

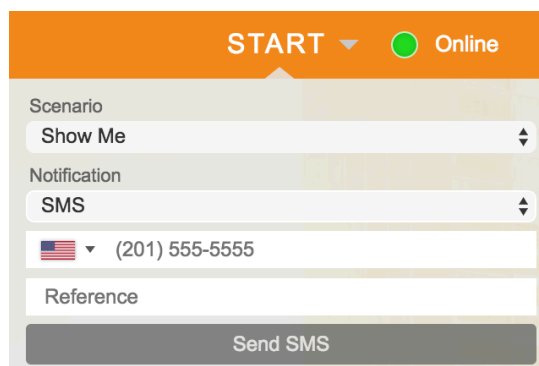


Quick Start Conversation Guide

This guide will help you get started fast, by explaining how to initiate and engage in a live video call session with *SightCall Visual Support*.

1 Agent Sends Invite

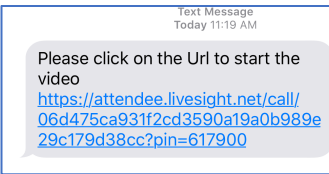
- Do you have an iOS or Android phone?
- If so, I can assist you with our Visual Support service, where I can see the problem you're experiencing. Using the camera of your smartphone you can show me your problem and I can assist. It's quick and very simple.
- I'll send you an Email or SMS that you can open to start the process. If you do not have Visual Support installed, you will be prompted to install at this time.

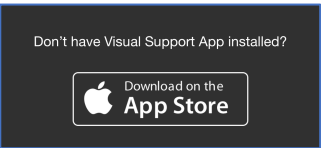



2 Customer Downloads the App

- I just sent you a text message / email which includes a link.
- Please click on the link (a). You will see a web page with an "Install" button. Tap the install button to be directed to the Apple App Store or Google Play Store. (b)
- Tap the download button; once app is installed:
 - Android: Click "Continue"
 - iOS: do **NOT** click the "Open" button.

If "Open" is clicked, this will simply open the Visual Support app without connecting them to the call. If "Open" was clicked, ask them to go back to the received emailed or SMS link and click on it again to launch the call.

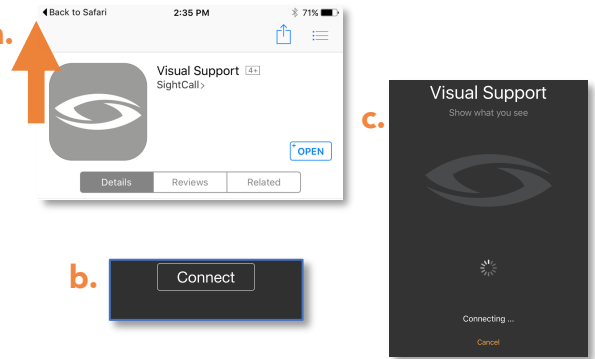
a. 

b. 

c. 

4 Customer Starts Video (iOS)

- Once the application is downloaded and installed, tap the “Back to Safari” button to go back to the web page (a).
- Tap on the Connect button (b).
- The SightCall session will begin connecting (c).



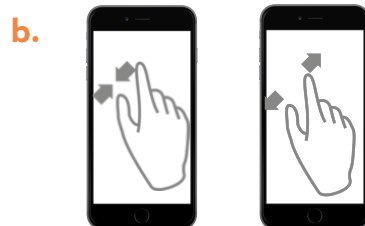
5 Session Begins

- I can now see through the back camera of your mobile device.
- Please show me the issue you are facing.



6 Customer Participation

- You can access your local controls at any time by tapping on your screen (a).
- You can also zoom in and out by pinching the screen (b).



Zoom Out: Pinch Inward Zoom In: Pinch outward

Console Reference

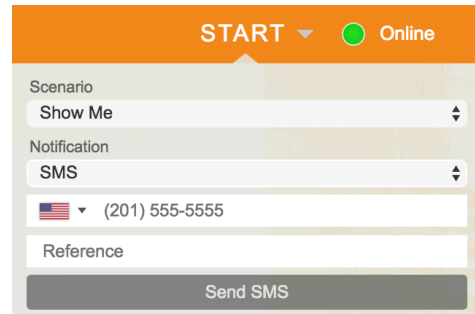
1 Get Started in the Console

To get started, visit the SightCall console at <http://console.sightcall.com> and log in using your credentials. Upon logging in, you will connect, and your presence will be "Online." Click "START" to begin a session.

