VIAGUIDE

AIRPORT

>> TO **GUIDE** >> TO **FLOW** >> TO **KNOW**
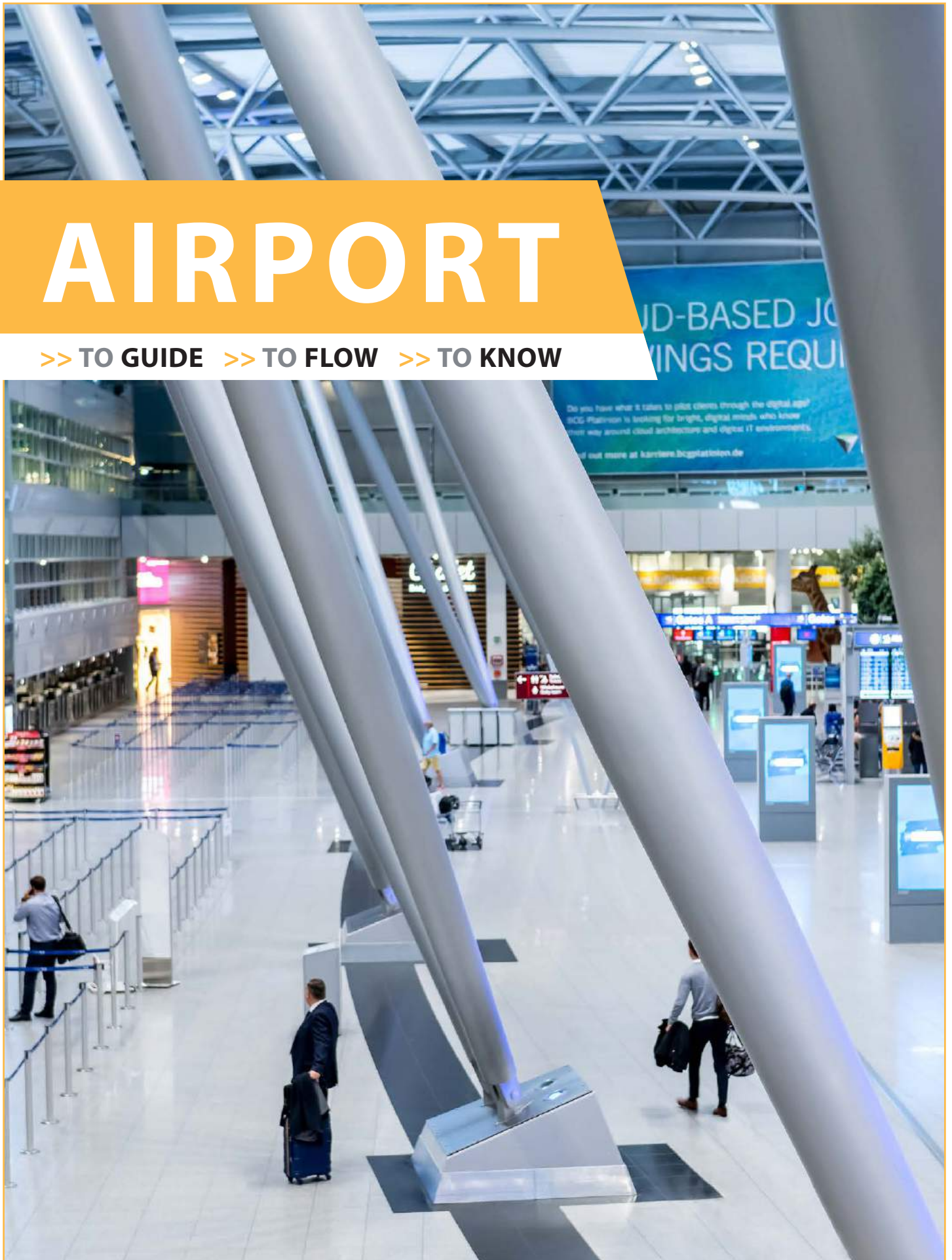
VIAGUIDE

"URGENT CALL FOR FLIGHT #707 TO NEW YORK!"

>> SUCCESS FROM THE START.

>> ABOUT VIAGUIDE

Via Guide GmbH manufactures superior public guidance and information systems with the "Made in Germany" quality seal.

The company stands out for its specialist know-how in the field of barrier posts. In close cooperation with the American partner company Lavi Industries, Via Guide identifies global trends and implement them in product innovations.

