



Digital Signage & Kiosk
Solutions

PASSENGER INFORMATION SYSTEM



WHY ARTECH?

► Excellent Customer Service, Rigorous Quality Control

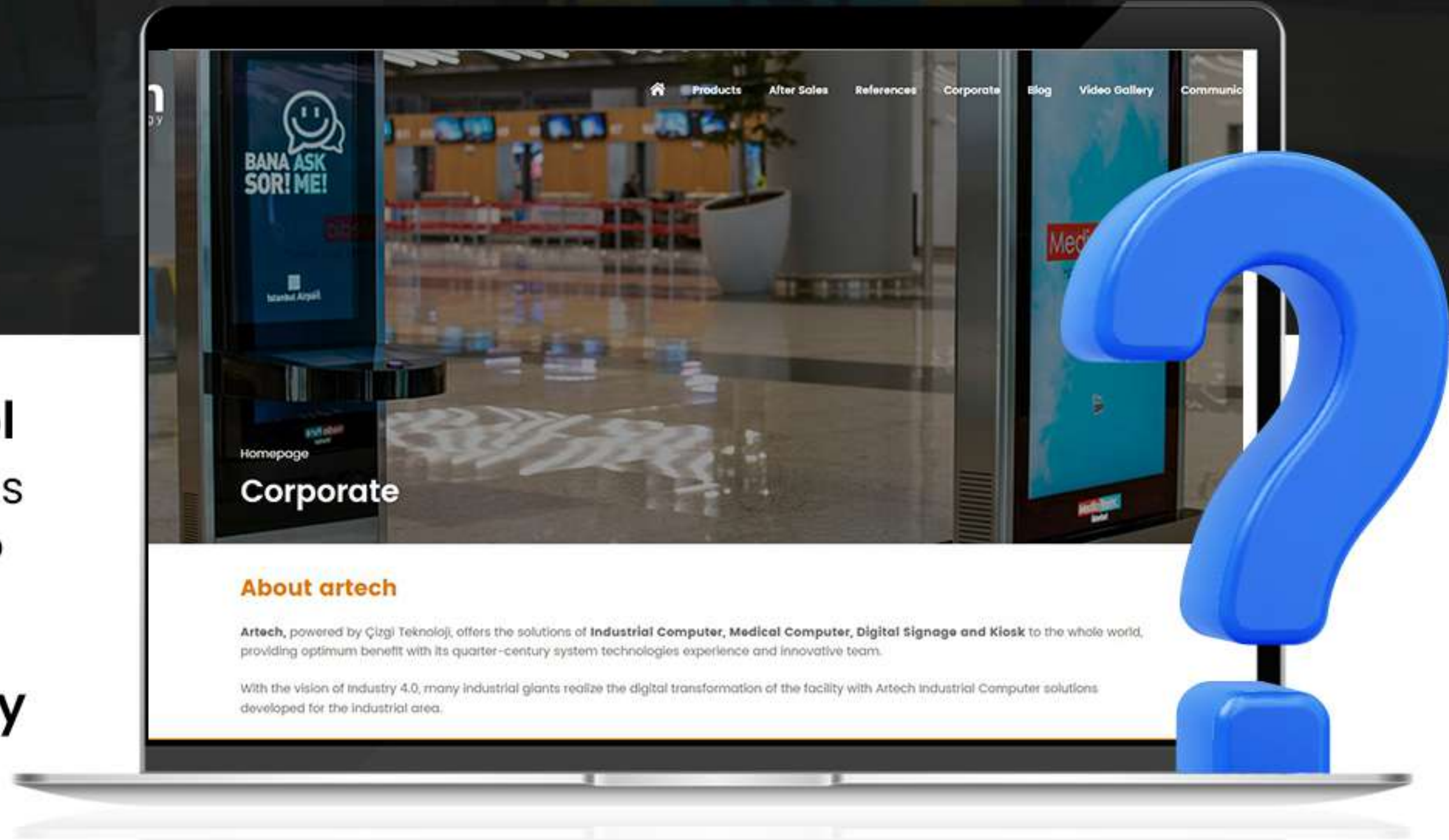
Our quality processes ensure that every device we produce is tested in our laboratory in our factory before it is delivered to our customers.

► An Emphasis on Customer Service and Sustainability

To help you choose the right product, Çizgi Teknoloji conducts field research. Accordingly, we recommend the best solution that will provide maximum.

► Compliance with International Standards

Our primary goal is to maintain quality parameters with our management systems and ensure continuous improvement of our processes. As a result, all of our products are CE-certified.



ADVANTAGES OF ARTECH

- ▶ Compliance with international standards is a priority
- ▶ A complete R&D-design-production process from start to finish
- ▶ Project customization for Digital Signage- Kiosk projects
- ▶ Designed with a unique style
- ▶ Software developed by Çizgi Teknoloji
- ▶ Provide fast and efficient after-sales support to all our customers
- ▶ 24/7 smooth, uninterrupted running experience
- ▶ Three-Years Warranty



ARTECH Passenger Information System

The ARTECH Passenger Information Systems are automated service machines located in

- ▶ areas with a high density of passengers and
- ▶ where there is a need for support points.

You can provide your passengers with interactive information and self-service using our digital solution by connecting them to call centres via the internet, audio or video and allowing them to get information and interact with them.

Passengers will benefit from the ARTECH Passenger Information System at the point of entry and exit from the airport to ensure a smooth traffic flow throughout the airport.

