



AR Comments

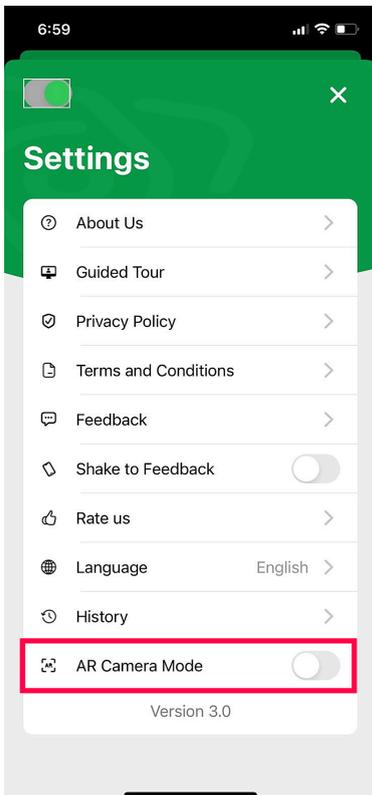
During remote maintenance or repair, annotations are your go-to tool for pointing out problematic areas and providing step-by-step instructions to your customer via VoIP or text chat. What if you had the option to add text along with the annotation? AR Comments is an option available on your console that allows you to select an annotation and add your text in it. To view your comments, the customer can select an annotation and it will be visible to them.

Requirement

The main requirement to use this feature is the device that is sharing the camera stream must

- Support AR Core (Android)/ ARKit (Apple)
- Have AR mode enabled.

If AR mode is disabled, it will automatically disable the AR Comments feature on the technician's console. To enable AR mode, click the settings icon on the home screen and toggle the **AR camera mode** option.



Types of annotation in a session

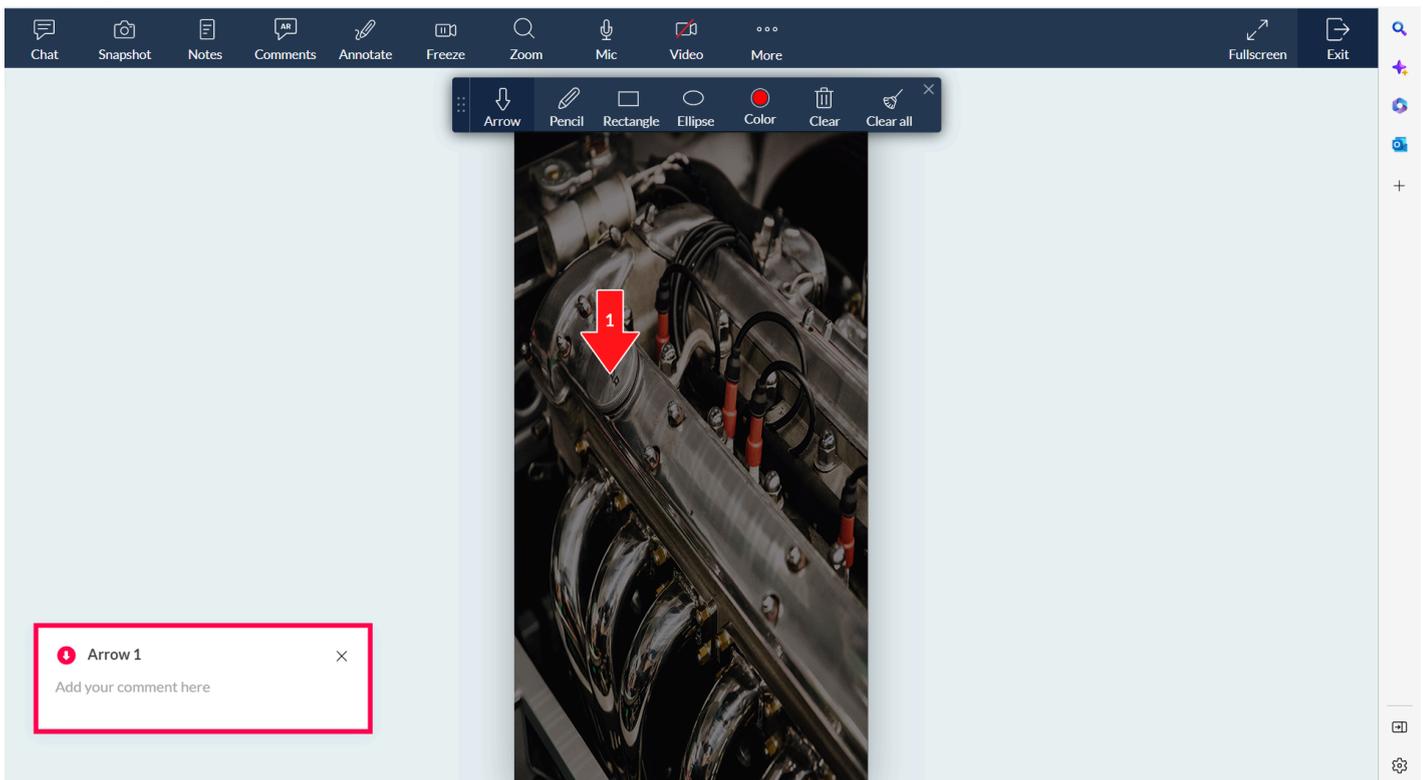
AR Comments can be added to all types of annotation available to a technician in a session. The types of annotations are mentioned below:

