ABB Ability™ Remote Insights for service
Quick Start Guide
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1 Introduction

1.1 Purpose of this document

This document is intended to aid in the use of ABB Ability™ Remote Insights for service.

For ABB personnel and channel partners with access to ABB resources that encounter a problem implementing the procedures in this guide and need support, send an email to: us-iasvsupport@abb.com

For non ABB personnel, contact your local support team.

Most red text in this document is a hyperlink and will launch related information. Note that some of the screen captures may vary due to different versions, but all functionality is similar.

1.2 Other resources

Instructional videos are available on ABB MyLearning (remember to sign in): Click here to view

Course Title: T1010e Remote Insights Quick Start Training

1.3 Overview

ABB Ability™ Remote Insights for service is an augmented reality application that reduces downtime by speeding troubleshooting and repair time while working with ABB Experts. The use of live video sharing allows the expert to see what the onsite technician sees by using their existing mobile device.

For areas where low or no connectivity is available, users can simply take a picture, annotate it, and send it. During any support session, the application allows up to 4 participants to collaborate, allowing a global network of experts to provide guidance and instruction. In addition, to promote knowledge transfer and training, all chat, files and pictures shared during a session are stored and can be used for future reference. Remote Insights for service simplifies troubleshooting, increases quality of repair, enhances knowledge sharing and improves productivity.
1.4 General Requirements

1.4.1 Internet Connection

For calls, an internet connection of at least 3G is recommended for all laptops and all mobile devices.

<table>
<thead>
<tr>
<th>Connection / Network</th>
<th>2G/Edge</th>
<th>3G/Basic</th>
<th>3G/HSPA</th>
<th>3G/HSPA+</th>
<th>3G/DC HSPA+</th>
<th>4G/LTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Only audio may be possible</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Only audio should be possible</td>
<td>✗</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Low-quality audio/video should be possible</td>
<td>✗</td>
<td>✗</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Audio/video should be possible</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>High quality audio/video should be possible</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

1.4.2 Ports and Protocols

The App uses the following ports and protocols for network communication

<table>
<thead>
<tr>
<th>Port</th>
<th>Protocols</th>
<th>What is it used for</th>
</tr>
</thead>
<tbody>
<tr>
<td>443</td>
<td>TCP</td>
<td>HTTPS</td>
</tr>
<tr>
<td>3478</td>
<td>TCP, UDP</td>
<td>TURN + STUN</td>
</tr>
<tr>
<td>80</td>
<td>TCP, UDP</td>
<td>TURN + STUN</td>
</tr>
<tr>
<td>443</td>
<td>TCP</td>
<td>HTTPS</td>
</tr>
<tr>
<td>5349</td>
<td>TCP</td>
<td>HTTPS</td>
</tr>
</tbody>
</table>

1 = Denotes external TURN service. Relayed audio/video packages are DTLS end-to-end encrypted overall all ports and protocols.

Any one of the 4 ports and an associated protocol is enough to establish a call.

- Best performance is achieved when all ports/protocols are open
- Recommended configuration: 3748 (TCP & UDP) or 80 (TCP & UDP) open
- Minimum requirements for strict network firewalls or proxy: port 443 (TCP) or 80 (TCP) should be enough to establish a call
1.5 Operating System Requirements

Before installation, ensure your device meets these requirements

- 4 GB Free Memory
- iPhone/iPad with iOS 11+
- Mobile/Tablet with Android 8***
- Desktop/Tablet with Windows 10 version 16299.0 or higher (UWP)
- RealWear HMT-1 with Android 8
- HoloLens 2 (pending device – currently available for testing)

** This applies to most major manufacturers of Android devices – Some generic devices may not qualify

1.6 Role Definition and Transitions

The ABB Ability™ Remote Insights for service application is intended for two different role types.

**Technician** (support requester) - on site (e.g. at a machine) and requesting support via the Remote Insights application.

