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User guide

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About this guide

We use the following symbols to indicate useful and important information:



This is a note. It provides detailed information for setup, common questions, and what to do in specific situations.



This is a tip. It will give you an alternative way to do a particular step or procedure that you may find helpful.



This indicates important information that you need in order to accomplish a certain task or to get a feature to work properly.



This is a warning. Take note to avoid potential problems or prevent damage to your hardware.

Information contained in this guide may have changed. For the most up-to-date information, including the latest version of this guide, go to [VIVE Enterprise Support](#).

Before using the product, carefully review VIVE safety information and follow all product safety and operating instructions on <https://enterprise.vive.com/legal/>.

VIVE XR Suite overview

Features of VIVE XR Suite

VIVE XR Suite is a set of XR collaboration tools for business. Access XR Suite apps for business networking, creativity, and productivity across a broad range of devices.

VIVE Sync



- Internal office or group meetings for up to 30 people
- Share presentations, files, or full 3D models in virtual space
- Design collaboratively with a shared 3D whiteboard
- Auto notes with speech-to-text

VIVE Sessions



- Expos, concerts, and conferences for up to 50 attendees
- VR spatial recording and playback
- Rich content library with custom effects and venues

VIVE Campus



- Persistent, life-size offices, campuses, and exhibitions
- Support for 2500 users per space for conferences or concerts
- Multi-platform support

VIVE Museum



- Large exhibitions and festivals for art and film
- Experience VR exhibitions alone or in groups

Getting started

VIVE XR Suite

About VIVE Enterprise account

Your VIVE Enterprise account is an enterprise single sign-on for VIVE XR Suite.

Name	Description	Link
VIVE for Business store	Purchase VIVE Enterprise products, such as licenses for VIVE XR Suite.	https://business.viveport.cn
VIVE Enterprise Console	Assign licenses and manage users of enterprise products.	https://business.viveport.cn/portal
VIVE for Business desktop app	Install your apps and keep them up-to-date. Available from the VIVE Enterprise Console.	https://business.viveport.cn/portal
VIVE XR Suite	Collaborate in VR. The suite includes VIVE Sync, VIVE Sessions, VIVE Campus, and VIVE Museum.	https://business.viveport.cn/xrsuite.html

Launching apps with single sign-on

VIVE XR Suite apps support single sign-on (SSO) with a VIVE Enterprise account.



You will need:

- A VIVE Enterprise account. To create one, go to the [VIVE Enterprise Console](#) and click **Register Now**.
- The VIVE for Business desktop app. To install it, see [Downloading and installing the VIVE for Business desktop app](#) on page 12.

1. On the VIVE for Business desktop app, click on an app in your library. If this is your first time using the VIVE for Business desktop app, you will need to sign in with your VIVE Enterprise account.
2. In your library, mouse over the app you want to run, and then click **Play**. If it hasn't been installed yet, click **Download** to download and install it.
3. Sign in to the app using your VIVE Enterprise account.



This topic covers signing in on a computer. To find out how to use other devices, see [How do I access VIVE XR Suite on my devices?](#) on page 10.

About VIVE XR Suite Pro

The pro version of VIVE XR Suite is a paid subscription with extra features.

	VIVE XR Suite	VIVE XR Suite Pro
VIVE Sync	Join meetings	Join and host meetings
VIVE Sessions	Create public sessions for small groups	Host large sessions and gatherings, privacy controls
VIVE Campus	Join public spaces	Create private spaces
VIVE Museum	Access limited selection of exhibits	Access the full museum

Upgrading to VIVE XR Suite Pro

Subscribe to VIVE XR Suite Pro to access all features. You can subscribe from the VIVE for Business store for monthly subscriptions.

1. In your web browser, go to VIVE for Business store.
2. Sign in with your VIVE Enterprise account.
3. Navigate to XR Suite Pro and follow the onscreen instructions to complete your purchase.



For yearly subscriptions or large volumes, contact us for a quote.

Common solutions

Can one account purchase multiple licenses for multiple users?

Yes. Currently one account can purchase multiple licenses for different users, and then assign access through the VIVE Enterprise Console.

I've purchased multiple licences, how can I assign them to other users?

You can assign them through the VIVE Enterprise Console. Users must first be added to the user list before you can assign content to them.

1. From the VIVE Enterprise Console, click **Manage Users > Users**.
2. If the user you want to assign is not on the list, click **Add User**, fill in their details, and then click **Invite**. You can invite multiple users at once.
3. From the VIVE Enterprise Console, click **Manage Content > Licensed Content**, and then click the app you want to assign.
4. Click **Assign Content**.
5. Search for the users you want to add, and then click **Assign**.

