VIVE Enterprise Console Guide

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Introduction

The VIVE Enterprise Console is designed to help enterprise users manage their organization's content with these features:

- Upload company specific VR content (.apk) files.
- Invite users in your organization and set roles and permissions for them when using the console.
- Create user groups for assigning content.
- Assign uploaded content to users and groups.
- Assign licensed content to users.

With the VIVE Enterprise Console, companies that use VR for their business can manage licensed and company specific VR content, user roles, and permissions.

Note: For VIVE Focus or VIVE Focus Plus, once content is uploaded and assigned to a user, the user can go to **Library** > **Enterprise** to download the content.

Access the VIVE Enterprise Console

To gain access to the VIVE Enterprise Console features, you need to register the serial number of your VIVE headset on the VIVE Enterprise Console website.
Important: Registering your headset's serial number only grants you access to the VIVE Enterprise Console. It **does not** include the commercial warranty.

Register a VIVE headset serial number

1. On your web browser, go to https://enterprise.vive.com/portal/ to sign up for a VIVE Enterprise account.
   Important: Use an email address to sign up.
2. Log in to the VIVE Enterprise website.
3. Click **Device Registration** > **Register Devices**.

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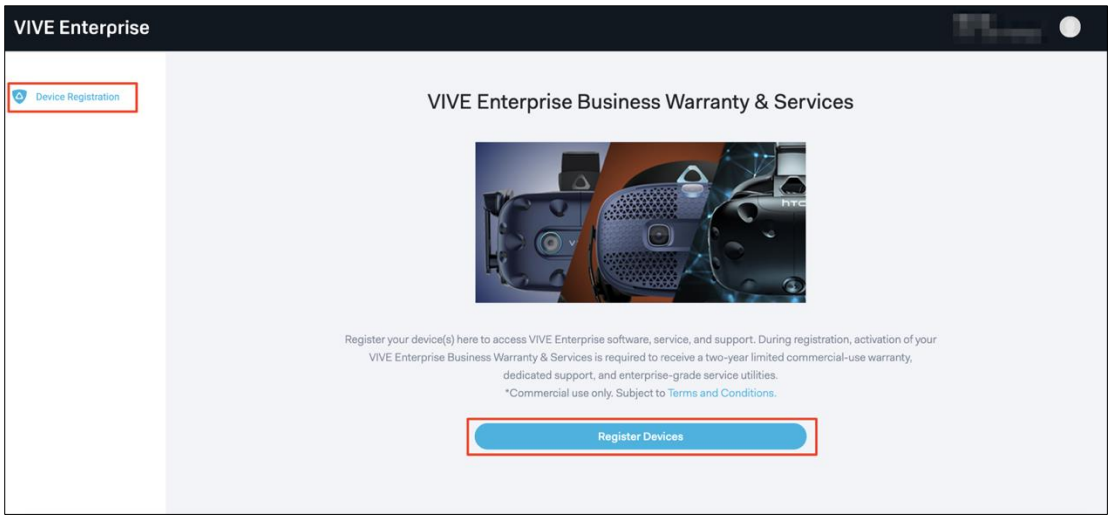
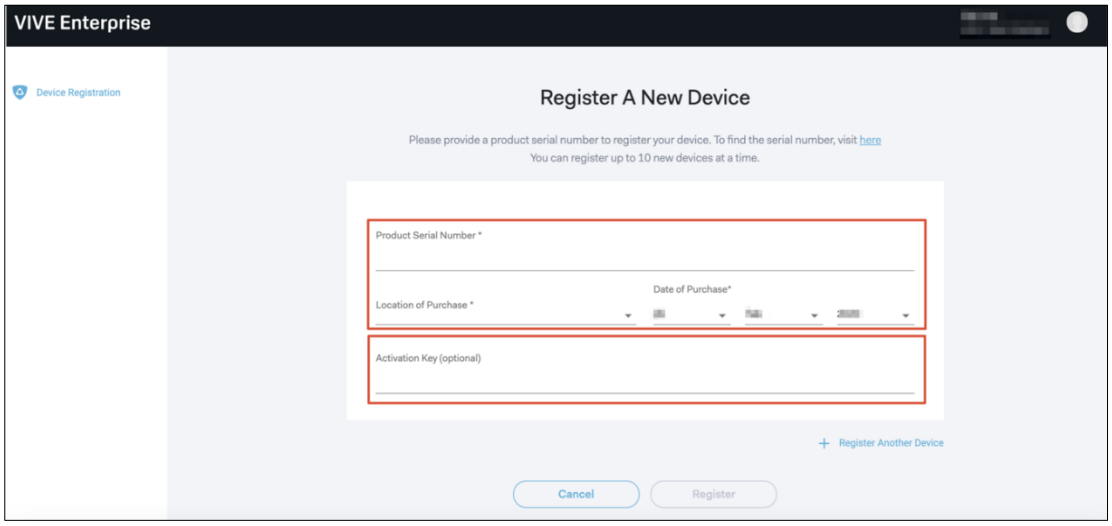


4. Enter your headset's serial number, and where and when you purchased the headset. Entering the Activation Key is optional. You can also register the serial number first and fill in the Activation Key for the device later. If you can't find the serial number of the headset, click the link in "To find the serial number, visit here" to see where the headset's serial number is located.
   Note: For the **Activation Key**, you can find it in your BWS (Business Warranty Program) Pack if you purchased it from a physical store. If you purchased your BWS Pack online, the key was sent to the email address you provided. The serial number, location, and date **cannot** be changed once the headset is registered in the BWS program.



5. Confirm the provided information is correct and click **Confirm.**

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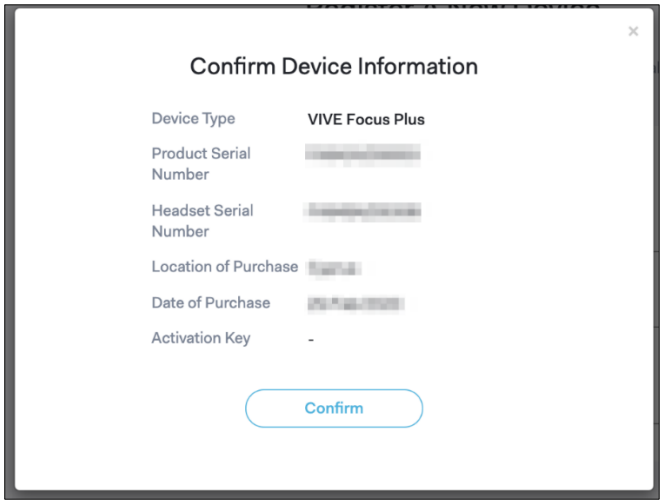
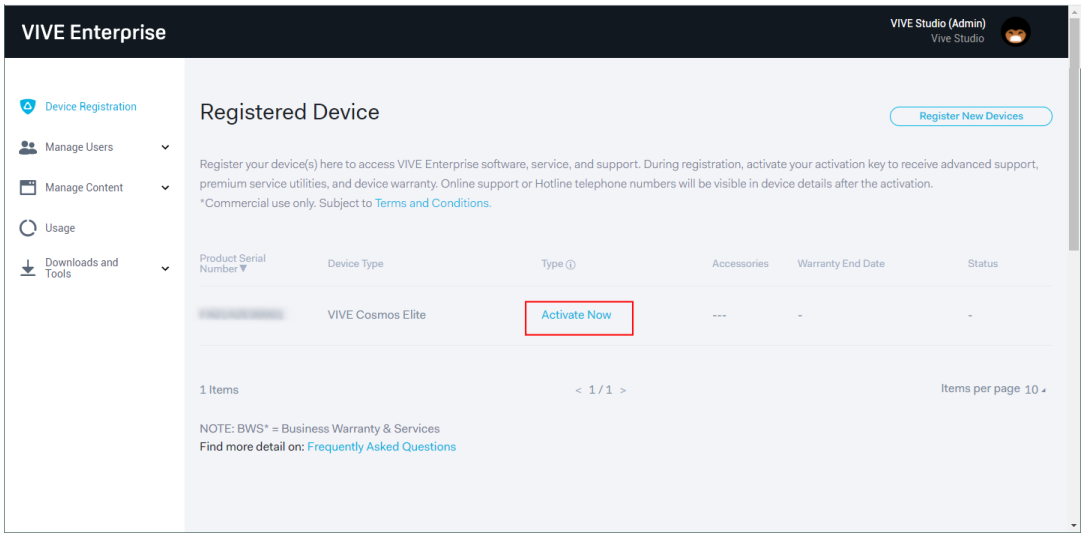
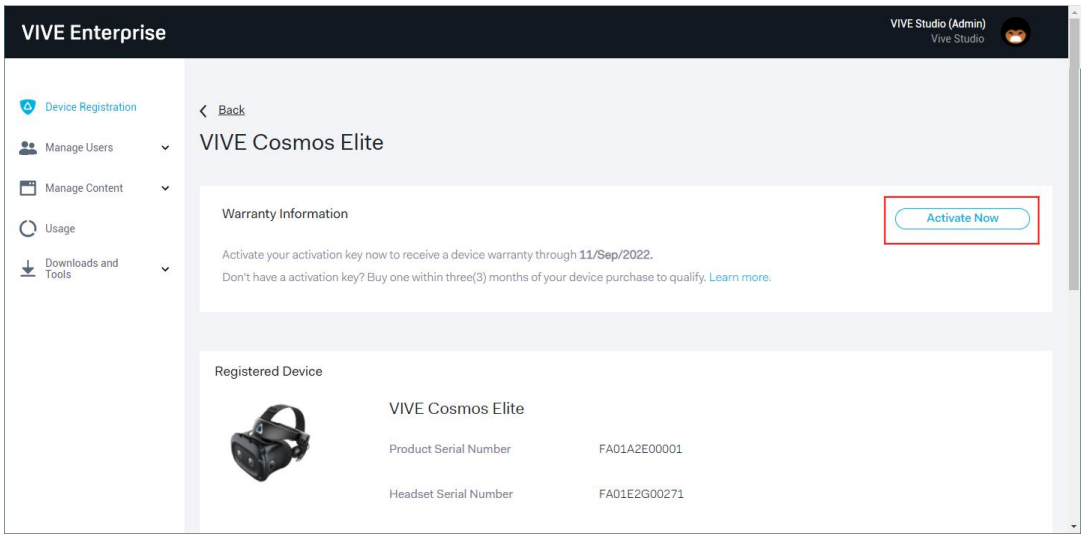


6. The headset you registered will be listed under **Registered Device**. Click **Activate Now** on the list or inside the device details view to register the device warranty with the Activation Key.





