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VIVEPORT Arcade Manager Client User Guide

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Introduction

The VIVEPORT Arcade Manager (VAM) system is the software content management system for setting up and managing VIVE™ VR experiences on your location-based entertainment centers. It provides a consistent and enjoyable arcade experience for your paying arcade customers.

You'll need a host computer (where you download VR content and administer the system) and one or more client computers (which are treated as game rooms). You can also install the VAM host & client together in the same PC.

What's new with VIVEPORT Arcade Manager Client

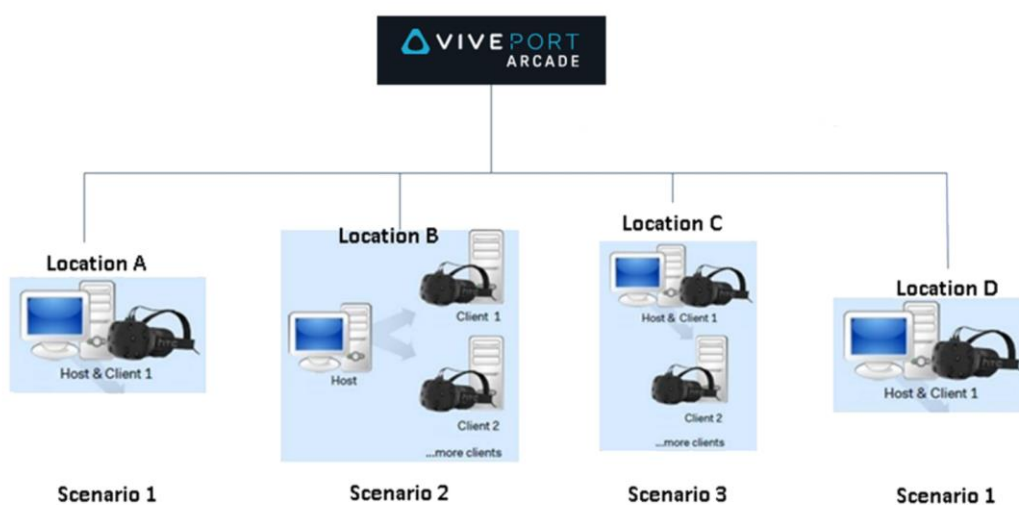
Arcade operators can benefit from the following new features in the PC client:

- **Activate/Deactivate deployed games on the client PC**
This lets you select age-appropriate content for your customers.
- **Start games directly from the client PC**
No need to walk back to the VAM host after helping the customer gear up.
- **Connection flexibility**
Initiate VAM host connections manually or automatically.

Installation scenarios

There are three different installation scenarios for the VIVEPORT Arcade Manager:

1. The VAM host and VAM client are installed on the same computer.
2. The VAM host on one computer and the VAM client installed on one or more computers.
3. VAM host and VAM client installed on the same computer, with additional clients installed on one or more computers.



For separate VAM client and host setups, arcade staff no longer need to walk between the host and client to start games. While previous versions have title management and start round options on the host, these options are now available in the VAM client. This allows staff to help customers gear up and start games in a single stroke.

