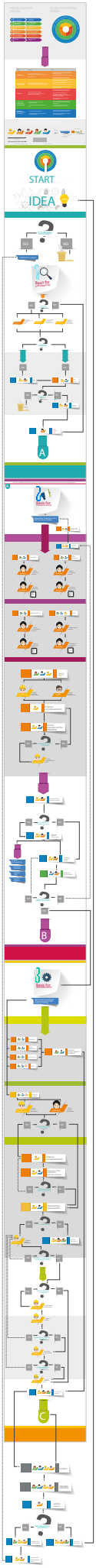glass smart 2.0 - process