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# Phonetica

## Features List

### 2018

Phonetica Automated PA Features List	
Product Feature	Additional Information
<b>General</b>	
Real Time System Status Reporting	Keeps management (IT) informed of system status at all times.
Mobile	Make an announcement from any location; tablets or mobile phones have full access to Phonetica and all its features, with specially designed touch-friendly skins. Requires WiFi or other communications.
Speech to Text	We are speech engine independent, we normally use Amazon & CereProc speech engine. These companies have developed the world's most advanced <a href="#">text to speech</a> technology. Their voices not only sound <i>real</i> , they have <i>character</i> , making them particularly suitable for an airport application.
Remote Access	Supports fast maintenance and updates.
Fault Monitoring	Full event/fault log: <ul style="list-style-type: none"> <li>- logs events and errors on Phonetica</li> <li>- logs events and errors on PA Interface (PA Bridge)</li> </ul> including errors reported by the PA.
Unified Interface	End users see a single interface to all disparate PA systems.
Hybrid Capabilities	Disparate PA systems are brought together to show a single simple interface.
Compatibility (PA System)	Phonetica is compatible with all known PA hardware.
Flexibility of Structure	Scalable to expand or even contract the system easily.

	Lockdown Feature	Limits users' access to send messages to certain areas at times of disturbance. Lockdown groups of zones or e.g. landside/airside, platforms, etc. dependant on situation. A full download report is available, showing who, when, where lockdown has been enabled/disabled.
	Monitored by Nagios	Remote network monitoring.
	Skins Available	Customised front ends e.g. For touch screens, desktop or phones etc.
	3D Graphics	Clear images allow selection of zones.
	Display System Interface	Display interlock - PA syncs with the display system. We can be triggered by external display systems. We can supply displays and drive the text. E.g. Train times or Prison messages etc.
<b>Zone Selection</b>		
	Automated	Whatever the rule (simple/complex guidelines to trigger a message) we can accommodate to trigger configured messages
	From Template	Template messages
	3D Topographical	Exploded 3D graphics with zoom and multiple pages
	Semi-Automatic	System offers help e.g. Flight numbers / trains / destinations / etc. .etc.
	Maps	Maps and plans are ideal
	From AODB / FIDS / Train db	We take information from whatever data source to build messages
<b>Message Quality</b>		
	Consistent Volume	Vital for audibility.
	Consistent Accent/Voice	Important for audibility. Including local accents, if required.
	Avoid Human Failings	For example: coughs, breaths, pauses, stutters, illnesses, off-duty etc. Available 24/7/365.
	Profanity Check	Using a dictionary of over 9,000 words.
	Correct Pronunciation of difficult names	E.g. 3 most difficult to pronounce names:- Adewale Akinuoye-Agbaje Apichatpong Weerasethakul Arnold Schwarzenegger From <a href="http://www.listal.com/list/most-difficult-names-spell-andor">http://www.listal.com/list/most-difficult-names-spell-andor</a>
	Correct Pronunciation	Of airlines, destinations and names.

	Specialised Voices	For example: specialised/local celebrity voices.
	Acoustic control	Using our IP (SAAZA) units - Individual zone/area volume, equalization and tone control.
<b>Unified Interface</b>		
	Standard Appearance	No matter the PA system, or indeed the number of systems, Phonetica is interfacing to, it presents a unified standard appearance to the user.
	Hybrid Capabilities	Whether the target PA is analogue, line level and relays or the latest digital system, Phonetica presents a unified interface.
	Legacy PA	Legacy systems that are to be updated in the future can also be interfaced to from Phonetica, and updated when the new PA system comes online – all invisible to the end user.
<b>Control</b>		
	Message Control	One of the main features of Phonetica is the advanced and flexible controls available to the organisers. Includes: log-in levels; selective access to template messages; limit free text capabilities etc.
	Nuisance Messages And Quiet Airports	One example is: it's annoying for passengers if a particular handling agent repeatedly calls for the same last remaining passengers. We have created a solution! You have the ability to limit a number message options, including: <ul style="list-style-type: none"> <li>- The number of repeated messages</li> <li>- Frequency</li> <li>- Number of messages per hour/flight</li> <li>- Profanities</li> <li>- Limited selection from templates</li> <li>- Limited variables from templates</li> </ul> A full array of controls, allowing you to customise Phonetica to your exact requirements.
<b>Types of Message</b>		
	Template Messages	A customised library of messages with variables for easy access; multi-lingual. Ideal for handling agents & Information assistants.
	Ad-Hoc Messages	Free text for non-template messages; multi-lingual.

