

Technical product information

Topic	Real Wear Setup and Guide using VYSOR
Market area	Bentley: worldwide (2WBE)
Brand	Bentley
Transaction No.	2083061/1
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
vehicle service -> IT systems	functionality	

Vehicle data

All models

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
***	2002	E		*	*	*
***	2003	E		*	*	*
***	2004	E		*	*	*
***	2005	E		*	*	*
***	2006	E		*	*	*
***	2007	E		*	*	*
***	2008	E		*	*	*
***	2009	E		*	*	*
***	2010	E		*	*	*
***	2011	E		*	*	*
***	2012	E		*	*	*
***	2013	E		*	*	*
***	2014	E		*	*	*
***	2015	E		*	*	*

***	2016	E		*	*	*
***	2017	E		*	*	*
***	2018	E		*	*	*
***	2019	E		*	*	*
***	2020	E		*	*	*
***	2021	E		*	*	*
***	2022	E		*	*	*
***	2023	E		*	*	*
***	2024	E		*	*	*
***	2025	E		*	*	*
***	2026	E		*	*	*
***	2027	E		*	*	*

Documents

Document name
master.xml
realwear_setup_and_guide_using_vysor_final.pdf



Connection offline

Technical product information

Transaction No.: **2083061/1**

Real Wear Setup and Guide using VYSOR

Customer statement / workshop findings

Workshop findings

Retailers may experience difficulties setting up, registering or connecting RealWear devices for use with Be.C.C sessions.

Technical background

This TPI provides a step-by-step guide for RealWear headset setup, Wi-Fi connection, Atheer registration and joining Be.C.C sessions using Vysor. Refer to the attached document for full instructions.

Production change

Not applicable. This TPI is an information and training aid only.

Measure

Review and follow the attached RealWear setup guide. Use the documented process to configure and operate the device before contacting support.

RealWear Setup and Guide using VYSOR:

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Please refer to Retailer academy guidance for more information regarding the physical device

Prior to setup instructions:

Delivery of the device

Upon receiving delivery of your device, there are important steps you **MUST** take to ensure that your device can be loaded with the mandatory software required:

