

A hand is pointing towards a control panel with several buttons and a sign that says "STREET EXIT". The background is a blue-tinted image of a control panel with various buttons and a sign that says "STREET EXIT".

EMERGENCY COMMUNICATIONS IN SENIOR LIVING

Navigating Code Changes,
Closing Gaps and Reducing Risk

REAL EMERGENCY CALL

CALLER FROM WAUKIE, IA

One of our dispatchers received a video elevator call from an elderly passenger using a walker who was trapped inside. She quickly gathered the necessary details to request assistance. Moments later, the elevator lights went out.

She immediately offered to stay on the line, providing steady reassurance and continuous updates. She even suggested contacting a family member or friend for additional support.

Throughout the wait for first responders, she kept the passenger calm and comforted. When help arrived, the passenger was safely assisted out of the elevator and later expressed deep gratitude for the compassion and care shown during a frightening situation.



ELEVATOR PHONE CALL



WHO WE ARE

- Founded 1989
- 350+ Sales & Support
- 75+ Emergency Dispatch Operators
- 150,000+ Help Phones
- 2.4+ Million Calls (4.5 Calls Per Minute)
- 45,000+ Emergency Dispatches (1 Every 15 Minutes)
- 98+% Customer Retention Rate

Driving Our Business Today

- POTS Line Replacement
- Changing Code Requirements
- Video Messaging Systems



**OTHERS SUPPLY HARDWARE.
WE REVOLUTIONIZE EMERGENCY COMMUNICATIONS.**



Equipment
& Installation



24/7 Emergency
Monitoring & Dispatch



Lifetime Warranty
& Maintenance



Code
Compliance

ALL-INCLUSIVE EMERGENCY COMMUNICATION SOLUTIONS



ELEVATOR | POOL | PARKING | CAMPUS & EXTERIOR | FITNESS & INTERIOR | STAIRWELL | AREA OF REFUGE

QUESTION FOR YOU

Do you *know* how your elevator emergency calls are handled, or just assume?

VIDEO MESSAGING SYSTEM (VMS)

THREE THINGS TO KNOW

ABOUT CODE UPDATES

According to both ASME and IBC, elevator communications must now include:



Two-way messaging capability for hearing and/or speech impaired

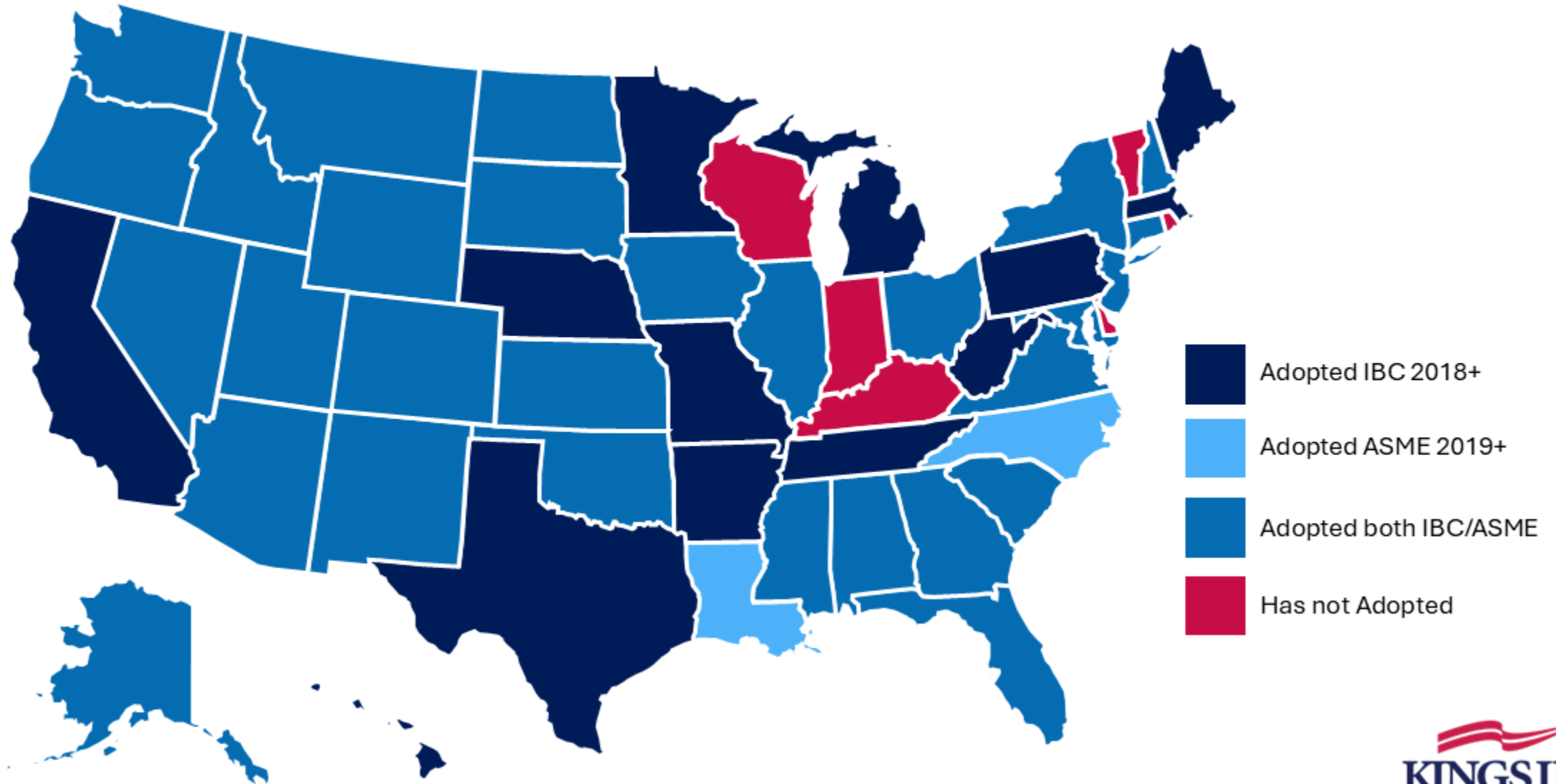


Video capability



Display message to indicate help is onsite *(if rise is 60 feet or more)*

STATES WHO HAVE ADOPTED SO FAR



QUESTION FOR YOU

How many of you have already experienced the effects of these new code updates?

Blind Spots

1. High, unexpected upfront cost
2. Warranty Issues
3. Proprietary / OEM

The All-Inclusive Solution

OUR CABVIEW TURNKEY

This solution is tailored to meet your building's safety and compliance needs. Our offering includes lifetime maintenance, professional emergency dispatch and response, a reliable cellular data connection, and Video Messaging System (VMS) hardware with warranty coverage.



**LIFETIME
MAINTENANCE**



**24/7 MONITORING
& DISPATCH**



**CELLULAR
DATA CONNECTION**



**VMS HARDWARE
WARRANTY**

WHAT'S HAPPENING WITH POTS?

FCC ORDER 10-72a1



August 2019:
The Federal Communications
Commission issued Order 10-72a1



Order permits telecom
companies to no longer
support traditional phone lines



Does not prohibit the use of
POTS lines but creates an
impact to buildings that do so

WHAT DOES THIS MEAN FOR YOU?



Deteriorating
service



Skyrocketing
prices to
maintain
infrastructure



Delays in
installation &
service



Difficulty in
purchasing
new landlines

*(if you can get
them at all)*

WHAT ARE THE OPTIONS FOR ELEVATOR PHONES?

AVAILABLE TELEPHONY OPTIONS



OPTION 1
VoIP / FIBER / DIGITAL



OPTION 2
CELLULAR



BONUS OPTION
FIRSTNET®

VoIP / DIGITAL / FIBER

ADVANTAGES



Cost Efficient



Call Quality



Easy to Set-Up



Flexibility



DISADVANTAGES

Inconsistent Dual-Tone Multifrequency (DTMF)



Router Configuration



Power Outages



Potential Security Threats



CELLULAR



Why choose cellular?



What is the solution?



How is this beneficial?

CELLULAR



Code Compliance



Unmatched Technology



Priority Access

BONUS OPTION

FIRSTNET®



Interoperability



Wider coverage



Increased bandwidth



Coordinated Response

FIRE PANELS & EMERGENCY COMMUNICATIONS

THINGS TO CONSIDER

**LIFE SAFETY
vs.
CONVENIENCE**

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**LIFE SAFETY
vs.
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**MONITORING
vs.
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**LIABILITY &
DOCUMENTATION**

RECOMMENDED MINIMUM STANDARDS

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LIFE SAFETY BEST PRACTICES

For effective elevator phone monitoring as it relates to code compliance, as well as performance and safety.

Additionally, these operate to support measuring an existing solution and/or to evaluate new solutions.

*The complete list can be found on our website at:
www.kingsiii.com/minimum-standards*

RECOMMENDED MINIMUM STANDARDS

**CODE
COMPLIANT**

INSURANCE
PROTECTION

TIME & DATE
STAMPED RECORDING

**TURNKEY
SERVICE**

EVENT
NOTIFICATION

LANGUAGE
TRANSLATION

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QUESTIONS?

THANK YOU



CLARISA JAMES

National Vertical Sales Director



cjames@kingsiii.com

www.kingsiii.com

