

USER OPERATING MANUAL for the

JACQUES PCC-550M PC MASTER

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Jacques Electronics Pty Ltd ABN 22 764 519 461

In case of difficulty

Should a fault become apparent in the system, and simple checks have revealed nothing obvious, please follow the procedure as laid out by your internal maintenance policy. It is essential that all faults be documented in an appropriate logbook, for any future referencing.

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SECTION 1 – Overview**Introduction**

Thank you for purchasing the **Jacques Electronics PC Master intercom system**.

Jacques Electronics are committed to providing you with the very latest in networked intercom system technology, found with the many features that are available within the **PC Master software version 4.28**

This **User Manual** explains how to operate the PCC-550M GUI software, which controls the Jacques Networked Intercom system from the PC Master unit. It covers all areas of calls sending/answering/group calls, etc, however it does not cover any details of operation that is within the **Setup** menu. The **Setup** menu is covered in detail in the separate **Jacques Technical Operating Manual**.

Definition of text formatting

- Throughout this manual, the words in *italic* are Names, or used to show important meaning within the text.
- The words in **bold Arial font** represent on-screen buttons, main windows and text.
- The words in **normal Arial Font** represent on-screen toolbar menus.
- The words in Bookman Old Style font represent other on-screen text.
- The term *Operator*, is the actual *Officer In Charge (OIC)*. He/she will be using the *Jacques PC Master software* to control and operate the Intercoms, PA Amplifiers and Recording equipment. There can be many Operators per system.
Generally, there is one Operator for every PC terminal/Level installed.
- The term *PC*, is the actual *Personal Computer* terminal that the *Operator* uses.
- The term *Master Station*, is the *actual PC Master*. The *Master Controller software, version 4.28* that is installed and operating correctly. This controls all calls sent and received on that *Level*.
- The term *Device*, can be a *JACQUES Slave, PA Amplifier*, another *Master Unit* or an *Audio Interface unit*. They are the individual hardware, controlled from a *JACQUES PC Master Unit*, to perform a particular task or tasks.
- *Slave units* are the individual JACQUES Intercoms, located in walls, doorways and gates. They are used by the caller to send and receive intercom calls.

SECTION 1 – Overview**JACQUES PCC-550M Master Station**

The JACQUES *PCC-550M PC Master Station* uses an IBM® compatible personal computer, with user-friendly Graphical User Interfaces (GUI's) running on the Windows® operating system.

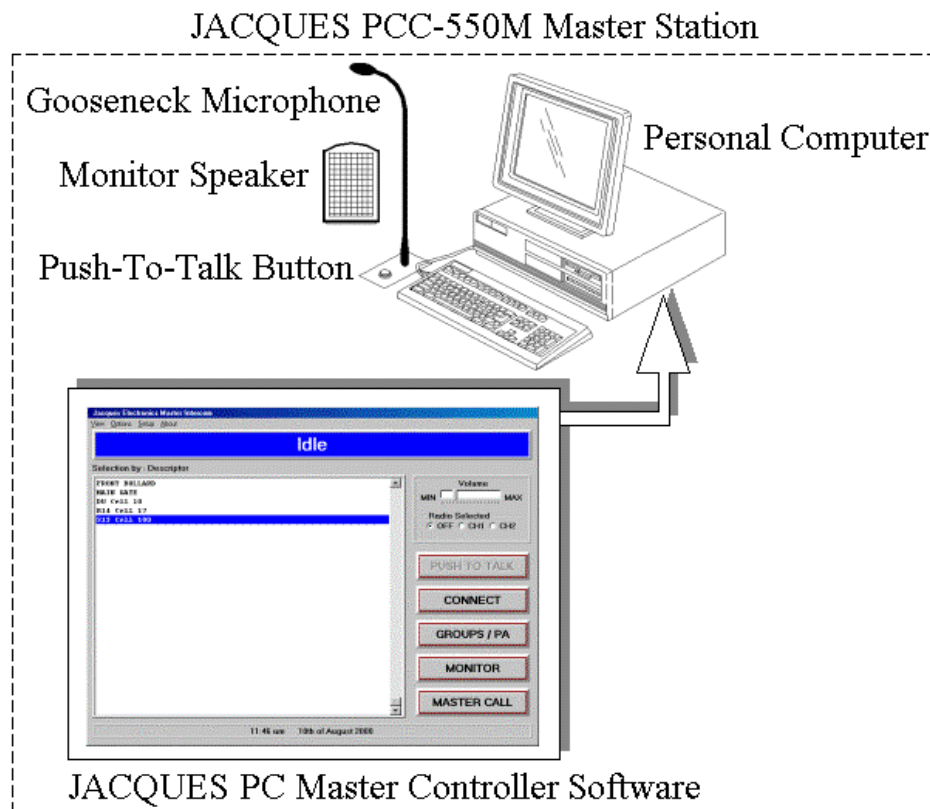
It provides full control of all facilities through simple keystrokes or a mouse.

The PC Master uses the GUI's to allow control of all system functions including audio-only Intercom, Audio/Video Intercom, Help Point, Access control, Video surveillance, Multi zone PA and Auxiliary Audio channels.

The JACQUES PCC-550M Master Station includes the following components (refer to FIGURE 1).

