



Accelerating the learning curve of technical personnel

Passerelle Coach



Intuitive UI

Smooth onboarding

Ease of use

Native-like experience across
devices



More Features

Peer-to-Peer video

New contact book

...



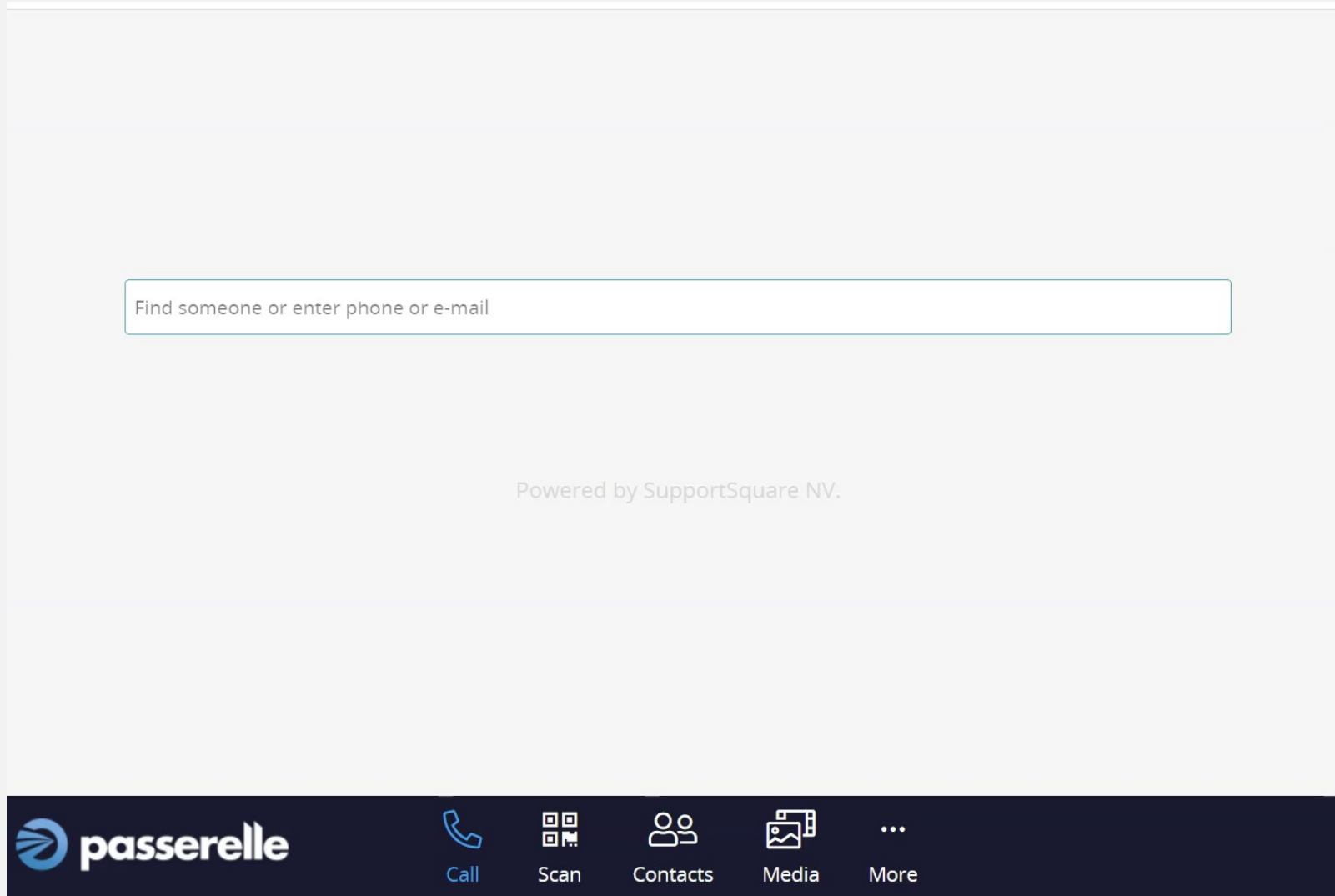
More Security

Password management

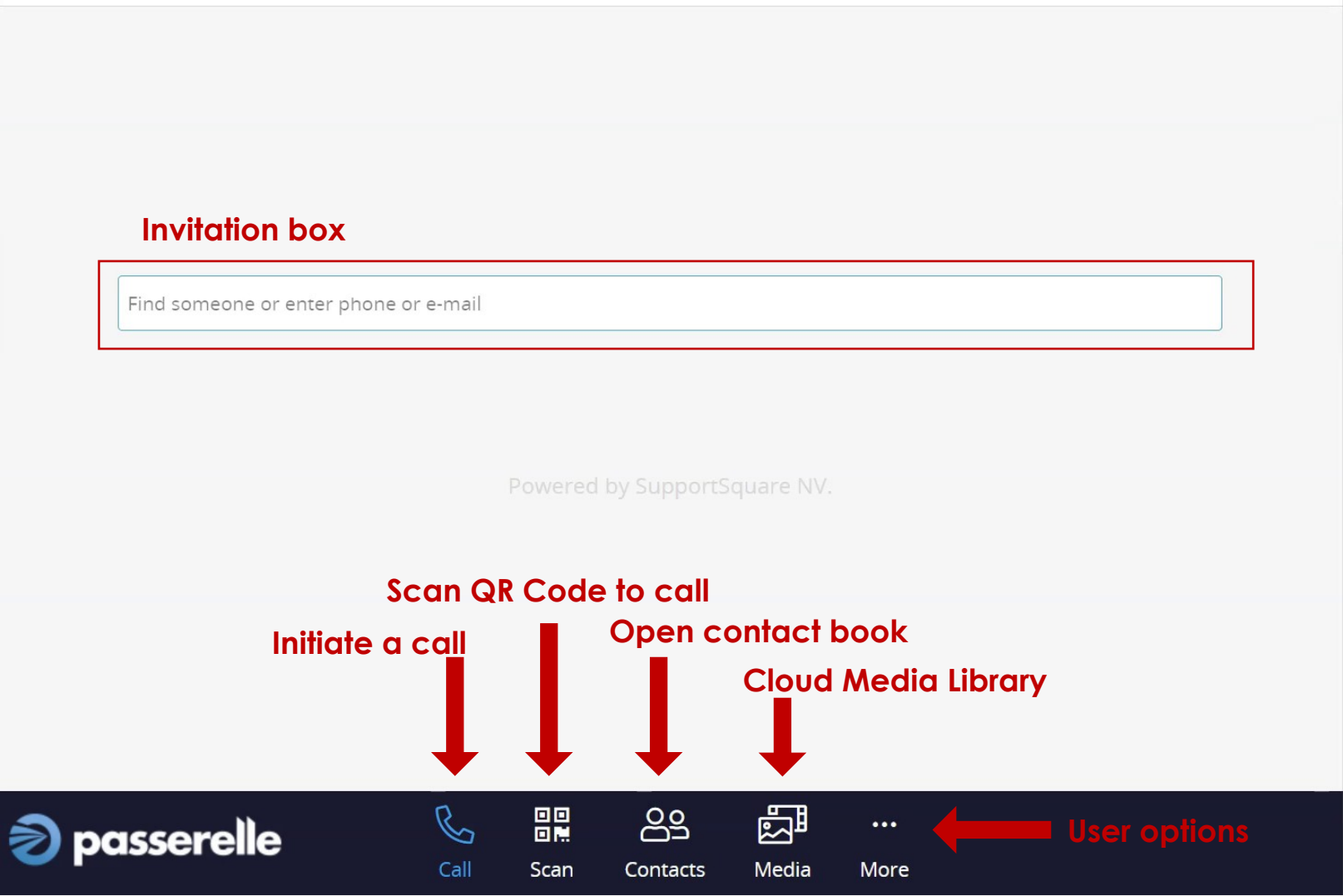
Media library management

GDPR compliancy features

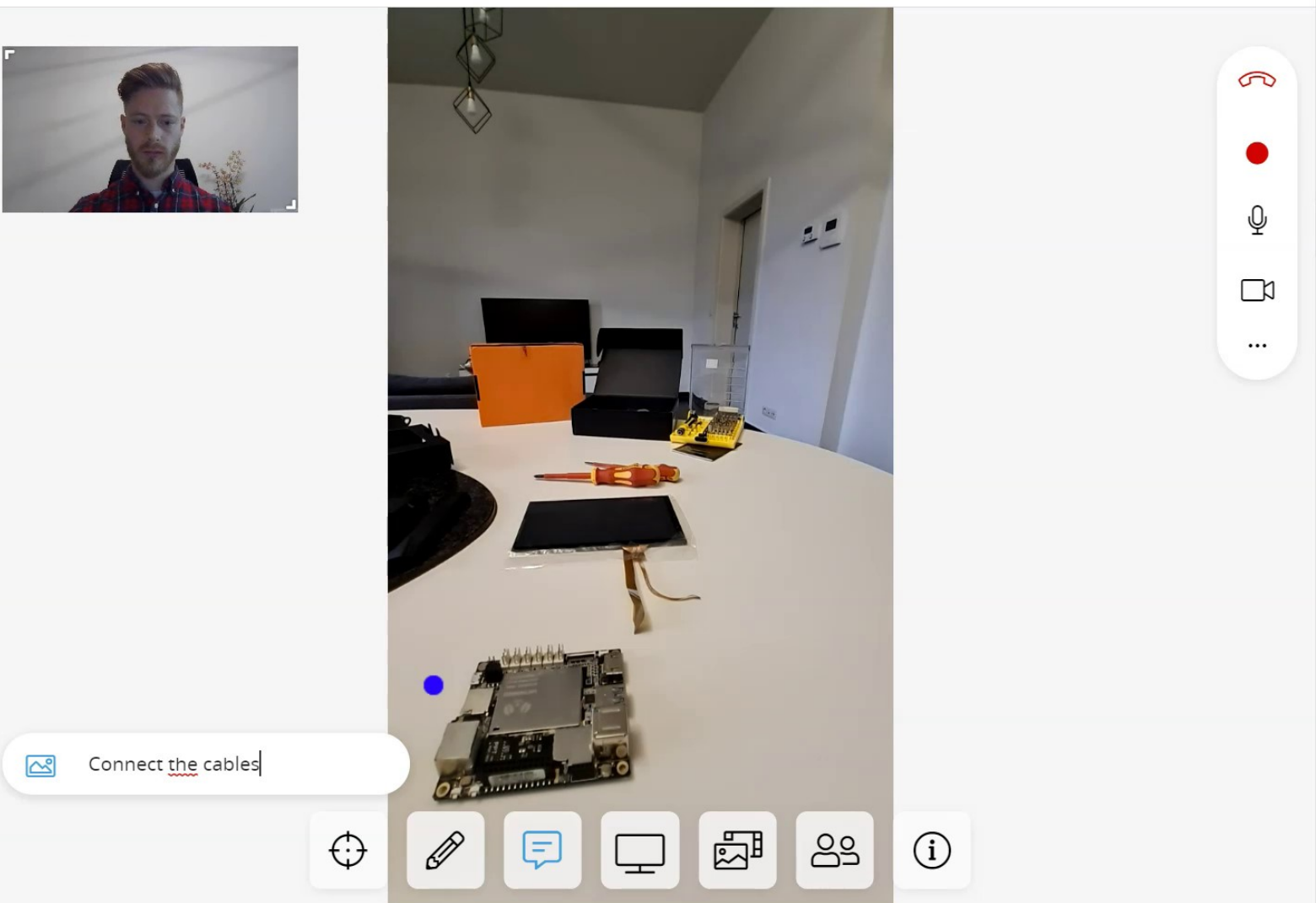
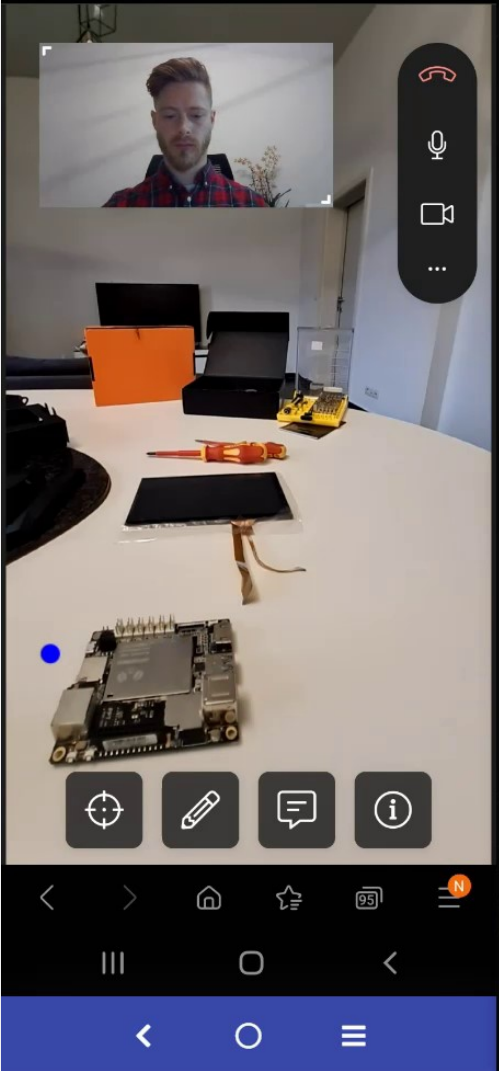
User Interface (start screen)



