

Passerelle Coach

Release Notes v3.0

General

Enhancements

- Renamed Passerelle Remote Support to **Passerelle Coach**
- Reworked UI from the ground up to provide a user friendlier and similar experience across devices: Windows, iOS, Android.
- Reworked contact book to initiate calls more easily to colleagues and/or saved contacts
 - Improved visibility of contact status (available/not available)
 - Recent and favourite contacts are now stored for each user, so these are synched across all devices
 - Improved the direct call from contact book function
- Added Bi-directional video stream: both call participants can use and toggle their camera
 - Thanks to bidirectional video stream, use cases expanded: possibility to call to give help or to receive help easily
 - Picture-in-Picture when both parties have their camera enabled
- Separated Admin environment from call environment
- Extended security system for passwords with new SSO possibilities
- Added a new Passerelle Coach Android app which is fully aligned with the new user experience (see details below)
- Improved media library with extra security configuration possibilities.
- Improved chat
 - Contrasting text colors to improve readability
 - Added username and time to messages
 - Messages send by the same user within 10 seconds are merged
- Improved call log display
- Updated the streaming platform

- Improved translations
 - French
 - Dutch
 - English

Bug fixes

- Improved stability and deliverability of SMS invitations
- Fixed bugs appearing when doing unwanted actions during Annotation mode (switching cameras, inverting streams...)
- Fixed some unexpected behavior during screen share & picture share
- Fixed issues with local file transfer via the chat box

[Desktop Admin Web Application](#)

Separated from call environment.

Accessible via <https://<tenant>.passerelle.supportsquare.io/coach/admin>

[Desktop/Mobile Web Application](#)

Accessible via <https://<tenant>.passerelle.supportsquare.io/coach>

This application replaces the Passerelle Remote Support web application

Enhancements

- Completely reworked as described in the General section (see above).
- Added a progress timer during connectivity tests
- Improved snapshot and countdown when re-taking a snapshot for annotation mode

Bug fixes

- **There are many Safari related issues on iOS version 15.1. As of today, Apple didn't announce any fix**
 - We recommend upgrading all Apple devices to version 15.2 which fixes all 15.1-related bugs
 - Alternatively, using the Chrome browser avoids issues

Mobile Android Application

New Features

- Added support for inviting guest users (replacing external invite)
- Added media library
- Added activity log
- Added connectivity test
- Added support for PiP (picture-in-picture) mode for bidirectional video streaming
- Added support for showing the user's GPS location (if available)
- Added support for toggling AR annotation mode during a call
- Added support for changing the language in the app (English/Dutch/French)

Enhancements

- Completely refactored UI (aligned with web applications)
- Improved zoom: pinch zooming without having to trigger zoom mode manually
- Stream can now be paused/resumed by double tapping the screen
- When opening an invite to a **known** user, it is now required to log in with this user. Otherwise the call setup will be refused.
- Added support for toggling the flashlight while in QR/barcode scanner mode
- Added a confirmation popup to turn on GPS when location tracking is enabled for the logged in user and the GPS sensor on the device is disabled
- Added better support for Bluetooth headsets