



Don't just keep up.
Get Ahead.

SCHINDLER AHEAD



Schindler



Get the most advanced solution on the market.

When you choose Schindler Ahead you are saying yes to a better way forward. Get the cutting-edge and comprehensive service and support you deserve.

NBN compliant

Australia's new NBN network cannot be guaranteed during a power outage. This means that all emergency lift phones must be upgraded to meet current Australian guidelines.

Specifically designed to comply with new lift codes, Schindler Ahead ensures your lift phone is always connected, so passengers can seek assistance as required.

- ✔ **Fully ADCA Compliant**
- ✔ **Market Leading Solution**
- ✔ **Robust**
- ✔ **Innovative**

Industry leading urban mobility solutions.

Schindler Ahead is much more than just an NBN fix. It is a full service market-leading package. From installation, management through to monitoring, we do it all. Save time and the stress of dealing with multiple suppliers, tenant enquiries, repairs and more. No more tradespeople, telcos, or frustrating hours spent trying to coordinate and manage it all.



Solutions that support you

Specifically designed for the Australian market, our fully compliant lift communication solution features:

- ✓ **Lift Phone Replacement**
Complete end-to-end hardware upgrade.
- ✓ **Dual Network Connectivity**
Telstra and Optus for redundancy.
- ✓ **3G and 4G Ready**
No need to upgrade in 2020, avoiding any further costs.
- ✓ **ADCA Compliant**
Meets all Australian communication device standards and requirements.
- ✓ **24/7 Monitoring**
Constant monitoring of device connectivity and battery backup.
- ✓ **SIM Management**
Schindler will manage the SIM card(s) on your behalf
- ✓ **ActionBoard Reporting**
Detailed reporting, equipment information and maintenance updates.
- ✓ **ActionBoard App and Email Alerts**
Keep yourself and your tenants up-to-date on the go.
- ✓ **Technology Guarantee**
Safeguard against equipment redundancy*
- ✓ **Big Data Analytics**
Cloud-based data analysis allows for predictive repairs**
- ✓ **Remote Monitoring**
We are aware of faults in real-time and equipped to act fast**

*Available on pay by the month contracts only.

**Currently available on 3300 and 5500 models only.

Are you thinking Ahead?

More than just an NBN solution, with Schindler Ahead you get a unique, innovative, efficient and market-leading answer to lift communication and management.

Proactive service management

That is robust, reliable and responsive. With Schindler Ahead we instantly know when your equipment needs attention**. We keep you informed in real-time of what we're doing to fix it, so you can focus stress-free on other parts of your job; confident we're doing ours.

Peace of mind

That remote monitoring provides. Our monitoring service keeps a constant eye on your building's equipment,** so that we are aware of any issues the moment they occur.

Discover how Schindler Ahead can help you future proof your lift communications and vertical transportation management.

**Currently available on 3300 and 5500 models only.

A holistic end-to-end solution

Schindler Ahead delivers an end-to-end lift solution, from installation and management through to monitoring. This helps to free up your time, as you will no longer have to manage multiple trades and contact points.

The future of lift communications

More than just a solution to the NBN, our dual network redundancy, full service capabilities and flexible (no lock-in) contracts makes Schindler Ahead the perfect choice.



Ahead Remote Monitoring

In the world of mobility, customer satisfaction is usually measured in terms of shorter and fewer service interruptions. Ahead Remote Monitoring is our market-leading digital solution that gives you clear insights into your equipment's health around the clock.

Filtered real-time data makes it possible to act proactively as the diagnosis achieved via real-time remote monitoring means you are better prepared to address any issues before breakdowns occur.

- ✓ **Continuous.** Permanent monitoring and data evaluation allows for condition-based maintenance planning.
- ✓ **Convenient.** Automated service processing for less disturbance during your normal daily business.
- ✓ **Hassle-free.** Timely detection of errors and pre-emptive interventions keep the equipment safe from major security issues.
- ✓ **Soon to be available on other makes.** Our modular sensor kits will allow you to take advantage of remote monitoring on any make of equipment.



Ahead ActionBoard

A complete information platform providing up-to-date overviews of the elevator and escalator activity for units under your care. With real-time and actionable insights, it's easier to prioritise tasks such as routine statistics, performance checks, data-exchange, maintenance planning and more.

Ahead ActionBoard gives you a clear overview of your equipment. This means issues can be detected much faster, making it easier to prevent interruptions and achieve better overall planning of service schedules. This information is available anytime online or via the dedicated App.

- ✓ **Complete.** Real-time overview anywhere, anytime.
- ✓ **Clarity.** Via improved transparency and communication flow.
- ✓ **Informed.** Better decisions and faster response time.



Ahead TeleAlarm

Switching from analogue landlines to digital platform not only improves the reliability and quality of the connection, it allows you to conveniently activate a range of exciting new services. When one partner supplies everything, it eliminates additional efforts and costs.

