



Setup and User Guide

v1.1



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Health and Safety Information

HEALTH & SAFETY WARNINGS: TO REDUCE THE RISK OF PERSONAL INJURY, DISCOMFORT OR PROPERTY DAMAGE, PLEASE ENSURE THAT ALL USERS OF THE HEADSETS ARE AWARE OF THE WARNINGS ON PAGE 30 BEFORE USING THEM.

IT IS IMPORTANT TO REMAIN SEATED WHILST USING THE HEADSET UNLESS YOUR CONTENT EXPERIENCE REQUIRES STANDING.

These health & safety warnings are periodically updated for accuracy and completeness. Check www.classvr.com/health-and-safety for the latest version.

Section 1

The VR Case and Headset

1.1. Connecting the power cable to the case

Open the case by pushing the latch buttons down. Attach the power lead to the back of the case making sure it is fully inserted.



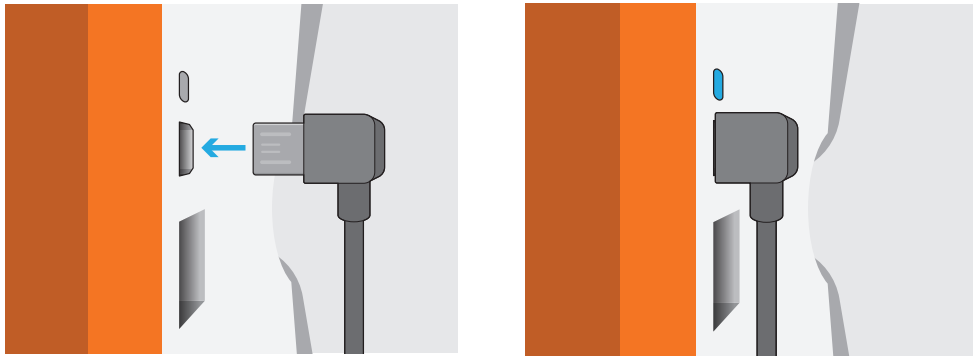
1.2. The USB hub

The USB hub mounted in the top left corner of the case is used to charge each headset via the connected cables. When the unit is charging you will see a green light appear on the hub. The power switch can be found on top of the hub.



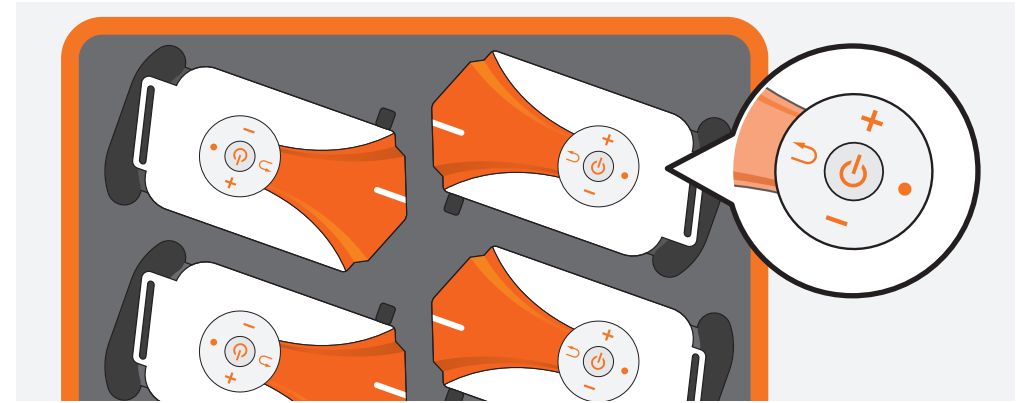
1.3. Charging the headsets

To charge the headsets, carefully place them back into the carry case making sure the headset power button is facing up and the micro USB cable is accessible. Connect the cable to the micro USB port on the bottom of the headset. The light above the connector will turn blue to show that it is charging.



Make sure the headsets are fully charged before first use.

Make sure the power button on the headset is **facing up** when placed back into the case. This ensures that the micro USB socket will be on the correct side.

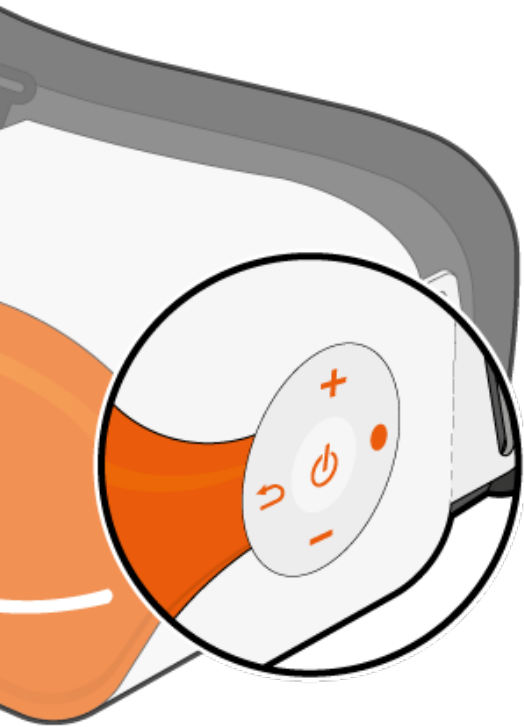


1.4. Safely transporting the ClassVR hardware






The headset case comes complete with a sliding handle built into the back. To access the handle simply pull it upwards until it clicks into position. Push down to unlock the handle and it will easily slide back into the case.

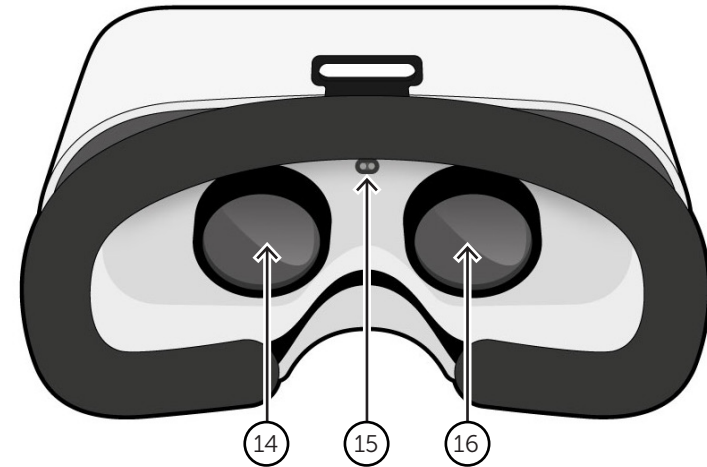
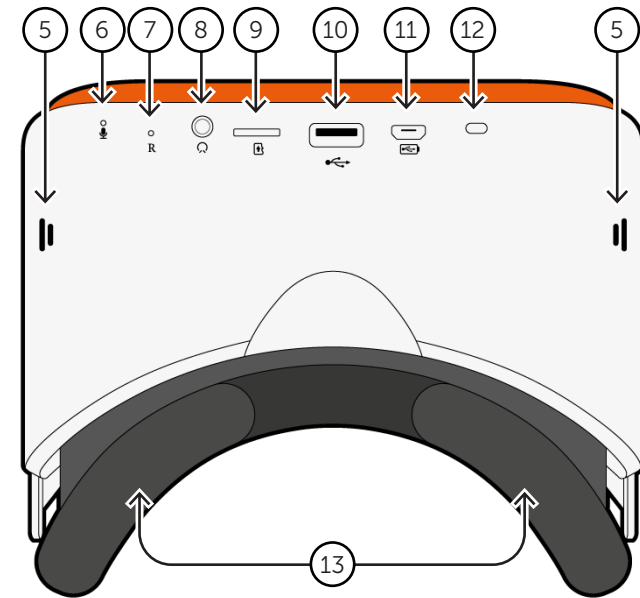
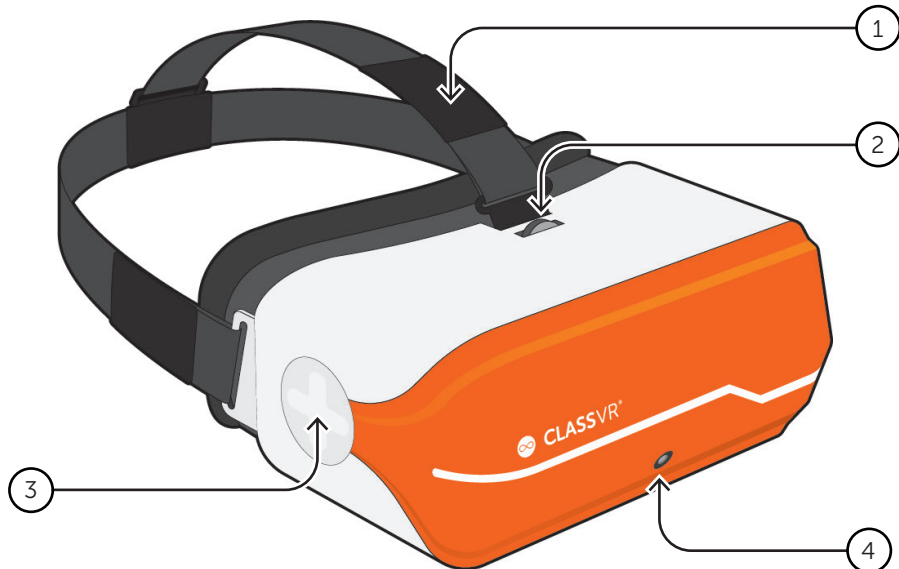


