

VR Experience - Serpenti 2025

Vademecum

EVENT

BULGARI VR EXPERIENCE
HARDWARE LIST

HARDWARE LIST

Requirements - HTC Vive XR Elite

Hardware list	Specification
<u>Vive XR Elite (Business)</u>	<ul style="list-style-type: none">• 128GB• 12GB RAM
<u>Deluxe Pack</u>	<ul style="list-style-type: none">• Back-to-front top strap that helps comfortably distribute weights• Deluxe face gasket with a velvety texture.
<u>Vive Battery Cradle</u>	<ul style="list-style-type: none">• Hot-swappable and replaceable battery.



Requirements - Vive XR Elite



Requirements - Computer

Hardware list	Specification
<u>Zotac Magnus One</u>	<ul style="list-style-type: none">● 20 x 35 x 35 cm● SSD 1TB● RAM 32GB● RTX 4070
<u>Google Pixel Tablet</u>	<ul style="list-style-type: none">● 30x25x15 cm● 128GB● Charging Dock
<u>Router LAN</u>	<ul style="list-style-type: none">● 35 x 26 x 24 cm● ROG Rapture GT-AX6000



Requirements - Computer



Requirements - Router

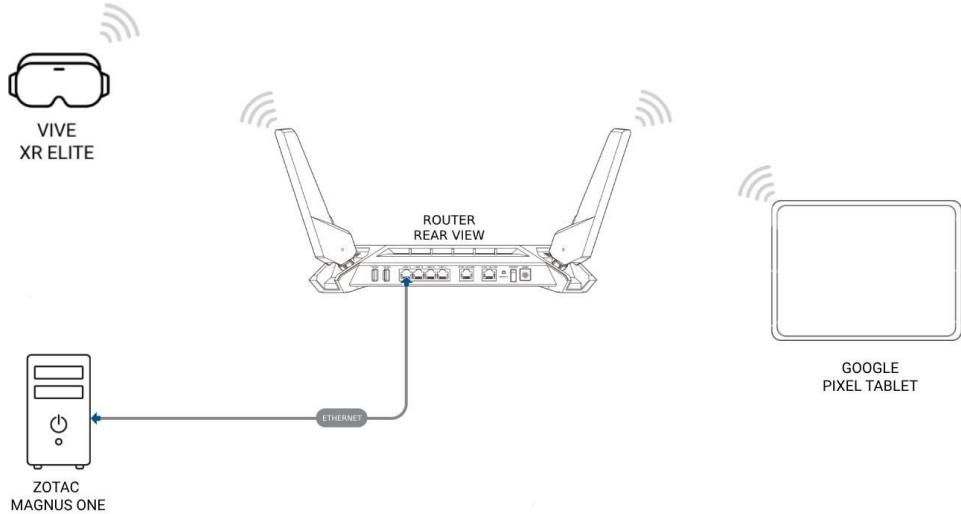


Requirements - Tablet

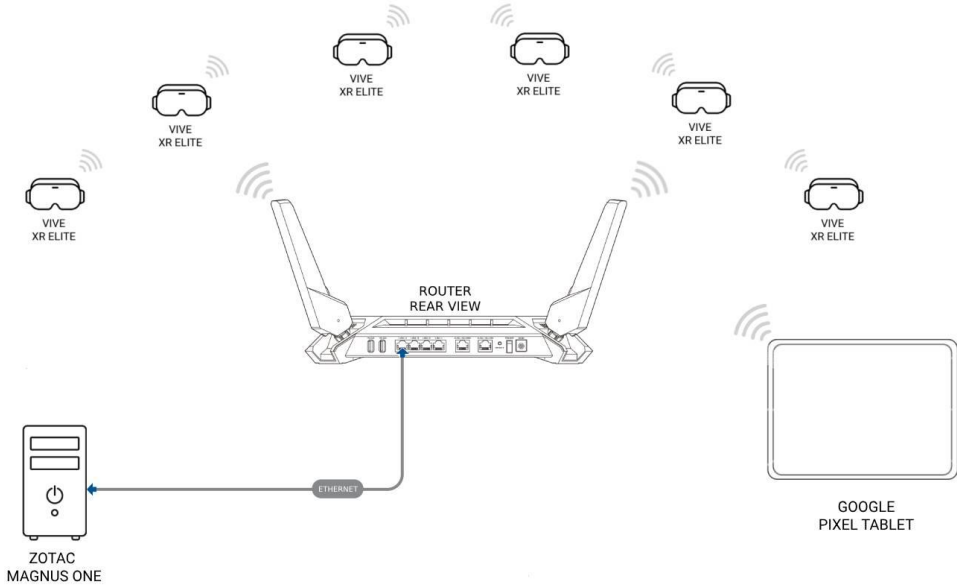


BULGARI VR EXPERIENCE
SET-UP / CABLING PROCESS

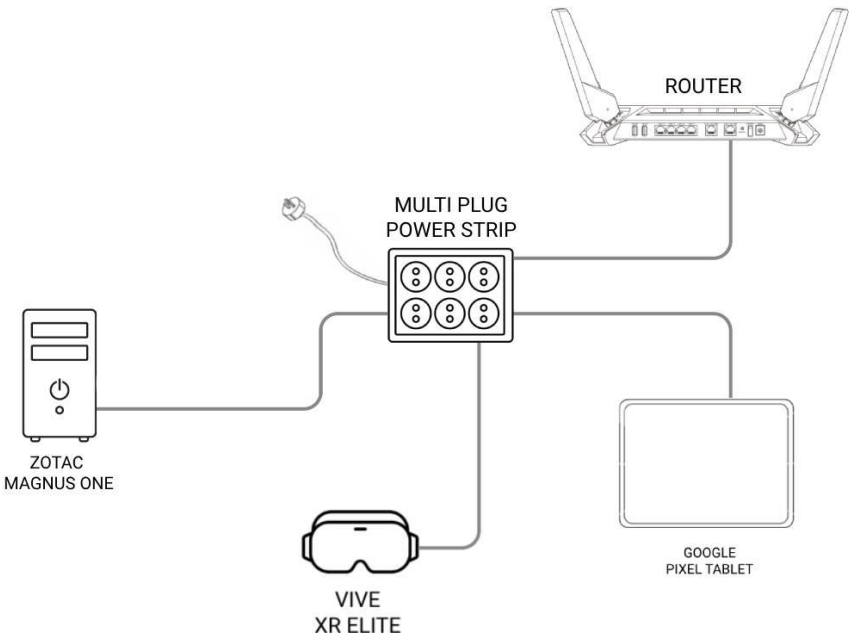
Network Setup - Single Headset



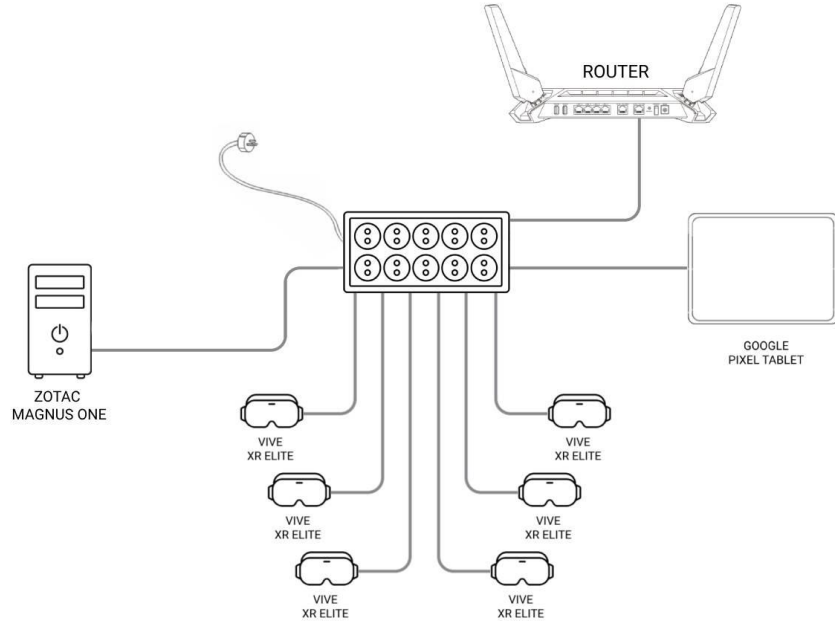
Setup / Cabling Process



Electric Setup - Single Headset



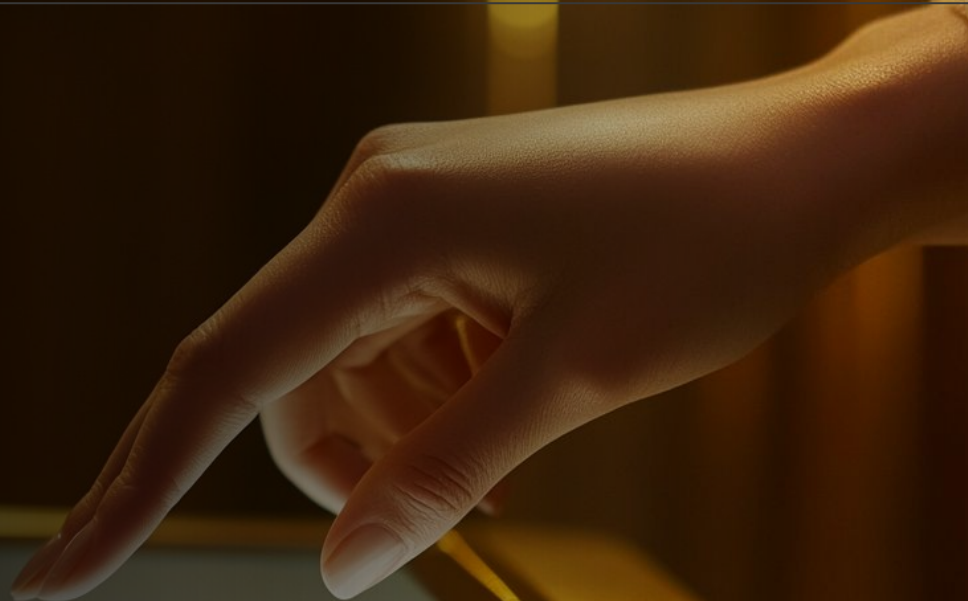
Electric Setup - Multi Headset



BULGARI VR EXPERIENCE
Event Experience Management

Event Experience management

The experience will be easily manageable via an interface located on the Store Visor Desk. That will help the hostesses to swap visors (if they need to use the backup) and select the language for different users.



Tablet Experience

Select Device

Option to choose between connected devices.