In-house product development and production have resulted in technologically mature solutions that have earned Via Guide a reputation as a leading manufacturer in the field. These include the successful implementation of customer-specific requirements. Our systems are characterised by outstanding quality and durability, and guarantee high value retention.
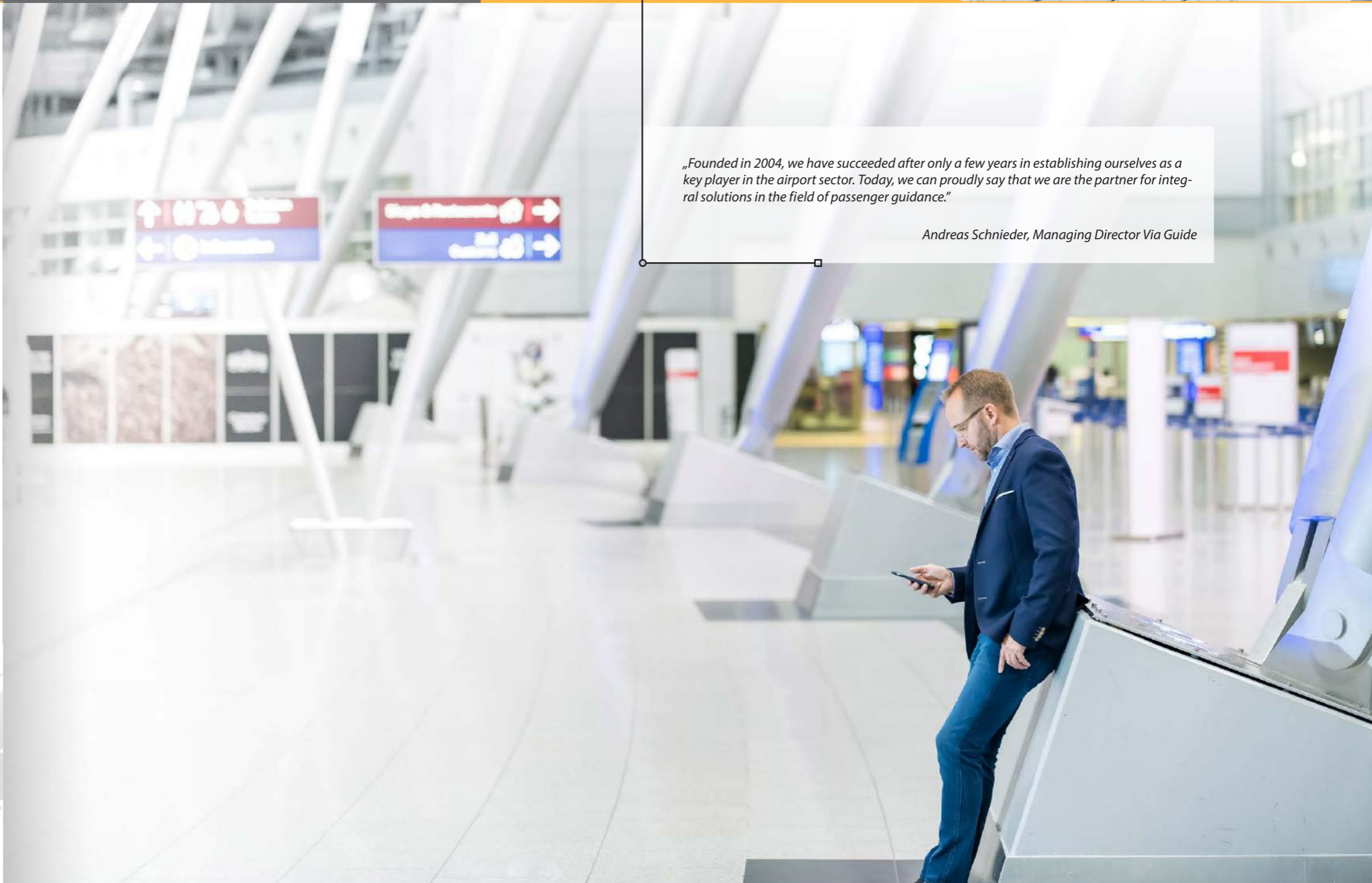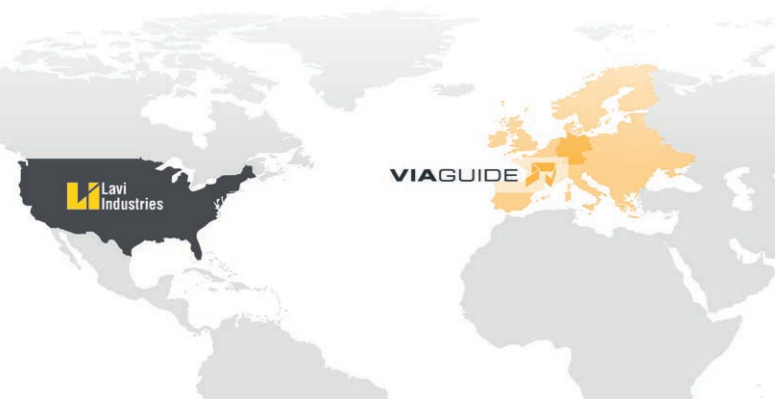
„Founded in 2004, we have succeeded after only a few years in establishing ourselves as a key player in the airport sector. Today, we can proudly say that we are the partner for integral solutions in the field of passenger guidance."

Andreas Schnieder, Managing Director Via Guide

VIAGUIDE

Lavi Industries

" FLIGHT #707 TO NEW YORK IS READY FOR BOARDING. "

>> TO FLY IT HAS TO RUN!

„Via Guide does no only manufacture products. Via Guide offers sophisticated solutions for our queues – smart, professional and people-oriented. As an airport, we remain efficient and customer–friendly."

Roy Tucker, Customer Operations and Performance Manager – Heathrow Airport

>> ONE

Right from the start we make sure that your plans work. Finding the right solution for you is always the focus of our product development and innovations. Once in the initial planning stage we assist you with our knowledge and experience, which includes an individual consultation and a binding cost calculation for the project. You are not ordering a standard system, but a tailor-made solution which our specialists develop and implement for you.

>> STOP

We manufacture components that we need for every project at our production site in Arnsberg, Germany. Short distances, fast reaction times and effective production methods guarantee highly flexible production.

>> SHOP

Our service does not end with on-time delivery. Our assembly team is happy to take over the complete installation, or is there to support you with the details, if all you need is advice. Either way we are on hand until your system has been successfully put into operation. Our optional maintenance service guarantees you subsequent fast assistance if you need it.

