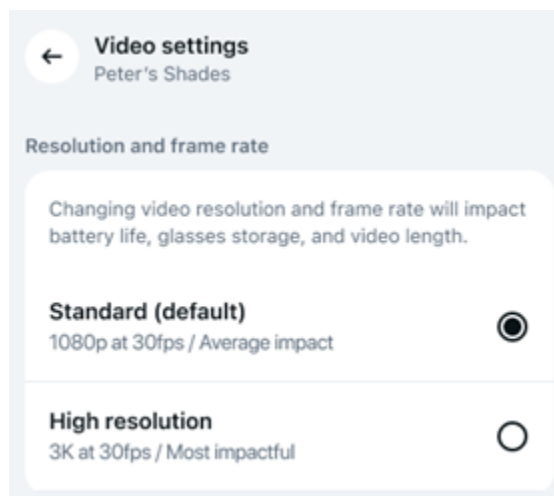


# Ray-Ban Meta and Oakley Meta

Ray-Ban Meta glasses and Oakley Meta glasses will share most of the same features, apps, and troubleshooting. When a particular feature, app, or troubleshooting step is exclusive to one brand it will be labelled “Ray-Ban Meta only” or “Oakley Meta only.”

Oakley Meta glasses do feature a few hardware improvements. These include:

- Longer battery life
- Improved video capture with 3K UHD
  - Toggle on/off in the Meta AI app: Settings > Media > Video settings > High resolution



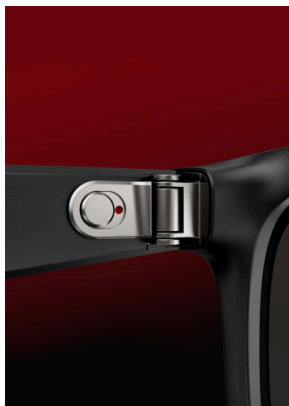
- 
- Severed hardware tie between the camera and LED so that camera-based AI features (Live AI and MMAI) can be used without the privacy LED coming on
- Low power MMAI allows for longer runtime when using MMAI

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## Product Information

Information on availability and sizing was moved to [Ray-Ban Meta and Oakley Meta Glasses Features](#).

### Controls



#### Power switch

Turn your glasses on or off by sliding the power switch. Whenever the situation calls for simpler eyewear, easily turn off Ray-Ban Meta smart glasses by sliding the power switch.



#### Capture button

The capture button allows you to take high-quality photos and immersive videos.



#### Touchpad

Simply tap the right side to play/pause or swipe for volume. Tap and hold to launch Spotify Tap® to get straight to your music.



#### Speakers

Hear your favorite tracks in all their glory through high-quality speakers with extended bass and high maximum volume. Catch every word with superior call quality. Know it's for your ears only, thanks to improved directional audio.

## Serial Number

You can find your Ray-Ban/Oakley Meta glasses serial number in two places:

1. In the Meta AI app under: Settings > Select your glasses > Glasses & privacy > Your glasses > About your glasses
2. Printed on the inside of the left temple of your glasses

**Help Center:** [How to find the serial number for Ray-Ban Meta glasses](#)



1. Serial Number
2. Model
3. Color
4. Lens width (size)
5. Bridge width
6. Temple length

Note #1: This information will not change on refurbished products, only the "R" will be added

LED charts

On the glasses

Light

Means

---

---

Orange blinking

Low battery and alerts

---

Red blinking

Automatic shut down

---

Blue blinking to Blue solid

Pairing mode

---

White pulsing to Green solid

Turning on

---

White pulsing

Using voice commands

---

White blinking

Incoming call

---

---

White solid

Taking a photo, video, or livestreaming

**On the case (when empty)**

**Light**

**Means**

---

Green solid

Case fully charged

---

Orange solid

Case not fully charged

---

Orange blinking

Case low battery

**On the case (when glasses are docked)**

## Light

## Means

---

Blue blinking to Blue solid

Pairing

---

Green solid

Glasses fully charged

---

Orange solid

Glasses charging

---

Red blinking

Charging error

**Help Center:** [Notification LED on Ray-Ban Meta glasses](#)

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# Troubleshooting

## Common Troubleshooting Steps

How to perform troubleshooting steps common to several different issues.