Select Language

Option to choose from available languages

Device State

Device state based on colors:

- Green: the device is ready
- Orange: the device is busy
- Gray: the device is offline



Tablet Experience

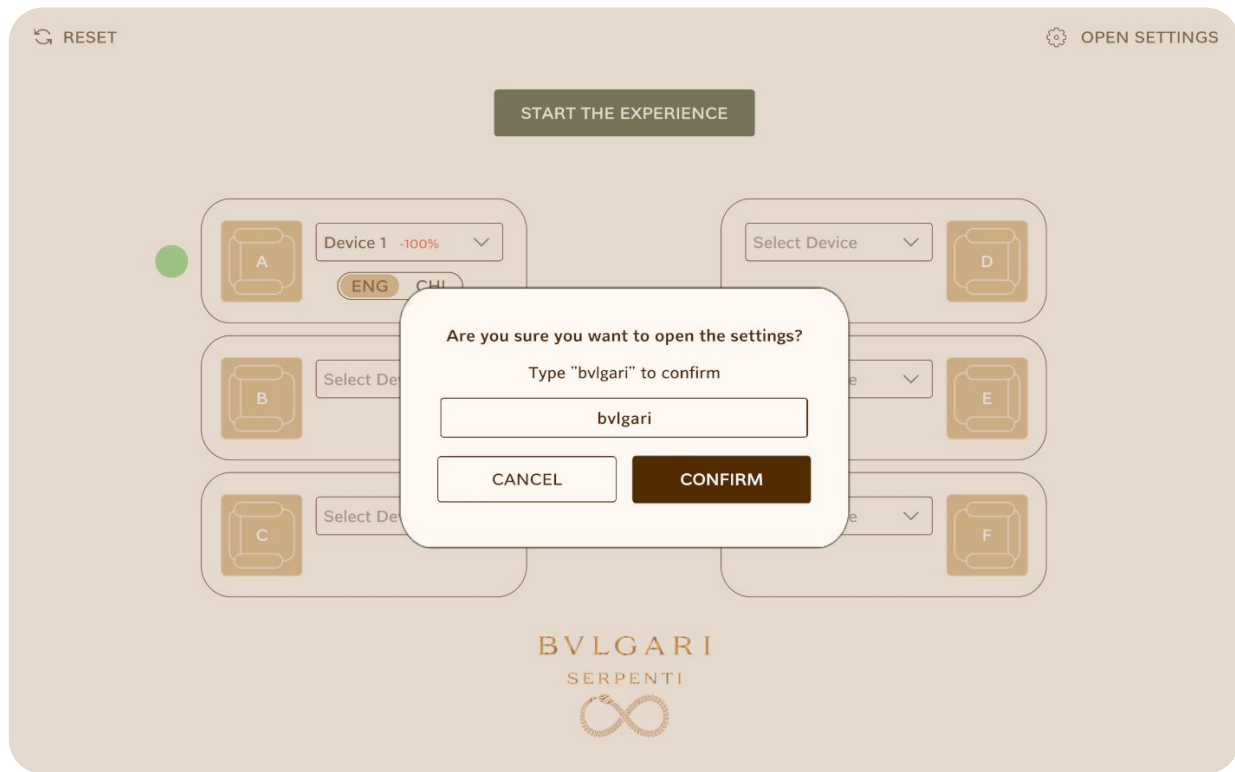
Settings

Open the setting section with the current applied settings and can be easily changed.

Reset

Reset all the settings and videos on all the connected headsets. This force a re-setup and re-download of the videos

The 'Settings' button and the 'Reset' button open a pop-up that asks for a specific input to confirm the action. This is to avoid unintentional clicks when managing the tablet.



Setting Section

Device Number

Number representing the headset number.
Each headset **MUST** have different numbers.

