Knowledge Base

First time Accessing Kramer

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Applicable to: UCR Clinical Staff / Students
Distribution: UCR Clinical Staff

The knowledge defined in this document are subject to regular review based on input from UCR SOM Information Technology personnel. Suggestions or updates to the content of this document should be submitted to the document owner.

Purpose & Overview:

This document will outline the process to the first steps needed by clinical staff that it's their first-time logging into Kramer
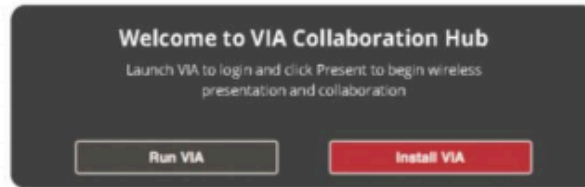
Support Info:

VIA GO QUICK START GUIDE

For User

STEP 1: Connect Your Device to the Proper Network

1. Connect your device to the same network used by Kramer **VIA GO** in the specific meeting room (either Wi-Fi or LAN).

STEP 2: Run or Download the Application

2. MAC or PC

3. Navigate to the embedded Web page of **VIA GO** by entering the Room Name of the VIA into your computer's browser.

4. Select **Run VIA** to execute the application only (intended for guests who will be using the VIA once) or select **Install VIA** to download the VIA application on your computer (intended for regular users of the VIA).

Welcome to VIA Collaboration Hub

Launch VIA to login and click Present to begin wireless presentation and collaboration

Run VIA   Install VIA

iOS /Android/Windows Phone

5. Download and install the free VIA App from Apple's App Store or Google's Play Store or Window Store. Use the QR code above.

STEP 3: Login

Room Name: Copy the room name as appears in the wallpaper (IP Address).

Nickname: Enter a name for your device.

Code: Enter a 4-digit code as it appears in the wallpaper (if enabled).

Login: Press Login to join the meeting.

Knowledge Base

STEP 4: Main Menu

Multimedia

Present

Participants

Click on **Present** to put your screen up front and on **Participants** to see who else is connected

STEP 5: Features

For a complete, updated list of available features go to:
www.true-collaboration.com/products.html#

Wireless Connection
Connect wirelessly with your own device

Mobile Mirroring
Show any content from your iOS or Android device on the main display

Full HD Video Streaming
Share uninterrupted full HD wireless video streaming (up to 1080p60) and photos
* Supports up to 6Mbps video bit rate when using the built-in Wi-Fi module in Access Point mode

Knowledge Base

Escalation/Contacts:

Level 1 - OIT Helpdesk helpdesk@medsch.ucr.edu

Level 2 – System Administrator

Detailed Revision & Approval History

Date Revised	Description of Changes	Author	Reviewer	Date Approved
04/29/2017	Initial Draft	Jeff Flogerzi	Jeff Flogerzi	04/29/2017
mm/dd/yyyy				mm/dd/yyyy
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