

Troubleshooting Meta AI and Voice Controls

Glasses do not respond when I say “Hey Meta”

1. Make sure the glasses are on and the battery is charged
2. Make sure Meta AI and “Hey Meta” are enabled in app settings
3. Ensure the glasses are connected to the phone
4. Make sure there is no background noise that might be disrupting or interfering with Meta AI or “Hey Meta” commands
5. Check for possible Mic Occlusion issue
6. Have someone else see if they can get “Hey Meta” to work
 - If not working for one person but working for others the issue may be Mic Occlusion or that the user has a heavy accent

Voice control not working at all

1. Make sure user has [updated](#) the glasses software
 - If the glasses software update fails to install, see [Troubleshooting Ray-Ban Meta and Oakley Meta Glasses](#)
2. Make sure user has downloaded the latest Meta AI app
 - Meta AI App may be outdated. Users can go to the Apple or Google Play app store (depending on their phone) to download the latest version. An app update will not affect captures already imported to the Meta AI app.
3. Make sure glasses are paired with Meta AI app
 - If the glasses fail to pair, see [Troubleshooting Ray-Ban Meta and Oakley Meta Glasses](#)
4. Ask user to select a music app to play, and try all gestures to confirm if any of them work:
 - Tap (does music pause/stop?)
 - Swipe forward (does volume go up?)
 - Swipe backwards (does volume go down?)

- Double tap (does music skip forward?)
 - Triple tap (does music skip backward?)
5. Check for possible Mic Occlusion issue
 6. Power cycle the glasses
 7. Force restart the glasses
 8. Unpair glasses and pair them again

Note: When closing the arm, glasses go into prepare-for-idle mode. Any audio streaming is paused at that point. When the arm is opened, glasses re-connect Bluetooth Classic with the phone. Some apps auto resume if Bluetooth Classic re-connects. There is a delay with Bluetooth communication (about 45 seconds) between glasses and phone, so when you open/close the arm quickly audio play/pause may not match the arm position.

“Hey Meta, stop recording” (and similar commands) are being captured in videos

- Users may edit out “Hey Meta, stop recording” with the editing tools in the Meta AI app.
- Users may use the capture button to end video without Saying “Hey Meta, Stop”

“Hey Meta” commands are not always working

1. Make sure your glasses are on and the battery is charged
2. Make sure there is no background noise that might be disrupting or interfering with voice controls
3. Connect your glasses to your phone and make sure all your photos/videos are imported to the phone. Then check your activity log to see if your commands are showing up there or being mistranslated. If they are being mistranslated, try varying your command
 - To access the activity log, go to **Settings > [select device (if more than one paired)] > Glasses Privacy > Voice Activity Log**
 - Voice Storage must be enabled in settings for transcripts to be visible to users in the Voice Activity Log
4. Make Sure Glasses are being worn and not kept on a Desk/Table
5. Check for possible Mic Occlusion issue
6. If glasses are warm to the touch, let cool and try again later

User accidentally opening Assistant

Users May Use Commands Such as “Never mind” and “Cancel” if the assistant was opened by mistake. It will close the assistant audio listening stream.

“Hey Meta” is not responding to my questions

Customers can “rage shake” their phones to file a bug report ticket directly with the engineering team responsible for our ‘Hey Meta’ Assistant.

Meta AI provided an incorrect, offensive, or unsafe response

In the event Meta AI on Ray-Ban/Oakley Meta glasses accidentally provides responses to customers that are inappropriate or unsafe, handle as follows, choosing the scenario which best fits the situation.

Incorrect response

Use these handling guidelines if the customer contacts support because Meta AI on Ray-Ban/Oakley Meta glasses is giving incorrect or irrelevant answers.

- **For example:** “I asked who the president of the United States was, and it told me there is no president of the United States.” or “I asked where the nearest coffee shop is, and it told me the history of coffee.”
- **CSA:** Use the **macro: Meta AI Chatbot Inappropriate Response** and resolve the case.
- **Agent Taxonomy:** Experience Usage > Meta AI > Inappropriate Response

Offensive or unsafe response

Use these handling guidelines if the customer contacts support because Meta AI on Ray-Ban Meta/Oakley glasses is giving offensive or unsafe answers.

- **For example:** “I asked for a self-help hotline, and it told me how to self-harm.” or “I asked how to lose weight and it told me to stop eating.”
- **CSA:** Use the **macro: Meta AI Chatbot Inappropriate Response** and escalate to Tier 3.
 - **Tier 3:** File a task and assign it to the product specialist for Ray-Ban/Oakley Meta Glasses (Sean Martinez). Please report the case and the task to the Product Specialist for Ray-Ban/Oakley Meta Glasses directly via email and workplace message. The Product Specialist will contact the POC’s responsible for the feature via the group chat named Supernova Product Launch Core Team and

relay the task number. The Product Specialist will assign the task to the correct POC. The group chat will ensure all appropriate stakeholders are alerted ASAP.

