



Installation Guide v1.1

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Overview

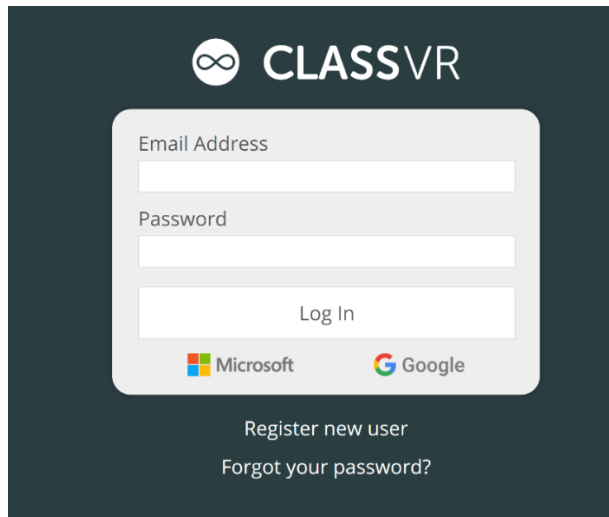
This document provides an overview on how to join and enrol the ClassVR headsets to a school or organisation.

Important Note

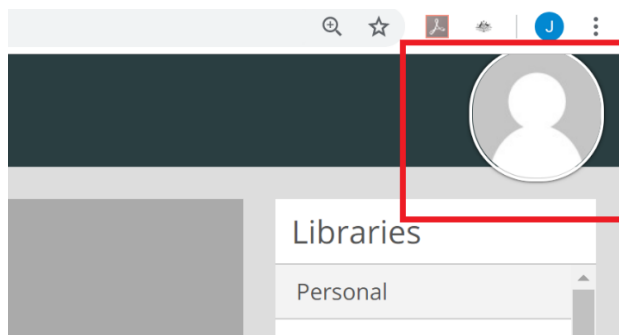
- If you are a school that uses certificates across your Wireless network, then you need to start at step 1
- If you are an organisation that uses a proxy server, you need to start at Step 2
- If your organisation does not use a proxy or wireless certificates, then you start at Step 3

Step 1: Uploading certificates

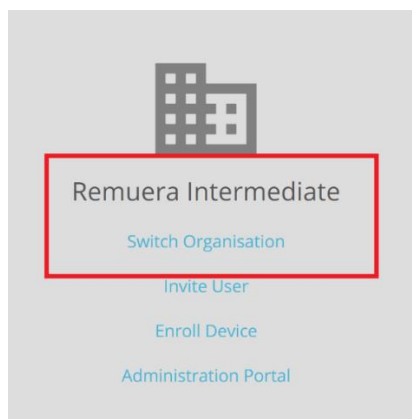
1. Open Chrome browser and go to portal.classvr.com
2. If you have an Office365 account, click on Microsoft or enter the email and password that you created.



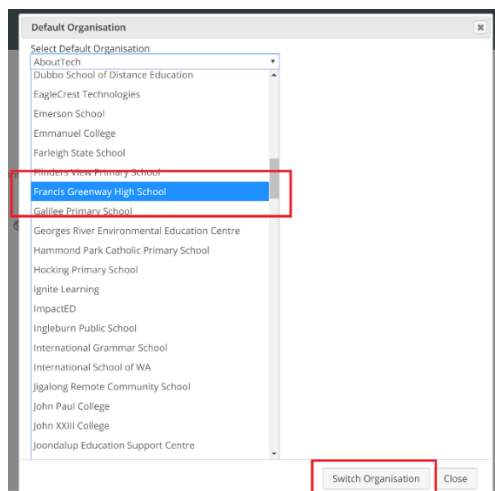
3. First make sure you are logged in to the correct portal. To do this click on the icon in the top right as shown below



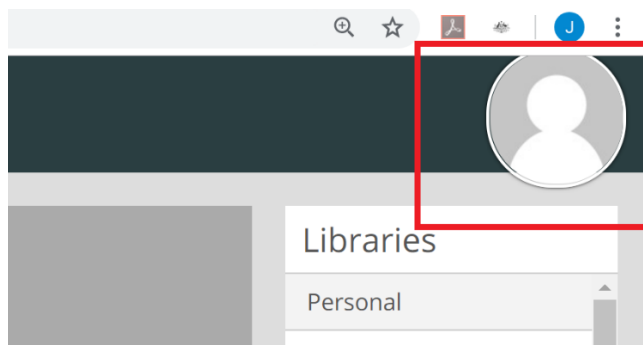
4. If you are not in the correct portal click on switch organisation. If you are in the correct organisation go to step 6 below



