



RealWear User Quick Start Guide

Version 1.0
October, 2023

Introduction to Lookit

Lookit delivers seamless remote assistance as a service. It is particularly suitable for field personnel who need hands-free operation. It can be operated by using just voice commands.

Lookit is based on the idea that the field technician will be guided by the back-office expert who fully understands, invokes, and operates the features available. The field technician is left to focus on the actual task under the expert guidance of the expert.

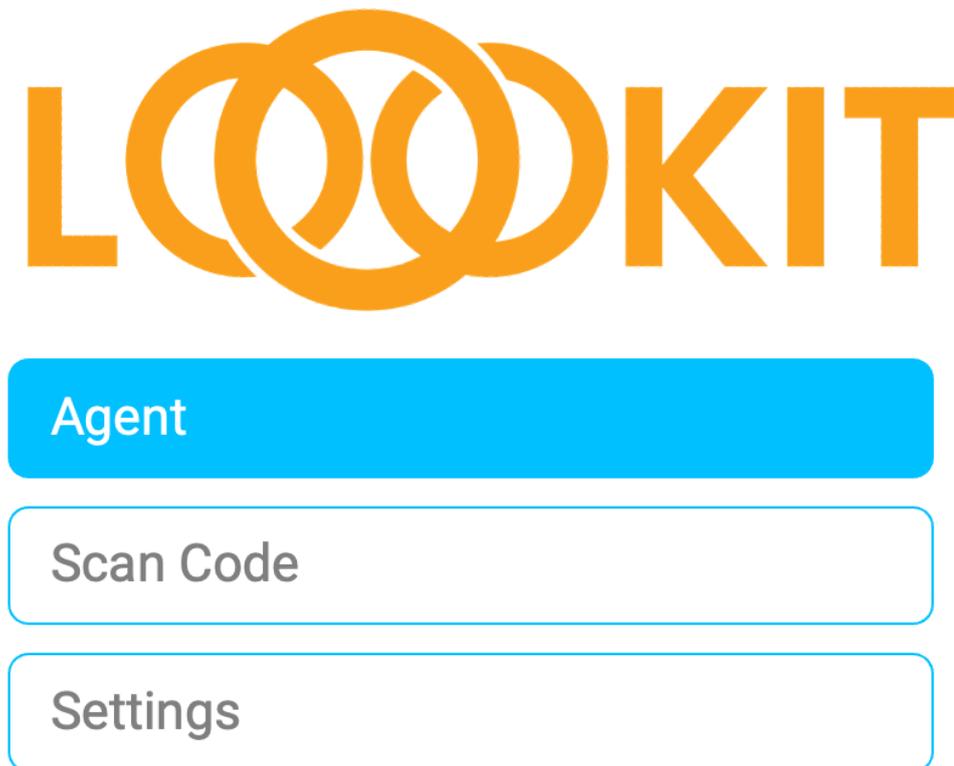
Lookit delivers this capability through extended QR Codes.

Unlike other solutions that focus on enabling a field technician to join a call, Lookit's QR Code service enables RealWear users to initiate a call with back-office experts, who can then guide the field technician. The back-office expert can rely on audio/video calls, but also use Lookit's "See what I see" and the ability to capture annotated images for record keeping as well as issue-resolving.

Lookit has extended QR Codes so that they add context and details to the support request. Examples are SKUs, Appliance Model Numbers, Factory Locations, Expertise, and Language Preferences. Skillset-based routing then uses this context to connect the request to the best agent. The probability of resolving issues in the first call improves. This leads to higher customer satisfaction.

Home Screen

To start using Lookit, please download and install the Lookit APK on your RealWear device. Launching the APK brings you to the home screen shown below.



Lookit has three modes.

Agent

The RealWear user issues this voice command to request a call with a designated back office expert(s) or agent(s).

The "Agent" voice command initiates the RealWear user's meeting request to the designated back office expert(agent). Meeting requests are delivered as notifications via SMS, Email or through the agent console. These options ensure the urgency of the RealWear user's request is respected.

As a RealWear user, you will be presented with a pre-filled form and then automatically taken to a waiting room. You will be connected to the call when the notified agent joins the session.

