



# Wireless team communication solutions for ground support

A large white airplane is shown from a front-three-quarter perspective on a tarmac. In the foreground, a white and blue ground support vehicle, possibly a deicer or pushback tug, is positioned near the aircraft's nose gear. A man in a white shirt and dark vest stands near the aircraft's landing gear. The background shows other airport structures and vehicles under a clear blue sky.

Pushback & Towing  
Deicing  
Maintenance

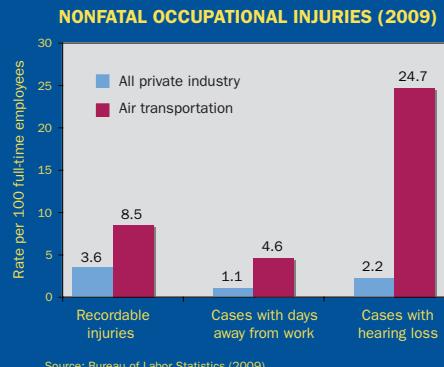
# Total communication solutions for safe, effective & productive teams

**A**IRPORT RAMPS ARE BUSY PLACES, with equipment and personnel constantly moving in a confined space, sometimes in darkness, and in all types of inclement weather. If a direction is missed or misunderstood, the results can be devastating.

Research by the International Air Transportation Association shows that one accident and nine personal injuries occur every thousand departures. Those accidents exact a heavy price: \$5 billion in direct costs alone. And that's not all. When *indirect* costs, such as lost revenue, scheduling disruptions, time spent on investigation and reporting, and damage to reputation are factored into the equation, the cost doubles to \$10 billion per year.

Studies by the Flight Safety Foundation show that human factors are the primary culprit in ramp accidents; issues like malfunctioning equipment and inclement weather play a lesser role. And of the 12 human factors typically cited in the occupational safety literature, poor (or nonexistent) communication routinely tops the list.

**That's where a wireless team communication system from Flightcom can help.**

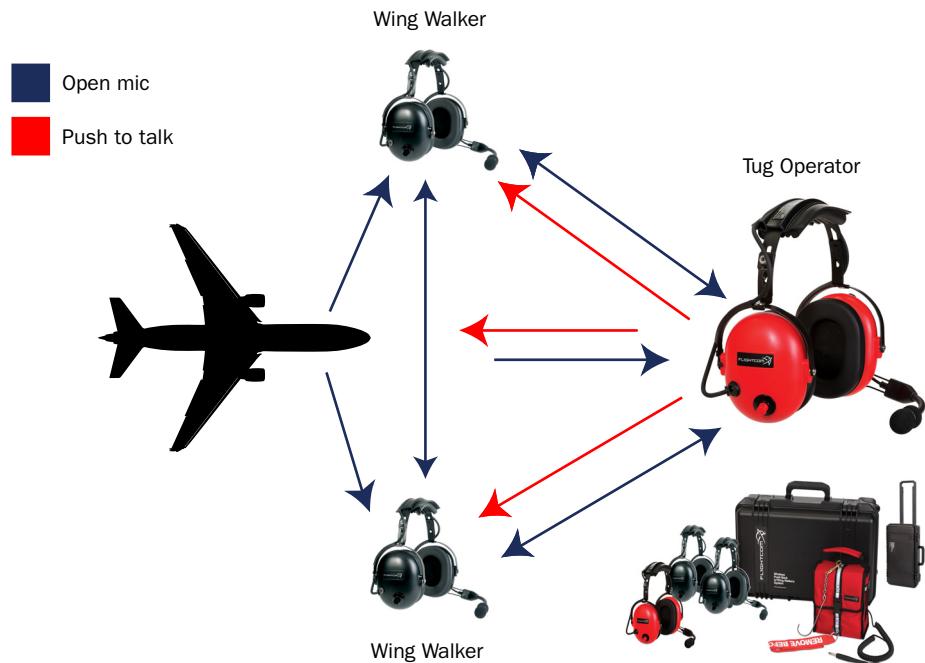


## Flightcom on the job: Sample configurations

### Wireless deicing



### Wireless pushback and towing



### Wireless maintenance



Flightcom's wireless pushback and towing system not only enables communication between the flight deck and ground crew, it optimizes communication by controlling who can talk to whom and under what circumstances. All ground personnel continuously hear the flight deck on open mic, but the flight deck can only hear the tug operator on push-to-talk. The wing walkers and tug operator are in constant communication on open mic, but open mic is overridden by push-to-talk when the tug operator is communicating with the flight deck.

