

I2W

INTERCOM TO WORLD



Improving the wellbeing of inmates & detainees by providing call connection to family & external support services

INTERCOM TO THE WORLD

Internal to External & vice versa:

Connecting intercom calls to the outside world

Now, more than ever we live in a connected & accessible world. Improvements in technology, communication methods and frequency drive this connectivity. Advancements in security, safety and human rights drive communication connectivity further.

INTRODUCING I2W

(Intercom-to-World) – the newest feature added to the Jacques extensive IP communications solution.

Jacques IP communication system featuring intercom & public address connectivity to SIP-based telephony systems via SIP trunk, allowing for intercom users to communicate to anyone, worldwide.

WHAT IS I2W

Phone calls (from anywhere) come into the Jacques system via SIP trunk between Jacques and VoIP phone system. They are answered at a Master Station and can then be transferred to an intercom terminal. Calls initiated at an intercom terminal to a Master Station can be transferred out (via SIP Trunk) to external phone

WHY IS THIS USEFUL

There are use cases where people cannot or should not have a mobile phone with them. However, it is likely that communication is required to ensure safety & compliance. Intercom systems are designed to facilitate direct, point-to-point, secure &/or critical communication to designated safety or security personnel. Secure facilities like police stations, jails, prisons and secure health facilities may require those with intercom-only access to connect to and speak with a person outside such environments (eg. A detainee at a police station can communicate with their lawyer, a patient in a secure health facility can communicate with a parent).



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USE CASES

INTERCOM TERMINAL CALL TO SIP EXTERNAL LINE (VIA MASTER STATION)

A call initiated at a Jacques IP intercom terminal, (eg. located in a secure bedroom or jail cell) is answered by a Jacques Master Station, connecting the caller with the Master Station operator (standard intercom system functionality). The Master Station operator can then forward the call to an external phone number via SIP trunk between Jacques and 3rd party VoIP Phone System. The original calling intercom terminal would then be connected to the phone (which is external to the intercom system).

INCOMING CALL TRANSFERRED TO INTERCOM TERMINAL (VIA MASTER STATION)

Incoming SIP calls connect with the Jacques IP communications system via a SIP trunk. Calls are then answered at a central Jacques Master Station by an operator. In this scenario, certain pre-defined numbers shall exist much like a support line. This delineates the intercom system Master Station from a standard SIP telephony system and provides call-filtering & limiting. Once answered, calls can be forward to intercom endpoints that the Master Station has permissions to forward calls too. The incoming call will then be connected to the intercom terminal. In this scenario the Master Station operator facilitates the forwarding of the call. Incoming SIP calls can be queued at the Master Station (J650UI).

The Master Station operator has the authority to end calls between the external SIP extension and the intercom endpoint. The Master Station (J650UI) operator can monitor and intrude on any call within its capability. This provides advanced security benefits above and beyond the capability of standard SIP based intercom terminals.

In all use cases, calls can be recorded. Additionally, advanced call reporting & diagnostics is available.