VIAGUIDE

"URGENT CALL: PASSENGER SMITH PLEASE PROCEED TO GATE 4!"

>> **CLEARLY MARKED ROUTES MAKE THE DIFFERENCE.**

„As a frequent flyer I appreciate short waiting times at check-in, security and passport control. Clear structures, including unambiguous routing and well thought-out processes make up a modern, attractive airport for me."

Günter Veit, entrepreneur and frequent flyer

>> **TO GUIDE**

It's not only airports as innovation leaders that point their customers, visitors and passengers in the right direction with Via Guide public guidance systems. We also create solutions for other industries, incorporating our many years of experience from numerous international projects.

>> **TO FLOW**

We keep things moving – including in waiting areas. With our expertise we develop individual solutions for passenger flows that will improve your efficiency and optimise performance.

>> **TO KNOW**

Always know what's about to happen. Control today, optimise tomorrow. Thanks to our modern, self-developed systems and technologies, we're able to evaluate passenger flows. With this knowledge we activate our downstream products and software solutions in order to adapt the routing system to the specific environment.

VIAGUIDE

AN AIRPORT IS ABOUT MORE
THAN JUST OPERATING FLIGHTS.

>> CLEARLY
SHOW WHERE
TO GO!

Wait time SECURITY CHECK:
8 min. GO TO **16** min.
TERMINAL A   TERMINAL B

**PASSENGER FLOW
GUIDANCE**

Nextrac® dividing-wall,
and door solutions

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SECURITY CONTROL

JetTrac®
Apron security system

PAGE 28 – 29

**PASSENGER FLOW
GUIDANCE**

Beltrac® belt posts and
wall mount systems

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**PASSENGER FLOW
MONITORING**

Qtrac®
Monitoring / Queue Monitoring /
Capacity Monitoring

PAGE 18 – 19

QUALITY CONTROL

Qtrac®
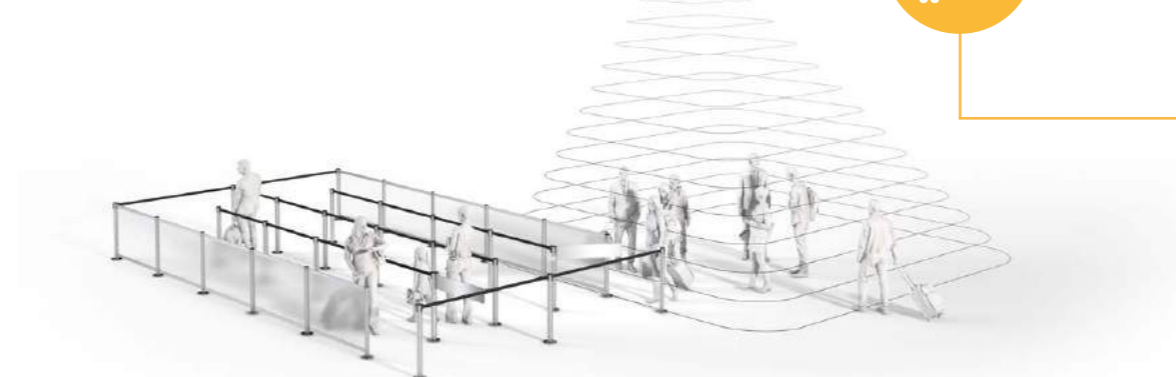Cleaning Control /
Feedback System

PAGE 26 – 27

PASSENGER FLOW CONTROL

Qtrac®
Queue Control / Flow Control
Virtual Queuing / Screening Randomiser

PAGE 20 – 25

"ONE PRODUCT WITH A SYSTEM FOR MOVEMENT AND ORDER — BELTRAC ®."

>> ROBUST AND STABLE
>> MAXIMUM FLEXIBILITY
>> PERFECT FIXATION
>> INDIVIDUAL OPTICS

BELTRAC®

THE BELT POST

The four-way post. One belt extraction and three belt receivers on a single post offer maximum flexibility and versatility in your queue.

THE BELT MECHANISM

THE BELT-END
The universal belt end works with most other manufacturers' stanchions, allowing Beltrac posts to be used with almost any existing model.

THE TENSION SPRING
Beltrac's embedded belt mechanism made of high quality, durable plastic with a long-life stainless steel tension spring. Reliable and stable.

THE BELT
The webbing is made of a durable and abrasion-resistant polyester fabric.

THE BELT RETRACTOR
Beltrac's slow belt-retract mechanism uses an advanced viscosity brake for a controlled belt retraction, thus ensuring even greater safety.

TUBE

The profile tube made of aluminium with four continuous longitudinal grooves offers up to three belt receivers. The profile tube can also be connected to partition-wall and door systems. Alternatively, there are also posts made of steel/stainless steel with a round tube.

MOBILE

Immediately usable, it allows almost unlimited possibilities.

BASE
Heavy-duty cast-iron base for exceptional stability and excellent wear and tear.

FLOOR PROTECTIVE
Rubberised base to protect flooring from damage.

ROLLABLE BASE (optional)
For Beltrac Modern Brushed stainless steel and Beltrac Classic Chrome Brushed, we offer a mobile base with a castor. The castor allows you to easily move the belt post without lifting it.

MAGNETIC

The base plate can be easily affixed either with a special adhesive foil, or with a screw (only for 2.00-mm base plate).

