



SHARING THE EXPERIENCE

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■ Events

SHARING THE EXPERIENCE

International conference for Commend sales partners

→ Every two years, the sales teams from Commend partners over the whole world meet to exchange experiences. This year, they were called together once more: 80 guests from 15 countries and 40 colleagues from Commend International met at the Krallerhof in Leogang, in the middle of the wonderful Salzburg Alps. The marketing department presented new concepts as a further development of the marketing strategy and with feedback of customers of our trend-setting communication and safety solutions.

Success stories were heard from the individual countries which clearly show how Commend products are conquering

new applications. This 'growing into' new markets and applications is tradition. Two years ago, the theme was called "Reaching new horizons" – and Commend began with solutions for public transport with the grouping "Mass transit Intercom". This year, the focus was on a new application for which Commend has already successfully delivered systems and put them into operation: "Campus Intercom".

Campus Intercom

In particular over the last months, schools and universities have unfortunately hit the headlines and the calls for better public safety have increased.

Dear Readers!



Now in Autumn, when it is important to enter the last months of the year full of energy, we would like to present you with interesting new products and solutions.

With the new G7-V24-PRO-IP interface card, we can show you an interface which copes with the connection of external products via data networks in very simple manner. Allow yourself to be fascinated by the possibilities which we will present to you in this Commend News!

The new vandal resistant Intercom substations EF 863 / EF 563 further refine our product portfolio. They have been developed for the most diverse of applications – analogue or digital, and with one to three call buttons. Their robust construction and the EF 863's Commend DSP-technology equipment make these Intercom terminals the perfect interfaces between the public and the control room for countless safety and communication solutions.

Exchange of experiences is very important in the world of global Intercom. For this reason, the sales teams from our worldwide operating Commend partners meet every two years. Read more about this year's Commend International Meeting, and discover at first hand which new concepts will be put into practise in the near future.

I wish you an exciting read in this new edition of Commend News!

Yours sincerely, Hermann Haslinger.



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→ An important element of every safety concept is the Intercom system with which, thanks to the well developed technologies, help can be called for in crisis situations. Evacuation announcements can be made coupled with access control mechanisms as well as barriers or doors. Common in a safety system, the switch station for communication is a control room, where as well as a control desk, a COMWIN graphical overview over the entire campus is provided on screen. SOS-telephones in the outer areas, emergency Intercom

stations in the corridors of building and Intercom stations at the entrances and driveways allow all people – students, teachers or visitors – to speak to the control room at the touch of a button. Questions can be answered quickly and without complications, and problems can be reacted to quickly before they lead to a crisis.

After two days of intensive discussions, all participants at the conference returned to their

home countries, full of new impressions and ideas. We can look forward to new solutions with which the Commend specialists worldwide will, more than ever, be able to meet the wishes and demands of the local customers in their countries! 



■ Products

EF 863 / EF 563: VANDAL RESISTANT INTERCOM STATIONS

The plus for function and safety in digital or analogue designs!

→ Many Intercom systems are communication solutions to enhance safety and comfort for visitors or users in a particular area. This is just as true for a multi-storey car park as for a shopping mall, a university site or a building, to name but a few examples. Most Intercom terminals are substations which call through to a central control room.

Competent personnel managing the control desk are able to answer questions and solve any occurring problems. On many applications, these substations are installed behind desks, or they are integrated into ticket machines and similar devices. In other locations, however, individual substations are installed which are clearly visible for visitors as emergency Intercom stations or information points.

The new Intercom station series EF 863

in digital or EF 563 in analogue technology have been developed especially for this application. Due to different housing variants, they can adapt to the most diverse of applications. For example, we have

an orange housing with a rain shelter and a clearly visible "SOS" marking for outside areas, as well as a housing in subtle, modern grey which blends in harmoniously in the corridors or the staircases of many buildings and shopping malls. On request, these housings can be delivered in specific colours. In this way, the design ideas of an architect can be implemented.

Flexible solutions – individual design

All Intercom stations in vandal resistant design come with a 3 mm strong stainless steel front plate which of course is weather resistant and protected against dust and water spray. The flush mount box, delivered separately, is a key advantage on a building site: This means that the →





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→ flush mount box can be installed into the wall and wired ready for the station to arrive several weeks later and no delays are caused to the installer.

