

ONSIGHT HOW TO:

USE EXTERNAL GUEST INVITES WITH A CUSTOMER

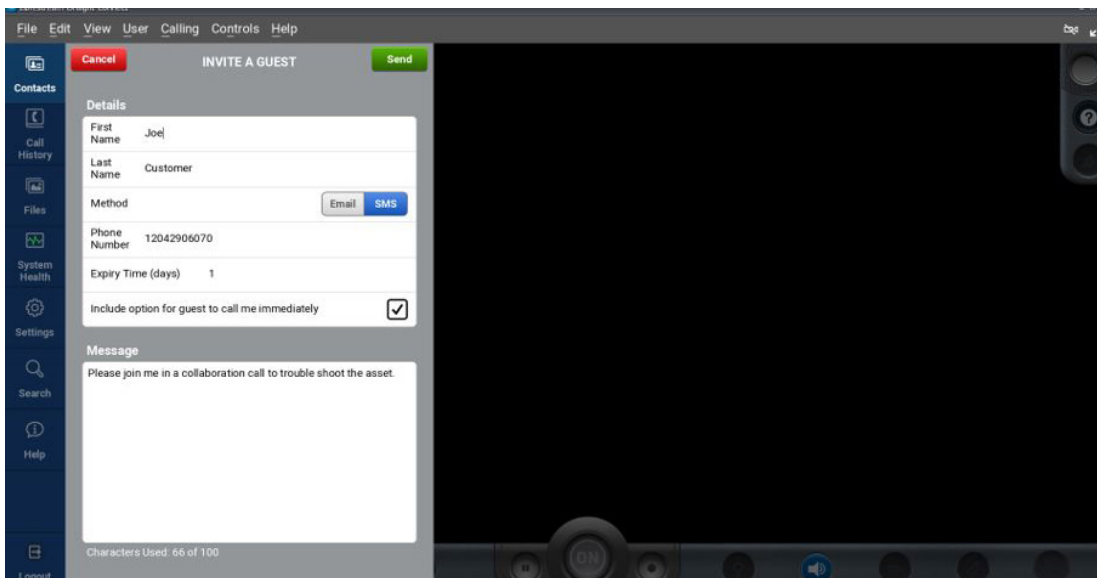
This step-by-step guide features how to conduct an Onsight collaboration session using an external guest invite. The steps highlight what the Inviter and Invitees need to know about the process.

WHAT THE INVITER NEEDS TO KNOW

The Invitee will be using a simplified version of the Onsight software. This version, called Field Mode, only allows the customer to “point and shoot” the video. The Invitee cannot pause the video, take a snapshot or record the video. These buttons are only available for the Inviter. This means that the expert is in full control of the video call and must instruct the Invitee only to point the camera in the right direction.

Sending an External Guest Invite

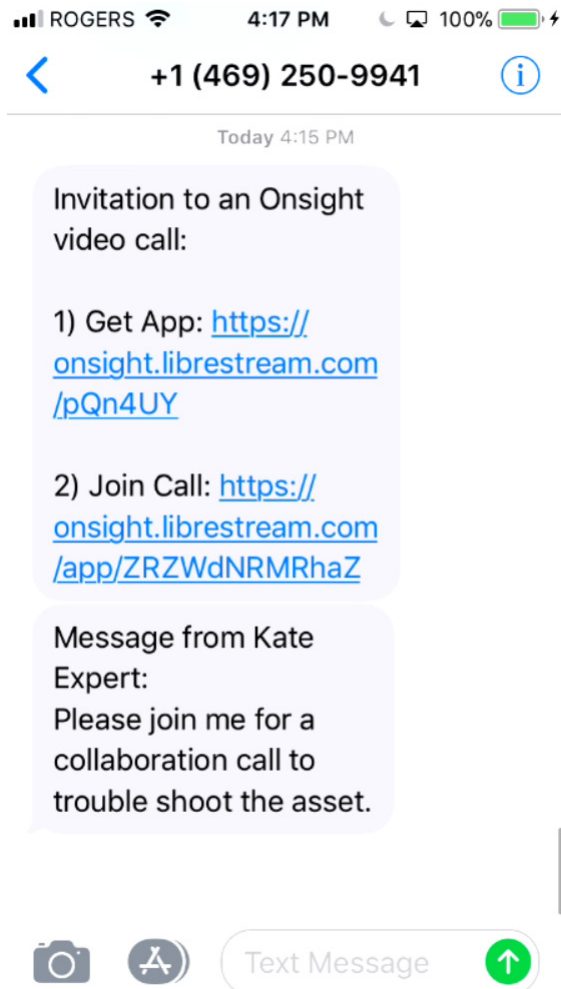
- To invite an Invitee to an Onsight session, go to the Contacts menu and select Invite.
- Fill in the Invitee details and select an invitation method: **SMS (text) or Email**. For an SMS number, use the following format +447711279795 (+ country code, area code, number) or 12044870612 for North America.




