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EXPERT GUIDE EAGLE VIEW



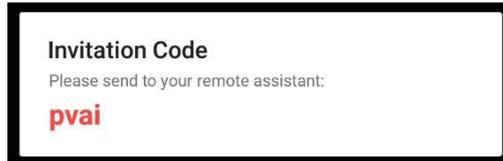
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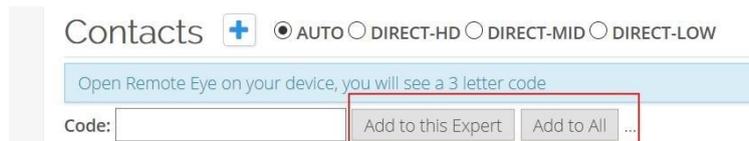
DEVICE

ADD NEW DEVICE

1. Open the application on your device. A four-digit code will appear.



2. In the Remote Expert, press  and enter the code. You can choose to add this device to the current Expert or add it to all your Remote Expert accounts.



SHARING A DEVICE

You need a four-digit code to share your device with other Remote Expert accounts. Go to the INFO screen and press  to obtain your code. Go to another Remote Expert account and press  to add it.

CALL

MAKE A CALL

When a contact is online, they will appear in green, and in red if they are offline.

Press "Call" on an online contact to start a call.



Press  to end the call.

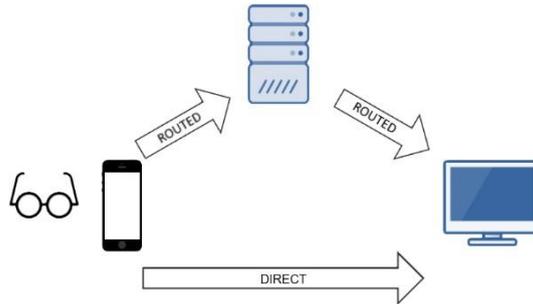
CALL TYPES

There are two types of different calls.



- **DIRECT:** Direct call between two points, improving video quality if there is low Internet connectivity.
- **ROUTED:** Communication is made through an external server, used to record video or to control the stability of multi-calling.

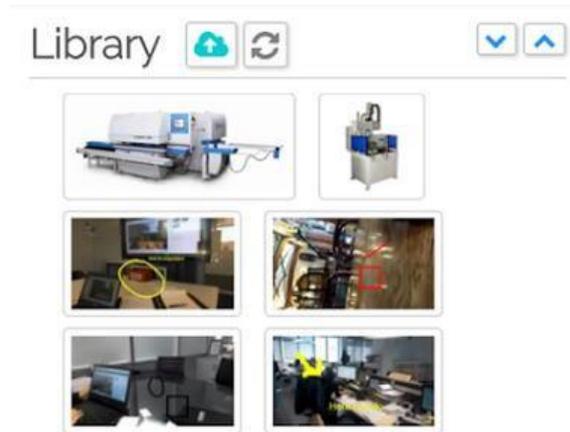
Server will adapt your bandwidth connection and if there is very bad internet connection it will disable video to keep audio-only. Only **ROUTED** mode permits video recording.



- Use **ROUTED** when you want to make a multi-call or record the video session.
- Use **DIRECT-HD** as default. The system will try to transmit video in HD, but quality will be automatically moved down to **MEDIUM** if there is not enough connectivity.
- Use **DIRECT-MEDIUM** if Internet connection is not stable enough or is having issues with **DIRECT-HD**. It will be automatically moved down to **DIRECT-LOW** if connectivity is not good.
- Use **DIRECT-LOW** when Internet connection is low or unstable.

LIBRARY

In the Library you can add, delete and send jpg/png images to the device.



Click in the image to open the option menu, you can select to send, edit or delete it.



- Send image: It will appear on the device in full-screen.

A thumbnail of the image will appear on the bottom-left-hand corner of the Expert screen. Press the STOP button to hide it.



Press  button located on the menu bar to see all your stored pictures, videos and messages.

