



Start guide for role of „Customer“

Version 2.0
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1 Introduction

1.1 What is vSHARE?

vSHARE application efficiently connects customers and Oerlikon Balzers support specialists to best solve situations and share knowledge in real time. vSHARE utilizes modern visual, graphical and audio tools on devices already in use, bringing Oerlikon Balzers into the digital world. Please note, vSHARE does not replace existing established communications channels.

Usage of vSHARE requires registration.

Pre-requisite: The user of the App needs to have access to internet connection (Wi-Fi or 3G/4G) and a mobile smart device (phone or tablet) no matter private or company property. vSHARE can be installed on any smart device with Android (>V7) or Apple (iOS> V11) operating system equipped with an in-built camera, microphone and speaker.

1.2 Document aim

This document is intended to explain how the vSHARE App works from customer perspective.

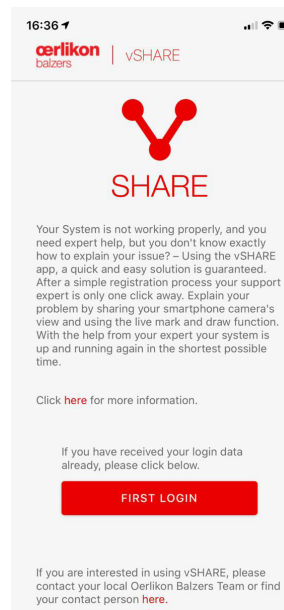
1.3 Target group

To use of vSHARE might be beneficial for many use cases, so far we discovered following:

- Customers who need help from technicians to solve a technical issue with Balzers systems
- Support for field sales having new situation/new tool/new question from customer to consult with more experienced colleagues,
- Production support in terms of difficult tools
- vSHARE can also be used for interactive training sessions
- Let us know your ideas for additional use cases

2 How to register

- In order to use vSHARE, you need to register
- To help you with registration, you can either approach your regular contact person from Oerlikon Balzers or fill following form available via the App.
- The form can be accessed via the app on your phone, after installation following screen will appear



- Tapping on „here“ at the very bottom opens an email template. Please fill out the requested information and send it to us. Our colleagues will create your login as soon as possible.

16:48 12%

Cancel vSHARE access Send

To: fieldsupport.balzers@oerlikon.com +

Cc/Bcc:

Subject: vSHARE access

Dear Oerlikon Balzers,

I'm interested in using vSHARE, in order to set-up my account I'm pleased to answer following questions.

Company name:

Contact details:

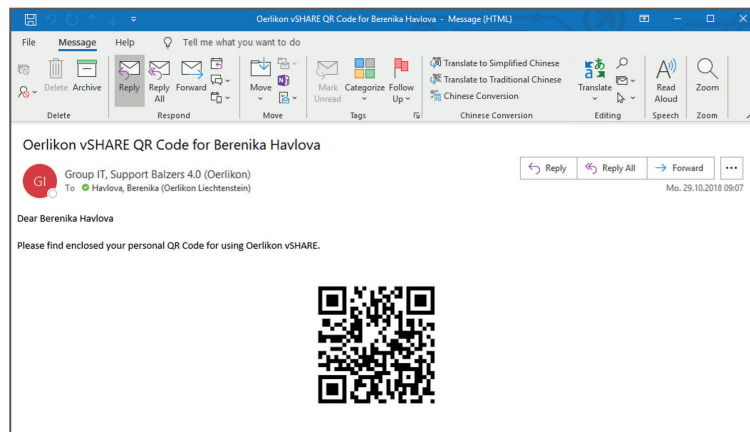
I own already an Oerlikon Equipment:

I'm already in contact with an Oerlikon employee:

I like to start using vSHARE because of:

Kind Regards,

Once your log-in was created, you will receive an email from GroupIT.SupportBalzers4.0@oerlikon.com with your personalized log-in QR code. The log-in QR code should be used only by the registered person itself. (Registration is necessary only for the very first time)



3 How to log-in

First Download vSHARE App to your smart device via Apple store / Google Play store search for "Oerlikon vSHARE" or scan the QR codes below directly

