

FREQUENTLY ASKED QUESTIONS

WHAT LANGUAGES IS THE FCB EXPERIENCE AVAILABLE IN?	The FCB experience is currently available in English and German.
HOW CAN I TAKE PART IN THE FCB EXPERIENCE?	The FCB Experience can be downloaded directly from the FC Bayern Munich website.
IS THE FCB EXPERIENCE AVAILABLE ON IOS?	The FCB Experience is only available on PC.
HOW MUCH DOES THE FCB EXPERIENCE COST?	The FC Bayern VR Experience is completely free. There are no in-App purchases.
WHEN WILL THE FCB EXPERIENCE BE AVAILABLE?	The FC Bayern VR Experience is scheduled to be released in September 2019.
WHO IS DEVELOPING THE FCB EXPERIENCE?	The FC Bayern VR Experience has been developed in-house by VRIDAY, a Berlin-based leading VR company.
CAN THE FCB EXPERIENCE BE PLAYED OFFLINE?	The FC Bayern VR Experience experience requires an internet connection for use.
IS THE FCB EXPERIENCE MULTIPLAYER?	No, The FC Bayern VR Experience is a single player game.
WILL I RECEIVE ONGOING UPDATES FOR THE EXPERIENCE?	We are focused on providing regular updates to optimise the FC Bayern VR Experience for users.
IS IT COMPATIBLE WITH ALL VR HEADSETS?	The FC Bayern VR Experience is currently only available on the Oculus Rift and Oculus Rift S.
CAN I PLAY THE GAME WHILE SITTING?	The FC Bayern VR Experience supports sitting as well as standing. If you choose to sit, please note that you should change the body height in the settings menu when playing the Header game, otherwise it will not play correctly.
DO I NEED THE CONTROLLERS TO PLAY THE EXPERIENCE?	Yes. The FC Bayern VR Experience contains a wrist menu that requires the user's controllers for use. Furthermore, the controller are needed for the interactions in the Time Tunnel.
ARE THERE ANY AGE RESTRICTIONS?	The FC Bayern VR Experience has been certified as family-friendly.
ARE THERE ANY HEIGHT RESTRICTIONS?	The FC Bayern VR Experience has been certified as family-friendly.
HOW CAN I PROVIDE FEEDBACK ON THE FCB EXPERIENCE?	No.
WHAT COUNTRIES IS THE FCB EXPERIENCE AVAILABLE IN?	Feedback on The FC Bayern VR Experience can be sent to our dedicated email, the FCB customer service team at:
WHAT CAN I DO WHEN I HAVE A PROBLEM WITHIN THE FC BAYERN VR EXPERIENCE?	If you should have any problems when playing the FC Bayern VR Experience, please contact our support team at: service@fcbayern.com
WILL THE FC BAYERN VR EXPERIENCE BE AVAILABLE FOR THE OCULUS QUEST?	At the moment, the FC Bayern VR Experience is available for Oculus Rift and Oculus Rift S.
WHAT IS THE FC BAYERN VR EXPERIENCE ABOUT?	The FC Bayern VR Experience is divided in two sections: In the first section "Time Tunnel" you can experience the most important stepstones of FC Bayern München. The second part is a header game with varying degrees of difficulty with Manuel Neuer in the Allianz Arena.
CAN I RESTART A LEVEL?	Yes, please use your menu (left arm turn) and choose the level again.

I CANNOT CHOOSE A LEVEL. WHAT CAN I DO?	Please note that you need to collect enough stars to unlock levels of a higher level.
HOW CAN I CONTROL THE MENU?	The menu can be reached by a left arm turn. Please rotate your left wrist to face you, in order to call up the menu. Use the fingers of your right hand to press the button you want to select. When the button reacts to your right hand, you can slide the button to the right to confirm your selection. For this you do not need to press any button on the controller. This can be a little challenge trying it for the first time.
HOW IS THE SCORE CALCULATED IN THE HEADER GAME?	The score is calculated as follows: You get the points for each goal in the actual field. For a series of goals you get more points with the multiplier. In some levels there are multiplier from the start.
WHY IS IT NOT POSSIBLE TO CHOOSE ANOTHER LEVEL?	To get in a higher level you need to collect stars. IF you cannot choose a specific level it could be that you have not collected the required number of stars to unlock the level. In this case, try going back to levels where you've only unlocked one or two stars to see if you can earn more.
WHERE IS MY SCORE SAVED?	Your score is saved in your myFCB account.
DO I NEED AN ACCOUNT?	Yes, to play the FC Bayern VR Experience you need a myFCB account. This can be set up under the following link:
DO I NEED A NEW ACCOUNT?	If you already have a myFCB account, you do not have to set up a new one.
ARE MY PERSONAL INFORMATION FORWARDED?	No, all personal data is stored at FC Bayern München. Only anonymous gaming data like eye-tracking, movement patterns are forwarded to the developers to analyse the user's behaviour and improve the handling of the VR Experience.
HOW DO I GET TO THE MAIN MENU?	If you move your left arm lightly to your inside the menu appears. You can get back to the starting point, the time tunnel or choose a level.
IS IT POSSIBLE TO SWITCH THE POSITION OF THE MENU ON THE RIGHT ARM?	No, this is not possible at the moment.
WHAT SHOULD I TAKE CARE OF WHILE PLAYING THE FC BAYERN VR EXPERIENCE?	While doing the header training with Manuel Neuer, you should make sure you have sufficient clearance & space around you so that you don't accidentally bump into or break something. We recommend a playing area of 4 sqm. Please also think of enough room height and ensure you have enough vertical clearance so that you don't hit your head whilst jumping to hit the ball.