Fusion Remote Teams User Guide

About This Document

This User Guide explains the installation and operation of Fusion Remote Teams V.1.0 with RealWear HMT-1 and HMT-1Z1.
Both devices will refer to herein as HMT.

This icon ![voice command 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 8.1 Oreo
MS Teams	1.3 or later
BlueJeans	2.19 or later
Connectivity	WiFi (2.4GHz/5GHz) or cellular hotspot connectivity (3G/4G)
Supported Device	HMT-1 with WearHF™ 10.5.0 or 11.0 hands-free interface HMT-1Z1 with WearHF™ 10.4.0 hands-free interface

Introduction

Fusion Remote Teams is a solution designed to offer full remote assist functionality.

Its key features are listed below:

- Start a meeting by Saying the names and selecting multiple participants (instead of relying on numbered items)
- Multiple participants
- Zoom in and out in real-time while streaming, with five-level optical zoom
- Handle low bandwidth with mitigation features
- Share images and video clips via an external media server at different quality levels
- Dictate messages and values
- Scan bar/QR code into chat
- Transform the chat contents into a pdf/XML report at the end of the session

The audio/video/instant messaging server relies on BlueJeans SDK and API, hosted in Microsoft Azure.

To use Fusion Remote, you must have your own Microsoft Teams account.

Initial Installation

1. Download the released APK from the distribution provided.
2. Launch the RealWear Explorer (4.1 or later).
3. Drag and drop the downloaded APK to the APK download (*Fig 1*)
4. "**Navigate Home**": to access the Home Screen (*Fig 1*)
5. "**My Programs**": to access the Launcher Screen (*Figure 2*)
6. Locate the FusionRemote Teams Icon
7. "**Fusion Remote Teams**": to start the application
8. "**OK**": To read the notice and agree to it
9. "**Allow**": Agree to the next five questions to allow the program to control the HMT's functions.
10. Fusion Remote Teams is ready
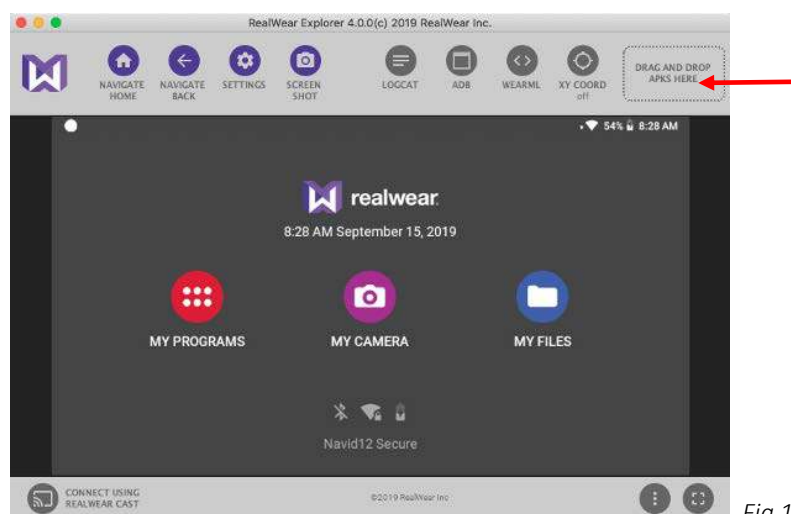
Fig 1
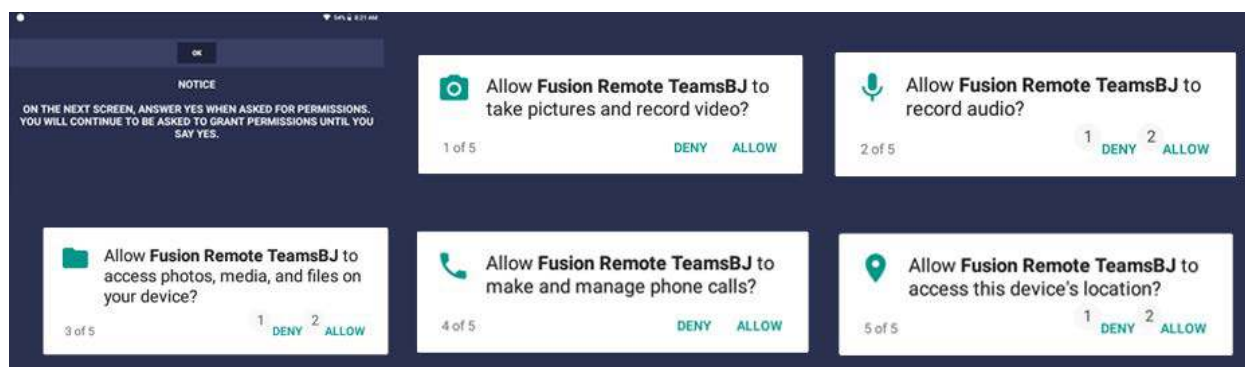
Fig 2

