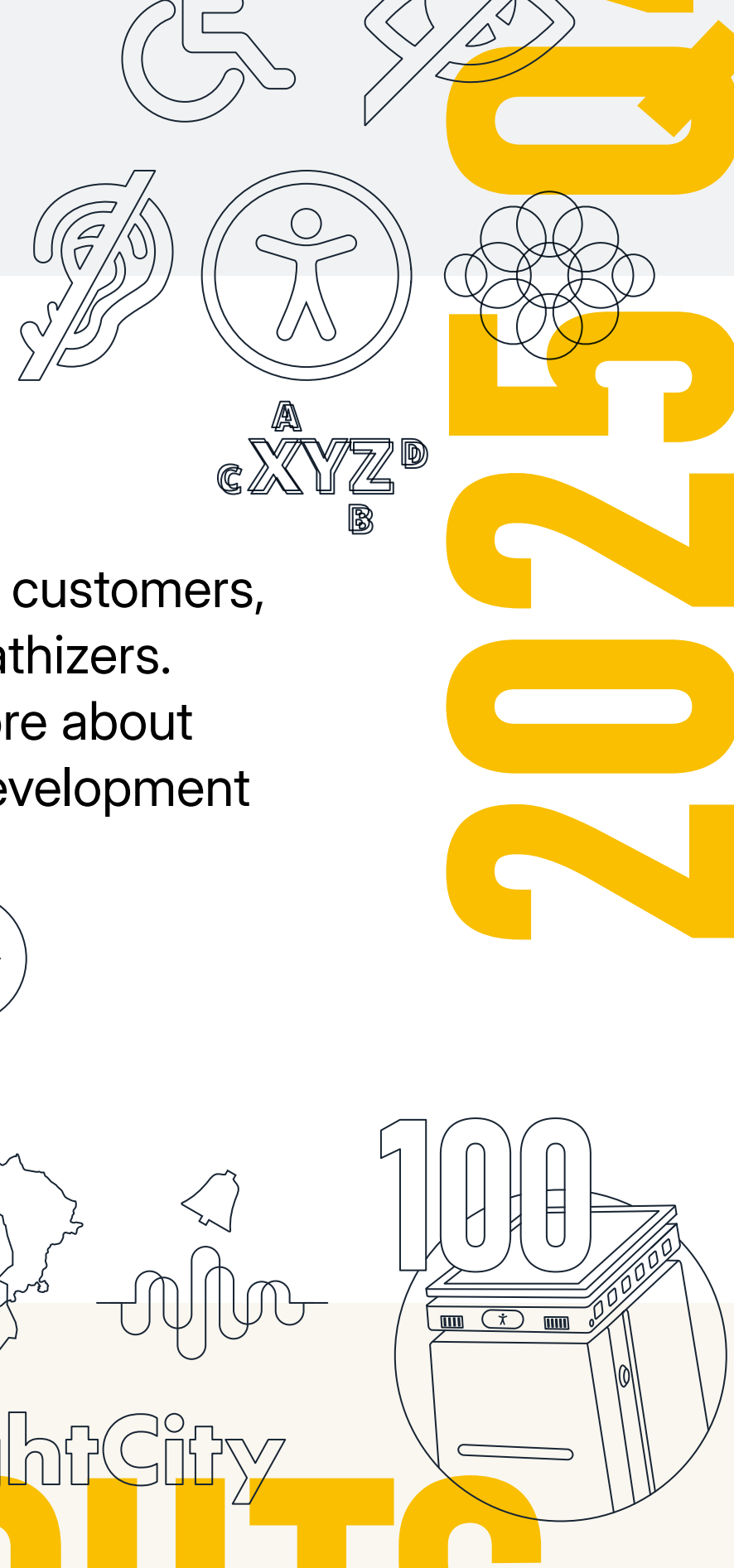


HELLO,

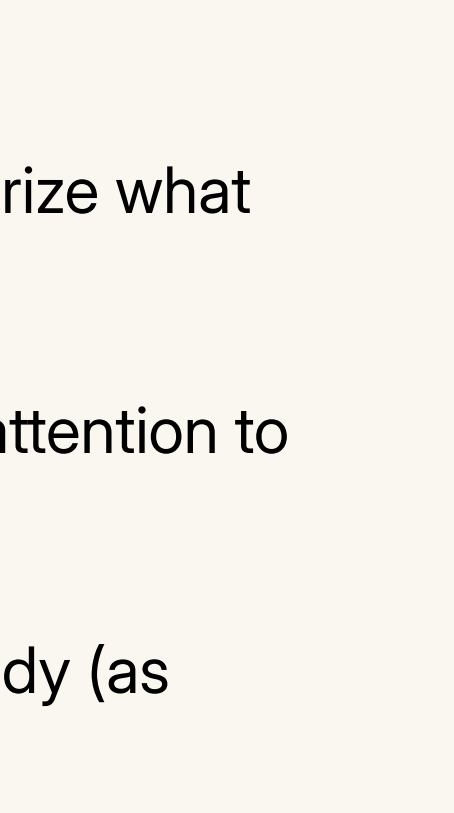
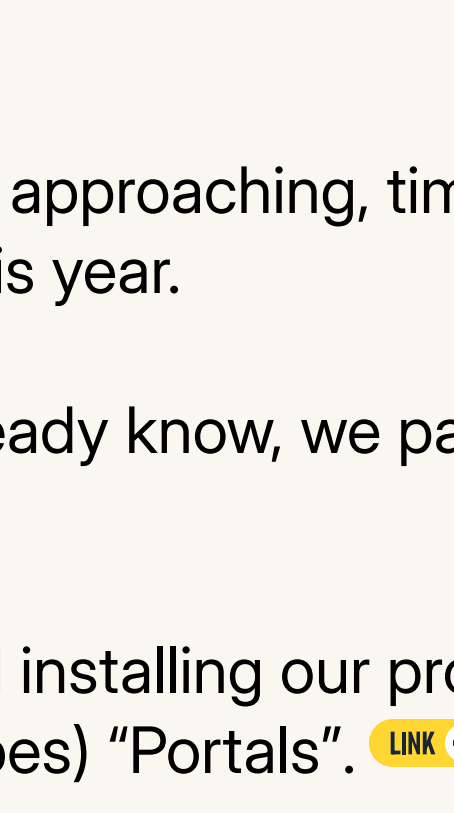


2025 Q4

This is our 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 this year:

2025 HIGHLIGHTS



Holidays are quickly approaching, time to summarize what we could achieve this year.

As you probably already know, we pay A LOT of attention to accessibility.

This year we started installing our production-ready (as opposed to prototypes) "Portals". [LINK](#)

We visited the SightCity expo in Frankfurt for the 2nd time, it was a blast. People like our stuff. And next year we hope to be part of the expo itself, to help improve infrastructure for visitors, stay tuned.

We have travelled to Estonia, Poland, and Austria with demos this year, with a lot of positive feedback. And Lithuania was the go-to country for us this year, we've been there 8 times in the since January, sometimes with commercial interest, but mostly for knowledge gathering. We've been in socially significant organizations, gathered intel on deaf people's needs, as well as needs of people with cognitive differences, whole new worlds for us.

We have improved our web services based on the feedback, the process of the ticket call is a lot more noticeable, as well as the kiosk functionality.

We have added a "navigation" text to each service point, so we can give separate navigation instructions to people when they are called.