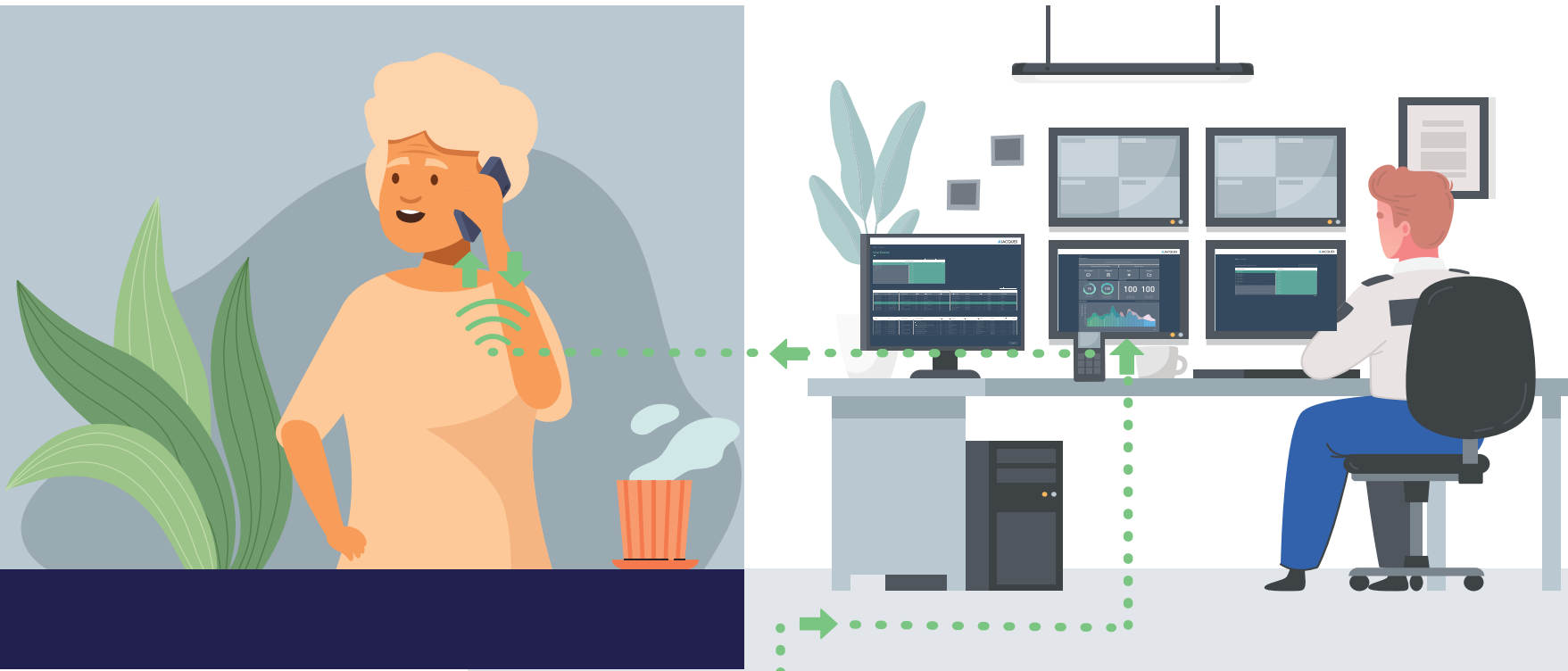
I2W BENEFITS

IMPROVING SAFETY IN PRISONS

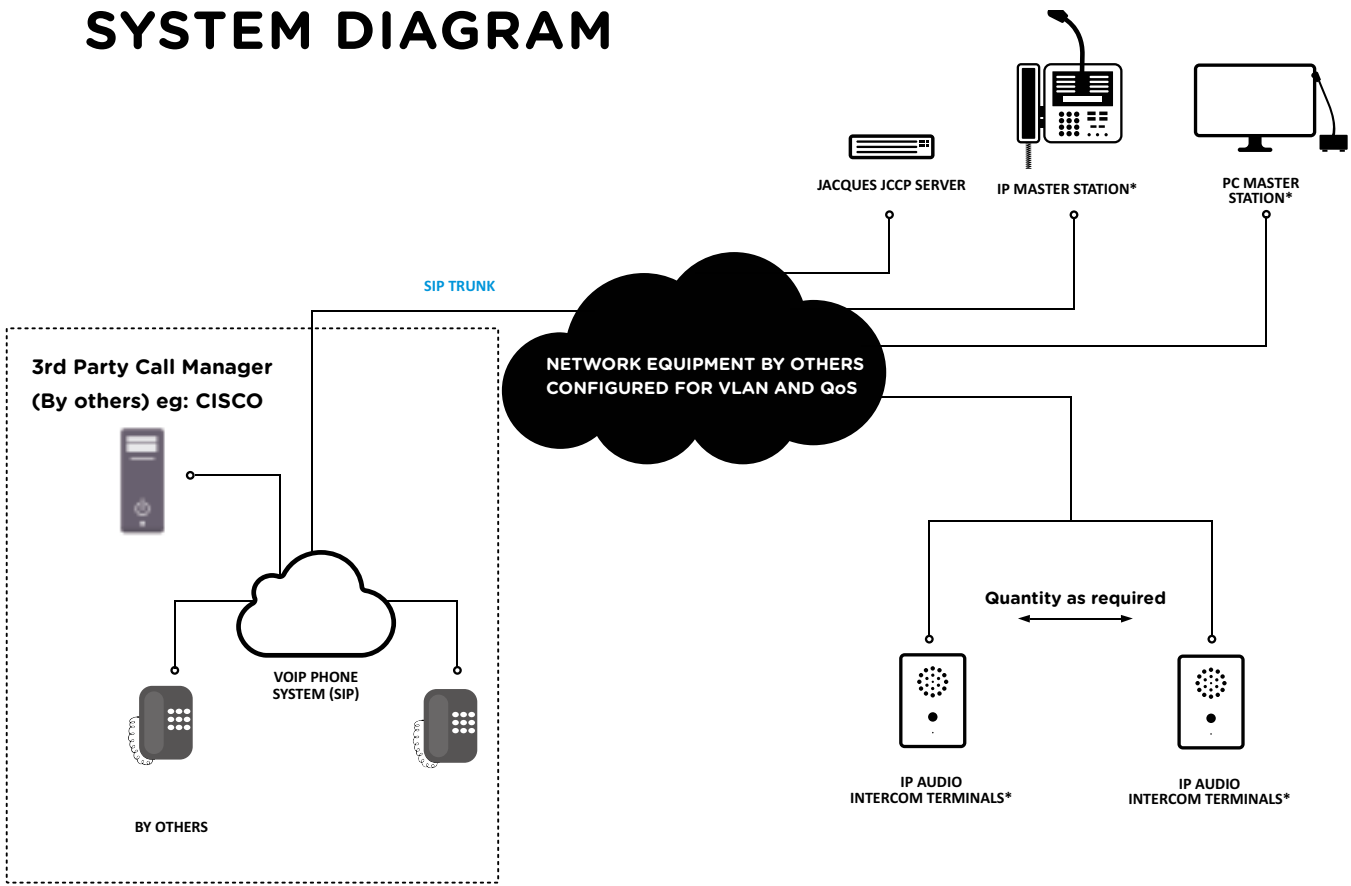
- No need for inmates to line up to use an external phone
- Connect calls directly to cells
- Limitations inmate movement & frustrations with shared phone usage