1. Take a clear picture of the serial number on your RealWear Device(s). It will be 15 characters in length.



2. Email the picture(s) to jay.mcgarritty@bentley.co.uk with the subject line:

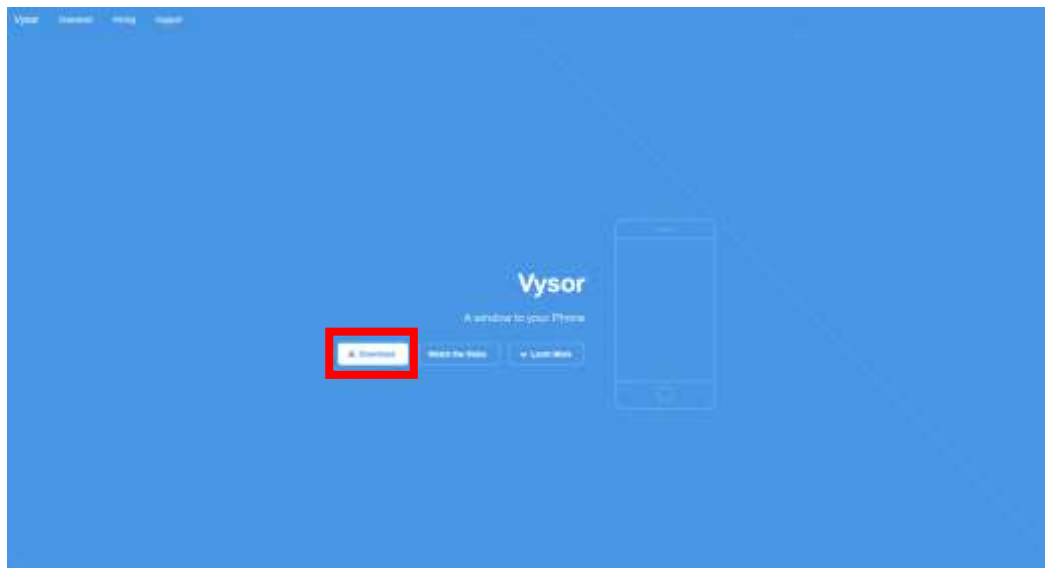
RealWear Registration: RETAILER NAME

Example: RealWear Registration: Bentley Crewe

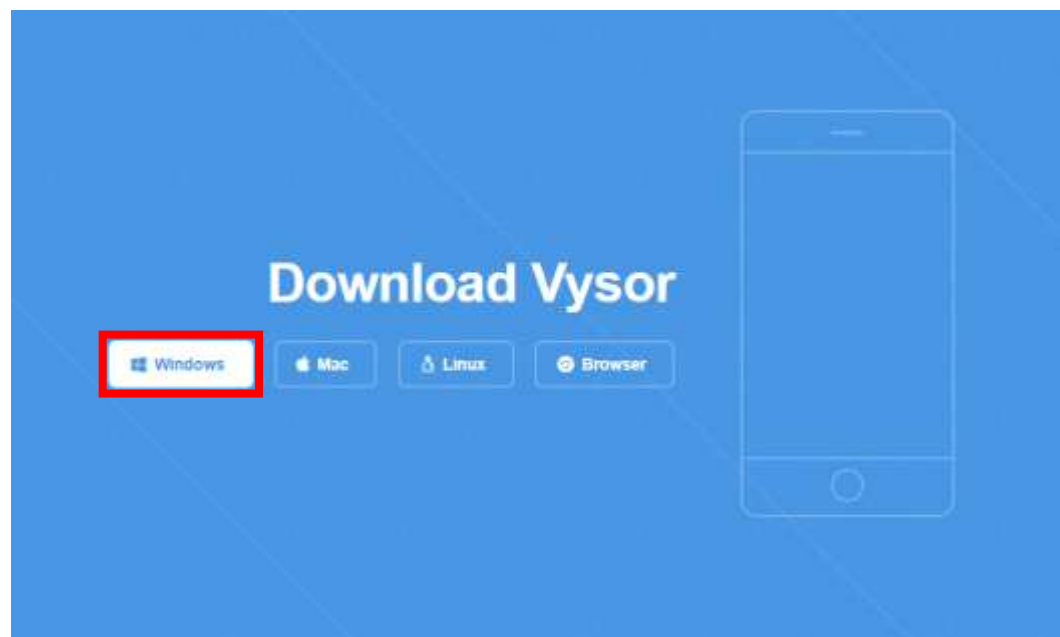
First steps:

Vysor Download

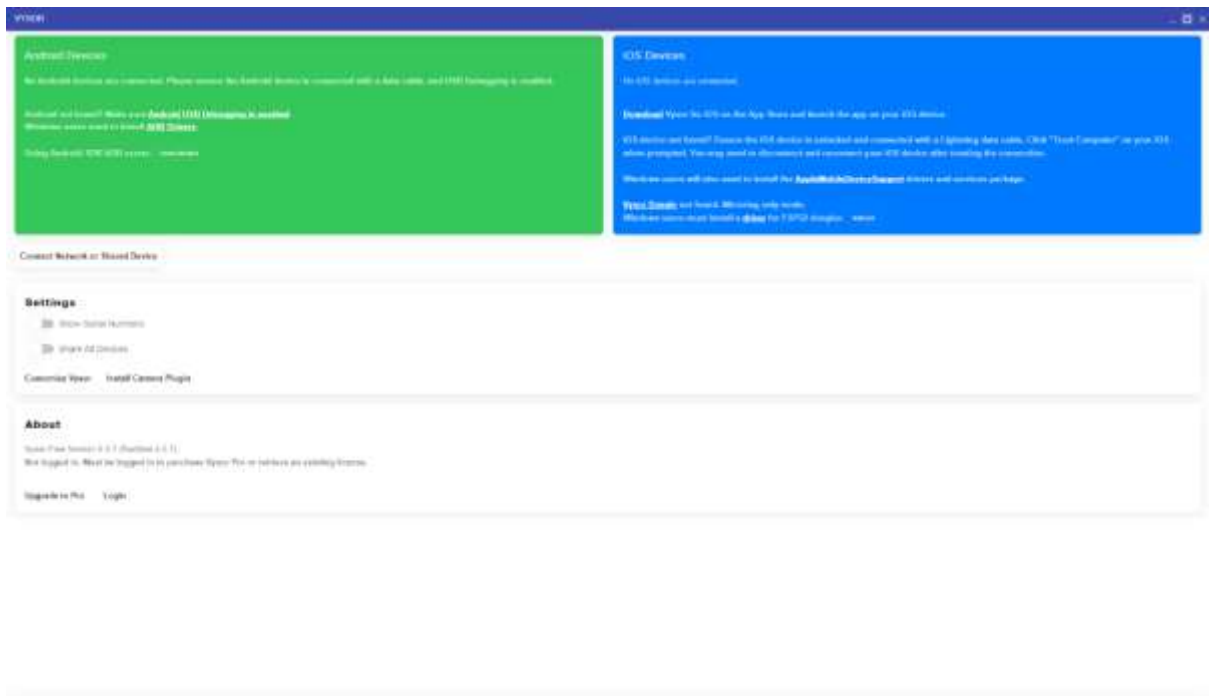
1. On your browser, on your ODIS tester navigate <https://www.vysor.io/>, Click download, highlighted below.



