

HELP POINT UNIT BROCHURE



JACQUES HELP POINT UNITS

Ensuring Safety and Connectivity

The Jacques IP Emergency Communication System provides councils, state governments, communities and organisations with a security solution that offers reliable and integrated help, emergency assistance and information dissemination. Jacques Help Point Units (HPUs) are high-performance, user-friendly IP call points designed for environments where safety and security are critical. As an integral part of the Jacques IP Integrated Communication System, HPUs offer instant, one- or two-button communication with central control—ensuring rapid response when it matters most.

Available in both emergency-only and dual emergency/information configurations, our HPUs provide essential support for locations requiring immediate assistance or general inquiries. With onboard configurable relays, they seamlessly integrate with security infrastructure, enabling automated control of lighting, duress alarms, CCTV systems, and gate access.

Built for adaptability, Jacques HPUs connect effortlessly to shared or dedicated networks via any Ethernet port, guaranteeing clear and reliable communication in any scenario.

The Jacques IP Communication System featuring Help Point Units can be found in safe cities, public spaces & parklands, transport networks and commercial precincts around Australia, New Zealand, Malaysia, India, Singapore, Papua New Guinea, and throughout the UAE.

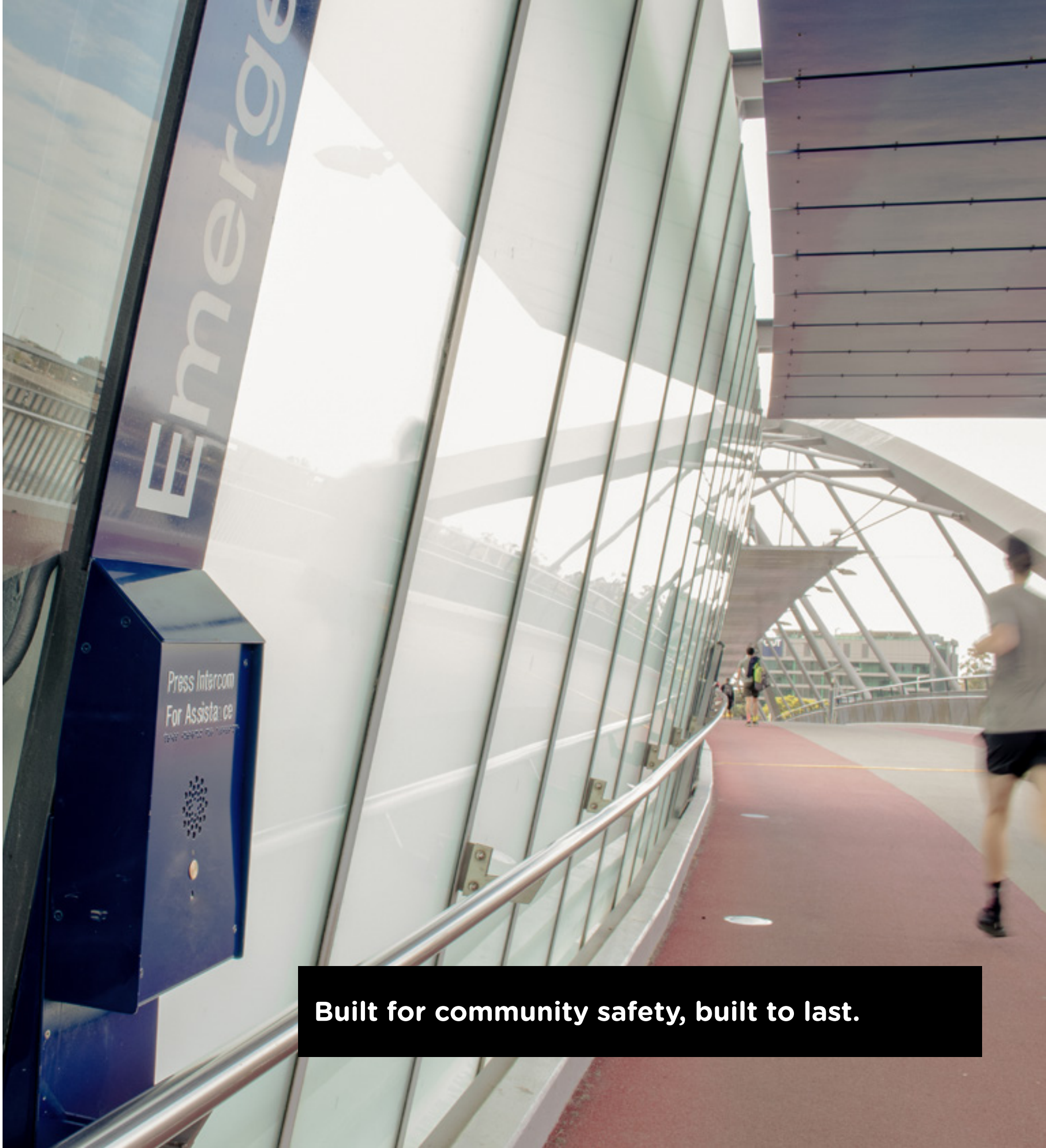
Watch Jacques Smart Cities video

Meet

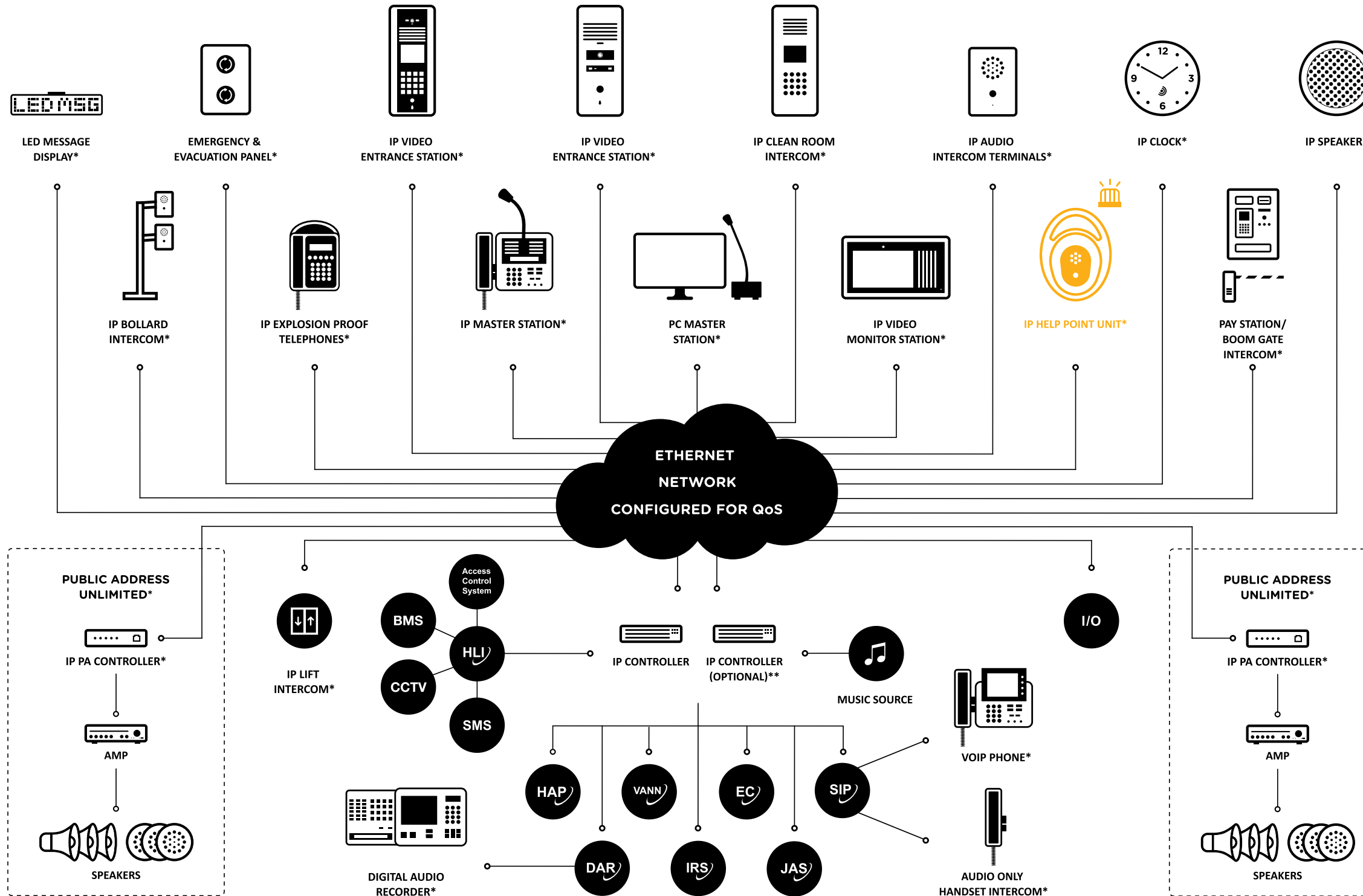


Jane

<https://vimeo.com/350228639>



Built for community safety, built to last.



*VIRTUALLY UNLIMITED. DEPENDENT ON SERVER CONFIGURATION AND NETWORK BANDWIDTH
 **MULTIPLE CONTROLLERS AVAILABLE FOR REDUNDANCY OR DISTRIBUTED OPTIONS

System features

True IP communication

Full IP communication from server to endpoint devices. The system operates on an IEEE 802TCP/IP network, with all devices supporting IEEE PoE allowing for power, data, and voice communications to be transmitted via a single CAT5/6 cable.

Supported integration

Integration via High Level Interface to many leading CCTV, access control, and security and building management systems ensures a complete security solution.

Unparalleled reliability

Redundant and distributed server frameworks that limit single points of failure, ensuring system robustness and site-wide reliability.

Investment longevity

Continuous expandability ensures longevity. Digital communication operates over new or existing Ethernet networks allowing for additional intercom or public address endpoints to be added easily. System configuration options are virtually endless to achieve the functionality required.