Fusion Remote Teams Operations on HMT

A   How to Prepare Microsoft Teams User's Credentials for Use with Fusion Remote

B   How to Launch Fusion Remote Teams on the HMT

C   How to Acquire Microsoft Teams User's Credentials

D   Remote Mentor - How to Set Up a Meeting and Invite Remote Worker

E   How to Operate the Contact list

F   How to Initiate a Meeting (HMT) - Optical Zoom during a Live Call

G   Live Call – How to Use the Instant Messaging - Optical Zoom during a Live Call

H   Live Call – How to Capture and Share an Image or a Video Clip

A B C D E F G H

How to Prepare Microsoft Teams User's Credentials for Use with Fusion Remote Teams

Step 1: Generate the QR Code*[1] corresponding to your Microsoft Teams' 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 "Teams Credentials."

Step 3: Enter your Microsoft Teams Username and Password and hit Encrypt

Step 4: Save or Print the displayed encrypted QR Code

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

Fig 1

Fig 2

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

USER GUIDE

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How to Launch Fusion Remote Teams
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 the Fusion Remote Teams (fre) icon on the HMT Application Screen (*Figure 2*).

Step 4 "**Fusion Remote TeamsBJ**": to start the application
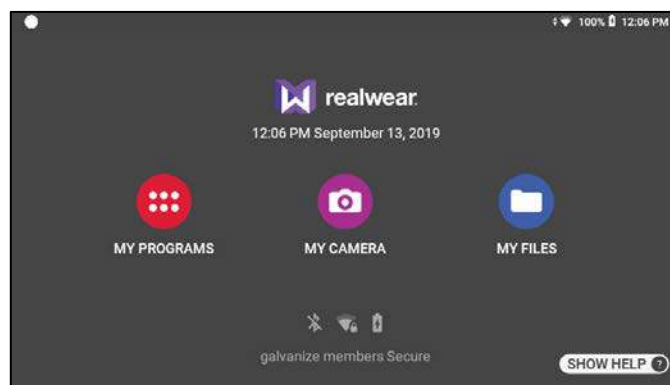
Figure 1
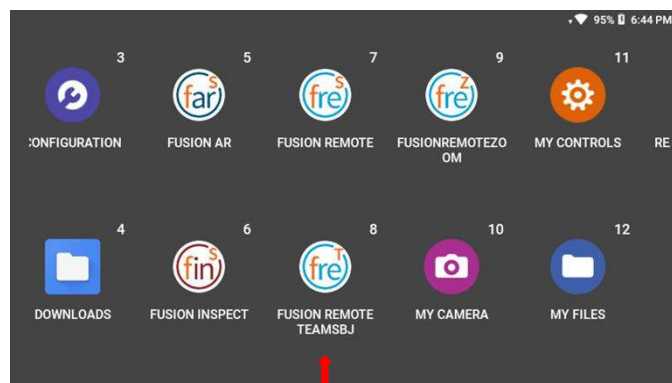
Figure 2

Voice commands highlighted in blue

FRT110A0101

How to Acquire Microsoft Teams User's Credentials

Once Fusion Remote Teams has launched, 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 will display in the Microsoft Teams Login screen.

