ON SIGHT

ONSIGHT HOW TO:

USE ONSIGHT CONNECT FOR 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.
    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.** If you are not connected, or need to setup a new WiFi network, please refer to the section **Setup Access to a new WiFi network** within How to - Setup and Configure A HoloLens 2.
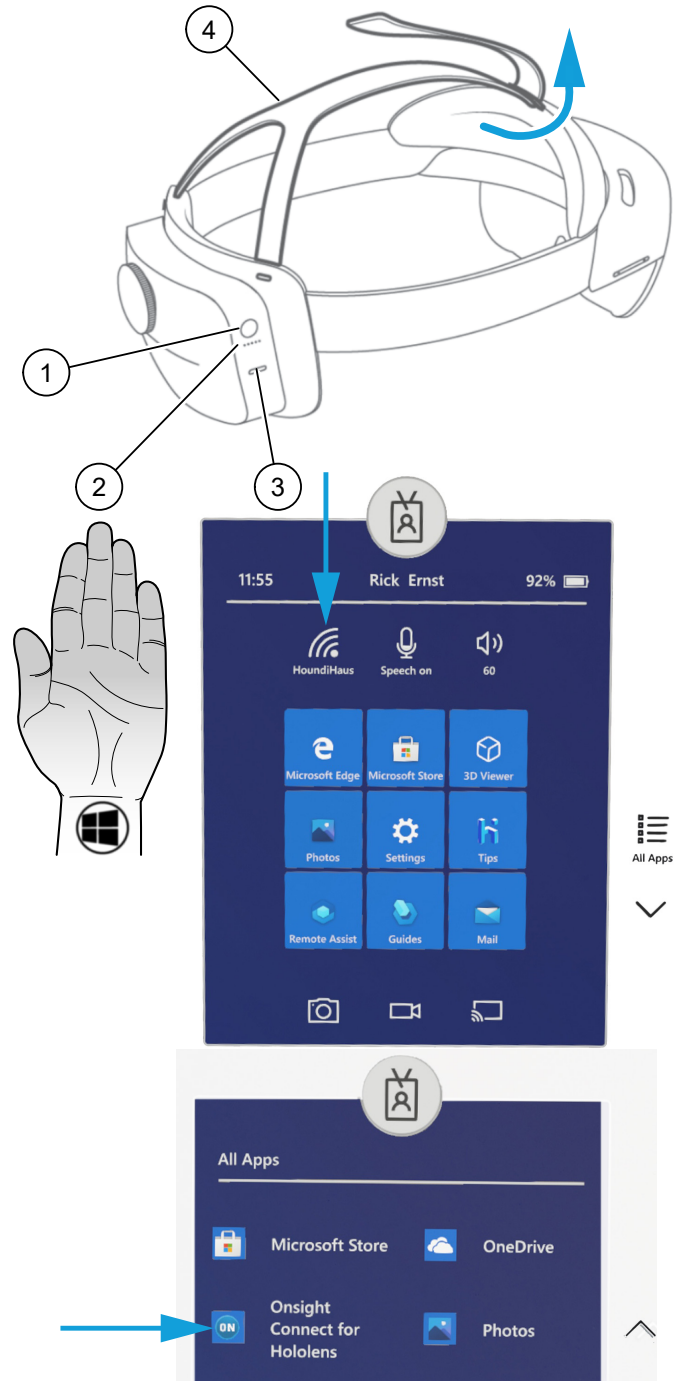
LAUNCH ONSIGHT CONNECT & LOGIN

1. Access the start menu or speak "Go to Start".

2. Tap **All Apps.** If necessary, click the **Down arrow** to see more apps.

3. Verify that the Onsight Connect for HoloLens app is available.
    NOTE: If the Onsight Connect for HoloLens is not available, please refer to the section Download and Install Onsight Connect within the document How to Setup and Configure A HoloLens 2.

4. Tap or speak **"Onsight Connect for HoloLens"**.

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5. Tap to enter your **User Name** and **Password**. A Virtual Keyboard appears.
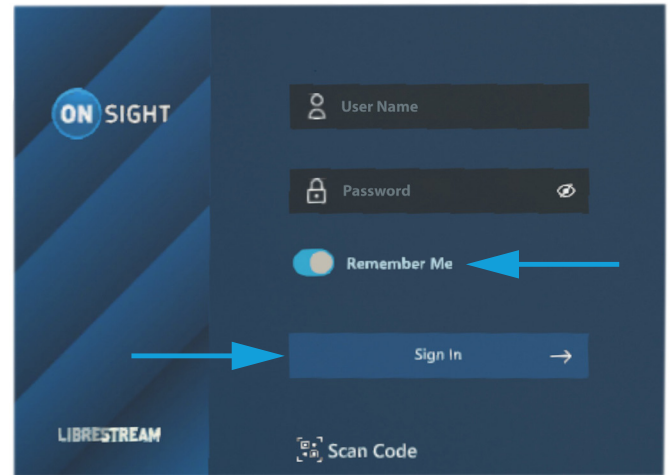
6. Use the virtual keyboard to enter your information and select **Remember Me** to bypass this step in the future.
    TIP: Alternatively, you can also consider generating a QR code and select the **Scan Code** option to minimize typing. Refer to the section Generate a QR code within the document How To Setup and Configure A HoloLens 2.

