



PAXGuide

Automatic Announcement
System for Airports

Fact Sheet

Sittig Technologies

www.sittig-tech.com

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Overview

PAXGuide is Sittig Technologies' intelligent, modular system for automated airport announcements. Built on **over 30 years** of experience and continuously evolved with the latest technologies, PAXGuide is designed to streamline communication, reduce manual effort, and enhance the overall passenger experience.

Using **AI-powered text-to-speech**, the system delivers high-quality announcements in up to **149 languages and dialects**—whether for boarding, queue management, or urgent operational updates. Messages are always played **at the right time, in the right place, and in the right language**.

PAXGuide integrates seamlessly with **existing AtlasIED PA and local IT infrastructure**, avoiding costly rewiring and ensuring compatibility with all major PA brands. Through open interfaces to AODB, FIDS, PFMS (e.g. Xovis), workforce management, and Lost & Found systems, announcements can be fully automated and dynamically adapted to operational needs. As a **data-driven solution**, PAXGuide enables targeted communication, supports **silent airport initiatives**, and ensures **barrier-free access** by synchronizing spoken content with on-screen displays. With core applications like **PAXpaging**, **PAXgate**, and **PAXadmin**, every stakeholder—from gate agents to airport operations—gets a role-specific interface tailored to their tasks. Whether deployed **on-premise or in the cloud**, PAXGuide scales to airports of any size.

Already in use at major hubs such as **BER, ZRH, FRA, MUC** and **AUH**, PAXGuide has proven its value in reducing wait times, improving operational efficiency, and delivering inclusive, high-quality communication—all while using your existing infrastructure.

All benefits at a glance



Automation in 149+ languages

Announcements can be generated in over 149 languages and dialects using leading text-to-speech engines. This ensures that every passenger receives clear and consistent information, regardless of their language.



Highly integrated into the AtlasIED world

PAXGuide seamlessly integrates with the existing AtlasIED GLOBALCOM and the existing IT infrastructure. Thus, no costly rewiring is necessary.



Data-driven & intelligent

PAXGuide integrates with AODB, FIDS, PFMS (e.g. Xovis), and workforce systems to trigger context-aware announcements automatically. This enables dynamic communication based on live operational data.



Modular by design

The system is built modularly, allowing it to be tailored precisely to the specific requirements of each airport. Modules for different use cases—like boarding, lost & found, or passenger flow—enable maximum flexibility.



Uses existing infrastructure

Thanks to IP-based technology, PAXGuide works with existing cabling, loudspeakers, and IT systems. No major infrastructure changes are needed, significantly lowering deployment barriers.

