



UNIVERSAL READER

# **SECURE ACCESS REDEFINED**

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Trusted. Communication. Always.

## INTERCOM AND ACCESS CONTROL

# THE BEST OF BOTH WORLDS

Multifunctional intercom systems are central components for doors, gates, and any kind of entry point – and so is access control.

Access is not just about physical **entry points**. It's about places of decision, communication, and security, both inside and outside a building or area. This could also be about a bollard limiting vehicle access in smart cities or permission to approach critical infrastructure.

Now how can we make this process more secure and welcoming? Let's provide **added value through Intercom technology**.

We believe that an **external access control system** in combination with a **reader** and **intercom** technology is the recipe for maximum functionality, security, and orientation at every gate. Such a combined system ensures that people, assets, and facilities are convenient, protected and secure.



By going beyond the traditional approach of a reader for a specific access control system through intercom, we allow your technology to **communicate** with people – and more importantly, vice versa. Whether through **personalised welcome messages** on a display or the ability to **issue a call** once the external access system decides that access is denied.

Such a combination of systems is designed to provide a secure and convenient experience for users, with clear communication, intuitive user interface, and real-time information.

Our **Universal Reader** enables exactly that: sleek design and architectural compatibility suitable for our intercom stations, but leaving you the **flexibility to choose the access control system** that suits you best.



## INTEGRATING SYSTEMS

# COMPATIBLE WITH YOUR ACCESS CONTROL SYSTEM

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The integration of **intercom systems** with other technologies, such as access control and video surveillance, is becoming increasingly important. At the same time, **Cyber security** is becoming a fundamental pillar of modern security solutions. We are ready to support these trends and provide our customers with a **comprehensive, future-proof security solution**.

### VERSATILE AND SECURE

The **Universal Reader** is a versatile and secure reader designed to enhance the overall experience at any kind of gate. It offers flexibility, allowing you to choose the access control system that best suits your needs. When combined with our intercom stations, it provides a comprehensive and personalized access control solution.

### DOES COMMEND NOW OFFER ACCESS CONTROL? NO!

We are an intercom company that has expanded our offerings to include a universal reader, designed to complement existing access control systems. Our solution is not intended to replace or compete with access control systems, but rather to enhance them with **advanced communication and interaction capabilities** through our intercoms.

Communication at the gate enables more precise and secure access management. Our intercom solution adds context to access requests, allowing for real-time communication and **live interaction**, ultimately enhancing overall security.

The Universal Reader enables you to benefit from our high-quality intercom solutions while giving you the flexibility to choose your preferred access management system

SECURE SOLUTIONS

# UNIVERSAL READER



## ONE DESIGN

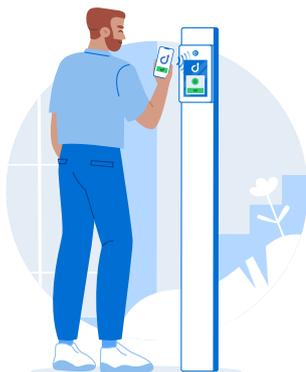
Frequently, various systems are installed at a gate, which can create a cluttered appearance. Is this really the **first impression** you want to convey? The Universal Reader, on the other hand, blends in perfectly with our intercoms, creating a great first impression that will delight any architect. And if space is limited, a USB stick can be connected to the device, making it virtually invisible. With its **sleek design** and **innovative features**, such as the QR code function using the camera, our intercoms provide a modern and welcoming reception for visitors.