- Personal Computer (PC)
- Gooseneck microphone
- Monitor speaker
- Push-To-Talk (PTT) button
- Installed JACQUES proprietary PC Master Controller Software

FIGURE 1: Block diagram of a JACQUES PCC-550M PC Master Station.

**PC Computer requirements**

- Pentium 100 Processor (Minimum)
- 16MB RAM (Minimum)
- Mouse and keyboard
- Video Card set to 800 x 600 lines resolution (SVGA mode-1), with 256 colours minimum.
- No sound card is required
- No CD ROM is required, as installation is provided on 1.44 floppy disks
- Windows 95 or 98 operating system installed
- Jacques PC Master software installed (current version 4.28)

SECTION 1 – Overview**Device Identification Codes**

The PCC-550M PC Master displays *Identification Codes* that are used to represent *Devices*.

Devices are attached *Intercom Slaves* or *Accessories* that make up the JACQUES Intercom System, and are individually controlled by the Master.

Every JACQUES Device has to be registered within the operating software by means of *Identification Codes*. These codes are critical for correct Device identification and operation within the Jacques intercom system and consist of *three* different individual codes:

1/ Tag, ranging from 1 to 8191

A *Tag* can be described as one of the *software address* identifier codes, to the rest of the system.

The Tag is stored inside the EEPROM memory chip, located on the actual Pro Slave PCB or inside the Concentrator unit (when using Concentrator Slaves). Tags can be displayed on the *Idle screen*, within the **Selection by: Tag** window. (see next page, FIGURE 2).

Tags are NOT changeable by the Operator and can only be changed by a Technician from the **Setup** menu. (see separate *Jacques Electronics Technical Operating Manual*)

Jacques Electronics determines the Tag number for the Cell Slaves and PA Amplifiers.

The third-party Security Management System manufacturers (if used) are normally responsible for determining the Tag for the Gate and Door Slaves.

Examples of a *Tags* are:

223

6888

2/ Descriptor, of up to 25 characters long

A *Descriptor* is another *software address* identifier code, used to identify the Slave location. EG: Front Gate.

The Descriptor is stored inside the EEPROM memory chip, located on the actual Pro Slave PCB or inside the Concentrator unit (when using Concentrator Slaves). It can be displayed on the *Idle screen*, in the **Selection by: Descriptor** window. (see next page, FIGURE 2).

Descriptors are NOT changeable by the Operator and can only be changed by a Technician from the **Setup** menu. (see separate *Jacques Electronics Technical Operating Manual*)

Examples of *Descriptors* are:

Front Gate

R2-B CELL 1

3/ Name, of up to 25 characters long

The *Name* is used to logically and easily identify a particular Slave. EG: Fred Jones

Names are stored inside the PC's internal registry, not the EEPROM memory chip.

They can be displayed on the *Idle screen*, within the **Selection by: Name** window (see next page, FIGURE 2). Unlike the *Tag* or *Descriptors*, the Device *Name* CAN be changed, or updated, by the Operator. ([see: PAGE 26](#))

Examples of *Names* are:

Fred Jones

Johnny C

SECTION 2 – Calling Functions

This Section describes the basic calling functions (Call Send – Call Receive, etc) from the *PCC-550M Master Station*, to other *Devices*, by using the *JACQUES Master Controller program, version 4.28*.

No calls present

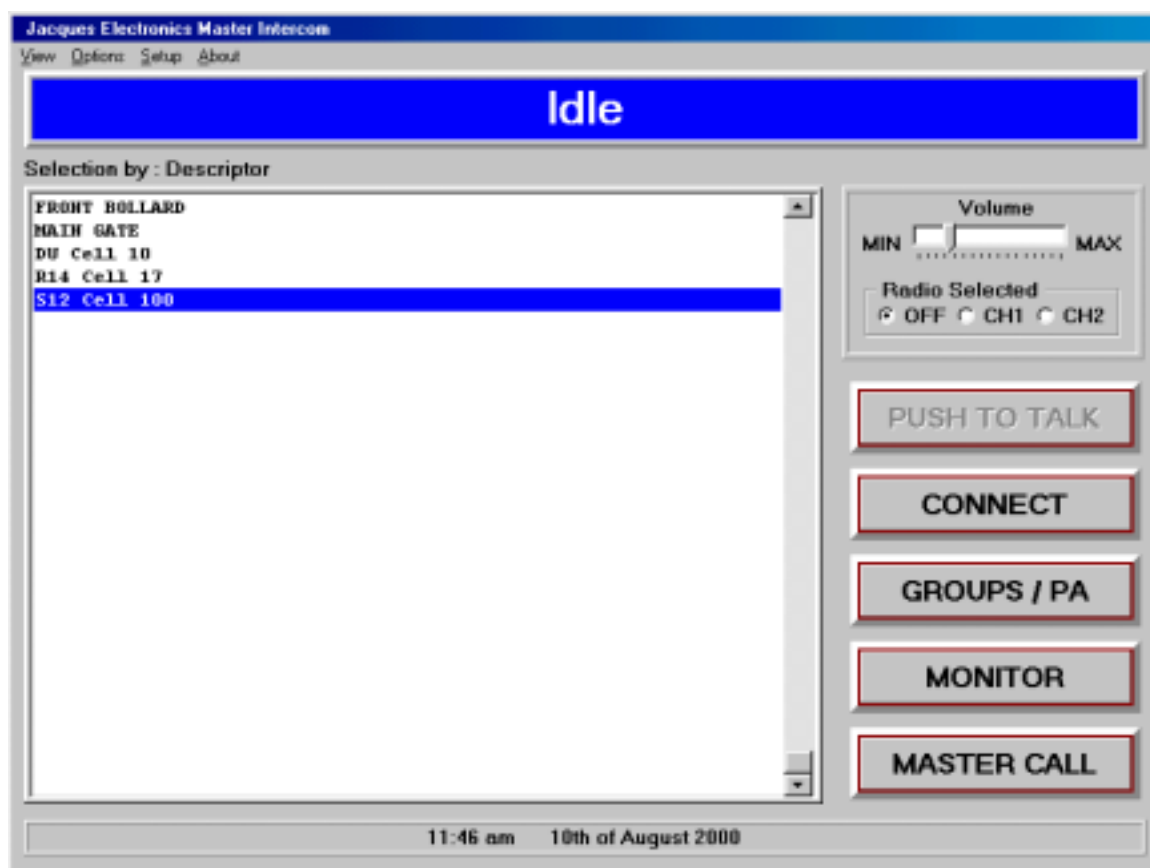
When no calls are placed from the Slaves, or when no calls are sent from the Master: i.e. There is NO calling activity between any Masters to Slaves, or Slaves to Masters, then the *Main Screen* will resemble that of FIGURE 2, operating in the *Idle* mode.