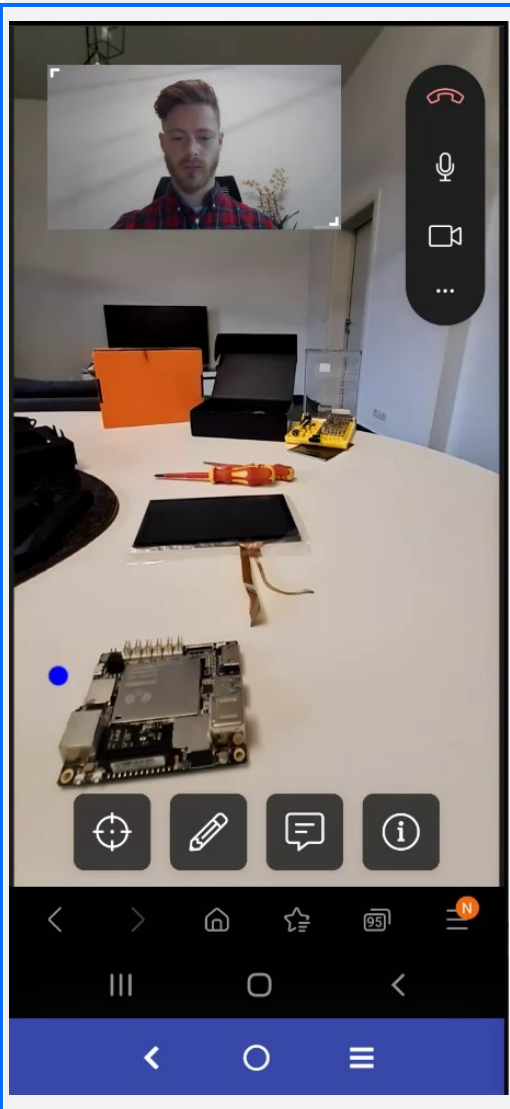
User Interface (start screen)



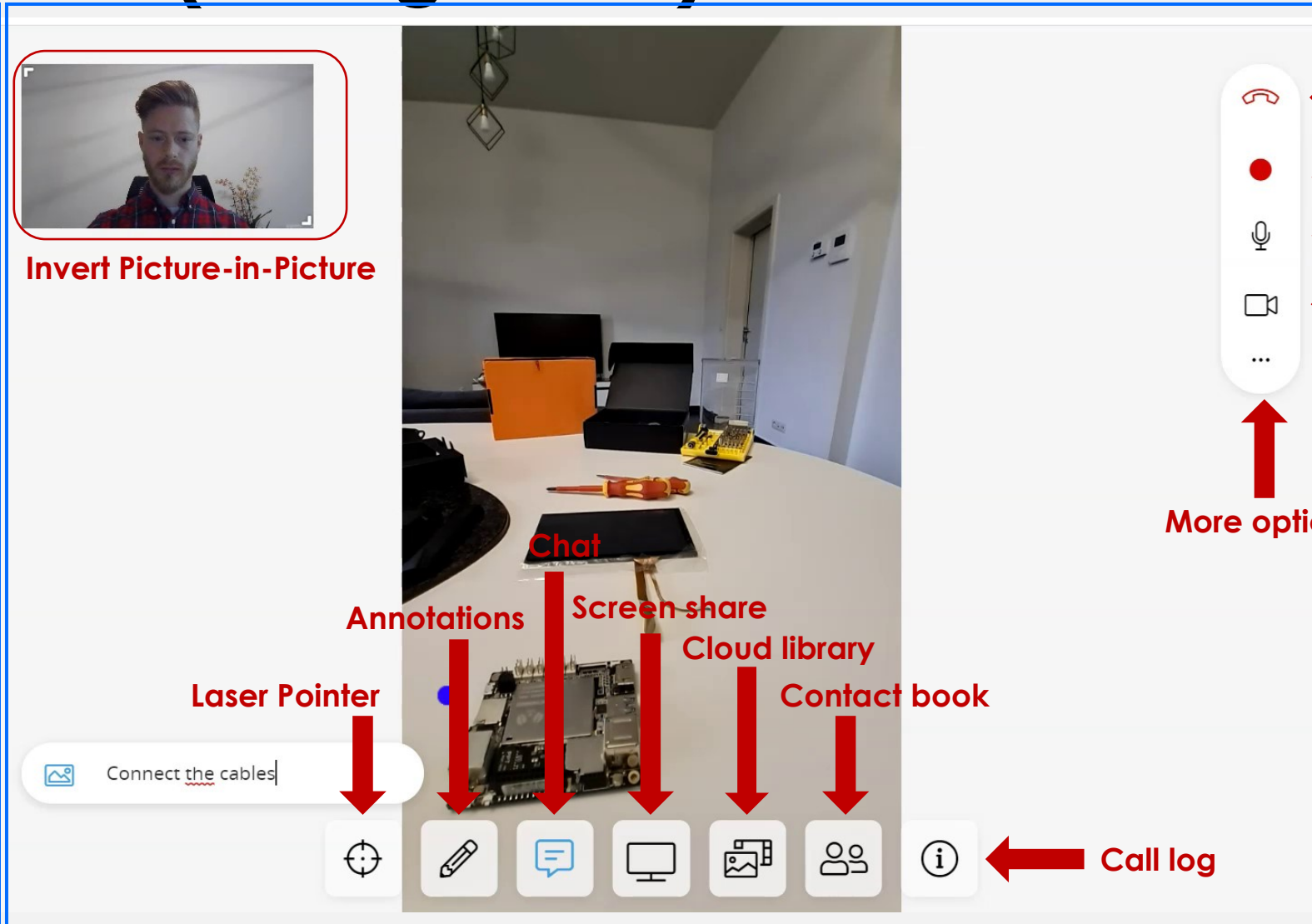
User Interface (During a call)



User Interface (During a call)



Smartphone view



Desktop view

Features

Breakdown of each Passerelle Coach feature

1. Invite someone to call (1)

Find someone or enter phone or e-mail

Type in the name, mail or phone number of the invitee

Powered by SupportSquare NV.



Call



Scan



Contacts



Media



More

1. Invite someone to call (2)

Find someone or enter

Send Call Invitation ✕







Name Language

E-mail SMS Link

Mobile Number

Cancel

**Fill in the details then send invitation.
All set!**

Call Scan Contacts Media More

2. Contact book (Call/Invite)

The screenshot shows the Passerelle contact book interface. At the top, there are tabs for 'Contacts', 'Recent', and 'Favorites', along with a search bar labeled 'Find someone or enter phone or e-mail'. The contact list includes entries for 'first line support', 'Ben Mahy', 'Jill Specialist', 'Support Desk 1', 'Support Desk 2', 'Admin Administrator', and 'Dirk Jacobs'. Each entry has a profile picture icon, a name, and a status icon (a red 'x' or a green checkmark). To the right of each entry are three action icons: a paper plane (invite), a telephone (call), and a star (favorite). A red box highlights the profile picture icons on the left side of the list. A red arrow points from the text 'Send invitation' to the paper plane icon for the first contact. Another red arrow points from the text 'Call directly if the contact is available' to the telephone icon for 'Support Desk 1', which has a 'Call contact' tooltip. A red arrow points from the text 'Contact Book' to the 'Contacts' icon in the bottom navigation bar. The bottom navigation bar also includes 'Call', 'Scan', 'Media', and 'More' icons.

See picture & status of contact

Send invitation

Call directly if the contact is available

Contact Book

passerelle

Call Scan **Contacts** Media More

2. Contact book (management)

The screenshot shows a mobile application interface for managing contacts. At the top, there are tabs for 'Contacts', 'Recent', and 'Favorites'. A search bar is located to the right of these tabs with the placeholder text 'Find someone or enter phone or e-mail'. Below the search bar is a list of contacts. Each contact entry includes a profile picture (or a placeholder icon), the contact's name, and a status icon (a red 'x' or a green checkmark). To the right of each contact entry are three icons: a paper plane, a telephone handset, and a star. A red box highlights the first three contact entries. A red arrow points from the 'Recent' tab to the first contact entry. Another red arrow points from the 'Favorites' tab to the first contact entry. A third red arrow points from the star icon of the first contact entry to the right. A fourth red arrow points from the star icon of the 'Ben Mahy' contact entry to the right. A fifth red arrow points from the bottom of the contact list to the 'Contacts' icon in the bottom navigation bar. The bottom navigation bar includes the 'passerelle' logo and icons for 'Call', 'Scan', 'Contacts', 'Media', and 'More'. A 'Call contact' button is visible over the telephone icon for the 'Support Desk 1' contact.

Search bar

Find your favorite contacts

Possibility to see and save contact information from a recent call

Save to favorites

See picture & status of contact

Contact Book

passerelle

Call Scan **Contacts** Media More

In-Call Features

Appearing only during a session

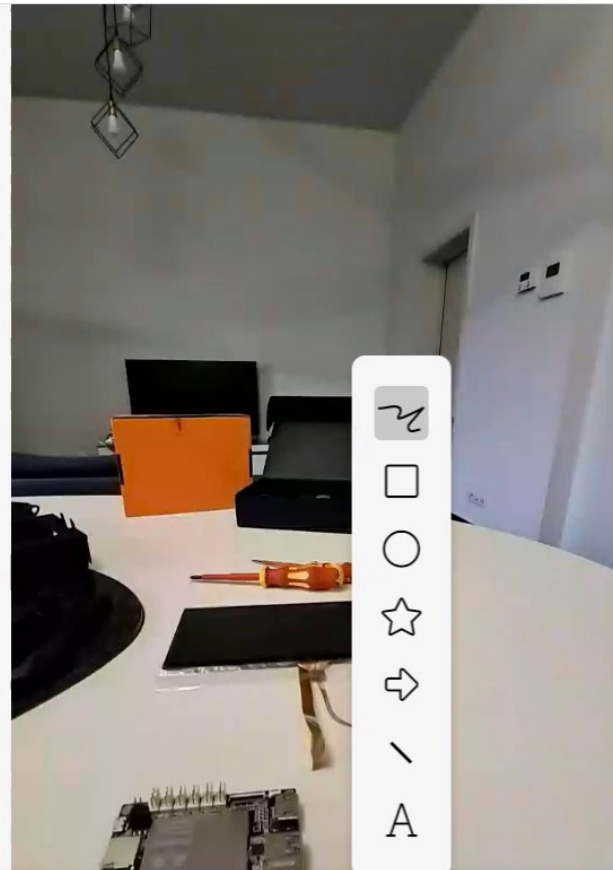
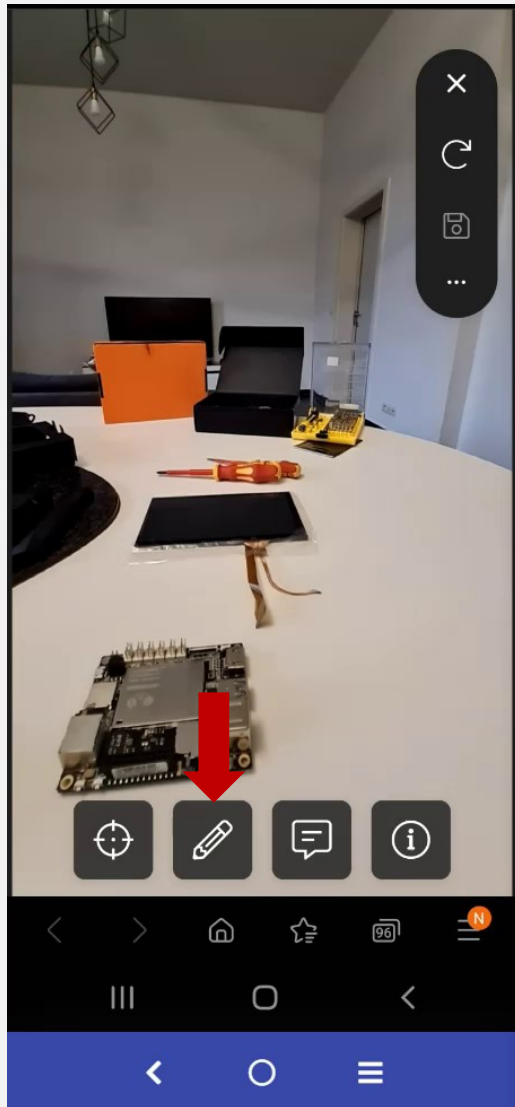
3. Laser Pointer



Choose Color of pointer

A color selection palette consisting of seven colored dots: purple, brown, yellow, light yellow, red, blue, and green. Below the palette is a horizontal toolbar with icons for laser pointer, drawing, chat, video off, photo gallery, people, and info. A red arrow points to the laser pointer icon.

