

# Remote eye

2.0 — Last update: Feb 09, 2021

Wideum

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# 1. Overview

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1. [Introduction](#)
2. [Roles types](#)
3. [Supported devices](#)

# 1.1. Introduction

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Remote Eye is a remote assistance software that improves communication and knowledge management between an Expert, remotely and a local Operator.

The Expert will be able to remotely visualize what the technician has in front of his eyes to guide and assist him in the installation, maintenance, or repairs that require more specialized external knowledge.

Remote Eye is specially designed for “Smart Glasses”, hands-free devices that allow the operator to complete the freedom to move. It is also available on Android and iOS mobile phones.

## 1.2. Roles types

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### Expert

The Expert connects with an operator to guide them during the execution of the process. They access the website with their username and password by clicking [here](#).

The Expert visualizes and organizes the different associated devices, which are then used by the Operators. The Expert can make calls, manage the recorded images and videos, and have the tools and functionalities on Remote Eye to establish communication with the Operators.

During the call, the Expert visualizes the Operator's vision at all times establishes a voice communication can invite other Experts to the call, can share documentation, and draw on screenshots, among many other features.

Most of the functionalities are under the control of the Expert, who understands the Remote Eye system well to make good use of the available tools.

### Operator

The Operator is the person who requires external support from one or more Experts. They use Smart Glasses or a mobile device (smartphone or tablet), connected to the internet, with the Remote Eye application installed.

The video that is being transmitted to the Expert is displayed on the device. The Operator can receive indications, messages, images, or documentation that helps the process. Furthermore, the Operator is capable of sending files, videos, and photos to the Expert even when is not connected.

Remote Eye assumes that the Operator is sometimes someone who requires immediate support and has not had time to become familiar with the solution. Therefore, most of the functionality falls on the Expert side. Remote Eye is very simple to use by Operators, saving time and mistakes due to lack of knowledge.

### Administrator

Each client has an Administrator access with access to their [user panel](#). The Administration the tool allows you to create/edit/delete the Experts associated with the account, view usage information and assign or delete devices associated with the Experts.

The Administrator username/password does not have to match the username/password of an Expert.

## 1.3. Supported devices

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### Expert

- PC, MAC, Android
  1. Chrome (highly recommended)
  2. Firefox
  3. Microsoft Edge
- iOS
  1. Safari

### Operator

- Realwear hmt-1, hmt-1Z1
- Epson Moverio BT300, BT350
- Vuzix M400, M300, M3000, M300XL, Blade
- Iristick C1, Z1
- MADGaze X5, Vader
- Google Glass Enterprise 2
- Optinvent ORA2
- OTG cameras, including microscopes and digital endoscopes.
- KitKat 4.4+ Android smartphones and tablets
- iOS 9+ smartphones and tablets

## 2. Expert Account

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1. [Device](#)
2. [Multi-call](#)
3. [Library](#)
4. [Messages](#)
5. [User history](#)
6. [Tools](#)
7. [Low data mode](#)

## 2.1. Device

---

1. [Add and share a new device](#)
2. [Make a call](#)

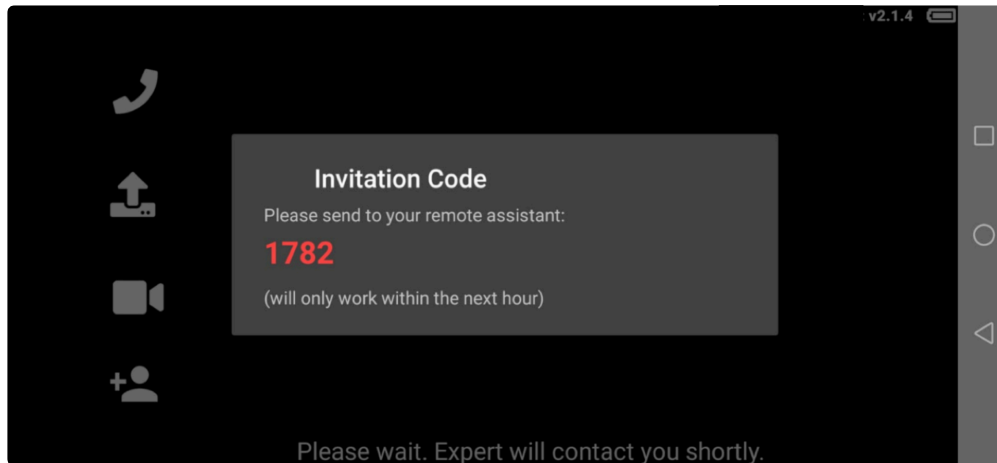



## 2.1.1. Add and share a new device

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### Add a new device

1. Open the application on the Operator device. A four-digit code will appear.

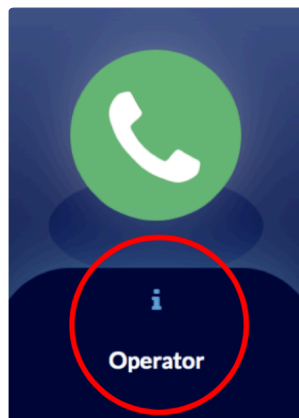



2. In the Remote Expert account on the PC, by pressing the  button and enter the code the Operator device will be registered. Furthermore, the Expert can choose to add it to the current Expert account or to all Expert accounts.

### Share a device

This method is useful in case of the Expert needs to share a device already registered to another Expert account.

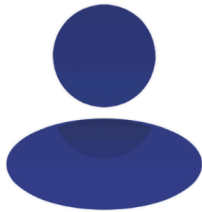
1. The Expert has to press the info button on the Operator contact.







2. Once the contact information is displayed, the Expert has to click the  button and

validation will appear below.

Operator



**Company:** Wideum Solutions S.A  
**Email:** info@wideum.com  
**Phone:**  
**Country:** Spain  
**Device model:**  
**Identifier 1:**  
**Identifier 2:**  
**Location:** Barcelona  
**Associated to:**  
**Serial number:**  
**Notes:**Notes regarding this user



Validation code: 4993 (will only work within the next hour)

3. This validation code can be introduced to the other Expert account in order to register the


device by clicking the  .

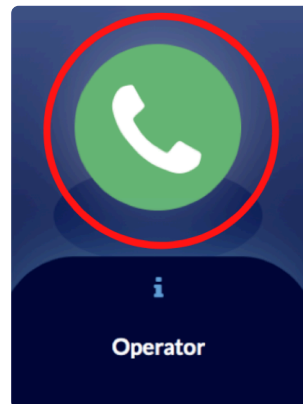
## 2.1.2. Make a call

### How to call the Operator

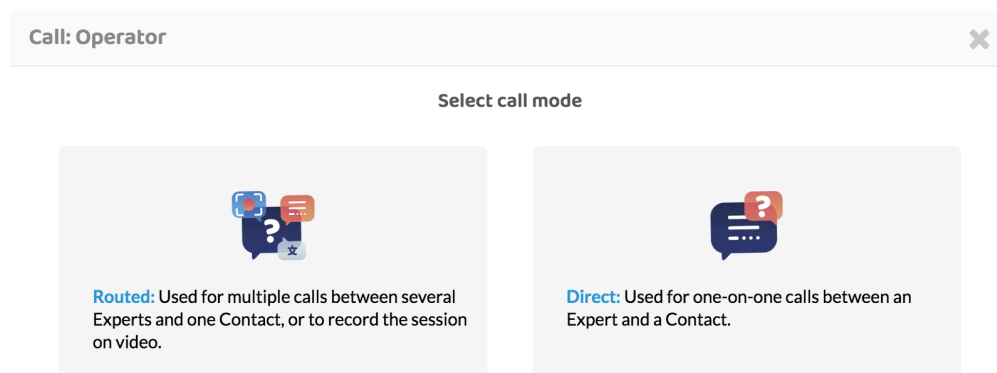
1. When the Operator is online, he/she will appear in green, and in red if he/she is offline.



2. Once the operator is online; the Expert would press the  button on an online contact to start a call.



3. Then the Expert is able to choose between two different types of calls and also set up the resolution:



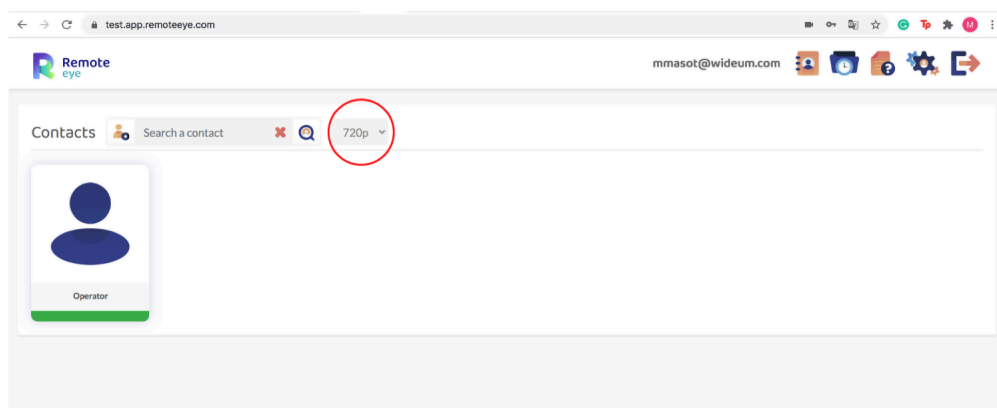
- a. **Direct Call:** Direct point-to-point call. It will give the best result in calls between an

Expert and an Operator. Video recording function is not available when calling using direct mode

- b. **Routed:** Communication is made through an external server. It provides more stability on calls with more than one Expert. External server can store video session. ROUTED modes are recommended for sessions involving more than one Expert.

- 4. Finally, once the call has finished, the Expert can click the  button in order to conclude it.

**Resolution:** This allows the Expert to set up the quality of the video call. More detailed information about the low-branding mode can be found [here](#)



- \* If the Expert is in a routed call and it is not enabled to record the video call could be that the Operator has [the video recording option disable](#).

## 2.2. Multi-call


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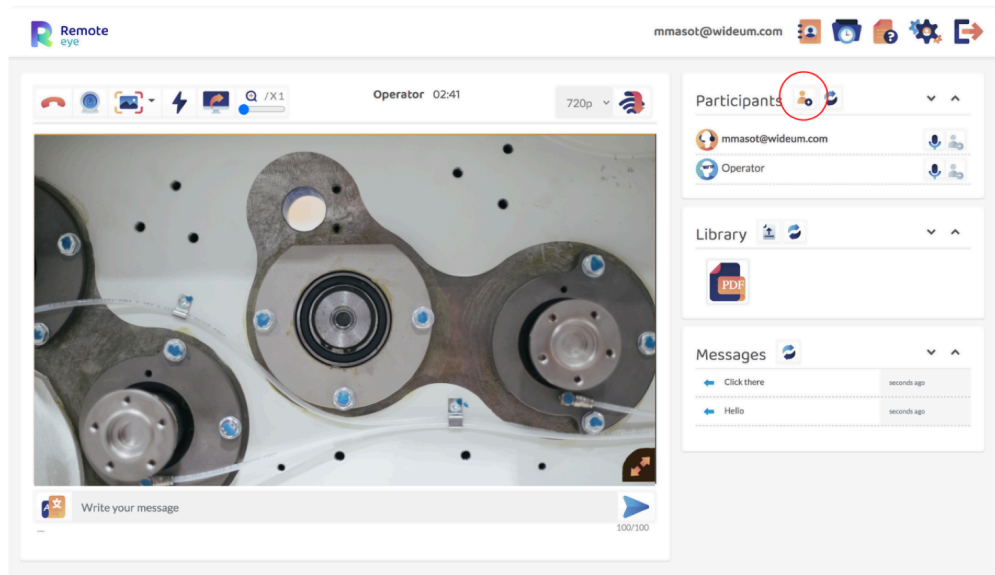
1. [Invite a temporary expert](#)
2. [Features](#)

## 2.2.1. Invite a temporary expert

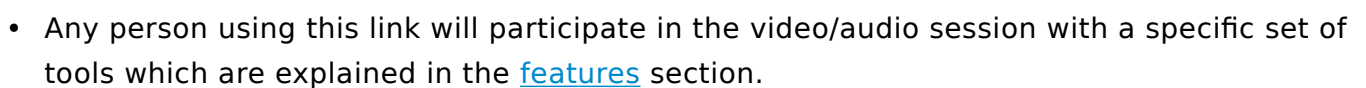
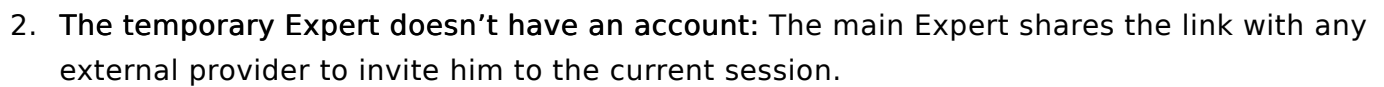
### How to make a multi-call

With this tool, an Expert can invite other Experts to join the current call.

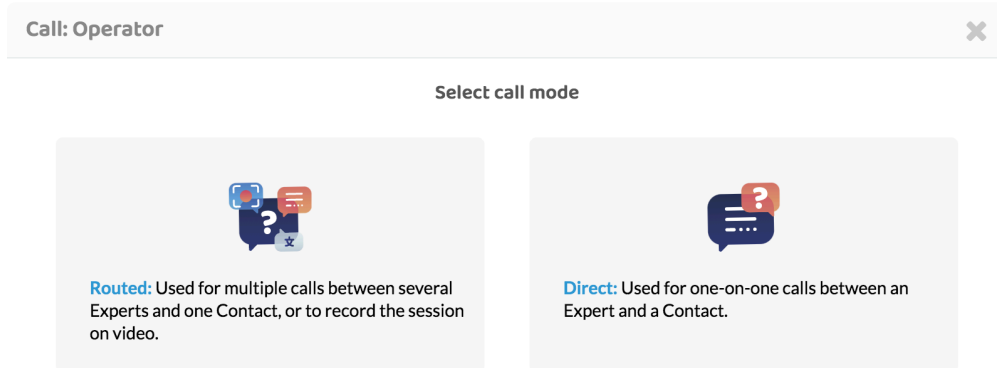
- During the call, the Expert can click the  button to invite another Expert.



- After clicking the button the main Expert has to way to invite a temporary expert:
- The temporary Expert has an account:** The main Expert can invite them if they have the Operator's device [add](#) it in their account. Only when the temporary Expert is online, the main Expert can invite him by clicking the call option. Then temporary Expert can decide to accept or decline the call.



There is no limit to the number of Experts connected to the same session. However, depending on the type of call the resolution would be affected by the number of Experts.



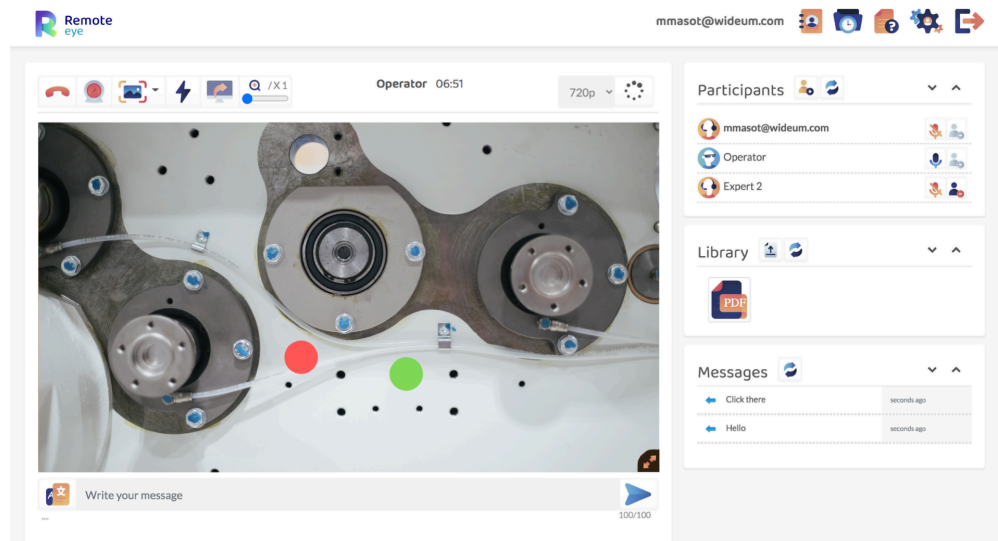
1. **Direct Call:** the device will send a video/audio per Expert, multiplying the bandwidth requirement. DIRECT mode is recommended for sessions involving more than one Expert. In this mode, the device sends just one audio/video to our video server, in charge of distributing it to other participants. For this reason, the resolution would be affected.
2. **Routed:** Communication is made through an external server, used to record video or to provide better stability of multi-calling. ROUTED modes are recommended for sessions involving more than two/three Experts.



