

FacePro Xpert System (Smart Glasses)

User Manual



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1. Introduction

Softfoundry's FacePro Xpert System, fulfill the visualization of industrial information, support remote smart transportation, solve equipment maintenance inspection, technical support, workshop training in enterprise operation, help improve the efficient operation of maintenance service system, reduce cost, and cooperate through real-time high-definition video. Experts guide the front-end on-site engineers to complete the relevant operations; smart services effectively replace the original 400 telephones and experts for on-site support, saving a lot of cost and time, and improving customer satisfaction.

1.1 Customer service

Softfoundry's FacePro Xpert System is designed for technicians and engineers to assist in remote on-site service, equipment inspection, maintenance and complex manufacturing assembly. It can be used in industrial sectors such as automobiles, home appliances, new energy, electricity, petroleum, gas, civil aviation, transportation, military, infrastructure, smart equipment and ports.

1.2 Implementation scenario

Expert: PC or tablet, phone access system

Field Engineer: Access terminal: the glasses, phones, tablet PCs;

Access Network: 4G / 5G / WIFI / VPN special network / Satellite

1. The customer register and log in to the FacePro Xpert System, configures the technician account and remote expert account, and the underlying business process;
2. Technicians can call and connect remote experts through smart glasses (or mobile phones). The remote experts guide the on-site technicians maintenance through voice, text, video identification,

multi-party collaboration, remote control, etc., and record the whole process.

3. Technicians can take pictures or take photos through smart glasses or mobile phones, and archive them as workflows, as well as for teaching and training;

4. Customize business processes and application functions according to customer needs;

1.3 Function list

Video guidance, photo uploading, sending of document, video identification, multi-party collaboration, live video, on-demand, remote control, GPS map information, screen sharing, collaborative design, video recording, cloud storage, smart retrieval playback, user rights, data protection and support efficient operation across platforms

- Provide remote expert guidance, technical maintenance and remote collaboration;
- Workshop training and upgrading new employee skills;
- Accurate equipment inspection; regular maintenance inspection; preventable data maintenance; visual safety report;
- Work assistance such as complex manufacturing and assembly to improve work efficiency;
- Visualization of equipment operation data acquisition;
- Share the first view of the image and image in real time through voice, gestures and video;
- Visual emergency scheduling, multi-screen interaction.

1.4 Terminal Requirements

Current smart glasses recommended Vuzix M400

1.5 Bandwidth requirements

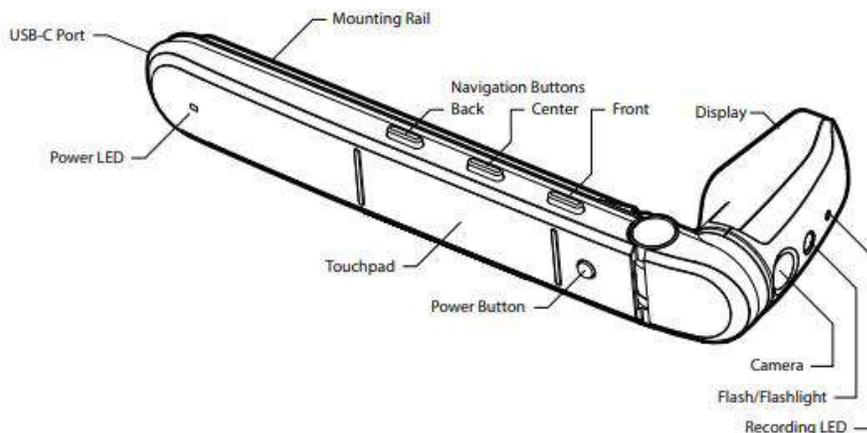
Video size	Codec	Fps	Bandwidth requirements
4k Ultra HD (3840*2160)	H.265	30	3000kbps
Full HD (1920x1080)	H.265	30	1200kbps
HD (1280x720)	H.265	30	800kbps
VGA (640 x 480)	H.265	30	400 kbps
CIF (320 x 240)	H.265	30	250 kbps
QCIF (160 x 120)	H.265	30	120 kbps

1.6 Language supported

- English, Chinese simplified and traditional, Vietnamese, Indonesian, Brazilian Spanish, French, German, Italian, Portuguese, Russian, Japanese, Korean, Polish, Thai, Arabic

2. Smart glasses instructions

2.1 Smart glasses buttons and operating instructions



Touch pad operating instructions

TOUCHPAD

One finger:

- Tap to activate selection or turn on the screen
- Hold to activate menu
- Swipe up/down/left/right to move selection

Two fingers:

- Tap to go back or return
- Hold to go to home screen
- Swipe back for backspace
- Swipe forward for delete
- Swipe up to raise volume
- Swipe down to lower volume

Three fingers:

- Tap to turn off screen

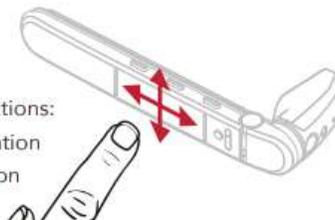
BUTTONS

Short Press for primary functions:

- Front: Forward navigation
- Center: Back navigation
- Back: Select

Long Press (approx. one sec) touch for secondary functions:

- Front: Open menu
- Center: Exit to home menu
- Back: Back one step



VOICE

The M400 can be activated by "Hello Vuzix" when properly configured. The M400 will listen for voice commands for 15 seconds by default.

To activate Voice control, open the Settings menu and navigate to System -> Speech Recognition. Enable the speech recognition.

A full list of voice control commands can be viewed from that same settings menu.

2.2 Ways to navigate the M400

By Voice Command:

On the home interface, if you are using voice command can first start by saying **“Hello Vuzix”**. The M400 will listen for voice command for 15secs by default. Using voice commands like **‘Scroll left, scroll right, go up, go down, go back, okay, confirm’**. For a full list of voice command just say ‘Speech commands’

By TouchPad:

By swiping up, down, left and right and also by tapping on the touchpad you can navigate the M400.

