ASKCHEMICALS

ASKNow
Virtual Field Service Application

Overview / Description

ASKNow is a virtual field service application. It's powered by Librestream Onsight Connect, the most widely deployed industrial Remote Expert solution. ASKNow delivers a fully collaborative environment to rapidly troubleshoot, inspect, and resolve issues in the field.

A colleague, supplier, or customer may be on the other side of the world, but remote experts can perform inspections, audits, diagnostics, training and more, right from their office.

Users can share audio and video, bridge language barriers with live translation, circle and mark areas that need attention, adjust lighting, and record or capture still images to develop and maintain a lasting knowledge base. Designed for collaboration in various field environments, ASKNow performs in ultra-low bandwidth situations with a minimum requirement of 30 kbps and includes an offline mode when there is no bandwidth available.

Key Use Cases:

- Mixer Calibration

- Casting Defect Analysis

- Mold and Core Inspection & Troubleshooting

- Equipment and Process Inspection

- Training

Key Product Capabilities

- Stream video and share high quality images in environments with bandwidth as low as 30 kbps

- Collaborate with advanced augmented reality tools such as onscreen text and telestration

- Bridge language barriers with built-in translator

- Invite third party vendors, customers or contactors with guest invites

- Engage with multiple participants on a call

- Compatible with enterprise wearables, smartphones, tablets and PCs

- Remotely control zoom, lighting and camera of the device in the field

- Record sessions to upload to a knowledge base

- Integrate with back-office systems for a streamlined experience

ASK Chemicals GmbH | Reisholzstraße 16-18 | 40721 Hilden | Tel. +49 21171103-0 | info@ask-chemicals.com | www.ask-chemicals.com

Please note that ASK Chemicals has registered trademarks in one or more countries.
Visit www.ask-chemicals.com/trademarks for a complete list of our trademarks

ASKCHEMICALS

ASKNow

Requirements / Specifications

Supported Devices

- Android 6 or higher
- iOS 12 or higher
- Windows 10 or higher

Communications

- SIP call control (TCP 5060: TLS: 5061, UDP: 15000 – 65000)
- HTTP/HTTPS (TCP 80/443)
- Audio/Video/Data (UDP)
- STUN (UDP port 3478)

Audio

- VoIP: G.711, GSM 6.10
- Ambient Sound: G.711, GSM 6.10 (or disabled)

Video

- H.264
- Resolution 160x112 up to D1:1080p
- Frame rate 1 to 30 frames per second

Security

- Media (AES-128) encryption
- SIP-TLS (AES-256) encryption
- User ID and password control & expiration, password policy and login policy
- ISO 27001 & 27018 Certified

Multi-Lingual Support & Translation

- Natural Language Processing with translator allows for realtime captioning of 29 different languages
- **UI/User Help:** English, French, Spanish, Chinese (Simplified), Japanese, German, Italian, Portuguese (Portugal and Brazil), Swedish, Russian, and Korean

Bandwidth Control

- Bandwidth Test determines end to end bandwidth availability
- Real time bit stream statistics reporting
- Video bitrate: 8Kbps to 2.5Mbps
- Audio bitrate: 13.5Kbps (GSM 6.10) or 64Kbps (G.711)
- Control over maximum bandwidth limit
- Bandwidth Adaptive Streaming for performance on variable networks

ASK CHEMICALS

ASKNow

ASK Privacy Policy

https://www.ask-chemicals.com/data-protection

End User License Agreement

https://librestream.com/support-archives/software-eula/

What information is shared when using ASKNow?

Librestream's hosted services retain the following account data:

- ASKNow username and password hash

- User's first name and last name

- User's email address and/or phone number

- User's ASKNow video address (SIP URI) and encrypted SIP password

- User's list of ASKNow Contacts

- Device types

- IP Addresses

- Host names

- Call history

- Call statistics

- Location data

How do Librestream's services use this information?

Librestream uses this information to:

- Facilitate ASKNow sessions

- Provide usage reporting information

- Perform troubleshooting and support of the ASKNow/Onsight platform

- Perform internal analytics to improve workflow and improvements

Do Librestream's services store my media such as images, audio, or video files?

User Optional: you can choose to capture images, audio, or video files and store them locally on an ASKNow endpoint, on Librestream Onsight Workspace servers, or even disable still image capture and video/audio recordings on all endpoints depending on your business and privacy needs.

ASKNow

Where do Librestream services store data?

Librestream's hosted services are cloud-based and are available in multiple regions worldwide depending on your location.

Does Librestream use any third parties?

Librestream may enter into agreements with third parties for necessary aspects of its services such as:

- Hosted/cloud services
- GeoIP location
- Captcha services
- SSL certifications
- Sending guest invites via SMS/email

How does Librestream protect my information and data?

Librestream is certified to both ISO 27001:2013 and ISO 27018:2014 and has suitable physical and process-based safeguards in place to keep your information secure.

Is Librestream compliant with the GDPR?

Yes, Librestream is fully compliant with the General Data Protection Regulation 2016/679 (GDPR).

Does Librestream perform analytics based on customer data?

Librestream may analyze customer data as part of its internal analytics process for the purpose of determining workflow and software improvements, usage trending, and other analyses to help Librestream better understand customer usage for its internal business processes. This data is strictly used internally and is not shared with any third parties. You may request that your data not be used for this purpose and you can request that your data be deleted from our analytics process at any time.

Who do I contact if I have concerns or questions about privacy?

For any concerns related to the privacy of the information you share with us, please contact us at privacy@librestream.com. If you are unsatisfied with our response to your privacy concerns, you may contact the Office of the Privacy Commissioner at 1-800-282-1376 or the Privacy Commissioner in your respective state, province, or country.