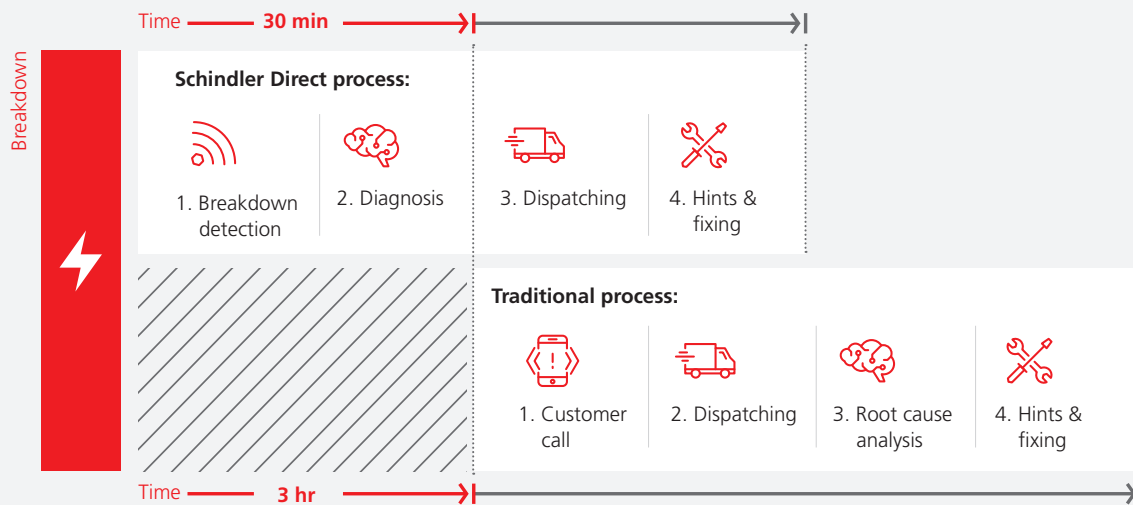
- ✓ **Wireless 4G/LTE** with 4 hour battery back-up for regular testing and auditing of the software offerings.
- ✓ **Single supplier** for installation, management and invoice management.



Reduced downtime. Improved safety.

Choosing Schindler Ahead means you're selecting the most advanced solution on the market.

Take the opportunity to get ahead and future proof your lift communication and management, while making the most of the benefits this cutting-edge technology has to offer.



Figures are based on a pilot study of Schindler Ahead with 3300 elevators over 9 months.

Benefits of Schindler Ahead



Reliability

Our predictive capabilities tell us when there's something wrong before you know.



Security

Via Over the Air updates and security patches.



Support

Our service gives you peace of mind that we have a constant eye on your equipment.

The advantages of Schindler Ahead extend beyond the benefits we've listed. Our predictive capabilities, combined with our innovative communication services have proven to reduce downtime and improve safety.

Schindler Ahead delivers:

- ✓ **Quality, reliable equipment:**
Less breakdowns due to fault prediction.
- ✓ **Faster turnaround times:**
3 hour time advantage through self-detection of breakdowns.**
- ✓ **Reduced costs:**
30% faster repair of faults.**

**Currently available on 3300 and 5500 models only.



Ahead TeleAlarm Product Specifications

Your fully compliant lift communication solution.

The Schindler Ahead TeleAlarm is a gateway with multi-tasking capabilities designed especially for the Australian market. The main two applications are for TeleAlarm (a wireless NBN alternative solution) and for IoT application on selected equipment.

Software Specifications

Basic features	TCP, UDP, ICMP DHCP server/client/relay, DNS client/proxy/relay, Dynamic DNS
LAN	IEEE 802.1P, EE 802.1Q, EE 802.3, VLAN management, MAC address management, etc.
Unicast routing	Static route
QoS	Traffic classification based on the Layer-2 header, Layer-3 information, Layer-4 information and 802.1p priority Traffic policing (CAR) Traffic shaping Queue scheduling of PQ, WRR, DRR, PQ+WRR and PQ+DRR Congestion avoidance, such as WRED and tail drop
Security	AAA authentication, RADIUS authentication, HWTACACS authentication Certificate authentication and PKI management Packet filtering, ASPF
Configuration and maintenance	FTP, TFTP, SSH, NTP, SNTP, RMON, RMON2

Hardware Specifications

Box	Polycarbonate
Processor	700MHz Dual-Core
DRAM (DDR3)	512 MB
Flash memory	1 GB
4G/LTE	4G/LTE/& 3G/UTMS
3G	WCDMA: B1/B5
SIM card	Dual SIM card support, supports micro-SIM format
Serial	1*RS232, 1*RS485, 2*RS232 MULTI
Ethernet	4*FE RJ45
DI/DO	1*DI/DO
FXS	1*FXS
USB	1*USB 2.0
Antenna	2 external antennas for Main and Div
Power supply	DC: 9 V to 29 V
Maximum power consumption	10 W
Dimensions (W x D x H)	150mm x 105mm x 48mm
Weight	0.72kg
Operating temperature	0°C to +50°C
Storage temperature	-10°C to +60°C
Relative humidity	5% RH to 95% RH (non-condensing)
IP protection rating	IP21
Installation mode	Wall-mounted (mounting brackets are included by default) DIN-Rail mounted (DIN mounting kit is optional)
EMC	ETSI EN 300 386 V1.6.1(2012-09), EN 55022:2010 CLASS A, EN 55024:2010, CISPR22:2010, CISPR24:2010, EN 301 489-1 V1.9.2(2011-09), EN 301 489-17 V2.2.1(2012-09), IEC61850-3 (2013), IEEE1613 (2009), EN61000-4-2:2009, EN61000-4-3:2006 + A1:2008 + A2:2010, EN61000-4-4:2012, EN61000-4-5:2014, EN61000-4-6:2014, EN61000-4-8:2010, EN61000-4-10:1993 + A1:2001, EN61000-4-11:2004, EN61000-4-16:1998 + A1:2004 + A2:2011, EN61000-4-17:2002, EN61000-4-18:2007 + A1:2010, EN61000-4-29:2000
Safety	IEC60950-1:2005 (Second Edition) + A 1:2009 + A 2 :2013

Don't just 'adapt' to the NBN, or 'make-do'.

About Schindler Australia

Yesterday we carried 1 billion people vertically, horizontally and diagonally using Schindler elevators, escalators and moving walks. Today we will do it all over again.

Contact our team today to find out more about Schindler Ahead and how it can assist you:



1300 TELEALARM (1300 835 325)



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