**A NEW GENERATION
OF PASSENGER
INFORMATION
SYSTEMS BY ARTECH
HAS BEEN DESIGNED
TO CONVERT
CUSTOMER
TRANSACTIONS INTO
A SMOOTH, FAST,
INTERACTIVE, AND
DIGITALLY ENHANCED
EXPERIENCE.**



ARTECH Passenger Information System



▶ **PRESS THE RED BUTTON**



▶ **SCAN YOUR TICKET**



▶ **GET INTERACTIVE SERVICE**

The ARTECH Passenger Information Kiosk;

- ▶ Reduces density at support points
- ▶ The call centre application allows passengers to speak directly with the appropriate agent support unit about their issues in their native language
- ▶ Provides better service and increases customer satisfaction
- ▶ Personnel costs are reduced



ARTECH Passsenger Information System

GENERAL FEATURES

- ▶ Airport and destination weather and time information can be accessed through Artech Interactive Passenger Information Kiosks.
- ▶ Through a single click, passengers can check the status of incoming and outgoing flights, the arrival or departure times, and the location and information of baggage collection bands.
- ▶ It meets international standards and is designed to meet the comfort needs of all passenger profiles. A wheelchair user can efficiently operate kiosks' user screens because they are at a convenient height.



ARTECH Passenger Information System

GENERAL FEATURES

- ▶ A solid, impact-resistant structure and rounded edges protect against bumps and falls.
- ▶ Thorough disinfection is possible for the kiosk.
- ▶ A barcode on a boarding pass or an e-ticket on a mobile phone can be easily scanned from 150 cm away.



The image shows a sleek, modern kiosk with a large vertical touchscreen and a curved top. It is set against a background of a city skyline. Two callout boxes highlight key features: '2 internal 8MP Webcams' and 'Anti-vandal 4MM Tempered Glass Capacitive Touchscreen'.

2 internal 8MP Webcams

Anti-vandal 4MM Tempered Glass Capacitive Touchscreen

The Artech Interactive Passenger Information Kiosks with contactless call centre support significantly reduce the potential for COVID-19 spreading at airports and evolve health-safe areas.

ARTECH Passenger Information System **ADVANTAGES**

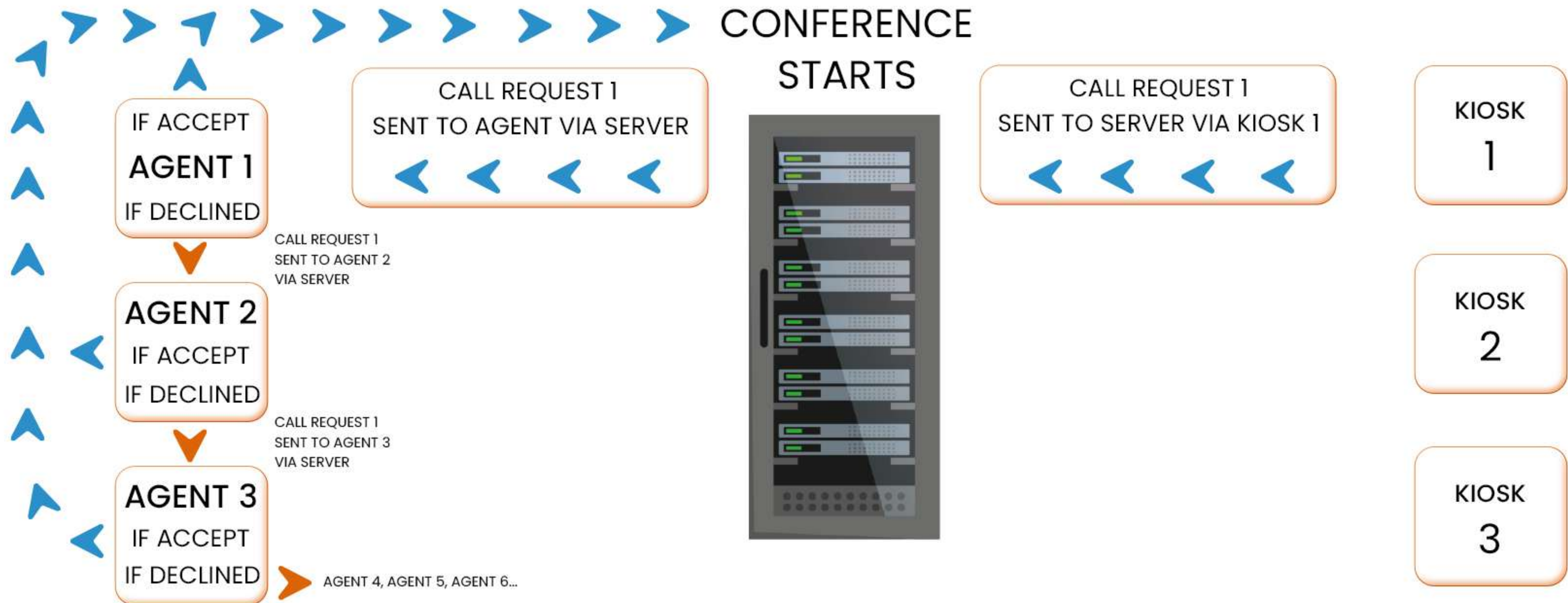
- ▶ With Artech's Interactive Passenger Information Kiosk, passengers can make live video calls with call centre representatives in the language of their choice and use a unique route map to get to their destination as quickly as possible.
- ▶ With Artech Interactive Passenger Information Kiosks, passengers can receive digital passenger information at the airport without stress, time, or confusion.
- ▶ Both a high level of passenger satisfaction and a high level of service quality is achieved.

