



# RELEASE NOTES

Onsight Connect for iOS  
Software Version 9.0.14

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**Onsight Connect for iOS Release Notes**

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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**

Onsight Connect for iOS requires Apple devices running iOS version v9.0 or higher.

## Software Release Notes for Version 9.0.14

### Improvements

#### Onsight Call Connectivity

Call connectivity improvements include sip registration, network interface status detection, firewall detect testing, audio quality.

#### Force Media Relay

An increasing number of networks are blocking *peer to peer* traffic including Onsight media. To mitigate this development, we are introducing a new setting called **Force Media Relay**. This option allows you to always routes Onsight Media (voice, video, and data) through the Librestream Media Servers. New Customers will default to **Force Media Relay – enabled**. Existing Customers settings will be set to **Force Media Relay – disabled** (This allows *peer to peer* traffic between clients on the same network); OPM Admins can control **Force Media Relay** via Client Policy.

### Changes and Improvements since Previous Version

- Fixed #15562: SIP Re-registration takes too long after Cellular network interface re-establishes connection.
- Fixed #15609: HTTP is no longer provided as a TeamLink connection method on Onsight Clients. OPM and TeamLink servers will still support HTTP for backwards compatibility.
- Fixed #15557: SIP Registration fails after cellular network interface status change.
- General bug and user interface fixes and improvements.

## Software Release Notes for Version 9.0.10

### New Features

#### Onsight Workspace

Onsight Workspace service for users to securely share Onsight Connect images, recordings, and external content such as PDF files with team members.

#### Telestration Tools Improved

New telestration tools added including, Undo, Erase, Freehand, Square, Line, Arrow, Circle and Text Box.

#### Push Notifications

Push Notifications are now used to notify the app of incoming calls while the application is in the background.

#### Touch Tone Keypad

Onsight Connect endpoints can now participate in conference bridge calls that require you to enter a Conference ID. The TOUCH TONE KEYPAD provides DTMF tones allowing you to enter the code and join the conference bridge. The keypad is accessible on the Video Settings - Connection Status panel during a call.

### Changes and Improvements since Previous Version

- Fixed #15240: Locale Independent Language support expanded (including Thai), fixes Onsight failure to launch.
- Fixed #11636: Added Touch Tone Keypad for Conference calls that require a PIN.
- General bug and user interface fixes and improvements.

## Software Release Notes for Version 8.2.4

### New Features

#### Dimensioning

OnSight Connect for iOS, when connected to a 5000HD, can enable dimensioning data during a call. When Dimensioning data is enabled the data can be viewed in live video, still images and recordings. The OnSight 5000HD must be running a minimum of v8.2.

The OnSight 5000HD provides laser-based dimensioning of assets with three measurement display options including a grid, axis or ruler tool.

### Changes and Improvements since Previous Version

- Fixed #14809: Delay in SIP Registration on initial application start-up.
- Fixed #14336: Call initiated from Search results will now call the correct contact.
- Fixed #13738: Added single press of Image Capture button to take a snapshot of a recording, long press to change the thumbnail picture for the recording.
- Fixed #13499: Single press to share and play recording.
- Fixed #8680: Display alphabetical search order of contacts.
- General bug and user interface fixes and improvements.

## Software Release Notes for Version 8.1.13

### New Features

#### Single Sign-On (SAML v2.0) Support

OnSight Connect for iOS now supports SSO SAML v2.0.

#### Client Policy

Expanded support for control of all endpoint settings through Client Policy including Bandwidth related settings such as Media Configuration, Audio Efficiency, and Audio Codecs.

#### Client Permissions

Expanded control of user permissions for all endpoint settings through Client Permissions. Permissions are now managed as part of group membership; the 'Client Endpoint Administrator' setting has been deprecated.

#### OnSight Platform Manager – On-Premises Support

OnSight client support for OPM-On-Premises installations. Clients are managed by enterprise hosted OPM-On-Premises servers.

#### Remember Me – Auto-login

OnSight Connect users can now select the option of saving their login credentials and enabling auto-login by selecting **Remember Me** on the login screen.

#### Multiple File select for Email

OnSight Connect for iOS now allows multiple files to be selected as attachments on emails.

### Changes and Improvements since Previous Version

- Enhancement Request #13199: Client Policy value added for Viewfinder Fit/Fill option when streaming video.
- Fixed 13309: SIP DNS failure prevents SIP registration over TeamLink.
- Fixed 13313: Audio clipping over BGAN satellite connections.

- Fixed 13564: Low Bandwidth Audio Efficiency causing audio distortion.
- Various bug fixes and improvements.

## 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

When manually installing a certificate, it is no longer automatically trusted for SSL/TLS. You must explicitly turn on "full trust" for the certificate. #14052  Apple Ref: <a href="https://support.apple.com/en-us/HT204477">https://support.apple.com/en-us/HT204477</a>
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.  #10775
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
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
iOS 8 or higher: Shared image is occasionally black in Viewer. Workaround - draw on the screen to force a refresh. Ref #9755
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
GPS Altitude is incorrectly displayed as 0 meters when included in images. Ref #8619.
iOS 7 may terminate Onsight Connect when it is in the background on iPhone 4/4S (may also occur on iPod Touch 5 <sup>th</sup> 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.
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.
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
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
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
iPad cannot share two consecutive recordings to Cisco (Tandberg) E20. Ref#7199

## For More Information

If you need Release Notes for an earlier version, please contact Librestream at [support@librestream.com](mailto:support@librestream.com).