



# Remote Elevator Monitoring

## REM® 5.0

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### LOOKING OUT FOR YOUR SYSTEM, ALL DAY, EVERY DAY

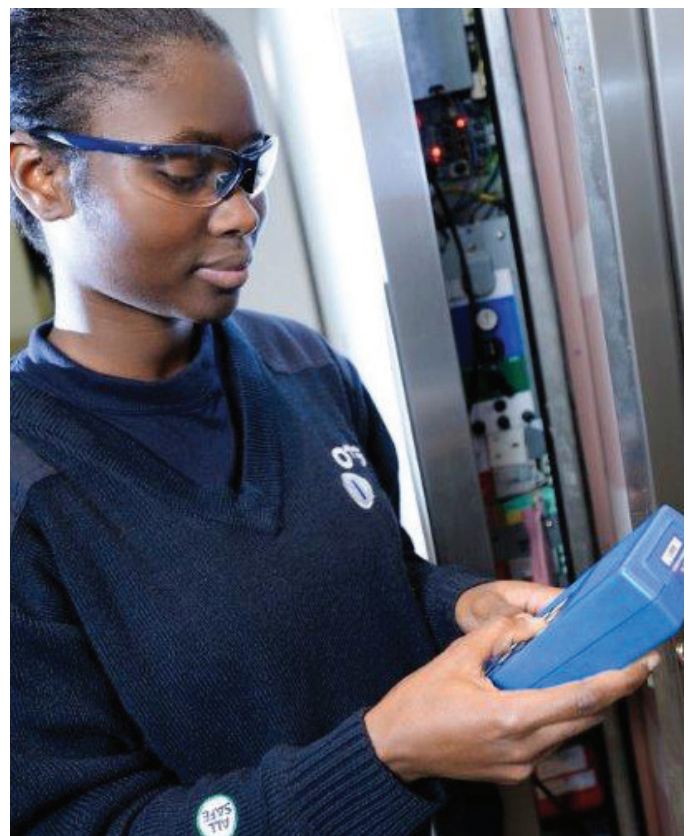
Our latest Remote Monitoring System, REM 5.0, monitors your lifts 24 hours a day, 365 days a year. This means that potential problems are prevented or corrected quickly, while safety remains uncompromised. REM 5.0 also gives your passengers voice and data links straight from their car to the 24-hour expertise of our OTISLINE® Centre.

### MONITORING EVERY MOVE

REM 5.0 monitors the performance of your lift system constantly, and its capabilities can be extended even further. As an option, you can choose to have safety feature monitoring, which encompasses key performance elements such as levelling accuracy, door operation and in-car lighting.

### OTISLINE: ALWAYS CONNECTED

If REM 5.0 detects any kind of problem in your system, it sends an alert to our OTISLINE centre. This dedicated 24 hour a day facility is ready to resolve any issue before it becomes a real problem. If one of our expert technicians is needed, they will arrive at your building equipped with the REM system's accurate diagnosis, ready to work.



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### 24-HOUR VOICE COMMUNICATION

With round-the-clock voice communication direct to our OTISLINE centre, passengers in a stalled lift can be in constant contact with a service professional, and we can send out a technician to free them immediately. We'll keep in touch at every stage, reassuring passengers about our service expert's exact arrival time.



### REMOTE FINE-TUNING

Our in-car voice system's volume can be monitored, tested and adjusted remotely so that it's always easy to use and clear. We don't need to visit your site to ensure perfect performance.

### REASSURINGLY VERSATILE

The REM 5.0 system is designed to help all passengers in every situation, so we've made sure that you can establish a 24-hour voice link with any lift service provider or rescue service.

### RAPID DATA COMMUNICATION

We've also equipped the latest REM system with a super-fast modem to make sure that all data communication is fast, complete and uninterrupted. If one of your elevators stalls, REM sends an alert to OTISLINE, complete with a precise diagnosis of the problem and a pinpoint location of the car.

### YOUR INFORMED EXPERT

Once a diagnosis has been established by one of our OTISLINE specialists, they contact a technician who will get to your building as quickly as possible. Already armed with diagnostic information, they will be able to focus on getting your lifts running smoothly again and moving people through your building.

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# OTIS

Learn more at [otis.com](https://www.otis.com)

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