



ARTISAN CONTROL
EQUIPMENT LIMITED

ACE AUTODIALLER MANUAL FOR LIFT COMPANY

Information to the Building Owner.

In June 2003 the harmonised standard BSEN81-28 came into effect. The standard states that it is the building owners responsibility that the lift is connected to a rescue service. It is also the building owners responsibility to keep the communication equipment in working order, and to remove the lift from service when the equipment is out of order.

System Operation.

It is important for the building owner to understand the processes involved when a person has been trapped by the lift. Please read the following with reference to flowcharts 1 & 2.

If there is a lift emergency, the trapped person presses alarm button only once, on pressing the alarm, the following reassurance pre-recorded message will be played into the speakerphone in the lift car: -

“ Your alarm call has been accepted, please wait while we connect you”

A yellow led will light indicating that the alarm has been given, and the first of the pre-programmed telephone numbers will be dialled. If the first number is not acknowledged, (for example it may be engaged, not available, or no one available to answer) then the second number will be tried, if this is not available then the third and fourth numbers are tried, the autodialler will keep trying indefinitely until somebody picks up the call.

When the call is answered, and after a short pause, the following pre-recorded message is played to the rescue service operator: -

“Lift emergency, press * to acknowledge call, 0 for site reference, or # to hang up”

The operator will press the * button on the touch-tone telephone, to acknowledge the call, the led in the lift car will turn green, a **“connected”** message will be played back to both the operator and the trapped passenger.

The system is now connected to the rescue service operator. The operator notes the site details; this can be done by pressing “0” and referring to information given relating to the site, (check this document) the details are then given to rescuer. **A continuous 2-way communication should be established between the trained rescue service operator and the trapped user keeping the passenger continuously updated of the status of the rescue.**

The person is promptly released, when the end of alarm status is received, then the operator may press # to hang up the call.

Features of the System

“Ringing In” to unit.

The autodialler can be contacted remotely by the rescue service. Simply ring the lift telephone number and follow the menu and voice prompts. If there is more than one station connected to the lift then you may select which station that you wish to talk to. If there is more than one lift then you can select which lift, followed by which station you would like to talk to.

Simulated Input.

The unit will ring with a simulated input at least every 3 days. The simulated input will give out a test message requiring the operator to acknowledge with a “*” on the touch-tone keypad.

Compatibility of equipment.

The autodialing equipment requires 230VAC or 110VAC supply, it is battery back up by a 12VDC sealed lead acid battery. It requires a permanent connection to the PSTN, for the operator (person who answers the telephone) to communicate with the system a touch-tone telephone is required.

Time limit of the PSU.

The emergency PSU has a time limit of 1 hour. A message will be announced from the lift car, and the rescue service informed if the power is lost.

Maintenance of the system.

The system should be frequently tested at regular intervals, and the tests should be recorded. Please see test call sheets at the back of this document.

Autodial Mode – One press of the button will initiate the call, if an acknowledgment is not received within 15 seconds then it will dial the next number in sequence and continue until the call is answered.

Line Monitoring – The unit will continually monitor the telephone line for volts, after a programmable period the unit will effectively lift the line and check for a dial tone. If no dial tone present then an output from the unit can be used to activate an alarm, or speech message warning of the fault. In the event of a telephone line fault the following message will be repeated approximately every 5 seconds until the line fault clears.

“Emergency Telephone line fault, please inform building maintenance”.

This serves 2 purposes:

- 1) To inform the potential passenger of the emergency communication fault, giving them the option of **not risking** using the lift.
- 2) To inform Building maintenance of the problem so it can be immediately rectified.

Message Programming – The site address should be programmed with the on board programmer. Simply press the button and talk into the on board microphone, the autodialler will play the message back to you through the lift car speaker, this process may be repeated as often as necessary. For example:

"Lift No 5, Empress State Building, London W1"

If alarm filtering is fitted then, the unit will bring the lift to the nearest landing, open the doors and switch the lift off (optional function).

Power Supply Monitoring

The unit will monitor the power supply and in the event of a power failure to the unit will telephone the rescue service, bring the lift to the nearest landing, open the doors and then switch the lift off (optional function)

Alarm Filtering

EN81-28 requires alarm filtering to stop false alarms compromising the integrity of the system. It achieves this by monitoring the status of the gate locks, door close limit, the door zone, and the test relay. For example if the lift is in the door zone with the doors fully open, then clearly the passenger can walk out of the lift at any time and in this case if the alarm button was pressed the system would ignore it. An STPI card needs to be fitted for this option to be facilitated.