**Expert** (supporter) - provides remote support via the Remote Insights application.

A user’s role is assigned by the Remote Insights administrator at the time of license activation.

* A complete guide of functionality to each role can be found in Appendix B – Role Definitions

1.6.1 Transitions

Incidents can (by default) only be created by onsite technicians who are only able to see the incidents they are involved in. Remote Insights experts can see incidents with the status Open and the ones they are involved in.

The following table is an overview of the incident transitions and which roles are able to perform them by default:

<table>
<thead>
<tr>
<th>Incident Transitions / Roles</th>
<th>Technician</th>
<th>Expert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create an incident</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Accept an incident</td>
<td></td>
<td>✕</td>
</tr>
<tr>
<td>Edit details - Only Creator and Owner</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Close an incident- Only Creator and Owner</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>
1.7 Incident Lifecycle

For a better understanding of the lifecycle of an incident, the graphic below depicts which status types an incident can have, and which transitions lead to which status.

<table>
<thead>
<tr>
<th>Incident Transitions / Roles</th>
<th>Technician</th>
<th>Expert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-open an incident</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Add/remove a participant</td>
<td>✔️</td>
<td>✗</td>
</tr>
</tbody>
</table>

- Incident Lifecycle

- Create → Open → Accept → In Progress → Close → Closed
- Reopen from Close

Technician | Expert
2 Installation

2.1 iOS and Android:

Below is the information needed to install and use Remote Insights for service on an Apple iPhone, iPad and Android device.

Graphics in instruction below is for iOS. Android will be similar. For download and installation an Apple-ID or a Google Play Store account is required.

1. Go to the Apple App Store or Google Play Store and search for "Remote Insights".

2. Tap the GET button to download.

3. Select OPEN.

4. Enter your ABB provided credentials and tap LOG IN. Note that an account must be set up prior to installation by Remote Insights technical support.

After three failed login attempts, the account is blocked. You will receive an email to set a new password.
5. Step through installation screens.

ABB Ability™ Remote Insights for service is now ready for use.

2.2 Universal Windows Platform (UWP):

Below is the information needed to install Remote Insights for service on a UWP desktop device.

A Windows account is required for download and installation.

1. Go to the Microsoft store and search for Remote Insights.
2. Click Get to start the app download and installation.
3. Once download and installation are complete, launch the software directly from the store or from the Windows start menu.
4. Enter your ABB provided credentials and tap LOG IN. Note that an account must be set up prior to installation by Remote Insights technical support.

After three failed login attempts, the account is blocked. You will receive an email to set a new password.

5. Step through installation screens.

ABB Ability™ Remote Insights for service is now ready for use.
2.3 RealWear® HMT-1™

Below is the information needed to install and use Remote Insights for service on RealWear HMT-1 glasses.

RealWear and the RealWear logo are trademarks of RealWear, Inc.

The Remote Insights app for smart glasses like the RealWear HMT-1 is a “light” version of the product and does not support all features. Smart glasses like the RealWear HMT-1 are seen as companion devices instead of standalone devices, which means that they need to be paired to a device that runs the full Remote Insights application. Refer to Companion Devices section for more information after installation.

This document does not provide instruction for using the RealWear HMT-1. It is the responsibility of the user to set up and understand RealWear functionality. Information on configuration and operation of RealWear HMT-1 is available on the RealWear Knowledge Center.

Before installation, configure the RealWear HMT and connect to WiFi network.

The RealWear HMT-1 glasses are operated completely hands-free. Voice commands can be used to navigate inside the software and control the device. Information is included in Appendix A – RealWear Voice Commands of this document.

For download and installation, an active network connection is required. Depending on your installation method, a RealWear Foresight account may be required.

