



HELPlightning®

The leading **Remote Expertise** solution providing
patented **virtual interactive presence**

A hand holds a tablet displaying a video of a person working on a circuit board. The video shows a person's hands using a red multimeter to test a circuit. The circuit board has various components, including a black integrated circuit and several wires. A red label with white text is visible on the board. The background of the video shows a workshop environment with various tools and equipment.

Training Agenda

⚡ Getting Started

⚡ How to:

- Start a Call
- Use Merged Reality
- Freeze the Image
- Use Telestration

⚡ Additional Training Resources

⚡ Q&A / Demo



"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'."

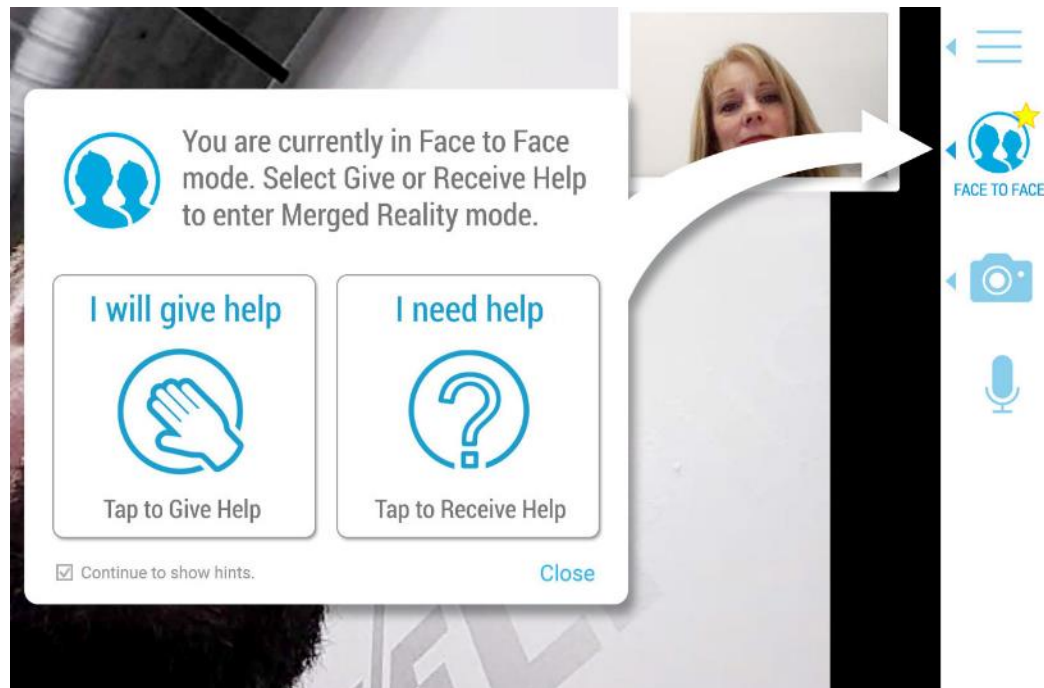
"Help Lightning was the only way I could have verified what was broken and what needed to be done."



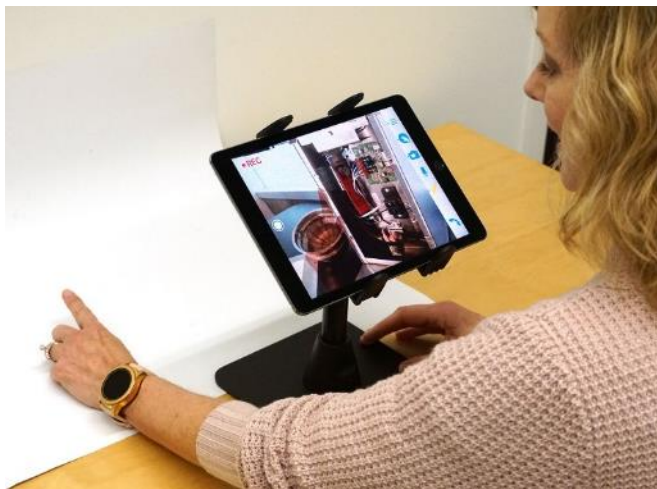
Product Demo



Face to Face



Use a white background when giving help in Merged Reality.



