

# VR Hub Quick Set Up Guide

## 1 Check for Windows Updates

1. Press Windows Key + I to open Settings.
2. Go to Update & Security → Windows Update.
3. Click Check for updates and install anything available.
  - Restart your PC if required.

## 2 Update Graphics Drivers

### Option A: NVIDIA Graphics Card

1. Right-click your desktop → NVIDIA Control Panel (or GeForce Experience if installed).
2. In GeForce Experience, go to Drivers tab → Check for updates → Install.

### Option B: AMD Graphics Card

1. Right-click desktop → AMD Software: Adrenalin Edition.
2. Go to Updates → Check for updates → Install.

### Option C: Intel Graphics

1. Download Intel Driver & Support Assistant from Intel's website.
2. Run scan → Install available updates.

## 3 Connect Meta Headset to Computer

### 1. Plug in your headset

- Use the USB-C Link Cable (or an approved high-speed cable).
- Make sure your computer is plugged in and charging.

### 2. Open the Meta Quest Link

- Put on your headset.
- Select “Enable Link” when prompted.
- If the prompt doesn't appear, open the Meta app on your PC → Devices → Quest Headset

### 3. Launch the VR Hub or other apps

- Once connected, open the VR Hub on your PC.
- Choose your simulation and hit Play.

## ⚡ Quick Tips

- Keep your USB cable securely connected—loose connections can cause the headset to disconnect.
- Restart both the PC and headset if you have connection issues.
- Always keep Windows + GPU drivers updated for best VR performance.

# Prepare Accounts & Software

## Create a Gmail Account (if needed)

- Each headset should have its own Gmail account.
- Create a new Gmail account if you don't already have one.
- Log in to the headset using this Gmail account.

## Install the Oculus (Meta) App on Your Phone

- Download the Oculus app from the App Store (iOS) or Google Play (Android).
- Log in using the same Gmail account as the headset.
- Pair your phone with the headset for management and updates.

