KOGNITIV SPARK

RemoteSpark for PC
Quick Start Guide

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

REMOTESPARK

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 **REMOTE**SPARK

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.
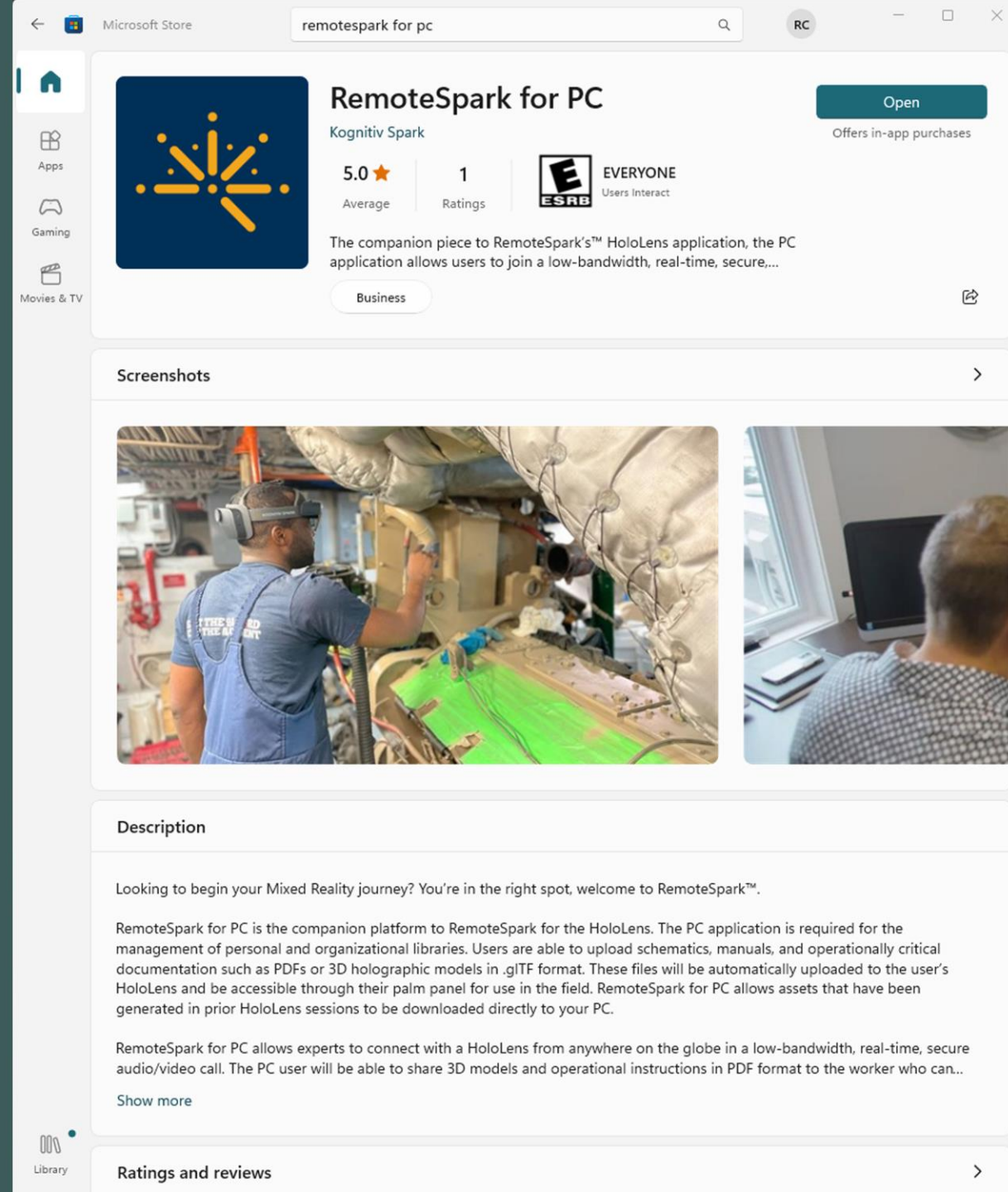
Getting REMOTESPARK

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.

