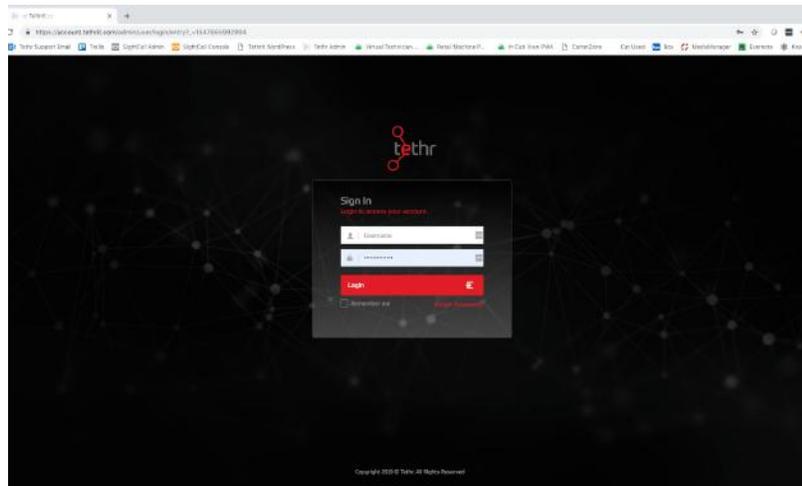


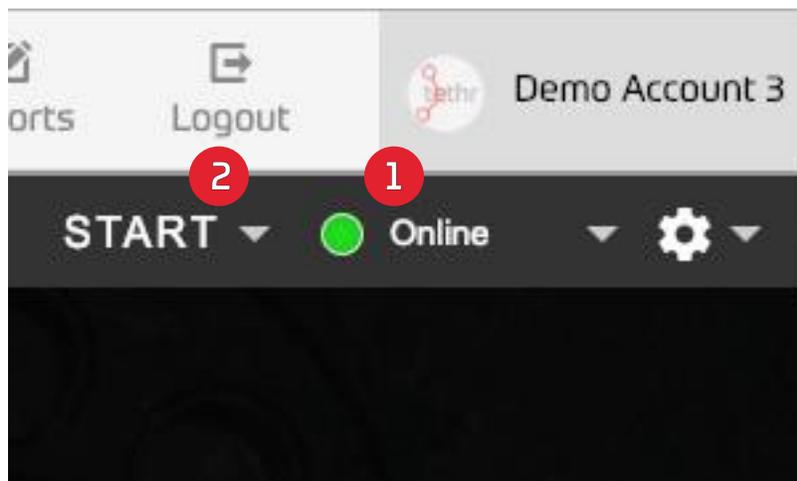
## 1. Logging In

The Tethr Console is a web-based platform and its URL is <https://account.tethrit.com/admin/user/login>. Once there, enter your email address and the password you created via an email from Tethr Admin and you will be logged into the Tethr Console. If this is the first time logging in, you may be prompted to download and install one (IE Explorer) or two plug-ins (Chrome). Please refer to the Tethr Plug-in Installation Guide if you need help with installation.



## 2. Tethr Console Overview

1. In the top right-hand corner of the console there is a status light. The green light indicates you are on-line and ready to accept incoming Tethr Calls.
2. To the left of the status light is the SMS/Text drop down menu (START). This function allows you to initiate a Tethr session by sending a text message to a smart phone. Once the user receives the message they will be prompted to download the Tethr App from either the Apple App Store or Google Play Store. For more information on this process please refer to the Tethr App User's Guide.



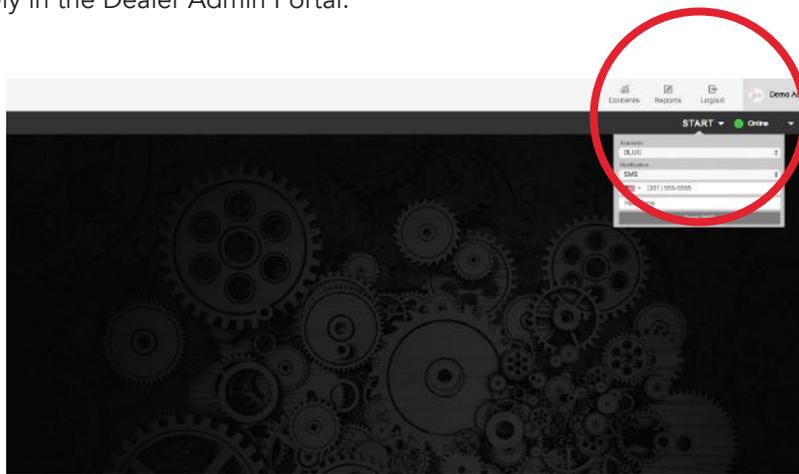
### 3. App User Initiated Calls

If a person has already downloaded the app and has an account, he or she can initiate a tethr session by directly calling into the console. For more information on the Tethr App, see the Tethr App User's Guide.