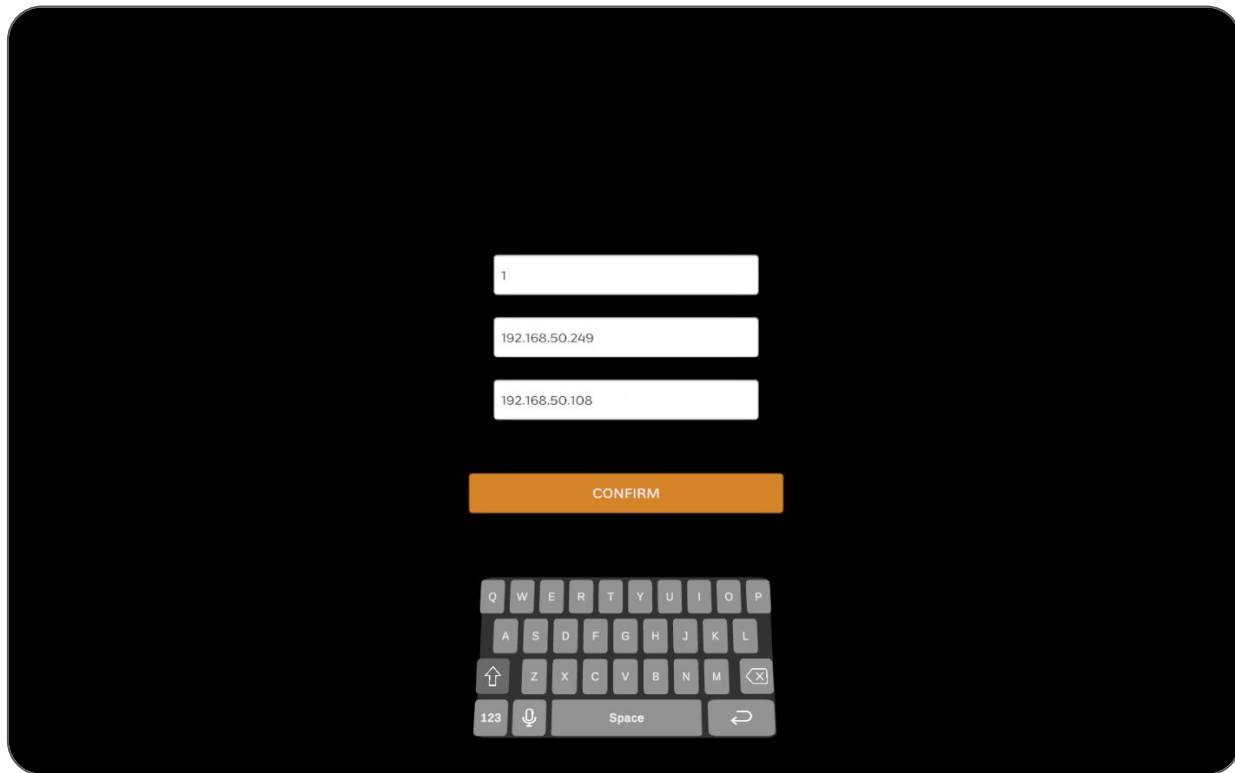
Tablet IP

Local IP Address of the tablet.
This can be found on the wi-fi settings on the tablet.

PC IP

Local IP Address of the PC.
This can be found on the ethernet settings on the tablet.

**If tablet and PC are active,
the IP fields are
automatically filled in.**



BULGARI VR EXPERIENCE
Hotel Experience Management

HOTEL Experience management

The experience will be easily manageable via an interface located on the Store Visor Desk. That will help the hostesses to swap visors (if they need to use the backup) and select the language for different users.



Tablet Experience

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Tablet Experience

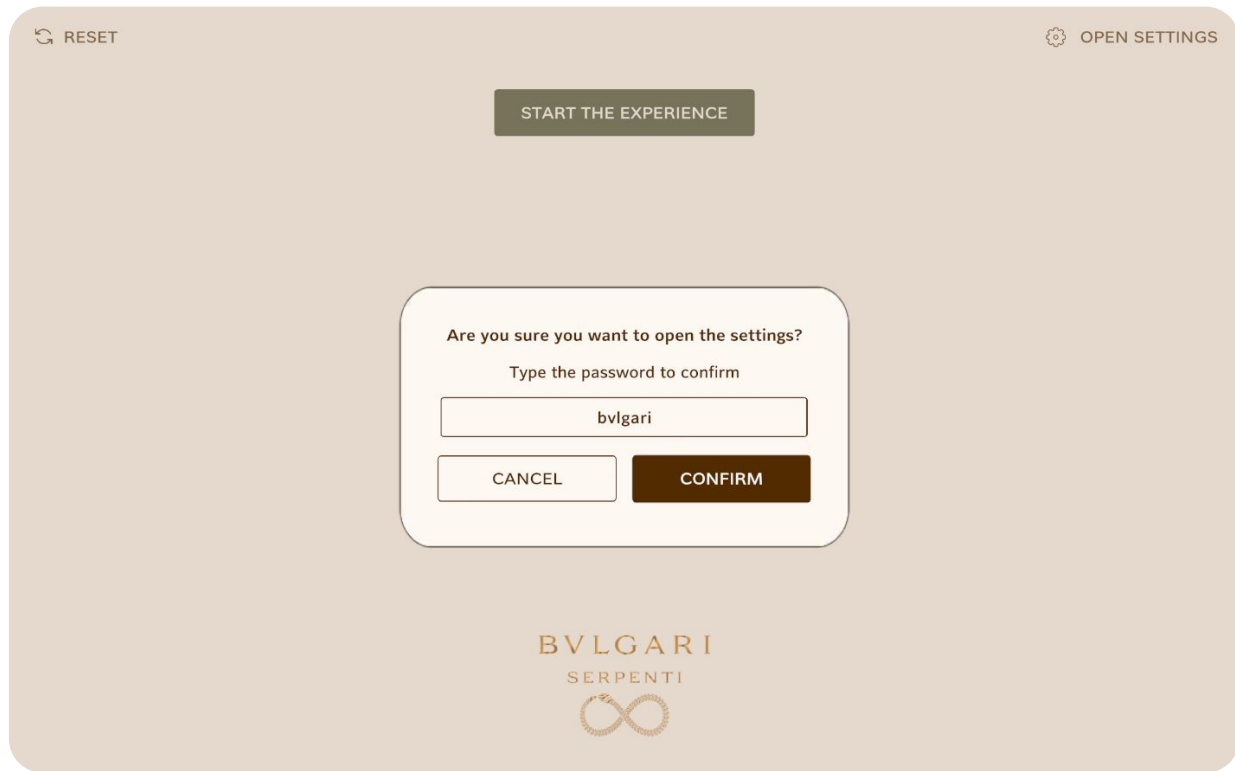
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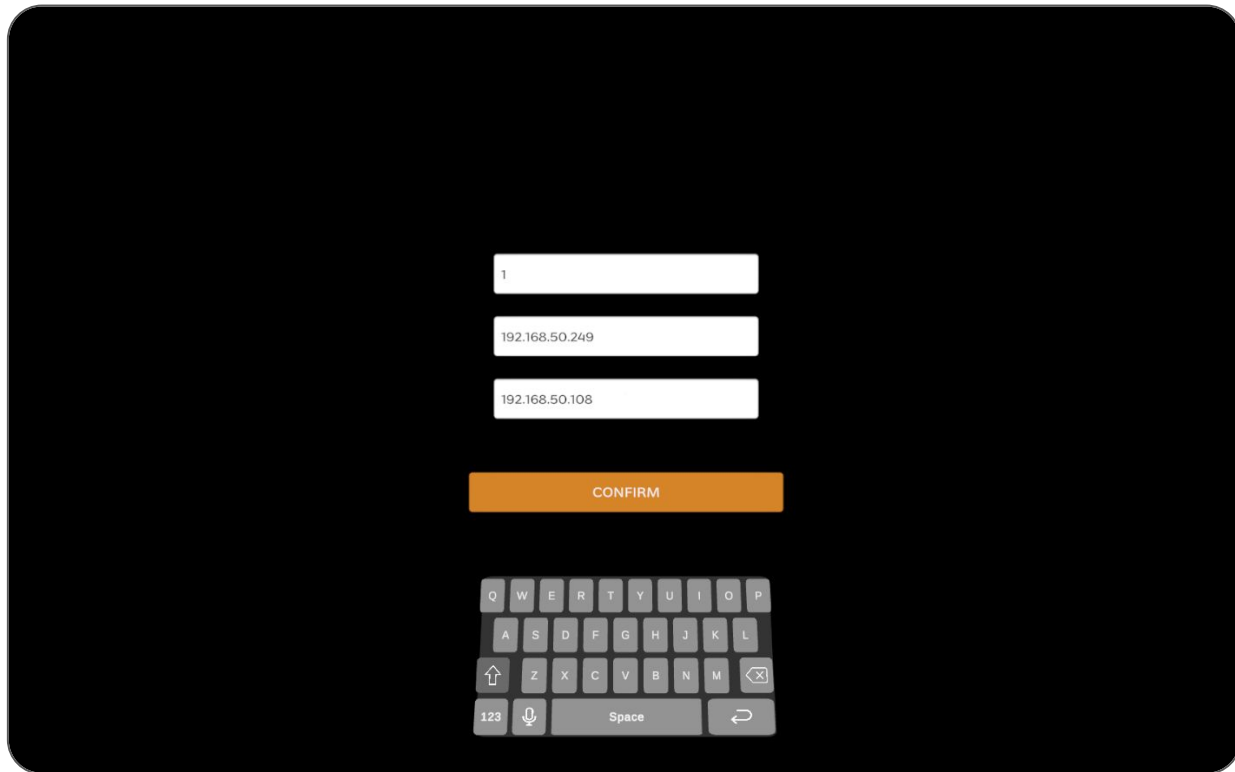
Tablet IP

