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Note: This version of the RealWear Foresight User Guide can be used to learn how to use and manage your RealWear Foresight Workspaces. We recommend you visit our Knowledge Center at support.realwear.com for the latest updates and information.

What is Foresight?

Foresight is a lightweight MDM/EMM-like application that enables customers to transform their workforce into connected workers. Using Foresight, customers can quickly deploy HMT solutions at scale. Foresight allows you to use Workspaces to manage your HMT devices.

What can you do with Foresight that you can’t do with other MDMs/EMMs?

Foresight offers the following capabilities over other MDMs/EMMS

• Specially curated apps available through RealWear’s App Catalog
• Ability to configure RealWear HMT System Apps

Microsoft Teams for RealWear HMT devices is available exclusively via Foresight.
Foresight Workspaces

A workspace is a dedicated space for you and your team. Workspaces can have multiple users with different roles. These users play a role in managing devices, apps, and users within the workspace.

Workspaces support the user roles outlined in the table below:

<table>
<thead>
<tr>
<th>Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner</td>
<td>Owns and manages the workspace. This user can perform device, app and user management. This user can invite or delete any other user. EX: Business owners; Corporate IT Managers; Administrators.</td>
</tr>
<tr>
<td>Admin</td>
<td>Helps to manage the workspace. These users can perform device, app and user management. This user can invite or delete Operators, but not Owners or Admins. EX: Administrator for a specific business unit.</td>
</tr>
<tr>
<td>Operator</td>
<td>These users help with operations. They can perform device registration but not app or user management. EX: Team Lead; Shift Leader.</td>
</tr>
</tbody>
</table>
Foresight Configuration

Foresight allows an administrator to configure RealWear System Apps. Review the table below for information on what configuration options an administrator can choose for RealWear System Apps on the HMT-1 or HMT-1Z1.

<table>
<thead>
<tr>
<th>HMT System App</th>
<th>Configurability</th>
</tr>
</thead>
</table>
| Camera         | Set where to save photos on the HMT  
|                | Set where to save videos on the HMT  
|                | Set custom tags that can be used to annotate images |
| CloudSync      | Sync files and folders stored in OneDrive cloud storage to a folder on the HMT |
| My Controls    | Choose which controls are displayed or hidden: Wireless Network, Volume, Power Options, My Programs, Mouse, More Settings, Microphone, Help Command, Flashlight, Dictation, Color Mode, Brightness, Bluetooth, Auto-Rotate, Action Button |
| Home Screen    | Choose what apps are displayed on the home screen  
|                | Set a background wallpaper for both light and dark themes  
|                | Choose what apps are displayed under My Programs |
| Language Selector | Choose which languages are available |
| Web Apps       | Set custom bookmarks (URLs) |
User Roles

User Roles determine what actions each Foresight user may perform within a workspace. Refer to the table below to learn what roles each Foresight user may perform:

<table>
<thead>
<tr>
<th>Action</th>
<th>Owner</th>
<th>Admin</th>
<th>Operator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create a workspace in Foresight</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>Invite/delete users to/from a workspace</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Register devices</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Register device groups</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Upload customer apps</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Assign apps and devices to device groups</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>Apply configurations to devices and device groups</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
</tr>
<tr>
<td>EX: Home screen; Camera; Language</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apply PIN to devices and device groups</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
</tr>
</tbody>
</table>
Requesting a Foresight Workspace

To request a Foresight workspace, complete and submit the registration form here.

1.
Accepting a Foresight Workspace Invitation

If you’ve been invited to a workspace, then you will receive an invite email which email contains:

- The person who has invited you to the workspace
- Workspace name
- Invitation link (expires 7 days from the time sent)

Example

If you are invited by RealWear’s Support Team, you will receive an email like the one below:

If you are invited by your workspace owner or administrator, the email will include the administrator name:
Accept Invitation

When you click on the **Accept Invite** link in the email, your computer will open a browser window and navigate to a page to set your password. Once you have entered a password, click **Accept Invite**.

Once you set up your password and accepted the invitation, you will be directed to your workspace.
Sign Into Workspace

To sign into your workspace, open a browser and navigate to [https://foresight.realwear.com/](https://foresight.realwear.com/). Enter the information requested on the sign-in screen:

1. Enter your workspace name
2. Enter your email address (this must match the email address used to send you an invitation to the workspace)
3. Enter your password
4. Click Sign In

**Note:** Your workspace name can be found in your original invitation email. If you are unable to locate your workspace name, contact your administrator, or contact RealWear support via email at support@realwear.com.
Invite Users to Workspace

You may need to invite other users to your workspace to help with management and administration of your RealWear devices. Follow the instructions below to invite additional users to your workspace:

1. Sign into Foresight.
2. In the left navigation pane, click **Users**:

3. Click the + icon next to **Invites**. Enter the **email address**, **given name** and **family name** for the user you are inviting, then select the **Role** for this user (see User Roles):

4. Click **Invite User**. The user will receive an invite email to complete the sign-up process.
Revoke Invitation

In some cases, you may have invited a user by mistake, or may have another reason to revoke an invitation to your workspace. Follow the steps below to revoke a workspace invitation:

1. Sign into Foresight.
2. In the left navigation pane, click **Users**:

3. Click the name of the user you have invited, then click **Delete Invite**:
Delete User from Workspace

In some cases, you may need to delete a user from your workspace. EX: A former employee has left the company.