HIGH STABILITY
Peel force measured at 1.00 meter height:
Steel plate of 1.50 mm thickness: 13.00 kg
Steel plate of 2.00 mm thickness: 16.50 kg

MAGNETIC BASE
Small diameter, for optimised walkways.

BELT LENGTHS

Beltrac® belt posts are available with belt lengths from 2.30 meters to 3.70 meters. The wall-mount systems are available with belt lengths from 2.30 meters to 22.00 meters.

PERMANENTLY SCREW-MOUNTED POST

The base plate connected to the post is affixed directly to the floor with screws.

PERMANENT MOUNTING
Posts are permanently secured using a surface-mounted flange.

REMOVABLE POST

This post can easily be inserted into the floor socket. When posts are not in use, a cover plate conceals the hole in the floor.

FLOOR SOCKET
The Floor Socket supports the removable post.

THE BELT THAT FOLLOWS YOU.

Beltrac Twist®: The very easily rotatable post head enables the structure of the queue to be flexibly adapted without the post itself having to be rotated.

BELT COLOURS & IMPRINTING

Beltrac® belts are made of tightly woven polyester, optimised and tested for heavy-duty applications. The belt can be easily customised to the needs of your company. We can deliver a belt in your company colour and with or without a logo.

BELT ENDS

Beltrac®: The safety belt end is designed to automatically open if tension increases (for example in escape situations). The magnetic belt end has the same characteristics, but based on magnetic force.

VIAGUIDE

"**HAVING THE SOLUTION WITHOUT KNOWING THE TASK –** BELTRAC ®."

>> **ROBUST AND STABLE**
>> **MAXIMUM FLEXIBILITY**
>> **PERFECT FIXATION**
>> **INDIVIDUAL OPTICS**

BELTRAC®

With Beltrac you not only benefit from having a robust product, you also ensure the flexibility that everyday life requires. Due to numerous combination possibilities of the components as well as sophisticated modules, you can create solutions before things become critical – quickly, easily and reliably.

BELTRAC®

WALL MOUNT

Wall-mount mechanisms with belt lengths from 2.30 meters to 22.00 meters enable high flexibility for numerous applications. The mounting options range from permanently mounted, adhesive fixation to magnetic solutions. Attachment to a belt post is also possible.

BELTRAC® SAFETY

BELT POSTS IN SAFETY COLOURS

The clearly visible belt posts in red and yellow are ideal for the closure of temporary construction sites and storage areas indoors and outdoors. Belt lengths from 2.30 metres to 12.00 metres offer high flexibility.

SHUTTLETRAC®

12- OR 18-POST TRANSPORTER

Shuttletrac is suitable for the transportation and storage of 12 or 18 posts. The powder-coated steel and HDPE construction offers high strength and low weight. Lockable, smooth-running castors support easy handling.

12/18

" THE SOLUTION FOR DIFFERENT APPLICATIONS. "

>> VERSATILE LAYOUT
>> MODULAR APPLICATION
>> EASY ASSEMBLY
>> SMART USE

BELTRAC®

SIGNAGE AND WAYFINDING

ADAPTABLE ALUMINIUM FRAMES

DIN A4 and DIN A3 signs can be mounted on the Beltrac posts. The swivel adapter allows them to be locked in eight different positions. All frames are also available with side mounting, in special dimensions, or with mounting on the front of the post. The accompanying high posts are available in any height from 1.00 meters to 3.00 meters. We also offer an infinitely variable, height-adjustable frame post with a telescopic rod. The adjustment range of the system is from 1.25 meters to 2.15 meters.

ROLL-ABLE DISPLAY

The two-metre-high information board on a roll-able base can be easily moved. The system is fitted with a magnetic foil on both sides of the board, meaning information can be easily changed.
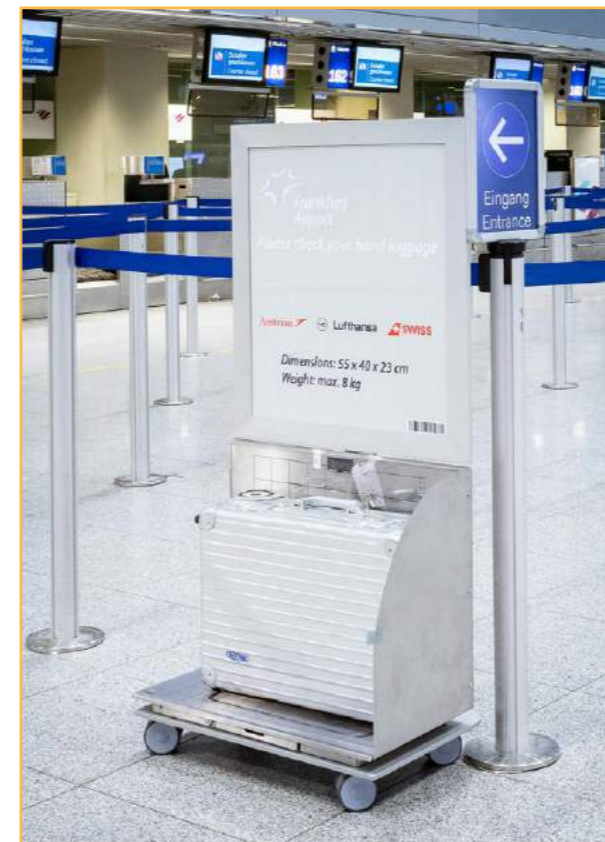
SMART BAGGAGE SIZER

The universal Smart Baggage Sizer can be flexibly used by different airlines in check-in or gate areas to electronically determine whether a passenger's cabin bag meets the airline's dimension and weight requirements. The Baggage Sizer is pre-configured to contain all the relevant airlines' size and weight restrictions. Each airline then scans their unique barcode on their own magnetic panel (which attaches to the frame of the sizer) and the Baggage Sizer then loads the relevant data. When the passenger is asked to check in his or her hand baggage and gets close to the device, the battery-operated device is activated. When the bag or suitcase is placed on the platform, the actual weight is shown on the display. The size of the bag/suitcase is displayed in three dimensions by LED stripes shown in red and green.

