SOFTFOUNDRY
The Power of Rich Media Communication

FacePro Xpert System

(Windows)

User Manual

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1. Introduction

Softfoundry's FacePro Xpert System, achieved the visualization of industrial information, support remote smart transportation, solve equipment maintenance inspection, technical support, workshop training in enterprise operation, help improve the efficient operation of maintenance service system, reduce cost, and cooperate through real-time high-definition video. Remote experts guide the front-end on-site engineers to complete the relevant operations; smart services effectively replace the original 400 telephones and experts for on-site support, saving a lot of cost and time, and improving customer satisfaction.

1.1 Customer service

Softfoundry's FacePro Xpert System is designed for technicians and engineers to assist in remote on-site service, equipment inspection, maintenance, and complex manufacturing assembly. It can be used in industrial sectors such as automobiles, home appliances, new energy, electricity, petroleum, gas, civil aviation, transportation, military, infrastructure, smart equipment, and ports.

1.2 Implementation scenario

Expert: PC/laptop, tablet, phones

Field Engineer: Smart glasses, phones, laptops;

Access Network: 5G / 4G / WIFI / VPN / Satellite

1. The customer register and log in to the FacePro Xpert System configures the technician account and remote expert account, and the underlying business process;

2. Technicians can call and connect remote experts through smart glasses (or mobile phones). The remote experts guide the on-site technician through voice, text, video identification, multi-party

collaboration, remote control, etc., and record the whole process.

3. Technicians can take pictures or take photos through smart glasses or mobile phones, and archive them as workflows, as well as for teaching and training;

4. Customize business processes and application functions according to customer needs;

1.3 Function list

Video guidance, photo uploading, sending of a document, video identification, multi-party collaboration, live video, on-demand, remote control, GPS map information, screen sharing, collaborative design, video recording, cloud storage, smart retrieval playback, user rights, data protection and support efficient operation across platforms

- Provide remote expert guidance, technical maintenance, and remote collaboration;
- Workshop training and upgrading new employee skills;
- Accurate equipment inspection; regular maintenance inspection; preventable data maintenance; visual safety report;
- Work assistance such as complex manufacturing and assembly to improve work efficiency;
- Visualization of equipment operation data acquisition;
- Share the first view of the image and image in-real time through voice, gestures, and video;
- Visual emergency scheduling, multi-screen interaction.

1.4 Terminal Requirements

Currently, the system support Windows, Android and IOS.

Windows Terminal requirements:

The remote expert or emergency command center needs I7 5820K and above, memory 16G and above, and SSD hard disk.

Minimum configuration: I5, 1.7GHz, 8G memory and above are recommended

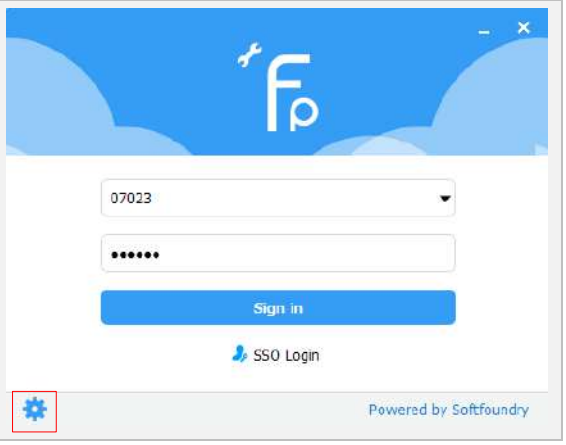
1.5 Bandwidth requirements

Video size	Codec	Fps	Bandwidth requirements
4k Ultra HD (3840*2160)	H.265	30	3000kbps
Full HD (1920x1080)	H.265	30	1200kbps
HD (1280x720)	H.265	30	800kbps
VGA (640 x 480)	H.265	30	400 kbps
CIF (320 x 240)	H.265	30	250 kbps
QCIF (160 x 120)	H.265	30	120 kbps

1.6 Language supported

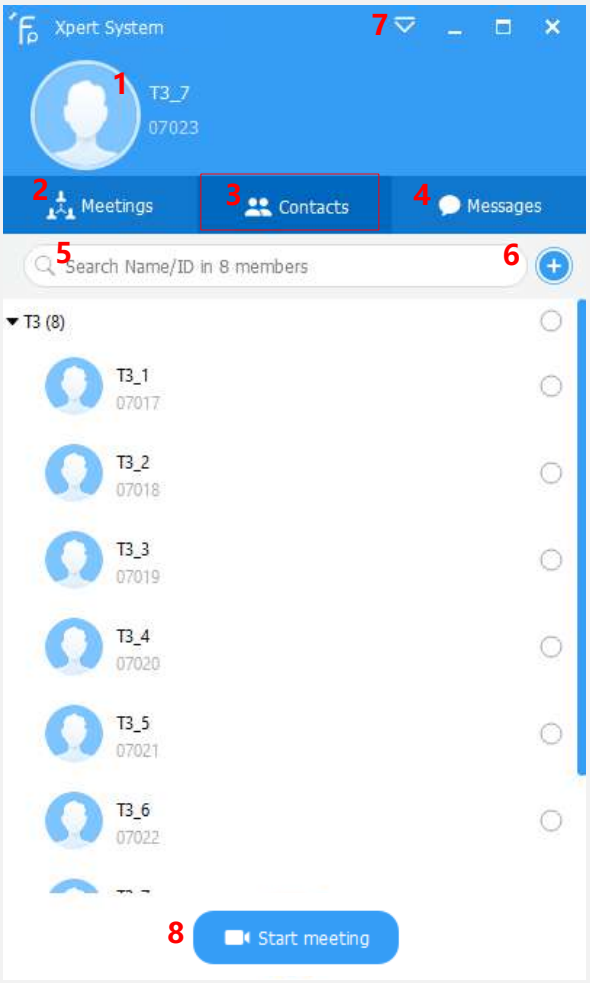
- English, Chinese simplified and traditional, Vietnamese, Indonesian, Brazilian Spanish, French, German, Italian, Portuguese, Russian, Japanese, Korean, Polish, Thai, Arabic

2. Installation and login

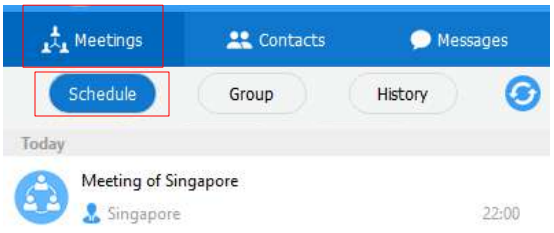
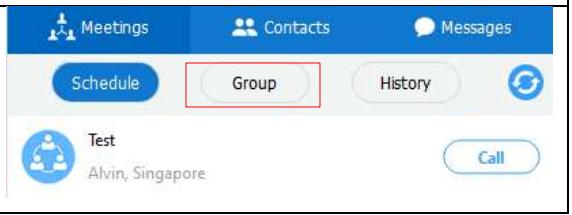
Webpage: http://es.sfvmeet.com Download and install Facepro Xpert System.	
After the installation is complete, enter the ID and password. If you need to change the language, send logs, check application version or change server address, click the 'Settings' icon. To change server address click on 'Settings' icon -> 'Network settings'	

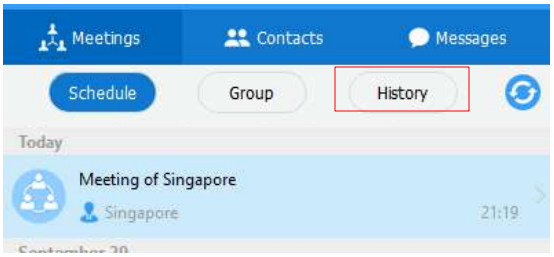
3. Introduction to main interface

3.1 Main interface - Contacts

Main interface function description: 1. Edit personal information settings 2. Create and schedule new meetings, saved groups and call history 3. Search for contacts, add new contacts and P2P video call contact 4. View all messages here 5. Fuzzy search by ID or username 6. Add a contact 7. System settings, change video resolution and etc… 8. Quick start meeting. Refer here for more.	

