REWEIV® Service Platform

User’s Guide

Version 2.4 (14-Jan-2021)

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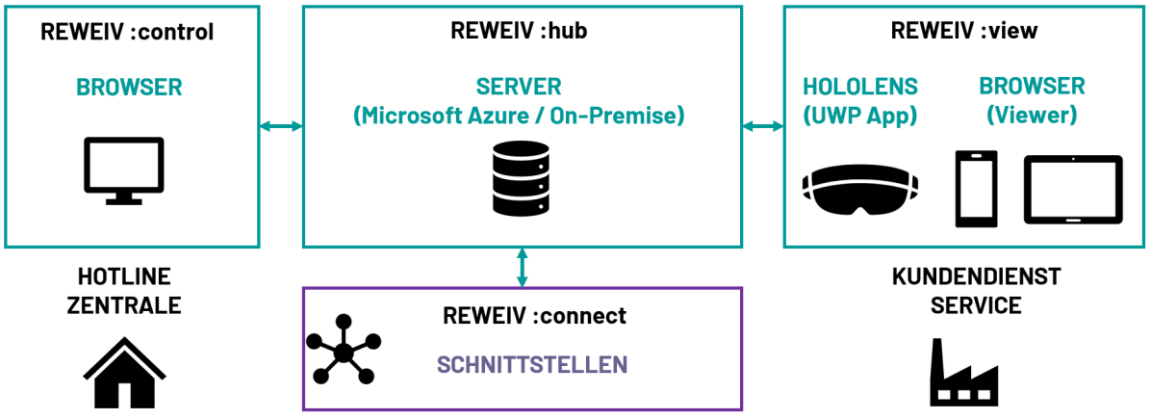
1 System

1.1 System Overview

REWEIV is a modularly constructed software platform. It operates as a Software-as-a-Service (SaaS) application on Microsoft Azure. It can be accessed either using standard internet browsers, Microsoft‘s HoloLens or iOS App.



1.2 Web-Client (Browser)

The web-user interface is accessed via a standard internet browser. It is not necessary to install a separate client software or plug-ins.

The following browsers are available to ensure reliable operation:

- **Firefox (Version 73 or higher) < our recommendation**
- **Chrome (Version 80 or higher)**
- **Safari (Version 14 or higher)**

Please note:

Due to its technical requirements Internet Explorer is not supported! Also, it is recommended to always use the latest version of the browser you’ve chosen.

1.3 HoloLens

In order to access the REWEIV platform via the Microsoft HoloLens, the REWEIV UWP APP (Universal Windows Platform) is required. The HoloLens app is available for download from the Microsoft Store under the following link:

ms-windows-store://pdp/?productid=9n0ph5cpdrqw

Please note:

The app is generally not visible in the store and can only be found using the above-mentioned link. For the initial installation of the app, the link must be entered once in the Edge browser of the HoloLens. Future updates will be detected automatically.

Reliable operation requires a (Generation 1 or 2) HoloLens with a minimum operating system level of:

- **HoloLens 2**
- **HoloLens 1 (Redstone 5, Version 1809)**

Please note:

For reliable operation, we recommend keeping your HoloLens up-to-date with the latest software.

1.4 iOS

The REWEIV iOS App can be downloaded and installed from the official Apple App-Store (search keyword REWEIV).

Please note:

Valid user data (login) are required to test the app.

2 Roles and Authorizations

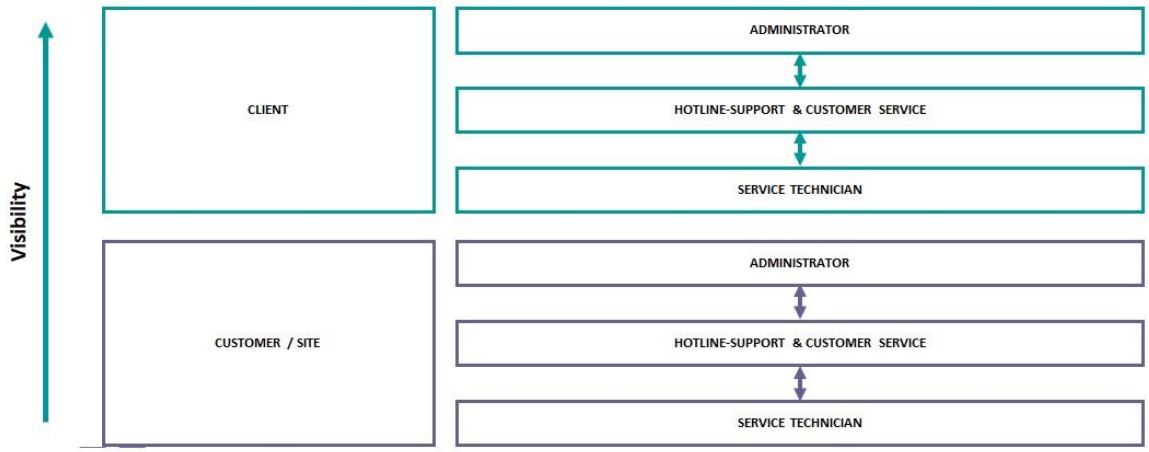
The REWEIV service portal has a fully integrated roles and authorizations concept. Each user must be assigned a specific role. Based on the assigned role(s), users created in the system have varying authorizations and views.

2.1 Roles

The following user roles are available in REWEIV:

- **Administrator**
- **Hotline Support**
- **Customer Service**
- **Service Technician**

The following diagram displays the various roles currently available in the system:



Please note:

All roles can be assigned both at the client level and at the customer/site level. If an administrator is created at the customer/site level, the administrator can also independently create additional users and objects and edit the contents!

We recommend that only the role of service technician (read access) be assigned at the customer/site level!

All activities carried out at the customer/site level are carried out in the name of and at the expense of the client (# of licenses, etc.)!

2.1.1 Administrator

Administrators have full access to all functionalities and are also authorized to perform all administrative activities within the service platform (master data maintenance, user administration, etc.). An overview of all authorizations can be found in chapter 2.2.

Please note:

We recommend that you only assign the role of administrator to selected persons who are assigned administrative tasks. An administrator has access to all data within the system and is therefore entitled to permanently delete or edit them at will!

2.1.2 Hotline Support

The role of "Hotline Support" corresponds to the hotline employees who answer a call via the HoloLens from the field on the PC and assist a technician in the field.

Users with the "Hotline Support" role can edit and manage objects (machines, facilities, etc.), generate QR codes, and maintain documents within the system.

Users with the "Hotline Support" role primarily access the system using the web interface (browser).

An overview of all authorizations can be found in chapter 2.2.

2.1.3 Customer Service

The role of „Customer Service“ is identical to that of the „Hotline Support“ role in terms of authorizations. However, unlike this role, the “Customer Service” role is utilized in the field, on the road and directly at a customer site. This role defines the user’s task profile more clearly.

An overview of all authorizations can be found in chapter 2.2.

2.1.4 Service Technician

Service technicians have the least amount of authorizations and can only change/edit very little in the system. Service technicians use the system primarily to display information with the help of the HoloLens (read access) and to make live-calls.

An overview of all authorizations can be found in chapter 2.2.

2.2 Authorizations

2.2.1 Features

The following matrix provides a detailed overview of the authorizations of each role.

Function	Admini-strator	Hotline Support	Customer Service	Service Technician
User set-up	●			
Editing/changing users (all)	●			
Editing/changing own user	●	●	●	●
Deleting a user	●			
Customer set-up	●			
Editing/changing a customer	●			
Deleting a customer	●			
Create an object	●	●	●	
Edit an object	●	●	●	●
Delete an object	●	●	●	
Create an step by step instruction	●	●	●	
Edit an step by step instruction	●	●	●	
Delete an step by step instruction	●	●	●	
QR-Code generation / print	●	●	●	●
Create documents	●	●	●	
Edit documents	●	●	●	
Delete documents	●	●	●	
Start/finish Live-Call	●	●	●	●
Using drawing tools	●	●	●	●
Display documents	●	●	●	●
Display object data	●	●	●	●

Please note:

All roles can also be assigned at the customer level. For this purpose, a customer must be assigned to the respective user. All authorizations are then only visible or valid at the customer level.

We recommend that you only assign the role of service technician (read access) at the customer level!

2.2.2 Devices

For each user and client, individual access permissions can be configured regarding the devices to be used. A successful login with the user account is then only possible with the released device types.

The following device types are available:

- **Web-Client (Browser)**
- **Microsoft HoloLens**
- **iOS (iPhone / iPad)**

Please note:

An extended license may be required to use the iOS app.

The configuration of the released end devices is described in chapter 4.8

3 Working with REWEIV (Web-Client)

3.1 Access (Web-Client)

The REWEIV back-end system (management interface and remote support) is accessed via a standard internet browser. There is no need to install additional client software.

The following internet browsers are currently supported:

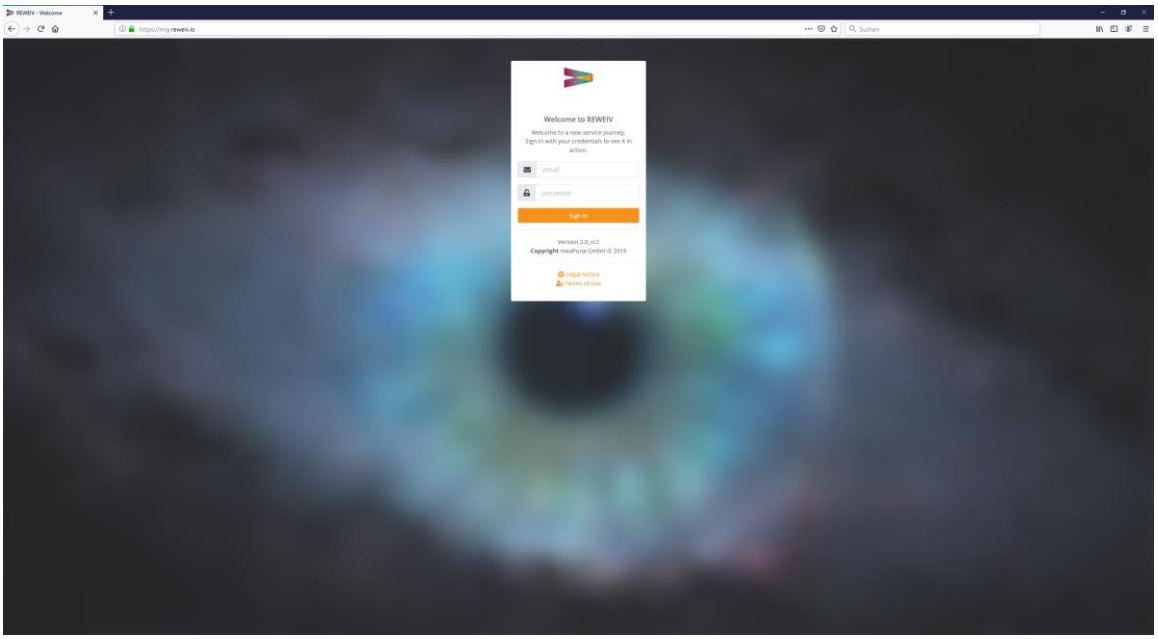
- **Firefox (Version 63 or higher) < our recommendation**
- **Chrome (Version 70 or higher)**
- **Safari (Version 14 or higher)**

3.2 Login

The cloud version of REWEIV is accessed as a Software-as-a-Service (SaaS) application using a standard Internet browser using the following URL:

➔ **https://my.reweiv.io**

The following page is loaded:



Log into the system with your user data. This consists of:

- **Your email address and**
- **Your password**

Please note:

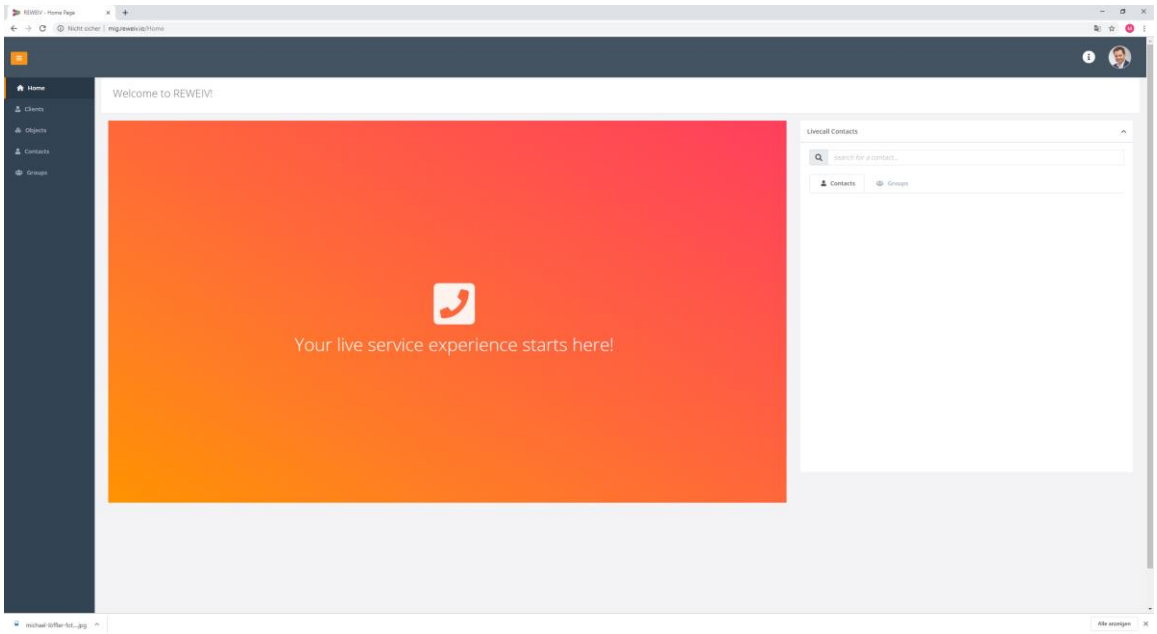
If you have not received any information regarding user access or have forgotten your password, please contact the administrator within your company. They can create a new account for you or reset the password for an existing user.

Please note:

If this is your first-time logging into the system with new access data, please change your personal password immediately after your first successful login. This is necessary for security reasons (see chapter 3.3.2).

If you have successfully logged into the system, the welcome page is loaded in accordance to the authorizations of your assigned role.

Depending on the authorization or role of the logged in user, various menu items are displayed.



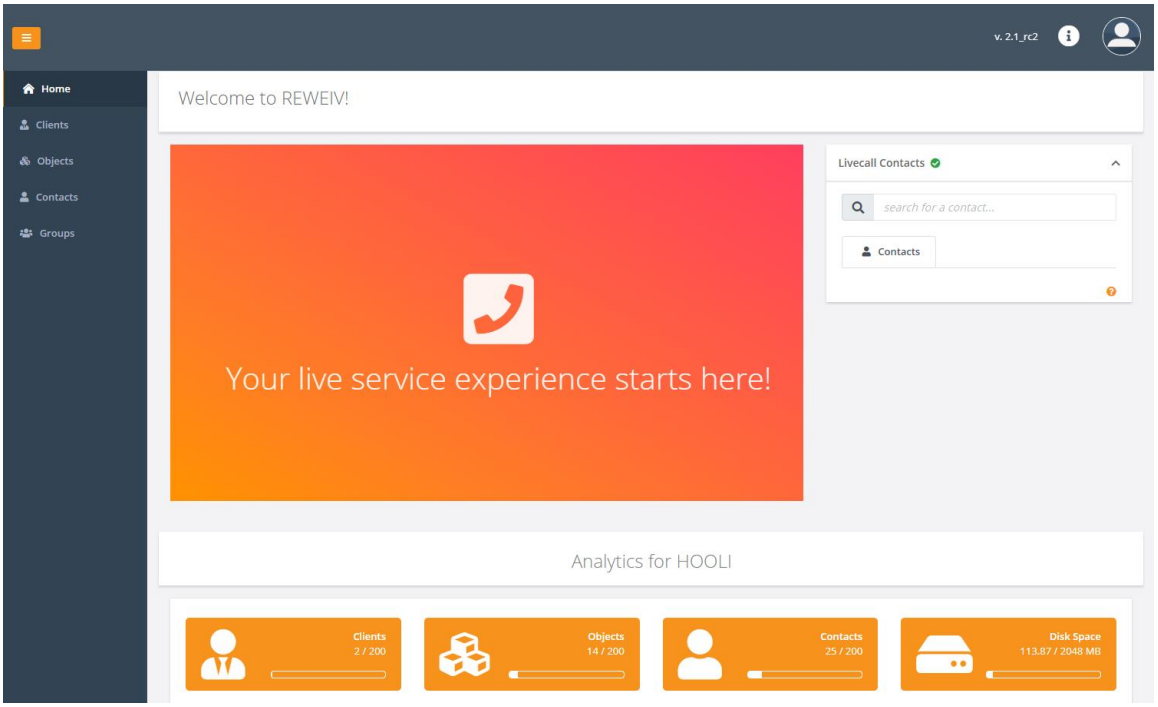
3.3 Browser views

Since version 2.4, the system also offers a simplified view (viewer view) especially for smartphones and tablets in addition to the classic browser view (support view). This serves as a simple replacement for the Microsoft HoloLens

in mobile use. Thus, the system can be used in the field easily via smartphone or tablet using standard internet browsers even without HoloLens or native app.

3.3.1 Support view

The support view is the standard browser interface of the system and offers the full range of functions depending on the role or permissions. This view is mainly suitable for the service staff in the control center with a monitor, who receive video calls, maintain the system and manage content.



Please note:

Of course, the support view is still fully available in the browser on smaller devices such as smartphones or tablets (Responsive Design).

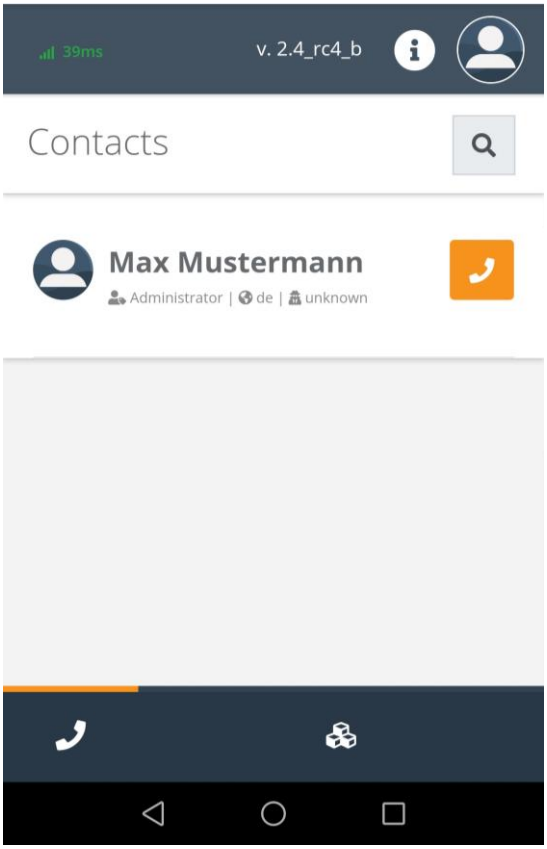
3.3.2 Viewer view

In order to be able to use REWEIV more flexibly even without Microsoft HoloLens, the system has offered the so-called Viewer view since version 2.4. With this, a service technician in the field can also execute the functions of the HoloLens application via an optimized view for small screens using a standard smartphone or tablet via browser.

Features:

- Stream video image to the control panel (administrator view)
- Receive live markers in video image as 2D photo
- Scan QR codes
- Load object information

- Load documents
- Load step by step instructions



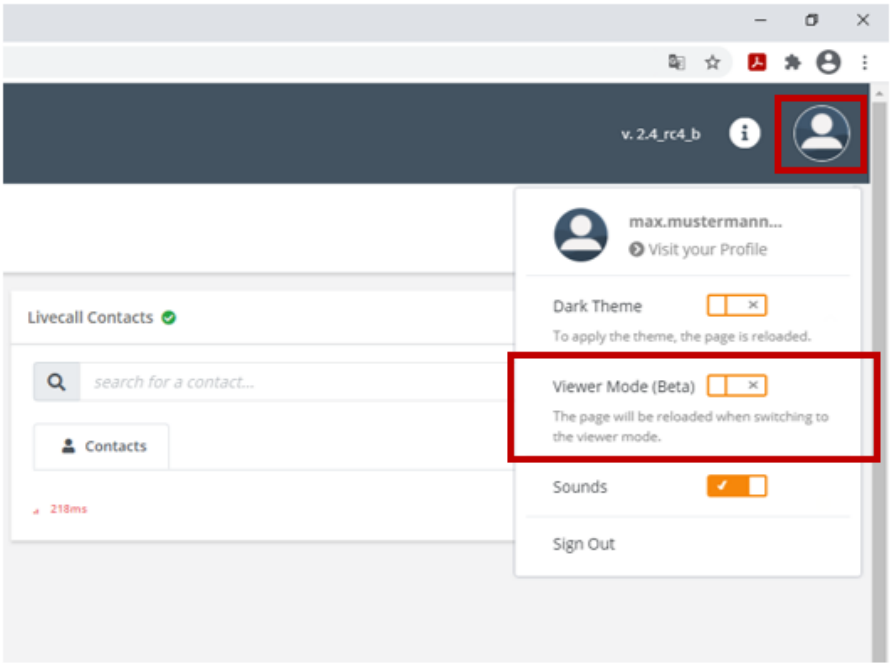
Please note:

The Viewer view is a standard web application for modern internet browsers. No separate native app (iOS or Android) is needed anymore.

Communication between two viewer views is not possible!

3.3.3 Set browser view

The viewer mode can be activated or deactivated in the profile settings at the top right of the page using the corresponding slider button.

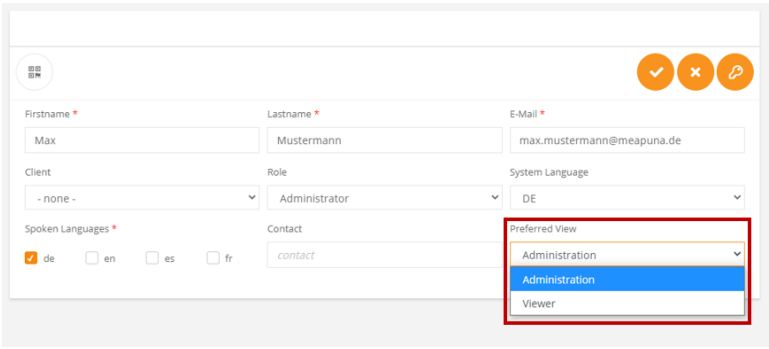


Please note:

The setting remains active only for the duration of the current session. If the system is to be started with the viewer view by default, this can be set in the user settings (see Chapter 3.3.4).

3.3.4 Set preferred browser view

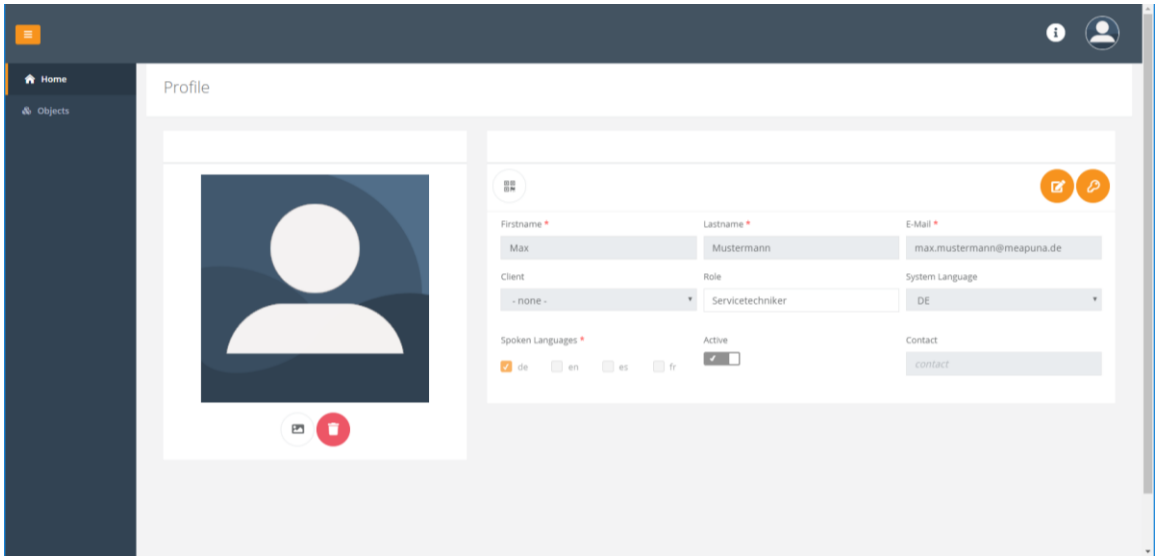
In order to automatically start with the Viewer view at system startup, the "Viewer" option must be activated as a Preferred View in the system in the personal profile settings (see also Chapter 3.4).



3.4 Editing one's own access data

After a successful login, a profile picture of the user currently logged-in is displayed in the upper righthand corner.

Click on the profile picture and select the menu item "profiles" to open the users personal view. This can be used to edit the personal profile data (i.e. username, password, etc.).

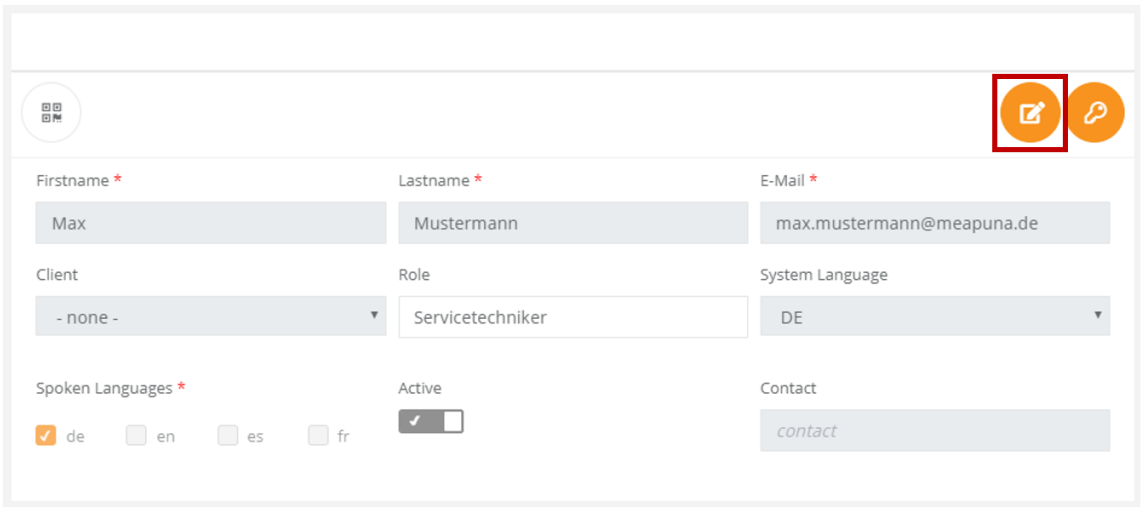


Please note:

An administrator can temporarily lock a user account using the "locked" parameter and reactivate it later on if necessary.

