Remote Expertise at Your Fingertips

What if you could have the "eyes and ears" of an Agilent expert whenever there's a problem that needs solving?

Now you can—with Agilent CrossLab Virtual Assist.

This powerful collaboration app combines video communication with 3D annotation to more accurately pinpoint issues. So, you can reduce downtime costs—and potentially remove the need for an onsite visit.

CrossLab Virtual Assist is compatible with iOS and Android devices and uses augmented reality (AR) that enables you to:

- Conduct interactive, immersive calls with Agilent experts.
- Receive visual guidance through two-way 3D annotations.

The next few pages will show you just how easy it is to get started.
Install and start CrossLab Virtual Assist

1. Search for CrossLab Virtual Assist in the Apple or Google apps store and download the latest version—it’s free.

2. Click the icon to start the app.

Settings and privacy information

Go to settings for Setup, Terms of Services, and our Privacy Policy.

For 3D annotation to be enabled, Annotations must be ticked.

The application does not allow recording of video or taking of photos.

Join a session with an Agilent expert

1. Click Join Session.

2. Enter the 9-digit code provided by your Agilent service expert.

3. Click Join Session.

4. Host will need to Start Session.

5. After host starts the session, you will be prompted to click on Share Video.
Use 3D annotations

1. To activate 3D annotation, move the camera forward and backward as shown until the well done caption appears.

2. You can now draw chalk marks.

3. Exit session.

Get the best experience from Virtual Assist
For best user experience
- Use as much overhead light as possible
- Show stationary objects
- Use steady movement

Click on Skip to bypass 3D annotation capability.

The chalk marks will stay pinned to the highlighted area when you move the camera.

Hide buttons
See session users
Camera on/off
Microphone on/off
Torch on/off
Annotation color palette
Device compatibility

**iOS 13 or Later**

iPhone 6s, iPhone 6s Plus, iPhone SE, iPhone 7, iPhone 7 Plus, iPhone 8, iPhone 8 Plus, iPhone X, iPhone SE 2020, iPad (5th generation, 6th generation, and 7th generation), 9.7-inch iPad Pro, 10.5-inch iPad Pro, iPad Air 3, iPad Mini 5, iPhone XS, iPhone XS Max, iPhone XR, iPhone 11, iPhone 11 Pro and iPhone 11 Pro Max, 11 inch iPad Pro (1st generation and 2nd generation), 12.9 inch iPad Pro (2nd generation, 3rd generation, and 4th generation)

**Android 7.0 or Later**

Google Pixel 1, Google Pixel 2, Google Pixel 3, Samsung Galaxy S7, Samsung Galaxy S7 Edge, Samsung Galaxy S8/S8+, Samsung Galaxy S9/S9+, Samsung Galaxy Note 8, Samsung Galaxy Note 9, Samsung Galaxy Note 10+ (including 5G and Note 10 Lite models), Samsung Galaxy Note 10 (including 5G models), Samsung Galaxy S20 Ultra (including 5G models), Samsung Galaxy S20+ (including 5G models), Samsung Galaxy S20 (including 5G models), Samsung Galaxy Tab S4, Samsung Galaxy A8/A8+, Samsung Galaxy S10, Samsung Galaxy S10e, Samsung Galaxy S10+, Samsung Galaxy A40, Samsung Galaxy A50, Samsung Galaxy A70, Samsung Tab S3, and more coming soon!

**Note:** Only 64-bit Android versions are supported. Most ARCore devices should work with Virtual Assist.

Not all ARCore devices may work. To see if your device is now compatible with Virtual Assist, you may need to override the "Session Mode" setting in your Virtual Assist settings by changing it from "Audio-Video Only" to "Audio-Video with Live Annotations."

For Android users: Virtual Assist now supports AR Core (July 2020). If you are still having issues using the AR annotations, go to your phone settings and make sure to turn "AR Mode" on.

CrossLab Virtual Assist is powered by Vuforia Chalk. [Click here for additional support and information.](explore.agilent.com/virtual-tech-support)