



# **ServiceWare Resources for iPhone**

**Release notes 8.2.0**

# Serviceware Resources for iPhone 8.2.0

## Introduction

This document describes the changes for the Serviceware Resources app for iPhone app version 8.2.0.

This version adds some new options to the label printing feature and fixes a couple of issues.

We hope you will enjoy using this new version of Serviceware Resources for iPhone and we would like to hear your feedback. You can send this by email ([service@serviceware-benelux.com](mailto:service@serviceware-benelux.com)) or use our support phone number: +31 (0)71-5680310.

---

Leiden, October 18<sup>th</sup> 2022

**Serviceware Benelux**

Part of Serviceware SE

# ServiceWare Resources for iPhone 8.2.0

## Table of Contents

- 1 New features ..... 4
  - 1.1 Label printing in flow ..... 4
  - 1.2 Print all labels for entire route..... 4
- 2 Solved issues..... 5
  - 2.1 Not being able to select order information ..... 5
  - 2.2 Various UI bugs..... 5
- 3 Technical notes..... 6
  - 3.1 iOS 16 SDK used ..... 6
- 4 Installation requirements ..... 7

# Serviceware Resources for iPhone 8.2.0

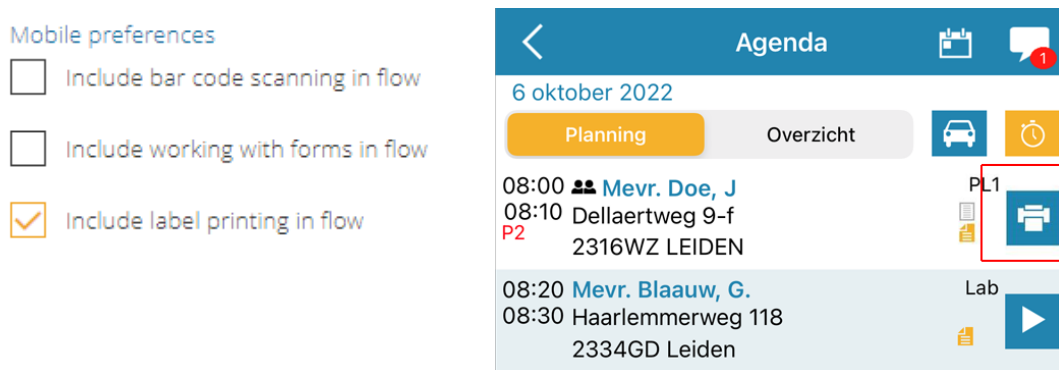
## 1 New features

### 1.1 Label printing in flow

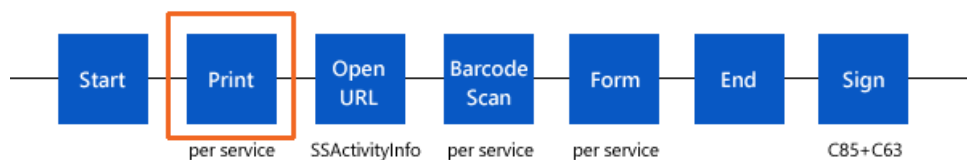
*Requires Serviceware Resources for iPhone 8.2, in combination with at least Serviceware Resources version 8.2.*

In the web application in Administration & setup → master data you can now set per service if label printing should be included in the flow for client appointments.

If checked, after starting an appointment for that service the print option will be shown if labels are detected that needed to be print for that appointment.



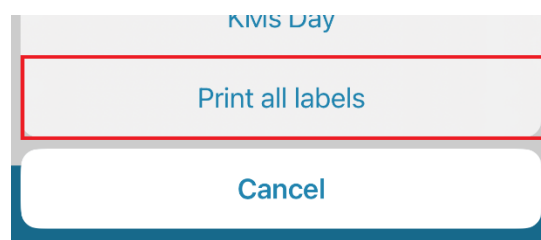
After printing the next option in the flow will appear for the appointment, which is depending of the configuration of the service (scanning barcodes and dynamic forms), the available information connected to the appointment (open external app) or company-wide settings (signing for the appointment).



### 1.2 Print all labels for entire route

*Serviceware Resources for iPhone 8.2, in combination with at least Serviceware Resources version 7.14.1.*

Next to being able to print directly from the flow, another option was added to be able to print all the labels from the route in 1 time. The 'Print all labels' option from the menu in the agenda module will open a screen that shows all the appointments with labels to print for the route, with one tap on the print button all selected appointments will be printed. By default, all appointments are selected that have not yet been printed (from within the flow for example) but you can select them again when there is a need to print them again.



# ServiceWare Resources for iPhone 8.2.0

## 2 Solved issues

### 2.1 Not being able to select order information

It was no longer possible to select or directly open links from the order description field. This has been fixed.

11:25 - 11:55 Client, T

Order description

This is a description with selectable and clickable texts. Call us at [+31715680310](tel:+31715680310) or email us at: [service@serviceware-benelux.com](mailto:service@serviceware-benelux.com) for more information.

Service

### 2.2 Various UI bugs

Various UI issues were fixed in this version which were mostly alignment fixes.

## **Serviceware Resources for iPhone 8.2.0**

### **3 Technical notes**

#### **3.1 iOS 16 SDK used**

As per requirement from Apple to be allowed to deploy to the App store, we have updated the iOS SDK that we build with to iOS SDK version **16**.

## Serviceware Resources for iPhone 8.2.0

### 4 Installation requirements

The following is required when you want to install and use the Serviceware Resources for iPhone 8.2.0 version:

- › Serviceware Resources for iPhone 8.2 is compatible with all Serviceware Resources (web) versions in the 7 and 8 series.
- › Windows Server 2008 SP2 or higher. In case of the server having Windows Server 2008 installed, it needs to have at least Service Pack 2 or higher. Windows Server 2008 SP1 is not supported because of an issue with Microsoft .Net.
- › The webserver needs to have Microsoft .Net 4.7 Full installed and patched at least up to version 4.7.1.
- › The webserver requires to have a valid SSL certificate installed
- › The download and update location must also have a valid SSL certificate installed
- › **The iOS devices require to have at least iOS version 12.0**, where 16.0.3 is recommended. iOS versions 6.0 till 11.1 are no longer supported. If devices are not updated to iOS 12.0 yet, we advise to update the device to the most recent supported version prior to updating the Serviceware Resources for iPhone app to version 8.2.
- › Total list of supported iOS versions
  - › 12.0 – 12.5.6
  - › 13.0 – 13.7
  - › 14.0 – 14.8.1
  - › 15.0 – 15.6.1
  - › 16.0 – 16.0.3

For a complete list of hardware and software requirements, see: “[Serviceware Resources - Hard- and Software specifications \\_EN\\_v80](#)”.