## INFORMATION & GUIDANCE

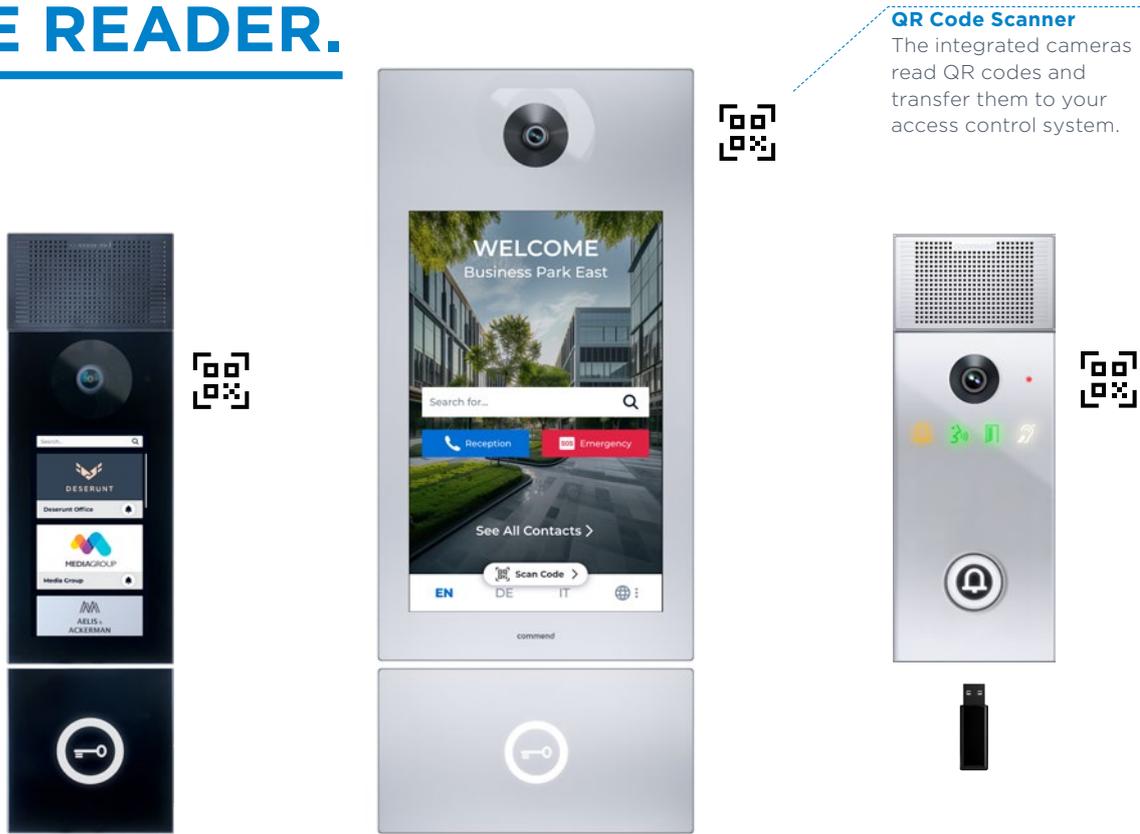
An intercom is so much more than just a device with which you can quickly call someone. The call function is of course important, e.g. if you are denied access and want to speak to someone. But a **display offers great additional benefits**, as it not only provides a simple buzzer, but also **visual instructions** for the next steps, e.g. the route to a specific part of the building. The display can even show a **personalised** welcome message with your name, making the reception even more pleasant. In emergency situations, the system can automatically switch to **emergency mode** to support evacuation procedures and other critical responses, making it an important part of a building's security infrastructure.



## COMPATIBILITY & FLEXIBILITY

The Universal Reader can theoretically be **integrated with any access control system**, giving customers the freedom to choose the system that best suits their needs. Once integrated, the reader securely transmits the relevant information to the external access control system, where the decision to grant or deny access is made, and this information is then sent back to the reader. The reader can then communicate this decision to the intercom, ensuring a seamless and satisfactory access process, with the **reader serving as a secure and reliable intermediary between the access control system and the intercom.**