1.5. The VR headset at first glance



Keypad controls

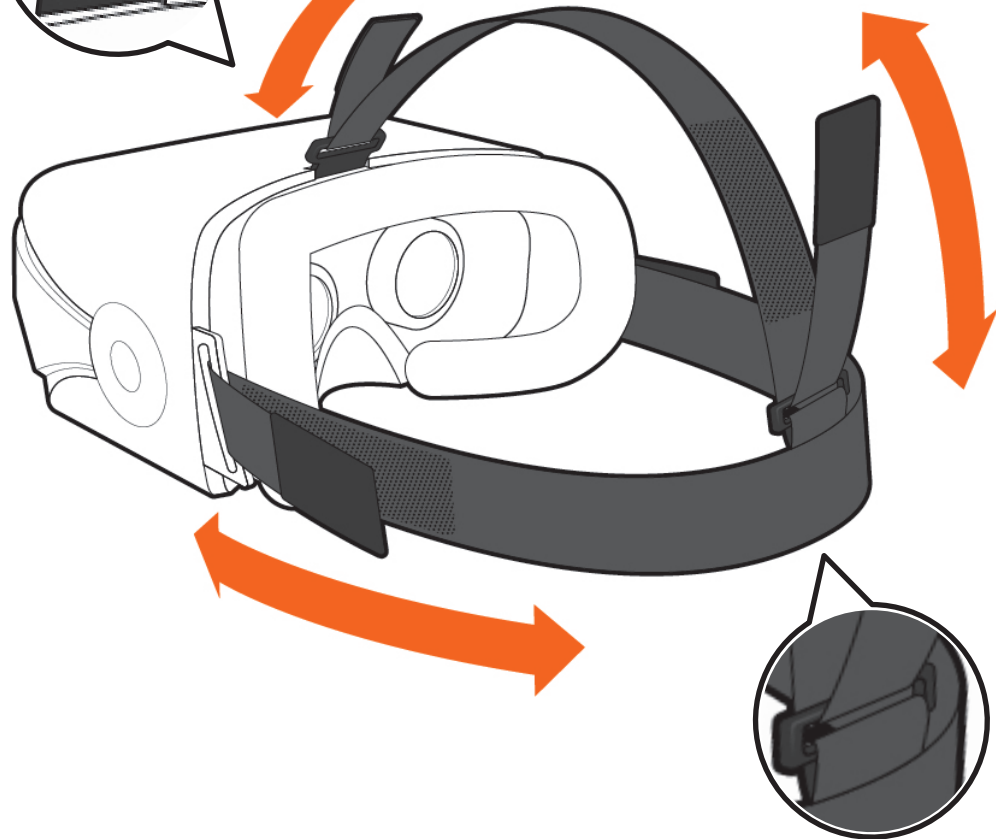
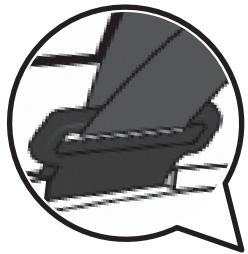
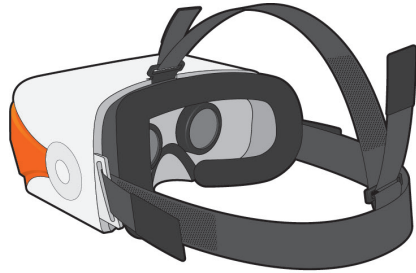
-  Volume up
-  Back button (long-press to switch display mode)
-  Power button
-  Select/Action button
-  Volume down



- | | | |
|---------------------|-------------------------|----------------------|
| 1. Head Strap | 7. Reset Button | 13. Face Padding |
| 2. Focus Adjustment | 8. 3.5 mm Headphone Out | 14. Left View |
| 3. Swipe Pad | 9. Memory Card Slot | 15. Proximity Sensor |
| 4. Camera | 10. USB A | 16. Right View |
| 5. Speakers | 11. Micro USB | |
| 6. Mic | 12. Power Light | |

1.6. How to adjust the head strap

Pull the straps through the slots, then use the velcro to tighten the straps so the headset fits securely and comfortably on each student's head.



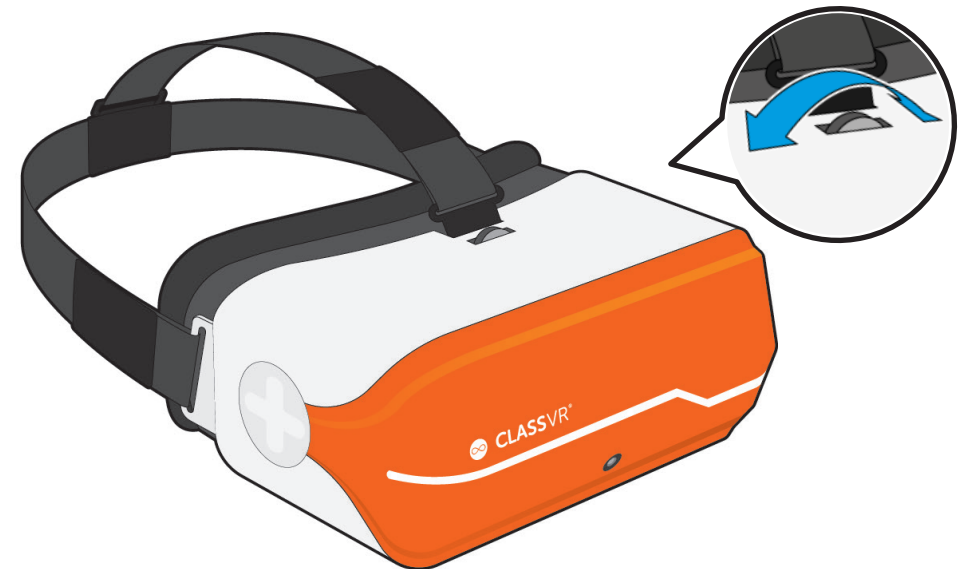
1.7. How to replace the padding

Pull the foam face rest gently away from the plastic, so the velcro releases. Replace the foam in the desired position, making sure the soft fabric is aligned with the plastic grips.



1.8. How to adjust the focus

To adjust the focus on the VR headset, just turn the wheel left or right until the viewable image comes into focus.



Section 2

Learn the Basics: How do the ClassVR headsets work?

2.1. Turning your headset on

To turn your ClassVR headset on, simply press and hold the power button on the left side of the headset for five seconds. You will see the ClassVR logo appear followed by the menu screen.



To conserve power, the screen will turn off when the headset is not in use. Simply place the headset on your face to activate the sensor and the screen will turn on again.



- 1 VR Experiences** Immerse your class in a huge variety of Virtual Reality experiences, either from the provided collections or create your own using the ClassVR Portal.
- 2 QR Code Scanner** Used to quickly switch between collections of VR experiences.
- 3 Augmented View** Keep students safe and aware of their environment. The front facing camera projects the immediate surroundings into the headset, in real-time.
- 4 Wi-Fi** This icon indicates connectivity.
- 5 Battery Level** The colour will turn red when battery is low.
- 6 ARC App** Load up preconfigured Augmented Reality activities.
- 7 Device Information** Quickly display information about the headset.
- 8 White dot (reticle)** Treat this dot as your select tool to highlight items you wish to open.

2.2. Navigation controls

While students are wearing the ClassVR headset and it is not being controlled by the teacher, they can navigate using simple 'select' gestures or button presses.



Swipe Pad

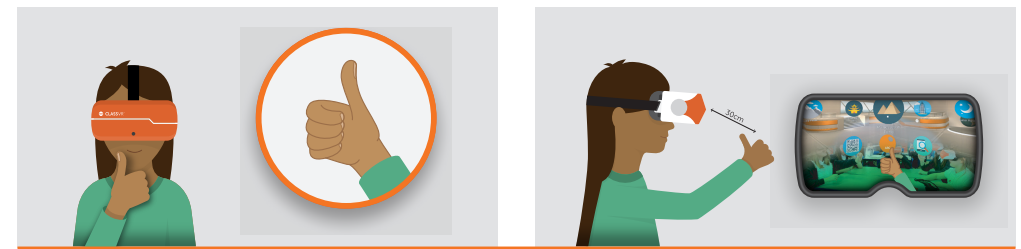
Thumbs-up

Select/Action Button

To select an experience:

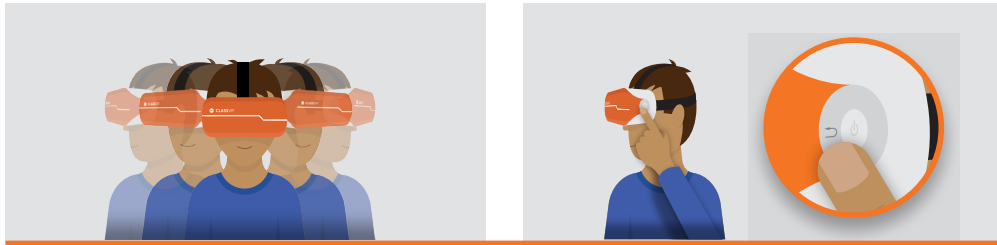


Turn your head to find the icon you would like to select. Look at the icon. You should see a white dot in the location of your gaze.



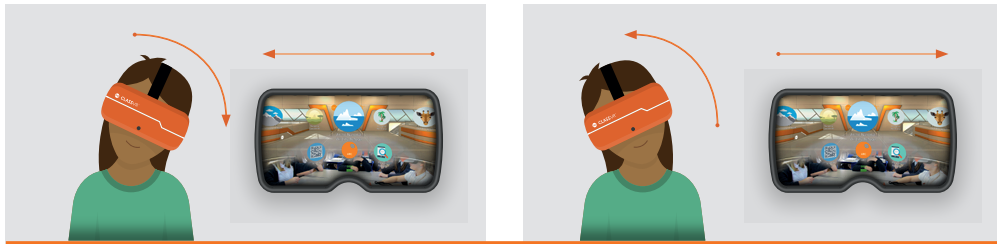
Keeping your eyes fixed on the icon, move your hand in front of the headset until you can see it at the bottom of the screen. Make a select gesture with your hand, holding it about 30cm in front of the camera. The image will turn green when your gesture has been recognised. Alternatively, press the select button on the left side of the headset or tap the Swipe Pad on the right of the headset.