ARTECH
Digital Information Solutions
at Istanbul Airport



ARTECH Passsenger Information System

INFO KIOSK DATABASE SERVER



ARTECH Passsenger Information System HARDWARE FEATURES

- ▶ IP65 Front Face Protection Standard
- ▶ Built-in two cameras, one is located at the wheelchair eye-level for special needs passengers.
- ▶ It is designed to meet the International Industry for Special Needs Passengers standards.



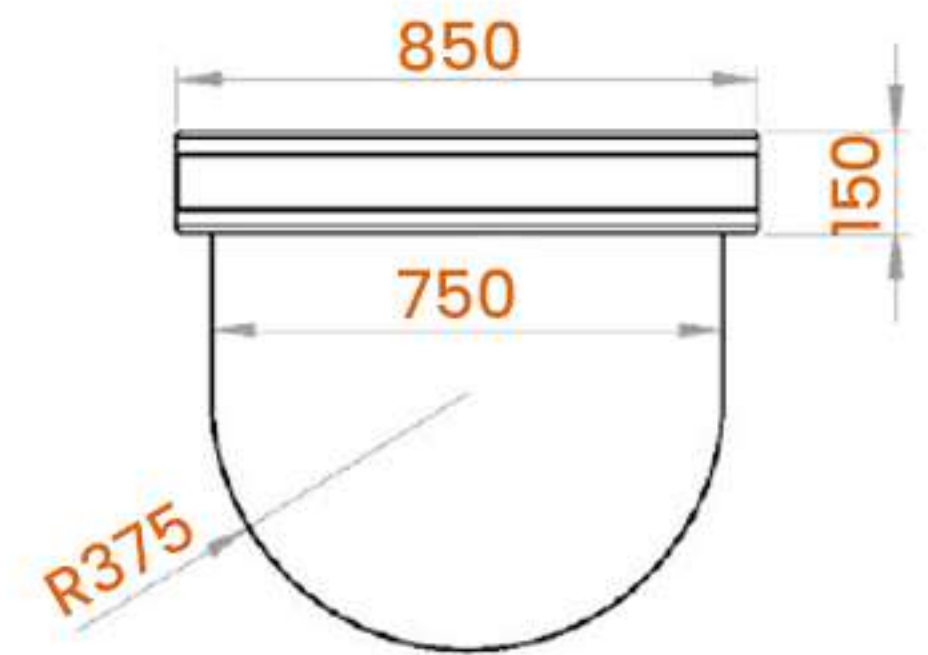
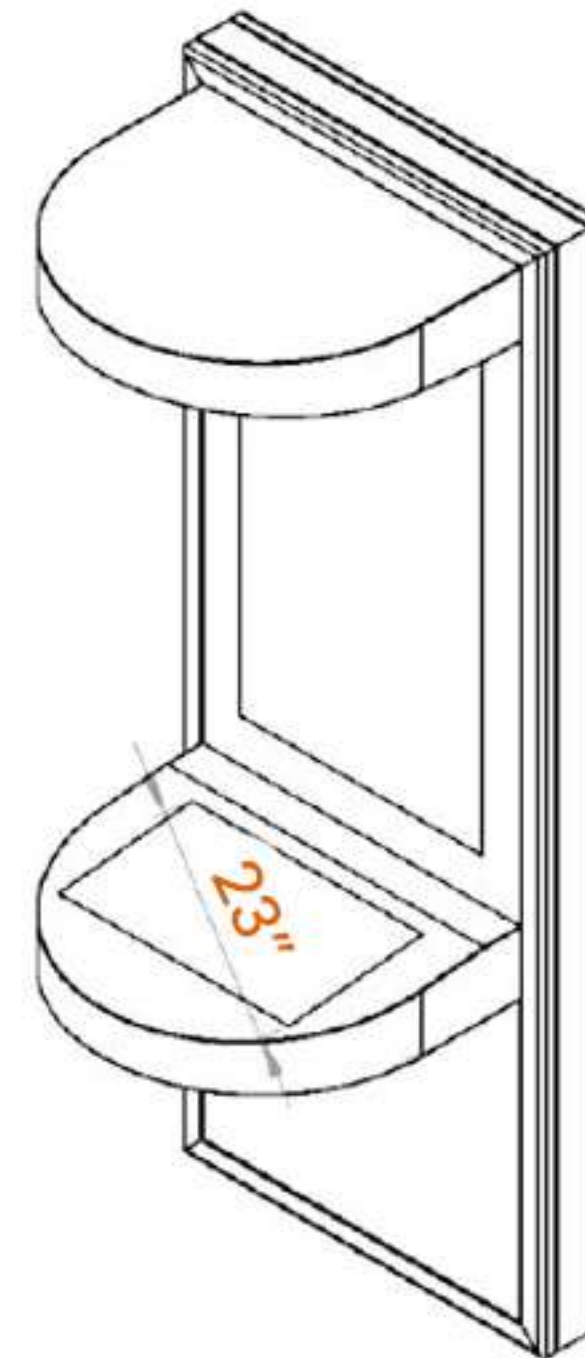
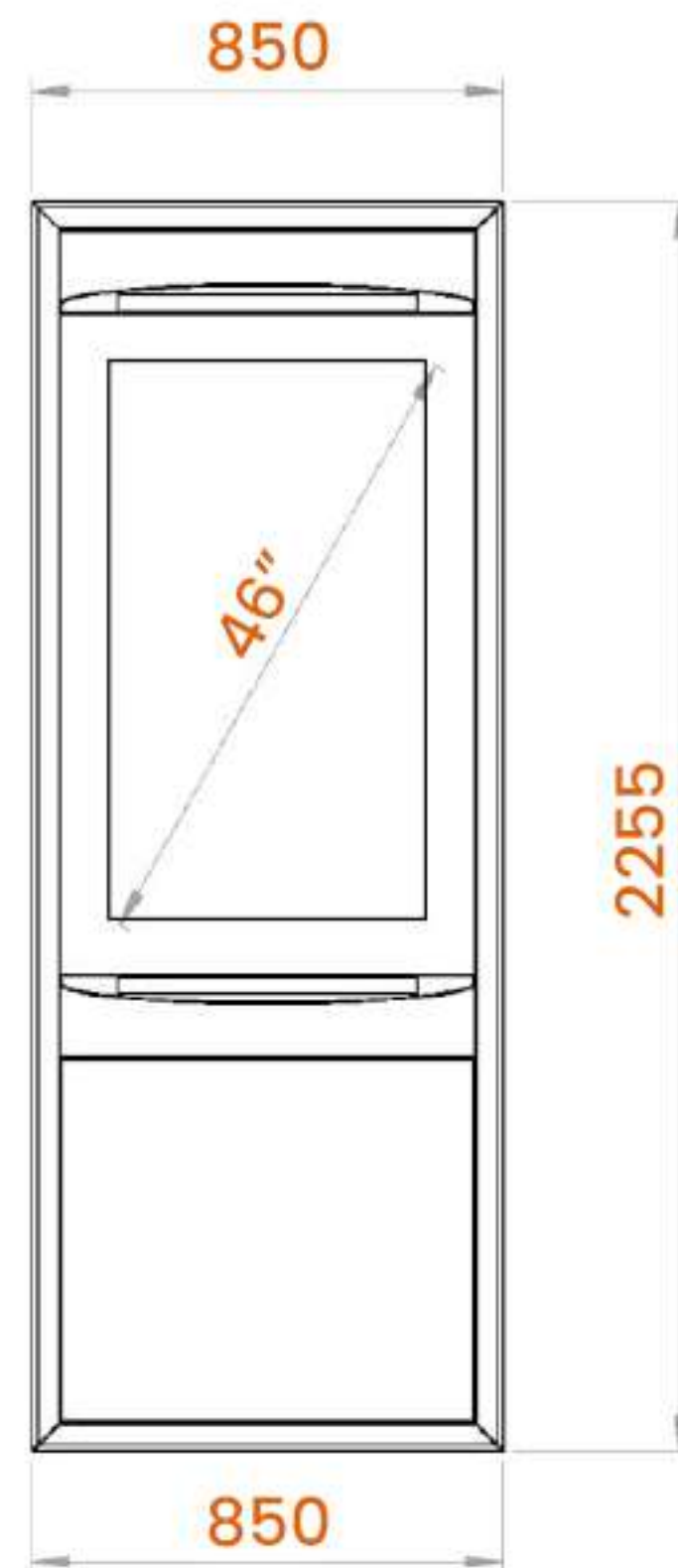
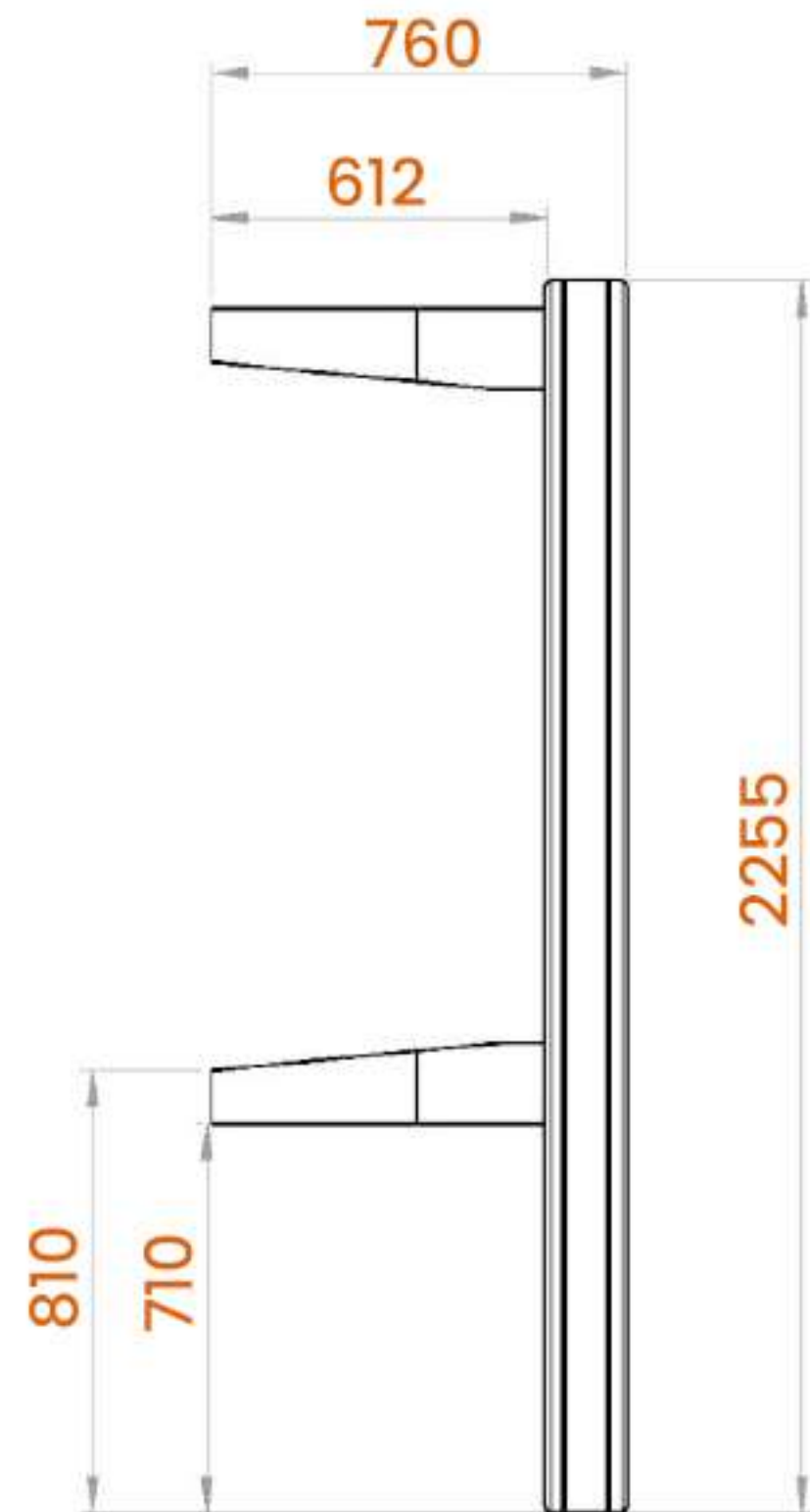
ARTECH Passenger Information System DESIGN AND CABIN



