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fusionremote

realwear

Fusion Remote
User Guide

ABOUT THIS DOCUMENT

This User Guide explains the installation and operation of **Fusion Remote V. 1.1** with RealWear HMT-1 and HMT-1Z1. Both devices will be referred herein as HMT.

This icon represents a voice command.

Available voice commands are active only on the screens that display them.

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SYSTEM REQUIREMENTS

Application	
Operating System	Android 6.0 Marshmallow
Skype for Business online	Microsoft Skype for Business Online 2015 Server
Connectivity	WiFi (2.4GHz/5GHz) or cellular hotspot connectivity (3G/4G)
Supported Device	HMT-1 with WearHF™ 9.04 hands-free interface HMT-1Z1 with WearHF™ 5.03 hands-free interface

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FUSION REMOTE OPERATION ON HMT

A   How to Prepare Skype for Business User's Credentials for Use with Fusion Remote

B   How to Launch Fusion Remote on the HMT

C   How to Acquire User's Skype for Business Credentials

D   How to Authenticate on Microsoft Online Skype for Business Server

E   How to Operate the Contact list

F   How to Initiate a Meeting

G   Live Call – How to Use the Instant Messaging

H   Live Call – How to Capture and Share an Image

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HOW TO PREPARE SKYPE FOR BUSINESS USER'S CREDENTIALS FOR USE WITH FUSION REMOTE

ONLINE SKYPE FOR BUSINESS ORGANIZATION

Step 1: Generate the QR Code*[1] corresponding to your SfB username and password, using the following web service: https://fusionremote.YourDomain.com/. For POC and Trials, please access the page at https://fusionremote.jujotech.com

Step 2: On the web page, select the button "Skype for Business Credentials"

Step 3: If you have an Online Skype for Business Organization, select "Online Skype for Business" on the top dropdown-box

Step 4: Enter your Skype for Business Username and Password and hit Encrypt

Step 5: Save or Print the displayed AES encrypted QR Code

Step 6: After launching Fusion Remote, say "Scan QR Code" to scan the QR code you have generated and proceed with authentication

FusionRemote - Skype for Business Credentials

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[1] *QR Code: Quick Response Code used to store textual information, which can be decoded using image recognition software

ON-PREMISES SKYPE FOR BUSINESS ORGANIZATION

Step 1: Generate the QR Code*[2] corresponding to your SfB username and password, using the following web service: https://fusionremote.YourDomain.com/. For POC and Trials, please access the page at https://fusionremote.jujotech.com

Step 2: On the web page, select the button "Skype for Business Credentials"

Step 3: If you have an On-premises Skype for Business Organization, select "On-Premises Skype for Business" on the top dropdown-box

Step4: Enter your Skype for Business Username, Password, and Domain (domain\username) information; hit Encrypt

Step 4: Save or Print the displayed AES encrypted QR Code

Step 5: After launching Fusion Remote, say "Scan QR Code" to scan the QR code you have generated and proceed with authentication

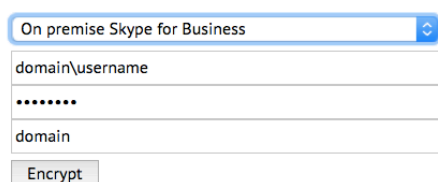FusionRemote - Skype for Business Credentials

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[2] *QR Code: Quick Response Code used to store textual information, which can be decoded using image recognition software

(A) (B) (C) (D) (E) (F) (G) (H)

HOW TO LAUNCH FUSION REMOTE ON THE HMT

Step 1   "**Navigate Home**": to access the "Home Screen (*Figure 1*)

Step 2   "**My Programs**": to access the Launcher Screen (*Figure 2*)

Step 3   Locate Fusion Remote   (fre)   icon on the HMT Application Screen (*Figure 2*)

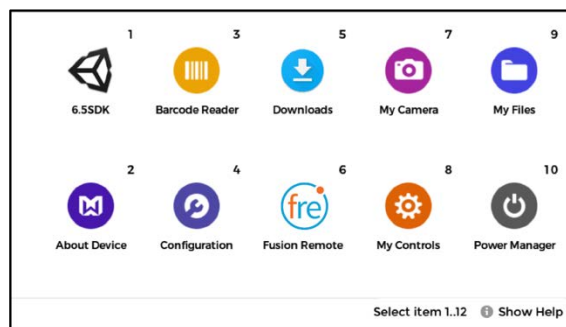Step 4   "**Fusion Remote**": to start the application

Figure 1

Figure 2

Voice commands highlighted in blue

(A) (B) **(C)** (D) (E) (F) (G) (H)

HOW TO ACQUIRE USER'S SKYPE FOR BUSINESS CREDENTIALS

Once Fusion Remote has launched for the first time, the Scan QR Code Panel is displayed, as shown in *Figure 1*

Step 1: "**Scan QR Code**" to open the integrated Barcode Scanner, as shown in *Figure 2*

Step 2: Focus on the target QR Code and wait for the HMT feedback sound

Step 3: Once the QR Code is acquired and credentials verified, the username is displayed in Microsoft Skype for Business Login screen.

For On-Premises Skype for Business Organizations, authentication will immediately follow Step 3 and the user will be presented with the Contact List Screen on successful authentication. Please proceed with Section E "How to operate the Contact List" in this case.