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.
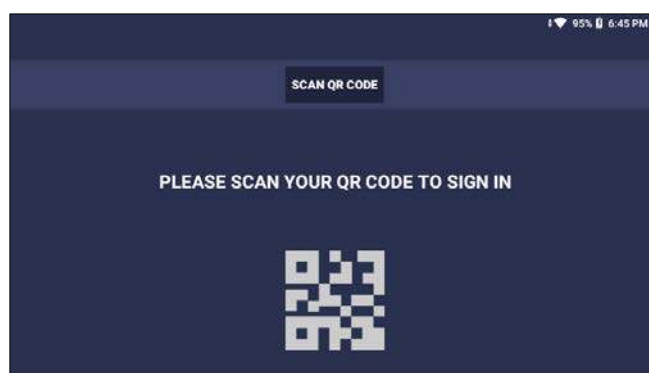
Figure 1
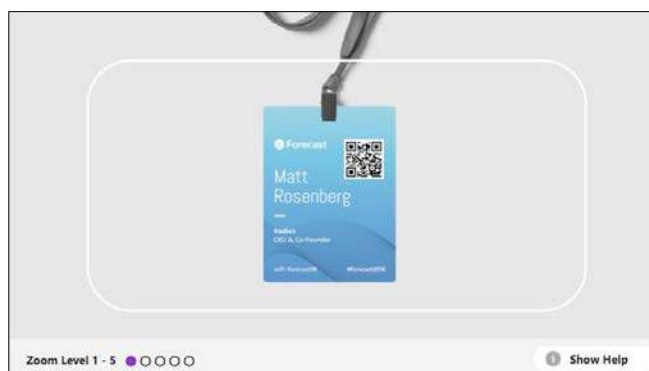
Figure 2

 Voice commands highlighted in blue

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

Remote Mentor – How to Set Up a Meeting and Invite Remote Worker

The remote mentor messages can exchange between the Remote Expert and the Fusion Remote Teams user using the following voice commands:

Step 1: Launch Microsoft Teams app from the desktop

Step 2: Sign in to the Microsoft Teams account (Fig. 1)

Step 3: Switch to "Chat" on the left bar of the App (Fig. 2)

Step 4: Select "Fusion Remote Bot" on the left pane (Fig. 2)

Step 5: "bj **meet <Remote worker email address>**" Note: the command is "**bj meet**." Enter

Step 7: The Fusion Remote Bot will process the request and generate a web link, showing it on the chat. Click on the link provided in the chatbox

Step 8: Now you are in the meeting, waiting for the remote worker to answer the call