What payment methods are supported?

VIVE XR Suite supports several payment methods.

Online payment methods for monthly licenses:

- Alipay
- WeChat Pay

Offline payments currently supported by bank transfer.



- Annual licenses currently support offline payment only. Online payment will be added at a later date. Contact us for a quote.
- Online transactions are currently limited to RMB 500 per transaction.

Can I change payment methods after I place my order? How?

Yes, you can change payment methods on active orders. Change your payment method by contacting us through the VIVE Enterprise Console.

1. From the VIVE Enterprise Console, click on your profile, and then click **License Management**.
2. Click **Contact Us** to adjust your payment method.

How do I cancel my subscription?

You can cancel your subscription at any time by contacting us. To avoid being charged for the next billing period, make sure to cancel your subscription at least 24 hours before the end of the current billing period.

How do I upgrade to VIVE XR Suite Pro?

There are two ways to upgrade to Pro.

- Through the VIVE for Business store. Go to the VIVE for Business and purchase a subscription from the store.
- Through in-app promotions. When you try to use a Pro feature in VIVE Sessions without a subscription, you will get an offer to buy a subscription from the store.

Can I use VIVE XR Suite apps with first-party app users?

Compatibility between XR Suite and first-party apps depends on the app.

- VIVE Sessions: ENGAGE and VIVE XR Suite aren't compatible.
- VIVE Campus: VirBELA and VIVE XR Suite aren't compatible.
- VIVE Sync: VIVE XR Suite users and VIVE Sync users can interact, as well as join and host the same meetings.
- VIVE Museum: VIVE Museum users with pro subscriptions and users of the paid version of MOR can join the same rooms.

Which devices does VIVE XR Suite support?

Device support varies by app.

	PC VR	PC	Mobile VR	Android
VIVE Sync	✓	✓	✓	✓
VIVE Sessions	✓	✓	✓	✓
VIVE Campus	✓	✓		
VIVE Museum	✓	✓		

Example devices	
PC VR	VIVE Pro, VIVE Cosmos
PC	Desktop and laptop computers
Mobile VR	VIVE Focus Plus
Android	Smartphones and tablets

VIVE Sync and VIVE Sessions also feature web administration clients.

Can I use single sign-on for all devices?

Single sign-on is fully supported for all PC, PC VR, and mobile VR versions of VIVE XR Suite apps. Web clients for VIVE Sync and VIVE Sessions are supported for administration.

Additional support coming soon.



You can create accounts for first-party web and mobile clients, but these accounts will be separate from your HTC profile.

How do I access VIVE XR Suite on my devices?

Access methods vary by platform.

PC VR and desktop client

Once you have purchased VIVE XR Suite, you will receive an email inviting you to download the VIVE for Business desktop app. Once you install and launch the VIVE for Business desktop app, you will see each XR Suite app in your library. Select any app to start download and installation. Once installation is complete, launch the app from your library.

Mobile VR

Once you have purchased VIVE XR Suite, log in to your VR headset with a VIVE Enterprise account that has a valid license. Select the **Enterprise** tab to enter the Enterprise library. Download and install the assigned app. You can launch it when installation is complete.

Web clients

VIVE Sync and VIVE Sessions both have web clients. The VIVE Sync web client allows you to create meetings and manage content. The VIVE Sessions web client additionally allows you to modify your profile, manage groups, create events, and store media.

Android-based mobile devices

VIVE Sync and VIVE Sessions have Android clients. Links are available from the VIVE XR Suite web page.

VIVE for Business desktop app

What is the VIVE for Business desktop app?

The VIVE for Business desktop app is an application that lets you manage licensed apps that are used by your business. Use the VIVE for Business desktop app to browse and install licensed apps that are assigned to you.

System requirements

To use the VIVE for Business desktop app, your computer must have an Internet connection and using an operating system that is either Windows® 8.1 or Windows 10.

