



Quick Start Guide Frontline Workplace for Smartglasses

Frontline is a fully integrated augmented reality solution.



Getting started

App launch

Once installed, the Frontline Workplace app can be started via the Launcher or, in some cases, via “My Programs” or “Applications”.

Note: The default language of the Frontline Workplace app is set automatically according to the preferred language of the device.

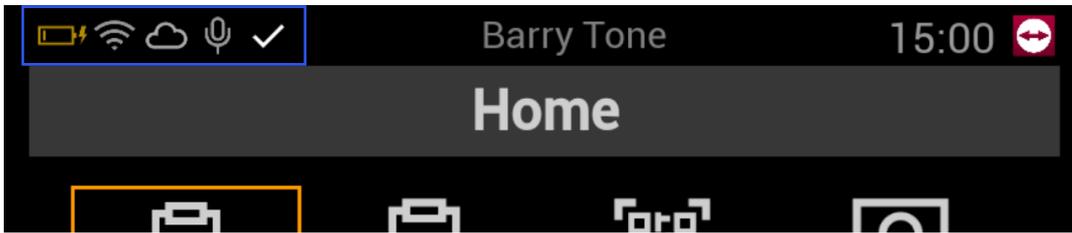


The actual sign-in procedure highly depends on your organization’s specific setup. Depending on the defined system preferences, the available options range from scanning a QR code to manually entering a device code or even automatic sign-in.

For more information on how to sign-in on your specific device, please contact your administrator.

Status bar

The status bar is located at the very top of the Frontline Workplace app. It informs you about the overall status of your device and the application.



1 Battery
Shows the current battery level and charging state:



Charging

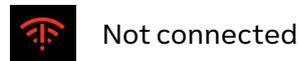


Not charging

2 Wi-Fi connection
Shows the current Wi-Fi connection status of your device:



Connected

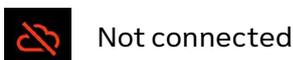


Not connected

3 Server connection
Shows the current connection status of your device to the Frontline server:



Connected



Not connected

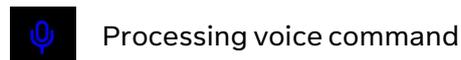
4 Microphone
Shows the current status of your device's microphone:



Microphone unmuted



Microphone muted

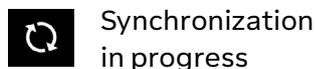


Processing voice command

5 Task update status
Shows the current synchronization status of the tasks on your device:



Synchronization completed



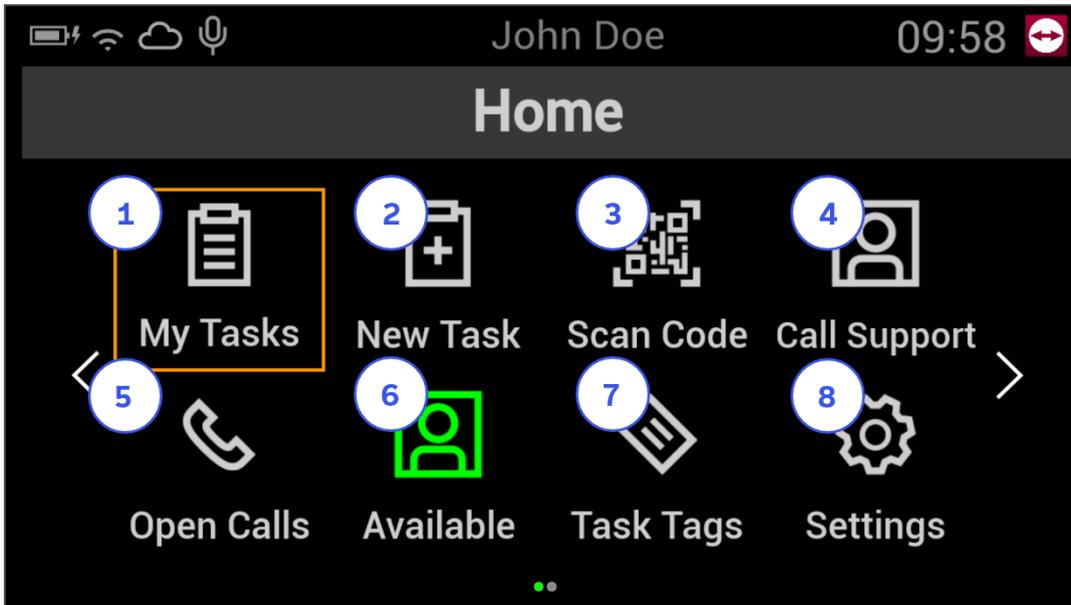
Synchronization in progress



Synchronization failed

Home screen

The home screen is displayed after you sign in to the application. It acts as the main starting point and gives you access to the most important functionalities.



