



Digital Accelerator

XpertEye Release Note – V8.0

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XpertEye Release Notes V8.0

Release date: November 16th, 2023

The XpertEye V8.0 update provides improvements and bug fixes.

Improvements

1. Rebranding

XE aR+, XE aR



XE aR



XE aR+



XE Schedule



XE Proceed

Our XpertEye Suite has been rebranded. XE Lite becomes XE aR while XE Advanced and XE Essential are consolidated into XE aR+.

The functionalities of the apps remain the same. XpertEye continues to provide you with the same level of quality and efficiency as before.

With XE aR+ you have now more flexibility to adapt to various situations, using a smartphone or smart glasses, and add third-party devices.

Important: The voice command on the smart glasses remains Remote Assistance.

2. Share your video in one click

XE aR+, XE aR

You can now quickly share your camera feed during a call by clicking on the enable camera button. You can also choose a video stream as the mainstream just by clicking on it. No confirmation is needed anymore.

During a call, it is also possible to enable or disable the camera of other participants. When you want to activate a participant's camera, the person needs to confirm.

This feature allows a quick prioritization of a video stream or content.

Note: When XE aR+ participants join a call or conference, their video stream will automatically be set as the mainstream.

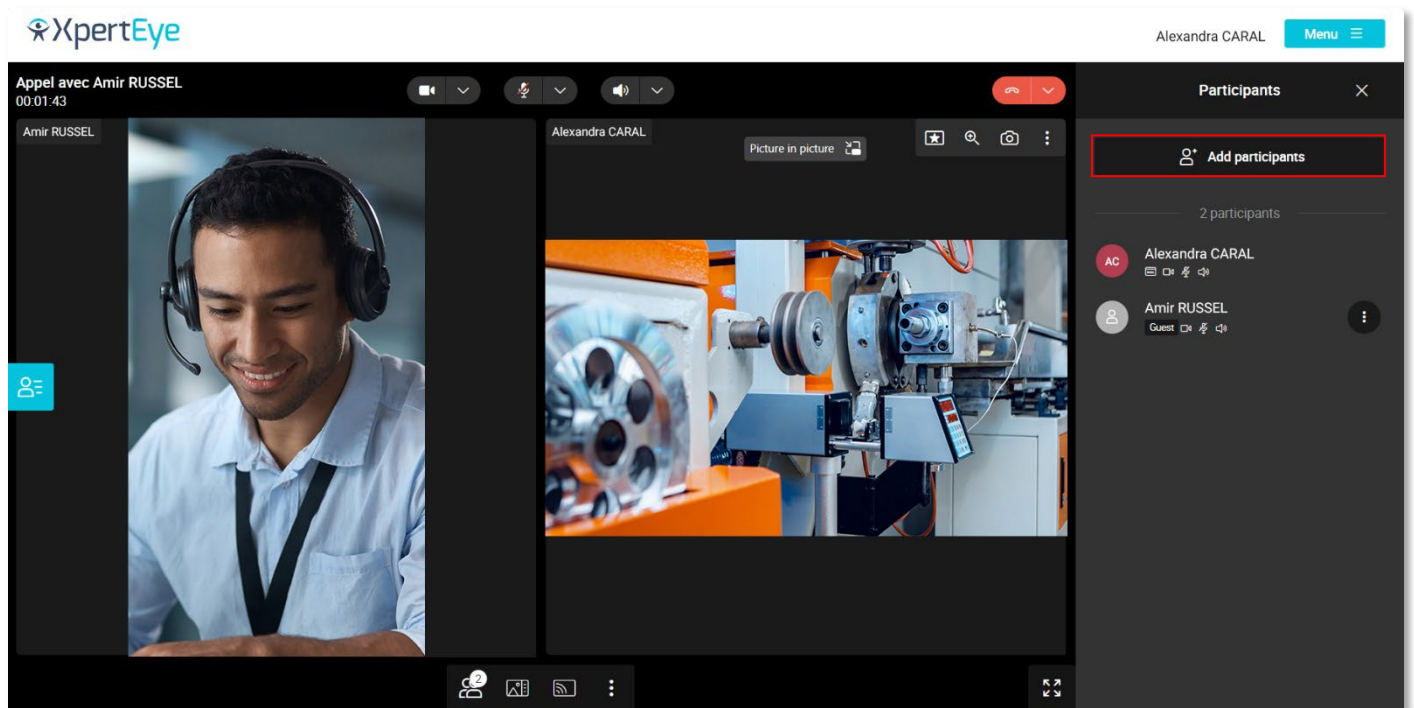
3. Add participants to calls

XE aR+, XE aR

Thanks to the new **Add Participants** button you can now start a One-to-One call and add new participants when needed. Once you've added participants, the call automatically becomes a conference call while keeping chat and board information.

This new functionality enhances the versatility of your calls by enabling you to effortlessly transition from a one-on-one discussion to a multi-participant conference call without the necessity of establishing a distinct conference session.