To go back to the menu screen:



While wearing the headset, shake your head smoothly from side-to-side, or press the back button on the left side of the headset.

To navigate left and right without turning around:



Tilt your head to the left to scroll towards the left of the screen.
Tilt it to the right to scroll right.

2.5. Using controls within an experience

While viewing a 360 picture:

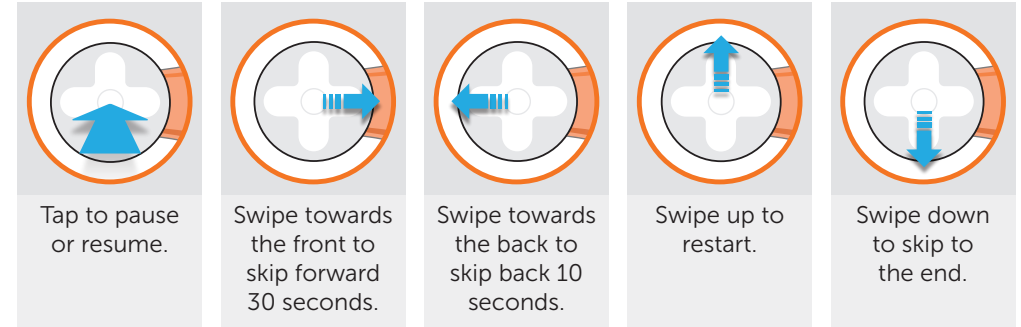


Tilt your head to pan from side to side without turning around.

Press and hold the select button to zoom in.

While viewing a 360 video:

Use the swipe panel to navigate:



Tap to pause or resume.

Swipe towards the front to skip forward 30 seconds.

Swipe towards the back to skip back 10 seconds.

Swipe up to restart.

Swipe down to skip to the end.

While viewing a 3D model:

Use the swipe panel:



Swipe up and down to change the model size.

Swipe forwards and backwards to rotate the model.

Use ARCube to hold and rotate the model freely.

2.3. To access Virtual Reality experiences



Simply open the QR Scanner app on the headset and look at the QRKey on the relevant lesson plan. You will hear a beep and the related VR experiences will become available.

2.4. To access Augmented Reality resources



When you see the ARC logo on a plan or worksheet, that means you can launch Augmented Reality content simply by looking at it! First open the ARC app from the home screen of your VR headset, then look at the image on the teaching resource to bring it to life.

Section 3

Set Up and Manage the ClassVR Headsets

3.1. Log in to your school's ClassVR Portal

To manage your ClassVR headsets, you'll need to log in to the ClassVR Portal (<http://portal.classvr.com>) for your school. If your information was provided to us prior to delivery as a Key Contact, you should receive an email invitation from Avantis.

If you have not received the email, please check your Spam, Junk or Clutter folder. Click the link in the email to create your account.

Once you've entered your chosen password, you'll be directed to our End User License Agreement (EULA). If you're happy, scroll to the bottom of the page and click 'I Agree'.

AVANTIS' and its suppliers' entire liability and your exclusive remedy shall be, at AVANTIS' option, either (a) return of the price paid, if any, or (b) repair or replacement of the SOFTWARE PRODUCT that does not meet AVANTIS' Limited Warranty and which is returned to AVANTIS with a copy of your receipt. This Limited Warranty is void if failure of the HARDWARE PRODUCT has resulted from accident, abuse, or misapplication. Any replacement HARDWARE PRODUCT or SOFTWARE PRODUCT will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer. Outside the United Kingdom, neither these remedies nor any product support services offered by AVANTIS are available without proof of purchase from an authorized international source.

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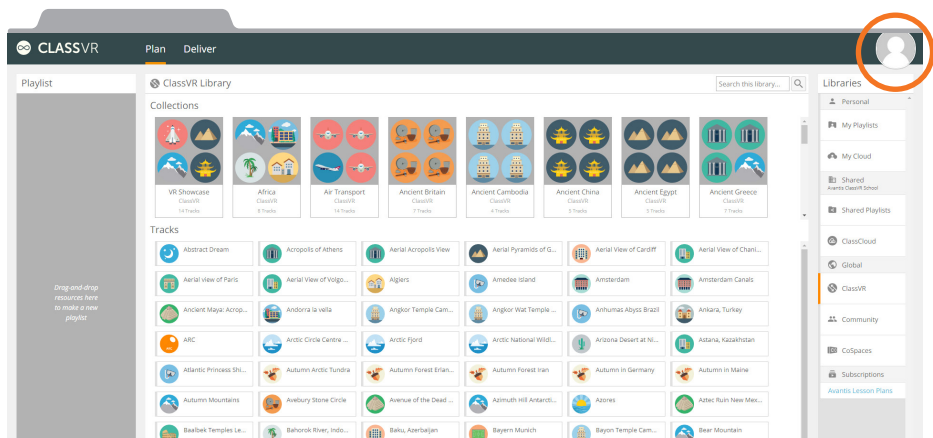
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I Agree or I Do Not Agree

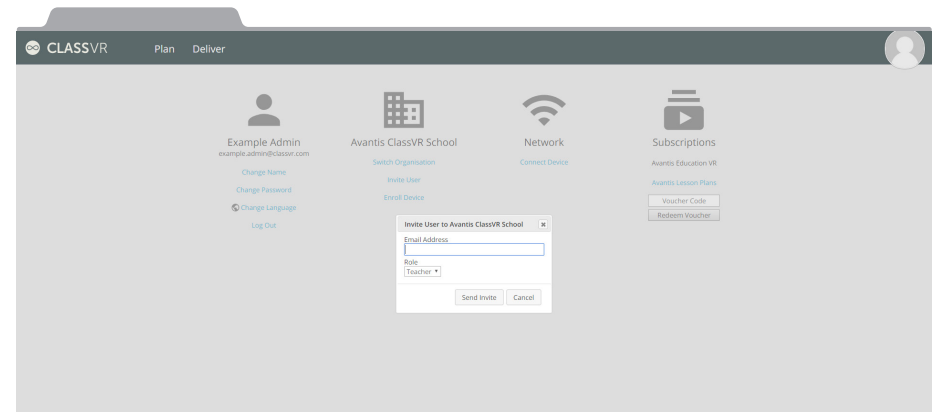
Now that you have logged in, you should see the ClassVR Portal interface.

First of all, you will need to invite your colleagues to the ClassVR Portal.

To do this, click the circle at the top right of the page to access the management section:



From here, click 'Invite User' under the name of your school. When inviting colleagues, you have a number of user types to choose from. Most colleagues should be invited as the 'Teacher' user type; this gives them the ability to use all the day-to-day functions of the ClassVR Portal. IT Technicians and Computing Co-Ordinators should be invited as the 'Admin' user type. Simply enter their email address and click 'Send Invite'.

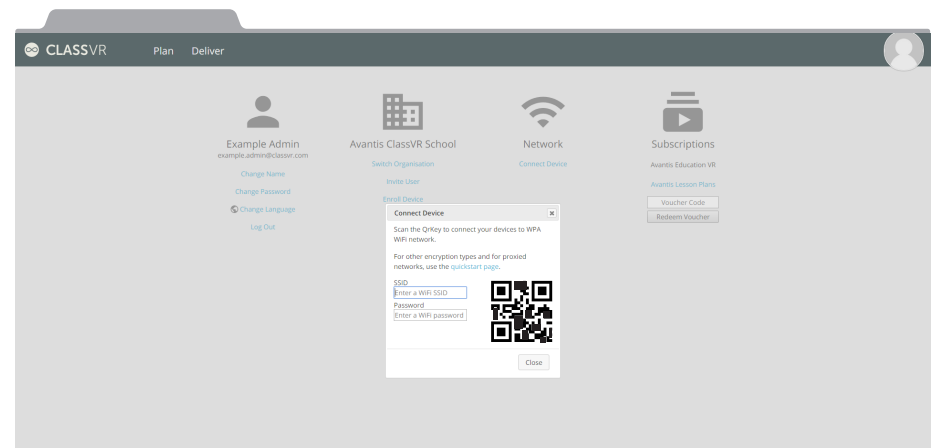


3.2. Connect your headsets to your school's Wi-Fi network

Your ClassVR headsets have been pre-loaded with some VR experiences and can be used straight away. However, in order to control the headsets, you will need to connect them to your school's Wi-Fi network.

Create QRKeys

Visit <http://portal.classvr.com> and make sure you have logged in. Click the circle at the top right of the screen. On the admin page, look for the Network section and click Connect Device:



This tool will generate a QRKey that you can scan with each ClassVR headset. Follow the steps below:

1. Select the correct network type.
2. Enter your school's SSID (network name). Make sure you enter this exactly as it appears (including spaces and capital/lowercase letters).
3. Enter the network password.
4. The system will automatically generate a QRKey (this will not be saved, so you may wish to print the page or save an image of the QR using a snipping tool).

If your school uses a proxy server that is not transparent, you will need to create a separate QRKey to scan (otherwise, skip to the next section: Scan QRKeys).

To do this, click the link to our quickstart page.

Enter the information into the Proxy area.

The screenshot shows the CLASSVR web interface with three main sections: WiFi, Proxy (optional), and Enroll. Each section contains a QR code and a form for entering specific information.

- WiFi:** Includes a dropdown for Network Type (WPA/WPA2), fields for SSID and Password, and a QR code.
- Proxy (optional):** Includes fields for Proxy Host, Proxy Port, Username, Password, and Proxy Exclusions, along with a QR code.
- Enroll:** Includes the text "Avantis ClassVR School" and a QR code.