By Vuzix View:

Using Vuzix View will mirror and control the screen of your Vuzix device to your Windows PC. Simply navigate M400 by clicking with your mouse

2.3 Install Vuzix View

On the PC, download Vuzix View

You can download it from: <https://www.vuzix.com/support/product-support/vuzix-view>

Function and role

Mirrors and controls the screen of your Vuzix device to your Windows PC. Vuzix View features the following:

- View and control your M400 device from your computer.
- Use computer keyboard for navigating the device.
- Take quick screenshots for sharing.
- Save logs for troubleshooting.
- Install APKs by dragging and dropping on device for easy installation. Required device to be connected to the computer via USB cable with USB debugging enabled.
- Configure WiFi settings easily

Installation steps

Step 1: Start the PC Vuzix View application

Step 2: Connect the PC to the glasses with a USB-C cable, smart glasses will automatically turn on and Vuzix View will automatically detect the glasses.

Successfully detected. Click on 'View'.



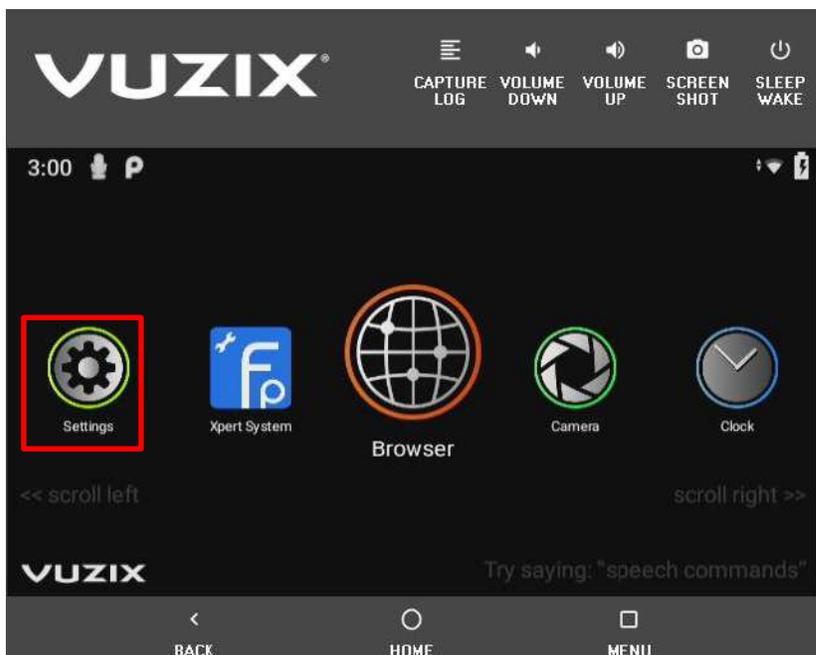
You will get into the 'Home' interface.



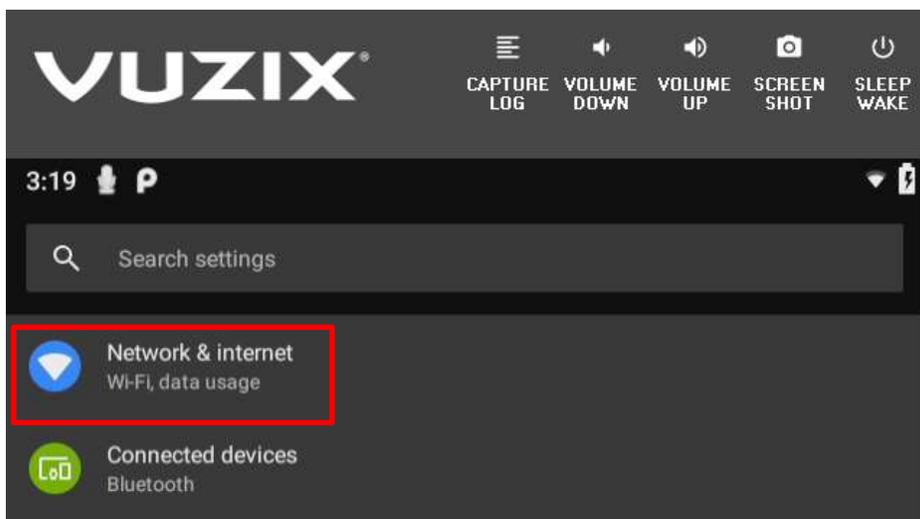
2.4 Configure WiFi network settings

I will be using Vuzix View to configure, if you are using voice command or touchpad you can see the same interface below from the smart glasses small monitor screen.

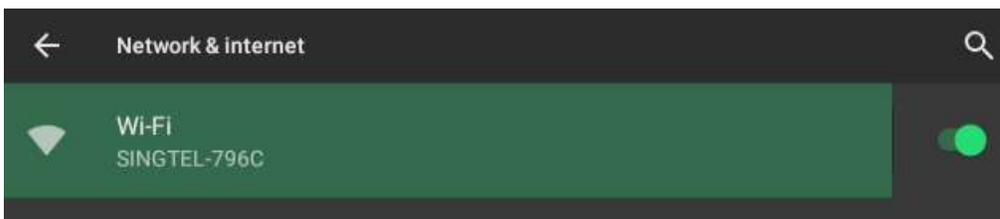
Click on “settings”.



