

# Gallagher | Commend Integration

Commend Intercom functionality in Gallagher Command Centre



## Fully integrated

Gallagher and Commend have developed an integration that combines the power of Gallagher Command Centre, with the functionality of Commend's intercom platform.

Time and money will be saved as users only have to interact with a single system on a daily basis, and only require training on a single piece of software.

The integration ensures all key functions of the Commend system are available within Command Centre, making life easier for operators who will appreciate the efficiency of only having to use a single platform to enjoy the features of both products.

## The viewer

Command Centre provides the operator with an Intercom Viewer (shown below). The operator will be presented dynamic options depending on the call status.

Calls will be displayed in order from oldest to newest, with the exception of Emergency Calls which will always appear in priority position at the top.

From the viewer an operator can:

- Answer a call
- Open a door associated with an intercom
- Put a call on hold
- Place a call to another intercom
- Forward a call
- Reject a specific call
- Reject all calls from an intercom

## Options

The integration supports both standard Commend Intercoms and also SIP devices.

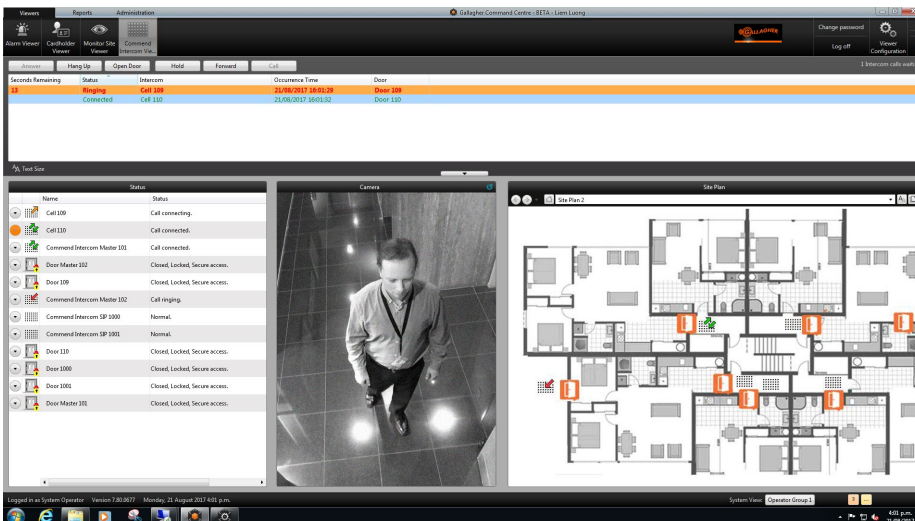
## Audit trail

Command Centre records all actions surrounding intercom use, allowing comprehensive reporting to be presented that displays why, when and who interacted with intercom controlled access points. There will never be any doubt as to authorisation responsibility, or sequence of events.

## Helpful icons

The following icons will be shown on Site Plans, the Status Viewer, and the Intercom Viewer to represent the various states of intercom calls as they change:

- Ringing in
- Ringing out
- Connected (on a call)
- Paused (on hold)
- Forwarding
- Busy
- Idle



## Find out more

For more information, contact your nearest [Gallagher representative](#).