



RELEASE NOTES

MOBILE ALERT

February 22, 2019



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ABOUT THIS RELEASE

This document describes the most recent enhancements made to Mobile Alert. Although the information in this document is current as of this product release, please see the Hexagon Geospatial Support website for the most current version.

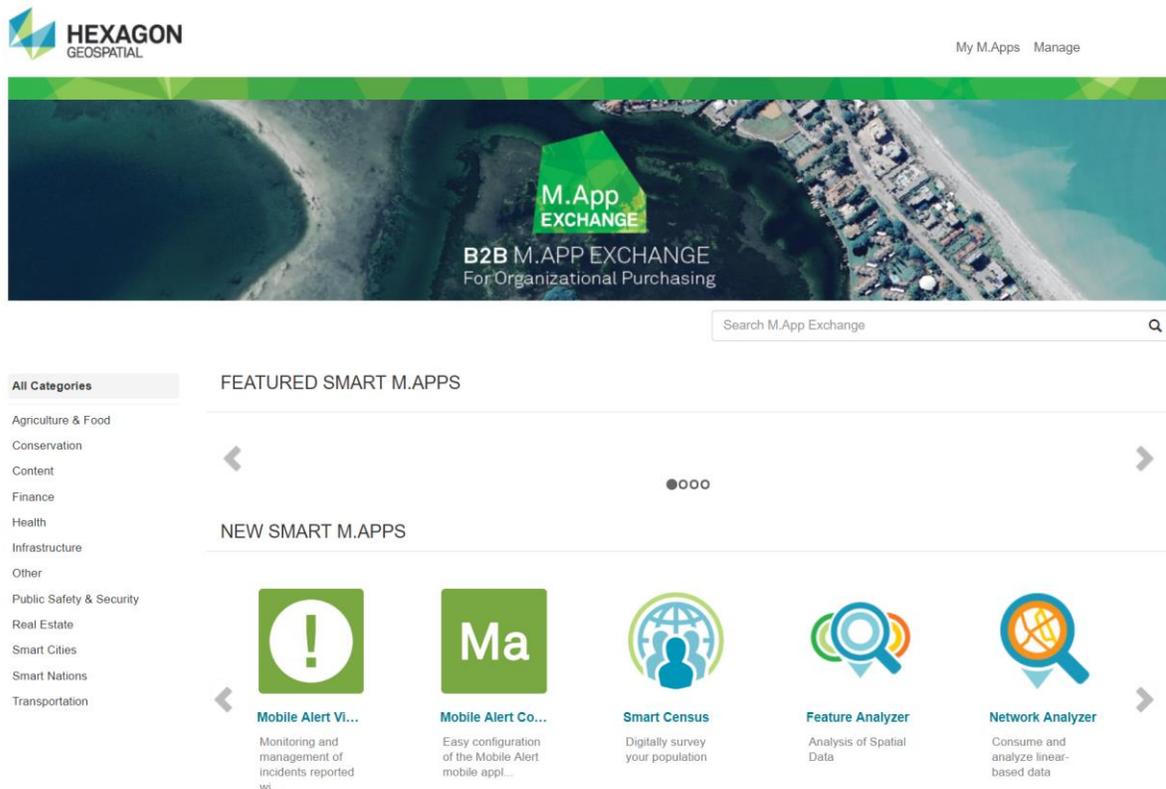
This release includes both enhancements and fixes. For information on new features, see the New Technology section. For information on fixes that were made for this release, see the Issues Resolved section.

This document is only an overview and does not provide all of the details about the product's capabilities. See the online help and other documents provided with the Hexagon Geospatial Mobile Product Family for more information.

NEW TECHNOLOGY

MOBILE ALERT ON M.APP EXCHANGE

Mobile Alert benefits from being a part of M.App Portfolio. Both Mobile Alert Configurator and Mobile Alert Viewer are dedicated Smart M.Apps and are accessible from [M.App Exchange](#) in any place and at any time.