Both the digital EF 863 and the analogue 563 are available with one, two or three call buttons, one of these can also be a red mushroom button. This allows the realisation of special applications for example a shopping mall. An emergency button and separate button for information calls are used so that the emergency call is transferred with highest priority to an alarm centre, whilst information calls go to an information stand. If an office centre is also connected, a third button for calls to reception can also be programmed.

More safety via self-surveillance

On the digital EF 863, there is a further variation with a piezo button. A two-colour LED ring shows the user the status – green means ready for operation, flashing red shows that the call is being connected and a steady red light signals an active call.



The ready for operation signal gives the user an additional feeling of safety e.g. in remote zones at railway stations or traffic terminals. The DSP technology means that the digital EF 863 can do more: OpenDuplex® and loudspeaker microphone surveillance. In combination with line surveillance, these are emergency call stations which independently monitor their own functionality continuously and in this way guarantee the highest possible operational safety. In particular on emergency

call systems, this is a crucial feature!

The future has already begun!

Commend is currently testing the prototype of the EF 963. This is the new IP-emergency call station or substation which is directly connected to the intercom server over the IP-network. The EF 963 will be officially launched at the beginning of 2008. More information about this new IP-station can be found in the next issue of Commend News!

■ Products

G7-V24-PROIP INTERFACE

IP integration made easy right up to the finest detail.

→ Admittedly, the possibilities which are created with the new G7-V24-PROIP interface card are far more elegant than its name. This name, however, explains exactly what the card does. It is a programmable IP interface card for the GE 700 Intercom server from Commend. The programmable V24 interface card G7-V24-PRO has been

in Commend's range for a few years now and has proved very successful. This interface is a protocol converter which transmits between systems made by other manufacturers and Commend products. The IP version is a consistent development of this product and is in line with movement of markets towards IP.

An example shows the advantages: a video switch is to be controlled from the Commend central control desk via the Intercom station and COMWIN. However, as Commend and the video switch have different protocols, the systems cannot easily communicate with each other. One of the manufacturers must therefore →

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integrate the other protocol into their system. Usually, customer-specific functions are also demanded, and the systems used are also individually configured as far as Intercom stations and cameras are concerned. One of the manufacturers would have to produce a special version of the operating software for a single solution, which would require a lot of support and updating.

Professional communication with external systems

This is all far simpler with a programmable interface! Both systems are delivered with their standard protocol, and can therefore be maintained later without problems, or even replaced in case of damage without having to take special functions and special individual software into account. Quite the opposite; standard components are used, and "translation" of the video switch protocol into the Commend protocol takes place in the programmable interface card.

The programme required for the protocol converter is easy to write and can be done by a local Commend partner as well as by an external supplier. The necessary SDK (Software Development Kit) is included with the card. This also contains the training required, meaning that third-party suppliers can produce programmes for these cards with no problem at all.

The highest possible flexibility is now guaranteed, and the optimum adaptation



for current and future requirements to meet market demands. The SDK is based on Basic Tiger® software which many engineers know well, meaning that familiarisation with the SDK is particularly easy.

Up to now, we had the G7-V24-PRO. This card was used to switch between two V24 interfaces. The logical further development to the G7-V24-PROIP is now instead of a V24 interface, an IP interface is used. Devices which have only one IP interface can be simply and elegantly integrated into the Commend safety and communication systems. Not only is the IP hardware controllable, but also a multitude of TCP/IP applications can be realised – from building safety and management to CCTV system surveillance to remote maintenance solutions.

... and still more possibilities

The G7-V24-PROIP is additionally equipped with comprehensive software.

An integrated webserver allows not only the configuration of the card but also control functions via a browser in the Intercom system. The Telnet access as a standard IP interface is a maintenance interface for control and protocols on the Intercom server.

There is also a programme-friendly COMWIN interface via TCP, an Email client (allowing automated delivery of Emails for particular events such as e.g. intruder alarms) and the synchronisation of the Tiger® Real Time Clock via SNTP, meaning an "official" time becomes available.

As you can see, there are a multitude of possibilities with the new G7-V24-PROIP interface card. Allow yourself to be convinced and speak to Commend partners about the applications and tasks that you use with this versatile card!



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