HTC

VIVERSE

VIVERSE for Business User Guide

Contents

Tools you can use

Viewing and sharing content

Working with 3D models

Accessing your PC

Using VIVERSE for Business on computers and mobile devices

Solutions and FAQs

Trademarks and copyrights

About this guide

The following symbols indicate useful and important information.

Notes provide details on setup, answers to common questions, and information on what to do in specific situations.

Tips provide supplemental information or alternative methods you may find helpful for particular steps or procedures.

Important notes provide information needed to complete certain tasks or configure specific settings or features.

! Warnings provide critical information for avoiding potential problems or preventing damage to hardware.

Information contained in this guide may be outdated. For the most up-to-date information, including the latest version of this guide, visit VIVE Business Support.

Introduction

What is VIVERSE for Business?

VIVERSE for Business is an enterprise-ready platform that organizations can use to set up immersive virtual spaces for employees, customers, and business partners. With VIVERSE for Business, you can explore intuitive 3D viewing, customizable avatars, interactive virtual sessions, and many other features that elevate productivity, connectivity, and engagement.
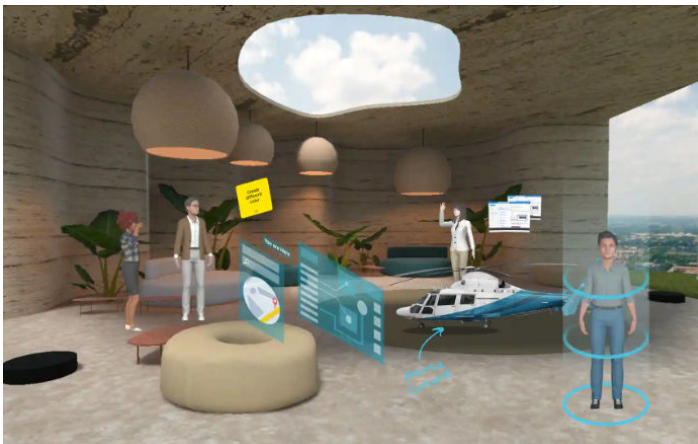
Here are a few things you should know before getting started with VIVERSE for Business:

- Depending on the type of plan you've purchased, your subscription to VIVERSE for Business will include the following elements:

Elements	Description
Your specified organizations	Based on your requirements, one or more organizations can be created in VIVERSE for Business. Organizations can be the various departments in your company or groups of people who will be using VIVERSE for Business.
One or more buildings	These can be two to three-storey buildings that house different virtual spaces.
Spaces	Spaces are areas inside a building where members can move around, mingle, join events and sessions, and more. For details, see Types of virtual spaces on page 15.
Account owner	An account owner will initially be assigned and granted access to the VIVERSE for Business Management Console. See Signing in to the VIVERSE for Business Management Console on page 12. The first account owner can assign building owners and additional account owners.

- You can launch and use VIVERSE for Business on VR headsets, computers, and mobile devices.

- Before launching VIVERSE for Business, go to the VIVERSE for Business User Console to upload files and add links to websites that you want to access when you're in the VIVERSE for Business environment. For details, see About the VIVERSE for Business User Console on page 19.

System requirements

To use the VIVERSE for Business desktop app, your computer must meet the following requirements:

Windows PCs

Hardware	Recommended requirements
Processor	11th Gen Intel® i7 / AMD Ryzen™ 5000 serie or better
GPU	NVIDIA® GTX 1070 / AMD Radeon™ RX 580 equivalent or better
Memory	16 GB RAM or more
Storage	4 GB or more
Operating system	Windows® 10 (64-bit) or later
Network band	5 Mbps for conference calls, 50 Mbps for 3D design review

Mac computers

Hardware	Recommended requirements
Processor	11th Gen Intel i7 / Apple M1 or better

Hardware	Recommended requirements
Memory	16 GB RAM or more
Operating system	macOS 11.3 or later

Devices compatible with VIVERSE for Business

VIVERSE for Business currently supports the following platforms and devices:

Platforms	Devices
PC VR headsets	▪ VIVE Pro series ▪ VIVE Cosmos series ▪ Valve Index™ ▪ Oculus Rift™ and Oculus Rift™ S
Standalone headsets	▪ VIVE XR Elite ▪ VIVE Focus 3 ▪ Meta Quest® 2 ▪ Meta Quest® 3
Personal computers (for the VIVERSE for Business desktop app)	Computers that meet VIVERSE for Business system requirements. See System requirements on page 7.
Mobile devices (for the VIVERSE for Business mobile app)	▪ Smartphones and tablets running Android™ 7.1 or later and with at least 6 GB of RAM ▪ iPhone and iPad devices running iOS 13 or later and with at least 6 GB of RAM

Creating avatars

Before you start using VIVERSE for Business, you'll need to have an existing avatar. Visit the VIVERSE Avatar website to create your avatar.

> ▪ You can save up to 15 avatars on your HTC account.
>
> ▪ If you don't have any avatars on your HTC account, you'll be prompted to create one when signing in to VIVERSE for Business on your headset for the first time.

The types of avatars you can create on the VIVERSE Avatar website include the following:

- **Realistic avatar:** Take a selfie or use an existing photo as your face model to create an avatar. For details, see Creating realistic avatars on page 10.

- **Character avatar:** Create a virtual character as your avatar. Follow the onscreen instructions to customize the appearance of your avatar.

- **VRM avatar:** Virtual Reality Modeling (VRM) is a cross-platform 3D model file format and is commonly used for 3D avatars. You can import VRM avatars to your HTC account.


Here are the recommended specifications for VRM avatars:

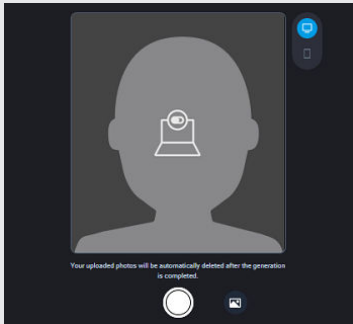| Specifications	For good performance	For medium performance
Polygons	8,000 or below	20,000 or below
Texture size	2,000 or below	4,000 or below
Material slots	2 or below	4 or below
Bound size	2.5 x 2.5 x 2.5 m	4 x 4 x 4 m

Creating realistic avatars

Here's how to create a realistic avatar on the VIVERSE Avatar website.

1. In your web browser, visit the VIVERSE Avatar website.

2. Click **Sign in** in the upper right and sign in with your HTC account.

3. Click **Create new avatar**.

4. Click the left or right arrow button to switch between the different types of avatars, then click **Create realistic avatar** when it appears.

5. Choose a base model to start with.
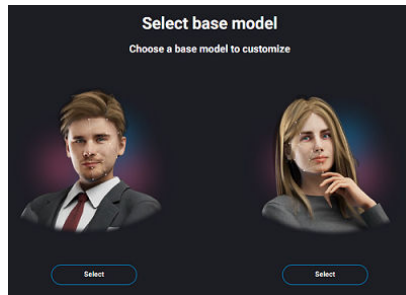
6. On the **Personalize your avatar** screen, use any of the following methods to create your avatar:

Method	Steps
Take a selfie	1. Read the displayed tips for taking selfies and then click **Start**. 2. Use the buttons in the upper right of the viewfinder window to choose whether to use your computer or mobile device's camera. Click the shutter release button ⬤ to capture an image using your computer's camera, or scan the QR code on the screen with your mobile device and use its front camera to take a selfie.
Use an existing photo	1. To skip the selfie tips, click **Skip**. 2. Click 🖼 below the viewfinder window and select your photo, then click **Open**.

Method	Steps
Use a face model	**1.** Click **Use existing face model**. **Note:** Face models created before the VIVERSE Avatar system upgrade (2024/8/22) are no longer applicable in the current system and will be deleted. Click **Take photo** and capture a selfie or use an existing photo to create a new face model. **2.** On the **My faces** tab., choose one of your face models to use it for creating an avatar and then click **Next**. **Tip:** You can also choose a default face model from the **Default faces** tab.

7. Choose clothes and accessories for your avatar and then click **Save**.

8. Click **Next**.

    Your new avatar will be added to **My avatars** and will be set as your active avatar.

- Click an avatar and then click the menu button ⋮ to see options. From the menu, you can choose to export the avatar as a VRM file or delete it.

- You can use the Outfit creator tool to create outfits for your realistic avatar. You need to have VIVERSE points to create and edit outfits. Before you can create customized outfits, choose missions and complete them to earn points.

  To use the Outfit creator tool, click the **Outfit** tab on the **My avatars** page and use the available tools to create and customize outfits. After creating an outfit, edit your realistic avatar and apply the new outfit.

Managing members, buildings, and spaces

Signing in to the VIVERSE for Business Management Console

The VIVERSE for Business Management Console is a secure, enterprise-level, web-based platform that allows you to manage your VIVERSE for Business virtual environment and member permissions. Only members with any of the following roles have administrator privileges and are granted access to the Management Console: account owners, building owners, and space owners. For details about these roles, see Types of roles in VIVERSE for Business on page 14.

Here's how to sign in to the VIVERSE for Business Management Console:

1. Use a web browser to access the VIVERSE for Business Management Console.

2. Click **Start**, choose a sign-in method, and then sign in with your business account.

3. If this is your first time to sign in to the Management Console, you must agree to the terms and conditions and acknowledge the Privacy Policy before you can proceed to the Management Console.

4. If there's more than one organization to choose from, select the organization you need to access.
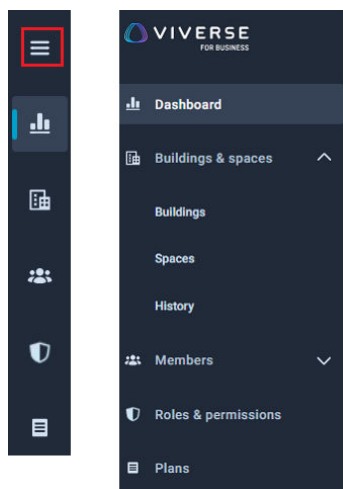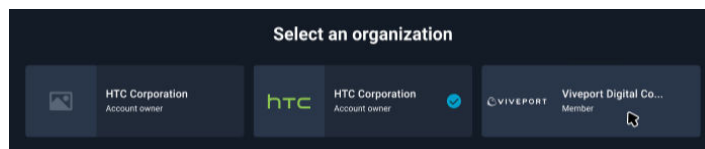

When the Management Console opens, you'll see a sidebar on the left. When it's collapsed, click the menu button to expand the sidebar and show the full navigation menu. You can also click the other buttons to directly access individual menu items even when the sidebar is collapsed.

Note: The available options under each section in the navigation menu will vary depending on your role.

Viewing the Dashboard

The first thing you'll see after signing in to the Management Console is the Dashboard, which shows information about resource usage in your VIVERSE for Business environment.

Click the dropdown menu in the upper left and choose to view resource usage information for your organization, its buildings, or its spaces.
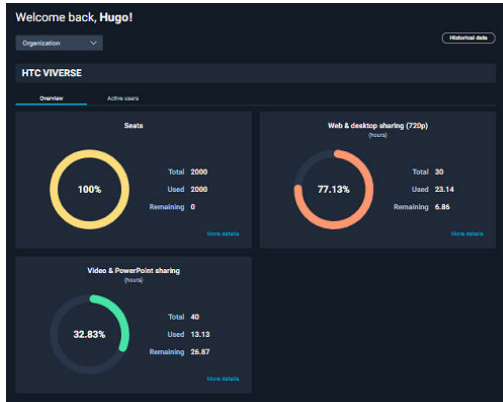
Depending on the type of view you've selected, you'll see any of the following information:

- Seat utilization

- Number of active users by date

- **Web & desktop sharing:** Shows the total available hours, hours already used, and remaining hours for sharing web and PC desktop content

- **Video & PowerPoint sharing:** Shows the total available hours, hours already used, and remaining hours for sharing video and PowerPoint® files

> Your VIVERSE for Business content sharing limit renews at the start of each month.

Click **Historical data** in the upper right to see resource usage statistics by month or year. Choose the start and end months to see a comparison of resource usage across the selected time frame.

Types of roles in VIVERSE for Business

The following roles have varying degrees of administrative access to different elements of VIVERSE for Business.

Account owners

Account owners are the administrators assigned to manage the organizations that have been set up in your VIVERSE for Business environment.

The first assigned account owner will be the first administrator with access rights to the VIVERSE for Business Management Console. The first account owner can assign more account owners.

Account owners have the following administrative rights:

- Distribute seats across buildings in the same organization. See Distributing seats on page 15.
- Add more account owners to manage the organization. See Assigning account owners on page 16.
- Assign members as building owners. See Assigning building owners on page 16.
- Remove account owners and building owners.

Building owners

Each building needs to have at least one building owner. An account owner needs to assign the first building owner.

Building owners have the following administrative rights:

- Assign more building owners. See Assigning building owners on page 16.
- Add building members. See Adding members to a building on page 17.
- Remove building members.
- Assign persistent space owners. See Assigning space owners on page 17.

Space owners

Each persistent space needs to have at least one space owner. The building owner needs to assign the first space owner for each persistent space.

Space owners have the following administrative rights:

- Assign more persistent space owners. See Assigning space owners on page 17.
- Remove space owners.
- Add building members to a persistent space. See Adding members to a persistent space on page 18.

Members

Members are users that have been granted access to buildings. Adding new users as building members will automatically add them as organization members. For details, see Adding members to a building on page 17.

Session owners

Members who create sessions are the session owners. For details, see Creating sessions in the VIVERSE for Business app on page 38.

Types of virtual spaces

A VIVERSE for Business building has the following types of virtual spaces:

| Type of space	Description
Open space	This is the common area inside a building where members can move around and access persistent and dynamic spaces.
Persistent spaces	These are dedicated virtual spaces used for storing content and ongoing collaboration. Only members who have been added to a persistent space can access it. For details, see Adding members to a persistent space on page 18. When members leave a persistent space, objects will remain in the space. Only the space owner has administrative rights to clear the space.
Dynamic spaces	These are shared virtual spaces which can be accessed by all building members. You can schedule a session in a dynamic space for a period of time and invite building members as participants. To find out how to create sessions, see Creating sessions in the VIVERSE for Business app on page 38 and Creating sessions via the VIVERSE for Business User Console on page 39. When you leave the space, you can choose whether to retain your shared objects in the space or remove them.

Distributing seats

An account owner can distribute seats across buildings or make changes to the number of members that are allowed entrance to each building. Here's how:

1. Sign in to the Management Console. For details, see Signing in to VIVERSE for Business on page 25.

2. In the menu on the left-hand side, click **Buildings & spaces**.

3. Click **Buildings** and then click **Distribute seats**.

4. Adjust the number of seats for each building by clicking the **+** or **–** button.

5. To save your changes, click **Save**.

Assigning account owners

An account owner can assign members as account owners. Here's how:

1. Sign in to the Management Console. For details, see Signing in to VIVERSE for Business on page 25.

2. In the menu on the left-hand side, click **Members**.

3. Click **Organization** and then click **Assign** > **Account owner**.
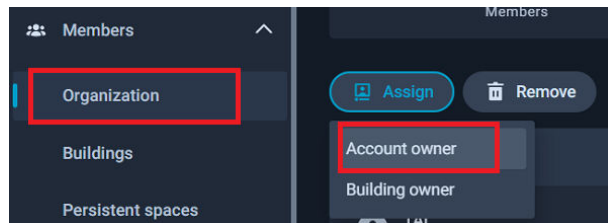
4. Select the members you want to assign as account owners.

5. Click **Assign**.

Assigning building owners

An account owner or building owner can assign more building owners. Here's how:

1. Sign in to the Management Console. For details, see Signing in to VIVERSE for Business on page 25.

2. In the menu on the left-hand side, click **Members**.

3. Click **Organization**, click **Assign** > **Building owner**, and then select a building.
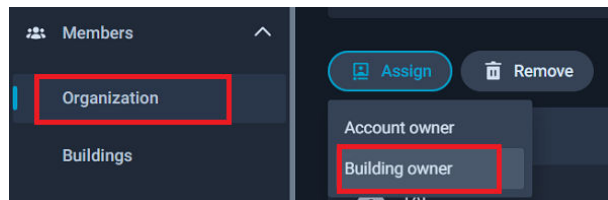
💡 You can also click **Buildings** under **Members**, select a building, and then click **Assign** > **Building owner**.

4. Select the members you want to assign as building owners.

5. Click **Assign**.

Adding members to a building

A building owner can add members to a building. Here's how:

1. Sign in to the Management Console. For details, see Signing in to VIVERSE for Business on page 25.

2. In the menu on the left-hand side, click **Members**.

3. Click **Buildings**, select a building, and then click **Add members**.

4. Choose a method for adding members:

Method	Steps
Add manually	1. Enter the email address of a user you want to invite and add as a member and then enter their job title. 2. Click **Add more** to add more users. 3. After you've finished adding users, click **Next**. The invited user will be added as an organization member and building member.
Select from organization members	Select the members you want to add to the building.
Add members with CSV	Upload a CSV file containing member information by following these steps: 1. Click **Download template** to download a CSV template. 2. Click **CSV template guidelines** and make sure to follow the instructions when filling in member information. 3. When you're ready to upload your CSV file, drag your file to the box or click **Select a file** to select the CSV file on your computer.

