

Report – Fix in the Singcall apps

1 Errors corrected

We have corrected the following errors in the Singcall apps:

- 1) PC, iOS and Android apps: Text freezes during a conversation
- 2) PC client: Text from the 112 agent does not work properly when it is typed and sent to the user (=user does not receive text), text often comes through after 10 seconds. This happens when the firewall settings in the end user client are set in a few scenarios.
- 3) PC client: This error happens when a call is placed from the PC to the 112 agent, and it is in connection to so called SIP re-invite (calls that are placed first on queue and then are connected to the agent.) This is called a pay-load issue.

2 Follow up activities

nWise and Berengroep will be doing tests with the Android app and the PC client on Monday morning, 24 August. Tests will be performed to the TEST ORGANISATION on the PRODUCTION PLATFORM.

nWise and 112 agreed to do tests together at 13.00 on the same day.

Note: iOS upgrade may take an additional 2-3 days to be published.

A more detailed technical report explaining the errors encountered during this week will be delivered to 112.