

# vuforia® chalk™

## EXPERT SUPPORT AT SCALE WITH AR REMOTE ASSISTANCE

Vuforia Chalk's advanced features and functionality can help your organization scale real-time problem-solving guidance, support and expertise to your factory operations, service teams and customers using augmented reality.



### ADVANCED COMPUTER VISION

Chalk packages Vuforia's powerful computer vision and real-time audio/video sharing into a single application. 3D environment mapping allows digital annotations to "stick" to objects in the physical world, enabling improved communication between users.

### BROAD DEVICE SUPPORT

Chalk supports a wide array of devices across mobile, tablet, desktop and hands-free wearables. Chalk is available on iOS or Android devices through the app stores. Chalk for Desktop offers a web-based version of the application for remote experts who may work from a desktop computer or laptop. Chalk for Hands-Free Devices enables remote experts to deliver guidance to RealWear HMT-1 and HMT-1Z1 headsets, so technicians can complete tasks safely and efficiently while keeping their hands free.

### CONNECT CODES

Connect Codes allow a user to "host" a Chalk session with anyone, even if they don't have a license or user account. To start a session, the host generates a unique 9-digit code and shares it with their "guest". The guest does not have to register with Chalk or use one of the company's user licenses to join the session, they just need the 9-digit code and the Chalk app downloaded on their device.

### MULTI-EXPERT SESSIONS

Chalk supports up to 5 participants in one session, allowing frontline workers to connect to multiple remote experts for better troubleshooting support in unexpected situations. For regionally distributed teams, Multi-Expert Sessions enable improved communication by facilitating real-time collaboration and knowledge sharing across the workforce.

### STILL FRAME ANNOTATIONS

Still Frame Annotations enable Chalk users to communicate across devices that do not have augmented reality capabilities. Instead of marking up live video with real-time annotations, Chalk users can pause a session and then mark up and share a still image.

### LOW BANDWIDTH MODE

Chalk relies on a strong connection either through a cellular network or Wi-Fi. If a good network connection isn't available, users can activate "low bandwidth mode", which allows video to stream at a high resolution/low frame rate so the session can still be effective.

### SESSION SUMMARY

At the end of a session, Chalk stores and displays screen shots of "points of interest" based on the annotations made by each participant. Users can choose to export and save the Session Summary for future use; to document work orders and evidence of service work, improve QC processes by verifying thoroughness and issue resolutions, or share knowledge of known issues.

### ENTERPRISE MANAGEMENT

The Chalk Admin Center enables account management of enterprise Chalk Users. Super admins and business admins of a company account can manage user permissions and view data/analytics around enterprise use. Additionally, the Chalk Admin Center offers enterprise-grade security and single-sign on capabilities for organizations.

### BRANDED APP SERVICE

The Vuforia team supports a branded app service that includes the branding/skinning of the Chalk app with your company logo to utilize your company's brand recognition and offer a branded remote assistance solution to customers.