commend

COMMEND

SAFETY & EFFICIENCY
IN HEALTHCARE FACILITIES

Intercom for Medical Centers

TRUSTED. COMMUNICATION. ALWAYS.

INTERCOM ASSISTANCE FOR MEDICAL APPLICATIONS
BECAUSE EVERY SECOND COUNTS

In today's healthcare facilities, where budgets are tight and demands are high, the need for reliable and efficient communication systems is greater than ever. These systems must not only ensure the safety of patients and staff, but also optimize workflows in clinics and departments. Cost-effective solutions that work seamlessly for both routine and critical emergencies.

The backbone of this efficiency are highly efficient Intercom solutions that enable unified communication. They support and connect all areas of a modern healthcare institution – from patient care to operating rooms, from emergency rooms to ambulance services, from laboratory services to administrative offices. For optimized workflows and fast, coordinated responses to any challenge.

Networking of Departments, Clinics and Locations
Buildings, campuses and facilities can be easily networked and operated via a central control desk and the Symphony Cloud application.

Interfaces and Integration
Networking Commend systems with various other systems offers unique advantages through automation or the simple use of inputs/outputs.

System Availability
High availability through end-to-end self-monitoring, avoiding downtime.

COUNTER INTERCOM SYSTEMS

Any shielding, such as plexiglass reception windows, must not obstruct clear communication and full speech intelligibility. This is where Commend's smart, cost-efficient counter Intercom solutions come into their own. With carefully selected components and proven audio technology, they provide the necessary level of security to stay in touch even where physical contact must be avoided.

INFORMATION AND INTERCOM VOICE ASSISTANT

Networkable IP loudspeakers and IP amplifiers are the perfect addition to Intercom: secure, simple and straightforward. Commend IP-PA systems enable voice announcements and the playback of pre-recorded messages to convey information, warnings and evacuation instructions. IVY Virtual Assistant, the world's first Intercom voice assistant system, offers revolutionary possibilities for considerably reducing the workload at control desks and security centres, while simultaneously improving service quality.

EFFECTIVE EMERGENCY PREPARATIONS AND RESPONSE

Cross-departmental communication allows for a fast and coordinated response to any challenge, e.g. by integrating mobile radio (Tetra / Analog) for direct communication with the emergency services. Simultaneous scanning of up to 8 channels (channel mixing) allows subscribers to follow conversations on multiple channels at the same time. Radio channels are easily selected with the press of a button, caller identity is displayed and the status message is transmitted.

COMMUNICATION WITH PATIENTS

Even if they sometimes wish they could, nurses cannot always stay in the rooms with all patients at the same time. Acoustic monitoring of a room, along with a nurse's years of experience, offers an excellent service here while also ensuring flexibility and cost efficiency. Other possible services include video tele-sitting, activity monitoring, tele-patrolling, telehealth, intensive care unit monitoring and staff safety monitoring.

UNIFIED COMMUNICATION

Unified communication at its best: urgent calls from an operating room to the emergency room, announcements in the corridors and waiting rooms, or nurses who need to listen in on a patient's room: all communication takes place on a unified platform. This cuts costs while offering maximum flexibility.

A central workstation provides a complete system overview for receptionists and nursing staff, so that they can respond immediately in an emergency. Receiving emergency and information calls, announcements and alerts, reporting, scheduling, call statistics and voice recording. Also provides links to building management systems.
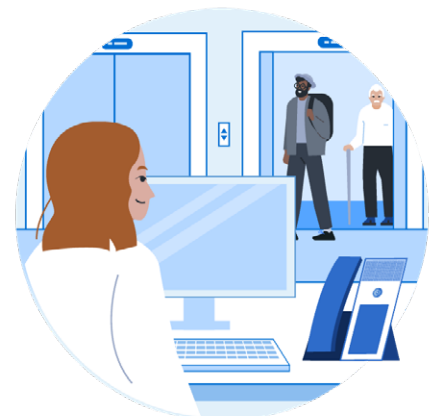
Speech Intelligibility
Excellent speech intelligibility regardless of background noise.

IP-based PA
Instantly respond to announcements and answer back not only via intercom stations but also via the loudspeakers.

Unified Communication
A standardized platform for more efficiency in operational and security communication.

INTERCOM FOR THE SAFETY OF PATIENTS AND STAFF
SECURITY GUARANTEED, ALWAYS

A safe environment for patients is of the utmost importance. That is why Commend systems also improve emergency response, ensure clear communication in critical situations and support clinical workflows, enabling medical staff to provide fast and accurate assistance. Because every second counts. Thanks to flexible communication channel management, seamless integration with existing systems and the ability to quickly adapt to new operational requirements and workflows, Commend systems ensure that every aspect of communication is handled efficiently.

This reduces the need for additional infrastructure, lowers maintenance costs and ultimately also the total cost of ownership.

ENSURE SAFETY AT ALL TIMES

Medical personnel are too often exposed to attacks, both from angry patients and from stressed relatives. Valuable support is here provided by an Advanced Security Building Intercom System (ASBIS) that is precisely tailored to the needs of the medical facility.

Silent alarms go unnoticed by attackers, helping to prevent further escalation. In addition, access to secure areas can be granted locally from the nurses' stations, ensuring smooth and rapid operation.