Receiving Help

Point at the issue



Top Features



Merged Reality



Freeze Image and Zoom

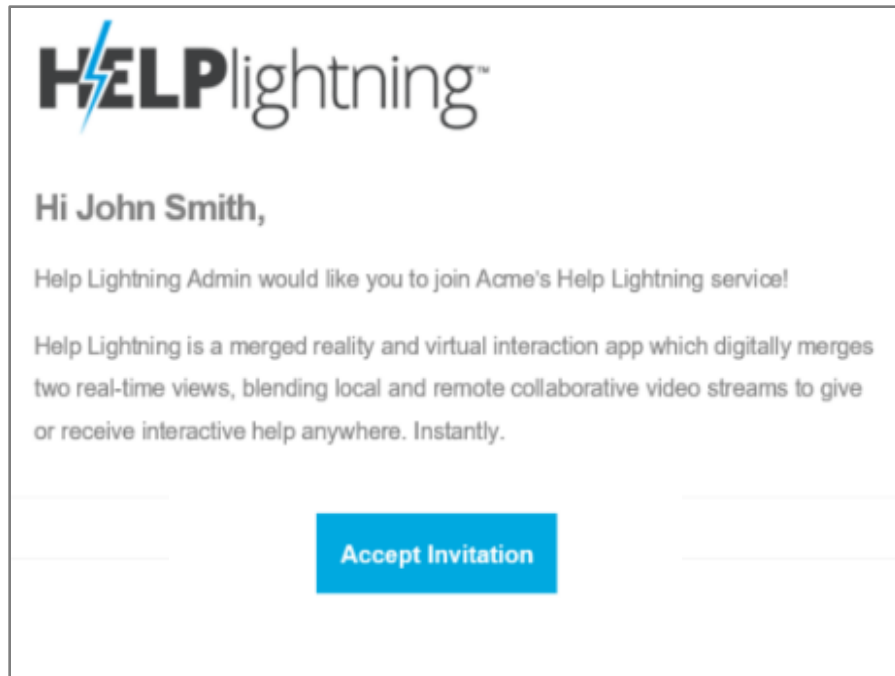


Telestration

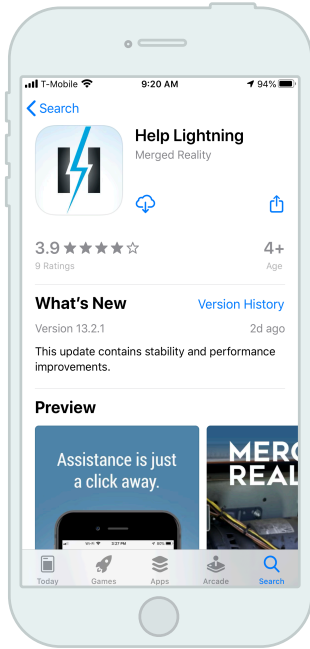
Accept Invitation

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

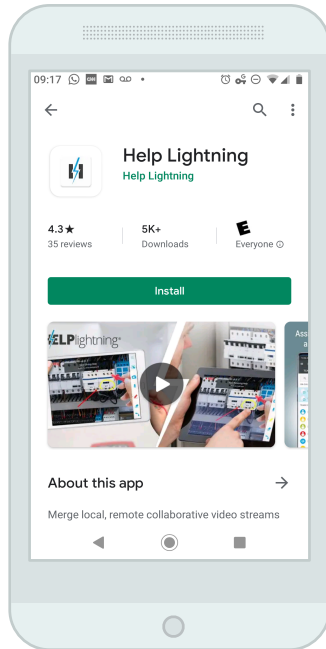
Email is sent from: Help Lightning - messages@helplightning.com



