

# AIRPORT

>> TO GUIDE >> TO FLOW >> TO KNOW





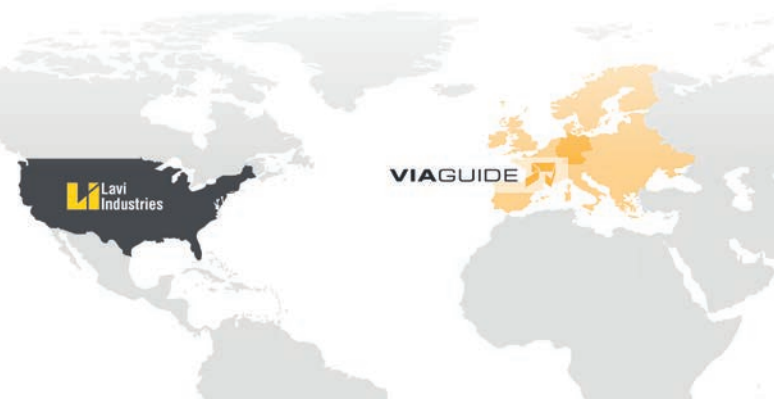
**“URGENT CALL  
FOR FLIGHT #707  
TO NEW YORK!”**

## **>> ABOUT VIAGUIDE**

Via Guide GmbH manufactures superior public guidance and information systems with the “Made in Germany” quality seal.

The company stands out for its specialist know-how in the field of barrier posts. In close cooperation with the American partner company Lavi Industries, Via Guide identifies global trends and implements them in product innovations.

In-house product development and production have resulted in technologically mature solutions that have earned Via Guide a reputation as a leading manufacturer in the field. These include the successful implementation of customer-specific requirements. Our systems are characterised by outstanding quality and durability, and guarantee high value retention.



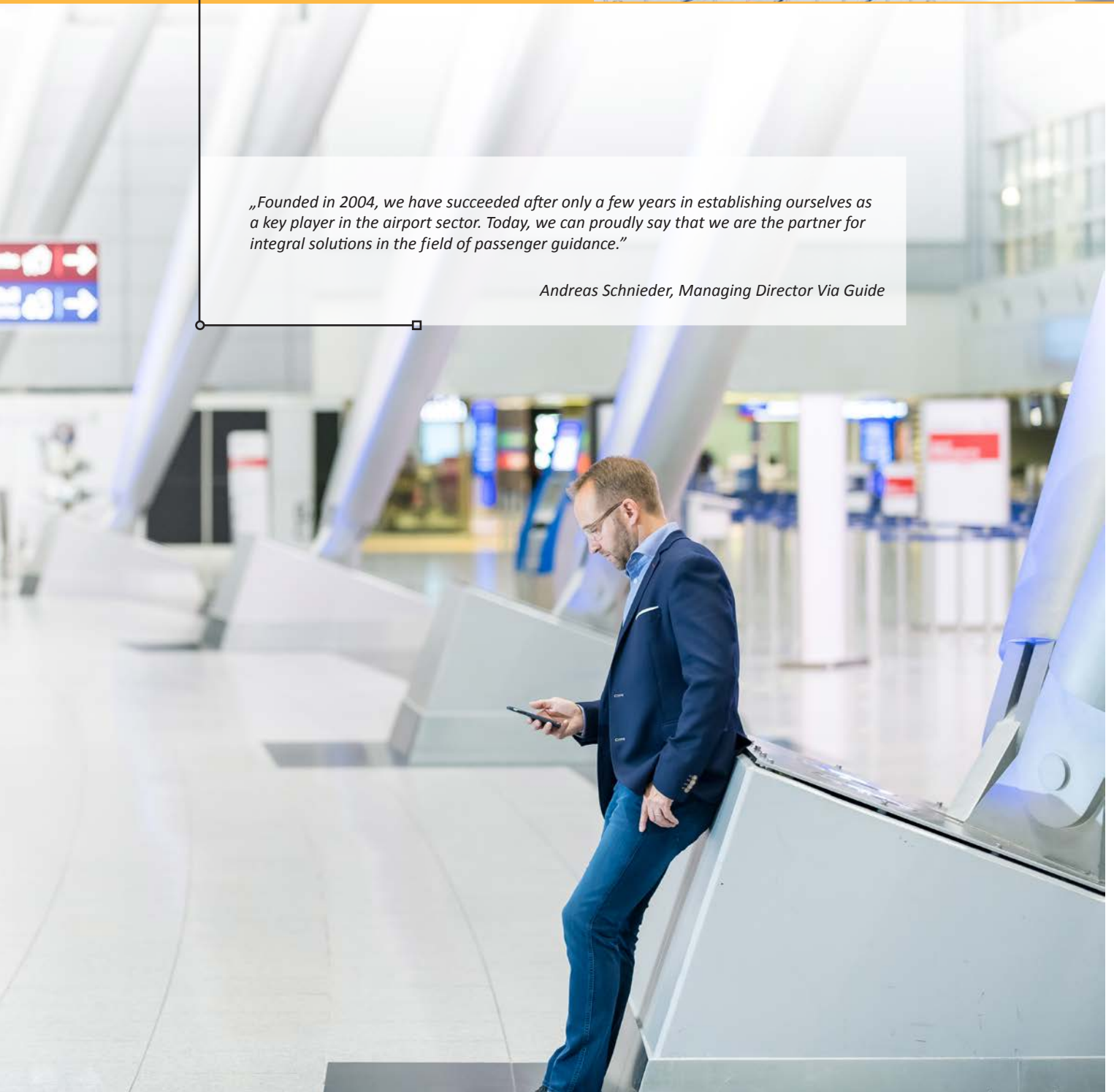


## >> SUCCESS FROM THE START.



*„Founded in 2004, we have succeeded after only a few years in establishing ourselves as a key player in the airport sector. Today, we can proudly say that we are the partner for integral solutions in the field of passenger guidance.“*

*Andreas Schnieder, Managing Director Via Guide*





**"FLIGHT #707 TO  
NEW YORK IS  
READY FOR  
BOARDING."**

## **>> ONE**

Right from the start, we make sure that your plans work; finding the right solution for you is always the focus of our product development and innovations. Already in the initial planning stage, we assist you with our knowledge and experience. This includes an individual consultation and a binding cost calculation for the project. You are not ordering a standard system, but a tailor-made solution which our specialists develop and implement for you.

## **>> STOP**

We manufacture components that we need for every project at our production site in Arnsberg. Short distances, fast reaction times and effective production methods guarantee highly flexible production.

