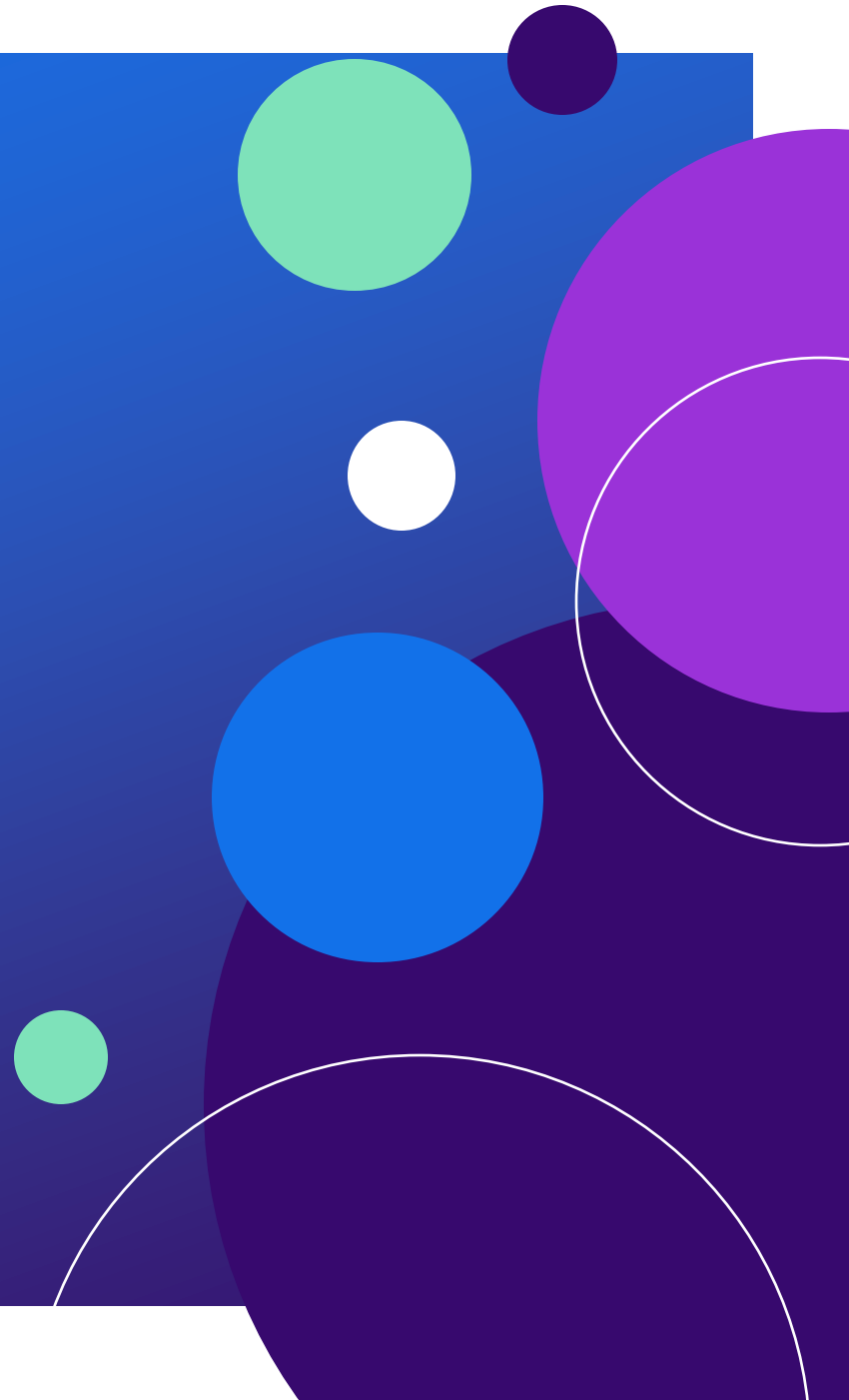




WELCOME TO THE

# VIVI INITIAL SETUP

vivi.io



## GETTING STARTED

# Meet the Vivi Box

A single solution for wireless screen mirroring and at-school communications.

Purpose-built for education, Vivi is completely device- and operating system-agnostic.

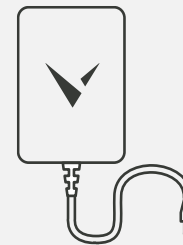
This little blue box is the key to connecting any device or media to any display.

To make your classroom Vivi-enabled, each display needs one of these boxes, all managed through our cloud-based admin platform.