Click on Network & internet'



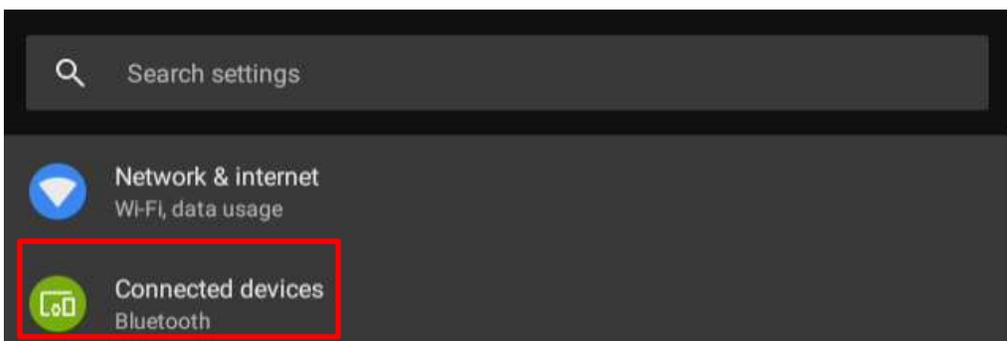
Click on 'Wi-Fi' and select your Wi-Fi



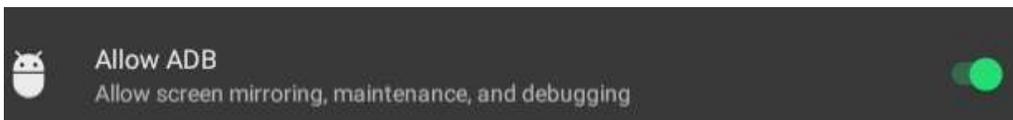
2.5 FacePro Xpert System installation

Use Vuzix View and install APKs by dragging and dropping on device for easy installation. Required device to be connected to the computer via USB cable with USB debugging enabled.

Enable USB debugging. Go into Settings->Connected devices

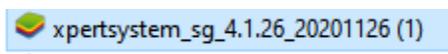


Enable "Allow ABD"

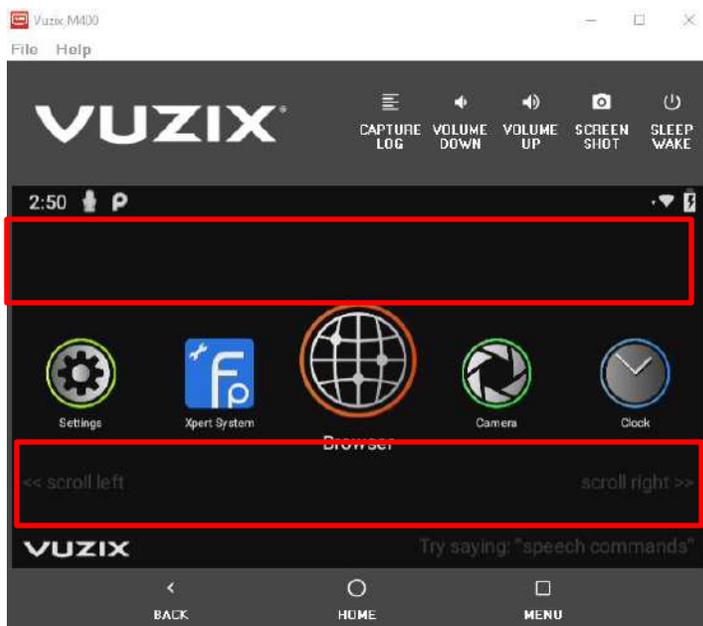


Download FacePro Xpert System for smart glasses from our website <http://es.sfvmeet.com>

Our app APK on your 'Download' folder



Drag and drop the APK to the red indicated area on 'Home' interface of M400

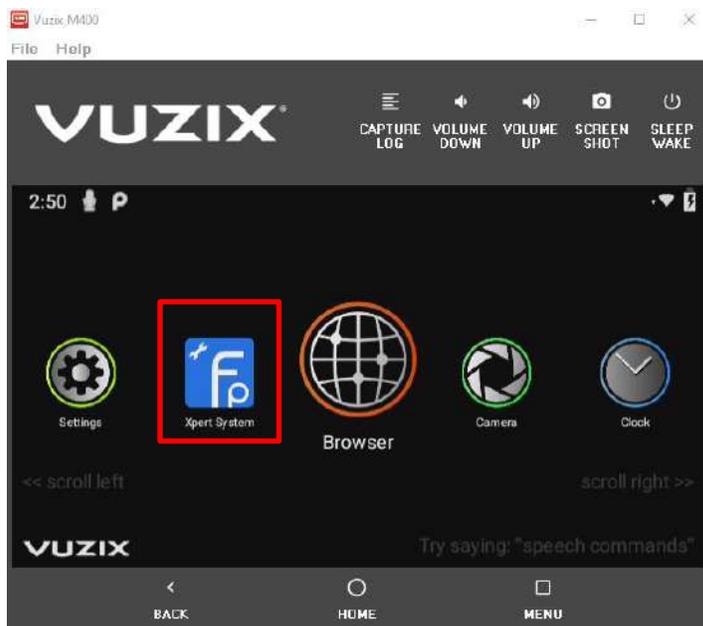


You will see "Xpert System" on the "Home" interface after successfully installed.



2.6 Startup and configuration

Click on "Xpert System" to launch our app



FacePro Xpert System login interface:



Enter login information and use voice command "**Sign In**".