- 1 My Tasks**
Shows a list of currently assigned tasks.
- 2 New Task**
Shows a list of assigned templates to create new tasks.
- 3 Scan Code**
Allows you to scan a QR code to start a call or a task.
- 4 Call Support**
Allows you to start an xAssist call.
- 5 Open Calls**
Shows a list of ongoing calls you can join.
- 6 User Status**
Shows your current availability status for xAssist calls (“Available” or “Not available”).
- 7 Task Tags**
Shows the tags of the tasks that were assigned to the user.
- 8 Settings**
Opens the application settings.
- 9 Exit Application**
Allows you to safely sign out or close the application.

Note: Exit Application is in the second page of the Home Screen. Say “[Next Page](#)” to view the second page.



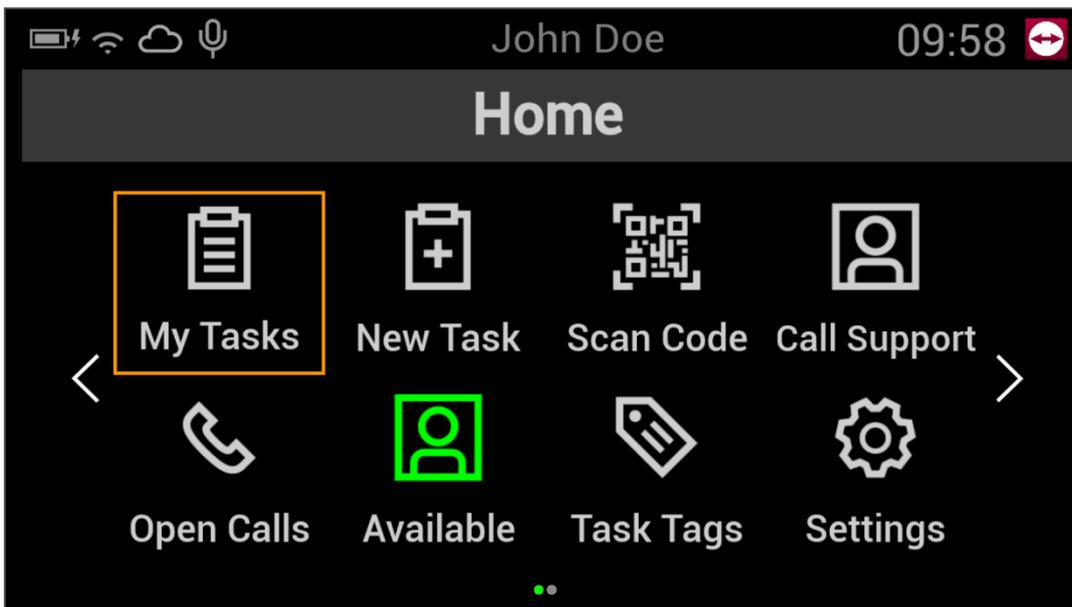
Navigation

Using voice commands

Voice commands are a very convenient way to interact with your device in a hands-free way. Depending on the current screen, there are different actions that can be triggered by simply saying a specific command.

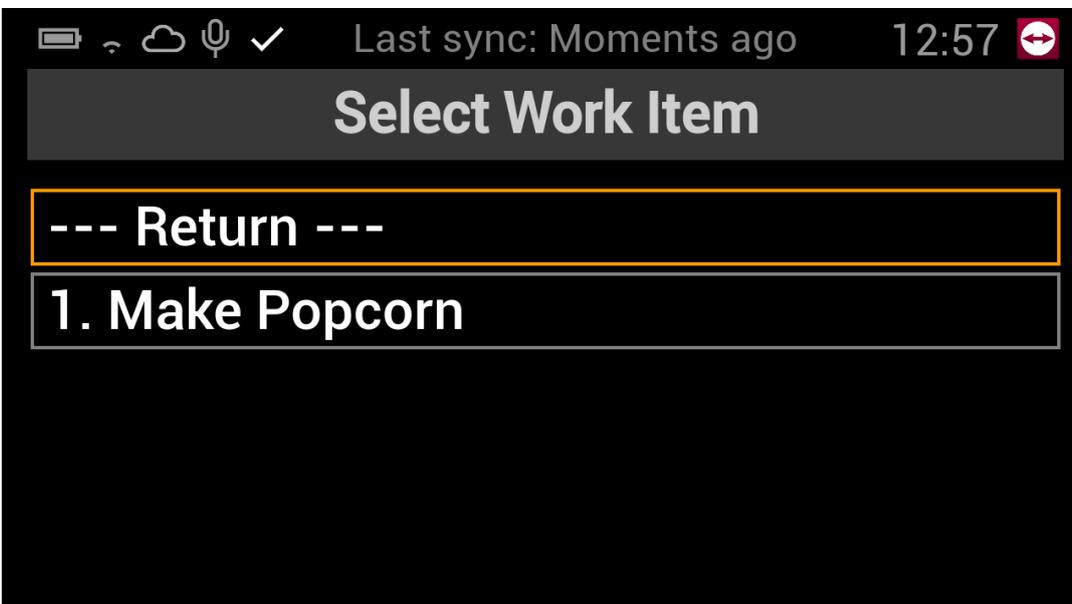
To trigger an icon's or button's action:

1. Say the text shown under the icon or on the button.
For example: To open the task list, say “*My Tasks*”.



To select an item from a list:

1. Say “*Select <item number>*” OR say “*<item text>*”.
For example: To call up the first list item, say “*Select 1*” OR say “*Make Popcorn*”.



Global voice commands

In addition to voice commands that are only available on certain screens to perform specific actions, Frontline Workplace also offers global voice commands that are available throughout the entire application.

Here's a list of global commands:

Voice command	Action
Show commands	Shows all available voice commands for the current screen.
Hide commands	Hides the list of available voice commands for the current screen.
Flashlight on	Turns the flashlight on (if the device has one).
Flashlight off	Turns the flashlight off (if the device has one).
Report error	Allows you to send screenshots and data to the Frontline admin to report an issue.

Using on-device controls

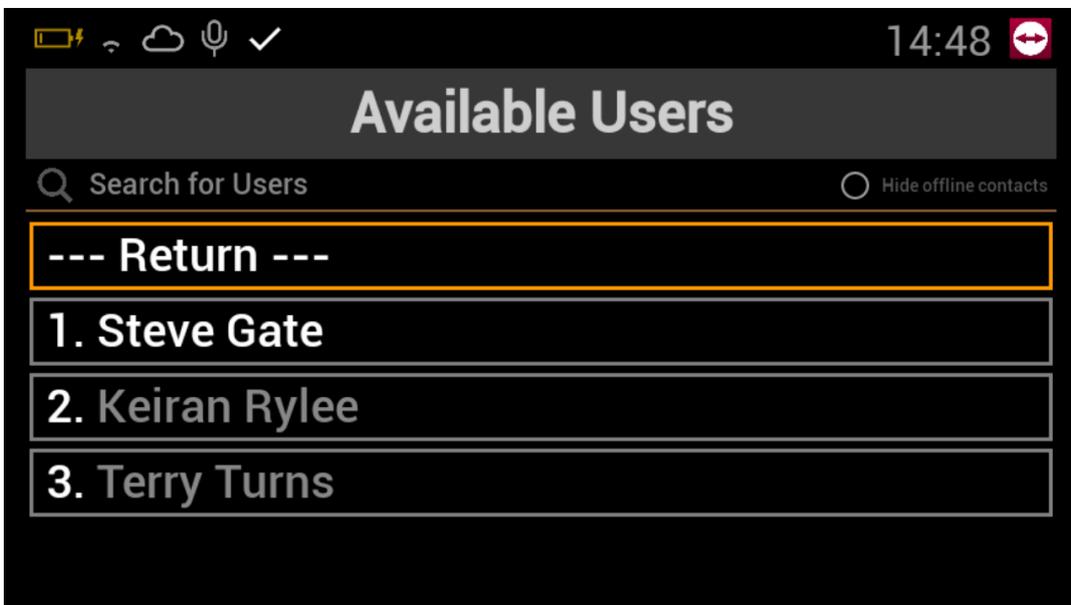
In addition to voice commands, you can also use any physical buttons or touchpads on your device to navigate through the Frontline Workplace app and perform certain actions. For more information, please have a look at the user manual for your specific device.

Call essentials

Calling a specific expert

If necessary, you can reach out to a specific expert to receive assistance. Doing so, Frontline Workplace shows a list of currently available experts and you can choose whom to call.

1. On the home screen, say “*Call Support*”.
2. Say “*Select 1*” OR say “*Call a User*”.
3. Say “*Select <list item number>*” OR say “*<name of the user>*”.
For example: To call Steve Gate, say “*Select 1*” OR say “*Steve Gate*”.



Note: Grayed out users such as Keiran Rylee and Terry Turns are offline and are currently not available for a call.

