Best Practice on Successful Deployment of Webex Expert on Demand on Augmented Reality Devices

BRKCOL-2991

José Rico | Technical Solution Architect at Cisco
@_Jose_Rico

Cisco Webex App

Questions?
Use Cisco Webex App to chat
with the speaker after the session

How

1. Find this session in the Cisco Live Mobile App
2. Click "Join the Discussion"
3. Install the Webex App or go directly to the Webex space
4. Enter messages/questions in the Webex space

## Webex spaces will be moderated until February 24, 2023.

Agenda

- What is "Webex Expert on Demand" ?
  - Introduction to the "Webex Expert on Demand" solution

- Deployment of "Webex Expert on Demand" on a RealWear device

- Deployment of "Webex Expert on Demand" on a Google Glass device

- Demo of the "Webex Expert on Demand" solution

- TAC Solution Support

- Conclusions and Key Takeaways

Welcome to my session

José Rico
Technical Solution Architect at Cisco

**José Rico
Scan Me**
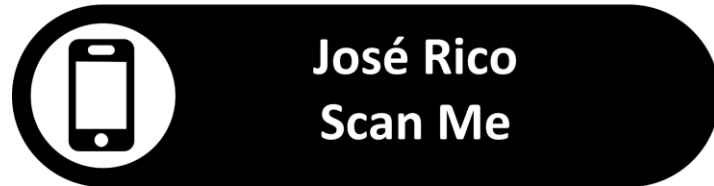
What is "Webex Expert on Demand"?

Webex Expert on Demand
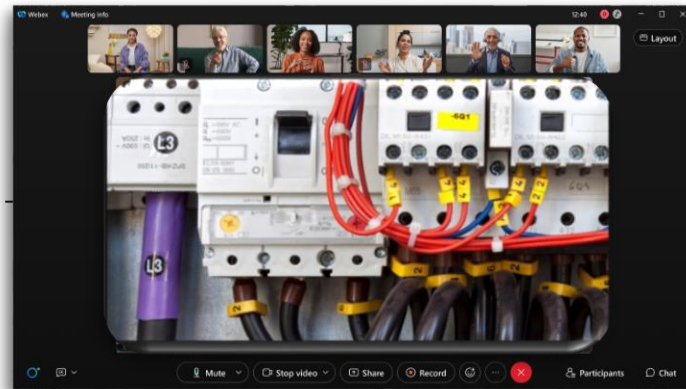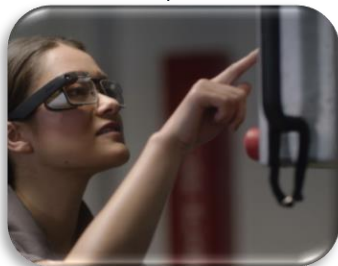
Hands-free collaboration to the frontline

Deliver the power of hands-free collaboration to the frontline.
Equip your frontline workers for smarter, safer hybrid work

Webex Expert on Demand

Hands-free collaboration to the frontline

Deliver the power of hands-free collaboration to the frontline.
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Webex Expert on Demand

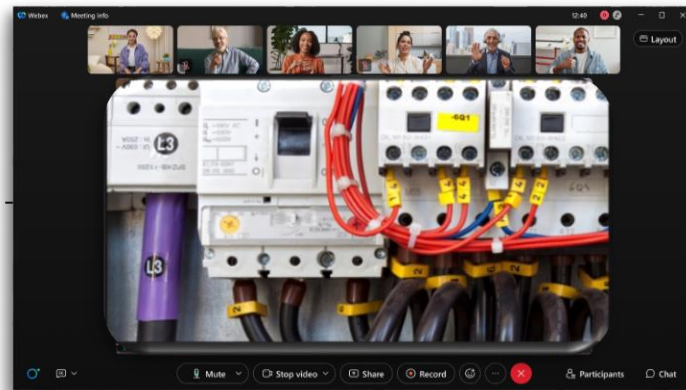## Hands-free collaboration to the frontline

Deliver the power of hands-free collaboration to the frontline.
Equip your frontline workers for smarter, safer hybrid work

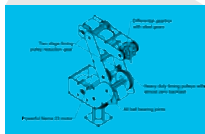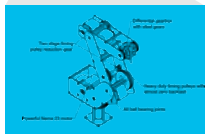# Webex Expert on Demand

Hands-free collaboration to the frontline

Deliver the power of hands-free collaboration to the frontline.
Equip your frontline workers for smarter, safer hybrid work

Powering hybrid work by enabling enterprise-wide collaboration
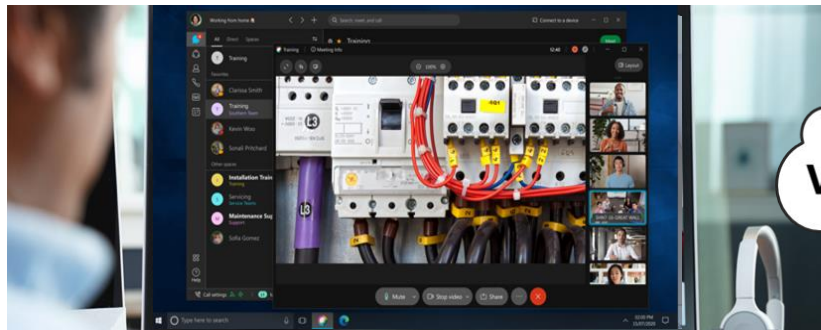
For remote experts

- Full set of Webex App and Meetings capabilities
- Easily add additional participants on the fly
- Content sharing, annotation and whiteboarding
- Flexible layout and stage view for meetings
- Recording

For frontline workers

- Real-time video with one or multiple experts
- Start a call through recent contacts, directory, and dedicated team space
- Join Webex scheduled meetings with voice commands
- Request help for immediate assistance
- Capture, share and annotate images
- Integrate digital workflows
- Enhance noise cancellation
- Transmit 1080p video to remote experts
- Option to enable remote control

Webex Expert on Demand

RealWear HMT-1®   RealWear HMT-1Z1®

RealWear Navigator™ 500

Deployment of "Webex Expert on Demand" on a RealWear device

Deployment of "Webex Expert on Demand"

Device Management for RealWear device
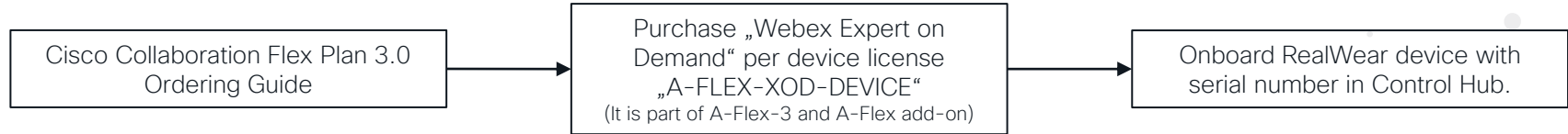
```
┌─────────────────────────┐        ┌─────────────────────────────┐        ┌─────────────────────────┐
│ Cisco Collaboration     │        │ Purchase „Webex Expert on   │        │ Onboard RealWear device │
│ Flex Plan 3.0           │  ───►  │ Demand" per device license  │  ───►  │ with serial number in   │
│ Ordering Guide          │        │ „A-FLEX-XOD-DEVICE"         │        │ Control Hub.            │
│                         │        │ (It is part of A-Flex-3     │        │                         │
│                         │        │ and A-Flex add-on)          │        │                         │
└─────────────────────────┘        └─────────────────────────────┘        └─────────────────────────┘
```
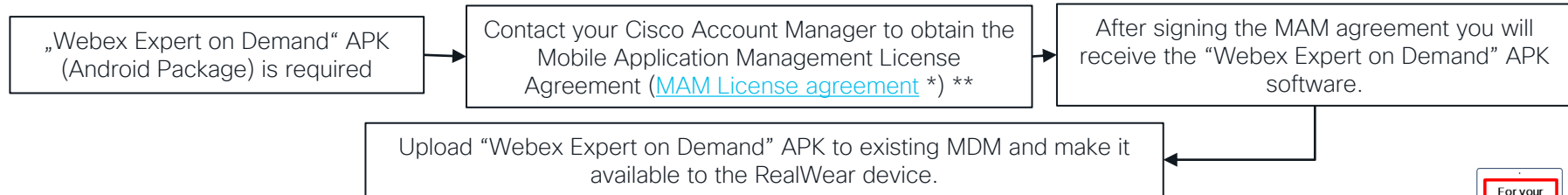
Android-based wearable glass devices do not have access to the Play Store to download application.

