

Release Information

Release Date: March 30, 2026

Release Build: 1.20.7

A note about this release: *Since our previous major release (1.20.2), we issued minor updates (1.20.3/1.20.4) that were only provided to deployments affected by the relevant fixes. If your deployment did not receive an update, it's because the changes were not critical for your deployment. All major known issues have been resolved with this release.*

For specific details on what was included in the previous release, please see the 1.20.3 release notes document. Those changes, and the following issues, are included with the 1.20.7 release.

GALE App Fixes & Features (Overview)

Main Features

- Launch an external form on GALE when the Form Tile is selected
- Users may fill out a form without having to log in (affects XMR deployments only)
 - Administrators configure this option on DMS

Major Bug Fixes

- “This device is livestreaming” message has been removed for deployments that are *not* livestreaming.
- DPC
 - Update that enables GALE to download in a timely manner on a good network
 - Update that resolves a crash on Lenovo P12 Pro and Lenovo Yoga
 - Update that enables GALE to install external apps if defined
- XMR
 - Automatically change uppercase to lowercase when logging in to prevent failures
 - Loading a Patient’s profile (affects XMR deployments only)
 - FHIR file server went down temporarily. Patients who had an encounter during this time:
 - May be missing form data on their profiles
 - May crash when loaded if not upgraded to this release
 - May not download properly from XMR
 - Others that may not have been noticed or detected by users
- Crashes

Web App Fixes & Features (Overview)

Deployment Management System (DMS)

- **Form Tile**
 - **External Forms:** Allow a user to fill a web-based form that is launched on GALE when the Form Tile is selected.
 - **Login toggle:** Determine if a form requires the user to log in before they can fill/submit it (affects XMR deployments only)
 - Automatically select PDF as the delivery type if a recipient is specified
 - Descriptions for ease-of-use

Reports

- Forms Report: Run a report for a device or multiple devices with form details, such as
 - Form name
 - Submitted or cancelled
- Run Multiple Care Providers at once
- “Show All” rows for a report instead of capping at 100

Insights

- Prompt a profile save and synchronization (affects XMR deployments only)
- Upload “Notes for Patient” as Clinical notes (affects XMR deployments only)

XMR

- Allow the Clinician to create an Encounter
- Display both lbs and kg for weight observations
- Allow a user to edit a clinical note for a short period of time after submitting it (to amend small mistakes made only at the time of the encounter)

Things to note

- Low power mode may affect the performance of USB devices and Zoom calls. To avoid interruptions, connect GALE to power at any opportunity, and try to keep GALE above 50% charge at all times.
- If defined, an external form will not be displayed if GALE is not updated to 1.20.3 or higher. What will happen is:
 - If a GALE form **is not** defined in the dropdown: the external form will not open (*less confusing, ideal for usability*)
 - If a GALE form **is** defined in the dropdown: display a form that is defined from the dropdown on the Form Tile page.

Known Issues

Usability

- **Issue:** GALE will not update when using the Update button on certain devices (Lenovo P12 Pro and Yoga).
 - **Resolve:** Contact us
- **Issue:** The Stethoscope will not reconnect immediately after an exam.
 - **Resolve:** Wait 1-2 minutes before trying to reconnect
- **Issue:** The Stethoscope will not reconnect to GALE if you turn it off while connected
 - **Avoid this:** "Disconnect" on GALE before powering off the Stethoscope
 - **If this happens:** Restart the GALE tablet
- **Issue:** Jumper scale: measurement is not sent to Provider Zoom chat during a call
 - **Resolve:** View the measurement on the Zoom overlay or Insights
- **Issue:** Measurements are not displayed in the Zoom sensor panel if Insights is accessed while the sensor is running.
 - **Resolve:** Restarting the panel will resolve the issue.
- **Issue:** Sending too many PDFs from Profile ends up with templates being blocked on Twilio due to marketing, even though the template is still classified as Utility.
 - **Resolve:** Limit sharing PDFs with MMS or WhatsApp. Use Email instead.
- **Issue:** On an Encounter, the Visit Summary PDF is not visible (though it is there).
 - **Resolve:** View the summary on the Visit Summary tab
- **Issue:** "Health records not synced" pop-up may remain on the screen while completing an encounter offline
 - **Resolve:** Press "ok" and then "log out" again to log out or turn the tablet off
- **Issue:** Intake may be shown when navigating back to GALE when in a Zoom call

- **Resolve:** Tap “Back to call” in the floating call button
- **Issue:** The Privacy filter in Patient Profile shares the entire measurement history to Insights. Cannot restrict measurement access
 - **Resolve:** This only affects patient profiles, not guest encounters

