

# MosaicONE

DIGITAL TECHNOLOGY PRODUCT CATALOG





# Experience a New World of Possibilities

MosaicONE MosaicONE VMS insights



**Product of the Year 2021**  
MosaicONE Video & Messaging System



**Ellies Winner 2023**  
Best Software - MosaicONE

## Digital Technology

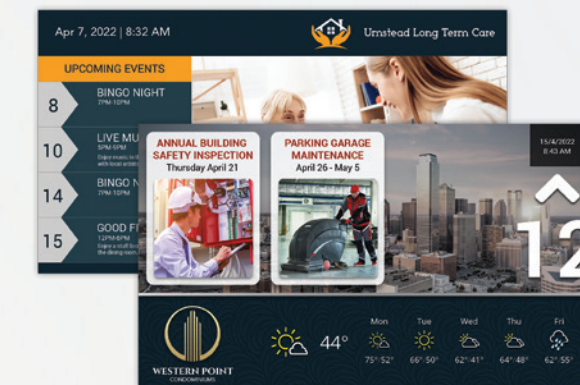
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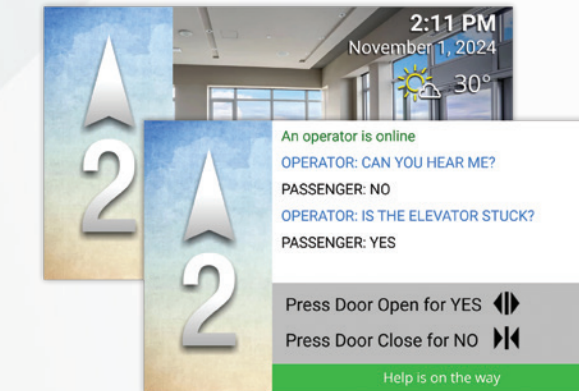
# Introduction

The award-winning MosaicONE Platform by MAD Elevator is a secure, cloud-native system that allows users from any location to monitor and manage their networked MAD devices. Building managers, contractors and monitoring personnel can all benefit from the multiple solutions offered all in one platform.



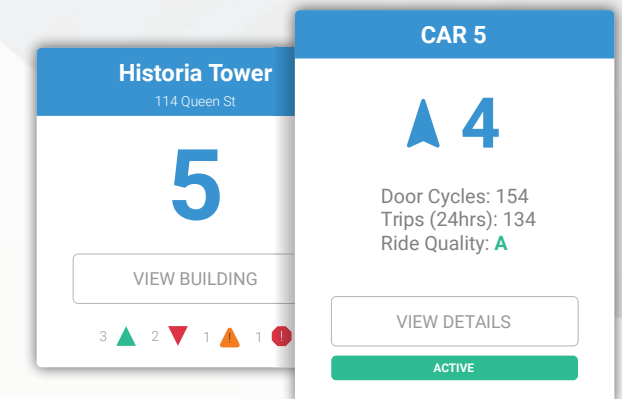
## MAD Pls & Digital Signage

The easy-to-use Digital Signage online theme editor help users create dynamic displays with building updates, news and weather alerts or any other content you wish to display in your elevator. Make updates in real-time, or schedule them to your MAD displays in advance – all from one browser login.



## Video & Messaging System

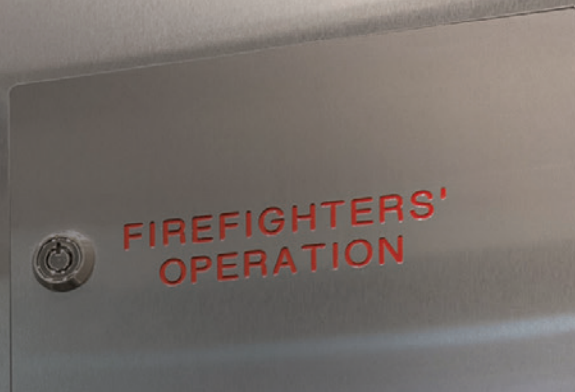
MosaicONE Video & Messaging System (VMS) is the complete solution for elevator emergency communications. Adding Video and Text Messaging capabilities to the traditional audio communication, VMS delivers code compliance with minimal effort. Let us know how many cars, machine rooms, and floors the property has – we'll send you exactly what you need.



## insights Performance Monitoring

insights powered by MosaicONE and Tsaro is an online platform offering real-time elevator usage statistics for consultants, contractors, and building managers. Key features include proactive maintenance planning, automated alerts for immediate attention, and customizable notifications. Users can access full reports anytime, enabling data-driven decisions, streamlined maintenance processes, and reduced elevator downtime.





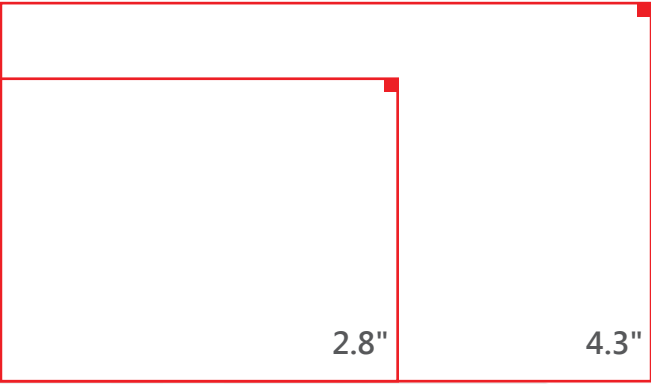
# Position Indicators





# Rafaello

The Rafaello can display either plain color or one of the newest gradient style backgrounds (Red Passion, Black and White, Gray Goose, and Blue Shades). It can be installed either vertically or horizontally, at landings or inside the elevator car, using serial or parallel inputs.

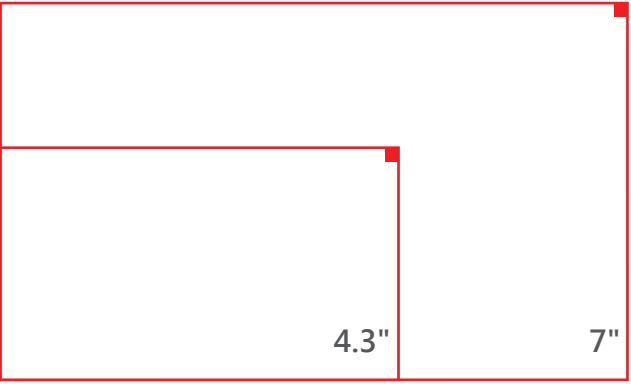


- 4-wire DMG serial link
- On board programming menu
- Accelerometer inside



# Giotto

The Giotto can display either plain color or one of the newest gradient style backgrounds (Red Passion, Black and White, Gray Goose, and Blue Shades). It can be installed either vertically or horizontally, at landings or inside the elevator car, using serial or parallel inputs.