Note: the Inviter's invitation will expire after one day, unless otherwise specified.

- The Invitee will receive an email or SMS (text) invitation. The invite contains instructions on how to install the Onsight software and connect to the call to perform the remote assessment.
- The Invitee follows the link provided in the SMS (text) or email. First time users will be automatically redirected to the app store (Google Play or Apple Store) according to their device type (Android or Apple).

SMS (TEXT) INVITATION:



EMAIL INVITATION:



YOU ARE INVITED TO JOIN AN ONSIGHT VIDEO SESSION

Hello Joe Customer,

Kate Expert has invited you to participate in an Onsight video collaboration call.

Message from Kate Expert:
Please join me for a collaboration call to trouble shoot the asset.

JOIN THE ONSIGHT VIDEO CALL

1. INSTALL ONSIGHT CONNECT

Download Onsight Connect for your platform using the appropriate link below:

[Download for Windows](#) [Download for iOS / Android](#)

2. LOGIN TO ONSIGHT CONNECT

After installing the application, tap the link below to log in immediately:

[Login to Onsight Connect](#)

After you log in, you will be given the option to call Kate Expert immediately. Otherwise, you can call at a later time by double clicking on Kate Expert in your Onsight Connect contact list.

ONSIGHT CREDENTIALS

If Onsight Connect does not start automatically using the link above, start the application and login with your Onsight credentials:

User Name: guest00037@keo
Password: Ry6cQy
Account Expires: 27 Jan 2018 10:48 PM, UTC

You may be asked to choose a new password after you log in to Onsight for the first time.

HELP AND SUPPORT

For more information:

- Access the online [Onsight training materials](#).
- Contact [Librestream support](#).
- Contact your Onsight system administrator.

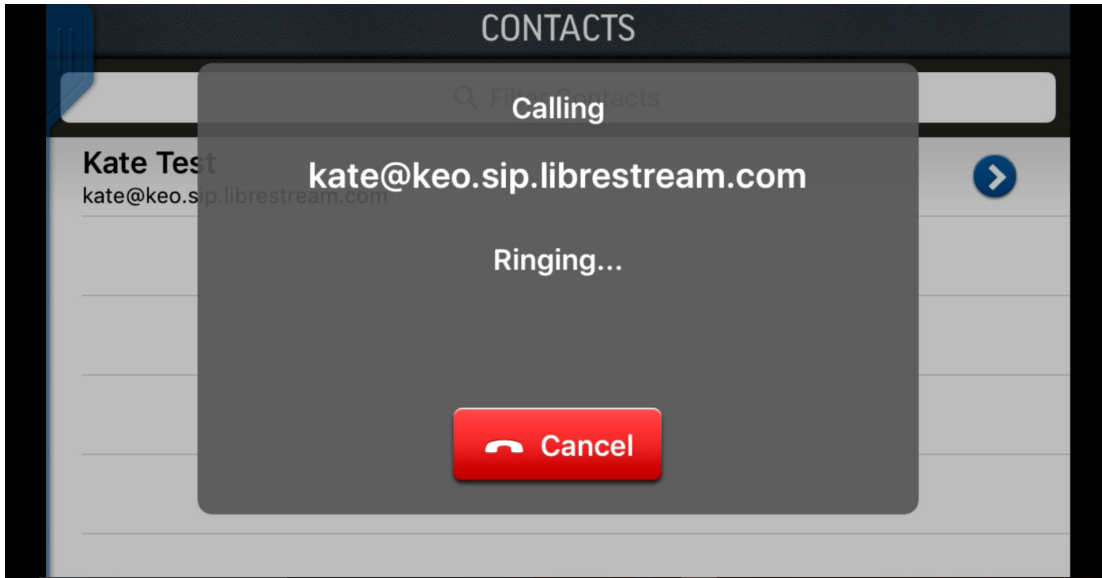
By using Onsight software and/or associated services, you are agreeing to be bound by the software's End-User License Agreement (EULA) and Terms of Service of the associated services, the latest copies of which can be found at <http://librestream.com/support-archives/termsofuse/>