The main window on this screen is referred to as the **Selection by: ...** window. In this window, we can see the complete listing of all Slaves and other Masters. It does not show PA Amplifiers, or other Jacques Devices.

The **Selection by: ...** window can be configured to list the Slaves by its **Tag, Descriptor** or **Name**. ([see: VIEW - Selection by:... \(PAGE 29\)](#))

FIGURE 2: No Calls present. This is the *Idle* screen

The actual contents within the **Selection by:...** window will be different from your screen.



SECTION 2 – Calling Functions**Calling a Slave**

There are two ways to send a Call from the PC Master to a Slave:

1/ From the *Idle screen* (refer to FIGURE 2, previous page), position the mouse-pointer on the Slave you wish to call, listed in the **Selection by:...** window.
Double-click the left mouse button on that Slave. The Slave is now highlighted and the Call is now connected. The screen will look like FIGURE 17, PAGE 18: “Call Connected”.

2/ From the *Idle screen* (refer to FIGURE 2, previous page), position the mouse-pointer on the Slave you wish to call, listed in the **Selection by:...** window.
Single-click the left mouse button on that selected Slave (to highlight that Slave) then single-click the left mouse button on the **CONNECT** button (see FIGURE 3). The Call is now connected. The screen will look like FIGURE 17, PAGE 18: “Call Connected”.



FIGURE 3: The CONNECT button

Call Announcing

[See: Call Announcing \(PAGE 18\)](#)

End a Call

[See: End a Call \(PAGE 19\)](#)

Calling a Higher-Level Master

From the *Idle screen* (refer to FIGURE 2, previous page), position the mouse-pointer on the **MASTER CALL** button (FIGURE 4) and single-click the left mouse button.



FIGURE 4: The MASTER CALL button

The *Higher-Level Master* is now being called (but not yet connected).
The **MASTER CALL** button changes to **CANCEL CALL** (FIGURE 5).



FIGURE 5: The CANCEL CALL button

Single left-click the **CANCEL CALL** button *now*, if the Operator decides to cancel the call.

The Operator from the *Higher-Level Master* can now answer the call.
When the call is answered, the call is connected. The **CANCEL CALL** button then changes to **END CALL** (FIGURE 6). Both Master Operators can now speak freely into their Microphones, as the call is connected in *hands-free* mode.

Single left-click the **END CALL** button (FIGURE 6) to disconnect and return to the *Idle screen*.

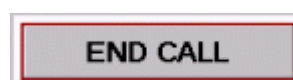


FIGURE 6: The END CALL button

SECTION 2 – Calling Functions

Group Calls

The *Group Call* function is available to allow the Operator to make an announcement to the Jacques PA Amplifiers or other Devices, over a selected area or *Group*, of the installation site.

Groups are the *actual* selected Devices, combined together to form a *Group*.

The Operator has the choice to select as many Groups as required from a list of 16 different Groups, however the actual *configuration* of the Groups are NOT changeable by the Operator and can only be changed by a Technician from the **Setup** menu. (see separate *Jacques Electronics Technical Operating Manual*)

Calling a Group – Group(s) select

Step 1/

To select a single or multiple Group(s), position the mouse-pointer over the **GROUPS / PA** button (FIGURE 7) and single click the left-mouse button. The screen will now look like that of FIGURE 8.

FIGURE 7: The GROUPS / PA button



Step 2/ (Refer to FIGURE 8).

To select any of these 16 different Groups (there can be multiple Groups selected), position the mouse-pointer over the “**Group xx**” textbox, located in the **Selected Call Groups** window, which represents that particular Group to be called and single-click the left mouse button. This action places a tick “☒” in that Group box and displays the destination of the group call in the **Devices in Selected Groups** window.

The Group(s) have now been *selected*, the call is ready to be *connected*.

