

Meta AI app Troubleshooting

Update Meta AI App

Meta AI App may be outdated. Users can go the Apple or Google Play app store (depending on their phone) to download the latest version. An app update will not impact captures already imported to the Meta AI app.

Log out of Meta AI App

If the user logs out of the Meta AI app, all photos and videos will be permanently deleted unless they were first saved to the phone's camera roll or uploaded to a cloud storage. When the user logs out, the Meta AI app permanently erases all captures from the app and any settings associated with the glasses.

1. In the Meta AI App, tap **Settings**
2. Tap **Account**
3. Select **Log Out**

Reinstall Meta AI App

Uninstalling the Meta AI app will delete all captures imported to the Meta AI app. Make sure to save desired photos and videos to the phone's camera roll or a cloud storage before deleting the app. If the glasses are not new, then this should be a last resort option.

1. Unpair the glasses from the Meta AI App
2. Unpair the glasses from the phone's Bluetooth settings.
 - a. Android phones disconnect Bluetooth Classic automatically when unpairing glasses from the Meta AI app.
 - b. Users on iOS will need to manually go to their OS settings to "Forget their device."
3. Uninstall and reinstall the Meta AI App.
4. Go to the Apple or Google Play app store to download the latest version.

Unpair Glasses From Meta AI App

In the Meta AI app:

1. Tap **Settings**

2. Tap “Device Name” under Device Settings
3. Tap **General**
4. Tap **Unpair Glasses**
5. Tap **Unpair**

Android phones disconnect Bluetooth Classic automatically when unpairing glasses from the Meta AI app. Users on iOS will need to manually go to their OS settings to “Forget their device.”

1. On the phone, tap “Settings”
2. Then tap “Bluetooth”
3. Select “Ray-Ban Meta Glasses” or “Oakley Meta Glasses”
4. Tap “Forget”

Public Help Center: [How to pair and unpair Ray-Ban Meta glasses with the Meta View app](#)

Cannot find the Meta AI App

1. Check the user's app store country selection as it must be a released/supported country.
2. Ensure the user is using an iPhone or Android phone. Tablets are not supported.

Missing content captured by glasses

Unfortunately, in rare situations we cannot recover these captures and they must be deleted from the gallery.

Grey square seen in the gallery instead of a photo or video

Unfortunately, in rare situations we cannot recover these captures and they must be deleted from the gallery.

Photo or video fails to import

1. Ensure phone is a [supported device](#)
2. Make sure the battery is charged to at least 20%
3. Keep glasses next to phone
4. Check needed permissions are enabled

- a. Bluetooth needs to be turned on
 - b. Phone's Wi-Fi is turned on
 - c. iOS specific permissions:
 - i. Bluetooth Access is needed
 - ii. Local Access is Needed (iOS 14 only) in phone settings
 - iii. Join Wi-Fi network
 - d. Android specific permissions:
 - i. Location services and location permissions in phone settings are at minimum set to "Allow while using"
5. Make sure the Meta AI app is up to date by checking the Apple or Google Play app store.
- a. Users do not need to delete their app to update their app
 - b. If users delete their app to redownload, make sure to save desired photos/videos to the phone's camera roll or gallery. If users delete their app, photos and videos will be deleted.
6. Make sure to remove Ray-Ban/Oakley Meta Glasses from other devices (for example, a different phone) that were previously paired with glasses via their Bluetooth menu.
7. [Power cycle](#) the glasses
8. [Force restart](#) the glasses
9. Check phone storage is not full
10. Check the gallery for a corrupted file
11. Make sure the customer is not trying to capture and import at the same time
12. If the glasses feel warm to the touch, allow them to cool and try again later
13. Factory reset glasses

"Media can't be imported while glasses are updating" error on an Android phone

- 1. Go to your phone's settings and look for the Apps menu.
- 2. Find the entry for the Meta AI app and open it.

3. Tap the Force stop button to stop the app.

Video colors inverted

If the video colors appear inverted when trying to record video, try the following:

1. Close the Meta AI App then reopen it. Try recording a video again.
2. If colors are still inverted in the video, uninstall then reinstall the Meta AI App.

Video freezing

If the videos are freezing:

1. Update the app to the latest version
2. Update the glasses to the latest version