Operating system	Supported versions
Windows 8.1	<ul style="list-style-type: none">▪ Windows 8.1 Core▪ Windows 8.1 Professional▪ Windows 8.1 Enterprise
Windows 10	<ul style="list-style-type: none">▪ Windows 10 Home▪ Windows 10 Professional▪ Windows 10 Enterprise▪ Windows 10 Education

Downloading and installing the VIVE for Business desktop app

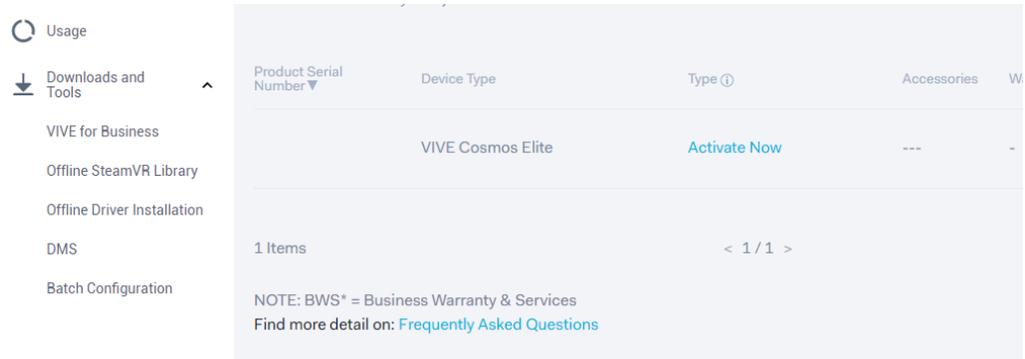
Download and install the VIVE for Business desktop app on your computer so you can manage enterprise apps assigned to you.

1. On your computer's Web browser, go to <https://enterprise.vive.com/portal/>.
2. Log in using your VIVE Enterprise account.

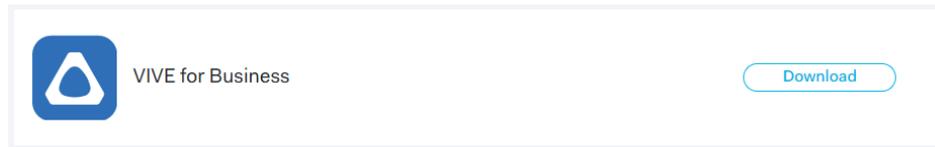


You'll need a VIVE Enterprise account to access the VIVE Enterprise Console. To register for a free account, click **Register Now**.

- On the left panel, click **Downloads and Tools** > **VIVE for Business**.



- Click **Download**.



- Double-click the VIVE for Business desktop app installation file to start the installation process.
- Follow the instructions to install the VIVE for Business desktop app. Wait for the installation to finish.
- Double-click **VIVE for Business** to launch the app.

Installing an app

Use the VIVE for Business desktop app to download and install enterprise apps that are assigned to you.

- On your computer, open the VIVE for Business desktop app.



If this is the first time opening the app, log in using the email address you used to register for a VIVE Enterprise account.

- In **My Library** > **All Apps**, mouseover the app you want to install.



If you don't see the app you want to install, click **Refresh Library**.

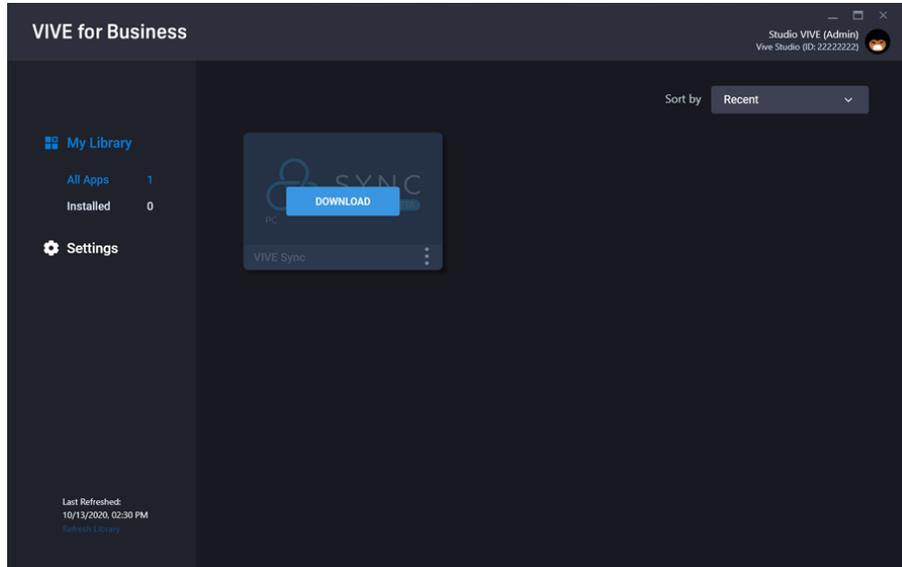


For the app to show in My Library, make sure:

- The app has been assigned, using the VIVE Enterprise Console, to the email address you used to log in to the VIVE for Business desktop app.
- You have accepted the invitation sent to the email address you used to log in to the VIVE for Business desktop app.

For more information about the VIVE Enterprise Console, see [Enterprise Console](#).