5. Click **Add**.

Assigning space owners

A building owner or space owner can assign more space owners. Here's how:

1. Sign in to the Management Console. For details, see Signing in to VIVERSE for Business on page 25.

2. In the menu on the left-hand side, click **Members**.

3. Click **Persistent spaces**, select a space, and then click **Assign** > **Space owner**.

> You can also click **Buildings** under **Members**, select a building, and then click **Assign** > **Space owner**.

4.   Select the members you want to assign as space owners.

5.   Click **Assign**.

Adding members to a persistent space

A space owner can add members to a persistent space. Only members of the building where the persistent space is located can be added. Here's how to add building members to a persistent space:

1.   Sign in to the Management Console. For details, see Signing in to VIVERSE for Business on page 25.

2.   In the menu on the left-hand side, click **Members** › **Persistent spaces**.

3.   On the Persistent spaces page, click the space where you want to add members.

4.   On the **Members** tab, click **Add members**.

5.   Select the members you want to add to the space.

6.   Click **Add**.

Uploading and downloading content

About the VIVERSE for Business User Console

The VIVERSE for Business User Console provides cloud storage space for you to upload files, bookmark websites, and create virtual sessions so they can be accessed in the VIVERSE for Business VR and desktop apps.

Content you've created in VIVERSE for Business can also be downloaded to your computer.

Here are the things you can do on the VIVERSE for Business User Console:

- Upload images, videos, and PDFs. For details, see the following topics:

    - Types of files you can view in VIVERSE for Business on page 19

    - Uploading files to VIVERSE for Business on page 20

- Bookmark your favorite websites. See Adding, changing, and removing bookmarks on page 22.

- View the **Building map** to check what persistent and dynamic spaces are available in each building. You can also check who the building and space owners are.

- Download screenshots and other files you've created and saved in VIVERSE for Business. See Downloading screenshots and other files created in the virtual space on page 23.

- Download tools that you can use for uploading PowerPoint files from your PC, using remote desktop, and more. See Installing VIVERSE add-ons on page 24.

- Create virtual sessions and invite members to join them. See Creating sessions via the VIVERSE for Business User Console on page 39.

Types of files you can view in VIVERSE for Business

Currently, VIVERSE for Business supports the file formats listed below. Support for additional formats will expand over time.

File types	Formats
Documents	- PDF - PowerPoint

File types	Formats
Videos	- MP4 - AVI - MOV
3D models	- Unity Asset Bundle (.ab) - FBX (.fbx) - OBJ (.obj) - glTF (.gltf/ .glb)
Images (textures)	- PNG - JPEG (baseline and progressive - 12 bpc/arithmetic not supported) - BMP (non-1bpp, non-RLE) - TIFF

You need to upload your files to view them in VIVERSE for Business. For details, see Uploading files to VIVERSE for Business on page 20.

Uploading files to VIVERSE for Business

Before you can view files—PDFs, videos, 3D models, and images—in the virtual space, you need to upload them to your VIVERSE for Business cloud storage space.

> To upload PowerPoint files to VIVERSE for Business, you need to use VIVERSE File Manager. For details, see Uploading PowerPoint files on page 24.

1. In your web browser, go to the VIVERSE for Business User Console and sign in with your HTC account.

2. At the top of the webpage, click **Library**. In the menu on the left-hand side, **Files** will be selected automatically.

> All your uploaded files will be listed by default. You can click a file type to filter the list by type.

3.   On the **Uploaded files** tab, click ⊕ > **File upload**.

> 💡 To find out which file formats can be uploaded, see Types of files you can view in VIVERSE for Business on page 19.

4.   Select the files you want to upload and click **Open**.
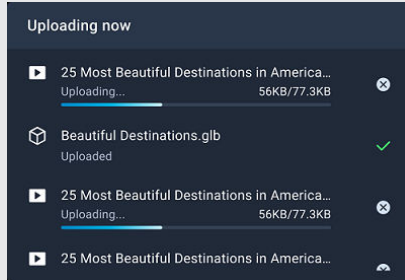
> 💡 When uploading several files, the upload progress will appear in a panel in the lower right.
>
>
>
> - To cancel pending file uploads, click ⊗ next to their filename.
> - File uploads that are being converted cannot be canceled.

Files you've uploaded will be added under the corresponding file types. You can filter the file list by clicking a file type.
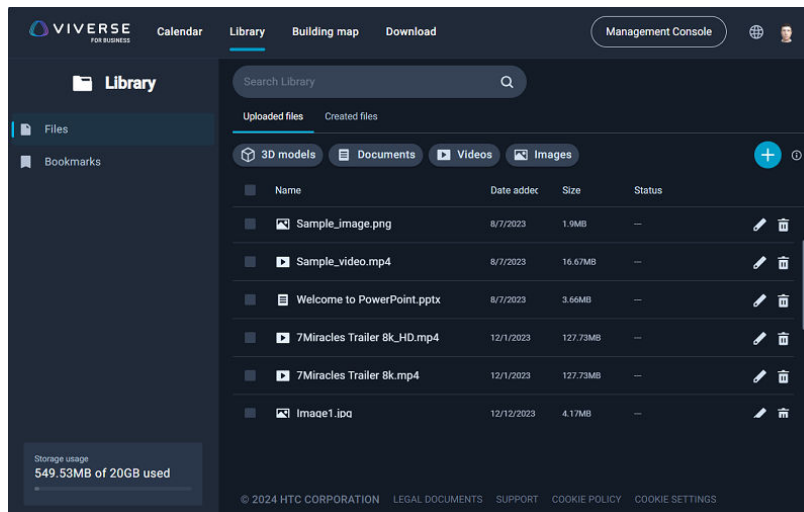
You can also do any of the following with uploaded files:

Action	Steps
Rename a file	Click 🖉.
Delete a file	Click 🗑.
Delete multiple files	Select the files and click 🗑 above the list.
Delete all files	Select the checkbox above the list and click 🗑.

Uploading 360° videos

Here's how to upload 360° videos to VIVERSE for Business:

1. In your web browser, go to the VIVERSE for Business User Console and sign in with your HTC account.

2. At the top of the webpage, click **Library**. In the menu on the left-hand side, **Files** will be selected automatically.

3. On the **Uploaded files** tab, click ⊕ > **360° video upload**.

4. Select the 360° video files you want to upload from your computer and then click **Open**.

Adding, changing, and removing bookmarks

You can add links to websites as bookmarks so you can access them while using the web browser in VIVERSE for Business. You can also change and remove bookmarks.

1. In your web browser, go to the VIVERSE for Business User Console and sign in with your HTC account.

2. At the top of the webpage, click **Library**.

3. In the menu on the left-hand side, click **Bookmarks**. You can do any of the following:
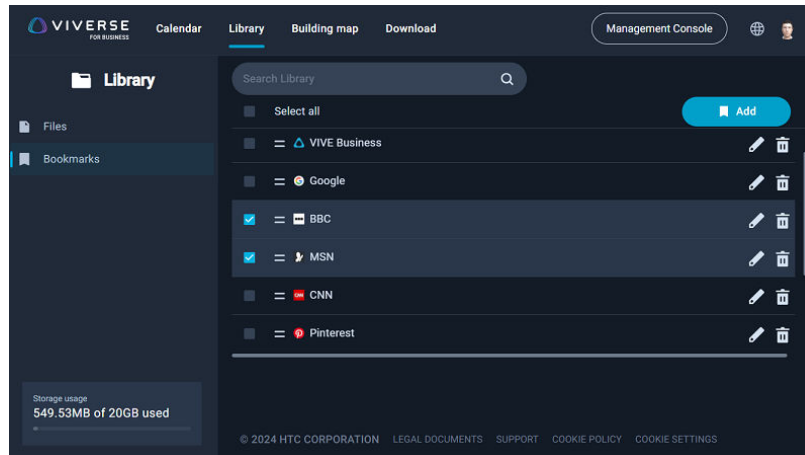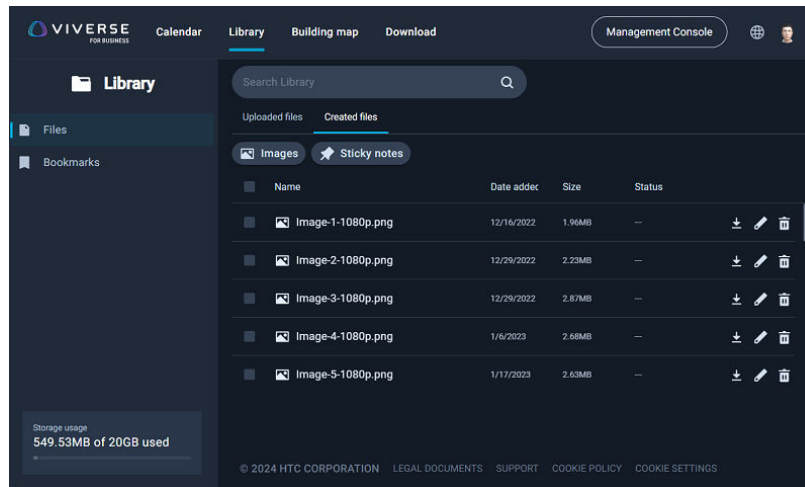

Task	Steps
Add a bookmark	Click **Add**.
Rearrange bookmarks	Use the drag handle ▤ to the left of the bookmark.
Edit a bookmark	Click 🖊.
Delete a bookmark	Click 🗑.
Delete multiple bookmarks	Select the bookmarks and click 🗑 above the list.
Delete all bookmarks	Select the checkbox above the list and click 🗑.

Downloading screenshots and other files created in the virtual space

Here's how to download files—including screenshots, whiteboard drawings, and sticky notes—created in the virtual space to your computer.

1. In your web browser, go to the VIVERSE for Business User Console and sign in with your HTC account.

2. At the top of the webpage, click **Library**. In the menu on the left-hand side, **Files** will be selected automatically.

3. Click the **Created files** tab.

> All your created files will be listed by default. You can click a content type to filter the list by type.

4. To download files, do any of the following:

Task	Steps
Download a file	Click ⬇.
Download multiple files	Select the files and click ⬇ above the list.
Download all files	Select the checkbox above the list and click ⬇.

Files will be downloaded to your computer as a ZIP package.

From the file list, you can also do the following:

Action	Steps
Rename a file	Click ✏.
Delete a file	Click 🗑.
Delete multiple files	Select the files and click 🗑 above the list.
Delete all files	Select the checkbox above the list and click 🗑.

Installing VIVERSE add-ons

VIVERSE add-ons include the following tools:

Tool	Description
VIVERSE File Manager	Upload PowerPoint files from your computer.
VIVERSE Virtual Webcam	Make Microsoft Teams® and Zoom™ calls in the virtual space.
	Note: This feature is not supported on VIVE XR Elite.
VIVERSE Remote Desktop Agent	Access your computer remotely in the virtual space.

To download the installer, go to the VIVERSE for Business Download webpage, click **Other tools** in the menu on the left-hand side, and then click **VIVERSE add-ons**. Run the installer on your computer and choose which tools you want to install.

Uploading PowerPoint files

PowerPoint files need to be converted before they can be displayed correctly in VR. You need to use VIVERSE File Manager to convert PowerPoint files and upload them to VIVERSE. For details on how to install VIVERSE File Manager, see Installing VIVERSE add-ons on page 24.

Here's how to use VIVERSE File Manager:

1. On your computer, launch VIVERSE File Manager, and then sign in with your HTC account.

2. Click **Add file**.

3. Select the PowerPoint files you want to upload and click **Open**.

4. Click **Upload**.

    After your files have been converted and uploaded, their status will change to **Done**.

> PowerPoint files will be uploaded to your cloud storage space on the VIVERSE for Business User Console. After signing in to the website, click **Library** > **Files**. On the **Uploaded files** tab, click **Documents** to filter the file list and see the PPT files.
>
> Files you uploaded will stay in your cloud storage space until you remove them.

Entering VIVERSE for Business

Signing in to VIVERSE for Business

Here's how to sign in to VIVERSE for Business on a VR headset:

1. In the Library, launch **VIVERSE for Business**.

2. Sign in with your HTC account or select **Create account** to create a new one.

3. If this is your first time to sign in to VIVERSE for Business, read the information about VIVERSE, Terms of Use, and Privacy Policy. When done, select **Accept**.

4. If you don't have any existing avatars, follow the onscreen instructions to create your avatar.
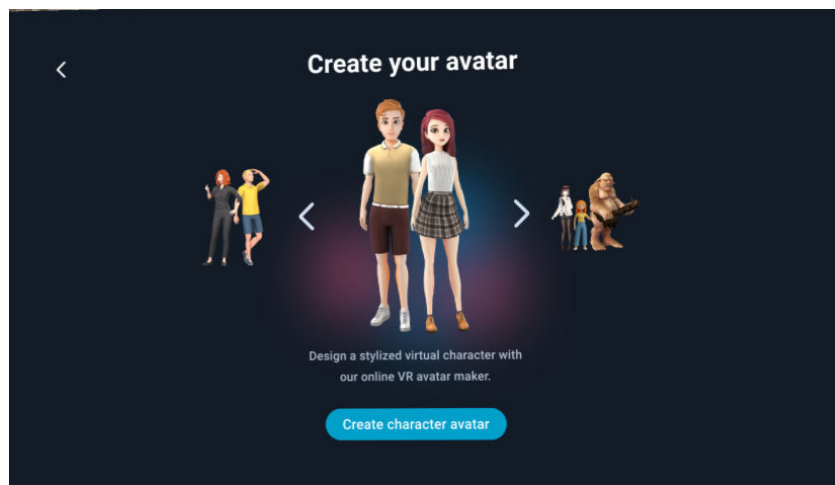
If you have existing avatars saved on your HTC account, the one currently set as your active avatar will be used by default.

> 💡 For details on the different ways of creating avatars, see Creating avatars on page 8.

5. Follow the onscreen instructions to set your height, select the organization you belong to, and select a building you want to enter.

Navigating VIVERSE for Business with VR controllers

Depending on your type of VR headset and controller, use the **thumbstick, joystick, or trackpad** on your controller to navigate the virtual spaces in VIVERSE for Business.

Turning

Do one of the following:

- Tilt the thumbstick or joystick left or right.

- Swipe left or right on the trackpad.

Teleporting

1 Do one of the following:

- Tilt the thumbstick or joystick forward.

- Press and hold the trackpad.

2 Aim the blue arc where you want to go and then release.

Switching between floors in a building

On the Floor Guide, aim the beam at the floor you want to go to and then press the trigger.

Entering spaces

For details, see

Selecting a virtual chair

1	Do one of the following: ▪ Tilt the thumbstick or joystick forward. ▪ Press and hold the trackpad.
2	Aim the blue arc at the chair base and then release.

If you're standing, you need to be physically seated for your avatar to also be seated.

Navigating VIVERSE for Business with hand gestures

Currently, hand tracking can only be used on VIVE XR Elite.
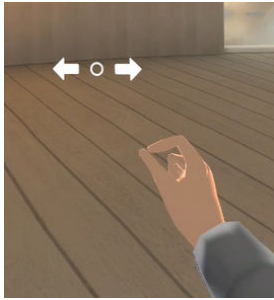
Here's how to use hand gestures to navigate VIVERSE for Business:

Teleporting
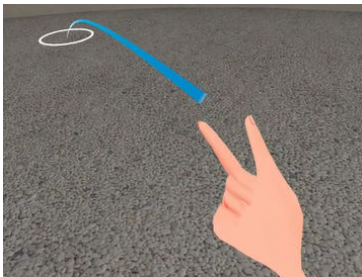
1. Make a fist with your palm up and then open your thumb and index finger.
2. Aim the blue arc where you want to go and then pinch.

Turning

1. Make a fist with your palm facing sideways and then open your thumb and index finger. Arrow buttons will appear.

2. Pinch your thumb and index finger together, and then drag the circle to the right arrow to turn right or to the left arrow to turn left.
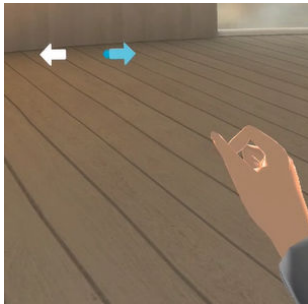
Switching between floors in a building

On the Floor Guide, aim the beam at the floor you want to go to and then pinch to select it.

Entering spaces

For details, see

Selecting a virtual chair

1	Make a fist with your palm up and then open your thumb and index finger.
2	Aim the blue arc at the chair base and then pinch.

Opening and closing the VIVERSE Menu

For details, see The VIVERSE Menu on page 29.