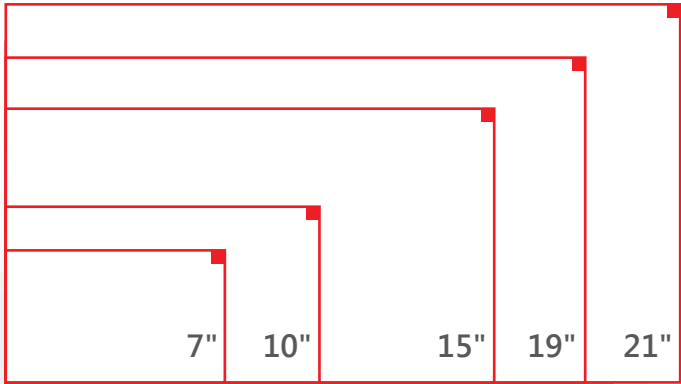
- 4-wire DMG serial link
- On board programming menu
- Accelerometer inside
- Custom backgrounds for up to 24 floors



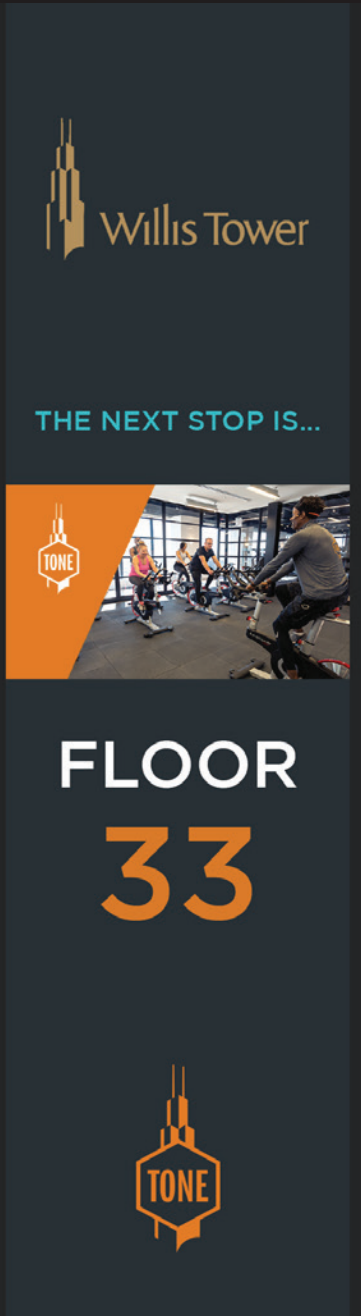
# Matisse

The Matisse PI is a networked, fully customizable premium digital display which offers so much more than just directing passengers to their floor. Matisse can be tailored to the specific needs of your building by displaying logos, news, per-floor messaging, and any other info or graphics you choose.

Two-way video capabilities enable Matisse to be used to communicate face-to-face with passengers for a variety of reasons, such as security or for emergency communication. MAD Elevator’s Video Messaging System (VMS) can easily be linked to Matisse which delivers voice, two-way text, and video communication between a monitoring station and the passenger.



- 4-wire DMG serial link
- Networked with Internet connection
- Customizable MosaicONE content (more info on pg 12)
- Images and audio can be associated to each floor
- On board programming menu
- Accelerometer inside

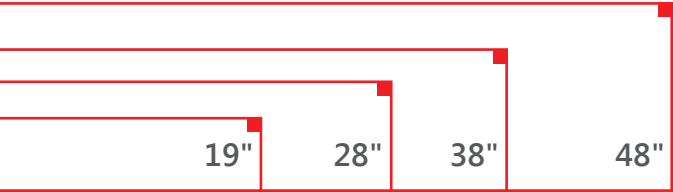


# Altus

When it comes to fully customizable visual displays, look no further than the Altus PI. Ranging in multiple sizes from 19 to 48 inches, the display creates a “wow” factor for passengers that step into the elevator.

In addition to being aesthetically pleasing, Altus can be customized to meet the needs of any building, displaying everything from news and weather updates, interactive “this floor” displays and emergency two-way communication systems.

Available in Panoramic in 48", 38", 28" and 19" (Landscape or portrait)



- Remote admin and update capability
- Fully customizable
- Weather widgets, social media, news (RSS feeds), videos, online photo albums, and HTML content
- ‘This Floor’ interactive messages
- Live video input & two-way video capability
- Digital Signage



# MatissePanorama

Changing your cab interior requires only your imagination. The High-Definition video wall, composed of multiple screens in various sizes and orientations, is installed inside your elevator and interfaced with the controller.

This allows full interaction between the display with real-time position and travel of the elevator. The end result, a fully immersive experience, built around the passenger.

Use MosaicONE to create a distinctive experience that will have a high impact on the passenger and enhance the usability of your elevator.

- Interactive content with real-time elevator movement and operation
- Integrate the Position Indicator
- RSS feed capability (Weather, News, Social Media)
- Fully customizable content to meet project experience
- Commercial full 1080p screens
- Proprietary interface for interaction with elevator controller
- Designed specifically for elevator use
- Orient displays at any angle
- Engineered and manufactured to your specific project requirements
- Display options for up to nine panels



Example shown with 3 back wall panel displays



Example shown with 1 back wall panel display



Example shown with 9 panel displays on all 3 walls





# Touch-To-Go Touchscreens



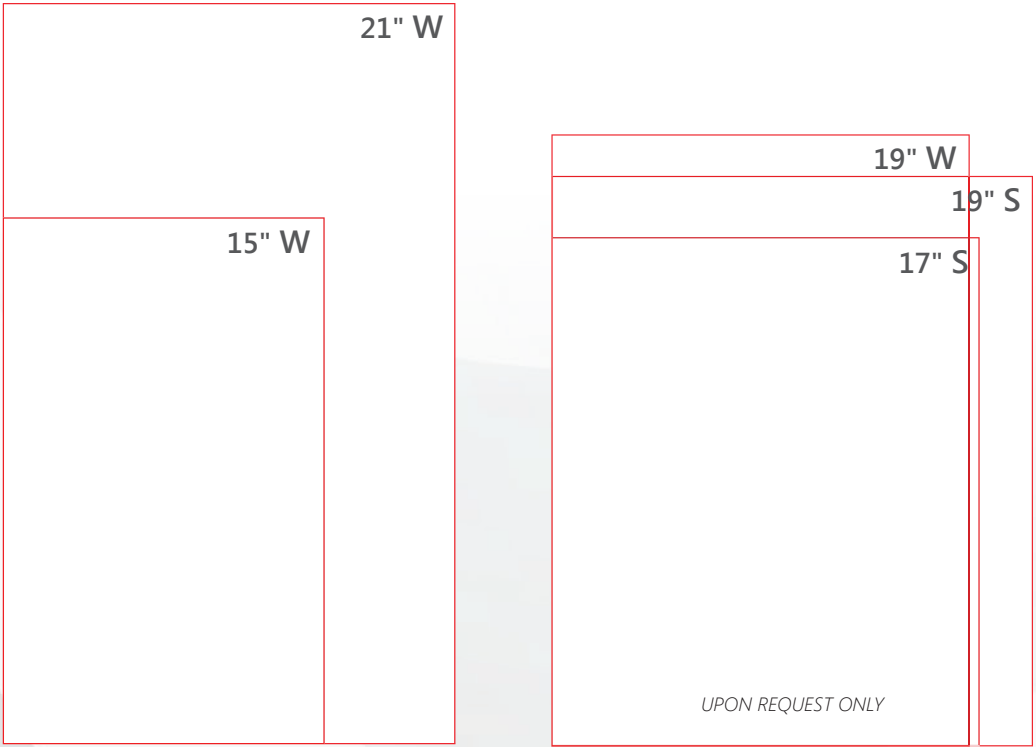


# Overview

Using vibrant, easy-to-read, color touchscreens linked to a custom control system, our elevator touchscreen systems create a distinctive experience that will have a high impact on the passenger and enhance the usability of the elevator.