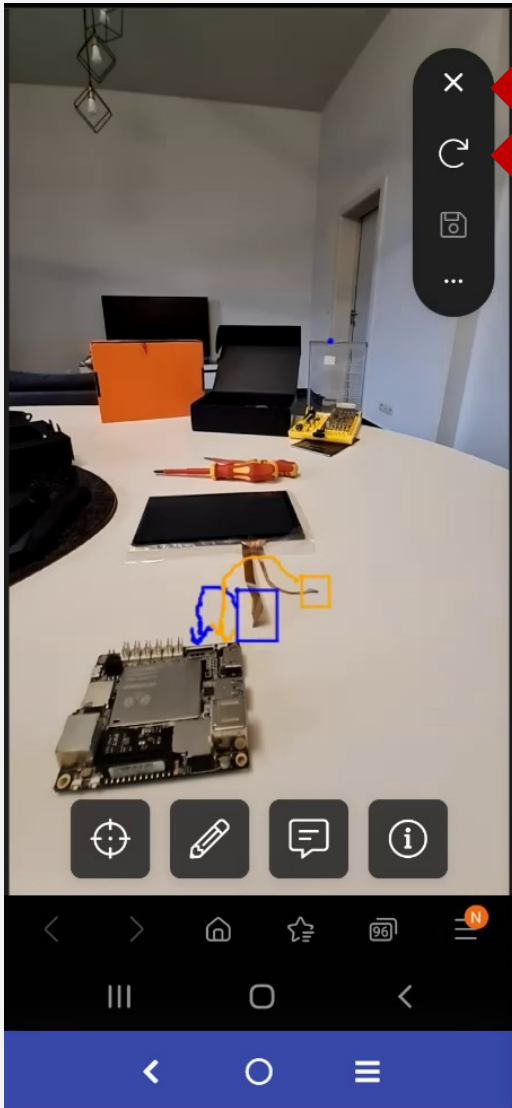
4. Annotations (1)



Choose Color, thickness and form of annotations

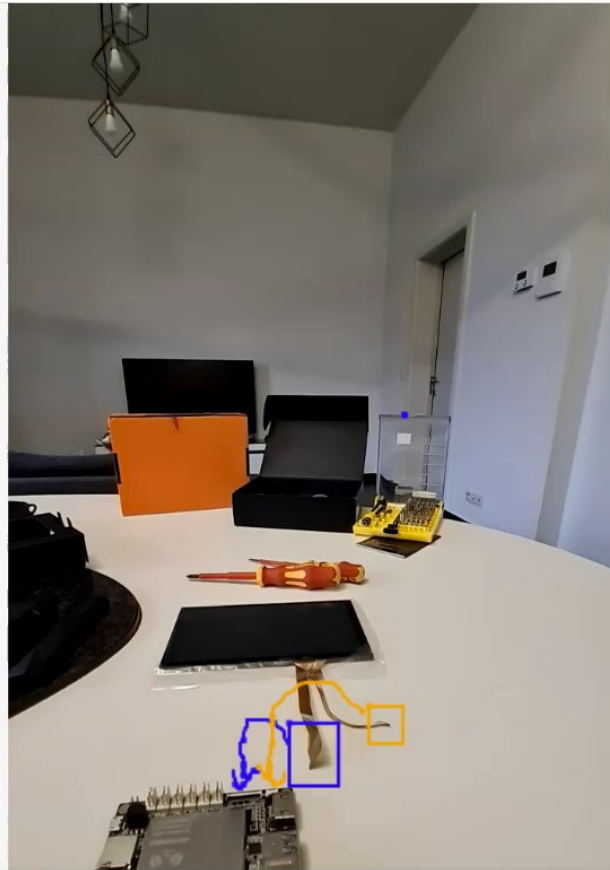
A screenshot of the mobile application interface showing a toolbar. A red arrow points to a blue color selection dropdown. To the right of the dropdown are icons for line thickness, squiggly line, and undo. Below the toolbar are icons for zoom, annotation, comment, monitor, image, people, and information.

4. Annotations (2)



Cancel

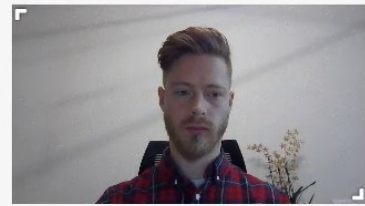
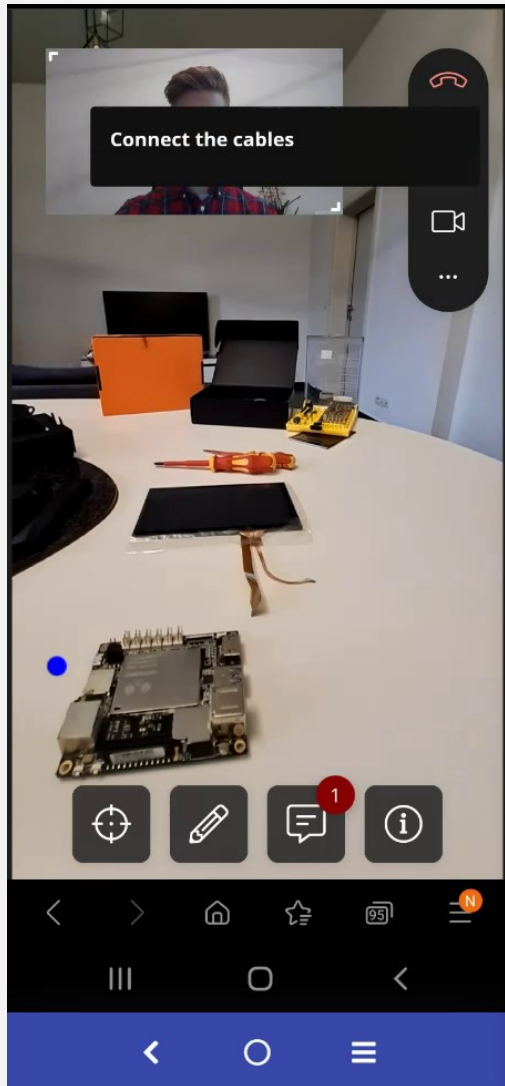
Retake snapshot



Cancel

Save in cloud library

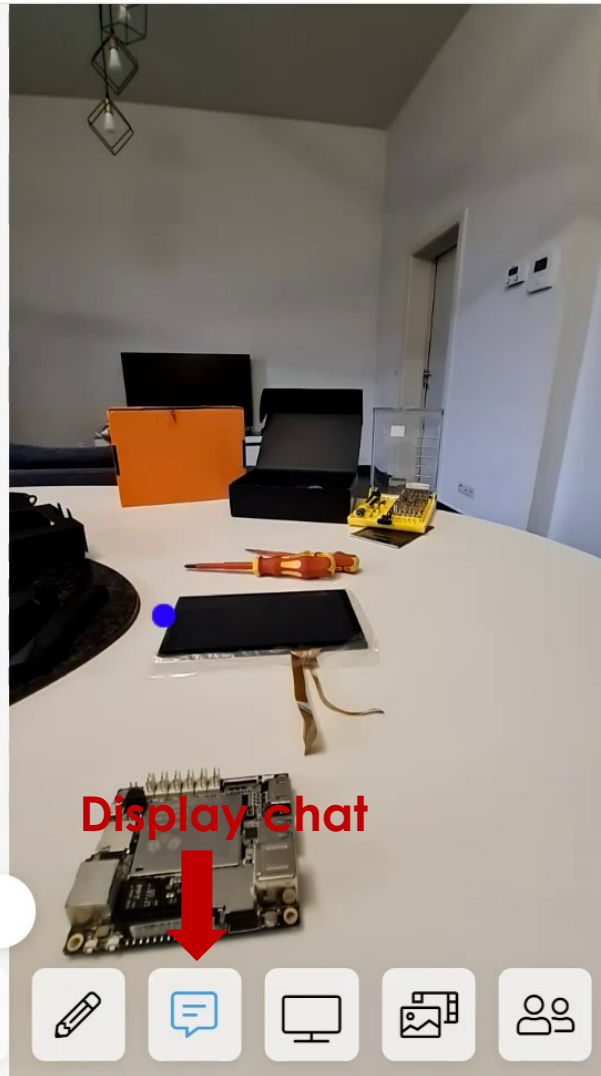
5. Chat function



Connect the cables
14:23 Me

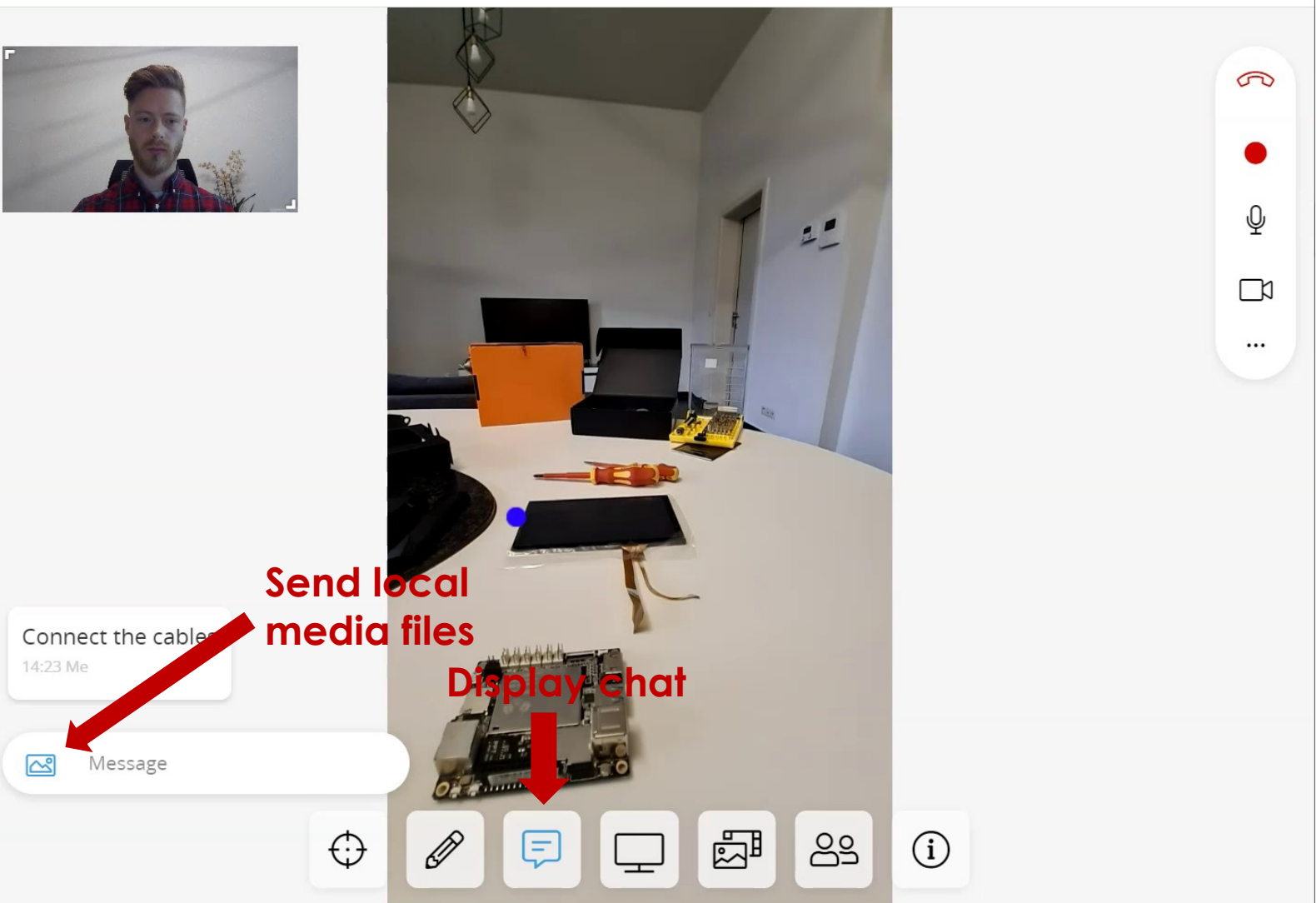
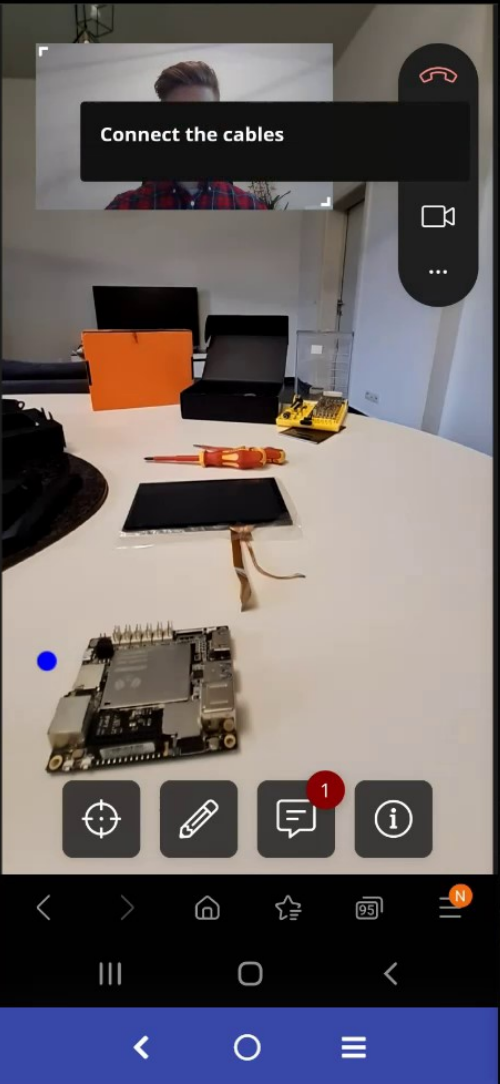
Message