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).
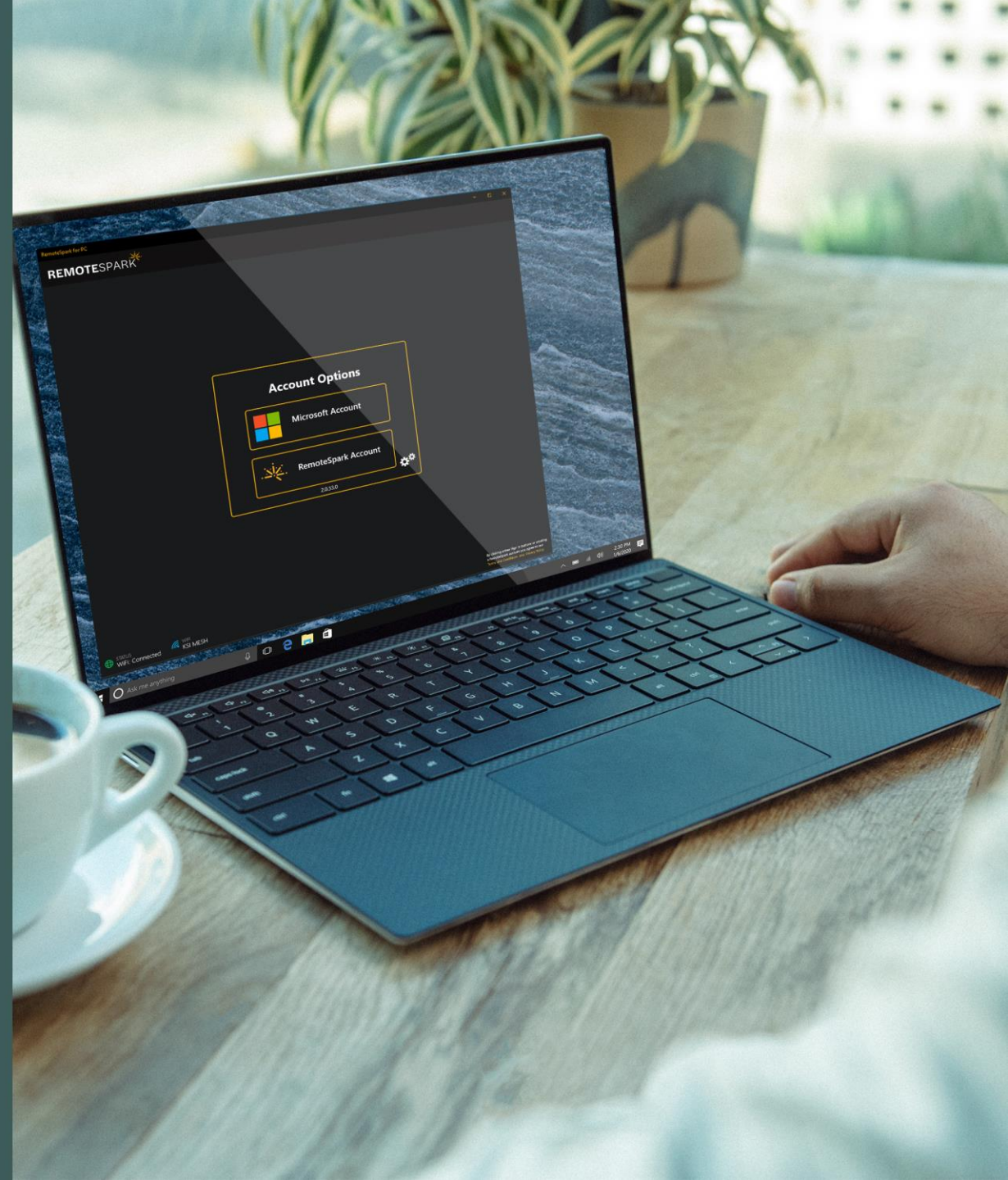
Connecting

