# CONTROLLERS & SOFTWARE

## for Enhanced Control & Security

JACQUES

# CONTROLLERS

## INCLUDED SOFTWARE:
## MEETING DIVERSE REQUIREMENTS

**OUR SOFTWARE MODULES ARE DESIGNED TO MEET MARKET-DRIVEN NEEDS AND SUIT A VARIETY OF APPLICATIONS AND SYSTEM REQUIREMENTS.**

### JCCP

The Jacques Call Control Protocol (JCCP) software serves as the central hub for the IP Communications System, facilitating control, audio, and video communication between intercom and public address devices.

### JELinux

Our Linux-based operating system, JELinux, powers the Jacques IP Communications System, providing users with monitoring, viewing, filtering, and event recording capabilities.

### Optional Software: Extending Functionality

To enhance the capabilities of our IP communication systems, Jacques offers a range of optional software modules.

**Central to Jacques intercom system design is the controller. Controllers combined with software modules, manage all system functionality.**

### Empowering Communication Systems with Advanced Controllers & Software

At the heart of any Jacques IP communication solution is a system controller engineered for seamless control and efficient management. Our robust controller(s), complemented by a range of included and optional software provide the endless opportunities for our customers and their security communication requirements. Our in-house team designs and engineers all Jacques software modules, enabling us to deliver cutting-edge IP communication solutions that cater to unique market requirements.

## Introducing Jacques next generation of software!

**SOFTWARE DESIGNED FOR YOU**
**SOFTWARE DESIGNED FOR NEW FEATURES & DEVELOPMENT**
**SOFTWARE DESIGNED FOR SECURITY**

Version 8 (V8) software introduces improvements to security, user experience, responsiveness, and simplified configuration of features across a suite of applications. As part of our commitment to continual innovation, Jacques develops features based on industry requirements as well as direct requests from end users.

## Security

**SECURITY AT THE FOREFRONT**

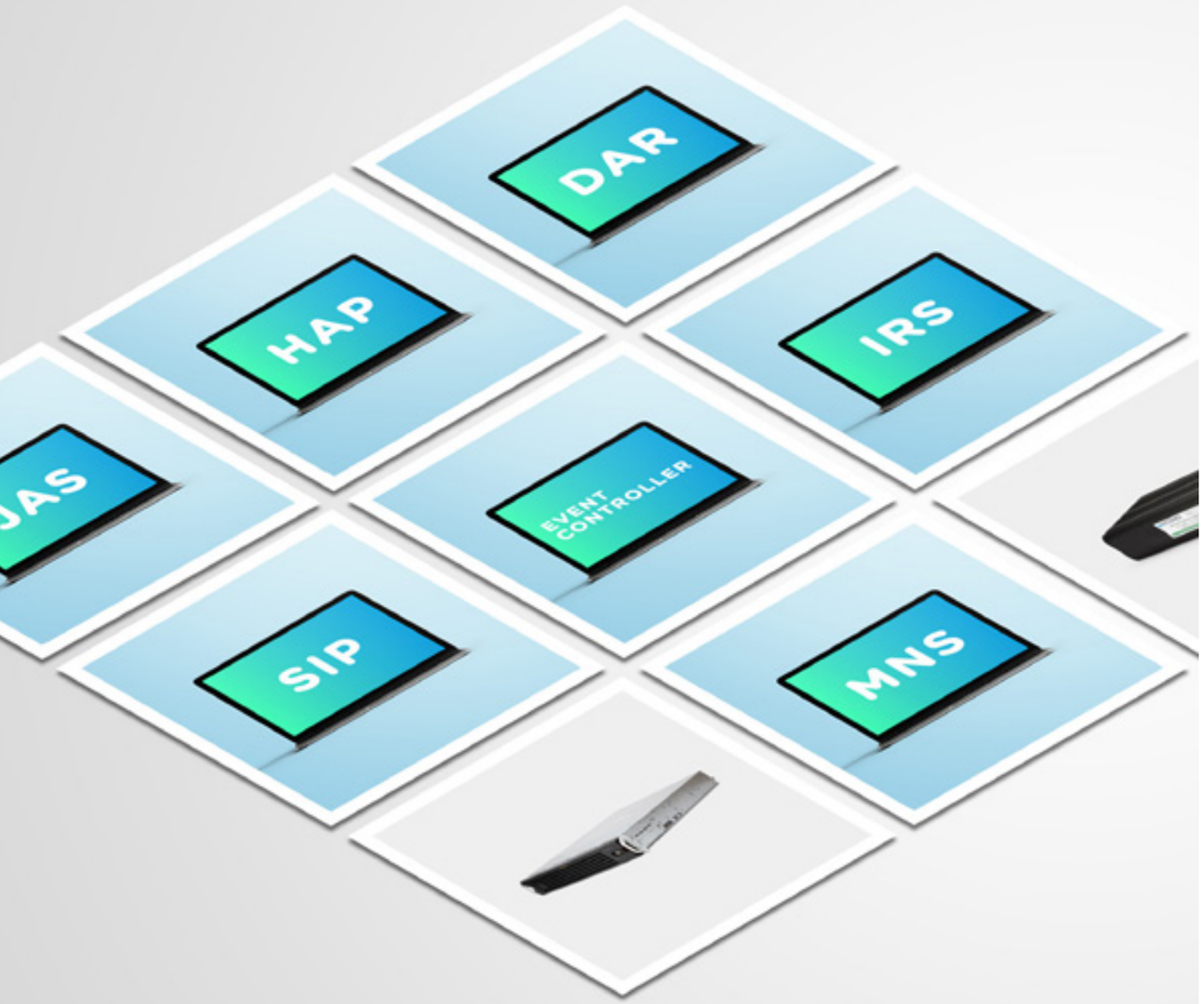
Improvements to security includes:

- Restricted access via new Roles & Permissions application
  - LDAP authorisation integration
- Removed vulnerabilities
- IPtables support
- HTTPS webpage access
- Plus more!

## User roles & permissions application

**RESTRICTING UNAUTHORISED ACCESS**

A new application used within web configuration to provide security and password protected access to applications; and feature sets within applications. Users may be defined with a role; with either full access as administrators, or limited access in the system.