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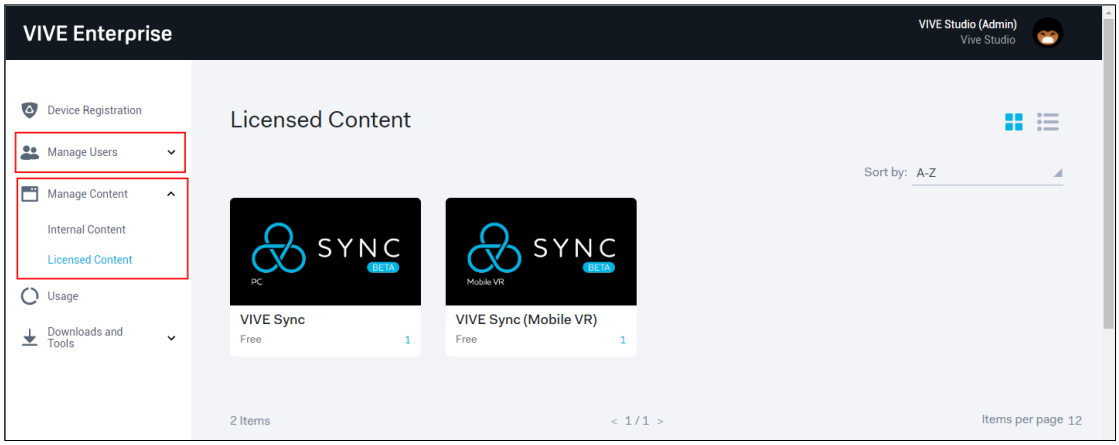
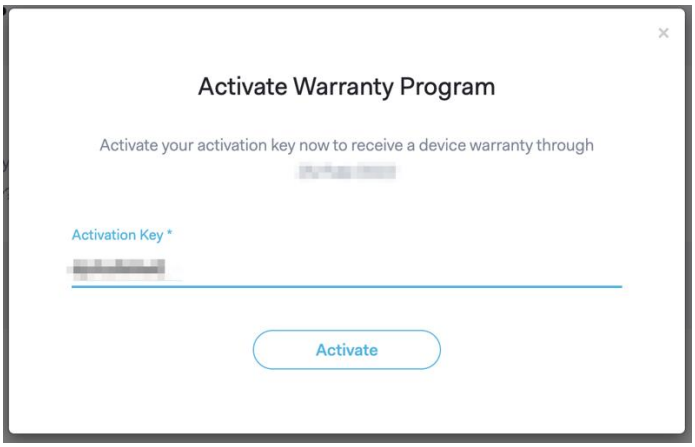
7. Once you have a registered device, you will be able to access **Manage Users** and **Manage Content**.



Register the headset warranty

If you purchased a Business Warranty for your headset, it is eligible for a limited warranty. The warranty period is calculated based on the **Date of Purchase** when you registered the headset.

1. After registering a headset, click **Activate Now** in the device list on the Device Registration page.
2. Enter the Activation Key and click **Activate**.



In Warranty Information, it shows the Type of registered warranty, Warranty End Date, and a support contact link after registering the Activation Key.

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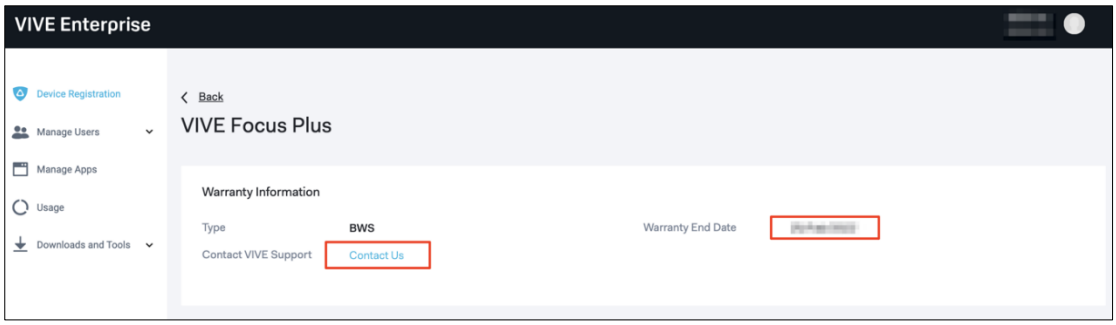


Content management

In **Manage Content**, you can manage internal and licensed content.

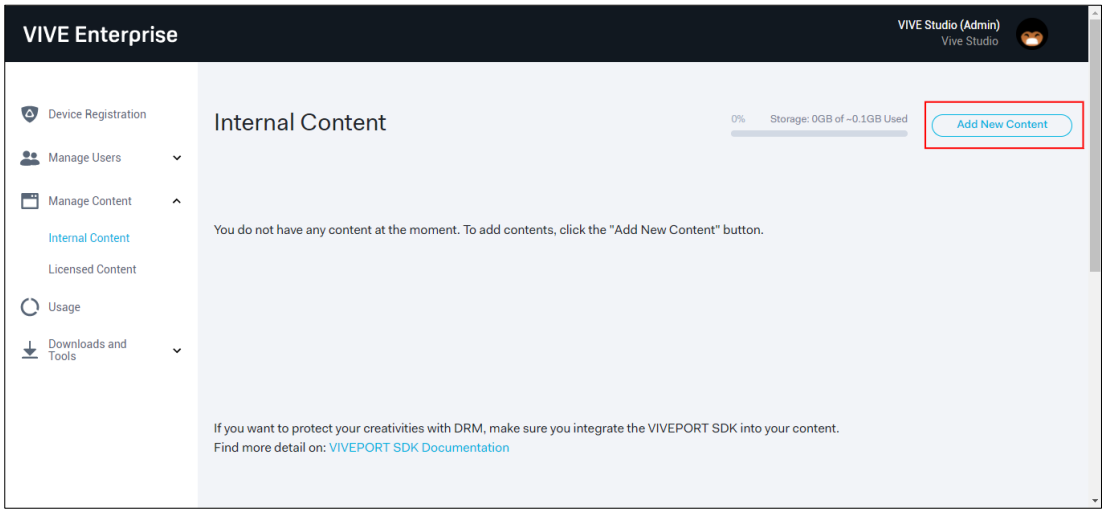
- **Internal Content**: Upload your organization's content and view, edit, or delete uploaded content.
- **Licensed Content**: Purchased or downloaded enterprise apps from VIVE for Business appear here.

Note: For **Internal Content**, each organization is given 1 GB of storage. If you need more storage space, please contact us.

Internal Content

Add new content

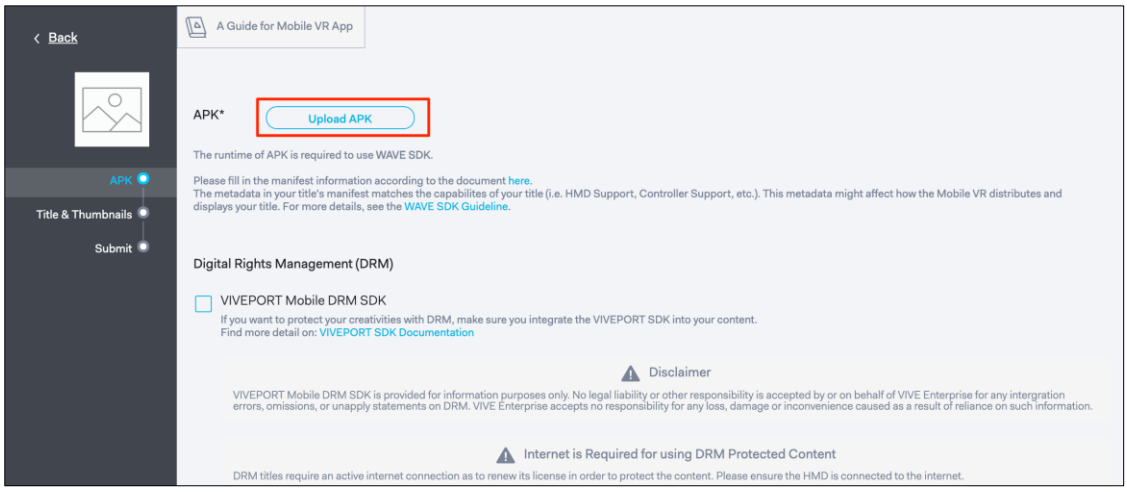
1. In **Manage Content** > **Internal Content**, click **Add New Content**.