Local IP Address of the tablet. This can be found on the wi-fi settings on the tablet.

PC IP

Local IP Address of the PC. This can be found on the ethernet settings on the tablet.

If tablet and PC are active, the IP fields are automatically filled in. The device number field is automatically set to device 1.



BULGARI VR EXPERIENCE
Experience Video Updates

Video Update

The videos inside the experience can be updated in two ways:

- Manually, connecting the headset to the pc
- Automatically, forcing the headset to download again

For both the solution, the new videos must be placed inside the window folder *%USERPROFILE%/Documents/videos-experience*.

The video must follow the following naming convention “Chapter**N**_Language.mp4”.

The experience is setted to handle 2 files:

- Chapter1_chinese.mp4
- Chapter1_english.mp4

Place (or replace) the new videos inside the above folder and move to the next step based on the type of update.

Video Update - Automatic

In order to force the headset to automatically download the new videos from the pc, all the experience settings must be resetted.

Using the tablet click on the 'Reset' button and confirm the action by typing 'bvlgari' and the the 'confirm' button.

Inside the headset you'll see the settings section without any precompiled info.

Insert the information properly:

- Device Number: the same number the headset's sticker
- PC IP: Local IP Address of the PC
- Tablet IP: Local IP Address of the Tablet

Once all the information are filled properly, a 'Confirm' button will appear. After the click, the headset will load the Experience and will start downloading the videos.

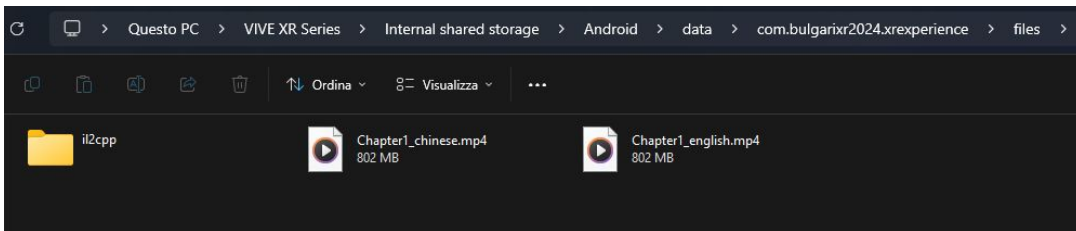
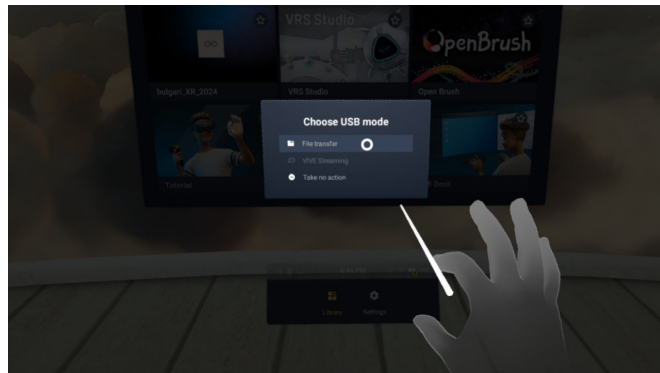
A progress bar will appear in front of the view and will lode twice, one for video.