Client UI

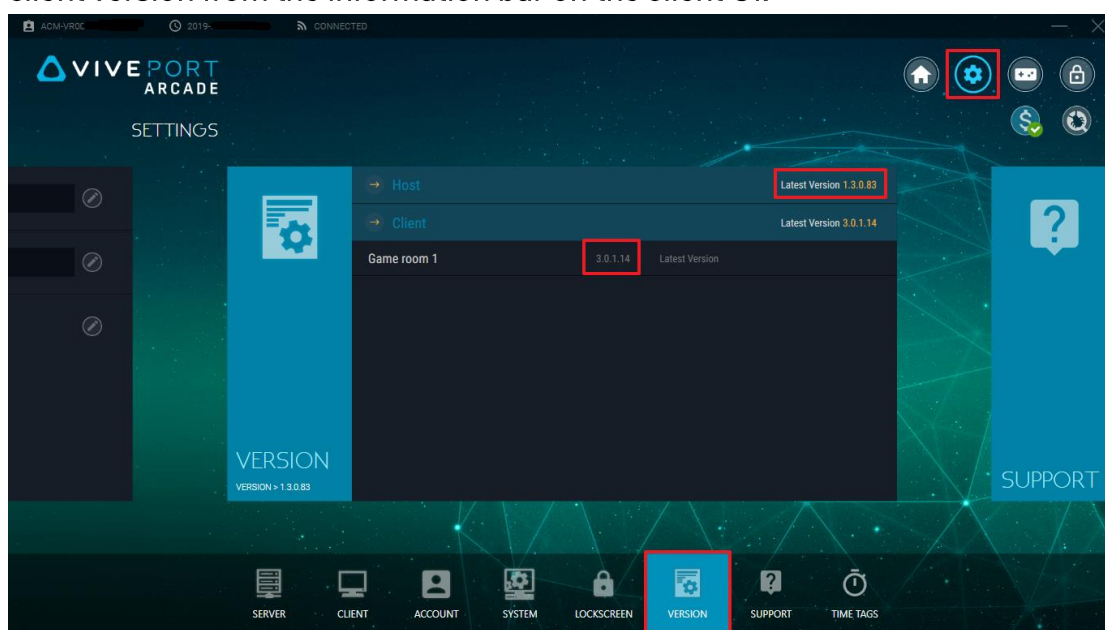
Checking VAM host and client versions

To take advantage of the VAM client UI features, make sure your VIVEPORT Arcade Manager host and client are at least the minimum versions listed below:

VIVEPORT Arcade Manager host version: **1.3.0.83**

VIVEPORT Arcade Manager client version: **3.0.1.14**

You can check you VAM host and client versions by going to **Settings** -> **Version** from the VAM host UI. If there are updates available, you will be prompted to update/deploy the latest version. You can also check the VAM client version from the information bar on the client UI.

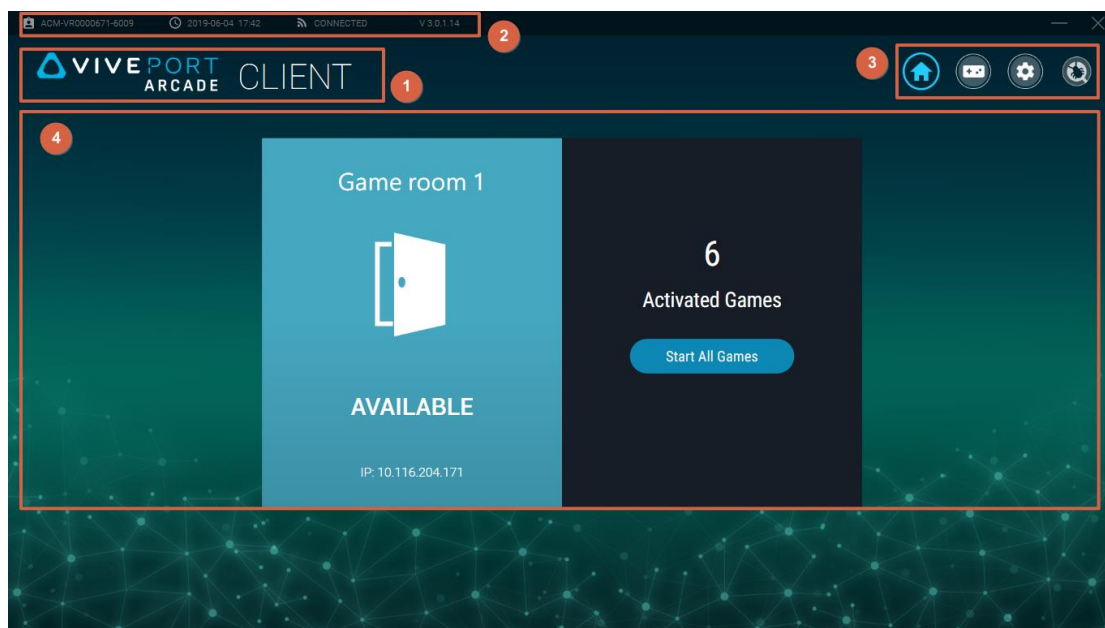


Opening the client

Once the VAM host and client are up-to-date, you can launch the VAM client UI. The client UI icon can be found in the Windows system tray. Click the launcher icon to show the client, then follow the on-screen instructions.