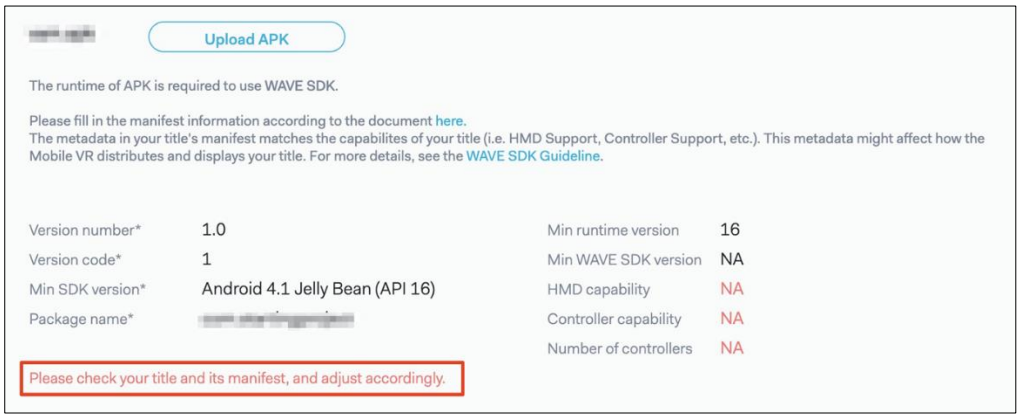


Note: The current storage space used is shown beside the **Add New Content** button.

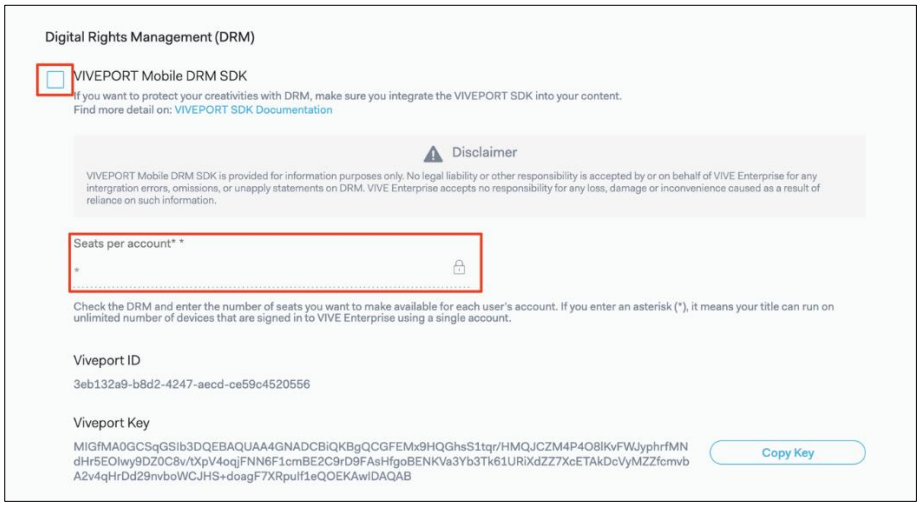
2. Click **Upload APK** and select the content file (.apk) to upload.
   Note: The selected file will be checked first to see if it is valid. If "Please check

your title, its manifest, and adjust accordingly." appears at the bottom, refer to the provided guidelines and document to adjust the file accordingly.

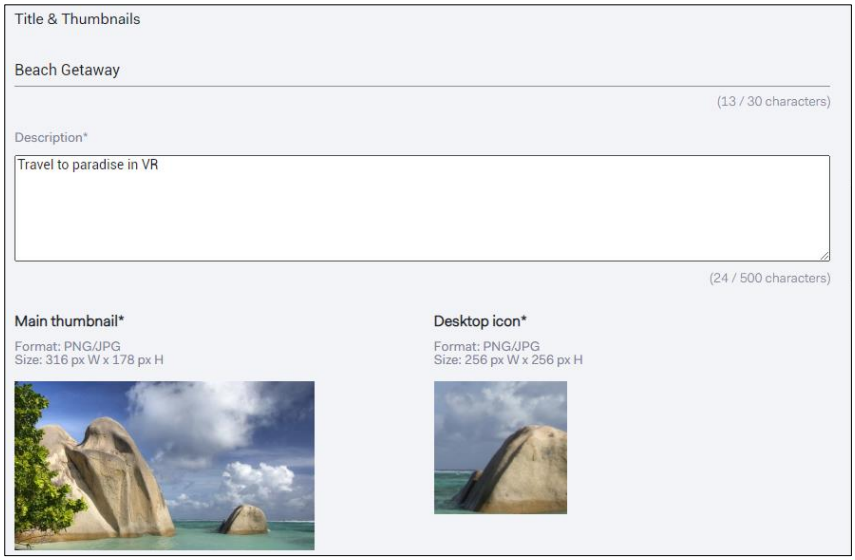




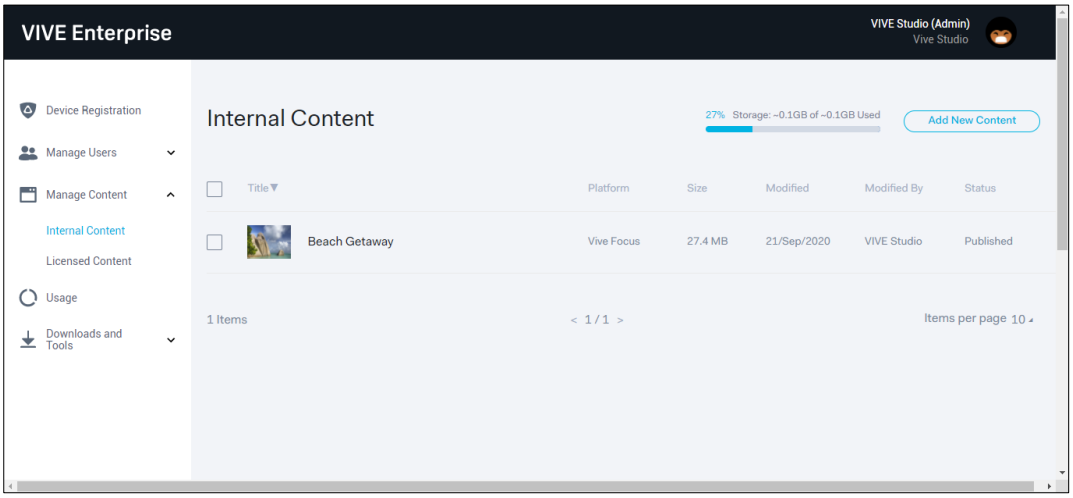
You can also choose to use Digital Rights Management (DRM) to secure your digital rights and limit the number of devices that the content can run on.
Important: Using VIVEPORT Mobile DRM SDK with your content requires integration with the VIVEPORT SDK. Click here to learn more.