We provide a convenient way to log in, you can say "Scan QR Code" by voice command, and then scan the code to log in. The QR code can be generated from the following web page:

<http://www.fpxpert.cn/qrcode/>

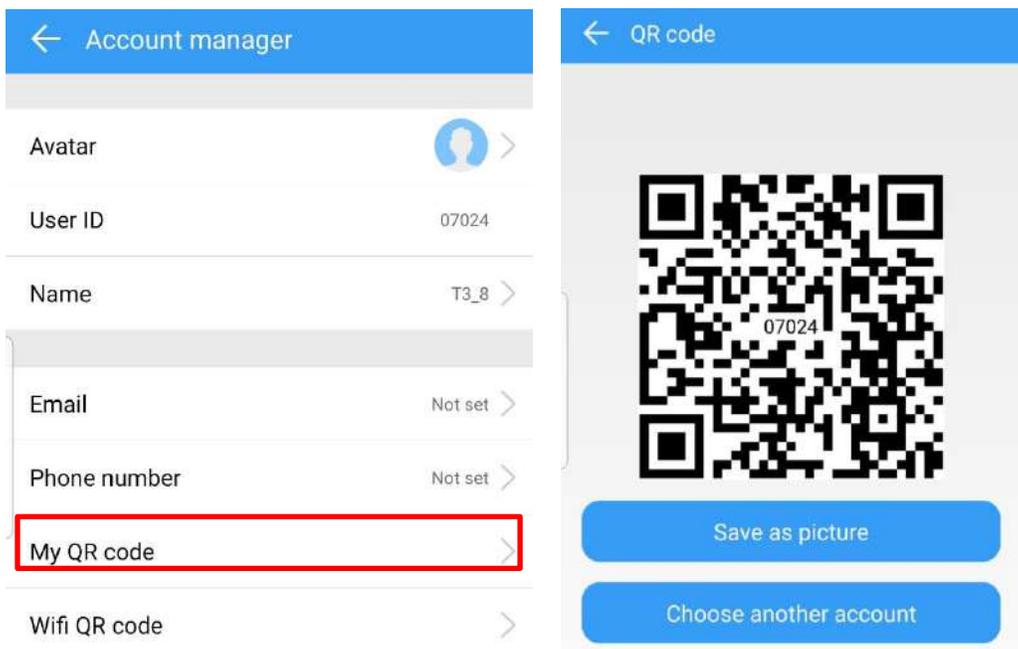
When you enter the webpage, enter the user name, password, and server address (can be modified as needed), it will generate a QR code, scan the QR code to log in directly, or print it out and use it anytime.

账号	<input type="text" value="01005"/>
密码	<input type="password" value="*****"/>
服务器	<input type="text" value="119.3.18.144"/>
<input type="button" value="Generate QR Code"/>	



01005@119.3.18.144

The QR code generation method can also be generated by Xpert System mobile version. Login to Xpert System mobile version, under account management tab, tap on 'My QR Code'.



You can also create a different QR login code by tapping on 'Choose another account'



After login, the interface is as follows:

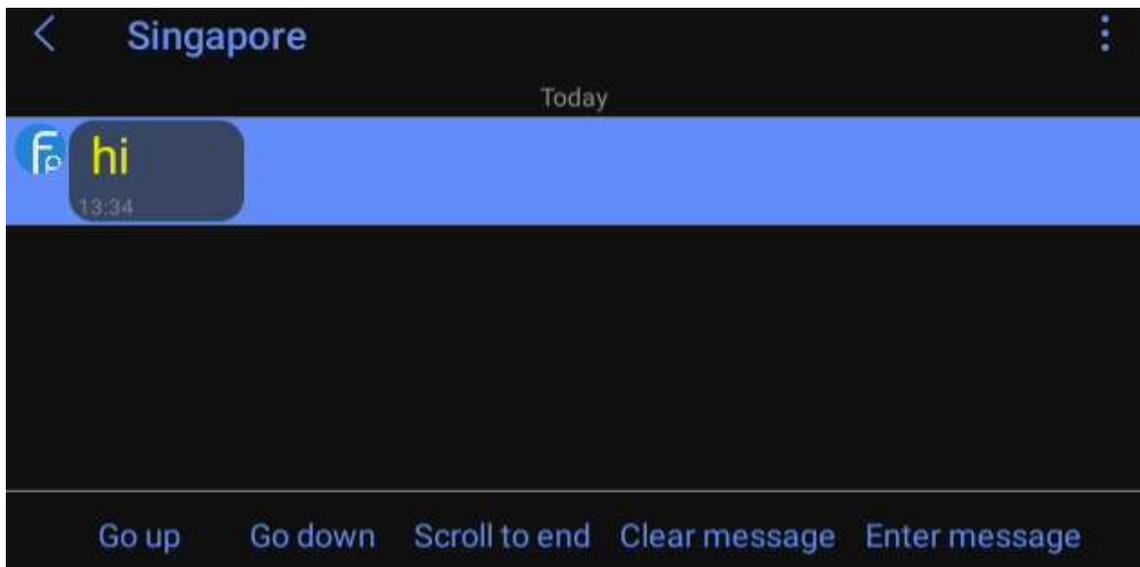


Voice commands can be performed via text on the interface or by selecting an item (marked number) for example “**Select item 1**”

The commands that can be used on this page are: contacts, chats, meetings, inspection, settings, go previous, select item and go back

2.7 Chat

Use voice command **"Chat"** to open the message page, you can see all the chat records, you can scroll by voice command **"Go Up"** and **"Go Down"**



Voice commands that can be used:

- Navigate back/Go back
- Go Up/Go Down
- Download
- View photos
- Scroll to end
- Clear message
- Enter message
- Send