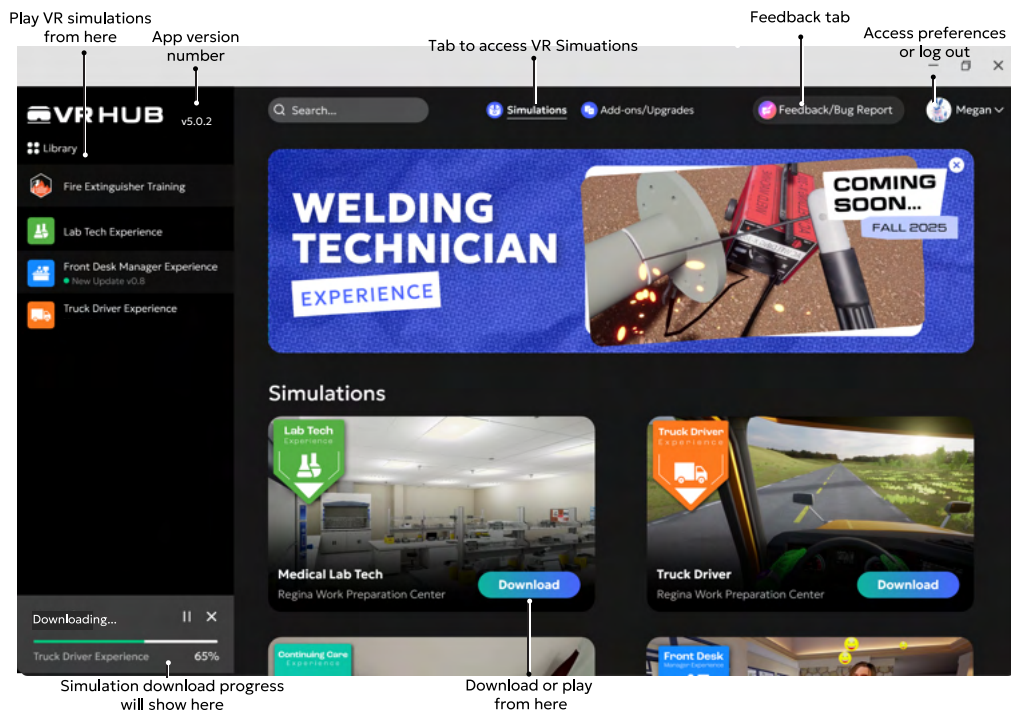
## Download PC Software

- On your computer, go to the Meta Store Setup Page.
- Download and install the Meta Quest Link / Air Link software.
- Log in with the same Gmail/Meta account to connect your headset.



Tip: Keeping accounts consistent (same Gmail for headset, phone app, and PC software) prevents login issues and makes setup smoother.

## VR Hub Layout Guide

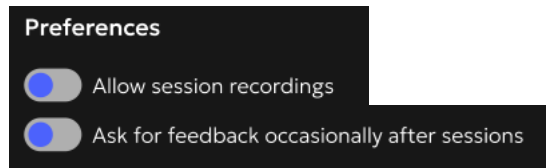


## Important Reminders

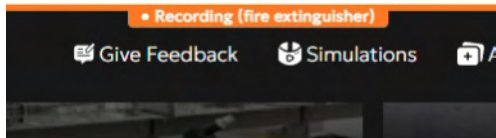
- Offline mode lasts for five days before needing to go online to log-in again.
- Before an event, make sure to be logged in to the VR Hub, and that the simulations are up-to-date.
- Ensure laptop remains plugged-in during use.

# Feedback & Recordings Guide

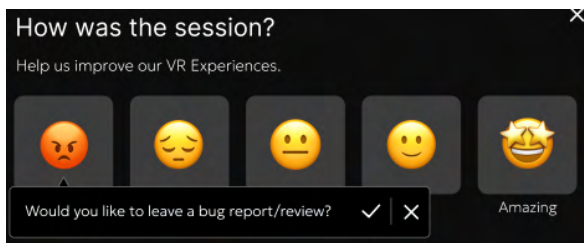
- 1 Navigate to the Preferences tab and enable both Session Recording and Ask for Feedback options.



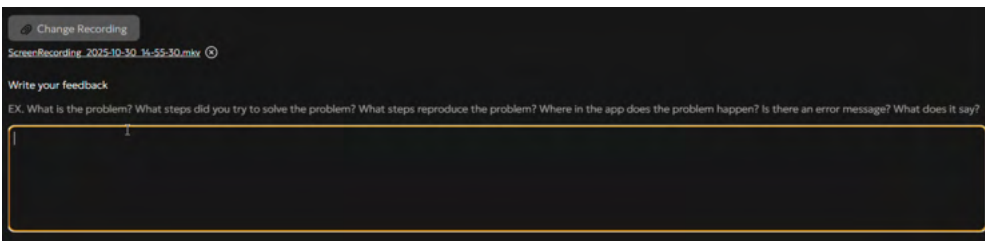
- 2 Download and launch any experience for which you wish to record a session.
- 3 Once the recording begins, the hub window will display an orange outline indicating that the session is being recorded.



- 4 After closing the experience, a rating prompt will appear. Select “Frustrating” if you encountered any bugs or issues during the session.



- 5 Upon submitting a rating of “Frustrating”, the application will automatically redirect you to the Feedback page. The session recording file and associated experience will be pre-selected, and you will be provided with an option to describe the issue in detail.



- 6 After submitting your feedback, both the session recording and feedback details will be securely transmitted to Melcher Studios for review.

## **i** If additional help is required:

- Contact [dcronan@workprep.ca](mailto:dcronan@workprep.ca)
- Join the VR Hub Discord server: [discord.gg/8QhyCATddp](https://discord.gg/8QhyCATddp)



Regina Work Preparation Centre  
**Building the Saskatchewan workforce,**  
**ONE PERSON AT A TIME.**





# Frequently Asked Questions

## 1. What do I need to get started with the VR Hub?

You'll need a Meta Quest 3 headset, a gaming laptop, and a Link cable. The headset must be connected to the laptop (not Wi-Fi) and the computer should be plugged in and charging.

