



Receive Critical Temperature, Humidity, Water Leak, Smoke, Security and Power Alerts Direct to Your Phone

Avoid disaster in your data centre, server room, office, warehouse, remote locations and other critical environments by receiving voice calls direct to your phone when temperature, humidity, water leak, smoke, power, security problems strike.

Alert Centre Global's alarm escalation procedure means not all personnel contacts are alerted at once, helping to alleviate confusion as to who is dealing with the problem and maximising operational efficiency.

Alert Centre Global Key Features:

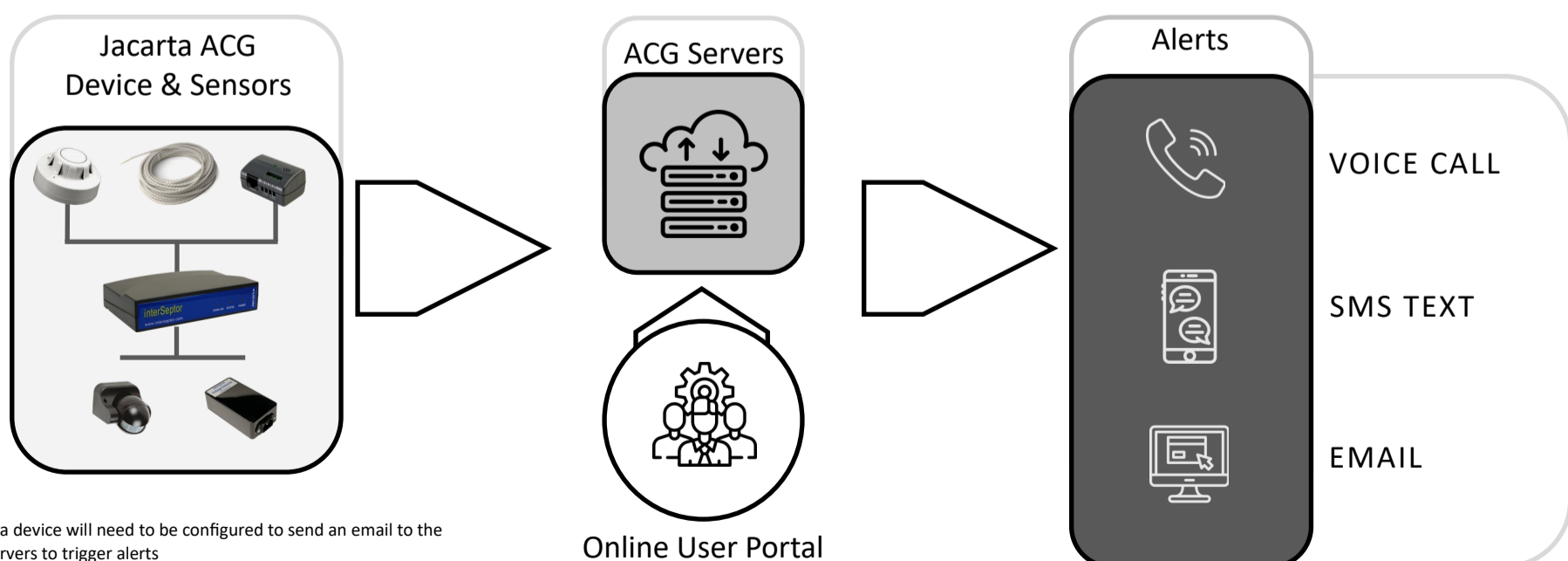
- Worldwide Coverage
- Monitoring and Alerts 24/7
- Automated Telephone Voice Alerts
- SMS Alerts
- Email Alerts
- Escalation Procedure
- Alarm History
- Online User Portal
- No SIM Card Required

How does Alert Centre Global work?

Alert Centre Global works in conjunction with Jakarta interSeptor, interSeptor Pro, SP2 and SP8(x20/60) monitoring devices. The device is configured to send notification emails to our Alert Centre Global servers and, from there, when an alarm occurs, automated telephone voice messages, texts and emails are initiated and sent to the appropriate personnel.

Alert Centre Global will enable your organisation to deploy the same alerting protocols across all your critical locations worldwide.

The Alert Centre Global portal provides you with the ability to manage your telephone details and the order in which personnel are contacted.



*Jakarta device will need to be configured to send an email to the ACG servers to trigger alerts

Alert Centre Escalation Procedure

The Jacarta Alert Centre sends messages to your proprietary 'Contacts' as follows:



Immediately upon receipt of Alarm
The installed location is telephoned



After 30 seconds

'Contact 1' is notified by telephone, text and email



If no response from contact 1



After 2 minutes

'Contact 2' is notified by telephone, text and email



If no response from contact 2



After a further 2 minutes

'Contact 3' is notified by telephone, text and email



.....and so on up to 10 contacts

Once an Alarm has been acknowledged

All previous contacts will be informed of the acknowledgment by telephone, text and email.