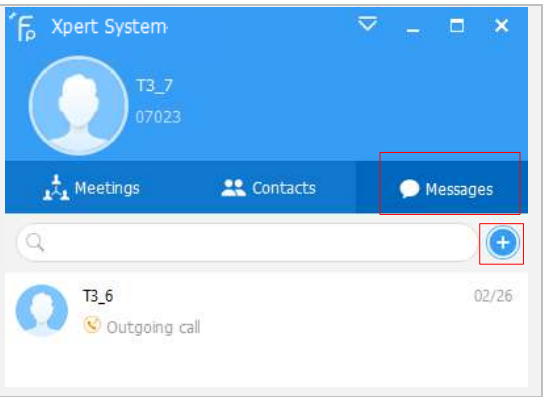
3.2 Main interface - Meetings

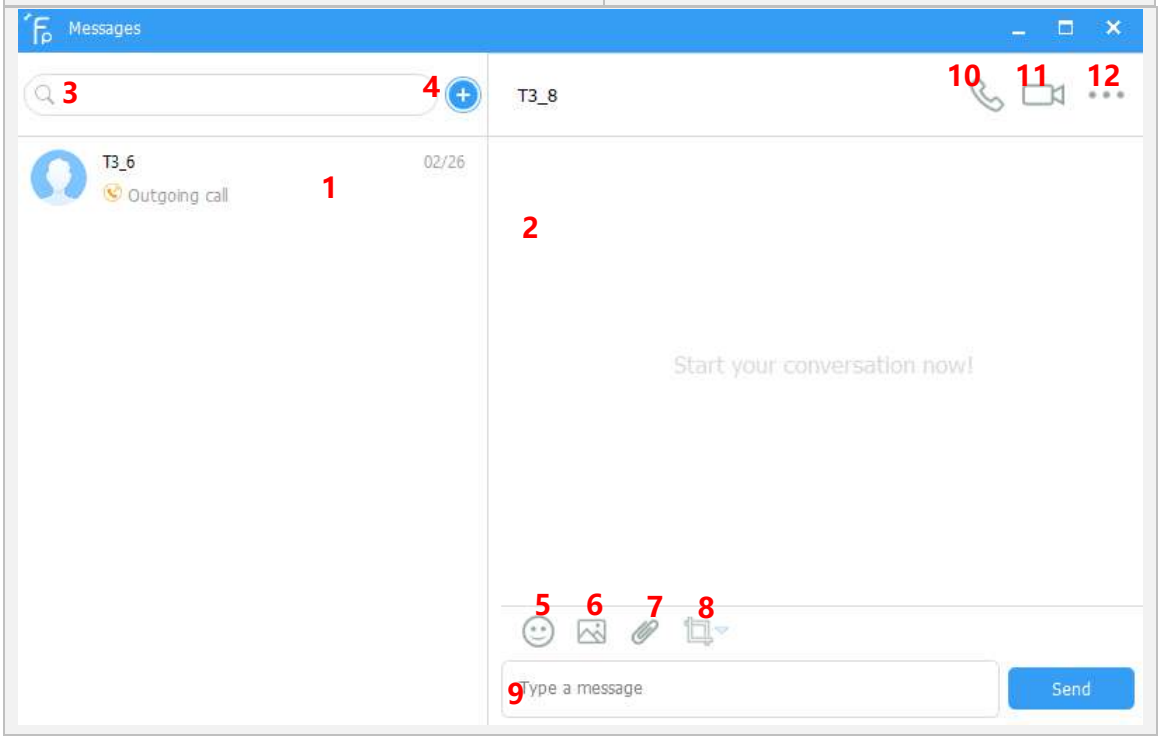
Meetings -> Schedule All meeting schedule will appear here. You can edit the schedule or cancel the schedule. Refer here for more.	
Meetings -> Group All saved groups will appear here. You can call the same group of people without inviting them again. Refer here for more.	

Meetings -> History All past calls history will appear here.	

3.3 Main interface - Messages

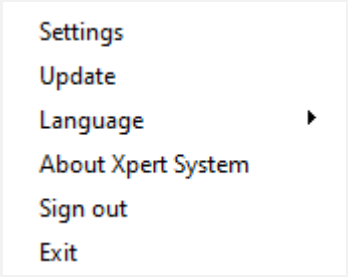
On the main interface, select the person you want to contact, you can easily call or have text communication.

On the message interface, click '+', select one or more users	



Chat interface: 1. Chat history 2. Current information chat window 3. Search for users 4. New chat 5. Emoji 6. Send picture 7. Send File	8. Screen Capture 9. Enter message 10. Audio call 11. Video call 12. Message settings, invite other users into this chat

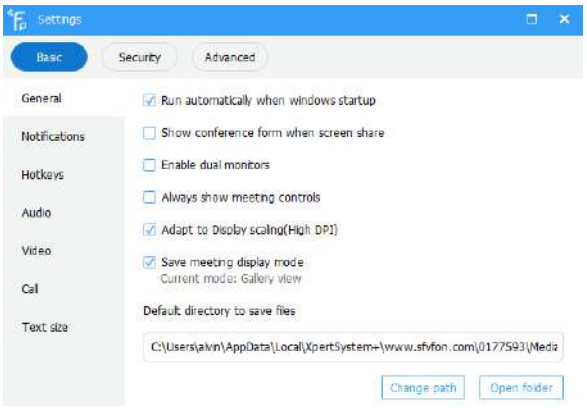
3.4 Menu Description

1. **Settings** - System Settings 2. **Update**: Check for FacePro Xpert System update 3. **Language**: English, Chinese simplified and traditional, Vietnamese, Indonesian, Brazilian Spanish, French, German, Italian, Portuguese, Russian, Japanese, Korean, Polish, Thai, Arabic 4. **About Xpert System**: View the current version 5. **Sign out**: Log out account 6. **Exit**: Exit the client.	

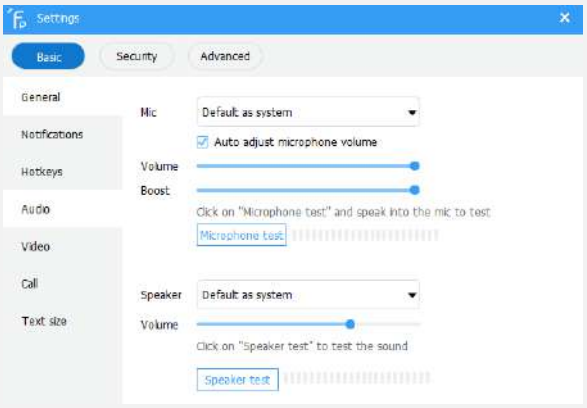
3.4.1 Settings - System Settings

1) **Basic settings -> 'General'**: Choose your preferred settings.

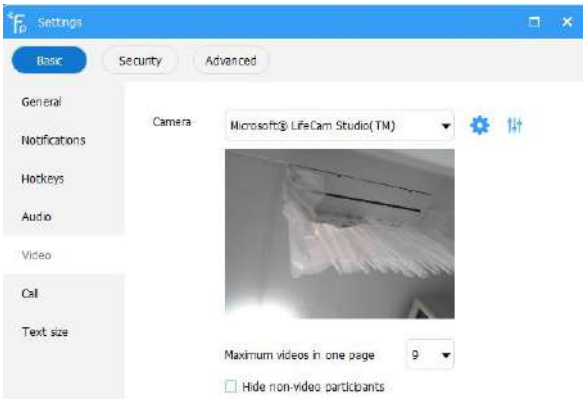
2) Change default directory for recorded files during meeting



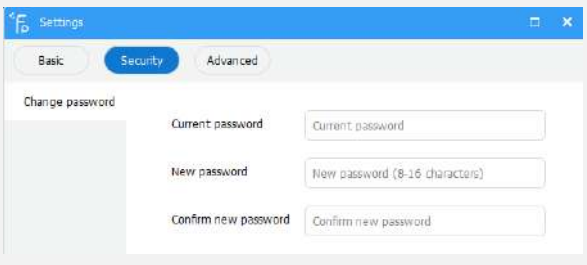
1) **Basic settings -> 'Audio'**: Settings for selecting your default microphone, speaker, etc.

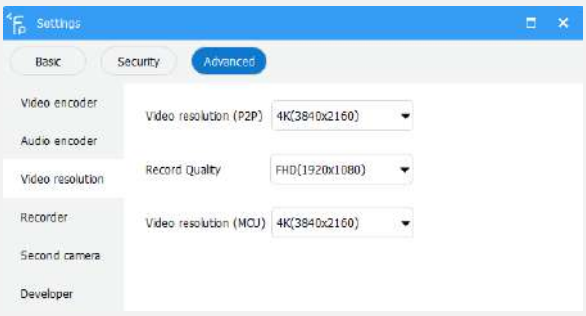
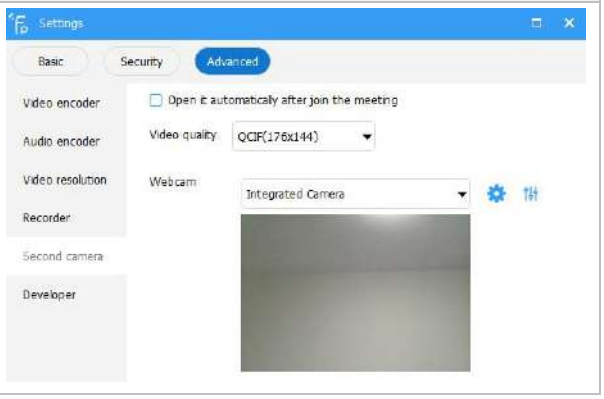


1) **Basic settings -> 'Video'**: Settings for selecting your default camera and the maximum number of videos showing during the meeting in one page… Can show up to maximum number of 81 videos in one page.



