

A dark, abstract background featuring a complex network of glowing blue and white lines and dots, resembling a digital or molecular structure.

UPGRADE YOUR WAY

⌚JACQUES

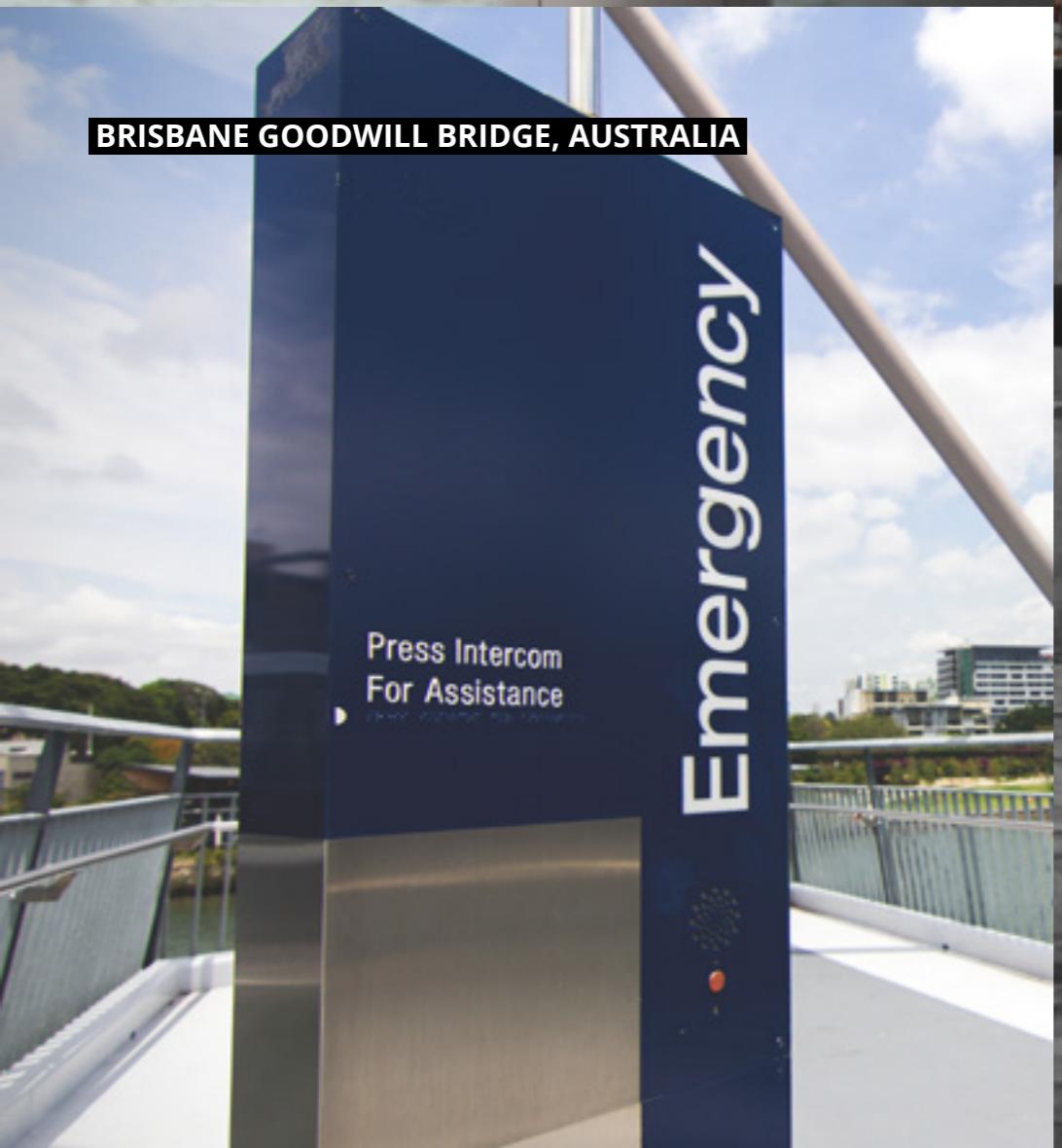
SOUTHBANK PARKLANDS, AUSTRALIA



BRISBANE BUSWAYS, AUSTRALIA



BRISBANE GOODWILL BRIDGE, AUSTRALIA



WHO WE ARE

Solution providers

Jacques Technologies is a market leader in the innovation, technological design, and development of integrated IP communication solutions for world-wide markets. Intercom & public address systems are our core business. But our ongoing success is a result of those systems forming part of a larger, integrated security solution suitable across many market verticals.