# CONTROLLER COMPARISON GUIDE

| | TCH-2MXH | JSC-5L | JSC-VM |
|---|---|---|---|
| **ENDPOINT LIMITATION** | < 80 | 2000* | 2000* |
| **INCLUDED SOFTWARE** | | | |
| Jelinux | ✓ | ✓ | ✓ |
| JCCPs | ✓ | ✓ | ✓ |
| DAR | – | – | – |
| **OPTIONAL SOFTWARE** | | | |
| DAR AEC | ✓ | ✓ | ✓ |
| DAR RECORDING | ✓*[a] | ✓*[a] | ✓*[a] |
| DAR BGM | ✓ | ✓ | – |
| DAR ATM | – | ✓ | ✓ |
| DAR SIP VPN | – | – | ✓ |
| DAR CCTV | – | ✓ | ✓ |
| INTERCOM REPORT SERVER | ✓ | ✓ | ✓ |
| HIGH LEVEL INTERFACE | ✓ | ✓ | ✓ |
| EVENT CONTROLLER | ✓ | ✓ | ✓ |
| HA PACKAGE | ✓ | ✓ | ✓ |
| SIPPROXY | ✓*[a] | ✓*[a] | ✓*[a] |
| JAS | ✓ | ✓ | ✓ |
| VIVI | ✓ | ✓ | ✓ |
| MNS | ✓ | ✓ | ✓ |
| **OPTIONAL HARDWARE** | | | |
| NO. OF SOUND CARDS (BGM) | – | 2 | – |
| RAID UPGRADE KIT | – | ✓ | – |
| REDUNDANT PSU UPGRADE KIT | – | ✓ | – |
| **FEATURES** | | | |
| NO. OF FULL DUPLEX CHANNELS (MASTER TO ENDPOINTS) | 10* | 90* | 120* |
| NON-CONTACT VISITS | – | ✓ | ✓ |
| CELL TO CELL COMMUNICATION | – | ✓ | ✓ |
| NO. OF AUDIO THRESOLD MONITORING DEVICES | – | 250* | 250* |
| NO. OF RECORD OUTPUT STREAMS | 10* | 90* | 120* |
| NO. OF BGM STREAMING CHANNELS | 1 | Dependent on no. of sound cards | – |
| NO. OF 3RD PARTY CCTV CAMERAS | – | Dependent on resources availability | Dependent on resources availability |

* Dependent on server configuration, recources
*[a] Additional server required for system needing audio recording and integration to SIP phones

# HIGH AVAILABLITY

Ensuring system redundancy, this package, in conjunction with multiple controllers, facilitates seamless failover safeguarding against the complete loss of one of the system controllers. Operating in an active/standby configuration, the primary system controller hosts all services while the backup server remains idle under normal conditions. If the primary system controller fails, the High Availability software package ensures the backup system controller takes over all services. The backup system controller remains active until a switchover or failover occurs. This allows the primary controller to be inspected and any faults diagnosed with minimum disruption to services. Additionally, the software module ensures the primary and backup controllers monitor each other's state.

LEARN MORE

## Managing System Functionality

Jacques offers controllers in various capacities, tailored to accommodate a predetermined number of endpoints and key communication and reporting functionalities. Controllers, in conjunction with included software, serve as the backbone of the system, overseeing critical functions such as audio communication between endpoints, system & device reporting, and integration with leading third-party systems such as CCTV, access control & building management.

## Virtual Controllers: Unleashing Flexibility

Our IP communication system software can be deployed in virtual environments, running on client-supplied hosts. Virtual controllers offer full system functionality, coupled with enhanced flexibility and usability. They seamlessly integrate into existing networks and infrastructure, making them a versatile solution for any setup.

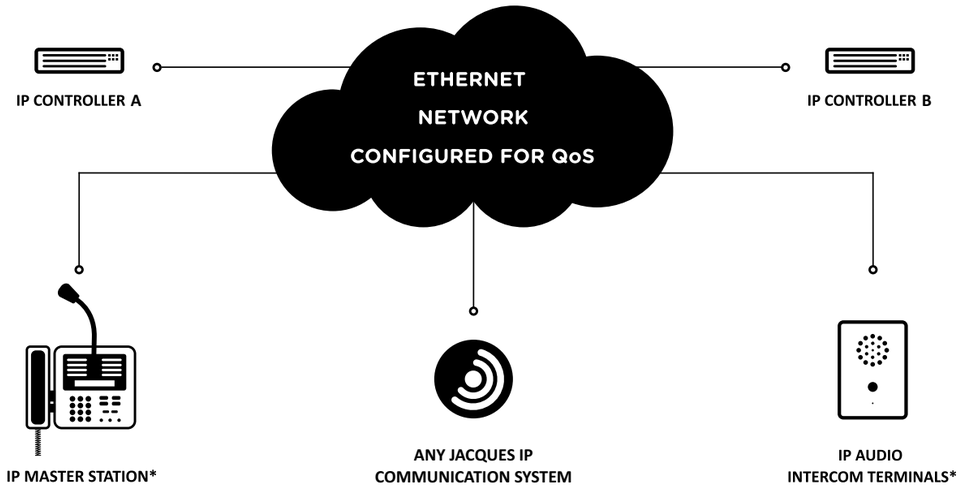
## Redundant Controllers: Ensuring Uninterrupted Communication

In mission-critical environments where uninterrupted communication is paramount, Jacques provides redundant controller solutions. Featuring (at least) a primary and secondary controller, in a redundant setup, this safeguards against system failures caused by hardware or software issues. In the event of a failure, the secondary controller automatically takes over, ensuring continuous system operation. Our rigorous testing procedures guarantee that the failover process occurs in less than a minute, minimising disruptions. Our redundancy solution significantly reduces the risk of system failure, making it ideal for environments such as corrections, defence establishments, and hospitals.

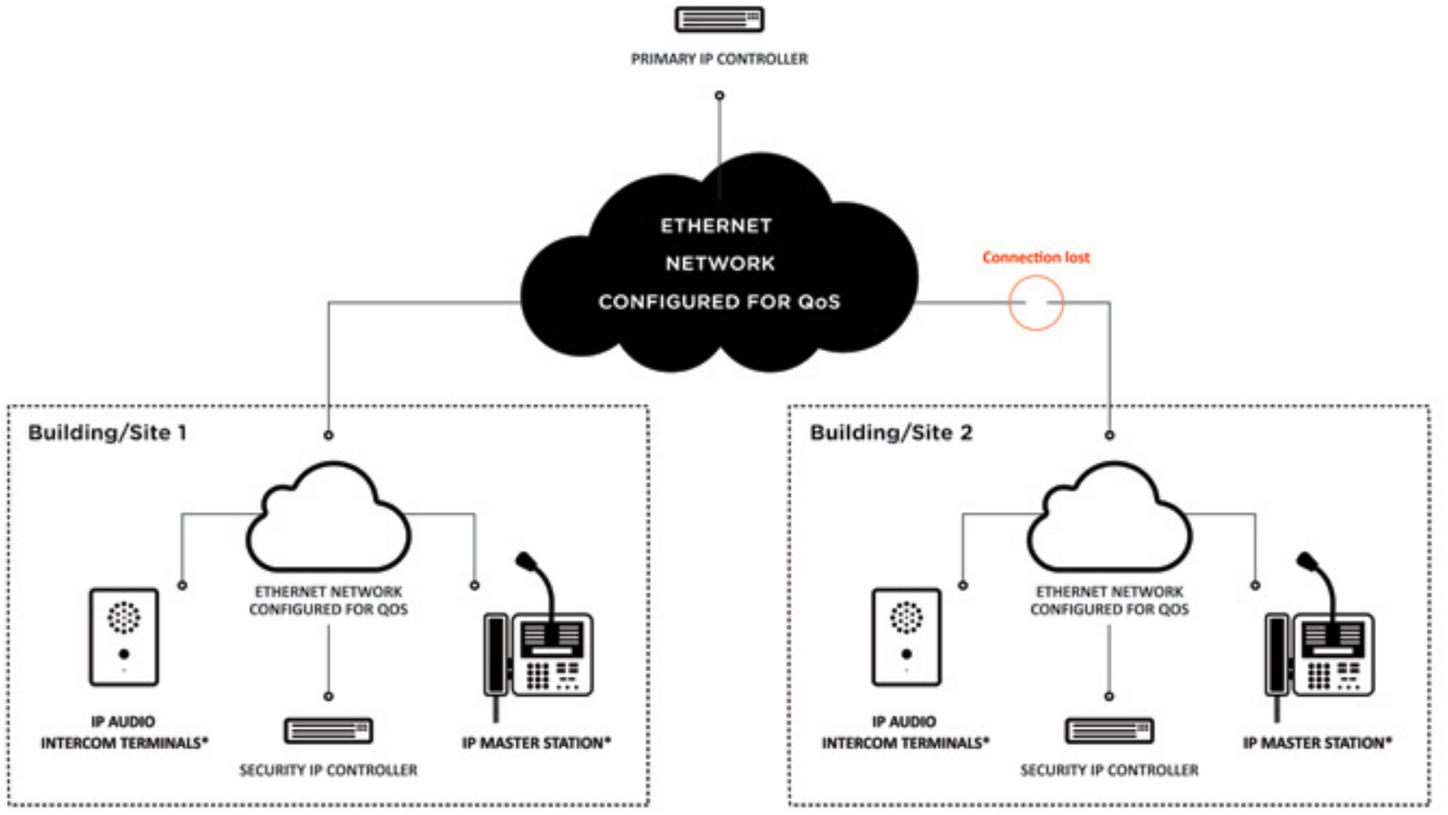
## Distributed Networks: Seamless Integration Across Sites