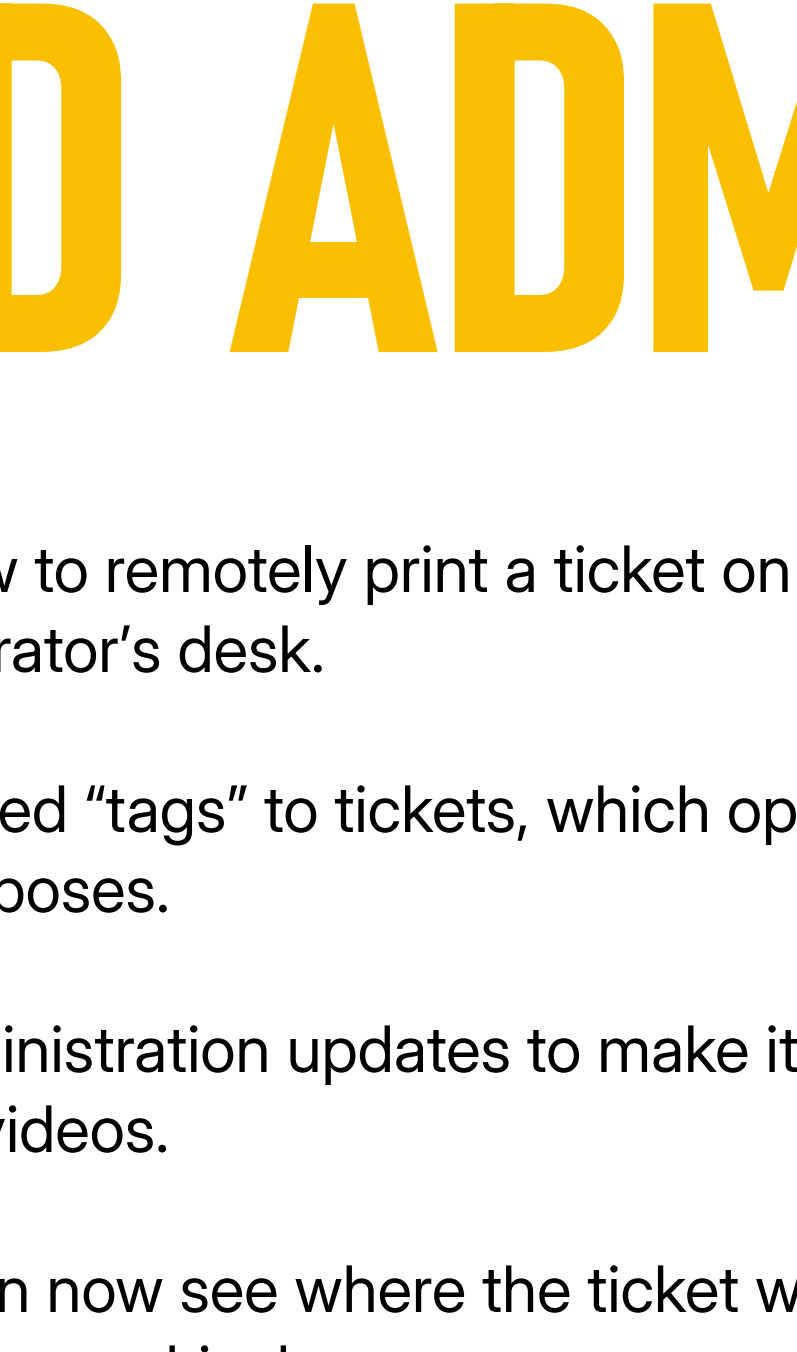
We had 2 "exhibition" cases (temporary queues for a couple of days), not many, but still, good to see people taking advantage of the option to improve their customers' experience.

We have integrated with access control system to open doors with a ticket from Leyline.

We've improved our signage software to make video playback smoother.

A lot is done, but a lot is still planned: we have prototypes of improvements for