Video Update - Manual

To manually copy the file inside the Headset, you need to connect it to the PC via a usb-c cable. Once connected, a pop-up will appear inside the headset asking for permission to access the files.

After allowing file transfer on the headset, open file explorer on the PC and click 'Vive XR Elite' in the list of the available resources.

Navigate to the folder "Internal shared storage\Android\data\com.bulgarixr2024.xrexperience\files" and you should see the current available videos. Select and delete them and place here the new videos.

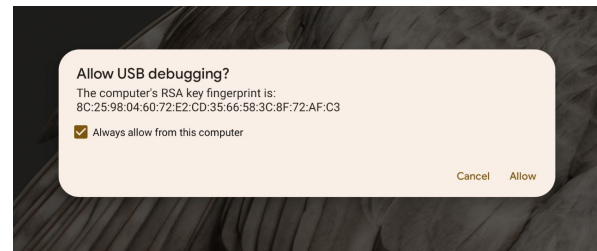


Tablet App

To install the tablet app, download the zip file provided by MONOGRID and uncompress it in the Desktop.

Next connect the Tablet to the PC, it could ask permission for USB debugging if it's the first time connecting it.

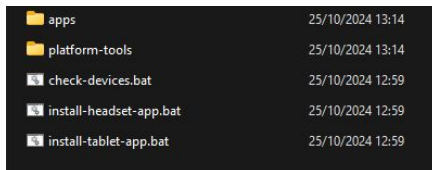
Click on 'Always allow from this computer' and then confirm the action by clicking 'Allow'.



Move to the uncompressed folder now.

There are 3 files:

- 1) check-devices
- 2) install-headset-app
- 3) install-tablet-app



The first file is to check whether the tablet is connected and recognized by the pc. Double click to launch it.

There could be 3 different scenarios:

```
C:\windows\system32\cmd.exe
C:\Users\MONOGRID\Desktop\Tools>.platform-tools\adb devices
List of devices attached
```

Device not connected:
Check the usb connection

```
C:\windows\system32\cmd.exe
C:\Users\MONOGRID\Desktop\Tools>.platform-tools\adb devices
List of devices attached
3704105H808UBK unauthorized
```

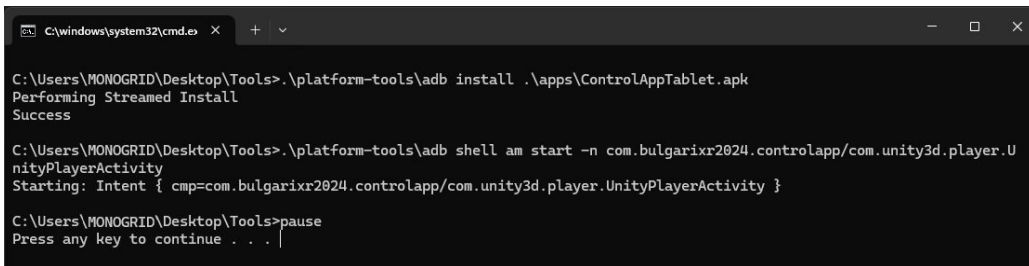
Device unauthorized:
Replug the usb cable and check the tablet for the permission pop-up

```
C:\windows\system32\cmd.exe
C:\Users\MONOGRID\Desktop\Tools>.platform-tools\adb devices
List of devices attached
3704105H808UBK device
```

Device authorized:
Tablet ready to be used

Tablet App

Once the tablet is ready to be used, double click the 'install-tablet-app' file and let the program finish.



```
C:\windows\system32\cmd.exe x + v
C:\Users\MONOGRID\Desktop\Tools>.\platform-tools\adb install .\apps\ControlAppTablet.apk
Performing Streamed Install
Success
C:\Users\MONOGRID\Desktop\Tools>.\platform-tools\adb shell am start -n com.bulgarixr2024.controlapp/com.unity3d.player.UnityPlayerActivity
Starting: Intent { cmp=com.bulgarixr2024.controlapp/com.unity3d.player.UnityPlayerActivity }
C:\Users\MONOGRID\Desktop\Tools>pause
Press any key to continue . . . |
```

Sometimes the installation fails due to app packages mismatch bundle layout. Before re-trying the installation, the app previous version must be uninstalled manually from the tablet.

Open the tablet settings, click on the 'Apps' section, click on 'ControllApp' icon and then Uninstall.

Repeat the step before to launch a new installation process.

Headset App

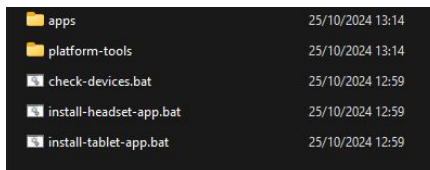
To install the headset app, download the zip file provided by MONOGRID and uncompress it in the Desktop.

