



**Waygate Technologies**

a Baker Hughes business

# InspectionWorks Connect

Local + Control

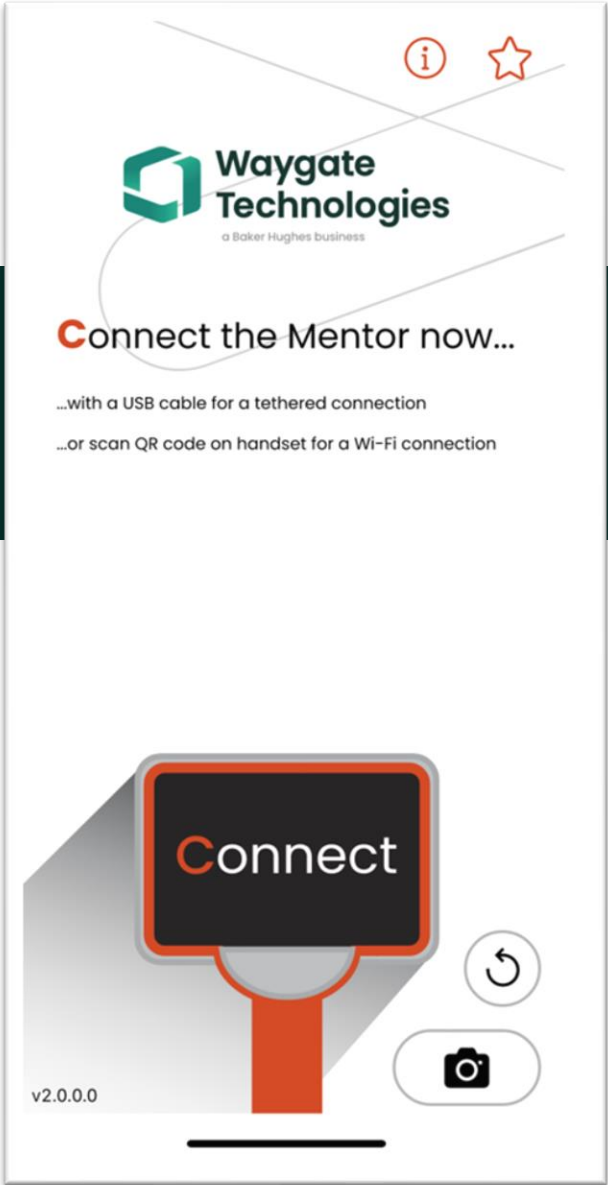
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# IW Connect – Local + Control

Waygate Technologies Inspection Works Connect is a live streaming software platform that supports live collaborations, connecting the inspector to a remote subject matter expert for immediate assistance anywhere in the world through real-time video and advanced collaboration tools.



# IW Connect – Local + Control

**Local + Control** – MVIQ streamed and controlled by an IOS/Android device (Inspection Works–Connect app required)



## **Grey Handset** – Only Global (Connect) Available

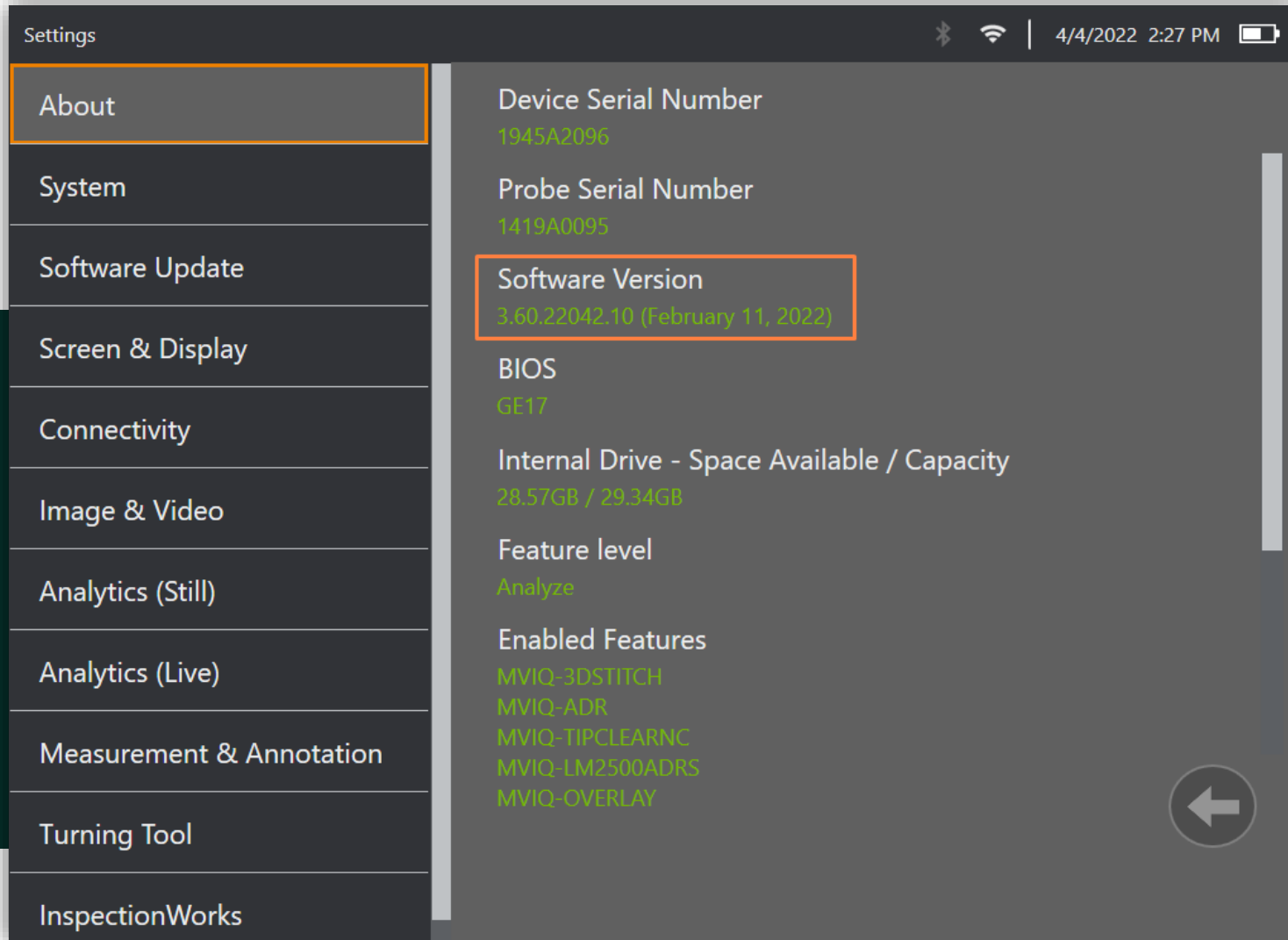
- Live Stream Video and Live Chat from Product to PC