1) **Security setting**: Change current password



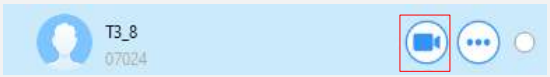
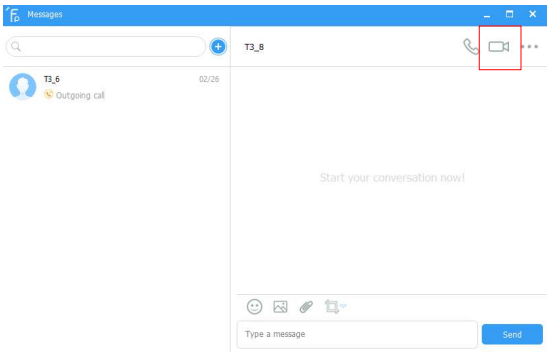
1) **Advanced settings -> 'Video encoder'**: Select H.264 or H.265 video codec	
1) **Advanced settings -> 'Video resolution'**: Select video resolution for P2P, MCU meeting and recording. Up to 4K video resolution	
1) **Advanced settings -> 'Second camera':** Add and configure a second camera	

4. Video meeting

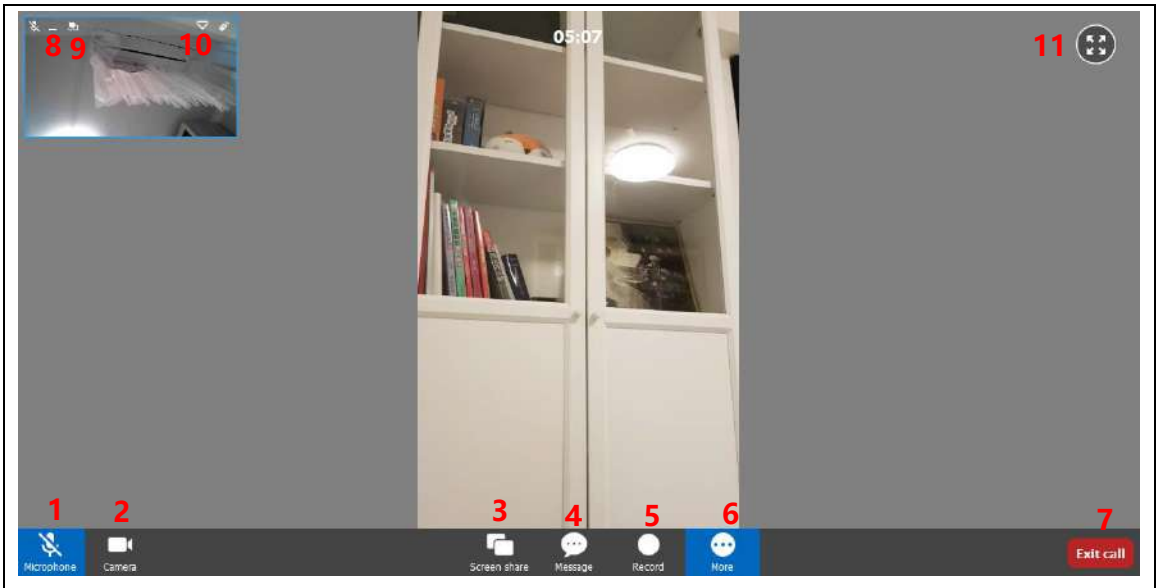
Video meeting currently supports point-to-point (one to one expert guidance) and MCU meeting (multi-experts)

4.1 Point to point call

Point-to-point mode, where one party calls one expert only. For multi-experts meeting please refer to mcu meeting

1. Select the user to call under the ‘contacts’ interface 2. Click the ‘Video Call’ icon	
In the message-chat interface, you can click the ‘Video Call’ icon	

Video call interface of a Remote Expert using a PC calling an onsite user with a mobile phone:

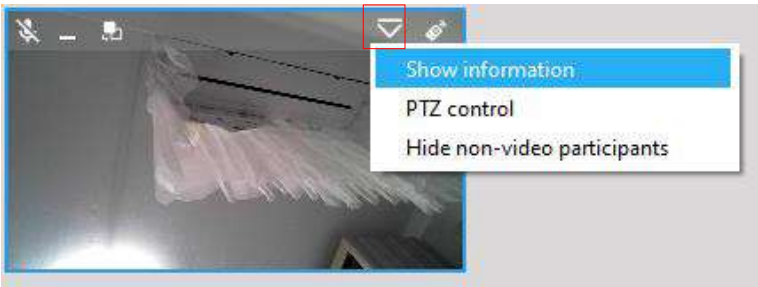


1. Turn the microphone on or off
2. Turn the camera on or off
3. Share the desktop screen of the Remote Expert
4. Send messages
5. Record the meeting

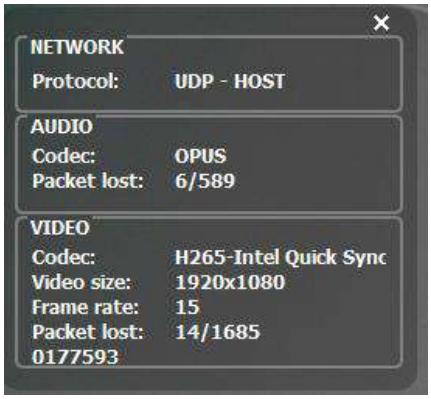
6. More: Settings, changing video resolution up to 4K, adding second camera and more…
7. Exit call
8. Minimize
9. Swap the video feed with the onsite user
10. Show network information, audio and video codec and packet loss
11. Full screen

4.1.1 Check packet loss

During meeting, click on your small window or other user's windows on the top left -> 'Show information'

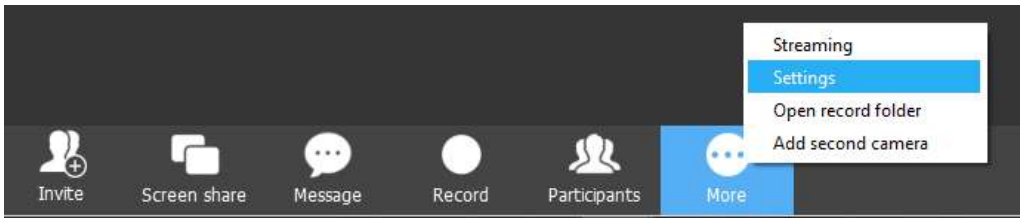


You will get the video resolution, video and audio codec information and also if there's any packet loss on your network

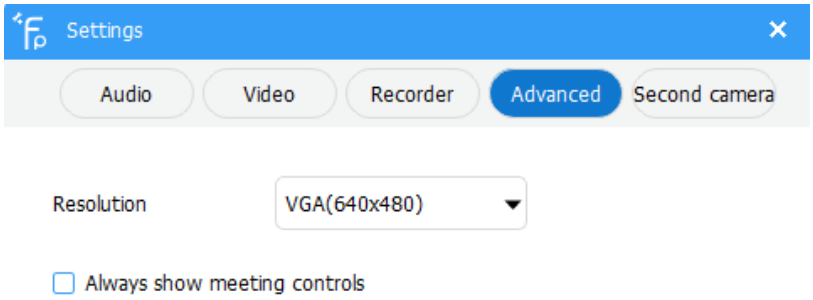


4.1.2 Change video resolution during meeting

During meeting, click on the 'More'->'Settings'

