



Cyclops^{AR}

Remote Technical Work Collaboration

Mobile Application

Quick Start Guide

Quick Start Guide

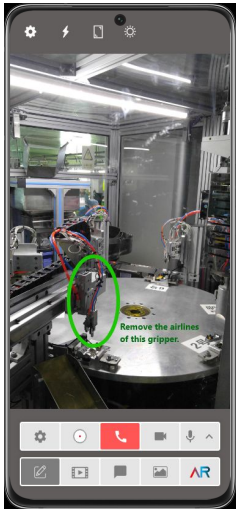
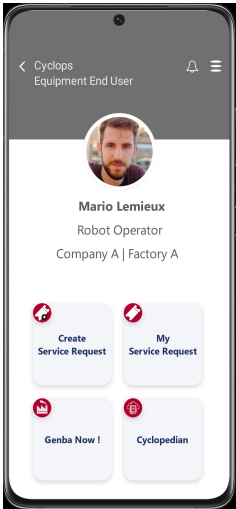
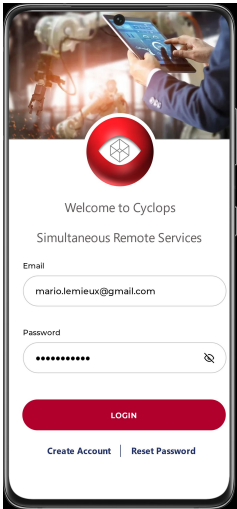
Before you begin:

- 1) Download Cyclops’s mobile app on Google Play.
- 2) If you are signing up as a vendor user or a freelance technician, contact our sales team (sales@cyclops-ar.com) to get an admin account.

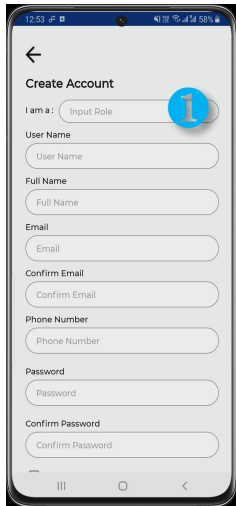


- 3) Device Compatibility
Our app supports Android 6.0 Marshmallow and above.

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Create Account



On the front page, select “create account” at the bottom of the page.

1 Select your account type:

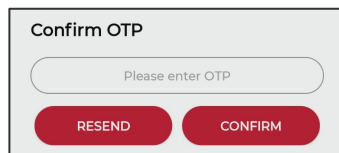


Fill out the rest of the information.

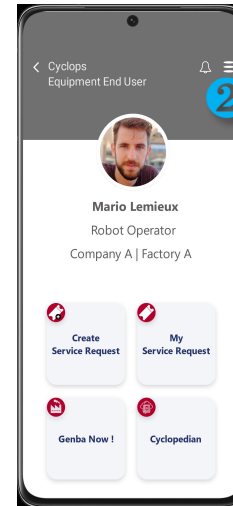
The Terms of Use can be found:

<https://www.cyclops-ar.com/wp-content/uploads/2021/03/Terms-of-Use.pdf>

Click **REGISTER** and receive a One Time Password through your registered email account.



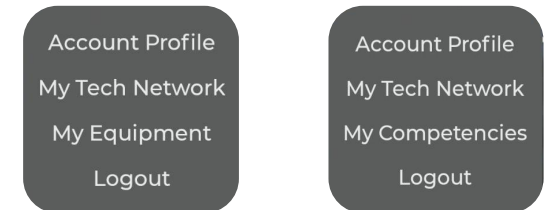
Sign In



On the front page, type in your email and password to login.

Account Management

2, 3 account management areas:



Equipment End User Equipment Vendor

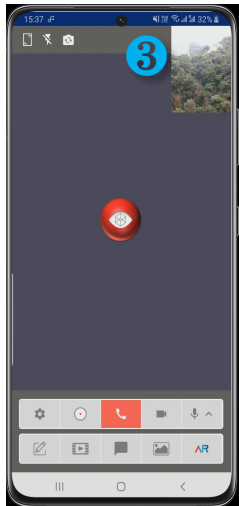
In order to enjoy the full experience of Cyclops, users are encouraged to fill out detailed information under each subject.

Note:

In order to generate a service request, equipment must be inputted and listed under “My Equipment”.

