

# Cisco Webex Expert On Demand

Webex Expert on Demand lets you operate the RealWear HMT-1 completely hands-free. You can use voice commands and head gestures to connect you to the expert resources you need and the people in your organization.

Sep 2, 2021

## Cisco Webex Expert on Demand

You can use Webex Expert on Demand to securely call an expert or a team of experts to collaborate and guide you in your day-to-day frontline activities.



You'll need the following to use Webex Expert on Demand :

- A RealWear HMT-1 device.
- A computer to install software to control your RealWear HMT-1 device.
- A mobile device to install the RealWear Companion app.

- A Webex Expert on Demand License.
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# Set Up the HMT

To configure your RealWear HMT with Webex Expert on Demand you need to download the RealWear Explorer and the RealWear Companion applications. To use your RealWear HMT you'll need to find your dominant eye and where to wear the RealWear HMT.

[Download Applications](#)

[Find Your Dominant Eye](#)

[Position the HMT](#)

## Download Applications

- ① To get started, you'll first need to download [RealWear Explorer](#) to your computer, which lets you control the RealWear HMT.

- 2** Then you need to get the RealWear Companion to configure your RealWear HMT. It's a mobile app available for Android and iOS devices:

- For Android devices, scan the QR code or visit the Google Play store.



- For iOS devices, scan the QR code or visit the Apple App store.



## Find Your Dominant Eye

The RealWear HMT works best with your dominant eye. Eye dominance is the tendency to prefer visual input from one eye over the other. Here's some tips to help you figure out which eye is dominant.

- 1** Form a triangle with your hands placed together at arms-length.
- 2** With both eyes open, focus on any distant object centered in the triangle.

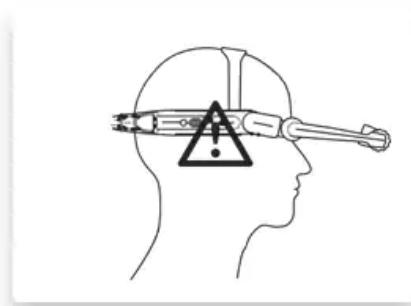
- 3** Maintain focus on the object centered in the triangle and close your right eye. If the object is still in the triangle, then you're left-eye dominant.



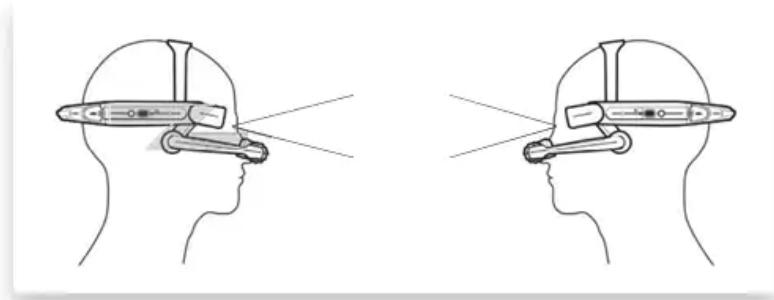
- 4** Maintain focus on the object centered in the triangle and close your left eye. If the object is still in the triangle, then you're right-eye dominant.

## Position the HMT

- 1** Put the device on your head with the display pod positioned on the side, according to your eye dominance. Don't extend the display too far from your eye.



- 2** Keep the display as close to the eye as possible for the best viewing experience. Adjust the overhead strap so that the HMT rests horizontally, slightly above your ears. Move the HMT into position in a “Z” shape, below your line of vision.



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## Power on and Sign In

You can sign in to use Cisco Webex Expert on Demand using either a QR code or by entering your Webex username and password.

[Power On and Set Up the RealWear HMT](#)

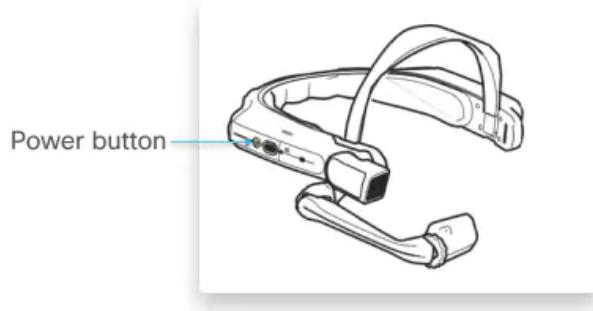
[Sign In With a QR Code](#)

[Sign In With a Webex Username and Password](#)

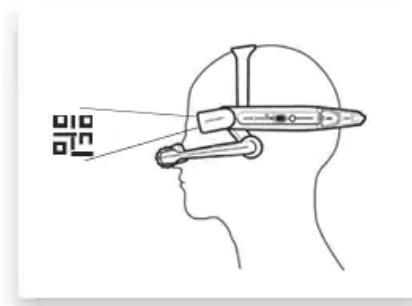
### **Power On and Set Up the RealWear HMT**

When the device first turns on, it may beep to indicate that it needs to be set up. The device searches for a QR Code to scan to perform configuration. Open the RealWear Companion on your mobile device to generate a QR Code.