Figure 1

Figure 2

Voice commands highlighted in blue

fusionremote
TEALS

(A) (B) (C) (D) (E) (F) (G) (H)
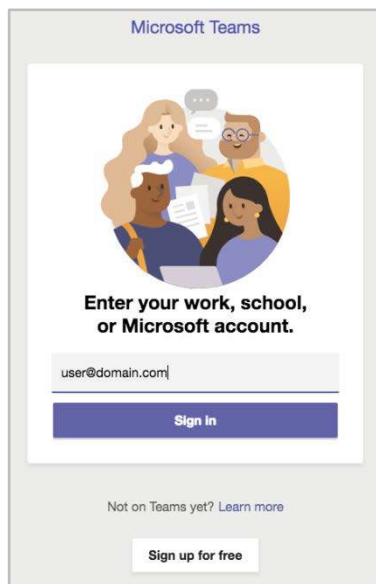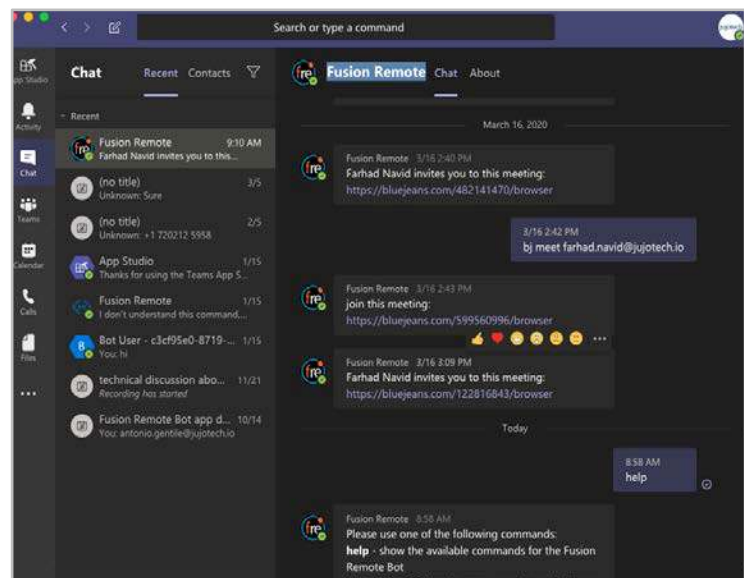
How to Operate the Contact List

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

The contact list can be filtered using the following voice commands:

"**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
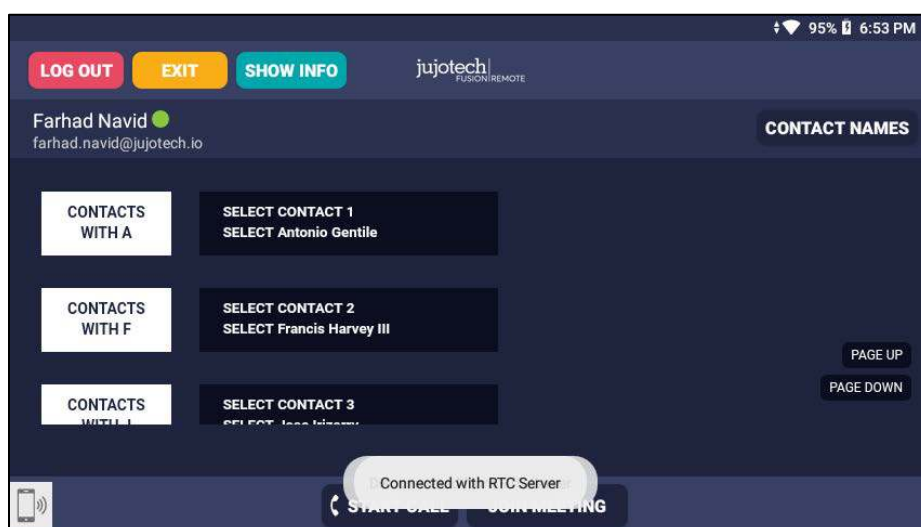
Figure 1. List of Contacts

Voice commands highlighted in blue

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Live Call – How to Initiate a Meeting (HMT) – Optical Zoom During a Live Call

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. You can repeat this step and select multiple contacts

