



TROUBLESHOOTING GUIDE



Created by:



VR City Troubleshooting Guide

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1 Getting to the Site

Welcome aboard VR City! In your email that was used to register for the tour, you should have received a link that looks like this:

[https://framevr.io/_____](https://framevr.io/)

2 Browser and Device Specification

2.1 Web Browsers

When accessing VR City, these are internet browsers are recommended.

PC, Chromebook & Android:

- Google Chrome

Mac, iPhone & iPad:

- Apple Safari 7 or higher

Virtual Reality:

- Mozilla Firefox for Oculus Rift
- HTC Vive or Valve Index
- Use Oculus Browser for Oculus Quest

2.2 Internet Connection

VR City requires a broadband wired or wireless connection. Minimum bandwidth is **1 MBPS** (up/down) and recommended is **3 MBPS** (up/down).

You can test the speed of your internet connection at <https://speedtest.net>.

2.3 Supported Operating Systems

The following operating systems are supported:

- PC: Windows 7 or above
- MAC, IPHONE, IPAD: OSX OR IOS/IPADOS 15+
- ANDROID: ANDROID 8 OR LATER

2.4 Microphone/Headset

To connect to VR City, you would need a microphone and headphones to help reduce feedback and echo.

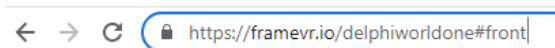
2.4 Webcam

To fully experience the immersive simulation of VR City, connect your webcam and turn it on during the tour.

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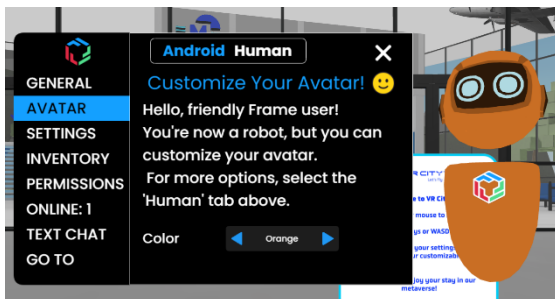
3 Getting Started

Step 1. Check your email address for the VR City invitation and open the link in your browser. Please note this invitation may end up in your junk box.



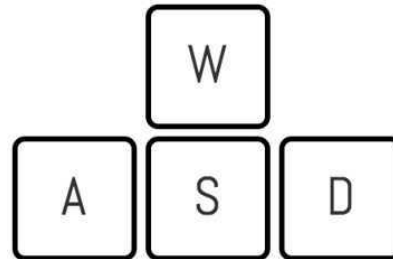
Step 2. Customize your avatar by hitting the spacebar key or the menu button at the right corner of your screen.

You can change your name and design your own human or android avatar!



Step 3. Use the WASD or arrow keys on your keyboard to move. Drag and click your mouse to look around.

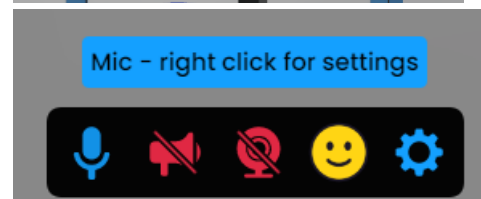
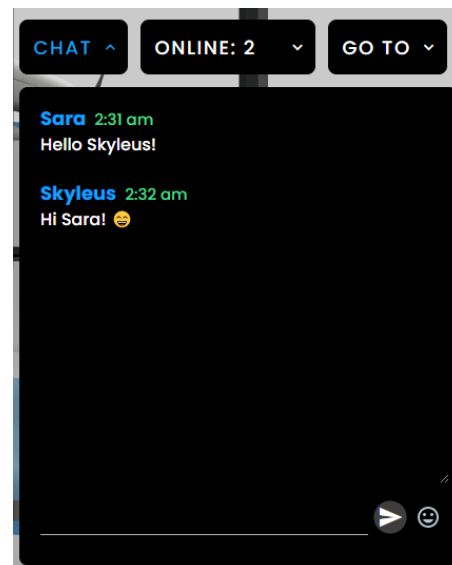
Using your keyboard



- W: Move Forward
- S: Move Backward
- A: Turn Left
- D: Turn Right

You can use Q and E keys to move side to side.

Step 4. Communicate through the chat box and tap the microphone button to speak to available users.



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4 Further Resources

To see what else VR City has the potential to offer, feel free to browse through these links for some scenic and interactive portals.

- Mars: <https://framevr.io/exploremars>
- Zen office: <https://framevr.io/demo-office>

To learn more about Delphi Technology Corp, our vision, and strategies, please visit us at delphitechcorp.com. For more Delphi Technology Corp updates, follow us on our LinkedIn page: <https://ca.linkedin.com/company/delphi-technology-corp>.

To learn more about the Delphi Technology Corp's product - VR City – and its conceptual information, please visit vrcity.ca.