Lift Car Top of Car & Pit

To comply with EN81-28 it may be necessary for the lift to have means of communication from all of the above stations. By pressing the Alarm button on either unit, communication is initiated between that station and the operator (i.e. the person answering the call). As an additional feature full intercom facilities are available between all stations.

Intercom Mode.

In multi-station units, (for example, motor-room, top of car, lift car and pit) a fully functional Intercom is built in to the system, allowing full hands free communication between all stations. By pressing the intercom button on any unit switches the system to intercom mode. The lift car needs to have a separate switch/button only if speech needs to be **initiated** from inside the lift car. Up to five stations can be connected to any system.

Changing System Parameters.

Changing Telephone Numbers.

To change the telephone numbers: -

- 1) Phone into Autodialler unit.
- 2) Wait for message then press 5 followed by *
- 3) Enter Password (default is 1,2,3,4,5,6,) followed by *
- 4) Enter number you wish to change (numbers 1-4)
- 5) Enter telephone number, followed by *
- 6) The unit will play number back to you press * to save or # to cancel
- 7) If at any stage you want to abort then press #

Changing Password.

To Change the password: -

- 1) Phone into Autodialler unit.
- 2) Wait for message then press 6 followed by *
- 3) Enter Password (default is 1,2,3,4,5,6,) followed by *
- 4) Enter new password of up to 6 digits followed by *
- 5) The unit will play the new password number back to you press * to save or # to cancel
- 6) If at any stage you want to abort then press #

Interactive – Touch Tone telephone communication allows you to navigate around the system, to switch between lifts, acknowledge, extend, or hang up call, or request the site identification (ID) of the emergency call received. You simply press 9 and follow the voice prompts, 0 will tell you where you currently are. For example you may have a four lift group of lifts, with stations on top of the lift cars, in the lift cars, and in the lift pits.

- 1) Dial into the system
- 2) Press 9
- 3) Follow prompt and press 1 or 2 for which lift you wish to communicate with.
- 4) Follow prompt and press 1,2, or 3 for which station you wish to communicate with.

Pressing 9 will take you back to the beginning. The following list is a general guide for navigating around the system.

1) Simplex or Station #1 Press 1

Then for the individual stations on that particular lift:-

- 1) Top of car #1 Press 1
 - 2) Lift Car #2 Press 2
 - 3) Lift Pit #3 Press 3
- ### **2) Duplex or Station #2 Press 2**

Then for the individual stations on that particular lift:-

- 1) Top of car #1 Press 1
- 2) Lift Car #2 Press 2
- 3) Lift Pit #3 Press 3

3) Triplex or Station #3 Press 3

Then for the individual stations on that particular lift:-

- 1) Top of car #1 Press 1
- 2) Lift Car #2 Press 2
- 3) Lift Pit #3 Press 3

4) Quad or Station #4 Press 4

Then for the individual stations on that particular lift:-

- 1) Top of car #1 Press 1
- 2) Lift Car #2 Press 2
- 3) Lift Pit #3 Press 3

5) Additional functions always available: -

- Request site ID #0 Press 0
- Acknowledge call * Press *
- Extend Call * Press *
- Hang up Call # Press #

Setting the microphone gain, and speaker attenuation. (Engineer use only)

Do not alter this setting without the express permission of the manufacturer.

- 1) Phone into Autodialler unit.
- 2) Wait for message then press 5 followed by *
- 3) Enter Password (default is 1,2,3,4,5,6,) followed by *
- 4) Enter 9
- 5) Enter 2 digit number digit 1=speaker attenuation (0-9 0=0 attenuation 9=18db attenuation in steps of 2 db) digit 2=microphone gain (0-3 0=0db gain 1=10db gain, 2=15db gain, and 3=20 db gain) default is 00 modem default 52.
- 6) The unit will play number back to you press * to save or # to cancel
- 7) If at any stage you want to abort then press #

Information to the rescue service.

