



Onsight NOW

User Guide

Copyright

Onsight NOW User Guide

Doc #: 400399-00 Rev: A

November 2023 (v.1.0.211)

Information in this document is subject to change without notice. Reproduction in any manner whatsoever without the written permission of Librestream is strictly forbidden.

Copyright Notice:

Copyright 2004-2024 Librestream Technologies Incorporated. All Rights Reserved.

Patents Notice:

United States Patent # 7,221,386, together with additional patents pending in Canada, the United States, and other countries, all of which are in the name of Librestream Technologies Inc.

Trademark Notice

Librestream, the Librestream logo, Onsight, the Onsight logo, Onsight NOW, the Onsight NOW logo, Onsight Connect, Onsight Flow, Onsight Workspace, Onsight Cube, Onsight Collaboration Hub, Onsight Smartcam, Onsight Platform Manager, and Onsight Teamlink are either registered trademarks or trademarks of Librestream Technologies Incorporated in Canada, the United States, European Union and/or other countries. All other trademarks are the property of their respective owners.

Contents

Copyright.....	ii
1. Overview.....	5
2. Onsight NOW User Interface.....	7
2.1. Collaboration Window & Home Page.....	7
2.2. Application Bar.....	9
2.3. Navigation Bar.....	9
2.4. Resource Center.....	10
2.5. Summary.....	11
3. Ask Ida & Search.....	13
3.1. Utilize the Ask Ida Search Bar.....	13
3.2. Search Content Results.....	14
3.2.1. Document Links.....	14
3.2.2. Email Results.....	15
3.2.3. Filter Results.....	16
3.2.4. Navigate Pagination.....	16
3.3. Searching for Content.....	16
3.4. Summary.....	19
4. Knowledge Capture and Delivery.....	21
4.1. Collections.....	21
4.2. Collection Details.....	22
4.3. Create a New Collection.....	23
4.3.1. Creating a New Collection.....	23
4.4. Add to an Existing Collection.....	24
4.5. Capture Content in Real-time.....	25
4.5.1. Adding Images to a Collection.....	25
4.6. Share Active Collections.....	26
4.7. Publish a Collection Report.....	27
4.8. Summary.....	27
5. Call Features.....	29
5.1. Start a Video/Audio Call.....	29
5.1.1. Video Gallery.....	30
5.1.2. Access Audio and Video Controls.....	31
5.1.3. Access Speaker and Microphone Controls.....	32
5.1.4. Access Screen Sharing.....	32
5.1.5. Starting a Video Call.....	33
5.1.6. Modifying Device Settings.....	35
5.2. Access Call History.....	37
5.3. Multiparty Calls.....	38
5.4. Mobile Device Access.....	38
5.5. Join a Meeting & Share Links.....	39
5.6. Summary.....	39
6. Chat Features.....	41
6.1. Utilize Chat Functions.....	41
6.1.1. Sending a Chat Message.....	42

6.2. Industrial Digital Assistant (AI Chatbot).....	43
6.2.1. Ida Interactions.....	44
6.3. Summary.....	45
7. Identify & Classify Objects Using Computer Vision.....	47
7.1. Access Computer Vision.....	47
7.2. Generating Computer Vision Data.....	47
7.3. Summary.....	48
8. User Profile.....	49
8.1. Accessing the User Profile.....	49
8.2. Apps & Integrations.....	49
8.3. About.....	50
8.4. Logout.....	50
8.5. Summary.....	50
Appendices.....	51
Contact Support.....	51
Glossary.....	52
Index.....	a

1. Overview

Onsight NOW is a knowledge capture and delivery platform that utilizes *Artificial Intelligence (AI)*, cognitive search, and machine learning to capture and deliver the most relevant information when, where, and how it is needed most. Onsight NOW utilizes advanced collaboration such as chat, text, voice, photos, and videos to support digital work instructions. It offers visual guidance, which enables users to capture and share details about their daily work activities and expertise. Furthermore, it incorporates *AI*-assisted reporting to develop system knowledge across an organization.

After viewing these modules, a user will know how to:

- Navigate the user interface
- Utilize Ask Ida & Search to find, filter, and navigate search results
- Use knowledge capture to organize and gather information assets into collections
- Share active collections
- Use calling features to collaborate in real-time using audio and video.
- Access comprehensive chat features for real-time text communication
- Utilize the Industrial Digital Assistant to provide customized and personalized assistance based on captured and delivered knowledge
- Utilize computer vision capabilities to generate text information from visual data captured by the camera

2. Onsight NOW User Interface

The Onsight NOW platform integrates all work activities, including calendar events, jobs, collaboration tools, applications, and digital work instructions, into a user-friendly interface accessible on desktop and mobile devices. After logging in, users will see a schedule displaying upcoming events, scheduled jobs, and any open knowledge collections.

After viewing this module, a user will know how to identify and navigate the user interface by accessing the following:

- The Collaboration window and home page
- The Application bar
- The Navigation bar on the left or bottom
- Resource Center

2.1. Collaboration Window & Home Page

When a user logs into Onsight NOW, the **Home** page displays within the **Collaboration Window**. The Home page acts like a dashboard, providing users with actions, upcoming events, and collections from a central location. A user can access the following actions:

- Start a new search — Click within the **Ask Ida** field and enter text.
- Start collaborating with colleagues — Click **START A CALL** to initiate a video or audio call.
- Capture images and video — Click **OPEN CAMERA**.
- Chat with collaborators — Click **START A CHAT** to send a text message.

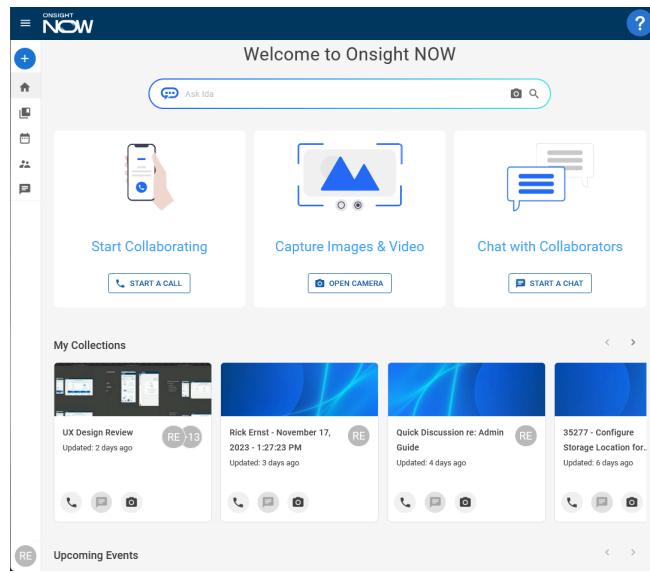


Figure 2-1 Home Page

The Home page provides access to the following features:

- A visual preview for **My Collections**



Tip: Collections capture and share knowledge with your team. Collections simplify capturing images from field-related work and screenshots taken during meetings and provide insights from conversations with experts and colleagues.

- **Upcoming Events** from your work calendar for the next two days. Click the **Next >** icon to advance to the next event, and click the **Previous <** icon to move backward. Click **View** to display more details about these events.



Note:

1. The Onsight NOW administrator for the organization controls customization for the **Home** page layout.
2. Depending on the size of your application window, horizontal and vertical scrollbars can appear within the **Collaboration Window**. Drag the scroll bars to preview additional content to the right or below.
3. Pagination icons show for navigation when a section's content exceeds what can display. Click the **Next >** icon to advance to the next page, and click the **Previous <** icon to move back one event to the left.

After exploring the application, users can return to the Home page by clicking  **Home** within the Navigation bar.

Related information

[Knowledge Capture and Delivery \(on page 21\)](#)

2.2. Application Bar

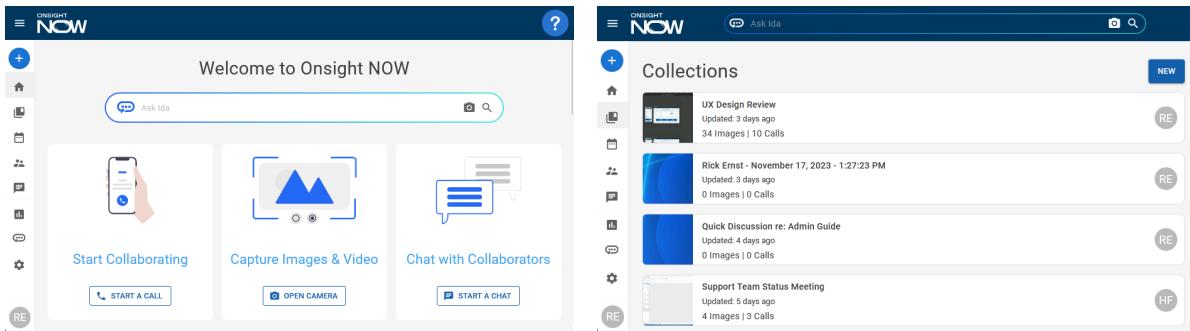


Figure 2-2 Application Bar

The Application bar at the top can include the following functions:

- An optional **Menu**  can display depending on the width and size of the window that assists new users in identifying key features within the application.
- The **Ask Ida**  search bar appears on most pages except the Home page. Its placement within the application highlights the importance of searching for content within Onsight NOW.
- The **Resource Center**  allows users to access product and release information.

 **Note:** Clicking the **Menu**  expands the **Navigation** bar to include the names for each feature. When the **Menu** expands, the icon becomes the **Close** (Exit) icon. Click **Close** to minimize the **Navigation** bar to include only the icons.

2.3. Navigation Bar

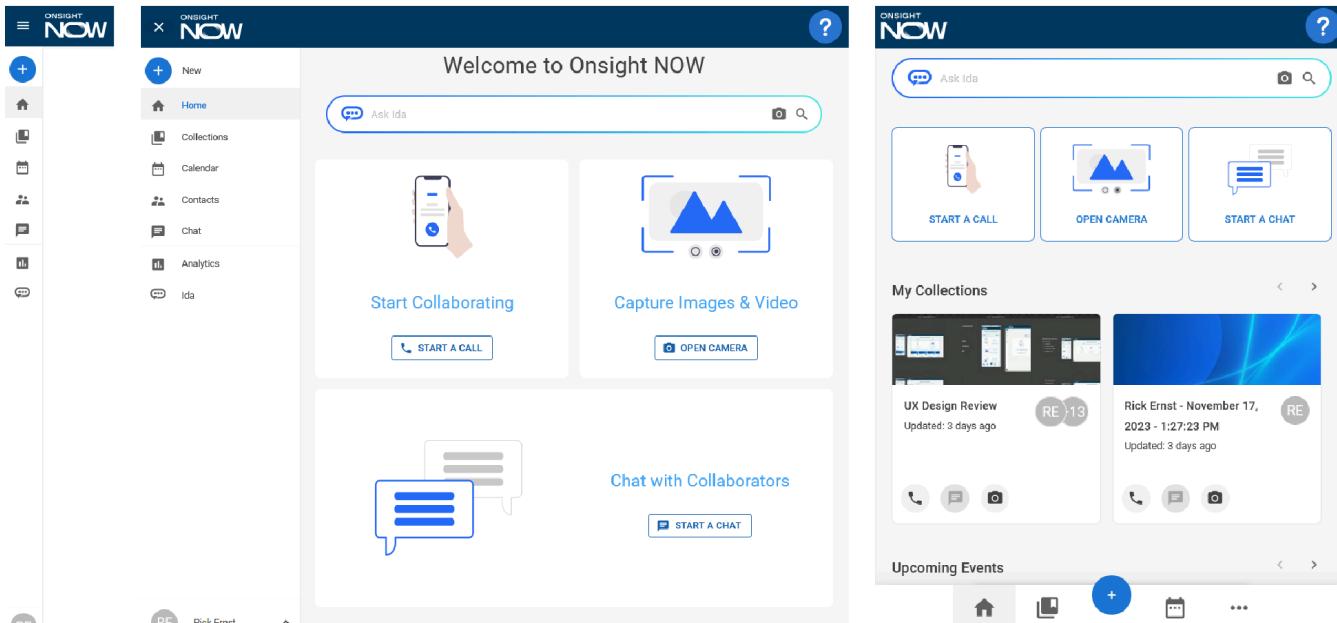


Figure 2-3 Onsight NOW & Navigation Bar Placement

Onsight NOW can display features within:

1. The **Navigation** bar on the left, or
2. The **Navigation** bar at the bottom



Note: The Navigation bar position is dynamic and depends on the window size. It will appear on the left when the resolution exceeds 1148 pixels wide. The Navigation bar will appear at the bottom for mobile devices and smaller windows.

Left Navigation Bar

Click the  **Menu** in the application bar to expand and reveal all feature names for the application that include:

-  **New** — Click to start a new action: **Call**, **Chat**, or **Capture** information.
-  **Home** page — Click to access your organization's start page.
-  **Collections** — Click to access knowledge capture and delivery functions.
-  **Calendar** — Click to access your work calendar.
-  **Contacts** — Click to access your contacts list.
-  **Chat** — Click to message one or more of your contacts.
-  **Workflows** — Click to access your organization's workflows and schedule jobs.
-  **Analytics** — This feature is exclusive to administrators only. Click to access analytics and metrics for your organization.
- **User Profile** — Click your initials, photo, or avatar to access your user profile and settings.