3. Click **Download**.



Wait for the app to finish installing.

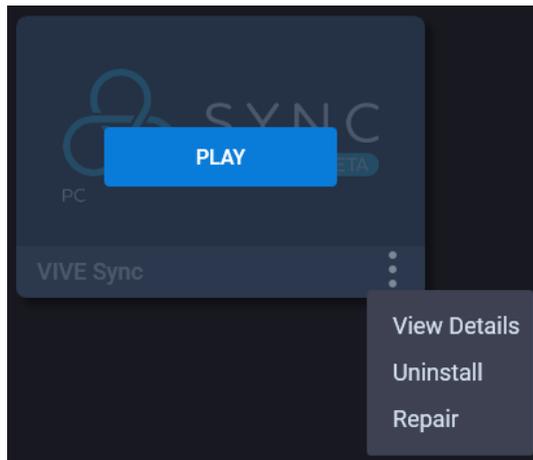
4. Mouseover the app , and then click **Play** to launch the app.

Go to **My Library > Installed** to see all the enterprise apps that have been installed.

Uninstalling an app

You can uninstall an enterprise app that you no longer need.

1. On your computer, open the VIVE for Business desktop app.
2. In **My Library > Installed**, mouseover the app you want to delete.
3. Click  **Uninstall**.



Setting VIVE for Business desktop app options

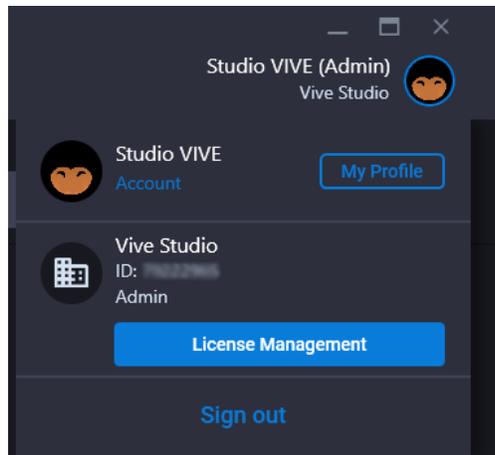
Choose the language, set the default installation folder, and other settings for the VIVE for Business desktop app.

1. On your computer, open the VIVE for Business desktop app.
2. On the left panel, click **Settings**.
3. You can do the following:
 - In General, click the **On/Off** switch for the options you want to enable or disable.
 - Choose the Language and default Storage location for the apps you download and install.
 - Click **Report Issue** to send a summary of an issue you're experiencing to HTC.
 - Click **FAQ** to go the Enterprise support website.
 - Click **Check for Updates** to check if there is a newer version of the VIVE for Business desktop app.

Managing your account

Check your VIVE Enterprise profile, content assigned to you, storage and user status, and more.

1. On your computer, open the VIVE for Business desktop app.
2. Click your avatar on the upper-right corner of the app.



3. Do one of the following:
 - Click **My Profile** to open the Enterprise Console on your Web browser and check details about your VIVE Enterprise account.
 - Click **License Management** to open the Enterprise Console on your Web browser and check your VIVE Enterprise account storage and user status.
 - Click **Account** if you want to check or update your VIVE Enterprise account settings.

VIVE Sync

Creating your avatar in VIVE Sync

Each meeting participant has their own avatar. With VIVE Sync, you can choose a pre-generated avatar when you sign in, or create a custom avatar. To create a custom avatar:

1. On your Android™ or iOS device, find and install the Sync Avatar Creator from your app store. You can also download the APK for Android devices by going to <https://sync.vive.com/>, signing in, and downloading the APK from the profile page.
2. Open the app on your device. Follow the on screen instructions to take a selfie and customize your avatar.
3. Make a note of the 6-digit code generated by the app.
4. On your computer, go to <https://sync.vive.com/>.
5. Find the Profile page and click on the avatar icon.
6. Enter the 6-digit code to save your avatar to your profile.

You can now choose your custom avatar when you join a meeting in VIVE Sync.

Booking a meeting with VIVE Sync

Book meetings through the web client.

1. In your web browser, navigate to the [VIVE Sync website](#).
2. Sign in with your VIVE Enterprise account.
3. Click **Create New Meeting**.
4. Choose a virtual setting for your meeting from the list.
5. Enter the details of your meeting:
 - Name
 - Date
 - Time
 - Duration

Click **Book room** when you are ready to book. You can adjust the details later.

Once you have booked your meeting room, you will see a **Room ID** and **Password**, along with a QR code. Click **Copy** to copy this information to share with invitees.