# ALL TECHNOLOGIES. ALL FUNCTIONS. ONE READER.

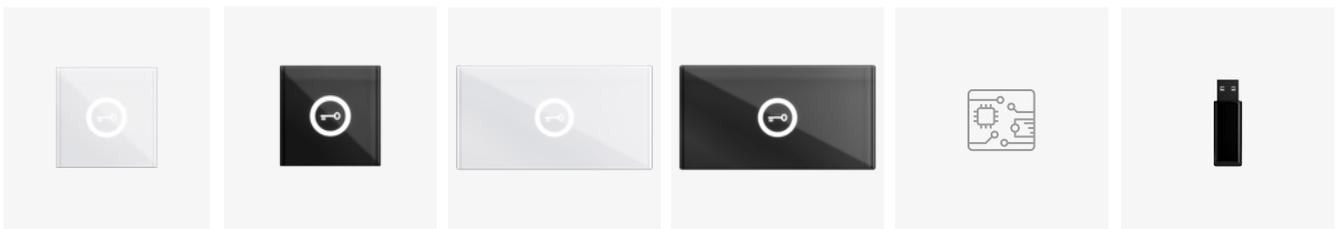


## QR Code Scanner

The integrated cameras read QR codes and transfer them to your access control system.

## FUNCTIONS / TECHNOLOGIES / PRODUCTS

LEGIC® Connect	LEGIC® prime/advant	MIFARE® DESfire EV1-3	HID®-iCLASS®
Bluetooth®	NFC®	OSDP v2 - Open Supervised Device Protocol	



### XDX-UNIR

IP universal reader module for id5, od5, od1, silver.

### XDX-UNIR-B

IP universal reader module for id5, od5, od1, black.

### OD10-UNIR

IP universal reader module for od10, silver.

### OD10-UNIR-B

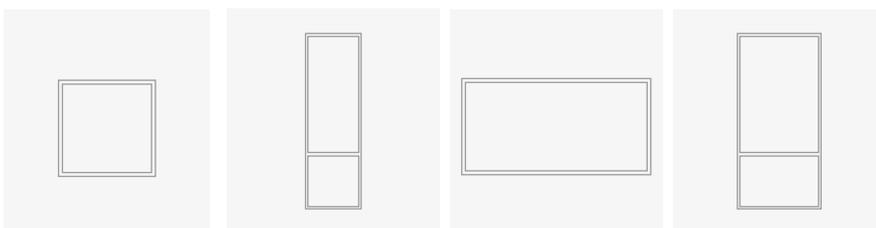
IP universal reader module for od10, black.

### UNIR

IP universal reader PCB for built-in installation.

### USB-UNIR

USB stick for all SymMX stations and modules for communication via Bluetooth®.



### XDX-UNIR-FB

Mounting kit for cavity wall and flush mounting of XDX-UNIR.

### XDX-SHR

Mounting kit for surface mounting of XDX-UNIR and id5, od5, od1 stations.

### OD10-UNIR-FB

Mounting kit for cavity wall and flush mounting of OD10-UNIR.