With RealWear own MDM cloud solution - RealWear Cloud

```
┌──────────────────┐     ┌──────────────────────┐     ┌──────────────────┐     ┌──────────────────────────────────────┐
│ Request a        │     │ Inform Cisco about   │     │ Sign in to your  │     │ Add your RealWear device and assign  │
│ RealWear Cloud   │ ──► │ RealWear Cloud       │ ──► │ RealWear Cloud   │ ──► │ the „Webex Expert on Demand"         │
│ Workspace        │     │ Workspace name.      │     │ Workspace        │     │ application to your device (watch    │
│                  │     │ Use this link        │     │                  │     │ the YouTube Video)                   │
└──────────────────┘     └──────────────────────┘     └──────────────────┘     └──────────────────────────────────────┘
```

With an own Mobile Device Management

```
┌─────────────────────────┐     ┌──────────────────────────────────┐     ┌──────────────────────────────────┐
│ „Webex Expert on Demand" │    │ Contact your Cisco Account       │     │ After signing the MAM agreement  │
│ APK (Android Package)    │ ──►│ Manager to obtain the Mobile     │ ──► │ you will receive the "Webex      │
│ is required             │    │ Application Management License    │     │ Expert on Demand" APK software.  │
│                         │    │ Agreement (MAM License            │     │                                  │
│                         │    │ agreement *) **                   │     │                                  │
└─────────────────────────┘     └──────────────────────────────────┘     └──────────────────────────────────┘

      ┌──────────────────────────────────────────────────────────────┐
      │ Upload "Webex Expert on Demand" APK to existing MDM and make  │ ◄───
      │ it available to the RealWear device.                          │
      └──────────────────────────────────────────────────────────────┘
```

*The Mobile Application Management License Agreement is an agreement made by and between Cisco and another organization or licensee looking to wrap the mobile application. The MAM agreement secure our IP and avoid re-engineering.
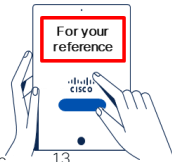** A Cisco CCO account is required to receive the MAM application. If you do not have one, please apply for one at :
https://id.cisco.com/signin/register

For your reference

Deployment of "Webex Expert on Demand"

On a RealWear device

Webex Expert on Demand

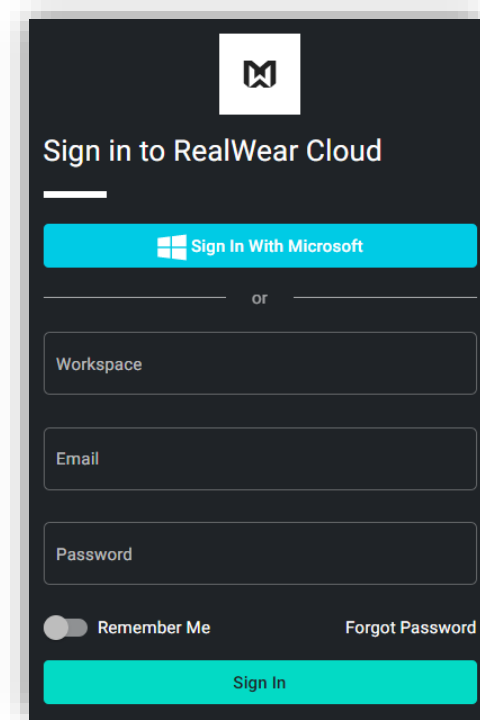How to get "Webex Expert on Demand" App on the RealWear Devices

Deployment of "Webex Expert on Demand"

On a RealWear device – Prerequisites

- The following steps must be completed before you can assign "Webex Expert on Demand" app via RealWear Cloud on the glasses:

  - Purchase of the "Webex Expert on Demand" license per device

  - Device created in the Control Hub

 - Create a RealWear Cloud Workspace

Note:
Existing "Webex Expert on Demand Named User" license need to migrate to new "Webex Expert on Demand Device" license   -> A-FLEX-XOD-DEVICE

Deployment of "Webex Expert on Demand"

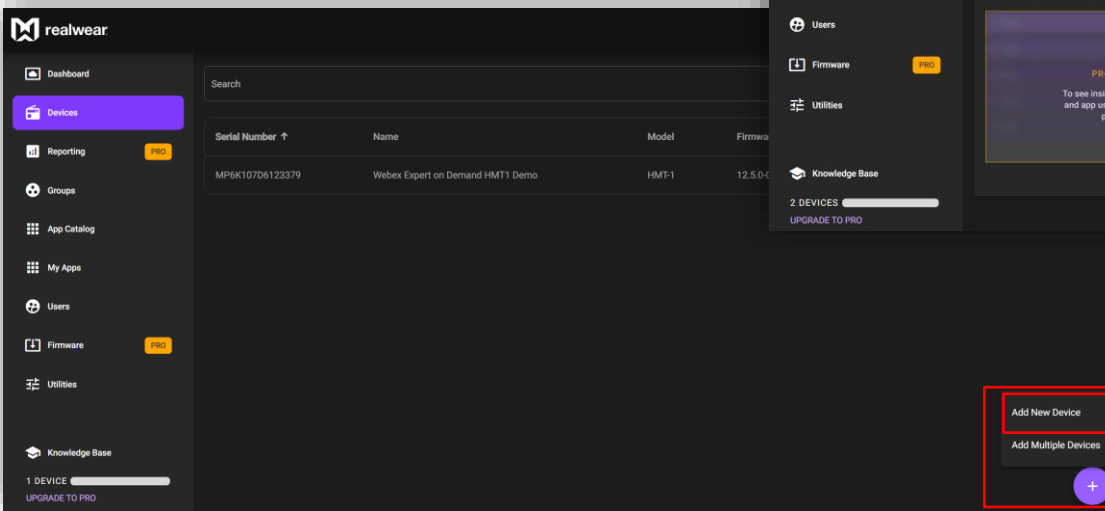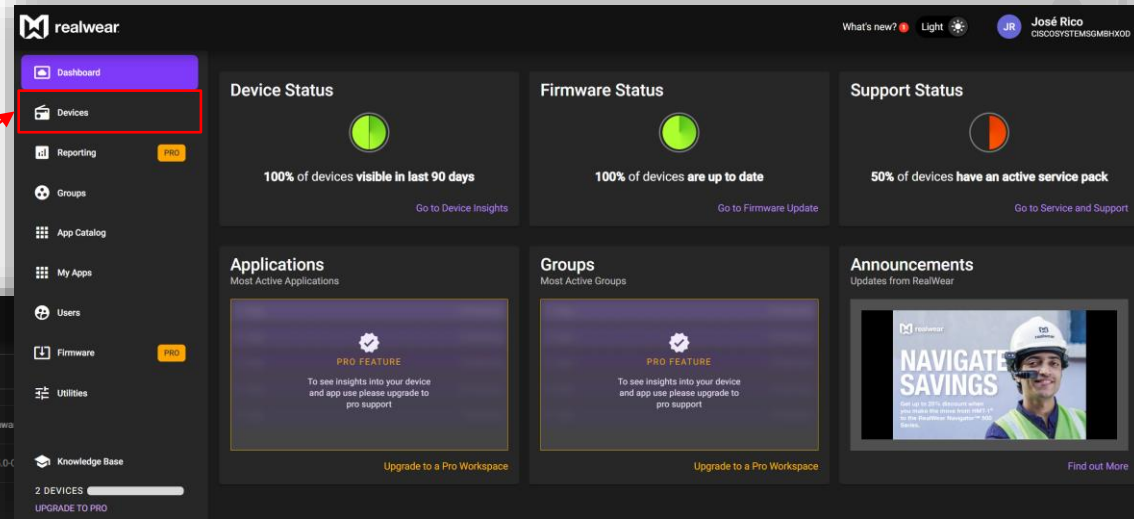## On a RealWear device – Preparation

- To register the device in the <u>RealWear Cloud</u>, you need the serial number.

