



**PUBLIC TRANSPORT COMMUNICATIONS**  
**NEXT STOP:**  
**HELP AND INFORMATION ON THE GO**

Seamless audio solutions

**TRUSTED. COMMUNICATION. ALWAYS.**



## HELPING - ALARMING - INFORMING

# PUBLIC TRANSPORT APPLICATIONS

Every day, millions of people rely on trains, buses, trams, and cable cars for their daily commute. Passengers can be confronted with unexpected challenges and they expect safety and immediate help and assistance whenever they need it. Offering comprehensive information and enabling passengers to connect with service agents, anytime, anywhere, enhances the passenger experience by providing exceptional customer service, all while enabling operators to streamline their operations more effectively.

### HELP AND INFORMATION POINTS FOR PASSENGERS

Our user-friendly information and emergency call stations offer public transport users immediate assistance at the push of a button via direct connections to the control center. For individuals unfamiliar with the area, the stations serve as info terminals enabling them to request information and personal assistance, e.g. from a customer service centre.

The seamless integration of interactive communication with existing systems is made possible through the use of Intercom modules and by leveraging the complete capabilities of Conversational AI, operators will have Ivy Virtual Assistant to take care of routine inquiries, streamlining the passenger experience.



#### Networking of Sites

Centralised call management allows customer support to be organized from anywhere and any time, without missing a call.



#### Interfaces and Integrations

Interfaces to third-party systems, such as passenger information systems, mobile radio solutions and video surveillance.



#### System Availability

Automated self-monitoring eliminates the need for manual function testing.





## PERFECTLY INTELLIGIBLE ANNOUNCEMENTS

Public address in public transport boarding points and waiting areas, along with pre-recorded messages for information, warning, and evacuation, is an essential tool for passenger convenience and safety. It ensures that passengers stay informed about schedule updates and receive crucial instructions during emergencies. In times of evacuation, these announcements offer reassurance and guidance, making them indispensable for a seamless and secure public transport experience.



Right from the word go, Commend [...] were with us at the design, the implementation and the support stages of our help point implementation. For Greater Anglia, it was important we used a supplier that not only supplied leading edge Intercom/VoIP technology, but one that understood how the rail industry, and more specifically Greater Anglia, worked, and how to best implement that technology in our vast estate.

Senor IT Project Manager of **Greater Anglia**

## OPTIMISED SITE MONITORING

A seamless, system-wide overview streamlines information management and empowers operators to define the right priorities for all incoming traveler inquiries, ultimately ensuring a more delightful and streamlined travel experience. This comprehensive approach simplifies the management of intercom networks and goes beyond the boundaries of traditional control centres. Web and mobile clients offer more flexibility and create a balance between remote control and on-site support. Commend offers control desk management hardware and software that - among many other things - enables call automation to relieve the staff from recurring requests and gives valuable insights into achieved service levels, allowing operators to improve their daily routines using reports and statistical information.



### Speech Intelligibility

Every spoken word must be understood, regardless of background noise.



### Cyber Secure Connections

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



### Instant Call Response

It is ensured that no time is lost, giving operators the possibility to respond quickly to every call.

## TALKING CAMERAS

In critical situations, the camera view alone is often not enough. Complementary listening and above all being heard, as well as active intervention through voice on the spot, are valuable tools for more safety in public transport.

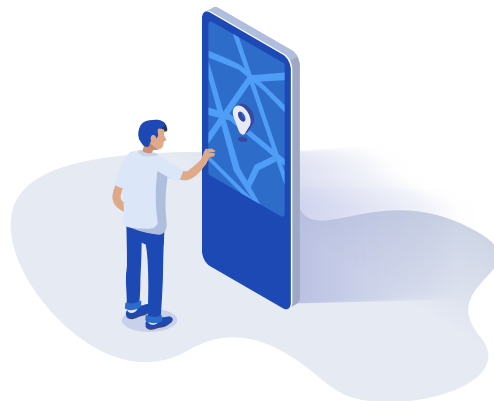
## PUBLIC ADDRESS

Voice announcements for public transport boarding points and waiting areas as well as pre-recorded voice messages for information, warning, and evacuation purposes ensure that passengers find their way around easily.

## INFORMATION AND EMERGENCY CALL STATIONS

Vandal-resistant audio/video communication solutions for railway, bus and tram stations, are available either as a wall-mounted device or can be integrated into the surroundings. Communication modules allow operators to create solutions that blend into their sites, while keeping the existing appearance.