3.4.1 Editing your own personal data

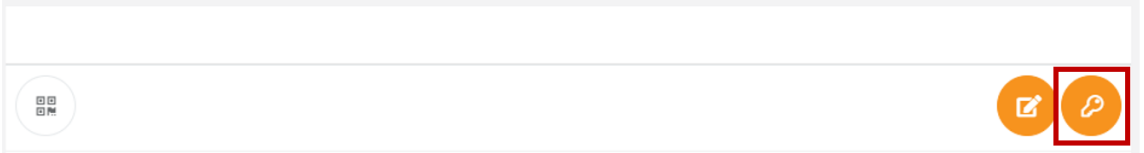
With one click on the „edit" icon, the user's personal data can be edited.



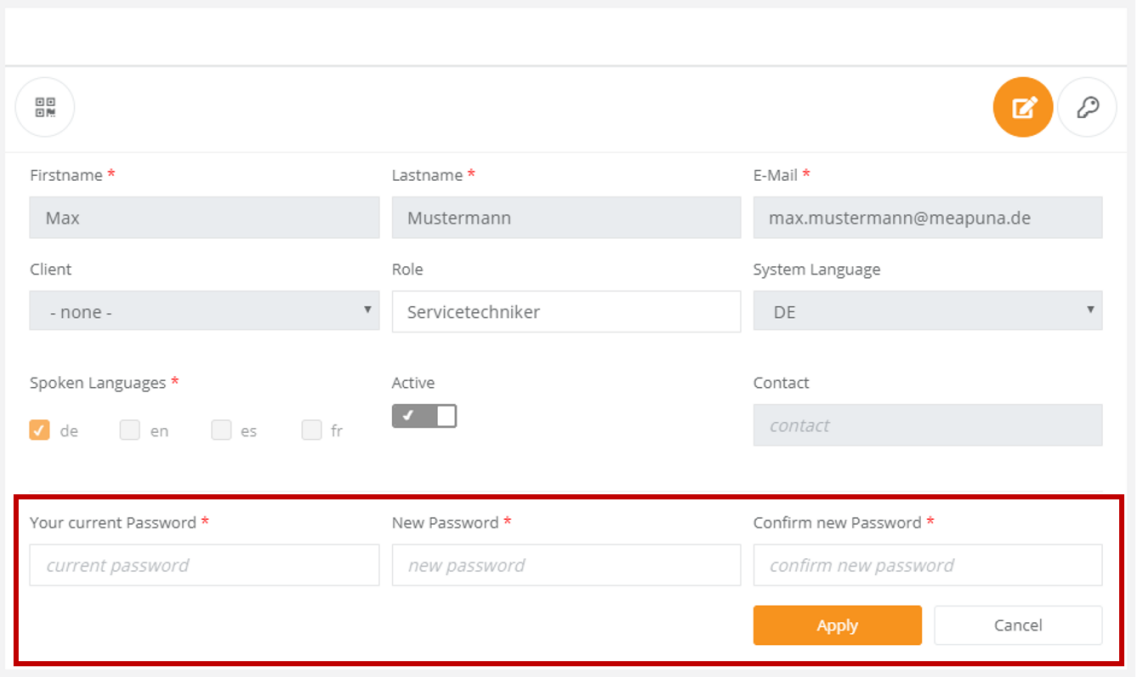
Click the “save” icon to save the edited data and exit the edit mode. If no data has been changed, the edit mode can also be exited without changes via the “cancel” icon.

3.4.2 Changing your password

By clicking on the „key“ icon in the user-level view, the personal password can be changed.



Enter the current password as well as the new password twice and confirm the new password by clicking on the „save“ icon. If the password hasn’t been changed, the edit mode can also be exited without changes using the „cancel“ icon.

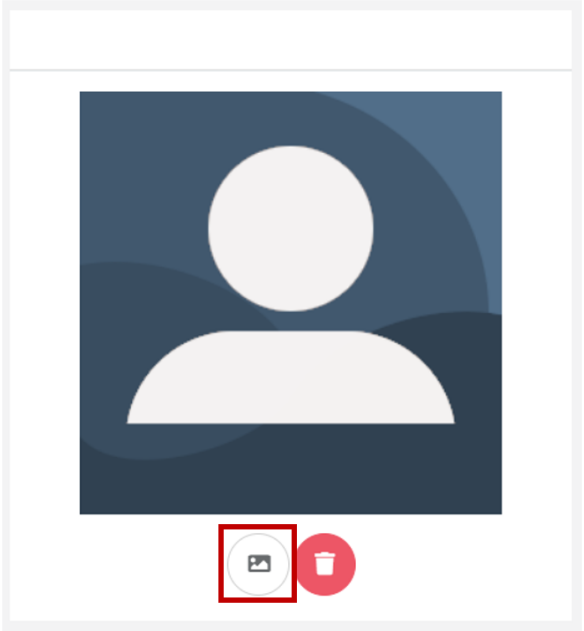


Please note:

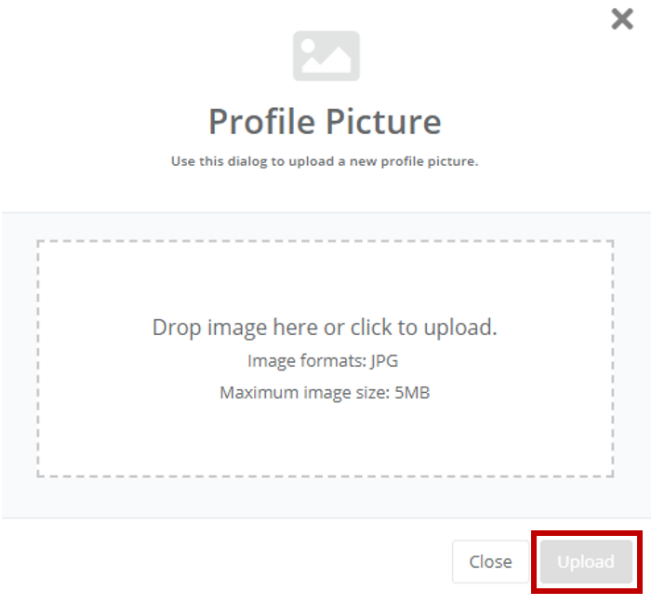
If you have forgotten your password, please contact an administrator within your company. They can reset the password for you.

3.4.3 Changing your profile picture

In order to change your profile picture, click on the „photo“ icon below the profile picture display within the user view.



Select a profile picture in .jpg format (either via Windows Explorer or drag & drop) and upload by clicking on the „upload“ icon.



Please note:

Currently only .jpg files are supported for profile picture use.

4 Contacts

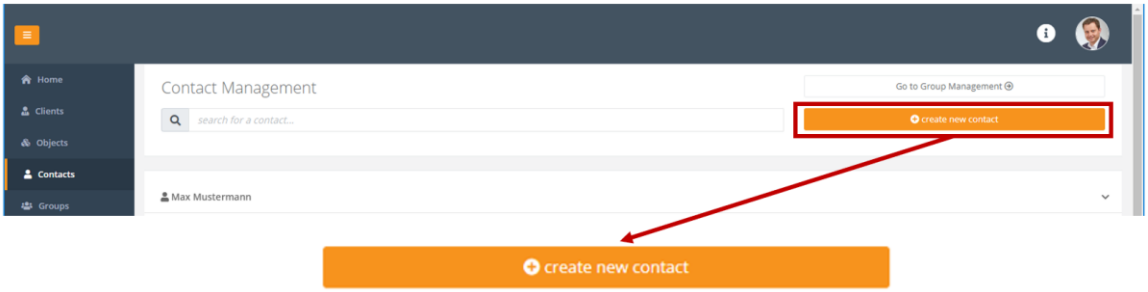
Please note:

This area is only available to users with the role of "Administrator".

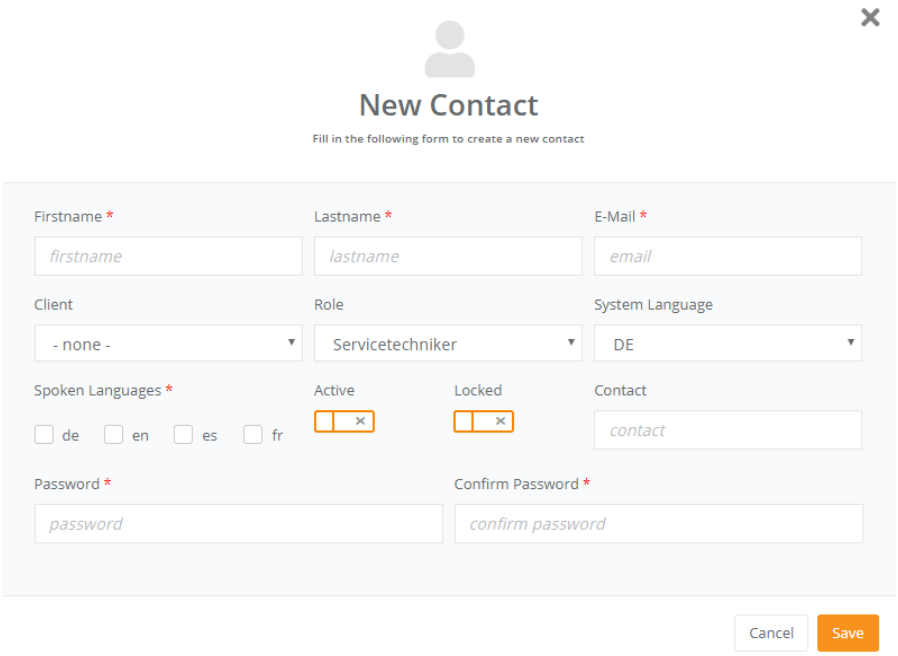
Administrators can manage users within their respective client in this area.

4.1 Creating a new user

A new user can be created in the system using the "create new contact" icon.



Enter the appropriate data in the form and save it via the „save“ icon. The fields with a red star are mandatory and data must be entered.



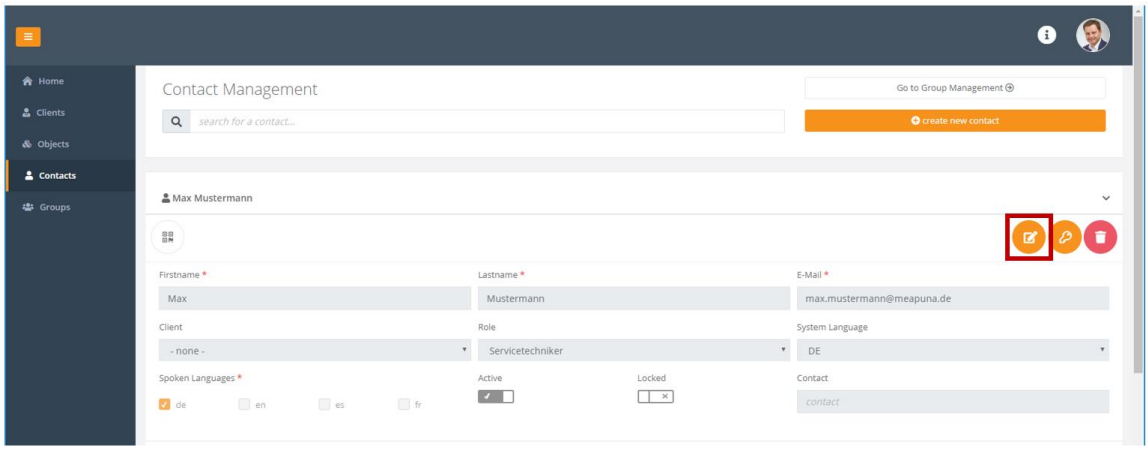
Attention!

When creating new users, please ensure that the most appropriate role is assigned. Administrator authorizations should only be granted if absolutely necessary!

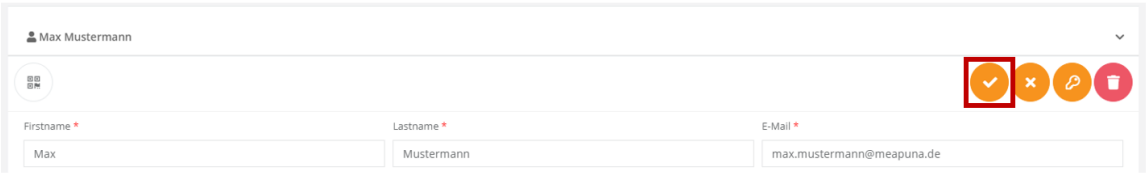
If a new user is a customer or an external employee, assign him/her to the respective client. The client must first be created under the menu item "Clients" (please see chapter 5).

4.2 Changing user data

As an administrator, existing users can be edited at any time. Selecting a user from the user overview list automatically activates the edit mode.

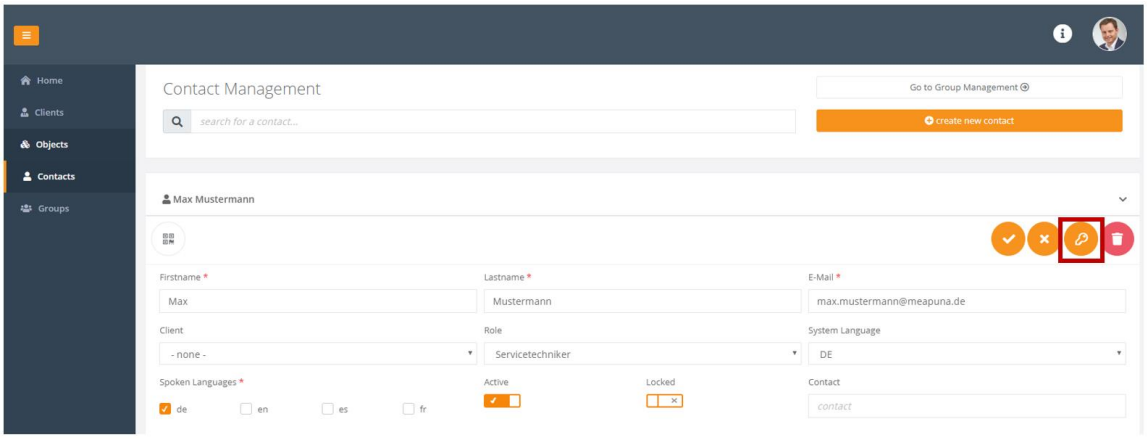


Edit the necessary data and save the changes via the „save“ icon.

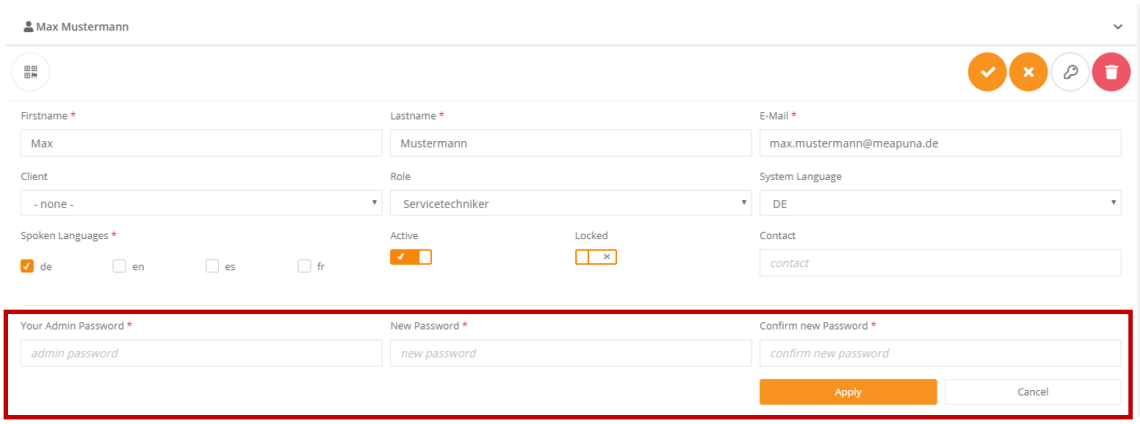


4.3 Changing the password of an existing user

Should an existing user require a new password because the current one has been forgotten, this can be reset by an administrator. The “key” icon is used to start the edit mode.



Enter a new password for the user twice (once to confirm) as well as entering your own **administrator password**. Then save the password by clicking on the “apply” icon.

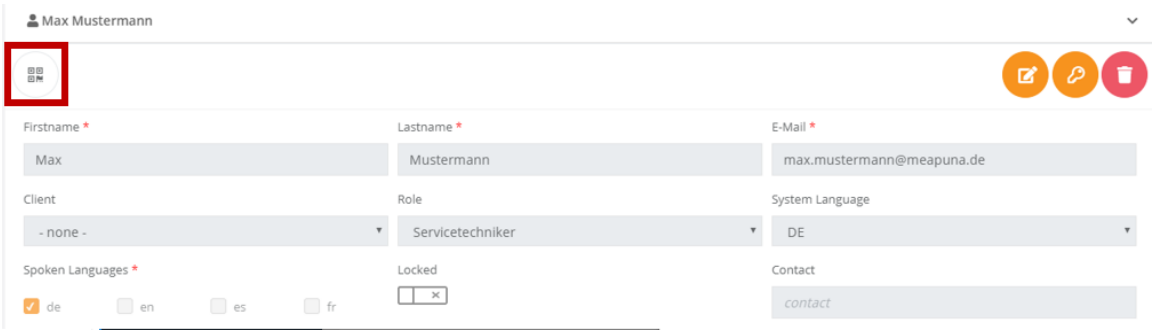


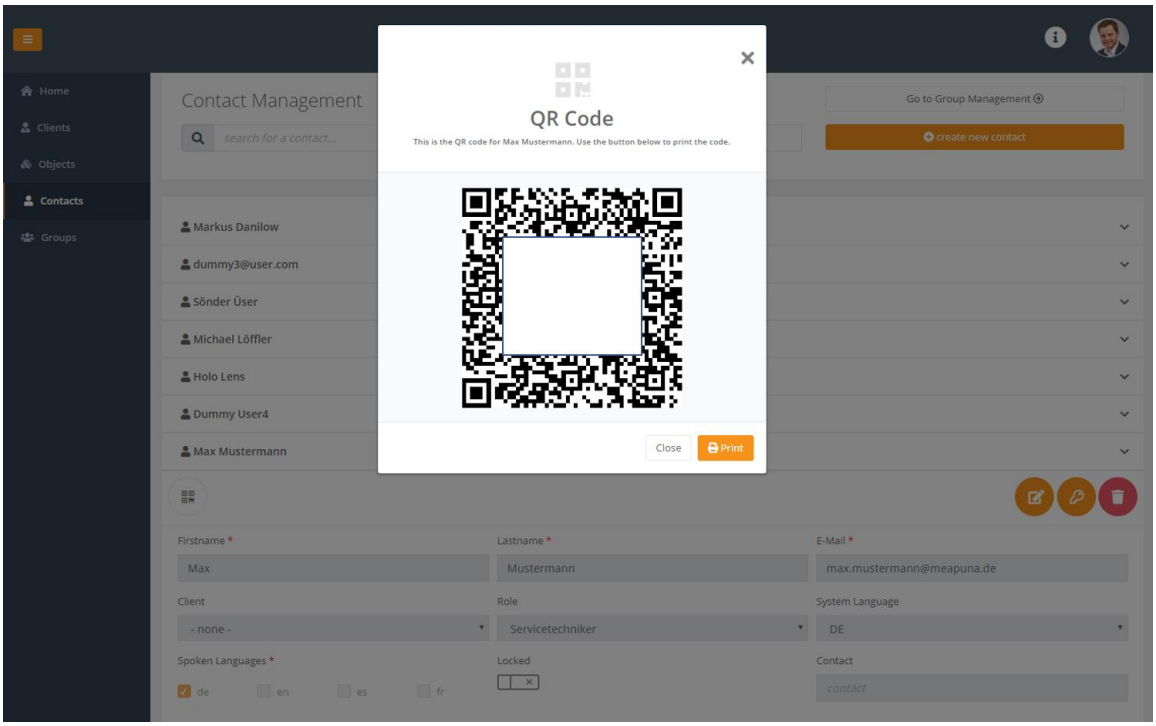
Please note:

The administrator must inform the user of the new password. **Currently, there is no automatic password notification to users via the system.**

4.4 User QR-Code

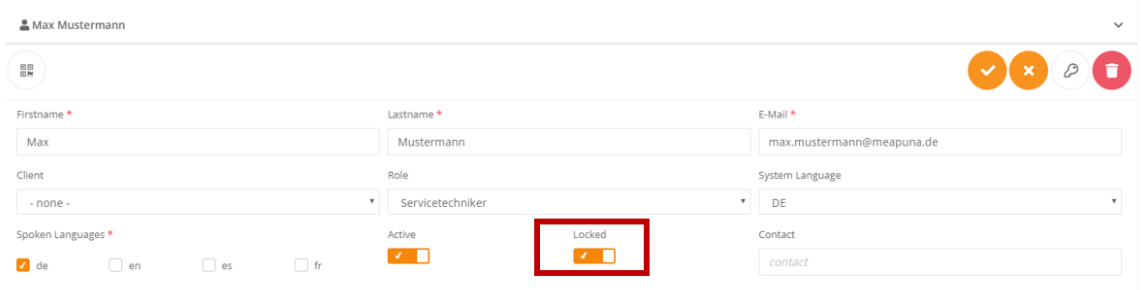
For each user created in the system, a personal QR code is generated for a simplified login. This can be displayed or printed out using the „QR code“ icon in the detailed view of the respective user.





4.5 Locking a user

An existing user can be locked by an administrator at any time. A locked user can no longer log into the system (browser and HoloLens). If a user is to be reactivated, the user must first be unlocked by an administrator.

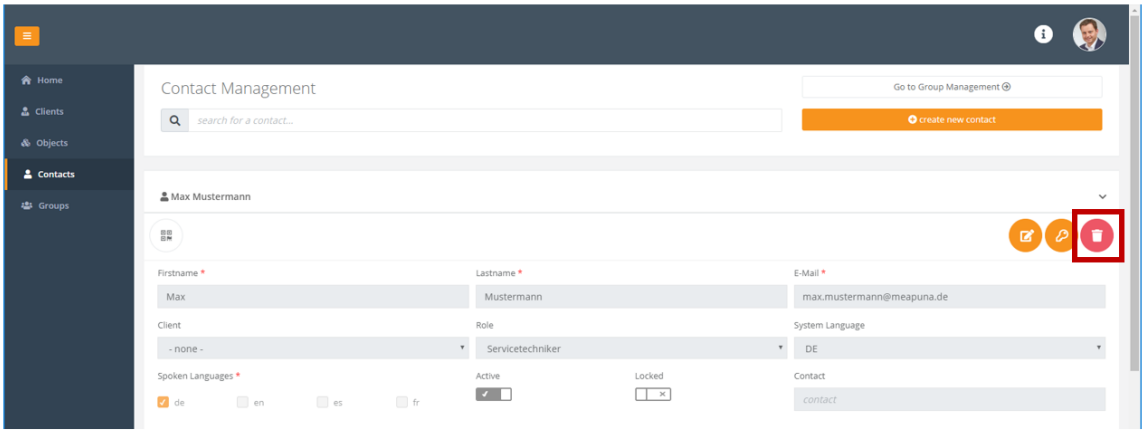


To lock a user, load the edit mode via the „edit“ icon and activate the „locked“ switch.

The user is now locked and cannot log into the system until the user account has been reactivated/unlocked by an administrator.

4.6 Deleting a user

Use the „trash can“ icon to delete an existing user from the system.



To be on the safe side, you will be asked whether you really want to delete the user or not.

4.7 Auto login

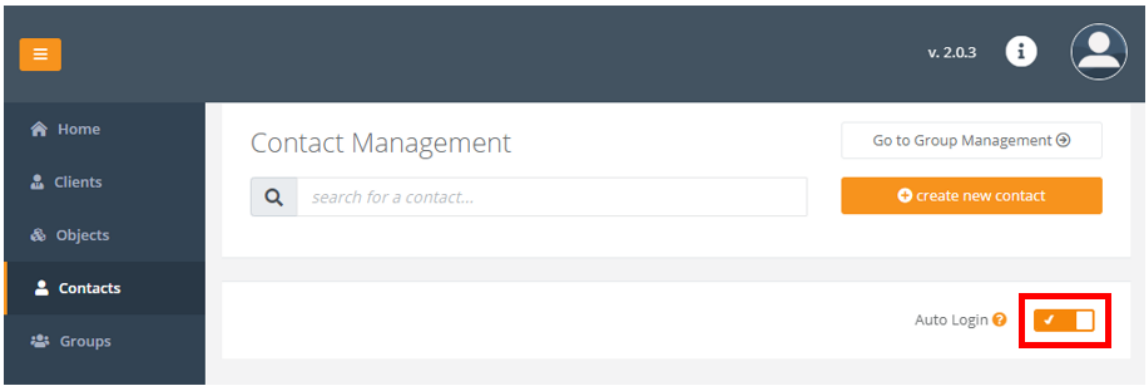
In order to simplify the login process on the HoloLens, there is the option of using the auto login function. With activated auto-login, the access data of the last login are saved in the HoloLens App and do not have to be entered again at the next start. This simplifies the login process.

⚠ Attention!

If auto-login is activated, the HoloLens App automatically connects to the last saved user account. Access via HoloLens is therefore possible without knowledge of any access data!

4.7.1 Activate / deactivate auto-login on server side

The Auto-Login function can be activated or deactivated by an administrator via the browser view under the menu item "Contacts". The function can be activated or deactivated via the slider above the contact list.



Please note:

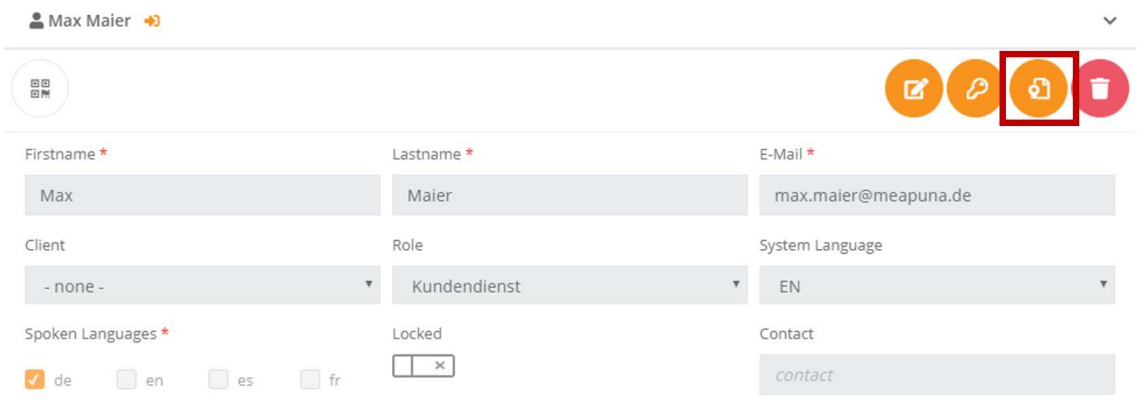
The auto-login function is **deactivated** by default!