## **>> SHOP**

Our service does not end with on-time delivery. Our assembly team is happy to take over the complete installation, or is there to support you with the details, if all you need is advice.

Either way, we are on hand until your system has been successfully put into operation. Our optional maintenance service guarantees you subsequent fast assistance if you need it.





## >> TO FLY IT HAS TO RUN!



*„Via Guide does not only manufacture products. Via Guide offers sophisticated solutions for our queues – smart, professional and people-oriented. As an airport, we remain efficient and customer-friendly.“*

*Roy Tucker, Customer Operations and  
Performance Manager – Heathrow Airport*





**"URGENT CALL:  
PASSENGER SMITH  
PLEASE PROCEED  
TO GATE 4!"**

## **>> TO GUIDE**

It is not only airports, as innovation leaders, that point their customers, visitors and passengers in the right direction with Via Guide public guidance systems. We also create solutions for other industries, incorporating our many years of experience from numerous international projects.

## **>> TO FLOW**

We keep things moving – including in waiting areas. With our expertise, we develop individual solutions for passenger flows that will improve your efficiency and optimise performance.

## **>> TO KNOW**

Always know what's about to happen.  
Control today, optimise tomorrow.  
Thanks to our modern, self-developed systems and technologies, we are able to evaluate passenger flows.  
With this knowledge, we activate our downstream products and software solutions in order to adapt the routing system to the specific environment.





>> **CLEARLY MARKED  
ROUTES MAKE THE  
DIFFERENCE.**



*„As a frequent flyer, I appreciate short waiting times at check-in, security and passport control. Clear structures, including unambiguous routing and well thought-out processes make up a modern, attractive airport for me.“*

*Günter Veit, entrepreneur and frequent flyer*



AN AIRPORT IS ABOUT MORE  
THAN JUST OPERATING FLIGHTS.

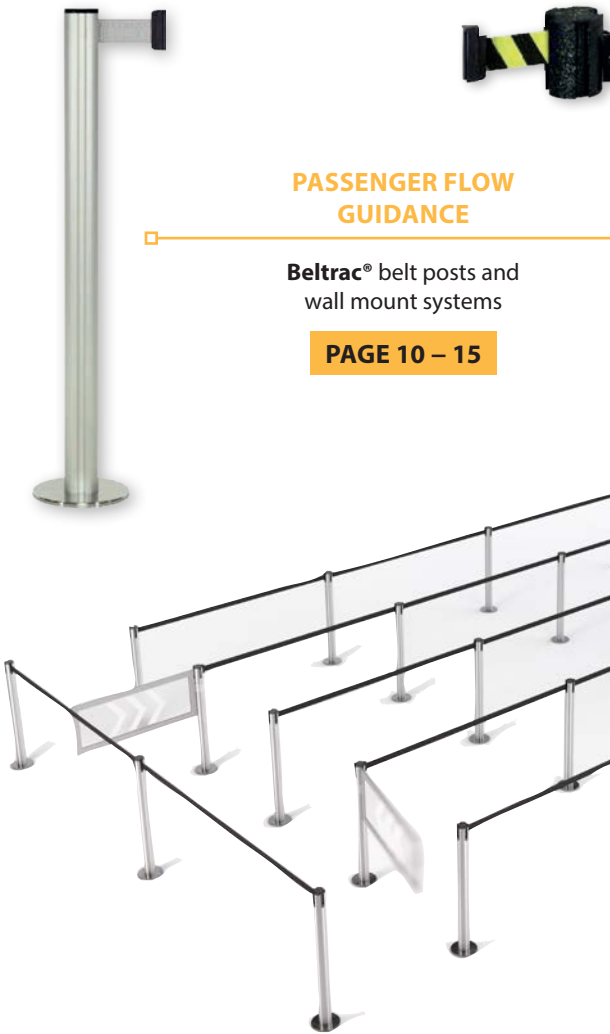
## >> CLEARLY SHOW WHERE TO GO!



### PASSENGER FLOW GUIDANCE

Beltrac® belt posts and  
wall mount systems

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### QUALITY CONTROL

Qtrac®  
Cleaning Control /  
Feedback System

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## PASSENGER FLOW GUIDANCE

Nextrac® dividing-wall, and door solutions

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## SECURITY CONTROL

JetTrac®  
Apron security system

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## PASSENGER FLOW MONITORING

Qtrac®  
Monitoring / Queue Monitoring /  
Capacity Monitoring

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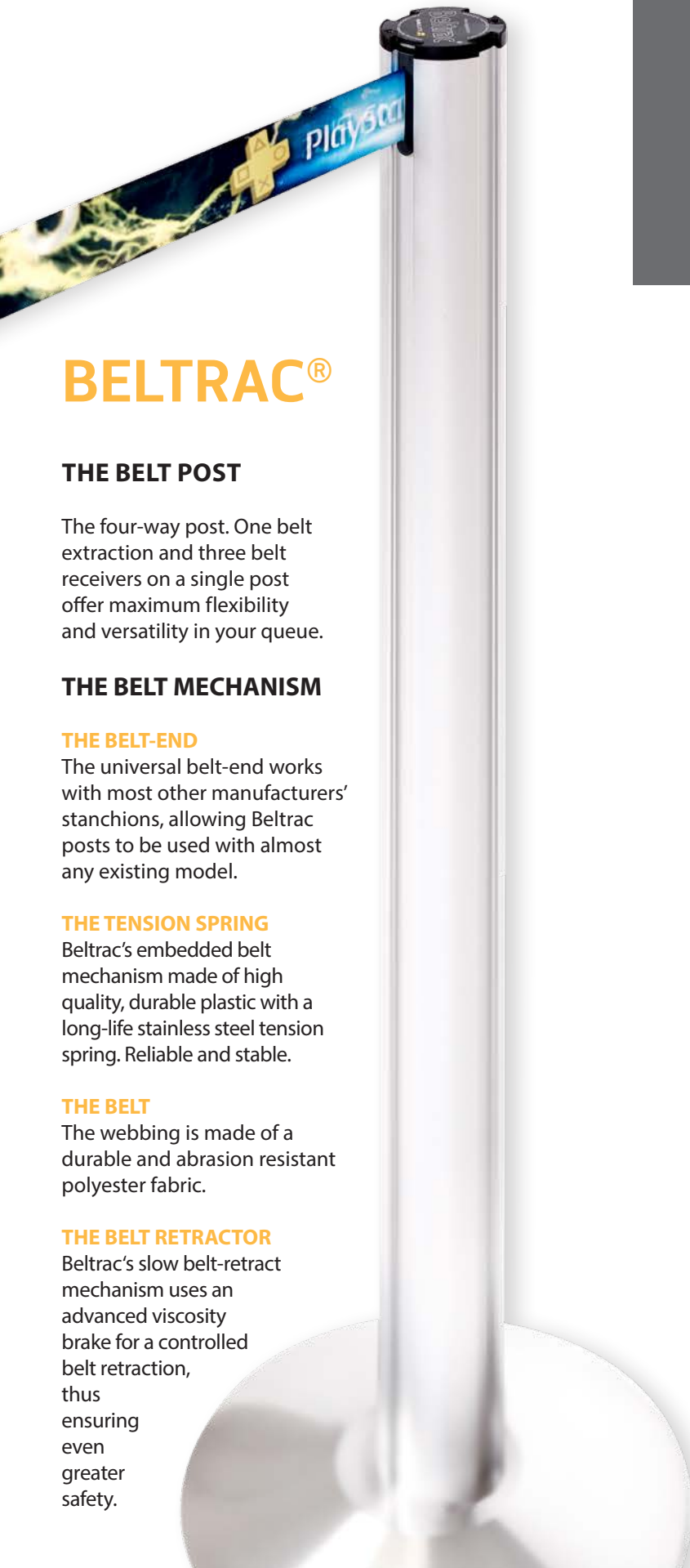