- 1 Press and hold the power button located on the side of the device to turn it on.



- 2 Select **Configuration**, select **First Time Setup**, and follow the steps on the device.
- 3 Point the HMT camera at the QR code once it is generated.



- 4 To confirm that the device has been configured, say **NAVIGATE HOME** and check the time and date, as well as the wireless network.

## Sign In With a QR Code

- 1 Say **Scan code**.



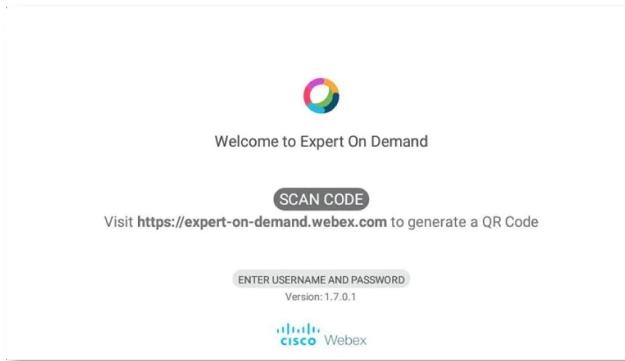
- 2 Open the Realwear Companion App on your mobile device.
- 3 Click **Request Code**.

4 Sign in using your Webex username and password.

5 Scan the code with your RealWear HMT-1.

## Sign In With a Webex Username and Password

1 Say **Enter username and password**.



2 Say **Select Item 1** to bring up the keyboard.

3 Enter your Webex username and password and then say **Submit**.

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## Make a Call

You can make a call to somebody from your recent contacts, somebody in your directory, or somebody in a team.

[Call Somebody from Your Direct Spaces](#)

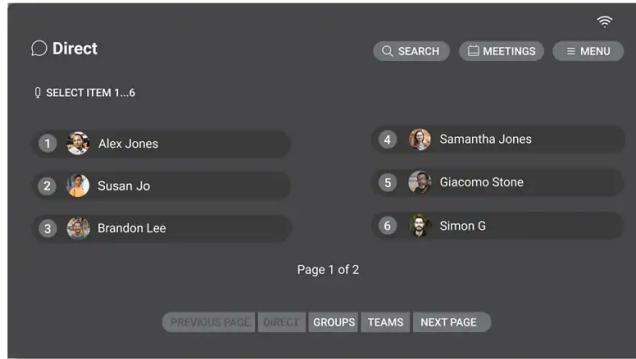
[Call a Group Space](#)

[Call Somebody from a Team](#)

[Incoming Call Notifications](#)

# Call Somebody from Your Direct Spaces

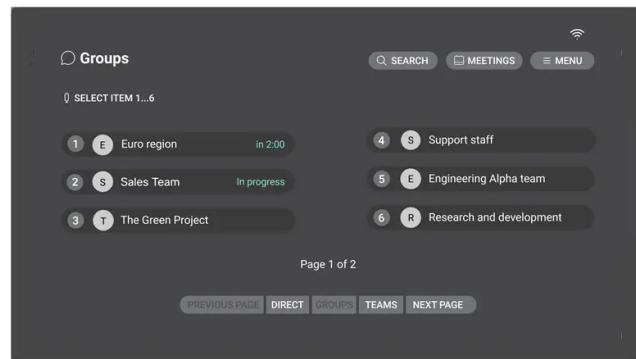
- 1 From the home screen, say **Direct**.



- 2 Say the person's name or say **Select item** and the number beside their name.
- 3 Say **Make call**.

## Call a Group Space

- 1 From the home screen, say **Group**.



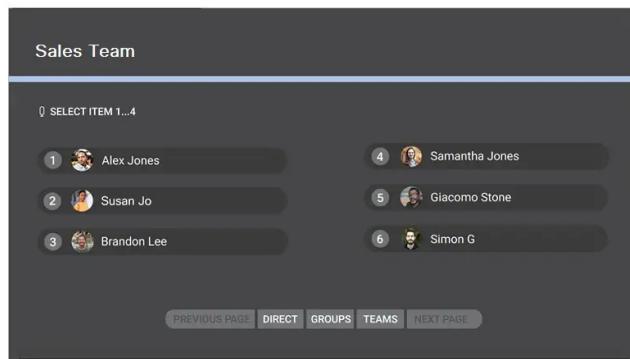
- 2 Say **Select Item** and the number beside the group space.
- 3 Then say, **Make call**.