This message will also provide information as to which contact has responded to the alarm.

Alarms are acknowledged by:

- Pressing '1' when prompted during a telephone voice alert

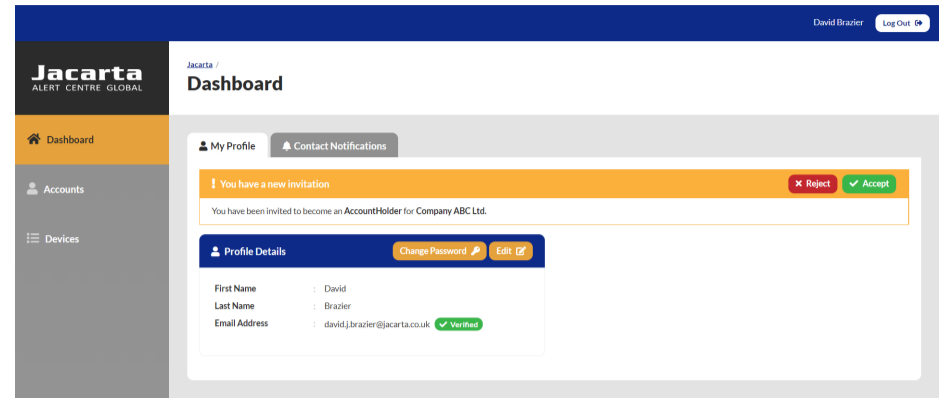
OR

- Calling the Alert Centre Global automated service and entering the unique code provided in text and email alerts

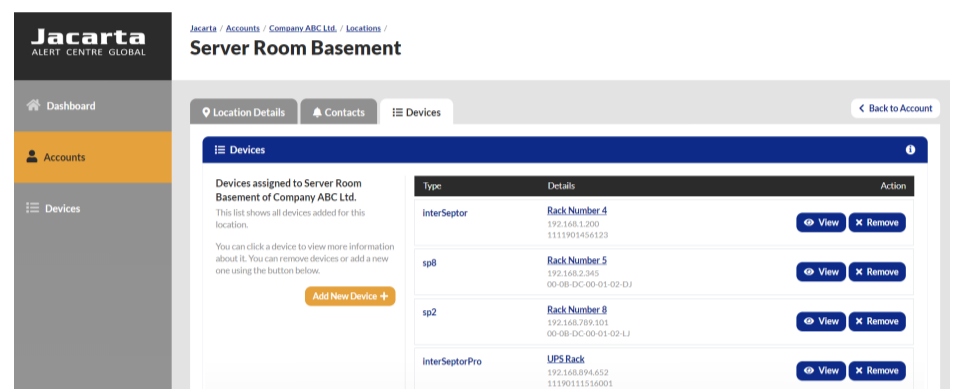
The Alert Centre is user manageable via login facilities at www.jacarta.com. Personnel contact information can be updated anytime as required.

One Alert Centre Global subscription is required for each device that you require.

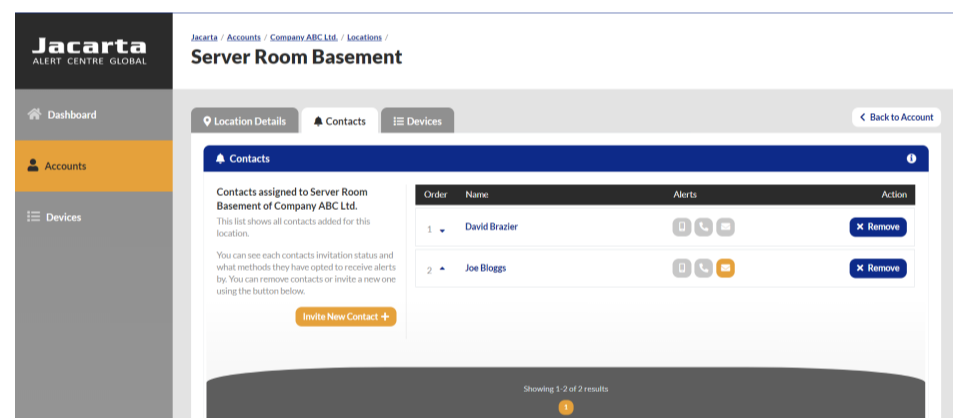
The ACG relies on receiving an email from your Jacarta device in the event of an alarm. Jacarta devices can use any standard SMTP Mail Server to relay these email alerts. If you use an encrypted, hosted email exchange – such as Office 365 or Gmail – please contact us for further information and to confirm compatibility before purchasing.



The online portal allows users to easily manage personal contact details and alerting preferences.



Users can add multiple devices and locations to the Alert Centre Global portal in order to easily manage contact lists.



Quickly amend the order in which contacts are alerted and choose how alerts are received.