



Remote Service Platform (MyRoom/VRG)

MyRoom Visual Remote Guidance (VRG) helps you quickly connect a remote mobile workforce with subject matter experts to receive live inspection or guidance, which can include interaction with suppliers, 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.

- ✓ Multiple interface languages
- ✓ 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
- ✓ Online HMT-1 configuration of MyRoom Set Up Software by a Vmatch Remote Expert
- ✓ Subscription period: 12 months

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