



**Präambel:**

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

We have worked with you and your colleagues on numerous new features and are now pleased to make them available to you in Release 5.2.0. The release for **EmergencyEye® COMMAND, Videosupport.emeye-t.ch** and all **WhiteLabels** instances and for all other **EmergencyEye®** instances of Emergency Call and Hazard Response will occur by 12 noon on March 28<sup>th</sup> 2023.

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> oder per mail unter [support@emergencyeye.de](mailto:support@emergencyeye.de).

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As news we can offer you the **NOTES** function, which as usual we will go live for you only after consultation with you and your administrators.

In addition, we go live with version 5.2.0 with the new **APIv3**. This allows you to:

1. a transfer of images to a platform of your choice and
  2. an automatic transfer of the SessionReport at the end of each session to your chosen documentation system
- via the new APIv3 interface in real time.

Furthermore, you will find a new button on the platform: **COPY SMS-link**. With this function you will have the possibility to copy and send the SMS-link also to other communication tools than the SMS service we provide, so then also to tablet PCs that do not have a SIM card.

With the release 5.2.0, all administrators now have the possibility to create an organizational structure (**ORGANIGRAM**) in the user administration. The actual users of the EmergencyEye® technology do not notice this, but this function enables the administrators to assign the users to individual organizations and to receive evaluations on this basis. As usual, this function will only be activated after consultation with you and your administrators.

For all those who already use the AUDIO function, an **animated AUDIO icon** will be displayed on the caller page with release 5.2.0 when the "Audio" feature is activated. This is to sensitize callers to check the volume settings as soon as the audio feature is switched on by the dispatcher.

Important: As usual, you can use the test access to a full version of the EmergencyEye technology that you are familiar with to test the new functions yourself outside your live platform and train your organization on the new functions before we activate them on your productive platform in coordination with you.

We will contact you shortly for coordination and look forward to your feedback.



## I. NOTES:

By means of the API and the SESSIONREPORT function, we already provide you with legally compliant documentation of a session using EmergencyEye® technology.

In addition to the possibility of documenting an agreement between caller and agent/dispatcher within the CHAT communication, the desire arose to document notes during a session that the caller does not see.

We have now implemented this possibility with the NOTES function as follows:

- i. We have positioned the NOTES field on the top right of the dashboard, see image.

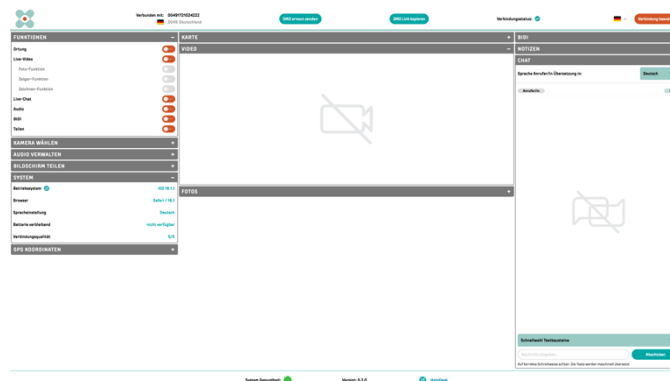


Fig.: Dashboard of EmergencyEye® technology V 5.2.0 incl. NOTES (collapsed).

- ii. We will activate this function for you after consultation. This will then be available to you free of charge. If you have decided to set up NOTES, this field will be visible to all users (initially collapsed). NOTES can be folded out and in again at any time.

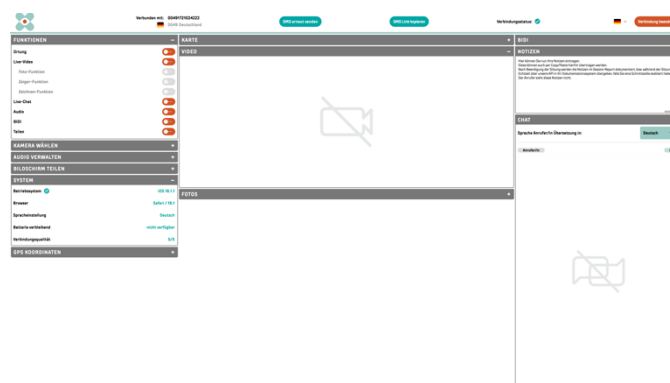


Fig.: Dashboard of EmergencyEye® technology V 5.2.0 incl. NOTES (aktivated and edited).

