


ONSIGHT HOW TO:

SETUP AND CONFIGURE A HOLOLENS 2

The HoloLens 2 is an industrial wearable from Microsoft that can run the Onsight Connect application. Onsight Connect enables technicians to share video and audio for real-time collaboration with remote experts. This guide includes best practices for getting started and using Onsight Connect with the HoloLens 2.

PREREQUISITE CHECKLIST:

Prior to using the HoloLens 2, you will need to:

1. Press the **Power**  button (1). The battery indicator (2) lights-up to indicate the battery level of charge. Charge the HoloLens device port (3) using the Universal Serial Bus (USB) cable provided if the battery level is low.

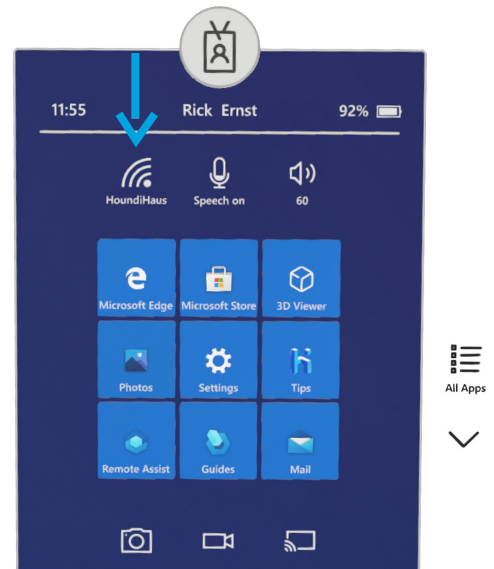
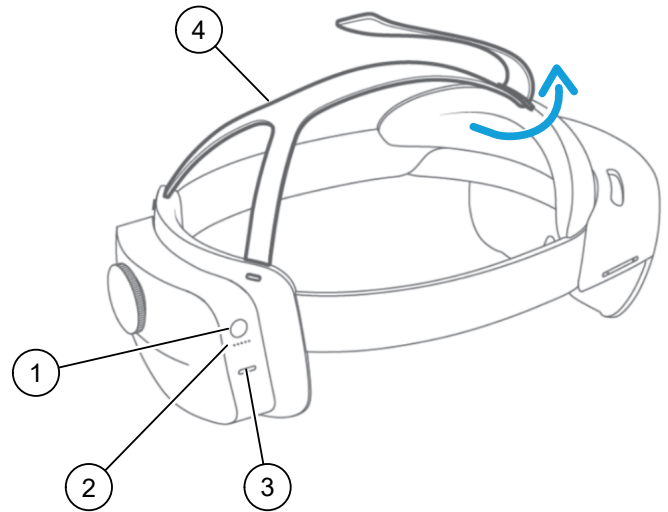
2. Verify that you have previously setup and configured your HoloLens 2 and logged in to your Windows account. Refer to:

[Get your HoloLens 2 ready to use.](#)

NOTE: The first time you setup and configure your HoloLens, you will be guided to setup Language, Region and connect to a Wireless Fidelity (WiFi) network. Review and familiarize yourself with the basic commands like air tap and Navigation:


TIP: Refer to [Getting around HoloLens 2](#) for more information. You can also speak “Tips” for a reminder on basic commands.



6. To access the **Start Menu** – Raise your left hand and tap the windows icon with your right hand to access the Start menu. Alternatively, you can also speak “Go to start”.
7. Verify that you have access to WiFi? If you are connected, you will see a WiFi icon and the name of your network in the top left corner of the Start Menu. If no WiFi network is setup, it will say **No Internet**.

