Elevator Emergency Communications – Video Messaging System Update

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E MERGENCY COMMUNICATIONS

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OTHERS SUPPLY HARDWARE.

WE REVOLUTIONIZE EMERGENCY COMMUNICATIONS.

Equipment & Installation

24/7 Emergency Monitoring & Dispatch

Lifetime Warranty & Maintenance

Code Compliance

ALL-INCLUSIVE EMERGENCY COMMUNICATION SOLUTIONS

ELEVATOR | POOL | PARKING | CAMPUS & EXTERIOR | FITNESS & INTERIOR | STAIRWELL | AREA OF REFUGE

ASME A17.1 – Previous Requirements

Prior Code Years

- Push Button with "PHONE" symbol to begin two-way communication between elevator and authorized personnel

  - Onsite communication if over 60 ft of travel

- Answered 24/7 by live authorized personnel without automated answering

- Operators must answer within 45 seconds

- There must be an automatic location identification on demand to authorized personnel

- Operators must be able to identify the cab's location without any occupant assistance

- Local telephone line status monitoring (Communication Failure Alert)

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Reasons For Change

Safety

Monitoring Failures

Financial Implications

VIDEO MESSAGING SYSTEM CODE UPDATES

ASME A17.1 2019 Code – 2.27.1.1.1

2.27.1.1.1

A communications means between the car and a location staffed by authorized personnel **who can take appropriate action** shall be provided.

ASME
2019 Code
What this means

The person answering the phone needs to be able to take appropriate action. As a result, the voice and video monitoring must be handled by the authorized personnel.

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ASME A17.1 2019 Code – 2.27.1.1.3

d) On the same panel as the phone push button, **messages shall be displayed** which permit authorized personnel to communicate with and obtain responses from a trapped passenger(s) including a passenger(s) who cannot verbally communicate or cannot hear.

k) A means to **display video** to observe passengers at any location on the car floor to authorized personnel for entrapment assessment shall be provided.

ASME 2019 Code
What this means

The messages must be in a format for authorized personnel to receive responses from passengers who cannot hear.

Video streaming from elevators to authorized personnel is now required.

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Advancements Due to Code Updates

Hardware

❑Elevator Phone

❑Video Camera

❑Text Display

❑Internet Connection

Software

❑Video Feed Access from Hardware Manufacturer

❑Messaging Platform

Monitoring

Authorized Personnel Need to:

❑Review Video Feed

❑Send Yes/No Questions

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Elevator Internet Options

Building INFRASTRUCTURE

- **?** NOT ALWAYS CODE COMPLIANT
- ✕ DETERIORATING INFRASTRUCTURE
- ✕ ENCRYPTED/SECURE
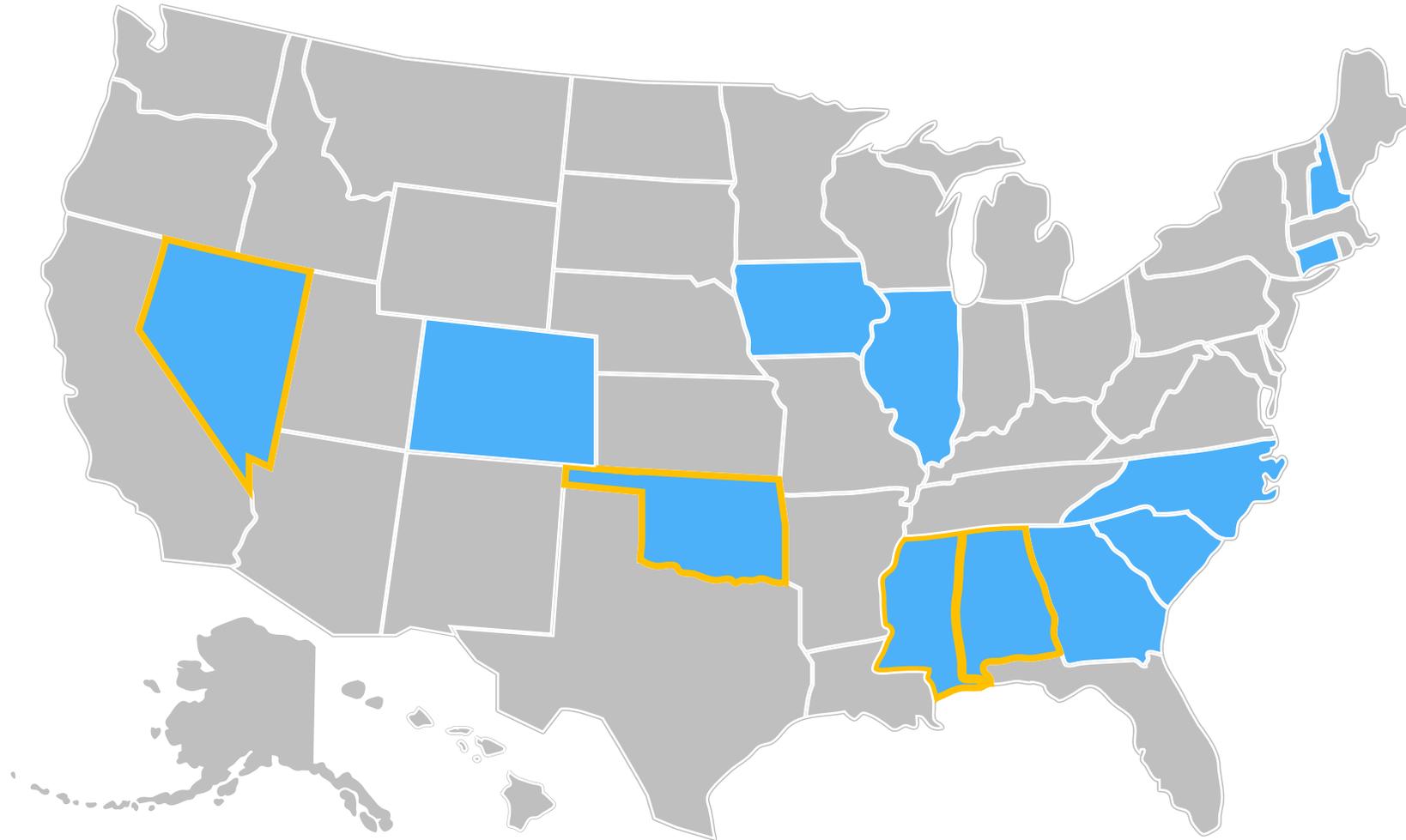
Building/Provider VoIP *

