Pimax Portal Manual

Product Introduction

- The Pimax Portal handheld device is a high-performance, highly reliable, portable, fanless, and touch-enabled multi-functional tablet computer product that combines tablet mode, VR mode, and display mode. In addition to the tablet functionality for general entertainment and office computing, it can also be configured with accessories such as magnetic game controllers, wristbands, and VR boxes for combined use.

- This product comes with the Android 10 operating system and features a high-performance Qualcomm Snapdragon XR2 processor with 8GB of standard operating memory that cannot be expanded. There are two versions available for storage capacity, 128GB and 256GB, which can be further expanded through a TF card with a maximum capacity of 1TB. The entire device features a sealed, fanless, and ultra-thin design for easy portability.

- This product is suitable for meeting the lightweight office and entertainment needs of most people; it is especially suitable for heavy-duty technology gamers who have high requirements for image quality and positioning experience, as well as professionals who require virtual reality technology assistance in their work.

PACKAGE CONTENTS

- 1 x Portal tablet main unit
- 1 x Magnetic game controller (left)
- 1 x Magnetic game controller (right)
- 1 x USB-C charging cable
- 1 x Handheld VR Kit (optional)

- 1 x View VR headset (optional)
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PRECAUTIONS BEFORE USE

- This product uses magnetic connection for the controller and the main unit. Please avoid placing your hands or other body parts between the magnetic game controller and the main unit to prevent getting pinched.

- Before using the VR mode of this product, please make sure to check the surrounding environment and reserve at least a 2m x 2m space. Before use, make sure that your body feels comfortable and the surrounding environment is safe. Especially when wearing the headset and moving indoors, try to avoid accidents as much as possible.

- It is not recommended for children under 12 years old to use the VR mode of this product. Please place the headset accessories (if any) in a place that children cannot reach. Adolescents over 12 years old should use the VR mode under adult supervision to avoid accidents.

- Direct exposure of the headset lenses to ultraviolet rays or sunlight may cause permanent screen damage. Please avoid this situation. This type of screen damage is not covered by the warranty.

- This product does not have built-in nearsighted adjustment function. Nearsighted users should wear glasses to use and try to avoid scratching or damaging the optical lenses of the headset with nearsighted glasses. It is recommended to pay attention to the protection of optical lenses when using and storing the product to avoid scratches from sharp objects.

- When using the VR Kit with the controller (if any), please use the wrist strap to avoid accidents caused by the controller slipping out of your hand.

- Long-term use of VR mode may cause slight dizziness or eye fatigue. It is recommended to take appropriate rest to relieve discomfort.
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6DOF VR EXPERIENCE (for VR kit only)

- It is recommended to prepare a clean and safe experience space that is not less than 2×2 meters; keep the room bright and avoid using it in spaces with only monochrome walls or large reflective surfaces such as glass, mirrors, and spaces with many moving images and objects.

- Set up the play area according to the on-screen prompts after turning on the device. This product can track the motion status of the headset and the controllers in the forward, backward, left, right, up, down, and rotation directions. Your body movements in reality will be reflected in real-time in the virtual world.

! WARNING: The virtual safety area reminder function of this product cannot fully guarantee your safety within the set area. Please always pay attention to the safety situation around you.

Specifications

Operating System	Android 10
Processor	Qualcomm Snapdragon XR2 Processor, up to 2.84GHz
Memory	8GB DDR4 RAM (standard), up to 8GB supported
GPU	Qualcomm Adreno 650 GPU, frequency up to 587MHz
Storage	128GB SSD, up to 256GB
Networking	WiFi and Bluetooth connectivity
Audio	Dual speakers, array microphones
Display	5.5" display
	Maximum effective resolution: 3840x2160
	Maximum frame rate at maximum resolution: 144
	Maximum color depth: 8-bit
	Brightness: 400 nit
	Contrast ratio: 1000:1
Touchscreen	5 points touchscreen
I/O interface	1 x USB Type-C
Size	225mm (length) × 89mm (width) × 14.2mm (thickness)
Weight	367g
Temperature	Operating temperature: 0°C to 45°C with surface airflow Storage temperature: -30°C to 70°C
Humidity	95% @ 40°C (non-condensing)
Charging	5Vdc 3A / 9Vdc 2A
Battery	3960mAh

1. Quick Guide

1.1. Setup

1.1.1 Tablet mode

- Connect the magnetic controller (left) / magnetic controller (right) to the side of the console as shown in the figure.
- Both the controller and the console have magnets, and they will automatically adsorb when the direction is correct and the distance is close.
- Please be careful not to place your hands or other body parts between the console and the magnetic controller to avoid pinching.

