

Memcom Web Software Testing Quick Start Guide

This document is a quick start guide for the initial synchronizing of the Memcom with the Web Based Lift Phone Call Tracking Software. This allows customers to register and synchronize the Memcom with the web software for the first time and enables remote monitoring of the calls made from the Memcom in the future.

General Operation

Apply power to the unit. The unit should display the normal operating assuming no faults.

```
Memco Lift Al
arm
12:02.34 19 J
un
```

On the keypad press the * key. Then enter the access code followed by # (Standard default code is 1234).

```
Access code >
*****
****
```

The correct code grants access to the programme menu.

```
Use * Cmds or
▲▼
Keypad
```

Background 3-day Calls (EN81-28) & Technical Numbers

Pressing the up arrow key from the main menu will get you to technical alarm and background call numbers. This can also be done by using shortcut *15 and *16. Enter the correct numbers for each country:

```
15: Tech Alm
09044130413**
1
```

UK	(0044) 09044130413**1
Ireland	(00353) 014319762**1
Germany	(0049) 06922227856**1
Austria	(0043) 019280702**1
Switzerland	(0041) 0445801452**1

```
16: Backgrou
nd
09044130413**
1
```

ID Code

Each Memcom must have a unique 9-digit ID code. The first 3 digits is the customer ID and must be defined by Memco admin. The last 6 digits is the lift phone ID that will appear on the web.

```
21: Code
345111111
```

Leave the other menu entries to default values.

Place a Background Call

Press *0 followed by 3# to exit menu and place a background 3-day EN81-28 call.

```
0: Exit Menu
(1-3)
Exit, Alarm,
Test
```

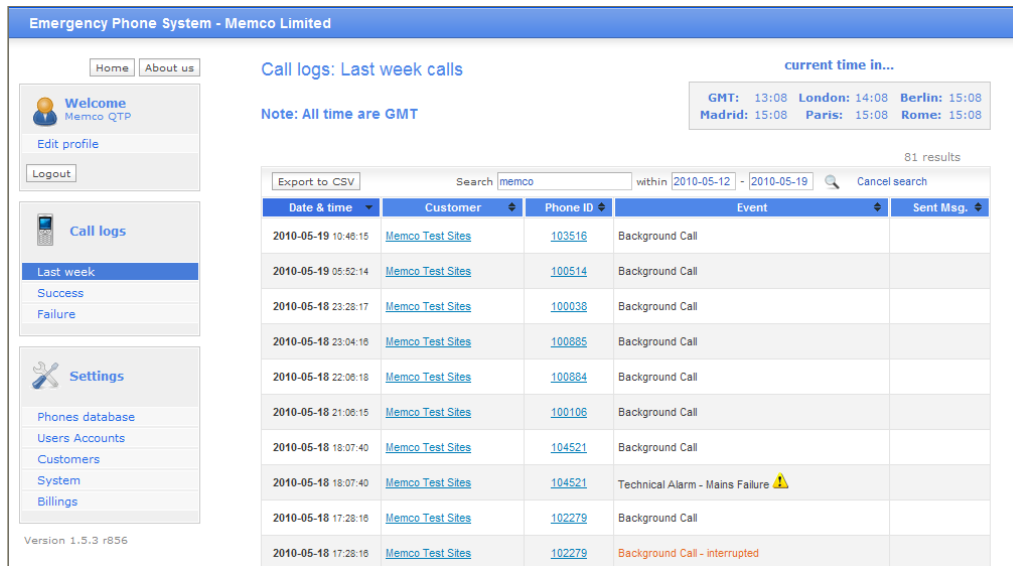
On completion of a successful call, you will find that time and date have been updated.

```
24: Set Time
17:09.26
```

```
25: Set Date
26/01/09
```

Log in to the web software: <http://memcom.vimtech.net/> using the user ID and password that have been set up by Memco admin. The call will be registered on the web software (Note: A 10-minute alarm delay applies before the call can be seen on the web software).

Go to “Call logs” → “Last week”, the date & time, customer & Phone ID and event will be shown.