[See: Connecting a Group Call \(PAGE 13\)](#)

FIGURE 8: The Groups selection screen. In this example, R14 BLOCK has been selected, from the **Selected Call Groups** window and is displayed in the **Devices** in **Selected Call Groups** window as R14 CELL 17.



SECTION 2 – Calling Functions**Calling a Group – Device(s) select**

The Operator can also communicate to only a *single specific Device*, instead of a *Group*.
(This may be required, because a Group may contain several Devices).

An example is when the Operator needs to make an announcement to only a specific area or room, which is controlled by a single PA Amplifier and speaker(s).
In this instance, we only need to enable that *specific amplifier* (or Device).

Selecting a specific JACQUES Device:**Step 1/**

Position the mouse-pointer over the **GROUPS / PA** button (FIGURE 7, previous page) and single click the left-mouse button. The screen will now look like that of FIGURE 8 from previous page.

Step 2/ (refer to FIGURE 8, previous page)

Select the *Group* that the Device is located in, by positioning the mouse-pointer over the “**Group xx**” text, located in the **Selected Call Groups** window, and single-click the left mouse button.

This action places a tick “☒” in that Group box and displays the actual destination of the group call in the **Devices in Selected Call Groups** window.

Step 3/

Finally, select the actual *Device* from the Group by positioning the mouse-pointer on the required Device, (located in the **Devices in Selected Groups** window FIGURE 8, previous page) and single-click the left mouse button.

This action *selects* the Device from the Group – the call is now ready to be *connected*.

For Group call connection, see next page: **Connecting a Group Call**.

SECTION 2 – Calling Functions

Connecting a Group call

Once the Group(s) or single Device has been *selected*, the call is then ready to be *connected*.

There are two ways to connect a Group Call:

1/ Group(s) select (multiple Devices select).

From the Groups selection screen (FIGURE 8 PAGE 11), position the mouse-pointer on the **CALL GROUP** button (FIGURE 9) and single-click the left mouse button. The screen will now look like FIGURE 11.

The call is now *connected* to that Group(s), as confirmed by the title bar (example) “Connected to Block B Amp”, displayed along the top of the screen.

The Operator can now speak – [see: Group Announcing \(NEXT PAGE\)](#).

FIGURE 9: The CALL GROUP button



2/ Single Device (single Device select):

From the Groups selection screen (FIGURE 8 PAGE 11), position the mouse-pointer on the **CONNECT** button (see FIGURE 10) and single-click the left mouse button. The screen will now look like FIGURE 11.

The call is now connected to that Group(s), as confirmed by the title bar (example) “Connected to Block B Amp”, displayed along the top of the screen.

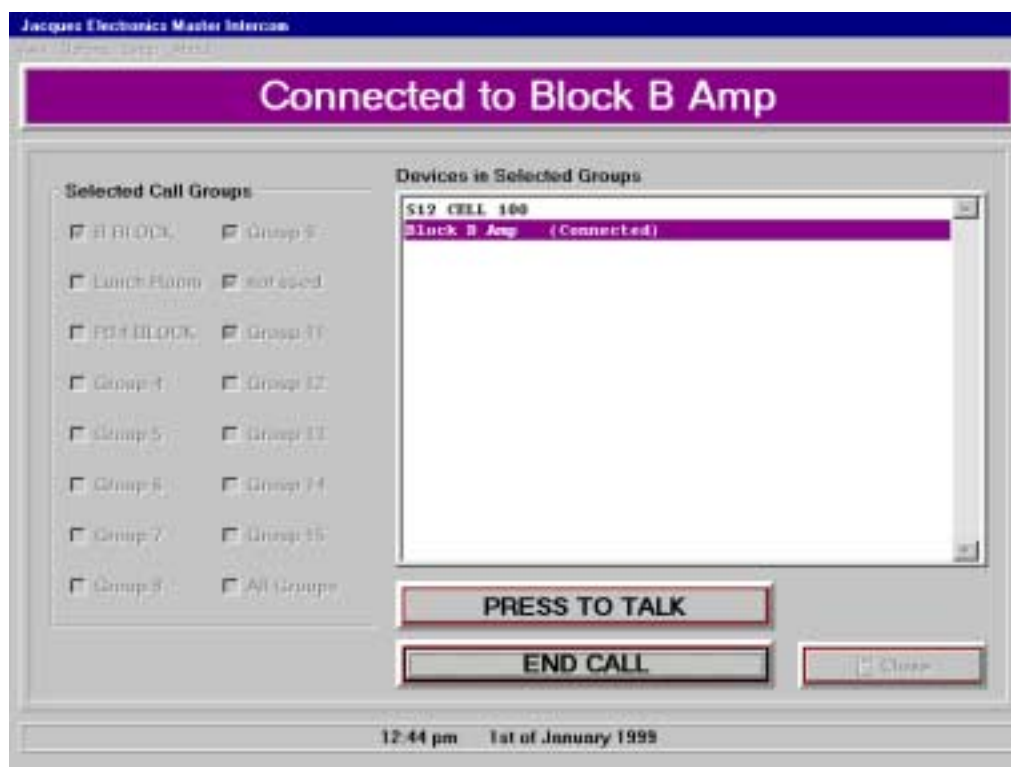
The Operator can now speak – [see: Group Announcing \(NEXT PAGE\)](#).