NEXTRAC®

ARCHWAYS AND WAYFINDING

The Nextrac product range is ideally suited for large signposts and archways. With this individual solution tailored to a customer's project, passenger flows can be optimised to suit your needs. The easy-to-follow signage leads to an intuitive use of the various passenger areas and avoids congestion.

" NEW ZONES IN EXISTING AREAS. "

>> **COMBINABLE**
>> **MODULAR**
>> **ROBUST**
>> **HIGH-VALUE**

NEXTRAC®

DIVIDING WALL SYSTEMS, DOORS AND ROOM SYSTEMS

A combination of Beltrac Classic/Extend posts in different installation variations, Beltrac crossbars and filling material such as acrylic glass, aluminium composite panels and banners can be used to divide up areas easily and with minimal effort.

FIXATION
Longitudinal groove of Beltrac Classic/Extend for the fixation of Nextrac elements. Crossbars can be affixed to the aluminium profile at any height.

HANDRAILS
Made of high-quality robust real wood varieties, for use in waiting areas and arrival halls.

DIVIDING WALLS AND DOORS
From permanently installed partition wall systems to doors with and without an emergency exit function – thanks to the flexibility of the possible combinations there are no limits to how they can be tailored to customer requirements.
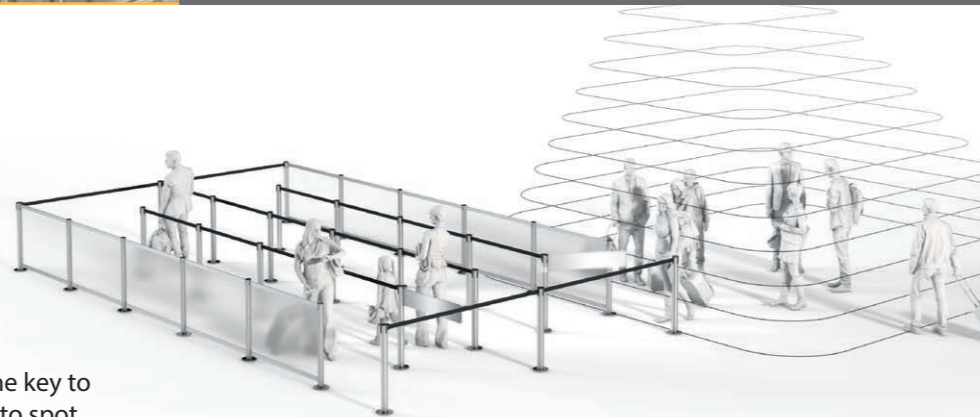
"WHY GUESS WHEN
YOU CAN COUNT?"

>> **RELIABLE SENSORS**
>> **SOPHISTICATED ALGORITHMS**
>> **REAL-TIME DATA**
>> **DATA INTEGRATION OF THIRD-PARTY SYSTEMS**

MONITORING

ELECTRONIC MEASUREMENT
Electronic measurement of passenger flow is the key to optimising your own processes. In comparison to spot checks a proper measurement guarantees consistent and reliable data.

This results in the following options:
- Facilitation of planning decisions through real-time key figures
- Reduction of the perceived waiting time of passengers by displaying the current waiting time
- Guiding passengers to other service areas by displaying waiting times
- Detailed analysis of historical key figures
- Evaluation of service-level agreements of contractors
- Forecast of future passenger volume based on historical data

DATA INTEGRATION
In addition to our sensors data from third-party systems can be integrated in our measurement. This can either save sensors, or improve data quality. The following data can be integrated: sensors of other manufacturers, boarding pass readers or e-gates. The prerequisite for this is that the data is available in real time.

DATA
The following data is gathered: access rate, service rate, queue length, filling level and waiting time. If measurements are taken close to the individual service positions (e.g. counters or security control lanes), extended data can be gathered: use of the service positions, transaction duration, idle times between transactions, and group sizes.

QUEUE MONITORING

Sensors detect people accessing and exiting the queue and the passenger flow within the queue. Using statistical methods the key figures of the queue can be determined based on "First in, first out". By strategically positioning the sensors the number of sensors required and the associated costs can be reduced.

QMETRIX RANGING SENSOR (QRS)
Unlike stereo video systems this 3D laser sensor is completely independent of light and is therefore not affected by direct sunlight, shadows or reflections. The sensor is visually unobtrusive and only requires a PoE connection.

WIRELESS QUEUE SENSOR (WQI)
The WQI from Qmetrix is an infrared sensor integrated into a Beltrac belt post. It counts every passing person, detects the walking direction and measures the speed. The data is sent to the data controller via radio data transmission. The built-in rechargeable batteries have a lifespan of six to eight months. The use of the WQI enables it to be put into operation quickly without any major installation effort.