## PASSENGER FLOW CONTROL

Qtrac®  
Queue Control / Flow Control  
Virtual Queuing / Screening Randomiser

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## BELTRAC®

### THE BELT POST

The four-way post. One belt extraction and three belt receivers on a single post offer maximum flexibility and versatility in your queue.

### THE BELT MECHANISM

#### THE BELT-END

The universal belt-end works with most other manufacturers' stanchions, allowing Beltrac posts to be used with almost any existing model.

#### THE TENSION SPRING

Beltrac's embedded belt mechanism made of high quality, durable plastic with a long-life stainless steel tension spring. Reliable and stable.

#### THE BELT

The webbing is made of a durable and abrasion resistant polyester fabric.

#### THE BELT RETRACTOR

Beltrac's slow belt-retract mechanism uses an advanced viscosity brake for a controlled belt retraction, thus ensuring even greater safety.

## "ONE PRODUCT WITH A SYSTEM FOR MOVEMENT AND ORDER – BELTRAC®."



### TUBE

The profile tube made of aluminium with four continuous longitudinal grooves offers up to three belt receivers. The profile tube can also be connected to partition-wall and door systems. Alternatively, there are also posts made of steel/stainless steel with a round tube.



### MOBILE

Immediately usable, it allows almost unlimited possibilities.

#### BASE

Heavy-duty cast-iron base for exceptional stability and excellent wear and tear.

#### FLOOR PROTECTIVE

Rubberised base to protect flooring from damage.

#### ROLLABLE BASE (optional)

For Beltrac modern brushed stainless steel and Beltrac classic chrome brushed, we offer a mobile base with a castor. The castor allows you to easily move the belt post without lifting it.



### MAGNETIC

The base plate can be easily affixed either with a special adhesive foil, or with a screw (only for 2.00-mm base plate).

#### HIGH STABILITY

Peel force measured at 1.00 meter height:  
Steel plate of 1.50 mm thickness: 13.00 kg  
Steel plate of 2.00 mm thickness: 16.50 kg

#### MAGNETIC BASE

Small diameter, for optimised walkways.



- >> ROBUST AND STABLE
- >> MAXIMUM FLEXIBILITY
- >> PERFECT FIXATION
- >> INDIVIDUAL OPTICS



### BELT LENGTHS

**Beltrac®** belt posts are available with belt lengths from 2.30 meters to 3.70 meters. The wall-mount systems are available with belt lengths from 2.30 meters to 22.00 meters.



### THE BELT THAT FOLLOWS YOU.

**Beltrac Twist®:** The very easily rotatable post head enables the structure of the queue to be flexibly adapted without the post itself having to be rotated.



### PERMANENTLY SCREW-MOUNTED POST

The base plate connected to the post is affixed directly to the floor with screws.



### REMOVABLE POST

This post can easily be inserted into the floor socket. When posts are not in use, a cover plate conceals the hole in the floor.

### PERMANENT MOUNTING

Posts are permanently secured using a surface-mounted flange.

### FLOOR SOCKET

The Floor Socket supports the removable post.



### BELT COLOURS & IMPRINTING

**Beltrac®** belts are made of tightly woven polyester, optimised and tested for heavy-duty applications. The belt can be easily customised to the needs of your company. We can deliver a belt in your company colour and with or without a logo.



### BELT ENDS

**Beltrac®:** The safety belt end is designed to automatically open if tension increases (for example in escape situations). The magnetic belt end has the same characteristics, but based on magnetic force.



**"HAVING THE SOLUTION  
WITHOUT KNOWING  
THE TASK – BELTRAC®."**



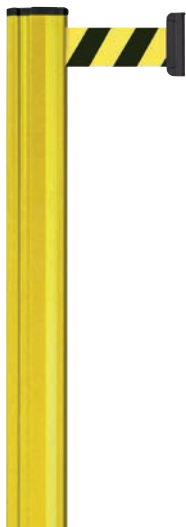
## BELTRAC®

With Beltrac you not only benefit from having a robust product, you also ensure the flexibility that everyday life requires. Due to numerous combination possibilities of the components as well as sophisticated modules, you can create solutions before things become critical – quickly, easily and reliably.

## BELTRAC® SAFETY

### BELT POSTS IN SAFETY COLOURS

The clearly visible belt posts in red and yellow are ideal for the closure of temporary construction sites and storage areas indoors and outdoors. Belt lengths from 2.30 metres to 12.00 metres offer high flexibility.





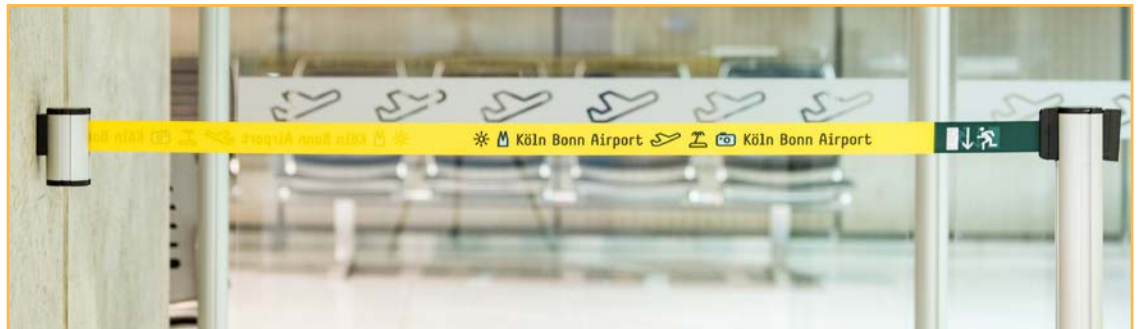
- >> ROBUST AND STABLE
- >> MAXIMUM FLEXIBILITY
- >> PERFECT FIXATION
- >> INDIVIDUAL OPTICS



## BELTRAC®

### WALL MOUNT

Wall-mount mechanisms with belt lengths from 2.30 meters to 22.00 meters enable high flexibility for numerous applications. The mounting options range from permanently mounted, adhesive fixation to magnetic solutions. Attachment to a belt post is also possible.