For Online Skype for Business Organizations, authentication will follow the steps described in Section D "How to Authenticate on Microsoft Online Skype for Business Organization".
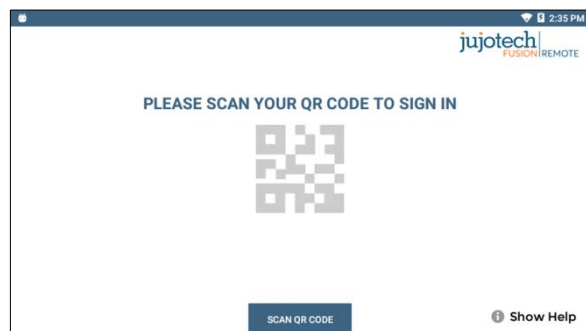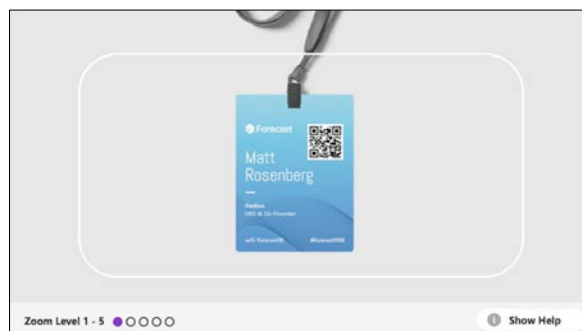

Figure 1

Figure 2

Voice commands highlighted in blue

(A) (B) (C) **(D)** (E) (F) (G) (H)

HOW TO AUTHENTICATE ON MICROSOFT ONLINE SKYPE FOR BUSINESS SERVER

Once Fusion Remote has launched for the first time, the Scan QR Code Panel is displayed, as shown in *Figure 1*

Step 1: "**Enter Username**" fills in the username field

Step 2: "**Next**" proceeds to step 3

Step 3: "**Set Password**" fills in the password field

Step 4: "**Sign In**" executes authentication. If successful, proceeds to step 5; otherwise reenter password (Step 4) or restart from Step 1, as instructed

Step 5: "**Yes**" maintains authentication after exiting Fusion Remote and proceeds to step 6
"**No**" requires authentication after exiting Fusion Remote and to proceeds to step 6

Step 6: "**Accept**" completes process and proceeds to Contact List
"**Cancel**" cancels the process and returns to Step 1
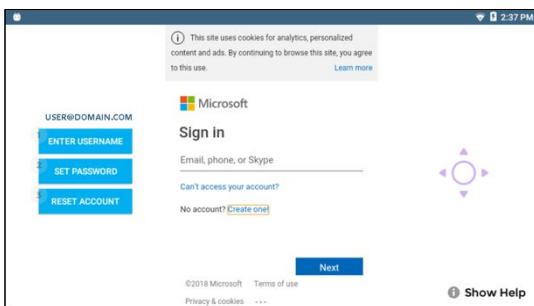

Figure 1. Initial Microsoft Login Screen

Figure 2. EULA Acceptance Screen

Note: In case a step fails, say "**Navigate Back**" and repeat the step

Voice commands highlighted in blue

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(A) (B) (C) (D) **(E)** (F) (G) (H)

HOW TO OPERATE THE CONTACT LIST

Upon successful authentication, the user's list of SfB contacts will be displayed, along with user's presence and login info (upper right corner in *Figure 1*) and actions

Contact list can be filtered using the following voice commands:

"**ONLINE CONTACTS**" **online** contact ordered alphabetically

"**RECENT CONTACTS**" **recent** contact ordered alphabetically

"**CONTACT NAMES**" **all contact** ordered alphabetically

"**CONTACTS WITH <letter>**" to scroll the list to the first name starting by <letter>

"**PAGE UP/DOWN**" to scroll up/down a long list of contacts

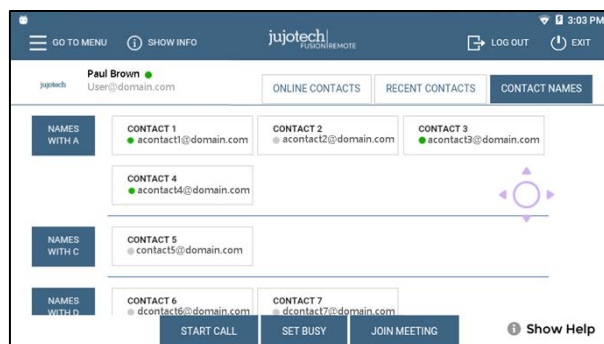A contact name can be selected even if not in the visible portion of the Contact List
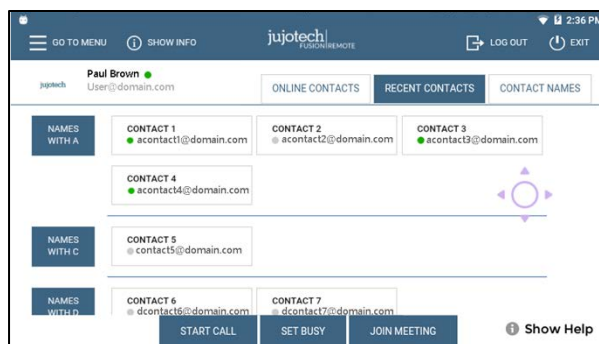
Figure 1. List of Contacts