## Call Somebody from a Team

- 1 From the home screen, say **Teams**, and then say the team name, or say **Select Item** and the number beside the team name.



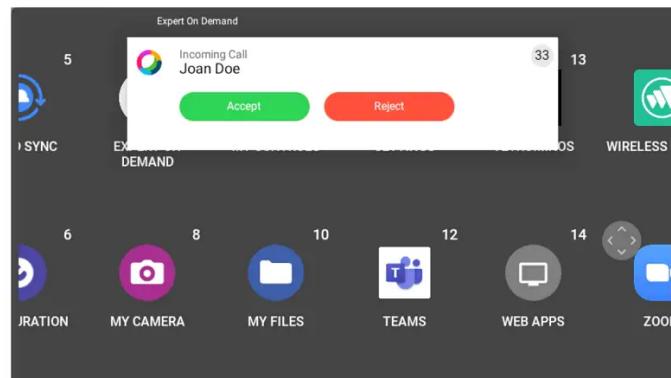
- 2 From the team members, say the person's name or say **Select Item** and the number beside their name, then say **Make call**.



## Incoming Call Notifications

If you receive an unscheduled call when the app is in the background, a notification banner is displayed. The notification shows the name of the person calling, or the name of the space if it's a group call.

Say **Accept** to receive the call, or say **Reject** to decline the call.



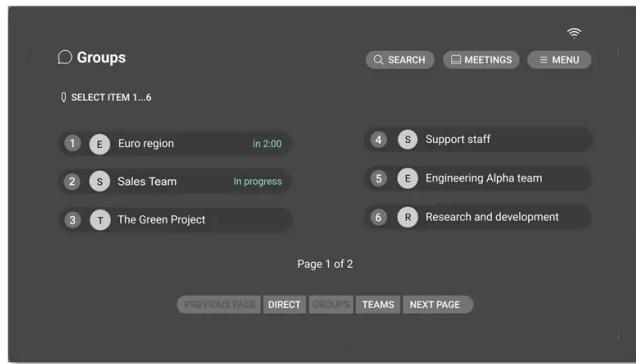
# Start a Meeting

When you need to speak to people in a group space, you can start a meeting.

[Start a Meeting in a Group Space](#)

## Start a Meeting in a Group Space

- 1 From the home screen, say **Group**.
- 2 Say **Select Item** and the number beside the group space.



- 3 Say **Make Call**.

# Join a Meeting

You can join an ongoing meeting in a group space.

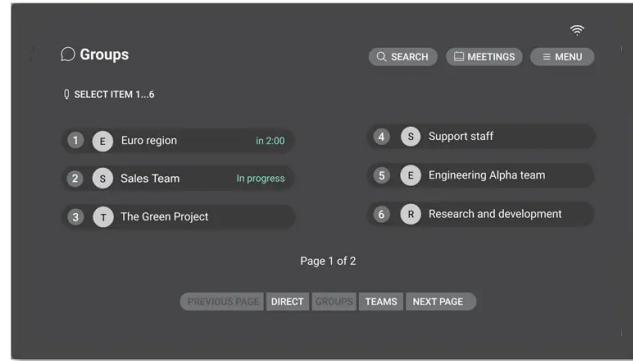
[Join an Ongoing Meeting in a Group Space](#)

[Join a Scheduled Meeting](#)

[Join Meetings not Associated with a Space](#)

## Join an Ongoing Meeting in a Group Space

- 1 From the home screen, say **Group**.



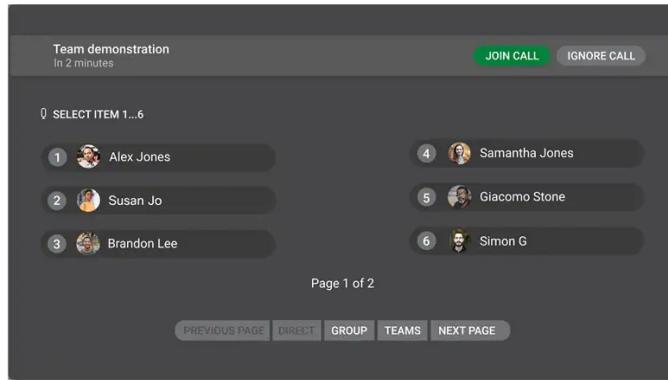
All ongoing meetings are shown.

- 2 Say **Select Item** and the number beside the meeting you want to join.
- 3 Say **Join Call**.