PROVIDING MEANINGFUL & NECESSARY CONNECTIONS

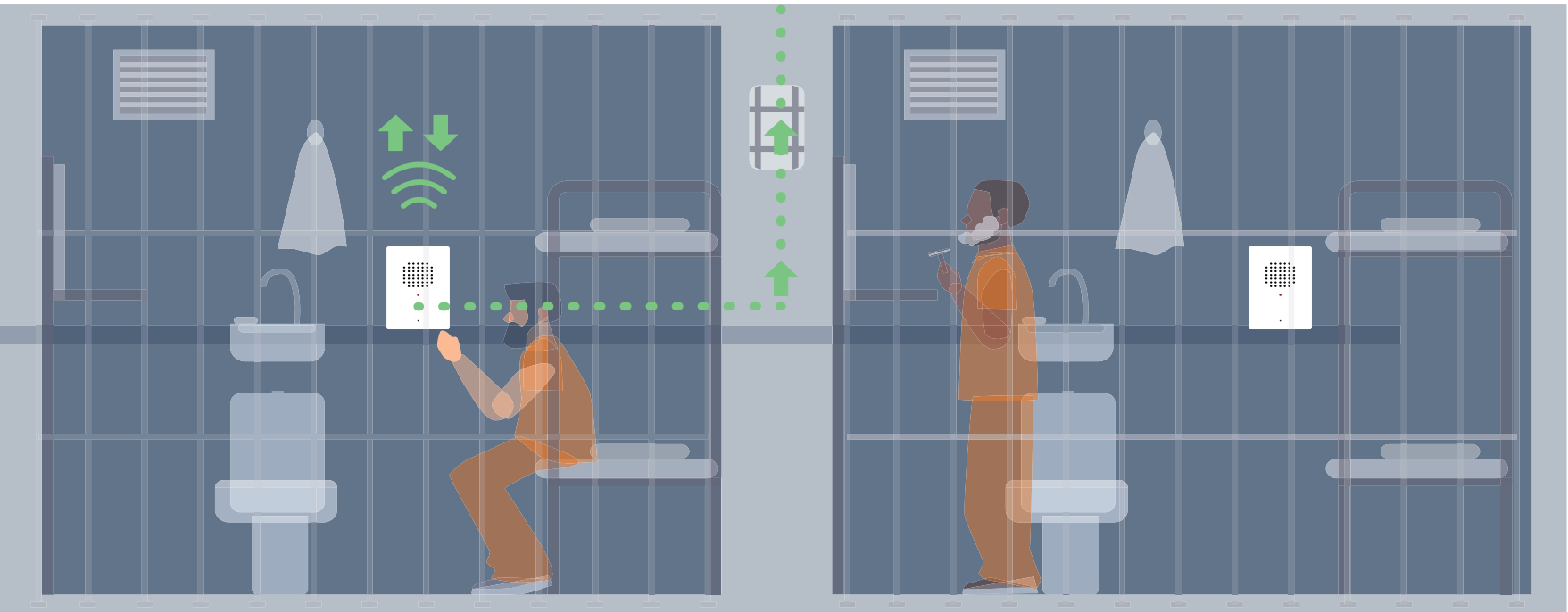
- Providing people in secure environments the opportunity to connect with others (lawyers, family, support providers, carers)



SYSTEM DIAGRAM



*Virtually unlimited. Dependent on server configuration and network bandwidth



WHY JACQUES?

Not all intercom communication systems or intercom terminals are the same. This solution utilises Jacques' core and advanced IP-based technology renowned for its flexibility, compatibility, reliability & integration capability.

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Furthermore, this unique feature, and many others like it are designed to fit a purpose. A need generated from the market and supported by Jacques.

PRODUCT SHOWCASE



J650UI

MASTER STATION FEATURING I2W FUNCTIONALITY

- Facilitate calls between intercom endpoint & SIP extension/VoIP external line
- Visualisation of sitewide calls – incoming & connected
- Intrude & monitor calls between endpoint & external line
- End-other-call between intercom endpoint & external line
- Call recording
- Multiple incoming SIP calls to J650UI can be queued
- Enable or restrict intercom or Master Station capabilities relating to this feature

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SIP

SOFTWARE CONNECTING TO SIP TELEPHONY SYSTEMS

- Intermediate interface allowing for integration of Jacques system with compatible SIP systems & devices
- 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

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IRS

REPORTING SOFTWARE

- Detailed & accurate reporting of live system activities
- Aids in fault diagnosis & preventative system maintenance
- Dynamic view of events to monitor the system in real time
- Automatic/scheduled report generation, document creation (pdf, csv, html) & distribution
- Report viewing & access via a web browser

