

HC1 HEADSET COMPUTER

TAKE VIRTUAL REMOTE EXPERTS WITH YOU IN THE FIELD

Real-time Collaboration Reduces Operational Costs



Photo Credit, Ikanos Consulting

Collaboration. Wireless technology is making it easier and changing how enterprises work, particularly in the field. The ability to communicate instantly and hands-free with subject matter experts regardless of location helps mobile and field service workers increase productivity and resolve issues quickly and cost-effectively. It allows them to work smarter and safer; to keep their eyes focused on the task at hand. With full voice, audio, video, wireless and PC networking capabilities, Zebra's HC1 Headset Computer gives mobile and field service workers a powerful new tool to transform how work gets done.

THE CHALLENGE

Enterprise field workers need a wearable mobile computing device that connects them with internal subject matter experts at various locations in real-time to solve issues at the point of work. This is particularly important in environments where response time, accuracy and safety are key business factors.

In the nuclear and utility industries, work protocols require a concise list of safety checks that must be completed on a daily basis. The steps are so important that they must be viewed and verified by at least two technicians. Mobile computing solutions that allow workers to collaborate easily, complete tasks accurately and keep their risk of exposure to a minimum can also eliminate the need for two additional technicians to be onsite. Real-time video gives them the ability to see what a worker sees and immediately verify job performance from anywhere.

Every day, EMTs require direct communication with doctors and specialists at surrounding hospitals, to help care for

critically injured or ill patients. Collaborating hands-free reduces errors and saves valuable time. Mobile computing devices in this environment need to enable reliable, interactive communications and stand up to the rigors of outdoor use.

THE SOLUTION

Comfortable, compact and powerful, a wearable headset computer enables workers to communicate and share data and video instantly with remote experts, providing secure connectivity to back-end systems.

A utility field service specialist arrives at a substation to work on an equipment repair. It's more complex than anticipated. With his HC1 camera in video mode, he uses voice commands to call an engineer for support. The engineer receives the video feed on his screen, takes a screen shot, makes annotations in real-time or creates a procedure and sends it back to the specialist. The specialist reviews and follows the instructions. He makes the repair without ever leaving his position next to the equipment.



Use the HC1 to:

- Communicate to a remote expert for task guidance
- Share and transmit pictures or videos, allowing remote experts to see what you see without interrupting work flow
- Virtually annotate or mark captured information
- Access critical data and real-time video at the point of work, hands-free
- Reduce travel costs

SOLUTION BRIEF

HC1 HEADSET COMPUTER

When budget limitations prevent experts from traveling to job sites, the HC1 Headset Computer provides a cost-effective alternative. When connected to a network it provides field workers with a wireless, interactive link to remote experts. Its optional point-of-view camera provides an over-the-shoulder viewpoint allowing the user to collaborate with remote experts for efficient and effective troubleshooting. Productivity is increased, errors reduced and customer service improved.

Video and images captured by the HC1 can be quickly virtually annotated and transmitted for evaluation and input without interrupting or distracting service technicians from their work. A simple verbal command allows a worker to request and view training videos and blueprints, enabling task-specific assistance on demand. The HC1 camera

delivers high quality video (at 1080p) with low light sensitivity.

The HC1 Headset Computer defines a new class of rugged enterprise mobile computing devices. It features an adjustable optical micro-display creating a view equivalent to a 15-inch laptop screen. With it, your business will achieve new levels of mobile field work productivity. Errors, downtime and workflow interruptions are minimized and safety improved, because focus on the task at hand remains steady.



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FUNDAMENTALLY TRANSFORMS WIRELESS HANDS-FREE MOBILE COMMUNICATIONS

What sets the HC1 apart? Everything. Designed with an OMAP3 Dual-Core Processor, the HC1 offers fast and reliable performance:

- Microsoft Windows CE 6.0 Professional
 - WLAN (802.11 b/g), Bluetooth 2.1 with EDR, and USB connectivity
 - Full color, SVGA, Transmissive TFT (800 x 600) micro-display; full virtual 15-inch monitor positioned below your line of sight. User configurable for left or right eye dominance
 - Advanced speech recognition software with noise canceling supporting up to 6 languages
 - Integrated 9-axis head-tracking technology with a digital compass
- 3D graphics accelerator
 - Modular accessory interface for USB connectivity allows users to snap-on peripherals
 - Snap-on Point of View (POV) Camera Pod
 - Configurable Video from 1080p (@30 fps)
 - 2MP Still Photo
 - Wide Angle Fixed Focus

Connected over Wi-Fi or paired with a WAN mobile computer via Bluetooth, the HC1 forms a rugged, industrial grade solution for technical service and field workers who require remote access to existing wireless and network infrastructure.



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Expert Advice Anywhere
ENTERVISETM is one of the remote collaboration software applications the HC1 currently supports. It's a voice-driven system solution developed by Zebra ISV partner, Intelligent Product Solutions (IPS), that enables mobile workers to connect in real-time, hands-free with remote experts located anywhere in the world.

ACCESS AND ASSISTANCE ON DEMAND

Time is money. In the field, immediate access to remote experts and vital information reduces costly downtime and streamlines enterprise operations. Real-time collaboration speeds troubleshooting and issue resolution and empowers field teams to do more at the point of work. The HC1 Headset Computer takes hands-free mobility to an entirely new level. A simple voice command or turn of the head brings all the a worker needs without ever leaving

the job site. Use it to multiply the value and effectiveness of your expert and mobile workforces; to transform how work gets done.

EMPOWER YOUR WORKFORCE WITH HANDS-FREE MOBILITY

With better information, you get better results. Our products provide the type of real-time data sharing and versatility that empower your workforce and transform your enterprise.

FOR MORE INFORMATION, PLEASE VISIT US ON THE WEB AT WWW.ZEBRA.COM/HC1 OR ACCESS OUR GLOBAL CONTACT DIRECTORY AT WWW.ZEBRA.COM/CONTACT.

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