

# **BühlerVision**

## Quick Start Guide.



Welcome to the next generation of remote support with BühlerVision. The BühlerVision solution will make the support process easier, faster and cheaper by utilizing the latest remote support software and the latest generation of smart glasses. With the head mounted camera and display the BühlerVision service desk member can give you real-time support and see what you see. Your hands will be free to immediately start to perform tasks and to solve issues without the need to hold a display or instructions.

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## Chapter 1:

# Initial setup hardware. \_\_\_\_\_

## 1.1 Familiarize yourself with the HMT-1.

Rear Head Pad  
(removable)

Speaker

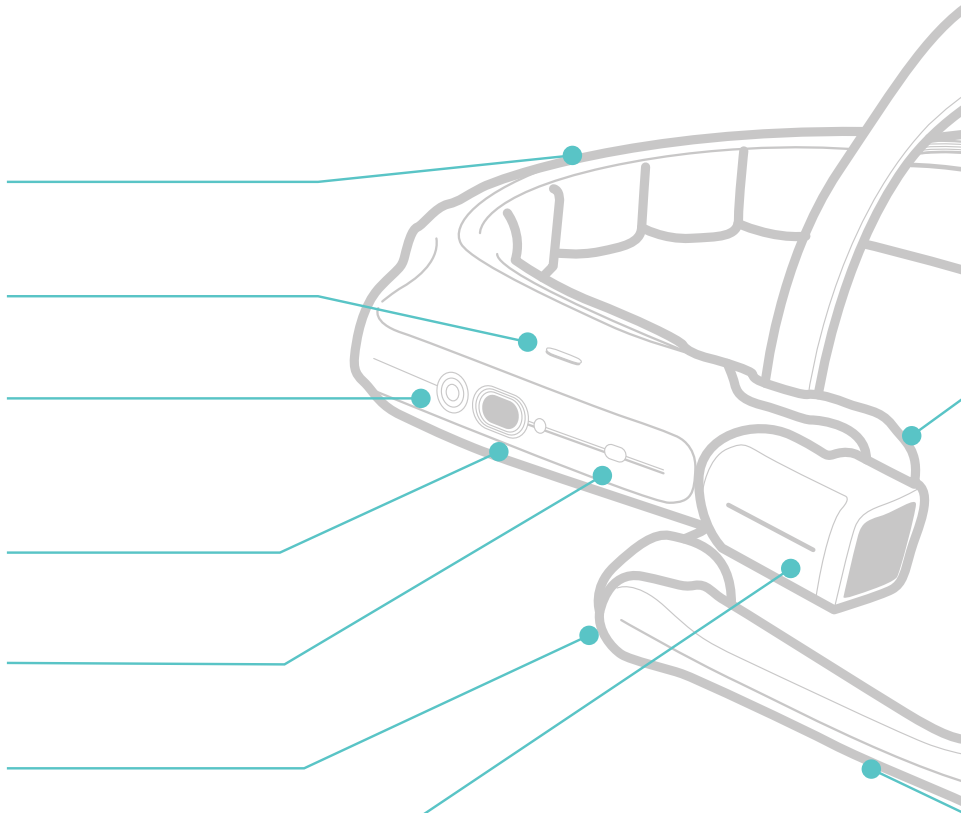
Power Button

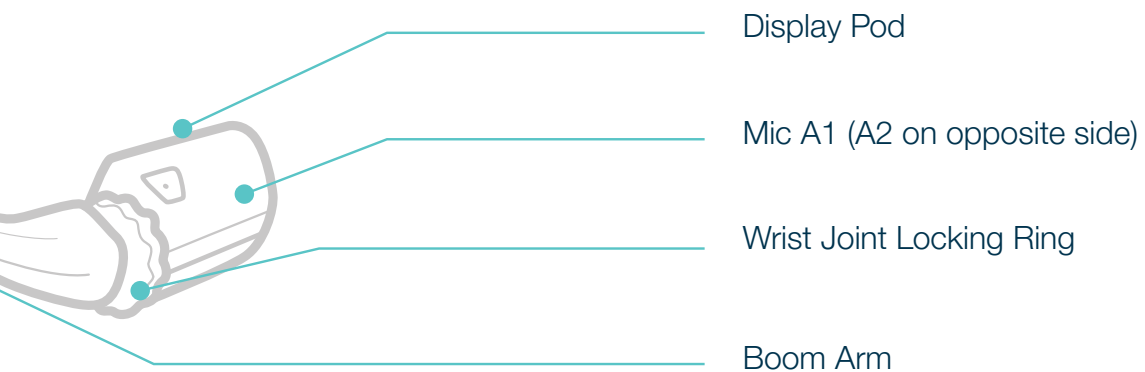
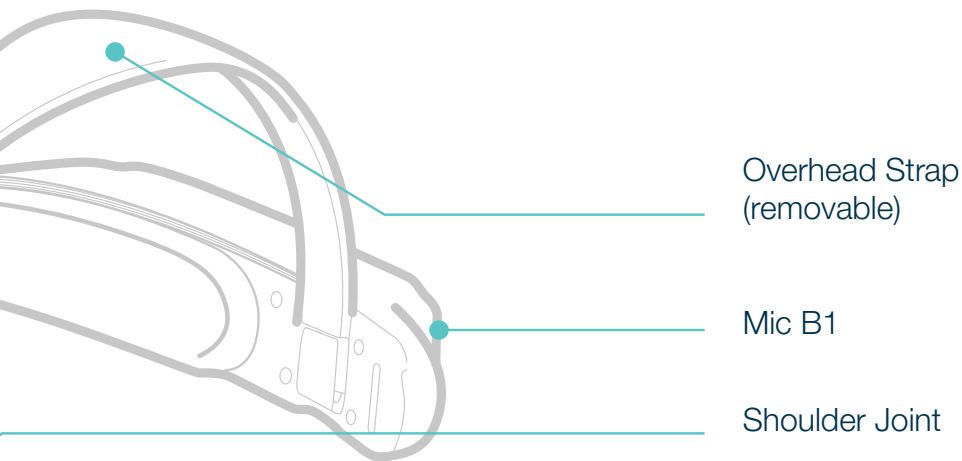
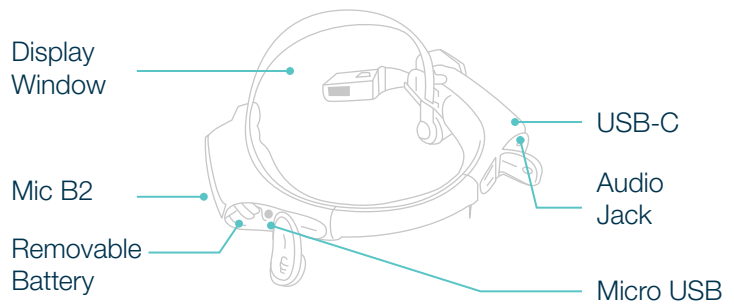
Action Button

MicroSD Door

Elbow Joint

Camera Pod



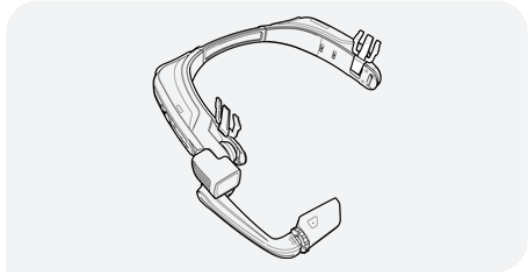


## Using the HMT with a Hard Hat.

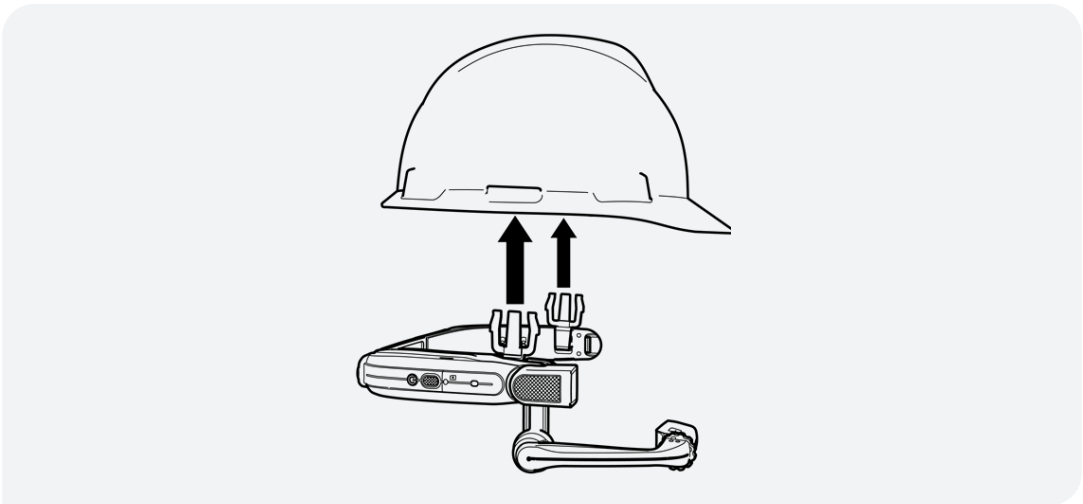
To attach your HMT to a hard hat, you'll need Hard Hat Clips which you can purchase at [shop.realwear.com](http://shop.realwear.com).