## 2.2.2. Features

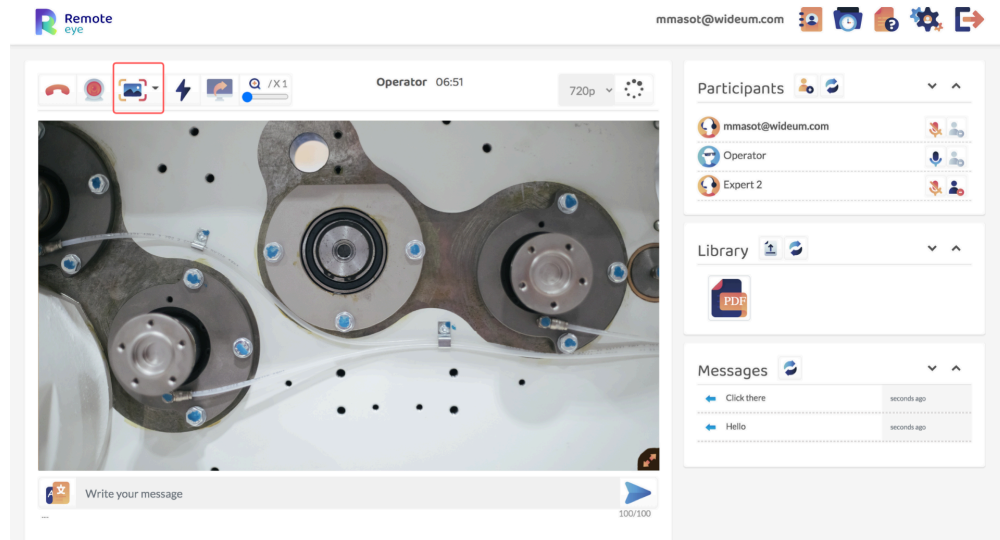
### Red and green dots ●●

This tool provides for the Expert and the Invited Experts a way to indicate where the operator should focus more efficiently.



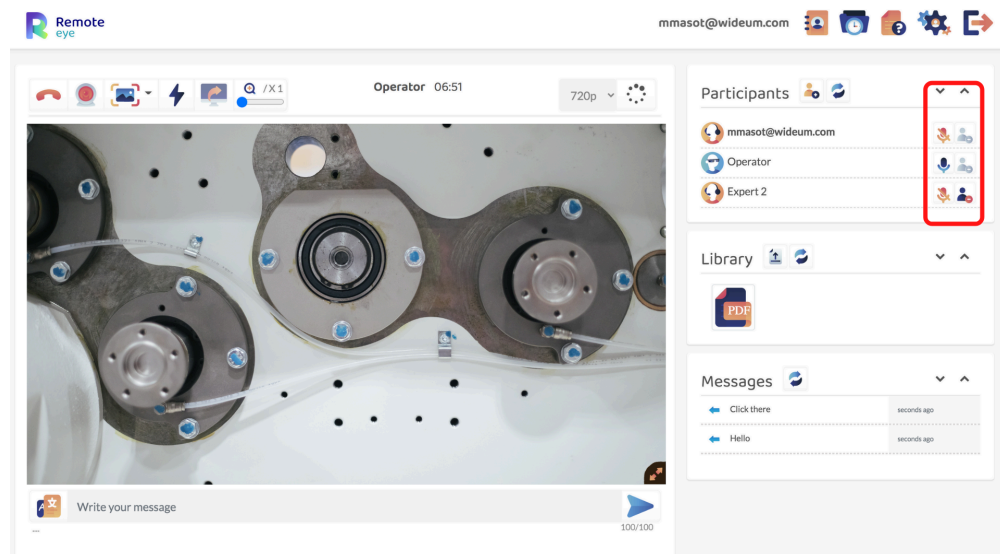
- The Experts can click on the video image in order to show the Red Dot or Green Dot in case they have been invited to the call.
- Those points would be visualized on the Operator device, even at the same time, and it has a duration of 3 seconds.
- While those points appear the video screen would be freeze.
- The Red Dot or Green Dot can be hide before the 3 seconds by Double-Clicking the video by the corresponding Expert.
- Green Dot can be used by any of the Invited Experts.


### Screen capture 🖼️



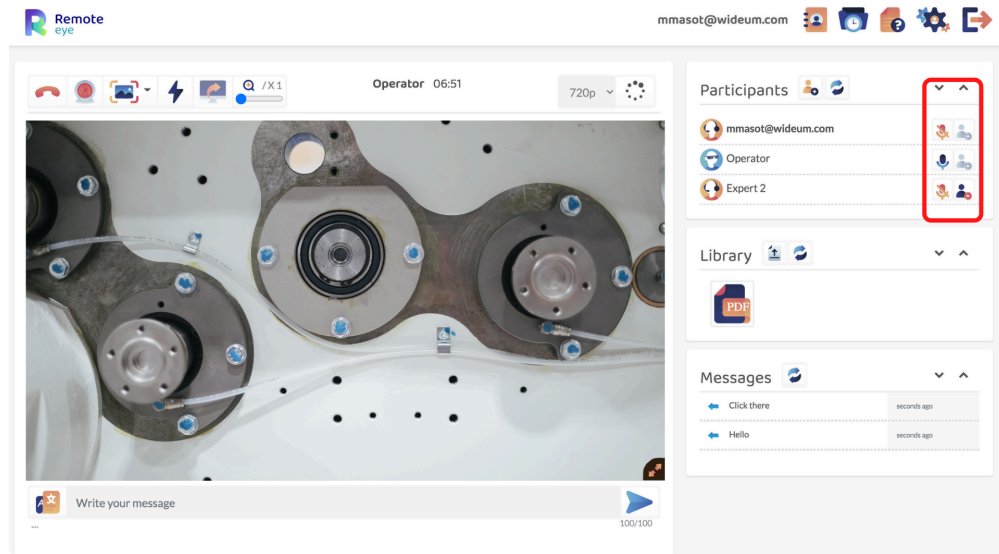
- The Invited Expert is able to visualize the screen capture send it from the main Expert to the Operator after the modification and is able to close the pop-up.
- More details of this feature from the main Expert site [here](#)


## Mute option



- The main Expert or the main Expert by clicking the  button can mute/unmute the Operator.
- The main Expert can not unmute the invited Expert and vice versa.

# Leave option



- The main Expert by clicking the  button can close the Invited Experts sessions.
- The main Expert is not able to close the Operator or itself session by clicking this button.

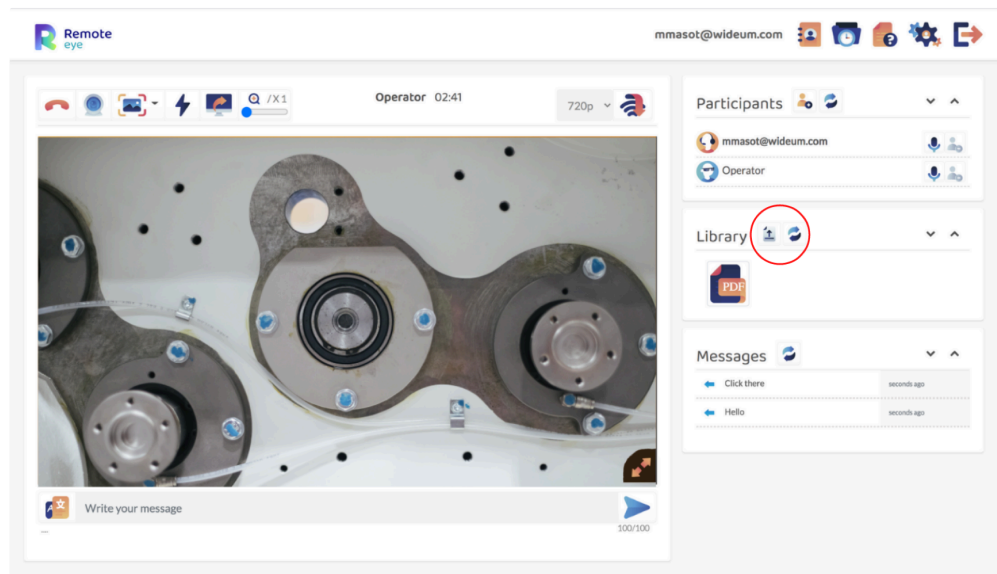
## 2.3. Library

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1. [Upload a file](#)
2. [Share/Edit/Delete files](#)

## 2.3.1. Upload a file

### Library

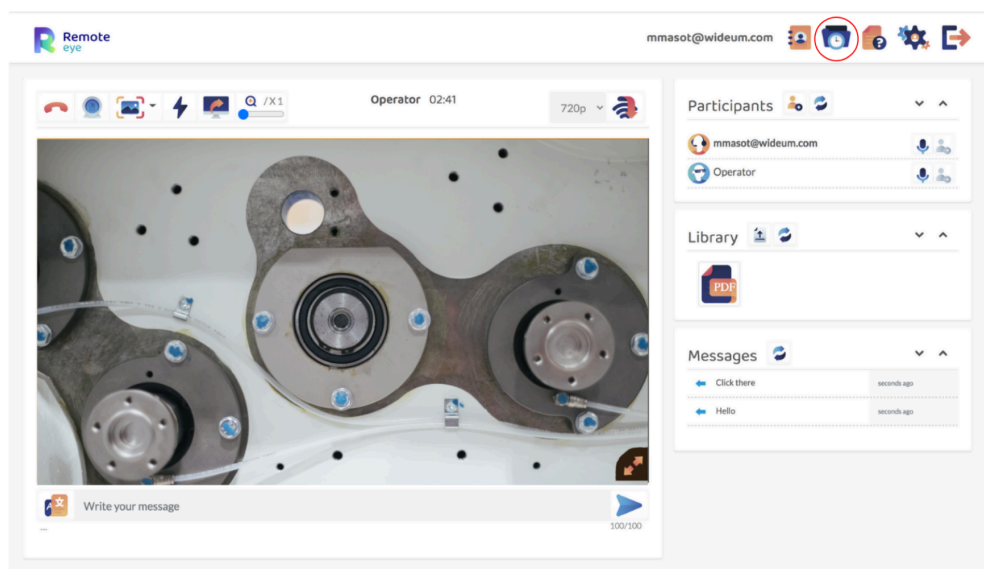


- During the call, the Expert is able to upload files and send them to the Operator's device



by clicking the button.

- The Expert can send images, and documents
- The compatible formats are jpg, png, and pdf.
- The [user history](#) located on the menu bar allows the Expert to see all the stored pictures, videos, files, and messages.



## 2.3.2. Share/Edit/Delete files

### Share/Edit/Delete files

During the call, the Expert has a set of different tools depending on the type of file.

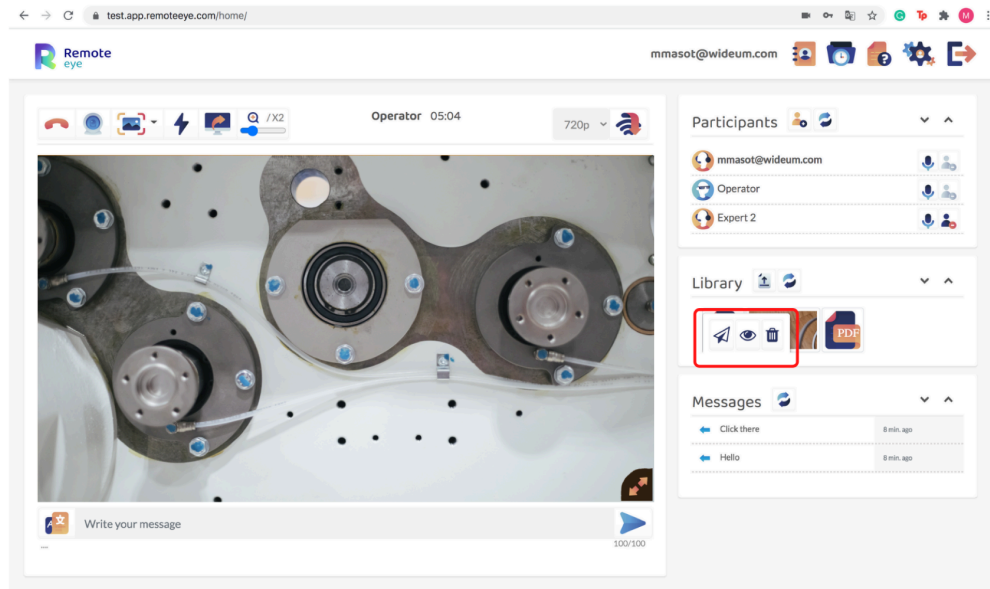


Image: 



Send

- The Expert can send the image of the Library to the Operator device.
- To stop the image visualization the Expert has to press the hidden button which is similar to the [message hiding button](#).
- The Operator is not able to stop the image visualization.



Edit

- The Expert can edit the image in the library before sending it to the Operator.
- By clicking the “edit” button it will display the same tools explained in the [screen capture](#).



Delete

- The Expert will delete the image from the call and the user history.

## Video:



### Visualize

- The Expert is able to visualize the video on his/her device during the call in a separate window.



### Delete

- The Expert will delete the video from the call and the user history.

## Document:



### Send

- The Expert can send the document of the Library to the Operator device.
- The document will appear on the Operator device in a separate window.



### Visualize

- The Expert is able to visualize the document on his/her device during the call in a separate window.



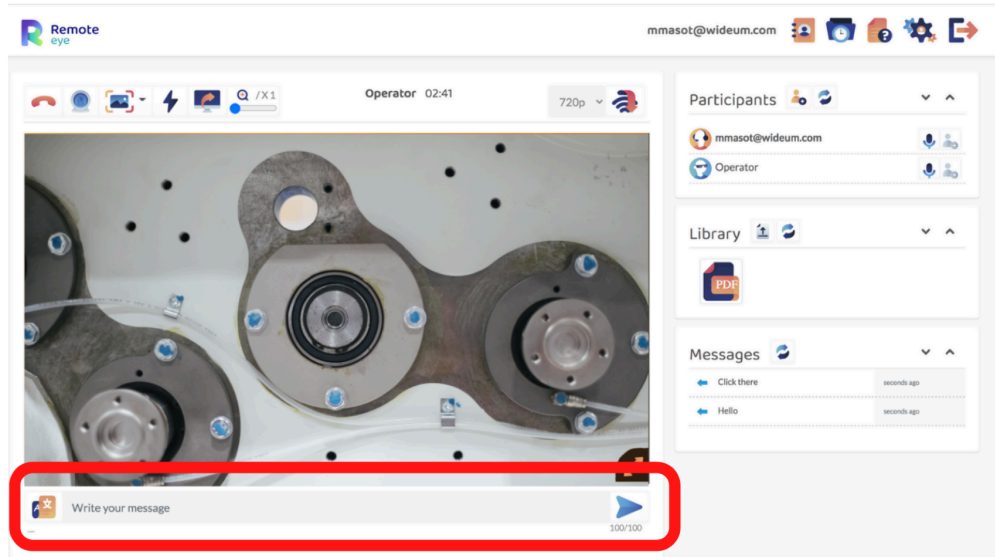
### Delete


- The Expert will delete the document from the call and the user history.

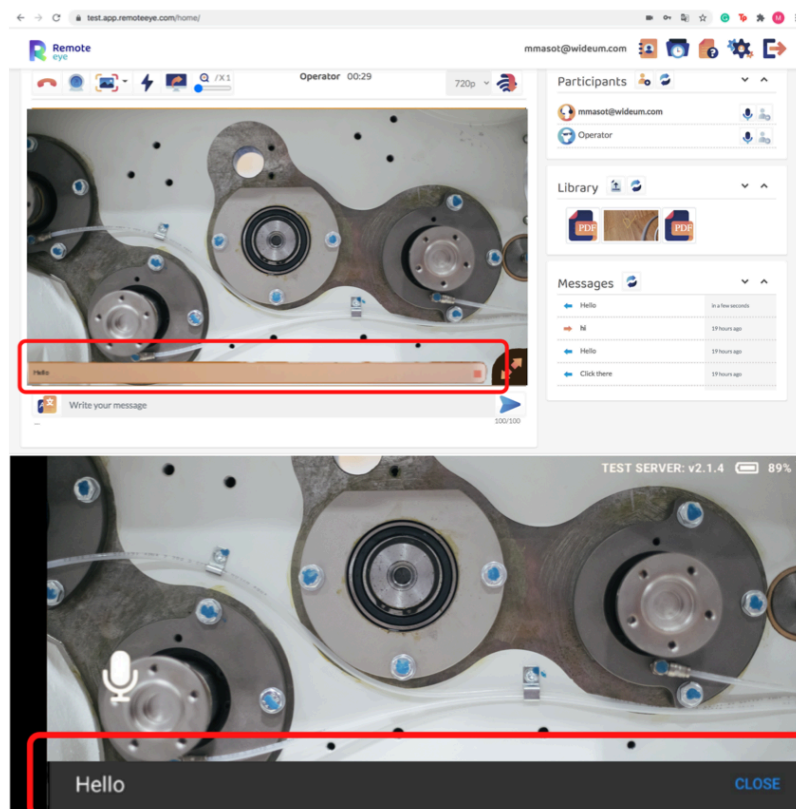


## 2.4. Messages

### How to send a message

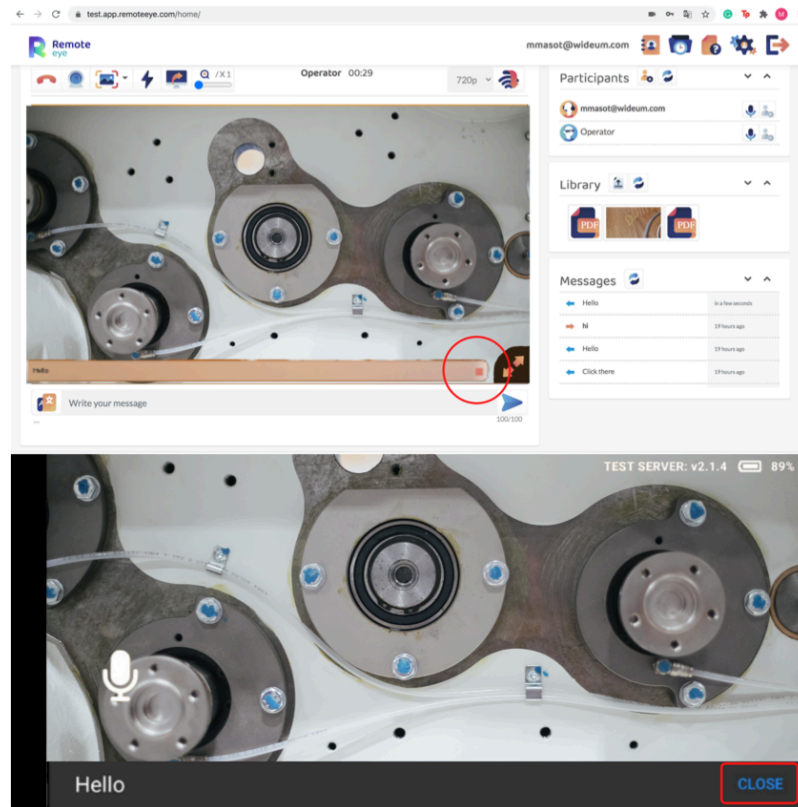


1. The Expert writes a message in the text box and send it to the Operator by clicking the  button. This message will appear at the bottom of the Operator's device and have a maximum of 100 characters per message.





