

HPE MYROOM VISUAL REMOTE GUIDANCE FOR THE ENTERPRISE

See through remote eyes and revolutionize your collaboration experience

OVERVIEW

HPE MyRoom Visual Remote Guidance (VRG) is a renewable, software-as-a-service subscription service that is designed to be device agnostic and runs on supported wearable and/or mobile devices. It delivers an enterprise-ready collaboration solution with built-in security features that can help boost productivity, increase efficiency, and decrease costs by using live visually guided, interactive sessions with extended teams. HPE MyRoom VRG enables connectivity to the enterprise via 3G/4G or Wi-Fi. For more information regarding technical requirements, see the [Customer responsibilities](#) and [Technical requirements](#) sections.

HPE MyRoom VRG can assist in areas such as field services, IT, insurance, healthcare, education and training, real estate, and more.

Our offering helps you quickly connect a remote mobile workforce with subject matter experts to receive in-the-moment guidance, which can include interaction with vendors, partners, and other resources. Remote users can activate visual guidance sessions through supported mobile apps or simple voice commands to supported wearable devices; can live-share complete images, video, audio, and data with extended teams; and can record the sessions. This is unlike traditional field experiences that may require significant travel and cost to deliver required services, such as when SMEs must travel to a site for training purposes, or to resolve IT or other operational matters.

BOOST PRODUCTIVITY AND COST-EFFICIENCY WITH LIVE, VISUALLY GUIDED COLLABORATION

Enterprise applications leveraging wearable devices are a new frontier. The technology is accelerating quickly and new use cases are being developed. Today, with HPE MyRoom VRG, you can innovate the way you conduct business, providing faster access to information and faster time to decision. Potential applications include:

- Communication
- Customer relations
- Inventory management
- Quality control
- Just-in-time training
- Remote support

POSSIBLE USE CASE: VISUAL REMOTE GUIDANCE FOR REMOTE FIELD SUPPORT

HPE MyRoom VRG can help you create an innovative service, such as facilitating faster issue resolution by staff while collaborating virtually with a support engineer or expert. Remote workers can activate visual guidance sessions in seconds, through a simple voice command to the wearable computing device, providing convenient, hands-free interaction. This opens an HPE MyRoom live collaboration session with your support engineer or expert. The support engineer can see in real-time what your remote worker sees through the wearable computing device and guides the remote worker through every step. Text chat is also available and may be enhanced with real-time language translations, bringing further convenience to a support experience. At the same time, your remote worker is free to perform the guided actions while continuing uninterrupted communication with your experts. This helps to diagnose and resolve issues more accurately and efficiently, with faster return to productive operation. Additionally, live guidance leverages your engineers' or experts' accumulated expertise to help shorten users' learning curve, enabling them to focus on core tasks.

SUBSCRIPTION SERVICES AND COMPONENTS

The following information outlines the HPE MyRoom and HPE MyRoom VRG services available. For additional information, see [HPE MyRoom features](#) and [Table 1. HPE MyRoom components for Premium, VRG, and Assist—12 month subscriptions.](#)

HPE MyRoom Premium subscription services:

- Term—One year
- One named user
- Base subscription includes
 - An HPE MyRoom Premium account of either 5, 10, 25, or 100 person-capacity rooms
 - Chat (text)
 - Ability to create unlimited 2-hour recordings
 - Unlimited web conferencing

HPE MyRoom Visual Remote Guidance (VRG) subscription service:

- Requires purchase of an HPE MyRoom Premium account
- Term—One year
- Base subscription includes:
 - Subscription to activate the HPE MyRoom VRG software on one mobile/hands-free device

HPE MyRoom Assist subscription service:

- Requires purchase of an HPE MyRoom Premium account and HPE MyRoom VRG
- Term—One year
- One named user
- Base subscription includes:
 - Ability to take control of audio and video settings of a mobile/hands-free device running the VRG software while connected to an HPE MyRoom instance

HPE MYROOM FEATURES

HPE MyRoom Premium subscriptions come with the following features and functionality. Visit myroom.hpe.com/features to view a complete list of features for each type of HPE MyRoom subscription.

