



KOGNITIV SPARK

RemoteSpark for PC Quick Start Guide

A guide for SME/OEMs who are on the receiving end of a support call.



About Us

Established in 2016, [Kognitiv Spark](#) is a global tech company headquartered in Fredericton, NB, with an additional office in the United Kingdom. We are recognized for developing a secure, reliable, and network agnostic mixed reality performance support application, **RemoteSpark™**. We help workforces achieve more, operate with confidence, and solve issues quickly, safely, and accurately.

Our Team Has Deep Expertise In:

- Industrial Manufacturing
- Oil, Gas & Utilities
- Process Management
- Defence & Aerospace
- Engineering & Automation
- Mining
- Automotive & Transportation
- Healthcare & Pharma

Our product is called
REMOTESPARK 



What Is REMOTESPARK[✶]

RemoteSpark is a user-focused Mixed Reality (MR) performance support tool designed with field workers in mind. It combines the physical and digital worlds by creating a hands-free, supportive environment for workers to instantly access 2D and 3D holographic assets to support task completion, operational efficiency, training and digital transformation efforts in an independent and autonomous manner.

RemoteSpark also equips workers with the power to establish a low-bandwidth, secure video and audio call with subject experts should extra assistance be required and is supported by a robust security infrastructure.

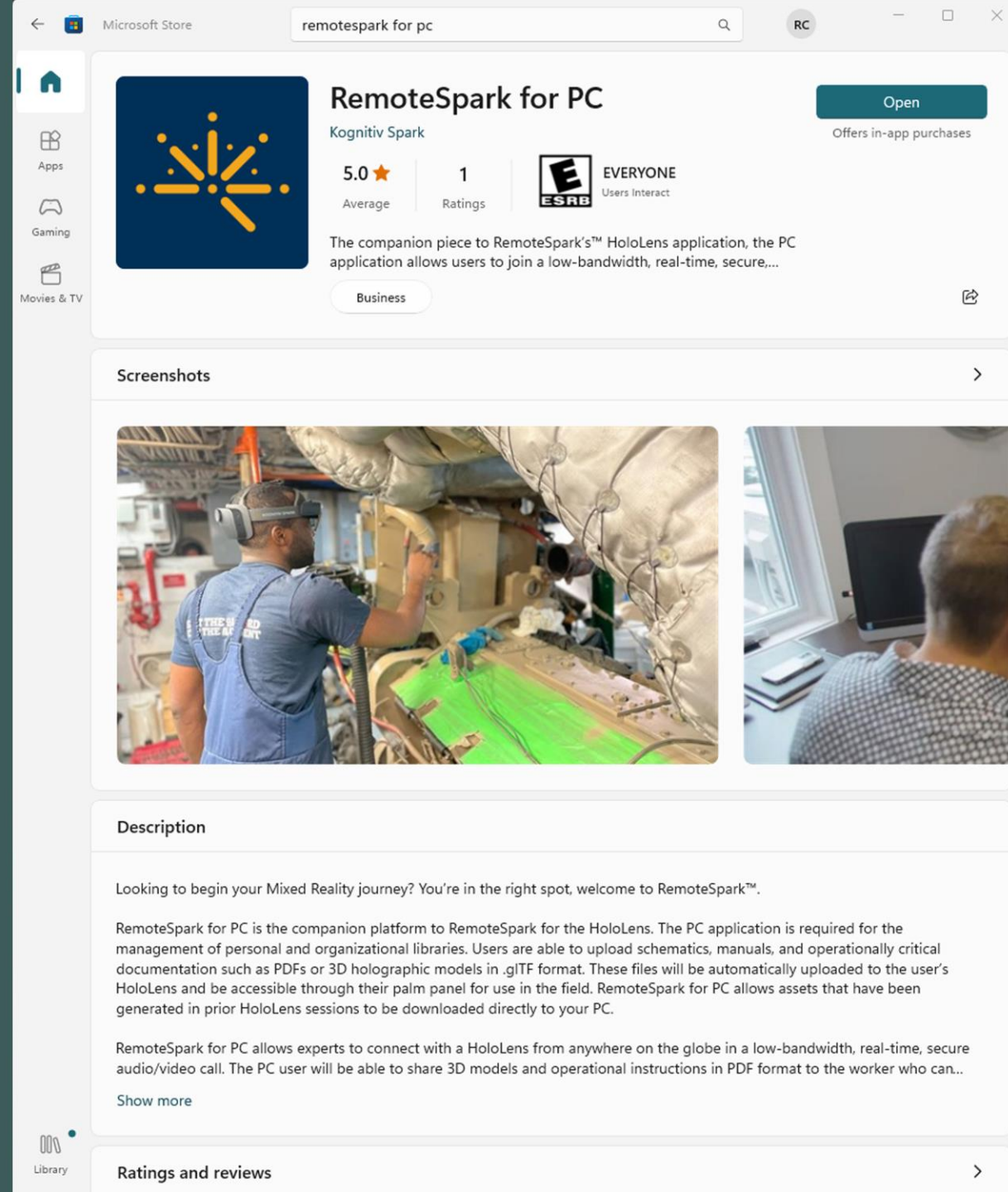


Getting REMOTESPARK[™]

RemoteSpark is available for free from the Microsoft Store.

Search *RemoteSpark for PC* in the Store or [follow this link](#).

You'll need to download and install RemoteSpark in order to receive a call from the HoloLens wearer that is looking to connect with you.



The screenshot shows the Microsoft Store interface for the 'RemoteSpark for PC' application. The page includes a search bar at the top with the text 'remotespark for pc'. The application's icon, a blue square with a yellow starburst, is displayed next to the title 'RemoteSpark for PC'. Below the title, it says 'Kognitiv Spark' and shows a 5.0 star rating from 1 user. The ESRB rating is 'E' for 'EVERYONE' with the note 'Users Interact'. A description states: 'The companion piece to RemoteSpark's™ HoloLens application, the PC application allows users to join a low-bandwidth, real-time, secure...'