## **Flame Handset** – Both Global and Local + Control Available

- Live Stream Video and Live Chat from Product to PC
- Live Stream Video and Control the System from an IOS Device

# MViQ Handset – IW Connect, Local + Control (Available for Flame Handset Only)



Verify Flame Handset Software Revision is Updated: **3.60 or Higher** See Appendix B

# IW Connect – Local + Control

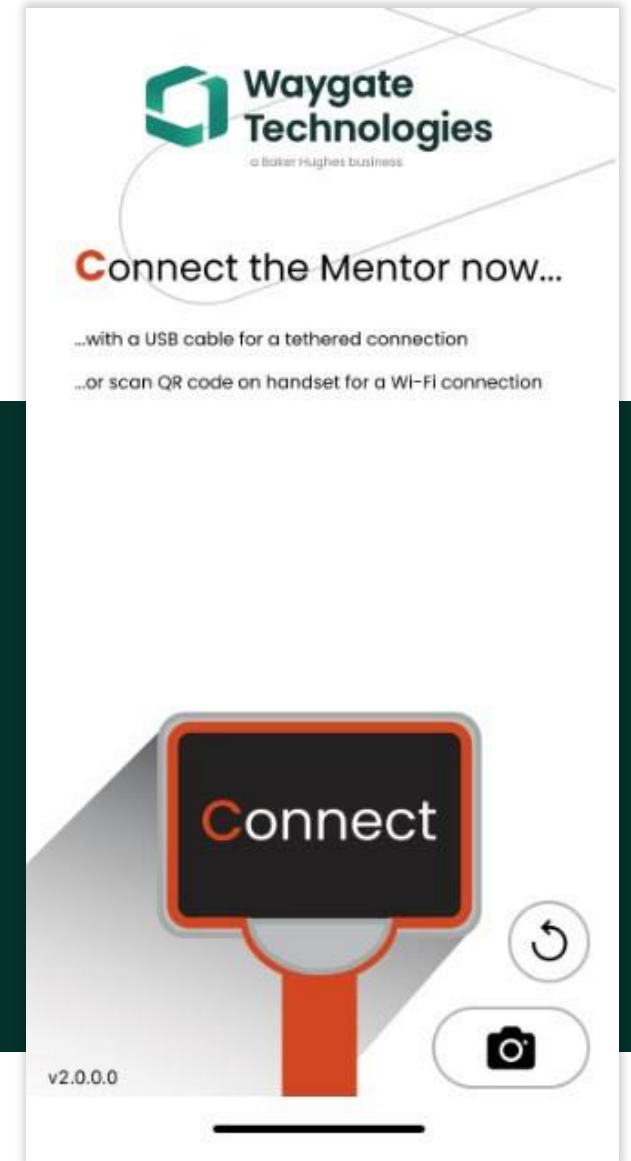
## Local + Control – Flame Handsets Only

### Requirements

- IOS Device or Android Device
- InspectionWorks-Connect App (Install from App Store or Google Play)
- iTunes Installation on MViQ Handset (on Software Update Screen)

### Functionality

- Live Video Streaming
- MVIQ Menu Control
- Use Wi-Fi, Internal Hot Spot (On Product) or Tethered
- Tethered connection currently not available for Android Devices



# IW Connect – Local + Control

## Controlling the MViQ with an iOS or Android Device

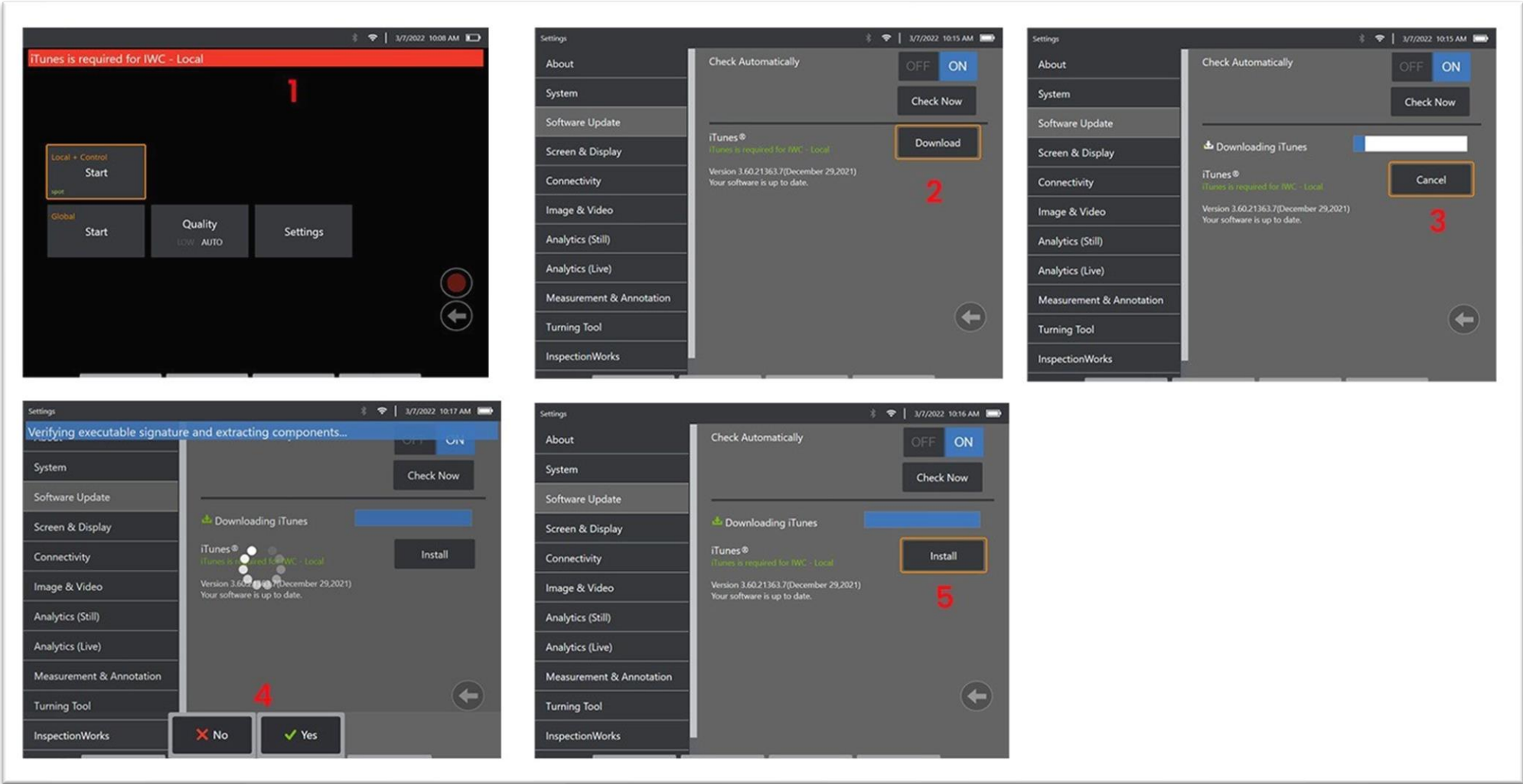
**Note:** Connecting a device running iOS 8 or above to the MViQ allows users to control the system from a distance.

