

# Passerelle Remote Support

## Release Notes v2.6

### Desktop Web Application

#### New features

- Blue dot as a point-marker for the second party  
Previously only the initiating party could use a (red) marker. Now both parties are able to mark a point on the screen, each with a different coloured marker.
- Smooth reconnection  
When a connection is dropped because of bad connectivity, or too long inactivity of one party, a reconnection to the same session is possible when connection is re-established.
- Only for admins : Personalize the content of sms and email invitations by using Templates.
- Only for admins : Possibility to consult the occurrence of events like login, logout, password resets, license assignments, ... in the Audit log

#### Enhancements

- Detailed activity logging  
All actions performed by different parties are logged and saved, including a time stamp.  
Parties can consult the complete activity trail during the session.

After the call, all details can be retrieved via Insights reports.

- Improved UI ergonomics for picture annotations

From the moment party 1 starts annotating, the screen freezes for both parties so that correct parts stay annotated, even when party 2 moves his device.

- New language attribute for a user

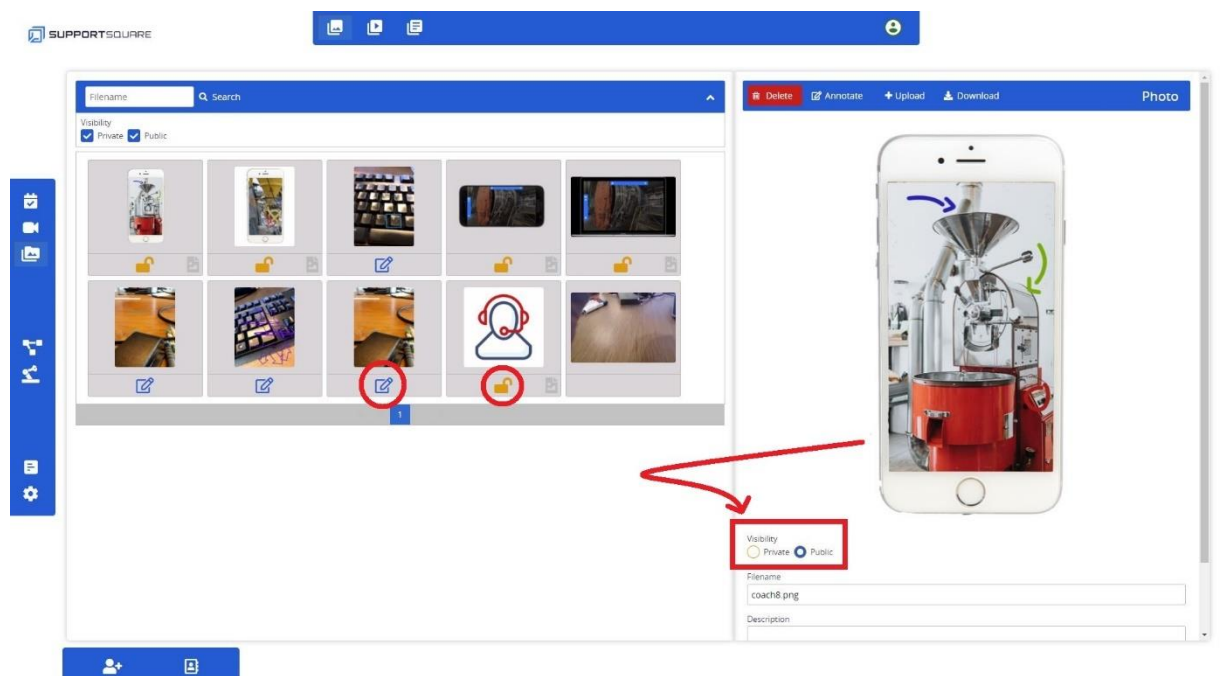
A preferred language can be set for each user. The application and/or app will be presented to this user in his language.

Also all communication based on templates (like email and sms invitations) will be sent in user's preferred language.

- Public media in the Media Library

In previous versions all media you uploaded to the library was private, so only available for you.

Now you can mark your media as public and make it available to other site admins.



- General Styling improvements

- Improved contact list

We added the feature to Search for Groups in Contacts and the possibility to start a call with online members of the group at once.

Also the use of recent contacts has been improved.

## Mobile Lite App (web-based)

This is the web based application that runs on different OS (Windows, android, iOS).

### New features

- Peer to peer support  
Previous versions supported only communication between desktop and wearable (mobile phone, glasses, or tablet).  
As of this version you can setup peer-to-peer calls, like mobile to mobile, mobile to tablet, mobile to desktop ...
- Blue dot as a point-marker for the second party  
Previously only the initiating party could use a (red) marker. Now both parties are able to mark a point on the screen, each with a different coloured marker.
- Smooth reconnection  
When a connection is dropped because of bad connectivity, or too long inactivity of one party, a reconnection to the same session is possible when the connection is re-established

## Mobile App (only Android)

The app is available in the Google Play Store and can be used on smart glasses, mobiles and tablets running Android OS.

When you have an older version of the app installed, you will be asked to upgrade to the newest version from the moment you start the app. The previous version is no longer supported.

The native Android app has some extra features in comparison to the Mobile Lite app.

### New features

- Android screen sharing



- Blue dot as a point-marker for a second party  
Previously only the initiating party could use a red marker. Now both parties are able to mark a point on the screen, each with a different coloured marker.