AI-Assisted
Ivy Virtual Assistant enables improved workflows while reducing the workload of personnel at control centers.

Inclusion
Maximum barrier-free access through communication solutions for people with disabilities or language barriers.

Evergreen Technology
Long-lasting products, long-lasting technology and flexible extension options for maximum cost efficiency over the entire life cycle.

EMERGENCY MODE FOR IMMEDIATE EMERGENCY RESPONSE

For daily routine operations, Commend Advanced Security Building Intercom solutions run in Normal Mode. This ensures that even complex organizational and security-related tasks are perfectly supported. If an incident occurs, the system switches to Emergency Mode and becomes an emergency response system. This meets the high requirements of ISO 62820-2 and supports the procedures described in ISO 62820-3-2.

ACCESS ASSISTANCE

A broad portfolio of Intercom devices (including flexible OEM modules) guarantees the perfect addition for every communication hotspot. QR code, cameras and access readers (RFID, BLE, NFC) can be integrated into Intercom devices or used separately. Standard IT interfaces allow further security and building management systems, such as access or video management, to be seamlessly connected to the assistance system. Perfect speech intelligibility ensures that every word is understood immediately and that problems are quickly resolved, even in the most diverse ambient noise conditions.

INTEGRATION OF ASSEMBLY AREAS

Reliable emergency and evacuation systems with bidirectional communication guarantee a fast response and ensure safety and information in every situation. Info Points at the assembly points facilitate contact with the control center and allow the connection to be maintained while dynamic escape routing provides a safe route to the assembly point.

LIFT COMMUNICATION AND STANDARD-COMPLIANT LIFT EMERGENCY CALL

Safety at all levels: Safety communication for lift users in the lift cars and for technicians in the lift shafts and machine rooms is extremely important. The introduction of the European Standard EN 81 has further increased this priority. Commend Intercom systems for the lift car, the lift shaft, the machine rooms and the cabin roof fully comply with the relevant regulations of EN81-28:2018.
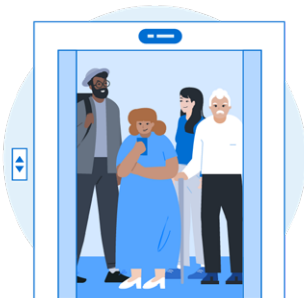
HEAR, SEE, RESPOND

Integration is the key to a perfect overview. The SOC / control room is the hub for security communication and other services. Calls are received from the Infopoints throughout the medical campus, as well as from the various visitor and staff car parks and all access points. IVY Virtual Assistant provides support with the latest AI technologies.

In the event of an incident, the SOC / control room starts the emergency operation plan (EOP). Commend's security and communication solutions for medical facilities meet the strictest policies and regulations in the medical sector and enable direct, cross-site security communication across building complexes.
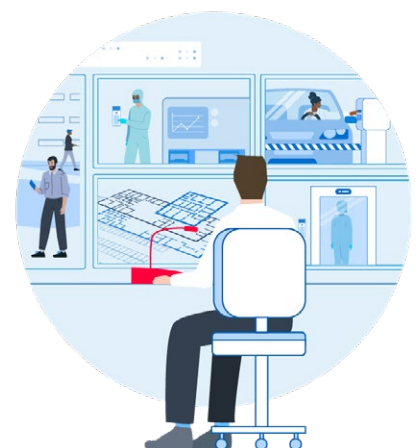
Customized Design
Customized terminals and call stations according to architects' and customers' requirements.

Cybersecure Connectivity
Multi-layered cybersecurity for the highest possible resilience against cyberattacks.

Instant Call Answer
When every second counts, security and service personnel must be able to respond to calls immediately, without delay.

TEN INTERCOM HOTSPOTS FOR SECURITY AND PROTECTION

1 MULTI-FUNCTIONAL INTERCOM TERMINALS

The versatile touch-screen user interfaces and wide range of integrations of system technology for audio, video and data allow for smart communication solutions. The terminals are available as wall-mounted devices, but can also be fully integrated into the building structure. With the help of built-in modules, building operators can put together their own solutions and adapt them to their environments and external appearance.

2 MANAGING PEOPLE FLOW

Advanced Security Intercom offers modern building assistance for access control, visitor management and campus-wide audio, video and graphic information broadcast. Commend terminals are true multi-function devices, whether they are used for visitor registration via QR code, access control (RFID, BLE), as info points or for classic Intercom functionalities.

3 MODERN CLOUD SERVICES WITH AI ASSISTANCE

To ensure that all this can continue to be handled safely and conveniently in the future, Commend is already focusing heavily on cloud services and personal AI-based voice assistance with Symphony Cloud Services and IVY Virtual Assistant, the world's first intercom voice assistance system. It offers revolutionary possibilities for reducing the workload at control and security centres while simultaneously improving service quality.

FOR A ROUND THE CLOCK AND LONG-TERM SECURED INFRASTRUCTURE

4 CONTROL CENTER MANAGEMENT

Handle incoming calls, activate video or seamlessly control integrated systems: with the specially designed ergonomic user interface, work at the gate or at the security control center is incredibly easy and efficient. Shared access to call and remote control lines and parallel operation ensures a perfectly balanced relationship between on-site support and central control: building operations benefit both in normal operation and in crisis situations and emergencies.