**Note:** Ensure that system software is updated to the latest version.

### Installing iTunes on MViQ Handset (Required)

- 1 – If iTunes is not installed on your device, an error will appear when connecting.
- 2 – Navigate to Software Updates to **Download** and install iTunes
- 3 – Download will start with the option to **Cancel**.
- 4 – Tap **YES** to verify and continue with download.
- 5 – Tap **Install** to complete the installation of iTunes.

# IW Connect – Installing iTunes

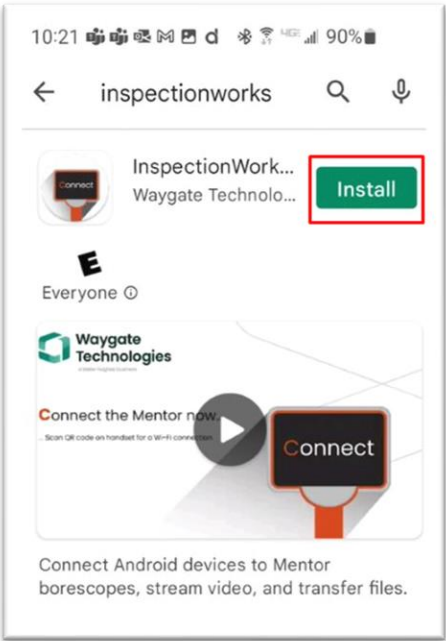




# IW Connect – Installing Inspection Works App

iOS & Android Device

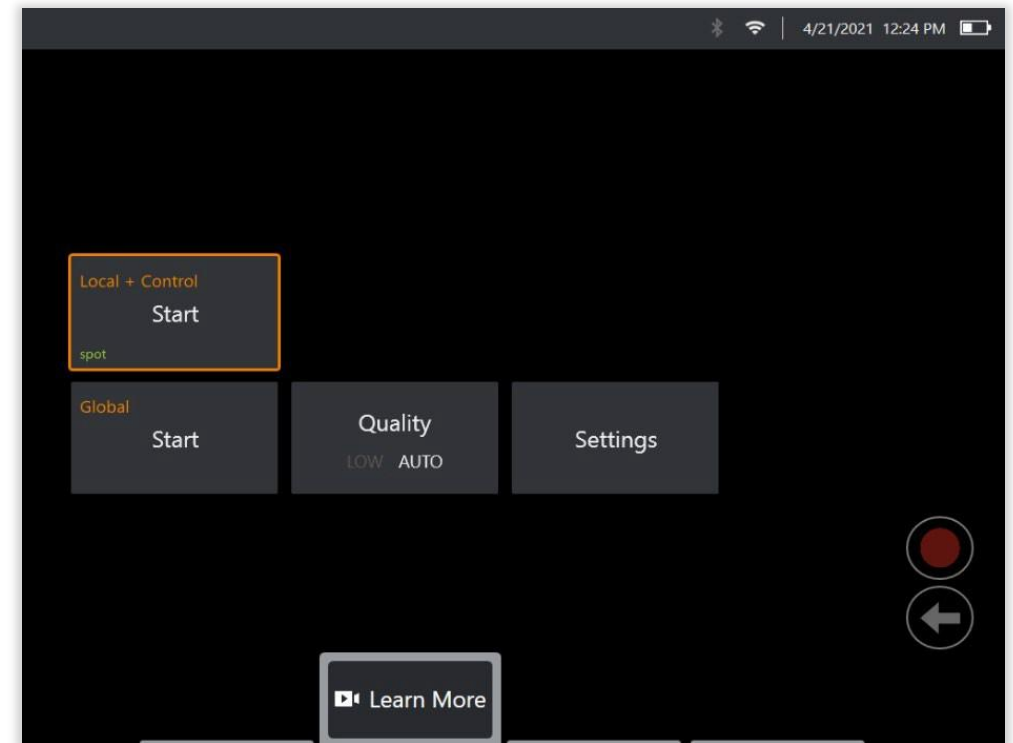
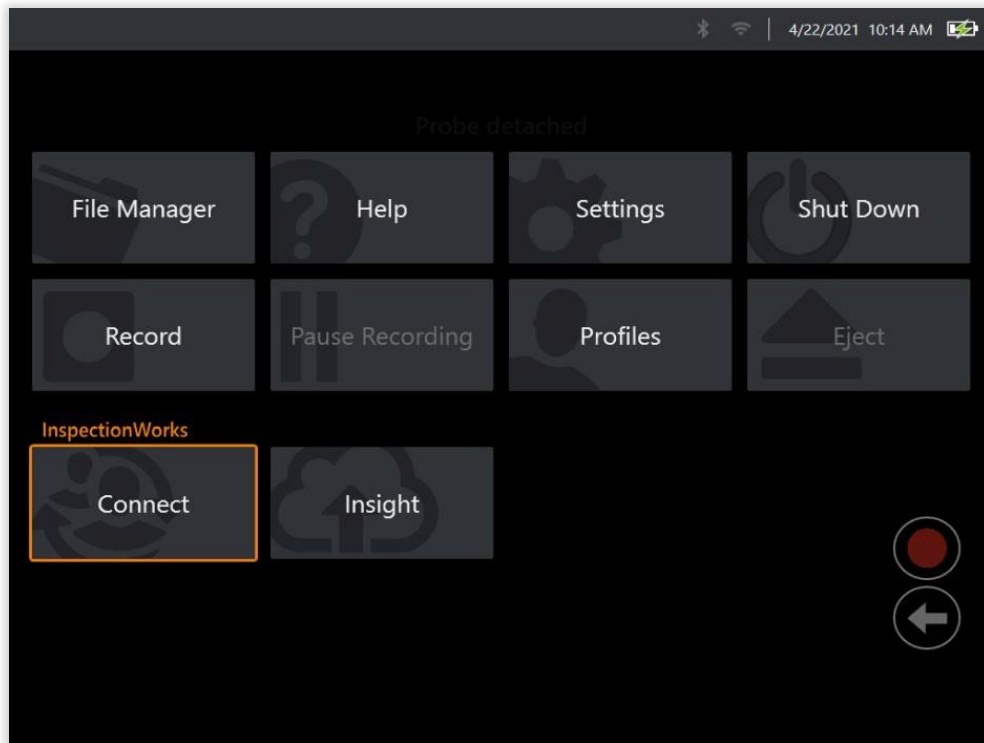
Search for InspectionWorks app in AppStore/Google Play and Install