- Arrow
- Freehand annotations with Pencil
- Rectangle
- Ellipse

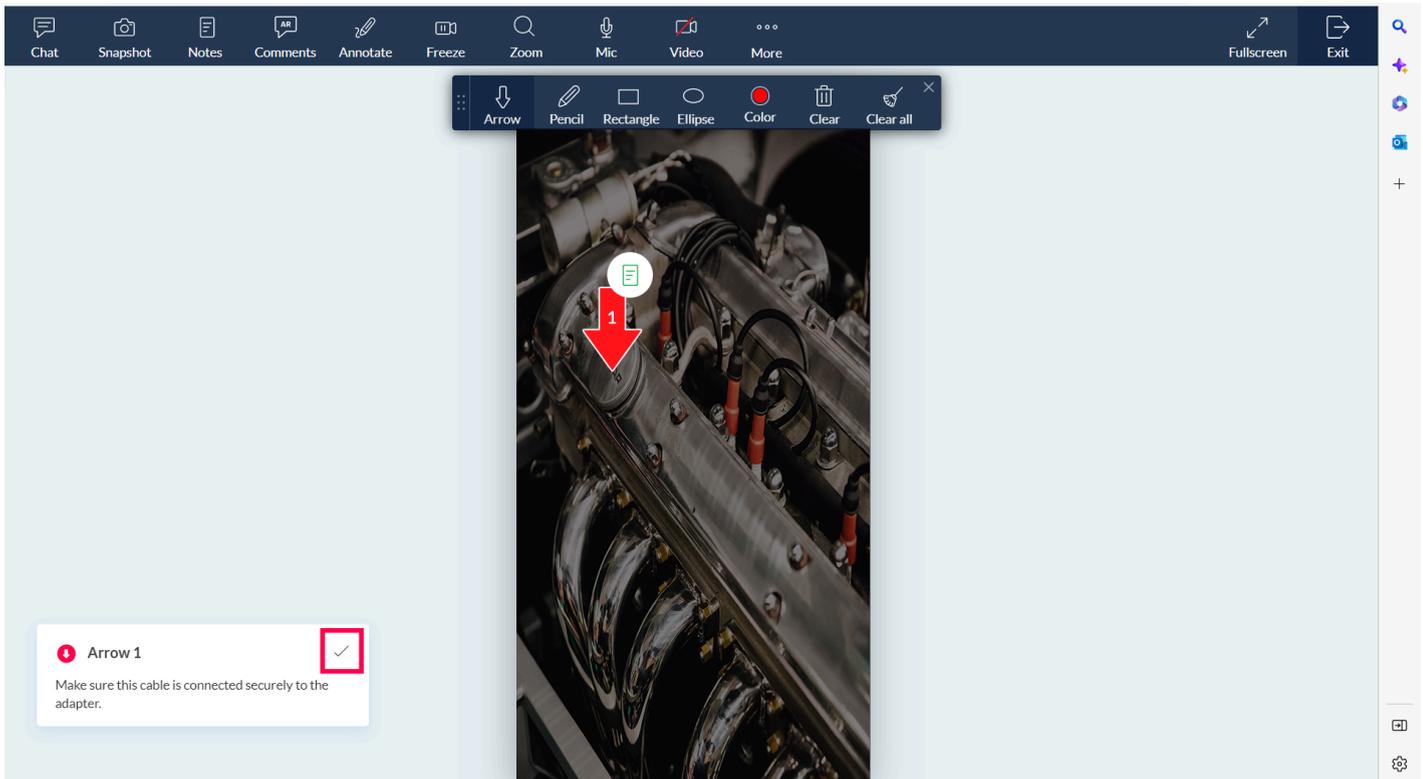
AR Comments for Technician (Web)