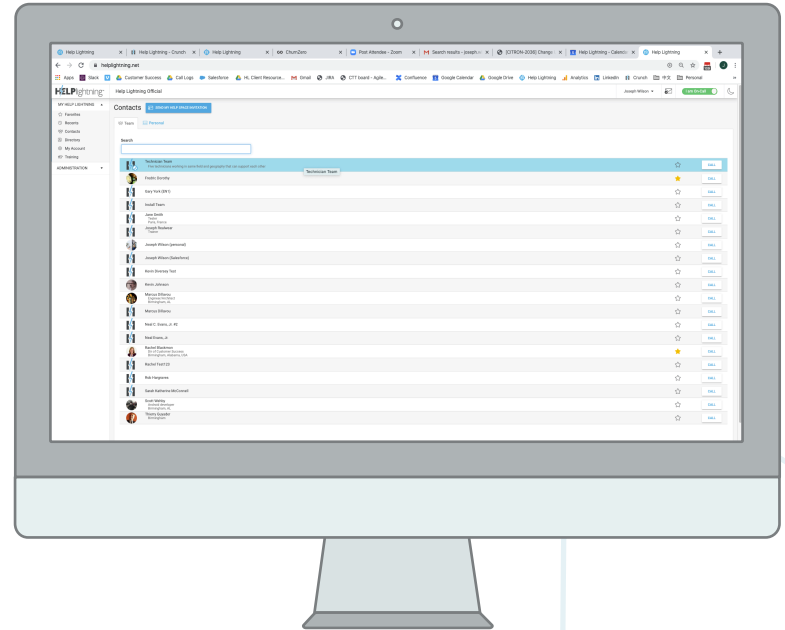
Download or Login



iOS - App Store



Android - Play Store

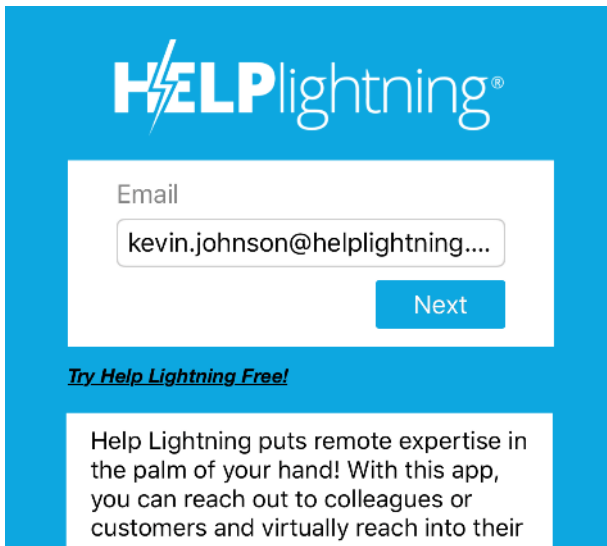


PC/MAC/ Tablet - Web Browser
Go to: helplighting.net
Use Chrome, Firefox or Edge (Chromium)