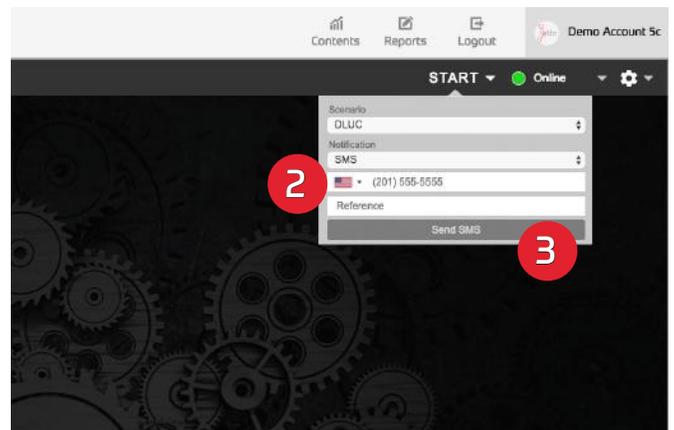
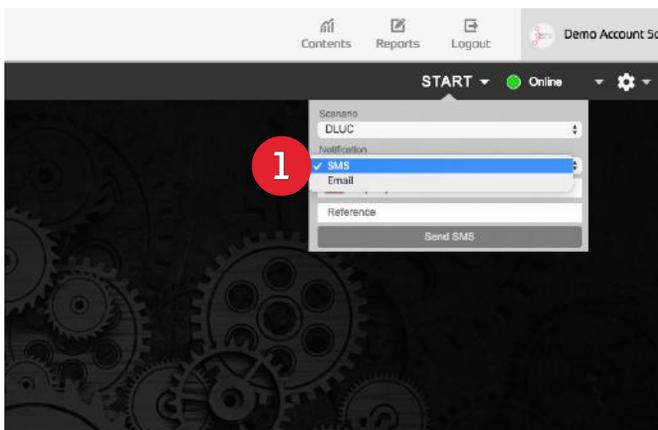
### 4. SMS/Email Initiated Calls

Mentioned previously, the Console User has the ability to initiate a Tethr session via SMS or email.

To begin this process click the START button located in the top right corner of the console. Please note: This will NOT create an account for the App User and the link is good for a single Tethr session. Individual App user accounts are still created separately in the Dealer Admin Portal.

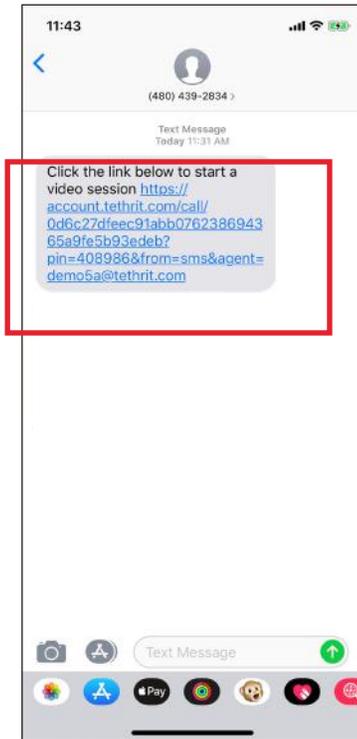


1. After the menu drops down, you'll have the option of sending an SMS (text message) or email to the recipient.
2. If sending an SMS, be sure to select the correct country from the drop down list.

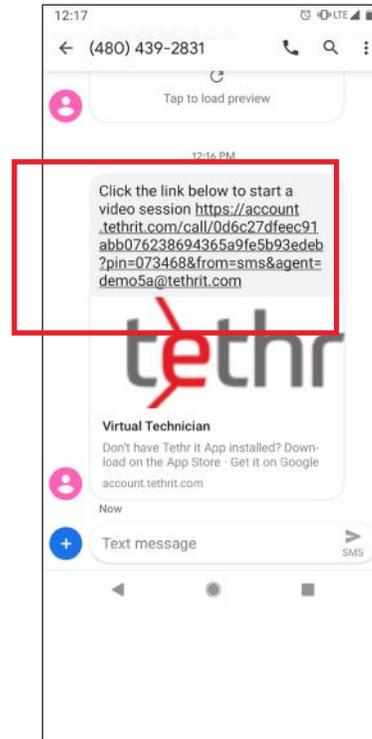


3. Once you've entered the recipient's phone number (including area code) or email address, press 'Send SMS' or 'Send Email'. There will be a green confirmation dialogue box confirming the SMS or email has been sent.