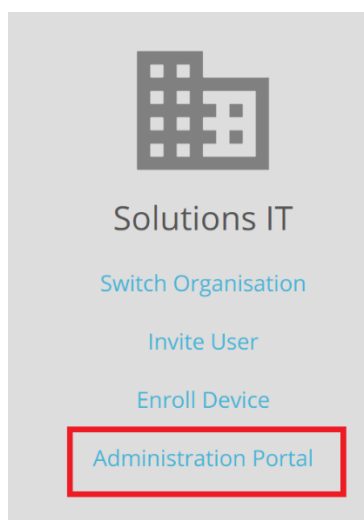
5. Select the correct organisation and click on switch organisation



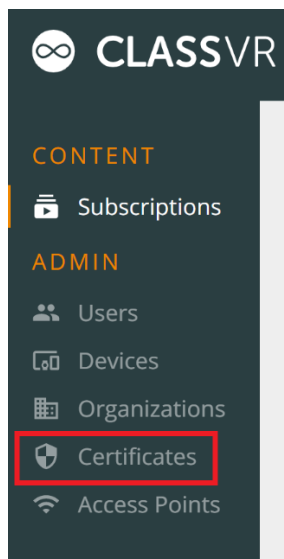
6. Click on the icon in the top right again



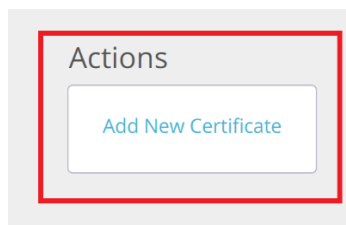
7. Click on administration portal



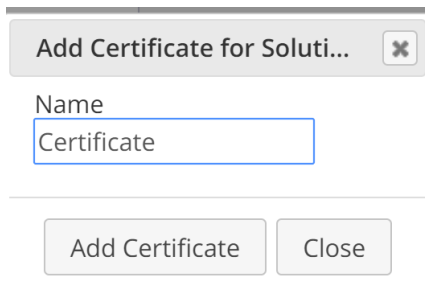
8. Click on certificates in the menu down the left




9. In the top right click on Add New Certificate



10. Enter a name and click on Add Certificate



11. Click on the pencil icon

Certificate	
ORGANISATION	Solutions IT
CERTIFICATE (IN PEM FORMAT)	
CREATED BY	Jcantrill
LAST MODIFIED	right now
LAST MODIFIED BY	unknown

CLASSVR®

12. Cut and paste the certificate as shown below ensure to include the

-----BEGIN CERTIFICATE-----

-----END CERTIFICATE-----

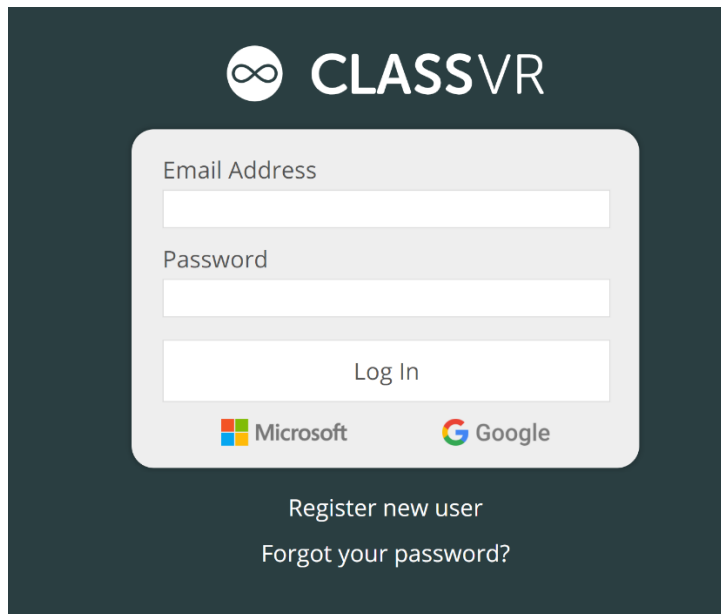
Certificate	
ORGANISATION	Solutions IT
CERTIFICATE (IN PEM FORMAT)	<pre>-----BEGIN CERTIFICATE----- MIIFBzCCAu+gAwIBAgIQbmfxJ5WT/J1uoTANBgkqhkiG9w0BA AQUFADAW MRQwEgYDVQQQEwtQS1DQTAEFw0xMDAzMTIwODA0MTI aFw0zMDAzMTIw ODExFDASBgNVBAMTC1BLSS1Sb290LUNBMIICljANBgkqh kIG9w0BAQEFA AOCAG8AMIICGgKCAgEAryZoScsGoqesbbb63YWBS7coO7d n oi7SdN9U9gu0he1+ flqxJCQlpPGLVCGztYsDWXahFe7trpj3tim/WwwV9Wm5tsWUF wPiHMiYrZdy3hto5 FTFGSrN/Q7nhHO5xcXuTECEpXDOWn8DhLRdeaKCCOGSS 3YNXDijWNANwBwhYv7V s7jpum4b9TMO23cQeDr2zWBly0ak7RnKV0L4qqiUqmEXjCl Xv6ya5LEbjPBV7O3g JbAAJx6yilfyF9uEdTHj3Qj7w+9ETdqO+BP7he5BPL0BhL5we KnT4NnhBtON4eKG LtGB/cew1Ql79zFK4dQGOOMA7oP+TaNK3g1tz8skqDPd/kl -----END CERTIFICATE-----</pre>
CREATED BY	Jcantrill
LAST MODIFIED	right now
LAST MODIFIED BY	unknown