1. Sign into Foresight.
2. In the left navigation pane, click Users:

3. Click the name of the user you have invited, then click Delete User:

4. Click Confirm Delete:
Change/Update Password

Follow the instructions in this section to change or update your password:

1. Sign into Foresight.
2. In the top right corner of your workspace, click on your profile icon, then click Change Password:

3. In the screen that appears, enter your current password in the Existing Password field.
4. Enter your new password in the New Password field.
5. Re-enter your new password in the Confirm New Password field.
Forgotten Password

Follow the instructions in this section if you have forgotten your password:

1. Open your Foresight workspace to the login page.
2. Click **Forgot Password**:

3. Enter your email address in the **Email** field, then click **Email me a password reset link**:

4. You will receive an email link to reset your password — if you don’t receive this email, search your junk and/or spam folders to locate the email. Click **Reset your password** and follow the instructions provided.
Add Apps to My Apps

When you upload an app to your Foresight Workspace, you have the choice of uploading as a General Availability app, or Beta (testing).

RealWear recommends that apps with stable releases be categorized as General Availability and promoting apps from Beta (testing) to General Availability.

Follow the instructions below to upload an app to your Foresight Workspace:

1. Sign into Foresight.
2. In the left navigation panel, click My Apps, then click the + icon:

![My Apps panel](image)

3. Enter app details, including the Application Name, About Application description, and Version Details information:

![New Application form](image)
4. Select **General availability** or **Beta (testing)**, then click **Upload** to upload the app from your computer:

![Image of app upload process]

5. Once you have entered all of the details for the app, click **Publish**. The app will appear in **My Apps**:

![Image of published app]
Delete an App

**Note**: You cannot delete an app if it is the **Current Stable** or **Current Beta** version.

Non-Current Stable

In **My Apps**, click the *non-current Beta* version of the app you want to delete, then click **Delete Version**:

![App Management](image1)

Non-Current Stable

In **My Apps**, click the *non-current Beta* version of the app you want to delete, then click **Delete Version**:

![App Management](image2)
View App Details

To view details for an app, in My Apps, click the app for which you want to view details:

The status of the selected app will display **CURRENT STABLE** or **CURRENT BETA** in the Status column:
Add a Newer App Version

You can add a newer version of an existing app in one of two ways
• Update an existing app (package name must be identical)
• Add a new app (package name can be different)

Adding an app as a newer version to an existing app enables you to auto-update the application on the HMTs on which it has been installed.

To update the app, log into your Foresight Workspace, click My Apps, then locate Application Details (see previous section). Before beginning, note the current Status of the app.

1. Click Add New Version:

2. Click Upload and update the new version from your computer:
3. Enter the release notes for the new version of the app in the **Release Notes** field, then click **Publish Version**.

App Versioning

In the example above, the **Current Stable** version has been automatically updated to version 4.6.4. At the start of this process, the **Current Stable** was 4.5.37.

Foresight updates the **Current Stable** if the version of the newly uploaded app (under general availability) is greater than the previous stable version.
Foresight updates the **Current Beta** if the version of the newly uploaded app (under Beta testing) is *greater* than the previous beta version.

### New Version Available

Refer to the table below to determine what happens to HMT devices when a new **Stable** or **Beta** version of an app is available.

<table>
<thead>
<tr>
<th>App Track for Device / Device Group</th>
<th>App Version Status</th>
<th>Net Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>General availability (GA) track</td>
<td>New Current Stable</td>
<td>HMT devices and device groups are auto-updated with new Current Stable version of app.</td>
</tr>
<tr>
<td>General availability (GA) track</td>
<td>New Current Beta</td>
<td>No change to HMTs.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>HMT devices and device groups on the GA track will not update when a new Beta is published.</td>
</tr>
<tr>
<td>Beta track</td>
<td>New Current Stable</td>
<td>HMT devices and device groups are auto-updated with new Current Stable version of app. Beta track will always receive the latest version of the app - whether Beta or Stable.</td>
</tr>
<tr>
<td>Beta track</td>
<td>New Current Beta</td>
<td>HMT devices and device groups are auto-updated with new Current Beta version of app. Beta track will always receive the latest version of the app - whether Beta or Stable.</td>
</tr>
</tbody>
</table>

