

VisiWeb® Communicator

Establishing an active or passive full-duplex communication with passengers from the control centre to the vehicle



VisiWeb Communicator enables the control centre to connect to public transport vehicles and establish a full-duplex voice communication with the passengers. It was developed with a focus on passenger safety.

Control Center - vehicle communication

The VisiWeb Communicator fills an important gap in voice communication between the control center and passengers in public transport vehicles. In specific situations, the control center must be able to actively establish a connection with the vehicle in order to communicate with passengers and provide them with essential information.

Establishing a connection from the control center to the vehicle

This requires a system that enables connection initiation from outside the vehicle and

provides a full-duplex voice connection. This is exactly where the VisiWeb Communicator comes into play. In contrast to vehicle intercoms where the passengers initiate the connection, the connection is established by the control centre. This can result in increased responsiveness in emergencies and improved customer service.

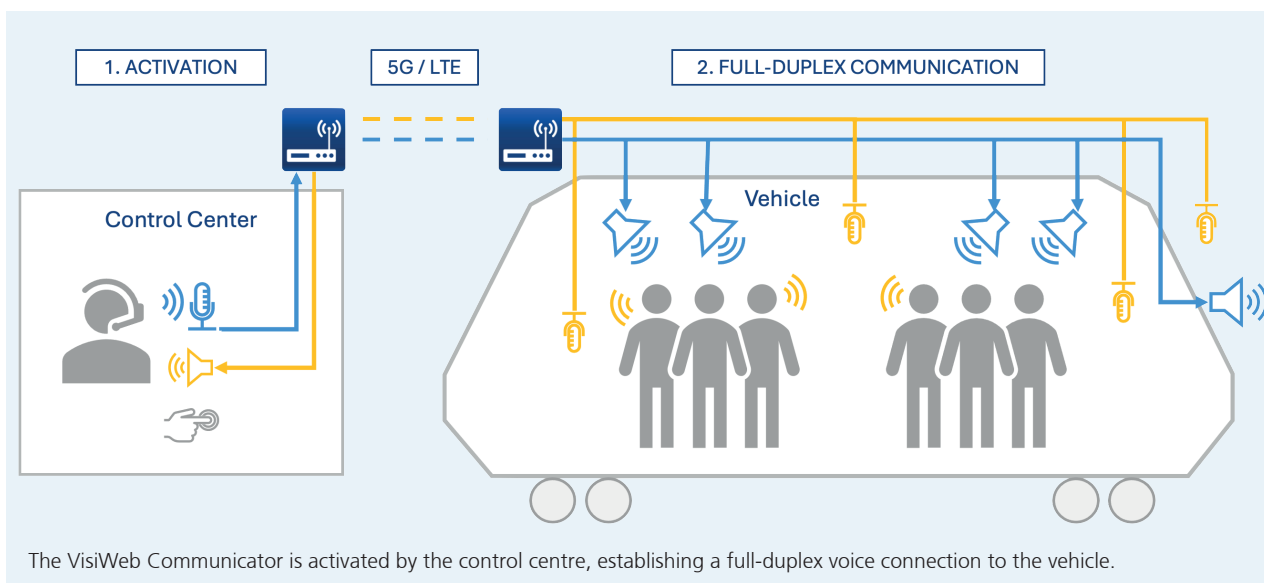
Activate, speak and listen

The control center activates the VisiWeb Communicator integrated into the vehicle via a 5G/LTE wireless network, establishing a full-duplex voice connection. This provides the control centre with two key functions:

Advantages

- Increased passenger safety
- Active and passive communication
- Voice connection with all passengers
- Secure fallback system

VisiWeb® Communicator



1. Active communication

The control center operator can actively speak to all passengers in and around the vehicle through speakers connected to the VisiWeb Communicator. Passengers can respond via microphones installed inside and outside the vehicle. This creates an 1:n-communication link where both the control center and all passengers can listen and speak simultaneously.

2. Passive Listening

In order to be able to make a more precise assessment in exceptional situations, the control centre has the option of listening passively into the passenger compartment and the area around the vehicle via the VisiWeb Communicator's microphones.

Secure Fallback System

The VisiWeb Communicator uses a 5G/LTE wireless connection that is independent of the vehicle's platform and is automatically established via different network operators. The VisiWeb Communicator can be operated as a standalone system or as a functional extension of existing passenger intercom systems. The latter makes it a secure and highly available fallback system that ensures

communication between the control center and passengers in case the primary system fails.

Broad Range of applications

The VisiWeb Communicator covers a wide range of applications. It is particularly suited for use in autonomous vehicles, even outside of the rail sector.

Range of applications

- Rail vehicles
- Trams
- Metros
- Airport shuttles
- Passenger elevators
- Autonomous taxis
- Funicular railways
- Coaches
- Passenger ships
- Ferries