13. There is no save button so just click on certificates in the menu or somewhere outside the window to save

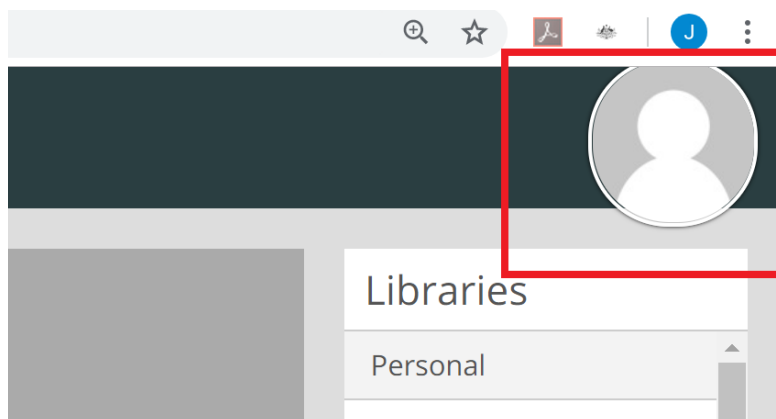
14. Go to Step 2

Step 2: Updating headsets for Proxy Server and/or certificates

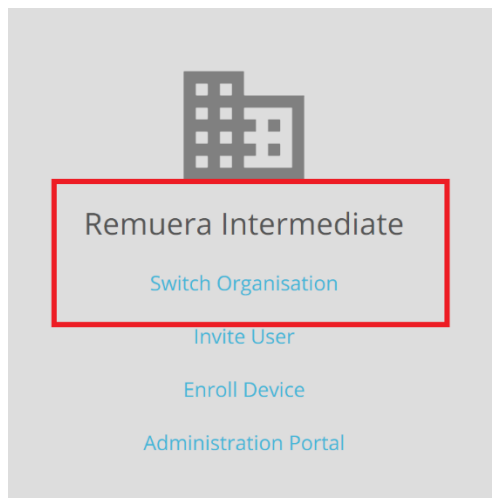
1. Open Chrome browser and go to portal.classvr.com
2. If you have an Office365 account click on Microsoft or enter the email and password that you created.



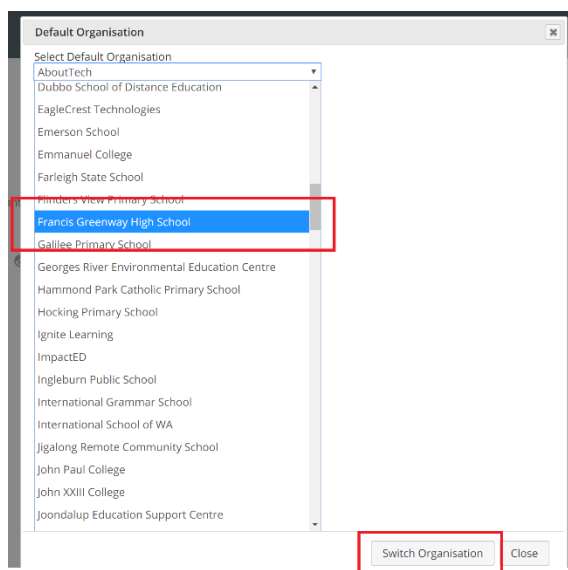
3. First make sure you are logged in to the correct portal. To do this click on the icon in the top right as shown below