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.
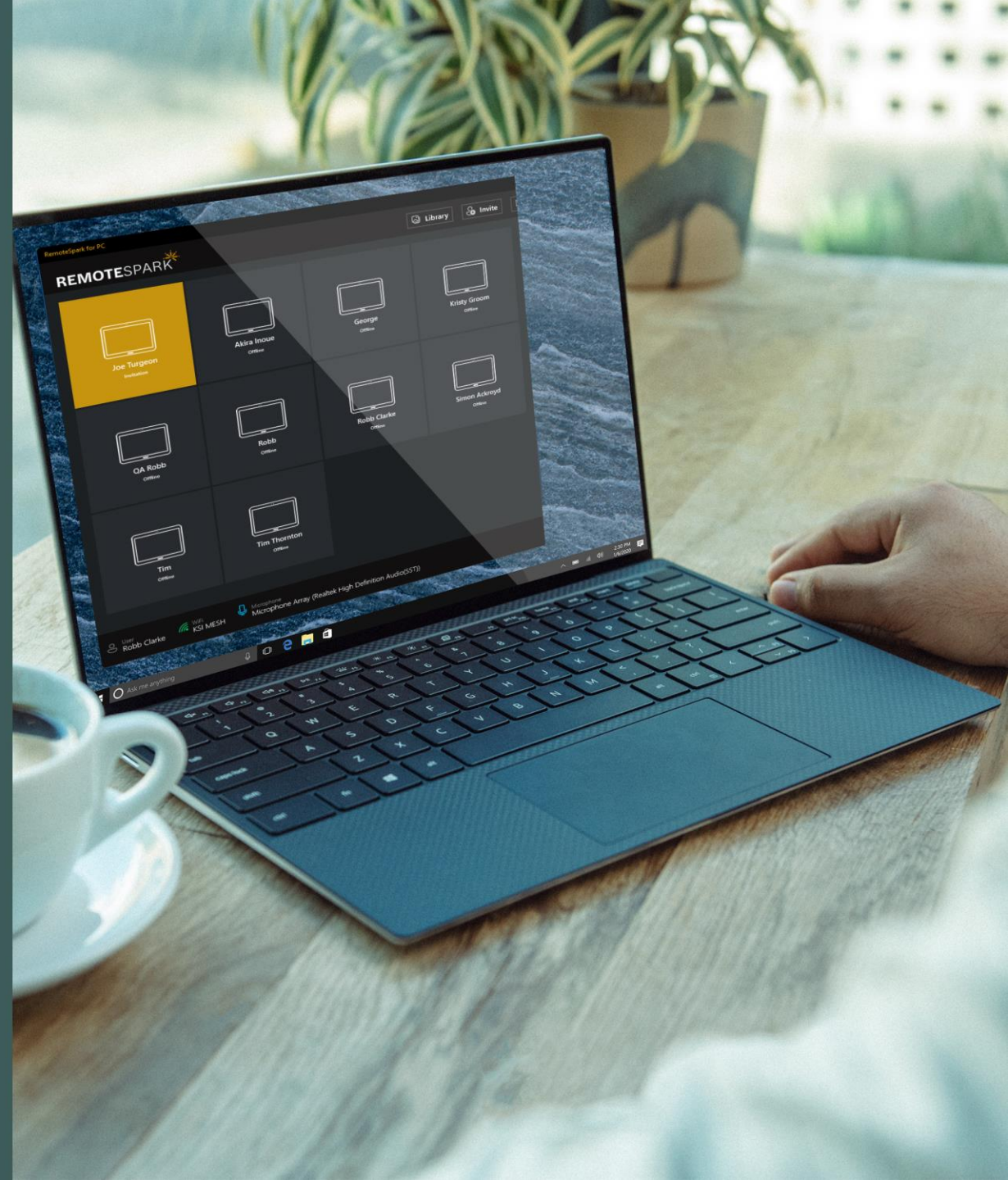
Using **REMOTE**SPARK

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

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

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

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 customercare@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.