Add a comment

1. Click the Annotate option to draw an annotation or place an arrow on any part of the screen and you will get a pop-up box.

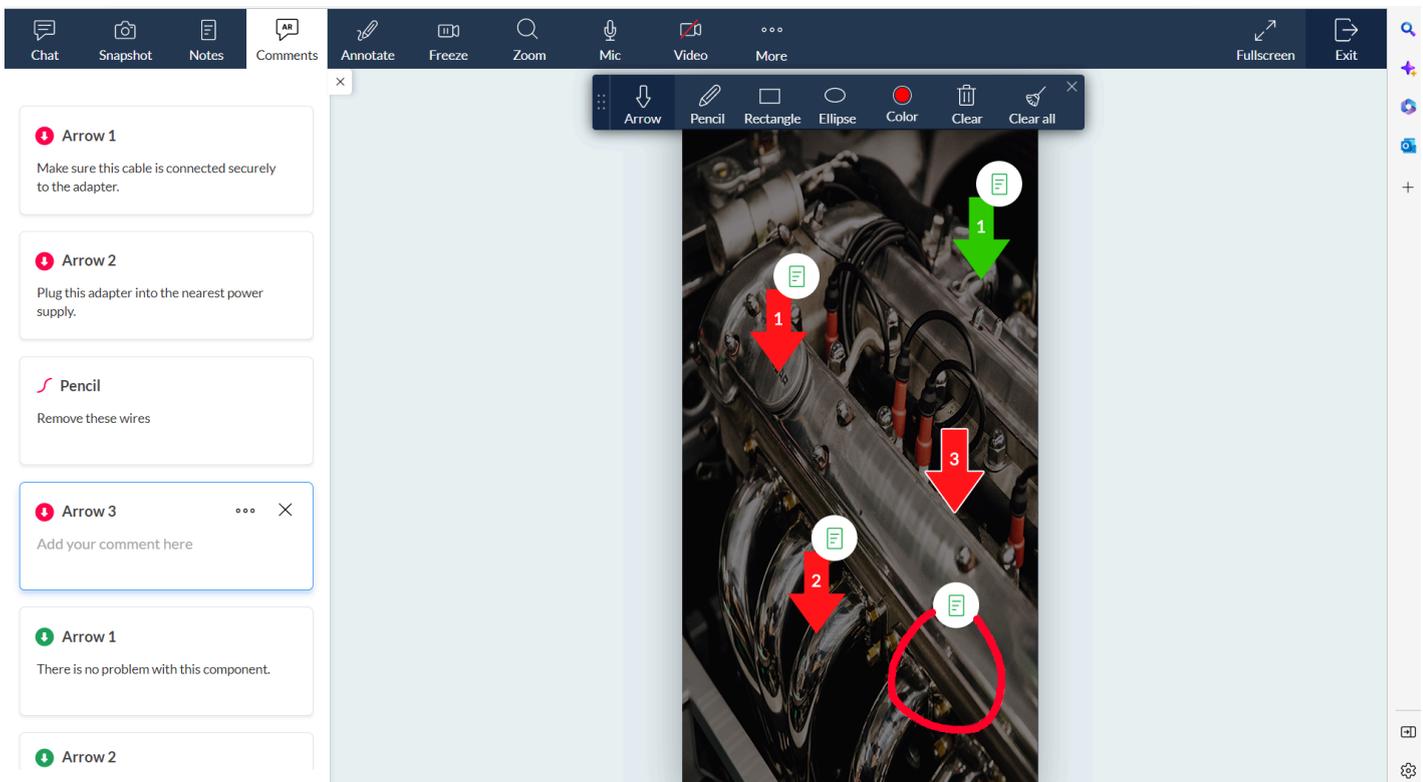


2. Add your comment in the text