

ONSIGHT CONNECT

First-time User Tips

Overview

Download, Install and Setup License

1. Request a license from your internal main contact.
2. 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.

