
Summary:

We pride ourselves on our 24 hour* response for any issue that arises over the duration of your relationship with Osso VR. We are able to provide quick responses due to our decentralized support method that sends all requests to our primary support channel (emails to support@ossovr.com), which distributes your inquiry to multiple internal support personnel at once - all located across multiple time zones that span the US and Europe.

Our support and maintenance process addresses Osso VR software, standard laptop software, Oculus VR software, Razer laptop hardware, and Oculus VR hardware. This process documentation will be divided by **hardware** and **software**.

Initial setup support can be found at www.ossovr.com/support.

**Note: during standard business days only. Our 2018 average response time < 30 minutes*

Hardware:

Please report any hardware issues to us immediately at support@ossovr.com. Include your phone number, the unit number on the bottom of your laptop (see image to right) and a brief description of your request, issue, or concern.

Osso VR has selected a best-in-class hardware configuration on which to distribute our surgical training platform. The stability of this set-up provides reliability and assurance that you're delivering high-quality training each time you use the platform. This is the same hardware on which we develop our training scenarios, and rigorous testing is regularly applied to pressure-test this configuration.

The Osso VR Training Unit is shipped to hospital and industry partners in a protective "pelican" style case that includes a compatible laptop, a VR headset, two hand controllers, two sensor cameras, and all of the necessary peripherals. This includes extra batteries for controllers, HDMI cable and adapters for displaying on a second monitor, and an extension cord.



Listed below are the two most common hardware support requests and steps to remediate:

- Laptop appears not to power on (usually this is due to a battery that needs recharging):
 - a. Ensure power is plugged in; check connection on the AC Powerblock
 - b. Close laptop lid
 - c. Wait 10 minutes and power back on

- VR head-mounted display does not appear to be on:
 - a. Unplug the USB and HDMI inputs from the laptop
 - b. Ensure the cable is plugged into the head-mounted display
 - c. Plug the USB and HDMI inputs back into the laptop

Listed below are rare hardware issues that block hardware use, and steps to remediate:

- Laptop is unresponsive or inoperable:
 - a. Osso VR will first attempt to troubleshoot with you to resolve the hardware issue.
 - b. If there is no resolution, Osso VR will immediately ship** a complete replacement Osso VR Training Unit.
 - c. Osso VR will provide a return shipping label for defective unit.

- VR Headset, Controllers, or Sensor Cameras are unresponsive or inoperable:
 - a. Osso VR will first attempt to troubleshoot with you to resolve the hardware issue.
 - b. If there is no resolution, Osso VR immediately do one of three things:
 - Provide a replacement VR headset via local retail pick-up
 - Ship** a replacement VR headset.
 - Ship** a complete replacement Osso VR Training unit.
 - c. Osso VR will provide a return shipping label for defective unit.

***Domestic replacements are shipped overnight with early a.m. deliveries at no cost to our partners.*

Software:

Please report any software related issues to us immediately at support@ossovr.com. Include your phone number, the unit number on the bottom of your laptop (see image above) and a brief description of your request, issue, or concern.

In addition to the **Osso VR Training software**, every hardware unit is shipped with the software required to run virtual reality training sessions. We tightly regulate what software can be loaded onto the Osso VR Training Unit in order to ensure a quality experience every time.

The pre-configured software includes Windows Professional, the Osso VR app, and the Oculus app (which is required for our app to run). We also include our remote desktop support software allowing us to access the laptop with an online connection without requiring any input on your part. *To ensure uninterrupted use, we require that each laptop be powered on, plugged in, and connected to the internet at least one pre-planned day per month. Our strong recommendation is that it be left powered on, plugged in, and connected at all times.*

Listed below are the two most common software support requests and steps to remediate:

- Optional Windows or Oculus software update:
 - a. Plug into power outlet
 - b. Power on
 - c. Windows and Oculus software updates are applied automatically when the machine is left connected to a power supply and internet connection overnight.

Listed below are rare software issues that block use, and steps to remediate:

- Mandatory Windows or Oculus software update:
 - a. Plug into power outlet
 - b. Power on
 - c. Ensure you have already emailed support@ossovr.com with your computer number (see image above) and a brief description of your issue.
 - d. Osso VR Support will access the hardware remotely and resolve the issue within 24 hours of the reported incident. Our 2018 average time for resolving issues is < 30 minutes.
 - e. If there is no resolution, Osso VR will immediately ship** a complete replacement Osso VR Training Unit.
 - f. Osso VR will provide a return shipping label for defective unit.

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