EmergencyEye® X, COMMAND and WhiteLabel | Release 5.0.0

Preamble:

We are continuously developing EmergencyEye to best support you and hereby inform you about the upcoming introduction of new features and changes.

We will finalise the next innovation leap in the coming days, as our team is still working on the final version. We assure you already today that the release will take place on 12.10.2022 from 12 o'clock for the instances EmergencyEye® **COMMAND, Videosupport.emeye-t.ch** and all **WhiteLabels** and for all other EmergencyEye® instances of the emergency call and hazard prevention systems on 13.10.2022 until 12 o'clock.

As always, the downtime will be less than one minute. Should you register any disruptions, please notify us via our ticket system at: https://support.emergencyeye.de or by email at support@emergencyeye.de.

New functions:

As news, we can now offer you the **CALLER AUDIO** and **SHARE** functions.

As usual, we will only make these functions live after consultation with you and your administrators.

Important!: After consultation with you, we will provide you with test and trial access to a full version of the EmergencyEye technology, so that you can test new functions outside your live platform and train your organisation on the new functions before we activate them on your productive platform in consultation with you.

We will contact you in the coming days to coordinate this.

1. CALLER AUDIO:

We continue to assume that contact with the caller will primarily be via a phone call, and that EmergencyEye technology will be called in if necessary, while the phone call remains ongoing. Based on repeated feedback from you, we were asked to create a solution that would allow audio communication over the data channel, especially for situations where the quality of a data connection is better than the quality of the cellular connection.

Another application is when a communication has been started via a chat, the EmergencyEye technology has been called in and now an audio connection is desired.

The solution we can now offer you is **CALLER AUDIO**. You can start the **CALLER AUDIO** function as usual by clicking on the toggle, but this function is only activated after the callers have given their consent.

Important! As soon as the callers agree to the request, the telephone call is not ended. You can decide whether you want to switch from the telephone call to audio communication via the data channel.

After agreeing, you can speak with the callers via the data channel. The callers can actively switch their own microphone and loudspeaker off and on. However, you can mute the callers on the EmergencyEye platform.

Important regarding GDPR! Only the callers can reactivate their microphone.

A tutorial on the **CALLER AUDIO** function will be available shortly as usual on the Helpdesk at https://helpdesk.emergencyeye.de .

If you have any questions or suggestions, please do not hesitate to contact us.

1. **SHARE:**

Should it be necessary to call in further experts or decision-makers, or to forward information / images during an existing EmergencyEye session, this is now possible using the **SHARE** function.

The existing end-to-end connection between you and the caller is not terminated, but another session is opened in parallel and enables a shoulder view. Further persons can now evaluate the information shared in the EmergencyEye session as well as share this information with you and the callers (if they use audio communication via the data channel, see above the CALLER AUDIO). For the initiation of the sharing function, a mail function is currently available for sending the link / key. Further communication channels are planned for later.

A tutorial on the SHARE function will be available shortly on the Helpdesk at https://helpdesk.emergencyeye.de as usual.

If you have any questions or suggestions, please do not hesitate to contact us.

New! : Time-out

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In the monthly reviews of the user statistics, it was repeatedly noticed that EmergencyEye sessions took place over several hours, even days. According to users, this was due to sessions that were accidentally not closed. Therefore, we are introducing a **Time-out** function in version 5.0.0. If no action is taken in a session for more than three minutes, the window shown below will announce the **Time-out**. If this is not interrupted within 30 seconds, the session will be closed.
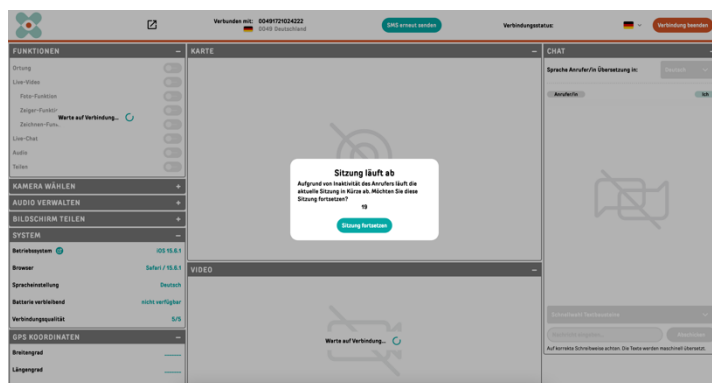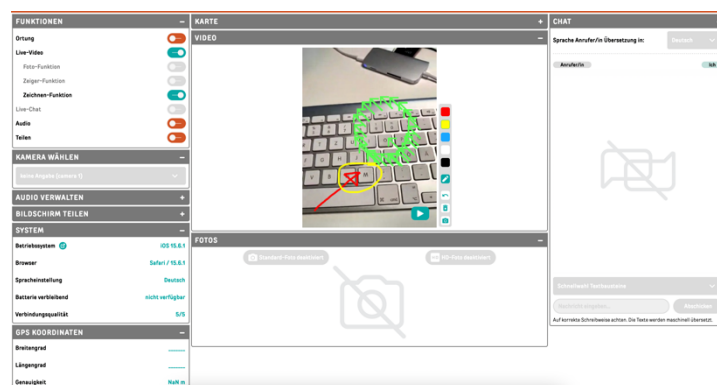

