

Aviation Solutions

Security and Communication



„China 5012 cleared to land, Runway 26“

The Commend solution for flight dispatchers and service centres

The system for efficient ground-to-air communication

Efficiency and security crucially important at airports. Reliable ground-to-air communication allows airlines to coordinate their operational workflows efficiently. This way, staff can coordinate logistic operations, process requests or organise help with a simple in-flight call to eliminate costly waiting times after landing. Especially at airports, where every minute counts, efficiency and the resulting time saving effect are essential for economic success.

Requesting 15,340 kg of fuel

Pilots can react to changing wind conditions and notify ground staff of the change in fuel requirements for the return flight.

Alerting Technical Services to fix seat 12C

A crew member notices a defective seat and notifies the Service Centre so they can arrange for replacement parts and technical staff to be ready when the flight arrives.

Organising connecting flights for passengers

105 passengers on board are late for their connecting flight due to a delay – after consulting with the pilot, the flight dispatcher can arrange for an alternative flight.



Coordination through communication



"An aeroplane that is dead can't fly"

32 million take-offs worldwide
a great time and cost saving potential

Mobile VHF radio integration (RoIP)

- TETRA radio communication available throughout the entire Intercom system
- Simultaneous scanning of up to 8 radio channels
- Continuous interface and failure monitoring
- Display of caller identity (ISSI)
- Status message transfer (SDS)

Service Centre Intercom stations

Thanks to their modular structure, the Service Centre Terminals can be custom configured to suit individual requirements. The Service Centre Station is built around the compact **EE 380** desktop base station with gooseneck microphone. The base station supports up to four plug-in keypad modules (EM 302) and one handset module (EE-HS3) with "push-to-talk" button.

The Control Station (**EE 980**) integrates seamlessly into the Service Centre solution. The touch screen is ideally suited for use as a flexible keypad module or for video communication solutions.

Highlights:

- Direct speed-dial connections to security and rescue services
- Free activation or deactivation of radio channels
- Duplex conferences with up to 8 subscriber units
- Simplex Conferences with all Intercom subscriber units



Flight Service Centre

Compact desktop station with gooseneck microphone and direct dialling buttons. A Touch Screen Terminal provides additional flexibility



Flight Dispatcher Solution



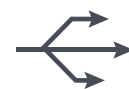
Optimum speech intelligibility

Loud and clear **natural communication** between Service Centre and pilots – including suppression of in-flight or airport background noise.



Every call guaranteed to get through

Constant availability, thanks to **system self-monitoring** – automated function tests performed on Call Centre stations (loudspeaker-to-microphone monitoring) / Line Monitoring / Server redundancy concepts



Flexible call forwarding

Call forwarding to telephones (mobile / landline) and **mobile radio integration** (VHF and TETRA) for operational airport communication.

“...not in the air
...capital”

...de per year hold
...l.... (Source: 2013 - DLR)



IP



Airports Intercom System

- Boarding crew
- Luggage handling
- Catering
- ...



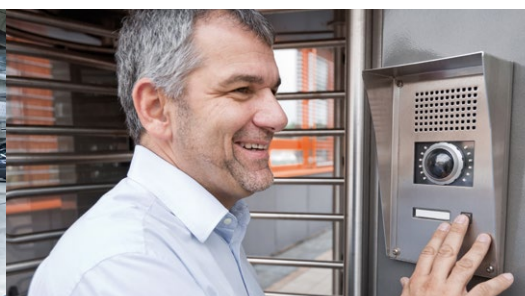
Telephone network

- Airline back office
- Weather represent
- Hangar / Technical staff
- ...



Mobile radio (TETRA & analogue)

- Airside staff
- Emergency services
- Security service
- ...



Optional: Integration into existing airport Intercom systems, including door/gate communication, Public Address, car park monitoring, etc.



Audio recording

Calls can be recorded, e. g., for reviewing situations, for training purposes, or to improve customer services.



Networking

Multiple airports can be networked and serviced via a **Central Service Center**.



Integrated system / interfaces

Interfaces and integration of video management systems and third-party solutions, including integration of telephones and VoIP systems (SIP/IAX).

Aviation Solutions

Communication and security for passengers and staff



Safety, help and information are essential needs at any airport. Meeting these needs requires a well-coordinated integration of all areas. Designed specifically for these purposes, Commend Intercom Systems provide secure connections for voice, image and data transmission. They cover the full spectrum of requirements, from high-grade stand-alone solutions to fully networked and centrally controlled communication throughout the entire airport.



Airlines

China Eastern Airlines

1 German airline

Airports

Shanghai Pudong
International Airport, China

Shanghai Hongqiao
International Airport, China

Xi'an Xianyang
International Airport, China

Chengdu Shuangliu
International Airport, China

Singapore Changi
International Airport, Singapore

4 German airports

Secure communication systems by Commend

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 global market leader with over 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.

Real life still 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, which are available as downloadable PDF files in German, English and local languages.



Düsseldorf Airport

DDA/ADA compliant Intercom stations for people with visual or hearing impairments.



Vienna Airport

Direct customer communication for entrance/exit gates, individual parking levels, ticket vending machines and lifts.

Your local contact will be happy to answer your questions about individual solutions.

Feel free to contact our experts for further details about our solution.

Visit us at
www.commend.com

A strong network, Worldwide.

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

Quality tested. Reliable. Well-designed.

COMMEND products are developed and manufactured by Commend International in **Salzburg, Austria**. Our development and manufacturing processes are certified in accordance with EN ISO 9001:2008.