

Security and Communication for People, Buildings and Industry.

# Parking Intercom

A Commend Industry Solution Brochure



Comfort and speed for smooth Procedures  
in all kinds of Parking Facilities.



**Parking Intercom provides user-friendly personal contact  
for a higher sense of security and comfort.**

Car parks and garages are technical facilities providing a high degree of automation. Comfort, speed and a feeling of security are vital to their success. Reliable, safe and speedy communication is an integral part of this service ...

...as is a supply of information enabling people to deal with the technology at hand.



SECURITY AND COMMUNICATION

# Parking Intercom guarantees users and system managers smooth operation.

Avoid uncertainty. Avoid queues.

## Happy customers are regular customers.

Users encountering problems with a system require immediate assistance. Whether a ticket has been lost or is out-of-date, or a door or barrier can't be opened; support can be requested and advice provided at once, on-site, via the Intercom system. Excellent

sound reproduction enables perfect voice comprehension. No walks to the nearest ticket desk! No queues for drivers behind!



### Benefits for Car Park Customers

- ◇ Comfort and speed, whatever the traffic
- ◇ Immediate personal support right at the entrance/exit column and the ticket machine
- ◇ A sense of security via person-to-person contact throughout the entire facility
- ◇ Reassuring sense of closeness due to excellent speech quality
- ◇ Smooth procedures via spoken proactive instructions
- ◇ Confidence boosted by providing help in enclosed spaces

Car park users are often in a hurry and are not familiar with operating procedures. Personal assistance is available at the press of a button. Easily comprehensible instructions from the support team increase the aura of customer care and accelerate

the parking process. A well serviced customer, who feels safe and doesn't experience delays in unusual situations, has no reason to go elsewhere and is always happy to return.

Immediate reaction raises operative safety.

## Problem-free operation with optimum support.

The parking Intercom system helps operators of car parks and garages get the very best service from their automatic parking systems, even on days that test them to the limits. That's why the entrance/exit barrier control columns and ticket machines of leading parking system manufacturers are designed to integrate Commend Intercom modules.

A parking support team is always available, without having to be on site. The Intercom system provides information and support right where communication is required, thus providing an immediate reaction to unusual situations and breakdowns. By the digital link-up of several systems assistance can be coordinated from one single control centre.



### Benefits for Car Park Operators

- ◇ Problem-free operation, even in unfamiliar situations
- ◇ Acceleration of help provision via automated voice messages; no need for physical intervention
- ◇ Safety ensured due to quick reaction times in emergencies (emergency calls or system alarm)
- ◇ Situation clarity via video feeds
- ◇ Monitoring facilities enable fraudulent behaviour to be checked
- ◇ System attractiveness increased by high quality public address system
- ◇ Remote operations centres increases economic efficiency
- ◇ Flexible and rationalised distribution of staff activity due to networked communication and call forwarding

Parking Intercom has become a fully unified voice, image and data communication platform through the consistent amalgamation of Intercom and data networks. The modular Intercom Server facilitates the integration of many generations of Commend Intercom terminals and external data sources.

### Parking Intercom goes IP.

Intercom via IP facilitates the uses of existing network infrastructure. Data transport via LAN, WLAN, WAN and dedicated internet access makes the system independent of the connection technology, reducing both work and expenses for installation and operation.

Networked Parking Intercoms generate efficiency and scalability.

## The Parking Intercom Solution.

Parking Intercom is suitable for every car park, however small, large or complex. Modularity and independence from data transfer technology enable planning perfectly tailored to requirements. Extensibility and compatibility over product generations ensures that infrastructure investments are protected when functions and

capacities are expanded in the future.

End-user and operator ergonomics determine system design influencing efficiency in installation and operation, and are independent of structural or local conditions.