## 2. How do I connect the headset to the computer?

Open the Meta app, plug in the Link cable, and either accept the prompt or navigate to the 'Link' option in the menu. Once you see "PC Connected," hit "Launch" and put on the headset.

## 3. Does the headset need internet to run the simulations?

No. The headset does not require Wi-Fi—everything runs from the computer. However, the first login requires an internet connection.

## 4. How many login credentials do we get per subscription?

Each subscription includes 3 unique logins. If you need more, just get in touch with us.

## 5. Are the simulations pre-installed?

No. You must download them individually or in bulk after logging in.

## 6. How do I start a simulation?

Click 'Download' on the simulation. Once it's ready, hit 'Play' from the main screen, then hit 'Play' again after it launches in the headset.

## 7. What is the Facilitator Tool and how does it help me?

It's a companion dashboard that lets you highlight controller buttons, guide stuck users, track progress, and more—no tech skills required.

## 8. Can I assist players who lose items in the simulation?

Yes. Use the 'Help' and 'Find' buttons to highlight items, and 'Respawn' to bring lost objects back.

## 9. What if a user gets disconnected or I can't see their screen?

A pop-up will appear with instructions on how to troubleshoot and reconnect.

## 10. What does the AI button do?

The AI enhances simulations with adaptive, personalized interactions and feedback. It also tracks user behavior to generate meaningful progress insights.

## 11. What data can I get from the Stats Hub?

It includes completion rates, heatmaps, gaze tracking, task timing, and trend analysis across users—great for improving your training delivery.

## 12. Can the VR Hub be customized for our organization?

Absolutely. We offer custom-built hardware peripherals and personalized simulation scenarios. Reach out to discuss your needs.

## 13. Where can I get help if something goes wrong?

Join our Discord channel—our team and community are there to support you in real-time.

## 14. Can I pause or skip parts of a simulation?

Yes. Facilitators can pause, skip tasks, and assist users mid-simulation using the Facilitator Tool.

## 15. How can I report a bug or suggest an improvement?

Use the 'Feedback' button at the top of the VR Hub interface to report bugs or share ideas.

# Quest 3/3S & VR Hub Step-by-Step Guide



## Step 1

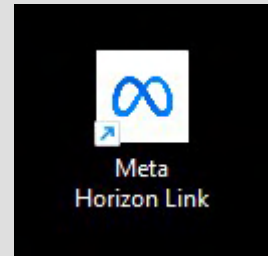
1. Start up the laptop and make sure it is plugged in.
  - A. If you are using **Air Link** to stream the VR Hub apps to the headset, make sure the laptop is connected to the same Wi-Fi network as the headset.

**OR**

- B. If you are using **Cable Link**, connect the laptop and the headset with the supplied 10 ft cable. The 90 degree angled mini-usb end of the cable should plug into the headset's USB port and the other end of the cable should plug into a USB 3 port on the laptop.

## Step 2

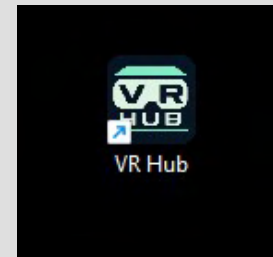
Start the **Meta Horizon Link** app on the laptop, and if necessary, let it update drivers or application software. The Link app can be minimized once it loads as it only needs to be running in the background to stream VR Hub apps to the headset.



*Meta Horizon Desktop Icon*

## Step 3

Start the **Melcher VR Hub** on the laptop and login with your credentials and it will automatically update if necessary. **Install** or **Update** any VR Hub apps by selecting an experience on the left side and click either Download or Update.



