

# ar:assist

## Documentation

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## 1 Overview

Basic information for using ar:assist on mobile devices.

### 1.1 System requirements

#### General

- Internet access

#### Android

- Android 7.0 or higher (some models require newer versions, as indicated below)
- Compatibility of „**Google Play Services for AR**„. List of supported devices:  
[https://developers.google.com/ar/discover/supported-devices#android\\_play](https://developers.google.com/ar/discover/supported-devices#android_play)

It is possible to test devices for compatibility in advance. For this purpose, the AR services from Google should be installed. If they cannot be installed or a message about incompatibility is displayed, it is likely that ar:assist will not run on the device.

Link to the “Google Play Services for AR” in Playstore:

<https://play.google.com/store/apps/details?id=com.google.ar.core>

#### **FAQ:** *I can't find the app in the Google PlayStore?*

>> If you don't see the app in the PlayStore on your smartphone, your device might not be compatible. Please check the mentioned above Google Play Services for AR.

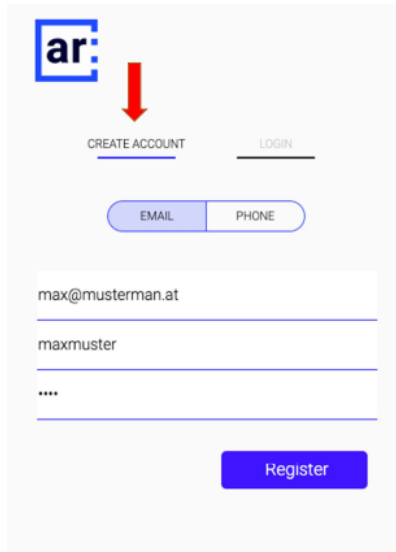
#### iOS

- ARKit compatible device

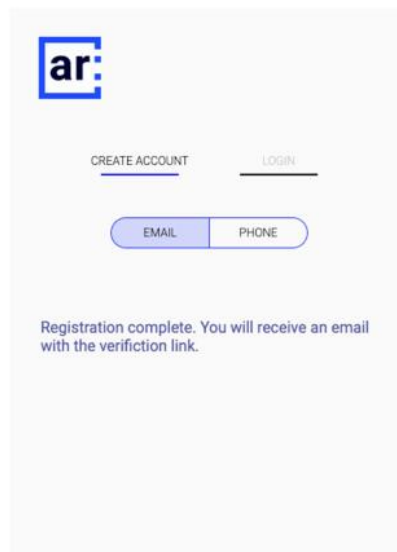
## 2 Installation

### 2.1 Registration

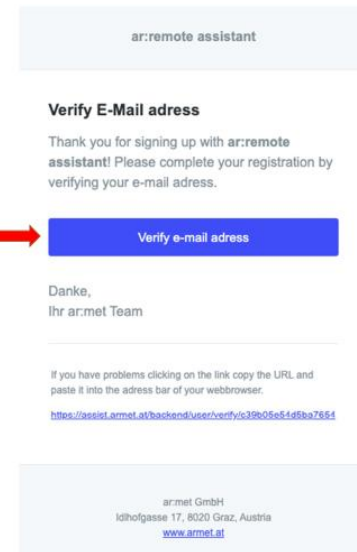
After downloading and installing the app a registration with any (valid) e-mail address or mobile phone number is required. The verification link will be sent by mail or SMS and must be confirmed.



The registration form features the 'ar:' logo at the top left. Below it, a red arrow points to the 'CREATE ACCOUNT' tab, which is underlined. To its right is the 'LOGIN' tab. Below the tabs are two input fields: 'EMAIL' and 'PHONE'. The 'EMAIL' field contains 'max@musterman.at', the 'PHONE' field contains 'maxmuster', and there is a password field with four dots. A blue 'Register' button is at the bottom right.



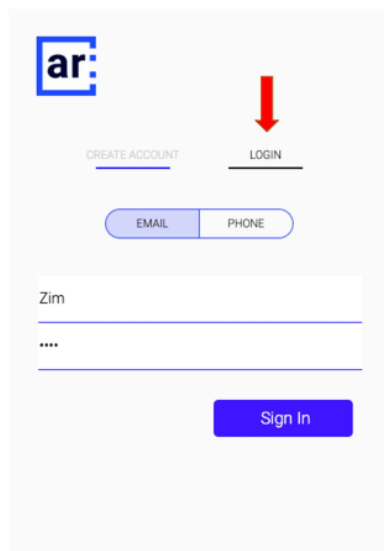
The confirmation message shows the 'ar:' logo and the 'CREATE ACCOUNT' and 'LOGIN' tabs. Below them are the 'EMAIL' and 'PHONE' input fields. The main text reads: 'Registration complete. You will receive an email with the verification link.'