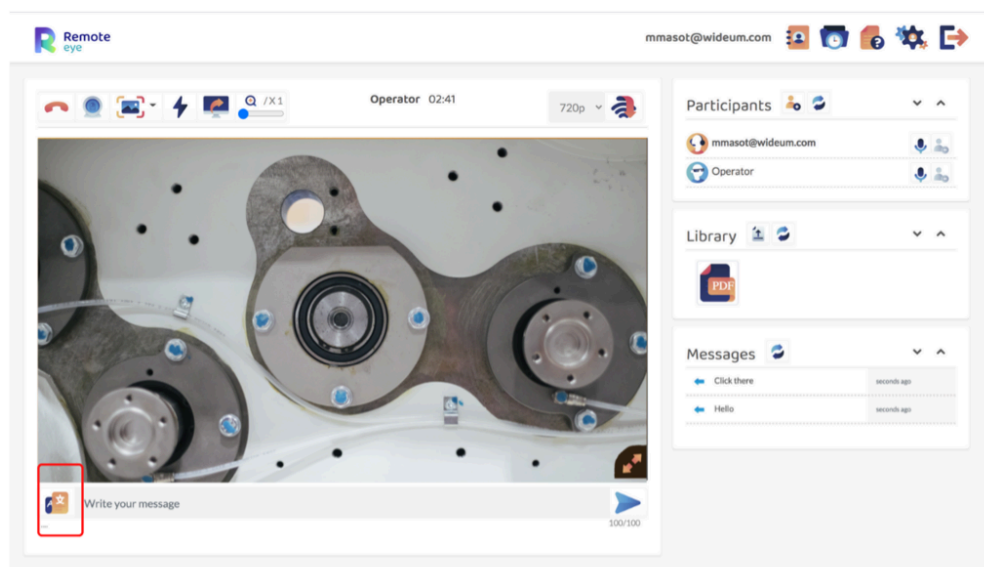
2. This message can be hidden by the Expert by clicking the “hide message” button or by the Operator by clicking the “close” button.



## Translation



The Expert is able to translate the message into more than 50 languages



1. Once the message is ready to be sent to the Operator, the Expert just has to select a



language from the pull-down menu and press the button. The message will be automatically translated and send to the Operator's device.

2. The message already translated will not appear translated on the Experts screen, just on the Operator's screen.
3. When the Operator sends a message it will be translated to the browser language.

## 2.5. User history

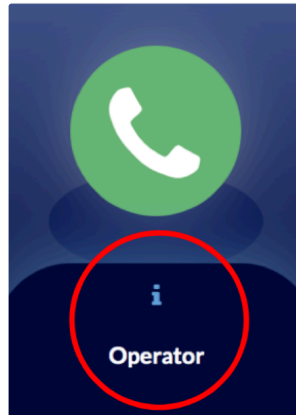
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1. [Contacts](#)
2. [Calls](#)
3. [Files](#)
4. [Messages](#)

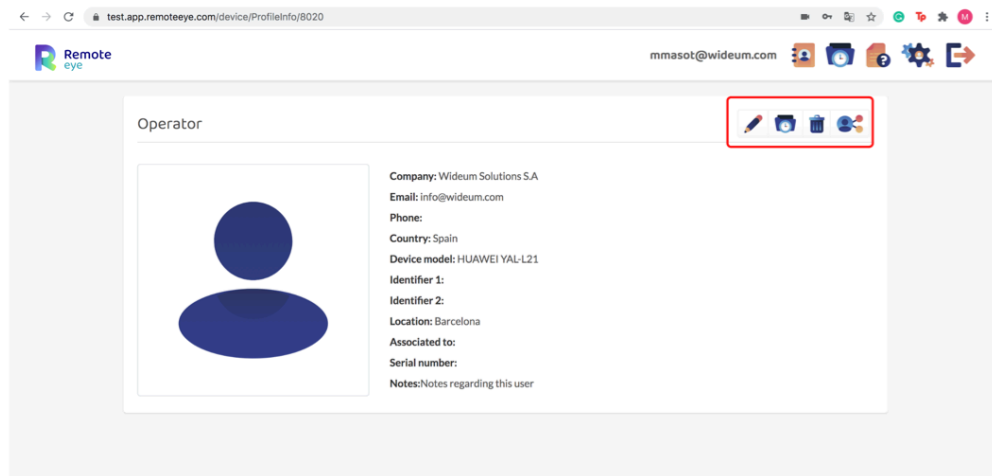
## 2.5.1. Contacts

### Contact information

- The Experts can access the contact details by clicking the “info” button on the contact in the main menu.



- In the contact details the Expert can edit, delete, and [share](#) the contact information and access to the [user history](#) of this contact.



### Information displayed

- Picture
- Email
- Company
- Phone
- Country
- Identifier 1 and 2

- Location
- Associated to
- Device model
- Serial number
- Notes

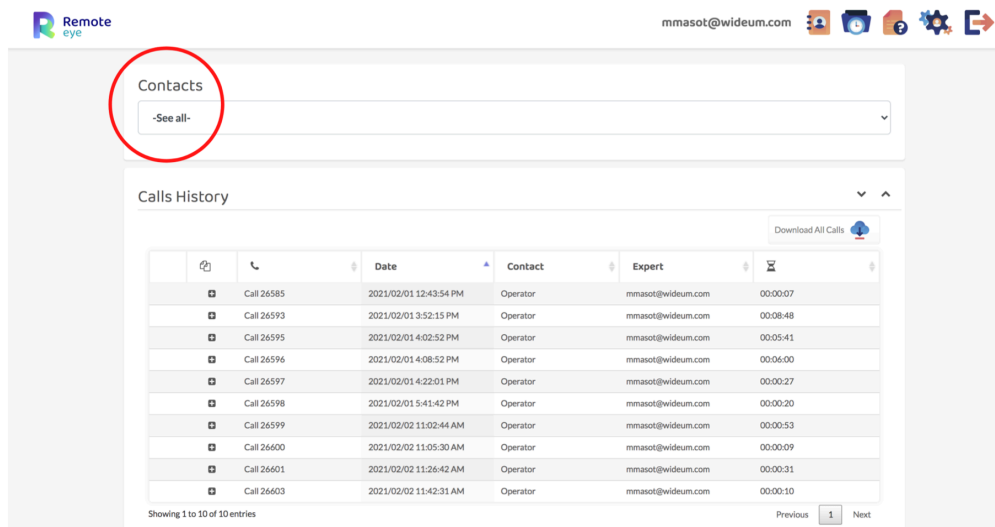
## 2.5.2. Calls

### Call history

The Expert can check all the calls made to the Operators account.

### Filters

The Expert can filter the information according to the contact that has called by selecting the account name in the contact section.



Remote eye mmasot@wideum.com

Contacts  
-See all-

Calls History

Download All Calls


Call number	Date	Contact	Expert	Duration
Call 26585	2021/02/01 12:43:54 PM	Operator	mmasot@wideum.com	00:00:07
Call 26593	2021/02/01 3:52:15 PM	Operator	mmasot@wideum.com	00:08:48
Call 26595	2021/02/01 4:02:52 PM	Operator	mmasot@wideum.com	00:05:41
Call 26596	2021/02/01 4:08:52 PM	Operator	mmasot@wideum.com	00:06:00
Call 26597	2021/02/01 4:22:01 PM	Operator	mmasot@wideum.com	00:00:27
Call 26598	2021/02/01 5:41:42 PM	Operator	mmasot@wideum.com	00:00:20
Call 26599	2021/02/02 11:02:44 AM	Operator	mmasot@wideum.com	00:00:53
Call 26600	2021/02/02 11:05:30 AM	Operator	mmasot@wideum.com	00:00:09
Call 26601	2021/02/02 11:26:42 AM	Operator	mmasot@wideum.com	00:00:31
Call 26603	2021/02/02 11:42:31 AM	Operator	mmasot@wideum.com	00:00:10


Showing 1 to 10 of 10 entries

Previous 1 Next

### Features

- The call table is divided into columns.
- Each column can be organized alphabetically and backward and provides a piece of helpful information for the Expert.
  1. Call number
  2. ContactDate
  3. Expert
  4. Contact
  5. Call duration











- The Expert can export all the call history by clicking the  button.

- By pressing the  button the Expert can see any data/file added in a particular call

and visualized by clicking on the file.

Calls History

Download All Calls

		Date	Contact	Expert	
	Call 26609	2021/02/02 12:44:09 PM	Operator	mmasot@wideum.com	00:00:49
	Call 26608	2021/02/02 12:42:15 PM	Operator	mmasot@wideum.com	00:01:42
	Call 26607	2021/02/02 12:41:39 PM	Operator	mmasot@wideum.com	00:00:13
	Call 26603	2021/02/02 11:42:31 AM	Operator	mmasot@wideum.com	00:00:10
	Call 26601	2021/02/02 11:26:42 AM	Operator	mmasot@wideum.com	00:00:31
	Call 26600	2021/02/02 11:05:30 AM	Operator	mmasot@wideum.com	00:00:09
	Call 26599	2021/02/02 11:02:44 AM	Operator	mmasot@wideum.com	00:00:53
	Call 26598	2021/02/01 5:41:42 PM	Operator	mmasot@wideum.com	00:00:20
	Call 26597	2021/02/01 4:22:01 PM	Operator	mmasot@wideum.com	00:00:27
	Call 26596	2021/02/01 4:08:52 PM	Operator	mmasot@wideum.com	00:06:00

Showing 1 to 10 of 13 entries

Previous 1 2 Next

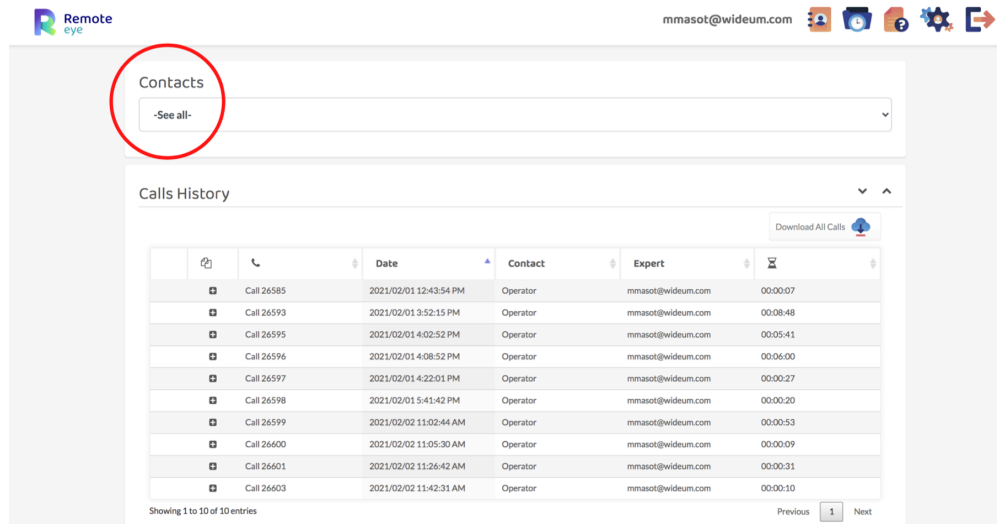
## 2.5.3. Library

### Library history

#### Filters

The Expert has different ways to filter all the Operator's files and documents:

- Once the Expert has selected the Operator account in the contact segment all the files send to this particular operator will be displayed.



Remote eye mmasot@wideum.com

Contacts  
-See all-

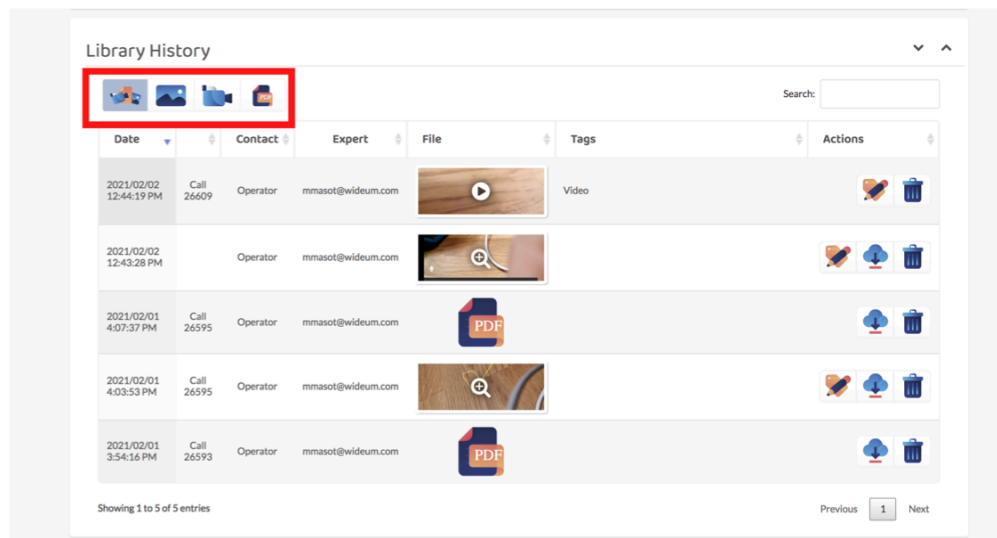
Calls History

		Date	Contact	Expert	
	Call 26585	2021/02/01 12:43:54 PM	Operator	mmasot@wideum.com	00:00:07
	Call 26593	2021/02/01 3:52:15 PM	Operator	mmasot@wideum.com	00:08:48
	Call 26595	2021/02/01 4:02:52 PM	Operator	mmasot@wideum.com	00:05:41
	Call 26596	2021/02/01 4:08:52 PM	Operator	mmasot@wideum.com	00:06:00
	Call 26597	2021/02/01 4:22:01 PM	Operator	mmasot@wideum.com	00:00:27
	Call 26598	2021/02/01 5:41:42 PM	Operator	mmasot@wideum.com	00:00:20
	Call 26599	2021/02/02 11:02:44 AM	Operator	mmasot@wideum.com	00:00:53
	Call 26600	2021/02/02 11:05:30 AM	Operator	mmasot@wideum.com	00:00:09
	Call 26601	2021/02/02 11:26:42 AM	Operator	mmasot@wideum.com	00:00:31
	Call 26603	2021/02/02 11:42:31 AM	Operator	mmasot@wideum.com	00:00:10

Showing 1 to 10 of 10 entries

Previous 1 Next

- The Expert can filter the information by the type of file (video, image, or files).



Library History

Search:

Date	Contact	Expert	File	Tags	Actions
2021/02/02 12:44:19 PM	Call 26609	Operator	mmasot@wideum.com	Video	
2021/02/02 12:43:28 PM		Operator	mmasot@wideum.com		
2021/02/01 4:07:37 PM	Call 26595	Operator	mmasot@wideum.com	PDF	
2021/02/01 4:03:53 PM	Call 26595	Operator	mmasot@wideum.com		
2021/02/01 3:54:16 PM	Call 26593	Operator	mmasot@wideum.com	PDF	

Showing 1 to 5 of 5 entries

Previous 1 Next

- The Expert has also a "search option" that will filter the information by word matching.



