

## RESTREAM ALL INCOMING

SMS-to-Video is integrated into IncidentShare, so you can easily forward the video from the caller to the first responders that are on their way to the incident. Now they are better prepared for the task they are about to face. Moreover, the team leader can immediately start assigning particular tasks.

## SECURE & USER-FRIENDLY

SMS to Video is a plugin to the IncidentShare\* portal which improves the communication process for the staff and all units involved at an incident by providing live video from the scene, and it supports an efficient information flow by giving secure user access to the visual perspectives of the incident.

## SERVER AND INTERGRATION

We offer the SMS to VIDEO software as a local installation, so you can have it on your servers or cloud and let your own IT staff take care of hardware and infrastructure or you we can host it for you.

The IncidentShare SMS-to-Video can also be integrated with inbound phone triage systems through our API

## A SECURE SYSTEM TO EMERGENCY DISPATCHERS

The emergency dispatcher sends a video invitation as a short text message (SMS).

When the caller taps the link and accepts that the dispatcher gains access to the camera, video streaming will start within a few seconds.

*\*IncidentShare™ is a secure live streaming platform developed by Incendium for fire departments, police, EMS and other first responders which enables them to share live video from vehicles, drones and other moving camera sources. The Incendium SMS to Video solution extends the camera sources to include the citizen's smartphones.*

## CONTACT US

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# INCENDIUM SMS TO VIDEO

LIVE VIDEO TO THE EMERGENCY  
DISPATCHER FROM THE CALLER

LEAVES NO ROOM FOR  
MISUNDERSTANDING



# INCENDIUM SMS TIL VIDEO

- FAST AND INTUITIVE
- REQUIRES NO APP
- KRÆVER INGEN APP
- WORKS IMMEDIATELY



BYSTANDERS ARE OFTEN DISTRAUGHT WHEN CALLING FOR EMERGENCY HELP AND DISPATCHERS HAVE THE DIFFICULT TASK OF BOTH CALMING THE CALLER AND OF EXTRACTING AND QUALIFYING FRAGMENTS OF RANDOM INFORMATION.

LACK OF CLARITY OF THE SITUATION AND MISUNDERSTANDING CAN LEAD TO WRONG DECISIONS TAKEN BY THE EMERGENCY DISPATCHER

THAT IS WHY WE HAVE DEVELOPED SMS TO VIDEO. DISPATCH CENTERS CAN NOW TARGET THE APPROPRIATE RESPONSE QUICKLY AND MORE PRECISELY BECAUSE OF LIVE FOOTAGE FROM THE CALLERS SMARTPHONE ON THE SCENE OF THE INCIDENT. SINCE THERE IS NO NEED FOR ANY PRE-INSTALLED APP, THE SOLUTION WORKS WITH MINIMAL NEED FOR USER INTERACTION.

## NO DELAY

You will find that the delay is so low on live video that it is synchronous with the call on the phone.

## RECORD

Just like all other video handled in IncidentShare, the footage from a callers' phone call can be saved and used for evaluation, education, external expert advice, etc.

## NO SOFTWARE

Incendium's SMS to Video works directly from an SMS text message and does not require the download and installation of an app. The emergency dispatcher simply sends out a text message from IncidentShare to the smartphone of the caller.

By clicking on the URL link contained within the text message, a secure unique 'one-time-use' live video transmission is started.

## NO INTERRUPTION

The phone call that the citizen has started can continue while video is transmitted.

It can be of great importance that the conversation with the caller is not interrupted while establishing a video connection.

