

# **Onsight Workspace** User Guide



LIBRESTREAM.COM



### **Onsight Workspace**

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# **1. OVERVIEW**

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ሔ	Rick@we Folder	2 hours ago	Call Au	di a day ago	
۲	220215_1 OnsightCa	all 2 hours ago	Call Au	di a day ago	00 derek

Figure 1-1 Onsight Workspace

**Onsight Workspace** is a secure online tool for Onsight Connect users to centrally manage their **Onsight Content** including **video** and still **images**. Using Workspace, Onsight users can efficiently manage, maintain and share their Onsight generated content.

Workspace provides tools to:

- 1. Upload Onsight generated video and still images:
  - Perform Automatic Uploads when Onsight calls end.
  - Manually upload content from the Files panel.
  - Monitor Upload Queue status.
  - Launch Workspace from **Onsight Connect** clients to view the repository.

#### 2. Perform File Management tasks:

- View images and edit telestrations.
- View Onsight video recordings including telestration and shared images.
- Create Onsight Video Clips from recordings.
- Create file versions for tracking edits and audit control.
- Search tags, titles and Metadata.
- View Favorites, Recent Files and Recent Activity from the Dashboard on the Home page.

# 2. LOGIN TO WORKSPACE

Your **Onsight Administrator** must enable access to **Onsight Workspace** before you are able to login to the Workspace or upload content. There are three ways to login to Workspace:

- 1. Using any Onsight Connect Client running on a Personal Computer (PC), smartphone, tablet or Onsight device.
- 2. Using Onsight Platform Manager.
- 3. Using a web browser.

#### Web Browser Support

The following web browsers have been tested with Workspace and provide full support:

- Google Chrome
- Safari iOS 10.2 and Macintosh (Mac)
- Microsoft Edge

Note: Internet Explorer is not supported. Firefox can display content but is unable to play video content.

# 2.1. Login From an Onsight Connect Client

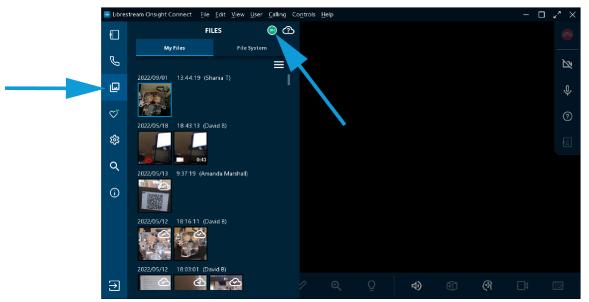


Figure 2-1 Login from an Onsight Client

Use your Onsight user credentials to login to Onsight Connect using a PC, smartphone or Onsight 5000HD Smartcam.

Click **FILES** and select the **green Workspace ON** button to launch **Onsight Workspace**. You will be re-directed to a browser and automatically logged into the Onsight Workspace.



Tip: External Guest Users cannot access Workspace.

### **Related information**

LOGIN TO WORKSPACE (on page 7)

# 2.2. Login Directly to Workspace

LIBRESTREAM	LOGIN
ON SIGHT PLATFORM MANAGER	
LOGIN User Name: Password: Login Login Login with Single Sign On Register   Forgot password   Terms of Use	
information@librestream.com LIBRESTREAM.COM Copyright © 2011-2022 Librestream. All rights reserved.   Terms of Use	⊠ in O

#### Figure 2-2 Login Direct to Workspace

You can login directly to Workspace using a browser and your Onsight user account by navigating to the **Onsight Workspace** login page:

#### https://workspace.librestream.com

Enter your Onsight account credentials. You will be temporarily redirected to the **OPM login** screen in order to authenticate your credentials.

#### **Related information**

LOGIN TO WORKSPACE (on page 7)

# 2.3. Login Via Onsight Platform Manager

LIBRESTREAM	LOGIN	LIBRESTREAM	RICK ERNST   TRAINING   LOGOUT
ON SIGHT PLATFORM MANAGER		ON SIGHT PLATFORM MANAGER USERS EXTERNAL CONTACTS SETTINGS STATISTICS	AND EVENTS CUSTOM MESSAGES
		RICK ERNST	
LOGIN		USERS	Personal Settings
User Name:		Total users g	My Profile
Password:		Extensi guest users 0 Active users 6	Download Onsight Connect for Windows
		Users awaiting approval by an administrator Q	🛃 Users
Login		Expired users   Total Connect Enterprise kenses  20	Manage Users and Groups
		Total Connect Enterprise Icenses 20 Available Connect Enterprise Icenses 14	Create New User
Login with Single Sign On		Total Workspace Enterprise kenses 20	Import Users
Register   Forgot password   Terms of Use		Avalable Workspace Enterprise loenses 17	
		Total Workspace Contributor licenses	Workspace
		Available Workspace Contributor Icenses Active Onsight clent sessions	Launch Workspace
		NOTIFICATIONS	External Contacts
		There are no notifications at this time.	Manage External Contacts
information@librestream.com			Import External Contacts
LIBRESTREAM.COM	in 🔍		Administration
			Settings Statistics and Events

1. Open a web browser to login to OPM and navigate to:

#### https://onsight.librestream.com

2. Enter your user name and password that Librestream provided to you via email in the following format:

- User Name: user@domain.com
- Password: Password
- 3. Click Login.
- 4. Click the Launch Workspace link on the right.

**Note:** To avoid unauthorized access to the software, you should change this password immediately after logging in for the first time.

**Related information** LOGIN TO WORKSPACE (on page 7)

# **3. WORKSPACE HOME PAGE**

	Onsight Workspace	5	1	)		
6	GETTING START	TED TUTORIAL	s	슈 MY FAVORITES	Modified	Last Contributor
		$(\uparrow )$	FQ.	Call Audio.wav	a year ago 6 months ago	(RE) Rick Ernst
			FIND & VIEW	IMG_00009_A.jpg	6 months ago 6 months ago	RE Rick Ernst
8	WATCH VIDEO	WATCH VIDEO	DO NOT SHOW AGAIN	REC_00038_A.Imc	6 months ago a year ago	RE) Rick Ernst
(9)	MY RECENTLY VIEWED	(4	)	RECENT ACTIVITY	— <u>(</u> 3	)
(10)	Title	Туре	Last Viewed	Title	Modified	Last Contributor
	IMG_00015_A.jpg	Picture	a few seconds ago	IMG_00013_A.jpg	a month ago	David B
	-11			IMG_00014_A.jpg	a month ago	08 David B
12)	$\square$			IMG_00012_A.jpg	3 months ago	DB David B

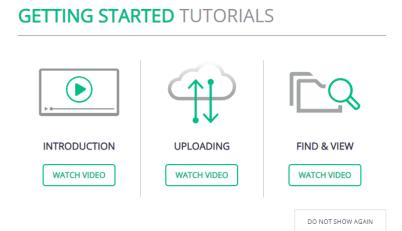


#### Dashboard

The Workspace Homepage user interface includes a menu and a Dashboard that includes:

- 1. Getting Started Tutorials.
- 2. My Favorites Content marked as favorite. By default, users' upload folders are automatically added to their Favorites list for quick access.
- 3. Recent Activity A list of recent activity in the Workspace based on the user's Read permissions.
- 4. My Recently Viewed List of recently viewed content.
- 5. Browse File system explorer.
- 6. Search File names, tags, metadata.
- 7. **Personal Space** Stores private user content accessible only by the owner. The owner can edit permissions to share access to the personal space with other users.
- 8. Clipboard Copy media between folders using the clipboard.
- 9. Recent Recordings Recently recorded files that contain audio, video, and transcription content.
- 10. Trash Recently deleted items.
- 11. Administration Settings Access Administration functions and generate reports.
- 12. User Settings Enable you to access your Profile, Settings and Sign Out.

# **3.1. Getting Started Tutorials**



#### **Figure 3-2 Getting Started Tutorials**

The **Getting Started Tutorials** section provides an introduction to Workspace along with instructions on how to upload files from Onsight clients, and how to find and view files in the Workspace.



### 3.2. My Favorites

ON	FAVORITES	Onsight Works	pace					
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9 Q	Call Audio.wav					Title	Modified	Last Contributor
☆	₩G_00009_A.jpg					210726_1122	a year ago	RE Rick Ernst
۵	IMG_00015_Ajpg			$\mathbf{H}$		Call Audio.wa		RE Rick Ernst
	REC_00038_A.Imc	INTRO	DUCTION	UPLOADING	FIND & VIEW	MG_00015_A		Kurt C
	Rick.Ernst@ernst	WAT	CH VIDEO	WATCH VIDEO	WATCH VIDEO	REC_00038_A	.l 6 months ago	RE Rick Emst
					DO NOT SHOW AGAIN	Rick.Ernst@e	r a year ago	Rick Ernst
		の MY REC	ENTLY VIEWED			RECENT ACTIVITY		
		Title		Туре	Last Viewed	Title	Modified	Last Contributor
<u> </u>			/IG_00015_A.j	Picture	40 minutes ago	IMG_00013_A	a month ago	DB David B
۲						IMG_00014_A	a month ago	DB David B

#### Figure 3-3 My Favorites

My Favorites is a quick access list of files and folders. You can quickly find your Upload folder by viewing the My Favorites panel on

the dashboard or clicking the **Favorites** icon within the menu. Your upload folder will contain all the files you have uploaded from our Onsight client.

When you select a file or folder, you can use the Add to Favorites 🔀 icon within the Selection Toolbar to add it to the list.

