



Release Notes

Ver.1.1

1st July 2016

Desktop Internet Browsers Supported

Internet Browser Type	Version(s)	Build
Google Chrome	Latest	Version 46.0.2490.80 m
Internet Explorer	IE11	Version 11.0.9600.17843
Mozilla Firefox	Latest	42.0
Safari	Latest	10.6.8

Mobile Device Internet Browsers Supported (Android OS)

Mobile Internet Browser Type	Version(s)	Build
Google Chrome	Latest	Version 46.0.2490.76
Mozilla Firefox	Latest	Version 41.0.2

Mobile Device Internet Browsers Supported (Apple /IOS)

Browser	Version(s)	Build
Google Chrome	Latest	Version 46.0.2490.76
Mozilla Firefox	Latest	Version 41.0.2
Safari	Latest	Safari 9

Mobile Device Internet Browsers Supported (Windows Phone OS)

Browsers	Version(s)	Build
Mozilla Firefox	Not Officially Supported yet by windows phone	Not Officially Supported yet by windows phone
Internet Explorer Mobile	IE11	IE11

Licensing

A license is required to log in to the Minder Global Safety Systems application. Licenses are issued based on the desired number of Users or Devices that will exist on a customer's account. The license count can be based on the number of devices on a customer account or if a device will be a shared between a number of different members of staff, the license count can then be user based.

Please contact Cruatech for more information and pricing on Minder Global Safety Systems licensing.

Android Operating System Support

The minimum Android Operating system required to operate the Minder Global Safety Systems application properly is Android version 4.4 and above. The application size is 4.0MGB's.

Network Connection

Network considerations should be made before attempting to use the Minder Global Safety Systems application on a Laptop/PC or Mobile Device.

A good network connection will greatly improve the applications performance.

Using a Mobile device without a Wifi connection will result in a slightly inferior performance of the application. This is standard performance for all mobile applications.

Media Attachments

Media attachments that contain video can behave differently depending on the version of the Android Operating system on the mobile device sending the video. During Quality assurance we tested with many Video players which revealed different results in the way video was presented to the user. It is recommended that the user finds the best video player that suits the mobile devices that are being used in their site. Minder Global Safety Systems recommend choosing either Windows Media player or VLC Media Player to display video from media attachments.

Firewall and Ports

Company and an Organizations firewall rules and procedures must be taken into account when deploying the Minder Global Safety Systems application. Where applicable, an exception must be added to a Network Firewall to allow the account controller communicate with the Minder Global Safety Systems Cloud Server. Please speak with your network Administrator for more details on how to add a Firewall Exception if needed.

Installation

The following Minder Global Safety Systems software must be installed before using the Application:

Application	Installer Type	Installation Files location
Desktop Application	N/A	Login through an internet browser
Android Mobile Device	App	Google Playstore
Apple/IOS Mobile Device	App	Apple App Store
Windows Mobile Device	App	Windows App Store

Data Consumption & Usage Testing for a Mobile Device

(Please note these test results are for guideline purposes only, slightly different results or performance may be seen on different mobile devices)

Feature Test	Device Connected to Wifi	Device Using Mobile Data
Send a panic alert from a mobile device to the Account Controller	0.2 Mbps	0.2Mbps
Send a panic alert with audio duration set to 5 from a mobile device to the Account Controller	0.2 Mbps	1Mbps
Send a panic alert with audio duration set to 10 from a mobile device to the Account Controller	1Mbps	1.1Mbps
Send a panic alert with audio duration set to 20 from a mobile device to the Account Controller	1.3Mbps	1.3Mbps
Send a photo alert from a mobile device to the Account Controller	1.8Mbps	1.8Mbps
Send an Audio(1 min) alert from a mobile device to the	3.0Mbps	5Mbps

