

Webex Expert on Demand for Glass Enterprise Edition 2

Top Questions

What is Webex Expert on Demand with Glass Enterprise Edition 2?

A fully connected workforce is vital to maintaining critical business operations and business continuity. Webex Expert on Demand is a remote assistance application built specifically for the workspace needs of frontline workers. With Expert on Demand, a frontline worker can easily connect through a video call with multiple virtual subject experts, who can guide them step by step to issue resolution.

Glass is a wearable device, developed by Google and optimized for business applications. It helps frontline workers remain connected and have access to the information they need to get their job done. Applications can be accessed through touch or voice commands.

With Expert on Demand for Glass, a frontline worker can easily connect with experts instantly to ask questions and share a live video stream with them of what they see to help find solutions to problems, get training or expert advice anywhere and at any time.

What industries will benefit most from Expert on Demand with Glass? What are the primary use cases?

Expert on Demand for Glass helps businesses and industries where there is a need for remote field services, workplace training & instructions, or remote connectivity. For example, field service technicians can connect with remote experts to quickly repair devices; healthcare professionals can provide better

care by accessing patient data hands-free; manufacturing operators can access standard operating procedures seamlessly from anywhere. Verticals where Glass has been successfully deployed include healthcare, logistics, manufacturing, retail, warehouse logistics and more.

General Questions

How does Glass work with Expert on Demand?

Glass seamlessly integrates with Expert on Demand, leveraging the Webex platform. The solution is a hands-free, voice activated, secure way of video conferencing in real-time for expert teams. Ease of use was top of mind while we created the solution; end-users can easily deploy the app with one touch or join or create a meeting with a simple touchpad or voice command.

What value does Expert on Demand with Glass bring to the organizations?

A variety of industries have a rising need of remotely managing the business with a huge number of employees in the frontline doing day-to-day critical tasks in manufacturing, healthcare etc. industries.

- Expert on Demand for Glass helps frontline workers in fixing issues by connecting with the right experts from anywhere and taking trainings on the job all with zero to minimum travel needs.
- Webex Expert on Demand provides the collaboration platform to these frontline workers to connect them to the right experts to solve manufacturing questions, provide training on the job for doctors to even conduct surgeries with an expert virtually by their side, do onsite repairs etc.
- This technology makes travel costs go down, system availability to go up and avoids any kind of delays in providing the right service or product to the customers.

What languages does Expert on Demand for Glass support?

Glass can support voice commands only in English as of now. Expert on Demand in the Glass can support 5 languages that allows users to use the trackpad to manually select commands in the local languages.

Technical Questions

How do I install the Expert on Demand application on my Glass product?

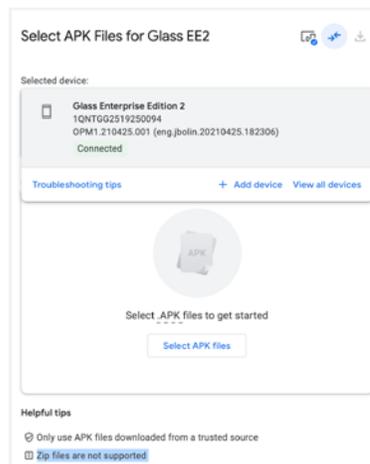
An “.apk” file will be provided with the application package. After downloading the Webex Expert on Demand “.apk” file to a laptop/desktop, please connect the Glass device to the laptop/desktop using a USB-C cable to load the “.apk” file into the Glass device. Please follow the steps are detailed here:

To install an APK:

1. Download the apk file onto local drive
2. Connect Glass with computer via USB-C
3. Go to https://flash.android.com/tools/glass_apk_install and follow instructions
 - a. Click on “Allow ABD Access”



- b. Select APK files to upload the downloaded “.apk” file



How is video collaboration enabled?

Expert on Demand on Glass uses Wi-Fi to enable video collaboration. Remote experts can see the frontline worker's video feed and provide guided instructions.

Does Expert on Demand support Webex Meetings/ Calling/Messaging?

Yes. Expert on Demand now supports Webex meetings starting in version 1.8.0.3. The app also supports calling and limited messaging.

Purchase Questions

How to purchase Expert on Demand with Glass?

1. Buy a Glass Enterprise Edition 2 device and a frame through one of the Glass authorized hardware resellers listed at <https://www.google.com/glass/providers/>, under the Partner Type dropdown, select Hardware Reseller.

Note: frames are sold separately

2. Buy Webex licenses or leverage existing ones for experts and frontline workers here <https://www.webex.com/contact-sales.html>
3. Purchase Expert on Demand add-on licenses for individuals who will use the Glass device

What is the cost of Google Glass Edition 2?

MSRP for Glass is \$999.00

Glass Specific Questions

What is Glass Enterprise Edition 2?

Glass EE2 is a head-mounted wearable Android device, intended for commercial uses. The end-user is able to transfer and capture information in multiple ways. The device comes with 2-way audio and video, a touchpad, and a powerful processor, supporting number of applications that enable the workforce to remain connected and hands-free

What are specs for Glass?

The technical specifications for Glass are listed [here](#). Glass is a ruggedized device that is resistant to water spray and limited dust ingress (IP53)

How comfortable is it to wear Glass all day at work?

Glass is one of the smallest smart glass devices in the market. Most customers can use it all day with comfort.

What is the battery life of Glass?

Glass has an 800mAh battery that delivers 5-6 hours of operation for most use cases. For video intensive use cases such as 2-way video conferencing operation is about 1.5 - 2.5 hours.

Can one take pictures and record videos using Glass? How much memory is available in Glass?

Glass comes preloaded with a camera application for capturing pictures and videos and storing them on the internal 32GB memory.

How does the Glass device receive updates?

Glass is capable of receiving firmware and application software updates over the air. The device is also compatible with multiple middleware packages for MDM, enrollment, and content management.

This end-user can enable this feature on the Glass Settings menu.

To install an APK:

1. Download the apk file onto local drive
2. Connect Glass with computer via USB-C
3. Go to https://flash.android.com/tools/glass_apk_install and follow instructions

How does Glass handle privacy and security?

Android security enables privacy. Data is protected by wrapping it in encryption and setting boundaries around what apps can and can't do in the background.

When it comes to hardware, the Glass front LED turns on whenever the front facing camera is active, announcing when the device is transmitting or recording.

Where can customers go if they have an issue with using Glass?

Customers can request support and learn more about Glass here:

- [General Glass Support](#)
- [Glass Help center landing page](#)
- For questions on the Webex Expert on Demand application, customers should contact Webex directly

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For more information

Please visit <https://www.webex.com/industries/frontline.html>