

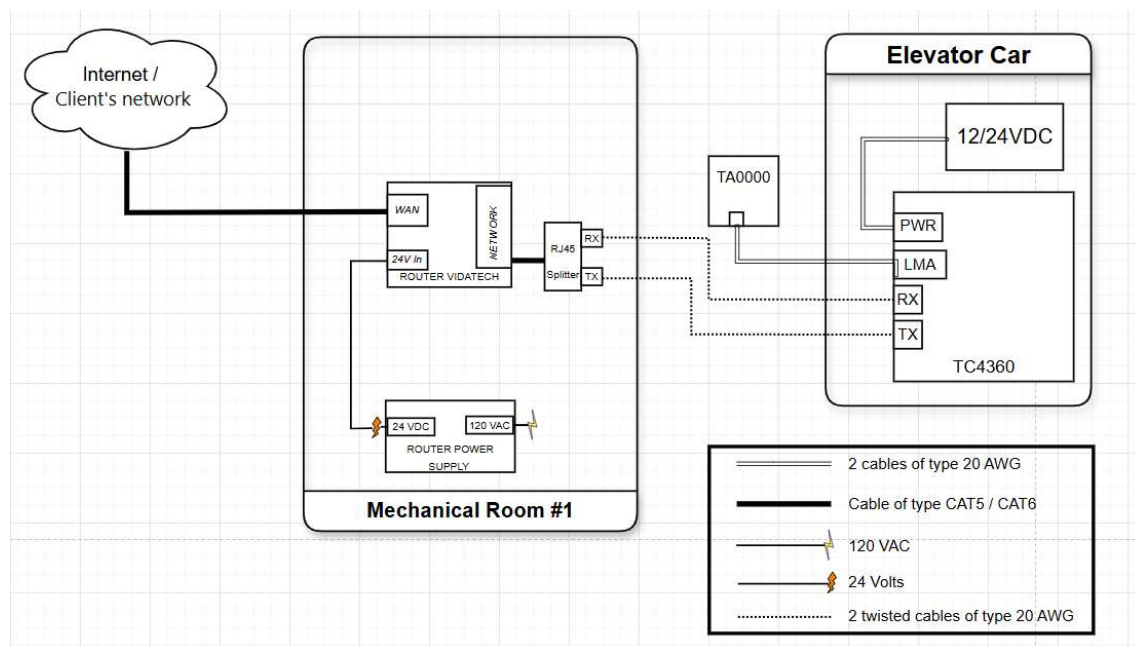
Pre-Installation Requirements

To be code compliant, it is required that the system can sustain a 4-hour power outage. The following power source needs to be tested for 4 hours:

- 12V-24V supply voltage from elevator.
- Machine Room 120VAC powering the Ethernet Router
- Network connection with access to Internet

