

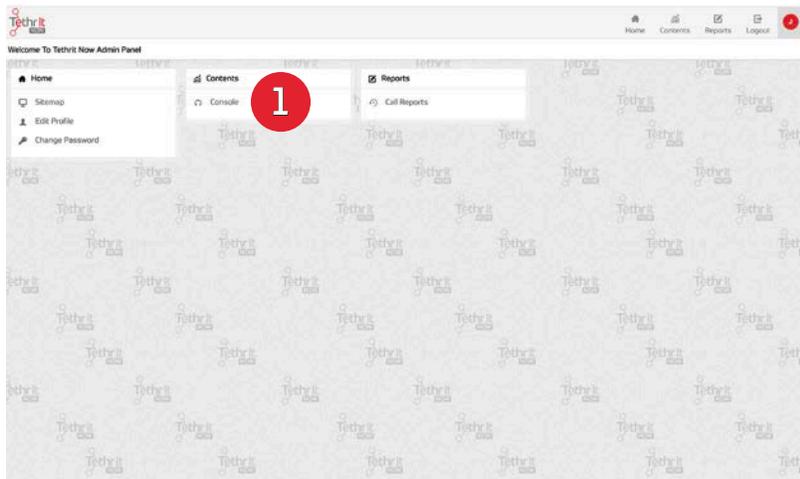
## 1. Logging In

The Tethr It Now Console is a web-based platform and its URL is <https://now.tethrit.com>. Once there, enter your email address and the password you created via the email sent from Tethr It Now Admin and you will be logged into the console. **Please note: Tethr It Now only supports Chrome and Firefox desktop browsers. Internet Explorer is not supported at this time. We also recommend upgrading to the most recent version of Chrome/Firefox.**



## 2. Tethr It Now Console Overview

1. Upon logging in, you may be taken to the console site map. In order to navigate back to the home screen where calls are initiated, click on the CONSOLE button.