#### Related information

WORKSPACE HOME PAGE (on page 11)

# 3.3. My Recently Viewed

RECENTLY VIEWED	Onsight Workspace					
	GETTING STARTED TUTORIALS			슈 MY FAVORITES Title	Modified	Last Contributor
で ☆ -		(T)	[ Q	Call Audio.wav	a year ago 6 months ago	Rick Ernet
			FIND & VIEW	IMG_00009_A IMG_00015_A	6 months ago 6 months ago	Rick Ernst
			DO NOT SHOW AGAIN	REC_00038_A.I	6 months ago a year ago	Rick Emst
	🕫 MY RECENTLY VIEWED 🚽	-	-	RECENT ACTIVITY		
	Title	Туре	Last Viewed	Title	Modified	Last Contributor
586	IMG_00015_A.j	Picture	40 minutes ago	IMG_00013_A	a month ago	08 David B
۲				IMG_00014_A	a month ago	08 David B



A list of recently viewed files and folders. The list is displayed in a panel within the dashboard and is accessible by clicking the **Recently Viewed** icon within the **Menu**.

### Related information

WORKSPACE HOME PAGE (on page 11)

# 3.4. Recent Activity

	Onsight Workspace					
111 の	GETTING STAR	<b>TED</b> TUTORIAL	S	☆ MY FAVORITES		
S		$\bigcirc$	-	Title	Modified a year ago	Last Contributor
\$ }	) e	$\bigcirc$	I <u>C</u> Q	Call Audio.wav	6 months ago	RE Rick Ernst
		UPLOADING	FIND & VIEW	IMG_00009_A.jpg	6 months ago 6 months ago	RB Rick Ernst
	WATCH VIDEO	WATCH VIDEO	WATCH VIDEO	REC_00038_A.Imc	6 months ago	RE Rick Ernst
			DO NOT SHOW AGAIN	Rick.Ernst@ernst	a year ago	RB Rick Ernst
	MY RECENTLY VIEWED			☑ RECENT ACTIVITY		
	Title	Туре	Last Viewed	Title	Modified	Last Contributor
L.	IMG_00015_A.jpg	Picture	a few seconds ago	IMG_00013_A.jpg	a month ago a month ago	DB David B
3				IMG_00012_A.jpg	3 months ago	David B

#### Figure 3-5 Recent Activity

A list of recent activity in the Workspace based on you user permissions.



Tip: You will only see files and folders to which you have been granted access.

```
Related information
WORKSPACE HOME PAGE (on page 11)
```

# 3.5. Browse - Find & View Files

BROWSE	Onsight Workspace					
> vorsght > onsght ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓ ↓	GETTING STA	RTED TUTO	RIALS FIND & VIEW WATCH VIDEO	Image: Part of the	Modified a year ago 6 months ago 6 months ago 6 months ago 6 months ago a year ago	Last Contributor C Rice Emet C
	MY RECENTLY VIEWED			RECENT ACTIVITY		
	Title	Туре	Last Viewed	Title	Modified	Last Contributor
5 <del>3</del> 6	IMG_00015_A.j	Picture	40 minutes ago	IMG_00013_A	a month ago	De David B
۲				IMG_00014_A	a month ago	DB David B

#### Figure 3-6 Browse

Click the **Browse** icon within the **menu** to access the shared Workspace directory. You will see folders that you have been granted access to. Your upload folder (accessible from your **My Favorites** list) can also be found by following the upload path. Your upload path is displayed when you log in to an Onsight client under **System Health** > **Details** > **Workspace Upload Path**:

• /mycompany.com/workspaces/Engineering/b.engineering@mycompany.com/

Your Workspace upload folder can be seen using the **Browse** 🖽 icon and navigating to the path displayed above:

#### **Related information**

WORKSPACE HOME PAGE (on page 11)

### 3.6. Search

Default Search	GETTING ST	ARTED TUTO	RIALS	숩 MY FAVORITES		
Search for something				Title	Modified	Last Contributo
Modification Date				210726_1122	a year ago	RE Rick Ernst
Last week (0)		<u> </u>		Call Audio.wav	6 months ago	RE Rick Ernst
Last year (513) More than 1 year ago (7)	INTRODUCTION		FIND & VIEW	IMG_00009_A	6 months ago	RE Rick Ernst
Authors Search for contributors	WATCH VIDEO	WATCH VIDEO	WATCH VIDEO	IMG_00015_A	6 months ago	KUIT C
<u> </u>		Inside Video	MATCHINDED	REC_00038_A.I	6 months ago	RE Rick Ernst
Tags e.g. events, boston			DO NOT SHOW AGAIN	Rick.Ernst@er	a year ago	RE Rick Ernst
Size	MY RECENTLY VIEWED			RECENT ACTIVITY		
<ul> <li>Between 100 KB and 1 MB (151)</li> <li>Between 1 MB and 10 MB (136)</li> <li>Between 10 MB and 100 MB (61)</li> </ul>	Title	Туре	Last Viewed	Title	Modified	Last Contributo
More than 100 MB (6)	IMG_00015_A.j	Picture	40 minutes ago	IMG_00013_A	a month ago	DB David B

The menu provides a **Search** tab that enables you to search for Workspace content. The search tool will look for any file or folder that contains the search phrase you have entered. The Search can include the title, description, author, keywords, tags, and device names associated with your Onsight files.

Click the **Search** icon within the **menu** to access the **Search Filters** panel. Search options include:

- Full Text search
- Modification Date

- Authors
- Tags
- Size

Enable the search options and click the **Search** button to execute. Click the **Clear** button to uncheck (Clear) all enabled search option check boxes.

#### **Related information**

WORKSPACE HOME PAGE (on page 11)

### 3.6.1. Full Text Search

Search Filters 💌 🗄	Onsight Workspace				
Default Search         Paul Taxt         Search for something         Modification Date         Last 24h (0)         Last 24h (0)         Last work (0)	GETTING STARTED TUTOR	RIALS FIND & VIEW WATCH VIDEO	★ MY FAVORITES      TILIE      10726_1122      Call Audio.wev      MG_00009_A      MG_00015_A      MG_00015_A      KEC_00038_A.I      REC_00038_A.I      Kick.Ernstiller	Modified a year ago 6 months ago 6 months ago 6 months ago 6 months ago a year ago	Last Contributor  C Rick Emst  Ri
Size	MY RECENTLY VIEWED Title Type MG_00015_Aj Picture	Last Viewed 40 minutes ago	☑ RECENT ACTIVITY TRIE IMG_00013_A IMG_00014_A	Modified a month ago a month ago	Last Contributor

Use the Full Text search field to look for files and folders that contain words that start with your search phrase.

- 1. Enter your search phrase within the Full Text field.
- 2. Type partial words to search for specific terms that starts with your phrase, e.g., eng will find engine, engineer.
  - *i* **Tip:** The wildcard characters \* (asterisk) is automatically added as a suffix to your search phrase, e.g., eng is searched as though you typed eng\*.
- 3. To search for specific words, put the search phrase in double guotes (""), e.g., "inspection complete" will only find files with that specific phrase.
- 4. To search for documents containing all of the words entered, separate them with a single space. E.g., engine inspection complete. This is equivalent to typing: engine AND inspection AND complete.
- 5. To search for documents containing any of the words entered, separate them by using OR. E.g., engine OR inspection OR complete.
- 6. To search for a document that does not contain a specific word, place a hyphen or dash in front of it. E.g., engine inspection overhaul. This will search for documents containing engine and inspection but not overhaul.
- **Note:** if you are searching for a document that contains a hyphenated word, i.e., it contains a dash, "-", then you must enclose the search phrase in double quotes (""). E.g., "hazardous-waste". Not placing the search phrase in double quotes would result in a search for documents that included the word hazardous but not waste.



**Tip:** The following characters are not searchable:\* ! \$

### **Additional Search Filters**

You can filter searches by:

- Creation date
- Modification date
- Authors
- Tags added as Search phrases
- Size of files

Note: Tags added to a file are valid search fields only when searching within Workspace. If the file is downloaded and shared between Onsight endpoints, the Tag will not be included in any local searches.

Tip: Device name is the name of the Onsight client you uploaded your file from, e.g., your iPhone's name under Settings > About > Name.

#### **Related information**

Search (on page 14)

### 3.6.2. Search Results

Default Search     Control Video       In Int Control Video     Cathornic Video       International State (Control Video	2 4 5 4 5 4 5 4 5 4 5 4 5 4 5 4 5 4 5 4
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	Author Rick First
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Brevent 10Mard 10 MB10     Calacterer	C L 212-YANN
	TAGS



Search results are displayed to the right of the Search panel. For quick access to the files in the search results, you can toggle your

Search view between Filter View  $\forall$  and Queue View

- Click SWITCH TO QUE VIEW E to display a list of the files in the Search panel. Select any file or folder in the list to view the contents.
- Return to the Search Filter by clicking the SWITCH TO FILTER VIEW  $\overline{V}$  icon.

Click the **CLEAR** button to reset the search parameters.

Click the **SEARCH** button to search again.

#### **Related information** Search (on page 14)

# 3.7. Personal Space

ON PERSONAL SPACE	Onsight Workspace						
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				REC_00003_A.Ime	13 days ago	🕫 Haaris Farooqui	<b>①</b>
				IMG_00057_A_1.jpg	13 days ago	Haaris Farooqui	,

Figure 3-10 Personal Space

**Personal Space** (PS) is your private folder that, as the owner, only you can access. You can create folders and add files to your PS. You may add any document type to your PS including PDFs, and Word documents, etc.

