

## Safety and regulatory guide

The health and safety warnings in this guide are periodically updated for accuracy and completeness. Check [www.vive.com](http://www.vive.com) for the latest version.

## Important Safety Information – Read Before Use

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### **⚠WARNING**

Read the following warnings and information before use of the product and follow all product safety and operating instructions. Failure to do so may cause bodily injury, electric shock, fire, or other personal injury, property damage or even death. If you allow others to use the product, you are responsible for ensuring each user is aware of and follows all product safety and operating instructions.

#### Ensure You Are Able to Safely Use the Product

Consult your doctor before using the product if you have pre-existing serious medical conditions (such as a heart ailment), conditions that affect your ability to safely perform physical activities, psychiatric conditions (such as anxiety disorders or post-traumatic stress disorder), or if you are pregnant or elderly.

Do not use the product if you are sick, fatigued, under the influence of intoxicants/drugs, or are not feeling generally well, as it may exacerbate your condition.

#### Ensure the Area Around You is Safe for Use of the Product

While wearing the product's headset you are blind to the world around you. The image displayed in the headset will not match the real world. Always use the product in a clear and safe area. Do not rely on the product's chaperone system for protection. Do not use near stairways, large windows, balconies, heat sources, or outdoors. Clear the play area of people, furniture, and other things that may be obstacles, tripping hazards, or that block you from freely moving around. For example, if a pet comes into the room while you are using the product, you likely will not be aware of the pet's presence and you could trip over your pet while moving in the virtual reality environment. Do not move outside the set play area. Use outdoors is not recommended. Injuries may occur from losing balance on uneven surfaces or from tripping over or running into objects. Do not handle sharp objects, hot liquids, or other potentially hazardous items while wearing the product's headset. Do not use while driving or engaging in activities that require the ability to view your surroundings.

It is recommended that the product be used only while under the supervision of another person who is ready to warn of hazards that may arise while the product is being used. Examples of hazards that could arise include, but are not limited to, tangling of a cable in a manner that presents a tripping hazard, pets entering the area where the product is being used, and the user walking too close to a wall or another hazard.

#### Be Aware of the Cable and Connections

Keep in mind the location of the cable and connections running from the headset so that you are not likely to trip over or pull on them while moving around or walking around the play area. Move your feet slowly and carefully to avoid tripping, including on the cable. Make sure to maintain good footing. Tripping over the cable or contacting obstacles could cause injury or damage.

#### Take Care of the Controllers

While using the hand controllers, always check that you have sufficient overhead and surrounding clearance to allow you to fully extend your arms outward and upwards. Hitting persons or objects may cause injury or damage. Hold the controllers firmly and always use the wrist straps. If released while using, the controller may cause injury or damage to surrounding persons, pets, or objects.

#### Photosensitive Seizures

Like other products that produce visual effects (including light flashes), the product may trigger epileptic seizures, seizures, fainting, or severe dizziness even in people who have no history of these conditions. If you have a previous history of epilepsy or seizures, loss of awareness, or other symptoms linked to an epileptic condition, consult your doctor before using the product. To reduce the likelihood of a seizure do not use the product if you are tired or need sleep.

#### Repetitive Stress Injuries

Operate the product in a comfortable posture. Do not grip the product too tightly. Press the buttons lightly. If you have tingling, numbness, stiffness, throbbing, or other discomfort, immediately stop using the product and consult your doctor.

#### Physical and Psychological Effects

Content viewed using the product can be intense, immersive, and appear very life-like and may cause your brain and body to react accordingly. Certain types of content (e.g. violent, scary, emotional, or adrenaline-based content) could trigger increased heart rate, spikes in blood pressure, panic attacks, anxiety, PTSD, fainting, and other adverse effects. If you have a history of negative physical or psychological reactions to certain real life circumstances, avoid using the product to view similar content.

Similarly, it is important to remember that simulated objects, such as furniture, that may be encountered while using the product do not exist in the real world, and injuries may result when interacting with those simulated objects as if they were real, for example, by attempting to sit down on a virtual chair.

#### Radio Frequency Interference

The product can emit radio waves that can interfere with the operation of nearby electronic devices. If you have a cardiac pacemaker or other implanted medical device, do not use the product until you have consulted with your doctor or the manufacturer of your medical device. To minimize radio frequency interference, use only original manufacturer-approved accessories, or accessories that do not contain any metal. Use of non-original manufacturer-approved accessories may violate your local radio frequency exposure guidelines and should be avoided.

#### Avoid Overuse

Prolonged, uninterrupted use of the product should be avoided. It may negatively impact hand-eye coordination, balance, and/or cause other negative effects. While using the product frequently and for prolonged periods of time, you may experience tiredness or soreness in your muscles, joints, or other body parts. Take regular breaks from using the product. The length and frequency of necessary breaks may vary from person to person.

#### Stop Using If You Experience Any Discomfort

Stop using the product and consult your doctor if you experience any of the following symptoms.