### **Content Storage**

There is no cloud storage for Ray-Ban/Oakley Meta Glasses. All content in the Meta AI app is stored locally. We recommend saving your favorite photos and videos on your phone's camera roll and/or your preferred cloud storage before switching phones, logging out of your Meta account, or uninstalling the Meta AI App. We also recommend doing this periodically in case of unexpected issues.

### **Power Cycle / Reboot / Restart**

Power cycle does not remove any captured photos or videos on your glasses. It does not unpair the glasses from your phone or change any settings in the app.

1. Turn the glasses off and wait 30 seconds.
2. Slide the power switch towards the lens in the 'on' position. The notification LED will blink white.

**Help Center:** [How to restart Ray-Ban Meta glasses](#)

### **Force Restart**

When glasses are unresponsive or have problems connecting. Or when turning off/on does not work.

**To force restart your glasses using the Meta AI app:**

1. In the Meta AI App, tap the **Glasses icon**
2. If you have multiple devices paired with the Meta AI mobile app, swipe left or right to select the device you want to use
3. Tap **Settings**
4. Tap **General**
5. Tap **Force restart**

#### **To manually force restart your glasses:**

1. Slide the power button back to power the glasses off.
2. Press and hold the capture button.
3. While still holding the capture button, slide the power button forward to turn the glasses back on.
4. Once the status light LED turns red, release the capture button.

After a forced restart, it may take a few minutes for the glasses to reestablish a connection with the app. If the glasses don't reconnect to the app within a few minutes, you may need to [unpair](#) the glasses from the Meta AI app and from the Bluetooth devices on your phone, and then repeat the pairing procedure.

**Help Center:** [How to restart Ray-Ban Meta glasses](#)

#### **Factory Reset**

Factory reset will permanently erase all captures stored on your glasses. Use this as a last resort if glasses are not new.

#### **To factory reset your glasses using the Meta AI app:**

1. In the Meta AI App, tap the **Glasses icon**
2. If you have multiple devices paired with the Meta AI mobile app, swipe left or right to select the device you want to use
3. Tap **Settings**
4. Tap **General**
5. Tap **Factory reset**



6. Follow the on-screen instructions

**To manually factory reset your glasses:**

1. Close the right temple arm.
2. Press capture button 5 times until LED light turns orange
3. Press and hold capture button until LED light starts flashing orange and white
4. Release capture button and wait for LED light to start blinking white and then solid green before turning off to indicate factory reset is complete
5. Once your device is factory reset, you will need to unpair and then re-pair your glasses with the Meta AI app.

**To factory reset the charging case:**

1. Remove your glasses from the case.
2. Press and hold the button on the back of the case for more than 16 seconds to factory reset the case.

**Help Center:** [How to factory reset Ray-Ban Meta glasses and charging case](#)

**Firmware Update**

**To update the glasses firmware:**

1. In the Meta AI App, tap the **Glasses icon**
2. If you have multiple devices paired with the Meta AI mobile app, swipe left or right to select the device you want to use
3. Tap **Settings**
4. Tap **Updates**

**Help Center:** [How to update Ray-Ban Meta glasses](#)

### **If the glasses firmware update keeps failing, do the following:**

1. Make sure the battery is charged to at least 75%
2. Keep glasses next to phone
3. Ensure phone's Bluetooth and Wi-Fi are turned on
4. Check phone specific settings:
  - (iOS) Ensure Local Network Permissions are enabled in OS settings
  - (Android) Ensure Location Services and Location Permissions are enabled in OS settings. At least “allow while using” permissions are needed.
5. Force restart the glasses
6. As a last resort, factory reset the glasses

### **Update 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 impact captures already imported to the Meta AI app.

### **Log out of Meta AI App**

If you log out from the app, your photos and videos will be permanently deleted, unless you save them to your phone's camera roll or upload them to your preferred cloud storage first. When you log out, the Meta AI app permanently erases all your captures from the app and any settings associated with your glasses

1. In the Meta AI App, tap the **Glasses icon**
2. If you have multiple devices paired with the Meta AI mobile app, swipe left or right to select the device you want to use
3. Tap **Settings**
4. Tap **Account**
5. Select **Log Out**

### **Reinstall Meta AI App**

Uninstalling 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 before deleting the app. If the glasses are not new, then this should be a last resort option.