The Jacques IP Communications System seamlessly supports distributed networks across multiple locations. With hot standby redundant controllers at the primary site and multiple transmission links for alternate routing, the system ensures continuous operation even in the event of link failures. Each remote site is equipped with a local controller, enabling independent operation if all transmission links fail. In cases where a master station fails or remains unanswered, calls can be routed to alternate sites on the wide area network (WAN). This distributed network capability is a valuable asset for organisations operating across multiple locations utilising multiple controllers.

## Redundant controllers diagram



## Distributed networks diagram




**SECURITY IP CONTROLLER**

Under normal operation, all secondary controllers, master stations and intercom terminals communicate directly with the primary controller. During normal operation any master station or intercom terminal that attempts to connect to its secondary controller will be rejected.

**CONNECTION LOST - DISRUPTED OPERATION**

The Secondary IP Controller at building/site 2 detects a lost network connection to the Primary IP Controller
The Secondary IP Controller at building/site 2 will now accept connections from master stations and intercom terminals within it's network
The master stations and intercom terminals at building/site 2 will detect the lost connection to the primary IP Controller and automatically connect to their Secondary IP Controller
Building/site 1 continues to operate as normal with connection to the Primary IP Controller

# DAR

DAR is a multi-functional software module responsible for handling recording, interfacing with third-party recording devices, streaming background music through intercom & public address endpoints, echo cancellation for full duplex communication, Visual Audio Monitoring (VAM) (in conjunction with J650UI application) and threshold alarm monitoring & display. Multiple instances of DAR can be utilised in a system to achieve the capacity and functionality requirements of this powerful module.

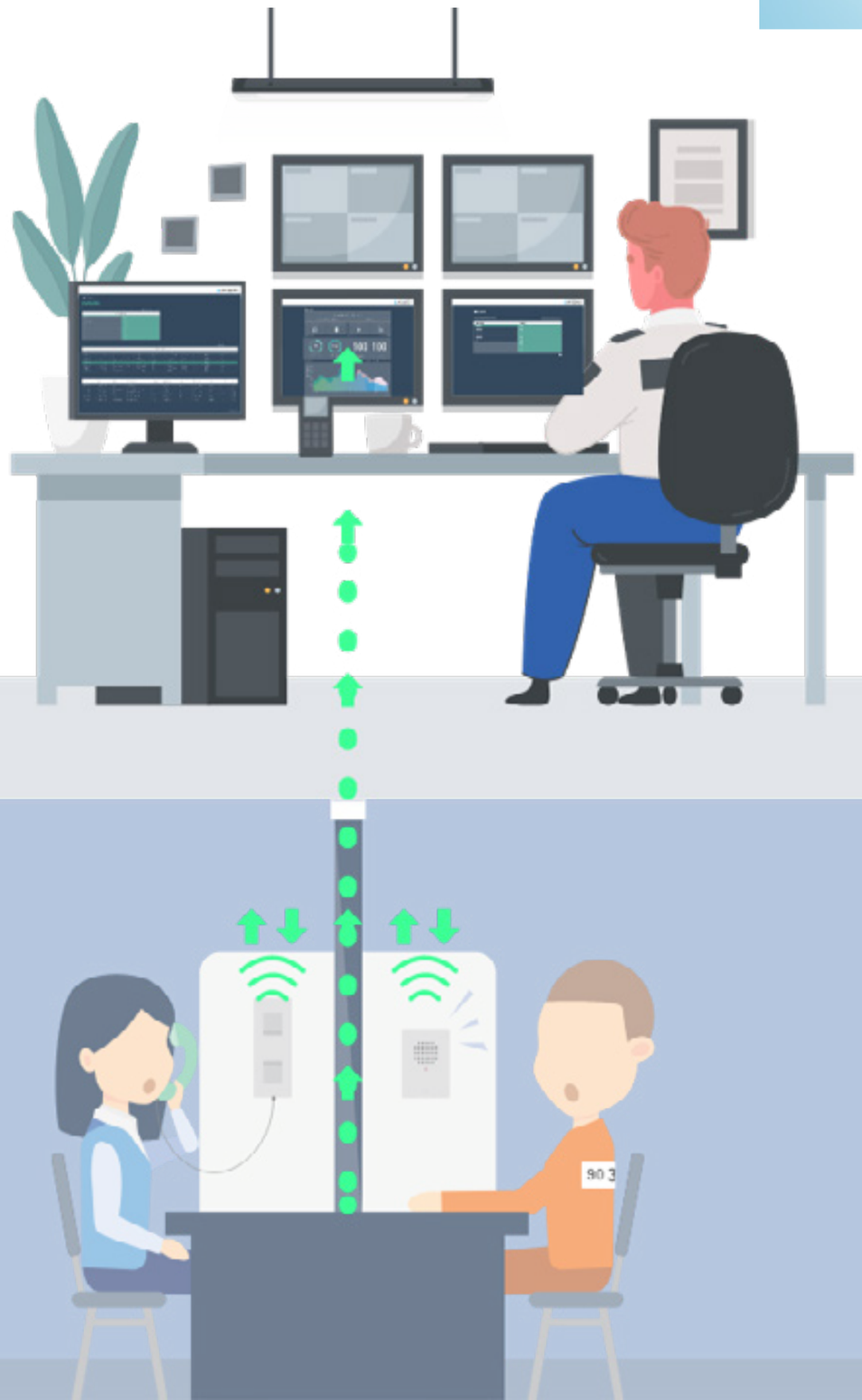
LEARN MORE

## Features

- Echo cancellation for full duplex communication
- Interface call audio to third party recording devices (digital, SIP or analogue)
- Stream background music/entertainment through intercom devices & PA speakers
- Identify & display threshold alarms – monitors intercom devices for ambient noise. Should a predetermined audio level be reached or exceeded, an alarm will be activated within the system
- Supports both digital & analogue audio recording (requires additional hardware)
- Interface to standard SIP recorder
- Third party CCTV Cameras RSTP Integration e.g. Panasonic WV-SP305E, Axis 210, Axis P3354 etc. to Jacques VMS