- 1. Click the **Personal Space** icon within the menu to open the panel.
- 2. Click the **Add Content** button to add documents or create folders in your PS.
- 3. You may copy or move files from your upload folder into your PS.
- 4. You may edit permissions to share access to your personal space with other users.

#### **Related information**

WORKSPACE HOME PAGE (on page 11)

### 3.8. Clipboard

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	Version 18  Last Modified March 14, 2022 Greened March 16, 2022	C.	✓ DETAILS			
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	Title MG_00009_A(pg	8	П <u>тіte</u> ↑	Modified	Last Contributor	^ ©
	Description Author Shana T Neywords		220513_093719_Rick.Ernst	May 13, 2022	n Rick Ernst	
	Device Name Ricks (Pad		220512_181611_Rick.Ernst	May 12, 2022	Rick Ernst	
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Date/Time 14/3/2022-040.07 PM Size 178.37 48		∰ РАБТЕ +\$+МОУЕ	220510_162823_Rick.Ernst	May 10. 2022	Rick Ernet	Ð
Resolution 1024 x 768						-

#### Figure 3-11 Clipboard

The clipboard enables you to move, copy, and paste files between folders.

- 1. Use **Browse I** to find the files you wish to copy.
- 2. Click to enable one or more file check boxes.
- 3. Click the **Add to Clipboard** icon to copy the asset (Video, image, document etc.).
- 4. Use **Browse** to navigate to the folder you wish to paste the file into.

- 5. Click the **Clipboard** icon on the menu.
- 6. The Clipboard panel opens to the right of the Menu.
- 7. Click the Paste button to place a copy of the file in the folder; or
- 8. Click **Move** button if you wish to move the file to the folder.

#### **Related information**

WORKSPACE HOME PAGE (on page 11)

# 3.9. Recent Recording (Search)



Click **Recent Recordings** Click from the **Menu** to easily locate transcription audio and video by searching for content.

Filter your search by:

- Full Text
- File Type (Audio/Video)
- Recording Date
- Author
- Tags added as Search phrases

Enable the search options and click the **Search** button to execute. Click the **Clear** button to uncheck all enabled search option check boxes. When you select a **Call Audio.wav** file, you can **Play** the Audio and display the transcription text. Additional operations include:

- Preview 🔍 (New Window)
- Download Transcript 💵
- Download Audio 墏

# 3.10. Administration

	ADMINISTRATION	Onsight Workspace					
199	Analytics	GETTING S			☆ MY FAVORITES		
ମ୍ଚ ପୁ	Users & Groups About				Title	Modified	Last Contributor
~ ☆					<b>(</b> , 210726	a year ago	RE Rick Ernst
ቆ		,	<u>H</u>		Call Aud	6 months ago	RE Rick Ernst
Ô		INTRODUCTION	UPLOADING	FIND & VIEW	1MG_00	21 hours ago	RE Rick Ernst
۵		WATCH VIDEO	WATCH VIDEO	WATCH VIDEO	IMG_00	7 months ago	KO Kurt C
Ô				DO NOT SHOW AGAIN	Rick.Ern	6 months ago a year ago	RE Rick Ernst
				DO NOT SHOW AGAIN		- ,8-	-
		MY RECENTLY VIEW	ED		RECENT ACTIVITY		
		Title	Туре	Last Viewed	Title	Modified	Last Contributor
<b>.</b>	◀──	Caburet	Video	25 minutes ago	🛨 My Favo	21 hours ago	Rick Ernst
۲					1MG_00	21 hours ago	RE Rick Ernst

Figure 3-13 Administration

Click **Administration** within the **Menu** to access Administration functions. These functions can be enabled by your Workspace Administrator, and they enable the user to generate reports based on **Analytics**, **Users & Groups** data, and allows you to view information details using the **About** Workspace function.

#### **Related information**

WORKSPACE HOME PAGE (on page 11)

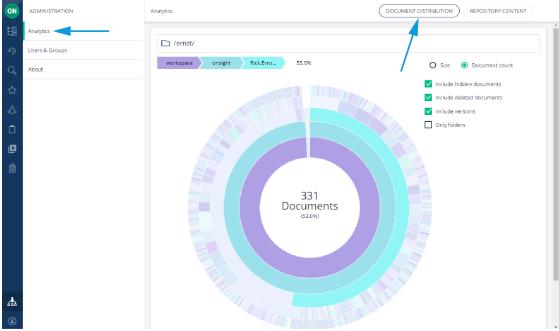
### 3.10.1. Analytics

Click Administration within the Menu and select Analytics functions to access:

- DOCUMENT DISTRIBUTION
- REPOSITORY CONTENT

**Related information** Administration (on page 19)

### 3.10.1.1. Document-Distribution



#### **Figure 3-14 Document Distribution**

Click **Administration** within the **Menu** and select **Analytics > DOCUMENT DISTRIBUTION** to access an interactive chart that shows your documents and how they are distributed within Onsight Workspace. The chart updates as you hover over specific color regions of the interactive chart to display **Domain > Root Directory > Upload Folder > User > Date** and **File Content** that also includes a **Percentage** (%) value of the total space.

7 Tip: Your Upload Folder is defined by within your OPM Client Policy.

You can filter content by:

- Size
- Document count

You can also enable options for display:

- Include hidden documents
- Include deleted documents
- Include versions
- · Show Only Folders by hiding documents

#### **Related information**

Analytics (on page 19)

### **3.10.1.2. Repository Content**

ON	ADMINISTRATION	Analytics		DOCUMENT		ТИ
問 ூ へ ☆	Analytics Users & Groups About	/ernst/ After 08/07/2022 Before 09/07/2022				0
4 1 1		DOCUMENTS	DOCUMENT	TYPES	TOP 10 CREATORS	
		3	Picture On	nsightCall	Rick Ernst@ernst	
÷		DOCUMENT CREATED PER WEE	K goodelines	DOCU 8 6 4 2 0 4 0 0	MENTS MODIFIED PER WEEK	

Figure 3-15 Repository Content

Click **Administration** within the **Menu** and select **Analytics** > **REPOSITORY CONTENT** to learn more about the content that exists within your repository by generating a summary for content created **After** and **Before** a specific date range. Repository content includes:

- A number value for **DOCUMENTS**
- A description of **DOCUMENT TYPES**
- A list of TOP 10 CREATORS
- A line chart that displays **DOCUMENT CREATED PER WEEK**
- A line chart that displays **DOCUMENTS MODIFIED PER WEEK**

#### **Related information**

Analytics (on page 19)

### 3.10.2. Users & Groups

ON	ADMINISTRATION	Users & Groups		
	Analytics			
IJ	Users & Groups	Search for users and groups		
Q	About	の Recently Created Users and Groups		
슙				
ക		Name	Identifier	ۍ ۲
Ô		舟 Testing-Default-Values [OPM]	tenant_ernst_b5e46bc6fe4c446998ce000c41fc3d26	
۵		舟 Web App-Beta [OPM]	tenant_ernst_08ee79e3284c410cb6879fa6dcf4f27d	
Ô				
ሔ				
۲				

Figure 3-16 User & Groups

Click Administration within the Menu and select Users & Groups to:

- Search for users and groups
- · Identify Recently Created Users and groups by a user's
  - Name
  - Identifier

### **Related information**

Analytics (on page 19)

### 3.10.3. About Workspace

	ADMINISTRATION	About
LEI	Analytics	
IJ	Users & Groups	Onsight Workspace Version 11.4.12.24881
Q	About	
☆		Terms of Use
చి		Please contact Librestream directly should you have any concerns or questions regarding this copyright notice. By using this 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:
Ô		http://librestream.com/support-archives/termsofuse/
۵		Connect with Us
Ô		⊠ in ©
		Copyright
		Copyright 0 1005-2022 Librestream Technologies Incorporated. All rights reserved.
		United States Patent # 7,221,386, together with additional patents pending in Canada, the United States and other countries, all of which are in the name of Librestream Technologies Inc.
		Librestream, the Librestream logo, onsight, onsight Expert, onsight vobile, onsight connect, onsight classed, onsight Enterprise, onsight Account Manager, Onsight Flatform Manager, Onsight Franklick, Onsight Workpace, and Onsight Management Suite are estither registered trobamerks or trademarks of Librestream Technologies Incorporated in Camada, the united States, the European Union, and/or other countries. All other trademarks are the property of their regettive ouners.
		DEXX Software Engineering: @ Copyright 2000 - 2004 Wolfgang Dexk, DEXX Software Engineering, wd@dexx.de.
		Rata Microelectronics Inc.: Copyright © Rata Microelectronics Inc. All rights reserved. Alchemy, Au1200 and Au1250 are trademarks of Rata Microelectronics Inc.
<b>.</b>		wpa_supplicant: Copyright 0 2003-2010, Jouni Walinen «j@w1.fi» and contributors. All Rights Reserved. •
۲		This product includes software developed by the OpenSEL Project for use in the OpenSEL Toolkit (http://www.opensel.org/): Convriett © 1998-2000 The CoerdSL Project. All rights reserved.