5 LOUDSPEAKERS, INFORMATION AND "TALKING CAMERAS"

Announcements and digital messages in lobbies, hallways and on outdoor grounds, as well as the playback of pre-recorded messages for information, warnings and evacuation assistance, are valuable sources of information in everyday and emergency situations. Particularly when video images alone are not enough. Hearing and, above all, being heard, as well as the ability to intervene via a direct voice connection, are important tools when it comes to safety in large buildings and on company premises.

6 EMERGENCY MODE WITH INTEGRATION OF ASSEMBLY POINTS

Thanks to their versatility, Commend terminals not only perform reliably in day-to-day operation as part of complex building processes, but also feature a unique special feature: the "Emergency Mode". At the push of a button, the entire system becomes a comprehensive emergency and danger response system that proactively supports the management of extraordinary events. This ranges from evacuation assistance with emergency exit signs and audio support, to assistance at assembly points, to support for crisis communication in control centers and control rooms.

7 COMMUNICATION FOR EMERGENCY AND DANGER RESPONSE

Buildings can very quickly become the scene of dangerous and highly diverse emergency situations . Risks such as fire or smoke, medical emergencies and, last but not least, violent acts, including terrorist attacks, all pose complex and dangerous situations that require rapid response. ASBIS – Advanced Security Building Intercom Systems from Commend meet all current norms and standards for supporting emergency operating plans.

... EVERYDAY AND IN EMERGENCIES

8 CRITICAL INFRA-STRUCTURE

Cyber resilience for the protection of building and business security is one of the highest priorities, and reliability is an absolute must. With "Privacy & Security by Design", Commend systems are designed to resist cyber-attacks and ensure reliable protection of critical infrastructures, from the perimeter, all the way in, deep into protected building areas. Seamless, secure communication for secure business continuity.

9 MOBILE SOLUTIONS

Symphony Cloud Web Clients and Mobile Clients serve as flexible and mobile control centers that can be used via a browser or smartphone app. Both solutions improve awareness and mobility, making it easier to accept calls and manage information anytime, anywhere.

## 10 EASY COMMUNICATION MANAGEMENT

All building operation challenges can be handled down to the last detail with predefined information management scenarios and clear priorities. Useful information about current processes and response options quickly and reliably reaches the right communication target at all times.

UP-TO-DATE INFORMATION, RELIABLE AND CONSTANT
SECURE INTERCOM SOLUTIONS
FOR SMART INTERCOM ASSISTANCE

Wherever challenges to security and security processes are particularly high, and reliable communication is essential, Intercom terminals with their diverse assistance functions ensure smooth processes and fast response to extraordinary events.

IN EVERYDAY LIFE

Acting as digital assistants, the communication terminals offer visitor guidance for reception areas, convenient door intercoms for indoor and outdoor areas, and interactive Intercom stations in treatment rooms, patient areas, elevators, stairwells and hallways.
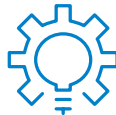
IN CASE OF EMERGENCY

In emergency mode, the solutions enable security communication, advanced crisis communication, integrated video communication with the highest audio quality and guaranteed system uptime through 24/7 self-monitoring.

CALL POINTS FOR HELP AND INFORMATION

Information and emergency call points are as versatile as they are valuable. They allow for secure communication in treatment and patient areas, as well as the integration of building-critical additional systems, such as RFID or QR code readers. They can be used to answer routine questions and provide valuable additional information via touch and graphic displays.

Integrated communication solutions provide people seeking help with the means to contact the right service centers, emergency centers or security service providers. Info and emergency call terminals ensure rapid response, particularly in critical situations.

Reliable, fast and high-quality video and audio assistance that you can rely on in any situation.

DESKTOP KITS
Converts conventional wallmount stations into compact desktop control stations and allows them to be placed on consoles or desks in work areas.

ACCESS READER HOUSINGS
Various empty housings enable the use of access reader systems, turning a normal wall-mounted intercom station into an efficient security guard.

EXPANSION MODULES
Additional I/Os and audio interfaces, connections for external loudspeakers, microphones and headphones, line in/out connections and output contacts for door openers.

ID/OD TOUCH DEVICES
Multifunctional interactive touchscreen terminals are suitable for both indoor and outdoor use. Thanks to its IP65 rating, the outdoor version is well protected against the weather. The customizable user interface allows for individual adaptation to the respective application, and external content can also be integrated as needed to ensure maximum flexibility and functionality.

Hello, I'm ivy

I CAN HELP IN EVERYDAY SITUATIONS ACTING AS THE WORLD'S FIRST AI-BASED INTERCOM VOICE ASSISTANT.

AI TECHNOLOGY CHANGES EVERYDAY LIFE

Are you looking for a helping voice at your front door, in registration areas, at emergency call or information terminals? Meet Ivy Virtual Assistant – the world's first artificial control center intelligence that can speak and respond to requests like a human!