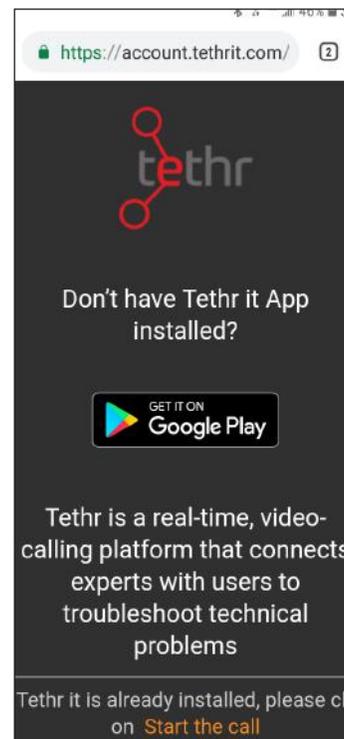
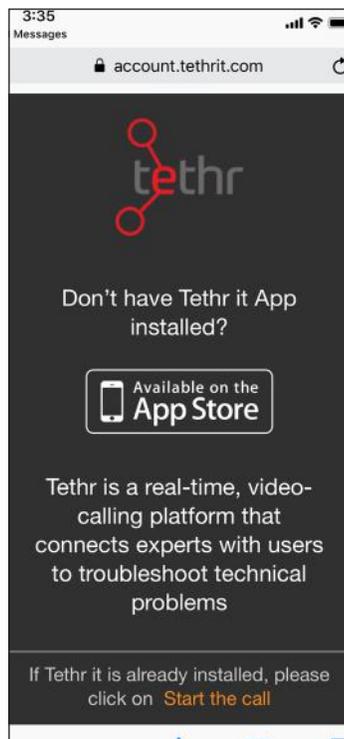
The recipient will then receive a text message (or an email) with a link to download the app. Or, if they already have the app installed, the link will call directly into the console to begin the session.



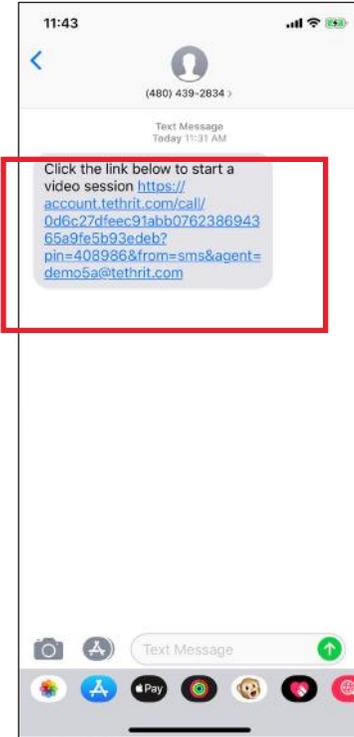
iOS SMS Example



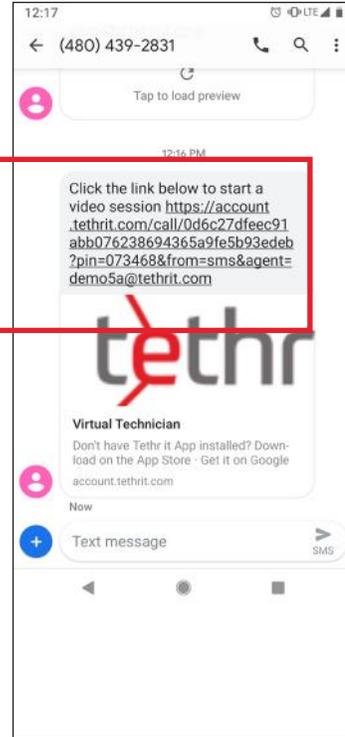
Android SMS Example



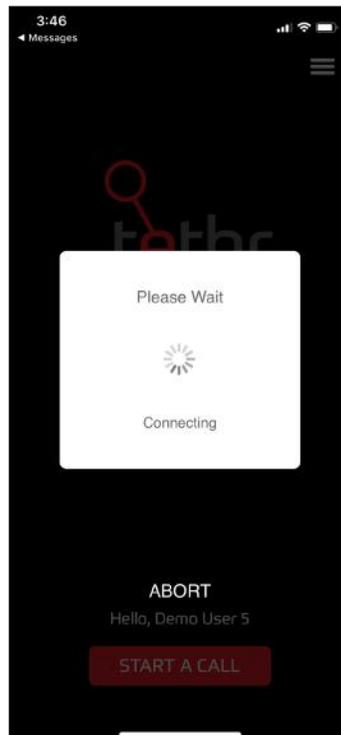
After the Tethr app is installed, the user needs to return to the SMS message and click the link again. This will initiate a one-time Tethr session with the Console User.