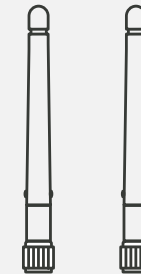
## What's Inside the Box?



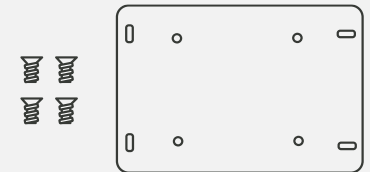
Vivi Box



Power supply  
(AC adapter)



2 x Wi-Fi  
antennas



Mounting plate with  
screw kit (Kensington  
lock compatible)



## GETTING STARTED

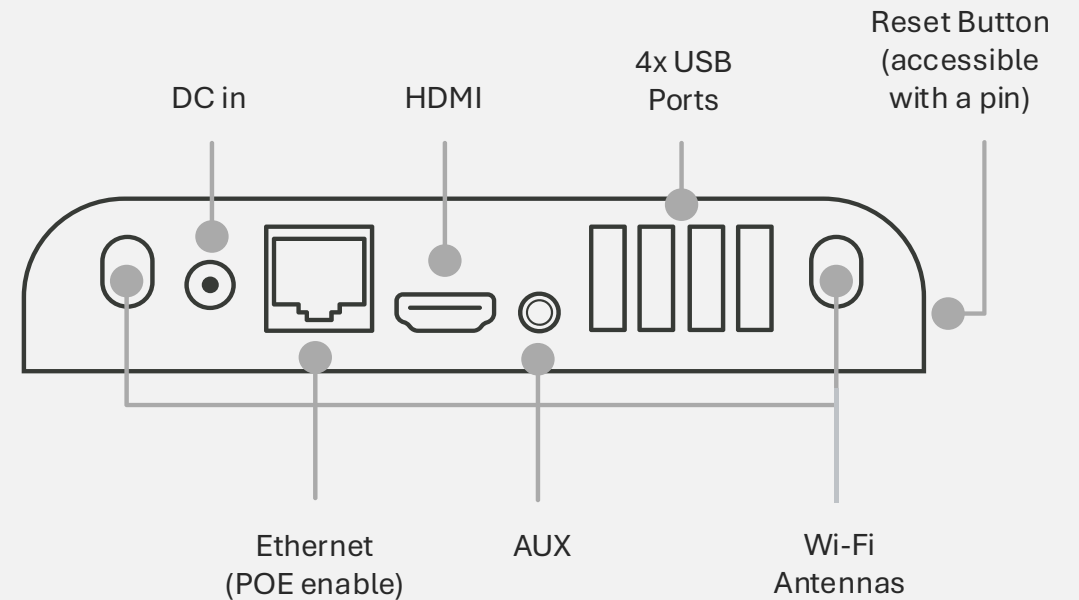
# Meet the Vivi Box

The Vivi Box connects directly to your display and takes care of all communication between devices and what's shown on the screen.

