

# **ONSIGHT CONNECT** First-time User Tips

## **Overview**

#### **Download, Install and Setup License**

- 1. Request a license from your internal main contact.
- Download Onsight Connect for your PC, tablet, mobile device (Android, iOS), and/or wearable smart glasses. Follow the license links, accept all pop-ups, and change your password as required. Refer to the Get Started video.
- 3. When logging in Click **Remember Me** to enable automatic logging-in for Onsight Connect. Refer to the Log in Video.

#### **Prepare for a Call**

- 1. Click **Tool Tips** Within the **Right Toolbar** to help you identify different functions.
- 2. Try all buttons.
- 3. Add **Contacts** . Refer to the Add a Contact video.
- 4. **System Health** must be **Green**. If otherwise, please contact your Onsight Connect Administrator. Refer to Check System Health video.
- 5. For Smart glasses Verify that the battery is fully charged and the date/time is current.

#### **Test With a Team Member**

- 1. Select and test use cases: Test an actual use case in different locations with appropriate properties using your assigned device(s).
- 2. Call a Team Member: Select a contact who is ready to receive and initiate Onsight calls. Refer to Make a Call video.
- 3. Video Quality: Click Video Settings & Stats for the selected video settings to determine the best media configuration. Refer to the Media Configuration video as necessary.
- 4. **Tool Tips:** Select **Tool Tips** for guidance on how to take a picture, telestrate, share your screen, and record a video. Refer to Take and Share a Picture, Advanced Telestration, and Screen Sharing videos.
- 5. **Motion:** Ask your Team member to move slowly and be steady when applicable. Consider pausing the video when moving.
- 6. Send a Guest Invite (if available): Click Contacts and select Invite. Fill out the fields within the Invite a Guest screen and send to a team member ready to test. Refer to the Invite an External Guest video.



**Tip:** If you are sending the invitation via Short Message Service (SMS), ensure that the **Country Code** is included within the **Phone Number** field .





#### **Adjust for Your Environment & Use Cases**

- 1. Battery: Reducing the screen brightness on your smartphone can help to reduce battery consumption.
- 2. Data Usage: Is dependent on your video settings.
- 3. Audio Quality: When possible, wear a headset to reduce background noise.
- 4. Internet Connectivity: Video recordings and taking pictures are possible even if you have no Internet connection.
- 5. Bandwidth: Test using a variety of different media configurations and take pictures, record videos and telestrate to see differences in performance. Refer to Onsight Connect Tips with Bandwidth Featured document and Media Configuration videos.
- 6. Refer to FAQs for more information.

### **Notes:**



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