



Genasys Emergency Manager
V3.5.7
Release Notes.

24 October 2023

Contents

1	SMS COMMAND IMPROVEMENTS.....	3
2	MULTI-LANGUAGE HYPERLINK	6
3	DIFFERENT SMS CHARACTER-SET WITHIN THE SAME ALERT.....	7
4	AWS REPORT IMPROVEMENTS.....	8
5	UPDATE SPEAKER LOCATION FROM GPS.....	9
6	WEATHER ALERT IMPROVEMENTS.....	10
7	ACCESS TO NEW GUI.	11
8	BUG FIXES AND OTHER IMPROVEMENTS.....	12

1 SMS Command Improvements.

The STOP command that previously removed the contact from GEM now sets the value of SMS to false. In addition, replies to SMS commands have been improved.

HELP (if registered)

You are currently subscribed to: <company name>.

Reply REGISTER followed by an agency code to register, STOP to unsubscribe, <KEYWORD> to <action>.

You are also subscribed to: <company name>.

Reply REGISTER followed by an agency code to register, STOP to unsubscribe, <KEYWORD> to <action>.

Settings: bit.ly/2opo. Support contact: support@genasys.com.

E.g., HELP

You are currently subscribed to: GENASYS.
Reply REGISTER followed by an agency code to register, STOP to unsubscribe, REGSTAGE to Register, Deregister, ATESTREG to Register, MMREG to Register, ADDTEST to Register, STREG to Register. For further assistance, access lradmnsstage2.genasys.com/portal
You are currently subscribed to: ARAMCO_STAGE.
Reply REGISTER followed by an agency code to register, STOP to unsubscribe. For further assistance, access /portal
You are currently subscribed to: LOLATEST.
Reply REGISTER followed by an agency code to register, STOP to unsubscribe, TTERTTTTTT to Register. For further assistance, access lradmnsstagesub.genasys.com/portal
Support contact: genasys.com/support

HELP (if not registered)

You are not currently registered for any alerts. Please reply REGISTER followed by an agency code to register.

Support contact: support@genasys.com

E.g., HELP

You are not currently registered for any alerts. Please reply REGISTER followed by an agency code to register.
Support contact: genasys.com/support

STOP

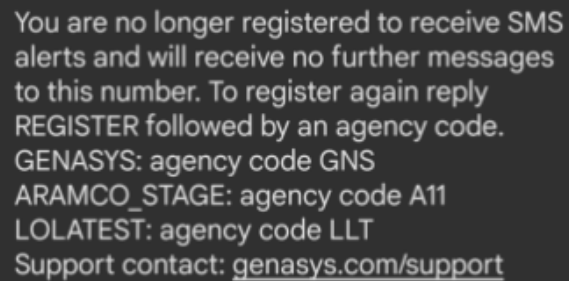
You are no longer registered to receive SMS alerts and will receive no further messages to this number. To register again reply REGISTER followed by an agency code.

<company name>: agency code XXXX

<company name>: agency code XXXX

<company name>: agency code XXXX

Support contact: support@genasys.com

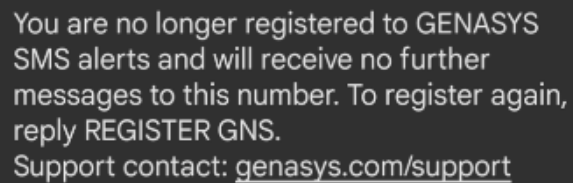
A screenshot of an SMS message on a dark background. The text is white and reads: "You are no longer registered to receive SMS alerts and will receive no further messages to this number. To register again reply REGISTER followed by an agency code. GENASYS: agency code GNS ARAMCO_STAGE: agency code A11 LOLATEST: agency code LLT Support contact: genasys.com/support"

You are no longer registered to receive SMS alerts and will receive no further messages to this number. To register again reply REGISTER followed by an agency code.
GENASYS: agency code GNS
ARAMCO_STAGE: agency code A11
LOLATEST: agency code LLT
Support contact: genasys.com/support

STOP <customer code>

You are no longer registered to <company name> SMS alerts and will receive no further messages to this number. To register again, reply REGISTER XXXX.