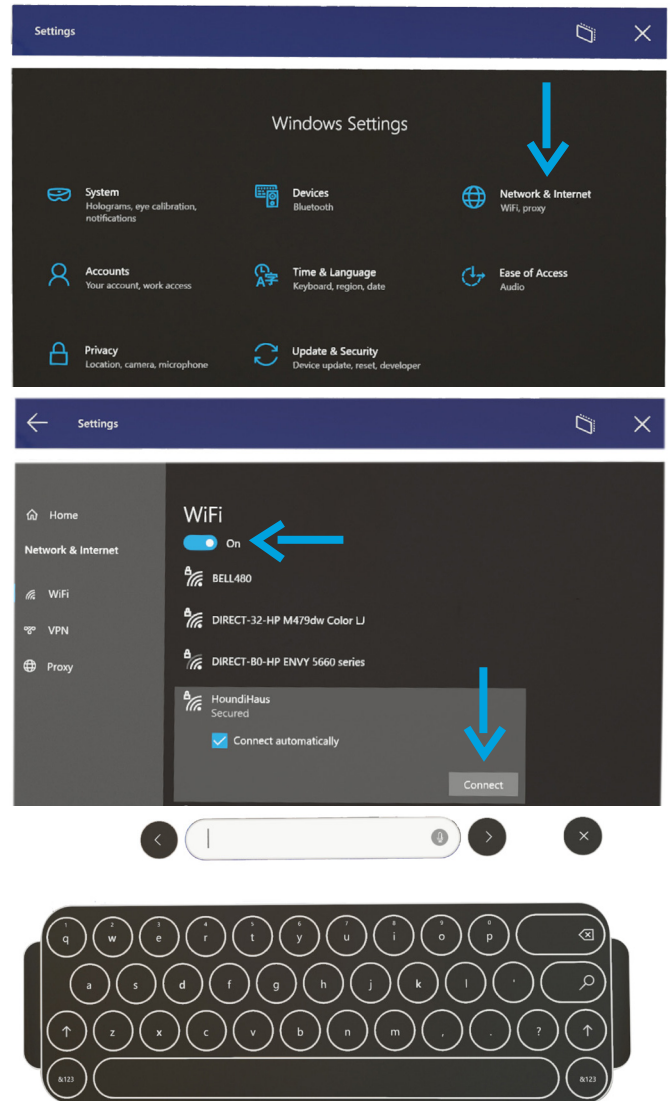


SETUP ACCESS TO A NEW WiFi NETWORK

If your access to WiFi has changed, then you will need to setup and access a new WiFi network. To setup a new WiFi network, you must:




1. Speak “Go to start” to access the Start menu. Locate the WiFi **Network Name**  in the top-left corner above the three-by-three rows of squares.

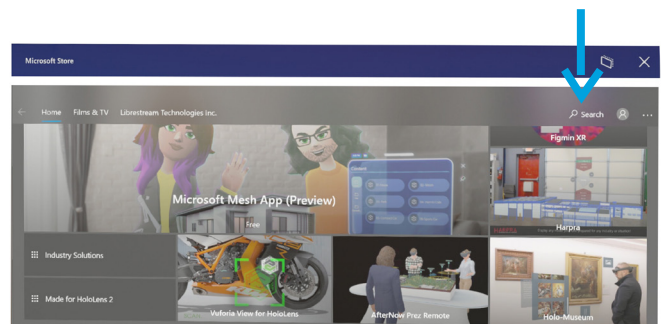
2. Tap **Settings**. The Windows settings appear.
 3. Select the **Network and Internet** setting.
 4. Enable WiFi to be **On** and select the WiFi network name you want to connect to.
 5. Enable the **Connect Automatically** check box and click **Connect**.
 6. Tap to enter the password within the **Enter the network security key** field that appears.
 7. A virtual keyboard appears. Tap to spell-out the password. Use the **&123** key to enter numbers, **abc** key to add letters, and the **Up arrow**  to change to capital letters. Click the **Enter**  key to finalize your entry. Your credentials are verified and status changes to **Secured**.
 8. Tap the X in the top-right corner to exit settings.
- This completes the procedure.



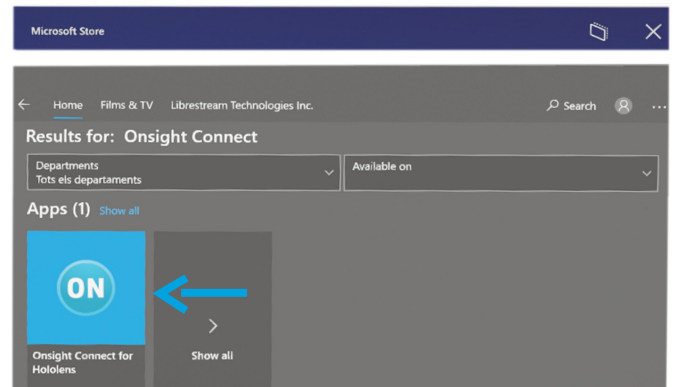
DOWNLOAD AND INSTALL ONSIGHT CONNECT

You can download the Onsight Connect application from the MS Store. To download, you must:

1. Speak "Go to start" to access the Start menu.
2. Select the **Microsoft Store**  icon. The Microsoft Store appears.
3. Tap the **Search**  icon near the top-right corner.
4. A virtual keyboard appears. Using the keyboard Type "Onsight Connect" and tap the **Search**  (Enter) key.



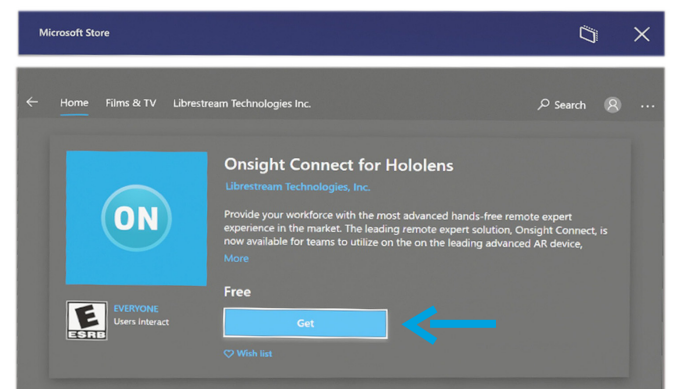
5. The Onsite Connect application appears. Select the application.