**When you have the clips ready, complete the following steps:**

- 1. Hook the Hard Hat Clips into the HMT band and snap them into place.**



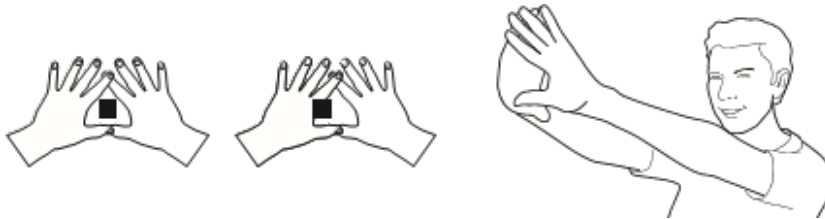
- 2. Slide the clips into the hard hat accessory slots; the HMT band should sit outside of the hard hat's harness.**



- 3. Put on the hard hat and if applicable, tighten until secure and comfortable.**
- 4. To remove the HMT from the hard hat, pinch the clip fingers and push the clip out of the hard hat slots.**

## 1.2 Check your eye dominance.

Eye dominance is the tendency to prefer visual input from one eye to the other. Most people are right-eye dominant; however, in a small portion of the population neither eye is dominant. It is best to use your dominant eye when viewing the display. To determine which eye is dominant:

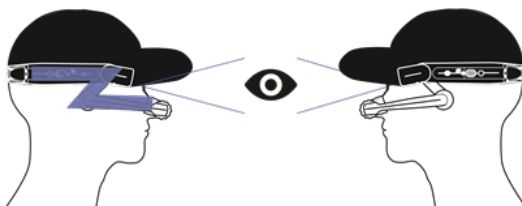


1. Form a triangle with your hands placed together at arm's length.
2. With both eyes open, focus on any distant object centered in the triangle.
3. Maintaining focus on the object centered in the triangle, close your right eye. If the object is still in the triangle, you are left eye dominant.
4. Maintaining focus on the object centered in the triangle, close your left eye. If the object is still in the triangle, you are right eye dominant.
5. If the object is in the triangle with either eye then you are dominant eye neutral.
6. Repeat test to confirm.

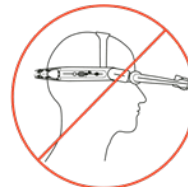
## 1.3 Put the HMT-1 on.

Do not extend the display too far from your eye. Keep the display as close to the eye as possible for the best viewing experience. Position the shoulder and elbow joints into a “Z” shape, below the line of sight, left or right eye.

The HMT-1 comes with hard hat clips. Attach the clips as shown and put the device on.



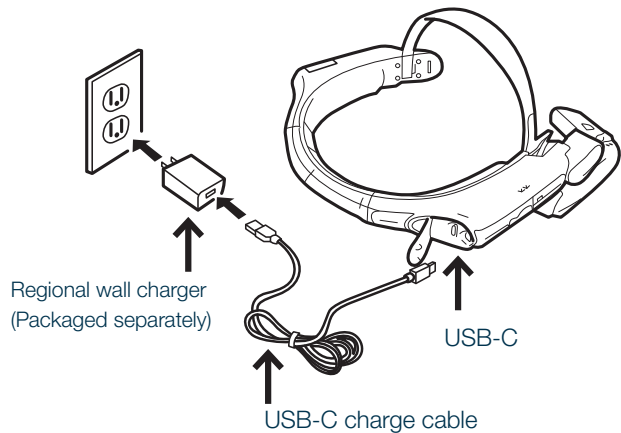
Position the shoulder and elbow joints into a “Z” shape, below the line of sight, left or right eye.



