

AIRPORT COMMUNICATIONS
CONNECTING THE WORLD

Informing, assisting and warning people at Airports

TRUSTED. COMMUNICATION. ALWAYS.



INFORMING – ASSISTING – WARNING – CONNECTING

VERSATILE SOLUTIONS FOR AIRPORTS

IN EVERYDAY SITUATIONS AS WELL AS IN EMERGENCIES

Efficiency, security and communication are essential for the smooth running of an airport. Without these, costs can soar due to delays or security breaches. Passengers need to feel safe and informed, and security staff need to be able to cope with day-to-day operations and extreme situations.

Efficient voice and video communications at the airport, coupled with display information and logical signalling, quickly address challenges and emergencies, enabling response teams to inform, assist and warn during emergencies. Enhanced connectivity with logistics ensures a comprehensive response, minimising misunderstandings and reducing incident response times. Let's prioritise airport security - a smart airport is a safe airport.

DOOR AND GATE ACCESS CONTROL

Access control systems at airports - the first line of defense. Enhanced security with constant monitoring and swift response. Critical for safeguarding countless restricted airport areas.

SOLUTIONS FOR CONTROL DESKS

Commend's Control Desk Solutions provide a continuous system-wide overview to support instant reaction in case of an emergency. This includes Audio-Video-Data integration, where the location of the calling terminal, including an optional video feed, is displayed on-screen for enhanced situational awareness.

AIRLINE SERVICE CENTERS

Ensure fast and efficient coordination of workflow processes at the airport. A Counter Intercom System provides clear and efficient communication between airport staff and passengers at service counters.

RADIO OVER IP

Pilots can report required information ahead to the service centre at the destination airport to reduce processing and turnaround times upon arrival.



FOR SMOOTH OPERATION...





CUSTOMER SERVICES AND CALL MANAGEMENT AUTOMATION

Enhancing Customer Service and Efficiency through Automated Call Management: Meet Ivy, the world's pioneering conversational AI-based Intercom voice assistant, revolutionizing customer experience.

INFORMATION TERMINALS AND EMERGENCY CALL STATIONS

Vandal-proof and DDA/ADA compliant Communication stations for waiting areas, passenger airlocks, and lifts, either wall-mounted or integrated into columns or check-in machines.

LIFT EMERGENCY CALLS

The safety of passengers in the lift cars and of technicians in the lift shafts and in the machine room is of paramount importance. It is further ensured by the European EN 81 series of standards, which guarantees compliance with all mandatory requirements.

PUBLIC ADDRESS AND INFORMATIONAL ANNOUNCEMENTS

IP Loudspeakers and IP Amplifiers, designed to elevate communication across terminals, shuttle buses, and parking facilities. Whether coverage for all terminals or a zone-bound solution is needed, our advanced technology ensures seamless audio distribution and optimal communication of announcements, predefined messages, background music, or live announcements.

AIRPORT PARKING

Seamlessly integrated intercom modules within barriers, register systems, and ticket machines ensure improved communication and operational efficiency for the operator, streamlining the airport parking process.



...AND A WELL-MANAGED PASSENGER EXPERIENCE

ENHANCED INFORMATION TERMINALS FOR SAFE BOARDING AND BEYOND

When passengers are disoriented at the terminal, encounter a closed information center, or require assistance in finding the correct gate, Information Terminals and Help Points become essential.

Integrated Communication Solutions enable individuals to reach out to the airport service company, emergency services, or the security team directly through the information terminal or help point. This ensures swift response, particularly in urgent situations. Moreover, these solutions can automatically answer common questions and provide information on the screen, both for informative purposes and in case of emergencies. This not only enhances the passenger experience but also helps reduce the workload on airport staff, allowing them to focus on more complex tasks.

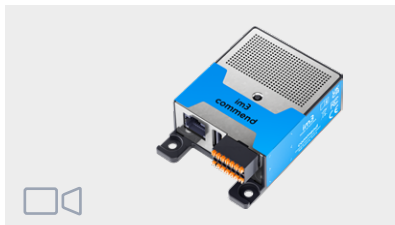
Command Communication and Emergency Call Solutions provide dependable, rapid, and top-tier video and audio communication that you can rely on in any circumstance at the airport.

