Flight Announcement System®

FAS - The Elite system

IED's unique Flight Announcement System®, FAS®, allows arrival and departure announcements to automatically be played to the appropriate areas. The FAS integrates with the 500ACS® Announcement Control System hardware and software to allow the Microphone Stations to be used for the FAS and other purposes. These announcements are triggered using the Microphone Station’s keypad in the gate or other areas. The FAS assembles and plays announcements from pre-recorded audio clips based on flight information data in the FAS database. This data may be automatically synchronized with the MUFIDS or data may be manually entered from a workstation.

The IED FAS is designed to increase the efficiency of the airline personnel by simplifying the process of making an announcement thus allowing them to focus on serving their customers.

With FAS you can make the following announcements:

- Pre-Boarding  By Seating Area  Gate Change
- Early-Boarding  Final Call  Delayed Flight
- General Boarding  Arrival  Canceled flight
- Boarding by Groups  Baggage Claim  Delayed Baggage

Announcements can be made in English, Spanish, French, German, Chinese, and Japanese, with more languages to be added soon.

What’s more, if your airport has the IED 500VIS® Visual Information System™, the exact text of the announcement is displayed synchronized with the audio on all of the displays in the area of the announcement, in languages used with the announcement. So even if customers are outside the gate waiting area out of earshot (using a telephone, getting coffee, buying a newspaper, etc.), they can still see an announcement.

By adding the IED 500VIS® Visual Information System to the FAS, a system can be produced which meets the design requirements of the Americans with Disabilities Act (ADA).
**HOW DOES FAS WORK?**

The main three components of FAS are the FAS software, the FAS audio clips called “takes,” and the IED 508 Series microphone stations, which include a numeric keypad and an LCD readout. The airline staff uses the 508 keypad to initiate the assembled announcements. The software then processes the data to assemble the proper takes and play the announcement.

The assembled announcements are a combination of:

- Airline name
- Code Share with Flight numbers
- Arrival city or cities
- Departure city or cities
- Gate number
- Beginning row number
- Ending row number
- Boarding Flight
  - by groups with group numbers
  - by seating areas with seat numbers
- Arrival time
- Departure time
- Flight delay reason
- Baggage delay reason
- Baggage carousel number
- Airport welcome
- Greeting (“Good morning”, “Good afternoon”, etc.)
- Time segment (morning, afternoon, etc.)
- Time in minutes
All flights for your airport are in the “Flight Announcement” database, sorted by airline name and flight number, and displayed as in this figure:

Flight Announcement System Editor Screen

These flight records are entered manually using the form shown below, or the software can interface with the Flight Information Display System to access its database.
The announcements are assembled from templates, as shown in this screen. This information can also be displayed in any of the available languages.

All flight information is stored in the FAS. When an agent at an airline’s gate wants to play an announcement, he or she uses the 508 microphone station’s keypad and LCD to enter the prompted information.

The announcement then plays and its text is displayed simultaneously and in synchronization with the audible announcement over the IED Visual Information System (if available in your facility).