If the auto-login is activated on the server side, the access data can be saved in the HoloLens App via the login screen (see chapter 9.2.3).

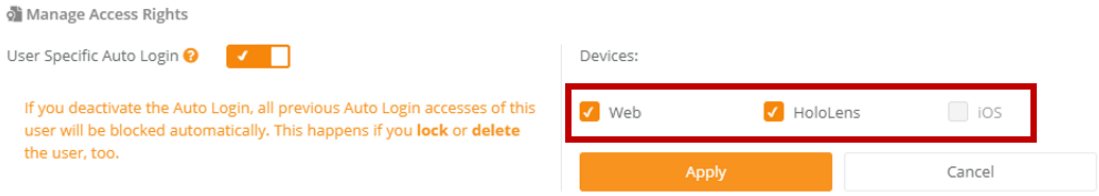
4.8 Configuration of device types

For each user and client, individual access permissions can be configured regarding the devices to be used. A successful login with the user account is then only possible with the released device types.

Via the button "Manage Access Rights" in the user settings you can configure the released device types for the current user account.



Please select the released end devices via the selection fields and save the settings via the "Apply" button.



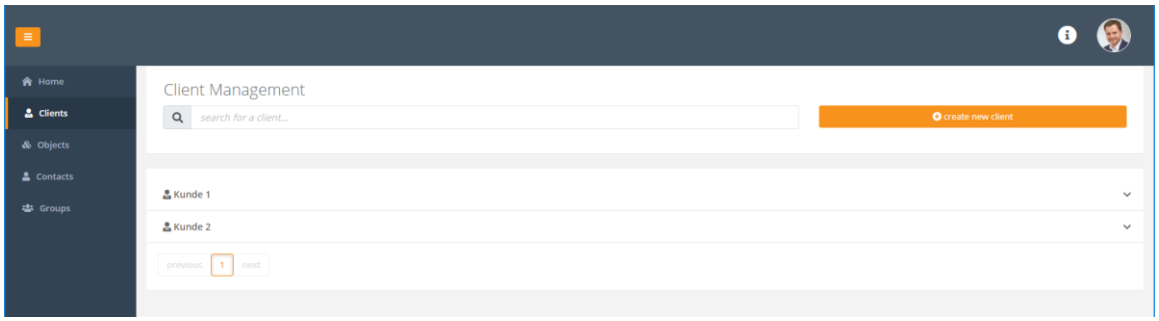
Please note:

To use the iOS option, it must be enabled for the respective client. To use the iOS app, an extended license may be required.

5 Clients

Please note:

This area is only available to users with the role of "Administrator".



As an option, REWEIV allows the inclusion of customers or stand-alone sites, thus enabling the integration of external users. "Clients" are self-contained areas that are exclusively comprised of the objects and data of a "client" (customer).

All user roles and authorizations can also be assigned at the client level. An administrator can then, for example, manage the client area (objects, users, etc.) themselves.

Management of the client's section is only available to administrators.

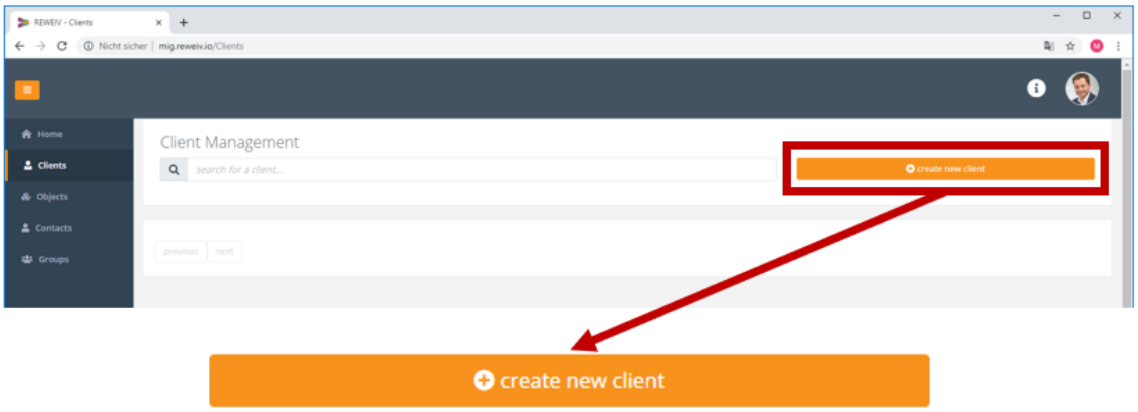
Attention:

We recommend that only the role of service technician (read access) be assigned at the customer level!

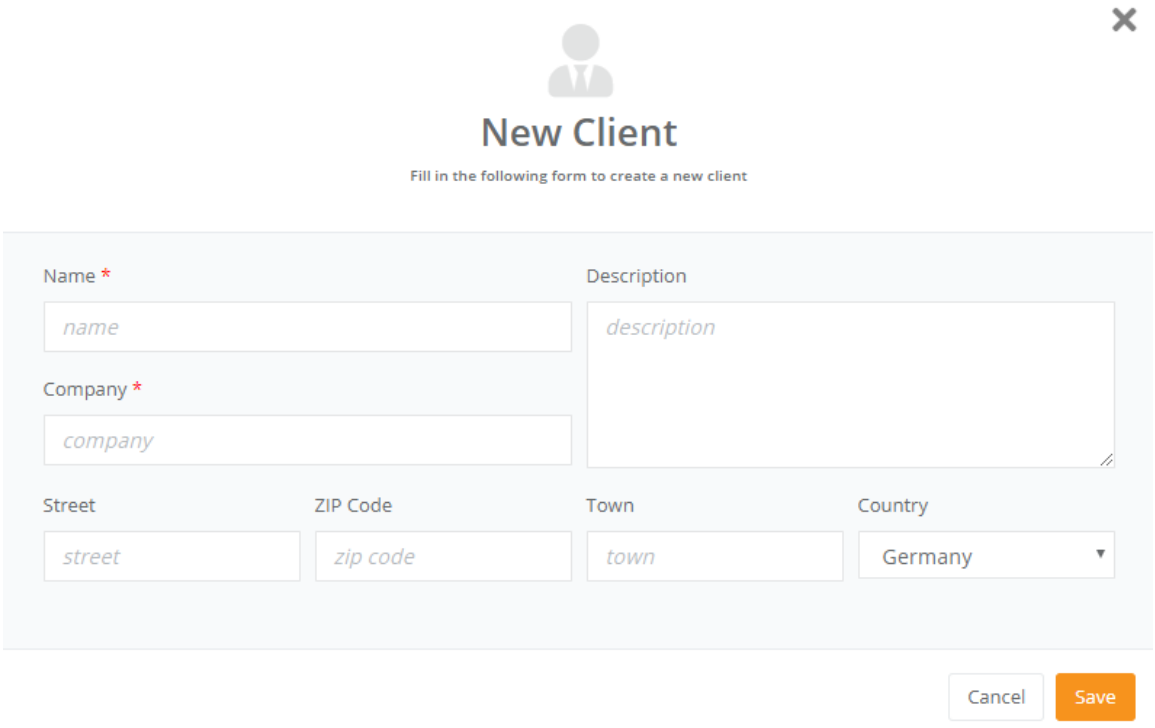
All activities carried out at the customer level are carried out in the name of and at the expense of the client (number of licenses, etc.)!

5.1 Creating a new client

Via the "create new client" icon you can create a new client in the system.



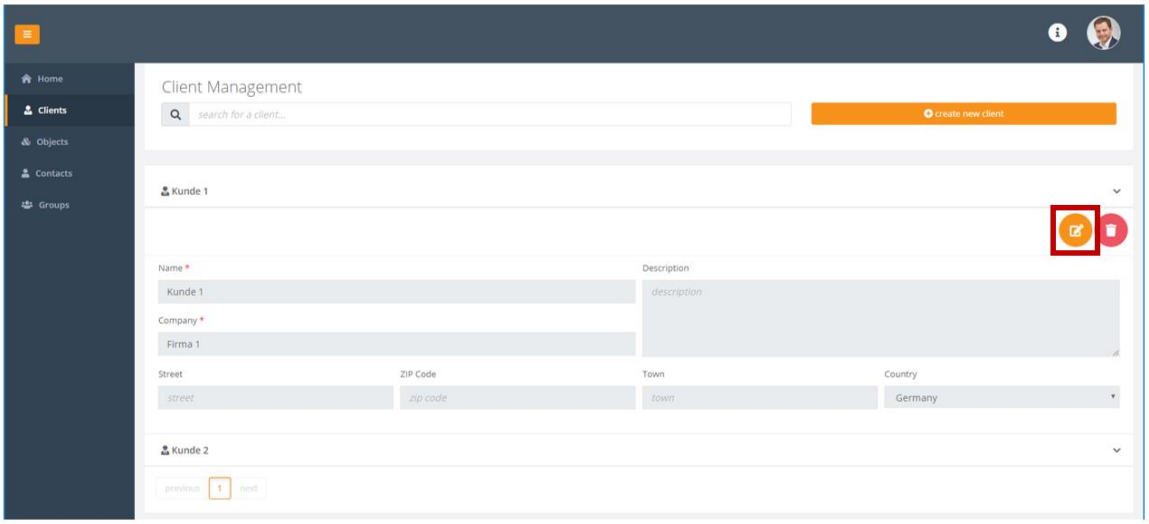
Enter the necessary data in the form. The fields marked with a red star are mandatory and data must be entered.



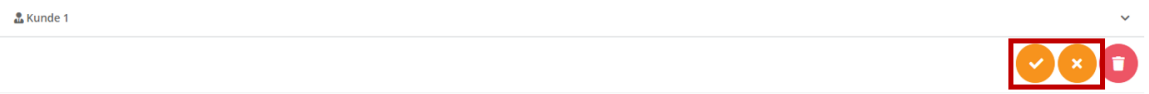
The client is created and saved in the system using the „save“ icon. Cancel and exit the „create new client“ without saving via the „cancel“ icon.

5.2 Editing clients

By selecting a client in the overview list and clicking on the „edit“ icon, client data can be edited.

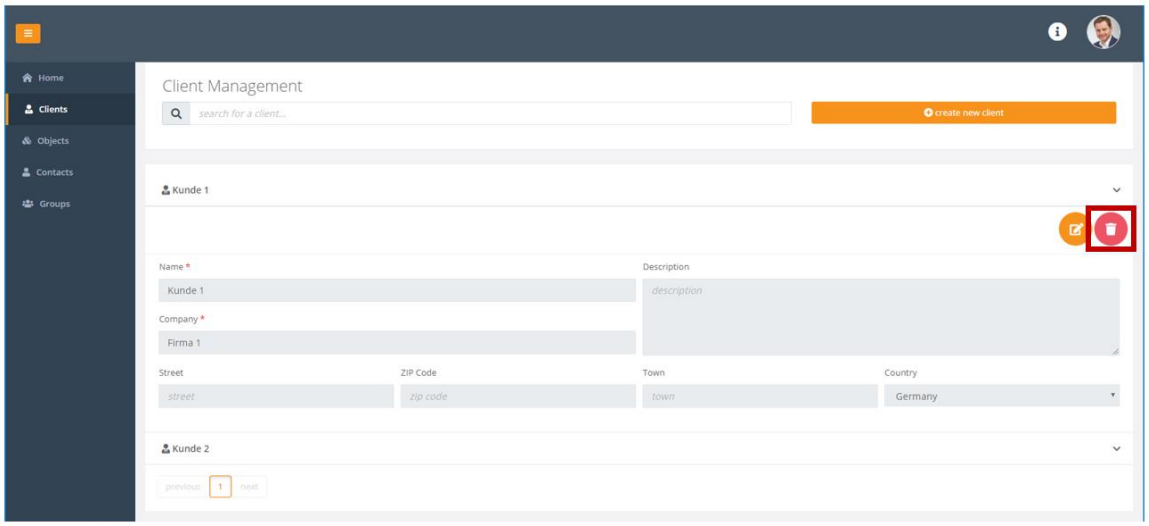


The “save” icon saves the new/edited data in the system. Cancel and exit the edit form without saving via the „trash can“ icon.



5.3 Deleting clients

A client can be deleted from the system using the „trash can“ icon in the client overview list.



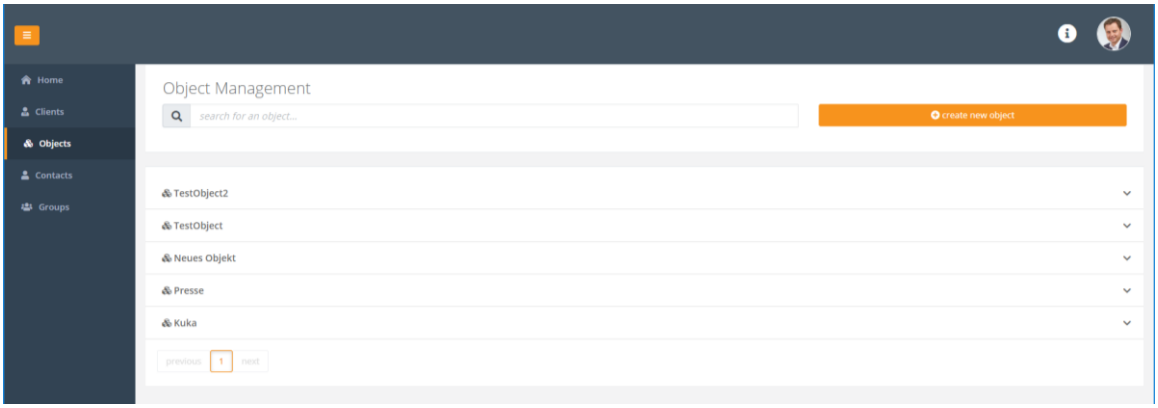
6 Objects

In order to be able to display object-related information, the relevant machines, systems, parts, etc., must first be created as objects in the system. In the second step, data and documents can be assigned to each object. For each document created in REWEIV, the system automatically generates a QR code. This code can also be printed via the web interface and, for example, be attached to the machine as an identification marker for the HoloLens.

Please note:

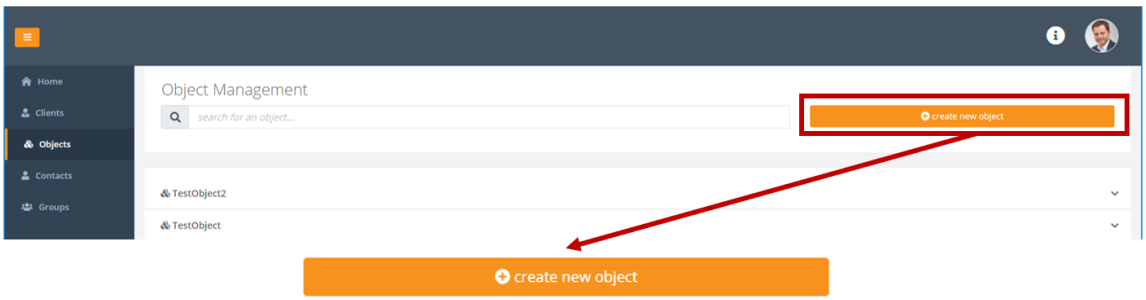
As of version 2.0, document management will be managed via the „objects“ area. The menu item „documents“ will no longer be available!

Using the menu item "objects" the object management area is accessed.

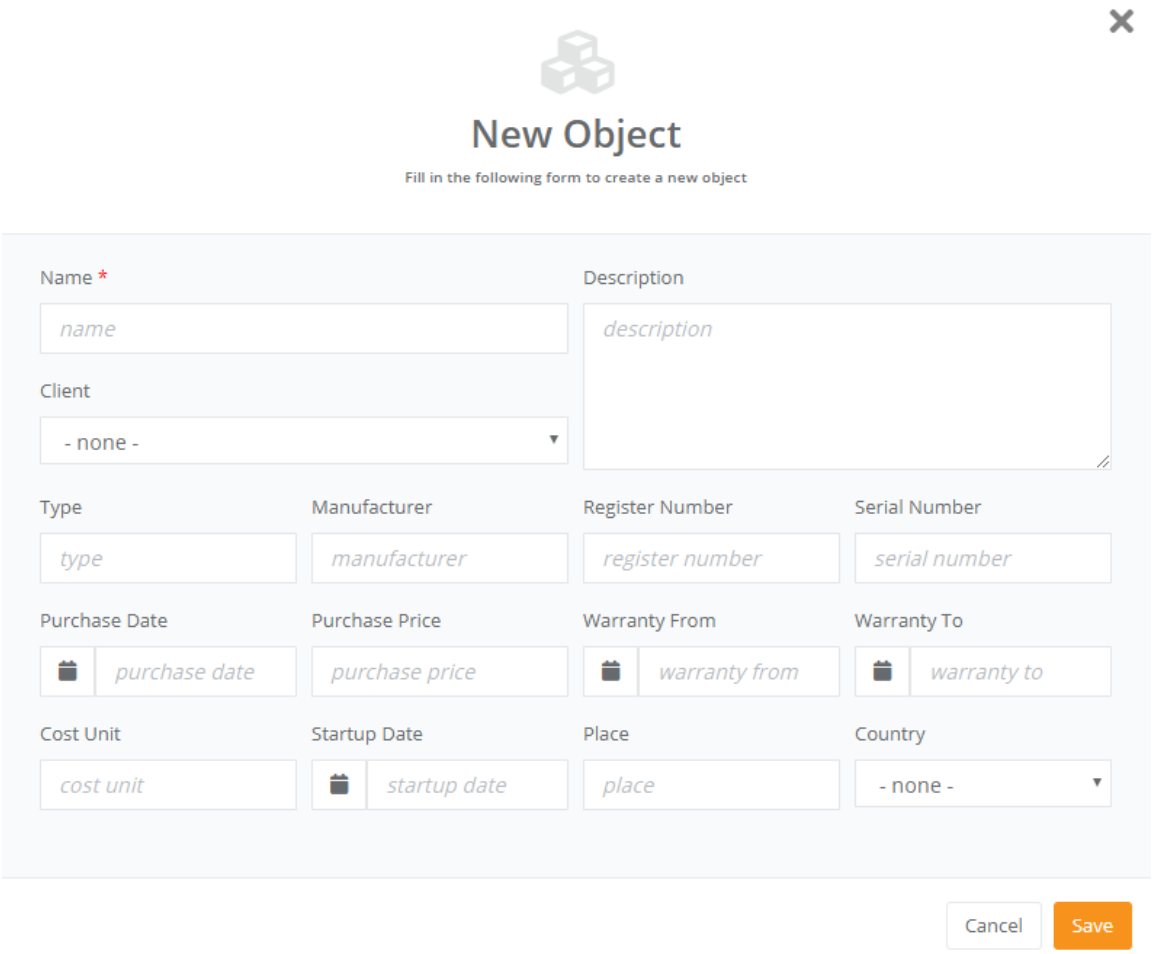


6.1 Creating a new object

Using the "create new object" icon a new object can be created in the system.



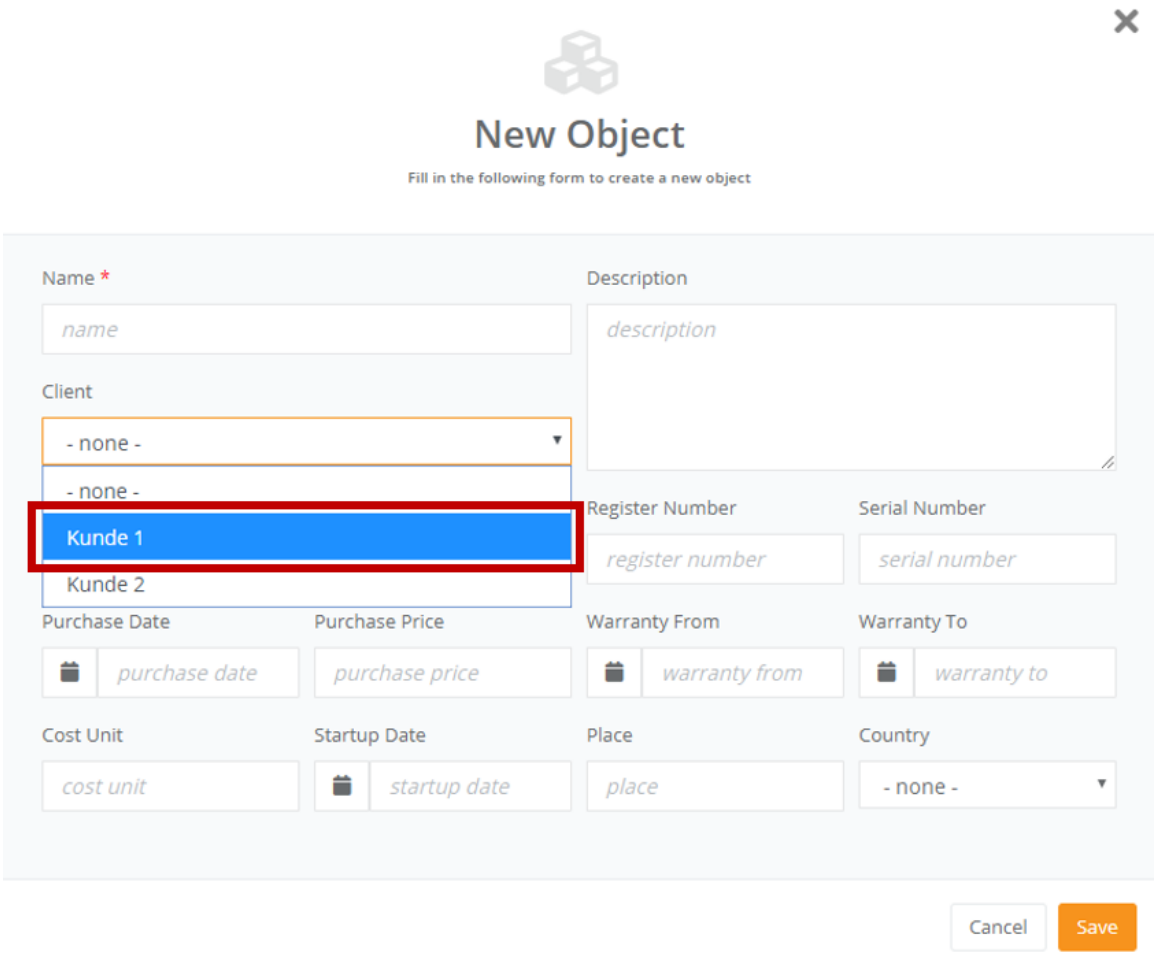
The following form opens. It is mandatory that the first line "name" must be filled out. Under this given name, the object is displayed within REWEIV. All other fields are optional.



If the object is to be assigned to a customer, this is done via the "client" field. You can simply select the desired customer/client using the dropdown list.

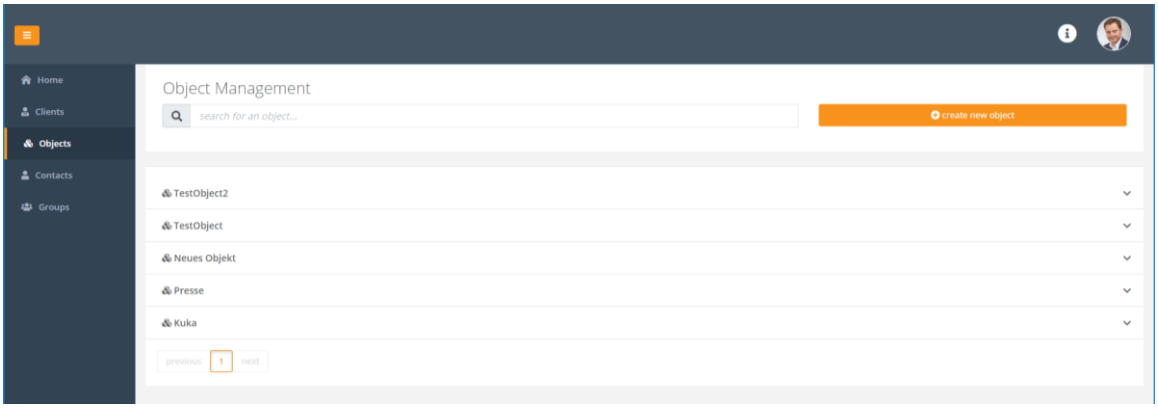
Please note:

Customers must be created in the system by an administrator via customer administration prior to object assignment (menu item "clients") (please see chapter 5).



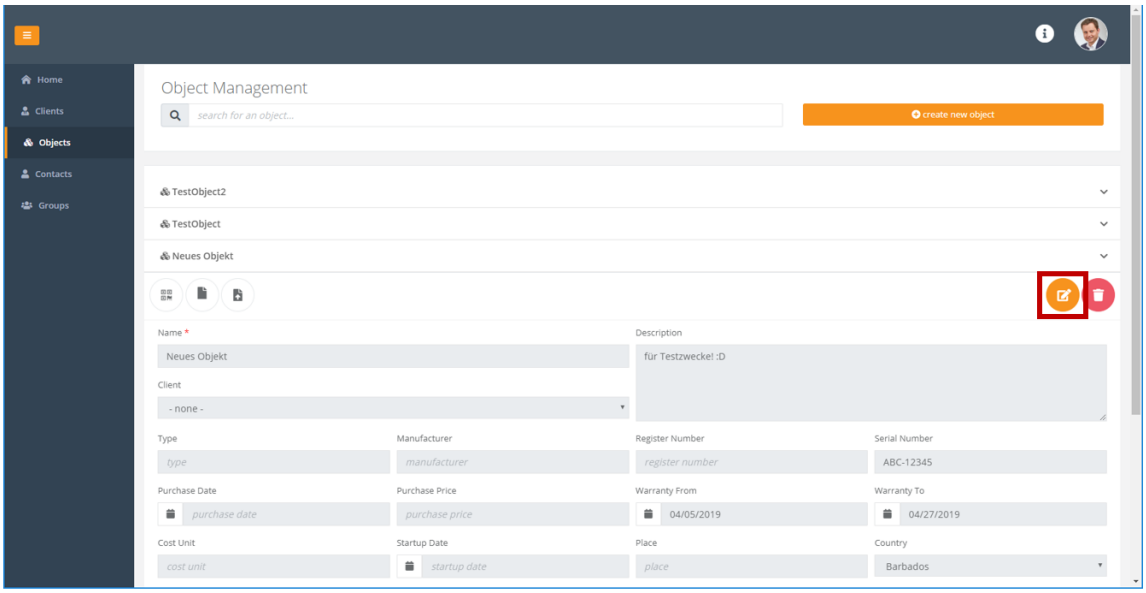
The object is created and saved in the system using the „save“ icon. Cancel and exit new object creation without saving via the „cancel“ icon.