visually impaired, further improvements for the blind, for hard of hearing, for cognitive differences, and mobility difficulties, Q1 is going to be HOT.

FOR OPERATORS AND ADMINS



We now allow to remotely print a ticket on the kiosk right from the operator's desk.

We have added "tags" to tickets, which operators can set for analytics purposes.

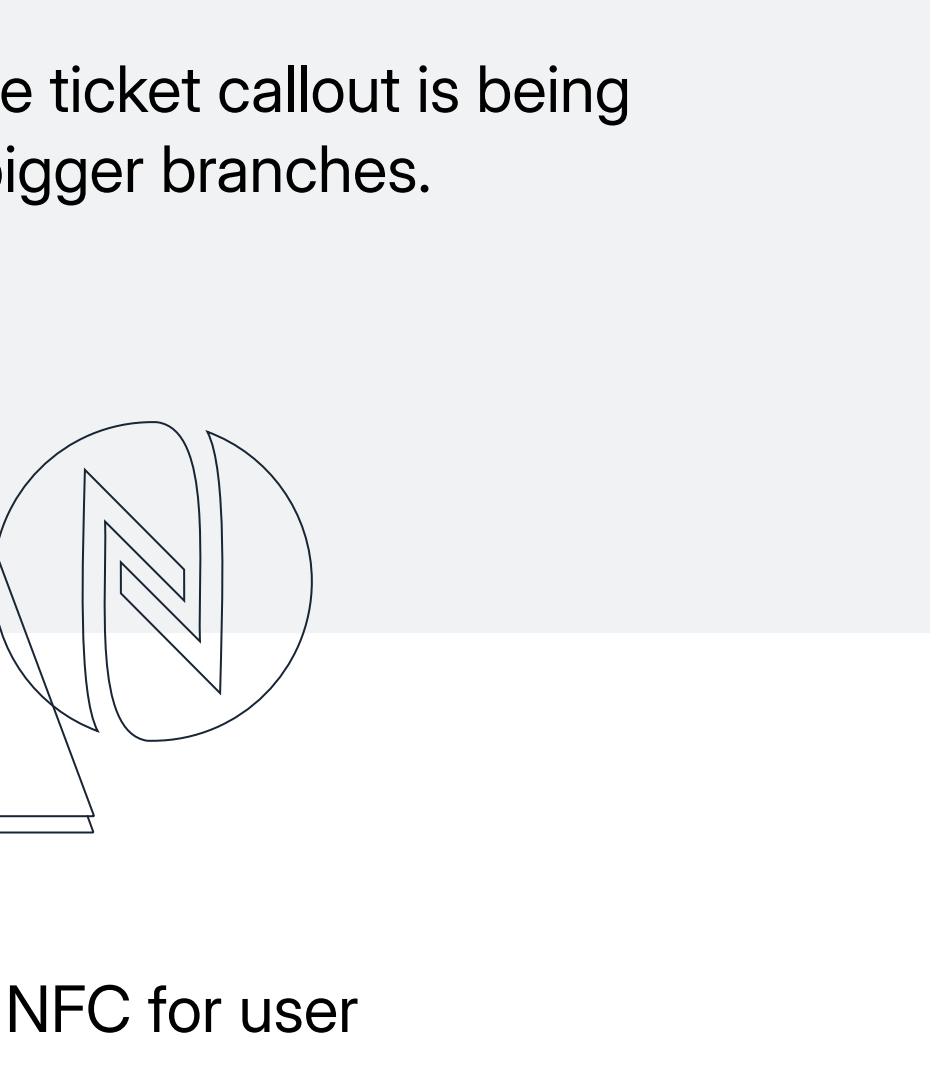
Signage administration updates to make it easier to upload images and videos.

