HTC

VIVE XR SUITE

User guide

Contents

Trademarks and copyrights

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 Social

- VIVE Social service is provided by VRChat
- Thousands of virtual worlds
- Socialize in large shared spaces
- Open SDK to create custom avatars and spaces
- Full body motion tracking and expressions

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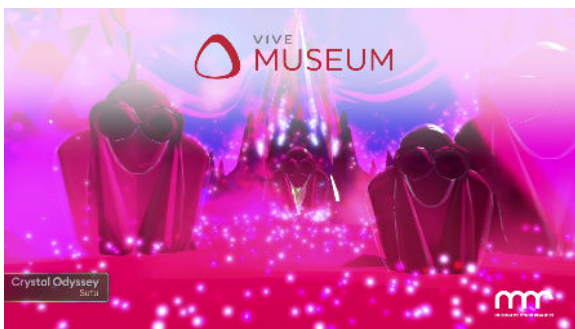
- Large exhibitions and festivals for art and film
- Experience VR exhibitions alone or in groups

About VIVE Enterprise account

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

Name	Description	Link
VIVE XR Suite	Collaborate in VR. The suite includes VIVE Sync, VIVE Sessions, VIVE Campus, VIVE Social, and VIVE Museum.	
VIVE Enterprise Console	Assign licenses and manage users of enterprise products.	https://enterprise.vive.com/portal

About VIVE XR Suite Pro

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

	VIVE XR Suite Lite	VIVE XR Suite Pro
VIVE Sync	Join meetings	Join and host meetings
VIVE Sessions	Create unlisted sessions for small groups	Host large sessions and gatherings, privacy controls for public or unlisted events
VIVE Campus	Join public spaces	Create private spaces
VIVE Social	Only offered for enterprise customers	Only offered for enterprise customers
VIVE Museum	Access the Lite version of the museum with a limited selection of exhibits	Access the full museum

Getting started

VIVE XR Suite

Creating a VIVE Enterprise account and finding your Org ID

The VIVE Enterprise Account allows you to manage your XR Suite licenses and VR devices in one place. Accessing your XR Suite licenses requires a VIVE Enterprise Account, along with the Org ID for the account. To create an account and get your Org ID, follow the steps below.

If you already have a VIVE Enterprise account, skip to step 3.

1. In your web browser, go to https://enterprise.vive.com/portal/.
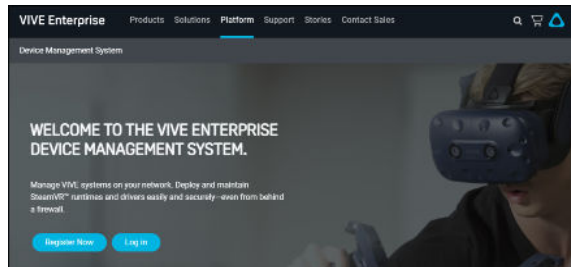
2. Click **Register Now**, and then fill your personal details.

   Click **Next** to create your account.

3. Sign in with your VIVE Enterprise account.
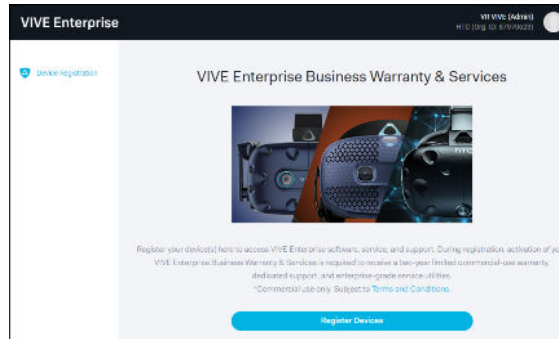
4. Make a note of your Org ID in the upper-right corner. Make sure to provide this number when placing your order.

> From this area, you can optionally register your devices for business warranty and services. To register:
>
> 1. From VIVE Enterprise Business Warranty & Services, click **Register Devices**. If you have previously set up a VIVE Enterprise account, you may need to click **Device Registration** on the left-hand side to see this screen.
>
> 2. Enter the product serial number, and then click **Register**. To add more than one device, click **Register Another Device**.

Setting up the VIVE for Business desktop app

VIVE XR Suite apps are distributed and updated through the VIVE for Business desktop app. There are two ways to get the VIVE for Business desktop app:

- Through your Profile page on VIVE Enterprise Console.

- Through a link in your invitation email. You will receive an invitation email if another person has assigned VIVE XR Suite apps to you.