- iii. The number of characters is limited to 5000. The remaining number of characters will be displayed while you are writing NOTES.
- iv. Copy/Paste while respecting the character count limit is possible.
- v. As long as the session is active, the NOTES will remain.
- vi. Note content is documented in the SESSIONREPORT and can be accessed via the API.



## II. COPY SMS-link:

While we send the session link via SMS on the part of the EmergencyEye® technology, we were asked whether we could also make the link available for other communication tools. We have now implemented this simply and intuitively with the "Copy SMS Link" function.

In the figure below you will find the new "Copy SMS Link" button now directly next to the "Resend SMS" button.



Fig.: Dashboard of EmergencyEye® technology V 5.2.0 incl. „COPY SMS-Link“.

After pressing the "Copy SMS link" button, you can paste the link to the session e.g. into a mail or other communication tools.



Fig.: Dashboard of EmergencyEye® technology V 5.2.0 following the „COPY SMS-Link“ action.

You can now use the copied SMS link as you wish, for example in an e-mail communication to a tablet PC or even a smartphone without a SIM card.

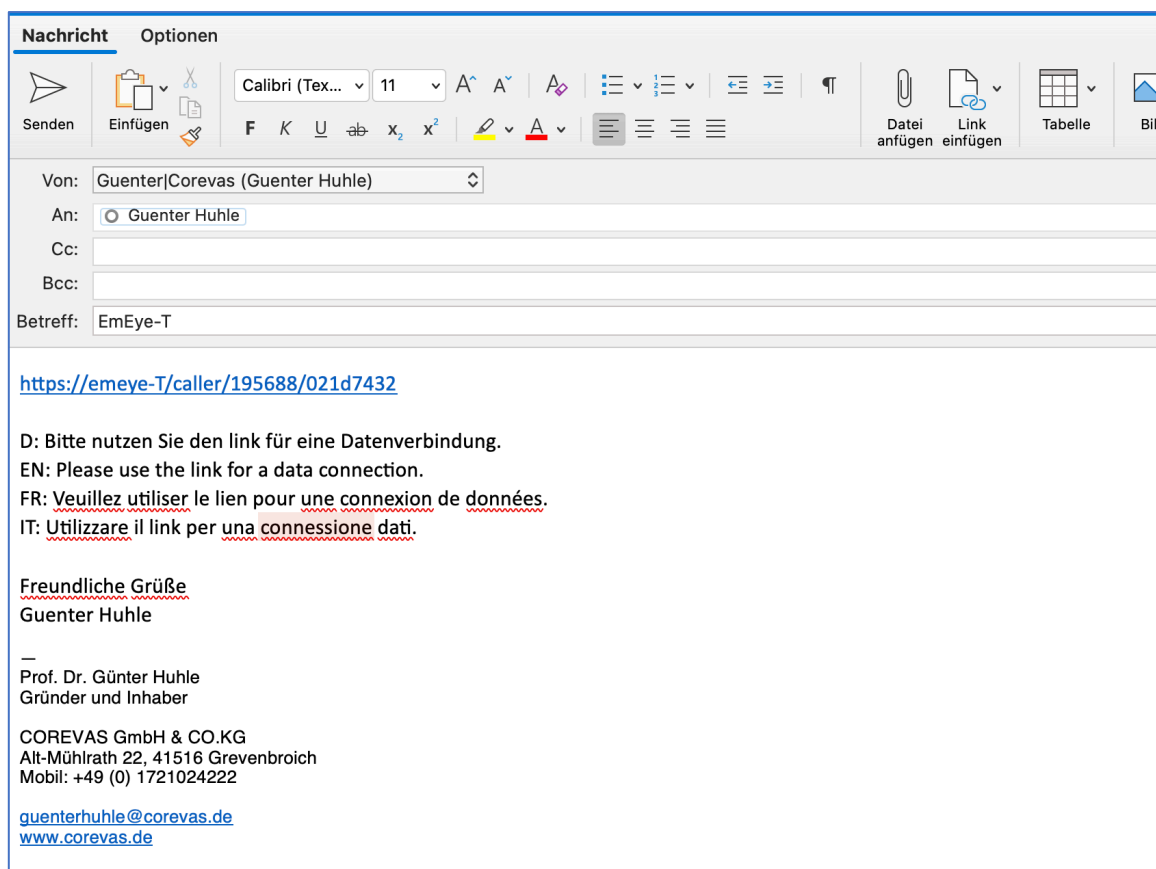


Fig.: Email example for sending the "SMS link" after the action "Copy SMS link".



### III. Animated AUDIO-Icon:

With the 5.1.0 release, we had provided the AUDIO function. In the application, it turned out that after activating AUDIO (and ending the phone call beforehand), the volume of the connection started at the level of the data connection and not that of the phone call. Since some smartphone users turn down the volume of the browser, it was possible that the caller could no longer hear the dispatcher and first had to turn up the volume before communication was possible again.

In order to motivate this action also by signals, we display an animated AUDIO icon on the caller page after activating the AUDIO function as of release 5.2.0, see also the following figure.



Fig.: Animated AUDIO icon on the caller's smartphone after activating AUDIO.



#### IV. ORGANIGRAMM:

With release 5.2.0 we enable administrators to map organizational structures and assign users to an organization.

As an administrator, you can map up to four organizational levels and up to 30 organizations each, see the following figure:

The screenshot shows the 'Dispatch Center bearbeiten' form. The 'Organigramm' section is highlighted, showing a hierarchical structure with three levels: Level-1 (z.B. Land), Level-2 (z.B. Organisation), and Level-3 (z.B. Abteilung). Below this, there are input fields for 'Deutschland', 'Abteilung', and 'Team 1'. The 'IP-Restriktionen' section has a text area for IP addresses and a note: 'Die IP kann als Regulärer Express eingegeben werden. Um Reguläre Ausdruck zu prüfen nutzen Sie bitte die Website regex101.com'.