#### Figure 3-17 About Onsight Workspace

Within Administration, click About to review:

- The Onsight Workspace software Version number
- Terms of Use

- Links to Connect with Us (Librestream Technologies Inc.) using social media accounts
- Copyright information

### Related information

Analytics (on page 19)

# 3.11. User Settings

ON	RICK ERNST	Onsight Workspace					
	Profile				☆ MY FAVORITES		, i
Ŋ	Settings	GETTING STAP	RTED TUTOR	IALS	Title	Modified	Last Contributor
Q	Sign Out						RE Rick Ernst
☆			$(\uparrow\uparrow)$		210726_1122	a year ago	
ക		,			Call Audio.wav	6 months ago	RE Rick Ernst
Ô		INTRODUCTION	UPLOADING	FIND & VIEW	IMG_00009_A	6 months ago	RE Rick Ernst
D		WATCH VIDEO	WATCH VIDEO	WATCH VIDEO	IMG_00015_A	6 months ago	KUT C
Ô					REC_00038_A.I	6 months ago	RE Rick Ernst
				DO NOT SHOW AGAIN	Rick.Ernst@er	a year ago	RE Rick Ernst
		MY RECENTLY VIEWED			RECENT ACTIVITY		
		Title	Туре	Last Viewed	Title	Modified	Last Contributor
ሔ		IMG_00009_A.j	Picture	a few seconds ago	IMG_00013_A	a month ago	David B
٠		IMG_00015_A.j	Picture	an hour ago	MG_00014_A	a month ago	DB David B

Figure 3-18 User Settings

Click the User Settings icon within the Menu to access your user Profile, Settings, and Sign Out.

#### **Related information**

WORKSPACE HOME PAGE (on page 11)

### 3.11.1. Profile

ON	RICK ERNST	Profile					
H	Profile	Rick.E@ernst Rick Ernst					^
D	Settings	Email Rick.E@Librestream.com					
Q	Sign Out	Company Rick Ernst					
☆							
ஃ		Groups					
Ô		Name	Identifier				
۵		அ, Web App-Beta (OPM)	tenant_ernst_08ee79e3	284c410cb6879fa6dcf4f27d			
Ô		ஷ் Domain (OPM)	tenant_ernst_574dc6db	3521482c95a21a5de98fe764			
		LOCAL PERMISSIONS					1
		On		Right	Time Frame	Granted by	
		My Favorites /ernst/UserWorkspaces/RickE~40ernst/Favorit	tes	EVERYTHING	Permanent		
盡		Rick E /ernst/UserWorkspaces/Rick.E~40ernst		EVERYTHING	Permanent		
٢		H < 1/1 > ►				Œ	2

Figure 3-19 Profile

Within the menu, click **User Settings > Profile** to review your **User Information**:

- Username
- Company
- Groups
- Local Permissions
- Member Permissions
- Tenant Permissions

**Related information** User Settings (on page 23)

### 3.11.2. Settings

ON	RICK ERNST	Settings	GETTING START		5
EE ₽	Profile	Show Start Page			
Q,	Sign Out	<b>⊾</b>			_
☆				$(\uparrow P)$	
<u>گ</u>				14	
Ċ E			INTRODUCTION	UPLOADING	FIND & VIEW
Ô			WATCH VIDEO	WATCH VIDEO	WATCH VIDEO
ቆ		$\odot$		I	
۲		•			DO NOT SHOW AGAIN

Figure 3-20 Settings

Within the menu, click **User Settings > Settings** to enable or disable the **Show Start Page** option. This option enables you to include or hide the **Getting Started Tutorials** section from the Workspace Home page.

#### **Related information**

User Settings (on page 23)

### 3.11.3. Sign-out

Within the menu, click **User Settings > Sign Out** to **Exit** Workspace. You can log back in by navigating to:

https://workspace.librestream.com

Sign in with your Onsight user credentials.

**Related information** User Settings (on page 23)

# 4. WORKSPACE CONTENT OPERATIONS

Content can be added to Workspace:

- Automatically
- · Manually by uploading files from Onsight client
- Manually by uploading content from a PC

Thereafter, a user can edit, create new versions, modify permissions and delete files as necessary.

## 4.1. Automatically Upload Files from an Onsight Client

🗸 Files	UPLOAD STATU	s	$\otimes$
	Finalizing		
ي	REC_00005_A.lmc 2019/02/26 - 1 File	¢	$\otimes$
لي	REC_00001_A.lmc 2019/02/26 - 1 File		$\otimes$
لي	IMG_00013_A.jpg 2019/02/26 - 1 File		$\otimes$
لس	IMG_00004_A.jpg 2019/02/26 - 1 File		$\otimes$

#### Figure 4-1 Upload Status Screen

Your account can be configured to automatically upload all images captured during an Onsight call. When a call ends, you will see the upload status bar appear onscreen. When the upload completes, all the uploaded files will be marked with the upload succeeded (Check mark).

**Tip:** Files will only be uploaded when you are not in an Onsight call. Uploads will automatically pause if a call is established and will resume once the call ends.

You can view the upload status by clicking the **Upload Status** icon. You can pause, continue or cancel any file uploading on the **UPLOAD STATUS** screen.

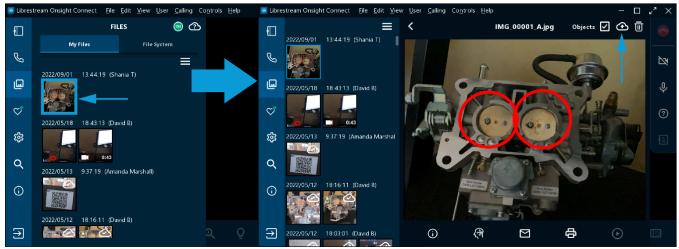


1

**Note:** You can still manually upload files when **Auto Upload** is enabled.

#### **Related information** WORKSPACE CONTENT OPERATIONS (on page 25)

# 4.2. Manually Uploading Files from an Onsight Client



#### **Figure 4-2 Onsight Client**

To manually upload a file from an Onsight endpoint:

- 1. Click **Files** within the **Left Toolbar** and select one or more file(s).
- 2. Click the **Upload** icon.

7) Tip: The file upload will begin immediately if you are not in a call. If you are in a call the upload will begin when it ends.

3. The status of the upload can be viewed by clicking the **Upload Status** icon.

When the upload has completed, the file will be marked with a white **Upload Succeeded** (Check mark) shown in the top-right corner of the image.



**Related information** WORKSPACE CONTENT OPERATIONS (on page 25)

# 4.3. Upload Content from a PC

CREATE FOLDER	ADD FILES	CREATE FOLDER	ADD FILES
Lourion /ernst/UserWorkspaces/Rick.Ernst-40ernst Trile		Location /ernst/UserWorkspaces/Rick.Ernst~40ernst	
Description		Drag and drop, or click to	
CANCIL	CREATE	CANCEL	

#### Figure 4-4 Upload Content from a PC

Uploading content to your Workspace can be done from your PC. This enables you to collaborate within your Workspace using content from other sources such as schematics, PDFs, images and recordings. You can add content to the Workspace by clicking the **Browse** 

📰 icon and navigating to the location where you would like to add content, and then click the Add Content 💴 button.

Click to access the **CREATE FOLDER** tab where you can add a title for the folder name and click **CREATE**.

Click the ADD FILES tab to drag and drop files to upload to Workspace and click CREATE. The list of supported content categories is:

- File
- Folder
- Picture
- Video
- Audio

**Tip:** Any content added to Workspace will be shared unless you turn off sharing by blocking permissions. You must have **Everything rights** to adjust permissions within the shared Workspace.

#### **Related information**

WORKSPACE CONTENT OPERATIONS (on page 25)

# 4.4. Add Content to Your Personal Space

To add content to your personal space, click the **Personal Space** icon, and click on the **Add Content** button. Any content added to your PS will be private. If you want to share content in your PS, copy or move it to a folder in the shared Workspace, or edit the permissions to enable access.

#### **Related information**

WORKSPACE CONTENT OPERATIONS (on page 25)

# 4.5. Edit Documents

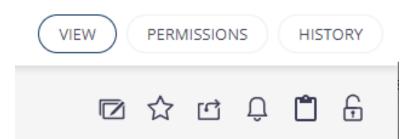


Figure 4-5 Edit Document Buttons & Selection Toolbar

Whenever you select a file, the several buttons and a Selection Toolbar display. The buttons include:

- View The image or recording you have selected is visible in the View window.
- **Permissions** The permission settings on the file are displayed. If you are the owner of a file or folder, you can edit permissions to share the access to the folder with other users.
- History All actions performed on the file are listed.

The following functions are available within the Selection Toolbar.

- Edit document 🔽 Edit the Title for the document.
  - *i* **Tip:** Changing the title does not change the filename. It will retain the original filename it had at the time it was uploaded.
- Add to Favorites 
   Adds the file to the FAVORITES list.
- Share Provides the link to the document for sharing with others. Users must have an Onsight account to view a shared document.
- Notify Me Enables document alerts to be sent to your email address. Any activity on the document will generate an alert.
- Add to Clipboard 🔲 Copies the document to the clipboard.
- Lock 🛅 Locks the document so that only the owner may edit.

#### **Related information**

WORKSPACE CONTENT OPERATIONS (on page 25)

### 4.5.1. Edit Images



Figure 4-6 Edit Image

When an image is selected, **Telestration** (Drawing onscreen) is permitted. Click the **Pencil** (Enable/Disable Telestration) 🥙 icon to

access additional telestration tools. When enabled, the **Pencil** (Enable/Disable Telestration) con changes color to be **green**. The following functions are accessible:

- 1. **SHOW** (Show/Hide telestration).
- 2. Assign **Color** voite to telestrations.
- 3. Select telestration tool When selected, this option reveals additional telestration tools in the top-left corner of the frame:
  - Freehand C Enables you to sketch and draw irregular lines.
  - Ellipse Enables you to draw ellipses and circles.
  - Rectangle Enables you to draw rectangles.
  - Line Enables you to draw straight lines.
  - Arrow Enables you to add directional arrows.
  - **Text** Enables you to add text labels.
- 4. Undo 🔍
- 5. Erase all telestrations Erases all annotations.
- 6. **Save telestration** Finalizes the document and saves changes.