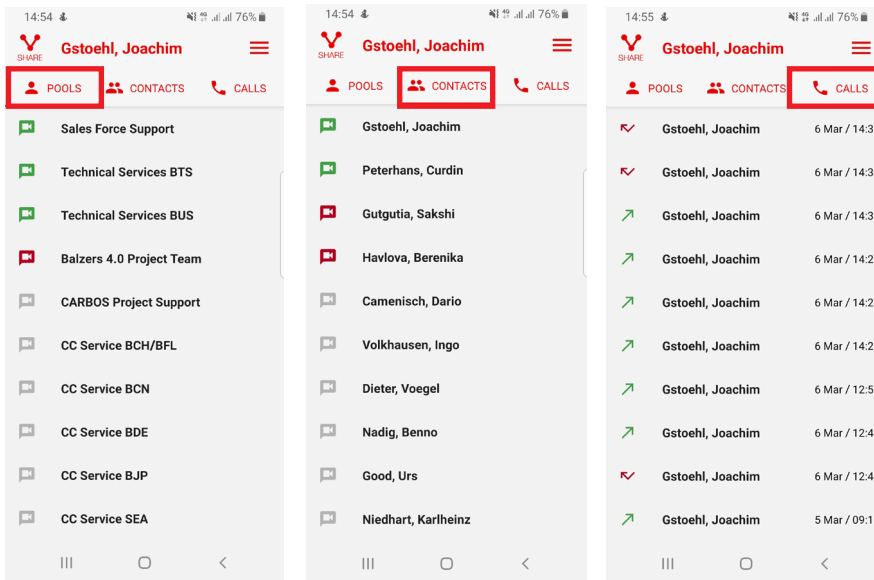


- Open the app, press the log-in button and scan the received personalized log-in QR code
- You will then be directed to your own account, having access to the requested Pools and Contacts
- Now you are ready to establish a call with your Expert. Ensure you have an internet connection (Wi-Fi or 3G/4G) available. (vSHARE doesn't work offline)

4 App features

Your vSHARE App has three main tabs and user menu

4.1 Main Menu



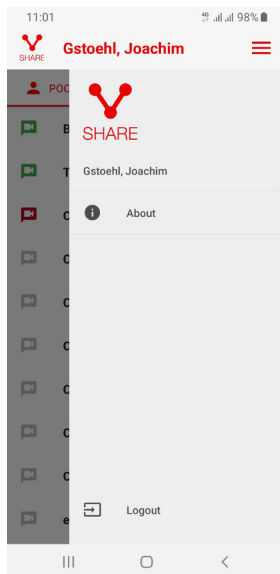
- Green icon - Available for call
- Red icon - Busy at the moment
- Grey icon - Not available

Pools: It shows the list of supporter's pools (relevant experts), who are available for a call at the very moment (shown in green)

Contacts: Option to call specific person from contact list, based on availability

Calls: You can see here history of calls made by you

By tapping on the top right burger-menu you open a menu overlay.



About: You can check your app version here

Log-out: You can log-out from the application by clicking on it (If you log-out, you will need the personalized log-in QR code to log back in)

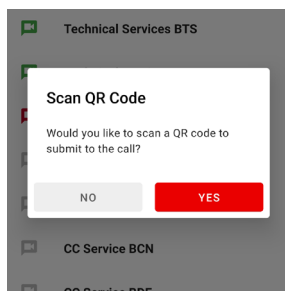
Hint: In order to stop using the app just close the app like you do with others, log-out is not necessary

4.2 How to make a call

In order make a call, you select on relevant expert pool or a dedicated person from the list and then you will be asked following question:

“Would you like to scan a QR code to submit to the call”?

- If you have a QR code of equipment serial number > select YES
- If you don't have a QR code, then you can make a direct call without QR code > select NO

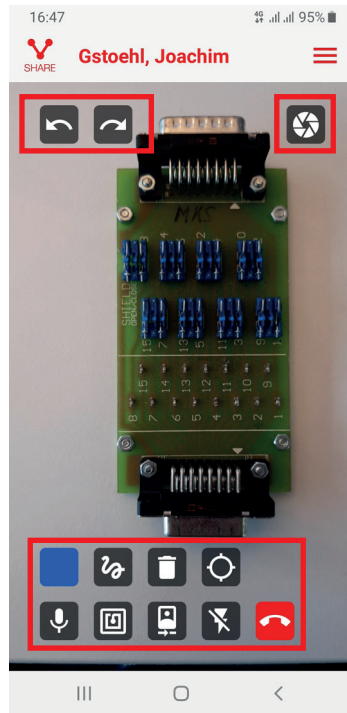


Once the call is established, customer gets following call features:

- Audio stream in real-time
- Video stream in real-time
- Photo on demand
- Bi-directional drawing

4.3 Functionalities during call

There is set of functionalities, which can be used during the call, represented by following icons:



Undo/Redo: You can undo and redo drawings over the picture or video with these features.



Photo: You can take a photo and use it for further discussion or drawings.



Colour: You can choose various colors from the bar.



Draw: You have an option to choose different pen width options.



Delete: You can clear/delete any drawing done by you over the picture or during video call



Pointer: This helps to point out specific spot in the video, which will be shown to the supporter on other end and he can navigate you to the right spot.



Microphone: You can mute and unmute the conversation during the call.



Scanner: You can re-scan equipment QR code



Camera switch: You can also switch the screen view and use front camera of the phone



Flash light: You can use flash light while taking a picture or video.



Finish call: You can finish/disconnect the call

Thank you!

If you have any comments and ideas to improve vSHARE, please contact:

GroupIT.SupportBalzers4.0@oerlikon.com