Figure 2. Ordered List of Contacts

Voice commands highlighted in blue

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(A) (B) (C) (D) (E) **(F)** (G) (H)

HOW TO INITIATE A MEETING

Step 1: "**SELECT <contact full name>**" or "**SELECT contact <number>**" starts a call (*Figure 1*). In case of selection error, simply repeat. The selected contact will be highlighted

Step 2: "**START CALL**" initiates a call with the selected contact

The interface during a live call (*Figure 2*) offers the following commands:

"**STOP/START AUDIO**" manages the HMT microphone

"**STOP/START MY STREAM**" manages the PIP Stream

"**SELECT MY STREAM**" selects the HMT stream to full screen

"**SHOW INFO**" displays Information Panel

"**SHOW/HIDE CHAT**" shows/hides the Instant Messaging panel

"**TERMINATE CALL**" stops the call

"**SHOW PARTICIPANTS**" shows Participants Panel

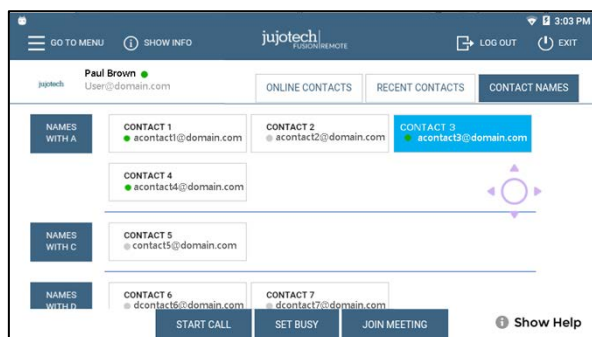"**SELECT PARTICIPANT <number>**" or "**SELECT <participant name>**" selects the stream <number> to full screen
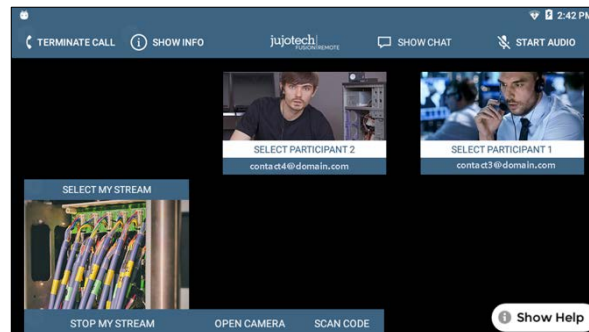

Figure 1. Call initiation

Figure 2. Participants selection during multicast

Voice commands highlighted in blue

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(A) (B) (C) (D) (E) (F) (G) (H)

LIVE CALL – HOW TO USE THE INSTANT MESSAGING

Text messages can be exchanged between the Remote Expert and the Fusion Remote user using the following voice commands:

Step 1: "**Show Chat**" opens the Instant Messaging panel

Step 2: "**Write Message**" writes a message to the Remote Expert

Step 3: "**Dictation**" starts dictating the message

Step 4: "**Accept**" enters the text into the message

Step 5: "**Send Message**" sends the message to the meeting chat

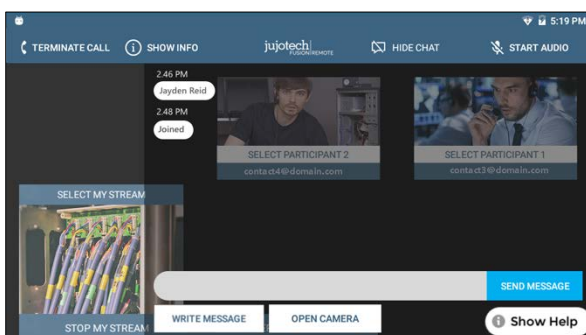Step 6: "**Hide Chat**" hides the Instant Messaging panel
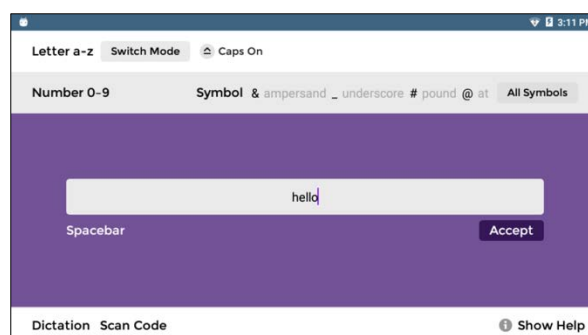

Figure 1. Instant messaging

Figure 2. Message dictation

Voice commands highlighted in blue

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(A) (B) (C) (D) (E) (F) (G) (H)

LIVE CALL – HOW TO CAPTURE AND SHARE AN IMAGE OR A VIDEO CLIP

Images can be captured and exchanged between the Remote Expert and the Fusion Remote user using the following voice commands:

Step 1: "**Open Camera**" opens the HD camera (*Figure 1*). This command is also available in the Chat Panel

Step 3: "**Take Photo**" captures a still image (*Figure 2*). The image is immediately uploaded and a URL is placed on the meeting chat for downloading. Multiple images may be captured and uploaded