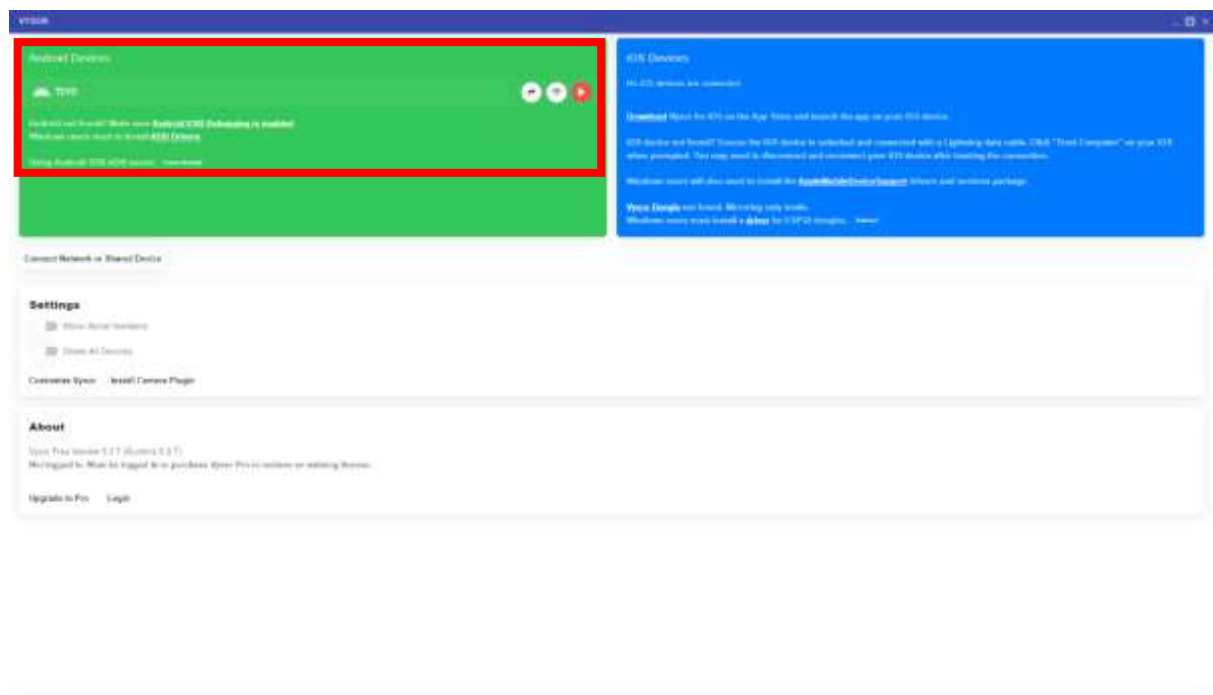
2. Then download Vysor for windows



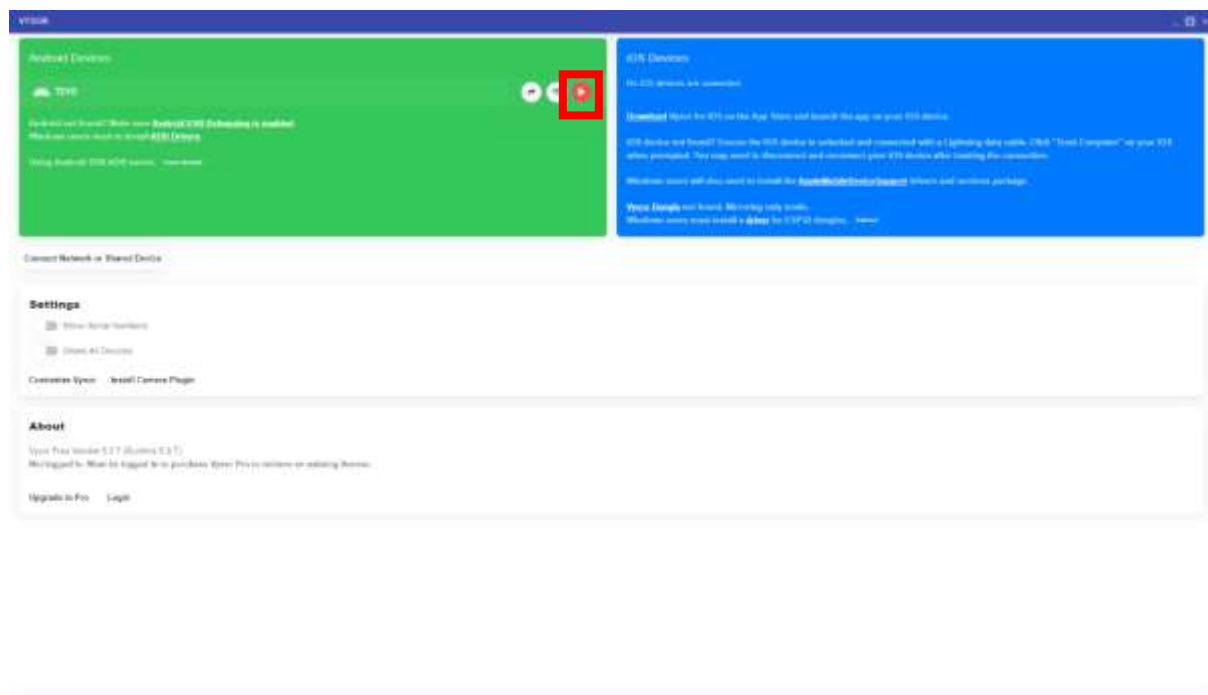
3. Once this application is downloaded, open this application you should see this homepage:



4. Now power on your headset and connect the headset to your ODIS tester using the USB C cable provided
5. On the Vysor application your RealWear device should now be visible in the green box, highlighted below:



6. Press on the 'View Device' button, shown below. Your RealWear device should now be visible

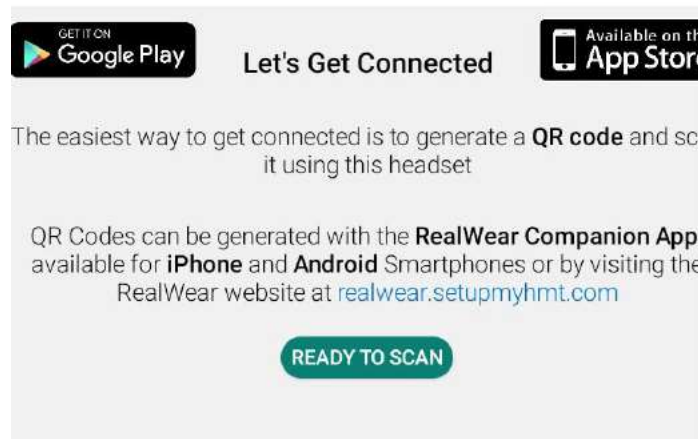


Your device should look like the following:



Initial RealWear headset setup using Vysor:

1. Open Vysor on your ODIS tester and connect the RealWear device to the ODIS tester using a USB C
2. Use the Power Button turn on the device and view the device on Vysor
3. You should now see the 'Let's Get Connected' screen on the left.



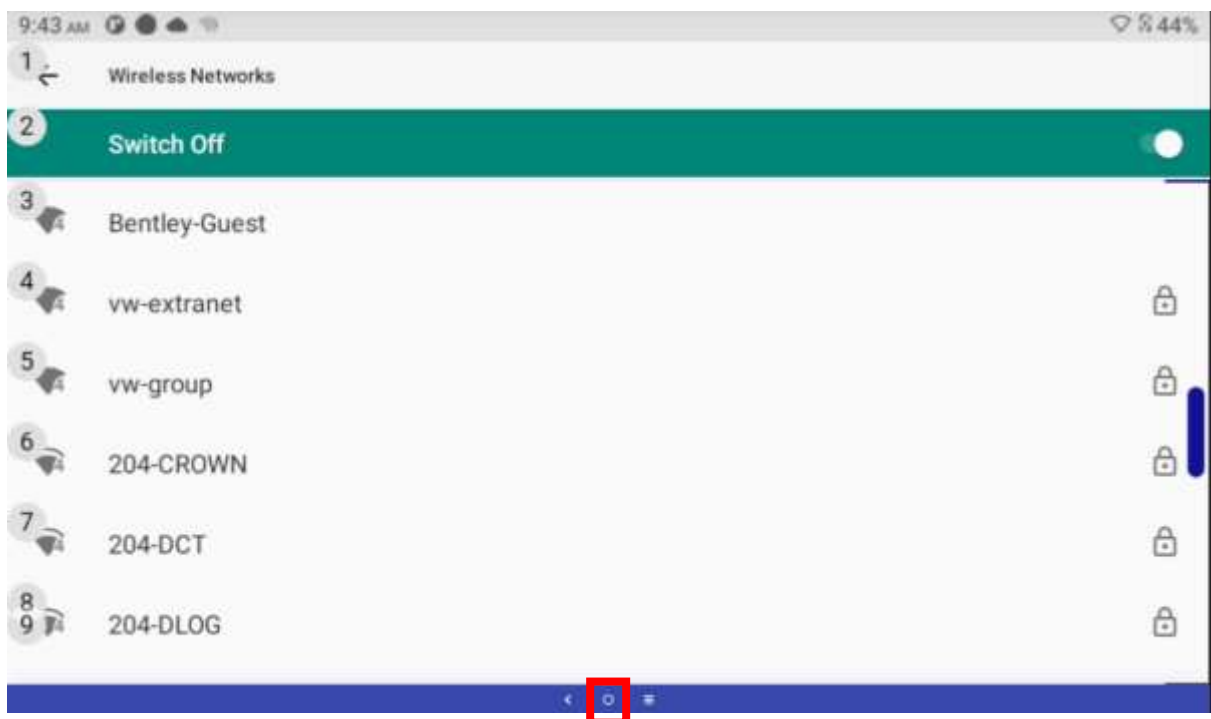
4. Open this website on a **desktop computer**:
<https://realwear.setupmyhmt.com/configure/first-time-setup/locale>
5. Complete the following steps according to your region:
 - **Select your language**
 - **Set date and time**
 - **Wireless Network Setup** - Skip this step and click 'Generate Code' - we will set up Wi-Fi later
6. You will now see a QR code on your screen. Use Vysor and navigate to **My programs > configuration**, then point the camera at this QR code



Connecting the device to a wireless network

Now it is time to connect your device to a wireless network

1. On Vysor, navigate to My Programs>Settings>Network and Internet>Internet, then select your wireless network and enter your password.
2. Then press 'Home' to return you to the homepage shown below:



Registering your device with Atheer using Vysor

1. Navigate to bentley.atheer.io on your **browser** (Not the application) and sign in with the credentials provided to you for **your headset**.