The VIVERSE Menu

From the VIVERSE Menu, you can access sessions, choose tools, open files and view content, and more.
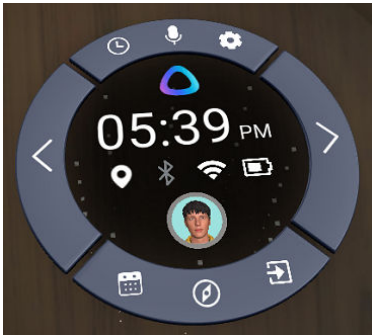
Opening and closing the VIVERSE Menu

- **Controller:** Press the VIVERSE Menu button on the virtual controller to open the VIVERSE Menu. Press the button again to close the menu.
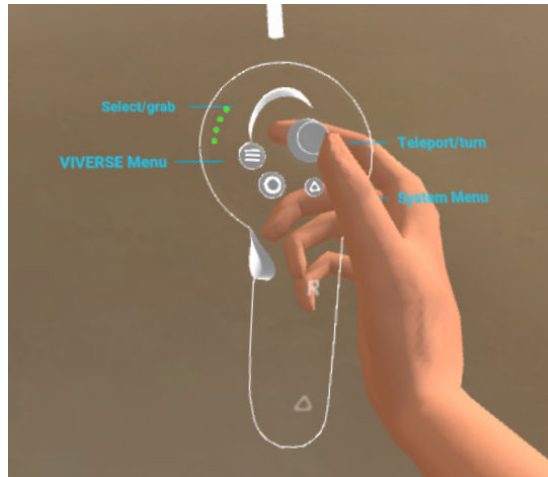
- **Hand gestures:** Face your left palm inward. When a menu icon appears, pinch your thumb and index finger together to open the VIVERSE Menu.

  Use the same hand gesture to close the menu.

## Tools, content windows, and controls

- Hover the beam over the right side of the VIVERSE Menu to choose from the different types of content windows you can use for viewing content. To learn more, see Types of content windows on page 48.
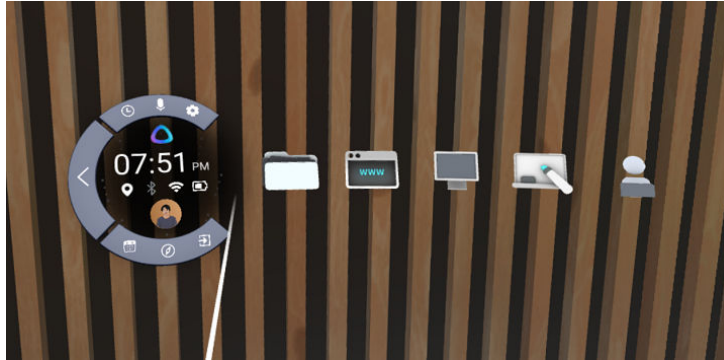
- Hover the beam over the left side of the menu to choose from the available tools. For details, see Selecting a tool on page 42.
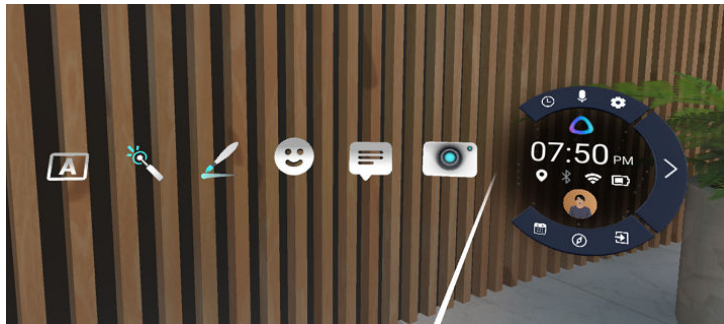
- On the top and bottom sides of the menu, you'll see the following controls:

Icon	Description
⏰	**Be right back:** Change your state.
🎤	**Mute:** Mute or unmute your microphone.
⚙	**Settings:** Change VIVERSE for Business settings.
📅	**Calendar:** Create and join sessions.
🧭	**Map:** See a map of the virtual spaces located on each floor in the building. You can select a space on the map to enter that space.
⇥	**Back to open space:** Leave the current space.

Changing your avatar

If you created several avatars with different appearances, here's how you can change your avatar in VIVERSE for Business:

1.   Open the VIVERSE Menu and select your avatar picture.

2.   Aim the beam at your current avatar on the left-hand side and then select **Change avatar**.
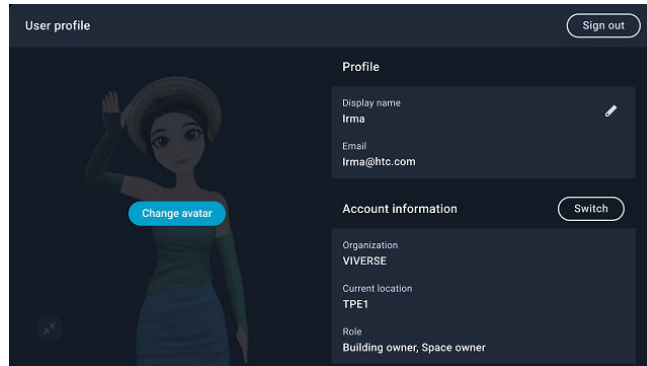
3.   Select an avatar you want to use and then select **Set as active**.

You can also make changes to a character avatar by selecting **Edit** or create a new character avatar by selecting **Create avatar**.

Private Talk

Private Talk lets you talk to someone without other users hearing your conversation.

1.   Aim the beam at the person you want to talk to.

2.   Select the **Private Talk** button above the other user's avatar.
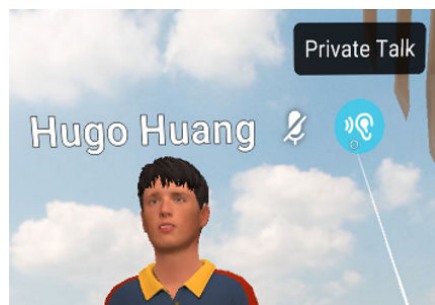
3.   Wait for the person to answer your call. You can then talk to the person in private.

You can put your conversation on hold, resume it, or end it.

Safe zone

Safe zone protects you from possible harassment by keeping other users at a safe distance in the virtual space. You can set the distance between you and the boundary of your safe zone.

Here's how to enable safe zone:

1. Open the VIVERSE Menu and select **Settings** ⚙️.

2. In **Privacy**, turn on **Safe zone** and modify any of the following settings:

Setting	Description
Radius	Select the distance between you and the boundary of your safe zone.
Mute	Mutes a user's voice inside your safe zone.
Hide nameplate	Hides a user's nameplate inside your safe zone.

Here's how safe zone works in VR:

- When users press and hold the trigger while pointing toward your safe zone, your safe zone's boundary will appear.

- When a user crosses the boundary of your safe zone, you won't be able to see each other.

- When you've teleported to a seat (or you've been locked to a seat by the space owner), you can choose to temporarily disable your safe zone. Your safe zone will be re-enabled when you leave your seat.

- Your safe zone will also temporarily be disabled when you're viewing a video in 360 mode. Your safe zone will be re-enabled when you exit 360 mode.

> 🖊️ Private Talk cannot be used with users who are inside your safe zone.
>
> If you enter a user's safe zone while in a Private Talk session with them, Private Talk will take priority, and the user's safe zone will be disabled temporarily until the session ends or you exit their safe zone.
>
> For details on safe mode in the VIVERSE for Business desktop and mobile apps, see How safe zone works in the desktop and mobile apps on page 87.
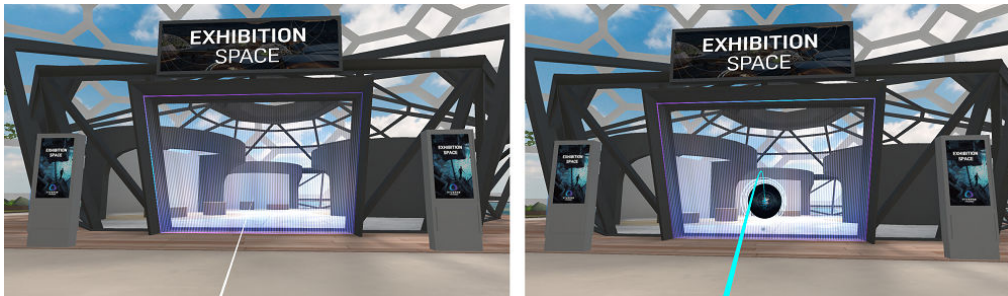
Entering persistent and dynamic spaces

While navigating the VIVERSE for Business environment, you may find several persistent and dynamic spaces in a building. For details on the differences between these types of spaces, see Types of virtual spaces on page 15.

Here are different ways to enter persistent and dynamic spaces:

From the entrace

Aim the beam at the entrance. When the entry portal appears, select the portal to enter the space.

From the agenda board

Outside a persistent or dynamic space, you'll see an agenda board that displays information on the availability of the space. To enter the space, select **View agenda** and then select **Enter space**.
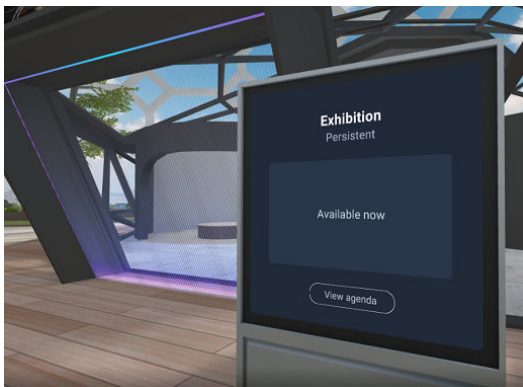
An entry portal will then appear at the entrance. Select the portal to enter the space.

From the building map

You can view the building map and choose the space you want to enter. Here's how:

1. Open the VIVERSE Menu and then select **Map** Ⓐ. A map view of the current floor will be displayed.

From the upper right of the map window, you can switch between floors and change between map and grid views.

2. In map or grid view, select a space you want to enter.

Managing access permissions in a space

If you're a space owner, you can use **Space management** in VIVERSE for Business to manage access permissions in your space. Go to the space that you own, and then open the VIVERSE Menu and select **Space management** from the right side of the menu.

> If you're a building owner, you're also the space owner of the building's open space.

Here are the things you can do in **Space management**:

- Choose what tools and features are available for everyone in the space.
- Enable or disable tools and features for certain members in your space.
- Assign co-owners to manage your space.
- Remove members from your space.
- Remove objects from your space.

Enabling or disabling tools and features

The right-hand side of the **Space management** window displays the various tools and features available in your space. Select the toggle of a tool or feature to enable or disable it. To disable all of them, select **Lock all**.
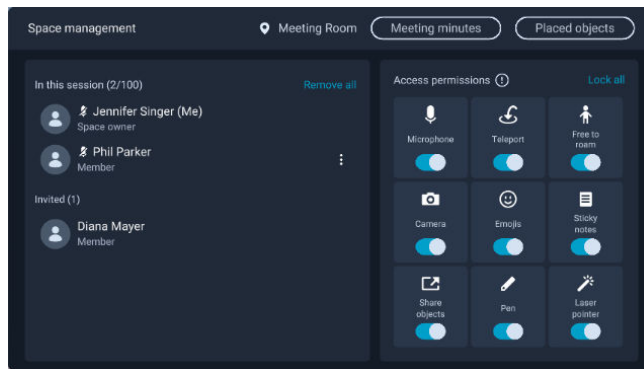
To change access permissions for a member, select ⋮ next to the member's name and then select **Access permissions**.
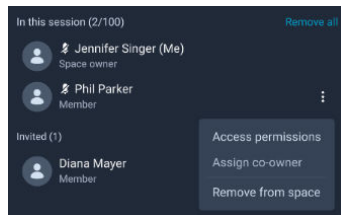
For details on tools and screen sharing features, see the following:

- Tools you can use on page 42
- Working with content windows on page 50

Assigning co-owners

To assign a member as a co-owner of your space, select ⋮ next to the member's name and then select **Assign co-owner**. You can assign several members as co-owners.

To remove co-owner permissions, select ⋮ next to the co-owner's name and then select **Remove co-owner**.

Removing members from your space

To remove a member from your space, select ⋮ next to the member's name and then select **Remove from space**.

To remove everyone from your space, select **Remove all**.

Removing objects

For details, see Removing objects from spaces on page 37.

Removing objects from spaces

Space owners can remove any object from the current space. Members can only remove objects that they've opened.

Here's how to remove an object from the current space:

1. Open the VIVERSE Menu and select **Space management** from the right side of the menu.

2. Select **Placed objects** in the upper right.

    3D models, public content windows, and Big Screens will be listed under **All private objects**. Content windows you've opened and haven't shared will be listed under **My private objects**.

3. Select an object you want to remove from the space and select **Remove**.

> To remove all public or private objects, select **Remove all** under **All private objects** or **My private objects**.

Gathering members to your location

You can easily gather a group of members to your location when you need to talk to them or lead them to enter a space. Here's how.

> ▪ To use this feature, you need to be a building owner and you and the members to be gathered must be located in any of the open spaces in the building.
>
> ▪ You also need to be a space owner of the space where you will lead the group to enter.

1. Open the VIVERSE Menu and then select **Space management**.

2. Select ⋮ > **Assemble group** in the upper right.

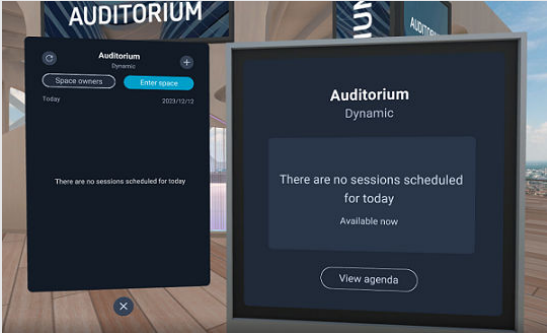3. Select the members you want to bring together and then select **Assemble**.

    The selected members will be moved to your location automatically.

Creating and joining sessions

Creating sessions in the VIVERSE for Business app

A session is a period of time you can schedule in a dynamic space for meetings, activities, or events with members you invite. Here's how to create a session:

1. To create a new session, do any of the following:

Method	Steps
From the VIVERSE Menu	1. Open the VIVERSE Menu and select **Calendar** 📅. The calendar window will open and display scheduled sessions. 2. Select the plus button ➕ in the upper right. **Tip:** You can also select a time slot in any of the calendar views (except for month view) to create a new session.
From a dynamic space	1. On the agenda board of a dynamic space, select **View agenda**. 2. On the panel that opens, select the plus button ➕ in the upper right.

2. Enter a session topic, select the date, and select the start and end time of the session.

💡
- To get a notification when the session is about to start, you can set a reminder.
- You can chose whether to allow guests— who can be external users or organization members (but not building members)—to enter the open space.
- You can also choose to generate a session ID and code that you can share with external users—users who are not organization members. They can join your session by entering the session ID and code in VIVERSE for Business.

3. Select **Choose a space**, select a dynamic space you want to book, and then select **Next**.

4. Select the users you want to invite.

   Enter the organization member's name or the external user's email address in the text box and press Enter. Then select the checkbox next to the name or email address to add it to the **Participants** list.

5. Select **Create session**.

6. Close the window or select **Edit** if you need to make changes.

Participants will receive an email with the session details, which include the session ID and code, date and time of the session, and more.

Creating sessions via the VIVERSE for Business User Console

You can also create sessions easily from the VIVERSE for Business User Console. Here's how:

1. In your web browser, go to the VIVERSE for Business User Console and sign in with your HTC account.

2. On the **Calendar** webpage, click the plus button ⊕.

3. Fill in the following details:

   - **Session topic**

   - **Date**

   - **Start and end time**

   - **Invited participants:**

     - To invite organization members, click the text box next to the participants icon 👥 and select the members you want to invite.

     - To invite external users who are not organization members, enter their email address in the text box.

   - **Location:** Select a building and space to use for the session.

   - **Reminder time**

> 💡 You can chose whether to allow guests— who can be external users or organization members (but not building members)—to enter the open space.

4. When you're finished filling in the session details, click **Create**.

The session will be added to your calendar and the calendar of invited participants.

Participants will receive an email with the session details, which include the session ID and code, date and time of the session, and more.
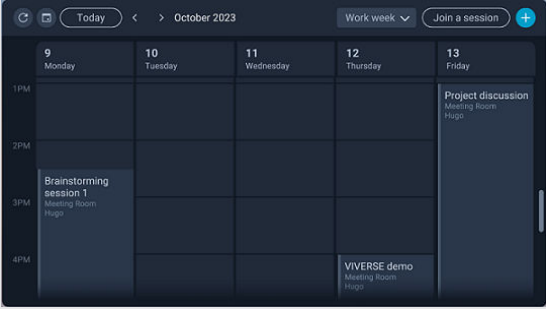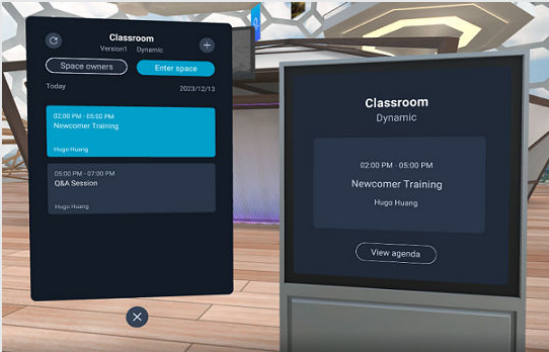
Joining sessions

You can join sessions that you've created or been invited to.