Step 4: "**Record Video**" records a video clip. Maximum duration can be selected in the Settings Panel and the default length is set to 15 seconds. Multiple video clips can be recorded and uploaded

Step 5: "**Close Camera**" closes the Camera Panel

Additional commands:

"**Show Settings**" opens camera settings panel. This command is also available in the Main Menu panel (from Contact List/Goto Menu)

"**Zoom Level <number 1-5>**" executes the desired zoom level on the camera image
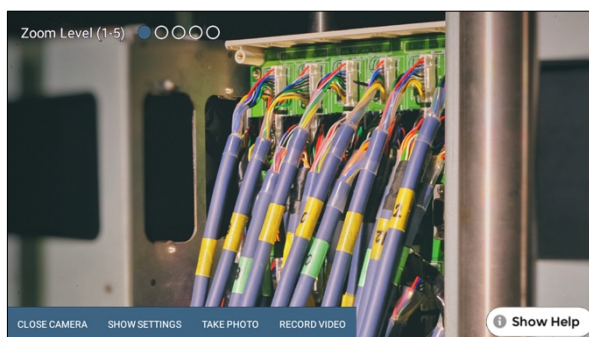

Figure 1. Camera Panel

Figure 2. Record Video Clip

Voice commands highlighted in blue

ANNOTATION TOOL (WEB BASE)

During a Skype for Business meeting, the instant messaging panel (chat) is used for exchanging images and video clips. While the meeting is in session, images stored on FusionRemote service can be annotated with text, hand-drawing, or PiP (Picture in Picture). The annotation Tool is available in the FusionRemote webpage. This tool is designed to be used by "Remote Mentor".
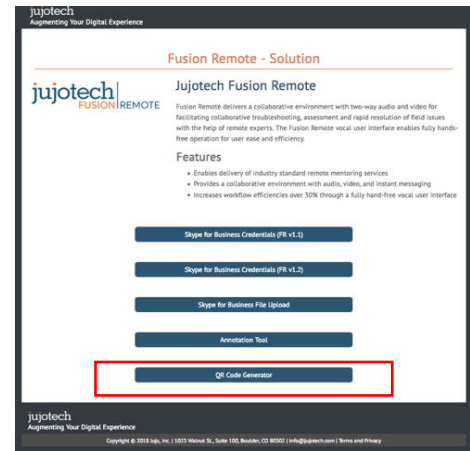
STEPS:

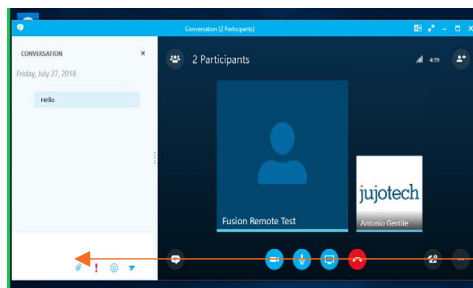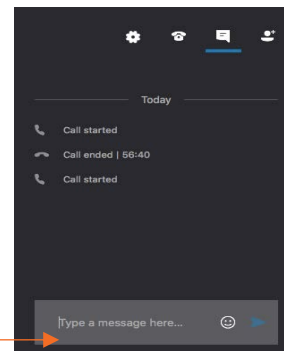1. Load an image from the FusionRemote Server
2. Annotate the image
   A. Add text
   B. Add free-hand drawings
   C. Add another image (Picture in Picture)
3. Save the image on the server
4. Copy the image URL on clipboard
5. Paste the URL on the Skype for Business Chat

Here paste the URL from the meeting chats

Chat on Skype for Business for Windows

Chat on Skype for Business for Mac

ANNOTATION TOOL (MOBILE-BASED) COMPANION APP

While the meeting is in session, images captured with FusionRemote on a smart headset can be annotated with text, hand-drawing, or PiP (Picture in Picture) using the companion app. (*Available in App Store and Google Play*)

<p align="center"><strong style="color:orange">USE CASE A (TAKING PICTURE THEN ANNOTATE).</p>

- Say, "**Open Camera**" on HMT then Say, "**Take Photo**"
- Say, "**Annotate Photo**"
    1. Pair the HMT with the Fusion Remote Companion app, by framing the QR displayed on the smartphone screen (only if devices aren't yet paired)
    2. On the smartphone, after pairing, accept the photo
    3. Annotate the photo
    4. Send the photo back to the HMT
- Download the new image, now available both on the HMT and to all participants to the meeting via chat.

<p align="center"><strong style="color:orange">USE CASE B (DOWNLOAD THE PICTURE FROM CHAT LINK THEN ANNOTATE).</p>
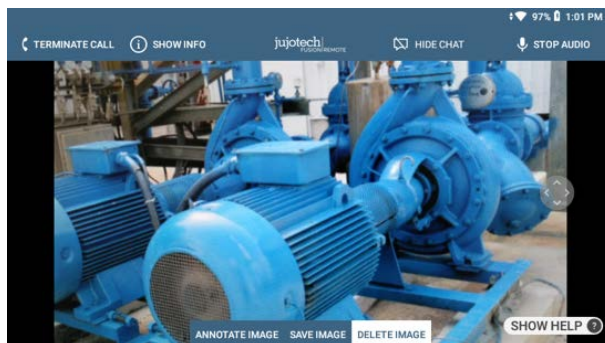

