CareAR® Assist Software

FREQUENTLY ASKED QUESTIONS (FAQS)

CareAR Assist is a live, visual interaction solution that allows Xerox support experts and customers to resolve issues together remotely, saving time and increasing safety.

Xerox support experts and customers anywhere can collaborate in real-time using a suite of tools, enhanced by augmented reality, to document, diagnose, and solve issues as if actually there on-site.

What does it mean to participate in a CareAR Assist session?

When you call into Xerox support, the Xerox Support Expert may ask to see what you're seeing using CareAR Assist in order expedite issue diagnosis and possible resolution getting you back to work faster.

To initiate the CareAR Assist session, the Xerox Support Expert can send you a text message to your mobile device or verbally provide you with a join by code number. You then click on the link within the text message, choose to join the session via the CareAR Assist app or using a supported browser, and then enable your rear-facing camera.

No one has to be on camera. You show the Xerox Support Expert your issue using the camera on your cell phone. It's a simple solution to quickly demonstrate what the issue is and a means to diagnose and resolve the issue quickly.

Will I be on camera?

No. The rear facing camera on your smartphone is used. You will not be on camera. By default, your camera is off when the CareAR Assist app is launched. The camera must be activated by you using the camera tool to share video from your rear facing camera. Your microphone is also off until you activate it.

Do I have to pay for the remote service with CareAR Assist?

No. You do not pay extra for remote support using CareAR Assist. Although you may get back up and working much faster than waiting for an onsite technician, you do not have to pay or sign up. Also, you do not have to create a separate account or login to participate in CareAR Assist session.

Do I have to download an app?

No. You can join a CareAR Assist session over a web browser rather than downloading the app. However, there are significant benefits when you engage with a Xerox support expert when you do download the CareAR Assist app. With this app you will see much more detailed graphical guidance that is locked into place even if you move your phone.

Will I be charged for voice minutes using the CareAR app?

No. There are no "voice minutes" used when having an audio connection using the app. Both voice and the live AR video session occur over the data connection (either Wi-Fi or mobile based data) of your device. Do note that mobile data plans vary from unlimited data to fixed usage plans.

Do I have to be near the Xerox device that needs support?

Yes. The CareAR Assist support session takes advantage of visual awareness of your Xerox device. You need to be in close proximity, ideally within three (3) feet of that Xerox device.

What is the minimum requirement for a mobile phone to participate in a CareAR Assist session?

There are two ways to join a CareAR Assist session.

- Joining via Web Browser
  - Requires joining the CareAR session via the following browsers:
    Android: Google Chrome, Brave, Samsung Internet
    iOS: Safari and Brave

- Joining via the CareAR Assist app requires:
  - iPhone 8 and above with iOS 12 and above
  - Android devices listed on Google's ARCore supported devices page with Android 9 and above

For more information: CareAR Assist Mobile Device Compatibility

I downloaded the CareAR Assist app, and it says that the app is not compatible with my device?

That may be due to your device not supporting augmented reality. However, you are still able to join the CareAR Assist session via web browser by clicking on "Join via Web Browser".

I don't have a company mobile device; can I use my personal mobile as well?

Yes. You may use your personal cell phone or tablet to participate in a CareAR Assist session. CareAR Assist does not capture any personal information from your company or personal mobile device.

I have a security block on my work device that is preventing me from downloading the CareAR app?

You may not be able to download the app, but you may still be able to join the session via web browser by clicking on "Join via Web Browser".

Is my data secure?

CareAR implements appropriate technical and organizational security controls as appropriate to the risk associated with that data including encrypt user's data in transit and at rest.

Additional detail can be found here: https://carear.com/privacy-policy/

Will my phone number or email address be stored and shared if I provide it to join a session?

If used to join a CareAR Assist session as a guest, your email address or phone number is stored on the CareAR server, which is not accessible to Xerox support. This type of personal information is not sold or shared and is not used for any marketing purpose.

If you do not want to share your phone number or email, you can ask the Xerox Support Expert to join by code and enter the code via xerox.com/join.

Will I receive marketing materials/ads/emails if I use the CareAR app?

No. You will not receive any promotional emails or ads if you install and use the CareAR Assist app as a Guest of a session.

I don't have WIFI connection with my personal mobile device, what is the data consumption for the CareAR Assist session? How much data would a typical 10-minute CareAR Assist session use?

A typical 10-min session uses 36 MB of data which is similar to consumption used for other video streaming apps.

For more information: CareAR Assist Data Consumption Usage

What Wi-Fi bandwidth is recommended for a CareAR Assist session?