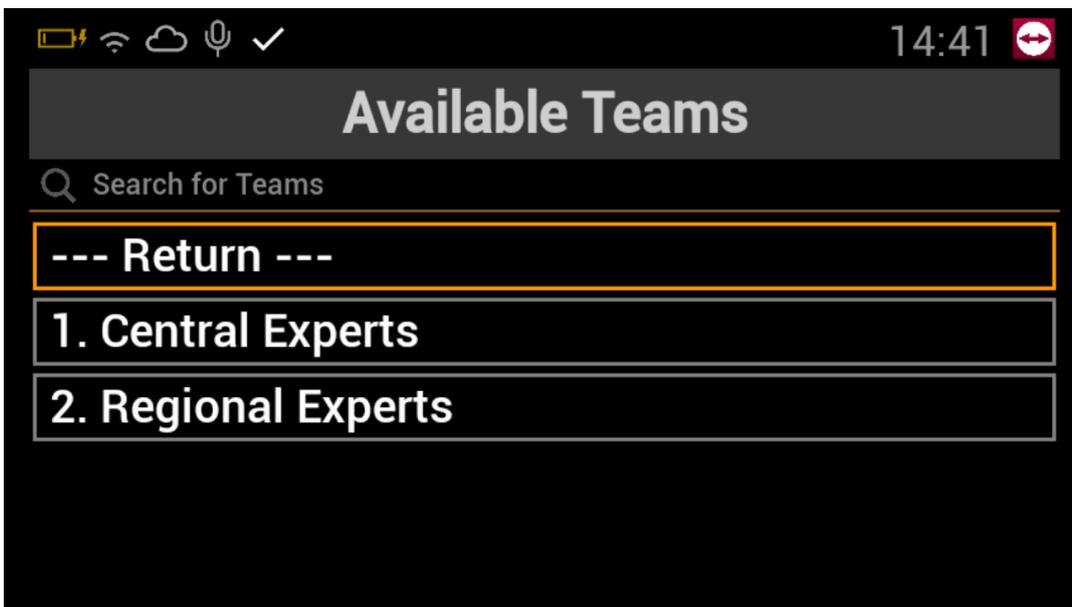


4. To start the call right away, say “*Start Call*” OR, to add more users, say “*Invite More*” and repeat the previous step.

Calling a specific team

If no specific expert is currently available, you can call a team instead. Doing so, all members receive a notification and can join the call at any time, depending on their availability.

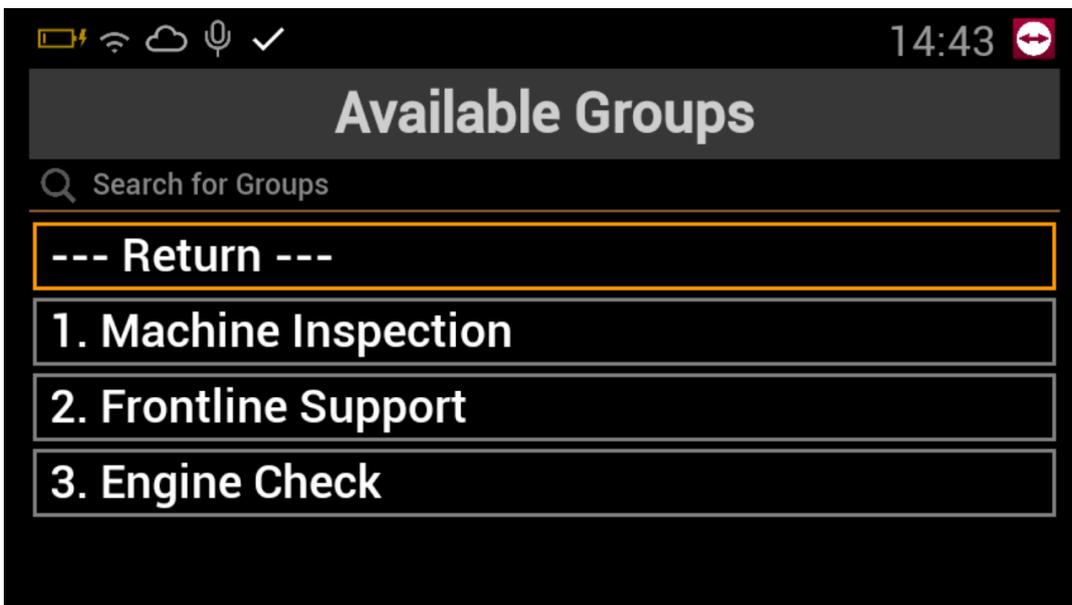
1. On the home screen, say “*Call Support*”.
2. Say “*Select 2*” OR say “*Call a Team*”.
3. Say “*Select <list item number>*” OR say “*<name of the team>*”.
For example: To call the Central Experts team, say “*Select 1*” OR say “*Central Experts*”.