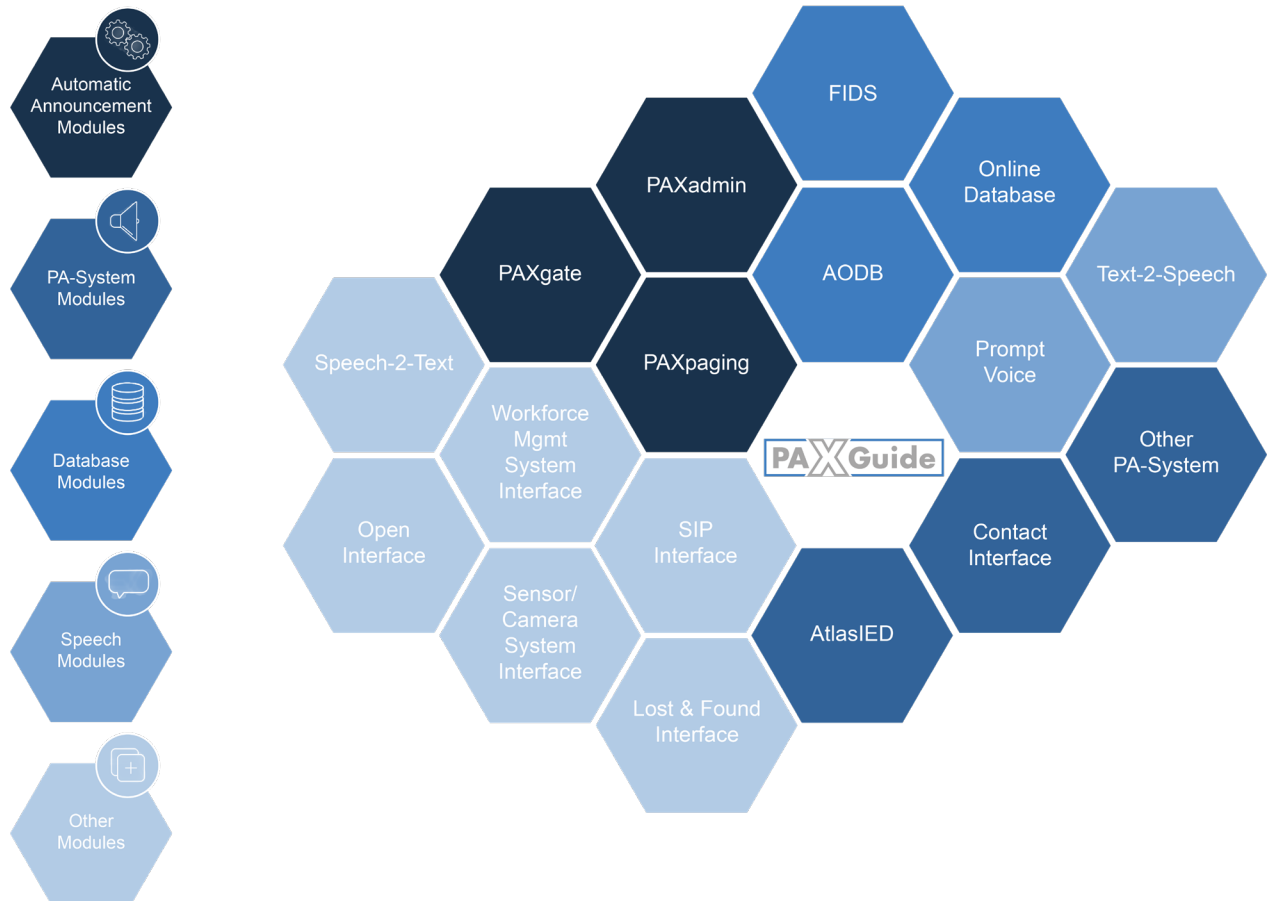


Cloud or on-premise ready

PAXGuide can be hosted in the highly secure Sittig Cloud or installed on-premise—depending on your airport's needs and policies. Both setups offer full functionality, reliability, and data protection.

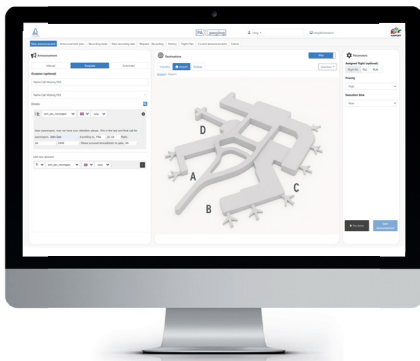
System Modules

The system consists of different modules that can be easily and flexible assembled.



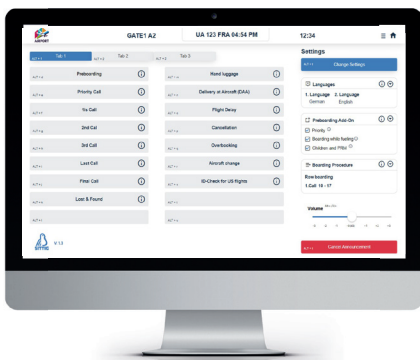
Automatic Announcement Modules

Core user interfaces for operating the Automatic Announcement System. Specialized for various applications.



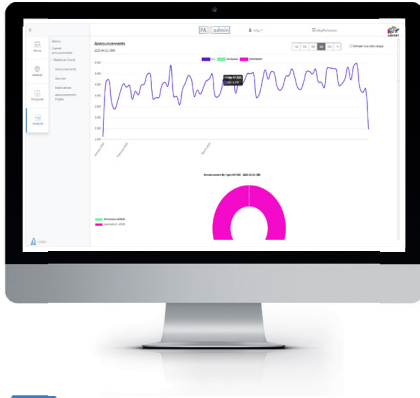
PAXpaging

Web application for central announcement stations at information counters and control rooms. Supports time-controlled, stored, and manual announcements using predefined templates with audio files, Text-to-Speech, and live recordings. Includes TTSTForms for easy creation and triggering of new announcements. A built-in zone map enables intuitive area selection. All announcements are logged in a global history database. Ideal for centralized airport communication.