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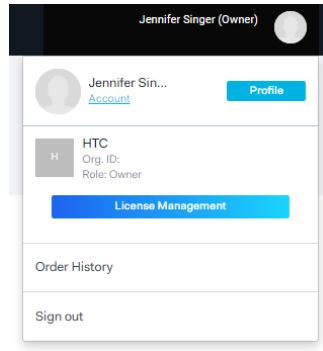
Download and install the VIVE for Business desktop app on your computer so you can manage enterprise apps assigned to you.

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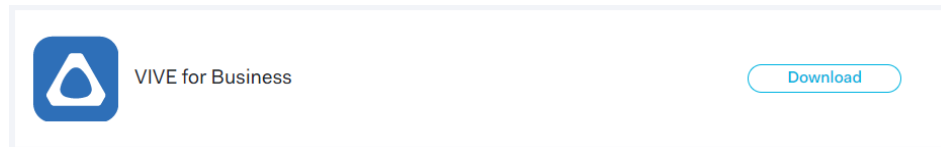
2. Log in using your VIVE Enterprise account.

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

3.   Click on your profile picture on the right side of the console, and then click **Profile**.

4.   Click **Download**.

5.   Double-click the VIVE for Business desktop app installation file to start the installation process.

6.   Follow the instructions to install the VIVE for Business desktop app. Wait for the installation to finish.

7.   Double-click **VIVE for Business** to launch the app.

Launching apps with single sign-on

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

1.   In the desktop app, click on an app in your library. If this is your first time using the 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.   Click **Play** to run the app. Some apps may require additional steps to sign in.

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 12.

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**.

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 Social: VIVE Social service is provided by VRChat, and is compatible with the VRChat native app.

-   VIVE Museum: VIVE Museum users with Pro subscriptions and users of the paid version of the Museum of Other Realities can join the same rooms.

Which devices does VIVE XR Suite support?

Device support varies by app.

	PC VR	PC	Standalone VR	Android
VIVE Sync	✔	✔	✔	✔
VIVE Sessions	✔	✔	✔	
VIVE Campus	✔	✔		
VIVE Social	✔	✔	✔	
VIVE Museum	✔	✔		

	Example devices
PC VR	VIVE Pro, VIVE Cosmos
PC	Desktop and laptop computers
Standalone 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 and PC VR

Once you have purchased VIVE XR Suite, you will receive an email inviting you to download the VIVE for Business desktop app. If your computer came with a desktop app, you don't need to download anything else.

After you install and launch the 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.

Standalone VR

Once you have purchased VIVE XR Suite, sign 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 has an Android app, which is available from the Google Play Store.

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 with VIVE Sync

Access additional support information by consulting the Support section—located at the bottom of the VIVE Sync web page:

https://sync.vive.com/.

VIVE Sessions

Signing in to VIVE Sessions for the first time

The first time you use VIVE Sessions, you'll need to link your VIVE Enterprise account with a VIVE Sessions account. Once your account is linked, you can sign in with your VIVE Enterprise account. To create and link your account:

1.   From the VIVE for Business app, select VIVE Sessions and click **Play** to open the app.

2.   Click **Login with VIVE**.

3.   Fill out the information on the form to create a VIVE Sessions account. Click **Sign Up** to create your VIVE Sessions account. It will be automatically linked with your VIVE Enterprise account.

You're ready to log in using your VIVE Enterprise account. The next time you run VIVE Sessions, click **Login with VIVE** to sign in.

> Your VIVE Sessions account is still needed to access the web client. Keep track of your account details.

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.
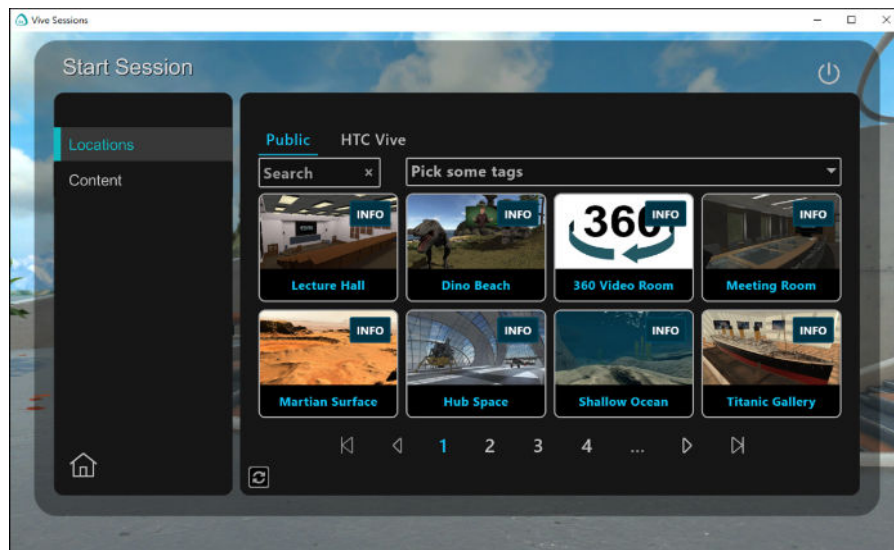
3. Choose whether to have your session alone, or make it available to others. Making the session available to others adds the following options:

    ▪ Name of your session - for Pro users only

    ▪ Password protection - for Pro users only

    ▪ Unlisted sessions, which require the session ID to join

4. When you have made your choices, select **Start** to begin your session. You session will begin immediately.

Creating an event with VIVE Sessions

Pro users can create events for up to 30 guests, while enterprise users can invite up to 50.

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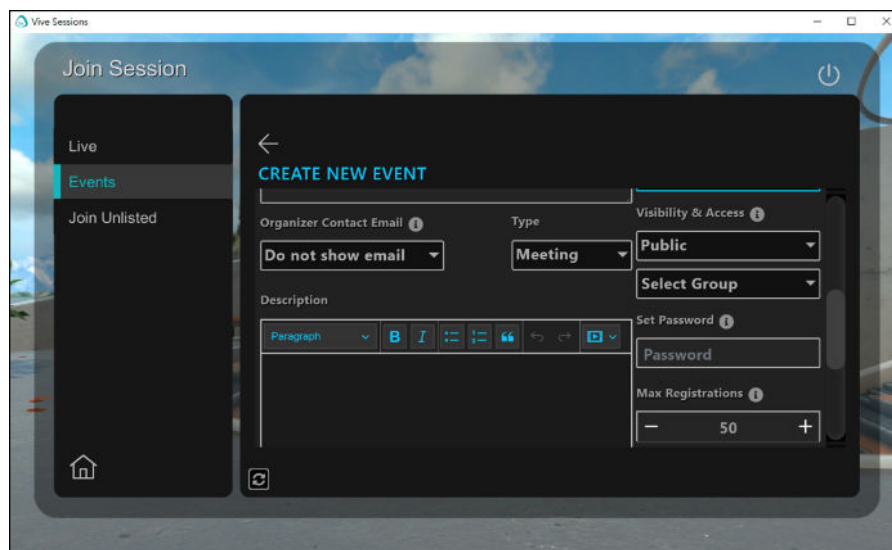
Select **Create event** when you are done.

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.
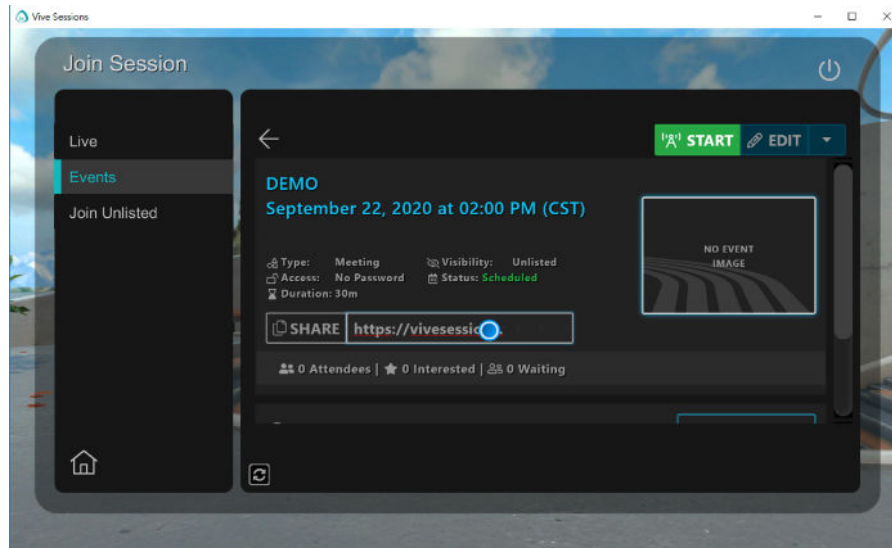
- If you have not yet created an event, see Creating an event with VIVE Sessions on page 18 for details.

