Call Centre Instructions (DCP and DAU)

What to do when receiving an alarm call

1. When receiving an alarm call from a DCP & DAU installation, the first thing the call centre operator will hear is the device guidance/location message (if this feature has been correctly programmed by the installer). The guidance and location message can be repeated by the call centre operator, as necessary, by pressing the '9' key on the telephone.
2. The call centre operator will then be automatically put through to the trapped passenger(s). If no location message was programmed, the call will be put straight through to the trapped passenger(s).
3. After communicating with the trapped passenger, the call centre operator must press the '0' button on the telephone to acknowledge the call. This will inform the DAU that the alarm call has been answered and is being dealt with.
4. The call centre operator can contact a different DAU/lift car in another shaft by pressing the relevant shaft number – for example pressing '2' would put the call centre operator in contact with the DAU/ lift car in Shaft number 2 and so on, up to a maximum of 4 DAU's/lift cars per DCP.
5. If there is no Shaft 2, 3 or 4 within the installation then a call will be attempted but no audio can be transmitted. Simply pressing '1' on the telephone handset will return the call centre operator to the original Shaft 1 DAU/lift car.
6. To toggle between a DAU/lift car and the Pit phone within any shaft, the call centre operator can simply press the # key.
7. The call centre operator can hang up the call, whenever desired, after ensuring that step 3 (above) has already been performed during/or at the end of the call before hanging up.

NOTE: In accordance with EN81-28/AS1735.19, if step 3 is not performed by the call centre operator during the call, before hanging up – another alarm call will be placed again from the same location. This will repeat a maximum of 9 times depending on the installation, or until step 3 is performed by the call centre operator.

What to do when calling back an alarm site

1. Dial the phone number for the DCP & DAU location.
2. When the call centre operator dials the DCP & DAU location phone number, the call will automatically default through to the DAU/lift car located within "Shaft 1".
3. The call centre operator can then contact any different DAU/lift car by entering the relevant shaft number of the DAU/lift car – for example pressing '2' will put the call centre operator in contact with Shaft 2 DAU/lift car and so on. There can be a maximum of 4 DAU's/lift cars connected to a DCP location.
4. If there is no Shaft 2 DAU/lift car at the DCP call back location then a call will still be placed, but no audio can be transmitted. Simply pressing '1' will return the call centre operator to the Shaft 1 DAU/lift car.
5. To toggle between a DAU/lift car and the pit phone within any shaft, the call centre operator can simply press the # key.
6. The guidance and location message can be repeated by the call centre operator, as necessary, by pressing the '9' key on the telephone.
7. The call centre operator can then hang up at any time.