PAXgate

Web application for automating the announcement process at the airport gate. Announcements such as first call, boarding call, and final call can be triggered automatically with real-time data from the AODB or manually by the handling agent during boarding. Announcements are directed by default to the specific gate zone but can also be broadcasted to wider areas if needed. Dynamic zoning and volume control allow flexible adaptation to operational needs. PAXgate is the ideal assistant for ground staff, supporting efficient, standardized boarding processes.



PAXadmin

Web application for configuration and administration of the PAXGuide system. Automatically detects integrated software modules and IP Paging Stations, allowing intuitive configuration through a user-friendly interface. Configuration options include the management of users, roles, announcements, destinations, priorities, and zone assignments. Extensive history and reporting dashboards provide detailed insights into announcement activities and system usage. Also supports the creation of templates and flexible reconfiguration of zones and groups.



Database Modules

The PAXGuide Database Modules enable automatic, real-time announcements based on live operational data. They allow seamless integration with key airport systems to ensure announcements are always accurate, personalized, and timely.

- **AODB Module:** Interface to the Airport Operational Database (AODB) for automatic retrieval of flight information such as boarding times, gate changes, or status updates, enabling fully automated flight-related announcements.
- **FIDS Module:** Interface to the Flight Information Display System (FIDS), allowing synchronization of visual and audio announcements. Texts displayed on screens can be tailored separately or combined with spoken announcements to support barrier-free communication.
- **Online Database Module:** Interface to an Online Database provider to receive flight information to automate announcements.



Speech Modules

The Speech Modules ensure high-quality, multilingual announcements with maximum flexibility. Depending on the use case, announcements can be generated dynamically or selected from pre-recorded prompts.

- **Text-2-Speech (T2S) Module:** Generates real-time announcements in up to 149 languages and dialects using leading text-2-speech engines, already implemented within the system. The open architecture supports multiple providers, ensuring maximum voice quality and language coverage. This allows airports to create and deploy new announcements instantly—without the need for recordings, editing, or lead times.
- **Prompt Voice Module:** Enables the use of pre-recorded announcement snippets for cases where a specific voice or tone is required. If a language is needed that is currently not available as T2S, we can create it using our large network of professional native speakers and our own sound studio



PA-System Modules

Sittig Technologies specializes in enhancing existing PA infrastructures with intelligent, data-driven software. Our PAXGuide Automatic Announcement System integrates seamlessly with AtlasIED GLOBALCOM®, adding advanced automation without replacing your existing setup.

Fully Compatible with Dante™ and CobraNet™

Whether your system uses Dante™ or CobraNet™, PAXGuide works flawlessly—no rewiring needed. It enhances your AtlasIED installation with high-quality automated announcements in over 149 languages using leading Text-to-Speech technology.

Cross-Brand Interoperability

PAXGuide enables synchronized announcements across multi-vendor PA environments, harmonizing communication even in complex, segmented infrastructures.



Other Modules

The Additional Modules extend the PAXGuide system to cover more operational use cases and integrate even deeper into the airport environment.

- **Lost & Found Interface**
Enables easy creation and playout of lost item announcements directly from the Lost & Found software app. Passengers are quickly informed, improving service quality and reducing manual workload.
- **Sensor/Camera System Interface**
Connects to Passenger Flow Management Systems (PFMS) and camera-based sensor systems. Enables automatic announcements based on real-time passenger movements, queue lengths, or volume adjustments, supporting efficient crowd management and silent airport initiatives.
- **Workforce Management System Interface**
Interfaces with workforce management platforms to trigger operational instructions (e.g., boarding team calls) via the PA system automatically. Helps optimize staffing efficiency and task coordination without manual communication steps.
- **SIP Interface**
Interface to trigger announcements via SIP telephony or handle each SIP endpoint as a kind of PA zone (Infopoints, SIP Loudspeaker,...). The interface provides multiple (up to 60) channels/calls in each direction at the same time.
- **Speech-to-Text Module**
Captures spoken manual announcements, transcribes them into text, and enables content synchronization with visual display systems. Enhances accessibility by providing barrier-free information for hearing-impaired passengers.
- **Open Interface**
Flexible API-based interface enabling the connection of other third-party systems to PAXGuide. Allows for customized integrations and future expansions based on airport-specific needs.

