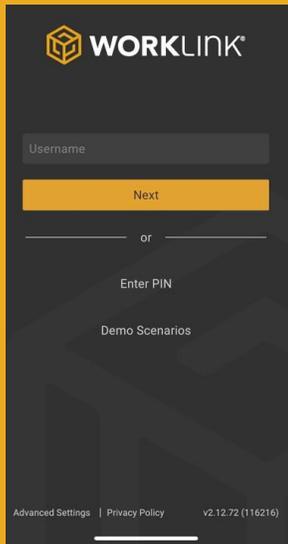
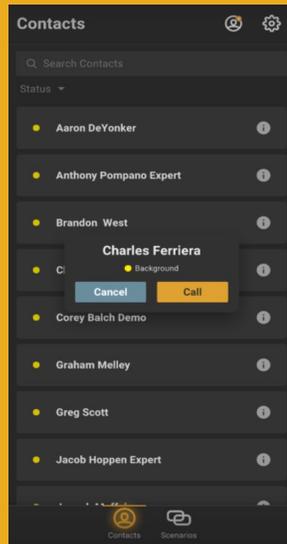


LOGIN

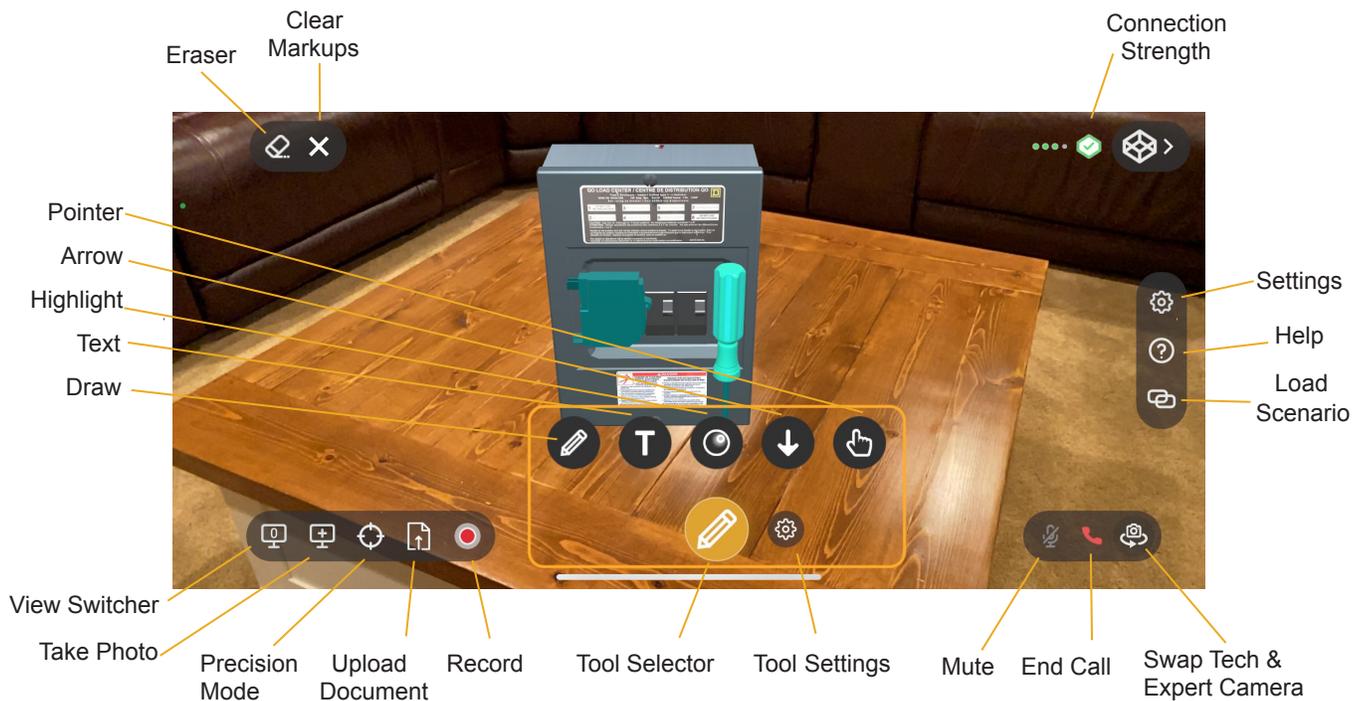


CALL AN EXPERT



- The contact list shows all Experts and Tech+ users, depending on your license, active in your company.
- To connect, tap the contact name and press **Call**.
- **Contact Status**
 - Available
 - Available but app backgrounded
 - On a WorkLink Call (busy)
 - Offline
 - ! Non-compatible version of the app
- Info button: Additional contact status information.

WORKLINK CALLING VIEW



Learn more: [WorkLink Calling Menu Icons](#)

FEATURE DETAILS

WorkLink Calling has many advanced features for the Technician and Expert to use.

SCREEN TOOLS

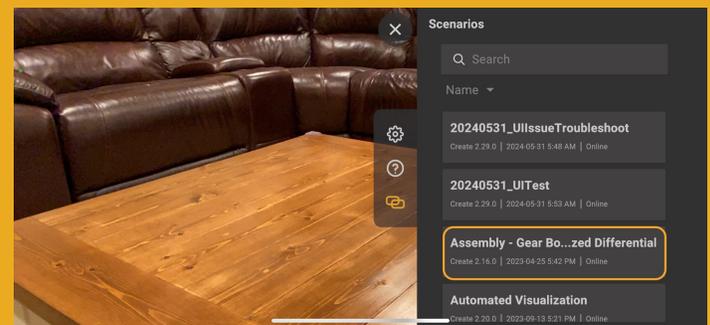


-  **View Switcher** - navigate between any screenshots or saved views you have taken during the call, or return to the live video view.
