



2016

Phonetica Automated PA Features List



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Product Feature	Additional Information
Message Quality	
Consistent Volume	Important for audibility.
Consistent Accent	Including local accents.
Avoid Human Failings	For example: coughs, breaths, pauses, stutters, illnesses etc.
Profanity Check	Using a dictionary of over 9,000 words.
Correct Pronunciation of difficult names	3 most difficult to pronounce names:- Adewale Akinnuoye-Agbaje Apichatpong Weerasethakul Quvenzhané Wallis <i>From http://www.listal.com/list/most-difficult-names-spell-andor</i>
Correct Pronunciation	Of airlines, destinations and names.
Specialised Voices	For example: specialised/local celebrity voices.
Types of Message	
Template Messages	A customised library of messages with variables for easy access; multi-lingual.
Ad-Hoc Messages	Free text for non-template messages; multi-lingual.
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)
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 gate calls.
Automated Flight Calls	Customisable rules for automated flight calls.
Message Priority	Shuffles higher priority messages to front of queue.
Message Queueing	Messages wait for zones to become free (and audible adjacent zones).
Template Messages	
Easy to Install	Can import from a spreadsheet.
Easy to Update	Can be edited inside Phonetica.
Variables	For example: flight number, destination, airline, gate etc. (possibly from FIS)
Free Text Available	E.g. proper names. Mr Papadelias Mrs Clegg etc.
Destinations Information	Available through a lookup table or FIS feed
Airlines Information	Available through a lookup table or FIS feed
Low Cost Languages	Easy and low cost to create new languages/voices in template messages.

		Takes approximately 4-6hours to create with our application.
Timed Messages		
	Timed Messages	Messages to go out at specific times. Includes; date, time, days of week and complex filters
	Repeated Messages	E.g. No smoking. Regular messages at intervals.
	Triggered Messages	E.g. arrival of aircraft, departures, buttons/actions etc.
	Special Messages	Such as: Armistice Day, 9/11 etc.
History		
	Audit Trail	
	Search Tool	
	Comment Tool	Allows the user to record extra information against a particular message.
	Printing Option	
	Export (CSV)	Can export the history file to a spreadsheet.
	Proof of Message Broadcast	Audit trail provides confirmation of message being broadcast.
Availability		
	24hour Support Available	
	Remote Access Available	
Languages		
	Unlimited Languages	Available in template messages; free text translation also available.
Talking Gate		
	Auto Sequential Announcements	Gate announcements made in the correct sequence as prescribed.
	Auto Announcements	Including flight, gate, aircraft numbers (required 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.
Information		
	Information Files	Handy information for quick retrieval.
	Alpha Search	A Google-type search.
	Easy to Update and Maintain	Locally administrated.
Beacon-Air		
	Full interface to beacon systems	Our own Beacon-Air, and competitor systems.

		Guidance to gate, facilities and assistance throughout the complete journey through the airport.
Meet and Greet		
	Large screen to display messages	SMS (text), Phonetica, telephone system, manual input of messages for the M&G display. E.g. Message for Simon Clegg – Meet Tori at Café Nero at 11.30am.
Airport App		
	Links with Airport's own app	In conjunction with the app's other features, whether our own, or a competitor's app, 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."
Mobile		
	Compatible with iOS and Android	A range of input devices can be used – including Apple and Android tablets and phones.
SMS (text) Interface		
		System can create and receive SMS (text) messages, and link to SMS systems.
Telephone Input		
		Can be connected to telephone systems to provide message inputs and recovery via voice commands.
Passenger Information Points		
		Allows passengers to get information on flight details, and view PA messages that have been made
General		
	Real Time System Status Reporting	Keeps management informed 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.
	Speech to Text	Although we are speech engine independent, we normally use the CereProc speech engine. CereProc have developed the world's most advanced text to speech 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"> - logs events and errors on Phonetica - logs events and errors on PA Interface (MicroPlay) - including errors reported by the PA
	Unified Interface	End users see a single interface to all disparate PA systems.
	User Access Levels	Multiple access levels and permissions.
	Hybrid Capabilities	Disparate PA systems are brought together to show a single simple interface.
	Flexibility of Structure	Scalable to expand and contract the system easily.
	Lockdown Feature	Limit users access at times of disturbance.
	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.
Compatibility		
	Disability Discrimination Act 1995 (UK) Compatible	
	Compatible with Titles II and III of the Americans with Disabilities Act of 1990 (USA)	
	CE marked	

Terms used above

FIS – Flight Information System or other data source

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