### What You'll Need:

- HDMI cable
- Ethernet cable

## Connections

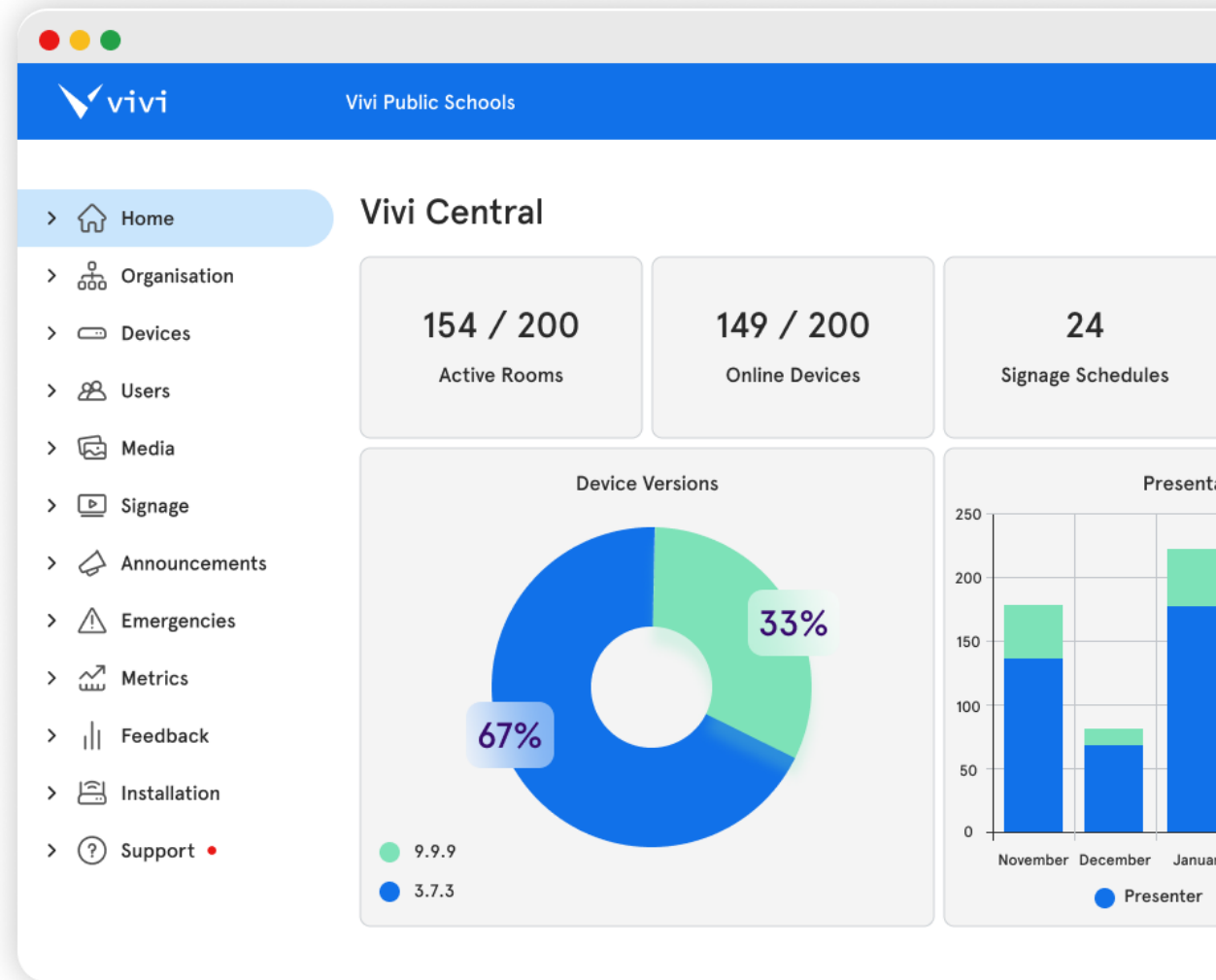


## VIVI CENTRAL SETUP

# Organisation Setup

If your school already has an organisation setup, you're good to go! If not, no worries—our IT team will create one for you during the technical setup call.

Once your Vivi is set up, you'll be ready to start using and managing it. But first, make sure to complete the following quick steps to get everything running smoothly.



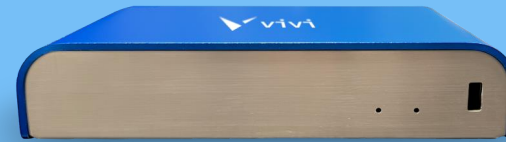
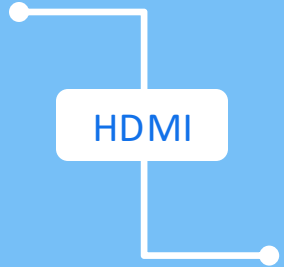
FIRST TIME

# Plugging your device

TV Displays



HDMI



Vivi Box

RJ45 / Ethernet Cable

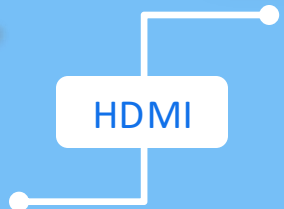


Router

Projectors



HDMI



# Powering your Vivi Box

Once your Vivi Box is plugged in, it will boot up automatically. But before that, make sure all your other connections are in place.

You have two options for powering the Box:

1. AC Power Adapter (included in your kit)
2. Power over Ethernet (PoE) (requires roughly 15 watts of power)

**Important:** If you plan to connect the Box to Wi-Fi, you must use the AC adapter. Not all networks provide power through Ethernet, so check your setup.