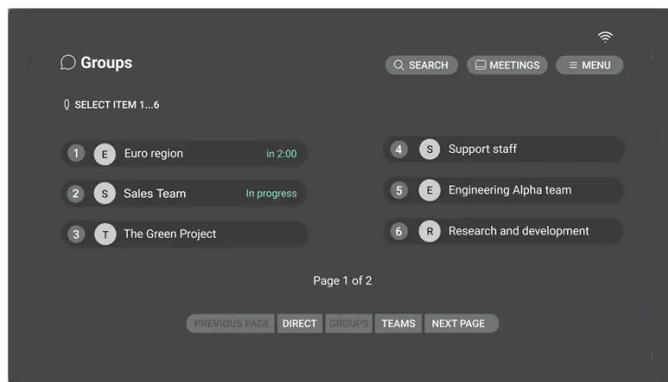
## Join a Scheduled Meeting

A notification is displayed across the top of the screen, before a meeting is scheduled to start.

- Say **Join Call** to join the meeting early.
- Say **Ignore Call** to dismiss the notification.



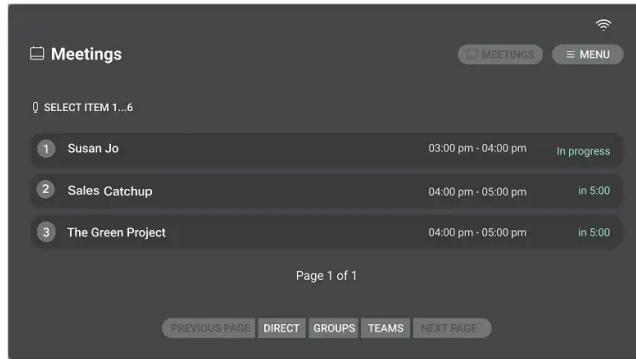
A countdown timer is also shown next to the space or the persons name, before the meeting is scheduled to start:



## Join Meetings not Associated with a Space

You can also join Personal Meeting Room (PMR) or Collaboration Meeting Room (CMR) meetings, that you've been invited to attend.

- 1 From the home screen, say **Meetings**.



All ongoing and upcoming meetings are shown.

- 2 Say **Select Item** and the number beside the meeting you want to join.
- 3 Say **Join Call**.

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## Send a Request for Help

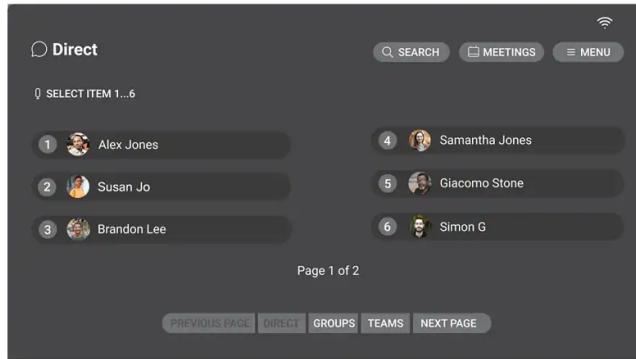
When you need to talk to somebody instead of creating a call, you can send a message to a team or to somebody. They'll receive a message in a Webex space and then they can call you when they're free.

[Request Help from Somebody in Your Directory](#)

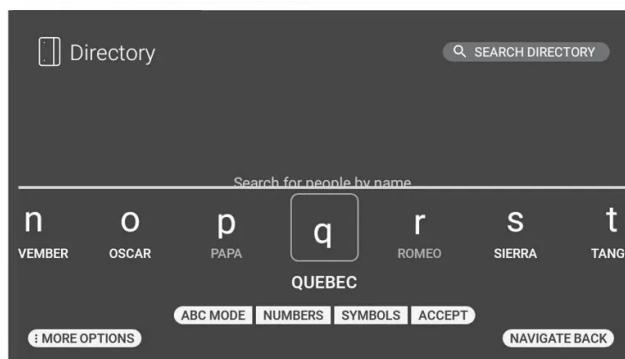
[Request Help from Somebody on a Team](#)

### Request Help from Somebody in Your Directory

- 1 From the **Direct Spaces** screen, say **Search**, to open your directory.



- 2 Spell out the name and say **Accept** to search your directory.



- 3 From the search results, say the person's name, or say **Select item** and the number beside their name and then say **Request Help**.

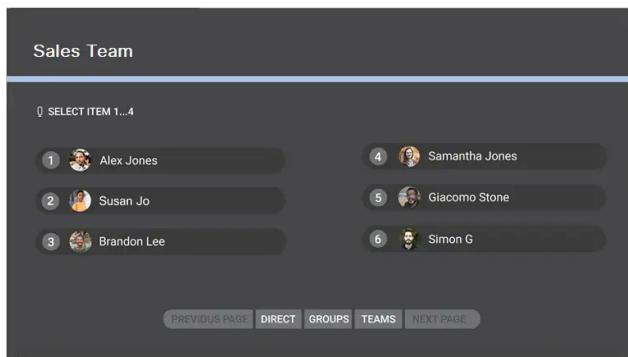
Your request is sent to that person in a Webex space.

