

REMOTE VOICE MONITORING FOR ELEVATORS

# KRMS™ Voice Link



KRMS Voice Link is a 24/7 monitoring service that addresses emergency communications and passenger safety by linking the elevator phone to our dedicated entrapment line, which connects with our KONE Customer Care Center.™

ASME A17.1/B44 Safety Code for Elevators and Escalators requires that your elevator be connected to an outside staffed location operating on a 24/7 basis through the use of a phone system should an emergency situation occur.

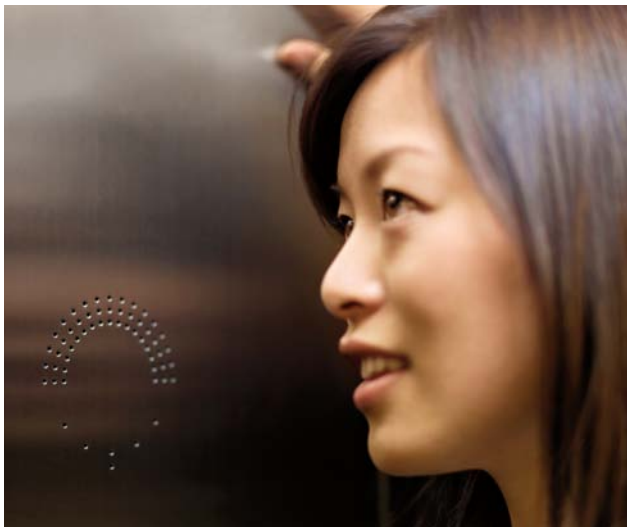
KRMS Voice Link is available on all elevators that are equipped with an ADA phone.

## What it provides...

### Voice link

Response technology benefits:

- Direct 24/7 access to KONE's Customer Care Center, reducing the time to evacuate the passenger.
- A dedicated emergency line ensures calls from the elevator phone receive top priority.
- KONE Customer Care Center agents who are professionally trained and experienced in handling emergency situations in elevators.
- Personal contact to reassure passengers and prevent unsafe reactions.
- Established communication network ensures a technician is quickly dispatched for improved response times.
- Increased passenger safety and reduced liability on equipped models.
- Capable of communicating in over 100 languages with the trapped passenger.
- Consolidation of building services with one full-service elevator company.
- Immediate connection to the KONE Customer Care Center – eliminates third-party services.



## How emergency voice communication works...

- Passenger activates the pre-programmed ADA phone by pressing a button in the elevator, and the phone dials to KONE Customer Care Center's dedicated emergency line.
- Elevator identification and location is immediately displayed at the KONE Customer Care Center.
- KONE Customer Care Center agent evaluates the nature of the call to determine if an entrapment has occurred; or if someone is testing the phone; or if it is a false alarm.

If an entrapment has occurred:

- Two-way voice communication from the agent lets passengers know that help is on the way.
- A technician is immediately dispatched and passengers are told when they can expect help to arrive.
- The agent calls the emergency contact at the building to alert them of the entrapment.
- If there is an emergency situation with a trapped passenger, the agent calls the emergency contact at the building to alert them of the need for local fire and police.
- A customer's contacts will be notified of entrapment situations.

- The agent remains on the phone with the passengers for continued reassurance.
- A technician quickly arrives on site and releases the passengers.

If the person in the car is testing the phone:

- Two-way voice communication from the agent confirms the location of the elevator, voice quality of the phone and confirms that the records for the elevator phone are correct.

If the agent cannot determine if there is an actual entrapment:

- The agent confirms the location of the elevator.
- If the agent cannot establish communication with anyone in the elevator, then the agent will call the emergency contacts identified for the building. They will alert them of a possible entrapment situation, asking that the customer call KONE back if service is needed.



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For the latest product information and interactive design tools, visit [www.kone.us](http://www.kone.us)

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