COMMUNICATION FOR EVERY AIRPORT'S UNIQUE STYLE



IM6 - INTERCOM MODULE

A versatile IP-based 'multi-sensory' intercom module that offers a wide range of possibilities. It supports touch displays via HDMI, has a built-in Class D amplifier for high quality audio and offers flexible connectivity with RJ45 and USB ports. It also has built-in inputs and relay outputs, making it an ideal choice for a variety of applications.



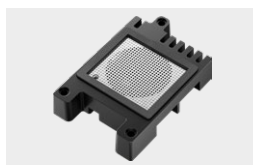
IM3 - INTERCOM MODULE

A super-compact IP-based intercom module for building custom intercom stations and OEM solutions. Featuring Smart Audio Amplifier technology, RJ45 and USB connectivity, and built-in input and relay outputs, it offers outstanding audio quality and easy-to-use connectivity for seamless integration into various communication systems.



CM1 - CAMERA

An HD camera equipped with an HS-Link port, specially tailored for optimal performance with the im3 and im6 Module Series



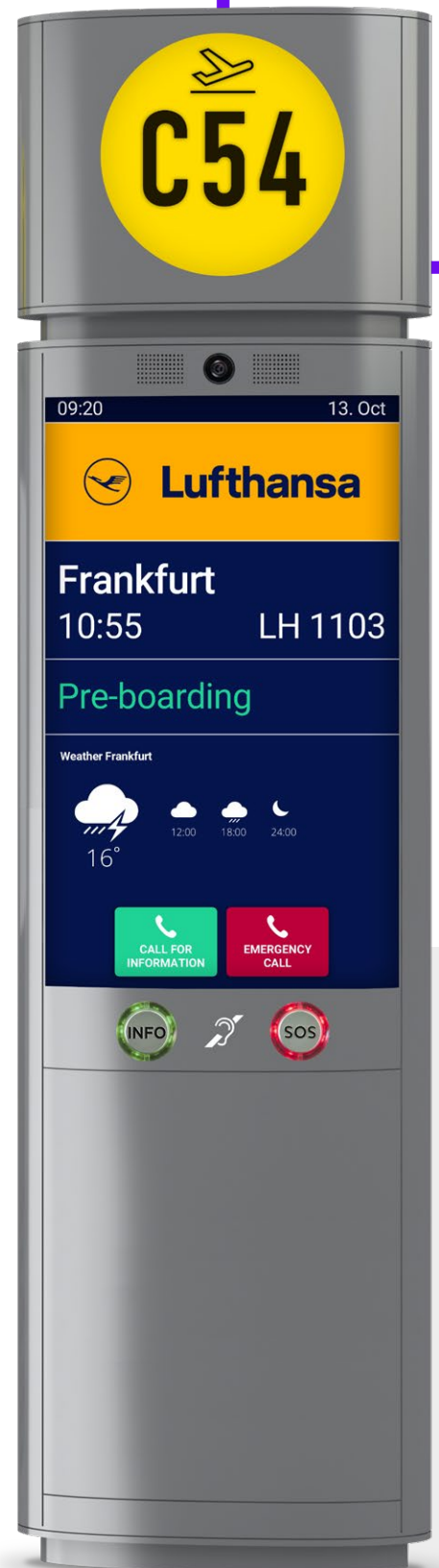
LSM - LOUDSPEAKER

High-performance loudspeakers tailored for the im3 and im6 Module Series



AFIL - INDUCTION LOOP

Audio Induction Loop upgrade kit for transmission of Intercom audio signals to hearing aids.



Hello, I'm ivy

I CAN ASSIST IN EVERYDAY SCENARIOS AS THE WORLD'S FIRST CONVERSATIONAL AI-BASED INTERCOM VOICE ASSISTANT.

TRANSFORMING YOUR DAILY ROUTINE

Need a helping voice at your call centre, help point or info terminal? Meet Ivy Virtual Assistant – the world's first artificial control centre intelligence that can talk and respond to requests like a human would!

Everything in and about it is designed specifically with two purposes in mind: to **empower your call centre staff** and to **elevate customer experience** at your business to the next level. To make it all possible, Ivy's conversational qualities are powered by cutting-edge AI technologies from Machine Learning to Natural Language Processing. And delivered via our secured Symphony Cloud services for reliable, fail-safe performance.