  - Turn on the RealWear glasses.

  - With the words "*My Programs*" and then "*About Device*", you get the serial number displayed.
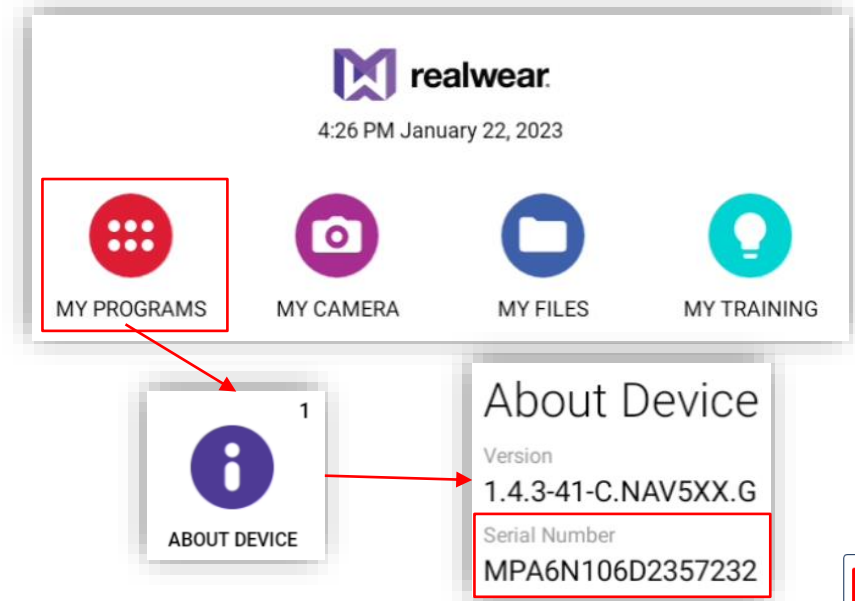
Deployment of "Webex Expert on Demand"

On a RealWear device – Creating a new RealWear Device

- Navigate to the RealWear Cloud portal

- Select "Devices"

- Click the plus icon to add a new device

For your reference

Deployment of "Webex Expert on Demand"

On a RealWear device – Creating a new RealWear Device

- Fill in the necessary fields and click "Insert Device"

Add Device

Serial Number *
MPA6N106D2357232
Enter a valid Device Serial Number

Subsidiary
Subsidiary (optional)

Friendly Name *
Webex Expert on Demand Nav500 Demo
Name

Department
Department (optional)

Email Address
Email Address (optional)

City
City (optional)

Device Description
Description (optional)

Country
Country (optional)

Company
Cisco Systems
Company (optional)
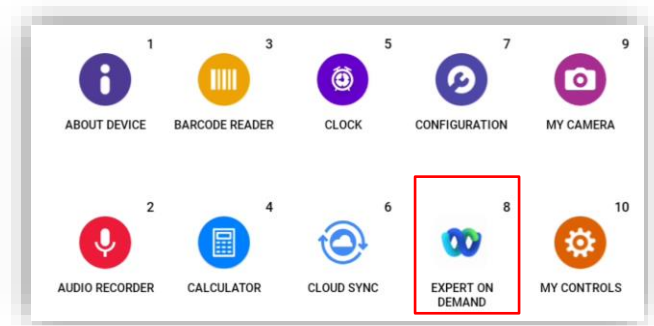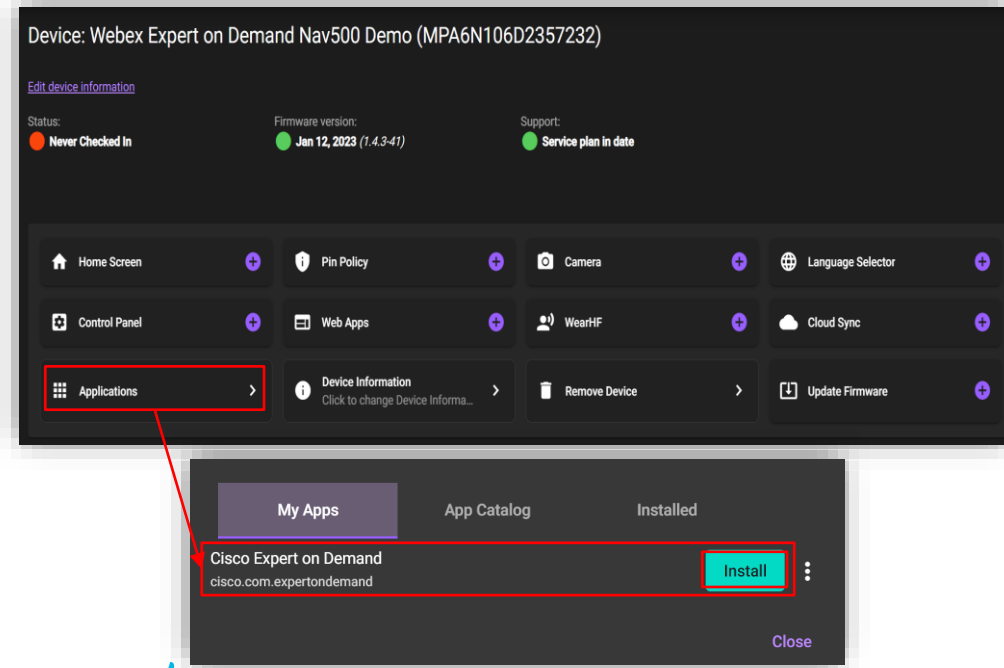
Back   **Insert Device**

For your reference

Deployment of "Webex Expert on Demand"
On a RealWear device – Creating a new RealWear Device

- Select "Applications" and under "My Apps" install the "Cisco Expert on Demand" application.

Webex Expert on Demand integrated in RealWear

Front View Callout Definitions

Callout	Definition	Callout	Definition
1	Active camera indicator light	8	Camera
2	Shoulder joint	9	Elbow joint
3	Flashlight	10	Action Button
4	Display pod	11	Power button/fingerprint sensor
5	Mic A1 (Mic A2 opposite side)	12	Speaker
6	Mic B1 (Mic B2 on opposite side)	13	Side accessory clipping points
7	Boom arm	14	Left and right buttons

Rear View Callout Definitions

Callout	Definition	Callout	Definition
1	Battery pack	6	Rear band
2	Display window	7	Camera module
3	3.5 mm audio jack	8	Battery status indicator
4	USB-C charging port	9	Dust cover
5	Micro SD card slot cover		

For your reference
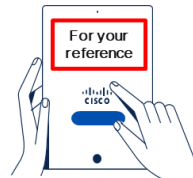
Deployment of
"Webex Expert on
Demand" on a
Google Glass
device