- Multiple interface languages—Each user can choose from the 18 different interface languages including Chinese (Simplified), Chinese (Traditional), Czech, English, French, German, Greek, Hungarian, Indonesian, Italian, Japanese, Korean, Polish, Russian, Portuguese, Spanish, Thai, and Vietnamese.
- Access rooms without an account—Meeting guests don't require an HPE MyRoom account.
- Advanced Encryption Standard (AES) 256-bit encryption for encrypted audio, video, and desktop presentation content.
- Annotation tools—Use drawing and text tools to draw attention to content.
- Chat (text)—Text chat inside or outside a meeting.
- Event scheduling—Schedule an event and forward a calendar invite.
- File Transfer—Transfer files from one user to another user.
- Persistent content—Content remains in the chat or room until explicitly deleted.
- Persistent Meeting Keys—Use the same key for multiple meetings. This is especially helpful for recurring meetings.



- Record sessions—Create unlimited 2-hour recordings and save the file locally.
- Share application, region, or entire desktop—Share an application, a region of your desktop, or your entire desktop with others; choose which desktop to share.
- Snap—Take a still picture of what is seen.
- Video—Show one or many video streams.
- Virtual room—Create a virtual room to store content and conduct meetings.
- Whiteboard—Use Whiteboard for freehand designs or highlights during discussions.

TABLE 1. HPE MyRoom components for Premium, VRG, and Assist—12 month subscriptions

Component	Description
HPE MyRoom Visual Remote Guidance	<p>HPE MyRoom Visual Remote Guidance (VRG) requires an HPE MyRoom Premium subscription.</p> <p>HPE MyRoom VRG is software only; it does not include a wearable or mobile device. It allows a wearable or mobile device to connect to an HPE MyRoom virtual room; transmit and receive audio and video; and view room content, as it is being presented during the subscription term. The room participants see what the HPE MyRoom VRG user sees and does, and can provide real-time guidance.</p>
HPE MyRoom Assist	<p>HPE MyRoom Assist requires an HPE MyRoom Premium subscription.</p> <p>HPE MyRoom Assist includes a waiting room and move to room, and may request control of the audio and or video of a VRG remote user or device during the subscription term.</p> <p>For Windows, Mac, and Linux® operating systems, HPE MyRoom Assist includes waiting room and move to room, may request remote control of someone else's desktop, grant remote control of their desktop to others in the room, and gather remote system information.</p>
HPE MyRoom Premium 5 Person (Includes 2 Rooms)	<p>This service includes audio, video, text chat, and unlimited meetings in your virtual room for you and up to four other concurrent users (for example, hosts, presenters, subject matter experts, scribes, participants, Customers, guests, remote devices).</p>
HPE MyRoom Premium 10 Person (Includes 2 Rooms)	<p>This service includes audio, video, text chat, and unlimited meetings in your virtual room for you and up to nine other concurrent users (for example, hosts, presenters, subject matter experts, scribes, participants, Customers, guests, remote devices).</p>
HPE MyRoom Premium 25 Person (Includes 2 Rooms)	<p>This service includes audio, video, text chat, and unlimited meetings in your virtual rooms for you and up to 24 other concurrent users (for example, hosts, presenters, subject matter experts, scribes, participants, Customers, guests, remote devices).</p>
HPE MyRoom Premium 100 Person (Includes 2 Rooms)	<p>This service includes audio, video, text chat, and unlimited meetings in your virtual rooms for you and up to 99 other concurrent users (for example, hosts, presenters, subject matter experts, scribes, participants, Customers, guests, remote devices).</p>
HPE MyRoom SME Premium 5 plus Assist (Includes 2 Rooms)	<p>This service includes audio, video, text chat, and unlimited meetings in your virtual room for you and up to four other concurrent users (for example, hosts, presenters, subject matter experts, scribes, participants, Customers, guests, remote devices). Also, it includes the optional HPE MyRoom Assist.</p>
HPE MyRoom SME Premium 10 plus Assist (Includes 2 Rooms)	<p>This service includes audio, video, text chat, and unlimited meetings in your virtual room for you and up to nine other concurrent users (for example, hosts, presenters, subject matter experts, scribes, participants, Customers, guests, remote devices). Also includes the optional HPE MyRoom Assist.</p>
HPE MyRoom Translation	<p>HPE MyRoom Translation service allows chat text typed by one user into the HPE MyRoom virtual room chat feature, to be translated in near real time into any of several available languages during the subscription term. The translated text appears in the selected language respective to each individual user.</p>



HPE MYROOM AND HPE MYROOM VRG SERVICE ACCESS AND LIVE SUPPORT

Hewlett Packard Enterprise provides the Service(s) in accordance with generally accepted commercial practices. Service availability, not including the scheduled maintenance window, is 99.5% uptime during the annual term of the Services.