The steps for joining a session will vary depending on the type of device you're using:

- **VR headset:**

    a) To select a session, do any of the following:

Method	Steps
Select a session in your calendar	1. Open the VIVERSE Menu and select **Calendar** 🗓. 2. Select the session you want to join.
Enter the session ID and code	1. Open the VIVERSE Menu and select **Calendar** 🗓. 2. Select **Join a session** in the upper right of the calendar window and then enter the session ID and code.
Select a session from a dynamic space	1. On the agenda board of a dynamic space, select **View agenda**. 2. Select the session you want to join and then select **Enter space**.

    b) Aim the beam at the portal that appears in front of you or at the entrance and then press the trigger to enter the space and join the session.

- **Computer or mobile device:**

    See Creating and joining sessions from the desktop and mobile apps on page 78.

Whether you're the session owner or a participant, you can upload files before the session starts and download screenshots and other content created in the space. For details, see the following topics:

- ▪ Uploading files to VIVERSE for Business on page 20

- ▪ Uploading 360° videos on page 22

- ▪ Uploading PowerPoint files on page 24

- ▪ Downloading screenshots and other files created in the virtual space on page 23

Recording meeting minutes

The meeting minutes feature captures live discussions in sessions and summarizes them into meeting notes. Space owners and co-owners can use this feature.

> This feature is not available by default. It needs to be included and enabled in your VIVERSE for Business plan.

Here's how to record meeting minutes in a session:

1. Join the session you've created or been assigned to as a co-owner.

2. Open the VIVERSE Menu and select **Space management**.

3. Select **Meeting minutes** in the upper right and then select **Start** to begin recording.

   Select **Stop meeting minutes** ⎛ �____ ⎞ in the upper right to stop recording.

The meeting minutes will be emailed to the space owner and co-owner automatically.

Tools you can use

Selecting a tool

While in the VIVERSE for Business virtual environment, open the VIVERSE Menu and aim the beam at the left side of the menu to choose from the following tools:
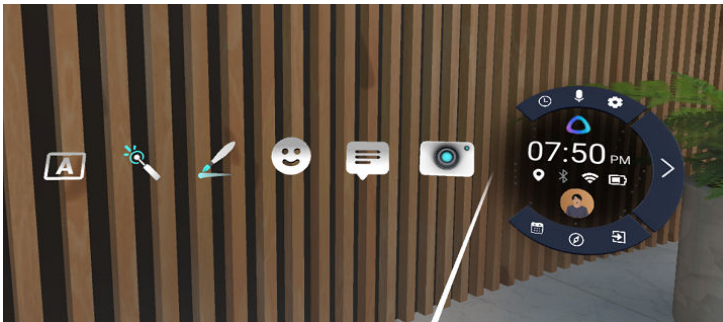
- Live captions on page 43
- Laser pointer on page 44
- Pen on page 44
- Emojis on page 45
- Sticky notes on page 45
- Camera on page 46

The tip of the virtual controller will change to the tool you selected (except for Live captions and Camera).

Using the Options Menu

Each tool has an Options Menu with different options.

To open the Options Menu with a VR controller, do any of the following:
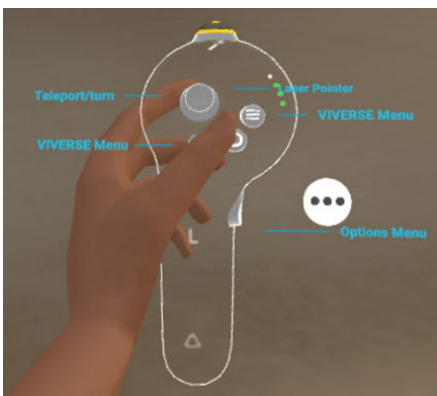
- Press the Grip button on the controller.
- Press the trigger while pointing at the Options icon ⬬ below the selected tool on the VIVERSE Menu.
- Use the left controller to point at the Options icon ⬬ on the right controller or vice versa, and then press the trigger.

Switching the tool on and off

Here are two ways you can switch the selected tool on and off:

- ▪ Press the VIVERSE Menu button twice to quickly switch between the selected tool and the controller beam.
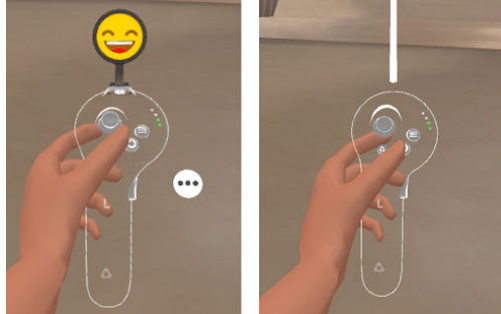
- ▪ Press the VIVERSE Menu button to open the VIVERSE Menu. Select the tool again from the menu.

Live captions

Use the live captions feature to convert live conversations to text and display them in your preferred language.

> ▪ This feature is not available by default. It needs to be included and enabled in your VIVERSE for Business plan.
>
> ▪ Live captions can't be displayed in open spaces.

Here's how to use live captions:

1. Open the VIVERSE Menu and select **Settings** ⚙ .

2. In **Language**, set the following options under **Live captions**:

Option	Description
Mode	Select **Simple** mode to display floating caption cards or **Detail** mode to display a scrollable captions panel.
Font size	Set the caption's font size.
Translation	Choose your preferred language for translating conversations.
Caption position	Select **Edit** then follow the instructions to set the position where to display captions.

3. Open the VIVERSE Menu again and select **Live captions** to turn it on.

While viewing conversations, select 🔽 or 🔼 to switch between **Simple** and **Detail** modes.

Simple mode	Detail mode
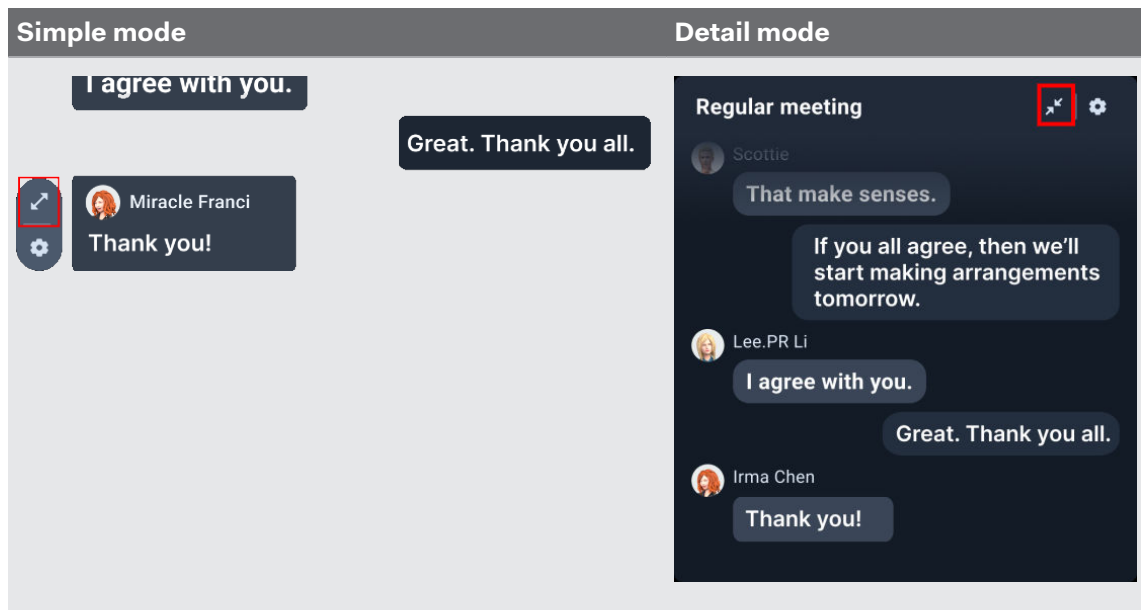
Laser pointer

Use the laser pointer to point out details when you're giving presentations, engaging in discussions, and more.

1. Open the VIVERSE Menu and then select **Laser pointer**.

2. Open the Options Menu to change the laser color.

   To find out how to open the menu, see

3. Press and hold the trigger to turn the laser on and start pointing.

4. Release the trigger to turn the laser off.

Pen

Use the pen to draw or write out your ideas while engaging in discussions or brainstorming sessions. You can switch the tool to an eraser from the Options Menu.

1. Open the VIVERSE Menu and then select **Pen**.

2. Open the Options Menu to change the pen color. To find out how to open the menu, see

   Select one of the preset colors, or choose from more colors on the color wheel.

3. Press and hold the trigger to draw. Release to stop drawing.

4. In the Options Menu, select the eraser button when you need to erase something.

   To erase a stroke from your drawing, touch it with the eraser and then press the trigger.

   To erase several strokes, press and hold the trigger as you touch each of the strokes you want to erase.

Emojis

Emojis are a fun way to express yourself and to get other people's attention. Here's how to use the virtual controller to release emojis:

1. Open the VIVERSE Menu and then select **Emojis**.

2. Open the Options Menu to choose an emoji. To find out how to open the menu, see Selecting a tool on page 42.

3. Press the trigger to release an emoji to the virtual space.

4. Press and hold the trigger to release a stream of emojis.

Some emojis, like applause, will make a sound.

Sticky notes

With sticky notes, you can use speech-to-text to record voice notes and instantly transform them into text.

Recording sticky notes is private. Other people in the virtual space won't hear you while you're recording.

1. Open the VIVERSE Menu and then select **Sticky notes**.

2. Open the Options Menu to choose a recording language. To find out how to open the menu, see Selecting a tool on page 42.

3. To begin recording, press and hold the trigger and then start speaking.

4. Release the trigger to stop recording.

After recording, a sticky note will appear in the virtual space.
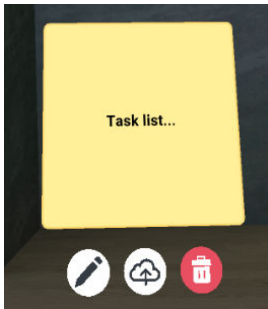
To edit the sticky note, select ✏ and use the keyboard to change the text.

Select ☁ to save the sticky note to the cloud. Sticky notes will be saved as text files.

You can move and rotate the sticky note just like you would with a content window. To find out how, see Working with content windows on page 50. You can also grab the sticky note directly with your controller.

> - If you removed sticky notes from the virtual space after saving them, you can open them again in the virtual space. Open the file browser, go to the **Notes** category, and then select the sticky note you want to open. For details on the file browser, see Opening images, documents, and other files on page 48.
>
> - You can download sticky notes to your computer. For details, see Downloading screenshots and other files created in the virtual space on page 23.
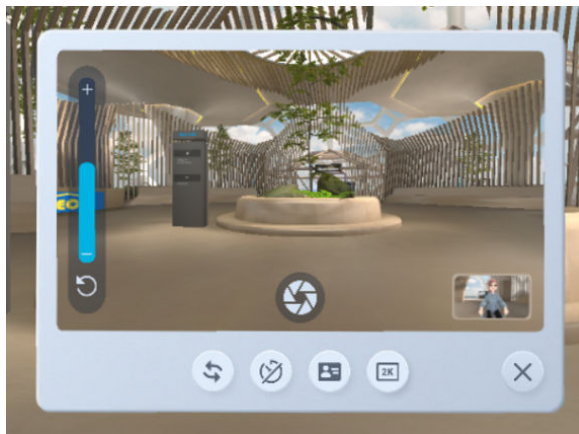
Camera

You can use the camera on the VIVERSE Menu to take pictures of the virtual environment in VIVERSE for Business. You can also take selfies.

Here's how to take a picture:

1. Open the VIVERSE Menu and then select **Camera**.

   The camera window will appear.

2. Before taking a picture, you can do any of the following:

Task	Steps
Change the image resolution	Select the **Resolution** button FHD and choose a resolution you want to use.
Move the camera window	1. Aim the beam at the control bar and then press and hold the trigger or Grip button to grab the camera window. 2. Do any of the following: - Move the camera window by dragging it up, down, left, or right. - Push or pull the window by tilting the thumbstick forward or backward.

Task	Steps
Zoom in or out	▪ Drag the slider up or down to zoom in or out. ▪ Select ⟲ below the slider to change back to the default zoom level.
Set a timer	Select ⊘ and then choose the time delay.
Switch between the main and selfie cameras	Select ⇄.
Show nameplates	Turn on the **Nameplate** toggle ▣ to include nameplates when capturing pictures of your friends or taking selfies.

3. When you're ready to capture, select the shutter button ◉.

Here's how to view pictures you've taken:

1. Select the thumbnail in the lower right to view the last picture taken.

2. Use the left and right arrow buttons to view the other pictures taken.

   To delete the current picture, select the **Delete** button 🗑.

3. To switch back to the viewfinder screen, select the **Back** button ↩.

> Images will be saved to the cloud automatically. You can download them to your computer. For details, see Downloading screenshots and other files created in the virtual space on page 23.

Viewing and sharing content

Types of content windows

You can open one or more content windows and use them to view files, browse websites, create whiteboard drawings, and more.

Open the VIVERSE Menu, aim the beam at the right side of the menu, and then select a content window you want to open. You can open the following types of content windows:
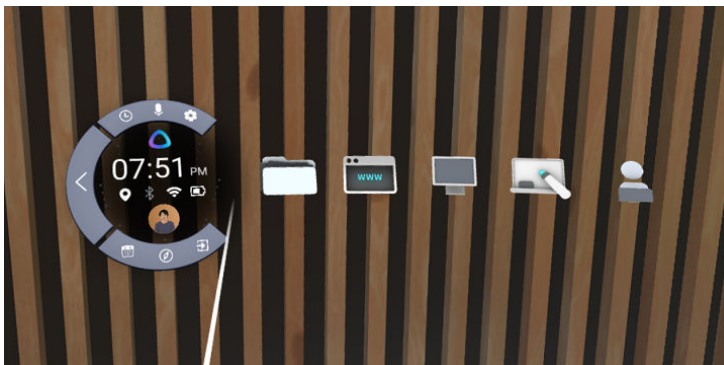
- ▪ **File browser.** See Opening images, documents, and other files on page 48 and Opening 3D models on page 65.

- ▪ **Web browser.** See Accessing web content on page 49.

- ▪ **Desktop.** See Accessing your PC on page 68.

- ▪ **Whiteboard.** See Writing and drawing on the whiteboard on page 49.

- ▪ **Space management.** See Managing access permissions in a space on page 35.

Opening images, documents, and other files

With the file browser, open images, PDFs, and other files.

1. Open the VIVERSE Menu and then select **Files**.

2. On the left side of the window, select a category.

3. To scroll up or down the file list, point to the list, and then do one of the following with your VR controller:

    ▪ Tilt the thumbstick or joystick forward or backward.
    ▪ Press up or down on the trackpad.

> You can also point to the scroll bar, then press and hold the trigger while dragging the scroll bar up or down.

4. Select a file, and then select the **Open** button.

Open another file browser window to open another file. You can open several content windows at the same time.

Accessing web content

With the web browser, you can access websites, bookmark webpages, and stream videos.

1. Open the VIVERSE Menu and then select **Browser**.

2. You can do the following:

    ▪ Select a bookmark that links to the website or web service you want to visit.
    ▪ In the search bar, enter the URL of the website you want to visit.

Open another web browser window to access another website or web service. You can open several windows at the same time.

> Other people in the virtual space will be able to hear the audio from your shared browser only when you're streaming from YouTube® or Vimeo™. If you share a video from other streaming services, they will see the video but not hear the audio.

Writing and drawing on the whiteboard

Use the whiteboard to take notes or create drawings to express your ideas more clearly. You can change the pen color and switch to an eraser from the Options Menu.

1. Open the VIVERSE Menu and then select **Whiteboard**.

2. On the Whiteboard menu, point to an empty thumbnail, and then select **Create whiteboard**.

3. Select **Pen** 🖊 to enter Edit mode.

4. Open the Options Menu and choose a pen color.

    Do one of the following to open the Options Menu:

    ▪ Press the Grip button on your VR controller.
    ▪ Open the left side of the VIVERSE Menu and then select the Options button ⋯ below the **Pen** tool.

    Select one of the preset colors or choose from other colors on the color wheel.

5. To write or draw on the whiteboard, point to the whiteboard and hold the trigger as you write or draw. Release the trigger to stop writing or drawing.

6. To erase pen strokes, open the Options Menu and select the **Eraser** ◈ button. Then point to a pen stroke you want to erase and press the trigger.

> 💡 To erase everything and start over, select the **Clear Canvas** 🖌 button.

7. When you're done, close the canvas window to save your work.

> 💡 ▪ To open a saved drawing, open **Whiteboard** again. Point to the drawing that you want to open, and then select **Open**.
>
> ▪ When in edit mode, select the **Save to cloud** ☁ button to save your drawing to the cloud.
>
>   Whiteboard drawings are saved as PNG files. You'll find them under the same category as camera screenshots in the file browser.