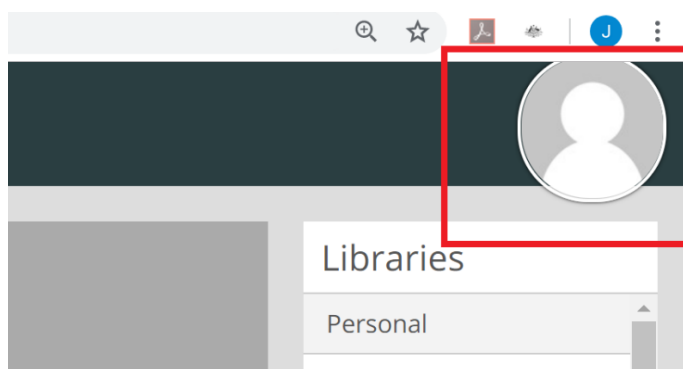
- If you are not in the correct portal click on switch organisation. If you are in the correct organisation go to step 6 below



- Select the correct organisation and click on switch organisation



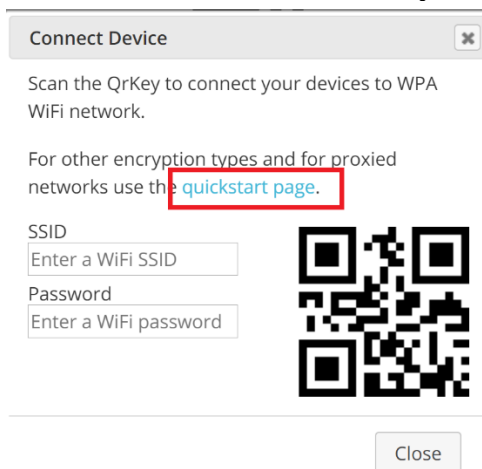
- Click on the icon in the top right again



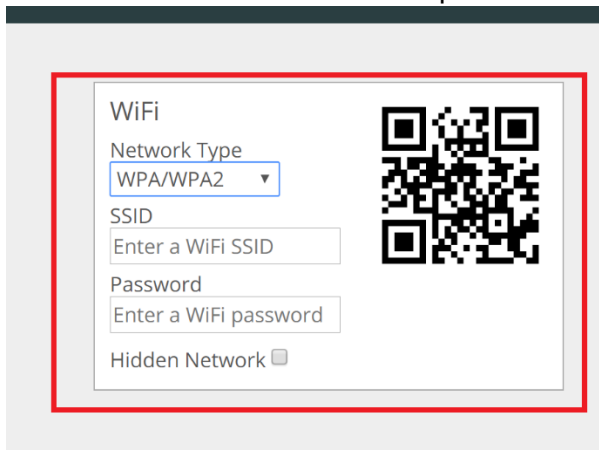
7. We now need to connect the headsets to an internet connection that does not require proxy access, eg phone, wireless router. To do this click on connect device