Operators can now see where the ticket was created: mobile app, webqueue, or kiosk.

Manuals are more comprehensive now.

Service centers can now be temporarily disabled (for example when they are being renovated), these service centers will not show up in stats, manager desks, and of course booking and mobile app.

SIGNAGE



Performance and stability improvements on our BEAM devices.

A lot of Tizen improvements.

We can now remotely turn off some screens on schedule.

You can now control how long the ticket callout is being shown, which can be useful for bigger branches.

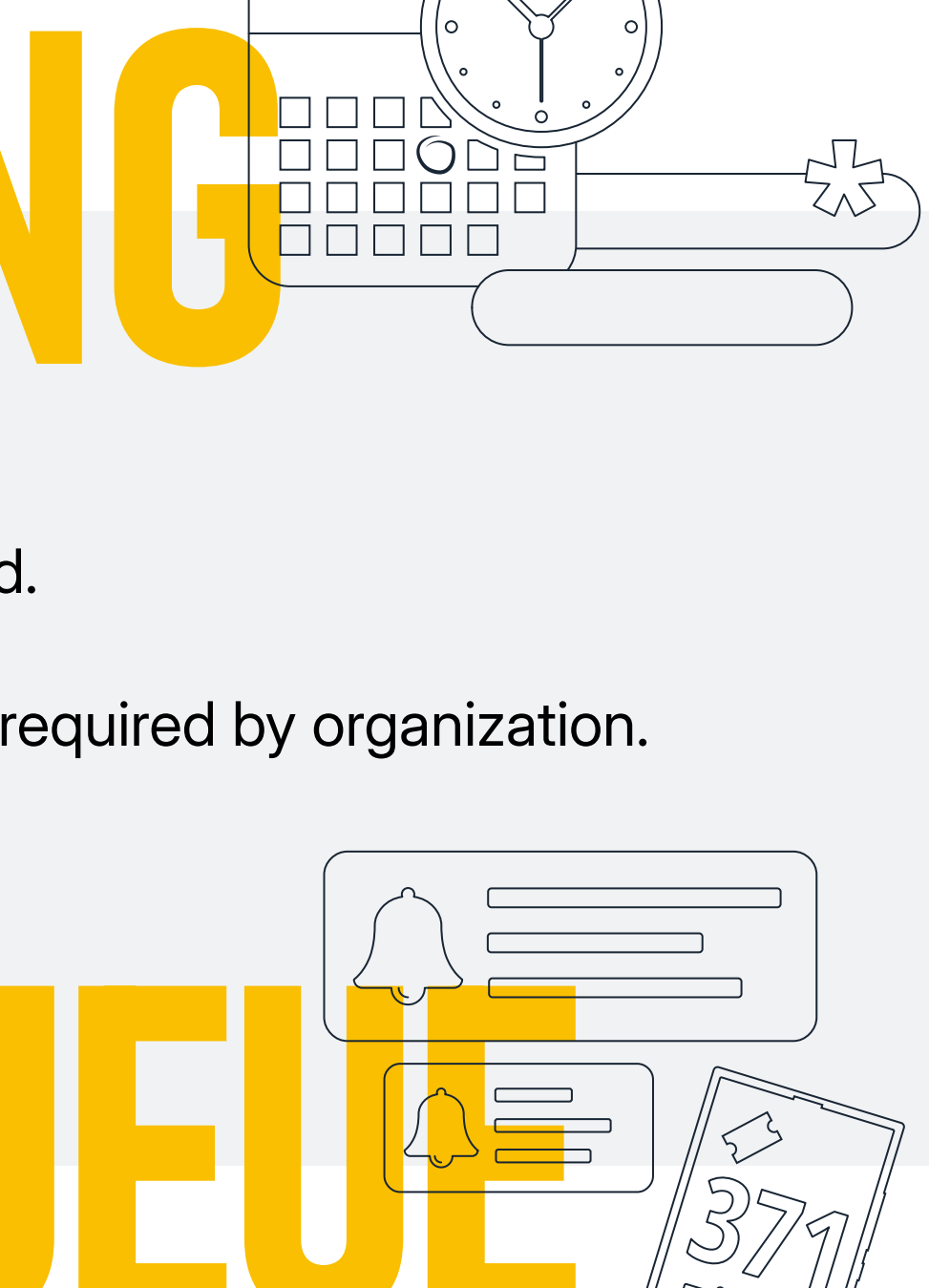
KIOSK



Some of our kiosks now support NFC for user authentication.

We now allow to show a message on the kiosk when the queue is too long, to notify customers that they may need to wait for some time.

SYSTEM



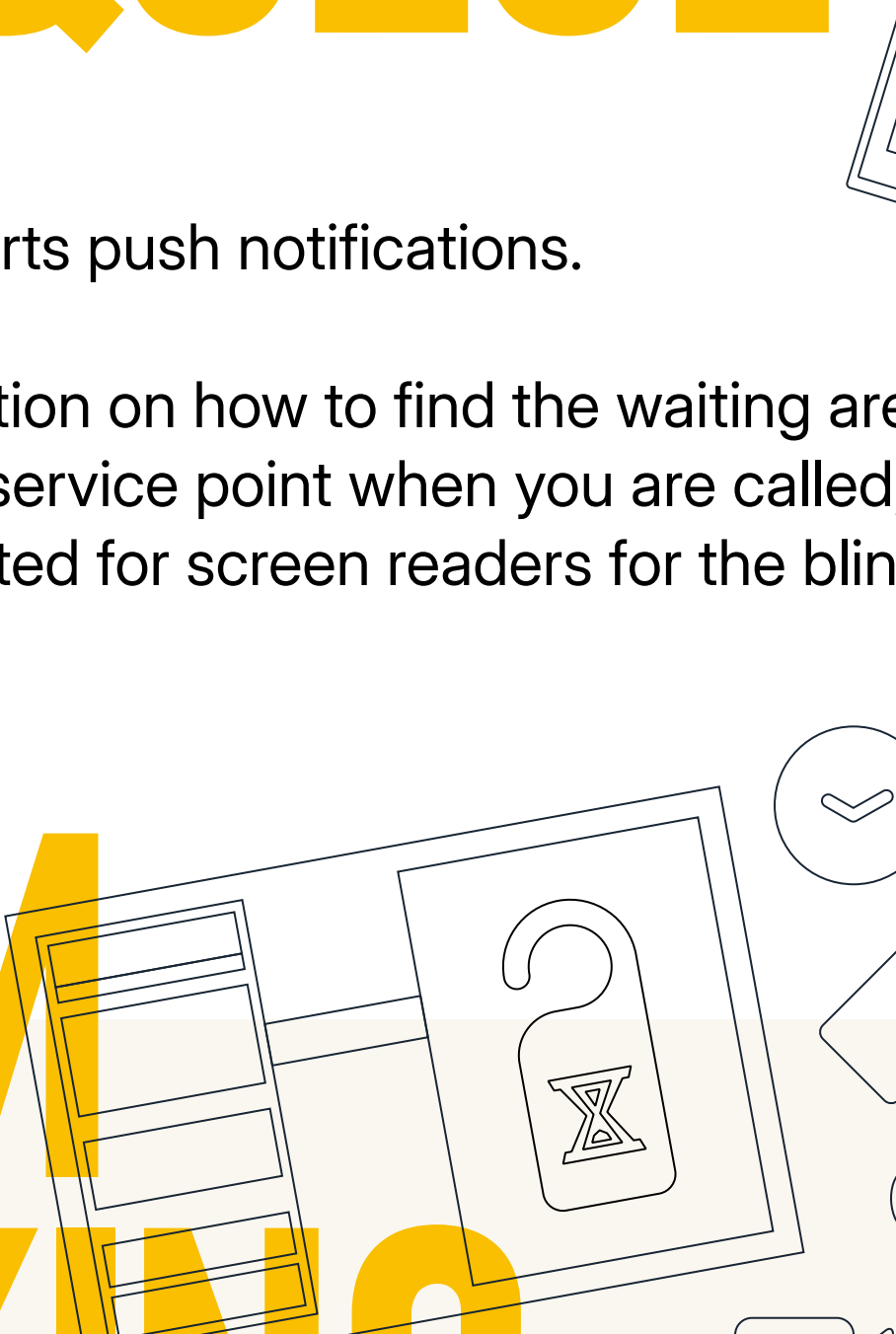
We greatly improved our monitoring and overall system stability.