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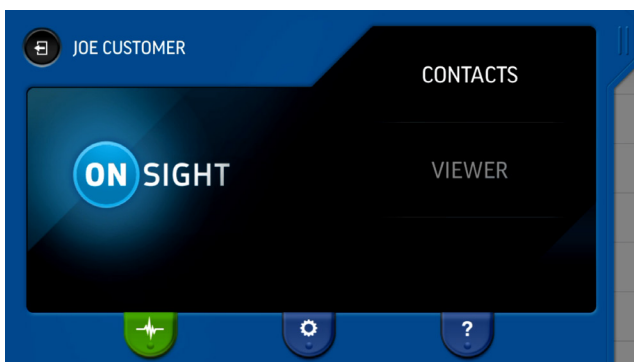
Having installed the Onsight Software, the customer must return to their SMS (text) or email and click the link to join the call. The login will be automatic, and the session will be initiated.

Onsight Automatically Calls the Inviter



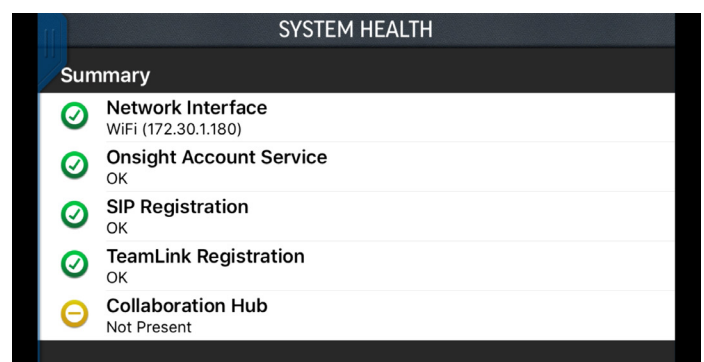
Note: If the customer cannot contact the Inviter, ask the Invitee to check the System Health of Onsight. If the System Health is green, the session should function correctly. If the System Health is red, there is a connectivity problem. Try connecting via 3G/4G (no wifi) only, or close and restart the application.