8. Click on the link that reads "Quick Start Page"

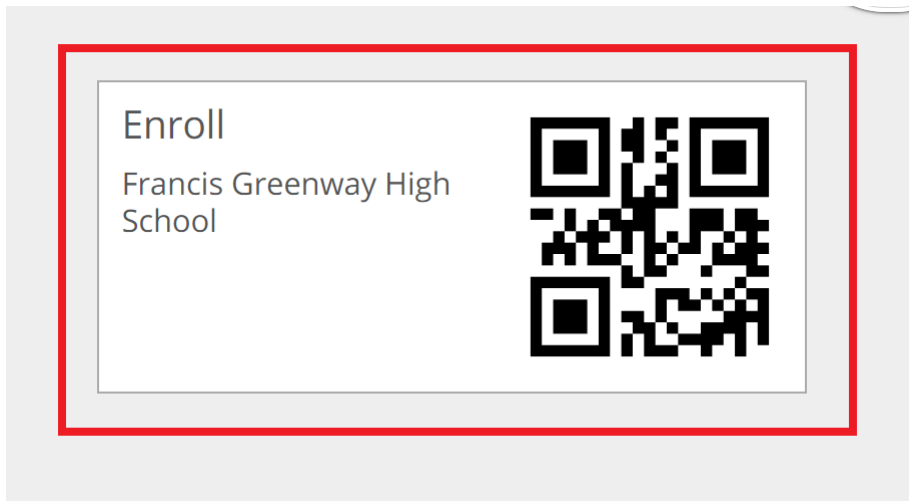


9. Under Wifi enter the SSID and password of your phone or wireless router

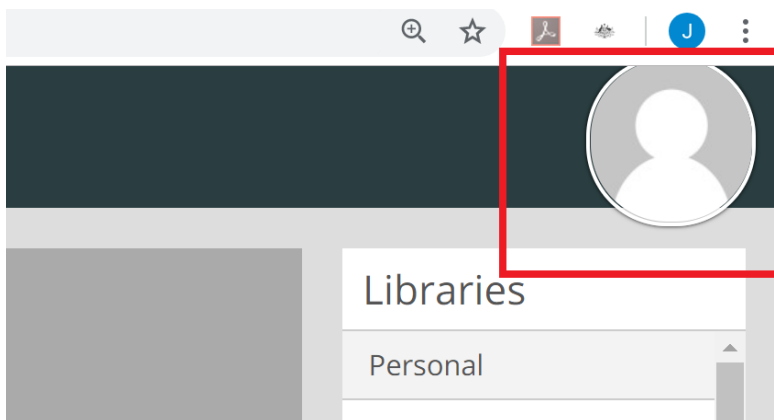


10. Turn on the headset, in the headset select scanner in the bottom row and then scan the QR code (Tip – hide or zoom in on the wifi so the proxy and enrol device QR codes are not showing on the screen)
You will typically here a beep, the wifi symbol at the bottom of the screen should change to white

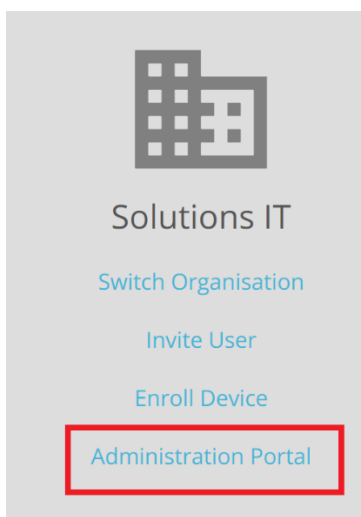
Once the wifi symbol has changed open the scanner and this time scan the QR code to enrol the headset to the school



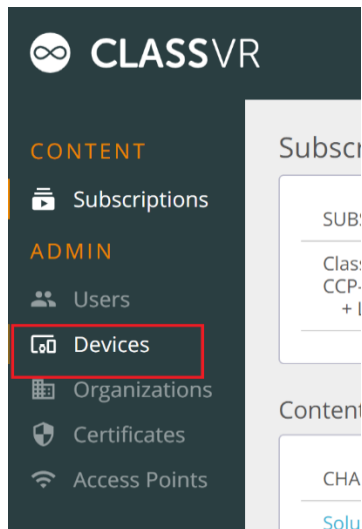
11. To check if they have been updated click on the icon in the top right