Deployment of "Webex Expert on Demand"
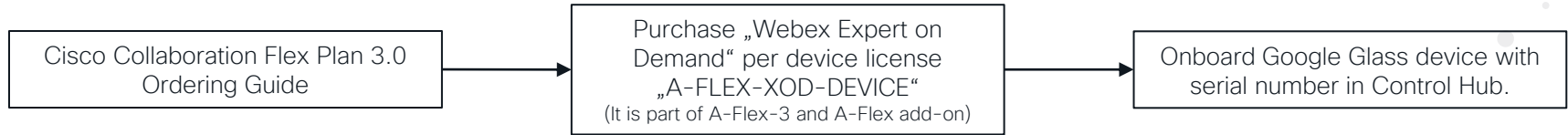
Device Management for Google Glass device

```
Cisco Collaboration Flex Plan 3.0        →    Purchase „Webex Expert on        →    Onboard Google Glass device with
Ordering Guide                                Demand" per device license            serial number in Control Hub.
                                              „A–FLEX–XOD–DEVICE"
                                         (It is part of A–Flex-3 and A–Flex add-on)
```
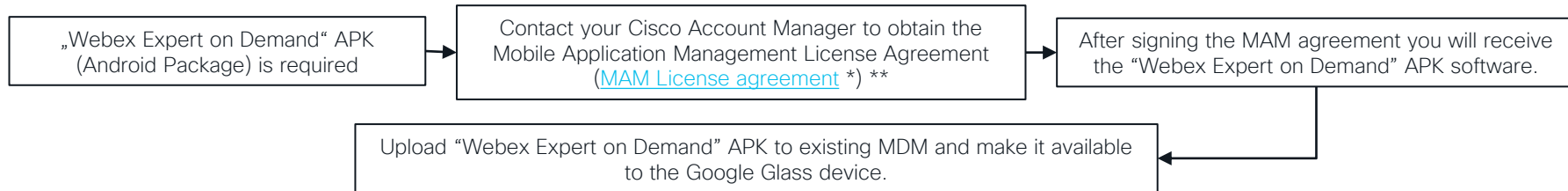
Android–based wearable glass devices do not have access to the Play Store to download application.

Google does not offer its own MDM solution for its Google Glass devices.
Cisco recommends that customers in enterprise environments use an MDM solution to manage and push the "Webex Expert on Demand" application to Google Glass devices.

With an own Mobile Device Management (Cisco recommendation)

```
„Webex Expert on Demand" APK     →    Contact your Cisco Account Manager to obtain the    →    After signing the MAM agreement you will receive
(Android Package) is required         Mobile Application Management License Agreement          the "Webex Expert on Demand" APK software.
                                      (MAM License agreement *) **
```

```
                                 Upload "Webex Expert on Demand" APK to existing MDM and make it available
                                 to the Google Glass device.
```

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organization or licensee looking to wrap the mobile application. The MAM agreement secure our IP and avoid re-engineering.
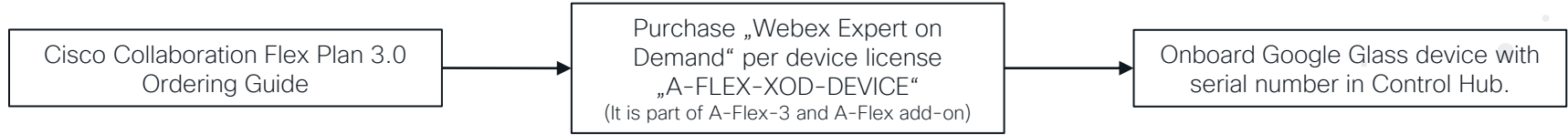** A Cisco CCO account is required to receive the MAM application. If you do not have one, please apply for one at :
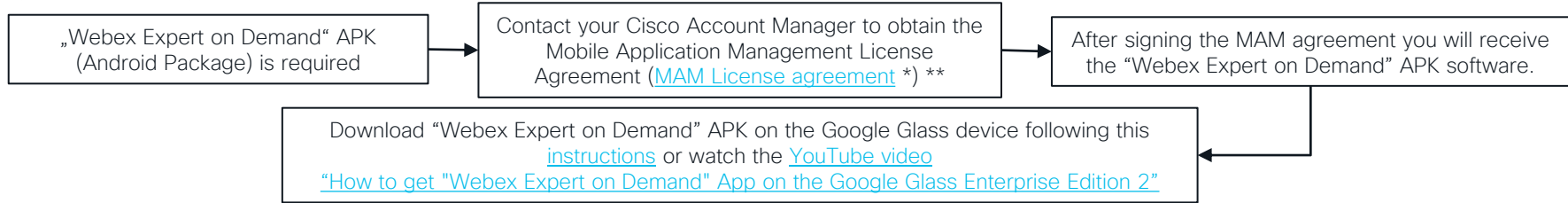https://id.cisco.com/signin/register

For your
reference

CISCO Live!

Deployment of "Webex Expert on Demand"

Device Management for Google Glass device

```
┌─────────────────────────┐     ┌─────────────────────────────┐     ┌─────────────────────────────┐
│ Cisco Collaboration Flex │ ──> │ Purchase „Webex Expert on   │ ──> │ Onboard Google Glass device │
│ Plan 3.0 Ordering Guide  │     │ Demand" per device license  │     │ with serial number in       │
│                          │     │ „A-FLEX-XOD-DEVICE"         │     │ Control Hub.                │
│                          │     │ (It is part of A-Flex-3 and │     │                             │
│                          │     │ A-Flex add-on)              │     │                             │
└─────────────────────────┘     └─────────────────────────────┘     └─────────────────────────────┘
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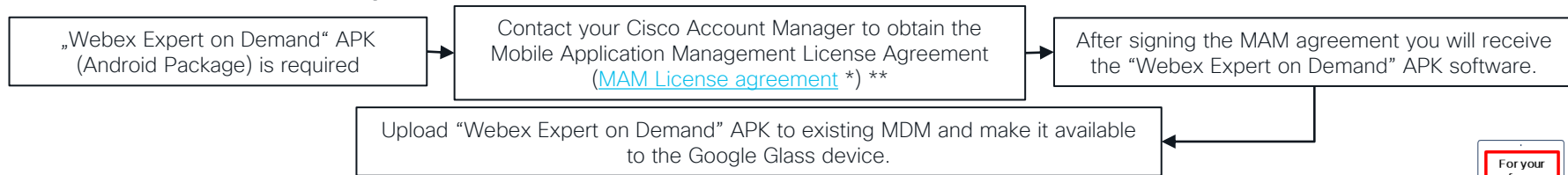
Android-based wearable glass devices do not have access to the Play Store to download application.

Directly on the Google Glass device (only good option for one to two glasses in lab or demo not for production environment)