Upgrade your traditional pushbuttons. Add a fully-interactive, customizable feature to your premium cab interior. Our unrivaled touchscreen allows for changes to graphics on an as-needed basis. User-defined areas available to update at any time via MosaicONE cloud-based management software.

- Interface with any elevator controller
- Remote admin & updatability
- 21" HD or 15" HD LED displays with a viewing angle of 178°  
Additional sizes available upon request
- Security system integration
- MosaicONE content integration
- Vandal-resistant & code compliant
- Operated with finger-touch or with a gloved/covered hand
- 2-way video capable
- Easy-to-clean surface with any glass approved solution
- Seasonal themes included in touchscreen package



# Residential Buildings & Hotels

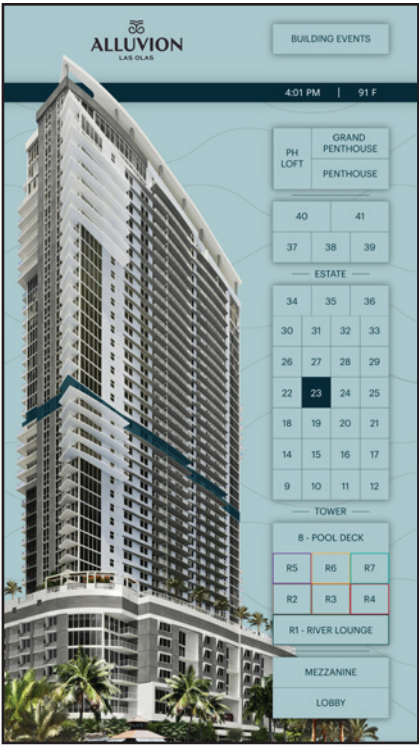
Brand your elevator and keep your residents and guests informed with message boards, which can be scheduled to automatically update. Change the displays for special occasions such as holidays or events.

Architectural renderings can be incorporated into the graphics to identify destination floors when selected.

Highlight building amenities and commonly used services such as pool, spa, or restaurants. Instructions can also be added to the screen (ex. scan access card).



Features MosaicONE content, labeled buttons, and video feed



Features MosaicONE content, floor highlights, notification pop-ups, and wayfinding labeled buttons



Features MosaicONE content and wayfinding amenity buttons



Features MosaicONE content and notification pop-up



# Hospitals & Airports

The smooth glass surface is easy-to-clean with any glass-approved solution. When Special Service is activated (such as Code Blue), graphics automatically change to a simplified layout, including instructions for passengers.

Colorful, high-contrast graphics and large touch areas make the screen easy-to-read and use in a for a variety of passengers, including in multi-lingual facilities. The wayfinding feature incorporates interactive maps of the facility for easy orientation.

Calls can be made by finger-touch or with a gloved/covered hand.



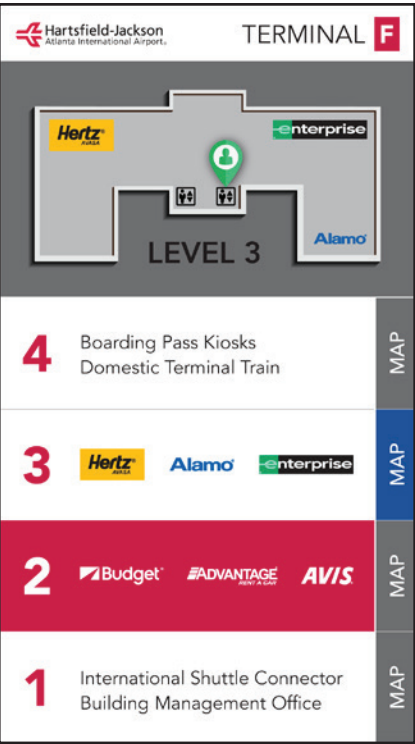
Features MosaicONE content, floor information, and pop-up notice buttons



Features MosaicONE content, floor information, physician directory, and language selection buttons



Features MosaicONE content, floor information, and language selection buttons



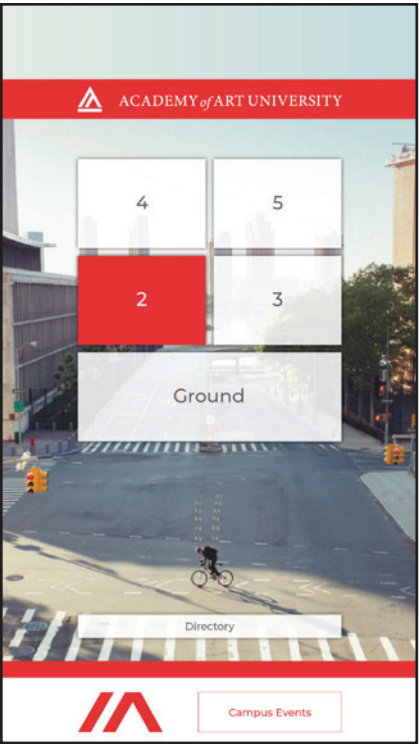
Features floor information and wayfinding map buttons

# Universities & Commercial Buildings

Keep students up-to-date on Sports functions with live Twitter and news feeds. Interactive informational pop-ups can offer more details to items of interest, such as upcoming campus events.

Providing tenant names and descriptions assures visitors that they are headed to the correct floor, while also promoting the corporate identity of each tenant and of the building.

Commercial jobs can include universities, malls, office buildings, stadiums, libraries, museums, and more.



