

flexyPage Messenger

Connection to emergency call center





This manual supports you in connecting the flexyPage Messenger to an emergency call center and in carrying out functional tests.

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How does the flexyPage Messenger work?

To get started, we will first provide you with an overview of the basic functions and requirements.

Process of a two-sense emergency call



A person is trapped in the elevator and presses the emergency call button.



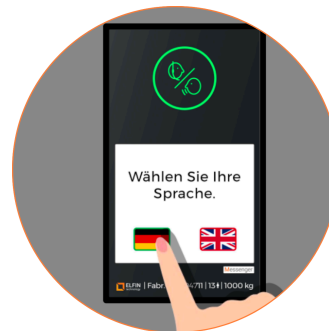
The emergency call center tries to communicate with the person via the conventional voice-based emergency call system.



The trapped person does not respond (or not in an understandable way).



The emergency call center starts a text chat via the flexyPage Messenger.



The trapped person responds via the flexyPage touch display. (Alternatively, responses can also be made using connected buttons.)



The situation is assessed via live chat, and the necessary assistance measures are initiated.

Requirements

To use a two-sense emergency call system with the flexyPage Messenger, the following is required:



A **flexyPage display with touch** functionality or with mechanical buttons



The “**Please wait**” and “**Please speak**” signals from the emergency call device



An **internet connection**, e.g. via the emergency call device, an additional LTE router, or provided on-site (Firewall-Ports 8883, 1883 and if applicable 2300)

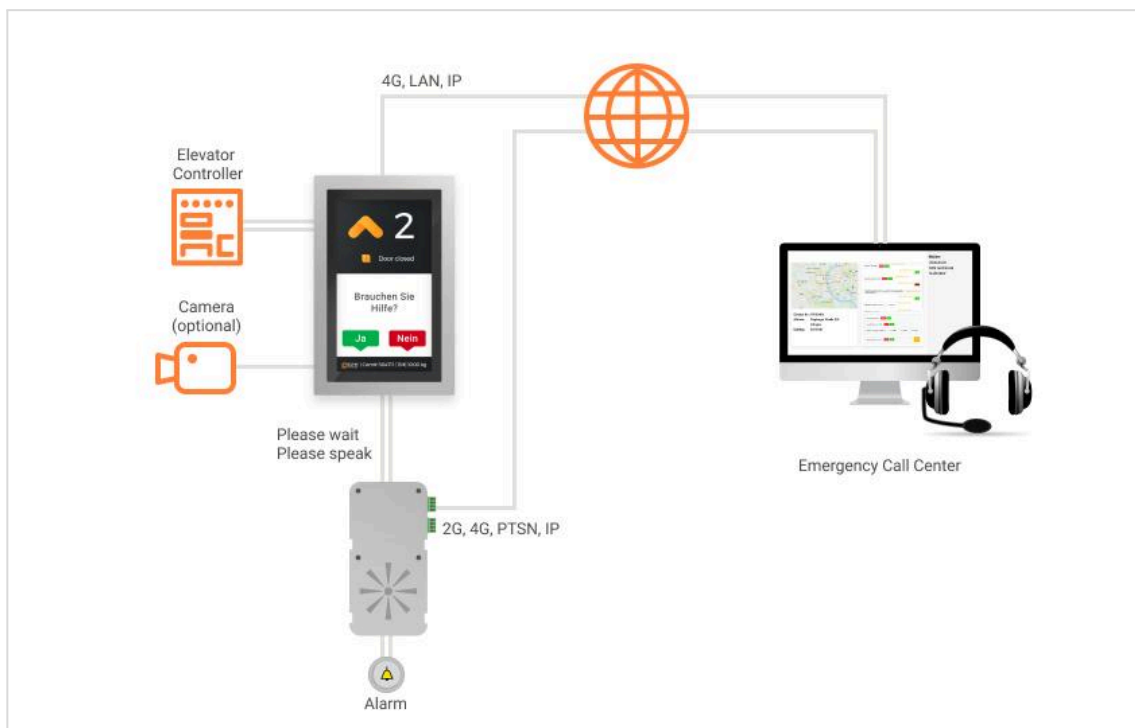


An **emergency call center with a web browser** (Firewall-Ports 8081, 9001)

Connection to the emergency call center

The flexyPage Messenger can be easily integrated into any emergency call center. A selection of providers that have already been successfully tested can be found here: flexypage.de/flexypage-messenger

1. Send an email to sales@elfin.de with the following information:
 - Desired emergency call center
 - Number of displays
 - Serial numbers of the displays (if already available)
 - Any required languages or texts (if applicable)
2. We will check if the emergency call center is already supported, clarify the technical requirements, and organize the connection.
3. The devices will then be connected to the emergency call center at the desired time.