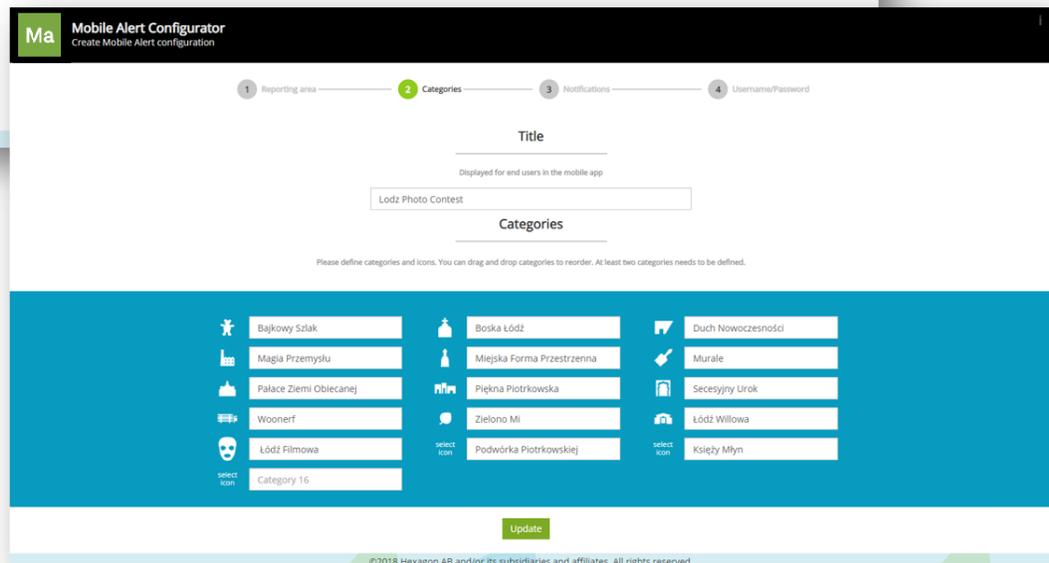
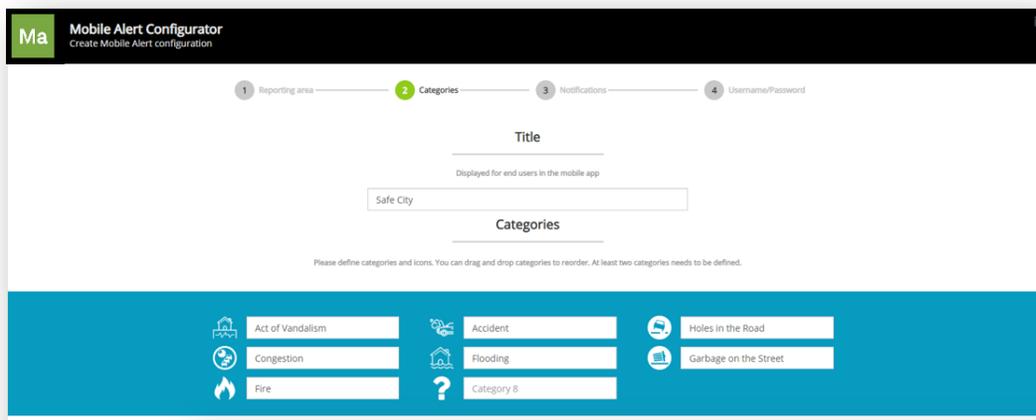


MOBILE ALERT CONFIGURATOR

Mobile Alert Configurator assists in defining the core Mobile Alert settings: app name and purpose, area of interest, incident categories and their graphical representation, email notifications, and access credentials to the Mobile Alert Viewer to see full list of reported incidents. All of this can be done in five easy steps with no GIS or IT knowledge required. Moreover, the configuration can be updated at any time and is immediately reflected in the Mobile Alert apps.

INCREASED LIMIT ON NUMBER OF CATEGORIES

The fixed number of twelve (12) categories in Mobile Alert configuration is no longer the limit. Now, up to thirty (30) different categories can be defined for Mobile Alert application. The minimum number of categories is two (2).



