



VISUAL ASSISTANCE – TECHSEE USER GUIDE

Purpose and Objectives

TechSee bridges the visual gap between you and Verizon Network Operation Centers. It enables Verizon experts to guide you directly during equipment checks using a live video stream.

TechSee can help repair faults faster and there is often no requirement to have a technician on your site to troubleshoot.

How does it work?

During a phone conversation the Verizon NOC technician will send an SMS to your Smartphone with a link to access TechSee. TechSee will set up a remote visual session via your Smartphone using secure browser-based technology, which does not require an application download. You can then share the visual status of your equipment via your Smartphone camera.

It enables the Verizon technician to give effective guidance as if the technician is standing right behind you.



1. Connect



2. See



3. Guide



Security

TechSee does not store any recordings or images during the session, the communication is only between you and the Verizon technician. All data transfers use a secure encrypted channel (TLSv1.2+).

Only authorized Verizon personnel can send you an SMS invitation to join the video session and only after verbal permission from you.

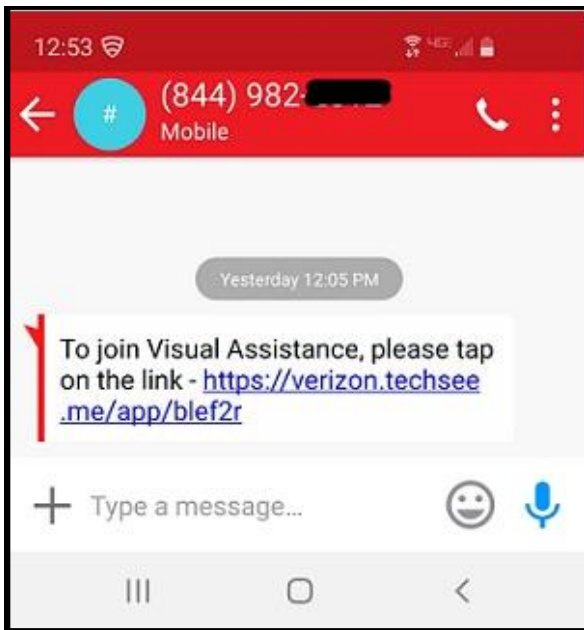
Starting a TechSee Live Session

Step 1:

The technician will invite you by sending an SMS to your smartphone.

Step 2:

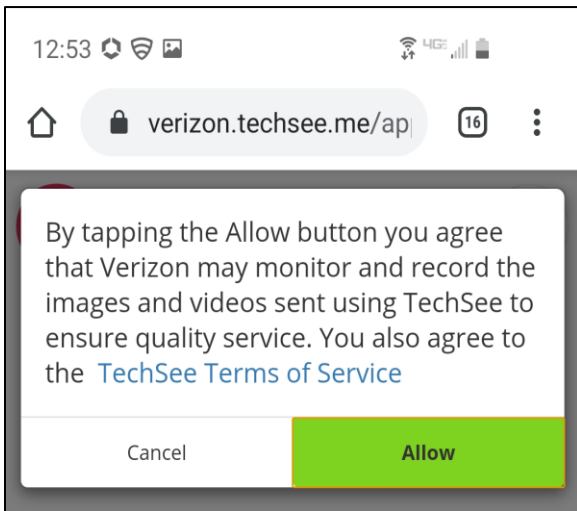
You will receive an SMS with the link <https://verizon.techsee.me> as shown here:





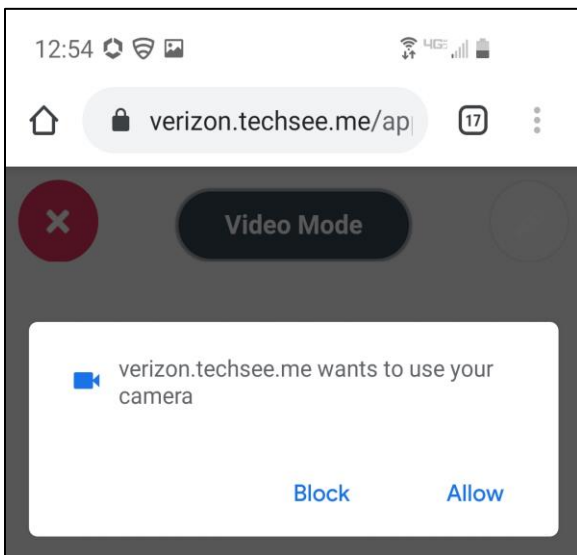
Step 3:

Once you click on the link, you will be asked to tap the Allow button:



Step 4:

Next you will be asked to give permission to access your mobile phone's camera. Click on Allow.





Step 5:

At this stage you can start sharing visuals of your equipment with the Verizon technician from your mobile device. The technician will see what you see on your mobile and can directly guide you through additional checks.



Your View



Verizon Technician View

During this video session, the technician can use a pointer to indicate what you need to do, where a cable should be inserted or similar. You will see the pointer on the screen of your mobile device:



During this video session, the technician can also capture an image to provide further instructions.

When connectivity is too weak to support a video stream, the Verizon technician can use your camera to take pictures instead.



Service Assurance User Guides Library

Documents can be found on the [Service Assurance User Guides](#) page.
The latest version of this document can be always found [here](#).

General Customer Training Information

Go to our [Customer Training Portal](#)* to enroll in training or to download other user and reference guides.
*Registration is required

Verizon Enterprise Center

The [Verizon Enterprise Center](#) portal is an easily accessible tool that supports you in dealing with Repair related technical issues via repair tickets, as well as with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Getting started on Verizon Enterprise Center

Introduction to Verizon Enterprise Center and information on how to register can be found on the Guides & Tutorials page [here](#).



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