MESSAGES

Write a message and press the button to send it to the device. The message will appear at the centre of the screen.

You can select a language from the pull-down menu. The text will be sent in the chosen language.

Press the STOP button to stop showing the text.



Write your message

Chinese

100/100
Don't translate

More than 50 different languages are supported.

TOOLS

RED DOT

Click on the video in order to show the Red Dot. The same point will be marked in the video visualized on the device. Video will freeze 3 seconds.



Hide the Red Pointer by pressing  the button or Double-Clicking the video.

SCREEN SHARING

Share your desktop's screen with the device. Use this tool to display documents to the device.

Press  to Start/Stop Screen Sharing.

SCREENSHOTS AND ANNOTATIONS

Take a screenshot, make notes on relevant parts of the image and send them back to the device.



1. **Screenshots:**  the screenshot is taken from the video. This mode is faster, but image quality is sacrificed.

2. **HD Mode:**  video transmission will stop for a few seconds; the camera takes a real-HD photo and sends it to the Expert. This mode is slower.



Press the "Save" button to store the screenshot in the Library. Double-click the image to send it to the device.

-  Real time drawing. The image is sent to the device. When the Expert or the Technician draw, the drawing is displayed in real time.
-  Send the picture
-  Save the changes

ZOOM

The zoom scroll bar allows you to enlarge and reduce the video's image.

FLASH

Press this button to enable/disable the device's flash-light. This option is not available in some devices.

WEBCAM

Press this button to enable your webcam. The device will view on its screen the video broadcasted by your camera.

This icon will only appear when Expert is using a device with webcam/front camera and the permissions on the browser are enabled.

VIDEO RECORDING



Press to Start/Stop the video recording. The video will be available in the Library. By pressing the icon, the video will be played on a new browser tab, where it can be downloaded to your PC.

This icon will not appear if video recording has been disabled from the device.

Library



YOUTUBE LIVE BROADCASTING



This tool allows you to broadcast the current video call to up to 3,000 people on YouTube Live.

This requires previous configuration; please contact your administrator. Once configured, you need to log-in to your YouTube account.

Then, start a call and press the  button. A message with your YouTube URL will be shown. Share this URL with whomever you want to share the video session.

MULTI-CALL



With this tool, an Expert can invite other Experts to join their current call.

- 1. The Expert requests the call's invitation code by pressing 



- 2. The Expert shares the invitation code with another Expert, who must press the  button to join the session.



Alternatively, you can click  to select and invite an Expert.

- There is no limit to the number of Experts connected to the same session.
- In DIRECT mode, the device will send a video/audio per Expert, multiplying the bandwidth requirement. DIRECT mode is recommended for sessions involving more than one Expert. In this mode, the device sends just one audio/video to our video server, in charge of distributing it to other participants.

INVITING A TEMPORARY EXPERT (FROM THE DEVICE)



Sometimes, the device user wants to receive support from external staff who does not have an Expert account.

This tool generates a Temporary Expert Account, linked to the device, which will delete any image or video stored at the end of the session.

Please select an option
✕

**How do you want to Invite an Expert?
You can send an invitation by email or
receive a Guest Code.**

EMAIL

GUEST CODE

EMAIL

The device will request an email address. An email with a link to a Temporary Expert Account will be sent from the device.

You must have a valid email address. Contact your administrator for further information.

GUEST CODE

Please share the URL and invitation code with the person you want to contact, in order for them to join a Temporary Expert Account.

