



REMOTE EXPERT ASSISTANCE

Omniscient

Technician User Guide

Omniscient lets you **put an expert in your eyes**. Wearing your smart glasses, you dial a remote specialist who sees your point of view, talks with you, and sends step-by-step guidance — so you can keep both hands on the work.



For the field technician using the Omniscient companion app on iPhone / Android.
Companion to the *Omniscient Support Website Guide*.

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THE APP IN ONE LINE

Your glasses provide the camera, microphone, and speaker. Your phone runs the Omniscient app, which manages the call and shows chat guidance. The specialist watches your live view in a web browser and types or speaks instructions back to you.

SECTION 1

1 • How Omniscient works

A support session moves through four simple stages. The app guides you through each one.

Glasses ready → Call a specialist → Show & discuss → Follow guidance

- **Your glasses** capture what you see and carry two-way audio.
- **Your phone app** is the control center — it starts the call, shows the specialist's chat messages, and holds your call controls. It does *not* show the specialist's face; this is a voice-and-guidance experience, not a video-call-of-a-person.
- **The specialist** sees your point-of-view video, talks to you, snaps photos, and can record the session for the record.

ROLES

You are the **Technician**. The remote expert is the **Specialist**. Your administrator manages who can do what from the support website.

SECTION 2

2 · What you need before you start

ITEM	NOTES
Smart glasses	Charged, worn, and unfolded. Make sure the camera is unobstructed.
Your phone	The Omniscient app installed, with the glasses paired over Bluetooth. Keep the phone nearby during the call.
A work account	Your organization's Microsoft (Entra) sign-in.
Network	A working data or Wi-Fi connection. The Home screen shows a green dot when the support service is reachable.

QUICK PRE-CALL CHECKLIST

Wear and unfold the glasses · confirm the camera is clear · keep the phone nearby · check the Home screen shows **Glasses connected** and a healthy support service.

SECTION 3

3 · Signing in to your organization

Open the app and go to **More** → **Settings**.

- 1 Under **Account**, find **Microsoft Entra** and tap **Sign in**. Complete the Microsoft sign-in prompt with your work account.
- 2 The status line updates to show you're signed in. To switch accounts, tap **Sign out** and sign in again.
- 3 Under **Service configuration**, confirm your organization is shown and the service endpoint reads as connected. If your administrator gave you a specific address, enter it in **Base URL** and tap **Apply tenant endpoint**.

IF YOU CAN'T CALL

The **Call a specialist** button stays disabled until your glasses are connected. Signing in and connecting glasses are separate steps — do both.

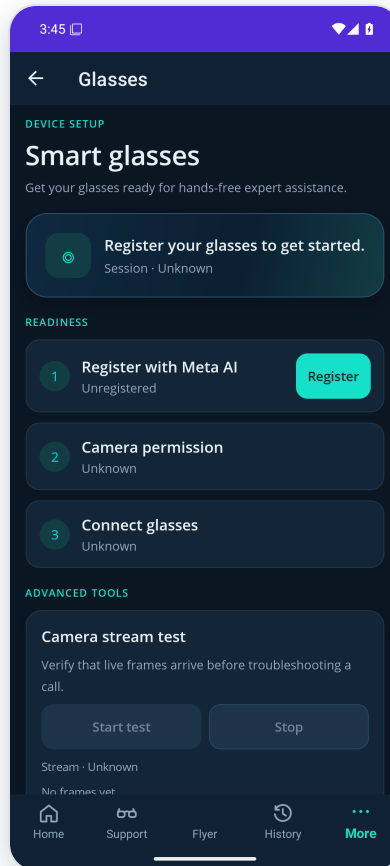
SECTION 4

4 · Setting up your smart glasses

Open **More** → **Glasses** (also reachable by tapping the **Smart glasses** row on the Home screen). The **Readiness** section walks you through three steps, each with a green ✓ when complete.

- 1 **Register with Meta AI**. Tap **Register** and follow the prompt to link the glasses to the app. Once registered, this step shows a ✓.

