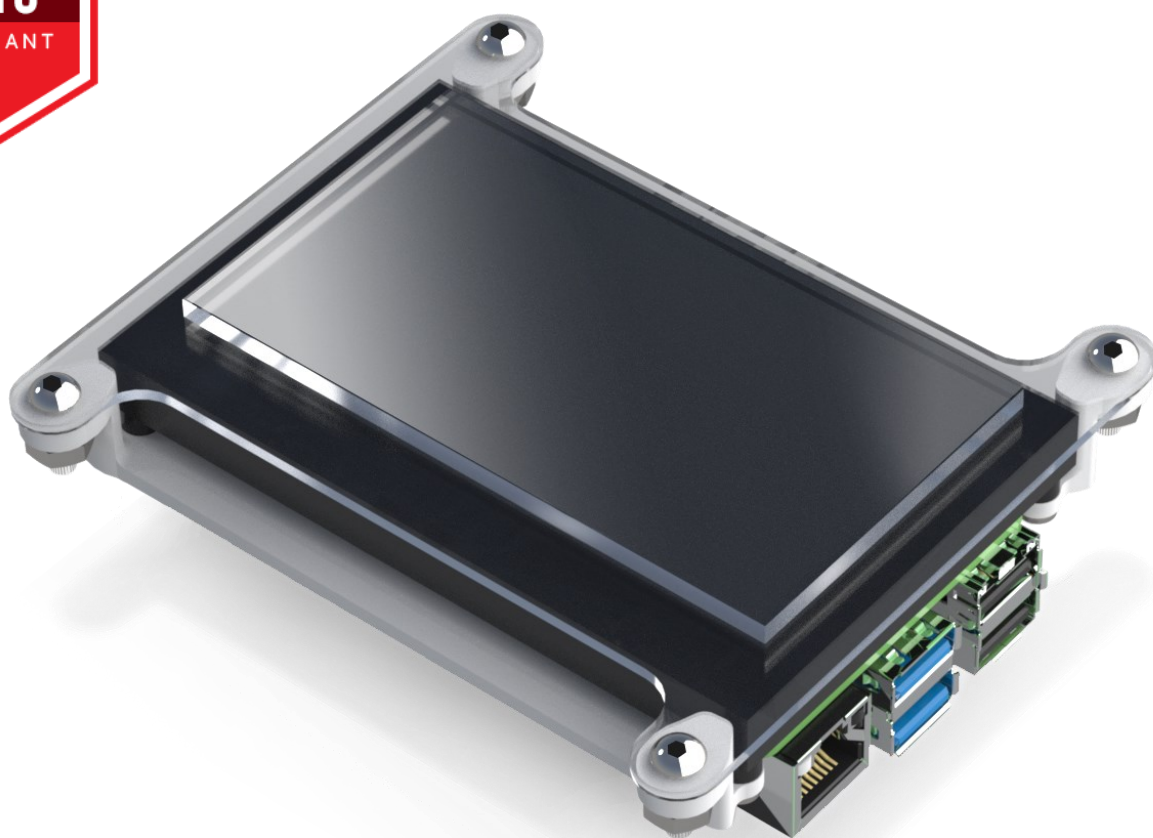


WUR-COM

Emergency Communicator



User Manual for Wur-Com & Wur-Com+

Revision: 02 | 07/2023 | Document No.: Instructions_Wur-Com User Manual

TABLE OF CONTENTS

Which Model Do I Have? 3

What do I Need in the Machine Room Before Installation? 5

Installation Documentation & Video Tutorials..... 5

Setup & Registration..... 6

Logging into the Web Portal..... 8

Website - Overview 9

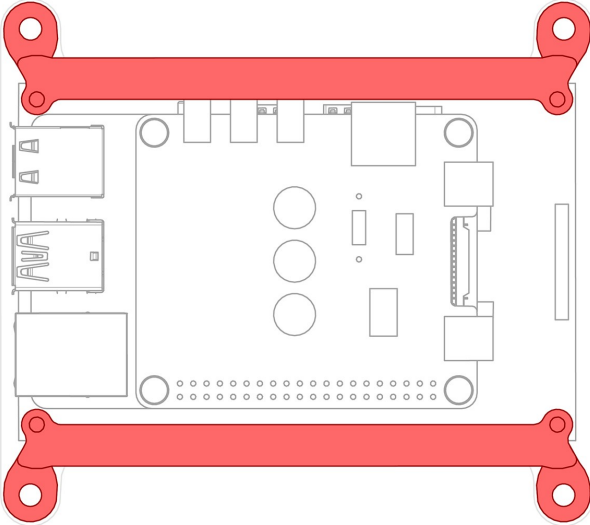
Answering an Emergency Call..... 20

Inspection Guide 25

Permanent Setup & Hand-Off 27

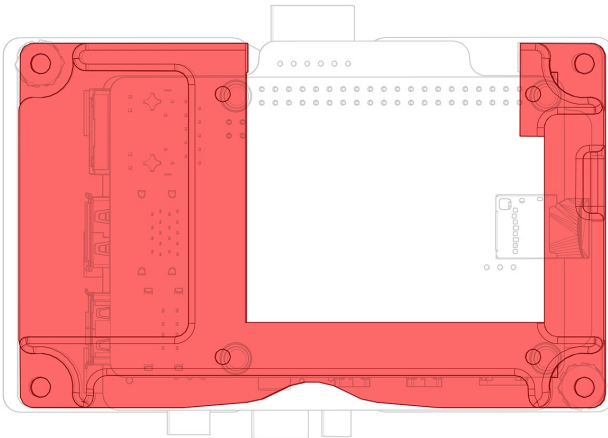
WHICH MODEL DO I HAVE?

Wur-Com+



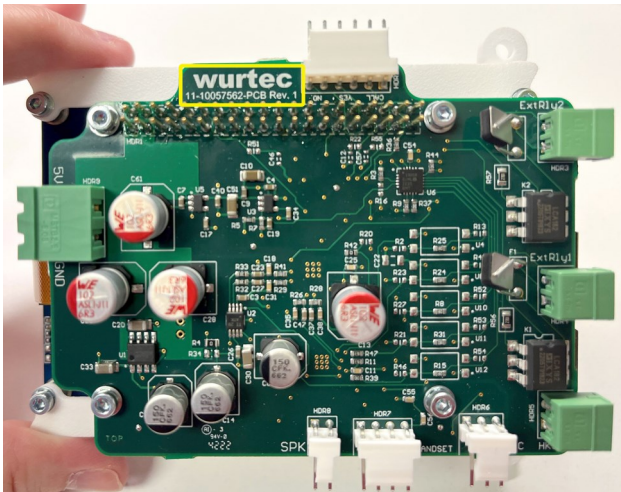
The following Wur-Com+ models have this type of screen locator:

- 11-983-TS
- 11-10071544
- 11-981-SS



The following Wur-Com+ models have this type of screen locator:

- 11-983
- 11-980-SS



Wur-Com+ unit have an Audio Hat on the back of each device. Wur-Com+ models have the Wurtec logo with a number printed just below it.