### OD10-SHR

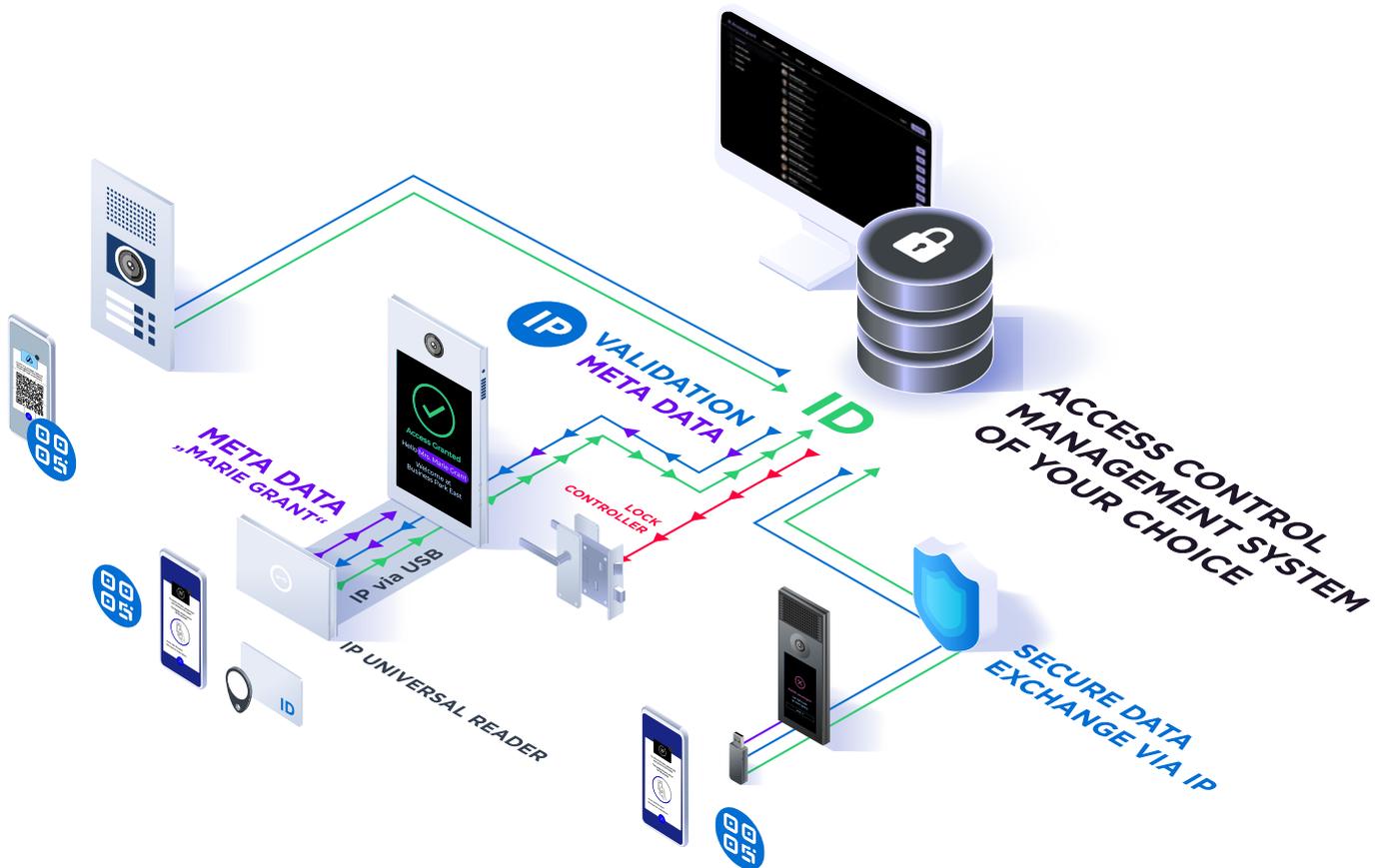
Mounting kit for surface mounting of OD10-UNIR and od10 stations.

## UNIVERSAL READER INTEGRATION

The Universal Readers will be **integrated into external access control systems via an API** and transfer data in encrypted form to ensure secure authentication.

## QR CODE INTEGRATION

The QR codes read by the cameras are integrated into external access control systems **via the SymMX API**.



## COMPATIBLE ACCESS CONTROL SYSTEMS

The universal readers are currently being tested with a list of systems to ensure compatibility. These will be published on our website soon.

## USE CASE BUILDINGS

### BUILDING ACCESS, DRIVEWAY OR PERIMETER

In the morning, an employee arrives at the office building and prepares to enter. Like all employees, they use a **mobile access card** stored on their smartphone. By holding the phone up to the reader, **encrypted ID is sent to the company's access control system**. This system then decides whether access should be granted or denied. **The decision is relayed back to the reader, which forwards it to the intercom**, where the employee's name and optional additional information are displayed.

Not all companies use mobile cards; others might prefer physical tags, often attached to a keychain. In case of **misuse**, for example if a tag is lost, the unauthorized person can often be quickly identified. This is possible because the intercom's camera can take **snapshots** during access attempts.