Library History

Search:

Date	Contact	Expert	File	Tags	Actions
2021/02/02 12:44:19 PM	Call 26609	Operator mmasot@wideum.com		Video	
2021/02/02 12:43:28 PM		Operator mmasot@wideum.com			
2021/02/01 4:07:37 PM	Call 26595	Operator mmasot@wideum.com			
2021/02/01 4:03:53 PM	Call 26595	Operator mmasot@wideum.com			
2021/02/01 3:54:16 PM	Call 26593	Operator mmasot@wideum.com			

Showing 1 to 5 of 5 entries

Previous 1 Next

## Features

- This table is divided into columns.
- Each column can be organized alphabetically and backward and provides a piece of helpful information for the Expert
  - Date
  - Call number
  - Contact
  - Expert
  - Files
  - Tag
  - Actions
- The Expert can visualize online any type of files by clicking it in the files column.

Library History

Search:





Date	Contact	Expert	File	Tags	Actions
2021/02/02 12:44:19 PM	Call 26609	Operator mmasot@wideum.com		Video	
2021/02/02 12:43:28 PM		Operator mmasot@wideum.com			
2021/02/01 4:07:37 PM	Call 26595	Operator mmasot@wideum.com			
2021/02/01 4:03:53 PM	Call 26595	Operator mmasot@wideum.com			
2021/02/01 3:54:16 PM	Call 26593	Operator mmasot@wideum.com			

Showing 1 to 5 of 5 entries


















Previous 1 Next

- The Expert can delete and download the files in the actions column. In the video and image type, the Expert can also add a tag.

Library History



Search:

Date	Contact	Expert	File	Tags	Actions
2021/02/02 12:44:19 PM	Call 26609	Operator mmasot@wideum.com		Video	 
2021/02/02 12:43:28 PM		Operator mmasot@wideum.com			  
2021/02/01 4:07:37 PM	Call 26595	Operator mmasot@wideum.com			 
2021/02/01 4:03:53 PM	Call 26595	Operator mmasot@wideum.com			  
2021/02/01 3:54:16 PM	Call 26593	Operator mmasot@wideum.com			 

Showing 1 to 5 of 5 entries

Previous

1

Next

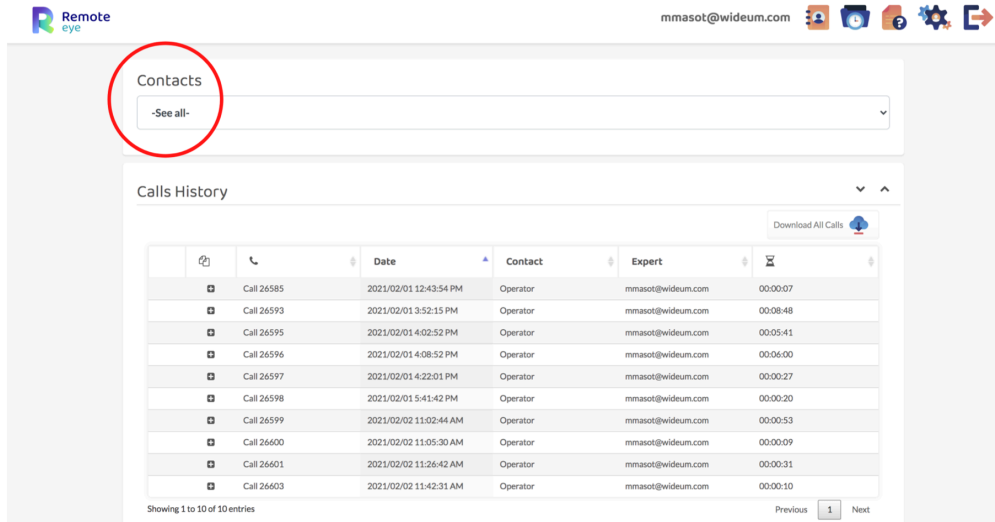
## 2.5.4. Messages

### Messages history

#### Filters

The Expert has different ways to filter all the Operator's files and documents:

- Once the Expert has selected the Operator account in the contact segment all the files send to this particular operator will be displayed.



Remote eye

mmasot@wideum.com

Contacts

-See all-

Calls History

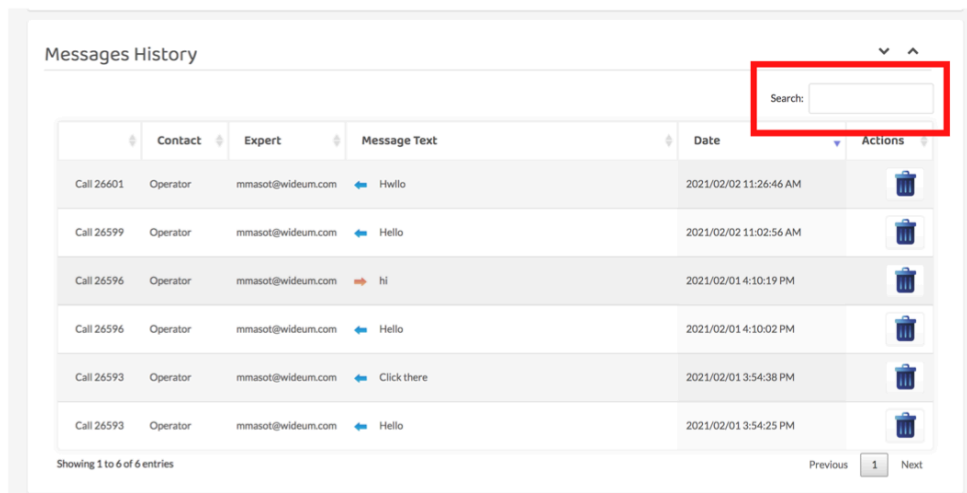
Download All Calls

		Date	Contact	Expert	
Call 26585		2021/02/01 12:43:54 PM	Operator	mmasot@wideum.com	00:00:07
Call 26593		2021/02/01 3:52:15 PM	Operator	mmasot@wideum.com	00:08:48
Call 26595		2021/02/01 4:02:52 PM	Operator	mmasot@wideum.com	00:05:41
Call 26596		2021/02/01 4:08:52 PM	Operator	mmasot@wideum.com	00:06:00
Call 26597		2021/02/01 4:22:01 PM	Operator	mmasot@wideum.com	00:00:27
Call 26598		2021/02/01 5:41:42 PM	Operator	mmasot@wideum.com	00:00:20
Call 26599		2021/02/02 11:02:44 AM	Operator	mmasot@wideum.com	00:00:53
Call 26600		2021/02/02 11:05:30 AM	Operator	mmasot@wideum.com	00:00:09
Call 26601		2021/02/02 11:26:42 AM	Operator	mmasot@wideum.com	00:00:31
Call 26603		2021/02/02 11:42:31 AM	Operator	mmasot@wideum.com	00:00:10

Showing 1 to 10 of 10 entries







Previous 1 Next

- The Expert has also a "search option" that will filter the information by word matching.



Messages History

Search:

	Contact	Expert	Message Text	Date	Actions
Call 26601	Operator	mmasot@wideum.com	Hiwlo	2021/02/02 11:26:46 AM	
Call 26599	Operator	mmasot@wideum.com	Hello	2021/02/02 11:02:56 AM	
Call 26596	Operator	mmasot@wideum.com	hi	2021/02/01 4:10:19 PM	
Call 26596	Operator	mmasot@wideum.com	Hello	2021/02/01 4:10:02 PM	
Call 26593	Operator	mmasot@wideum.com	Click there	2021/02/01 3:54:38 PM	
Call 26593	Operator	mmasot@wideum.com	Hello	2021/02/01 3:54:25 PM	

Showing 1 to 6 of 6 entries







Previous 1 Next

# Features

- This table is divided into columns.
- Each column can be organized alphabetically and backward and provides a piece of helpful information for the Expert
  1. Call number
  2. Contact
  3. Expert
  4. Message text
  5. Actions
  6. Date
- The message text will have the translation information in case it has been made.
- The Expert can delete the message text sent to the Operator.

Messages History

Search:

	Contact	Expert	Message Text	Date	Actions
Call 26601	Operator	mmasot@wideum.com	Hwlo	2021/02/02 11:26:46 AM	
Call 26599	Operator	mmasot@wideum.com	Hello	2021/02/02 11:02:56 AM	
Call 26596	Operator	mmasot@wideum.com	hi	2021/02/01 4:10:19 PM	
Call 26596	Operator	mmasot@wideum.com	Hello	2021/02/01 4:10:02 PM	
Call 26593	Operator	mmasot@wideum.com	Click there	2021/02/01 3:54:38 PM	
Call 26593	Operator	mmasot@wideum.com	Hello	2021/02/01 3:54:25 PM	

Showing 1 to 6 of 6 entries

Previous **1** Next

## 2.6. Tools

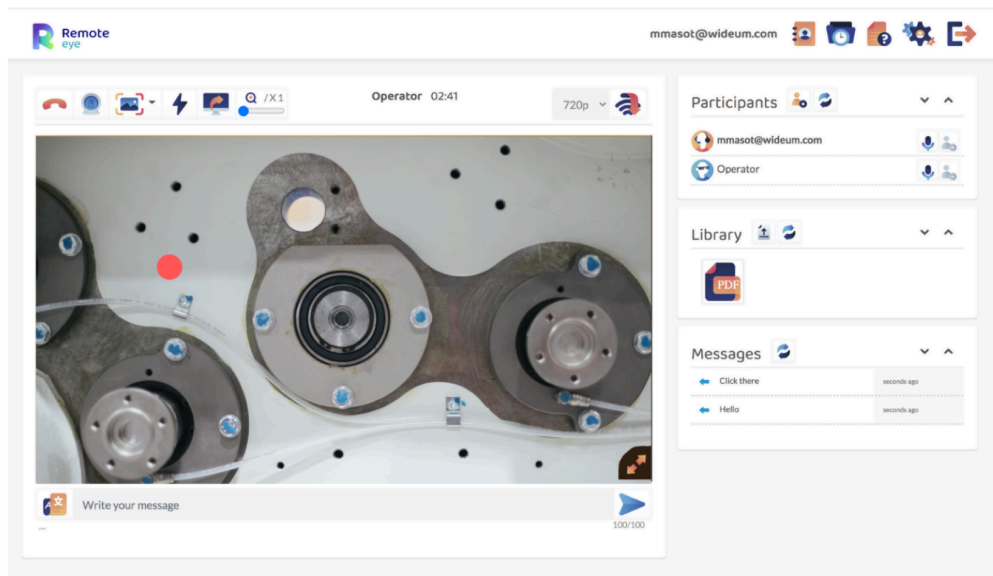
---

1. [Red Dot](#)
2. [Flashlight](#)
3. [Share screen](#)
4. [Screen capture](#)
5. [Webcam](#)
6. [Zoom](#)
7. [Video Recording](#)
8. [Resolution](#)

## 2.6.1. Red Dot

### Red Dot

This tool provides for the Expert a way to indicate where the operator should focus more efficiently.

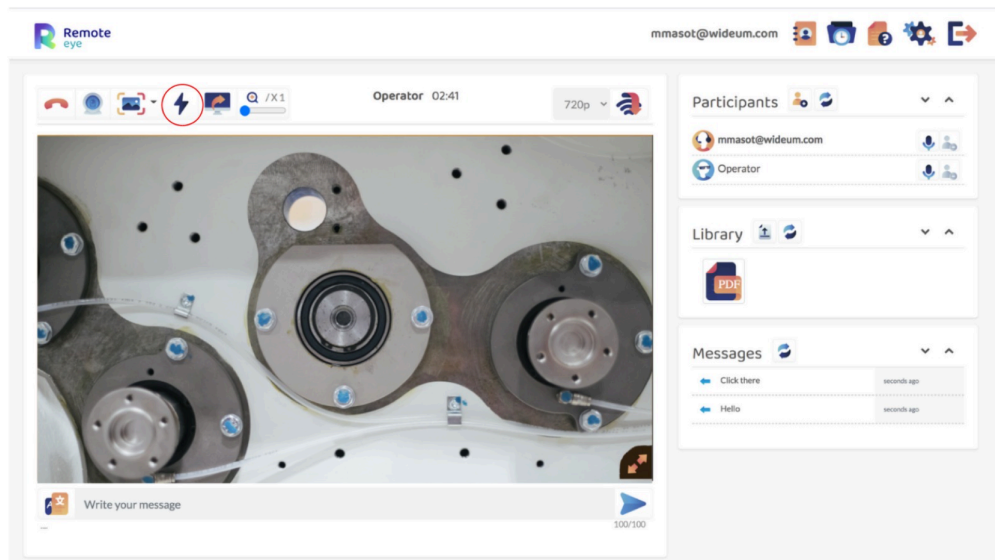



- The Expert can click on the video image in order to show the Red Dot.
- This point would be visualized on the Operator device and it has a duration of 3 seconds.
- While the point appears the video screen would be freeze.
- The Red Dot can be hide before the 3 seconds by Double-Clicking the video

## 2.6.2. Flashlight

### Flashlight

This tool allows the Expert to illuminate darker places using the device's flashlight remotely.

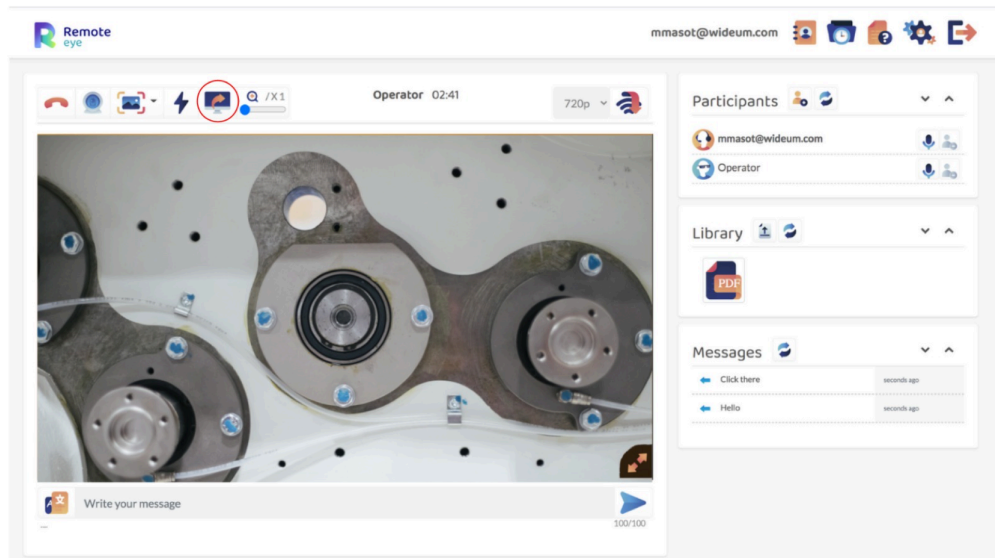



- By clicking the  button, it would enable/disable the device's flash-light.
- This option is not available on some devices

## 2.6.3. Share screen

### Share screen

This tool allows the Expert to screen sharing his/her screen with the Operator's device.



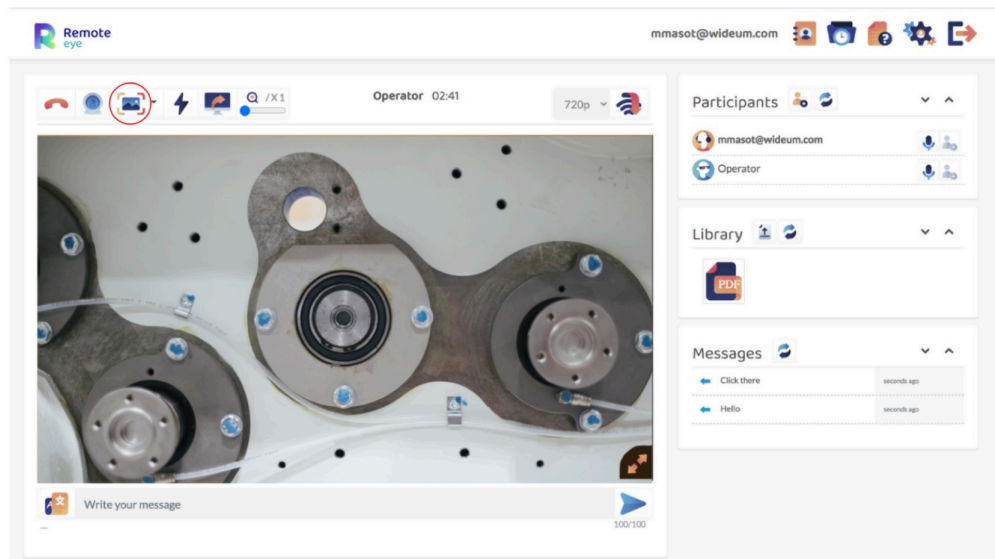
- The Expert only has to click the  button to Start/Stop Screen sharing.
- Use this tool to display documents to the device.
- The screen will just be shared with the Operator during a multi-call.





## 2.6.4. Screen capture

### Screen capture

The Expert can take a screenshot, make notes on relevant parts of the image, and then send it back to the device and also to the Invited Expert during a multi-call









### Types


-  **Screenshots:** the screenshot is taken from the video. This mode is faster, but the image quality is sacrificed.
-  **HD Mode:** video transmission will stop for a few seconds; the camera takes a real-HD photo and sends it to the Expert. This mode is slower.