1.1.2.VR mode

- Before using in VR mode, the magnetic controller needs to be removed first.
- Insert the Portal console into the View headset, paying attention to the direction. The screen of the Portal console and the lens of the View headset should face the same side.
- After insertion, pull up the elastic band and wrap it around the buckle to further secure it.

1.2. Charging

- Connect the Portal to the charger via a Type-C data cable to charge the console.
- The Portal console supports standard USB charging and Qualcomm QC fast charging protocol, with a maximum charging power of 18W.
- Magnetically attach the magnetic controller to the sides of the console to charge the controller.

1.3. Power On

-To turn on the device, press and hold the power button at the top when it is turned off.

1.4. Buttons

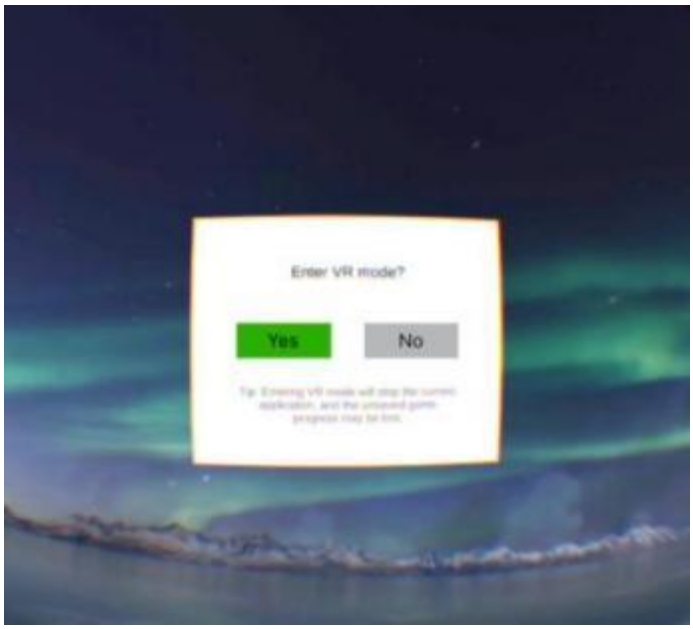
Handheld Mode	Key Position	Action	Function
Shortcuts	L: 1 + 2 R: 19 + 20	Long press 4s	Enter pairing mode
	L: 12 + 14 R: 30 + 32	Long press 4s	Unpair paired controller
	L: 14 R: 32	Long press 7.5s	Restart the controller
		Short press 1s	Turn on/Wake up the controller
Buttons	12	Click	Back
	13	Click	Home
	14	Click	TBD
	30	Click	TBD
	31	Click	Select
	32	Click	Start
	1	Click	Customizable
	2	Click	Customizable
	19	Click	Customizable
	20	Click	Customizable

VR Mode	Key Position	Action	Function
Shortcuts	L: 1 + 2 R: 19 + 20	Long press 4s	Enter pairing mode
	L: 12 + 14 R: 30 + 32	Long press 4s	Unpair paired controller
	L: 14 R: 32	Long press 7.5s	Restart the controller
		Short press 1s	Turn on/Wake up the controller
Buttons	11	Click	System
	10	Click	pi/Home
	9	Click	Volume+
	8	Click	Volume-
	2	Click	In game-X
	1	Click	In game-Y
	20	Click	In game-B
	19	Click	In game-A
	7	Click	Left Stick-Click
	4	Click	Left Stick-UP
	3	Click	Left Stick-DOWN
	6	Click	Left Stick-LEFT
	5	Click	Left Stick-RIGHT
	29	Click	Right Stick-Click
	26/22	Click	Right Stick-UP
	25/21	Click	Right Stick-DOWN
	28/24	Click	Right Stick-LEFT
	27/23	Click	Right Stick-RIGHT

2.Switching Modes

2.1 Tablet → VR

-Select VR icon on Tablet



-Enjoy VR

2.2 VR→ Tablet

To switch from VR mode to tablet mode:

- 1.Remove the Portal console from the View headset.
- 2.Click OK.

2.3 Switching between controller modes

- Select the icon at the lower-left corner of the desktop to enter the Portal settings.
- Select "Devices."
- Click to select the controller connection mode you want.
- controller mode: This is the default mode in console form and can also be used to play traditional games in VR mode.
- Multiplayer mode: This mode treats the magnetic controller (left) and magnetic controller (right) as independent controllers, suitable for multiplayer scenarios.
  VR mode: This is the default mode in VR form, where the magnetic controller is used as the form of the separated VR controller for 6-degree-of-freedom VR games.
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3.issues

3.1 controller issues

3.1.1 The controller is not responding.

- Please make sure the controller is paired with the console properly.
- Please make sure the controller has power. Attach the controller to the side of the console or the Dock to charge it.
- Press and hold the "Button 14" on the left controller or "Button 32" on the right controller for 3 seconds to wake up the controller.