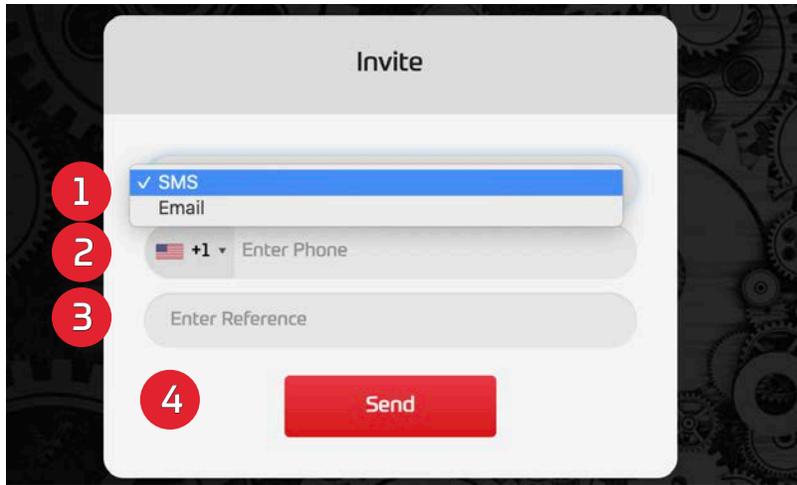


### 3. Tethr It Now Session Initiation

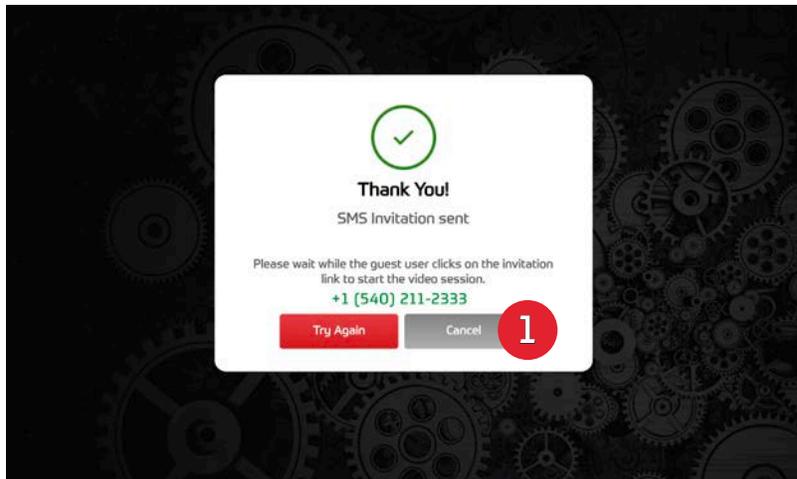
Tethr It Now sessions can be A) initiated directly by the Expert Agent or B) Expert agents can be contacted directly via an external static hyperlink or QR code.

#### A. Initiating A Call via SMS or Email

The Expert Agent can initiate a Tethr It Now call by sending a one time SMS or email to an end user's mobile device. 1. Select the method you'd like to initiate the session with. 2. Enter the recipients phone number or email address. 3. The expert agent can also put in reference text which will appear in the call reporting section of both the Customer Admin and Expert Agent Admin reporting. 4. To deliver, press SEND.

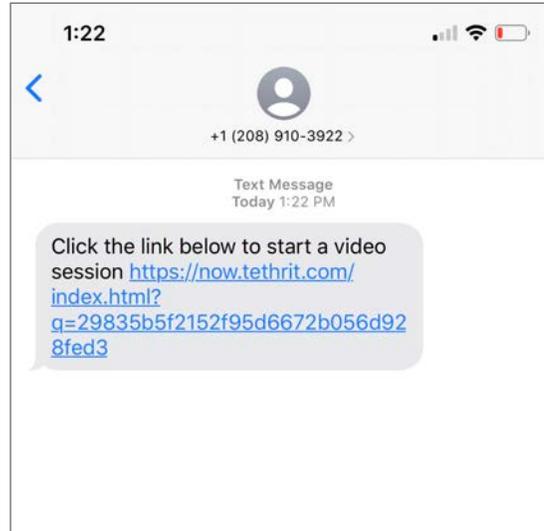


Once the SMS or email is sent, the Expert agent will receive confirmation that the delivery was successful. If an error message is received, try again. If the error persists, contact [support@tethrit.com](mailto:support@tethrit.com) for help. 1. To cancel the invitation to start a session, press CANCEL and the link sent will no longer start a call.



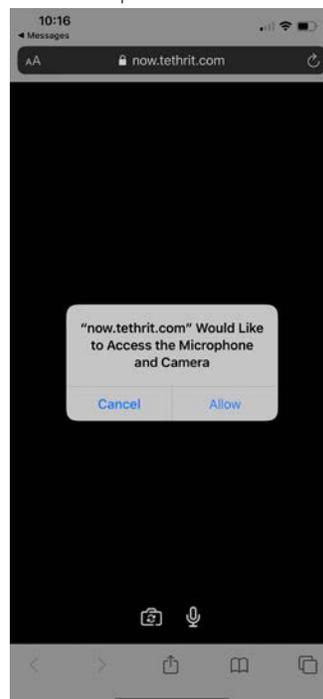
Upon successful delivery, the end user will receive an email or text on their mobile device with a link that will directly connect them with the Expert Agent. Once clicked a session will begin.