System Health



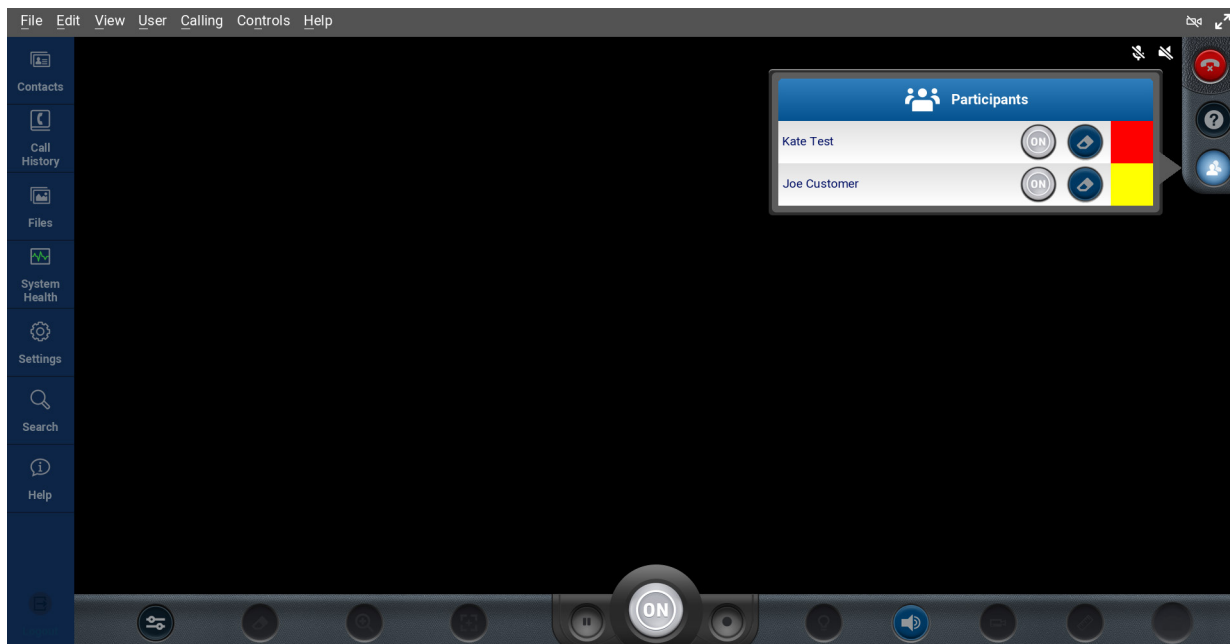
System Health Button

System Health Status



Start Video Stream

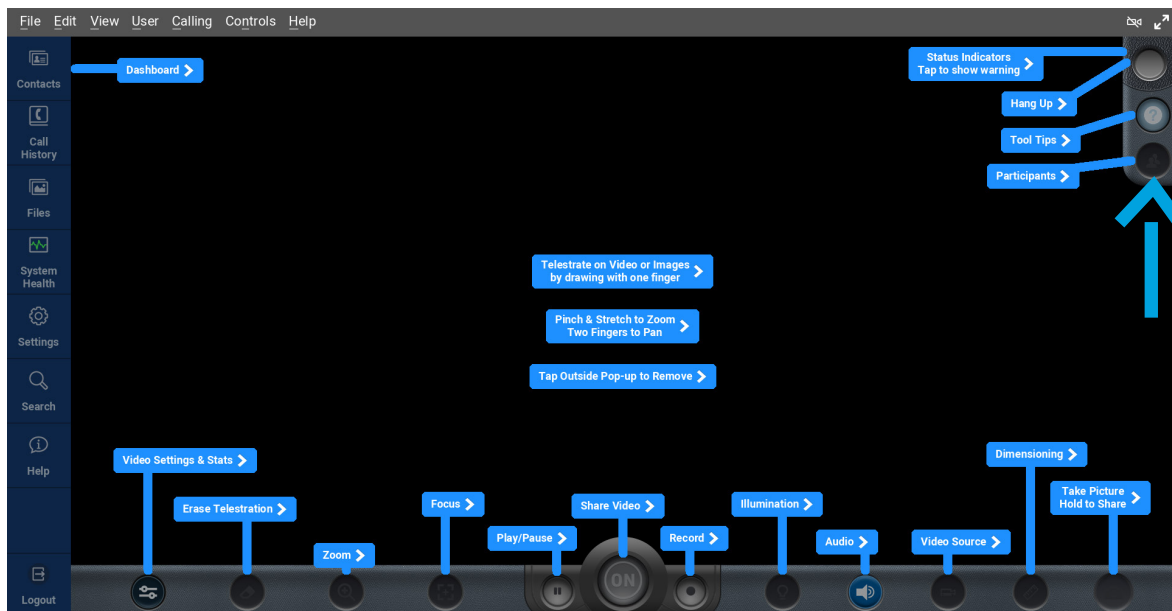
When the customer calls and the connection is made, the remote expert needs to select the customer's camera by using the Participant Selection button on the top right of the screen. By selecting the ON button next to the customer's name, the remote expert switches the view to the customer's camera.



- The remote video session can now begin.
- The Inviter can control the lighting and zoom of the Invitee's device, as well as perform other functions such as taking snapshots, recording the video or pausing the video.