*VR Hub Desktop Icon*

## Step 4

Startup the Meta Quest headset by pushing and holding the small circular button on the left side of the headset that is near the USB charging port. Hold for about 3 seconds, or until you see the blue Meta logo in the headset. On a Quest 3S, there is also a small LED above the power button, and you can hold the power button until you see the LED light up.



*Power Button - Quest 3*



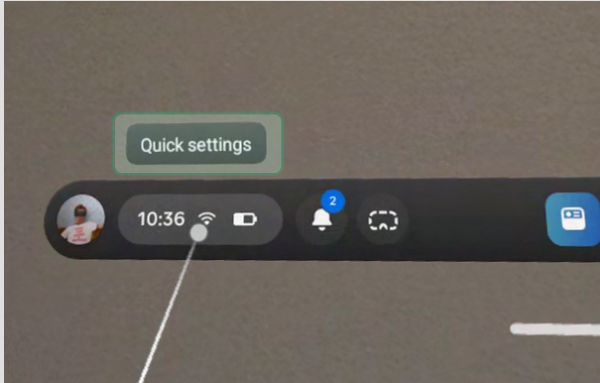
*Power Button - Quest 3S*

# Quest 3/3S & VR Hub Step-by-Step Guide

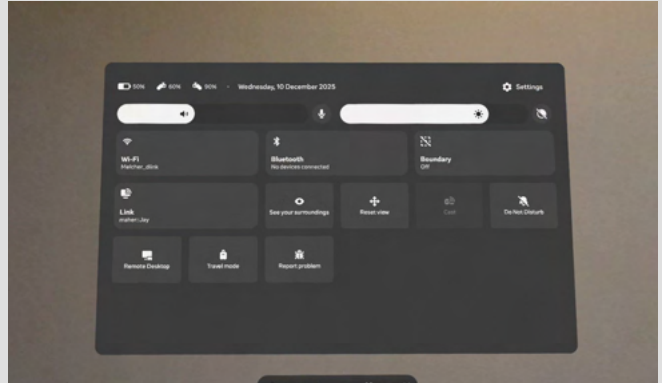


## Step 5

Once the headset starts up, put it on and make sure your safety boundary is setup for **Roomscale**. To check this, within the headset menus, look for the **Quick Settings** button, which will look similar to the following:



Quick Settings Button

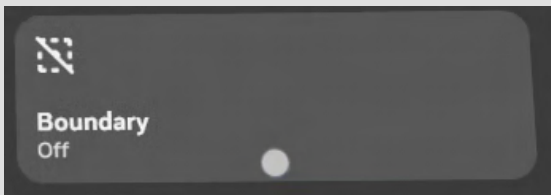


Full Quick Settings Menu

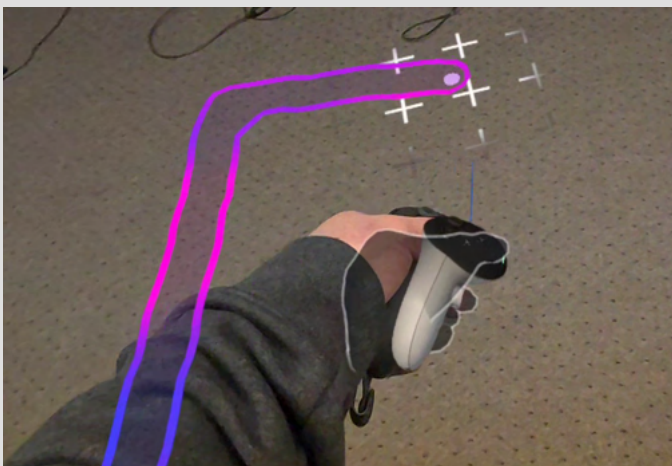
\*\* Note that Meta is constantly updating the software that runs the headset and they will sometimes update the design and colours of the menus you see, but the Quick Settings menu will exist in some form.