SMS example



Upon successful delivery, the end user will receive an email or text on their mobile device with a link that will directly connect them with the Expert Agent. Once clicked a session will begin. **Note: The End User will be prompted to allow video and microphone connections after clicking the link. These must be accepted or a successful connection will not be made. Please refer to the iPhone and Android permission guides for more information on phone/tablet permissions.**

iPhone example



## B. End User Initiated Calls via Static Hyperlink/QR Code

Tethr It Now calls can also be initiated by any End User with the static hyperlink associated with the Expert Agent's account. **In order for the call to be successful, the Expert Agent must be logged into the console.**

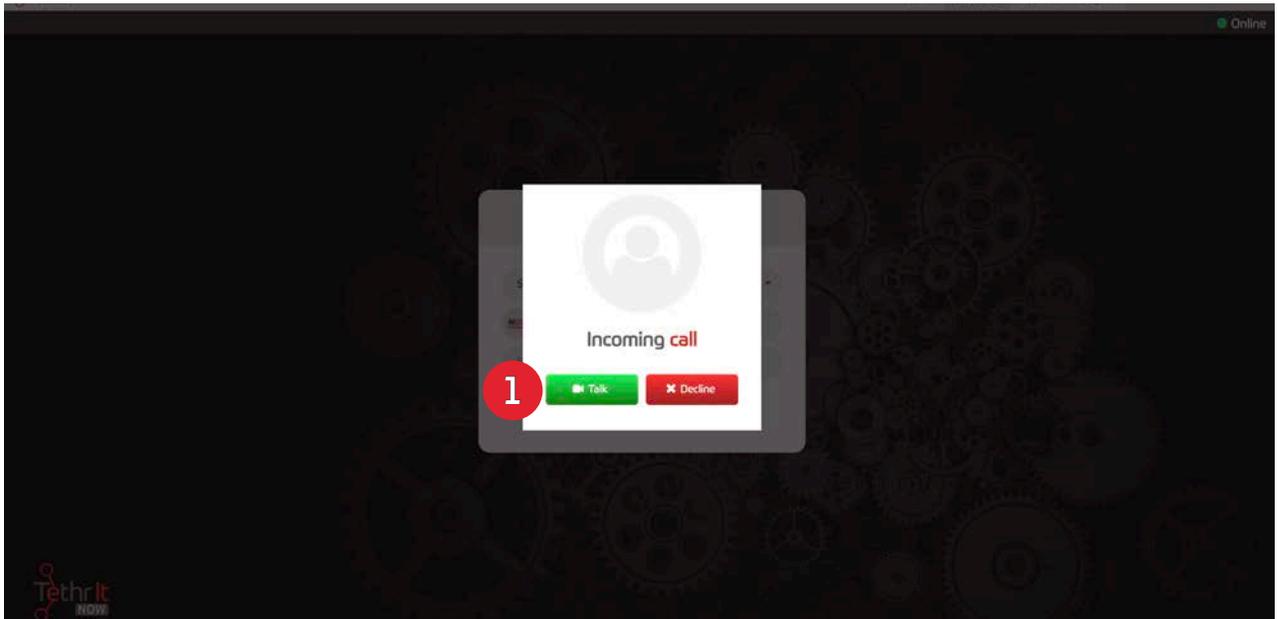


Either a link will be clicked or a hyper link associated with the Expert Agent's account will be scanned by the End user to start a call.

Static Link and QR code examples

Static Call Routing	<a href="https://now.tethrit.com/c/1cb98448a9094cd907b795400e40c3b5">https://now.tethrit.com/c/1cb98448a9094cd907b795400e40c3b5</a>	
Skills Call Routing	<a href="https://now.tethrit.com/c/1cb98448a9094cd907b795400e40c3b5/s">https://now.tethrit.com/c/1cb98448a9094cd907b795400e40c3b5/s</a>	