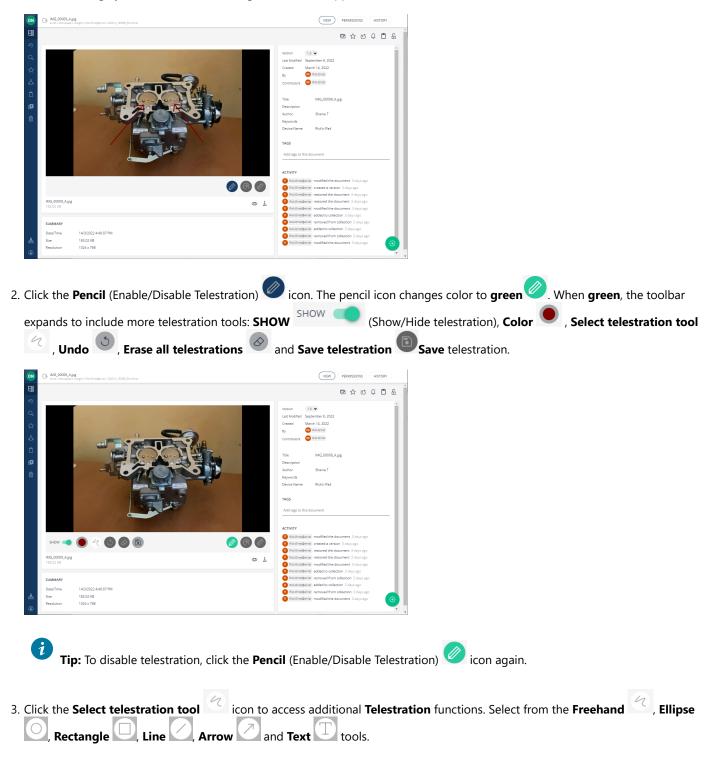
Next to the filename, click to access:

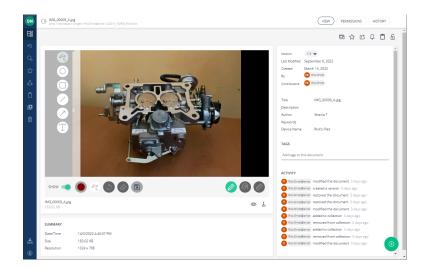
- **Preview** O To view the image in a larger window.
- Download To Download Image complete with telestrations burned-in as a single-layer raster image; or Download Onsight Image without any telestrations.

**Related information** Edit Documents (on page 28)

### 4.5.1.1. Editing Images

1. Select the image you wish to edit. The image and toolbar appear.





- a. Telestrate (Draw) on the image.
- b. When finished, you must click the **Save telestration** with icon to apply your telestration to a Working copy of the image.
- 4. You can click the **Preview** O icon to view the image in a larger window.
- 5. You can also click **Download**  $\stackrel{l}{\rightharpoonup}$  to view it locally on your PC or device with the following options:
  - a. **Download Image** Merges the Telestration & Onsight Image layer into a single-layer raster image prior to downloading.
  - b. Download Onsight Image Downloads the Onsight image without any telestrations.
- 6. When finished, you must click the **Save telestration** icon to apply your telestration to the Working copy of the image.



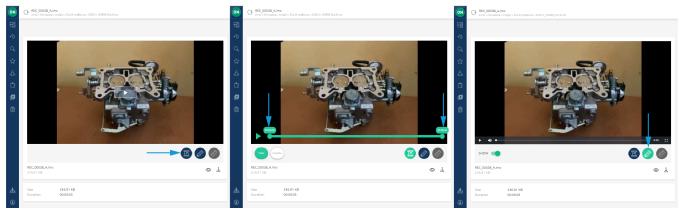
**Note:** Your original version is still available. By saving, you have created a working copy of the original. If you wish to save a permanent version of the Working copy, navigate to the Version drop down menu and select Create Version. You will be asked to select a minor or major version number for the new version. Click Create Version.

- 7. You now have two versions of the image, the original and the new version. Navigate to the **Version** drop down list to select the version you wish to view.
- 8. If you want to edit the image further, select **Working Copy** from the **Version** drop down list and begin your new edits. This completes the procedure.

Related information

Edit Images (on page 29)

### 4.5.2. Edit Video



#### Figure 4-11 Edit Video

When a video is selected, the following functions video tools are accessible:

- Click the **Trim Video** icon to access video **Trim Video** functions. The icon changes color to be **green** and the video can be trimmed by dragging one or both endpoints to shorten the video duration. Click **Trim** to finalize or **Cancel** to discard your changes.
- Click the **Pencil** (Enable/Disable Telestration) icon to access **Telestration** tools. The icon changes color to be **green** with the option to **SHOW** (Show/Hide telestration).

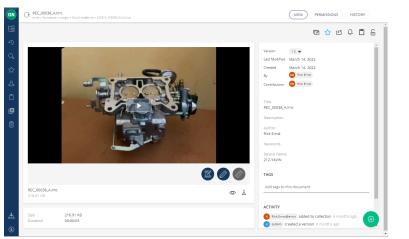
#### **Related information**

Edit Documents (on page 28)

### 4.5.2.1. Editing Video

In this task, you will select a video and explore editing capability, as required.

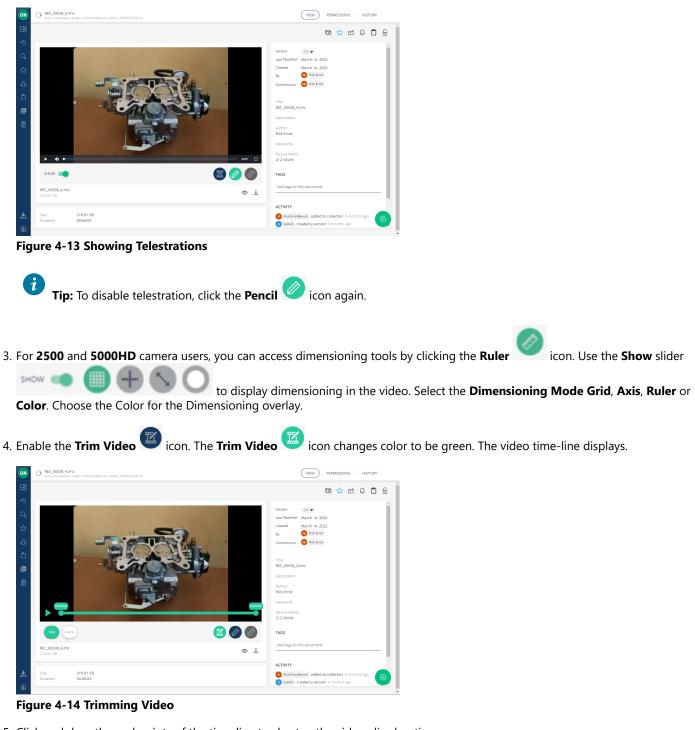
1. Select the video you wish to edit. The video and toolbar appear.





2. Enable Telestration by clicking the **Pencil** (Enable/Disable Telestration) 🥙 icon. The pencil icon changes color to become a

**green Pencil** (Enable/Disable Telestration) . When **green**, the toolbar expands to include **SHOW** (Show/Hide telestration).



- 5. Click and drag the end points of the time line to shorten the video clip duration.
- 6. Click **TRIM** to shorten the video clip duration or press **CANCEL** to discard your changes.
- 7. You now have a Working Copy of the video clip.
- 8. Navigate to the **Version** drop down menu and select **Create Version**. You will be asked to assign a minor or major version number for the new version. Click **Create Version**.
  - **Note:** Your original version is still available. By creating a version, you have created a trimmed copy of the original. You now have two versions of the image, the original and the new version. Navigate to the Version drop-down list to select the version you wish to view.

- 9. If you want to edit the video further, select Working Copy from the Version drop-down list and continue editing.
- 10. If you want to create more clips from the original video click **RESTORE 1.0** to make the original video your **Working Copy**.
- 11. You can click the **Preview** (O) icon to view the video in a larger window or click **Download** to view it locally on your PC or device as a Librestream Media Container (LMC) file. This completes the procedure.

#### **Related information**

Edit Video (on page 32)

# 4.6. Versioning

	IMG_00009_Ajpg emst. Workspace.s Antights. Rick.Emst@emst.s.220314_163938_Rick.Emst	VIEW PERMISSIONS HISTORY
		Version Last Woolffed 2 minutes ago by Rick Envestioner Created By Contributors
		Title IMG_00009_Ajpg Description Author Shania T Keywords Device Name Rick's IPad TAGS Add tags to this document
	SHOW 🦔 😑 🥢 🕙 💽	
	IMG_00009_Ajpg 183.02 KB	
.Å. ⊛	SUMMARY           Date/Time         14/3/2022 4:40:07 PM           Size         183.02 KB	RiskEmstBernst: added to collection 11 minutes ago     RiskEmstBernst: removed from collection 12 minutes ago     Shania TBernst: added to collection 6 months ago     RiskEmstBernst: added to collection 6 months ago

#### Figure 4-15 Versioning an Image

Versioning helps you to keep track of any changes made to a file. When you upload an Onsight image to Workspace, it is automatically assigned version number 1.0. It is archived in its original state. Any editing of the image will require the creation of a **Working Copy** on which you will perform your edits and create a new Version when ready to create a permanent archive of the version.