**FOR  
WELL-GUIDED  
PASSENGERS ...**



## EASY COMMUNICATION MANAGEMENT

By setting up pre-defined scenario's for information management and priorities, any operational challenge can be managed in perfect detail by providing supportive information about what is going on and showing options to respond.

## CENTRAL CONTROL DESK MANAGEMENT

The extremely user-friendly interface makes it easy to manage a wide range of incoming calls, supporting video signals and seamless control functions. Shared access to incoming signals by support staff balances local support with centralised control, so customers get the service they deserve.



## LIFT

Security at all levels: The safety communication of passengers in the lift cars and of technicians in the lift shafts and in the machine room is of paramount importance. It even increased by the European EN 81 series of standards.

## FLEXIBLE SOLUTIONS

Web and Mobile Client can serve as flexible control desks for the browser or on a smartphone via the app. These solutions “on the go” make it easy to accept calls and manage information anytime and anywhere.

## COMMUNICATION FOR AUTONOMOUS VEHICLES

Perhaps even more than in driver-manned transportation, passengers must be well informed and prepared for any irregularities throughout their journey. They also need to have a reliable way to get help in case of emergencies, and all this needs to be seamlessly linked to a central control room to provide perfect customer service.

**... EVERYDAY  
AND IN  
EMERGENCIES**

## RADIO OVER IP

The use of mobile radio solutions is an essential part of the daily operations toolkit for field staff. Easy integration of radio communication into the Commend platform enables flexible and efficient communication across multiple sites and technologies. By using control desk stations as radio dispatcher units, features like remote mobile radio calls and call recording become available. For on-duty staff, operations communication includes integration with TETRA and selective-call radio networks.

## COUNTER INTERCOM

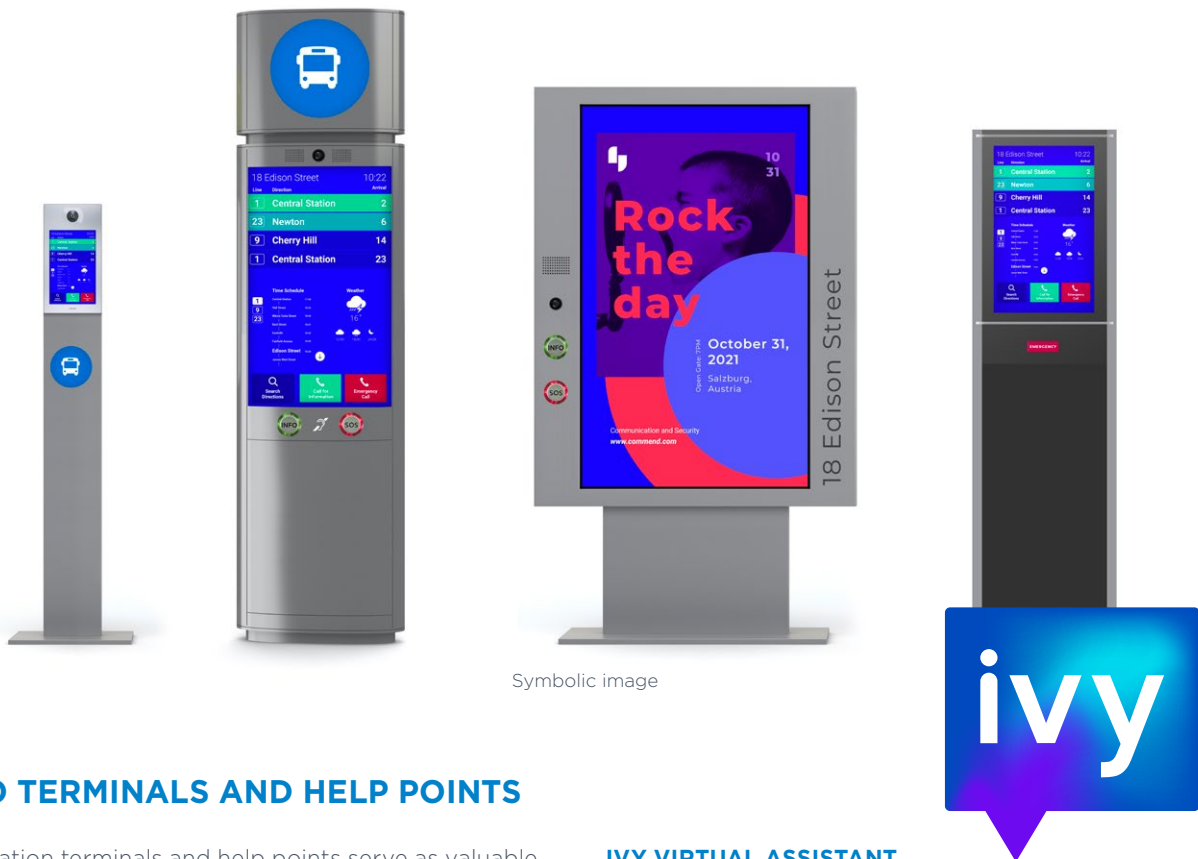
Modern communication systems are needed when walls or glass limit natural communication between staff and public. Professional counter intercom solutions with natural and clear speech comprehension will bring back the feeling of personal contact.