1. Complete the required fields:

- ☑ **Proxy Host** – The host address of your school's proxy server.
- ☑ **Proxy Port** – The port number of your school's proxy server.
- ☑ **Username** – The username for your school's proxy server (if necessary).
- ☑ **Password** – The password for your school's proxy server (if necessary).
- ☑ **Exclusions** – Any addresses that should not be accessed via your school's proxy server. Note: Proxy exclusions should be separated by commas. For example: myschool.sch,espresso. Wildcards in Android exceptions are handled differently to other platforms and there is no need to use the asterisk as a wildcard character.
- ☑ For example, an exception for yourschool.sch matches yourschool.sch as well as any subdomains (e.g. mail.yourschool.sch).

2. Don't forget to save an image of the QRKey if necessary.

Scan QRKeys with each headset

On each of your ClassVR headsets, open the Scanner app by looking at the icon of a QR code and making a select gesture with your hand in front of the device.

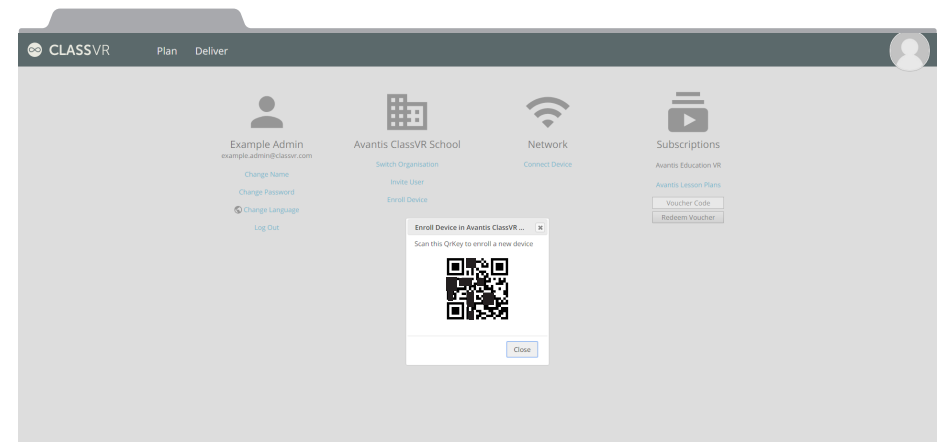


Once the Scanner app launches, simply look at the Wi-Fi QRKey until you hear a beep. This will add the Wi-Fi connection to your headset.

If your school has a proxy server, repeat this process with the Proxy QRKey, once the headset has connected to the Wi-Fi.

3.3. Scan your school's enrolment QRKey

Your headsets may already be enrolled when you receive them. You can check this by going to <http://portal.classvr.com>, clicking the Deliver tab at the top of the page, and looking at the Devices pane; the headsets should be listed here. If you do not see all the devices you would expect, you may need to enrol them in your school's organisation. You can find the enrolment QRKey in the Admin section of the ClassVR portal, under the name of your school:

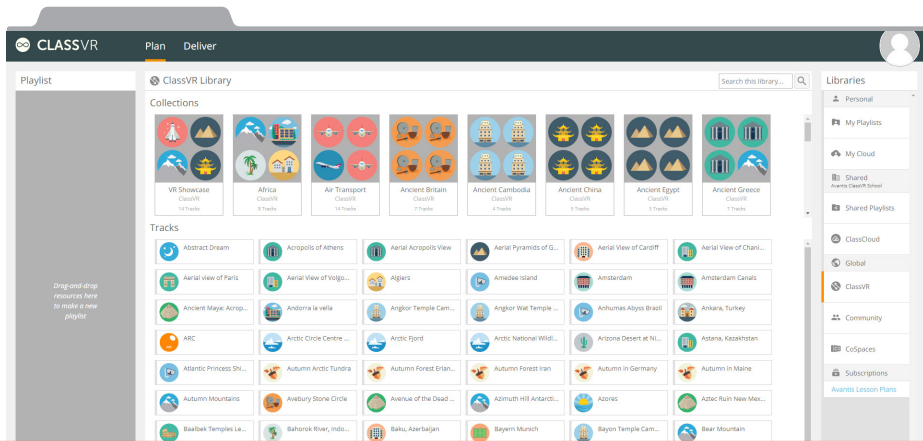


Section 4

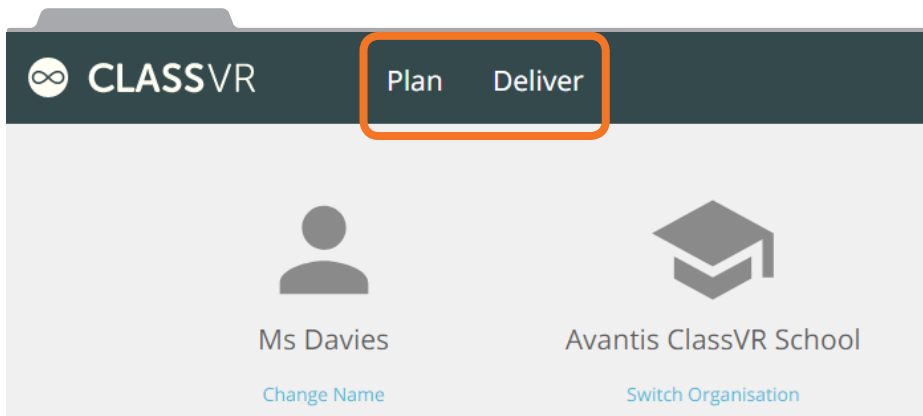
Using the ClassVR Portal

To access the ClassVR Portal, visit <http://portal.classvr.com>. You will see a login screen. Enter your email address and password. If you are the Key Contact for your school, Avantis will send you an email inviting you to join. Otherwise, your Key Contact should send you an invitation.

Once you have logged in, you will see the ClassVR Portal page:

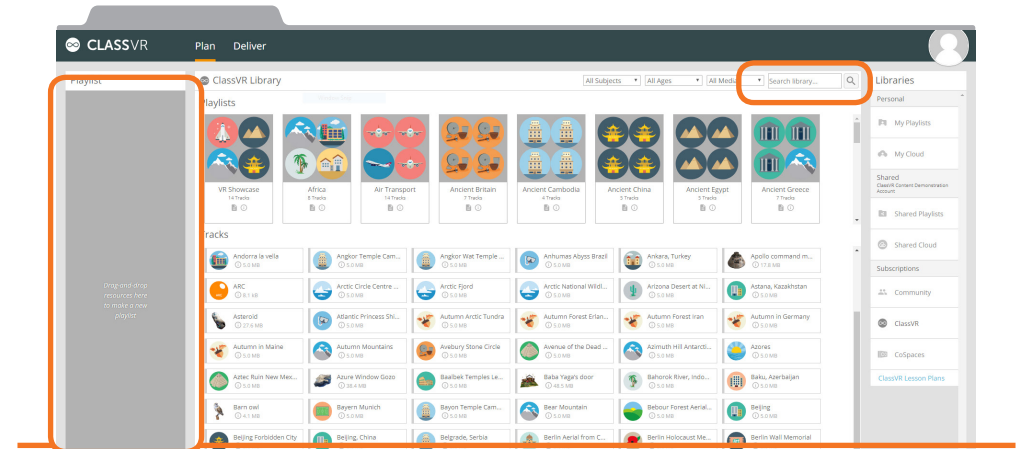


The portal has two main tabs: the first helps you to plan the content you'd like to use in your lesson, and the second to deliver it to student headsets.

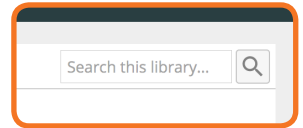


4.1. Plan

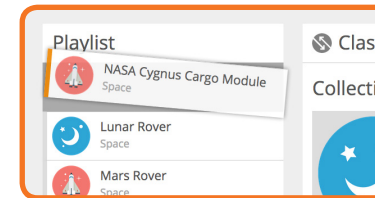
In the Plan section, you can create your own custom 'Playlist' of VR experiences that you can send to your devices. You can select 'Tracks' which are individual resources, or pre-made Playlists that center around a certain theme or topic.



It's easy to find experiences that are relevant to your lessons in the ClassVR Library; simply use the search box to find what you need.



To use them, simply drag and drop them into the Playlist pane on the left. To remove a Track, drag it outside the Playlist pane.



To clear the playlist, click this icon.



To save the playlist, click this icon.



To send the playlist, for your students to explore independently, click this icon.



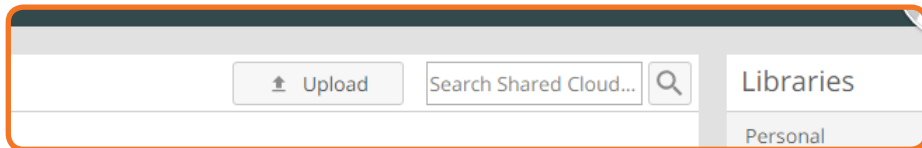
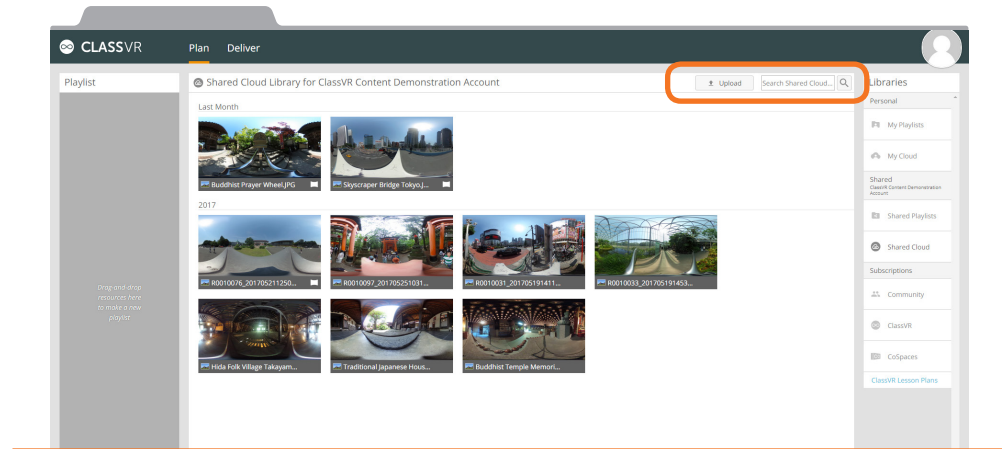
To the right of the page, you'll see the Libraries pane. From here you can access other sources of content. By default, all subscribing schools will be able to use the 500+ experiences in ClassVR, and upload their own content via cloud storage.

