

onsight expert

The Onsight mobile collaboration system delivers a powerful solution for enterprises that need to connect field workers and remote locations with subject matter experts immediately. In addition to the wireless Onsight mobile devices, the system includes desktop software for the expert's computer, Onsight Expert, as well as administrator software to centrally manage the system, Onsight Management Suite.

Onsight Expert is the mobile collaboration application that resides on the desktops of internal subject matter experts. It immediately connects workers in different physical locations with live video, 2-way audio and onscreen drawing capabilities from any Onsight mobile device.

Overview

- Connects to Onsight mobile devices immediately for high quality video, audio and data on the desktop
- Uses VoIP two-way audio for integrated voice collaboration
- Includes remote control over camera features such as zoom and illumination
- Enables onscreen drawing/telestration to effectively highlight information quickly
- Includes viewfinder video and bidirectional image sharing modes for low bandwidth
- Enables multi-site calls with additional experts through a 'one to many' feature or by launching Cisco WebEx
- Optimizes bandwidth with a built-in Bandwidth Test Tool, automated Bandwidth Adaptive Streaming feature and media control options
- Provides the ability to take snapshots or record video, which can be exported to Quick Time Movie formats for portability
- Includes contact directory management and compatibility with Cisco Presence
- Provides secure communications through AES encrypted audio, video and data



Multi-Expert Collaboration

The ability for multiple experts to join Onsight sessions can assist in rapid problem solving and diagnosis. There are two ways for Onsight Expert users to bring additional subject matter experts into a live Onsight session. One way is to use the built-in One to Many (O2M) function. Using O2M, an Onsight Expert user can quickly invite additional Onsight Expert users into active sessions with full collaboration. Each participant can telestrate, share images or recordings, and talk with the other participants. The second way is to immediately launch Cisco WebEx from within the Onsight Expert application, which is an effective way to add occasional collaborators. By launching WebEx, the host can immediately invite the relevant parties and share Onsight Expert with the full group.

Bandwidth Optimization

The network bandwidth that is available between the Onsight device and Onsight Expert can greatly impact the quality of the overall Onsight collaboration session. Onsight Expert includes a built-in Bandwidth Test Tool to recommend and/or create the most effective media configuration for that environment. Users can dynamically change the media configuration during a live Onsight session to optimize the experience. Onsight Expert also includes a Bandwidth Adaptive Streaming capability that will automatically adjust video parameters to maximize performance under varying network conditions.

Remote Camera Control

It can be important for the Onsight device operators to stay focused on capturing visuals and describing the problem or event. To support this, Onsight Expert users can remotely control the Onsight device camera functions. From their PC, Onsight Expert users can easily zoom in on far away visuals, take pictures at up to D1 resolution, freeze the video, turn on the light, change video parameters and operate the manual focus.

Images and Recordings

Onsight collaboration sessions can provide valuable content for future training, service audits and customer records. Onsight Expert users can take pictures, record Onsight sessions and export files for playback in 3rd party tools. Onsight Expert users can also provide additional instruction to the Onsight device operators by sharing a previously saved image or recording for immediate display on the back of the Onsight device. Both parties can telestrate to add further detail during the recording playback. The ability to record and take snapshots can also be restricted through an optional privacy feature.

Contact Management

Onsight Expert users can quickly select call participants from their contact directory. Users can add or modify contacts in this local directory or simply use the contact directory provided by their administrator via Onsight Management Suite. The Onsight system is also compatible with the Cisco Unified Presence Server to help users visually identify other subject matter experts or Onsight device operators that are available to join the collaboration session.

Full Security

The Onsight system, which includes Onsight Expert and Onsight devices, incorporates standards-based, enterprise security elements including communications level security, content security and system access controls. These elements include WiFi security, FIPS 140-2 encryption, SIP-TLS, VPN support, user authentication and media encryption. System administrators can also restrict access to the configuration parameters on both the Onsight Expert and Onsight device endpoints.

System Requirements

Operating System	Microsoft Windows 7, Windows Vista and Windows XP (Service Pack 2 or later).
Disk Space	Up to 120 MB required.
Network	Wired 10/100 Ethernet port.
Video card	DirectX 9.0c compatible video graphics card.
Audio support	For voice and audio support, the computer must have a microphone and speaker and/or headset and/or external speakerphone.
Processor speed	1 GHz (1.5 GHz recommended), 2 GHz if the Onsight Expert PC is a 'One to Many' host
Memory	1 GB, 2 GB is recommended if the Onsight Expert PC is a 'One to Many' host



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