Do not extend the display too far from your eye. Keep the display as close to the eye as possible for the best viewing experience.

## 1.4 Charging the HMT-1.

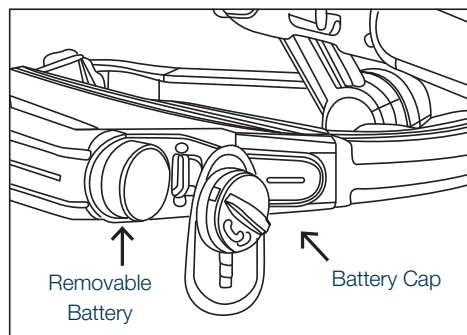
1. Connect the USB-C charge cable to the USB-C port located under the rear cover on the same side as the boom arm.
2. Connect the charge cable to the regional wall charger and then plug the charger into the wall socket.
3. The power button will blink RED while charging. The power button will be GREEN when the battery is fully charged.



**NOTE:** Your HMT-1 is shipped partially charged from the factory. If you find that the battery level is too low, please follow the charging instructions.

## 1.5 Battery.

You can swap a spare battery with the battery in the device in case it is empty. Make sure you charge the battery before you start using the HMT-1. Please note that the battery can only be charged in the device.



**Please note** that the battery can only be charged when it is in the device. Once the spare battery is empty you will need follow the instructions in Step 1.4. To order a new/spare battery please go to <https://shop.realwear.com/collections/accessories>.



## 1.6 Turn the HMT-1 on.



Press and hold the Power Button for 3 seconds to turn on the device.



Rotate camera up/down to get best view.

**When using the HMT-1 device you can always say “Show Commands” to get a list with all available voice commands for the step you are in.**

## Chapter 2:

# Initial setup software.

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## 2.1 Familiarize yourself with the HMT-1.

To connect the HMT-1 to your Wi-Fi network and get it setup please follow the instructions below

**Step 1:** Have your HMT-1 charged and already fitted according to the instructions in Chapter 1

**Step 2:** Have your Wi-Fi network name and password handy<sup>1</sup>

**Step 3:** Have the latest version of the Chrome browser installed (<https://www.google.com/chrome/>) on your PC

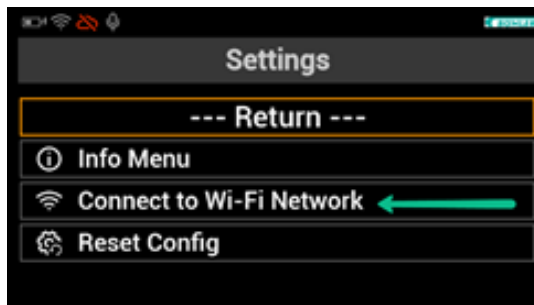
**Step 4:** Go to: <https://buhler.apps.newforgetech.com/> and use the login credentials that have been provided to you in the delivery box.