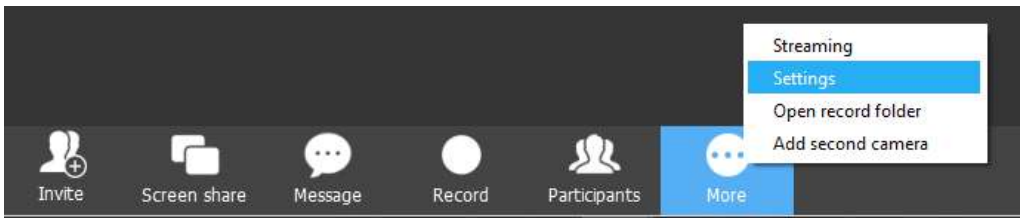


Click ‘Advanced’, and change to your preferred video resolution

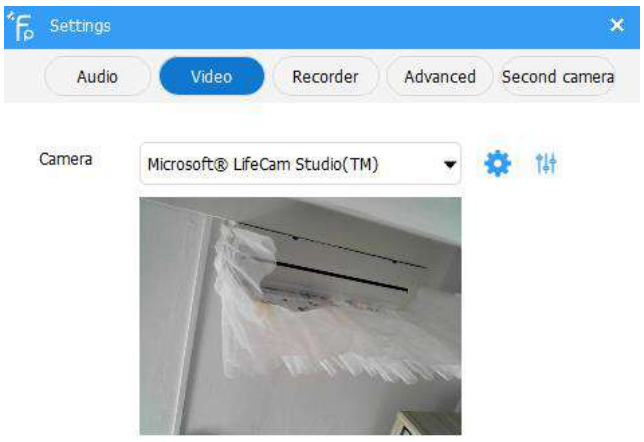


4.1.3 Change camera during meeting

During meeting, click on the ‘More’->’Settings’



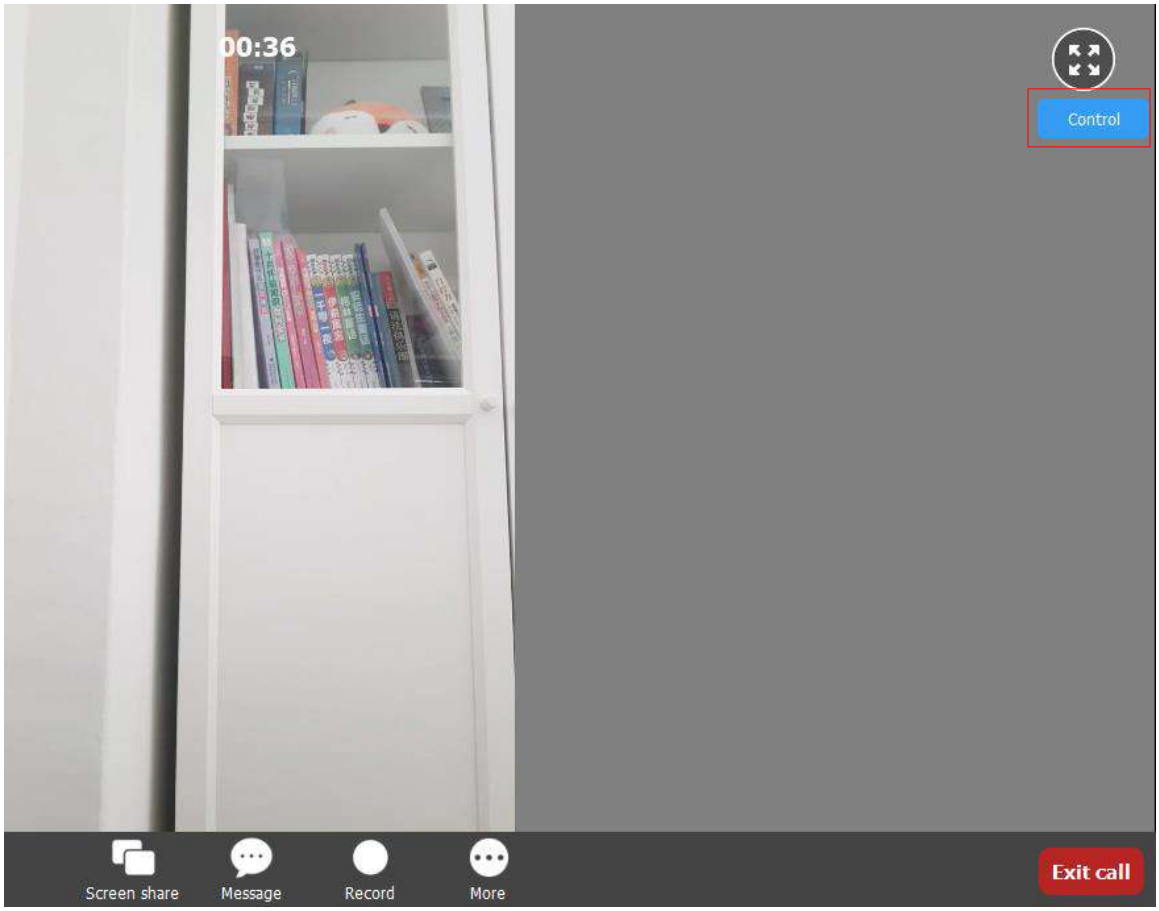
Click ‘Video’, and change to your preferred camera.

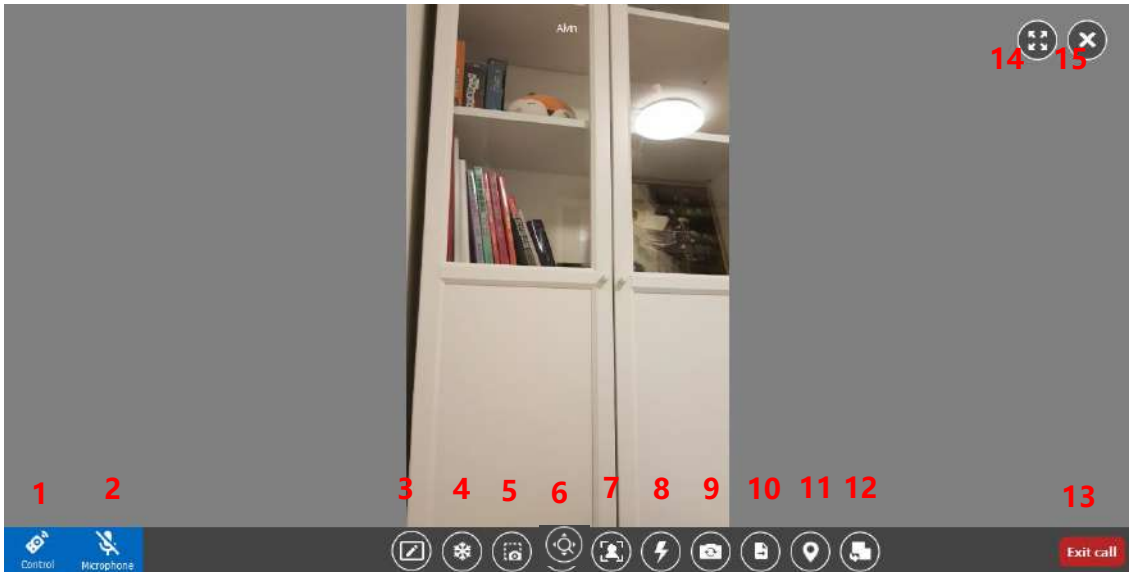


5. Expert control Function

5.1 Remote Expert using PC

Successfully initiate a video call with a user. Hover the mouse to the user video screen. Click on Control icon to remotely control the user device

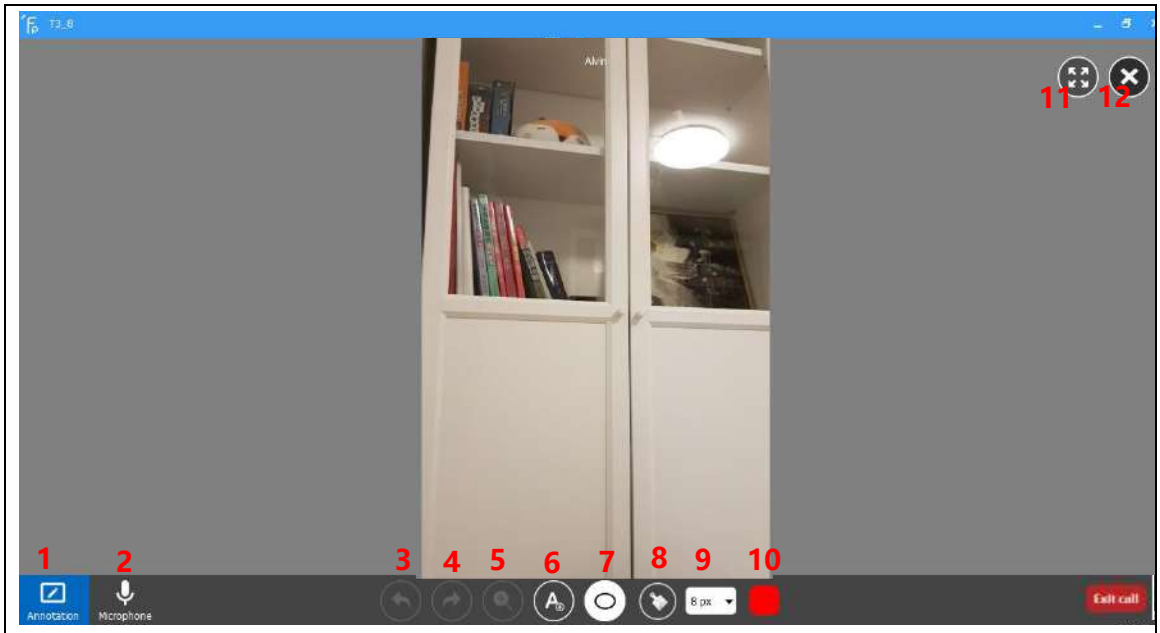




1. Close remote control tools
2. Turn the microphone on or off
3. Annotation – Real time annotation without stopping the video
4. Stop video – Stop the video, do real-time annotation and send the image
5. Take screenshot – Capture a screenshot, do an annotation and send the image
6. Zoom in and out and remote control PTZ camera (set and go to a position, adjust exposure)
7. Focus video
8. Turn flashlight on or off
9. Switch front or rear camera
10. Transfer file
11. Show location
12. Swap expert/user camera view
13. Exit call
14. Full screen
15. Stop remote control

