Release Notes – XMReality Remote Guidance Q1 2021

New and Updated Features

Web Guide Station

A new web-based guide station application is introduced in this release. The web guide station complements the existing Windows application and provides a lightweight and zero install remote guidance solution.

This initial release of the Web Guide Station has a feature set focused on helpdesk-oriented use-cases:

- Generate and send out call links.
- Receive incoming calls.
- Invite additional web users into a group call.
- Standard in-call guidance features – point, draw, hands-overlay, share screen, etc.
- Uses XMReality PointPad for hands overlay.

Additional features supporting more use-cases will be introduced during the remainder of 2021.

The web guide station is available in the Enterprise tier only and can be found at guidestation.xmreality.com. No additional licensing is needed, you log in with your usual XMReality log-in credentials. Please note that federated log-in to the Web Guide Station is not supported in this release.

Statistics in Admin Portal

The statistics section in the Enterprise tier admin portal is updated with additional selection capabilities. In addition to selecting a date range you can now also filter statistics on:

- One or more selected users, or
- One or more teams, or
- License model (named or seat), and if seat also what seat pool.

In addition, the date selector now allows timespans longer than 60 days. If a longer date range is selected the graphs are automatically adjusted to show traffic per week or month.

QR Login Code in App

The XMReality app on smart glasses have the ability to log in by scanning a QR code. Previously this code was available in the admin portal only. As of this release log-in QR-codes can also be generated in the Android and iOS apps.

Remote Control

In this release the remote-control for smart glasses is expanded to also include controlling the flashlight. The intended use case is to remotely control the flashlight on the smart glasses when it is sharing video.

- Compatible smart glass devices will announce their ability to be remotely controlled when sharing their camera.
- The other participants in the call will automatically get a flashlight on/off button when this is available and applicable.
- The ability to control compatible devices are available on all platforms, i.e. Windows, iOS, Android and web clients.

Rate Call Quality

In order to help us improve the quality of the remote guidance experience we will start collecting data on user perceived quality after a call is ended. A new post-call screen is added to the apps (Android, iOS and Windows) enabling the user to give a 1-to-5-star rating of the call.

Known Limitations

Compatibility with old app versions

Using the new Q1-2021 features requires that you update your clients to the new versions as per the table below.

Web Guide Station

The Web Guide Station is designed targeting W3C standards for browsers. We aim to have the application work on major browsers on the common operating systems, but support is currently limited to Chrome, Microsoft Edge and Safari on desktop operating systems. Other platforms might still work but with limitations in functionality.

In addition, the following limitations are also known in this release of the Web Guide Station:

- Exposure control for hands-overlay not working properly on OSX (Safari and Chrome).
- Users with seat licenses that are logged out by the system (I.e., timed out or logged out by an administrator) needs to reload the browser tab before logging in again. Failing to do so may impact the ability to receive incoming calls.
- Federated login is not supported in this release

Version information

The XMReality Remote Guidance Q1 2021 release consists of the following versions

Platform	Version
Windows	6.7.0-3
iOS	6.9.2, Build 153
Android – Mobile phones & tablets	6.9.3-8, Build 314
Android - Smart Glasses: Vuzix & Realware	6.9.3-8, Build 314
Android - Smart Glasses: Iristick & Zebra	6.9.3-9, Build 315

All software is available via our support web at: https://support.xmreality.com/docs/downloading-apps

iOS and Android versions are also available from Apples App Store and Google Play respectively.