## SHUTTLETRAC®

### 12- OR 18-POST TRANSPORTER

Shuttletrac is suitable for the transportation and storage of 12 or 18 posts. The powder-coated steel and HDPE construction offers high strength and low weight. Lockable, smooth-running castors support easy handling.





**"THE SOLUTION  
FOR DIFFERENT  
APPLICATIONS."**

## BELTRAC®

### SIGNAGE AND WAYFINDING



#### ADAPTABLE ALUMINIUM FRAMES

DIN A4 and DIN A3 signs can be mounted on the Beltrac posts. The swivel adapter allows them to be locked in eight different positions. All frames are also available with side mounting, in special

dimensions, or with mounting on the front of the post. The accompanying high posts are available in any height from 1.00 meters to 3.00 meters. We also offer an infinitely variable, height-adjustable frame post with a telescopic rod. The adjustment range of the system is from 1.25 meters to 2.15 meters.



#### ROLLABLE DISPLAY

The two-metre-high information board on a rollable base can be moved slightly. There is a magnetic foil on both sides of the board on which specific information can easily be changed.



- >> **VERSATILE LAYOUT**
- >> **MODULAR APPLICATION**
- >> **EASY ASSEMBLY**
- >> **SMART USE**



## BAGGAGE SIZER

The universal baggage sizer can be flexibly used by different airlines in check-in or gate areas. Using a bar-code reader, the airline staff scan the specific data regarding weight and maximum size of the hand luggage into the system. A magnetic foil on the frame of the baggage sizer shows the maximum weight and size details. When the passenger is asked to check in his or her hand baggage and gets close to the device, the battery-operated device is activated. When the bag or suitcase is placed on the platform, the actual weight is shown on the display. The size of the bag/suitcase is displayed in three dimensions by LED stripes shown in red and green.



## NEXTRAC®

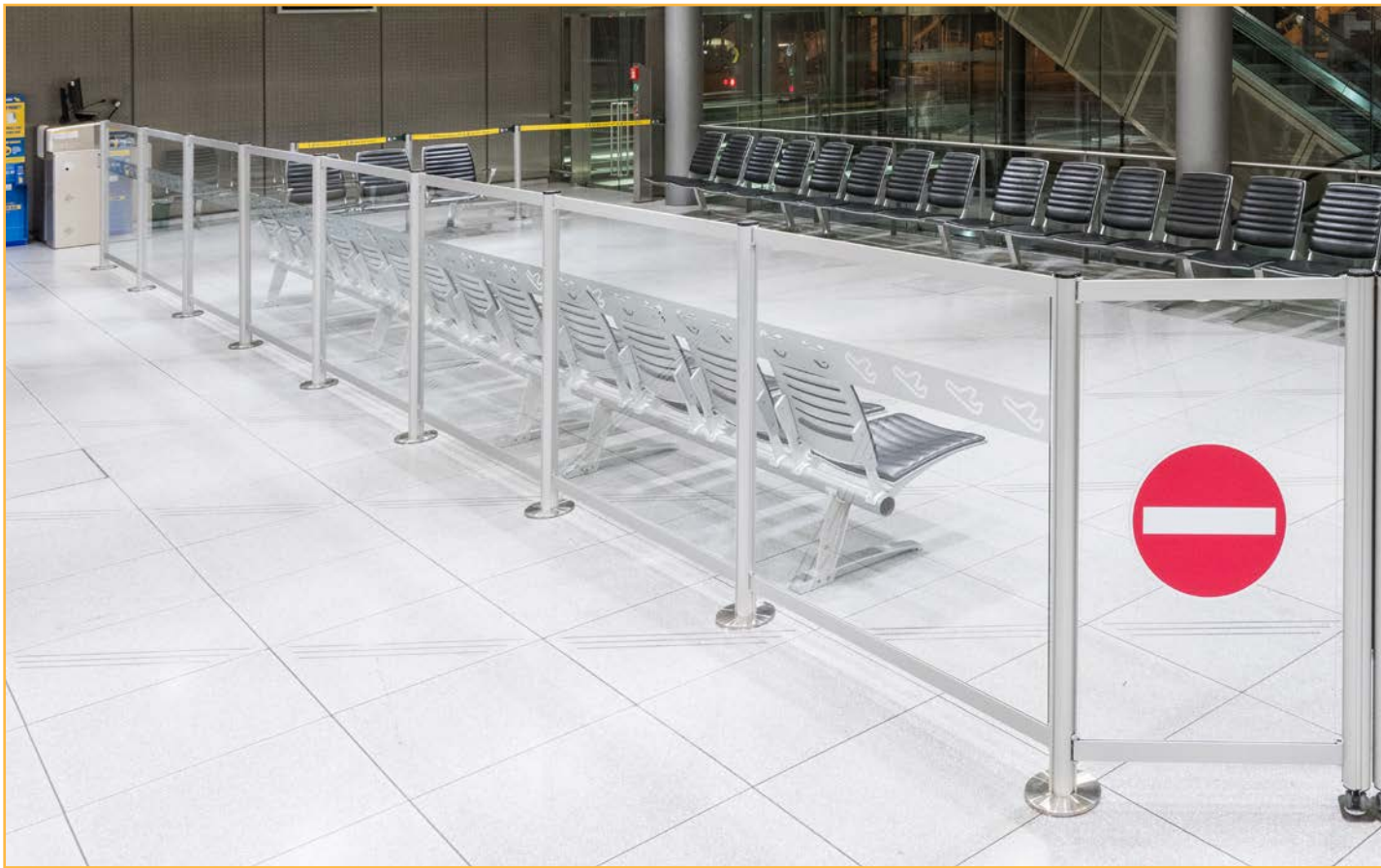
### ARCHWAYS AND WAYFINDING

The Nextrac product range is ideally suited for large signposts and archways. With this individual solution tailored to a customer's project, passenger flows can be optimally canalised. The easy-to-follow signage leads to an intuitive use of the various passenger areas and avoids congestion.