Scan Code

The RealWear user issues this voice command to scan a pre-defined QR Code issued by the Admin which will then initiate a call with the designated back office expert(s) or agent(s).

The QR Code is issued by your admin. It not only identifies the back office expert(s) to be contacted but also includes context that can help the designated back office expert(s) or agent(s) such as an SKU, a Factory Location, or a Machine Identifier, etc.

The "Scan Code" voice command initiates the RealWear user's meeting request to the designated back office expert(agent). Meeting requests are delivered as notifications via SMS, Email or through the agent console. These options ensure the urgency of the RealWear user's request is respected.

As a RealWear user, you will be presented with a pre-filled form and then automatically taken to a waiting room. You will be connected to the call when the notified agent joins the session.

Settings

The RealWear user issues this voice command to navigate to the Settings screen and review the values provided.

LOOKIT for RealWear

Ver 0.0.1

Url	<input type="text" value="https://lookit.com/xyz/As2qDvfc"/>
QR Code Label	<input type="text" value="QRCode-3"/>
Description	<input type="text" value="QR Code Number - 3"/>

The QR Code Label and Description are added by the Admin to provide additional context while the URL serves to identify the designated expert(s) or agent(s) to be notified of the call request.

Lookit Voice Commands

Lookit supports the following voice commands.

1. **Agent:** To initiate a call with a designated agent
2. **Scan Code:** To scan a specific QR Code that will then initiate a call to a designated agent(s) with the additional context from the QR Code.
3. **Settings:** Brings up the Settings screen for review.
4. **Accept:** To grant permission for features to be used in the session.
5. **Proceed:** To allow progress to the next step in the call.
6. **Set Zoom Level** [1, 2, 3, 4 or 5]: To specify the camera zoom level.
7. **Close/Open Chat:** The RealWear user can open or close the chat window.
8. **Flashlight On/Off:** To turn On/Off the built-in flash light.
9. **End Call:** To end the session and reset the call state.

Getting Started – Configure RealWear Device

Pre-Requisites

1. Lookit APK
2. Configuration QR Code [generated and provided by your Admin]

Steps

1. Download and install the Lookit APK.
2. Launch Lookit.
3. At the first launch, Lookit will automatically initiate a QR Code scan. Present the Configuration QR Code provided by your Admin.
4. On the successful scan, the values included in the Configuration QR Code will be saved as the Settings for the RealWear device.



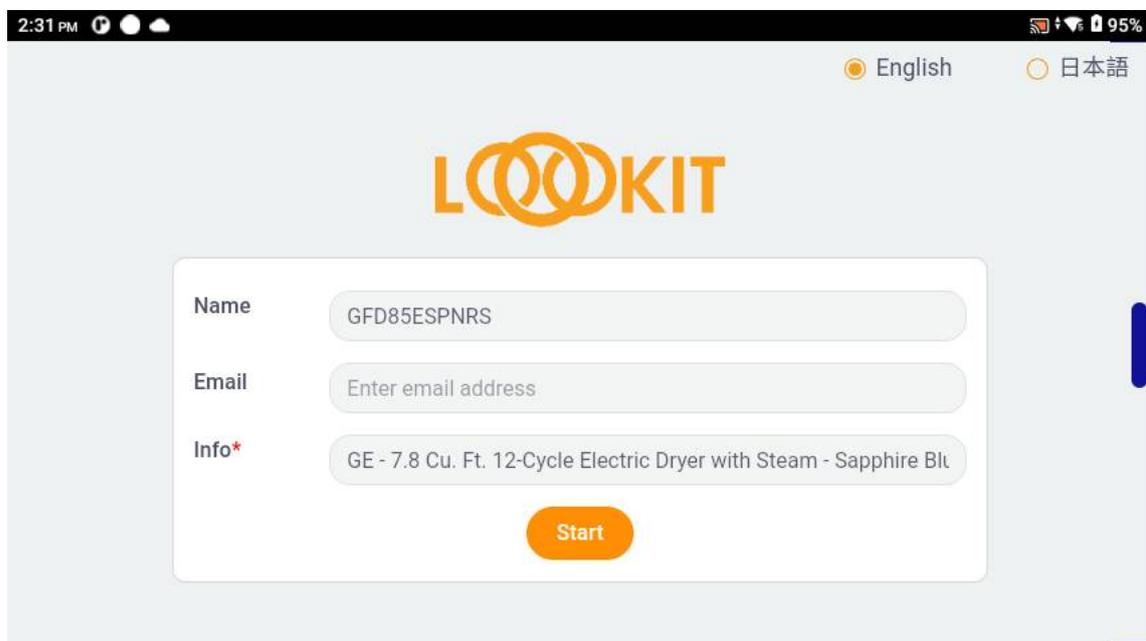
5. Now you can use either the “Agent” or the “Scan Code” voice commands to initiate a call with designated agent(s).