Your saved playlists will be stored in the 'My Playlists' pane on the right. To use a playlist, drag it to the playlist pane and then either:

- Click the Send icon to allow students to explore the playlist independently.
- Switch to the Deliver section and press play to step your students through the playlist in real time.

4.2. Adding your own content to the cloud

Choose whether you would like to upload content to your own personal My Cloud, or to your organisation's Shared Cloud. Click the relevant Library to begin adding your own VR content. Click the Upload button to browse through your computer and select files. Just click 'Open' to add them or drag images from your desktop and drop them anywhere on the main pane.



The following file types are supported by ClassVR headsets:

- ✔ Equirectangular JPG and PNG images
- ✔ Equirectangular MP4 videos
- ✔ 3D models in GLB format

Once you have uploaded the files to My Cloud or Shared Cloud, drag and drop the 'Tracks' into the playlist as before.

Files you upload to My Cloud can only be seen by you; Shared Cloud files can be seen by all users in your organisation.

4.3. Deliver

In the Deliver section, you'll see three panes: your Playlist at the left, a list of your school's ClassVR headsets at the right, and the currently-selected VR experience from the Playlist in the centre:



You'll notice that the devices on the right are greyed-out when you first open the Deliver section. This gives you an opportunity to explore and preview your Playlist without sending any files to your headsets. Click the Devices pane to unlock it.

To begin your teacher-led virtual reality session, simply press the play button to send the current image, video or model to all headsets simultaneously. Once you have pressed play, students will not be able to use the 'back' button or gesture to leave this experience - you have control.

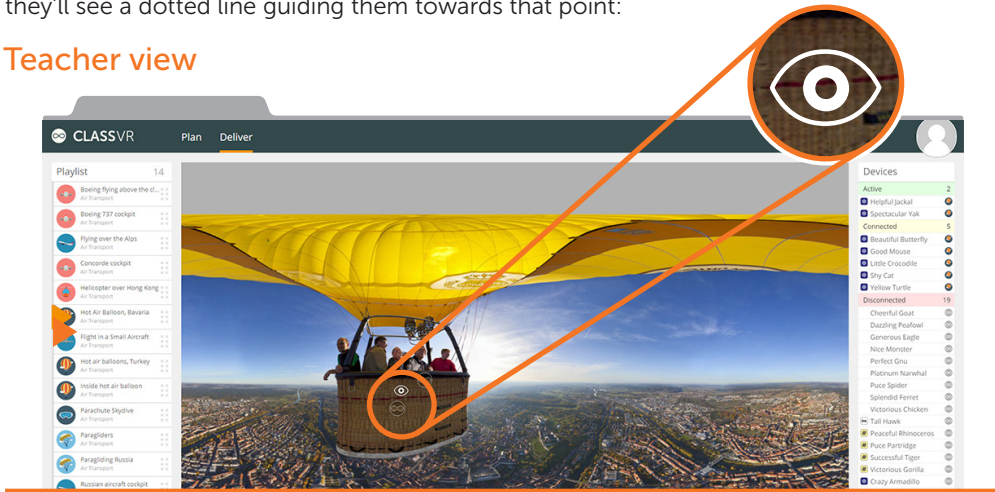


Once in the experience, your students will be able to look around independently. Look for the VR goggle icons that appear on your preview image; these show you exactly where your students are looking, in real-time:



To direct your students' attention to a specific part of the image, simply click on the point of interest on your preview. An eye will appear in this spot; inside your students' headsets, they'll see a dotted line guiding them towards that point:

Teacher view



Student view



Don't forget, you'll be able to see on your preview image whether your students are looking at the point you've specified, using our focus tracking technology.

Playing video resources

With video resources, you can make use of all the same controls, but you also have the ability to pause and resume the video on all selected headsets simultaneously, or to scan to a particular point in the video.

By default, headsets will stay in sync with the teacher's video preview. The headset speakers will also be muted to allow any sound to play via the teacher's computer speakers.

If your network performance is slow, you may wish to toggle these features off or on using these buttons:



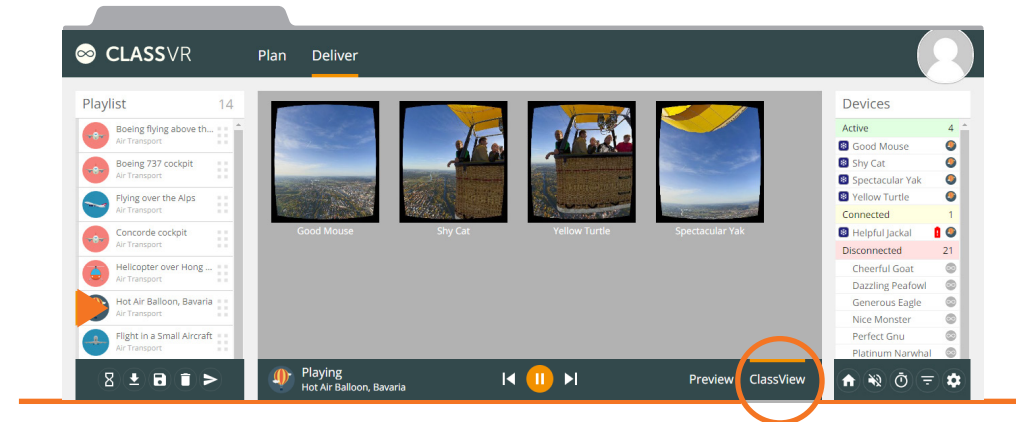
Unmute/mute headsets



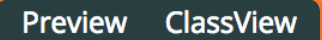
Unsync/sync headset playback to teacher preview

You can also easily select and send any item on the playlist by clicking its icon.

To view what each of your students can see in real-time, use the ClassView option at the bottom right of your preview image. This opens up a dashboard view of all the headset screens:



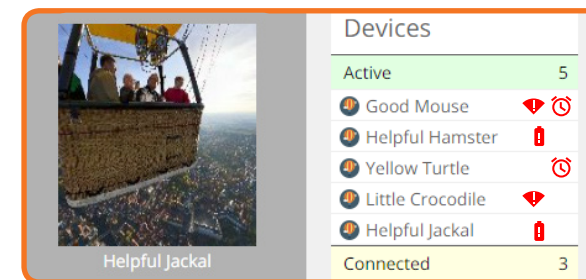
To return to the head-tracking image, simply click Preview.



To check all your ClassVR headsets are functioning correctly, take a look at the Devices pane to the right of the screen.

From here, you can tell if your devices are connected to the network. Once they are in use (being worn), they will show as Active.

This pane also displays any device warnings:



Wi-Fi latency high



Low battery



Device in use for more than 15 minutes

To return your headsets to student-directed mode, press the home button. This will return the headset to the menu screen, where students can use gesture controls to open specific experiences or apps. Scan a QRKey from one of our VR lesson plans to switch the available experiences.



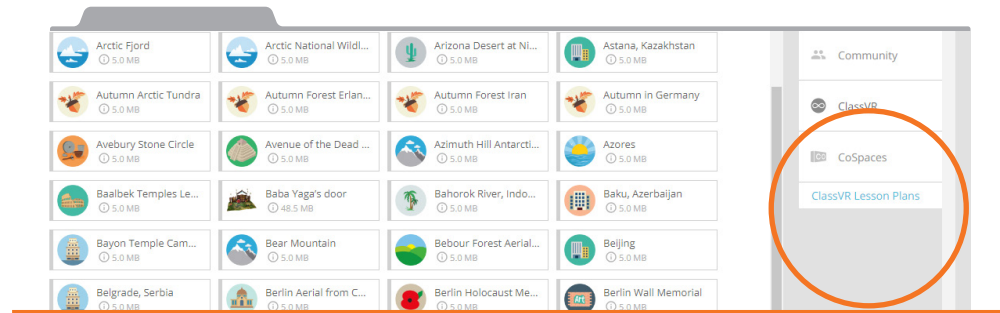
To send your students to a neutral 'waiting room' experience, click the hourglass.