Live technical support on HPE MyRoom and HPE MyRoom VRG is available for all supported operating systems at no charge to room owner, hosts, presenters, room administrators, participants, and guests via our service desk. It is offered 24 hours a day, 7 days a week. This is included in the subscription fee. Visit myroom.hpe.com/support to view support contact information.

Dedicated HPE technical assistants as well as event facilitators are available to participate in events as value added services. This is in addition to the subscription fee and must be arranged 30 business days prior to the event. Contact your local sales contact for assistance.

CUSTOMER RESPONSIBILITIES

In addition to any other Customer responsibilities specified herein, the following include responsibilities of the Customer to enable HPE to provide HPE MyRoom and HPE MyRoom VRG (“Services”).

- The Customer will be responsible for ensuring the end-user network and equipment meet the minimum technical requirements as specified by HPE (see [Table 2. Technical requirements for HPE MyRoom and HPE MyRoom Virtual Remote Guidance software](#)).
- The collection of users, rooms, and registered HPE MyRoom VRG devices specific to the Customer, constitute an “Organization.” The Customer shall appoint at least one of the named users to be an administrator. The responsibility of the administrator is to manage the overall HPE MyRoom subscription for the Customer’s Organization. This person will receive subscription expiration notifications via email at 30 days prior to expiration, 7 days prior to expiration, and upon expiration.

GENERAL PROVISIONS AND OTHER EXCLUSIONS

User subscription applies to one named user and is not transferrable. Early termination of subscription services or any service features not used within the subscription term are forfeited, and Customer will not be entitled to a credit or refund for any unused services.

The services described in this data sheet are governed by the [HPE MyRoom Service Terms](#) including the [HPE MyRoom privacy notice](#).

TECHNICAL REQUIREMENTS

TABLE 2. Technical requirements for HPE MyRoom and HPE MyRoom Virtual Remote Guidance software

Feature	Specifications
Desktop/laptop requirements	HPE MyRoom is compatible with Windows, Mac, and Linux operating systems. For current system requirements, visit myroom.hpe.com/support/requirements .
Android/iOS requirements	HPE MyRoom and HPE MyRoom VRG are compatible with Android and iOS mobile operation systems. For current system requirements, visit myroom.hpe.com/support/requirements .



Table 3 lists known compatible wearable devices as of October 2019. For a current listing of compatible wearable device, see VRG Supported Wearables at myroom.hpe.com/vrg. Contact the vendor for the wearable device directly to arrange for purchase.

TABLE 3. Supported wearable devices (as of Oct 2019)

Device	Website
RealWear HMT-1	realwear.com
Epson Moverio BT-300, BT-350	epson.com/moverio-augmented-reality
Optinvent ORA-2, ORA-X	optinvent.com
Vuzix M300, M300XL	vuzix.com/Products/m300-smart-glasses

ORDERING INFORMATION

To obtain further information or to order an HPE MyRoom or HPE MyRoom VRG subscription, contact a local HPE sales representative and reference the part numbers in Table 4.

TABLE 4. HPE MyRoom and HPE MyRoom VRG part numbers

Service name	Part number
HPE MyRoom VRG Software only 1 Year Service	HR2N6E/HR2N6A1
HPE MyRoom Assist Add-On 1 Year Service	HR2N7E/HR2N7A1
HPE MyRoom VRG 5-person room Solution 1 Year Service (Includes 2 rooms)	HR2N8E/HR2N8A1
HPE MyRoom VRG 10-person room Solution 1 Year Service (Includes 2 rooms)	HR2N9E/HR2N9A1
HPE MyRoom VRG 25-person room Solution 1 Year Service (Includes 2 rooms)	HR2P0E/HR2P0A1
HPE MyRoom SME Premium 5 plus Assist 1 Year Service (Includes 2 rooms)	HR2P1E/HR2P1A1
HPE MyRoom SME Premium 10 plus Assist 1 Year Service (Includes 2 rooms)	HR2P2E/HR2P2A1
HPE MyRoom Premium 25 Person 1 Year Service (Includes 2 rooms)	HR2P3E/HR2P3A1
HPE MyRoom Premium 100 Person 1 Year Service (Includes 2 rooms)	HR2P4E/HR2P4A1
HPE MyRoom Translation 1 Year Service	HR2P5E/HR2P5A1

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