```
┌─────────────────────────┐     ┌─────────────────────────────┐     ┌─────────────────────────────┐
│ „Webex Expert on Demand" │ ──> │ Contact your Cisco Account  │ ──> │ After signing the MAM       │
│ APK (Android Package) is │     │ Manager to obtain the       │     │ agreement you will receive  │
│ required                 │     │ Mobile Application          │     │ the "Webex Expert on        │
│                          │     │ Management License          │     │ Demand" APK software.       │
│                          │     │ Agreement (MAM License      │     │                             │
│                          │     │ agreement *) **             │     │                             │
└─────────────────────────┘     └─────────────────────────────┘     └─────────────────────────────┘
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```
┌─────────────────────────────────────────────────────────────────────────────┐
│ Download "Webex Expert on Demand" APK on the Google Glass device following    │
│ this instructions or watch the YouTube video                                  │
│ "How to get "Webex Expert on Demand" App on the Google Glass Enterprise       │
│ Edition 2"                                                                     │
└─────────────────────────────────────────────────────────────────────────────┘
```
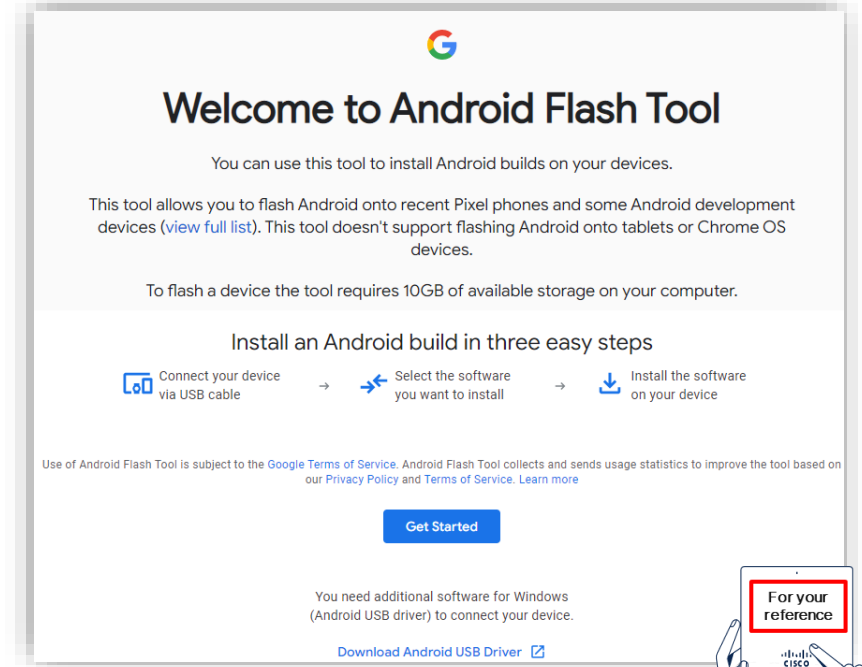
With an own Mobile Device Management (Cisco recommendation)

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│                          │     │ Management License          │     │ Demand" APK software.       │
│                          │     │ Agreement                   │     │                             │
│                          │     │ (MAM License agreement *) **│     │                             │
└─────────────────────────┘     └─────────────────────────────┘     └─────────────────────────────┘
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┌─────────────────────────────────────────────────────────────────────────────┐
│ Upload "Webex Expert on Demand" APK to existing MDM and make it available     │
│ to the Google Glass device.                                                   │
└─────────────────────────────────────────────────────────────────────────────┘
```

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For your reference

CISCO Live!

Deployment of "Webex Expert on Demand"

On a Google Glass device

Webex Expert on Demand

How to get "Webex Expert on Demand" App
on the Google Glass Enterprise Edition 2

CollabRico
YouTube

For your
reference

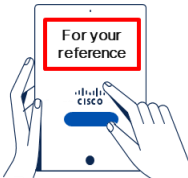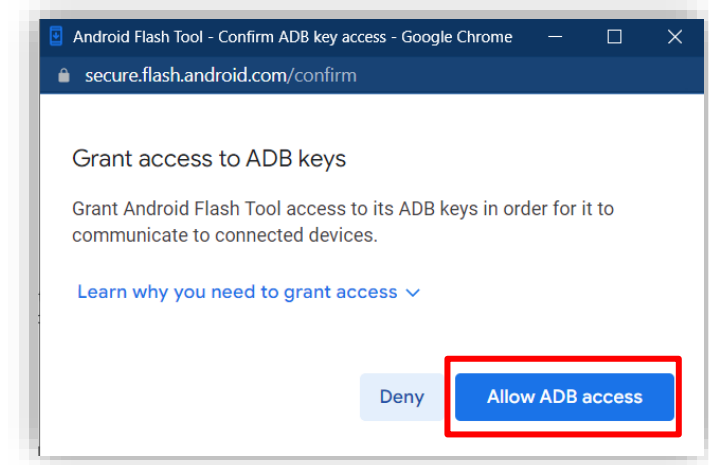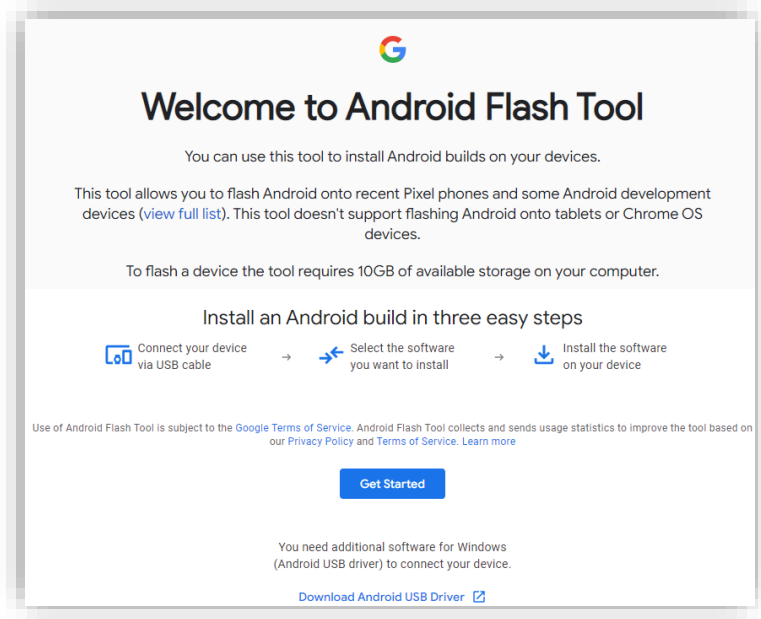# Deployment of "Webex Expert on Demand"

On a Google Glass device – Prerequisites

- The following steps must be completed before you can install the APK on the glasses:

  - Purchase of the "Webex Expert on Demand" license per device

  - Device created in the Control Hub

  - Sign the MAM agreement to receive the "Webex Expert on Demand" APK software.

G

Welcome to Android Flash Tool

You can use this tool to install Android builds on your devices.

This tool allows you to flash Android onto recent Pixel phones and some Android development devices (view full list). This tool doesn't support flashing Android onto tablets or Chrome OS devices.

To flash a device the tool requires 10GB of available storage on your computer.

Install an Android build in three easy steps

Connect your device via USB cable → Select the software you want to install → Install the software on your device

Use of Android Flash Tool is subject to the Google Terms of Service. Android Flash Tool collects and sends usage statistics to improve the tool based on our Privacy Policy and Terms of Service. Learn more

Get Started

You need additional software for Windows (Android USB driver) to connect your device.

Download Android USB Driver ↗

For your reference

CollabRico YouTube

Deployment of "Webex Expert on Demand"
On a Google Glass device

- Navigate to the "Android Flash Tool"

- Allow ADB access

For your reference

Deployment of "Webex Expert on Demand"
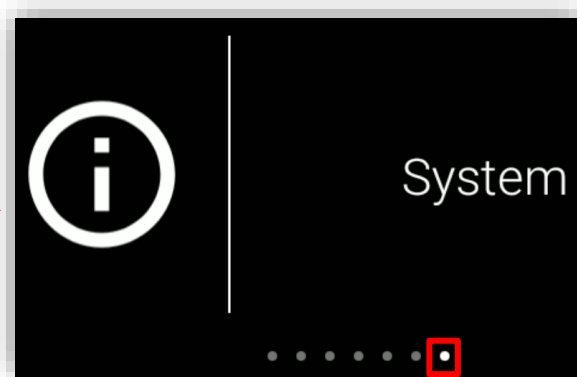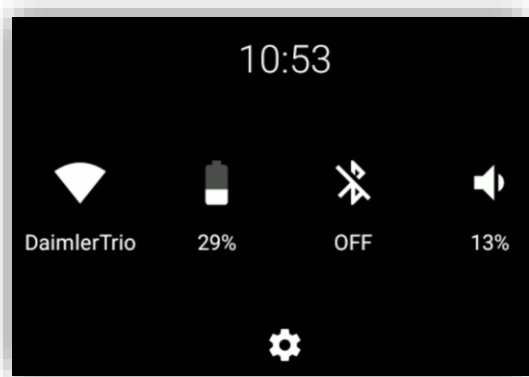
On a Google Glass device – Device preparation

- I assume that the Android USB driver is already installed.