Bottom Navigation Bar

The Navigation bar at the bottom includes a reduced feature set that includes:

-  **Home** page
-  **Collections**
-  **New**
-  **Calendar**
-  **More** drop-down menu — Click to access more features that include:
 - **Contacts**
 - **Chat**
 - **Workflows**
 - **Analytics**
 - **User Profile**

2.4. Resource Center



Click the  icon in the top-right corner of the screen to access product information, release information, and new features. The **Resource Center** enables you to access:

- **Announcements**
- **Beta Test Scenarios**
- **Feedback Surveys**
- **Knowledge base**— Online Help, User Guides and “How To” get started documents.

 **Tip:** If a number appears within the **Resource Center**, then many new product announcements are available.

2.5. Summary

After viewing this module, a user will have learned how to identify and navigate the user interface by accessing the following:

- The Collaboration window and home page
- The Application bar
- The Navigation bar on the left or bottom
- Resource Center

3. Ask Ida & Search

Ask Ida & Search is an *AI*-powered engine designed to assist users in finding information quickly and intuitively.

After viewing this module, a user will know how to:

- Utilize the search bar
- Search for content
- Display search results
- Filter search results
- Navigate pagination

3.1. Utilize the Ask Ida Search Bar

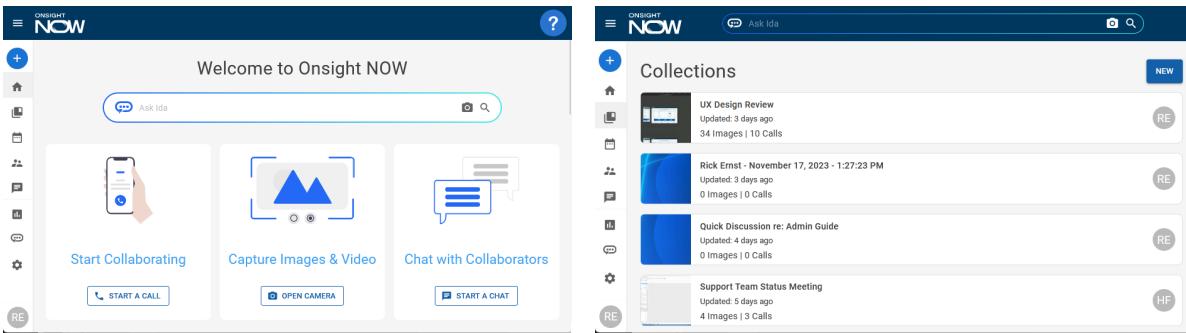


Figure 3-1 Ask Ida Search Bar

The **Ask Ida**  search bar can be found on the **Home** page within the Collaboration window or the **Application** bar on most pages.

To access search functions, click within the **Ask Ida**  field and start typing using plain language or keywords. **Ida** will provide suggestions options to assist the user in finding the necessary information. Press **Enter** or click the  **Search** icon to accept the search. Ida uses captured and delivered knowledge to provide customized and personalized assistance. Ida is highly advanced and utilizes *AI* to surface relevant answers as text from the user's call and chat history by providing suggested responses. These responses are provided automatically based on related information captured and delivered during conversations, volumes of documentation, and separate data sources across an enterprise. These responses help users by saving a significant amount of time and effort spent locating discussions, files, images, and other related content specific to the topic under discussion.

Related information

[Searching for Content \(on page 16\)](#)

3.2. Search Content Results

Search content results display relevant information based on the user's search query. These results include articles, blog posts, knowledge base entries, documents, and other textual details available within the user's accessible data sources. These results aim to provide users with detailed answers and insights using categories for content such as **Email**, **SharePoint**, **Answers**, etc. Use the scroll bar to move up or down within the search results.

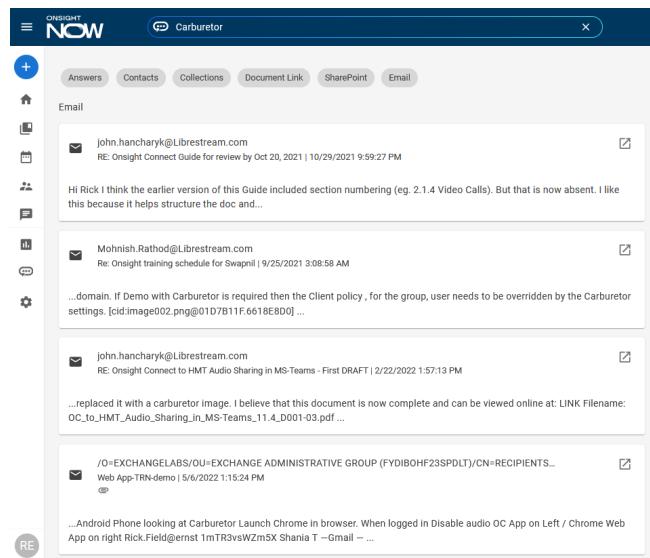


Figure 3-2 Search Content Results

Related information

[Searching for Content \(on page 16\)](#)

3.2.1. Document Links

Every search result contains an **External Link**  that leads users to relevant documents or assets that match their search criteria. This feature enables users to access the source content directly without the need to perform additional searches, saving time.

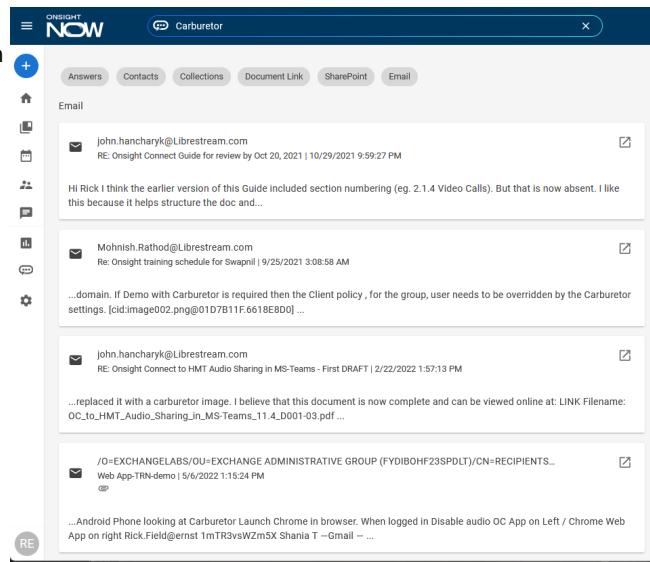


Figure 3-3 External Links

Related information

[Searching for Content \(on page 16\)](#)

3.2.2. Email Results

Ask Ida & Search integrates with your email client to retrieve emails based on your search query. All relevant emails are displayed within the **Email** section and contain an **External Link** icon that lets users quickly locate correspondence and specific email attachments.

The screenshot shows the Onsight Now application interface. At the top, there's a navigation bar with tabs: Answers, Contacts, Collections, Document Link, SharePoint, and Email. The Email tab is selected. Below the navigation bar, there's a sidebar with icons for Home, Calendar, People, and Settings. The main area is titled "Email" and displays a list of emails. The first email is from "john.hancharyk@Librestream.com" with the subject "RE: Onsight Connect Guide for review by Oct 20, 2021 | 10/29/2021 9:59:27 PM". The message body contains a snippet: "Hi Rick I think the earlier version of this Guide included section numbering (eg. 2.1.4 Video Calls). But that is now absent. I like this because it helps structure the doc and...". The second email is from "Mohnish.Rathod@Librestream.com" with the subject "Re: Onsight training schedule for Swapnil | 9/25/2021 3:08:58 AM". The message body contains a snippet: "...domain. If Demo with Carburetor is required then the Client policy , for the group, user needs to be overridden by the Carburetor settings. [cid:image002.png@01D7B11F.6618E8D0] ...". The third email is from "john.hancharyk@Librestream.com" with the subject "RE: Onsight Connect to HMT Audio Sharing in MS-Teams - First DRAFT | 2/22/2022 1:57:13 PM". The message body contains a snippet: "...replaced it with a carburetor image. I believe that this document is now complete and can be viewed online at: LINK Filename: OC_to_HMT_Audio_Sharing_in_MS-Teams_11.4_D001-03.pdf ...". The fourth email is from "/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS..." with the subject "Web App-TRN-demo | 5/6/2022 1:15:24 PM". The message body contains a snippet: "...Android Phone looking at Carburetor Launch Chrome in browser. When logged in Disable audio OC App on Left / Chrome Web App on right Rick.Field@ernst 1mTR3vsvWZm5X Shania T –Gmail – ...". A "RE" button is visible at the bottom left of the email list.

Figure 3-4 Email Results

Related information

[Searching for Content \(on page 16\)](#)

3.2.3. Filter Results

Users can refine their search by using filters. Press **Enter** or click the  **Search** icon to accept the search results. Use the chip filters to refine search results by the type of content selectively. The following filtering options are available:

- **Answers**
- **Contacts**
- **Document Link**
- **SharePoint**
- **Email**

Select one or more chip filters to refine your search-specific content types. For example, clicking **Answers** and **Email** hides all other search results except for the answer and email category content.

Related information

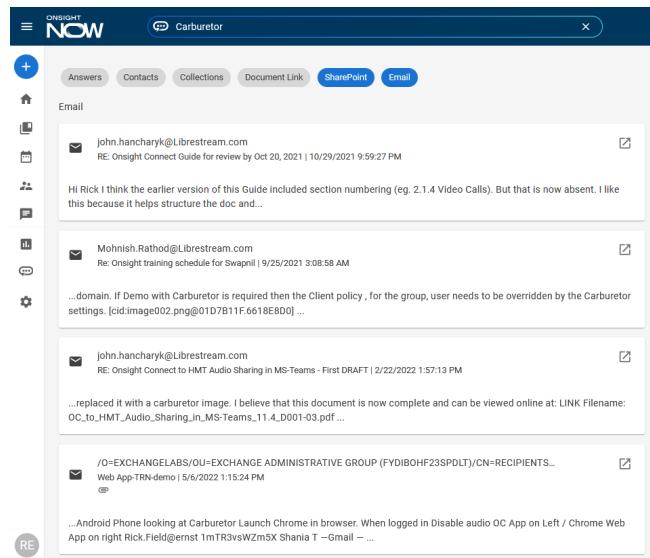
[Searching for Content \(on page 16\)](#)

3.2.4. Navigate Pagination

Ask Ida & Search uses pagination to separate large search outcomes into multiple pages for each category by simplifying results management and improving the user experience. If a search category's results exceed the limit for display, pagination icons will appear to navigate the user forward or back between pages. Click the **Next**  icon to advance to the next page, and click the **Previous**  icon to move back one page. Clicking the **First**  icon returns the user to the start, and selecting the **Last**  advances them to the end.

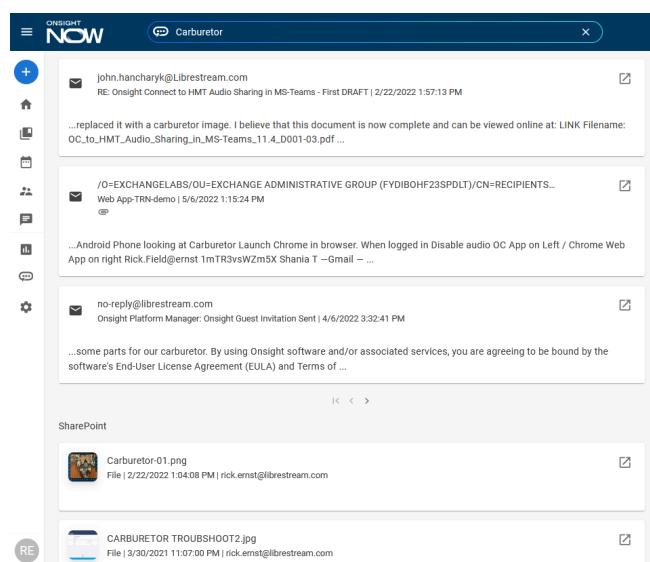


Tip: If any of these icons are light gray, this function is unavailable from the user's current position within the page set.



The screenshot shows the Onsight NOW search interface with the 'SharePoint' and 'Email' filters selected. The results list includes several SharePoint items and two email messages. The first email message is from 'john.hancharyk@Librestream.com' with the subject 'RE: Insight Connect Guide for review by Oct 20, 2021'. The second email message is from 'Mohnish.Rathod@Librestream.com' with the subject 'Re: Insight training schedule for Swapnil'. Below the emails, there are some SharePoint document links. At the bottom of the results list, there is a note about Android phones looking at Carburetor Launch Chrome in browser when logged in.

Figure 3-5 Filtering Results



The screenshot shows the Onsight NOW search interface with the 'SharePoint' filter selected. The results list includes a SharePoint item and two email messages. The first email message is from 'john.hancharyk@Librestream.com' with the subject 'RE: Insight Connect to HMT Audio Sharing in MS-Teams - First DRAFT'. The second email message is from 'no-reply@librestream.com' with the subject 'Onsight Platform Manager: Onsight Guest Invitation Sent'. Below the results, there are navigation icons for 'First', 'Previous', 'Next', and 'Last'. The 'First' and 'Last' icons are highlighted in blue, while 'Previous' and 'Next' are grayed out.

Figure 3-6 Navigating Pagination

Related information

[Searching for Content \(on page 16\)](#)

3.3. Searching for Content

You must log in to Onsight NOW.

In this task, you will perform a search, filter content to refine your results, and use a document link to access the content.

- Locate the **Ask Ida & Search** bar within the Application bar.

