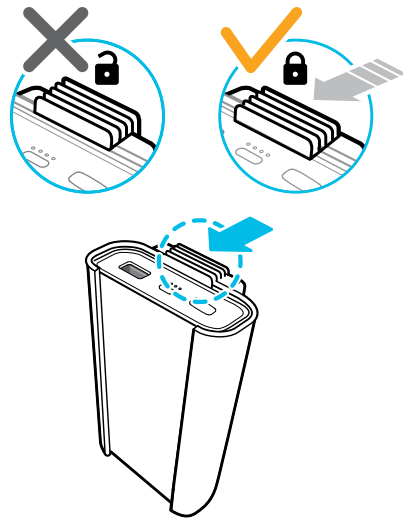
### Connecting the power bank to VIVE Wireless Adapter



- To ensure VIVE Wireless Adapter will function normally when it's attached with VIVE Cosmos, use only the 21-watt QC 3.0 power bank (model 148DUT) from the attachment kit. Avoid using third-party power banks.
- Use the original power bank holder and power cable from the VIVE Wireless Adapter for VIVE package.



1. With the POWER button facing up, insert the power bank into the holder.



Push the tab on the holder inward to lock the power bank in place so it won't fall out of the holder.

2. Connect one end of the power cable into the USB power port on the wireless adapter.
3. Connect the other end of the cable into the USB port on the power bank.

When ready, clip the power bank to somewhere on your body such as your belt. Avoid direct skin contact with the power bank as it may get hot during use. Then put on your headset with the attached wireless adapter.

If the power cable length is too short or too long, unplug the cable from the power bank and adjust accordingly. Then plug it back to the power bank.

## Charging the power bank



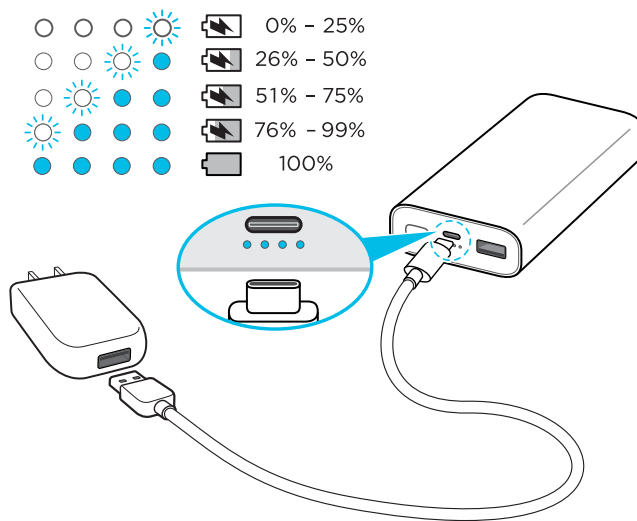
Fully charge the power bank before you use it for the first time.

1. Connect the power bank charging cable to the USB Type-C port on the power bank.
2. Connect the other end of the USB cable to an HTC power adapter.



The HTC power adapter is not included with VIVE Wireless Adapter.

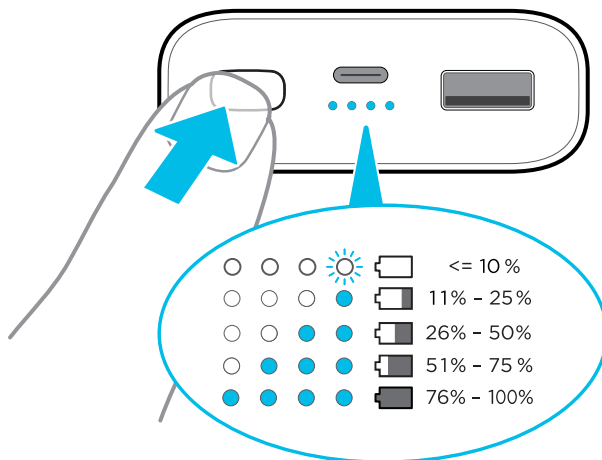
3. Plug the power adapter to an electrical outlet.
4. Check the LEDs on the power bank to see the charging status.