- Next, the Developer Mode must be activated in the Google Glass glasses.

Select APK Files for Glass EE2

Selected device:

No devices available
Manually add a new device by following the steps below.

Step 0: Install Android USB Driver
You are using a Windows machine and need to install additional software (Android USB Driver) to connect your phone if you have not already done so.

Step 1: Enable developer mode
Follow these steps to enable USB Debugging on your device. If your device is in the bootloader you can skip this step.

Step 2: Plug in your device
Connect your device using any USB data cable.

Step 3: Select device
Click the Add new device below. If the browser menu doesn't appear or your device isn't listed, follow the troubleshooting tips below.

Troubleshooting tips   + Add new device

For your reference

Deployment of "Webex Expert on Demand"
On a Google Glass device – Device preparation

- Under the system setting
  - Enable "Developer Options
  - Enable "USB Debugging"

For your reference

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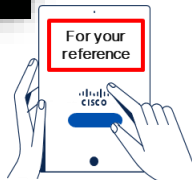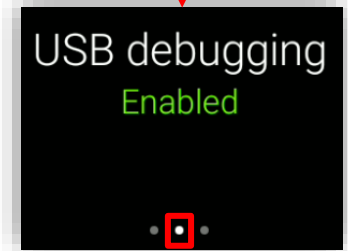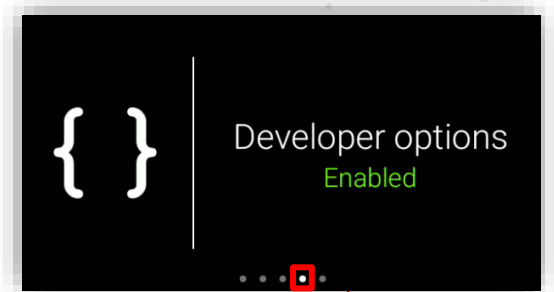
Deployment of "Webex Expert on Demand"

On a Google Glass device – Device preparation

Sometimes you have to select the USB Configurator additionally.

- About Device -> Android Settings -> Systems -> Developer Options ->
  Select USB Configuration -> MTP

Deployment of "Webex Expert on Demand"
On a Google Glass device – Connect device and install APK

Select APK Files for Glass EE2

Selected device:

Select device (1 available) ˅

APK files:

APK

Select .APK files to get started

Select APK files

Helpful tips

✓ Only use APK files downloaded from a trusted source
⚠ Zip files are not supported
ⓘ More instructions at the Glass Enterprise Edition Help Site .

Selected device:

Glass Enterprise Edition 2
1QNTGG2519460104
OPM1.221111.001 (eng.idzkow.20221111.224234)
Connected

Troubleshooting tips   + Add device   View all devices

flash.android.com wants to connect

Glass EE2 - Paired

?   Connect   Cancel

APK files:

APK

Select .APK files to get started

Select APK files

APK files:

Selected files:

XoD-Glass-v1.9.2.0_290722-0648_beta_pre.44ca6d2.apk

Remove and select again   Install selected APK files

Terms and Conditions

By clicking "Accept", you allow Google to download APK files onto this device. Third-party APK files may be subject to the terms as provided with those files.

Cancel   Accept

For your reference

Deployment of "Webex Expert on Demand"

On a Google Glass device – Connect device and install APK

Webex Expert on Demand integrated with Google

Power management
800mAh battery with USB-C fast charge
20 minutes for device to charge to
at least 50%

Two-way audio
Oval mono speaker
Three beamforming mics
for clear audio quality

Small and lightweight
Weighing in at 70g, workers can
wear device all day without fatigue
Safe to use, IP53 certified

Multi-core computer
Qualcomm Snapdragon XR1 processor
Wi-Fi 802.11a/g/b/n/ac, dual-band,
Bluetooth 5.0, USB-C connectivity

Touchpad and voice commands
Touchpad can be swiped to navigate.
Voice enabled for 100% hands free use

For your
reference

Streaming HD video
Up to 1080p30 video, 8Mp and advanced video encoding
Display prism located just above the user's right eye
640 pixel x 360 pixel RGB

Demo of the "Webex Expert on Demand" solution

Quick, secure login using QR code

Via https://expert-on-demand.webex.com/ link

Use Expert on Demand QR code login to access your user profile to start collaborating with your team of experts

Expert on Demand

Generate a code to link your Webex account.
If you need more information, click here.

☐ I'm running v1.9.0.0 or newer

Generate code

Need Help Signing in? Contact Support

Expert on Demand

Generate a code to link your Webex account.
If you need more information, click here.

☑ I'm running v1.9.0.0 or newer

Enter Email Address

Sign In

Need Help Signing in? Contact Support

Scan this code to link your Webex account.
If you need more information, click here.

01:58

Need Help Signing in? Contact Support

Instant access to remote expertise when you need it most

Call your recent contacts

Enable your company directory

Call dedicated team space
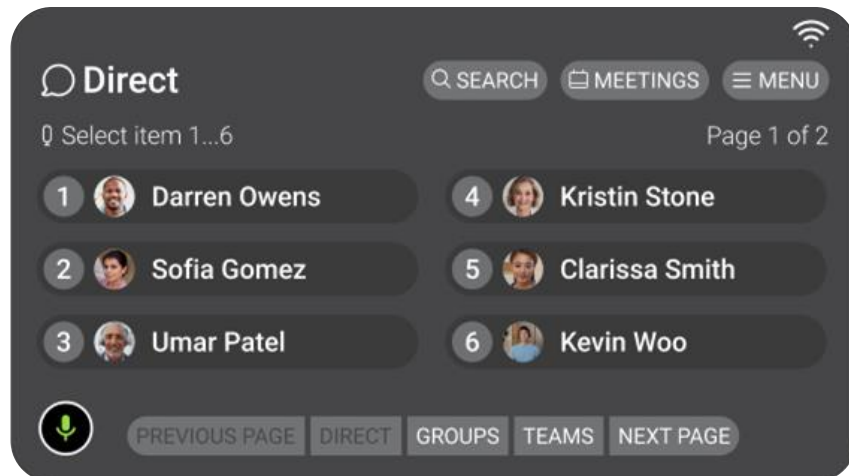
Voice recognition makes searches simple

- Voice recognition technology to search for words like "groups" and "teams"