After saving, the new object appears in the overview list and is now available in the system.



6.2 Editing objects

The object data of an object can be edited via the “edit” icon in the overview list.



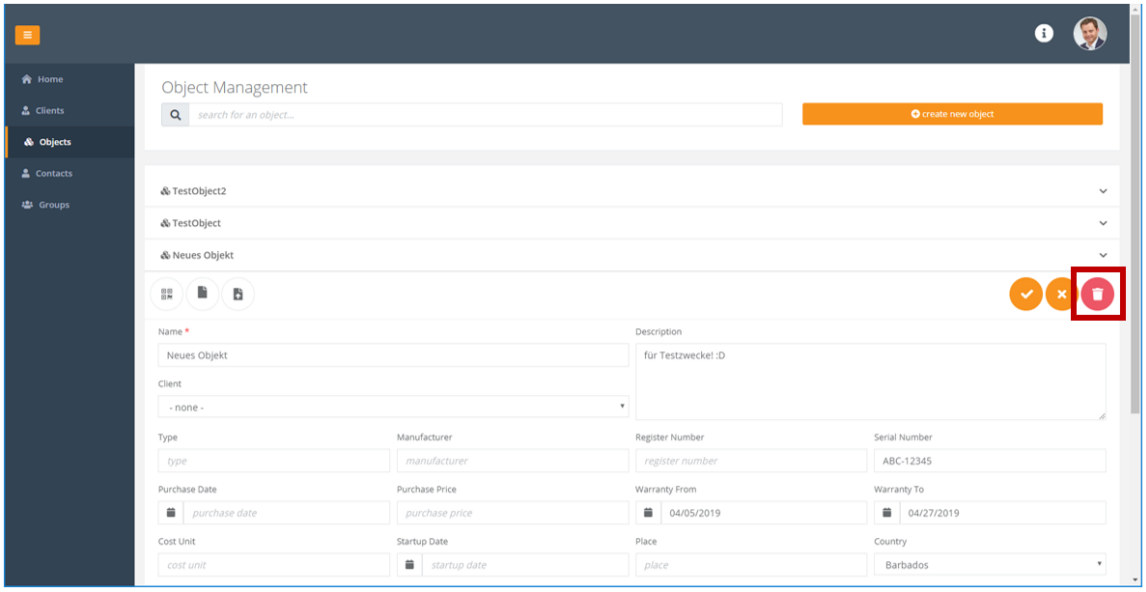
If necessary, existing data can now be edited or new data can be added.

The data is saved in the system using the „save“ icon. If no data is to be added/changed, the editing window can be ended via the „trash can“ icon without saving.

6.3 Deleting objects

If an object is to be permanently deleted from REWEIV, it can be removed from the system via the „trash can“ icon in the overview list.

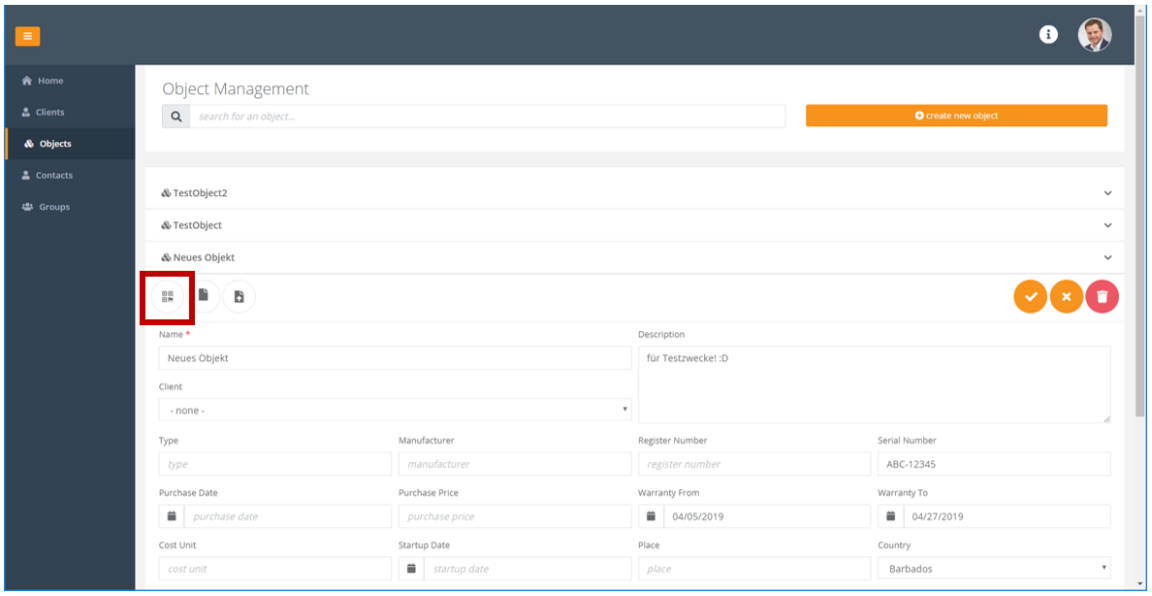
In order to prevent an unintentional deletion, you will be prompted to confirm the deletion.



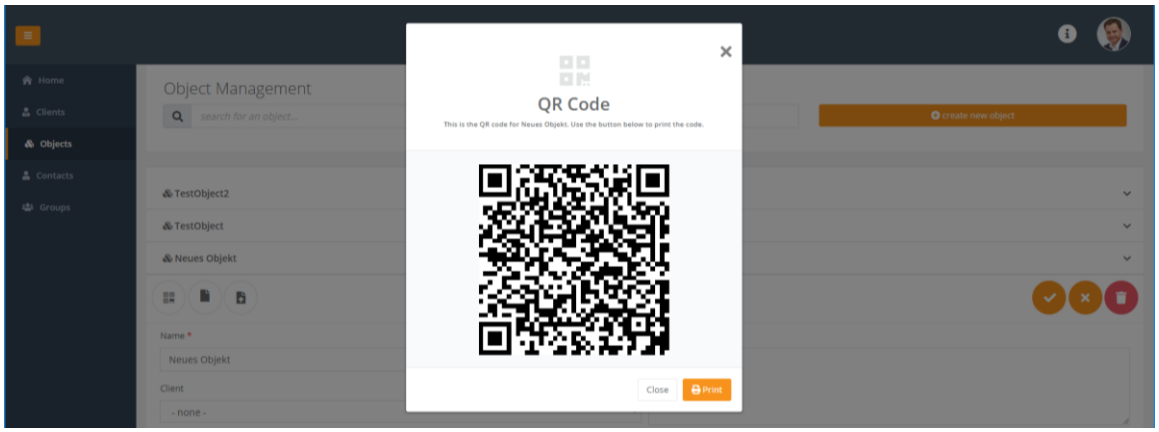
6.4 QR-Code generation / printing

For each object created in REWEIV, a QR code for identification via the HoloLens is automatically generated by the system. The QR code is displayed in the detailed view of the object and can also be printed.

The detailed view of an object is launched using the „QR code“ icon under the object name in the overview list.



The object-specific QR code appears.



If required, the QR code can be printed using the „print“ icon.

7 Documents

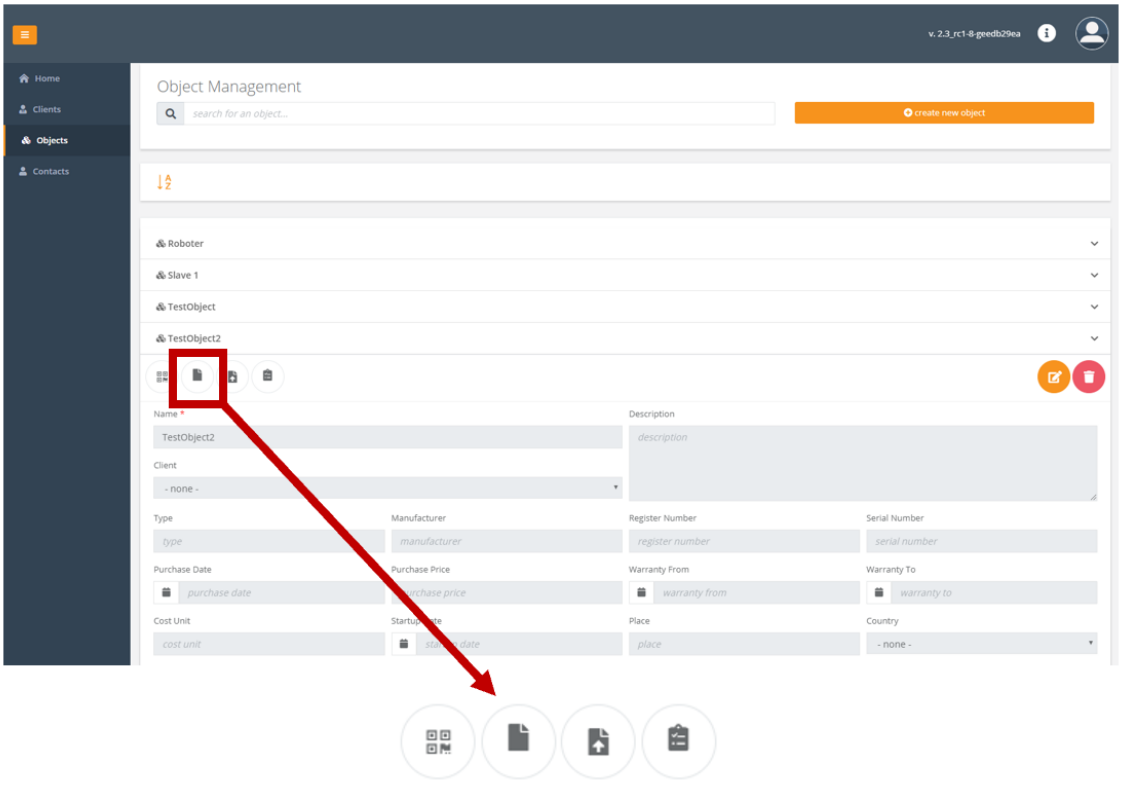
Please note:

As of version 2.0, document management will be managed via the „objects“ area. The menu item „documents“ will no longer be available!

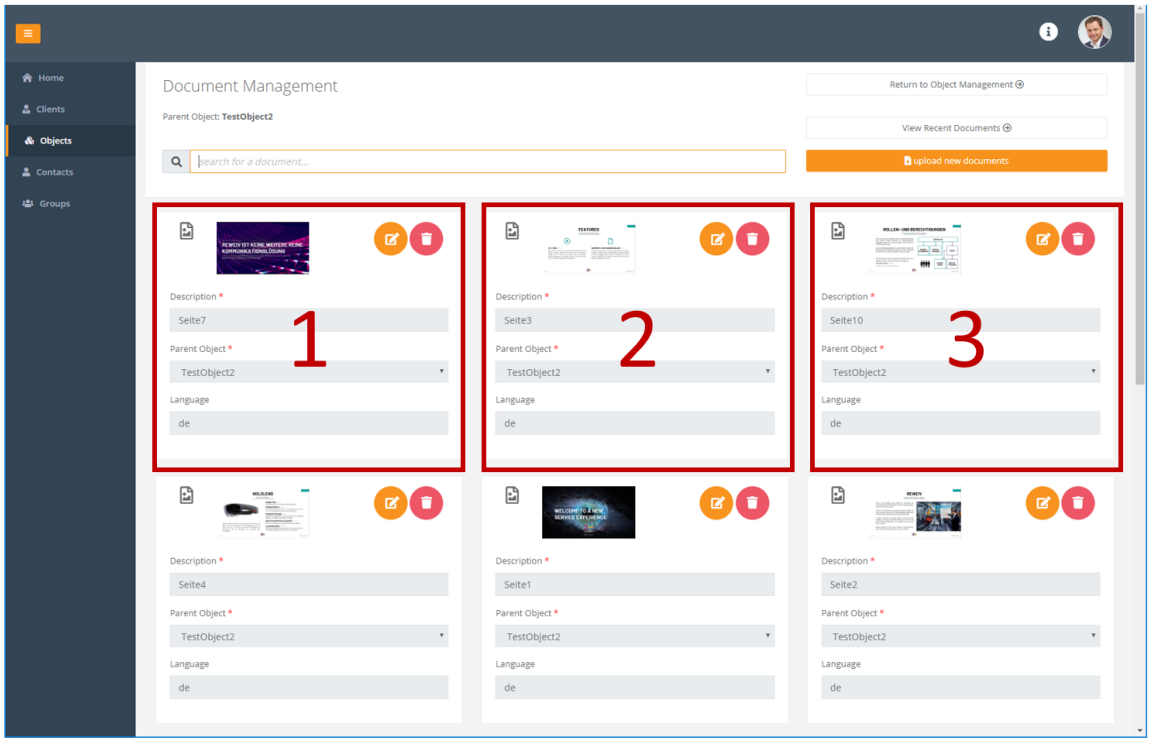
With REWEIV, data and documents stored in the system can be visualized as a virtual AR object using the HoloLens. In order to accomplish this, the documents must be entered into the system via the web interface and assigned to an object.

By scanning the QR code of an object, its associated documents are automatically available as AR objects in the HoloLens app.

Document management is also realized via the menu item "objects".



The „document“ icon displays all current documents created in the system for the corresponding object.

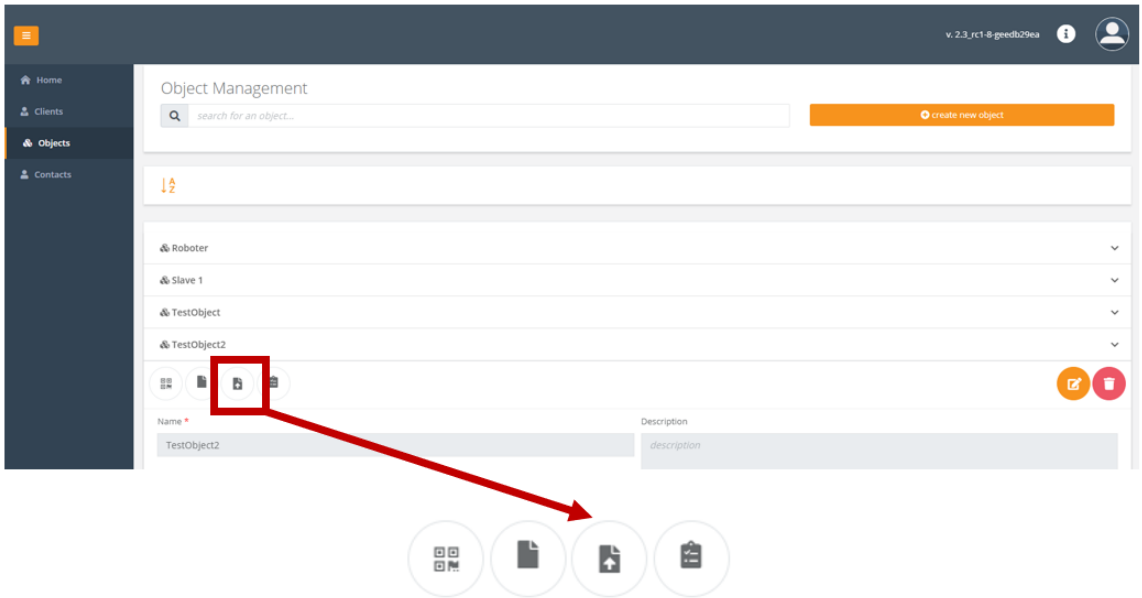


7.1 Creating a new document

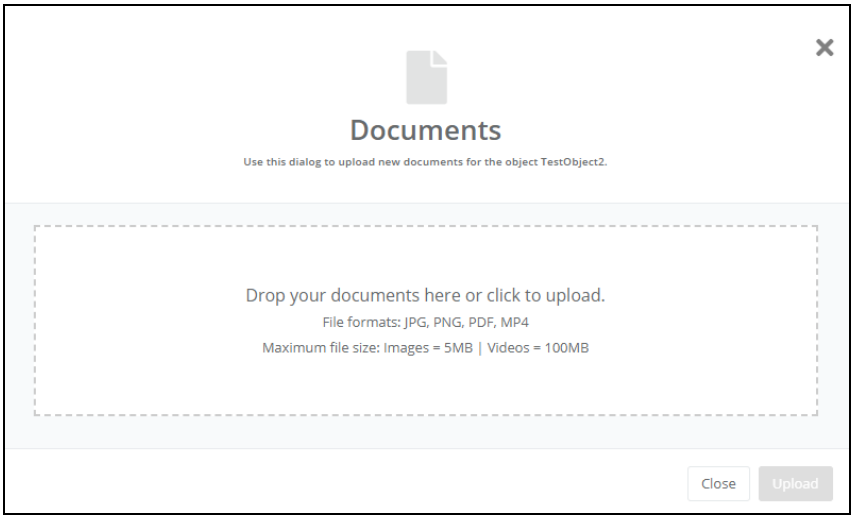
There are two ways of uploading new documents.

7.1.1 View object

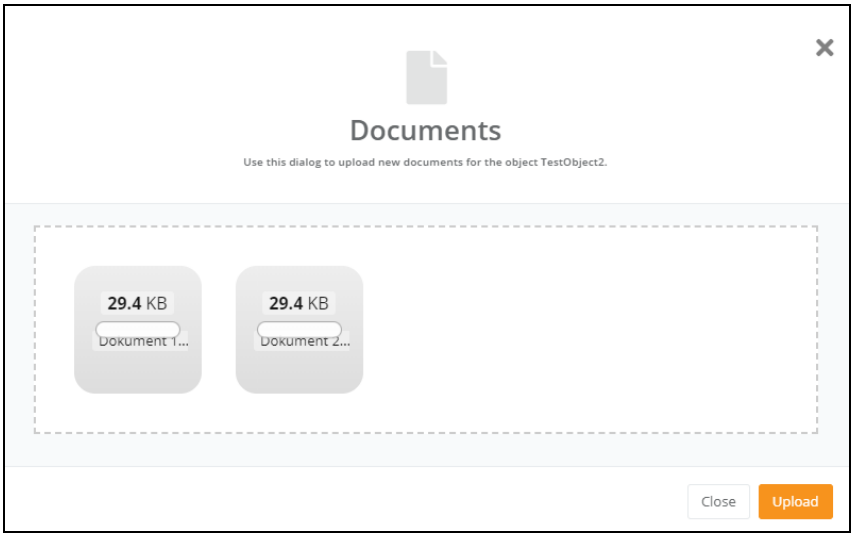
Open the object to which a new document is to be assigned via the object overview list by clicking on the „upload“ icon.



The following dialog window is launched.



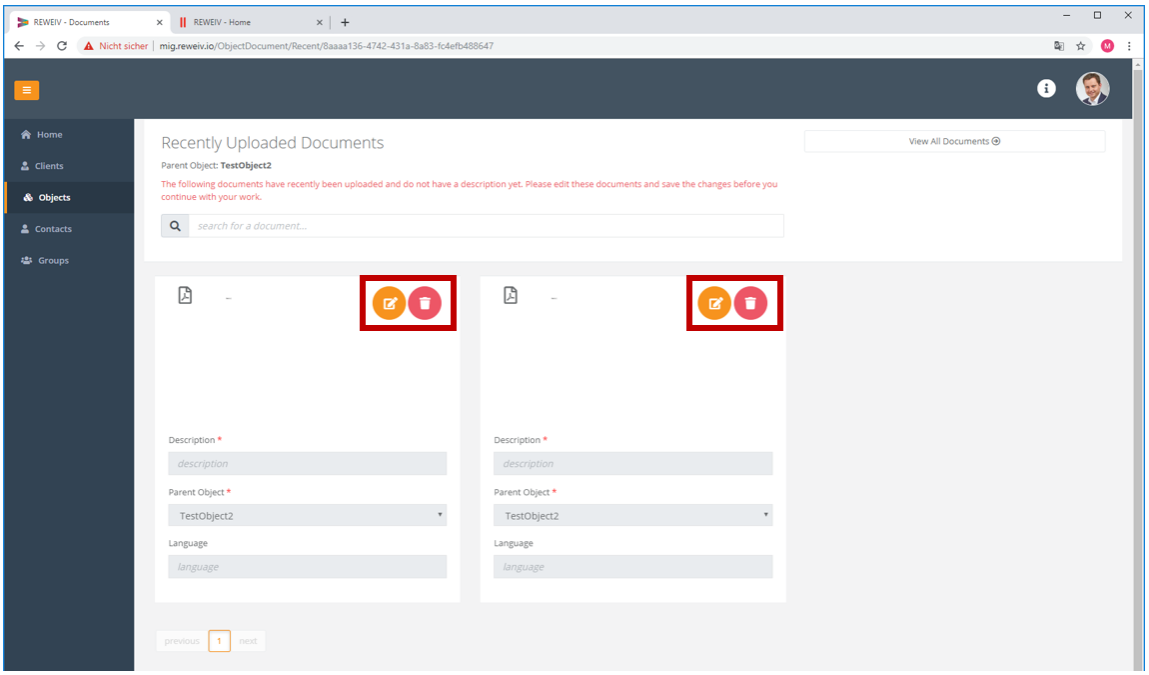
Up to 5 different documents can be selected. Files can be uploaded either by Drag&Drop or by Explorer.



The documents are uploaded to the system using the „upload“ icon. After a successful upload, the document name, object affiliation and document language can be adjusted. Simply click on the „edit“ icon of the respective document and edit the data.

Please note:

In the current version .jpg, .png, .pdf and .mp4 files are supported! Max. file size: images = 5 MB, videos = 100 MB.



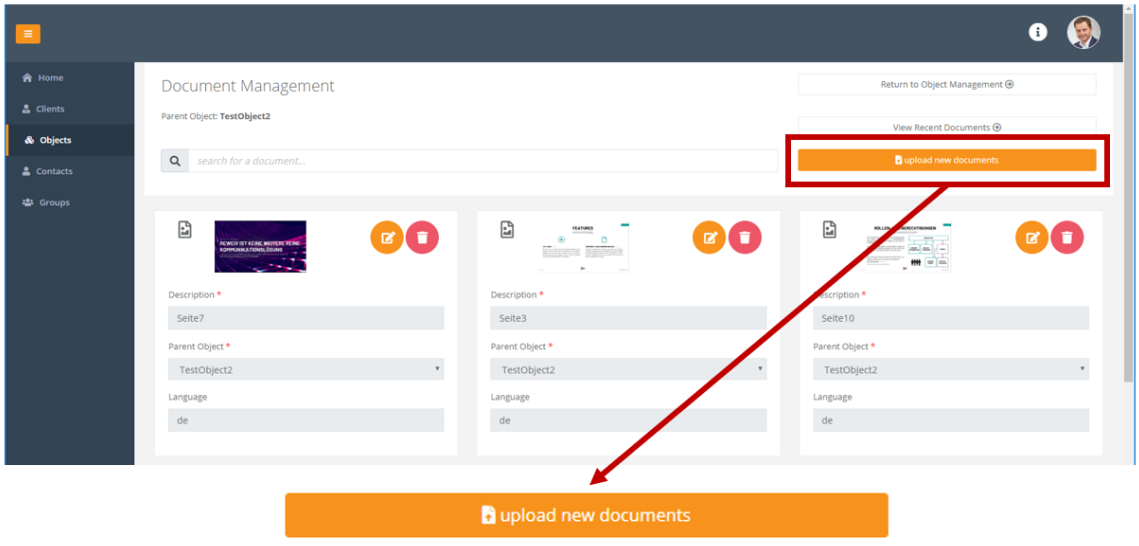
As soon as the newly created documents have been assigned names (this is mandatory), they disappear from the "Recently Uploaded Documents" view and are available in the system.

Please note:

In the "Recently Uploaded Documents" area, all documents are displayed that, as yet, do not have a name (reminder: naming is mandatory).

7.1.2 Document overview

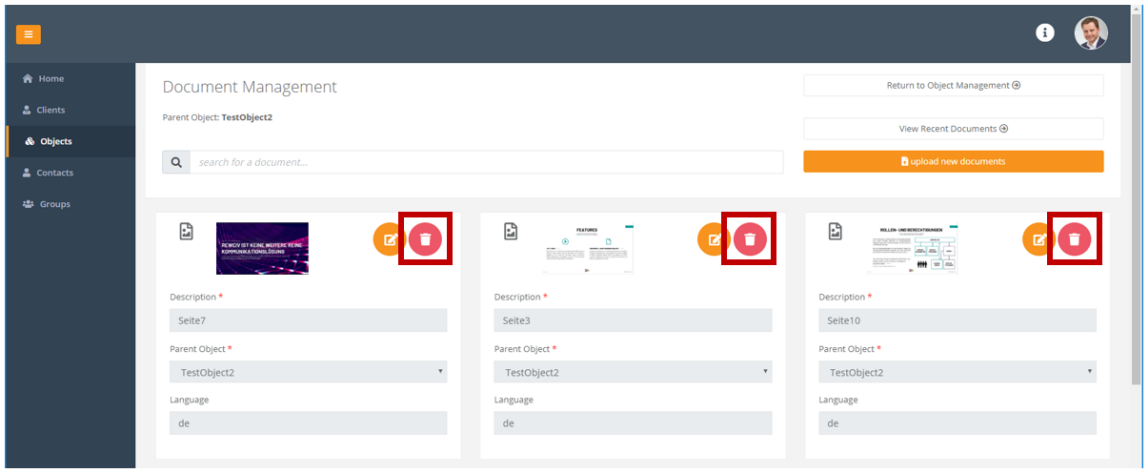
Using the "upload new document" icon, documents can also be uploaded from the document management overview page.



The following dialog window is launched (see chapter 7.1.1).

7.2 Delete document

A document can be permanently deleted from the system using the “trash can” icon pertaining to the respective document in the overview list.