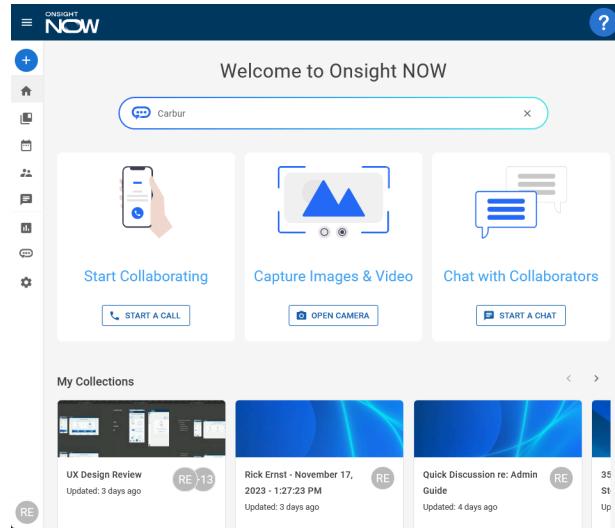


Figure 3-7 Ask Ida & Search Bar

- Begin by entering text within the **Ask Ida & Search** field. Search results will display as you type, and suggestions for auto-completion will appear.

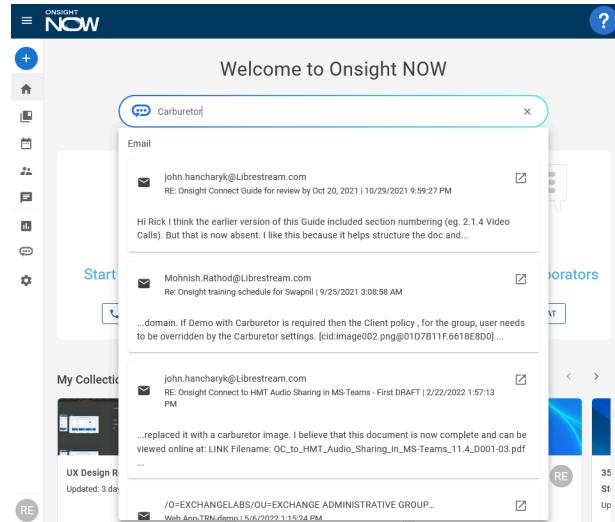


Figure 3-8 Search Results

- Press **Enter** or click the **Search** icon to finalize the search.
- The search results will appear in different categories such as **Email**, **SharePoint**, **Answers**, etc. To view all the results, scroll down using the vertical scrollbar.



Tip: Within the search bar, click the **Link** icon to narrow your search results. A series of category chips appear.

5. Click to enable one or more chip filters (Answers, Contacts, etc.) to display content for a specific content type.

Figure 3-9 Filtering Results

6. Use the pagination icons. Click **Next >** to advance forward one page or **Previous <** to move back one page.

Figure 3-10 Navigating Pagination

7. Within the search results, locate and select an **External link**  to open the asset and view the asset.

Figure 3-11 Opening the Asset

8. The asset opens within a browser.
This completes the procedure.

Related information

[Ask Ida & Search \(on page 13\)](#)

3.4. Summary

After completing this content, a user will know how to:

- Utilize the search bar
- Search for content
- Display search results
- Filter search results
- Navigate pagination

Related information

[Ask Ida & Search \(on page 13\)](#)

4. Knowledge Capture and Delivery

Users can use knowledge capture to gather and organize information assets into collections. Collections group relevant content related to a specific industrial workplace function or task, such as documents, emails, photos, etc.

After viewing this module, a user will learn how to:

- Create a new collection
- Add to an existing collection
- Capture content in real-time
- Gather search results for the collection
- Determine which content to keep
- Share active collections
- Publish collections

4.1. Collections

Collections display information that includes a title, status and can include a summary of contents. Collections are integral to knowledge capture and delivery of information in Onsight NOW and are accessible from many locations within the application. Collections are typically seen first on a user's **Home** page and are accessible from the **Navigation** bar.

Collections & the Home Page

My Collections display as cards within the **Home** page. Each collection previews the following:

- A collage image as a preview
- A title
- Last update in days
- A sum total for images and the number of calls (All Collections only)
- The owner and main contributor's avatars, profile pictures, or icons

My Collections also contains action buttons to quickly host a **CALL**, **CHAT** with collaborators, and open the **CAPTURE** to capture images and video, and add to the collection.

Click the **Next**  icon to advance to the next collection on the right, and click the **Previous**  icon to move back one collection to the left.

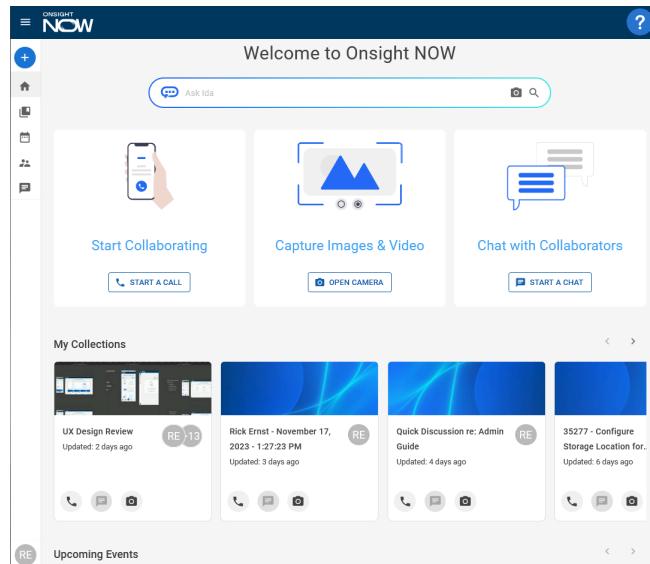


Figure 4-1 Home Page Open Collections

Navigation Bar

To display all collections that a user can access, click  **Collections** within the **Navigation** bar.

Collections gather related items within a group. Collection functions include the capability to:

- Create a **New** collection.
- Click to select and View more details for an active collection.

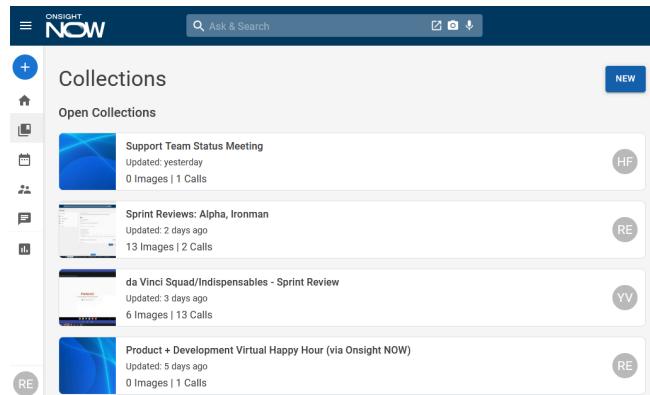


Figure 4-2 Collections

4.2. Collection Details

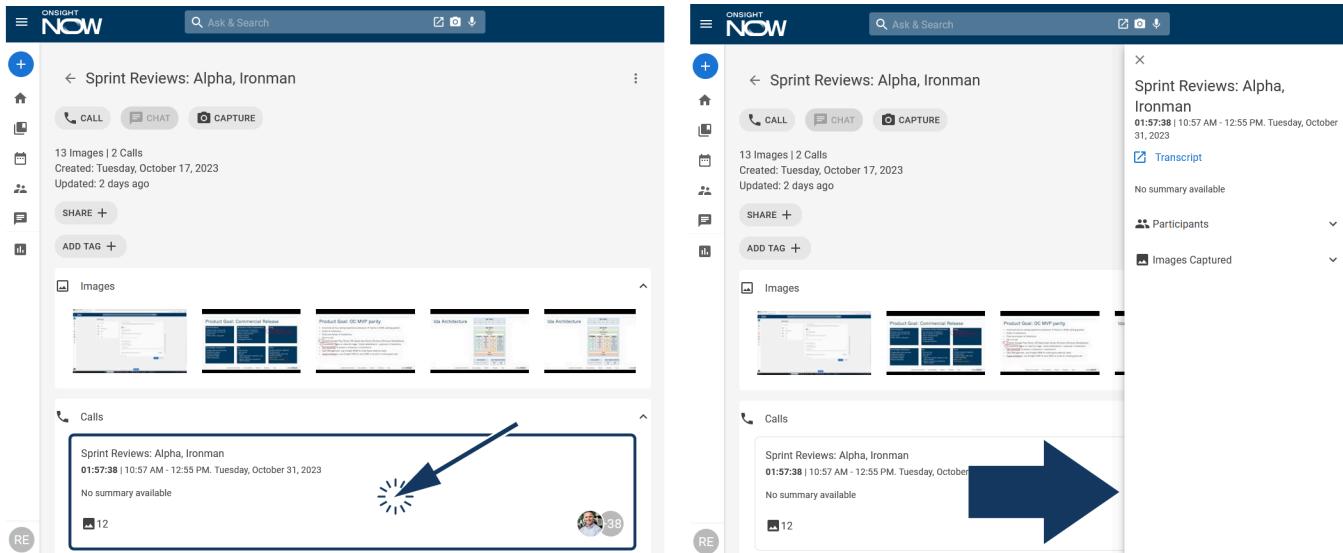


Figure 4-3 Collection: Call Details Card & Call Details Panel

Selecting one collection displays more information and includes the capability to:

- Click **CALL** to start a call with a colleague.
- Click **CHAT** to send a message.
- Click **CAPTURE** to take pictures, record videos, and add real-time information to the active collection.
- Click the **More** drop-down to **RENAME** or **DELETE** the active collection.
- Click **SHARE** + to enable other contributors to access and use the collection.
- Click **ADD TAG** + to insert metadata that can improve search results and make finding content more accessible.

Images

Users can preview Images as thumbnails. Click **Collapse** ^ to hide or **Expand** v to reveal image thumbnails. Use the scroll bar below the images to navigate forward and backward to display thumbnails for each image.

Calls

Review the **Call Details Card** that includes each meeting's title, duration, time, day, and date.

Tip: Click within a meeting's call details to reveal the **Call Details** panel that includes more information such as **Participants**, a **Transcript** and **Images Captured**. Use the **Expand** v and **Collapse** ^ icons to reveal details, as required.

Summary

Click within the **Description** field to add an outline, summary, or restate the main points and provide a conclusion.

4.3. Create a New Collection

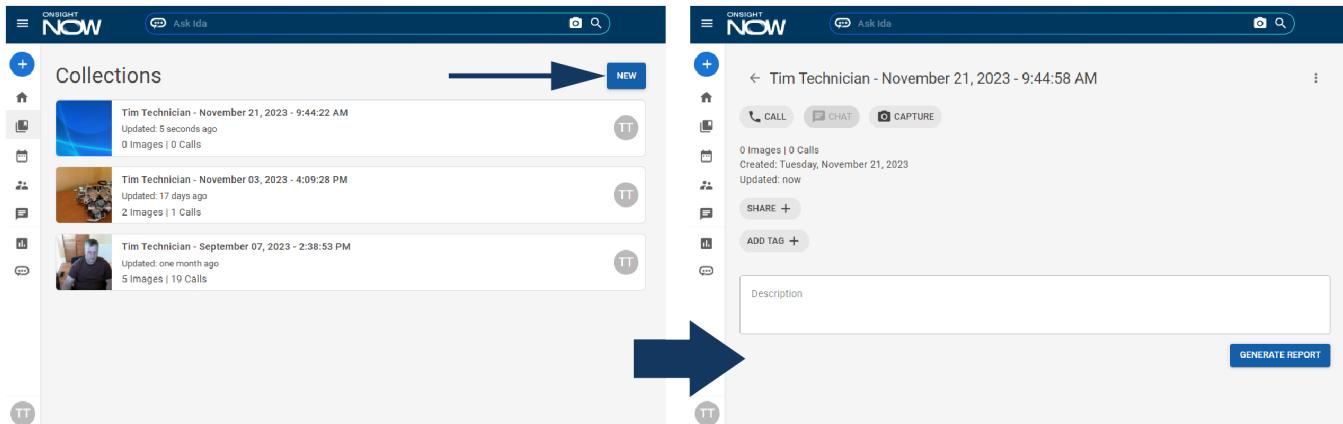


Figure 4-4 New Collection

To create a new collection, click the **NEW** button. It is added to the **My Collections** section on the **Home** page automatically. To help identify and categorize their collections, users should choose a relevant and descriptive name.

Select one collection to view and modify its **Details**.

Related information

[Collection Details \(on page 22\)](#)

4.3.1. Creating a New Collection

You must log in to Onsight NOW.

In this task, you will create a new collection.