## Power Check:

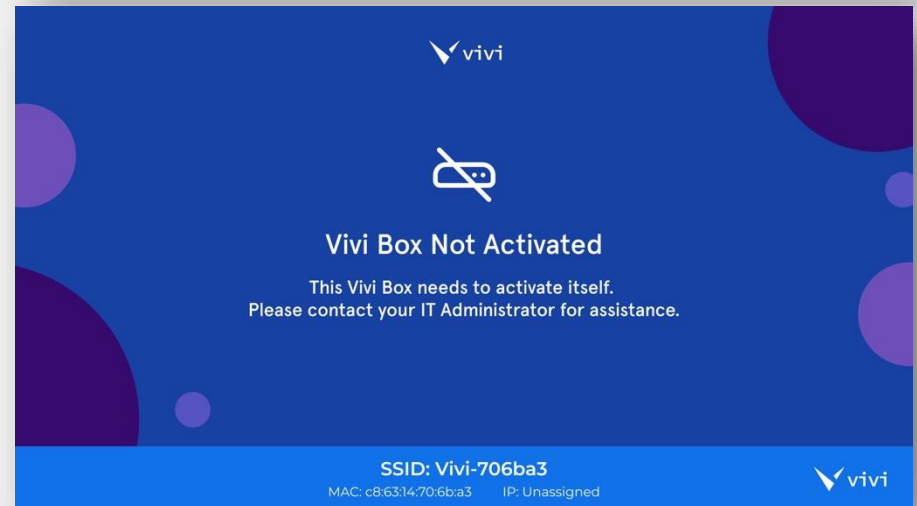
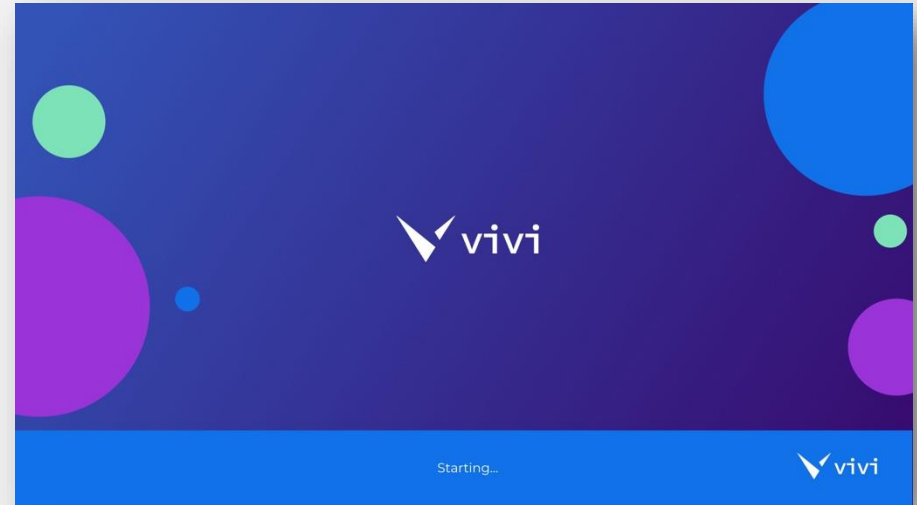
- If the power is working, you'll see a red light near the power connection.
- For new Boxes, the first boot might take a few minutes while the operating system sets up—just wait for the red light!



## FINAL STEPS

# Get your Vivi Box ready!

After startup, you'll see the Vivi logo and either the Box name or the room name on the display. Don't worry if the screen flickers for a few seconds—this is normal while the device finishes installation and activation.



FINAL STEPS

## Next Steps

**Allocate the Box** to a room in Vivi Central to gain full access.

**Network Configuration:** Make sure to add the necessary firewall exceptions and open the required internal network ports.

Once that's done, **disconnect and reconnect the power** so the box can reboot and complete the activation process.





# Firewall Exceptions for Vivi

To connect to Vivi Central, the Vivi Box needs specific firewall exceptions. Many networks require these exceptions to ensure smooth operation.

You can check the **Status page** in the Web Console to see if Vivi has the necessary internet access.

Easiest Option: Add a Wildcard Exception

- \*.vivi.io (HTTP and HTTPS)

If Wildcards Can't Be Used, Add These Exceptions Explicitly:

- api.vivi.io (HTTP & HTTPS)
- logstash.vivi.io (HTTP)
- storage.vivi.io (HTTPS)
- downloads.vivi.io (HTTPS)

In the rare case this list changes, we'll notify you through a Service Announcement.

## Important:

These must be added explicitly. Network administrators sometimes assume that these ports (80 and 443) are open by default for application traffic, but that's not the case—these ports are usually open only for browser traffic.



# Opening Internal Ports for Vivi

For Vivi to work smoothly, you'll need to open the following ports between your user devices (like laptops) and Vivi Boxes.

How to perform a port test? For more information [click here](#).

## Required Functional Ports:

- TCP: 5000, 7000, 7100, 8000, 12800, 12801, 12802
- UDP: 8001, 8002, 8003

## Using Multi-Display or Combined Rooms?

These ports also need to be opened between Vivi Boxes (within the VLAN).