. There is a 'Business' tag and an 'Open' button with the text 'Offers in-app purchases'. The 'Screenshots' section shows two images: a worker in a blue shirt using a HoloLens in a factory setting, and a person at a desk using a PC. The 'Description' section begins with 'Looking to begin your Mixed Reality journey? You're in the right spot, welcome to RemoteSpark™.' and continues with details about the application's purpose and features. A 'Show more' link is at the bottom of the description. The 'Ratings and reviews' section is partially visible at the bottom.

Microsoft Store

remotespark for pc

RemoteSpark for PC

Kognitiv Spark

5.0 ★ Average

1 Ratings

E ESRB EVERYONE Users Interact

The companion piece to RemoteSpark's™ HoloLens application, the PC application allows users to join a low-bandwidth, real-time, secure...

Business

Open

Offers in-app purchases

Screenshots

Description

Looking to begin your Mixed Reality journey? You're in the right spot, welcome to RemoteSpark™.

RemoteSpark for PC is the companion platform to RemoteSpark for the HoloLens. The PC application is required for the management of personal and organizational libraries. Users are able to upload schematics, manuals, and operationally critical documentation such as PDFs or 3D holographic models in .glTF format. These files will be automatically uploaded to the user's HoloLens and be accessible through their palm panel for use in the field. RemoteSpark for PC allows assets that have been generated in prior HoloLens sessions to be downloaded directly to your PC.

RemoteSpark for PC allows experts to connect with a HoloLens from anywhere on the globe in a low-bandwidth, real-time, secure audio/video call. The PC user will be able to share 3D models and operational instructions in PDF format to the worker who can...

