

# WildXR Web Portal Installation Management Guide

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## Purpose & Context

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This guide introduces the management of installations (the experience presented to headset users) running the WildXR VR application via the WildXR Web Portal (Wildxr.org).

**⚠ Video Download Time:** Whenever a new instance or update of WildXR is required all associated videos must be downloaded to provide a smooth playback experience. Depending on the video library size and internet speeds, this can take multiple hours. Please consider this when scheduling an update or planning for new WildXR installations.

**⚠ Installations** act as the source of truth for how the WildXR application behaves when online. If changes are made via the user interface, and not by updating the **Installation** assigned to a headset, those changes may be overwritten when the headset connects to the internet. Always update an **Installation** if changes to the WildXR application behavior is

## Prerequisites

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- Windows or Mac computer with internet access
- An internet browser (WPS recommends Chrome)
- A WildXR account with credentials (*may have been created by WPS staff*)
- A **"Device"** - either a VR headset (Quest 2, Quest 3, or Quest 3s) or Computer - with the WildXR application installed

## Quick Overview (for experienced users)

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1. Navigate to the Wildxr.org website
2. Log In with your Username and Password (*may be provided by WPS staff*)
3. Navigate to the Admin -> Installations page
4. Edit an existing or Add a new Installation
5. Verify the Installation settings
6. Plan for video file downloads as necessary for Installation use

## Detailed Steps

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### Access Installation management page on Wildxr.org

1. **Navigate to WildXR web portal**
  - Open web browser and go to WildXR web portal
  - Visit <https://wildxr.org>

## 2. Log In to WildXR web portal

- Enter your Username in the appropriate field
- Enter your Password in the appropriate field
- Click "**Log In**"

## 3. Navigate to the Installation management page

- In the top navigation bar, click "**Admin**"
- In the dropdown menu that appears click "**Installations**"
- *If you are an Organization Admin you will only see installations associated with your organization*
- *If you are a System Admin you will see all installations across all organizations*
- To "**Add**" a new installation continue to Step 4
- To "**Edit**" an existing installation, continue to Step 19

## Add a New Installation

### 4. Begin new installation creation

- On the **Installations** page, click "**Add**" in the top right

### 5. Name, Organization, Tips

- In the "**Name**" field, enter the installation name - *This name is not exposed to the user and is solely for organizational purposes*
- *WPS recommends a naming structure that identifies your organization, lists the location/function of the installation (if appropriate), and internal organizational information*
- *For example **BP - Conservation Hallway - Download Only** shows that the installation is for the **Butterfly Pavilion**, to be used in their **Conservation Hallway**, and is specifically for **Downloading** the videos needed for the installation*
- Choose the "**Organization**" with which this installation is associated
- \*Only **System Admins** can choose an organization, **Organization Admins** will have this field pre-populated with their specific organization
- Enter tips into the "**Tips**" field.
- Each tip should be separated onto separate lines as shown by the pre-populated tips.
- *Tips are shown to users while videos load - if you are only playing a single video on a loop tips are unnecessary*

## Tutorial modes

### 6. Select the appropriate Tutorial mode

- There are four options for **Tutorials** in the WildXR application:
  1. **None** - used when no tutorials are desired or if playing a single video on a loop
  2. **Text** - A text window pop-up displays when a new user is detected in the headset. It briefly describes how to navigate the WildXR application and is closed by the user selecting a "**Close**" button
  3. **Video** - A brief video with narration is played to show a new user how to navigate the WildXR application.
  4. **Dynamic** - If a user does not interact with the WildXR interface for a period of time the **Video** tutorial is played. The tutorial stops as soon as the user interacts with any WildXR elements.
- **Tutorials** should not be used when playing a single video on a loop otherwise they may interfere with video playback - please select **None** in this situation

## Timer settings

- *Timer settings are only available to **System Admins** as they can influence how the WildXR application interacts with users*
- *If you think your installation would benefit from a specific timer setting, please contact WPS staff for assistance*