Guest Expert can connect with this device on url:

`https://test_sample/connect/code`

with this Guest Code:

XXXXXXXX

YES

DISABLE VIDEO RECORDING FROM DEVICE

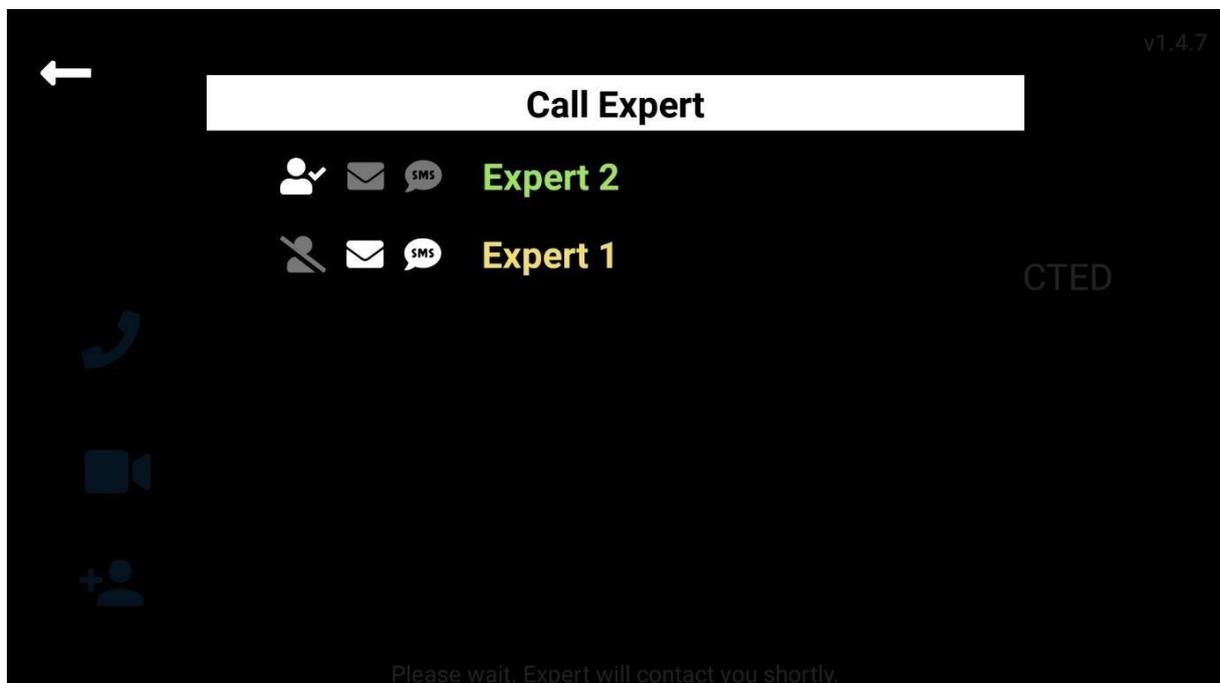


The device user can enable/disable the video recording feature. If video recording is disabled,  icon will not appear on Remote Expert's screen.

