BeckmanConnect AR Support

Presented by Beckman Coulter Life Sciences

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Life Sciences

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Introduction to BeckmanConnect AR Support

BeckmanConnect now offers Augmented Reality Support. This service is powered by Scope AR's WorkLink application. It provides an interactive, real-time, live video session. AR Support allows both users to type, draw, and paste icons on the screen to enhance communication.

WorkLink is now available across many different devices, including iPads, tablets, Android or Apple phones, and Microsoft HoloLens headsets.

Beckman Coulter Customer Technical Support teams will identify the calls that are suitable for AR Support session with WorkLink and will offer the options to those customers.

Offering WorkLink To Customers

Beckman Coulter Customer Technical Support is ready for you.

Customers are still expected to contact Customer Technical Support to report instrument and product concerns.

- Call the main support numbers at 800-369-0333.

- If your Beckman Coulter representative identifies your case as eligible for an AR Support, you will be invited to a WorkLink session.

- The Beckman Coulter representative will offer to send a WorkLink text or create a secure one-time PIN to initiate a one-way video feed.

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Setting up Your Team for Success

How to Prepare your Lab for WorkLink

Each lab is unique. Please discuss which devices and network(s) the staff are permitted to use for the AR Support sessions. Below are a few considerations:

- AR Support can be used with different devices that have a microphone and a camera, including business or personal:
    - Cellphones – iPhones and Androids
    - Tablets
    - Microsoft HoloLens

- Let all associates know which is the best Wi-Fi network to use on their personal device and how to connect to it.

- If provided a tablet, dedicate a permanent safe place for it, that all associates can easily identify and plug the tablet in to charge when not in use.

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Setting up Your Personal Device

Its easy! Just download the WorkLink application.

- Open your play store or the App store and search for the WorkLink by Scope AR application to download on your personal device.

- The Beckman Coulter representative can also send a WorkLink text to the personal device to quickly access the app in the app store.
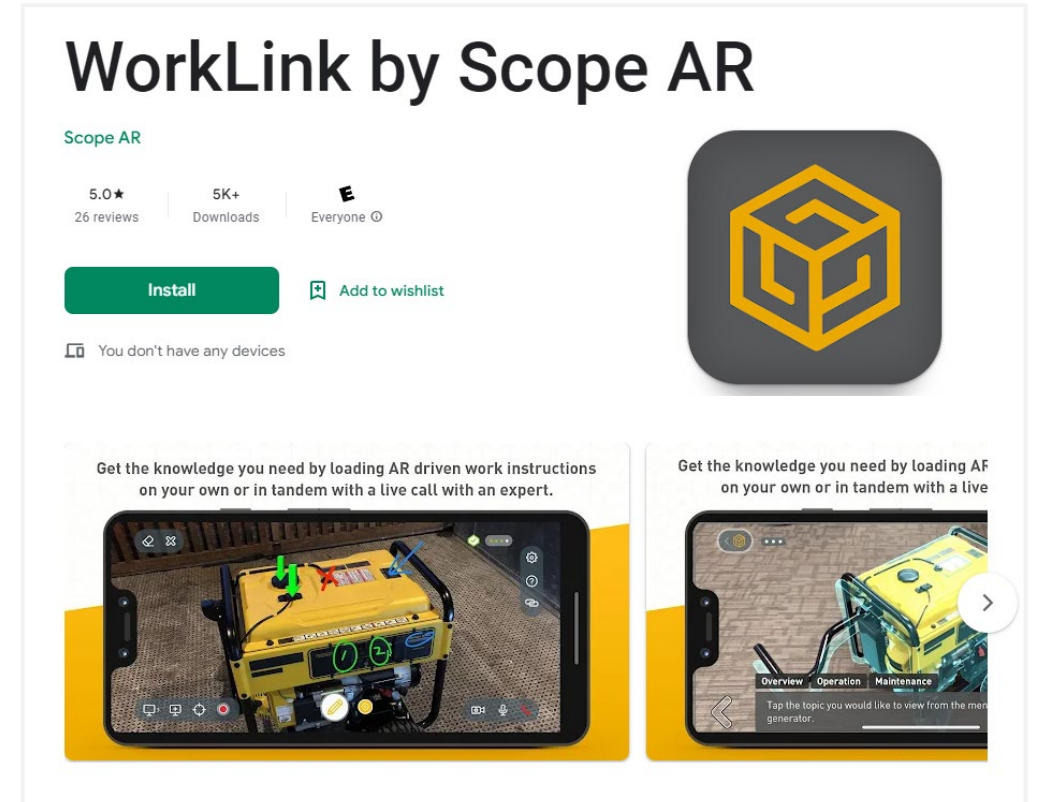
Initiating a WorkLink AR Session – There are Two Options