As usual, visual cleanup and updates, this is a never-ending story.

We now allow to have 2 numbers for tickets instead of 3.

API improvements.

QUEUE



We now allow users to get notifications (push or SMS) when their call is approaching.

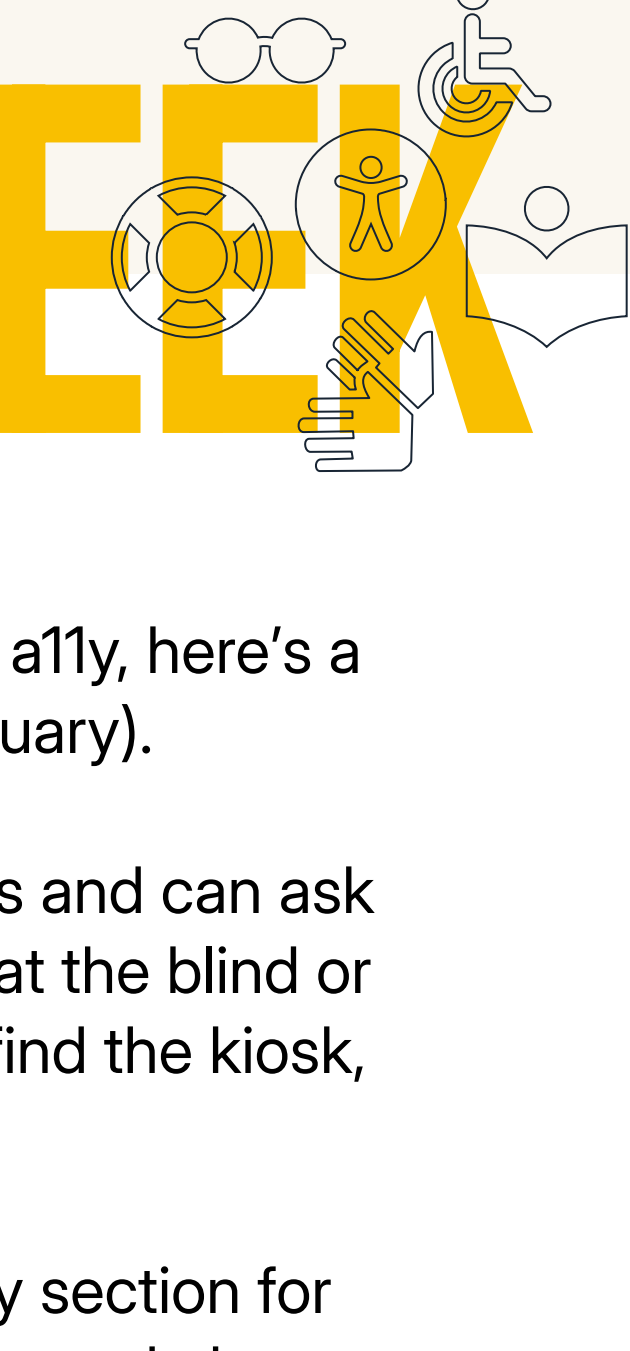
BOOKING



Accessibility is greatly improved.

Some fields can now be set as required by organization.