BETTER CUSTOMER EXPERIENCE

Conversational AI technology can enhance the customer experience by providing a seamless and efficient 24/7 availability for customers to interact through direct messaging.



POWERFUL HUMAN-AI SYNERGY

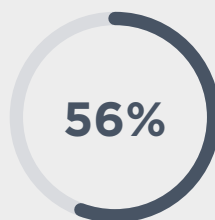
Empower your team with Conversational AI. Automated routine and empty calls are identified and filtered out, allowing your team to focus on high-priority calls.

ENHANCE SERVICE QUALITY AND LIGHTEN OPERATOR WORKLOAD SIMULTANEOUSLY



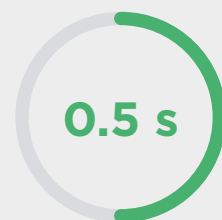
TIME SAVED

Empty calls are simply handled by Ivy, freeing the operator to deal with urgent calls



JOURNEY REQUESTS ANSWERED

While employees handle urgent support requests, Ivy automates handling of wayfinding inquiries or tedious repetitive tasks



CALL PICK-UP TIME

The average time can be reduced to less than 0.5 seconds, which represents an improvement in service quality

FOR DESKTOPS. FOR MOBILES. FOR... ALL!

SYMPHONY CALL MANAGEMENT

Discover Symphony Call Management – a revolutionary hub that transforms every back office employee into a dynamic service or control center. It's like having an Intercom station at your fingertips that's incredibly adaptable and easy to use, all without needing any extra software!

Whether in the office or on the move, call responds around the clock effortlessly. The interface is so intuitive, granting swift access to contacts, favorites, and call history. Seamlessly handle incoming calls with advanced call center capabilities such as call waiting and call forwarding. Embrace the evolution of communication, shaping the future of perfect service, available 24/7!



CONTROL DESK FEATURES

Call queuing – Call transfer – Call pause – Remote access – Activity log with snapshots 24/7

CLOUD BASED

Seamlessly accessible via Symphony Mobile App or web browser, with cloud hosting to ensure it always stays up to date

EVERYTHING UNDER CONTROL

Due to live streams of up to two video cameras and browser notifications for incoming calls

CYBER SECURITY

Developed according to the principle "Privacy and Security by Design"

FEATURES AND HIGHLIGHTS OF A COMMEND AIRPORT SOLUTION

System Availability
High Availability through End-to-End self-monitoring to prevent out times.

Speech Intelligibility
Superior speech intelligibility regardless of background noise.

Interfaces and Integrations
Interfaces to third-party systems, such as video surveillance or building management system.

Networking of Sites
Intercom networking allows for remote control, including call management via a central control station.

Inclusion
Providing accessibility and communication for people with disabilities or language barriers.

Better Passenger Experience
Intercom terminals provide a quick and efficient way to communicate important information and ask for assistance.

Unified Communication Platform
Integration of mobile radio communication systems with simultaneous scanning of up to 8 channels, display of caller identity, and status message transfer.

Cyber Secure Connections
Multi-level cyber security to protect and secure customer data in times of increasingly sophisticated cyber threats.

AI-Powered
Ivy Virtual Assistant improves the quality of service while reducing the workload of the operator

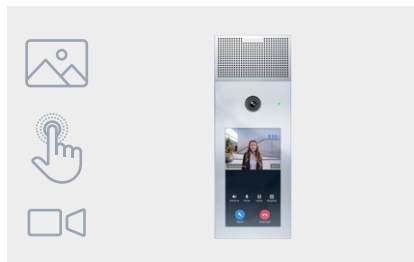


INFORMING, ASSISTING AND WARNING PASSENGERS



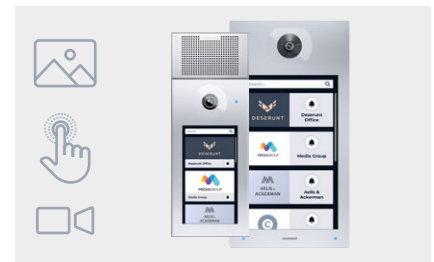
ID8 - CONTROL DESK STATION

Multi-functional Control Desk Station equipped with a brilliant 8-inch touch display, allowing optimal operation of symphony control desk functions, complemented by a freely configurable button.