6. Tap **Get** to install the application. The Onsite Connect installation starts to download and a progress bar appears.

7. When prompted, allow access for all settings.

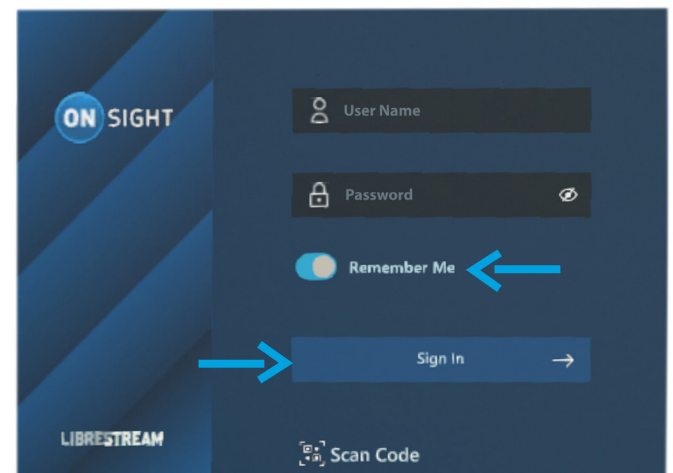
8. Click the X in the top-right corner to exit.



This completes the procedure.

LAUNCH ONSIGHT CONNECT & LOGIN

1. Speak "Go to Start" to access the start menu.
2. Tap **All Apps**. If necessary, click the **Down arrow** to see more apps.
3. Tap or speak "**Onsite Connect for HoloLens**".
4. Tap to enter your **User Name** and **Password**. A Virtual Keyboard appears. Use the virtual keyboard to enter your information and select **Remember Me** to bypass this step in the future.
TIP: Alternatively, you can also consider generating a QR code and select the **Scan Code** option to minimize typing.
5. For detailed instructions for using Onsite Connect, please refer to [How To - Use Onsite Connect for HoloLens-2](#).



This completes the procedure.

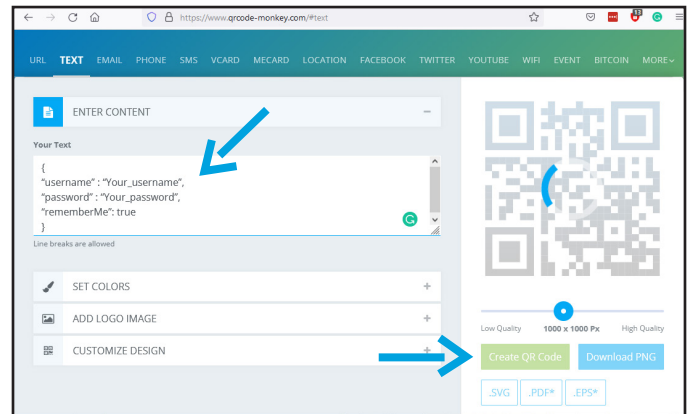
GENERATE A QR CODE

You can create a Quick Response (QR) code that contains your login credentials to speed up the process of logging into Onsite Connect. Use a QR code generator to create the code. For example, <https://www.qrcode-monkey.com/#text>.

```
{
  "username": "Your_username",
  "password": "Your_password",
  "rememberMe": true
}
```

To generate and use a QR code, you can:

1. Select and copy the provided text.
2. Access a QR code generator like [qrcodemonkey](https://www.qrcode-monkey.com/).
3. Paste the text into the text content field.
4. Replace “Your_username” and “Your_password” with your login and password information.
5. Click the **Create QR Code** button. Wait for the code to generate.
6. Click the **Download PNG** button.
7. Open the image file within an image viewer.
8. When you are logging into Onsight Connect for the first time, select the **Scan Code** option. Point the camera at the QR code and wait for the login to succeed.



This completes the procedure.

BASIC TROUBLESHOOTING

1. Can you Login?	<ul style="list-style-type: none"> • No – Check with your Onsight Administrator regarding licensing details. Then follow basic troubleshooting steps 2-3. • Yes – Proceed to placing a call?
2. Can you place a call?	<ul style="list-style-type: none"> • No – Is the System Health Red? <ul style="list-style-type: none"> • No – Contact a colleague to see if they are connected. • Yes – Verify that you are connected to the correct WiFi network and try again. • Yes – Proceed to checking for an audio issue.
3. Is there an audio issue?	<ul style="list-style-type: none"> • Yes – Verify that the headset is properly fitted. Check to see if audio is muted in Onsight Connect. Contact support to resolve the issue.

FOR SUPPORT:

<http://librestream.com/onsight-support/>

JUST-IN-TIME TRAINING MATERIALS:

<http://librestream.com/training-deployment-adoption-materials/>