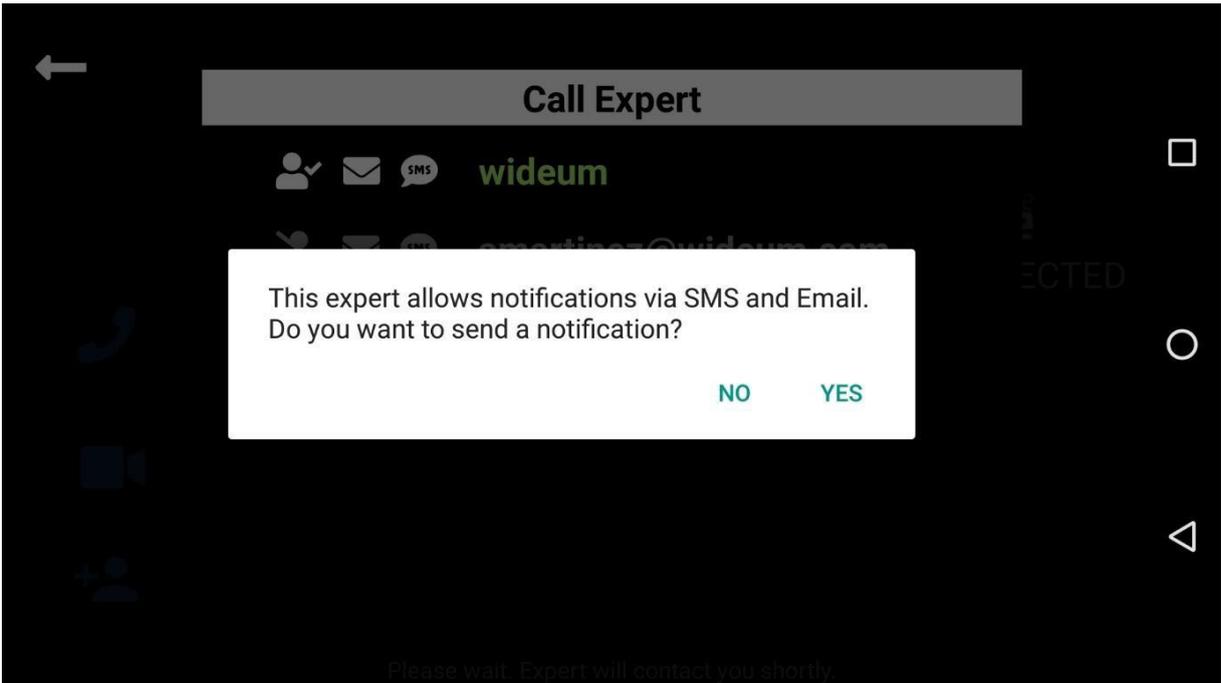
CALL EXPERT



Call the Expert from the Device. Press Call button from the Device and a popup menu will appear.



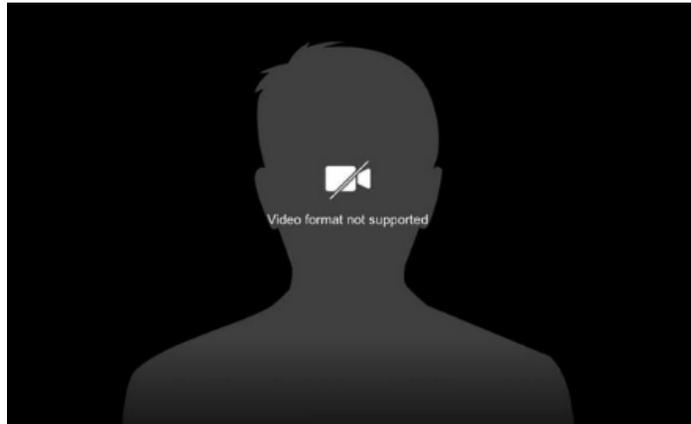
- Green Expert name: Expert is connected. It is possible to call.
- Yellow Expert name: Expert is not connected. It is not possible to call, SMS or Email notification are enabled.
- Grey Expert name: Expert is not connected. It is not possible to call or send notifications.



Administrators, from Administrator Panel, can enable SMS and Email Notifications. Both are disabled by default.

IOS CONSIDERATIONS

- WebRTC technology is not fully integrated into iOS devices. Only the **Safari** browser is compatible when a Remote Expert makes a call from an iPhone/iPad. Attempts to make calls from a different browser will display a message of "Video format is not supported."



- iOS device may not support the Screen Sharing possibility. This feature will be disabled when a Remote Expert connects from an iPhone/iPad.
- iOS does not support Scalable Video. Experts connected from an iPhone/iPad will not have as high-quality Multi-calling video as Experts connected from a PC or Android device.

SECURITY

- Communication is encrypted with SRTP protocol, using DTLS-SRTP for key exchanging. AES 128-bit encryption to encrypt audio and video, with HMAC-SHA1 to verify data integrity.
- Communication with encrypted Server SHA256
- AWS Server
- Saved videos will be stored in a private Amazon S3 Bucket service.

TROUBLESHOOTING

- It is necessary to have at least TCP port 443 open.
- Opening UDP port 3478 is not necessary, but recommended in order to obtain better quality.
- For the best possible experience, opening UDP ports 1025-65535 is recommended.
- It works well with most proxies and VPN.

- In order to check network configuration, you may take this online test:

Test network configuration: <https://test.webrtc.org/>

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