This completes the procedure.

MAKE A CALL
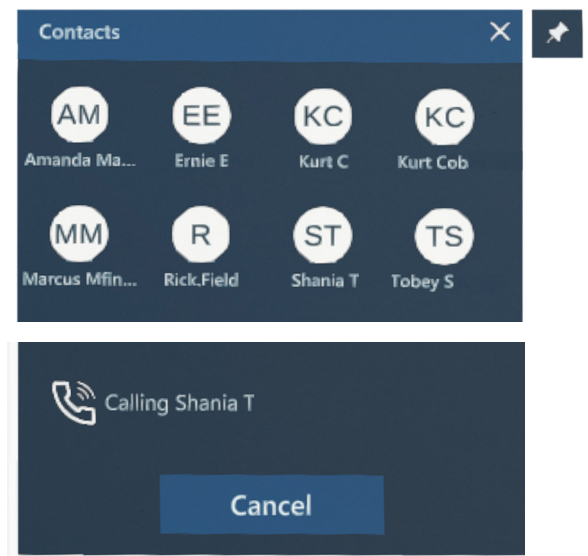
To make a call, you must:

1. Raise your left hand up with your palm facing the HoloLens. This action causes a floating toolbar to appear.
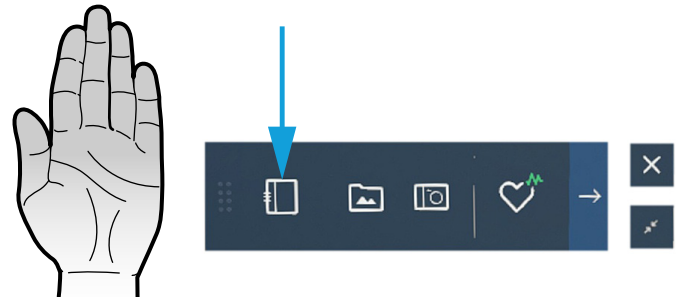
2. Tap the **Contacts** icon or speak "Show contacts".
    TIP: Consider using the **Push Pin** icon to prevent the floating panel from moving around.

3. Tap the contact's name that you want to call. A window appears stating that you are "Calling …"

4. The contact you are calling must click **Accept** to join the call.
    NOTE: If you are receiving a call from one of your contacts, you must tap **Accept** to join the call.

This completes the procedure.

NAVIGATING THE ONSIGHT CONNECT USER INTERFACE

To navigate the user interface, you must raise your left hand up with your palm facing the HoloLens. This action causes the floating toolbar to appear. When you are in a call, the **Contacts** icon updates to include a blue circle and now represents **Participants** . The **Share** and **Hang up** icons also appear within the toolbar.

The Onsight Connect toolbar can be collapsed and expanded. Click the **Right arrow** to reveal more functions. Click the **Left Arrow** to collapse the toolbar: When fully expanded, the following Viewer functions are available:

- Access **Contacts** – Tap or speak "Show contacts"
- **Participants** – Tap or speak "Show participants" to access the participants panel where you can enable sharing and **Delete telestrations**
- **Share** icon – Tap or speak "Start streaming" to share a video or pictures. The **Share** icon will glow blue when you are actively sharing
- **Hang up** – Tap or speak "Disconnect call" to Hang up
- **Mute** Microphone – Tap or speak "Mute microphone". Repeat again to unmute
- Access **Files** – Tap or speak "Show Files" to display pictures
- **Take a Picture** – Tap or speak "Take picture"
- **System Health** – Tap or speak "Show system health"
- **Show About** – Tap or speak "Show About" to display information about the Onsight Connect application
- **Show Settings** – Tap or speak "Show Settings" to display your settings for **Login**, **Proxy, Calls** and **Support**
- **Close** – Tap to close the toolbar
- **Resize** – Tap to scale the toolbar up/down

NOTE: If the **Transcription** icon appears, this means that the recording is being transcribed. If the **Call Privacy** icon appears, then this means that call privacy rules (Settings) are enabled and that a participant can **Allow** or **Decline** your request to share video. Tap or speak "Show Settings" **Show Settings** **> Calls** and enable the **Require consent for remote video sharing requests** option.