LINKED ONLINE DOCUMENTATION

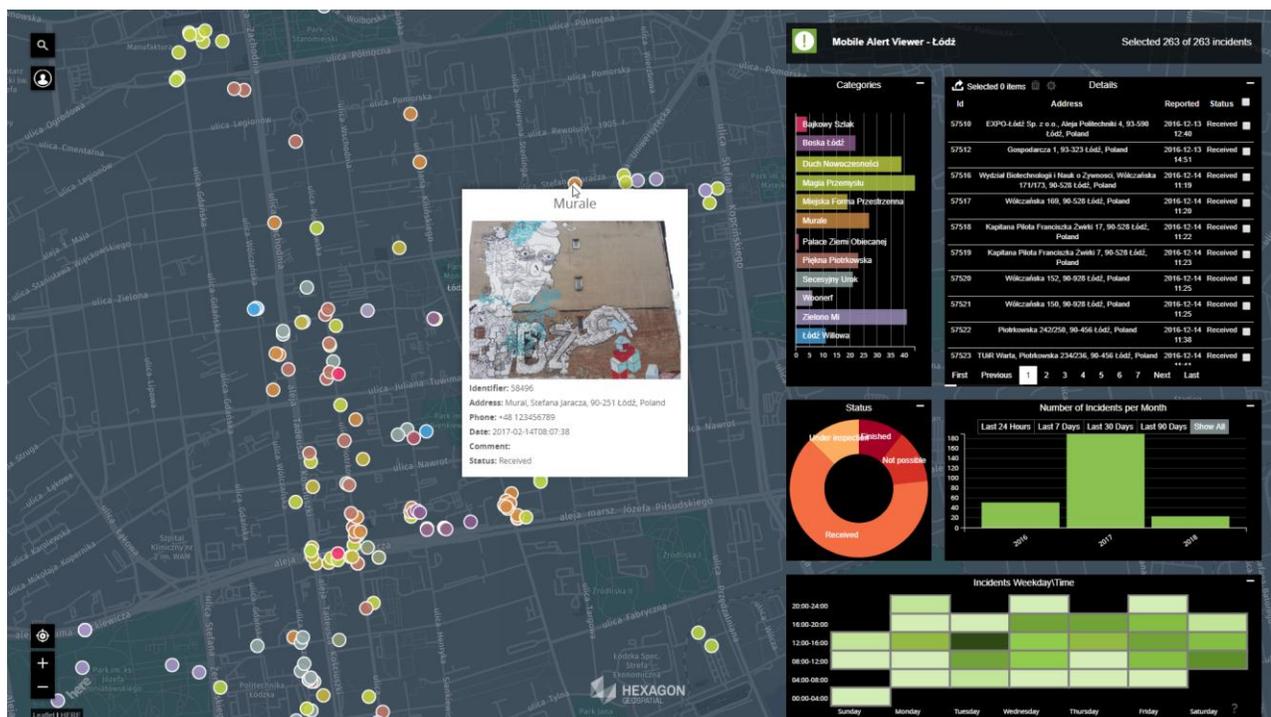
The Hexagon Mobile Alert Administrator Guide is available online in the Documentation Portal. You can access the online Administrator Guide directly from the Mobile Alert Configurator and Mobile Alert Viewer. Just click the  icon and the help will open in a new tab on your default web browser.

This guide contains detailed information about how to:

- Configure the application using the Mobile Alert Configurator
- Install Mobile Alert onto mobile devices
- Report incidents using Mobile Alert
- View and manage entries using the Mobile Alert Viewer

MOBILE ALERT VIEWER

Mobile Alert Viewer displays real-time incidents reported by citizens in the configured area and pinpoints them on a map by latitude and longitude. The subscribing organization can view the reported incident details such as incident type, identifier, address, and comments. Interactive charts support the enhancement of situational awareness by allowing the user to display the number of incidents per selected time period and filter the occurrences by category.