		Just type in a quick message and press play! Done! Ideal for those bespoke messages, not covered in the templates.
	Speech to Text	Converts spoken word to text, and then back to synthetic speech in the airport's approved voice – including translation (Option).
	Automated Gate Calls	Customisable rules for automated/manual or semi-automatic, gate calls. Complex or simple we can apply your rules based up things like; gate, airline, aircraft, time, boarding method, agent etc.
	Automated Flight/train Calls	Customisable rules for automated flight/train calls. With an FIS/TIS link we parse the data and apply your rules for Automated Calls. Great for when the displays fail.
	Real Time Voice	The ability to make a live (near real time) announcement, recording the user's own voice and using that for the announcement (Option – not recommended).
	Message Priority	Shuffles higher priority messages to front of queue. For example: Priority 1 (e.g. evacuate) dumps current message and all other messages. 2 dumps and re-announces dumped messages, 3 onwards queue in order.
	Message Queueing	Messages wait for zones to become free (and audible adjacent zones). We can accommodate adjacent zones as well as main zone, so messages wait until audibility is good. Two types of wait available; wait till all required zones free, or go as soon as any required zone is free.

### Template Messages

		Can import from a spreadsheet. From our example spreadsheet we help you create all your templates and variables then import directly into Phonetica.
	Easy to Install	
		Can be edited inside Phonetica. Admin users can edit, create and delete template messages & voices.

		(Also from FIS).
	Free Text Available	Such as saying proper names – for example: Mr Papadelias; Mrs Clegg etc.
	Destinations Information	Available through a lookup table or FIS feed. Drop down list selection with alpha search.
	Airlines Information	Available through a lookup table or FIS feed. Drop down list selection with alpha search
	Low Cost Languages	Easy and low cost to create new languages/voices template messages. Takes a few hours to create a new language completely, with our application.

### Timed Messages

	Timed Messages	Messages to go out at specific times. Includes: date; time; days of the week and other complex filters. Easy to set
	Repeated Messages	Such as: No smoking. Regular messages at intervals. Filters include: Frequency, repeat times and many more.
		Messages can be synchronised to be broadcast at exactly the same time as an event, such as the FIS display updating. So that passengers hear the message and can check what they've heard by looking at the display. There can also be a safety timer that will release the announcement in case the trigger from the external source does not come.
	Synchronised Messages	So the message will play when triggered by external event or by timeout.
		For example: arrival of aircraft/train/bus, departures, buttons/actions etc.

	Printing Option	Hard copy record.
	Export (CSV)	Can export the history file to a spreadsheet.
	Proof of Message Broadcast	Audit trail provides confirmation of message being broadcast.
<b>Support</b>		
	24hour Support Available	System is self-contained and will run without support, however we recommend remote maintenance which is offered on various levels.
	Remote Access Available	We recommend remote access for support.
<b>Languages</b>		
	Template Languages	Unlimited available in template messages; free text translation also available, via external services e.g. Google.
	Translation	Google translates Translates between 60 languages
	Voices	Selection of over 200 voices
<b>Talking Gate (Airport)</b>		
	Auto Sequential Announcements	Gate announcements made in the correct sequence as prescribed.
	Auto Announcements	Including flight, gate, aircraft numbers (requires FIS feed).
	Adaptable Gate Messages	Tailored to: flight, gate, aircraft type, agent, time of day etc.
	Complex Boarding Schemes	Whatever your boarding scheme, we can accommodate it.
	Flexibility	Gate changes, delays, safety and security.
<b>Information</b>		
	Information Files	Handy information for quick retrieval.
	Alpha Search	A Google-type search.
	Easy to Update and Maintain	Locally administrated.
<b>Beacon-Air</b>		
	Full interface to beacon systems	Support for our own Beacon-Air, and competitor systems. Guidance to gate, facilities and assistance throughout the complete journey through the airport.
<b>Meet and Greet</b>		
		SMS (text), Phonetica, telephone system, manual input of messages for the M&G display.
	Large screen to display messages	E.g. Message for Simon Clegg – Meet Tori at Café Nero at 11.30am.
<b>Airport App</b>		