3. Enter the content's title and description and provide the thumbnail and icon.

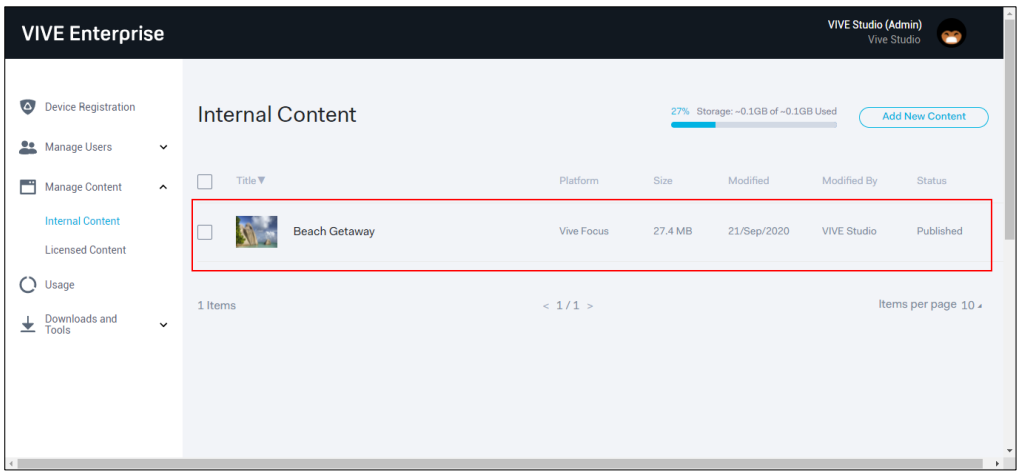


4. Submit your content. The uploaded content and the current storage space used are shown in the Content list.

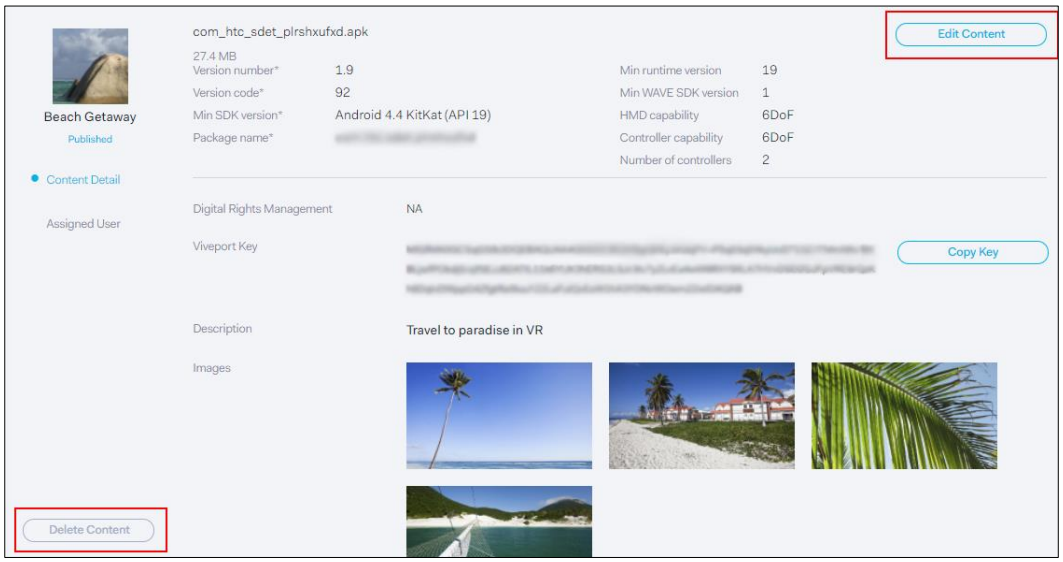


Edit or delete uploaded content

1. In **Manage Content** > **Internal Content**, click the content you want to edit or delete on the content list view.



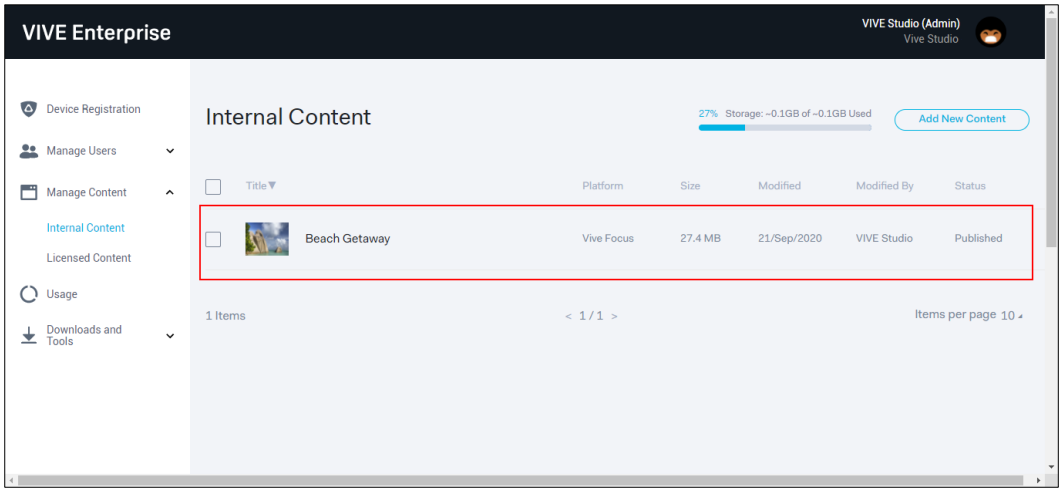
2. Click **Edit Content** or **Delete Content.**
   Tip: Click **Edit Content** to replace the existing content with an updated version.



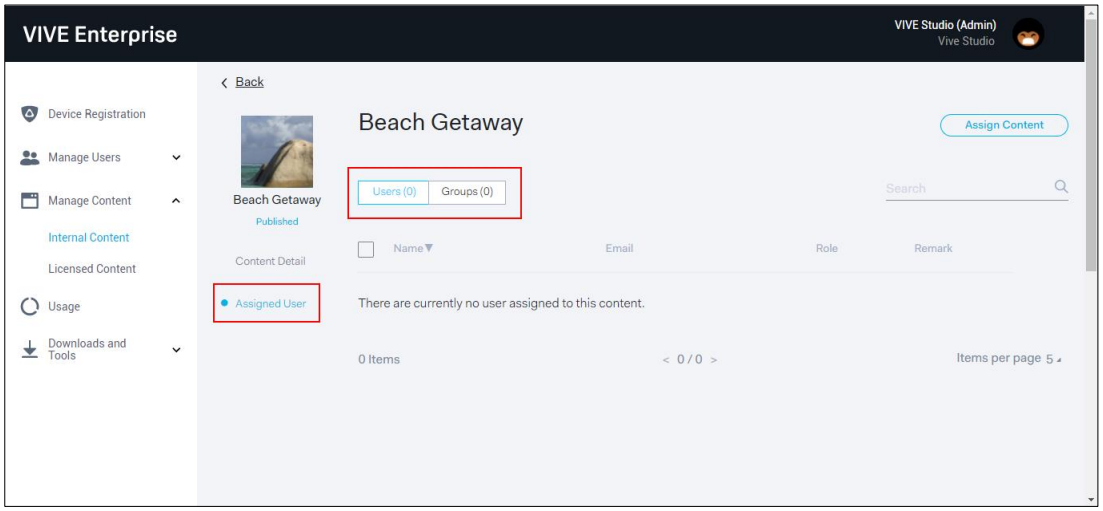
Assign content to a user or group

You can assign content to specific users for them to access on the Enterprise platform.

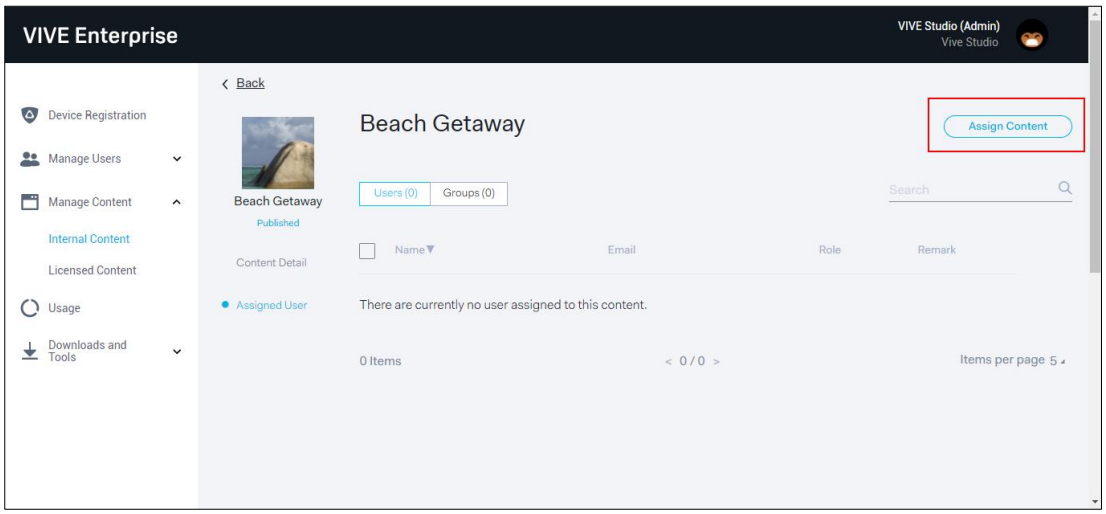
1. In **Manage Content** > **Internal Content**, click the uploaded content on the content list view.



2. Click **Assigned User** and then select to assign by **Users** or **Groups**.



3. Click **Assign Content** to assign the content to selected users.



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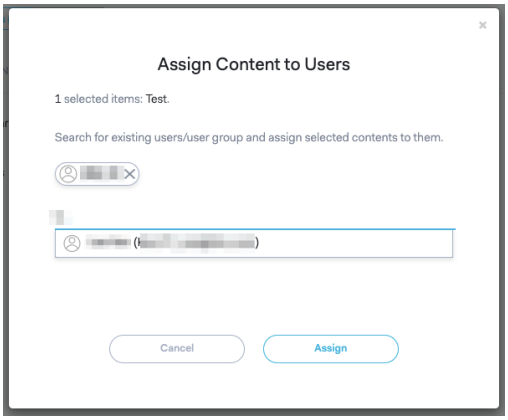
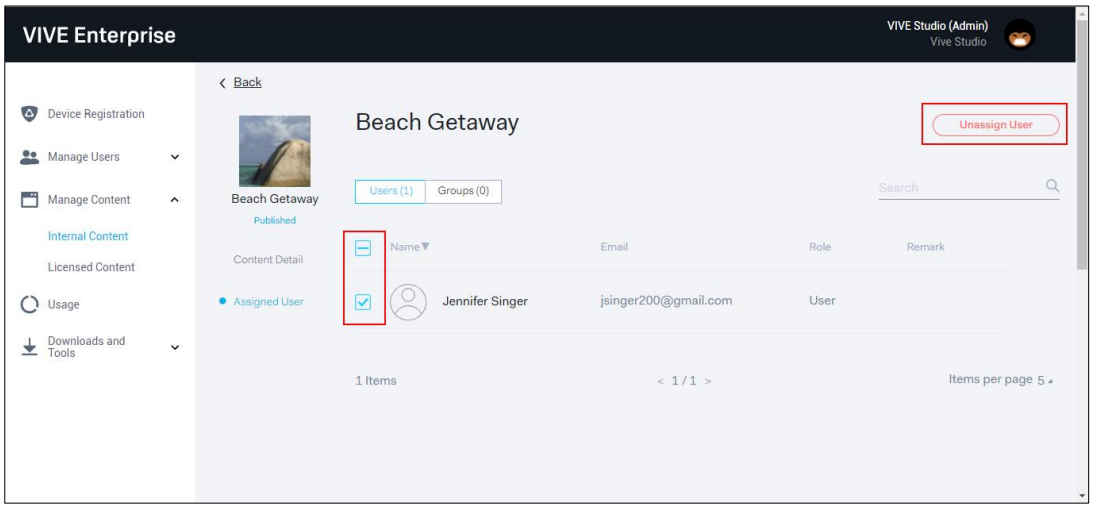


4. To revoke access to the content for a user, select the user and click **Unassign User**.



Licensed Content

Assign content to a user

You can assign licensed content to employees in the company that need it.

