Clearspan PING Client Release Notes

October 2026, version 2.169.21

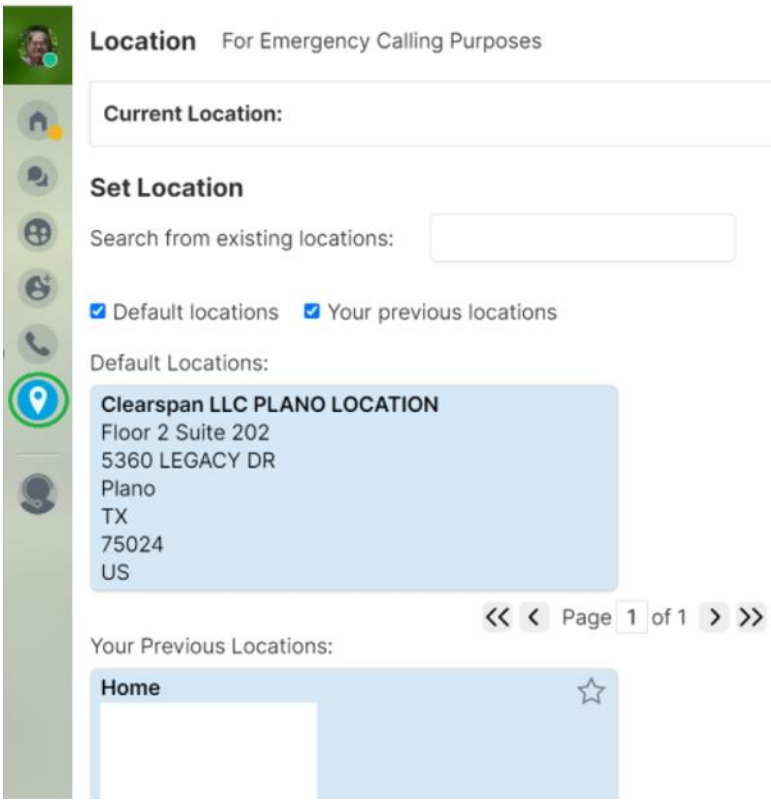
Clearspan®

Clearspan has now released PING client version 2.169.21

Clearspan PING desktop client version 2.169.21 will immediately be available.

Release Notes:

Location service general availability: Location service is now integrated with PING. When enabled, users will see a new icon and be prompted to set a location (ERL). Whenever the PING client detects a network change the user will be prompted to select a previous location or enter a location. Server-side configuration is required to enable the feature. Clearspan support will work with customers to configure and enable. Please submit a remedy ticket if you want location services enabled.



Enhancements:

- Changes to yellow bandwidth banner popups to make the messaging clearer.
- Modified conferences to show last 9 participants based on active audio input. This change reduces the bandwidth needed for large conferences. This change also includes a new participant side bar to list all conference participants.
- Changed the video codec used for conferences to AV1 to improve performance and reduce bandwidth use.
- Added presenter mode to conferences. Share content is now displayed in separate window and no longer replaces the users' video.

Bug Fixes:

- SV-6142: new SSO users were being asked to change their PING password at initial login.
- SV-6076/6092: wrong microphone selected by PING when using the web client.
- SV-6031: issue with client stats for bug reporting format.
- SV-5839: issue displaying user resolution & framerate data while hovering over icon in window.
- Multiple issues with share content blur have been resolved.