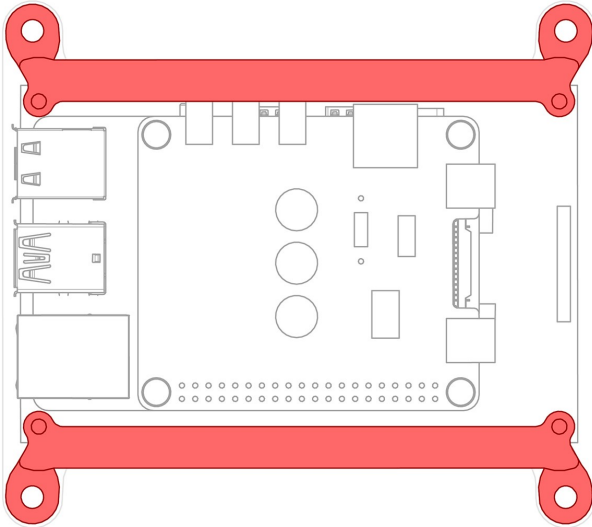
Additional Identification Methods

When pressing the call button on a functional car station, the Wur-Com+ will make beep noises indicating the unit is placing a call.

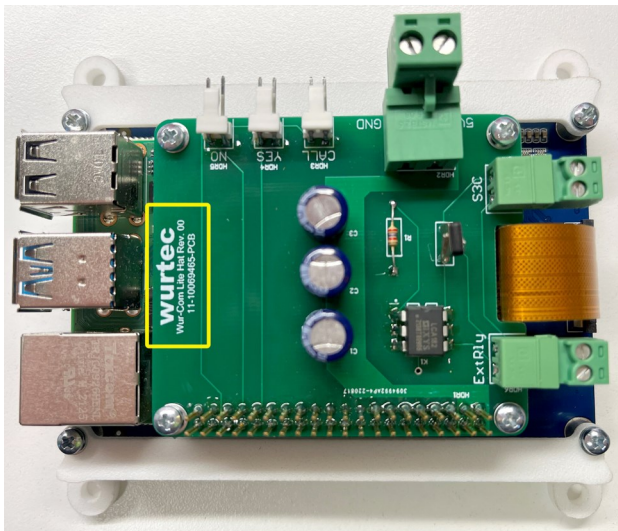
When pressing the call button on a de-registered Wur-Com+ (de-registered Wur-Com+ units will display a QR code and a prompt to register the car station), nothing will happen.

WHICH MODEL DO I HAVE?

Wur-Com



All standard Wur-Com units have this type of screen locator.



Standard Wur-Com units have a Lite Hat on the back of each device. Each board is labeled with "Lite Hat" just below the Wurtec logo.

Additional Identification Methods

Standard Wur-Com units will not have a speaker or microphone, but are shipped with an analog phone. When pressing the call button on a functional car station, standard Wur-Com units will make phone ringing noises when placing a call. When pressing the call button on a de-registered Wur-Com (de-registered Wur-Com units will display a QR code and a prompt to register the car station), nothing will happen.

WHAT DO I NEED IN THE MACHINE ROOM BEFORE INSTALLATION?

Wur-Com+

- An outlet for uninterruptible power supply.
- To install a Wur-Com+, you'll need: Two Shielded Twisted Pair (one for a data line and one for a communication failure alarm line) on your elevator travel cable.
- A network connection is required if a cellular modem is not being used. Additionally, the network, and every piece of equipment that the emergency communication system depends on, must have a 4-hour emergency standby power in the event of a power failure.

Wur-Com

- An outlet for uninterruptible power supply.
- To install a Wur-Com, you'll need: Three Shielded Twisted Pair (one for a data line, one for a POTS line, and one for a communication failure alarm line) on your elevator travel cable.
- A network connection is required if a cellular modem is not being used. Additionally, the network, and every piece of equipment that the emergency communication system depends on, must have a 4-hour emergency standby power in the event of a power failure.

INSTALLATION DOCUMENTATION & VIDEO TUTORIALS

All Wur-Com documentation, including; installation instructions, field wiring diagrams, video tutorials, quick start guides, user manuals, etc. can be found on the Wurtec website, here:

<https://wurtec.com/wur-com>

Or, use the camera app on your phone to scan the QR Code below.



Revision: 02 | 07/2023 | Document No.: Instructions_Wur-Com User Manual

SETUP & REGISTRATION

When setting up a new Wur-Com, each unit needs registered in Inspection Mode until the building has passed inspection. Post inspection, it can be registered in Permanent Mode.



STEP 1:

Power on the Wur-Com unit and take note of the serial number listed on the registration screen.



STEP 2:

Use the camera app on your phone to scan the QR Code on the Wur-Com registration screen.



STEP 3:

Fill out the form in Inspection Mode. In the Phone Line Number fields, enter the number Wur-Com will call during inspection. This can be changed later if needed. *NOTE: For inspection, this is often the cell number of the installation technician.

If you have questions during setup, call our tech support representatives at: 1-800-837-1066

SETUP & REGISTRATION

Additional Setup for Wur-Com

Not required for Wur-Com+ units. Locate the keypad on the back of the Wur-Com unit.

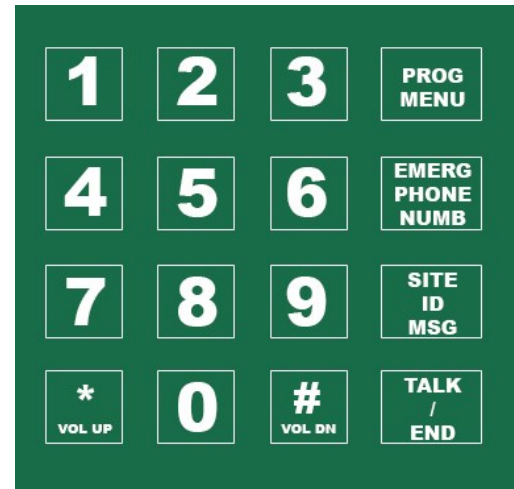
STEP 1:

- Press Emergency Number
- Press 1 for Phone Numbers
- Press 1 for First Number
- Enter 856 386 7197
- Press #
- The unit will confirm the number entered
- Press *0 to exit the menu

STEP 2:

Next, turn on immediate, two-way communication

- Press Program Menu
- Press 3 for Advanced Options
- Press 1 for User Preferences
- Press 2 for Immediate, Two-Way Conversation
- Press 1 to Enable
- Press *0 to exit the menu



STEP 3:

The following step is required if more than one car station shares the same telephone line

- Press Program Menu
- Press 3 for Advanced Options
- Press 6 for Unit Number
- Press 1 to Program
- Press the Car Number (Ex: If it's Car 1, press 1)
- Press *0 to exit the menu

STEP 4:

This step removes the Site ID message

- Press the Program Menu button.
- Press 2 for Message Menu.
- Press 1 to program the site identification message.
- Press 3 to delete.
- Press # again to return to the previous menu, or press *0 to exit programming mode.

Setup is now complete! Each Wur-Com unit needs to be registered before use. For Wur-Com models, follow the additional programming steps for each unit.

LOGGING INTO THE WEB PORTAL

From: Wurcom <no-reply@mail.wurcom.com>

Sent: Tuesday, January 10, 2023 8:58 AM

To: [REDACTED]

Subject: You have been invited to join Wurcom

Your username is [REDACTED] and temporary password is [REDACTED]

Click [here](#) to login and complete account creation.

