**VidyoMobile iOS**

Project in JIRA – <https://jira.vidyo.com/issues/?jql=project%20%3D%20VMIOS>

VidyoMobile iOS Known Issues **-** <https://jira.vidyo.com/issues/?filter=15428#>

VidyoMobile iOS Change Log - [TBD](https://confluence.vidyo.com/display/hpd/VidyoWeb) – our platform was Crashlytics

Current GA – 2.2.4.00153

Previous GA – 2.2.3.00151

Vidyo Product Support Policy  - VidyoMobile iOS –

- Devices:

iPhones, iPads, iPods

Each model will be supported for 2 years starting from their official launch date.

- iOS version support:

Latest OS version and its previous minor version

The tip of the previous major version

Example: when iOS 8.2 is the latest, the supported OS versions will be 8.2, 8.1 and 7.1 (assuming there is no 7.2)

**VidyoMobile iOS Known Issues (Full Jira list) -**<https://jira.vidyo.com/issues/?filter=15428>

**In High Level -**

* Multiple crash issues
* [In Call - While app is in the background - admin local privacy is not implemented](https://jira.vidyo.com/browse/VMIOS-2189)
* [Privacy issue - Join call - User is seen and heard - In-call view is not seen](https://jira.vidyo.com/browse/VMIOS-3025)
* [Video orientation is not always correct](https://jira.vidyo.com/browse/VMIOS-2967)
* [Bluetooth device is not picked up if connected during a call](https://jira.vidyo.com/browse/VMIOS-2261)
* Direct call to iOS 10/10.0.2 user who has screen locked fails

**Installation and logs location –**

**Install location –**

GA Builds

GA builds are uploaded to AppStore.

GA Candidate builds

GA candidate builds are uploaded to TestFlight and should be executed only via TestFlight in order to simulate real upgrade scenarios like Apple AppStore.

Account should be configured to be a user of the VMiOS app (this is done by the developers).

In-Between Builds

In-between builds are uploaded daily-weekly by the developers to a chosen platform.

**Logs Location –**

* In order to get the logs user has to go to the app settings -> support and send the logs via email.
* Another option –

1. Connect the device to iTunes.
2. Choose the device.
3. Click on the VMiOS app.
4. Scroll down -> A "Logs" folder should be seen.
5. Click "Save to…".