

Security and Communication for People, Buildings and Industry.

Emergency Intercom

A Commend Industry Solution Brochure



Short turn out times and reliable co-ordination for Emergency Services.



Emergency Intercom supports task forces via a networked internal command and communication system – and helps save property and lives.

Fire brigades, paramedic services and police forces must guarantee the success of their actions through reliable alerting and optimal co-ordination even under enormous pressure: crews and equipment must be ready for action at all times and regular operations need to be easy and smooth.

This requires secure, reliable and quick information and communication under difficult conditions to support immediate and sure-footed responses by emergency teams.



SECURITY AND COMMUNICATION

Emergency Intercom supports task forces and lends additional power of impact to a department.

Prepare responses, deploy speedily.

Well-backed teams provide better support.

In cases of emergency, success or failure is often a matter of minutes. Lengthy enquiries or preparations are out of the question. Reliable alert plans, automated procedures and clear, unmistakable commands support emergency forces, independent of their

location. Two-way, reliable, high sound quality communication ensures them have the feeling the chief of operations is standing right beside them.



Benefits for Emergency Teams

- ◇ Speedier response due to reliable availability
- ◇ Availability outside alarm rooms
- ◇ Early information with alarm text messages
- ◇ Enquiries without interruption of preparations
- ◇ Acceleration due to integration of door, gate and barrier control
- ◇ Orientation due to integration of visual display media
- ◇ Speech quality avoids misunderstanding

Emergency teams need information and support. By the integration of rest and waiting rooms, corridors and workshops, as well as garages, yards and vehicle parks. And by transferring calls to radio and telephones, teams receive commands and initial information

independent of their location. Pre-defined action plans open doors and gates, turn on lights and switch traffic lights to green, removing obstacles on the way to the incident location.

Master regular and emergency operations with optimal communication support.

Effective station and action control can save lives.

Emergency Intercom helps reliably and efficiently master the requirements of regular operations and quickly and precisely deploy forces in cases of emergency. Alongside internal co-ordination, the Intercom system ensures specific alerts, clear commands and support of the teams at the point where communication is required. Thus, it helps teams concentrate on their work, speeds

up preparations and ensures the success of the operation. Prioritising and differentiation of incoming alarms, automated preparatory procedures using predefined action plans, control of access control and display systems as well as radio and telephone integration allow targeted, seamless action co-ordination without loss of information.



Benefits for Emergency Services

- ◇ Uniform user interface for all communication, control and monitoring
- ◇ Faster readiness due to predefined action plans
- ◇ Situation clarity via video feeds
- ◇ Optimal communication with teams on site due to radio and telephone integration
- ◇ Security due to integration of access control, detention cell monitoring and video integration
- ◇ Reliable operations due to system monitoring and logging
- ◇ Efficient 24h operations due to station networking and call forwarding

Emergency Intercom is a comprehensive system platform integrating voice, images and data. Sophisticated networking compatible with existing infrastructures allows central monitoring and control of all areas. External data sources such as access control systems, detention cell monitoring and facility management systems can be visualised and controlled from the central control

station. Video integration helps react to unauthorised attempts to access sensitive areas.

For the communication with captives, there is a detention cell communication system also covering internal emergency calling.

Emergency Intercom helps assess the situation and provides operational reliability.

The Emergency Intercom Solution.

Emergency Intercom is equally suited for smaller fire, ambulance or police stations and for large offices and departments as well as the equipment of entire emergency organisations in several locations. Modularity and integration of all communication and command systems, as well as access control and facility

management, make Emergency Intercom the central command, data and information hub. The system is determined by the degree of support for emergency teams in action and by ease of use in regular operation; independent of structural or local conditions.

Emergency Intercom System Overview

Paramedics, Fire Brigades.

High degree of integration, fast reaction, monitoring and control of all attached alarm and control equipment, graphic visualisation of the overall system:

1. **Central control desk** as control terminal for voice, images and data
2. **Application-specific Intercom terminals** for doors, gates, garages and office areas – rugged, adapted to the place of installation and easy to operate
3. **Intercom modules** offer excellent speech quality for turnstiles and parking barriers, lift communication consoles, etc.
4. **Integration of facility management**, door controls, display systems and access control for emergency action support
5. **Forwarding of calls and alarms** to other stations or to telephones
6. **PA system integration** for corridors, garages and yards
7. **Integration of radio** with radio conference functions



Police.

Additionally, integration of citizen contact services and detention areas as well as hierarchic station networking:

8. **Direct communication to staff rooms**
9. **Control of the sally port** with Intercom function
10. **Video integration** with automatic hook-up
11. **Detention cell management** for monitoring and control as well as internal emergency calls via the cell terminals
12. **Connection of remote sites** to form networks of any size via ISDN, 2-wire cabling, E1 or IP
13. **Manning** of individual locations can be adapted to requirements; 24 hour attention becomes economically viable for all attached facilities



Emergency Intercom – a brief overview.

Core Functions	Key Benefits
<p>1 Direct communication with all areas of the department</p> <p>2 Software-controlled communication and emergency call management</p> <p>3 Integration of video systems, building control systems, sally ports and cell monitoring</p> <p>4 Versatile digital networking, integrated system monitoring</p>	<ul style="list-style-type: none"> ◇ Fast alarm and command procedures ◇ Rich communication without reaction delays ◇ Speech quality avoids misunderstandings ◇ Internal co-ordination without delay ◇ Specific alarms by action type ◇ Error prevention by uniform user interface ◇ Legal security by action logging and reporting ◇ Suitable reaction to actual situation due to visual situation assessment ◇ Action support by automated preparation of action conditions ◇ Protected accessibility for person-to-person contact ◇ Safety due to cell communication without physical contact ◇ Optimised staff efficiency by remote operation during low-frequency periods ◇ Elevated security and operational stability ◇ No dependency on location

Different requirements – one supplier.

Commend Intercom systems have been installed in various fire, paramedic and police stations, either directly or in cooperation with other companies. A few selected examples illustrate the wide range of requirements covered:

References	Short description
<p>Auxiliary Fire Brigade Mauthausen (A)</p> 	<p>Operations centre with a multi-terminal radio system via Intercom terminals (three radio channels), public address system and inhouse communication.</p> <ul style="list-style-type: none"> • Intercom server • Multi-terminal radio system • digital central control • Intercom-Terminals • public address system
<p>SAMU St. Etienne (F)</p> 	<p>Central control office of the French paramedic organisation SAMU with a multi-terminal radio system via Intercom terminals (four radio channels) for communication with ambulances, fire engines and emergency physicians.</p> <ul style="list-style-type: none"> • Intercom server • Multi-terminal radio system • digital central control and radion terminals • Intercom terminals in secondary rooms
<p>Salzburg Emergency Co-ordination Center (A)</p> 	<p>Communication centre of the federal province of Salzburg for alerting and co-ordinating fire brigades and paramedics in cases of disaster.</p> <ul style="list-style-type: none"> • Intercom server • Radio feed (district, province, pre-alarm) • digital central control terminal • Intercom terminals in offices, corridors and by doors

Commend AG

Zürich · Mülistraße 4 · CH-8320 Fehraltorf / Zürich · Tel. +41-44-955 02 22 · Fax +41-44-955 02 23
Genève · 1A Rue de la Bergère · CH-1217 Meyrin / Genève · Tel. +41-22-782 03 08 · Fax +41-22-782 03 55
 commend@commend.ch · www.commend.ch