1. Unpair your glasses from your Meta AI App
2. Unpair your glasses from your phone's Bluetooth settings. 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."
3. Uninstall and Reinstall Meta AI App. 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 the **Glasses icon**
2. If you have multiple devices paired with the Meta AI mobile app, swipe left or right to select the device you want to use
3. Tap **Settings**
4. Tap **General**
5. Tap **Unpair glasses**
6. 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"

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

## **Touchpad and/or Capture Button Not Working**

If the glasses do not properly fit the user, they may have an issue with wear detection which prevents the proper function of the touchpad and/or capture button.

1. First, have the customer try taking the glasses off then putting them back on to adjust the fit.
2. If that does not work, try powering off the glasses and powering them back on.
3. Finally, if that does not resolve the issue, you can disable wear detection in **Settings > [select device (if more than one paired)] > Wear Detection**. This will ensure the glasses are treated as "On" whenever powered on and hinges are open.
  - **Note:** When Wear Detection is turned off, some features like auto-pause/auto-play music and Verified Sessions will be disabled.
  - Verified Sessions is an opt-in setting which adds an extra layer of security when using hands-free commands by prompting you to verify your identity via your paired mobile device. See <https://www.meta.com/ai-glasses/privacy/>
4. If the issue still persist, check warranty for RMA eligibility.

#### Customer claims new prescription lenses arrived scratched



If the customer has selected Ray-Ban/Oakley authentic branding, their lenses will have an etched logo. This option is automatic on all Sun lenses.

- Check that the customer is not mistaking the etched logo for a scratch.

- If the lenses have arrived scratched, review the [remorse return](#) guidelines under "Orders and returns."

**Note:** the warranty does not cover damage, such as scratches, that are the result of use.

Some special edition glasses may come with additional etched logos that customers may mistake for scratches.

**Example:**

| Special Edition AI Glasses                                          | Launch         | SKU            | Description                                                                       |
|---------------------------------------------------------------------|----------------|----------------|-----------------------------------------------------------------------------------|
| Ray-Ban Meta Coperni Special Edition Glasses for Paris Fashion Week | March 10, 2025 | SK-1000 341-01 | RAY-BAN META, WF, SPECIAL EDITION COPERNI, SHINY TRANSPARENT BLACK, SILVER MIRROR |



## Issue Specific Troubleshooting Steps

### Error Messages - How to resolve specific error messages

### General Errors

### Can't find glasses / Couldn't Pair Glasses

#### Failure Causes:

- Phone Bluetooth settings/permissions are not enabled
- Glasses are not in Bluetooth range
- Scanning timeout reached
- Glasses are powered off
- Glasses no longer in pairing mode
- Glasses manually disconnected by user
- Glasses manually forgot by user in OS settings

- Glasses Bluetooth broken

### **Troubleshooting:**

1. Make sure glasses are charged, turned on, and placed in case.
2. Make sure glasses are closed.
3. Reboot glasses.
4. Forget device from the Bluetooth settings of the phone and try pairing again.
5. Re-trigger pairing mode: Press and hold pairing button on the back of the case for 5 seconds. Release when case LED pulses a blue light.
6. Factory reset may be needed: If the notification LED does not turn blue, try factory reset your glasses so you can pair them with this phone.
7. If the issue still persist, check warranty for RMA eligibility.

### **Can't connect to glasses**

#### **Failure Causes:**

- Glasses powered off
- Glasses not in range
- Battery dead
- Wi-Fi connect attempt fails

### **Additional Troubleshooting:**

- Reboot glasses.
- Make sure glasses are closed.
- Charge your glasses: your glasses may be out of battery. Charge them in their case before trying again.
- If the issue still persist, check warranty for RMA eligibility.