Support contact: support@genasys.com

A screenshot of an SMS message on a dark background. The text is white and reads: "You are no longer registered to GENASYS SMS alerts and will receive no further messages to this number. To register again, reply REGISTER GNS. Support contact: genasys.com/support"

You are no longer registered to GENASYS SMS alerts and will receive no further messages to this number. To register again, reply REGISTER GNS.
Support contact: genasys.com/support

REGISTER <customer code>

You successfully registered to <company name>. Reply HELP for help, STOP to unsubscribe. Msgs will vary by user. Msg & data rates may apply.

Settings: bit.ly/2opo. Support contact: support@genasys.com.

You are successfully registered to GENASYS.
Reply HELP for help, STOP to unsubscribe.
Msgs will vary by user. Msg & data rates may apply.
For further assistance, access
lradmnsstage2.genasys.com/portal or
contact genasys.com/support

2 Multi-language hyperlink

In previous versions, an SMS hyperlink to the full message always displayed the default language. In this version, a message page is created for each language and the correct link is added to the SMS according to the contact language settings.

CONTENTS

REPLY

English

Spanish

Language

Same Content

Title

This is just a test

19/80

Message

B

I

U

The quick red fox jumped over the lazy dog.
The quick red fox jumped over the lazy dog.
The quick red fox jumped over the lazy dog.
The quick red fox jumped over the lazy dog.
The quick red fox jumped over the lazy dog.
The quick red fox jumped over the lazy dog.

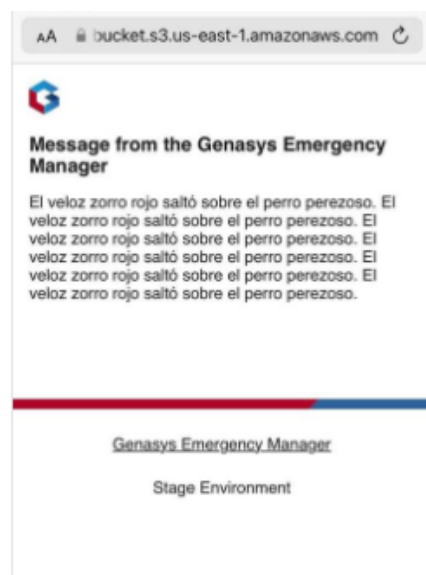
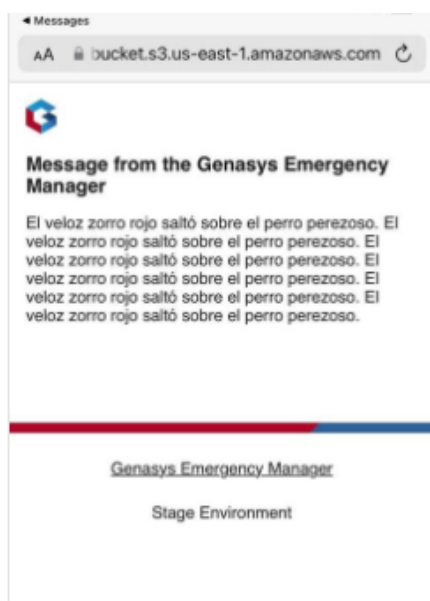
263/3000

SMS sender

Default (65513)

English

Spanish



3 Different SMS character-set within the same alert.

When sending SMS messages in languages other than English, a different character set is used which requires more bits per character, which in turn means 70 characters per SMS instead of 160.

When alerts exceed this limit, the alert is sent as a multi-part SMS message which is re-assembled by the cellphone so that it appears as a single message.

In previous versions of GEM, if a customer required any additional languages, all the alerts would be sent with an SMS length of 70 characters, despite the majority of the messages only being sent in English. This resulted in a reduced SMS throughput.

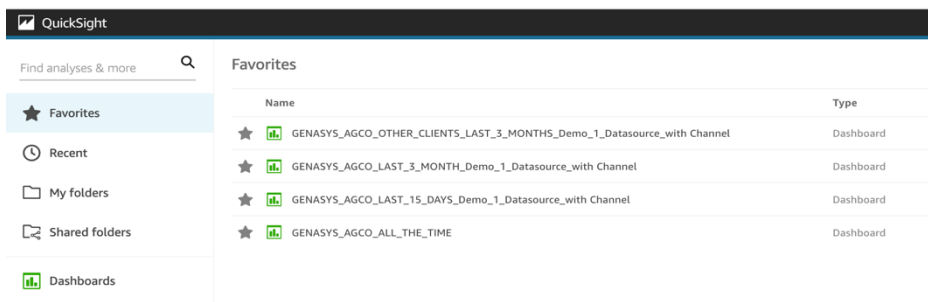
With this version, each message is analysed to see which character set is required and in many cases this will reduce the number of SMS messages per alert by more than half, thus increasing the message send speed and the overall system efficiency.