## Request Help from Somebody on a Team

- 1 From the home screen, say **Teams**, and then say the team name.



- 2** Say the name of the team member, or say **Select item** and the number beside their name, and then say **Request Help**.



Your request is sent to that person in a Webex space.

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## In Call Controls

During a call, you can use the following in-call controls on the HMT-1 device.

[Basic Call Controls](#)

[Share Your Screen](#)

[View a Photo](#)

[Annotate a Photo](#)

[Take a Screenshot](#)

### Basic Call Controls

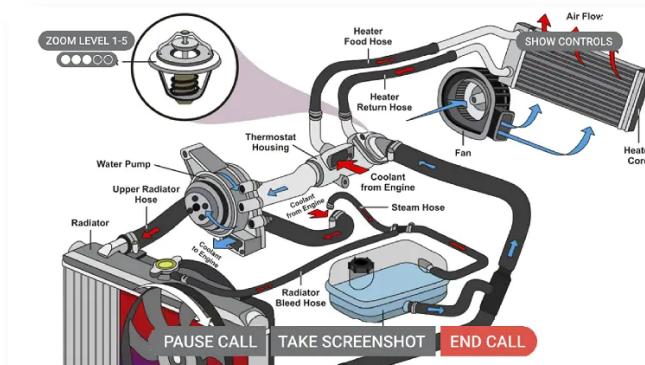
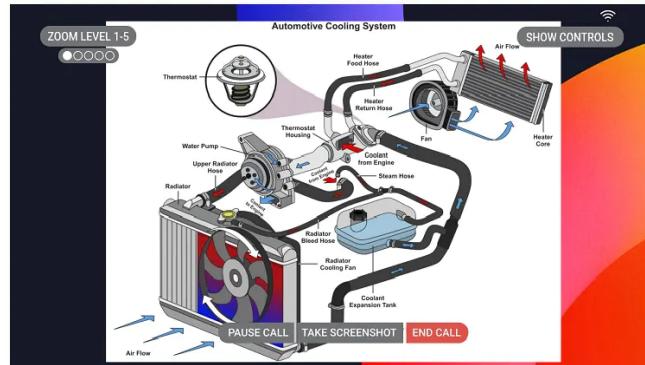
With Webex Expert on Demand, there are some basic on-screen controls that you can use when you're in a call.

You can change the zoom, use the flashlight, view your Wi-Fi status, pause, end the call and take a photo. You can also open the control options menu to change the focus, exposure and volume levels.

- **Zoom**—When you're in a call, say **Zoom level 1** to zoom on the screen shared by the remote expert.



The zoom levels go from 1 to 5.



Once zoomed in, you can then pan around the screen using your head movements.

- When you're in a call, say **Show Controls** to open the control options menu.



Choose from:

- **Focus**—say **Manual Focus**. The camera is in auto focus mode by default.



Selecting **Manual Focus** displays 9 focus points. Say **Focus Point 1–9** to focus on a particular area. Say **Hide Focus Points** to hide them from view.

Say **Show Controls**, and then say **Auto Focus**, to return to auto focus mode.

- **Volume**—say **Volume level 1**.



The volume levels go from 1 to 5.

- **Exposure**—say **Exposure level 1**.



The exposure levels go from 1 to 5.

- When you've made your selection, say **Hide Controls** to close the menu.



- **Flashlight**—When you're in a call, say **Flash On**.

Say **Flash Off** to turn the flashlight off.

- **Network Status**—When you're in a call and see a notification for **Poor Media Connection**.

This indicates that your Wi-Fi signal has dropped to two bars or fewer.

- **Pause Call**—When you're in a call, say **Pause call**.

The audio and video for the call is stopped, but the call remains active.

- **Take Photo**—When you're in a call, say **Take photo**.

The photo is taken on the RealWear HMT, and is automatically added to the Webex space for the active call, and stored in your My Photos folder on the HMT.

- **End Call**—When you're in a call, say **End call** to close out the call.

The RealWear HMT leaves the space.