Experience

Intercom & public address systems are our core business. We have been designing and manufacturing them for over 40 years. The quality of our products, the technical capabilities of our team, our global distributor network & our network of technical & experienced system integrators ensure our integrated solutions exceed expectations now, yet offer flexibility if requirements change over time.

Reputation

Our brand, products and solutions are highly recommended and supported by security professionals, organisations and government departments locally and around the world. These organisations understand our ongoing commitment to quality and customer-driven development enabling them to install a Jacques solution with confidence.

Quality

Australian designed and manufactured with an exceptional combination of hardware quality and software expertise, Jacques is ISO 9001:2015 certified. Our products are designed and manufactured to ensure quality and reliability. With a significant amount of time spent in product research and development, our products are refined to meet and exceed customer expectations.

Experience

Our solutions are efficient across endless market applications including – commercial, transport, public safety, health, education, and secure facilities. Our extensive, large project experience in Australia and globally highlights our continued success in providing quality, security intercom, emergency help point, and public address solutions that keep people & assets safe.

IP COMMUNICATIONS SYSTEM

The Jacques IP Communication System (650 Series) is built tough for critical, security communication in the secure facilities market, yet flexible and scalable to suit any market requirement where communication is vital. The system, at its core, is a sophisticated and intelligent intercom, emergency and assistance help point unit (HPU), and public address system which integrates via high level interface to many security management and CCTV VMS including C-Cure, Milestone, and more.

Core system features include:

SIMPLE INSTALLATION

Jacques 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.

FLEXIBLE SYSTEM ARCHITECTURE

Our system allows for virtually an unlimited number of intercoms, help point or public address endpoints to be connected, integrated and managed. Call hierarchy and system topology flexibility ensures complete control over system design.

UNPARALLELED RELIABILITY

Jacques' products are designed and manufactured in Australia from quality components providing excellent long-term physical and audio reliability. Our system architecture features a virtualised controller framework that limit single points of failure, ensuring system robustness and site-wide reliability.

EXCEPTIONAL AUDIO QUALITY

Our system supports Quality of Service (QoS) for reliable digital voice communications. The system provides priorities to different applications, users, or data flows, to guarantee an optimal level of performance. It allows the efficient management of jitter, bandwidth, bit rate and delay on the network ensuring reliable and clear communication every time.



One system, endless possibilities

With the scope to achieve a communications system with an unlimited number of endpoints, and virtually unlimited configuration options — the possibilities are endless.

An investment in longevity & backwards compatibility

At Jacques, we strive to manufacture our products to the highest standards to ensure their longevity exceeds 15 years as outlined in our Product Life Cycle policy available on our website.

UPGRADE YOUR WAY

It isn't always feasible for sites to upgrade intercom & public address hardware & software at once, as most sites remain in use. With our reputation built in the secure facilities market, we are well versed at providing site support for stage software & hardware upgrades across high security and communication-critical sites.

As a true IP system, communication between system server and endpoint devices is full IP (no additional hardware and no server cards are required). A Jacques system operates on an IEEE TCP/IP network with all devices supporting IEEE PoE allowing for power, data, and voice communications to be transmitted via a single CAT5/6 cable. This makes the system easy to upgrade and configure your way, whether all-at-once, staged or periodically – without system downtime.

HEADEND & SOFTWARE

Upgrade the headend server equipment (available as server hardware or virtualised) and software to our latest release (Version 8) for added security and features. Version 8 (V8) software introduces improvements to security, user experience, responsiveness and configuration of features across a suite of applications. As part of our continual innovation process, Jacques have been developing features based on industry requirements as well as direct requests from end users. Version 8 includes a redesigned interface, with added features and functionality that users have requested. Furthermore, configuration changes, volume setting, system hierarchy adjustments and more can be remotely actioned moving forward.

System downtime during the upgrade is minimal. It is estimated actual system downtime should be between one and five minutes. Jacques support team require a full site backup to convert and prepare V8 server(s) (virtual or physical). Full backups include the system database, custom files, packages and all the information and settings required to upgrade the system from V7 to V8. During this time, our support team can also make configuration changes to ensure new field equipment is "plug-and-play" when it arrives onsite. Once onsite, installing a new virtual or physical V8 server is fast.

PHYSICAL

Simply turn off the V7 machine & disconnect it from the network. Connect the new V8 machine to the network and turn it on.