## **Turn on Wi-Fi**

### **Failure Cause:**

- User has disabled Wi-Fi on their phone

### **Why is Wi-Fi Needed:**

- Glasses Wi-Fi needed to perform user-initiated tasks such as firmware update and import

### **Troubleshooting:**

- Instruct user to turn their Wi-Fi on from the phone settings

## **Turn on Bluetooth**

### **Failure Cause:**

- User has disabled Bluetooth on their phone

### **Why is Bluetooth Needed:**

- During Pairing: scan for available devices, connect to a device, and register glasses
- During Firmware updates: to check for updates
- During Import: to import media

### **Troubleshooting:**

- Instruct user to turn on their phone's Bluetooth

## **Bluetooth Access Needed**

### **NOTE: iOS devices only**

### **Failure Cause:**

- User denied initial app permission to use Bluetooth when prompted in the app.
- User proactively changed permission in their device settings.

### **Why is Bluetooth Access Needed:**



- During Pairing: scan for available devices, connect to a device, and register glasses
- During Firmware updates: to check for updates
- During Import: to import captures

**Troubleshooting:**

- Instruct user to re-enable this permission in OS settings

**Force Restart Glasses**

**Failure Cause:**

- Problem with security
- Glasses are not authentic (fake glasses)

**Troubleshooting:**

1. Force Restart glasses
2. Factory reset glasses
3. Check eligibility for warranty replacement

**App Version Not Supported / App Updated Required**

**Failure Cause:**

- App not authentic (fake app)
- App build too old

**Troubleshooting:**

1. User should update their app
2. Reinstall the app from the store (this will delete locally stored captures if not exported)

## **Glasses Already Registered**

### **Failure Cause:**

- Glasses are already registered to a single Meta account. If the user is trying to set up glasses that are not registered to their account, they cannot continue.

### **Troubleshooting:**

- Instruct user to factory reset with caution that they will lose all captures stored on the glasses.

## **Something Went Wrong**

### **Failure Causes:**

- Can't reach servers
- Server-side error

### **Troubleshooting:**

- Tell the user to try again later

## **You're Offline**

### **Failure Cause:**

- Phone doesn't have internet connection

### **Why is Internet Needed:**

- App needs internet to complete user-initiated tasks like login, pairing, glasses registration, update

### **Troubleshooting:**

- Tell the user to connect to the internet and try again

## **Battery Too Low**

### **Failure Causes:**

- Battery too low

### **Troubleshooting:**

- Charge your glasses: glasses battery may be too low to import

## **Phone Storage Full**

### **Failure Causes:**

- Phone storage is full

### **Troubleshooting:**

- Instruct user to try again once they have made space on their phone

## **Glasses Too Hot**

### **Failure Causes:**

- Glasses too hot

### **Troubleshooting:**

- Inform user that their glasses may be too hot: Glasses could shut down and they will be able to resume use and charging once the glasses are cooled down

## **Voice Command Errors**

The AI will provide recommended fixes for most of these errors.

## **Power & Charging Issues**

Click the issue you want to expand the troubleshooting info.

## **Case Not Charging**

If the case is not charging:

- Try a different USB-C cable (using a USB-C adapter is recommended.)
- Try a different power source
- Try a different USB-C charging plug (if charging from a power outlet and not from a USB point)
- Factory reset the charging case
  1. Remove the glasses from the case.
  2. Press and hold the button on the back of the case for more than 16 seconds to factory reset the case.
- If the issue still persist, check warranty for RMA eligibility.

## **Case does not charge glasses**

It is recommended to charge the case with glasses inside whenever not in use. Using the case is the only method to charge glasses.

### **Note:** Sweat Can Prevent Charging

This issue occurs when a user has worn their glasses for physical activity that causes them to sweat. Sweat will get on the charging pins of the glasses, and the sweat will prevent the glasses from charging. To resolve the issue:

- The user can wipe the charging pins of the case and glasses with a clean, dry cloth.
- The user can also allow the charging case to naturally dry for 24 hours at room temperature
- The user can blow cool air into the charging pins. The user should not use heat on the case.