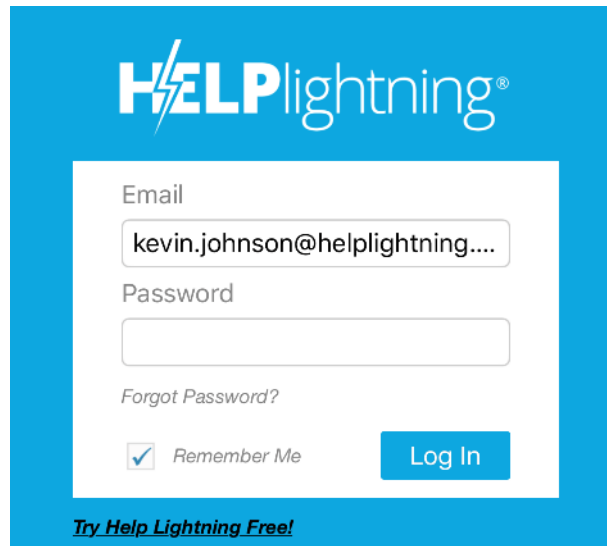
Logging In

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.*

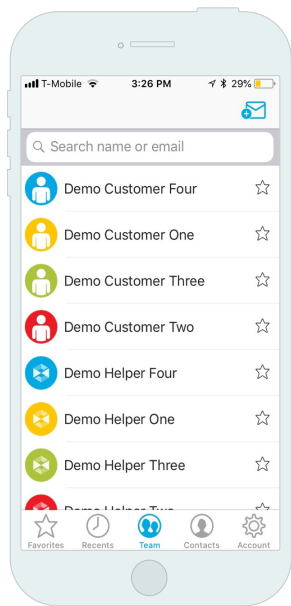


The screenshot shows the top half of the login interface. At the top is the HELPlightning logo. Below it is a white box containing the label "Email" and a text input field with the email "kevin.johnson@helplightning....". To the right of the input field is a blue "Next" button. Below the white box is a blue banner with the text "Try Help Lightning Free!". At the bottom is another white box containing the text: "Help Lightning puts remote expertise in the palm of your hand! With this app, you can reach out to colleagues or customers and virtually reach into their".

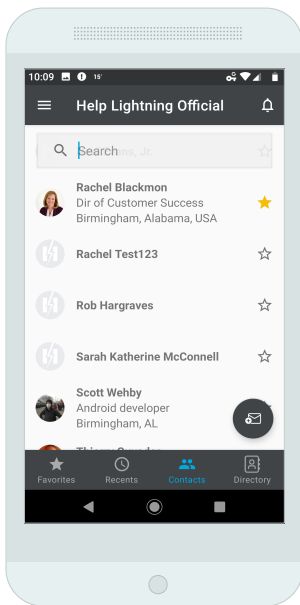


The screenshot shows the bottom half of the login interface. It continues with the HELPlightning logo, the "Email" field with "kevin.johnson@helplightning....", and a "Password" field with an empty input box. Below the password field is a link for "Forgot Password?". There is a checkbox labeled "Remember Me" which is checked. A blue "Log In" button is positioned to the right of the checkbox. At the bottom is a blue banner with the text "Try Help Lightning Free!".

