



MINACA VR

# USER MANUAL

Version 1.0

Presented by  
**start beyond**

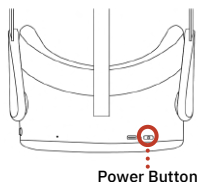


## CONTENT PAGE

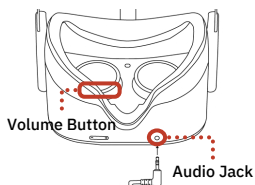
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## USING THE HEADSET

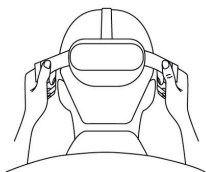
It is important to understand how to use the headset and its features so that you can assist trainees as required.



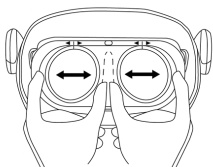
**Power On / Off:** The 'Power' button is on the top left of the headset. To turn the headset on or off, hold down the button for 5 seconds. When the headset is on, the PICO logo will become visible on screen and the indicator light next to the 'Power' button will turn blue.



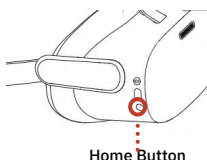
**Volume Button:** To adjust the volume, there is a long button on the bottom left of the headset. Press the right side (+) to increase the volume and the left side (-) to decrease the volume.



**Adjusting the head straps:** To tighten the headset, pull the two velcro straps on the side of the headset away from your head to separate the velcro, then forward to tighten.



**Adjusting the focus:** If the screen looks out of focus, take off the headset and push the lenses to the left or right to change the focus level. Or, moving the vertical position of the headset on your face can resolve most focus issues.

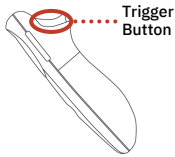


**Home Button:** If the content is not directly in front of you, face forward and short-press the 'Home' button on the right side of the headset. It is the bottom one with the circle symbol. The same button is also on the controller.

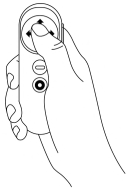


# USING THE CONTROLLER

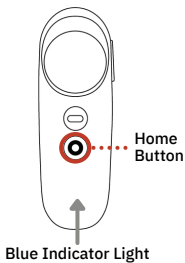
To interact with Minaca VR you will need to use the controller. Each headset is paired to a controller using a stickered numbering system and must be used as a pair.



**Interacting:** To make selections in Minaca VR, point the beam from the controller at a button within Minaca VR and press the 'Trigger' button on the back of the controller.

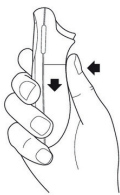


**Video Controls:** To pause the video and access the Video Controls (refer to page 9), press the large circular button on the front of the controller. Video Controls can only be accessed when playing a video.



**Home Button:** To turn the controller on, hold the 'Home' button until the blue light flashes on the controller. It is the button with the circle symbol.

To reorient the controller when it points in the wrong direction, or to reconnect the controller to the headset, hold the 'Home' button for a few seconds.



**Changing the Battery:** If the controller's batteries are drained, you can replace them with the spares provided.

Using your thumb, press on the back of the controller and slide the cover down.



# SETTING UP MINACA VR

## Preparing the hardware and your space

1. Turn the tablet on
2. Select a headset and its corresponding controller by matching the stickered numbers on both devices

### **! IMPORTANT - Tracking your training**

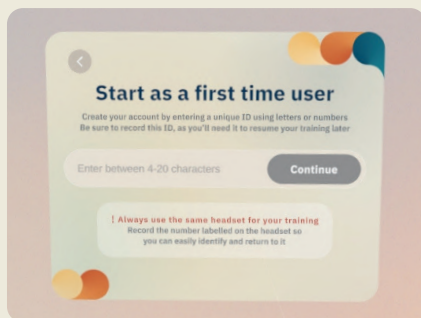
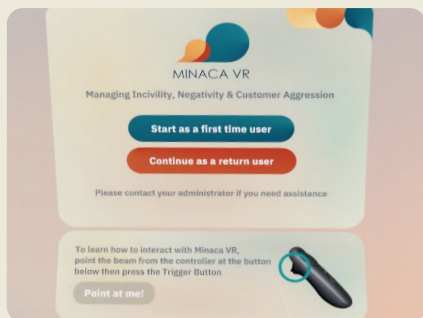
Make sure you use the same headset every time you use Minaca VR, because your data for completing the training is linked to that particular device. Read and remember the stickered number on the headset, and always use the same headset until you've finished the training.

3. Turn the headset on using the 'Power' button (refer to Page 1)  
Minaca VR will open automatically once the headset is powered on
4. Short-press the 'Home' button on the controller once to turn the controller on
5. Plug the headphones into the headset
6. Sit comfortably on a seat that allows you to turn your head side to side
7. Put the headset on by positioning the front of it over your eyes and pulling the strap over your head
8. Use the velcro straps on the side of the headset to adjust the comfort
9. Move the headset up and down on your face to find a position where the picture is clear, and adjust the lenses if further calibration is needed
10. Place the headphones on your head and adjust the volume using the volume buttons on the headset
11. Face forward and short-press the 'Home' button on the controller, or headset, to orient your forward direction

# THE FIRST TIME YOU USE MINACA VR

If it is your first time using Minaca VR, you will need to create a Unique ID that you can use to save and track your training progress.