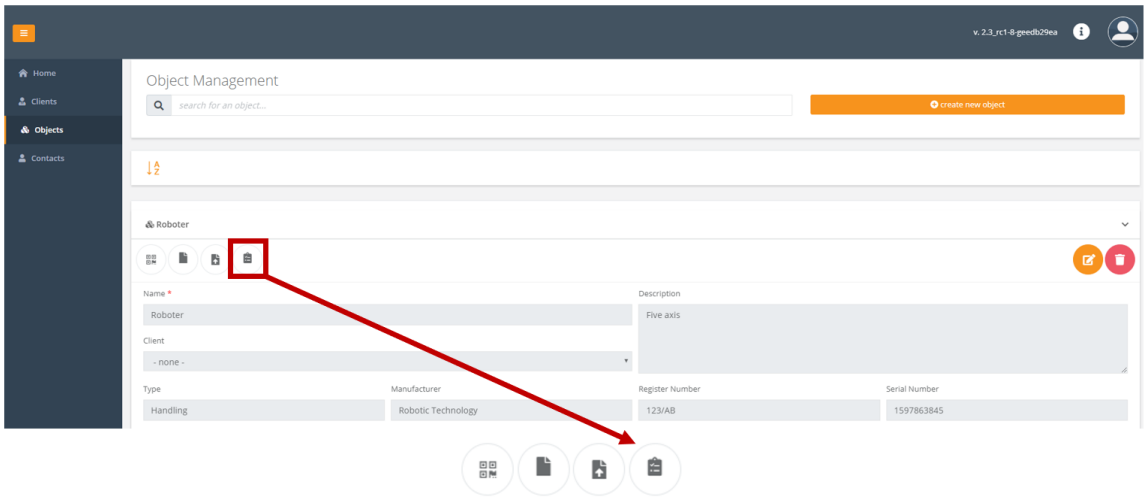
In order to prevent an unintentional deletion, you will be prompted to confirm the deletion.

8 Step by step instructions

Besides image and video files, step-by-step instructions can be created for each object. These can contain text, images (JPG, PNG) and videos (MP4). You can find the step by step instructions in the HoloLens application in the documents section.

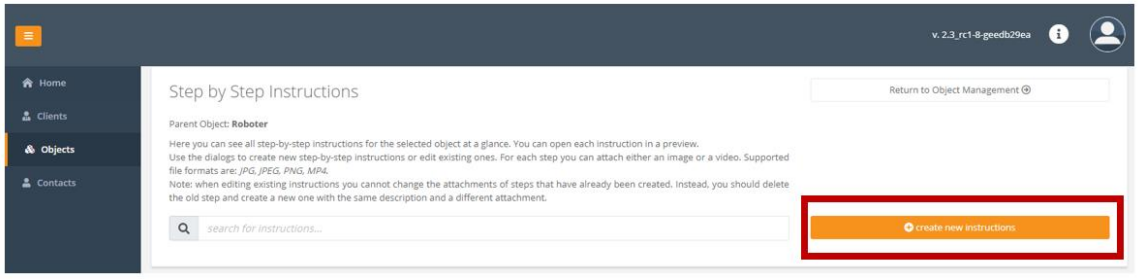
8.1 Creating a step by step guide

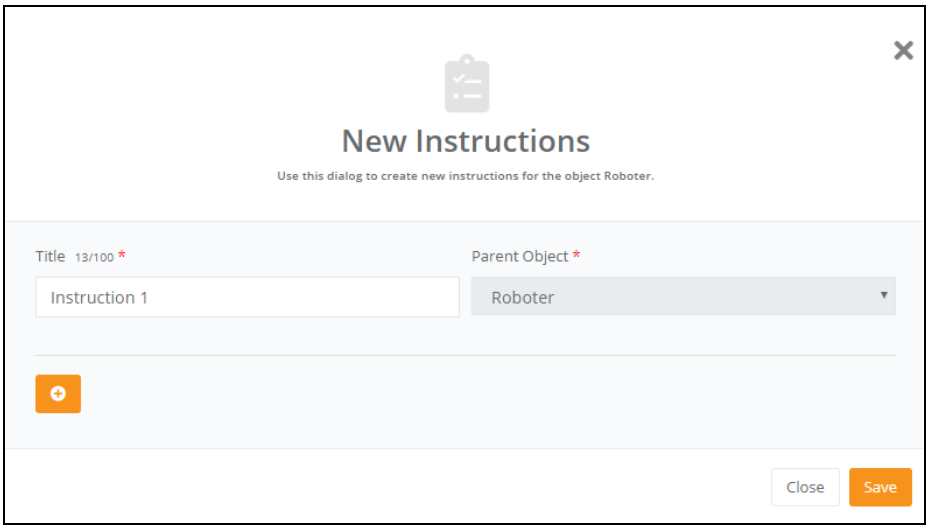
Switch to the menu item "Objects" and select the object for which the instructions are to be stored.



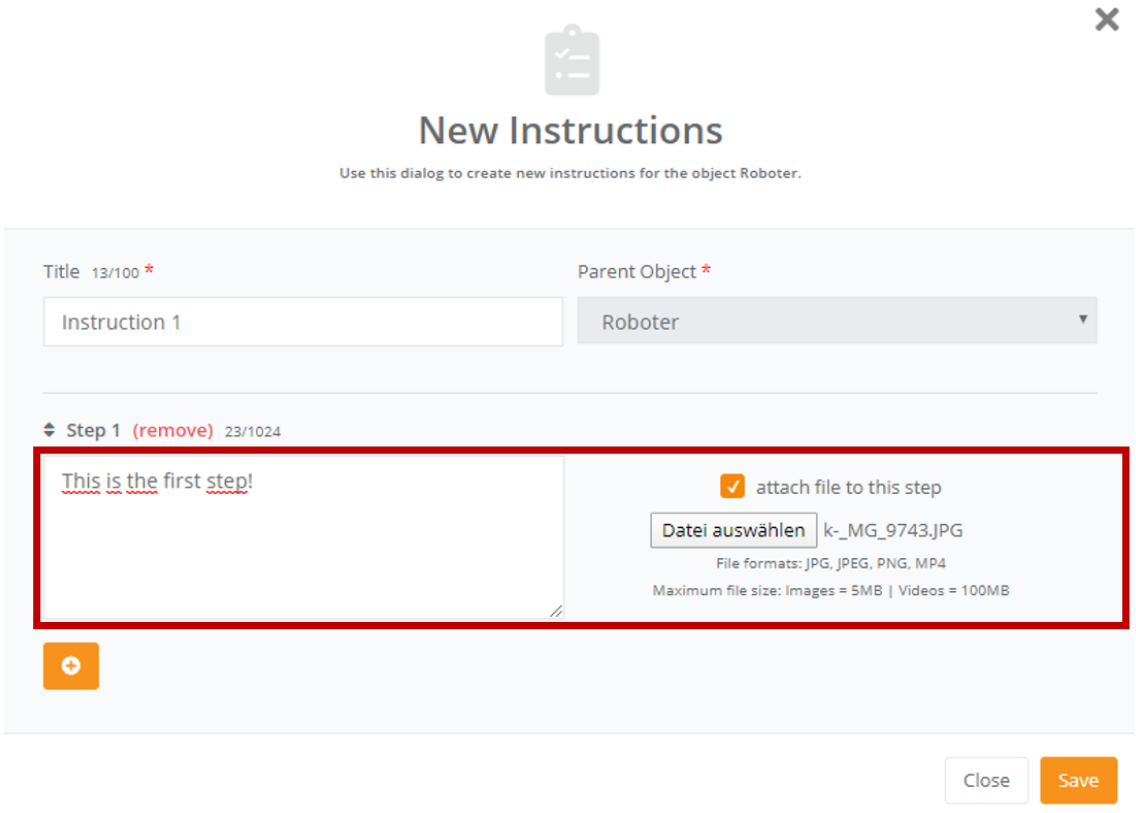
The following button takes you to the overview of all instructions stored for the object.

With the button "Creat new instruction" a new instruction can be created.

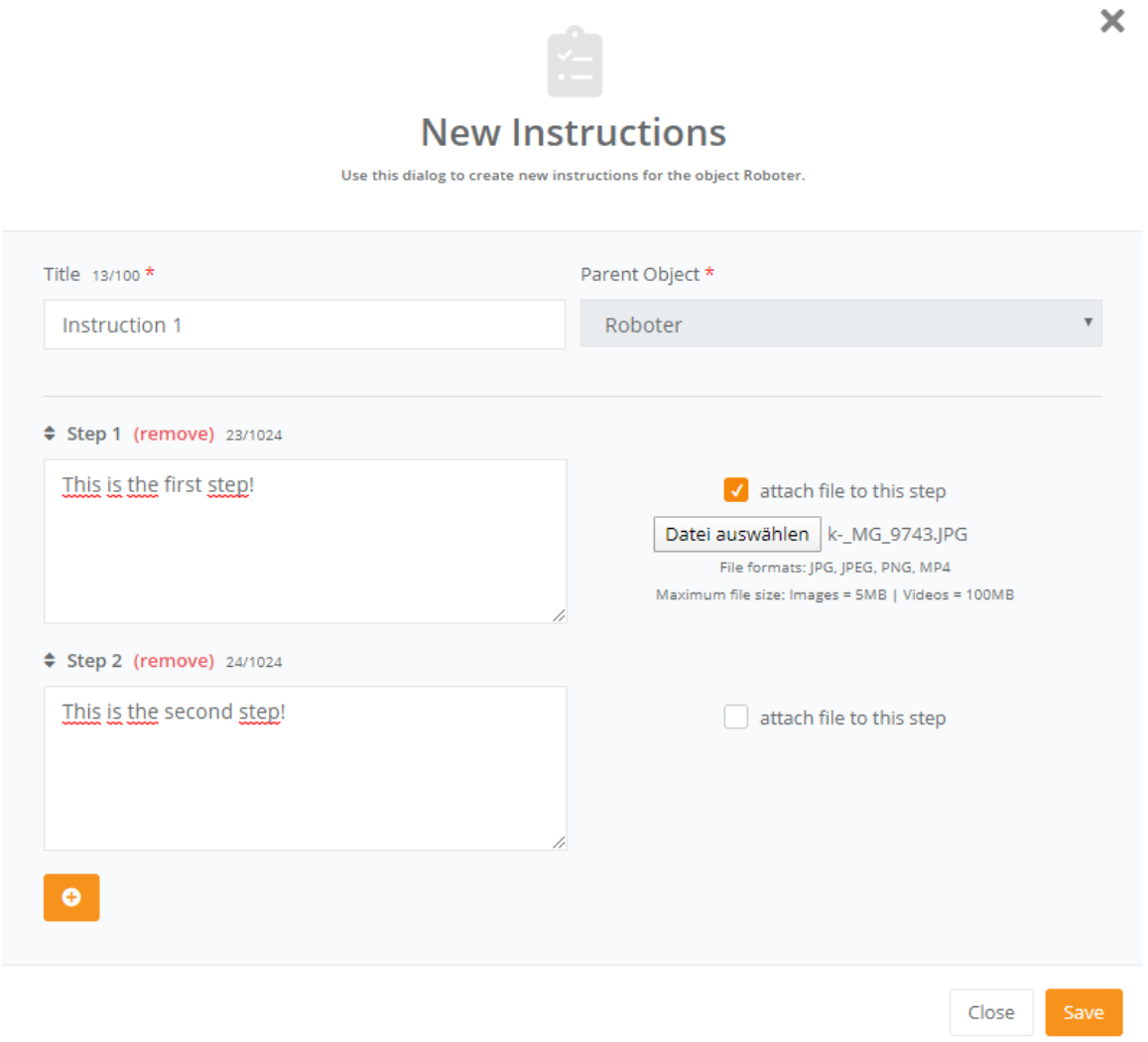




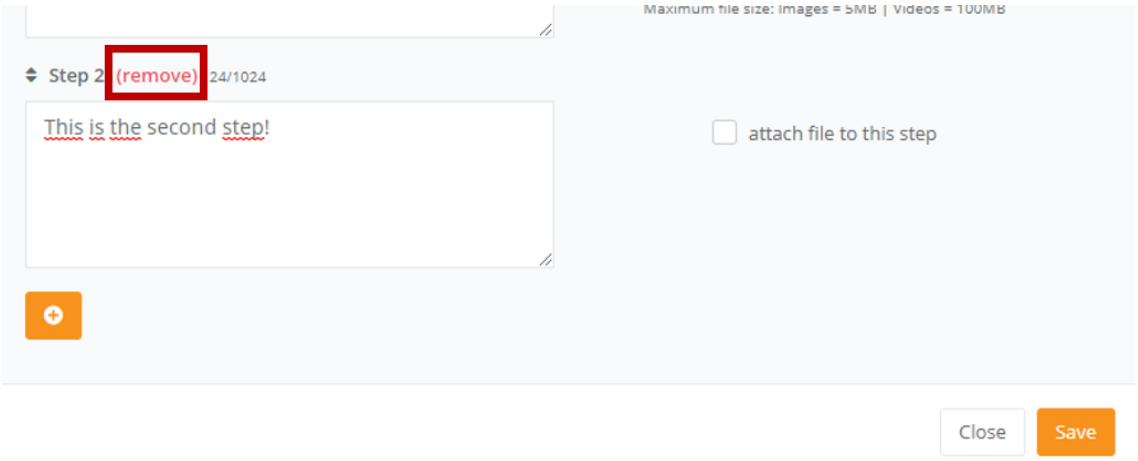
Give the instruction a title and add the desired number of steps using the + button. If you want to include an image or video next to the text, select the "attach file to this step" option.



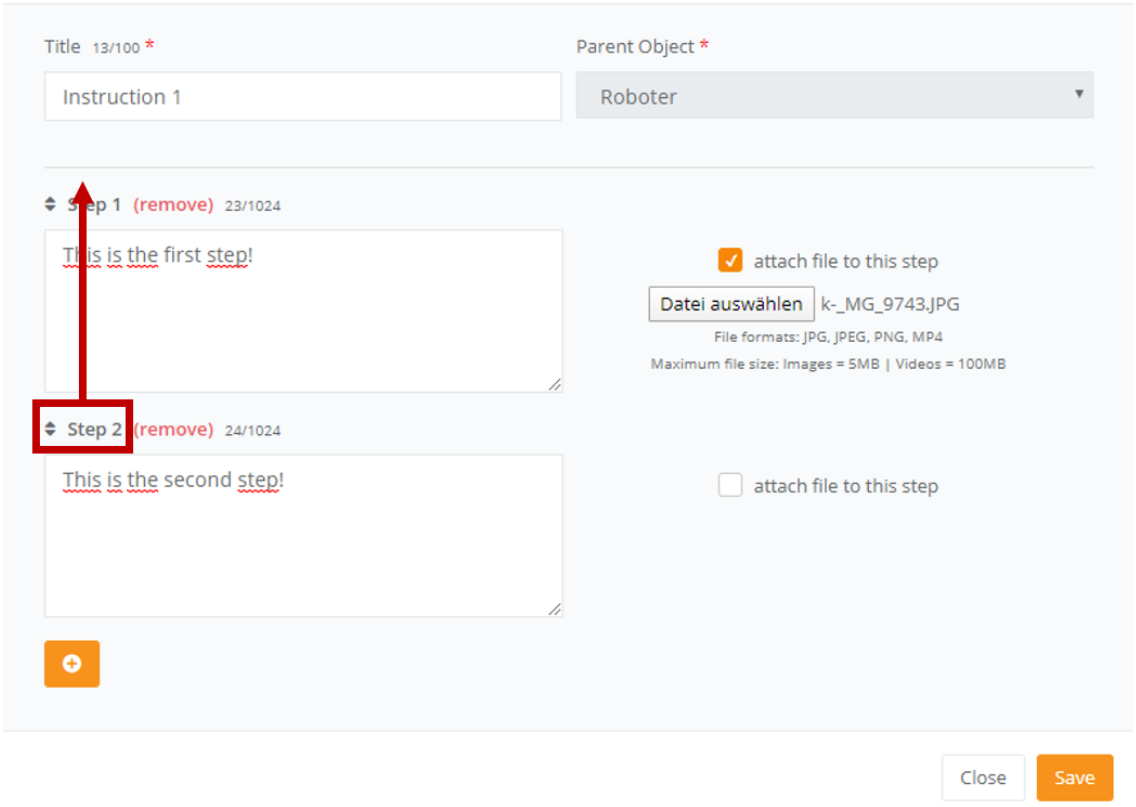
Use the + button to create the desired number of individual steps and save the instructions after completion by clicking the "Save" button.



Individual steps can be deleted using the "remove" option.



Using the arrow icon, the individual steps can also be moved in sequence by drag n drop.

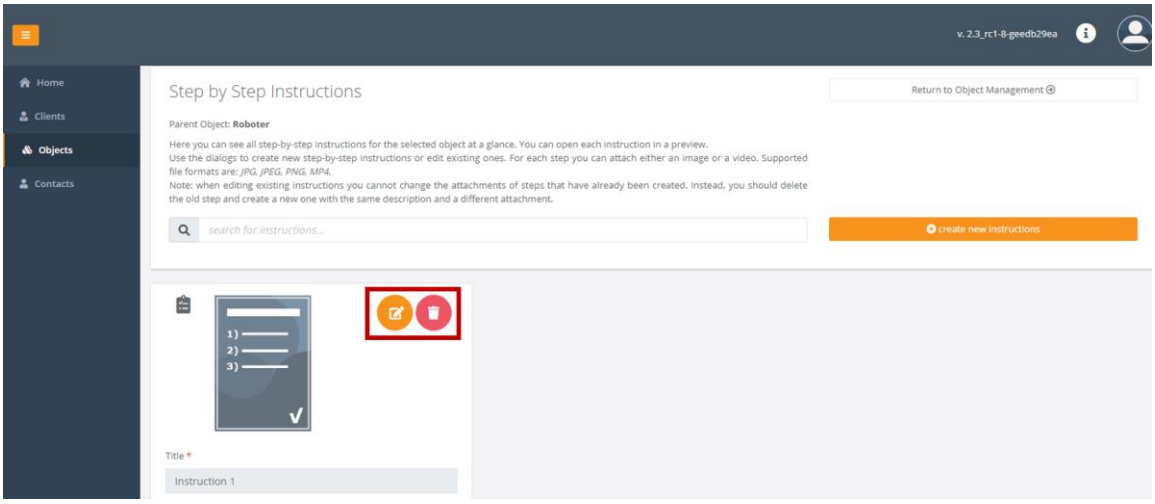


Please note:

Stored files (pictures, videos) are only available or visible after saving!

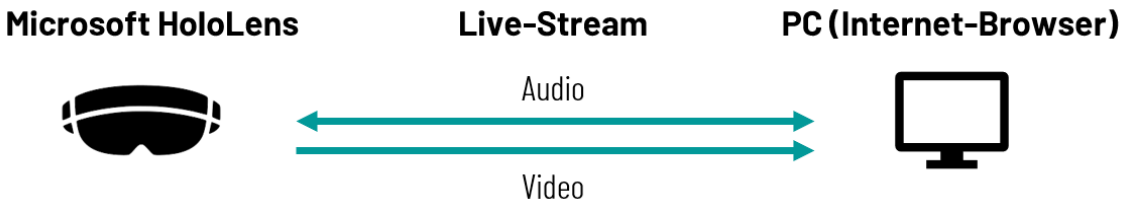
8.2 Editing a step-by-step instruction

Existing step-by-step instructions can be edited using the pen button or deleted using the trashcan button.



9 Live-Call

The ability to execute video calls (live calls) is currently one of the main functions of REWEIV. REWEIV makes it possible to make video calls between a Microsoft HoloLens and an Internet browser. The call can be initiated from either party.



Please note:

Due to performance issues, video is not transferred from the browser to the HoloLens. The browser currently transmits only the audio signal for communication. (standard)

Basically, browser to browser communication is also possible. However, this does not currently correspond to the main application of REWEIV as the functionality has not yet been tested conclusively. Therefore, the accuracy and correctness cannot be guaranteed! With browser to browser communication, the video image can be transmitted from both sides.

Please note:

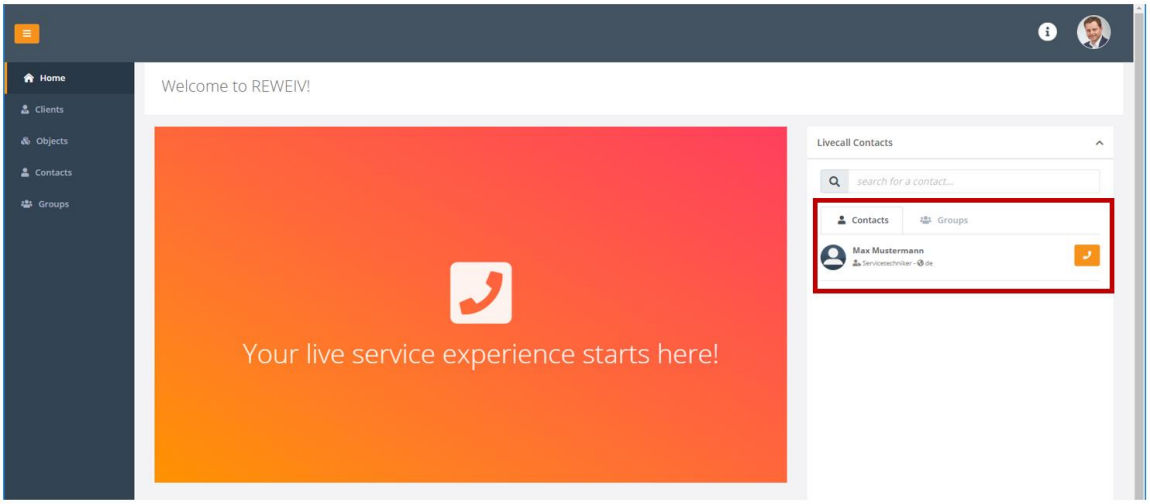
As video transmission from the browser is disabled by default, video transmission from a browser to browser communication must be enabled manually before starting a live call.

During an active live call, markers (annotations) can be placed as virtually augmented reality objects in the HoloLens carrier's field of vision via the browser interface (PC).

Please note:

Markers can only be placed using the browser interface. On the HoloLens itself these are visualized exclusively as AR objects.

Live calls are initiated via the home page. The contact overview shows all users currently logged in and available on the system.



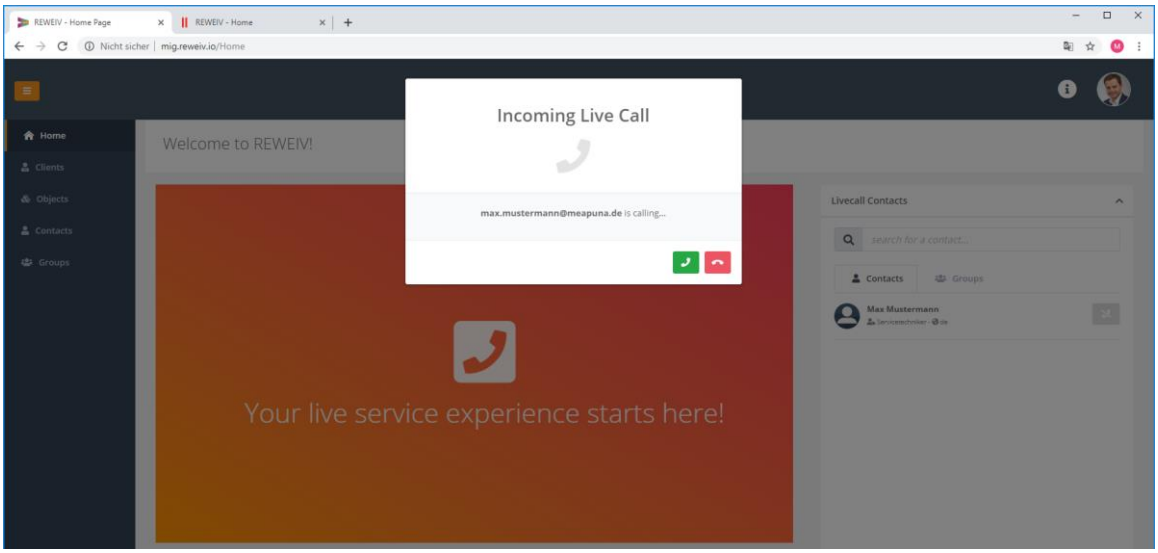
9.1 Incoming Live-Call (Browser)

To receive an incoming call from a HoloLens in the browser, a user must be logged into the system and the REWEIV Web interface must be displayed.

Please note:

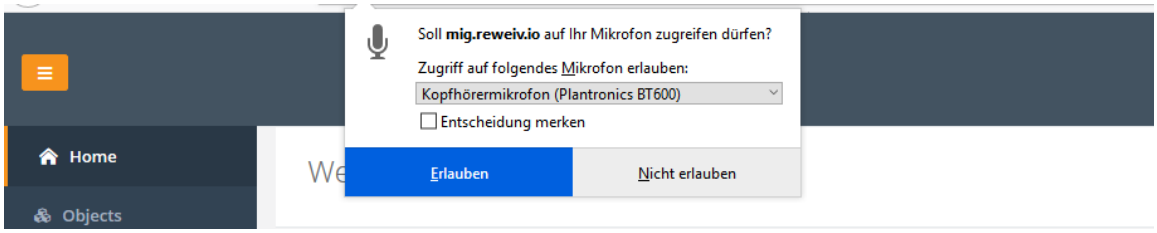
In the current version of REWEIV, no system-wide push notifications are available. This means that call notification for an incoming call is only visible when the browser window is visible. If the browser window is minimized, there is no additional call notification outside the browser window.

An incoming live call is displayed in the browser window by a call notification to the user logged into the system.



The “green telephone receiver” icon is used to answer the live call and set up the connection. The “red telephone receiver” icon is used to reject the call.

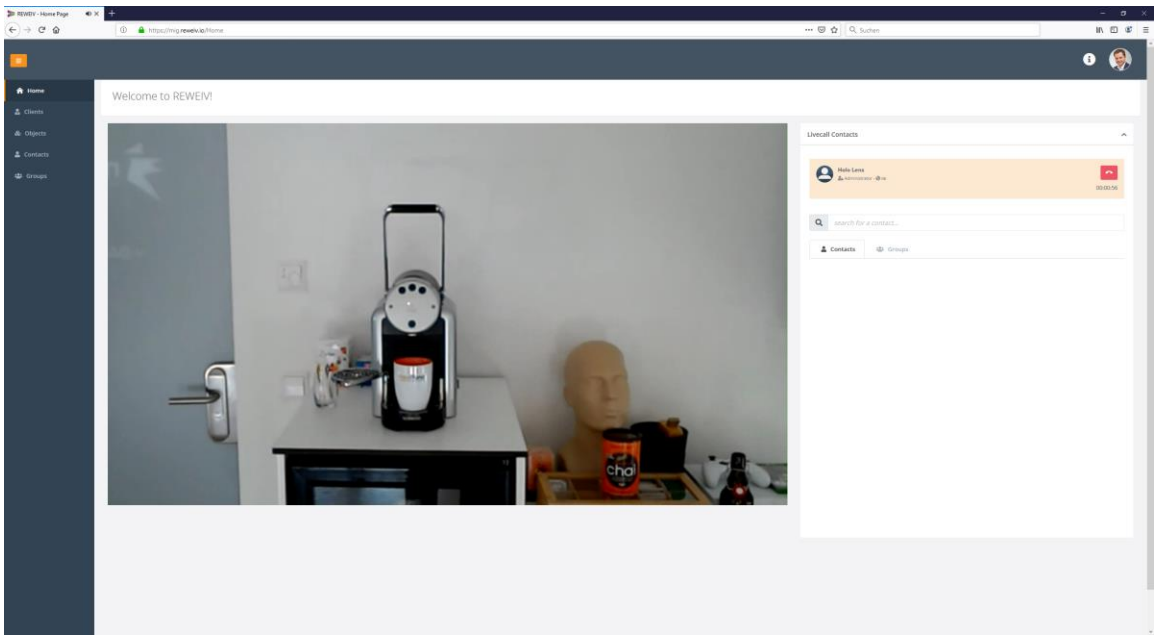
If a live call is accepted, system access to the browser’s microphone and the camera must be enabled for a successful connection.