Nevertheless, there are distinctions between a one-to-one call and a conference call. In a one-to-one call, the conversation concludes when one of the participants disconnects, whereas in a conference call, the call persists until the final participant exits the call.



4. Call center invitation

XE aR+, XE aR

The Call Center mode has been improved to ease its use and provide a more efficient and more secure way to manage call center operations.

This update brings several advantages:

- A call center agent can add other participants to the call at any time.
- The simplified invitation process now allows the call center agent to send the invitation by email in addition to SMS.
- The link received is a one-time access token. This token allows direct access to the call, without having to enter a nickname or wait in a virtual waiting room.

5. Optimized board

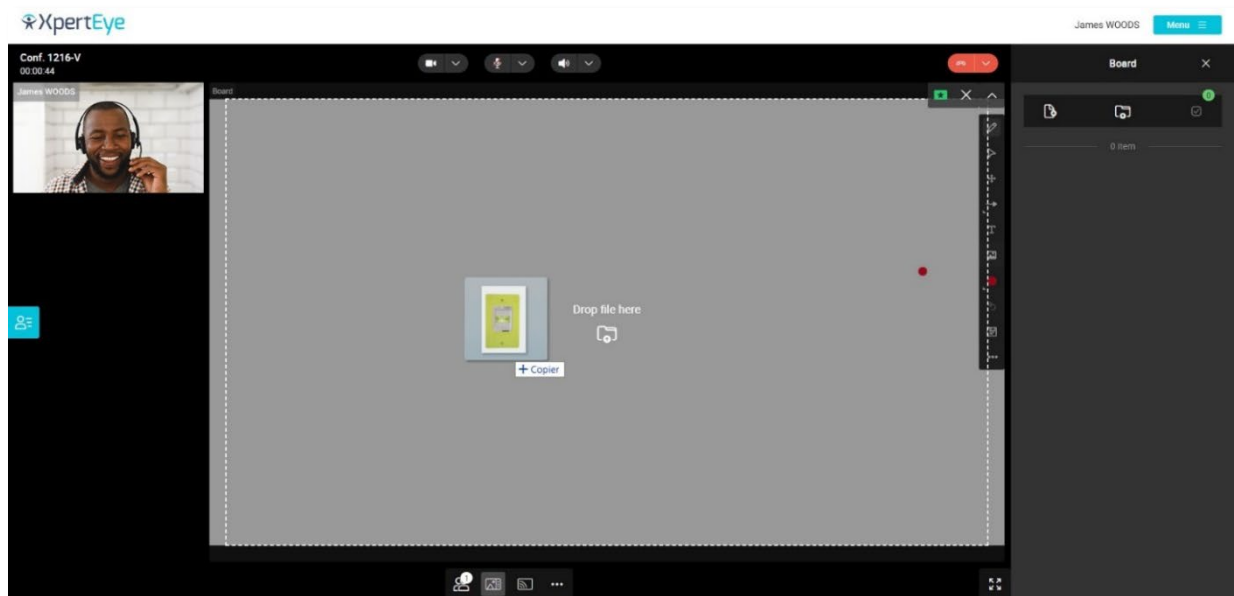
XE aR+, XE aR

The board has been improved. It evolves to give you a smoother, more complete, and ergonomic experience.

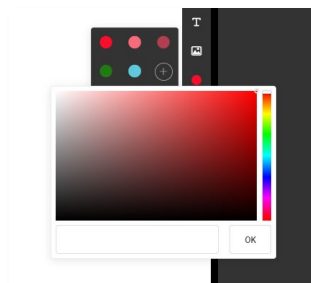
From now on, the board will be seamlessly incorporated into the video call experience. You can effortlessly switch between the whiteboard and any video stream within the call with just one click. Additionally, you have the option to decide whether the whiteboard is displayed as part of the screen mosaic, maximized, or minimized.

New functions are available such as:

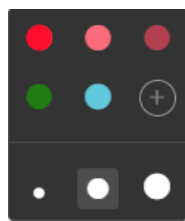
- **Drag and drop:** you can now drag and drop a picture or file directly on the board or on the timeline.



- **Colors:** additional colors are now available to draw on the board.



- **Thickness:** you have now three different options for the thickness of your drawings on the board.



- **Shapes:** you can now draw rectangles, ellipses, and arrows.



- **Pointer:** the pointer in the board is the same as the pointer in the video stream.

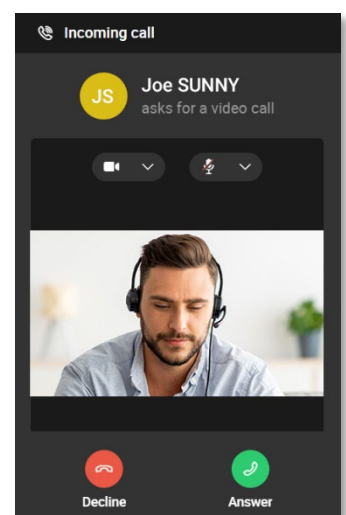
6. Improved start of call interface

XE aR+, XE aR

Before the call begins, you can now choose to enable or disable your camera (phone or any other connected devices) and microphone in a pop-up window.