**"NEW ZONES IN  
EXISTING AREAS."**



## NEXTRAC®

### DIVIDING WALL SYSTEMS, DOORS AND ROOM SYSTEMS

A combination of Beltrac Classic/Extend posts in different installation variations, Beltrac crossbars and filling material such as acrylic glass, aluminium composite panels and banners can be used to divide up areas, easily and with minimal effort.



#### FIXATION

Longitudinal groove of Beltrac Classic/Extend for the fixation of Nextrac elements. Crossbars can be affixed to the aluminium profile at any height.

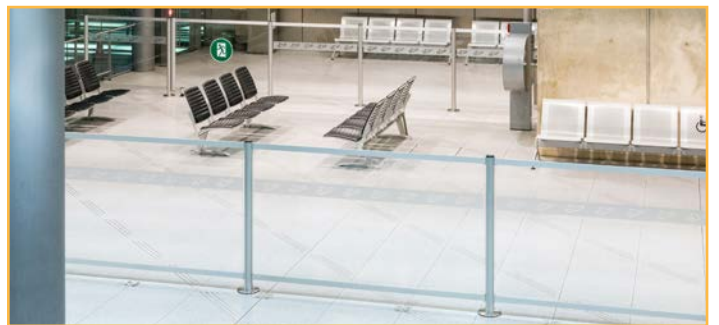


#### HANDRAILS

Made of high-quality robust real wood varieties, for use in waiting areas and arrival halls.



- >> **COMBINABLE**
- >> **MODULAR**
- >> **ROBUST**
- >> **HIGH-VALUE**



#### **DIVIDING WALLS AND DOORS**

From permanently installed partition wall systems to doors with and without an emergency exit function – thanks to the flexibility of the possible combinations there are no limits to how they can be tailored to customer requirements.





**"WHY GUESS WHEN  
YOU CAN COUNT?"**

## MONITORING

### ELECTRONIC MEASUREMENT

Electronic measurement of passenger flow is the key to optimising your own processes. In comparison to spot checks, a proper measurement guarantees consistent and reliable data.

This results in the following options:

- Facilitation of planning decisions through real-time key figures
- Reduction of the perceived waiting time of passengers by displaying the current waiting time
- Guiding passengers to other service areas by displaying waiting times
- Detailed analysis of historical key figures
- Evaluation of service-level agreements of contractors
- Forecast of future passenger volume based on historical data

### DATA INTEGRATION

In addition to our sensors, data from third-party systems can be integrated in our measurement. This can either save sensors, or improve data quality. The following data can be integrated: sensors of other manufacturers, boarding pass readers or e-gates. The prerequisite for this is that the data is available in real time.

### DATA

The following data is gathered: access rate, service rate, queue length, filling level and waiting time. If measurements are taken close to the individual service positions (e.g. counters or security control lanes), extended data can be gathered: use of the service positions, transaction duration, idle times between transactions, and group sizes.



## QUEUE MONITORING

Sensors detect people accessing and exiting the queue and the passenger flow within the queue. Using statistical methods, the key figures of the queue can be determined based on "First in, first out". By strategically positioning the sensors, the number of sensors required and the associated costs can be reduced.

### QMATRIX RANGING SENSOR (QRS)

Unlike stereo video systems, this 3D laser sensor is completely independent of light and is therefore not affected by direct sunlight, shadows or reflections. The sensor is visually unobtrusive and only requires a PoE connection.

### WIRELESS QUEUE SENSOR (WQI)

The WQI from Qmetrix is an infrared sensor integrated into a Beltrac belt post. It counts every passing person, detects the walking direction and measures the speed. The data is sent to the data controller via radio data transmission. The built-in rechargeable batteries have a lifespan of six to eight months. The use of the WQI enables it to be put into operation quickly without any major installation effort.



- >> **RELIABLE SENSORS**
- >> **SOPHISTICATED ALGORITHMS**
- >> **REAL-TIME DATA**
- >> **DATA INTEGRATION OF THIRD-PARTY SYSTEMS**



## COUNTING PORTAL

Our counting portal offers a combination of high-quality counting and flexibility. The sensor is located overhead on the portal behind the panel with the queue identification. This eliminates high installation costs. As an option, a screen can also display dynamic content, such as the current waiting time.



## CAPACITY MONITORING

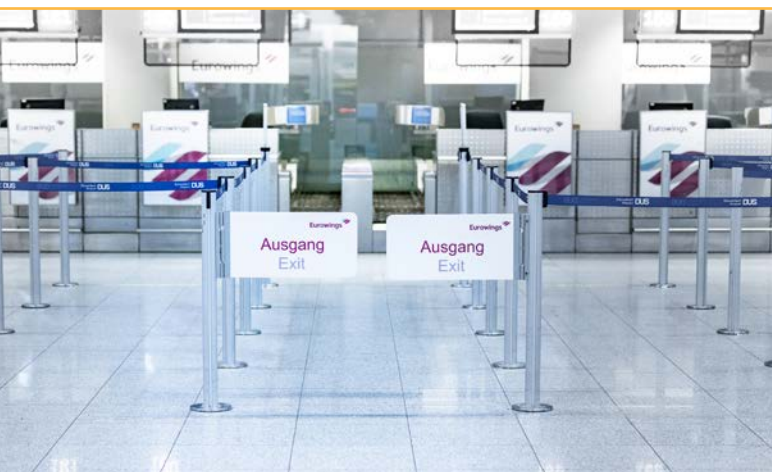
Determining filling levels in areas outside queues is usually very costly, as the entire area must be covered with sensors. Through targeted measurement at access points using QRS and the integration of data from third-party systems, we determine filling levels and access frequencies with reduced installation and maintenance costs.

### AREAS OF APPLICATION

Terminals and terminal sections, lounges, waiting areas, etc.