## 2.2 Troubleshooting Wi-Fi Configuration & Login.

### Part A: Wi-Fi Configuration

**Step 1:** On the HMT-1, go to “Settings”

**Step 2:** Say “Connect to Wi-Fi Network”

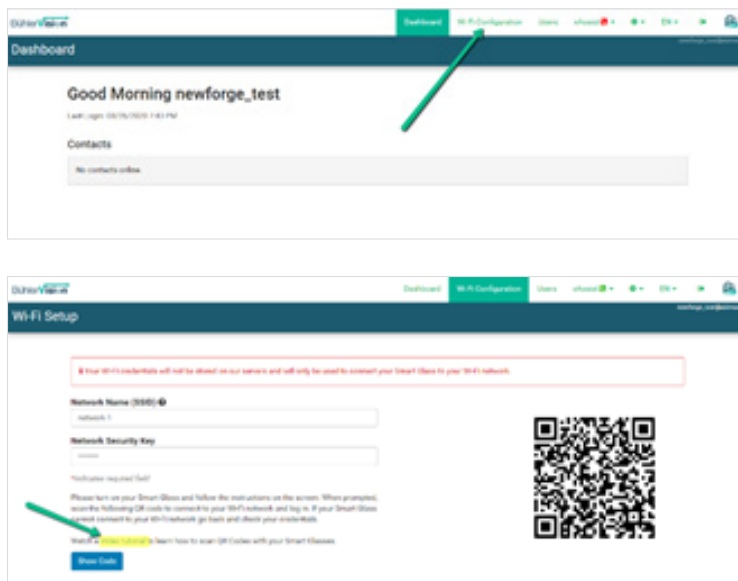


**Step 3:** Go to Chrome browser on your PC and type in: <https://buhler.apps.newforgetech.com>

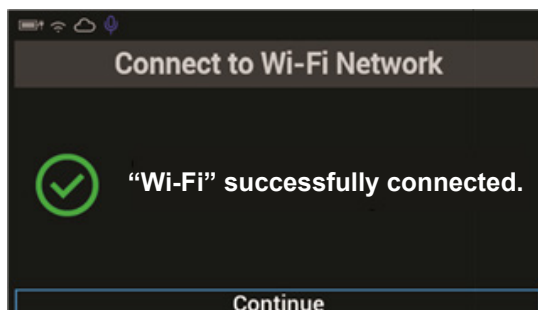
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<sup>1</sup>Please note that only WPA and WPA2 encrypted networks are supported

**Step 4:** Go to “Wi-Fi Configuration” tab and enter the name of your Wi-Fi network and the password. When you click on “Show Code”, the QR code will be generated. A video tutorial is available via a link.



**Step 5:** On the HMT-1 say “Continue” and scan the QR code. If the connection was successful you will see the screen below. Say “Continue” to get to the home screen.



## Part B: User Login

**Step 1:** Go to: <https://buhler.apps.newforgetech.com/>

**Step 2:** Enter your username and password.

**Step 3:** Once you are logged in, go to “User Profile” and then “My Login” and scan the code with the HMT-1. This will trigger the app to restart and finalize the setup

## Chapter 3:

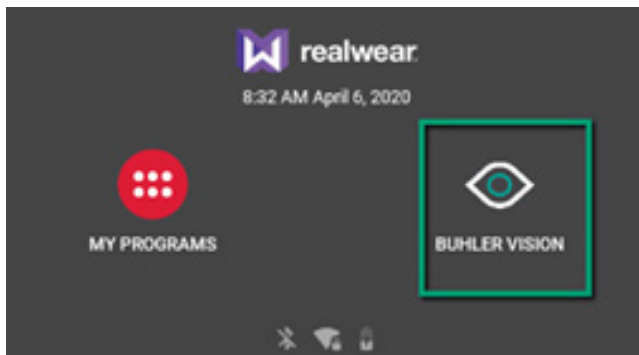
# How to start a remote support call. \_\_\_\_\_

### 3.1 Create a case at <https://myBühler.com>

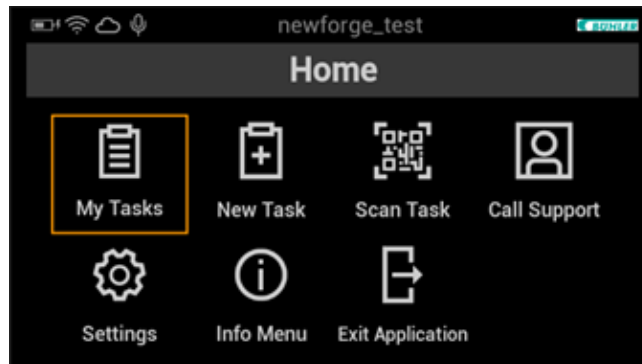
- As the first step, always open a case in the myBühler system.
- Please refer to your service guidelines to submit a ticket for an issue and start a support call.

### 3.2 Get ready for the call.

- Always make sure the device is charged (please refer to Chapter 1 for details)
- Switch the device on: Press the Power Button for 3 seconds (for instructions refer to Chapter 1 on this booklet)
- The following screen will appear. Wait 10 seconds, the app will start, once open, say “BühlerVision” on the following screen.