Participants

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Settings

Login

Proxy

Calls

Support

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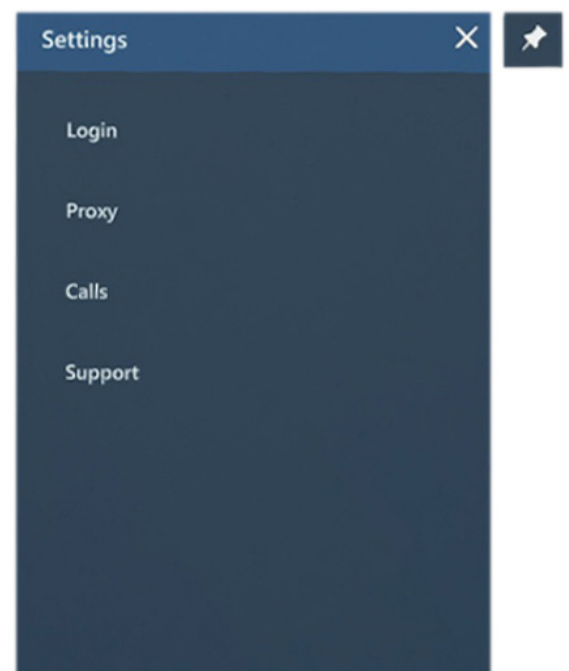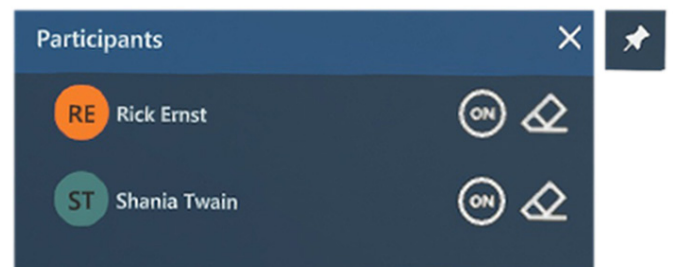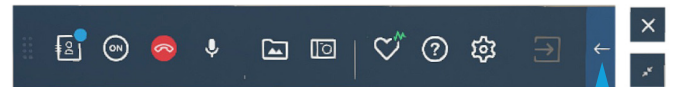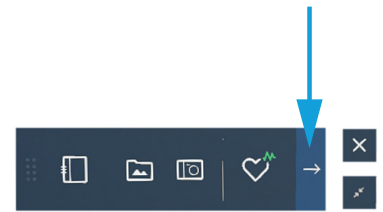
Typically, the person with the most experience leads the session. When leading a session, you can consider:

- Starting, pausing, and stopping video streaming

- Taking and sharing picture(s)

- Adding **Telestrations** (Drawing on the screen)

## ACCESSING VOICE COMMANDS

TIP: When you hover your finger over an icon, the suggested Voice command appears. Other common commands include:

1. To call a contact, speak "Call [Contact's Name].

2. To take a photo, speak "Take a picture"

FILE MANAGEMENT

Manage **Files** – Tap or speak "Show Files" to manage pictures. The following file management functions are available:

- **Information** – Tap or speak "Show File Info" to display properties and metadata (**Title**, **Description**, and **Keyword)** for a file

- **Share** icon – Tap or speak "Start streaming" to share a video or pictures

- **Computer Vision** (AI) icon – Tap or speak "Onsight AI" to apply labels (Auto-tag) images using Artificial Intelligence (AI) and click **Save Tags**