Flexible architecture

From small to large systems. An unlimited number of intercoms, help point or public address endpoints to be connected, integrated and managed. Call hierarchy and system topology ensures complete control over system design.

Simple installation

Our IP intercom & public address devices connect directly to any port on a standard Ethernet network. Our IP devices support Power over Ethernet (PoE) ensuring power can also be supplied via the network. This allows for a simple plug & play installation.

Environmental specific features

Help point units are robust, water protected, and vandal resistant. Built to withstand harsh environments. They perform continuous tamper detection, integrity, and diagnostic testing. To further enhance reliability of the call button, these terminals can be equipped with self-testing buttons whereby the system automatically tests terminal buttons, guaranteeing their reliability.

Core system features

Integration

Integration of Jacques communication systems with many security, building and video surveillance management systems provides public safety management with complete facility control and ultimate security. The system easily integrates via high level interface (HLI) with most commercially available network equipment and infrastructure. It is fully supported by leading CCTV, access control, telephony and building/security management systems ensuring a totally integrated and secure approach to prison management. Audio and video integration allows for public safety, transport & infrastructure monitors to listen and see, ensuring a 360-degree perspective on a situation. In high level CCTV integration applications, a 3rd party camera feed is automatically initiated, and video is displayed when a call, event or alarm is triggered at a Jacques intercom terminal.

LEARN MORE [DOWNLOAD INTEGRATION BROCHURE](#)



SIP interface

Jacques SIP software module allows for integration of the Jacques communication system with compatible digital telephony systems such as Avaya IP Office 500, Cisco Call manager, Asterisk and others. The SIP trunk allows for an unlimited number of concurrent calls between the phone system and Jacques system.



Central and control monitoring

Specialised call handling to and from control rooms or security management via hierarchical and/or peer to peer predefined call routing structures. Our intelligent system architecture, coupled with third party system integration, provides a comprehensive solution for **multisite monitoring from a centralised location**. City monitoring centres can effortlessly monitor areas visually and audibly through our unified and integrated system. Enhance your situational understanding by simultaneously viewing associated CCTV footage while monitoring HPU audio. Experience the power of seamless monitoring with our advanced technology.

Audio recording

Redundant integrated call audio recording at a central location. Our system integrates with third-party digital and SIP recording devices, ensuring conversations are securely logged. Call data—including time, date, and duration—is readily available in reports for efficient management and retrieval. Unlimited number of channels available for audio recording.

Full duplex

Full duplex audio communication with advanced audio capabilities ensuring a clear, two-way communication.

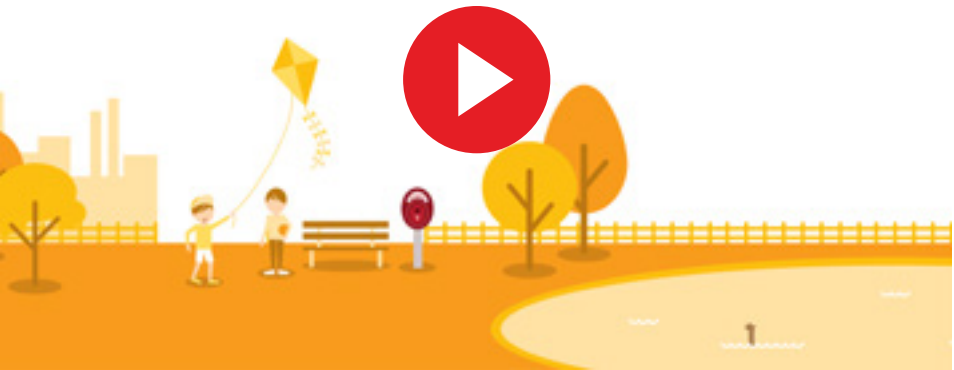


Core system features

Call prioritisation

Priority queuing of calls allows the system to identify and prioritise calls from predetermined & important, help point units ensuring communication lines from caller to central control are handled with precedence. Information calls are often assigned a lower call priority to emergency calls. 256 call priority levels are available.

Watch call prioritisation video



vimeo.com/878474105/56f5fa1918

Multizone Public Address

Communicate live and clearly across a city precinct or select areas at the touch of a button. Flexible PA zoning allows for the grouping of one, many or all zones to ensure the message is received by the intended recipients, without disrupting other zones. With the ability to pre-record common announcements for repetitive, on-demand usage saves time.