1. In **Manage Content** > **Licensed Content**, click the licensed content on the content list view.

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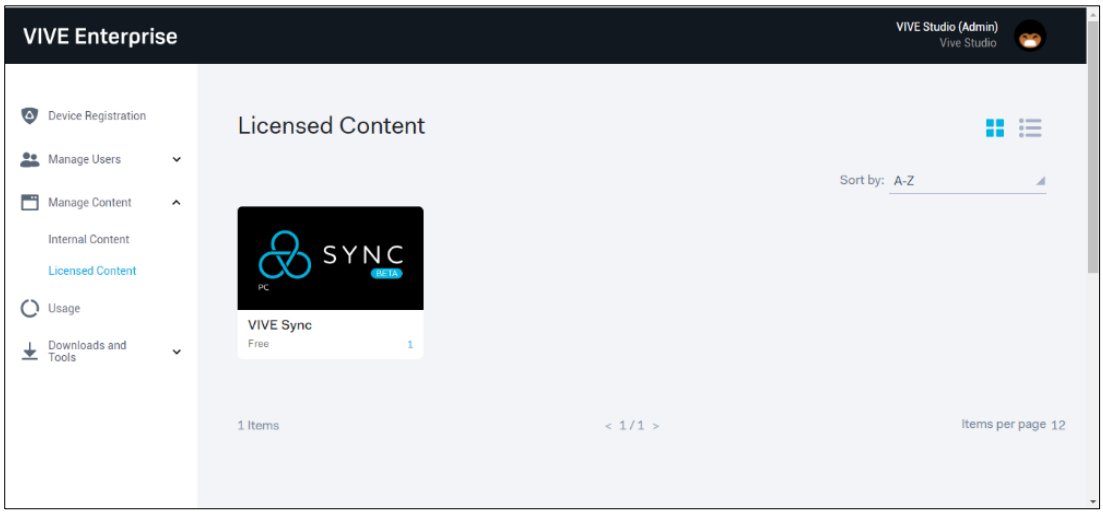
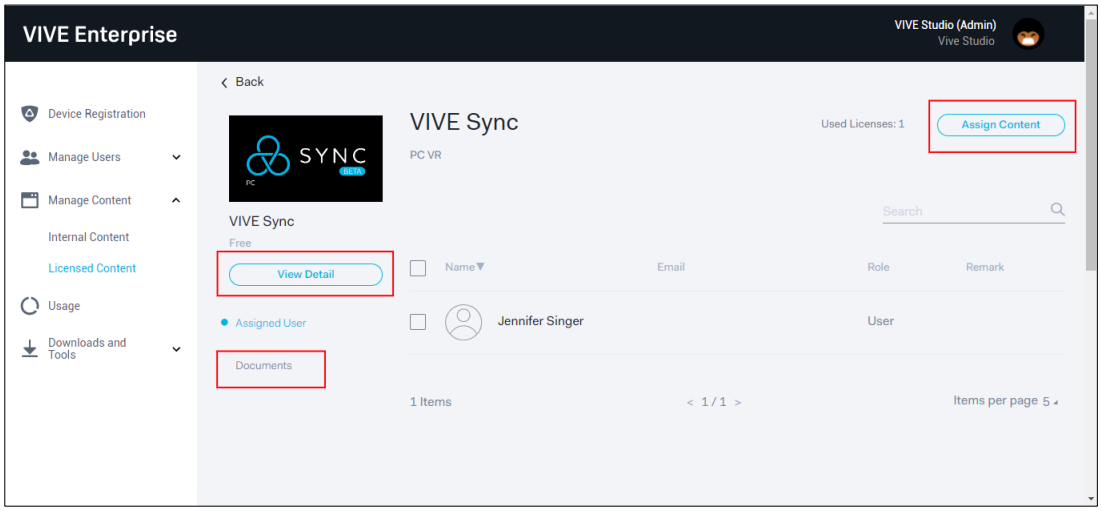


2. Click **Assign Content**.



Tips:

- Click **View Details** to go online and view more information about the licensed app.
- Click **Documents** to check if there are companion files (e.g. User Guide) for the app. If there are, you can download them here.

3. Enter the names of the people to assign the content to, and then click **Assign**.

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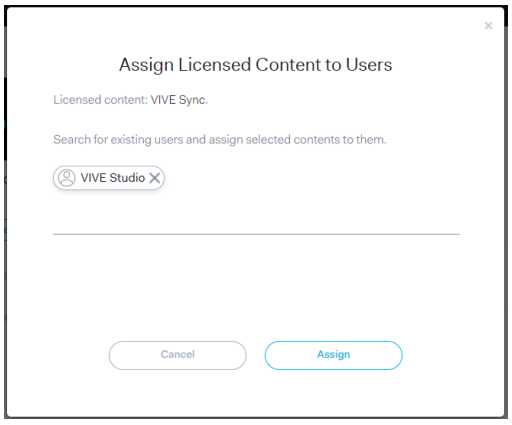
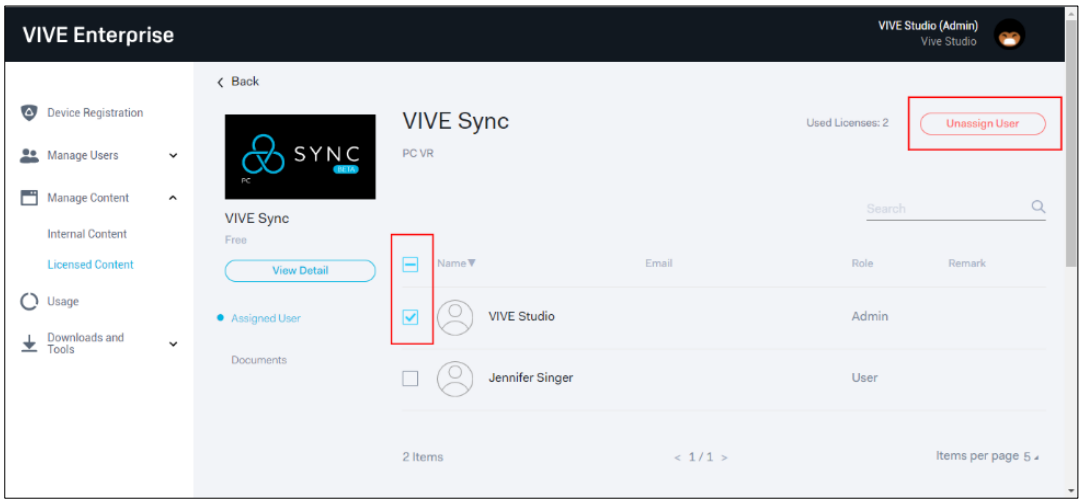


4. To revoke access to the content for a user, select the user and click **Unassign User**.



Important: For licensed content, users will need to have the VIVE for Business desktop app on the computer to install licensed content. For more information, see VIVE for Business desktop app.

User management

In **Manage Users**, you can set up roles and permissions for users with these features:

- Add a new user to your company with roles and permissions settings.
- Add group settings.
- Edit or delete users and assign groups or content.
- Assign licensed or uploaded content to a user or group.
  Tip: Click **Manage Users** > **Role & Permissions** to check the permissions for different roles.

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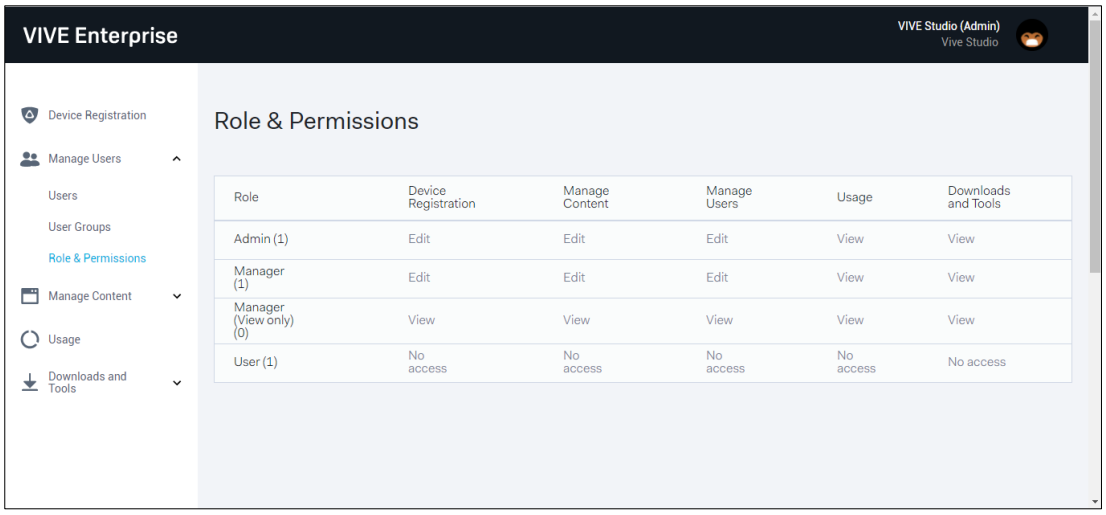
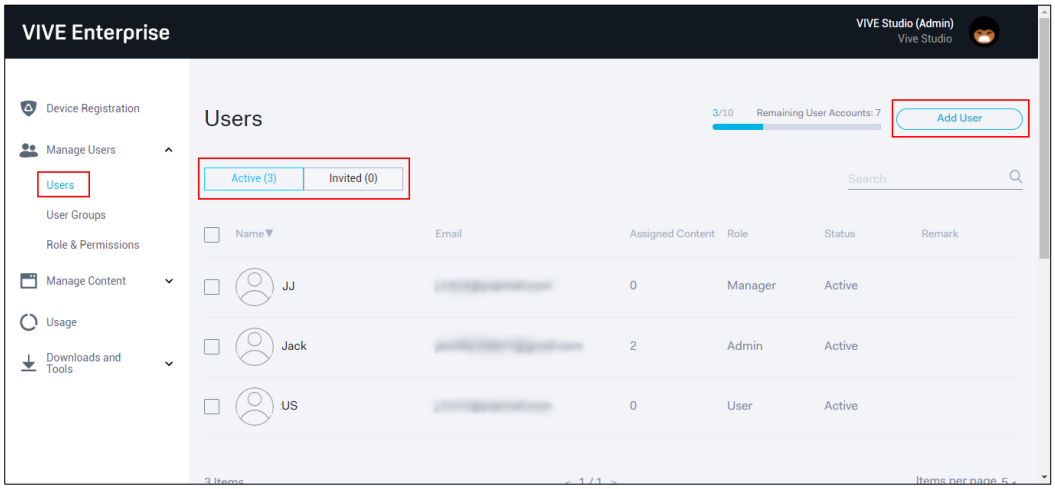


Note: The first account created is set as **Admin** by default. The maximum number of users for each organization is 10. If you need to add more users, please contact us.

Add new user

1. In the **Users** page, click **Add User** to invite a new user to your organization. **Active** users (invited and has accepted the invitation) and **Invited** users (invited but **has not** accepted the invitation) are listed.