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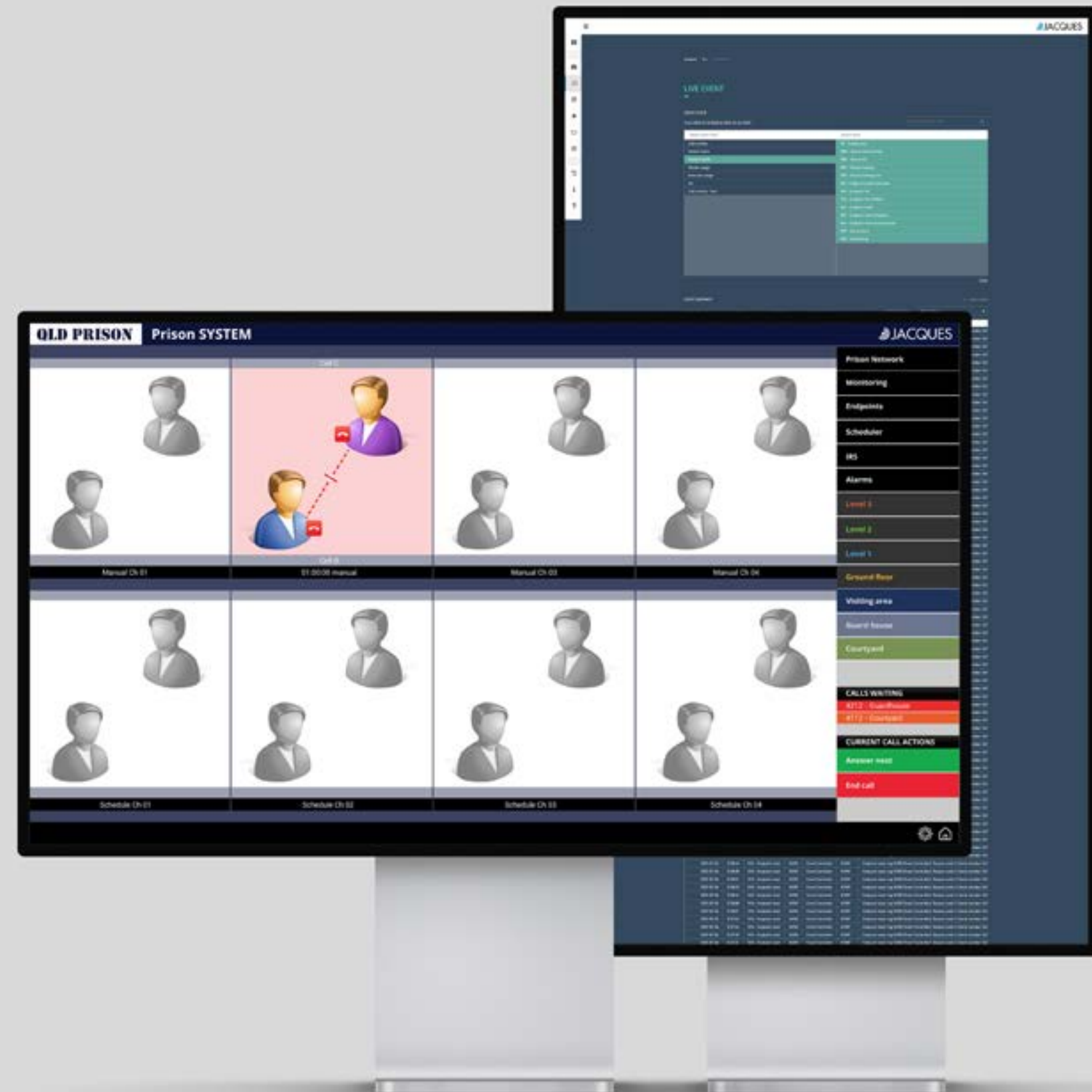


I2W

CALL & END INTERCOM TERMINAL

- I2W-specific 2-button intercom terminal
- Call & end call functionality (customized button label etching available)
- Auto-end call based on call duration (option)
- Customisable start & end call announcement (option)

[LEARN MORE](#)



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-0121 \(FOR SECURITY - AU BROCHURE\)](#)

[JSD-0222 \(IRS SOFTWARE SPEC\)](#)

[JSD-0016 \(HLI BROCHURE\)](#)

[JSD-0219 DAR SOFTWARE SPEC\)](#)

[JSD-0220 \(EVENT CONTROLLER SOFTWARE SPEC\)](#)

[JSD-0221 \(HAP SOFTWARE SPEC\)](#)

[JSD-0252 \(SIP SOFTWARE SPEC\)](#)

[JSD-0253 \(VANN SOFTWARE SPEC\)](#)

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