- **?** NOT ALWAYS CODE COMPLIANT
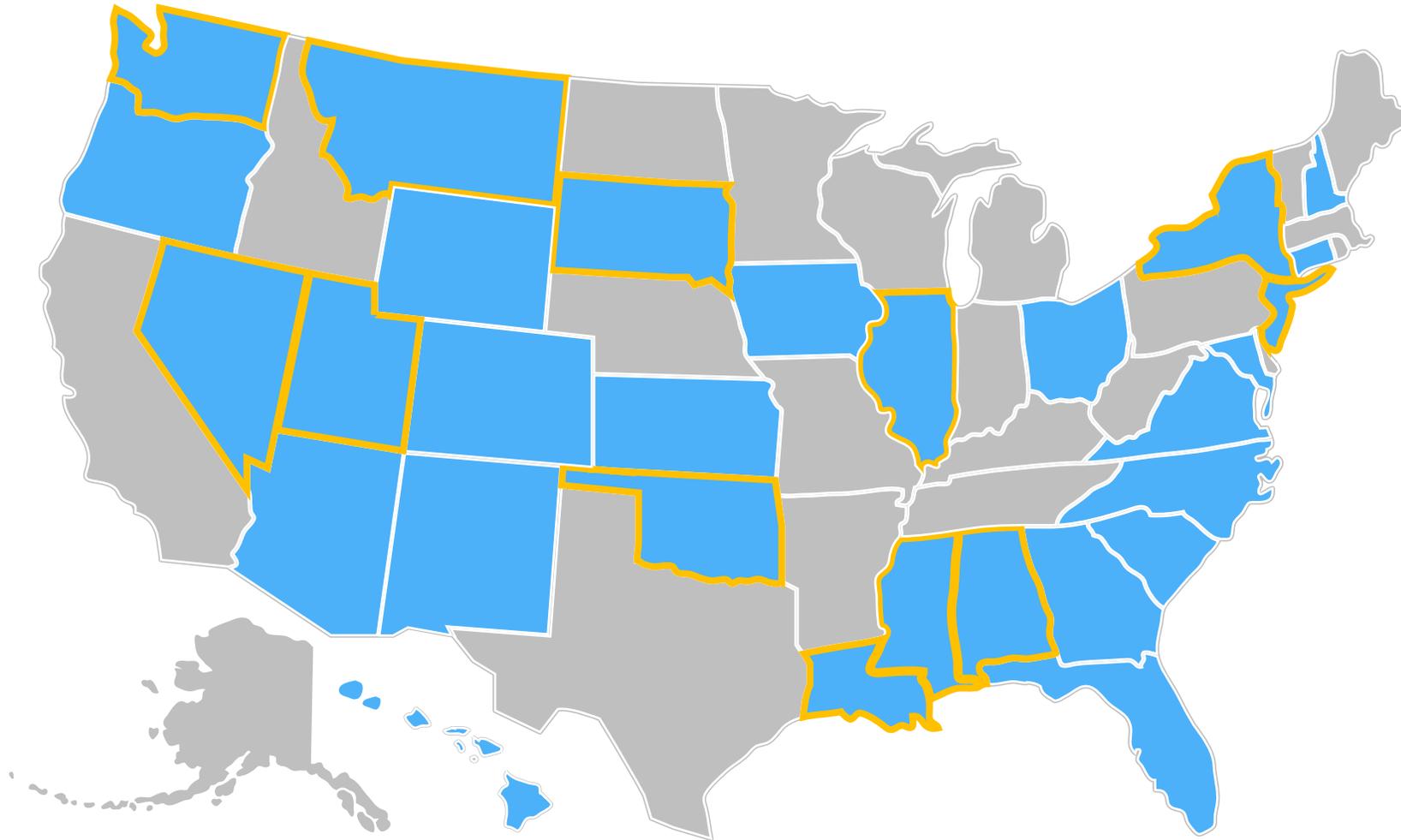- ✕ INCONSISTENT DTMF
- ✕ FAILS DURING POWER OUTAGES

