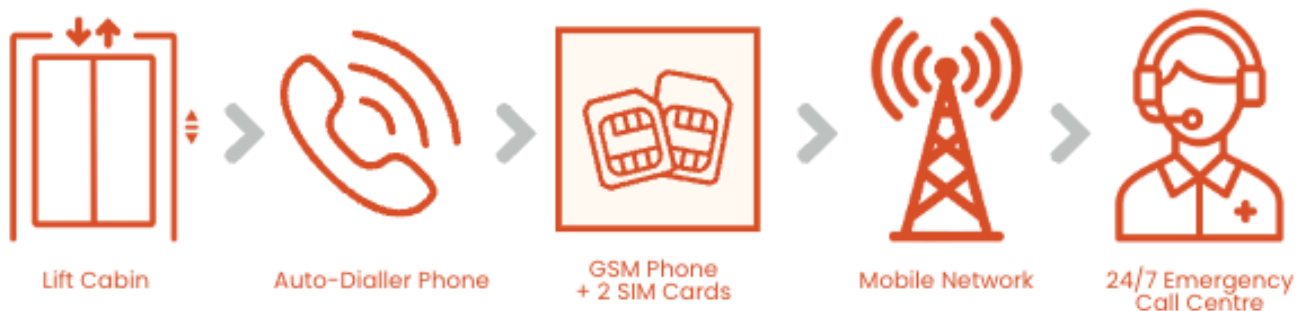


Lift Phones

Explanation and Options

Overview

In the event of a passenger entrapment, a functioning phone connection is imperative for using the emergency call button. Without it, individuals may be unable to establish communication, leading to potential safety concerns. Unfortunately, the lift phone installed at your property is not 4G compatible, and the unit requires replacement to enable this functionality.



The above diagram aims to illustrate the various connection points that allow a passenger to call for assistance within the lift. The emergency alarm button in the lift connects to an auto-dialler phone in the lift cabin, this then connects to the GSM phone system. The SIM cards in the GSM allow the auto-dialler to call our emergency centre using the mobile network.

Comparison of Dual SIM and Single SIM GSM Lift Phones

When selecting a GSM phone system for a lift, it is important to understand the differences between a **Dual SIM GSM Phone** and a **Single SIM GSM Phone**. Both options enable emergency communication; however, they differ in terms of reliability, redundancy, and cost.

Option 1: Dual SIM GSM Phone

A Dual SIM system provides redundancy and increased reliability. By using two different telecommunications providers, the risk of service disruption is significantly reduced. This is particularly relevant given past network failures, such as the Optus Outage of 2024, which left many customers unable to make emergency calls. Many lift service providers now consider a dual SIM setup to be the industry standard for safety and compliance.

While some companies may offer a single SIM unit as a cost-saving measure, it is important to recognize that this introduces higher risk, as communication depends on a single network provider. Ensuring passenger safety and uninterrupted emergency communication is a top priority, making the dual SIM option the recommended choice for high-reliability applications.

- ✓ Commercially Compliant
- ✓ Redundancy in case of outage
- ✗ Higher equipment cost

Option 2: Single SIM GSM Phone

A Single SIM GSM phone is a more affordable alternative but comes with inherent risks. As this system relies on a single network provider, there is an increased chance that the phone may not function in an emergency if the provider experiences an outage, has limited coverage, or if the SIM card is deactivated.

This option may be suitable for buildings where cost is the primary concern, but it is essential to be aware that without a backup SIM, passengers may be unable to reach emergency services if the network is unavailable.

- ✓ Affordable
- ✓ Suitable for Home Applications
- ✗ No back up or redundancy in outages

Conclusion

When choosing between a Dual SIM and a Single SIM GSM Phone, the key considerations are reliability, safety, and cost:

- **Dual SIM GSM Phone:** Provides backup in case of network failure, reducing the risk of communication loss in emergencies. It is the recommended industry standard.
- **Single SIM GSM Phone:** A cost-effective alternative but comes with a higher risk of communication failure during network outages.

For buildings prioritising safety and compliance, the Dual SIM GSM Phone is the preferred option. However, for those seeking a budget-friendly solution and willing to accept the associated risks, the Single SIM GSM Phone remains an alternative, provided that all stakeholders understand the potential consequences.

Choosing the right lift phone system is crucial for safety and reliability. A Dual SIM GSM Phone offers greater protection against network outages, while a Single SIM GSM Phone provides a more cost-effective option with inherent risks.

Please note that clients are responsible for supplying their own SIM cards. If you need assistance in determining the best option for your lift, please contact us for advice.

Kind Regards,



Ambar Tynan
Operations Manager
Melbourne Elevators