- **Delete** icon – Tap or speak "Delete" to permanently remove the video or picture
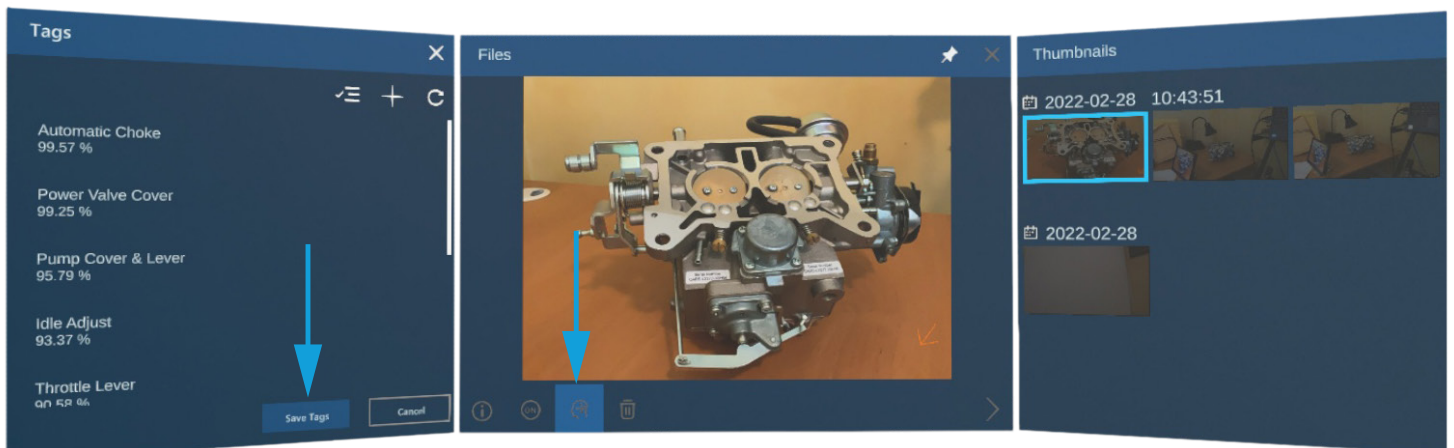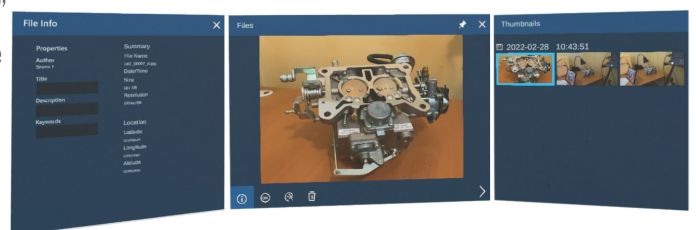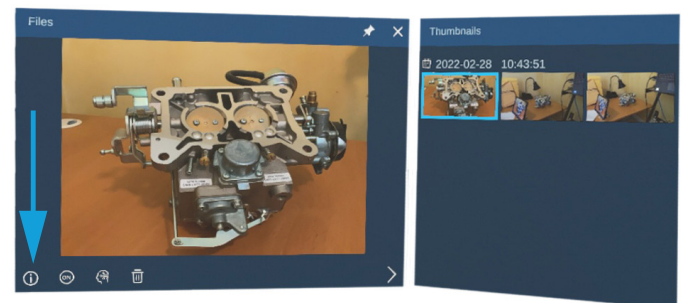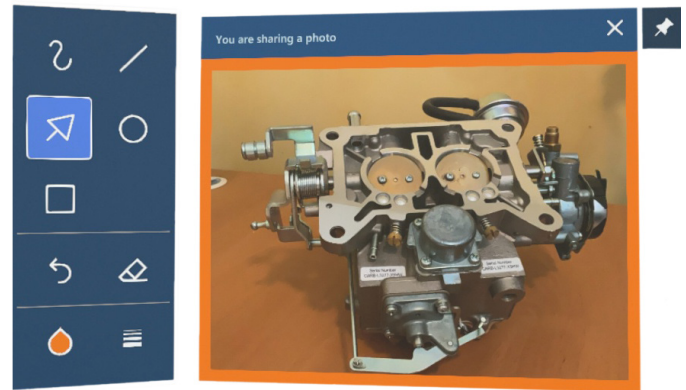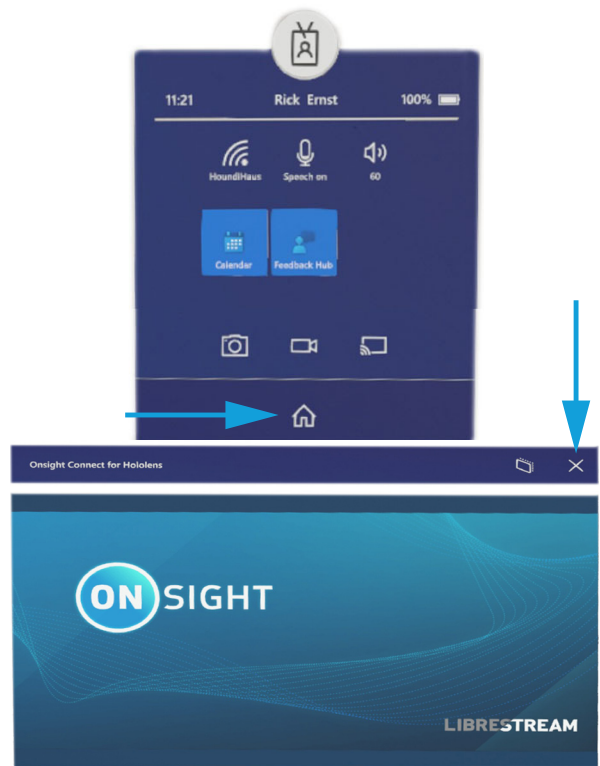
EXITING ONSIGHT CONNECT

To exit Onsight Connect you will need to:

1. Speak "Go to start" to access the start menu. The start menu appears.

2. Click the Home 🏠 icon to force Onsight Connect to close.

3. The Onsight Connect for HoloLens application appears. Tap the X in the top-right corner of the app to exit.

This completes the procedure.

BASIC TROUBLESHOOTING

1. Can you Login?	• **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?	• **No** – Is the System Health Red?
	    • **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?	• **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/