### Watch Call Recording video

vimeo.com/874666033



# EVENT CONTROLLER

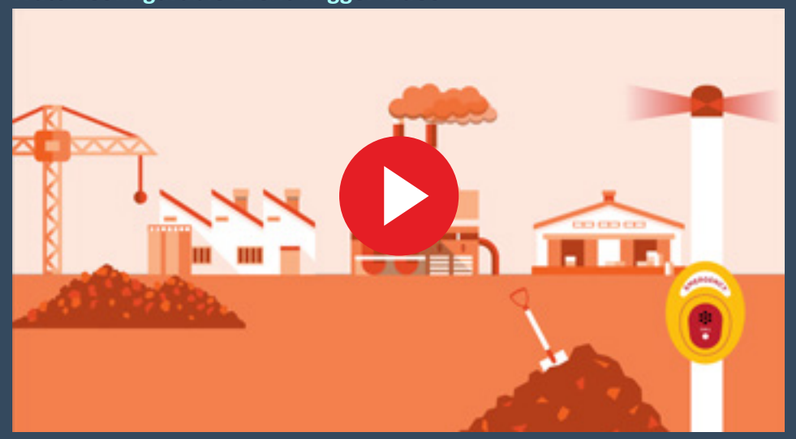
Simplifying integration with external systems, this software enables configurable event triggers, simultaneous event handling, and alarms. Event Controller is a powerful “if-this-then-that” logic allowing for the configuration of highly configurable rules to match system events and triggers to produce user-defined & site-specific outcomes.

LEARN MORE

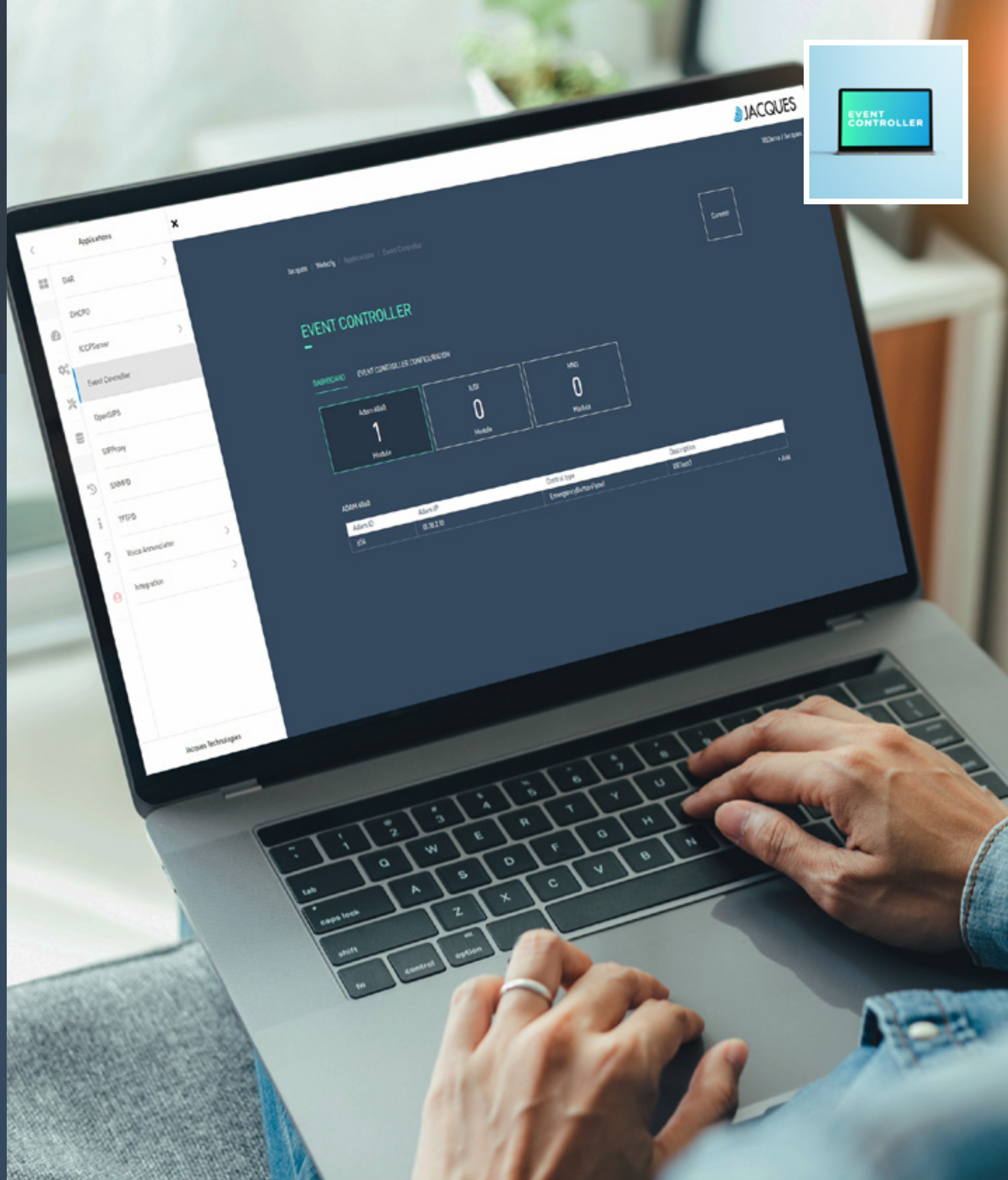
## Features

- Standard handling of CCTV function
- Interface to external third party equipment including (but not limited to)
    - Standard Modbus/TCP server and client
    - Inner Range Concept 4000 Equipment
    - ADAM relay module
    - Threshold Alarm Monitor

**Watch Configurable Event Trigger video**



vimeo.com/876952104



# IRS

## INTERCOM REPORTING SOFTWARE (IRS)

IRS is a reporting software module that generates detailed reports on system operation, fault events, and call activity, aiding fault diagnosis, network management, and system maintenance. Detailed reporting of system operation and traffic aids in accurate and efficient fault diagnosis, preventative system maintenance, network management via traffic monitoring and automatic report generation, document creation and report distribution.

**LEARN MORE**

## Features

- Live event search improvements
- Customised report creation
- Schedule reports via calendar
- Graphical analysis reports of master & intercom usage
- Add notes to call or event
- Archive emailing of reports based on schedule
- Options for report storage.