Ivy has been specifically designed to serve two purposes: **supporting staff at central operator workstations** and **taking service levels into the next dimension**. To make all this possible, Ivy's conversational skills are backed by cutting-edge AI technologies, from machine learning to natural language processing. It is delivered through our secured Symphony Cloud Services for reliable, resilient performance.
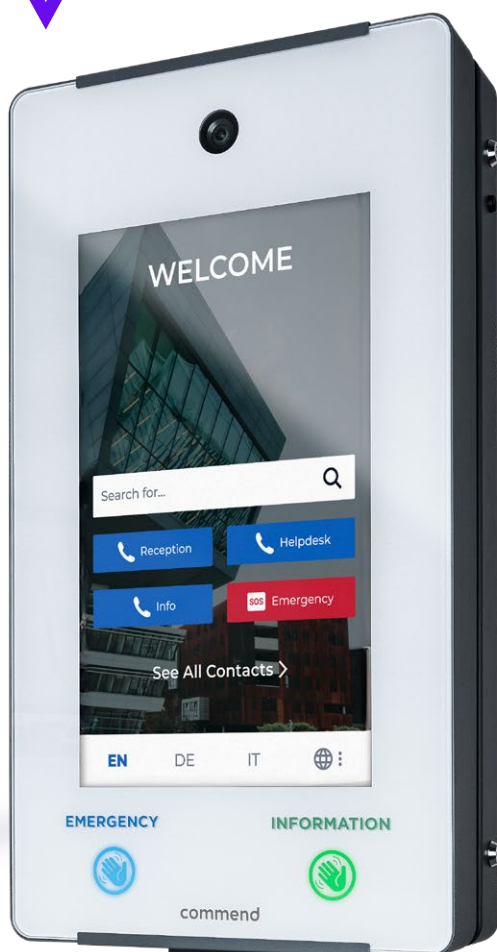
FOR A CUSTOMIZED STYLE

IM6 – INTERCOM MODUL

A versatile IP-based "multi-sensory" Intercom module that offers a wide range of possibilities. It supports touch displays via HDMI, has an integrated Class D amplifier for high audio quality and offers flexible connectivity with RJ45 and USB ports. It also has integrated inputs and relay outputs, making it the ideal choice for a wide range of applications.
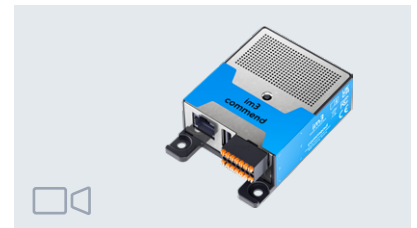
IM3 – INTERCOM MODUL

A super compact IP-based intercom module for building customized Intercom stations and OEM solutions. With smart audio amplifier technology, RJ45 and USB connectivity, and built-in input and relay outputs, it provides superior audio quality and user-friendly connectivity for seamless integration into various communication systems..

CM1 – CAMERA

HD camera with HS-Link connection, optimized for the im3 and im6 module series for best performance.
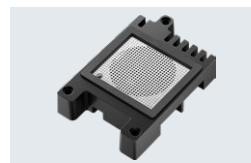
LSM – LOUDSPEAKER

High-performance loudspeakers for the module series im3 and im66

AFIL – INDUCTION LOOP

Audio induction loop retrofit kit for transmitting Intercom audio signals to hearing aids

SYMPHONY CALL MANAGEMENT

Symphony Call Management is a revolutionary solution that gives back-office staff the power of a dynamic service or control center. A virtual Intercom station that is incredibly adaptable and easy to use – without the need for additional software!

Whether at work or on the go, calls are effortlessly answered at all times. The user interface is so intuitive that you can quickly access contacts, favorites and the call list. Incoming calls are seamlessly handled with advanced call center functionalities such as call queuing and call forwarding. Communication and perfect service, available 24/7!

symphony cloud

CENTRAL CONTROL FUNCTIONS

Call queues – call forwarding – call pausing – remote access – activity log with snapshots

CLOUD BASED

Seamless access via the Symphony Mobile App or web browser, with cloud hosting to ensure everything is up to date

EVERYTHING UNDER CONTROL

With live streams from up to two video cameras and browser notifications for incoming calls

CYBER SECURITY

Developed according to the principle of "Privacy and Security by Design"

HIGHLIGHTS OF A COMMEND SOLUTION FOR HEALTHCARE FACILITIES

Networking of Departments, Clinics and Locations
Buildings, campuses and facilities can be easily networked and operated via a central control desk and the Symphony Cloud application.

System Availability
High availability through end-to-end self-monitoring, avoiding downtime.

Interfaces and Integration
Networking Commend systems with various other systems offers unique advantages through automation or the simple use of inputs/outputs.

Speech intelligibility
Every single word comes through clearly and distinctly, even under the most difficult acoustic conditions, such as at entrance barriers or next to loud building services engineering.

Inclusion
Maximum barrier-free access through communication solutions for people with disabilities or language barriers.

Cybersecure Connectivity
Multi-layered cybersecurity for the highest possible resilience against cyberattacks.

Instant Call Answer
When every second counts, security and service personnel must be able to respond to calls immediately, without delay.

AI-Assisted
Ivy Virtual Assistant enables improved workflows while reducing the workload of personnel at control centers.

