



# Secure Communication for Custodial Facilities

Prisons and Detention Centres



# Security and Communication

## Case Study Commend International



## Project Details

### Customer

A prison facility in a European country

### Type of Project

Prison Intercom

### Basic Project Data

Upgrade of the cell and warden communication system to the latest standards

### Technical Specifications

**IP Intercom Server** GE 800

**Compact Intercom Server** GE 300

**P-based Master Stations** with gooseneck microphone EE 872A

**Digital Master Stations** with gooseneck microphone EE 372A

**Master and Control Desk Stations** EE 811A

I/O Modules ET 8E8A

**Camera equipped Intercom Station** for visitor room and main entrance gate, as per customer's requirements

Vandal-resistant **Cell Terminals** based on ET 862A with and without light switch, some equipped with I/O Extension Board EB2E2AHE

Control Desk Visualisation Software **ComWIN** with add-on modules ComREPORT and ComREC

## The Challenge

Modern custodial and prison facilities rely crucially on seamless, round-the-clock surveillance and communication. Having an appropriate security concept helps to ensure the required level of security in solitary and group custody environments while allowing maximum freedom of movement.

Enabling and maintaining secure detention in accordance with legal requirements was the also the main focus in this project.

The existing cell and warden Intercom Control Desk had to be replaced to **ensure compliance with legal requirements** (technical standard DIN VDE 0834) and to bring it up to the **latest technical standards**. Also, the wardens needed an easy way to listen in on in-cell conversations and, if required, record them without being noticed. The facility's stringent duty of care requirements demanded that the the inmates' living area, the areas shared by inmates and wardens, and the visit room had to be equipped in a way that would allow users to detect and report possible dangerous situations early on and make an on-the-spot help call.

All information had to be brought together at a **central Control Desk** to allow staff to keep an eye and ear on all prison activities.

Commend Custodial Solutions are designed specifically to meet the manifold security communication requirements of detention environments on an integrated platform that enables smooth cooperation.





## The Solution

The implemented solution brings together all the various applications required in a prison environment on a smoothly integrated single-source platform. This means security and control at the highest level.

**Custom designed high-grade steel Intercom panels built around the ET 862A Intercom module** were installed into the existing wall sockets in the cells. The solution was particularly fast to implement and saved costs by making use of existing mounting boxes and wiring. The vandal-resistant, poke protected Cell Terminals are equipped with a light button and mobile radio detectors. Thanks to its fully **redundant** layout, the cell call solution allows for emergency calls on the light signal line even in the event of a complete Intercom Server failure. Additionally, all facade-mounted **door and gate Intercom terminals** and the Intercom stations in the visit room were replaced by custom-tailored Commend Intercom stations with built-in cameras.

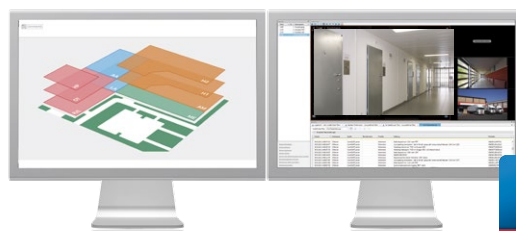
A **ComWIN Control Desk Visualisation** was introduced to provide staff with a user-friendly overview of the system. All Control Desk functions of the Intercom Server are indicated on three-dimensional maps that can be viewed on one or more monitors. The entire arrangement is optimised to allow staff to respond quickly in critical situations. This includes the ability to remote control all doors and airlocks.

**ComWIN add-on module ComREPORT** is used for logging all system events and storing system messages in an SQL database.

The **ComREC module** integrates the **required audio recording** capability seamlessly into the overall system and provides quick access to audio files as and when needed. This powerful software allows the wardens to monitor conversations without being noticed and to review them later on as needed. By filtering out background music and other sounds, the Commend recording solution makes sure that only the speech signal is recorded.

The customer's decision in favour of the Commend solution was based on the following features:

- Superior speech quality
- Rugged, vandal-resistant product design
- Longevity of Commend Intercom stations
- Standardised interfaces for integrating third-party equipment
- Visualisation of all Intercom system procedures



Control Desk Visualisation with ComWIN



ComREPORT ComREC



# Security and communication for detention facilities

The communication platform for smooth, secure work flows.



“ We were particularly impressed with the ComWIN control desk visualisation features. With the clear on-screen graphics we know instantly when and where we need to intervene, and it makes switching between the various security and communication features remarkably fast, easy and convenient. With the ComREPORT and ComREC modules we have very effective tools for recording and reviewing situations and conversations, for example, to counteract prison riots and criminal activities.



Detention Facility's Correctional Service Officer

## Real life makes for the best stories

How do Commend solutions cope with the tough real-life communication and security challenges at locations all over the world? Real-life answers to this question are provided by the many case studies on customer projects – [www.commend.com](http://www.commend.com).

Your local Commend contact person will be happy to answer any further questions regarding individual solutions.

## Secure communication systems by Commend

Can you imagine a system that millions of people rely on every day, where every word has to count? That's the world of Commend! Secure, reliable communication is our passion.

As global market leader with more than 40 years' experience in developing voice technology, we have integrated video and interfaces to third-party equipment that complies with international norms and standards. Commend is the natural choice for hands-free voice communication systems all over the world.

## Other Project References

JA Graz Karlau, Austria

Brisbane City Watchhouse, Australia

Orange County Courthouse, USA

## A strong network, worldwide..

COMMEND is represented around the world by local Commend partners to provide enhanced security and communication with tailored Intercom solutions.

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



Natural Communication



Audio Bandwidth



High Volume Capacity



Background sound suppression



Loudspeaker-microphone Self-Monitoring



Loudspeaker Line Monitoring