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Just Drive Simulator

Software & Licensing

Questions



What's Included?

Each Just Drive Simulator purchase includes:

- A pre-configured Meta Quest 3 VR headset
- The Just Drive Simulator Application and Data Dashboard for **3 years** from date of purchase.
- Installation and technical support with VR Expert for **1 year**.

Is this a software-only tool we need to download?

No. The Just Drive Application is pre-installed and managed remotely. You do not need to download or install anything. Just turn on the headset and begin.

Does the simulator need Wi-Fi to run?

The Just Drive Simulator does not require Wi-Fi to run the pre-loaded crash scenarios. However, we recommend connecting to Wi-Fi to ensure access to the latest software updates, new scenario releases, pre/post survey questions, and Data Dashboard. Staying connected helps keep your simulator running at its best.

Is training or support included?

Yes. Each package includes a digital facilitator guide, onboarding documentation, and implementation tips to help you make the most of your simulator.

Do you offer technical support?

Our partners at VR Expert will serve as your support guide if you need help troubleshooting any issues you run into with your Meta Quest 3 device.



They are available from **9:00 AM to 5:00 PM EST**. Feel free to call them at any time during this window at: **(862) 445-1139**.

Alternatively, you may email them at:

support@vr-expert.com with any questions at any time. Please keep in mind they will respond during the set window above.



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Are there any subscriptions or fees we need to plan for?

The Just Drive Simulator Application is available for 3 years from the date of purchase, and **all licensing, content access, and remote device management are fully covered during that period.** After 3 years, renewal options will be made available if you wish to continue using the simulator with full support.

What happens when the license expires?

You'll retain the headset, and our provisioning partner, VR Expert, will provide renewal options when your license period ends. The simulator may require reactivation or license extension at that time.

Is the hardware mine to keep?

Yes. The Meta Quest headset is yours to keep and use, even after the Just Drive license period ends.

Can I purchase software only if I already have a Meta Quest headset?

At this time, all packages are bundled with hardware to ensure compatibility, proper setup, and support. Please email us if you're interested in future software-only options.

Can I transfer the license to another headset or organization?

Licenses are tied to the original headset and organization for security and content management purposes. Please contact us to discuss special circumstances.

Is the simulator content appropriate for all ages?

The scenarios are designed for high school and older audiences due to the emotional nature of the crash content. We recommend facilitators preview the experience before sharing with middle school or younger groups.

What if our headset is lost?

We recommend keeping the headset stored securely between uses. In the event of loss, replacement devices can be purchased separately from VR Expert. The software license may be transferable upon request.

What if our headset is damaged?

If your headset is damaged, please contact VR Expert directly to begin the warranty process. They will guide you through the necessary steps to repair or replace your device in accordance with Meta's warranty terms.

Will the simulator be updated with new scenarios or content?

Yes. We're continuously working to expand the Just Drive Simulator. New content updates may be made available during your license period. Please connect to Wi-Fi to access any new content scenarios and experience updates.

Can we customize the experience with our logo or messaging?

Custom branding options, such as including your organization's logo within the experience or on printed materials, may be available depending on your package level or for an additional fee. Please contact us to discuss available customization options.

Scan for more Just Drive Simulator Resources.



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