- Say, "**Show Chat**" on HMT then Say, "**Download Image <n>**"
- Say, "**Annotate Image**"
    1. Pair the HMT with the Fusion Remote Companion app, by framing the QR displayed on the smartphone screen (only if devices aren't yet paired)

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2. On the smartphone, after pairing, accept the photo
3. Annotate the photo
4. Send the photo back to the HMT

- Download the new image, now available both on the HMT and to all participants to the meeting via chat

OPERATIONS

- "**Annotate photo**" or "**Annotate Image**"

1. Pair the HMT with the Fusion Remote Companion app, by framing the QR displayed on the smartphone screen (only if devices aren't yet paired)

2. On the smartphone, after pairing, accept the photo

3. Annotate the photo

4. Send the photo back to the HMT

- Download the new image, now available both on the HMT and to all participants to the meeting via chat.
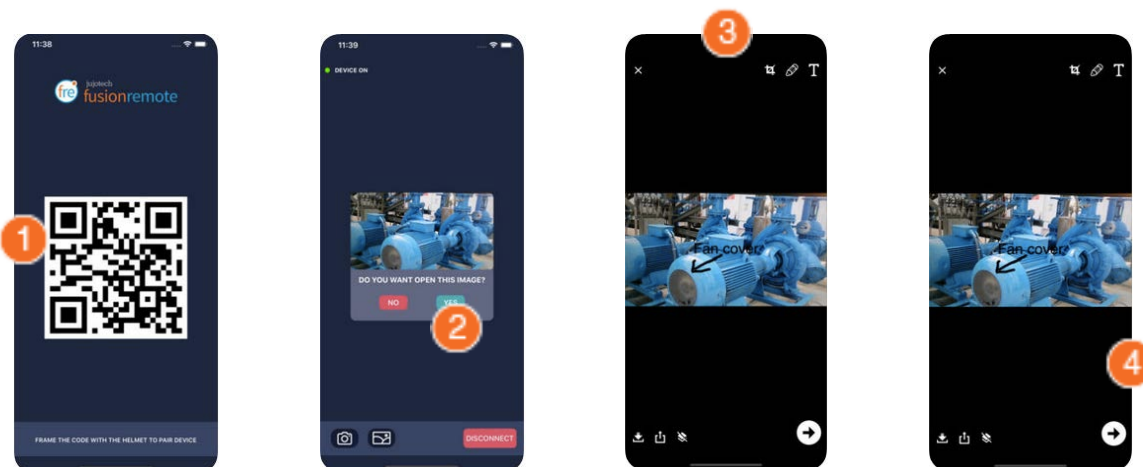
COMPANION APP TOOLS DESCRIPTION

ANNOTATION TOOLS

1. Resize
2. Free Drawing
3. Text

SHARING TOOLS

1. Save on Album
2. Share
3. Remove Annotation
4. Send back to HMT

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Reference Section:
List of Voice Commands

VOICE COMMANDS

USER'S SKYPE FOR BUSINESS CREDENTIALS ACQUISITION

Voice Command	Action
"Scan QR Code"	Scans an encrypted QR Code with User's SfB Credentials
"Reset Account"	Deletes stored credentials and open the Barcode Reader to scan a new QR Code
"Login"	Accesses the Microsoft Online SfB Authentication Page
"Show Info"	Opens Built-in Diagnostics Panel

USER'S SKYPE FOR BUSINESS ONLINE AUTHENTICATION AND TERMS OF USE ACCEPTANCE

Voice Command	Action
"Enter Username"	Fills in the username field using the Username information stored in the app
"Set Password"	Fills in the password field using the Password information stored in the app
"Reset Account"	Deletes stored user's credentials and open the Bar Reader to scan a new credential QR Code
"Next" "Cancel"	Proceeds to the next step Cancels the operation
"Sign In"	Proceeds with Authentication on SfB
"Yes" "No"	Authorizes Stay Signed of SfB Account
"Accept Terms" "Decline Terms"	Accepts the app Terms of Use Declines Terms of Use. Logout from SfB

Note: Available voice commands are active only on the screens that display them

Voice commands highlighted in blue

LIST OF CONTACTS OPERATION

Voice Command	Action
"Online Contacts"	Shows online contacts ordered alphabetically
"Recent Contacts"	Shows recent called contacts ordered alphabetically
"Contact Names"	Shows all contacts ordered alphabetically
"Contacts with <letter>"	Scrolls the contact list to the selected letter
"Select <contact full name>" "Select contact <number>"	Selects a contact to call. The selected contact is highlighted in blue. In case of wrong selection, repeat the vocal prompt
"Set busy/online"	Sets the HMT User presence state, as shown in the upper left corner in green, orange.