iOS SMS Example

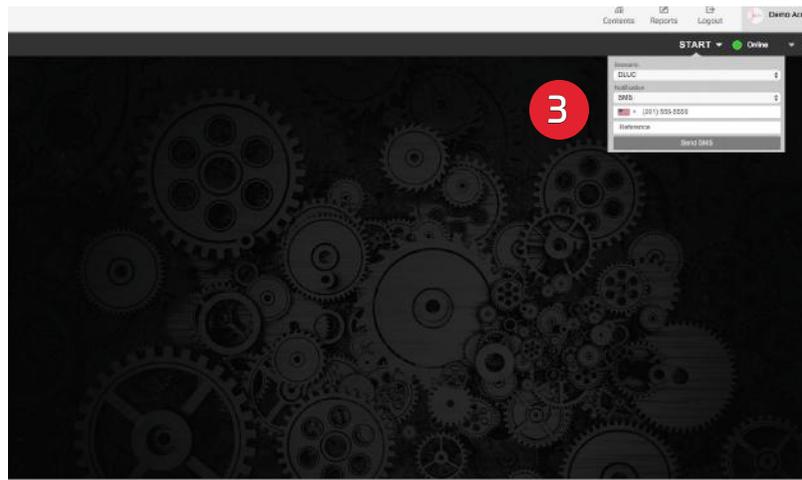
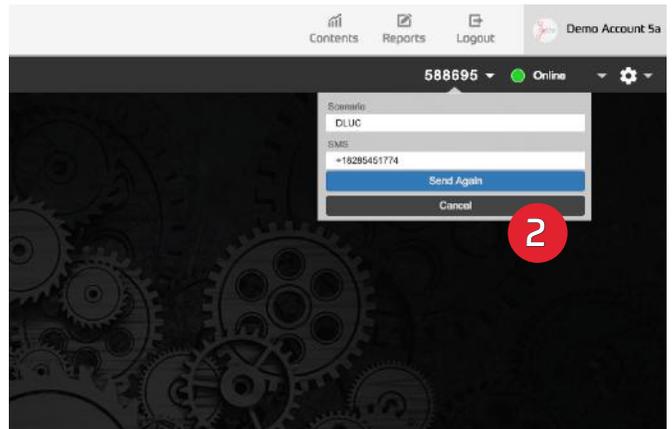
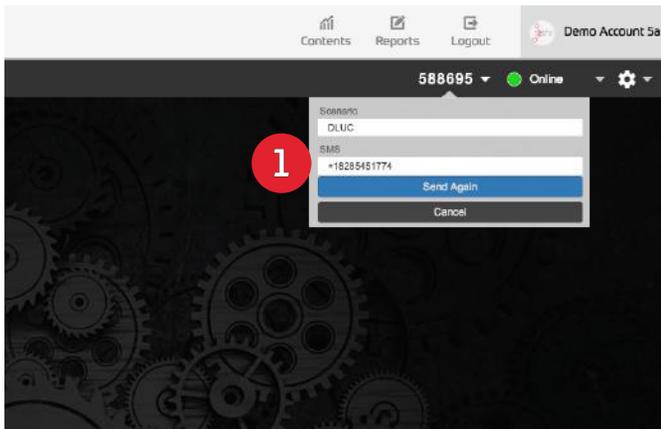


Android SMS Example



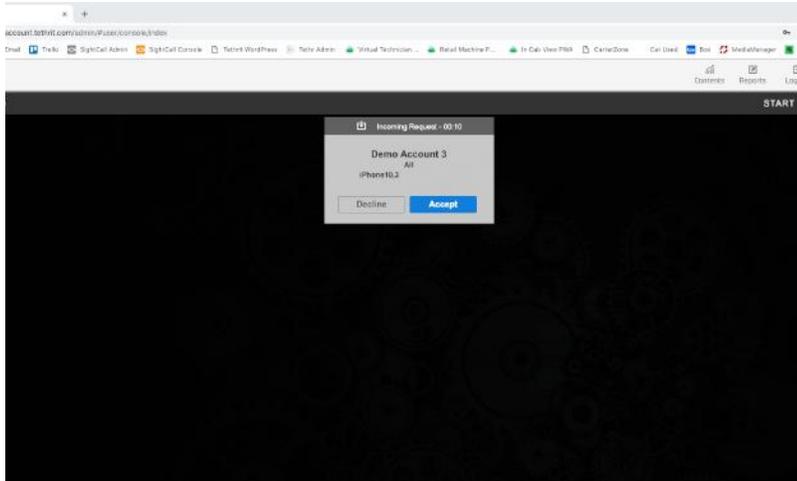
Note: The link is good for a single Tethr session. In order to begin another session, the Console User must send another SMS or email to the desired recipient.