While the power bank is charging, the LEDs blink one after the other to indicate the current power level. The power bank is fully charged when the fourth LED stops blinking.

## Checking the power bank status

Press POWER on the power bank to turn it on and check its current power level. Here's how the LEDs show remaining power:



When you see all four LEDs light up, it may not necessarily mean the power bank is fully charged. It could indicate a power level anywhere between 76% and 100%.

To find out whether the power bank is fully charged, connect it to a power outlet. See [Charging the power bank](#) on page 21.

## VIVE Console app


### About the VIVE Console app

VIVE Console displays the status of your VIVE Cosmos headset and its components. Use the app to configure various settings for VIVE Cosmos and VIVE Wireless Adapter.

Before you start using VIVE Console to configure settings for your wireless adapter, click [here](#) to download the VIVE Wireless app. Use this app to install the wireless adapter driver on your computer.

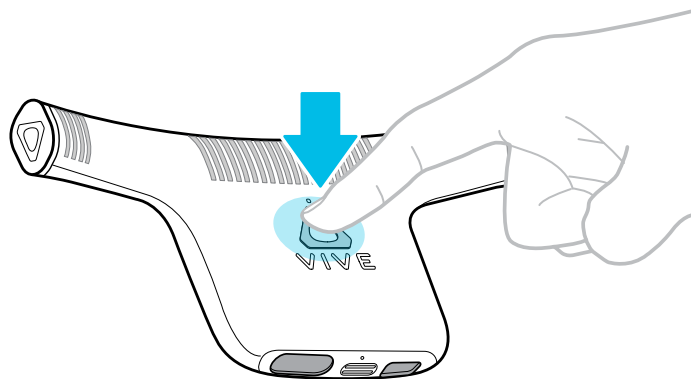
### Pairing VIVE Wireless Adapter with your computer

After installing the VIVE Console app on your computer, use it to pair VIVE Wireless Adapter with your computer. This allows the VIVE Cosmos headset to wirelessly connect with your computer.

1. From your computer, open the VIVE Console app.
2. Click , and then click **Settings** > **Wireless**.
3. Click the **VIVE Wireless Adapter On/Off** switch to toggle the setting on.
4. Connect the power bank and turn it on. See [Connecting the power bank to VIVE Wireless Adapter](#) on page 19.

You'll see a slow blinking green light on the wireless adapter LED.

5. When you see a fast-blinking green light on the wireless adapter LED, press the Pair button on your wireless adapter.




When pairing is successful, the green light on the wireless adapter LED will stop blinking. You'll also see the signal strength indicator on the status bar of the VIVE Console app.

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## Changing wireless settings

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1. From your computer, open the VIVE Console app.
2. Click , and then click **Settings > Wireless**.
3. You can change the headset name, or pair a new wireless adapter with your computer.

There's also a setting for choosing a connection mode for multiuser environments. See [Setting up a wireless multiuser VR environment](#) on page 23.


## Multiuser environment

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### Setting up a wireless multiuser VR environment

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Below are the requirements for setting up a multiuser environment.

- Each user needs to have the following:
  - A computer running the VR content
  - A VIVE Cosmos headset with VIVE Wireless Adapter connected wirelessly to the computer
  - Their own play area
- Each wireless link box must be arranged facing the respective user's play area.
- In the VIVE Console app on each computer, set the Connection mode. Click  > **Settings > Wireless > Connection mode**, and then choose a mode.

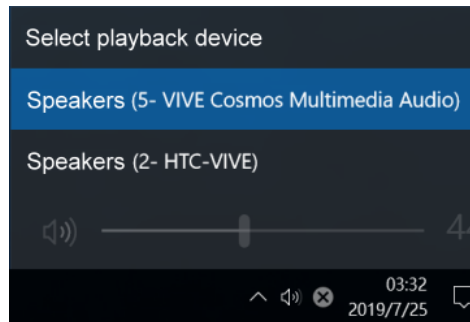
Make sure not to set neighboring users to the same mode. Choose alternating modes for each user.