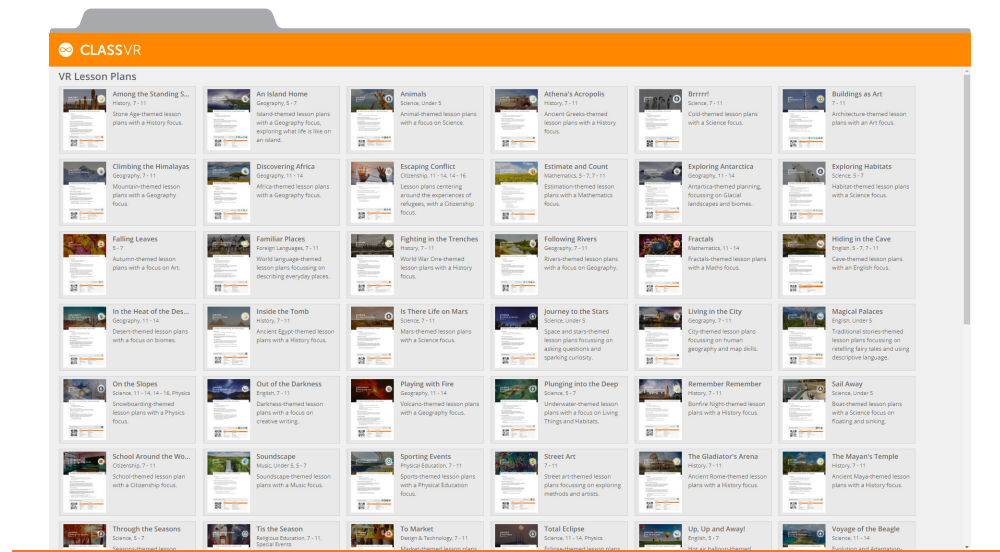
4.4. Finding teacher resources

Your ClassVR subscription comes complete with a range of regularly-updated lesson plans and Augmented Reality worksheets. You can find PDF versions of these resources on the ClassVR portal.

In the Plan section of the ClassVR Portal, look for Subscriptions in the Libraries area.



Click ClassVR Lesson Plans to view thumbnails of all the available PDFs.



At the top of the page, you'll find cross-curricular lesson plans written by qualified teachers. Further down the page, you'll find interactive Augmented Reality worksheets, plus our printable ARCube for use with 3D models.

Simply click the thumbnail to open or download the PDF you require.

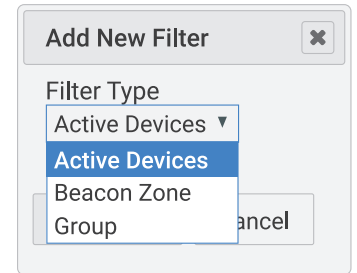
4.5 Controlling a Subset of ClassVR Headsets

If you have a large number of ClassVR headsets enrolled in your Organisation or need to control smaller subsets of headsets separately, you can do this via the ClassVR Portal.

In the Deliver section, look for the Devices pane on the right.



At the bottom of this pane, you will see the filter button. Clicking on it gives you some filtering options.



Active Devices

If you select this filter, you will only see headsets that are actively being worn and are connected to the local network; all others are hidden.

Beacon Zone

This feature uses Bluetooth. Depending on your Wi-Fi setup, this may be disabled for your school's organisation. Please contact support for further details.

This filter allows you to select the set of ClassVR headsets that you have in your classroom. Make sure you follow these steps:

1. Bring the case and the headsets you wish to use into your classroom.
2. Plug the case in to a power outlet so that the fan turns on and a green light appears on the InClass Beacon.
3. Look on the outside of the case to find the name of the set.
4. When you turn the headsets on, they will connect to the InClass Beacon for that set.
5. Add a filter for this set name on the ClassVR Portal.

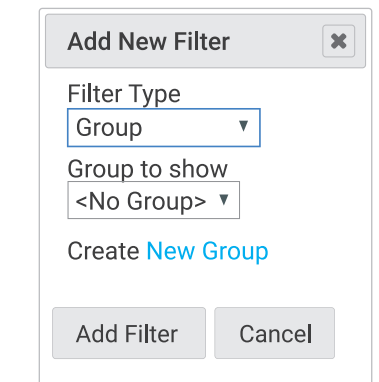
If you are using more than one set, simply add another filter to include this set name.

Groups

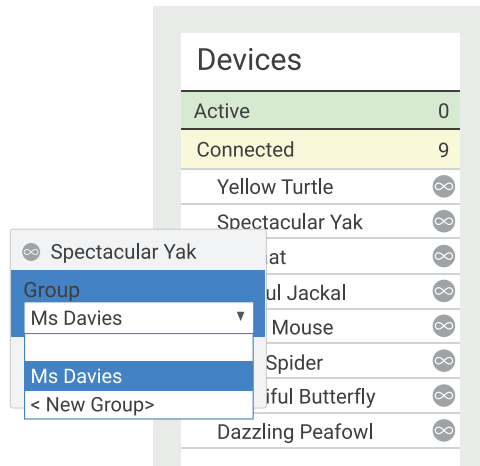
This allows you to create your own Groups and assign devices one by one.

First, you'll need to create a new Group by clicking the filter icon and selecting the Group option.

Once your Group has been created, right-click on the device name in the Devices pane to add it by selecting your Group from the dropdown menu.



Now that you have some headsets in your Group, you can apply a filter so that only your Group is shown and controlled. Click the filter icon at the bottom of the devices pane, select Group as the filter type, and pick your Group from the dropdown menu. Then click Add Filter.



You'll see that only the headsets in your Group appear. If you press Play or send a Playlist, the change will only affect headsets in this Group.

You'll also notice a QRKey icon at the top of the Devices pane, next to the name of your Group filter. Clicking this will bring up a QRKey in the Preview pane. This gives you another way to add headsets to the Group. On the headset, open the Scanner app and look at the QRKey until the screen turns green.



NOTE: You can only make changes to a headset's Group when it is Connected (switched on and connected to Wi-Fi).

Section 5 Technical Setup Guide

There are some things that you should ask your school's technician to check are in place so that you can get started with your ClassVR headsets right away.

Network Configuration

5.1. Check IP addresses

You will require one IP address per ClassVR headset. Ensure that there are enough available addresses within your school's range.

5.2. URL whitelist

The following URLs are used for communication between your ClassVR headsets and the ClassVR servers and should be whitelisted at your firewall and/or proxy server:

- device.avncloud.com
- data.avncloud.com
- cloud.avncloud.com
- api.avncloud.com
- avn.cloud
- portal.classvr.com
- cdn1.360cities.net
- cdn2.360cities.net
- cospaces.io
- edu.cospaces.io
- cdn.cospaces.io

The following entries can be used if your firewall allows wildcard entries:

- *.classvr.com
- *.cospaces.io
- *.avncloud.com
- *.360cities.net

5.3. Ports

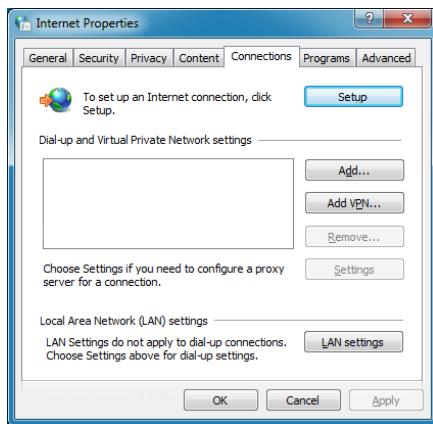
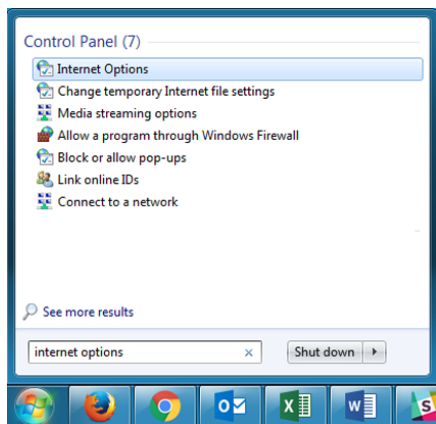
In order to control your headsets with the ClassVR Portal, you should allow outbound access on the following ports:

- 37395 to 37400

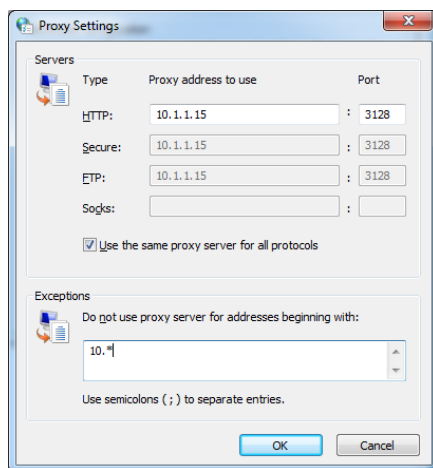
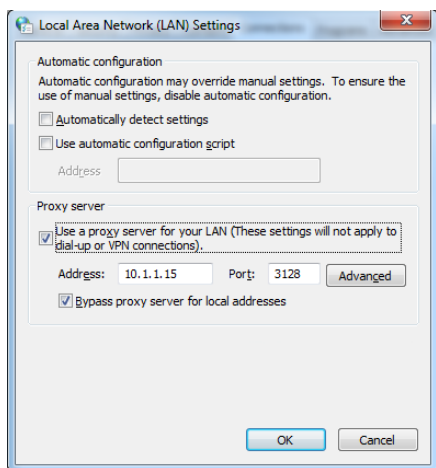
5.4. Proxy server bypass

Most communication with your ClassVR headsets via the ClassVR Portal remains within your network. If you are using a proxy server that is configured on each workstation (e.g. not transparent) you should ensure that each teacher workstation is configured to bypass the proxy server for local addresses. To do this:

1. Click the Start button.
2. Type: internet options.
3. From the search results, click Internet Options.



4. From the Internet Properties window, click the Connections tab.
5. Click the LAN settings button.
6. From the Local Area Network (LAN) Settings window, tick Bypass proxy server for local addresses and click the Advanced button.



