

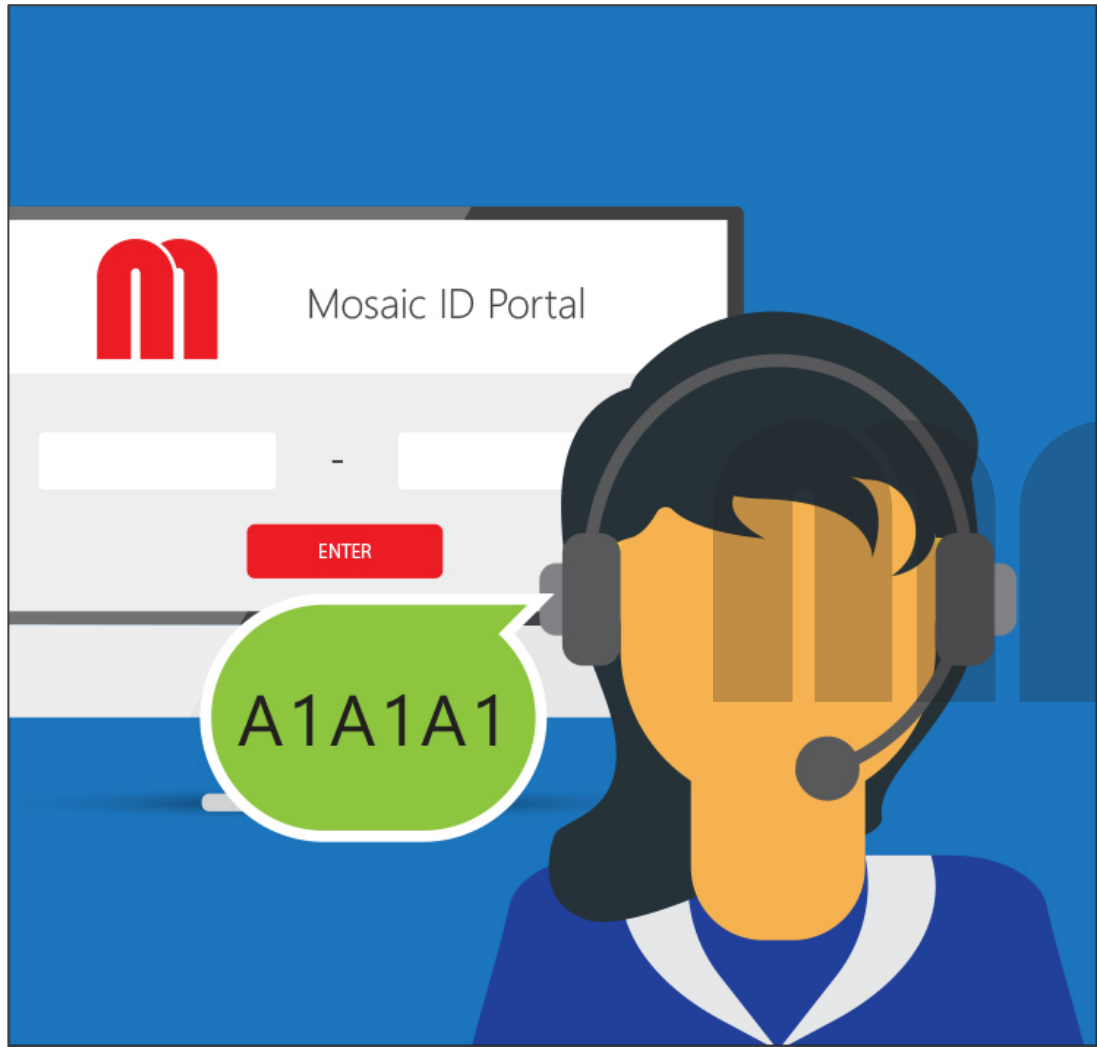
STEP 1

User presses traditional Phone button.