1. Access the **Navigation** bar and select **Collections**.

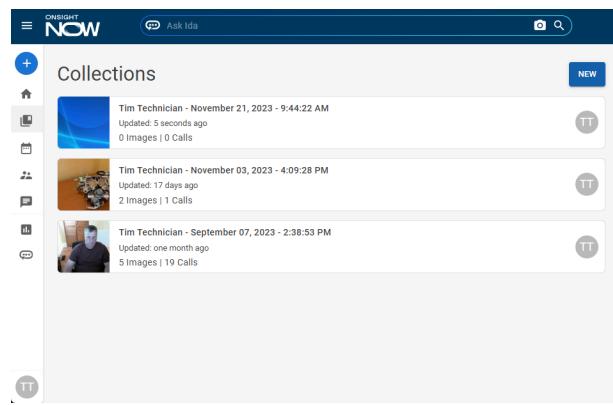


Figure 4-5 Collections Page

2. Click the **NEW** button to start a new collection. A new collection appears.

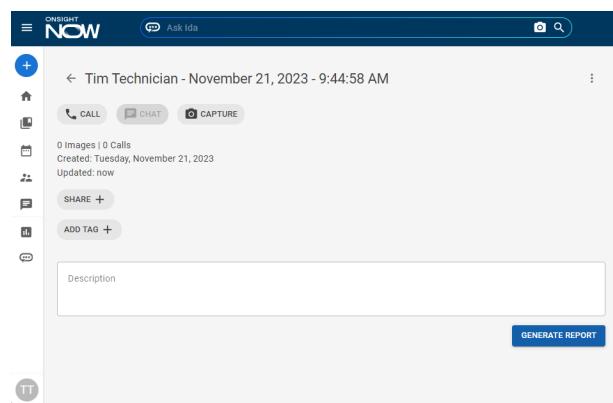


Figure 4-6 Collection Details

Rename the Collection

- Locate the collection title. On the right side, in line with the collection title, select the **More**  drop-down, and select **RENAME COLLECTION**.

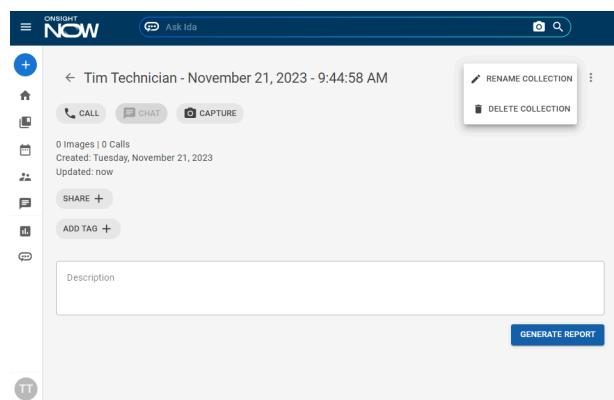


Figure 4-7 Renaming Collections

- Highlight the text and modify the name of the collection. Click **RENAME** to apply changes.

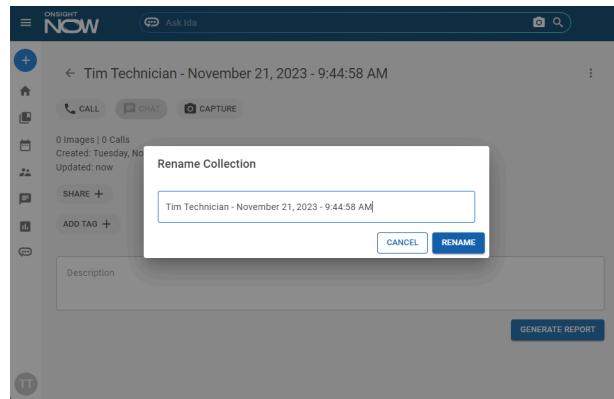


Figure 4-8 Renaming Collections

- The collection updates to the new name.
This completes the procedure.

4.4. Add to an Existing Collection



Figure 4-9 Adding Content to Add to an Existing Collection

Consider that collections are ongoing projects that can be modified and added to as a user's work progresses. Consequently, collections are accessible from many locations within the application. Users can add information, such as images to an existing collection by navigating to and opening a collection.

Add to an Existing Collection

To capture an image and add it to an existing collection, a user will need to:

- Open a collection.
- Click  **CAPTURE** to take pictures.
- Take pictures and wait for the images to upload.
- Navigate back to the collection and verify that the new images display within the collection.

4.5. Capture Content in Real-time

Users can capture content anytime during a call by clicking the **Take a Picture** icon. The user can access the collection and review the thumbnail preview when the call ends.



Figure 4-10 Capturing Content in Real-time

4.5.1. Adding Images to a Collection

You must log in to Onsight NOW

In this task, you will take a picture and add it to a collection.

1. Within the **Navigation** bar, locate and select **Collections**.



Figure 4-11 Collections

2. Click to select a collection. It displays within the collaboration window.

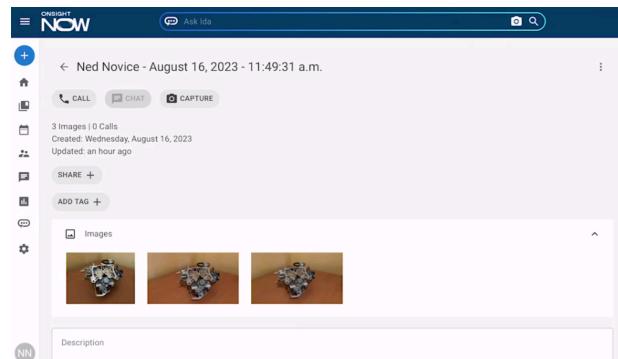


Figure 4-12 Collection Details

3. Click **CAPTURE** to access your device's camera.
4. If prompted to access your device's camera. Click Allow, Yes, OK standard wording.

5.

- Locate and select the **Take a Picture** icon and wait for the picture to upload. A message appears stating: Item Added to Collection.



Figure 4-13 Collection Details

6. The captured photograph remains active. To close the image, click **Exit**.

7. Within the **Navigation** bar, select **Collections**.

8. Click to select a collection. It displays within the collaboration window.

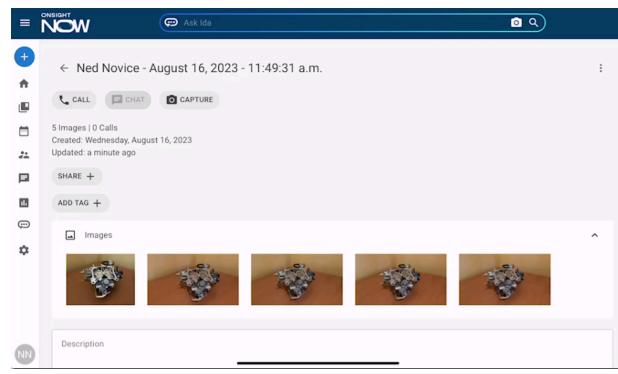


Figure 4-14 Collection Updates to Include New Images

9. Verify that the collection updates to include new images. This completes the procedure.

4.6. Share Active Collections

Users can share collections with colleagues within their organization to improve knowledge exchange and

collaboration. Click **SHARE**, enter one or more contact names within the **Search Here...** field, and click **Share**.

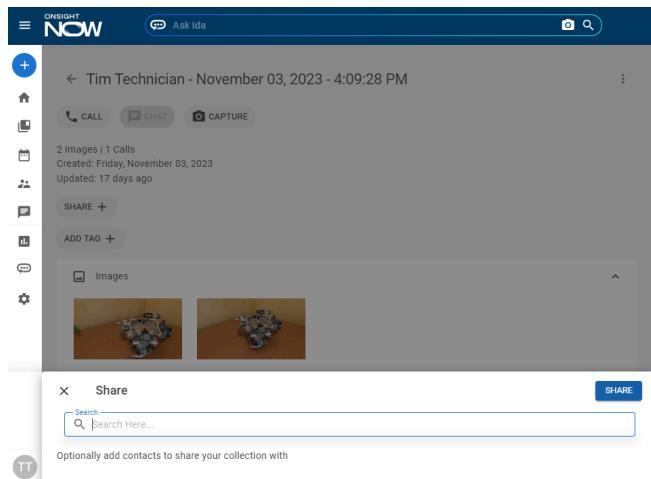


Figure 4-15 Share Collection

4.7. Publish a Collection Report

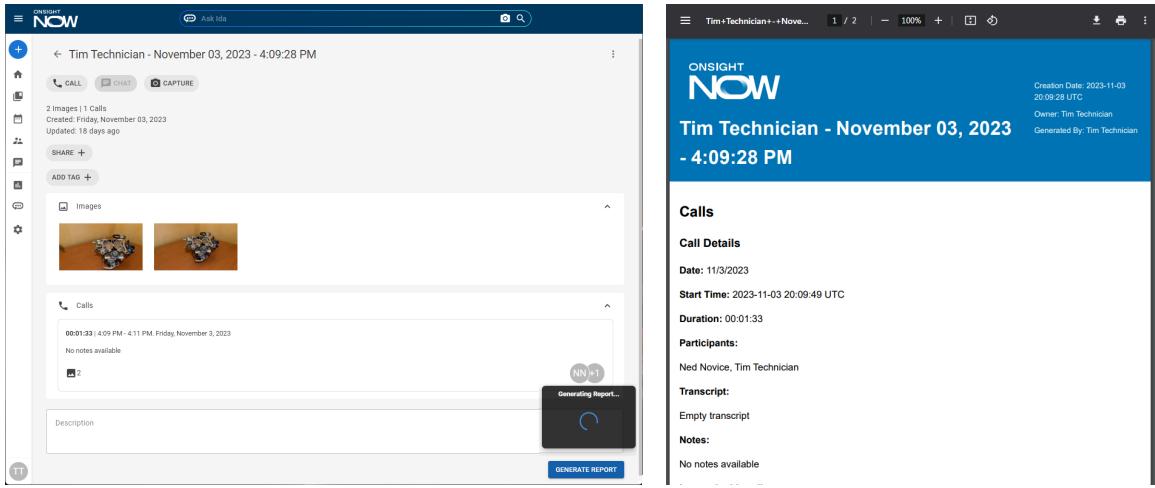


Figure 4-16 Publishing a Report

When a collection opens, users can generate a report with a list of call details, assets, captured images, and participants. Click **GENERATE REPORT** to publish in Portable Document Format (PDF) for an active collection and display the results within a web browser. The user can download the PDF locally, open the report, and **Copy/Paste** text into an email as necessary.

4.8. Summary

After viewing this module, a user will know how to:

- Create a new collection
- Add to an existing collection
- Capture content in real-time
- Gather search results for the collection
- Determine which content to keep
- Share active collections
- Publish collections

5. Call Features

Call features allow users to have real-time audio and video calls to communicate with individuals or groups. Onsight NOW provides a range of features and controls that can enhance the calling experience.

After viewing this module, a user will learn how to:

- Start a video call
- Access audio and video controls
- Access screen sharing
- Record a call session
- Access call quality settings
- Access speaker and microphone controls
- Access call history
- Join a meeting and share links

5.1. Start a Video/Audio Call

Call functions allow users to start a face-to-face video or phone call using several methods from various locations within the Onsight NOW user interface. For example, a user can initiate a call from:

- The **Home** page by:
 - Clicking the **START A CALL** button.
 - Locating a collection within **My Collections** and selecting the **CALL** icon.
- The **Navigation** bar by clicking the **+ New** button and selecting the **CALL** action.
- A contacts list. (Not shown)

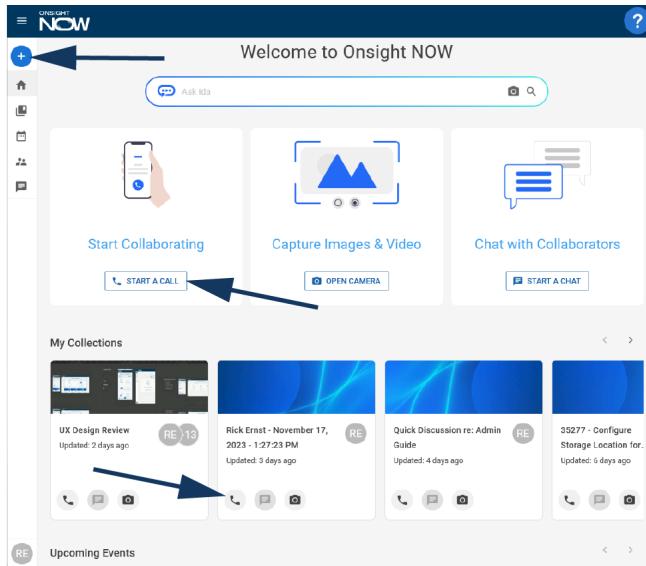


Figure 5-1 Home Page

Overview for Calling

The image contains two side-by-side screenshots of the Onsight NOW Home Page. Both screenshots show the same layout: a navigation bar at the top, followed by a main content area with three cards ('Start Collaborating', 'Capture Images & Video', 'Chat with Collaborators'), a 'My Collections' section with four items, and an 'Upcoming Events' section at the bottom. In the left screenshot, a blue arrow points to the 'START A CALL' button in the 'Start Collaborating' card. In the right screenshot, a blue arrow points to the 'CALL' button next to the 'Tim Technician' collection in the 'My Collections' section. Numbered circles (1 through 5) are overlaid on the interface to indicate specific actions: 1 points to the 'START A CALL' button in the left screenshot; 2 points to the 'Tim Technician' collection in the right screenshot; 3 points to the 'NEXT' button at the bottom of the right screenshot; 4 points to the 'CALL' button in the right screenshot; and 5 points to the 'CALL' icon in the 'Tim Technician' collection in the right screenshot.

Figure 5-2 Overview for Starting a Call from the Home Page

For most calling methods, the user will need to:

1. Initiate a call using one of the methods described above.
2. Choose one or more contacts.
3. Follow one or more prompts. For example, click **NEXT**.
4. Create a **NEW** collection, or select one from the list.
5. Click **CALL** to start.

Related information

[Collections \(on page 21\)](#)

5.1.1. Video Gallery

A **Video Gallery** displays within the collaboration window when a call is active. It shows each remote participant in a call using a **Video Tile**. The **Video Tile** displays a user's name, initials, or personal avatar as a static component or video stream on a call. The top row can display up to seven video streams. The system will prioritize the dominant speakers if there are too many remote video streams. Participants who do not have video streams will appear in the bottom row, where the video gallery layout uses pagination to advance forward or back through the list of participants.