Please note:

If you are not prompted regarding camera or microphone usage and no video stream is loaded, please check your browser settings regarding camera/microphone access.

Once the camera and microphone have been enabled, the video stream is loaded.

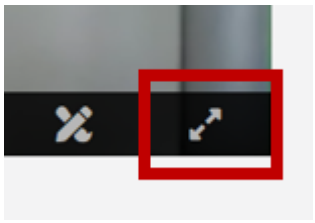


Please note:

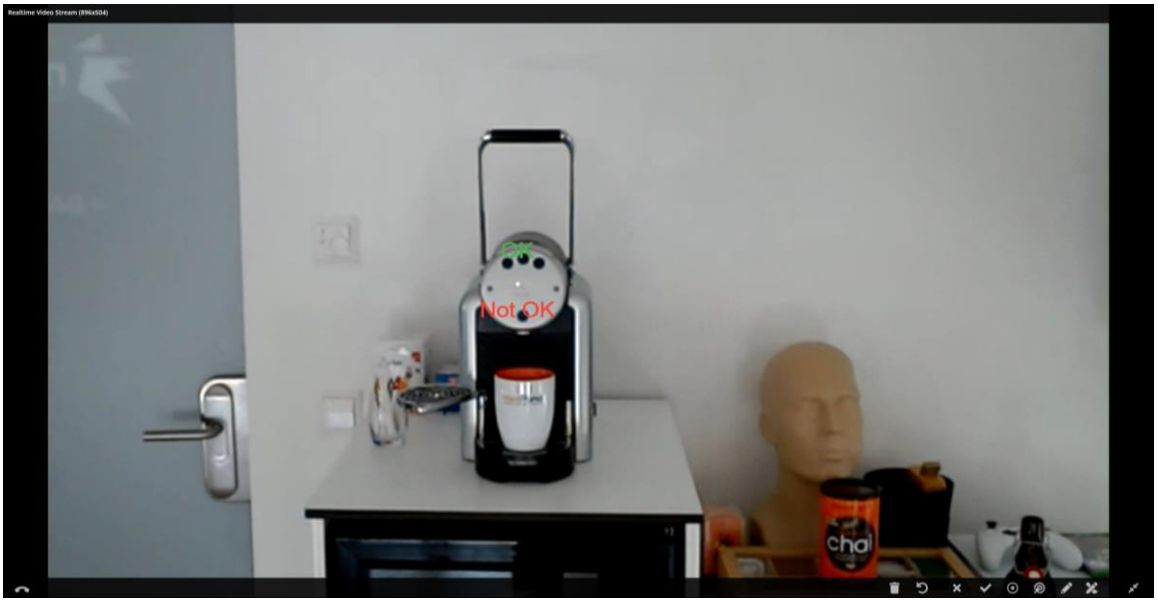
Using a Firefox web browser in conjunction with a Bluetooth headset in hands-free mode may cause problems if the wrong audio channel is selected. Please check your audio channel selection!

9.2 Full screen mode (video screen)

During an active live call, the video can also be displayed in full screen mode. Full screen mode is activated by clicking the “maximize” icon in the menu bar of the video window. The menu bar in the video window is displayed when the mouse is moved over the video window.



The video stream is now displayed in full screen mode.



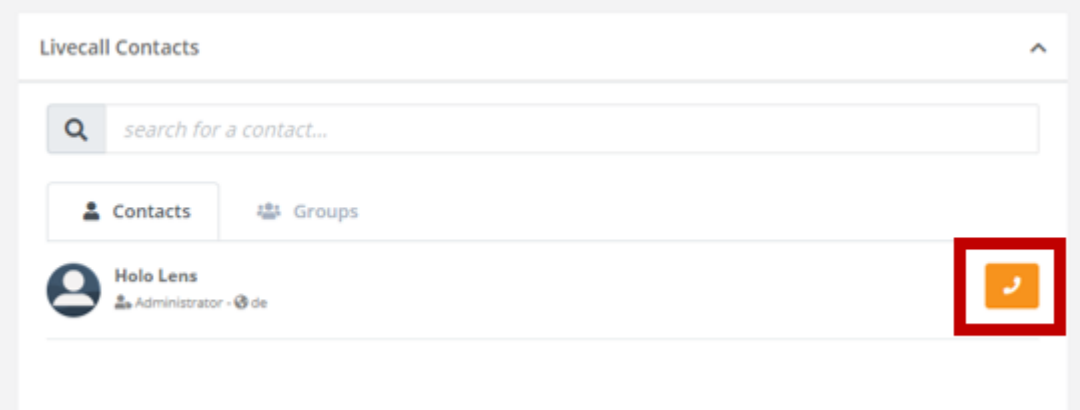
Exit the full screen mode via the “minimize” icon in the menu bar of the video window or by using the ESC key.

9.3 Undocking a video screen

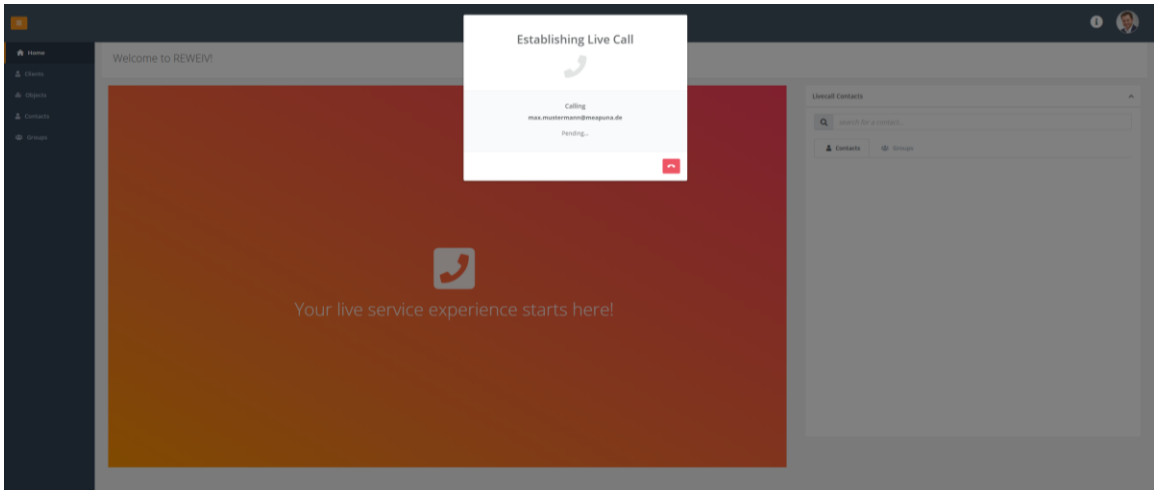
If a live call is accepted outside of the homepage or if the live call area is exited during an active connection (e.g. switch to the objects area), the video window is displayed in reduced size on the right-hand edge of the screen. This has the advantage that the video window is available in all areas and the user can switch areas during an active live call.

9.4 Initiating Live-Call (Browser)

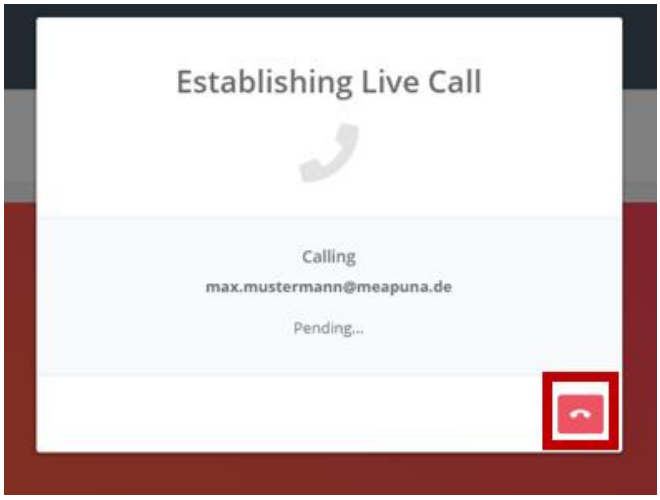
A live call can be launched via the “telephone receiver” icon in the contact list on the right-hand side of the screen. The contact list displays all contacts currently logged in and available on the system.



REWEIV now informs the selected contact(s) and establishes a connection.



The “red telephone receiver” icon can be used to cancel the connection at any time.

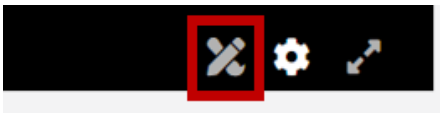


If the live call is accepted by the contact, the video stream/connection will be set-up.

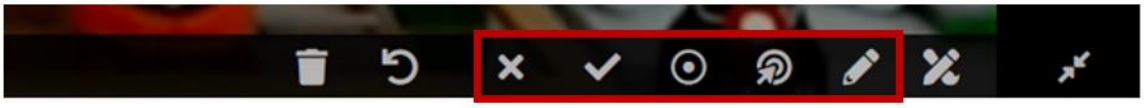
9.5 Drawing tools (annotated)

For better support during a live call, markers can be drawn onto the video image via the browser interface. These markers can be used to display additional information to the HoloLens wearer via icons or free-form drawings.

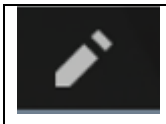
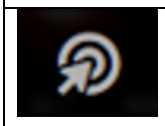
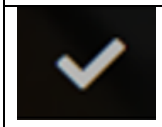
Drawing tools or rather the drawing mode are activated or deactivated using the “brush” icon in the menu bar of the video window.



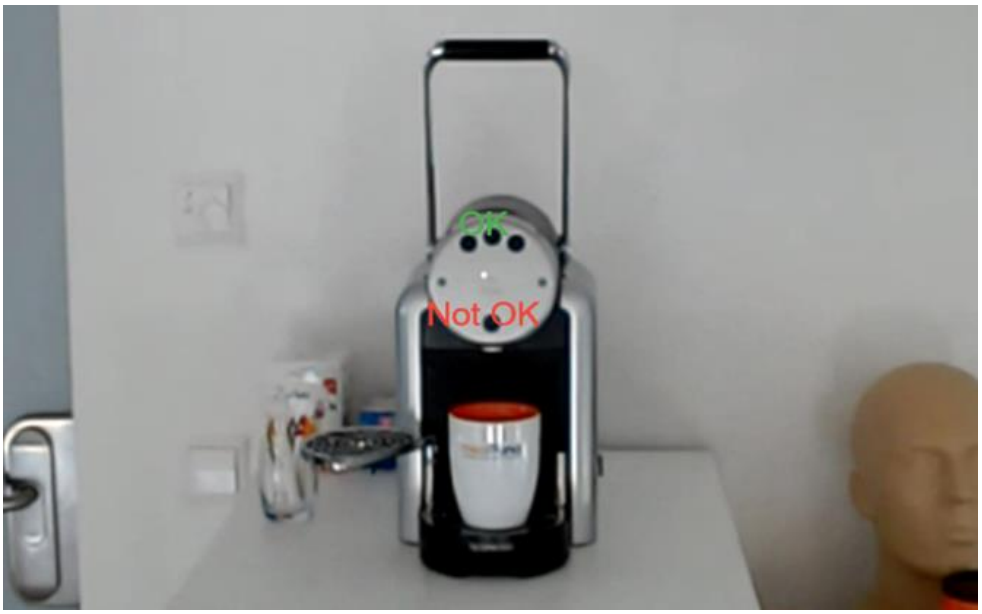
The video image is frozen in drawing mode (the final image when clicking on the “brush” icon) in order to simplify drawing in markers and the setting of symbols. In addition, icons for various drawing elements appear in the menu bar.



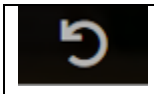
The following drawing elements are at your disposal:

	freehand line
	pointer (places itself on detected surfaces)
	pulsar (pulsating point, disappears again after a while)
	OK
	not OK

After selecting an element, the selected markers can be placed directly onto the video image.



Using the “undo” icon, the last markers that were set can be removed step by step. The “trash can” icon deletes all markers.

	undo (step by step)
	delete all markers

Using the “brush” icon exits the drawing mode and the live image is displayed again.

9.6 Document live sharing

A document can easily made temporarily available on the HoloLens during a live call. You can easily drag the document file into the video window by mouse (drag n drop).

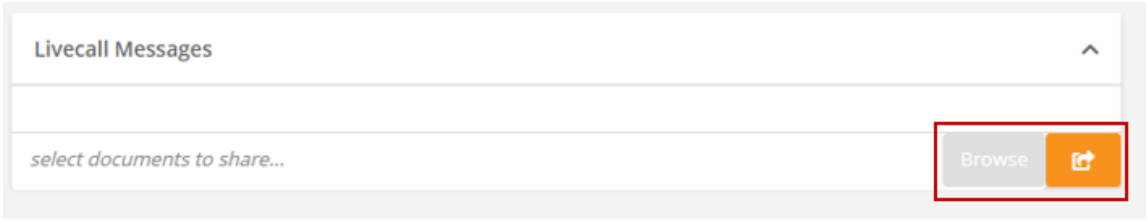
In addition to sharing by drag n drop, the following options are available:

Please note:

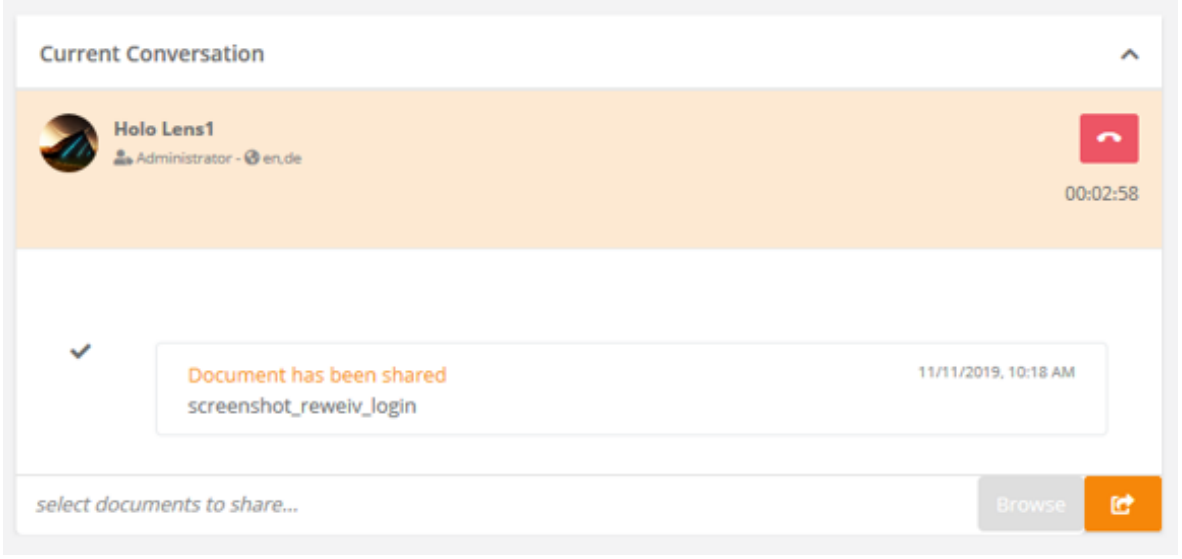
Live shared documents are not stored on the server and are only available for the length of the live call. When the connection is closed, the documents are automatically deleted.

When a live call is active, the "Livecall Messages" area appears to the right of the video window.

You can select a file (JPG, PDF) on your PC for sharing with the HoloLens App. You can also select multiple files at the same time (batch upload). Once the files are selected, they can be shared with the HoloLens application using the orange button.



A successfully live sharing of the selected file is indicated by the following message.



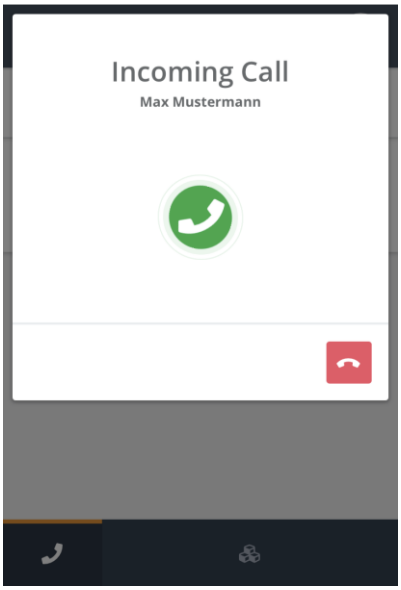
10 Working with REWEIV – Viewer view

10.1 Activate viewer view

Activate the viewer view in the profile settings see chapter 3.3.3

10.2 Incoming live call

To answer an incoming call in the viewer view, a user must be logged into the system and the REWEIV web interface must be open.

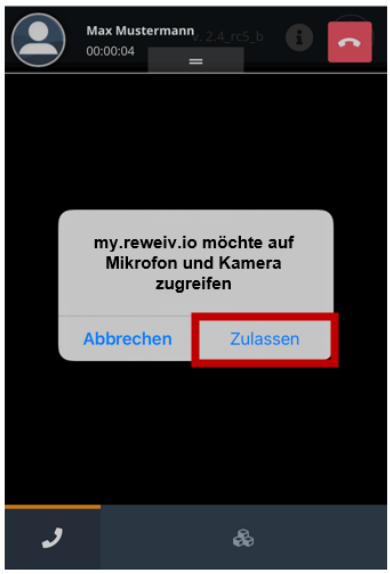


Accepting an incoming video call by clicking on the green handset icon.

Please note:

In the viewer view only the own video is streamed to another contact. No video can be received!

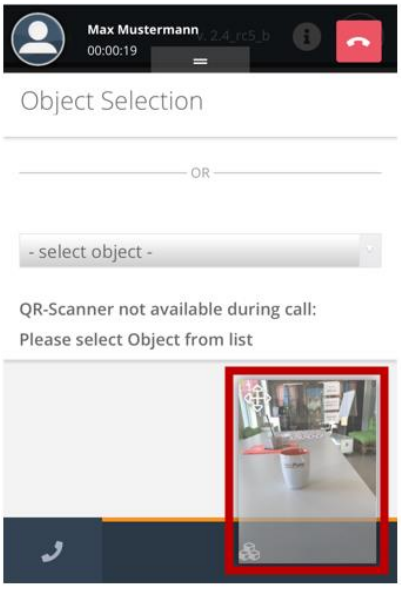
If the live call is accepted, access to the browser's microphone and camera must be allowed for the connection to be established successfully.



Please note:

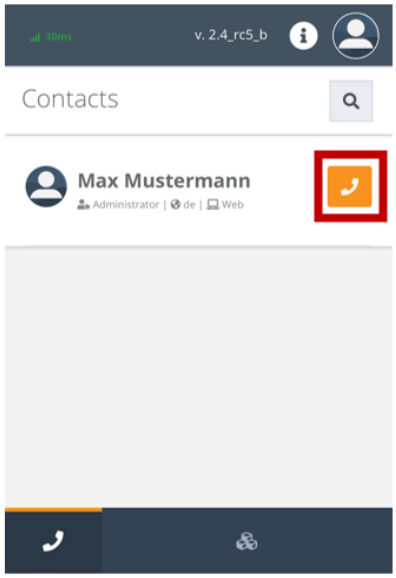
If you are not prompted to enable the camera or microphone and no video stream is loaded, please check the browser settings for camera/microphone access.

After enabling the camera and microphone, the video stream of the own video is loaded and displayed. When switching the page with an active video stream, the video window is displayed in a reduced size at the bottom right. The reduced video window can be moved flexibly.



10.3 Initiate live call

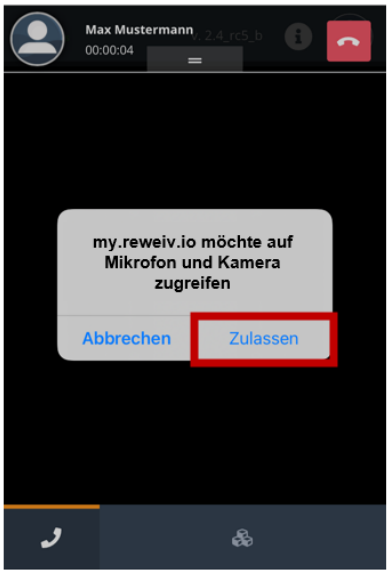
A live call can be started via the telephone receiver icon in the contact bar. The contact bar shows all contacts currently logged into the system and available.



Please note:

Due to the viewer view cannot currently receive video, the call must go to a user with support view (PC).

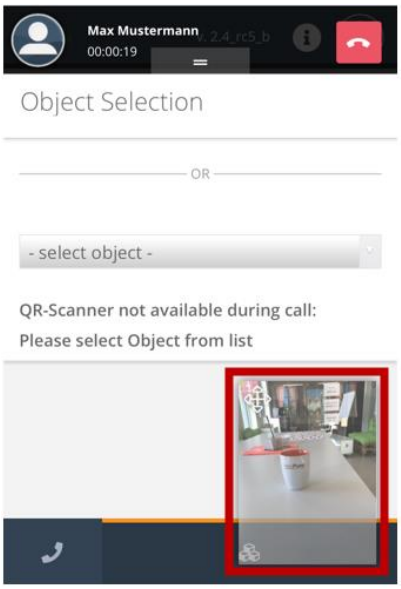
If the live call is accepted, the system's access to the browser's microphone and camera must be allowed for the connection to be established successfully.



Please note:

If you are not prompted to enable the camera or microphone and no video stream is loaded, please check the browser settings for camera/microphone access.

After enabling the camera and microphone, the video stream of the own outgoing video is loaded. When switching the page with active video stream, the video window is displayed smaller.

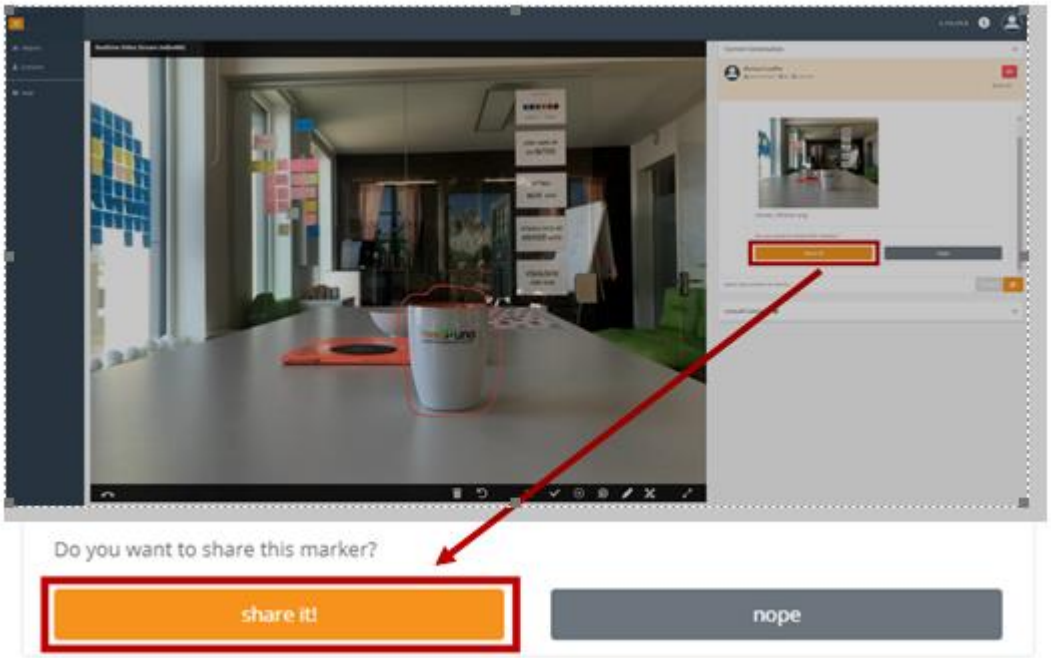


10.4 Drawing tools (annotations)

Please note:

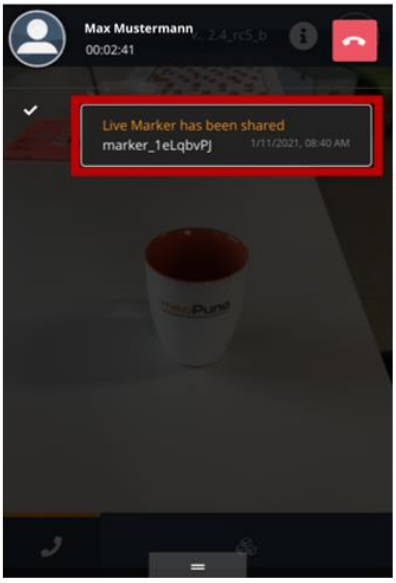
Markers can only be drawn into the live image in the Support view and received as a 2D image in the Viewer view.

Draw in the desired markers in the support view (see chapter 9.1.5) and share the markers with the viewer view using the "Share it" button.



After successful upload of the image by the support view, a notice appears in the status bar of the viewer view.

Drag the status bar down in the viewer view and open the image.



10.5 Share documents ad hoc

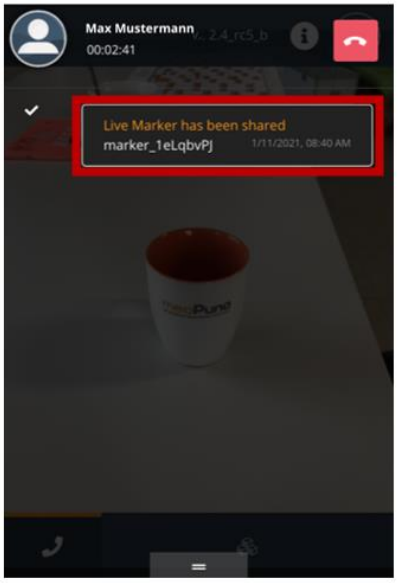
Please note:

Documents can be shared ad hoc only in the Support view and received in the Viewer view.