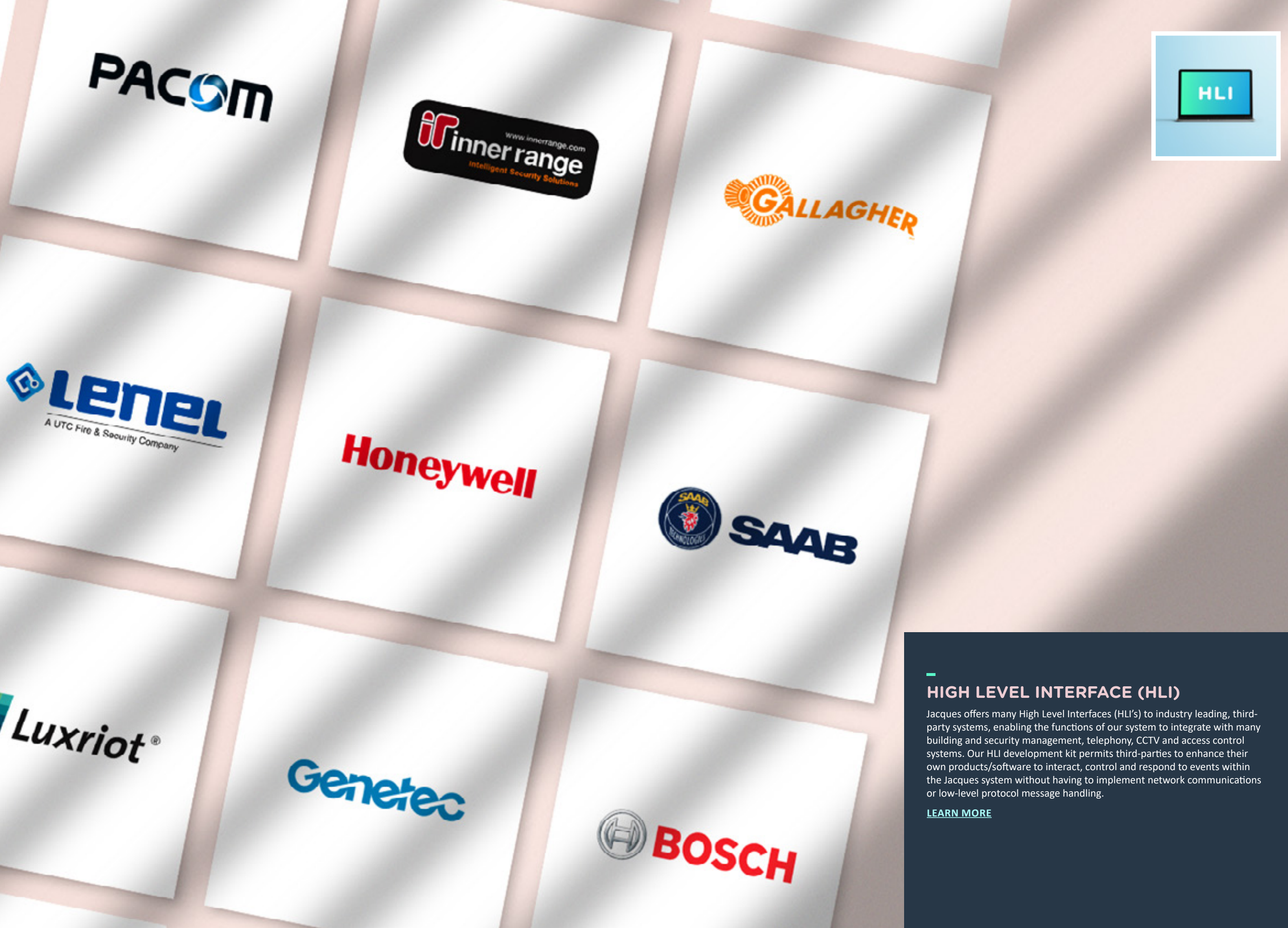
## REPORT FILTERS

**Default:** Creates reports containing tag, status (online or offline), resets, number of answered/held/connected calls, failed calls, total ringing/calling/connected time and elapsed triggered alarm duration.

**Call Activity:** Creates reports containing tag, call timestamp, intercom descriptors, and call handling information.

**Faults:** Creates reports containing tag, fault timestamp, and fault description.

**System Diagnostic Functionality (SDF):** Creates reports containing tag, acoustic test, status test, and button test information.




HLI

## HIGH LEVEL INTERFACE (HLI)

Jacques offers many High Level Interfaces (HLI's) to industry leading, third-party systems, enabling the functions of our system to integrate with many building and security management, telephony, CCTV and access control systems. Our HLI development kit permits third-parties to enhance their own products/software to interact, control and respond to events within the Jacques system without having to implement network communications or low-level protocol message handling.

LEARN MORE

# HLI PARTNER MATRIX - BMS

| | Honeywell | SAAB | GALLAGHER | inner range | Genetec | BOSCH | PACOM | LENEL | VVS | vidsys | CNL | C-CURE |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MULTISITE** | | | | | | | | | | | | |
| Multisite operation | • | • | | • | • | | | | | | • | |
| **INTERCOM FUNCTIONS** | | | | | | | | | | | | |
| Make intercom calls | • | • | • | • | • | • | • | • | • | | • | • |
| Receive intercom calls | • | • | • | • | • | • | • | • | • | • | • | • |
| Terminate intercom calls | • | • | • | • | • | • | • | • | • | | • | • |
| Forward intercom calls | | | • | • | • | • | • | • | | | • | • |
| Place intercom calls on hold | | | • | • | • | • | • | | | | • | • |
| Pending intercom call notification (call queue) | • | • | • | • | • | • | • | • | | | • | |
| Adjust intercom call volume | • | • | | • | • | | | | | | • | |
| Control music streaming function of intercoms | • | • | | • | | | • | | | | • | |
| Covertly monitor intercoms | • | • | | • | | | | | | | • | |
| Remote or isolate intercoms | • | • | • | • | • | | • | • | | | • | • |
| View CCTV footage from Jacques video intercom device | | • | | • | • | | | | | | • | |
| **PA FUNCTIONS** | | | | | | | | | | | | |
| Select PA zones for broadcast | • | • | | • | | | | | | | • | |
| Make/terminate PA calls | • | • | | • | | | | • | | | • | |
| Group PA zone calling | • | • | | • | | | | • | | | • | |
| Soft button intercom Push-to-Talk | • | • | | • | | | | | | | • | |
| Soft button PA system Push-to-Talk | • | • | | • | | | | | | | • | |
| **RELAYS & EVENTS** | | | | | | | | | | | | |
| Trigger alarm - intercom event | • | • | | • | • | | • | • | | | • | • |
| Trigger alarm - activate CCTV | • | • | | • | • | | • | • | | | • | |
| Activate door/gate relay | • | • | • | • | • | | • | | • | • | • | • |
| **DIAGNOSTICS AND REPORTING** | | | | | | | | | | | | |
| System controller connection status | • | • | | • | • | • | • | • | • | • | • | • |
| Monitor endpoint status changes (online/offline/alarm) | • | • | • | • | • | • | • | • | • | • | • | • |
| Site specific information distribution | • | | • | | • | | | | | | • | • |
| Alerts & alarms interface | • | • | | • | • | | • | • | | • | • | • |
| Event logging interface | • | • | | • | • | | • | | | • | • | • |
| **GRAPHICAL MAPS** | | | | | | | | | | | | |
| Display Jacques intercom on graphical maps | • | • | • | • | • | | • | • | | • | • | • |
| Dynamically change the display of Jacques intercoms based on their current status | • | • | • | • | • | | • | • | | | • | • |
| Control Jacques intercoms from graphical maps | • | • | • | • | • | | • | • | | • | • | • |
| Automatically zoom in on intercoms based on alarm trigger events | • | • | • | • | • | | • | • | | | • | • |
| **ALARM MANAGEMENT** | | | | | | | | | | | | |
| Automatically control intercoms based on alarms received from 3rd party systems | • | • | • | • | • | | • | | | | • | • |
| Automatically control objects (doors, areas, relays etc) based on events from Jacques | • | • | • | • | • | | • | • | | • | • | • |
| Automatically control compatible 3rd party systems (e.g. CCTV) based on events from Jacques | • | • | • | • | • | | • | • | | | • | • |
| **RECORDING** | | | | | | | | | | | | |
| Records 3rd party CCTV in conjunction with intercom audio | | | | | • | | | | | | • | |

