

Date: May 26<sup>th</sup>, 2000  
To: CEC Customers  
From: CEC Technical Support Department  
Subject: EMIS Echoing problem.

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An echoing problem has been discovered on jobs that have remote or extended remote monitoring systems and use RVU-EMIS (Elevator Management Information System) version 9f. To check which version RVU-EMIS you have, simply power down the RVU box and power up again watching the video display...the version will appear during initialization. You may also inspect the label on the back of the RVU box for version information, however the information appearing on the screen will be the most accurate.

The problem is that when you enter characters in EMIS such as your system login id and password, the system does not properly display or “echo” back the characters you typed. This has been fixed in RVU-EMIS version 9h.

If you encounter this problem you can contact Joe Cali (ext 2320) or Rosanna Anamaria (ext 2321) in Customer Service to get a replacement RVU-EMIS version 9h. You will be required to fax in an insurance purchase order to ensure that the original RVU-EMIS will be returned to C.E.C.

Thank you for your cooperation.

If you have any questions please call Technical Support at  
(201) 508-2300.