Name of Lift and Lift Telephone Number:

Site Location:

Name of on site rescue service:

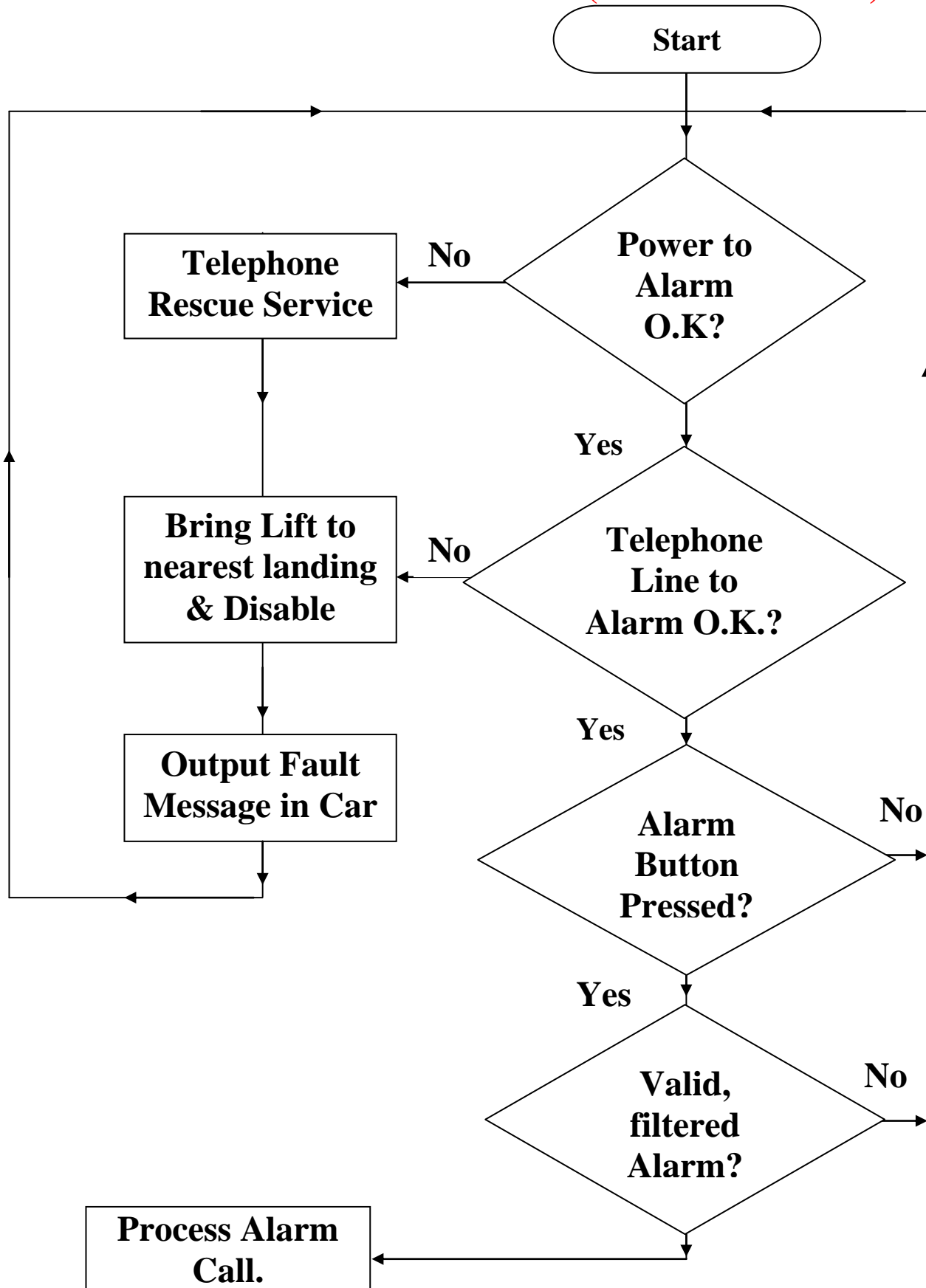
Contact details of rescue service:

Access details:

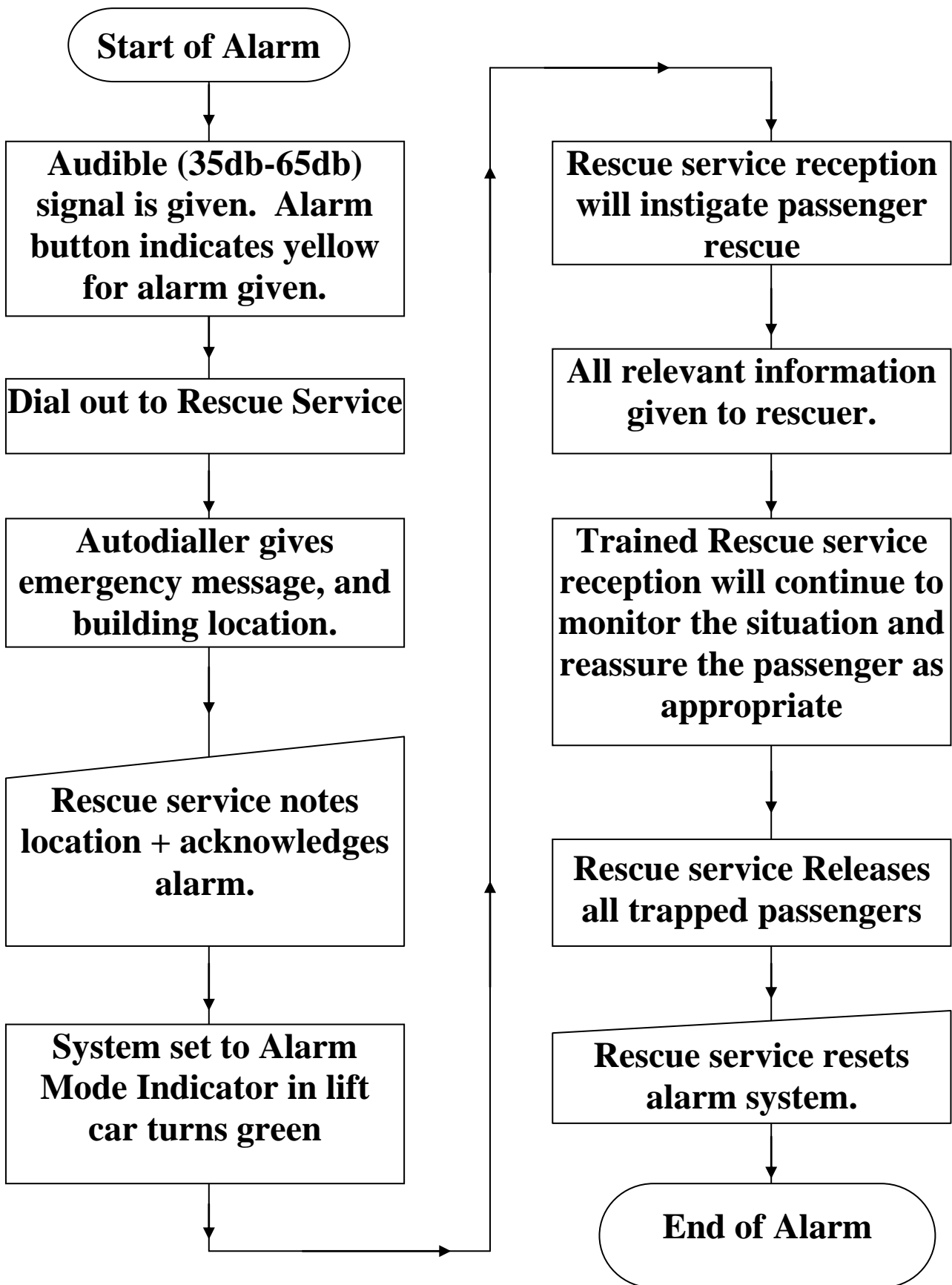
Out of hours Access details:

Any special risks when entering building:

COMMUNICATOR FUNCTION (FLOW CHART 1)



ALARM PROCESS (FLOW CHART 2)



