

A photograph of a modern high-speed train station at dusk. The station features a glass and steel canopy over the platform. A high-speed train is blurred in motion on the tracks. A blue circular overlay is positioned on the right side of the image, containing the text 'HELP POINT UNITSSYSTEM' in white capital letters. The scene is illuminated by station lights, and the sky is a deep blue.

HELP POINT UNITSSYSTEM

HELP POINT UNITS SYSTEM

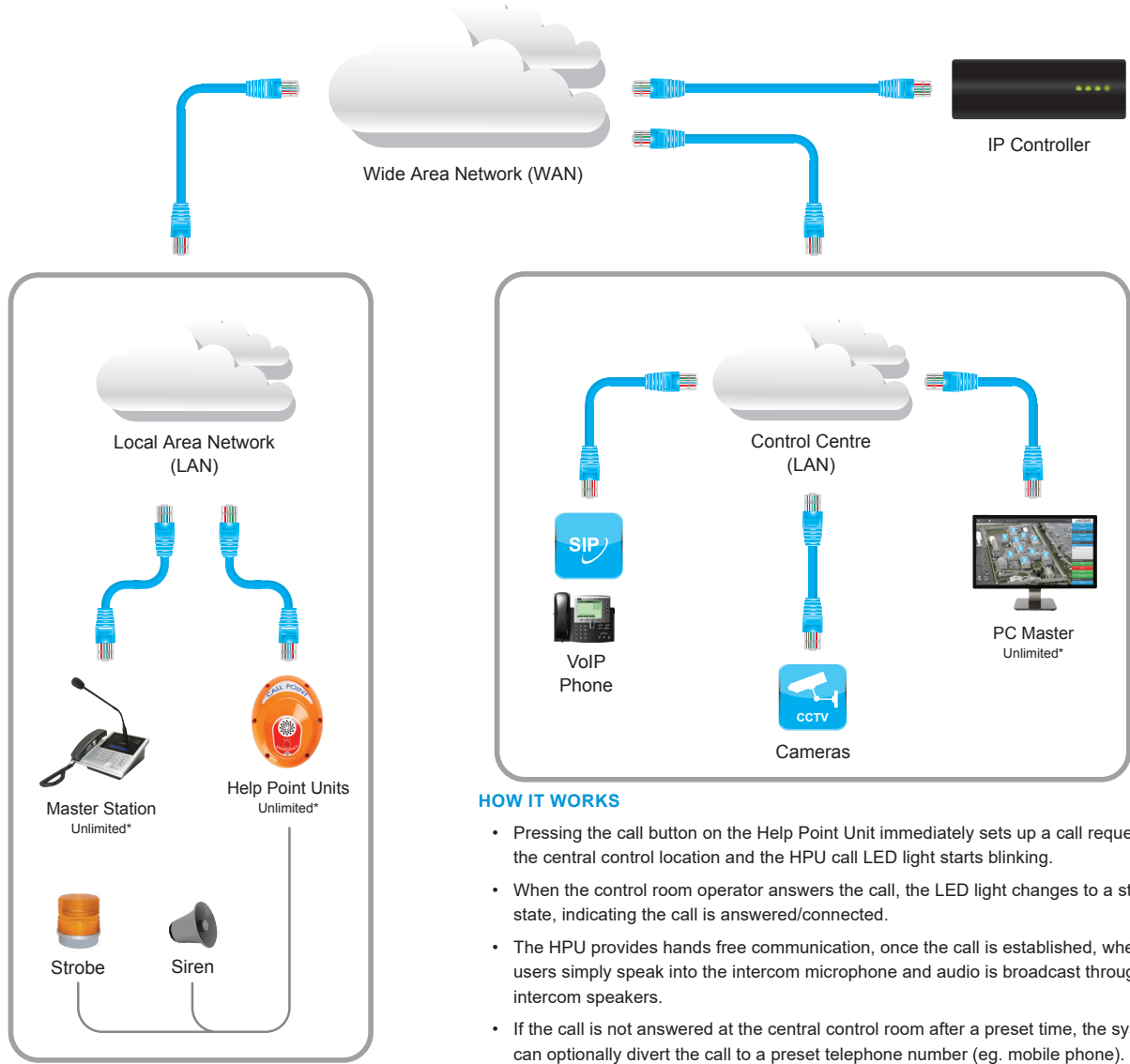
Jacques range of Help Point Units (HPUs) are user-friendly, reliable, robust IP call points, specifically designed for environments where public safety is important. The HPUs, as part of a Jacques IP integrated Communication System, offer one or two button calling systems, which connect to central control once the call button is pressed. Available with emergency or dual emergency and information buttons, the units are ideally suited to applications where assistance may be required in addition to emergency calling. On board configurable relays can be utilised to control lighting, duress alarms, CCTV or gate controls common within public safety and transport environments.

Help Point Units can easily be integrated into existing, shared or dedicated networks and connect directly into any Ethernet port. Units can automatically dial any master station on the network or be directed to a SIP enabled device/telephone system.

FEATURES

- Highly visible, solid, vandal resistant unit, designed with public safety in mind
- Simple 1 or 2 button operation - emergency or emergency & information calls
- Environmentally sealed
- One-touch operation, with hands free communication once call is established
- Simple installation and low maintenance
- Extremely sensitive omnidirectional microphone
- In built tamper detection alarm
- Acoustic testing of HPU speaker and microphone
- Vandal and water resistant piezo electric call button(s)
- Anti-graffiti coating to protect against vandalism
- Two configurable relays
- Available in customised colours

HELPPPOINTUNITSSYSTEMDIAGRAM



HOW IT WORKS

- Pressing the call button on the Help Point Unit immediately sets up a call request at the central control location and the HPU call LED light starts blinking.
- When the control room operator answers the call, the LED light changes to a steady state, indicating the call is answered/connected.
- The HPU provides hands free communication, once the call is established, whereby users simply speak into the intercom microphone and audio is broadcast through the intercom speakers.
- If the call is not answered at the central control room after a preset time, the system can optionally divert the call to a preset telephone number (eg. mobile phone).
- On completion of the call, the LED light will turn off.