## Step 6

Once you are in the **Quick Settings** menu, select the button labelled **Boundary** and follow the prompts to setup a **Roomscale** boundary.



You will setup the floor height, then the headset will generate its own boundary. You can mark out your own boundary by pulling the back trigger on the controller while “painting” on the floor a safe area for users to walk around. Make this area as big as possible within your space.



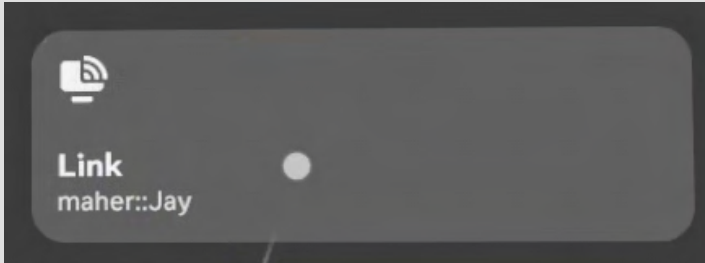
Painting a Roomscale Boundary

# Quest 3/3S & VR Hub Step-by-Step Guide



## Step 7

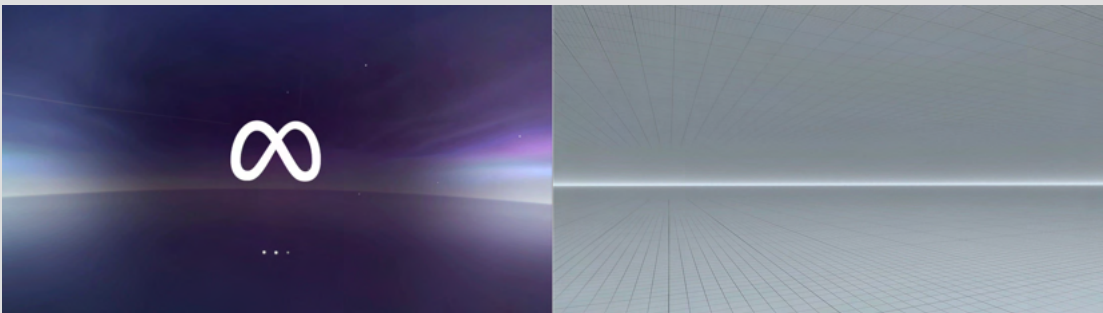
Once the boundary is setup, connect the headset to the laptop by going to the **Quick Settings** menu again and click on the **Link** button.



If using Air Link, make sure **Use Air Link** is enabled and click on Launch.

If using Cable Link, make sure Use Air Link is disabled and click on Launch.

Wait for the Link environment to load. When you see the large grey environment with the grid floor and ceiling, you are in the link environment and nothing further needs to be done.



*Link Environment - Loading Screen (Left), Inside the Link Environment (Right)*

## Step 8

If you are ready to start an app, have the user stand in the centre of the playspace you created and help them to put the headset on. Hand them the controllers, then run an app from the laptop and it will start in the headset. Remember to click the Play button in the bottom left corner of the Facilitator screen on the laptop to start the experience.

**Note:** if you are not ready to start an app, you can remove the headset and:

If you are using a Quest 3S, short press the power button to put the headset into standby mode.

If you are using a Quest 3, just taking off the headset will put it into standby mode as this model has a sensor that knows if you are wearing the headset or not. Also, putting on the headset will take it out of standby mode automatically.

# Fire Extinguisher End User Instructions



## Setting up from the case for general use




1. The left controller should already be attached to the hose
2. Take the right controller and insert it into the top of the extinguisher with the grip button facing the flexible tab.
3. Pull back the flexible tab to allow the grip button to pass underneath.
4. Push the controller until the controller snaps into place. If it does not snap, ensure the pin guide is turned with the flatter part pointing upward. The flat side of the guide should line up with the edge of the main housing.
5. Insert the pin through the pin guide. You may need to pull up on the handle.