Lookit Session

Lookit is designed to be operated by the back-office expert or agent while keeping the RealWear user's effort to a minimum. The field technician just grants permissions as requested and focuses on the task at hand.

Steps to start a session.

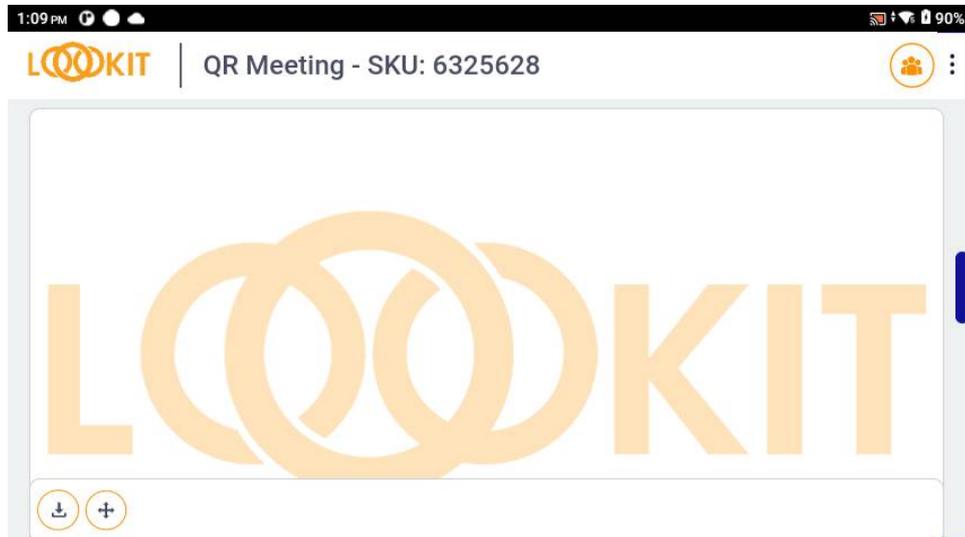
1. Launch Lookit APK
2. Issue either an "Agent" or a "Scan Code" voice command.
3. Lookit will initiate a call request.
4. Session requests will be shown on accompanying screens. They progress automatically.



The screenshot displays the Lookit mobile application interface. At the top, the status bar shows the time as 2:31 PM and the battery level at 95%. The app's language is set to English, with a Japanese option also visible. The Lookit logo is prominently displayed in the center. Below the logo, there is a form with three input fields: 'Name' containing 'GFD85ESPQRS', 'Email' with the placeholder 'Enter email address', and 'Info*' containing 'GE - 7.8 Cu. Ft. 12-Cycle Electric Dryer with Steam - Sapphire Bl'. An orange 'Start' button is positioned at the bottom of the form.