Tip: When a participant speaks, their video tile outline will highlight.

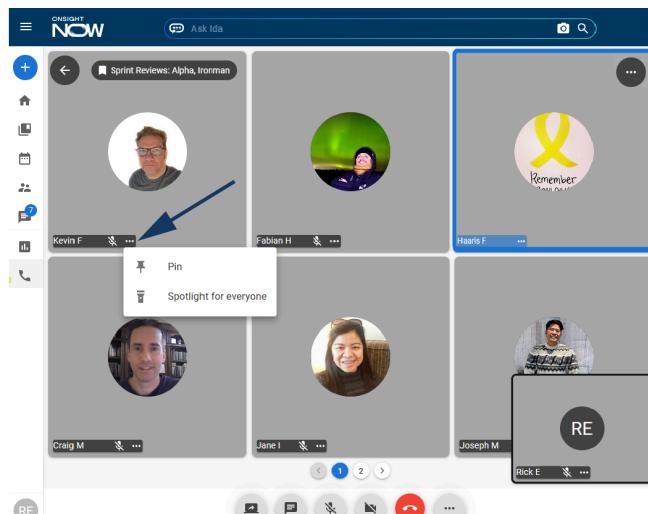


Figure 5-3 Video Gallery Comprised of Video Tiles

Video Gallery Controls

During an active call, additional video controls are accessible from within the user's **Video Tile**. Click the **More** drop-down and select from the following options:

- Use **Pin**  to highlight and move a video tile to a more central position within the bottom row of the Video Gallery. A user can only pin one video stream. Pinned video tiles are only visible to the user. To restore the video tile to the default, click **Unpin** .
- Use **Spotlight**  to highlight and move one or more video tiles to a more central position within the top row for all participants. Spotlight functions similarly to screen sharing, except that a user can spotlight up to seven video tiles onscreen. Video tiles that are "Spotlighted", are displayed for all participants on the call. To restore the video tile to its default, click **Stop spotlight** .

5.1.2. Access Audio and Video Controls

Once a call is active, audio and video controls display at the bottom.

- i Tip:** When prompted for permission to access microphone audio, camera pictures, or device location, click **OK**, **Allow**, or **Yes**.

The user can turn audio and video feeds **On** or **Off** as follows:

- Click to toggle the  **Microphone On** to  **Microphone Off**, effectively muting the audio.
- Click to toggle the  **Video Off** to  **Video On**, to display the user's camera feed, as necessary.



Figure 5-4 Call Audio & Video Controls

- i Tip:** Consider muting audio if there is significant background noise from machinery, fans, etc.

- Note:** If the video feed preview displays the  **Video Off** icon, advise the user to toggle the  **Video On**. If the video camera feed displays the **No Camera Defined**  icon, the user might have multiple cameras and should set one as the default device. For more information on modifying device settings, refer to [Access Speaker and Microphone Controls \(on page 32\)](#).

Related information

[Access Speaker and Microphone Controls \(on page 32\)](#)

[Modifying Device Settings \(on page 35\)](#)

5.1.3. Access Speaker and Microphone Controls

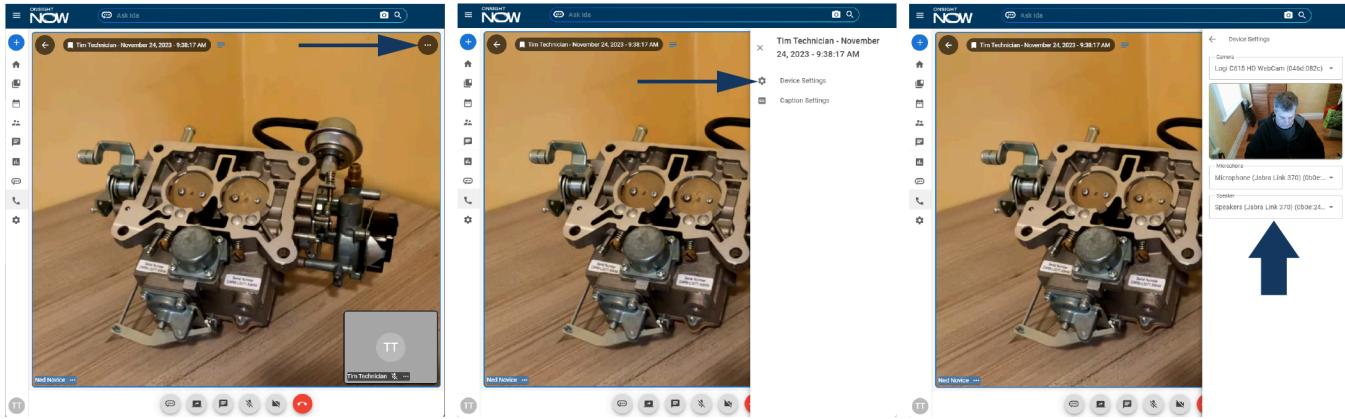


Figure 5-5 Accessing Options & Device Settings

When a call is active, the user can click the **More** drop-down to access **Options** where they can modify **Device Settings** for:

- **Camera** by allowing a user to change their source camera to a different device
- **Microphone** by enabling a user to change their microphone source to a headset or built-in microphone or
- **Speaker** by allowing a user to change their speaker setup to a headset or built-in speakers

Related information

[Modifying Device Settings \(on page 35\)](#)

5.1.4. Access Screen Sharing

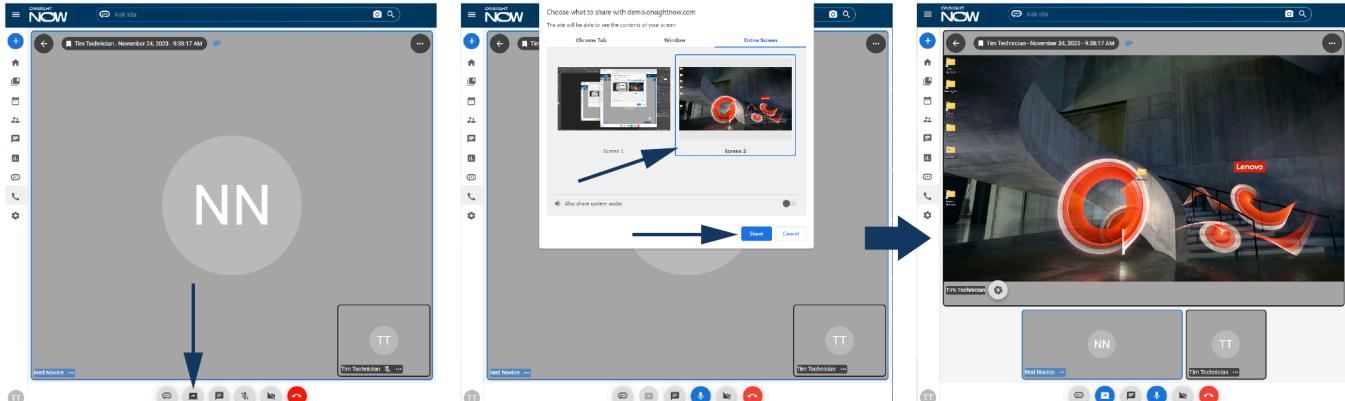


Figure 5-6 Accessing Screen Sharing

When a call is active, audio and video controls display onscreen. The user can leave **Screen Sharing Off** or select the icon to toggle **Screen Sharing On**. When **Screen Sharing** is **On**, the user receives a prompt to choose an option:

- **Browser** tab (Chrome, Firefox, Safari, etc.) — Select this option to display content for a single browser tab.
- **Window** — Select this option to display content for a single window or application.
- **Entire Screen** — Select this option to display all contents for a single display described as **Screen 1**, **Screen 2**, etc.

Choose one of the tab options, select one of the options within the list, and click **Share** to activate screen sharing for all participants.

Screen Sharing & Infinity Effect

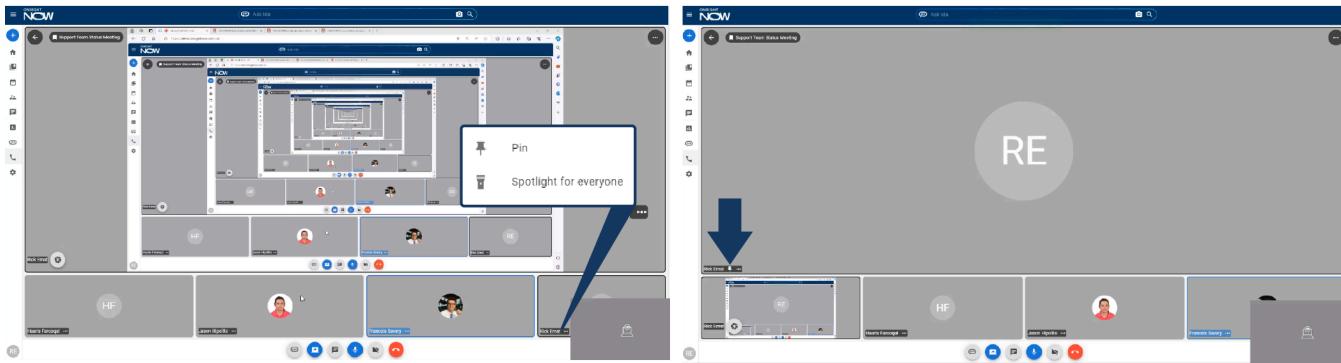


Figure 5-7 Screen Sharing & Infinity Effect

Note: When sharing the same screen that displays Onsight NOW, users may experience an infinity effect that mimics an object displayed in two mirrors. This can be resolved by:

- Sharing another screen where Onsight NOW is not shown; or
- Accessing your video tile and using the **More** drop-down button to access **Pin**. Pin highlights and moves your video tile to a more central position within the bottom row of the Video Gallery.

5.1.5. Starting a Video Call

You must log in to **Onsight NOW**.

In this procedure, you will start a video call with one of your contacts. To call a contact, activate the **New** button within the **Navigation** bar.

1. Select the **CALL** action.

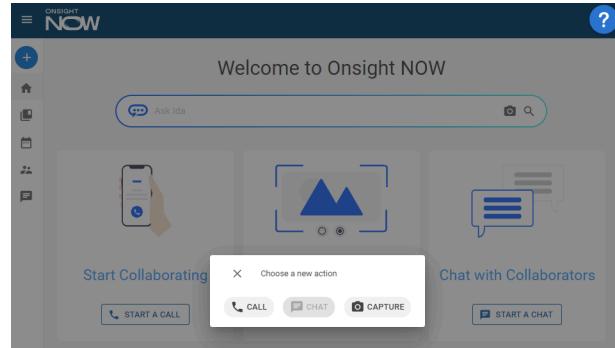


Figure 5-8 Choose a New Action

2. Locate and select one or more contact names to add to the caller list.

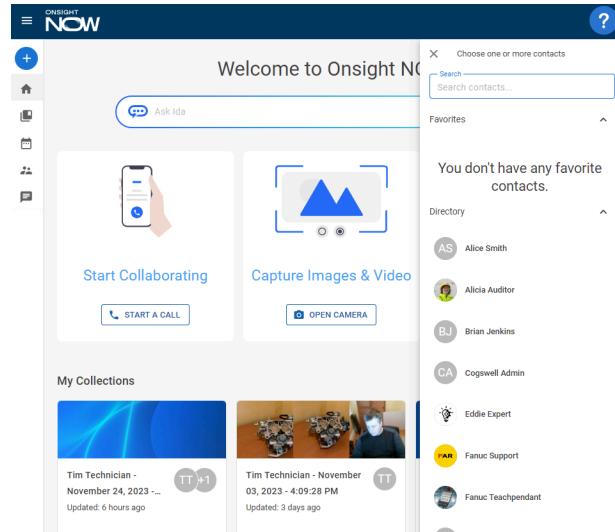


Figure 5-9 Select a Contact

3. Click **Next**.

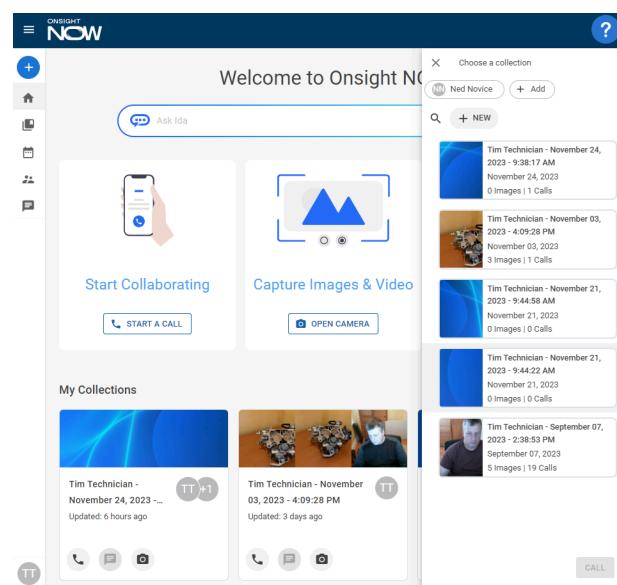


Figure 5-10 Select One or More Contacts

4. Collection options appear. Define which collection to use:

- Select **New** to create a new collection or
- Select an existing collection to use for the call. The **CALL** button enables.