**Note:** Devices and device groups can be on a GA track for one app while on a Beta track for another app. The apps on the devices will be updated according to the track they are on.
Add/Register Devices

Registering your HMT devices in your Foresight workspace enables you to manage these devices. Once you have registered the device, you can

- Manage devices using device groups
- Configure device settings (such as home screen, language, etc)
- Install apps

1. From your Foresight Workspace, in the left navigation panel, click Devices.
2. Enter the serial number for your HMT in the window that appears (to locate your serial number, see next section).
3. Optional: Enter a Friendly Name to easily locate this device in the future.

4. Click Insert Device to add the device to your Workspace.
5. Once the device has checked in with Foresight, the Devices tab will display your HMT along with the firmware version and checkin date:
Locate Serial Number

To locate the serial number on your HMT-1 or HMT-1Z1, look along the inside of the HMT band and locate the sticker with RealWear manufacturing information. The serial number will appear next to the letters S/N.

When entering the serial number in Foresight, exclude S/N and the last set of characters from the input. In the example shown above, both S/N and WK1935 should be excluded from the characters you enter into Foresight.
Error When Adding Device

If you receive the following error when adding or registering a device:
“Serial Number already entered. Contact your administrator.”

Compose an email to support@realwear.com and include the following information:

   **Email Subject:** [FS2 Error] Serial Number Already Entered

   **Body:**

   FS2 Workspace Name:

   Device Serial Number:
Create Device Groups

Device groups RealWear’s recommended way of managing multiple devices. Device groups allow you to configure multiple devices with the same home screen config, PIN policy, and apps. Follow the steps below to create a new device group.

1. In your Foresight Workspace, in the left navigation panel, click **Groups**:

![Groups panel]

2. Click the name of the group you must add the device to (EX: windfarm 5):

![Group list]

3. Click **Devices**:

![Devices list]
4. Select the devices to be added to the group, then click **Close**:
Add/Remove Devices to Group

Follow the instructions below to add a new device to your Device Group:

1. In the left navigation panel of your Foresight Workspace, click **Groups**, then click the Group Name to add the device to (example: windfarm 5):

   ![Groups Panel]

2. Click **Devices**:

   ![Devices Panel]
3. Select the devices to add to the group, then click **Close**:
Install Apps on Device or Device Group

The process to install apps on a device is the same as the process to install apps on a device group. The only difference is where you start:
1. For devices, start in the Devices page
2. For device groups, start in the Groups page

Devices and device groups can be on one of the following app tracks:
- Stable track
- Beta (pre-release) track

1. Select the device from the Devices page, or the device group from the Groups page:

2. Click Applications:

3. Select the appropriate source for the application (My Apps or App Catalog):
4. **Example 1:** Install the latest stable release of Teams from RealWear’s App Catalog. This device is on the GA track for Teams:

5. **Example 2:** Install the latest prerelease of Team from RealWear’s App Catalog. This means that the device is on the Beta (prerelease) track for Teams:
Device Configurations

Device configurations such as home screen, language, PIN policy, and others can be configured at the device group level, or for individual devices.

Documentation for HMT custom configuration can be found on our Knowledge Center: https://support.realwear.com/knowledge/hmt-custom-software-configuration-guide
Unregister Device

Note: Unregistering a device in Foresight may result in removing all policies and applications from the device.

1. In your Foresight Workspace, click the **Devices** tab in the left navigation panel, then click the device you would like to remove:

2. **Click Remove Device:**

3. **Click Yes, I'm Sure.** The device will be removed from your Workspace.
## Best Practices

<table>
<thead>
<tr>
<th>Task</th>
<th>Best Practice / Recommendation</th>
</tr>
</thead>
</table>
| Naming Workspace | Name your workspace in a way that is meaningful, short, and follows a convention that makes sense to your organization. RealWear recommends that your workspace be:  
  - Easy to type  
  - Easy to remember  
  - Representative of your company, team, business function and/or location.  
  
  *Example*  
  Workspace name: realwear-sales-vancouver |
| Managing Devices | RealWear recommends that you use Device Groups to simplify the process of applying settings to multiple devices.  
  
  *Examples – both are strongly recommended*  
  - **All**: Can be used for a device group which includes all of the devices you administer and simplifies the process of configuring company-wide settings such as a company home screen. (Strongly recommended)  
  - **Test**: Can be used for beta-testing specific apps or configurations. This allows you to install an app on a single device to ensure the app meets your needs before installing on your entire fleet of HMTs. |
| Device Groups | Devices should not belong to more than two groups. When a device belongs to multiple groups, it can become difficult to locate the device and manage its settings. |