Canvas

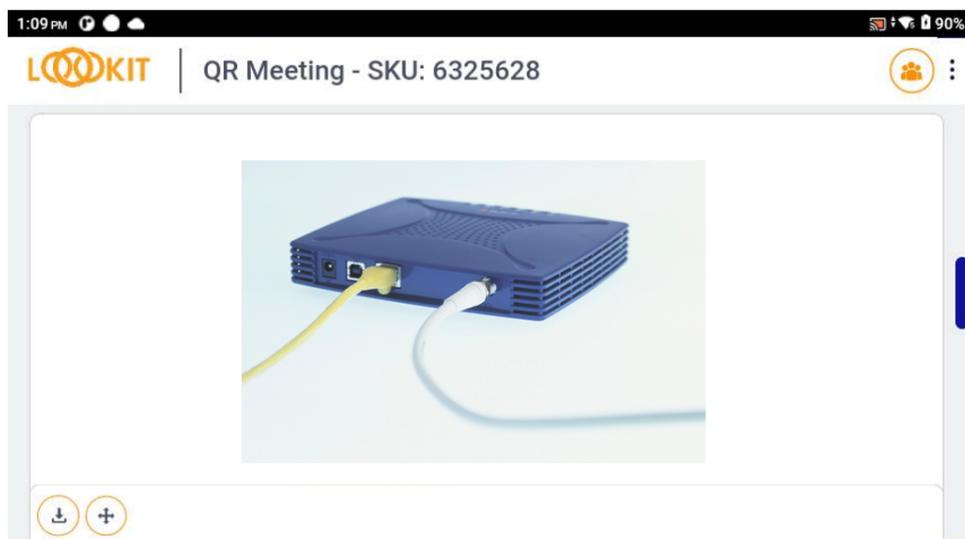
At the start of the session, all participants view a common canvas area. Audio/Video calls, Snapshot, "See what I see", and Chat content use this canvas. It is a whiteboard where the Agent can share text, images, and PDF files with the RealWear user.



The agent will initiate different features such as sharing images, documents, Audio/Video call, or Snapshot etc.

Images

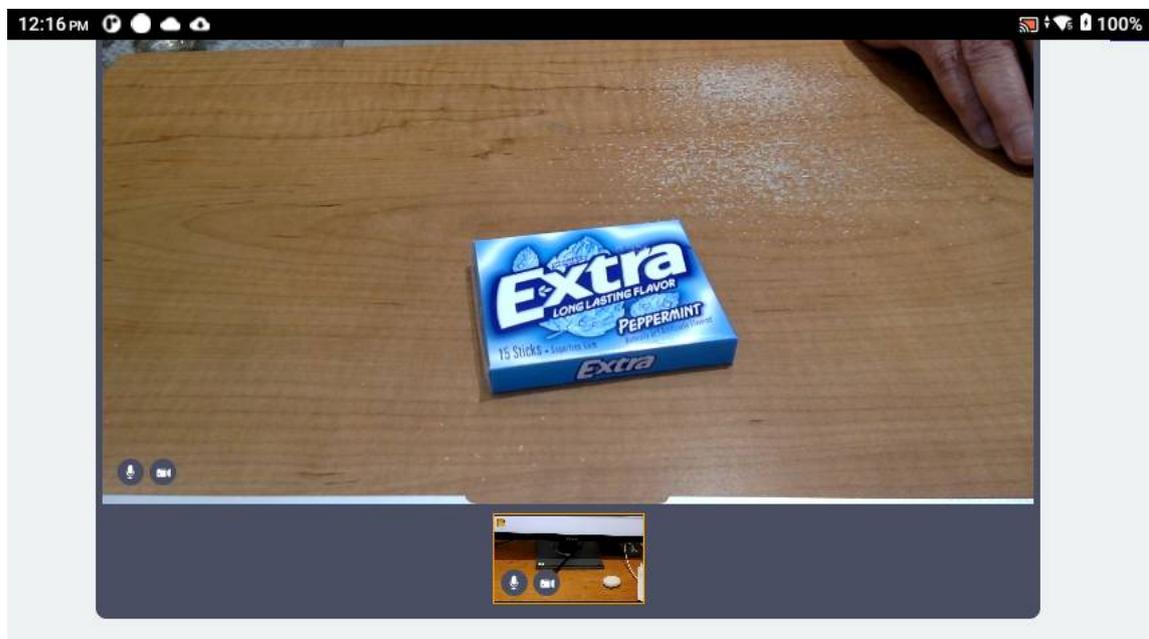
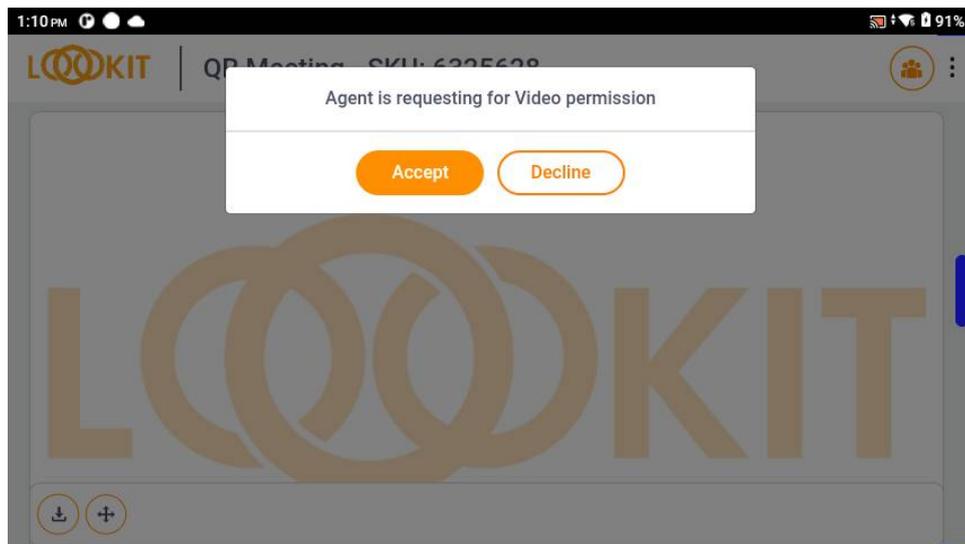
The back office agent can place images and documents on the canvas.



