EmergencyEye ® X , COMMAND, video support and white labels | Release 5.7.0

Preamble :

We are constantly developing EmergencyEye® further.

Together with you and your colleagues, we have developed numerous new features and can now make them available to you in Release 5.7.0.

In order to provide you with the best possible support, we are hereby informing you about the upcoming introduction of new functions and changes.

Release 5.7.0 will be available to you shortly. We will inform you separately about the release dates and coordinate the procedure with you.

The main changes concern the functions SmartConnect, WakeLock, SMS texts, IP restrictions as well as the software update of the "nginx".

Details on the functions and changes can be found in the following section.

1. The new SmartConnect function enables the integration of smart glasses into the communication, a session transfer on the caller side to other mobile devices and the possibility for a drone pilot to transmit the drone image in real time.

   a. SmartConnect to smart glasses or other mobile devices
   The SmartConnect function allows smart glasses to be integrated into the existing session and enables hands-free working.
   The smart glasses scan a QR code that is displayed on the smartphone in an existing EmergencyEye® session and take over the session. The smartphone can be closed during the session using the smart glasses. The session can be resumed from the smartphone at any time.
   In the same way, a session can also be taken over directly from another mobile device (smartphone, tablet) on the caller side. This makes it possible, for example, to transfer an ongoing session directly to another end device when the battery is low in order to avoid system and documentation interruptions. However, it is also possible to transfer to a tablet to enable a larger user interface for the caller or to work in WLAN-only areas.

   b. SmartConnect to a drone
   The SmartConnect function enables the real-time transmission of a drone's video stream into a session.
   The live video from the drone is transmitted directly to the dispatcher via the EmergencyEye® platform using an RTMP stream. A media server hosted in Germany is used for this purpose. No data is stored on the server.
   You may need to add the URL 'mediastream.emeye-t.de to your IT authorisations when using drone image transmission. The TCP port 1935 may also need to be authorised for the drone stream.

2. We have introduced the WakeLock function so that callers' smartphones do not switch to sleep mode during an EmergencyEye® session and the session is interrupted as a result. The WakeLock function is only activated after the start of an EmergencyEye® session and is deactivated again at the end of the session so that the default sleep mode remains on the smartphone.

3. The length of the SMS text is a significant factor in the speed at which an SMS is sent. We therefore recommend limiting SMS texts to a maximum of 100 characters. We have placed a corresponding note in the SMS text entry field on the admin interface and mark in the SMS text if you exceed the 100 characters. A text of up to 250 characters is still possible, but can lead to slower SMS deliveries. This note is displayed both in the initial SMS and in the invitation text for 'Invite participant'.

4. The 'IP restrictions' function was used by very few centres to prevent access to the EmergencyEye® technology outside the permitted IT environment. From now on, IP restrictions are only possible at centre level, not for individual users. The input has been simplified. Any existing IP restriction settings will not be adopted with release 5.7.0.

5. The update of the nginx software to version 1.26 ensures that the latest security and performance improvements are utilised to ensure reliable and efficient handling of http requests and load balancing.

There may be a short-term interruption in the availability of the platform during the release period.
After the release, we look forward to your feedback.

As usual, you will receive descriptions of the functions as video tutorials on our helpdesk:
https://helpdesk.emergencyeye.de/tutorials/

We would like to make you and your firewall and proxy managers aware that the following approvals are required for the smooth use of all functions:
(IP addresses will change. We therefore recommend releasing based on the FQDN)

Surname	function	DNS	Port/Protocol
ApiZee	WebRTC Media Proxy, Media Library and Call Control Server	*.apizee.com (our recommendation [1])	TCP: 443, UDP: 443, 49152-65535
Blazing CDN	Blur for BIDI function	cdn28477102.blazingcdn.net	TCP:443
Mediastream	drone stream	mediastream.emeye-t.de	TCP:1935
EmergencyEye technology, also WhiteLabel	Dispatcher access	Dispatcher URL e.g. ee02.emergencyeye.de	TCP: 443
	Admin access	Admin URL e.g. admin.ee02.emergencyeye.de	TCP: 443
Geoapify	Map Tiles	*.geoapify.com	TCP: 443

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Surname	function	DNS	Port/Protocol
Corevas	Help Desk	helpdesk.emergencyeye.de	TCP: 443
	Support	support.emergencyeye.de	TCP: 443

[1] We recommend using wildcards *.------- to be able to fully use further developments and the redundancy system. If you still insist on individual releases, please contact us. In these cases, however, a short-term change by the service provider can result in incompatibility, as your proxy and firewall settings prevent data exchange.

[2] For our BIDI function you need the authorization mentioned above. If you do not use the BIDI function in your DispatchCenter , this authorization may not be required.

The video connection is encrypted. Deep packet inspection does not allow encrypted data traffic and **must therefore remain or be deactivated** .

The EmergencyEye ® platform is not a progressive web app (PWA). Using it as a PWA can lead to functional limitations and should therefore be avoided.

Thank you for your suggestions, which we will implement again in this release.
If you notice an unwanted malfunction, please let us know.

Regarding suggestions and problems via ticket system   https://support.emergencyeye.de

or by email   support@emergencyeye.de

We thank you for your trust

The EmergencyEye team, you can reach us here: emergencyeye@corevas.de .