5. Click **CALL** to initiate a call.

6. The **Calling...** window appears in a **Ringing...** state.

What the Caller Sees

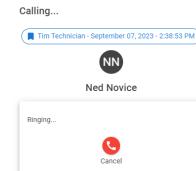


Figure 5-11 Calling Window

What the Recipient Sees



Figure 5-12 Incoming Call Window

7. When the **Recipient** answers the call, the user's video feed, avatar profile, or picture will occupy the bottom right corner of the collaboration window. The main gallery within the collaboration window displays the participants for the call.

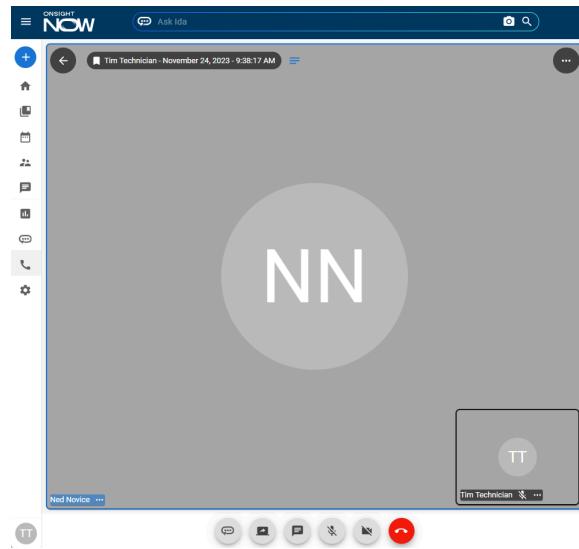


Figure 5-13 Active Video Call

8. A message prompt displays saying Item added to Collection. Click **Close (X)** to exit.
9. If transcription is enabled for your organization, a message prompt displays saying Transcription has started. Click **Close (X)** to exit.
10. A series of audio/video controls appear beneath your video feed preview within the communication bar.



Note: If you are asked for permission to access the microphone, camera pictures, or device location, click **OK**, **Allow**, or **Yes**.

This completes the procedure.

5.1.6. Modifying Device Settings

You must log in to **Onsight NOW** and be on an active call to change your device settings.

In this procedure, you will modify your device settings.

1. Locate the communication toolbar below your profile.

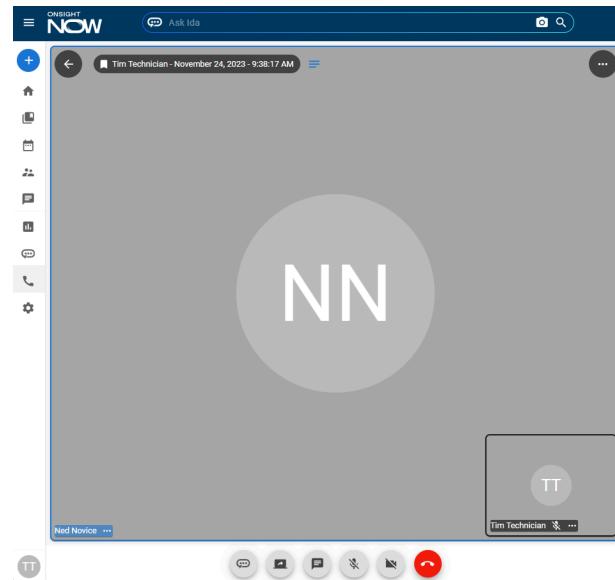


Figure 5-14 Active Call

2. Within the communication toolbar, toggle your:

- **Video** display from **Off**  to **On**  to **Off**  to mute audio, as required.

3. If you need to change your device option settings for your camera, microphone, or speaker, then select the



More drop-down menu and select **Device Settings**

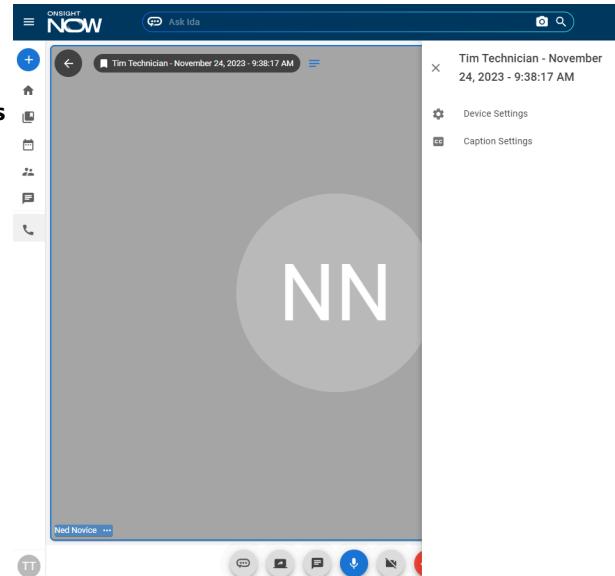


Figure 5-15 Options & Device Settings

4. Change your device settings using the **Camera**, **Microphone**, and **Speaker** drop-down menus, as required.

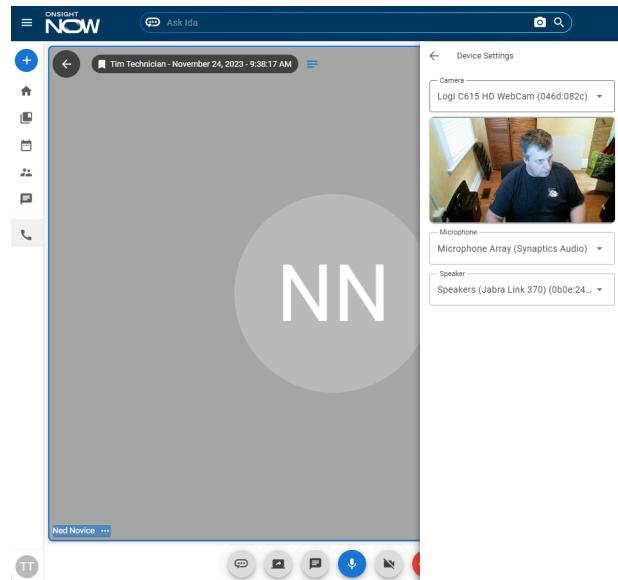


Figure 5-16 Modifying Device Settings

5. Click the **Back** icon.
6. Click the **Close** icon to exit **Device Settings**.

This completes the procedure.

5.2. Access Call History

Within the Navigation bar, locate and select **Collections** and select a collection to review its details. Once a collection opens, call History displays all previous audio and video calls within a **Call Details Card** that includes each meeting's title, duration, time, day, and date. It also includes call notes and the number of images captured during the call.

Figure 5-17 Call History

5.3. Multiparty Calls

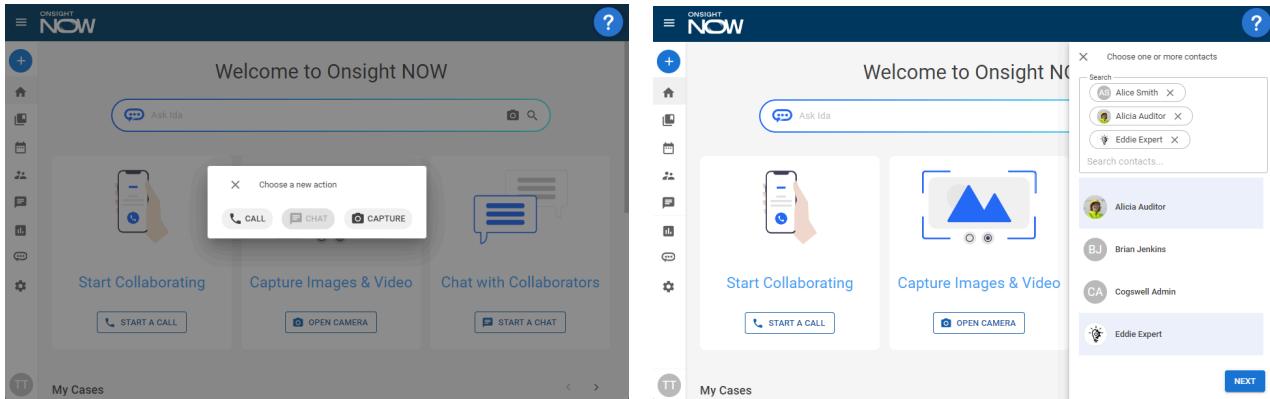


Figure 5-18 Multiparty Calling

To start a multiparty call, click the **New** button and select the **CALL** action. Add two or more contacts to the call. Click **NEXT** and follow the prompts to complete the call.

Related information

[Start a Video/Audio Call \(on page 29\)](#)

[Starting a Video Call \(on page 33\)](#)

5.4. Mobile Device Access

Mobile apps for Android (Google Play) and *iOS* (Apple Store) are accessible from within a web browser. Login to the web application *.onsightnow.com using Google Chrome or Safari. Within the Navigation bar, locate and click the **User Profile** icon and select **Apps & Integrations**. Locate the Onsight NOW card for your device and click **DOWNLOAD**. Follow the prompts to install and log in to Onsight NOW.

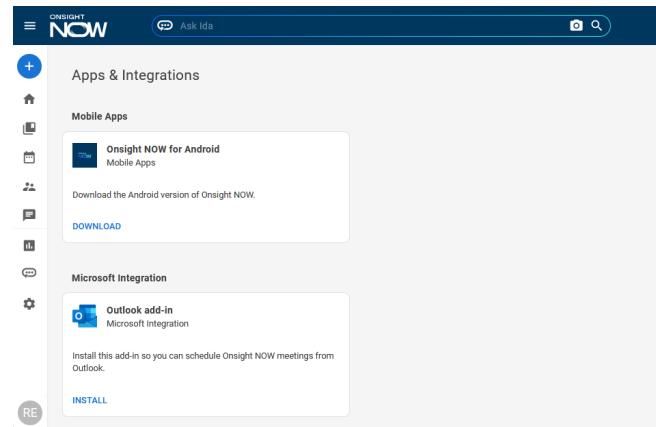


Figure 5-19 Apps & Integrations

5.5. Join a Meeting & Share Links

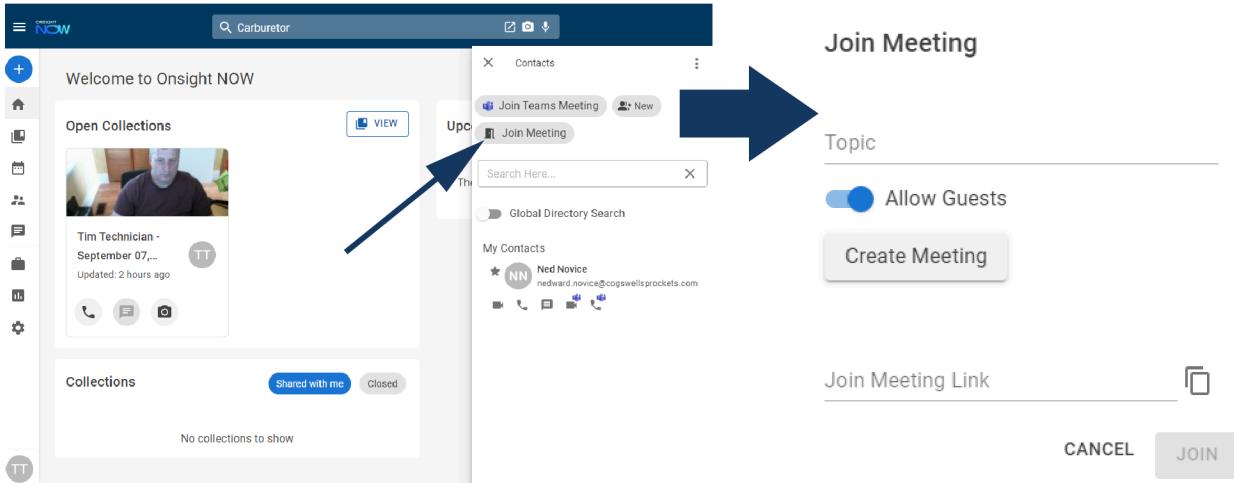


Figure 5-20 Contacts Panel

Onsight NOW allows users to schedule and join a meeting with contacts, colleagues, and guests on demand. The **Join Meeting** feature is accessible from the **Contacts** panel. Click **Join Meeting** to access a pop-up window with the following parameters:

- **Topic** — Enter a topic title for the meeting.
- **Allow Guests** — Enable/Disable to allow or prevent guests from joining the meeting.
- **Create Meeting** — Click this button to generate a meeting link to share with contacts, colleagues, and guests.
- **Join Meeting Link** — Click **Copy** to copy/paste this information to the clipboard to share it via chat or email with other participants or guests.

5.6. Summary

After completing this content, a user will know how to:

- Start a video call
- Access audio and video controls
- Access screen sharing
- Record a call session
- Access call quality settings
- Access speaker and microphone controls
- Access call history
- Join a meeting and share links

6. Chat Features

Onsight NOW supports a comprehensive chat application that includes *AI Chatbot* assistance. The chat application allows for real-time text communication among guests, multiple participants, and groups. The *AI* chatbot for Onsight NOW provides highly advanced personalized assistance based on captured and delivered knowledge.

After viewing this module, a user will know how to:

- Access chat features
- Start a chat
- Send a chat message
- Access Onsight NOW's Industrial Digital Assistant (Ida)
- Interact with Ida
- Ida Responses
- Utilize Ida for knowledge capture & delivery

6.1. Utilize Chat Functions

Chat functions allow users to send real-time text messages among guests, multiple participants, and groups. Onsight NOW provides access to chat features from many locations. For example, users can initiate a chat from their **Home** page, an open collection, or a contacts list. Users can start a conversation anytime by selecting the  **Chat** icon within the **Navigation** bar.