Shortly after registration has been completed, users will receive an email invitation including a username, temporary password, and a link to the website. After logging in using a temporary password, users will be prompted to set up a new password.

Set New Password

New Password

.....

Confirm Password

.....

* Password must be at least 8 characters long. ✓

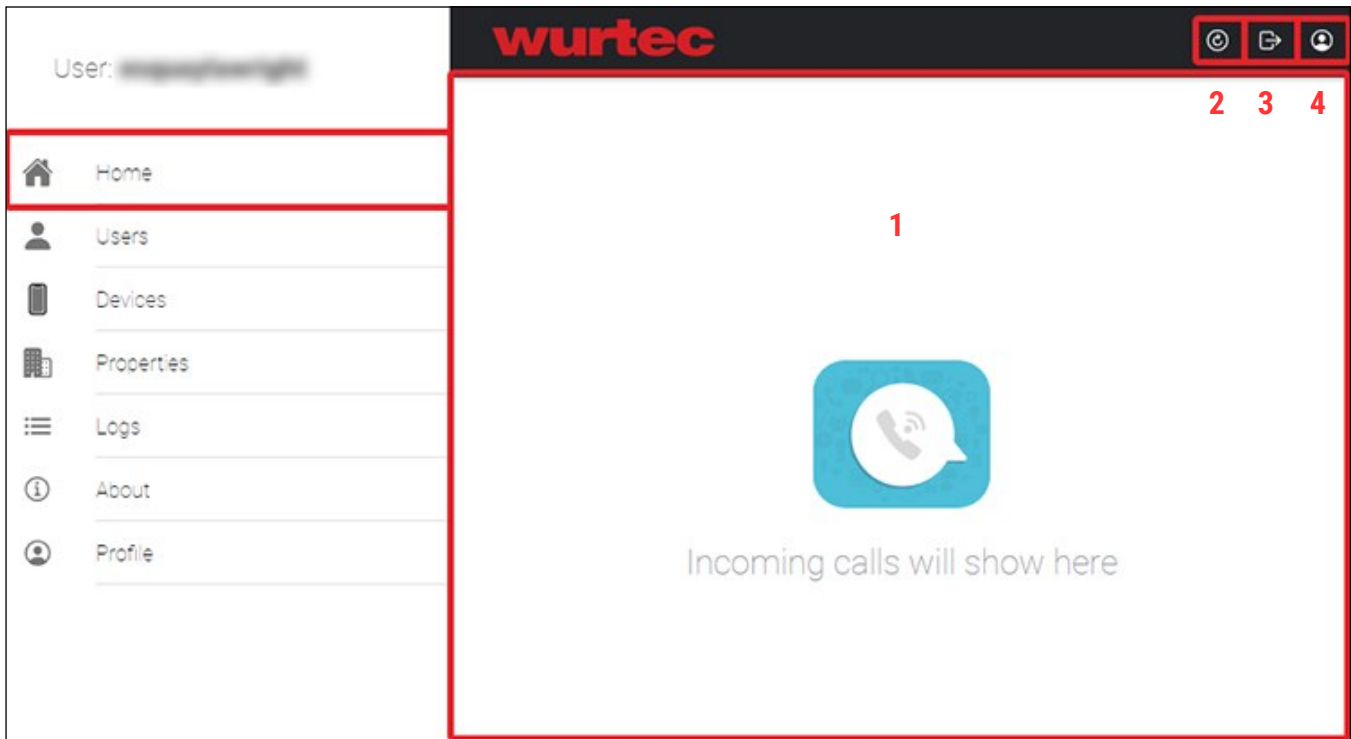
* Password must match the confirm password. ✓

← LOGIN

RESET

- Enter a new password into the text field and enter it again in the Confirm Password text field.
- Click the blue Reset button to continue.

WEBSITE - OVERVIEW



Home Page

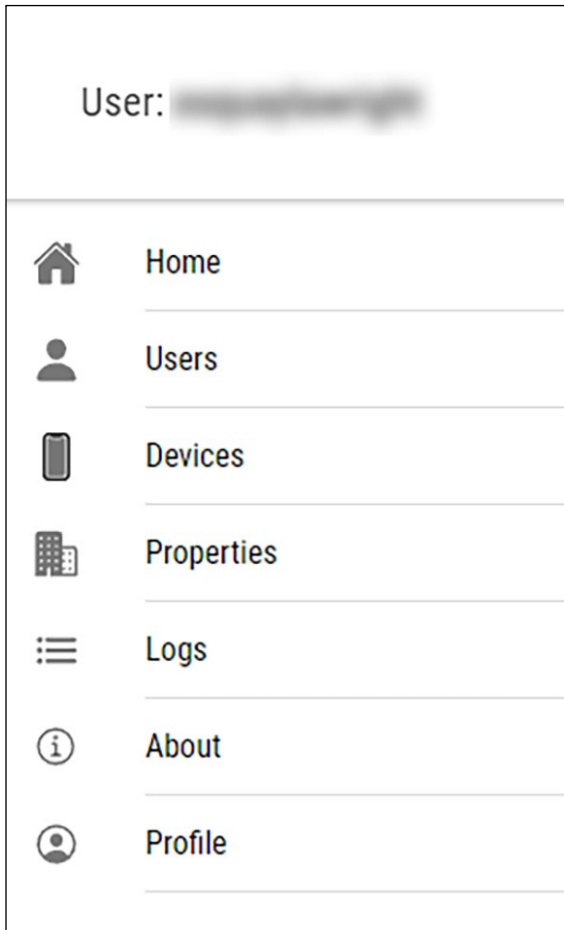
<https://admin.wurcom.com/dashboard>

After logging in, users are automatically directed to the Home screen of the Wur-Com website. Users can also access this page by clicking Home from the Side Navigation Bar.

1. **Incoming Call Display** - In the middle of the Home page is where the Incoming Calls will be displayed. When a call has been engaged between the Car Station and Lobby Station (or Call Center), the video feed and chat feature appear in this area.
2. **Refresh** - Clicking the refresh icon refreshes the current page.
3. **Logout** - Clicking the logout icon on the website header will log users out of the site.
4. **Profile** - Clicking the profile icon on the website header directs users to the Profile page. This page lists the username, email address, and allows users to turn off/on notifications for car calls.

*TIP: Copy the URL of this page into the call center automation programs. It provides access directly to this specific property when a call is received from any elevator on this property.