Starting a service call

If you are unsure which specific expert or team can give you best possible support, you can start a general service call. Doing so, you are put in a queue to talk to the right group of people about a particular topic.

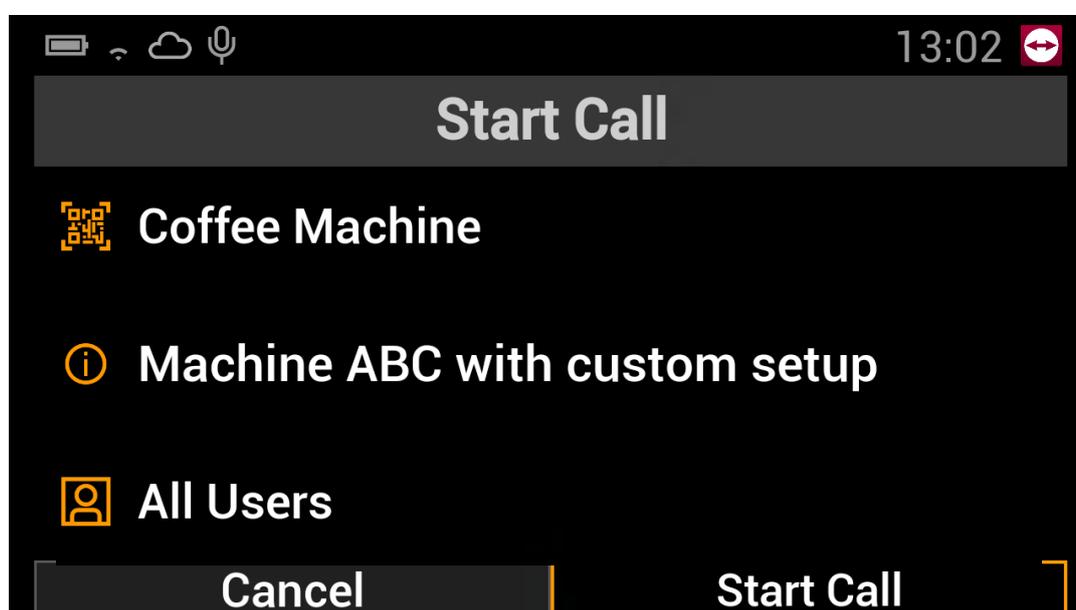
1. On the home screen, say “*Call Support*”.
2. Say “*Select 3*” OR say “*Start Service Call*”.
3. Say “*Select <list item number>*” OR say “*<name of the topic>*”.
For example: To start a call regarding the topic of machine inspections, say “*Select 1*” OR say “*Machine Inspection*”.



Starting a call via call code

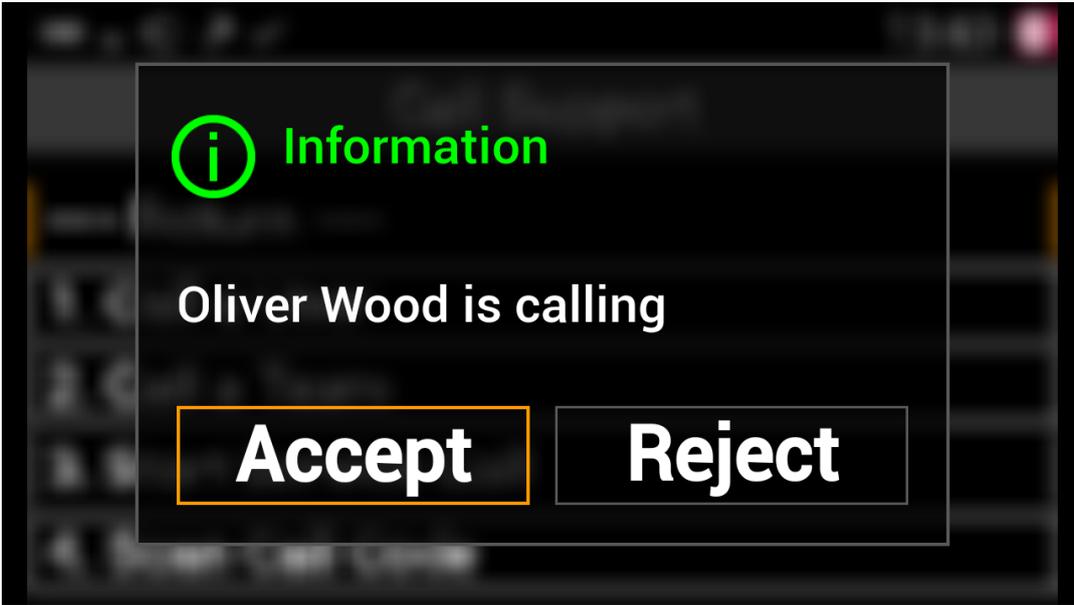
With call codes, you can instantly start a call by scanning a QR code. The QR code can be reused multiple times and includes a certain set of information predefined by an expert. This way, the expert automatically receives important details such as a specific title, description, or tags for your call up-front, together with the call notification.