#### **Related information**

WORKSPACE CONTENT OPERATIONS (on page 25)

### 4.6.1. Versioning an Image

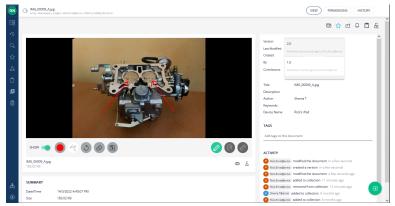


Figure 4-16 Versioning an Image

When creating new versions of an image, the steps are as follows:

- 1. Select the image.
- 2. Use the Version drop-down menu to select the version of the image to edit. For new files, the default is Version 1.0.
- 3. Click the **Pencil** (Enable/Disable Telestration) *con.* Make your telestration edits.
- 4. Click Save telestration W. When you save changes, you are creating a Working Copy of the image. You can make multiple changes to the Working Copy. Each change you make must be saved.
- 5. When you are ready to commit the Working Copy to a Version, navigate to the Version drop down menu and click the CREATE VERSION button.

O 2.1 Minor version	
3.0 Major version	
CANCEL	CREATE VERSION

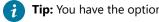
Create Version for IMG\_00009\_A.jpg - Version 2.0

Figure 4-17 Version Scheme

- 6. A prompt appears asking you to define the version scheme as:
  - Minor version (1.1, 1.2, 1.3 etc.)
  - Major version 1.0, 2.0, 3.0 etc.)

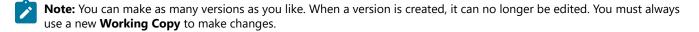
#### Click Create version.

- 7. At this point, you will have two versions available: The original, version 1 and the newly created version.
- 8. The newly created version will be the starting point or **Working Copy** for any additional edits.



**Tip:** You have the option of selecting any version as the Working Copy if you wish to make more edits.

- 9. To designate another version as the Working Copy, navigate to the Version drop down list and select the version you wish to edit.
- 10. Click the **RESTORE** button to make it the Working Copy. If you select another version as the Working Copy, you will lose any edits on the current Working Copy unless you create a version first.



This completes the procedure.

**Related information** Versioning (on page 34)

# 4.7. Permissions

ON	G IMG_00009_Ajpg ernst > Workspace > onsight > Rick.Ernst@ernst > 220314_163	938_Rick.Ernst		VIEW PERMISSIONS HISTORY			
B				🖸 🏠 🗂 🖯			
	PERMISSIONS DEFINED LOCALLY			NEW			
☆			There are no local permissions.				
යි							
Û	PERMISSIONS INHERITED FROM UPPER LEVELS						
۵	FERMISSIONS INHERITED FROM OFFER LEVI	PERMISSIONS INHERITED FROM UPPER LEVELS BLOCK					
	If you want to explicitly control the access to this local permissions.	If you want to explicitly control the access to this document, you can block the permissions inheritance. Any change made on parent document will not affect the access conditions to this document. You and the administrators will be added to local permissions.					
	User / Group	Right	Time Frame	Granted by			
	tenant-ernst_tenantAdministrators	Everything	Permanent				
	tenant-ernst_tenantMembers	ReadWrite	Permanent				
	tenant-ernst_tenantAdministrators	ReadWrite	Permanent	OPM Service User			
ሔ	tenant-ernst_tenantMembers	Read	Permanent	$\bigcirc$			
۲							
بې							

**Figure 4-18 Accessing Permissions** 

As the owner of your PS and **Upload** folder, you can share access to them by editing permissions. You can only edit permissions if you are the owner of the file or folder.

Note: Your upload folder can be shared with everyone depending on how your Administrator has configured Workspace.

#### **Related information**

WORKSPACE CONTENT OPERATIONS (on page 25)

### 4.7.1. Editing Permissions

To edit file and folder permissions:

- 1. Login to Onsight Workspace.
- 2. Navigate to the file or folder to which you wish to manage permissions.
  - Click the **Browse** icon; or
  - Navigate to your Personal Space :; or
  - Navigate to **My Favorites** by clicking **Favorites** if from the menu.

Select your file or folder.

3. Click the **Permissions** button in the upper right-hand side of the screen.

00	MG_00009_Ajpg error = Horizate = onight = Rickinstemet = 20014_163888_Rick	ima		VEW PERMISSIONS HISTORY
語 の				🖾 🕁 C 🗘 🗍 🕀
	PERMISSIONS DEFINED LOCALLY			NEW
☆ &		There	are no local permissions.	
i D	PERMISSIONS INHERITED FROM UPPER LEVELS			BLOCK
0	If you want to explicitly control the access to this docur local permissions.	ment you can block the permissions inheritance. Any charg	ge made on parent document will not affe	et the access conditions to this document. You and the administrators will be added to
	User / Group	Right	Time Frame	Granted by
	tenant-ernst_tenantAdministrators	Everything	Permanent	
	tenant-ernst_tenantMembers	ReadWrite	Permanent	
	tenant-ernst_tenantAdministrators	ReadWrite	Permanent	OPM Service User
đ.	tenant-ernst_tenantMembers	Read	Permanent	

Figure 4-19 Accessing Permissions

- 4. Click BLOCK to remove the current permission settings. You and the administrator will still have access to the file.
- 5. To grant additional access to specific users and/or groups, click the **NEW** button.
- 6. Search for users and groups by entering text in the **User/Group** field. Select the **Right** to assign to the user or group from the drop-down list.

#### a. Read, ReadWrite or Everything



Note: Everything enables a user to manage permissions as well as ReadWrite.

- 7. Select the **Time Frame** for the duration of the Right to be applied.
- 8. Permanent or Date-Based (if using Date-Based enter the time period)
- 9. Send an email to notify users is selected by default.
- 10. Click the **CREATE** button to apply the permissions to the file or folder.

a. Click CREATE AND ADD ANOTHER USER if adding more than one user to the permissions list.

- 11. The permission will be added to the **PERMISSIONS DEFINED LOCALLY** section.
- 12. To return to the default permission for a file or folder, click the UNBLOCK button on the permissions page.
  - a. Also, delete the new permissions that were added to the **PERMISSIONS DEFINED LOCALLY** section.

*i* Tip: Administrators will always have access to all files and folders regardless of the defined permissions in the **PERMISSIONS DEFINED LOCALLY** section.

This process must be repeated for any private file or folder that you want to share with others.

**Note:** Whenever you **BLOCK** a file or folder you own, you will maintain your access to the file or folder unless removed by the administrator.

#### **Related information**

Permissions (on page 36)

# 4.8. Delete Files

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5	< onsight						_			-
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Q	< 220407_131244_Rick.Ernst									- 1
☆		✓ SUM	MARY							
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Û										- 1
D									88	E
Ô			Title	_ 1	Modified	 Last Contributor			$\uparrow$	۲
ሔ			Call Audio.wav		April 8, 2022	RE Rick Ernst				-1
۲			IMG_00102_A_1.jpg		April 8, 2022	RE Rick Ernst				
			IMG_00101_A_1.jpg		April 8, 2022	RE Rick Ernst				Ð
										-

#### Figure 4-20 Delete Files

Using Onsight Workspace, you can delete files when you:

- 1. **Browse** to a file location and select one or more files.
- 2. Click the **Trash** icon that appears above the **Selection Toolbar** to delete the file.

#### **Related information**

WORKSPACE CONTENT OPERATIONS (on page 25)

# 4.8.1. Deleting Files

- 1. Find the file or folder you wish to delete using the **Browse** icon.
- 2. Check the selection check box next to one or more items. The Selection Toolbar will appear at the top of your browser.

1 item(s) selected	lisplay selection						•					
Workspace						🖸 🏫 🖻	0 1	4				
Consight							* 0					
Rick,Ernst@ernst	~	DETAILS										
210726_112257_Pid												
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<b>b</b>		] 🦉 Carburetor	July 26, 2021	•	Rek Smith							
B)		Carburetor	July 26, 2021	•	Rek Emil			_				
	0	Caburetor Video	July 26, 2021	•	Rick Smat			•				



- 3. Click the icon above the Selection Toolbar.
- 4. Decide to:
  - Confirm the deletion by clicking OK.
  - Click Cancel to abort the deletion.
- 5. If you selected **OK** in the previous step, then the file or folder will be flagged as deleted and is no longer accessible from Workspace.
- 6. Contact your Workspace Administrator if you wish to recover any files you have put in the trash.



Note: Files cannot be recovered if they have been permanently deleted by the Administrator.

# 4.9. Trash

ON	Search Filters 🔍		Search Results	<b>1</b> SA	VE AS		
1111 ¢ ď	<b>Trash Search</b> Full Text Search for something	_	SORT BY Created w	1	88 88	: =	^
☆ &	Modification Date ✓ Last 24h (1) Last week (1) Last wonth (1) Last year (1) More than 1 year ago (0)		Carboretex		Pictu	m	
	Authors Search for contributors	-					
å	e.g. evens, boston           Size           Less than 100 KB (0)           Between 100 KB and 1 MB (1)           Between 10 KB and 10 MB (0)           Between 10 MB and 100 MB (0)	,				•	
۲	CLEAR SEARCH	v					~

Figure 4-22 Trash

i

Click the **Trash** icon to search for deleted files and folders from Workspace. When deleted, depending on your company's policies, items can only be permanently deleted by your Workspace Administrator. Once an item is moved to the trash, it is no longer accessible by users. Only your Administrator can delete items that have been moved to the trash. Also, trash bin items can only be restored to Workspace by your administrator.

Tip: Once items have been deleted from the trash bin, they can no longer be restored.