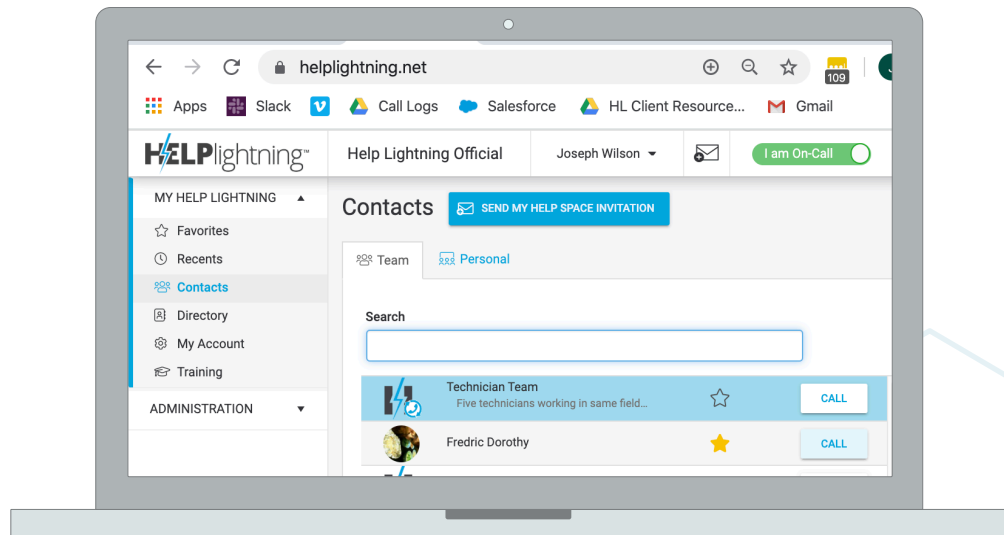
Your Home Screen



iOS

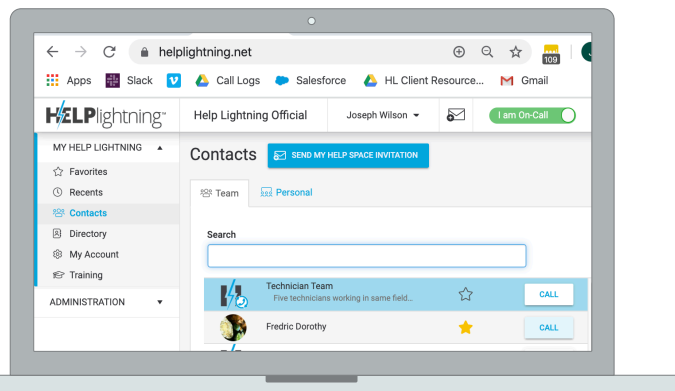
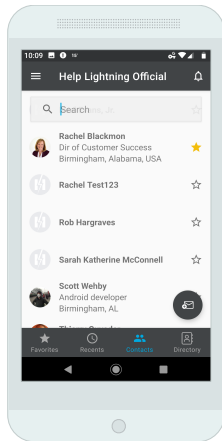
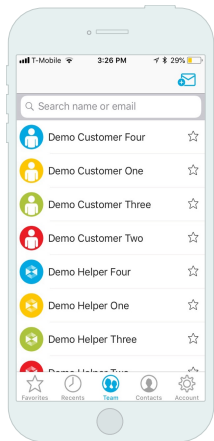


Android

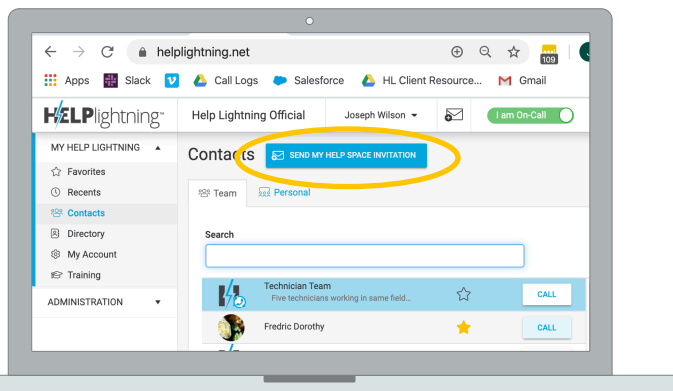
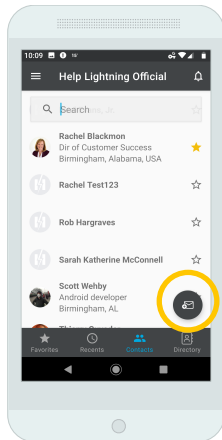
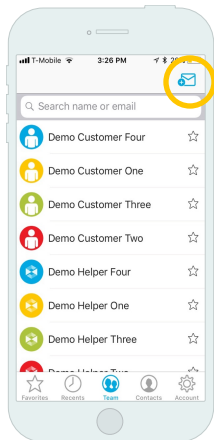