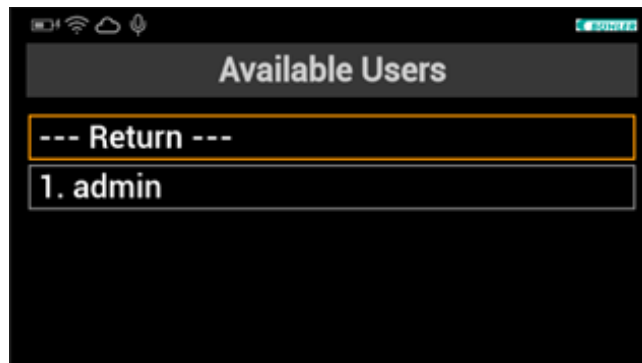
- You will be on the home screen now. The HMT-1 is controlled by using your voice. Simply say what you see on the screen.



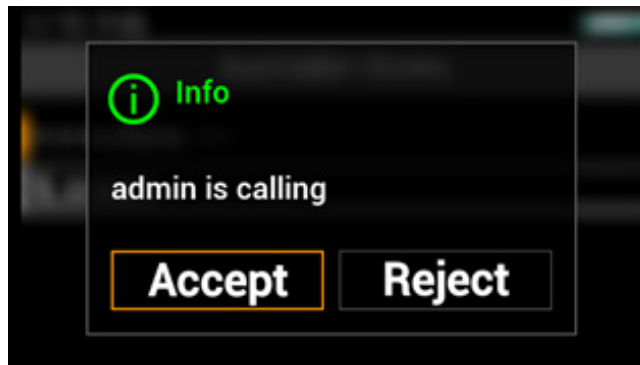
### 3.3 Conducting a remote support call.

**Make a call:** When you are ready to, you can say “call support”

- The support person(s) will be listed who are available and online.
- You can say the support name desired or say “select #”, i.e. in the case below, either say “admin” or “select 1” to start your call.

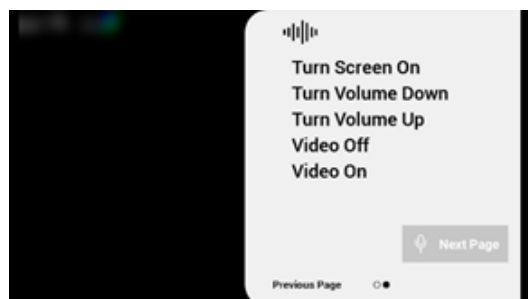
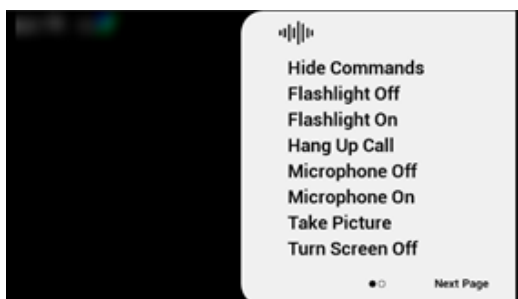


**Receiving a call:** The flashlight of the HMT-1 will start to flash and an audible ringtone will sound when you receive an incoming call. Once you see the screen below say “Accept”



### 3.4 Functionalities within a support call.

To see a list of all available functions you can say “Show Commands” this will display a menu with all commands and functions that are available during a remote support call.



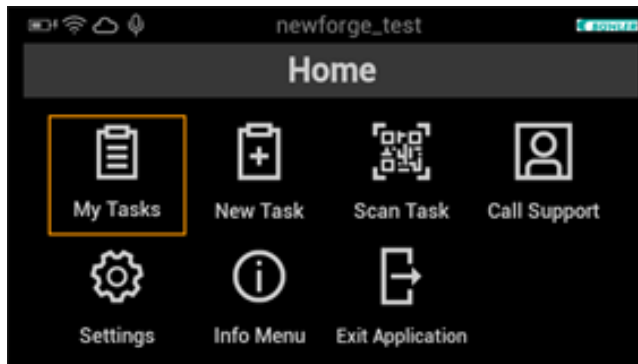
#### Hang Up Call: Ends the call

- Turn Volume Up/Down: Turns the volume of the call up or down
- Microphone On/Off: Switches the microphone on or off
- Video On/Off: Turns the video recording on the HMT-1 camera on or off
- Next Page: Goes to the next page to list other available commands
- Take Picture: Takes a picture with the HMT-1 camera and sends it to the expert