**Related information** WORKSPACE CONTENT OPERATIONS (on page 25)

# 5. Options & Add-ons

# 5.1. Onsight Transcription

🗾 Libres	stream Onsight Connect - Shania T	<u>File E</u> dit <u>V</u> ie	w <u>U</u> ser <u>C</u> al	ing Co <u>n</u> trob	s <u>H</u> elp		- 0		01	G Call Audio.vo	IV pace > onsignt > Rick@web.com > 220216_144119_Rick		VIEW PERMISSIONS HISTORY
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G								<b>≥</b> ₹	2 2	II 0:07/	0.43		Call Details
G								Ŷ	☆	Trans	cription		Created February 15, 2022 Start Time Feb 15 2022 at 2:41:19 pm End Time Feb 15 2022 at 2:42:03 pm
¢,			Participan			J. • <b>1</b> 1•	Mute All	0	ے ن	00:01	Hi Shania hi Rick.	Ĩ	End Time Heb 15 2022 at 242-03 pm Last Modified February 15, 2022 Version CREATE VERSION
ŝ			s Shania				. © &	8	ø	00:05	Just doing a quick test of transcript. Can you see my screen?		Creeced By 🐵 not Participants Shania T. Shania T
Q									4	00:18	Yes I can.		TAGS
(i)										00:20 00:24	OK, so we're looking at the carburetor. We need 2 replacement.		Add tags to this document
Ť	∞	₽= //		Q 4	<b>)</b> (			0		Call Audio.wav 671.92 KB		$\textcircled{m} \ \overrightarrow{T}_{1} \ \overrightarrow{T}_{e}$	Reidweit zem modified the document: 15 minutes ago     Reidweit zem created the document: 15 minutes ago

Onsight Transcription is a service option that is available for **Onsight Workspace** license. With Onsight Transcripts, you can build a library of call transcripts that is searchable; can augment your existing reports; assist with audits; and use Artificial Intelligence (AI)

features to reduce the cognitive load. When enabled, for your domain, the **Onsight Transcription** will appear within Onsight Connect.

Transcription enables you to:

- Auto-upload call Audio Files
- Transcribe text in your Default Language
- Playback files with Transcript Tracking
- Search by File Type
- Search by Transcript Text
- Download Transcripts/Audio

#### Note:

- 1. Transcription functions require an Onsight Workspace Enterprise license.
- 2. Your default language for Transcription is defined by your **Client Policy > Artificial Intelligence > Transcription** Language setting within **Onsight Platform Manager**.
- 3. When a call starts, a message appears that states: "By participating in the call you agree to have your conversation recorded and transcribed." You must click **OK** to continue.

*i* **Tip:** When the call is complete, call information will be uploaded automatically to Onsight Workspace. Call transcription can take longer to process before they will display.

# 5.1.1. Transcription Requirements

Transcription requires specific licenses and **Client Policy** settings enabled for your account. Contact your customer support representative to add **Call Transcription** to your subscription plan.

Transcription cannot:

- **Transcribe Video** Only the Audio (\*.Wav) files are transcribed
- Diarize Audio Speakers cannot be identified
- **Translate Mixed Languages** Only the default language is transcribed.

# 5.1.1.1. Transcription Licenses

	MMANAGER	US	ERS EXTER	NAL CONTACTS SET	FTINGS STAT	ISTICS AND EVENTS	CUSTOM MESSAGES
SETTINGS							
ACCOUNT USERS SE	ECURITY SSO	SIP WORKSPACE SOFTWARE	CLIENT POLI	CY CLIENT PERMISSI	ONS SMS	CUSTOMIZATION	API KEYS AI SETTINGS
CCOUNT INFORMATION						Common Actions	
Company Name:	Rick E					🔏 Disable Super Ad	ministrator Access
	ernst					* Change Account	Owner
	Rick Ernst						
	22 Jun 2021 4:20 PM,						
	22 Jul 2023 12:00 AM	, UTC					
Super Administrator Access:	Enabled						
ICENSES	1						
Onsight Users	//	Client Functionality		Hosted Features			
Connect Enterprise	20 (9)	Onsight Connect for Web		Call Statistics			
Workspace Enterprise	20 (6)	User Mode (Expert/Field)		Advanced Reporting			
Workspace Contributor	5 (0)	TeamLink		Customization			
User Expiry		Screen Sharing		SMS			
External Guest Users		Multiparty Calling		Client Permissions			
Advanced External Guest Expiry		Bandwidth Control		Custom Media Configura	ations		
License Groups		Content Privacy		SSO			
		Onsight 5000HD Updates		Custom Email (SMTP)			
APIs		Onsight Collaboration Hub Updates		Custom Messages			
Onsight Coll API		Cube Updates					
Workspace API		Hololens		Artificial Intelligence			
Guest Users API				Computer Vision			
SCIM API				Translation			
				Transcription			

Figure 5-2 Transcription Licenses

Transcription requires the following licenses:

- Onsight Connect Enterprise
- Workspace Enterprise
- Artificial Intelligence > Transcription

# 5.1.1.2. Transcription Client Policy Settings

USERS	EXTERNAL CONTACTS	SETTINGS	STATISTICS AND EVENTS	CUSTOM MESSAGE
CRIPTS				
NT PERMISSIONS	GLOBAL DIRECTORY			
			Value	
			Enabled	<b>1</b>
			Enabled	2
			~/onsight	
			Enabled	2
			0	2
			Disabled	
			Disabled	
			Production	
			English	-
	CRIPTS			NT PERMISSIONS GLOBAL DIRECTORY Value Value Enabled Constraints Carboned Deabled Deabled Deabled Deabled Deabled Deabled Constraints Const

#### Figure 5-3 Transcription Client Policy Settings

As a best practice, it is recommended that **Client Policy** be applied at the **Group** level within **Onsight Platform Manager** and that users be added to the group as needed. Client Policy settings must be configured for **Calls**, **Workspace**, and **Artificial Intelligence** categories to support transcription.

#### Calls

Save Call Transcript must be Enabled to support Transcription:

#### Workspace

The following Workspace settings must be Enabled to support Transcription:

- Access
- Upload Path
- Auto Upload Media

# **Artificial Intelligence**

The following Artificial Intelligence settings must be Enabled to support Transcription:

- AI Setting must point to an AI Setting configuration that includes Transcription API, Endpoint, and Parameters.
- Transcription Language must be set as the default language for transcriptions from the drop-down menu

For assistance in configuring your **Client Policy** and **Artificial Intelligence** settings, please contact your Onsight Administrator.

# 5.1.2. Finding Transcriptions (Search)



When you access Onsight Workspace, the easiest way to locate transcription audio and videos is to click the **Recent Recordings** icon from the Menu.

Filter your search by:

- Full Text
- File Type (Audio/Video)
- Recording Date
- Author
- Tags added as Search phrases

Enable the search options and click the **Search** button to execute. Click the **Clear** button to uncheck all enabled search option check boxes.

# 5.1.3. Viewing & Playing Transcriptions

Login to Onsight Connect and make a call to a contact and Hang up.

After the call is ended, you can view and play transcriptions by:

### **Viewing Transcriptions in Onsight Workspace**



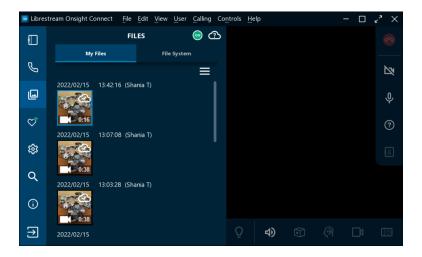
1. Click Files 🖳 Verify that your call files were uploaded automatically (



2. Launch **Onsight Workspace** by clicking the **Workspace On** 🖤 button.

When you select a Call Audio.wav 📧 file, you can Play 🏲 the Audio and display the transcription text. Additional operations include:

- Preview (New Window)
- Download Transcript 🖳
- Download Audio 🖑



3. The Workspace Home page appears.

ON	Onsight Workspace					
出 今	GETTING ST	ARTED TUT	ORIALS	☆ MY FAVORITES	Modified	Last Contributor
୦ ☆					haven't starred docur	
ম ক		$(\uparrow)$	I <u>C</u> Q			
Ċ	INTRODUCTION	UPLOADING	FIND & VIEW			
ي ث	WATCH VIDEO	WATCH VIDEO	WATCH VIDEO			
			DO NOT SHOW AGAIN			
	の MY RECENTLY VIEWED	0		RECENT ACTIVITY		
	Title	Туре	Last Viewed	Title	Modified	Last Contributor
	Call Audi	Audio	30 minutes ago	Call Audi	18 hours ago	RE Rick Ernst
ሔ	Rick@we	Folder	2 hours ago	Call Audi	a day ago	Rick Ernst
۲	<b>L</b> 220215_1	OnsightCall	2 hours ago	Call Audi	a day ago	00 derek

- 4. Click **Recent Recordings** within the Left Toolbar.
- 5. Specify your **Search** criteria. For example, enter text within the **Full Text** field as necessary.

ON	Search Filters 👻 🗄	Onsight Workspace		
¢	Recent Recordings	GETTING STARTED	ជ់ MY FAVORITES	Î
Q	Search Recordings	TUTORIALS	Title Modified	L
☆	File Type Audio (14) Video (8)		You haven't starred documents yet.	- 1
& 1	Recording Date Last 24h (1) Last week (22) Last month (22)			
L Â	Last year (22) More than 1 year ago (0)	INTRODUCTION UPLOADING FIN		- 1
U	Author Search Authors	WATCH VIDEO WATCH VIDEO WA		
	Tags	4 DO NOT SHOW AGAIN	4	•
	Search Tags	MY RECENTLY VIEWED	2 RECENT ACTIVITY	
ሔ	CEDIX SOUCH	Title Type L	Title Modified	Ð
۲		Call Aud Audio	Call Aud 18 hours ago	Υ.

