

Release Note

Reach Thunderboard v325, January 2024

The version of the Reach mobile and web applications that are released as demonstrations in January of 2024 have a number of known limitations. You will notice these when you use the web interface via the mobile application relay.

Chrome is the most tested usage pattern.

- Users are advised to use Chrome to access the web portal.

Attempts to reconnect to a customer support session can result in non-functional video and screen sharing.

- Users should stop and restart the mobile app in between each support session.
- Users should end a support session and refresh their browser if they lose connection to the device.

There are some differences between the iOS and Android apps.

- The Android app has screen drawing, the iOS app currently does not.
- Reconnecting to a session on the iOS app leads to camera and screen sharing automatically restarting if they were previously shared in that session.
- A support session on iOS will go into a disconnected state within a matter of seconds when the app becomes minimized.
- The behavior of the Android app can be better or worse depending on the version of Android that is in use.
 - Accepting a request from the web agent to share your screen after having already shared your screen once in the session can crash the app
 - Canceling out of the "start casting with cygnus reach" pop-up that fires when you first go to share your screen will disable screen sharing for that session

Some features are not fully implemented yet.

- Image and Video capture buttons in Camera Share on the web portal are currently non-functional.
- Session notes and session resources are incomplete, in part because they expect to have a well defined product, customer and serial number. These are not necessary in the demo app.