- 2 **Grant camera permission.** Approve the camera request when asked. This lets the specialist see your point of view. If you chose "Allow once," you may be asked again next time.
- 3 **Connect glasses.** Tap **Connect**. The status card at the top shows the current session state; when connected you'll see a ✓.



The Glasses screen. The Readiness checklist: Register with Meta AI → Camera permission → Connect glasses, plus the Camera stream test.

Advanced tools (optional)

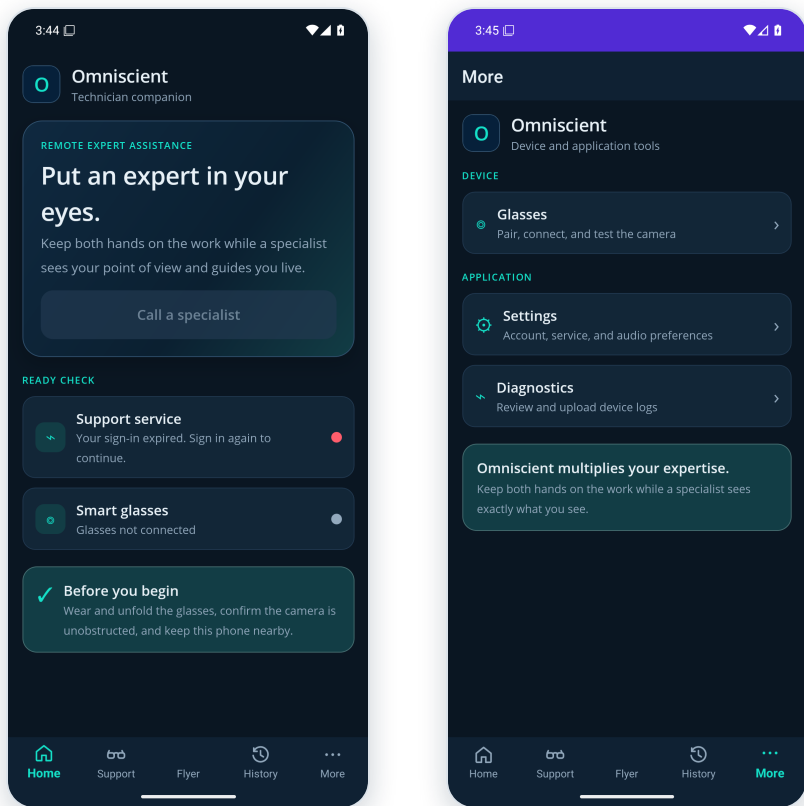
- **Camera stream test** — tap **Start test** to confirm live frames arrive before a real call, then **Stop**. The stream state and a short summary appear underneath.
- **SDK diagnostics** — tap **Run diagnostics** to write device details to the glasses log. Useful only when support asks for it.

ORDER MATTERS

Register first, then grant camera, then connect. If a step is skipped the app tells you exactly which one is missing rather than guessing.

5 · The Home screen & Ready Check

The Home screen is your launch pad. The big [Call a specialist](#) button starts a session — it becomes active only when your glasses are connected.



Home — hero & Ready Check

More — Glasses, Settings, Diagnostics

Ready Check

ROW	WHAT IT TELLS YOU
Support service	Whether the Omniscient service is reachable. Green dot = healthy, red = a problem reaching the service.
Smart glasses	Your glasses connection. Green connected · amber needs setup · red failed. Tap the row to open the Glasses screen.

- If glasses **need setup**, you'll see "Set up your glasses before starting a call."
- If glasses **failed**, tap [Try glasses again](#) to reconnect.