FIGURE 10: The CONNECT button



FIGURE 11: The Group Call connected screen

In this example, *Block B Amplifier* was selected and is now successfully connected, ready for the Operator to speak.



SECTION 2 – Calling Functions**Group Announcing**

Once the call has been successfully connected, the Operator can now make the announcement.

There are three ways to announce the call:

1/ (Refer to FIGURE 11, previous page)

Position the mouse-pointer on ANY of the empty white window areas of the **Devices in Selected Groups** window and use the left mouse button as a Push-To-Talk (PTT) button: Click and hold the left mouse button, and speak into the Microphone.

2/ (Refer to FIGURE 11, previous page)

Position the mouse-pointer on the **PRESS TO TALK** button (FIGURE 12) and use the left mouse button as a Push-To-Talk (PTT) button:

Click and hold the left mouse button, and speak into the Microphone.

FIGURE 12: The PRESS TO TALK button



3/

In some installations, the PC Masters have a separate desk-mounted PTT button located near the Microphone.

Push and hold this button, while talking into the microphone.

End Group call

There are two ways to end the Group Call function:

1/ (Refer to FIGURE 11, previous page)

Position the mouse-pointer on ANY of the empty white window areas of the **Devices in Selected Groups** window and single-click the right mouse button. The call has now ended.

2/ (Refer to FIGURE 11, previous page)

Position the mouse-pointer on the **END CALL** button (FIGURE 13) and single-click the left mouse button.

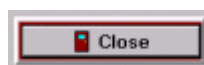
The call has now ended.

FIGURE 13: The END CALL button

**Close**

To return to the main *Idle screen* (FIGURE 2, PAGE 9), position the mouse-pointer on the **Close** button (FIGURE 14) and single-click the left mouse button.

FIGURE 14: The Close button



SECTION 3 – Answer Functions

Incoming Calls

During an *unanswered* incoming call, the screen changes to that of FIGURE 15.

Two windows are present: **Selection by: ...** and **Calls Waiting**.

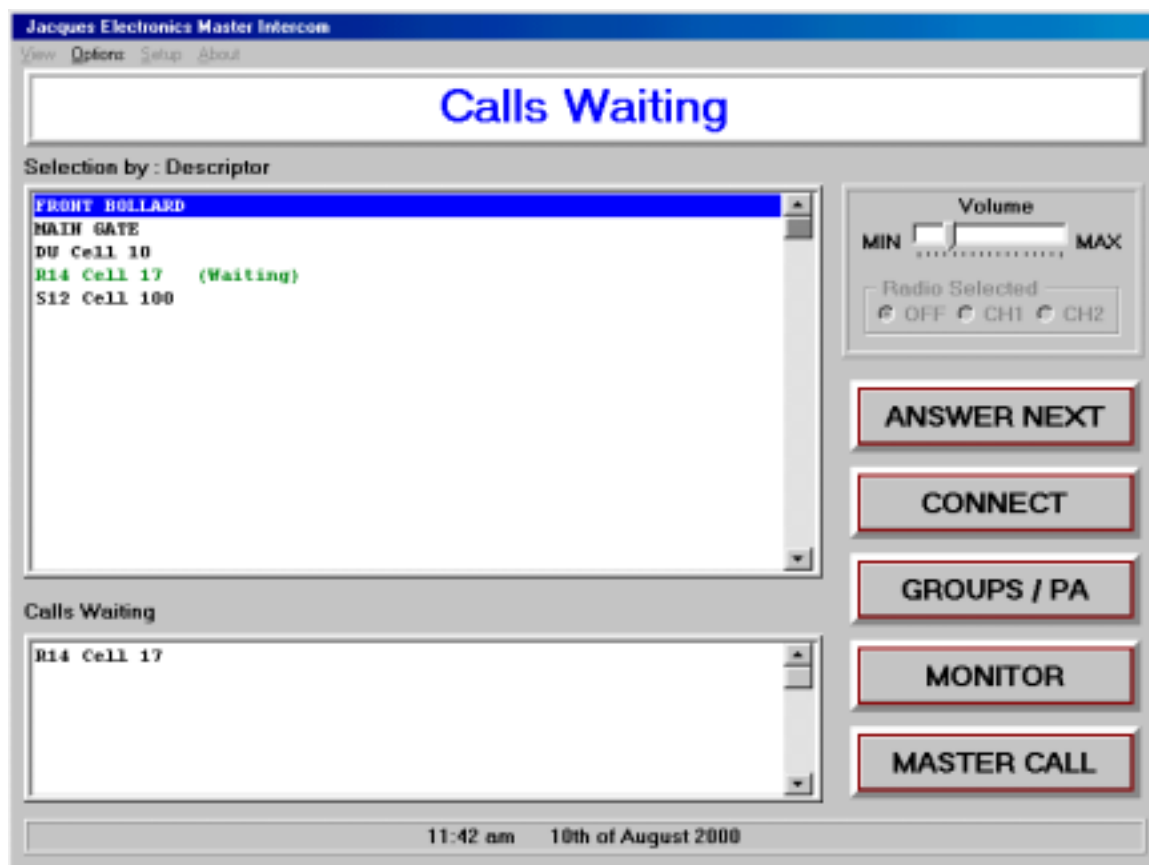
The incoming call is shown inside the **Selection by: ...** window and highlighted in Green with “(Waiting)” written beside it.