# HLI PARTNER MATRIX - CCTV

| | AVIGILON | GEUTEBRÜCK | milestone | Luxriot | IndigoVision | PELCO |
|---|---|---|---|---|---|---|
| **MULTISITE** | | | | | | |
| Multisite operation | | | | | | |
| **INTERCOM FUNCTIONS** | | | | | | |
| Make intercom calls | | | | | | |
| Receive intercom calls | | | | | | |
| Terminate intercom calls | | | | | | |
| Forward intercom calls | | | | | | |
| Place intercom calls on hold | | | | | | |
| Pending intercom call notification (call queue) | | | | | | |
| Adjust intercom call volume | | | | | | |
| Control music streaming function of intercoms | | | | | | |
| Covertly monitor intercoms | | | | | | |
| Remote or isolate intercoms | | | | | | |
| View CCTV footage from Jacques video intercom device | | | | | | |
| **PA FUNCTIONS** | | | | | | |
| Select PA zones for broadcast | | | | | | |
| Make/terminate PA calls | | | | | | |
| Group PA zone calling | | | | | | |
| Soft button intercom Push-to-Talk | | | | | | |
| Soft button PA system Push-to-Talk | | | | | | |
| **RELAYS & EVENTS** | | | | | | |
| Trigger alarm - intercom event | • | • | | • | • | |
| Trigger alarm - activate CCTV | • | • | • | • | • | |
| Activate door/gate relay | | | | | | |
| **DIAGNOSTICS AND REPORTING** | | | | | | |
| System controller connection status | | | | | | • |
| Monitor endpoint status changes (online/offline/alarm) | | | | | | • |
| Site specific information distribution | | | | | | |
| Alerts & alarms interface | • | | | | • | • |
| Event logging interface | • | | | | | • |
| **GRAPHICAL MAPS** | | | | | | |
| Display Jacques intercom on graphical maps | | | | • | | |
| Dynamically change the display of Jacques intercoms based on their current status | | | | | | |
| Control Jacques intercoms from graphical maps | | | | | | |
| Automatically zoom in on intercoms based on alarm trigger events | | | | | | |
| **ALARM MANAGEMENT** | | | | | | |
| Automatically control intercoms based on alarms received from 3rd party systems | | | | | | |
| Automatically control objects (doors, areas, relays etc) based on events from Jacques | • | | | • | | |
| Automatically control compatible 3rd party systems (e.g. CCTV) based on events from Jacques | • | | | • | | |
| **RECORDING** | | | | | | |
| Records 3rd party CCTV in conjunction with intercom audio | • | | | • | • | |

# JAS

## JACQUES ANNOUNCEMENT SCHEDULER (JAS)

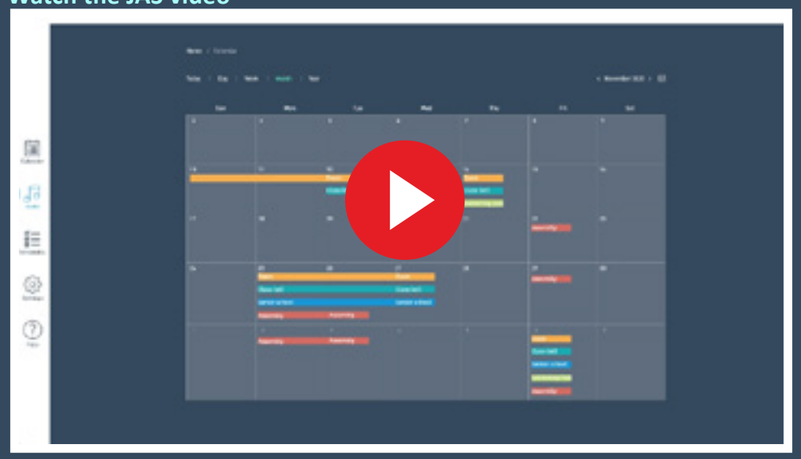
Advanced audio scheduling interface for public address. JAS allows users to easily upload audio files such as tones, bells, chimes, songs, and pre-recorded audio to create detailed announcements for seamless broadcast throughout the Jacques IP Communications System. The scheduling functionality of JAS allows users to create timetables for broadcasting audio files at specific times across all zones or selected zones. Schedules can be assigned to daily, weekly, or monthly intervals based on the audio broadcast requirements of the site. Managing the system on a daily basis is made convenient through the calendar interface, where users can easily assign, view, and remove schedules for a particular day or date range. Qbuttons (Quick Buttons) allows for the fast broadcast of a predefined audio announcement (eg. Lockdown tone) across a PA system at the touch of a button.

LEARN MORE

## Features

- Facilitate pre-recorded PA announcements, bells, tones & warning alarms across a Jacques IP PA system
- Allows for the uploading of audio files for broadcast (mp3 or wav)
- Create audio via text-to-speech or Record Audio - directly into the interface
- Build timetables of announcements, bells & tones for broadcast at allocated times to select or all PA zones
- Apply schedules to days, weeks or months according to a sites broadcast requirements
- Management of the scheduler via a user-friendly calendar view Device reponsive design. Use on mobile
- Introduction of QButton for quick triggering of emergency messages, tones or alerts
- Shuffle music feature

### Watch the JAS video



vimeo.com/912098752

# VANN

## VOICE ANNUNCIATOR (VANN)

The Voice Annunciator software package is a digital message store used to manage pre-recorded announcement audio files, which can be directed to any individual or group of endpoints within the Jacques IP Communications System. Announcements can be created from any master station, PC workstation or from professional sound recordings and stored as sound files on the network.