-  **Capture View** - capture and annotate a live-view of your camera feed. Annotations will be included on **all** captured views.
-  **Precision Mode** - allows you to “pause” or “freeze” your view to a high quality still image.
-  **Upload Document** - Upload a document from their device to share.
-  **Record** - Record a call or a portion of a call. Tap to start and stop recording.
-  **Swap Tech & Expert Camera** - switch whose camera view is being presented

Learn more: [Launching a WorkLink Call while viewing a Scenario](#)

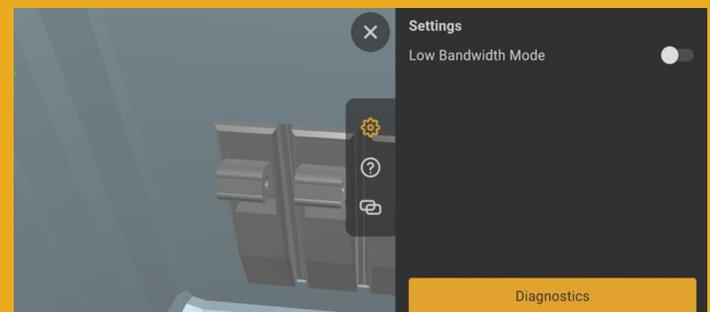
LOADING A SCENARIO IN A CALL

-  **Load Scenario** - Load WorkLink Create instructions into the current call



USING LOW BANDWIDTH MODE

-  **Settings** - Toggle Low Bandwidth Mode. When connectivity is poor, use this to switch from live video to high quality still images.



GUEST INVITE PROCESS - EMAIL & SMS

A guest user is a temporary, unlicensed user that:

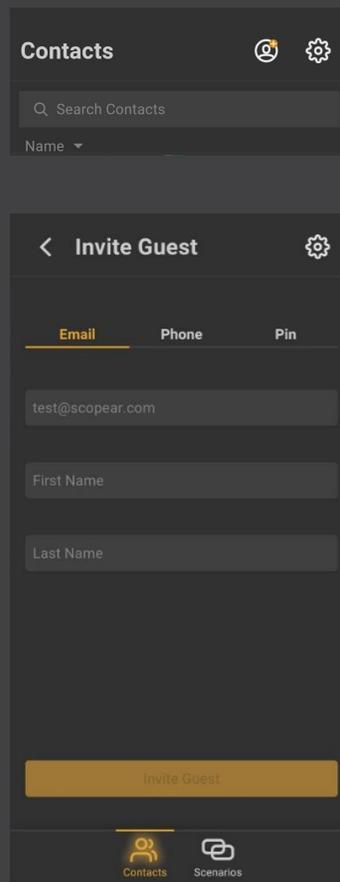
- Must be invited by a user with an Expert role either via email, text message, or PIN
- Can view AR content shared with them while in a WorkLink Call
- Will not have access to the CMS portal



To invite a guest:

1. Log in to the WorkLink App
2. Click the **Invite Guest** button  in the top right corner beside the settings button
3. Select your preferred **Contact Method**
4. Fill in contact details of the guest
5. Click **Invite Guest for Email & Phone, Create Pin** for Pin invite

Note: only Experts can invite guest users



The screenshot shows two screens. The top screen is titled 'Contacts' and has a search bar and a 'Name' dropdown. The bottom screen is titled 'Invite Guest' and has three tabs: 'Email', 'Phone', and 'Pin'. The 'Email' tab is selected, showing input fields for 'test@scopear.com', 'First Name', and 'Last Name'. At the bottom of the 'Invite Guest' screen is an 'Invite Guest' button and two icons for 'Contacts' and 'Scenarios'.



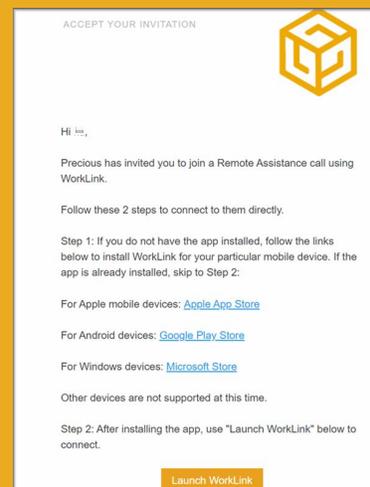
To join as a guest after receiving an invite:

1. Use the links in the text/email to launch the Worklink App
2. If the WorkLink App is not already installed on the device, the link will redirect the guest to the respective app store to download the WorkLink app before joining the expert.

Text

You were invited to WorkLink.
 Launch WorkLink by tapping: <https://cms.scopear.com/i/RN0Xz-x7kpQaroA0l>

Email



The screenshot shows an email titled 'ACCEPT YOUR INVITATION' with the WorkLink logo. The body of the email says: 'Hi ... Precious has invited you to join a Remote Assistance call using WorkLink. Follow these 2 steps to connect to them directly. Step 1: If you do not have the app installed, follow the links below to install WorkLink for your particular mobile device. If the app is already installed, skip to Step 2. For Apple mobile devices: [Apple App Store](#) For Android devices: [Google Play Store](#) For Windows devices: [Microsoft Store](#) Other devices are not supported at this time. Step 2: After installing the app, use "Launch WorkLink" below to connect.' At the bottom right is a 'Launch WorkLink' button.

Learn more: [WorkLink Call Guest Invite](#)

GUEST INVITE PROCESS - PIN

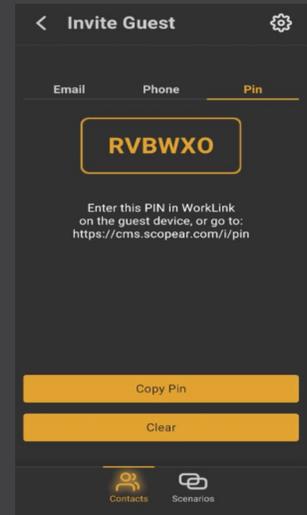
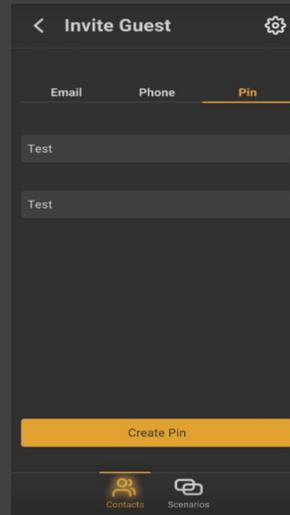
An expert is able to invite a guest to a WorkLink Call by sharing a PIN access code with the guest.