SEARCH FUNCTION IN MOBILE ALERT VIEWER

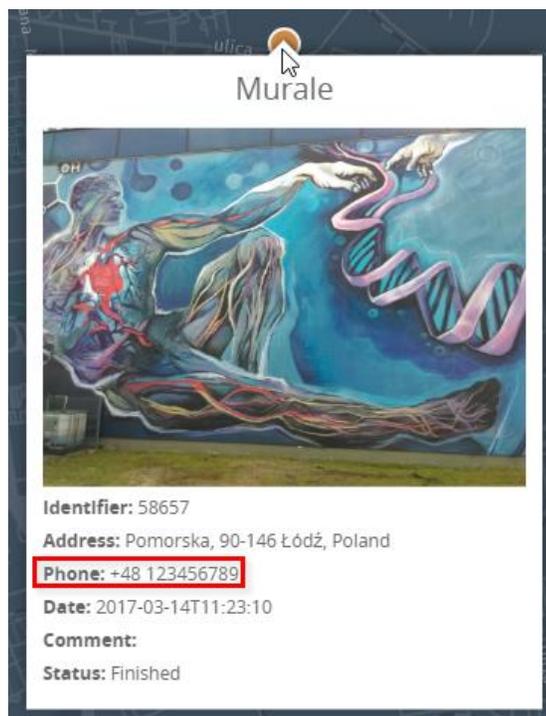
The ability to search for geographical names and points of interest has been added to the Mobile Alert Viewer. The search field is available in the top left corner of the application window. As you type in your search query, a drop-down list appears to offer auto-filled suggested search results. Click on a name in the list of search results to zoom in to the specified location.

ENHANCED DATA EXPORT TO CSV

Several improvements were made to the functionality of exporting data to a CSV file. In this release, phone numbers and coordinates attached to the incident report photo(s) are included in the exported data set. Here it is worth mentioning that unused attributes in the data table were excluded from the CSV export.

MORE DATA IN TOOLTIPS

Incident tooltips now also display the phone number of the incident reporter. The phone number will be displayed in the tooltip only on the condition that the user provides permission to publish the phone number in the application settings.



