

165,000 PASSENGERS A DAY.
117 INFORMATION POINTS.
1 MORE SATISFIED CUSTOMER.



MASS TRANSIT INTERCOM | Full security and guaranteed customer service.



SECURITY AND COMMUNICATION

Mass Transit Intercom by Commend.

Transforms passengers into satisfied customers.



More and more people are switching to trains, buses and ships as their preferred means of getting from A to B effectively, securely and on time. MASS TRANSIT INTERCOM is designed to help transport operators balance cost-efficiency and customer service by helping them to increase the attractiveness

of their transport services. This is achieved by providing easy to use information terminals and help points, that offer reliable and instant personal support to passengers; whether at a bus stop, at the ticket vending machine or at an unmanned station.

Info terminals and help points for intuitive use

Easy to see and easy to use, providing helpful information when and where it is needed. The terminals' overall design is optimised to encourage passenger use. Crystal clear 16 kHz audio quality allows users to talk naturally and comfortably, providing a sense of safety and reassurance in challenging situations.

Ultimate reliability

All MASS TRANSIT INTERCOM components are developed and manufactured in accordance with strict quality standards to ensure ultimate reliability and stability of the overall system. Special redundancy concepts guarantee 99.96 per cent availability.

Durable variety

With its range of optimised terminals, MASS TRANSIT INTERCOM meets high demands of the operating companies: the devices are weather resistant, vandal resistant and engineered to withstand the toughest of conditions.

Efficient networking

The solution supports a variety of networking concepts. Terminals can be connected via IP or telephone lines, and even by way of wireless mobile technologies. Intercom lines from individual connections or city districts can be consolidated and monitored from a regional control station.

Unmistakably individual

MASS TRANSIT INTERCOM helps to facilitate the plans and visions of traffic operators and architects into distinctly unique designs.

Simplicity

With MASS TRANSIT INTERCOM, people come first. Ultimate ergonomic efficiency is a must, not just in terms of usability, but also where planning, installation, maintenance and system extensions are concerned.

Well-arranged control stations

To ensure instant assistance as well as optimum control and support for the public transport lines and stations being monitored, MASS TRANSIT INTERCOM offers flexible, versatile control station concepts. These cover a wide variety of arrangements, from simple command stations to workstations with graphic user interfaces and integrated CCTV and data lines.

Proven reliability

MASS TRANSIT INTERCOM is already standing the test of daily operations for many notable public transport service providers all over the world - wherever passengers may require reliable help, information and assistance along their journey.

Talking cameras

Instead of simply delivering silent CCTV images, MASS TRANSIT INTERCOM enables staff to establish a direct call connection on demand to intervene or make an announcement.

Safe investment

Times change, and so do market requirements. MASS TRANSIT INTERCOM is designed to grow with them. Step-by-step system extension is no problem, thanks to modern, efficient compatibility and licencing models. The basic concept has been designed with sustainability and longevity in mind.



Intercom 2.0 – No job is too small, no challenge too big.

The Internet community is riding the waves of the Web 2.0 phenomenon. **Mass Transit operators** are in for a communication revolution of their own. Commend brings in the era of Intercom 2.0. This new-generation technology brings together the latest and greatest in sound, video and hi-tech control to keep car parks, tunnels and other traffic installations safe and (literally) sound as never before.



01 | Emergency Call Stations and Information Terminals

Vandal resistant Intercom terminals; Analogue/digital/IP connectivity; All functions can be integrated into existing systems by software; Disabled Refuge Intercom; Custom configurations; Integrated CCTV (optional); Automated voice messages (e.g., reassurance messages) Loudspeaker/microphone monitoring; High-volume voice announcements via control station; Self-sustained operation using GSM and solar cell technologies; Wireless connectivity (WLAN); Audio monitoring; Warning light control; Optional integration into ticket vending machines and existing information terminals;



02 | Desktop Intercom Systems for Customer Service Counters

Perfectly adjusted acoustics; Easy to use; Adds a natural 'feel' to Intercom conversations; Comprehensive connection options (headsets, buzzers, amplifiers for the hard of hearing, ...)



03 | Audio/Video Intercom and PA Integration

Seamless integration of video streams and voice transmissions; Automatic combination of voice calls and announcements with video images; Supports all common camera systems; Integration of Intercom into PA systems for information, emergency and evacuation announcements; Automated playing of voice recordings, or individual announcements over the microphone



04 | Wireless Communication

Seamless integration of radio systems for staff or operators of public services (railway police, security services, etc); Communication with rolling stock staff (trains, buses, ships, etc)



05 | Central and Master Control Stations

Fully scalable control station solutions for transmission of audio, video and data transmissions; Direct dialling buttons; Call diversion and forwarding; Graphic support (PC Control Station); Intercom Client (PC Intercom Terminal); Comprehensive management functions (reporting, scheduling, call statistics, ...); Voice recording; Mobile Client support (Blackberry, PDA, ...); Local and Global networking; Graphic user interface for monitoring and emergency/information call processing



06 | Integration of sub-systems

Parking Intercom; Lift Intercom; Building and Industrial Communication; Access control; Integration of telephone, DECT or pager systems; Direct radio connection (TETRA and analogue) to emergency services



07 | Intercom Infrastructure

Scalable Intercom Servers; Analogue/digital/IP (or any combination); Flexible networking (wire-IP-OWG); Server for wall-mounting or installation in 19" rack

Commend

A Strong Network | Worldwide

When every second counts, people need a technology that does not just work, but is one hundred per cent reliable – anywhere, anytime around the clock. At Commend, we are aware of our responsibility. That is because millions of

people put their trust in us and our products every day. Whether at a London tube station, a car park in France or a hospital in the United States; because every word counts, everything speaks in favour of solutions by Commend.

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