5.1.1 Annotation

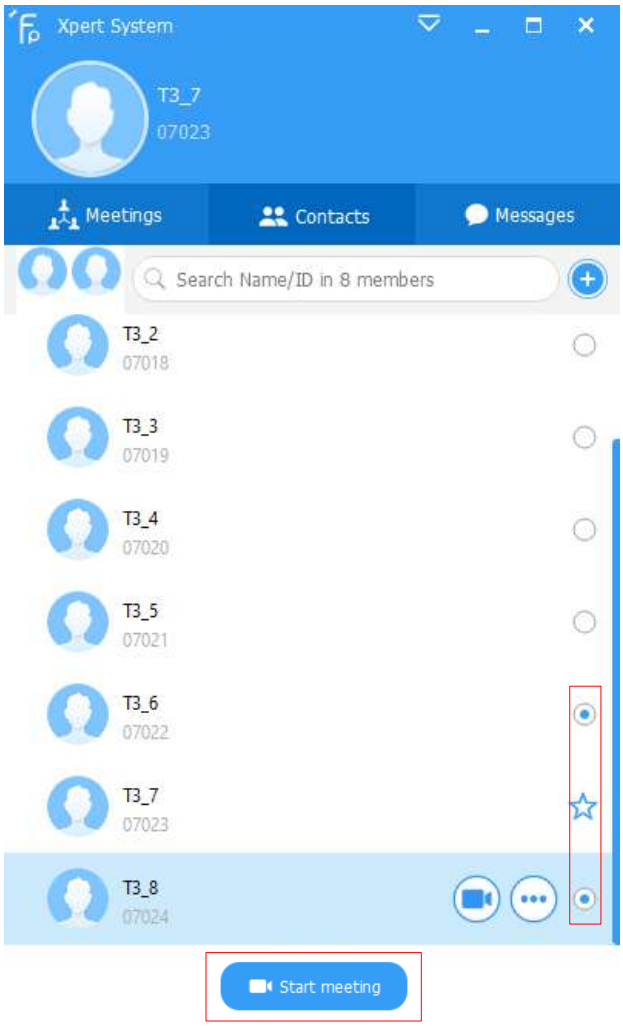
Annotation tools



1. Annotation tools
2. Turn microphone on or off
3. Undo
4. Redo
5. Zoom in
6. Input text
7. Brush
8. Clear annotation
9. Text size
10. Colour
11. Full screen
12. Close annotation

6. Multi-experts meeting (MCU meeting)

6.1 Quick start multi-experts meeting

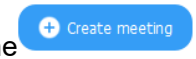


Step 1: Select the meeting participants

Step 2: Click icon

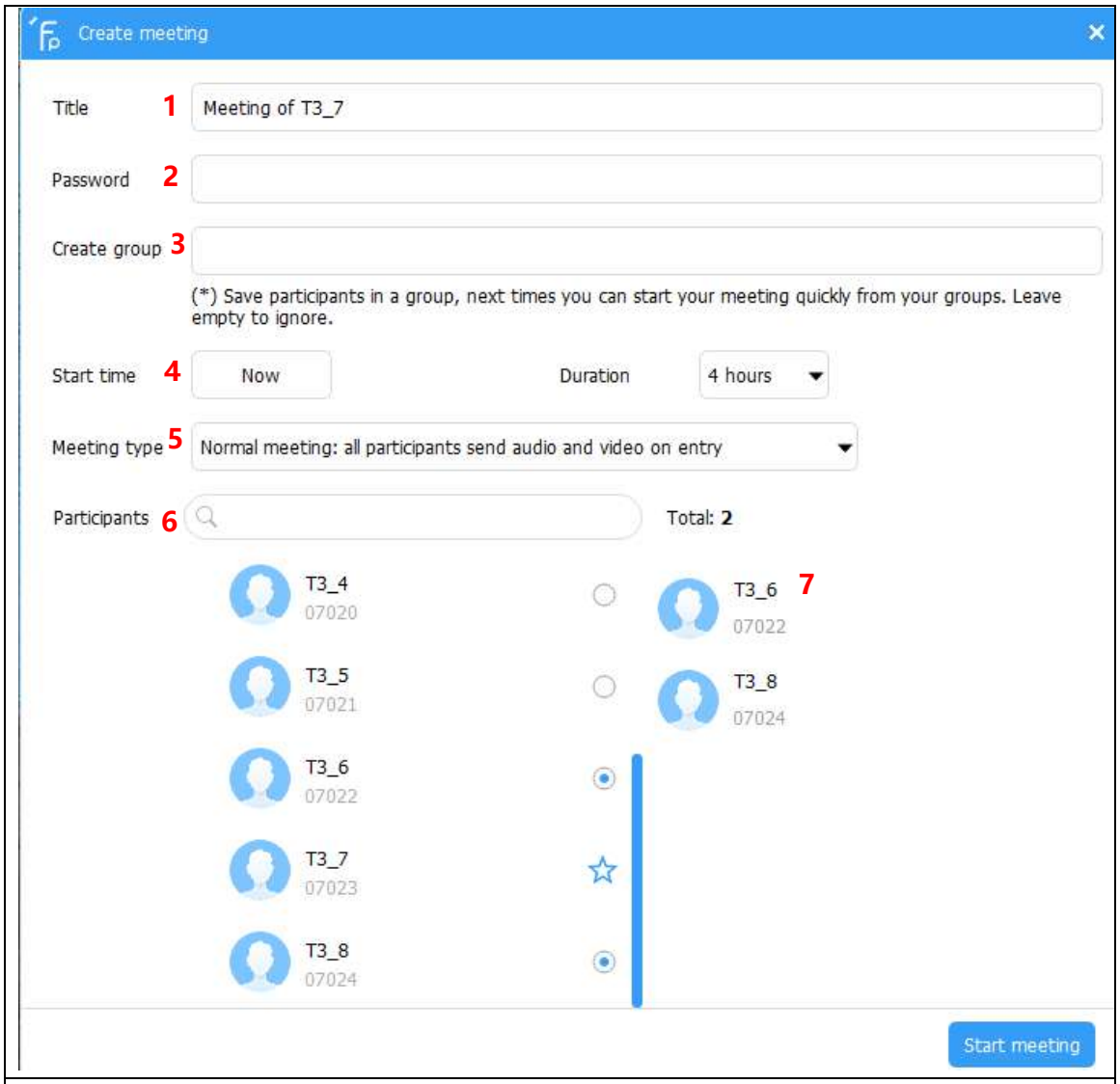
6.2 Create a scheduled meeting

1) Click on the left side of the main interface

then click the 

icon.