PC/MAC/ Tablet - Web Browser

Your Home Screen – Starting a Call



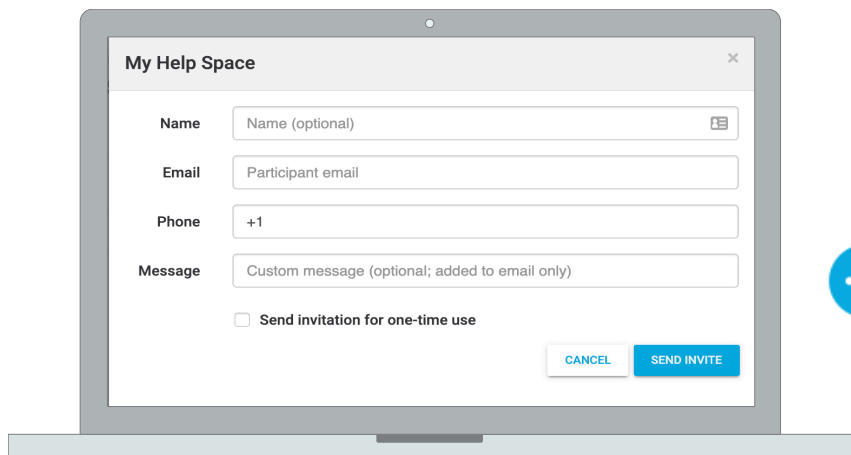
Starting a Call



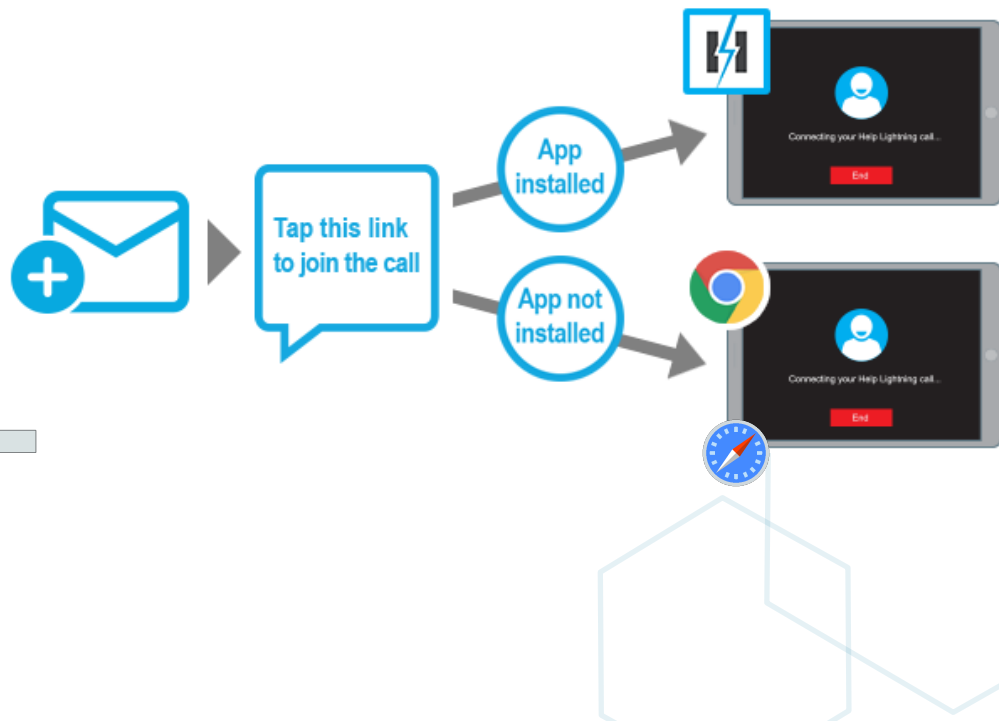
A screenshot of the 'My Help Space' form in the HELPlightning web interface. The form has the following fields and options:

- Name:** A text input field with the placeholder 'Name (optional)' and a dropdown arrow icon.
- Email:** A text input field with the placeholder 'Participant email'.
- Phone:** A text input field with the placeholder '+1'.
- Message:** A text input field with the placeholder 'Custom message (optional; added to email only)'.
- Send invitation for one-time use:** A checkbox option.
- Buttons:** 'CANCEL' and 'SEND INVITE' buttons at the bottom right.

Starting a Call



The screenshot shows a laptop screen with a window titled "My Help Space". Inside the window, there are several input fields: "Name" with the placeholder "Name (optional)", "Email" with the placeholder "Participant email", "Phone" with the placeholder "+1", and "Message" with the placeholder "Custom message (optional; added to email only)". Below these fields is a checkbox labeled "Send invitation for one-time use". At the bottom right of the form are two buttons: "CANCEL" and "SEND INVITE".