## Solutions and FAQs

### How do I set the audio output for VIVE Cosmos when I'm using it with VIVE Wireless Adapter?

When using VIVE Cosmos with VIVE Wireless Adapter, you can only choose VIVE Cosmos Multimedia Audio as the playback device, since it's been tested to provide better wireless audio performance.

1. On your computer, click the speaker icon in the Windows system tray. Then click the arrow to see the full list of playback devices.
2. Select **VIVE Cosmos Multimedia Audio** from the menu.



The menu shows audio outputs for USB and DisplayPort™ connections, corresponding to **VIVE Cosmos Multimedia Audio** and **HTC-VIVE** respectively. However, you can only use VIVE Cosmos Multimedia Audio as your audio output when using VIVE Wireless Adapter.

### How long is the cable on the wireless link box?

The cable is 2 m (6.5 ft) long.

### What size of PCIe card slot do I need?

The PCIe WiGig® card is 73 mm x 11.4 mm x 121.20 mm (2.87 in x 0.45 in x 4.77 in) including the backplate. Make sure your motherboard and case have enough room for the card.

### Video quality is unstable, and there are dropped frames or glitches in some VR content. Why is that?

VR titles have varying system requirements depending on their content size and quality. Make sure your computer meets the recommended system requirements for VIVE Wireless Adapter and the VR content you're playing.

### What should I do when I'm getting an error code 94 after installing the PCIe WiGig card?

Typically, error code 94 indicates compatibility issues with the PCIe WiGig® card and the computer's motherboard.



Your PCIe WiGig® card has been tested to be compatible with most known motherboards. In very rare cases, compatibility issues may occur with lesser-known motherboards. If the error does occur, shut down your computer, move the PCIe card to a different slot, and try again.

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### What's the maximum range of VIVE Wireless Adapter and the wireless link box?

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The maximum coverage of wireless data transmission is within a 6 m x 6 m (20 ft x 20 ft) space. Your VR headset and base stations have their own requirements, and the size of the space they support will affect actual coverage.

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### Sometimes the wireless signal seems weak or the headset display gets disrupted. What should I do?

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For the best experience while using VIVE Wireless Adapter with your headset, try the following:

- Use an enclosed space as the WiGig® signal will bounce off walls rather than penetrate through them.
- Make sure the wireless link box connected to your PC is facing towards your play area.
- Avoid having other people within your play area. They may block the wireless data transmission to your headset.
- When you're in a multiuser VR environment, try moving the wireless link box that's connected to your PC higher, such as by mounting it to a tall tripod. This can ensure there will be no other users or objects blocking the wireless data transmission to your headset.
- While playing VR content, do not touch the connectors on the VIVE Wireless Adapter. Touching them while the wireless adapter is in operation may shortly disrupt the headset display. The headset display may turn black for 20 to 25 seconds before returning to normal.

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### Having problems with the PCIe WiGig card?

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If you're experiencing one of these issues after installing the PCIe WiGig® card:

- Your computer doesn't boot up.
- Your computer can't detect the PCIe WiGig® card.
- Your computer freezes.
- WiGig® can't connect.

Try the steps below.

1. Check if the PCIe WiGig® card is inserted firmly in the PCIe slot.
2. Check if the cable from the wireless link box is connected firmly to the card.
3. Reboot your computer.

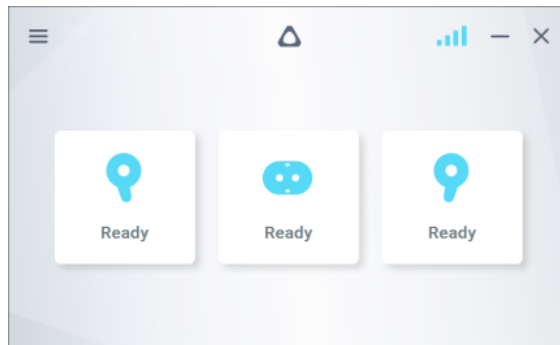
If the problem persists, try installing the card in another PCIe slot.