Note: The current number of users is shown beside the **Add User** button.

2. Enter the email address of the user you want to invite and set his/her roles and permission. You can simultaneously send invitations to several users (up to 10) by clicking **+Add More User**.

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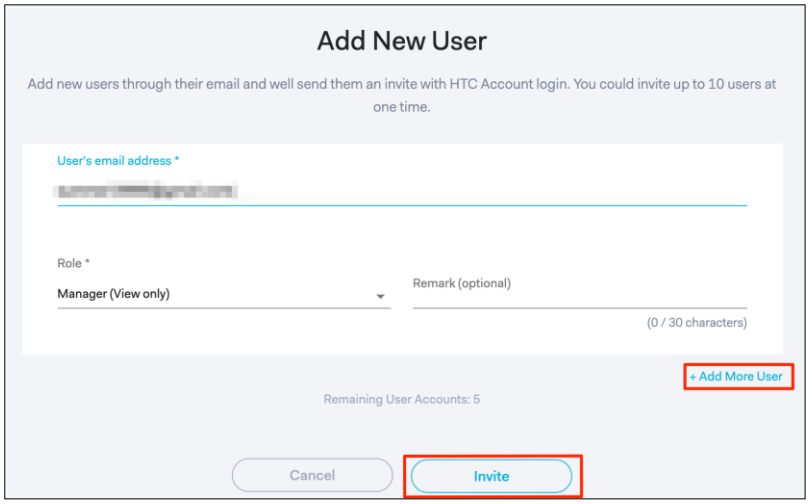
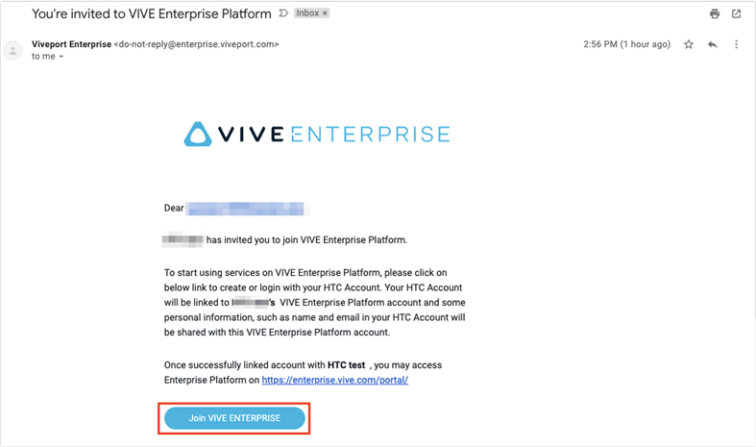


3. Click **Invite** to send out the invitation. The invited user will receive the invitation in the email address you provided in Step 2.

Accept the invitation (Invited user)

The invited user needs to click **Join VIVE Enterprise** to create or log in with his HTC Account. The HTC account that the invited user used here will be linked to the Enterprise profile.



Note: If the invited user's user account is already linked to another organization, it will show the linked organizations. The invited user can then select the organization he or she wants to use to proceed.

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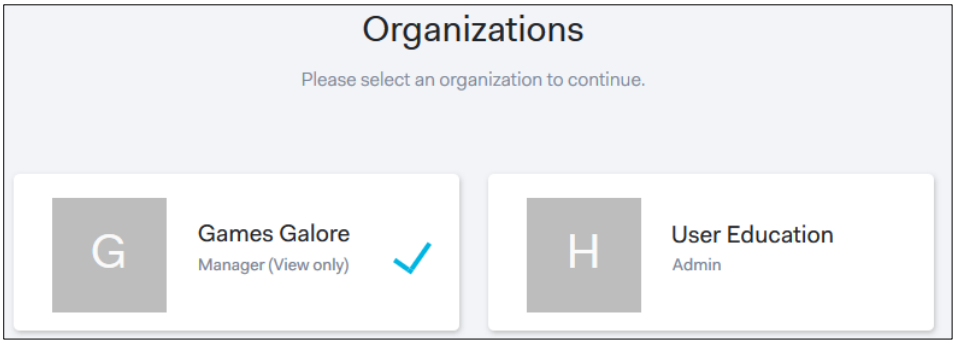
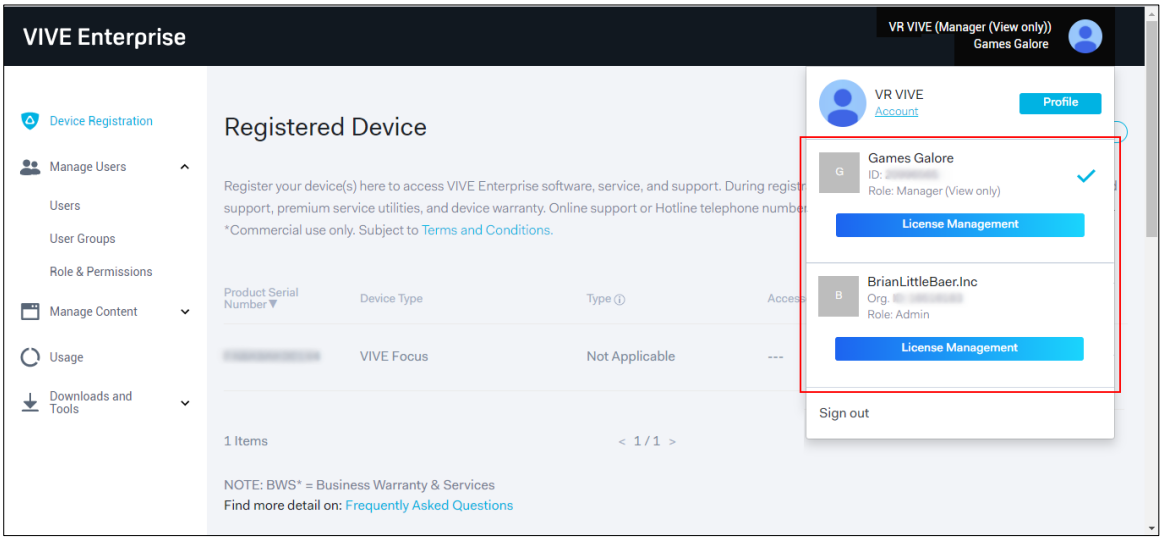


The invited user can switch organizations by clicking the account setting.



Important: For licensed content, users will need to have the VIVE for Business desktop app on the computer to install licensed content. For more information, see VIVE for Business desktop app.

Add a group

Create a group to assign content to a group of users.
Note: You cannot assign licensed content to a group.

1. Click **User Groups** on the left panel and click **Create Group.**

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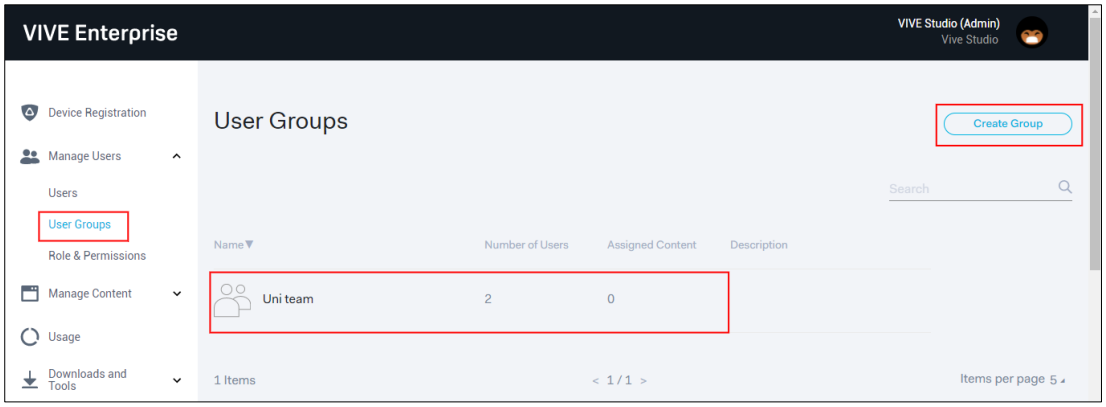
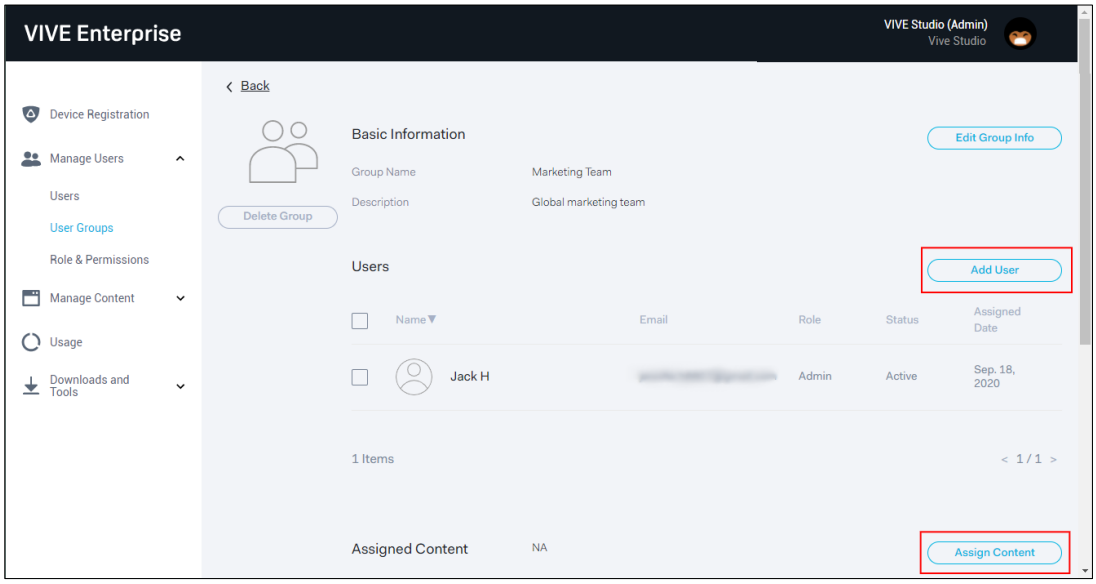