Fig.: Representing the organizational structures at the administrator level.

As in the past, we will provide you with usage behavior in monthly reports. With the new option **ORGANIGRAMM**, you will be able to receive evaluations of the usage behavior on organization level in the future, but not on employee level.

You can assign the users to the organizations, see the following figure:

The screenshot shows the user assignment form. It includes fields for 'E-Mail', 'Passwort', and 'Passwort wiederholen'. Below these are three dropdown menus for 'Level-1', 'Level-2', and 'Level-3', each with a 'Bitte wählen' button. There is also a 'Rolle' dropdown menu with 'User' selected. The 'IP-Restriktionen' section has a text area and a note: 'Die IP kann als Regulärer Express eingegeben werden. Um Reguläre Ausdruck zu prüfen nutzen Sie bitte die Website regex101.com'. At the bottom, there is a blue button labeled 'Änderungen speichern'.

Fig.: Allocation of users to the respective organizational structures.

Nothing changes for the users, logins and accounts remain as before



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

Name	Function	DNS	Port / Protocol
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

\* Release of subdomains necessary

### Please remember to disable Deep-Package Inspection furthermore!

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 disabled.

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### Other info:

- Due to instability when using live video within a Firefox Mobile Browser connection on Caller devices, the camera selection feature for Android systems will be locked to the rear camera. This only affects connections with Android devices in combination with Firefox Mobile browser usage.
- The application is not optimized for use as a Progressive Web App (PWA). We therefore do not recommend using it as a PWA, as this may result in functional restrictions.

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Thank you all for your support and your suggestions.

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

Regarding suggestions and malfunctions  
or per E-Mail

<https://support.emergencyeye.de>  
[support@emergencyeye.de](mailto:support@emergencyeye.de)

Thank you for your trust

The EmergencyEye team, you can reach us here:

[emergencyeye@corevas.de](mailto:emergencyeye@corevas.de).