Watch multizone public address video

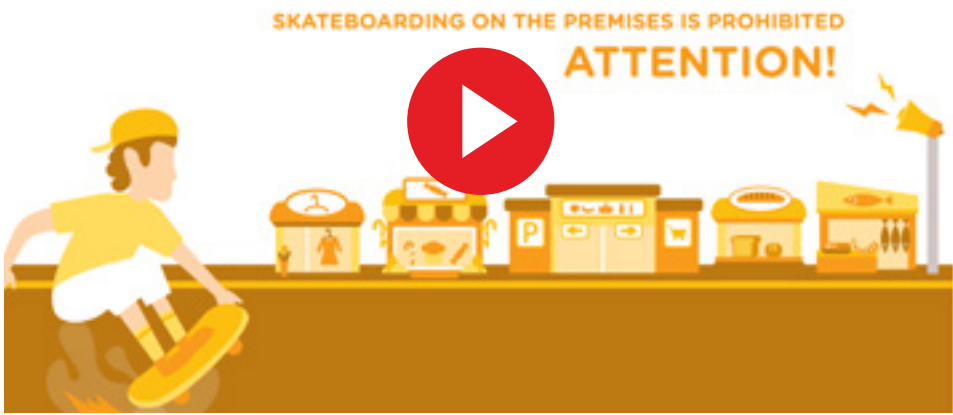


vimeo.com/893954534/efd81fba85

Announcement Scheduling

Plan and schedule announcements and tones for automatic play utilising our calendar-based interface. With the flexibility to set up simple or detailed announcement files and have them play at specific times throughout the year and across city parameters. Announcement scheduling can aid in public safety notifications or to remind the public of intended or prohibited behaviours.

Watch announcement scheduling video



vimeo.com/877363782



*The Arbour,
Brisbane*

Advanced system features

Automated intercom button test

The Jacques Self-Test Button (STB) – a call button that allows for remote testing of the push button mechanism, acoustics and data communications whereby diagnostic tests are logged and recorded on the system controller. Any tests reporting a test fail triggers an alarm within the system.

Reporting and logging

Systemwide, continuous device diagnostics and reporting including call button testing, acoustic performance, tamper detection, and data communication reliability. Jacques systems provide complete event logging of all call activity and fault conditions for incident reporting or maintenance. The results from intercom self-acoustic testing of the speaker and microphone are recorded. The reporting of tamper alarms activated if an intercom device has been damaged or vandalised allows for a timely response from the maintenance team.

CCTV Associations

Integration with leading video management systems and the Jacques IP Communication System allows for CCTV systems to switch cameras in a control room based on an intercom trigger event. Intercoms are associated with nearby cameras. When a call is ringing or established (or any call/device state) the associated camera will present on the monitor for complete audio & visual of a situation. Often camera, layout and PTZ positions are sent with corresponding intercom events.

Configurable event triggers

The system can be configured to allow for the triggering of events in conjunction with an action performed in the intercom system. Event triggers include (but are not limited to) CCTV switching, light on/off switching, door/gate/boom gate release, pre-recorded message announcements, night switching (call diversion relating to hierarchy, based on time of day), and bell or warning alarm scheduling.

Watch configurable event triggers video



Goodwill Bridge,
Brisbane

FOR ALL

ACCESSIBLE SOLUTIONS

Equal access and opportunity are especially important when considered with safety & security. The Disability Discrimination Act 1992 (DDA) requires that people with a disability be able to access any building that the public is entitled to enter and use, and have access to any services and facilities provided by those buildings. Jacques integrated communication solutions offer a range of products that make our products accessible to all.

Across many of our market verticals, accessibility to communication services is crucial. From education campuses, transport services, public spaces and smart cities — accessibility to help and assistance improves customer confidence, safety and security and improves the provider’s ability to respond to customers in need.

ACCESSIBLE TO ALL

Audible

Jacques offers a range of audibility options across our product range. Any Jacques intercom or help point unit can be fitted with induction loop amplification. Induction loops can be ceiling, floor or in-device fitted, these can also be used with a T-switch. For those using a hearing aid, communicating with assistance personnel is made easier by discreetly linking directly to the intercom or help point, via a loop function on their hearing aid. Induction loop amplifiers can be fitted to any Jacques intercom, including lift intercoms, help point units or bollard intercoms. Depending on the audio coverage required, Jacques together with our expert partners develop the optimal audible solution for our customers.

Visual

Additionally, Jacques intercoms can be configured for audible detection. An intermittent, audible beep can be heard to assist visually impaired people locate the intercom or help point unit. Signage on or around an intercom, bollard or help point unit can be customised and include Braille and tactile, including finger indicators to locate Braille and buttons. Various buttons are available and can include in-button LED’s, or edge ridges. Buttons that sit proud of the surface are also available. Colour selection of signage elements to achieve minimum 30% luminance contrast with the background colour can be customised to project requirements.

Mobility

Accessibility to call buttons or pull cords is an important DDA requirement. Call button heights must be considered for those in wheelchairs or who use assisted mobility devices. Jacques offers several call button or call triggering options such as pull cords. Installation heights or customised bollards featuring intercoms can be customised to project requirements.

Together as one

Considering audible, visual and mobility within the design of accessible communication results in a solution for everyone. Signage is especially important to communicate to the hearing impaired, so that they may know hearing assistance is provided — rendering the loop system invisible and inaudible. For an induction loop system to be of benefit, a user must set their hearing aid to the telecoil setting. Signage and button placement heights ensure visual acknowledgement and access to call buttons for all.

