



**Document** *EQ-000988-RN*

*eqWave Web Service Management  
Reporting External Release Note*

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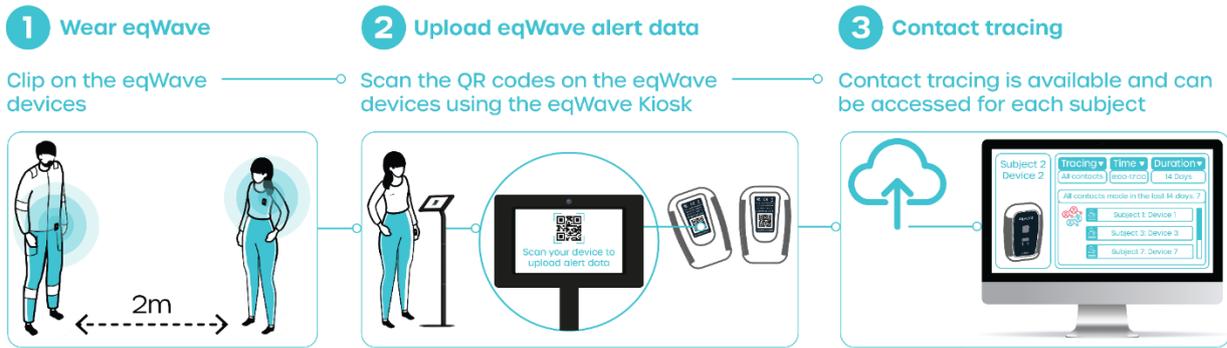
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# 1 Introduction

Welcome to latest release of the eqWave. This document outlines the updates that have been made to the Web Service in this release.

## How eqWave works for you



eqWave end-to-end Social distancing and Contact tracing solution

# 2 What’s new in this release

The latest release introduces the following new capabilities and enhancements:

1. Introduction of Management Reports feature for all premium customers (eqWave+), which provides actionable insights on workplace compliance to social distancing guidelines. Users can:
  - a. Get a summary level picture of compliance to social distancing policies
  - b. Identify areas where compliance can be improved
  - c. Get insights on actions that could deliver the best compliance results
2. Stability and performance improvements resulting in faster data display times for Contact tracing, Alert logs export and Management Reports
3. Significant reduction in instances where Contact Tracing reports would have shown alerts with missing end times
4. Mechanisms to avoid duplicated alert logs and removal of any that have been logged to the server
5. Stability and performance improvements resulting in faster data display times for Contact tracing, Alert logs export and Management Reports
6. Minor changes to the syntax of raw alert log files. Details are in the Web service user guide

New Release versions of the following products are available:

Equivital Product	Version
eqWave Web service	Version 1.3.5

### 3 Known Issues

SUBJECT	DESCRIPTION
<b>App sometimes fails to connect to eqWave devices or loses an established connection</b>	<p>The app can sometimes struggle to connect to an eqWave device or can lose an established connection during the sync process. This typically happens when many other eqWave devices are in the Bluetooth range (30 mts) and the scanned eqWave device is not connected to a power source via USB</p> <p>To workaround this issue, either plug the device into USB or place the other eqWave devices further away such that they are not within 30 mts of the device being scanned</p>
<b>Some alert data may not be accessible and usable via the webapp</b>	<p>The device can occasionally lose its clock (ie.reset to 1970). This most often happens when the device has depleted its battery and been left without charge for an extended period of time. It can also happen during the first use of the device.</p> <p>To resolve this issue:</p> <p>The device needs to be scanned at a Kiosk app to update its clock. Alternatively, it needs to be in bluetooth range of another device that has been recently synchronised.</p>
<b>Android app may fail to scan the QR</b>	<p>Some android devices may not be able to scan the QR code on the back of the eqWave devices. This may be an intermittent issue or a consistently observed issue. This typically happens because the front camera is known to auto focus in such a manner that it can't distinguish fine lines (optimised for selfies)</p> <ul style="list-style-type: none"> <li>• Switch to the rear camera via Admin settings menu option</li> <li>• Use one of the Equivital recommended make and models of tablets or mobile devices</li> </ul>
<b>Timeout error in the Webapp</b>	<p>Rarely, the web service may display a timeout error. This will typically happen when using the Management Reports (eqWave+). If the server is busy responding to other user requests. Retrying or trying a little later typically resolves this issue.</p>
<b>Management Report charts only show when the alert started</b>	<p>The new Management Reports feature has charts that show alert counts by hour or by day. If a proximity alert started just before a new hour, it will appear as a count in the old hour but wont be shown as an alert in the next hour. Similarly for day boundaries</p>