500 kbps is recommended for CareAR Assist app or browser engagement to ensure optimal real-time graphical guidance performance overlayed in your smartphone's field of view. CareAR Assist automatically adapts to bandwidth variance when it dips below 500 kbps by reducing your video frame rate to preserve real-time guidance from your Xerox support expert. CareAR Assist is a collaborative support tool and does not work offline.

Does CareAR Assist require Wi-Fi?

CareAR Assist works with mobile data connections (LTE) and with Wi-Fi connections.

What if I do not have enough storage on my device to download the CareAR Assist app?

This is not a problem at all! You can choose to join the Assist session via a web browser such as Chrome or Firefox. This does not take up any storage on your device since you are not downloading the CareAR Assist app to your device.

How do I make augmented reality features in the CareAR Assist app work best?

The best CareAR Assist augmented reality experience takes advantage of good lighting, flat surfaces, and stationary objects. When using the CareAR Assist app, you want to ensure the spatial mapping symbols (crosshairs) you see on screen are visible over the object being viewed for assistance.

This means computer vision is mapping your device and will enable annotations (arrows, circles, and more) to "stick" on your Xerox device within your smartphone field of view.

Position your camera about three feet away from the object being mapped. It's helpful to slightly move back/forth and side to side around the object being viewed in case the spatial symbols are not visible.

If you do not download the CareAR Assist app you will only view laser pointer guidance without mapping the space.

I joined the CareAR Assist session via the app and enabled my video, why are the graphical annotations not working? For the graphical annotations to work, the CareAR Assist app needs to map the space in the camera view.

Position the camera on your mobile device approximately three (3) feet from your Xerox device and slightly move back/forth and side to side around the object. White crosshairs will show up on your device when calibration is completed.

You are then ready to place AR annotations on the screen.

Do I have to keep my phone steady?

With the CareAR Assist app, the annotated guidance drawn by your Xerox support expert stays locked in place, even if you move your camera.

Note that if you are engaging with the browser, and not the CareAR Assist app, tools are limited to laser pointer which will not be locked in place.

Will the Xerox Support Expert be able to access my phone during a CareAR session?

Xerox support will not have access not have access to any files, storage or features on your phone during a CareAR Assist session. Xerox support can mute microphones of participants in a live meeting (especially helpful in noisy conditions), can turn on/off the phone's flashlight (Apple products only) to assist remote solves in low-light settings, and can zoom in to examine a location more closely when you are pointing the rear-facing camera on your device at it.

Will images taken during a CareAR Assist session be shared?

Snapshots and video taken during a CareAR session will not be shared with other users. Note that if a Xerox technician is required to follow-up on your service call with an onsite visit or subsequent call, they will have access to snapshots or video securely stored within their work order.

This information enables Xerox support experts to be better prepared if follow-up is required, is proven to improve right parts delivery accuracy, and enables a Xerox technician to get work done faster when they arrive onsite.

How do I annotate on the screen to show my Xerox support expert an issue?

During a CareAR Assist session on the app, you as the guest can also draw on the screen by using your finger. Simply drag your finger on your smartphone or tablet screen and see lines appear.

You and your Xerox support expert will have different line colors to help collaborate together. Other line colors and thickness are available by long pressing the pencil tool. Other annotations are available such as arrows, bullseyes, and text boxes.

Can I erase or undo my annotation?

Users can undo and/or erase only their annotations. Tap on the Undo button and the last annotation you made will be removed. You can repeat this process until you have removed the desired annotations.

If you wish to erase all annotations, hold down the Undo button for a few seconds and a dialog box will appear asking if you want to erase all annotations made.

Click yes and all your annotations you made will be removed.

Does CareAR Assist support multiple languages?

Yes. However, the graphical nature of a CareAR Assist session minimizes language dependency via visual guidance and ability for your Xerox support expert to overlay text boxes in your field of view in whatever language you are jointly collaborating in when using the CareAR Assist app.

Language engagement is completely dependent on the global region you are in when communicating with Xerox support, and the language used by your Xerox support expert. Your language text-based engagement is primarily limited to when you are invited to a session and selecting your choice to engage via the CareAR Assist App or browser.

Here CareAR auto-detects your mobile device's language settings to present text supported in French, German, Indonesian, Italian, Malay, Portuguese, simplified Chinese, and Spanish.

Is CareAR a Xerox company?

Yes. Xerox Announces Formation of CareAR Software Business | Xerox Newsroom

What is the difference between the Xerox Support Engage app and CareAR Assist App?

Xerox Support Engage is a self-help tool for Break-Fix issues as well as other general queries. It provides a guided troubleshooting experience for the top problems with intelligent search into our Xerox Knowledgebase as well as the Customer Support forums.

CareAR Assist is a tool that enhances the diagnostic and solution capability of the Service Experience Centers support operators. It requires an invitation to initiate the session.

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