1. If you need to retry sending the SMS or email to the recipient, click **Try Again**. If the message was successfully sent you will see a small green dialog box confirming the send.
2. To Cancel or to start a new tethr session via SMS/Email, click **Cancel**.
3. Clicking **Cancel** will reset the drop down menu.



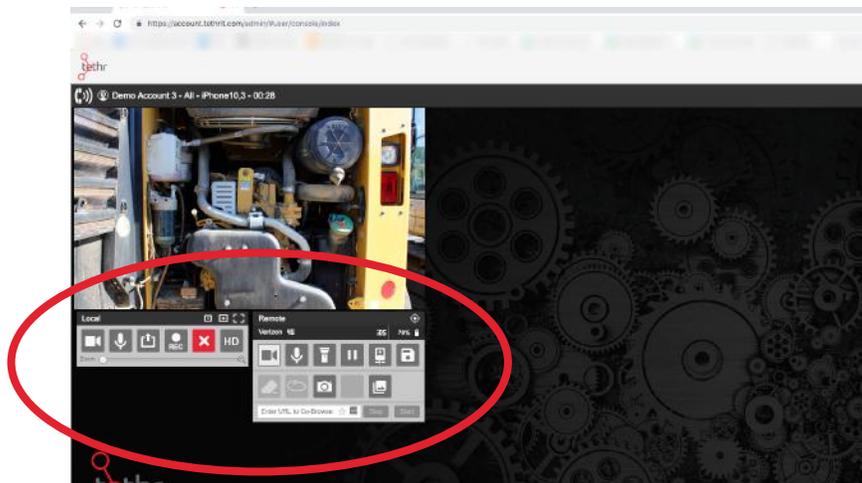
## 5. Accepting a Tethr Call

An incoming Tethr call will be indicated on the screen. If your computer's sound is turned on, there will also be a ring tone. The indicator box will display who the call is from, the agent skill set the caller has selected (if applicable), as well as the caller's phone information. Click ACCEPT to answer the Tethr call and to begin the session.

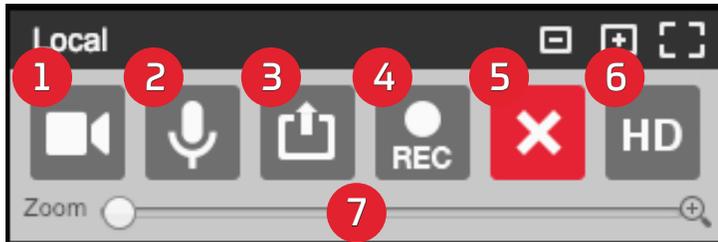


## 6. Tethr Console Controls Overview

There are two control panels displayed on the screen: LOCAL and REMOTE. The LOCAL controls operate the functions of the Tethr Console. The REMOTE controls are the functions of the App User's phone that are controlled by the Console User. Note: These console controls will not be visible until a Tethr call has begun.

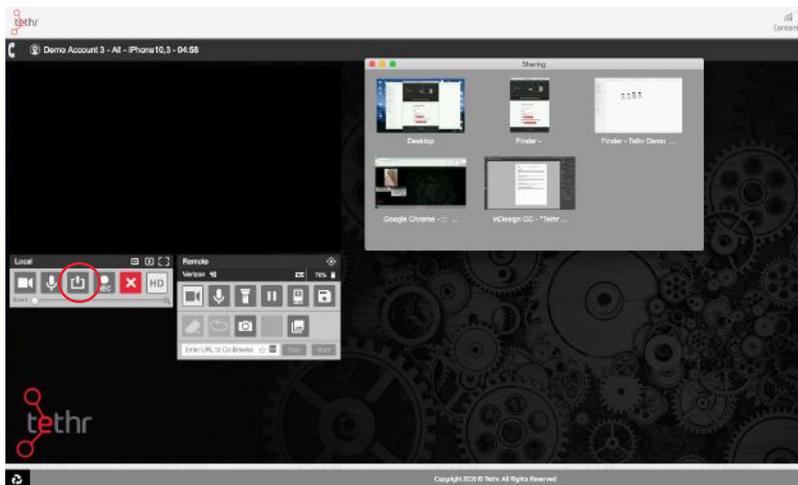


## LOCAL CONTROL PANEL



The LOCAL console controls include:

1. Web cam On/Off - When a call is initiated, the web cam on the desktop will turn on and the App User will be able to see the Console User.
2. Mic On/Off - This will mute your mic and the App User will not be able to hear you.
3. Screen Share - This allows the Console User to share his/her desktop with the App User. Once initiated and a screen is selected it will appear on the App User's phone as well. Note: The App User will not have any control over the screen.