VIRTUAL

Simply upload the V8 image to the virtual machine hosting service data storage. Create a new virtual machine (on the same network as the V7 machine). Then turn off the V7 machine & turn on the V8 machine.

Once booting is complete, the system will be running V8.

FIELD EQUIPMENT

When field equipment needs replacing, devices can simply be removed, and new devices connected in their place. Jacques commitment to backwards compatibility ensures that future endpoint devices (intercom terminals) fit in existing enclosures such as backboxes. Generations of our intercoms are designed to fit into currently installed housings allowing for physical endpoint upgrades to be seamless.

Upgrading from JEM-2 devices (which are locally powered or powered by Jacques PoE) to JEM-2+ devices is simple. JEM-2+ or JEM-4 devices are IEEE PoE, therefore receive data and power via the one CAT5 cable. Local power or JPoE is no longer required.

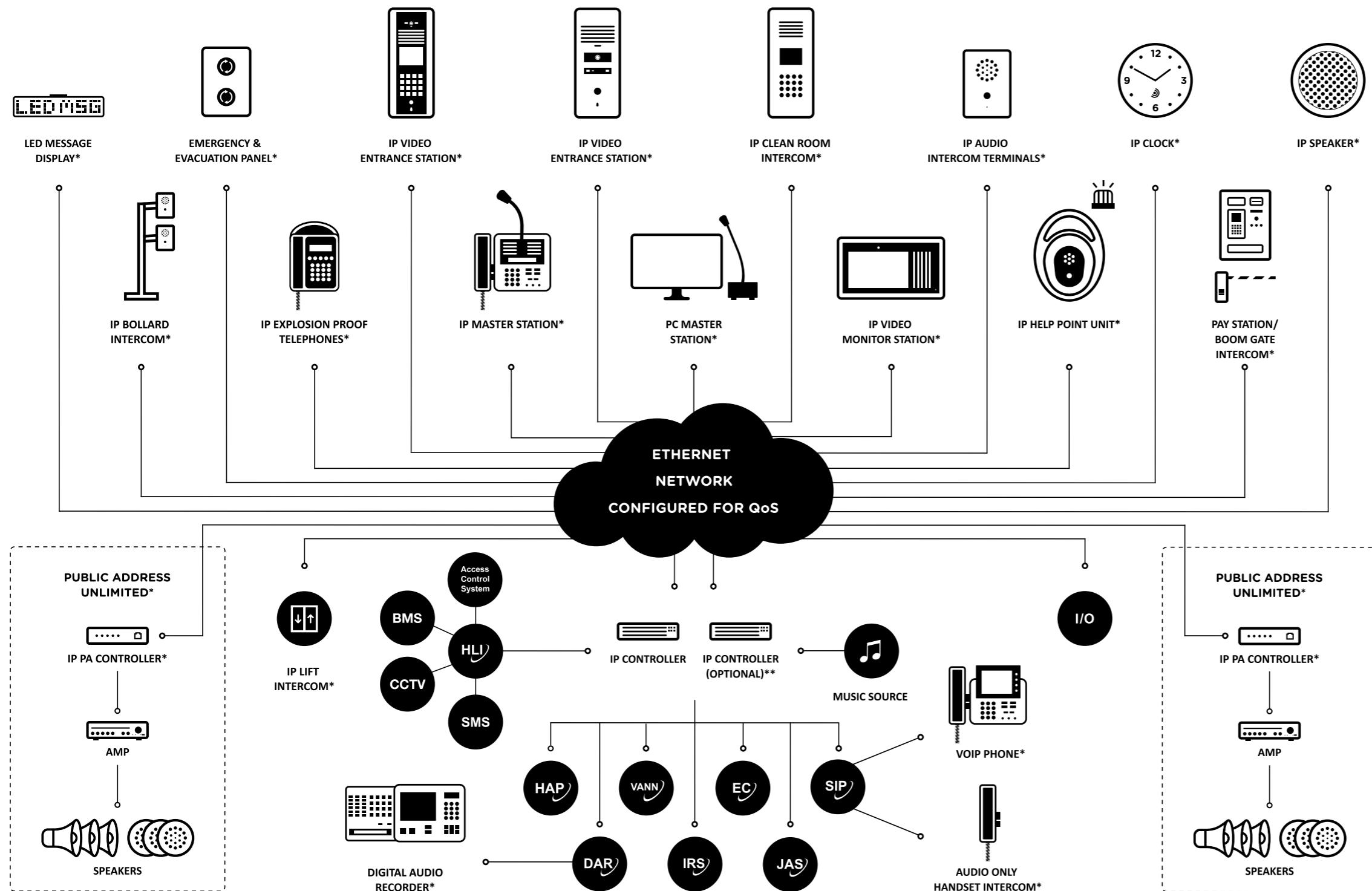
As IEEE PoE devices, they can be replaced easily. Configuration can be such that replacement devices are plug & play with our "replace" feature within the Web Configuration interface. This means, all previous configuration of that intercom station is maintained and all that is updated is the device serial number. This limits any endpoint downtime while ensuring an efficient upgrade by technicians. It is another example of our commitment to backwards compatibility.

