



**HELP POINT  
UNITS SYSTEM**



## HELP POINT UNITS SYSTEM

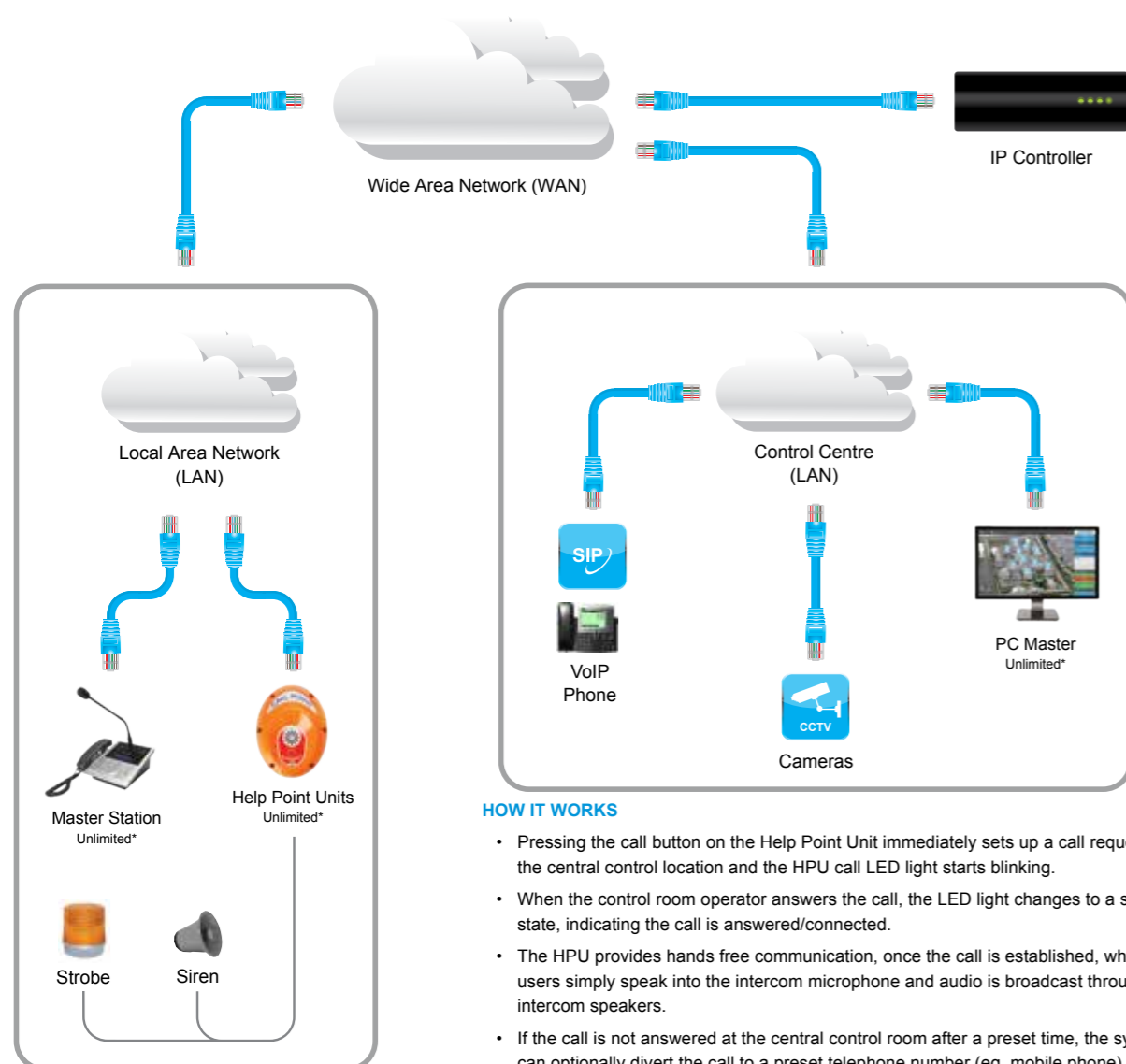
Jacques range of Help Point Units (HPUs) are user-friendly, reliable, robust IP call points, specifically designed for environments where public safety is important. The HPUs, as part of a Jacques IP integrated Communication System, offer one or two button calling systems, which connect to central control 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

