



Software and Hardware Requirements for Remote Services

Smart Automation use case specific evaluation.

		Provider
CONNECTION		
Remote Call capability	✓	
Video connection: bidirectional between technician and expert	✓	
Audio connection: bidirectional between technician and expert	✓	
Support of both wifi and public mobile network (LTE, UMTS, 5G)	✓	
Automatic adaptation of the video quality to the bandwidth	✓	
Automatic reconnection after network failure	✓	
Desktop sharing	✗	
Desktop sharing with control permission	✗	
SESSION		
1:1 connections (one technician with one expert)	✓	
n:m connections (many technicians with many experts)	✗	
Session initiated by technician	✓	
Session initiated by expert	✓	
INSPECTION		
Audio annotations	✗	
Speech to text: Annotations can be stored as text instead of as audio	✗	
Ability to take screenshots by technician	✓	
Ability to take screenshots by expert	✓	
Ability to set / draw AR remarks (pointer, circle, freehand, etc.) by technician	✓	
Ability to set / draw AR remarks (pointer, circle, freehand, etc.) by expert	✓	
Ability to freeze video livestream and make or draw remarks (pointer, circle, freehand, etc.) by technician	Planned for Q3	
Ability to freeze video livestream and make or draw remarks (pointer, circle, freehand, etc.) by expert	✓	
2D-marker recognition (QR-code, or image detection)	Flux AR with integration to Flux RE	
DOKUMENTATION		
Picture: Image capture to keep as evidence	✓	
Picture: Long term storage of pictures	✓	
Picture: Initiation of capturing by technician	✓	
Picture: Initiation of capturing by expert	✓	
Video: Ability to record and store video	✗	
Video: Long term storage of videos	✗	
Video: expert can set bookmarks in stored video in real time or later	✗	
Video: Technician can set bookmarks in stored video in real time or later	✗	
Continuous tracking of GPS coordinates and attachment to stored video streaming if turned on	✗	
Ability to turn on and turn off GPS tracking by technician/expert	✗	
Ability to tag location to pictures/video	✗	
report generation - word/exel/pdf	✗	

		Provider
SECURITY, ROLES AND PERMISSIONS		
Encrypted transmission	✓	
Encrypted storage of captured videos/images	✗	
Only defined users can enter or initiate a connection	✓	
Login needed by technician (user name and password)	✓	
Login needed by expert (user name and password)	✓	
Two-factor authentication supported on technician and/or expert side	✗	
Two different roles are defined: Admin and Normal user	Planned for Q3	
Admins can create, read, update, delete users	Planned for Q3	
External users (clients) cannot have access to other external user's sessions and documentation	✓	
ARCHITECTURE		
End device: Smartphones (android)	✓	
End device: Smartphones (iOS)	✓	
End device: Tablet (Android)	✓	
End device: Tablet (iOS)	✓	
End device: smart glasses	✗	
End device: suitable for people wearing corrective glasses	✓	
End device: Browser-based integration (eg. Chrome, Firefox, IE)	Planned for Q3	
easily available software for customer	✓	
intuitive installation and operation	✓	
Desktop to smartphone/ tablet	✗	
Desktop to desktop	✗	
Smartphone/tablet to smartphone/tablet	✓	

If you would like to know more, simply contact us, visit our demo room in Rheda-Wiedenbrück or write us a message.

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