Type here

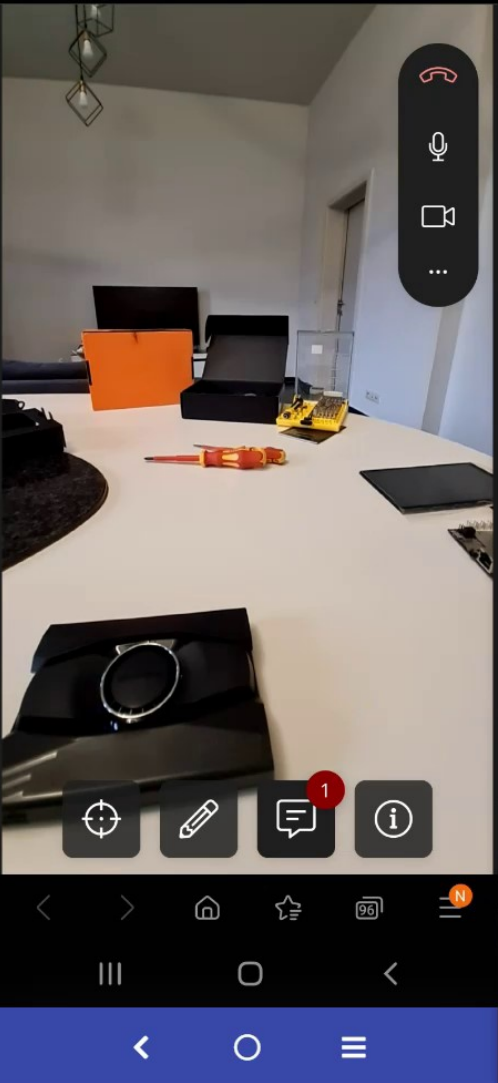


Display chat

6. Send files from computer



7. View/Send files from cloud library (1)



All Pictures Videos Documents

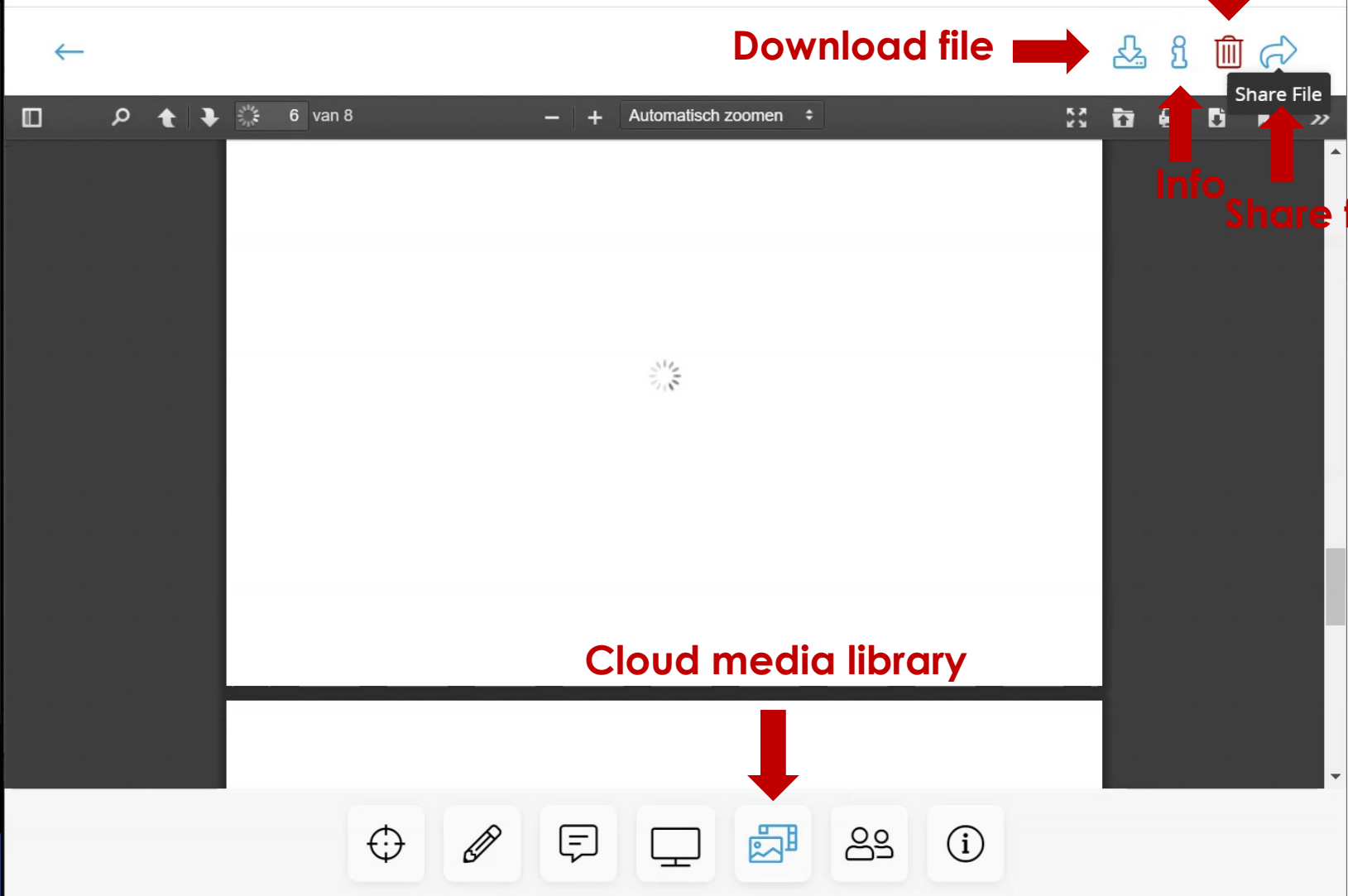
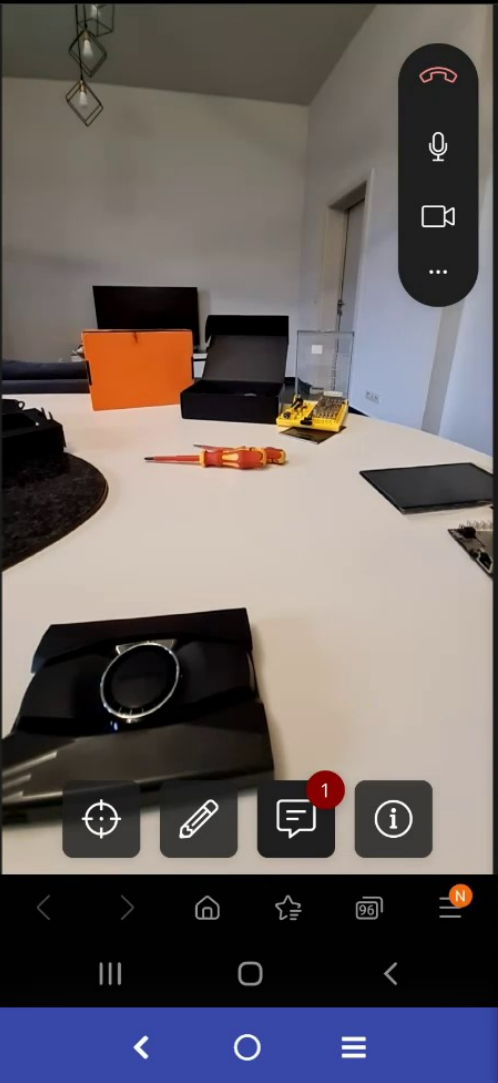
Upload new file to cloud library

Select file to send

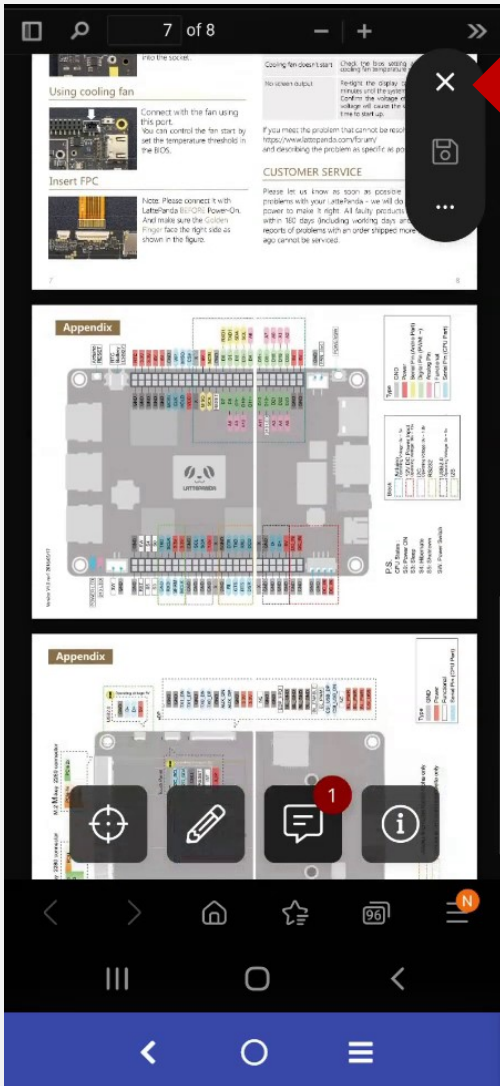
Cloud media library

A screenshot of a cloud media library interface. At the top, there are tabs for 'All', 'Pictures', 'Videos', and 'Documents', along with a search bar. Below the tabs is a grid of file thumbnails. A red arrow points to a '+ Add' button in the top-left corner of the grid. Another red arrow points to a thumbnail of a 'User Manual' document. A third red arrow points to a thumbnail of a person's face. A red circle highlights a thumbnail of a desk with a keyboard. At the bottom of the grid, the text 'Cloud media library' is written in red. Below the grid is a control bar with icons for zoom, drawing, chat, video off, gallery, people, and info.

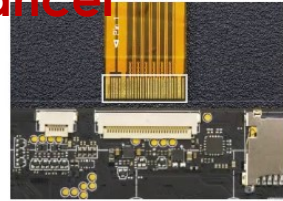
7. View/Send files from cloud library (2)