## **Troubleshooting**

1. Check and make sure there is nothing blocking the charging pins (located on the bridge of the docking pad inside the charging case).
2. Connect the charging case to a power source and make sure its LED lights up while plugged in.
3. Make sure there is no moisture on the charging pins
  - If there is moisture on the charging pins, either wait 24 hours for the pins to dry or wipe them off with a clean, dry cloth
4. Also make sure case is charging correctly:
  - Try a different USB-C cable (using a USB-C adapter is recommended.)
  - Try a different power source
  - Try a different USB-C charging plug (if charging from a power outlet and not from a USB point)
  - Factory reset the charging case
    - a. Remove the glasses from the case.
    - b. Press and hold the button on the back of the case for more than 16 seconds to factory reset the case.
5. Re-insert the glasses into case
6. Wiggle the glasses to ensure successful docking inside the charging case
7. Force restart glasses then try charging again
8. If glasses still do not charge, check eligibility for warranty replacement

## **Glasses do not turn on**

It is recommended to charge the case with glasses inside whenever not in use. Using the case is the only method to charge glasses.

1. Leave glasses inside the case and charge for 30 minutes.
2. Slide the power switch towards the lens in the 'on' position. The LED will blink white.
3. If glasses do not turn on, place the glasses back into the case and:
  - Try a different outlet.
  - Try a different cable.
  - Try a different charger / USB-C charging block.
4. If glasses still do not turn on after several hours of charging, check eligibility for warranty replacement

### **Charging case LED not turning on**

After docking your glasses in the charging case and closing the lid, you should see the orange LED to show it is charging. The case **LED** shows the case's charge when it is empty and shows the glasses' charge when they are docked inside it.

1. Leave it charging for an hour or longer
2. Put glasses inside and check for LED on the front of the case
  - a. Make sure there is no moisture on the charging pins
    - If there is moisture on the charging pins, either wait 24 hours for the pins to dry, or wipe them off with a clean cloth
  - b. Try a different outlet
  - c. Try a different cable
  - d. Try a different charger / USB-C charging block
3. Factory reset the charging case
  - a. Remove the glasses from the case.
  - b. Press and hold the button on the back of the case for more than 16 seconds to factory reset the case.
4. If LED still is not turning on, check eligibility for warranty replacement

### **Glasses LED light stopped working**

1. Make sure glasses are sufficiently charged.
2. Reboot glasses and try again
3. Force restart and try again
4. Factory reset and try again.
5. If glasses are fully charged but the LED light does not work, check eligibility for warranty replacement

### **Case or glasses charge % is not showing up on the app**

Make sure the case is connected to the glasses. Charge level only appears in the app when glasses are inside and connected to the app.

### **Battery draining too fast**

Fully charged glasses last **up to** 4 hours on a single charge. A fully charged case will hold **up to** 32 hours of additional charge. Battery life varies with use and other factors. To improve battery life:

- Recommend the user keeps glasses in the case when not in use
- Recommend turning the glasses off when not in use

**Additional details:** <https://www.meta.com/legal/ray-ban-meta/disclosures/>

## Pairing Issues

Click the issue you want to expand the troubleshooting info.

### General pairing issues

- When a user takes the glasses out of the case, slides the power switch on, and places the glasses back in the case for pairing, the glasses should be ready to enable Bluetooth discovery mode after about 45 seconds. Users should not expect Bluetooth pairing to happen right away after power ON.
- Once glasses are in Bluetooth discovery (pairing) mode, they stay in discovery mode for 2 minutes. After that, the user needs to manually put it in discovery mode again by pressing and holding the Bluetooth button on the back of the case for 5 seconds until the LED on the front of the case turns blue.
- A user should be able to pair the Meta AI app with the glasses while it is inside the charging case.
- If a user started the pairing process through mobile phone settings, that will only pair on Bluetooth Classic (BTC). The user still needs to complete the Bluetooth Low Energy (BLE) pairing process through the Meta AI app.
- Ray-Ban/Oakley Meta Glasses are designed to pair with one Meta account at a time in the Meta AI app. Perform a factory reset if you need to change Meta accounts (same or different phone)

### Glasses do not pair with app

**Note:** If the white LED on the glasses is blinking continuously, do a forced restart to fix the issue.

1. Make sure glasses are charged, turned on, and placed in case.
  - Charge glasses for at least one hour until LED is green
2. Make sure Meta AI app is up to date
3. If connecting to another app (Meta FoA, music provider, or fitness app), make sure that app is up to date