### 7. App Timer Length, Idle Timer Length, Idle Timer Delay

- **App Timer Length Seconds** controls how long a new user can use the WildXR application before a grey wash overlays the interface.
- *This setting is considered a **Beta** feature and may not behave reliably in all situations*
- **Idle Timer Length Seconds** acts as a backup to the headset **Presence Sensor** as presence detection can be unreliable with various Meta firmware versions
- **Idle Timer Length** is the amount of time after which a lack of movement within the headset triggers a **Presence Sensor** event within the WildXR application
- *This setting was primarily used to trigger **Spectator Camera** events on connected systems, but may also be helpful in gathering **Analytic** data*
- **Idle Timer Delay Seconds** is the delay between the time a headset detects new motion to the time at which it resets the headset view
- **Idle Timer Delay** reduces the chance that a headset will show a non-standard view when mounted (put on by a user) after having been stored on a hook
- *This delay is difficult to predict without some experience and should be custom set for each **Installation** if **Idle Timer Length** is being used*

## Globe Starting position

### 8. Globe Start Latitude and Longitude

- Determines where on the globe a gaze reticle will be positioned for new users
- Not used when a single video is played on loop
- If multiple **Map Markers** are used in a **Video Catalogue**, WPS recommends positioning the gaze reticle close to at least one marker
- *WPS recommends using Google maps to find a position that works best for your installation*
- *WPS recommends not positioning your **Globe Start Lat. and Long.** too close to a **Map Marker**, as the associated gallery may open before the user realizes they can navigate the globe*
- Lat. and Long. co-ordinates can include decimal digits, but cannot be 0 and 0

## Video Catalogue settings

### 9. Select Video Catalogue

- A **Video Catalogue** is a collection of videos that can be used for various **Installations**
- Use the "**Web Portal Video Catalogue Creation Guide**" to create or edit a **Video Catalogue** and for more information about using catalogues for specific purposes
- If you are logged in as an **Organization Admin**, only catalogues associated with your **Organization** or those created by **WildXR** staff are available
- **System Admin** have access to all catalogues
- Select the catalogue to be used for your **Installation**

## 10. Show adult content

- Check the "**Show Graphic Death**" to expose videos that show adult content involving death or gore
- Check the "**Show Graphic Sex**" to expose videos that show adult content involving reproductive behavior
- If these boxes are left unchecked, videos that show this content will not be visible within the WildXR application
- ⚠ Regardless of whether these checkboxes are selected or not, it is possible to select a video as an **Installation** startup video that contains adult content.
- ⚠ Review video selection to ensure content is appropriate for your intended audiences.

## WildXR application startup behavior

### 11. Select Startup Video, Loop Video, Resume Video

- Select a "**Startup Video**" to play when WildXR launches.
- **Startup Videos** must be part of the currently selected **Video Catalogue**
- Select the "**Startup Video Loop**" checkbox if you want the startup video to play continuously in the headset - this will be the only video that plays
- If the **Startup Video** is a video introduction to an **Installation** and you want it to play once for each user, leave the "**Startup Video Loop**" box unchecked
- If you want users to choose their own video from the **Video Catalogue** leave the "**Select Startup Video**" field blank
- Checking the "**Resume Startup Video on Awake**" box will cause the video to continue playing when a new user picks up the headset instead of starting from the beginning

## Favorites

### 12. Select Favorites, Filter Favorites by Default

- The "**Select Favorites**" field is multi-select and allows the selection of videos from the current "**Video Catalogue**"
- Click the field to expose a drop-down menu of videos, or begin typing to have videos suggested based on title.
- To remove videos from the **Favorites** list, click the **x** button in their title display.
- Select the "**Filter Favorites By Default**" checkbox to have thumbnail galleries display **Favorites** instead of all videos represented by a **Map Marker**
- *Users can switch to seeing all videos, instead of only favorites, by selecting the **All** button at the top of a thumbnail gallery*