What you can do from the Client UI



The main client has the following features:

1. VIVEPORT Arcade Manager Client Logo

The logo and background of the VAM client UI area different from the Host UI so that arcade staff can quickly distinguish the Client from the Host.





2. Information Bar

Shows the following information, left to right:

- VIVEPORT Arcade Manager host branch ID
- Date and time
- Connection status
- Client version

3. Menu Bar

You can select the appropriate settings page by clicking the corresponding icon.


-  Home
-  Game Lobby
-  Settings
-  Bug report

4. Main View

This section will change based on the settings page you have selected from the Menu Bar.

Home

What you can do from the Home screen

You can access the Home screen by clicking  in the menu bar. The Home screen has the following components:

1. Check Room name
 - a. You can change the game room name from the Host under **Settings > Client**.
2. Check Room status
3. Check client PC IP address
4. Check Activated games
5. Start round/Start session

About Room Status

Each game room or VAM client has different statuses, explained below:

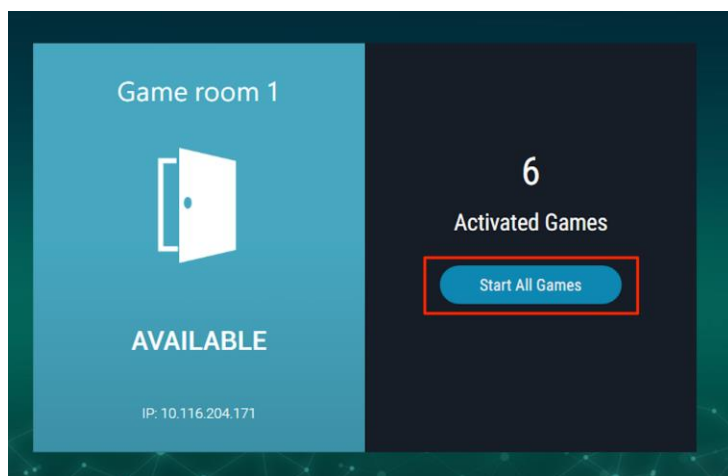
- **Available**
The room is free and ready for use.
- **Reserved**
A customer has booked the room, and hasn't started playing yet. The **Reserved** status allows time for the customer to gear up. The duration of reservations can be independently configured in **Settings** on the VAM host.
- **In Use**
The customer is in VR.
- **Clean**
Time has expired and the room should be readied for the next customer.

Starting a round

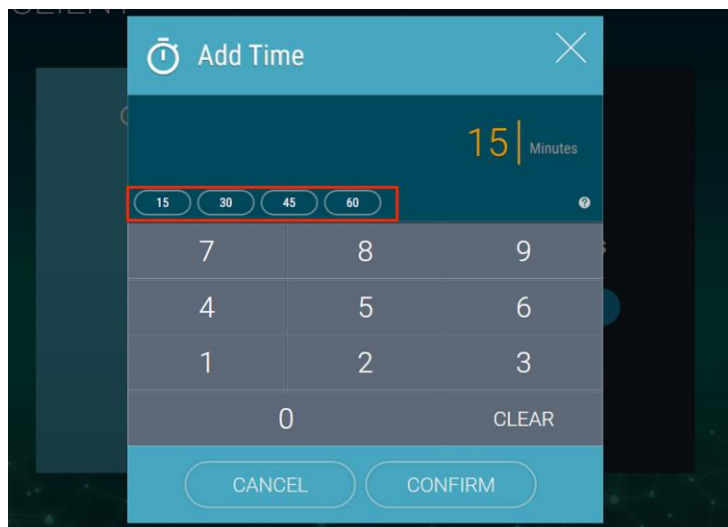
When you are ready for your customer to start their session, you can use the **Start All Games** button.

Note: The room must be **Available** to start a new round. See **About Room Status** for details.