WEBSITE - OVERVIEW

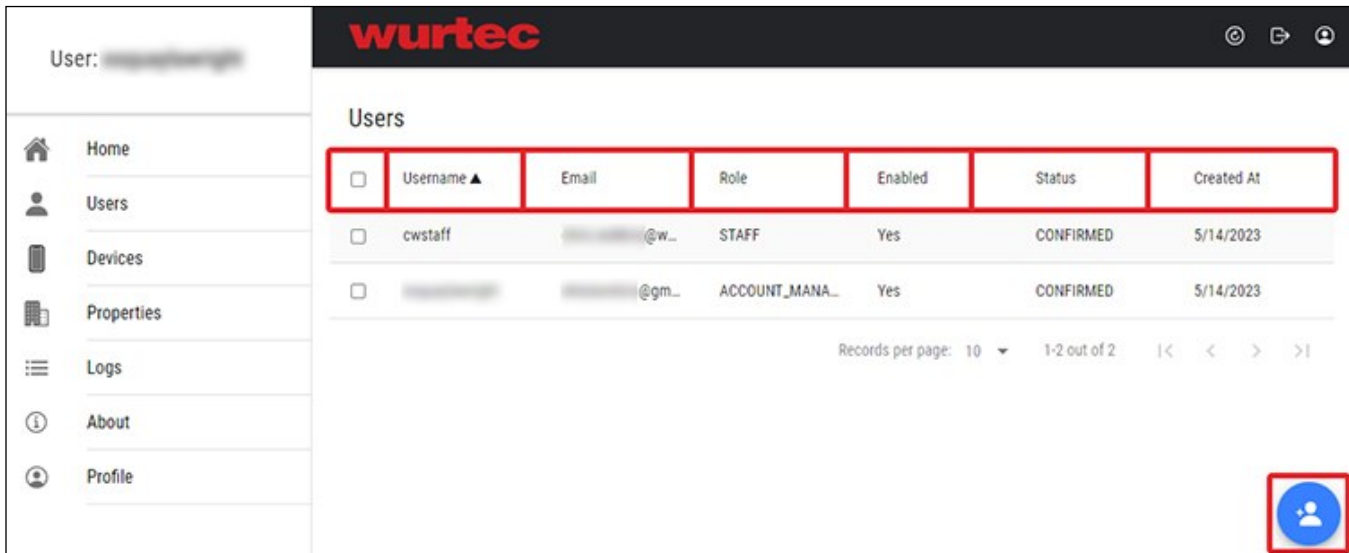


Side Navigation Bar

The Side Navigation Bar allows users to navigate to different pages and remain static on all pages of the website. It contains links to:

- Home - Landing page after login. When a call from the Car Station is engaged, the video and chat features will appear in the white area.
- Users - Lists all the users associated with the account. *NOTE: The User page will only appear for the Account Manager user role. Staff level users will not see this tab on the side navigation bar.
- Devices - The Devices page lists the cars and the lobby stations associated with the user's account.
- Properties - The Properties page lists the properties associated with the account as well as detailed property information.
- Logs - The Logs page displays detailed information about calls requested from Cars.
- About - This page displays the current software release.
- Profile - The Profile page lists the user's username, email address, and the option to receive emails when a car places an emergency call.

WEBSITE - OVERVIEW



Users Page

The Users Page lists all of the users associated with an account. Users with the role of Account Manager or higher will see this page.

- **Checkbox** - Clicking the check box next to a user's name allows account managers to manage the property a staff level user is associated with. To change the property, click the checkbox next to a user's name, then select a different property from the drop down menu that appears.
- **Username** - Lists the individual's user name.
- **Email** - The email address associated with the listed user name.
- **Role** - Shows whether the user is an Administrator, Account Manager, or Staff member.
- **Enabled** - Indicated that the user can login to the website.
- **Status** - This column shows the user has logged in and the account has been confirmed.
- **Created At** - Lists the date the user account was created.

At the bottom of the table, users can change how information is displayed.

- **Records per page** - Users can click on the drop down menu and select the number of rows displayed on the table.
- **Entries** - Shows the number of users listed in the table.
- **Navigation arrows** - If there are multiple pages of entries in the table, clicking the navigation arrows directs you to the first page of entries, previous page of entries, next page, and the last page of entries.
- **Add user button** - Clicking this button opens the Create User page.

Revision: 02 | 07/2023 | Document No.: Instructions_Wur-Com User Manual

WEBSITE - OVERVIEW

Adding New Users

On the Users Page, click the blue “Add Users” icon at the bottom/left of the screen.



Create User	
Role	
☒	Account Manager
☐	Staff
Username: bbraddock	
Email: b.braddock@wurtec.com	
CANCEL INVITE	

On the Create User page, enter the following:

- Select the radio button to assign Account Manager or Staff permissions.
 - Account Manager - Has administrative control over an assigned account, that may contain multiple properties, users, and devices.
 - Staff - is assigned to a single Property. Staff users can view property information, and place/answer incoming calls.
- Enter a new username into the text field.
- Enter the user’s email address into the field provided.
- Click the Invite text. New users will receive an email invitation with login information.

WEBSITE - OVERVIEW

Property▲	Device Name	Type	Call Status	VPN Memb...	Connection ...
Cardin Towers	Car 1	CAR	ONLINE		● Online 1 min ago CALL

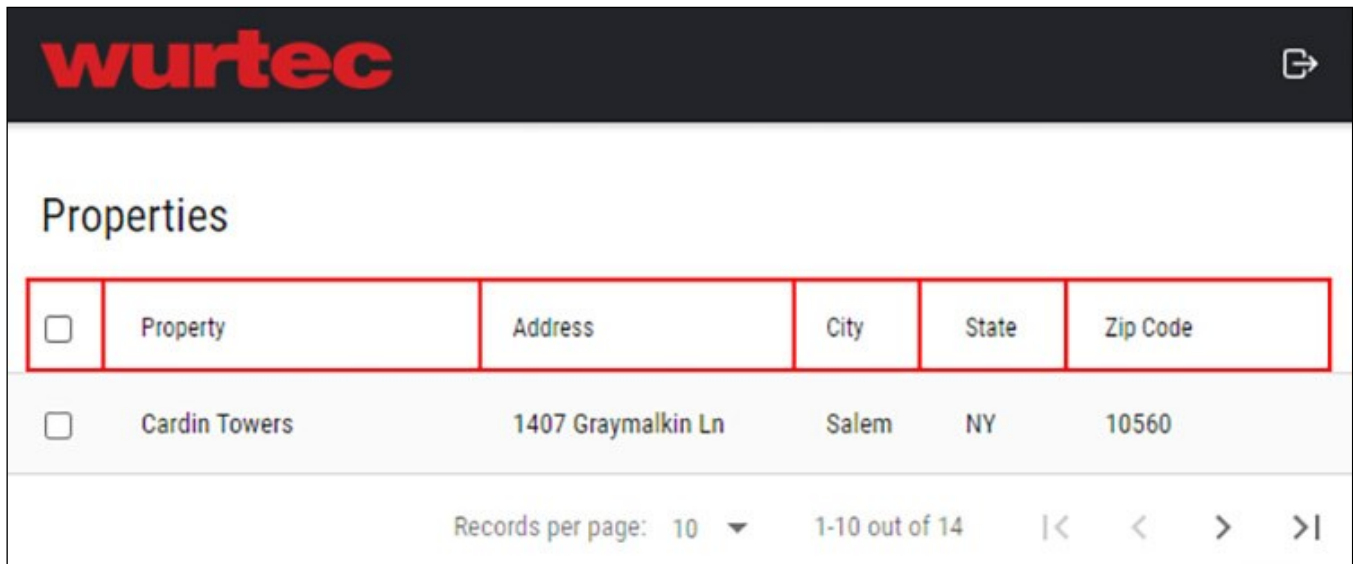
Records per page: 10 1-1 out of 1 < >

Devices Page

The Devices Page lists all of the devices registered with an account, as well as the following information:

- **Property** - Lists the name of the Property the car belongs to.
- **Device Name** - The name of the Car.
- **User** - Shows the Full Name of the Car Station device.
- **Call Status** - Shows the status of an emergency call.
- **VPN Member ID** - Random ID assigned to a device with VPN enabled.
- **Connection Status** - Color codes indicated the Connection Status of an elevator Car and displays the last time the connection was pinged.
 - Green - Indicates a Car is connected to the network.
 - Yellow - Indicates that a car hasn't acknowledged its connection status for 9-15 minutes.
 - Red - Indicates the car hasn't acknowledged its connection status more than 15 minutes.
- **Call Icon** - The green call icon indicates that the elevator Car is connected. If the icon is grey, the car is disconnected. Clicking on the green call icon connects the emergency call and directs users to the Home page where the video and chat feature appear.