See chapter 9.1.6

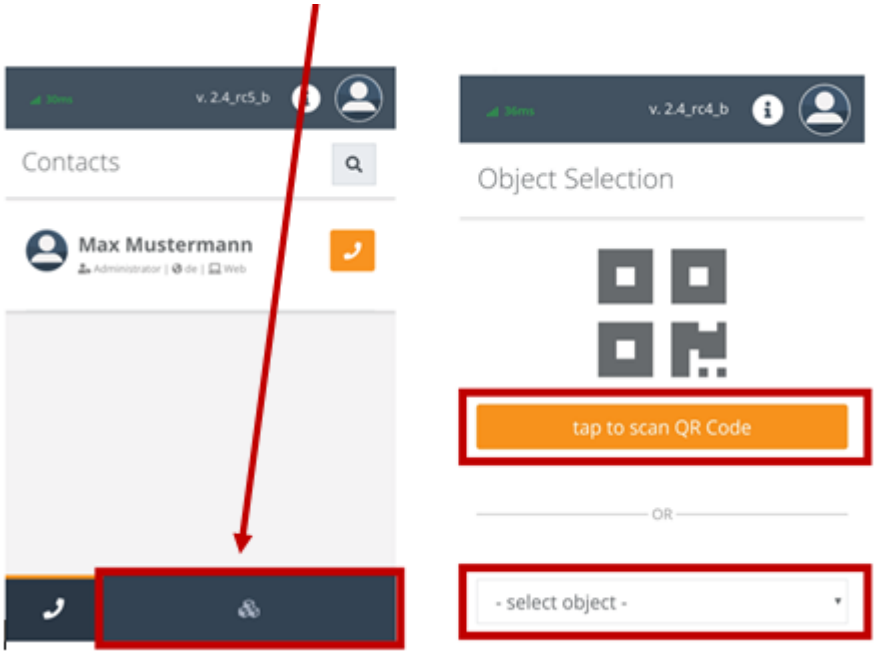
After successful upload of the image, a notice appears in the status bar of the viewer view.

Drag the status bar down in the viewer view and open the image.

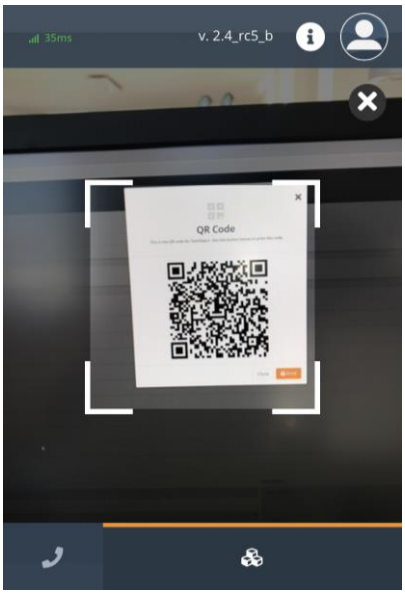


10.6 Load object-specific data (viewer view)

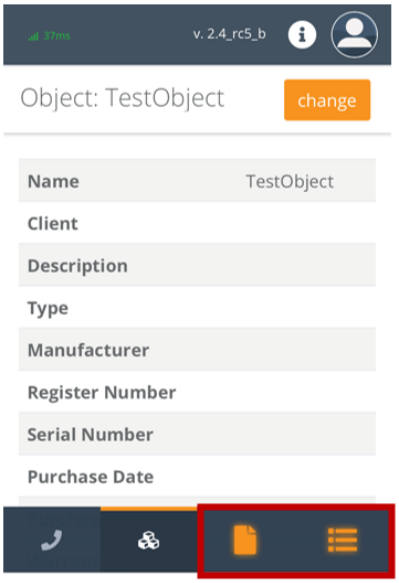
To load object-related data stored in the system, either a QR code must be scanned or an object must be selected from the list. To do this, switch to the Self-Service area in the footer menu (Viewer view).



Choose between QR Code Scan or manual object selection from the list. If you select the QR Code option (button: tap to scan QR Code), you will scan a valid REWEIV object QR Code.



After successful QR code scan or manual selection, the list of object data appears as well as two additional buttons in the footer menu for loading stored documents and step-by-step instructions.



	Display of all documents stored in the system for the selected object.
	Display of all step-by-step instructions stored in the system for the selected object.

Changing the object selection via the "Change" button.

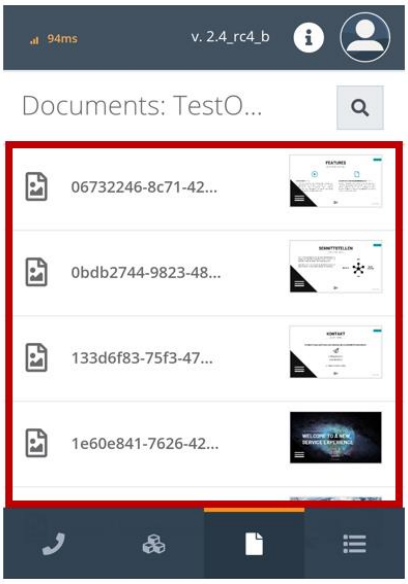
10.7 Load object-specific documents

Use the following button in the footer to switch to the document list.

Please note:

The button is only visible if an object has been selected before (see chapter 10.5).

A list of all documents stored in the system for the selected object opens.



Select the desired document by tapping on it. The document opens.

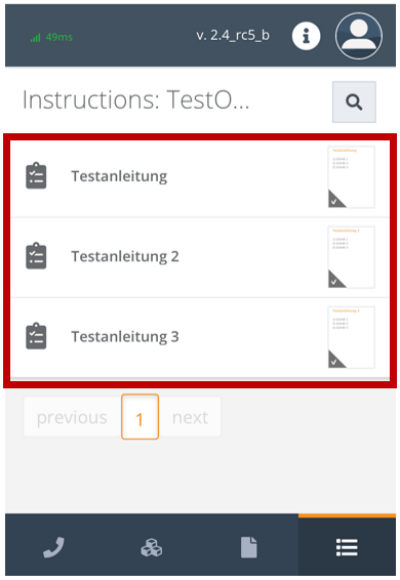
10.8 Load object-specific step-by-step instructions

Use the following button in the footer to switch to the list of all step-by-step instructions.

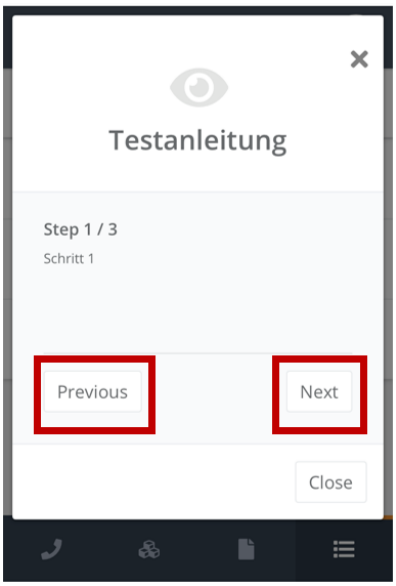
Please note:

The button is only visible if an object has been selected before (see chapter 10.5).

A list of all step-by-step instructions stored in the system for the selected object opens.



Select the desired step-by-step instructions by tapping on them. The instructions will open.



Navigate step-by-step through the instructions using the "Next" (forward) and "Previous" (back) buttons.

11 Working with REWEIV – HoloLens Client

11.1 Access (HoloLens Client)

In order to access the REWEIV platform via the Microsoft HoloLens, the REWEIV UWP APP (Universal Windows Platform) is required. The HoloLens app is available for download from the Microsoft Store under the following link:

ms-windows-store://pdp/?productid=9n0ph5cpdrqw

Please note:

The app is generally not visible in the store and can only be found using the above-mentioned link. For the initial installation of the app, the link must be entered once in the Edge browser of the HoloLens. Future updates will be detected automatically.

Launch the REWEIV app via the respective icon on the HoloLens desktop.

11.2 Login

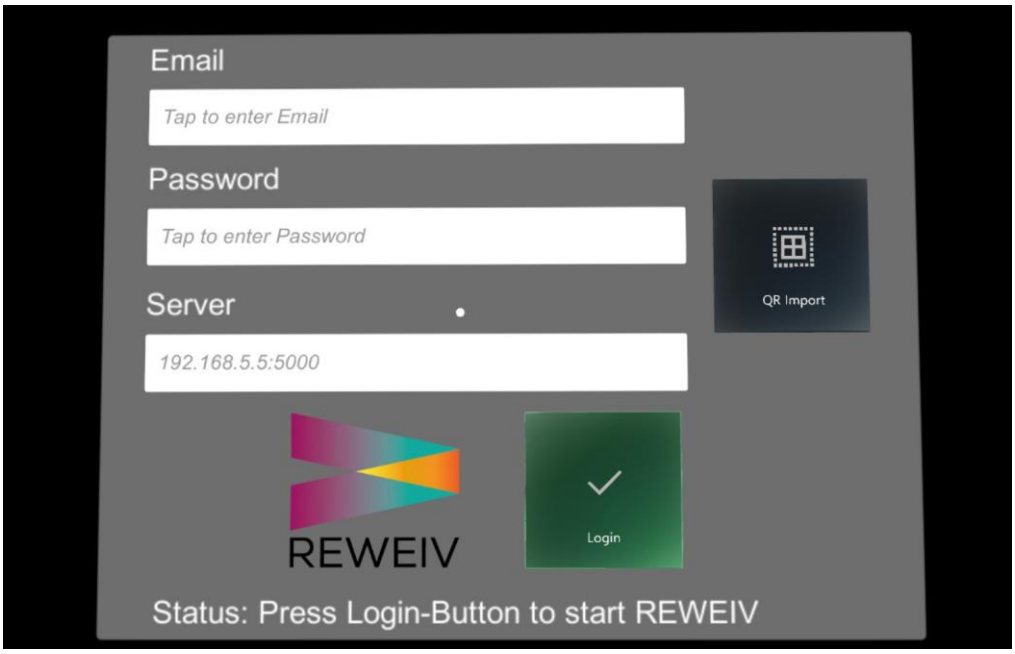
When the REWEIV-APP is launched, a login window appears. The following login data is required:

- email address
- personal password
- the IP address of the REWEIV server (my.reweiv.io)

Please note:

The access data to the HoloLens-APP is identical to the access data to the web client.

If a login error occurs, please contact your company's administrator.



After entering the data as required in the screen shot above and clicking on the “login” icon, you will be logged into the system.

11.2.1 Manual entry of access data

The login data can be entered using the virtual keyboard of the HoloLens. This appears automatically as soon as an input field is selected with the cursor.

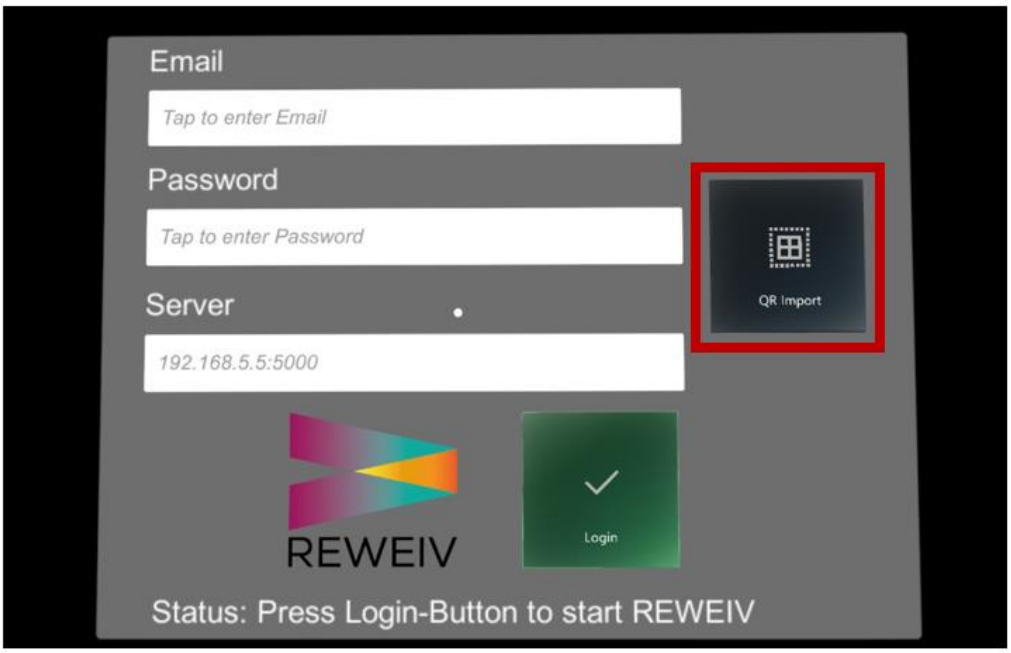
Please note:

It is very tedious entering the access data using the virtual HoloLens keyboard. Therefore, in order to simplify the login process, REWEIV offers the option of registering via a QR code. In this case, only the manual entry of the password is required (see chapter 9.2.2)

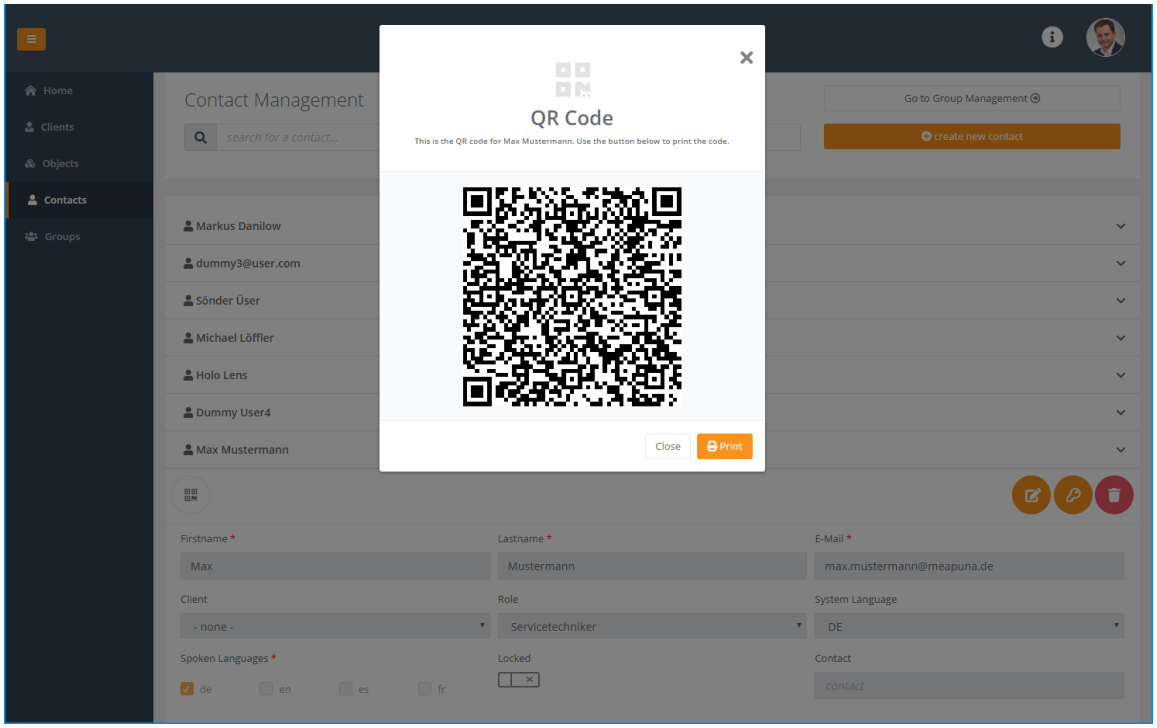
11.2.2 Entry of access data using the QR-Code

In order to simplify the login process or to enter the access data, REWEIV offers the option of logging in using a personal QR code. If this is scanned with the HoloLens, the email address and server IP are automatically set and only the personal password must be entered.

The entry of the access data via the QR code is accomplished using the "QR Import" icon in the login window.



The requisite QR code along with the user-specific data is automatically generated by the system for each user and displayed under the REWEIV web interface (in the contacts area) (see also chapter 4.4).



After successfully scanning the QR code with the HoloLens, the input fields email address and server are loaded. Only the password must be entered manually using the virtual keyboard of the HoloLens.

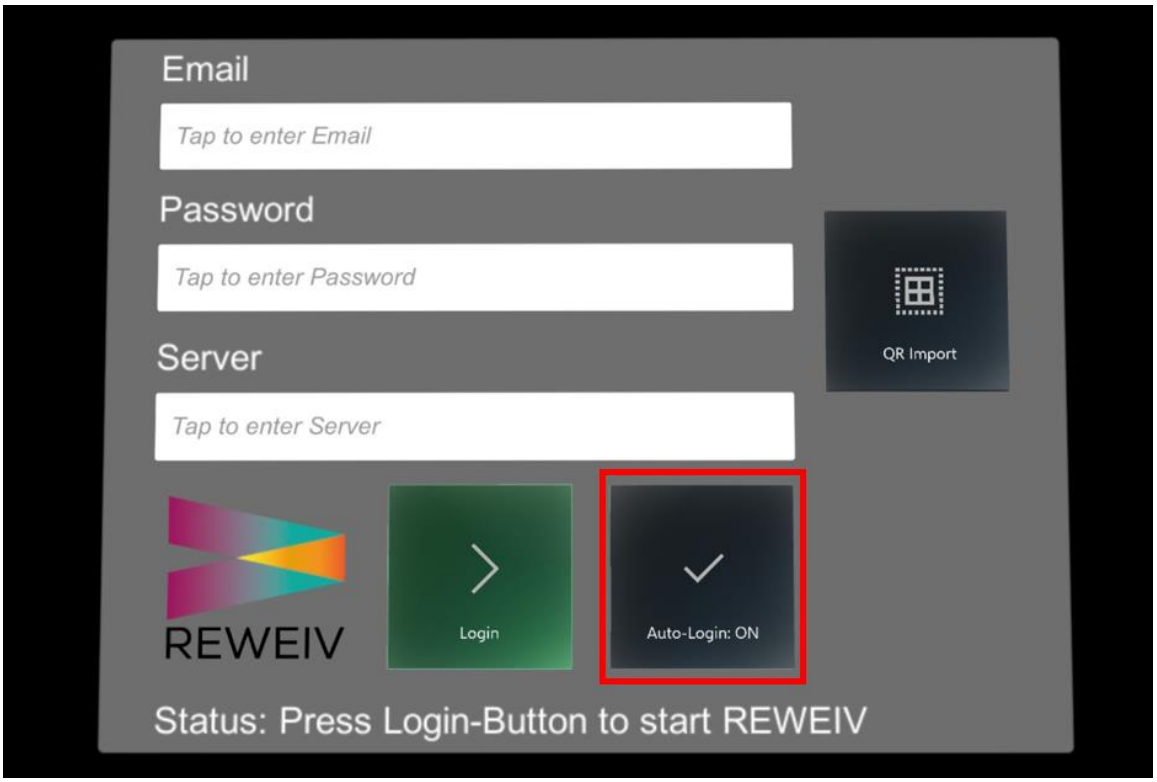
After entering the above data and clicking on the “login” icon, you will be logged into the system.

Please note:

If you are using a QR code, you must check whether this is compliant with your company guidelines regarding the handling of personal access data!

11.2.3 Activate auto-login

If the auto-login is activated on the server side, the access data can be saved in the HoloLens App via the login screen. If the Auto-Login is desired, the function can be activated via the "Auto-Login" button.

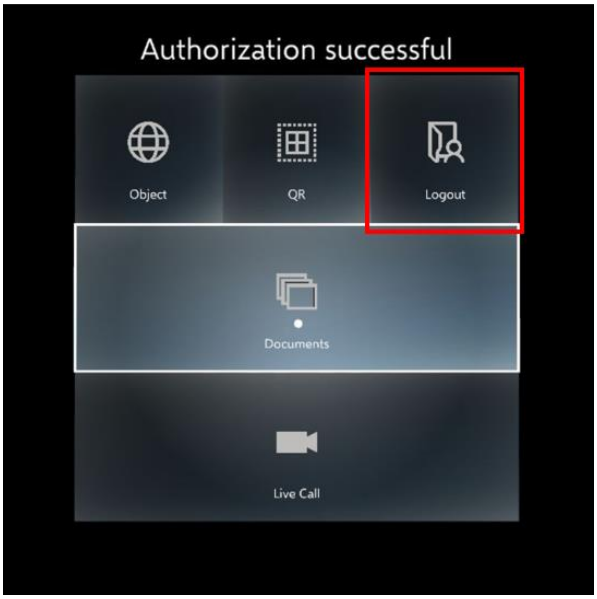


Attention:

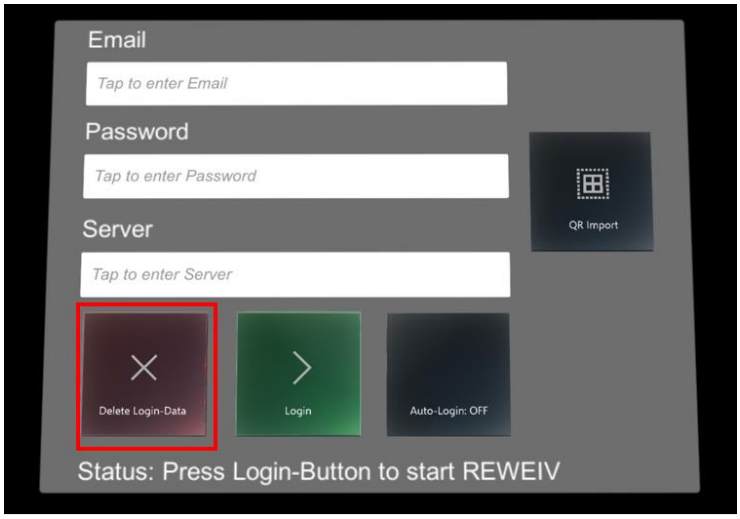
If auto-login is activated, the registration or login will take place automatically the next time the HoloLens App is started without asking for the access data!

11.2.4 Disable or change auto login

In order to deactivate or change the auto login in the HoloLens App, a manual logout via the main menu of the REWEIV App is required.



After successful logout, the login screen appears with the option to delete the saved access data or set new access data using the "Delete Login Data" button.



Please note:

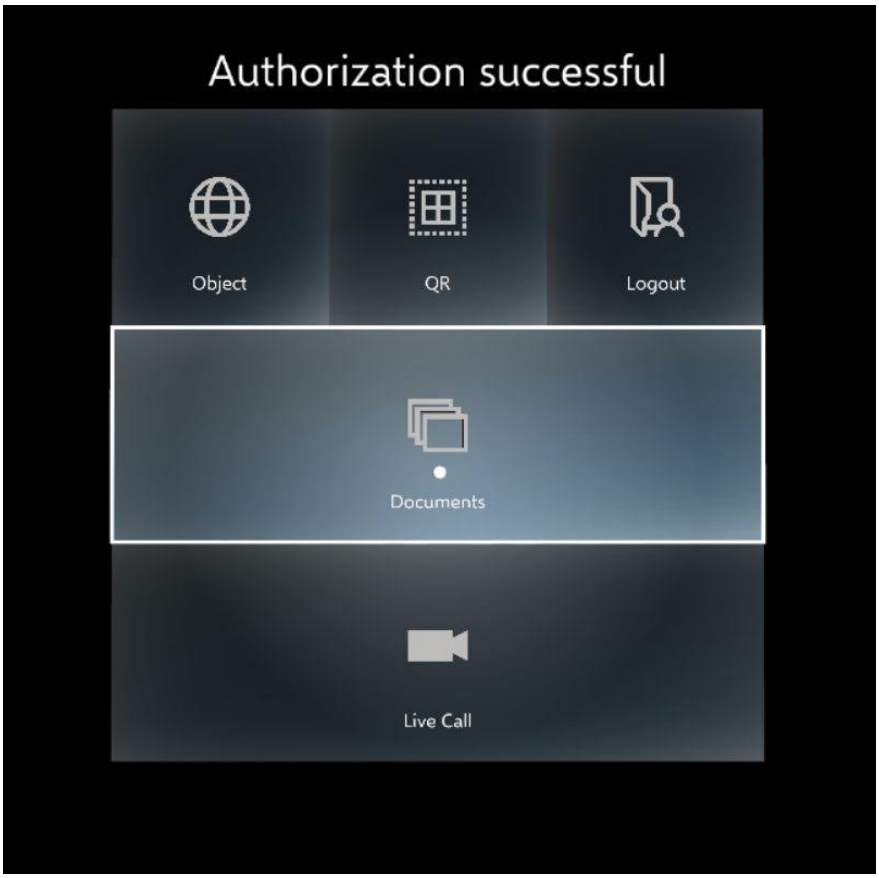
The Auto-Login function must be enabled for each client by an administrator via the web interface.

11.3 Main menu

After successfully logging into the system, the REWEIV main menu is loaded. It contains the following areas:

- object
- QR
- documents

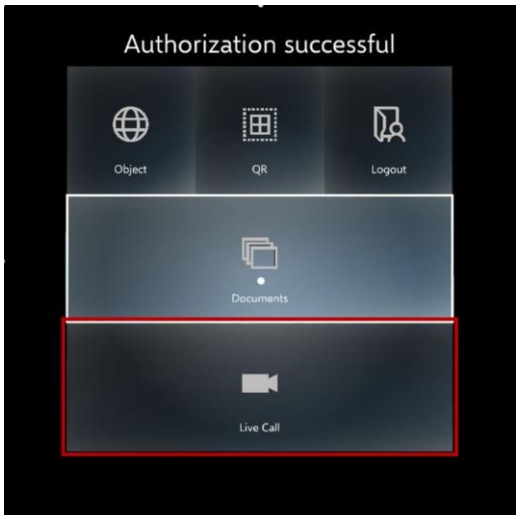
- live call
- logout



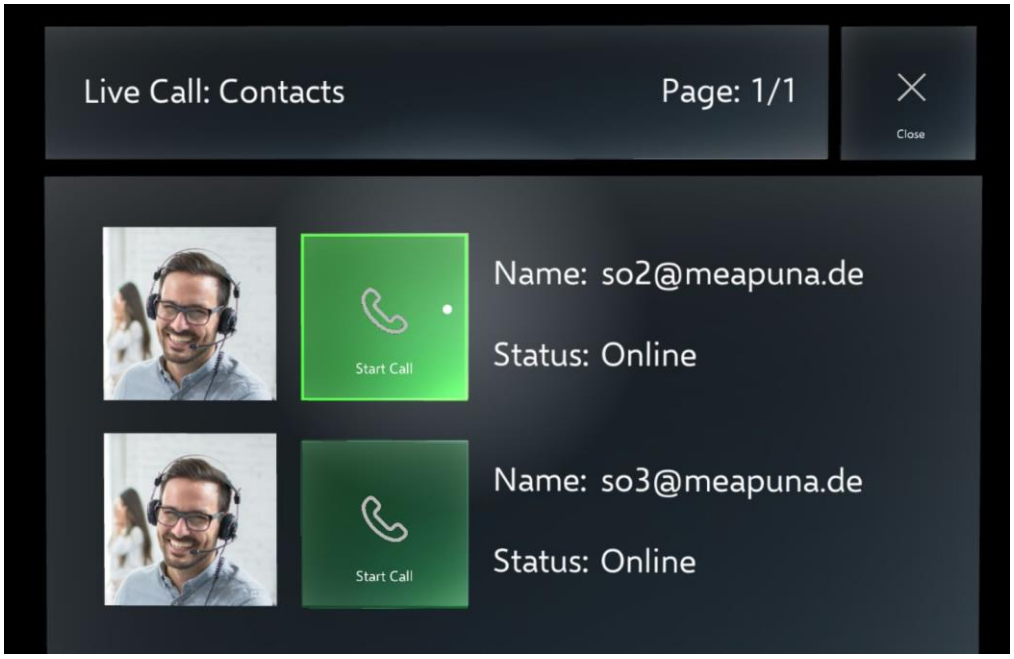
The main menu can be displayed or disabled at any time by a virtual click in the „empty room“.