## Wireless solution components

Wireless pushback system shown here for communication among the tug operator, wing walkers, and flight deck. Similar configurations available for deicing and maintenance. All systems are programmable to user specifications.



**Weather-tight Pelican Hardigg™ storm case:** Includes convenient built-in battery charger, as well as wheels and collapsible handle for complete portability, storage, and protection



**Bright red "Remove Before Flight" flag:**

Reminds ground crew to retrieve the system after pushback; includes aircraft hanger hook

**ComHub™ and bag:** Padded sides protect the aircraft; water-resistant design protects the communication system from inclement weather

**Headsets:** Black: Wing Walkers; Red: Tug Operator

- **800m line-of-sight range:** Eight times the distance and over 60 times the coverage area of Bluetooth
- **Completely wireless and antenna-free:** No external antennas or cumbersome belt-pack wires
- **1.8GHz DECT wireless technology:** Crystal clear, interference-free, and secure communication
- **Closed cell foam ear seals:** Remain comfortable after hours of use
- **24-hour battery with two-hour charge time:** Ensures the system is ready to use at all times
- **Secure push-to-talk/push-and-hold button:** Requires a solid push, eliminating the chance of accidental transmissions
- **Noise-canceling electret microphone:** Programmable microphone gain for optimal clarity and a flexible boom for precise placement

## Flightcom solutions in brief

### Pushback and towing

Flightcom's configurable wireless aircraft pushback and towing system supports pushback with one to four wing walkers. The system maintains the critical tug operator-to-pilot communication while allowing the wing walkers to listen and alert the tug operator to any hazards. The system is protected by a Pilot Alert™ Warning (Pat. Pend.) to ensure the ground crew does not leave any equipment attached to the aircraft. The system allows full wireless coverage around the aircraft with exceptional 800m line-of-sight range. Activation is as easy as plugging a wired headset into the aircraft's interphone system. No adaptors are required.

### Deicing

Flightcom's fully customizable deicing solution supports hands-free wireless communication between the deicing truck driver and the team member in the basket. By default, the system supports continuous full-duplex communication between the two team members to improve efficiency and safety. Optionally, the system can be configured to provide for push-to-talk communication with ground control or other teams via a two-way radio. Flightcom offers systems for other team configurations, including communication between multiple teams working on the same aircraft.

### Maintenance

Flightcom offers a variety of flexible communication solutions specifically for maintenance teams that are working on the same aircraft. Our maintenance solutions combine wireless communication headsets with a portable battery-powered ComHub™ that can be located to provide clear, full-duplex, hands-free communication among team members inside and outside the aircraft. Systems can be configured for continuous or push-to-talk communication, depending on your specific requirements. Systems can also be configured to provide for push-to-talk communications with ground control or other teams via a two-way radio.



## Flightcom headsets: Features and benefits

### Features

- Pilot Alert™ Warning (Pat. Pend.)
- Fully self-contained wireless headset
- 800m line-of-sight range to ComHub™
- 24-hour headset battery with two-hour charge
- Rugged: IP65 rated, mil-spec tested
- DECT wireless technology
- Operates from -40°C to +70°C
- High-comfort, 24dB noise reduction
- Self-contained completely wireless ComHub
- System comes in a case with all necessary accessories included

### Benefits

- Alerts pilot if the system is left hanging after pushback
- No wires/antennas to break or snag
- Over 60 times the coverage area of Bluetooth
- Ready to work when you are
- Built for tough conditions
- Clear, interference-free, and secure
- Works whenever you do
- Protects your hearing
- Small, with multiple mounting options
- Ready to work "out of the box"



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