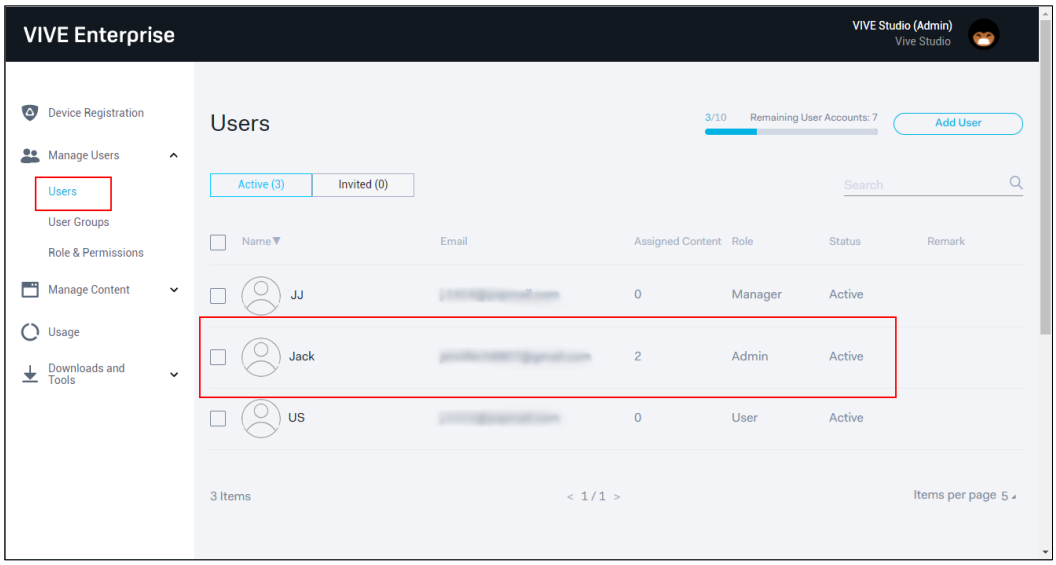
2. Click the created group in the list.
3. Click **Add User** to add users to the group and click **Assign Content** to choose content for this group of users.



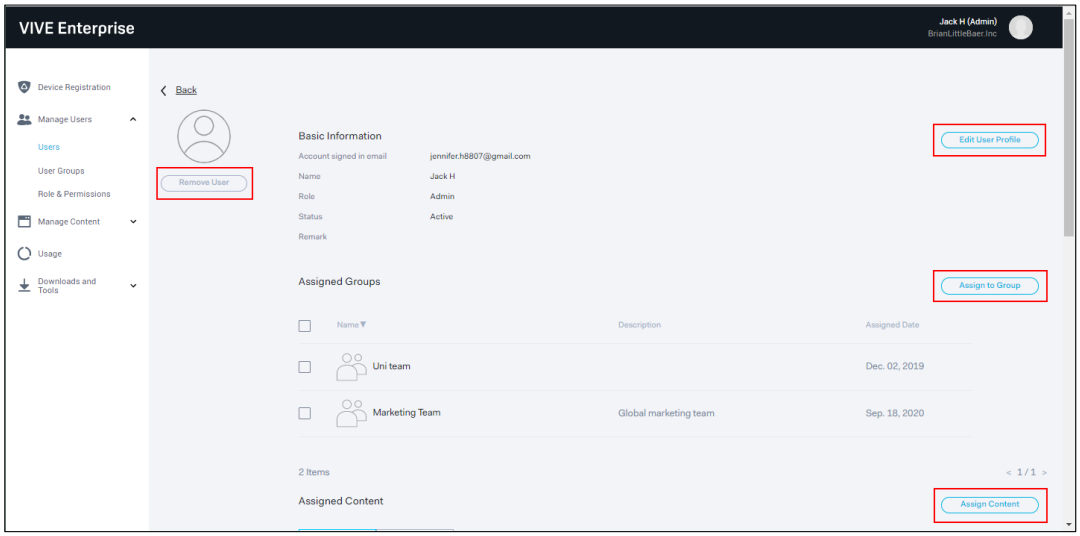
Manage active users

For users that are set as Admin or Manager, they can edit user settings.

1. Click the user you want to edit on the list.



2. Choose whether to edit the user's profile, assign the user to a group, assign content to the user, or delete the user.



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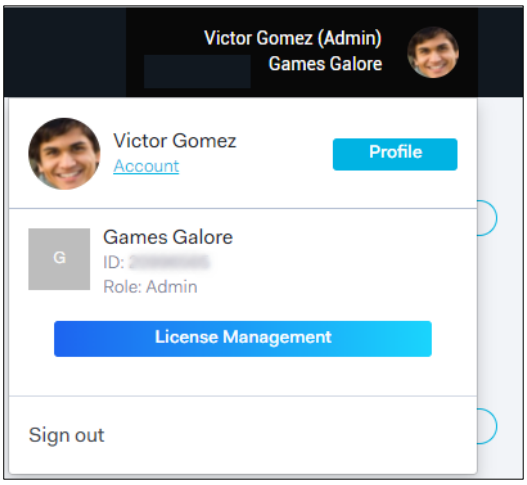
Account management

Check your VIVE Enterprise profile, content assigned to you, storage and user status, and more by clicking your avatar on the upper-right corner of the screen.



You can:

- Click **Profile** to check details about your VIVE Enterprise account.
- Click **License Management** to check your VIVE Enterprise account storage and user status.
- Click **Account** if you want to check or update your VIVE Enterprise account settings.

Use enterprise content on VIVE Focus

Authorized users will have access to uploaded content in the Library when using VIVE Focus. Aside from accessing uploaded content, VIVE Focus can also be switched to Kiosk mode. Kiosk mode locks VIVE Focus to show only pre-selected content.

Access content

1. Select **Account** and sign in using your VIVE Enterprise account.
   Important: The user account has to be set to **Admin**, **Manager**, or **Manager (View Only)** to be able to see the content.
2. On the Enterprise Mode Enabled dialog box, select **OK** and then go to **Library > Enterprise**.

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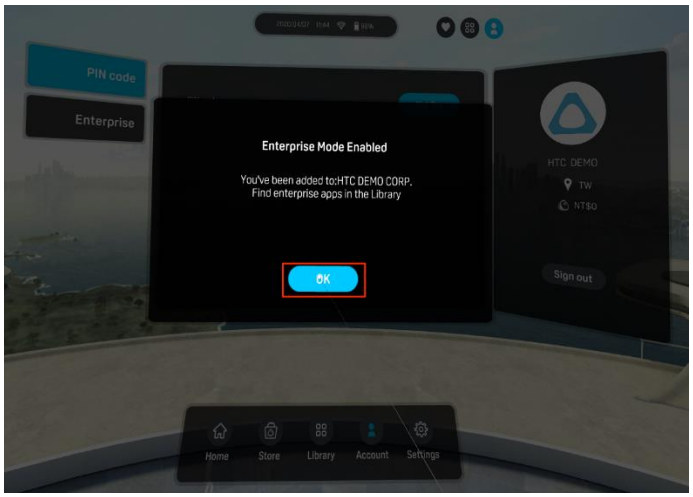
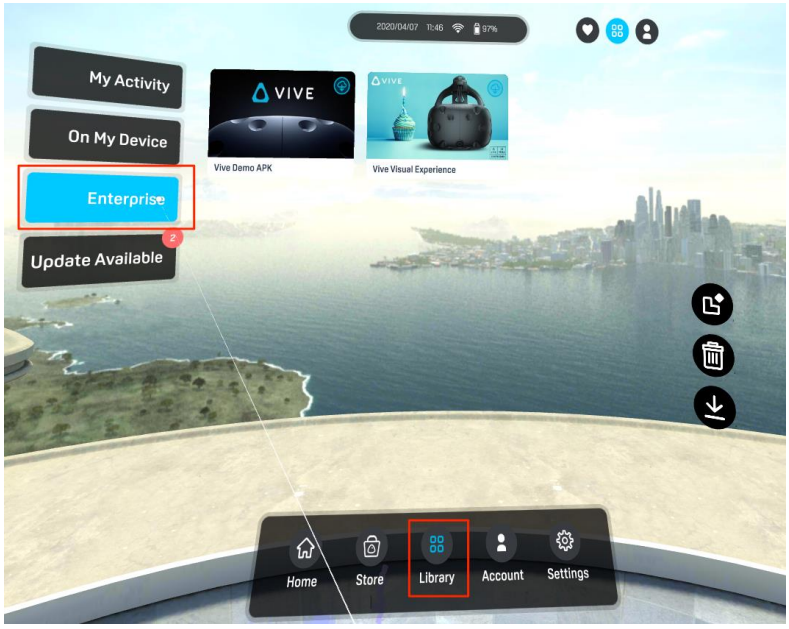
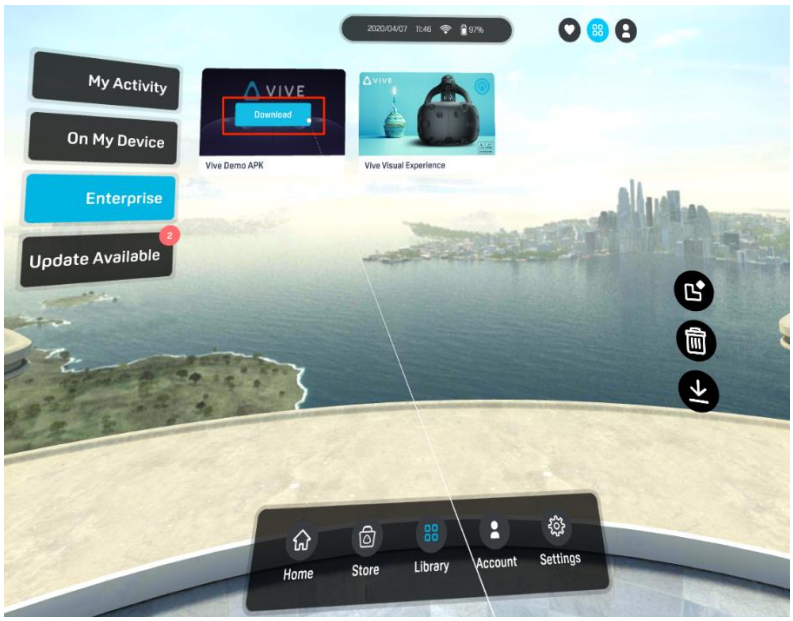




Note: You will only see the Enterprise Mode Enabled dialog box if the account you used to sign in has been enabled and has uploaded content.