Working with files

Files in cloud storage can be shared in meeting rooms. Link your cloud storage account to share files during a meeting

To link cloud storage:

1. Navigate to the [VIVE Sync website](#) and sign in with your account.
2. Click **Profile**, and then specify a cloud folder you'd like to use. Make sure to put your meeting files in that folder before starting a meeting.
3. Create a meeting room, and then click **Synchronize** to make your files accessible during the meeting.

Joining a meeting in VIVE Sync

Join meetings to collaborate with your colleagues in VR. There are two ways to join a meeting:

- Enter the room ID and password from the lobby in VIVE Sync.
- Scan the QR code using the headset camera by clicking the QR Code button. You can find the QR code by clicking the link in the email meeting invitation. You may need to enable your headset camera before scanning the QR code.

Things you can do in a VIVE Sync meeting room

VIVE Sync meetings have several tools to make your meeting more efficient. You can access the tools from your virtual tablet by pressing the Menu button:

- Present files. Your cloud files can be presented on the big screen. There is also a laser pointer to point out highlights.
- Take notes. Notes can be private or shared with the team, and support voice transcription in several languages.
- Annotate and draw. Write and draw in 3D using the drawing tool
- Take pictures with the Camera function. Access them later from your account.
- Add a table for the group to gather around.
- Browse the Internet. You can share web pages using the browser on the tablet, and then cast them onto the big screen.
- Talk to colleagues. VIVE Sync supports two-way audio communication, which you can manage from the tablet.

For help and support

Access additional support information by consulting the Support section—located at the bottom of the [VIVE Sync web page](#).

VIVE Sessions

Ways to collaborate in VIVE Sessions

VIVE Sessions offers two ways to collaborate:

Sessions

Offer the ability to spontaneously create a shared space for meetings and collaboration. Sessions can also be made persistent, creating a permanent virtual environment that can be joined as needed.

Events

Preplanned VR events at a fixed time with optional RSVPs and guest lists. Events also allow prerecorded content.

Creating your avatar in VIVE sessions

Your avatar is a projection of yourself in VR. You can customize it to add a personal touch and allow your colleagues to recognize you.

1. Once you've logged in to VIVE Sessions, select **My avatar**.
2. To create a new avatar, select **Create**. You can also choose to edit an existing avatar by selecting **Edit**.
3. Adjust the elements of your avatar's appearance to your liking. Here are some of the characteristics you can adjust in VIVE Sessions:
 - Gender
 - Complexion
 - Eye and hair styles
 - Makeup
 - Clothing and accessories
 - Height and weight
 - Facial features
4. When you're done, select **Save & Continue**.

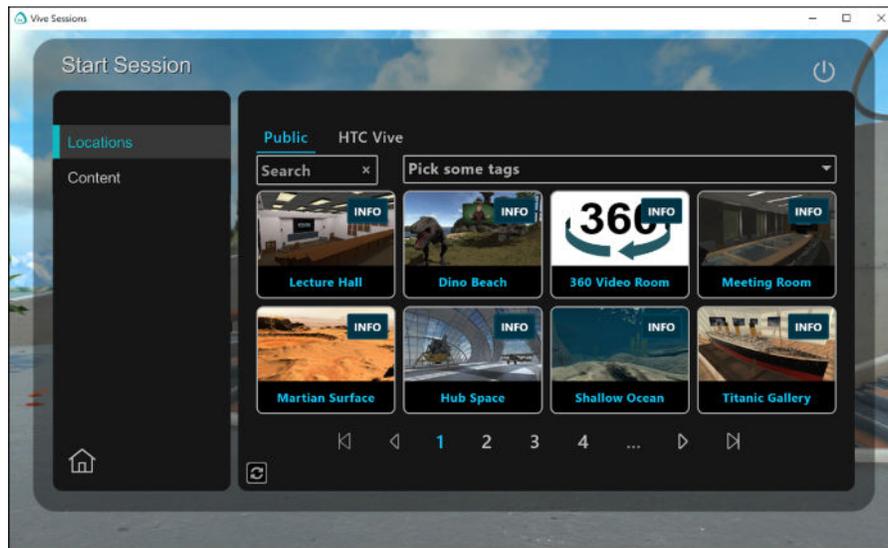
About using your real face in VIVE Sessions

Pro users can upload selfies of their real faces for avatars. You can upload more than one face, and can choose when to display it. For example, you may not want to show your real face at public events, but show it for office meetings or gatherings of friends.

Hosting a session

You can start a session in an environment of your choice.