Features MosaicONE content and pop-up buttons



Features MosaicONE content, labeled buttons, and event pop-up buttons



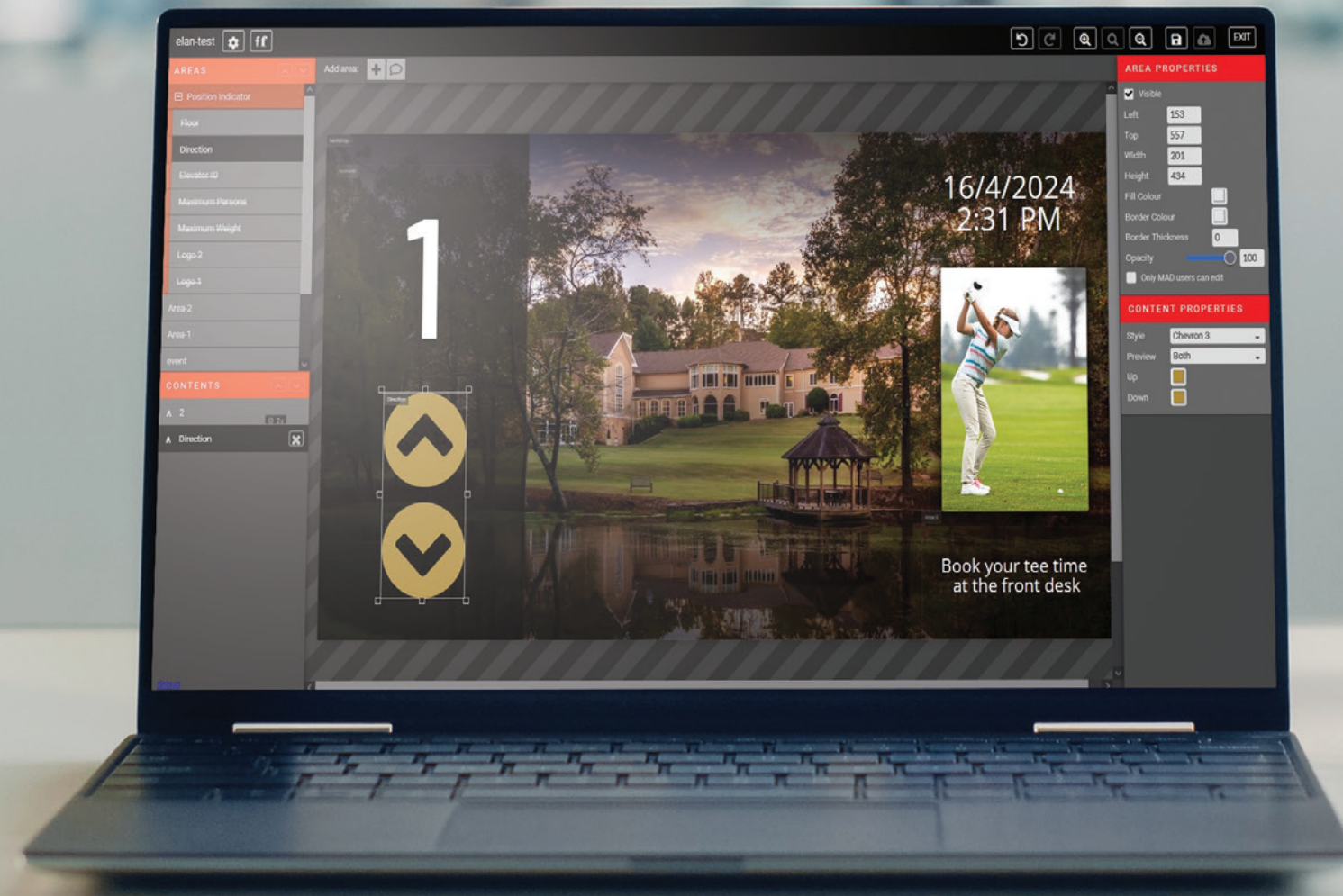
Features MosaicONE content



Features MosaicONE content and interactable flyer information



# MosaicONE Platform





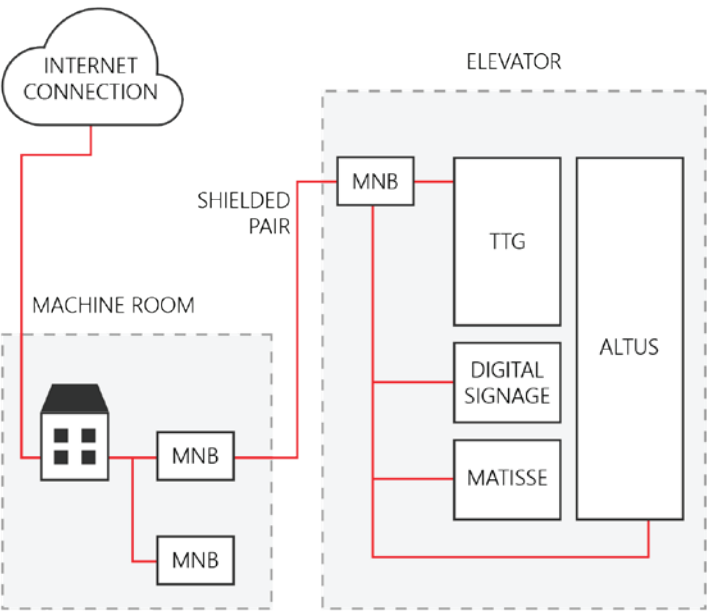
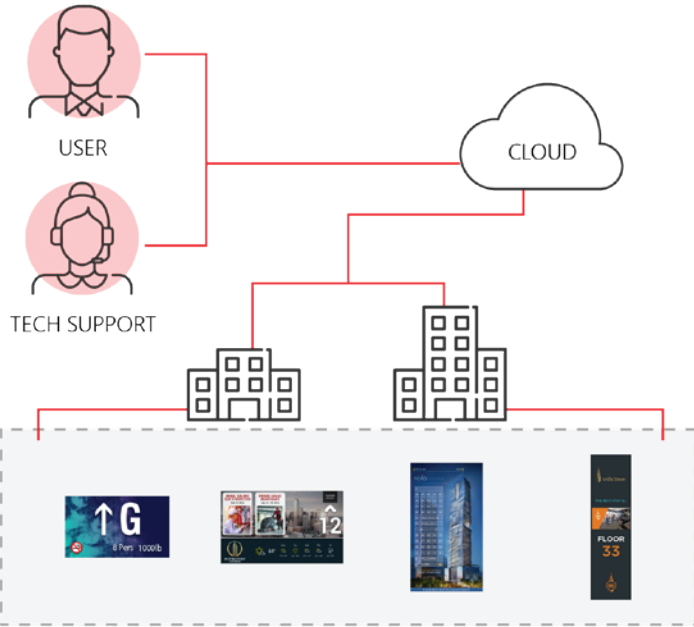
# Management Software

One software to manage all devices.

The award-winning MosaicONE Platform is an end-to-end encrypted and cloud-native software that allows a user from any location with an Internet connection to update and manage any of the networked Touchscreen, Matisse or Altus devices from MAD.

The theme designer allows you to create or edit the displays whenever and wherever you want! Schedule notices in advance and manage your content from anywhere that has an Internet connection.

- News& RSS feeds
  - Time, Date & Analog Clock
  - Weather forecasts
- Pictures & Video
  - HTML Content
  - Stocks
- Text Notices
  - Traffic Information
  - Position Indicator
- Per Floor Messaging
  - Custom fonts
  - Fully Customizable



Content Areas

Content Options

untitled

AREAS

News

current weather

forecast

time

Date

image gallery

company logo

PI-Area

Background

CONTENTS

Weather

1

2

3

4

5

6

Area & Content Properties

AREA PROPERTIES

Visible

Name

Left

Top

Width

Height

Fill Colour

Border Colour

Border Thickness

Opacity

Transition

Only MAD users can edit

CONTENT PROPERTIES

Provider

Location

Style

Layout

Format

Show Current

Forecast Days

Fahrenheit

Font

Colour

Duration

1. Photo Gallery

2. Date Display

3. Time Display

4. Weather Forecast

5. Current Weather Display

6. News



# Digital Signage

The Matisse digital signage brings the elevator notice board into the 21st century. Using customized top-of-the-line LCD screens and software suites, the Matisse digital signage can suit virtually any foreseeable need.

Software: All Matisse come with MosaicONE software to create powerful digital signage for any content at anytime.

MAD offers a variety of design services for those who don't have an in-house graphic design team or admin support available. Together we will create a passenger experience you can be proud of.

For more information or to inquire about pricing and options, please reach out to [designservices@madelevator.com](mailto:designservices@madelevator.com).

- Time & Weather
- News & RSS feeds
- Pictures & Video
- Text (ex. notice boards)
- Scheduling
- HTML content
- Fully customizable



Flush Mount available in: 10", 12.1", 15", 17", 19", & 21".  
Can be positioned landscape or portrait.