7. View/Send files from cloud library (3)



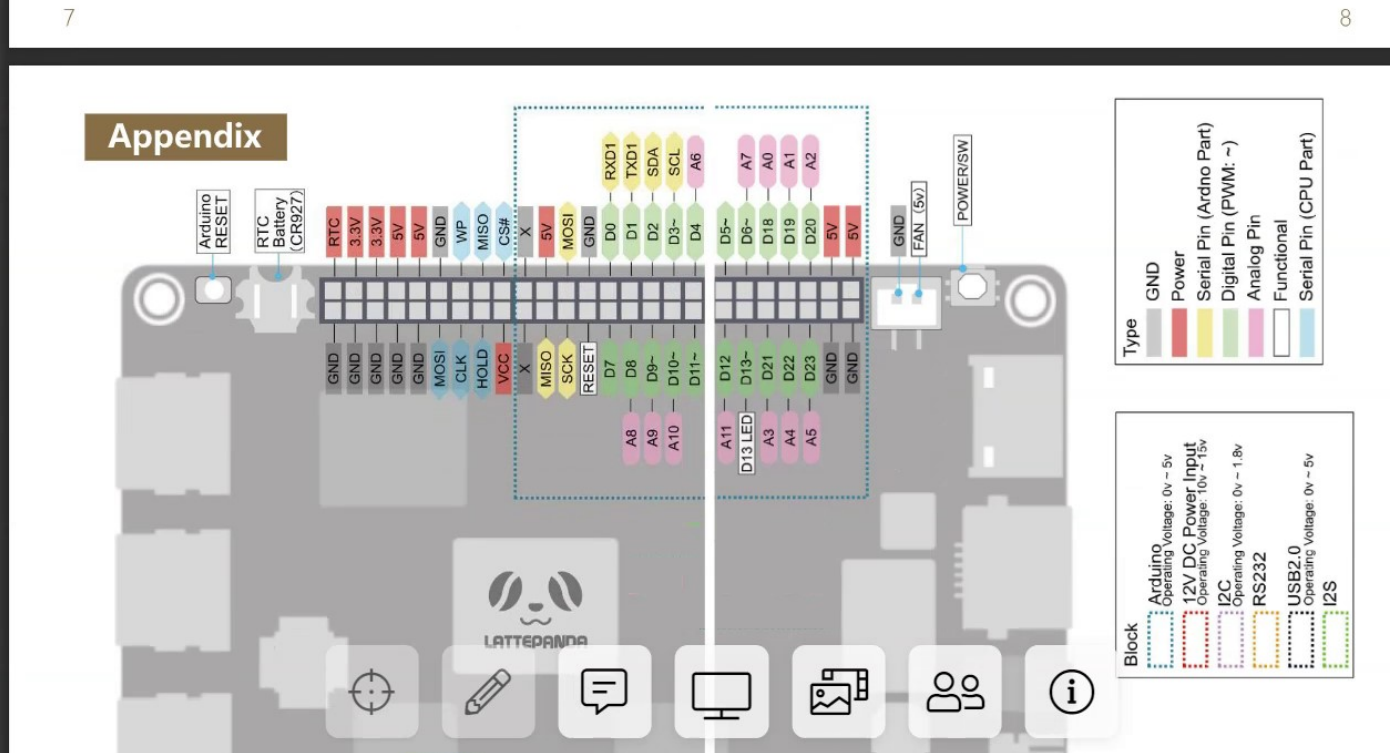
Cancel



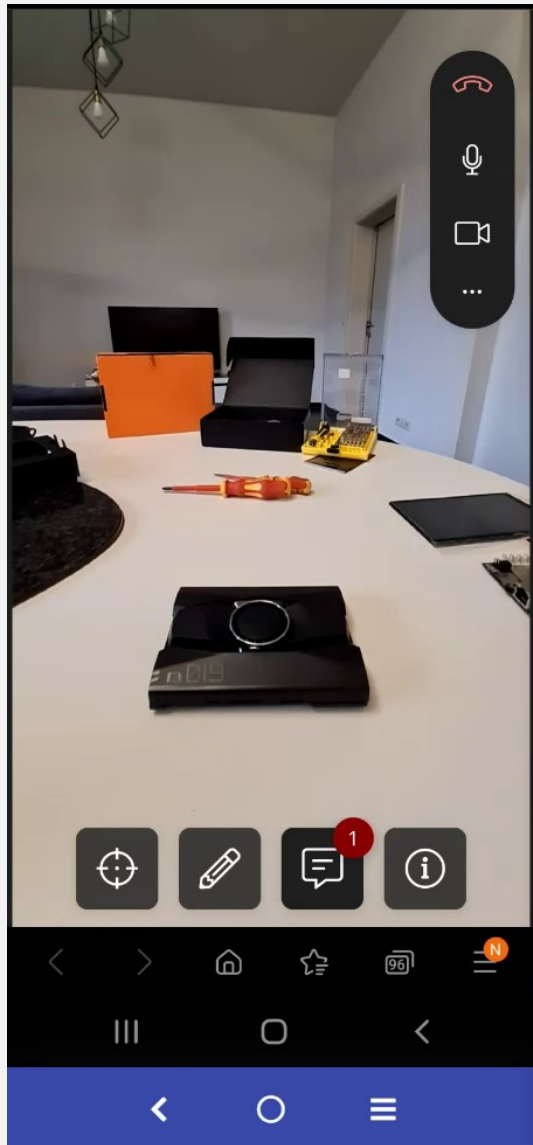
Note: Please connect it with LattePanda BEFORE Power-On. And make sure the Golden Finger face the right side as shown in the figure.

Please let us know as soon as possible if you have any problems with your LattePanda - we will do everything in our power to make it right. All faulty products can be replaced within 180 days (including working days and holidays). Any reports of problems with an order shipped more than 180 days ago cannot be serviced.

Cancel



8. Share Screen (1)



Kies wat je wilt delen

s2.passerelle.supportsquare.io wil de content van je scherm delen.

Volledig scherm **Venster** Chrome-tabblad

S2 Coach - Google Chro... SM G780F [Tutorial] of Titan Cas...

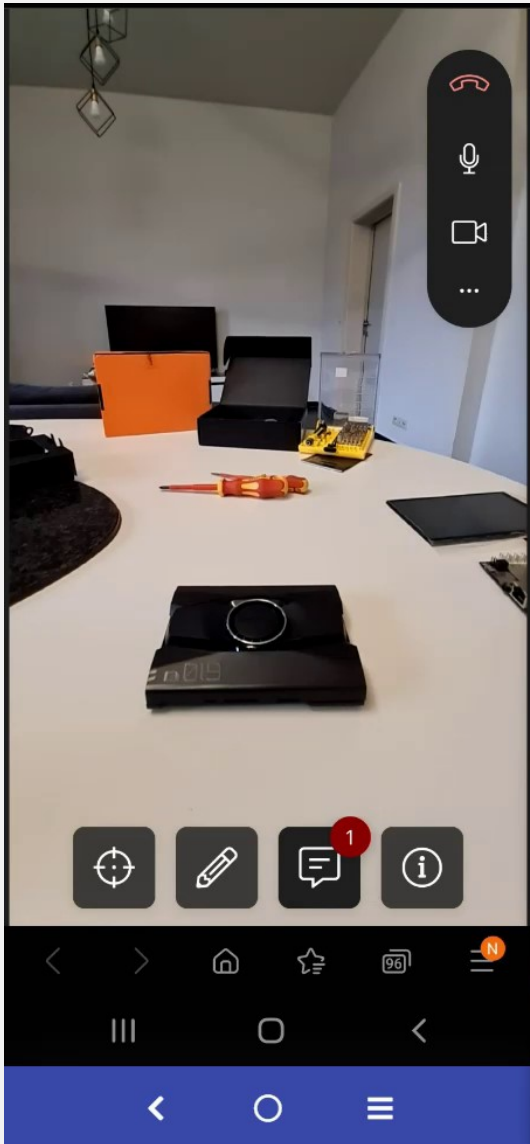
Dirk Jacobs | Microsoft...

Select what to share

Delen Annuleren

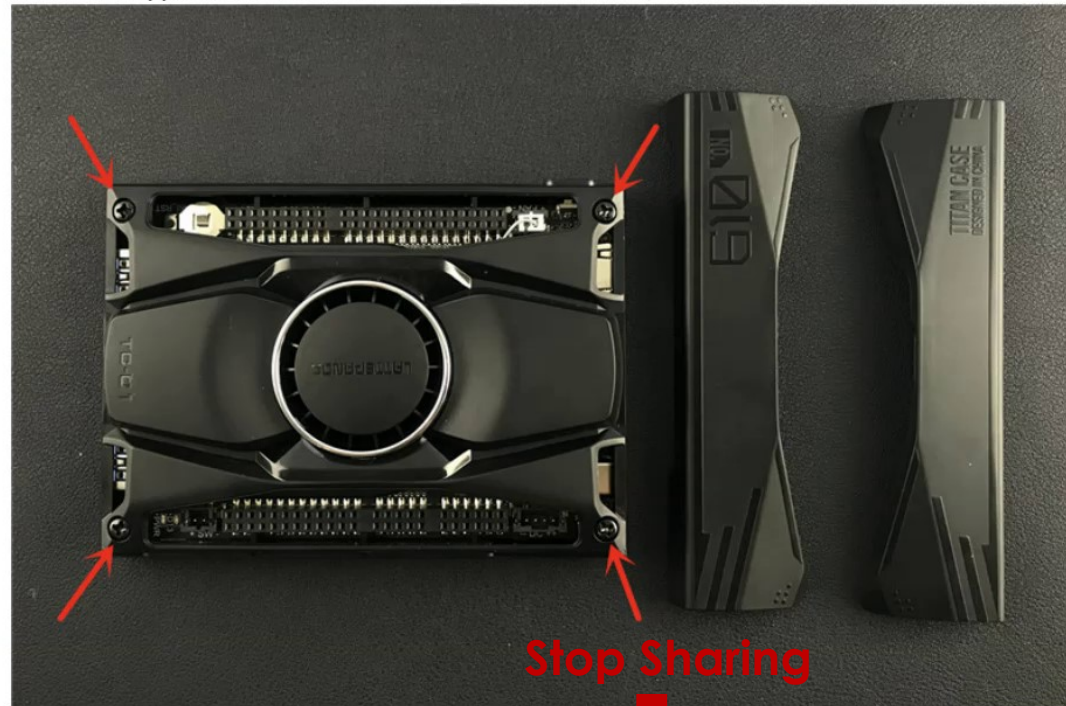
Share Screen

8. Share Screen (2)



修正4.jpg (122.12 KiB) Viewed 20492 times

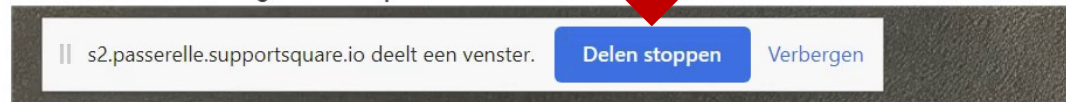
3. After the upper and lower half of Titan case are installed, screw the four corners.



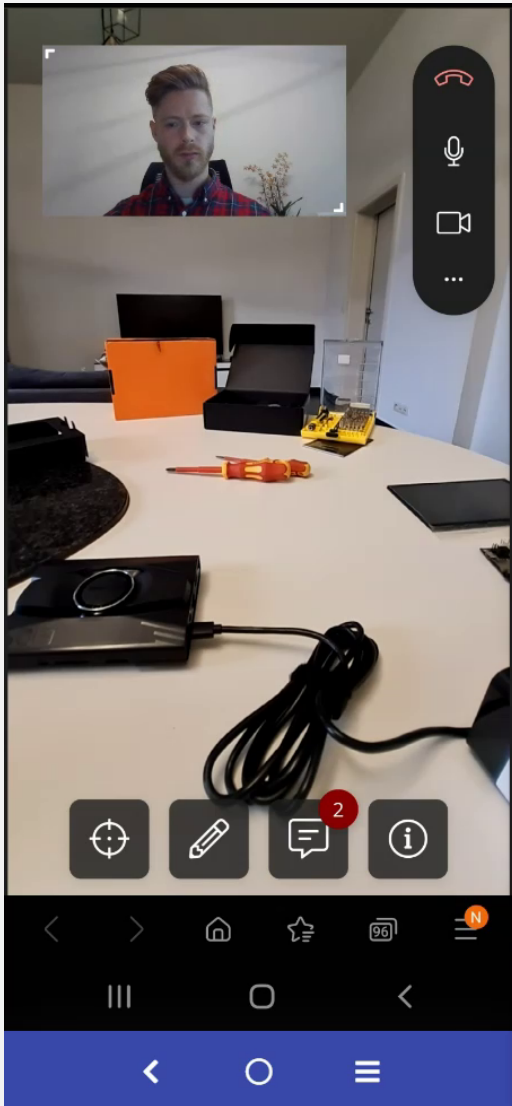
Stop Sharing

修正5_副本.jpg (138.05 KiB) Viewed 20492 times

4. Then buckle the wings and complete the installation:



9. Forward call



Contacts Recent Favorites Find someone or enter phone or e-mail

Backoffice

- First line support
- VIL Engineer
- Joe Specialist
- Ben Mahy
- Jill Specialist
- Support Desk 1
- Support Desk 2
- Admin Administrator

Contacts

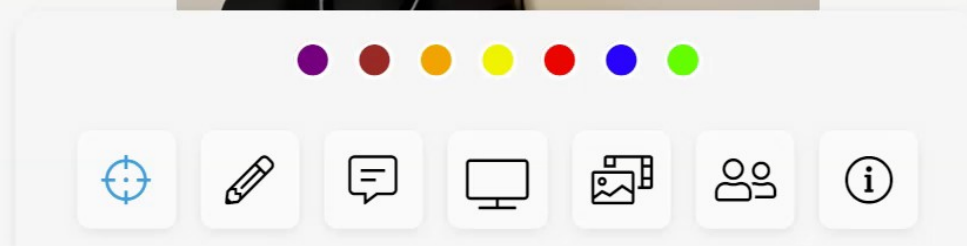
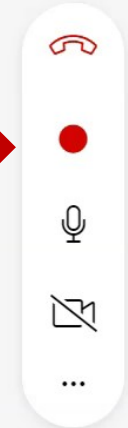
Forward call to contact

The bottom navigation bar contains icons for screen sharing, drawing, chat, video call, contacts, and information.

