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## Tech Live Look Information Bulletin

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TLLI 2601

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### How to use Frontline.io on Mobile Devices & Tablets

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USA Only

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**Vehicle Type:** All Porsche Vehicles

**Subject:** How to use the Tech Live Look platform, Frontline.io on Mobile Devices & Tablets

**Information:** This bulletin will guide PCNA users through how to use the Frontline.io application on mobile devices and tablets including iPhones, iPads, Samsung Galaxy phones/tablets, Google Pixel phones, etc.

**Procedures:** The following procedures should be followed to use the Frontline.io application on your mobile device or table.

#### 1. Open the Frontline.io Application and perform PPN Single-Sign-On (SSO)

After following the instructions given in "First Time Logging into Frontline.io", Porsche Centers can use the same credentials for their PPN account to perform single-sign-on into the application. If not already logged into PPN on your device, you may be asked to complete PingID two factor authentication.

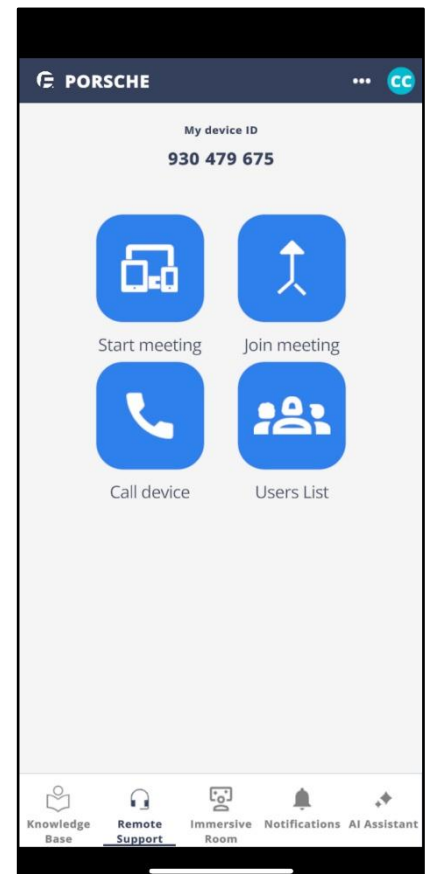
#### 2. Allowing permissions and notifications

Upon opening the application for the first time, you may be asked to allow notifications and/or microphone and camera permissions. Select **Allow** so that you may be notified of any future calls and be able to share your camera and audio

#### 3. Frontline.io Application Navigation

Once inside the Frontline.io application, Porsche Centers can navigate to the Remote Support tab on the bottom left to access the Remote Assist Dashboard. Depending on your role and permissions, you may see some of the features greyed out to prevent use. Below are the features of the Remote Assist Dashboard:

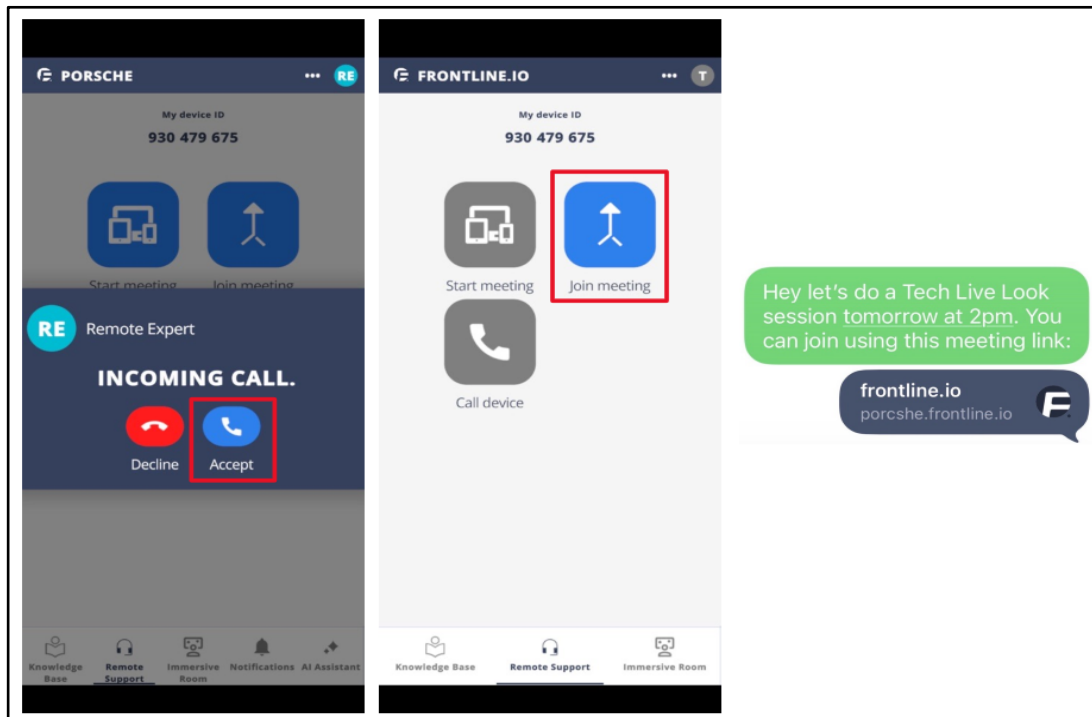
- a) My Device ID
  - i) Your unique device ID that can be dialed by the remote expert initiating the TLL Session
  - ii) Can be used in place of your user account if you are experiencing issues
- b) Join Meeting
  - i) Allows users to join TLL session if given Meeting ID and Meeting password from Remote Expert
  - ii) Useful for pre-scheduled Tech Live Look sessions or Porsche Centers with poor internet connectivity
- c) Start Meeting
  - i) Used to initiate a TLL session
  - ii) Only available to users with the Remote Expert role (FTMs, Technical Support, etc.)
- d) Call Device
  - i) Used to call another device using their unique Device ID
  - ii) Only available to users with the Remote Expert role (FTMs, Technical Support, etc.)
- e) Users List
  - i) Used to find workspace users that are in the PCNA Tech Live Look program
  - ii) Only available to users with the Remote Expert role (FTMs, Technical Support, etc.)