Evergreen Technology
Long-lasting products, long-lasting technology and flexible extension options for maximum cost efficiency over the entire life cycle.

CONTROL CENTER MANAGEMENT AND NETWORKING
YOUR ASSISTANTS FOR COMPREHENSIVE OVERVIEW AND CONTROL

Commend control desk systems provide a complete overview of the entire system and enable operating personnel to respond quickly in emergency situations. Even complex Intercom networks or video and control functions can be easily and reliably controlled thanks to the user-friendly interface.

BENEFITS OF A CONTROL CENTER SOLUTION FROM COMMEND

– **Effortless Operation and Comprehensive Overview** of all hardware and software components at the control center thanks to a well thought-out operating concept. This **enables full concentration** on the callers (visitors, people needing help, employees, etc.)

– **Simplified Control Functions** for all information sources converging at the control center: audio, video and data.

– **Seamless Documentation** extending to audio/video recording improves the quality of the control center service and enables events to be traced seamlessly.

– **Automatic Call Forwarding** to another control center, Intercom station (stationary/mobile), or to the public telephone network. This ensures that control center personnel is always reachable, even if the control center itself is temporarily unmanned.

– **Optimum Response Times** thanks to automatic call distribution to several control stations during high call volumes and prioritization of calls, e.g. emergency calls.

STUDIO - Visual control center management
Clearly designed graphical user interface for comprehensive control with the aid of visualization and functions for call recording and logging.

CONDUCTOR control desk system
Modular control station system with display, full keypad, programmable buttons, expandable with one-touch button module. Supplemented by a gooseneck microphone and handset module for flexible communication.

id8 - Symphony control center intercom
Control station with 8-inch touch display, freely programmable button and optional camera. Expandable with one-touch key modules for immediate response via direct connection.

Desktop intercom stations with control station functionality
Master and control station intercoms with LCD display, optionally with gooseneck microphone, handset or speed dialling module

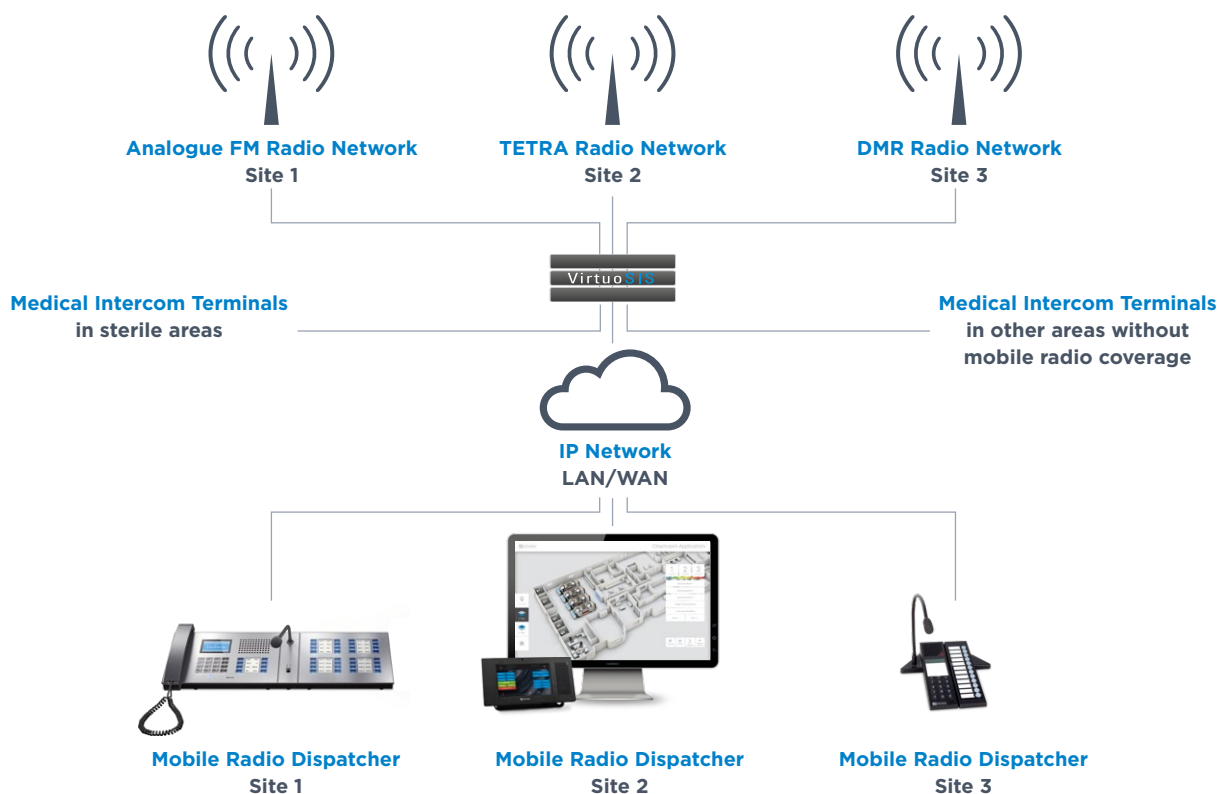# IN-BUILDING RADIO COVERAGE

Commend offers the unique possibility of connecting mobile radio and Intercom stations across multiple locations and technologies. In this way, the Commend solution overcomes the limitations of mobile radio and makes it part of the overall building communication system.