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

"**ZOOM LEVEL <number 1-5>**" executes the desired zoom level on the camera image
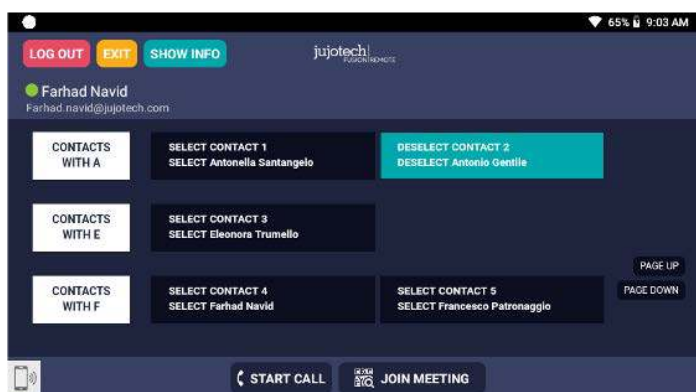
Figure 1. *Call initiation*
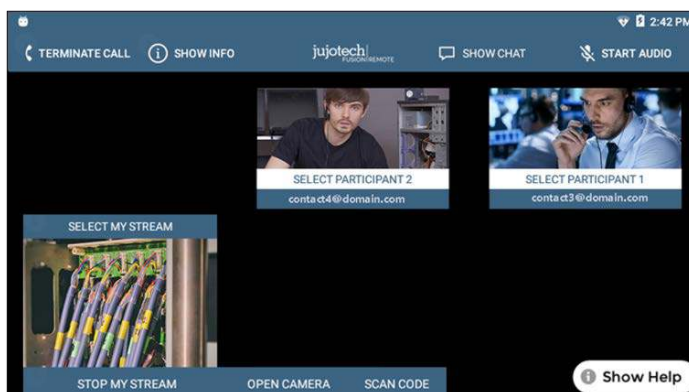
Figure 2. **Participants selection during multicast**

Voice commands highlighted in blue

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Live Call – How to Use the Instant Messaging

Text messages can be exchanged between the Remote Expert and the Fusion Remote Teams 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
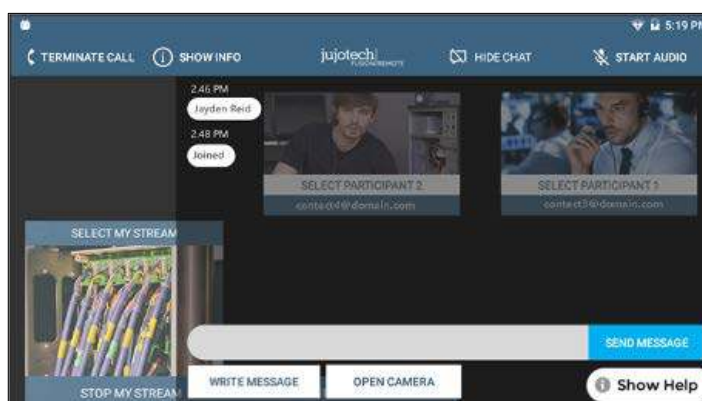
Figure 1. Instant messaging
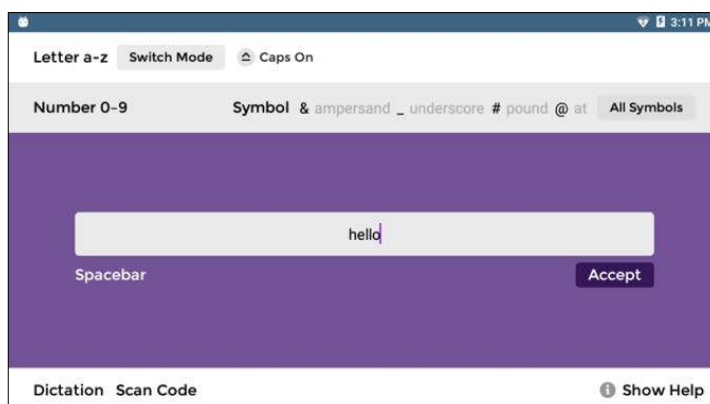
Figure 2. Message dictation