1. From the main menu in VIVE Sessions, select **Start Session**.
2. Choose a location to host your session.



3. Choose whether to have your session alone, or make it available to others. Making the session available to others adds the following options:
 - Name of your session
 - Password protection - for Pro users only
 - Unlisted sessions, which require the session ID to join - for Pro users only
4. When you have made your choices, select **Start** to begin your session. Your session will begin immediately.

Creating an event

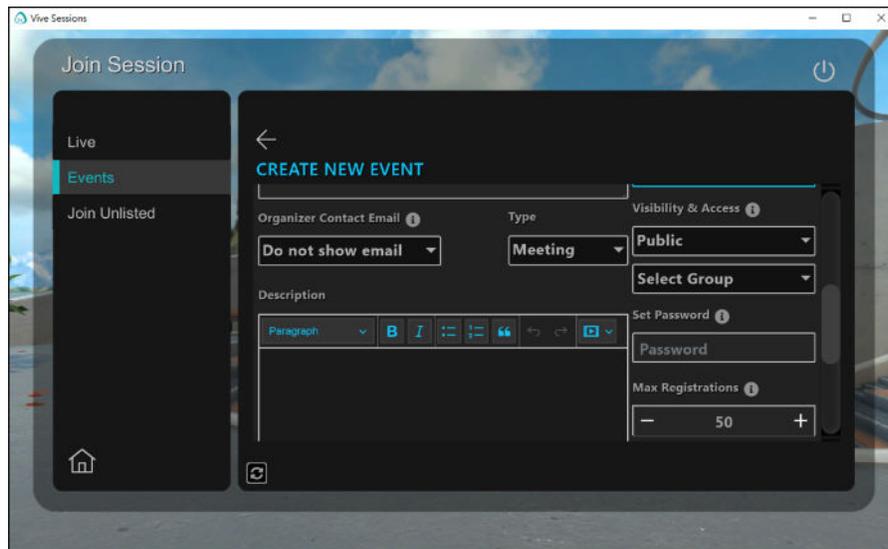
Pro users can create events for up to 50 guests.

The event host must have an active Pro subscription to create an event.

1. From the main menu in VIVE Sessions, select **Events**.
2. Select **Create**.

3. Specify the details of your event, such as:

- Date and time of meeting
- Description
- RSVP and registration
- Password
- Title



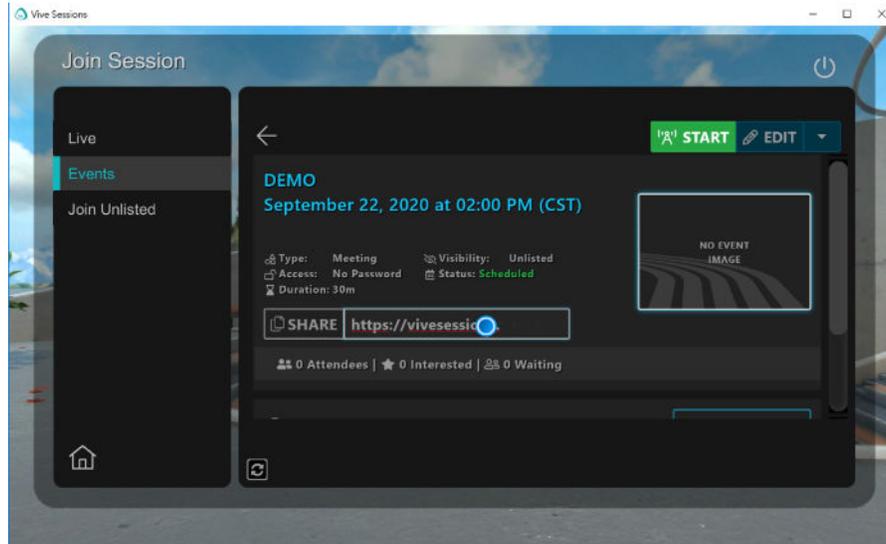
Select **Create event** when you are done.

4. Once you have created your event, share the event URL so guests can RSVP/Register if needed.
5. Select **Start** to start your event.

Inviting people to your events

Invite people to your events by sharing links with them.

- If you have already created your event, you can get the link from the main menu by selecting **Events** > **Hosting**, and then selecting your event. Click **Share** to copy the link for easy sharing.



- If you have not yet created an event, see [Creating an event](#) on page 19 for details.

Joining a session

You can join a session hosted by someone else.

If the session host has created an unlisted session, you will need the session ID to join.

1. From the main menu, select **Join Session**.
2. Choose a session from the list. Public sessions are listed under the public tab. Your organization may also offer sessions under their own tab.
3. Once you have selected the session you wish to join, select **Join**.