Text Option

Open and click

Open the text message sent to your personal device and click the link to connect.

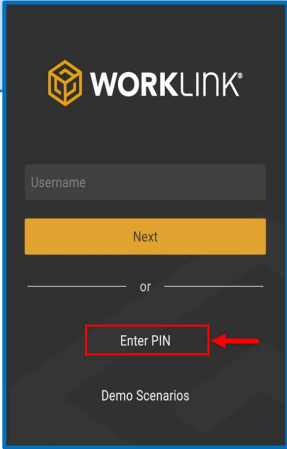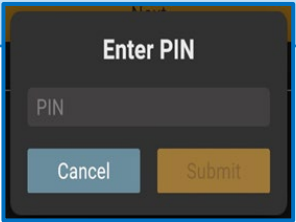You were invited to WorkLink. Launch WorkLink by tapping:
https://cms.scopear.com/i/
OmhWiNBYjoVZqBOp

PIN Option

Tap

Open the WorkLink app.

WorkLink

Select

Select the 'Have a PIN?' option.

WORKLINK®

Username

Next

or

Enter PIN

Demo Scenarios

Enter

Enter your PIN in the field, press submit.

Enter PIN

PIN

Cancel   Submit

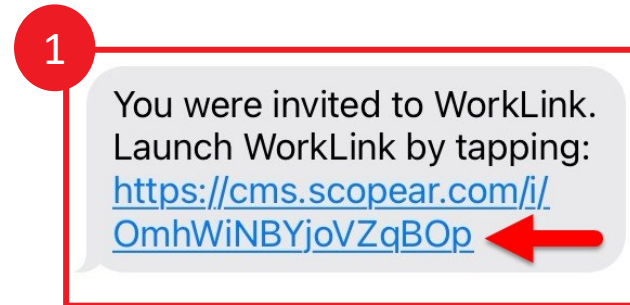**BECKMAN COULTER** *Life Sciences*

# Initiating an AR Support Video Session – Using Text Option

After receiving the text,

1. Click on the link sent to your phone

2. Allow the application to launch

3. Accept the End User License Agreement

1
You were invited to WorkLink. Launch WorkLink by tapping:
https://cms.scopear.com/i/OmhWiNBYjoVZqBOp

2

WorkLink by Scope AR

Give workers the information they need to do their best work by providing expert guidance at any...

☑ Save my place in the app. A link will be copied to continue to this page.

OPEN

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3

WORKLINK®

WorkLink Terms of Use

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Cancel   I Agree

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Initiating an AR Support Video Session – Using PIN Option