For an easier setup and installation process of Remote Insights on RealWear HMT-1, install the mirroring tool RealWear Explorer. The RealWear Explorer shares your screen and makes it possible to control the HMT-1 interface via your PC/MAC. Learn more @ https://developer.realwear.com/RealWearExplorer/

Get the latest version @ https://www.realwear.com/knowledge-center/developer/rw-explorer/

2.3.1 Option 1

If you have a small number of glasses you would like to install ABB Ability™ Remote Insights for service, install the application directly to the devices with RealWear Explorer.

1. Download the installation file (.apk file) from the link that was provided to you.
2. Open RealWear Explorer on your computer and connect your RealWear glasses via USB.
3. Once the RealWear Explorer recognizes your device, drag and drop the installation file to the RealWear Explorer window.

4. Installation progresses.
5. The application is now installed on your HMT-1 and is located under MY PROGRAMS as ABB REMOTE INSIGHTS GLASS.

![Image of ABB Ability™ Remote Insights for Service dashboard]

### 2.3.2 Option 2

If you plan to roll out the ABB Ability™ Remote Insights for service application on a larger scale, the RealWear Foresight device management system can be used for the app installation.

1. Download the application installation file (.apk file) from the link that was provided to you.
2. Log in to RealWear Foresight (More information [here](#)).
3. Open the App Catalog from the side menu.
4. Click **ADD NEW APP** in the top right-hand corner.
5. Fill in the requested data, upload the installation file and save your changes via the **SAVE** button.
6. Register your devices by navigating to **Devices**. Select **Add New Device** and enter the requested data of your device.
7. Create a policy for the Remote Insights app by navigating to **Policy** and creating a new Policy Template.
8. Inside the newly created policy template, add the Remote Insights app to it.
9. Create a device group under **Devices > Device groups**. During the creation, assign the previously created policy to the device group. Add all the devices you would like the application to be installed on to this device group.
10. Ensure an active network connection on your HMT-1.
11. Reboot all HMT-1 glasses and the installation of the app will start automatically.

For general questions about the RealWear HMT-1, consult [support page](#).
3 Companion Devices

3.1 RealWear® HMT-1™

The RealWear HMT-1 is used as a companion device with Remote Insights. This means it needs to be paired to a hand-held device (smartphone, tablet, desktop) that runs the full Remote Insights application.

1. Ensure that Remote Insights is installed on your smart glasses.
2. Log in to your Remote Insights account with your hand-held device.
3. On your hand-held device, go to the profile settings in the Remote Insights application by tapping on your profile picture inside the application.
4. Click on Log in companion device and click Generate QR code.

5. The following screen displays.
6. On your smart glasses, open the Remote Insights app and click the **Login** button.

7. Scan the QR code which is displayed on the screen of your hand-held device with the camera lens of the smart glasses.

8. When the devices are paired, the smart glasses will state that you are now connected to your application.
9. You can now receive calls on the RealWear HMT. Calls can be initiated from the primary mobile device and directed to the RealWear HMT by selecting 'Call with Smart Glasses
4 Using ABB Ability™ Remote Insights for service

4.1 User Interface

Table 1 – High Level Function Description

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Profile</td>
</tr>
<tr>
<td>2</td>
<td>Search</td>
</tr>
<tr>
<td>3</td>
<td>Filter</td>
</tr>
<tr>
<td>4</td>
<td>Help</td>
</tr>
<tr>
<td>5</td>
<td>Contact an Expert</td>
</tr>
<tr>
<td>6</td>
<td>Incident List</td>
</tr>
<tr>
<td>7</td>
<td>Incident</td>
</tr>
<tr>
<td>8</td>
<td>Contacts</td>
</tr>
<tr>
<td>9</td>
<td>Library</td>
</tr>
</tbody>
</table>

Detailed descriptions in following sections

1. Profile
   Enter profile, preferences, status information, log out, etc.

2. Search
   Search incident titles by keyword

3. Filter
   Filter incidents by Open, Closed and In Progress

4. Help
   Select for context sensitive help

5. Contact an Expert
   Create and submit incident

6. Incident List
   Displays your incident list

7. Incident
   Displays incident (i.e., home screen)

8. Contacts
   Displays contacts

9. Library
   Displays files

Depending on device, icons may be in a different location but still present (e.g., icons on bottom of iPhone are on the left side on UWP.)

