ptc

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 is going to improve within-factory communications and factory-to-factory communications, and it will allow us to renegotiate how our vendor contracts are structured."

— DP Prakash, Head of Innovation at Global Foundries

WHY VUFORIA CHALK?

Reduce Operational Costs:
Giving frontline workers access to real-time AR support from your most experienced team members reduces the time it takes to repair or resolve, without the travel costs.

Faster Technician Training:
Remote mentoring of new technicians via modern digital learning methods effectively transfers the knowledge of more experienced workers, so everyone on the team can be an expert.

Improve Service Quality:
Both expert and technician can accurately mark up live views to highlight details or guide solutions. Annotations stick where drawn, so ad-hoc instructions are precise.
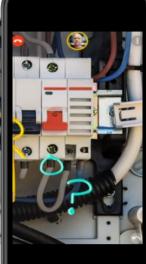
Market-leading AR:
The Vuforia platform from PTC is the industry leader in Augmented Reality technology.

HOW IT WORKS

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

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Field Technician
Connect with a remote subject matter expert whenever support is needed

Increase workforce effectiveness & efficiency – anytime, anywhere.

Vuforia Chalk enables the industrial enterprise to rapidly and cost-effectively get augmented reality (AR) in the hands of service and operations technicians with the mobile devices they have today.

- **Manufacturing and Service** – empower technicians with remote expert guidance for service, step-by-step assembly or inspection
- **On-the-job Training** – increase information retention and accuracy with ad-hoc assistance from a supervisor or trainer while a new technician completes first-time activities

Technical Requirements

Supported Devices	iOS 11 or later devices Android 6.0 or later devices RealWear HMT-1 and RealWear HMT-1Z1 headset Check https://www.ptc.com/en/products/vuforia/vuforia-chalk/app-download for specific, compatible make/models.
Browser Capabilities	Admin Center: Google Chrome, Mozilla Firefox, Microsoft Edge/Internet Explorer, Apple Safari Chalk for Desktop: Google Chrome, Microsoft Edge
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.