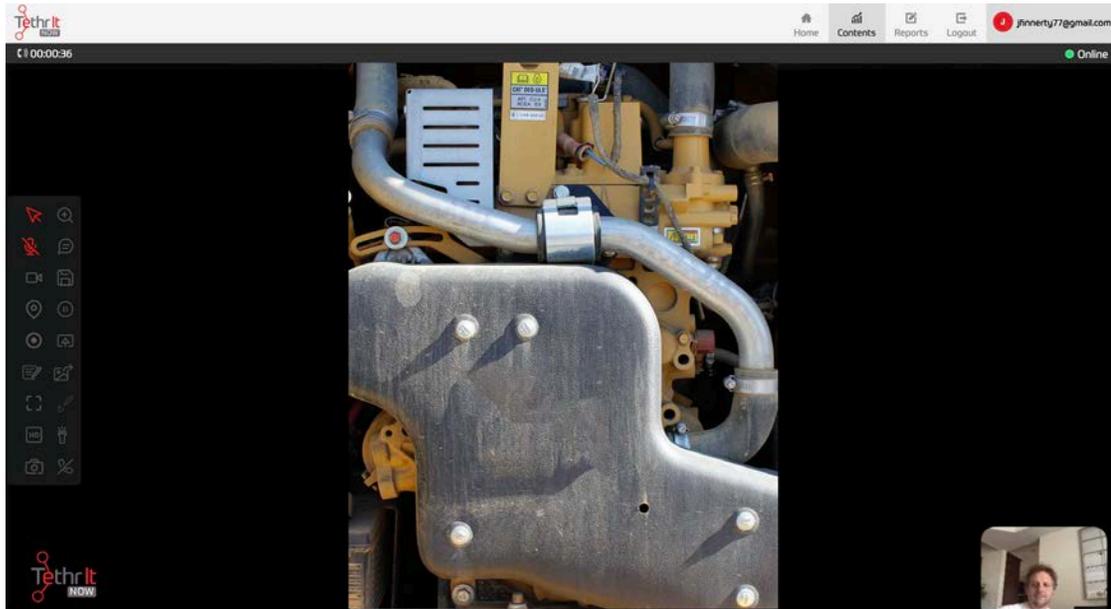
An incoming call will be signaled by a dialog box on the Expert Agent Console and a ringing sound from the computer's speakers.



1. To answer the call and begin the session, click TALK.

## 4. A Successful Tethr It Now Session

Once the end user clicks the link or the Expert Agent accepts the incoming call, the session will begin and the Expert Agent will see the video and hear audio from the mobile device.