1. On the home screen, say “*Scan Code*”.
2. Point the camera of your device to the call template QR code.
3. Say “*Start Call*”.



Accepting or rejecting a call

In case another user calls you, the application will show a notification message and play a sound signal. You can then either accept or reject the call:



To join the call:

1. Say "Accept".

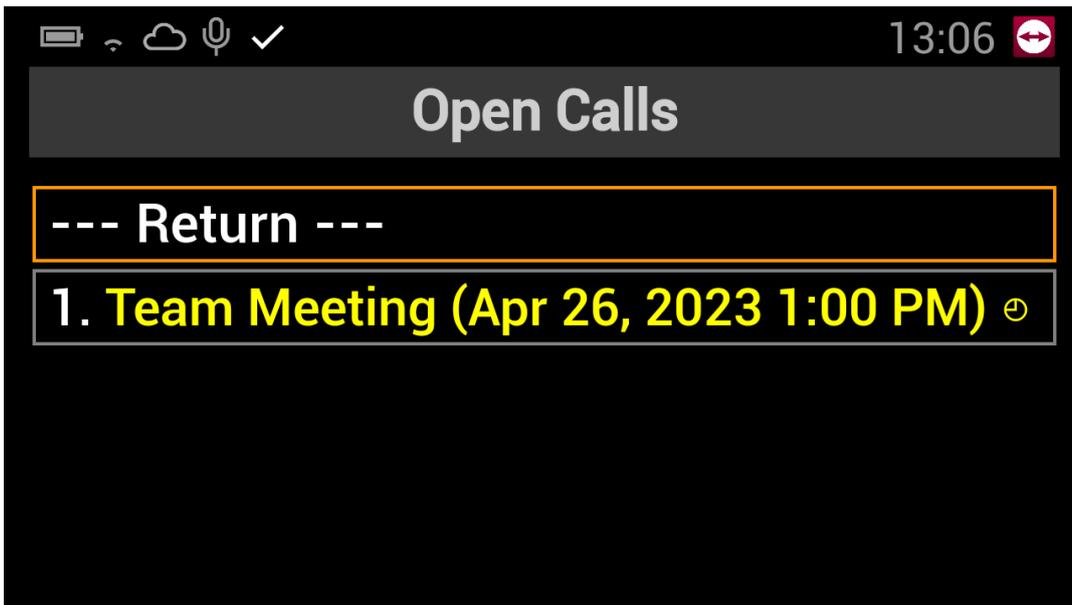
To dismiss the call:

1. Say "Reject".

Joining an ongoing call

If necessary, you can also join calls that are already ongoing. This is especially useful when the server or internet connection is temporarily interrupted or if you initially rejected a call and want to join at a later point in time.