This means, for example, that staff in the emergency room can use their stationary Intercom terminals to talk to emergency services via mobile radio, enabling them to prepare for the emergency situation at hand in the best possible and most timely manner. This makes coordination between teams easier, more flexible and more efficient.

Calls to and from Intercom stations

Support for DMR, TETRA and Analogue-FM radio standards

Calls to subscribers in remote radio networks

INTERCOM STATIONS AS MOBILE RADIO DISPATCHERS

The Intercom stations in control centers can also be used as radio devices, eliminating the costs of a separate radio communication system. However, the cost savings is just one of many advantages, as the Commend platform and its networking capabilities open up a wide range of solutions that would not be possible with classic mobile radio. Users of the Commend platform can even make calls to remote mobile networks. In addition, all calls can be recorded if required. This function can be particularly useful for emergency communication for evidence and evaluation purposes.

Analogue FM Radio Network
Site 1

TETRA Radio Network
Site 2

DMR Radio Network
Site 3

VirtuoSIS

Medical Intercom Terminals
in sterile areas

Medical Intercom Terminals
in other areas without mobile radio coverage

IP Network
LAN/WAN

Mobile Radio Dispatcher
Site 1

Mobile Radio Dispatcher
Site 2

Mobile Radio Dispatcher
Site 3

COMMUNICATION IN STERILE AREAS

The safety and cleanroom standards in operating theatres and laboratories are extremely high and subject to strict technical requirements. This is understandable, but it also complicates operational communication. Commend develops technically superior communication solutions that adapt perfectly to the working environment, increase efficiency and ensure greater occupational safety.

LABORATORY AREAS

By their very nature, clean rooms are isolated areas. Here, Commend communication technology ensures that the connections remain open. Through integration into the public address and telephone systems, these areas are seamlessly connected to everywhere else. In the event of an emergency, it is possible to respond quickly, provide information and evacuate the building.

OPERATING THEATERS

To enable surgical teams to exchange crucial information efficiently and with external areas securely and hands-free, call stations are installed at fixed strategic points in the operating area or integrated into medical devices. This means that they are always within easy reach for everyone.

Designed in accordance with EN ISO 14644-1 Class 1–9

Hygienic design in accordance with the GMP objectives.

Hands-free communication

This allows users to keep working while they are speaking.

Closed-sealed membrane surface

IP66 protection rating.

Version conforming to IEC 60601-1 (2nd Edition) with anti-bacterial sealing membrane.

Surfaces are designed to withstand strong cleaning fluids.

A specially developed, imprinted loudspeaker surface enables perfect speech quality despite the device being fully sealed.

Always available

Automatic function monitoring for all system components (loudspeakers, microphones, lines, etc.)

Flush-mounted into a wall receptacle

Integrated into a wall surface

Mounted onto a wall surface

UNIFIED PA

ONE PLATFORM FOR A MULTITUDE OF POSSIBILITIES

The Unified PA solution is an integral part of Commend's holistic system concept. This approach opens up a range of unique possibilities for operators and a new level of efficiency for users in their everyday work. For example, any Intercom station can be used to make a Public Address announcement. At the same time, the unified platform makes sure that recipients can respond instantly to announcements by calling back via any Intercom station or even via a two-way loudspeaker.

Our solutions are used in buildings, industrial facilities and public infrastructures from public transport to Smart Cities to ensure uncompromising safety and efficiency.

Announcements are broadcast via Intercom stations, with the option to make an immediate response call.

Each individual Intercom station can be used to initiate a PA announcement.

PA announcements can be initiated from any Telephone.

Loudspeakers come with direct network connection and the ability to adjust their volume dynamically to ambient acoustic conditions.

Powerful networked IP-based amplifiers with 70/100 V loudspeakers.

Integration and interfaces to other systems (VMS, admission control, etc.).

Networking of multiple sites enables decentralised solutions. Commend Industrial Intercom: the unified platform for reaching any and all recipients anywhere, any time.

Audio Management

Flexible zone definitions

Live and pre-recorded announcements

Scheduled or event-triggered announcements

Custom combination of pre-recorded announcements

Commend Studio

for visual Audio Management

BASED ON ADVANCED NETWORKED IP TECHNOLOGY

to enable ultimate flexibility and scalability

COMPATIBILITY WITH OTHER SYSTEMS

helps to keep operating costs down while enabling integrated overall solutions.

SETTING NEW STANDARDS FOR PUBLIC ADDRESS SOLUTIONS

with complementary two-way communication and programmable logic control functions.

FROM SERVERLESS SOLUTIONS TO VIRTUAL SERVER ENVIRONMENTS

for attractively priced and purpose-built solutions, whether decentralised or centralised.

FULL SYSTEM SELF-MONITORING

Everything a modern security solution needs – IT security included.

PERFORMANCE AND ENERGY EFFICIENCY AT ITS BEST

thanks to systems that require only few components and support decentralised concepts while leveraging latest Class-D amplifier technology.