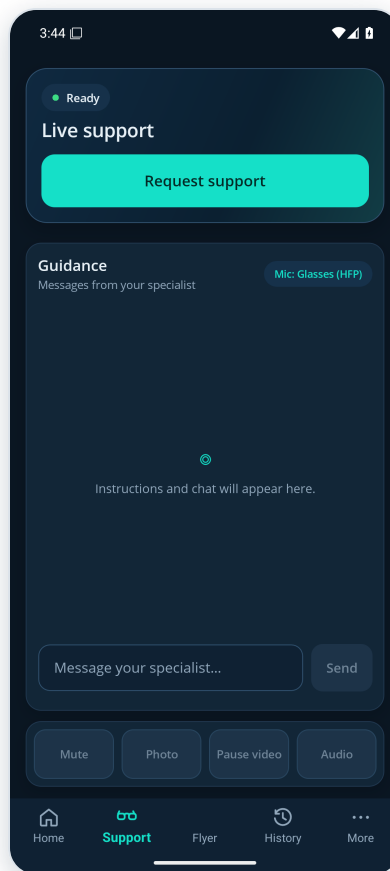
BEFORE YOU BEGIN

Wear and unfold the glasses, confirm the camera is unobstructed, and keep this phone nearby — then tap [Call a specialist](#).

6 · Making a support call

Tapping **Call a specialist** (or **Request support** on the call screen) opens the live **Support** screen.

- 1 **Request goes out.** A status pill shows the call state. You'll see "Waiting for a specialist to pick up your request..." until someone joins.
- 2 **A specialist joins.** Chat unlocks and guidance begins to arrive. Just look at the work — the specialist sees what you see through the glasses.
- 3 **Communicate.** Talk normally through the glasses, and read typed guidance in the **Guidance** panel. Type back in the message box and tap **Send**.
- 4 **End the call.** Tap the red **End** button when you're done.



The Support screen. Request support, the Guidance chat with your specialist, and the Mute / Photo / Pause video / Audio controls.

What you see on the call screen

- **Status pills** at the top show the live call state and a red **Recording** indicator if the specialist is recording.
- **Your POV** — a small self-preview of what your glasses are sending. Tap to expand or collapse it.
- **Last photo** — the most recent photo captured during the call.
- **Guidance** — the running chat with your specialist. Chat unlocks once a specialist joins.

RECORDING & PHOTOS

Whether a specialist can record or snap photos is set by your organization. When recording is active you'll always see the red **Recording** pill so it's never hidden.

SECTION 7

7 • Call controls explained

The control bar at the bottom of the call screen holds four large, thumb-friendly buttons.

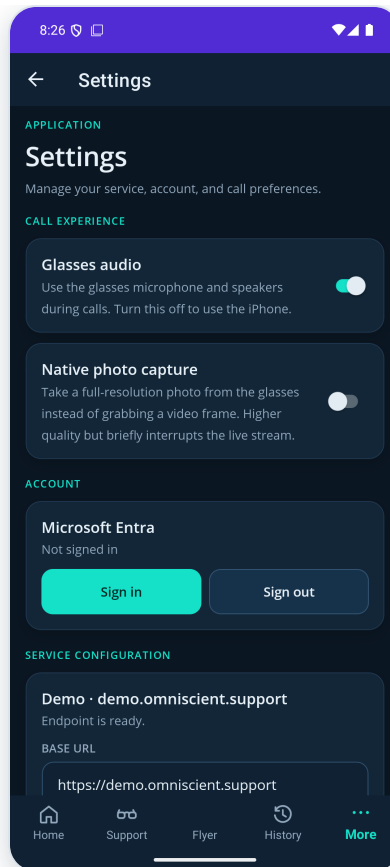
CONTROL	WHAT IT DOES
Mute	Mutes / unmutes your microphone. Turns red while muted so it's obvious.
Photo	Captures a still photo from your point of view. It appears in Last photo and is shared with the specialist.
Video	Pauses / resumes the live video. While paused, the specialist sees a "Technician paused video" message. Turns red while paused.
Audio	Switches the microphone source between the glasses and the phone. The current source is shown as a small label near the Guidance header.

These controls are only active while you're in a call. If the glasses drop out, a **Reconnect glasses** button appears so you can recover without losing the call.

SECTION 8

8 • Settings

Open **More** → **Settings**.



Settings. Glasses audio and Native photo capture toggles, Microsoft Entra account, and the service configuration (Base URL).