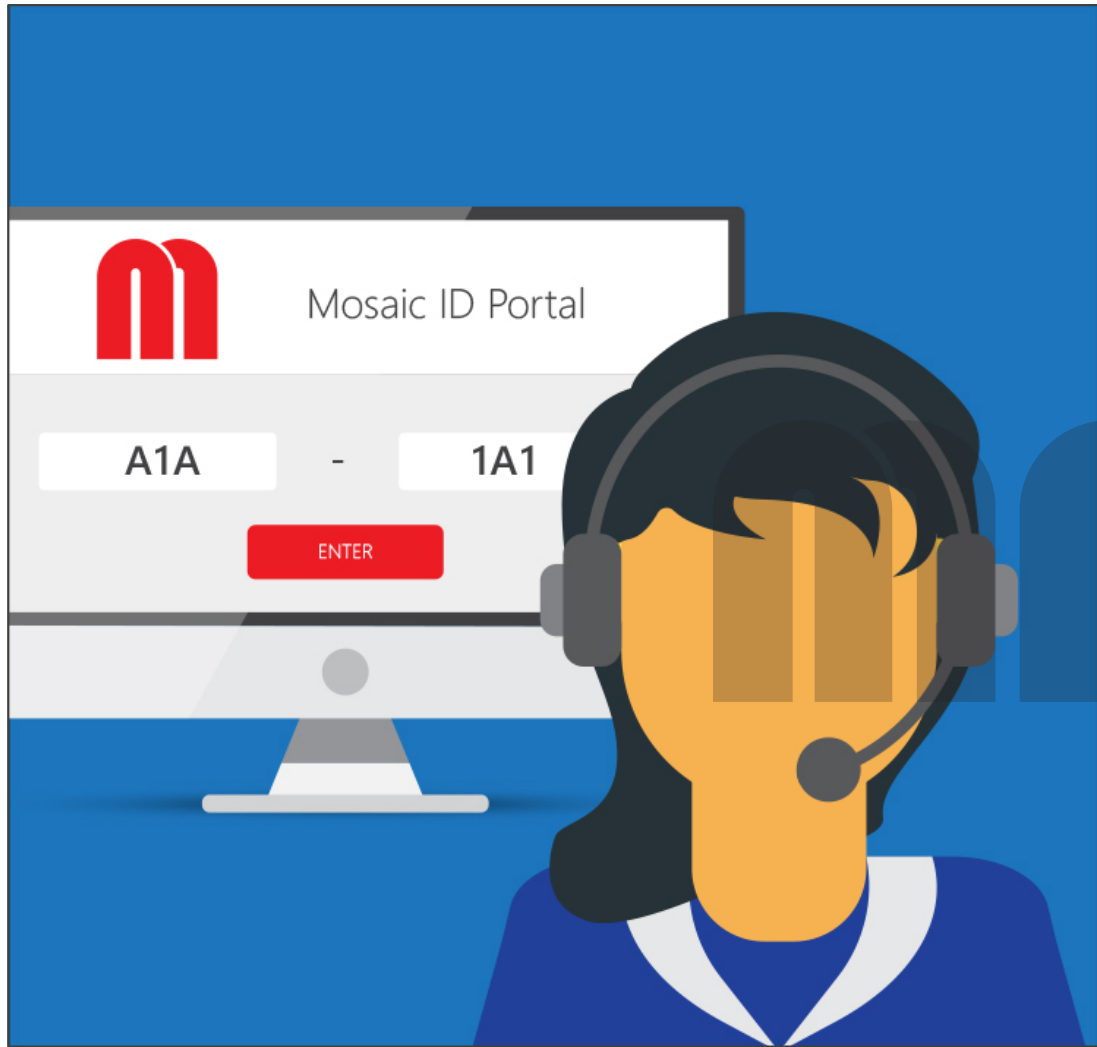
STEP 2

Autodialer activated sending audio call as normal.



STEP 3 Option A

Upon connection with Monitoring Station, phone dictates address and Mosaic ID to enter into MosaicONE.



STEP 3 Option B

Upon connection, Agent enters caller ID info into MosaicONE portal.