Once you enter the call, your video is automatically shared. You don't need to manually activate it afterwards.

This feature simplifies the video-sharing process, making it more user-friendly.

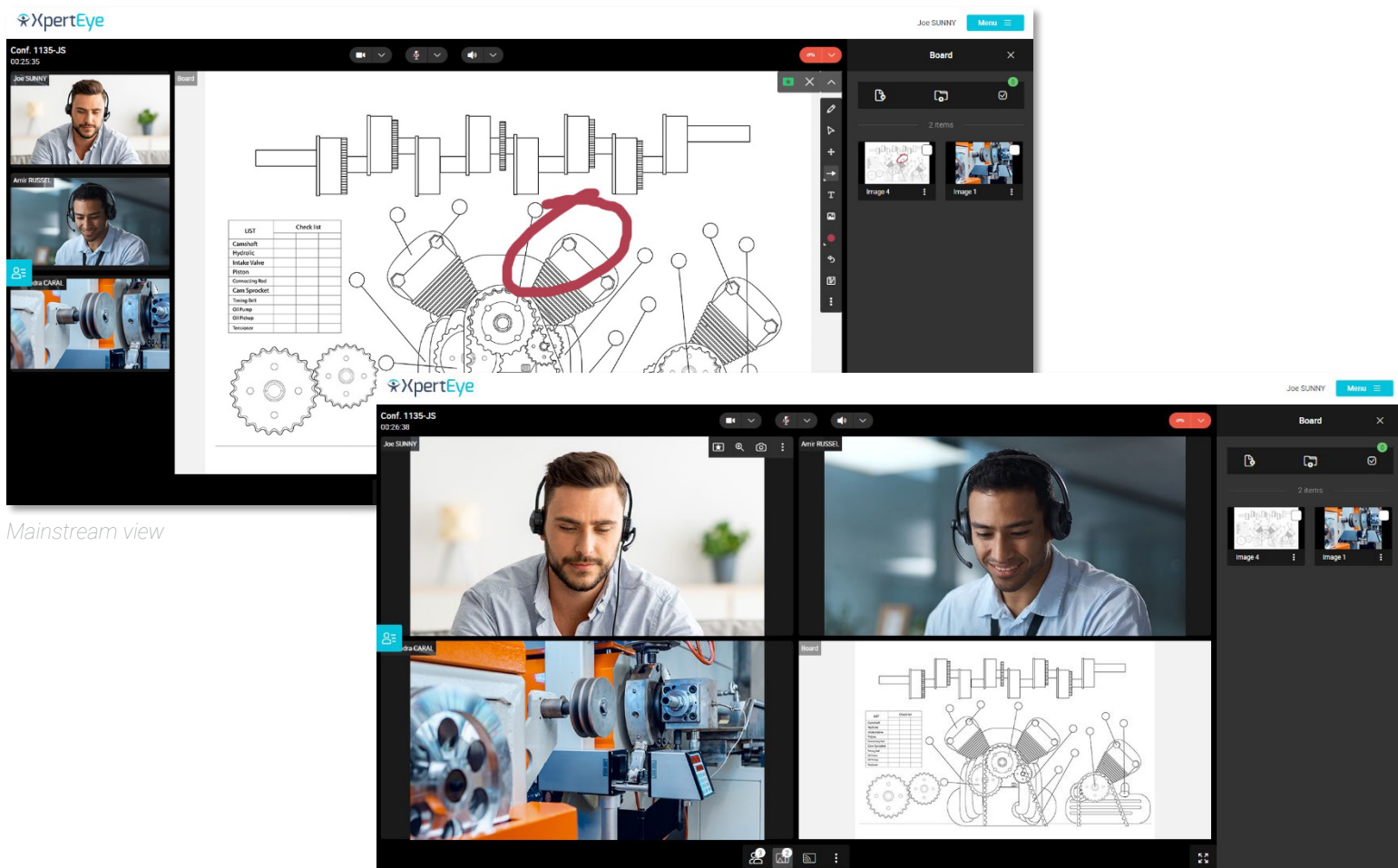


7. Secondary streams' resolution

XE aR+, XE aR

When a video stream is displayed as the main video during a conference call, its resolution will be higher than the one of the other, secondary streams (320x180, 15 fps). The reduced resolution of these secondary streams prevents excessive CPU, memory usage, and overheating.

When there is no main video selected, each video stream is displayed in a mosaic view and will have the same high resolution (640x360, 30 fps).



Mainstream view

Mozaic view