1. Follow the instruction box that teaches you how to interact with buttons by using the 'Trigger' button and laser beam
2. Select the 'Start as a first time user' button
3. You will be prompted to enter a unique ID between 4-20 characters  
Use the ID which your workplace has given you. If they have not given you an ID we recommend using the first initial of your first name followed by your last name without spaces.
4. Press 'Continue' to start your training



## ! IMPORTANT

You need to take note of your ID as you will use it for all repeat training sessions with Minaca VR

# USING MINACA VR

## ...as a return user

### **! IMPORTANT**

You must use the same headset you used in prior Minaca VR training sessions to retain your progress through the training

If you have used Minaca VR in the past, you will need the Unique ID that you created when you started as a first time user

1. Press 'Continue as a return user'
2. Enter the Unique ID you created when you started as a first time user and press 'Continue' to resume your training



# TRAINING WITH MINACA VR

## What to expect

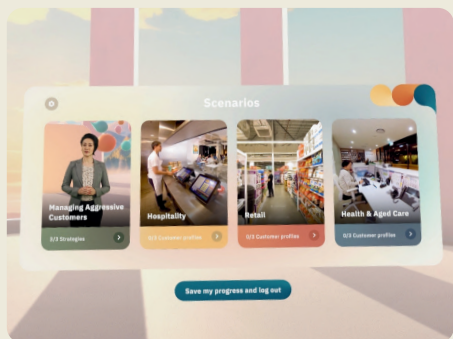
Minaca VR gives you the skills to identify and manage aggressive customer behaviour.

When you first use Minaca VR, you will be prompted to familiarise yourself with the **Managing Aggressive Customers** introduction where you will learn different Effective, Mildly Ineffective and Ineffective strategies that you will apply through the rest of the training.



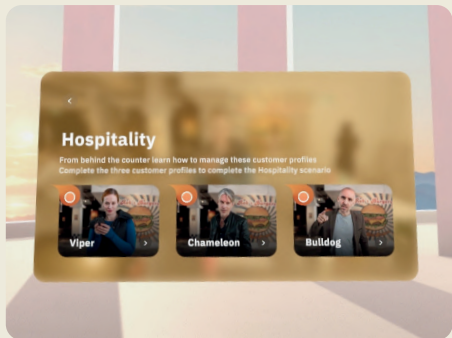
Once you have completed the **Managing Aggressive Customers** scenario, you can choose from three different workplace scenarios; **Hospitality**, **Retail** or **Health & Aged Care**.

Your workplace will have instructed you to complete the scenario that is most applicable to your role. If they have not, then select the scenario most relevant to your current job.

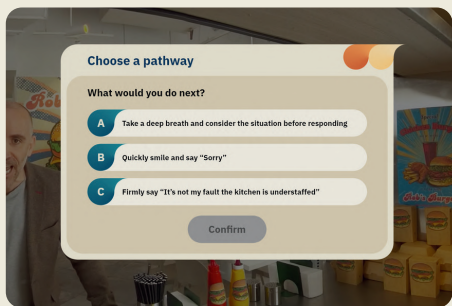


## What to expect (continued)

In each workplace Scenario there are three customer profiles each representing a different type of aggressive customer; the **Viper**, **Chameleon** and **Bulldog**.



Throughout Minaca VR you will complete various interactive components, once a customer profile is completed a tick will appear on the tile.



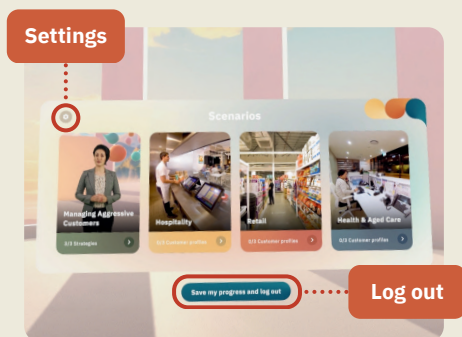
After you training session, return the headset and the controller to the carry case and inform your manager.

# NAVIGATION

## Home Menu:

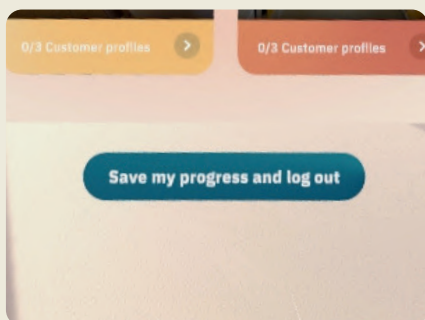
This is the main menu where you can select scenarios and see the number of customer profiles you have completed.

