






Headset Setup Guide

Prior to setting up the Wi-Fi on your Headset, please ensure headset is fully charged

How to connect Headset to Wi-Fi?

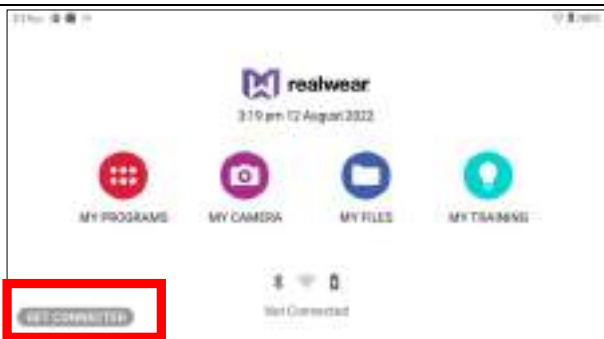


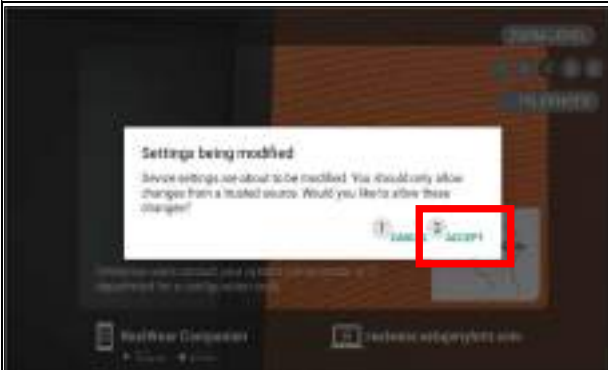
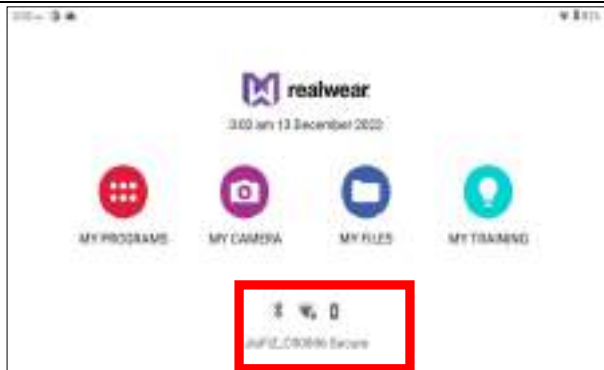
Method 1: Connecting to Wi-Fi using Realwear Companion Mobile App or Website

Generate QR code using Realwear Companion App (Option A) or Website (Option B)

<p>Option A - Generate QR code using Realwear Companion App</p> <p>Scan this code from your smartphone to download Realwear Companion app from the Google Play or Apple App Store.</p> <p>Launch Realwear Companion from your smartphone.</p>	
<p>Option B - Generate QR code using RealWear Website</p> <p>Go to realwear.setupmyhmt.com from your computer or mobile device.</p> <p>Select Configuration</p>	
<p>Enter information for</p> <ul style="list-style-type: none">• First Time Setup• Set Language• Set Date and Time• Wireless Network Setup <p><i>Access Point (SSID) and password entry are case sensitive</i></p> <p>Generate the QR code and keep it ready for scanning.</p>	
	

Headset Setup Guide

Scan the QR code using Headset and verify Wi-Fi connection

Voice Commands	Screenshots
<p>In Home Screen,</p> <ul style="list-style-type: none"> • Say “Get Connected” • Say “Scan QR Code” • Scan the QR code generated using the Realwear Companion Mobile App or Website. • Say “Accept” to allow these changes • Check the Connection Status and Signal Strength in the Home Screen. 	
	
