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## COURTESY ANNOUNCEMENT SYSTEM

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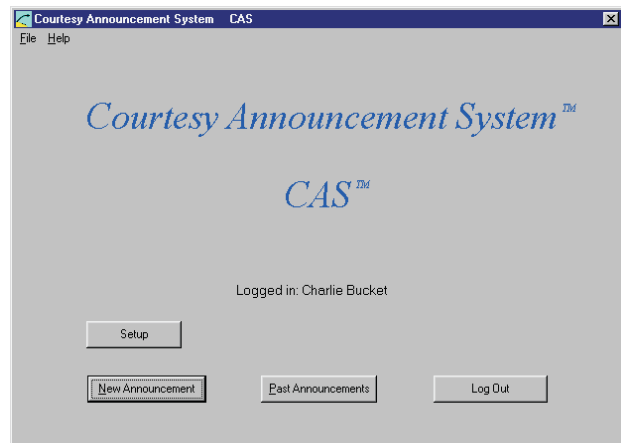
### CAS

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### WHAT IS IT?

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IED's Courtesy Announcement System (CAS) is an option of the IED 500ACS. It is a PC-based program that makes the paging procedure for your airport more efficient. CAS allows you to set up your own announcements and keep a detailed record of when, for whom, and how often an announcement was made.



### OVERALL, WITH CAS YOU CAN:

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- Make different kinds of courtesy announcements (e.g., “Please meet your party at. . .”, “Please pick up a white courtesy phone. . .”, etc.) by using a set of pre-defined announcement formats.
- Determine where the announcements will be broadcast, from the entire facility to a specific concourse.
- Set how often an announcement will play and how many minutes will elapse between each play.
- Re-record an announcement if you are not satisfied with how it sounds.
- What’s most important is that CAS maintains a record of *all* announcements from **all** CAS stations. These records include:
  - The operator who took the call.
  - The name of the person who called.
  - The message itself.
  - The announcement made, word for word, including the name of the person paged.
  - The date and times the announcement was played.
  - The number of times played.
  - Areas to which it was played.



- The time when the person called to get his or her message.
- The name of the operator who gave that person the message.

All of this is important to have for when customers miss a page or when others call your airport to make sure an announcement was made. In case there is doubt about an announcement getting to its recipient, you have proof of when and how often it was broadcast and what the announcement said.

Regardless of where you receive requests for pages or make announcements – Airport Information Counter, individual information desks, Travelers Aid stations, or Security Office – CAS can simplify and organize the entire process.

## HOW DOES IT WORK?

Let's say Ms. Eva Roberts is at your airport awaiting a flight. Her father needs to get her an important message and calls your airport. The operator who takes the message clicks the **New Announcement** button to create the page in six easy steps:

The screenshot shows a dialog box titled "New Announcement" with a "Help" link. The main heading is "Announcement Creation". The form contains the following fields and controls:

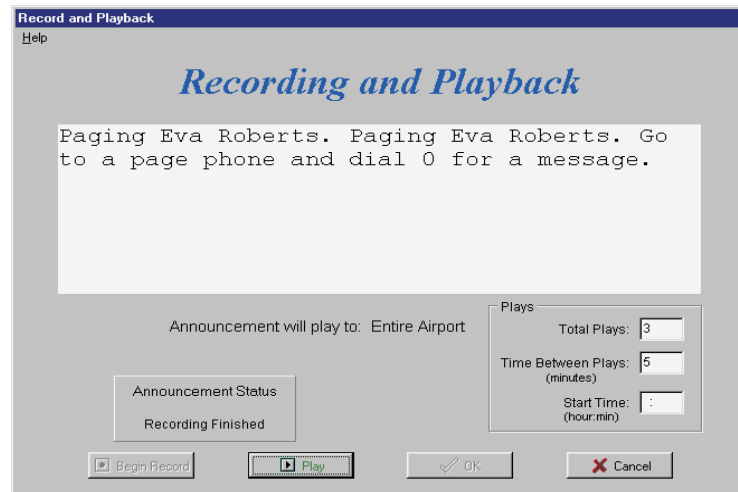
- Announcement Type:** A dropdown menu with "phone message" selected.
- Destination:** A dropdown menu with "Entire Airport" selected.
- Message:** A large text input area.
- Person who requested the page:** A text input area.
- Paging:** Two text input fields labeled "(First name)" and "(Last name)".
- Instructions:** "Please pickup a white courtesy phone and call 555 for a message."
- Buttons:** "OK" (with a green checkmark) and "Cancel" (with a red X).