## HELP POINT UNITS SYSTEM DIAGRAM



### 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+

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

PRODUCT CODE 51687, 51688

### 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

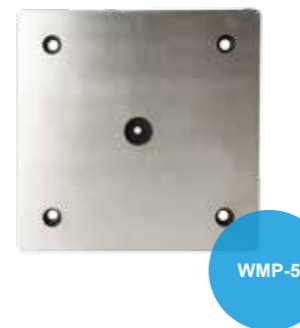
- Custom artwork for shell, control surfaces and label

### SPECIFICATIONS

<b>Speaker</b>	1 x 4 Ω 3 W RMS (power rating)
<b>Speaker Amplifier</b>	50 Hz – 7 kHz (output circuit frequency response -3 dB), 2.5 W
<b>Max. Acoustic Output</b>	88 dB SPL @ 1 m, 0 dBFS 1 kHz (non-clipped) sine wave signal
<b>Speaker Hole Size</b>	42 x 4 – 7 mm Ø holes
<b>Microphone</b>	Electret condenser, omnidirectional, sensitivity -56 dB 50 Hz – 7 kHz (input circuit frequency response ±3 dB mic)
<b>Microphone Hole Size</b>	6 x 3 & 5 mm Ø holes
<b>Audio Streaming Bandwidth</b>	128 kb/s one way, 256 kb/s both ways
<b>Control Buttons</b>	1 x piezo switch, red, 28 mm (HPU-5E2+) 2 x piezo switches, 1 x red, 1 x blue, 28 mm (HPU-5E2-i+)
<b>Auxiliary Functions</b>	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
<b>Power Input</b>	IEEE 802.3af Power over Ethernet (PoE)
<b>Power Consumption</b>	4.5 W max. (1.6 W standby) PoE Class 2 (3.84-6.49) W
<b>Operating Temperature</b>	(0 - 50)°C
<b>Operating Humidity</b>	(10 - 95) % relative humidity (non-condensing)
<b>Cabling</b>	4 pair UTP CAT-5, multi-strand, 24 AWG, max. 100 m
<b>Dimensions (WxHxD)</b>	320 mm x 420 mm x 120 mm
<b>Weight</b>	7.8 kg
<b>Material</b>	Front shell: 5 mm die cast aluminium Front control panel: 316 type stainless steel (3 mm) Back: 316 type stainless steel (3 mm)
<b>Finishes</b>	Dulux orange powder coated, with a clear anti-graffiti lacquer
<b>Environment</b>	Indoor and outdoor use
<b>Vandal Resistant</b>	Yes
<b>Mounting Options</b>	Wall mount (WMP-5), bollard (BOL-3xx)
<b>Mounting Holes</b>	6 x M6 stainless tapped standoffs (HPU to rear panel)
<b>Fixings</b>	6 x M6 security torx screws, 6 x nylon washers (HPU to rear panel)



HPU not included



WMP-5

## BOLLARD BOL-317A/BOL-320A/BOL-330A/BOL-340A

PRODUCT CODE 51662, 51663, 51664, 51665

### SPECIFICATIONS

<b>Suitable For</b>	HPU-5xx
<b>Dimensions (WxHxD)</b>	250 mm x 1700 mm x 250 mm (BOL-317A) 250 mm x 2000 mm x 250 mm (BOL-320A) 250 mm x 3000 mm x 250 mm (BOL-330A) 250 mm x 4000 mm x 250 mm (BOL-340A)
<b>Weight</b>	24 kg (BOL-317A) 27 kg (BOL-320A) 36 kg (BOL-330A) 46 kg (BOL-340A)
<b>Material</b>	Carbon steel with Duragal™
<b>Finishes</b>	Powder coated, APO ripple grey
<b>Environment</b>	Outdoor
<b>Vandal Resistant</b>	Yes
<b>Bollard Mounting</b>	Concrete
<b>HPU Mounting</b>	4 x M8-M10 studs
<b>Bollard Mounting Holes</b>	4 x 15 mm Ø holes
<b>Fixings</b>	4 x Dynabolts
<b>Cable Entry</b>	Bottom entry with side access plate

## WALL MOUNT PLATE WMP-5

PRODUCT CODE 51095

### SPECIFICATIONS

<b>Suitable For</b>	HPU-5xx
<b>Dimensions (WxHxD)</b>	175 mm x 175 mm x 6 mm
<b>Weight</b>	1.4 kg
<b>Material</b>	316 stainless steel
<b>Finishes</b>	Clean
<b>Environment</b>	Outdoor
<b>HPU Mounting Holes</b>	4 x 13 mm Ø holes
<b>HPU Fixings</b>	4 M8-M10 flat washers and M8-M10 bolts
<b>Cable Entry</b>	1 x 20 mm Ø hole





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