Working with content windows

While you're viewing a file, website, or other types of content, you can use the controls in the lower right of the content window to change the window size, share the screen, and more.

Sharing the content window

To let others see your content window, you can do the following:

Make the window public:

By default, the content window is in Private mode and is not visible to visitors in your space. Select 🚫 to change it to Public mode.

Private mode	Public mode
Private mode	Public mode (owner: Christina Woodhouse)
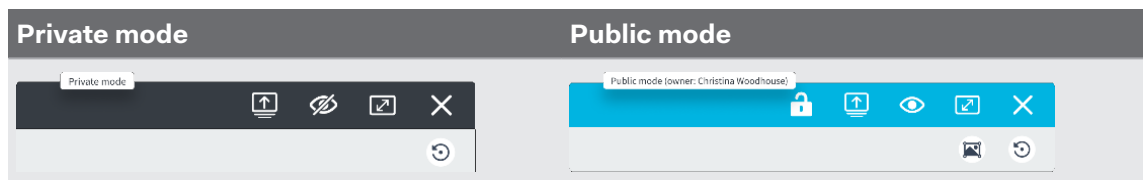
When a content window is in Public mode, you can do any of the following:

▪ Select 🔓 to lock the window in place to prevent accidental movement or manipulation.

▪ Select 🔒 to unlock the window.

▪ Select 🖼 to decorate your space with the image that you opened. For details, see Decorating spaces with images on page 52.

▪ Select 👁 to change the content window back to Private mode.

Share to Big Screen:

Select **Share to Big Screen** ⬆ and then select a screen to use for projecting content.

This feature may not be available in some virtual spaces.

Resizing the window

Select **Resize** ⬈ and then choose a window size.

Viewing, moving, and adjusting the window

Use your VR controller or hand to browse content pages, move the content window, and more.

To...	Do this
Scroll	Do one of the following: ▪ Tilt the thumbstick or joystick forward or backward. ▪ Press up or down on the trackpad. ▪ Pinch to grab the scrollbar in the content window or the page you're viewing, then move it up or down.
Zoom	While pressing and holding the Grip button, do one of the following: ▪ Tilt the thumbstick or joystick forward or backward. ▪ Press up or down on the trackpad.
Move the window left or right	1. Grab the control bar at the bottom of the window by pressing the trigger on the controller or pinching your thumb and index finger together. 2. Drag the window left or right. 3. Press the trigger or pinch again to release the window.

To...	Do this

Rotate the window left or right	**With a controller:**
	
	1. Press the trigger briefly to grab the control bar at the bottom of the window.
	
	2. Do one of the following:
	
	  ▪ Tilt the thumbstick or joystick left or right.
	
	  ▪ Press the left or right side of the trackpad.
	
	With your hand:
	
	1. Aim the beam at the blue bar on the left or right side of the window, then pinch to grab the bar.
	
	2. Move your hand to rotate the window.
	
	3. Pinch again to stop rotating.

▪ **Push or pull the window forward or backward**
 	
▪ **Tilt the window up or down**
	Use the Grip button to switch between pushing or pulling and tilting the window. Here's how:
	
	1. Press the trigger briefly to grab the control bar at the bottom of the window.
	
	2. To push or pull the window, do one of the following:
	
	  ▪ Tilt the thumbstick or joystick forward or backward.
	
	  ▪ Press up or down on the trackpad.
	
	3. Press the Grip button briefly.
	
	4. To tilt the window up or down, do one of the following:
	
	  ▪ Tilt the thumbstick or joystick forward or backward.
	
	  ▪ Press up or down on the trackpad.
	
	5. When done, press the trigger.

Decorating spaces with images

If your VIVERSE for Business plan includes spaces that you can decorate, you can use images to decorate the walls and floors.

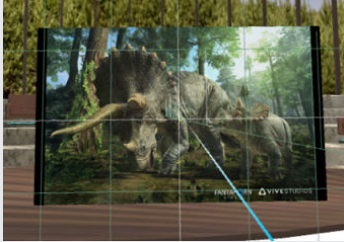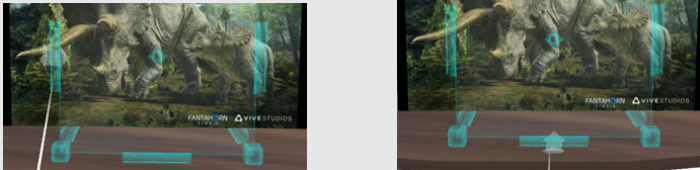Here's an example of how to decorate a wall with an image:

1. Open the VIVERSE Menu and then select **Files**.

2. On the left side of the window, select **Images** (or **Screenshots**).

3. Select an image and then select **Open**. The image will open in a content window in Private mode.

4. Select ⊘ in the lower right to change the content window to Public mode.

5. Select **Decorate** . This will remove the content window frame from the image.

> Building owners and space owners can use images from any content window to decorate the space. If you're not a building owner or space owner, you can only use images from content windows that you opened.

6. Aim the beam at the image. A gizmo with controls will appear. You can do any of the following to adjust the image:

Action	Steps
Move the image	Pinch your thumb and index finger together or press and hold the trigger to grab the gizmo, and then drag the image.
Rotate or tilt the image	Pinch your thumb and index finger together or press and hold the trigger to grab one of the edges of the gizmo, and then drag to rotate or tilt the image.

Action	Steps
Resize the image	Pinch your thumb and index finger together or press and hold the trigger to grab one of the corners of the gizmo, and then drag to resize the image.
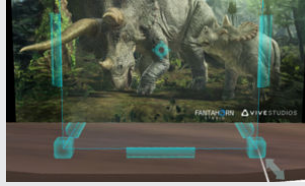
7.   Grab the image and drag it close to a wall.

A grid will appear while you're moving the image to help make it easier to position it where you want. When a rectangular box appears, release the image to attach it to the wall.
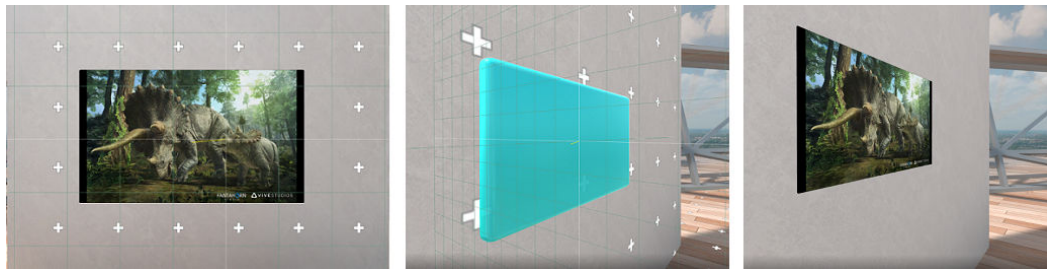

You can also do any of the following with your image:

- **Lock:** Select 🔒 in the upper right to lock the image. Locking the image will prevent others from making adjustments to the image.

- **Remove:** Select 🗑 in the upper right to remove the image from the current space.

- **Restore its window:** Select ⬜ in the upper right to restore the content window frame around the image.

Requesting control of a content window or Big Screen

When someone makes their content window public or shares to the Big Screen, you can only view their content. You can request control of the content window or Big Screen from the owner. Here's how:

Select **Request control** in the lower right of the content window or Big Screen.
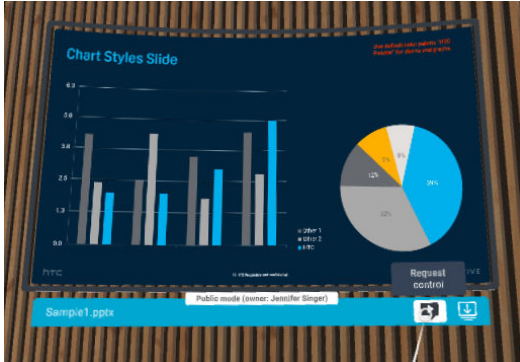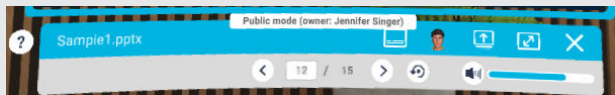

After the owner grants you permission, button controls will appear which allow you to interact with the content window or Big Screen.

When you no longer need to control the content window or Big Screen, select **Stop control** .

The owner can also remove control by selecting your profile picture on the control bar.
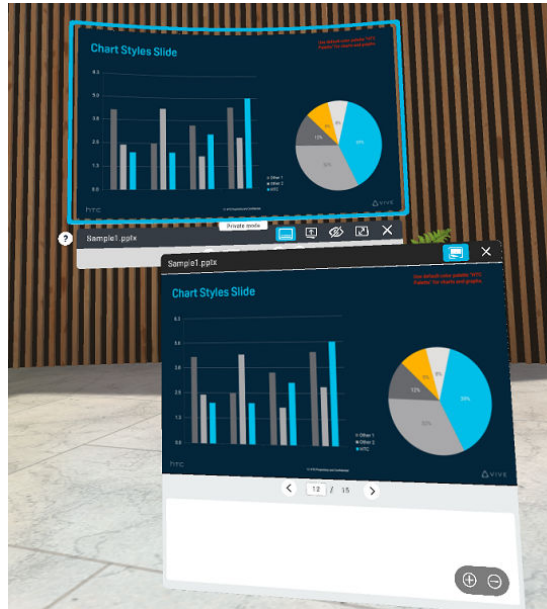

Using Presentation view

With Presentation view, you can display documents in a separate window. This allows you to view and control your presentations without having to read directly from the Big Screen or turn your head away from your audience. You can use Presentation view with PowerPoint and PDF files.

Here's how to display a document in Presentation view:

1. Open a PowerPoint or PDF file in the file browser. To find out how, see Opening images, documents, and other files on page 48.

2. Select to make the content window public, or select to display the document on the Big Screen.

3. On the control bar of the content window or Big Screen, select **Presentation view** ⬜.

A window will then open in front of you and display the document.

4. Use the controls at the bottom of the window to switch between pages.

The document in the content window or Big Screen will also change pages at the same time.


> 💡 If you're viewing a PowerPoint file, you'll also see the notes pane below the slides. Select **Minimize** ▦ to hide the notes pane or **Maximize** ⬜ to show the notes pane in Presentation view.

Mirroring the owner's content window or Big Screen

You can mirror the owner's content window or Big Screen to get a close-up view of their content. Here's how:

On the control bar of the owner's content window or Big Screen, select **Screen mirroring** ⬇.
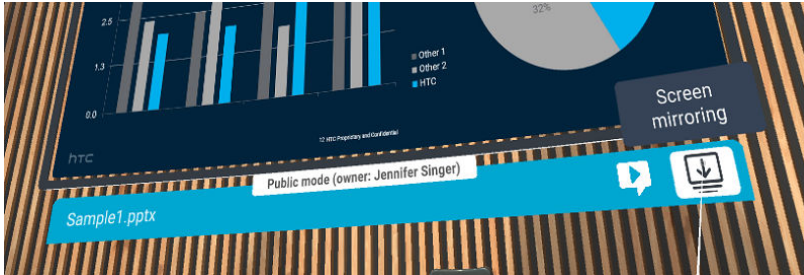
The mirrored screen will appear in front of you.

Viewing and sharing a 360° video

You can open a 360° video and invite users in the same space to join you in watching the video. Here's how.

> 📢 You can upload several 360° videos to VIVERSE for Business, but only one video can be opened at a time. To find out how to upload 360° videos, see Uploading 360° videos on page 22.

1. Open the VIVERSE Menu and then select **Files**.

2. On the left side of the file browser, select **Videos**.

3. Select the 360° video, and then select how you want to display it:

   ▪ **Open 360 view:** Displays the entire 360-degree view of the video. You'll find youself immersed in the video.

   ▪ **Open 2D view:** Displays the video in a content window.

   From the content window, you can switch to 360 view by selecting 360 .

4. After opening the video in 360 view, press the trigger to display the video control panel.

   You can do any of the following:

Task	Steps
Control video playback	Use the playback controls to play or pause, skip forward or backward, and adjust the sound volume.
Choose a video mode	Select ⟳ and choose whether to display the video in 360 degrees or a stereoscopic 3D mode. ▪ ⊖: 360 degrees ▪ ↔: Left-right ▪ ⏍: Top-down

Task	Steps
Start a 360° video sharing session	Select ⊘ to make the video public and start a 360° video sharing session.
	Users in the same space will receive a message, inviting them to join you in watching the video. They can select **Accept** or **Deny**.
Exit 360 view	Select ⇥ to switch to 2D view.

▪ If you're an invitee and you joined the video sharing session, you can watch the 360° video but not control the video playback.

▪ If you declined the invitation and want to join the video sharing session, just open the VIVERSE Menu and select **Open 360 view** in the dialog box that appears above the menu.
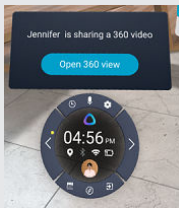
Viewing and sharing a 360° image

You can open a 360° image and start a sharing session so that users in the same space can view it. Here's how.

▪ You can upload several 360° images to VIVERSE for Business, but only one image can be opened at a time. To find out how to upload images, see Uploading files to VIVERSE for Business on page 20.

▪ For the best viewing experience, use 360° images with at least 2048 x 1024 resolution. The maximum image width should not exceed 16384 px.

1. Open the VIVERSE Menu and then select **Files**.

2. On the left side of the file browser, select **Images**.

3. Select the 360° image, and then select how you want to display it:

- **Open 360 view:** Displays the entire 360-degree view of the image.
- **Open 2D view:** Displays the image in a content window.

From the content window, you can switch to 360 view by selecting 360 .

**4.** After opening the image in 360 view, press the trigger to display the control panel.

You can do any of the following:

- Select ⌀ to make the image public and start a 360° image sharing session.

  Users in the same space will receive a message, inviting them to join you in viewing the image. They can select **Accept** or **Deny**.

- Select ⤷ to switch to 2D view.

If you declined the invitation and want to join the image sharing session, just open the VIVERSE Menu and select **Open 360 view** in the dialog box that appears above the menu.
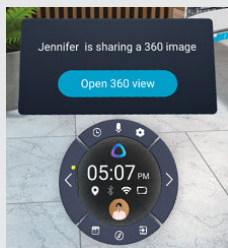
Working with 3D models

Preparing 3D models

Follow these guidelines when preparing 3D models that won't be using Polygon Streaming.

Supported file formats

Unity Asset Bundle

VIVERSE for Business supports Unity standard and custom shaders, including animations.

Prepare AssetBundle files for all target platforms (`*_windows.ab`, `*_android.ab`, and `*_ios.ab`) to allow users of VIVE XR Elite, VIVE Focus 3, and PC VR headsets, as well as Android and iOS mobile devices to view your 3D model.

3D and image formats

Use any of the following supported 3D formats for your 3D model:

- FBX (zipped)
- GLB
- glTF (zipped)
- OBJ (zipped)

> Only BaseColor Map is supported.

If you want to create separate texture files for your 3D model, use any of the following supported image formats for your textures:

- PNG
- JPG (baseline & progressive - 12 bpc/arithmetic not supported)
- BMP (non-1bpp, non-RLE)
- TGA

If your 3D model has separate texture files, the 3D model and textures must be packaged into a ZIP file and then uploaded. If your 3D model doesn't have separate texture files, it doesn't need to be packaged into a ZIP file. Your 3D model can be directly uploaded.

If you want to use an FBX model, the ZIP package should contain one .fbx file and all the texture images in JPG or PNG format. Make sure they're properly set and connected. You can also upload a single .fbx file if it has embedded textures.

> If the textures are not properly connected in your file, they will appear as plain white after conversion. Only binary FBX files are supported. ASCII-based FBX files are not supported.

What is Polygon Streaming?

Polygon Streaming is a core technology and platform that makes it possible to stream high-fidelity 3D models containing millions of polygons from the cloud to any device.

> This feature is not available by default. It needs to be included and enabled in your VIVERSE for Business plan.

Here are the benefits of using Polygon Streaming for your 3D models:

- **Efficient data transmission:** By utilizing occlusion culling and adaptive levels of detail (LOD), only the necessary polygon data is streamed, which reduces bandwidth requirements and maintains smooth performance, even for complex models.

  Sections of the 3D model that are in your line of sight will be the sharpest. The resolution of other parts of the 3D model will be optimized based on their proximity to you.

- **Cross-platform compatibility:** Works flawlessly across web browsers, mobile devices, PCs, and VR headsets, eliminating compatibility headaches and ensuring everyone can access your 3D content.

- **Cost-effective:** Eliminates the need for costly, complex cloud GPU infrastructure, reducing reliance on expensive hardware and lowering operational costs.

- **Web-based interface:** Upload and manage your 3D assets effortlessly via the VIVERSE for Business User Console.

Supported file formats

Supported 3D formats

Polygon Streaming supports the following 3D formats:

- GLB
- glTF (zipped)
- OBJ (zipped)

Supported image formats

If you want to create separate texture files for your 3D model, use any of the following image formats for your textures:

- PNG
- JPG
- BMP
- KTX

Recommendations and requirements for Polygon Streaming

We highly recommend using a single .glb file to convert 3D models. This will ensure that the file contains all the necessary data and follows the correct standards used during conversion. 3D models must be a triangulated mesh with PBR materials that follows metallic-roughness standards.