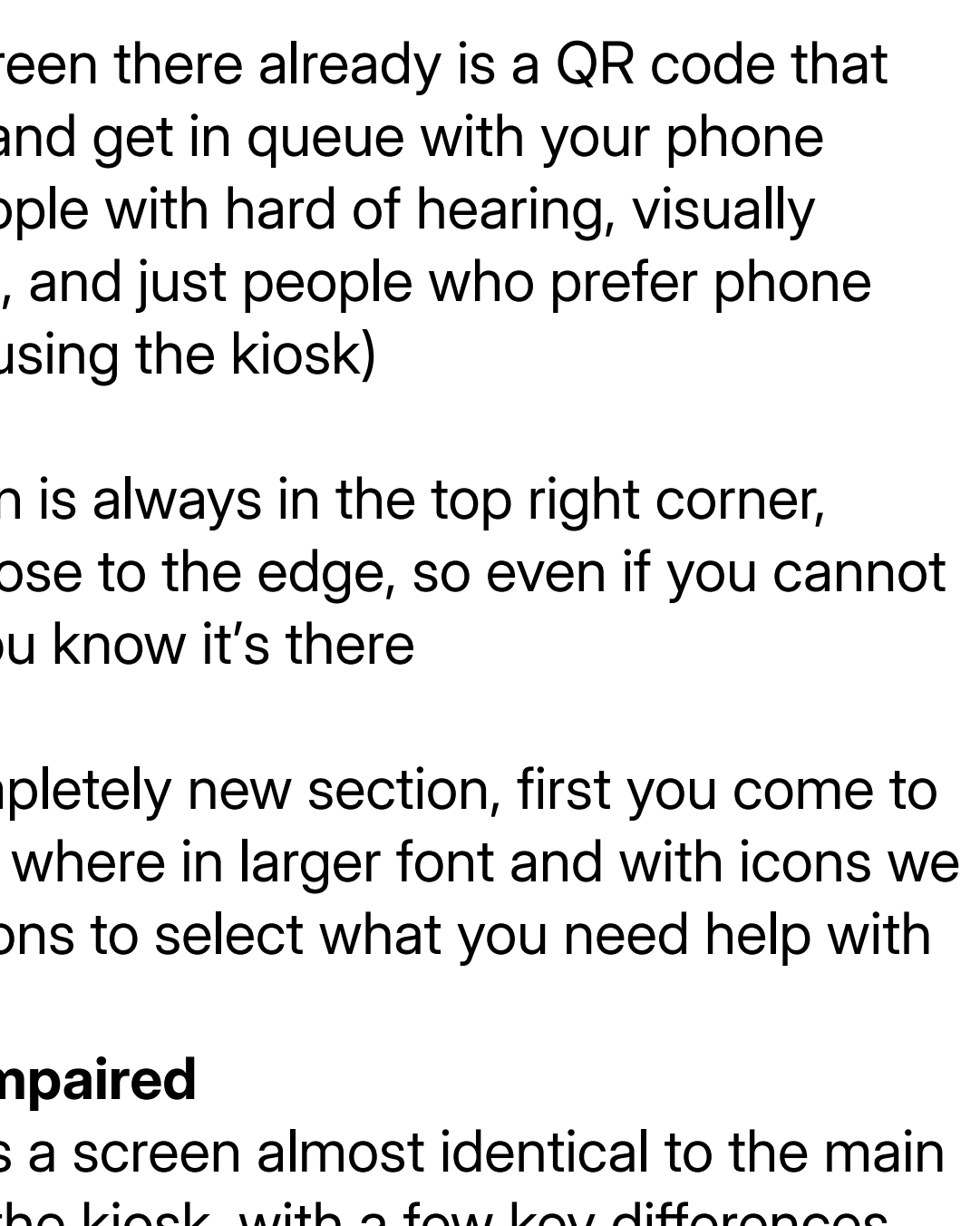
WEBQUEUE



Webqueue now supports push notifications.

