First time Accessing Kramer

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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:
Knowledge Base

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 login wireless presentations and Collaboration

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

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

<table>
<thead>
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<th>Date Revised</th>
<th>Description of Changes</th>
<th>Author</th>
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