EXPERT

To generate a PIN:

1. Sign into the WorkLink App > **Invite Guest**, then select **PIN** option
2. Enter first name and last name of guest
3. Tap **Create PIN**
4. Copy PIN and provide details to guest over the phone/text/email




GUEST

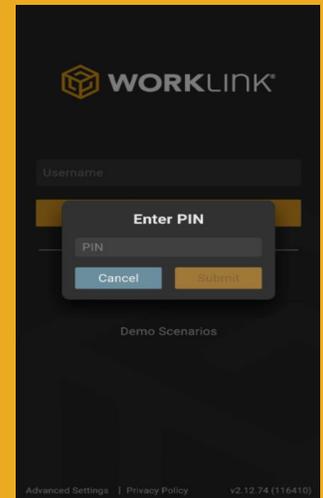
Option 1 - Browser

1. Launch browser on the same device and enter <https://cms.scopear.com/i/pin>
e.g. <https://cms.scopear.com/i/JPXDB9>
2. If WorkLink is not already installed on the Guest's device, they will be redirected from the link they entered to their respective App Store to install WorkLink and the guest will be automatically connected to the Expert on a call.

NOTE: Guests cannot use a PIN on the Google app browser. Supported browsers are: Safari, Chrome and Edge.

Option 2 - WorkLink App

1. Download the WorkLink App from the respective App Store.
2. Then tap on the **"Have a PIN?"** button on the log-in page to enter the PIN.
3. Guests will be processed to join the Expert on a call.



Learn more: [WorkLink Call Using a PIN](#)

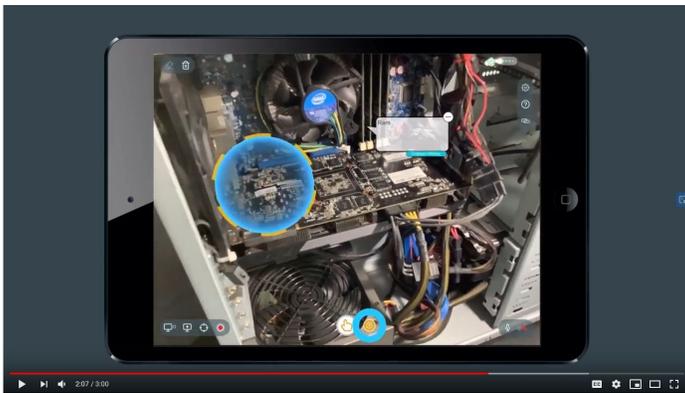
VIDEO WALKTHROUGHS

The short videos linked below dive into more features and best practices for the Worklink App.



WorkLink App: Overview

Learn the basics of the WorkLink app and how it can be used for **WorkLink Call**, viewing **Work Instructions**, and a combination of both.



WorkLink App: Annotating

Learn the basics of the **Annotation** tools available within WorkLink Calls to quickly and easily highlight and convey information between callers.



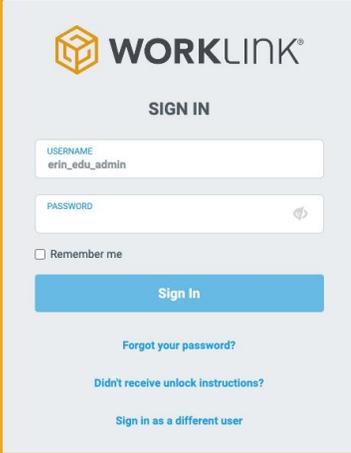
Worklink App: Calling

Learn how to read the status of contacts and make and receive calls with the WorkLink app.