Context sensitive help is available. Simply select the icon from any screen.

4.1.1 Log In

1. Log in by entering the email address and password related to your Remote Insights account.

2. Tap Log in.

NOTE: If the device you are using is a shared device and another user is still logged in, please log them out first. After three failed login attempts, the account is blocked. You will receive an email to set a new password.
### 4.1.2 Profile

1. Select the Profile icon for various options.

2. Some items on this screen include: Status, Password, Log In Companion Device Preferences, Logout, etc.

   ![Profile Screen](image)

   -STATUS
   -ACCOUNT DATA
   -CHANGE PASSWORD
   -LOG IN COMPANION DEVICE
   -PREFERENCES
   -IMPRINT
   -LOG OUT
   -LICENSES
   -END USER LICENSE AGREEMENT
   -NETWORK STATUS

3. An important feature on this screen is the ability to validate internet connectivity by selecting **Network Status**.

   ![Network Status Screen](image)

   -INTERNET CONNECTIVITY
   -Connection is working as expected

   -BUSINESS API STATUS
   -Connection is working as expected

   -IDENTITY API STATUS
   -Connection is working as expected

   -COMMUNICATION SERVER STATUS
   -Connection is working as expected

### 4.1.3 Incident Creation

As a technician, you have two options to receive expert support when facing an issue:

- **a)** Create an incident for any available expert
- **b)** Create an incident for a specific expert (in your contact list)
4.1.3.1 Create an incident for any available expert

If you don’t have a specific, assigned expert in your contact list or if you cannot specify the issue, you can contact any expert. To do so, follow these steps:

1. Tap on the Contact an Expert button on the main screen.
2. Enter Title for incident. Tap Submit Incident.
3. Type a message explaining your issue. The more details you provide, the faster the expert can help you.

4. Tap the icon to send. The chat screen populates.

5. Attach files, photos or videos via the icon and click icon.
6. To see incident details, tap the incident number at the top of the screen in the chat. Click Edit in the upper right.

7. Populate the fields on the incident detail page such as title and description in case the incident is handed over to another expert. This makes it easier for him to understand the issue and solve it. Click Done.

8. Once created, the incident appears on an expert’s waiting list with an open status. He can accept the incident to start the communication. By accepting the incident, its status changes to In progress.

9. At the top right of the incident screen, are these two icons.

   The phone icon is selectable once an expert has been assigned. Tap this to call expert directly.

   Tap the icon to open the options for the incident.
10. Tap the icon to return to the incident list. Incidents are sorted by date. Icons in the incident list indicate the following:

<table>
<thead>
<tr>
<th>Open</th>
<th>In Progress</th>
<th>Closed</th>
</tr>
</thead>
<tbody>
<tr>
<td>The technician requested the help of an expert but didn’t receive a response yet</td>
<td>An expert has accepted the incident and will begin work with the technician to work the issue</td>
<td>The incident has been solved</td>
</tr>
</tbody>
</table>

11. While in incident list view, tap the icon to close or reopen an incident.
12. Additional details can be added at any time while an incident is open and in progress.

4.1.3.2 How to create an incident for a specific expert:

If you have a specific question concerning your issue, you can contact a specific remote expert who is already in your contact list.

1. Tap on icon to open your contact list.
2. Select the contact to include as an expert in the new incident.
3. Click the Create new Incident button. Follow all steps to create a new incident as listed above in section 4.1.3.1. After sending your message and details, the specific expert you requested will get a notification. Incidents created for a certain expert are immediately in progress and do not need to be accepted by the other person.
Appendix A – RealWear Voice Commands

The RealWear HMT-1 is fully voice controlled. There are voice commands that are specific to certain installed apps and others that are globally available. The following two sections will give you an overview of both.