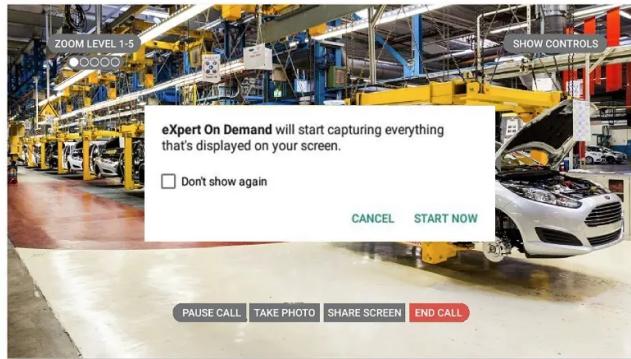
## Share Your Screen

When the HMT user is in a video call with 3 or more people, they can stream their video to all experts on the call as a shared screen. This is useful when all experts need to see the HMT video, regardless of who is speaking on the call.

- 1 In the video call, say **Share screen**.



- 2 Say **Start now**, to start sharing the HMT screen.



If you don't want to see the prompt again, say **Don't show again**, to check the box.

- 3 Say **Stop sharing**, when you're finished sharing your screen.

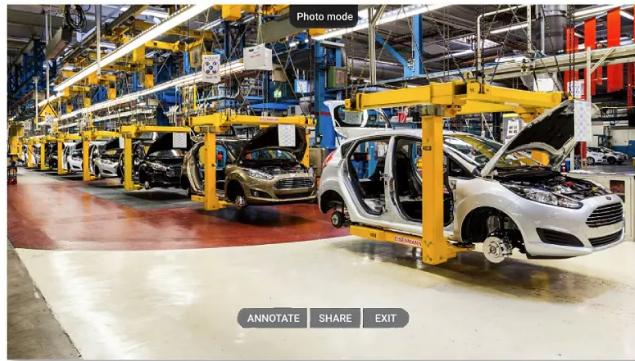
## View a Photo

Photos are stored in the My photos folder on the RealWear HMT. These include photos and screenshots you've taken with the RealWear HMT.

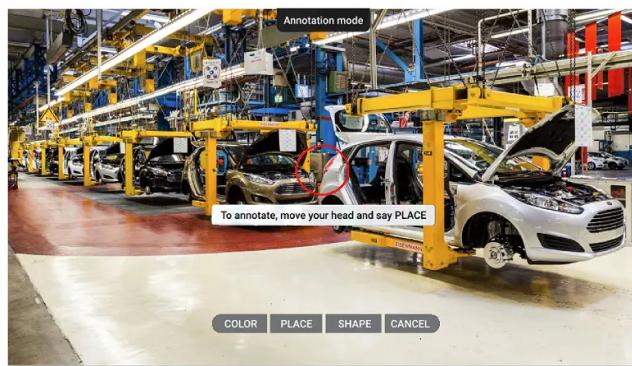
- 1 Say **Navigate home** and say **My files**.
- 2 Say **My photos** and to select a photo say **Select item** and the corresponding photo's number.

## Annotate a Photo

- 1 When you're in a call, say **Take photo**, then say **Annotate** to start the annotation.



- 2 Move the annotation cursor around the screen using your head movements. Say **Place** to fix the cursor position.



- To select a different cursor color, say **Color**, from the menu say the color name, then say **Close Color** to exit the menu.



- To select a different cursor shape, say **Shape**, from the menu say the shape name, then say **Close Shape** to exit the menu.

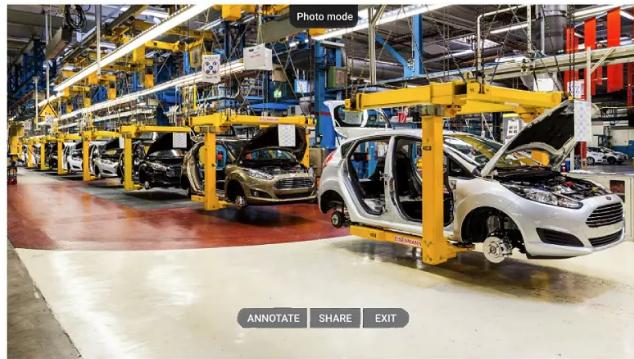


- You can add multiple annotations to a photo. If you are unhappy with an annotation:
  - Say **Undo**—undo the last annotation
  - Say **Discard**—discard the annotations

- 3** When you're finished annotating, say **Done**, then say **Save photo**.

Photos are stored in the My photos folder on the RealWear HMT. These include photos and screenshots you've taken with the RealWear HMT.

- 4** If you want to send the annotated photo to the expert on the call, Say **Share**.



You'll see a notification, when the annotated photo is successfully sent.

## Take a Screenshot

### Before you begin

When the remote expert shares their screen to the HMT, you can take a screenshot.

When a screen is being shared, say **Take screenshot**.

The screen capture is saved in **My photos**.

