

Case Study: World Health Organisation

When the World Health Organisation (WHO) decided to replace the existing conference systems at their African regional head office, there was a need to choose a modern system that integrated bespoke technology with ease of use. This case study details how NTE supplied and project managed the installation of two Bosch DCN Next Generation and one Bosch Wireless DCN conference system.

Customer Background

The African Regional Headquarters of the WHO is located in Brazzaville, Republic of Congo and incorporates one of the best conference facilities in the continent of Africa. The facility consists of one large conference room, a medium sized conference room and a number of smaller meeting and breakout rooms.

The rooms had previously been installed with Philips DCN conference microphones for chairman and delegates and language translation systems with analogue infrared language distribution. Cameras were controlled manually by a conference technician to project images of the current speaker onto projector screens at both ends of the conference rooms.



Obtaining spare parts for the ageing Philips DCN conference equipment had become a problem. Also the quality of the sound reproduction from the analogue infrared system was no longer acceptable.

The Project Brief

The conference facility manager was faced with the challenge of upgrading the conference facilities and integrating both audio and visual technologies. Any replacement systems would have to be manufactured by a proven and reliable brand, enhance the look of the new conference facility, provide quality sound reproduction and be capable of integrating with video and any other 3rd party systems, now and sometime in the future.

The system would have to be supplied by an established conference system integrator that could assist during the design or pre-sales stage and provide advice on the equipment required. The installation would have to take place with minimum disruption to the normal activities of a busy conference facility.

The system integrator would have to provide customer training for users of the system, conference administrators and in depth product training for the conference technicians.

In addition, a service and maintenance support contract would be required to provide hardware and software upgrades, provide ongoing training and advice on integration with new technologies over the life of the product.

The Solution

International Bosch reseller and system integrator NTE was chosen by the WHO to design install and commission the new conference system facilities.

A Bosch DCN Next Generation system was installed in the largest conference room with 120 dual discussion units, language translation for three languages and automatic camera control.



The Bosch dual discussion unit DCN-DISD-CS (often referred to as contribution unit) was selected due to its versatility. It can be used as a chairman contribution unit, a single contribution unit or a dual contribution unit to serve two delegates with individual microphone control buttons. The units can be easily changed from one mode to another via dip switches on the base of the unit, making it very flexible and providing a maximum configuration of 240 delegates using 120 discussion units. Each discussion unit in all modes also has language selection via a user operated switch.



The conference centre provides language translation for three languages; English, French and Portuguese. Two interpreter desks were installed into each of the three interpreter booths so that two interpreters could work together as a team, translating either the floor language or a translated language. It is normal for large venues to have translators working in pairs to allow for comfort breaks without disruption to the service.

Languages are distributed to the contribution or discussion units and a delegate can select their choice of language, either the floor language or any of the translated languages. For delegates and other conference attendees that do have access to contribution units, such as support staff, specialist advisers, journalists and the general public, language distribution is

provided via a Bosch Integrus system via digital infrared transmission. This provides stereo quality sound without interference from artificial and natural light - something the previous analogue system could not deliver. The attendee simply connects a stereo headset into a small and discreet pocket receiver and selects their preferred language to listen to the conference.

Automatic camera control was installed so that images are projected onto four large screens that were installed on all four sides of the conference venue. The system is programmed so that when any microphone is live in the conference room, a Bosch AutoDome PTZ (Pan Tilt and Zoom) camera would automatically zoom and focus onto the delegate to provide clear images of the speaking delegate.

A smaller but identical DCN Next Generation system was installed into the 2nd conference hall. The solution provided flexibility as both halls used the same contribution or discussion units. If any of the halls require additional microphones sometime in the future they could be taken from one room and installed into the other.

A third Bosch DCN wireless conference system DCN-WCCU was supplied to be used as a portable system. This system could be used in Brazzaville or taken to another venue. The system was supplied with flight transport and storage cases for all of the components of the system. The system was supplied with a number of wireless delegate contribution units DCN-WDCS-D that operate from intelligent batteries and provide for about 20 hours of normal conference time. Wired discussion units from the other two systems could be added if a larger number of microphones were required.

The Bosch DCN wireless control unit can be connected to a Bosch Integrus infrared language distribution system and a Bosch Plena mixing amplifier and Bosch XLA column loudspeakers for conference attendees that do not have delegate discussion units.

The systems were installed without disruption to normal conference activities, despite the venue being very busy during the period of the installation.

Training was provided for users of the system and administration staff. The conference technicians underwent a training programme that included both theory and 'hands on' training. At the end of the training programme, the technicians completed an exam on conference system design, conference set up, programming, and automatic camera control. A certificate was awarded upon completion.



NTE is providing continued support for the life of the product and an annual visit to upgrade software, carry out any changes to improve the system and provide additional training on new features and any technology changes to the Bosch DCN family of products.

NTE also provided options on how to re-cycle and dispose of the old conference systems in a green and environmentally friendly manner.



For more information about NTE and the products and services that we offer please do not hesitate to contact us.

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