- Experience Webex background noise removal during calls
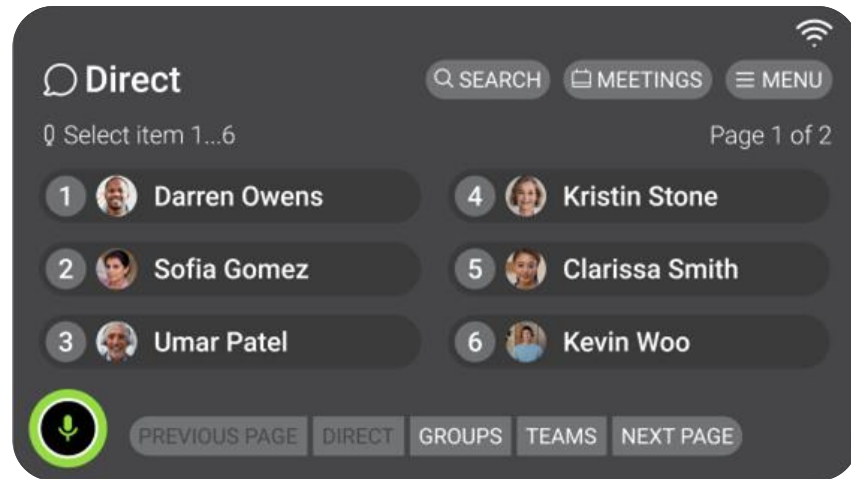
Join Webex meetings from anywhere
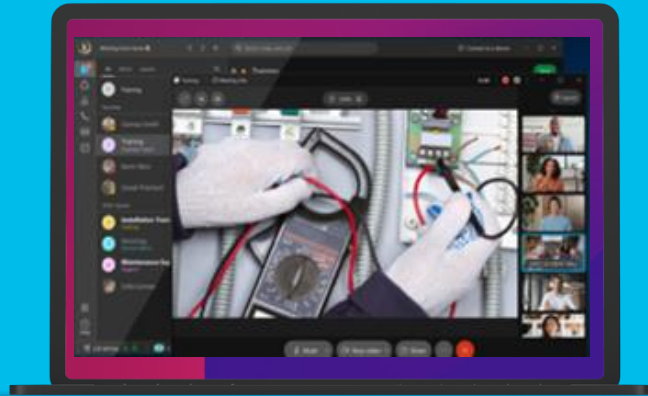
Remote experts can share their screen with the frontline worker to provide real-time guidance
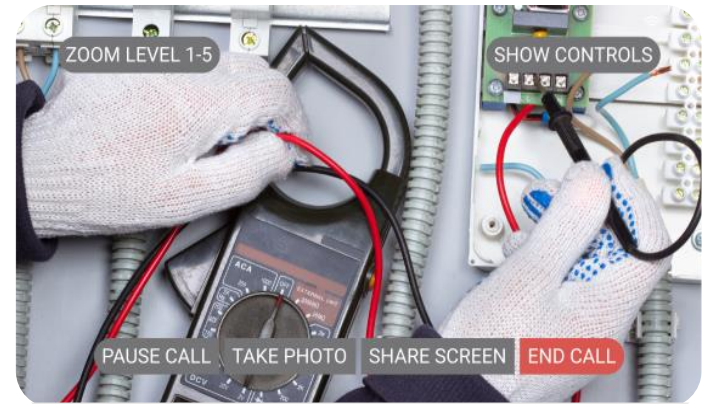
Frontline worker can view the documentation and use it to solve the problem in front of them or screen shot for later use

Join scheduled meetings from your device anywhere, anytime

Join scheduled Webex meetings with your Glass

Service Tech Training
In 5 minutes   CLOSE

1 Darren Owens   4 Kristin Stone
2 Sofia Gomez   5 Clarissa Smith
3 Umar Patel   6 Kevin Woo

PREVIOUS PAGE   DIRECT   GROUPS   TEAMS   NEXT PAGE

Expert on Demand
realwe

webex
CISCO Live!
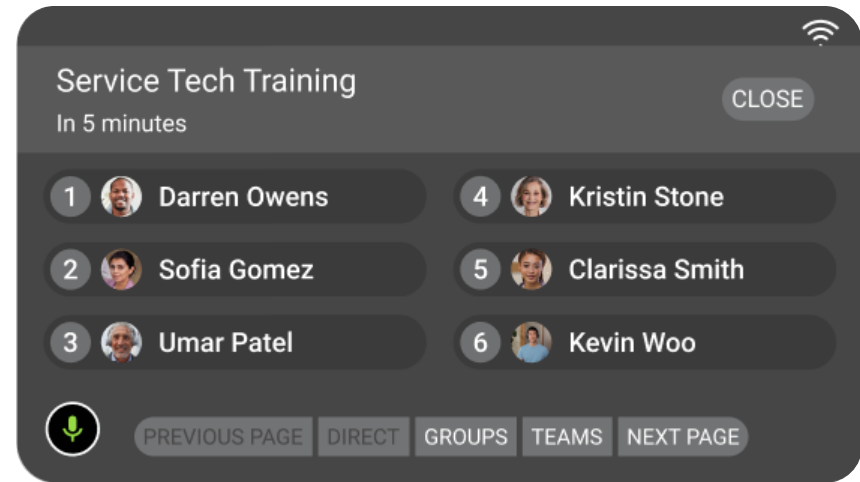
All eyes on the frontline with advanced video layouts

Remote experts select advanced and flexible video layout
All eyes are on the frontline worker, regardless of who is speaking

Support of English

Drag and drop participants

Scroll between participants

Stage and stack to your liking

Use slider controls to customize
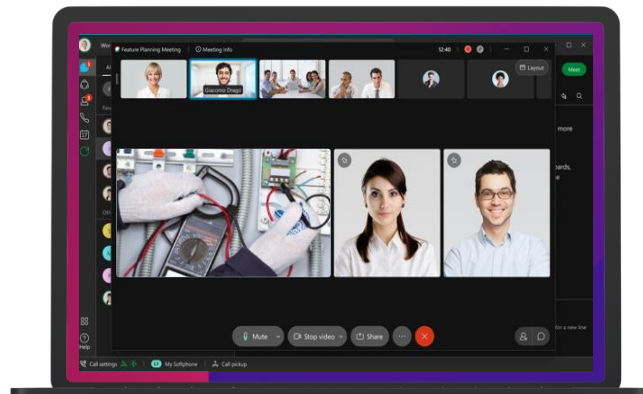
Help identify the resolution with simple annotation

The remote expert can annotate what the frontline worker is seeing using their laptop, tablet, smartphone, Webex Desk Pro, Webex Board, Webex Desk Mini or Webex DX80

webex
CISCO Live!

Annotate with simple voice-activated commands and head tracking

Place annotations with head tracking movements
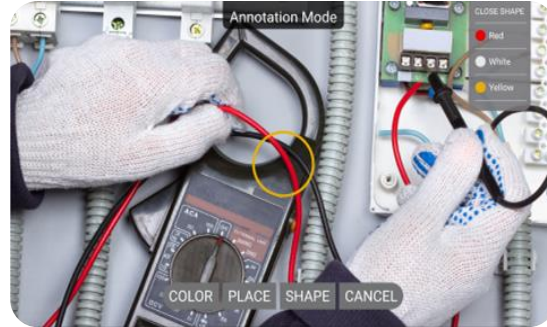
User annotation options to select pointer and color options
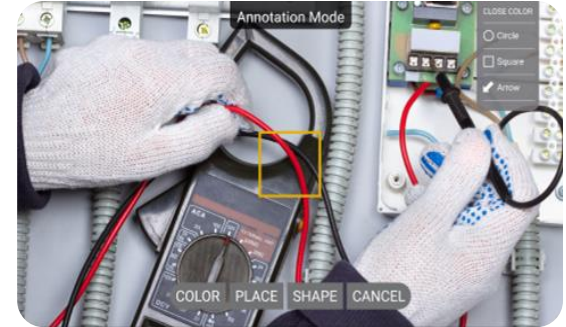
User can add multiple annotations, undo annotation and eventually save or discard

Pinpoint the issue with manual and auto focus modes

Switch between manual and auto focus modes

Document, zoom, and pan

User can zoom on the content shared by remote expert and pan document using head movements
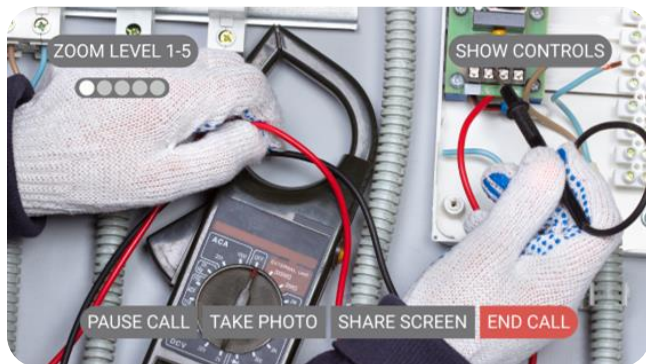
Zoom Level 1
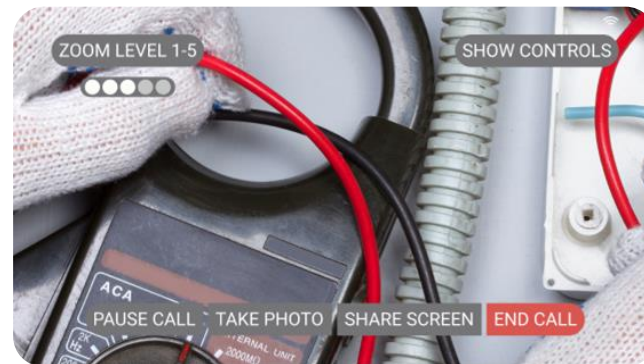
Zoom Level 3