### Tools



- The Expert has at his/her disposal several tools to edit or take notes more efficiently:



1.  Choose a color
2.  Click
3.  Draw
4.  Frame/highlight
5.  Insert a text
6.  Rubber

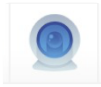
- The Expert can also do a live drawing option by clicking the  button.



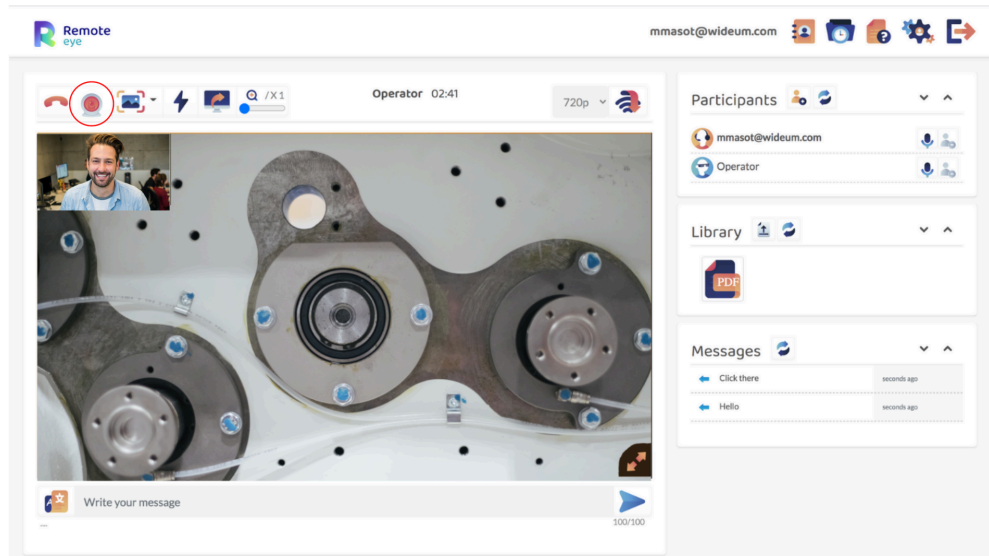
- This option allows the Expert to do a real-time draw to the Operator. Furthermore, the Operator can also draw at the same time. However, the Operator does not have the Rubber or Frame option, they are only available for the Expert during the live draw.
- The image can be sent to the Operator by clicking the  button.
- The image can be saved in the Library by pressing the  button.

## 2.6.5. Webcam

### Webcam



This tool enables to turn on the Expert's front camera.

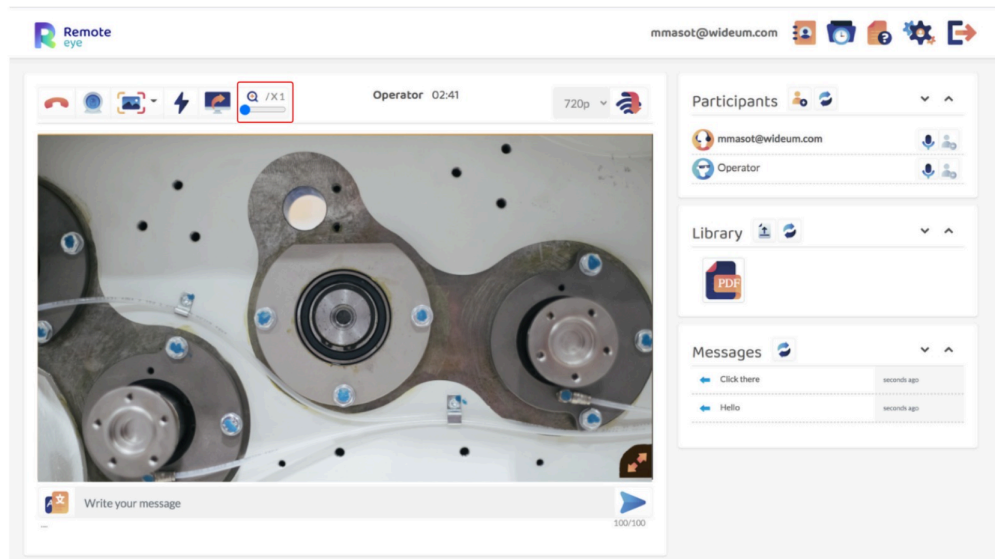


- The device will view on its screen the video broadcasted by the Expert camera.
- This function will only appear when the Expert is using a device with a webcam/front camera and the permissions on the browser are enabled.

## 2.6.6. Zoom

### Zoom /X1

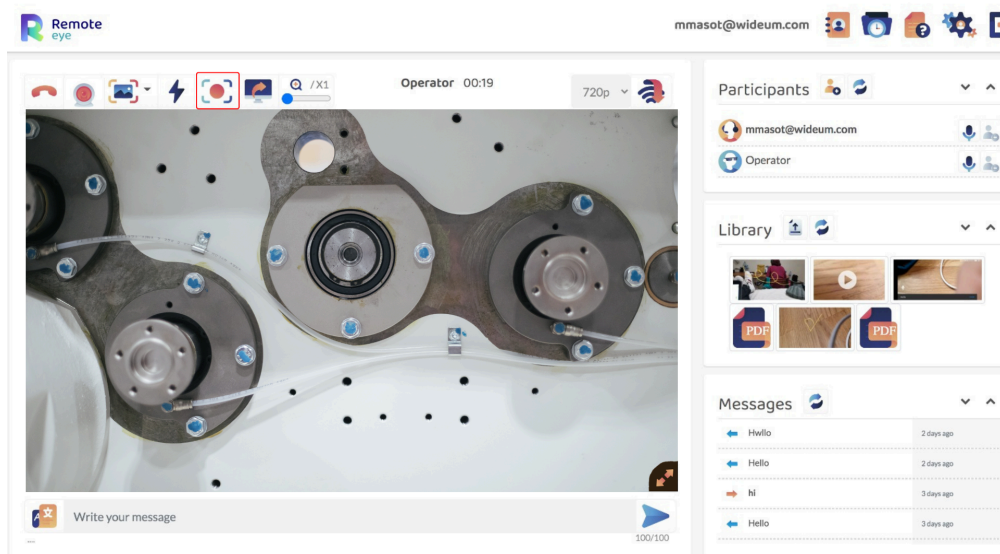
The zoom scroll bar allows the Expert to enlarge and reduce the video's image.




## 2.6.7. Video Recording

### Video Recording

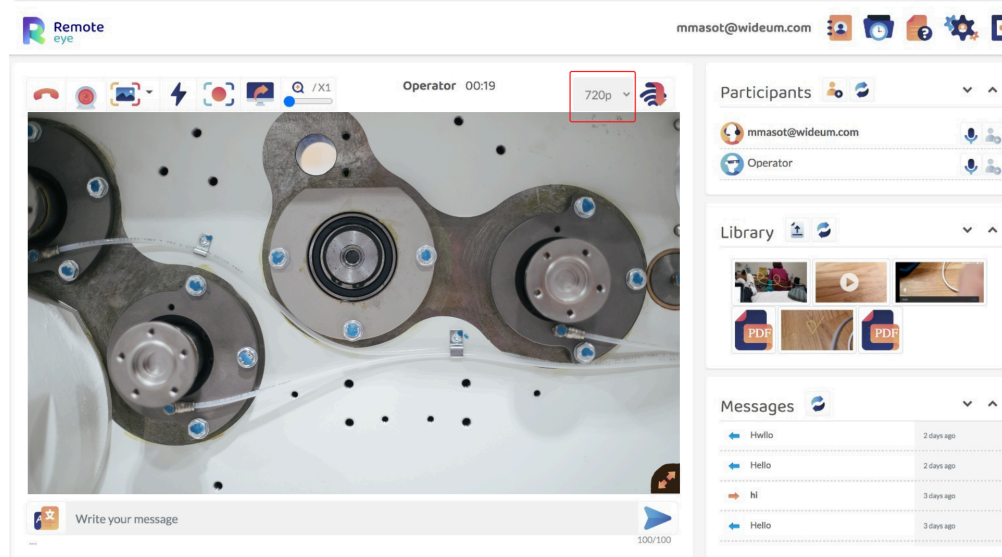
This tool allows the Expert to record the video-call with the Expert



- By pressing the  button, the video recording will start.
- The video will be available in the [Library](#) the call and the [User History](#).
- The video will be played on a new browser tab, where it can be downloaded to your PC.
- The video recording is only available if the Expert chooses [the routed call](#)
- This icon will not appear if the video recording has been [disabled](#) from the device.

## 2.6.8. Resolution

### Resolution

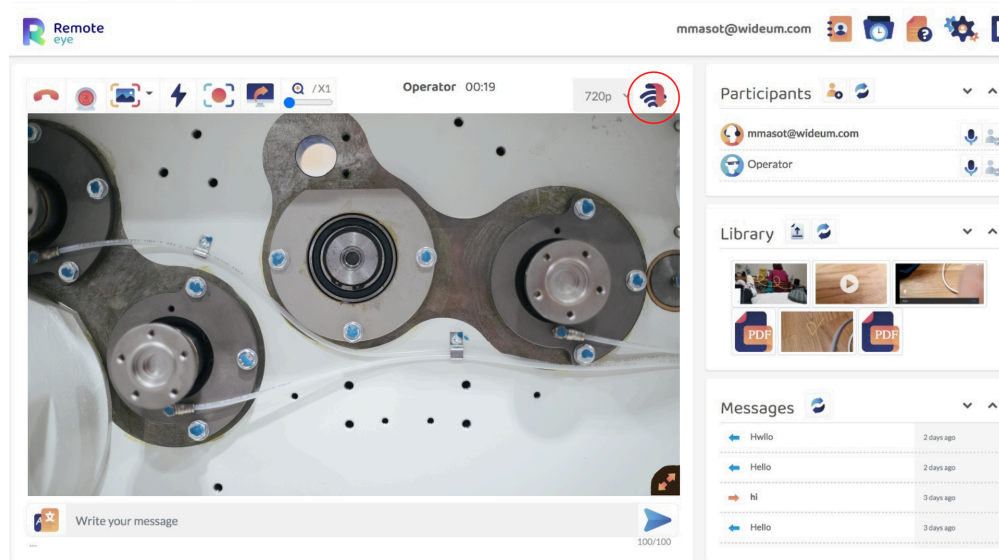



- Resolution can be set up during the call and it will affect the image quality of the video.
- The resolution presents a 720p, 480p and 240p video quality.
- The resolution can be also affected in the multi-call. For this reason, the type of the call can be relevant for maintaining video quality which is explained [here](#).



## 2.7. Low data mode

### Low data mode



- Low data mode reduces the framerate of the video to ensure the quality of the image.
- Activate low data mode by pressing  button. The resolution will be adapted to the lowest possible resolution to ensure the quality of the call. You can adapt the resolution at any time during the call.
- Low data mode is not available on all devices.



## 3. Operator Account

---

1. [Call](#)
2. [Chat](#)
3. [Offline mode](#)
4. [Tools](#)

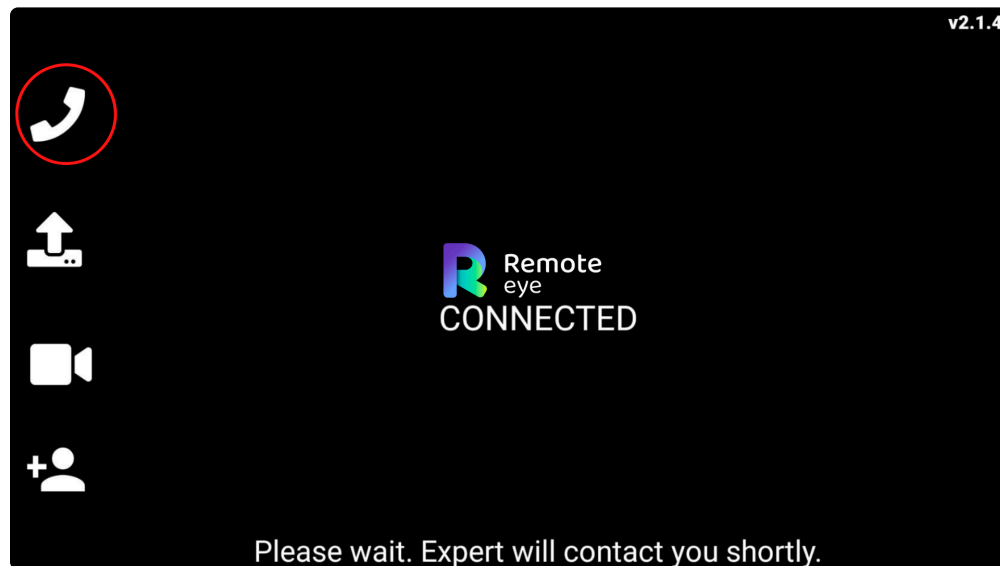
## 3.1. Call


---

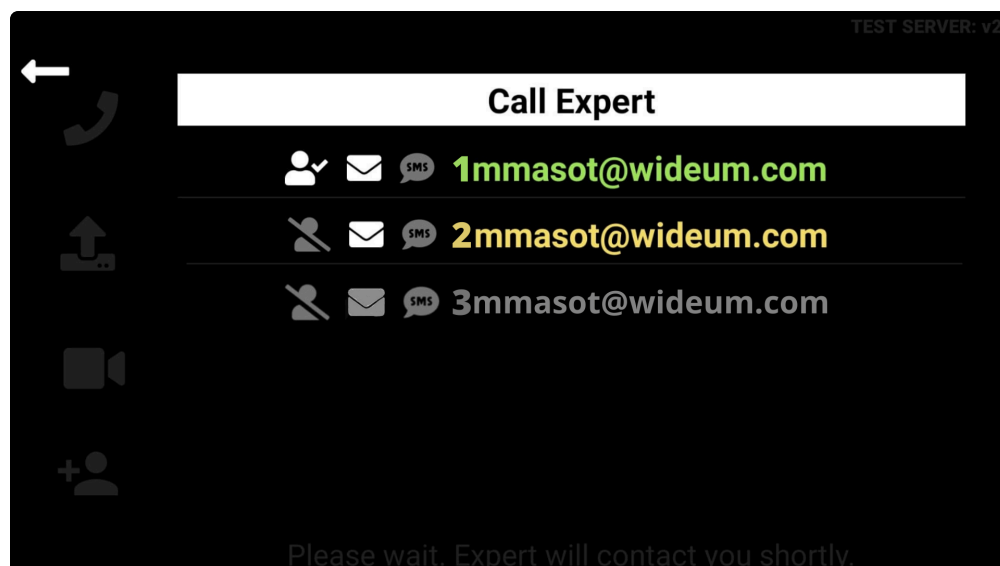
1. [Call an expert](#)
2. [Invite a guest expert](#)

## 3.1.1. Call an expert

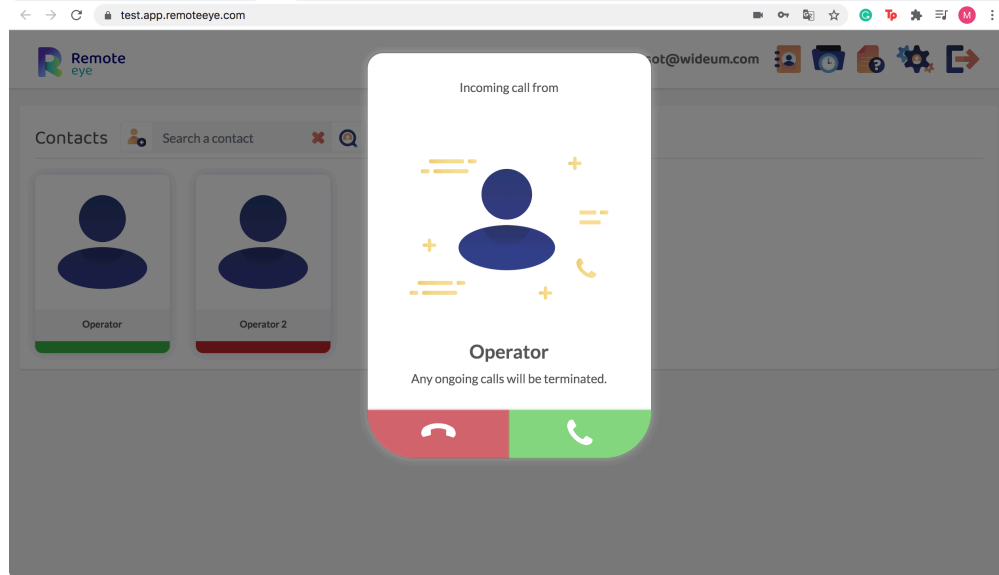
### Call an Expert



1. The Operator has to press the  button from the Device and a popup menu will appear.
2. In the menu, the Operator can find three different Expert status:
  - a. **Green Expert name:** Expert is connected. It is possible to call.
  - b. **Yellow Expert name:** Expert is not connected. It is not possible to call, although SMS or Email notification are enabled.
  - c. **Grey Expert name:** Expert is not connected. It is not possible to call or send notifications.

