

PERFORMANCE ALERT



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

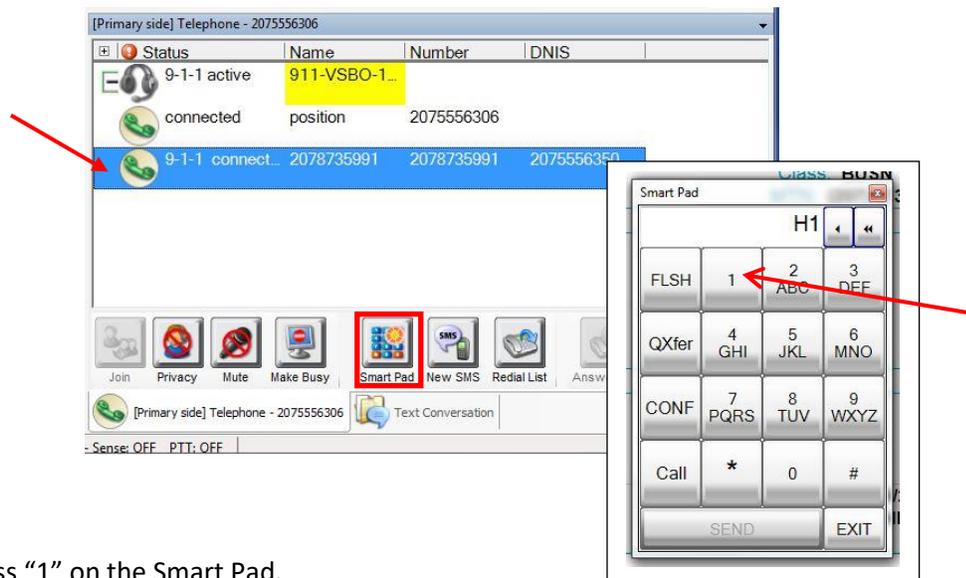
DTMF (Dual-Tone Multi Frequency) is used when the receiving line requires audible tones from the digit you select on the Smart Pad. Examples would be Language Line PSAP ID codes and choice of language or Elevator “Press 1” for access to the 911 caller.

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:

Steps:

1. Click the **Smart Pad** button (the **Smart Pad** window will open in DTMF mode)
2. Highlight the leg to hear the tones. In this example leg 3.



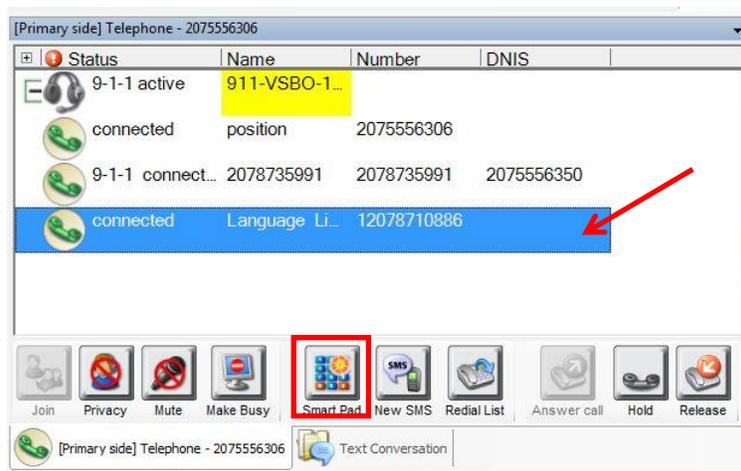
3. Press “1” on the Smart Pad.
4. You will be connected to the individual in the Elevator.

Third Party Agency – Automated Answering System

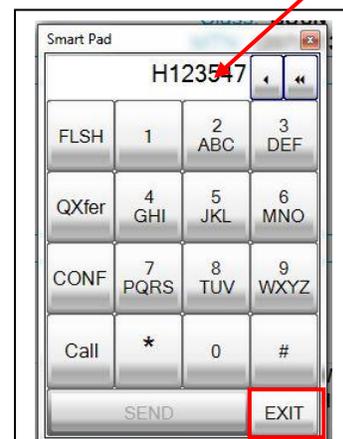
When it is necessary to add a third party agency that has an automated answering system requiring numerical input, you will access the Smart Pad once the call has been answered. In this example we are using Language Line.

Steps:

1. Add the additional agency, using one of the buttons below (call leg added)
 - STA, Direct Access, Contact or Smart Pad buttons
2. Select the call leg of the agency waiting for input (in the instance leg 4)



3. Click the **Smart Pad** button (**Smart Pad** window will open in DTMF mode)
4. Enter the number(s) required to proceed through the answering system menu(s)
5. 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.