Surface Mount available in: 15"



Digital Signage available on Altus

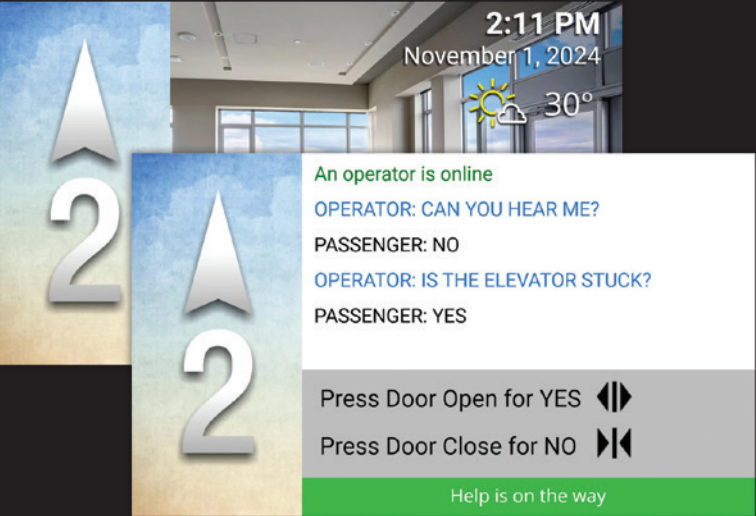
# Video & Messaging System

The award-winning MosaicONE Video & Messaging System (VMS) by MAD Elevator is a Cloud-Native, End-to-End Encrypted, Non-Proprietary solution built to meet the A17.1/B44 2019 and IBC 2018 communication requirements.

When the phone button is pressed, answer and view an HD video feed with 2-way text messaging from anywhere with an Internet connection. Everything happens instantly. Install it by hooking up power and Ethernet. That's it! Monitor each component, LAN, WAN, Video, Display and Battery backup, and get system notifications in real-time.



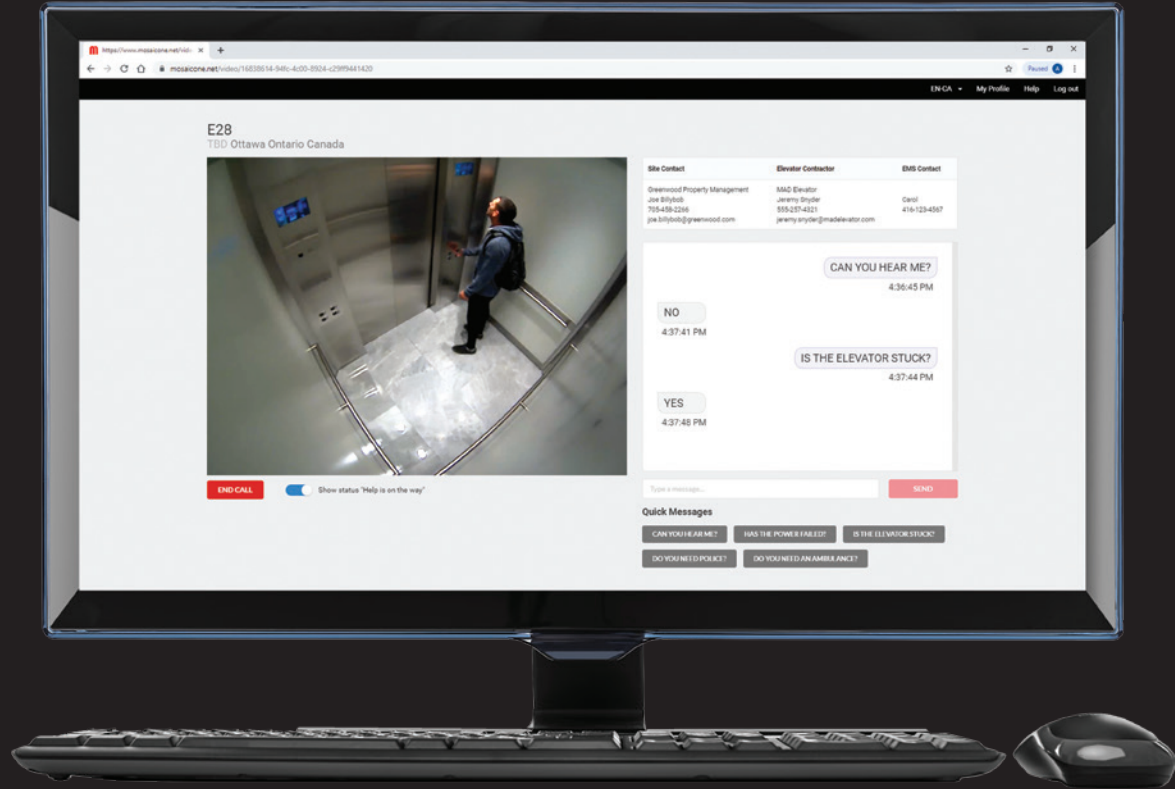
- Non-proprietary: Can be used with any monitoring center and any phone system.
- Closed Firewall and Encrypted Communications.
- System includes battery backup to ensure 4 hours of functionality in the event of a power failure.
- Plug and Play installation: ready to use after connecting to power and network.
- System access from local FCC panel and remote.
- Monitoring Centers.
- Full system trouble monitoring and notification.
- Accessed locally by building or from any web browser with an Internet connection.
- MosaicONE Digital Signage included.





Messages are posted in real-time on the lobby panel and elevator position indicator screen via MosaicONE Cloud. The operator has the ability to write a custom message, or select from pre-written messages. Passengers can message “Yes” or “No” responses back to operator via the Door Open & Close pushbuttons. Live encrypted video of elevator interior is available to the remote monitoring station, on-site personnel and fire control panel.

MosaicONE VMS comes as a complete system including camera, in-car screen, networking equipment, and battery backup. For more info, visit [madelevator.com/vms](https://madelevator.com/vms).



Audited by  
Cyber Security  
Experts



SSL  
Labs

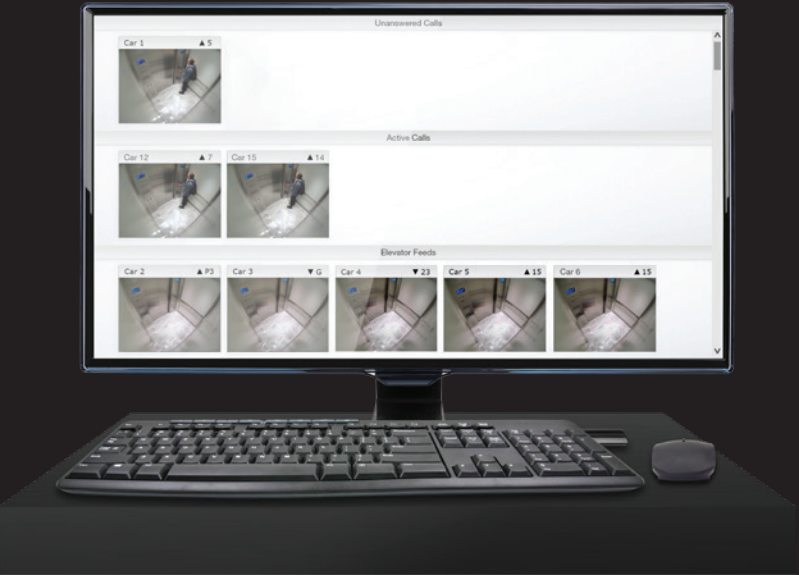


Security  
Scorecard

# Local Communication Panel

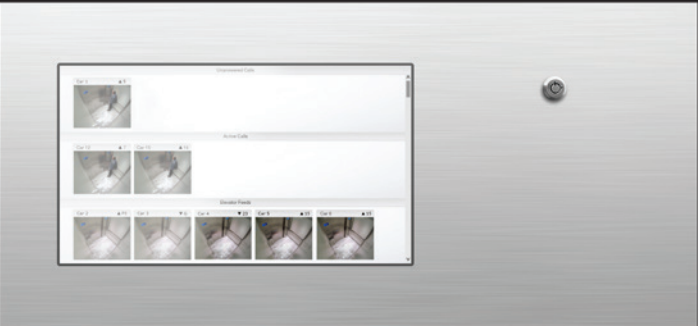
Give your personnel the ability to monitor elevator communications for all elevators in your building to determine the extent of an emergency. Available in 2 configurations: Lobby panel fixture with a 15” touchscreen, or a standard computer for your monitoring office. Either will enable you flexibility in your on-site monitoring configuration.