## I sometimes have connectivity, audio or display issues while using the VIVE Wireless Adapter with VIVE Cosmos. What should I do?

If you experience connectivity, audio or display issues while using the VIVE Wireless Adapter with VIVE Cosmos, you need to disable USB power management.

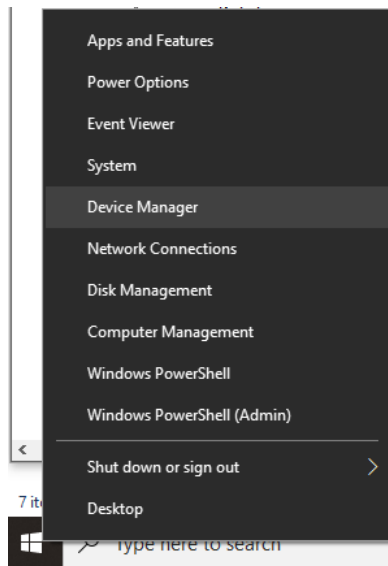
Follow the steps below to disable USB power management.

1. Open VIVE Console and make sure your VIVE Cosmos is connected to the computer using the VIVE Wireless Adapter.

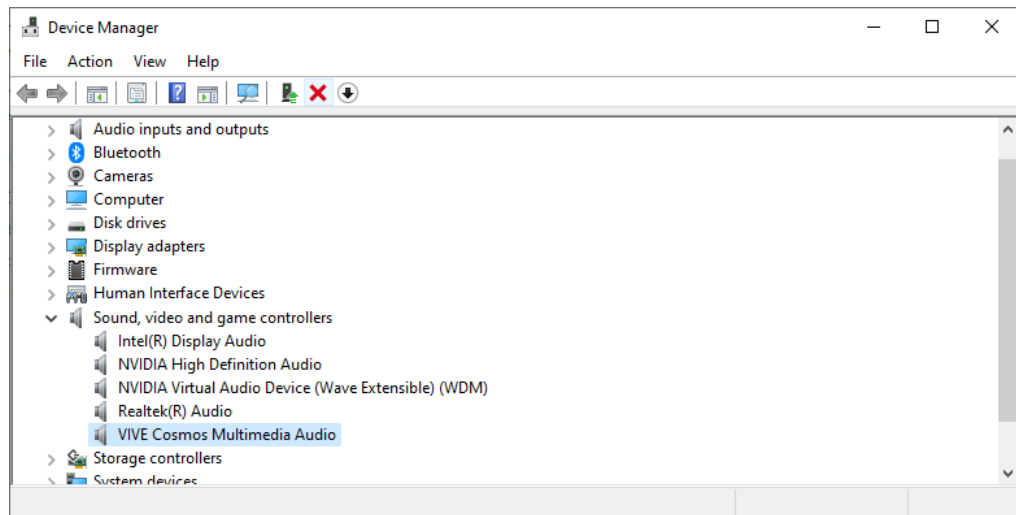


The signal bars at the upper-right corner of VIVE Console will only show when VIVE Cosmos is connected to the computer using the VIVE Wireless Adapter.