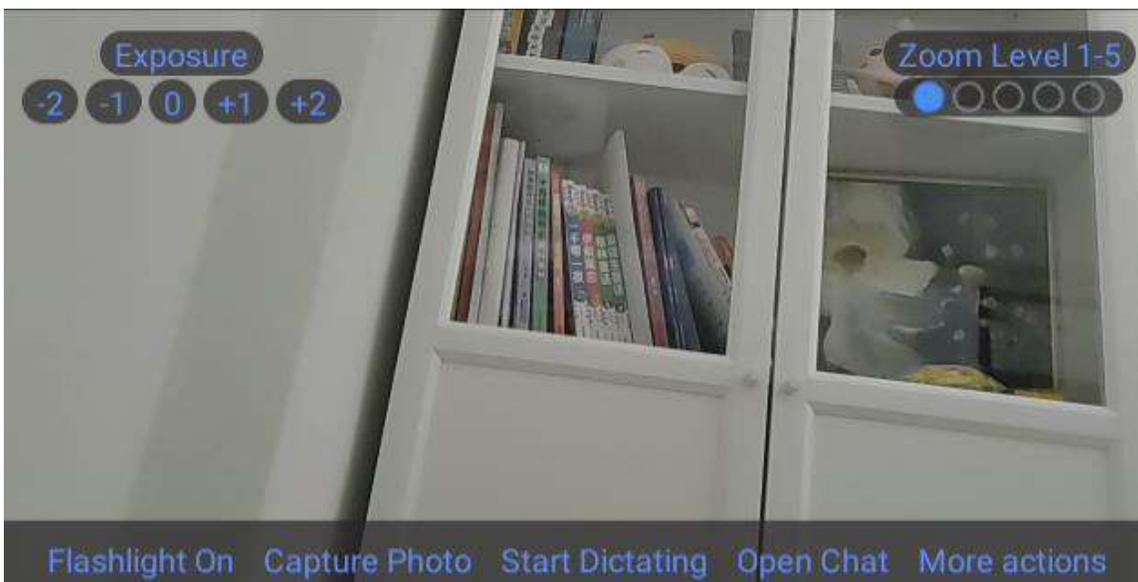
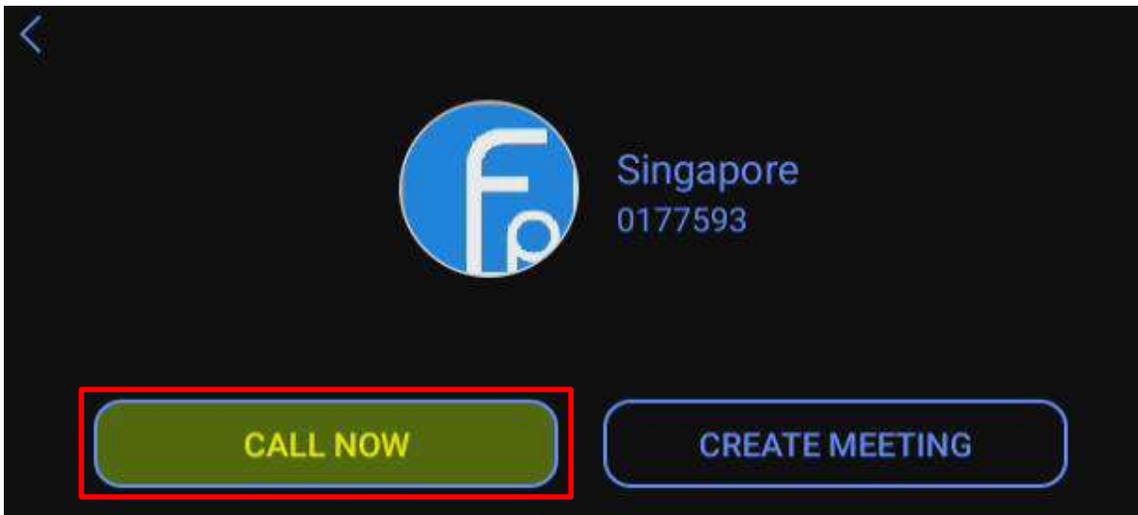
2.8 Meetings

Refresh Meeting

Use voice command **"Meeting"** to navigate to meeting page. Refresh the meeting page to show the ongoing meeting. If there is an ongoing meeting, users can be added to the meeting.

Join P2P Meeting

You can establish a video call with an expert by selecting an expert to call. I will be calling Singapore (0177593) for example.



In a meeting, the commands you can use:

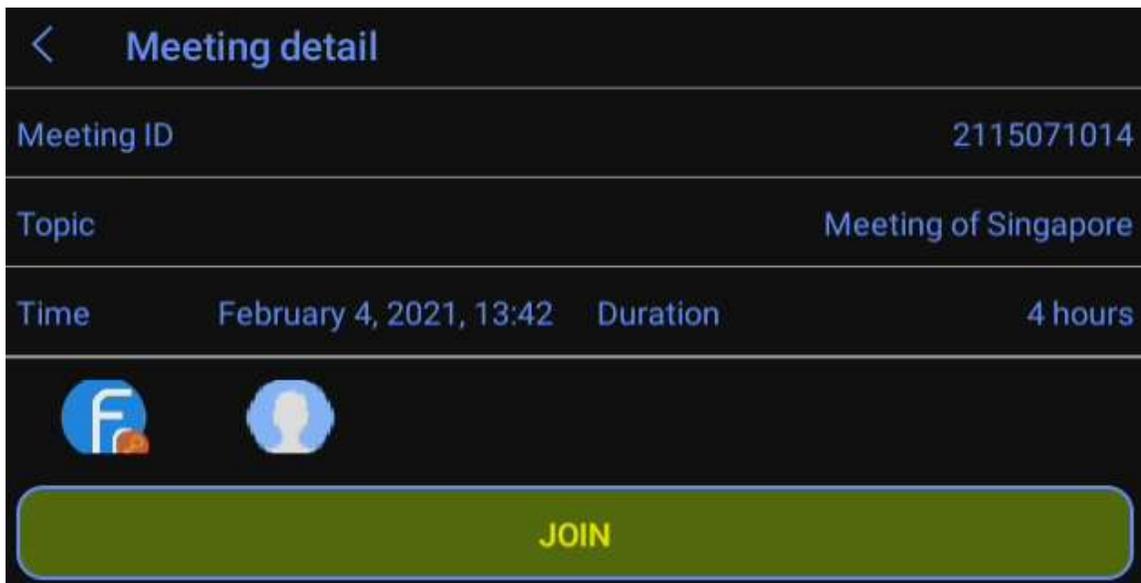
- Turn on the flash / turn off the flash
- Capture photo: send photos to each other
- Start/stop dictating: start or stop speech recording
- Open chat: view message
- Zoom level (1-5): You can enlarge or reduce the video screen by zoom level
- Exposure

- More actions:
 - Close Menu
 - Switch video: switch video between you and the expert
 - Capture HQ photo
 - Microphone on/off
 - End call

For the convenience of operation, the expert guidance and control function for the expert is implemented on the PC terminal or the mobile devices. On the glasses terminal, you can use voice command "Display Help" to view the voice commands that can be used in the interface.