4 AWS Report Improvements

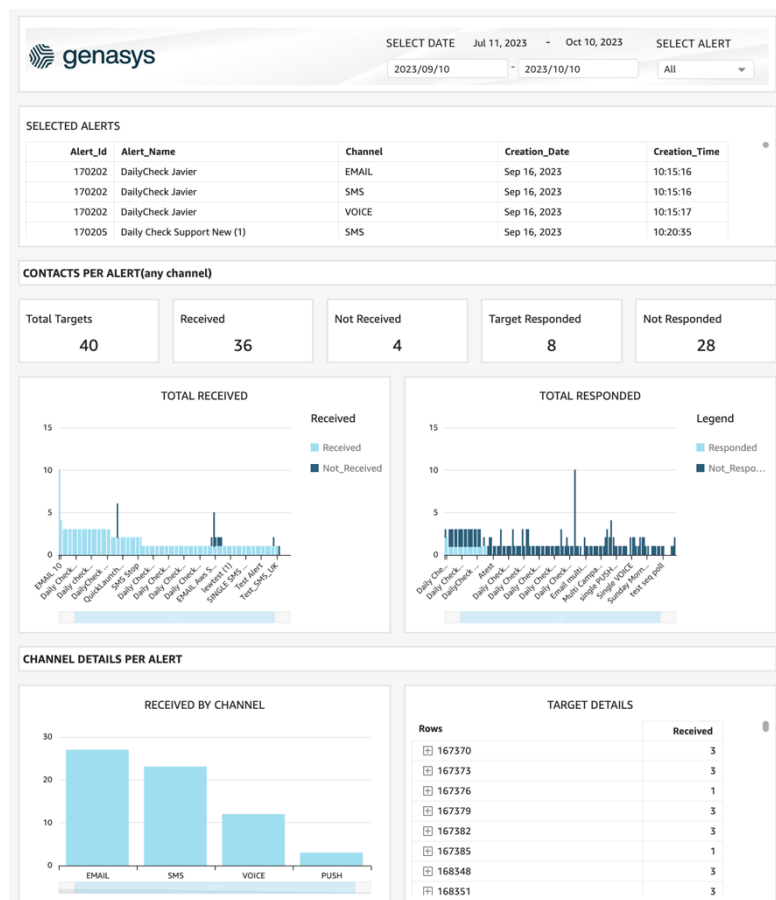
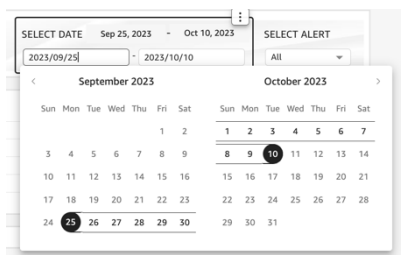
New Summary Alert Reports

To improve performance, new summary datasets and corresponding reports have been created using that cover the following fixed periods:

- ☐ Last 15 Days
- ☐ Last 3 Months
- ☐ Since Provisioning



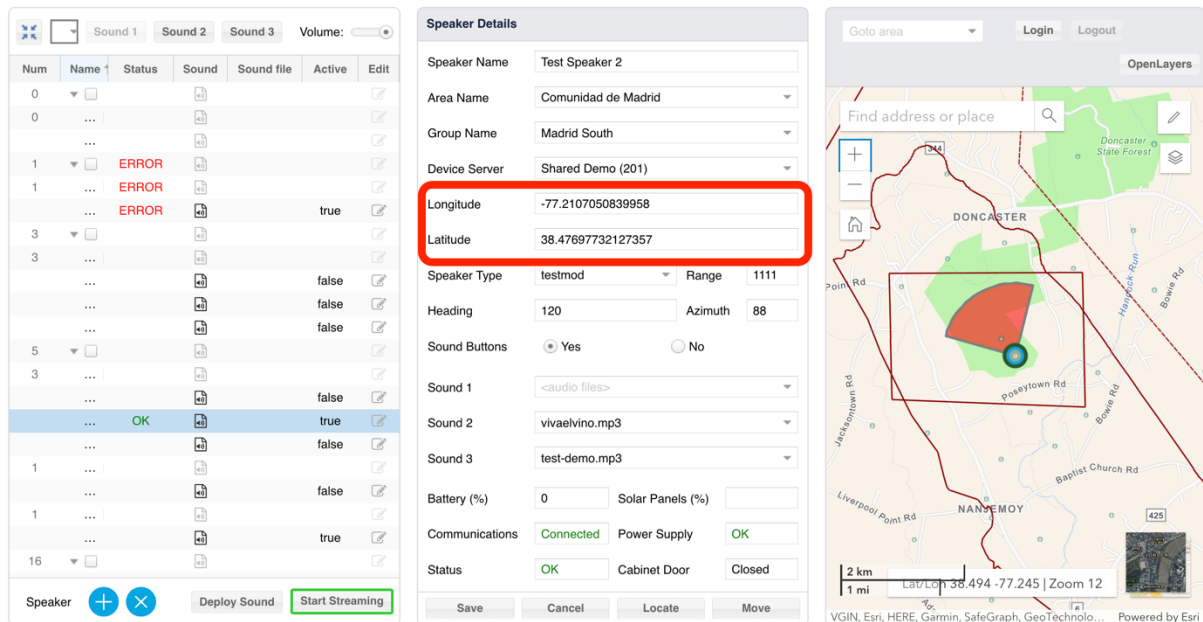
E.g., Last 15 days data.



5 Update speaker location from GPS.

Speaker locations have previously been positioned on the map from the user interface by entering the coordinates in latitude and longitude or selecting the location on the map.

In this version, the location can be obtained from a GPS located in the speaker controller.



When creating a speaker, the options automatic and overwrite appear:

- ☐ Automatic: The coordinates are read from the speaker
- ☐ Overwrite: The latitude, longitude fields appear and can be edited.

Group Name	<input type="text"/>
Device Server	<input type="text"/>
Location	<input checked="" type="radio"/> Automatic <input type="radio"/> Overwrite
Speaker Type	<input type="text"/> Range <input type="text"/>

As before, the speaker position can be defined or modified on the map by using the locate and move functions.

6 Weather Alert Improvements.

Until recently, weather filters have been managed by engineering to prevent customers overloading the system with weather alerts and over-alerting citizens.

As customers can now define their own weather filters, the following restrictions have been added to GEM.

- ☐ Maximum of 5 filters per customer (configurable)
- ☐ When selecting weather templates, the templates that appear in the drop-down list are those with a polygon within the customer bounds.
- ☐ Polygons of templates assigned to weather filters cannot have the area removed or the area modified to be outside the company bounds.

An option has been added to the filter to disable weather alert updates.