Show more

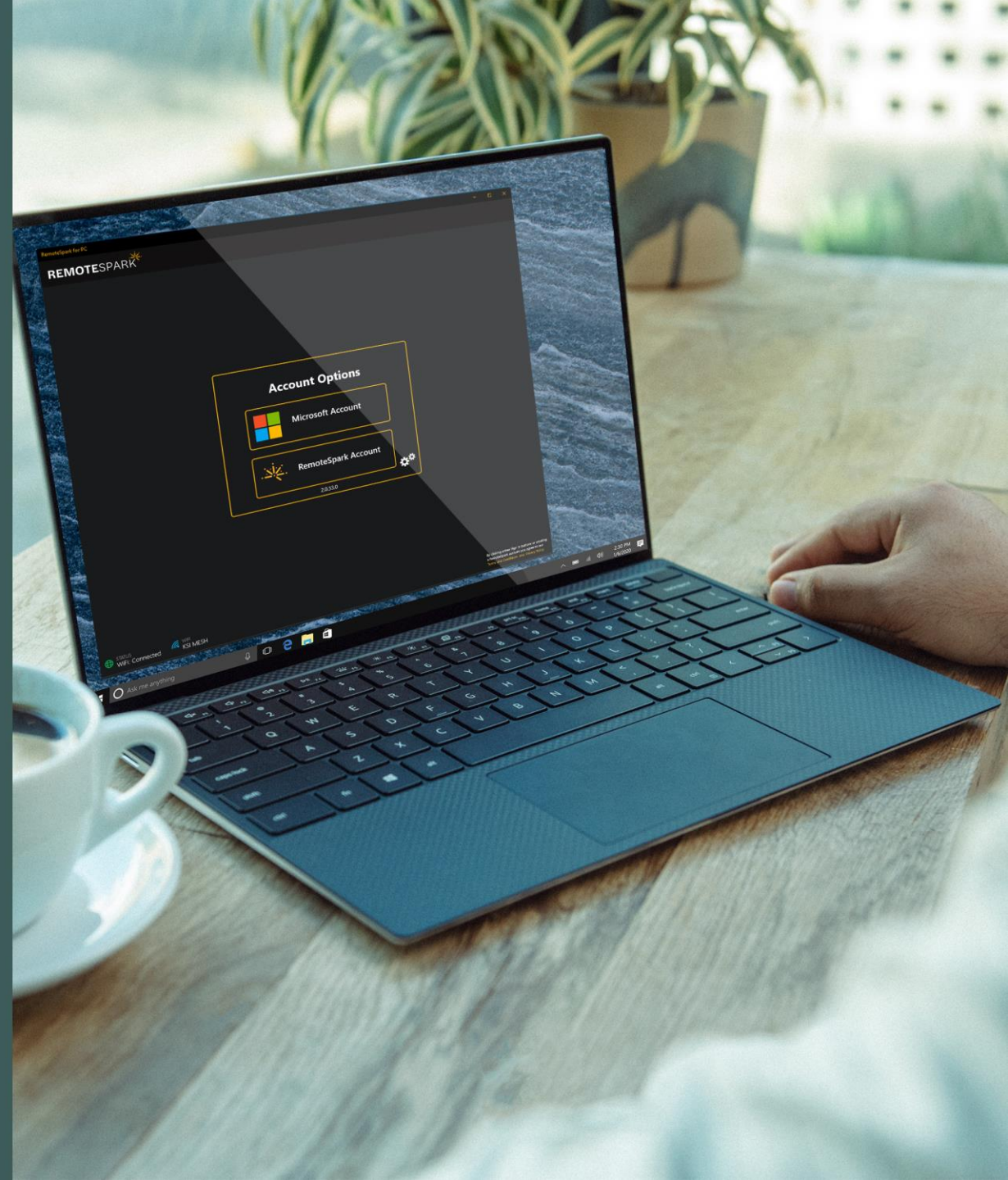
Ratings and reviews

Creating Your Account

Users can create an account for free with either their Microsoft account or an email/password combination as a RemoteSpark account.

If possible, we recommend using a Microsoft account as it leverages your existing corporate security. If your business doesn't use Microsoft to host their emails, that's okay, you can still create an account using **RemoteSpark Account** with your existing email address.