Our use of leading-edge data communications over Ethernet networks ensures our systems are flexible and expandable. Adding additional intercom endpoints or staging endpoint replacements as the site requires.

INTEGRATION

The current integration to access control, building & security management & CCTV systems are backwards compatible between software versions. Our High-Level Interface software kit is updated per our bi-annual software release cycle ensuring our integrations with leading security systems are continually updated and developed.

TECHNOLOGY & MARKET-DRIVEN FEATURES



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

IP INFRASTRUCTURE

Jacques intercom and PA devices offer Power over Ethernet (PoE) support. This allows a single cable (Cat5/6) to provide both data connection and electrical power. Data and power are provided over a single 4 pair Cat5/6 cable to system devices, ensuring simple installation while reducing installation and wiring costs. Jacques intercom endpoints meet the following requirements:

- SNMP
- Data logging
- Remote system management
- Time synchronisation via NTP
- System login authentication & authorisation

VIRTUALISED CONTROLLER/S

Jacques' IP communications system controller is made available to run in virtual environments on hosts supplied by the client. Offering full system functionality to the user, with increased flexibility and usability, virtual controllers can be integrated into any existing network and infrastructure. In a virtualised environment system redundancy is achieved ensuring optimal system uptime and performance.

REDUNDANCY

In environments where uninterrupted communication is important, 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 communication-critical environments.

SUPPORTED INTEGRATION

Critical in providing communication systems as part of a total security solution is the ability of our IP Communication System to integrate via high level interface to many industry-recognised partners. Integration via HLI makes available events from our system to a client's application through event handlers. Integration ensures Jacques' systems form part of a larger security solution while offering the benefit of a cohesive approach, better for overall security, better for installers and maintenance and better user experience.

[Learn more](#)

BEYOND THE EXPECTED

DIAGNOSTICS, RECORDING & REPORTING

The system continually performs diagnostic testing to ensure endpoint reliability. As standard, all intercom terminals are polled every 2-3 seconds to perform integrity, tamper and diagnostic tests for any faults or acts of vandalism. Should any faults occur, they are immediately reported as alarms in the system and include time, date and location stamping.

Audio from all intercom endpoints from within the system can be captured for recording. The system provides multiple simultaneous channel outputs for digital voice logging with time/date stamping. Additionally, the system logs records and time stamps all call activities; fault reports, maintenance investigations and incident assessments into our reporting software (IRS).

The Intercom Report Server (IRS) software module is instrumental in the detailed and accurate logging and reporting of live system activities including system operation, network management via traffic monitoring, alarms and device state. The IRS is accessed via a web interface and provides a dynamic view of live events to monitor the system in real time while automatic or scheduled report generation and document creation ensure simplified information dissemination.

[Learn more](#)

CUSTOMISATION

All our products are conceptualised, designed, developed, and tested in-house. We are well placed in the market to provide customisation and deliver product uniqueness. Our inhouse team work with various project stakeholders on system design, hardware modifications such as size, colour, buttons & enclosures to exceed expectations.

IPARTNA

All the training, support & knowledge so you can be a Jacques genius like us. Our comprehensive online training & installer accreditation program has been designed to ensure technicians are well educated & experienced. From system introduction to advanced configuration, each course provides step-by-step instruction, engaging video tutorials, informative documentation, and insightful brochures. This accreditation is especially useful for technicians who have experience with V7 and are upgrading sites to V8.

[Learn more](#)

SUPPORT

With many years of experience, our technical support team is available and are exceptional at resolving any customer issues. Backed by our software, engineering, and production teams. 24/7 assistance is available to customers via our online support portal and extensive knowledge base.

WARRANTY

For added peace of mind, all Jacques products are provided with a manufacturer's warranty from date of supply, with the option of additional warranty periods.

Jacques currently has products active in high security & high use applications that are over 20 years old. Our product development philosophy aims to ensure new products released to the market are backwards compatible, ensuring continuity of our solutions for decades. configuration options, the possibilities are endless.