- All elevators connected to one local access panel/computer.
- Connects to elevators via Local Area Network (LAN) so Internet is not required to run.
- Add a second monitoring location by using the MosaicONE cloud interface to make and receive calls.
- Installed beside your existing answering point for elevator phone calls.
- Local panel has priority - Can take over existing cloud - elevator calls.
- All events, text communications, and video frames backed up in MosaicONE cloud via Internet connection.
- Lobby Panel version mounted portrait or landscape.
- Connects to power via 120VAC hardwired or wall plug



24" Computer Local Access Panel

24" Computer monitor option for security room monitoring a large amount of elevators. Includes needed hardware for Internet back to elevators and a 4 hour battery backup



15" Touchscreen Local Access Panel

15" touchscreen for security desk or mechanical room. On/Off key switch for authorized personnel use only. Works with a gloved hand for firefighter use.

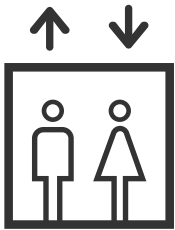



# Two-Way Video Communication

Our two-way video system allows the passenger to communicate with the Concierge or Security staff.

The elevator is equipped with a high resolution pin-hole camera. The Concierge/ Security desk will have a panel where they can activate the camera and two-way video communication.

Integrable with the Matisse display or Touch-To-Go system.



- Fully customizable
- Live video
- High Definition
- Finger touch capability
- Integrable with the TFT Matisse display and Touch-To-Go touchscreen
- Highly recommended for buildings with hearing impaired passengers

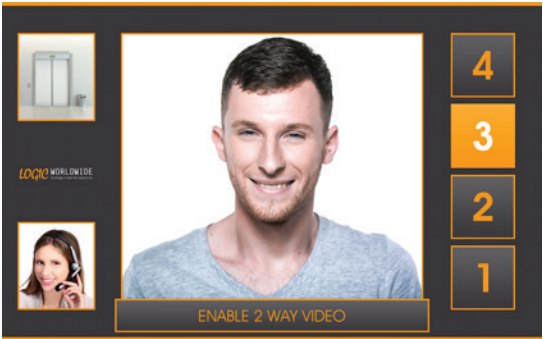
# Concierge Service

Advanced attendant service functionality. Offered as an additional feature.

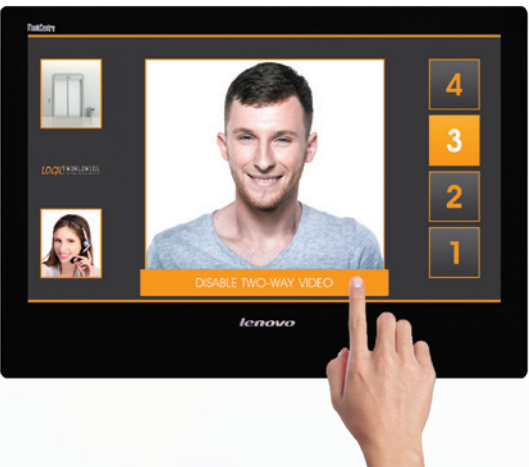
Concierge Service gives remote elevator control to the Concierge/Security desk. After the visitor is authorized, the Concierge/Security can dispatch the elevator to the desired floor.



The Concierge/Security can monitor inside of elevators via live video feeds and dispatch an elevator to the desired floor with advanced attendant service (additional feature)



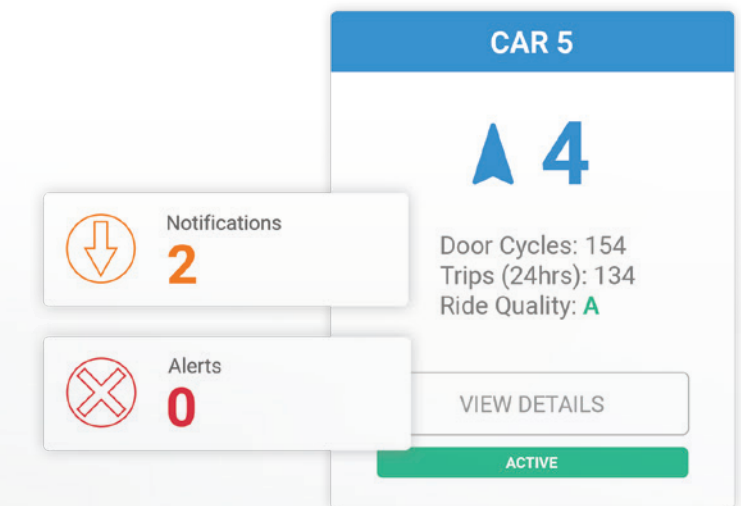
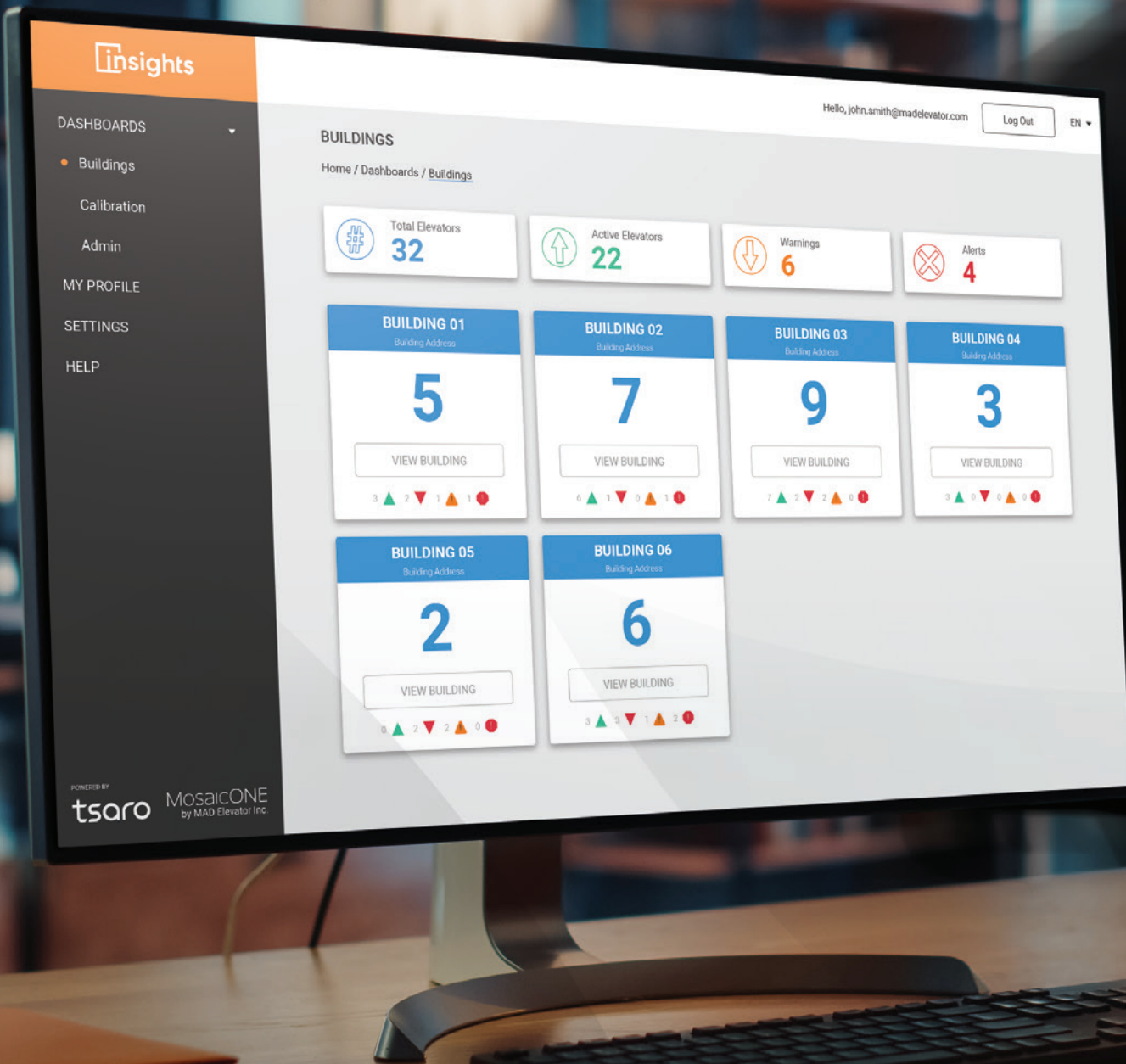
After a call is activated from within the elevator, the live video feed from that elevator automatically enlarges, allowing Concierge/Security to quickly see what is happening in the elevator.



