

VROrbit - FAQ

1) Unable to install Netflix: 'This App is not compatible with your device.'

The most recent version of the Netflix app for Android is not compatible with all Android devices running Android 5.0 (Lollipop). If you downloaded the Netflix app from the Playstore and saw a message directing you to install an earlier compatible version, you can download the latest compatible Netflix app here.

Note: this version of the Netflix app requires Android version 4.4 (Kit Kat) or later.

First, you'll need to set up your Android phone or tablet so you can install the app directly from us:

1. If you haven't already, uninstall the Netflix app.
2. After you've uninstalled the app, go to Settings.
3. Tap Settings.
4. Tap Security.
5. Put a check next to Unknown Sources: Allow installation of apps from sources other than the Play Store.
6. Tap OK to confirm this change.

Note: you can revert back to your original settings once you have installed the Netflix app.

Then, on your Android phone or tablet:

1. Click here to download the Netflix app:
<https://netflixhelp.s3.amazonaws.com/netflix-4.16-200147-release.apk>
2. A blank screen will open and then close to indicate that the download has started.
3. Navigate to the Apps menu.
4. Select Downloads.
5. Select Install.
6. The installation is complete when the notification bar at the top of the screen displays Successfully Installed Netflix.
7. Find and launch the Netflix app.
8. If prompted, enter your Netflix email and password using the on-screen keyboard.

You're now ready to watch Netflix on your Android headset, enjoy!

2) Unable to read VIDEO

The VROrbit THEATER is able to read the following video files:

- H.264 up to HP level 5.2 : 2160p@24fps (3840x2160)
- MPEG-4 up to ASP level 5 : 1080p@60fps (1920x1088)
- MPEG-2 up to MP : 2160p@24fps (3840x2160)
- MPEG-1 up to MP : 1080p@60fps (1920x1088)
- H.263 : 576p@60fps (720x576)
- Sorenson Spark : 1080p@60fps (1920x1088)
- VC-1 up to AP level 3 : 1080p@30fps (1920x1088)
- RV8/RV9/RV10 : 1080p@60fps (1920x1088)
- VP6/VP8 : 2160p@24fps (3840x2160)
- AVS : 1080p@60fps (1920x1088)
- MVC : 2160p@24fps (3840x2160)

If you are unable to run a video on the THEATER or if you notice that the video and audio are not in sync, we recommend to convert the video file to one of the above formats before saving it to the headset or micro SD card.

You can use any video converter programme available on the internet. (eg. "AVCfree" for PC).

3) Audio and Video not in sync

See point 2.