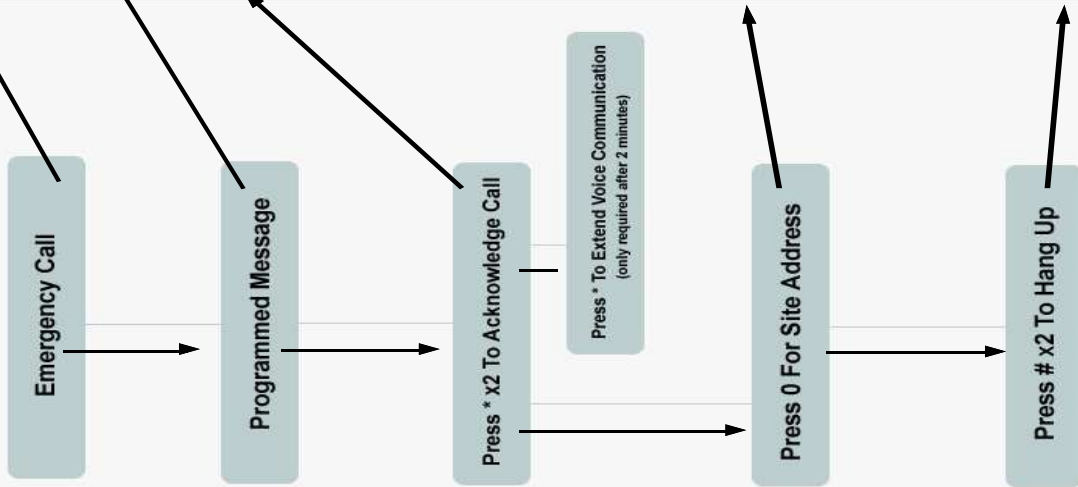
Tests and Self Tests

EN81-28 requires regular manual periodic voice tests and self-tests and automatic simulated tests need to be implemented to the rescue service managed and recorded by the rescue service. An example table can be found below and on further pages.

Date of Test Call	Site from which test call originated	Manual Test Call	Automatic Test Call

Auto Dialling Telephone

Emergency Call Operating Instructions



***WARNING:** These instructions are written specifically for the ACE Auto-dialler

1. From the lift, the emergency button is pressed. The autodialler will call the first of the pre-programmed numbers from the 4 stored in its memory.



2. The call will be received like any other normal handset call, but once the handset has been lifted, and, after a brief pause of approx. 2 seconds, the operator will hear a pre-programmed message "Lift emergency, after the pause press "*" to acknowledge call "#" to hang up or "0" for site reference". The operator must press * to acknowledge the call.

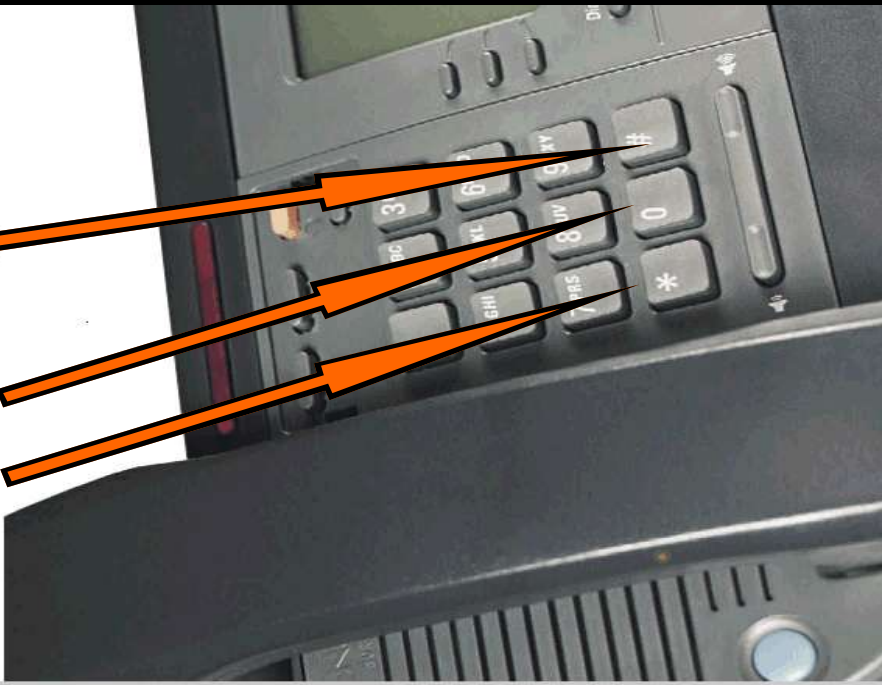
3. The user may now communicate freely with the trapped passenger. The operator should advise the passenger that they are aware of the situation and that help is being summoned. This will help to reassure the passenger.

After the initial communication, and if the passenger is unsure of the lift location and/or lift number, the operator may press "0" on the touch-tone keypad this will initiate a play back of the site reference as recorded during installation. A note should be made of this and of the site telephone number and the information passed on to the rescue service.

The operator must inform the trapped passenger of the status of the rescue, for example "the rescuer is on the way and will be with you in approximately 10 minutes"

*

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4. After the passenger has been successfully rescued the operator may press the "#" button twice to hang up the call.
If you require any further information or need to change the numbers programmed into the unit then contact your lift service company or ACE on 01244 550012