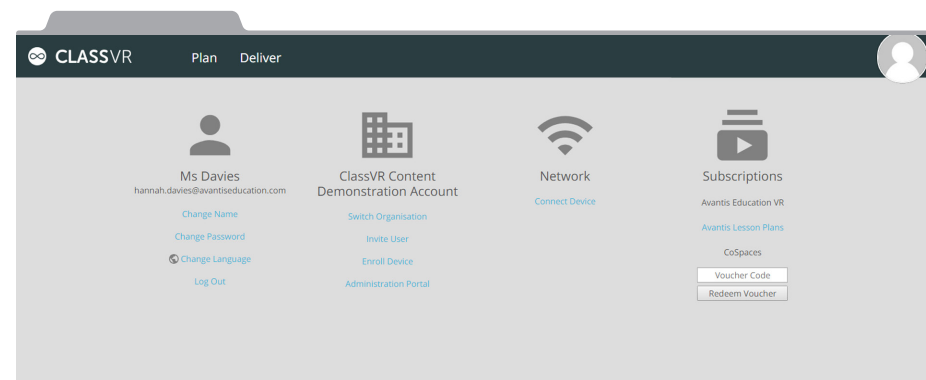
7. From the Proxy Settings window, in the Exceptions field, add an exception for your school's IP address range. Entries in this field are separated by semicolons (;) and wildcards are accepted (e.g. 192.168.1.*)
8. Click the OK button to close the Proxy Settings window.
9. Click the OK button to close the Local Area Network (LAN) Settings window.
10. Click the OK button to close the Internet Properties window.

5.5. Web browser updates

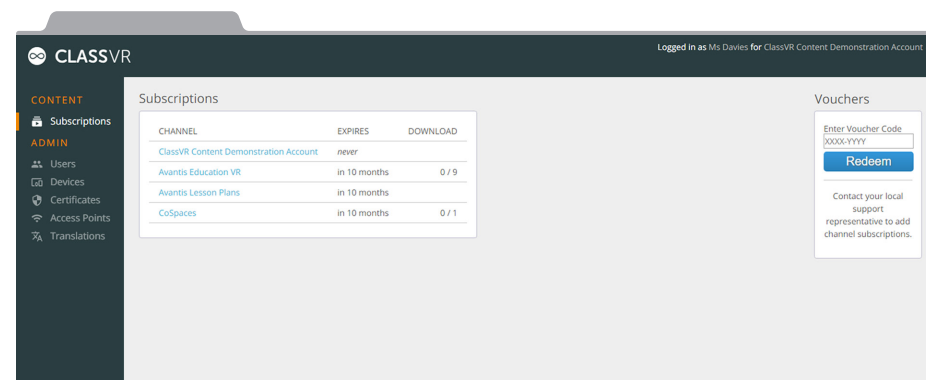
To use the ClassVR Portal, your colleagues should use the most recent version of Google Chrome, Microsoft Internet Explorer or Mozilla Firefox. Ensure that your workstations are running the latest version of any of these browsers.

Section 6 Managing Devices and Users Via the Administration Portal

Users with the Owner or Admin role can also access additional management features via the Administration Portal. Find this by clicking the circle at the top right of the ClassVR Portal and looking for the Administration Portal link under the name of your organisation.



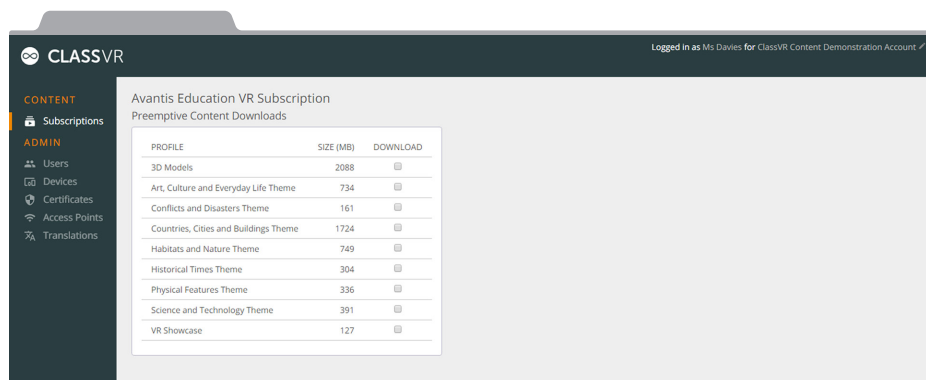
This mini-portal allows you to manage devices, users and additional settings.



6.1. Subscriptions

The subscriptions area allows you to ensure that all relevant content is downloaded and cached on your organisation's ClassVR headsets ahead of a teaching session.

Click the content provider you're interested in; for resources in the ClassVR Library, click Avantis Education VR.

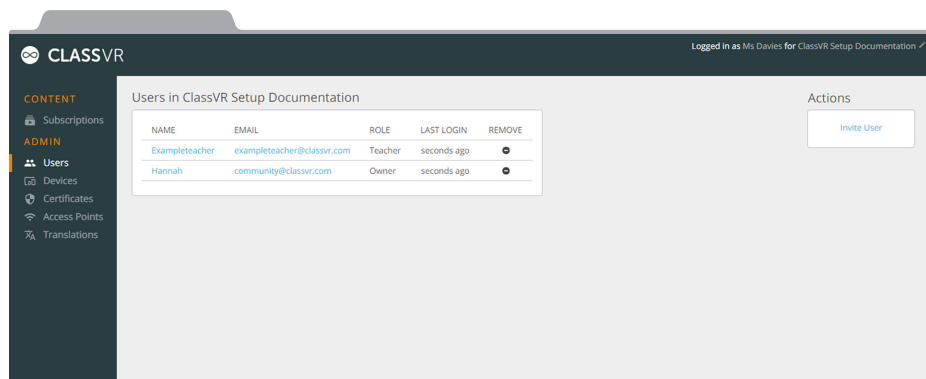


Our content has been allocated to themes, allowing you to pre-download only the experiences that are relevant to your students. Simply select the boxes that are relevant. All 360 images, 360 videos and 3D models in this theme will be automatically downloaded onto all your enrolled headsets.

Devices will download and cache the selected content when they are connected to Wi-Fi and inactive for five minutes or more. As such, we recommend leaving your ClassVR headsets switched on and charging overnight to allow this process to take place.

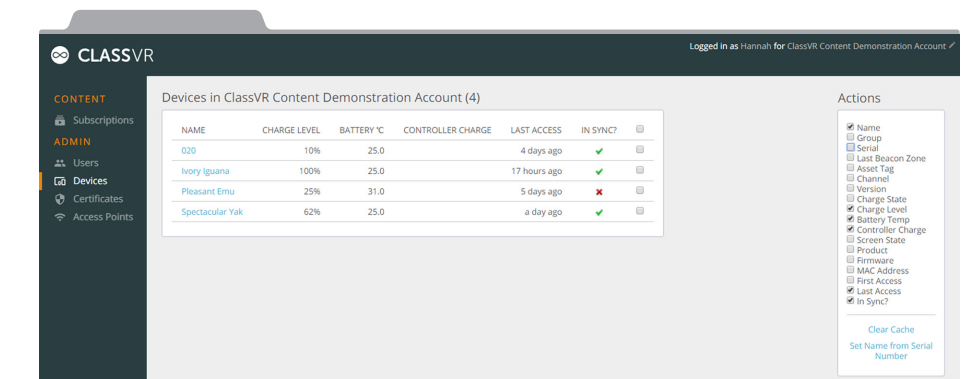
6.2. Users

From the users page, you can view users for your organisation. Click the minus sign to remove a user, or click their name to see additional information (including first and last login times).



6.3. Devices

This page allows you to monitor and manage all the ClassVR headsets in your organisation.

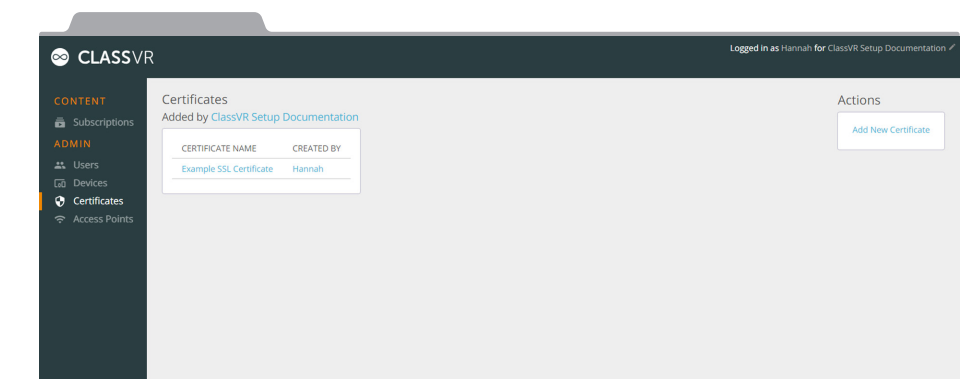


Use the actions box on the right to choose which data to display, including MAC address, battery temperature, serial number, software version and last access (indicating the last time the device communicated with our servers).

From here, you can also see which of your devices are 'in sync': if you see a green check mark here, the device has cached all content specified by you for pre-emptive download in the Subscriptions area of the Administration Portal.

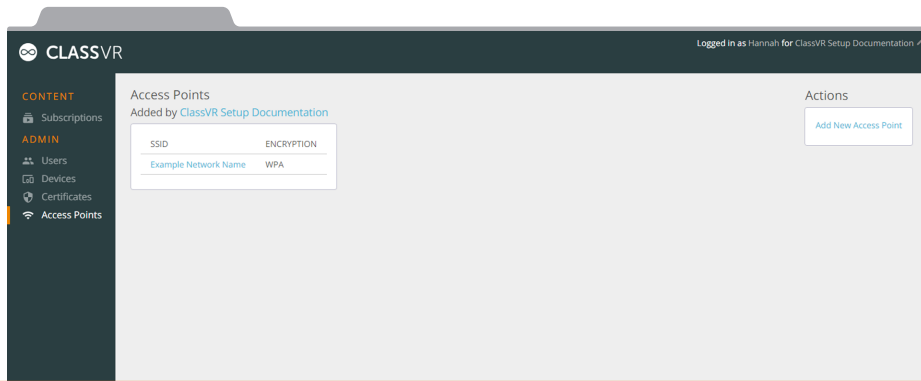
6.4. Certificates

Should your devices require a certificate for full access to online content, you can upload it here. Simply click Add Certificate to name and upload it (in PEM format).



