




VIVE Tracker (3.0)
HTC Corporation


FAQ

V1.0
1/19/2021

VIVE Tracker (3.0) FAQ Ver. 1.0

FAQs

Type	No.	Question	Answer
Common	1	How do I connect the dongle to my computer?	<ol style="list-style-type: none"> 1. Connect one end of the supplied USB cable to the dongle cradle, and then attach the dongle to the cradle. 2. Connect the other end of the USB cable to your computer.
	2	How do I charge VIVE Tracker (3.0)?	<p>When the VIVE Tracker (3.0) battery is low, the status light will blink red. It is recommended that you charge the VIVE Tracker (3.0).</p> <p>Charge VIVE Tracker (3.0) using the USB Type-C cable that came in the box. Connect the USB cable to an HTC power adapter or connect the cable to a computer's USB port to charge the VIVE Tracker (3.0).</p> <p>When VIVE Tracker (3.0) is fully charged, its status light either shows white when off or green when on.</p>
	3	How do I pair the dongle with VIVE Tracker (3.0)?	<p>When you turn VIVE Tracker (3.0) on for the first time, it needs to be paired with the dongle, make sure the dongle is connected to the computer.</p> <ol style="list-style-type: none"> 1. From your computer, open the SteamVR app. 2. Click  > Devices > Pair Controller. 3. Press the Power button for around 2 seconds. The status light will blink blue. 4. Wait for the status light to turn green. 5. In the Controller Pairing window, click Done.
	4	What does the status light on VIVE Tracker (3.0) mean?	<p>The status light shows:</p> <ul style="list-style-type: none"> • Green when VIVE Tracker (3.0) is in normal mode • Blinking red when battery is low • Blinking blue when VIVE Tracker (3.0) is pairing with the headset or dongle • Blue when VIVE Tracker (3.0) is connecting with the headset or dongle • Orange when charging
	5	How do I update VIVE Tracker (3.0) firmware?	<ol style="list-style-type: none"> 1. From your computer, open the SteamVR app.

		<ol style="list-style-type: none"> 2. Using the supplied USB Type-C cable, connect the VIVE Tracker (3.0) to an available USB port on your computer. 3. If you see , mouse over it to check if the firmware is out of date. If so, click Update Firmware 4. Once the Tracker is detected by the SteamVR app, the firmware update will start automatically 5. When the update is complete, click Done. <p>Warning: Do not unplug the USB Type-C cable before the firmware update is finished. Unplugging the cable could result in a firmware error.</p>
6	Why does VIVE Tracker 3.0 automatically turn off?	<p>If VIVE Tracker (3.0) turns off by itself, it could be one of the following reasons:</p> <ul style="list-style-type: none"> • The battery is drained. • Pairing has timed out after being idle for more than 30 seconds. • No movement has occurred for more than 5 minutes. <p>You can set how long VIVE Tracker (3.0) waits idle before turning off. In SteamVR, click Settings > Startup/Shutdown, and then set the time in Turn off controller after.</p>
7	Can I use more than one VIVE Tracker (3.0) in a play area? What's the maximum number of trackers that can be used?	<p>Yes you can.</p> <p>The number of VIVE Tracker (3.0) units that can be used depends on the number of free USB ports on your computer, the VR content, and RF interference.</p> <p>It is recommended to use a maximum of 9 trackers plus 2 VIVE controllers in one play area.</p>
8	Why can't I see VIVE Tracker (3.0) on SteamVR?	<p>Check that your SteamVR app is updated to the latest version.</p>
9	The Tracker button event does not work after I connected more than two devices. What can I do?	<p>You need to migrate and use the SteamVR Input System. For the latest version of the SteamVR Unity plugin that supports the SteamVR Input System, go here.</p> <p>You can also use HTC's in-house integration solution from the following:</p> <ul style="list-style-type: none"> • VIVE Input Utility • VIVE Input Utility Wiki.



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SDK	1	How do I identify whether VIVE Tracker (3.0) or the controller is being tracked?	You can use the class type of the SteamVR SDK to identify if VIVE Tracker (3.0) or the controller is currently being tracked.
	2	Does VIVE Tracker (3.0) have a different coordination system compared to the controllers?	Yes. You need to apply different coordination settings based on the position where VIVE Tracker (3.0) is mounted.
	3	How can I replace the controller with VIVE Tracker (3.0) if I already created content meant for the controller?	You need to apply different coordination settings based on whether VIVE Tracker (3.0) is mounted on the same position as the controller. If the position of VIVE Tracker (3.0) is different, you need to recalibrate for it.
	4	The Power button of VIVE Tracker (3.0) maps to which button on the VIVE Controller?	The Power button of VIVE Tracker (3.0) maps to the System button of the controller.
	5	Why is tracking lost after I connected VIVE Tracker (3.0) to another USB device using a USB cable?	When you connect VIVE Tracker (3.0) to other devices the support USB host, it enters data sending mode and sends tracking data to that device instead.

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Hardware	1	What is in the downloadable 3D CAD file for the VIVE Tracker (3.0)?	The ZIP package contains the .IGS and .STP files for VIVE Tracker (3.0). It is not a requirement to use them, but they are helpful when using 3D modeling software. For details, go to VIVE Developers .
	2	What is the battery capacity of VIVE Tracker (3.0)? And maximum input charging current?	VIVE Tracker (3.0) has an embedded 740mAH battery. The maximum charging current is 700mA with a 5V1A AC adapter.
	3	Does the USB Type-C port supports charge only? or charge and sync? And can VIVE Tracker (3.0) be used while being charged?	The USB Type-C port is compliant with USB2.0 specifications and supports charging and data synchronization. Yes, VIVE Tracker (3.0) can be used while being charged