

# RailCorp – Wireless DECT Announcement & Control

Expand the existing Digital Voice Announcement network to include 84 new stations and provide CityRail station staff with a robust wireless handset supporting all public address, digital announcement, telephony and interactive timetable management.



## Project

Wireless DECT Announcement & Control

## Client

RailCorp

## Location

NSW, Australia

## Contract Period

6 months

## Award Date

June 2004

## Project Overview

RailCorp commissioned Open Access to expand the existing Digital Voice Announcement network to include 84 extra stations – providing 100% coverage of the CityRail NSW network. These additional regional NSW stations were provided DVA and Long Line Public Address (LLPA) capabilities enabling CityRail to provide the passenger information necessary to meet its security and operational obligations. The project provided new capabilities to CityRail station staff enabling them to make phone calls and announcements from handheld wireless handsets. Furthermore, the system added automatic timetable announcements to keep passengers informed of train availability.

## The Solution

Open Access developed and deployed embedded NetSpire Media Gateway Units (MGU) at the new stations providing DVA and LLPA features. The robust and compact units also support integration with wireless DECT handsets. The handsets can be carried by CityRail staff throughout the station providing them the following features at the touch of a key:

- Make and receive telephone calls
- Make local Public Address announcements
- Initiate Digital Voice Announcements (pre-recorded high quality announcements)
- Receive SMS alerts from GRML or a central location
- Interactively manage and announce train timetable via the handset's graphical interface

This project included many manned and unmanned regional stations, yet still provided consistent service information to the passengers. Open Access deployed their NetSpire Scheduler software in order to achieve this. Scheduler provides automatic train service information announcements and allows the timetable information to be edited as required at major stations for entire runs or at each individual station (via a DECT handset) – updating the automatic announcements appropriately.

## The Result

The MGU and Wireless DECT Control Project deployed on schedule in December 2004 and the embedded MGU units seamlessly integrated into the existing CityRail DVA and LLPA systems. The robust and compact nature of the units has reduced system maintenance demands.

The new features offered to station staff via the DECT handsets has been well received and help to significantly improve the quality of passenger information available in these regional stations.