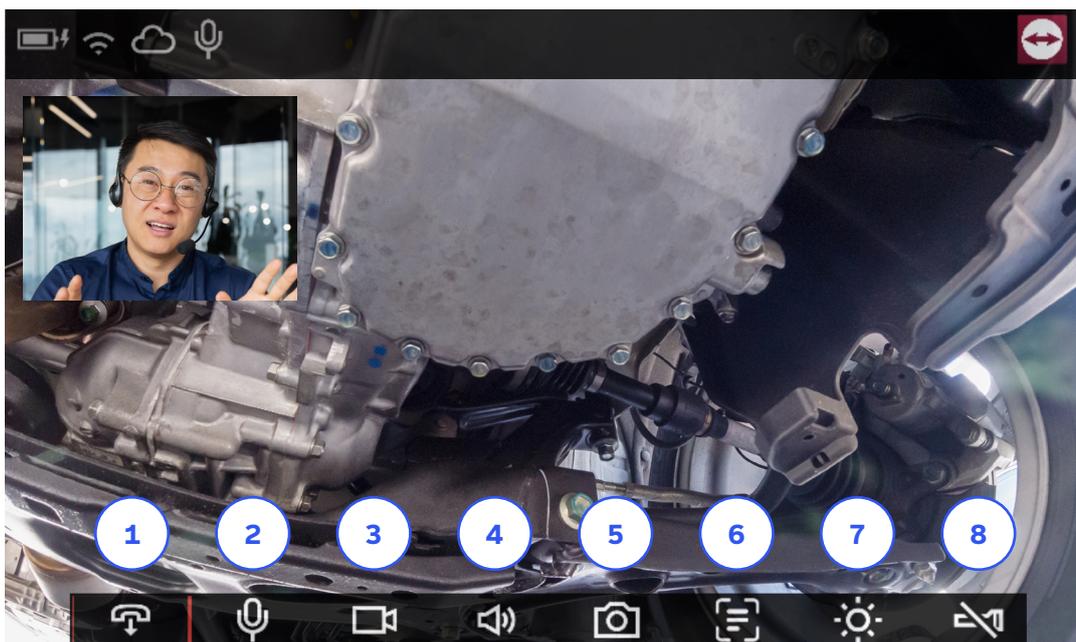
1. On the home screen, say “*Open Calls*”.
2. To join a call, say “*Select <list item number>*”.
For example: To join the call started on April 26th at 1.00 PM, say “*Select 1*”.



Using in-call options

To make communication as easy and effective as possible, Frontline Workplace offers a variety of functions that are available during calls. You can either activate or deactivate them via the user interface or you can use the voice commands listed below.

Note: The in-call options menu will be automatically hidden if no interaction takes place for five seconds. To bring the menu up again, press any physical navigation button on your device.



- | | |
|---|--|
| <p>1 Ends the call after reconfirmation.</p> | <p>2 Mutes/unmutes the microphone.</p> |
| <p>3 Turns the video stream on/off.</p> | <p>4 Adjusts the sound volume up/down.</p> |
| <p>5 Takes an HD picture and sends it via the chat.</p> | <p>6 Captures the text of the current video stream and sends it both as an image and as text via the chat.</p> |
| <p>7 Turns the screen off. To turn it on again, press any physical navigation button on your device or say "Screen On".</p> | <p>8 Turns the flashlight on/off (if the device has one).</p> |

Here's a list of available in-call voice commands:

Voice command	Action
Hang up call	Ends the current call.
Turn volume up	Turns the volume up.
Turn volume down	Turns the volume down.
Microphone on	Unmutes the microphone.
Microphone off	Mutes the microphone.
Screen off	Turns the screen off.
Screen on	Turns the screen on.
Video on	Turns the video stream on.
Video off	Turns the video stream off.
Flashlight on	Turns the flashlight on (if the device has one).
Flashlight off	Turns the flashlight off (if the device has one).
Take picture	Captures an HD picture.
Toggle USB camera	Switches to the external USB camera's video stream (if available).
Scan text	Converts the text of the current video stream into a copyable form.
Noise-cancelling on¹	Turns noise cancellation on.
Noise-cancelling off¹	Turns noise cancellation off.

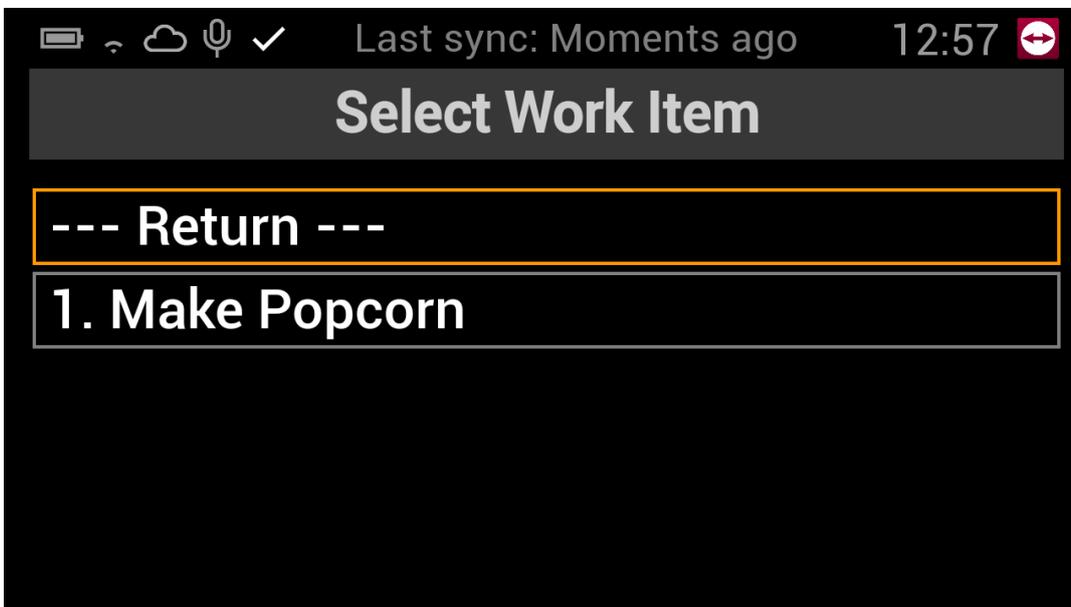
¹Only available for RealWear NAV-500/520