# INFORMING RELIABLY

## CLEAR COMMUNICATION

### AT YOUR FINGERTIPS

Lost at the train station and the information centre is closed? Which bus will take me to my destination? Especially tourists often struggle with these questions, but also locals need information about bus or train timetables.



Symbolic image

## INFO TERMINALS AND HELP POINTS

Information terminals and help points serve as valuable resources for commuters, offering details on public transport schedules, ticketing information and more. But what happens if there is still something unclear, a problem arises, or danger is imminent?

Integrated communication solutions empower individuals to directly contact service companies, emergency organizations, or security providers through information terminals or help points, ensuring rapid response, particularly during critical situations.

Commend communication and emergency call solutions offer reliable, fast and high-quality video and audio communication which you can count on in any situation.

## INTERACTION USING DEVICE API

IP-Intercom modules can be integrated into any information kiosk, advertising display or ticket vending machine to save space. Both systems can interact with each other via device integration options and thus, for example, trigger calls via the touchscreen.

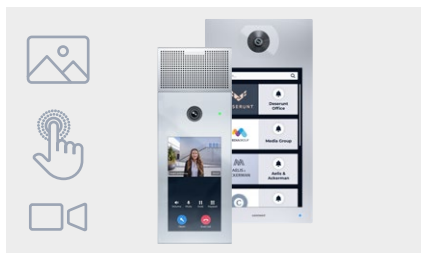
## IVY VIRTUAL ASSISTANT

The world's first conversational AI-based Intercom assistant called "Ivy" is designed to assist control room employees with routine tasks and can be integrated into info terminals. Since requests like providing directions or locating a ticket machine usually take up a lot of the employee's attention, Ivy enables them to focus on emergency cases and other special situations. Ivy utilizes natural language understanding to interpret and respond to open-ended questions. The virtual assistant speaks several languages and can answer in the native language of the passenger to enhance the user experience.

## INCLUSIVE ASSISTANCE

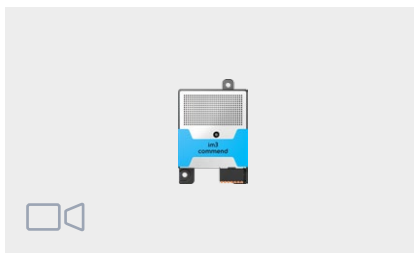
Especially passengers with disabilities, may have specific service needs. For example blind passengers cannot see the train timetable or might require assistance with directions. Commend solutions facilitate public transport operators' customer support procedures, ultimately guaranteeing a genuinely smooth travel experience for everyone.

## HELPING, ALARMING, AND INFORMING COMMUTERS



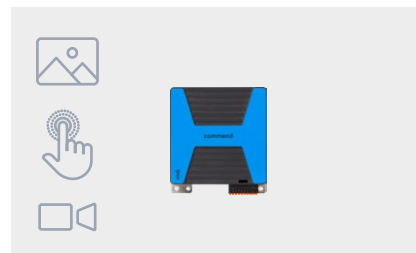
### od5/od10 Touchscreen-Stations

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.



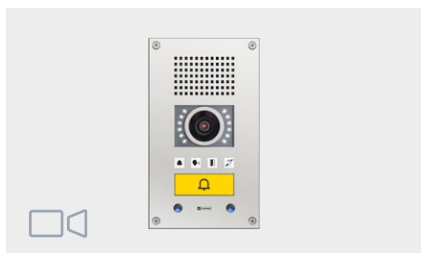
### im3 - Compact Intercom Module

IP-Intercom module with camera support (cm1) for building custom help points and integration into information kiosks, ticket vending machines and other equipment.