3. Aim the controller with the beam at the content and select **Download**.



4. When the download is finished, the button will show **Play** when you aim the controller with the beam at the content and it's ready to be launched.

Tip: You can check your enterprise company and user name by selecting **Account** > **Enterprise**.

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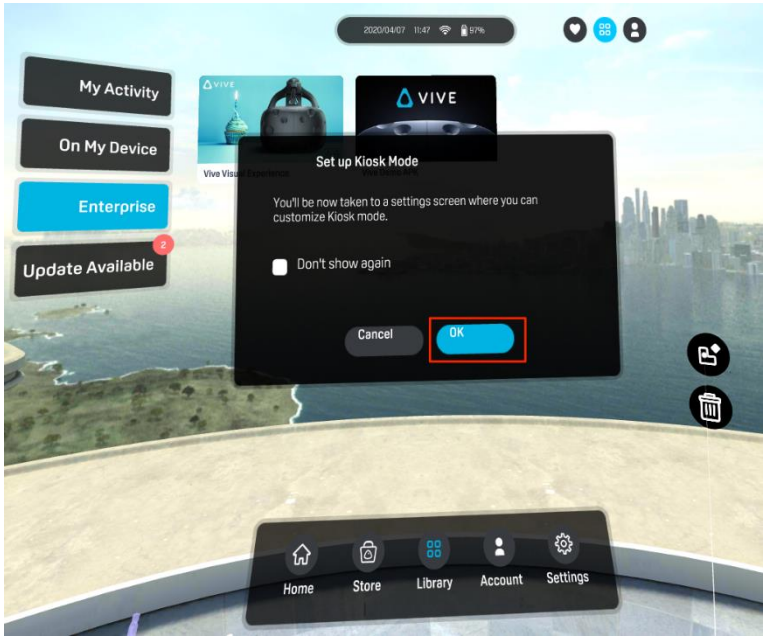
Kiosk mode

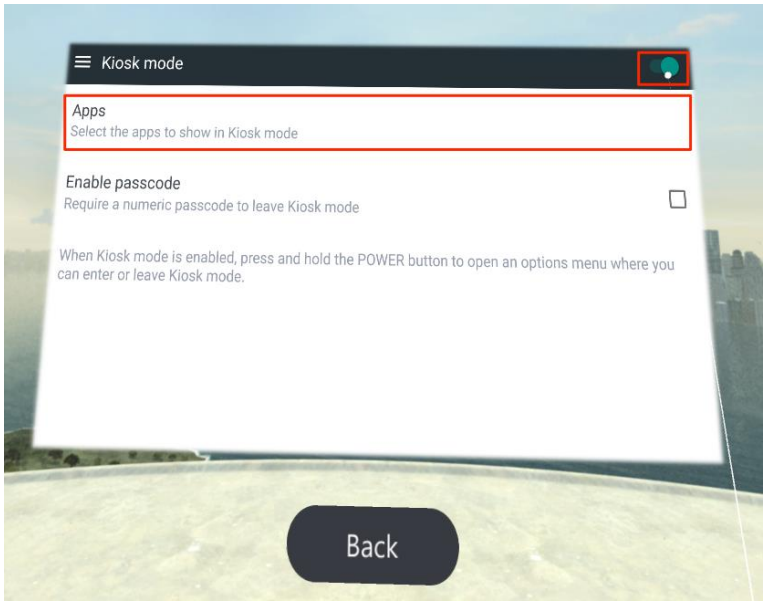
Kiosk mode lets your business fine tune the VIVE Focus headset to cater to your business needs. With Kiosk mode, lock down the apps customers can experience when using the headset.

Set up Kiosk mode

1. Select the Kiosk mode icon to open the Kiosk mode settings.



2. Turn on Kiosk mode by selecting the **On/Off** switch on the top-right of the title bar.
3. Select **Apps** and then choose the apps you want to show while in Kiosk mode.



4. Select **Enable passcode** to require a passcode to be entered to leave Kiosk mode.

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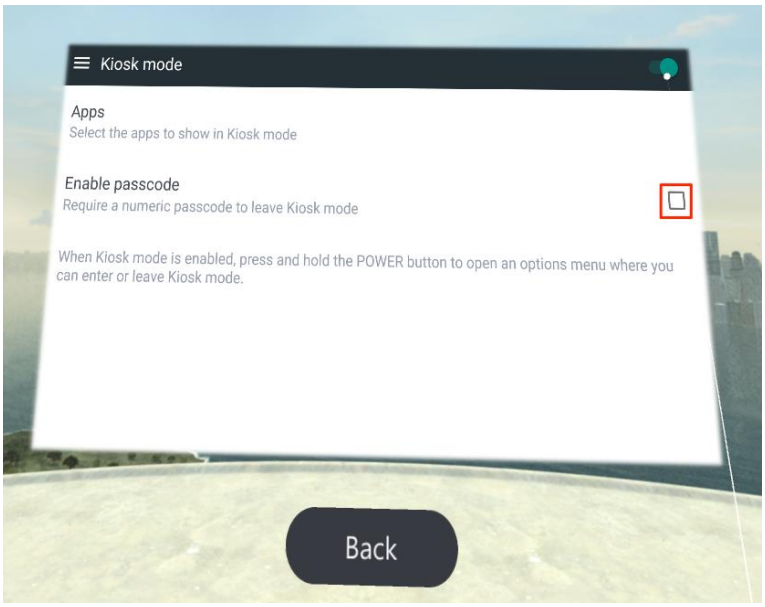
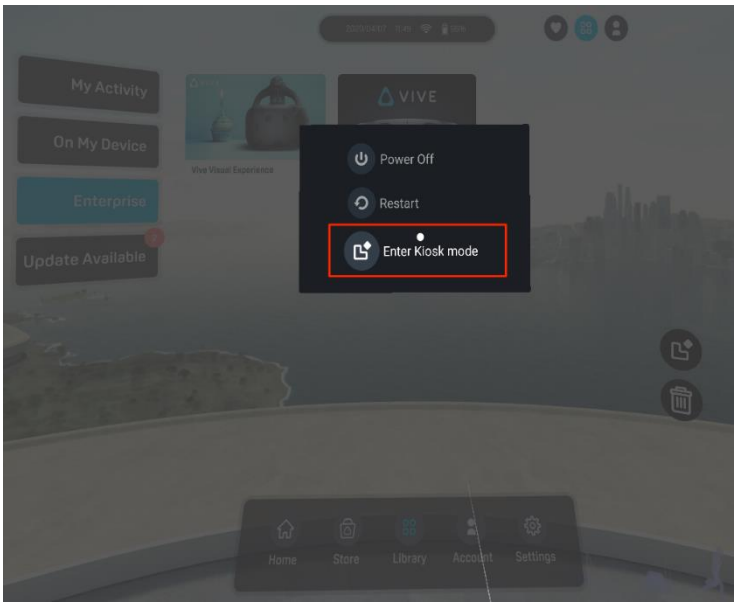


Tip: By selecting **Enable passcode**, this helps prevent a user from exiting Kiosk mode and then accessing data in your headset.

5. Select **Back**.
6. Switch to Kiosk mode by pressing and holding the Power button on the headset, and selecting **Enter Kiosk mode**.



Users can only access the selected apps in Kiosk mode.

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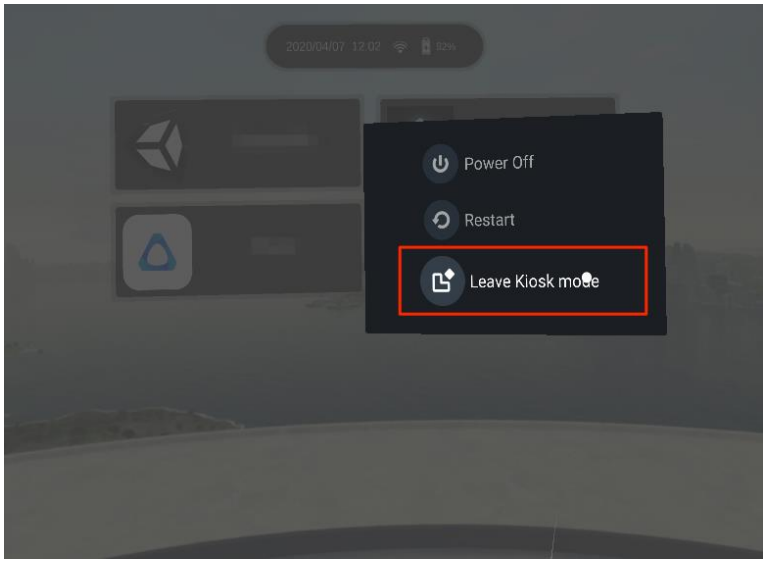
To leave Kiosk mode, press and hold the Power button on the headset, select **Leave Kiosk mode**, and then enter the passcode (if enabled).



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