Voice commands highlighted in blue

(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 Teams 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. The 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 the 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
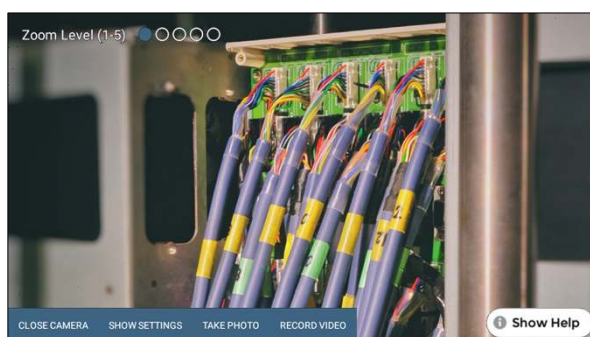
Figure 1. Camera Panel

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 conference is in session, pictures stored on FusionRemote service can be annotated with text, hand-drawing, or PiP (Picture in Picture). The Annotation Tool is available on the FusionRemote webpage. This tool is designed to be used by "Remote Mentor."

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 the clipboard using the icon on the right of the bar
5. Paste the URL on the Microsoft Teams Chat

Here paste the URL from the meeting chats
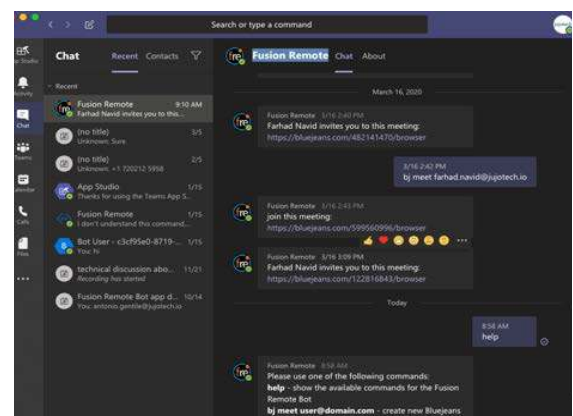
Chat on Microsoft Teams

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)

USE CASE A (TAKING PICTURE THEN ANNOTATE)

- 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 not yet paired)
2. On the smartphone, after pairing, accept the photo
3. Annotate the photo
4. Send the picture back to the HMT

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

USE CASE B (DOWNLOAD THE PICTURE FROM CHAT LINK THEN ANNOTATE)

- 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 not yet paired)
2. On the smartphone, after pairing, accept the photo
3. Annotate the photo
4. Send the picture 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 not yet paired)
2. On the smartphone, after pairing, accept the photo
3. Annotate the photo
4. Send the picture back to the HMT
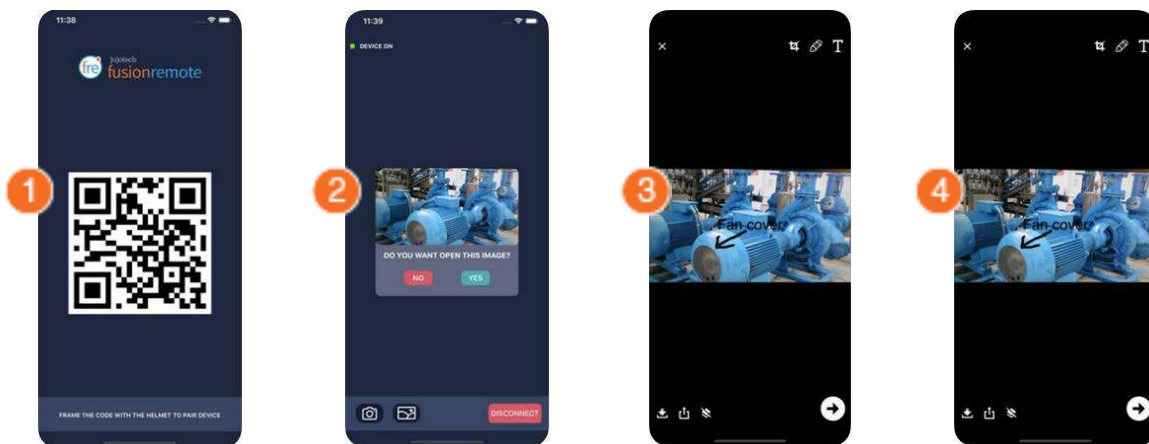
COMPANION APP TOOLS DESCRIPTION

