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Secure Remote Expert via Cisco Webex for RealWear HMT-1 Wearable

Benefits

Launch video meetings hands-free and collaborate with remote experts to resolve problems at the source without having to be on-site.

Enhance recruiting and development of next-generation workforce trained by seasoned mentors located anywhere in the world.

Help teams respond anywhere anytime with resources around the globe and get machines online faster.

Access to resources such as documentation for common troubleshooting steps for re-use across the company.

Share real-time updates through alerts about potential issues in the plants and communicate about them in real time.

Operational ROI - Reduce travel costs and drive productivity via increased uptime and time-to-resolution.

Utilize Remote Experts to Resolve Factory-Floor Issues

Instantly get technicians to see the problems with hands-free video on the front line when they occur. Show experts from around the factory, company, and even the globe with two way- video calling enabled by Cisco Webex to see directly from the industrial worker's point of view.

Cisco Webex for the RealWear HMT-1 allows a remote worker to connect with remote experts when they need assistance. Experts can share their views and interact with work instructions, capture still images, and push documents. You no longer need to wait for the expert in person to start solving problems.

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Reduce Equipment Downtime

Flying in experts to troubleshoot a problem can cost a company time and money, including lost productivity and expensive last-minute travel.

However, having on-site resources try to resolve the issue isn't a great solution either. Workers engaging with equipment issues without technical knowledge or training can be a safety risk.

Webex for RealWear HMT-1 offers the best of all worlds: connect with your experts instantly. No matter where they are.   This solution means manufacturers can respond faster, improve worker safety and access expertise across the entire organization and beyond. With the right tools in place, teams can quickly locate a remote expert, conference them in and resolve the issue through critical collaboration.

By deploying Webex for RealWear HMT-1, maintenance teams can instantly call these remote experts, make them virtually available, and resolve issues where they occur in their operations. These teams gain a rich collaboration experience, utilizing not only voice but also web conferencing, video, chat, and application/file sharing.

The Power of Voice

Using Webex for RealWear HMT-1 you can find and engage experts as well as instantly start meetings with just your voice, keeping your hands free for work. Getting help can be as simple as selecting contacts in a directory on desktop or mobile device or on the RealWear device then initiating a call or request for a callback. Requests can be sent to individual team members or an entire team.

Secure Connectivity for RealWear Devices on Cisco Networks

Cisco and RealWear have developed a secure platform for users in the field. Using the Webex Client on the RealWear device allows the user to start a session and authenticate the users. Once authentication is completed, the user can then pull down a list of collaborators and initiate secure calling. Cisco Webex platforms support end-to-end encryption to keep content safe.

Ruggedized Wearable for Industrial Use

The RealWear HMT-1Z1 is the world's first Intrinsically Safe ATEX Zone-1 and CSA Class-1/Division-1 wearable head-mounted computer. Waterproof. Dust-tight. Drop-proof. Resistant to 2-meter drops onto concrete from any angle. Complete protection against the ingress of microparticles. IP6-rated. Now everything you love about Webex is available to all workers, no matter where they go.

Call to Action

To learn more about RealWear and Cisco solutions, contact us at out our product and services inquiry webform.