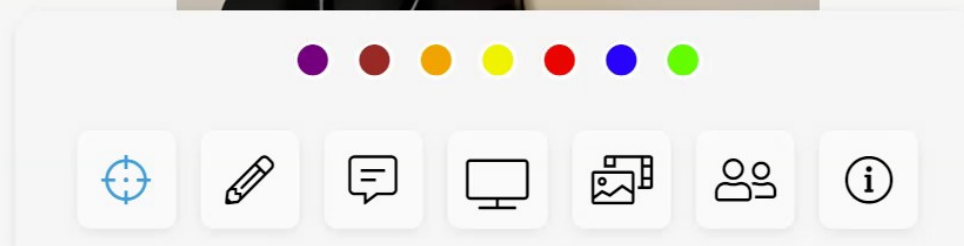
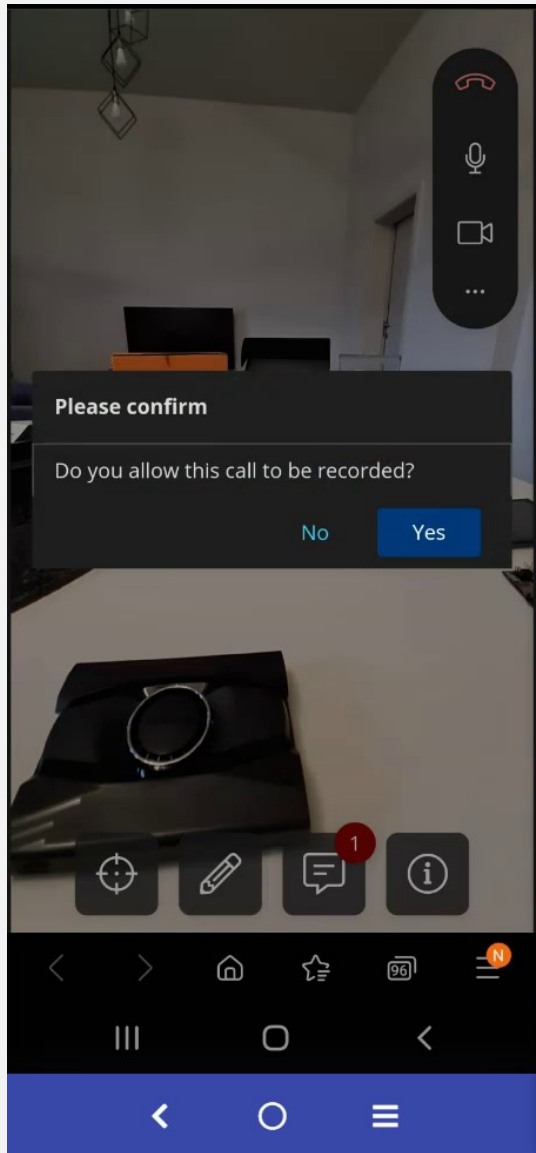
10. Record Call (1)



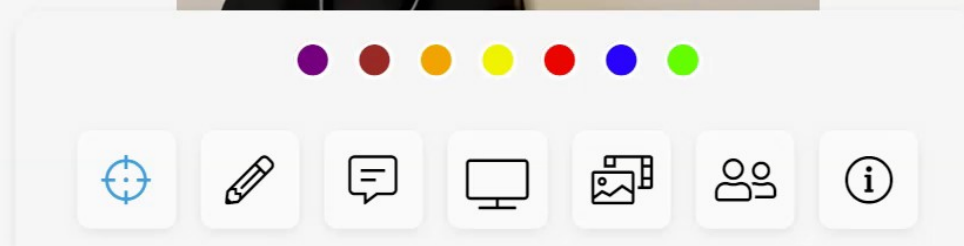
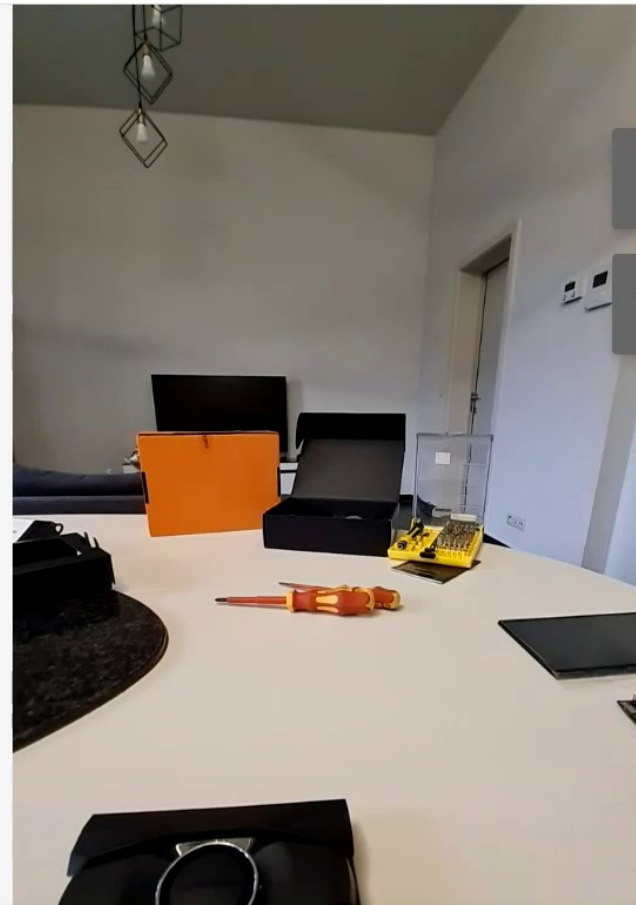
Start Recording →



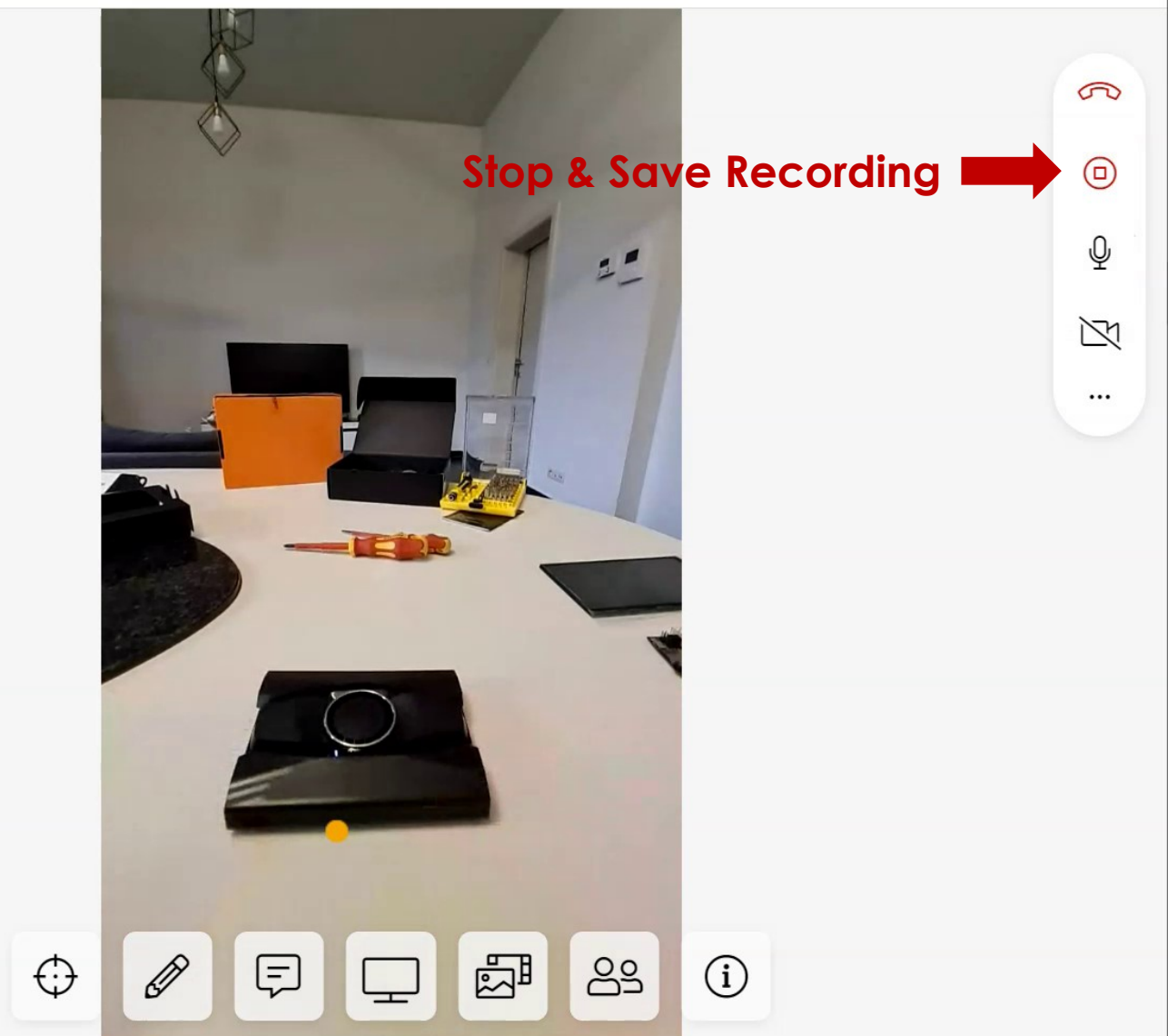
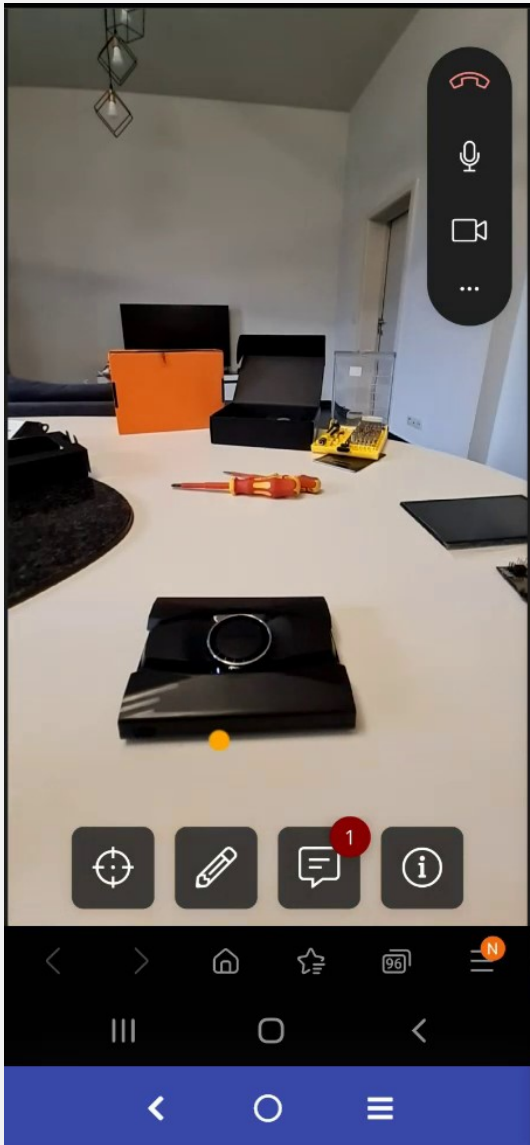
10. Record Call (2)