Join MCU Meeting

1. Receive a meeting invitation



2. Join meeting



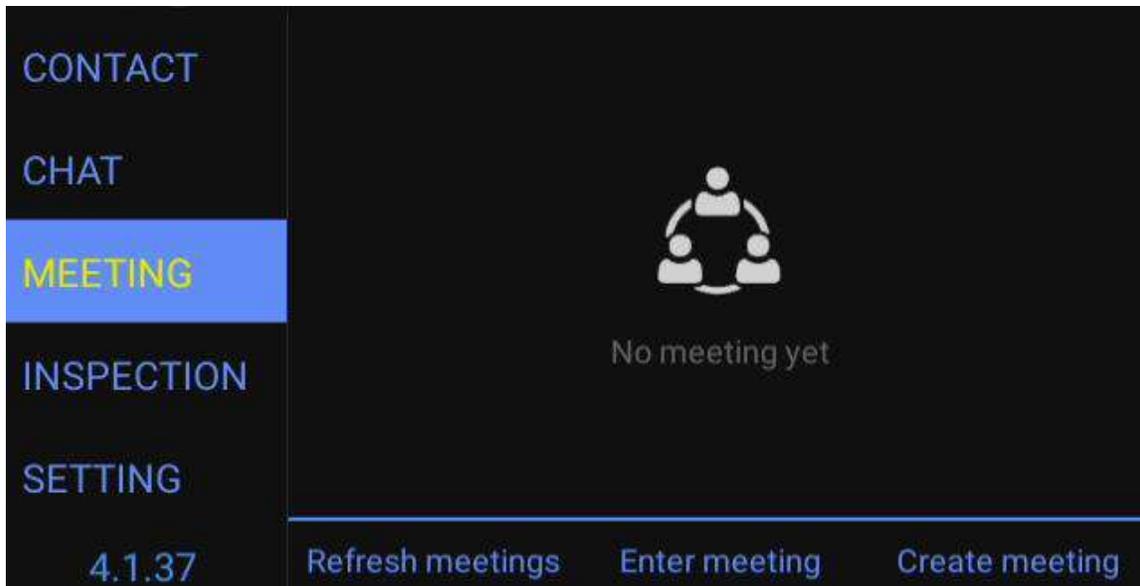
In a MCU meeting, the commands you can use:

- Turn on the flash / turn off the flash
- Capture photo: send photos to each other
- Open chat: view message
- Start/stop dictating: start or stop speech recording
- Zoom level (1-5): You can enlarge or reduce the video screen by zoom level
- Exposure
- More actions:
 - Close Menu
 - Switch video: switch video between you and the expert
 - Capture HQ photo
 - Microphone on/off
 - Leave meeting

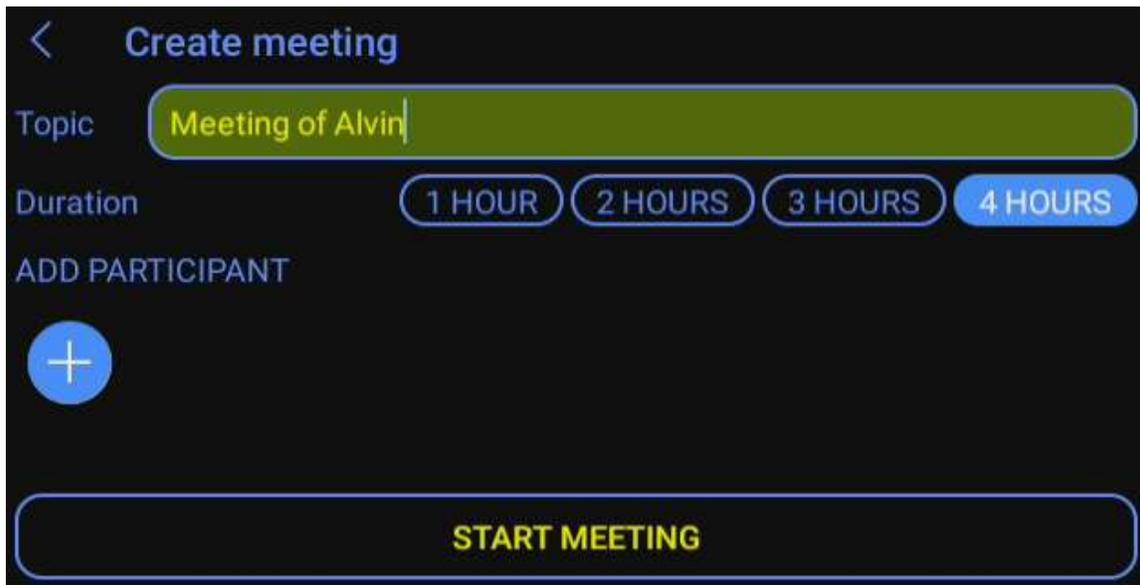
For the convenience of operation, the expert guidance and control function for the expert is implemented on the PC terminal or the mobile devices. On the glasses terminal, you can use voice command "Display Help" to view the voice commands that can be used in the interface.