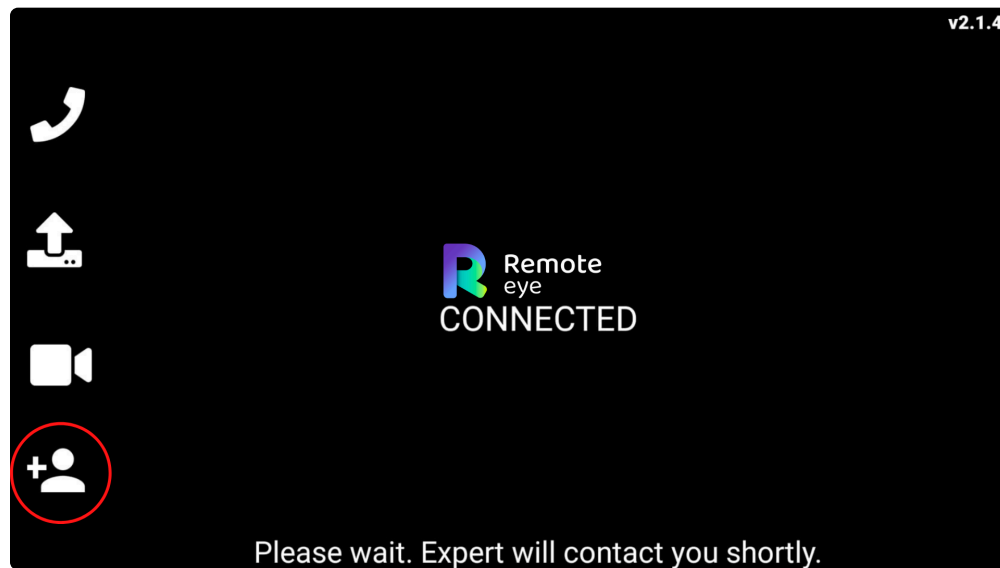


3. Finally, the Expert can decide to accept or decline the call.



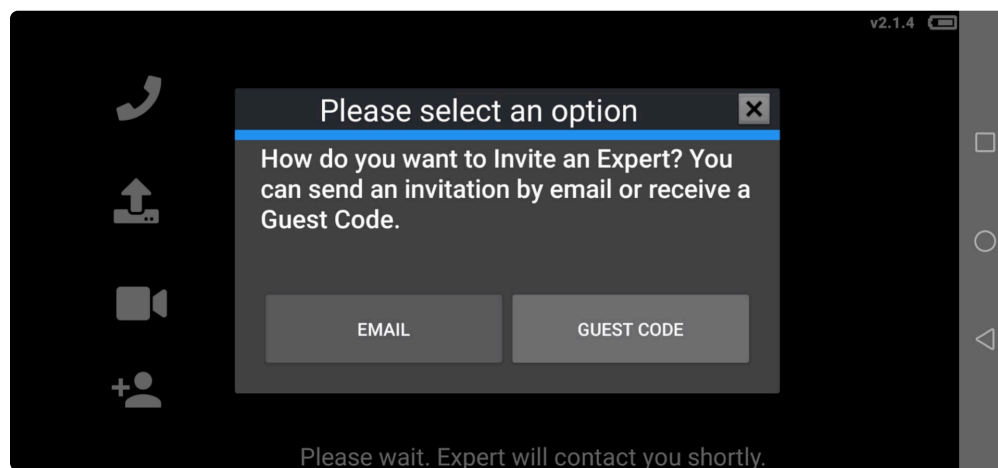
## 3.1.2. Invite a guest expert

### How to invite an Expert (from the device)



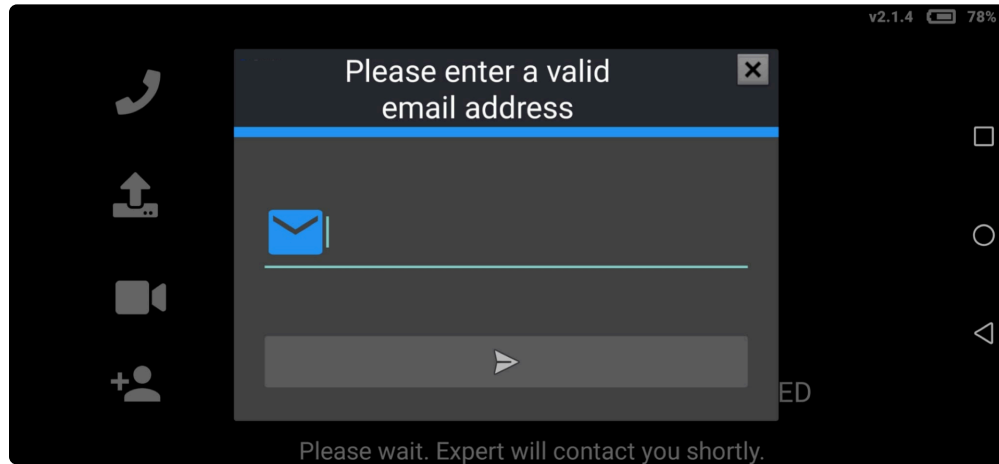
- With this function, the Operator can receive support from an external user who does not have an Expert account.
- This tool generates a Temporary Expert Account, linked to the device, which will delete any image or video stored at the end of the session.

### Invitation types



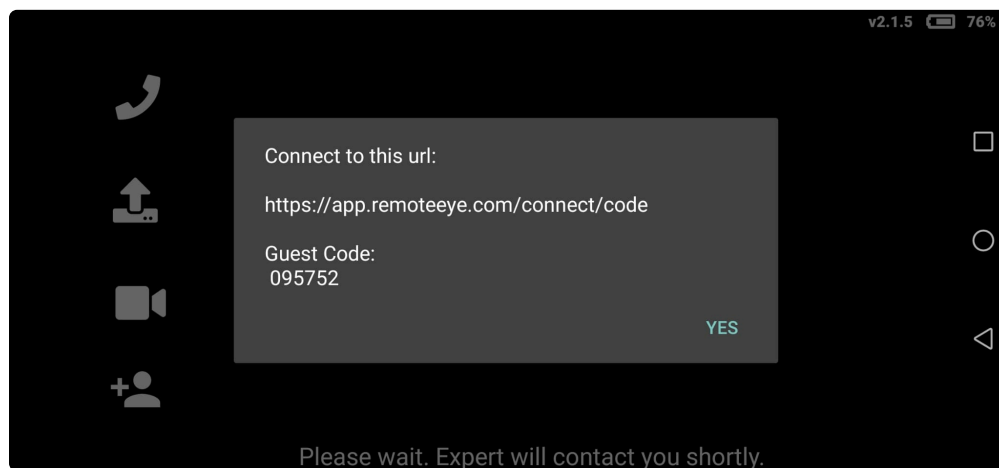
- There are two types of invitations that the Operator can use in order to invite the Guest Expert: email and guest code.

### Email

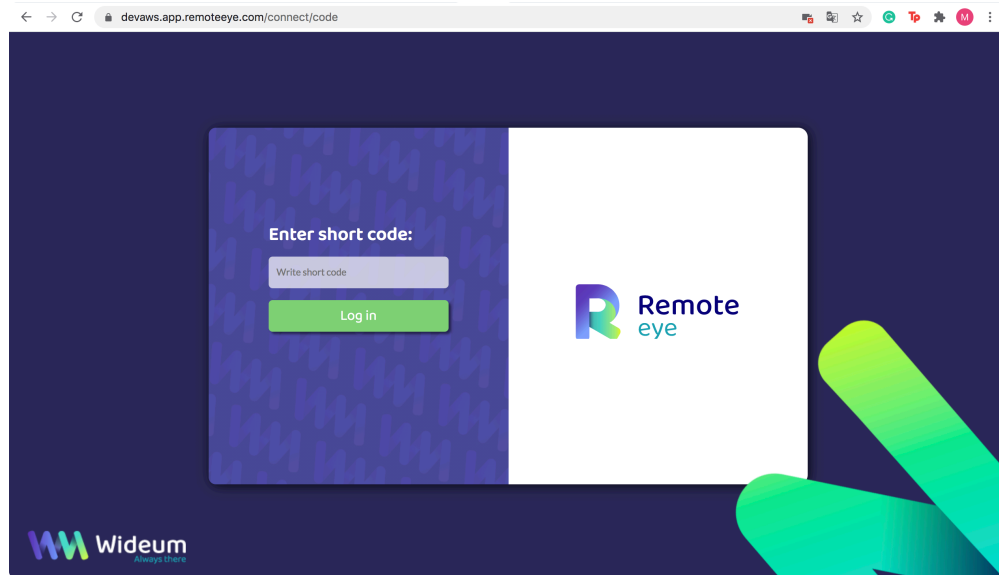


1. The device will request an email address.
2. An email with a link to a Temporary Expert Account will be sent from the device.
3. This must be a valid email address. Contact the administrator for further information.

## Guest code

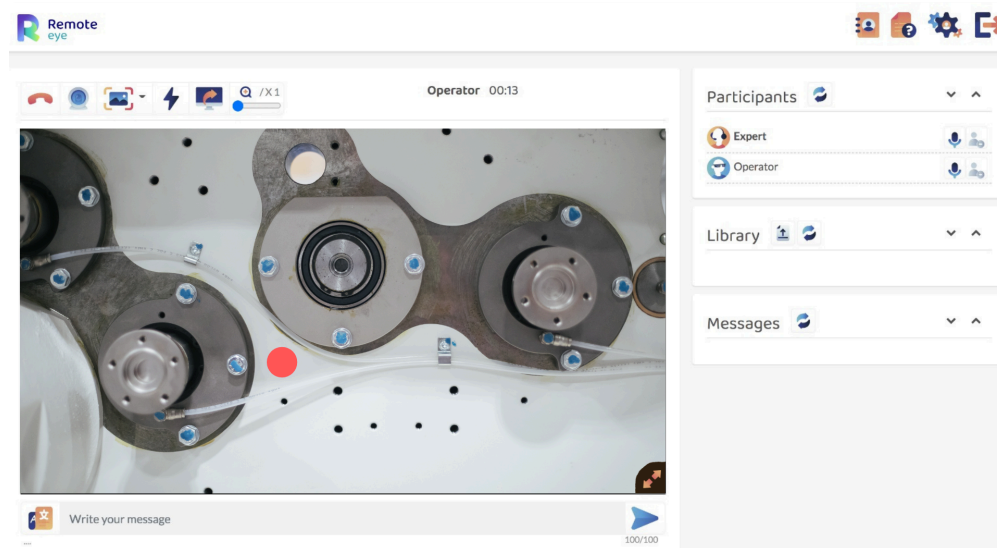


1. The Operator has to share the URL and invitation code with the person he/she wants to contact, in order for them to join a Temporary Expert Account.
2. This URL leads to a webpage where the Guest Expert has to write the shortcode provided by the Operator.



## Guest Expert features

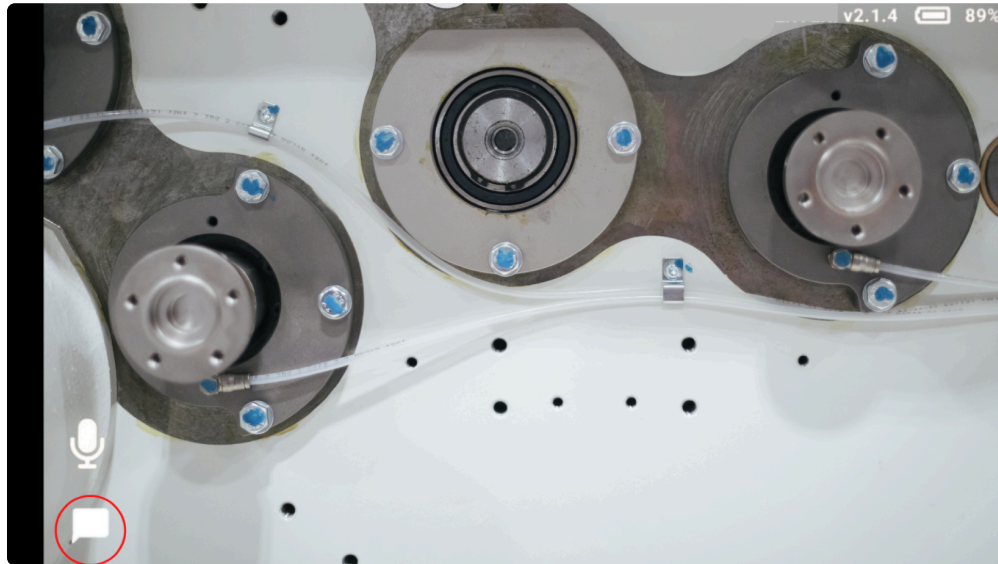
- The Guest Expert will have at his/her disposal the following features:



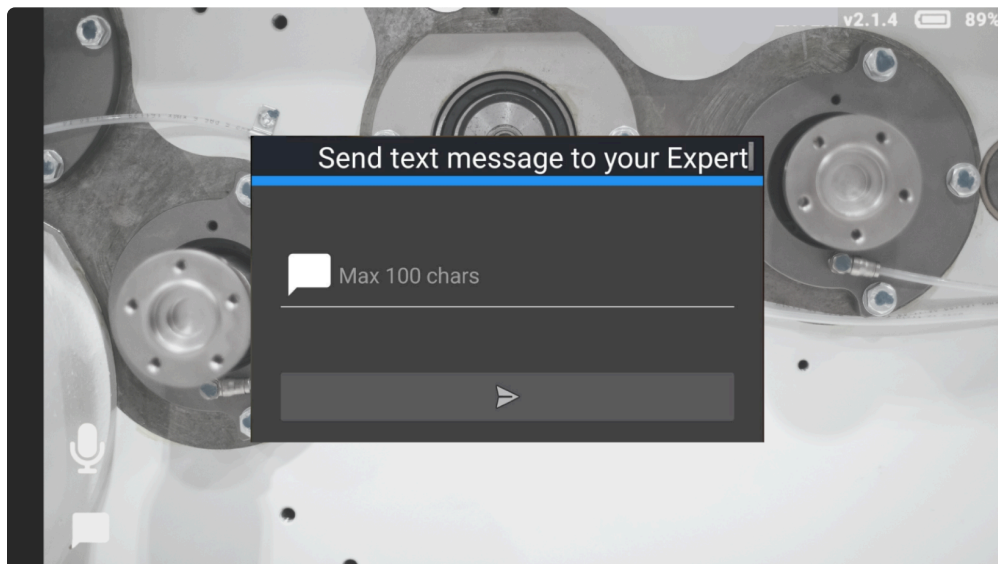
1. [Red Dot](#)
2. [Flashlight](#)
3. [Share screen](#)
4. [Screen capture](#)
5. [Webcam](#)
6. [Zoom](#)
7. [Resolution](#)
8. [Upload a file](#)
9. [Share/Edit/Delete files](#)

## 3.2. Chat

### Chat



- The Operator can message the Expert by using the device text function.
- The message has a limit of 100 characters.
- The translation function is not available for the Operator.

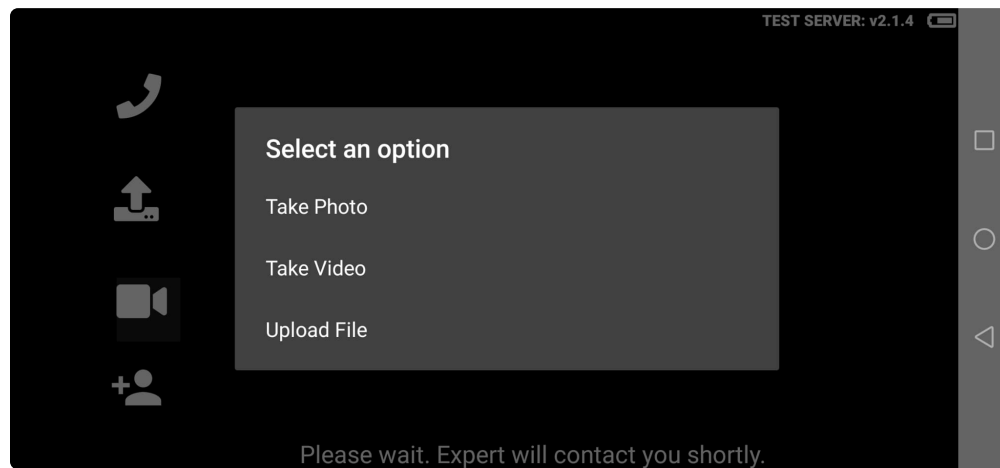




## 3.3. Offline mode

---

### Offline mode



- The mode allows the Operator to take photos or videos when is not an internet connection.
- These files will be stored in the device.
- Once the internet connection is available, the Operator can upload them from the device and send it to the Expert.
- Documents can only be uploaded when the internet connection is available.
- Video recording has a maximum of 250 MB.