External visitors can also receive access by email in the form of a **QR code** from their host. This code can grant entry to the building, sometimes limited to specific areas. Again, access rights are defined by the access control system, not by Commend.

## USE CASE

# VISITORS

The greeting and registration of visitors, customers, and external service providers is a **routine process that can be automated** using a self-service kiosk – without compromising the quality of reception or security standards.



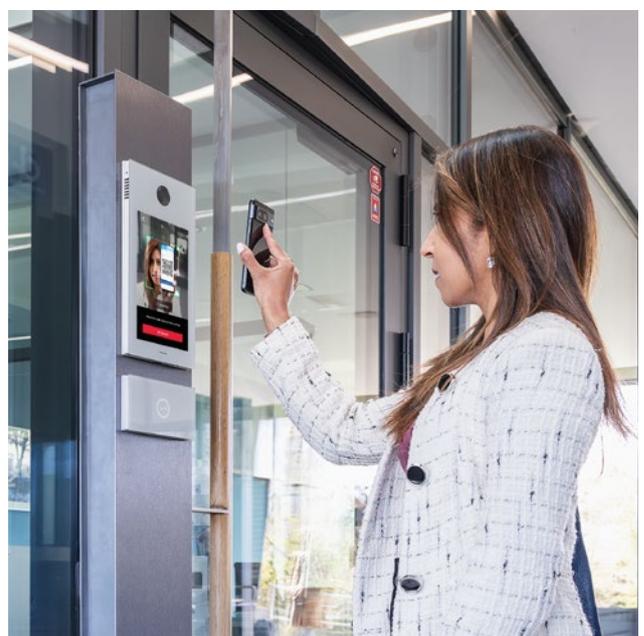
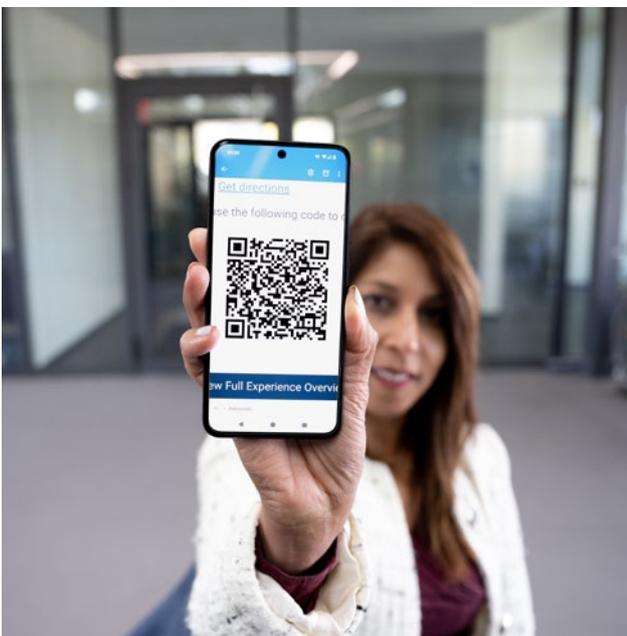
### INTERCOM AS A SELF-SERVICE TERMINAL

A visitor management system of your choice can send visitors, customers or service technicians a QR code in advance by email. In the entrance/reception area, there is an intercom with a touchscreen, camera and our **virtual assistant**. The person is warmly greeted by Ivy Virtual Assistant and prompted to scan the QR code on their smartphone using the camera. And if any problems occur during the process, the assistant is there to help.

After scanning the code, a **security briefing** is displayed on the screen. The person must read through them and confirm that they have understood them.

Once the security briefing is complete, the host who invited the visitor can be **automatically notified** through the external access control system. Alternatively, the user associated with the QR code could be granted **access to specific areas**, ideally with time limits.

The primary reason for implementing this process is to comply with ISO 27001 standards, which emphasizes the importance of secure visitor management and access control. By automating the registration and security briefing process, organizations can ensure a smooth and efficient reception experience while maintaining the highest levels of security and compliance.