NOTE: THE USERNAME AND PASSWORD WILL BE DIFFERENT TO YOUR ODIS TESTER ATHEER STUDIO CREDENTIALS, IT IS IMPORTANT THAT YOU LOG IN USING THE HEADSET CREDENTIALS

EXAMPLE:

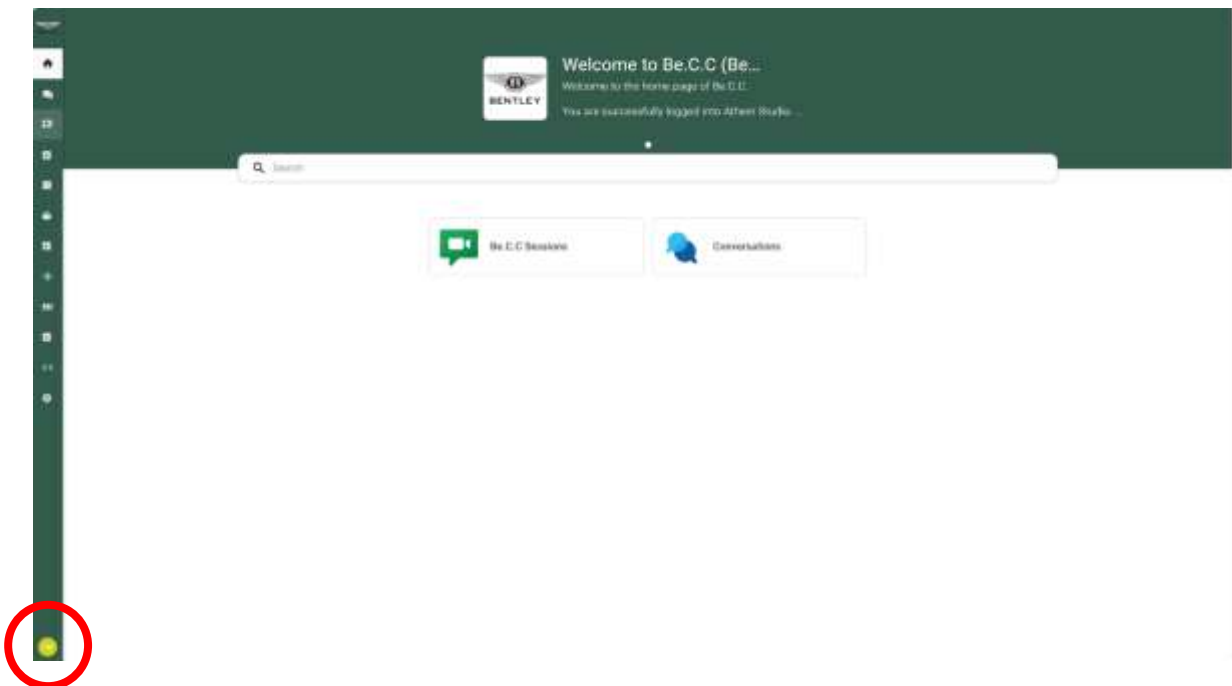
Username – bentley[yourretailername]

Password – Bentley123!

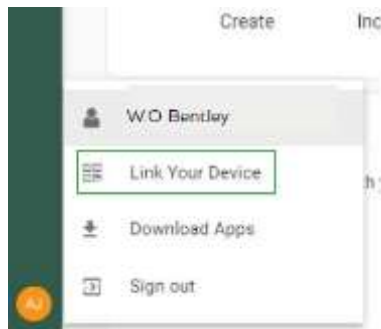
e.g. username – bentleycrewe

*Please contact jay.mcgarrity@bentley.co.uk if you are facing issues with log in details as some usernames may differ or if password is forgotten

2. Once the application is open, navigate to the bottom left-hand corner highlighted by the red circle in the photo below:



3. Press this Icon, then select 'Link your device'

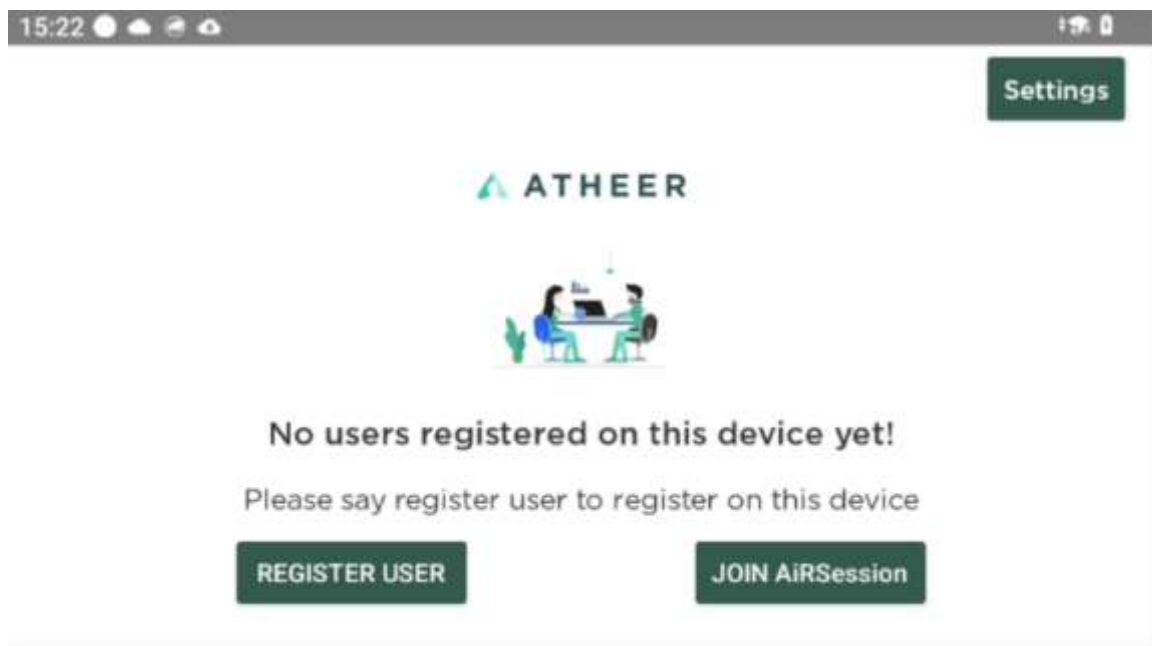


You will then be presented with a temporary, secure QR Code on your browser.