These announcements can be broadcast throughout the system using rule based permissions and system hierarchy. The Voice Annunciator software can also be used in conjunction with the Event Controller software to provide scheduled announcements – ideal for transport, public safety and education applications.

**LEARN MORE**

## Features

- Announcements can be created from any master station, PC workstation or from professional sound recordings and stored as conventional wave files on the network
- Rule based permissions control access to announcement playback and recording
- Concurrent playback and recording of multiple announcements
- Announcements may be shared or distinct to each originating intercom station
- Priority queuing of announcements
- Automatic muting of background music during a public address announcement or intercom call
- Standard Microsoft Windows wave files are used for announcements
- Directory support on master stations
- Supports audio streaming in RTP protocol, support for multicast, IGMPv2 and Diffserv standard for Quality-of-Service (QoS)
- Online addition, deletion and update of audio files in the digital message store at any time from the intercom system TCP/IP network

**A digital message store used to manage pre-recorded audio files, for use across the system. Audio files can be broadcast throughout the system using rule-based permissions and system hierarchy.**

# VIVI

The Jacques - Vivi integration allows for event triggers in the Jacques system, such as emergency push button panel button press or J650UI Emergency Message button activation, to display Vivi configured images on screens based on screen locations. Vivi offers wireless screen mirroring and digital signage devices designed for the education market. The integration allows a Jacques system trigger (such as a lockdown) to display Vivi graphics (lockdown screens) and the alarm is heard across the public address system.

**LEARN MORE**

## Features

- Trigger simultaneous visual and audio emergency messages
- Dynamic selection of school zones
- Suitable with Jacques physical and GUI-based emergency buttons (including JAS QButtons).

**Watch the Vivi integration video**

vimeo.com/844072920

# SIP

## SIP Proxy Software

Jacques SIP Proxy Software module allows Jacques devices to connect to SIP telephony systems. The interface implements RFC 3261 – Core Session Initiation Protocol to transfer, convert and filter the communication (e.g. calls, streaming media) from the Jacques communication system devices and make it available to third party SIP systems and devices.

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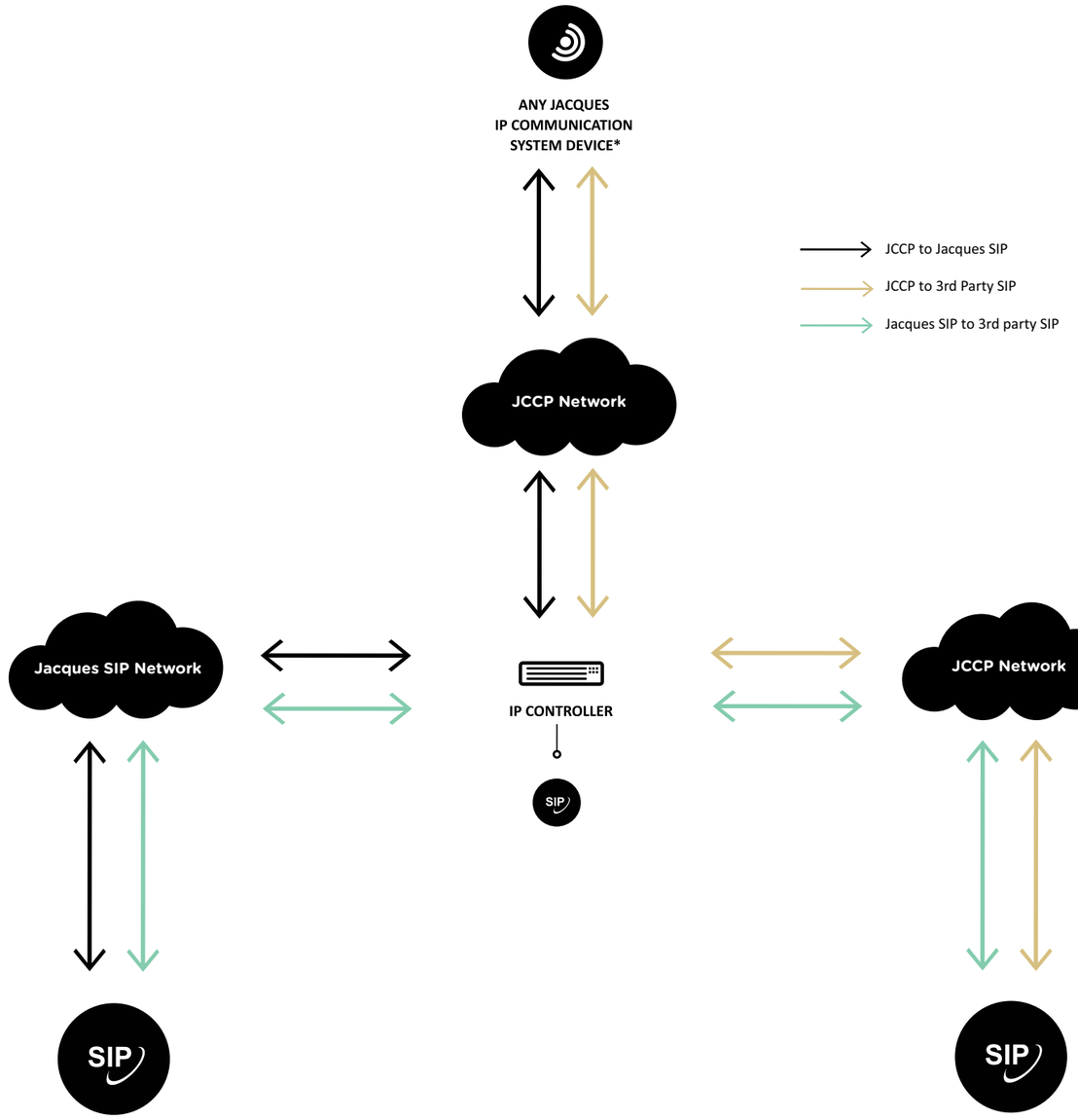
## Features

- Physical and soft SIP devices can be directly registered to the Jacques system without the need of a third party SIP PBX
- A user at a Jacques IP intercom may establish, conduct and terminate an audio call to a SIP telephony device directly connected to the Jacques system running our SIP software or connected via an external SIP server/PBX
- A user at a SIP telephony device either connected directly to the Jacques system running our SIP software or connected via an external SIP server/PBX may establish, conduct and terminate an audio call to Jacques' IP endpoints
- A SIP IP telephone can initiate the operation of relays onboard Jacques intercoms via DTMF, during a connected call
- Switch Jacques IP master station to night mode whereby calls are diverted to a SIP phone after hours (may also require Jacques Event Controller software)
- Support for bridge calling allowing a Jacques device to dial multiple SIP devices however only allowing one to answer and perform a call
- SIP trunking to external SIP PBX/servers (with or without digest authentication)
- Support for numerical prefix and remote ID details when defining a SIP trunk
- Support codecs G711 U-law and G711 A-law

## Jacques SIP Proxy diagram




*Virtually unlimited. Dependent on server configuration and network bandwidth **Multiple controllers available for redundancy or distributed options

# MNS

## MASS NOTIFICATION SYSTEM (MNS)

In today's fast-paced world, it is crucial to ensure that you inform people quickly and efficiently during critical events. Our Mass Notification System (MNS) is designed to keep you informed and connected through various communication channels, providing a comprehensive solution to safeguard people, assets and businesses.