## Using WebRTC Split Screen?

Open this additional port range:

- UDP: 12820 - 12836

## Administration Ports:

These ports are for IT admins (optional for some):

- TCP: 80, 443, 5001
- UDP: 1



## CONNECTING

# Your Vivi box via Wi-Fi

01



### Power Cycle the Box:

Turn off the power, wait 10 seconds, and turn it back on. The Box will take about 20 seconds to boot up.

02



### Connect to the Vivi Box Hotspot:

Using a device that can connect to Wi-Fi, join the temporary Wi-Fi network from the Box, named something like "Vivi-000000".

**Password:** `v!v!adm!n`

03



### Access the Web Console:

Open a browser and go to <http://192.168.123.1> to access the Vivi's web console.

04



### Configure the Wi-Fi Settings:

- Go to the Network Settings tab.
- Set Wi-Fi as the primary configuration.
- Tick "Enter Manually" under SSID and type the name of your home Wi-Fi.
- Enter your Wi-Fi password in the pre-shared key field.

05

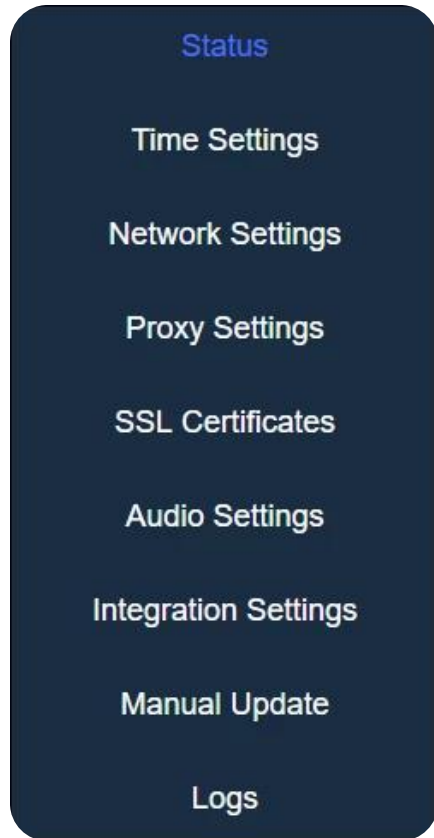


### Save and Reconnect:

After saving, reconnect to the same Wi-Fi network as the Vivi Box. If you can access the Web Console again, the setup was successful!



# Configuring Your Vivi Box via the Web Console



The Web Console is an easy-to-use admin website where you can make configuration updates to your Vivi Box. It also lets you check the Box’s status and perform basic tasks like restarting the Box or sending logs to Vivi Support—just like the admin pages on most routers.

## Key Features:

- Each Vivi Box has its own Web Console.
- A simple menu on the left guides you through configuration and admin tasks.
- Access it by connecting to the Box’s IP address or its built-in Wi-Fi access point.

## Login Details:

Username:

Password:



# Troubleshooting

## Vivi Box Not Powering On

- No red light? The Box has no power.
- Check that the power adapter is securely plugged into both the outlet and the Box, and that the outlet is on.
- Make sure you're using the correct power adapter that came with the Box (or a compatible one).
- Try another compatible power adapter if available. If it works, the original may be faulty.
- If still no power, the Box itself could be faulty.

## Nothing Shown on Display

- Check that the display is set to the correct HDMI input.
- Try all HDMI inputs if the display has more than one.
- Swap the HDMI cable to rule out a faulty one.
- And don't forget: Make sure the display is turned on!

## Can't See or Connect to Wi-Fi Hotspot

- Restart the Box by unplugging and plugging it back in.
- Ensure your device's Wi-Fi adapter is working properly.

## Unable to Connect to the Web Console

- Double-check the IP address: Use <http://192.168.123.1> when connected to the Box's Wi-Fi hotspot.
- Use the correct Box IP address on a normal network.
- Ensure both the Box and your device are on the same network and that your device can ping the Box's IP.

## HTTP/HTTPS Access Issues

- **HTTP Access:** Make sure network configuration steps (firewall exceptions, static IP, proxy settings) are correct.
- Click "Show Details" next to **HTTP access** on the Web Console Status page for more info.
- **HTTPS Access:** Check that the correct time is displayed on the Web Console Status page. If not, press "Set Time To Now."



# Useful Information



Book your  
technical setup  
call here

[vivi.io/get-started](https://vivi.io/get-started)

[Firewall  
Exceptions](#)

[Internal Ports](#)

[Enterprise Client  
Downloads](#)

[Network Settings](#)





THANK YOU

vivi.io