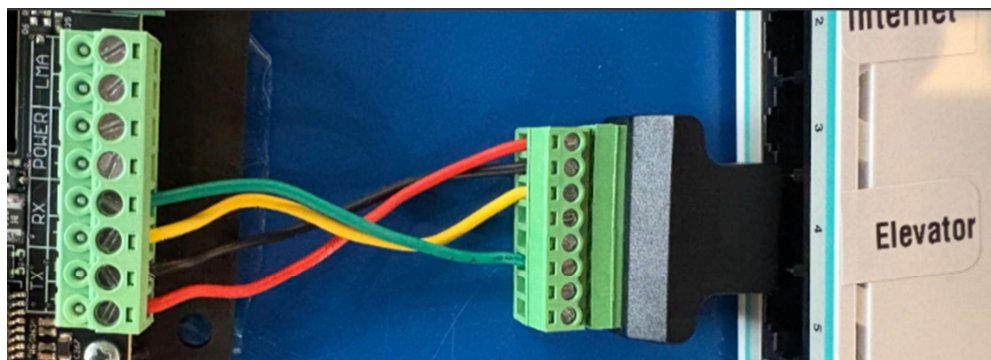
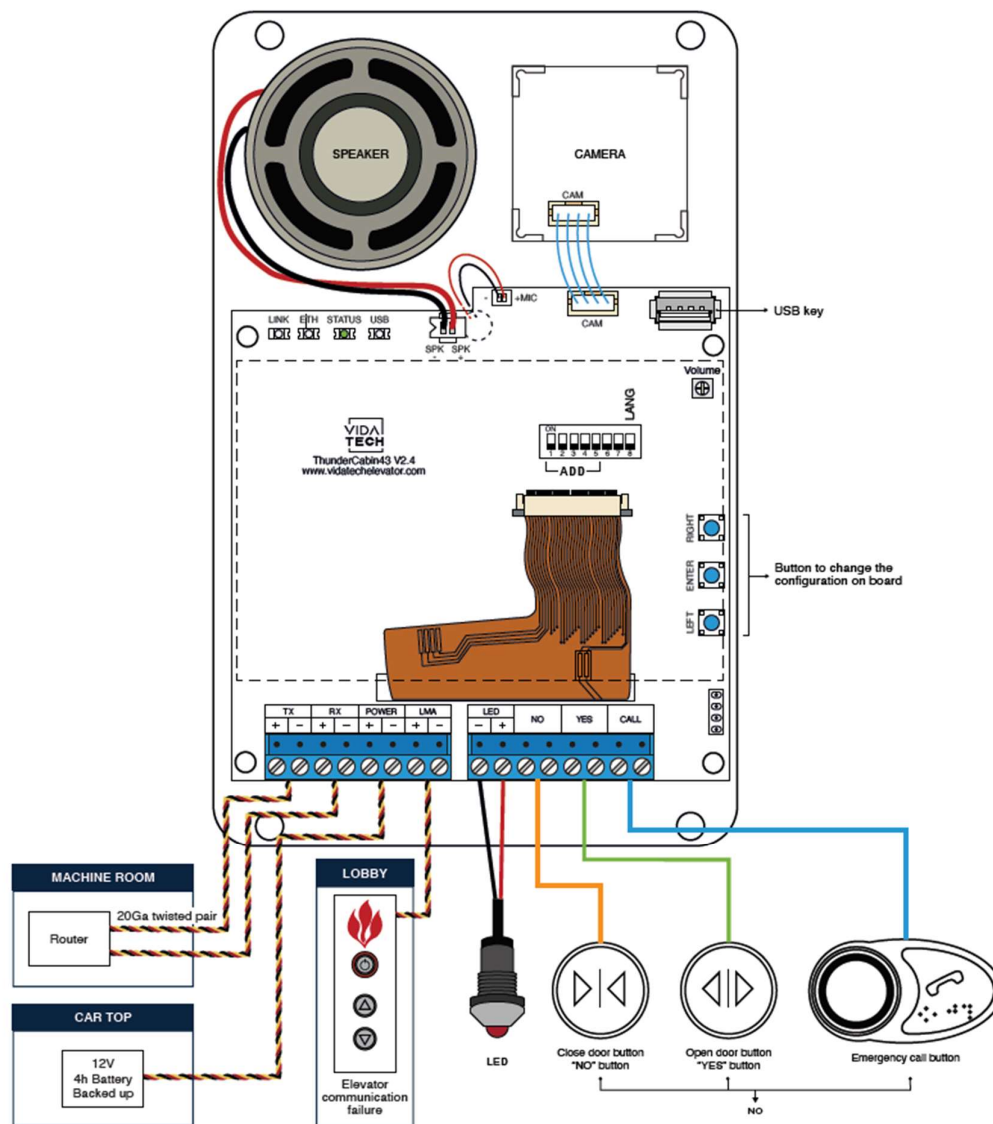
Getting Started

1- Wire the system



2- Connect the system

- **TX:** TX+/TX- from the Router terminal block in the machine room.
- **RX:** RX+/RX- from the Router terminal block in the machine room.
- **POWER:** 12V from the car top battery backup
- **LMA:** Line Monitoring Alarm signal going to the fire recall
- **LED:** Call LED that blink when the call is initiated and steady when in conversation
- **NO, YES, CALL:** Button signal, needs to be on normally open buttons



3- Configure the system

```
Vidatech Flash Menu
→ Program Emergency Numbers
  Program Location Message
  Device Diagnostics
  Activate Remote Programming
  >> Configuration
  >> Status
  >> Commands
  >> Miscellaneous
  About
  Exit Menu

tc4360
Firmware: V1
0.26 MB / 32.00 MB
```

Main Menu Page

To access the Menu: Press Enter when in sleep mode (at the back of the display)

ENTER Button: Select

LEFT/RIGHT Button : Change Arrow position or change selection

```
Vidatech Flash Menu
Program Emergency Numbers
→ Emerg Nbr #1: N/A
  Emerg Nbr #2: N/A
  Emerg Nbr #3: N/A
  Back

tc4360
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```

Program Emergency Numbers

List of the 3 phone numbers the cab will attempt to call

Press ENTER to edit an Emergency Number

```
Vidatech Flash Menu
Program Emergency Numbers > Phone List
→ REMOVE
  DIAL (Enter number manually)
  Back

tc4360
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```

Press ENTER on “Dial” to add a new number

Press ENTER on “Remove” to remove the current number

```
Vidatech Flash Menu
Program Emergency Numbers > Edit Phone Number
→ 0
  Back

Use '#' to introduce a 2 second pause
Use ' ' (space) to end edition & keep value

tc4360
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```

Press RIGHT or LEFT to change the current digit

Press ENTER to select the current digit and move to the next digit

Select the blank character “ ” to complete the Dial

Select the “#” to add a 2 sec delay while the phone dials the number

```

Vidatech Flash Menu
Program Emergency Numbers > Edit Phone
Number
→ 4184764802
   BACK

Use '#' to introduce a 2 second pause
Use ' ' (space) to end edition & keep
value

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Firmware: V1
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```