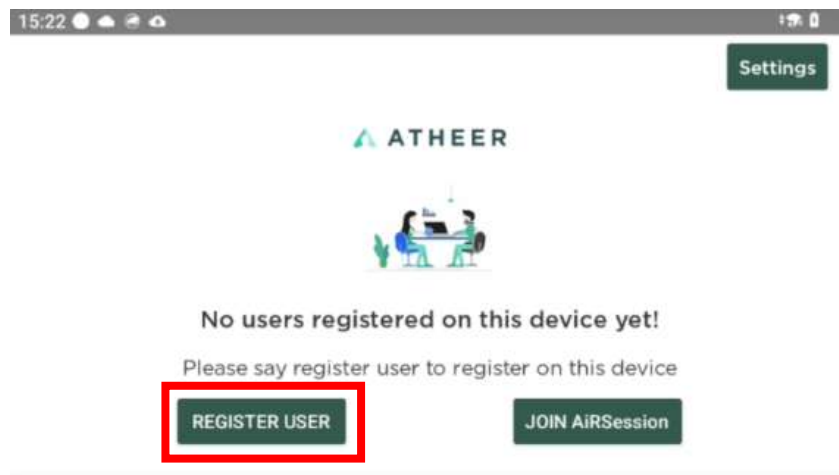
4. On the Vysor application navigate to Atheer Lens

NOTE: IF THIS APPLICATION DOES NOT SHOW ON THE HOMEPAGE, GO ONTO [MY PROGRAMS] THEN TO [ATHEER LENS]

Once opened you should see this page:



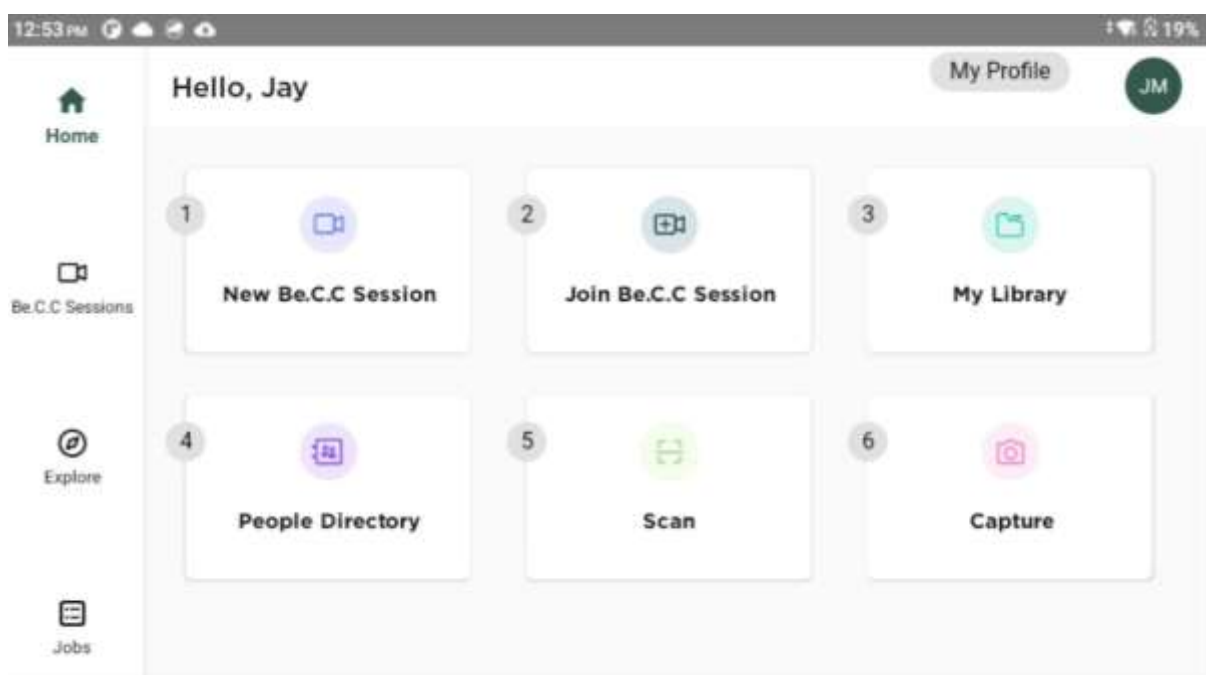
5. On this page, navigate to 'REGISTER USER', highlighted below:



This will open a camera on your headset, please point the camera at the QR code to register. Your username will now appear on the Atheer lens application, at this point you will be prompted to create a 4-digit pin number for your account. Enter your PIN and press 'Enter' and reconfirm.

