

Select from the list below to find your answers. For full details on Help Lightning functionality, see the [Help Lightning User Guide](https://helplightning.net/training) at helplightning.net/training.

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System Requirements

Q: What type of device is needed?

A: Help Lightning runs on any iOS or Android device as well as on the web (Helplightning.net) with your computer or Windows tablet.

Q: How do I install Help Lightning?

A: On your mobile device, download the app via the App Store or Google Play store. Search for 'Help Lightning' and then download and open.

Using your web browser, no installation is needed. Use Chrome, Firefox, or Edge (Chromium) or Safari to access Helplightning.net.

Q: What operating systems are supported?

A: Help Lightning supports current operating system, plus up to 2 previous versions

Q: What browsers is Help Lightning compatible with?

A: Help Lightning supports Google Chrome, Firefox, and Edge (Chromium) and Safari.

Q: Is any other equipment needed?

A: For the desktop, an external camera is needed in order to set up an environment to give help.

Additional suggested equipment includes:

- Tablet stand – if using a tablet to give help.
- Earphones – if in a loud environment.

Q: What bandwidth is required?

A: A minimum of 1 Mbps upload and download is required for calls; if your speed is much lower than this, your call may not connect.

You can download a free speed test or you may use your Safari, Firefox, Edge (Chromium), or Chrome browser and check your connectivity with:
<https://precall.helplightning.net>

Q: How much data does a Help Lightning call use?

A: It uses an average of 5MB/min. e.g. On a 15 min call you would use 75MB of data.

Q: Does Help Lightning drain my devices battery?

A: Help Lightning should have similar energy consumption to apps like Netflix, YouTube, or Amazon Video. There are two major factors in energy consumption:
1) screen and screen brightness, and
2) turning the radio to full power for high bandwidth connections.

HL hits them both. Another factor is being in a location where LTE/WiFi is coverage is light or intermittent. Most devices amp up the radio power in an attempt to compensate.

Security

Q: How secure is Help Lightning?

A: Help Lightning's experience is fully encrypted. Data is transmitted using a Secure Real-Time Transport Protocols (SRTP). Connections are established via a mobile or Wi-Fi network.

All media is encrypted using SRTP which provides:

- Integrity – Receiver validates that no “man in the middle” has changed the packet sent from originator.
- Authentication – Receiver, originator, and server (if needed) authenticate each other's identities.
- Privacy – No one intercepting the traffic can read it because it is encrypted.

Key negotiations are handled using Datagram Transport Layer Security (DTLS) - SRTP as defined by the WebRTC and IETF (Internet Engineering Task Force).

All signaling data (i.e. login, call, and message) are sent using Secure Sockets Layer (SSL).

Contact your Customer Success Manager or Sales Representative for a white paper with additional detail.

Account Setup

Q: How do I get a Help Lightning account set up?

A: If your company has a Help Lightning Enterprise account, see your administrator or email support@helplighting.com. They will be able to send you an invitation to create a username and password. If you are new to Help Lightning, contact Sales@HelpLightning.com.

Q: How do I reset my password?

A: Access the Help Lightning app on your mobile device or on your computer/Windows tablet at helplighting.net. You will be presented with a sign in screen. Type in your login and hit Next, then tap "forgot password" and follow the prompts.

Q: I cannot log into my account, but I previously set one up.

A: Here are some possibilities:

- You may have forgotten your password. If so, please reset it. (See Q: How do I reset my password?)
- You are trying to log into the web app (at helplightning.net) with a username associated with a personal (non-business) account.
- You are trying to log into helplightning.com. Please navigate to helplightning.net and try again.
- Your account has been deactivated. Please contact your system administrator for more details.

Q: The link for my Help Lightning account invitation has expired. What do I do now?

Invitations do expire after 45 days. Contact your administrator or support@helplightning.com to resend.

Q: When I log into Help Lightning, I do not see my other team members.

A: If you previously set up a personnel account with your company email, you may be logged into it. The top of the screen will display the account you are logged into. If your company name is not displayed, you will need to find the invitation to your business account and accept it. This will move your account over.

However, if you are in your business account, you may be set up in a restricted group. See you administrator.

Troubleshooting Mobile app

Q: When downloading the app, I received an error message, that the app can not be installed. What do I need to do?

A: Your device may not have enough available space. Check your device space availability and clean up any unwanted items.

Q: How do I know what version of the app I am on?

A: For iOS, go to Account and tap About

For Android, go to the top menu and tap About

Troubleshooting Web Browser App

Q: I can not access the Web Browser App of Help Lightning, why is that?

A: A Help Lightning business account is required to use the web interface. If, when you try to log into helplightning.net, you receive the message “Your account does not have permission to login.”, your Help Lightning account is a personal account.

Check your email for your business invitation, and, if you do not have one, contact your Help Lightning admin so that they can send you an invitation to create a business account.

Q: Why can't I see the Action Bar?

A: You may need to zoom your screen out to bring the Action Bar into view.

Q: Why is my call not coming through to my computer?

A: You must allow Help Lightning access to:

- Show Notifications
- Allow for Camera Access

In addition, if you do not have helplightning.net pulled up in one of the tabs in an open browser window, you will not see incoming calls.

For details on how to change your settings, see Help Lightning User Guide found on HelpLightning.net under training.

Connectivity and Calls

Q: Why did the receiver of my call not see my call come through?