- ▶ The cabin design is reassuring from the exterior, considering ergonomics, ease of operation, and human safety.
- ▶ Cabins are constructed from a galvanized sheet that will resist corrosion for at least five years and can be painted with electrostatic powder paint in the desired corporate colour.
- ▶ Despite being resistant to environmental conditions, the cabin body is durable and resistant to unintentional use or vandalism.
- ▶ A cabin's features include temperature control, ease of maintenance and support, electrical equipment, and boxing capabilities. Due to the region's climatic conditions, extra precautions may be required for heating and cooling.
- ▶ Kiosk equipment and mechanisms are accessible through service gates.
- ▶ Kiosks have electronic door contacts communicating with control cards when opening service gates.
- ▶ There will be no unauthorized entry into the cabin due to the robust gates and cabin construction.
- ▶ The device can be mounted safely on the ground.
- ▶ Sound power on the body must be sufficient for the speaker system.

ARTECH Passenger Information System

KIOSK SIZES



SERVICES FOR SPECIAL NEEDS PASSENGERS



Our Kiosks are designed to make it easy for every passenger to use.

- ▶ We designed Artech Interactive Passenger Information Kiosks to comply with international standards so everyone can use them.
- ▶ Voice Guidance is available for passengers with special needs. The Red Button on the Kiosk will be indicated via Braille Alphabet for those with special needs. When the passenger pushes the Red Button, voice guidance will be activated, and the guidance system will assist the passenger in contacting an agent.
- ▶ System configurations include Sign Language for people with special needs.
- ▶ There is one camera at eye level for customers in wheelchairs on the Kiosk.
- ▶ Users who use wheelchairs can efficiently operate the user screen because it is ergonomic and at a convenient height.

COMPUTER MAINBOARD

- ▶ Featuring a minimum Intel mobile chipset that is capable of operating in a 0-60 degree temperature range, the mainboard provides a low power consumption.
- ▶ There is a minimum of five years spare part warranty on the mainboard, which is part of the Longevity series.
- ▶ With Gigabit speed, the mainboard has a LAN (ethernet) port.
- ▶ On the mainboard, there are four USB 2.0 ports.
- ▶ LVDS is supported on the mainboard for display connectivity.
- ▶ The mainboard has two external HDMI video outputs.
- ▶ A 450W, 220V industrial power supply supplies power.
- ▶ HDD technology with a capacity of 1TB is used for the hard drive.
- ▶ Windows 10 Enterprise is installed on it.
- ▶ Warranty on spare parts for five years.

ARTECH Passsenger Information System

SCREEN OF THE USER

- ▶ A 23.5-inch screen is featured on the product.
- ▶ LVDS connects the mainboard to the computer.
- ▶ 1920 x 1080 is its optimal working resolution.
- ▶ The lamp can operate for at least 50.000 hours without problems, with a minimum brightness of 450 cd / m2.
- ▶ Warranty on spare parts for five years.
- ▶ A touch-sensitive LCD screen is available.
- ▶ Capacitive technology is used in touch panels.
- ▶ There is an impact-resistant coating on the touch panels.
- ▶ Touch panels are made of 4mm thick tempered glass.
- ▶ USB ports power control cards for touch panels.



ARTECH Passenger Information System

SECOND INFORMATION SCREEN

- ▶ A 46-inch LCD screen is featured on the product.
- ▶ 1080 x 1920 is its optimal working resolution.
- ▶ HDMI-connected.
- ▶ The lamp can operate for at least 50.000 hours without problems, with a minimum brightness of 450 cd / m2.
- ▶ Warranty on spare parts for five years.