## Set videos to download automatically

### 13. Automatic Download Mode

- ⚠ Automatic video download is affected by current internet connection strength and speed
- ⚠ A weak or intermittent internet connection can cause playback issues in videos (distorted audio or clipped video playback)
- ⚠ Downloading videos while a video streams (or plays locally) can impact video playback quality
- ⚠ WPS recommends that all videos be allowed to download completely prior to using headsets in a public setting.
- There are four options to choose from under WildXR's "**Automatic Download Mode**":
  1. **Download Nothing** - No videos are automatically downloaded when WildXR launches
  2. **Download Startup Video** - The currently selected **Startup Video** is automatically downloaded when WildXR launches
  3. **Download Favorites** - All videos selected as **Favorites** are downloaded when WildXR launches
  4. **Download Entire Catalogue** - All videos in the currently selected **Video Catalogue** are downloaded when WildXR launches
- ⚠ Sideloading a headset with videos (transferring video files via a USB connection) is recommended for large videos and large video catalogues

## Control, Demo Mode, Menu Tray, and Session Data

### 14. Select Control

- By default, users interact with the WildXR user interface with **Gaze** control - controlling a selection reticle with head movement
- Select **Hand Controllers** to allow users to use the physical controllers, modeled as hands, to interact with the WildXR user interface
- ⚠ The **Hand Controllers** option is still in development and may cause unexpected behavior in the app and is not recommended for public use
- ⚠ Giving the public access to the physical controllers associated with VR headsets allows them to exit WildXR and gain access to the general VR interface which is generally undesirable

## 15. Demo Mode

- ⚠️ **Demo Mode** is recommended for most public deployments of WildXR ⚠️
- When **Demo Mode** is selected it has the following effects on the WildXR user interface:
  1. Addition/Removal of videos from the **Favorites** category is disabled
  2. Addition/Deletion of videos from the **Downloaded** library is disabled
  3. WildXR will return to the **Globe Scene** after a period of inactivity if no **Startup Video** is selected
  4. The **Download Queue** is hidden from the WildXR user interface
  5. The **Admin Panel** access button is hidden
  6. With **Demo Mode** disabled the **Admin Panel** is shown beside the **Menu Tray** (if the Menu Tray is visible) and gives access to:
    1. Showing/Hiding the **Video Streaming** warning
    2. Showing/Hiding Adult content (videos that show graphic scenes of death, gore, or reproductive behavior)
    3. Starting galleries in the **Favorites** instead of the **All** videos view
    4. Switch between **Gaze** and **Hand Controller** options
    5. ⚠️ Enable **Voice Control** - an experimental feature

## 16. Show Menu Tray

- The WildXR **Menu Tray** sits beneath the navigation globe and thumbnail galleries giving access to the **All Clips** and **Short Films** galleries
- **All Clips** is a single gallery view that shows all videos available in the **Video Catalogue** associated with the **Installation**
- **Short Films** is a gallery that displays videos tagged with either the **Compilation** or the **Short Films** tag

## 17. Send Session Data

- ⚠️ This feature is in development
- When selected **Send Session Data** will send information about how users are interacting with the WildXR application and the videos shown in the assigned **Installation**

## 18. Save new installation

- Click the **"Save"** button to save your new installation and allow its assignment to registered devices
- Click the **"Cancel"** button to discard your installation and return to the **Installations** page

## Edit an existing installation

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- *Organization users can only edit installations that their organization owns*
- *If you have concerns about an existing installation that your organization does not own, please reach out to WPS Staff for assistance*
- ⚠ Updates to an **Installation** are not applied to registered **Devices** until that device is connected to the internet and WildXR is stopped and relaunched

### Access the Installations page on Wildxr.org

#### 19. Navigate to WildXR web portal

- Open web browser and go to WildXR web portal
- Visit <https://wildxr.org>

#### 20. Log In to WildXR web portal

- Enter your Username in the appropriate field
- Enter your Password in the appropriate field
- Click "**Log In**"