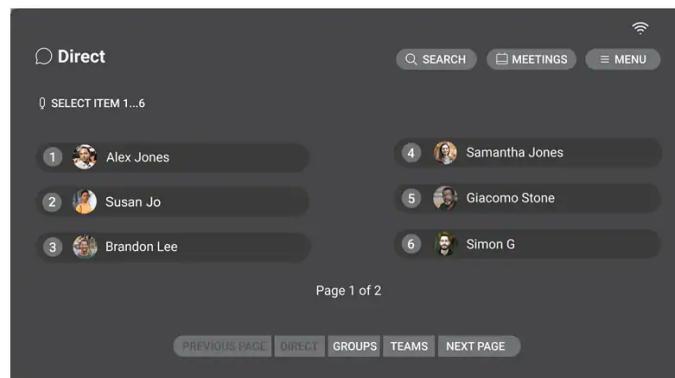
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## Menu Options

From the menu on the home screen, you can view the Help page, send logs, launch the Augmentir app, and also sign out of Expert on Demand.

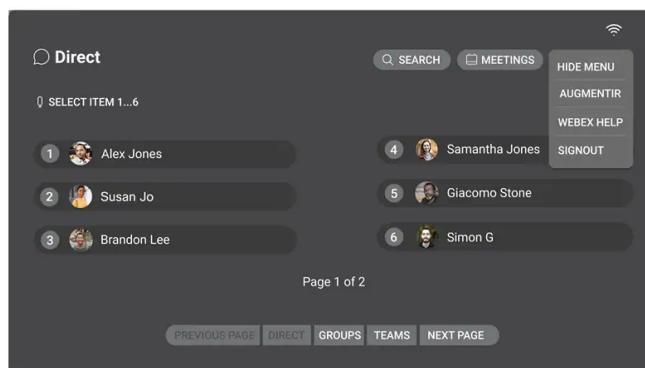
Say **Menu** to open the menu options.



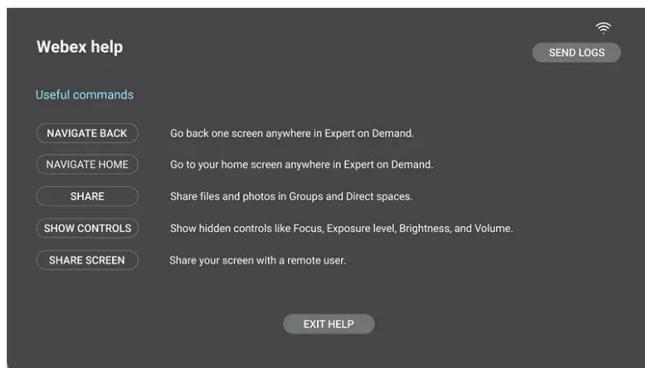
Choose from:

- **Augmentir**—Only available if you have Augmentir installed on your HMT device.

Say **Augmentir** to launch the app, which provides simplified workflows and guided instructions.



- **Help**—Say **Webex Help** to see descriptions for commonly used commands.



- **Logs**—Say **Send Logs** to upload logs from the device.
- **Signout**—Say **Signout** to sign out of Expert On Demand.

# Use the Voice Keyboard

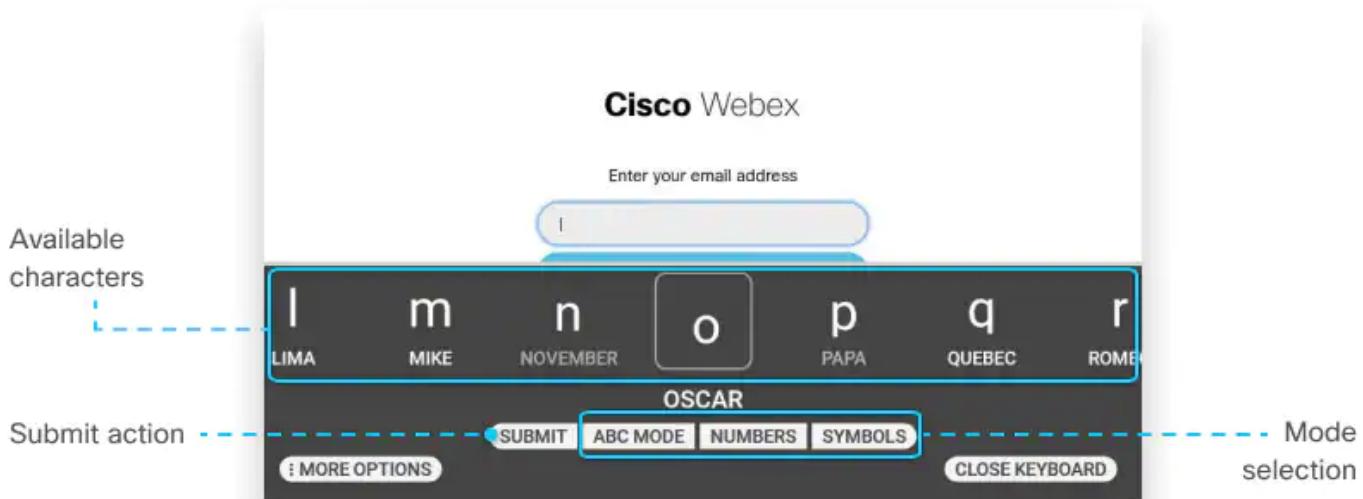
You can use the voice keyboard to control your RealWear HMT device and review the dictation options and the commands that are available.

