



# AUDIO ENABLES CONTROL

Reliable and precise audio equipment is needed for air traffic control operations



Giving and receiving commands throughout a busy ATC shift is all about hearing and being heard with complete clarity. In a job where there is simply no room for error, audio equipment that can pick up speech precisely and receive crystal clear sound is an absolute necessity.

## A high-stakes workplace

ATC operators (ATCOs) control an intricate and highly structured aircraft route network keeping pilots, crew and passengers safe and secure during take-off, throughout their flights and during landing. ATCOs are at the centre of a dynamic working environment with both visual and audio stimulus constantly coming in from every angle. Keeping calm in such a frenetic environment can be tough. Under extreme pressure, with lives at stake, it takes a highly tuned skillset and the right equipment to stay in control.

A good ATCO is calm, logically minded, and can make sense of an extensive amount of information from different mediums simultaneously. They must be resilient and flexible to cope with changes to a flight path due to sudden shifts in weather conditions or emergencies onboard a flight. Working with the pilot in these situations is crucial. Clear communication enables the best

possible decisions to be taken that prioritise the safety of those onboard the flight and in the airports.

## Perceptive audio observers

ATCOs must relay a wide range of information clearly and accurately to pilots including what direction to fly in, what height and what speed. This is vital to ensure aircraft remain separated while airborne and get to where they are going as fast as possible. The ATCO's ability to listen is crucial to read the situation in the cockpit and communicate efficiently and effectively.

As audio observers they are experts in interpreting the entire sound picture available to them and are alert to changes in tonality if a person is scared or stressed. To understand these important nuances, an excellent ATCO must have equally exceptional audio equipment to unleash their full potential and do the best job possible.

## High quality headsets make the difference

ATC headsets must have high-quality, noise-cancelling microphones that focus on the nuances of the human voice and filter out unwanted background noise to cater for the complex working conditions of ATCOs.

This means commands given by ATCOs is pitch perfect for the pilot on the other end of the call.

Ensuring the headset has a good fit, comfortable ear pads and a lightweight design is essential for ATCOs to function to the best of their abilities. Compatibility with the various ATC applications is of course vital too. It's also beneficial for headsets to have a choice of single-sided or double-sided ear cup models. This makes sure every unique operator's preference is catered to.

Headsets must enable multi-tasking with a two-channel stereo application for multi-channel communication so ATCOs can speak to multiple pilots and switch between different calls seamlessly.

Finally, with a job that depends so much on audio communication, protecting the user's hearing is a must. During the course of a day, ATCOs may be exposed to seldom, but hazardous incoming noises that can be dangerous to their hearing. ATC headsets must prevent exposure to these noises to avoid any long-term hearing damage.

## EPOS COMMAND

EPOS, previously Sennheiser Communications, delivers high-end audio solutions for the ATC sector. It was



**Left & right:** EPOS Command headsets are designed for use in ATC environments, with noise cancelling, superior comfort and features to protect the hearing of air traffic controllers

established upon the former successful joint venture between audio specialist Sennheiser and the world-leading hearing technology group Demant.

The EPOS Command line of premium headsets is designed for the challenges of ATC and C3 environments, where operational excellence is a must. The headsets deliver the consistent audio and robust design quality that enable long-term professional performance at the highest level.

Command headsets feature noise-cancelling microphones that filter out background noise and enhance speech. Superior comfort is enabled through lightweight designs, high-quality materials and a choice of wearing styles.

Reliable performance is guaranteed with robust solutions built to handle years of prolonged daily use and protect the user's hearing through unique EPOS ActiveGard – a technology that protects against acoustic shock without communication drop-out. The headsets can be customized to meet the



needs of every ATC workplace. ATCOs are the guardians of an invisible network in the skies. We rely on their ability to listen actively and make decisions to ensure the

safety of air traffic. This can only be done with premium communication technology enabling commands to be given and received with absolute clarity. ❖

EPOS

## Always in Control

With crystal clear audio, robust design, and all-day comfort

Established upon the former successful joint venture between audio specialist Sennheiser and the world-leading hearing technology group Demant, EPOS designs, manufactures and sells pioneering high-end audio and video solutions for business professionals, ATC/C3 and serious gamers.

The EPOS COMMAND Line of premium headsets is designed for reliable operational excellence in ATC and C3 communications. Enable your professional performance with complete clarity and precision in audio and speech. With a focus on lasting user comfort, security and customization, this line of high-performance audio solutions enables ATC and C3 professionals to take control when it counts.



Scan the QR-code to find the right solution for your ATC/C3 environment on the COMMAND website.