- Seizures, loss of awareness, convulsions, involuntary movements, dizziness, disorientation, impaired balance, nausea, lightheadedness, drowsiness, or fatigue.
- Eye pain or discomfort, eyestrain, eye twitching, or vision abnormalities (such as altered, blurred, or double vision).
- Excessive sweating increased salivation, impaired sense of balance, impaired hand-eye coordination, or other

symptoms similar to motion sickness.

Use in a moving vehicle such as a car or bus may exacerbate any adverse symptoms and is not recommended.

Until fully recovered from these symptoms, do not drive, operate machinery, or take part in activities that may have potentially serious consequences.

Before resuming use of the product, make sure that it is properly configured.

The type of content you were using may cause your symptoms. Continuing to use such content may make you prone to experiencing the same symptoms.

#### Use by Children

The product was not designed to be used by children. Do not leave the product within the reach of young children or allow them to use or play with it. They could hurt themselves or others, or could accidentally damage the product. The product may contain small parts with sharp edges that may cause an injury or which could become detached and create a choking hazard for young children.

Consult your doctor immediately if any parts of the product or accessories are swallowed.

If older children are permitted to use the product, then adults should monitor them closely for any negative effects during and after their use of the product. Do not allow older children to use the product if negative effects are observed. Adults should also ensure that older children avoid prolonged use of the product.

#### Not Intended for Fail-Safe Performance

The product was not designed for fail-safe performance. You should not use the product or software in any situation in which a malfunction could result in foreseeable risk of injury or death to any person, or damage to property. Any such use is at your own risk.

#### Electrical safety

This product is intended for use when supplied with power from the designated batteries or power supply unit. Other usage may be dangerous and will invalidate any approval given to this product.

#### Safety precautions for proper grounding installation

CAUTION: Connecting to improperly grounded equipment can result in electrical damage to the product.

This product is equipped with cables for connecting with a desktop or laptop computer. Be sure your computer is properly grounded (earthed) before connecting the product to the computer. The power supply cord of a computer has an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet which is properly installed and grounded in accordance with all local codes and ordinances.

#### Safety precautions for power supply unit/Batteries

- Use the correct external power source.
  - A product should be operated only from the type of power source indicated on the electrical ratings label. If you are not sure of the type of power source required, consult your authorized service provider or local power company. For a product that operates from battery power or other sources, refer to the operating instructions that are included with the product.
  - Do not expose to liquid.
  - This product should be operated only with the following designated power supply unit(s).  
Headset / Link box AC adapter: HTC, Model TC NE30W-US, TC NE30W-EU, TC NE30W-UK, TC NE30W-AU, TC NE30W-KR, TC NE30W-IN, and TC NE30W-CN.
- Controllers require AA Alkaline batteries for use.
  - Do not disassemble, pierce, crush, or attempt to modify batteries.
  - Do not mix old and new batteries or mix different types of batteries.
  - Do not expose to extreme temperatures or dispose of in fire or water.
  - Keep new and used batteries out of the reach of children.
  - If the battery compartment does not close securely, stop using the product and keep it away from children.
  - DO NOT INGEST BATTERY. CHEMICAL BURN HAZARD. If a battery is swallowed, it can cause severe internal burns and potential perforation of esophagus and can lead to death. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
  - Battery in the controller is user-replaceable. CAUTION – RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.
  - RECYCLE OR DISPOSE OF USED BATTERIES ACCORDING TO LOCAL REGULATIONS OR AS INSTRUCTED IN THE REFERENCE GUIDE.
  - Discontinue use if you observe any abnormal increase in temperature on the device and/or around the battery compartment.
  - If the battery leaks:
    - Do not allow the leaking fluid to come in contact with skin or clothing. If already in contact, flush the affected area immediately with clean water and seek medical advice.
    - Do not allow the leaking fluid to come in contact with eyes. If already in contact, DO NOT rub; rinse with clean water immediately and seek medical advice.
    - Take extra precautions to keep a leaking battery away from fire as there is a danger of ignition or explosion.

#### Safety precautions for environmental conditions

- Keep the product away from excessive moisture and extreme temperatures.
  - Do not leave the product in places such as on a window sill, or behind glass that is exposed to direct sunlight or strong ultraviolet light for extended periods of time. This may damage or overheat the battery, or otherwise pose a risk of damage to the product or surrounding persons or property. The headset contains lenses which may focus and intensify bright light sources, causing damage to the hardware.
  - Do not allow the product to be exposed to rain or other sources of moisture.
  - The product should be kept away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.
- Avoid using the product after a dramatic change in temperature.
  - When you move the product between environments with very different temperature and/or humidity ranges, condensation may form on or within the product. To avoid damaging the product, allow sufficient time for the moisture to evaporate before using the product.
  - Notice: When taking the product from low-temperature conditions into a warmer environment or from high-temperature conditions into a cooler environment, allow the product to acclimate to room temperature before

turning on power.

