# Literature Review

The chapter serves as a review of the available research that was done in the area of Workplace Assistant Augmented Reality. I shall be discussing the two components involved in the Augmented Reality application as well as the research that has inspired my approach. The chapter is divided into three parts; the ﬁrst part involves Image and Object Recognition techniques involved in Augmented Reality, the second is about applying user proﬁling methods with Augmented Reality, and the third is about diﬀerent image and object recognition techniques involved in augmented reality technologies.

## Workplace Augmented reality

“[A]ugmented Reality (AR) technology has rarely been discussed outside of the computer science world. It has taken years for this technology to become closer to a stable existence, and will most likely take several more years before it will be used by average citizens”[12]. Although the technology can be considered in its infancy it also has a wide variety of applications. One of its main applications in the 4.0 Industry is the use of AR in assisted learning. Every workplace needs adjustment and some form of training for employees to be adjusted to the process of the work they might be doing. Augmented Reality may help in assisting the employees by providing them with additional overlayed instructions to guide them through the whole process of adjustment as well as to provide them with training.

Workplace training normally comes in two forms; on the job training and oﬀ the job training. “[O]JT may be viewed as an apprenticeship where a novice AMT is mentored by an AMT who is an expert”[16]. It is a traditional form of training, especially for teaching maintenance. However “[O]JT may not be the best method for training because the feedback to learners may be infrequent and unmethodical”[16]. Oﬀ the job training maybe provided through face to face conversations or through use of multimedia. Augmented Reality can combine the two aspects of training into one. Where the user is given on the job training through the use of multimedia, which is overlaid on top of the real world environment.

There are several useful application for Augmented Reality at a workplace. However, not every workplace might necessitate for AR. “[T]here are situations where an AR system may be used to enhance the task completion process, or display and/or communication of information in conjunction with traditional technologies”[12]. As discussed in [12], the following are workplace conditions where AR is applicable; distance communication with 2D or 3D objects provided for visualization, training and education when making use of real life tools, recording of information obtained while training, and a collaborative design and interaction of 3D models is required.

An advantage which Augmented Reality provides is, for the workers and managers “[t]he ability to author their own environment by embedding the relevant information needed for task completion” [12]. The common problem which is face during work training is for the expert individual to provide the respective information to the trainee in the most understandable way possible. Through AR technology the trainee can tailor how that information is presented. Therefore, Augmented Reality may be capable of understanding its user’s such that it may adapt to future possible users.

## Recommendation System for Augmented Reality

## Information during a job training is crucial for an employee to learn and adjust to the new environment. However, an overwhelming amount of information directed towards a new employee may demotivate them. Augmented Reality is a tool for providing interactive information towards the user as well as from the user. Despite that, “[t]he fact that the typical scene of these applications mix real and virtual elements can be a motivating factor for users. However, this feature may also make the interaction more complicated, which can aﬀect the user experience in performing tasks within the application” [31]

## “[R]ecommender systems (RS) have proven to be a valuable tool for online users to cope with the information overload” [10]. Recommendation systems provide tailor made information to diﬀerent users based on the users’ preference. “[T]hus, it is important to oﬀer the user a personal response, but also a context-dependent and constrained by the limited computing capacities of the mobile devices” [10, 4, 36, 28]. Therefore, the recommendation system should provide its user with information which might be of interest to them, but which also makes sense in the context and location they are using it.

## Collaborative ﬁltering techniques have been widely adapted in recommender systems. However, traditional recommender system in Augmented Reality cannot be easily adapted and deployed since they diﬀerentiate in the following areas: location, timing, ﬁrst time use of the application, and immediate response from the AR application as discussed in [37]. In augmented reality distance-based ﬁltering and visibility-based ﬁltering are commonly used. In [37] a random walk algorithm was incorporated, which recommendations are based on user preferences, behaviour patterns, history records and information from social media. However, in the latter research user-feedback was not evaluated, which would have helped in providing the eﬃciency and performance of the AR recommender system.

## An alternative to using location or distance-based recommendation, Augmented Reality applications can make use of time-based recommendation systems. By time-based meaning, the amount of time one would generally spend on completing a task using the AR application. A task may take a lot of time to be completed by the user due to several factors, such as the task itself is complicated or simply the AR app is incapable of providing the user with the right instructions and guidance into solving the task, simply because it may lack diﬀerent forms of interactive techniques. In [31], “[a] set of procedures to conduct experiments with users to identify how a set of aspects related to the user prole can be considered to improve mobile AR technology usage” [31] were deﬁned. The result achieved from this research is that young groups of people spent less time in completing a task using AR, as they were accustomed to similar forms of technology. Users with little to no experience and of an advanced age took obviously longer to adjust to the technology. This was due to several factors other than being newly introduced to such forms of technology, one such example could be health issues which can hinder their overall performance, such as eyesight problems and motor coordination.

