




Preamble:

We are continuously developing EmergencyEye® to provide you with the best possible support and are hereby informing you about the upcoming introduction of new functions and changes. We have worked with you and your colleagues on numerous innovations and are now able to make them available to you in Release 5.5.0.

Release 5.5.0 will take place for all instances on **15.01.2024 at 10 am.**

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

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1. With the new "**Virtual background**" function, dispatch centre admins can save an image as an individual background for the BIDI stream. Dispatchers can use this image as a virtual background when using BIDI in a session and thus visually communicate their own organisational affiliation to callers.
 2. A "**Recording in progress ICON**"  **REC** is used to visualise the ongoing recording for the caller. This was required despite the necessary consent request to protect the privacy of callers.
 3. A "**Time to live (TTL)**" information for the recordings and the shared files was integrated into the session report to display the storage duration of this data.
 4. The file links of the FileShare function are now posted in the API Server Sent-Event Stream. This means that this data can also be retrieved by third-party systems via API in real time.

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

As usual, you will soon receive descriptions of the new functions as video tutorials for industrial facilities or emergency call control centres and hazard prevention at:

- <https://helpdesk.emergencyeye.de/tutorials-fuer-die-industrie/>

or

- <https://helpdesk.emergencyeye.de/tutorials-fuer-notrufleitstellen-und-gefahrenabwehr/>
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We would like to make you and your firewall and proxy managers aware that the following releases are required for the smooth use of all functions:

(IP addresses will change. We therefore recommend the release on the basis of the FQDN)

Name	Funkcion	DNS	Port/Protocol
ApiZee	WebRTC Media Proxy, Media Library and Call Control Server	*.apizee.com	TCP: 443, UDP: 443, 49152-65535
Blazing CDN	Blur for BIDI-Funktion	cdn28477102.blazingcdn.net2	TCP:443
EmergencyEye- Technologie, and WhiteLabel	Dispatcher-access	Dispatcher URL z.B. ee02.emergencyeye.de	TCP: 443
	Admin- access	Admin URL z.B. admin.ee02.emergencyeye.de	TCP: 443
Geoapify	Map Tiles	*.geoapify.com	TCP: 443
Corevas	Helpdesk	helpdesk.emergencyeye.de	TCP: 443
	Support	support.emergencyeye.de	TCP: 443

¹ We recommend the use of wildcards *.-----, in order to be able to make full use of further developments and the redundancy system. If you still insist on individual releases, please contact us. In these cases, however, a short-term change on the part of the service provider may result in incompatibility because your proxy and firewall settings prevent data exchange.

² For our BIDI function, you need the above-mentioned release. If you do not use the BIDI function in your DispatchCenter, this release can be omitted.

The video connection is encrypted. Deep package inspection does not allow encrypted traffic and must therefore remain or be disabled.

The EmergencyEye® platform is not a Progressive Web App (PWA) and a restriction to PWA can lead to functional limitations and we recommend to avoid this.

Thank you for your suggestions, which we will implement again in this release.

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

via the ticket system at

<https://support.emergencyeye.de>

or by e-mail via

support@emergencyeye.de

Thank you for your trust

Please, also contact us at

emergencyeye@corevas.de.