

# SECURE, UNIFIED COMMUNICATIONS FOR CORRECTIONS

Correctional facilities demand highly reliable, continuously monitored communication paths that must be available around the clock. The **Commend security and communication solution** is adapted to everyday prison life and provides added value in terms of security in all areas under surveillance. Voice and video communication between cells, corridors, doors, gates, airlocks and barriers on the one side, and control rooms and section monitoring stations on the other needs to be of the highest quality and constantly monitored. This ensures ultimate protection and security for both officers and people in custody.



## ACTIVE PROTECTION

Intercom stations for door access control and security airlocks help to maintain a safe, coordinated movement of persons on the premises.

Surface sensing function for cell emergency calls / audio monitoring

- The surface sensing function helps to protect custodial staff when entering a detention cell. In critical situations, simply touching the surface of the front panel is all it takes to trigger an alarm.
- While they are inside the cell, staff can also activate Audio Monitoring, which will trigger an alarm automatically if a certain sound volume level is exceeded.



"Commend had already proved its worth during the refurbishment of our sick ward. During the current upgrade to the new Commend in-cell Intercom stations, the firm has again proven itself to be a competent, reliable partner."

### MAJOR DERLER

GrazKarlau Correctional Facility

## CELL INTERCOMS

Constant automatic self-monitoring allows Commend Intercom systems to ensure proper functionality of all system components and connections. The intercom stations run periodic automated function tests on their microphone and loudspeaker units. If a component fails, notifications are sent to the building and security management systems.

## AUDIO MONITORING

Wardens can easily listen in on in-cell conversations and, if required, record them without being noticed. This helps to reveal and prevent planned acts of violence.

## CLEAR COMMUNICATIONS

In emergencies, it is vital to be able to make announcements in a clear, easily audible and intelligible manner. All integrated public address equipment and cell intercom stations at the command post are ready and available to serve this essential purpose. Loudspeakers and intercom stations can easily be grouped into playback zones to target messages more precisely.

## UNIFIED SOLUTION

Multi-functional Commend control desks make responding to emergency situations quick and easy. At the push of a button, automated playback of warning and reassurance messages helps to de-escalate critical situations. Coordinate wardens and emergency services via radio communication, and direct response via telephone – all from the same central Control Desk

# SOLUTIONS FOR PRISONS AND DETENTION CENTERS



## MAIN SWITCHBOARD

Control Desk systems by Commend provide a continuous system-wide overview to support instant reaction in case of an emergency. Thanks to the highly user-friendly GUI, managing even complex Intercom networks or video and control functions is a breeze.



## SECTION MONITORING

Prison guards can handle calls and control airlocks and doors, and display alert messages, such as when a mobile phone is detected. Gain control of in-cell functions, such as granting or suspending of music listening privileges.



## SUPERIOR SPEECH INTELLIGIBILITY

Since its founding over 40 years ago, Commend has been researching and perfecting the speech quality of its systems to provide users with the highest possible speech intelligibility even under the harshest conditions.



## CELL COMMUNICATION

Multi-functional terminals for custodial services – resistant against vandalism. Module for mobile telecommunication device detection and feature-specific versions available for emergency call, lighting or music feed buttons.



## PLC AND SOFTWARE SOLUTIONS

Get indication of the calling terminal's location, and automatic display of a video connection. Control doors, locks and building functions, and integrate with inmate databases. Record audio and video. All possible with Commend solutions.



## SIMPLE REPLACEMENT OF EXISTING SYSTEMS

Replacing obsolete systems is easy. Cost-saving replacement through re-use of existing mounting boxes and cabling. Our customized solutions team designs and builds intercom stations based on your specifications.



# TECHNOLOGIES FOR THE UTMOST PROTECTION



## PUBLIC ADDRESS

IP amplifiers and loudspeakers ready for network connection voice announcement. Announcements addressable to individual boarding points or across connected sites. Playback of pre-recorded voice messages for warning and evacuation purposes



## VISITOR MANAGEMENT

Guards can grant restricted or unrestricted conversation privileges. Support of conversation time limits and central monitoring, and optional voice recording. Commend gives you the flexibility to select your own parameters.



## ACCESS CONTROL

Intercom stations with built-in video for doors, gates and airlocks with optional integration of access readers and systems. Add-in modules for integration in barrier gates at entrance and exit points, and options for central control and locking.



## IN-BUILDING COMMUNICATIONS

A wide array of reliable, secure intercom stations for in-building communication. Stations are detergent and disinfectant resistant and incorporate protective membranes that are certified for use in infirmaries.



## INTEGRATED SYSTEMS

Interfaces to third-party systems, such as video surveillance or building management. Integration of radio technology for permanent and direct communication of jail guards. Active monitoring of input signals and control of output signals.



## SYSTEM SELF-MONITORING

Built-in automatic functionality check within the stations ensures uptime. Redundant server fail-safety and dynamic call forwarding delivers enhanced protection. Experience reduced costs thanks to low inspection requirements.



## COMMEND BY THE NUMBERS



FOUNDED IN 1971



23 PARTNERS AND  
SUBSIDIARIES WORLDWIDE



OPERATES IN 59+ COUNTRIES



ISO 9001:2015 Certified by BVQI

# A HISTORY OF EXCELLENCE



## ABOUT US

Founded in 1971, Commend grew from a small family business into a large, global player providing integrated intercom systems. Today, our unique solutions are installed for the protection of people, buildings and assets throughout the world. Our intercom stations, modules and servers for integration of speech, image and data can be found in control rooms throughout the world for increased security.