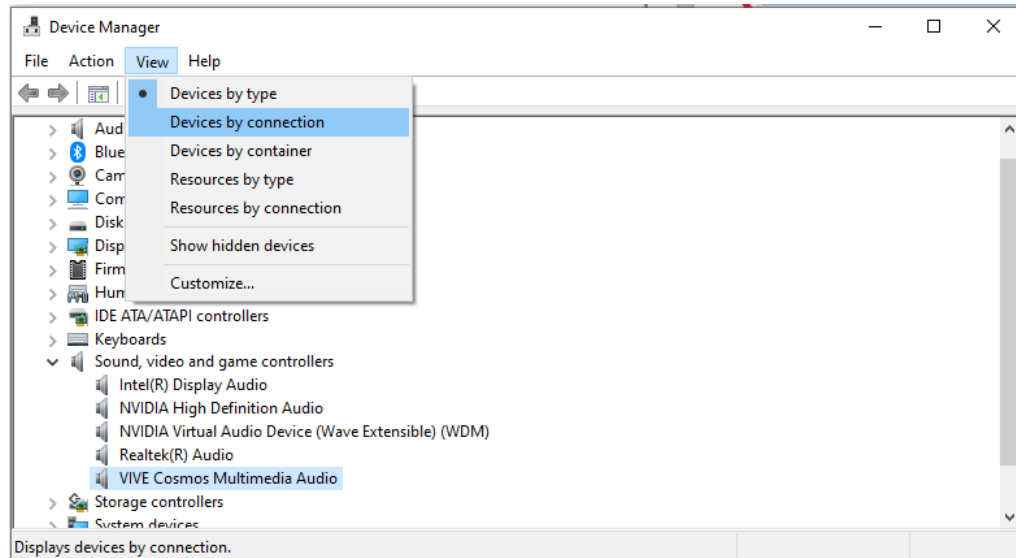
2. Right-click the Windows Start button, and select **Device Manager**.



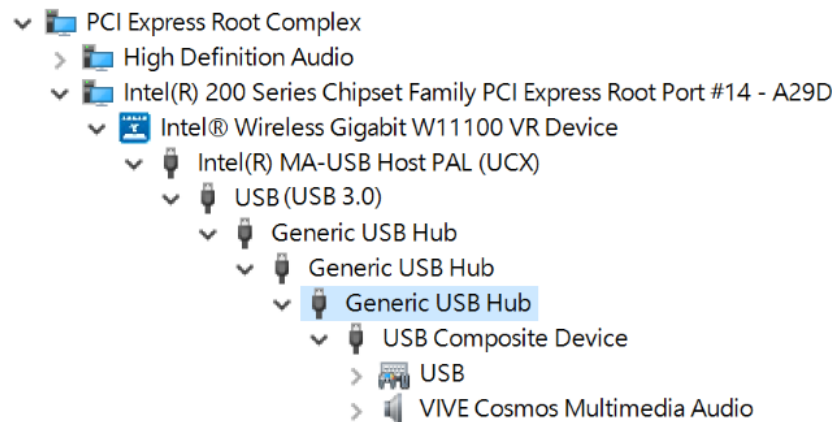
3. Under **Sound, video and game controllers**, find and select **VIVE Cosmos Multimedia Audio**.



4. On the menu bar, click **View > Devices by connection**.



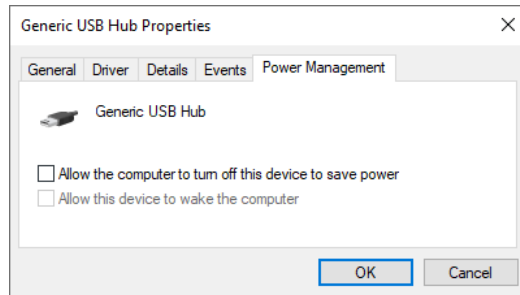
5. Right-click **Generic USB Hub > Properties**.





Right-click the last **Generic USB Hub** in the list.

6. On the Power Management tab, clear the **Allow the computer to turn off this device to save power** option.



7. Click **OK**.

## Information and support

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### For information, support, and assistance

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- Check out the product information and specifications on the VIVE website: [vive.com/wireless-adapter/](https://vive.com/wireless-adapter/).
- See your warranty card for warranty and service information. You can also visit this page on the VIVE website to find warranty information for your product: [vive.com/warranty/](https://vive.com/warranty/)
- Direct general enquiries at [vive.com/support/contactus/](https://vive.com/support/contactus/).

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