Numbered steps are indicated by arrows pointing to the following elements:

1. Select the type (courtesy phone message, meeting place, etc.) - points to the "Announcement Type" dropdown.
2. Select the destination, if different from the default - points to the "Destination" dropdown.
3. Select the title, Mr., Dr., etc., (Optional), and type the first and last names of the person being paged. - points to the "Paging" fields.
4. Enter the name of the person who requested the page - points to the "Person who requested the page" field.
5. Type the message. - points to the "Message" text area.
6. Click OK - points to the "OK" button.

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After the operator clicks **OK**, the announcement displays.



The operator then clicks **Begin Record**, which activates the microphone, then reads the announcement from the screen. If the operator is not satisfied with the recording, he or she can click **Begin Record** again to rerecord it. Before the user clicks **Play**, he or she has the option of changing the repetitions and the time between plays from the default settings. Afterward, the user clicks **Play** to broadcast the announcement to the designated area(s), then clicks **OK** to return to the first screen.

The announcement is played over the loudspeakers throughout the airport or in the specified area(s). If your airport has the IED Visual Information System (500VIS) the exact text of the announcement appears in sync with the audio on all the signs in the area(s) of the announcement.

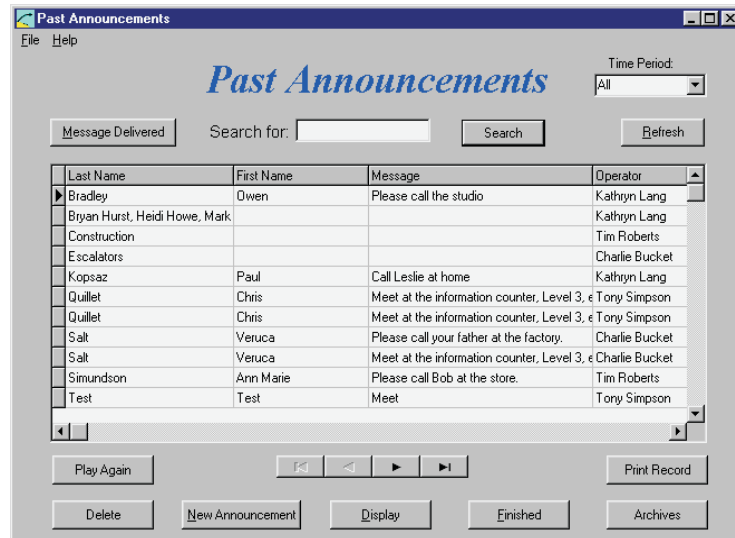
In a properly designed system, the VIS combined with the CAS and the Flight Announcement System (FAS) provides a means of meeting the designed requirements of the Americans with Disabilities Act (ADA).

You can also create announcements that pass along other essential information about your facility. You create these just like a regular page. They can be recorded one time, set so that they repeat frequently, and sent to one specific area. These messages also display on the IED Visual Information System, if your airport has it.



## HOW DO I SEE PAST ANNOUNCEMENTS?

A separate screen will show you *all* past CAS announcements made throughout your facility.



### EACH ANNOUNCEMENT RECORD CONTAINS:

- The operator who took the call.
- The person who called.
- The message.
- The announcement made, word for word, including the name of the person paged.
- The number of times played.
- Areas to which it was played.
- The time when the person called to get his or her message.
- The name of the operator who gave that person the message.

When you need to locate a specific message, you can search for it by the name of the person or group paged. When you give the person the message you cancel any further playback of the announcement.

And *any* station with CAS capabilities – your Airport Information Center, an information counter, Travelers Aid station, etc. – can retrieve this information. So your customers are never too far from finding out who has paged them and what the message was.

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### WHY WOULD I NEED TO SEE PAST ANNOUNCEMENTS?

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Because some customers may miss all or part of an announcement that was intended for them, CAS provides a record of all announcements made and the times they were broadcast. If customers miss or catch only part of an announcement, they can pick up a white courtesy phone and call your information center, or go to any station in your facility that has a CAS terminal, and ask about it.

Instead of broadcasting the announcement again or asking for it to be repeated, the station operator can tell customers what the message was. This also prevents a lot of unnecessary repetition, which minimizes traffic on the audio system and helps to keep your facility less noisy.

In addition, if a customer calls to make sure the announcement was made, you not only have a record of the announcement, but also how often it was made and the times it was sent. You can also print an announcement record.

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### IED'S COURTESY ANNOUNCEMENT SYSTEM:

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- Uses Windows® operating system.
- Handles any type of announcements, from courtesy announcements for customers to general airport information.
- Announcements are pre-defined by your facility to prevent them from being too wordy and to ensure high quality.
- Announcements can be broadcast throughout the entire facility or targeted to one or more specific areas.
- Announcements can be automatically played as often as necessary.
- An archive saves *all* previous announcements in case a customer misses an announcement or if there is a question about when an announcement was made.
- Keeps your audio system free of unnecessary traffic from too many repeated pages.



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