A: If the receiver of your call is connected to the internet and has their device powered on, they may still miss your call if they have notifications turned off. Make sure you enable notifications for Help Lightning to be alerted. If you are using the browser version, a tab with helplightning.net loaded must be open for you to receive a call.

Next verify you do not have 'Do not disturb' turned or are in Power Saver mode as this may restrict your notifications.

Lastly, if the receiver of your call does not have a 1 Mbps up/down internet connection, they may not receive your call.

Q: What happens when I get an incoming telephone call, but am already on a Help Lightning call?

A: If you receive an incoming telephone call while on Help Lightning, you will be notified of this call. You can end your Help Lightning call to answer or ignore the call.

Your caller will receive a message that you are unavailable.

Merged Reality - Giving and Receiving Help

Q: When a call starts in face-to-face, is this a merged reality call?

A: No, all calls start in face to face mode. In order to merge the two video streams and begin your merged reality session, you need to select to 'Give' or 'Receive' help.

Q: Why do I need a white background to give help?

A: Help Lightning takes video from both callers' environments and blends them into the merged reality view. The Giver of Help must point at a white or light neutral background, so you can clearly see the Receiver of Help's image without any obstruction to your view.

Q: Can the roles of Giving and Receiving help be switched?

A: Yes, at any time either caller can choose to switch the roles. If you are on a 3-party call, the observer can also choose to become the giver or receiver of help.

My Help Space

Q: What is the My Help Space feature?

A: The My Help Space Feature allows you to invite someone to join you on a Help Lightning call who is not already a Help Lightning contact. This is especially helpful for contacting customers!

Q: Can you invite anyone to join you on a Help Lightning call through the My Help Space feature?

A: Yes, the invitation can be sent to anyone.

Q: How do I use the My Help Space feature?

A: Tap the Envelope to invoke My Help Space. Then enter the email or phone number of the person you would like to invite.

The recipient will receive a link via text or email to join your Help Space.

- The recipient taps the link and the call will be initiated in one of the following ways, depending on what is detected on the phone:
 1. If the app is already installed, the call will be initiated via the Help Lightning app
 2. Otherwise, the call will utilize the customer's web browser. When prompted, the customer will need to enable their microphone and camera access. Be sure to turn your phone so it is in landscape mode.
- The Help Lightning call will then be initiated.

Q: Why did the My Help Space link return a message showing the browser is not compatible with Help Lightning?

A: In some instances, the user's mobile device may have an unsupported browser. This will be the case if:

- The phone is an Apple iPhone not using Safari
- The phone is an Android not using Chrome
- The phone is an older version and does not support our technology

Q: Here are the steps to start a My Help Space call in an unsupported browser:

A: The recipient will be directed to download the Help Lightning app.

- They will follow the link to their app store to download Help Lightning

- Tap Open/Continue from the store, and the Help Lightning call will be launched in the app.
- Before the call begins, the recipient must click through Help Lightning's welcome messages to enable microphone and camera access.

Features

Q: What are the features on the Action Bar?

A: See the detailed Help Lightning User Guide for a full description. This guide can be found on helplightning.net under Training.

Q: Why isn't the torch (flashlight) button displayed on my device?

A: The torch (flashlight) feature is an in-call function available to participants using a mobile device with a built-in flash. If your device does not have a flash, the icon will not be displayed.

Q: When I upload a photo or a PDF, can my full gallery be seen?

A: No, you only share your selected picture or PDF when you upload it into the Help Lightning app.

International Items

Q: Is Help Lightning available in China?

A: To utilize Help Lightning, you will need to do one of the following:

- Use the web version of Help Lightning via your Chrome browser on a desktop or windows based tablet via Helplightning.net.
- For a iOS device, you can download a version from the App Store that is approved for China.
- For an android, you need to install the apk file directly from this location:
 - o <https://downloads.helplightning.net/Android/HelpLightning-Latest.apk>

Q: What is the difference with the Help Lightning app in the China?

A:

1. Call Kit functionality is banned in China; therefore, the phone will not ring/notify when a call comes in
 - Tip: Make sure participants are available on-line before starting Help Lightning call
2. The My Help Space link will not functioning

Q: What languages are support in Help Lightning?

A: If your device is set to any of the following languages, then Help Lightning will be translated:

- » French
- » German
- » Japanese
- » Simplified Chinese

Q: How do I change the language setting?

A: The very first time a user logs into Help Lightning through the web-browser, we query the browser for the user's preferred language, and then save that value in our settings. This value will persist, even if the user changes the web browser's preferred language.

- » For example, say I have my browser's preferred language set to German. Then I visit Help Lightning and log in for the very first time. The system has now saved my preferred language for Help Lightning as German too. Later on, if I change my browser's preferred language to English, Help Lightning will still continue to show in German because that value was saved in its settings.

If we want to reset it, we need to reset the saved settings for Help Lightning. This will cause the user to be logged out. Here is how to do it on Chrome, but it should be similar for other web browsers:

1. Set your web browsers language to your new preferred language. This step must be done first!
2. Go to Settings -> Advanced -> Privacy and security
3. Find the 'Site Settings' option.
4. Under 'All sites', click on 'View permissions and data stored across sites'
5. In the top right corner, there is a 'Search'. Enter: helplightning.net
6. The search should have return an match. Click on the 3 vertical dots (:) on the right side of the match, and choose 'Clear Data'
7. Confirm the popup by selecting 'Clear'

Now, the next time you visit helplightning.net it will pick up the new language settings.