

Informationen für die Presse
Press Release

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Munich Airport (FMG)
Corporate Communication
Postfach 23 17 55
85326 Munich

Telephone +49 89 975-4 10 00
Fax +49 89 975-4 10 06
presse@munich-airport.de
www.munich-airport.de

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A premiere at Munich Airport:

InfoGates enhance the ease of passenger navigation

Passengers have a new way of obtaining quick and detailed information at Munich Airport. The new concept, known as InfoGates, will help passengers get their bearings more quickly and allow them to request individual directions to get where they want to go. At the InfoGate, the airport visitor simply pushes a button to be connected immediately via videoconference with an information service representative for a real-time dialog on life-sized screens. At the new InfoCounters, passengers will now have access to reliable information in areas of the airport where there was previously no opportunity for face-to-face contact with information service representatives. To start with, six InfoGates are now positioned in the public and non-public areas of the airport. In addition to these devices offering individual service, airport visitors can also use 17 "Interactive InfoGates" positioned at key crossroads throughout the terminals. They consist of touch screens mounted on pillars that offer the full range of information on services, shopping and dining at the airport. The advantage of these devices is that passengers can request "custom-made" directions to a desired gate that will take them past a certain shop

or restaurant en route. The passenger then sees the quickest way to their chosen destination displayed on an animated map of the airport building. The system computes the distance, the estimated walking time and the anticipated wait times at passport control security screening.

This system, which was developed by Munich Airport's own in-house software specialists, has been undergoing testing since March. So far, the responses have all been positive. Approximately 45,000 visitors and passengers have used InfoGate and quickly seen the benefits.
