FlagMii® EML

Direct communications from control rooms to any mobile device

FlagMii Enhanced Mobile Link (EML) is a cloud-based platform that enables direct, multimedia connections between workstations in control rooms and mobile devices at incident scenes. Supporting geolocation, tracking, real-time text, real-time translation, sign-language AI avatars, video interactions, chats and attachments, FlagMii EML turns citizens' smartphones into extensions of the control room.

Key features

Automatic geolocation

Without requiring a pre-installed app, FlagMii EML determines the location of mobile devices so that reported incidents can be positioned on a map. The operator simply sends a message to the caller – via SMS, email, or messaging apps like WhatsApp – with a link to share their location and establish a secure connection to the control room.

Live video

FlagMii EML empowers callers to share live video from any camera on their device, enabling operators in control centres to make direct observations. Third-party experts can be added to video calls.

Simultaneous translation

FlagMii EML includes automatic language recognition and translation for text-based chat, making it easier for public safety organisations to extend their services to all citizens and foreign visitors. Voice calls can be supported in-person by professional interpreters.
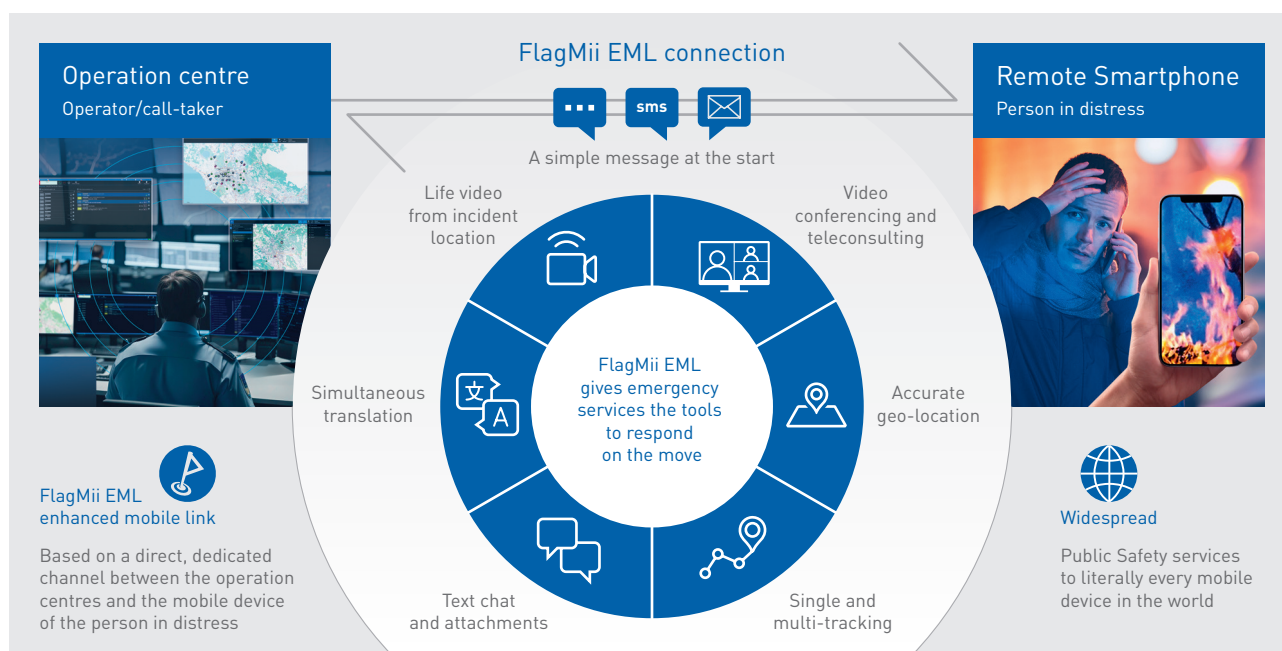
Non-spoken communication

With support for multimedia chat, pictograms, diagrams and interactive questionnaires, FlagMii EML empowers operators to communicate silently with people who are unable to speak.

FlagMii EML at a glance

- Extends the eyes and ears of control room operators out to the scene of incidents
- All communications protected by high-level SSL security
- Works on any standard mobile device
- Supports control rooms in adopting NG112/NG911-aligned operational procedures
- Cloud-based: no time-consuming, costly or disruptive implementation
- Works as a stand-alone solution or integrated with existing computer aided dispatch (CAD) systems

FREQUENTIS

FOR A SAFER WORLD

Operation centre
Operator/call-taker

FlagMii EML connection

A simple message at the start

Remote Smartphone
Person in distress

Life video from incident location

Video conferencing and teleconsulting

Simultaneous translation

FlagMii EML gives emergency services the tools to respond on the move

Accurate geo-location

Text chat and attachments

Single and multi-tracking

FlagMii EML enhanced mobile link

Based on a direct, dedicated channel between the operation centres and the mobile device of the person in distress

Widespread

Public Safety services to literally every mobile device in the world

Benefits

Connect control rooms and citizens

FlagMii EML brings rich, real-time multimedia communication from the scene of an incident directly to operators in public safety control rooms. It connects citizens with dispatchers, supporting a two-way flow of information.

Facilitate emergency communication

With support for text, voice, image and video, backed by automated real-time translation, FlagMii EML makes it easy for everyone to communicate. The solution is easy to use and works without the need to install an app.

Improve situational awareness

FlagMii EML combines automatic geolocation and map-based tracking capabilities with full multimedia communication, giving control room operators a better understanding of emergency scenarios as they unfold.

Enhance response capabilities

By increasing the information available to control rooms and enabling it to be shared seamlessly with response teams, FlagMii EML makes it easier to provide the right assistance in the right place at the right time.

Technology overview

Availability/scalability	Web-based software-as-a-service solution provides high availability and scales dynamically to meet demands
Security and data protection standards compliance	ISO/IEC 27001:2013; ISO/IEC 27017:2015; ISO/IEC 27018:2019
Device-independent	Runs on any standard mobile device, with no need to install an app
Full connectivity	Connects via public internet using mobile networks or Wi-Fi
Security	Secure communication based on TLS: SIPS, HTTPS and WebSocket