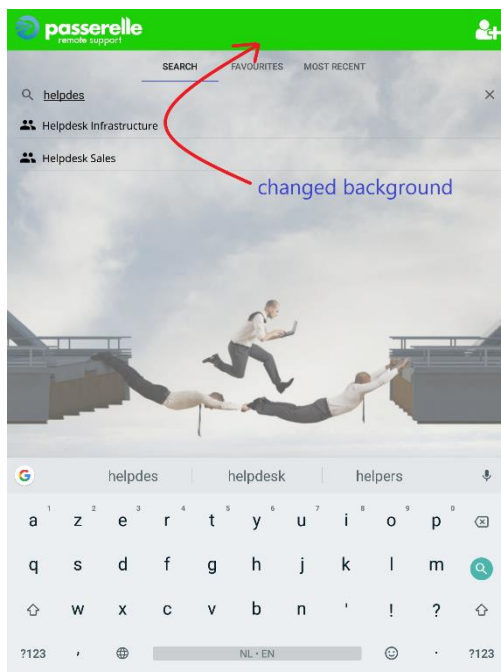
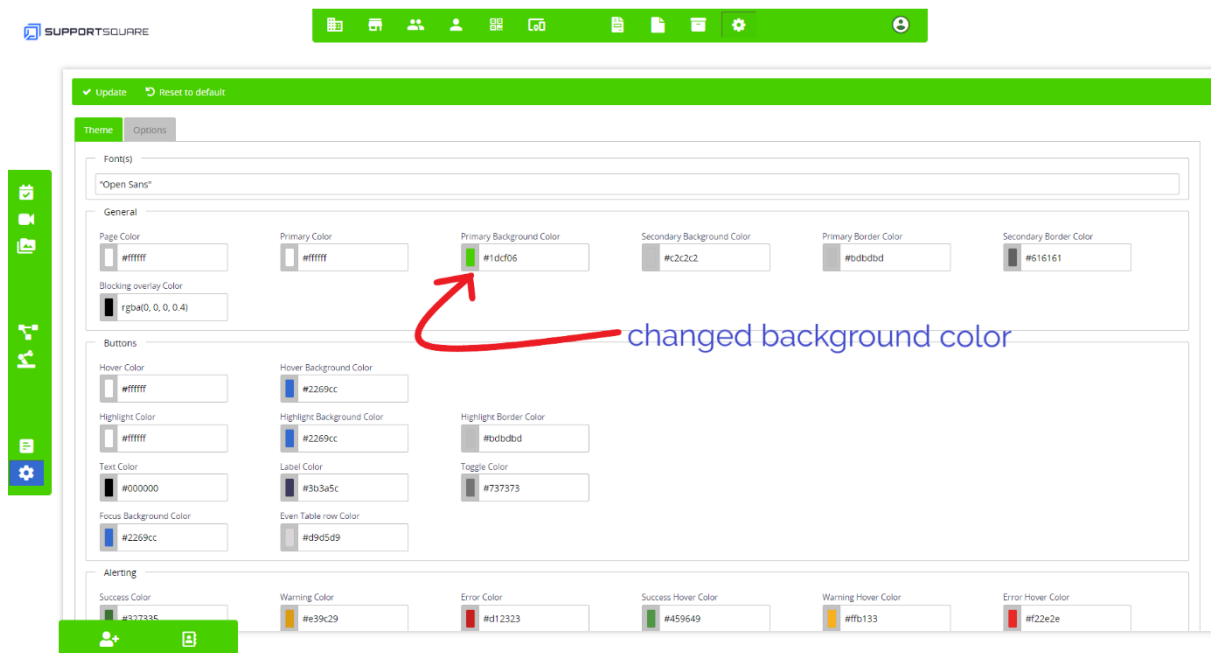
- Peer to peer support

Previous versions supported only communication between desktop and wearable (mobile phone, glasses, or tablet).

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- Support for theming

Theme colors chosen by admins are also used in the app.



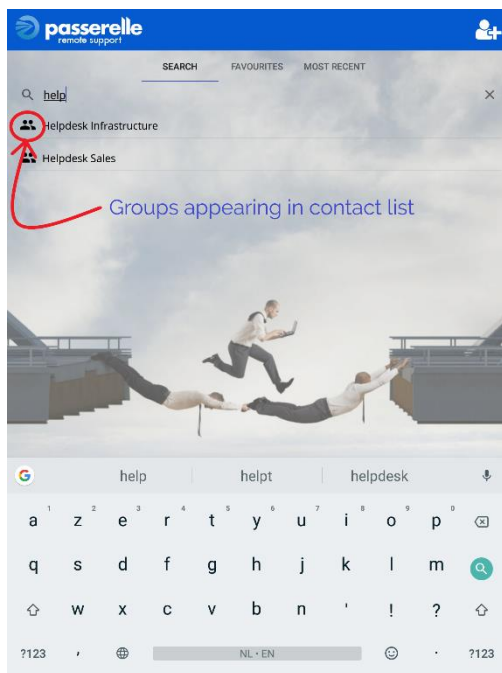
## Enhancements

- Improved contact list

We added the possibility to Search for Groups in Contacts and start a call with an online member of the selected group.

Additionally you can store favourites and consult recent contacts.

These features are aligned with the desktop application.



- Zooming/panning support in screenshare mode on RealWear
- Url's can be added and opened in chat messages