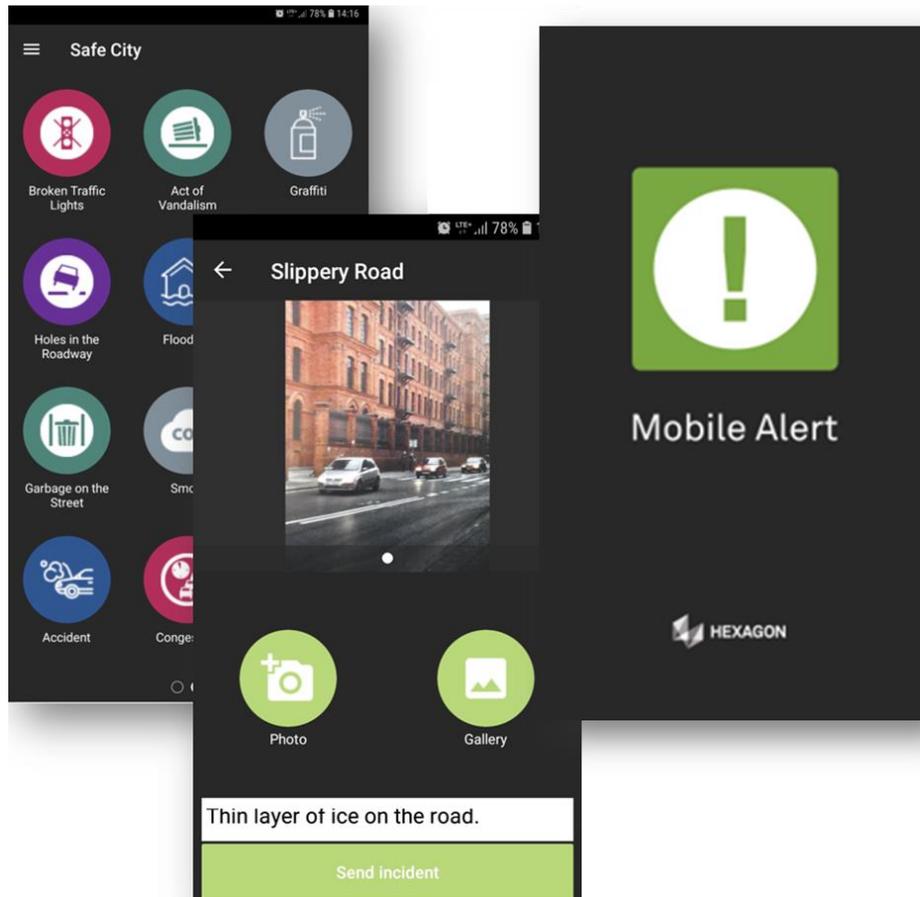
MOBILE ALERT MOBILE APPLICATION

Mobile Alert app uses the configuration set in Mobile Alert Configurator to display the categories for incidents to report within the area of interest. The categories display in Mobile Alert app only when the app is run within the predefined area of interest.

Citizens can easily download the app for free from an app store. With this straightforward app they can:

- Take a photo of an incident
- Choose a category to report the incident
- Write an optional comment
- Enter location (if GPS accuracy is poor, Bing Maps can be used to pinpoint location)
- Optionally, provide contact information for authorities to follow up

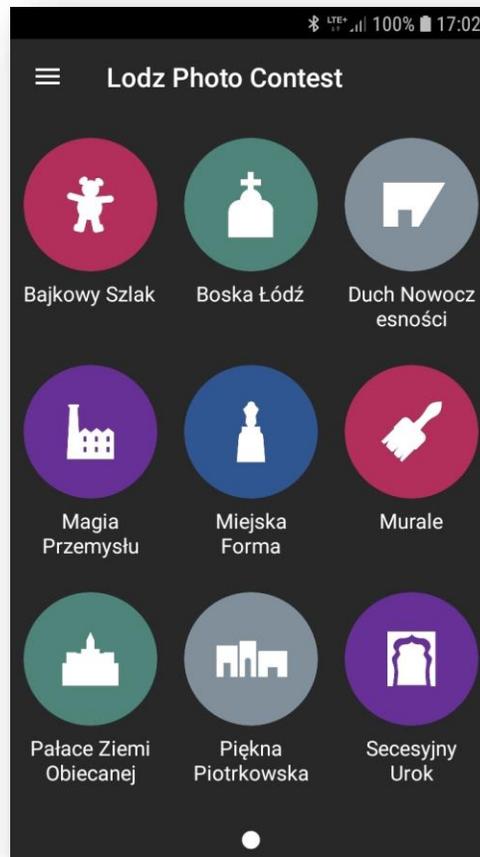
Mobile Alert app provides an easy yet powerful engine for quick crowdsourcing of information. This way it can significantly improve the collaboration between citizens and local governments.



IMPROVED LOOK AND FEEL

The appearance and user experience of the Mobile Alert application have been improved. In the new release of Mobile Alert, the categories are available immediately after the application launches. The new design makes navigating and using the application even more intuitive. On one screen, the user sees all categories for a given configuration without needing to scroll up or down. Big, legible icons help users find and select categories efficiently.