LIST OF MAIN OPERATION AND CALL INITIATION/ANSWERING

Voice Command	Action
"Go to settings"	Opens the Camera Settings Panel
"Start Call"	Initiates a call with the selected contact. During the call, the selected contact is referred to as Remote Expert
"Join Meeting"	Initiates a call using a meeting link provided as a QR.
"Exit"	Dismisses the app. Does not logout from SfB
"Logout"	Logs out from SfB and dismiss the app
"Answer call" "Decline call"	Accepts an incoming call Declines the incoming call
"Show Info"	Opens Built-in Diagnostics Panel

Voice commands highlighted in blue

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LIST OF MENU PAGE OPERATION

Voice Command	Action
"Reset Account"	Deletes stored credentials and open the Barcode Reader to scan a new QR Code
"Login"	Accesses the Microsoft Online SfB Authentication Page
"Show Settings"	Opens the Camera Settings Panel
"Show Info"	Opens the Built-in Diagnostics Panel

LIVE AUDIO/VIDEO COLLABORATION AND INSTANT MESSAGING OPERATION

Voice Command	Action
"Terminate Call"	Stops the current call and exit the meeting
"Start/Stop Audio"	Activates/Deactivates the device microphone. Incoming audio cannot be deactivated
"Start/Stop My Stream"	Shows/Hides the device own video stream, visible as Picture in Picture (PiP)
"Select My Stream"	Select the device own video stream to full screen
"Select Participant <number>" "Select <participant name>"	Sets the stream <number> full screen
"Show participants"	Shows the Participants Panel and all participants stream
"Show/Hide Chat"	Shows/Hides the instant messaging chat panel
"Write Message"	Opens the vocal keyboard to dictate messages using the HMT-1 speech-to-text processor
"Open Camera"	Opens the HMT HD Camera and captures an image or record a video clip. Images/Video clips are uploaded immediately after the capture. The corresponding URL is sent via chat to the Remote Expert.
"Show Info"	Opens Built-in Diagnostics Panel

Voice commands highlighted in blue

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CAMERA OPERATION

Voice Command	Action
"Close Camera"	Closes the camera panel
"Show Settings"	Opens the Camera Settings Panel
"Take photo"	Captures a still image. The image is immediately uploaded and a URL is placed on the meeting chat for downloading. Multiple images may be captured and uploaded
"Record Video"	Records a video clip. Maximum duration can be selected in the Settings Panel and the default length is set to 15 seconds. Multiple video clips can be recorded and uploaded
"Zoom Level <number 1-5"	Executes the desired zoom level on the camera image

CAMERA SETTINGS OPERATION

Voice Command	Action
"Hide Settings"	Close the Camera Settings Panel
"3 seconds | 5 seconds | 7 seconds"	Timer duration for remote image capture. Current selection is shown in green
"15 seconds | 30 seconds | 1 minute"	Video clip duration. Current selection is shown in green
"Video Low | Video Medium | Video High"	Video quality settings. Current selection is shown in green
"Image Low | Image Medium | Image High"	Image quality settings. Current selection is shown in green

Voice commands highlighted in blue

SKYPE FOR BUSINESS DESKTOP OPERATION

A Skype for Business desktop or mobile client can be used to place and receive calls to/from Fusion Remote running on a HMT

KEY FEATURES

Audio/video live communication

Instant messaging

Image/File sharing

Remote image capture

HOW TO PLACE A CALL TO FUSION REMOTE ON WINDOWS

Step 1: To start a meeting with an HMT click on the "Meet Now" command in the "Conversations" Menu (*Figure 1*)

Step 2: Click on the "People" icon (*Figure 2*)

Step 3: Search the HMT contact name among the contacts using the "Invite more people" search box (*Figure 2*)

Step 4: Double click on the desired contact name shown in the result list. Repeat to add more HMT contacts to the call
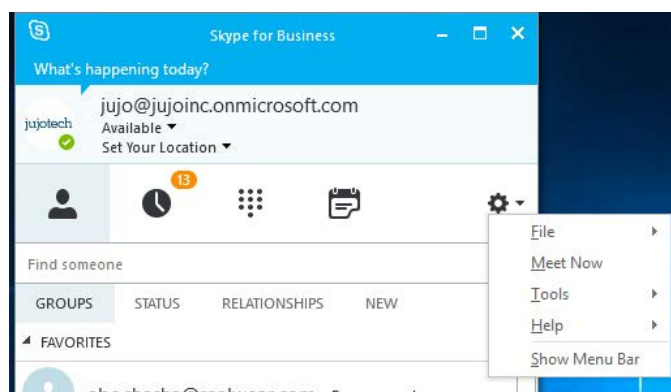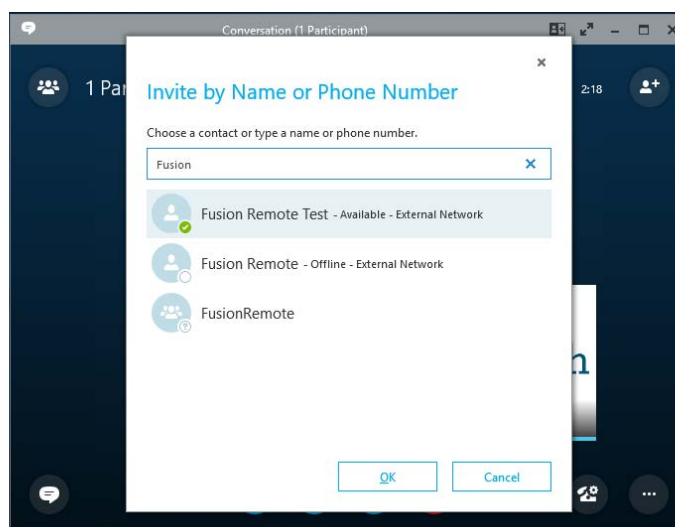
The meeting is now live.

