

WIDE-AREA AUDIO DISTRIBUTION

Santiago International Airport

Q-SYS Delivers Wide-Area Audio Distribution to Santiago International Airport

📍 Santiago, Chile

With over 20 million passengers flying through each year, the Santiago International Airport in Chile is one of the busiest airports in Latin America and one of South America's key transport hubs. To accommodate the doubling of annual passengers and to provide international passengers with world-class facilities, the AV team chose Q-SYS to deliver wide-area audio and paging distribution for a major renovation and expansion of the airport.



“ We chose Q-SYS loudspeakers because they exceed any of the other solutions we tested, along with additional Q-SYS monitoring and management capabilities that really make this the optimal solution. ”

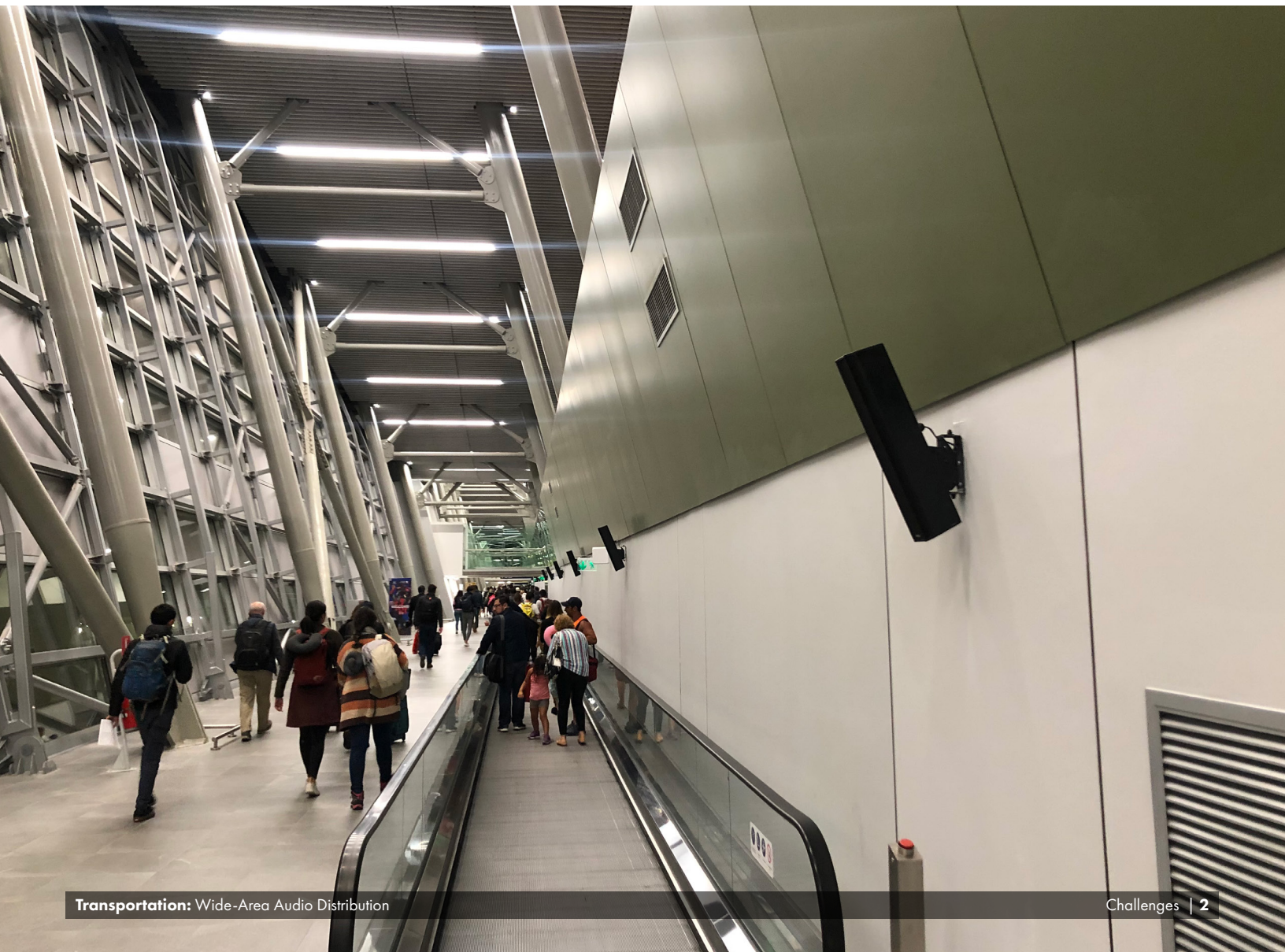
Jorge Cañete

ELVS Engineer, VCGP-Astaldi (CJV)

Challenges

Clear Audio Essential

At Santiago International Airport, clear audio is an absolute necessity. With a new design and layout, it was essential that passengers could hear and understand all audio communications, announcements and instructions without any confusion. This is especially true in busy areas of the airport such as the check-in and security areas, where the noise levels can be high. With a clear audio solution, passengers are able to understand the instructions and directions quickly and easily, helping to ensure a smooth, efficient and safe experience for all. Clear audio also helps reduce confusion, which can lead to delays and frustration. “It is crucial that announcements be heard loud and clear throughout the airport,” explains Jorge Cañete, ELVS Engineer at VCGP-Astaldi (CJV).



Solutions

Multi-Zone Paging Platform

A redundant pair of Q-SYS Core 510i processors (now available as the updated [Q-SYS Core 610](#)) handles the AV&C processing throughout the airport. Should the primary Core enter a fault state, the secondary Core assumes full audio streaming and control communication with connected Q-SYS peripherals and third-party devices. This prevents unwanted interruptions to audio, video or control critical to day-to-day operations.

Q-SYS features a software-based, multi-zone paging platform that enables native [Network Paging Stations](#) deployed throughout the airport. In total, the paging stations support 256 network channels of live or delayed paging, page routing and store-and-forward capabilities without the need for additional control processing hardware.

Unified Solutions

To create a unified audio system, Q-SYS integrated redundant CXD-Q Series 8-ch network amplifiers (now updated to [CX-Q Series](#)) in each of the 12 zones while incorporating 850 of the new [AcousticDesign Series](#) column surface-mount loudspeakers to provide audio coverage throughout the facility. The column loudspeakers offer better performance for high ceilings and reverberant environments like those found in the Santiago Airport concourses. The narrow vertical coverage pattern produces less audio excitation in these kinds of spaces, resulting in better clarity throughout the vocal range.

Cañete explains, “We chose Q-SYS column loudspeakers because they offer speech intelligibility that far exceeds any of the other solutions we tested, and by deploying these with processing and network amplifiers, we can take advantage of voicings along with additional monitoring and management capabilities that really make this the optimal solution for the application.” With modern transportation services more trafficked than ever before, Q-SYS is proud to provide a wide-area audio distribution to Santiago International Airport, helping them deliver a superior customer experience to its passengers.



Q-SYS is a globally recognized manufacturer of audio, video and control (AV&C) solutions for huddle rooms to stadiums—and everything in between. Our systems make it easy for your team to design and integrate flexible, scalable solutions and deliver the native IT integration and standards-based technology your customers expect.

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