Access the **Navigation** bar, choose  **New**, and select the  **CHAT** action. The following messaging capabilities are available:

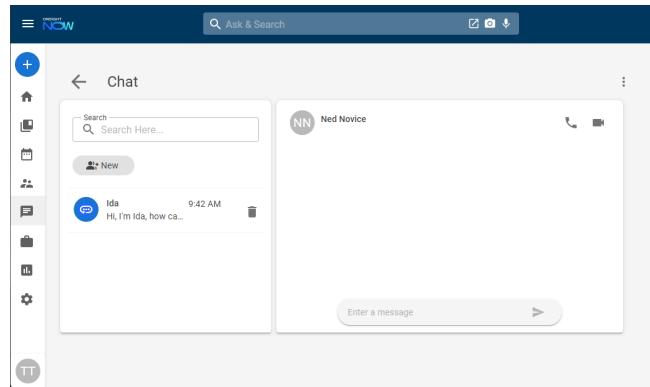


Figure 6-1 Chat Features

- The left panel displays Chat history. Conversations with contacts and group meetings are a single entry followed by a time, date, and a **Delete**  icon.
- Tip:**  Users can continue with an existing chat by selecting the Chat conversation on the left and entering text within the **Enter a message** field on the right side and click the **Send**  icon.
- **Search** bar — Enter text to search for text content.
- Click the  **New** icon to send a new message to one of the user's contacts. Select a contact's name within the list and click the **Chat**  icon.
- A single chat conversation displays within the right panel, followed by the date and time. A user can initiate a call with the contact or group by clicking the  **CALL** or  **Video Call** icons next to the contact or group name within the panel header.
- Users can follow up on an existing conversation by entering text within the **Enter a message** field.
- Click the **More**  drop-down to **Add Participants**  to a message or start a **New Chat**  message with a contact.

6.1.1. Sending a Chat Message

You must log in to Onsight NOW.

1. Locate the **Navigation** bar and select  **Chat**. The chat application appears.

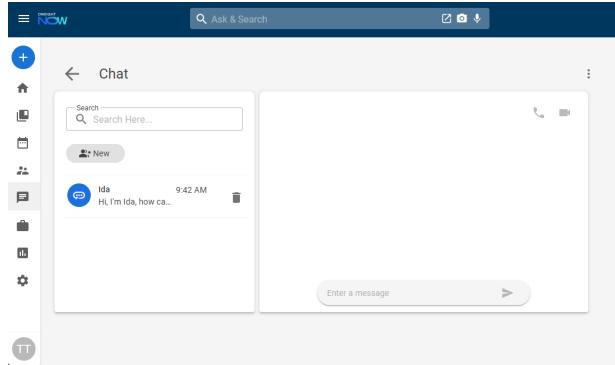


Figure 6-2 Chat Application

2. Select the  **New** option to send a new message. Your Contacts list appears on the right.

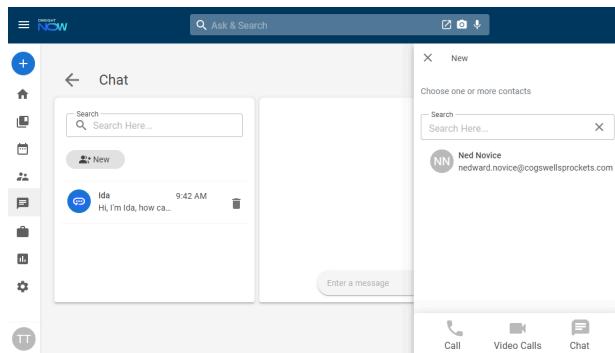


Figure 6-3 Chat Contacts

3. Locate and select one or more contacts within the list.



Note: You can also enter a contact name within the **Search Here...** field to filter and reduce the number of names displayed within the list.

4. Upon adding all contacts to the list of names section, click the  **Chat** icon to start a conversation.

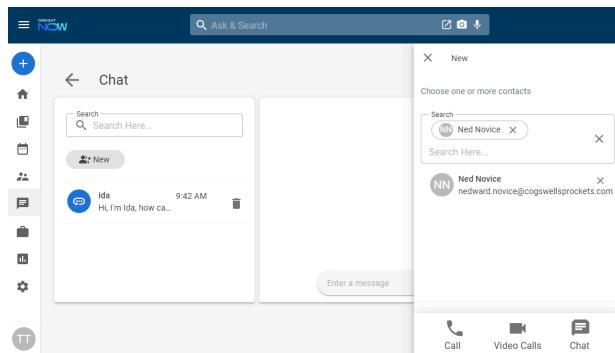


Figure 6-4 Add Contacts to the Chat List

5. The contacts panel disappears, and a chat conversation displays on the right with the names of the participants identified at the top.

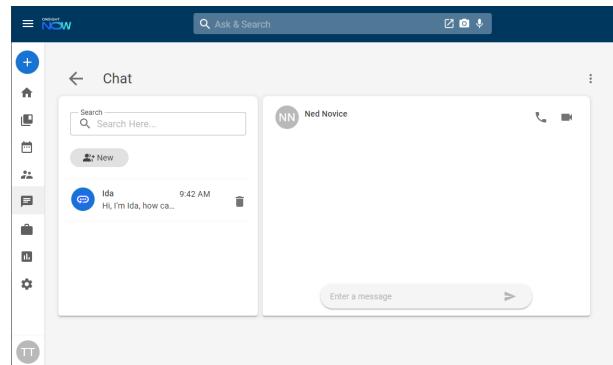


Figure 6-5 Chat Conversation

6. Enter text within the **Enter a message** field and click the **Send** icon.

This completes the procedure.

6.2. Industrial Digital Assistant (AI Chatbot)

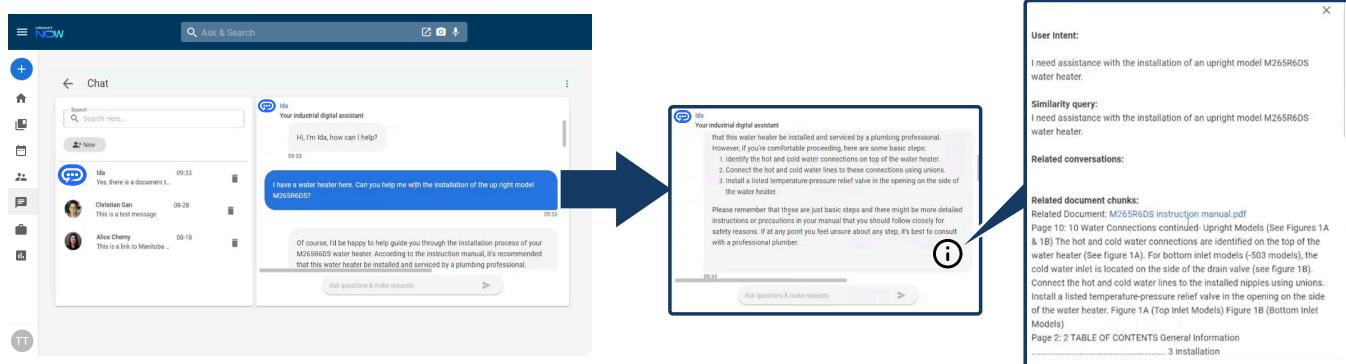


Figure 6-6 Industrial Digital Assistant

Onsight NOW has a chatbot called the Industrial Digital Assistant (Ida). Ida uses captured and delivered knowledge to provide customized and personalized assistance. Ida is highly advanced and utilizes AI to surface relevant answers as text from the user's call and chat history by providing suggested responses. These responses are provided automatically based on related information captured and delivered during conversations, volumes of documentation, and separate data sources across an enterprise. These responses help users by saving a significant amount of time and effort spent locating discussions, files, images, and other related content specific to the topic under discussion.

 **Note:** Ida works automatically in the background but still requires a human-in-the-loop to review the information and decide which data sets are most appropriate to the conversation.

Ida Features and Benefits

Ida is aware of key features within Onsight NOW, which include:

- Collections
- Calls and history
- Chats and history
- Summarization capability
- Real-world object recognition
- Sentiment analysis

Ida Limitations

Ida has several limitations that include:

1. Ida is restricted to an organization's internal data, documents, database, and training set.
2. Ida cannot access the internet or external databases.
3. Ida is not up-to-date with current events. It only has data up until January 2022.
4. Ida is a text-based *AI* solution and cannot process visual and auditory information.

6.2.1. Ida Interactions

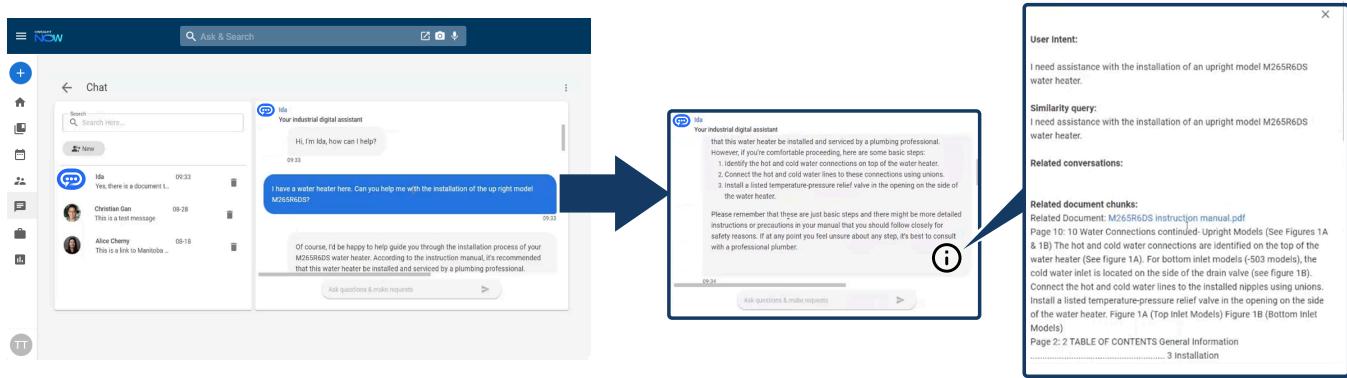


Figure 6-7 Ida Interactions

Ida is accessible within the left panel of the Chat page. Select **Ida** and ask a question by entering text within the **Enter a Message** field. **Ida** will scan the indexes for your documentation, chat messages and other text-related information to present the user with a suggested response. **Ida** continues these interactions until it obtains a suitable response.

More Information

During these exchanges, the user will see a **More info** icon that they can click to display important details about the search results that include:

- **User intent**
- **Similarity query**
- **Related conversations**
- **Related document chunks**

Click **Copy** to add this information to your clipboard. Click the **Close** icon to exit more information. Select a chat message to include this content in your response and **Paste** this information into the **Enter a message** field.

6.3. Summary

After completing this content, a user will know how to:

- Access chat features
- Start a chat
- Send a chat message
- Access Onsight NOW's Industrial Digital Assistant (Ida)
- Interact with Ida
- Ida Responses
- Utilize Ida for knowledge capture & delivery

7. Identify & Classify Objects Using Computer Vision

Onsight NOW utilizes [AI](#) and [Azure Computer Vision](#) capabilities to generate text information based on visual data captured by the camera. The benefits include the ability to tag text using [Optical Character Recognition \(OCR\)](#), [Object Classification](#), and [Object Detection](#).

After viewing this module, a user will know how to:

- Access computer vision
- Capture visual data
- Generating computer vision data

7.1. Access Computer Vision

Computer Vision is accessible by clicking the  Camera icon within the search bar. This activates the camera and [AI](#) functions that allow the user to run [Azure Computer Vision](#) on a photo to scan and generate text information as a list of tags (metadata) for objects, people, and images.

Click **Computer Vision**  will generate text data for the image. All results display within the **Scanned Elements** panel, where the user can:

- Click the **Search** icon to find related articles, blog posts, knowledge base entries, documents, and other textual details available within the user's accessible data sources.

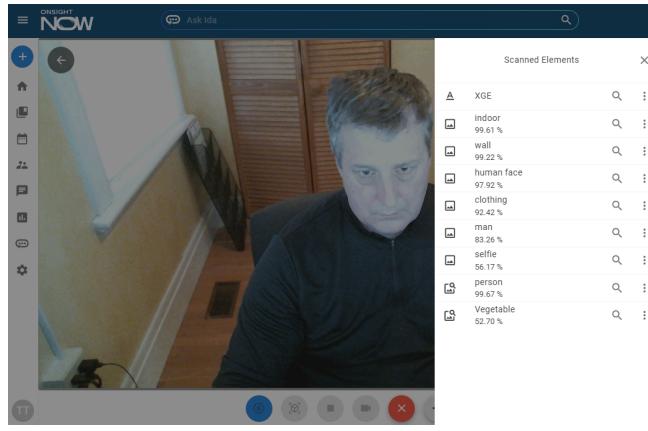


Figure 7-1 Accessing Computer Vision

7.2. Generating Computer Vision Data

You must log in to Onsight NOW.