3.2.2 The controller keeps vibrating or other abnormalities occur.

- Press and hold "Button 14" on the left controller or "Button 32" on the right controller for 20 seconds and then release it to reset the controller.

3.3. System Crash

- Long press power button for 4 seconds to force shut down, then reboot your Portal.

4.Product Care

PRODUCTCARE

- The facial foam pad of this product can be replaced by yourself. If you need to purchase it separately, please contact customer service or Pimax authorized agents or sales representatives.
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4.1. Lens Care

- When using or storing the product, please be careful to avoid any hard objects touching the lens to prevent scratches. Use a glasses cloth dipped in a small amount of water or a disinfectant wipe that does not contain alcohol to clean the lens. (Do not use alcohol to clean the lens as it may cause it to crack.)

4.2. Face cleansing with cotton pads.

- Please use disinfectant wipes (which can contain alcohol) or a microfiber cloth dipped in a small amount of 75% concentration alcohol to gently wipe the surface and surrounding area of the material that comes in contact with the skin until it is slightly damp, and then leave it for 5 minutes or more before allowing it to air dry naturally (do not expose to direct sunlight).

Note: After multiple cleanings and disinfections, the facial foam pad may exhibit the following symptoms. It is not recommended to hand wash or machine wash, as it may accelerate the occurrence of the following problems. It is recommended to consider replacing with a new foam pad.
PU leather foam pad: discoloration, stickiness on the surface, and decreased comfort when worn on the face.

4.3. Cleaning of headset (excluding visor, using cotton pads for interior padding), controller, and accessories.

- Please use disinfectant wipes (which can contain alcohol) or a microfiber cloth dipped in a small amount of 75% concentration alcohol to gently wipe the surface of the product until it is damp, and then leave it for 5 minutes or more before using a dry microfiber cloth to wipe the surface dry.

Note: Please avoid getting the main body of the product wet when cleaning.

5.SAFETY WARNING

- We suggest that you read the following warnings and information before using this product, and follow all product safety and operating instructions. Failure to do so may result in bodily injury (including electric shock, fire, and other injuries), property damage, and even death.

- If you allow others to use this product, you are responsible for ensuring that each user is aware of and follows all product safety and operating instructions.

Health and Safety

- It is recommended that you use this product in a safe environment. This product provides an immersive virtual reality experience, which makes it difficult to see the surrounding environment. Please move within a safe area and be aware of your surroundings at all times. Do not approach stairs, windows, heat sources, or other dangerous areas.

- It is recommended that you confirm that you are in good physical condition before using the product. If you are pregnant, elderly, or have serious physical illnesses, mental illnesses, visual impairments, or heart disease, it is recommended that you consult a doctor before using the product.

- Some individuals may experience symptoms such as seizures, fainting, and severe dizziness due to flashing lights and images, even if they do not have a history of such conditions. If you have a similar medical history, it is recommended that you consult a doctor before using the product.

- Some individuals may experience severe dizziness, vomiting, palpitations, or even fainting when using VR headsets. This type of individuals also experience such feelings when playing regular electronic games, watching 3D movies, etc. If anyone experiences similar symptoms, it is recommended that you consult a doctor before using the VR headset.

- It is not recommended for children under 12 years old to use this product. It is recommended that you keep the headset, controllers, and accessories out of reach of children. Adolescents over 12 years old must use the product under adult supervision to avoid accidents.

- If you have a large difference in visual acuity between your eyes, or if you have high myopia or presbyopia, it is recommended that you wear glasses to correct your vision when using VR headsets.

- Some individuals have allergies and are allergic to materials such as plastic, leather, and fibers. Prolonged exposure to the affected areas can cause symptoms such as redness and inflammation. If anyone experiences similar symptoms, please stop using the VR headset and consult a doctor.

- It is recommended that you do not wear the VR headset for more than 30 minutes at a time. If you experience discomfort, it is recommended that you increase the frequency and duration of breaks according to your personal habits. The rest time should not be less than 10 minutes each time.

- When there are visual abnormalities (double vision, distorted vision, eye discomfort or pain, etc.), excessive sweating, nausea, dizziness, palpitations, loss of direction, balance, etc.

