The leading Remote Expertise solution providing patented virtual interactive presence.
“We are seeing huge internal efficiency gains when it comes to fixing complex problems the first time, avoiding dispatches altogether.”

“We've heard ‘Cool’, ‘Amazing’, and ‘I wish we could have this before’.

“Help Lightning was the only way I could have verified what was broken and what needed to be done.”
Use a white background when giving help in Merged Reality.
Receiving Help

Point at the issue
Top Features

- Merged Reality
- Freeze Image and Zoom
- Telestration
Accept Invitation

- Sent an invitation to join your Company’s Help Lightning site
- Either create your password, or one may be assigned to you.

Email is sent from: Help Lightning - messages@helplightning.com
Download or Login

iOS - App Store
Android - Play Store
PC/MAC/ Tablet - Web Browser

Go to: helplightning.net
Use Chrome, Firefox or Edge (Chromium)
1. Go to the Help Lightning app or helplightning.net
2. Enter your email address and click Next
3. Enter your password

**If you have forgotten your password, click ‘Forgot Password’ and you will be sent an email to reset it.”
Your Home Screen

iOS

Android

PC/MAC/ Tablet - Web Browser
Your Home Screen – Starting a Call
Starting a Call

[Image of a phone app interface with options like Search name or email, Demo Customer One, Demo Customer Two, Demo Customer Three, Demo Customer Four, Demo Helper One, Demo Helper Two, Demo Helper Three, Demo Helper Four, and an option to Join an OnCell call.]

[Image of a Help Lightning official app interface with options like Search, Rachel Blackmon, Rob Hoogendoorn, Sarah Katherine McConnel, and options to invite others.]
Starting a Call

My Help Space

Name
Name (optional)

Email
Participant email

Phone
+1

Message
Custom message (optional; added to email only)

Send invitation for one-time use

CANCEL SEND INVITE

Tap this link to join the call

App installed

App not installed

Connect using your Help Lightning call...

Connect using your Help Lightning call...
1. Merged Reality
2. Freeze Image
3. Telestration
The Action Bar

1. **Document Sharing** – load a PDF document
2. **Three Party Calling** – invite a third participant
3. **Torch** – turn on/off your device’s flash
4. **Face to Face** – communicate face to face.
   Calls begin in this mode
5. **Give Help** – initiates merged reality mode.
   Tap to begin giving help
   Tap if you will be receiving help
7. **Give Help on a Photo** – load an image or take a new photo to load into a help session
8. **Freeze Image** – freeze a high-quality image of the Receiver of Help’s video feed.
9. **Camera on/off** – toggle your camera on and off
10. **Switch Camera** – rotate between available cameras
11. **Mic/Mute** – mutes your microphone
12. **Telestration Pen** – draw by dragging your finger on the screen
13. **Telestration Arrow** – tap and drag to draw arrows on the screen
14. **Telestration Color** – select the color you wish to use for telestration
15. **Undo Telestration** – removes the last telestration mark
16. **Clear All** – appears when undo has been tapped more than once. Tap to clear all.
17. **End Call** – tap and confirm Yes to end a call.
Optional Features – Turned on by your Admin

• **Tagging & Comments**
  » **Tags** – add labels to your calls for categorization and reporting
  » **Comments** – free form field to add additional details to your call.

• **Screen Capture**
  » Capture an image of your Help Lightning call
  » Saved to your device and with your call details

• **Recording Options**
  » Recording Off - Always
  » Recording On – Always
  » Recording Off to start – with the ability to start recording
  » Recording On to start – with the ability to stop recording
Need to know more? See these training resources:

https://helplightning.net/training

• Tutorial Video
  » Setting Up a New Account
  » Starting a Call
  » Essential Features
  » My Help Space
  » Camera Controls & 3 Participant Calls

• PDF User Guide
Helpful Tips

1. The person you are trying to call must be logged into the app with internet connectivity. Notify them before making a help lightning call to make sure they are available!

2. Having issues connecting?
   » A minimum of 1 Mbps upload and download speed is required for calls; otherwise, your call may not connect or you may experience other connectivity issues.
     – If you are on your computer browser, using Safari or Chrome go to precall.helplightning.net
     – If you are on a mobile device, you can use the same link to download a speedtest app or navigate directly to the app store and search for a speed test app (there are several!)