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current time in...
GMT: 13:08 London: 14:08 Berlin: 15:08
Madrid: 15:08 Paris: 15:08 Rome: 15:08

Note: All time are GMT

Export to CSV Search memco within 2010-05-12 - 2010-05-19 Cancel search 81 results

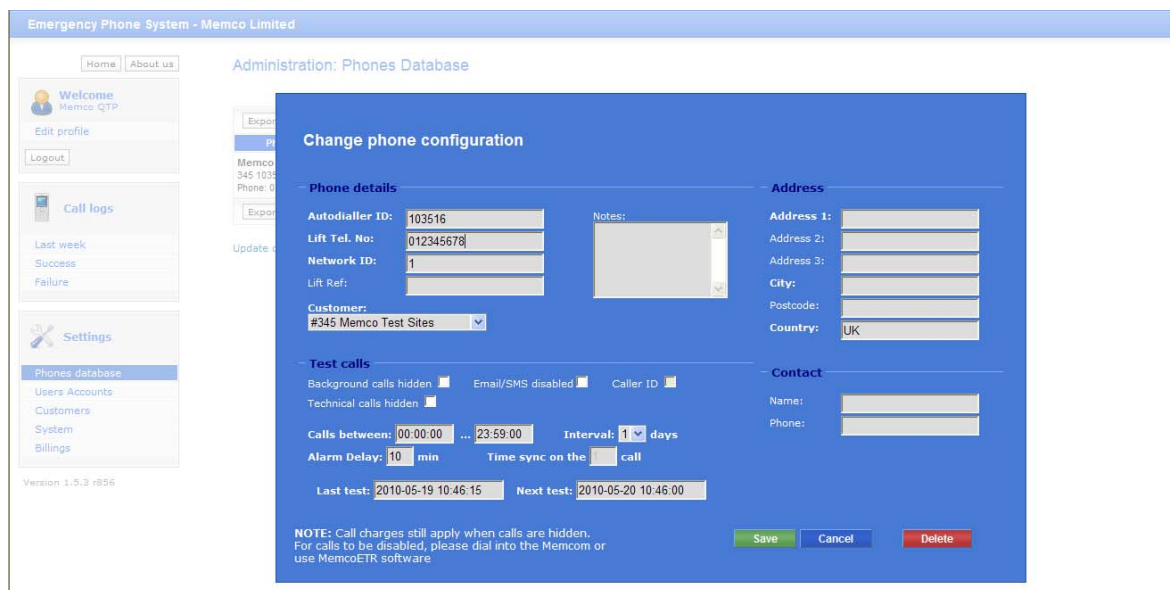
Date & time	Customer	Phone ID	Event	Sent Mag.
2010-05-19 10:46:15	Memco Test Sites	103516	Background Call	
2010-05-19 05:52:14	Memco Test Sites	100514	Background Call	
2010-05-18 23:28:17	Memco Test Sites	100038	Background Call	
2010-05-18 23:04:18	Memco Test Sites	100885	Background Call	
2010-05-18 22:08:18	Memco Test Sites	100884	Background Call	
2010-05-18 21:06:15	Memco Test Sites	100106	Background Call	
2010-05-18 18:07:40	Memco Test Sites	104521	Background Call	
2010-05-18 18:07:40	Memco Test Sites	104521	Technical Alarm - Mains Failure ⚠	
2010-05-18 17:28:18	Memco Test Sites	102279	Background Call	
2010-05-18 17:28:18	Memco Test Sites	102279	Background Call - interrupted	

Click on the Phone ID and click on the ‘pencil’ to enter the “Change phone configuration” window. The Autodialler ID and customer fields will be filled in. Enter appropriate information in the rest of the fields.

“Test calls” section:

- Hide background/technical calls by checking the “Background calls hidden” and “Technical Calls hidden” boxes. Note: Ticking the boxes doesn’t disable calls. Call charges still apply. For calls to be disabled, please dial into the Memcom or use MemcoETR software.
- Disable Email/SMS alarms by checking the “Email/SMS disabled” box.
- Set call times (preferably during an off-peak period) and call intervals.

Exit by clicking “Save” button.



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Administration: Phones Database

Change phone configuration

Phone details

Autodialler ID: 103516
Lift Tel. No: 012345678
Network ID: 1
Lift Ref:
Customer: #345 Memco Test Sites

Notes:

Address

Address 1:
Address 2:
Address 3:
City:
Postcode:
Country: UK

Test calls

Background calls hidden Email/SMS disabled Caller ID
Technical calls hidden

Calls between: 00:00:00 ... 23:59:00 Interval: 1 days
Alarm Delay: 10 min Time sync on the call

Last test: 2010-05-19 10:46:15 Next test: 2010-05-20 10:46:00

NOTE: Call charges still apply when calls are hidden. For calls to be disabled, please dial into the Memcom or use MemcoETR software

Save Cancel Delete