

## // OSNABRÜCK SERVICE PROVIDER – OSNABRÜCK CREMATORIUM SATISFIED VISITORS AND CUSTOM SOLUTION FOUND

Osnabrück Crematorium dates back to the 1930s and was built on the site of Heger Cemetery. When modernising in the 1990s, a new crematorium with modern filter technology and two ovens was added to the older building complex. Today, the crematorium complies with all environmental regulations. Guided tours of the crematorium are held for the public each month, and are very popular.

## // YOUR VOICE RAPIDLY FAILS WITH THIS LEVEL OF NOISE AND VISITORS BECOME INATTENTIVE

To date, only 20 to a maximum of 25 visitors can take part in a guided tour as the noise from the two ovens is too loud. The voice of Andrew McCulloch, the Technical Manager, regularly fails, which results in visitors becoming inattentive after a while. Questions need to be repeated for the whole group every time, resulting in restlessness. People from all walks of life attend the guided tours, from school classes to care staff and hospice employees. We discuss religion, death and life.



## // „THE DIALOGUE FUNCTION IS A REAL BONUS“

Following a classic online search and an extensive phone consultation, the crematorium opted to compare the TOM-Audio TG-100 and TOM-Audio TG-101 in situ. During the trial, the crematorium established that the dialogue function provided by the [TOM-Audio TG-101](#) decided the matter. Even when compared directly with a competitor's product, the dialogue function, weight, price and handling won them over. "The charging and transport case were half the size of the competitor's products. Another bonus was the 1.5-week long free trial."

The crematorium can now manage guided tours with up to 30 people, as the tour guide system means all visitors hear equally well, and naturally it takes pressure off the speaker's voice. The ambient noise caused by the ovens no longer presents a problem. The TOM-Audio TG-101 was also used as an interpreting system at the recent inauguration of a memorial in the cemetery. Dutch visitors were able to follow the translation of the speech.

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**”** *Our visitors are extremely satisfied. The dialogue function is a plus, as is the light weight of the equipment itself.*

*Andrew McCulloch, Technical Manager*

## // „BMS AUDIO WORKS HARD TO FIND SOLUTIONS”

We were also able to help with a custom headset solution. As Mr McCulloch felt that a headset, which isn't normally used for the TG-101, was most comfortable, BMS Audio produced a special cable so he could use them. "BMS AUDIO works hard to find solutions. The problem was addressed immediately and a custom solution was found."

We are pleased that we could facilitate the use of the TOM-Audio TG-101 in a somewhat unusual environment, even for us. Our reference database includes over 3000 more references.

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