#### 21. Navigate to the Installations page

- In the top navigation bar, click "**Admin**"
- In the dropdown menu that appears click "**Installations**"
- *If you are an Organization Admin you will only see installations associated with your organization*
- *If you are a System Admin you will see all installations across all organizations*

### Search for the installation that needs editing

#### 22. Locate the installation to edit

- Enter all or part of the **Installation** name in the "**Filter by name**" field in the upper left
- Click the "**Search**" button to filter the visible **Installations**
- Click on the **Installation** that needs editing to open the editing view

#### 23. Edit installation and save

- Edit the fields as necessary to update the **Installation**
- Updating the **Video Catalogue** will change which videos are available for **Startup Video** and **Favorites**
- Updating the **Automatic Download Mode** will not remove any previously downloaded videos, but will stop any downloads in progress when the WildXR application is relaunched
- Click the "**Save**" button to save updates
- Click the "**Cancel**" button to discard updates



## Applying your installation to devices

### 24. Assign installation to registered devices

- **Installations** must be assigned to registered **Devices** before they can be seen in the WildXR application
- Follow the steps in the **Web Portal Device Management Guide** for more information on assigning **Installations** to **Devices**

## Troubleshooting

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### Unable to log onto the Wildxr.org website:

- Ensure you are entering the correct credentials to log into Wildxr.org (*May have been supplied by WPS Staff*)
- If someone within your organization created your account; check that they assigned a password to your account (*passwords are not created automatically*)
- Double-check the URL you have entered into your Web Browser (*WPS recommends using Chrome*)

### Unable to edit an existing Installation:

- **Organizations** are only allow to edit **Installations** that were created by their **Organization**
- **Organizations** can see **Installations** that were created by WPS Staff under the **WildXR** organization, but do not have permission to edit their contents

### Unable to change the Organization field during Installation creation or editing:

- If you are logged in to the wildxr.org website as an **Organization Admin** you will not be able to edit the **Organization** field of an **Installation**
- If you feel the **Installation** in question should belong to a different **Organization** please contact WPS staff for assistance

### Organization field shows different Organization than expected / does not match my Organization:

- Please double-check that you are logged into the correct account
- If you are a **System Admin** users, you will have access to all **Organizations** and can choose the correct value for the **Organization** field
- If you require further assistance please contact WPS staff

### Tips do not display:

- **Tips** are only shown to users during loading screens, both for the WildXR application and for videos within the WildXR application
- Most deployments launch WildXR automatically before opening hours and the initial loading screen tips will not be seen
- If your deployment includes videos on a loop, no loading screen will be shown and therefore **Tips** will not be displayed

- Most deployments have downloaded videos, not streaming videos, to increase playback quality, this results in a very brief loading screen before video playback and **Tips** may not be visible

#### **Tips display, but not as expected:**

- **Tips** display in a carousel, one-by-one, for a set period of time
- Each **Tip** should be one a single line, longer **Tips** should have no line-breaks, return/enter characters, between them
- Depending on the time a loading screen is shown, **Tips** might not be visible, or only the first **Tip** may display

#### **Tutorial not displayed:**


- Depending on the type of **Tutorial** selected, the interface may not show immediately on launch
- **Dynamic tutorials** will only show if there is not headset movement or interaction with UI elements by the user
- **Text** and **Video tutorials** may not show if a headset is passed from user to user, as opposed to the headset being put down and picked up
- If **Tutorials** continue to behave in an unexpected manor, please contact WPS Staff.

#### **Tutorial displaying and should not be**

- Ensure that the **Select Tutorial Mode** field is correctly set to **None** and save the **Installation**
- If the "**Save**" button is light green not changes have been applied and you can return to the **Installations** screen

## Important Notes

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 **Developer Privileges Required:** Your Meta account must have developer access granted by WPS before MQDH will function properly for custom app installation.