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 with VIVE Sessions

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:

https://engagevr.io/support/

VIVE Campus

Signing in to VIVE Campus for the first time

The first time you use VIVE Campus, you'll need to link your VIVE Enterprise account with a VIVE Campus account. Once your account is linked, you can sign in with your VIVE Enterprise account. To link your account:

1. From the desktop app, select VIVE Campus and click **Play** to open the app.
2. Click **Login with VIVE**.
3. Fill out the information on the form to create a VIVE Campus account. Click **Create New Avatar** to link your account when you're done.

You're ready to log in using your VIVE Enterprise account.

Creating your avatar in VIVE Campus

Your avatar is your projection into VIVE Campus. Customizing your avatar makes you distinguishable in meetings and events. There are two ways to change your avatar:

- When you sign in for the first time, you'll be prompted to customize your avatar with a variety of accessories, clothing, and physical features. Make sure to click **Save and Exit** when you are done.

- You can change your avatar at any time by clicking **Change Avatar** from the settings menu. Make sure to click **Save and Exit** when you are done.
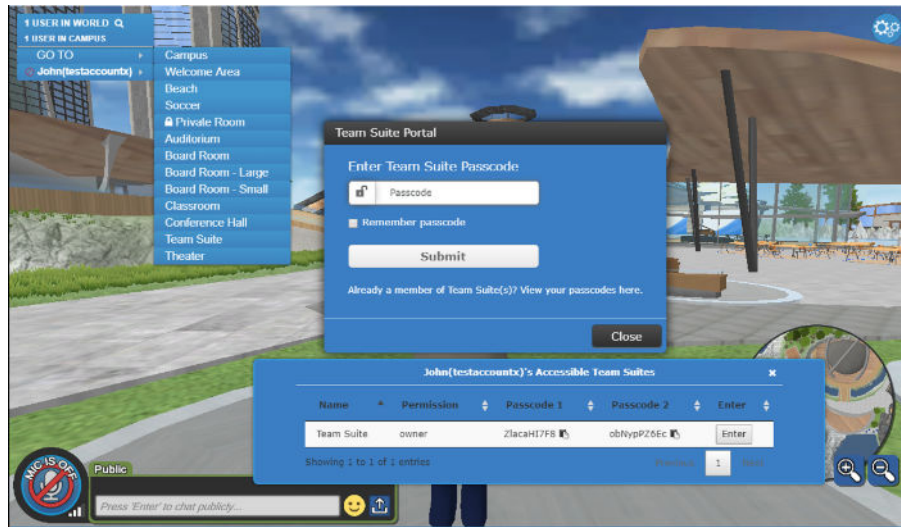
Joining a team suite or private room

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.

Things you can do in VIVE Campus

VIVE Campus allows you to access a large, shared virtual space. Free users can access a shared public campus, while Pro users get access to their own private team suite.

Campuses include numerous venues big and small, including large conference halls, small offices, and even outdoor tables.

About privacy barriers

Privacy barriers keep conversations from carrying. Many areas include privacy barriers, preventing people outside the area from overhearing discussions in private chat. They can also prevent outsiders from seeing web screens.

Privacy barriers are marked by blue borders.

Some areas allow you to close doors to keep others from crossing the barrier unnoticed.

About web screens

Web screens are large, shared screens that support web browsing and presentations. They allow you to collaborate in real time with others in VIVE Campus.

Web screens can:

- Browse web pages

- Load web-based apps, online office suites, and video services

- Show presentations in .pptx and .pdf formats

When you approach a web screen, click to activate it. You can use the mouse and keyboard to control the web browser, as well as upload presentation files or share screens.

> 💡 If the web screen is behind a privacy barrier, make sure you're inside the privacy barrier before you start clicking.

Giving a presentation in VIVE Campus

Upload your presentation to share with others. You can upload .pdf and .pptx files to share on web screens. To upload a file:

1. Approach the web screen you want to use, and then click to activate it. If there's a privacy barrier, make sure you're inside it.

2. In the lower right corner, click ![upload icon].

3. Choose the document you want to share, and then click **Upload**.

You can now show your presentation. Click the left and right arrows on the web screen to move between slides.

- Press 2 on your computer keyboard to toggle a laser pointer.
- Upload presentations in advance to save time during presentations.

For help and support with VIVE Campus

VIVE Campus is powered by VirBELA. For additional support and development materials, consult VirBELA support:

https://support.virbela.com/portal/en/kb/virbela-support

VIVE Social

About the menu

The menu is your most important tool in VIVE Social.

Access the menu by pushing Esc on the desktop or Menu button on the VIVE controller.