What you can do in sessions and events

Sessions and events are key ways of creating shared virtual spaces.

Sessions and events allow you to:

- Move through virtual space
- Interact with virtual objects
- Speak to other participants with 3D audio
- Create, edit, and remove virtual objects from a space

Additionally, events allow you to:

- Create a scheduled event
- Create and manage guest lists and RSVPs

For help and support

VIVE Sessions includes built-in video tutorials available from the main menu.

VIVE Sessions is powered by ENGAGE VR. You can access additional support information the [ENGAGE support site](#).

VIVE Campus

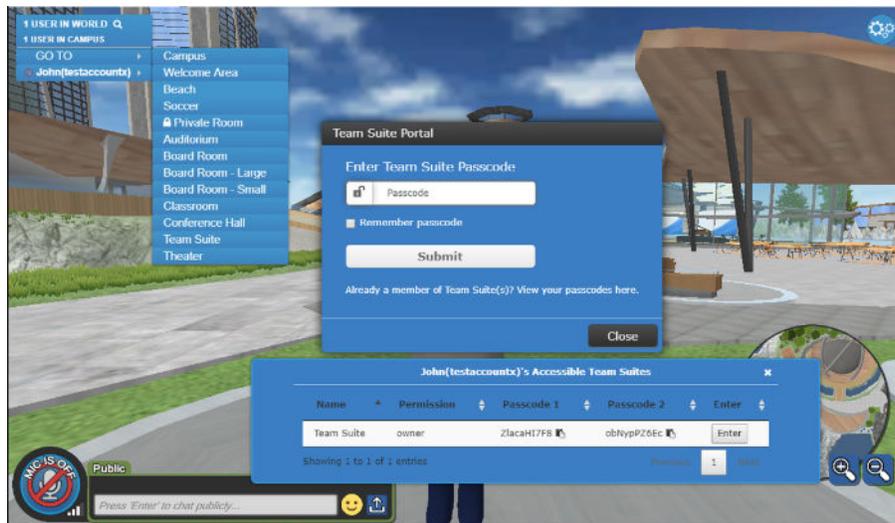
Joining a team suite or private room

VIVE Campus supports private spaces. You can join team suites and private rooms protected by a passcode.



Some options may not be supported by all versions.

1. On the menu on the upper-left side of the screen, click **GO TO**.
2. Click **Team Suite** to join a team suite. If you're joining a private room, click **Private Room** instead.



3. Do either of the following:
 - Enter the passcode of the space you wish to join in the Passcode field, and then click **Submit**.
 - Click the text at the bottom of the dialog box, and then choose a space from the list and click **Enter**.



You can also copy passcodes from the list of Accessible Team Suites to share with others.

For help and support

VIVE Campus is powered by VirBELA.

For additional support and development materials, consult [VirBELA Support](#).

VIVE Museum

Creating your avatar

VIVE Museum uses abstract avatars based on shapes and colors. You can customize your avatar using the kiosk by the map.

Approach the kiosk. Do any of the following:

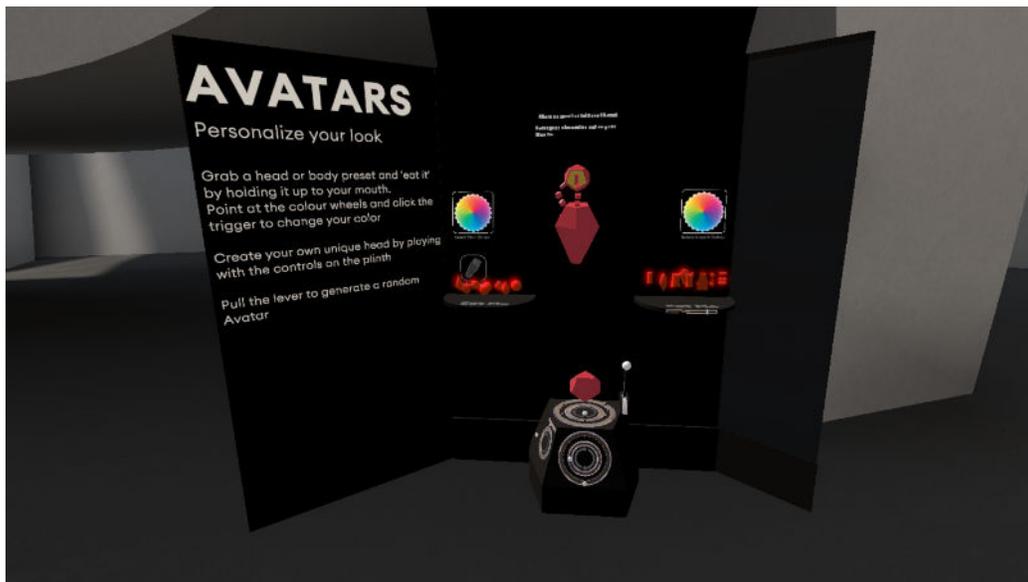
- Turn the dials of the kiosk to adjust various parts of your body.
- "Eat" the shapes on the left to change the shape of your avatar's head.
- "Eat" the shapes on the right to change the shape of your avatar's body. Adjust the slider to see more shapes.
- Pick the color of your head or body from the color wheel.
- Adjust the size of your avatar with drinks.