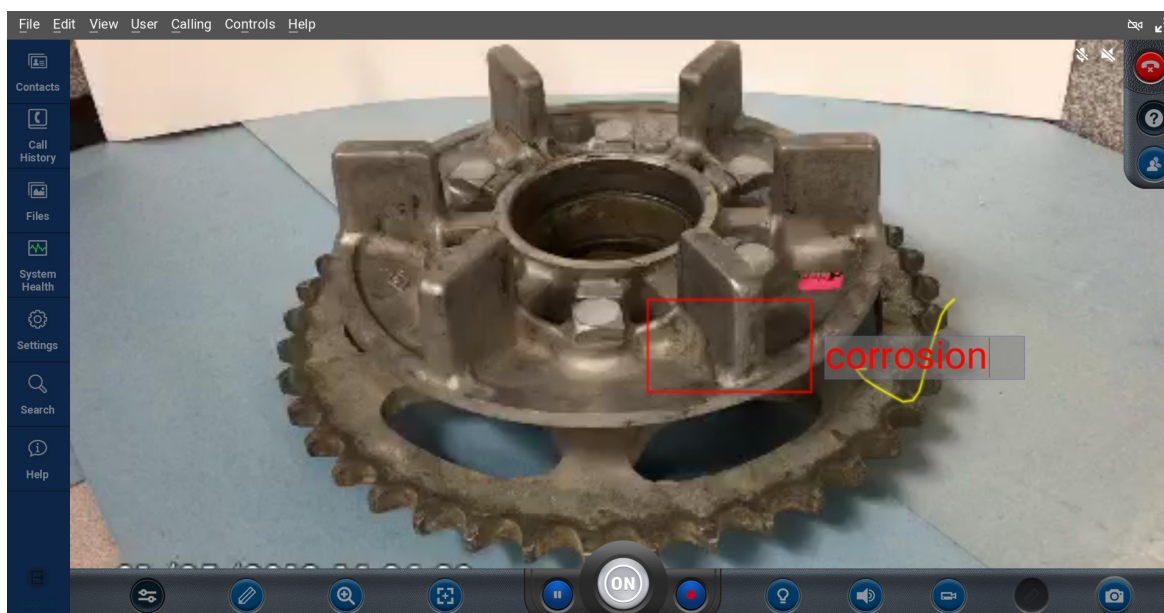
Tool Tips

- Click on the ? for Tool Tips and labels for all the function buttons.



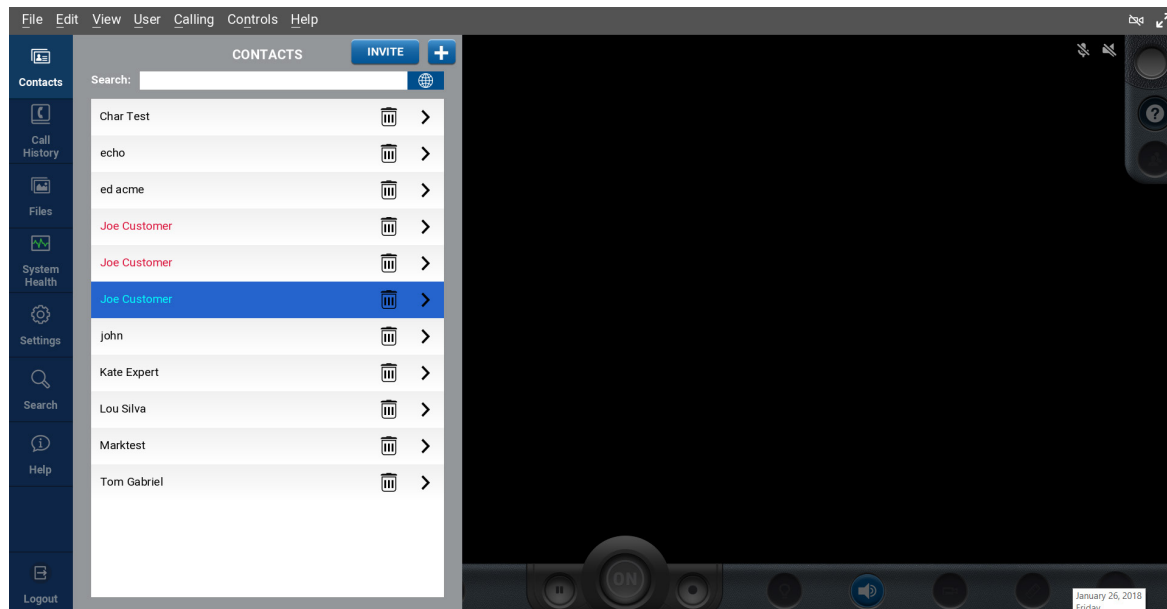
Telestration

- Both the Invitee and the Inviter can telestrate (draw) on the screen as part of the session, and each will have their own color. Text can also be added.