### Parking Intercom System Overview

#### Basic car park infrastructure.

Affordable equipment, quick reaction times, rationalised and mobile staff usage:

- Central point of operation** via mini control centre for voice, images and data. Pay desk staff safety due to Intercoms
- Intercom modules** offer excellent speech quality at barriers, ticket machines, lift communication consoles, ticket desks etc.
- Help points** – robust, conspicuous and easy to use.
- Video integration** – automatic camera hook-up
- Protection for controlled access areas** – door communication panels, access control modules (card scanners/codes)
- Redirection and forwarding of communication** to telephones with automatic announcements (position announcements, calming announcements for customers)



#### Extended car park infrastructure.

Further increases in efficiency due to increased degree of integration:

- Control desks and control station visualisation via PC** as control consoles for the entire system
- IoIP® (Intercom over IP)** to link up Intercom terminals
- Monitoring and control** of all assigned control and alarm facilities
- Integration of radio and high quality public address systems** for efficient risk management – from simple announcements to evacuation instructions for clearing the building, and for the coordination of rescue forces
- Integration of the entire system with a super-ordinate **Parking Intercom Network** via ISDN, 2-wire, E1 or IP

#### Parking Networks.

Remote management of several parking facilities from a single control centre:

- Centralisation of all control and monitoring functions** in a super-ordinate control centre
- Network integration** of large number of separate parking facilities to create parking application networks of any desired size
- Flexible use of staff** for each facility. All integrated facilities

can provide economically viable support around the clock

- Downward component compatibility** facilitates the link-up of parking systems with equipment of various generations

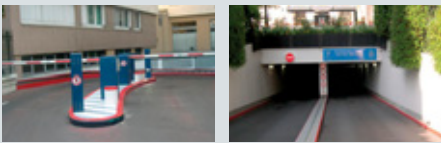


# Parking Intercom – a brief overview.

Core Functions	Key Benefits
<p>1 <b>Interactive personal support at barriers, machines, doors and pay stations</b></p>	<ul style="list-style-type: none"> <li>⋄ Problem-free parking and payment procedure via personal customer support</li> <li>⋄ Counter Intercoms guarantee safety for pay desk staff</li> <li>⋄ Flexible use of staff due to call forwarding</li> <li>⋄ Ideal support provision due to visual contact</li> <li>⋄ Plausibility checks avoid criminal activity</li> <li>⋄ Remote operations centres</li> <li>⋄ Automatic, proactive response to technical problems</li> <li>⋄ Quick reaction times for a higher sense of security</li> <li>⋄ Minimal training requirements due to uniform control consoles</li> <li>⋄ Multifunctional system without extra investments</li> <li>⋄ Modular expandability ensures investments on a long term</li> <li>⋄ Optimised staff efficiency by centralising several parking facilities</li> <li>⋄ Increased security and operational stability – even in self-service facilities</li> <li>⋄ Less dependency upon staff qualifications via the possibility of hierarchical support structures</li> <li>⋄ Independence from existing data transfer technology</li> </ul>
<p>2 <b>Integration of video systems and facility management</b></p>	
<p>3 <b>Integrated voice and emergency call systems</b></p>	
<p>4 <b>Digital Intercom system networks via IP</b></p>	

## Different requirements – one supplier.

Commend Intercom systems have been installed in many car parks and garages worldwide, either directly or in cooperation with other companies. A few selected examples illustrate the wide range of requirements covered:

References	Short description
<p><b>Garage Linzergasse, Salzburg (A)</b></p> 	<p>Single garage in the old part of Salzburg featuring Intercoms at entrances, exits, ticket machines, office and technical areas, gates and doors, and a special electrical fuelling station. Counter Intercoms at both pay stations. Day/night switchover to a central control point via ISDN.</p> <ul style="list-style-type: none"> <li>• 1,200 spaces</li> <li>• 2 entrances/exits</li> <li>• 14 Intercom terminals</li> </ul>
<p><b>Levapark, Levallois (F)</b></p> 	<p>Centralised administration for 12 parking facilities in the city of Levallois (in the Paris area) via IP networks. Digital Intercom Modules in all entrances, exits and ticket machines in OpenDuplex®. The facilities link up to a central facility management system via an IP network.</p> <ul style="list-style-type: none"> <li>• 4,100 spaces</li> <li>• 256 entrances/exits</li> <li>• 512 Intercom terminals</li> <li>• 67 help points</li> </ul>
<p><b>Q-Park (NL)</b></p> 	<p>Q-Park is one of the three leading companies in the parking sector and is responsible a total of 525,000 parking spaces in ten European countries. Parking Intercom provides link-up of parking sites to a single remote operations centre.</p> <ul style="list-style-type: none"> <li>• 36,844 spaces</li> <li>• 678 entrances/exits</li> <li>• 1,238 Intercom terminals</li> <li>• 234 help points</li> </ul>

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