4. Make sure device firmware is up to date
5. Slide power switch towards the lens to the 'on' position and check for flashing white indicator LED
6. Press and hold the pairing button on the back of the case for 5 seconds. Release when case LED pulses a blue light.
7. Check if Ray-Ban/Oakley Meta Glasses shows up on phone's Bluetooth menu
8. Forget device from Bluetooth menu screen and pair as a new device (repeat steps 1-4)
9. Delete Meta AI app and install again. Then repeat steps 1-4
10. Factory reset your glasses. Then repeat steps 1-4

**Help Center:** [Troubleshoot pairing issues with Ray-Ban Meta glasses](#)

### **Glasses keep dropping connection with phone**

1. Make sure the phone and glasses are both sufficiently charged.
2. Make sure the phone and glasses are close to each other.
3. Make sure glasses are updated to the most recent firmware.
4. Make sure the Meta AI app is up to date by checking the Apple or Google Play app store.
  - Users do not need to delete their app to update their app.
  - If users delete their app to redownload, make sure to save desired photos/videos to their phone's camera roll or gallery. If users delete their app, photos and videos will be deleted.
5. If happening while using another app (Meta FoA, music provider, or fitness app), make sure that app is up to date
6. Make sure the user pairs glasses with their phone from the Meta AI app.
  - If a user starts the pairing process through mobile phone settings, that will only pair on Bluetooth Classic (BTC). The user still needs to complete the Bluetooth Low Energy (BLE) pairing process through the Meta AI app.
7. 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.
8. Use probing questions to find out more about how the disconnect happens:
  - When did it start happening? (since setup or recent issue)
  - How often do you notice it?
  - Does it reconnect itself automatically?
  - Is it during music playback? When importing captures?
9. If the issue still persists, check warranty for RMA eligibility.

## **Glasses cannot connect to Bluetooth on the phone**

If glasses will not connect to the phone to stream audio

1. Make sure the phone and glasses are both sufficiently charged.
2. Make sure the phone and glasses are close to each other.
3. Turn glasses off and back on
4. Unpair Glasses on phone: Forget device from the Bluetooth settings of the phone and to try pairing again
5. Put your glasses into pairing mode: turn the glasses on by sliding the power switch toward the lens to the 'on' position. Place glasses inside the case. Press and hold the BT discovery button on the back of the case for 5 seconds until the LED on the front of the case turns blue.
6. Make sure the Meta AI app is up to date by checking the Apple or Google Play app store.
  - Users do not need to delete their app to update their app.
  - If users delete their app to redownload, make sure to save desired photos/videos to their phone's camera roll or gallery. If users delete their app, photos and videos will be deleted.
7. Make sure glasses firmware is updated
8. Factory reset may be needed - Warning: this will delete all captures on the glasses.
9. If pairing continues to fail in the Meta AI app, check if Ray-Ban/Oakley Meta Glasses show up as an available device in the phone's Bluetooth menu when it is in pairing mode (showing Blue LED). If not, check eligibility for warranty replacement.

## **Glasses do not reconnect after re-opening hinges**

### **Expected behavior:**

1. If hinges are closed for 2 minutes and powered on, they are disconnected from the Meta AI app.
2. When hinges reopen, notification LED should show white and then green
3. Bluetooth Classic reconnects and audio streaming can resume automatically.

## **Troubleshooting:**

1. Make sure the phone and glasses are both sufficiently charged.
2. Make sure the phone and glasses are close to each other.
3. Turn glasses off and back on
4. Restart Glasses: Slide the power switch on your glasses away from the lenses and into the 'off' position. Wait 30 seconds. Then slide the power switch on your glasses towards the lenses into the 'on' position. The LED on the glasses should blink white.
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 their phone's camera roll or gallery. If users delete their app, photos and videos will be deleted.
6. If happening while using another app (Meta FoA, music provider, or fitness app), make sure that app is up to date
7. Make sure glasses firmware is updated
8. Unpair Glasses on phone: Forget device from the Bluetooth settings of the phone and try pairing again
9. Put your glasses into pairing mode: turn the glasses on by sliding the power switch toward the lens to the 'on' position. Place glasses inside the case. Press and hold the BT discovery button on the back of the case for 5 seconds until the LED on the front of the case turns blue.
10. Factory reset may be needed - Warning: this will delete all captures on the glasses.
11. If still not resolved, check eligibility for warranty replacement