**4. Joining a Tech Live Look Session**

Depending on the method designated by the Remote Expert initiating the Tech Live Look session, there are three separate ways to join a Tech Live Look session. Note: As of now, users must have the Frontline.io application open in order to receive a notification of a Tech Live Look session beginning.

- a) Receiving a Tech Live Look Call
  - i) While having the Frontline.io application open, the user will receive a notification and ring on their device showing the Remote Expert who is calling them
  - ii) To join the call, select the blue **Accept** phone icon
  - iii) If prompted, allow all camera and microphone permissions
- b) Join Meeting
  - i) From the Remote Assist Dashboard select **Join Meeting**
  - ii) When prompted, fill in the Meeting ID & Meeting Password provided prior to the session by a Remote Expert
  - iii) If prompted, allow all camera and microphone permissions
- c) Meeting Link
  - i) If given a meeting link from the Remote Expert, select the link to open up the Frontline.io application
  - ii) You may be first taken to a webpage prompting you to join through application or web, select **Join on the frontline.io app**
  - iii) This will automatically open up the Frontline.io application and join you in the Tech Live Look session
  - iv) If prompted, allow all camera and microphone permissions

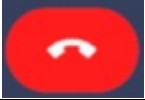
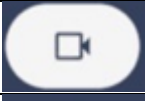

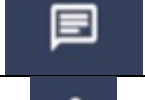
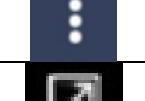

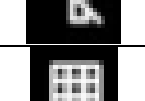

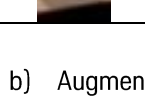


Examples of the three ways to join a Tech Live Look Session



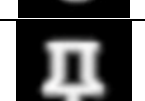
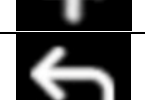
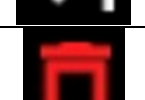
**5. Tech Live Look Session Features**

Once in the Tech Live Look session you will have access to the following features:

a) Basic Features

	End Call
	Toggle camera on/off
	Toggle microphone on/off
	Open chat window to send message or share/view a file
	View participants, change settings, minimize remote assist session, show live captions, and obtain call info (Meeting ID, Meeting Password, and Meeting Link)
	Make selected window full screen
	Turn device flashlight on/off
	Return to multi-user view
	Enter Augmented Reality annotation mode

b) Augmented Reality Annotations

	Free-hand draw AR annotations
	Place a pulsing circle icon to highlight area of interest where tapped
	Place numbered arrows in field of view where tapped
	Undo last drawing or icon
	Delete all AR annotations

#### 5. End call

Once you have completed the Tech Live Look session you can hang up using the red phone icon and that will close out of the call. If you experience any issues during the call and are dropped, you can use the Meeting Information provided or ask to be called again by the Remote Expert

#### Best

#### Practices:

There are a few items that PCNA suggests for best practices when using Frontline.io on a mobile device:

- All users must follow instructions for "First Time Log-In" before logging into the Frontline.io mobile application
- Users may be asked to move device around environment for Augmented Reality annotation tracking, we suggest aiming the camera to an area with good, low-contrast lighting. Overly bright and/or shadowy areas will make the device lose AR tracking
- AR annotations can be used by both end-users and remote experts but is best utilized by the Remote Expert supporting the Tech Live Look session

#### **Support:**

If you have any questions regarding this update, please submit a PRMS ticket under **Special Tools --> Tech Live Look**

For updated versions of this document or other TLL documentation, please visit this link on PPN:

[https://ppn.porsche.com/portal/community/porsche\\_cars\\_north\\_america/after\\_sales/service/tech-live-look](https://ppn.porsche.com/portal/community/porsche_cars_north_america/after_sales/service/tech-live-look)

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