



NSW Inc.  
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# RealWearCloudで「Devices」 の設定情報を表示させる手順

v1.0  
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RealWearCloudで「Devices」の設定情報が表示されない場合

# 1. 「Devices」 の設定情報が表示されない場合

「Devices」 の設定情報が表示されない場合は、管理者(Owner又はAdmin)へユーザーRoleの変更(Operator→Admin)を依頼する

The screenshot displays the RealWear Headset Management interface. The left sidebar contains navigation options: Dashboard, Devices (highlighted), Reporting (PRO), Groups, App Catalog, My Apps, Firmware (PRO), and Utilities. The main content area shows the device details for 'Navigator520-4543-001 (MPA6N920D2052986)'. The 'Device Information' section is highlighted with an orange box and includes the following details:

- Status: Currently not visible
- Firmware version: Jan 12, 2023 (1.4.3-41) - Update Available
- Support: Service plan in date

Below the device information, there are two sections for app usage, both of which are currently unavailable due to a 'PRO FEATURE' requirement:

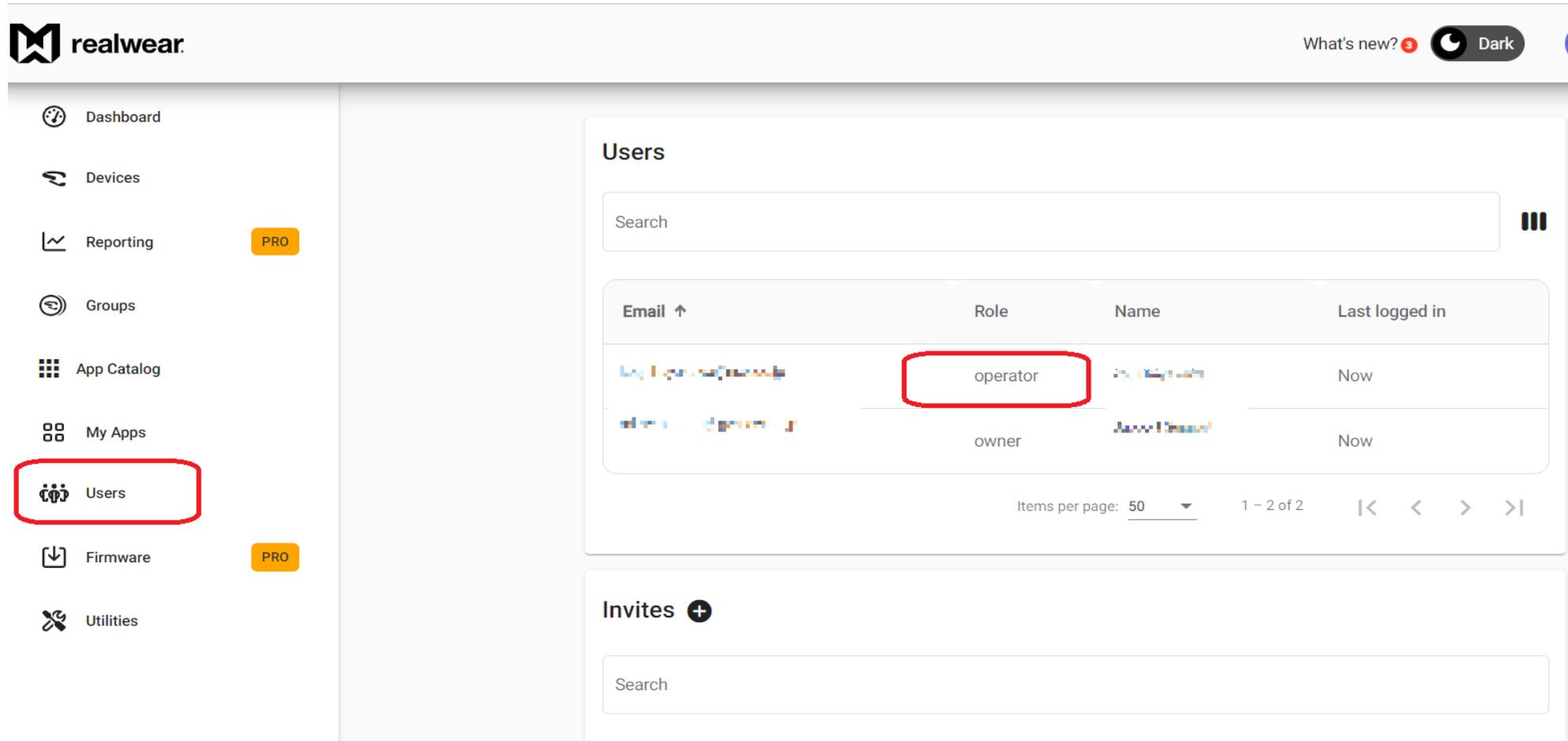
- Usage of all apps in the last 7 days
- Detailed usage of all apps in the last 7 days

