

# Video Conferencing Kiosks at the Singapore Changi Airport

The Civil Aviation Authority of Singapore (CAAS) has a vision of making Changi Airport the world's best airport and a major global air hub. In fact, Changi Airport has received the "Best Airport in the World" consecutively for 13 times since 1992 by Business Traveller (Asia Pacific) and for 17 times since 1988 by Business Traveller (UK/Europe).

Despite an outstanding history of awards and accolades, CAAS is never complacent. Changi Airport wants to further improve its service by providing a high-tech, high quality, personalised and user-friendly videoconferencing help desk to airport passengers.

## How it was done

NETe2 Asia, Tandberg Platinum Partner is proud to be selected as the systems integrator for this grand project.

Conventionally, the helpdesk was operated by operators answering to passengers' enquiries on the phone. But now, face-to-face enquiry with the friendly helpdesk is made possible through videoconferencing.

The entire system consists of two video kiosks, a 'day operator' videoconferencing terminal and a 'night operator' videoconferencing terminal. The systems are connected by an IP network. These kiosks can also be converted to wireless by adding a wireless access card into the videoconferencing terminal.

When the kiosks are not engaged in a video call with the operator, a pre-recorded video will be played and looped continuously. This will provide useful information and relevant advertisements to airport passengers.

When a user presses the 'video call' button, they will be connected to the day or night operator. In the event that the operator is engaged, the user will hear a recorded 'operator busy' message.

The operator is able to log in to the videoconferencing kiosk from his remote PC to monitor, manage and send messages to the kiosk display.



Tandberg videoconferencing systems were used for this important project. The Tandberg 1000, Tandberg Management Suite (TMS) and Tandberg 550 systems were deployed.

The video kiosks were each equipped with a Tandberg 1000 videoconferencing system. This is a completely integrated system which has a build-in LCD flat screen, codec, camera, microphone and speaker. This intelligent system is also able to automatically adjust itself to changing lighting conditions.

The operator terminals were installed with the compact set-top Tandberg 550 videoconferencing codecs. These were each connected to a 14" monitor to form the videoconferencing system.

The crisp and clear video and audio quality of the Tandberg systems enhanced the user experience and made it a very much natural meeting. To enable ease of managing the entire videoconferencing system, a Tandberg Management Suite (TMS) was installed.

## CAAS's successful implementation

With this implementation, CAAS has brought Changi Airport to greater heights. It is now able to provide a virtual and personalised help desk with premium video and audio quality to the airport passengers.

For more information on NETe2 Asia, visit [www.nete2asia.com](http://www.nete2asia.com)



**Singapore office**  
Blk 750 Alpine Block, Chai Chee Road,  
#07-02, Suite 21 Technopark@Chai Chee,  
Singapore 469001  
Tel: +65 6723 6363  
Fax: +65 6723 6333  
Email : [contact@nete2asia.com](mailto:contact@nete2asia.com)

**Malaysia office**  
B1-03A, 1st Floor, Megan Embassy,  
225, Jalan Ampang 50450  
Kuala Lumpur, Malaysia  
Tel : +60 12 387 6206