

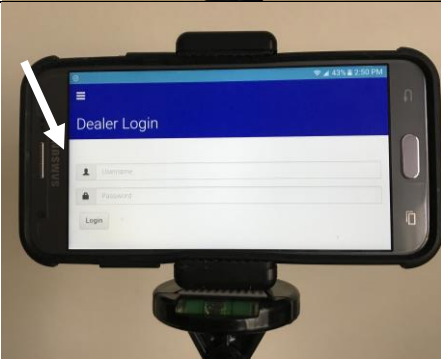

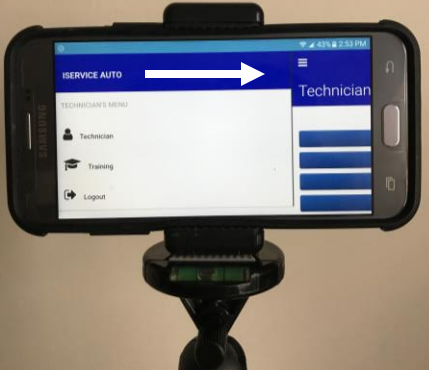

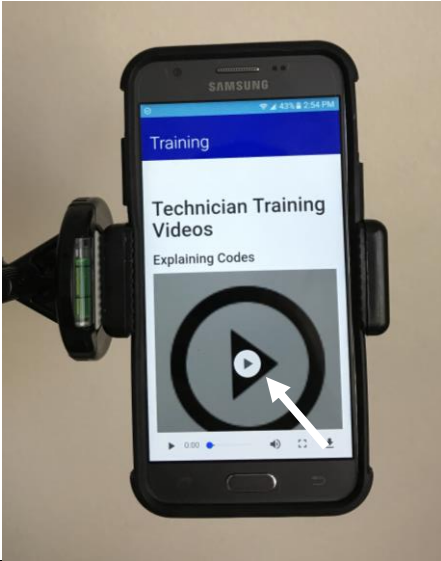
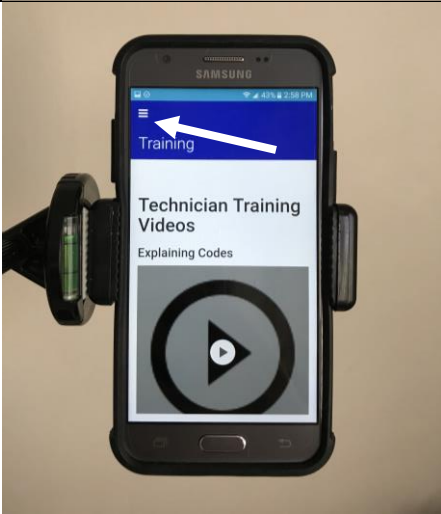
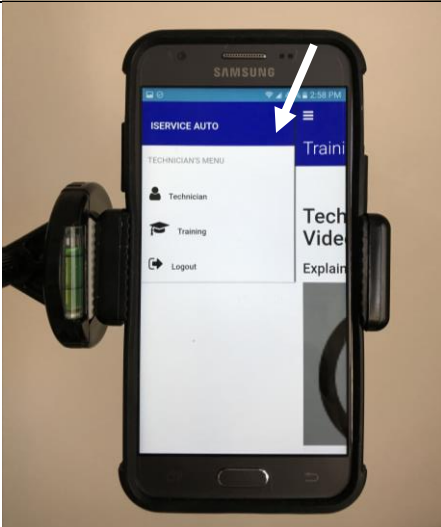


