



5 THINGS TO CONSIDER INSTALLING A WINDOW INTERCOM SYSTEM.

Window Intercoms Systems are a full-duplex solution consisting of two microphones and two speakers designed to improve natural communication through barriers. They provide many benefits to a variety of industries from Healthcare, Retail, Transport, Banks, Aged Care and more...

But whether the aim of your business is to improve communication, increase hearing accessibility or improve the general safety of your staff, patients and customers. There are a few important things to consider before installing a system to ensure you get the most out of your system.



1) Your Current Situation

No one understands your business current circumstances better than you. Consider writing up a brief sentence that clearly defines the problems you're experiencing and the outcomes you want to achieve. This will go a long way to ensure you choose the most appropriate system for your business' specific objectives.

BELOW ARE COMMON EXAMPLES.

Scenario A

Problem: We recently installed Perspex screens at our checkouts for the health and safety of our staff. This has created a communication problem and is slowing down the checkout process.

Outcome: We want to improve communication to speed up the checkout process.

Scenario B

Problem: Many of our patients are elderly or suffer from hearing loss, and since our staff are now required to wear masks at all times, it's become incredibly hard to communicate.

Outcome: We want to provide hearing accessibility options for our patients and improve general communication.

Scenario C

Problem: Since installing safety screens, our clients are constantly leaning around to hear better, which is defeating their entire purpose and putting our staff at risk.

Outcome: We want to improve communication to limit movement around screens to minimise the potential spread of airborne viruses.



Quick Tip:

In Australia 1 in 7 people suffer from some form of hearing loss relying on lip reading or hearing aids for communication. With the addition of compulsory mask wearing and the installation of Perspex screens, this has further reduced speech intelligibility for all customers but especially for those suffering hearing loss.

2) Installation – Location, Accessibility, Orientation, Security.

Window Intercom Systems are supplied with a variety of mounting options designed for any installation scenario from a ceiling mount, wall mount, table mount and flush mount.

Consider your desired mounting location and ask yourself the following questions.

1. Where will the system be installed?
2. What are the dimensions of the install area, are there any potential obstacles?
(The further the speaker is from the microphone the better)
3. What are the materials for the install surface?
Can I drill holes easily?
4. Where is the closest power socket?
5. Which orientation do I want my microphone?
(Only necessary when selecting a Left-Hand or Right-Hand microphone.)
6. Am I installing an accessible hearing loop?
Where will it be installed? (Hearing loops can be installed under a table or on a wall)
7. Do I need to pass documents through a screen?
What are the dimensions of the hole?
8. Will I require a vandal proof solution?



STS-K001L



STS-K071



Quick Tip:

Take a picture of the installation location and send it to the AVW team to discuss your situation. Sometimes we just need to talk these things through.

3) Privacy

In situations where information can be sensitive, like banks, doctors' surgeries and health clinics, privacy is paramount. Therefore, considering what level of privacy is required for both your staff and clients is too.

Although window intercom systems are designed to enhance speech intelligibility within a limited area only, they are also designed to be always 'open' or 'on'. This is why in secure situations, appropriate speaker selection is important, as some speaker/microphone kits are less effective than others in limiting their audible area.

N.B. Staff microphone units are specifically available with on/off switch to ensure the privacy of employees.





Quick Tip: Don't get too caught up in privacy. The amplifiers supplied with all our system kits include easily adjustable volume controls if required.



4) Ambient Noise

Window Intercom Systems are supplied with a variety of speaker and microphone options, some more sensitive than others. It's handy to know beforehand the ambient noise levels of the environment they will be installed in to ensure the best results for your project.



5) Accessibility

Who are your customers or patients?

3.6 million people in Australia suffer from some sort of hearing loss and rely on a combination of hearing aids and lip reading to communicate. When you consider the problems that wearing masks and glass barriers have created for this group of people's ability to communicate. Every business should consider installing an accessible hearing loop in their premises.



There are also Australian Standards which must be met for hearing augmentation and business should consider these to ensure all relevant standards and codes are met.

Luckily most window intercom systems are supplied with a hearing loop driver and cable which provide direct access to a customer's hearing aid when standing within the enclosed loop area.

Consider then the age and demographics of your patients or customers and whether providing hearing accessibility is of value to your business or a potential legal requirement.



Download a Sound Level Meter on your phone and take notes of dB (decibel) readings as you walk around the room. Make sure to take measurements during normal operating hours and present this information to your installer.

*Sound Level Meters are also called SPL Readers or dB Readers, and free SPL apps are available to download on your smartphone.

Quick Tip:



6) Colour

The last thing to consider is a bonus. Select your colour and you're ready to go. All our recommended systems are available in either black or grey.

contacta



How Do I Choose a Brand?

The pandemic has meant that window intercom technologies are now seen in more industries than ever before. This demand has seen an increase of cheap imitation brands that experience a range of reliability and performance issues.

That is why AVW recommend Contacta Window Intercom Systems.

Manufacturing Window Intercom Systems since 1985, Contacta are known around the world for their reliability, performance quality and industry experience. Offering a more extensive range of mounting solutions and speaker / microphone options than any competitive brand, Contacta also specialise in hearing augmentation to ensure you are up to industry standards when installing a counter hearing loop.

You will find Contacta products in businesses as diverse as NASA's Kennedy Space Centre, The London Underground, Some of the world's most famous sporting stadiums' and countless Supermarket, Hospitals and Banks around the world.



Quick Tip:

Within Google Maps Accessibility Features you can let your customers know that you cater for the hard of hearing by adding "Assistive Hearing Loop" to your About section.





Still Need Help?

If you are at all unsure about the best solution for your business needs, the myself and the AVW team are available to discuss your specific project.

Australia:

Email sales@avw.com.au
Sydney 02 8213 0200
Adelaide 088 1203 203
Melbourne 038 6915 210
Queensland 073 6073 785

New Zealand:

Email sales@avw.co.nz
Auckland 09 271 4000
Wellington 04 499 3888



Brad Eather is Customer Relationship Manager at AVW. He talks about industry technologies helping business make informed decisions.