Call details are displayed in the **Calls Waiting** window.

The “**Calls Waiting**” logo, written along the top of the screen, also flashes (blue to white background), along with an audible 2-tone beep from the Operator’s monitor speaker.

The call can now be *answered* – [see: Connecting an Incoming Call \(PAGE 17\).](#)

FIGURE 15: Unanswered incoming calls. The *Call waiting* screen
The actual contents within the Selection by: ... window and the Calls Waiting: window will be different from your screen.
 In this example, the Slave R14 Cell 17 is calling this Master.



SECTION 3 – Answer Functions**Priority Importance**

All Devices have a *Priority Importance* number attached to them. This is provided to create an answering order during multiple incoming calls.

The highest priorities of importance are *other Master units*. If there is a Master unit calling with other Slaves, then that Master will always come up to be answered first, (located at the top of the queue). Second levels of importance are the *Gate* and *Door Slaves*, followed lastly with the *Cell Slaves*.

When there are more than one incoming call present, the calls are then automatically listed in order of *Priority Importance*.

The priority number is recommended to be changed by a Technician from the **Setup** menu (see separate *Jacques Electronics Technical Operating Manual*), but can also be changed by the Operator ([see: VIEW – Edit Cell Slaves – Priority, PAGE 26](#)).

About Third-party Security Management Systems Software

Jacques Electronics intercom systems can be easily interfaced and used with other (third party) Security Management System Software.

When they are used together and a Gate or Door Slave is calling, then that call can ONLY be answered from the other security system software.

Once the call has been connected from this application, the JACQUES PC Master can then also speak and listen to the connected Gate or Door Slave.

Refer to the manufacturers own software operation manual, for details.

SECTION 3 – Answer Functions**Connecting an Incoming Call**

Once a call has been sent from a Slave or Master and the Operator has identified who is calling, that Call can now be connected and then answered.

Incoming calls can be connected in one of three ways:

1/ (refer to FIGURE 15, PAGE 15)

Position the mouse-pointer on the unanswered call in the **Selection by:** window.

Double-click the left mouse button.

The call is now *connected*. The Operator can now *listen* to that Slave or Master.

2/ (refer to FIGURE 15, PAGE 15)

Position the mouse-pointer on the unanswered call in the **Calls Waiting** window.

Double-click the left mouse button.

The call is now *connected*. The Operator can now *listen* to that Slave or Master.

Multiple calls that are displayed inside the Calls Waiting window (FIGURE 15, PAGE 15), are automatically listed in order of Priority Importance. That is, most important calls are located at the very top of the list, least important calls are at the bottom.

3/ Position the mouse-pointer on the **ANSWER NEXT** button (FIGURE 16). Single-click the left mouse button. The first (*highest priority*) unanswered call is now connected. The Operator can now listen to that Slave or Master.

A rectangular button with a red border and a grey gradient background. The text "ANSWER NEXT" is written in bold, black, sans-serif capital letters in the center.

FIGURE 16: The ANSWER NEXT button

Continue clicking the **ANSWER NEXT** button, until all unanswered Calls have been answered. The last Call to be answered will have the *lowest priority*.

This method will automatically answer the calls (if there are more than one call waiting) in order of priority importance and is the preferred way of answering a call.

When the incoming call has been connected, the screen changes to that of FIGURE 17, next page.

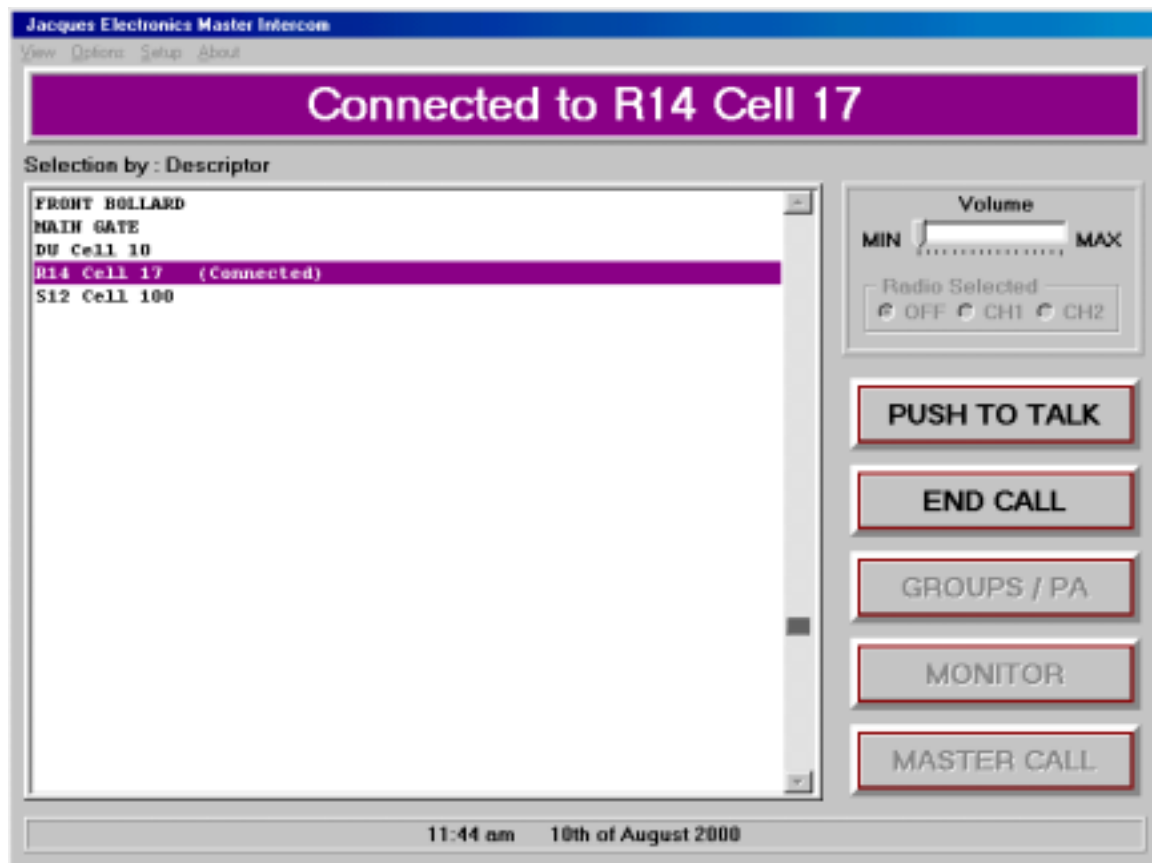
SECTION 3 – Answer Functions**Connecting an Incoming Call (continued...)**