Create meeting

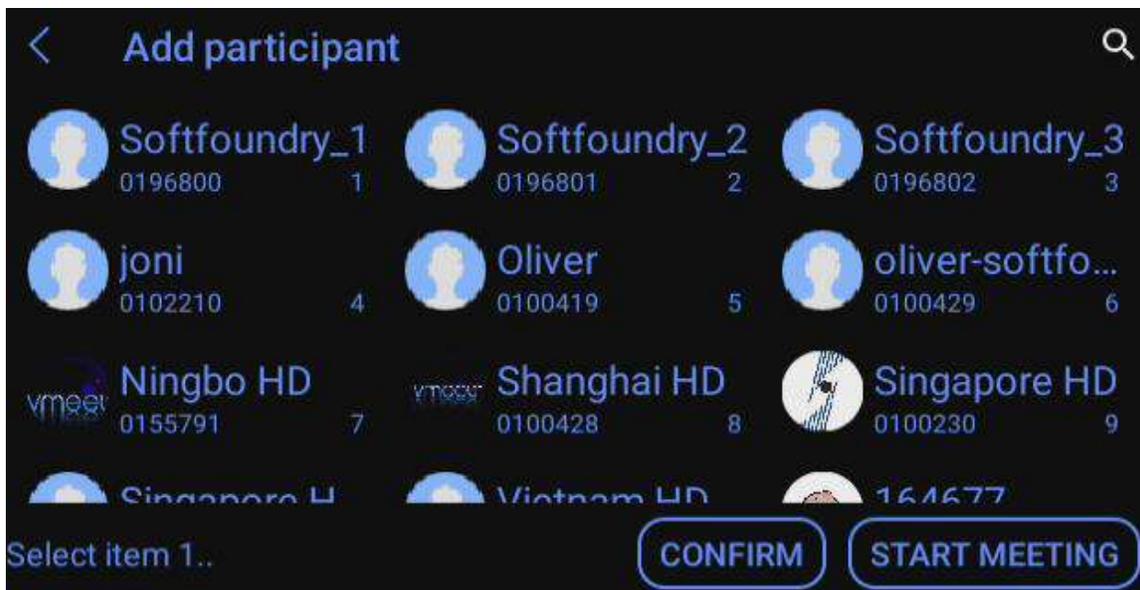
1. On the 'Meeting' interface, use voice command: **“Create Meeting”**



2. On the Create Meeting interface, you can edit the meeting topic, the meeting duration and add more participants, for example: 1 hour, add participants, etc...

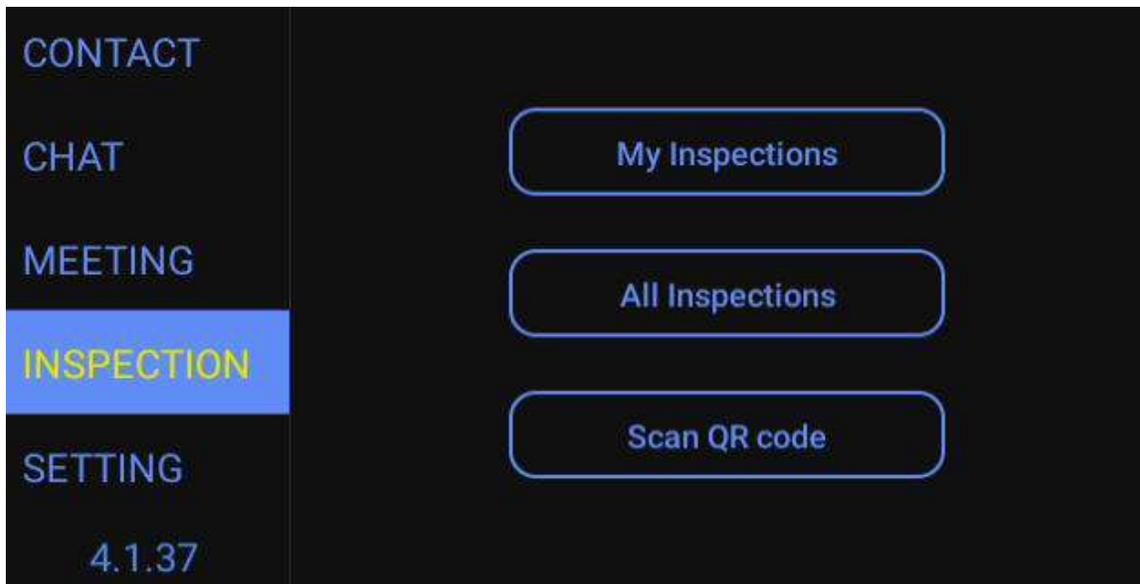


3. In the Add Participant interface, you can select the participants, or you can use voice command “**Choose Item + Number**” directly. After confirming the participants, you can use voice command “**Start Meeting**”



3. Inspection

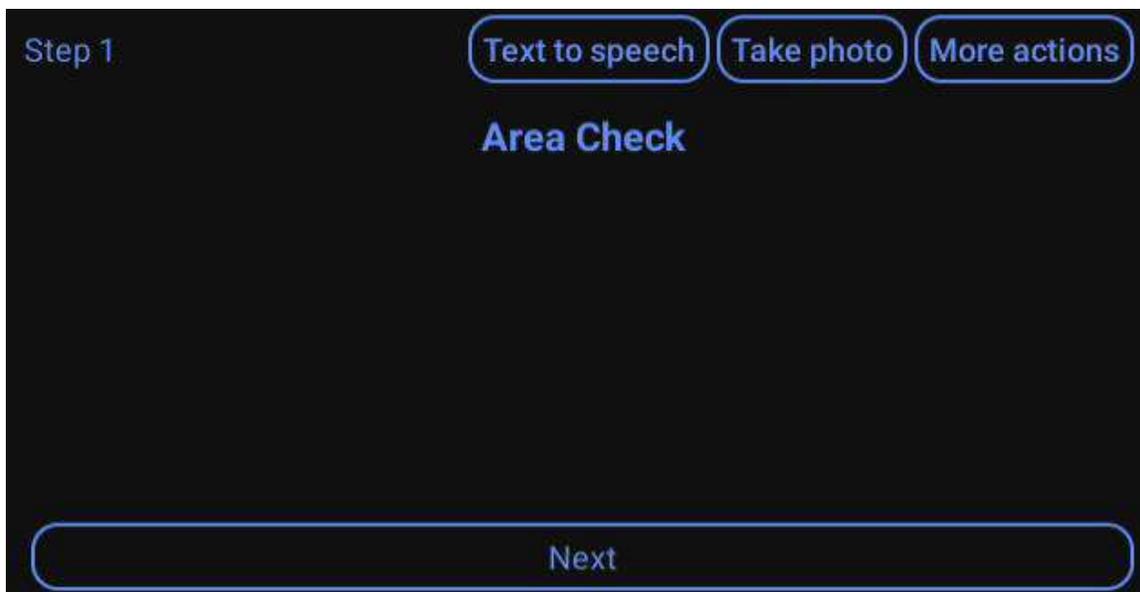
On-site staff can improve the level of equipment maintenance by ensuring inspection and improving the efficiency of inspection work. The purpose is to grasp the changes in equipment operation and surrounding environment, identify facility defects and potential safety hazards, and take effective measures to ensure timely. Equipment safety and system stability.