Technical Overview

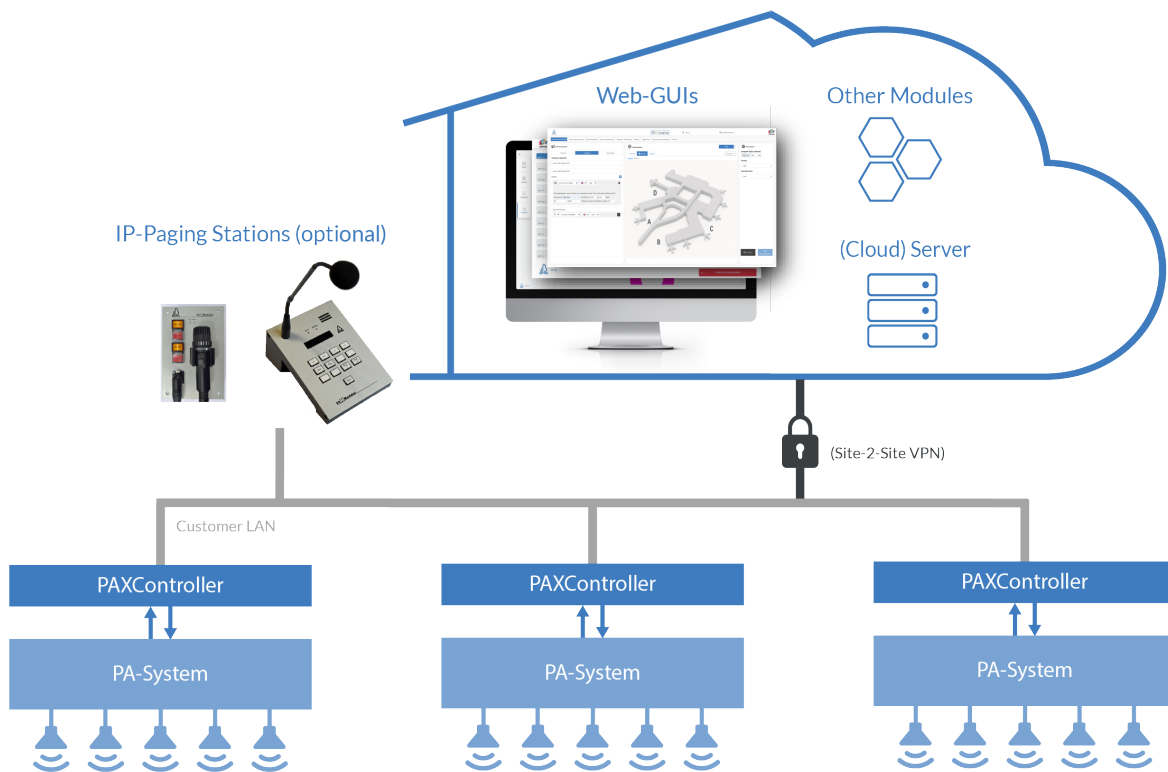
PAXGuide is a flexible, future-proof system designed to seamlessly integrate into any airport environment. The architecture supports **deployment on-premise**, in a **customer cloud**, or hosted in the highly secure **Sittig Cloud**—giving airports maximum freedom to match their IT and security requirements.

The system is built for operation over **Layer 3 IP networks**, enabling distributed and scalable setups across existing IT infrastructures. PAXGuide is also capable of **interconnecting multiple PA systems from different manufacturers**, creating a unified announcement platform even in complex, heterogeneous environments.

In case of an internet failure or loss of connection to the Sittig Cloud, a **manual fallback** is available: announcements can still be triggered locally at any time via the manual Paging Stations, ensuring continuous operational communication. The modular system design connects web-based user applications, centralized server components, and existing PA infrastructure through IP-based communication. Interfaces to external systems such as AODB, FIDS, sensor systems, and workforce management solutions ensure real-time data integration and intelligent automation.

Whether managing announcements at gates, information counters, or operational centers, PAXGuide offers a robust, harmonized platform for efficient, scalable, and high-quality communication across the entire airport.

Technical Diagram



Trusted by leading airports



You would like to know more?

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