REPORT AN INCIDENT WITHOUT AN IMAGE

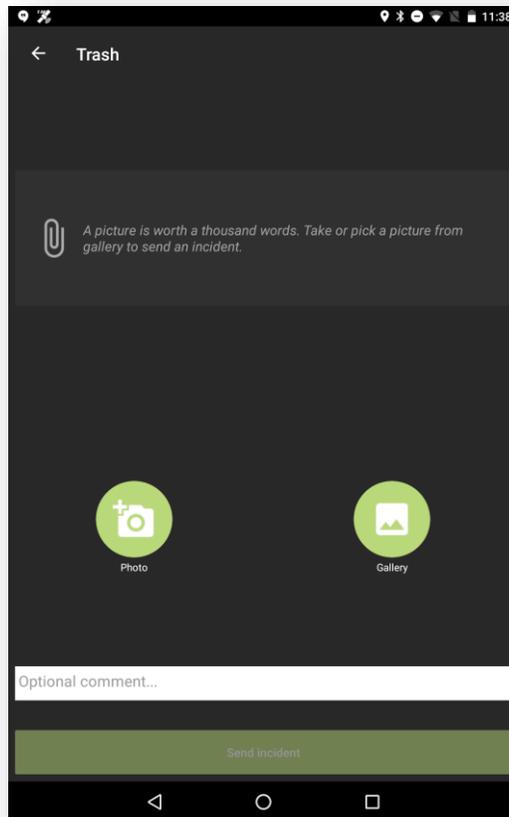
Photos are no longer mandatory when submitting an issue. Users who must report an incident without taking a photo or selecting one from the gallery are instead required to provide a written comment.

In Mobile Alert Viewer, tooltips are displayed for all incidents whether they include incident photo or not.



SELECT PHOTO(S) FROM GALLERY

In this Mobile Alert release an incident photo can be taken instantly in the field or an existing photo can be picked from a gallery. Users now also have the ability to attach multiple photos to a single incident report when selecting photos from the gallery.



RETAKE PHOTO ON DEVICES WITH ANDROID OS

As of the 2018 release, Mobile Alert users can retake a photo on mobile devices that operate on the Android operating system. If the photo preview appears blurry or off-center, just tap the **Retake** option to capture a new photo without needing to delete the first photo or start over.

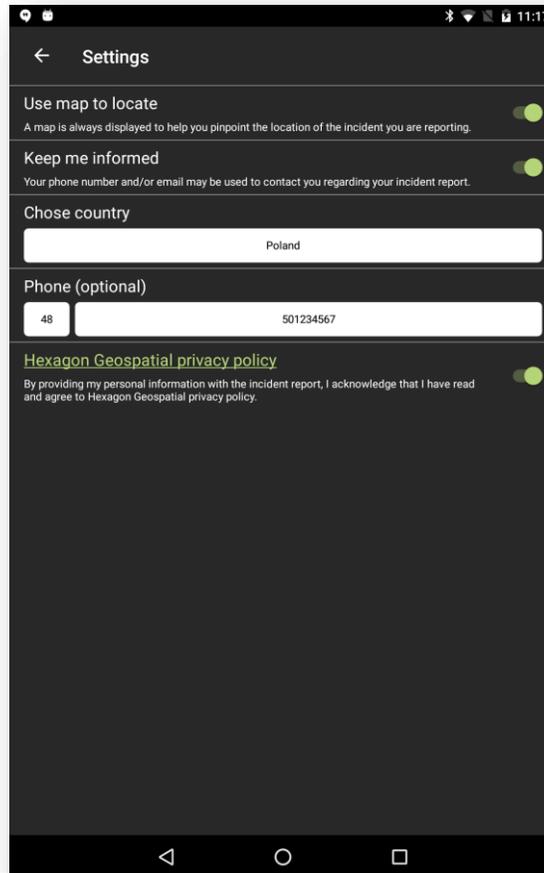
NEW LANGUAGE SUPPORT

Mobile Alert comes localized to a variety of languages and now supports Dutch.



IMPROVED USER PRIVACY

At Hexagon Geospatial, we care about user privacy. The incident reporter phone number is now visible in the Mobile Alert Viewer application only on the condition that the user provides consent for publishing this information. Permission is granted when the user provides personal information and selects the **Hexagon Geospatial Privacy Policy** option in the Mobile Alert application settings.



DEMO CONFIGURATION OPTION

When a subscribing organization does not exist in the user's area, Mobile Alert application prompts user to continue using Mobile Alert app in demo mode.