## USE CASE

# ASSEMBLY POINT

In emergency situations, the Universal Reader provides valuable **transparency and accountability**, helping to identify who has evacuated the building and who may still be inside. This solution is particularly beneficial for larger buildings with multiple assembly points, **replacing the need for manual checks** and ensuring a safe and efficient evacuation process.

### DIGITIZING THE ASSEMBLY POINT

In the event of an alarm (e.g. fire, active shooter, evacuation), all individuals typically evacuate the affected area and proceed to the designated assembly point. Since they have previously **checked in** using their smartphone or other form of ID badge to enter the building, they are registered in an external access control system.

At the assembly point, a column with a reader and a touchscreen intercom station is installed. The touchscreen displays a list all registered individuals. As people approach the column and hold their ID badge against the reader, they can be automatically **removed from the list**. This provides a rapid overview of who is still inside the building. The access control system is responsible for the data – for creating and updating the list. Our task is to display the dynamic content based on this data. In individual cases, middleware may be required here.

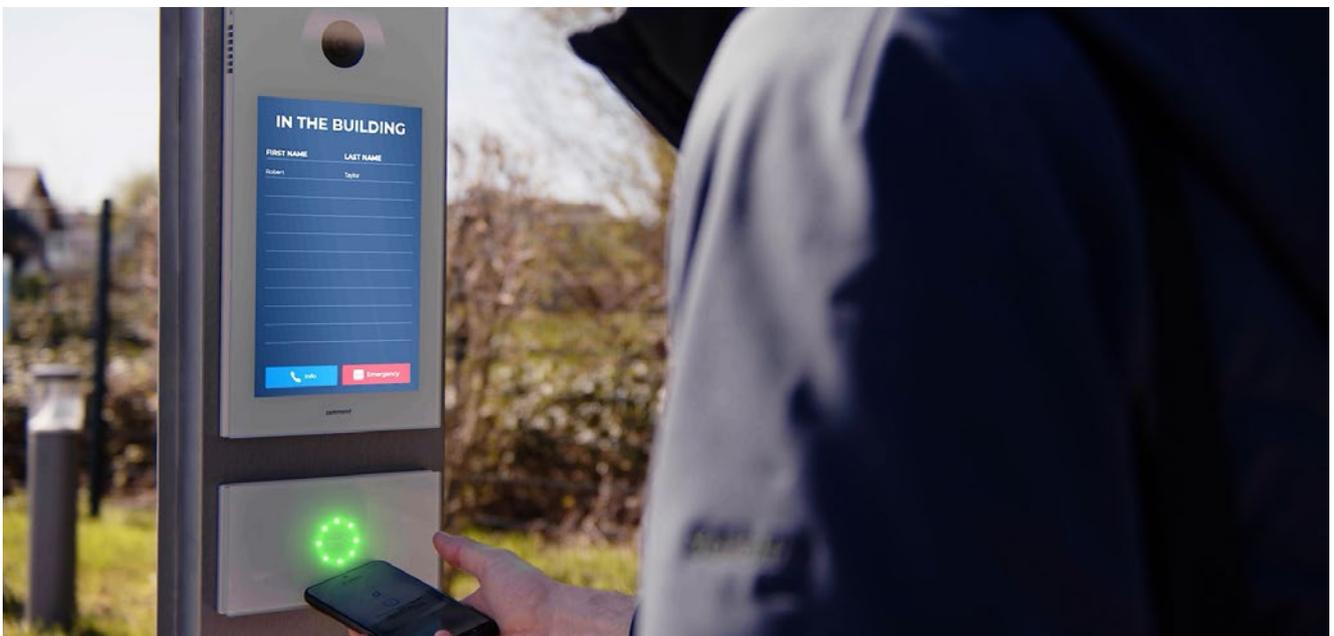


### AUTOMATED ANNOUNCEMENTS VIA SPEAKERS AND INTERCOMS

Moreover, these individuals can be directly addressed via the speaker from the assembly point, enabling communication with those in- and outside. The display on the intercom also offers additional features in **Emergency Mode**.