WEBSITE - OVERVIEW



The screenshot shows the Wurtec website interface. At the top is a dark header with the 'wurtec' logo in red and a share icon on the right. Below the header is a section titled 'Properties'. Under this title is a table with columns: Property, Address, City, State, and Zip Code. The first row of data shows 'Cardin Towers' as the property name, '1407 Graymalkin Ln' as the address, 'Salem' as the city, 'NY' as the state, and '10560' as the zip code. At the bottom of the table area, there is a pagination control showing 'Records per page: 10' with a dropdown arrow, '1-10 out of 14', and navigation arrows for previous, first, last, and next pages.

☐	Property	Address	City	State	Zip Code
☐	Cardin Towers	1407 Graymalkin Ln	Salem	NY	10560

Records per page: 10 ▼ 1-10 out of 14 |< < > >|

Properties Page

The Properties page lists all of the properties associated with an account, as well as the following information:

- Property - Lists the name of the property.
- Address - Shows the address of the property.
- City - Lists the city the property is in.
- State - Shows the state the property resides in.
- Zip - Shows the zip code of the property.

WEBSITE - OVERVIEW

wurtec

Property StagingTestA

Property Detail | Devices | Staff Users

Name & Address

Name: StagingTestA

Address 1: A Test Street

Address 2:

City: Toledo

State: OH

Zip Code: 43611

Phone & Access Codes

Outbound Phone ...

Receive and place calls: via shared landlines

Inbound Phone #:

All Devices Access Code: 0

Contacts:

↓ ↑	Wurcom App	×
↓ ↑	Phone:	×
↓ ↑	Phone:	×

SAVE

Properties Details Page

Clicking on a Property Name, on the Properties page, directs users to the Property Details page. The Property Details page includes all information for each property and is divided into three tabs:

- Property Detail
- Devices
- Staff Users

Clicking on each of the tabs displays information about the Property, which Devices are associated with that property, and the staff users assigned to that property.

WEBSITE - OVERVIEW

Property Detail

Devices

Staff Users

Name & Address

Name: StagingTestA

Address 1: A Test Street

Address 2:

City: Toledo

State: OH

Zip Code: 43611

Phone & Access Codes

Outbound Phone ... +1

Receive and place calls: via shared landlines

Inbound Phone #: +1

All Devices Access Code: 0

Contacts:

↓

↑

↓

↑

↓

↑

Wurcom App

Phone: +1

Phone: +1

×

×

×

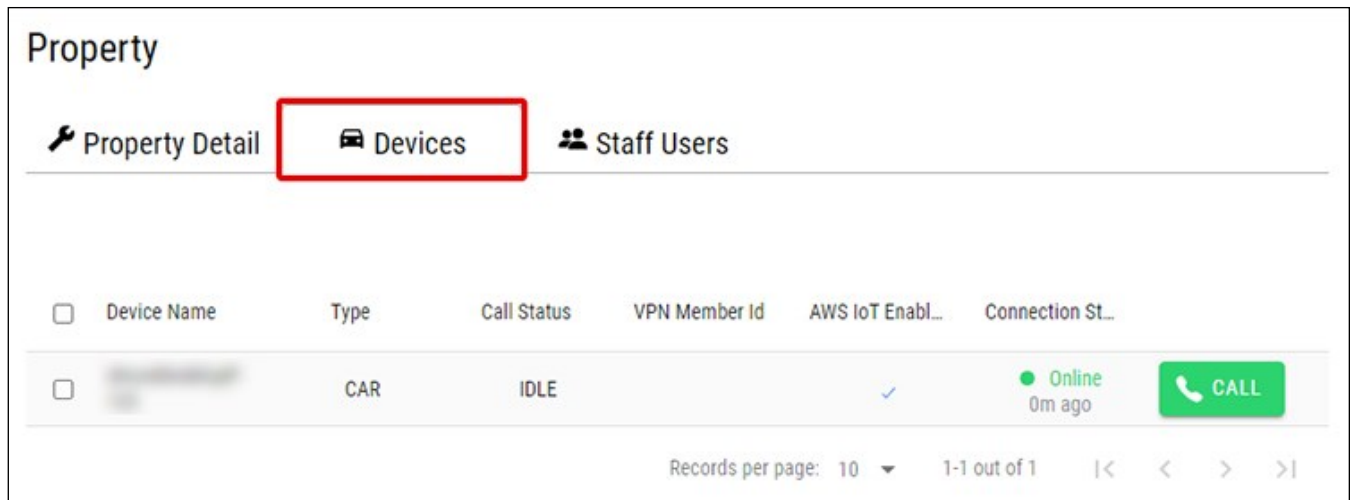
SAVE

Editing Property Information

- To edit information on the Property Detail tab, click into a text field and update the information.
- Additionally, Phone & Access Codes can be edited from this page.
- To add a Contact, click the Create Contact icon. Rearrange the contact order by clicking on the up/ down arrows.
- To save changes, click the purple Save button.

Revision: 02 | 07/2023| Document No.: Instructions_Wur-Com User Manual

WEBSITE - OVERVIEW



DevicesTab

The Devices Tab lists the devices associated with the selected property. To reconnect a call with the elevator car, click the green call button.

- Device Name - The name of the Car.
- Type - Show the type of device.
- Call Status - Shows the status of an emergency call.
- VPN Member ID - Random ID assigned to a device with VPN enabled.
- AWS IoT Enabled - Indicates if live updates can be pushed.
- Connection Status - Color codes indicated the Connection Status of an elevator Car and displays the last time the connection was pinged.
 - Green - Indicates a Car is connected to the network.
 - Yellow - Indicates that a car hasn't acknowledged its connection status for 9-15 minutes.
 - Red - Indicates the car hasn't acknowledged its connection status more than 15 minutes.
- Call Icon - The green call icon indicates that the elevator Car is connected. If the icon is grey, the car is disconnected. Clicking on the green call icon connects the emergency call and directs users to the Home page where the video and chat feature appear.

WEBSITE - OVERVIEW

Property					
 Property Detail	 Devices	 Staff Users			
Username	Email	Role	Enabled	Status	Created At
...	...	STAFF	Yes	CONFIRMED	5/14/2023
Rows per page: 10 ▾ 1-1 of 1 < < > >					

Staff Users

The Staff Users tab lists all staff users that are associated with a property. *NOTE: The Staff Users tab will display if the user is an Account Manager. Staff level users will not see this tab.

The Staff Users tab lists:

- Username - Lists the individual's user name.
- Email - The email address associated with the listed user name.
- Role - Shows whether the user is an Administrator, Account Manager, or Staff member.
- Enabled - Indicated that the user can login to the website.
- Status - This column shows the user has logged in and the account has been confirmed.
- Created Date - Lists the date the user account was created.