After the management platform sets the inspection process, the management personnel can generate a QR code, which is convenient for on-site personnel to scan the code directly. After scanning the code, the on-site inspection personnel can complete the whole process step by step according to the established process. The submitted data will be aggregated and analyzed in the background.



1. After scanning the QR code, start the inspection process. Follow the process and choose according to the actual situation.



TEXT TO SPEECH: Translating the text to audio speech

TAKE PHOTO: You can take a live photo for uploading

MORE ACTIONS:

Close Menu

Make Call: Call Experts, can connect in real time through expert system

Record Video: Video recording can be uploaded

Quit: Exit the inspection

NEXT: Next steps

2. After the completion, the results will be summarized and presented in a list. The results of the inspection will be uploaded to the backend, the management personnel can then analyze and guide according to the results.

Previous Step 19

1. Area Check
(Information)
2. Empty container / IPC's / bins, polybags, documents and labels of previous product removed.
No
3. Remove as per instructions.
No
4. Cannot be done .
Please record a 'Speech' or 'Take Photo' or 'Record Video' of the problem.

Move up **Upload** **Cancel** **Move down**

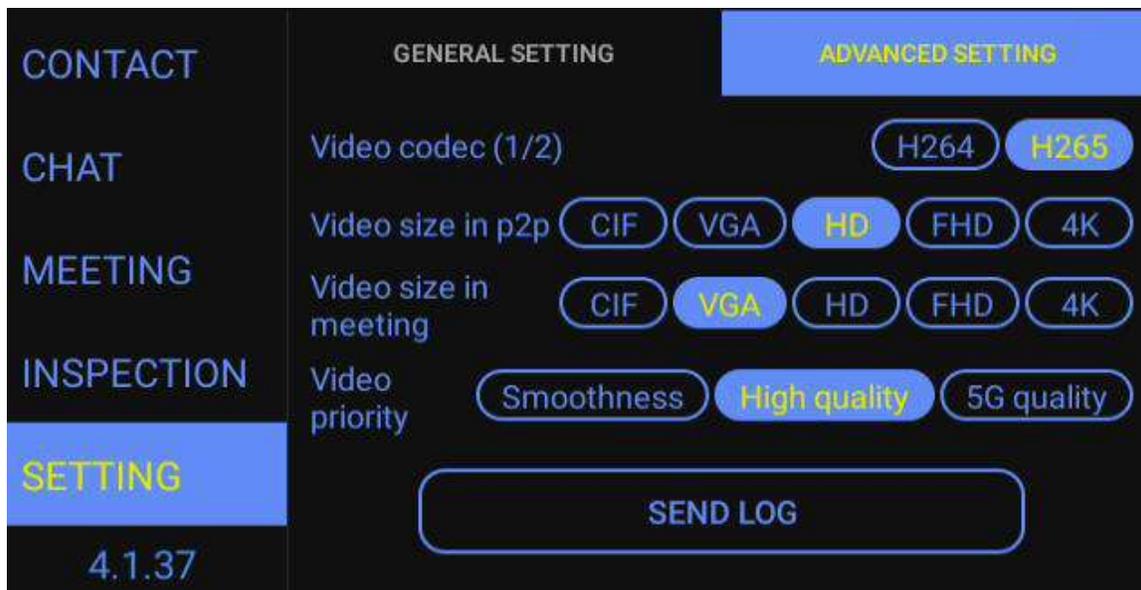
4. System Settings

4.1 General Settings

CONTACT	GENERAL SETTING	ADVANCED SETTING
CHAT	Enable auto accept call	Disabled
MEETING	Enable auto join meeting	Disabled
INSPECTION	Disable Touchpad support	Enabled
SETTING	Change password	
	About	
4.1.37	Sign out	

Under the general settings, it refers to some basic settings, such as account name, whether auto-answer is enabled, whether to automatically join the meeting and version number, etc., Use voice command, “**Enable auto accept incoming call**”, “**Enable auto join meeting**”

4.2 Advanced Settings



Under the advanced settings, it is generally recommended to use the default settings.

Video priority:

Smoothness: to ensure the smoothness of the video by reducing the resolution of the video in the case of poor bandwidth.

High quality: refers to the situation where the bandwidth is not good, by reducing the frame rate, without reducing the resolution of the video, and ensuring the sharpness of the image, there may be a situation of stuttering.

5G quality: Make full use of bandwidth to ensure the quality of video in the case of sufficient bandwidth.

Click on **SEND LOG** to help developer debug if you encountered any issues.

5. Customer Support

Any updates to this software will be posted on the company's official website, please visit <http://www.softfoundry.com>.

If you encounter problems during use, please contact us at support@softfoundry.com

Customer Service Phone: 4006888640

Thanks again for your support and trust in our products.