Cellular/Cellular with FIRSTNET®

- ✓ CODE COMPLIANT
- ✓ COORDINATION FOR MORE EFFICIENT RESPONSE
- ✓ ENCRYPTED M2M TRANSMISSION

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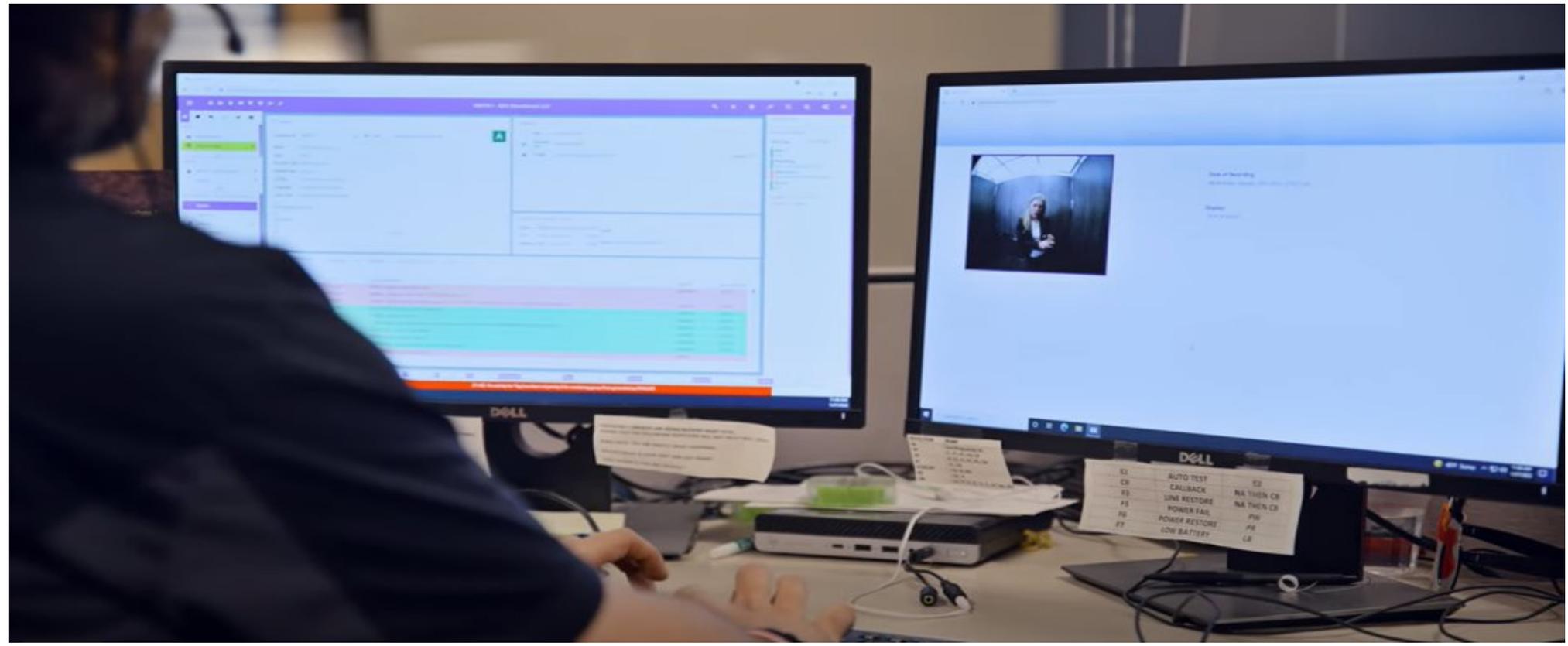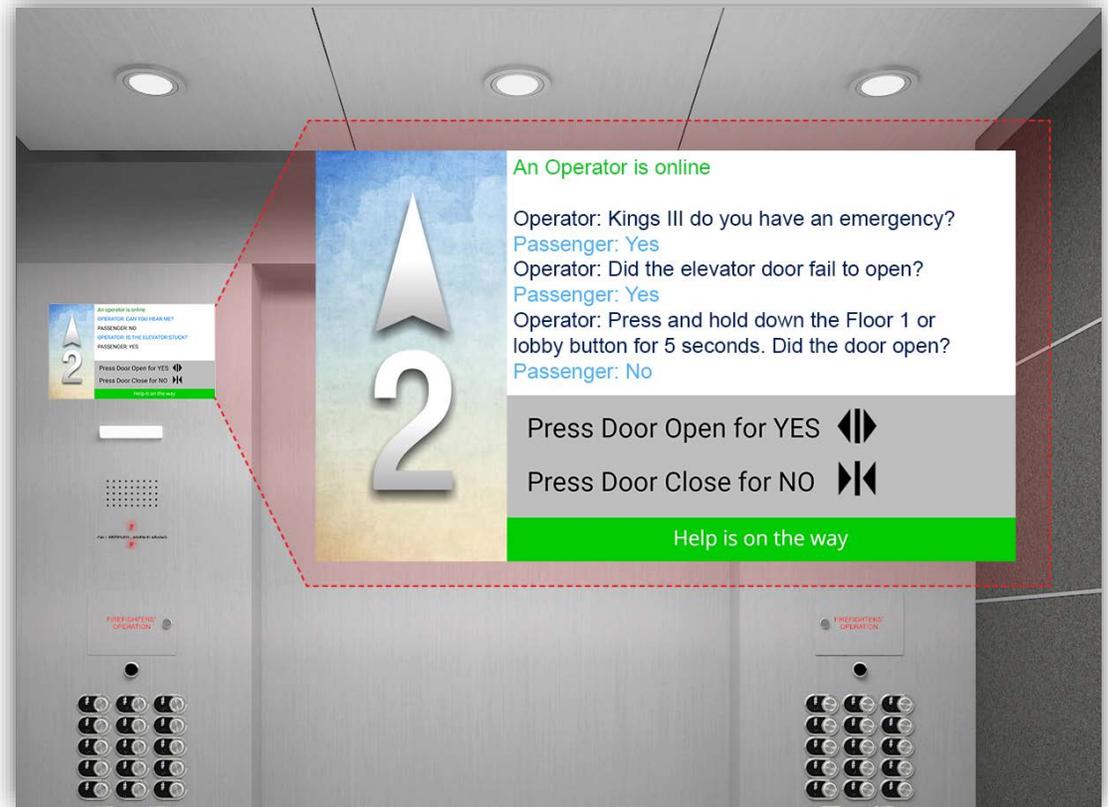# Initial State Adoption 2021