SCANNER

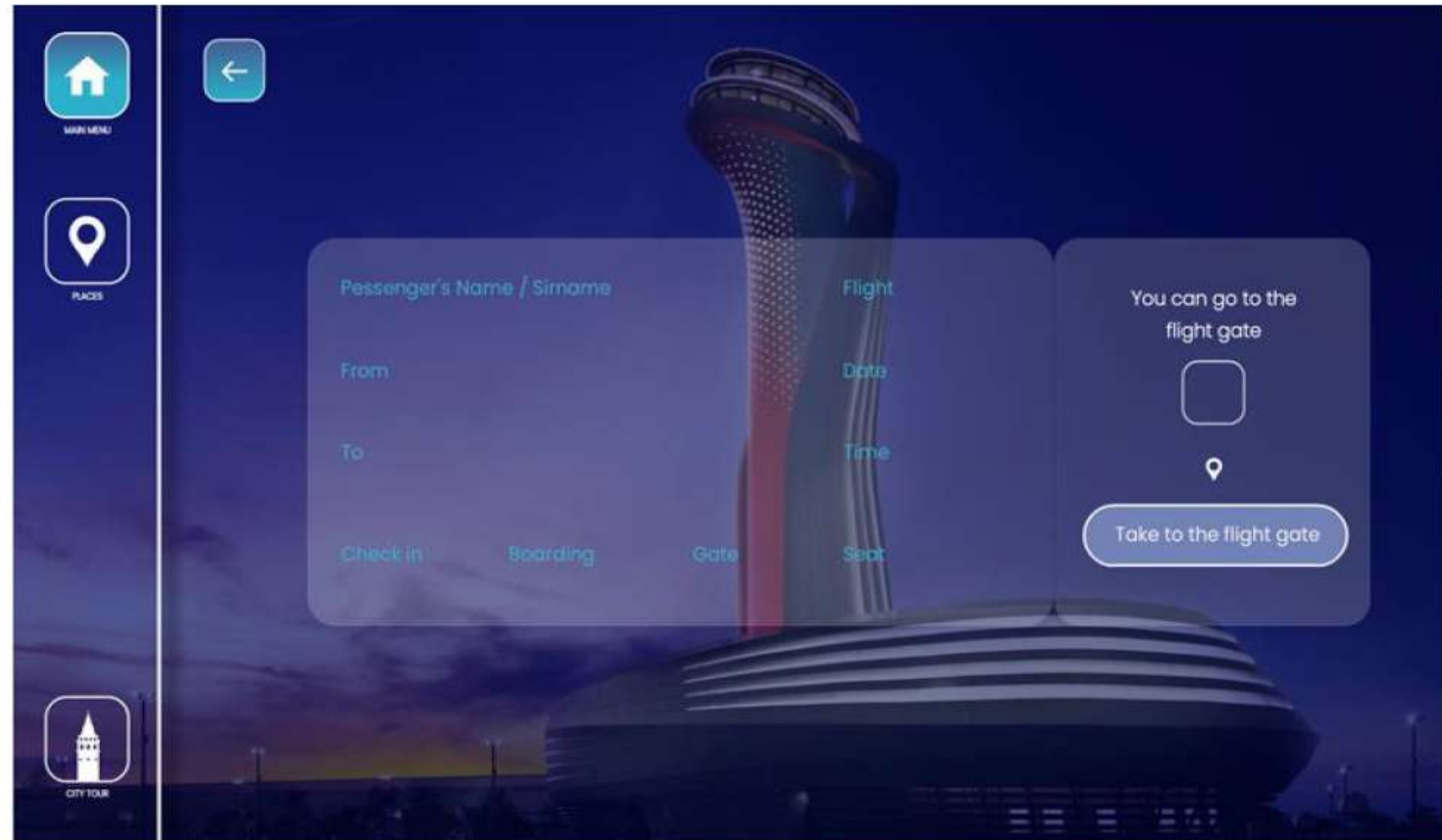
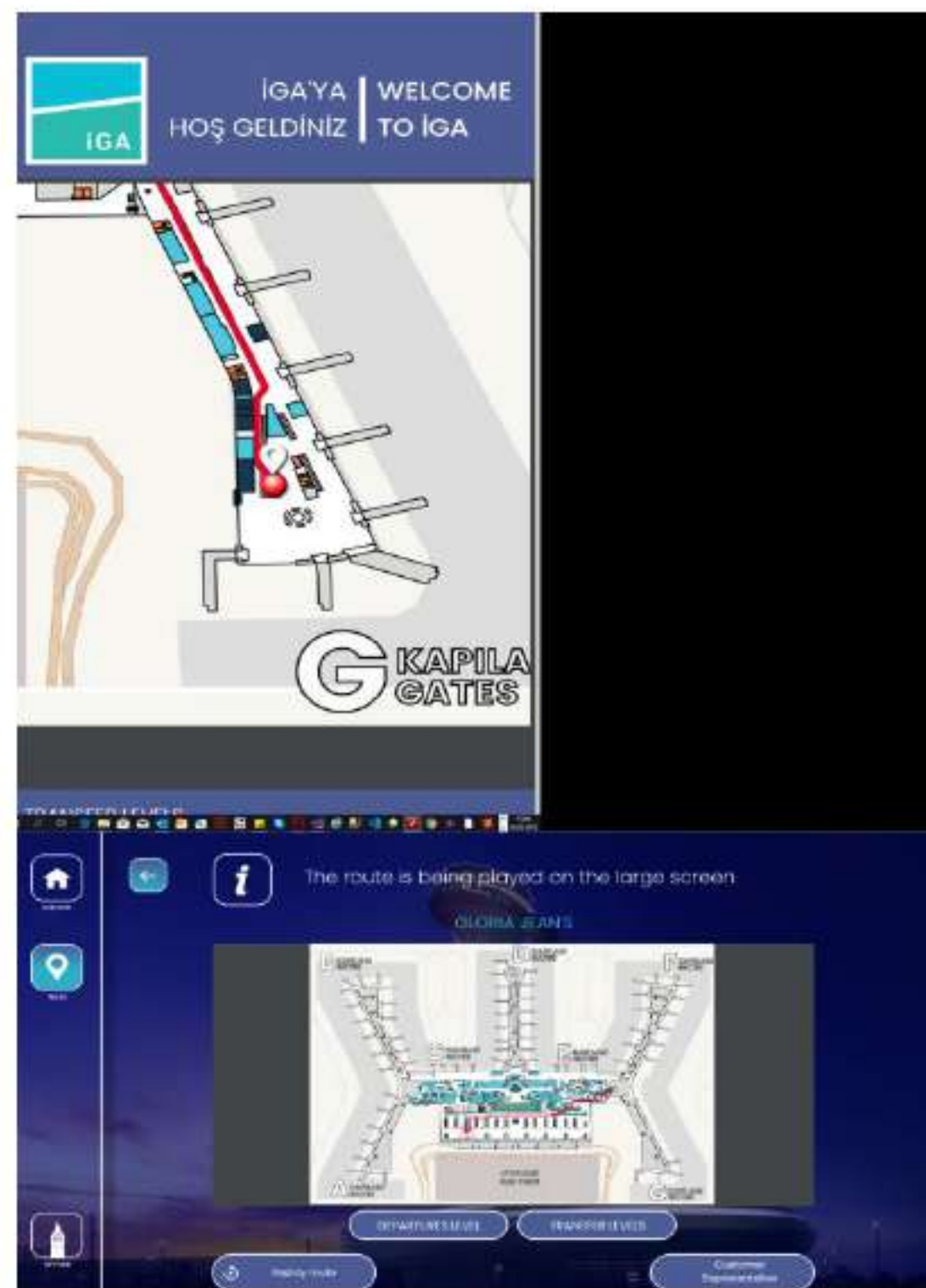
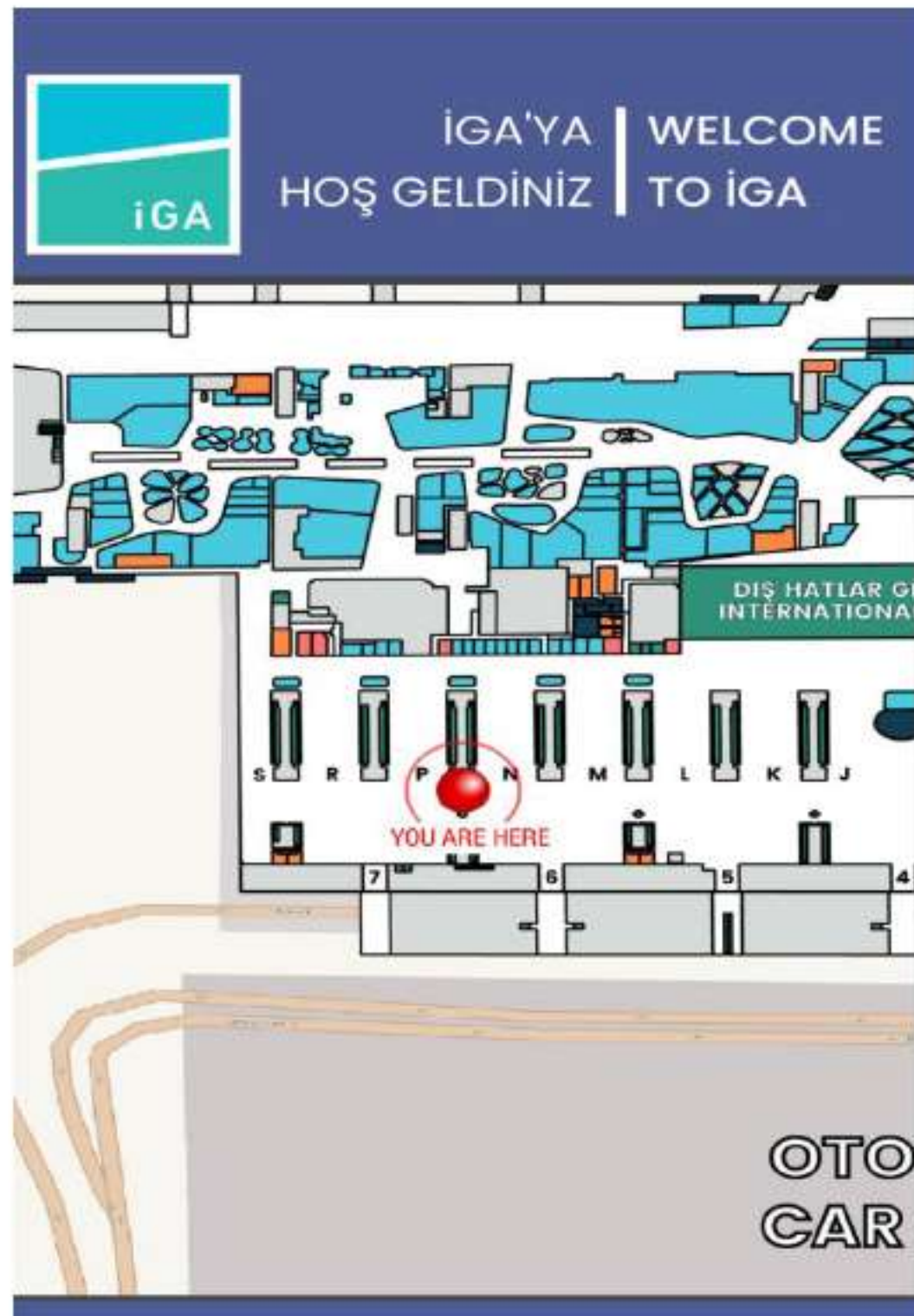
- ▶ A metal outer case protects the scanner from extreme environments.
- ▶ Scanning takes between one and two seconds.
- ▶ Multi-document and universal barcode standards can be scanned by the scanner.
- ▶ It can run on Windows 10, and the Contractor provides the appropriate operating system driver.

