



Network troubleshooting guide

Updated Nov 07, 2024 • Getting started



1. Power on your headset

Turn the device on before anything else.



2. Set the Guardian boundary

Define your play space on the headset. [Guardian boundary guide](#)



3. Connect to the correct Wi-Fi

Put both the headset and laptop on the right network. [Wi-Fi setup guide](#)



4. Launch and update the app

Open InvolveXR Healthcare Training from the app library. Update to v8.0 build 67711.



5. Pair your account

Sign in at healthcare.lumeto.com or use the org code. Videos: [personal](#) / [shared](#)



6. Select and join a session

Choose your session from the menu and join. Schedule sessions at healthcare.lumeto.com.

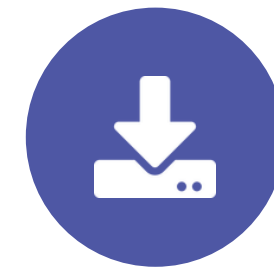
Four things to check

If a session will not connect or communicate, work through these four areas. The next slides cover each in detail.



1. Database communication

Can you see the scheduled sessions in the menu when you launch the app?



2. Loading of lessons

Can you join a session and load 0 to 100 percent into VR within 1 to 3 minutes?



3. Patient communication

Can you speak with the virtual patient and see your speech turn into text?



4. Multi-player communication

Can two learners in the same session hear each other in VR?

Database communication



The test: Can you see the scheduled sessions when you launch the app?



Procedure

Pair the headset and invite the account to a scheduled session. The sessions should appear in the menu when you launch the application.



Common issue

The message “Check your network and try again” can mean Wi-Fi is not connected, no sessions are scheduled for the paired account, or a network block is preventing the database from showing the session.



Troubleshooting

Confirm the headset is on the correct Wi-Fi network and that the paired account has scheduled sessions. If the issue continues, contact Lumeto for network requirements.

Loading of lessons



The test: Can you join a session and load fully into the VR environment?



Procedure

Join a session by selecting it from the menu. It should load from 0 to 100 percent and enter the VR environment within 1 to 3 minutes, depending on your network speed.



Common issue

If the session does not load, your network may be blocking the download.



Troubleshooting

Contact Lumeto for assistance with network setup.

Patient communication



The test: Can you speak with the virtual patient and see your speech as text?



Procedure

Once in a session, press and hold the “B” button on the right controller while speaking to the virtual patient. Your speech appears as text, and the patient responds when you release the “B” button.



Common issue

The patient does not respond if you press “B” too soon or if the microphone is muted.



Troubleshooting

Join the session “ACLS using InvolveXR Manual Mode,” which includes dialogue functionality. Make sure your microphone is not muted in the headset settings. Confirm you allowed audio recording when first launching the app by checking headset permissions. Contact Lumeto for further support.

Multi-player communication



The test: Can two learners in the same VR session hear each other?



Procedure

Have two users join the same VR session. When someone speaks, the name tag above their avatar should change from white to blue.



Common issue

If users cannot hear each other, the microphone may be muted or a Vivox extension may be blocked on the network.



Troubleshooting

Make sure the microphone is not muted. Try connecting the headset to your personal hotspot, which rules out any headset setting, to see if communication works on another network. If it continues, contact Lumeto for assistance.



Need a hand?

For tech or network support, reach out to Robert Biddlecombe.



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