## **User paired glasses with another device and now cannot pair to the phone**

1. Make sure to forget glasses from the other device (iPad, computer, etc.)
2. Make sure to forget Ray-Ban/Oakley Meta Glasses from iOS Bluetooth menu if glasses were previously paired.
3. Use the Meta AI app to pair glasses again with the phone.
4. If glasses do not get into pairing mode (no blue LED on the case while glasses are inside the case and powered on), try a forced restart.
5. If the issue still persist, check warranty for RMA eligibility.

## Camera Issues

### Camera Does Not Capture via Button

1. Make sure glasses are sufficiently charged
2. Make sure glasses firmware is up-to-date.
3. Make sure arms of glasses are open (glasses are not sitting on a surface with hinges closed)
4. Reboot glasses and try again
5. Force restart glasses and try again
6. Factory reset glasses and try again
7. If all troubleshooting fails, check eligibility for warranty replacement

**Help Center:** [Troubleshoot capture button not working on Ray-Ban Meta glasses](#)

### Camera Does Not Capture via Voice Controls

1. Make sure glasses are sufficiently charged
2. Make sure Meta AI app is up to date
3. Make sure glasses firmware is up to date [internal link]
4. Make sure arms of glasses are open (glasses are not sitting on a surface with hinges closed)
5. Make sure Meta AI is enabled in Settings
6. Confirm failure point: Is voice control triggered but not performing the command? Or is voice control not triggered at all? If voice control is not triggered at all, does it happen with everyone?
7. Reboot glasses and try again
8. Force restart glasses and try again
9. Factory reset glasses and try again

10. If all troubleshooting fails, check eligibility for warranty replacement

### **LiveStream is not working**

LiveStream has been removed from Oakley Meta glasses and will not be included in future AI glasses offerings. Ray-Ban Meta (Gen 1) glasses will continue to support LiveStream for now, but this may be removed in the future.

Even if the customer says that it worked in the past, check the model of AI glasses the customer has before beginning troubleshooting. LiveStream is currently only supported on Ray-Ban Meta (Gen 1) glasses.

**Help Center:** [How to livestream to Facebook or Instagram on AI glasses](#)

1. Make sure glasses are sufficiently charged. Glasses must have 30% of battery or more to LiveStream
2. Make sure Meta AI app is up to date
3. Ensure the Facebook or Instagram app is up to date
4. Make sure glasses software is up to date
5. Make sure arms of glasses are open (not sitting on a surface with hinges closed)
6. Reboot glasses and try again
7. Force restart and try again
8. Factory reset and try again.
9. If all fails, check eligibility for warranty replacement

### **User accidentally taking pictures**

If the user is accidentally hitting the capture button while wearing or (re)moving the glasses, remind them of the button location and suggest alternatives. For example, remove glasses by holding the frame or areas of the arms away from the button.

### **Can the capture LED be disabled?**

The capture LED is hardwired to the cameras to prevent tampering and cannot be disabled.

## **Audio Issues - Issues related to the speakers or microphone**

Click the issue you want to expand the troubleshooting info.

### **Microphone not working or not clear (Mic Occlusion)**

With some users the Ray-Ban/Oakley Meta Glasses nose microphones may be blocked by the wearer's nose because of their nose and/or face shape. There is no workaround for this. Agents can identify these issues by listening to key phrases from the customers while describing the problem such as:

- “Whenever I make a call, the person I’m calling can’t hear me at all.”
- “Even with their volume way up, everyone I call says they can’t hear me.”
- “I have my voice controls turned on, but they aren’t working.”
- “The glasses only hear me some of the time when I say, “Hey Meta.”
- “There is no audio in my video recording from the glasses.”

## **Approved Messaging**

### **For customers with pending confirmed mic occlusion cases:**

An update is now available to resolve microphone signal issues for impacted users. Please navigate to the Meta AI App and update your glasses and app to the latest version, then follow the [instructions in our Help Center](#) to enable a fix for the issue.