	

Please ensure your device has good Wi-Fi signal strength at the work location

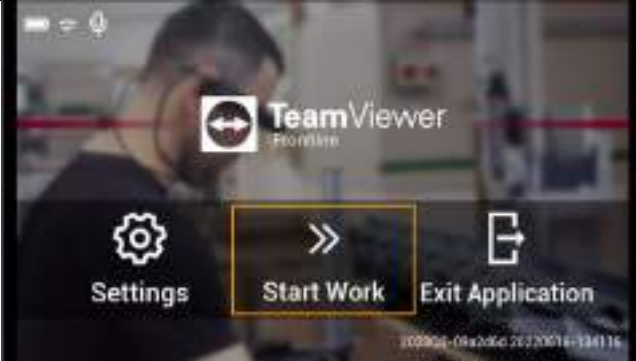
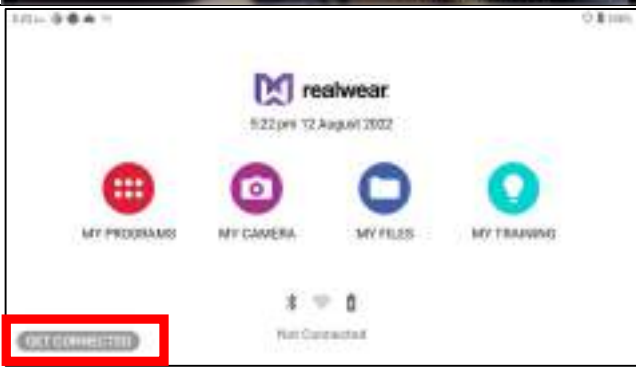

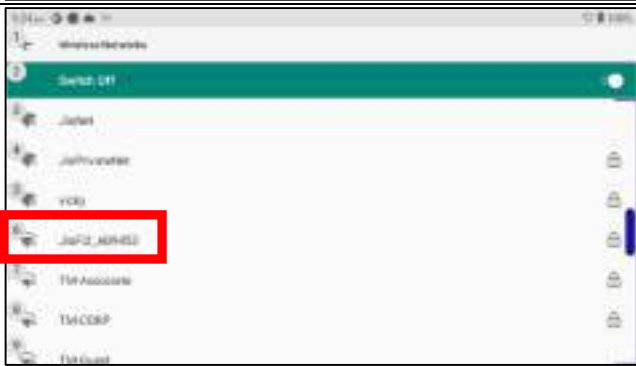

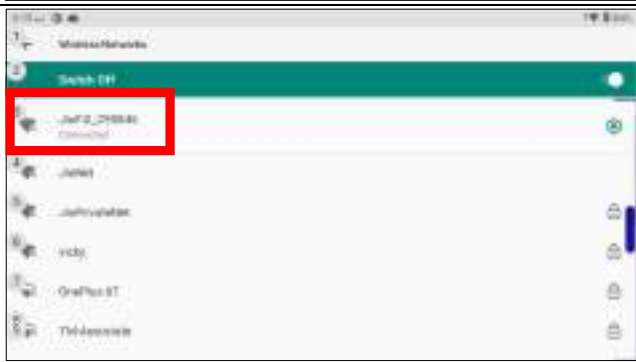
Bandwidth and Latency Requirements

Bandwidth Requirements	Inbound Bandwidth	Outbound Bandwidth
Minimum Bandwidth	300 Kbit/s	300 Kbit/s
Recommended Bandwidth	3.2 Mbit/s	2.8Mbit/s