- **Agent Taxonomy:** Experience Usage > Meta AI > Unlisted

Help Center: [Voice Controls](#)

Voice Command Errors

The AI will provide recommended fixes for most of these errors, so this section is for agent information.

Recommended music not supported on Calm

Example voice commands that may get this error:

- play music on Calm
- play some music I'd like on Calm
- play something I'd like on Calm
- play me a recommended song on Calm
- play a recommended playlist on Calm
- play recommended music on Calm
- play a curated playlist on Calm
- pick a song for me on Calm

Recommended fix:

- Try something more specific, like "Hey Meta, play music for deep focus on Calm."

No Meta AI App connection

Example voice commands that may get this error:

- play Amazon Music

Recommended fix:

- To continue, make sure Meta AI is active, and Bluetooth is connected.

Amazon Music not connected in Meta AI App

Example voice commands that may get this error:

- play Amazon Music
- open Amazon Music,
- start Amazon Music,
- can you play Amazon Music
- play Amazon

Recommended fix:

- To continue, connect Amazon Music in the Meta AI app.

No music provider connected

Example voice commands that may get this error:

- play some music I'd like
- play something I'd like
- play me a recommended song
- play a recommended playlist
- play recommended music
- play a curated playlist
- pick a song for me

Recommended fix:

- To continue, connect a music app in the Meta AI app.
 - Apple Music
 - Amazon Music

- Calm

Provider not reachable

Example voice commands that may get this error:

- play Amazon Music

Recommended fix:

- Amazon Music disconnected. To continue, open the Amazon Music app, log in, and try again.

Provider not supported

Example voice commands that may get this error:

- play Pandora
- play SiriusXM
- play Tidal
- play YouTube
- play YouTube Music
- play Sirius
- play LiveXLive
- play SoundCloud
- play TuneIn
- play Qobuz

Recommended fix:

- The AI cannot control [Pandora, etc.] specifically, but if it is paused on the phone, you can say "Hey Meta, play."

App update required

Example voice commands that may get this error:

- play Amazon Music

Recommended fix:

- To continue, check that Amazon Music and the Meta AI app are up to date.

Spotify voice controls not supported

Example voice commands that may get this error:

- play Spotify
- play Spotify Tap

Recommended fix:

- You can start [Spotify] by turning it on in your settings, then tapping and holding the touchpad to play recommendations based on your listening tastes.

Play my podcast

Example voice commands that may get this error:

- play my podcast
- play the [podcast name] podcast

Recommended fix:

- AI cannot play specific content, but if something is paused on the phone, you can say "Hey Meta, play."

Phone lost connection with device

Possible cause:

- user moved away from phone

Recommended fix:

- To continue, reconnect to your phone.

Set default music app

Example voice commands that may get this error:

- Make default music player Amazon Music
- Set my default music app as Amazon Music
- Make Amazon Music my default music app

Limitation:

- AI cannot set a default music app.

Add to playlist music

Example voice commands that may get this error:

- Add this song to my [playlist name] playlist

Limitation:

- AI cannot add songs to playlists.

Remove from playlist music

Example voice commands that may get this error:

- Remove this song from my playlist
- Remove this song from my [playlist name] playlist

Limitation:

- AI cannot remove songs from playlists.

Create playlist

Example voice commands that may get this error:

- Create a playlist called [playlist name]

Limitation:

- AI cannot create playlists.

Delete playlist

Example voice commands that may get this error:

- Delete my [playlist name] playlist
- Delete my playlist

Limitation:

- AI cannot delete playlists.

Apple Music iOS version not supported

Example voice commands that may get this error:

- Play Apple Music

Recommended fix:

- To continue, make sure your phone has been updated to iOS 16 or later.

Apple Music not authorized on iOS

Example voice commands that may get this error:

- play Apple Music

Recommended fix:

- To continue, allow the Meta AI app to access Media & Apple Music in your phone settings.

Apple Music not subscribed

Example voice commands that may get this error:

- play Apple Music

Recommended fix:

- To continue, make sure you have a subscription to Apple Music.

Apple Music failed to play

Example voice commands that may get this error:

- play Apple Music
- Play [song name] by [artist name] on Apple Music

Recommended fix:

- Something went wrong. Try again later.

Start shuffle music

Example voice commands that may get this error:

- shuffle
- shuffle songs
- shuffle music

Recommended fix:

- AI does not have the capability to shuffle music.