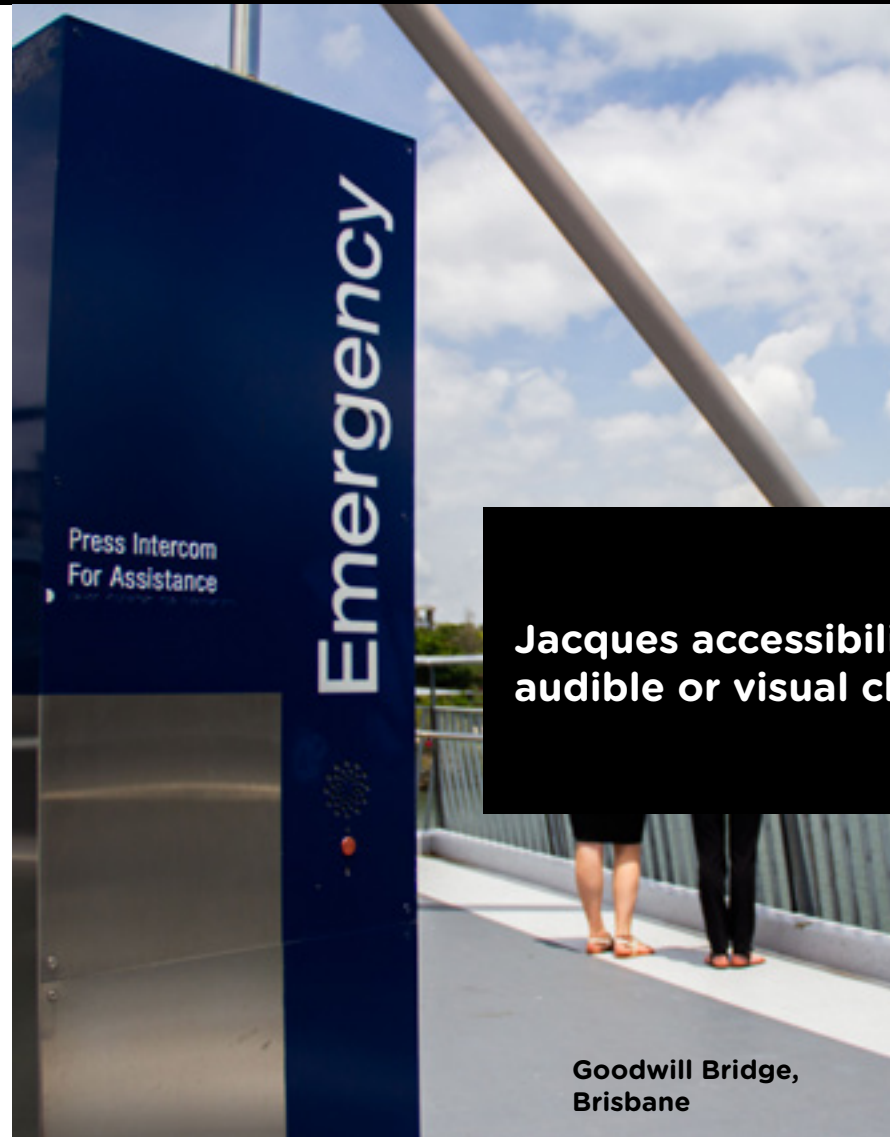
Press Intercom
For Assistance



Kurilpa Bridge,
Brisbane

FOR REAL PROJECTS

HPUs in the market



Jacques accessibility solution assists those with mobility, audible or visual challenges



FOR BRIDGES AND WALKWAYS

Help Point Units are made available on bridges by many city councils. These emergency call points, integrated with CCTV nearby allow for calling to central city security control. Bridge Help Point Units are often customised by each city council for size, shape and colour and incorporate features such as custom braille, illumination, and relays to activate strobe lights and control CCTV camera switching.

The custom-designed units feature:

- Customised bollard design incorporating HPU into the design
- Braille embossing on the front panel for tactile navigation
- Customised colourisation to meet project branding requirements
- Self-testing button to ensure intercom call button reliability
- Induction loop amplification for use with a T-switch
- Instant emergency assistance at the press of a button

[Read more](#)

FOR STATIONS

Transit station help point units are designed to provide assistance at the touch of a button. This means assistance should be made available to all – including users that require accessibility.

The custom help point unit features:

- Audible beep to provide guidance
- Induction loop amplification to be used with a T-switch
- Braille embossing on front panel
- Emergency assistance at the touch of a button
- Signage luminance requirements

Bollard intercom can form part of the Public Address system, allowing messages to be heard by hearing impaired people standing within the help point unit induction loop range

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 kilometres. 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.

[Read more](#)



University Campus

FOR TERTIARY CAMPUSES

Jacques' communication solution provides universities and TAFEs with an INTEGRATED SECURITY MANAGEMENT SOLUTION, incorporating intercoms, help point and public address systems. The system offers direct voice and/or video communication with campus security for help and assistance from various help points and intercom stations located throughout a campus. Simplified one button calling ensures help and assistance is always close by. From emergency broadcasts to evacuation announcements, tertiary campus central control can communicate to the entire, or selected parts of campus through an advanced PA system.