In this task, you will run computer vision on an image to generate

1. Click the  Camera within the Ask Ida & Search bar.

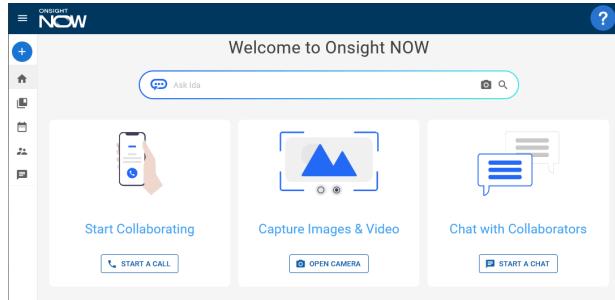


Figure 7-2 Home

2. Within the Capture toolbar, locate and select **Computer**

 **Vision** to generate text information based on visual objects within the image.

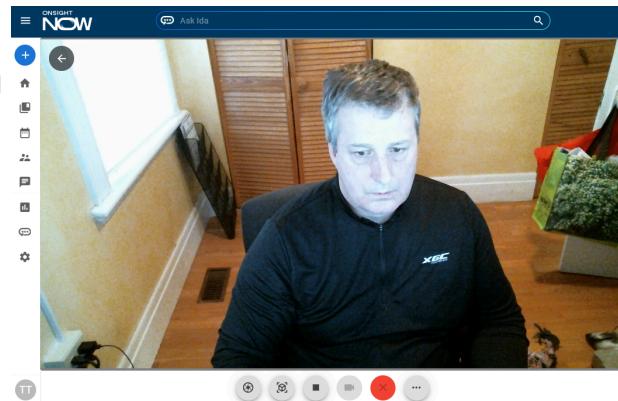


Figure 7-3 Capture Content

3. The Take a picture icon changes color to Blue and you can review results from the Scanned Elements panel.

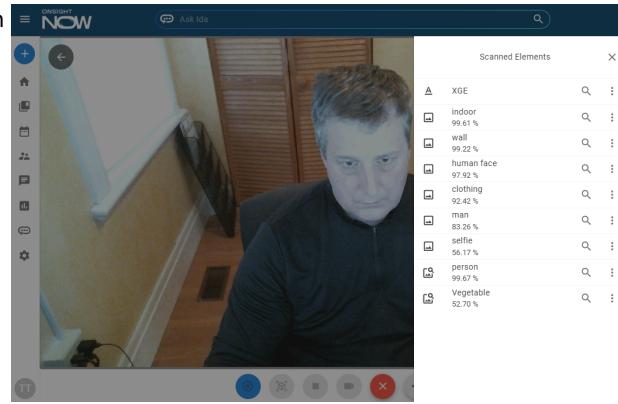


Figure 7-4 Scanned Elements

4. Click **Close (X)** to exit the Scanned Elements panel.

5. Within the Capture toolbar, locate and select the **Exit**

 icon to close capture mode.
This completes the procedure.

7.3. Summary

After completing this content, a user will know how to:

- Access computer vision
- Capture visual data
- Generating computer vision data

8. User Profile

The User Profile allows users to view all applications and integrations associated with their Onsight NOW application, information describing the software build and version, and the ability to exit the application.

After viewing this module, a user will know how to:

- Access their user profile
- Access their applications and integrations
- Access information regarding Onsight NOW's build and version number
- Log out (Exit) the application

8.1. Accessing the User Profile

User Profile is accessible from the Navigation bar, and it displays:

- A profile picture or image
- A circle with the user's Initials for first and last name

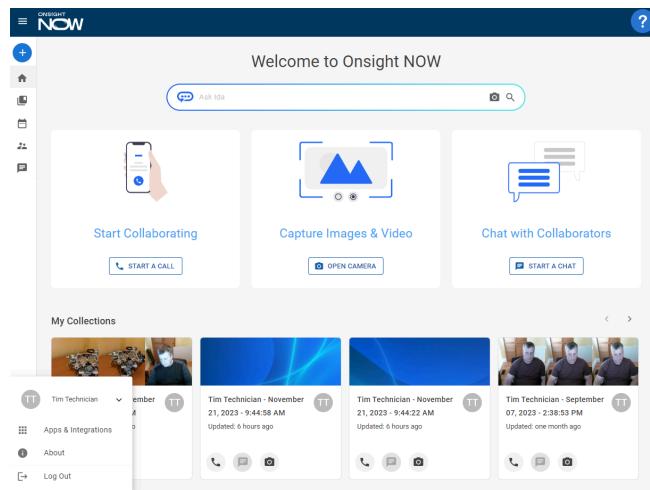


Figure 8-1 User Profile

8.2. Apps & Integrations

Applications and integrations enable users to view all apps that work with their Onsight NOW application, including integrations and work instructions. Click **User Profile > Apps & Integrations** to display:

- **Mobile Apps** — Apps that run on a smartphone using Android and *iOS*.
- **Microsoft Integrations**
- **Digital Work Instructions**

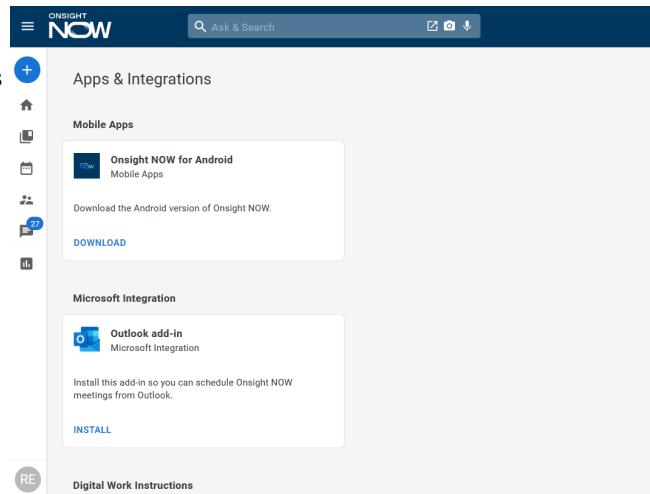


Figure 8-2 Apps & Integrations

8.3. About

Click the **User Profile > About** to display information for the Onsight NOW application that includes:

- The product name
- The version
- Copyright information
- [Librestream Technologies Inc.](#)
- An *AI* description for knowledge capture
- An End-User License Agreement (EULA) summary
- [Librestream Terms of Use](#)
- Provide feedback: feedback@onsightnow.com
- **Diagnostics ID** — Reference this ID for feedback and when you need to [Contact Support \(on page 51\)](#)

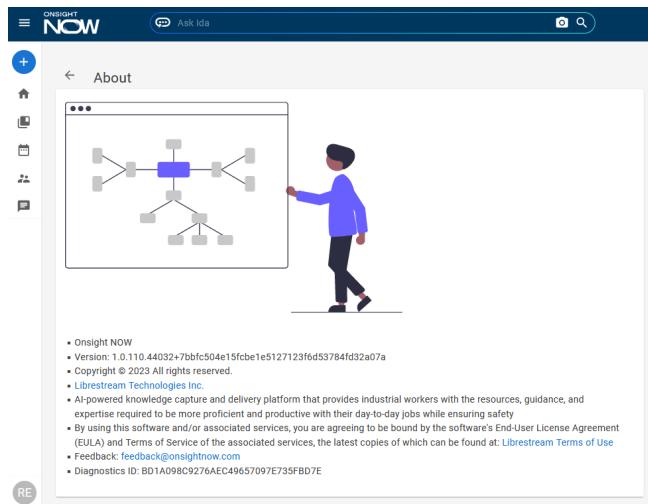


Figure 8-3 About

8.4. Logout

Click the **User Profile > Logout** to exit the Onsight NOW application.

8.5. Summary

After completing this module, a user should know how to:

- Utilize the search bar
- Search for content
- Display search results
- Filter search results
- Navigate pagination

Appendices

Contact Support

For Support inquiries:

- **Email:** support@librestream.com
- **Web:** <https://librestream.com/contact-us-support/>
- **Phone:** 1.800.849.5507 or +1.204.487.0612



Figure 9-1 Contact Support QR Code

Glossary

Artificial Intelligence

Artificial Intelligence (AI) is intelligence demonstrated by machines, unlike the natural intelligence displayed by humans and animals, which involves consciousness and emotionality.

Artificial Intelligence (AI)

AI

Azure Computer Vision

Azure Computer Vision enables Onsight applications to analyze images using features that can recognize text, tag images, extract text using Optical Character Recognition (OCR), detect faces, and perform facial recognition.

Chatbot

A Chatbot is a software application that mimics human conversation through voice commands and text chats within a messaging application using *AI* functions.

Chatterbot

iOS

The operating system for Apple mobile devices such as an iPhone and iPad.

iOS

Optical Character Recognition

Optical Character Recognition (OCR) is the process of converting a digital image containing printed characters into a machine-readable text format, which is then transformed into an electronic document.

Optical Character Recognition (OCR)

OCR

Quick Response Code

A Quick Response (QR) Code is a barcode that is easily read by a digital device. QR Codes store product, supply chain, and marketing information as a two-dimensional series of pixels located in a square. Barcode scanners and smartphones can read QR codes.

Quick Response (QR) Code

QR Code

Index

- A**
- Access 13
 - Access Content 16
 - Active
 - Collection 21, 23
 - Add Participants 41
 - Aggregate Data 47
 - AI 41, 43
 - AI powered search engine 13
 - Answers 14, 16
 - Application Bar 9
 - Articles 14
 - Artificial Intelligence 5, 47
 - Ask 13, 13, 13, 15, 16, 16
 - Ask Ida 9
 - Asset Properties 47
 - Assets 14
 - Assistant 43
 - Audio Controls 31
 - Audio Feeds 31
 - Audio/Video Controls 33
 - Auto-fill Options 13
 - Autocompletion 16
- B**
- Blog Posts 14
 - Bottom Navigation Bar 9
 - Browser Tab 32
- C**
- Call 7
 - Call Details Card 22
 - Call Details Panel 22
 - Call Initiation 41
 - Calls 22
 - Camera 7, 13, 23, 32, 33, 35
 - Camera Pictures 31
 - Camera Settings 35
 - Capture Images 7
 - Captured Information 43
 - Captures 23
 - Categories 14
 - Category Chips 16
 - Chat 7
 - Chat Functions 41
 - Chat History 41
 - Chat Message 41
 - Chatbot 41, 43
 - Classify 47
 - Closed
 - Collection 21
 - Cognitive Search 5
 - Collaboration Window 7, 7
 - Collapsed State 23
 - Collections 7, 21, 21, 22
 - Communication Bar 33
 - Communication Toolbar 35
 - Computer Vision 47
 - Contact Support 51
 - Contact Support QR Code 51
 - Contacts 16, 41
- D**
- Contacts Panel 33, 39
 - Content 14
 - Content Types 16
 - Correspondence 15
- E**
- Email 14, 16
 - Email Attachments 15
 - Email Client 15
 - Email Section 15
 - Emails 21
 - Entire Screen Tab 32
 - Expanded View 23
 - External Link 13, 14, 15, 16
- F**
- Filter Chips 16
 - Filter Content 16
 - Filter Results 16, 16
 - Filter Search Results 13
 - Filters 13
 - Finding Information 13
 - Function 21
- G**
- Generate Group Call Link 39
 - Group Topic 39
- H**
- Home Page 7, 7, 21
- I**
- Ida 9, 13, 13, 41, 43
 - Identify 47
 - Images 22
 - Industrial Digital Assistant 41, 43
 - Industrial Workplace 21
 - Infinity Effect 32
 - Information 21
 - Information Assets 21
 - Insights 14
 - Internet of Things 47
 - IoT 47
- J**
- Join 39
- K**
- Keywords 13
 - Knowledge Base Entries 14
 - Knowledge Capture 5, 7, 21, 21
 - Knowledge Capture and Delivery 41
- L**

Left Navigation Bar 9

Link 16

M

Machine Learning 5
Meeting 39
Meeting Link 39
Menu 9
Metadata 23
Microphone 13, 32, 33, 35
Microphone Audio 31
Microphone Controls 32
Microphone Settings 35
Modifying Device Settings 31
More 41
Muting Audio 31

N

Navigate 16
Navigation bar 9
Navigation Bar 7, 7, 9
New
Collection
21, 23
New Features 10
New Search 7
Next 7
No Camera Defined 31

O

Objects 47
Onsight NOW 5, 9
Open
Collection
21
Optical Character Recognition 47
Options 32

P

Pagination 13, 16
Permission 33
Personalized Assistance 41, 43
Phone 41
Photos 21
Plain Language 13
Previous 7
Product Information 10

Q

QR Codes 47

R

Real-time Communication 41
Recognition 47
Recording Video Content 23
Release Information 10
Relevant Content 21
Relevant Documents 14
Relevant Information 14, 43
Rename
Collection
23
Resource Center 7, 7, 9
Results Management 16

S

Saving Time 14
Screen Sharing 32
Scroll Bar 14
Search 13, 13, 15, 16, 16
Search bar 13
Search Bar 13, 16, 41

Search Content Results 14

Search Engine 13
Search Filters 16
Search Query 14
Search Result 14
Search Results 16
Searching for Content 14
Settings 9

Share 32
Share Links 39
SharePoint 14, 16
Source Content 14
Speaker 35
Speaker & Microphone Controls 31
Speaker Controls 32
Speaker Settings 35
Speakers 32
Suggested Responses 43
Suggestions 13

T

Taking Pictures 23
Task 21
Textual Information 14
Toggle Camera and Microphone 39
Toggle the Microphone 31
Toggle Video Display 31

U

Upcoming Events 7
Update Images 21
User Experience 16
User Interface 7

V

Validation 47
Video 41
Video Call 33
Video Controls 31
Video Feed 33
Video Feeds 31
Visualization 47

W

Window Tab 32