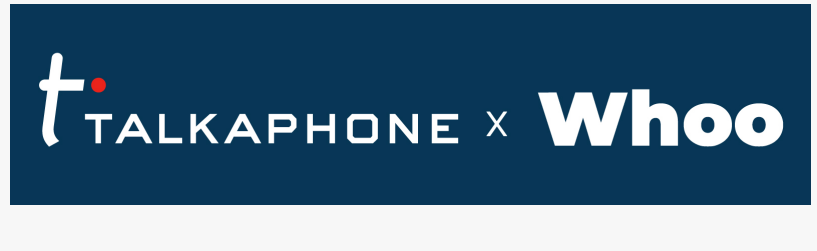


Talkaphone Introduces EZinfo™ Conversational AI, Powered by Whoo

New solution turns emergency call stations into multilingual navigation assistants and emergency lifelines; first live demo at APTA TRANSform & EXPO 2026



CHICAGO, IL, IL, UNITED STATES,

October 5, 2026 /EINPresswire.com/ -- [Talkaphone](#), a leading manufacturer of emergency communication solutions, today announced [EZinfo™ Conversational AI, powered by Whoo](#), a new solution designed to expand the role of traditional emergency communication endpoints by

combining trusted emergency connectivity with intelligent, everyday assistance. The solution will make its public debut at APTA TRANSform & EXPO, October 5–7, 2026, in Chicago.

“

With EZinfo™ Conversational AI, we're exploring what happens when emergency call stations become useful every day.”

*Steve Johnson, Talkaphone
President and CEO*

For decades, Talkaphone call stations have provided people with a recognizable way to connect with help during an emergency. EZinfo™ Conversational AI builds on that foundation, transforming the traditional emergency call station into an interactive resource capable of natural conversations, real-time information and support in more

than 40 languages.

Transportation hubs are a natural fit for the technology. Airports, train stations, subway systems, and bus terminals bring together large numbers of people who may be unfamiliar with their surroundings, need immediate directions or information, or speak different languages. EZinfo™ Conversational AI gives those travelers an easy-to-find resource where they can get both emergency assistance and answers to everyday questions.

Passengers can simply press, ask and go. EZinfo™ can provide step-by-step wayfinding across stations, platforms, exits, connecting lines and accessible routes; answer questions about schedules, service delays, ticketing, facility hours, and lost and found; and provide real-time multilingual assistance.

The result is an emergency communication endpoint that can serve passengers well beyond emergency situations, helping travelers confidently navigate complex transit environments while reducing the routine questions and interruptions handled by transit personnel.

“Emergency call stations are already highly visible, trusted points of communication throughout transit environments,” said Steve Johnson, Talkaphone President and CEO. “With EZinfo™ Conversational AI, we’re exploring what happens when that trusted endpoint becomes useful every

day. A passenger can ask for emergency assistance when they need it, but they can also ask how to get to the right platform, where to make a connection or get an answer in their preferred language. It opens up an entirely new role for the call station.”