## 3.4. Tools

---

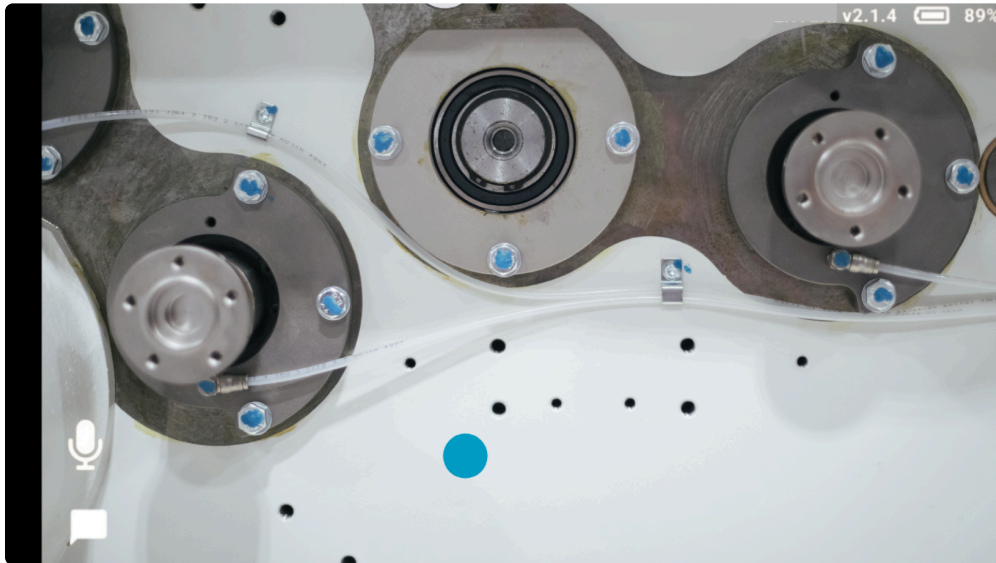
1. [Blue dot](#)
2. [Disable video recording](#)

## 3.4.1. Blue dot

---

### Blue dot ●

This tool provides for the Operator a way to indicate more efficiently.

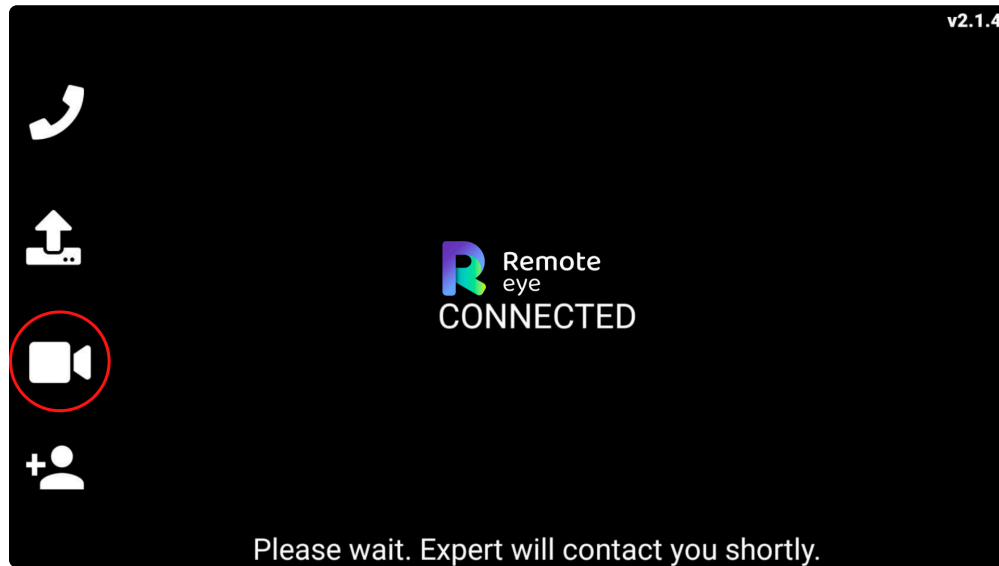


- The Operator can click on the video image in order to show the Blue Dot.
- This point would be visualized on the Expert device and it has a duration of 3 seconds.
- While the point appears the video screen would not be freeze.
- The Blue Dot can not be hide before the 3 seconds.

## 3.4.2. Disable video recording

---

### Disable video recording

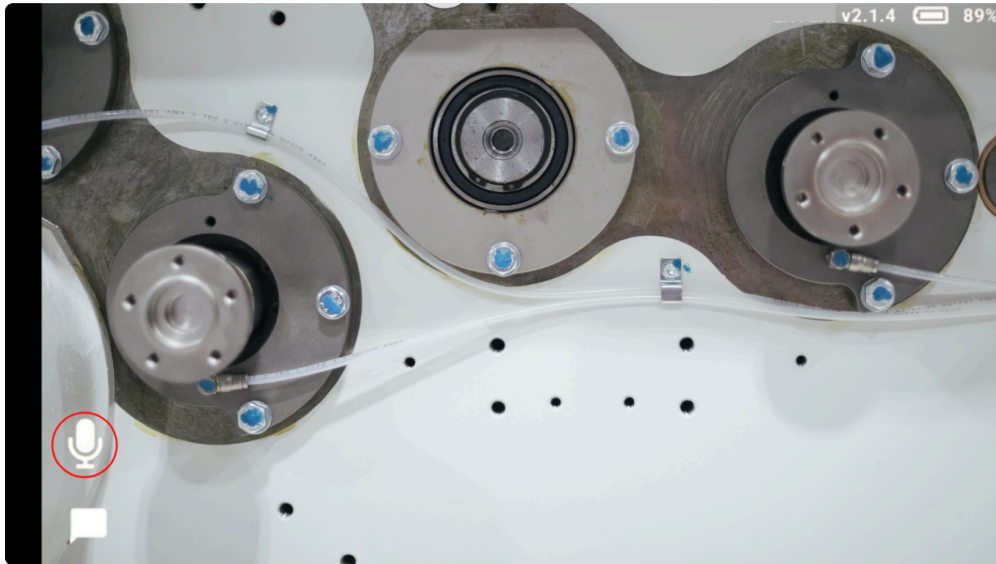


- The Operator can enable/disable the video recording feature.
- If video recording is disabled, the icon will not appear on the Remote Expert's screen.

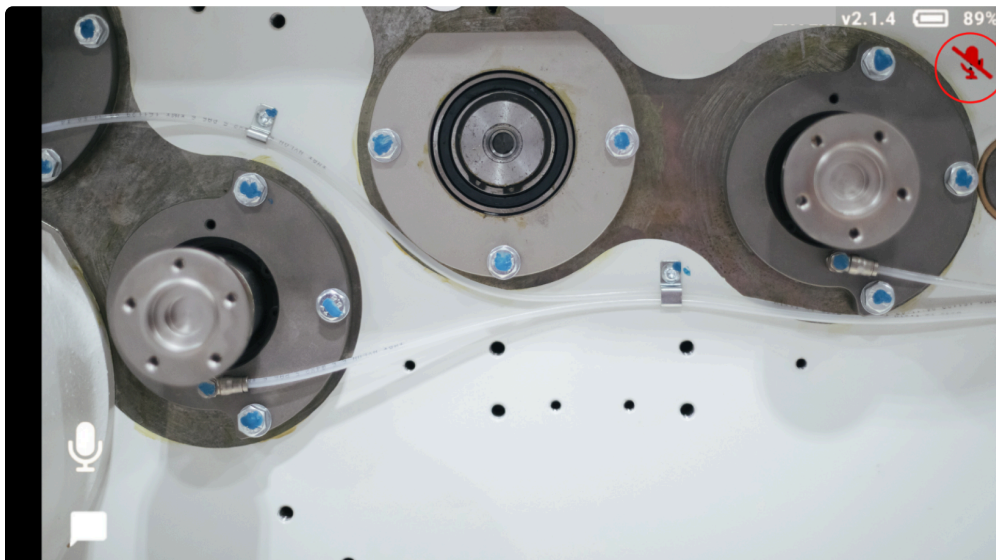
## 3.4.3. Mute

---

### Mute Option



- The Operator can mute/unmute itself by clicking the mute button.
- The Operator can unmute itself when the Expert mutes him/her during the call.
- Once the Operator is muted, a red muted symbol will appear on the right side of its screen.



## 4. Administrator Account

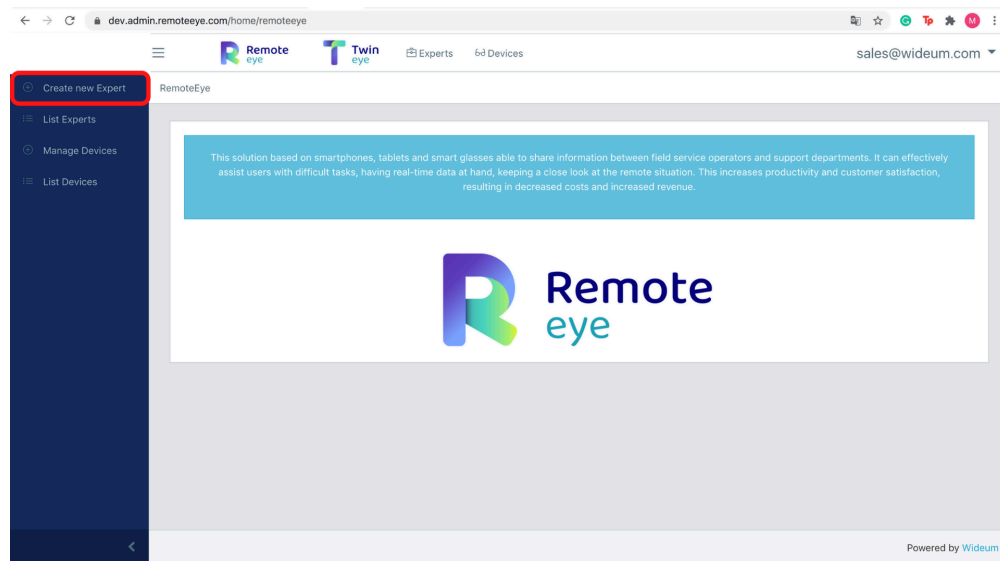
---


1. [Create a new Expert](#)
2. [Manage devices](#)
3. [List Experts](#)
4. [List Devices](#)

## 4.1. Create a new Expert

### Create a new Expert

- The Administrator is able to create Expert accounts by using this function



- The Administrator has to fill in a form with the data of the Expert's account and set the permissions.
- The Administrator can save the changes by pressing the  Submit button

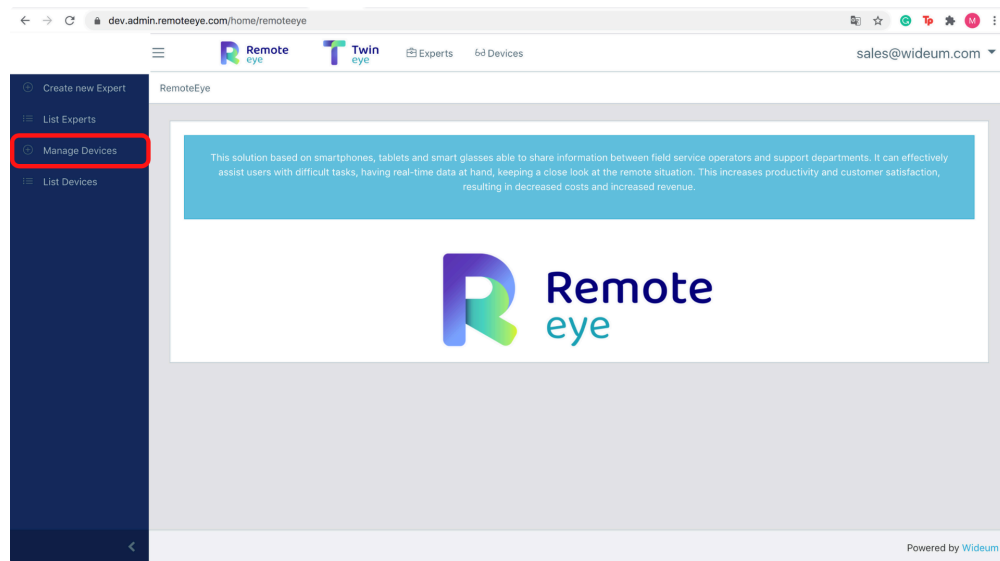
A screenshot of a web form titled 'Create new Expert'. The form is located on the 'dev.admin.remoteeye.com/remoteeye/experts/create' page. It contains several input fields: 'Login or Email \*' (with 'wideumsales\_' entered), 'Expert description', 'Expert password \*', 'Repeat password \*', 'Can see Media Files from All Experts' (checkbox), 'Allow to send sms' (checkbox), 'Phone' (with a dropdown for 'Please select a prefix'), 'Allow to send email' (checkbox), and 'Email'. At the bottom of the form are two buttons: 'Submit' (blue) and 'Reset' (red). The sidebar on the left is the same as in the previous image.

- In order to link the Expert account to a device, the Administrator has to go to [manage devices](#).

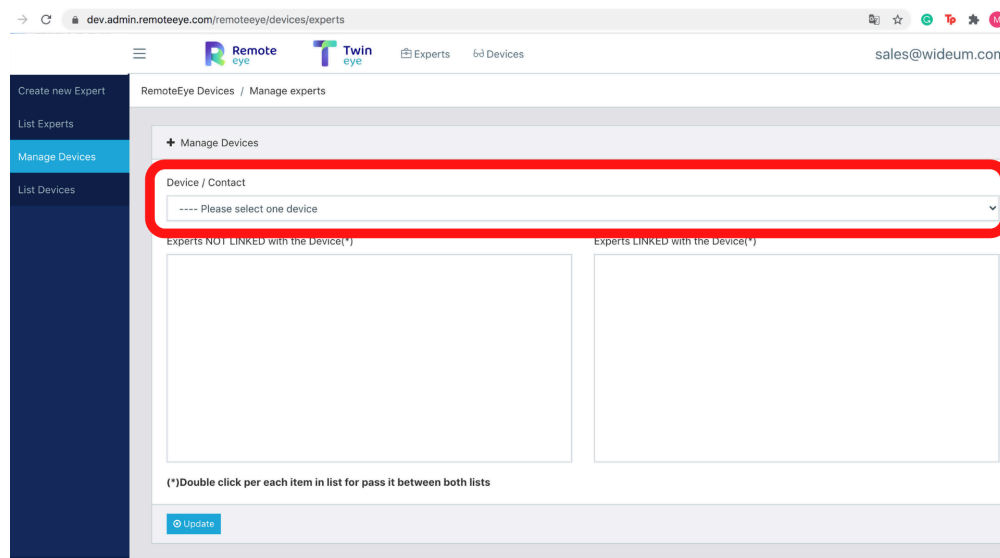
## 4.2. Manage devices

### Manage devices

With this function, the Administrator can link the Expert account to the device.




1. The Administrator can select the device in the “Device/Contact” selection.



1. After the device is selected, 2 lists will appear. On the left list, it will appear all the unlinked contacts on this device, and on the right list, the contacts already linked.
2. The Administrator can manage it by double click each item in the list to pass from one list to another.

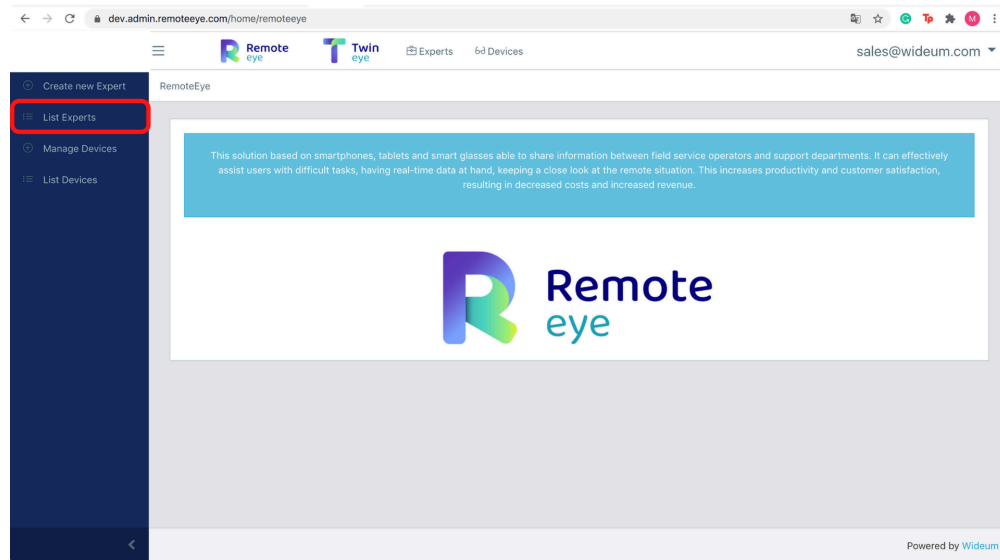


3. The Administrator can save and check that changes by pressing the  button.

\* If the Administrator releases all the Experts linked to the device, the device will be “free” and it will need to add again.