# IW Connect – Local + Control

## Local + Control – Start a Session

1. Go to Global Menu and Select Connect
2. Select Start Local + Control

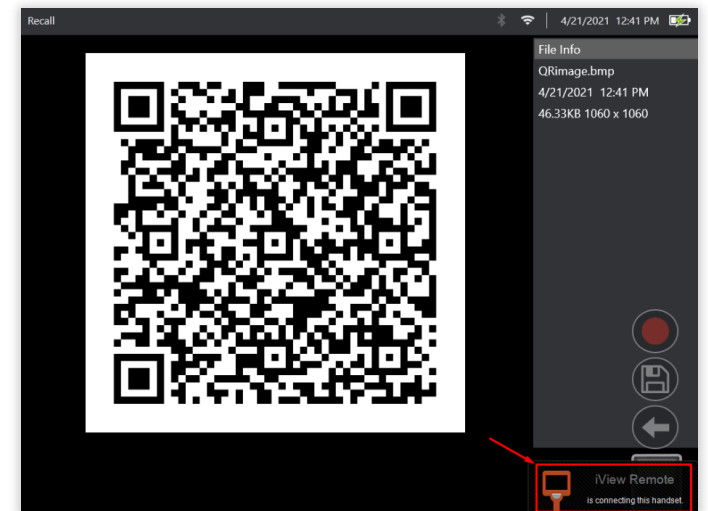
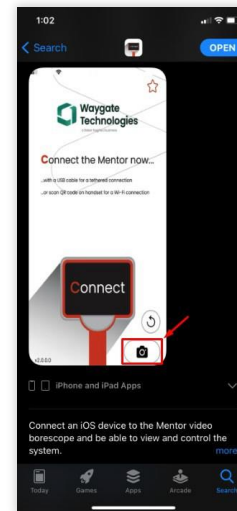
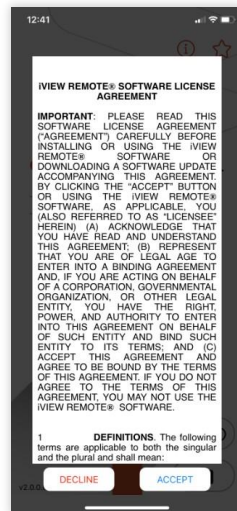


# IW Connect – Local + Control

## Local + Control – Start a Session

**Note:** Tethered connection currently not available for Android Devices

3. If using Wi-Fi or Hotspot a QR Code will be Displayed on Product
4. Open InspectionWorks – Connect App on Device (Accept Agreement)
5. Select Camera Icon in App and Scan the QR Code generated on handset.
6. You are Now Connected, Live Stream and Control are Active



When using a Tethered Connection, the user will only be required to open the App and Accept Agreement on the IOS device, it will be an instant connection. Please verify Touchscreen on the Handset is ON (If Off, expect delays, or restart App.) SW rev. 3.60 fixes a tethered connection bug (no connection). Please see Appendix B for details.