The email header is 'ar:remote assistant'. The subject is 'Verify E-Mail address'. The body text says: 'Thank you for signing up with ar:remote assistant! Please complete your registration by verifying your e-mail address.' A red arrow points to a blue button labeled 'Verify e-mail address'. Below the button, it says 'Danke, Ihr ar:met Team'. At the bottom, there is a link: 'https://assist.armet.at/backend/user/verify/c39k05e5-fd8a79f4'. The footer contains 'armet GmbH, Idihofgasse 17, 8020 Graz, Austria, www.armet.at'.

## 3 ar:assist at a glance

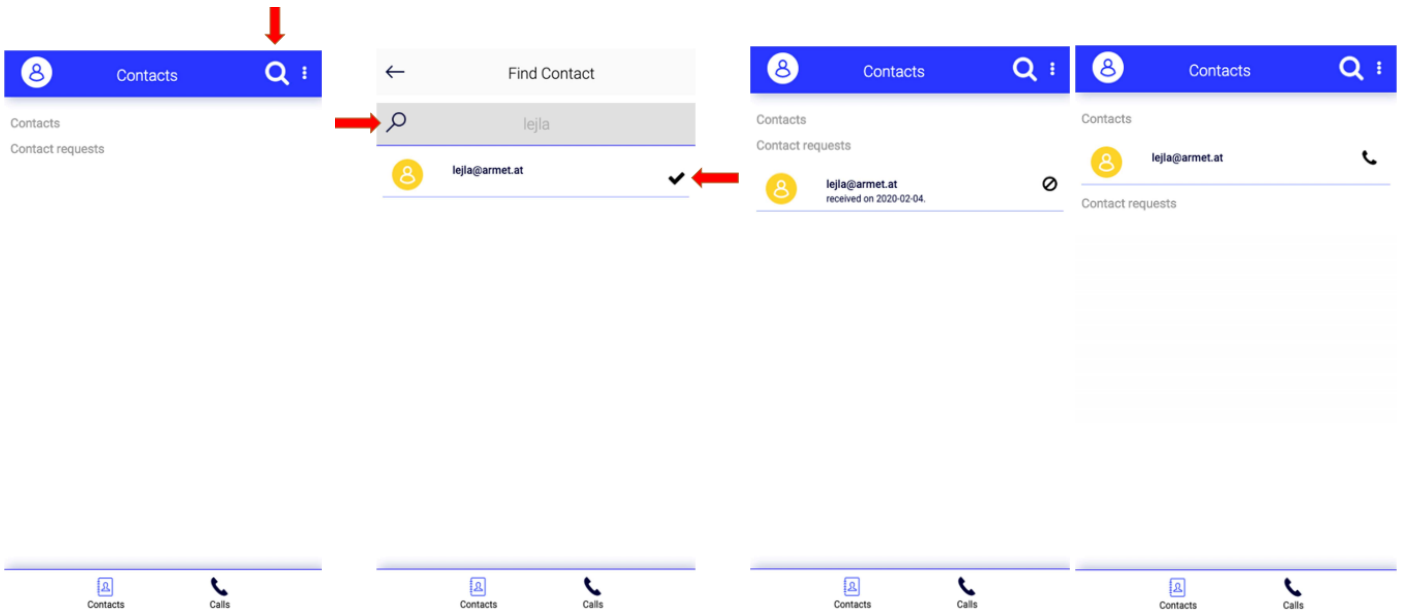
The regular login is done with the username, e-mail address or phone number. This also applies to the web application. Link to the web application: <https://assist.armet.at/web/login.html>



The login form features the 'ar:' logo at the top left. Below it, a red arrow points to the 'LOGIN' tab, which is underlined. To its left is the 'CREATE ACCOUNT' tab. Below the tabs are two input fields: 'EMAIL' and 'PHONE'. The 'EMAIL' field contains 'Zim' and the 'PHONE' field contains four dots. A blue 'Sign In' button is at the bottom right.