After receiving the PIN,

1. Click on the **Enter PIN** section of the application

2. Type or paste the PIN provided by Beckman Coulter representative into the **Enter PIN** box

   Note: PIN is not case sensitive

3. Click **Submit**
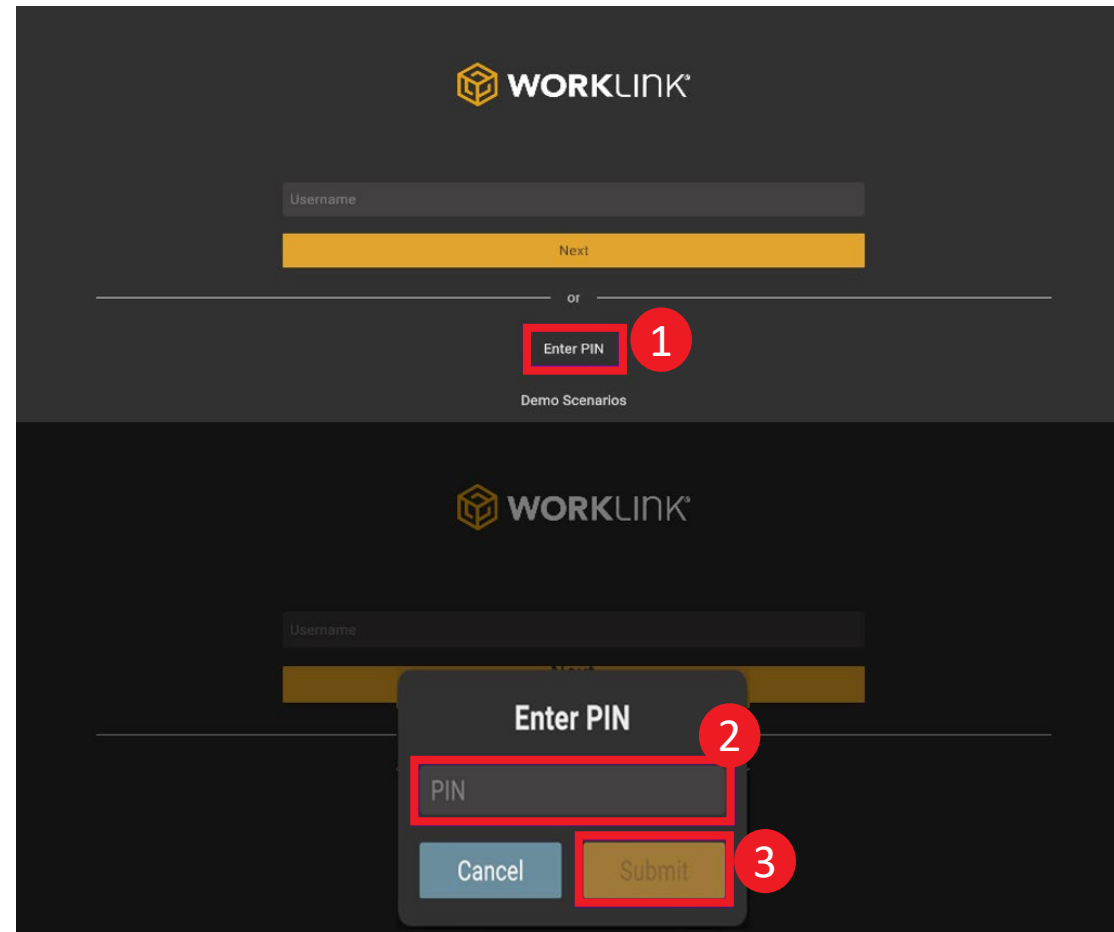
WorkLink App Tools

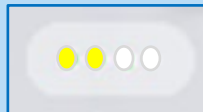**Once the session has been established, there are several tools that will be used to help with troubleshooting.**
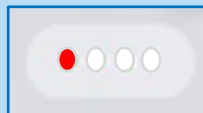
Network Status

Indicates the WiFi signal strength

Green: The image should be clear, and the annotations should stay in place.

Yellow: The image may be a bit pixelated, and the annotations may shift.

Red: The image will likely be very pixelated, and placing annotations may not be possible.

Tracking Status Button

Shows your device's current ability to keep the annotations locked in place.

Good: Your device is ready to add annotations.

OK: Move your device around slowly to improve results.

Reset

Reset: Tap this to reset tracking in new areas or when using older devices.

Low Bandwidth Mode

If the signal quality does not provide a clear picture, the session may be placed into **Low Bandwidth Mode.** The live stream will stop, but the camera view can be shared using buttons below:

Get: Your support rep. will click this button to refresh the camera view.

Send: You can refresh the camera view of your support rep. by tapping send.

Annotation Tools

Tool Menu:

The tool selection area, indicated by the red arrow, allows you to choose from the five main annotation tools:

- Tapping the tool, reveals the full annotation menu
- Some annotations can be customized to adjust the color or size to add emphasize

  Note:
  - By default, the annotations of the Beckman Coulter Life Sciences representative will be in green, and yours will appear in blue.