field and click the  icon to save it.

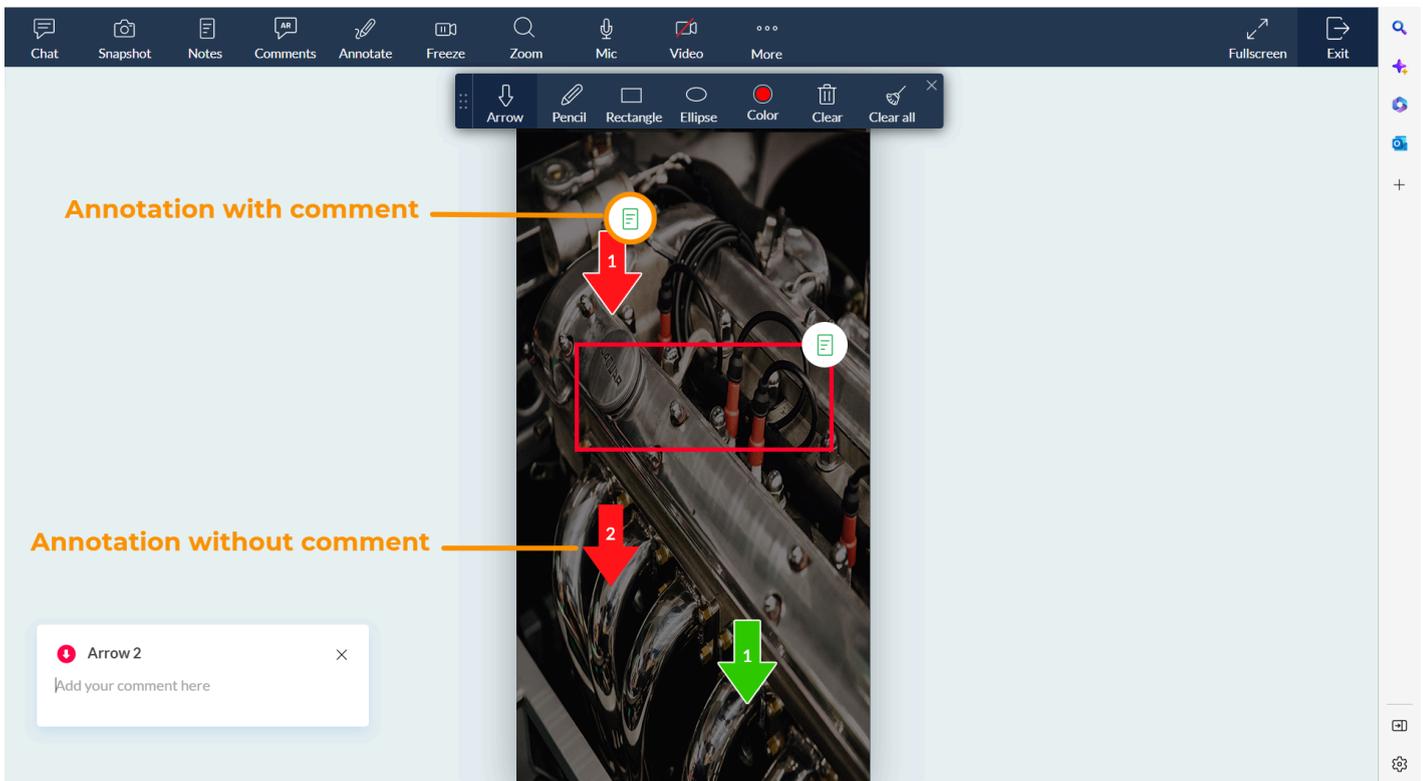


3. You can also add your comments for arrows that you've placed before. Click the AR Comments option to view all the arrows in the session.