Scenario: Select the pre-programmed use case.

Notification: Choose from email or SMS

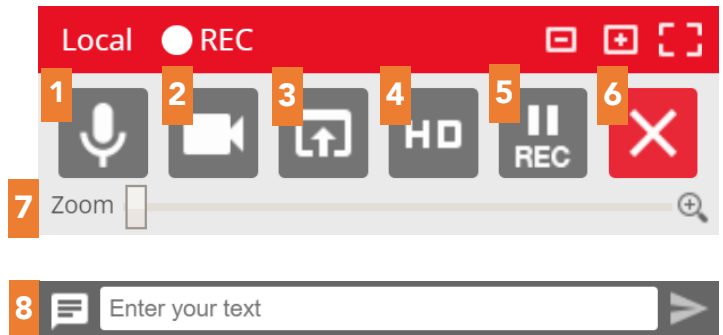
Reference: Enter a unique customer identifier into such as a Claim Number or Case Number



** Order and presence of individual Control Buttons may vary. Please see descriptions on next page.*

2 Agent Controls – Local *

1. Start/Stop Agent Microphone
2. Start/Stop Agent Camera
3. Local Document Sharing
4. Toggle for SD/HD
5. Recording toggle (if available)
6. End Session
7. Remote Zoom
8. Text Over Video



3 Agent Controls – Remote *





















1. Start/Stop Guest Microphone
2. Start/Stop Guest Camera
3. Start/Stop Guest Flashlight
4. Pause/Resume the video stream
5. Activate Optical Character Recognition
6. Capture Optical Character Recognition
7. Drop Circle/Free Draw Toggle
8. Erase Annotations
9. Take Snapshot
10. Notes on Pictures (Proposition)
11. AR Measure
12. Save Picture, including annotations
13. Co-Browsing
14. Guest Geo Location









Note: Buttons highlighted in white are active, See button 2.

Button Descriptions

Agent Controls - Remote

-  - Start/Stop Guest Camera
-  - Start/Stop Guest Microphone
-  - Start/Stop Guest Flashlight
-  - Pause/Resume Video Stream
-  - Switch Between Guest Front/Back Camera
-  - Start/Stop Remote Control of Guest Device
-  - Activate Optical Character Recognition
-  - Capture Optical Character Recognition on Guest Screen
-  - Start/Stop Sharing Guest Screen
-  - Share Picture from Guest Device
-  - Take Snapshot of Guest Screen
-  - Start/Stop AR Measure Tool
-  - Screen Annotation – Free Draw/Drop Circle Toggle
-  - Erase Drawing
-  - Notes on Picture
-  - Save Picture w/ Annotations
-  - Guest Geo-Location
-  - Co-Browsing Window (Share Webpage)
-  - Console Zoom Bar
-  - Text Over Video

Agent Controls - Local

-  - Start/Stop Agent Camera
-  - Start/Stop Agent Microphone
-  - Toggle between HD/SD
-  - Share Local Document
-  - Start/Stop Recording
-  - End Session

Best Practice Tips

Pre-Call

- Remind the remote user that you will be maintaining the existing voice call throughout the SightCall download and installation process
- Introduce the concept that they will be downloading an App from either the App Store/Play Store depending upon their device. There is no charge for them to use the App, however, they may need to input their password for the store depending upon their security settings or the last time they used the store
- Identify the end device to help determine whether to send an SMS invite (for a smartphone) or email (for a tablet, e.g. an iPad, without a SIM card)
- Use the guide 'SightCall - Quick Start Guide' to walk them through the steps for starting a call
- Android users can click 'Continue' after the App download and go straight into a live video call.
- iOS users will need to return to the original SMS and click the link again (this is due to permissions within iOS)

Best Practice Tips

In-Call

- Take a quick glance to assess the battery of the remote user's phone. If this is below 10% it may help to recommend that the remote user recharges their device or uses a different one
- Remind the remote user that they can click the link in their SMS if they lose connectivity at any point to re-join the call
- Where possible, pause the video or move to an 'HD-Snapshot' – doing this greatly reduces the amount of data being used by the remote user
- Don't forget that you can only apply annotations to a 'Paused' video stream or an 'HD-Snapshot/Document' – not live video stream
- Annotations can be performed on still video or pictures by using the left mouse button. A left button click in "Lasso" annotation mode will create an orange circle annotation on the image. Clicking and dragging the left mouse button in "Freehand draw" annotation mode will perform free-form annotation.