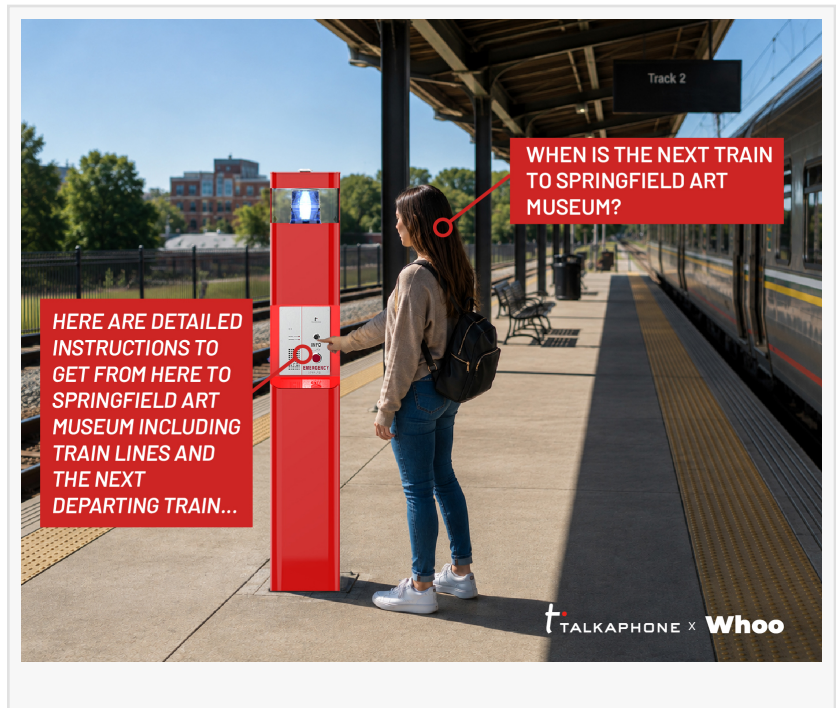
“People shouldn’t have to know where to go, who to ask or what app to download just to get the information they need,” said Arturo Falck, CEO and Founder of [Whoo](#). “By combining Whoo’s conversational AI with Talkaphone’s trusted communication infrastructure, we can meet people where they already are and provide immediate, intuitive assistance. Transportation hubs are an ideal place to demonstrate that potential, but the opportunity extends to college campuses, healthcare facilities and any complex environment where people need help navigating, finding information or connecting with resources.”

First-Ever Live Demo at APTA TRANSform & EXPO 2026

With transportation representing an ideal application for EZinfo™ Conversational AI, APTA TRANSform & EXPO 2026 provides a fitting stage for the solution’s first-ever live demonstration. Transit professionals will have the first opportunity to experience EZinfo™ Conversational AI October 5–7 in Chicago, where Talkaphone will demonstrate the technology in Booth 256 at McCormick Place.

The interactive demonstration simulates a passenger's experience at New York City's Bowling Green station, where they can ask EZinfo™ Conversational AI real-world transit questions such as how to get to Times Square, where to transfer for Madison Square Garden, where to purchase an OMNY Card or how to navigate to other destinations around the city.

Rather than watching a scripted product presentation, attendees can have a natural conversation with the assistant and experience firsthand how conversational AI can make



existing emergency communication infrastructure more useful throughout a passenger's journey.

Beyond Transportation: New Possibilities for Campuses and More

While transportation hubs provide an immediate use case for EZinfo™ Conversational AI, the possibilities extend well beyond transit.

College and university campuses, for example, share many of the same challenges. Students, visitors, prospective families and event attendees regularly need help navigating large, unfamiliar environments. An EZinfo™ Conversational AI enabled Talkaphone station could provide emergency assistance while also answering everyday questions about building locations, accessible routes, parking, campus services, events and other information.

A prospective student visiting campus could ask for directions to the admissions office. A new student could find the fastest route to a classroom. A visitor attending a sporting event could locate parking or the correct entrance. And when an emergency occurs, the same highly visible endpoint remains an immediate connection to help.

The technology also creates opportunities for other complex public environments where people frequently need both information and access to emergency assistance, including healthcare facilities, corporate campuses, entertainment venues and large public spaces.

By bringing conversational AI to a familiar emergency communication endpoint, Talkaphone is creating a new model for communication—one that brings together safety, accessibility, information and everyday assistance through a single station.

See EZinfo™ Conversational AI for the first time at APTA TRANSform & EXPO 2026 in Talkaphone Booth 256.

About Talkaphone

Talkaphone is a leading manufacturer of emergency communication solutions designed to help keep people connected when it matters most. From its widely recognized Blue Light Emergency Phones and ADA-compliant call stations to mass notification and integrated communication solutions, Talkaphone provides reliable communication technology for transportation systems, campuses, parking facilities, healthcare environments and other public spaces.

About Whoo

Whoo builds voice-first conversational AI for physical spaces. Its technology allows people to obtain directions, information and assistance simply by speaking—without downloading an app. Designed for transit hubs, campuses, stadiums and other complex environments, Whoo's platform provides multilingual assistance, supports accessible navigation and can connect people with live operators or emergency resources when needed.

Steve Johnson

Talkaphone

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