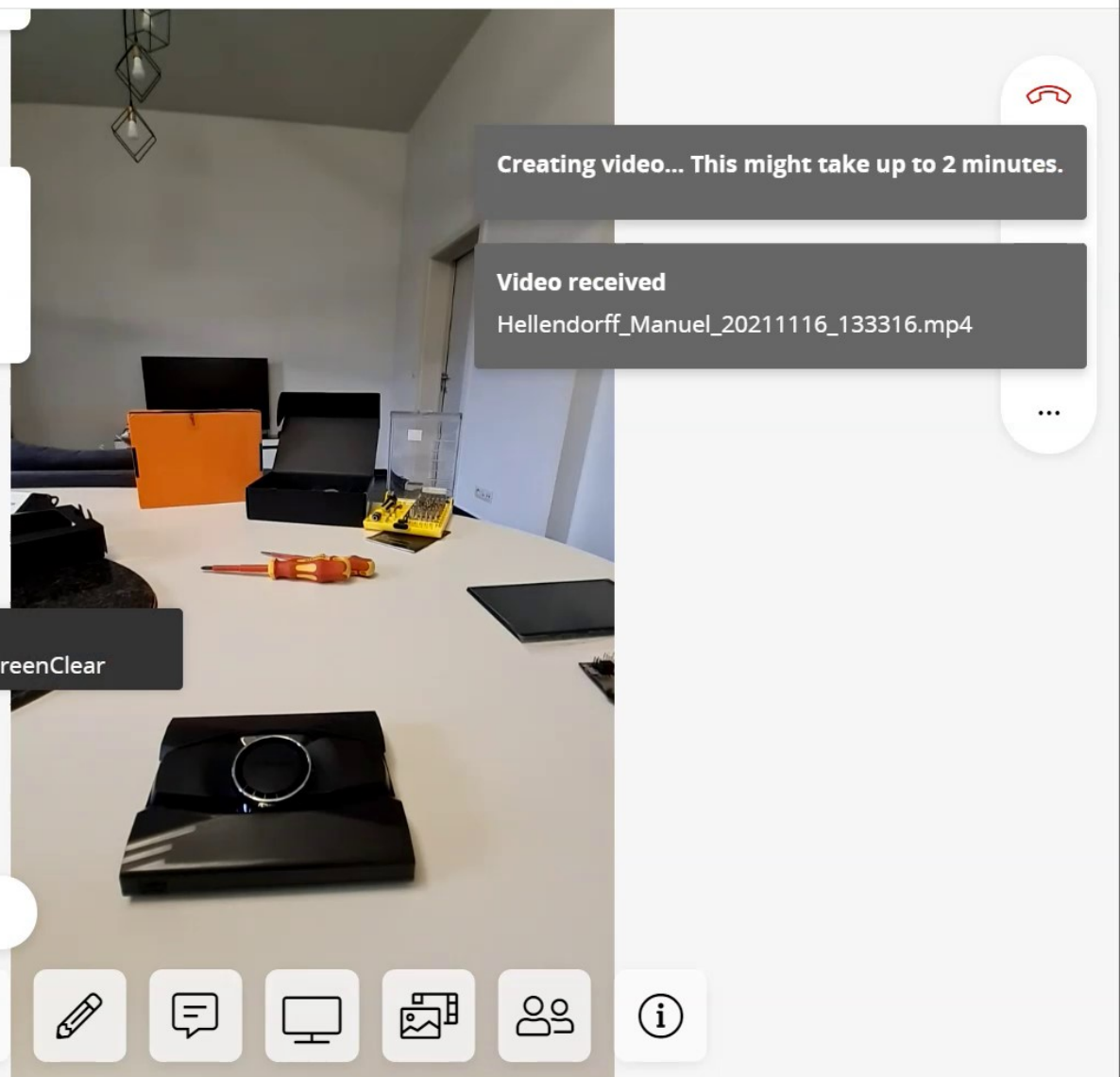
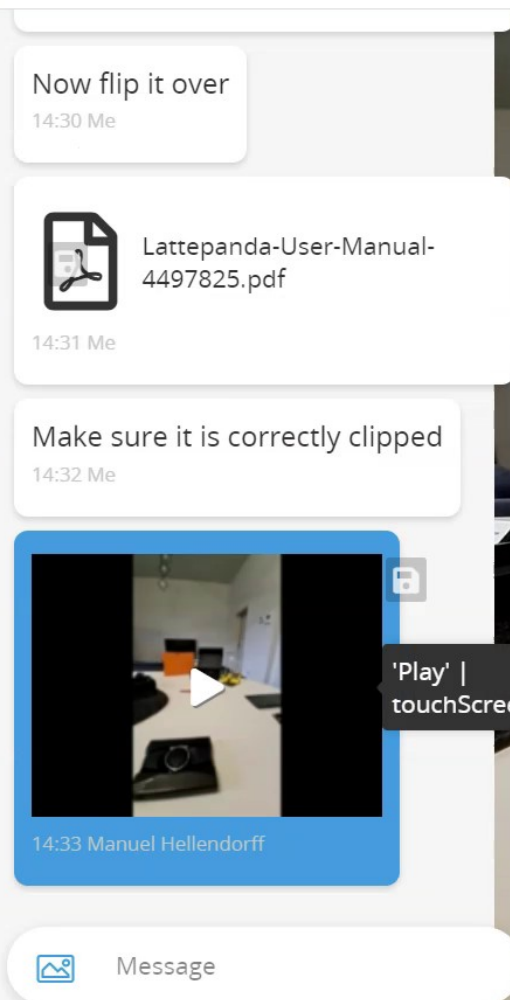
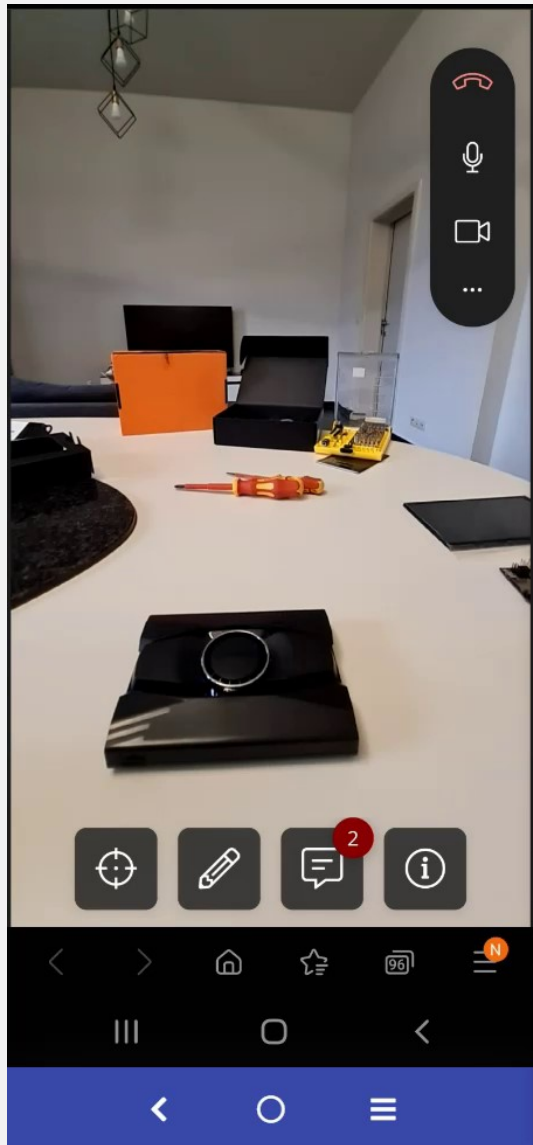
10. Record Call (3)



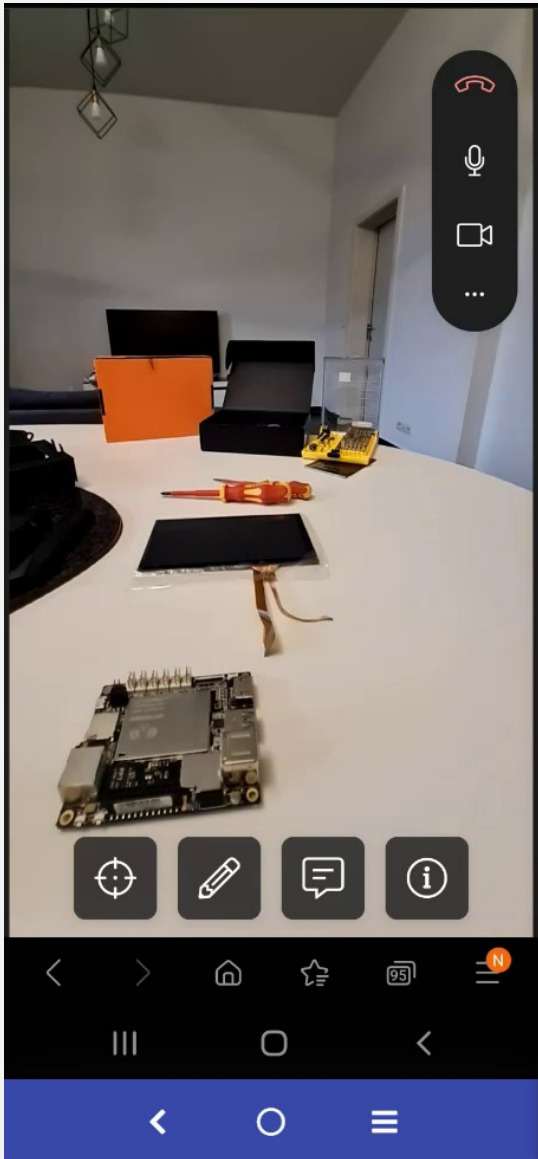
11. Save Recording (1)



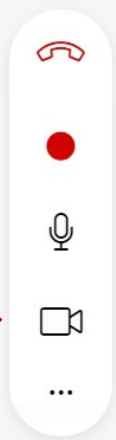
11. Save Recording (2)



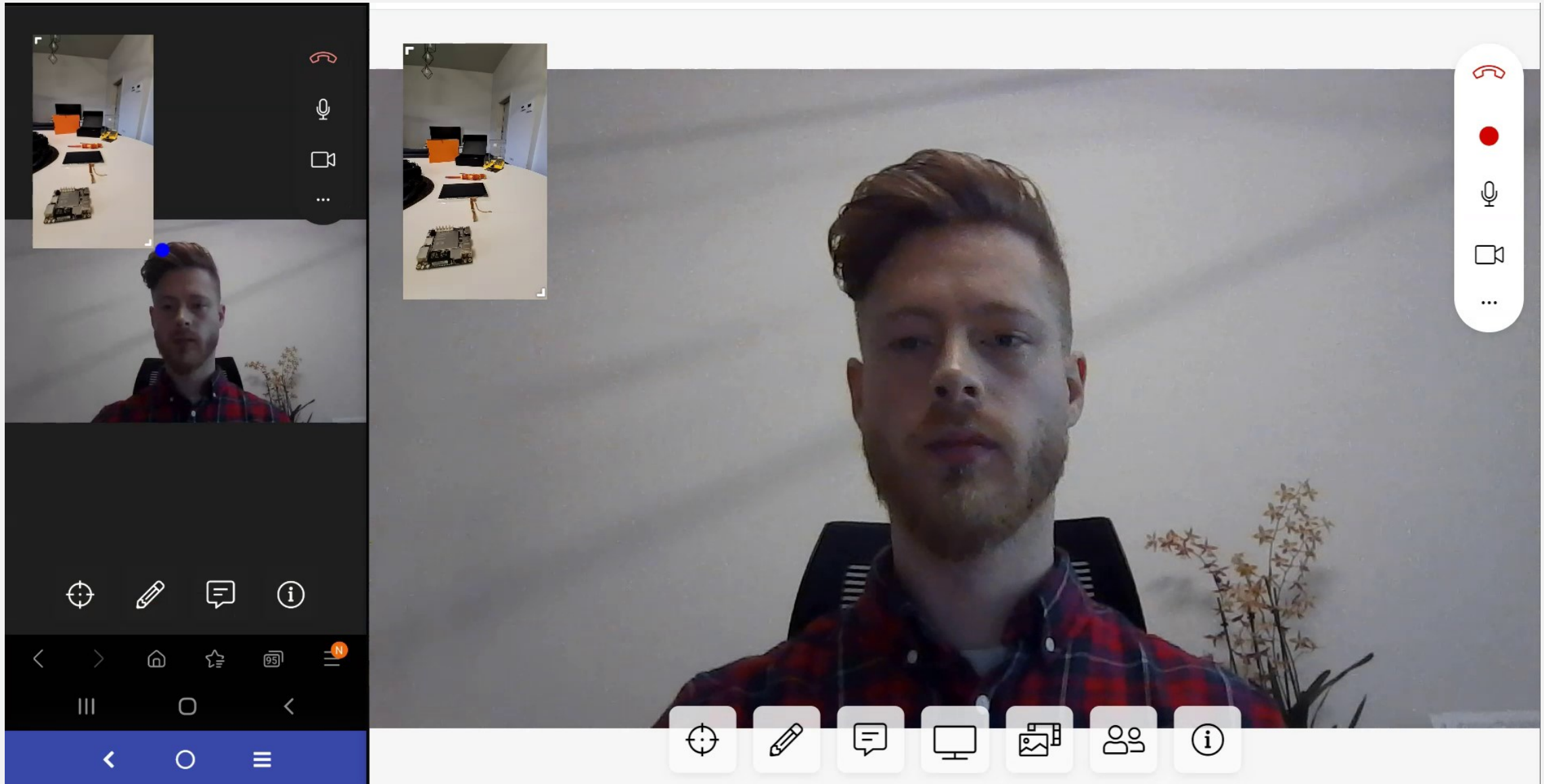
12. Dis/Activate Camera (1)



