

Ray-Ban Stories – FAQs

How do I set up my Ray-Ban Stories?

1. Download the Facebook View app from your app store and log in using your Facebook account.
2. Turn on the Bluetooth setting on your phone.
- 3a. Start by turning on your glasses. Slide and hold the power switch towards the lens until the notification LED starts blinking white, then release it. The notification LED blinks white while your glasses turn on, which can take up to a minute. When the notification LED turns solid green, you're ready to continue. (If you can't complete this step, continue to 3b, otherwise move on to step 4)
- 3b. Your glasses should arrive partially charged; however, you may need to charge your glasses before moving on to step 4. Place them inside the charging case and connect the case to a power source.
4. Put your glasses into Bluetooth pairing mode. Slide and hold the power switch for 5 seconds and release when the light blinks blue. Your glasses will appear in the app when they're in pairing mode, which can take up to 10 seconds.
5. Continue following the instructions in the Facebook View app to finish setting up your glasses.
6. Enjoy exploring your world in a new way with Ray-Ban Stories

For illustrated set up instructions, please refer to the Facebook View app.

What's included with my Ray-Ban Stories glasses?

Your Ray-Ban Stories comes with the following accessories and user manuals:

- Charging case
- Type-C to Type-C USB charging cable
- Soft glasses pouch
- Quick Start Guide
- Safety & Warranty Guide

How do I turn my glasses on and off?

The power ON/OFF switch is located on the left inner arm of the glasses, near the hinge.

To turn ON: Slide and hold the power switch towards the lens until the notification LED starts blinking white, then release it. The white LED will blink while your glasses turn on. When it turns solid green, you're ready to continue.

To turn OFF: Slide the power switch all the way to the left. There is no LED or sound to signal that the glasses have turned off.

How do I download the Facebook View app?

You can download the Ray-Ban Stories companion app, Facebook View, from the Apple App or Google Play stores.

Please note: The app is only available to download in supported countries.

How do I pair my glasses using Bluetooth?

If you've paired your phone and glasses before, they should automatically pair again. To pair them for the first time, follow these set up instructions.

If your glasses aren't connecting to the app, follow the in-app suggestions or manually try the following actions:

1. Forget Device in your phone's Bluetooth menu and pair them again
2. Close and relaunch the Facebook View app
3. Download the latest version of the app from your app store
4. Make sure your glasses are sufficiently charged
5. Force restart the device

How do the audio controls work?

Use the touchpad on the right-side temple of your glasses to control playback and volume:

- Tap once to pause / resume playback
- Tap once to pause or play audio
- Double tap to skip forward
- Triple tap to skip back
- Swipe forward to turn the volume up
- Swipe back to turn the volume down

When you close your glasses, audio streaming will pause. When you reopen the glasses, they will reconnect via Bluetooth.

How do I take a picture or video using Ray-Ban Stories?

There are two ways to take photos and videos with your Ray-Ban Stories:

1. One-touch control

To take a photo, press and hold the capture button. The white notification LED will blink and make a sound during the capture.

To record a video, press the capture button once to record a 30-second video. Press again to stop recording. The white notification LED will stay on while you're recording.

2. Hands-free voice command

When Facebook Assistant is wake word enabled, you can use your voice to take a photo or video. Say ""Hey Facebook, take a photo"" or ""Hey Facebook, take a video.""

When you take a photo or video, the capture LED will activate to indicate to those around you that you may be recording. To learn more, watch the Product Tour via the Facebook View app within Settings.

How do I share photos and videos?

Once you're in the Facebook View app, select a photo or video and tap on the share icon. You'll see different ways to share your captures or save them to your phone's camera roll or gallery. Limitations may apply depending on which app you're sharing to.

How do I adjust volume on my glasses?

To adjust volume on your glasses, swipe forward on the touchpad to turn up volume and swipe back to turn down volume. You can check how the volume sounds to people around you by removing your glasses while media is playing.

You can also adjust the volume of system sounds in the Facebook View app. Some examples of system sounds include low-battery warning and a sound to indicate you're taking a photo.

To adjust the volume of system alerts:

1. From the Facebook View app, tap on your profile photo in the top right.
2. Tap System Alerts.
3. Tap System Sounds.

How do I charge my Ray-Ban Stories?

Charging your glasses

To charge your glasses, put them in the charging case*. You'll know your glasses are charging when the case LED blinks after you've docked them and closed the case.

*The first time you charge your glasses you need to remove the protective plastic tab from the metal charging connections on the case. When you dock your glasses, the left temple should attach to the metal charging connections and the right temple should gently rest on the right side of the case.

Charging your case

To charge your charging case, use the USB cable that came with your glasses to connect the case with a charger or port. To charge from a wall outlet, you'll need a USB-C plug, which is not included with your glasses.

Case LED

Your charging case has an LED indicator on the front of the case, which shows charge status of the case or glasses.

When you open the case without your glasses inside, the LED will show the charge level of your case. Green means that your case has over 80% charge and orange means you have less than 80% charge. If you see red blinking, this means your case is out of battery.

When you open the case and your glasses are charging inside, the LED will show the charge level of your glasses. Red means the case is out of battery or your glasses are not charging, green means that your glasses are fully charged, and pulsing orange means your glasses are charging. If your case is plugged in, the LED will remain on. If your case is not plugged in, the LED indicator will show charge level for 8 seconds.

You can also see the charging status via the Facebook View app within Settings.

You'll be able to see the battery status of your glasses via the Facebook View app within Settings. If the glasses are charging in the case, you'll also see the battery status of your case.

Charging safety

For safety information on charging your Ray-Ban Stories please refer to the Warranty and Safety Guide.