At the bottom, there is a 'Device Groups' section with a table for managing groups. The table has columns for 'Group Name' and 'Actions'. An 'Add To Group' button is visible below the table.

## 管理者 (Owner又はAdmin) のRole変更作業

## 2. Operator Roleの確認

「Users」を選択して、該当のアカウントのRoleが「Operator」を確認する



The screenshot displays the RealWear user management interface. On the left, a navigation sidebar lists various options, with 'Users' highlighted by a red box. The main content area shows the 'Users' section, which includes a search bar and a table of users. The table has columns for 'Email', 'Role', 'Name', and 'Last logged in'. The first user's role is 'operator', which is also highlighted by a red box. The second user's role is 'owner'. Below the table, there are pagination controls showing 'Items per page: 50' and '1 - 2 of 2'.

Email ↑	Role	Name	Last logged in
[Redacted]	operator	[Redacted]	Now
[Redacted]	owner	[Redacted]	Now

### 3. Operator→AdminへRole変更

Role「Operator」となっているものを「Admin」へ変更する

The screenshot shows the RealWear user management interface. The left sidebar contains navigation items: Dashboard, Devices, Reporting (PRO), Groups, App Catalog, My Apps, Users (highlighted with a red box), and Firmware (PRO). The main content area is titled 'Users' and features a search bar and a table of users. A modal window is open over the table, showing a dropdown menu for role selection. The 'Admin' role is selected and highlighted with a red box. The modal also includes a 'Delete User' button, a 'Close' button, and an 'Update' button. The background table shows columns for Email, Role, Name, and Last logged in, with two rows of user data.

Email	Role	Name	Last logged in
kouji	Admin	hayakawa	4:02 PM
ml-rv	Operator	port Support	Now

# ユーザーのRole変更後の確認作業

## 4. 「Devices」 の設定情報が表示される

Role 「Admin」 へ変更後のアカウントでログインすると「Devices」 の設定情報が表示される

The screenshot displays the RealWear admin console interface. The browser address bar shows the URL: <https://foresight.realwear.com/app/devices/61e52cf3873f2b1f505233e5>. The page title is "Device: SVBI-N500-6 (MPA6MC10N6359080)".

The left sidebar contains a navigation menu with the following items: Dashboard, **Devices** (highlighted with a red box), Reporting, Groups, Wi-Fi, App Catalog, My Apps, RealWear Connect, Users, Firmware, and Knowledge Base. At the bottom of the sidebar, it indicates "20/20 DEVICES" and "NOT FOR RESALE".

The main content area shows the following information:

- Status:** ● **Currently visible**
- Firmware version:** ● (1.5.3-42) [Update Available](#)
- Support:** ● **Service plan expired on Dec 30, 2022** [Renew support](#)

The main content area features a grid of configuration tiles:

- Home Screen >
- Pin Policy +
- Camera +
- Language Selector +
- Control Panel +
- Web Apps +
- WearHF +
- Cloud Sync +
- Applications >** (highlighted with a red box)
- Device Information > (Click to change Device I...)
- Remove Device >
- Update Firmware +
- Cloud Assistance >
- Deploy Wi-Fi Configurati... >

At the bottom, there is a section titled "Usage of all apps in the last 7 days" with a bar chart showing usage between 0.3h and 0.4h.



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