



# Virtual Pointer

The Virtual Pointer is an annotation tool, much like the arrow or pencil. It can be used by all participants (customer, primary technician, secondary technician, and guest technician) in a remote assistance session. Its main purpose is to direct the viewer's attention temporarily to specific areas in the live stream.

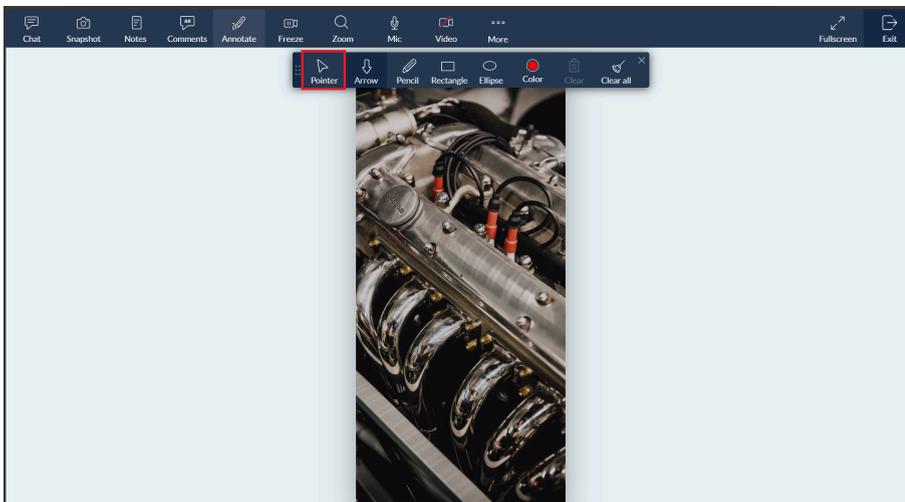
However, its functionality is slightly different from the other annotation tools. A user can place 18 annotations (arrows, pencil, ellipse, or rectangle) at once. However, the virtual pointer can be placed only once per user. When another pointer is placed, the previous one fades away automatically.

## Requisites for virtual pointer

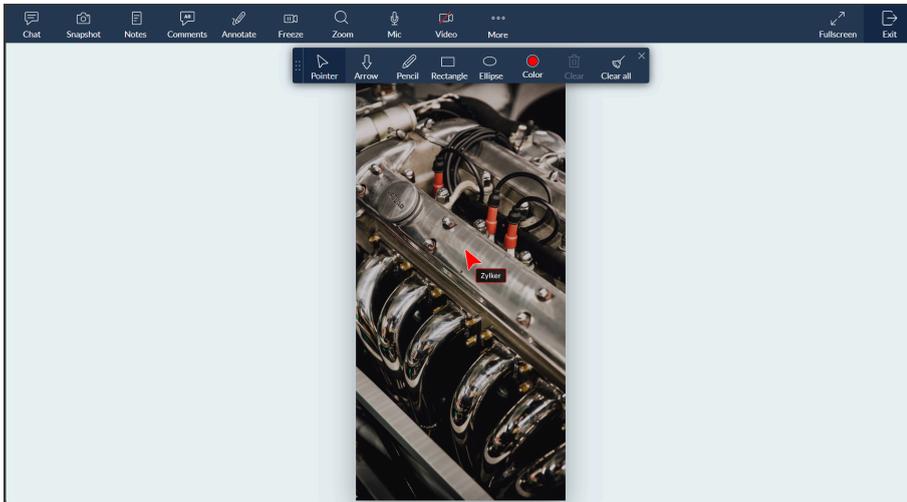
- Participants must ensure that AR mode is enabled before streaming their camera.