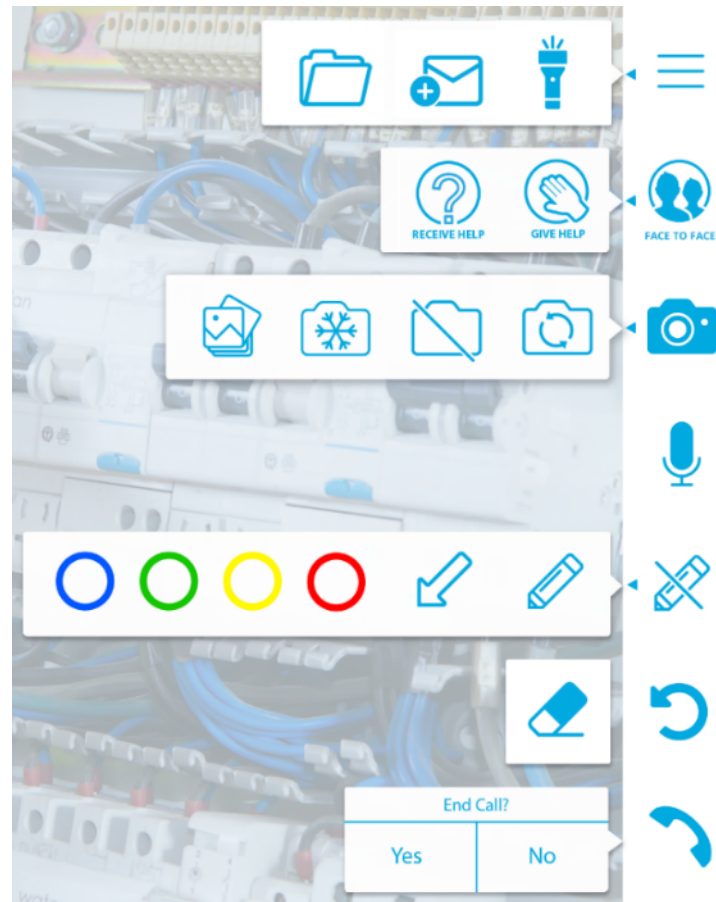


The Action Bar

1. Merged Reality

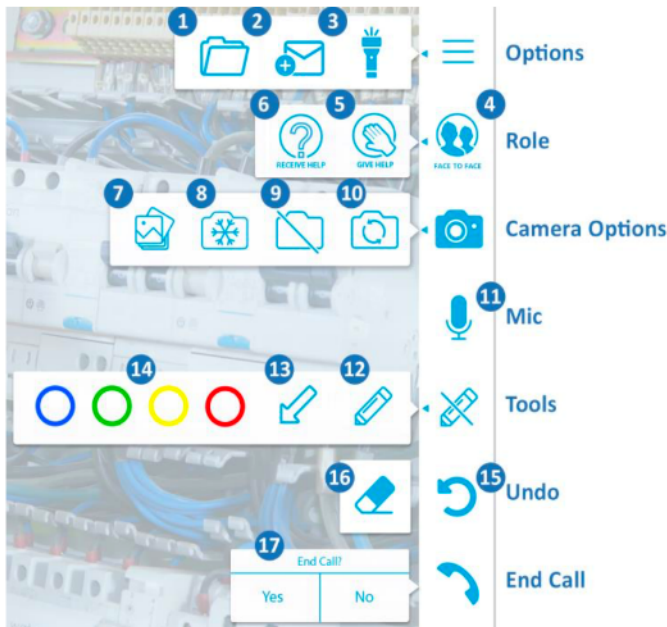
2. Freeze Image

3. Telestration



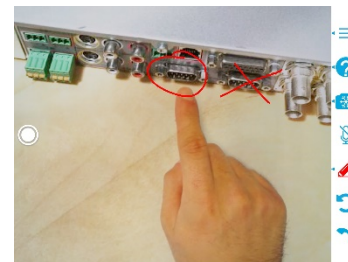
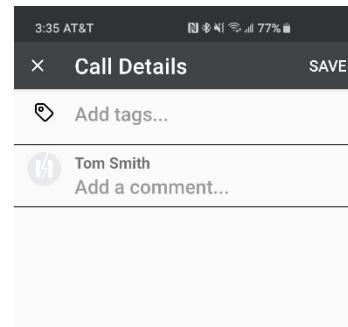
The Action Bar

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
6. **Receive Help** – initiates merged reality mode.
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 addition 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



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!)



<https://helplightning.net/training>