- If you want to use a glTF model, all the necessary files need to be zipped into a single ZIP package. It should contain at least one .glTF file, one .bin file, and all the texture images in JPG or PNG format.

- If you want to use an OBJ model, all the necessary files need to be zipped into a single ZIP package. It should contain one .obj file, one .mtl file, and all the texture images in JPG or PNG format. Make sure they're properly set and connected. You can also upload a single .obj file if textures and the .mtl file are not needed.

> If textures are not properly connected in your file, they will appear as plain white after conversion. A single .obj file will always look plain white because it doesn't contain material or texture information.

PBR standard for materials and textures

Physically based rendering (PBR) has become the standard in many 3D applications, such as Unity, Unreal, 3D Studio Max, and 3D Web platforms. Polygon Streaming also uses this standard for more performant and realistic material and texture representations.

This approach differs from older approaches in that instead of using approximations for the way in which light interacts with a surface, a physically correct model is used. The idea is that, instead of tweaking materials to look good under specific lighting, a material can be created that will react correctly under all lighting scenarios.

In case your models are created using legacy standards such as Lambert, Blinn-Phong, or Specular-Roughness, they should be converted to a PBR standard before conversion in order to achieve a correct representation of the materials and textures from the original model.

Models using legacy or custom standards can be converted. However, it's not possible to guarantee the correct representation of the materials and textures. Using custom standard or custom shader elements may also result in failed conversions because the system won't be able to proper translate custom elements.

For more information

For complete details on preparing 3D models for Polygon Streaming, see the following:

- Asset Preparation and Best Practices
- Polygon Streaming Help Center

Uploading 3D models to VIVERSE for Business

Before you can view 3D models in the virtual space, you need to upload them to your VIVERSE for Business cloud storage space.

1. In your web browser, go to the VIVERSE for Business User Console and sign in with your HTC account.

2. At the top of the webpage, click **Library**. In the menu on the left-hand side, **Files** will be selected automatically.

3. On the **Uploaded files** tab, click ➕ > **File upload**.

4. Select the 3D models you want to upload and click **Open**.

When uploading several files, the upload progress will appear in a panel in the lower right.
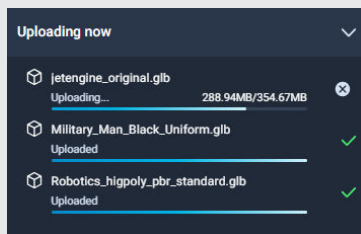
- To cancel pending file uploads, click ✖ next to their filename.
- File uploads that are being converted cannot be canceled.

In the file list, a polygon icon 🔷 will appear next to 3D models with Polygon Streaming capability. 3D objects uploaded without Polygon Streaming integrated and in formats that Polygon Streaming doesn't support, such as FBX, will have a regular 3D object icon ⬡ next to them.
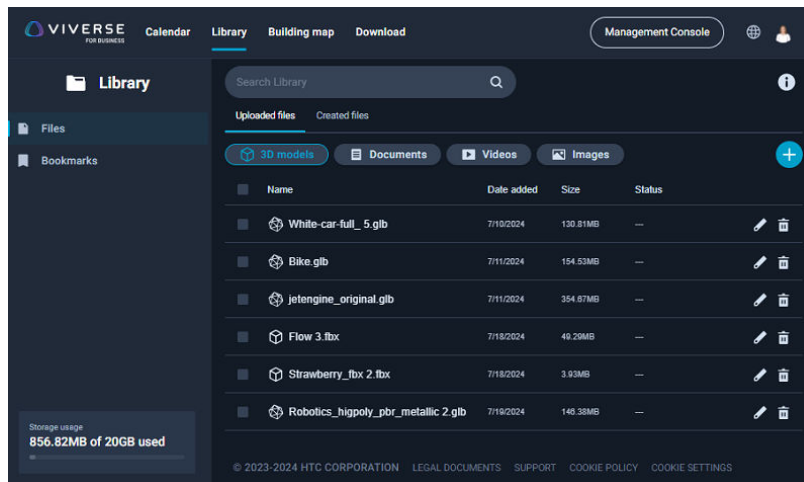
You can also do any of the following with uploaded 3D objects:

Action	Steps
Rename a file	Click ✏.

Action	Steps
Delete a file	Click 🗑.
Delete multiple files	Select the files and click 🗑 above the list.
Delete all files	Select the checkbox above the list and click 🗑.

Opening 3D models

When you open a 3D model, it will be visible to users in the virtual space. Users can interact with the 3D model unless you lock it.

Here's how to open and interact with a 3D model:

1. Open the VIVERSE Menu and select **Files**.

2. On the left side of the file browser window, select **3D models**, then choose a 3D model file and select **Open**.

3. Move your controller or hand to position the 3D model, then press the trigger or pinch to place it.

   When you aim the beam at the 3D model, a gizmo will appear. You'll see controls on the gizmo for moving, rotating, and scaling the 3D model.
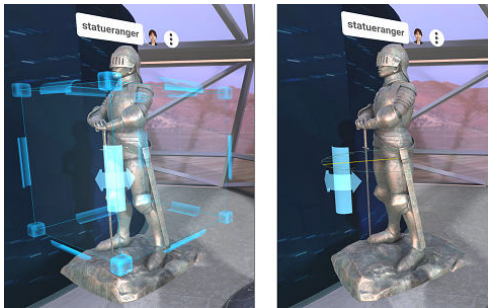

Moving the 3D model

1. Aim the beam at the gizmo, then press and hold the trigger or pinch to grab the gizmo.

2. Drag the 3D model to the position where you want to place it.
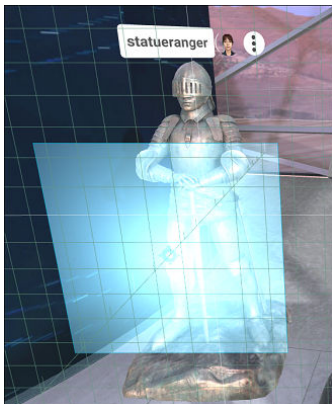
Rotating

1. Aim the beam at one of the edges of the gizmo. An arrow will appear.

2. Press and hold the trigger or pinch to grab the edge, then drag to rotate the 3D model.
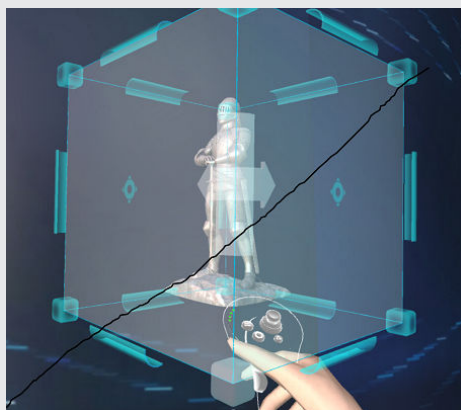

Resizing

1. Aim the beam at one of the corners of the gizmo. An arrow will appear.

2. Press and hold the trigger or pinch to grab the corner, then drag to resize the 3D model.
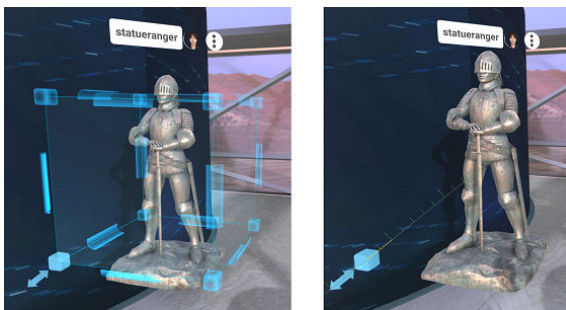
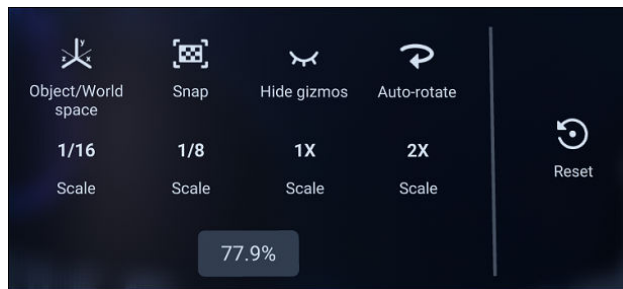You can also directly touch the gizmo with your controller or hand when moving, rotating, and scaling the 3D object.

More options

Select the **More options** button ⋮ above the 3D model to open a menu with more options.

From the menu, you can choose the following:

- **Advanced controls:** Use the following additional controls for adjusting the 3D model:

Button	Description
	Object/World space: Change the gizmo's orientation relative to the 3D model or your space.
	Snap: Snap to grid when moving, rotating, or scaling the 3D model.
	Gizmos: Hide or show the gizmo.
	Auto-rotate: Turn auto rotation on and off.
1/16	**1/16:** Scale the 3D model to 1/16 of the original size.
1/8	**1/8:** Scale the 3D model to 1/8 of the original size.
1 X	**1X:** Change the 3D model back to the original size.
2 X	**2X:** Scale the 3D model to twice the original size.
	Reset: Reset the 3D model to its original size and orientation.

- **Lock:** Lock the 3D model in place to prevent accidental movement or manipulation.
- **Remove:** Remove the 3D model from the current space.

Accessing your PC

Accessing PCs with remote desktop

With the remote desktop feature, you can access one or more PCs in VIVERSE for Business.

To use the remote desktop feature, you'll need to install the VIVERSE Remote Desktop Agent on the PCs that will connect to VIVERSE for Business. For details on how to install it, see Installing VIVERSE add-ons on page 24.

Here's how to use remote desktop to access a PC:

1. On your computer, launch the VIVERSE Remote Desktop Agent.

2. Sign in with the same HTC account that you're using for VIVERSE for Business.

3. If this is your first time setting up the VIVERSE Remote Desktop Agent, read the terms and conditions. When done, click **Accept**.

4. Follow the onscreen instructions to set a device passcode for your PC and connect your PC to VIVERSE for Business.
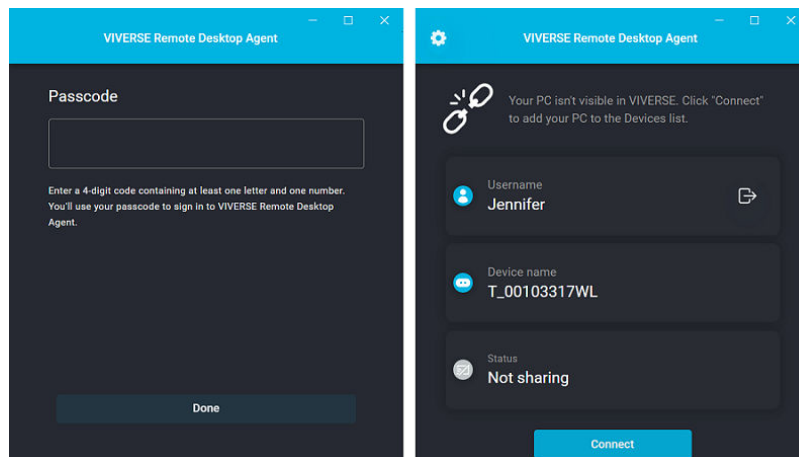
> To hear the computer's audio in VIVERSE for Business, click ⚙ in the upper left and turn on **Play audio from connected desktop**.

5. After clicking **Connect** in the desktop agent, put on your headset.

6. Launch VIVERSE for Business and sign in with your HTC account.
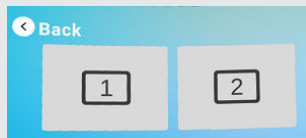
7. Open the VIVERSE Menu and then select **Desktop**.

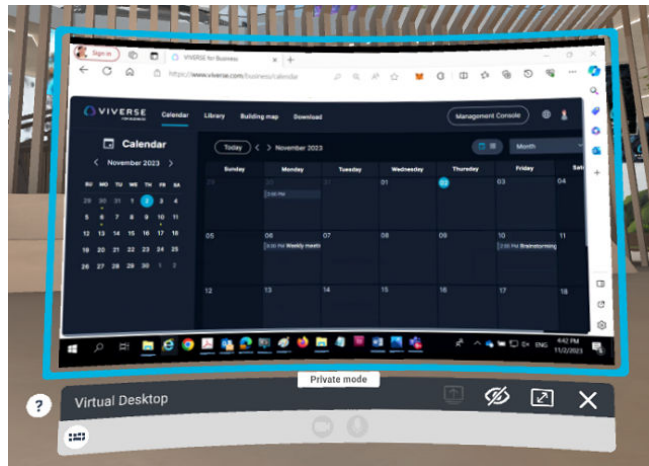**8.**   Under **Devices**, select the PC you want to connect to.
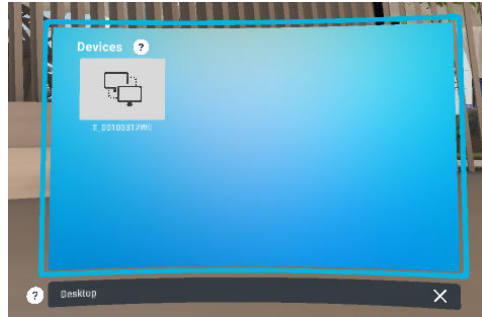
9.   Enter your PC's device passcode and then select **Connect**.

10.   Select the display you want to view.

If your PC is connected to multiple displays, you can choose which one to view.

11.   Navigate the Desktop window just as you would on your PC. You can open the PC's web browser, check your email, open files, and more.

You can also move, resize, and share the Desktop window. To find out how, see Working with content windows

- The remote desktop feature is only available on standalone headsets such as VIVE XR Elite and VIVE Focus 3.

- Currently, remote desktop doesn't support microphone audio from the headset. If you use remote desktop to make conference calls, you'll be able to hear other people but they won't be able to hear you.

Mirroring a PC screen to VIVERSE for Business

When you mirror a PC screen to headsets such as VIVE XR Elite, VIVE Focus 3, or PC VR headsets, you can see and navigate the PC screen in VIVERSE for Business.

Here's how to mirror a PC screen to VIVERSE for Business:

1. Connect your headset to your PC over USB or Wi-Fi®.

> § For VIVE XR Elite, you need to connect the headset to a PC with VIVE Streaming.
>
> § For VIVE Focus 3, you need to connect the headset to a PC with VIVE Business Streaming.
>
> For details, see the VIVE Streaming and VIVE Business Streaming user guides.

2. On your headset, launch VIVERSE for Business and sign in with your HTC account.

3. Open the VIVERSE Menu and select **Desktop**.

4. Select the PC desktop you want to access.

5. Navigate the desktop just as you would on your computer. You can check email, open files, and more.

To find out how to move, resize, and share the Desktop window, see Working with content windows on page 50.

> You can join Microsoft Teams and Zoom™ conference calls from the Desktop window. For details, see the following topics:
>
> § Setting up conference call apps for use in VIVERSE for Business on page 70
>
> § Making Microsoft Teams calls on page 71
>
> § Making Zoom calls on page 73

# Setting up conference call apps for use in VIVERSE for Business

You can make Microsoft Teams or Zoom™ calls in the VIVERSE for Business virtual space.

Before you can make conference calls, you need to do the following:

1. Make sure you have Microsoft Teams or Zoom™ installed on the PC that will be connected to your headset.

2. Install the VIVERSE Virtual Webcam on your PC. For details, see Installing VIVERSE add-ons on page 24.

3. Make sure **VIVERSE Virtual Camera** and your microphone are selected in the video conferencing app you'll be using.

   ▪ **In Microsoft Teams:**

   Go to **Settings** > **Devices** and make sure your microphone and **VIVERSE Virtual Camera** are selected.
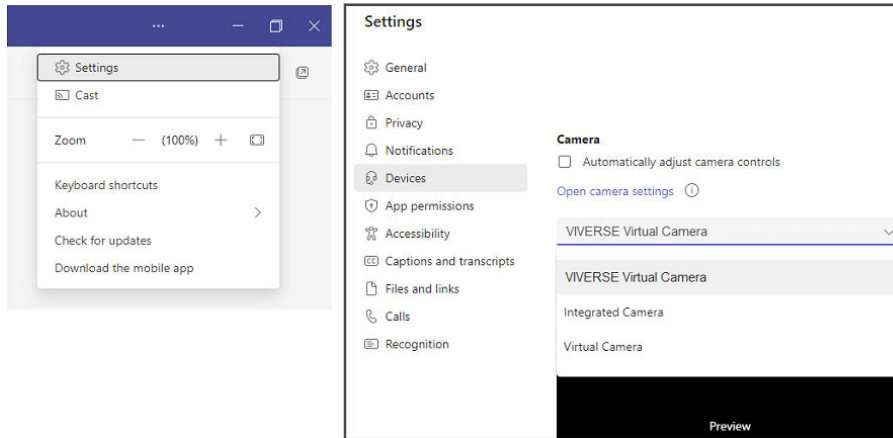
   ▪ **In Zoom™:**

   Go to **Settings** > **Video/Audio** and make sure your microphone and **VIVERSE Virtual Camera** are selected.