## Therefore, an augmented reality application cannot assume that the user will easily interpret what is being overlaid on the screen. They might need to be guided along, as to understand what diﬀerent symbols, colour and size of the symbols being displayed might mean.

## Computer Vision Approaches in Augmented Reality

## Augmented Reality applications make use of several computer vision approaches to recognize images, objects and text. As previously discussed, Vuforia makes use of both traditional and deep learning approaches. Using deep neural networks will ensure highly accurate and eﬃcient results. However, “[i]t is well-known that training high capacity models such as deep neural networks requires huge amounts of labelled training data” [6]. Neural networks are data hungry architectures, that require huge amounts of data to train and test on, thus be capable of generalizing accurately.

## As discussed in [23] marker-based applications have been the main driving force of applying augmented reality in real life. “[M]ost of the current approaches to 3D tracking are based on what can be called recursive tracking” [23]. Therefore, the system must be initialized by hand and with a little bit of occlusion between the camera and the object being recognized the system fails to perform. However, a new computer vision approach has improved augmented reality, which can register the camera without camera pose introduction. This approach is called Tracking-by-Detection and in [23] it is tested to see its beneﬁts. The approach works by extracting feature points from inputted frames during run-time. The features are then “[m]atched against a database of feature points for which the 3D locations are known” [23]. However, there were still a key number of limitations such as detecting reﬂective and shiny surfaces on the car, since not many features could be extracted. Another limitation was dealing with occlusion especially if a person happened to be standing anywhere near the object being detected. One ﬁnal challenge met was dealing with robustness, due to having to deal with diﬀerent environments in which the object would be in in order to improve object recognition and be able to generalize.

## According to the research conducted in [27], in order to solve the occlusion problem within current Augmented Reality technology a S-G Hybrid Recognition method was implemented. The approach takes “[a]dvantage of robustness of the SURF feature-based object identiﬁcation and combine it with high reliability and eﬀectiveness of the Golay error correction code detection”[27]. SURF along with SIFT are two traditional vision approaches commonly used for feature-based detection. The advantage of SURF is scale and rotation in-variance. Golay error correction code on the other hand is a marker identiﬁcation approach. “A marker based on the Golay error correction code (ECC) can be composed of a large white square in the top left corner and e.g. 24 black or white squares that encode a number. The large square provides information about the marker orientation” [27]. They tested the three main aspects which may hinder an AR application: distance variance, angle variance, and occlusion. As a result, the S-G approach it was found that an object can be placed 2m away from the camera, the angles comparison was completely inﬂuenced by the SURF algorithm where it was able to detect under 55 degrees angle to the camera’s axis, and that it could not be aﬀected by up to 55% obstruction.

## Another approach into solving the occlusion problem in augmented reality is by applying deep learning techniques as described in [13]. In this research, they “[p]resent a temporal 6-DOF tracking method which leverages deep learning to achieve state-of-the-art performance on challenging datasets of real world capture” [13]. Deep learning architectures can be trained on large amounts of data, and as a result this solves the occlusion, angle variance, and distance variance problem. Their approach involved getting a 3D model of the object and training the tracker for that speciﬁc object. Training involved two steps; ﬁrst one was using a frame to capture the object in its predicted position, and secondly the frame of the object’s actual position. “[T]o encourage the network to be robust to a variety of situations, we synthesize both these frames by rendering a 3D model of the object and simulating realistic capture conditions including object positions, backgrounds, noise, and lighting” [13].

## Deep learning architectures work well when making use of GPUs. The GPU is commonly used to run deep learning neural networks; hence the network takes less processing time to train and test. In [26], is presented “[Y]OLO-LITE, a real-time object detection model developed to run on portable devices such as a laptop or cell phone lacking a Graphics Processing Unit (GPU)” [26]. YOLO-LITE primarily is designed to obtain a smaller, faster and more eﬃcient model. “[Y]ou Only Look Once (YOLO) was developed to create a one step process involving detection and classification. Bounding box and class predictions are made after one evaluation of the input image” [26]. The architecture developed runs at 10 frames per second, and its goal is to prove that shallow networks can run on non-gpu devices, and that shallow networks do not require batch normalization. The model had 18 trials achieving results of 33.77% mAP and 21 FPS, and 12.26% and 21 on PASCAL VOC and COCO dataset respectively.

## Conclusion

Diﬀerent approaches were deﬁned and revised in this chapter. Traditional computer vision techniques, deep learning techniques, recommender systems, and augmented reality solutions were studied to obtain relevant information to acquire a state of the art Workplace Assistant Augmented Reality application. In the following chapters, the design and implementation of the proposed method shall be presented.

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