EmergencyEye® X, COMMAND and WhiteLabel | Release 5.1.0

Preamble:

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

We have just finalised the next leap in innovation as our team sprinted to deliver version 5.1.0 before Christmas. We assure you already today that the release 5.1.0 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 facilities will take place on 12.12.2022 by 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 BIDI function. As usual, we will only make this function live after consultation with you and your administrators.

In addition, in Version 5.1.0 you will receive
1. a necessary GDPR banner when pressing the HD photo button (if this has been activated by you) and
2. an option for your administrators to adapt the session reports to your data protection requirements with regard to the scope of the reported information.

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 yourself outside your live platform and train your organisation on the new **BIDI** function before we activate it on your productive platform in consultation with you.

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

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1. BIDI:

We all notice that during virtual interactions, the relationship between the parties can be built much better if the two parties also see each other.
Until now, it was possible for them to also see the persons on the smartphone by switching cameras.
With the **BIDI** (bidirectional image) function, it is now also possible for you to transfer your own image to the smartphone of the callers.
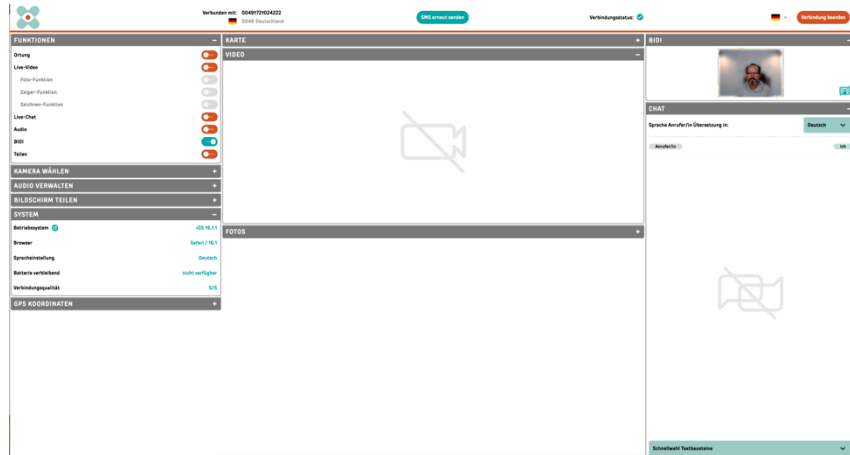
To do this, press the **BIDI** toggle.

and you will immediately see your own image in the top right-hand corner of the EmergencyEye dashboard.
The background is initially blurred.
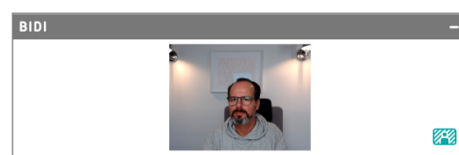

Smartphone   EmEye-T Dashboard

To the right of your own image you will find the button for a clear representation of your background.

You can undo this process at any time by pressing the "blur" button again.
These actions are documented in the session report, see example:

13:52:41	BIDI_ACTIVATED	BIDI status changed - activated
13:52:41	BIDI_BLUR_ACTIVATED	BIDI blur status changed - activated
13:52:48	BIDI_BLUR_DEACTIVATED	BIDI blur status changed - deactivated
13:52:53	BIDI_DEACTIVATED	BIDI status changed - deactivated

2. Adjustments to the SessionReport:

There are different centre-specific requirements for the reporting of EmergencyEye sessions. Therefore, with version 5.1.0 we give your administrators the choice regarding the sections to be reported in the session reports, see also the following figure.

Important: This selection concerns the entire centre.

3. GDPR banner:

Due to suggestions from users, we have decided to introduce a banner as standard when the HD photo button is pressed. This banner advises the user that when using the HD photo function, the caller should refrain from taking pictures of people if the situation does not absolutely require it.

This banner can be clicked away by pressing the OK button, but also disappears after 8 seconds.

This banner is displayed again as a reminder with each new HD photo request and does not affect the HD photo function.

The appearance, disappearance or active clicking away via the OK sign of the banner are documented in the SessionReport.

	Erstellt durch:	Geprüft durch:	Freigegeben durch:
	GHU	CP	GHU
	Erstellt am:	Geprüft am:	Freigabe am:
	12.12.2022	12.12.2022	12.12.2022

14:16:57	DSGVO_HDFOTO_STATE	DSGVO HD-photo disclaimer status changed - shown

14:17:05	DSGVO_HDFOTO_STATE	DSGVO HD-photo disclaimer status changed - timeout

14:17:30	DSGVO_HDFOTO_STATE	DSGVO HD-photo disclaimer status changed - confirmed by dispatcher via button click

Numerous adjustments and improvements
Many thanks to all of you for the lively exchange and your suggestions. We have gladly taken them on board and have made a few more minor graphical adjustments and hope that you like them as well. Those that do not have a direct influence on the use are not presented today.
This is how EmEye-T® is continuously getting better, thanks to you.

We wish you a happy pre-Christmas and if we don't hear from you again, a Merry Christmas and a good start for the year 2023.

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	GHU	CP	GHU
	Erstellt am:	Geprüft am:	Freigabe am:
	12.12.2022	12.12.2022	12.12.2022

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.

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