[Read more](#)



Dubai Mall,
UAE



Queen's Wharf,
Brisbane

FOR MIXED USE COMMERCIAL

Jacques Emergency Help Point Units (HPUs) have been strategically installed throughout many iconic mixed use commercial precincts including Queens Wharf Precinct (Brisbane), Dubai Mall (UAE) & Puteri Harbour (Malaysia) enhancing safety and accessibility. Depending on the project requirements HPUs are usually spread across key locations, including bridges & walkways, car parks and public areas. Occasionally, these units feature strobe lights for increased visibility and are integrated with nearby CCTV cameras to provide comprehensive perimeter coverage.

[Read more](#)

FOR REAL PROJECTS

HPUs in the market

FOR PARLANDS

City council parklands are expansive cultural precincts featuring landscaped gardens, iconic landmarks, walking trails, picnic areas, and recreational spaces that foster community gatherings and outdoor activities.

Jacques delivered an integrated communication system to enhance public safety, providing Emergency Help Point Units (HPUs) across many parklands. These units provide direct, hands-free communication with security, with some linked to CCTV for real-time monitoring. Visible throughout key areas, they offer 24/7 assistance at the press of a button.

Public parklands often incorporate PA systems for emergency announcements, particularly during large events, along with audio intercom terminals to ensure direct and efficient communication with security.

[Read more](#)

South Bank Parklands,
Brisbane



CUSTOMISATION THAT SUITS YOU

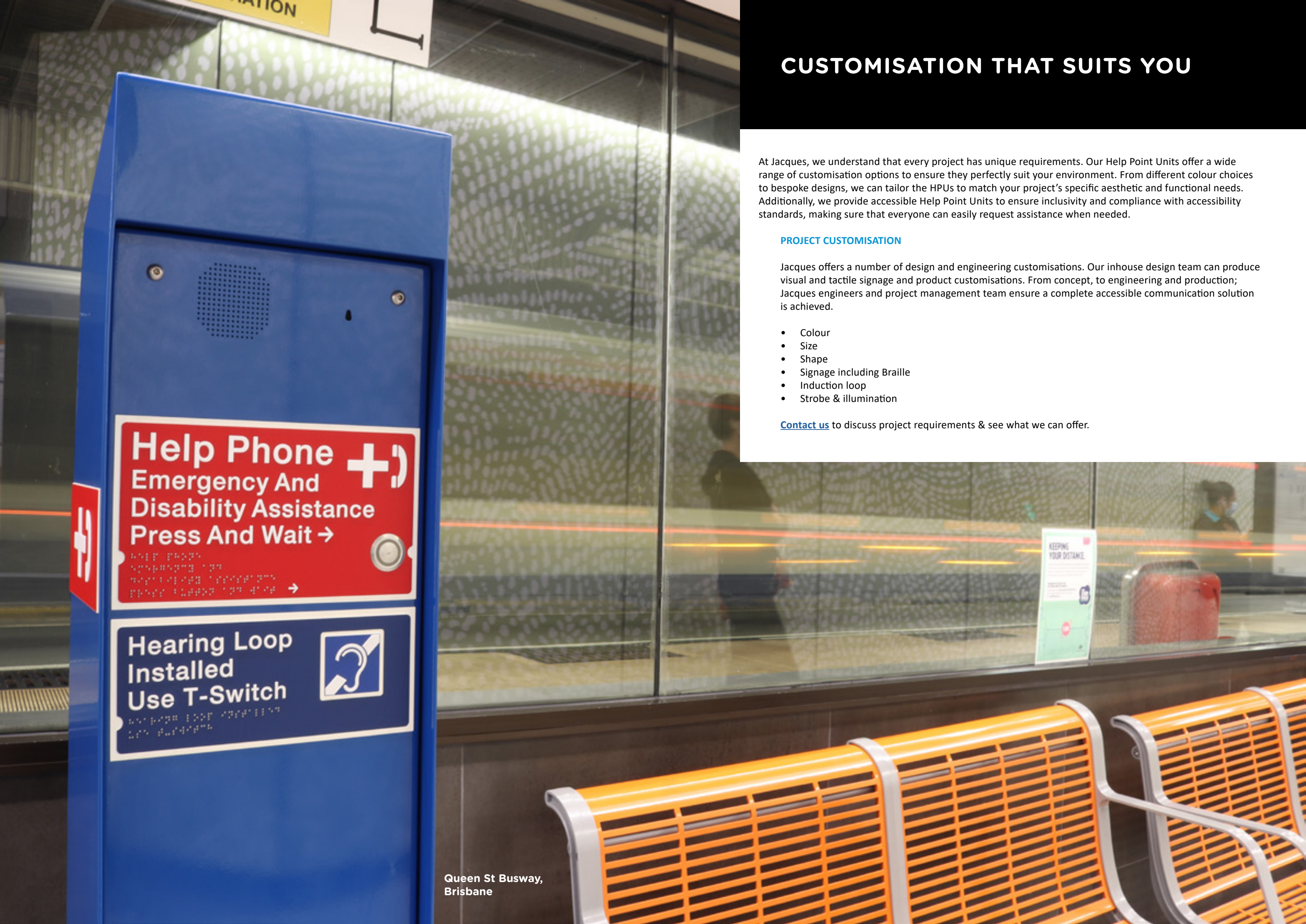
At Jacques, we understand that every project has unique requirements. Our Help Point Units offer a wide range of customisation options to ensure they perfectly suit your environment. From different colour choices to bespoke designs, we can tailor the HPUs to match your project's specific aesthetic and functional needs. Additionally, we provide accessible Help Point Units to ensure inclusivity and compliance with accessibility standards, making sure that everyone can easily request assistance when needed.