V8

FOR ENHANCED CONTROL & SECURITY

Jacques V8 software provides the following benefits.

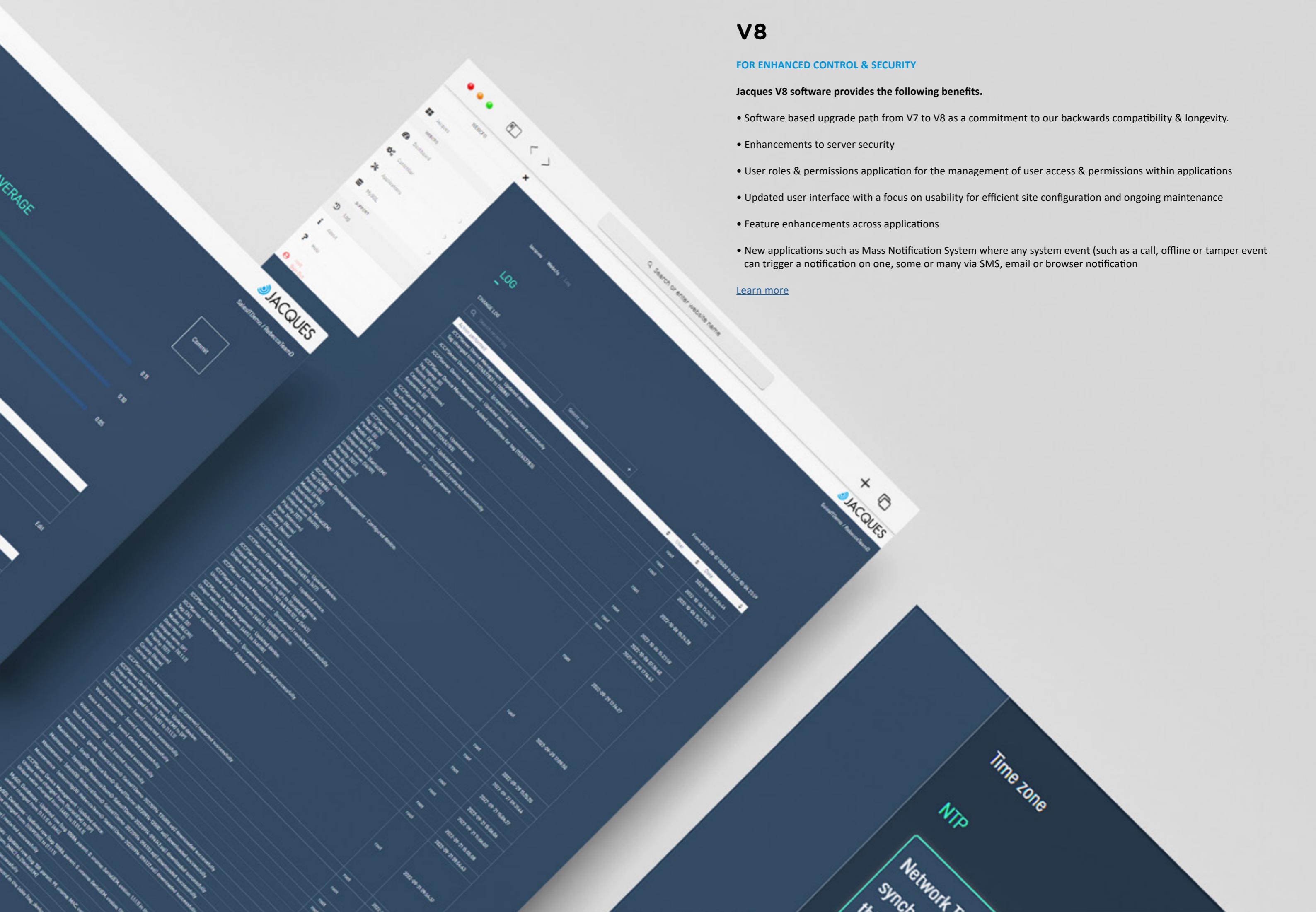
- Software based upgrade path from V7 to V8 as a commitment to our backwards compatibility & longevity.
- Enhancements to server security
- User roles & permissions application for the management of user access & permissions within applications
- Updated user interface with a focus on usability for efficient site configuration and ongoing maintenance
- Feature enhancements across applications
- New applications such as Mass Notification System where any system event (such as a call, offline or tamper event) can trigger a notification on one, some or many via SMS, email or browser notification

[Learn more](#)

VERAGE

100

100



PROJECT REFERENCES.

