



Next-Generation eCall

In April 2018, EU regulations required all new types of passenger cars and light commercial vehicles to be equipped with an eCall device.

The eCall IVS (in-vehicle system) is equipped with sophisticated sensors that automatically detect serious incidents such as collisions. Once activated, it establishes a voice connection to the 112 number with the nearest emergency call center and transmits crucial data, such as the precise GPS location of the vehicle, type of accident, severity of impact, deployment of airbags and other relevant information about the vehicle itself, such as model and fuel type. This information helps emergency responders assess the situation faster and more efficiently.

eCall is an essential technology that improves road safety by enabling rapid and efficient response to accidents, while providing significant benefits to emergency call centers responsible for coordinating rescue operations.

Next-Generation eCall (NG eCall)

eCall relies on mobile networks for communication with emergency services. Originally, legacy eCall was based on 2G/3G networks. As our mobile networks evolve, so must the capability of eCall to communicate on new networks. That's why NG eCall is based on the Internet Protocol Multimedia Subsystem (IMS) and has been developed to work with 4G/5G networks.

Alcatel-Lucent Enterprise and eCall solutions

Alcatel-Lucent Enterprise provides a simple and duplicated eCall modem system. It is an ideal solution for 112 emergency centers that need accurate and updated information in case of car crashes. This single platform solution can be integrated with our Call Center Distribution solution with the [Alcatel-Lucent OmniPCX® Enterprise Communication Server](#).

Alcatel-Lucent Enterprise develops, installs and supports eCall-CS (Circuit Switch) and eCall-NG systems. Our services teams work with local business partners and customers to plan, install, test and support eCall solutions. Each project is unique, and the scope of work is dependent on requirements, but can include:

- **Consultation and planning:** Collaborating with customers and business partners to design and implement tailored solutions according to needs and expectations
- **Solution development, integration and deployment:** Ensuring seamless integration into existing infrastructure
- **Training and support:** Providing training for emergency responders and ongoing technical support to ensure optimal use of solutions
- **Network security:** Implementing robust security measures to protect solutions and data
- **Maintenance and upgrades:** Regularly maintaining and upgrading the solution to ensure reliability and efficiency

Visit our website to learn more about Alcatel-Lucent Enterprise [Public Safety Solutions](#).