CONTROL CARD

- ▶ It is possible to receive signals from both service covers independently.
- ▶ By measuring the cabin temperature, it can control the fan system.
- ▶ Temperature alarms can be set for upper and lower ranges.
- ▶ There is an RS232 communication port.

ARTECH Passenger Information System SOFTWARE FEATURES

- ▶ **1- WAYFINDING** – Provides animated directions from the Kiosk to the POI points within the airport and queries the approximate journey time.



ARTECH Passsenger Information System

SOFTWARE FEATURES

- ▶ **2- DESTINATION INFORMATION** – Provides information about the estimated arrival time at the destination.
- ▶ **3- FLIGHT INFORMATION** – Provides dynamic flight information, arrival times, and gate information integrated with FIDS.
- ▶ **4- ARRIVAL INFORMATION** – Provides information about the location and details of baggage collection bands for arriving passengers.
- ▶ **5- TRANSPORTATION INFORMATION** – It shows alternative transportation options and departure and arrival times. (Metro, shuttle bus, taxi, car rental, parking etc.)
- ▶ **6- HEALTH & SAFETY INFORMATION** – Provides health and safety information to passengers. It generates public safety information for egress/evacuation messages in conjunction with H&S and security systems.
- ▶ **7- ANNOUCEMENT & ADVERTISEMENT** – Manages the content of warnings, statements, information, and publicity advertising for passengers.
- ▶ **8- AGENT COMMUNICATION** – Allows passengers to communicate via voice and video with airport service desk agents.
- ▶ **9- CENTRAL MANAGEMENT & MONITORING** – Provides system administrators and operators with the ability to monitor and manage system functions.
- ▶ **10- MULTILANGUAGE SUPPORT** – Language-specific Agent configurations are available—agents who speak the language answer the call.
- ▶ **11- CAR PARK** – With a license plate, passengers can check the vehicle's parking location using the parking system.

MANAGEMENT PANEL FUNCTIONS AND REPORTING

- ▶ **1 – RECORDINGS OF VIDEO CALLS** – A video recording of the conversation can be viewed and the length of the interview can be printed from Excel.
- ▶ **2– CALL RECORDINGS**– Acceptance of calls from the Kiosk, and if accepted, time and duration can be reported between two dates, plus an Excel output can be printed.
- ▶ **3– USER LOG RECORDINGS**– Excel output can be printed based on running records of kiosks and agents.
- ▶ **4– REPORTING**– This feature displays Personal Data Protection Law Acceptance, PDPL Rejection, Number of Calls, Number of Answered Calls, Number of Missed Calls, and Number of Button Presses between two dates.

AGENT

- ▶ Agents receive notifications about call language and call requests.
- ▶ Agents can transfer calls.
- ▶ A microphone can be muted and turned back on by the Agent.
- ▶ The Agent can adjust kiosk sound levels.
- ▶ The Agent can see a Kiosk's location.
- ▶ Route animation can be sent from the Agent to the Kiosk with the requested information.
- ▶ Agents can preview routes before sending them.
- ▶ A document can be scanned at the Kiosk by the Agent.



AGENT USER INTERFACE

CERTIFICATES

- ▶ TS 13611 (2014) AUTHORIZED SERVICES -AUTHORIZED SERVICE FOR PROGRAMMABLE AUTOMATION SYSTEMS FOLLOWING THE RULES STANDARD
- ▶ TS 13243 (2014) AUTHORIZED SERVICES -AUTHORIZED SERVICE FOR LED GRAPHICS-BASED DISPLAY ANNOUNCEMENTS FOLLOWING THE RULES STANDARD
- ▶ TS 13166 (2017) AUTHORIZED SERVICES -QUEUE AND CALL SYSTEM (SIRAMATIC) – AUTHORIZED SERVICE FOLLOWING THE RULES STANDARD
- ▶ TS 12498 (2015) AUTHORIZED SERVICES -COMPUTER AND PERIPHERALS – AUTHORIZED SERVICE FOLLOWING THE RULES STANDARD
- ▶ TS 12963 (2016) AUTHORIZED SERVICES -POS, ATM, KIOSK AND HAND TERMINALS – AUTHORIZED SERVICE FOLLOWING THE RULES STANDARD
- ▶ ISO 9001 (2015) DESIGN, PRODUCTION, AFTER SALES SERVICES QUALITY MANAGEMENT SYSTEM CERTIFICATE
- ▶ ISO 27001 (2013) INFORMATION SECURITY MANAGEMENT SYSTEM CERTIFICATE
- ▶ ISO 10002 (2018) CUSTOMER SATISFACTION AND ACTIVE INFORMATION MANAGEMENT SYSTEM CERTIFICATE
- ▶ ISO 45001 (2018) OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM CERTIFICATE

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