6.5. Access Points

This feature can be very useful for network migrations, or if you wish to use your headsets across multiple wireless networks.



To add a Wi-Fi network, click Add New Access Point at the right of the screen and enter the SSID. On the next page, specify any further details about the network. You also have the option to delay deployment of these network details.

Section 7

Troubleshooting

When I look into my headsets, the picture is misty.

Each of your VR headsets should arrive with a protector affixed to each lens. Ensure that you have removed the lens protectors by carefully pulling the transparent plastic tab affixed to each one.

When I look into my headsets, the picture is blurry.

The focus on each of your headsets can be adjusted by using the focus adjustment (see page 9). You should ask your students to adjust the focus to best suit their eyes each time you use your ClassVR headsets.

My headset won't turn on.

Make sure you press and hold the power button for five seconds. If the ClassVR logo does not appear on the screen after releasing the button, plug your headset into the charging case and allow it to charge for at least two hours (see page 4).

The screen on my headset keeps turning off.

ClassVR headsets have a sensor between the lenses that detects when the headset is being worn. The screen will turn off automatically when this sensor is not activated. If the screen is turning off while the headset is being worn, adjust the face padding to ensure it is not blocking the sensor. Make sure the straps are adjusted so that the headset fits the wearer snugly.

My headsets were all charging correctly but now the charging lights have gone out.

When your ClassVR headsets are fully charged, their charging lights will go out.

I can't see any headsets in the Devices pane.

Your headsets may not be enrolled in your ClassVR Portal organisation. Refer to page 17 to find out how to enroll the headsets.

My headsets appear in the Devices pane but they are all Disconnected.

To control your ClassVR headsets from a computer, the headsets and computer must be on the same network. Make sure this is the case. If you are still experiencing problems, check your computer's proxy settings (see page 27).

My headsets say Connected but not Active – why?

Headsets only appear as Active when they are being worn and the sensor between the lenses is activated. You can test this by placing a finger over the sensor; you should see the device move up to the Connected area.

My headsets are Active but when I press Play my students can only see a grid or a black screen.

Check that all your headsets are correctly connected to the Wi-Fi (see page 15). If they are connected and are responding to commands from the ClassVR Portal but are not showing 360 content correctly, ask your technician to check the whitelisting requirements (see page 27).

I have forgotten my password for the ClassVR Portal.

Visit <http://portal.classvr.com>, enter your email address in the Email Address field and click Forgot your password? You will receive an email containing password reset instructions.

I have forgotten the email address I use to log into the ClassVR Portal.

This will usually be your school e-mail address. If you are unsure after trying your school e-mail, check with your school's key contact for ClassVR.

Where can I find additional support?

For additional support and guidance, visit our knowledgebase at support.classvr.com

Section 8

Health and Safety

Before using the headset

Read and follow all setup and operating instructions provided with your ClassVR headsets.

Your ClassVR headset and management software are not designed for use with any unauthorised device, accessory and/or software. Use of an unauthorised device, accessory and/or software may result in injury to you or others, may cause performance issues or damage to your system and related services.

To reduce the risk of discomfort, adjust the viewing focus using the wheel on top of the headset for each user before use.

A comfortable virtual reality experience requires an unimpaired sense of motion and balance. Do not use the headset when you are: very tired; under emotional stress or anxiety; or when suffering from cold, flu, headaches, migraines, or earaches, as this can increase your susceptibility to adverse symptoms.

We recommend seeing a doctor before using the headset if you are pregnant, elderly, or have pre-existing binocular vision abnormalities or other serious medical conditions.

Children

Adults should make sure children use the headset in accordance with these health and safety warnings. Adults should monitor children who are using or have used the headset for any of the symptoms described in these health and safety warnings, and should limit the time children spend using the headset and ensure they take breaks during use. Prolonged use should be avoided, as this could negatively impact hand-eye coordination, balance, and multi-tasking ability. Adults should monitor children closely during and after use of the headset for any decrease in these abilities.

Seizures

Certain people (about 1 in 4000) may suffer from severe dizziness, seizures, eye or muscle twitching or blackouts triggered by light flashes or patterns. This may occur while they are playing video games, watching TV or experiencing virtual reality, even if they have never had a seizure or blackout before or have no history of seizures or epilepsy. These seizures are more common in children, and in young people under the age of 20. Anyone who experiences any of these symptoms should discontinue use of the headset and seek medical advice. Anyone who previously has had a seizure, loss of awareness, or other symptom linked to an epileptic condition should see a doctor before using the headset.

General precautions

To reduce the risk of injury or discomfort you should always follow these instructions and observe these precautions while using the headset:

- ☑ Use only in a safe environment: the headset produces an immersive virtual reality experience that distracts you from and completely blocks your view of your actual surroundings. Adults should be particularly aware of this when children are using the headset.

- ✔ Always be aware of surroundings before beginning use and while using the headset. Use caution to avoid injury. Serious injuries can occur from tripping, running into or striking walls, furniture or other objects, so clear an area before use. **We advise you to ensure children remain seated where possible.**
- ✔ Be aware that use of the headset may cause loss of balance.
- ✔ Remind children that the objects you see in the virtual environment do not exist in the real environment. They may forget that they cannot sit or stand on them or use them for support.
- ✔ Take special care to ensure that you (and children in your care) are not near other people, objects, stairs, balconies, open doorways, windows, furniture, open flames, ceiling fans or light fixtures or other items that you can bump into or knock down when using—or immediately after using—the headset. Make sure children remain seated and still where possible to avoid collisions with other students and objects.
- ✔ Make sure the headset is level and secured comfortably on your head, and that you see a single, clear image.
- ✔ Do not handle sharp or otherwise dangerous objects while using the headset.
- ✔ Never wear the headset in situations that require attention, such as walking, bicycling, or driving.
- ✔ Allow your body to adjust by easing into use of the headset; use for only a few minutes at a time at first, and only increase the amount of time using the headset gradually as you grow accustomed to virtual reality. Take the time to look around slowly when you first enter the experience.
- ✔ Do not use the headset while in a moving vehicle as this can increase your susceptibility to unwanted symptoms.
- ✔ Adults should take at least a 10 to 15 minute break every 30 minutes. Every person is different; if you feel discomfort, take more frequent and longer breaks. Children should take more frequent breaks.
- ✔ If using headphones, be cautious: listening to sound at high volumes can cause irreparable damage to your hearing. Background noise, as well as continued exposure to high volume levels, can make sounds seem quieter than they actually are. Ensure that you use the sound at a volume that allows you to maintain awareness of your surroundings and reduce the risk of hearing damage
- ✔ **DO NOT LEAVE YOUR CLASSVR HEADSETS IN DIRECT SUNLIGHT. IF DIRECT LIGHT ENTERS THROUGH THE LENSES, THIS CAN CAUSE DAMAGE TO THE DEVICE SCREEN.**

Discomfort

Stop using your ClassVR headset immediately if you experience any of the following symptoms: seizures; dizziness; disorientation; altered, blurred, or double vision or other visual abnormalities; loss of awareness; eye strain; eye or muscle twitching; involuntary movements; impaired balance; drowsiness; fatigue; impaired hand-eye coordination; excessive sweating; increased salivation; nausea; discomfort or pain in the head or eyes; or any symptoms similar to motion sickness.

In some cases, symptoms can persist and become more apparent hours after use of virtual reality equipment. In addition to the symptoms above, you may experience drowsiness and decreased ability to maintain focus on multiple tasks. These symptoms may put you at an increased risk of injury when engaging in normal day-to-day activities.

Do not operate machinery, drive, or engage in other visually or physically demanding activities that have potentially serious consequences, or other activities that require unimpaired balance and hand-eye coordination until you have fully recovered from any symptoms.

Do not resume use of the headset until all symptoms have completely subsided for several hours. Make sure you have properly configured the headset before resuming. You may be more prone to symptoms based upon the content being used, particularly if it involves motion rather than a static image. Bear this in mind when selecting content. See a doctor if you have serious and/or persistent symptoms.

Repetitive Stress Injury

When using gesture control, take special care to avoid exaggerating gestures to the point of injury. This is particularly important when making head gestures. It is crucial to ensure children are aware of the correct gestures (as detailed in the guide) and take care not to injure their head or neck when performing these gestures.

Using the device may make your joints or skin hurt. If you feel symptoms such as tingling, numbness, burning or stiffness, or if any part of your body becomes sore or fatigued while using the headset or its parts, stop and rest for several hours before using it again. If you continue to have any of the above symptoms or other discomfort during or after use, stop use and see a doctor.

Electrical shock

To reduce risk of electric shock:

- ✔ Do not modify or open any of the components provided.
- ✔ Do not use the product if any cable is damaged or any wires are exposed. Immediately contact Avantis Systems Ltd.

Damaged or broken device

If any part is broken or damaged, do not use your device. Do not attempt to repair any part of your device yourself. Repairs should only be made by Avantis Systems Ltd.

Contagious conditions

To avoid transferring contagious conditions (e.g. conjunctivitis), do not share the headset with persons with contagious infections, diseases or conditions, particularly of the eyes, skin or scalp. Clean the headset between each use with skin-friendly non-alcoholic antibacterial wipes. The lenses can be removed by twisting if necessary, and can be cleaned with soapy water and dried with a soft cloth. Dust can be removed from the headset with an air duster.

Skin irritation

The headset is worn next to your skin and scalp; stop using it if you notice itchiness, swelling, skin irritation or other reactions. If symptoms persist, contact a doctor.



www.classvr.com/support