4. Call Recording On/Off - This feature requires a subscription upgrade. Allows The Console User to record the Tethr session. Note: Please check with your Country/State/Province laws regarding call recording.
5. End Call/Session
6. Streaming Quality HD On/Off
7. Zoom Function - This slider can be used by the Console User to zoom in for a closer look.

## REMOTE CONTROL PANEL

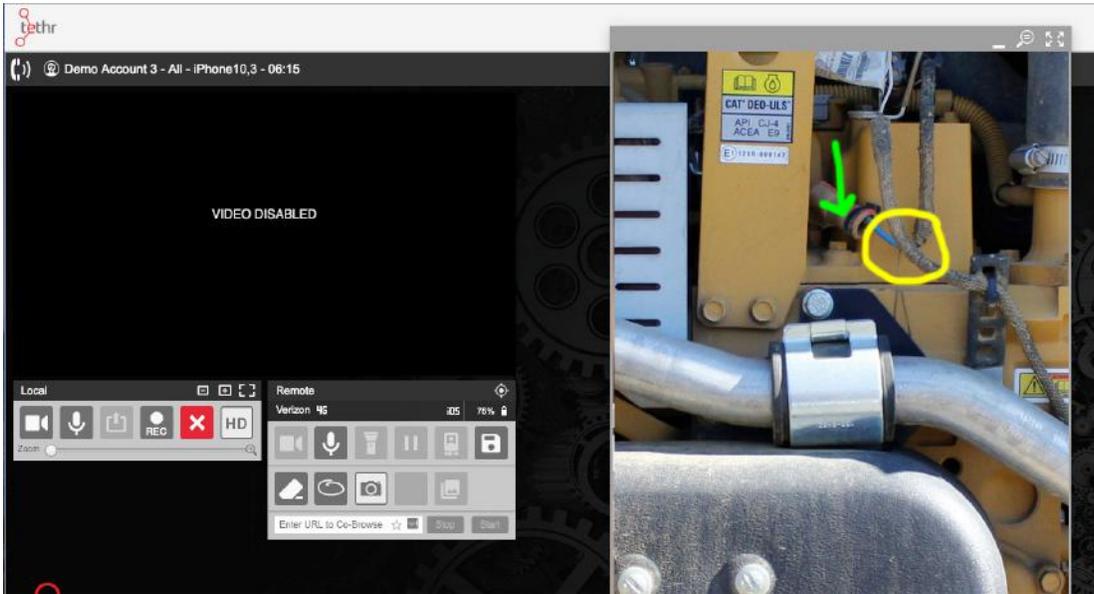


The REMOTE console controls include:

1. Camera On/Off - Allows the Console User to turn on/off the App User's video stream.
2. Mic On/Off - This will mute/un-mute the App User's phone. When a call is first started the App User's volume will be on.
3. Flashlight On/Off - This allows the Console User to activate the App User's phone's flashlight.
4. Pause Video - The Console User can pause the live stream. While paused, both the Console User and App User can annotate on the screen. Annotation will be discussed on page 5.
5. Front/Back Camera Toggle - This function allows the Console User to switch between the App User's phone's front and back camera. By default, when a call starts the App User's phone will show the back camera view.
6. Photo Save - Once a photo is taken, in order to save the photo locally or to the cloud you must click this button. The location of the photos will be determined by your account's Tethr Administrator.
7. Take A Photo - Allows the Console User to take a photo of what is showing on the video screen. Note: Video is disabled while Take A Photo is enabled. The App User and Console user will see the photo on his or her screen.
8. App User Media Share - This prompts the App User to open his/her photo library to view a photo and share it with the Console User.. This requires permission from the App User.

## REMOTE CONTROL PANEL - Screen Annotation

After the Console User takes a photo both he/she and the App User can annotate on screen to highlight particular areas of interest.