WEBSITE - OVERVIEW

Call Logs 

Participants	Status	Created ▼	Duration	Start Time	End Time
Property: ██████████	completed	11/7/22, 2:23:05 PM	88s	11/7/22, 2:23:05 PM	11/7/22, 2:24:32 PM
Property: ██████████	completed	11/7/22, 2:17:42 PM	175s	11/7/22, 2:17:42 PM	11/7/22, 2:20:37 PM
Property: ██████████	completed	11/7/22, 2:10:40 PM	122s	11/7/22, 2:10:40 PM	11/7/22, 2:12:42 PM
Property: ██████████	completed	11/7/22, 2:08:21 PM	99s	11/7/22, 2:08:21 PM	11/7/22, 2:10:00 PM

Records per page: 10 ▼ 1-10 out of 26 |< < > >|

Call Log

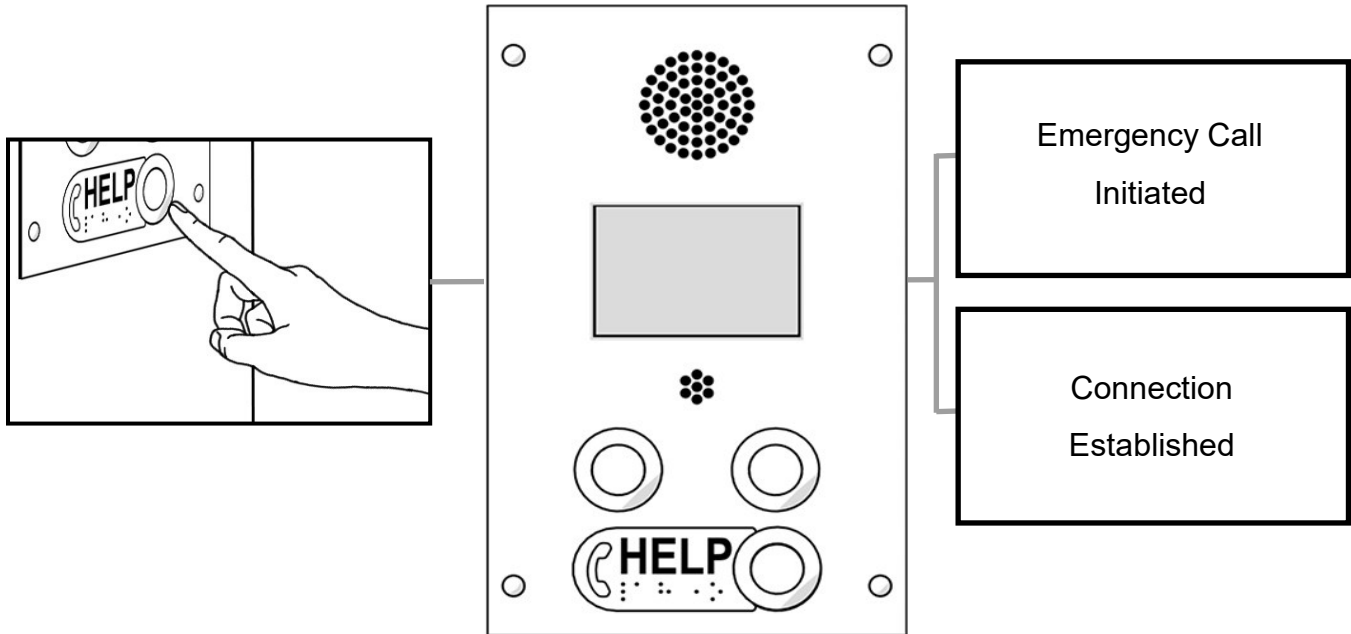
The Call Log page provides detailed information about all calls placed and is a useful resource for troubleshooting communication issues.

The Call Log page lists the:

- Participants - List the property associated with the call.
- Status - Shows if the call is in progress or completed.
- Created - Displays the exact time/date the call was placed.
- Duration - Duration of the call.
- Start Time - Start time of the call.
- End Time - End time of the call.

Additionally, the calls can be filtered by clicking the filter icon and selecting the filter criteria.

ANSWERING AN EMERGENCY CALL



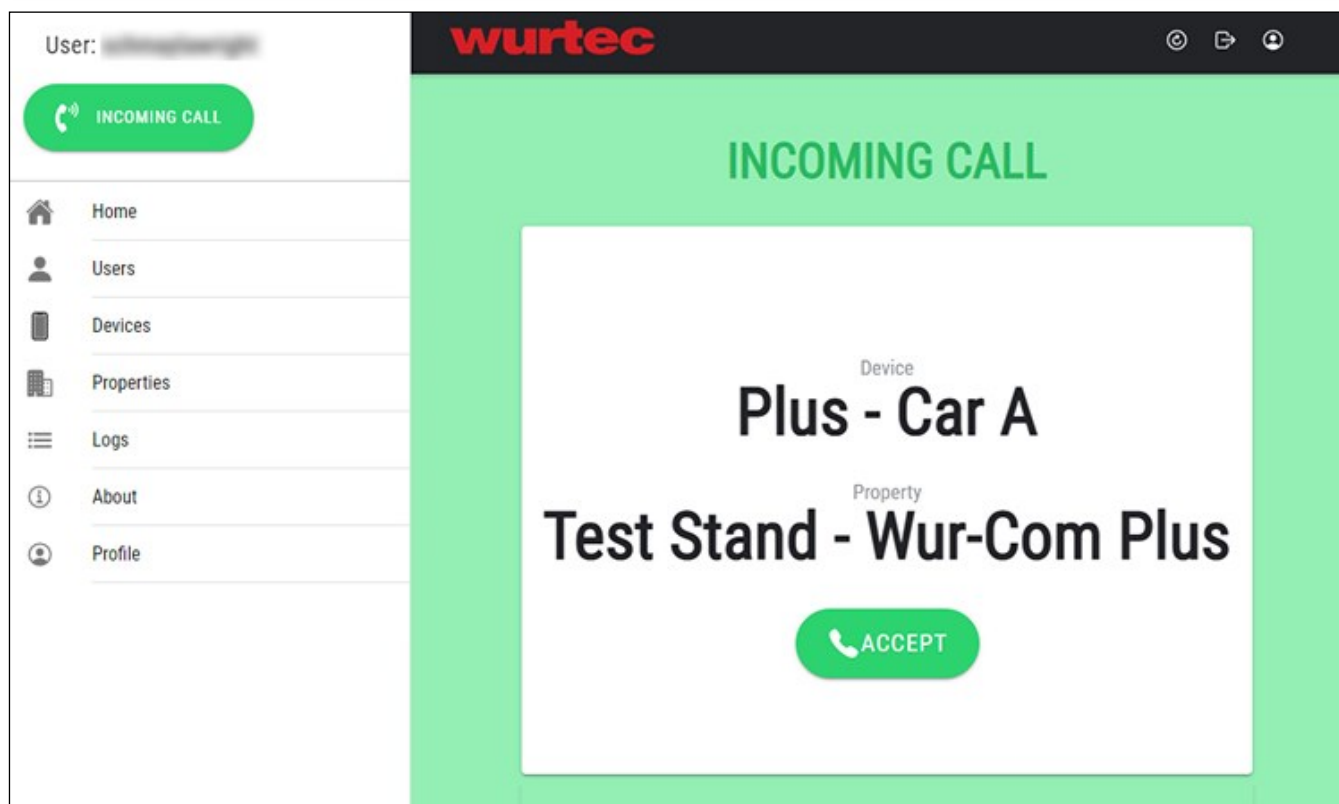
When an emergency occurs, passengers can press the Help button on the Wur-Com Station to call for help. The screen turns on and displays the Emergency Call Initiated message.