Latency Rating	Latency
Recommended	< 100 ms
Accepted	< 400 ms
Bad	> 400 ms

Headset Setup Guide

Method 2: Connecting to Wi-Fi using Voice commands

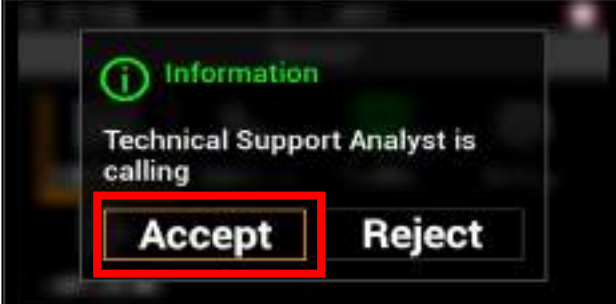
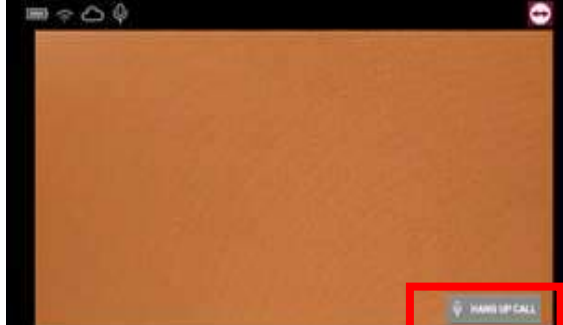
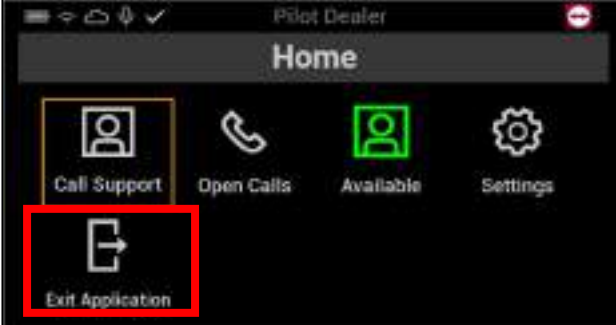
Voice Commands	Screenshots
<p>Power on the device. Frontline workplace initial page is displayed. Say "Exit Application" to close the application. Say "Navigate Home" to navigate to home screen.</p>	
<p>In Home Screen,</p> <ul style="list-style-type: none"> • Say "Get Connected" • Say "Select Network" • Say "Select Item #" or network name • Use any methods to connect to Wi-Fi (Dictation, Voice or Secure Keyboard) • Verify the status "Connected" below the selected Wi-Fi network. • Say "Navigate Home" 	
	
	

How to login to the Frontline Workplace Application?

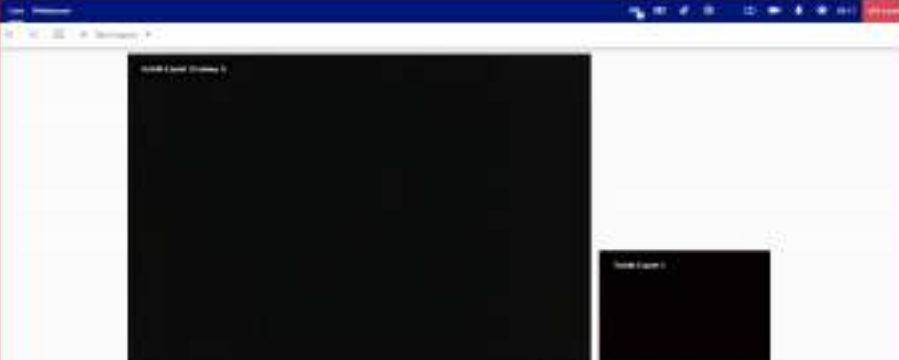
At this point the SWIS Headset is ready to accept an incoming call from the TAC Team. **Please call the TAC at 800-826-4694** and have your 9 digit Contact ID available. Once the TSA answers your phone call, the TSA will confirm the SWIS Headset is ready for use, and will call the headset. The incoming call to the SWIS Headset can be answered by saying “Accept”

Page 4 of 8

Headset Setup Guide







<p>Say "Accept" to take the call from the TSA</p> <p>Say "Hang-up Call" to disconnect call.</p> <p>Say "Exit Application" to exit the Frontline Workplace.</p> <p>After that, a secondary window will appear.</p> <p>Say "Exit Application" to confirm logging out.</p>	
	