Next connect the Headset to the PC via the provided usb cable.

Move to the uncompressed folder now.

There are 3 files:

- 1) check-devices
- 2) install-headset-app
- 3) install-tablet-app



The first file is to check whether the headset is connected and recognized by the pc. Double click to launch it.

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List of devices attached
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```

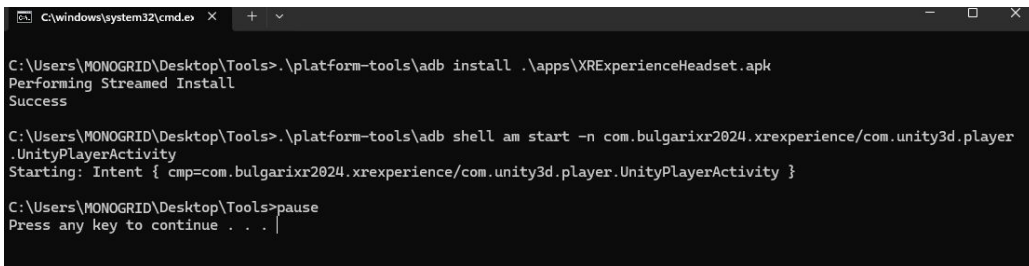
Device unauthorized:
Replug the usb cable and check the headset for a permission pop-up

```
C:\windows\system32\cmd.exe
C:\Users\MONOGRID\Desktop\Tools>.platform-tools\adb devices
List of devices attached
3704105H808UBK device
```

Device authorized:
Headset ready to be used

Headset App

Once the headset is ready to be used, double click the 'install-headset-app' file and let the program finish.



```
C:\windows\system32\cmd.exe X + v
C:\Users\MONOGRID\Desktop\Tools>.\platform-tools\adb install .\apps\XRExperienceHeadset.apk
Performing Streamed Install
Success

C:\Users\MONOGRID\Desktop\Tools>.\platform-tools\adb shell am start -n com.bulgarixr2024.xrexperience/com.unity3d.player
.UnityPlayerActivity
Starting: Intent { cmp=com.bulgarixr2024.xrexperience/com.unity3d.player.UnityPlayerActivity }

C:\Users\MONOGRID\Desktop\Tools>pause
Press any key to continue . . . |
```

Sometimes the installation fails due to app packages mismatch bundle layout. Before re-trying the installation, the app previous version must be uninstalled manually from the headset.

Open the headset settings, click on the 'Storage' section, click on 'Bulgari_XR_2024' icon and then Uninstall.

Repeat the step before to launch a new installation process.

BULGARI VR EXPERIENCE
Headset State Legend

Headset Legend

The app shows a colored dot to indicate the headset state. This helps the hostess better understand the headset's state.

There are three different color:

- Green Dot: The headset is working properly, it is connected and ready to play.
- Orange Dot: The headset is working properly, it is connected and playing the video.
- Gray Dot: The headset is not working properly and it stopped communicating with the tablet.



FAQ Headset Legend Troubleshoot

If a gray dot is shown near a device, it means the device stopped working as expected.

The app is unable to recognize the type of issue the headset has.

The first thing to check is if the issue is isolated to only one device or is a common issue across all devices.

Issue isolated to only one device

The first thing to do is to take the headset and check whether it is powered on. It can be done in 2 different way:

- Wear the headset and check if something is visible or if it's pitch black.
- Push the proximity sensor (with a finger) and check whether the lenses are or if they're pitch black.

If the lenses are black and/or nothing is visible inside the headset, probably the battery is flat. Proceed to swap the battery with the properly backup battery. Be sure to connect the swapped one to the power adapter.

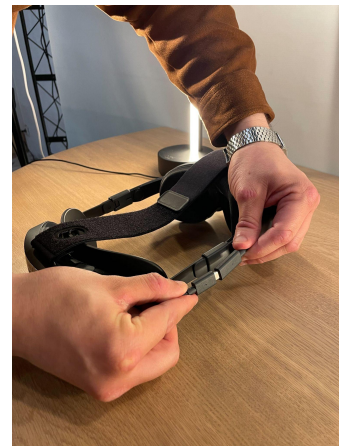


FAQ Headset Legend Troubleshoot

Issue isolated to only one device

If the lenses are on and the app is shown as expected, it's probably a network fault. Unplug the battery and replug it, the device will reboot and restart.

If the lenses are on and the app is not shown as expected, it's probable a device fault. Unplug the battery and replug it, the device will reboot and restart the app.



FAQ Headset Legend Troubleshoot

Issue across all the devices

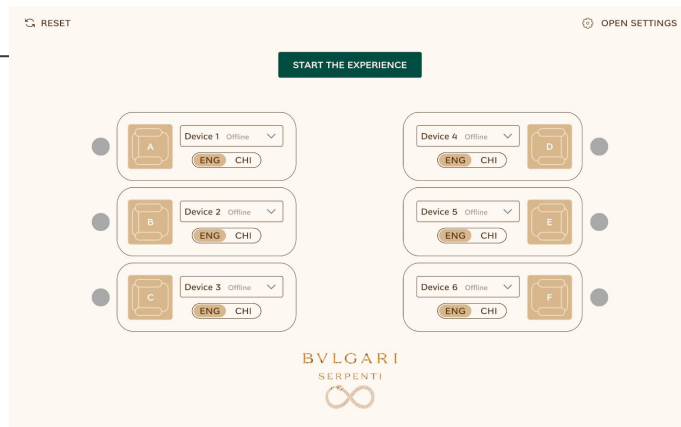
If all the devices are disconnected it's probably a network fault.

