New Augmented Reality Support for Visioneer® and Xerox® Scanners

AUGMENTED REALITY IS NOW POWERING OUR CUSTOMER SUPPORT TEAM

With the help of CareAR™, A Xerox Company, and its augmented reality platform, we can see what you see virtually and help fix the issues faster as if we were there with you.

CareAR® Assist enables our support team to provide annotated guidance using circles, arrows, and other shapes that "stick" in the space displayed in the live video shown your mobile device. This enables faster diagnosis and problem resolution, plus creates an engaging customer experience. At the same time, remote support keeps everyone safe.

WHAT IS AUGMENTED REALITY?

Augmented reality is an interactive experience in which computer-generated images—sometimes in 3D—are overlayed in real time onto digital images of the real world and viewed using a camera. Support includes:

- **See what I see** – Our support agent becomes immersed in your environment using the device's rear video camera. This gives the agent a visual display of what needs attention.
- **Real-time graphical guidance** – Experience real-time guidance using annotations, such as arrows, pulsating circles, and other features, which are overlayed on the live video. These graphical instructions "stick" to where they are drawn even when the mobile device is pointed at another object and then re-pointed to the original object.
- **Privacy** – Only the rear-facing camera is used so you are not seen.

Get CareAR from Google Play

Get CareAR from Apple App Store

YOUR BENEFITS

Graphical guidance resolves the problem faster by:

- Enabling customer support to see exactly what you see for faster diagnostics
- Eliminating miscommunication because annotations prioritize what to focus on
- Showing the problem and visually identifying the steps to resolve it rather than just explaining them
- Not waiting for an engineer and keeping everyone safe

HOW DOES SUPPORT WORK WITH CareAR?

We will invite you to a CareAR session via a text message or email. Then you will be prompted to either download the CareAR app on your mobile device or join the support session using a web browser. Please make sure you are near the equipment requiring support. The connection is secure and safe.

WHAT DO I NEED?

An Android or an iOS device with the following minimum requirements:

Mobile Device	Native App	Mobile Browser
iOS	iOS 11+	Safari /webKit 11+
Android	Android 9+	Google Chrome 28+, Mozilla Firefox 24+, Opera mobile 12+

To watch a video Click Here or visit **youtu.be/tYNkuOi7cR0**

visioneer.