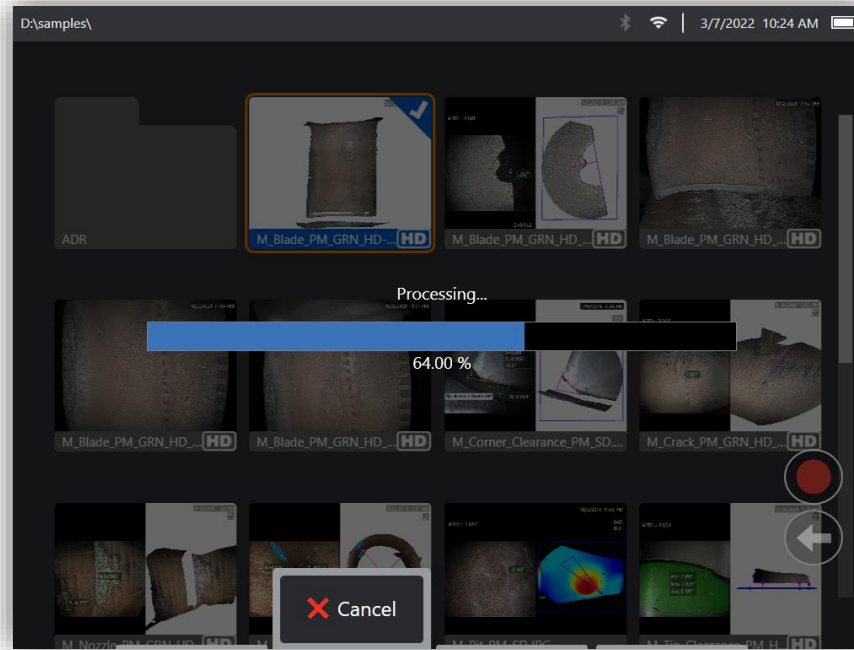
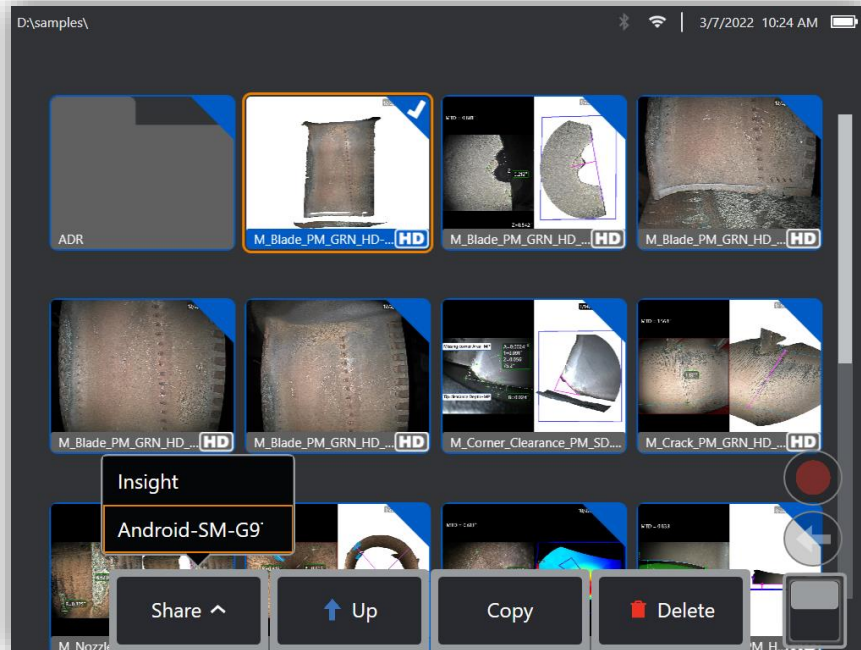
# IW Connect – Sharing Files to Device from MViQ

## iOS & Android Device

Files can be shared directly from the MViQ Handset to a device.

1.) On the instrument, navigate to **File Manager** and select items to be shared. Tap the **Share** button and select the device to share to.

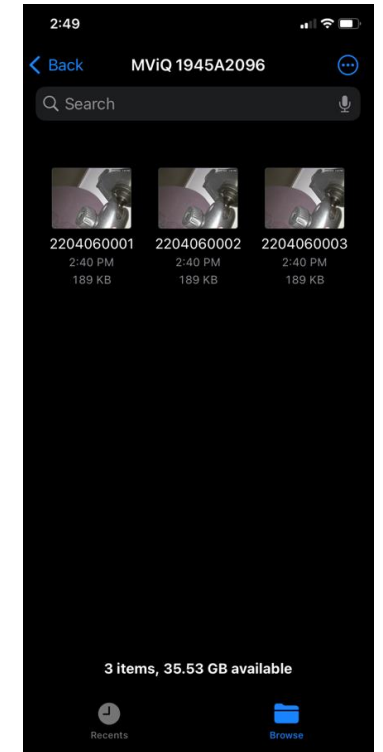
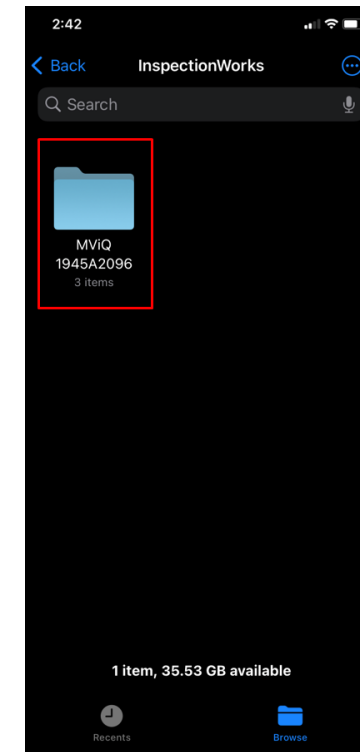
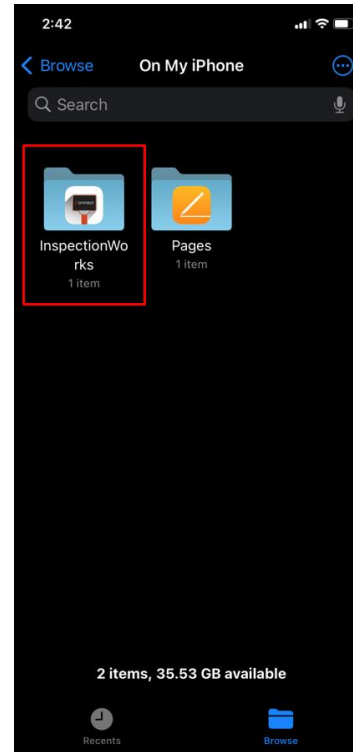
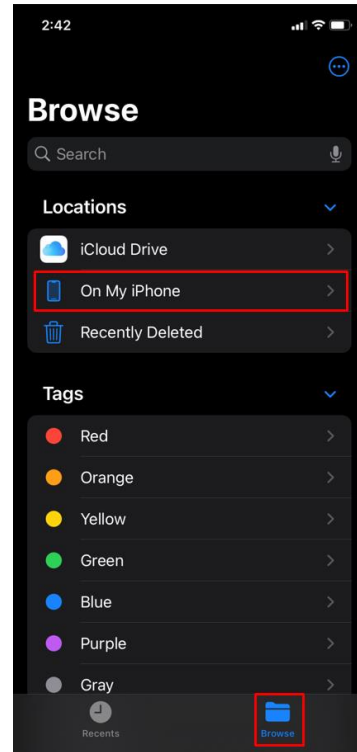
2.) A progression window appears.