Time-Out will be introduced for all instances with release 5.0.0.

Change!: DRAW function

DRAWING enjoys great popularity, especially for instructions in the technical and health sectors. With Android smartphones, the "gesture control" repeatedly led to disconnections, as an attempted stroke on the smartphone display caused the web connection to be lost. Therefore we have to modify **DRAWING**.

With the 5.0.0 release, the smartphone user will leave an arrow by tapping on the screen. By tapping multiple times, callers will be able to leave multiple arrows and will also be able to delete them by tapping the bin. As usual, the action of the callers will be visible in green for both sides, see also the following figure. You will still be able to draw freely on the EmergencyEye platform.

This Changes will be introduced for all instances with release 5.0.0.

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New! : Favicons and ICONs

Many users start the EmergencyEye technology from a favourite or even from a desktop tile. The idea regarding favicons came from your ranks and we were happy to take it up and implement it immediately.

With the release 5.0.0, all instances receive a nice logo attached, so that you can already find the EmergencyEye technology at the logo in the favorites lists. Our WhiteLabel customers receive this in the agreed colours.

Our designers have implemented the connection to the EmergencyEye technology visually as follows:

EmEye-T® Inside

You will now also find this recognition feature at the bottom left during EmergencyEye sessions. Our WhiteLabel customers receive this in the agreed colours.

Numerous adjustments and improvements

Thank you all for the lively exchange and your suggestions. We have gladly taken these on board and they will certainly identify them in individual cases. And we have made a few more minor graphic adjustments and hope that you like them as well. We are not presenting those today that do not directly influence the use.

But you will notice them and hopefully enjoy them as well.

In this way, EmEye-T® is constantly getting better, thanks to you.

GEWINNER

NRWirtschaft im Wandel
Ein Wettbewerb für Unternehmen mit Zukunft

2022

A little publicity on our own behalf:

A jury of experts under the patronage of NRW Economics Minister Neubaur selected us as a showcase company.

We will receive the award from our Minister of Economics on 19.10.22 and celebrate with you at the next hackathonamring at the latest.

Have a look at:

https://www.hackathonamring.com

At this point, we would like to sensitise you and your firewall and proxy officers that the following releases are required for the smooth use of all functions:

Name	Function	DNS	Port / Protokoll
ApiZee	WebRTC Media Proxy, Media Library und Call Control Server	*.apizee.com	TCP: 443, UDP: 443, 49152-65535
Geoapify	Map Tiles	*.geoapify.com	TCP: 443
Corevas	Helpdesk	helpdesk.emergencyeye.de	TCP: 443
	Support	support.emergencyeye.de	TCP: 443

* Validation of the sub-domains neccessary

Please remember to continue to disable Deep Package Inspection!
The video connection is encrypted with TLS 1.2. The firewall must therefore allow encrypted data traffic to enable Network Address Translation Traversal (NAT Traversal).
The deep package inspection does not allow encrypted data traffic and **must therefore remain or be deactivated.**

If you notice an undesired malfunction, please send us a short message.

Regarding suggestions and disturbances   https://support.emergencyeye.de
Or via E-Mail   support@emergencyeye.de

Thank you for your trust

On behalf of the EmergencyEye-Team

Please, do not hesitate contacting us at: emergencyeye@corevas.de.