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

Reference Section:
List of Voice Commands

Voice Commands

USER'S MICROSOFT TEAMS CREDENTIALS ACQUISITION

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

USER'S MICROSOFT TEAMS 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 MS Teams
"Yes" "No"	Authorizes Stay Signed of MS Teams Account
"Accept Terms" "Decline Terms"	Accepts the app Terms of Use Declines Terms of Use. Logout from MS Teams

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 Microsoft Teams
"Logout"	Logs out from Microsoft Teams and dismiss the app
"Answer call" "Decline call"	Accepts an incoming call Declines the incoming call
"Show Info"	Opens Built-in Diagnostics Panel

LIVE AUDIO/VIDEO COLLABORATION AND INSTANT MESSAGING OPERATION

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 Teams Authentication Page
"Show Settings"	Opens the Camera Settings Panel
"Show Info"	Opens the Built-in Diagnostics Panel

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
"Zoom Level <number 1-5>"	Executes the desired zoom level on the camera image
"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 Command	Action

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. The 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

Voice Command	Action

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. The current selection is shown in green
"15 seconds	30 seconds	1 minute"	Video clip duration. The current selection is shown in green
"Video Low	Video Medium	Video High"	Video quality settings. The current selection is shown in green
"Image Low	Image Medium	Image High"	Image quality settings. The current selection is shown in green

Microsoft Teams Desktop Operation

A Microsoft Teams desktop or mobile client can be used to place and receive calls to/from Fusion Remote running on an HMT

KEY FEATURES

Audio/video live communication

Instant messaging

Image/File sharing

Remote image capture

Using Instant Messaging on Windows

Step 1: Click on the "Messages" icon to start an 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, "**take photo**" in the chat. The HMT will capture an image and send it as URL on the chat

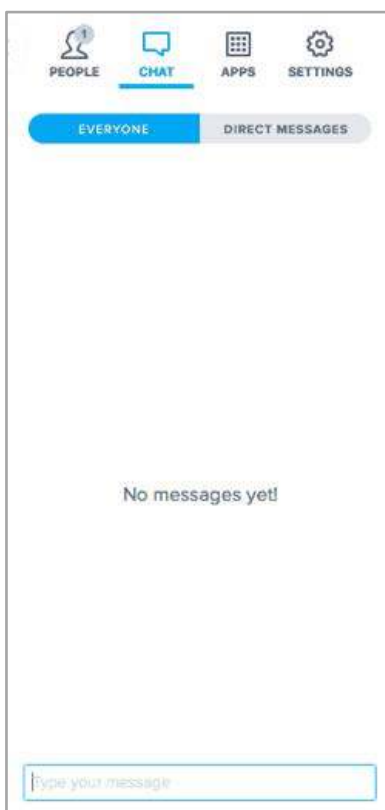Step 2: Access the image by clicking on the URL link provided

Figure 1

Using Instant Messaging on a Mac

Step 1: Click on the "Messages" icon to start an 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, "**take photo**" in the chat. The HMT will capture an image and send it as a URL on the chat (*Figure 2*)