### ADDITIONAL FUNCTION FOR EMERGENCY RESPONDERS

Through our platform and a radio interface, the in-house fire department can directly call and make announcements via the intercoms (and vice versa). This facilitates **efficient communication and coordination during emergency situations**, ensuring a swift and effective response. By leveraging digital technology, organisations can enhance the safety and efficiency of their emergency response procedures.





## USE CASE

# SMART CITY

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To make city life more livable, an increasing number of cities are implementing traffic calming measures and using bollards to **restrict vehicle access to authorized individuals only**. Additionally, bollard systems are being used more frequently in cities for security reasons. There are several options for granting access permissions:

### PERMANENT ACCESS PERMISSION

**Residents, suppliers, and employees** can access the area using a tag, smartphone, PIN code, or conveniently through license plate recognition.

### TIME-RESTRICTED ACCESS PERMISSION

**Craftsmen, hotel guests, patients, and visitors** can receive a time-restricted access permission via a QR code (sent via email, app, or wallet), which can be scanned at the entrance using a speaker station. The QR codes are created and sent through a management portal, eliminating the need for time-consuming pickup, return, and potential loss of tags/keys, making access simple and smooth.



### ADDITIONAL FUNCTIONS

Others can **contact the city administration** through the intercom terminal, and the administration can grant access remotely. Hotel guests can contact their hotel through the touchscreen intercom, and the hotel can grant access. Via our **mobile client**, multiple systems can be managed, even remotely.

By implementing these smart city solutions, municipalities can **enhance traffic flow, improve safety**, and provide a more **convenient experience for residents and visitors**. The use of digital technologies, streamlines access control. Additionally, the integration of intercom stations and mobile clients enables efficient communication and management of access permissions, making city life more livable and secure.

# INTERCOM IS MORE

## IVY

Our conversational AI-based intercom voice assistant designed to automate routine tasks, handle multilingual customer interactions, and enhance service efficiency across various applications.

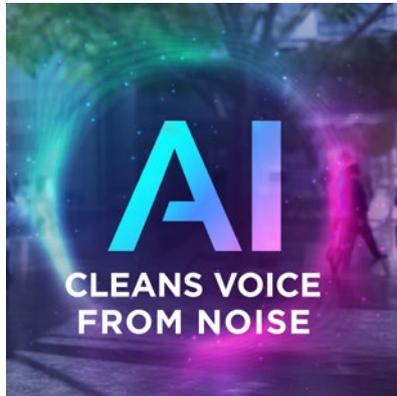


## LIVE TRANSLATIONS

Real-time, bidirectional voice translation, enhancing communication efficiency and inclusivity across various sectors.

## ASBIS

Advanced Security Building Intercom Systems enable, rapid alerts, real-time situation assessment, coordinated crisis response, and post-incident analysis in critical situations.



## AI CLEANS VOICE FROM NOISE

AI and deep neural networks enable background noise to be eliminated, ensuring crystal-clear audio even in loud and noisy environments.

[audio.commend.com](http://audio.commend.com)



## CYBER SECURITY

“Privacy and Security by Design” approach, incorporating international standards like ISO 27001 and IEC 62443-4-1.

[trust.commend.com](http://trust.commend.com)



## ONE PLATFORM

Our Symphony Platform offers cloud-based, on-premise, and hybrid infrastructure options, designed to ensure reliable, scalable, and secure communication.

[symphony.commend.com](http://symphony.commend.com)

## EVERGREEN TECHNOLOGY

Long-term product longevity and backward compatibility, providing economic efficiency, investment security, and a reduced ecological footprint

[evergreen.commend.com](http://evergreen.commend.com)

## INTERFACES

Seamless integration with various third-party solutions, such as PSIM, access control, video management, and building management.