Troubleshooting SWIS Call Concerns

<p>Black Screen Concern, while on SWIS Call</p> <ul style="list-style-type: none"> While on SWIS Call, Headset may NOT display video 																			
<ul style="list-style-type: none"> To resolve this issue, ensure that Firewall Settings for Network are configured properly (<i>Please see screenshot below</i>). If this fails to resolve your issue, please open a TIS contact for further assistance with this concern 																			
<table border="1"> <thead> <tr> <th>Region</th> <th>Azure IP Range ID</th> <th>Purpose</th> <th>Destination IP</th> <th>Protocol</th> <th>Port</th> </tr> </thead> <tbody> <tr> <td>GLOBAL</td> <td>*</td> <td>TURN</td> <td>turn.svc.frontlineworker.com</td> <td>TCP</td> <td>8080</td> </tr> <tr> <td>GLOBAL</td> <td>*</td> <td>STUN</td> <td>turn.svc.frontlineworker.com</td> <td>UDP</td> <td>8080, 40000-45000</td> </tr> </tbody> </table>		Region	Azure IP Range ID	Purpose	Destination IP	Protocol	Port	GLOBAL	*	TURN	turn.svc.frontlineworker.com	TCP	8080	GLOBAL	*	STUN	turn.svc.frontlineworker.com	UDP	8080, 40000-45000
Region	Azure IP Range ID	Purpose	Destination IP	Protocol	Port														
GLOBAL	*	TURN	turn.svc.frontlineworker.com	TCP	8080														
GLOBAL	*	STUN	turn.svc.frontlineworker.com	UDP	8080, 40000-45000														

Headset Setup Guide

List of Voice Commands

Voice Commands	Screenshots
<p>To open any application in the Home Screen, Say the "Application Name"</p> <ul style="list-style-type: none"> "My Programs" "My Camera" <p>For help, say "Show Help" / "Hide Help"</p> <ul style="list-style-type: none"> "Navigate Home" "Navigate Back" "Mute Microphone" 	
<p>To open any application, Say "My Programs" in the Home Screen, Say the "Application Name" or Say "Select Item" and the Number displayed.</p> <ul style="list-style-type: none"> "Select Item 11" or "My Camera" "Frontline Workplace" or "Select Item 9" 	
<p>Frontline Workplace - Commands</p> <ul style="list-style-type: none"> "Start Work" "Call Support" "Call a User" or "Select 1" Select the User number displayed "Select 1" or "Select 3" "Start Call" / "Hang Up Call" "Return" "Exit Application" 	
<p>Frontline Workplace - Commands available during the call, say "Show commands" / "Hide commands"</p>	
 <p>Hide Commands Flashlight Off Flashlight On Hang Up Call Microphone Off Microphone On Noise cancelling off Noise cancelling on</p> <p>●○○ Next Page</p>	 <p>Scan Text Switch Camera Take Picture Toggle USB Camera Turn Screen Off Turn Screen On Turn Volume Down Turn Volume Up</p> <p>Previous Page ○●○ Next Page</p>
	 <p>Video Off Video On</p> <p>Previous Page ○○○</p>

Headset Setup Guide

How to Change Language?

To Change the Language

- Press and hold the Action button -> The Language Menu appears
- Then press left/right button to select and leave it on Français.
- Press the Action button to select Français language
- Press right button to select and leave it on tick mark and then
- Press the Action button to select the tick mark.
- Check home screen for the Français language

