Rail Communication Manager (RCM) provides train information, manual messages and audio to subway stations. The system automatically generates messages based on train movements and a project related rule set.

RCM enables a total integration of Public Address and Customer Information into one single platform.

The system is capable of handling:
- Automated messages based on train movements
- Ad hoc messages to inform the passengers about incidents
- Manual messages can be based on predefined libraries or free text

The application supports real-time live audio announcements from the central hub to all or a freely adjustable group of stations or audio zones. The system provides user, user group and location management using Active Directory.

RCM supports automatic software deployment for initial installation and updates.

The architecture supports redundancy and fallback scenarios for high availability and ensures integrity of all transmitted data (configuration and real-time data) using Kerberos authentication and certification.

Benefits
- System architecture is:
  - Highly scalable
  - Flexible in using new devices (generic integration of arbitrary hardware)

- The system is capable of handling single or complex station installations controlled by one station controller

- Because of the used redundancy concept the system supports an availability in an 24/7 environment

- Support of live, ad-hoc and pre-recorded messages from central control

- Library of pre-recorded visual, audio and visual/audio messages

- System allows for zoned announcements

- Easily configurable and maintainable by end user using development and diagnostic utility tools

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**Technical data**

- **Sustainable load per minute**: 132,000 alarms/messages
- **6,000 ATS interface messages**
- **Scalable to**
  - 200 user workstations
  - 100 web clients
  - 5,000 signs
  - 35,000 loudspeakers
- **Up to 550 stations**
- **Interface to 32 parallel Train Control Systems or other control systems**
- **Up to 60 Customer Information Signs per Station**
- **Support of visual and/or audio messages**
- **Support of live, ad-hoc and pre-recorded messages**
- **Support up to 6 independent audio zones per station**
- **Library of pre-recorded visual, audio and visual/audio messages**
- **Event driven architecture**
- **Decentralized scalable communication**
- **Active failure management, redundancy**
- **Integrated Work Order Management**
- **Automatic Software Deployment**

**Product references**

- PACIS, NYCT, New York