A selection of our global project references across multiple market verticals.

Australia

- 150 Collins Street
- Ambrose Treacy Catholic College
- Arthur Gorrie Correctional Centre
- Barangaroo
- Brisbane Busways
- Catholic Regional College Melton
- City Safe, Queen Street Mall
- CSIRO Investigator Research Vessel
- Curtin University
- Darwin Airport
- Fiona Stanley Hospital
- Hobart Airport
- Marymount College
- Melbourne Convention Centre
- National Gallery of Victoria (NGV)
- New South Wales Rail
- QAL Wharf
- Queen Street Busway
- Queensland Multicultural Centre
- Queensland Skate Park
- Ravenhall Prison
- Robina Town Centre
- Roma St Parklands
- Royal Childrens Hospital (Brisbane & Melbourne)
- South Bank Parklands
- Sydney Harbour Foreshore
- Sydney Trains
- T1 Sydney Airport
- Taronga zoo
- Tasmania Ports
- Westfield East Garden

New Zealand

- ANZ Data Centre
- Auckland Ports Authority
- Auckland University
- Cashel Square
- Christchurch Airport Car Park
- Christchurch Men's Correctional Centre
- Fonterra Facilities
- Greater Wellington Rail Limited

Ovation Meat Processing Plant

- Papua Remand Centre
- Papua Youth Unit Remand
- Reserve Bank of New Zealand
- Transpower Power Stations
- Wellington Airport Tunnel
- Youth Justice Facility Auckland

Middle East

- Abu Dhabi Midfield Terminal
- Address Boulevard Hotel
- Al Hilal Bank
- Burj Khalifa
- Dubai Airport
- Dubai Central Prison
- Dubai Chamber of Commerce & Industry
- Dubai Cricket Centre
- Dubai Health Care City Project
- DMCC Jewellery Store
- Dubai Mall Project
- Dubai Marina Mall Hotel and Apartment
- Dubai World Trade Centre Apartments
- Emaar DDTs Security System
- Gold and Silver Towers
- King Abdulla Tunne
- Mall of Oman
- Musandam Gas Plant
- National Tower
- Qatar Foundation Off Site Warehouse and Distribution Centre
- Rolex Tower
- Saudi Rail System
- Zio Carpark

Malaysia

- Arcoris Mont Kiara
- Bank Negara Malaysia
- Banyan Tree Pavilion
- BRT Sunway Bus Rapid Transit
- Celcom Tower, Petaling Jaya
- D'Sara Sentral
- East Ledang Impiana

Elite Pavilion

- Icon City Mix Development
- International School of Kuala Lumpur
- IPD Pulau Pinang
- IPD Selangor
- Johor Bahru Port Authority
- KL118 (Multiple Towers)
- Kuala Lumpur City Centre
- Kuala Lumpur International Airport
- Kuala Lumpur Monorail
- Klang Valley Data Centre
- Limbang Prison
- Malaysia Airline System
- MBSB PJ Sentral
- Medang Serai Bangsar
- Menara TM, Damansara
- Mytown Cheras
- Nusajaya Tech Park
- Petronas Oil & Gas Kerteh
- Plaza Sentral, KL Sentral
- Prasana Subang Depot
- Puteri Harbour Imperia
- Shell Building, KL Sentral
- SILC Nusajaya
- Sungai Buloh Prison
- Sutera Avenue, Kota Kinabalu
- Telekom Malaysia Data Centre Nusajaya
- Wisma Monorail
- Petronas Oil and Gas plant
- Puteri Harbour
- Shell Building
- Southern Industrial and Logistics Clusters
- Tropicana Garden

Singapore

- Create Campus
- Keppel Seghers Tuas Incineration Plant
- National Heart Centre
- Pulau Tekong
- Raffles College
- Singapore High Commission
- Victoria Concert Hall

India

- Brigade Gateway Campus
- Express Mall, Chennai
- Mohali Mall (HPU System)
- Mumbai Car Park
- Orion Mall
- World Trade Centre, Bangalore

Other International Projects

- Afghanistan Prison, Afghanistan
- Bank of PNG, PNG
- Bank of Thailand (Central Bank), Thailand
- Benjara Wanita NCV (Prison), Brunei
- Chunghwa Telecom, Taiwan
- Cyprus Prison, Cyprus
- The Australian Embassy in Bangkok, Thailand
- Maldives Prison, Maldives
- South Africa Prison, South Africa
- University of Papua New Guinea, PNG



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