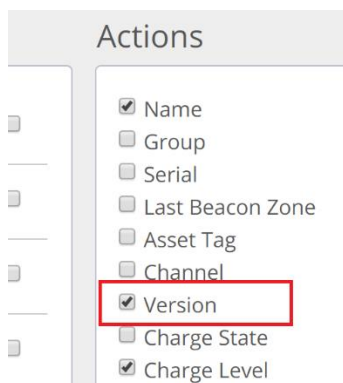
12. Click on administration portal



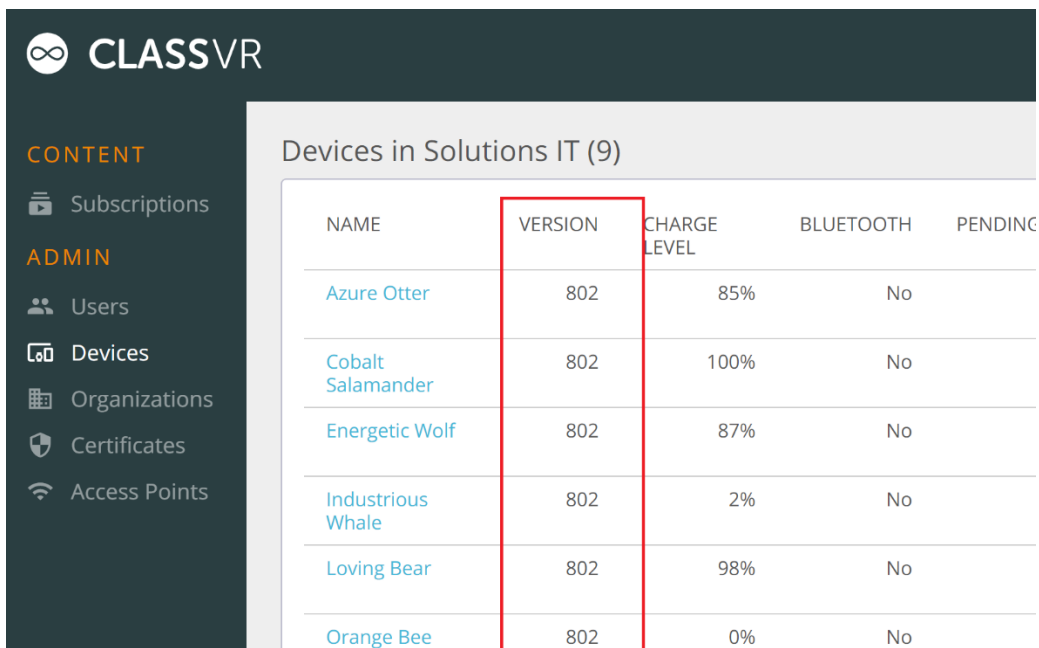
13. Click on devices from the side menu



14. Under actions on the right hand side select the version checkbox



15. Check the version number is 791 or above (if you cannot see the devices scroll down)



The screenshot shows the CLASSVR dashboard with the 'ADMIN' sidebar. The 'Devices' link is highlighted. The main content area shows a table titled 'Devices in Solutions IT (9)'. The table has five columns: 'NAME', 'VERSION' (highlighted with a red box), 'CHARGE LEVEL', 'BLUETOOTH', and 'PENDING'. The table lists six devices, all with a version of 802.

NAME	VERSION	CHARGE LEVEL	BLUETOOTH	PENDING
Azure Otter	802	85%	No	
Cobalt Salamander	802	100%	No	
Energetic Wolf	802	87%	No	
Industrious Whale	802	2%	No	
Loving Bear	802	98%	No	
Orange Bee	802	0%	No	

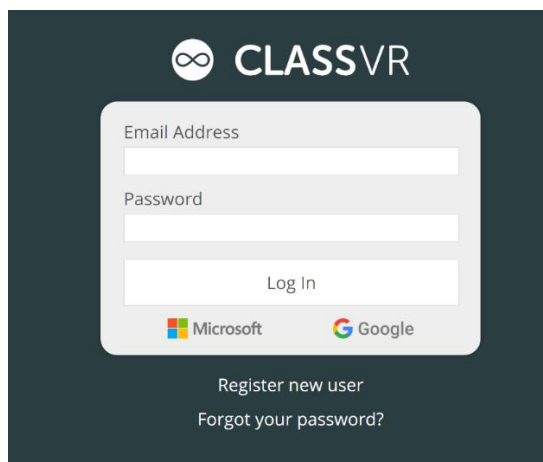
16. Go to Step 3

Step 3: Adding headset to organisation Wifi

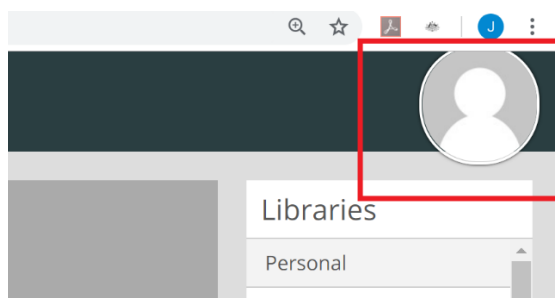
Note: If your headsets are already join to a network please turn that network off or scan the following QR code to remove all wireless configuration



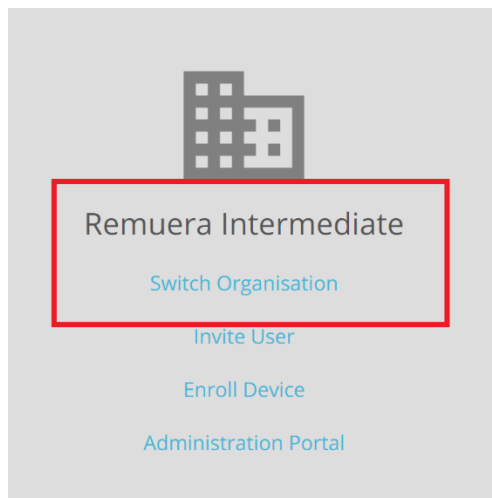
1. If you have an Office365 account click on Microsoft or enter the email and password that you created.



