Market Segment:
Rail Infrastructure

Country of installation:
Norway

Year of Installation:
2015

End Customer:
Bane NOR

System Integrator:
Securitas

Solution:
Emergency and entry communication

Key Products:
TCIS-4

Key Technology:
**HD Voice
Ambient noise reduction
Automatic Volume Control**

Peace of mind for passengers at Oslo Central Station

Zenitel delivers an emergency communication system at critical points within the station that connects passengers and staff to control room operators.

The End Customer

Oslo Central Station is the main railway station in Oslo and the largest transportation hub within the entire Norwegian railway system. The central station offers connections to many destinations, both domestic and international.

The Requirement

To minimize the presence and responsibilities of security personnel at train stations, it was necessary to install reliable communication points at critical locations for passengers to be able to seek assistance from rail personnel.

These communication points need to be able to withstand a range of noise levels generated by high-speed trains and large crowds during peak hours. As such, the customer was looking for a best-in-class audio communication solution that could deliver high-quality sound regardless of the acoustic conditions. Additionally, since the communication points will be located next to rail platforms, it was crucial that they meet all relevant rail standards and norms. Zenitel was well-positioned to deliver a solution meeting all these requirements.

The Solution

Zenitel provided a cutting-edge communication solution to help passengers in distress. The solution is based on a modular and scalable Voice over IP communication server called AlphaCom XE. This system can be customized to support a wide range of specific and complex applications as your business grows and evolves.

In addition to the communication server, Zenitel also installed emergency help points at key locations throughout the station, including parking entry points and platform areas. These help points use special hardware and software that adjusts the volume levels dynamically during a conversation, making them effective even in noisy areas like car park entries. Customers can also configure the audio settings to meet their specific needs.

The emergency call points have Zenitel's advanced audio capabilities integrated. This includes Active Noise Cancellation, Automatic Volume Control, Automatic Gain Control, and Echo Cancellation. It also includes the critical communication server AlphaCom XE1, and operator telephones in the control room.

The Result

Zenitel's Emergency Call Points now form an important part of their communication solution at the station facility. These help points have excellent audio quality, which allows drivers to easily talk to operators at the car park entry.

Even with the noise from nearby vehicles, the help point at the station entrance provides a convenient way for rail passengers to receive help during an emergency with just one click.

Overall, the Zenitel system provides a reliable foundation for communication and emergency assistance at the station, streamlining the experience for staff and travelers alike.

Why **Zenitel?**

Zenitel is well positioned to drive the future of intelligent critical-communication solutions. Through our portfolio of IP products & solutions, with built-in intelligence and a focus on cybersecurity, we provide organizations with superior, scalable security and flexibility. Zenitel is the proven, preferred choice for environments requiring crystal-clear audio to ensure the protection of human life, property, assets and the management of critical activities. With interoperability at all levels, we seamlessly integrate with access control, video management and security platforms.

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