



Troubleshooting: Connectivity Issues



If you are experiencing connection problems with XRHealth's web platforms or VR headsets, start by checking these two common issues:

Check the Product URLs

For XRHealth web platforms and VR headset to work properly, the following URLs must be accessible:

- <https://platform.xr.health/>: Their IP is managed by AWS and may vary depending on the time and geographic location of the query.
- <https://socket.xr.health/>: Their IP is managed by AWS and may vary.
- <https://scene.xr.health/>: Their IP is managed by AWS and may vary.

How to check if they are blocked?

- a. On a computer connected to the same Wi-Fi as the headset, open a web browser.
- b. Copy one of the URLs above and paste it into the address bar. Press Enter.
- c. Results:
 -  If the page opens (even if blank or with simple text), the site is accessible.
 -  If you get an error like "Site can't be reached" (or other), the site might be blocked.

If URLs are blocked:

Ask your IT/network team to allow (whitelist) the domains listed above.

 **Important:** The IPs may change, so whitelisting must be based on the domain names, not IP addresses.

Fix the MAC Address Setting

By default, Meta Quest headsets use MAC address randomization.

This means the headset appears as a new device each time it connects, which can cause issues on secured business networks.

How to fix it?

- a. Put on the headset.
- b. From the Launcher screen, click the Wi-Fi icon.
- c. Click on your Wi-Fi network.
- d. Scroll down and click "Privacy".
- e. Select "Use Device MAC".

 After this change, the headset will always use the same MAC address, ensuring stable and consistent connectivity.