State Code Adoption as of 2024

Projected 2027 Adopting States

Code Compliant Monitoring Solution

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ASME 2019 Emergency Dispatch

An Operator is online

Operator: Kings III do you have an emergency?
Passenger: Yes
Operator: Did the elevator door fail to open?
Passenger: Yes
Operator: Press and hold down the Floor 1 or lobby button for 5 seconds. Did the door open?
Passenger: No

Press Door Open for YES

Press Door Close for NO

Help is on the way

Is the video feed up to code?

Is the video feed up to code?

- A ***means to display video*** to observe Passenger(s) at any location on the car floor to Authorized Personnel.

Passengers at Any Location

Any Location on the Car Floor

All Corners of the Car Floor

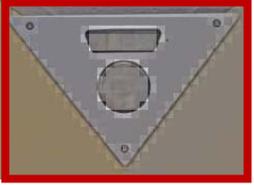**Key point**: Authorized Personnel need to see the video of someone anywhere on the elevator floor.

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HARDWARE OPTIONS

What It Looks Like

Things to Consider

Hardware Matters
The installer will provide the necessary hardware components. You have a say in what hardware you will receive.

Choose Flexibility
Not all hardware is easily transferable. Be sure to choose a Video Messaging System that is compatible and transferable with multiple companies and monitoring providers.

Many solutions are available and allow for transferability between maintenance and monitoring providers that continue to address the code challenges.

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Key Takeaways

- Manage your video feed through cellular connectivity

- Request easily transferable video messaging system (VMS)

- Bring Kings III in early and often throughout the process

CALL FOR HELP!

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