



Augmented Reality

FREQUENTLY ASKED QUESTIONS

Q: Why do I have trouble seeing the JLG logo that enables the machine visualization or kit visualization tool?

A: Sometimes shiny floors or areas with low light make it hard for the app to recognize the surroundings. For shiny floors - try moving the logo to a darker or duller background/floor. Once you see yellow dots/pixels, the JLG logo should appear soon. For areas of low light, try using the app in an area with more light or brighter light and fewer shadows.

Q: What if I do not see the JLG logo appear when using the machine or kit visualization tools?

A: Continue to point the phone at the floor. Ensure the background/floor is not shiny/does not have too much light. When you see yellow dots/pixels, continue to move your phone slightly until the JLG logo appears.

Q: Why is my screen still dark, why doesn't vibration work?

A: Some features are dependent upon the phone settings. Please check and change your phone settings to allow these features.

Q: Why do I have to allow the app access to my camera, photo, video or microphone?

A: The setting in the phone to "allow access" for the app should be switched on. Users must allow photo/video/microphone access to use the camera feature for augmented reality tools. Video and microphone are requested by iOS for in-app capture access; however, we are not saving this data, only photos. Access to the photo library is required for the screenshot feature in machine visualization and kit visualization to work properly.

Q: Under Machine visualization, why does the machine plane on other nearby obstacles (table, counter, etc.)?

A: The plane detector in the app will pick up any visible surfaces. Try placing the image on the ground, away from any other surfaces.

Q: Why do I not see my language supported in the app?

A: The user's phone operating system language will automatically be the language displayed in the app. If your phone's default language did not automatically populate in the app, it is most likely not a supported language within the app.

Apple: [Click here](#)

Google: [Click here](#)

Q: Which phones are compatible with the app?

A: Most iPhone 6, iPhone 7, iPhone 8, iPhone X, and iPhone SE devices are compatible. Click on this link to check a full list of iPhones. Android compatibility to be released at a later date.

Apple: [Click here](#)

Google: [Click here](#)

Q: Which tablets can support the app?

A: Typically, newer iPad versions - 5th gen and above and all iPad Pros - will work. iPad Air and iPad mini will not support the augmented reality app. For additional reference, please check the following link to figure out how to identify which device you have via the model number engraved on the back of your device. Non-apple devices to be released at a later date.

Apple: [Click here.](#)

Q: Why, when I try to view the app from my iPad in landscape view, don't the app tools translate well when rotated?

A: This can happen. The tools can still be utilized, but to get the best experience, users should view the app through the portrait view.

Q: In which countries can the app be downloaded?

A: The Augmented Reality app is allowed wherever Apple and Android apps can be downloaded. For a Country list, please visit:

Apple: [Click here](#)

Google: [Click here](#)

NOTE: AR app not available in China for Google Play

Q: How do I move the machines or kits within the app?

A: To turn, use two fingers and twist. To move a machine or kit, just touch the image on your screen and place where you want.

Q: How can I extend the Scissor platform or change the boom angle?



A: By clicking on these icons you can change the boom position, height and reach, and adjust the scissor platform extension and reach by toggling through the icon.

Q: After I have placed a model in Machine Visualization, how do I place the model again?



A: After a model is placed, click on the icon to place the model again.

For more information on what each icon means, see below:

Augmented Reality App Icons

- | | | | |
|--|---|---|--|
|  Settings |  Augmented Reality |  Reach Diagram |  Passed |
|  Help |  Lock State |  Occlusion Tool |  Failed |
|  Edit |  Unlocked State |  Delete Occlusion |  Fixed |
|  Screenshot |  Stowed State |  3D Transform Movement |  Not Applicable |
|  Export |  Stowed State |  Augmented Reality |  Add Photo |
|  Delete |  Max Reach |  Add Report |  Add Comment |
|  Search |  Max Reach |  State of Inspection |  Review Step |
|  Refresh |  Max Height | | |

Q: Can this be used as a substitute for formal training and review of the included Operations manuals?

A: No. All operators are required to complete the appropriate training and must read and understand all included manuals prior to operating the lift. This app IS NOT intended to replace your machines required manuals or proper training.