1. Click **Start All Games**.



2. Enter the desired amount of time this round will last, and then click **Confirm** to reserve the room for the customer.



- You can select a preset round time by selecting one of the buttons along the top of the keypad. These presets can be edited from the Host in **Settings > Time Tags**.
- You can add more time later.

3. While the room is **Reserved**, you can:

- Click **Add Time** to add more time to the round.
- Click **Stop Round** to end the round early.
- Check the Client IP address.

Once the customer enters VR, the room status will change to **In Use**.

4. While the room is **In Use**, you can:

- Click **Add Time** to add more time to the round.
- Click **Stop Round** to end the round early.
- Minimize the Client to a floating timer window.
- Check the Client IP address.

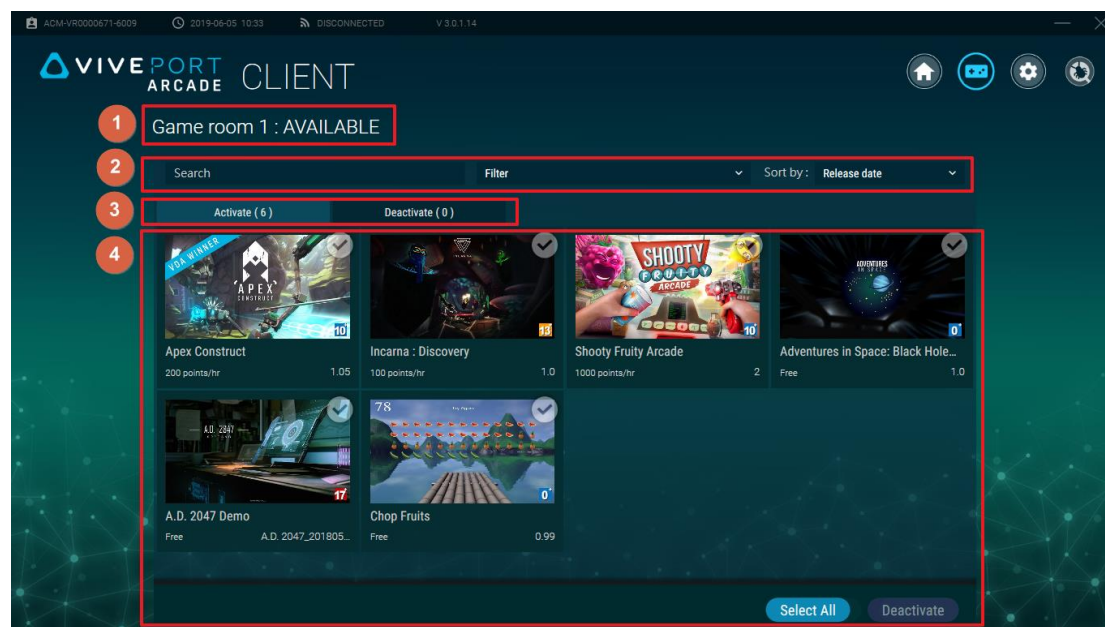
When the round has elapsed, the room status will change to **Clean**.

5. While the room is **Clean**, click **Clean** to return the room to **Available**.

This allows staff to prepare the room for the next customer.

Game Lobby

What you can do in the game lobby



The **Game Lobby** can be accessed by clicking on the game controller icon in the menu bar. In the **Game Lobby**, you can:

1. Check the room name and status.
2. **Search, Filter, and Sort** titles.
3. Manage activated and deactivated titles.

Managing titles

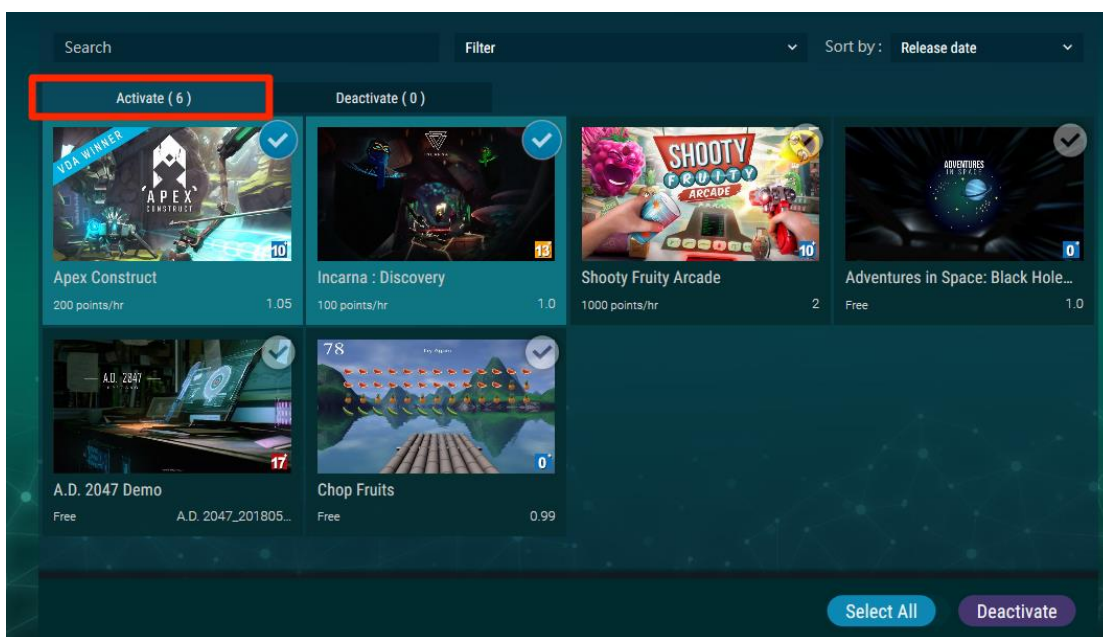
The VAM client interface allows staff to manage existing titles.

Note: Staff can only activate/deactivate deployed titles from the VAM client. Searching for and downloading new titles must be done from the VAM host.

Deactivating VAM client titles

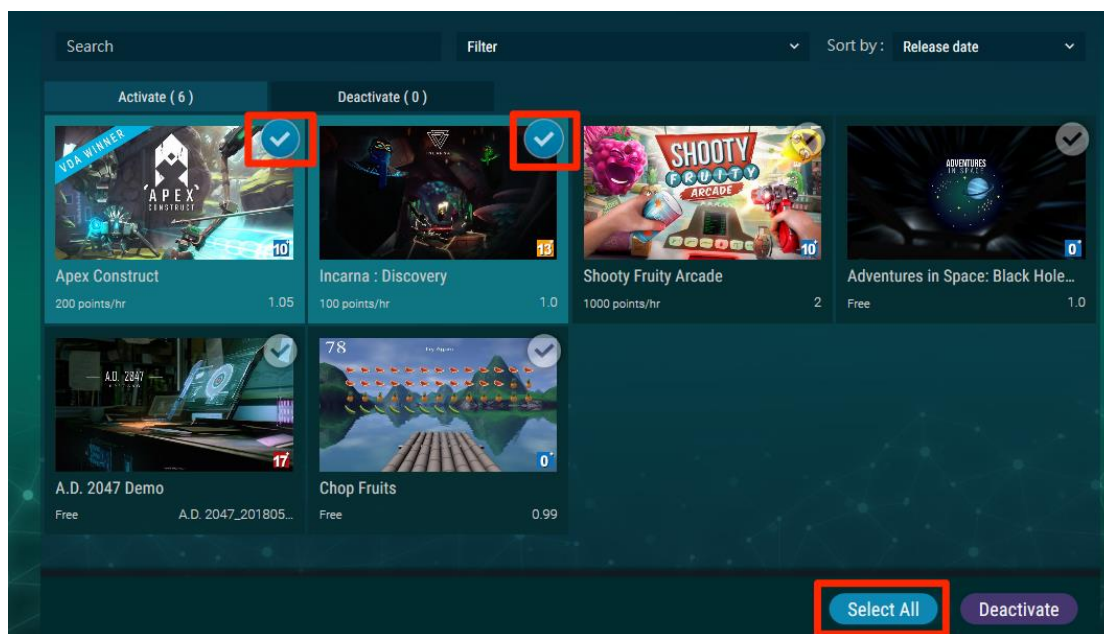
To deactivate VAM client titles, do the following:

