



Emergency SOS Live Video

Dispatchers can request that a caller stream live video, or upload pictures and recorded video during emergency calls.

Streaming Video and Photo / Video Upload

At a dispatcher's request, iPhone users can share live video or photos and recorded videos during an emergency call. Dispatch software that is integrated with Emergency SOS Live Video will automatically indicate when a caller's iPhone supports video streaming and media sharing. Dispatchers can request that a user begin sharing with a single click.

Device and OS support

Emergency SOS Live Video is available on iPhone 14 and later running iOS 18.

Video streaming workflow

When a dispatcher receives an emergency call from iPhone that supports Emergency SOS Live Video, iPhone will automatically signal the dispatcher's software provider that streaming is available. This will enable the video sharing request tool on the dispatcher's display. With one click, the dispatcher can then send a streaming request to the caller.

When iPhone receives a streaming request, it will first show the user a camera preview. The user can choose between the main camera view, and the front-facing camera view. This preview includes an explanation that streaming is optional, and that the stream may be recorded. The user can then decide to share immediately, or choose "Not now."

If the user chooses "Not now," they are returned to the in-call screen, and the FaceTime button is replaced with a "Share Video" button. The user can then restart the streaming process at any time during the remainder of the the call.

When a user chooses to share, iPhone will begin streaming live video. While streaming, the user will be able to zoom in and out, and switch between the main camera and the front-facing camera of their iPhone. The user can pause and resume sharing at any time during the remainder of the call.

To ensure a user's location is not exposed to a third party without their consent, iPhone will not automatically switch to speaker during a video stream.

Dispatchers may advise the user to activate the speaker if it is safe to do so.

When the emergency call ends, streaming will automatically end as well.

Photo and recorded video sharing workflow

When a dispatcher receives an emergency call from iPhone that supports Emergency SOS Live Video, iPhone will automatically signal the dispatcher's software provider that media sharing is available. This will enable the media

sharing request tool on the dispatcher’s display. With one click, the dispatcher can then send a media sharing request to the caller.

When iPhone receives a media sharing request, it will present the request to the user, along with an explanation that sharing is optional, and that the user’s media may be retained by emergency services. The user can then decide to share immediately, or choose “Not now.”

If the user chooses “Not now,” they are returned to the in-call screen, and the “Add” button is replaced with a “Share” button. The user can then choose to share photos or recorded videos at any time during the remainder of the call.

If the user chooses to share, iPhone will provide access to specific photos and videos from your Photos library and the user can select the items they want to share. These will then be uploaded in the background, with upload progress indicated in the Dynamic Island. Later in the call, the user can continue to select and send additional photos and videos from their Camera Roll using the “Share” button at any time.

If media uploads are still in progress when an emergency call ends, those uploads will continue until they are complete.

Security and Privacy

Emergency SOS Live Video leverages strong encryption and authentication protocols to ensure that requests can originate only from dispatch software providers that have met Apple’s integration, security, and testing requirements. Video streams and uploaded media are encrypted on the user’s iPhone, and sent directly to the dispatch software provider so that Apple cannot see or decrypt their content. Dispatch software providers are required to store all media shared by a user only in an encrypted form. Additionally, dispatch software providers must delete all data no later than 90 days after it is shared, unless a longer retention period is required by law. To facilitate investigations, litigation, and quality assurance, PSAPs may choose to download individual stream recordings, photos, or videos within this 90 day period.

Availability

In rare cases network, environmental, or power conditions may delay or prevent video streaming or media upload. In such cases, iPhone will automatically prioritize the emergency voice call. This may disable streaming or postpone media uploads until the call ends and conditions change. If this occurs, iPhone will show a message to the user and the dispatch software provider will show a message to the dispatcher indicating that these features are no longer available during the call.

Dispatcher Considerations & Training

When using Emergency SOS Live Video, dispatchers should keep in mind that what they are shown may not represent the full picture of what’s happening at the caller’s location. Videos may be captured in an intentionally-misleading way, and much may have transpired *before* the dispatcher requested sharing. Dispatchers should receive targeted training in recognizing and dealing with errors, omissions, conscious and unconscious bias, and social engineering in caller-supplied media.

Each Emergency SOS Live Video integrator provides training material specific to their software or web front-end. Center Training Officers should contact their vendor(s) to access training materials in advance of feature enablement.