Making Microsoft Teams calls

Make Microsoft Teams calls from the Desktop window. Here's how:

1. Open the VIVERSE Menu and then select **Desktop**.

2. Launch **Teams**.

3. Make a conference call or join a meeting just as you normally would when using Teams on your computer.

   For example, to join a meeting, open **Calendar** from the left-hand panel. Select a meeting, and then select **Join**.

4. Turn on the Teams camera switch from the bottom-left side of the camera window.
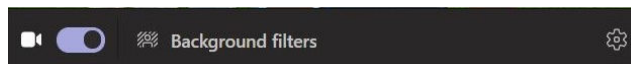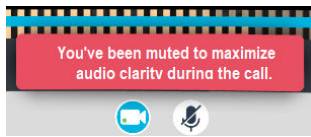
5. Select the **Settings** button ⚙ . Under **Camera**, make sure **VIVE Virtual Camera** is selected.
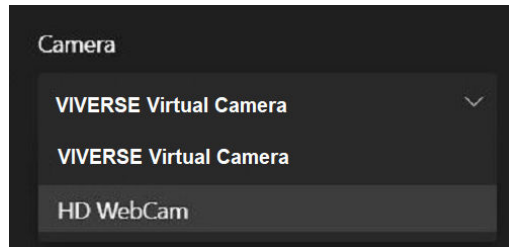
6. Select **Join now**.

    The meeting will then open in the Desktop window.

By default, the microphone in your virtual space is muted:

Your voice is transmitted to the Teams meeting only. People in the Teams meeting room will hear your voice, but not the voice of the people in your virtual space.

If you want people in both the Teams meeting room and your virtual space to hear your voice, turn on the microphone at the bottom of the Desktop window.

> 💡 To turn voice transmission to the Teams meeting room on or off, you need to mute or unmute your microphone in the Teams app.
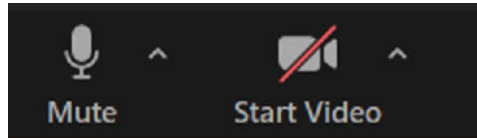
Making Zoom calls

Make Zoom™ calls from the Desktop window. Here's how:

1. Open the VIVERSE Menu and then select **Desktop**.

2. Launch **Zoom**, and then make a conference call or join a meeting just as you normally would when using Zoom™ on your computer.
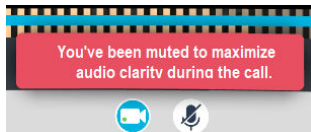
   The meeting will then open in the Desktop window.

3. Turn on the Zoom™ camera by selecting **Start Video**.

4. Select the arrow icon next to **Stop Video** to open the camera selection menu, and then select **VIVERSE Virtual Camera**.
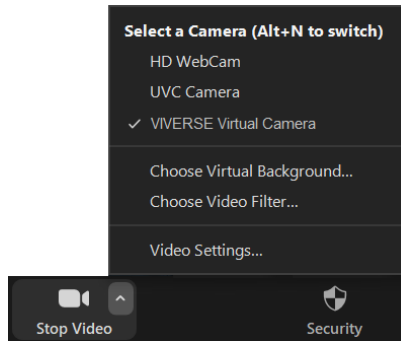
By default, the microphone in your virtual space is muted:

Your voice is transmitted to the Zoom™ meeting only. People in the Zoom™ meeting room will hear your voice, but not the voice of the people in your virtual space.

If you want people in both the Zoom™ meeting room and your virtual space to hear your voice, turn on the microphone at the bottom of the Desktop window.

> 💡 To turn voice transmission to the Zoom™ meeting room on or off, you need to mute or unmute your microphone in the Zoom™ app.

Using VIVERSE for Business on computers and mobile devices

Downloading VIVERSE for Business on computers and mobile devices

Go to the VIVERSE for Business Download page to see the system requirements and download the VIVERSE for Business app for your device.

- To download the VIVERSE for Business desktop app to your computer, click **Personal computer**, and then download the Windows or macOS version of the app.

- To check the operating system requirements and where to download the VIVERSE for Business mobile app, click **Smartphone/tablet**.

Navigating VIVERSE for Business on your computer

Here's how to move around the virtual environment in VIVERSE for Business on your computer:

- Right-click and move your mouse to turn and look around the space.


- Use the arrow keys to move forward, backward, left, and right.

- Double-click to move from one point to another.

- You can also use the following keys to move and turn:

    - **w:** move forward

    - **s:** move backward

    - **a:** move left

    - **d:** move right

    - **e:** turn right

    - **q:** turn left

Navigating VIVERSE for Business on your mobile device

Here's how to move around the virtual environment in VIVERSE for Business on your mobile device:

- Drag your finger across the screen to turn and look around the space.
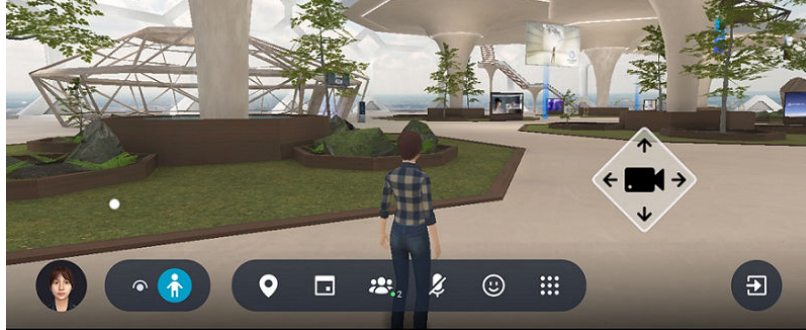
- Tap and hold the white dot on the left to display the onscreen virtual joystick, then drag your finger to move around the space.

- Tap to move from one point to another.

Starting a Private Talk session from the desktop and mobile apps

In the VIVERSE for Business desktop and mobile apps, you can use Private Talk to talk to a member who's in the same space. Other people in the space won't be able to hear your conversation.

1. To start a Private Talk session:

   ▪ **On your computer:** Hover over the member you want to talk to and then click ⦿ .
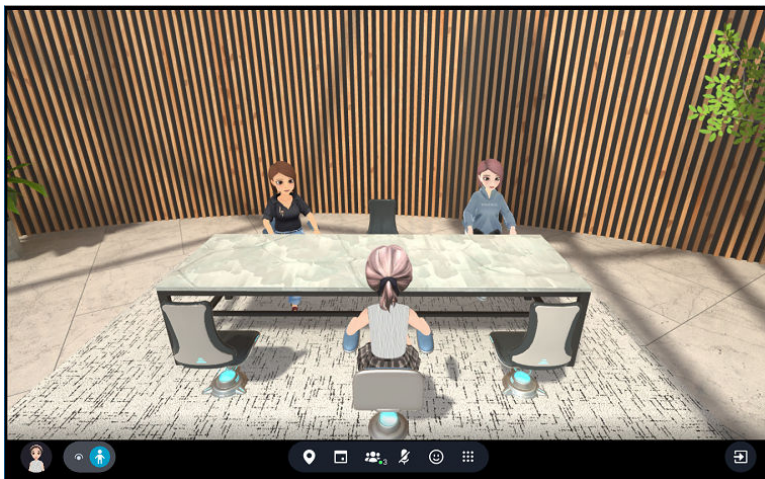   ▪ **On your mobile device:** Tap the member you want to talk to and then tap ⦿ .

2. Wait for the person to answer your call.

> You can pause a Private Talk session to switch to another task, then resume it when you're ready to talk again.

App controls

The following controls are available in the VIVERSE for Business desktop and mobile apps:

Control	Description
User profile	View your profile details, change your avatar, switch buildings, and more. **Note:** Avatar selection is not available in the VIVERSE for Business iOS mobile app. On iPhone and iPad devices, use a mobile browser to sign into the VIVERSE for Business User Console with your HTC account and tap your profile image in the upper right. Then, tap ✏ and tap **Change** to change your avatar.
Perspective	Use this toggle to switch the viewing perspective between first-person and third-person.
Building map	See a map of the virtual spaces located on each floor in the building. You can select a space on the map to enter that space.
Calendar	Create and join sessions. For details, see Creating and joining sessions from the desktop and mobile apps on page 78.
Space management	▪ If you're a space owner, you can manage access permissions to tools and features like you can in the VIVERSE for Business VR app. For details, see Managing access permissions in a space on page 35. ▪ Select **Placed objects** to check what public and private objects are open in the current space and choose which objects you want to remove. Members can only remove objects they've opened. Space owners can remove any object.
Unmute/Mute	Unmute or mute your microphone.
Emojis	Choose emojis to release to the virtual space. You can also switch between standing and seated positions.
Tools	Use features such as the file browser, remote desktop, and more. You can also access VIVERSE for Business settings. For details, see the following topics: ▪ Using the file browser in the desktop app on page 81 ▪ Using the web browser in the desktop app on page 83 ▪ Viewing content shared by other members on page 85 ▪ Sharing your computer screen on page 86
	Leave the current space.

The file browser, web browser, and remote desktop features are not available in the VIVERSE for Business mobile app.

Creating and joining sessions from the desktop and mobile apps

Here's how to create and join sessions from the VIVERSE for Business desktop and mobile apps:

Creating a session

1. Here are ways to create a new session:

Method	Steps
From the calendar window	1. Click or tap **Calendar** ⬚. The calendar window will open and display scheduled sessions. 2. Click or tap the plus button ⊕ in the upper right. **Tip:** You can also click or tap a time slot in any of the calendar views (except for month view) to create a new session.
From a dynamic space	1. On the agenda board of a dynamic space, select **View agenda**. 2. On the panel that opens, click or tap the plus button ⊕ in the upper right.
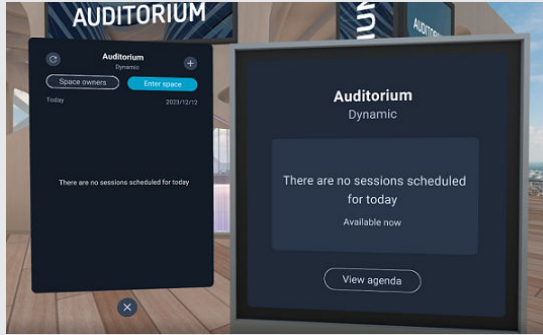
2. Follow the same steps in Creating sessions in the VIVERSE for Business app on page 38 to select a date and time for the session, choose a space to use, and invite participants.
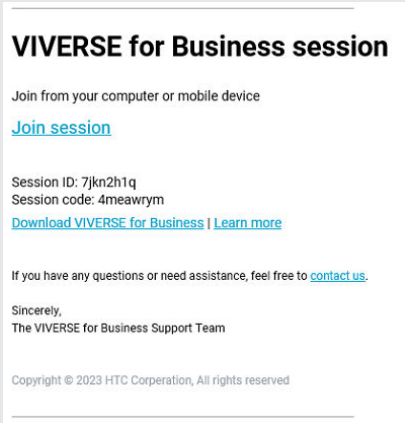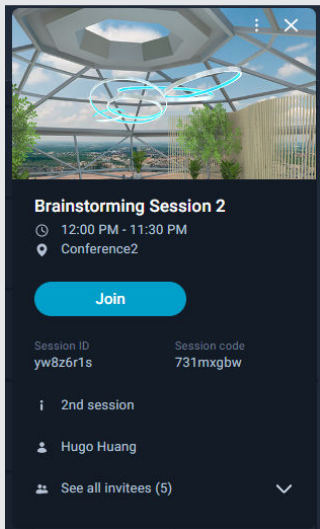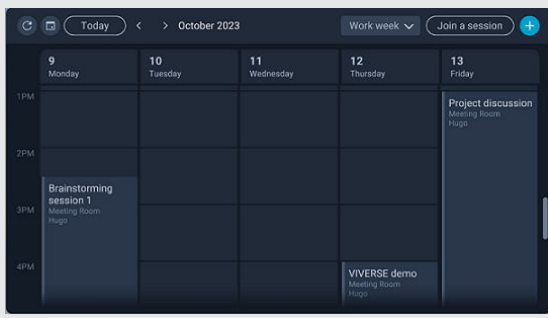
> 💡
> - Participants will receive an email with the session details, which include the session ID and code, date and time of the session, and more.
>
> - After creating a session, you can also click or tap **Copy invitation** 📄 in the **Session info** window to copy the session details. You can then paste the details into an email to send to external users you want to invite.

The session will be added to your calendar and the calendar of invited participants.

Joining a session

1. Here are ways to join a session:

Method	Steps

Join a session via email	1. Open the invitation email you received and click **Join**.
	
	VIVERSE for Business session
	
	Join from your computer or mobile device
	Join session
	
	Session ID: 7jkn2h1q
	Session code: 4meawrym
	Download VIVERSE for Business | Learn more
	
	If you have any questions or need assistance, feel free to contact us.
	
	Sincerely,
	The VIVERSE for Business Support Team
	
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	Your web browser will automatically open and display the session's date, time, and other details.
	
	2. If the session has started, click **Join session**.
	
	   Tip: If the session hasn't started, click **Add to calendar** to add the session to your VIVERSE for Business calendar.
	
	3. If you're using your computer, a notification will appear in your web browser that prompts you to launch the VIVERSE for Business app. Click **Open** to launch the app.
	
	   If you're using a mobile device, the VIVERSE for Business mobile app will automatically open.
	
	4. Sign in to VIVERSE for Business with your HTC account.

Method	Steps
Join a session via the User Console	1. In your web browser, go to the VIVERSE for Business User Console and sign in with your HTC account. 2. At the top of the webpage, click **Calendar**. 3. Click the session you want to join and then click **Join**. 4. A notification will appear in your web browser that prompts you to launch the VIVERSE for Business app. Click **Open** to launch the app. 5. Sign in to VIVERSE for Business with your HTC account.
Select a session in your calendar	1. Click or tap **Calendar** . 2. Select the session you want to join.
Enter the session ID and code	1. Click or tap **Calendar** . 2. Click or tap **Join a session** in the upper right of the calendar window and then enter the session ID and code.

Method	Steps
Select a session from a dynamic space	1. On the agenda board of a dynamic space, click or tap **View agenda**. A panel will open and display scheduled sessions. 2. Select the session you want to join and then click or tap **Enter space**.
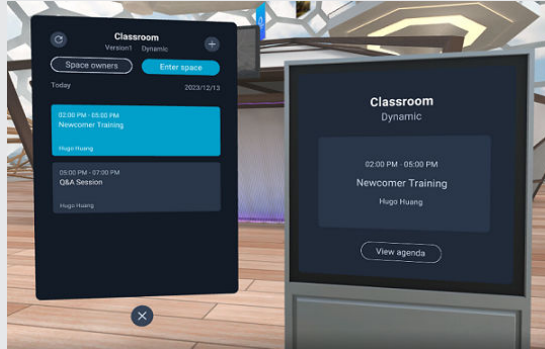
2. If you joined the session via email or the User Console, you'll automatically enter the session's space.

   If you joined the session through another method, click or tap the portal that appears in front of you or at the entrance to enter the space.

Using the file browser in the desktop app

The VIVERSE for Business desktop app uses the same file browser that's available in the VIVERSE for Business VR app. With the file browser, you can open files and share them with others.

> The file browser is not available in the VIVERSE for Business mobile app.

To open a file in the file browser, click **Tools** ⠿ > **File browser**, select the file that you want, and then click **Open**.
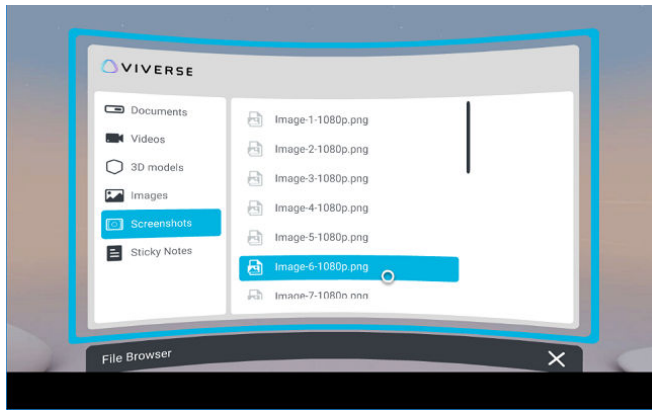
If you open a 3D model, it will be visible to users in the virtual space, and they'll be able to interact with it. For details on 3D models, see Opening 3D models on page 65.

Files such as documents, images, and videos will open in a content window in Private mode.

You'll also be able to see content windows shared by others.