Electronic Devices

- If there are places where the use of wireless devices is prohibited, please do not use this device, as it may interfere with other electronic devices or cause other hazards.

- Impact on Medical Equipment

- If wireless devices are prohibited in medical and healthcare facilities, it is recommended that you comply with the regulations of the facility and turn off the device and its associated mobile equipment.

- The wireless waves produced by the device and its associated mobile equipment may affect the normal operation of implanted medical devices or personal medical devices, such as pacemakers, cochlear implants, hearing aids, etc. If you use these medical devices, it is recommended that you consult with their manufacturers regarding the usage restrictions when using this device.

- When the device's associated mobile equipment is connected and using Bluetooth, it is recommended that you keep at least 15 cm away from implanted medical devices (such as pacemakers, cochlear implants, etc.)

- Operating Environment

- Do not wear VR headsets and stare directly at strong light when the associated mobile equipment is not installed to prevent eye injury. Do not use the device in places that are humid, dirty, or near magnetic fields to avoid internal circuit failures.

- Do not use this device on a thunderstorm day. Thunderstorm weather may cause device failures or electrical hazards.

- It is recommended that you use this device within a temperature range of 0°C-35°C and store the device and its accessories within a temperature range of -20°C to +45°C. When the ambient temperature is too high or too low, it may cause device failures.

- Do not place the device in a place where it is exposed to sunlight or ultraviolet rays. When the headset lens is exposed to light or ultraviolet rays (especially when placed outdoors, on a balcony, on a windowsill, or in a car), it may cause permanent damage to the screen.

- It is recommended that you avoid rain or moisture on the device and its accessories, as it may cause fire or electric shock hazards.

- Do not place the device near heat sources or exposed flames, such as electric heaters, microwave ovens, ovens, water heaters, stoves, candles, or other places that may generate high temperatures.

- After running for a period of time, the device's temperature will increase. If the device temperature is too high, it may cause burns. Please do not touch the device or its accessories until it cools down.

- If the device emits smoke, abnormal heat, or unusual smells, please turn it off immediately and contact the manufacturer.
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- The equipment and its accessories may contain small parts. It is recommended that you keep them out of reach of children. Children may unintentionally damage the equipment or its accessories, or swallow small parts, leading to choking or other hazards.

- It is recommended that you use Pimax-approved and compatible accessories, including the designated mobile device and approved power and data cables, to avoid the risk of fire, explosion, or other hazards.

- Only use accessories approved by the device manufacturer that are compatible with this model of device. Using other types of accessories may violate the device's warranty terms and relevant regulations in the country where the device is located, and may lead to safety accidents. If you need approved accessories, please contact Pimax customer service center.

- Please do not dispose of this device and its accessories as regular household waste.
- Please comply with local regulations for the disposal of this device and its accessories, and support recycling efforts.

- To prevent possible hearing damage, please do not use high volume for extended periods of time.

- When using headphones to listen to music, play games, or watch movies, it is recommended to use the minimum volume required to avoid damaging your hearing. Prolonged exposure to high volume may lead to permanent hearing damage.

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- Do not use this device near flammable materials, chemicals, or at gas stations (maintenance stations) or any flammable and explosive areas. Follow all graphics or text instructions. It is recommended to turn off the VR headset's mobile device in such areas. The mobile device may cause explosions or fires in fuel or chemical storage and transportation areas, explosive sites, or their surroundings.

- Please do not store or transport the device and its accompanying mobile unit with flammable liquids, gases, or explosives in the same container.
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- These statements caution against using VR headsets in situations where it may distract from the user's surroundings or require their attention, such as while walking, cycling, or driving. They also advise against using the VR headset while riding in a vehicle, as the irregular vibrations can increase the strain on the user's visual and cognitive faculties.

- It is recommended to use a power adapter with CCC certification and meet the standard requirements when using the device with a power adapter.

- The power socket should be installed near the device and should be easily accessible during charging.

- When charging is complete or not needed, it is recommended to disconnect the connection between the charger and the device and unplug the charger from the power socket.

- Do not drop or collide with the charger.

- If the plug or power cord of the charger is damaged, do not continue to use it to avoid electric shock or fire.

- Do not touch the power cord with wet hands or pull out the charger by pulling the power cord.

- Do not touch the device or charger with wet hands to avoid device short circuits, malfunctions, or electric shocks.

- Stop using the charger if it is exposed to rain, soaked in liquid, or severely damp.

- This product's headset contains a lithium-ion polymer battery, and the controller contains a dry battery. Please do not connect the metal conductor to the battery's positive and negative poles or touch the battery's terminals, in order to prevent short-circuiting the battery and causing physical injuries such as burns due to battery overheating.