		Phonetica enables passengers to look up the latest messages via a link to the app. E.g. "Would the passenger Tori Cowan please go to Gate 22, where your plane is waiting to depart."
<b>Mobile</b>		
	Compatible with iOS and Android	A range of input devices can be used – including Apple and Android tablets and phones.
<b>SMS (text) Interface</b>		
		System can create and receive SMS (text) messages, and link to SMS systems.
<b>Telephone Input</b>		
		Can be connected to telephone systems to provide message inputs and recovery via voice commands.
<b>Passenger Information Points</b>		
		Allows passengers to get information on flight details, and view PA messages that have been made.
<b>Legacy System Conformity</b>		
		Upgrading existing legacy PA systems to conform to latest standards without costly replacement of the total system.
<b>Legal Compatibility</b>		
	Discrimination Act. Disability Discrimination Act 1995 (UK) Compatible	
	Compatible with Titles II and III of the Americans with Disabilities Act of 1990 (USA)	
	CE marked	
<b>Security</b>		
	Application level	Personal user logins with support for LDAP Integration, 2-Factor Authentication, and Single Sign On. Multiple User Access Levels Full Event Logging – including profanity checks.
	System security	System Access secured using passworded 2048-bit RSA keys Application Server running latest version of CentOS Access to PA Bridge limited to only the Application Server



	Fire alarm and emergency	Support for fire alarms and emergency cut-out.
<b>Reliability</b>		
	Fallback	In the event of a problem, the existing manual system is unaffected.
	Offline	Phonetica can still broadcast when all other cloud based systems have gone offline.
<b>Installation</b>		
	System continuity	During installation, we will cause no system disruption.
	Cloud based Phonetica software	We install Phonetica on Cloud, tuned to your requirements e.g. Google or Amazon servers (or your choice). Provides superb up time and reliability/updates.
	Optional local server based Phonetica software	If required we can install on your local servers or supply servers. We are flexible.
	PA Interface/s	The PA Bridge's are supplied already configured for the PA hardware you have.
	PA Interface test	Web server on the PA Bridge allows full testing of the PA interface prior to going live.
	Easy to Update	Remote updates and maintained systems as required/automatically.
<b>Variations</b>		
	Scalable	Phonetica is supplied in capacities that range from single gate grass aerodromes to large multi-terminal international airports. Small budgets and institutions are now able to enjoy the same standards as their larger counterparts!
	Standard Interface	Compatible with AIDX Aviation Information Data Exchange standards
	Applications	Available to: Commercial, Military, Naval, Retail (shopping malls), Railway stations, Ground Transport Interchange (GTI), Ferry terminals.
	Adaptability	As your airports grows and changes, Phonetica is able to adapt in conjunction with your vision.
<b>Training</b>		
	Online	Using Skype, JoinMe etc. for individual and group training.
	Webinar	Webinars are organised as required. Available for different levels of users.
	Flashcards	Quick reference cards supplied.
	On-site and Off-site Training	Classroom training either on site or in our training facility in Gloucestershire.

## Consultancy Services

	Pre-Tender	We are available to assist in the creation of RFIs by providing any and all information needed.
	Trial Equipment	We are happy to supply test equipment for evaluation at any stage.

Terms used above

FIS / TIS – Flight/Train Information System or other data source e.g.

AODB – Airport Operational Data Base

PA – Public Address System, the sites own existing or new PA, including amplifiers, switches & speakers



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