[integration.commend.com](http://integration.commend.com)

## PUBLIC ADDRESS

IP-based, scalable communication platform that facilitates live, scheduled, or automated announcements across diverse environments.

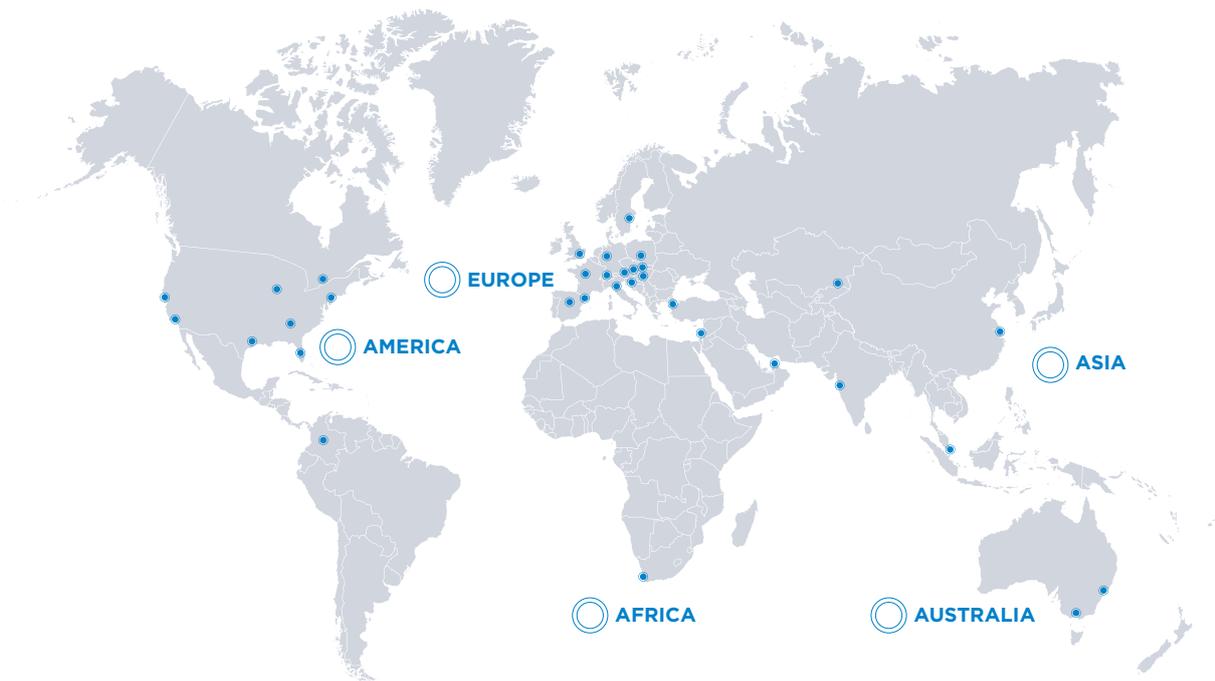
## ACCESSIBILITY

Inclusive, barrier-free communication solutions, designed to ensure that everyone, regardless of language or ability, can communicate effectively and safely in any environment.



## COMMEND WORLDWIDE

23 sales organisations operating in over 60 countries.  
More than 550 employees worldwide.



### SECURE COMMUNICATION SYSTEMS BY COMMEND

Can you imagine a system that millions of people rely on every day, where every word has to count? This is the world of Commend! Secure, reliable communication is our passion. As a global market leader with more than 50 years of experience in speech transmission, we provide not just Intercom and video connections with interfaces to third-party systems, we also provide products that open up new possibilities for integrated solutions. Commend is the preferred choice for hands-free voice communication systems all over the world.

For more information about the Universal Reader, visit our website or contact us.

[www.commend.com](http://www.commend.com)



Quality tested. Reliable. Well designed. COMMEND products are developed and manufactured by Commend International in Salzburg, Austria. Our development and manufacturing processes are certified to EN ISO 9001:2015.

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