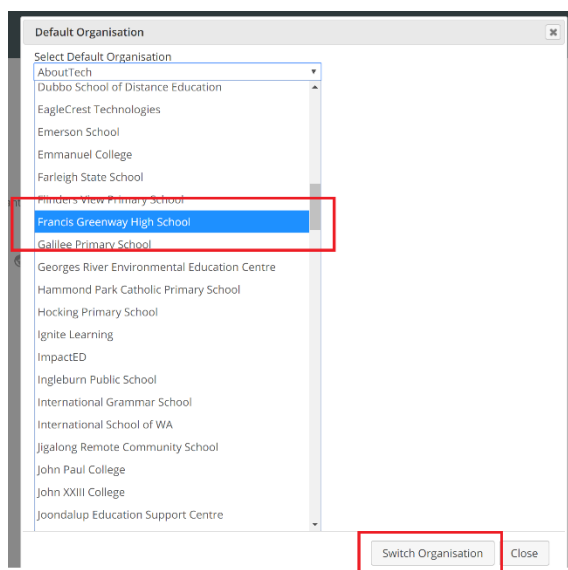
2. First make sure you are logged in to the correct portal. To do this click on the icon in the top right as shown below



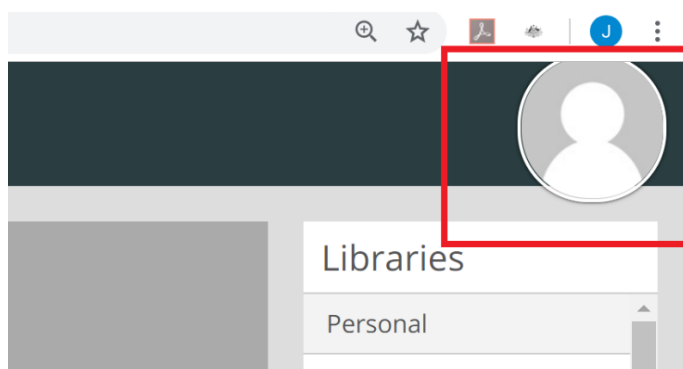
- If you are not in the correct portal click on switch organisation. If you are in the correct organisation go to step 6 below



- Select the correct organisation and click on switch organisation



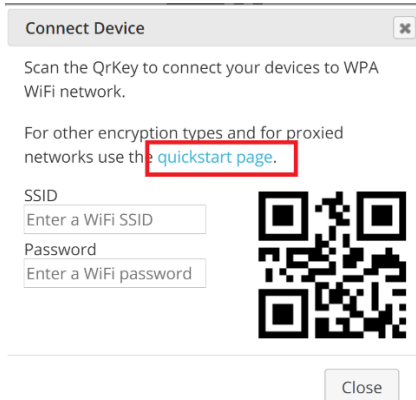
- Click on the icon in the top right again



- We now need to connect the headsets to an internet connection that does not require internet access, eg phone, wireless router. To do this click on connect device



- Click on the link that reads "Quick Start Page"



- Select Network Type, most school use PEAP as they require a username and password. Enter the SSID (Case Sensitive) then username and password



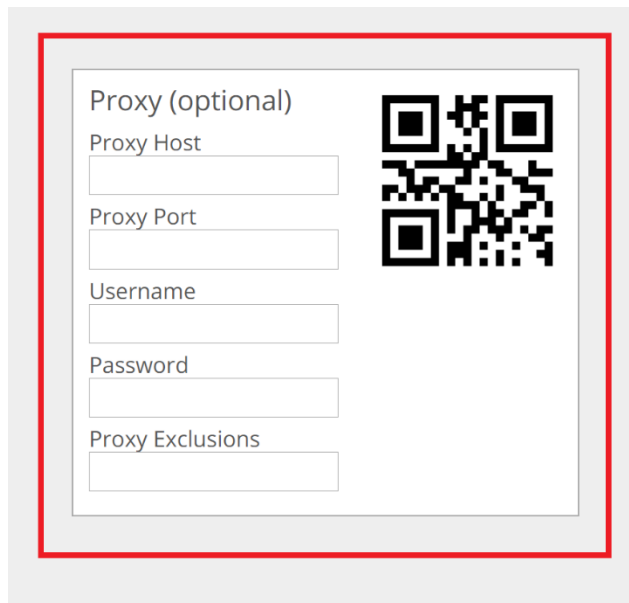
- Turn on the headset, in the headset select scanner in the bottom row and then scan the QR code (Tip – hide or zoom in on the wifi so the proxy and enrol device QR codes are not showing on the screen)
You will typically here a beep, the wifi symbol at the bottom of the screen should change to white