Functions of Cyclops^{AR}

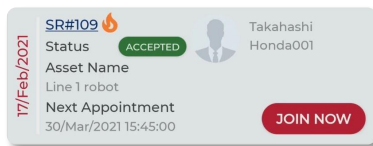
Gemba Now !



Gemba Now! is the point-to-point live video – audio session between the front end worker and the back end technical support.

A session can be joined after the vendor user has accepted a service request and has scheduled a session time with the equipment end user.

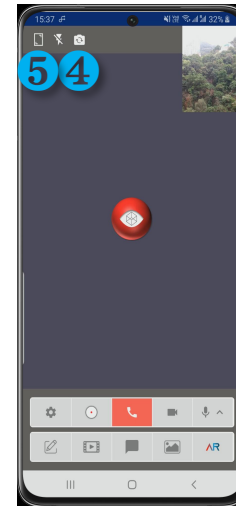
Service Ticket



A service ticket is generated and participants can join at the scheduled time.

3 Screen Toggle

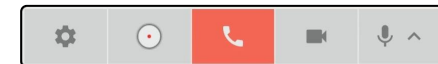
Self / opponent screen can be toggled by pressing the smaller field of view.



4 Front / Back Camera Swap

5 Full Screen

6 Control Bar



The control bar allows users to turn on/off various settings.

The phone icon allows the user to end a live session either when it is completed, interrupted or needs to be rescheduled.

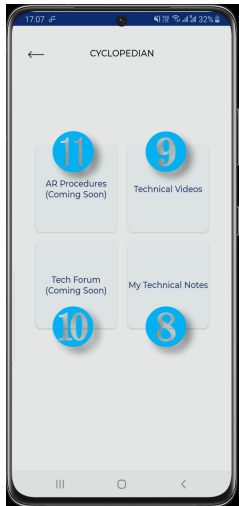
7 Function Bar



The function bar allows users to give instructions and share information in annotation, video, text messaging, images and in AR object tracking format.

Functions of Cyclops^{AR}

Cyclopedian



A pocket notebook, Cyclopedian is a technical repository for users to document critical points after a Gemba Now! session.

8 My Technical Notes

Creates and store technical notes in text format.

9 Technical Videos

Store technical videos that that can be shared and used for sessions.

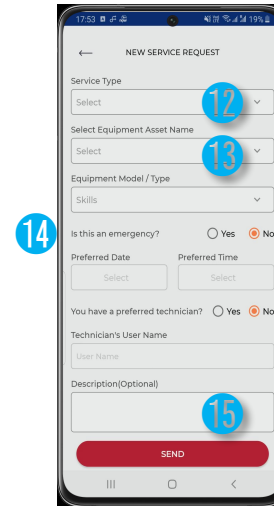
10 Technical Forum

Stay tuned to the launch of www.cyclopedian.com, a technical forum for users to share knowledge and engage in technical exchanges.

11 AR Procedures

Stay tuned to the launch of AR Procedures, a step-by-step technical procedure in AR based scenario. Content will be available as they are developed.

Create Service Request



12 Selecting the right service type helps to better match with the right service technician.

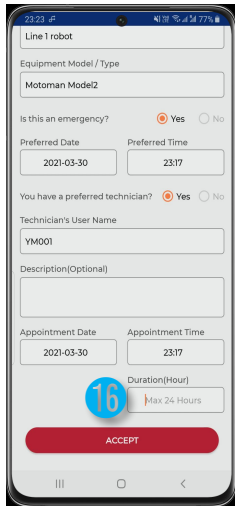
13 Choosing a relevant asset name helps to track which piece of machinery is needing service.

14 If yes is selected, the 1st response to the service request will be within 24 hours.

15 The user is encouraged to fill out additional information about the service request such that the assigned technician can be better prepared prior to the point-to-point session.

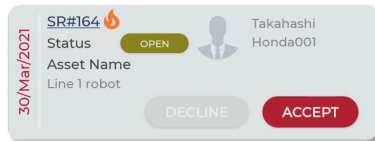
Functions of Cyclops^{AR}

Incoming Service Request



Only Vendor Users or Individual Technicians will receive incoming service requests.

Incoming service request gets assigned to vendor users as well as individual technicians and gets displayed as the following:



16 The user who receives the incoming service request needs to input an estimated session duration before a request can be accepted.

Accepted Service Request



Only Equipment End Users are able to Accepted service ticket can be viewed and rescheduled under Accepted Service Request page.

The accepted service ticket can be rescheduled by changing its appointment time.create service requests.