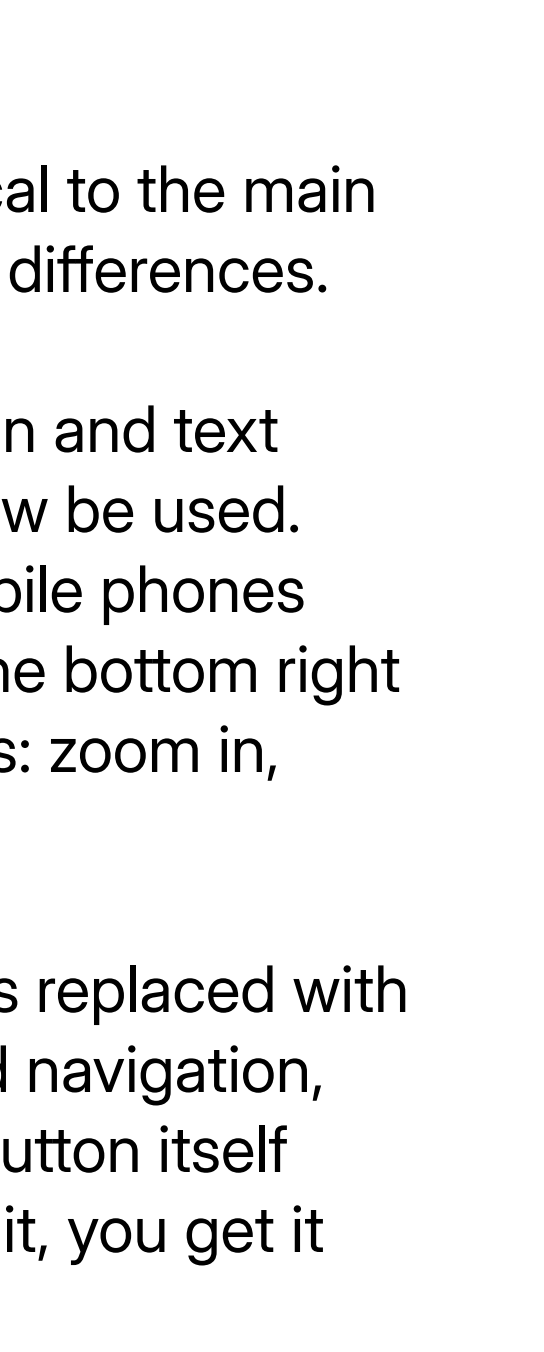
We now show information on how to find the waiting area and how to get to the service point when you are called, this, of course, is also adapted for screen readers for the blind.

ROOM BOOKING



We have added a new major feature to our system: room booking. You can now book a room and sync this with your Microsoft Outlook or Google Workspace.

SNEAK PEEK



As said before, we're greatly improving our a11y, here's a taste what's coming soon (hopefully in January).

1. Mobile app now senses nearby devices and can ask them to emit a navigation sound, so that the blind or severely visually impaired person can find the kiosk, even if there are no tactile paths.
2. We have completely revamped the a11y section for people who can see. Previously we just made buttons a bit easier to tap, removed some visual noise etc, but now...
 - On the first screen there already is a QR code that you can scan and get in queue with your phone (helpful for people with hard of hearing, visually impaired, blind, and just people who prefer phone interaction vs using the kiosk)
 - The a11y button is always in the top right corner, same place, close to the edge, so even if you cannot really see it, you know it's there
 - There is a completely new section, first you come to the gate page, where in larger font and with icons we show you options to select what you need help with
 - **Visually impaired**
This opens a screen almost identical to the main screen of the kiosk, with a few key differences.

In the top left corner there is an icon and text explaining that pinch-zoom can now be used. Yes, the gesture so popular on mobile phones comes to the kiosk world now. In the bottom right corner, there are also zoom buttons: zoom in, zoom out, and reset zoom.

In the bottom left corner, our logo is replaced with buttons: call support, enable sound navigation, and a QR-code button. QR-code button itself works, well, as a QR, but if you tap it, you get it bigger and with some instructions.
 - **Hard of hearing**
This button opens a new screen, that's almost identical to initial screen, with the same "replace Leyline logo with something useful" approach, new buttons: call support, request sign-language interpreter, and a QR-code button.
 - **Simple reading mode**
For people with cognitive differences.

Top left corner: a call support button, for people who maybe cannot read.

Simple text, with some explanations on where you are, and what you need to do.

Buttons at the bottom: more information and a QR-code button.
 - **Mobility difficulties**
The new screen in the top left corner has a checkbox "request accessible service point" this feature is developed to die sooner or later, when all service points are accessible, but we live in the real world, and transition will take time, this will notify staff that this person may need a room with automatic doors, without stairs, maybe closer to the waiting area etc.

And, of course, call support and a QR-code button instead of "Leyline" at the bottom.

And finally, just a button to call support right from this screen.

We have validated this a little already, and the feedback is overwhelmingly positive. As usual thank you "Redzi Mani" for your continuing help, feedback, and advice.

See y'all next year, a lot of cool stuff is coming on all fronts.

With any further questions, please contact us at 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](#).