2) Enter "Meeting Title", meeting password, scheduled start time, creating a group with the current participants, meeting duration, types of meeting



1. **Title:** Input meeting title
2. **Password:** Input meeting password
3. **Create group:** Input group name to save this group of participants
4. **Start time:** You can create an instant meeting, or you can schedule a meeting that will start at a later time.
5. **Meeting type:** Choose multiple type of meetings

Normal meeting: all participants send audio and video on entry

Audio meeting: all participants send only audio on entry

Training meeting: all participants are disallowed to send audio and video on entry

Video-restricted meeting: all participants are disallowed to send video on entry

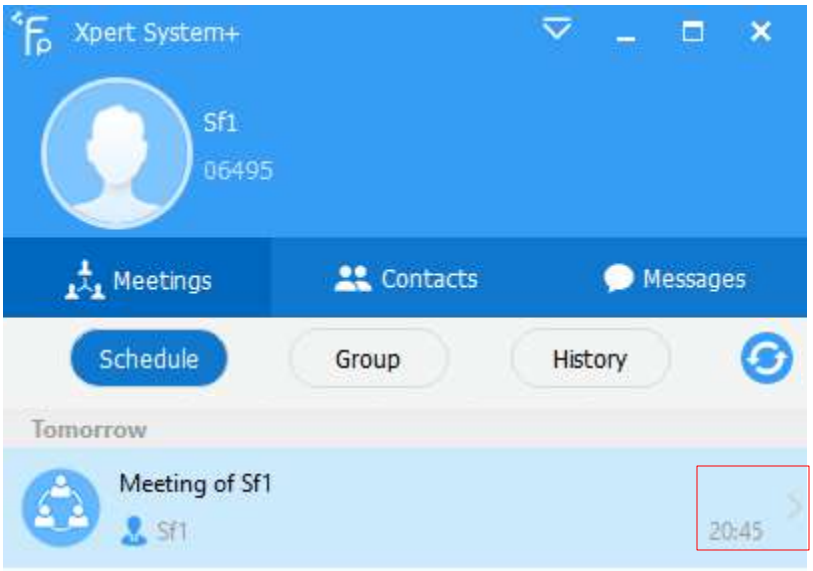
Audio-restricted meeting: all participants are disallowed to send audio on entry

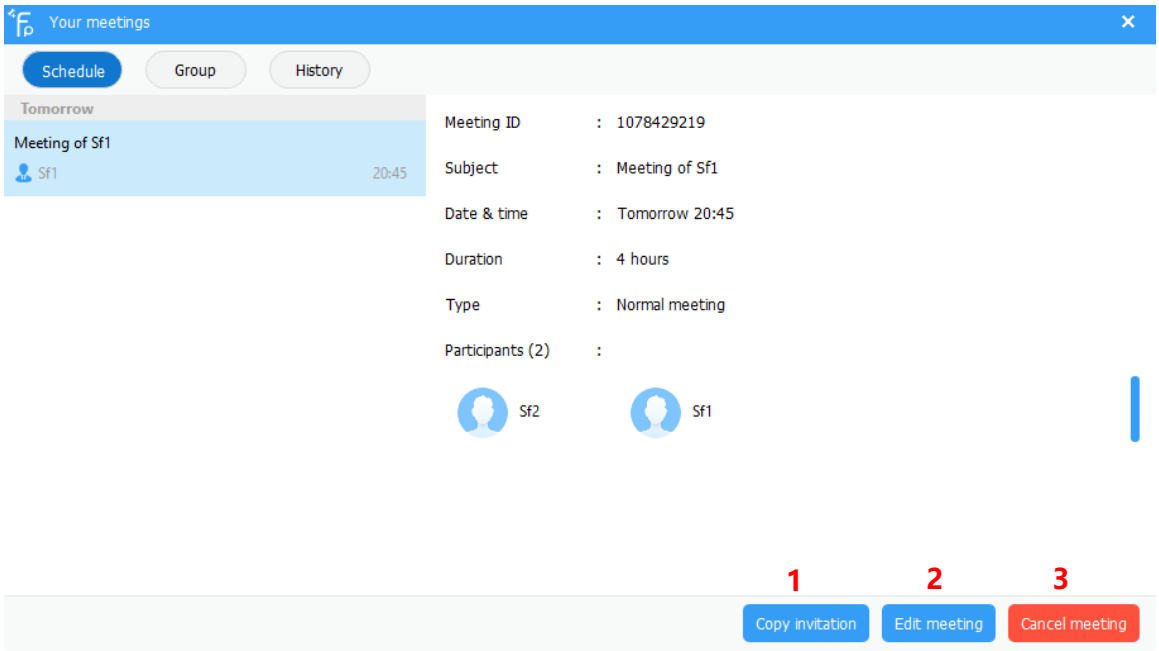
6. **Participants:** Select from the friends list
7. **List of Participants:** Members who are about to attend the meeting can be removed from the list if they are incorrectly selected.

6.2.1 Send invitation URL for scheduled meeting

1) Scheduled a meeting for tomorrow as shown on the picture below:

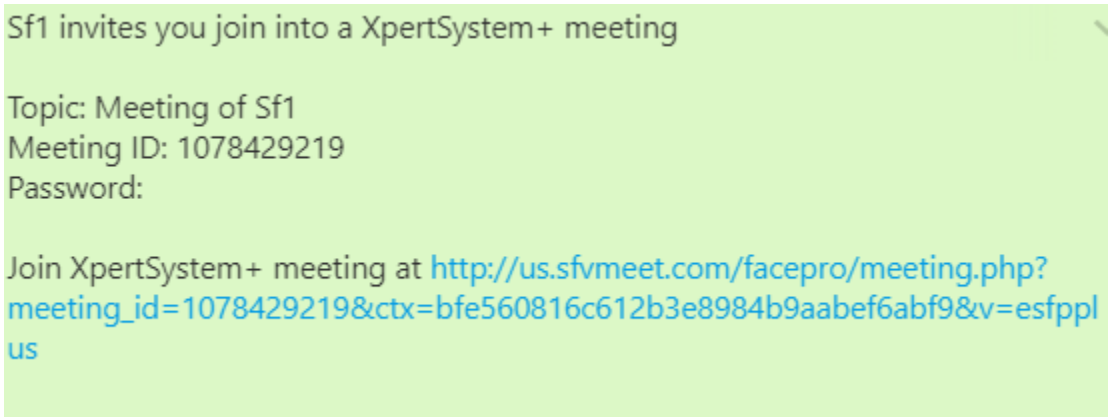
2) Click on the icon



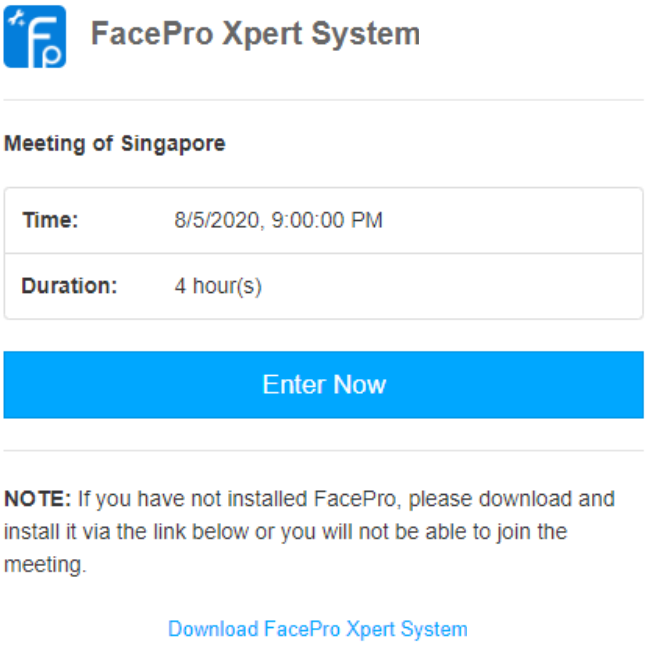


1) **Copy Invitation** – You can copy and share the invitation with other users to join the meeting using this invitation URL
2) **Edit meeting** - You can edit the meeting information, date and time
3) **Cancel meeting** – Cancel the scheduled meeting

The invitation URL will be as shown as picture below:

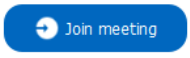


Click on the invitation URL and will be given instructions to join the meeting.