** Supported Microsoft accounts: Office 365, Azure Active Directory, MSA (Outlook, Hotmail, Live).*

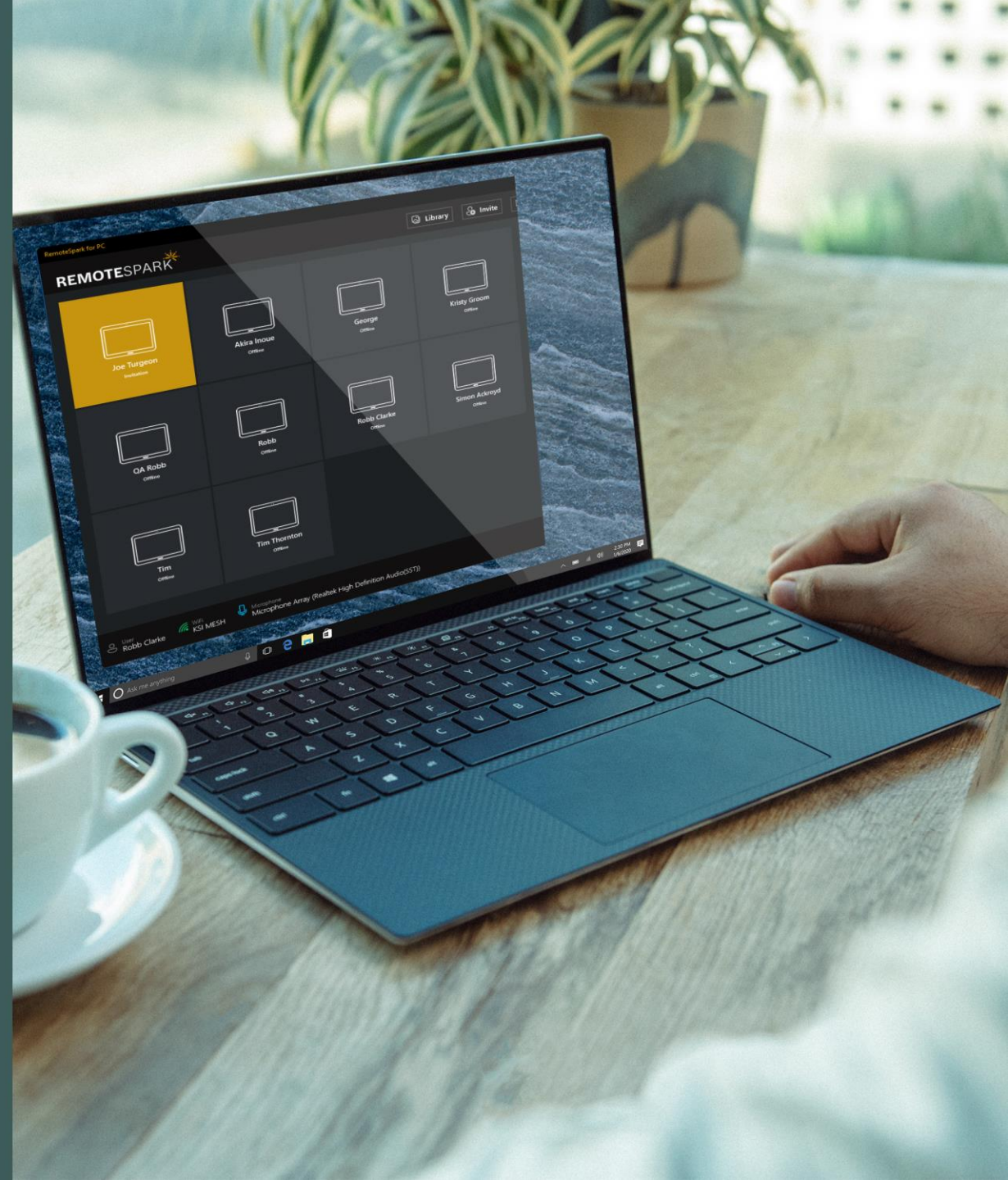


Connecting

Once your account created, the next step is to connect with your colleague.

At the top right of the **RemoteSpark** application you'll find the **Invite** button. Click that and enter the email address of the person that you'll be speaking with. **RemoteSpark** will then send them a connection request.

Inversely, they may have beat you to the punch and sent you an invite already. Their connection request will appear as a yellow contact. Clicking it will prompt you to accept the invite.



Using REMOTESPARK[✶]



Take Photo

Captures a photo from the HoloLens camera which can be annotated or downloaded.



Share Screen

Allows you to share your full screen or an application window with the HoloLens wearer. * *Streams at 2 frames per second.*



Full Screen

Hides the control buttons and asset tray to expand the video to fill the application window. Hitting ESC on your keyboard exits.



Files

Allows you to upload a PDF, .glTF/.GLB 3D model, or image directly from your computer or access your cloud library.

Additionally, using your mouse, you can annotate directly on the video feed and place Holographic Ink in the HoloLens wearer's view to draw their attention to something. It is temporary and fades away after 15 seconds.



Common Troubleshooting Topics

Microsoft Store Access

From time to time, corporate policies may prevent access to A) the Microsoft Store or B) access to an application within the Store. If those hurdles cannot be overcome, Kognitiv Spark can provide you with a sideload file. Contact us at customer care@kognitivspark.com to make arrangements.

Network Firewall Rules

If you are unable to successfully login or connect a call it is likely that the network that you are on needs to be configured to allow RemoteSpark to run. Our network firewall rules can be [found in our Knowledge Base](#).

Need a hand or have questions?

The Customer Success team at Kognitiv Spark is more than happy to answer any questions you may have and help you along the way. You can get in touch with them by [submitting a support ticket here](#).