[Voice Keyboard](#)

[Use Dictation](#)

[Voice Commands](#)

## Voice Keyboard



The following is a description of how to use your visual keyboard.

- To scroll through the characters, move your head left and right.
- To enter a character, say the corresponding word beneath the letter that you wish to enter. For example, to enter the letter b, say **Bravo**.
- You can enter multiple letters at one time by saying the corresponding words together. For example, to enter the name Becky, say **Bravo Echo Charlie Kilo Yankee**.
- To change how you enter data into text fields, say **A B C mode**, **Symbols** or **Numbers**.

- When you've finished entering your text, say the submit action command that's on the screen. For example, in the example shown above, the submit action is **Submit**.
- To clear your entry, say **Backspace** to remove the last letter or **Cleartext** to clear all.
- To undo the last entry, say **Undo**.

 The character doesn't need to be visible on the screen to be entered.

## Use Dictation

Dictation allows you to use natural language to input information.

- 1 To show more input options, say **More options**.
- 2 To switch to dictation mode, say **Dictation**.
- 3 Say the words that you want to enter.  
 You can say dot com to enter the text .com.
- 4 When you've completed your dictation, the HMT displays the rendered text on screen.

## Voice Commands

### Sign In

Voice Command	Action
Scan code	Authenticates using a QR code
Enter username and password	Authenticates using a username and password

### Main Functions

Voice Command	Action
Menu	Display menu options
Webex Help	Descriptions for commonly used commands
Send Logs	Upload logs from the device
Signout	Sign out from Expert On Demand

Voice Command	Action
Previous page / Next page	Navigates to 1 page left / right
Direct	Searches your direct spaces and lists contacts
Group	Searches your group spaces
Teams	Displays existing teams
Select item <item number>	Selects item associated with the specified item number
Search direct	Searches your direct spaces
Search teams	Searches the team
Request help (from selected team)	Sends a request for help to all team members
Search members	Searches for a team member
Make call	Makes a call to the selected contact
Request help (from selected contact)	Sends a request for help to the selected contact
Cancel call	Cancels a call

## Calls

Voice Command	Action
Show controls / Hide controls	Shows and hides the controls menu
Manual focus	Switch to manual focus mode
Focus point 1...9	Select a focus point on screen
Auto focus	Switch to auto focus mode
Exposure level 1...5	Changes exposure level
Volume level 1...5	Changes volume level
Zoom level 1...5	Changes zoom level
Take photo	Takes a photo of the current camera view
Annotate	Starts annotation mode
Color	Opens the annotation color menu
Shape	Opens the annotation shape menu
Pause / Resume call	Pauses the audio and video signal until the call is resumed

Voice Command	Action
Take screenshot	Takes a screenshot of shared screen
Join call	Join a scheduled call
End call	Ends the call
Accept	Accept an unscheduled call
Reject	Reject an unscheduled call

## Keyboard Commands

Voice Command	Action
Letters	Switches keyboard to alphabet keyboard to enter letters
Numbers	Switches keyboard to number keyboard to enter numbers
Symbols	Switches keyboard to symbol keyboard to enter symbols
Abc mode	Switches keyboard to ABC Mode keyboard
Show options / Hide options	Shows and hides keyboard options
Secure entry	Switches entry mode to secure
Normal entry	Switches entry mode to normal
Dictation	Activates dictation and enters text based on speech recognition
Scan code	Scans QR code
Flashlight on / off	Switches On / Off flashlight
Close keyboard	Closes keyboard
Backspace	Deletes the last character
Clear text	Clears text in the input box
Undo	Undoes the last entry
Accept	Accepts the information entered

## Global Commands

Voice Command	Action
Navigate home	Navigates to home screen

Voice Command	Action
Navigate back	Navigates to previous screen
My controls	Navigates to system control panel
Mute microphone	Temporarily mutes the microphone
My notifications	Opens notification section
Recent applications	Opens applications running in the background
Show help	Displays a pop-up window with help for commands associated with the current screen

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