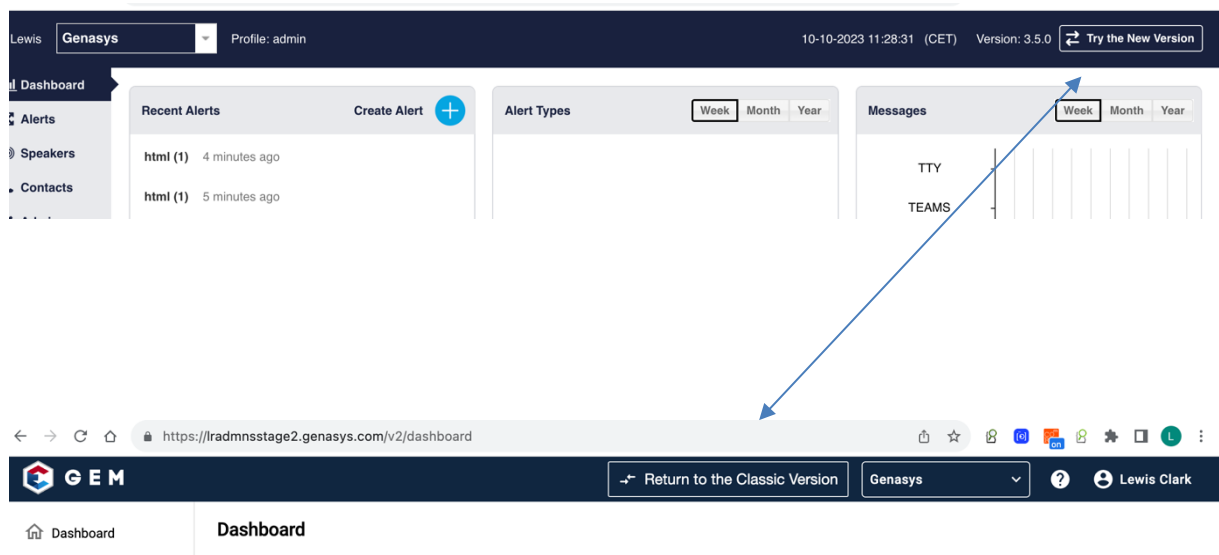
<input type="checkbox"/> Certainty	<input type="checkbox"/> Urgency	<input type="checkbox"/> Severity
<input type="checkbox"/> Likely	<input type="checkbox"/> Expected	<input type="checkbox"/> Severe
<input type="checkbox"/> Possible	<input type="checkbox"/> Future	<input type="checkbox"/> Moderate
<input type="checkbox"/> Unlikely	<input type="checkbox"/> Past	<input type="checkbox"/> Minor
<input type="checkbox"/> Unknown	<input type="checkbox"/> Unknown	<input type="checkbox"/> Unknown

Enable Alert Updates: ☒ Yes ☐ No

7 Access To New GUI.

A button has been added to GEM v3.5 which takes the user to the new GUI.

This button can be made visible per customer.



Z

8 Bug Fixes and Other Improvements.

- Weather alert Message Type field has been added to the weather alert list.

Weather Alerts | Filters

☒ All Alerts ☐ Executed Alerts

Date ↓	Message Type	Type	Alert	Category
10-10-2023 14:40:00	Update	Frost Advisory		Met
10-10-2023 13:53:00	Alert	Small Craft Advisory		Met
10-10-2023 13:37:00	Update	Tropical Storm Warning		Met

- Alert sorting on the following channels did not work and has been disabled:
Status, Urgency, Mode, Output channels
- Create a new permission to allow a user to add/remove groups from selected contacts independently of the more general permission contacts_modify. The new permission is called *add_remove_groups_filtered_contacts*
- The Agency Code, used for SMS commands, is now display in the GUI

Administrators | Custom fields | User Maps | SMS Catalog | Keywords | Notifications

Agency code: GNS

Id ↑	Code	Keyword
1	12094402171	MO
4	12094402171	IN
13	12094402171	FIN
30	12094402171	Largo
36	12094402171	OUT
447	12094402171	REGLEW
465	12094402171	CHATLEW
468	12094402171	ATESTREG

- BUG - Playing a disconnected speaker doesn't show an error
- BUG - If a target is added manually and replies to a message, the contact is not added to the follow-up alert.
- BUG - The value of expiry_time field can't be deleted from the SMS Catalog
- BUG - When Cloning a planned alert with scheduled status, a single alert is created with scheduled status.

- ❑ BUG - Anonymous user is not capable of adding, updating or deleting locations
- ❑ BUG - Profile field blank in the Account section after modifying the user from the Admin section.
- ❑ BUG - Deselecting a target when others remain selected deactivates the delete button.
- ❑ BUG - Hyperlink images only shown if a map-image is added.
- ❑ BUG - Import contacts stops loading the file when there's a line with a non-closed quotation mark.
- ❑ BUG - & symbol in an email reverting back to & after saving.
- ❑ BUG - Dynamic groups. When the filter is active paging values aren't updated even though there aren't enough rows for there to occupy more than one page.
- ❑ BUG - Android APP. User is logged out when pressing back button without being prompted with "Are you sure?".
- ❑ BUG - APP Android/iOS. No message error message appears when trying to delete the last mandatory location.
- ❑ BUG - IPAWS. LAB appears when only LIVE is configured for an org.
- ❑ BUG - QL. Child groups assigned from the QL panel don't appear during preview-launch.