

# CALL CENTER GUIDE

## CALL FROM THE ELEVATOR

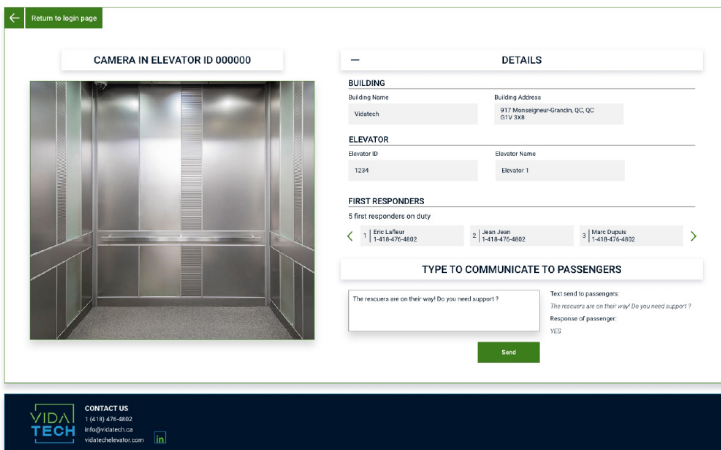
1 Identify the **Elevator Caller ID** on the phone and listen to the location message.

2 Press 1 to acknowledge the call.

3 Go to **vidatechstorm.com** and enter the ID :

Connect to an elevator ID elevator ..... →

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



The screenshot shows the VidatechStorm web interface. At the top, there's a 'CAMERA IN ELEVATOR ID 000000' label. Below it is a video feed of an elevator interior. To the right of the video is a 'DETAILS' section with fields for 'BUILDING' (Building Name: Vidatech, Building Address: 917 Menagheer-Graham, QC, QC G1V 3X8) and 'ELEVATOR' (Elevator ID: 1284, Elevator Name: Elevator 1). Below this is a 'FIRST RESPONDERS' section with 5 first responders on duty, including Eric LeFleur, Jean-Jean, and Marc Dupuis. At the bottom is a 'TYPE TO COMMUNICATE TO PASSENGERS' section with two text input fields and a 'Send' button. The Vidatech logo and contact information are at the bottom left.

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:  
**514-375-5675**

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 ID 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.