11.4 Launching live-call

A live call to a remote expert on a REWEIV web client (browser) can be launched via the “live call” icon.

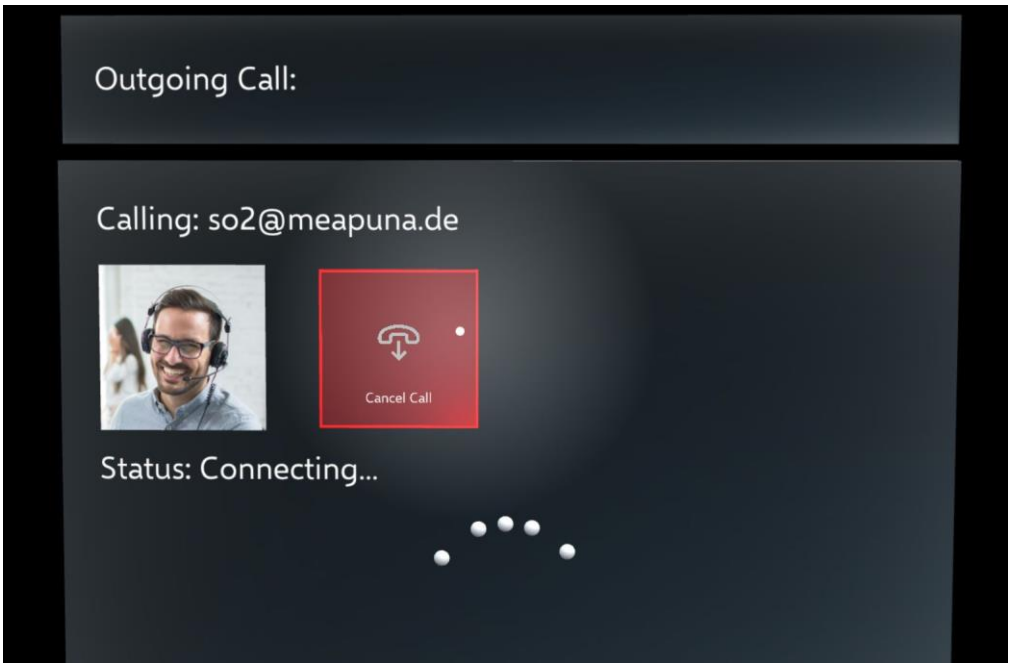


An overview appears with all the available contacts currently in the system.



If more than three contacts are available, the list can be scrolled using the “arrow” icon.

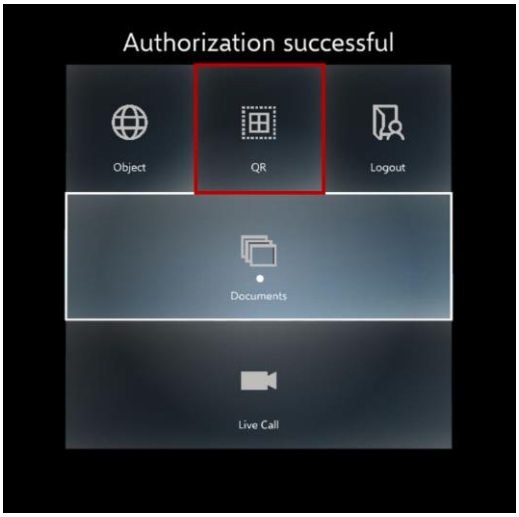
By clicking on the "start call" icon of the selected contact, the request for a live call is started.



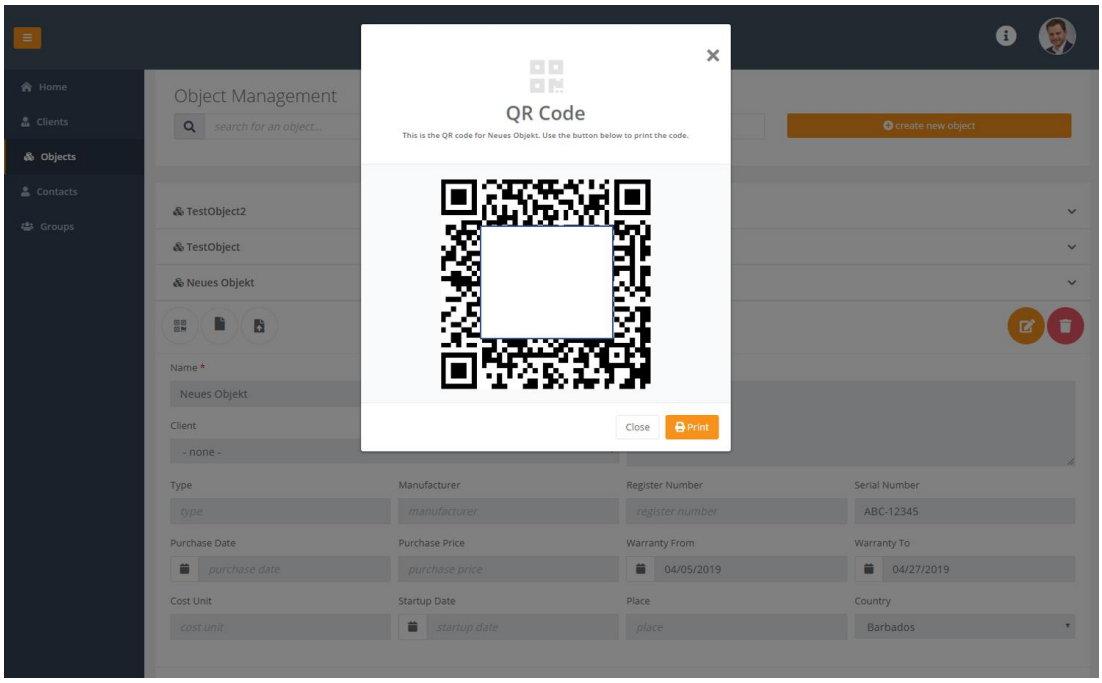
11.5 Establishing object sourcing (QR Code scanning)

One of REWEIV's strengths is the ability to create a reference to a REWEIV object. This can be, for example, an installation, a machine or a component. A QR code is automatically generated for each object created in REWEIV via the web interface. If scanned with the REWEIV HoloLens APP, the APP recognizes which object it is and displays object-specific data.

An object reference is created using the "QR" icon and the subsequent scanning of the object QR code.



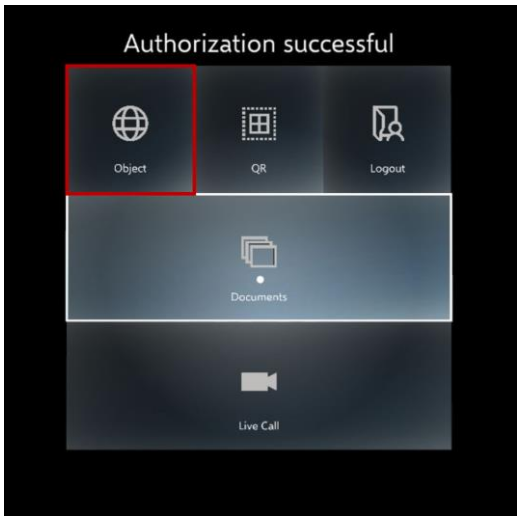
The required QR code is automatically generated by the system for each object and displayed under the REWEIV web interface (browser) in the "objects" area.



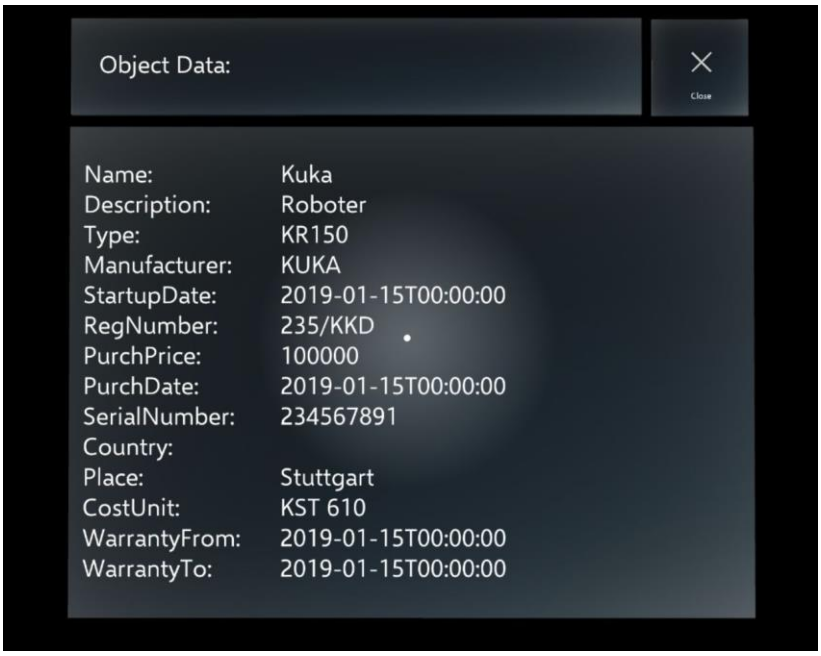
After successfully scanning, the REWEIV-APP is connected to the corresponding object. It can display the information pertaining to the object (data and documents) and is available on the system. As the documents function currently has the greatest object reference, after a successful QR code scan, the app will automatically open the document selection.

11.6 Display object data

After successfully scanning an objects QR code, the "object" icon can be used to display the data stored in the system.



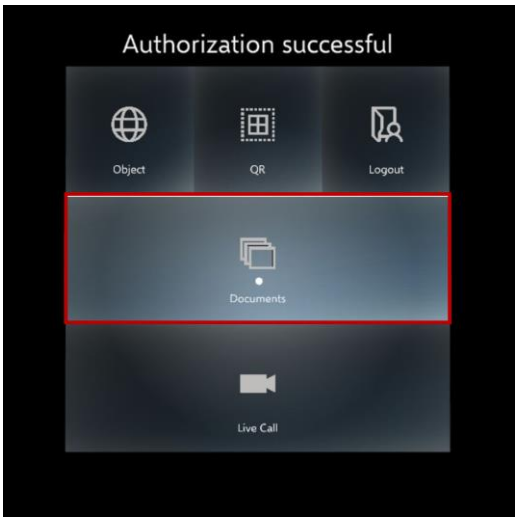
A pop-up window containing the object data is displayed.



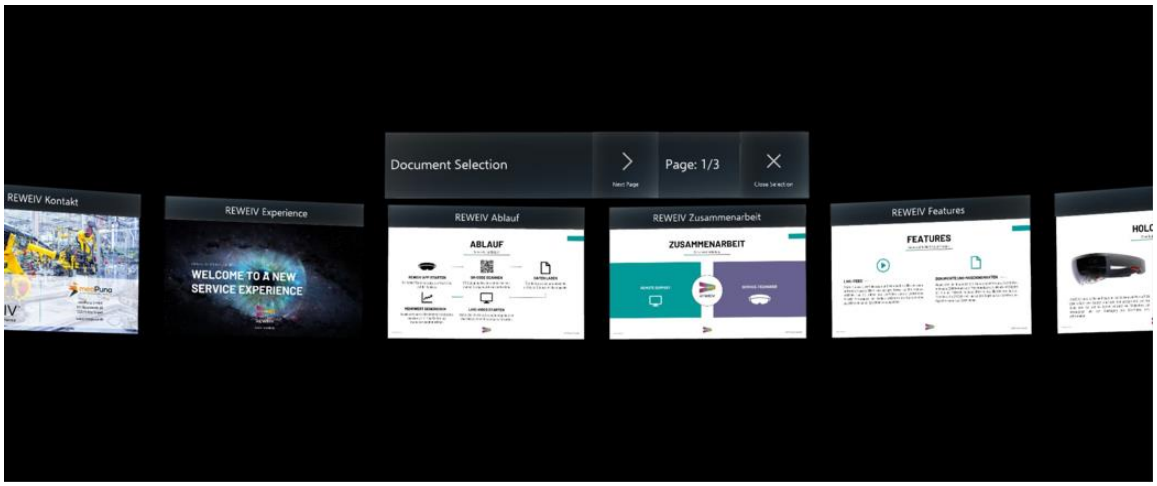
The pop-up window can be positioned freely anywhere in the „room“ (using standard motions).

11.7 Display documents

After the successful scanning of an object QR code, the documents stored in the system can be displayed using the "documents" icon.

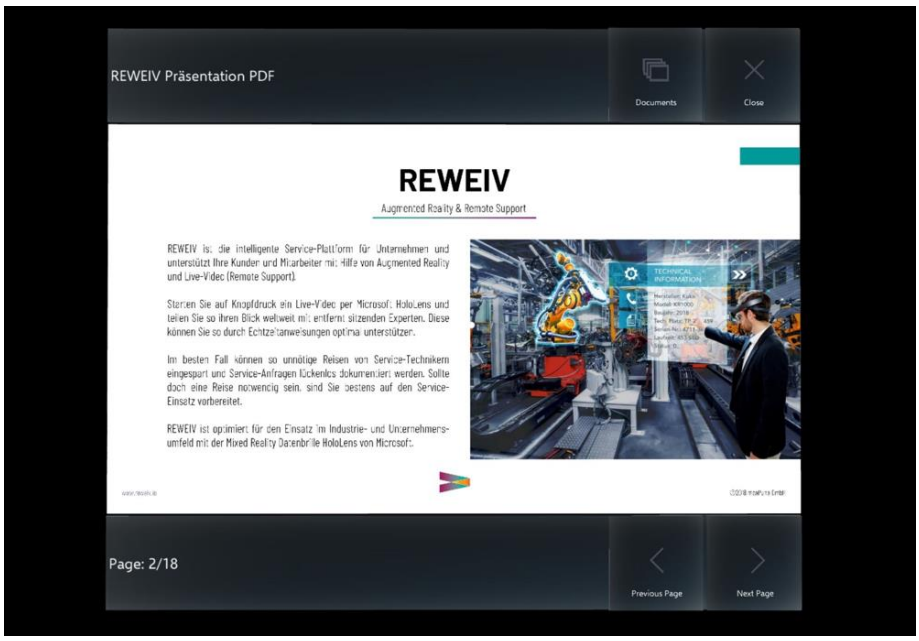


An image slider with the documents available in the system is launched. The slider can be rotated and/or zoomed by using the "tap and hold" feature.



If more than 12 documents are stored for a particular object, a second selection page is created. The „arrow“ icon can be used to navigate between the individual image sliders.

Selection of a document from the slider is carried out using the simple "tap" feature.

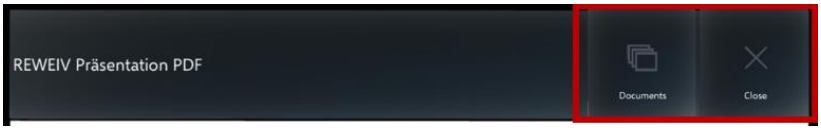


The selected document is now opened in a separate window and can be placed freely anywhere in the “room”. By double-clicking on the document, the window

is fixed at its current position. This allows several documents to be placed freely in the room at various locations (e.g. around a machine).

If it is a document with numerous pages, you can browse forwards and backwards using the navigation icons below the document.

The document can be closed using the "close" icon. The „documents“ icon returns you to the image slider. This allows you to select another document.



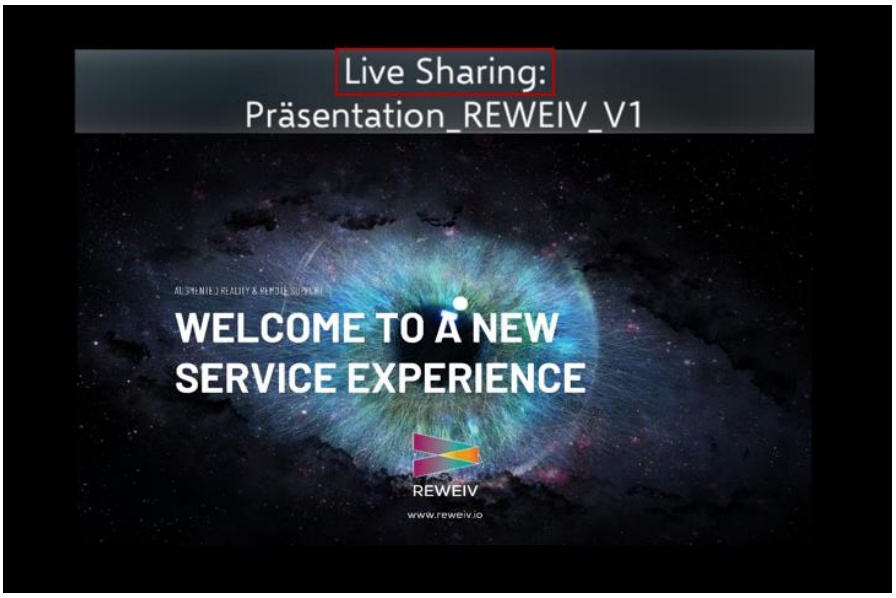
Please note:

The document automatically adjusts to the user's viewing direction.

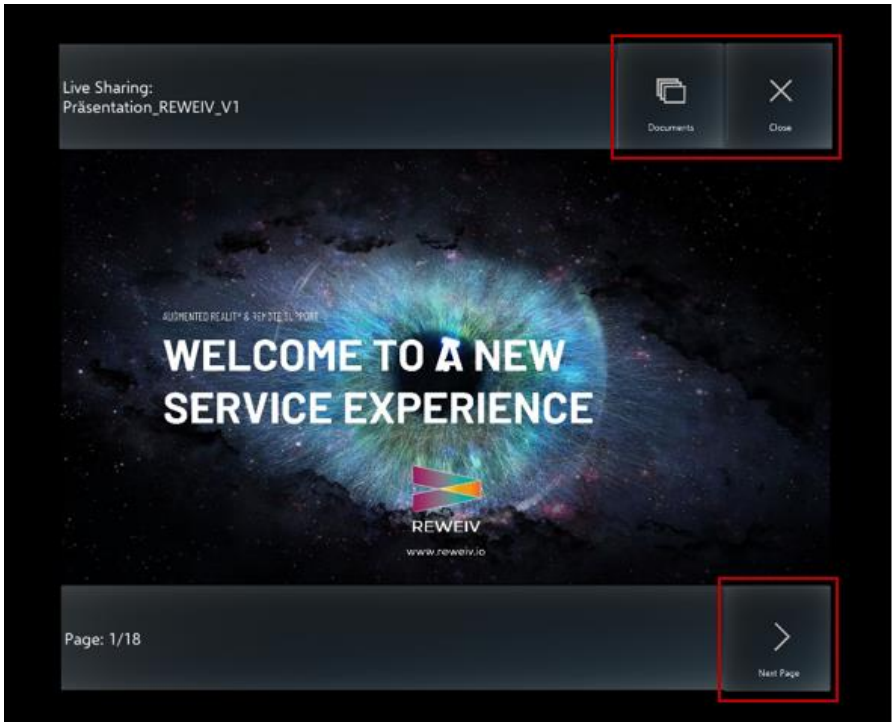
The "close" icon closes a document or window and then disappears from the user's range of vision.

11.8 View live shared documents

If a document is shared live from the browser UI during a live call, it automatically appears in the center of the REWEIV Apps field of view and follows automatically your view. The document is displayed as a thumbnail with the message "Live Sharing".



With a click on the thumbnail you can place it in the room. A menu with further options also appears for placed documents.



For multi-page documents, the "Next Page" button can be used to browse between the individual pages.

The "Documents" button is used to navigate to the documents stored in the system.

The button "Close" closes and deletes the document.

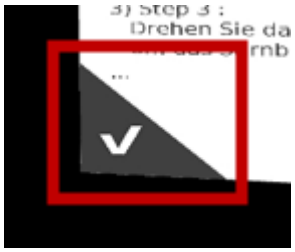
Please note:

Live shared documents are not stored on the server and are only available for the length of the live call. When the connection is closed, the documents are automatically deleted.

11.9 Load Step by step instruction

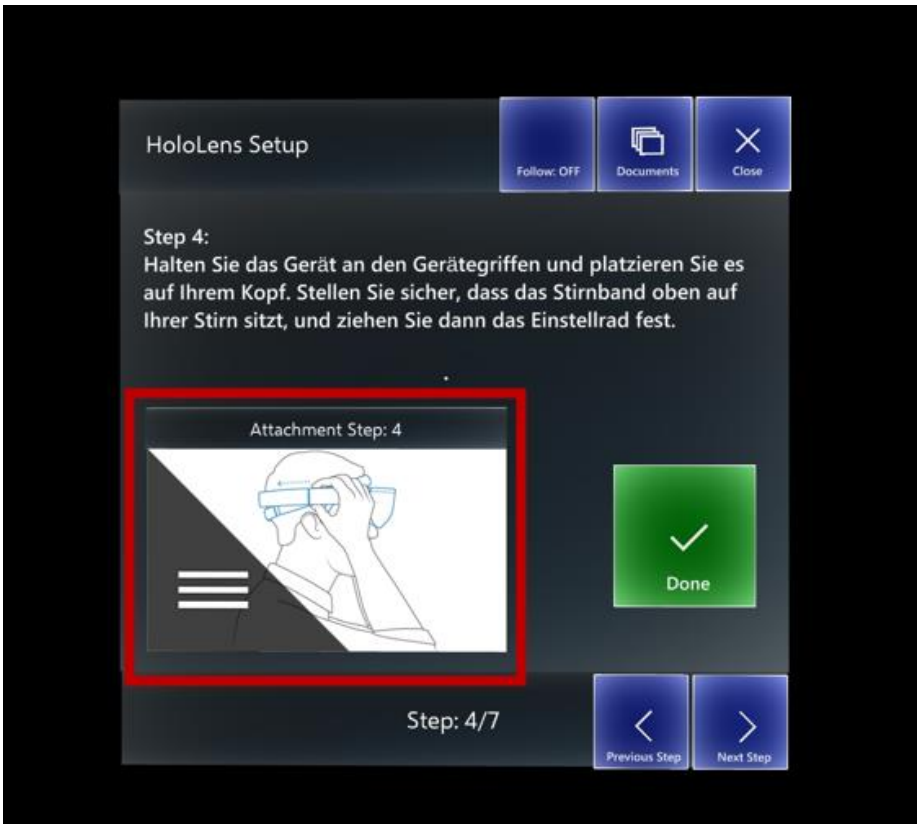
After successfully scanning an object QR Code, the "Documents" button can be used to display step-by-step instructions in addition to the documents stored in the system. These are also located in the document selection carousel.

A step-by-step instruction can be recognized by the "tick" icon:

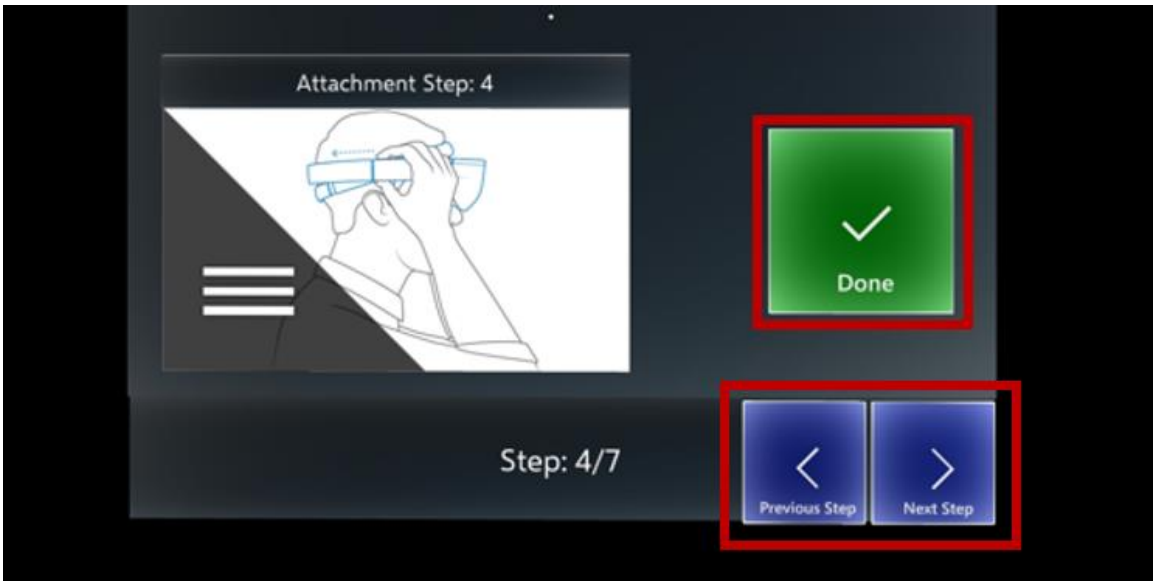


If a step-by-step instruction is selected, it opens with the first step displayed.

If the tutorial contains an image or video, it can be undocked from the window by clicking on the object.

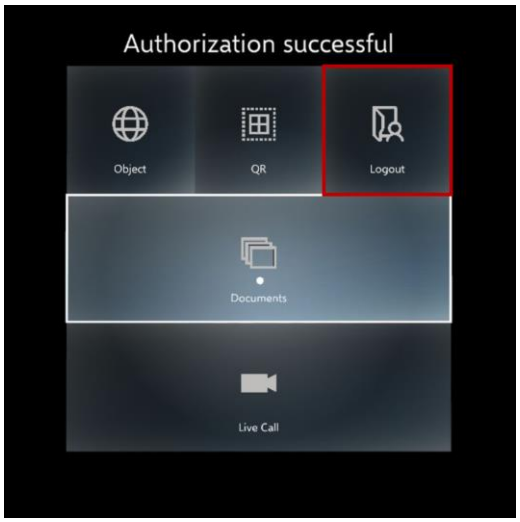


The arrow buttons can be used to navigate back and forth between the individual steps. The green Done-Button also navigates to the next step.



The upper menu items can be used to close the window, navigate back to the document selection or set the behavior of the window.

	Follow: OFF = The window is fixed in the room. Follow: ON = The window automatically follows your view
	The application navigates back to the document selection.
	Close the window.

11.10 Logout

The REWEIV-APP is terminated via the "logout" icon and the user is logged off from the system.