SYSTEM REQUIREMENTS

Operating Systems (Phone)	<ul style="list-style-type: none">• iOS version 11.x or later Tested devices: iPhone 4, 4S, 5, 5S, 6• Android version 4.4 (KitKat) or later Tested devices: Samsung Note 3, Samsung Galaxy Ace 2, Samsung Galaxy Trend, Samsung S6 Edge +
Data formats	<ul style="list-style-type: none">• GeoPackage 1.0.0



ISSUES RESOLVED

Jira #	Summary	Description / How to Reproduce
MA-740	Changes of categories or titles done in Mobile Alert Configurator are not visible immediately in Mobile Alert App.	Any change in the app configuration (for example, change name of a category or title) is not being reflected by my mobile device. Only if I reinstall Mobile Alert on my mobile device I can see the new configuration.
MA-736	Hash passwords stored in the db	Password should be hashed on the db.
MA-738	Incident type attribute values in WFS aren't updated when category name is updated	Attribute values in WFS should be updated when category name is updated.
MA-731	Users should receive all email notifications even when a different notification for a particular category is set.	<p>We would like to allow users to receive all email notifications even when a different notification for a particular category is set.</p> <p>WORKFLOW: Categories: 12 categories from 1 to 12 User 1 - email notification configured for 'ALL' User 2 - email notification configured for category number '6'</p> <p>User 1 should receive all email notifications, including one for category number '6.' (Currently, for category number '6,' only user 2 will get an email.)</p>
MA-874	Enhance visibility of pop-up in Mobile Alert Viewer	In a Viewer when tapping on an incident that's close to the window and details pop-up is not fully visible.
MA-875	Improvement on category deletion in Mobile Alert Configurator	In the configurator UX of the category deletion is poor. Only the last category may be deleted.
MA-895	When publish service is unavailable we can create MA Viewer account which already exists	When adding user to wheel (in Mobile Alert Configurator) and publish service is unavailable then validation does not work (we can create account which already exists).

MA-878	Changes are lost when user switches between tabs	In the Mobile Alert Configurator changes are lost when user switches between tabs and there is no information about it
MA-966	Table chart display seconds instead of minutes	Incident time has wrong values displayed in table chart. It looks like it displays seconds instead of minutes in time format.
MA-967	Timeline widget has bad labels in "show all" mode	Timeline widget has bad labels in "show all" mode. The same month names appear one after the other.
MA-968	Notification issues	<p>There are multiple notification issues:</p> <p>Some notifications are displayed two or even three times.</p> <p>There is "Update success" along with "Update failed" notification in case of network issues while updating.</p> <p>There is inconsistency in terminating notification messages with final "." (dot)</p>



ABOUT US

Hexagon Geospatial helps you make sense of the dynamically changing world. We enable you to envision, experience and communicate geographic information. Our technology provides you the form to design, develop and deliver solutions that solve complex, real-world challenges. Ultimately, this is realized through our creative software products and platforms.

CUSTOMERS. Globally, a wide variety of organizations rely on our products daily including local, state and national mapping agencies, transportation departments, defense organizations, engineering and utility companies, and businesses serving agriculture and natural resource needs. Our portfolio enables these organizations to holistically understand change and make clear, reliable decisions.

TECHNOLOGY. Our priority is to deliver products, platforms and solutions that make our customers successful. Hexagon Geospatial is focused on developing technology that displays and interprets information in a personalized, meaningful way. We enable you to transform location-based content into dynamic and useable business information that creatively conveys the answers you need.

PARTNERS. As an organization, we are partner-focused, working alongside our channel to ensure we succeed together. We provide the right platforms, products, and support to our business partners so that they may successfully deliver sophisticated solutions for their customers. We recognize that we greatly extend our reach and influence by cultivating channel partner relationships both inside and outside of Hexagon.

TEAM. As an employer, we recognize that the success of our business is the result of our highly motivated and collaborative staff. At Hexagon Geospatial, we celebrate a diverse set of people and talents, and we respect people for who they are and the wealth of knowledge they bring to the table. We retain talent by fostering individual development and ensuring frequent opportunities to learn and grow.

HEXAGON. Hexagon's solutions integrate sensors, software, domain knowledge and customer workflows into intelligent information ecosystems that deliver actionable information. They are used in a broad range of vital industries.

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