If Proxy is required go to Step 4 – adding proxy
If no proxy is required go to Step 5 – enrolling device

Step 4: Adding Proxy

Note: If not proxy is used code to Step 5

1. Go to the quick start page – to do this you can follow steps 1-7 as outlined above in Step 3
2. In the headset ensure that the Wifi symbol is white with an ! in it
3. Enter proxy details as show below



Proxy (optional)


Proxy Host

Proxy Port

Username

Password

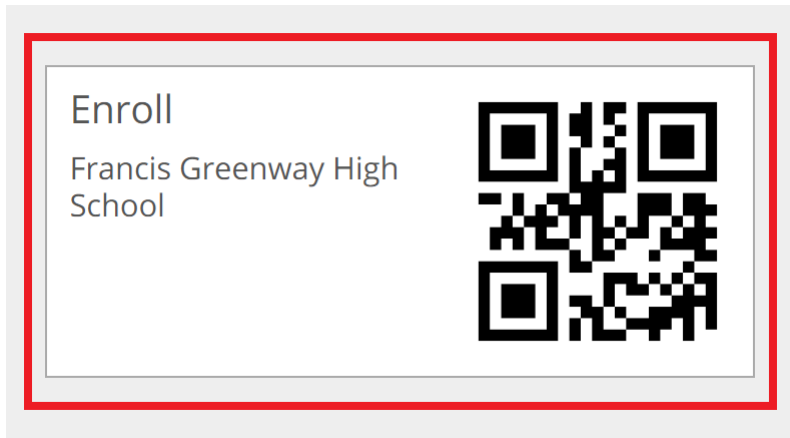
Proxy Exclusions



4. Turn on the headset, in the headset select scanner in the bottom row and then scan the QR code (Tip – hide or zoom in on the wifi so the proxy and enrol device QR codes are not showing on the screen)
You will typically here a beep, the wifi symbol at the bottom of the screen should change to full white symbol with no ! or ? showing within it. If so you are now connected to the internet and can go to the next step enrolling device

Step 5: Enrolling Device

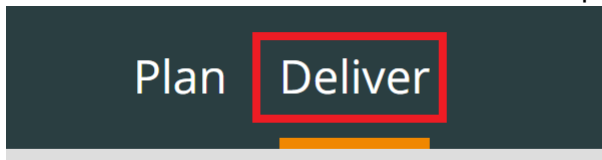
1. Go to the quick start page – to do this you can follow steps 1-7 as outlined in Step 3 above
2. Turn on the headset, in the headset select scanner in the bottom row and then scan the QR code to enrol the device to the school (Tip – hide or zoom in on the enrol device QR codes so the other two are not visible)



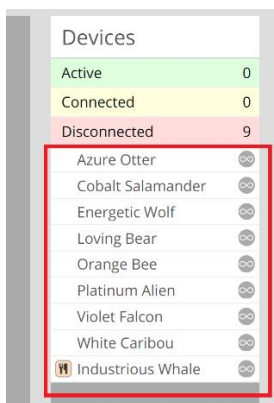
3. To check that it has enrolled correctly click on the ClassVR logo in the top left of the portal



4. Then click on the deliver button in the top row



5. You should then see the headsets appear in the devices section on the far right



Troubleshooting

1. The headsets are not joining the WiFi network, the Wifi symbol is not changing
 - a. The SSID is case sensitive ensure that it looks identical to what you see if you viewed the WiFi SSID on your laptop
 - b. Check to ensure that you are using the correct Network Type
2. The headsets are not showing as connected under the devices tab
 - a. Ensure that the headsets are connected to the wifi correctly
 - b. On the headset open up the information panel and check that it is connecting to the sites (Information panel is the icon in the bottom row with the name of the headset)
 - c. Try it in Google Chrome Browser – sometimes in Edge there is a security setting checked that stops them from appearing.