Audio/Video Call

The Audio/Video call screen shows the incoming media stream from the back office agent as well as the media stream generated locally by the RealWear device.

The RealWear user just has to grant permissions by issuing the “Accept” voice command.

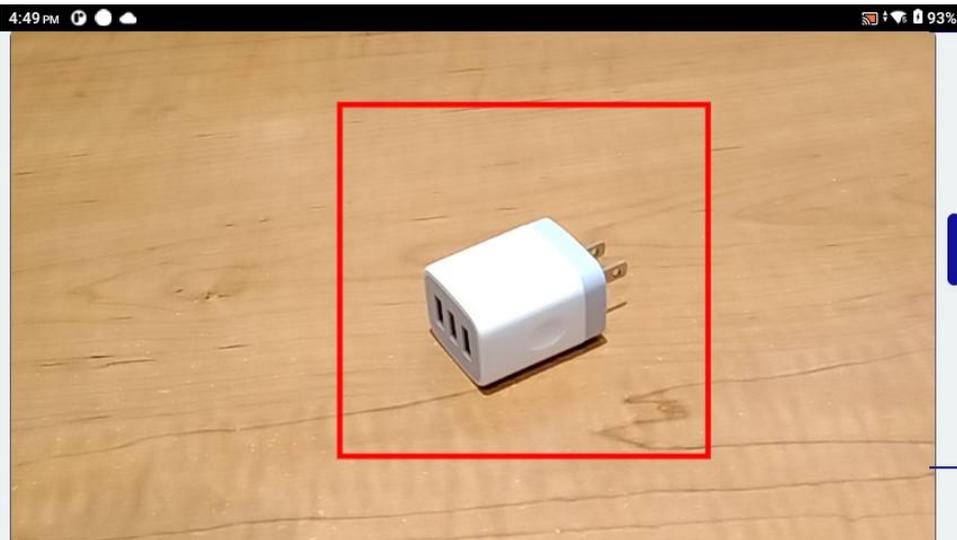


Snapshot

The Snapshot mode is initiated by the back office agent. Once the RealWear user has granted permission, both parties are in a "See what I see" mode and view the camera stream from the RealWear device.

The agent is then able to guide the RealWear user for the correct view and then take a snapshot.

During the Snapshot the agent can further annotate the view with a rectangular box.



Ending a Session on the RealWear Device

The RealWear user must end the call by issuing an "End Call" voice command.