PROJECT CUSTOMISATION

Jacques offers a number of design and engineering customisations. Our inhouse design team can produce visual and tactile signage and product customisations. From concept, to engineering and production; Jacques engineers and project management team ensure a complete accessible communication solution is achieved.

- Colour
- Size
- Shape
- Signage including Braille
- Induction loop
- Strobe & illumination

[Contact us](#) to discuss project requirements & see what we can offer.



Queen St Busway,
Brisbane

HPU 4th GENERATION IP INTERCOMS

FEATURES

- 4th generation IP help point unit
- Powered via IEEE 802.3af PoE
- Edge processing for intelligent data transmission
- Options with & without camera
- Bi-directional audio transmission with echo cancellation capabilities
- Simple one & two button operation for emergency and information calling (refer to Product variations table)
- Automated self-test feature allows for the testing of the push button mechanism remotely (refer to Product variations table)
- One-touch operation with hands-free communication, once call is established
- Tamper detection and attempted device removal notification
- Automated testing of speaker and microphone
- Vandal and water resistant piezo electric call button
- Highly visible, solid, vandal resistant unit, designed with public safety in mind
- Anti-graffiti coating to protect against vandalism
- Supports two configurable relays while using attachment JEX-4001

SPECIFICATIONS

Audio Characteristics






Speaker	1 x 4 Ω
Speaker Amplifier	2.5 W, 72 Hz – 15.4 kHz (output circuit frequency response -3 dB)
Max. Acoustic Output	87 dBSPL ± 3 dB @ 1 m (3.28 ft), 0 dBFS 1 kHz (non-clipped) sine wave signal*
Speaker Hole Size	6 holes x 4 mm (0.xx in) diameter 12 holes x 5 mm (0.xx in) diameter 12 holes x 6 mm (0.xx in) diameter 12 holes x 7 mm (0.xx in) diameter
Microphone	Digital MEMS Microphone
Microphone Hole Size	6 holes x 1.6 mm (0.06 in) diameter, Equi-spaced on 6 mm (0.24 in) PCD
Digital MEMS Mic Sensitivity	-26 dB ±1 dB @ 94 dB SPL
Digital MEMS Mic Frequency response (-3dB)	100 Hz - 10 kHz
Camera	TBC
Audio Codecs	Opus, G.711 A-law, G.711 μ-law , G.722, Jacques PCM
Control Buttons	Refer to Product variations table
Auxiliary Functions	Tamper detection and attempted device removal notification Automated testing of speaker and microphone (ATSM)

General

Power Input	IEEE 802.3af Class 0 Power over Ethernet (PoE) (cannot be locally powered) (44 – 57) V d.c. from PSE
Power Consumption	12 W max. (2.9 W standby)
Operating Temperature	(-20 - 70)°C (-4 - 158)°F
Storage Temperature	-40°C to 85°C (-40°F to 185 °F)
Operating Humidity	(10 – 95) % non-condensing
Dimensions (WxHxD)	320 mm x 420 mm x 120 mm (12.59 in x 16.53 in x 4.72 in)
Weight	7.8 kg (17.19 lb)
Material	Front shell: 5 mm (0.19 in) die cast aluminium Front control panel: 316 type stainless steel (2 mm / 0.08 in) Back: 316 type stainless steel (3 mm / 0.12 in)

Finish	Dulux orange powder coated, with a clear anti-graffiti lacquer
Environment	Indoor and outdoor
Mounting Options	Wall mount (WMP-5), bollard (BOL-3xx), Pole Mount Bracket (PMB-D10)
Mounting Holes	6 x M5 stainless tapped standoffs
Fixings	6 x M5 security torx screws, 6 x nylon washers (HPU to rear panel)

External Connections

Connections	1 x RJ-45 port for Ethernet data (10/100/1000 Mbit/s) and PoE 1 x Micro AB USB port for programming and diagnostic purposes only
Cabling	4 pair UTP CAT-5E/6/6A, Size 23/24 AWG, 100 m (328 ft) max.
IP/IK rating	IP rating: IP66 (as per AS/NZS/EN 60529 IK rating: IK10 (as per EN62262)
Compliance	     CAN ICES-3(B)/NMB-3(B)