First thing to check is the router.

Check the router's power state. If it's off, power it on and wait 30/45s (there should be some led turned on on the router, indicating the device is on and it is working properly). Once the router is rebooted, reboot all the devices (unplug/replug the headset and reboot the tablet) then test the setup again.

If the router is on, check the wi-fi connection on the tablet.
Open the settings and check if the bulgari connection is selected.

If nothing of the previous checks didn't work, reboot all the devices and re-check the setup from scratch.



BULGARI VR EXPERIENCE
Daily Opening Routine

Daily Opening Routine

On a daily basis there are operations that needs to be done before opening. The first thing is to check electric connection. If the setup has been shutted down properly, everything should be in place as expected and only the main power-strip needs to be turned on.

Once you power one the power-strip, everything should starting turning on. Before proceeding to power-on the tablet/headset you must wait the router state. Wait 30s/45s until the leds on the router are on. Proceed to power on the Tablet by pushing the button on the top. The tablet should warm up and launch the app automatically.

Last thing to do is to connected the batteries to the headset. On the right side of the headset there's a cable that should be disconnected. Plug the two cable together and the headset will turn on.

N.B. In order to boot the headset properly, trigger the proximity sensor inside the headset by covering it with a finger or by wearing the headset.

Before closing the furniture, check that every backup batteries are powered on and that are charging. There's a led on them and it should be red/white. If the led is off, the battery is not charging. Check the cable power source. Check also all the hardware is plugged, powered on and works as expected.



BULGARI VR EXPERIENCE
Daily Closing Routine

Daily Closing Routine

On a daily basis there are operations that needs to be done before closing. The first thing is to check the power state.

Start by shutting down the tablet (power-button + volume up and then “shut down” button”).

Proceed then by powering off all the headset. There’s a cable on the right side of each headset. The cable has two ends and can be splitted by pulling them in opposite direction.

Last thing to do is cutting the power on the power-strips. All the electricity converges into one of the power strip. Turn that power strip off by pushing the On/Off button on it.



BULGARI VR EXPERIENCE
Usage Routine

Usage Routine

- After each experience the headset must be collected from each user and put it back to charge. This is mandatory and it ensure the most usage count out of each headset battery.
- Every headset must be cleaned after each usage. With a microfiber cloth clean the lenses (both inside and outside), check if diopters are reset to 0 and also check if the audio is at the maximum level.
- The ring on the back of the headset is used to adjust the headset size. Before putting it back to charge, be sure to tighten the size to a comfort level avoiding bending the plastic on the headset.



BULGARI VR EXPERIENCE
Additional Settings

Headset WiFi Connection Management

- While in Kiosk Mode, press the Vive button (the triangle button) on the right controller to open the HTC Vive overlay menu.
- In the options bar at the bottom, select the settings option. Then, in the newly opened section, click on the connectivity icon.
- In the list of Wi-Fi connections that appears, select **bvlgari-serpenti-experience** and enter the password provided with the router. Note that it may take a few seconds for the networks to appear.
- Once connected, exit the settings menu and press the Vive button on the right controller again to return to the app.

Enter Headset Kiosk Mode

- From the home screen, select the "Settings" option in the bottom bar.
- In the left sidebar, go to the "Advanced" section.
- Select the "Kiosk Mode" option.
- Click the "Enter Kiosk Mode" button.
- In the popup window, confirm by clicking the "Enter Kiosk Mode" button.

Exit Headset Kiosk Mode

- While in Kiosk Mode, press and hold the power button at the top-left corner of the device for a couple of seconds.
- From the menu that appears, select the "Quit Kiosk Mode" option.
- In the popup window, enter the passcode "0000" and click the confirm button.

Hotel Troubleshoot and Best Practices

Enter Tablet Kiosk Mode

- Open the Fully Kiosk app (its icon is a blue "F" with a lock).
- Tap the **Start Kiosk Mode** button.
- Press **YES** when the button becomes available.
- The app should now automatically open in Kiosk Mode. If this does not happen reopen the Fully Kiosk app. A pop-up will appear. Press the **Retry** button and select **Fully Kiosk** as the Home app from the list that appears. The app should now reliably launch in Kiosk Mode.

Exit Tablet Kiosk Mode

- Tap the screen 7 times very quickly.
- Enter the PIN **1234** in the text box that appears and press the **OK** button.
- Tap the **Stop Kiosk Mode** button.

Hotel Troubleshoot and Best Practices

Powering On and Off the Tablet

It is necessary to turn off the tablet once a week. Leave it off for a couple of hours before turning it on again.

- **To Power On:** Press and hold the power button for a few seconds to turn on the tablet. Once powered on, the app will automatically launch in kiosk mode.
- **To Power Off:** Simultaneously press and hold the power button and the right side of the volume button. When the pop-up menu appears, select the "Power Off" option to safely shut down the device.

Warning

Once turned on and with a 100% charge, the device drains completely in about 2-2.5 hours.

Warning

To avoid shortening the battery life too much, unplug the battery cable and plug it back in before using the device again.



Headset Troubleshoot

If the device's battery drains completely to 0%, connect it to the charger but do not turn it on for approximately 20 minutes. Once powered on, wait an additional 20 minutes before using it to ensure optimal stability.