# IW Connect – Locating Shared Files on Device from MViQ

## iOS Device

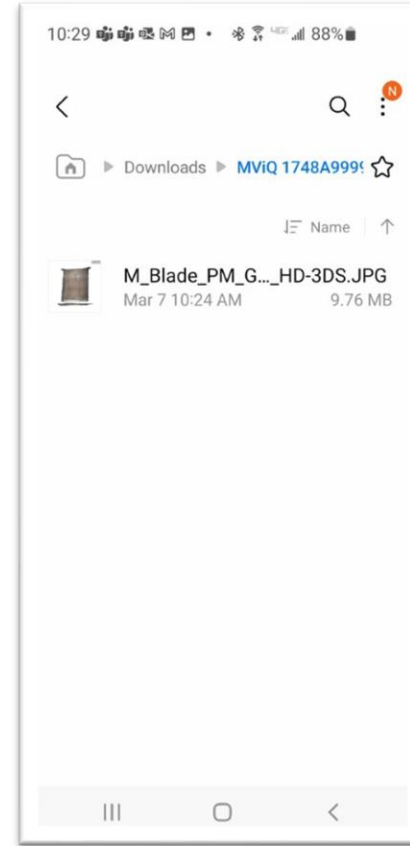
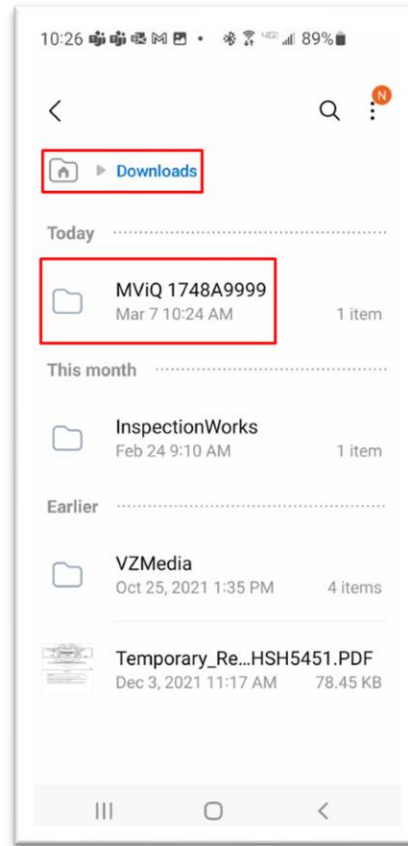
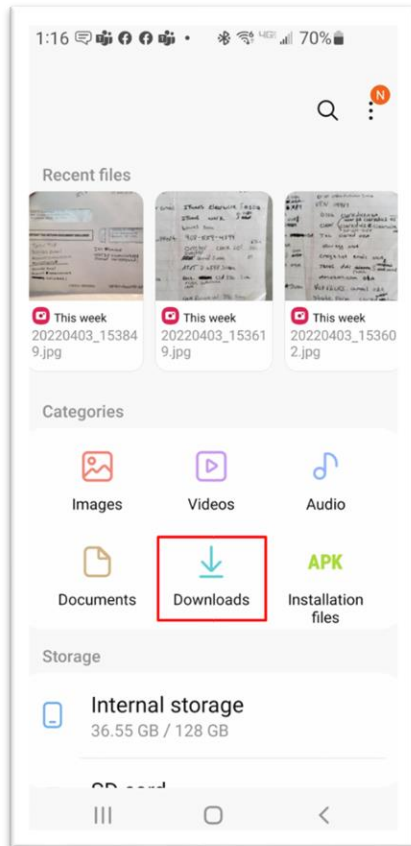
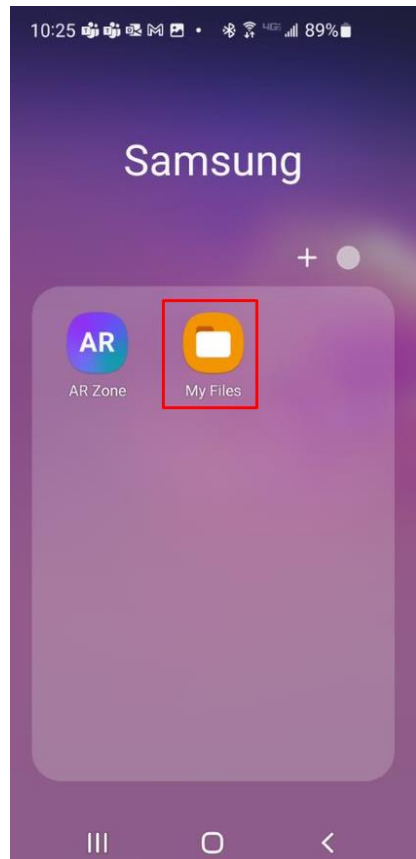
On the iOS device, navigate to the **Files** app to locate the files shared by the instrument.



# IW Connect – Locating Shared Files on Device from MViQ

## Android Device

On the Android device, navigate to the **Files** app to locate the files shared by the instrument.



Note: File location can vary based on device setup.