Technician Operating Guide

Part 1: Discover Training



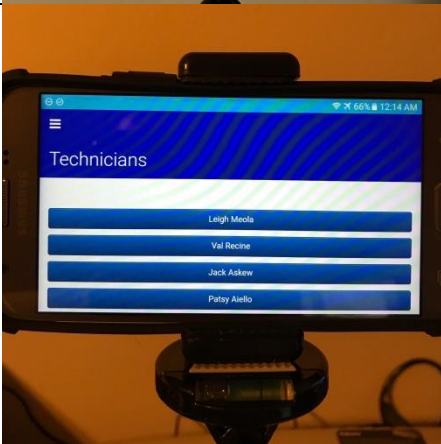
		<ol style="list-style-type: none">1. Turn on the device by pressing button on top or on the front of the screen to the right.2. Swipe screen to unlock
		<ol style="list-style-type: none">3. Select the iService App icon
		<ol style="list-style-type: none">4. Enter in the Username and Password

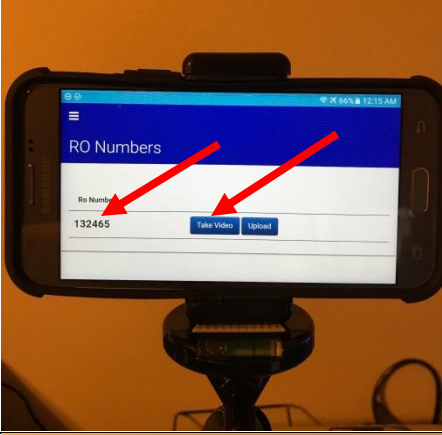


	<p>5. Select the 3 lines in the upper right hand corner</p>
	<p>6. This window will pop out from the left side of the screen. Click on "Training"</p>
	<p>7. There are now a list of sample videos to learn from, Word Track documents, and Tech Tip documents to learn from. Feel free to scroll lower.</p>

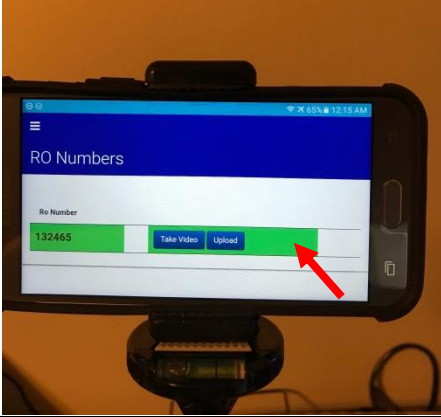
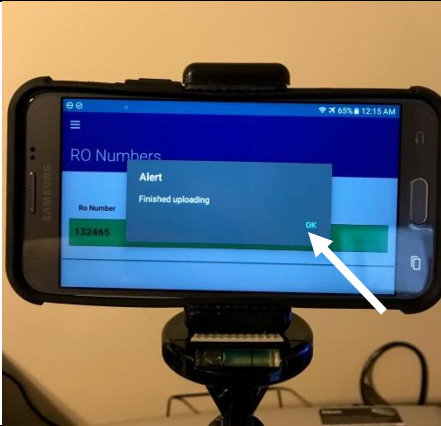

	<p>8. Rotate the device so it is vertical to have a better view of the videos. Play button is located in the center of the image.</p>
	<p>9. Touch the 3 lines in the upper right corner of the screen to pop out the side window.</p>
	<p>10. Click on Technicians or logout to leave the "Training" section.</p>

Technician Operating Guide

Part 2: Usage Training

	<p>11. Turn on the device by pressing button on top or on the front of the screen to the right. 12. Swipe screen to unlock</p>
	<p>13. Select the iService App icon</p>
	<p>14. Select the Technician's name</p>

		<p>15. Select the RO number or Take Video to start recording</p>
		<p>16. Press Record to immediately start recording video 17. Once completed press the square stop button on the screen</p>
		<p>18. Three options:</p> <ol style="list-style-type: none">1) Play – video can be watched2) Retry – video can be re-recorded3) OK – video is acceptable as is

	<p>19. Once OK is pressed, video will upload on its own to server. Green progress bar shows full when complete. (If Wi-Fi connection is spotty and failure alert appears, the Upload button can be pressed to re-upload video.)</p>
	<p>20. Video will be uploaded and sent to the customer immediately. Press OK to go back to the Tech screen to record the next video.</p>
	<p>21. Select the Tech's name to begin recording the next RO.</p>