



Talking Mimes VR Setup and Troubleshooting

Meta / Oculus Quest 1 / 2 / 3 / Pro

All setup and troubleshooting documentation for the Quest headsets can be found here:

<https://www.meta.com/help/quest/>



Talking Mimes

Installing the app on your Meta / Oculus Quest 1, 2, 3, or Pro

Go to <https://www.meta.com/experiences/3968804079868707/>. Ensure you are logged in to the **same Meta account as you use in your Quest**. Click [OK] on the App Lab notification, then on the [Get] button to add to your library

Turn your Quest on, and ensure Wifi/Internet is connected. Navigate to *Apps* where you should find the Talking Mimes logo on a tile, ready to install. Click the tile to install. Once the install is complete, test running the app. Once tested, you can turn off wifi to save battery for future sessions.

Oculus Go

All setup and troubleshooting documentation for the Oculus Go can be found here: <https://www.meta.com/en-gb/help/quest/articles/headsets-and-accessories/oculus-go-and-gear-vr>



Talking Mimes

Installing the app on your Oculus Go

Contact us through <https://talkingmimes.com/#email> requesting an Oculus Key for the Oculus Go. We'll then email you a code in the form of XXXXX-XXXXX-XXXXX-XXXXX-XXXX.

Go to <https://secure.oculus.com/redeem-code>. Ensure you are logged in to the **same Meta account as you used to setup your Oculus Go**, enter your Oculus Key and click the [Redeem] button.

Turn your Oculus Go on, ensure Wifi/Internet is connected. Navigate to *Library>Not Installed* and you should find "Talking Mimes Must Die" there ready to install. Click the tile to install. Once the install is complete, test running the app. Once tested, you can turn off wifi to save battery for future sessions.

Troubleshooting

If you experience any issues with the Oculus Go, Quest, or Quest 2 headset, consult the Oculus Go support documentation: <https://support.oculus.com/go/>, <https://support.oculus.com/quest/>

For issues running the Talking Mimes VR application, updating the application or doing a fresh install should resolve most issues:

Update:

Oculus Quest / Quest 2

1. If there is an update available you should be prompted to update when you run the Talking Mimes app.
2. Click the [Update] button when prompted.

Oculus Go

1. In the headset, navigate to *Library>Updates*.
2. If Talking Mimes Must Die is in the list, click on the download icon to update the application.
3. If Talking Mimes Must Die is not in the list, try a fresh install (see below).

Fresh Install:

1. In the Oculus headset navigate to *Apps>Talking Mimes*.
2. Click on the three dots in the lower right hand corner of the Talking Mimes tile and select *Uninstall*.
3. Once the uninstall is complete, navigate to Apps and find the Talking Mimes tile, then click on it to start the install.

If the above does not resolve your issue, email help@talkingmimes.com with a detailed description of the problem. If you do not receive a reply within 48 hours, call or text +64 21 688 162.