Annotation Tools – Adding, Customizing, and Selecting

Annotation Tool Options

The **Draw tool** lets either user draw in any size or color.

- Drawing tool settings can be adjusted:
  - Line thickness
  - Line color

The **Highlight tool** adds a highlight area wherever the user indicates. Can be moved, scaled, and deleted with the Selection tool.

- Settings icon adjusts the size of the highlight sphere.

The **Text tool** adds a textbox wherever the user indicates.

- Minimized by tapping on the "-" symbol
- Deleted by selecting it
- Edited by double tapping on the box
- Moved around by tapping and drag

The **Arrow tool** places a 3D, downward arrow wherever the user indicates. The arrow can be moved, scaled, and deleted with the Selection tool.

- Settings icon adjusts the size of the arrow.

Selection Tool

The **Selection tool** allows you to touch the screen anywhere to draw the attention of the users. You can also use the Selection tool to move, scale, or delete annotations.

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Annotation Tools – Erasing Annotations

Removing Annotations:

During the support session, as annotations are no longer needed, they can be removed. The three removal options will appear in the top left portion of the screen, indicated by the red arrow.
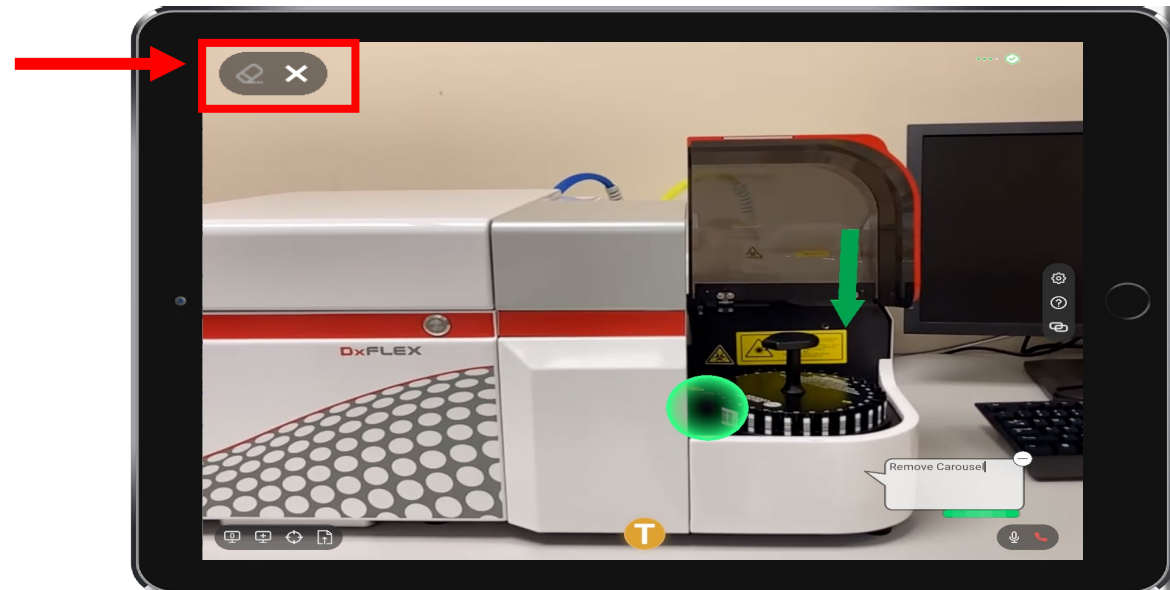
Removal Tool Options

(eraser icon)	The **Eraser tool** allows you to erase annotations that have been placed using the Drawing tool.	(X icon)	The **Clear All tool** allows you to removes all annotations on the screen. Note: You do not have to select them individually.	(trash icon)	The **Delete tool** removes selected annotation. Note, this options will only appear when an annotation has been selected.