IP-NETWORK LOUDSPEAKERS
SERIES AFLS

A wide range of innovative functions sets the network-compatible Commend IP loudspeakers apart from any classic PA solution. Since IP-based loudspeakers by Commend can be used in IoIP as well as SIP environments, they integrate easily and seamlessly into Commend Intercom or VoIP/SIP-PBX systems.

Another feature that raises the loudspeakers above classic PA systems is their upward compatibility. This allows new functions to be added effortlessly via a simple software download.

HIGH VOLUME CAPACITY AND BRILLIANT SPEECH QUALITY
Thanks to integrated 10-Watt Class-D amplifier. Intelligent Volume Control (IVC) automatically adjusts the volume setting to ambient acoustic conditions, even while outputting sound.

NO NEED FOR CENTRAL AMPLIFIERS
Direct network connection via IP using PoE. This enables solutions with separately placed loudspeakers as well as decentralised arrangements.

ZONES AND ADDRESSING
Each loudspeaker can be addressed and configured individually. Loudspeakers can be assigned to individual groups and zones.

IP horn loudspeaker
AFLS 10H HG | IP66, for outdoor areas and industrial environments. Max. sound pressure: 118 dB.

IP projector loudspeaker
AFLS 10H PW | IP54, for indoor and outdoor areas that are protected against environmental influences. Max. sound pressure: 101 dB.

IP ceiling/wall loudspeaker
AFLS 10H CW | IP 54, for indoor areas. Max. sound pressure: 105 dB.

IP cabinet loudspeaker
AFLS 10H SCW | for indoor areas. Max. sound pressure: 102 dB.

EN 81 COMPLIANT
LIFT EMERGENCY CALL SYSTEM

"What happens in case of a technical fault or in an emergency situation?" This is a question every company with lift facilities will have to face — and find a proper answer to. Lift emergency call systems by Commend provide a competent solution that meets the highest personal safety standards. Customisable and easy to install, the system delivers voice messages with ultimate clarity in brilliant speech quality.

Round-the-clock help at the push of a button

Commend communication technology connects calls much more quickly than conventional emergency call equipment. In case a call is queued, a pre-recorded message reassures the persons in the lift car and helps to avoid panic situations.

Integration with control centres

Emergency call recipients (e.g., a local or regional control room) can be defined as needed. In case a call cannot be answered immediately, it can be forwarded to other Intercom stations, telephones or mobile devices.

Flexible connection technology

Individual components can be integrated into the Commend communication platform either via the IP network (IoIP/SIP) or using digital 2-wire connections. Upon request, any combination of these can be implemented as well. Any existing cable lines can be reused, which eliminates extra costs.

The solution can be integrated in the Commend system or SIP-PBX systems as needed.

### Standard compliant function self-checks

According to European standards, lift facilities must be fitted with an emergency call point. The regulations require an inspection and test call to be performed on each call point at regular three-day intervals. The Commend solution does this fully automatically, saving valuable staff and time resources.

An additional loudspeaker-to-microphone and line monitoring function ensures the permanent readiness of the stations.

What is more, the call button can also perform a self-check and simulate an emergency call to make sure everything is working properly.

In case a self-test fails, the system instantly notifies the technical staff in charge.

Since all self-tests are logged, they can be audited later on if necessary.
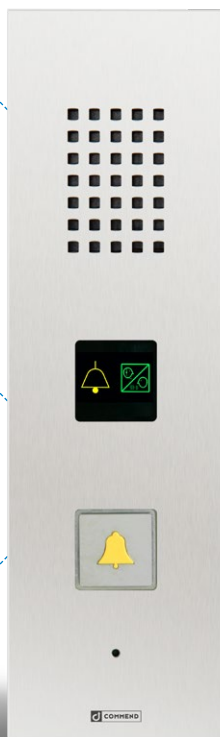
Lift emergency call station

Y-LIFT-S | Station with remote-testable call button and two rear-illuminated status indicating pictograms. V-2A front panel for integration into lift control panels.

Functional emergency call station for lift car roofs and lift shafts

EF 870AEN81 | Station with robust steel housing; colour: Signal Yellow.

Flexible modules for lift cars

Commend also provides a range of optional modules in various form factors and scopes that can be integrated into the system upon installation or retrofitted later on.

In most cases existing loudspeakers, microphones or display units (pictogram panels) can be connected to a new module to retain the lift manufacturer's overall design.

INTERFACES
BETTER TOGETHER

When it comes to security and communication, the smooth interplay of all integrated components is essential. Reliable data exchange allows processes to be mapped across different systems to leverage their full potential. Commend Intercom systems support open standards such as OPC, SIP and TETRA, DMR, Modbus, KNX, SNMP and others, offering a variety of well-tested interfaces to third-party systems.

INTEGRATE → **AUTOMATE** → **PROFIT**

Interfaces and open standards enable a seamless integration of various different systems.

Data exchange between the systems is fully automated. Triggers events and actions can be defined across all integrated systems to suit individual needs.

If required, you can easily set up automated processes that help you maximise efficiency and ensure personal safety for your staff.