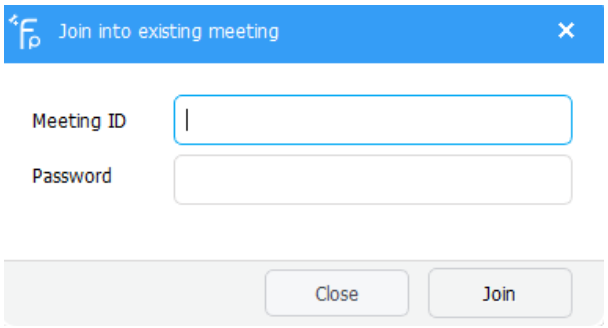


6.2.2 Join meeting with meeting ID

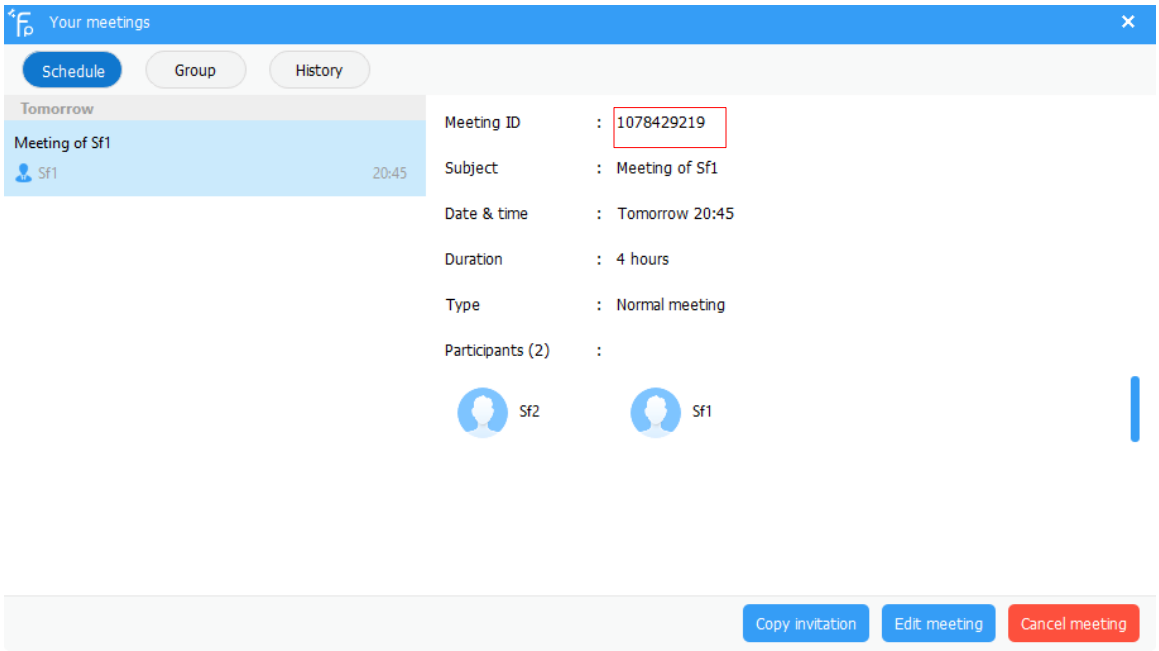
Click on the left side of the main interface

then click the 

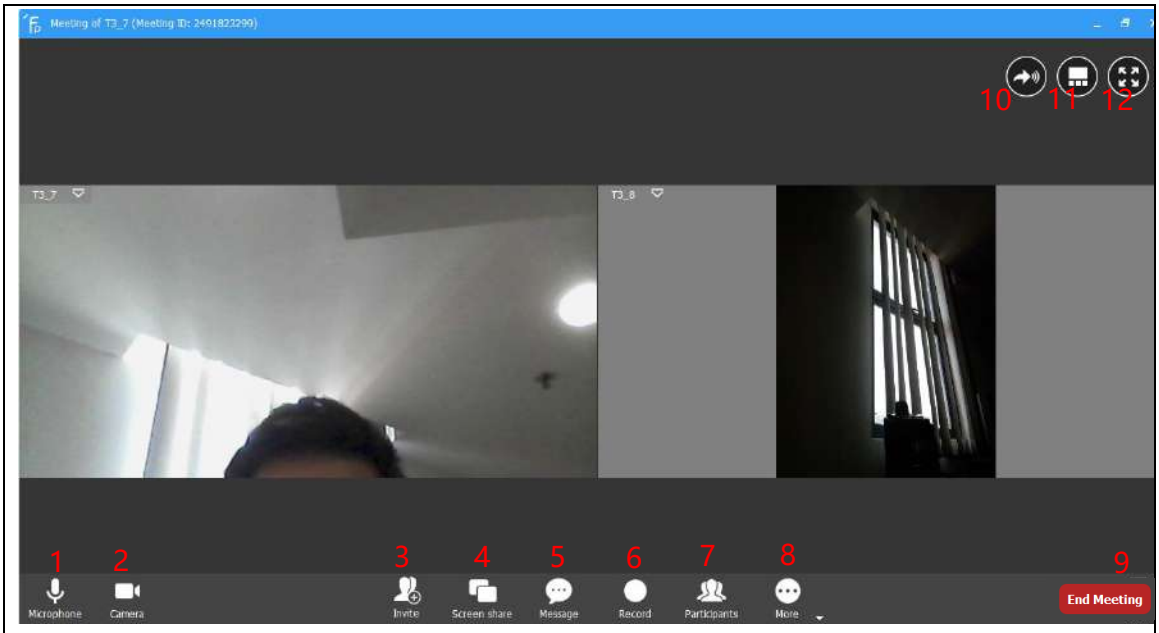
icon.



Get the meeting ID from the schedule meeting interface.



6.3 Introduction to MCU meeting functions



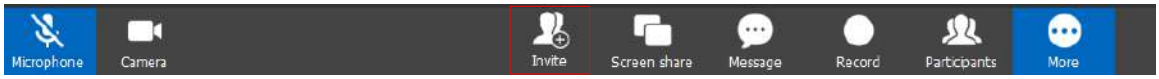
1. Turn microphone on or off
2. Turn camera on or off
3. Invite participants into the meeting
4. Share your desktop screen

5. Chat message
6. Record the meeting
7. Look at the current participants and the options to grant participants expert authority
8. More – Streaming option (meeting URL will be generated and other users can view the meeting from the webpage), change video resolution up to 4K, change maximum number of videos that can be displayed in a single page and etc…
9. Exit the meeting
10. Change to audio mode meeting
11. Change meeting interface
12. Full screen

6.3.1 Invite participant/expert during meeting

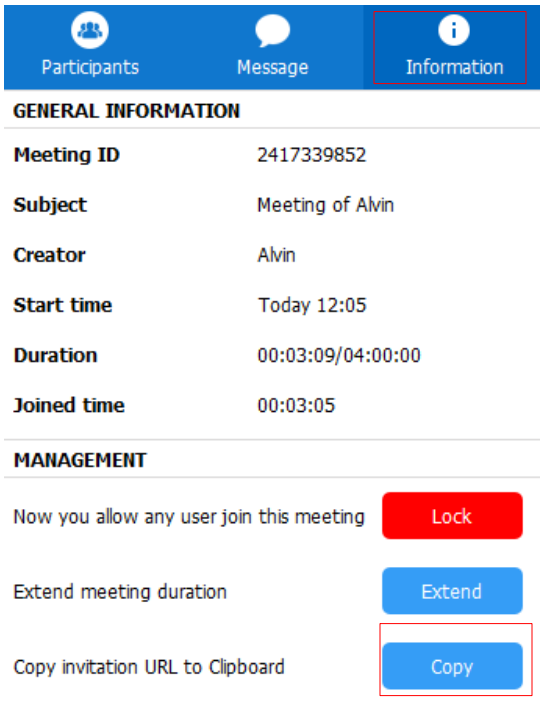
The person who initiated the meeting will be referred as ‘Chairman’. Chairman can invite other participants/experts at any time, remove participants, mute participant’s microphone, and off participant’s camera.

Click on “Invite” and select the participants from the contact list



6.3.2 Send meeting invitation URL during meeting

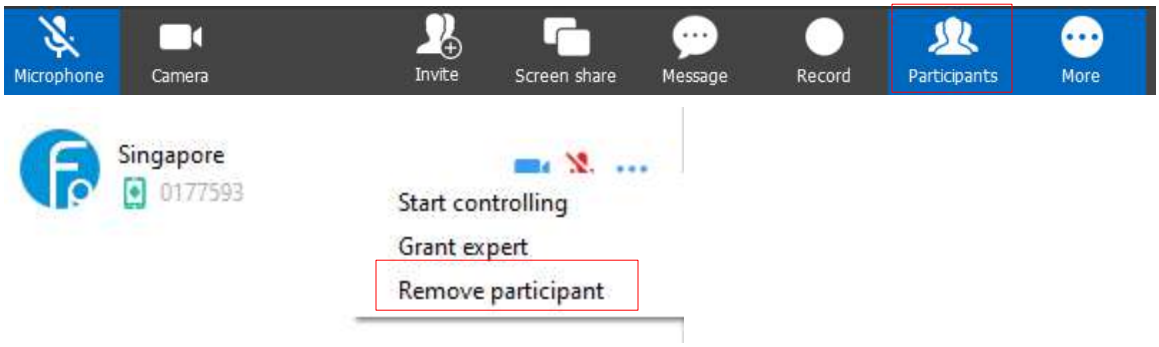
Click on “Participants” and click on ‘Information’



