



Gemba User Guide



Gemba Customer
Operations Team

Contents

Meta Quest 02

Headset Set Up

Caring for your Headset

Gemba App 05

Gemba App Installation

Gemba App Update

Navigating the App 09



Meta Quest

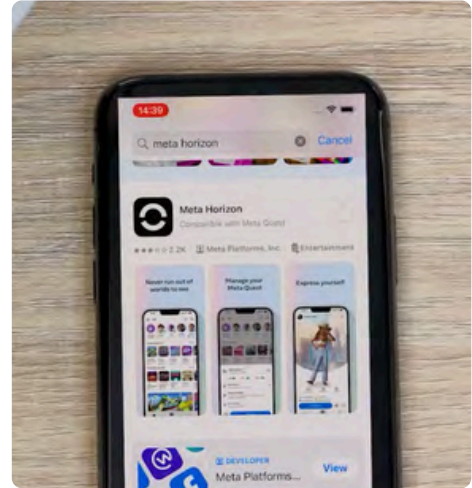


Headset Set Up

01 Download Meta Quest App

- Download the Meta Horizon app on your smartphone from App Store or Google Play Store.
- Continue with your email and create your account.
- Fill in your details and select your preferred privacy settings.

The app may prompt you to create an avatar. You can skip this step as you will create your Gemba avatar later.



02 Power On Your Headset

- Turn on your headset by pressing and holding the power button on the left side until the Meta logo appears on the screen.
- Follow the setup prompts: choose your language, adjust the headset fit and lens spacing, and connect to Wi-Fi (enter your password if required).
- Let the headset update if prompted. It may restart automatically.

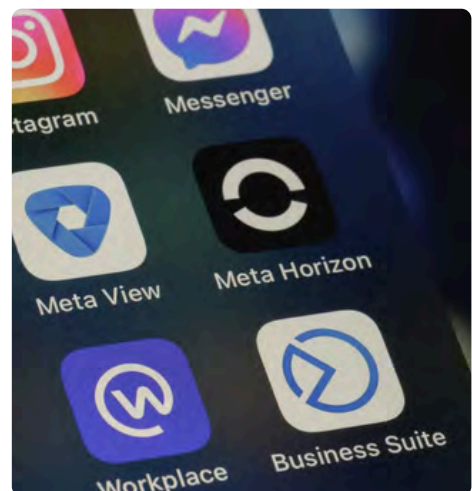


03 Pair Your Headset

Pair your headset with your phone:

- Open the Meta Horizon app on your smartphone.
- Tap the devices icon at the top left.
- Press 'Pair your headset'.
- Select Meta Quest 3 or Meta Quest 3s - check your box.
- Enter the 5-digit pairing code displayed in your headset if it isn't paired automatically.

If pairing fails, restart both your headset and the Meta app and try again.



Caring for your Headset

Dos

- ✔ Store your headset in a **dry, shaded place.**
- ✔ Clean the lenses with a **dry microfiber** cloth only.
- ✔ Charge with the **original charger.**
- ✔ **Adjust fit** to reduce discomfort.

Dont's

- ✘ Never expose the lenses to **direct sunlight.**
- ✘ **Do not use liquids** to clean the headset.
- ✘ Avoid **overnight charging.**