No need to enter the “1” at the beginning for numbers in North America

```

Vidatech Flash Menu
Program Emergency Numbers

Emerg Nbr #1: 4184764802
Emerg Nbr #2: N/A
Emerg Nbr #3: N/A
→ Save
  Back

tc4360
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```

Press ENTER to save the list of numbers

The device should not be reset within a minute of a save. Otherwise the list of numbers can be lost

Location Message

```

Vidatech Flash Menu
Program Location Message

→ Play
  Record
  Back

tc4360
Firmware: V1
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```

Select “Program Location Message” on the main Menu

Press ENTER on “Play” to hear the current location message

Press ENTER on “Record” to record a new location message, then press ENTER on “Stop” when finish

Press ENTER on “Save” to overwrite the new location message

Device Diagnostics

```

Vidatech Flash Menu
Device Diagnostics

Conn. vidatechstorm.com:   Testing...
Msg. vidatechstorm.com:
Conn. Supervisor:
Register private PBX:
Register public PBX:

➡ Back

tc4360
Firmware: V1
0.26 MB / 32.00 MB

```

```

Vidatech Flash Menu
Device Diagnostics

Conn. vidatechstorm.com:   Pass
Msg. vidatechstorm.com:   Pass
Conn. Supervisor:         !Fail
Register private PBX:      Pass
Register public PBX:      Pass

➡ Back

tc4360
Firmware: V1
0.26 MB / 32.00 MB

```

Select “Device Diagnostics” on the main Menu

The diagnostic will automatically start.

Conn. Vidatechstorm.com: **Video test**

Msg. Vidatechstorm.com: **Message test**

Conn. Supervisor: **N/A for LULA**

Register private PBX: **Local call test**

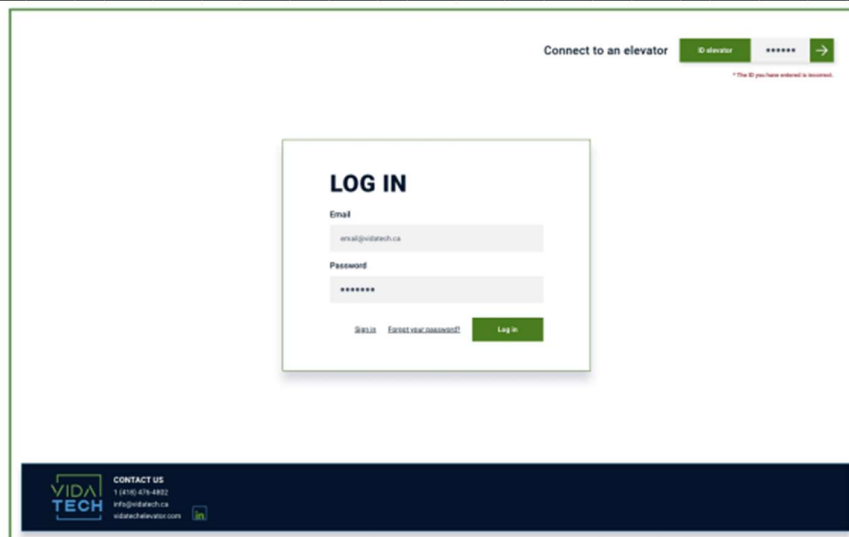
Register public PBX: **External call test**

For a LULA system, those results are expected

4- Make a test call

To test the audio and video, the installer can put his own cell phone number as a callee in the *Program Emergency Number* menu. Press the call button to make a test.

When the call is answered, ask the responder for the elevator ID. They have it displayed as the Caller ID on their phone, or they can press 1 to replay the location message. Go to vidatechstorm.com and enter the elevator ID in the upper right corner.



The screenshot shows a web interface for connecting to an elevator. At the top right, there is a 'Connect to an elevator' button with a green arrow. Below it, a 'LOG IN' form is centered. The form has fields for 'Email' (with 'email@vidatech.ca' entered) and 'Password' (with '*****' entered). Below the password field are links for 'Forgot your password?' and a 'Log in' button. At the bottom left, there is a 'CONTACT US' section with the phone number '1 (418) 476-4802', the email 'info@vidatech.ca', and the website 'vidatechelevator.com'. The Vidatech logo is also present in the bottom left corner.

Troubleshooting

<u>Issue</u>	<u>Possible Cause</u>	<u>Solution</u>
Call Center doesn't hear well	-The COP microphone hole isn't lined up -The microphone volume is set too low	Adjust the microphone volume in the Configuration Menu
Call Center doesn't know the location of the elevator	-No location message were recorded	Play the location message in the menu. Record if the message is not right
"Call initiated" but never "Communication Established."	- Bad wiring	On the cab phone, the LINK LED isn't green; Check the wiring of TX/RX
	- Customer network	Run Device Diagnostic If: device diagnostic fails; check the device diagnostic fails troubleshooting else: check the client network is connected on router with green blinking LED
Device diagnostics fails	- Customer network is not allowing internet access	Ask IT to allow internet access to the router
LMA is in alarm mode	-Device did not register to external PBX -Device tried to register to inexistent local PBX	Check Device Status Run Device Diagnostic