Task essentials

Tasks are specific workflows assigned to a user or a team. The assigned tasks are automatically synchronized with the most recently published version of the workflow. The respective user or team members can work through their assigned tasks and complete them.

Starting an assigned task

1. On the home screen, say “*My Tasks*”.
2. Say “*Select <list item number>*” OR say “*<name of the task>*”.
For example: To start the *Make Popcorn* task, say “*Select 1*”
 OR say “*Make Popcorn*”.

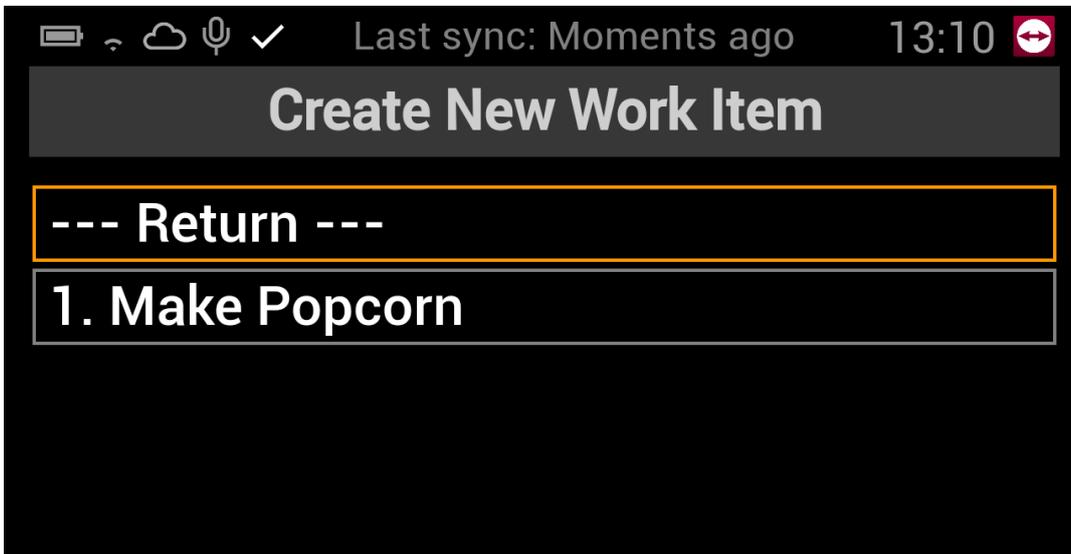


Note: If necessary, started tasks can also be temporarily paused and resumed at a later point in time. After completing a task, it is automatically removed from “My tasks”.



Creating and starting a task via template

1. On the home screen, say “*New Task*”.
2. Say “*Select <list item number>*” OR say “*<name of the template>*”.
For example: To create a new task based on the Make Popcorn template, say “*Select 1*” OR say “*Make Popcorn*”.



3. To start the newly created task, say “*Confirm*”.

Starting a task via template code

1. On the home screen, say “*Scan Code*”.
2. Point the camera of your device to the task template QR code.

Voice commands for working with tasks

Voice command	Action
More options	Shows all available options for the current task.
Documentation	Allows you to take a picture, to record audio or video, or to leave a comment.
Call support	Allows you to start a call.
Pause task	Pauses the current task.
Cancel task	Cancels the current task.



About TeamViewer

As a leading global technology company, TeamViewer offers a secure remote connectivity platform to access, control, manage, monitor, and support any device – across platforms – from anywhere. With more than 600,000 customers, TeamViewer is free for private, non-commercial use and has been installed on more than 2.5 billion devices. TeamViewer continuously innovates in the fields of Remote Connectivity, Augmented Reality, Internet of Things, and Digital Customer Engagement, enabling companies from all industries to digitally transform their business-critical processes through seamless connectivity.

Founded in 2005, and headquartered in Göppingen, Germany, TeamViewer is a publicly held company with approximately 1,400 global employees. TeamViewer AG (TMV) is listed at Frankfurt Stock Exchange and belongs to the MDAX.

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