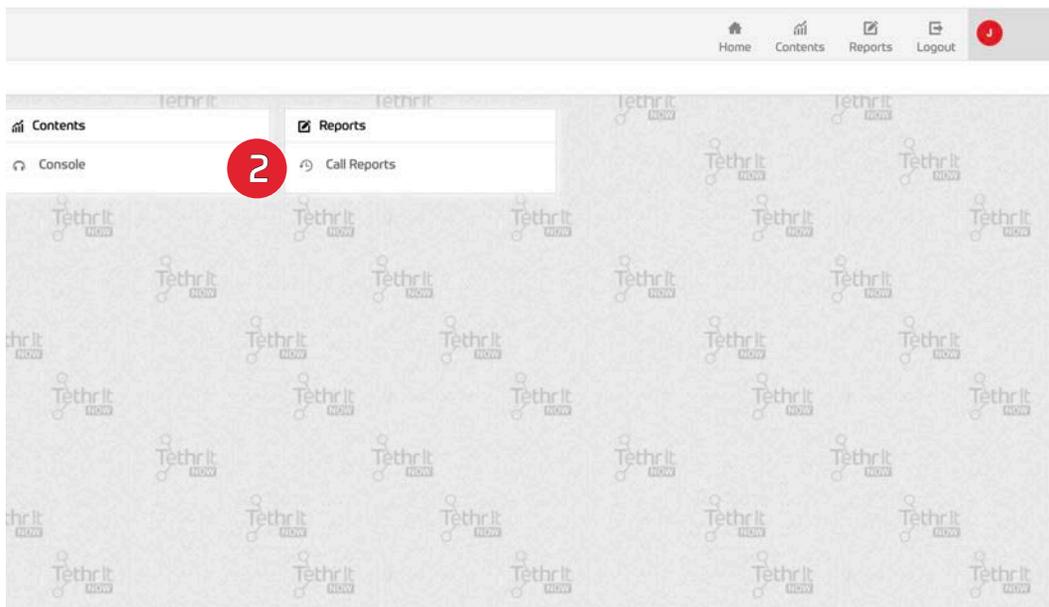
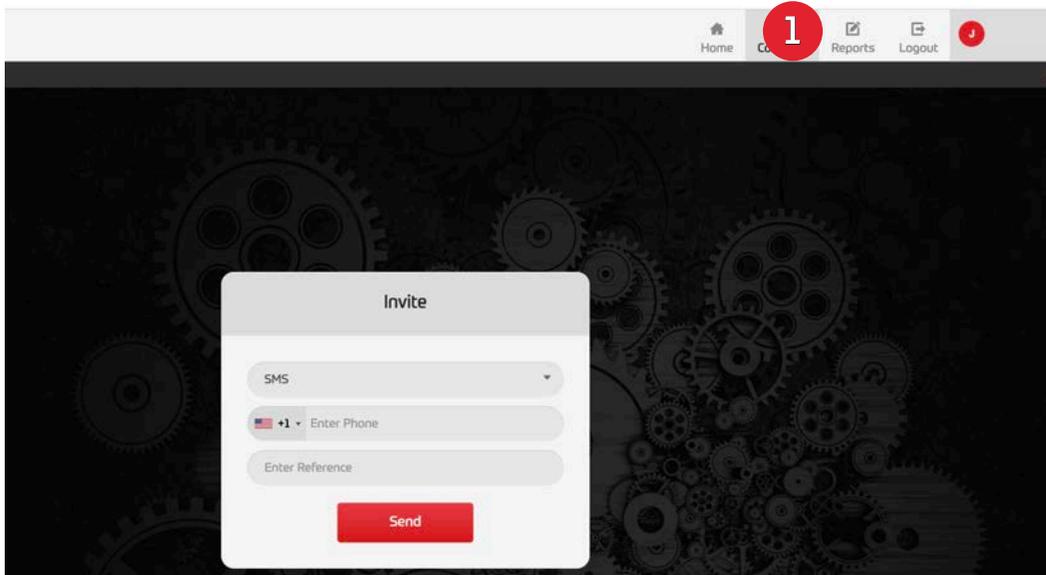
## 5. The Control Panel