Native RealWear Commands

- **Navigate Home**: Navigates to the home screen.
- **Navigate Back**: Navigates to the previous screen.
- **My Controls**: Navigates to the system control panel.
- **Mute Microphone**: Mutes the microphone temporarily.
- **My Notifications**: Opens the notification section.
- **Recent Applications**: Opens applications running in the background.
- **Show Help**: Displays a help pop-up with information to the commands that are associated with the current screen.

Remote Insights Specific Commands for RealWear:

- **Remote**: Opens the REFLEKT Remote app.
- **Scan Code**: Initiates the pairing process and shows the QR Code scanner if no user is currently logged in.
- **Cancel Scan**: Stops scanning and goes back to Start screen.
- **Accept Call**: Accepts an incoming call.
- **Decline Call**: Cancels and outgoing call and goes back to Home screen.
- **Toggle Microphone**: Mutes or unmutes the microphone during a call.
- **Toggle Camera**: Activates or deactivates the camera during a call.
- **Toggle Freeze**: Freezes or unfreezes the video stream during a video call.
- **Terminate Call**: Ends a currently active call.
- **Scan Code**: Initiates the pairing process and shows the QR Code scanner if the network connection is lost.
- **Close File**: Closes the current opened file and goes back to Home screen.
- **Log out from app**: Logs the current user out of the app.
# Appendix B – Role Definitions

<table>
<thead>
<tr>
<th>Account Creation &amp; Login</th>
<th>Technician</th>
<th>Expert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reset password</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td><strong>Edit Profile</strong></td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Change/reset password</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Log in</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Invite a new user</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Create an account</td>
<td>✗</td>
<td>✗</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Incident</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Create an incident</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Accept an incident</td>
<td>✗</td>
<td>✔</td>
</tr>
<tr>
<td><strong>Edit details</strong> - Only Creator and Owner</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Close an incident - Only Creator and Owner</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Re-open an incident</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td><strong>Add/remove a participant</strong> - Only Owner. Expert: yes, all cases he's participant in.</td>
<td>✔</td>
<td>✗</td>
</tr>
<tr>
<td><strong>Hand over</strong> - Only Owner if owner is an expert</td>
<td>✗</td>
<td>✔</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contacts</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Add/remove a contact</td>
<td>✗</td>
<td>✔</td>
</tr>
<tr>
<td>View contacts details</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td><strong>Add/remove favorites</strong></td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Feature</td>
<td>Technician</td>
<td>Expert</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>------------</td>
<td>--------</td>
</tr>
<tr>
<td><strong>Library &amp; Files</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remove</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>View exchanged</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td><strong>Call</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Start audio/video call</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Accept audio/video call</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Start video sharing</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Call moderator: yes. Others: only if moderator accepts</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Share my screen</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Call moderator: yes. Others: only if moderator accepts. Only possible on UWP.</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Set annotations in video sharing</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Take screenshots</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Freeze screen</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Call moderator: yes. Others: the one participant who is sharing his video view</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Turn on flashlight</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Mobile device only</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>End a call</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td><strong>Chat</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>View image/video file</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Send a message</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Send a file</td>
<td>✔</td>
<td>✔</td>
</tr>
</tbody>
</table>
### APPENDIX B – ROLE DEFINITIONS

<table>
<thead>
<tr>
<th>User Profile &amp; Settings</th>
<th>Technician</th>
<th>Expert</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change user status</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Change profile picture</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Log in with a companion device</td>
<td>✔</td>
<td>✔</td>
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</table>
# Revision History

<table>
<thead>
<tr>
<th>Rev.</th>
<th>Description</th>
<th>Date Dept./Init.</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Initial Version</td>
<td>JAN 2020/ KF, JLS</td>
</tr>
<tr>
<td>B</td>
<td>Updates for Context Sensitive Help, Network Status and Appendix B addition.</td>
<td>MAY 2020/ KF JLS</td>
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