### DATA

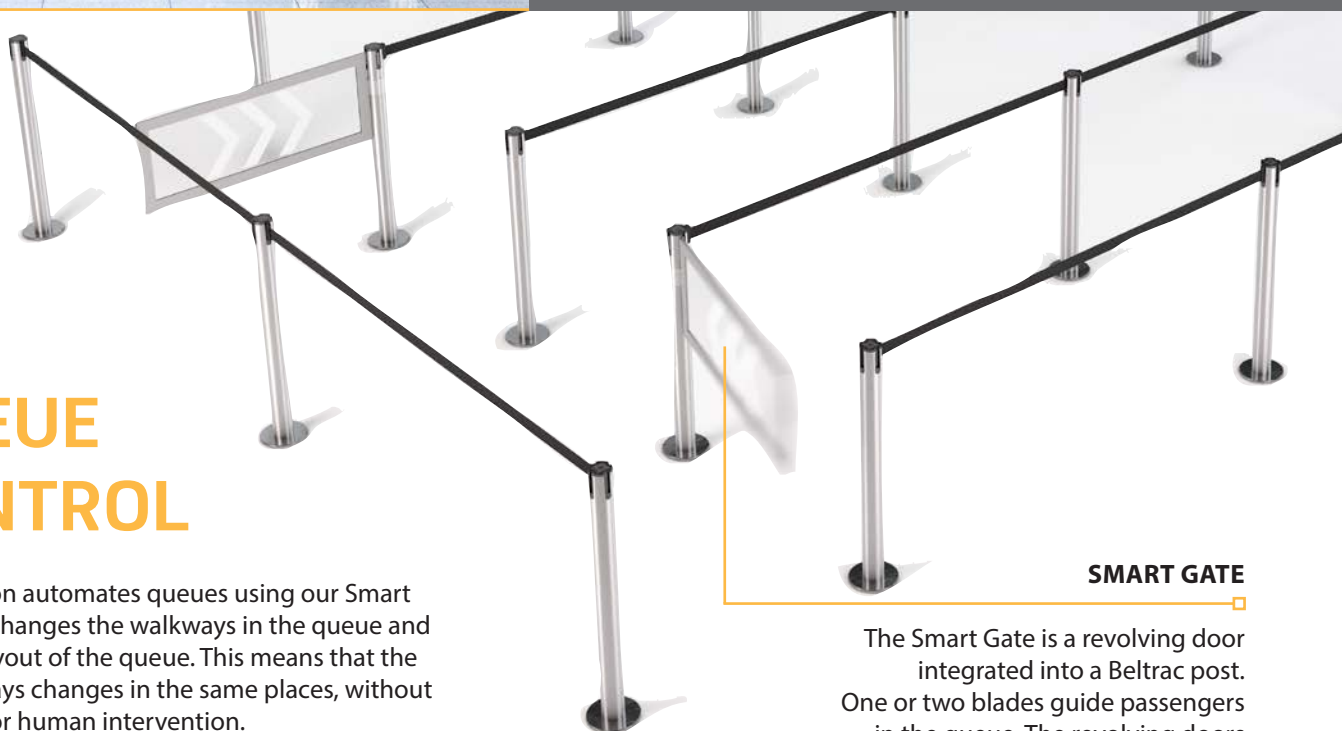
Access rate, access exit rate, filling level



**“DIGITALISATION  
IS THE KEY TO  
SUCCESS.”**

## QUEUE CONTROL

This solution automates queues using our Smart Gate. This changes the walkways in the queue and thus the layout of the queue. This means that the layout always changes in the same places, without the need for human intervention.



### SMART GATE

The Smart Gate is a revolving door integrated into a Beltrac post. One or two blades guide passengers in the queue. The revolving doors move at a speed of two seconds per 90°.

The Smart Gate is powered by a rechargeable battery with a lifespan of approximately 3,600 opening cycles.



### CONTROL

The Smart Gate is controlled either by a remote control, on which different layout variants are preconfigured, or automated by filling-level detection by our sensors or by third-party systems.



- >> **INCREASE EFFICIENCY**
- >> **IMPROVE SERVICE QUALITY**
- >> **REDUCE IDLE TIMES**



## FLOW CONTROL

Recognising the next available service position is usually very difficult from the passenger's point of view. In order to avoid idle time between passengers and to improve service quality, employees are often assigned to indicate the next service position to passengers. The flow-control system enables the automation of this process with some additional functions.

### HOW IT WORKS

Sensors in the service areas detect whether a position is occupied or available for the next passenger. Sensors at the front of the queue measure if passengers are waiting for the call. The locally installed coordinator cyclically assigns the next service positions to passengers. This ensures an equitable distribution of the positions. The information is displayed on a screen at the exit point of the queue and with RGB indicator lights at the service positions.

### MULTIPLE EXITS

The system can operate several queue exit points at the same time, resulting in an optimisation of the routes.

### PRIORISATION

Passengers in special queues, such as Fast Track, First Class or PRM, can be prioritised. Service positions are made available that can then be used again as "regular" service positions. This means that extra resources do not have to be provided.

### AREAS OF APPLICATION

Security control, immigration





**" BETTER USE  
OF WAIT TIME! "**



## VIRTUAL QUEUEING

In the event of flight cancellations and rebookings, long queues often occur at the service centres. These queues not only damage the service quality, they also prevent the targeted processing of rebookings. With the virtual queue, it is no longer necessary to physically wait in the queue, allowing passengers to spend their time shopping or in restaurants.

### HOW IT WORKS

The passenger scans his or her boarding pass at one of the kiosks and gets a ticket with a personal waiting number. The data can be used to make the rebookings in a targeted manner, e.g. by destination or booking class. The passenger is called via a monitor or on his or her smartphone.

### HARDWARE

Qtrac VR is a browser software and therefore almost completely independent of hardware or an operating system.

### AREAS OF APPLICATION

Ticket counter, service centre, rebooking centre

## CALL FORWARD

Make it easier for your passengers to spot the next free service desk. Each service position is equipped with a remote control that allows each employee to call the next passenger. A monitor at the front of the queue indicates the next free service desk. In addition, indicator lights above the desks increase visibility.





- >> **REDUCTION OF WAITING TIMES**
- >> **INCREASED EFFICIENCY**
- >> **IMPROVEMENT OF SERVICE QUALITY**



## SCREENING RANDOMISER

The security checks of staff and crew are subject to special regulations. A certain percentage of all persons must be inspected with the metal detector, while the remaining persons are only checked for explosives.