Webex Expert on Demand
TAC Solution Support

How customers, Partners, and Cisco fit together
How Solution Support works

Customers contact Cisco® Partner → Partners engage Cisco → Cisco TAC delivers product support

OR

Customers contact Cisco → We deliver Solution Support → Solution Support engineer coordinates product support teams as needed

Customers can contact Solution Support Alliance Partners directly for product support per their contracts with them. → Solution Support Alliance Partners deliver their product support

Webex Expert on Demand
How to send log data to the TAC Solution Support team
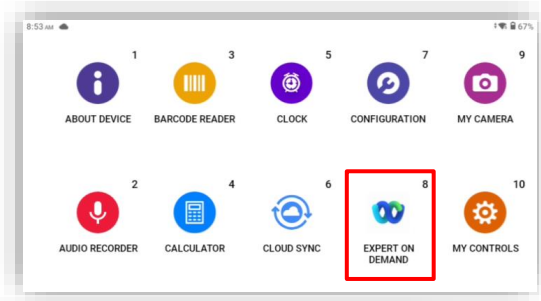
Open a TAC case
Helpful Link
[Technical Support Services At-a-Glance](#)

Information you need to create a service request:
- Valid Cisco.com User ID
- Active support contract number
- Problem description and symptoms.
  - Webex Expert on Demand logged users email address.
  - Information when the logs were created and sent.
  - Software version of Webex Expert on Demand application *
  - Installed Firmware version of device
  - Hardware model
- Severity level S1 – S4 of your case

* Webex Expert on Demand software version:
- My Programs -> Settings -> Apps & Notifications -> See All Apps (Select Item 5) -> Expert on Demand -> Advanced -> Version X.X.X

For your reference
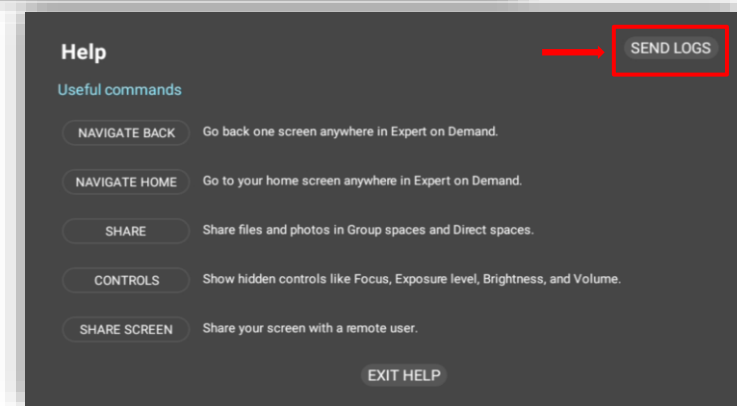
Webex Expert on Demand

How to send log data to the TAC Solution Support team

Open Webex Expert on Demand application.

Say the words "*Menu*" , "*Help*" and then "*Send Logs*".
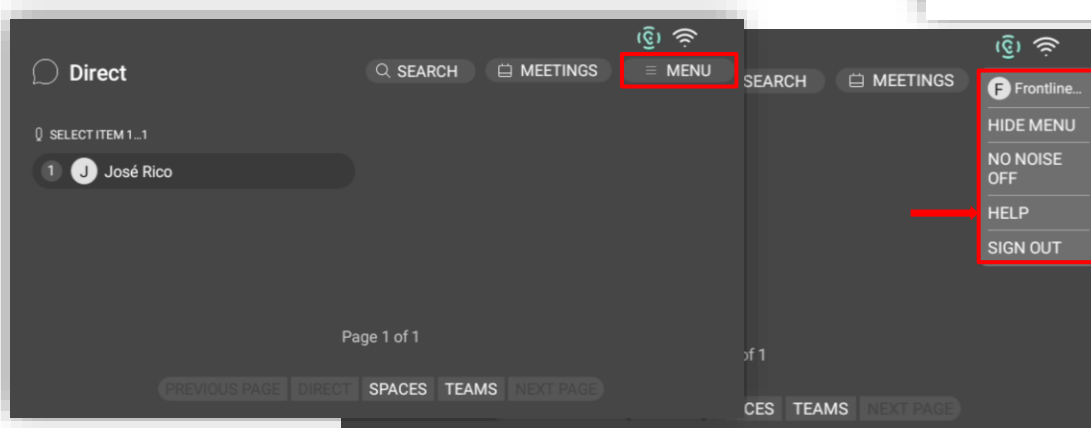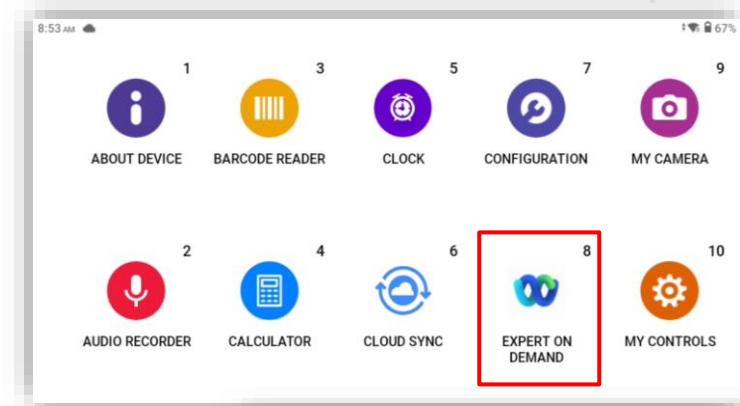
Conclusions and Key Takeaways

Conclusion and Key Takeaways

- Webex Expert on Demand is easy to install and to use

- Efficient – Limiting Downtime & Boosting Productivity

- Cost Saving – Lowering Operating Costs

- Effective – Faster Onboarding

Appendix

- Webex Expert on Demand webpages (Solution / Frontline)
- What´s New in Webex Expert on Demand (Subscribable)
- Help Webex articles
- Webex Expert on Demand – YouTube Channel

- Join Ask Webex Expert on Demand space (Cisco internal)
- Cisco Webex Expert on Demand – Community Page
- Webex Expert on Demand – 30 days Trial Request – Form
- Webex Expert on Demand – PM Mailer List

- Solution Overview
- User Guides HMT-1 | Navigator 500
- RealWear Explorer
- RealWear products comparison

- RealWear support
- RealWear Cloud (formerly RealWear Foresight)
  - Knowledge Base | RealWear Cloud Dashboard

- FAQ

- Glass Enterprise Edition 2 support
- Glass Enterprise APK installation

Time for Q&A

Continue Your Education

Visit the Cisco Showcase for related demos.

Book your one-on-one Meet the Engineer meeting.

Attend any of the related sessions at the DevNet, Capture the Flag, and Walk-in Labs zones.

Visit the On-Demand Library for more sessions at ciscolive.com/on-demand.

Complete your Session Survey

- Please complete your session survey after each session. Your feedback is very important.

- Complete a minimum of 4 session surveys and the Overall Conference survey (open from Thursday) to receive your Cisco Live t-shirt.

- All surveys can be taken in the Cisco Events Mobile App or by logging in to the Session Catalog and clicking the "Attendee Dashboard" at https://www.ciscolive.com/emea/learn/sessions/session-catalog.html

Thank you