Video	Audio / Public Address / PAGA	Building and Facility Management Modbus / KNX / OPC UA
VoIP/SIP-Server*	VoIP/SIP telephones / Analogue telephones / Mobile telephones	Public telephone networks
Monitoring inputs and controlling outputs	Access management for barriers and doors	Digital and analogue radio systems
Signal beacons, display panels and visual alarms	Sensors	SDK — Custom interfaces and third-party systems

TECHNOLOGY PARTNERS

You can interface your Commend system with third-party systems of leading manufacturers**.
Options range from video management systems to access control equipment and PA solutions.

TKH GROUP | TKH SECURITY   Genetec   milestone   advancis   SIEMENS

vidsys   Honeywell   SECURITON   Hanwha Techwin   AVIGILON a Motorola Solutions Company

Lenel United Technologies   PACOM   prysm COMMAND AND CONTROL SOFTWARE   IndigoVision   Dallmeier

ela soft   FLIR   Qognify   PKE   GEUTEBRUCK

SMC gateway   sepura   MOTOROLA SOLUTIONS   AVAYA   GALLAGHER

* SIP-PBX compatibility: Digium | Cisco | AVM | Alcatel | Mitel | Siemens | Kamailio | Innovaphone | Unify | 3CX | Starface | Aastra | Elmeg | Avaya | FreeSWITCH.

** All products or company names mentioned here are brands or registered trademarks of their respective owners.

PHYSICAL AND CYBER SECURITY ON ALL LEVELS

In **networked digital landscapes**, cyber attacks against companies, infrastructures and supply chains are rapidly evolving. "Be aware and prepared" is the most important defensie premise, and the key to assuring and maintaining **business continuity**.

To meet the growing **threats from cyber and physical attacks**, stricter regulations and guidelines for the **protection of critical infrastructures** are being enforced worldwide.

In Europe, for example, from October 2024 the **NIS2 (EU 2022/2555) and RCE (EU 2022/2557)** directive for the increased resilience and physical security of critical infrastructures will be valid. Keeping up with the latest technology is therefore not only recommended but crucial for the resilience of each company, not only ciritcal infrastrucures.

Commend as the world's first Intercom manufacturer, certified according to EN 62443-4-1 and ISO 27001, offers its customers the necessary level of cyber security on multiple levels:

– Physical security
– Network security
– Data security
– Fail safety

We actively help our customers' IT departments, the better handle the enormous task of cyber security.

COMMEND – A PIONEER IN COMPLIANCE AND SECURITY

High outage costs, image damage, monetary claims, subsequent replacement of relevant components, data theft, etc. Just one possible weak point is enough to seriously disrupt operations. Therefore, at Commend, we are at the forefront of cyber security and always on the leading edge of technology.

IT-SECURITY BY COMMEND
- "Privacy & Security by Design" (PSBD)
- External PEN-TESTS by TÜV Süd
- Use of secure standard Internet protocols
- Standard use of secure cryptography (PKI)

ISO 27001

DEFENSE IN-DEPTH STRATEGY
- Development process with a systematic focus on cyber security
- Combinatorial security tests (threat modeling)
- Security advisory program for active vulnerability monitoring and disclosure policy

NETWORKED SECURITY FOR GENERAL AND CRITICAL INFRASTRUCTURES

With security technologies like access control, video technology, and Intercom systems, perimeters and entrances to critical infrastructures are effectively protected. They are integral part of the connected digital ecosystem, part of the IT landscape, and thus vulnerable to the same cyber threats that are causing problems in the online world.

A cyber-attack on these systems is not only a security gap, but a high risk of a serious disruption of operations. Every connected device can become a Trojan horse, and the boundaries between physical and cyber security disappear.

Operators are strongly advised to implement measures such as reporting, risk analysis, crisis and risk management, and the creation of robust emergency plans to ensure that their security measures are appropriate, proportionate and technologically up to date. In countries where corresponding laws based on regulations such as NIS2 (EU) or regulations like the NIST frame-work (USA) already apply, compliance with these measures is monitored by authorities and government agencies.

trust.commend.com

COMMEND WORLDWIDE

23 sales organisations, operating in more than 60 Countries.
More than 550 employees worldwide.

AUSTRIA

OBS ESSIVE ABOUT QUAL ITY

TRUSTED. COMMUNICATION. ALWAYS.

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 a global market leader with more than 50 years of experience in speech transmission, we provide not just Intercom and video connections with interfaces to third-party systems, we also provide products that open up new possibilities for integrated solutions. Commend is the preferred choice for hands-free voice communication systems all over the world.

Ready for innovative Commend solutions in your company building? Contact us now!

QUALITY TESTED. RELIABLE. WELL-DESIGNED.

Digitization has greatly simplified life, yet it has also brought forth challenges. The digital landscape provides fertile ground for cybercrime, making cyber security a paramount focus. At Commend, we prioritize Privacy and Security by Design, guiding our product development, IT technology choices, and consistent updates, including vital cyber security fixes.

Commend International, situated in Salzburg, Austria, holds ISO 27001 certification for Information Security Management, demonstrating our steadfast dedication to maintaining the highest security standards. Additionally, our development and manufacturing processes align with EN ISO 9001:2015 standards, reinforcing our commitment to operational excellence.

Discover more about our unwavering security commitment at **trust.commend.com**