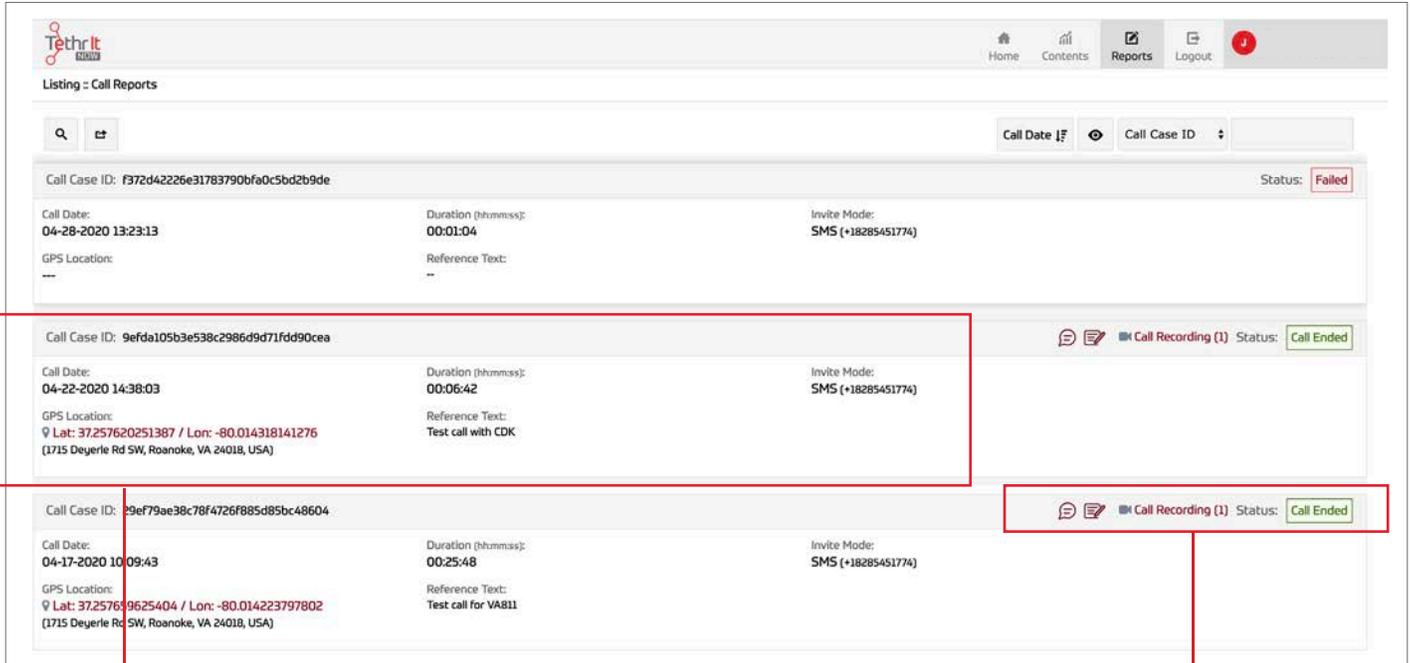
1. Agent Pointer
2. Agent Microphone On/Off
3. Agent Webcam On/Off
4. GPS location of End User
5. Record Call
6. Notes
7. Video Screen Maximize
8. HD/SD Video Quality
9. Take a Photo
10. Zoom (Android only)
11. Chat with End User
12. Save Photo (saves to browser)
13. Pause Video
14. Share Desktop with End User
15. End User Share Photo
16. Draw/Annoate on Photo
17. Activate End User's mobile flashlight (Android only)
18. End Call

## 5. Call Reports

Expert Agents have access to view all of their previous Tethr It Now Sessions. To access these reports 1. click the Reports tab from the upper-right corner or 2. the console or directly from the Expert Agent site map screen.



## Call Reporting Example:



The screenshot shows a web interface for 'Call Reports'. At the top, there are navigation links for Home, Contents, Reports, and Logout. Below the navigation, there's a search bar and a filter for 'Call Date'. The main content area displays a list of call records. Each record includes the following information:

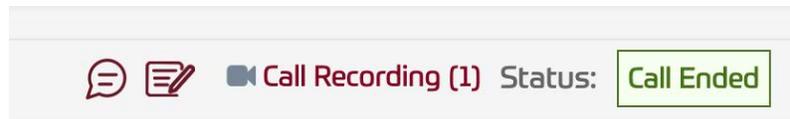
- Call Case ID
- Call Date
- Duration (hh:mm:ss)
- Invite Mode
- GPS Location (if available)
- Reference Text
- Status (e.g., Failed, Call Ended)

Red boxes in the image highlight specific details: one box highlights the call record for '04-22-2020 14:38:03' with its duration and invite mode, and another box highlights the 'Call Recording (1) Status: Call Ended' indicator for a call on '04-17-2020 10:09:43'.

Call reports contain the following general information:

1. Call Date
2. GPS Location (If activated during the session)
3. Call Duration
4. Reference Text (If applicable)
5. Invite Mode

### Call Media Storage



The 'Call Media Storage' section shows a call recording status. It includes icons for chat transcripts and call notes, followed by the text 'Call Recording (1) Status: Call Ended'.

1. Chat Transcripts
2. Call Notes
3. Call Recordings (MP4 format - note: Video is also saved in web format to computer)
4. Call Status