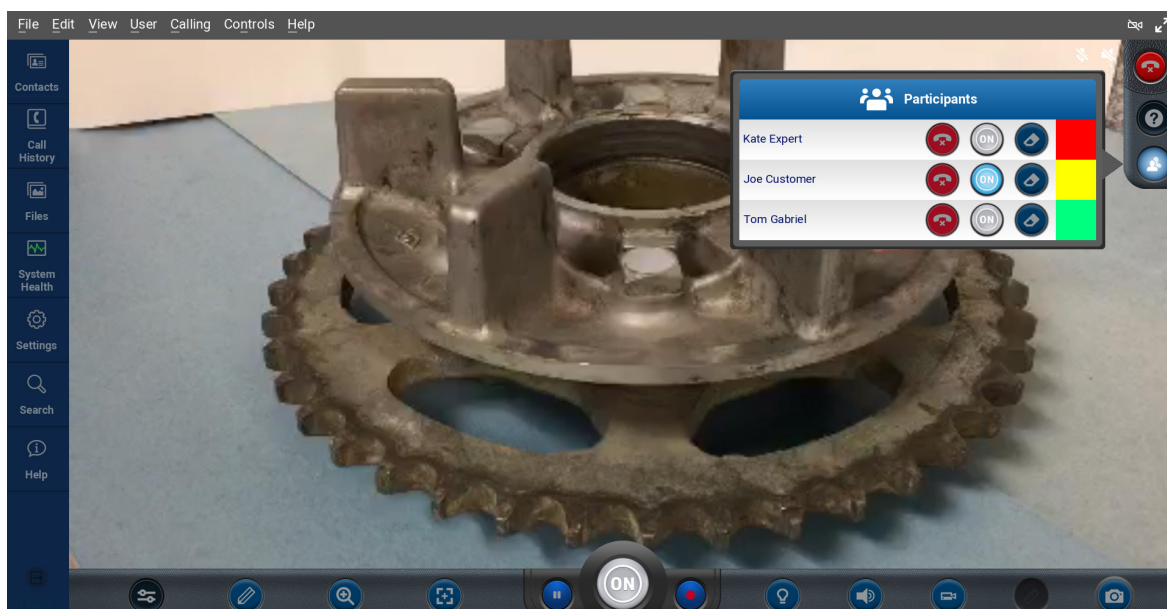
Call Again

- If the Inviter needs to call the Invitee again, go back to the Contacts menu and select the Invitee's name from the list. A new call will be initiated.



One-to-Many Collaboration

- Since the Inviter is using a PC, s/he also can add another participant to the session to share the video from the Invitee to another expert. While in an OnSight Session, click on Contacts and the name of the person to be added. This type of call is referred to as a One-to-Many collaboration.



- When you have completed the purpose of the collaboration, end the session by clicking on the red telephone handset button at the top right corner. When finished for the day, be sure to log out of the software, by going to the tool bar at the top of the screen, click **File > Log Out**.

WHAT THE INVITEE NEEDS TO KNOW

- The Invitee will receive an email or SMS (text) invitation. It contains instructions on how to install the Onsight software and connect to the session to perform the collaboration session.
- The Invitee follows the link provided in the SMS (text) or email. If used for the first time, the Invitee will be automatically redirected to the app store (Google Play or Apple Store) according to their device type (Android or Apple).
- Having installed the Onsight Software, the Invitee must return to their SMS (text) or email and click the link to join the session. The login will be automatic, and the session will be initiated.
- When the Invitee calls and the connection is made, the Inviter will be able view the video produced by the Invitee's camera.
- The only function that the Invitee can perform is to draw on the screen or mute the audio.
- All other functions are controlled by the Inviter, who can take snapshots, record the video/audio and pause the video.
- If the Invitee needs to call the remote expert back, the remote expert's address is available in the Contacts menu. Selecting on the contact will initiate a new session.

Inviter's Contact