Crashes

- **Crash:** “Capture Screen” with the floating call button
 - **Resolve:** The option is removed until a fix is implemented
- **Crash:** Using the Otoscope or Exam Camera immediately after the GALE device wakes from a black screen will cause the measurement to crash if it is performed in the first session or encounter initialized after wake-up.
 - **Resolve:** Wake up the device using the side button on the GALE tablet > begin a guest session > end the guest session > begin another session. Or, if you experienced the crash, begin a new session immediately. Don't turn off or restart your device.
 - **Note:** This does not appear to affect all devices. If you have not seen this issue, your device may not be affected.
- **Crash:** Opening a PDF from the patient profile after upgrading.
 - **Resolve:** On the “Search for patient” pop-up, press the red (x) and search for the patient again. Reload the patient.

Resolved Issues (as reported in Jira)

All Features:

GALE-7575	DMS Form Clinic: Select PDF by default
GALE-7574	XMR: display both lbs and kg for weight observation
GALE-7572	Insights: Create "save" button to push current encounter to EMR
GALE-7569	DMS: Add an option on the form "Clinic" forcing the user to log in on XMR-enabled care providers
GALE-7529	APP: Add External Form

- GALE-7528 DMS: Add External Form
- GALE-7527 XMR: Encounter Tables Shouldn't Be Clickable
- GALE-7516 Reports: add encounter column
- GALE-7515 XMR: Truncate Column Text
- GALE-7514 XMR: Stack Form Responses
- GALE-7436 update to latest zoom SDK
- GALE-7309 DMS Forms: Allow a user to upload a header that will be displayed if the form is sent as a PDF
- GALE-7308 APP Forms: Improve PDF Formatting
- GALE-7263 Reports: allow anyone with access to multiple care providers to run combined reports
- GALE-7155 Insights/XMR: add a tag to the provider notes to be FHIR Clinical Notes
- GALE-6791 GALE-6775 XMR: columns are only sortable one way, and not reverse

All Bugs:

GALE-7631	APP: 1.20.4/5/6 GALE doesn't time out
GALE-7619	APP: Stuck on 19Labs splash screen (1.20.4 - 1.20.6)
GALE-7617	APP/Zoom: tells users that we are recording even though we aren't
GALE-7611	Insights: Cannot join Insights on non-XMR care provider on 1.20.4
GALE-7606	CRASH: Attempt to invoke virtual method 'void com.nineteenlabs.gale.patientprofile.PatientProfile.addParticipant
GALE-7601	APP: Can't log in (1.20.3-13)
GALE-7600	CRASH: Parameter specified as non-null is null: method com.nineteenlabs.zoom.BluetoothAdvertiser\$advertiseMeeting\$1
GALE-7599	CRASH: util.fhir.FhirUtil.convertFhirDocumentReferenceListToSensorData
GALE-7592	DMS: Profile - include country code wording/validation
GALE-7585	APP: Multifunction test sensor says "Miscellaneous"
GALE-7580	CRASH: JSONException: No value for firstname at org.json.JSONObject
GALE-7579	CRASH:GattCharacteristicParser\$Companion.getUInt8
GALE-7571	CRASH: android.os.DeadSystemRuntimeException: android.os.DeadSystemException at android.app.ActivityTaskManager.getTasks
GALE-7568	APP: Home page is black and doesn't load automatically

GALE-7567	CRASH: IllegalArgumentException: width and height must be > 0 at android.graphics.Bitmap.createBitmap
GALE-7566	APP: jumper scale issues
GALE-7563	DMS: do not allow slashes in Form name
GALE-7561	APP: External app measurements are not sent with Health History
GALE-7560	Events: missing events for manual measurements
GALE-7556	CRASH: IllegalArgumentException: callback cannot be null at android.bluetooth.le.BluetoothLeAdvertiser.stopAdvertisingSet
GALE-7555	GALE: Multiple login popups when config exit form enabled
GALE-7551	CRASH: Attempt to invoke virtual method 'com.nineteenlabs.americanwell.ClinicSelectionFragment\$ClinicSelectionFragment
GALE-7502	CRASH: Attempt to invoke interface method 'void com.serenegiant.glutils.EGLBase\$IEglSurface.makeCurrent()' on a null object reference
GALE-7549	APP: 6 "external_form" events after "wakeup" event, even though none was selected
GALE-7545	CRASH: java.util.Collections\$SingletonList.get
GALE-7544	XMR: first time you open a form or document the view is very zoomed in
GALE-7538	CRASH: Error inflating class com.nineteenlabs.zoom.share.AnnotateToolbar at android.app.ActivityThread.performLaunchActivity
GALE-7537	APP: no external app (kosmos, ECG) event when starting app from within Zoom