### METHOD

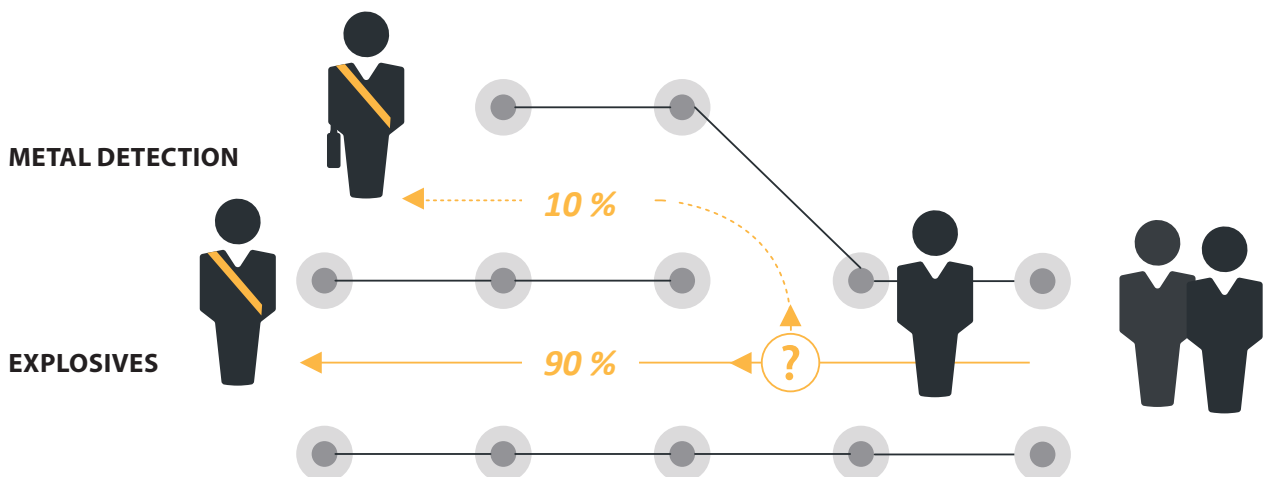
Our algorithm randomly determines if a person needs to go to the metal detector or explosives test. A traffic-light system indicates which way the person should go. Sensors determine whether the person is walking correctly and give a visual and acoustic alarm if necessary.

### RANDOM GENERATOR

The algorithm is unpredictable, cannot be manipulated and meets the fixed quota in the long run. It is permanently logged and is available for analysis. The Screening Randomiser has been approved for this application by the German Federal Aviation Authority.

### AREAS OF APPLICATION

Hand luggage control, staff and crew control





**"FOR SAFETY'S  
SAKE, WITH BETTER  
TECHNOLOGY."**

## SAFETY CONTROL



### WRONG-WAY DETECTION

Our high-quality sensors monitor exits from sensitive areas. As soon as a person goes in the wrong direction, this is detected by the monitoring module. This triggers an acoustic and/or visual alarm. In addition, the alarms are logged and can be evaluated.

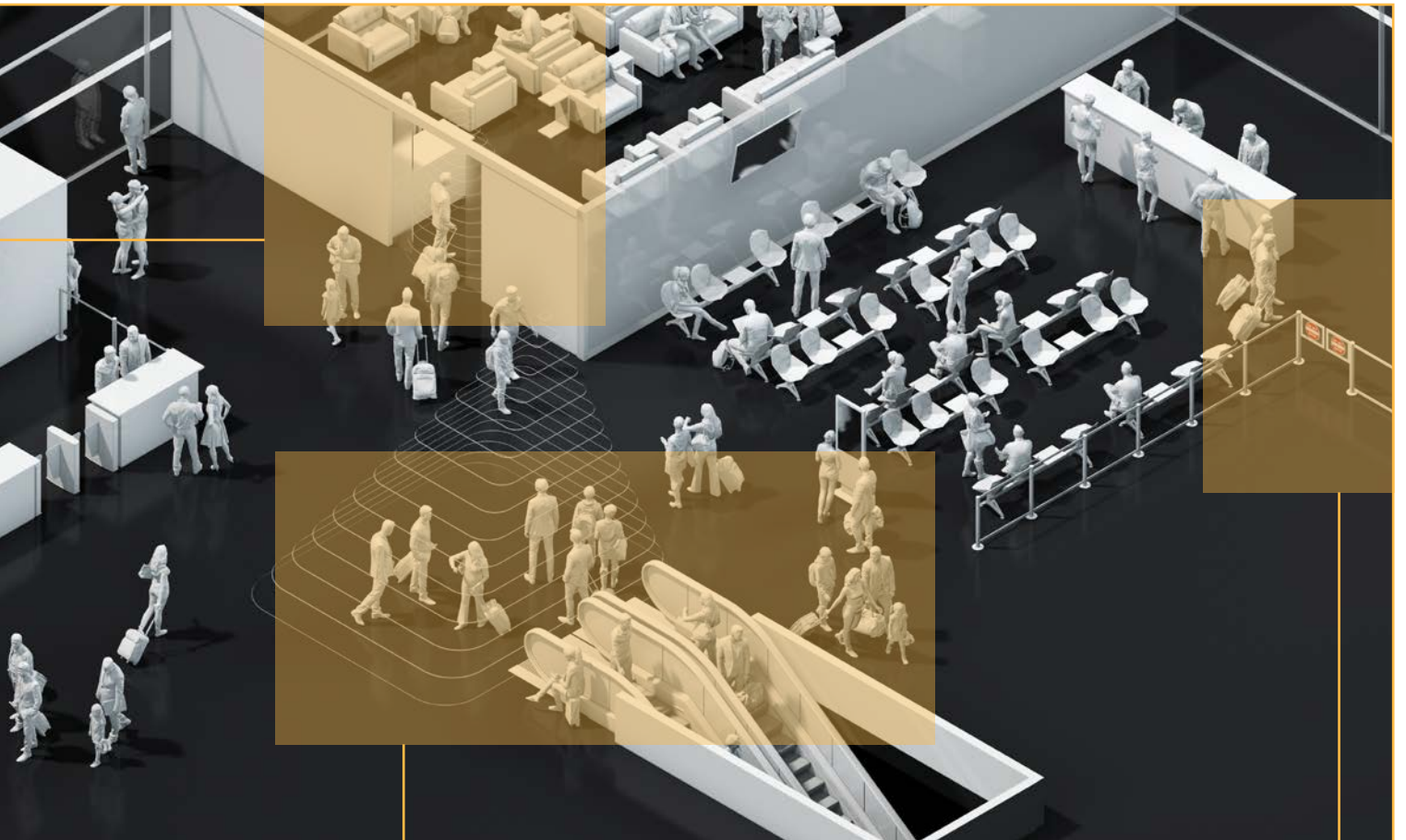


### ESCALATOR MONITORING

Our sensors monitor the speed and density of the passenger flow in real time. When passenger flow slows down to less than the speed of an escalator or the number of passengers exceeds a threshold, the system notifies the operational decision maker. This helps to avoid dangerous situations.



- >> FLEXIBLE
- >> RELIABLE
- >> FUNCTIONAL
- >> SMART



#### ACCESS CONTROL

Our Smart Gate provides easy-to-install access control. Boarding-card readers or other access systems control the Smart Gate and open for passengers. Sensors additionally check that they have been accessed correctly.