BASIC CONTROLS

Volume Button

Power Button

Trigger Button
Select button

Thumbsticks
Navigate & Scroll Up/Down

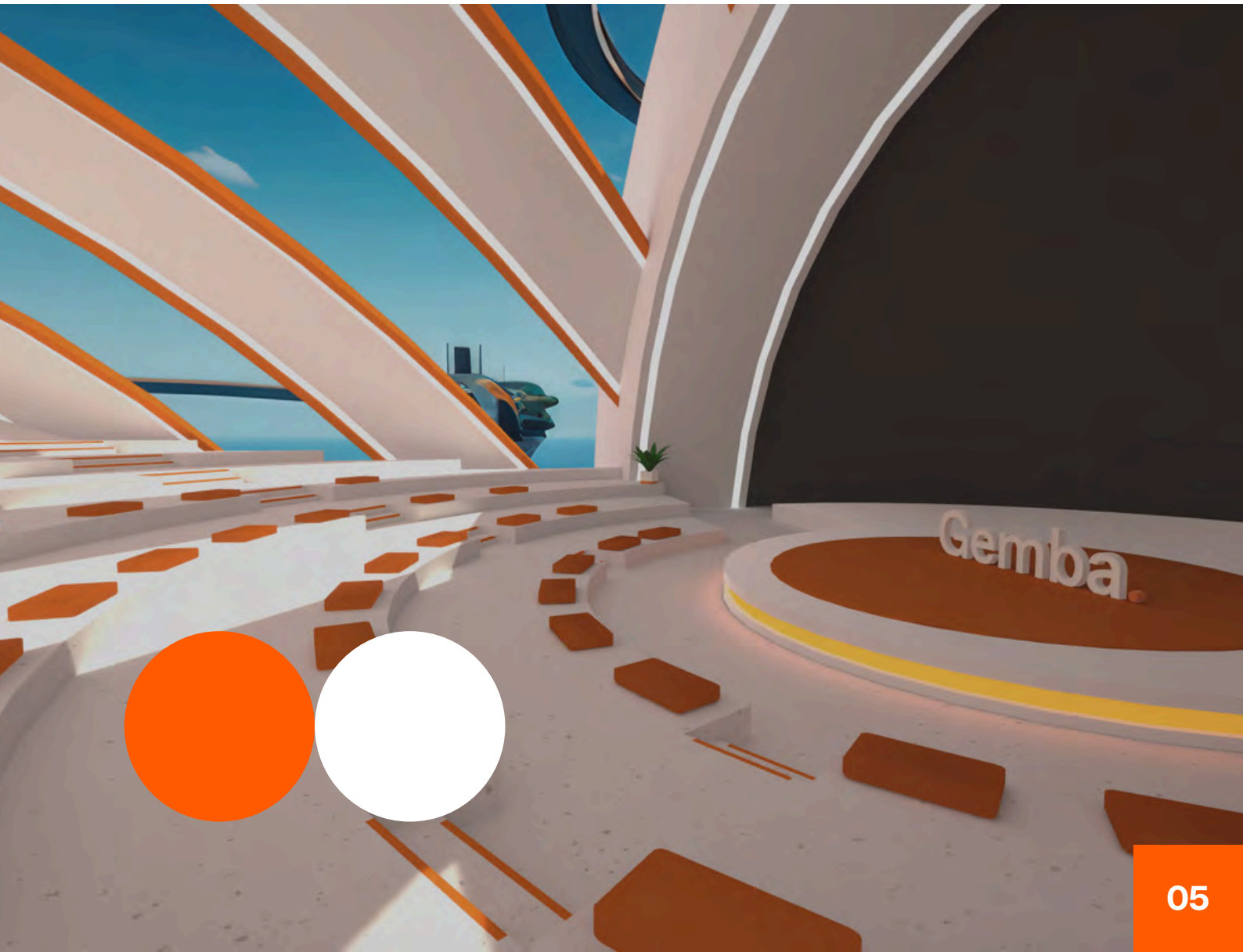
Meta Button
Universal Button

→ **Safety Tip**
Set your **Guardian Boundary** to define a safe play space.





Gemba App



Gemba App Installation

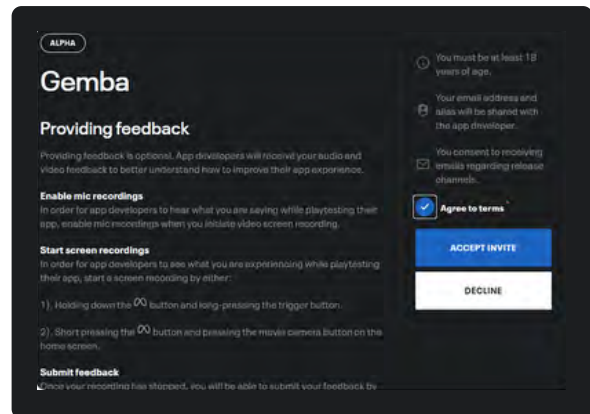
01 Accept the Email Invite

Email our Operations Team (details at foot of page), and provide your Meta account email. We'll send you an invitation from Meta Horizon. Click the link to accept the Gemba app. This opens the Meta website—sign in to your Meta account to continue.




