

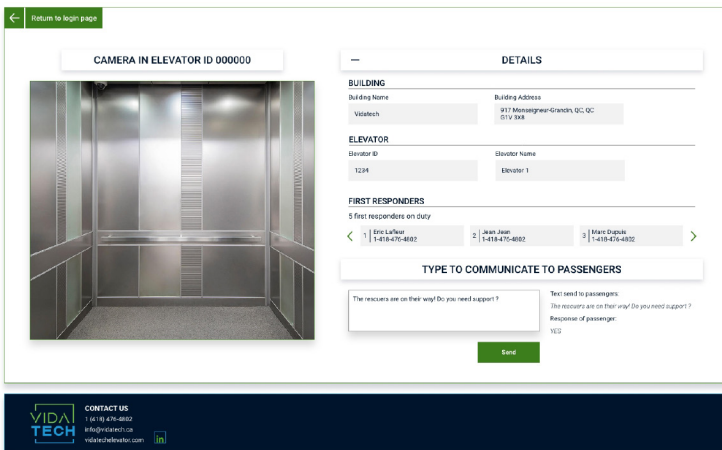
CALL CENTER GUIDE

CALL FROM THE ELEVATOR

- 1 Identify the **Elevator Caller ID** on the phone and listen to the location message.
- 2 Press 1 to acknowledge the call.
- 3 Go to **vidatechstorm.com** and enter the ID :

Connect to an elevator

- 4 The elevator information, the video and the chat box are now available when connected to the elevator.



The screenshot shows a web interface for an elevator emergency call. On the left, there is a live video feed of an elevator interior. On the right, there is a 'DETAILS' section with the following information:

- BUILDING:** Building Name: Vidatech, Building Address: 311 Management-Campus, DC, DC 20119-344
- ELEVATOR:** Elevator ID: 1284, Elevator Name: Elevator 1
- FIRST RESPONDERS:** 5 first responders on duty. A list of responders is shown with names and phone numbers.
- CHAT AREA:** A section titled 'TYPE TO COMMUNICATE TO PASSENGERS' with two text input fields: 'The rescuers are on their way! Do you need support?' and 'Text need to passengers: The rescuers are on their way! Do you need support?'. Below the fields is a 'Send' button.

At the bottom left, there is a 'VIDA TECH' logo and contact information: CONTACT US, 1-877-676-4822, info@vidatech.com, vidatechelevator.com.

- 5 **Prioritize audio communication via the handset.** If the passenger is unable to communicate vocally, use the chat area to send messages on the elevator screen.



Do not use hands-free functionality in noisy environments. Passenger's audio may be cut off.

- 6 To end the conversation, hang up the audio call. The video will end simultaneously.

CALL TO THE ELEVATOR

- 1 Call VidatechStorm's number:
514-360-9992 or 833-660-9992
- 2 Enter the **ID of the elevator** to be contacted on the **phone keypad**. An elevator is available for callback for one hour after a call was initiated by the elevator.
- 3 Go to **vidatechstorm.com** and enter the ID :

Connect to an elevator

- 4 Elevator informations, video zone and chat box are now available.

DTMF GUIDE

- 0 : Start IVR menu.
- 1 : Stop/start location message.
- 2 : Change language selection.
- 3 : "Can you hear me ?"
- 4 : "Do you need the police ?"
- 5 : "Do you need an ambulance ?"
- 6 : "Is the door stuck ?"
- 7 : "Has the power failed ?"
- 8 : "Help is on the way".
- 9 : Extend the call for 15 minutes.