When Concierge/Security activates the two-way video, live video of the Security/ Concierge is streamed into the elevator and displayed on either the Touch-To-Go touchscreen or Matisse display.



# insights Performance Monitoring





# Key Features

insights is an online web platform using the existing MAD VMS communication equipment to provide real-time elevator usage statistics and data analytics powered by Artificial Intelligence (AI) for elevator consultants, contractors, and building managers.

Users can access complete elevator performance, safety, and compliance reports anytime anywhere, enabling data-driven decisions, streamlined maintenance processes, and reduced elevator downtime.

Get a lift with data-driven elevator insights today.



**24/7 Report Monitoring:** View current elevator positions and status (such as active, inactive or service-mode) around the clock



**Proactive Maintenance & Recommendations:** Reduce downtime by leveraging the platform's insights to create a data-driven maintenance schedule.

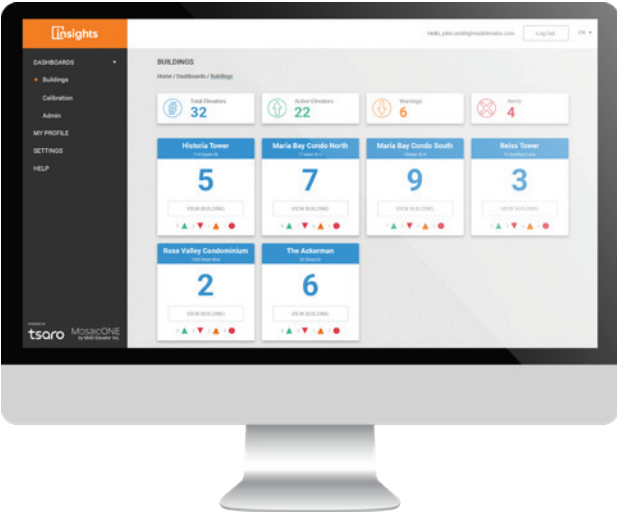


**Warnings & Alerts:** Receive notifications for elevators that need immediate attention or are nearing maintenance requirements, helping prevent critical failures and costly repairs.

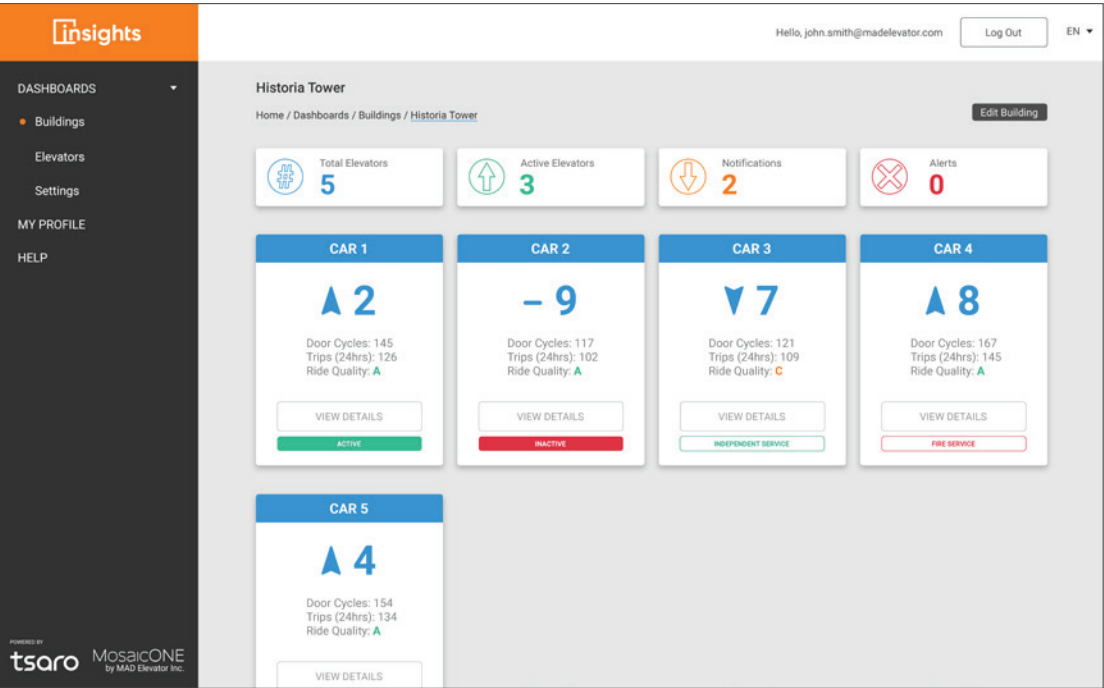



**Automated Reports:** Access full reports at any time without having to wait for someone to manually compile them. This feature streamlines the reporting process and ensures data is always up-to-date.

- Door Cycles
- Ride Quality
- Passenger Traffic



# Building Overview





Notifications  
**2**


Marked **orange**, Notifications show the user actions that are recommended to resolve potential elevator issues in the building.



Alerts  
**0**

Marked **red**, Alerts show the user actions to resolve urgent elevator issues in the building.