- Please do not expose the battery to high temperatures or heat sources, such as sunlight, fireplace, microwave oven, oven, or water heater, as overheating of the battery may cause an explosion.

- Please do not disassemble or modify the battery, insert foreign objects, or immerse it in water or other liquids, as this may cause the battery to leak, overheat, catch fire, or explode.

- If the battery leaks, do not allow the liquid to come into contact with your skin or eyes.

- If it comes into contact with your skin or eyes, rinse immediately with clean water and seek medical treatment at a hospital.

- Please do not drop, crush, or puncture the battery. Avoid subjecting the battery to external pressure, which may cause internal short circuits and overheating.

- If the device's standby time is significantly shorter than normal, please contact Pimax customer service center to replace the battery.

- This device comes with a replaceable battery. Please use Pimax's standard battery for replacement. Replacing the battery with the wrong model may pose an explosion hazard.

- Please do not disassemble, replace, or repair the device yourself, otherwise, you may lose your warranty. If you need repair service, please contact customer service or go to a Pimax authorized service provider for repair.

6.Warranty Regulations.

WARRANTYREGULATIONS

- Within the validity period of the warranty, you are entitled to repairs, exchanges, or returns according to this policy. The aforementioned services require a valid receipt or relevant purchase certificate for processing.

- If there are quality issues within 7 days of the purchase date, customers can choose to receive a one-time full refund or exchange for a product of the same model based on the invoice price.

- If there are quality issues within 15 days of the purchase date, customers can choose to exchange for a product of the same model.

- If there are quality issues within 12 months of the purchase date, customers can choose to receive free repairs.
- The warranty period for accessories (including facial foam cushions, side straps, and other vulnerable components) outside of the main unit is 3 months.
- Important Reminder:
- The following situations are not covered under the warranty:
- Damage caused by improper use, maintenance, or storage not in accordance with the product manual.
- Gifts or packaging boxes that are not part of the product.
- Damage caused by unauthorized dismantling, modification, or repair.
- Damage caused by force majeure such as fire, flood, or lightning strike.
- Warranty period of more than 3 months has expired.
- Please do not dismantle, replace, or repair the equipment yourself, otherwise you will lose the warranty qualification. If you require repair services, please contact customer service or go to an authorized Pimax service center for repair.

FCC WARNING

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-- Reorient or relocate the receiving antenna.

-- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction

Manufacturer's Name: Pimax Technology (Shanghai) Co., Ltd.
Product Name: wireless controller
Trade Mark: Pimax
Model number: Portal QLED Controller-R,Portal controller-R

This device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. All essential radio test suites have been carried out. The device complies with RF specifications when the device used at 5mm from your body. The product shall only be connected to a USB interface of version USB2.0

RF Secification:

Function	Operation Frequency	Max RF output power:	Limit
BLE 1M	2402MHz–2480MHz	3.43 dBm	20 dBm.
BLE 2M	2402MHz–2480MHz	2.99 dBm	20 dBm.

This product can be used across EU member states.

Declaration of Conformity (DoC)

We, Pimax Technology (Shanghai) Co., Ltd.
Building A, Building 1, 3000 Longdong Avenue, China (Shanghai) Pilot Free Trade Zone
406-C Shanghai P.R. China

Declare that the DoC is issued under our sole responsibility and belongs to the following product(s):

Product Type: **wireless controller**

Trademark： **Pimax**

Model Number(s): **Portal QLED Controller-R, Portal controller-R**

(Name of product, type or model, batch or serial number)

System components:

Antenna:

BT antenna : FPC Antenna ; Antenna Gain: 1.5dBi

Battery: DC 3.7V, 700mAh

Optional components:

HardWare Version: V2.0

Soft Ware Version: V0.7.11

MANUFACTURER or AUTHORISED REPRESENTATIVE:

- **Address:**

Pimax Technology (Shanghai) Co., Ltd.

Building A, Building 1, 3000 Longdong Avenue, China (Shanghai) Pilot Free Trade Zone 406-C Shanghai P.R. China

Signed for and on behalf of: Pimax Technology (Shanghai) Co., Ltd.

Name and Title:	**Jack yang/ Quality Manager**
Address:	**Building A, Building 1, 3000 Longdong Avenue, China (Shanghai) Pilot Free Trade Zone 406-C Shanghai P.R. China**

7.Declaration of Rights and Interests.

STATEMENTOFINTEREST

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This information is for reference only and does not constitute any form of commitment. Please refer to the actual product for details such as color, size, and screen display, etc.