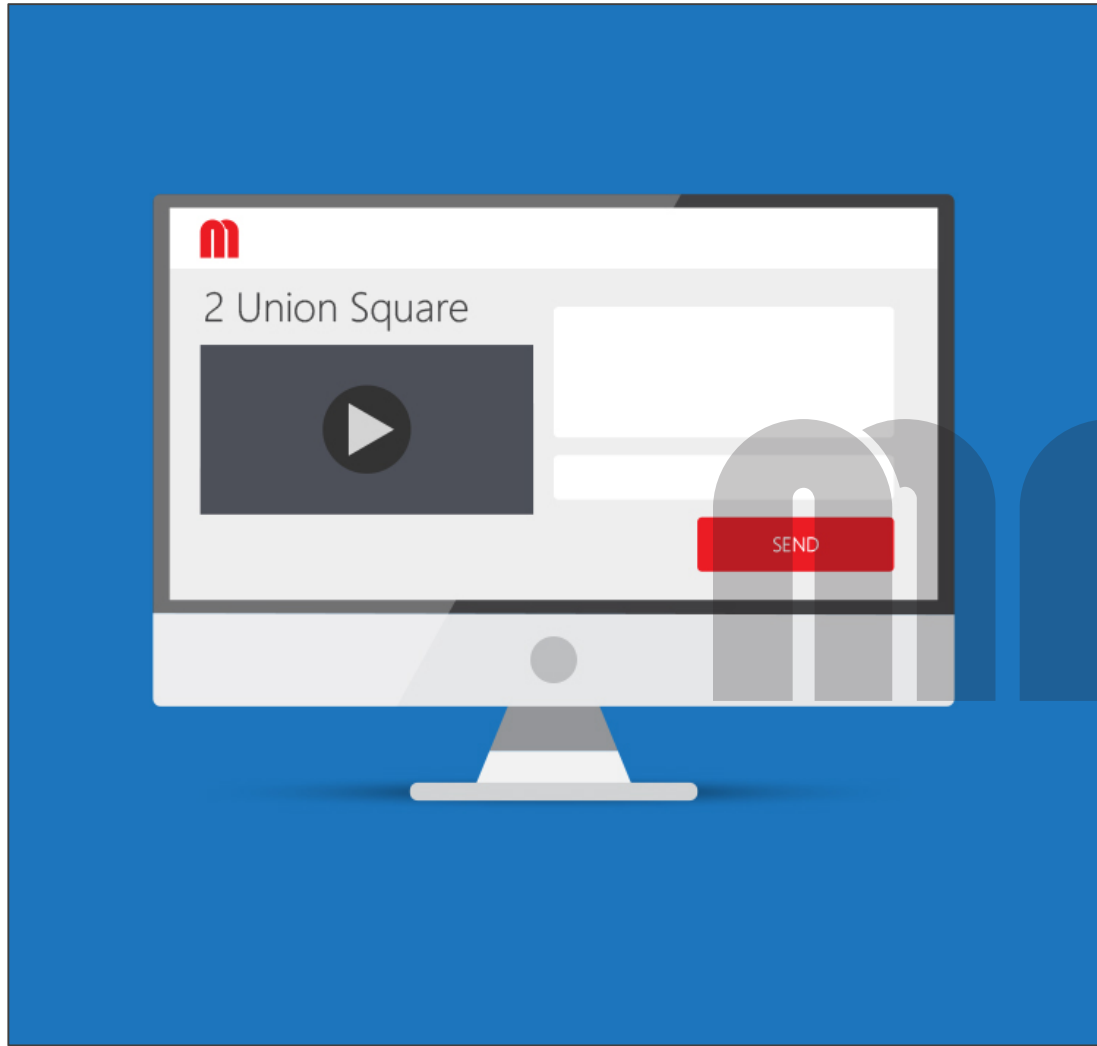
STEP 3 Option C

At the same time a call comes in, the call appears in MosaicONE Call Manager.