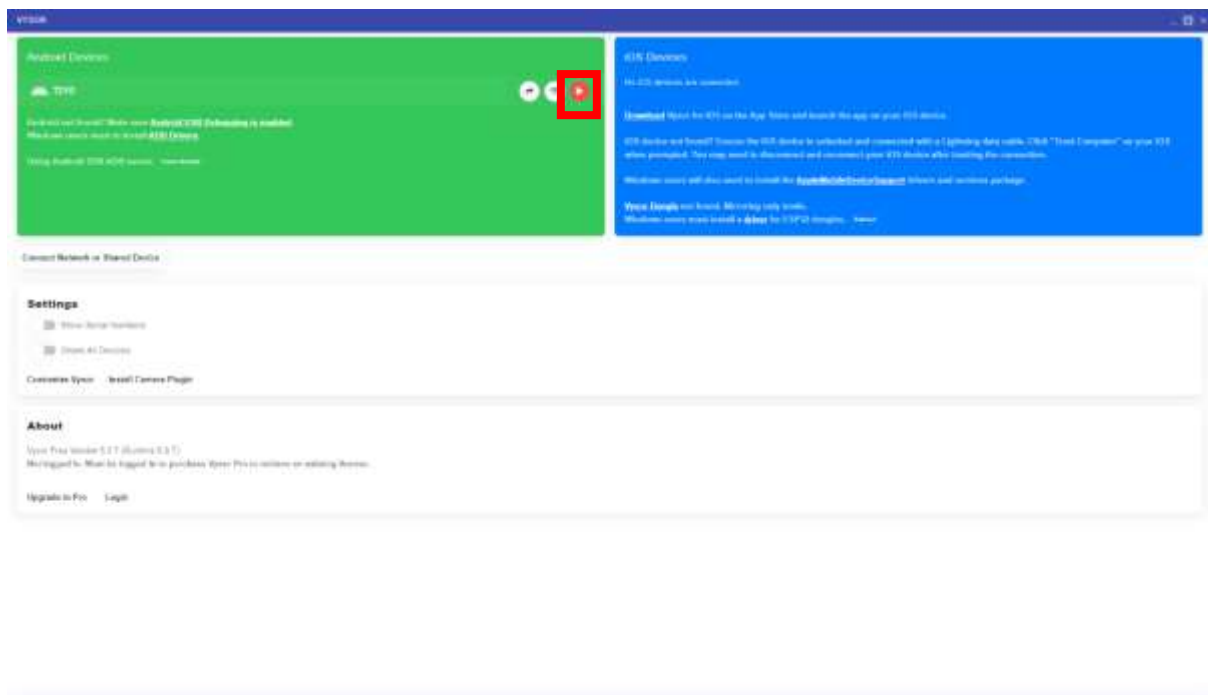
NOTE: PLEASE CREATE A GENERIC/MEMORABLE PIN FOR YOUR DEVICE (E.G 0000, 1234) AS THIS WILL BE REQUIRED EVERY TIME YOU LOG IN FOR ALL USERS, INFORM COLLEAGUES OF THIS PIN NUMBER AS YOU WILL REQUIRE THIS EVERY TIME YOU LOG IN.

Your device is now setup and ready to use, your screen should now look like the following:



Joining a Scheduled Be.C.C Session on the RealWear Device using Vysor

1. On your ODIS tester, open the Vysor application previously downloaded
2. Connect your RealWear device to your ODIS tester using the USB C provided
3. Press on the 'View Device' button, shown below. Your RealWear device will now be mirrored on your ODIS tester



Your device should look like the following:



4. Navigate to the Atheer Lens application
5. Once Atheer lens application opens on Vysor, you will see the users linked to the device (shown below), for example 'Jay McGarrity' (as seen below). To progress, you will need to select your user, which is the user you wish to log in as.

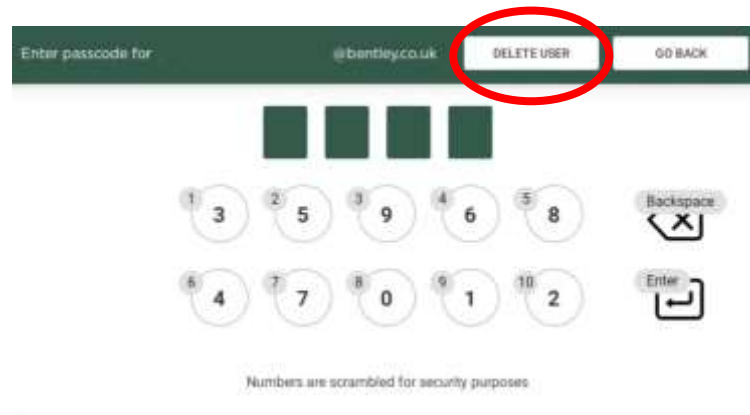
NOTE: DO NOT SELECT 'JOIN Be.C.C Session' AT THIS STAGE, FOLLOW PHOTO HIGHLIGHTING BELOW FOR GUIDANCE



6. Once a user is selected, it may prompt the user to enter a PIN number for a device. Please enter PIN using your keyboard.

