



AR Measurement

The AR Measurement tool in Zoho Lens can be used to remotely calculate the distance between two points, measure the length of objects such as wires, and get the dimensions of electrical equipment or household appliances. If a measurement needs to be taken during a remote assistance session, it can be done without leaving the session using this tool.

This tool allows a technician or a customer (streaming their smartphone camera feed) to measure the desired distance, length, or dimensions.

Requisites for using AR measurement:

- A remote assistance session must be established between the technician and participant.
- Participants must ensure that AR mode is enabled before streaming their camera.

To use AR measurement (Mobile app)

Guide the participant streaming their camera through these steps in order to use this tool.

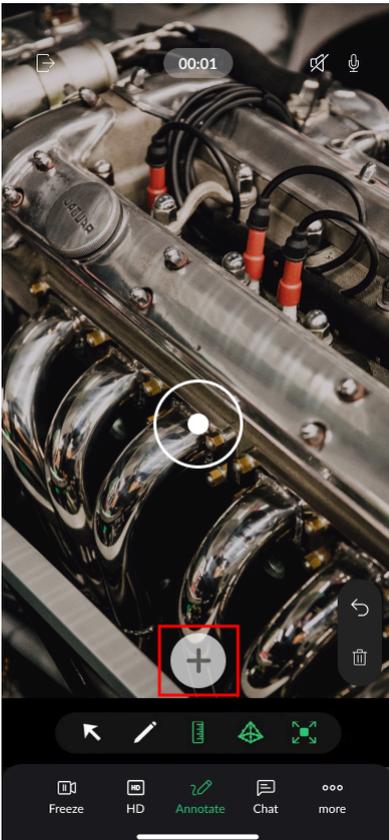
1. Tap on the Annotate option in a remote assistance session.



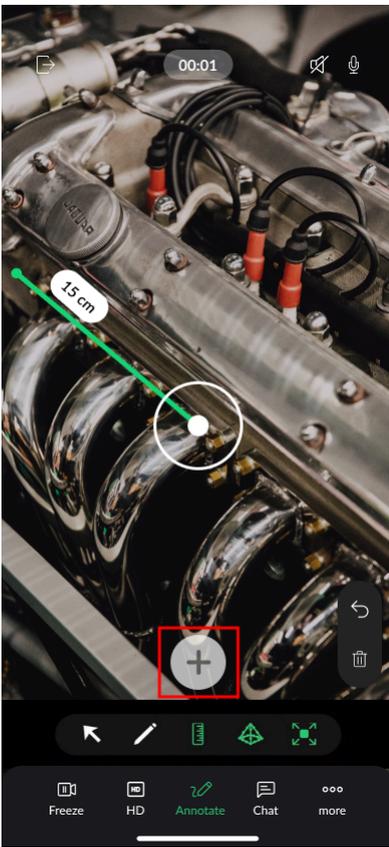
2. Choose the AR Measurement tool (Ruler icon). A + button and a marker will appear.



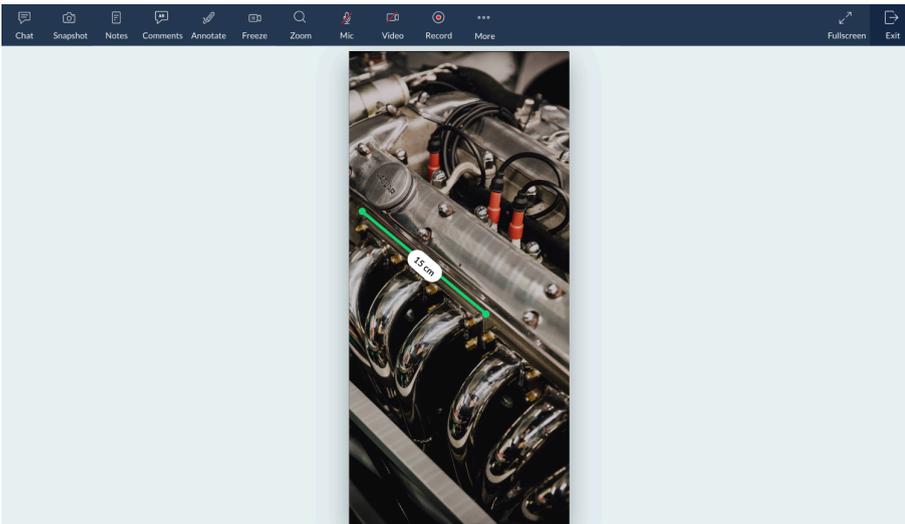
3. Position the marker from where you want to measure the distance or object and tap the + button to start measuring.



4. Move your smartphone camera until you reach the desired point, then tap the + button again to finish measuring.



5. The measured length will be visible to all participants in a remote assistance session, regardless of the device they are using.



Tips

1. For a better measuring experience, move your smartphone camera around the focus area to enhance mapping of the environment.
2. If the measured length looks blurred on the camera stream, enable the HD option for better resolution.
3. To get accurate measurements, ensure that the object is in clear contrast to its background (lighter objects on darker backgrounds and vice versa).