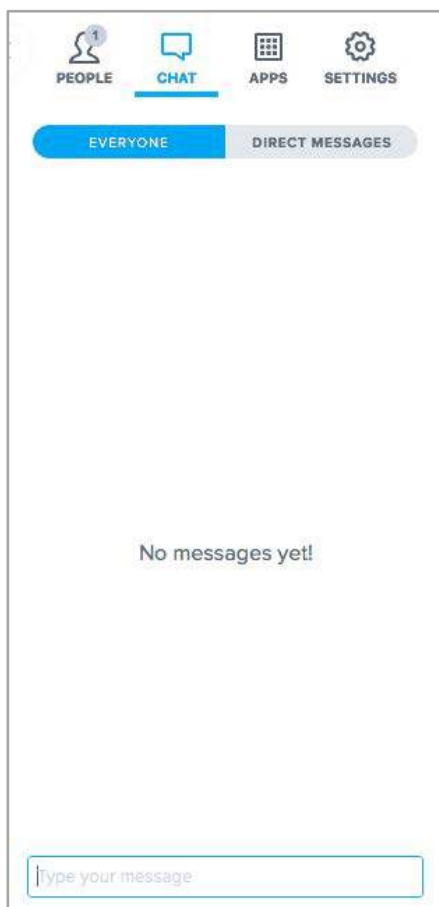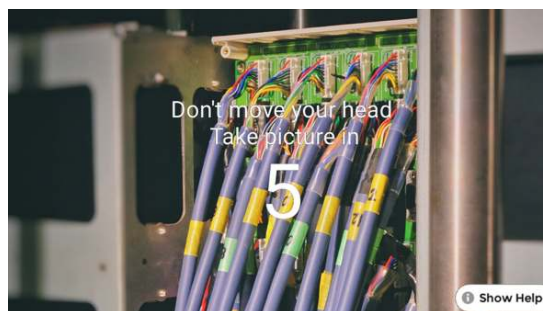Step 2: Access the image by clicking on the URL link provided

Figure 2

Figure 1

Image/File Sharing

Step 1: Clicking the "**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.
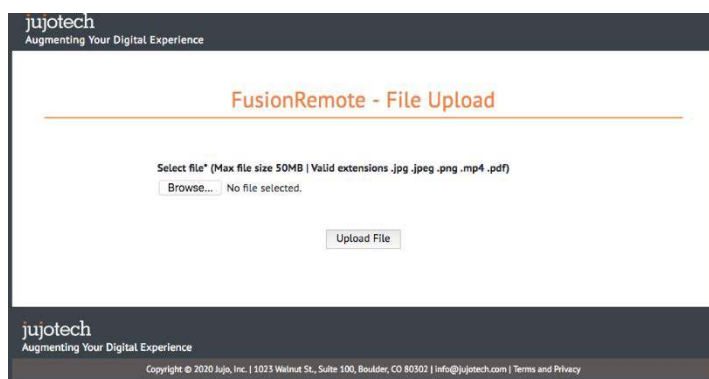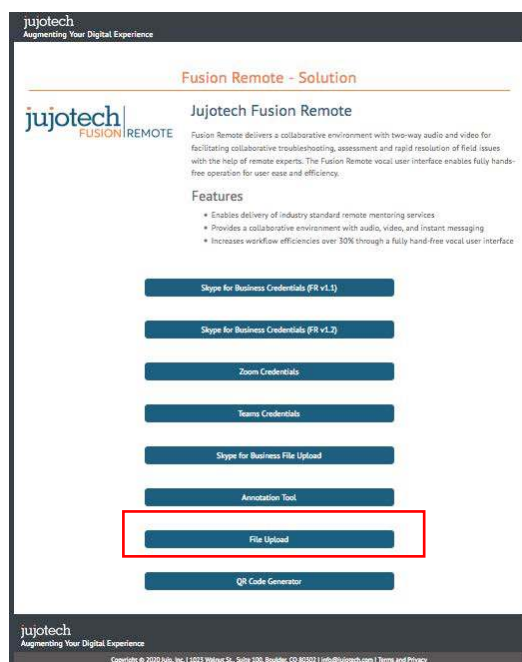
Call Quality of Service Monitoring

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 Microsoft Teams desktop clients. The bar depends on the quality of the connection and link latency to/from the Microsoft Teams 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 Microsoft Teams Server Meeting restart in progress."	Dialog box and spinner	In the occurrence that the connection with the Microsoft Teams 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.

Technical Support and Additional Resources

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

<div align="center">

ADDITIONAL RESOURCES:

</div>

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