

Report – Fix in the Singcall apps

1 Errors corrected

All reported issues have been corrected

As previously reported, during the test conducted the last couple of days to verify functionality between the Singcall Apps and the 112 service we have identified and resolved a number of issues. These issues were reported last Friday, and this document provides with a technical description of the errors found.

1. Text communication freezes during a conversation if the text is being typed very rapidly.

Problem occurs on all apps (Android and IOS) and PC. This issue has multiple reasons. One of the reason was an invalid time stamp that was produced by the framework used for text transmission was not synchronized. The RTP¹ payload formats define the nominal clock rate for a media stream, but the Singcall app produced an invalid time stamp, causing a clock skew.

This issue has been corrected today and is now released for testing.

2. Text is not received properly by the deaf person during first 10 seconds of a call when using media proxy.

This problem only occurs if on the PC software, and when media proxy for firewall traversal is used, but not STUN (another firewall traversal method). This is not a very common scenario but still valid for some users. Issue has been resolved by activating STUN in the PC client.

During the extensive tests we performed, we noticed the following behavior:

- This error only occurs when calls that were placed on queue are re-connected to the agent, or if calls are transferred between two agents.
- Text typed by the user is always received by the agent.
- Text typed by the interpreter arrives 10 seconds after it has been typed.
- This error occurs on the 112 production platform (version 6.3).
- This error does not occur on the 112 test platform (version 6.5).
- This error does not occur on the KPN Teletolk platform (version 6.6)

¹ RTP: Real time protocol, used by RFC 4103 during text transmission

3. Text not sent properly when a call is placed on queue

Problem only occurs on the PC software. All calls connected to 112 are first placed in a queue during the time they are alerted on the agent position. After agent answers, the call is transferred and during that process text is not sent properly.

This occurs when calls are handled by the production platform (6.3 version) but not on the test platform (6.5 version). This is because the platform has changed the way it handles text when the Nordic Text Standard Safetext is used. We solved this issue by correcting the error identified with the Nordic Standard.

4. Multiple audio streams after calls is transferred from queue to agent.

This error occurs when the sound codecs G.722 and G.722.1 were used. We have switched it off and we are now using only G.711 from the Signcall app.

2 Test schedule for the rest of the week

We have now finalized the correction of the only outstanding error in the above list (error 1). New test apps have been built and will be tested during the rest of the week.

Note that new apps and a PC client has been buit and, and the errors listed 2-4 have been verified with the Android and PC clients. We are waiting for Apple's approval to release the iOS app.

We will be performing the following tests during the rest of the week:

Wednesday

- We verify text fixes tomorrow morning
- In parallel we will do follow up tests regarding all reported issues (2-4).
- Test will initially be done towards the test organisation in the production platform (version 6.3) and afterwards with the test platform (version 6.5).
- The end user will be connected via several different WiFi and 4G networks in Sweden.
- The agent is a test agent at nWise, connected to the test organisations specified above.

Thursday

- We will rectify minor outstanding issues reported by Berengroep which are not related to 112 platform.
- If there are issues with the fixes above, we will use Thursday to do new corrections

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and tests.

- We will report to 112 on the tests performed, and propose a preliminary test schedule for the live platform.

Friday

- We upload new apps for tests mainly to be performed in the Netherlands with Berengroep.
- We will do the similar tests as those performed on Wednesday, but this time using various networks in the Netherlands.
- We will contact 112 to confirm the test schedule for the live platform.