## 4.3. List Experts

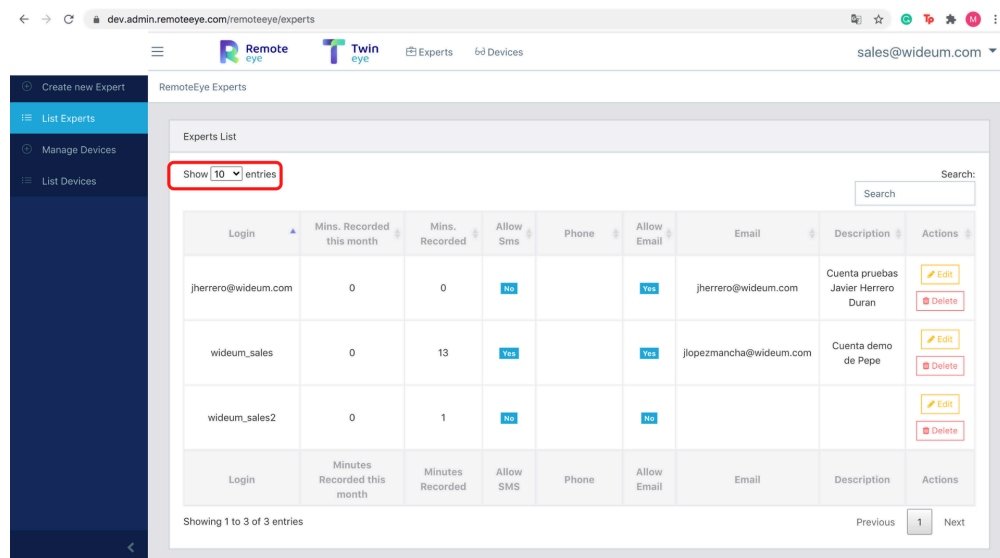
### List Experts



### Filters

The Administrator has different ways to filter all the Expert information:

- The entries of the list can be set up in 4 different options: 10,25,50,100



- The Administrator has also a “search option” that will filter the information by word matching.

dev.admin.remoteeye.com/remoteye/experts

Remote eye Twin eye Experts 60 Devices sales@wideum.com

Create new Expert List Experts Manage Devices List Devices

Experts List

Show 10 entries Search: Search

Login	Mins. Recorded this month	Mins. Recorded	Allow Sms	Phone	Allow Email	Email	Description	Actions
jherrero@wideum.com	0	0	No		Yes	jherrero@wideum.com	Cuenta pruebas Javier Herrero Duran	Edit Delete
wideum_sales	0	13	Yes		Yes	jlopezmancha@wideum.com	Cuenta demo de Pepe	Edit Delete
wideum_sales2	0	1	No		No			Edit Delete

Showing 1 to 3 of 3 entries Previous 1 Next

## Features

- This table is divided into columns.
  - Each column can be organized alphabetically and backward and provides a piece of helpful information for the Administrator:
1. Login
  2. Mins. Recorded this month
  3. Mins. Recorded
  4. Allow Sms Phone
  5. Allow Email
  6. Email
  7. Description
  8. Actions
- The Administrator can delete the Expert account or Edit its profile with a similar formula as creating a [new Expert](#) account
  - By deleting the Expert account, it will be automatically unlinked from all the devices.

dev.admin.remoteeye.com/remoteeye/experts

Remote eye Twin eye Experts 63 Devices sales@wideum.com

Create new Expert

List Experts

Manage Devices

List Devices

### Experts List

Show 10 entries

Search:

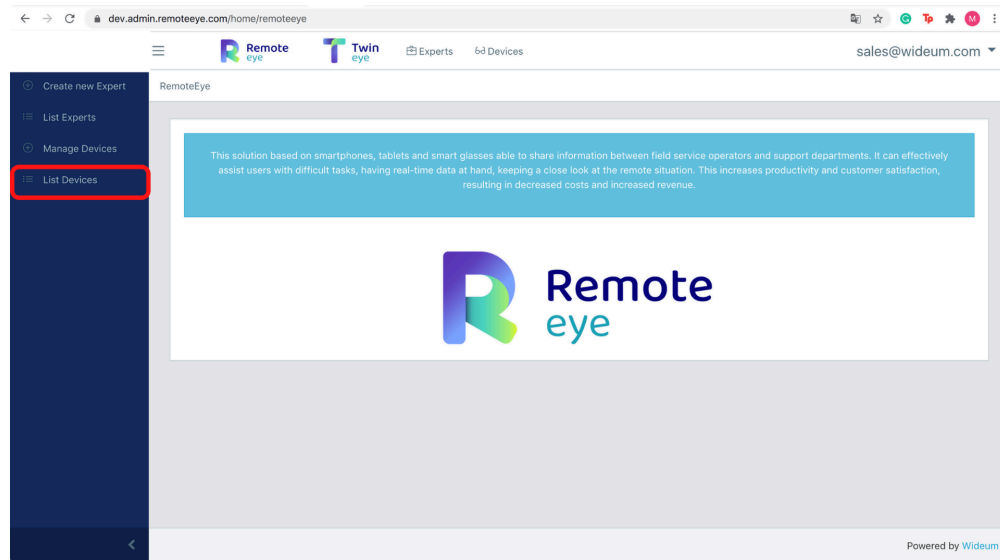
Login	Mins. Recorded this month	Mins. Recorded	Allow Sms	Phone	Allow Email	Email	Description	Actions
jherrero@wideum.com	0	0	No		Yes	jherrero@wideum.com	Cuenta pruebas Javier Herrero Duran	<a href="#">Edit</a> <a href="#">Delete</a>
wideum_sales	0	13	Yes		Yes	jlopezmancha@wideum.com	Cuenta demo de Pepe	<a href="#">Edit</a> <a href="#">Delete</a>
wideum_sales2	0	1	No		No			<a href="#">Edit</a> <a href="#">Delete</a>
Login	Minutes Recorded this month	Minutes Recorded	Allow SMS	Phone	Allow Email	Email	Description	Actions

Showing 1 to 3 of 3 entries

Previous 1 Next

## 4.4. List Devices

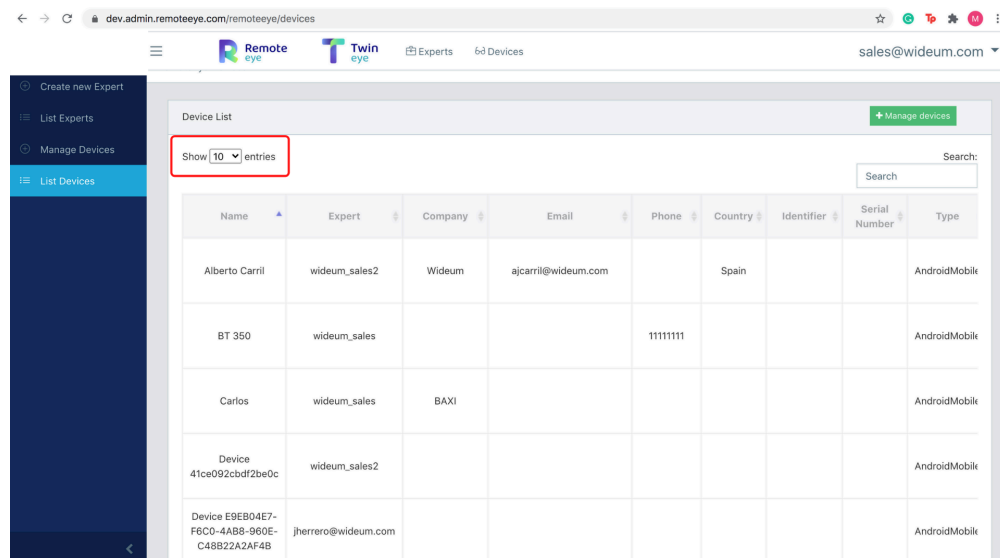
### List Devices



### Filters

The Administrator has different ways to filter all the Expert information:

- The entries of the list can be set up in 4 different options: 10,25,50,100



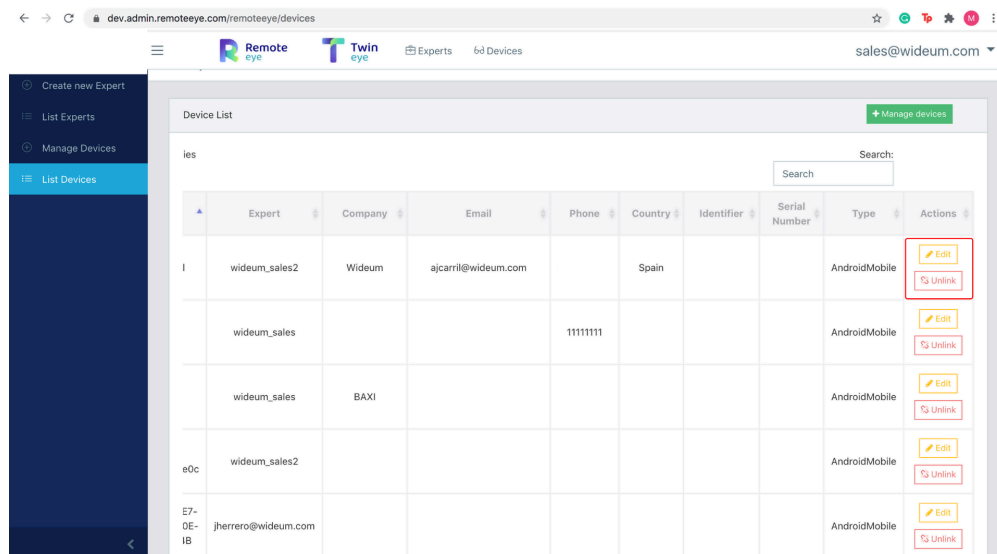
- The Administrator has also a “search option” that will filter the information by word matching.

The screenshot shows the 'Device List' page in the Wideum Remote eye admin interface. The page includes a sidebar with navigation options: 'Create new Expert', 'List Experts', 'Manage Devices', and 'List Devices' (which is currently selected). The main content area displays a table of devices. Above the table, there is a 'Show 10 entries' dropdown and a search bar with a red border. The table has the following data:

Name	Expert	Company	Email	Phone	Country	Identifier	Serial Number	Type
Alberto Carril	wideum_sales2	Wideum	ajcarril@wideum.com		Spain			AndroidMobik
BT 350	wideum_sales			11111111				AndroidMobik
Carlos	wideum_sales	BAXI						AndroidMobik
Device 41ce092cbdf2be0c	wideum_sales2							AndroidMobik
Device E9EB04E7-F6CD-4AB8-960E-C48B22A2AF4B	jherrero@wideum.com							AndroidMobik

## Features

- This table is divided into columns.
  - Each column can be organized alphabetically and backward and provides a piece of helpful information for the Administrator:
1. Name
  2. Expert
  3. Company
  4. Email
  5. Phone
  6. Country
  7. Identifier
  8. Serial Number
  9. Actions
- The Administrator can edit the device information which the same features as the [contact details](#)
  - The Administrator can unlink the Expert account from the device by clicking the “unlink” button.



The screenshot shows the 'Device List' page in the Wideum Remote eye admin interface. The page has a dark blue sidebar with navigation options: 'Create new Expert', 'List Experts', 'Manage Devices', and 'List Devices' (which is highlighted). The main content area has a header with 'Remote eye' and 'Twin eye' logos, 'Experts', '63 Devices', and a user profile 'sales@wideum.com'. Below the header is a 'Device List' table with a search bar and a '+ Manage devices' button. The table has columns: Expert, Company, Email, Phone, Country, Identifier, Serial Number, Type, and Actions. There are five rows of data, each with 'Edit' and 'Unlink' buttons in the Actions column. The first row's 'Edit' button is highlighted with a red box.

Expert	Company	Email	Phone	Country	Identifier	Serial Number	Type	Actions
I	wideum_sales2	Wideum	ajcarri@wideum.com	Spain			AndroidMobile	<a href="#">Edit</a> <a href="#">Unlink</a>
	wideum_sales		11111111				AndroidMobile	<a href="#">Edit</a> <a href="#">Unlink</a>
	wideum_sales	BAXI					AndroidMobile	<a href="#">Edit</a> <a href="#">Unlink</a>
e0c	wideum_sales2						AndroidMobile	<a href="#">Edit</a> <a href="#">Unlink</a>
E7-0E-1B	jherrero@wideum.com						AndroidMobile	<a href="#">Edit</a> <a href="#">Unlink</a>

✿ If the Administrator releases all the Experts linked to the device, the device will be “free” and it will need to add again.

## 5. iOS Considerations

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### iOs Considerations

- WebRTC technology is not fully integrated into iOS devices. Only the Safari browser is compatible  
when a Remote Expert makes a call from an iPhone/iPad. Attempts to make calls from a different browser will display a message of "Video format is not supported."
- iOS devices may not support the Screen Sharing possibility. This feature will be disabled when a Remote Expert connects from an iPhone/iPad.
- iOS does not support Scalable Video. Experts connected from an iPhone/iPad will not have as high-quality Multi-calling video as Experts connected from a PC or Android device.



## 6. Security and Privacy

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### Security

- Communication is encrypted with SRTP protocol, using DTLS-SRTP for key exchanging. AES 128-bit encryption to encrypt audio and video, AES-GCM to verify data integrity.
- Communication with encrypted Server SHA256
- AWS Server
- Saved videos will be stored in a private Amazon S3 Bucket service.
- Database critical data hashed with 4 bytes salt. General data encrypted AES-256.
- Images stored encrypted using PBKDF2 + HMACSHA1 random names.
- Three daily backups stored in three different locations. One daily offline copy.

# 7. Troubleshooting

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## Troubleshooting

- It is necessary to have at least TCP port 443 open.
- Opening UDP port 3478 is not necessary but recommended in order to obtain better quality.
- For the best possible experience, opening UDP ports 1025-65535 is recommended.
- It works well with most proxies and VPN.
- In order to check network configuration, you may take this online test:
- Test network configuration: [LINK](#)

## 8. FAQ · Frequently Asked Questions

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1. [Does Remote Eye work on Moverio bt200 /Moverio bt200?](#)
2. [Does Remote Eye work on Hololens?](#)
3. [How to improve video/audio quality](#)
4. [How long is the information stored?](#)
5. [How to test a customer's network](#)
6. [It is possible to install Remote Eye on Premise?](#)
7. [Remote Eye is not working or video quality is low](#)
8. [What are Remote Eye's bandwidth requirements?](#)
9. [What are the Firewall requirements?](#)
10. [What does it mean "Remote Eye is compatible with CRM"?](#)
11. [Where can I download Remote Eye versions? REUnlinker as well.](#)
12. [Where are the servers located?](#)
13. [Who has access to servers?](#)
14. [Server backup](#)
15. [Password Policy](#)

## 8.1. Does Remote Eye work on Moverio bt2000 /Moverio bt2200?

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No. These Moverio devices use a very old OS version not compatible with WebRTC.

## 8.2. Does Remote Eye work on Hololens?

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No. Remote Eye does not currently work on Windows Mobile OS.

## 8.3. How to improve video/audio quality

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If the network has opened port UDP 3478 the communication will improve. Please note it should be opened in both points, experts and devices.

For the best possible experience, we recommend opening UDP ports 1025 – 65535.

[Low data mode](#) tool. Specially designed to maintain the best video quality in low connectivity environments.

## 8.4. How long is the information stored?

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Wideum compromises to store the data during the duration of the contract with the customer. The minimum time is two years, even if the duration of the contract is shorter than two years.

Wideum can delete any stored information, anytime, upon demand.

## 8.5. How to test customer's network

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WebRTCTroubleshooter, executed using a device connected with the network we would like to test, tell us if the network is WebRTC compatible. It is possible to download a LOG file to be sent to DEV team if they require technical assistance.

WebRTCTroubleshooter: [Link](#)



## 8.6. It is possible to install Remote Eye on Premise?

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Yes, it is possible to install Remote Eye on premise, but there are some technical requirements. The three different possibilities are listed in the Remote Eye Technical document. The cost depends on the hours it may cost us to implement. We need to talk with their technicians and prepare an estimation

## 8.7. Remote Eye is not working or video quality is low

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They can use this [test](#) to check if the network is compatible with WebRTC. This tool permits to print a text log”

## 8.8. What are Remote Eye's bandwidth requirements?

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In WebRTC, unfortunately, there is no required bandwidth magic number. There are different considerations, like UDP ports opened or closed, call mode chosen, if there is a firewall blocking communication so the video must go through the video server or not, and some more.

To have a stable connection the video should be able to travel at 400 kbps, this is the dedicated upload speed. This does not mean you need a 400 kbps upload internet speed. You may have a stable 1mbps upload speed but using TCP instead of UDP port, so your video transmission real speed will be lower.

Generally speaking, 4G will be enough.

## 8.9. What are the Firewall requirements?

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- TCP 443
- UDP/TCP 3478 are strongly recommended
- For the best possible experience, it is recommended to open UDP ports 1025 – 65535

## 8.10. What does it mean “Remote Eye is compatible with CRM”?

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Remote Eye is not possible nor compatibilized with any CRM (January 2021). We may integrate it as ad-hoc development.

Salesforce integration is done (January 2021).

## 8.11. Where can I download Remote Eye versions?

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- [iOS](#)
- [Google play](#)

## 8.12. Where are the servers located?

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AWS Server is located in North Ireland, it allocates the database and pictures taken. Videos are stored in an S3 bucket located in Germany.

## 8.13. Server backup

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Remote Eye server makes three daily DB and pictures backups stored in three different locations.

One backup copy is stored offline.



## 8.14. Password Policy

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Wideum password policy is:

- Length 12 characters minimum.
- At least one uppercase, one lowercase, one number, and one special character.
- The password is validated with a blacklist to avoid the most common passwords.