1. Choose the **Activated** tab to show the currently active titles.

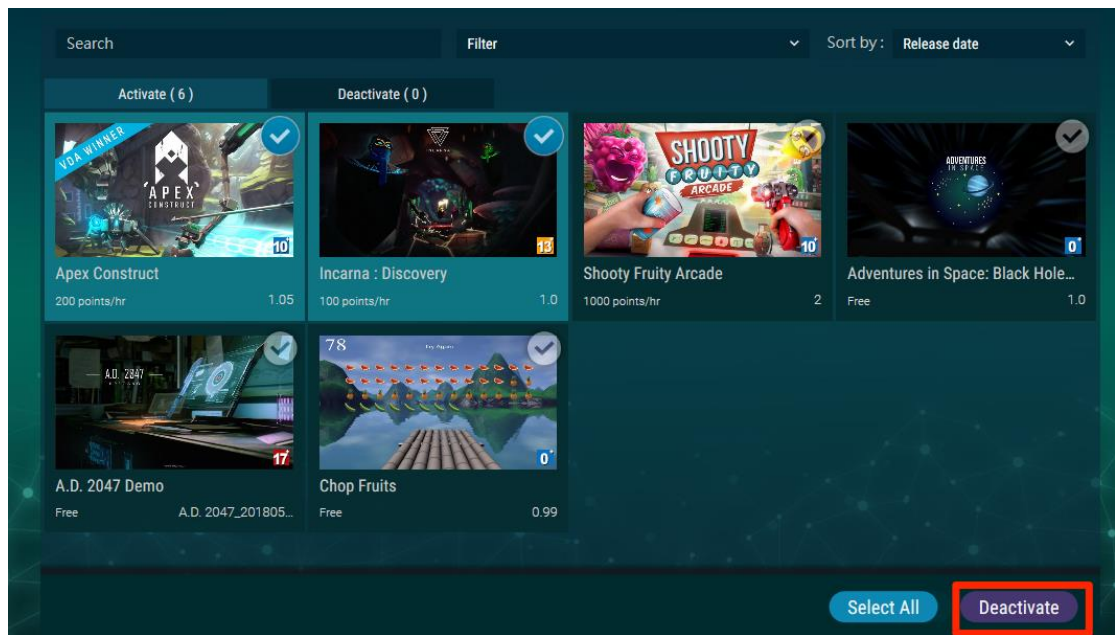


2. Do any of the following:

- Click the check boxes corresponding to the titles you want to deactivate.
- Click **Select All** to select all displayed tiles.
- Click **Search**, **Filter**, or **Sort** to find the correct titles.



3. Click **Deactivate** to disable selected titles. You can find disabled titles in the **Deactivated** tab. If you need to activate titles again, see [Activating VAM client titles](#).



Activating VAM client titles

1. Choose the **Deactivated** tab to show the inactive titles.
2. Do any of the following:
 - a. Click the check boxes corresponding to the titles you want to deactivate.
 - b. Click **Select All** to select all displayed tiles.
 - c. Click **Search**, **Filter**, or **Sort** to find the correct titles.
3. Click **Activate** to enable selected titles. You can find them again under the **Activated** tab.