# Assistance – Technical Support

**For more assistance, please contact technical support.**

A remote service case can be opened by:

Phone – +1 866-243-2638

Email – [remoteservice@bakerhughes.com](mailto:remoteservice@bakerhughes.com)

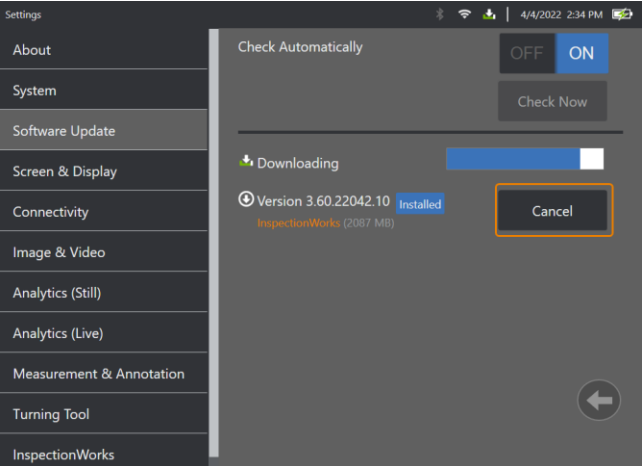
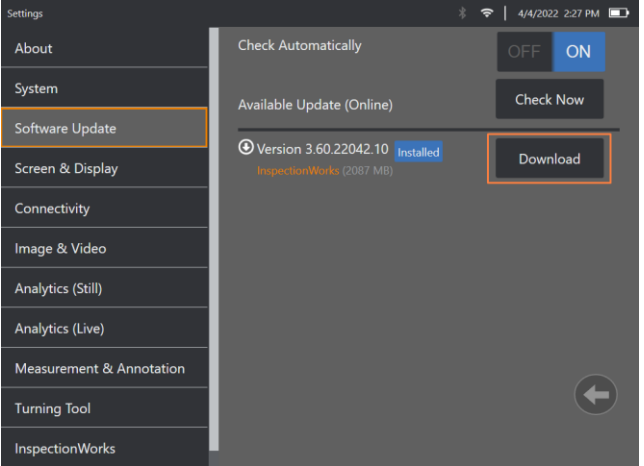
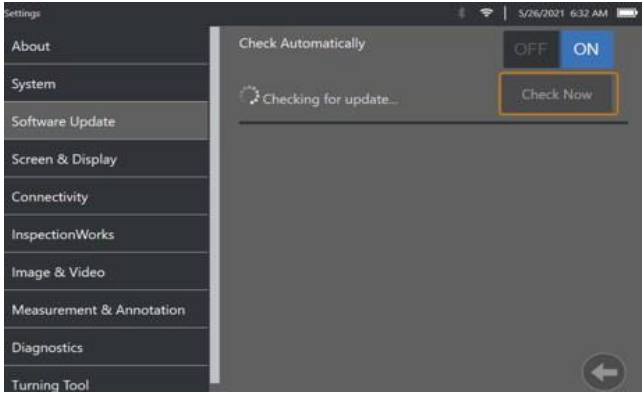
**For more assistance, please see the appendices.**

Appendix A – Updating Software 3.60 or Higher (Flame)

Appendix B – IW Troubleshooting Guide

# Appendix A

# Flame Handset Software Update



An Over The Air (OTA) Incremental Update can be performed.

- System must be connected by Wi-Fi or Hot Spot (Flame only)
- Update is recognized and available for download.

Note: If current update is not identified please continue to best practice recommendations.



Best practice recommendation  
Download full software update

Go to [InspectionWorks.com](https://www.inspectionworks.com) for full software package and instructions

## Update Flame Handset Software Instructions:

The screenshot shows the top navigation bar of the InspectionWorks website. The 'Products' dropdown menu is open, and the 'InspectionWorks Store' link is highlighted with a red box. A red arrow points to this link. Other links in the dropdown include 'InspectionWorks Login', 'InspectionWorks Connect', 'Insight Login', and 'Legacy User'. The main content area features a large banner with the text 'Reimagining inspection to move your business forward faster.' and a sub-headline 'The inspection suite that is always fit for service'. Below this, there is a paragraph of introductory text and three images: a laptop displaying the software interface, a rugged handheld device, and a handheld device with a cable.

Best practice recommendation  
Download full software update








Go to [InspectionWorks.com](https://www.inspectionworks.com) for full software package and instructions

## Update Flame Handset Software Instructions:








Store

All Categories: All | All Modalities: All Modalities | All Products: All Products

Software (9)

- Mentor Visual IQ - Flame... 3.50.20310.3 
- Mentor Visual IQ - Gray ... 3.18.20252.1 
- Inspection Manager 3.4.0 
- Mentor EM 2.2.0 
- Mentor Create 4.3 
- Mentor PC 3.4 
- Mentor UT 3.4 

Applications (24)

- Rotary Mode 3.0   
Basic Rotary Mode.
- Phasec Mode 3.0   
2.0
- Weld Dual Frequency 5.0   
Dual Frequency Weld Inspection.
- Weld Mode 3.0   
This Workflow contains panels f...
- Weld with DGC 2.0   
This workflow is for the inspectio...
- User Docs 3.0   
Mentor EM User Documentation.
- Conductivity 2.0   
General purpose relative condu...

# Appendix A

Best practice recommendation  
Download full software update

Go to [InspectionWorks.com](https://www.inspectionworks.com) for full software package and instructions


The screenshot shows the 'Mentor Visual IQ - Flame Handset' product page on the Waygate Technologies InspectionWorks platform. The page includes a product image, metadata such as 'Uploaded Date: 13/11/2020' and 'Device Processor Type: Skylake', and version information. The latest version is 3.60.22042.10, released on 22/02/2022. A prominent green 'Download' button with a download icon and a red arrow pointing to it is visible, with the file size noted as 10.34 GB. Below this, a table lists available versions, showing two entries for version 3.60.22042.10: one as a 'Full' package and another as an 'Incremental' package.