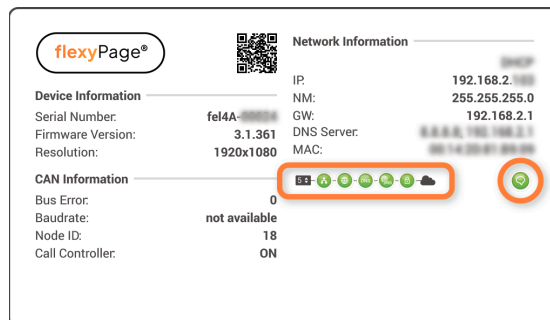
Function test

Connection check

After installation, it is recommended to perform a function test to verify the internet connection and the connection to the messenger server.

There are three options available for this:

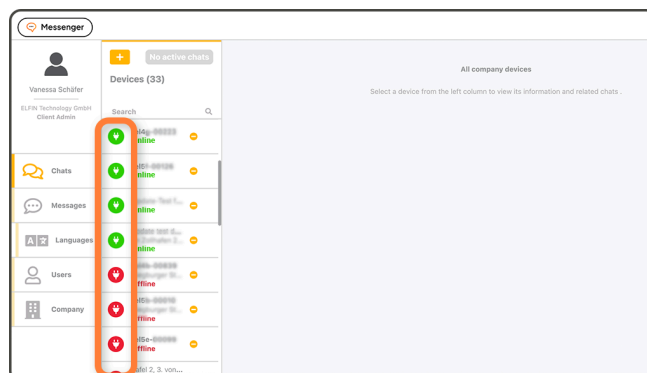
1. After switching on the display, the status of the internet connection and the messenger is shown in the **system info pop-up**.



2. In the **web interface** (flexyPage Editor) of the display, the online status is also shown under **“Maintenance”** → **“About”**.



3. In the **flexyPage Messenger portal** at the emergency call center, the connection status of each display is shown in the device list.



Verification of the communication between the display and the emergency call center

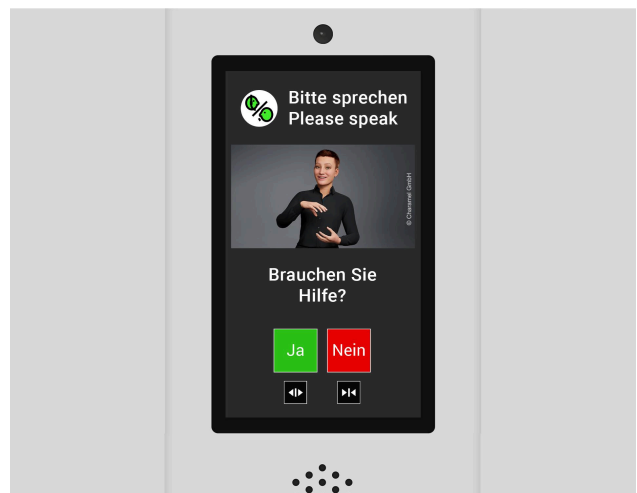
It is also recommended to carry out a test chat conversation between the display and the emergency call center.

Proceed as follows:

1. trigger the emergency call in the elevator cabin. The pictograms and the Messenger widget should now appear on the flexyPage display.
2. Ask the operator at the emergency call center to switch to text chat mode at the same time.
3. Select a language on the display in the elevator cabin and ask the operator at the emergency call center to send a question to the display.
4. Answer the question and have the response confirmed by the emergency call center.

New:

Optionally, the two-sense emergency call can also be equipped with a sign language avatar. Please contact us if you would like further information.



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More information

Here you will find further useful information about the flexyPage Messenger:

- [flexyPage Messenger manual](#)
- [Video “Two-sense emergency call procedure”](#)
- [flexyPage Messenger produkt website](#)



Barrier-free



Multilingual



**For every elevator
& building**



**Compatible with all
emergency call devices**



**For new construction
and modernization**



**Optional
with camera**



**Remote configuration
via flexyPage Messenger**



**Different
display sizes**



**Freely configurable
text messages**

Contact

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