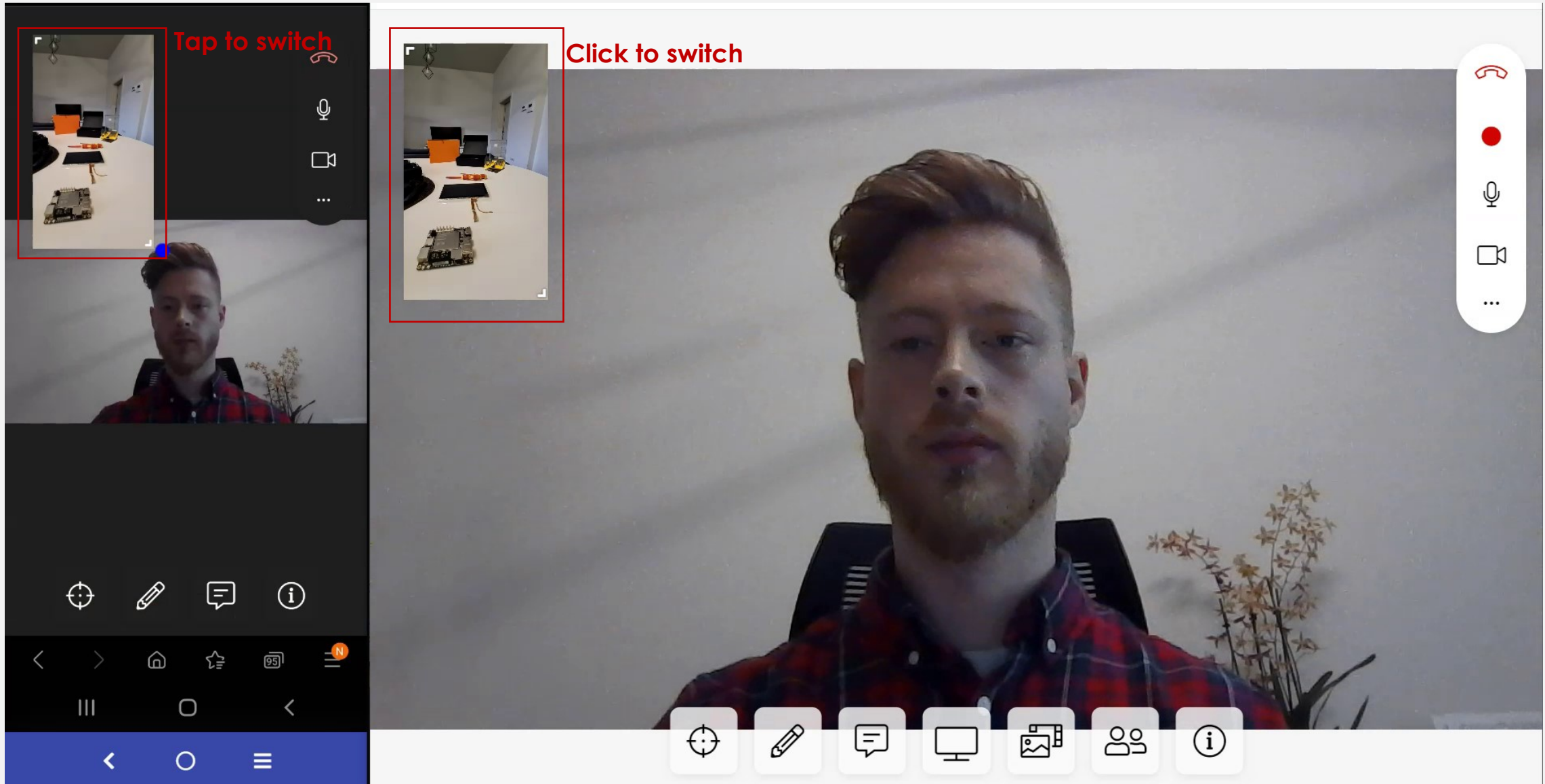
Activate Camera →



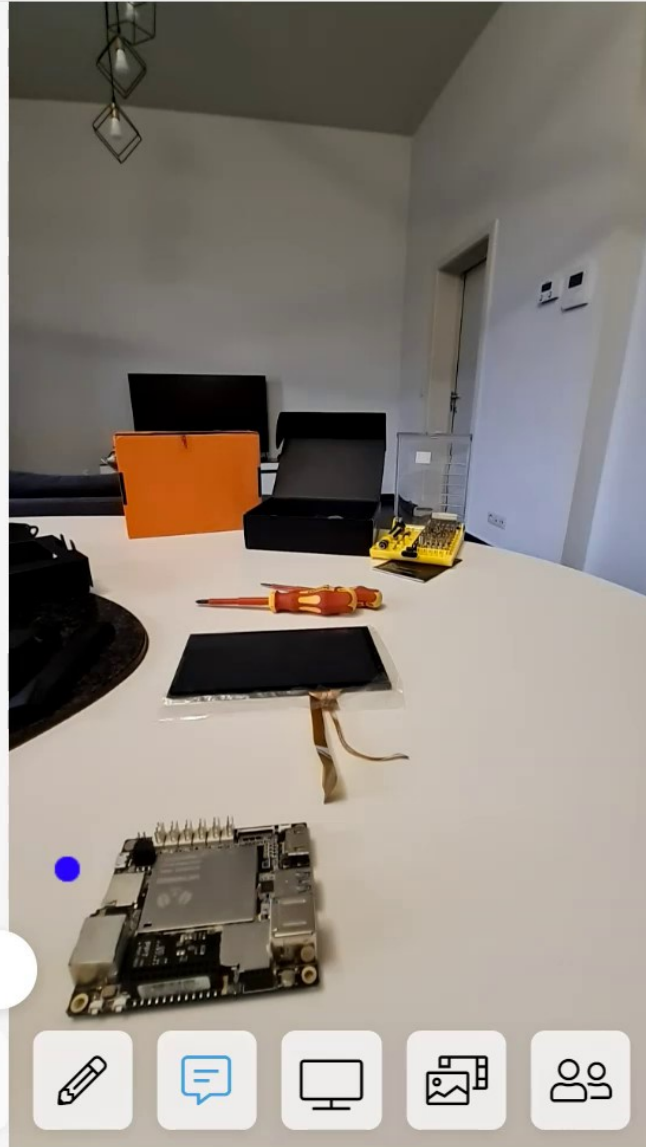
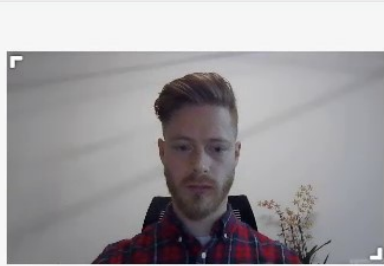
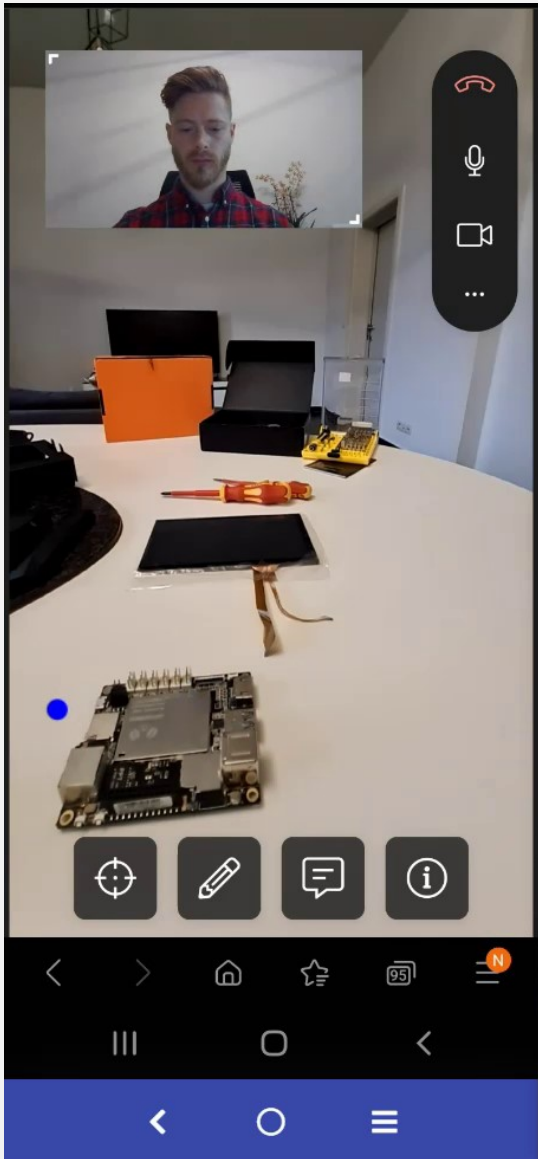
12. Dis/Activate Camera (2)



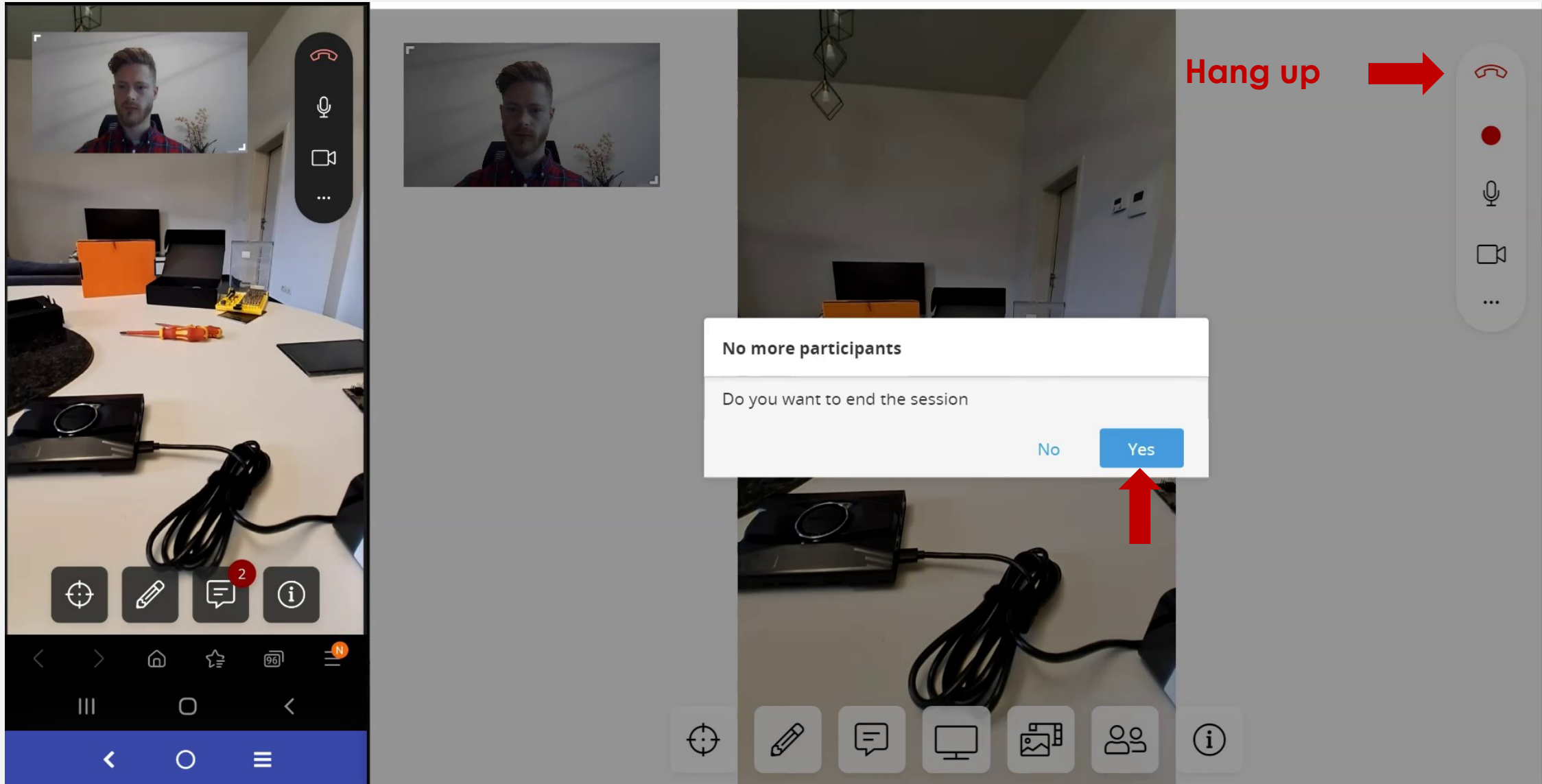
13. Switch main camera stream (1)



13. Switch main camera stream (2)



14. Finish call



15. Reconnect to call

The screenshot displays a mobile application interface. On the left, a dark sidebar contains a vertical stack of icons: a red telephone handset, a microphone, a video camera, and a three-dot menu. Below these is a dark grey dialog box with the text "No more participants" and "Do you want to end the call?". At the bottom of the sidebar are icons for zoom, drawing, chat, and info, followed by a navigation bar with back, home, and search icons, and a bottom-most bar with back, home, and menu icons.

The main content area is a light grey screen with a search bar at the top containing the placeholder text "Find someone or enter phone or e-mail". Below the search bar is a blue button labeled "Reconnect to call", which is highlighted with a red rectangular border. At the bottom of the main area, the text "Powered by SupportSquare NV." is visible.

At the bottom of the entire screen is a dark blue footer bar. On the left is the "passerelle" logo. To the right are five icons with labels: a telephone handset labeled "Call", a grid of squares labeled "Scan", two people labeled "Contacts", a photo gallery labeled "Media", and a three-dot menu labeled "More".

Admin zone

Accessible by adding /admin at the end of the portal URL.

Typically:

<https://company.passerelle.supportsquare.io/coach/admin/>



Visit us!

<https://coach.supportsquare.io/>