The designated Contact for the property will be notified of the call via an automated phone message, through an automated email, or through the Wur-Com web app. The Contact person can connect the call by logging into the Wur-Com Administration website via the web app or through the Lobby Station.

- To answer the emergency call by phone - Listen to the automated prompt then press 1 to connect the call.
- To answer the emergency call by email - Click the link in the email message. This directs you to the Wur-Com web portal.

***NOTE:** You can answer an emergency call by phone and through the web portal at the same time.

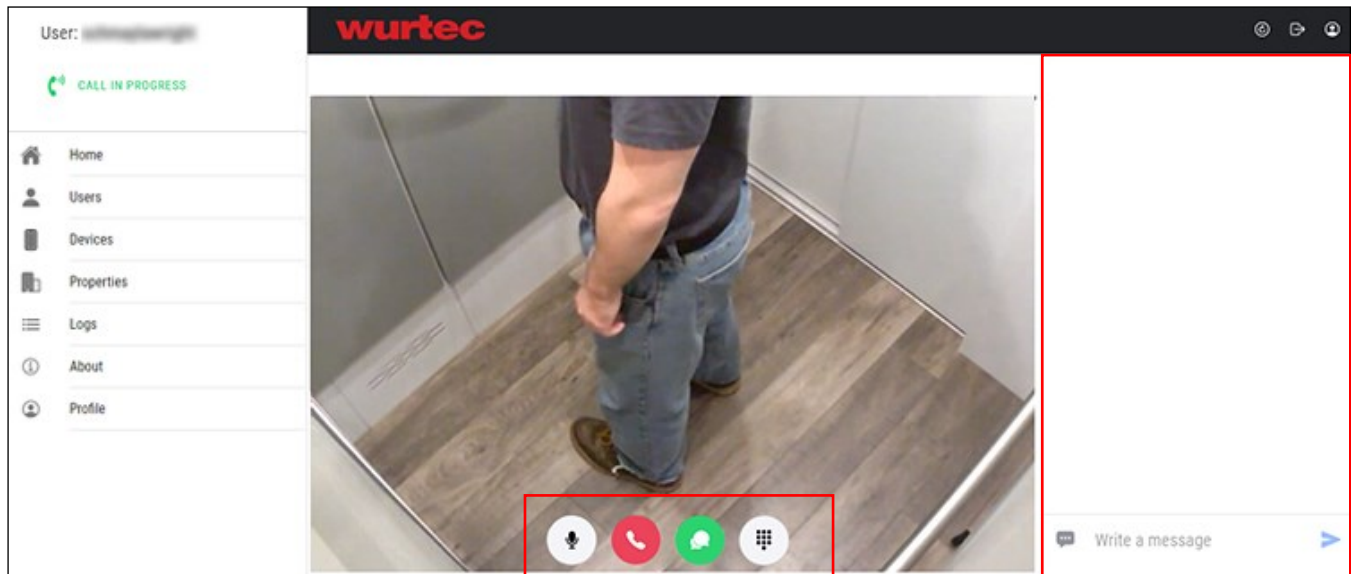
ANSWERING AN EMERGENCY CALL



To Connect the Emergency Call

- After an Emergency Call is placed, a message appears on the Home Page, and at the top of the side navigation bar. On the Home Page, click the green Accept button to answer the call.
- The video feed and chat panel will appear on the Home Page.
- Once the call is connected, the screen in the Car Station displays Connection Established.

ANSWERING AN EMERGENCY CALL



After the call is connected, Administrators can see a live video feed directly into the car. This allows them to discern the nature of the emergency, and contact the appropriate authorities to resolve the issue.

Video Feed

When a call is connected, Administrators are directed to the Home Page where a live video feed of the elevator car interior appears. Below the feed are four icons:

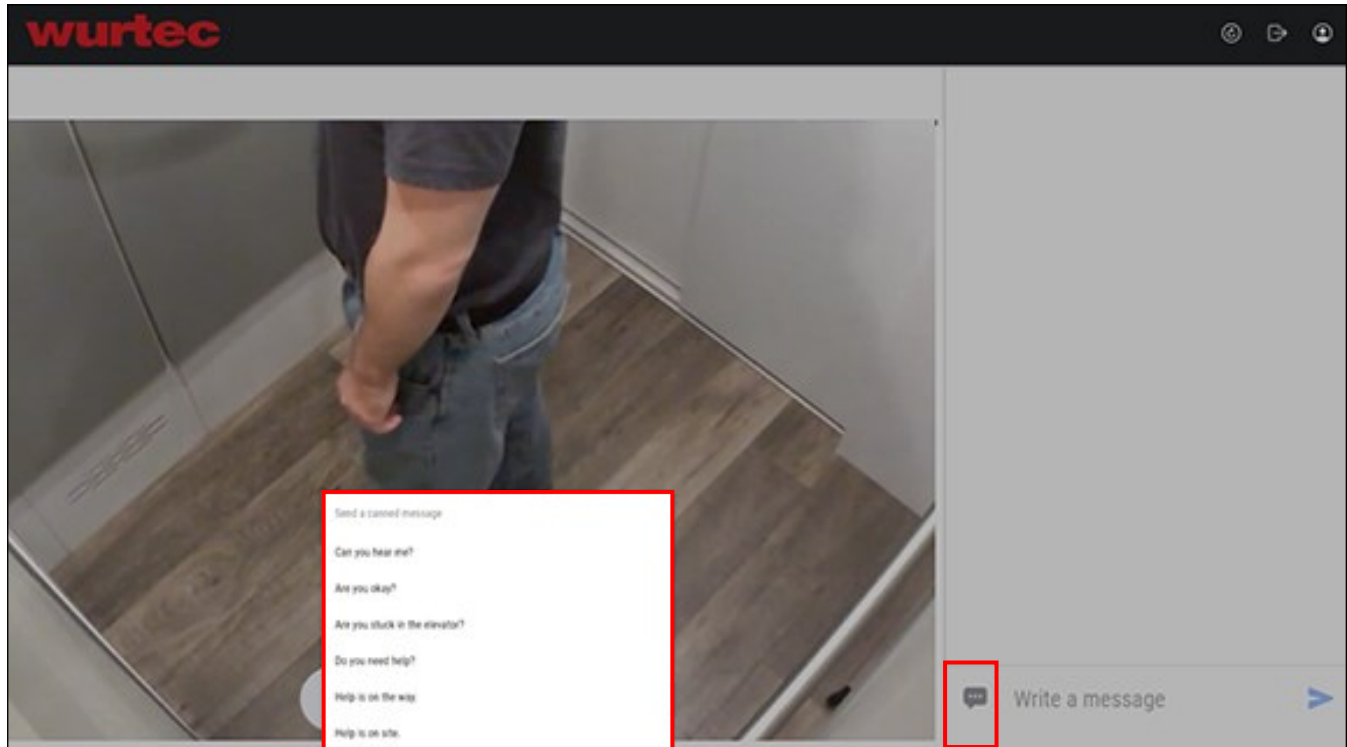
- Audio On/Off - Clicking this icon mutes/unmutes the Administrator's audio.
- End Call - To end a call, click the red End Call icon.
- Chat Panel - Clicking the green Chat icon toggles the Chat Panel open/closed.
- Keypad - Clicking the keypad icon brings up a keypad.