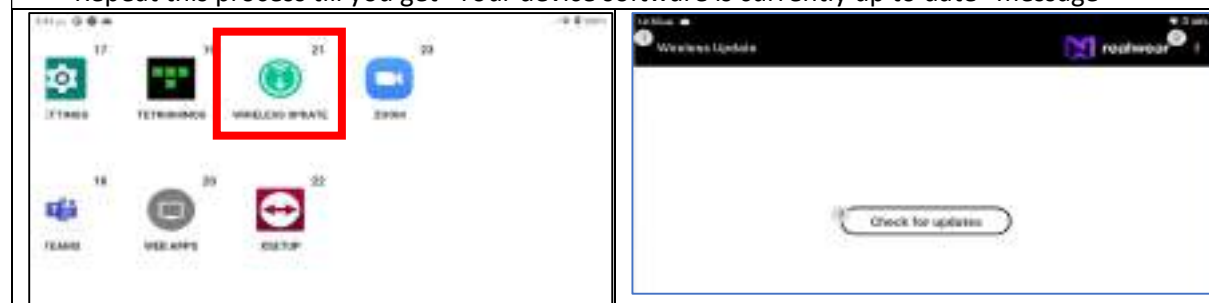


How to update your device firmware and software?

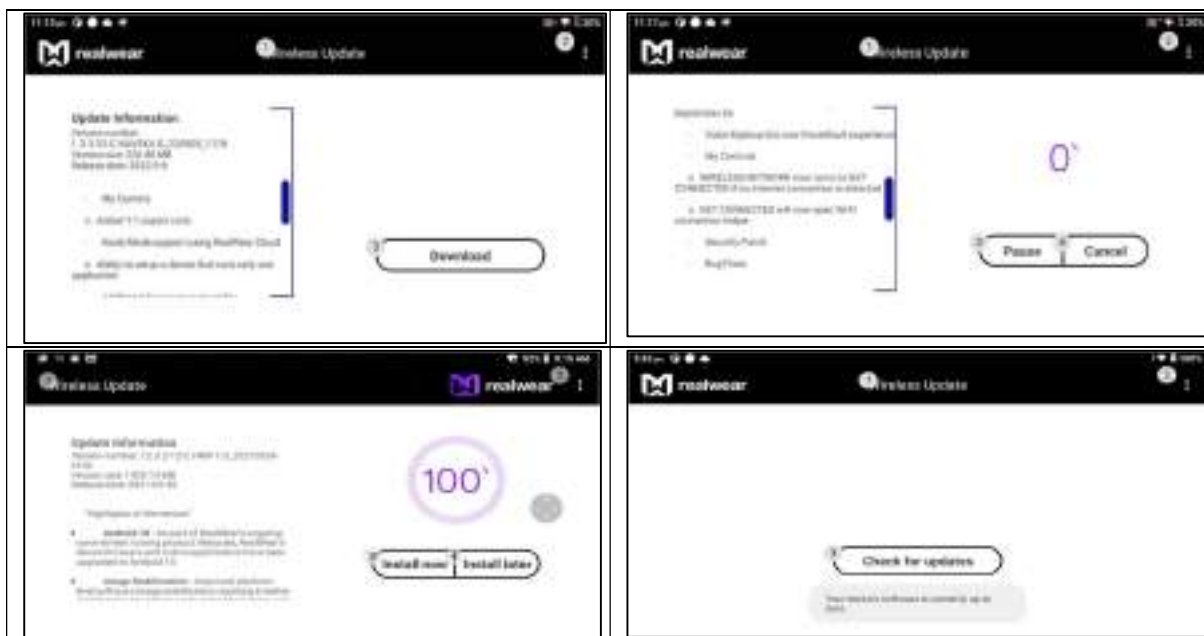
Please connect your device to Wi-Fi and follow the procedure below to update your device's firmware and software. Headset should be charged atleast 30%

Update Device Firmware

- In “My Programs” say, “Wireless Update”, “Check for Updates”, “Download” and “Install”
- Repeat this process till you get “Your device software is currently up to date” message



Headset Setup Guide



Update Device Software - Frontline Workplace

- Auto-Download will start if new update is available.
- Or say, "Settings", and then "Check for Updates"
- After successful download, say "Install now", then installation will start.
- After successful update, it will display the Frontline Workplace Screen to Start Work