The connected Slave is highlighted with “(Connected)” written beside it and its *Device Descriptor Word* is displayed along the top of the main screen.

(In this example of FIGURE 17, the *Device Descriptor Word* is “R14 CELL 17”)

FIGURE 17: The *Call connected* screen

In this example, the Slave R14 CELL 17 is connected

**Call Announcing**

Once the Call is connected, the Operator immediately *listens* in to that Slave or Master.
To *talk* to that Slave or Master, the Operator needs to activate the Push-To-Talk (PTT) button.

There are three ways to talk to the connected calls:

1/ (Refer to FIGURE 17, above)

Position the mouse-pointer on ANY of the empty white areas of the **Selection by:** window and use the left mouse button as a Push-To-Talk (PTT) button:

Click and hold the left mouse button, while speaking into the microphone.

*When the PTT switch is activated, the colour of the **PUSH TO TALK** button changes to Red.*

SECTION 3 – Answer Functions**Call Announcing (continued...)**

2/

Position the mouse-pointer on the **PUSH TO TALK** button (see FIGURE 18) and use the left mouse button as a Push-To-Talk (PTT) button:

Click and hold the left mouse button, while speaking into the microphone.

*When the PTT switch is activated, the colour of the **PUSH TO TALK** button changes to Red.*

FIGURE 18: The PUSH TO TALK button



3/

In some installations, the PC Masters have a separate desk-mounted PTT button.

Push and hold this button, while speaking into the microphone.

To revert back to the listen mode at anytime during the conversation, release the PTT speak function switch. (Release the mouse button or desk PTT switch).

End a Call

When the Operator has finished the call, it must then be *disconnected*, or ended.

Another call cannot be connected until the first Call has been disconnected.

There are three ways to end a call:

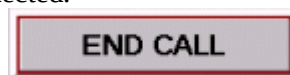
1/ (Refer to FIGURE 17, previous page)

Position the mouse-pointer on ANY of the of the empty white areas of the **Selection by:** window and single-click the right mouse button. The call has now been disconnected.

2/ (Refer to FIGURE 17, previous page)

Position the mouse-pointer on the **END CALL** button (see FIGURE 19) and single-click the left mouse button. The call has now been disconnected.

FIGURE 19: The END CALL button



3/

Timed calls:

The JACQUES software version 4.28 has a feature called *timed calls*:

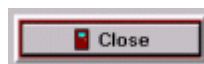
The duration of each call can be set from between 0 (disabled) to 10,000 seconds. Timed calls are not changeable by the Operator and can only be changed by a Technician from the **Setup** menu. (see separate **Jacques Electronics Technical Operating Manual**)

If this feature is enabled, the call will automatically be disconnected after the set time has expired.

Close

To return to the main *Idle screen* (FIGURE 2, PAGE 9), position the mouse-pointer on the **Close** button (see FIGURE 20) and single-click the left mouse button.

FIGURE 20: The Close button



SECTION 4 – Monitor Function**Monitor Function**

The *Monitor* function allows the Operator to hear (or Monitor) a selected Slave. This allows the Operator to listen-in on any conversations, without otherwise being heard.

Only one Slave can be monitored at a time.

The Operator can only listen-in on the Slave. The Slave cannot listen-in on the Operator.

Selection

To begin monitoring, *select* the correct Slave from the *Idle* screen (FIGURE 2, PAGE 9):

To select the Slave, position the mouse-pointer on that Slave in the **Selection by: ...** window and single-click the left mouse button. That Slave is now highlighted - ready to be *connected*.

Connection

After the Slave has been selected, it needs to be *connected*.

To connect the Slave, position the mouse-pointer on the **MONITOR** button (FIGURE 21) and single-click the left mouse button.

That Slave is connected and is being monitored.

The Operator will hear the Slave through the attached *Monitoring Speaker*, located near the PC.

