Meta Link & Connection Issues

VR HUB

Q1 My headset isn't being detected by the computer. What should I do?

- Check that the USB cable is securely connected to both the headset and the computer.
- Try a different USB port (preferably USB 3.0).
- Make sure the Meta app on your PC is running.

Q2 The "Enable Link" prompt doesn't show up in the headset.

- Restart your headset and computer.
- Open the Meta app → Devices → Quest Headset → Enable Link manually.
- Ensure you're using a Link-compatible cable (USB 3.0 or higher, with data transfer support).

Q3 The connection keeps dropping or is unstable.

- Make sure your PC is plugged in and charging (not on battery saver mode).
- Use a high-quality USB-C cable.
- Avoid connecting through USB hubs or extenders.
- Update Windows and graphics drivers to the latest version.

Q4 The image in VR is lagging or stuttering.

- Lower the graphics settings in the Meta app.
- Close other heavy apps running in the background.
- Check that your PC meets the minimum VR requirements.

Q5 My microphone or audio isn't working in Link.

- In your headset, go to Quick Settings → Audio Output and select your PC.
- On your PC, right-click the sound icon → Sound Settings → choose "Quest 2/3 Headset."

Q6 The PC app says my cable speed is too low.

- Run the USB Test in the Meta app (Settings → Devices → Quest Headset → Test Cable).
- If the test fails, switch ports or try another cable.

Q7 I see black screen or "Can't find PC."

- Make sure the headset is in PC Link mode (not standalone).
- Check your firewall/antivirus settings—they may block the connection.
- Try restarting the Meta app and headset.

Q8 Can I use Air Link instead of the cable?

- Yes, but you need:
- A strong Wi-Fi 6 router connected to your PC via Ethernet.
- Headset and PC on the same Wi-Fi network.
- Enable Air Link in Meta app → Settings → Beta → Air Link.

Pro Tip **Most issues are solved by:**

- Updating Windows + GPU drivers
- Restarting both PC + headset
- Using the official Meta Link cable or a certified equivalent.