COUNTING PORTAL

Our counting portal offers a combination of high-quality counting and flexibility. The sensor is located overhead on the portal behind the panel with the queue identification. This eliminates high installation costs. As an option, a screen can also display dynamic content, such as the current waiting time.

CAPACITY MONITORING

Determining filling levels in areas outside queues is usually very costly, as the entire area must be covered with sensors. Through targeted measurement at access points using QRS and the integration of data from third-party systems, we determine filling levels and access frequencies with reduced installation and maintenance costs.

AREAS OF APPLICATION
Terminals and terminal sections, lounges, waiting areas, etc.

DATA
Access rate, access exit rate, filling level

VIAGUIDE

"**DIGITALISATION IS THE KEY TO SUCCESS.** "

>> **INCREASE EFFICIENCY**

>> **IMPROVE SERVICE QUALITY**

>> **REDUCE IDLE TIMES**

QUEUE CONTROL

This solution automates queues using our Smart Gate. This changes the walkways in the queue and thus the layout of the queue. This means that the layout always changes in the same places without the need for human intervention.

SMART GATE

The Smart Gate is a revolving door integrated into a Beltrac post. One or two blades guide passengers in the queue. The revolving doors move at a speed of two seconds per 90°. The Smart Gate is powered by a rechargeable battery with a lifespan of approximately 3,600 opening cycles.

CONTROL

The Smart Gate is controlled either by a remote control, on which different layout variants are preconfigured, or automated by filling-level detection by our sensors or by third-party systems.

FLOW CONTROL

Recognising the next available service position is usually very difficult from the passenger's point of view. In order to avoid idle time between passengers and to improve service quality, employees are often assigned to indicate the next service position to passengers. The flow-control system enables the automation of this process with some additional functions.

HOW IT WORKS
Sensors in the service areas detect whether a position is occupied or available for the next passenger. Sensors at the front of the queue measure if passengers are waiting for the call. The locally installed coordinator cyclically assigns the next service positions to passengers. This ensures an equitable distribution of the positions. The information is displayed on a screen at the exit point of the queue and with RGB indicator lights at the service positions.

MULTIPLE EXITS
The system can operate several queue exit points at the same time, resulting in an optimisation of the routes.

PRIORITISATION
Passengers in special queues, such as Fast Track, First Class or PRM, can be prioritised. Service positions are made available that can then be used again as "regular" service positions. This means that extra resources do not have to be provided.

AREAS OF APPLICATION
Security control, immigration

© Fraport AG

VIAGUIDE

" BETTER USE
OF WAIT TIME! "

>> **REDUCTION OF WAITING TIMES**

>> **INCREASED EFFICIENCY**

>> **IMPROVEMENT OF SERVICE QUALITY**

VIRTUAL QUEUEING

In the event of flight cancellations and re-bookings long queues often occur at the service centres. These queues not only damage the service quality they also prevent the targeted processing of re-bookings. With the virtual queue it is no longer necessary to physically wait in the queue, allowing passengers to spend their time shopping or in restaurants.

HOW IT WORKS
The passenger scans his or her boarding pass at one of the kiosks and gets a ticket with a personal waiting number. The data can be used to make the rebookings in a targeted manner, e.g. by destination or booking class. The passenger is called via a monitor or on his or her smartphone.

HARDWARE
Qtrac VR is a browser software and therefore almost completely independent of hardware or an operating system.

AREAS OF APPLICATION
Ticket counter, service centre, rebooking centre

Ticket: NX0016
Item Sales
Wait Time: 4:00 mins
Customer: John Doe
Date: 06/16/10 Time: 04:15 PM
Please wait until your ticket is called.

SCREENING RANDOMISER

The security checks of staff and crew are subject to special regulations. A certain percentage of all persons must be inspected with the metal detector, while the remaining persons are only checked for explosives.

METHOD
Our algorithm randomly determines if a person needs to go to the metal detector or explosives test. A traffic-light system indicates which way the person should go. Sensors determine whether the person is walking in the correct direction and give a visual and audible alarm if necessary.

RANDOM GENERATOR
The algorithm is unpredictable, cannot be manipulated and meets the fixed quota in the long run. It is permanently logged and is available for analysis. The Screening Randomiser has been approved for this application by the German Federal Aviation Authority.

AREAS OF APPLICATION
Hand luggage control, staff and crew control

CALL FORWARD

Make it easier for your passengers to spot the next free service desk. Each service position is equipped with a remote control that allows each employee to call the next passenger. A monitor at the front of the queue indicates the next free service desk. In addition, indicator lights above the desks increase visibility.

