

Memcom

What to do when receiving an alarm call...



1. When you answer the phone you will hear a recorded message.
2. The message will repeat - so there is no need to panic
3. After each message you will hear 3 beeps
4. The message gives you 2 choices, either
 - Press 3 for lift location and talk to trapped passengers, or
 - Press # for immediate connection to trapped passengers
5. If you need to hear the lift location again, press 3 at any time
6. After talking to the passengers for 2 minutes and 30 seconds, you will hear a prompt message you 30 seconds remaining
 - Press # to extend the call
7. To end the the call press * then #