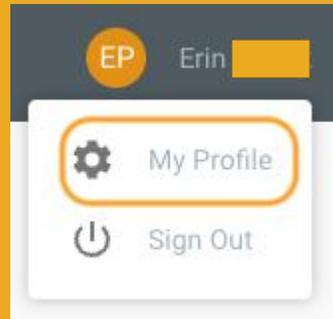


WorkLink App: Precision/Recording

Learn about **Precision Mode**, allowing you to more precisely annotate on a still image while keeping the video live for the other caller. Learn how to **Record** a call and how it's uploaded for later review.

ACCESSING THE CMS**LOGIN**

The screenshot shows the WorkLink login interface. At the top left is the WorkLink logo. Below it is the text "SIGN IN". There are two input fields: "USERNAME" with the value "erin_edu_admin" and "PASSWORD". Below the password field is a checkbox labeled "Remember me". A blue "Sign In" button is positioned below the form. At the bottom of the page, there are three links: "Forgot your password?", "Didn't receive unlock instructions?", and "Sign in as a different user".

SELECT MY PROFILE

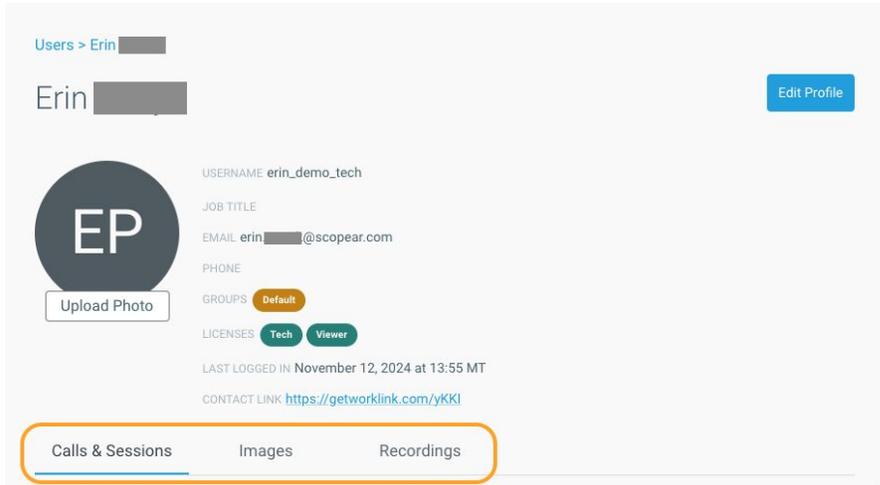
- Go to cms.scopear.com
- Enter your Scope AR username
- Enter your Password
- Select Sign In

**WORKLINK CMS PROFILE:
CALLS, IMAGES, and
RECORDINGS**

To view a history of your calls and sessions you will need to log into the WorkLink CMS and go to your profile or the Calls tab on the left-hand menu.

Here you will find a list of your recent call history as well as any images or recordings taken from those sessions.

Learn more: [What is the Scope AR CMS?](#)



The screenshot shows the user profile page for "Erin". At the top, it says "Users > Erin". Below this is the name "Erin" and an "Edit Profile" button. There is a circular profile picture with the initials "EP" and an "Upload Photo" button. To the right of the profile picture, the following information is displayed: USERNAME: erin_demo_tech, JOB TITLE, EMAIL: erin@[redacted]@scopear.com, PHONE, GROUPS: Default, LICENSES: Tech, Viewer, LAST LOGGED IN: November 12, 2024 at 13:55 MT, CONTACT LINK: <https://getworklink.com/yKKI>. At the bottom, there are three tabs: "Calls & Sessions", "Images", and "Recordings". The "Calls & Sessions" tab is highlighted with an orange border.



The screenshot shows the "Recent Sessions" table. At the top right of the table is a "View All" link. The table has the following columns: Session ID, Duration, Type, Grade, Progress, and Version. The first row of data is:

Session ID	Duration	Type	Grade	Progress	Version
Maintenance - Circuit Breaker #193722 Oct 23, 2024, 14:58 MT	3s	Work Instruction	n/a	7%	v8