Figure 1

Figure 2

HOW TO PLACE A CALL TO FUSION REMOTE ON MAC

Step 1: To start a meeting with an HMT click on the "Meet Now" command in the "Conversations" Menu (*Figure 1*)

Step 2: Click on the "People" icon (*Figure 2*)

Step 3: Search the HMT contact name among the contacts using the "Invite more people" search box (F*igure 2*)

Step 4: Double click on the desired contact name shown in the result list. Repeat to add more HMT contacts to the call

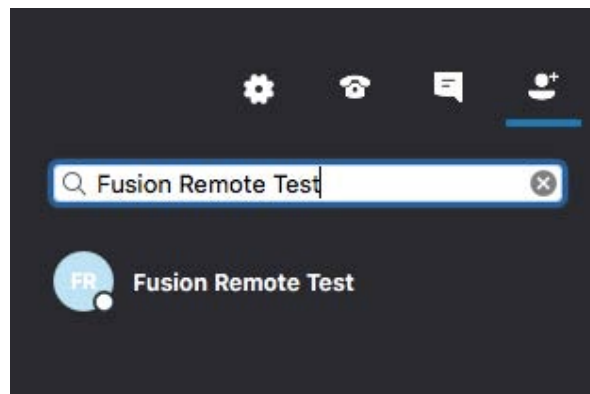The meeting is now live.
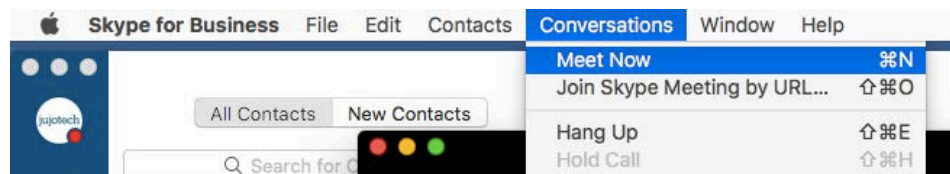
Figure 1

Figure 2

USING INSTANT MESSAGING ON WINDOWS

Step 1: Click on the "Messages" icon to start a instant messaging session with everybody on a meeting (*Figure 1*)

Step 2: Use the text box provided to send and receive text messages

REMOTE IMAGE CAPTURE

An HD still image can be captured on the HMT without the user intervention

Step 1: Write the command "**takephoto**" in the chat. The HMT will capture an image and send it as URL on the chat

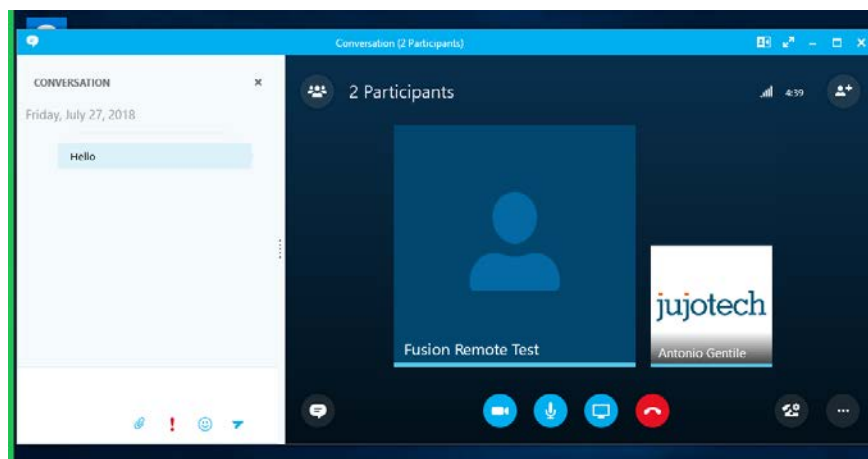Step 2: Access the image by clicking on the URL link provided

Figure 1

Using Instant Messaging on a Mac

Step 1: Click on the "Messages" icon to start a instant messaging session with everybody on a meeting (*Figure 1*)

Step 2: Use the text box provided to send and receive text messages

REMOTE IMAGE CAPTURE

An HD still image can be captured on the HMT without the user intervention

Step 1: Write the command "**takephoto**" in the chat. The HMT will capture an image and send it as URL on the chat (*Figure 2*)