### General precautions

- Use only accessories approved for use with the product. Do not connect with incompatible products or accessories.
- Protect the product. Always treat the product and its accessories with care.
  - Do not use near a heater, fireplace, direct sunlight, air conditioning unit or other source of direct energy.
  - Do not expose product to liquid.
  - Do not use the product in any potentially explosive atmosphere or where flammable materials exist.
  - Do not attempt to open, take apart or otherwise disassemble this product or its accessories.
  - Keep product in a clean and dust-free place.
  - Do not expose the product or its accessories to open flames or lit smoking products.
  - Do not drop, throw or bend the product or its accessories.
  - Do not paint or apply any coating to the product or its accessories.
  - Store the product and its accessories at temperatures between 0°C to 40°C
  - Avoid dropping the product headset or controllers. If dropped, especially on a hard surface, and the user suspects damage, take it to a service center for inspection.
- Please check local regulations for disposal of electronic products
- Never push objects of any kind into slots or other openings in the product. Slots and openings may be provided for ventilation. These openings must not be blocked or covered.
- If the product becomes uncomfortably warm during use, stop and allow it to cool down before continued use to avoid discomfort, redness, or low temperature burns.
- If there is any itching, eczema, swelling, irritation of the skin, or you experience any discomfort, please discontinue use and consult your physician.

### Faulty and damaged products/Service

- If user suspects damage or identifies signs of overheating, stop use and return product to a service center for inspection.
- If the product is exposed to liquid or excessive heat or does not operate normally when you follow the operating instruction, stop use and return product to a service center for inspection.
- Do not attempt to disassemble or service the product or its accessories. Only qualified personnel must service or repair the product or its accessories.
- Do not use a damaged product as personal injury or further damage may result.

### Cleaning the product

- Unplug the product from its power source before cleaning. Use a soft damp cloth for cleaning, but NEVER immerse the product in water or cleaning solutions. Do not use harsh chemicals, cleaning solvents, liquid cleansers or aerosols to clean the product or its accessories.

### Prevention of hearing loss



CAUTION: Permanent hearing loss may occur if headset earphones are used at high volume for prolonged periods of time. Turn down the volume before using headphones or other audio devices.

### About headset regulatory agency identifications

For regulatory identification purposes, your product is assigned a model number of 2Q2R100.

Your product's FCC ID is NM82Q2R100. This FCC ID can also be found printed on the headset.

To ensure continued reliable and safe operation of your device, use only the accessories listed below with your 2Q2R100.

NOTE: This product is intended for use with a certified Class 2 Limited Power Source, rated 12 Volts DC, maximum 2.5 Amp power supply unit.

### About controller regulatory agency identifications

For regulatory identification purposes, your product is assigned a model number of 2Q3Z100/2Q3Z200.

Your product's FCC ID is NM82Q3Z100/NM82Q3Z200. This FCC ID can also be found printed on the controller.

To ensure continued reliable and safe operation of your device, use only the accessories listed below with your 2Q3Z100/2Q3Z200. NOTE: This product is intended for use with AA Alkaline batteries (2 for each device).

### About link box regulatory agency identifications

For regulatory identification purposes, your product is assigned a model number of 2Q2B200.

To ensure continued reliable and safe operation of your device, use only the accessories listed below with your 2Q2B200.

NOTE: This product is intended for use with a certified Class 2 Limited Power Source, rated 12 Volts DC, maximum 2.5 Amp power supply unit.

### Radio Frequency exposure

For body worn operation, this device has been tested and meets FCC and ISED RF exposure guidelines when used with an accessory that contains no metal. Use of other accessories may not ensure compliance with FCC and ISED RF exposure guidelines.

To comply with the FCC and ISED RF exposure compliance requirements, this device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.

### **Déclaration de l'exposition aux radiations RF:**

**Pour une utilisation sur le corps, cet appareil a été testé et respecte les directives sur l'exposition aux RF lorsqu'il est utilisé avec un accessoire sans métal. L'utilisation d'autres accessoires peut ne pas garantir la conformité aux directives d'exposition aux RF.**

### Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or television technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

### Innovation, Science and Economic Development Canada Statement

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

This Class B digital apparatus complies with Canadian ICES-003.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. l'appareil ne doit pas produire de brouillage, et, and
2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

### European Union notice



HTC declares that the device complies with the essential requirements and relevant provisions of Directive (2014/53/EU). For more information including a full copy of Declaration of Conformity certificate please visit: <http://www.vive.com/doc>. The radio equipment operates with the following frequency bands and maximum radio frequency power:

Product	Radio Type / Description	Transmitter Frequency (MHz)	Maximum Declared Output Power
Headset	2.4GHz wireless	2402 ~ 2480	5.0 dBm
Controller (R)	2.4GHz wireless	2402 ~ 2480	4.5 dBm
Controller (L)	2.4GHz wireless	2402 ~ 2480	4.5 dBm

### WEEE Notice



Please do not discard your device in a landfill. Electronic devices contain substances that may be hazardous to the environment if not properly disposed of. For more information about electronic and electrical waste equipment disposal, recovery, and collection points, please contact your local city center, household waste disposal service, shop from where you purchased the equipment, or manufacturer of the equipment.

### RoHS Compliance

This product is in compliance with Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011, on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS) and its amendments (EU 2015/863).

### Prop 65 Warning



**WARNING:** This product can expose you to chemicals including Styrene, which is known to the State of California to cause cancer, and Bisphenol A, which is known to the State of California to cause birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

根據NCC 低功率電波輻射性電機管理法規定

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定

作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

Proprietary Notice

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