



RELEASE NOTES

Onsight Connect for iOS
Software Version 7.1.4

July 2016

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Name of Librestream Software OnSight Connect

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Overview

This document includes the OnSight Connect for iOS software release notes for Major Revision number 7 including a description of new features, resolved issues and a list of Known Issues.

All releases of OnSight Connect software have been validated with their concurrent release of OnSight software products and are compatible with the previous revision of all OnSight products.

The OnSight operations-driven video collaboration system provides interactive video, audio, images and telestration to immediately connect remote teams, suppliers and customers. Using OnSight Connect, teams can collaborate fully across distant locations to quickly solve problems, monitor projects and improve overall communication.

Software Installation

To install the OnSight Connect for iOS software, go to the [App Store](#). The OnSight Connect App is available for download at no charge. A valid OnSight user license is required to login and operate the application.

Required Equipment

OnSight Connect for iOS version v8.0 or higher:

iPod

iPod 5th and 6th generation

iPad

iPad Air, iPad 2, 3, and 4, iPad mini 2, 3, and 4

iPhone

iPhone 4S, 5, 5c, 5s, 5se

iPhone 6, 6 Plus, 6s and 6s Plus

Software Release Notes for OnSight Connect Version 7.1.4

Changes and Improvements since Previous Version

- Individual Privacy settings control for local images and/or recordings.
- WebEx Collaboration Meeting Room (CMR) support.
- OnSight Connect for iOS now supports TLS v1.2.
 - Note: TLS 1.0 and TLS 1.1 are deprecated but are still supported.
- OpenSSL 1.0.1q support.
- gSOAP v2.8.27 support.
- Various minor user interface fixes and improvements.
- Fixed Ref #10615: If a Cell Phone or FaceTime call begins before an OnSight call is initiated, OnSight will now take over the Audio system when the Cell Phone or FaceTime call ends.

Software Release Notes for OnSight Connect Version 7.0.21

Changes and Improvements since Previous Version

- Various minor user interface fixes and improvements.
- Fixed Ref #11548: Bandwidth Control Client Policy is now correctly applied before a call.

Software Release Notes for OnSight Connect Version 7.0.14

New Features

iOS 9 Support

OnSight Connect is compatible with iOS 9.

HD Video Support

OnSight Connect can now stream HD resolutions including 1080p and 720p between iOS devices. The video source can be either the built-in mobile phone camera (iOS) or an attached OnSight Collaboration Hub (iOS only). Two new default HD media profiles are included: 720p@10fps, 1.5 Mbps and 1080p@10fps, 2 Mbps. Custom HD media profiles can also be created.

Note: HD video calls through TeamLink are limited to 2.5Mbps.

64-bit Compatibility

OnSight Connect for iOS now includes 64-bit application support.

User Mode

As part of the OnSight Enhanced Management Service subscription, OnSight Connect administrators can choose the type of user interface that best fits different groups of users. Depending on the mode chosen, a user will see either the Expert mode or Field mode after they log into OnSight Connect from their smartphone or iOS tablet.

- Expert mode allows users to access all the features of OnSight Connect. This view is the only option for Windows-based devices and is recommended for all subject matter experts or power users to allow them to remotely control camera functions, access files, settings, and other advanced features.
- Field mode provides a very simplified user interface with limited features to reduce training and knowledge requirements, typically for the field worker or customer. While in Field mode, the user can make and receive calls, telestrate, and access system health. All other capabilities such as media configurations, camera zoom, image capture, etc. would be controlled by the remote expert as described above.

Changes and Improvements since Previous Version

- Support for MPEG-4 video decoding has been removed. Therefore, OnSight Connect for iOS will no longer accept video streams from 2000/1000 OnSight Cameras. Audio only calls between iOS and 2000/1000 OnSight Cameras are supported.
- HD calls through TeamLink are limited to 2.5Mbps.
- Various minor user interface fixes and improvements.

Known Issues

<p>V6.7: “Video decoder not found Please update your device to iOS8.x to decode incoming video properly”. 64-bit devices running iOS7 do not have a video decoder installed and therefore are unable to decode incoming video. Solution is to upgrade to iOS v8.X.</p> <p>#10775</p>
<p>V6.7: Users may experience video packet loss when a Cell phone call is in progress during an Onsight Session over a cellular data connection. Work around is to switch to a smaller bandwidth media configuration. Ref #10395</p>
<p>V6.7: Call Continuity notifications are not enabled on iOS 8 devices, Onsight calls that are interrupted by incoming Cell or Facetime calls will be put into the background and remain active. Ref #10393</p>
<p>iOS 8 or higher: Shared image is occasionally black in Viewer. Workaround - draw on the screen to force a refresh. Ref #9755</p>
<p>Proxy using NTLM authentication will cause Onsight Connect to lose communication with Onsight web services. Work arounds include restarting the app or using Digest Authentication for the Proxy. Ref #8241</p>
<p>GPS Altitude is incorrectly displayed as 0 meters when included in images. Ref #8619.</p>
<p>iOS 7 may terminate Onsight Connect when it is in the background on iPhone 4/4S (may also occur on iPod Touch 5th generation and iPad2 and iPad mini). This will cause the app to relaunch when the user may have thought the app was already running. Ref #8381 and #8387.</p>
<p>GPS Location and and date overlay not visible using the default position on the video window. Double tap the screen to fit the video and bring the GPS, date and time into view. Ref #7811.</p>
<p>Image properties will be lost if a resized image is sent in an Email. iOS strips the EXIF tags from images that are resized. To avoid losing information associated with the images taken within Onsight Connect, send images as ‘Actual Size’. This will preserve the image properties and embedded telestration. Ref#7840</p>
<p>Recordings started during a Session are not automatically stopped when the session ends. The user must return to the Collaboration Window to stop the recording. Ref#6845</p>
<p>Taking a snapshot while the video is paused will capture an image from the live video stream and not the paused image. Ref#7277</p>
<p>Cellular data is turned off by default. To make calls over a cellular connection go to Settings\Calls – Enable cellular data for calls: Cellular Data – ON. Ref#7238</p>
<p>iPad cannot share two consecutive recordings to Cisco (Tandberg) E20. Ref#7199</p>

For More Information

If you need Release Notes for an earlier version, please contact Librestream at support@librestream.com.