## Tear down to put back in the case

1. Remove the pin
2. Twist or pull down on the pin guide to release the top controller.

## Replace a flexible grip tab

1. The clip on the top handle will need to be removed. Snap the clip off by pulling up on the bottom sides. It may be easier to unscrew the two main housing screws and loosen the main housing to get more space.
2. Replace the grip tab. It should fit only one way.
3. Return the clip to the top handle. Take care to put it on the correct way. The tab should curve toward the hose of the extinguisher. Push until it snaps into place.
4. Re-tighten the main housing screws if needed.

 The left controller is usually attached to the hose and will need to be removed. Unscrew the hose bracket enough to loosen and allow the controller to slide out

## Full assembly (Not required for normal use)

1. Add a grip tab to the top clip
2. Press the clip onto the top handle of the extinguisher. Take care to put it on the correct way. The tab should curve toward the hose of the extinguisher. Push until it snaps into place.
3. Attach the pin guide to the outside of the main housing. Use an M4x20 flathead screw to secure.
4. Make sure the flat sides of the housing and the pin guide are aligned. Twist the pin guide to the correct position.
5. Place the two sides of the main housing on each side of the extinguisher top. The side with the dial slides down from above and behind the dial. The other side slides onto the tab.
6. Tighten with two M4x30 screws


## Right controller

1. Push the controller into the hose bracket. The cutout and the grip button should line up.
2. Thread the bracket onto the hose. It will be tight but can be pushed past the nozzle of the hose. Make sure no screws are screwed into the bracket or it will not be loose enough.
3. Tighten the bracket using two M4x16 flathead screws.

# Router Set-Up

To configure the router for its first use, follow the setup guide included in the box. This will allow a custom network name and password to be defined. In short:

1. Connect the router to the computer/laptop.
  - Use a port marked "LAN" on the router. An Ethernet cable is included in the box. You may need to use a USB-to-Ethernet adapter to connect it to the laptop.
  - The router needs power from a wall outlet. A cable is included with the router.
2. Access the router's setup page from a browser on the computer/laptop: <http://192.168.8.1/>
3. Enable the 5 GHz frequency band. This band provides the fastest speeds.
4. Assign a password to the 5 GHz network that is easy to type with VR controllers (e.g., one or two short words and some numbers).
5. Give the 5 GHz network a memorable name. We recommend mentioning the words "Air Link" as it will make finding the network from within the headset easier.
6. Disable the 2.4 GHz frequency band to avoid accidentally connecting to it.

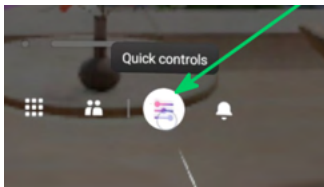
 The router only needs to be configured once. After this, the router is used as following:

## Computer/laptop:





1. Connect the router to the computer (using a router port marked "LAN") and a source of power (if it is not already).
2. Ensure the computer's Wi-Fi is not connected to the "Air Link" router. The computer should stay connected to your main business network (the one that doesn't say "Air Link" in the name), otherwise the computer will not have internet access.

## In the headset, access the "Quick controls" menu and:



1. Ensure Wi-Fi is enabled and connected to the router (the "Air Link" network).
2. Click Link, ensure "Air Link" at the top is enabled, choose the computer that is listed, and click Pair/Launch.
3. You may need to accept the pairing from the computer/laptop.

 If you experience issues accessing the internet from the laptop/computer when the router is connected, you may need to perform these steps:

1. Press the Windows start button  search for "View Network Connections", and click it.
2. For both Ethernet and wireless items:
  - Right click the item.
  - Click "Properties"
  - Select "Internet Protocol Version 4 (TCP/IPv4)"
  - Click "Properties" again.
  - Click "Advanced" on the new window.
  - At the bottom of the new window, uncheck "Automatic metric".
  - Enter a higher number for the Ethernet and a lower number for Wi-Fi. 10 (Ethernet) and 1 (Wi-Fi) would do.