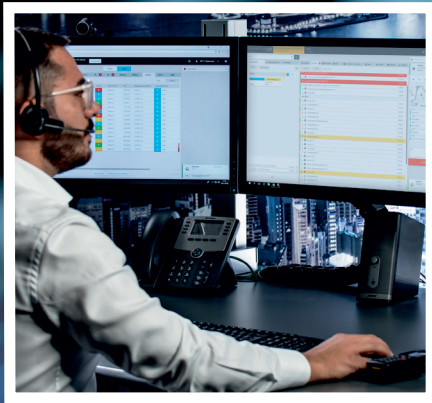


Text in real time.
Help in real time.

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FOR A SAFER WORLD



Accessible emergency access for the public

3020 LifeX™: Real-Time Text for NG112 emergency communication

Introducing Real-Time Text

A core enabler of NG112

Real-Time Text (RTT) enables instant, two-way text communication with real-time interaction during emergency calls, helping citizens reach services when voice is not possible. As part of NG112, RTT supports the shift from voice-only calls to standards-based multimedia emergency communication.

▶ Standards-based RTT support

LifeX supports RTT over Real-time Transport Protocol (RTP) according to RFC 4103 in both incoming and outgoing directions.

▶ One multimedia conversation

Audio and text streams are combined into a unified conversation, giving operators a clear view of the emergency interaction.

▶ Immediate caller input

Incoming RTT calls are automatically accepted, allowing callers to start typing immediately while the call is being routed.

▶ Clear RTT visibility

Operators can identify RTT calls directly in the conversation stack, including pending, active, held or transferred conversations.

▶ Structured text handling

Incoming characters are displayed as they are typed and converted into final messages based on configurable settings.

▶ Flexible RTT activation

RTT can be added during an active call by either the external caller or the LifeX operator.

▶ Recorded conversation history

RTT messages remain available in the conversation history and are recorded like other multimedia conversations with chat.



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