Customisation

Custom colour for shell, control surfaces and label

Optional Accessories

JEX-4001	Basic Multi-function Expansion Module
JCE-4000	Jacques Cable Extender Module

PRODUCT VARIATIONS

	Model	Product Code	Control buttons	Button feature
	HPU-4D1FS	52251	1	1 x piezo switch 28 mm (1.10 in)
	4D2FS	52222	2	1 x piezo switch 28 mm (1.10 in) 1 x stainless steel mechanical self-testing button (STB) 22m (0.9 in)
	4F1F	52250	1	1 x piezo switch 28 mm (1.10 in)
	4D2F	52252	2	1 x piezo switch 28 mm (1.10 in) 1 x stainless steel mechanical self-testing button (STB) 22m (0.9 in)

Build your emergency help point communication system

1

Controller & software

Choose one or more large system controllers & software packages to manage your system and offer the functionality you require

3

HPU & Intercom terminals

Choose your intercom terminals. They call pre-defined master stations and can initiate relays within your system

HPU-4D1S | HPU-4D2S | HPU-4D10

5

Accessories

Choose your accessories. They provide additional functionality to your system

SWE-17

Begin with an

ETHERNET NETWORK
CONFIGURED FOR QoS

2

Master station

Choose your master station(s)
They can make and receive intercom calls and make public address announcements

IPM-4360

4

PA functionality

Choose your Public Address components to achieve the required functionality

UAI-4000

+

Optional extras

Customisation of Graphical User Interfaces (GUI) and/or Integration with CCTV & Access Control Systems





Intercom terminals & Accessories



Audio intercom VSL-441F



 Custom colour + text



 Custom colour + text



Dual height Bollard (truck + car)



Video module



 Custom colour



 Custom photo, text + print

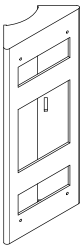


 Coloured bollard + Strobe

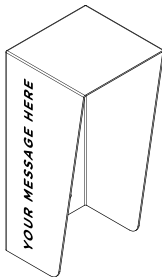
MOUNTING OPTIONS



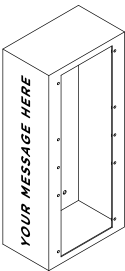
Flexible metal straps



Bracket



Rain hood



Backbox



Panel



HPU Dome

Pole mount w/rain hood	•	•	•	•	•	
Pole mount	•	•		•	•	•
Wall mount w/rain hood			•	•	•	
Wall mount - surface				•	•	•
Flush mount					•	
Mount into custom bollard					•	•





Queens Wharf precinct,
Brisbane

PROJECT REFERENCES.

AIRPORTS

- Abu Dhabi Midfield Terminal (UAE)
- Canberra Airport (AU)
- Christchurch Airport Car Park (NZ)
- Darwin Airport (AU)
- Dubai Airport (UAE)
- Gold Coast Airport (AU)
- Hobart Airport (AU)
- Kuala Lumpur International Airport (MY)
- Melbourne Airport (Passenger & Airside) (AU)
- Perth Airport (AU)
- Perth Airport Car Park (AU)
- T1 Sydney Airport (AU)
- Wellington Airport Tunnel (NZ)

PORTS

- Auckland Ports Authority (NZ)
- Broome Port Authority (AU)
- Darwin Port (AU)
- Flinders Port (AU)
- Fremantle Ports (AU)
- Gladstone Port (AU)
- Johor Bahru Port Authority (MY)
- Mackay Port (AU)
- Northport (MY)
- ORICA Port Headland (AU)
- Port of Melbourne (AU)
- Port of Melbourne Corporation (AU)
- Port of Portland (AU)
- Tasmania Ports (AU)

RAIL & BUS

- Brisbane Busway Network (QLD)
- BRT Sunway Bus Rapid Transit (MY)
- NSW Rail (NSW)
- Perth Rail (WA)
- Queen St Busway (AU)
- Wollongong Railway Station (AU)

ROADS, BRIDGES & TUNNELS

- Goodwill Bridge (AU)
- Kangaroo Point Bridge (AU)
- Kurilpa Bridge Brisbane (AU)
- Neville Bonner Bridge (AU)
- Parramatta Tunnel (AU)
- Wellington Airport Tunnel (NZ)

PUBLIC SAFETY

- Brisbane City Council Community Gardens (AU)
- City Safe, Queens Street Mall (AU)
- Frankston Aquatic Center (AU)
- Ipswich City Council (AU)
- Parramatta Council (AU)
- QAL Wharf (AU)
- Queens Wharf (AU)
- Queensland Skate Park (AU)
- Riverwalk (AU)
- Roma Street Parklands (AU)
- Southbank Parklands (AU)
- Taronga Zoo (AU)

COMMERCIAL

- East Ledang (MYS)
- Kings Park (AU)
- Mumbai Carpark (IN)

MALLS

- Dubai Mall (UAE)
- Express Mall, Chennai (IN)
- Funan Mall (SG)
- Kawana Shopping Centre (AU)
- Pacific Fair Shopping Centre (AU)
- Queen St Mall (AU)
- Robina Town Centre (AU)

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