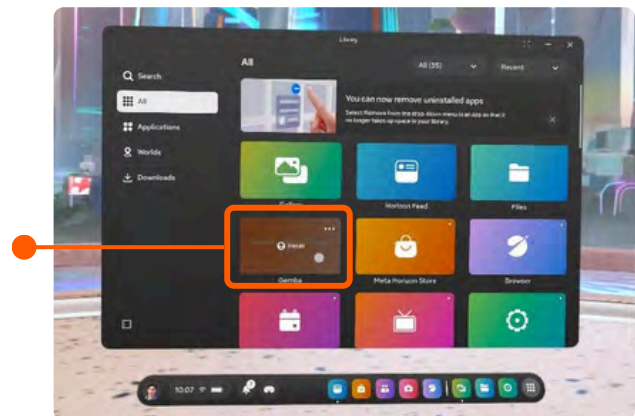
02 Accepting the Invite

On the right side of the page, tick the circle to agree to terms. Then, select the Accept Invite button below. Once accepted, a grey 'Joined' button will appear —**this confirms it's complete.**



03 Installing the Gemba App

Put on your headset and press the Meta Button  on your right controller to open the universal menu. Look to the far right at the bottom and select the **App Library**. Find and select the Gemba app to start installing.



Gemba App Update

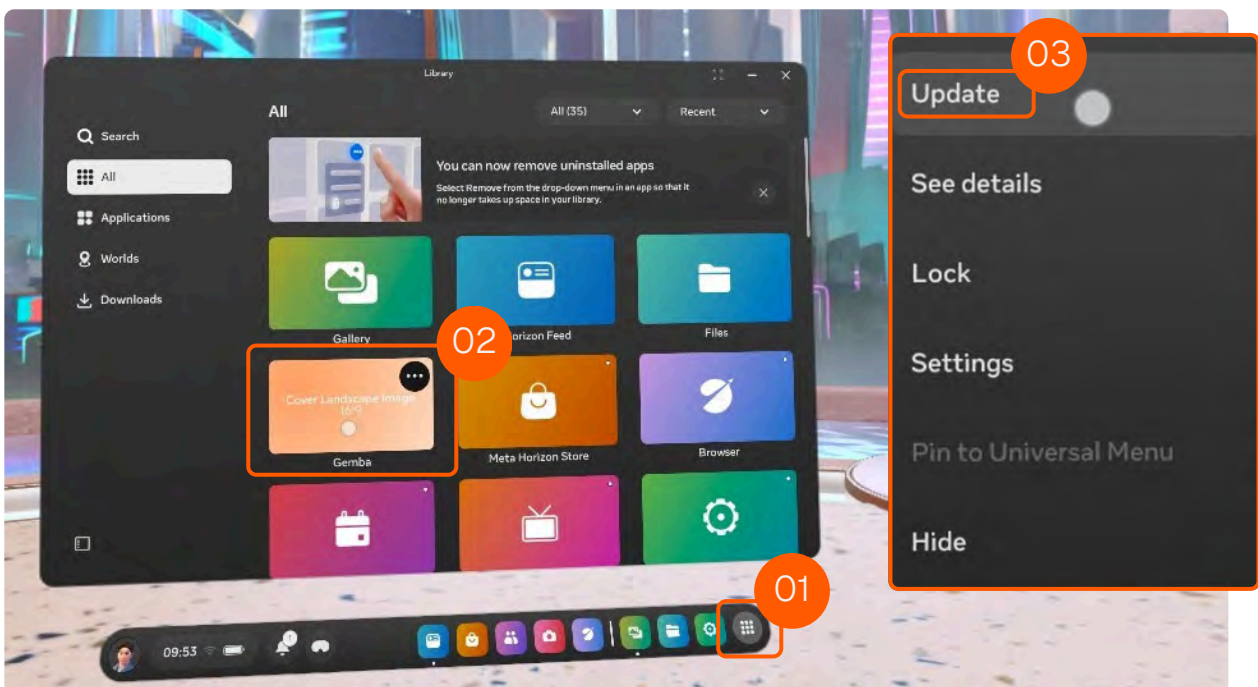
Gemba are committed to constantly improving your experience in VR. From time to time we will make updates to our application which includes minor upgrades, bug fixes and new tools or features. Below we detail the steps you need to take to update the application in your headset and experience the latest version of Gemba.

01 **Navigate to the app library**

02 **Find the Gemba app and click on the three dots**

03 **Select Update**

✓ **You are now set up to enjoy the new version!**



Need more help?

Contact our Gemba Operations Team.

Contact Us



Navigating the App




Navigating the App

Gemba Login

Enter the Gemba world and start exploring all its features and tools.

To Log in

- Press the  button on your right controller to open the Meta menu.
- Go to the far right and select the App Library
- Find and launch the Gemba app.



