

## Tech Live Look Information Bulletin

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TLLI 2602

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### How to use Frontline.io on the HoloLens 2

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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 the HoloLens 2

**Information:** This bulletin will guide PCNA users through how to use the Frontline.io application on their HoloLens 2 device to receive Tech Live Look support through remote assist.

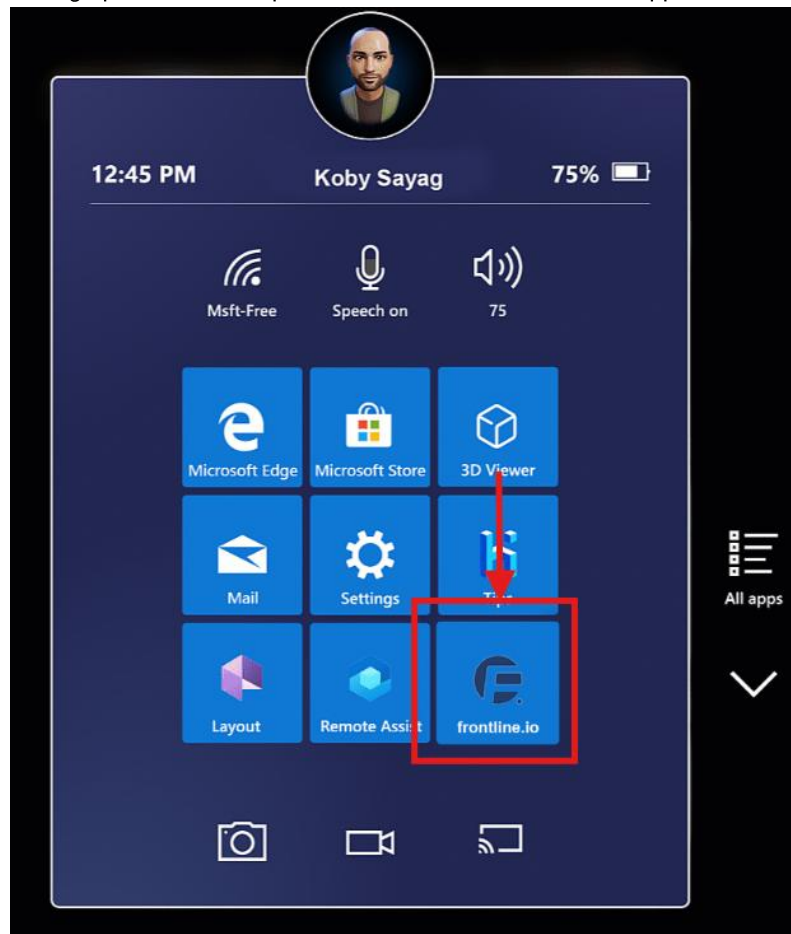
**Procedures:** The following procedures should be followed to use the Frontline.io application on HoloLens 2.

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

After following the instructions given in "First Time Logging into Frontline.io", Porsche Centers can access the Frontline.io web application from their desktop or mobile device using their same PPN credentials

#### 2. Opening the Frontline.io Application on your HoloLens 2

From the HoloLens 2 main menu, select the Frontline.io application. If the application is already installed and does not show up on your Main Menu screen, select all apps and scroll until found. Once selected you will be prompted to hit the play button on the holographic cube that opens to initiate the full Frontline.io application.



#### 3. Connect your device to your Frontline.io log in

On the HoloLens 2, select **Login on Another Device**. This will provide you with a code that you may input into the Frontline.io web application or using [device-login.frontline.io](https://device-login.frontline.io). Completing the login process on the website will establish your user session on the HoloLens.



#### 4. Frontline.io Application Navigation

Once inside the Frontline.io HoloLens 2 application, users will only see the main dashboard and their Device ID. The Device ID is unique to the device itself and can be used in place of the user's information to receive calls. More content will be added to the dashboard over time as PCNA expands training material in Frontline.io


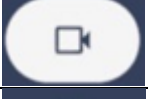


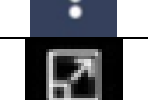
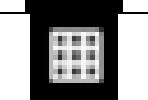

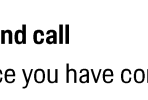
#### 5. Joining a Tech Live Look Session

On the HoloLens 2, there are two main ways to receive a Tech Live Look session. Note: users will need to have to open the Frontline.io application in order to receive the incoming call.

- a) Direct User Call
  - i) Remote Expert will call directly using your user account credentials
  - ii) Answer call using blue **Accept Call** icon
  - iii) May need to toggle camera on when joining session
  - iv) Ideal if logged into the headset with your own account and username
- b) Device ID
  - i) Remote Expert will call directly using your unique Device ID
  - ii) Answer call using blue **Accept Call** icon
  - iii) May need to toggle camera on when joining session
  - iv) Ideal if experiencing issues with log in or current user is not logged in
  - v)

#### 6. Tech Live Look Session Features on HoloLens 2

Once in a Tech Live Look session on HoloLens 2 you will have access to the following 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  |
|  | Return to multi-user view   |
|  | Enter Augmented Reality annotation mode   |

#### 7. 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** There are a few items that PCNA suggests for best practices when using Frontline.io on a HoloLens 2:

**Practices:**

- All users must follow instructions for "First Time Log-In" before logging into the Frontline.io HL2 application
- The HoloLens 2 experiences reduced functionality of applications when the battery level drops below 30%.
- lighting is required for good anchoring of the Digital Twin on the real object in the HoloLens.
- Navigation Methods for HoloLens App Menus: There are 3 ways to navigate through the different menu windows in the HoloLens app,
  - Touching
  - Air Pinching
  - Voice commands.
- Additional training material can found on the Frontline.io help page found below:
  - <https://helpdesk.frontline.io/portal/en/kb/search/hololens%202>

#### **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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