

# GLOSSARY

## **2-way video-audio stream**

Connection between field and expert in both directions.

## **Adaptive video streaming**

Streaming quality is adjusted according to the internet connection. When the connection slows down then the quality of the streaming reduces and vice versa.

## **Screen sharing**

Besides sharing real world experiences with the device's camera, it's also possible to share the screen during a session.

## **Text based chat**

Experts and fieldworkers can also chat in parallel to the video- and audiostream. Especially interesting for noisy areas.

## **PDF & HD image collaboration**

Both parties (expert & field) can collaborate remotely on a PDF file or on HD images, even just taken in the field during a live session.

## **Reactions**

Thumbs up and down.

## **Camera Zoom & Flash Control**

Both can be triggered by the expert.

## **Device Battery Status**

Battery status appearing on the screen during a session not to experience any surprises.

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## **Admin control panel**

Dedicated admins can see information about sessions/archives/users/rooms (e.g. session start date, No. of sessions per account/day etc.).

## **Easy QR-Login**

Easy login to the app by QR-code.

## **Instant Translation Service for 60+ languages**

Experts and fieldworkers can translate the text of a chat into over 60 languages.

## **11 language User interface**

German, English, Spanish, French, Portugues, Russian, Turkish, Japanese, Chinese traditional, Chinese simple – others upon request.

## **Online Tutorials for new users**

With every first-time login, a tutorial is displayed automatically and can be shown to every user every time they intend to.

## **Secure HTTPS Communication / P2P setting**

Secure communication protocol according to the latest standards. On P2P setting, the server is only used to establish a connection, then there is a 1:1 connection between expert and technician.

## **GDPR Compliance**

All data is kept by means of GDPR compliance.

## **China usage capability**

Before login, users can decide to use China-compatible servers.

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## All Subscribers for free

Independent of the number of experts purchased, an unlimited number of technician logins can be created.

## Guest link (share via mail & Whatsapp)

Experts can generate invitation links for visitors (temporary users) during the session. So, they can invite any people without giving them credentials and these links work for just that session.

## Guest link via SMS

Possibility to share the above mentioned guest link via SMS

## No. of users per session

Number of users that can join a session at the same time. At least 1x expert needs to join always, all other users can be experts or subscribers (via login or guests).

## File sharing size (per single file)

Referring to 1 file at a time, not limited per room or per session.

## AR+

Experts can draw on the real world using the AR+ feature. Thus, they enhance their environment by putting virtual icons or drawings on the real world.

## 3D Model collaboration

This feature allows collaboration on a 3D model, while being in AR+ mode

## Call other users

Via admin panel, each user can be enabled to call other users directly. The functionality in the session during the call is exactly the same as with any other normal session.

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## Pre-plan meetings with invitation link

Meetings can be pre-planned into the future by creating an access link that can then be embedded into a calendar invite.

## Ticket system

The VSight Ticket system enables you to integrate the remote service platform to your company's workflow and to follow-up on tasks until they're really completed for your technicians or customers – even if multiple remote sessions are required.

## Session report

Creates a report to see previous sessions that can also be filtered by date, user, rooms, e.g. for internal reporting or archiving purposes. Reports can be exported as .csv-files (comma-separated-value)

## Record & archive sessions

Possibility to record rooms automatically (can be selected on admin panel) or on-the-fly during a session. Clustering of recordings by user, room as well as download is also possible.

## Floating licenses

Named users means 1 license = 1 expert username can be created. Floating license means 1 license = 1 expert that can log in at the same time, but an unlimited number of usernames for experts can be created. (=first come first serve, until the purchased no. Of licenses is used up)

## Session Export

After a session, experts are asked whether they want to receive a .zip.-file with all session content (Chat, Files, Pictures, Recordings) to their email address.

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## **Whitelabelling**

Rebranding VSight to customer branding, own app on the appstores, own web-address for admin-panel and web-app.

## **Academy Rooms (>4 users)**

Specific rooms for training purposes, able to handle 5 (6) experts and 15 (50) further participants. Let us know if you are interested!

## **CRM / Ticket-System integration (API)**

Open API to integrate any CRM-system for reporting- and management purposes as well as into existing processes in the service area.

## **Azure Active-Directory (AD) integration / SSO**

Integration of your Microsoft Azure Active Directory for an easy user management via your existing IT-landscape as well as Single-Sign-on („Login via Microsoft account“).

## **Azure, AWS or phys. Storage integration (API)**

Microsoft Azure and Amazon Web Services Integration. Keep all data on your own storage space after this integration is done.

## **Workflows**

VSight also provides a separate Workflow App. Let us know if you are interested!