

PERFORMANCE ALERT



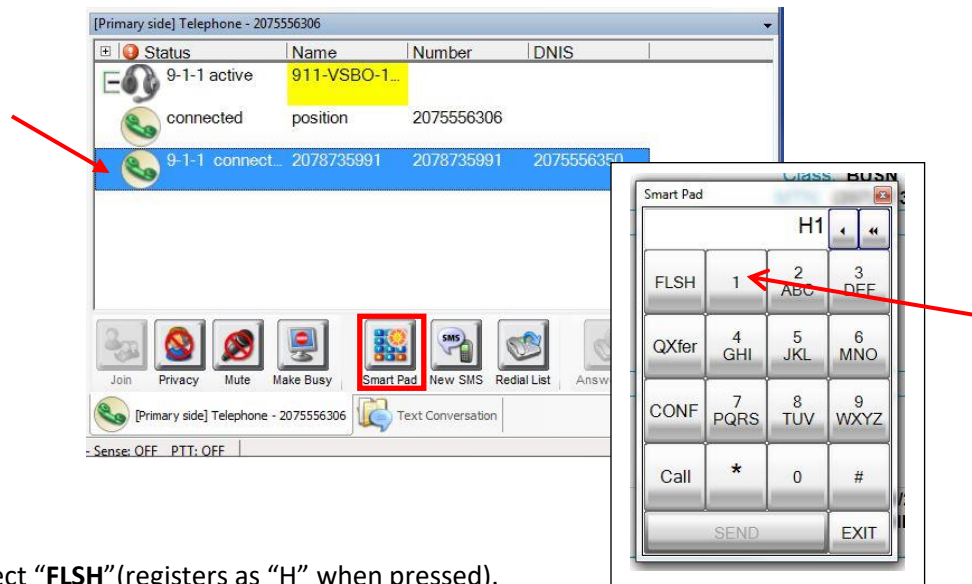
***** Smart Pad - DTMF *****

Use DTMF (Dual-Tone Multi Frequency) when the receiving line requires audible tones from the digit you select on the Smart Pad. Examples would be Language Link PSAP ID codes, choice of language or Elevator “Press 1” for access to the 911 caller.

Connecting to the 911 Caller in an Elevator

When you receive a call with an automated message instructing you to “Press 1” to be connected to the emergency caller in the elevator the steps are:

1. Click the **Smart Pad** button.
2. Highlight the leg to hear the tones. In this example leg 3.



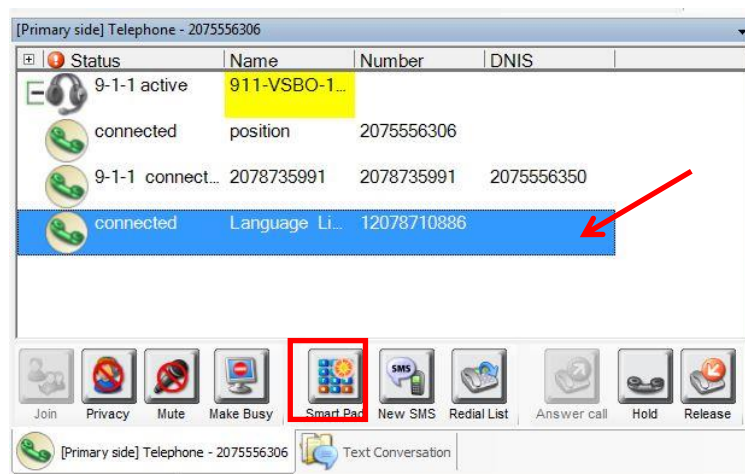
3. Select “**FLSH**”(registers as “H” when pressed).
4. Press “1” on the Smart Pad.
5. You will be connected to the individual in the Elevator.

Third Party Agency – Automated Answering System

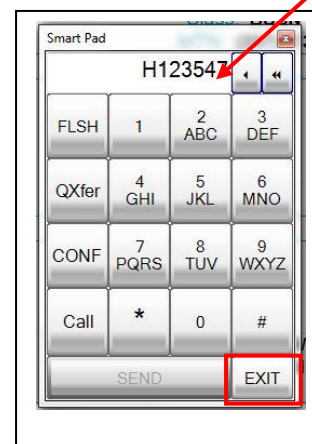
When it is necessary to add a third-party agency that has an automated answering system requiring numerical input, you will access the Smart Pad once the call has been answered. In this example we are using Language Link.

Steps:

1. Add the additional agency, using one of the buttons below (call leg added).
 - STA, Direct Access, Contact or Smart Pad buttons
 - Dialing numbers manually via the Smartpad always requires a “1” first,
Example: 12072876085
2. Select the call leg of the agency waiting for input (in this instance leg 4).



3. Click the **Smart Pad** button (Smart Pad window will open in DTMF mode).
4. Select “**FLSH**” (registers as “H” when pressed)
5. Enter the numbers required to process through the answering system menus.
6. Click the **EXIT** button to close the Smart Pad.



Please contact the Emergency 9-1-1 Center [1 \(866\) 984-3911](tel:18669843911) with any system issues.