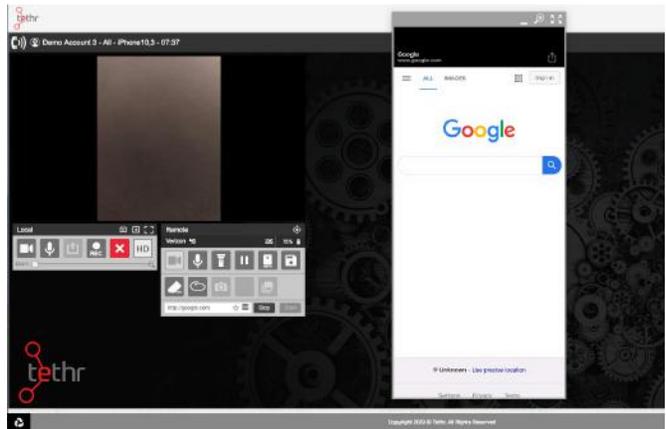
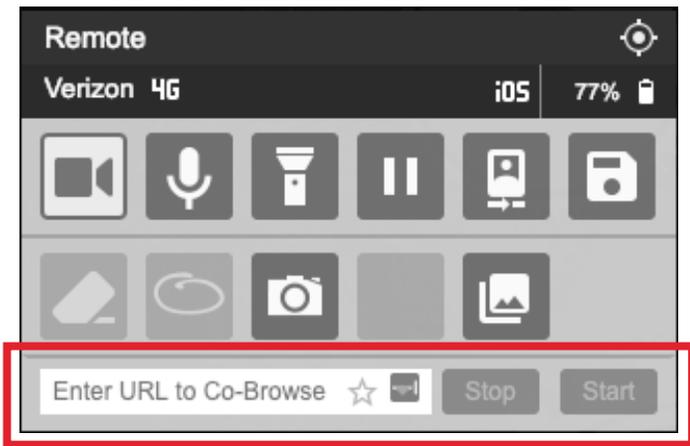
The App User simply annotates on their phone with their finger or stylus.

The Console User can annotate by right-clicking their mouse and drawing on the photo on screen. There are two types of annotation. An oval shape (1) and free-form annotation (2) and can be toggled between by pressing the annotation button on the REMOTE Control Panel. To erase all annotations, including the App Users, click the Erase Button (3).

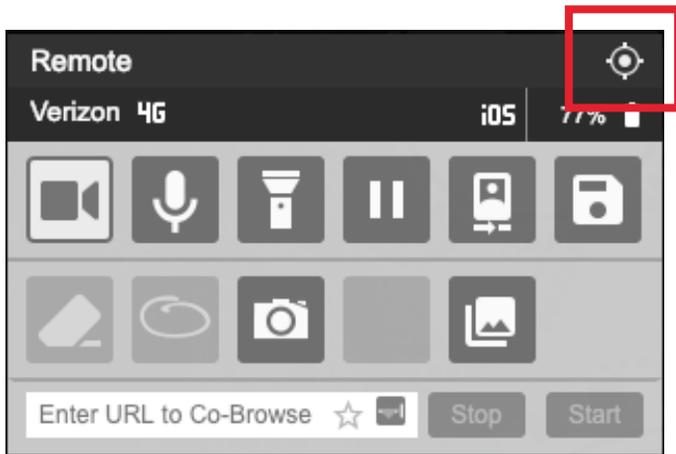


## REMOTE CONTROL PANEL - Website Push and GPS Locator

At the bottom of the REMOTE Control Panel is the Website Push Bar. The Console User can push a website to the App User's Phone. Once the website is successfully pushed to the App user's phone, the App User commands control over the functionality of the website (scrolling, entering information, clicking links, etc.). The Console User can hover over the website with his/her mouse to act as a pointer to help direct the App User. Website Push is activated by pressing START after entering the URL and is exited by pressing STOP. Note: The pushed website will display in mobile format on the console.



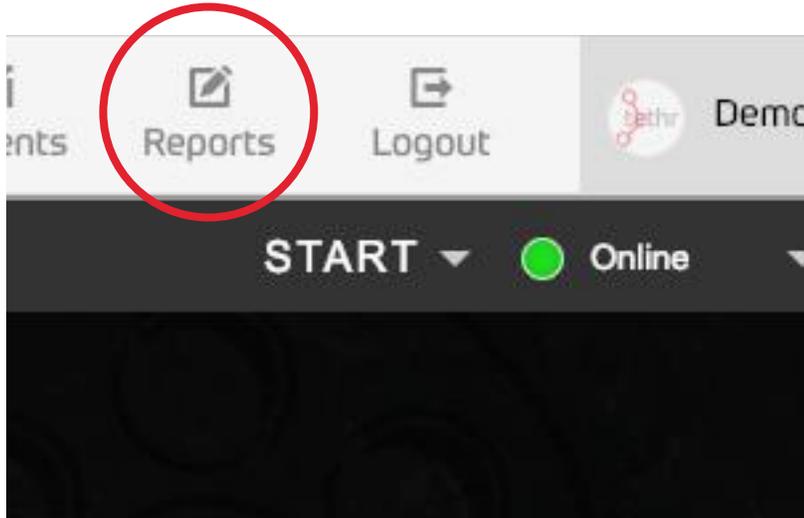
The GPS Locator is activated by clicking the compass icon at the top of the REMOTE Control Panel. In order to get access to the App User's location, he/she will be prompted within the app to allow location services to be activated. After the App user allows GPS location activation a map will appear in the upper-right corner of the console.