Call experience

- **Glasses audio** — when on, calls use the glasses microphone and speakers. Turn it off to use the phone instead. (You can also switch mid-call with the **Audio** button.)
- **Native photo capture** — when on, tapping **Photo** during a call takes a full-resolution still directly from the glasses camera instead of grabbing a frame from the live view. The image is sharper, but the live stream is briefly interrupted while the photo is taken and then resumes automatically. When off, the app grabs a snapshot from the live view — lower resolution, but the video never pauses. Leave it off if uninterrupted video matters more than photo detail.

ABOUT THE BRIEF PAUSE

With **Native photo capture** on, the specialist's video freezes for a moment while the higher-quality photo is taken, then picks back up automatically. This is expected — it's the trade-off for the extra image detail.

Account

- **Microsoft Entra** — sign in or out of your work account. The current status is shown here.

Service configuration

- **Active organization** and endpoint status.

- **Base URL** — the address of your organization's service. Enter it and tap **Apply tenant endpoint** if instructed by your administrator.

The app version is shown at the bottom of Settings — handy when contacting support.

SECTION 9

9 · Reviewing your call history

Open the **History** tab to review past support sessions. Pull down to refresh the list.

Each entry shows the **procedure/subject**, its **status**, the date and time, a **reference code**, the technician and specialist, and counts of messages and photos.

- 1 Tap any call to open its detail.
- 2 Review the captured **photos**, the full **chat transcript**, and any **diagnostics** attached to the session.

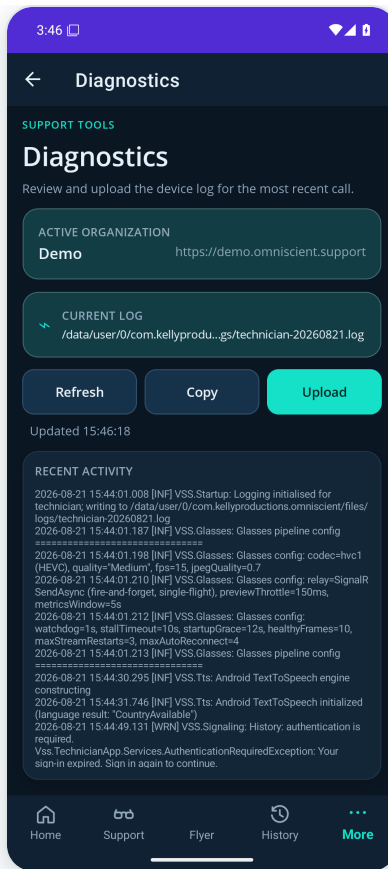
NO CALLS YET?

Completed support sessions appear here automatically. If the list won't load, check your connection and pull to refresh.

SECTION 10

10 · Diagnostics & uploading logs

If support asks for a device log, open **More** → **Diagnostics**. This page shows your active organization, the current log file, and recent activity.



Diagnostics. Active organization, current log path, Refresh / Copy / Upload, and the recent-activity log.

BUTTON	USE
Refresh	Reload the latest log entries.
Copy	Copy the log text to share manually.
Upload	Send the log to support for the most recent call. A spinner and status message confirm the upload.

Uploaded logs help the support team diagnose audio or connection issues after a call.

SECTION 11

11 · Troubleshooting

WHAT YOU SEE	WHAT TO DO
"Call a specialist" is greyed out	Connect your glasses first (Home → Smart glasses, or the Glasses screen). The button enables once glasses are connected.
"Set up your glasses before starting a call"	Open the Glasses screen and complete Register → Camera permission → Connect.
"Reconnect your glasses to start a call"	Tap Try glasses again on Home, or Reconnect glasses on the call screen.
Support service shows a red dot	Check your network. Confirm the Base URL in Settings matches your organization.
Specialist can't hear you	Check the Mute button isn't red. Try switching the Audio source between glasses and phone.
Specialist says video is frozen	Confirm Video isn't paused (it turns red when paused). Make sure the glasses camera is unobstructed.
Nothing works and support needs detail	Go to Diagnostics and tap Upload , then share your call's reference code.

GOLDEN RULE

The app never guesses why something failed — it tells you the exact next step. Read the on-screen message and do what it says.