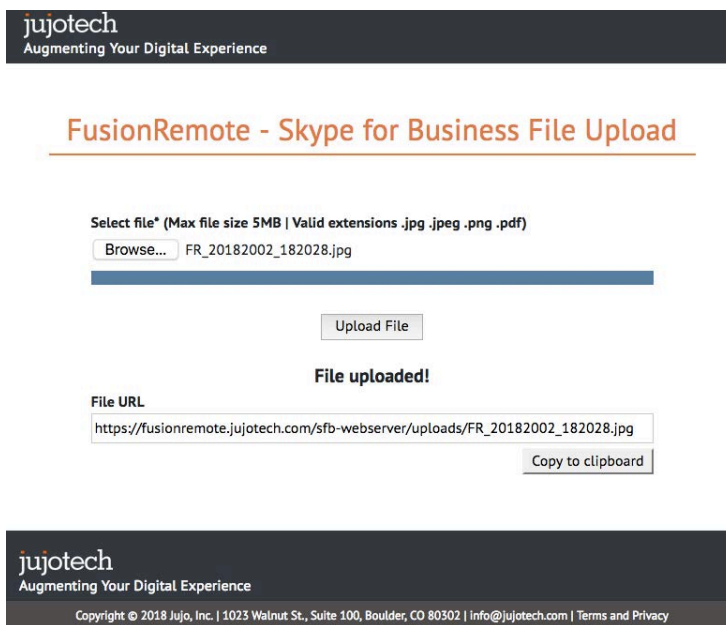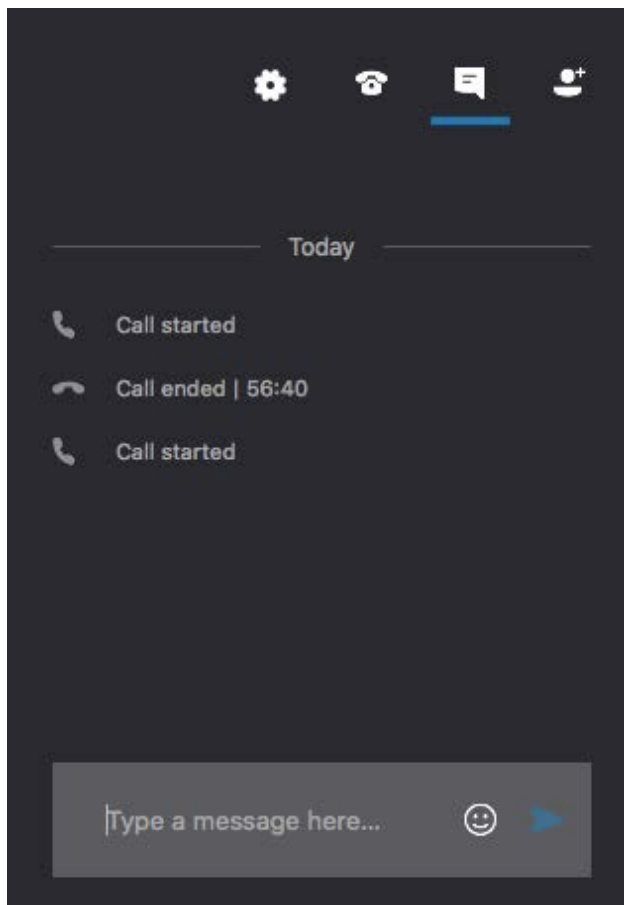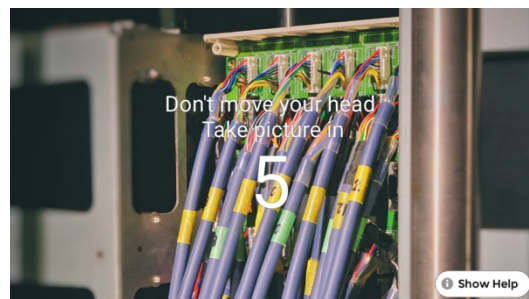Step 2: Access the image by clicking on the URL link provided

Figure 1

Figure 2

IMAGE/FILE SHARING

Step 1: Clicking the "**Skype for Business File Upload**" button on the Fusion Remote service page at https://fusionremote.YourDomain.com to share files/images with the HMT. For POC or Trials, a temporary service is offered at the following URL: http://fusionremote.jujotech.com

Step 2: Click the "**Browse**" button on the Fusion Remote service page to search for the file/image to share

Step 3: Click the "**Upload**" button on the Fusion Remote service page to upload the file/image on the service

Step 4: Click on the "**Copy to clipboard**" button to copy the generated URL on the clipboard

Step 5: Paste the URL into the message box to share it with the meeting participants.

CALL QUALITY OF SERVICE MONITORING

Fusion Remote perform Quality of Service (QoS) monitoring during calls to offer feedback to the user whenever network degradation occurs and adversely impact the quality of the audio or the video.

The following alerts and messages are displayed:

Message	Alert Type	Description
"Poor Network Connection"	Red bar below the Title Bar	In the occurrence of degraded network connection, a red bar is displayed below the Title Bar for the duration of such occurrence. This bar mirrors the same one displayed by the Skype for Business desktop clients. The bar depends on the quality of the connection and link latency to/from the Skype for Business server.
"Meeting Terminated Unexpectedly Do you want to join the meeting again?"	Modal dialog box	If a meeting is terminated unexpectedly, a modal dialog box informs the user and prompts whether the meeting needs to be joined again or not.
"Connection lost with Skype for Business Server Meeting restart in progress."	Dialog box and spinner	In the occurrence that the connection with the Skype for Business server is unavailable, the meeting is restarted automatically as soon as the connection is reestablished. A spinner is active to signal the action is in progress.

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TECHNICAL SUPPORT AND ADDITIONAL RESOURCES

For additional technical support, please contact your Jujotech representative or write to: support@jujotech.com.

ADDITIONAL RESOURCES:

HMT User Guide and Support page: https://www.realwear.com/support

Skype for Business Meeting setup help page: https://support.office.com/en-us/article/set-up-a-skype-for-business-meeting-in-outlook-b8305620-d16e-4667-989d-4a977aad6556.