METAL DETECTION

10 %

EXPLOSIVES

90 %

?
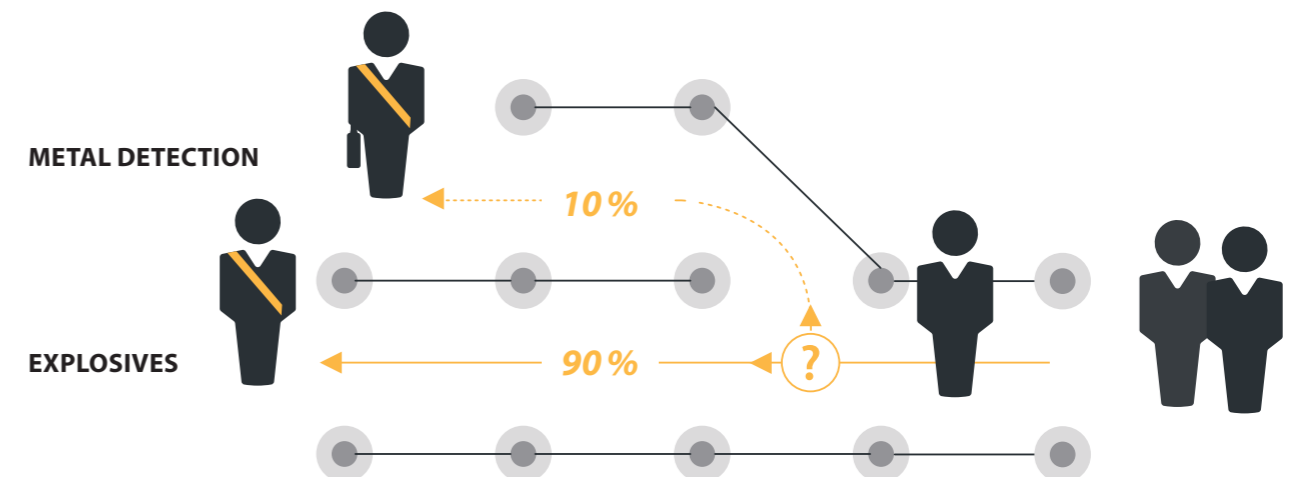
" FOR SAFETY'S
SAKE, WITH BETTER
TECHNOLOGY. "

>> **FLEXIBLE**
>> **RELIABLE**
>> **FUNCTIONAL**
>> **SMART**

SAFETY CONTROL

WRONG-WAY DETECTION

Our high-quality sensors monitor
exits from sensitive areas. As soon as
a person goes in the wrong direction
this is detected by the monitoring
module. This triggers an audible
and/or visual alarm. In addition,
the alarms are logged and can be
evaluated.

ESCALATOR MONITORING

Our sensors monitor the speed and density of the
passenger flow in real time. When passenger flow
slows down to less than the speed of an escalator
or the number of passengers exceeds a threshold
the system notifies the operational decision maker.
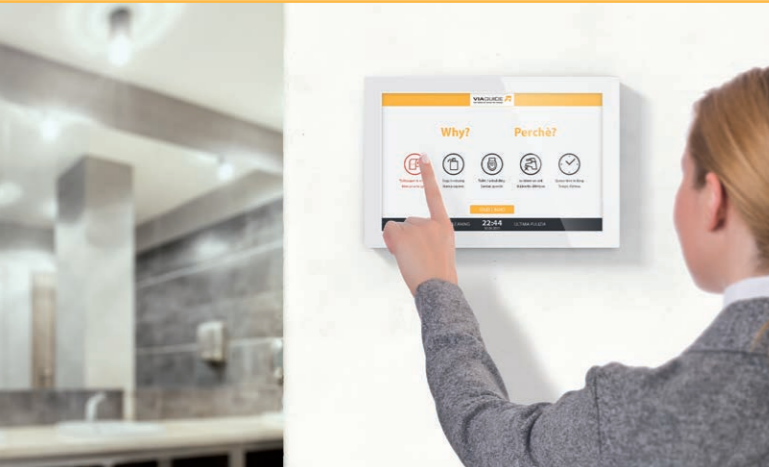This helps to avoid dangerous situations.

ACCESS CONTROL

Our Smart Gate provides easy-to-install
access control. Boarding-card readers or other
access systems control the Smart Gate and
open for passengers. Sensors additionally
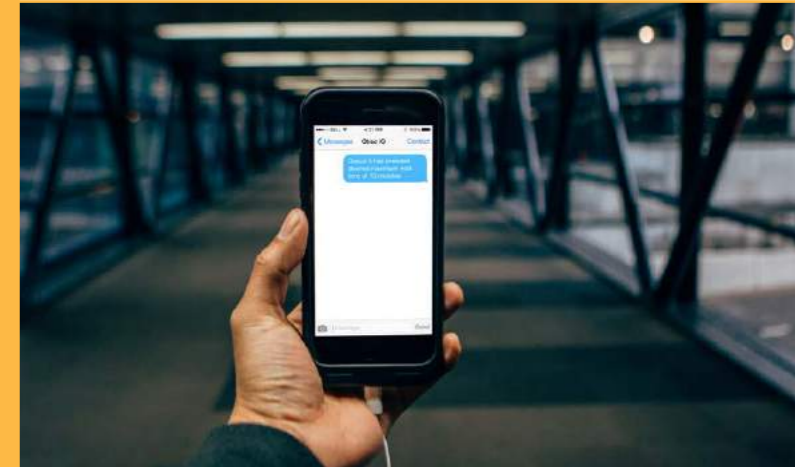check that they have been accessed correctly.

" REALLY KNOW WHAT'S NEEDED AND IMPORTANT. "

>> **OPTIMISATION OF SERVICE PLANNING**

>> **ACTUAL FEEDBACK REAL-TIME DATA**

>> **ANALYSIS REPORTS**

CLEANING CONTROL

Our Cleaning Control System allows toilets to be cleaned as required. Several factors are considered: number of users, feedback from users, start and end of cleaning and notification of defects. All this information is stored in our database. The real-time information is the basis for the analysis of the data, which can be used for cleaning as needed.

ANALYTICS

The data is made available on our analysis platform. A large number of standard reports is available for analysis.