Here are the things you can do with content windows that you own or shared by others:

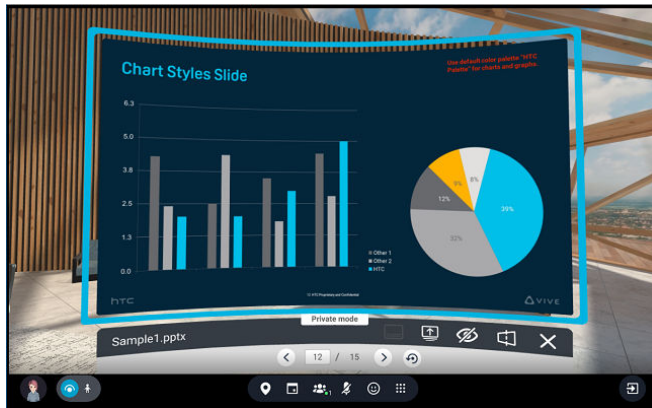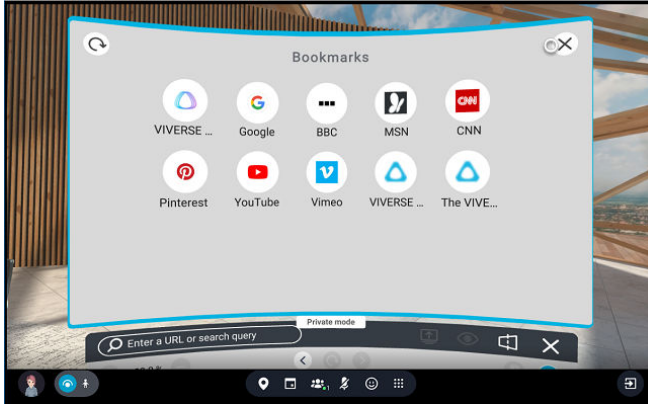| Task	Steps
Move, adjust, and share your window	Move, resize, rotate, and share your content window. For details, see Working with content windows in the desktop app on page 83.
Display your window in Presentation view	See Using Presentation view on page 55.
Request to control a member's public window or Big Screen	See Requesting control of a content window or Big Screen on page 55.
Decorate spaces with images after removing their content window frame	See Decorating spaces with images on page 52.

Using the web browser in the desktop app

The VIVERSE for Business desktop app uses the same web browser that's available in the VIVERSE for Business VR app. You can add links to commonly-accessed websites as bookmarks in the VIVERSE for Business User Console so you can access them in the web browser. For details, see Adding, changing, and removing bookmarks on page 22.

> ✎ The web browser is not available in the VIVERSE for Business mobile app.

To open the web browser, click **Tools** ⠿ > **Web browser**.

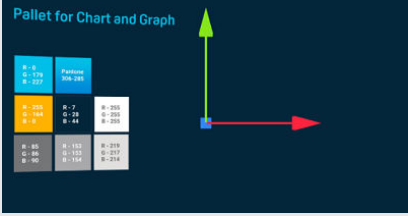Here are the things you can do with the web browser in the desktop app:
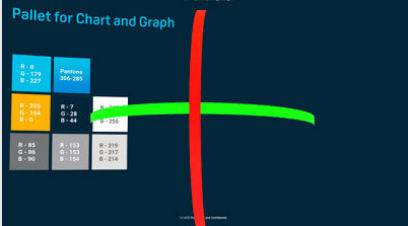
Task	Steps
Move and adjust the browser window	Move, resize, and rotate the window. For details, see Working with content windows in the desktop app on page 83.
Access bookmarked websites	Click a bookmark that links to the website or web service you want to visit.
Search for or access websites	In the search bar, enter search keywords or the URL of a website.

Working with content windows in the desktop app

After opening a content window from the file browser or web browser in the VIVERSE for Business desktop app, you can move, resize, and rotate it. You can also share a content window you've opened from the file browser.

Moving, resizing, and rotating a content window

1. Click the **Window controls** button ⬓ on the right side of the control bar.

2. Use the buttons in the lower left to move, resize, and rotate the window.

Task	Steps
Move up, down, left, or right	1. Click ✛. 2. Press and hold the left mouse button on the up or right arrow and then move your mouse up, down, left, or right.
Resize	Click ⬈ and select a window size.
Rotate up, down, left, or right	1. Click ⟲.. 2. Press and hold the left mouse button on the vertical or horizontal axis and then move your mouse up, down, left, or right.

3. When you've finished moving or adjusting the window, click **Done** in the lower right.
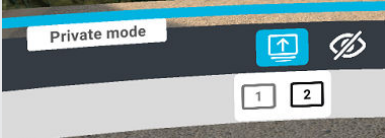
> 💡 You can also move a content window by grabbing the control bar with the left mouse button and moving the mouse. To push or pull the window, grab the control bar with the left mouse and roll the scroll wheel.

Sharing a content window

To let others see your content window, you can do the following:

Method	Steps
Make the window public	By default, the content window opens in Private mode and is not visible to other users. Click 🚫 to change it to Public mode.

Method	Steps
Share to Big Screen:	Click **Share to Big Screen** ⬆ and then select a screen to use for projecting content. **Note:** This feature is not available in the open space.

Viewing content shared by other members

In the VIVERSE for Business desktop and mobile apps, you can view the content other members have shared in Public mode or projected to the Big Screen.

On your computer

1. Click **Tools** ⠿ > **Shared items**.
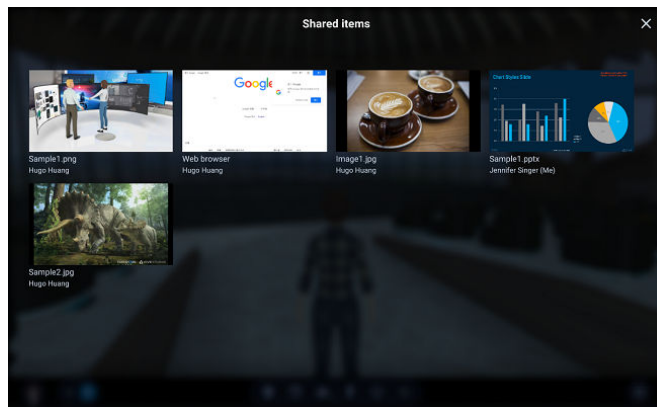
2. Click the shared item you want to view. It will be displayed in full screen in the VIVERSE for Business app.

3. Click the left and right arrow buttons to switch between the shared items.

On your mobile device

1. Tap **Tools** ⠿ > **Shared items**.

2. Tap the shared item you want to view.
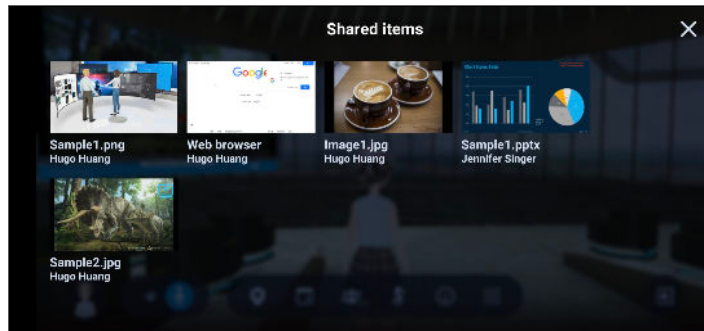
The content will be displayed in full screen.

3. Tap the left and right arrow buttons to switch between the shared items.

Sharing your computer screen

In the VIVERSE for Business desktop app, you can share your computer screen so other members can see it. Here's how:

1. Click **Tools** ⠿ > **Remote desktop**.

    If you have a second monitor connected to your computer, both your main computer screen and external display will appear.

2. Hover your mouse over the screen you want to share and then click **Open**.

    The screen will be displayed in a content window. To share it, you can make the window public or project it to a Big Screen. For details, see Working with content windows in the desktop app on page 83.
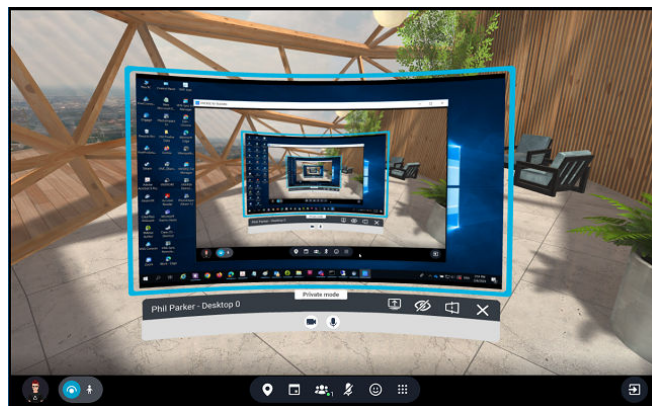
💡 Other users who are using the VIVERSE for Business desktop or mobile app will need to select your shared computer screen from the **Shared items** list. For details, see Viewing content shared by other members on page 85.

Displaying live captions in the desktop app

Just like in the VR app, the VIVERSE for Business desktop app has the live captions feature that can convert real-time conversations to text and display them in your preferred language.

> ▪ This feature is not available by default. It needs to be included and enabled in your VIVERSE for Business plan.
>
> ▪ Live captions can't be displayed in open spaces.

Here's how to display live captions in the desktop app:

1. Click **Tools** ⠿ > **Live captions**.

    The **Live captions** bar will appear in the upper right.

2. Click the settings button ⚙ on the **Live captions** bar, then in **Language**, choose the font size and your preferred language for translating conversations.

How safe zone works in the desktop and mobile apps

Safe zone cannot be enabled in the VIVERSE for Business desktop and mobile apps. You'll only be able to see the safe zone of other users. You'll also be restricted from interacting with users inside their safe zone.

Here's how safe zone works in the VIVERSE for Business desktop and mobile apps:

▪ When you right-click and move your mouse or drag across your phone screen, you'll see the safe zones of other users.

▪ When you cross the boundary of a user's safe zone, you won't be able to see each other.

- Private Talk sessions cannot be started from inside a user's safe zone.

  However, if you're already in a Private Talk session with a user when you enter their safe zone, Private Talk will take priority, and the user's safe zone will be disabled temporarily until the session ends or you exit their safe zone.

- For details on how safe mode works in VR, see Safe zone on page 33.

Solutions and FAQs

General

What are the system requirements for using VIVERSE for Business with PC VR headsets?

For details, see System requirements on page 7.

What devices are compatible with VIVERSE for Business?

For details, see Devices compatible with VIVERSE for Business on page 8.

What languages does VIVERSE for Business support?

VIVERSE for Business supports a wide variety of languages.

APAC:

- Traditional Chinese
- Korean
- Japanese

EMEA:

- English
- German
- French

North America:

- English
- Spanish

China: Simplified Chinese

How do I send feature requests, feedback, and suggestions to the VIVERSE for Business team?

You can contact us via this link.

Why can't I sign in to the VIVERSE for Business User Console on iPad or iPhone?

You may be unable to sign in to the VIVERSE for Business User Console in Safari on your iPad or iPhone if certain privacy settings are enabled.

On your iPad or iPhone, go to **Settings** > **Safari**, scroll down to **Privacy & Security**, and disable **Prevent Cross-Site Tracking**.

You should then be able to sign in to the VIVERSE for Business User Console in Safari on your iPad or iPhone.

What ports must the network administrator enable for VIVERSE for Business?

Your network administrator needs to grant access to the ports listed below so that corporate users can use VIVERSE for Business and related cloud services.

Protocol	Port number
Https	443
Log	554
Photon (TCP)	4530/ 4531/ 4533/ 9090/ 9091/ 9093/ 19090/ 19091/ 19093
Photon (UDP)	5055/ 5056/ 5058/ 27001/ 27002/ 27000

Avatar

Why does my VRM avatar appear disproportionate?

VRM avatars may vary in size, depending on how they were created. VRM avatars of other users may look shorter while yours may be taller.

To balance the avatar height, VRM avatars are adjusted to normal human height which may make them look disproportionate in size.

Why do my VRM avatar's movements appear broken or sluggish?

VRM avatars containing a high number of polygons will consume lots of device resources, which may cause your avatar's movements to appear broken or sluggish when there are several avatars in the same space. For a better experience with using VRM avatars in VIVERSE for Business, see Creating avatars on page 8 and follow the recommended specifications for creating your VRM avatar.

Files and content windows

What types of files can I open and share during a session?

You can open and share documents, images, videos, and 3D models during sessions or in any of the VIVERSE for Business virtual spaces.

For details on supported file formats, see Types of files you can view in VIVERSE for Business on page 19 and Preparing 3D models on page 61.

What's the file size limit for uploading files to VIVERSE for Business?

The file size limit varies by user role. Members can upload up to 20 GB of files. Upload limit for guests is 500 MB.

There are also file size requirements for the following file types:

- **3D models**

    The file size limit for 3D models depends on the type of VR device you're using:

Device	File size limit
PC VR headset	150 MB or below recommended
Standalone headset	60 MB or below recommended, 300 MB maximum

- **PowerPoint**

    The file size limit for PPT files is 200 MB per file. You can upload up to 6 files.

How do I upload files to a space or session room?

You can upload files from your computer to your VIVERSE for Business cloud storage space and access them in all the virtual spaces and session rooms.

For details, see Uploading files to VIVERSE for Business on page 20.

Where and for how long are uploaded files stored in VIVERSE for Business?

Files that you upload are stored in your VIVERSE for Business cloud storage space. They can be accessed in all the virtual spaces and session rooms.

Uploaded files will remain in your cloud storage space until you remove them via the VIVERSE for Business User Console.

How long are screenshots retained in VIVERSE for Business? How do I download them?

Screenshots will stay in your cloud storage space until you remove them.

For details on how to download screenshots, see Downloading screenshots and other files created in the virtual space on page 23.

How many files and content windows can I open at the same time?

The number of objects you can open—including uploaded files, sticky notes, and content windows—varies by content type and VR device. It also depends on whether you're viewing them in private or sharing them in the room.

- **Standalone VR**

Content type	Maximum number of objects
Video	1 video only, whether you're viewing it in private or sharing it
PowerPoint (private)	Up to 3 PPT files viewed in private
PowerPoint (shared)	▪ 1 shared PPT file only ▪ None, if there's an open video
PDF (private)	Up to 5 PDFs
PDF (shared)	Up to 5 PDFs
Image (private)	Up to 5 images
Image (shared)	Up to 5 images
Web browser (private)	Up to 2 browser windows
Web browser (shared)	1 browser window only
Web streaming (YouTube, Vimeo™)	1 private or shared content window only
Sticky notes	Up to 100 sticky notes

Content type	Maximum number of objects
Whiteboard	▪ Up to 3 private whiteboard drawings ▪ Up to 5 shared whiteboard drawings

▪ **PC VR**

Content type	Maximum number of objects
Video	▪ 1 shared video only ▪ Up to 3 videos, if you're viewing them in private only ▪ Up to 2 videos viewed in private and 1 shared video
PowerPoint (private)	Up to 10 PPT files viewed in private
PowerPoint (shared)	▪ 1 shared PPT file only ▪ None, if there's an open video
PDF (private)	Up to 10 PDFs
PDF (shared)	Up to 5 PDFs
Image (private)	Up to 10 images
Image (shared)	Up to 5 images
Web browser (private)	Up to 5 browser windows
Desktop (private)	Up to 4 desktop windows
Web browser/Desktop (shared)	1 browser or desktop window only
Web streaming (YouTube, Vimeo™)	1 shared window only
Sticky notes	Up to 100 sticky notes
Whiteboard	▪ Up to 3 private whiteboard drawings ▪ Up to 5 shared whiteboard drawings

Sessions and spaces

I was invited to a session. How do I join?

You can join sessions from a VR headset, computer, or mobile device.

For details, see Joining sessions on page 40.

Why aren't some people's conversations appearing in live captions or meeting minutes?

VIVERSE for Business features that use generative AI such as live captions and meeting minutes are supported on VR, Windows, macOS, and Android devices, but not on iOS devices.

Speech from iOS mobile device users won't appear in live captions or meeting minutes.

3D models

How do I import 3D models into VIVERSE for Business?

For details on supported file formats and guidelines on 3D model preparation, see Preparing 3D models on page 61 and What is Polygon Streaming? on page 62.

To find out how to upload 3D models, see Uploading 3D models to VIVERSE for Business on page 64.

When displaying my 3D model, textures do not appear.

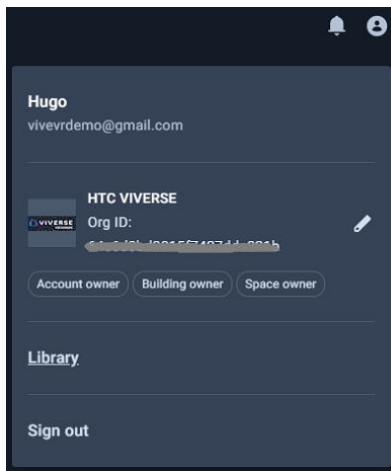Make sure to do the following before uploading 3D models:

- If a 3D model has separate texture files, package the 3D model and textures into a ZIP file.

- If you have several 3D models, package each 3D model with its respective texture files as a separate ZIP file.

- Check and make sure the texture files are complete.

- Using folders for texture files is not recommended. To avoid upload problems, package a 3D model and its texture files without folders in the ZIP file.

Subscriptions and other FAQs

How do I extend the license period or increase the number of seats?

To extend the license period or purchase more seats, contact your sales representative or submit a request at https://www.viverse.com/business/contact-us. On the request form, please include your Org ID in the **Description** field.

To check what your Org ID is, sign in to the VIVERSE for Business Management Console and click the profile button in the upper right. A menu will open that shows your Org ID.

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