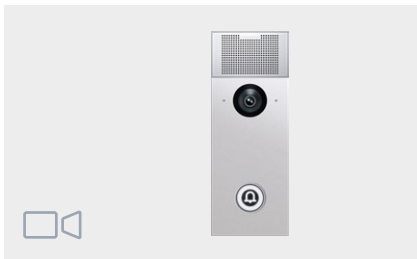
ID5 - STATION WITH TOUCH DISPLAY

Multi-functional indoor Intercom station in its desktop version to efficiently manage operations and facilitate communication for running the airport.



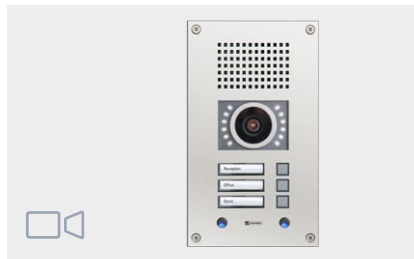
OD5/OD10 - OUTDOOR STATIONS WITH TOUCH DISPLAY

With IP65 protection, they are suitable for outdoor areas. The user interface can be designed according to the application and external content can also be integrated.



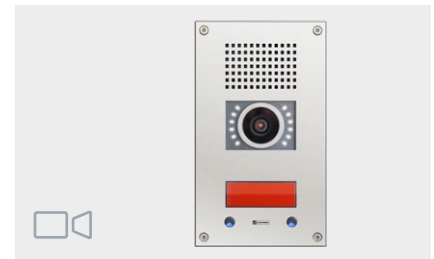
OD1V CM - VANDAL RESISTANT CALL STATION

Compact Intercom station with camera and one large call button.



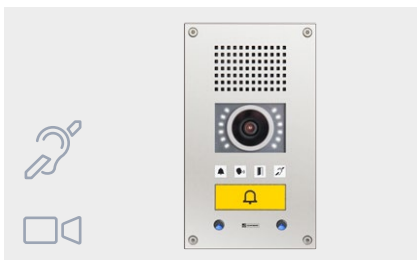
WS 303V CM - VANDAL RESISTANT CALL STATION

Intercom station with camera and 3 call buttons for outdoor areas and solutions with few call destinations.



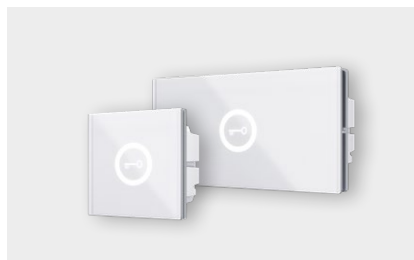
WS 311V CM - VANDAL RESISTANT EMERGENCY CALL STATION

Intercom station with camera and large emergency call button.



WS 311V DA - VANDAL RESISTANT AND DDA/ADA COMPLIANT STATION

Intercom station with one large call button, camera, induction loop and LED pictograms for barrier-free communication.



MODULES FOR ACCESS READERS

Dummy modules for access readers to effectively manage access to critical areas at airports.



COMMEND WORLDWIDE

23 sales organisations, operating in more than 60 Countries.
More than 550 employees worldwide.



TRUSTED. COMMUNICATION. ALWAYS.

Can you imagine a system that millions of people rely on every day, where every word has to count? This is the world of Commend! Secure, reliable communication is our passion. As a global market leader with more than 50 years of experience in speech transmission, we provide not just Intercom and video connections with interfaces to third-party systems, we also provide products that open up new possibilities for integrated solutions. Commend is the preferred choice for hands-free voice communication systems all over the world.

Ready for take-off into the world of Airport Solutions by Commend? Please contact us.

[commend.com](https://www.commend.com)

QUALITY TESTED. RELIABLE. WELL-DESIGNED.

Digitization has greatly simplified life, yet it has also brought forth challenges. The digital landscape provides fertile ground for cybercrime, making cyber security a paramount focus. At Commend, we prioritize Privacy and Security by Design, guiding our product development, IT technology choices, and consistent updates, including vital IT security fixes.

Commend International, situated in Salzburg, Austria, holds ISO 27001 certification for Information Security Management, demonstrating our steadfast dedication to maintaining the highest security standards. Additionally, our development and manufacturing processes align with EN ISO 9001:2015 standards, reinforcing our commitment to operational excellence.

Discover more about our unwavering security commitment at [trust.commend.com](https://www.trust.commend.com)