CAR 5

**4**

Door Cycles: 154  
Trips (24hrs): 134  
Ride Quality: **A**

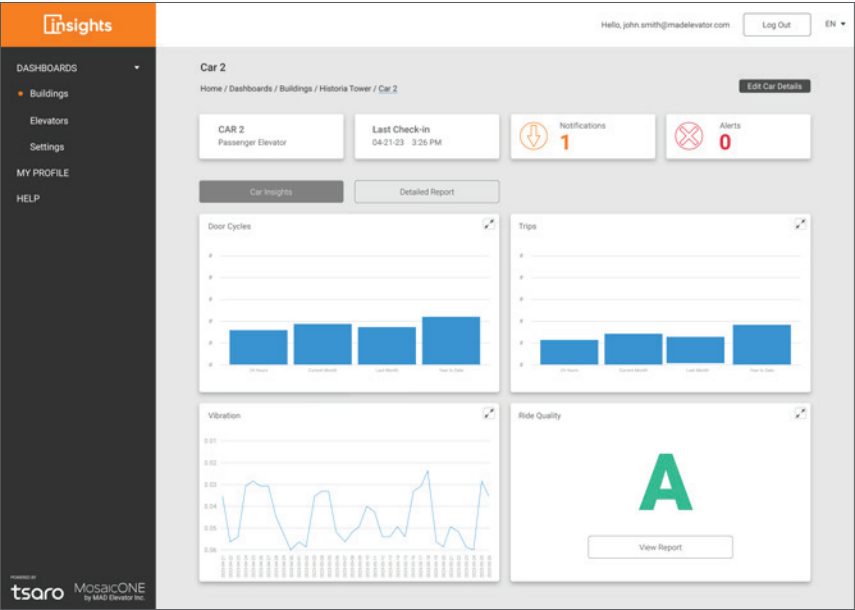
VIEW DETAILS

ACTIVE

The dashboard gives a high level of available information to the assigned buildings



# Elevator Detail



BUILDINGS NOTIFICATIONS						
BUILDING	CAR	ITEM	ACTIONS	STATUS	NOTES	
Historia Tower	CAR 2	HALL DOOR FAILURE	Replace Part	READ	EDIT NOTES	Replaced X part for X issue. W...
Maria Bay Condo S...	CAR 5	RIDE QUALITY	Inspection	READ	ADD NOTES	
Maria Bay Condo S...	CAR 7	RIDE QUALITY	Inspection	UNREAD	ADD NOTES	
Rose Valley Condo...	CAR 1	CAR DOOR FAILURE	Replace Part	UNREAD	ADD NOTES	
Rose Valley Condo...	CAR 2	NETWORK ERROR	Inspection	UNREAD	ADD NOTES	

BUILDINGS ALERTS						
BUILDING	CAR	ITEM	ACTIONS	STATUS	NOTES	
Historia Tower	CAR 1	Car Door Malfunc...	Replace Part	READ	EDIT NOTES	Replaced X part for X issue. W...
Maria Bay Condo N...	CAR 3	Car Door Malfunc...	Replace Part	UNREAD	ADD NOTES	
The Ackerman	CAR 2	Network Down	Network Diagnostics	UNREAD	ADD NOTES	
The Ackerman	CAR 4	Network Down	Network Diagnostics	UNREAD	ADD NOTES	

The Elevator Detail page contains all the data you need to make informed decisions.

### From this view, you have access to:

- 1yr, 30 day and 24hr snap shot averages for Trip and Door Cycles.
- Ride Quality Rating and downloadable report from our continuous monitoring
- Top traveled floor based on Trip and People traffic flow
- Jerk Start/Stop statistics
- Vibration graphs up to 1 year history

### Notification and Alerts Pop-ups

Accessible either from the buildings or elevator detail page, these popups bring attention to the items that matter most.

#### Notifications:

- Abnormalities in detected in the data analytics in respect to the operation and data compared to both the unit's history as well general elevator population
- Known correlations between data and pending failures
- Maintenance recommendations based on usage

#### Alerts:

- Indication of failure from data or direct communication with controller
- Indication of passed thresholds on performance or operation

# How It Works

## Hardware

Leveraging the existing MosaicONE Video & Messaging System (VMS) by MAD Elevator, with on board accelerometer and already communicating with majority of elevator controllers, a wealth of information and analytics is possible with no additional equipment or installation is required.

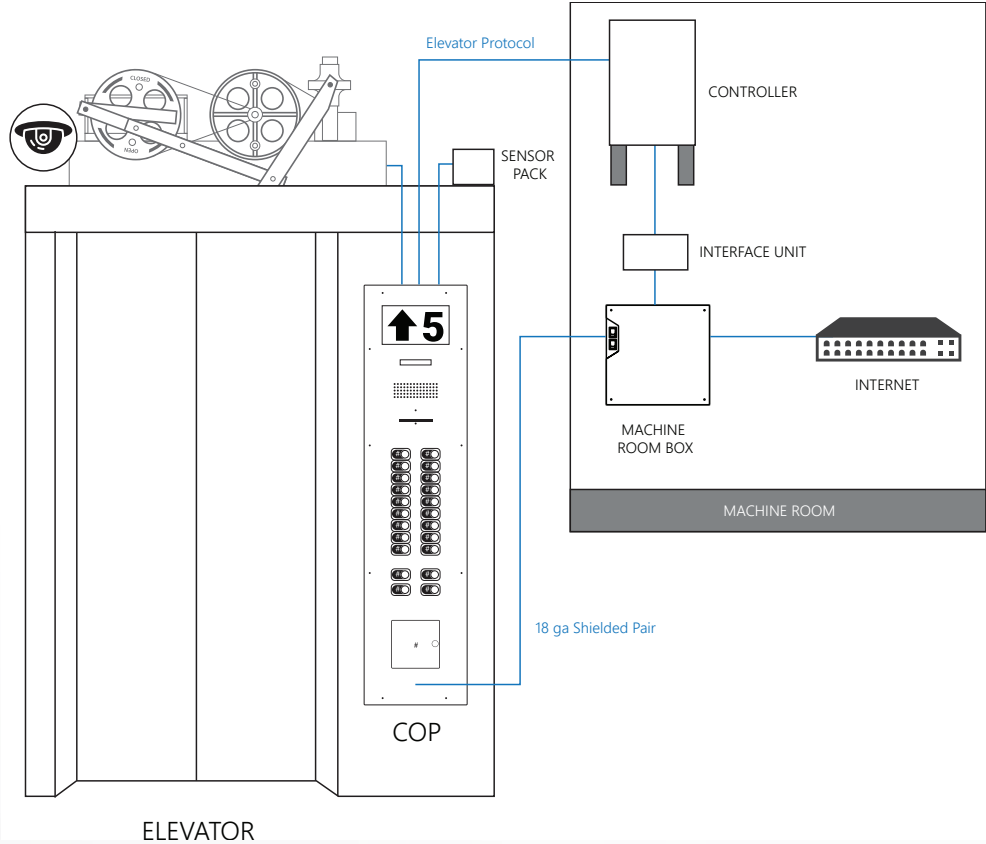
## Optional Equipment:

For elevators not installed with MosaicONE VMS systems, or where enhanced data is desired:

**Optional Controller Interface Unit:** Connecting direct to select controllers, full data sets available for in-depth Insights and statistics

### Optional Sensor:

Ideal for non-VMS elevators, to capture door and ride quality information.



Connect with an expert to learn more [insights@madelevator.com](mailto:insights@madelevator.com)



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