



vuforia® chalk™

EXPERT SUPPORT AT SCALE WITH AR REMOTE ASSISTANCE

Quickly scale problem-solving guidance, support and expertise to your factory operations & service teams with augmented reality. Vuforia Chalk is a powerful collaboration and communication tool for your organization’s experts to provide real-time assistance to technicians facing complex or unfamiliar challenges.

Collaborative AR enables limitless reach for expert guidance

Vuforia Chalk combines advanced augmented reality (AR) with real-time communications to connect a field technician with an expert so that the expert can see and discuss the situation in the field. Technicians and experts can draw digital annotations on a mobile screen or desktop that accurately stick to 3D physical objects, allowing the expert to guide the technician through a process, step-by-step. With more accurate annotations, experts and technicians spend less time resolving issues, increasing operational productivity and efficiency.

Vuforia Chalk delivers faster resolution without the time and expense of expert travel or repeat technician visits.



Chalk will remain an important tool that simplifies communication, saves costs, increases workforce productivity and efficiency, and improves safety and compliance.”

— Stefan Goeris, Process Consultant in Manufacturing at Henkel

WHY VUFORIA CHALK?

Reduce Operational and Service Costs:

Reduce the overall time it takes for frontline workers to make repairs and resolve issues, while also minimizing technician travel costs.

Drive Workforce Productivity:

Accelerate troubleshooting and problem solving by fostering real-time collaboration between on-site technicians and offsite remote experts.

Increase Customer Satisfaction:

Minimize downtime by ensuring that technicians fix things correctly on the first try, while providing customers the opportunity to perform their own repairs or maintenance via guided self-service.

Improve Employee Experiences:

Boost employee confidence and collaboration by providing real-time support and guidance that accelerates decision-making and problem solving.

Improve Safety and Compliance:

Providing novice employees with live expert guidance and mentoring improves safety and compliance when working in dangerous environments.

HOW IT WORKS



Remote Expert

Connect with your workforce to provide live guidance from desktop or mobile



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Frontline Worker

Connect with a remote subject matter expert when real-time support is needed

Increase workforce effectiveness & efficiency – anytime, anywhere.

Vuforia Chalk enables industrial enterprises to rapidly and cost-effectively get augmented reality in the hands of service technicians, factory operators, and subject matter experts using the mobile devices they have today.

- **Manufacturing and Service** – empower technicians and operators to perform more accurate service, installation, assembly, inspection, maintenance, repairs, troubleshooting, or issue identification
- **Workforce Collaboration** – drive real-time collaboration between frontline workers and subject matter experts for more effective problem solving and more on-the-job learning and mentoring opportunities

Technical Requirements

Supported Devices	<p>iOS 13 or later devices Android 8.0 or later devices RealWear HMT-1 and RealWear HMT-1Z1 headset</p> <p>Check https://www.ptc.com/en/products/vuforia/vuforia-chalk#app-download for specific, compatible make/models.</p>
Browser Capabilities	<p>Chalk Admin Center: Google Chrome, Mozilla Firefox, Microsoft Edge/Internet Explorer, Apple Safari</p> <p>Chalk for Desktop: Google Chrome, Microsoft Edge</p>
App Store Markets	All app store countries except for China.
Network Connectivity	2.0 Mbps recommended for best video quality on local capture device. 500 Kbps minimum.

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