Settings

Managing Host-Client connections

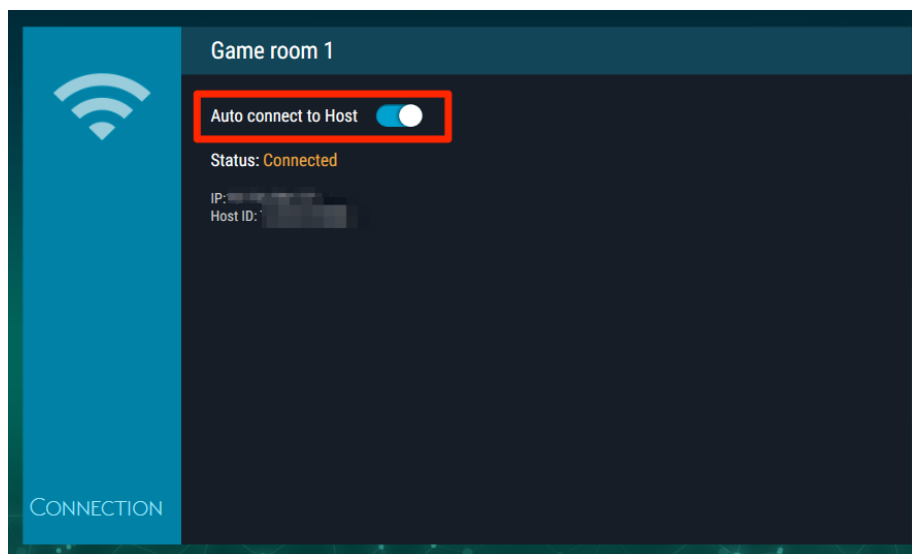
VIVEPORT Arcade Manager clients can connect to VAM hosts either automatically or manually. Manual connections may be useful when multiple hosts run on the same subnet. Automatic connections may be useful when there is only one VAM host on a network or subnet; or when the VAM host and client are on the same computer.

Connecting automatically

To make sure your VAM client connects to the VAM host automatically, do the following:

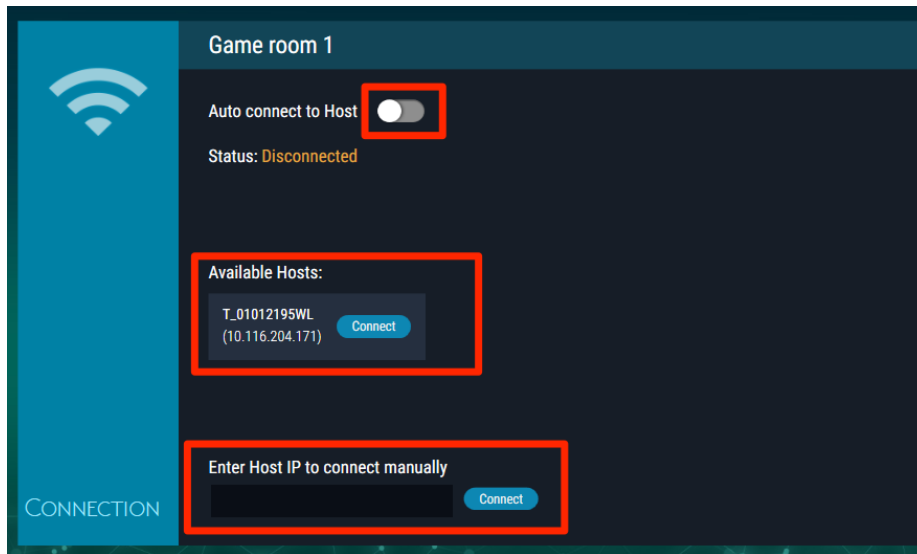
1. In the VAM client, click **Settings**.
2. Make sure that **Auto connect to Host** is enabled.

You can also check the connection status, as well as IP and Host ID.



Connecting manually

1. From the VAM client, click **Settings**.
2. Make sure that **Auto connect to Host** is disabled.
3. Do either of the following:
 - Select a host from the list of **Available Hosts** by clicking **Connect** next to the corresponding host name and IP.
 - Enter the IP address of the desired host, and then click **Connect**.



Troubleshooting

Connection Error between Host PC and Client PC in manual connection mode

When the VIVEPORT Arcade Manager client is not using auto-connect (default), the client will only request and retry connections within a few seconds of clicking **Connect**.

If the VAM client is unable to connect—such as due to a network problem—it will retry the host IP once per minute to re-establish a connection.

If the connection issue continues, try to re-establish the connection to the VAM host by doing the following:

1. From the VAM client, click **Settings**.
2. Make sure that **Auto connect to Host** is disabled.
3. Do either of the following:
 - Select a host from the list of **Available Hosts** by clicking **Connect**.
 - Enter the IP address of the desired host, and then click **Connect**.