



vuforia® chalk™

AR REMOTE ASSISTANCE BEYOND “SEE WHAT I SEE”

Rapidly transfer problem-solving guidance and expertise to your equipment operations & service teams with Vuforia Chalk. It’s a powerful and intuitive way for your organization’s experts to effectively communicate real-time assistance to technicians facing complex or unfamiliar challenges.

Collaborative AR enables expert guidance anywhere

Vuforia Chalk combines advanced augmented reality (AR) with real-time communications to connect a field technician with an expert so that the expert can see and discuss the situation in the field. The technician and expert draw digital annotations (using one’s finger on the screen) that accurately anchor to physical objects, allowing the expert to guide the technician through a process, step-by-step.

Vuforia Chalk is designed to deliver faster resolution without the time and expense of expert travel or repeat technician visits.

WHY VUFORIA CHALK?

Improve Service Quality:

Both expert and technician can accurately mark up live views to highlight details or guide solutions. Annotations stick where drawn, so ad-hoc instructions are precise.

Reduce Service Costs:

Giving frontline workers access to real-time AR support from your most experienced team members reduces the time-to-repair, without the travel costs.

Faster Technician Training:

Remote mentoring of new technicians via modern digital learning methods effectively transfers the knowledge of more experienced workers, so everyone on the team can be an expert.

Market-leading AR:

The Vuforia platform from PTC is the industry leader in Augmented Reality technology for applications on iOS, Android and digital eyewear.



The Chalk AR app is the future of education, service, and support”

— *Forbes*

HOW IT WORKS



Remote Expert
Connect with your workforce to provide live guidance from anywhere with a connection



vuforia® chalk™



Field Technician
Connect with a remote subject matter expert whenever support is needed

Increase workforce effectiveness & efficiency – anytime, anywhere.

Vuforia Chalk enables the industrial enterprise to rapidly and cost-effectively get augmented reality (AR) in the hands of service and operations technicians with the mobile devices they have today.

- **Manufacturing and Service** - empower technicians with remote expert guidance for service, step-by-step assembly or inspection
- **On-the-Job Training** - increase information retention and accuracy with ad-hoc assistance from a supervisor or trainer while a new technician completes first-time activities

Technical Requirements (June 2018)

Supported Devices	<p>iOS 11 or better: iPhone 6s, iPhone 6s Plus, iPhone SE, iPhone 7, iPhone 7 Plus, iPhone 8, iPhone 8 Plus, iPhone X, iPad (5th generation), 9.7-inch iPad Pro, 10.5-inch iPad Pro, 12.9-inch iPad Pro</p> <p>Android 6.0 or better: Samsung Galaxy S7, Samsung Galaxy S7 Edge, Samsung Galaxy S8/S8+, Samsung Galaxy S9/S9+, Samsung Galaxy Note 8.</p> <p><i>Coming Soon: Google Pixel 1,2</i></p>
App Store Markets	Australia, Austria, Belgium, Brazil, Canada, Denmark, France, Germany, India, Italy, Japan, Korea, Mexico, Netherlands, Singapore, Spain, Sweden, Switzerland, Taiwan, UK, US
Network Connectivity	2.0 Mbps recommended for best video quality on local capture device. 500 Kbps minimum

Get a free 30-day Evaluation

The Vuforia Chalk evaluation program offers enterprise customers a time-limited opportunity to pilot the use cases and benefits for AR remote assistance.

Your free evaluation includes:

- 30-day access to Vuforia Chalk
- App access for up to 50 team members
- Administrative access for user management
- All commercially available features
- Community support

Enroll your business at chalk.vuforia.com



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