## To use Virtual Pointer (Desktop)

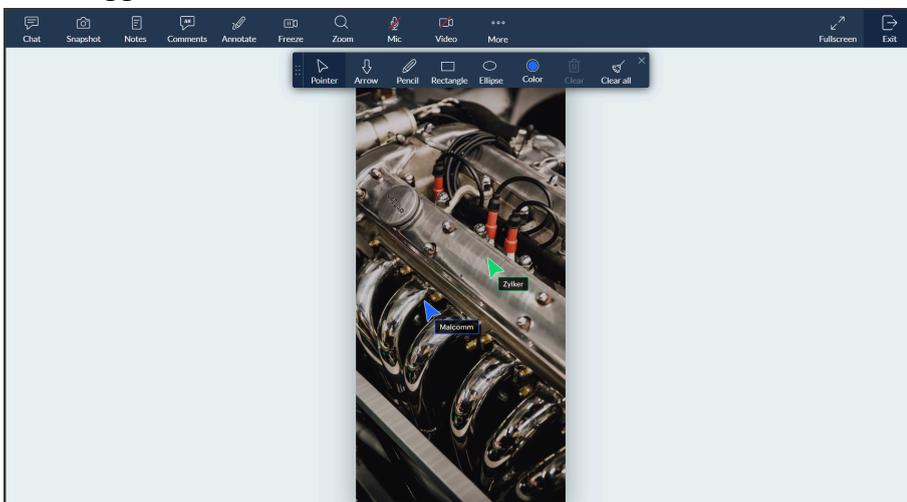
1. Click the **Annotate** option and select the **Pointer** tool.



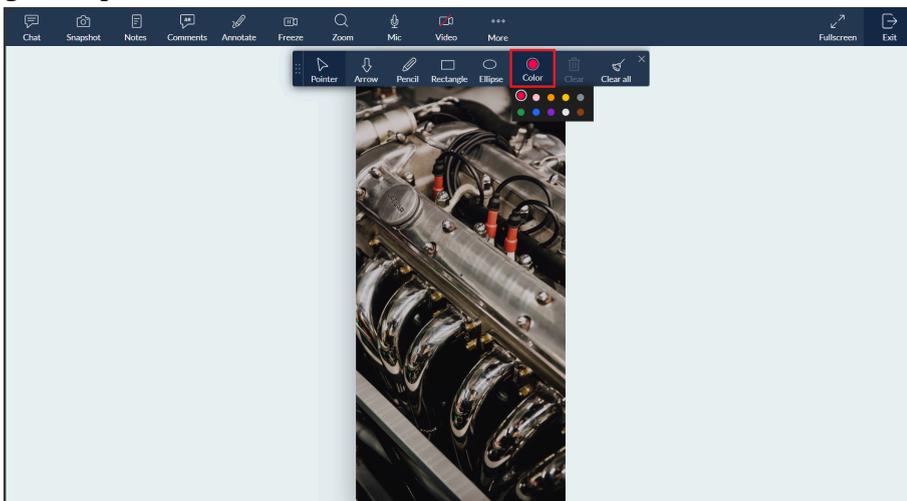
2. Click anywhere on the live camera stream to place your pointer.



3. Participants can also place a pointer of their own simultaneously. You can identify the pointer with the name that's tagged to it.



4. If you'd like to differentiate your pointer with another color, you can use the Color tool and select from the given options.



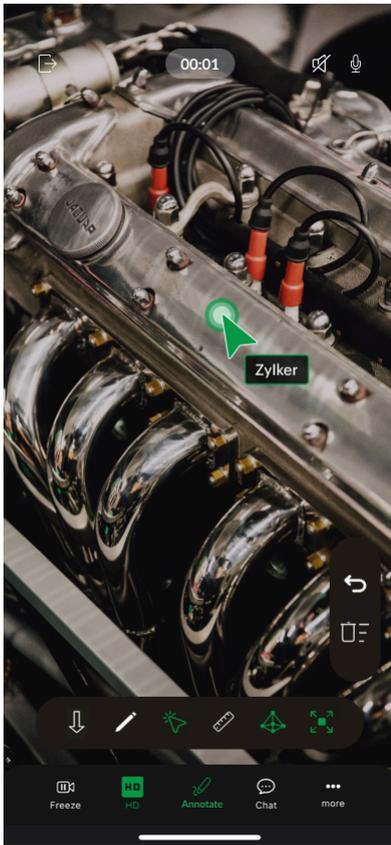
❗ Virtual Pointer cannot be selected like other annotations, and AR Comments cannot be added to any pointer.

## To use Virtual Pointer (Mobile App)

1. Tap on the **Annotate** option and select the **Pointer** tool.



2. Tap anywhere on the camera stream to place your pointer.



### **Quick info:**

- The virtual pointers of all participants are captured in a Lens session recording.
- You can use the virtual pointer along with the other annotation tools during offline recording.