Reach over your shoulder and squeeze the grip button on your controller to retrieve a drink.

- Blue drinks make you smaller
- Pink Drinks make you bigger
- Green Drinks return you to normal size

Hold the drink to mouth or eye-level to drink. If you have a drink you don't want, you can discard it by dropping it.



Attending an exhibition

There are lots of ways to enjoy exhibitions in VR.

- When you enter the museum, you can walk to the exhibition using your preferred locomotion method.
- You can teleport to your desired exhibition using the map.

Things you can do at an exhibition

There are many ways you can interact with exhibits.

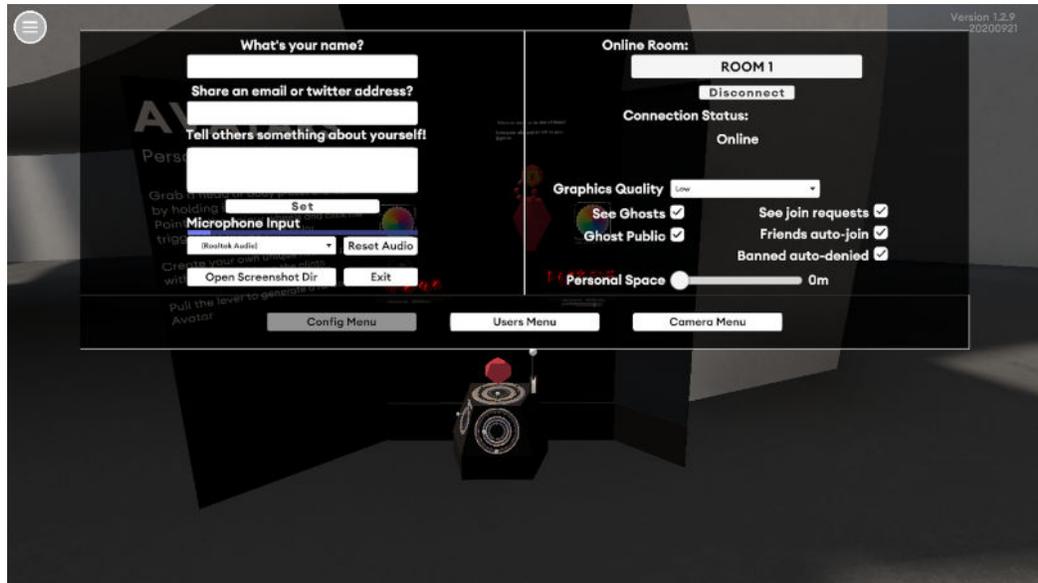
Most have at least a visual component. Here are some other ways to interact:

- Teleport or move inside exhibits.
- Float or fly. Some exhibits allow you to float or fly freely around them for a better view. To float, hold the up direction on both joysticks or trackpads, and then point the controllers in the direction you want to go.
- Touch or grab. Some exhibitions respond to being touched or grabbed. To grab an object, move the controller over it, and then pull the trigger to grab.
- Listen and speak. Some exhibits have audio components, and can even respond to what you say through your microphone. Make sure your audio settings are adjusted correctly.
- Interact with others. You can add other people to your group by holding the menu button, then pointing at their ghosts. You can choose to invite them to your group, join their group, or ban them. Once you are in a group, you can speak freely with other group members when they are within a short radius of your avatar.

Joining a room

VIVE Museum lets you view exhibitions in separate spaces called rooms. You can only interact with other users in the same room. To change rooms, do the following:

1. On your computer, click the menu button in the upper left corner. If you're in VR, take off your VR headset and use your computer.
2. Under Online Room, click the box and type the name of the room you'd like to join, and then click **Connect**.



- If the menu button is hidden, press Shift + H to show it.
- You can also press Esc on your computer keyboard to open the menu.

How do I change the language in VIVE Museum?

VIVE Museum supports multiple languages.

Press ` and w on your computer keyboard to cycle between languages.

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