6. Filter by **File Type** as required.

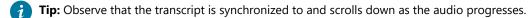
- Enable Audio to include Audio and transcriptions content.
- Enable Video to include video content.
- 7. Click Search. Search results appear on the right.

ON	Search Filters 💌	₿⊟	Search Results		SAVE AS
E	Recent Recordings				88 🖿 🗃
IJ	Full Text Call		Title	Author 个	Created 🔿 🛞
Q	File Type		Call Audio.wav	RE Rick Ernst	Feb 14 2022 at 6:00:01 pm
☆	Audio (9)		Call Audio.wav	RE Rick Ernst	Feb 15 2022 at 8:22:00 am
යි	Recording Date Last 24h (1) Last week (9)		Call Audio.wav	RE Rick Ernst	Feb 15 2022 at 8:34:40 am
Ċ	Last week (9) Last month (9) Last year (9)		Call Audio.wav	RE Rick Ernst	Feb 15 2022 at 8:37:04 am
Ľ	More than 1 year ago (0)		Call Audio.wav	RE Rick Ernst	Feb 15 2022 at 8:39:55 am
Ô	Author Search Authors		Call Audio.wav	RE Rick Ernst	Feb 15 2022 at 8:47:03 am
	Tags		Call Audio.wav	DU derek	Feb 15 2022 at 2:34:51 pm
	Search Tags		Call Audio.wav	RE Rick Ernst	Feb 15 2022 at 2:42:07 pm
	QLEAR SEARCH		Call Audio.wav	RE Rick Ernst	Feb 15 2022 at 7:58:07 pm
ሔ					
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\$					

8. Click one of the **Call Audio.wav** icons. The Transcription and Audio file appear on the right.

ON	Search Filters 🔍	7	Call Audio.wav	ace > onsight > Rick@web.com > 220215_144119_6		VIEW	PERMISSIONS	HISTORY
	Call Audio.wav							r 0 6
с С	Call Audio.wav				0		Call Details	1
3 ☆	Call Audio.wav		0:00 / 0:	43			Created	February 15,
ፊ	Call Audio.wav			ription			Start Time	2022 Feb 15 2022 at 2:41:19 pm
Ō	Call Audio.wav		00:01	Hi Shania hi Rick. Just doing a quick test of tran	iscript.	Î	End Time	Feb 15 2022 at 2:42:03 pm
	Call Audio.wav		00:15	Can you see my screen?		н	Last Modified	February 15, 2022
Ô	Call Audio.wav		00:18	Yes I can.		ы	Version Created By	CREATE VERSION RE Rick Ernst
	Call Audio.wav		00:20	OK, so we're looking at the ca We need 2 replacement.	arburetor.		Participants	Shania T, Shania T
	Call Audio.wav		00:27	Throttle plates		Ŧ	TAGS	
杰			Call Audio.wav 671.92 KB		©⊥	Ť.₀	Add tags to t	his document
۲								·

9. Click **Play** to listen to the .wav file and transcript for the call.



- 10. Observe that **Call Details** and metadata exist on the right.
- 11. (Option) Click the **Download Audio**  $\stackrel{!}{\stackrel{!}{\doteq}}$  or **Download Transcript**  $\stackrel{!}{\stackrel{!}{\pm}}$  icons as required. This completes the procedure.

### **Related information**

Support Just-in-Time Training Materials

# 5.2. Call Insights & Sentiment Analysis

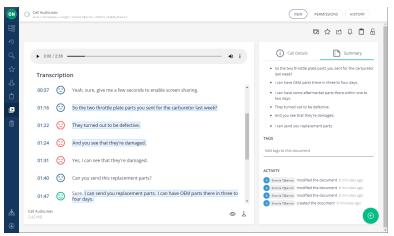


Figure 5-10 Call Insights & Sentiments

**Call Insights** is an add-on for the **Onsight Transcription** service . Using **Call Insights** and transcription together, you can build a library of call transcripts that is searchable; provides a summary and sentiments ratings; can augment your existing reports by providing trends; assist with audits; and use Artificial Intelligence (AI) features to reduce the cognitive load.

When **Call Transcription** is enabled for your domain, Onsight Workspace capabilities are enhanced using Natural Language Processing (NLP) and Artificial Intelligence (AI) to provide:

- Text Summarization Provides key highlights that are searchable, save time and improve overall efficiency.
- Sentiment Analysis Provides sentence-level, and full conversation sentiment analysis that can classify sentiments as



**Note:** Call Insights can function as an automated assessment tool for anyone who is customer facing that wants a high-level summary for the call and an indication for trends by applying sentiment ratings as an indicator for follow-up.

# 5.2.1. Call Insights Requirements

Call Insights requires the same licenses as call transcription. Refer to Transcription Licenses (on page 42) for specific details. Client Policy settings must also be enabled to support call insights.

# 5.2.1.1. Call Insight Client Policy Settings

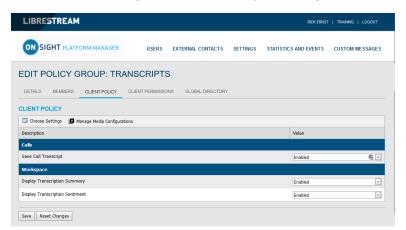


Figure 5-11 Call Insight Client Policy Settings

Client Policy settings must first be enabled to support Transcription. Refer Transcription Client Policy Settings (on page 42). Thereafter, the following settings must be configured for **Workspace**, and **Artificial Intelligence**.

## Workspace

The following Workspace settings must be Enabled to support Call Insights:

- Display Transcription Summary
- Display Transcription Sentiment

### **Artificial Intelligence**

The following Artificial Intelligence settings must be Enabled to support Transcription and Call Insights:

• AI Setting must point to an AI Setting configuration that includes a Transcription API, Endpoint, and Parameters.

For assistance in configuring your **Client Policy** and **Artificial Intelligence** settings, please contact your Onsight Administrator.

# 5.2.2. Call Insights Information

	Call Audiouwav emps Workpass > create 19ems > 200912, 14644, Dana 7	VIEW PERMISSIONS HISTORY	OR Coll Audio way entry Works on origin 5 Anna Tigenes 5 20013, Viel All, Dena 1 (VIEW) (PERMISSIONS) (HISTORY)	
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や O ☆ ふ 白 L 💼	toxi / 248      Transcription      Outrie      Outrie      Transcription      Outrie      Outrie	Ine Sep 13 2023 at 40348 pm Sep 13 2023 at 4027 pm Ine Sep 13 2023 at 4027 pm Ine S	<ul> <li>k 600 / 238</li> <li>i 1</li> <li>i 2 0 / 238</li> <li>i 1</li> <li>i 2 0 / 238</li> <li>i 1</li></ul>	-
		ania.18ems modified the document 8 minutes ago ania.78ems created the document 9 minutes ago	01:47  User. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there in three to four days.  Sure. I can send you replacement parts. I can have OEM parts there to four days.  Sure. I can send you replacement parts. I can	
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When you select a call, you can view transcription information that includes sentiment analysis. For example,

Transcription	Call Details	Summary
<ul> <li>Time</li> <li>Sentiments rating as:</li> </ul>	Click the <b>Call Details</b> (icon, as necessary to access call metadata:	Click the <b>Summary b</b> icon to access the
• Negative (Red)	Created Date	<ul> <li>A bullet point extractive summary that is comprised of key phrases from the conversation within the <b>Transcription</b> section.</li> </ul>
• Neutral 🕑 (Blue)	<ul><li>Start Time</li><li>End Time</li></ul>	
• Positive 🙂 (Green)	Last Modified	• A fixed number of bullets can be defined as a parameter within the
for each line of text.	Version     Created By	<b>AI Setting</b> file in OPM.
<ul> <li>Transcription text with key sections identified using highlights that were used to create the summary.</li> </ul>	Participants	
<b>Tip:</b> You can use the scroll bar to page-down the page, as necessary.	<ul> <li>Sentiment rating for the entire transcript as Negative, Neutral, or Positive</li> </ul>	
	• Tags	
	Activity	

# **APPENDICES**

# **FIREWALL CONFIGURATION**

If Windows Firewall or other third-party firewall software is running on the network where you are attempting to access Onsight Workspace, you can need to add firewall exceptions for the ports listed in Table 6-1 : Firewall Ports (on page 49).

Table 6-1 Firewall Ports				
Name	Protoco	Port	Description	
HTTPS	ТСР	443	Required if remote endpoints will access the Web Service interface over TCP port 443. If your IIS configuration uses a port other than 443, ensure that you have enabled that port instead.	

# **NETWORK REQUIREMENTS**

Onsight software requires HTTPS network protocol to communicate with Onsight WORKSPACE.

#### Table 6-2 Network Requirements

HTTPS	443
Browser	TLS v1.2 support.
Web Proxy	TLS v1.2 support.
	Configure as required by your Enterprise's security policy.
Wireless Network	802.11 a/b/g/n
Wired Network	A wired 10/100 Ethernet port is recommended.

# **END USER LICENSE AGREEMENT**

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https://librestream.com/support-archives/termsofuse

# **CONTACT SUPPORT**

If you need assistance, please contact support@librestream.com or call 1.800.849.5507 or +1.204.487.0612.

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2500 32 5000HD 32 802.11 a/b/g/n 49

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