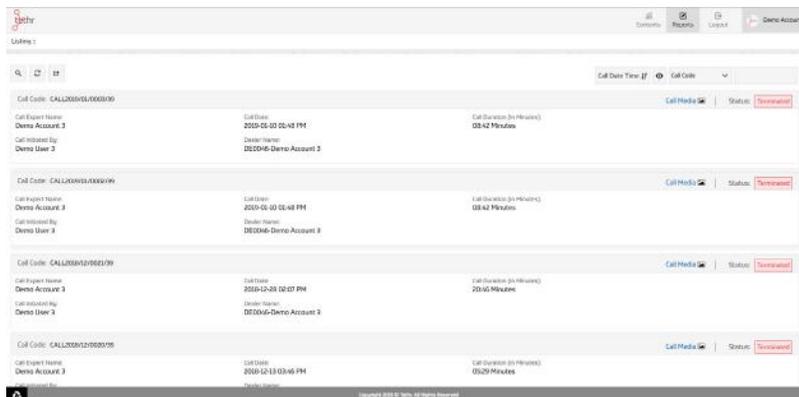
Once the map is visible, the Console User can see a detailed map and longitude/latitude coordinates. To exit the GPS locator, click the arrow beside the GPS icon in the upper-right hand corner of the console.

## 7. Call Reports

The Console User has access to his/her call records. These records can be viewed under the REPORTS tab on the Tethr Console found in the upper right-hand corner of the screen.



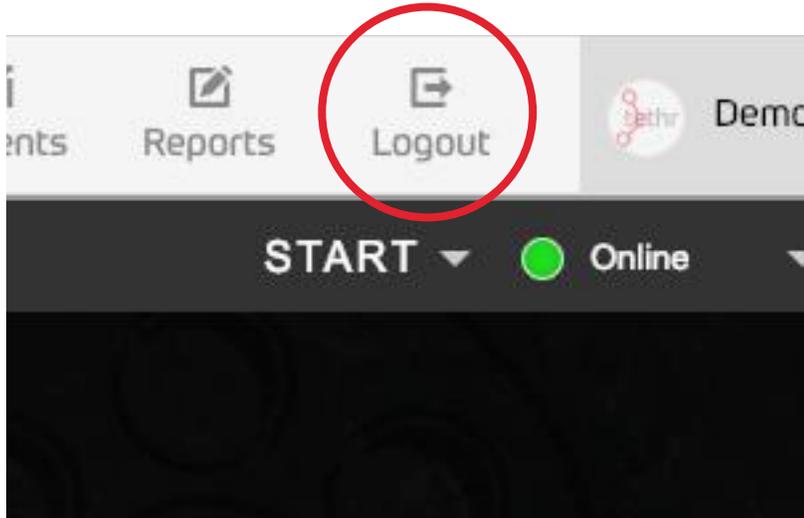
Call Reports include call date/time, length of the session, who initiated the call, and call media. Note: If you've chosen to save photos locally, they will be stored on your hard drive and will not be located under the CALL MEDIA tab.



Call Code	Call Date	Call Duration (in Minutes)	Call Media	Status
CALL200415000300	2020-02-03 02:42 PM Demo Account 3	03:42 Minutes	Call Media	Terminated
CALL200415000300	2020-02-03 02:48 PM Demo Account 3	03:42 Minutes	Call Media	Terminated
CALL200415000300	2020-02-03 02:07 PM Demo Account 3	20:06 Minutes	Call Media	Terminated
CALL200415000300	2020-02-13 03:16 PM Demo Account 3	03:20 Minutes	Call Media	Terminated

## 8. Logging Out of The Console

To log out, click LOGOUT in the upper-right hand corner of the console.



This will disconnect you from the video call server and take you to a basic screen with links to all of the functions available to the Console User. To completely log out, press LOGOUT again. To return to the video call main screen click CONSOLE.