*Virtually unlimited. Dependent on server configuration and network bandwidth.

TRAIN STATION

With wide availability and simplicity of connection, Ethernet networks (LAN/WAN) provide the ideal communication infrastructure for the Jacques Emergency & Information Help Point System. A typical example of this is its use on the LAN of a railway station, which may be part of a large Wide Area Network (WAN) covering distances of hundreds of kilometers. This ability to expand enhances its use as a local system (within the station) during the day. At times when the station is unattended, the Help Point Units can be switched automatically or manually to a central control location ensuring calls are managed 24 hours a day.



HPU-5E2+



HPU-5E2-i+



HPU-5E2+/C1

HELP POINT UNIT HPU-5E2+/HPU-5E2-i+/HPU-5E2+/C1

PRODUCT CODE 51687, 51688, 51811

FEATURES

- Highly visible, solid, vandal resistant unit, designed with public safety in mind
- Simple 1 or 2 button operation, emergency or emergency & information
- Environmentally sealed
- One-touch operation with hands-free communication, once call is established
- Standard PoE powered (IEEE 802.3af)
- Tamper detection and attempted device removal notification
- Automated testing of speaker and microphone
- Vandal and water resistant piezo electric call button(s)
- Anti-graffiti coating to protect against vandalism
- Two configurable relays

CUSTOMISATION

- Custom artwork for shell, control surfaces and label

SPECIFICATIONS

Speaker	1 x 4 Ω 3 W RMS (power rating)
Speaker Amplifier	50 Hz – 7 kHz (output circuit frequency response -3 dB), 2.5 W
Max. Acoustic Output	88 dBSPL @ 1 m, 0 dBFS 1 kHz (non-clipped) sine wave signal
Speaker Hole Size	42 holes x 4 – 7 mm (0.16 in - 0.28 in) diameter
Microphone	Electret condenser, omnidirectional, sensitivity -56 dB 50 Hz – 7 kHz (input circuit frequency response ±3 dB mic)
Microphone Hole Size	6 holes x 3 & 5 mm (0.12 in & 0.20 in) diameter
Audio Streaming Bandwidth	128 kb/s one way, 256 kb/s both ways
Control Buttons	1 x piezo switch, red, 28 mm (1.1 in) HPU-5E2+ 2 x piezo switches, 1 x red, 1 x blue, 28 mm (1.1 in) HPU-5E2-i+
Auxiliary Functions	Relay contacts (2 x NO/NC), 30 V d.c./2 A Tamper detection and attempted device removal notification Automated testing of speaker and microphone
Power Input	IEEE 802.3af Power over Ethernet (PoE)
Power Consumption	4.5 W max. (1.6 W standby) PoE Class 2 (3.84-6.49) W
Operating Temperature	(0 - 50)°C (32 - 122)°F
Operating Humidity	(10 - 95) % relative humidity (non-condensing)
Cabling	4 pair UTP CAT-5, multi-strand, 24 AWG, 100 m (328 ft) max.
Dimensions (WxHxD)	320 mm x 420 mm x 120 mm (12.6 in x 16.5 in x 4.7 in)
Weight	7.8 kg (17.2 lb)
Material	Front shell: 5 mm (0.2 in) die cast aluminium Front control panel: 316 type stainless steel (3 mm / 0.12 in) Back: 316 type stainless steel (3 mm / 0.12 in)
Finishes	Dulux orange/blue powder coated, with a clear anti-graffiti lacquer
Environment	Indoor and outdoor use
Vandal Resistant	Yes
Mounting Options	Wall mount (WMP-5), bollard (BOL-3xx)
Mounting Holes	6 x M6 stainless tapped standoffs (HPU to rear panel)
Fixings	6 x M6 security torx screws, 6 x nylon washers (HPU to rear panel)



HPU not included

BOL-317B



WMP-5

BOLLARD BOL-317B

PRODUCT CODE 52238

SPECIFICATIONS

Suitable For	HPU-5xx
Dimensions (WxHxD)	250 mm x 1700 mm x 250 mm (9.8 in x 66.9 in x 9.8 in)
Weight	24 kg (55.1 lb)
Material	Carbon steel with Duragal™
Finishes	Powder coated, APO ripple grey
Environment	Outdoor
Vandal Resistant	Yes
Bollard Mounting	Concrete
HPU Mounting	4 x M8-M10 studs
Bollard Mounting Holes	4 holes x 15 mm (0.6 in) diameter
Fixings	4 x Dynabolts
Cable Entry	Bottom entry with side access plate

WALL MOUNT PLATE WMP-5

PRODUCT CODE 51095

SPECIFICATIONS

Suitable For	HPU-5xx
Dimensions (WxHxD)	175 mm x 175 mm x 6 mm (6.8 in x 6.8 in x 0.23 in)
Weight	1.4 kg (3.1 lb)
Material	316 stainless steel
Finishes	Clean
Environment	Outdoor
HPU Mounting Holes	4 holes x 13 mm (0.51 in) diameter
HPU Fixings	4 M8-M10 flat washers and M8-M10 bolts
Cable Entry	1 hole x 20 mm (0.78 in) diameter