IF PIN HAS BEEN FORGOTTEN FOLLOW STEPS BELOW:

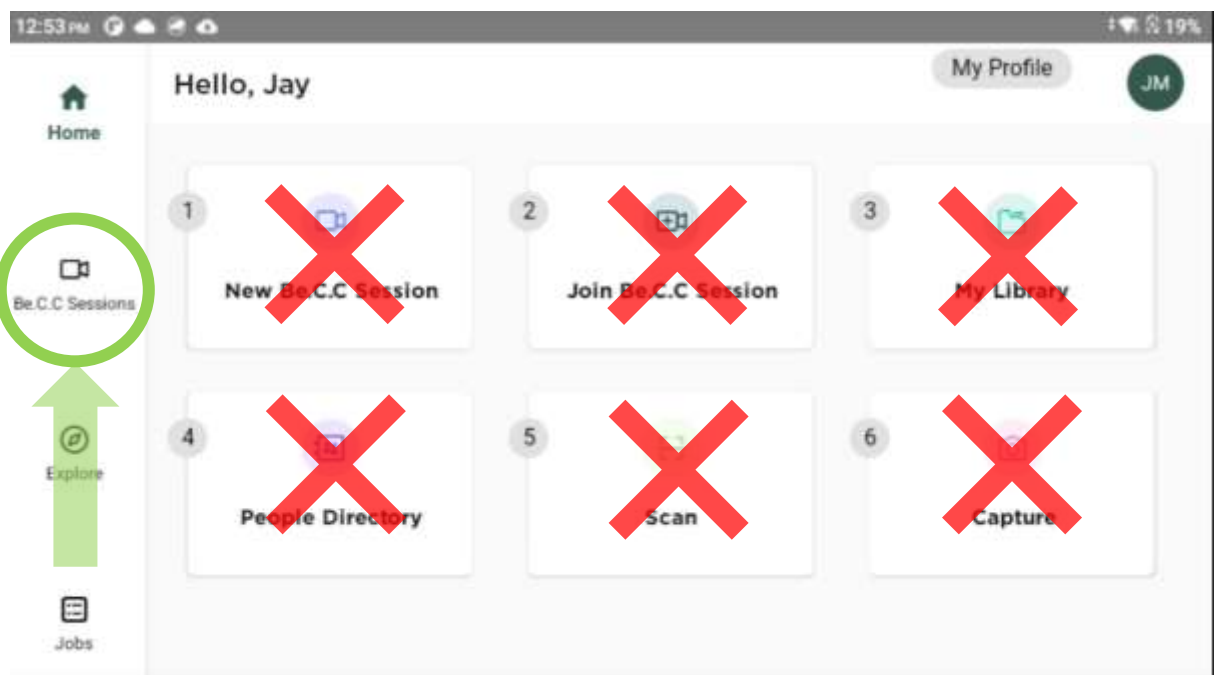
- a) Press [DELETE USER], highlighted by the red circle in the photo below:



- b) Refer back to Registering your device with Atheer and reregister your device with Atheer, which will prompt the user to recreate a new PIN NUMBER after selecting user.

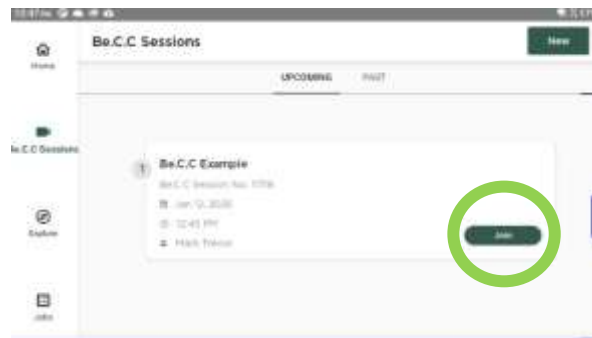
NOTE: PLEASE CREATE A GENERIC/MEMORABLE PIN FOR YOUR DEVICE (E.G 0000, 1234) AS THIS WILL BE REQUIRED EVERY TIME YOU LOG IN FOR ALL USERS, INFORM COLLEAGUES OF THIS PIN NUMBER AS YOU WILL REQUIRE THIS EVERY TIME YOU LOG IN.

7. You will now see the Atheer lens application homepage. From here, on the left-hand task bar you will see an option which says 'Be.C.C Sessions', **YOU MUST PRESS [BE.C.C SESSIONS]. DO NOT PRESS JOIN BE.C.C SESSION OR NEW BE.C.C SESSION**. Highlighted in the photo below:



NOTE: IT IS VERY IMPORTANT THAT YOU ONLY PRESS [BE.C.C SESSIONS], AS THIS WILL DIRECT YOU TO THE CORRECT PAGE, YOU SHOULD NOT BE REQUIRED TO ENTER A SESSION NUMBER.

8. This should now direct you to a page showing the sessions that you have been invited to e.g. Be.C.C Example, shown in the photo below. Now press [JOIN]. Your RealWear device will now be connected to the call



9. You may now disconnect the RealWear device from the ODIS tester

Support:

- a) Device ordering (new retailer or lost/damaged) - Please contact your ASM for product and local distributor information
- b) Difficulty joining a session – Please contact a member of product support as soon as possible
- c) If you feel like your retailer would benefit from a trial/training call using the device – contact Jay.mcgarrrity@bentley.co.uk
- d) Any other Atheer related queries contact one of the following:
 - Jay.mcgarrrity@bentley.co.uk
 - Mark.trevor@bentley.co.uk
 - Connor.mcneil@bentley.co.uk