GALE-7536	CRASH: NullPointerException: Attempt to invoke virtual method 'com.nineteenlabs.gale.patientprofile.PreferredFilter com.nineteenlabs.gale.patientprofile.PatientProfile.getPreferredFilter'
GALE-7533	Encounter: Not uploaded if you press "save" from the user menu
GALE-7532	APP/DMS: Exam Camera events are missing if you select "close camera"
GALE-7531	APP XMR: do not require a provider to be subscribed to a clinic to have access to XMR capabilities
GALE-7526	XMR: Unable to save clinical notes
GALE-7524	XMR: documents and image appearing in every encounter
GALE-7521	CRASH: java.lang.ArrayIndexOutOfBoundsException: length=0; index=1 at com.nineteenlabs.gale.sensors.bloodpressure.TechnaxxBloodPressure.calculateCheckBit
GALE-7520	CRASH: IndexOutOfBoundsException: Index -1 out of bounds for length 1 atjdk.internal.util.Preconditions.outOfBounds
GALE-7512	XMR: Notes With New Lines Don't Go on Multiple Lines
GALE-7510	APP: new Jumper weight scales don't work with GALE - upgraded BT protocol
GALE-7508	DMS: Backwards compatibility - can't submit a form with a required signature on 1.19
GALE-7500	XMR: Clinical notes improvements
GALE-7492	APP: 3 taps to close login popup
GALE-7488	CRASH: NullPointerException: Attempt to invoke virtual method 'boolean com.nineteenlabs.gale.patientprofile.PatientProfile.hasDocument'

GALE-7487	CRASH: OutOfMemoryError: Failed to allocate a 64 byte allocation
GALE-7486	CRASH: SecurityException: User has not given 10126/com.nineteenlabs.gale permission to access device
GALE-7483	Forms: missing unsigned signature from PDF
GALE-7482	APP: Logged in Encounter doesn't end after timeout, switches to Guest
GALE-7472	CRASH: android.view.WindowManager\$BadTokenException: Unable to add window -- token android.view.ViewRootImpl
GALE-7468	CRASH: NullPointerException: Attempt to invoke virtual method 'com.nineteenlabs.americanwell.ClinicSelectionFragment\$ClinicSelectionFragmentInteractionListener
GALE-7465	CRASH: gale.patientprofile.PatientProfile.getFullName()' on a null object reference
GALE-7444	CRASH: NullPointerException: Attempt to invoke virtual method 'java.lang.String com.nineteenlabs.gale.patientprofile.PatientProfile.getFullName
GALE-7433	APP: Zoom "Measurement History" button takes guest to Patient Profile
GALE-7431	CRASH - Timeout: getCurrentUser(...) must not be null at com.nineteenlabs.gale.MainDataDelegate\$completeUIProcessing\$1.invokeSuspend
GALE-7426	DMS: update "Add Recipient" description
GALE-7422	APP: cache all the locations, organizations, questionnaires, practitioners on login so resolving bits on patient load takes less time
GALE-7419	Reports: Remove Tablet (Patient) participant
GALE-7418	APP Zoom: Minti instructions are using Eko Duo on Zoom sidebar

GALE-7371	DMS Forms: cannot remove "other" from multi-answer question types
GALE-7346	DMS: double load profile events
GALE-7344	CRASH: No implementation found for boolean com.zipow.videobox
GALE-7246	CRASH: delayed crashes (three) - 1.19 - Popup fragments
GALE-7244	Crash: Filling out wrap-up form - FHIRAuth.uploadPatient
GALE-7213	API: Measurement from previous session being displayed
GALE-7210	GALE: Cannot see screen share from provider end
GALE-7201	DMS Form: Send form as a PDF - cannot deselect delivery type, so get an error on GALE
GALE-7198	GALE: Improve login
GALE-7188	CRASH: null object reference at com.nineteenlabs.gale.util.FormUtil\$Companion.getGalekey
GALE-7177	CRASH: Creating a patient profile
GALE-7143	Crash: NullPointerException: Attempt to invoke virtual method 'void com.nineteenlabs.gale.util.fhir.FHIRAuth.uploadPatient
GALE-7095	DMS/APP forms: adding comma to multiple choice answer creates a new answer
GALE-7094	APP XMR: sometimes local changes are not synchronized with explicit save button
GALE-6995	CRASH: Teslong otoscope