

# Leyline

# HELLO,

↳ This is our quarterly newsletter for our dear customers, esteemed partners, and all sympathizers.

Read our newsletter and learn more about what was happening in Leyline development and events.

Here's what happened since our last newsletter.



## Q1-Q2 HIGHLIGHTS:

↳ You might have noticed that we missed our Q1 newsletter, we had some big ups and downs this year, and, as usual, a lot of work, a few endeavors which turned out to be wild goose chases, but we have also managed to do some interesting stuff.

First and foremost, on our accessibility effort: we have started installing our first real-life **portals** this year, the devices look great, tactile sensations are awesome, no jams, no slack on the buttons, no misfires, no missed presses. We've come a long way. About 100 locations are already equipped with these devices, hoping for more soon.

We visited the SightCity expo in Frankfurt for the 2<sup>nd</sup> time. This year was even better than the last, we showed a real device (and not a prototype as last time), with the kinks ironed out, feedback processed, and improvements made. We have had dozens, if not hundreds of demonstrations, mostly positive feedback, and, most importantly, some food for thought for us to make the journey even better. See you next year, we hope we'll be able to bring some more interesting updates next year.

We have travelled to Poland and Austria with demos this year, again, a lot of very positive feedback.

We've had a couple of "exhibition" cases. These are the cases where venues just rent out our system and/or hardware for a few days to help them regulate customer flows. This year we've helped to regulate customer flows for Jamp during **Tele2 Ledus Zeme - Brīnumzeme** and Latvian JUDO Federation during the "**European Judo Championships Veterans Riga 2025**" event.

In Q1 we have launched our first Service Center with access control capabilities: users get a QR code on a ticket, the QR is then activated by staff, which then allows to access specific zones of the venue.

We have also started field-testing our completely revamped **BEAM** software (our signage mini-pc). Better performance, hopefully better stability and longevity of storage media, better security, and, of course, new features, for example: we finally can turn professional signage panels (and even most of "consumer"-grade TVs) on and off automatically on workday start/end. We have spent a TON of time to make the video performance better, fighting frameskips aint easy, but the result is great, a lot better performance with a lot less heating.

## MORE DETAILS

↳ **A11y**

1. Kiosk booking improvements
2. Added separate audio for each service point for navigation



### Signage

1. We have sent out a completely new version of our BEAM software
  - a. Better performance
  - b. Better security
  - c. Better stability and longevity
  - d. Auto signage panels on/off based on service center work schedule
2. Better WebOS and MagicInfo (tizen) support
3. Signage image and video upload and conversion enhancements
4. Signage now has preview option



### Operators

1. Booking calendar improvements
2. Operator desks UI/UX improvements
3. Operators now have an option to see their today's stats at a glance
4. Group use-case: reprinting of tickets is now supported
5. We have added support for "tags" in tickets, you can now tag the ticket either during service, or on ticket completion, this information is available both in ticket report and in action log for more detailed analysis



### Managers & analysts

1. Manager desk: added filter to dashboard
2. Services "paused" by manager are now re-enabled at the beginning of next day
3. Advanced reporting improvements: event order in logs is a bit more logical
4. We have added an "extended" statistics page for those, who want a bit more details, but do not need a complex BI solution
5. We have optimized our statistics generation, which should allow for a shorter waiting time for your reports, and bigger reports being available in one request



### Mobile app

1. Mobile app dark theme
2. Mobile app performance & security



### Misc

1. Better infra and monitoring
2. As usual: a lot of visual improvements
3. Some translation updates



With any further questions, please contact us at [ask@leyline.li](mailto:ask@leyline.li).

This newsletter is sent to you because your company uses Leyline (ex InOut) Queue Management System. If you are not the correct person, [click here](#) to never receive our newsletters.

Was this email forwarded to you? [Subscribe here](#).