REAL-TIME SURVEY

With our feedback or survey system passengers can be asked about their service experience or satisfaction during or immediately after the service process. By transmitting the satisfaction data in real-time you can still react in time and take necessary action.

CLEANING TERMINAL

The heart of the system is the terminal, which is attached to the wall near the toilet exit. Passengers can provide feedback on cleanliness on the main screen. The multi-stage survey logic also provides more detail about the feedback ("What was bad?"). The design of the screen is flexible and allows seamless integration into the corporate design. Employees can log in to the device using PIN codes and log on and off for cleaning. In addition, damage in the toilet can be reported directly via the device. All this data is transmitted to our server in real-time via mobile radio or WiFi.

CEILING SENSOR

The inconspicuous ceiling sensor is mounted at the entrance and counts the people. The sensor also provides the power supply for the cleaning terminal. It is also available as a stand-alone device.

REAL-TIME SURVEY

With our feedback or survey system, passengers can be asked about their service experience or satisfaction immediately during or after the service process. By transmitting the satisfaction data in real-time, you can still react in time and take measures.

FRONT END
Our system offers everything from simple feedback to the complex question structure of a survey to learn more about the mood of your customers.

HARDWARE
We offer different types of mounting for the feedback terminal. Whether for table mounting, freestanding or in the queue – due to our external batteries any option can be easily implemented.

" QUICK AND SAFE
ON THE SPOT. "

>> **MOBILE**
>> **SAFE**
>> **ROBUST**
>> **FLEXIBLE**

JETTRAC®

Jettrac clearly defines safe areas for passengers during boarding and quickly closes off dangerous areas. Designed for outdoor use in all weather conditions.

THE BELT MECHANISM

Durable and weather-resistant belt mechanism with a total length of 22.00 meters.

READY FOR ACTION

Easy handling due to a low centre of gravity and self-contained, easy-moving wheels. Very large areas can easily be blocked off by a single person within minutes.

EXTENDABLE SECURITY BARRIER

The mobility of the extendable barriers assists in the crowd control of large numbers of moving people, making it possible to regulate and direct them according to the specified routes. The barriers offer the possibility of closing access to a road, a passage, a doorway or stairwell. They enable an access point to be physically closed, or for it to be quickly opened for pedestrians or vehicles.

TYPICAL APPLICATIONS:
- Walkway on apron
- Passage from terminal to airplane
- Airport terminal
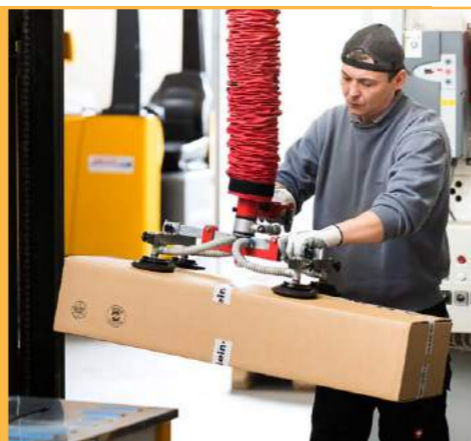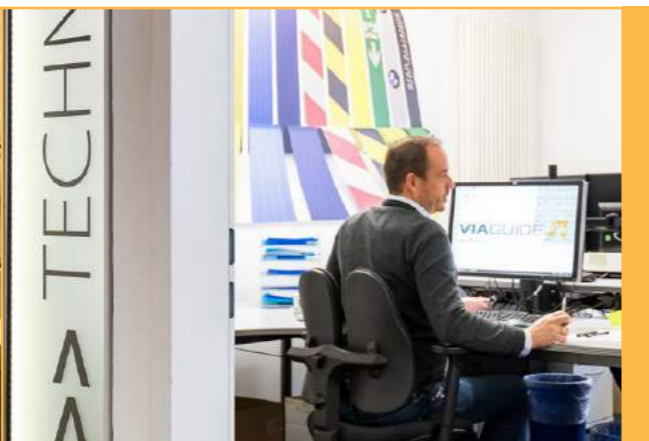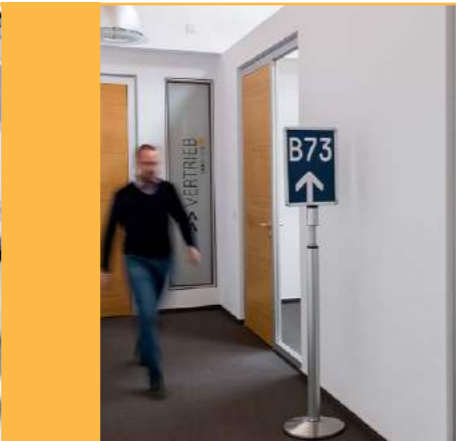- Temporary construction areas inside/outside

" **WITH INTELLECT AND EXPERIENCE FROM ARNSBERG INTO THE WHOLE WORLD.** "

>> **OWN HIGHLY FLEXIBLE PRODUCTION**

>> **SHORT REACTION TIMES**

>> **CERTIFIED PRODUCTION METHOD**

CERTIFIED

Via Guide is certified by ISO 9001 for the quality management and ISO 14001 for the environmental management of the organisation.

VIAGUIDE

>> **TO GUIDE**   >> **TO FLOW**   >> **TO KNOW**

VIA GUIDE GMBH
Rönkhauser Strasse 9
59757 Arnsberg > Germany

Phone   +49 2932 / 477 - 177
Fax   +49 2932 / 477 - 7177
Email   info@viaguide.de
Web   www.viaguide.com