Account Controller		
Send an Audio(10 secs) alert from a mobile device to the Account Controller	1.1Mbps	1.0Mbps
Send a Video alert(1 min) from a mobile device to the Account Controller	13Mbps	14Mbps
Send a Video alert(2 min) from a mobile device to the Account Controller	18Mbps	28Mbps
Send a Video alert(10 sec) from a mobile device to the Account Controller	11Mbps	12Mbs
Send a Custom alert from a mobile device to the Account Controller	0.3Mbps	0.7Mbps
Tracking Device with 5 second intervals for one hour	5Mbps	6Mbps

Battery Consumption Testing for a Mobile Device

(Please note these test results are for guideline purposes only, slightly different results or performance may be seen on different mobile devices)

Communications Interval(seconds)	GPS	Bluetooth	Lone Worker	Battery Usage per hour	Estimated User Per 8 hours
30	On	No	No	4%	32%
30	Off	No	No	6%	31%
120	On	No	No	3%	24%
120	Off	No	No	1%	8%
Off	Off	No	On	1%	8%
Off	Off	On	No	<1%	~5-6%
Off	Off	On	No	2%	3%
120	On	No	On	2%	16%
30	On	No	On	4%	32%

Known Issues/Limitations

- 1. Mobile Data charges** – Using mobile data with Minder Global Safety Systems can lead to charges depending on the Tracking interval settings on a device and the number of Alerts and communications between a mobile device and the Account Controller.
(Please refer to the Data Benchmark table above for an indication of the data usage observed during the Quality Assurance process of Minder Global Safety Systems features)
- 2. Admin Alarm Communications** – Disabling the communications option in Minder settings will mean that no Admin Alerts or messages will be received by the device and the tracking option will also not work. Alerts can still be created and sent from the device and all lone worker features will still work properly.
- 3. (Important) Communication Interval for Admin Alerts** – Administrators or supervisors can receive admin alerts to their device when a co-worker triggers an alarm. Please note that the device polls for these events at the time set for the communication interval on their personal device. If the communication interval is set to 30 seconds then the event is delivered in 30 seconds. If there is a less frequent like 2 minutes then the event will arrive at the 2 minute interval. If this feature is important to your operations then the communication interval should be set to no more than 30 seconds. The lower limit for this interval is from 2 seconds and the upper limit is 1 hour.
- 4. Mobile Browser Performance** – Due to the high volume of data displayed when tracking devices on a map in the Minder Global Safety Systems application, viewing the tracking information for different devices in a browser on a mobile device can sometimes be slow, for best results for tracking devices it is best to use a browser on a PC where possible.
- 5. Mobile Alert communication** – Sending large Audio and Video Alerts from a mobile device to Minder Platform can be slower when using Mobile Data instead of a Wifi connection. This is normal behaviour for a Mobile Device communication.
- 6. Adding Users** – User ID's must be unique in Minder Global Safety Platform. As Minder is a cloud based application user must be unique across all sites and customer portals. Email address can be used as a unique user id.
- 7. Application Logging** – Using the Minder Logging feature to monitor application performance or for troubleshooting should only be done for a short period of time. If the logging feature is left enabled for a long period of time it might cause the Minder Global Safety Systems application to crash in extreme circumstances.
- 8. Internet Explorer** – When viewing the Device Locator screen in Internet Explorer, the screen border will not flash red if an event occurs. This is a limitation of Internet Explorer.

- 9. Alternating between Minder Sites** – When an Administrator is alternating between different Minder Sites, the **Click to Clear** button should be selected in the Management window to clear cookies that affect the performance of the device tracking feature of Minder Global Safety Systems. For more information on using the Click to Clear feature please refer to the Minder Global Safety Systems_ADMIN_GUIDE.pdf.
- 10. Video and Photo Alerts** – When capturing Video and Photo alerts, it is best if the phone is held in Landscape mode. It has been noted that displaying video and photos that were captured in Portrait mode on some mobile devices display incorrectly when viewed in the Alert Details.
- 11. Android Task Manager App Management** – When a user views the Minder app in the recent tabs window on an Android phone, if they swipe the Minder App to the side to clear it from the recent apps list, the Minder app and its processes are killed and the app will stop working. This is a feature of the Android operating system and is not a limitation of Minder. Once the Minder app has been stopped, it must be reopened again manually to begin working properly again.