Wur-Com Standard Models

When using the Wur-Com app on a standard model Wur-Com, keep the call connected using the keypad icon.

After a call is connected it will last about three minutes until the Wur-Com unit prompts you to press 1 to stay on the line. Use the keypad to press 1 and stay connected.

ANSWERING AN EMERGENCY CALL



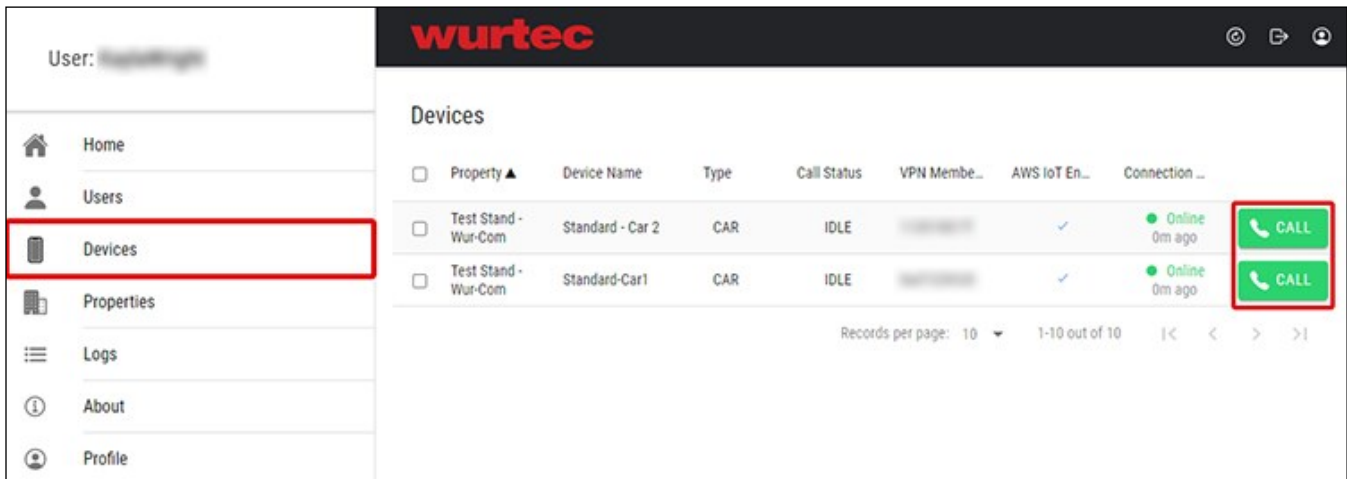
Chat Panel

To the right of the Video Feed Panel is the Chat Panel. Click the grey, messages icon to select one of the pre-entered questions, or type another question in the text field.

***NOTE:** All questions need to be Yes/No questions.

When a question is sent, it appears on the screen of the Car Station, as well as a Yes/No prompt on the left and right side of the screen. Passengers can use the Yes/No buttons on the Wur-Com Car Station to reply.

ANSWERING AN EMERGENCY CALL



Answering a Call if Connection is Lost

If a call is lost or terminated prematurely, users can call back into an elevator car by:

- On the side navigation bar, click Devices.
- Find the correct device, then click the green Call button. This directs users to the homepage and displays the car video and connects the audio.

INSPECTION GUIDE

Testing Wur-Com for Inspection

Depending on the number of cars being tested, the elevator test may require two people. You may choose to take the elevators out of service, but it is not required. *NOTE: 911 cannot be used as a contact person or monitoring service.

- From the elevator car, press the call button.
- The monitoring service or contact person will receive the emergency call. If you do not have a monitoring service, log into the Wur-Com web portal instead of answering the phone, or direct the call to your cell phone (this will need to be done through the web portal, prior to the inspection).
- On the home screen of the web portal, the device name and property name will be listed. ASME code requires operators to identify the location and device name of an elevator placing an emergency call. If using a monitoring service, ask the operator to identify the device and property name.
- If answering using the Wur-Com web portal, press the green Accept button to connect the call.
*TIP: If you answer the call and put the phone on speaker, stand far enough away from the Wur-Com unit to prevent feedback.
- Verify there is audio coming into and out of the Wur-Com unit. Test the mute button on the web portal.
- Check the video feed into the cab.
- On the website, send a message to the car station using the chat feature.
- Answer the message using the buttons inside the elevator car.
- From the website, press the red end call icon to disconnect the call.
- On the web portal, click Devices on the side navigation bar.
- On the Devices page, locate the car being tested. Click the green Call icon next to the device This will re-connect the call to the car. If using a monitoring service, ask the operator to re-connect the call to the car using the web portal.

The inspection will fail if:

- The phones will not dial out.
- The call can be completed but the audio is not functioning properly.
- The video and chat features are not working properly.
- The user or monitoring service operator cannot call back directly into the elevator.

INSPECTION GUIDE

Additional Testing for Multiple Elevator Cars

If the building has more than one elevator, this test must be performed in addition to the standard Inspection testing. It will require two people.

- Have two people standing in different elevators. Both people should place an emergency call, from the cars, at approximately the same time. This determines that each unit can be used simultaneously and that both units can carry on a two-way conversation with the contact person or monitoring operator.
- The monitoring service or contact person will receive the emergency call. If you do not have a monitoring service, log into the Wur-Com web portal to answer the call, or use a cell phone.
- On the home screen of the web portal, the device name and property name will be listed. ASME code requires operators to identify the location and device name of an elevator placing an emergency call. If using a monitoring service, ask the operator to identify the device and property name.
- Press the green Accept button to connect the call. *TIP: If you answer the call and put the phone on speaker, stand far enough away from the Wur-Com unit to prevent feedback.
- Verify there is audio coming into and out of the Wur-Com unit. Test the mute button on the web portal.
- Check the video feed into the cab.
- On the website, send a message to the car station using the chat feature.
- Answer the message using the buttons inside the elevator car.
- From the website, press the red end call icon to disconnect the call.
- On the web portal, click Devices on the side navigation bar.
- On the Devices page, locate the car being tested. Click the green Call icon next to the device This will re-connect the call to the car. If using a monitoring service, ask the operator to re-connect the call to the car using the web portal.

The inspection will fail if:

- Only one or none of the calls go through.
- One call connects but disconnects when the second call goes through.
- The phones will not dial out.
- The call can be completed but the audio is not functioning properly.
- The video and chat features are not working properly.
- The user or monitoring service operator cannot call back directly into the elevator.

PERMANENT SETUP & HAND-OFF

Once a building has passed inspection, the Wurcom unit(s) are ready to be placed in permanent mode.

- Ensure the building owner/manager has been given all relevant paperwork.
- To begin Permanent Setup, [have the building owner/manager register the device by clicking here](#), or scanning the QR Code below



- Select options from the services available and fill out the form completely before submitting. If you have any questions about the offered services, please contact Wurtec Sales at 1-800-837-1066.