In accordance with the European Union objectives, new cars will be equipped with a system that will be able to call for help in case of an accident. The system is based on a simple principle – in the case of accident a special unit installed in your car will dial 112 emergency number and will send a minimum set of data relevant to the accident information: time, location, type of a vehicle, direction and number of passengers.

How fast eCall works?

Your own car will be able to call for help
Thanks to eCall system

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HeERO (Harmonised eCall European Pilot)

In order to operate the eCall system at the international level it must be deployed as technically compatible. The goal of the European HeERO project is to define and verify interoperability of the eCall service. A three year HeERO project launched in 2011 and the Czech Republic participates in this through the Ministry of Transport and the Ministry of Interior – General Directorate of the Fire Brigade of the Czech Republic.

The HeERO project is partially funded by the state budget of the Czech Republic and co-funded under the ICT Policy Support Programme (ICT PSP) as part of the Competitiveness and Innovation Programme by the European Community.

Project supported by:

Member State Leaders:
Ministerstvo dopravy

Proper implementation of the pilot project:
Telefónica

Subcontractors of the company Telefónica Czech Republic, a.s.:

www.heero-pilot.eu
Time plays an important role – reduction of the response time by intervention units may mitigate serious health consequences of injured persons that could be caused by late medical help.

- The information about the accident is forwarded from the PSAP to the Traffic Information and Management Centre and due to this fact drivers approaching the place of the accident will be informed about the extraordinary traffic situation.
- eCall in-vehicle unit is installed in the car on a safe place.
- If you find yourself the witness of an accident, you can press the SOS button to call help for others.
- eCall represents the tool for contacting the PSAP in the case of accident, not for tracing of cars.
- It gets activated only if the in-vehicle electronic system evaluates that an accident happened.

Even though you will not be able to call for help due to impaired health condition or you will be abroad and will not be able to adequately explain by phone what has happened and where, the rescue staff will be automatically informed about the accident and will hear your call for help. eCall will precisely and immediately identify the location of the accident and will automatically transmit verified information to the Public Safety Answering Point (PSAP).

In the European Union, eCall system is being developed according to European standards and common technical principles.