### 3.1 Add other users

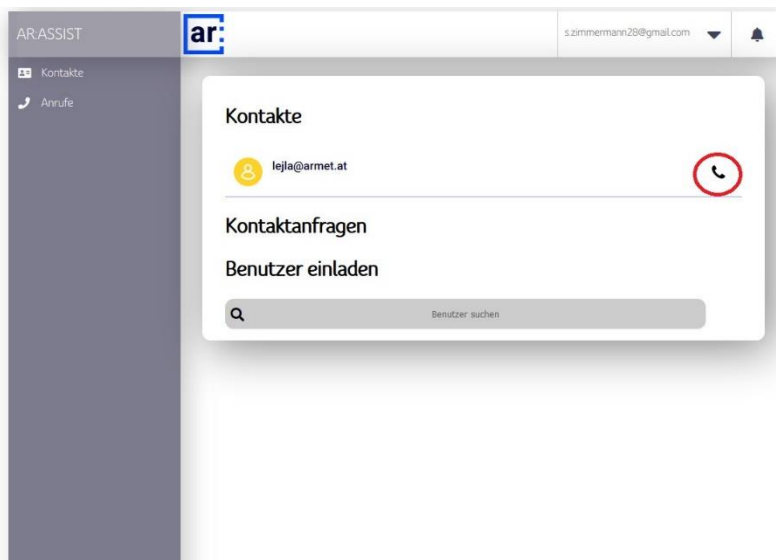
To add contacts, first search for them, please enter the name into the search field. As soon as the correct contact is shown you can send a request. Once the other user confirms the request, he or she will be added.



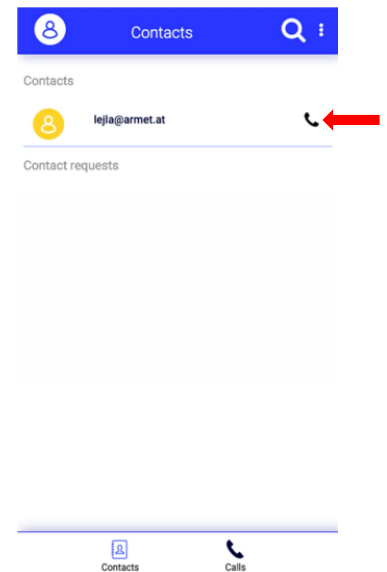
### 3.2 Making a Call

Calls can be made both from app to app and from app to web application. Please note that for calls made exclusively via the app, the person called is always declared as expert (=support). For calls made between the web application and the app, the users of the web application are always the experts.

Web application:



App:



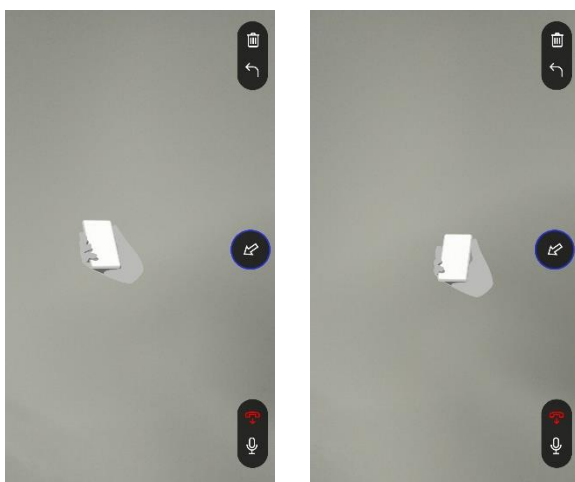
### 3.3 Augmented Reality – what to consider

Horizontal and vertical planes are recognized on which the augmentations can be placed.

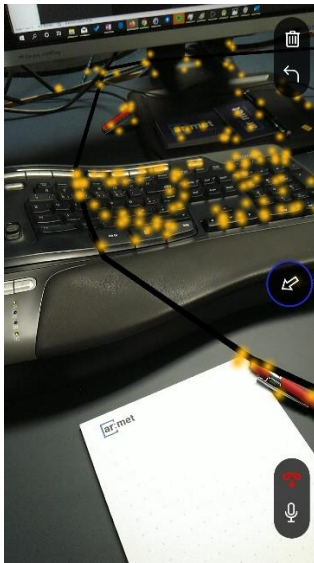
Augmentations are freehand drawings or predefined 3D symbols



In order to record a surface, an initialization of the AR plane detection is necessary. For this purpose, the device may need to be swivelled slightly. An animated graphic is displayed at the beginning of the video call to illustrate this. The animated graphic disappears as soon as the current field of view has been detected sufficiently well.



If an attempt is made to draw and no layer has been detected yet, this is indicated by dot markers. Layers mark areas in which AR annotations can already be placed



#### Noteworthy:

- Horizontal planes are currently detected slightly faster than vertical planes
- Layers must have a certain minimum size
- Areas with textures and structures can be detected. To avoid:
  - Single coloured surfaces (white table, walls, etc.)
  - Highly reflective surface or transparent (glass) surfaces

#### Contact

Please contact [support@ar:met.at](mailto:support@ar:met.at) if you have any questions or problems

We look forward to receiving feedback on ar:assist via [feedback@ar:met.at](mailto:feedback@ar:met.at)