**Social should continue to identify and filter comments where consumers voice mic occlusion issues.**

### **For Instagram:**

Sorry to hear you are facing this issue. We are happy to help you with this. Please DM us!

### **For Threads:**

Sorry to hear you are facing this! Check out [instructions in our Help Center](#) on how to troubleshoot and fix!

### Troubleshooting:

1. Confirm the user is on the latest build of the Meta AI App
2. Confirm that they have Meta AI turned on in settings
3. Confirm that they have “Hey Meta” turned on in settings
4. Confirm if the user is experiencing the issue during voice commands, calling, or recording.

- a. **During recording:**

The microphone adjustment toggle now resolves Video audio issues.

- b. **During voice commands:**

Ask users to lift their glasses and try saying “Hey Meta” and “OK Meta” several times while the glasses are lifted about one inch off their nose. If “Hey Meta” and “OK Meta” work while the glasses are lifted off the nose but do not work when on the nose, this is most likely a mic occlusion issue.

- c. **During calls:**

Have the user call someone from their glasses and talk for about 1 minute, then ask the user to lift their glasses about one inch off their face and talk for another minute. If the user is hard to hear then becomes clear when the glasses are lifted this is most likely a mic occlusion issue.

5. For issues identified as **Mic Occlusion**, use the following fix:

- a. Make sure the customer is on the latest software and app version

- App version needs to be 143 or above
- Check if the glasses are up to date by navigating to **Settings > [select device (if more than one paired)] > Updates**

- b. Turn the Microphone Adjustment Toggle to "On"

- Open the Meta AI App and navigate to **Settings > [select device (if more than one paired)] > Microphone Troubleshooting**
- c. Retest the microphone to see if the issue is fixed.
- **Note:** Toggling the Microphone Adjustment Toggle mid-call creates issues with audio quality. Advise users to turn the toggle on and keep it on permanently if it resolves the issue.
- d. If 'OK Meta' is not activating consistently and/or call quality is not improved, then there is another issue going on with voice commands and/or calling. Ask the user to turn the Microphone Adjustment Toggle "Off" and then proceed to other related troubleshooting steps within the article.

If the issue is identified as **Mic Occlusion**, use Agent Taxonomy: Audio Issues > Microphone Does Not Function/Inconsistent > Covered Microphone

### **Voice control is not working**

For issues specific to Meta AI responses to voice commands, see [Meta AI for Ray-Ban and Oakley](#)

1. Make sure user has updated glasses software and downloaded the latest Meta AI app
2. Make sure glasses are paired with Meta AI app
3. 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?)
4. Check for possible Mic Occlusion issue
5. Power cycle the glasses
6. Force restart the glasses
7. 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.

### **Glasses Not Reading Text or Caller ID**

If the glasses are no longer reading your texts or who is calling, try these steps:

1. Make sure glasses and phone have active Bluetooth connection.
2. Ensure Meta AI app is running on the phone. For message announcements to work reliably Meta AI app needs to be running while user is wearing glasses.
3. Make sure the phone and glasses are both sufficiently charged.
4. Make sure glasses are updated to the most recent firmware.
5. Make sure the Meta AI app is up to date by checking the Apple or Google Play app store.
6. Power cycle the glasses.

### **Audio quality is poor**

Try lowering the volume if a cracking sound is heard. It is likely due to attenuation loss from the speaker. Being that it is an open speaker and does not go into the eardrum, the user may have maxed out the volume, therefore introducing distortion.

Volume can be adjusted by:

- Changing volume directly on your phone, or
- Swiping on the touchpad on the right-side temple of your glasses:
  - Swipe forward to turn the volume up
  - Swipe back to turn the volume down

### **Others can hear the sound from the speakers**

The Ray-Ban/Oakley Meta Glasses speakers are designed to direct sounds towards the ear, but calls, messages, or music may be audible to others depending on your volume level and the amount of noise

around you. You can remove your glasses while they are playing media to check how your volume may sound to others.

Volume can be adjusted by:

- Changing volume directly on your phone, or
- Swiping on the touchpad on the right-side temple of your glasses:
  - Swipe forward to turn the volume up
  - Swipe back to turn the volume down