Gemba Avatar

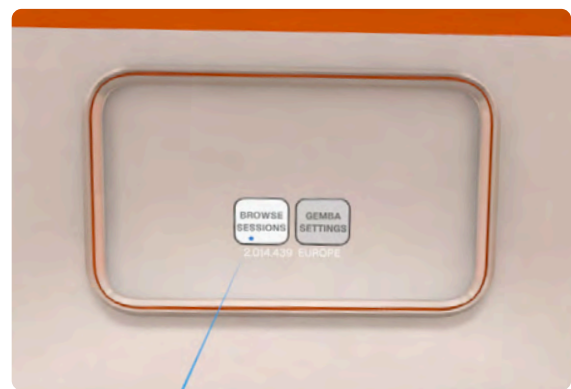


In the **Gemba Hub**, you'll find the option to personalise your avatar.



Head to the **Changing Room** to edit your avatar preferences. Make any changes you like and return to the Hub when done.

Gemba Session



To join your session, head to the Gemba Hub and click on **Browse Sessions**.



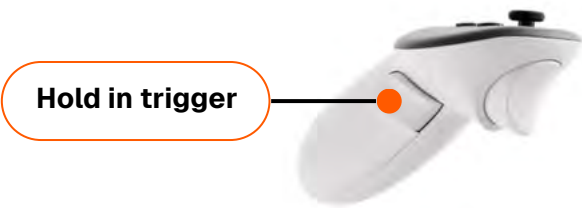
A pop-up window will appear showing your session—just select it and press Start Session to begin.



Navigating the App

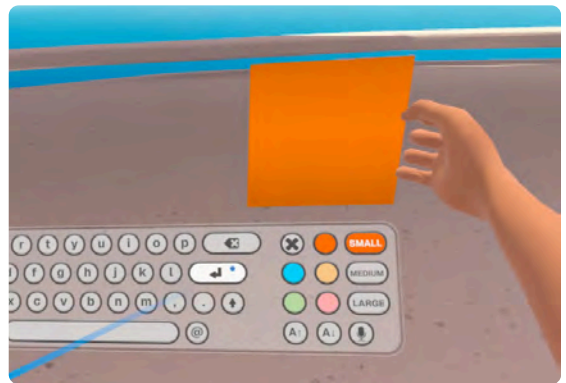
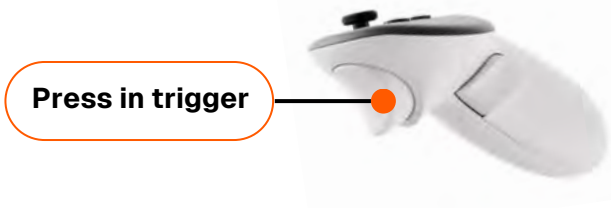
Grabbing Objects

Grab objects by **pressing and holding the grip button** on either controller. You can use both controllers to grab and interact with objects.



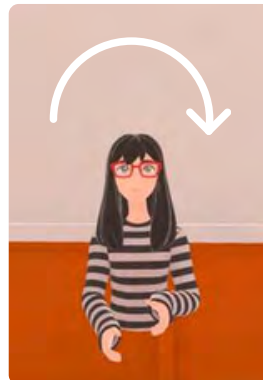
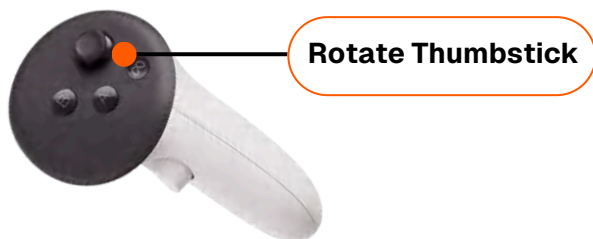
Selecting Objects

Use the **pointer to highlight** the items and objects. **Pressing the trigger** will select or interact with them and confirm actions.



Rotating

Rotate by **tapping the right thumbstick**.



Navigating the App

Moving Around



Push the stick

Push the left thumbstick forward until you see a laser and a circle on the floor



Push the left thumbstick forward until you see a laser and a circle on the floor

Sticking Notes

Grab sticky notes from the Gemba pad and use the keyboard to fill them in. Press down the left thumbstick to turn the Gemba pad on or off.



Navigating the App

Gemba Menu



Press down on your left controller to open the Gemba Menu.




Here, you can turn the presentation pad on or off and use emojis to react.

User Menu



Press down the button on your left hand to access to the quick user menu.

Meta Menu

Press  to open the Meta Menu and quit the Gemba app.



Need more help?

Contact our Gemba Operations Team

gembaoperations@thegemba.com