The menu gives you control over your VIVE Social experience, including:

- Navigating worlds
- Changing your avatar
- Managing social connections
- Configuring app settings
- Setting camera angles
- Controlling your microphone and audio
- Expressing yourself with emotes and emoji

> 🖊 The exact settings depend on the version of the app and device you're using.

For help and support with VIVE Social

VIVE Social service is provided by VRChat. For additional support and development materials, consult VRChat Support :

https://help.vrchat.com/home/.

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.
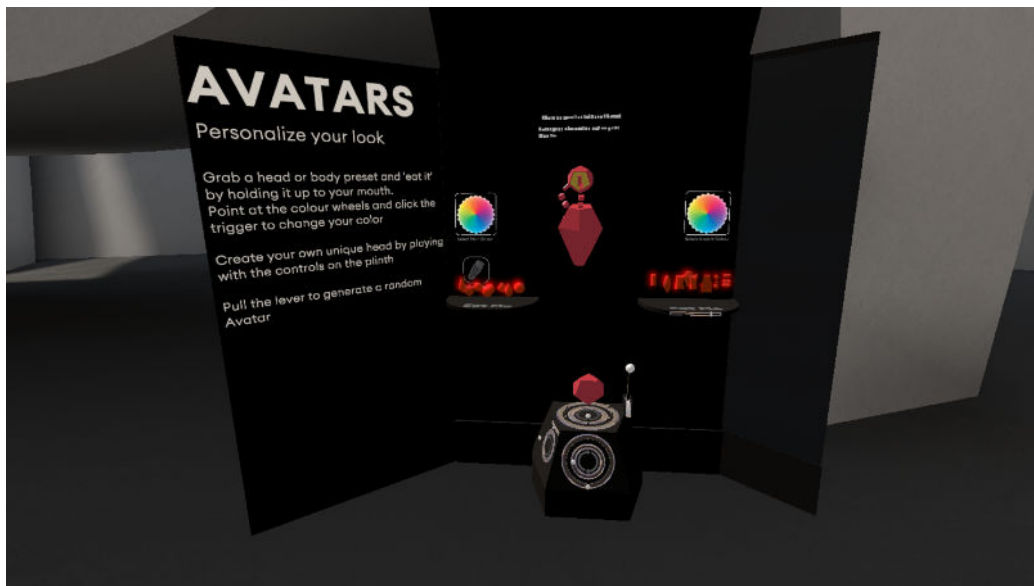
Attending an exhibition

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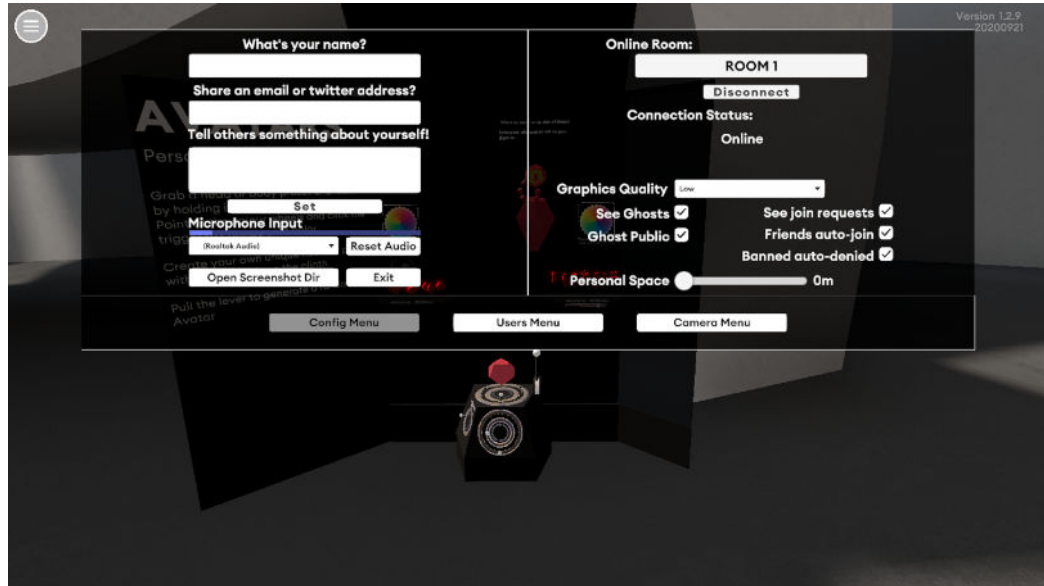
- If the menu button is hidden, press Shift + H to show it.
- You can also press Esc on your computer keyboard to open the menu.

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.

Trademarks and copyrights