**" REALLY KNOW  
WHAT'S NEEDED  
AND IMPORTANT. "**

## CLEANING CONTROL

Our Cleaning Control System allows toilets to be cleaned as required. Several factors are considered: number of users, feedback from users, start and end of cleaning and notification of defects. All this information is stored in our database. The real-time information is the basis for the analysis of the data, which can be used for cleaning as needed.

### CLEANING TERMINAL

The heart of the system is the terminal, which is attached to the wall near the toilet exit. Passengers can provide feedback on cleanliness on the main screen. The multi-stage survey logic also provides more detail about the feedback ("What was bad?"). The design of the screen is flexible and allows seamless integration into the corporate design. Employees can log in to the device using PIN codes and log on and off for cleaning. In addition, damage in the toilet can be reported directly via the device. All this data is transmitted to our server in real-time via mobile radio or WiFi.

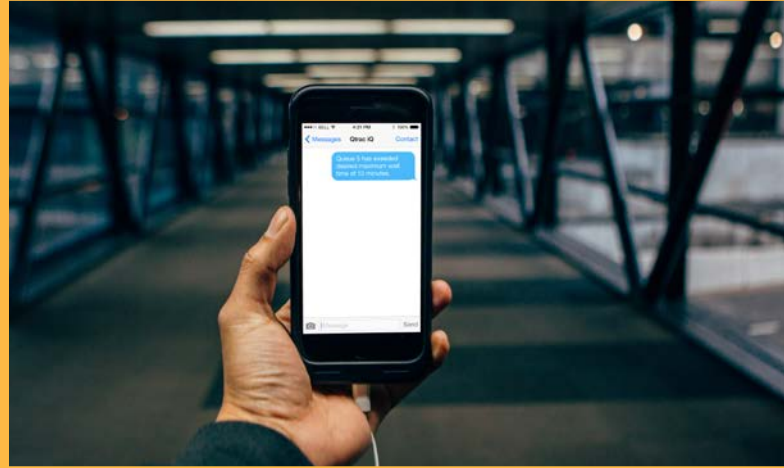


### CEILING SENSOR

The inconspicuous ceiling sensor is mounted at the entrance and counts the people. The sensor also provides the power supply for the cleaning terminal. It is also available as a stand-alone device.



- >> **OPTIMISATION OF SERVICE PLANNING**
- >> **ACTUAL FEEDBACK  
REAL-TIME DATA**
- >> **ANALYSIS REPORTS**



#### REAL-TIME SURVEY

All data is available in real time. This data can be displayed in different ways (e.g. on a smartphone). Mail notifications can also be sent.

#### ANALYTICS

The data is made available on our analysis platform. A large number of standard reports is available for analysis.



## REAL-TIME SURVEY

With our feedback or survey system, passengers can be asked about their service experience or satisfaction immediately during or after the service process. By transmitting the satisfaction data in real-time, you can still react in time and take measures.

### FRONT END

Our system offers everything from simple feedback to the complex question structure of a survey to learn more about the mood of your customers.

### HARDWARE

We offer different types of mounting for the feedback terminal. Whether for table mounting, freestanding or in the queue – due to our external batteries, any option can be easily implemented.



**" QUICK AND SAFE  
ON THE SPOT. "**

## JETTRAC®

Jettrac clearly defines safe areas for passengers during boarding and quickly closes off dangerous areas. Designed for outdoor use in all weather conditions.

### THE BELT MECHANISM

Durable and weather-resistant belt mechanism with a total length of 22.00 meters.



### READY FOR ACTION

Easy handling due to a low centre of gravity and self-contained, easy-moving wheels. Very large areas can easily be blocked off by a single person within minutes.





- >> **MOBIL**
- >> **SAFE**
- >> **ROBUST**
- >> **FLEXIBLE**



## EXTENDABLE SECURITY BARRIER

The mobility of extendable barriers permits adaptation of the movements and density of any gathering of large numbers of people in order to prevent crowd overflow.

In case of a large number of moving people, extendable barriers make it possible to regulate and direct them according to the specified routes. The barriers offer the possibility of closing access to a road, a passage, a doorway or stairwell. They enable an access point to be physically closed, or for it to be quickly opened for pedestrians or vehicles.

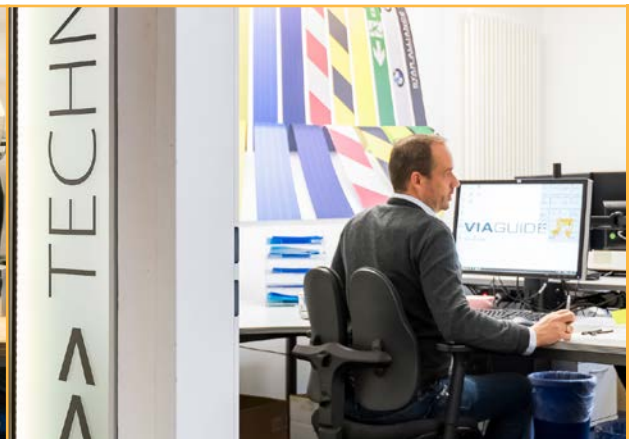
### TYPICAL APPLICATIONS:

- Walkway on apron
- Passage from terminal to airplane
- Airport terminal
- Temporary construction areas inside/outside



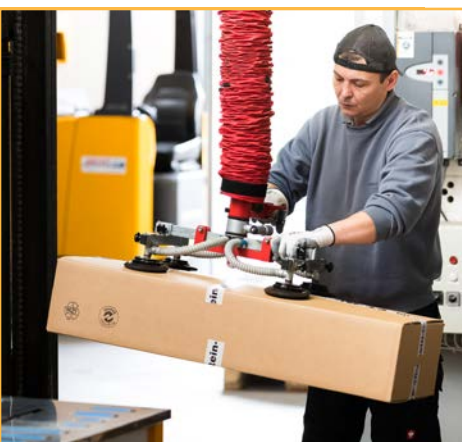


**"WITH INTELLECT AND  
EXPERIENCE FROM  
ARNSBERG INTO THE  
WHOLE WORLD."**





- >> OWN HIGHLY FLEXIBLE PRODUCTION
- >> SHORT REACTION TIMES
- >> CERTIFIED PRODUCTION METHOD



### CERTIFIED

Via Guide is certified by ISO 9001 for the quality management and ISO 14001 for the environmental management of the organisation.



# VIAGUIDE

>> TO GUIDE >> TO FLOW >> TO KNOW



## VIA GUIDE GMBH

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