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Precision Tool – Freeze and Zoom Modes

Precision Mode:

- Precision Mode allows you to temporarily "pause or freeze" your view to a high quality still image

- **Your Beckman Coulter representative may use this mode to add annotation and to zoom and pan the camera view of the selected image**
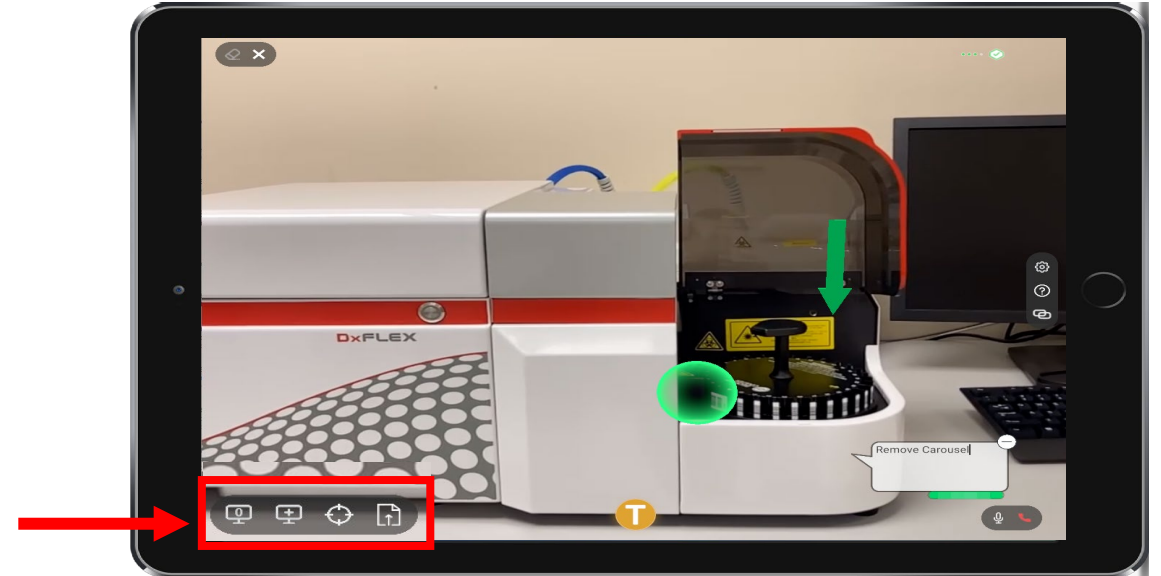

| Precision Mode			
	When the **Precision Mode** icon the mode becomes active, and the icon will display in gold. Tapping on the icon again, will return you to the live view. Note: The Precision Mode icon is white, when not in use.		While in Precision Mode, the **Selection Tool** will allow your Beckman Coulter representative to zoom in and out to better view the issue and provide support.

How BeckmanConnect AR Support Benefits Your Lab
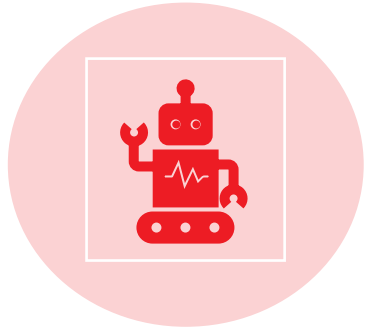
Enable the Age of Technology
Stand out from other labs with latest technology from BeckmanConnect, the AR Support tool.
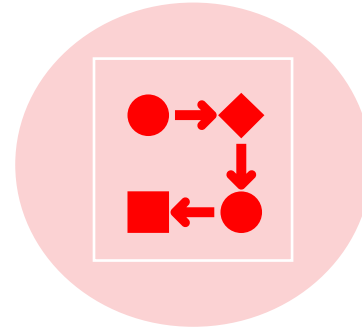
Better Vision for Better Connection
Accelerate the troubleshooting and service experience by removing extended dialogues and accurately visualizing the root of the problem together.

Anywhere. Anytime.
Save time troubleshooting and increase productivity by getting expert guidance at any moment on a smartphone or tablet.

Technology You Can Trust
Integrated Beckman Coulter Life Sciences and WorkLink data encryption securities are unlike any other apps on the market. Allowing complete privacy while using the BeckmanConnect AR Support tool.

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