4. Click the arrow to type your comment under it and click the  icon to save it.

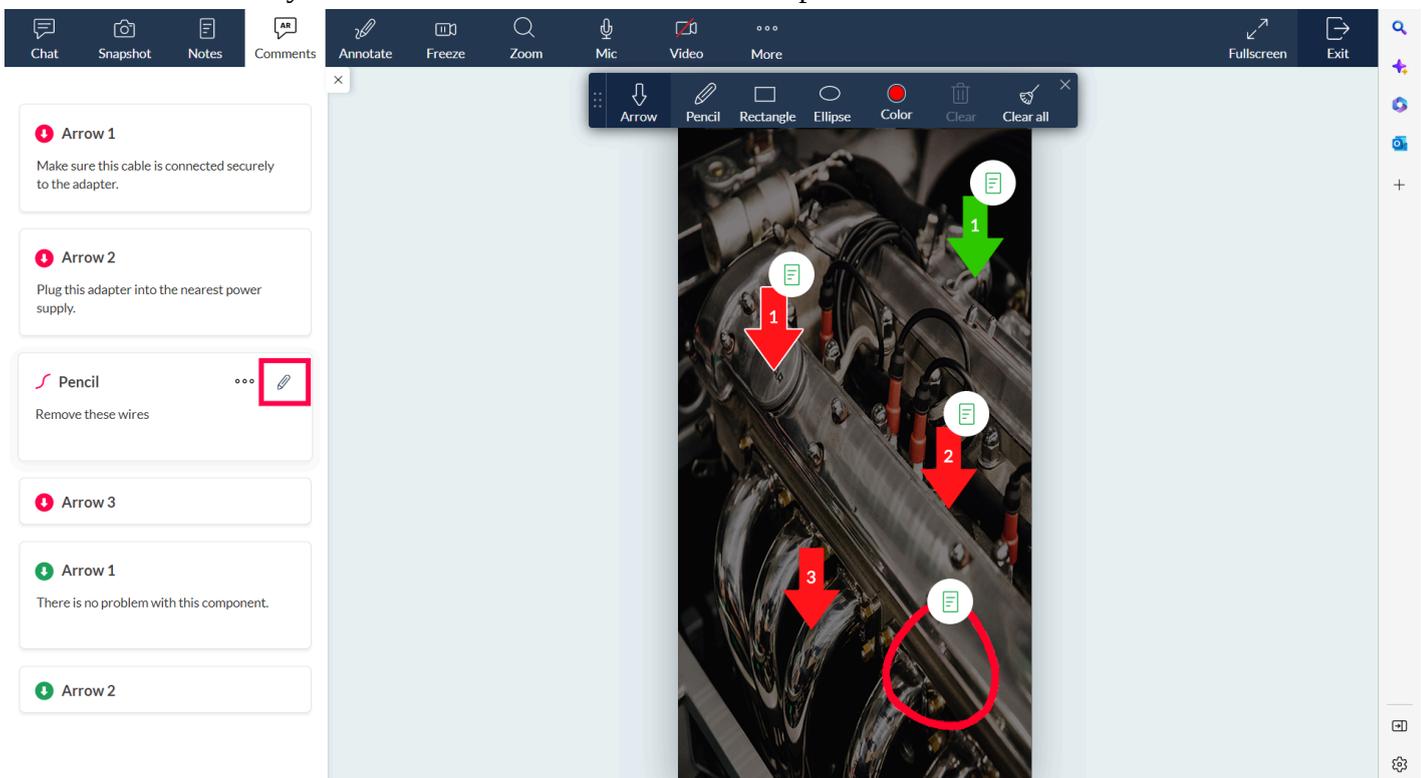


5. Once you add a comment, the annotation will appear with an extra icon to the top-right corner. In this way, you can find out if you have missed adding comments to an annotation.



