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Qatar Airways banks on Austrian Technology made by FREQUENTIS

Safety and security require absolutely reliable voice communication systems

Since September 2006 the Qatar Airways Operation Control Centre (OCC) works with a fail-safe voice communication system made by Frequentis. The latest VCS 3020X release, completed with customer-specific features, has been installed.

Qatar Airways is one of the largest expanding airlines in the Arab world. It services around 60 cities in Europe, the Middle East, Northern Africa and the Indian subcontinent. Qatar Airways is an innovation leader in the airline industry – the airline is synonymous for safety and top safety standards. When it was time to refurbish the Operation Control Centre at Doha Airport, they only accepted a contractor with a reputation for delivering top-quality, highly reliable systems. Frequentis convinced with outstanding quality, performance and extensive experience gathered in projects throughout the world.

In March 2006, Qatar Airways awarded the German Knuerr AG a contract to supply the infrastructure for the Operation Control Centre (OCC) at Doha Airport. Knuerr AG chose the Austrian high-tech company Frequentis, to provide the voice communications systems.

Knuerr AG is recognized around the globe as strong reliable partner in the areas of telecommunications and data communications, server network and technology, medical technology, security, automation and traffic control technology.

The OCC has to be in contact with the crew in the aircraft at all times. The three main task areas of the OCC are the dispatch service (co-ordination of flight schedules, notices to aircraft crews concerning unforeseen events, e.g. closed airports or the weather conditions at the destination), air traffic control and the scheduling for the crew members.

In order to allow all tasks to be handled in a reliable and efficient manner, Frequentis equipped the operator positions with the latest generation of VCS 3020X. The VCS 3020X is a modular voice communication system, which distinguishes itself from similar products on the market by its extraordinary fail-safety and optimised voice quality.

Frequentis delivered a tailor-made solution comprising customer-specific features that were especially developed to meet the needs of the OCC Doha. Some of these features are the SELCAL (selective call via high-frequency technology from the centre to the aircraft) and SATCOM (satellite communication to the aircraft). These two functions ensure that the OCC can communicate with aircrafts at any time.

An extended telephone directory with a capacity of 3000 entries improves communications with more than 70 sites, such as boarding, ticketing, etc.

To guarantee the high safety standards, Frequentis added an uninterruptible power supply, a voice and data recording system (DIVOS log), as well as a special alarm system (DIVOS Alarm). In the unlikely event of a system failure, the technician on duty will automatically be called on his telephone. A voice informs the technician of the corresponding failure code, so any failures can be attended to immediately.

The new system provides the employees at the OCC Doha Airport with a modern and ergonomically optimised working environment.

About Qatar Airways

For Background Information please see www.qatarairways.com

About Knürr AG

For Background Information please see www.knuerr.com.

About Frequentis

For Background Information please see www.frequentis.com.