You can find the 'Save my progress and log out' button and the 'Settings' button on this screen.



## Save my progress and log out:

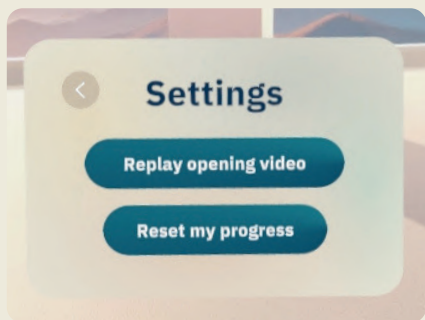
You should always press this button at the end of your training session to save your progress and ensure Minaca VR is ready for the next user.



### Settings:

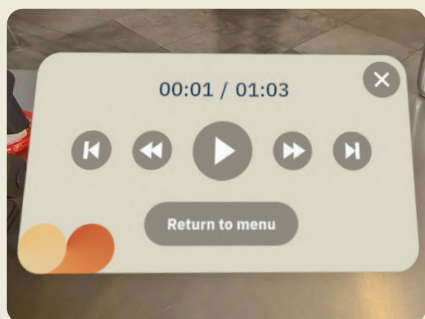
The 'Replay opening video' button allows you to revisit the introduction video of Minaca VR.

The 'Reset my progress' button will clear all the progress within your individual account.



### Video Controls:

To bring up the video controls, press the trackpad on the controller. You can replay, skip, or exit the video using the 'Video Controls' menu. Please note that only content you have watched previously can be skipped.

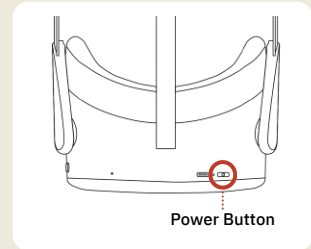




# Frequently Asked Questions

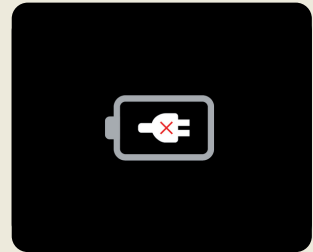
## **Minaca VR has closed or is not responding:**

Reboot the headset by first holding down the 'Power' button for 10 seconds to turn it off. Once the Pico logo is no longer visible in the headset, and the status light is not lit, hold down the 'Power' button again to turn the device back on.



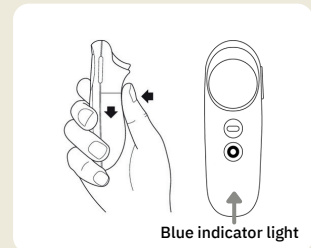
## **The headset is not turning on:**

If you turn the headset on and see the image on the right, it means the headset has run out of battery. Use the charging dock and cables provided in the Minaca VR kit to charge the headsets.



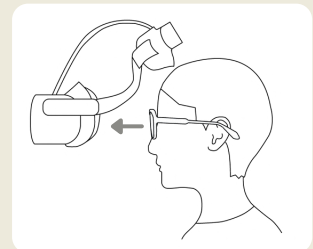
## **The controller is not turning on:**

Try holding the 'Home' button until the blue light flashes on the controller. If you cannot see the blue light, it means that the controller's batteries are drained. You can replace them with the spares provided.



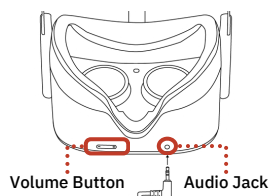
## **Can I wear my glasses in the headset?**

Yes, the Pico G3 is specifically designed to accommodate glasses without any extra pressure on your face.



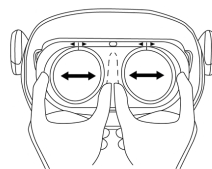
### **I can't hear anything or the sound is too soft:**

Check if the audio jack is plugged into the headset completely. If so, press the right side of the long button on the bottom left of the headset to increase the volume.



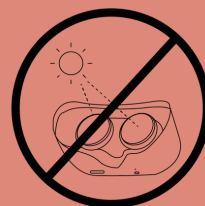
### **The vision is blurry or out of focus:**

If the screen looks out of focus, take off the headset and push the lenses to the left or right to change the focus level. Or, moving the vertical position of the headset on your face can resolve most focus issues.



### **!IMPORTANT - No direction sunlight on lense**

Do not expose the optical lenses to direct sunlight or other strong light sources. Exposure to direct sunlight may cause permanent yellow spot damage on the screen.



## PACKING DOWN MINACA VR

When you have finished your training, it is important that all of the equipment used is packed back into the case to avoid it being misplaced or damaged.

If a device is low on battery, it should be placed on charge then returned to the kit when battery is full.

### Kit contents checklist:

- 1 x Quick Start Guide
- 1 x User Manual
- 3 x VR Headsets and Controllers
- 3 x Headphones
- 1 x Tablet with Case and Sim Card
- 4 x Charging Cables
- 1 x Charging Dock
- 1 x Carry Case



