

# EMYNOS Pilot December 20Th 2017

Graz, Austria





## EMYNOS nExt generation eMergencY commuNicatiOnS

Current emergency systems and 112 services are based on legacy telecommunication technologies, which cannot cope with IP-based services that European citizens use every day. Some of the related limitations are the partial media support, the lack of integration of social media, and the use of an analogue modem for providing eCall services with limited data amount. As most operators have started migrating towards broadband IP-based infrastructures, current emergency systems need also to be upgraded and adapted in order to fulfil regulatory requirements in terms of Next Generation emergency services.

The main objective of the EMYNOS project is the design and implementation of a Next Generation platform capable of accommodating rich-media emergency calls that combine voice, text, and video, thus constituting a powerful tool for coordinating communication among citizens, call centers and first responders.

Additionally, the EMYNOS system addresses issues such as call routing/redirection to the closest-available call center, retrieval of the caller location, hoax calls prevention, support for people with disabilities, and integration of social media.



## The objectives of the pilot

This pilot is intended to demonstrate Next Generation emergency services as well as their integration with the current emergency call centers' systems. This event will particularly show IP based emergency calls - with various features such as audio, video, Real Time Text, accurate location, and sensors data – tested within the system of the Austrian Red Cross. It is foreseen that this pilot will be:

- a starting point for further activities in the context of research, development, integration, and testing of Next Generation emergency services,
- an incentive to the regulators and end users to respectively enforce the necessary policies and speed up the deployment of such services.

## EMYNOS innovations



Caller  
Location  
retrieval  
compliant to  
IETF and ETSI



Support for  
persons with  
various  
categories  
of disabilities



EMYNOS  
eCall extensions  
including  
photos and  
videos



Exploit social  
media to  
support disaster  
management  
operations



# The Pilot agenda

**Venue:** Österreichisches Rotes Kreuz (Austrian Red Cross)  
Landesverband Steiermark, Merangasse 26, A-8010 Graz

- |               |   |
|---------------|---|
| 13:00 - 13:15 | <b>Welcome</b>  |
| 13:15 - 13:45 | <b>The Emynos Project:</b><br>Project concept, main objectives and achieved results |
| 13:45 - 14:00 | <b>Test bed Components:</b> Trial Site description                                  |
| 14:00 - 14:15 | <b>Use cases description:</b> Trial Scenarios                                       |
| 14:15 - 14:30 | <b>Coffee Break</b>   |
| 14:30 - 15:15 | Demonstrations  |
| 15:15 - 15:30 | Evaluation  |
| 15:30 - 16:30 | <b>Round Table:</b> Audience Questions and Feedback                                 |
| 16:30 - 17:00 | <b>Conclusions and closure</b>  |



# Consortium



The EMYNOS project is co-funded by the European Commission/H2020 Programme Grant Agreement No.653762

## FURTHER INFORMATION:

EMYNOS website: [www.emynos.eu](http://www.emynos.eu)

## DISSEMINATION LEADER:

Public Safety Communication Europe (PSCE)

Rue des Deux Eglises 39

B-1000 Brussels, Belgium

[www.psc-europe.eu](http://www.psc-europe.eu)

[secretariat@psc-europe.eu](mailto:secretariat@psc-europe.eu)

## VENUE:

**Österreichisches Rotes Kreuz**

(Austrian Red Cross)

Landesverband Steiermark

Merangasse 26

A-8010 Graz



ÖSTERREICHISCHES ROTES KREUZ

*Aus Liebe zum Menschen.*