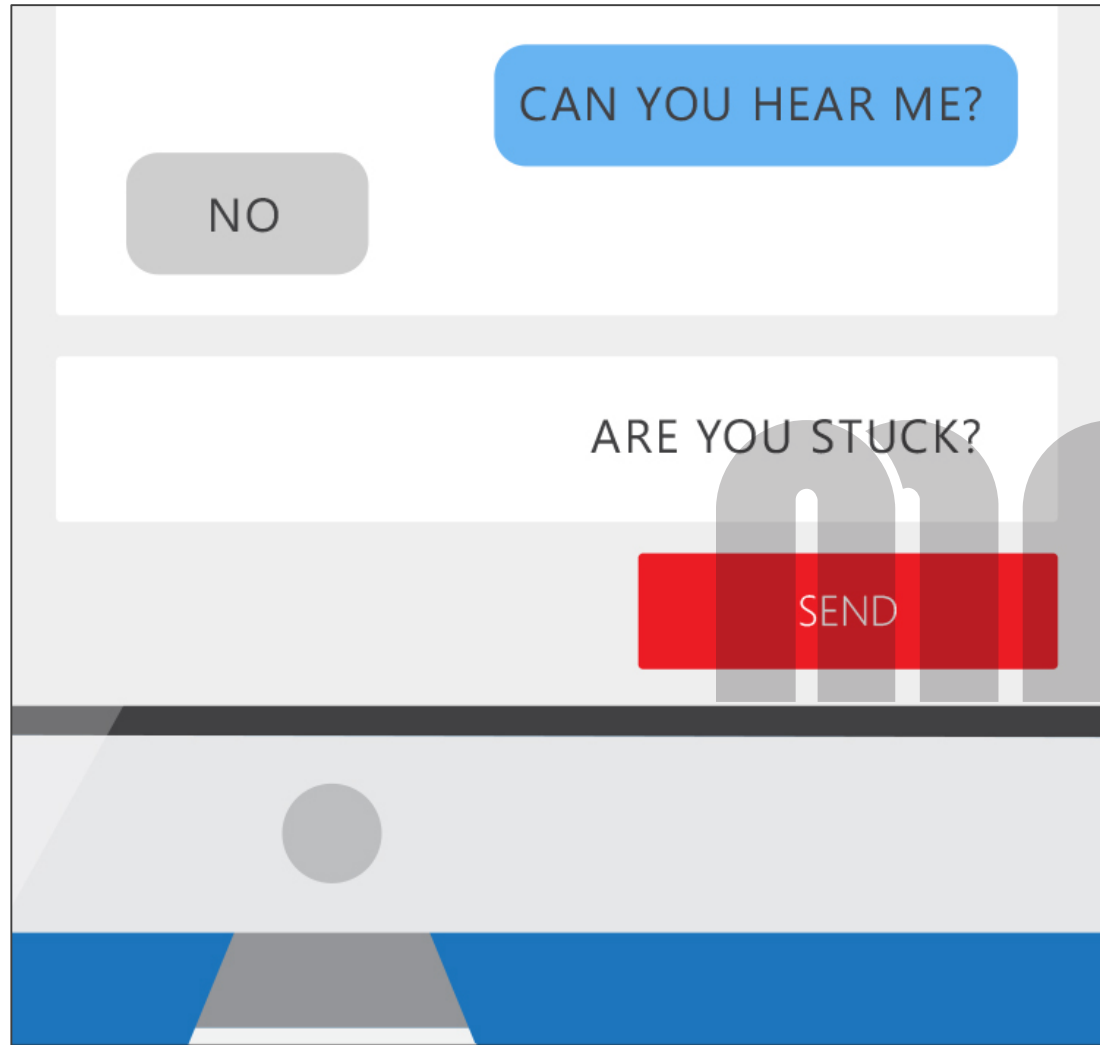
STEP 4

Upon entering ID or start of call, live video of cab is displayed.



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home



STEP 5

Monitoring agent can enter text into box, or select pre-written text, which is displayed on the device.

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STEP 6

Message from monitoring station is displayed on the Matisse Position Indicator.

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