

Rockhampton Airport strengthens critical communications with Zenitel



Zenitel's public address solution, supported locally by Amber Technology, helps Rockhampton Airport overcome challenging acoustics and deliver reliable communications across the terminal.

PROJECT OVERVIEW

Rockhampton Airport is a key regional transport hub in Central Queensland, servicing the Rockhampton region as well as the mining, agricultural and cattle industries across the surrounding area.

With passenger numbers and airport activity expected to grow, the airport required an upgrade to its ageing public address system. The new solution needed to provide consistently clear announcements throughout the terminal, while being robust enough to operate reliably in Rockhampton's hot and humid climate.

Working with local integrator Comms Centre Business Technologies (CCBT), the project was supported by Amber Technology, Zenitel's Centre of Excellence for Australia and New Zealand, providing local technical expertise and product support throughout the implementation.

THE CHALLENGE

Delivering intelligible announcements in an airport terminal can be challenging at the best of times. At Rockhampton Airport, the combination of high ceilings, steel construction, large open spaces and significant ambient noise created a particularly demanding acoustic environment.

The system also needed to operate reliably in Queensland's harsh climate, including areas of the terminal without climate control.

For airport staff, usability was equally important. With paging required across six departure gates, the system needed to make it straightforward for staff to deliver announcements quickly and accurately, without requiring extensive technical knowledge.

The airport was also looking beyond an immediate replacement. The new system needed to provide the flexibility and scalability to support future growth and changes to the terminal.



THE SOLUTION

CCBT selected Zenitel's public address platform, with Amber Technology's Technical Sales & Support team working alongside CCBT to provide specialist product knowledge, system advice and technical support throughout the implementation.

The system incorporates:

- **Zenitel VIPEDIA audio router** for audio processing, routing, equalisation and delay management
- **Zenitel V2000 amplifier chassis** providing a flexible and serviceable platform
- **Zenitel D500 DSP modules** to support audio processing and improve speech intelligibility
- **16 Zenitel MPS10-GO-AN paging microphones** positioned throughout the terminal

The existing loudspeakers were retained, with the upgraded Zenitel processing and amplification providing the improved performance required from the system.

The MPS10-GO-AN paging microphones were programmed to provide simple, intuitive operation for airport staff. Each unit features ten physical buttons, allowing users to trigger specific paging functions and pre-recorded messages for designated zones.

The system architecture provides the processing flexibility needed to optimise audio performance across the terminal, while the modular amplifier design allows critical components to be replaced quickly when required supporting reliable operation in a transport environment.

WHY ZENITEL?

For Rockhampton Airport, the priority was not simply replacing an ageing PA system. The solution needed to deliver reliable, intelligible communications in a demanding environment while providing a platform that could adapt as the airport grows.



WHY ZENITEL? Con't

Zenitel's public address platform provided the processing, system flexibility and resilience required to meet these demands, while allowing the system to be tailored to the terminal's challenging acoustic conditions.

The ability to tailor audio processing across different areas of the terminal was particularly important in addressing the site's challenging acoustics, helping ensure announcements remain clear and intelligible despite the surrounding noise and reverberation.

As Zenitel's Centre of Excellence for Australia and New Zealand, Amber Technology brought specialist local knowledge to the project, working with CCBT to identify and configure a solution suited to the airport's specific acoustic, operational and environmental requirements.

THE RESULT

Rockhampton Airport now has a modern paging system designed to deliver clear and intelligible communications across the terminal, even within its challenging acoustic environment.

For airport staff, the system provides a simple and intuitive way to deliver targeted announcements across the six departure gates, while its robust architecture supports reliable operation in a demanding transport environment.

The scalable platform also provides a strong foundation for future growth, giving Rockhampton Airport the flexibility to expand its communication capabilities as operational requirements evolve.