LEARN MORE

**MNS facilitates the distribution of written notifications via SMS, desktop app, Telegram, email, and more, so that you can get the word out when it's needed**

## COMMUNICATION TO SAFEGUARD, PROTECT & IMPROVE

**• Safeguard your people**
Communicate fast & efficiently during critical events
Inform people when they need to know
Provide updates as the event progresses or changes

**• Protect your business**
Notify those onsite when events happen
Ensure equipment faults or issues are known instantly
Support workplace health & safety process & procedures

**• Improve asset maintenance & management**
Monitor system status & instantly report issues
Improve site efficiency by ensuring maintenance issues are resolved in a timely manner

## DYNAMIC EVENT TRIGGERS

Automate alerts based on system events, to inform of critical updates in real-time. Distribute mass notifications to contacts based on system events or triggers. There are many system events & triggers including:

- 300+ system events
- Offline (endpoint, device, system controller)
- Tamper (device has been tampered with)
- Button press events (physical & soft buttons)
- Qbutton activation (JAS Qbutton for emergency PA tone broadcast)
- Call to a specific tag number
- Noise threshold exceeded
- Button failure on intercom
- ATSM failure on intercom

## MNS CHANNELS OF COMMUNICATION

- Send to an unlimited number of recipients
- One, some or all the below methods are available to disseminate information quickly
  - SMS
  - Email
  - Desktop alert application (push notifications)
  - Messaging app (Telegram)

## CUSTOMISABLE MESSAGE CONTENT

Personalisation of templates with dynamic and static content. Write body content and fill in dynamic content to provide specific detail relating to the device.

Dynamic content includes:

- Date & time
- Recipient number
- Recipient Name
- Device tag number
- Device descriptor

## CONTACT LIST MANAGEMENT

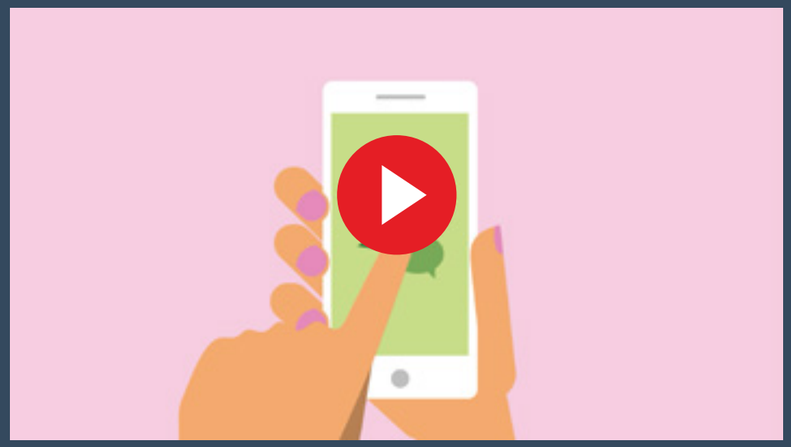
- Bulk upload contacts
- Email &/or phone number required for each contact
- Segments and epithets for tailored contact lists

## REPORTING

• History of notifications with send data

**Automated alerts based on system events, ensuring that you are informed of critical updates in real-time**

**Watch MNS video**



vimeo.com/903194576

# MNS: WHEN & WHERE

## EXAMPLES OF MNS IN VARIOUS MARKETS

### School – Lockdown button pressed

In the unlikely event of an emergency, the MNS application provides a fast and efficient way to alert staff and parents in the event of a campus lockdown. With the ability to send notifications via text messages, email, or push notifications to mobile and computer devices, the system ensures that everyone is promptly informed and can respond accordingly. This proactive communication tool helps campuses stay prepared for any emergency, enhancing safety and coordination during critical situations.

### Mixed-use retail & commercial precinct

The mass notification system integrates fully with the security system in the retail & mixed-use complex. When help point or duress alarms trigger, it sends pre-defined text messages via **Telegram** to multiple mobile devices simultaneously. The message format and content are programmable providing detail about the event including the time, date & device location/descriptor. This ensures that the security team is promptly alerted and aware of any situations.

### Parklands/car park – HPU offline

In larger locations such as parklands or car parks, where it can be challenging to monitor and locate offline devices, the Mass Notification System (MNS) application offers an effective solution. Any change in device state causing an intercom help point unit (HPU) to go offline, the MNS can be configured to send notifications when a device goes offline. This alerts the relevant team to inspect and resolve the issue promptly. This proactive approach enables city councils and similar organisations to keep visitors safe and informed, ensuring smooth operations even in vast or hard-to-monitor areas.

### Secure Facility/Corrections

In correctional facilities, where monitoring every individual cell can be time-consuming and disruptive, the Mass Notification System (MNS) application provides a crucial solution. The system can be configured to send immediate notifications when an intercom device in a prison cell goes offline. This allows prison security staff to quickly detect and address the issue without needing to inspect each cell or unnecessarily evacuate inmates. This efficient system helps ensure the safety and security of both staff and inmates while minimising disruption to daily operations.

### Mine site – truck entry intercom, ATSM failure

On mining sites, where clear communication is critical for safety and operations, the MNS application provides an effective way to monitor and address communication failures. If a truck experiences an intercom failure at the boom gate entrance; it can disrupt communication and operations, delaying entry to the site.

Each intercom performs an ATSM (Automatic Speaker Mic Test) at the start of a call, ensuring that both the speaker and microphone are functioning properly. With MNS, if the ATSM test fails, a notification is sent via text message to the relevant personnel, allowing them to address the issue immediately and maintain smooth site operations.

## SYSTEM REQUIREMENTS

- **Version 8 Web Configuration software (webapps-webcfg) v8.00.39 or greater**
- **Event Controller software (jevent) v8.05.33 or greater**
- **Jacques system controller connected to the internet via gateway**
- **Linked SMS account with available credit (e.g., Clicksend)**

## REQUEST A DEMO

Contact us or your local distributor for a product demonstration today. We can provide virtual demonstrations tailored to your project or target market verticals.

## RELATED DOCUMENTATION

JSD-0016 (HLI BROCHURE)
JSD-0219 (DAR SOFTWARE SPEC)
JSD-0220 (EVENT CONTROLLER SOFTWARE SPEC)
JSD-0221 (HAP SOFTWARE SPEC)
JSD-0222 (IRS SOFTWARE SPEC)
JSD-0223 (JAS SOFTWARE SPEC)
JSD-0252 (SIP SOFTWARE SPEC)
JSD-0253 (VANN SOFTWARE SPEC)
JSD-0262 (VIVI INTEGRATION SPEC)
JSD-0265 (MNS APPLICATION SPEC)

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p | +61 7 3846 8400
e | sales@jacques.com.au
www | jacques.com.au