Click on Copy to send the invitation URL via email or any messaging platform

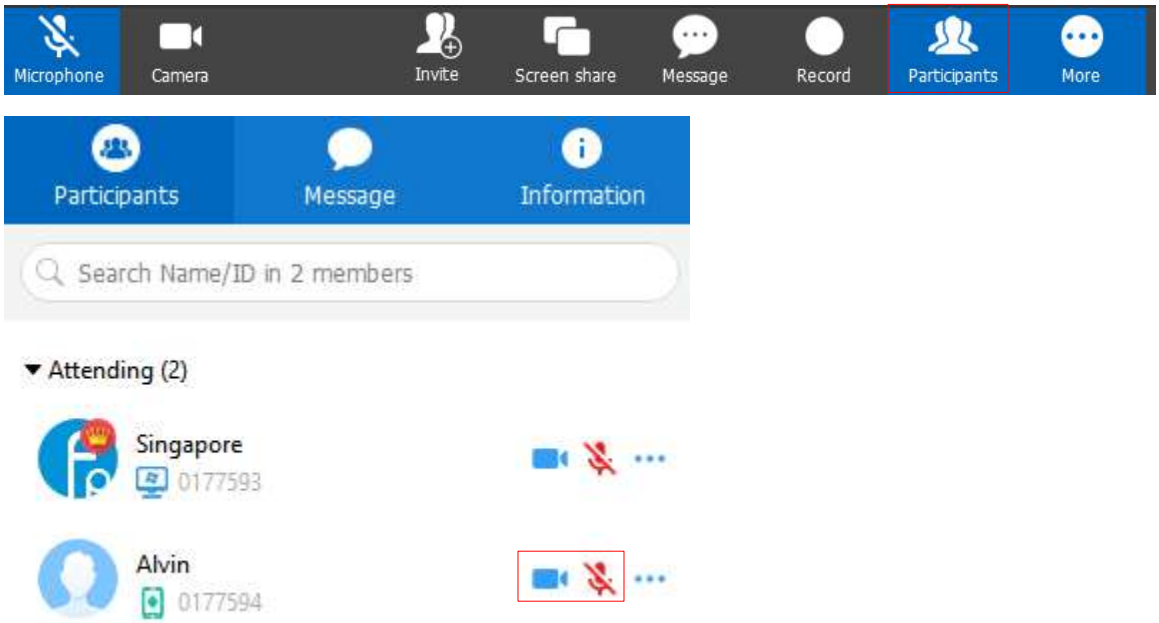
6.3.3 Remove participant/expert during meeting

Click on “Participants” and click on ••• icon . Click on ‘Remove participant’



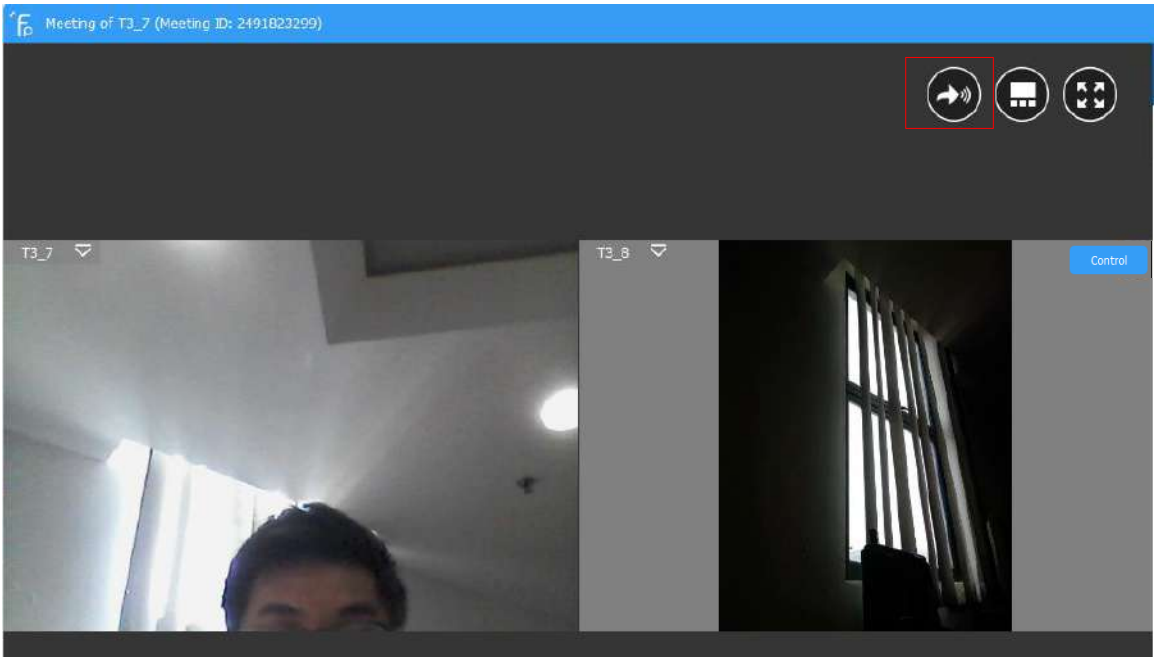
6.3.4 Mute participant’s/expert’s microphone and off camera during meeting

Click on ‘Participants’ click on the ‘Microphone’ or ‘Camera’ icon to turn on and off the participant’s microphone or camera.

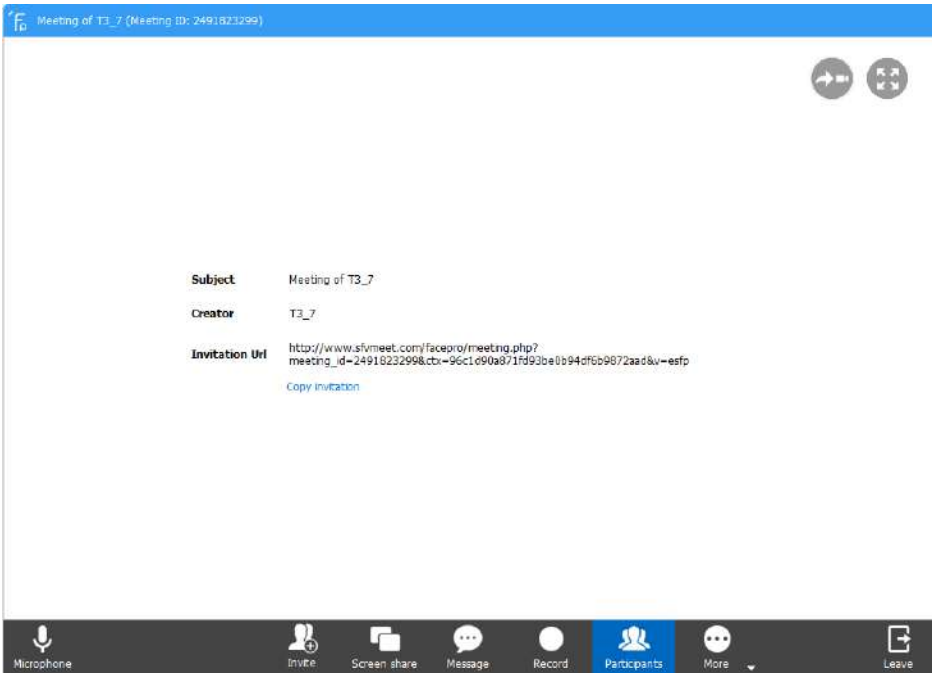


6.3.5 Audio mode meeting

Click on the ‘Audio Mode’ icon.

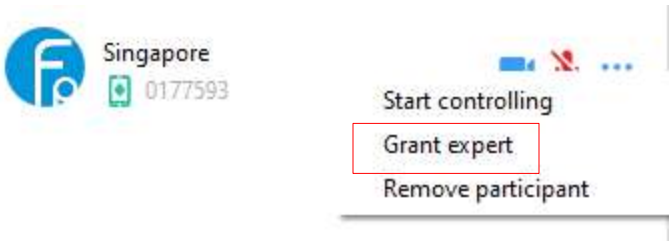


The meeting will be conducted with just audio. Copy the invitation URL to send invitation to other users to join this meeting



6.3.6 Grant participant expert authority

The chairman of the meeting by default has expert authority. You can select a participant to be a remote expert in the meeting, right on the ••• icon and click “Grant Expert”, the participant now gets the expert authority.



6.3.7 Remote Expert Control Function

After the remote expert selects a participant that needs remote guidance, click on the

icon to remote control. The remote control function is the same as point to point video call. Refer to this. If there are multiple remote experts in a meeting, only one remote expert is allowed to control one participant/site and other experts/participants will see the same screen in real-time.

7. Customer support

Any updates to this software will be posted on the company's official website, please visit http://www.softfoundry.com.

If you encounter problems during use, please contact us at support@softfoundry.com

Customer Service Phone: 4006888640

Thanks again for your support and trust in our products.