### im6 - Multi-Faceted Intercom Module

IP-Intercom module with display support (incl. touch screens) and camera support (cm1) for building information kiosks and help points.



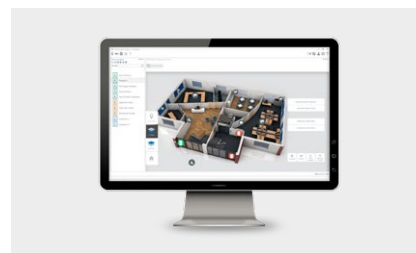
### WS 311V DA - Vandal resistant and DDA/ADA compliant Station

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



### id8 - Symphony Control Desk Station

Control desk with 8" touch display, freely programmable button, and optional camera. Expandable with programmable button modules for instant response.



### STUDIO

Graphical User Interface software that provides overview and full control using visualisation, recording and logging.

## IP LOUDSPEAKERS AND AMPLIFIERS

Commend **PA systems** equip operators with the ability to address the crowd, deliver vital information, and provide emergency instructions. Commend PA solutions incorporate seamlessly into the daily routines of transport operators, even with mobile radio. They can be **integrated into existing communication solutions** and the upward compatibility ensures an effortless addition of new functions. Commend solutions adapt to ambient noise levels to ensure perfect intelligibility and allow operators to make a pre-recording of their message before they broadcast it as an announcement.

### THE ADVANTAGES AT ONE GLANCE

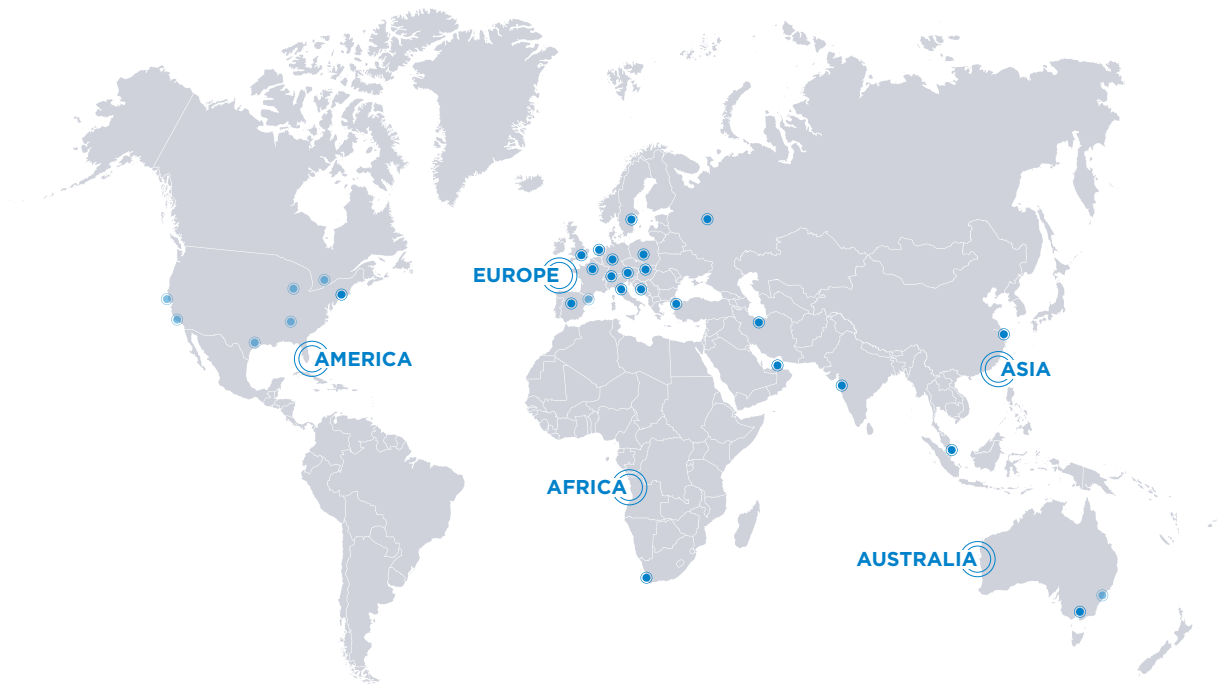
- Inform passengers and address emergency situations reliably
- High power efficiency and brilliant speech quality
- Intelligent Volume Control for responsiveness to background noise
- Scalable from decentralised to centralised solutions
- Easy message management through recording and dispatching of live announcements
- Integration with mobile radio or telephone





## 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.

Do you want to know more about public transport 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 cyber 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)