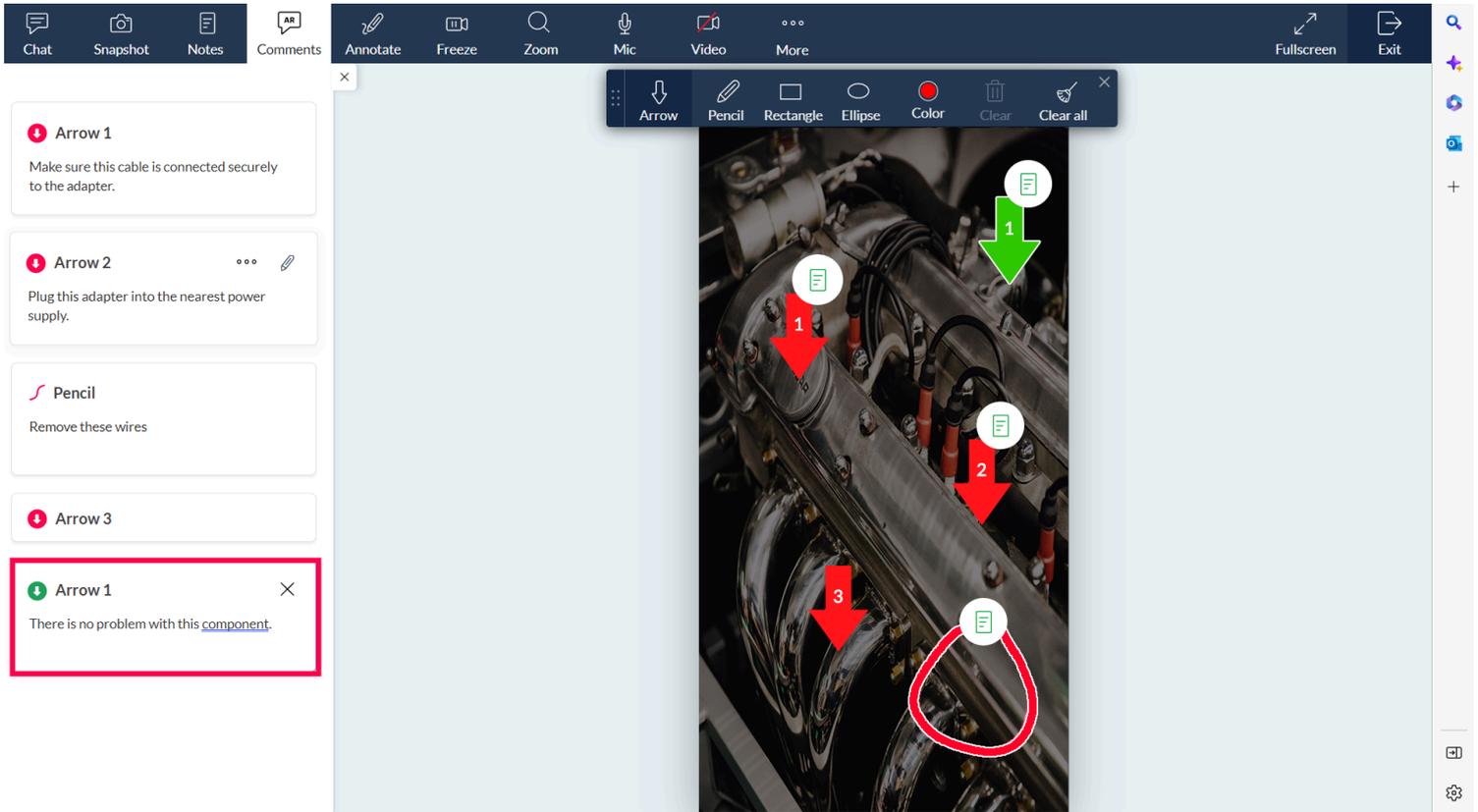
Edit a comment

1. Select the annotation you want to edit or hover and click the pencil icon .



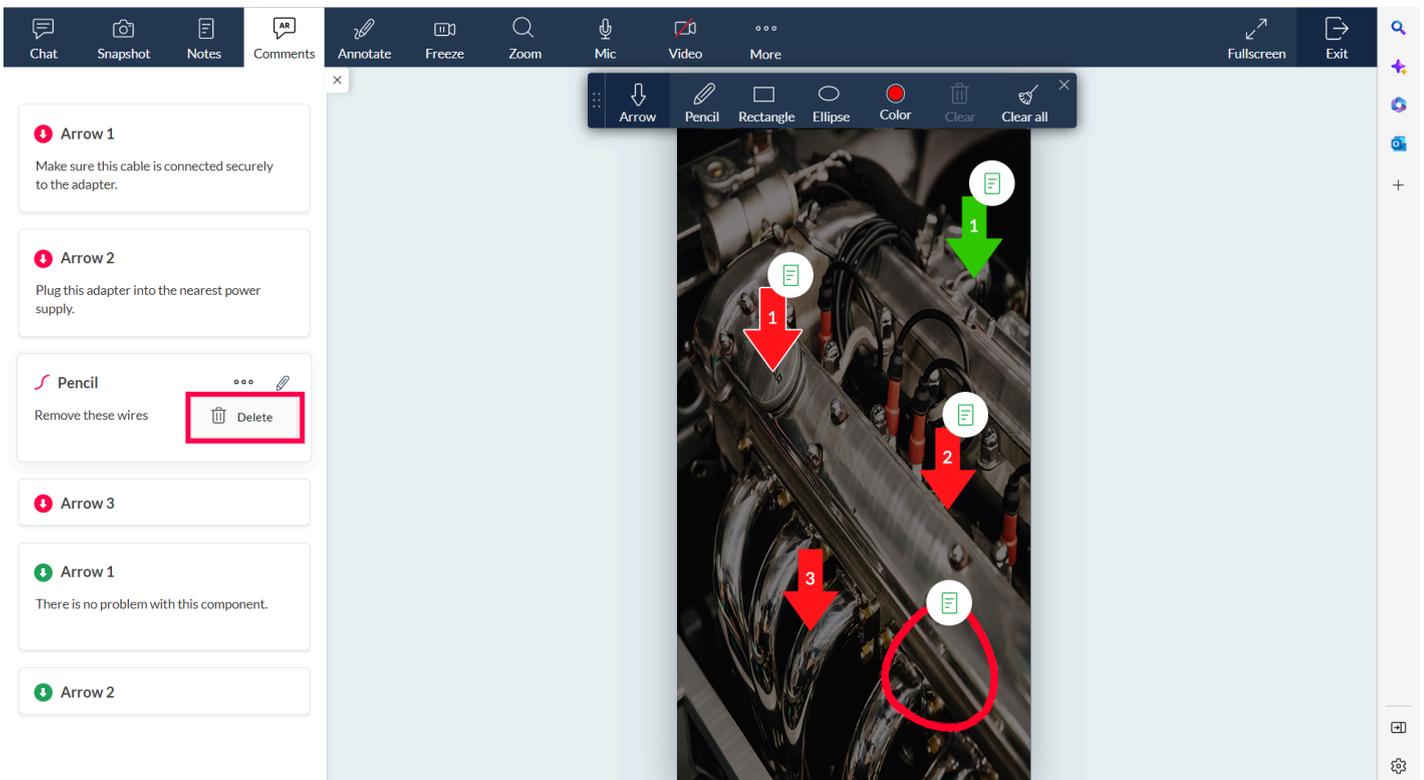
2. Enter your comment and click the  icon to save it.

 You can add comments to annotations added by the customer and edit them anytime.



Delete a comment

1. Hover over the arrow or annotation and click on the More icon ^{ooo}
2. Select the *Delete* option and the comment will be deleted.

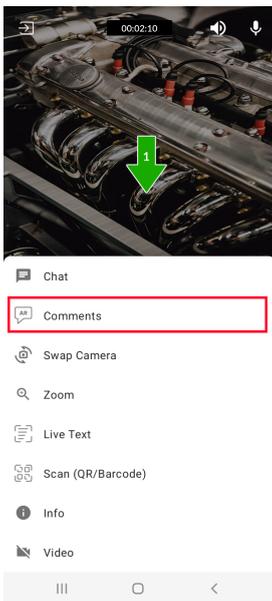


 When you delete a comment, the arrow associated with the comment will also be deleted. However, you won't be able to delete customer's annotations or the comments added to those annotations.

AR Comments for Technician (Mobile)

Add or Edit a comment

1. After placing arrows or annotations, go to *Comments* under More option.

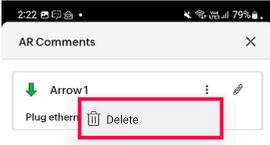


2. Click the edit icon of an arrow to add or edit a comment in it.



Delete a comment

1. Go to *Comments* under the *More* option.
2. Click the *More* icon of a comment and choose the **Delete** option. The comment along with the arrow will be deleted.



AR Comments for Customer (Mobile)

A customer joining a remote assistance session has the following AR functionalities:

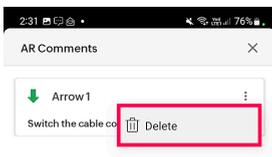
- They can add their own annotations by tapping or drawing anywhere on the screen.
- They can select an annotation to view the comments added by the technician.
- They can get an overview of comments by going to *Comments* under *More* option.



Comments added by the technician
will be visible here.



- They can delete the annotations they have added anytime. Any comments added by the technician will be deleted along with it.



i *The customer won't be able to add or edit comments to any annotation in a session. Only the technician has the functionality to add comments.*