Waygate Technologies | InspectionWorks

Store

## Mentor Visual IQ - Flame Handset

Store > Public > Device Softwares > Mentor Visual IQ - Flame Handset

 **Mentor Visual IQ - Flame Handset**  
Uploaded Date: 13/11/2020  
Modality: RVI  
Product: Mentor Visual IQ  
Device Processor Type: Skylake

**3.60.22042.10** Latest Version

Release Date: 22/02/2022  
Updated Date: 31/03/2022  
Package Type: Full(No Dependencies)

[Download](#)  
File Size (10.34 GB)

Available Versions (9)

Software Version	Release Date	Package Type	Dependent On	Actions
3.60.22042.10	22/02/2022	Full(No Dependencies)		
3.60.22042.10	17/02/2022	Incremental(With Dependencies)	3.42.20267.1	

# Appendix A

Best practice recommendation  
Download full software update

Go to [InspectionWorks.com](https://www.inspectionworks.com) for full software package and instructions

The screenshot shows the 'Mentor Visual IQ - Flame Handset' product page on the Waygate Technologies InspectionWorks platform. The page includes a breadcrumb trail: Store > Public > Device Softwares > Mentor Visual IQ - Flame Handset. The product details are as follows:

- Product Name:** Mentor Visual IQ - Flame Handset
- Uploaded Date:** 13/11/2020
- Modality:** RVI
- Product:** Mentor Visual iQ
- Device Processor Type:** Skylake
- Version:** 3.60.22042.10 (Latest Version)
- Release Date:** 22/02/2022
- Updated Date:** 31/03/2022
- Package Type:** Full (No Dependencies)

On the right side, a 'Download Options' panel is open, showing the 'Software Package' section. It lists the package name 'LatestSkylakeOnlyF...' and its size '10.34 GB'. A red arrow points to the download icon (a green arrow pointing down) next to the package name.

# Follow MViQ Software Update Instructions

## MViQ Operating system update instructions for update via downloaded files to a thumb drive

For the **full** version upgrade, use this section. For incremental upgrade, use the next section.







1. Ensure that the handset to be upgraded has a full battery charge and is plugged into AC power.
2. Download the full upgrade version from [InspectionWorks.com](https://www.inspectionworks.com) to a Windows PC.
3. Use Windows to unzip the full update file. There should be a folder called "EFI" and two files related to the version. These files should be copied to a 16GB or larger thumb drive. It's best to have no other files on the thumb drive.
4. Plug the USB drive into a handset and power on the device while holding both trigger buttons on the underside of the Handset handle.
  - a. The trigger buttons can be released once the Baker Hughes or Waygate logo appears on the screen.  
Note—If the trigger buttons aren't held firmly, the upgrade will not proceed. Please repeat Step 4.
5. The upgrade software will automatically search for upgrade files once it starts up. If no upgrade files found, select "Search Again," in combination with removing/inserting the upgrade drive or using a different USB upgrade device.
6. The upgrade SW will not display the current system version. It will, however, display the upgrade SW version in the upper right. Press "Upgrade System" to begin the upgrade. Press "Shutdown" to exit without upgrading.  
Note—If "Shutdown" is selected the upgrade can be attempted again at a later time.
7. Once the upgrade completes, the "Reboot" button appears.
  - a. At that point, it's safe to remove any USB drives.
  - b. Press "Reboot."
8. The system will now reboot multiple times to finish the upgrade process.  
Note—The upgrade has completed when the initial language selection or Live video screen is shown.

## For the incremental upgrade use this section

1. Ensure that the handset to be upgraded has a full battery charge and is plugged into AC power.
2. Download the incremental upgrade version from InspectionWorks.com to a Windows PC.
3. Use Windows to unzip the incremental update file. There should be a "ivp" file related to the version. This file should be copied to an 8GB or larger thumb drive. It's best to have no other files on the thumb drive.
4. Plug the USB drive into a handset and power on the device. A message will be shown onscreen indicating an upgrade is available. Open the Main Menu and then select the Software Update screen.
5. On the Software Update screen select install to begin the software update. If you wish to not start the software update then press the large Exit arrow (on/off button) to exit without upgrading.
6. Once the update completes, the Reboot button appears. At that point, it's safe to remove any USB drives and press Reboot.
7. The system will now reboot multiple times to finish the update process.

## File download

Please Note the Following Files from Software Download will need to be Copied to the Top Level of a Clean USB Drive.

 EFI	File folder	
 FeatureUpgrade.db	Data Base File	302 KB
 MViQ_Update_3.60.22042.10.pkg.000	000 File	4,102,116 KB
 MViQ_Update_3.60.22042.10.pkg.001	001 File	4,192,889 KB
 MViQ_Update_3.60.22042.10.pkg.002	002 File	1,912,103 KB
 server_version_info.txt	Text Document	1 KB

### Detecting a captive portal

A captive portal is a firewall system that restricts the user from accessing Internet services until they have performed some type of access process. Commonly these are seen at hotels and coffee shops where public wifi access is provided. The system is allowed to connect to the local area network (LAN) but is unable to access Internet services until they open a browser and request access through a captive portal page.

If the Expert's system is behind a captive portal, they may or may not have detected this scenario. "If network connectivity seems to be functioning, then the quickest way to detect a captive portal restriction is to ask the expert to open a browser and try to connect to the internet. If the Expert is behind a captive portal, the access page should appear fairly quickly. If the Expert is shown the Waygate website without having to log into a captive portal, then other troubleshooting steps should be taken. If a captive portal is detected, ask the Expert to log into the portal and then perform **Connectivity Test #3** (see above).

### Accessing a closed or full session

InspectionWorks currently provides the ability for one Expert to be in a session with an Inspector. If there is already an Expert in the session and another Expert tries to login, they will get a message stating the session is full and not accepting additional participants.

If the session has been closed, the Expert, upon entering in their login information, will get a message stating the login information is invalid. In this case the Expert should first validate the login information and retry the login, then contact the Inspector should the login fail again.

### Incorrect session connection information

In the case where an Expert has provided incorrect login information, they will see a message stating that the login information is invalid. The Expert should then validate the login information, or if sent an email session invitation, click on the session link in the email which will auto populate the login information. The Expert can then check Terms of Use box and retry the login. If the Expert still cannot join the session, they should contact the Inspector who initiated the session.

# IW Connect – Local + Control (Flame Handsets Only)

## If the tethered connection is not working perform the following actions:

1. Update OS Software to version 3.60 using **ONLY** a full software update. A full version 3.60 software update can be obtained from the [InspectionWorks website](#)
2. Note: An incremental software update via wifi or from the InspectionWorks website will not fix the tethered connection. Note: If you connect wifi first and then connect your cable, it should be noted that the wifi will be delivering the video stream and not the tethered (cable) connection.
3. Best practice
  - a. Turn off wifi
  - b. Connect cable
  - c. Verify working or not. If not working load version 3.51 full software version





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