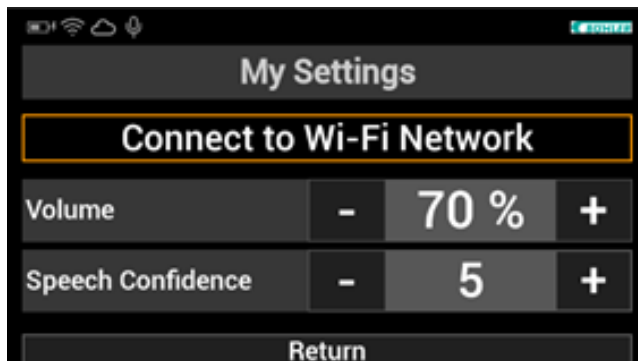
- Flashlight On/Off: Switches the flashlight of the HMT-1 on or off
- Turn Screen On/Off: Switches the display of the HMT-1 on or off
- Say “Exit Application” and press the Power Button until the device shuts down. Please charge the device while you are not using it.

## 3.5 Settings Menu

- To navigate in the home screen, say what you see e.g. “Settings”



- The following settings menu will open



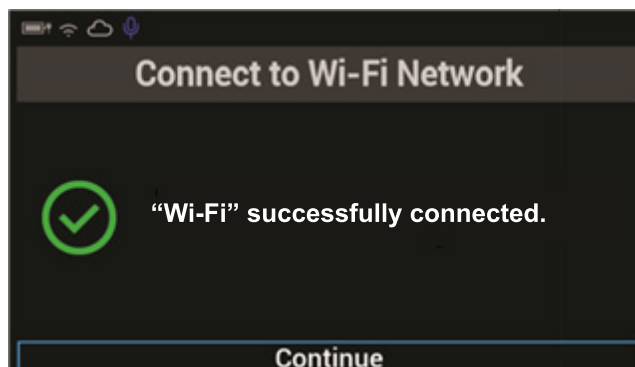
**You can now use the following voice commands to navigate through the settings:**

### **Connect to Wi-Fi Network**

- Use this option when you want to switch to another Wi-Fi network  
**Step 1:** On the HMT-1 say “Connect to Wi-Fi Network”
- **Step 2:** Go to Chrome browser on your PC and type in:  
<https://buhler.apps.newforgetech.com/> then login with your username and password
- **Step 3:** Go to “Wi-Fi Configuration” tab and enter the name of your Wi-Fi network and the password
- **Step 4:** On the HMT-1 say “Scan” and scan the QR code



- **Step 5:** If the setup was successful you will see the following screen. Say “Continue” to get to the home screen





## **Volume**

- This is only for the volume of the notification sounds not for the volume in a call:
- You can set the volume level to a value between 0-100%: e.g. say
- “Volume 40” to set the volume level to 40%

## **Speech Confidence**

- The lower the confidence the easier the HMT-1 accepts the voice commands you give it and vice versa
- Say, for example “Speech Confidence 6” to set the speech confidence level to 6. The recommended speech confidence level is 5.

## Smart Technology Features.



### 100% Hands Free

Voice based operating system with local speech recognition in loud areas



### Outdoor Display

Appears size of 7" tablet, viewable in bright sunlight



### Unmatched Noise Cancellation

Four digital microphones and advanced algorithms



### Water Resistant

IP66 – Protected against heavy seas or powerful jets of water



### Powerful Audio

Integrated speaker and 3.5mm audio jack for use with hearing protection



### Dust Tight

IP66 – Complete protection against the ingress of micro particles



### PPE Compatible

Designed to work with standard hard helmets, bump caps and safety glasses



### Drop Proof

Resistant to 2 meter drops onto concrete from any angle



### Full Shift Internal Battery

Field swappable for continuous use



### Built Rugged

Fully operational from 20° C to + 50° C  
MIL-STD-810G

If you have any questions,  
we are here to help!



**Call the BühlerVision  
Support Hotline**

+1 (803) 792-7105  
(Mo-Fr: 8am – 5pm EST)



If you need help or if you have any  
questions regarding the solution,  
hardware or warranty you can contact  
our service desk via  
email: [info@newforgetech.com](mailto:info@newforgetech.com)



For the latest version of this quick  
start guide, manuals and instructional  
videos check out the “Extra” tab on  
the BühlerVision Portal: [https://buhler.  
apps.newforgetech.com](https://buhler.apps.newforgetech.com)

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