What makes Lens unique?

Lens comes with all the tools you need to engage with customers, enhance field service and expand support operations at a minimal cost.

- ✓ Smart Glass support (Realwear, Epson, Vuzix)
- ✓ Mobile software development kit
- ✓ API support
- ✓ Create departments and custom roles
- ✓ SSL and 256-bit AES encryption

Get started.

No commitments.

Augmented reality remote assistance software

Provide virtual technical support from any location

Lens

CONRIOR

Trusted by over 100 MILLION users globally

Trusted by global brands

TORNOS   TAFE   PlusHeat   SECO   UniTek GLOBAL SERVICES

Need more information?

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Phone: +49 40 237 241 244

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store@shoprior.de

AR remote assistance

Initiate instant augmented reality sessions and provide technical support to your customers directly from your web browser with Lens. You can log into your account and start using Lens without any installations.
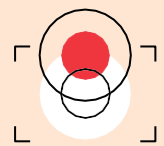
Live camera streaming

Access any smartphone or smart glass camera and view the camera stream live in HD right from your web browser.
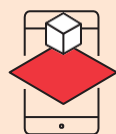
VoIP, chat, and file sharing

Establish a steady stream of communication with your customer or field technician and share files instantly using the text and voice chat features.

Snapshots

Take snapshots of the live camera stream during the session to document specific events or procedures for future reference, auditing, and analysis.
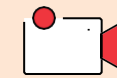
2D and 3D annotations

Highlight specific issues or components by drawing shapes or placing arrows using AR tools during a remote session.

AR comments

Add instructions in the form of comments to each of your annotations and manage them from one place. Give customers a comprehensive view of your comments so they can execute solutions at their own pace.

Freeze camera stream

Freeze the camera stream during complex procedures, and focus on fixing a specific issue or giving detailed instructions to other technicians in the session.
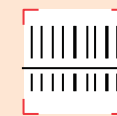
OCR, QR, and barcode scan

Reduce manual processing times with contextual information by scanning QR codes, barcodes, product labels, and product manuals visible on the camera stream, and sharing them with participants in the session.
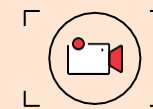
Session recording

Record sessions initiated by your organization to create comprehensive audit trails, and document all sessions to create a comprehensive knowledge base.

Multi-participant sessions

Invite professionals from other departments to your session for help obtaining more information or solving a problem remotely.