FIGURE 21: The MONITOR button



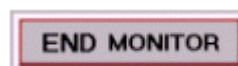
*The **MONITOR** button changes to **END MONITOR**, during a Monitor connect function.*

End Monitor

To end the Monitor function, position the mouse-pointer on the **END MONITOR** button (FIGURE 22) and single-click the left mouse button.

The Monitor function has now ended.

FIGURE 22: The END MONITOR button



*The **END MONITOR** button changes back to **MONITOR**, once the Monitor function has ended.*

SECTION 5 – Volume Controls**The Volume control**

The *Volume control* is a software fader control, used to adjust the volume level of the *Monitoring Speaker*. The Monitoring Speaker is an external speaker, normally located close to the PC Master in front of the PC Master Operator.

The Volume control is used to adjust listening levels of the following:

- Incoming Calls
- Monitoring Function
- Auxiliary Audio Channels

The **Volume** and Auxiliary channel (**Radio Selected**) window (FIGURE 23), is always present in the top right-hand corner of the screen.

FIGURE 23:
The Volume and Radio
Selected control window

**Adjusting the Volume control**

To adjust the volume, position the mouse-pointer on the **Volume pointer knob** (FIGURE 24) and click and hold down the left mouse button.

FIGURE 24: The Volume slider control



The slider lever can now be easily moved across the screen to increase the sound (move it to the right), or decrease the sound (move it to the left).

Changing Volume on Incoming calls

During an incoming Call, the Volume control can be changed to adjust the level of incoming speech from a calling Slave. This changes the volume level of the Operators' *Monitoring speaker*.

This *JACQUES Version 4.28 software* has a function automatically built-in, which saves the individual volume level for each individual Slave, within the internal database of the PC.

This compensates for the different microphone sensitivities and gains in each Slave, so as to not having to adjust the volume level when they are active.

This is not an AGC function; it simply stores the volume-preset level of that Slave.

*The **CH1**, **CH2** and **OFF** function boxes will grey-out during incoming calls. This indicates that they cannot be adjusted during this time.*

SECTION 5 – Volume Controls**The Volume control (continued...)**

Changing Volume on Monitor Function

During the *Monitor* function, the Volume level can be changed to adjust the level of incoming speech from a selected Slave. This changes the volume level of the Operators' *Monitoring speaker*. Adjust the Monitor function volume level as previous page: **Adjusting the Volume control**.

The CH1, CH2 and OFF function boxes will grey-out during incoming calls. This indicates that they cannot be adjusted during this time.

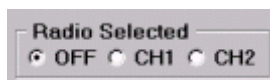
Changing Volume on Auxiliary Audio Channels

The *Auxiliary channel* volume levels can only be changed during the *Idle Screen* (FIGURE 2, PAGE 9) or *Call Waiting Screen* (FIGURE 15, PAGE 15).

Adjust the volume level of the Operators' *Monitoring speaker*, by moving the Volume Pointer control up or down accordingly. [See: Adjusting the Volume control, \(PREVIOUS PAGE\).](#)

Additionally, individual Auxiliary Audio channels can be enabled or disabled by using the **Radio Selected** checkboxes as shown below in FIGURE 25.

FIGURE 25:
The Radio Selected (Auxiliary Channel selection) checkboxes



The Radio Selected window has three function boxes:

1/ CH1

Left-click inside the empty checkbox. This will place a tick “☑” inside the “CH1” checkbox, indicating it has been selected and the Auxiliary Channel #1 is now enabled.

Adjust the volume as necessary. [See: Adjusting the Volume control, \(PREVIOUS PAGE\).](#)

2/ CH2

Left-click inside the empty checkbox. This will place a tick “☑” inside the “CH2” checkbox, indicating it has been selected and the Auxiliary Channel #2 is now enabled.

Adjust the volume as necessary. [See: Adjusting the Volume control, \(PREVIOUS PAGE\).](#)

3/ OFF

Left-click inside the empty checkbox. This will place a tick “☑” inside the “OFF” checkbox, indicating it has been selected and both Auxiliary Channels are now *disabled*. (FIGURE 25 shows this selection)

SECTION 6 – VIEW Menu

VIEW menu

The **View** menu contains options that allow the Operator to change some of the Device characteristics and the way they are displayed on the screen.

The **View** menu is located in the top left-hand corner of the screen.

Position the mouse-pointer on the **View** menu and single-click the left mouse button. The screen will now look like FIGURE 26.

FIGURE 26: The View menu options list



VIEW – Masters

The *View - Masters* option will display a screen (FIGURE 27), showing a list, in alphabetical order, of all the *Local Masters* as well as all *other Masters below* it. It does NOT show any Higher-Level Masters. No user changes can be made to this screen – it is provided to be viewable only.

To select the **View Masters** menu option, position the mouse-pointer on the **View** menu. Single-click the left mouse button. Position the mouse-pointer on the **View Masters** text, so it becomes highlighted and then single-click the left mouse button. The screen will then look like FIGURE 27.

FIGURE 27: The View Masters menu option



SECTION 6 – VIEW Menu**VIEW – Masters (continued...)**

To return to the main *Idle screen* (FIGURE 2, PAGE 9), position the mouse-pointer on the **Close** button (FIGURE 28) and single-click the left mouse button.

FIGURE 28: The Close button

**VIEW – Miscellaneous Devices**

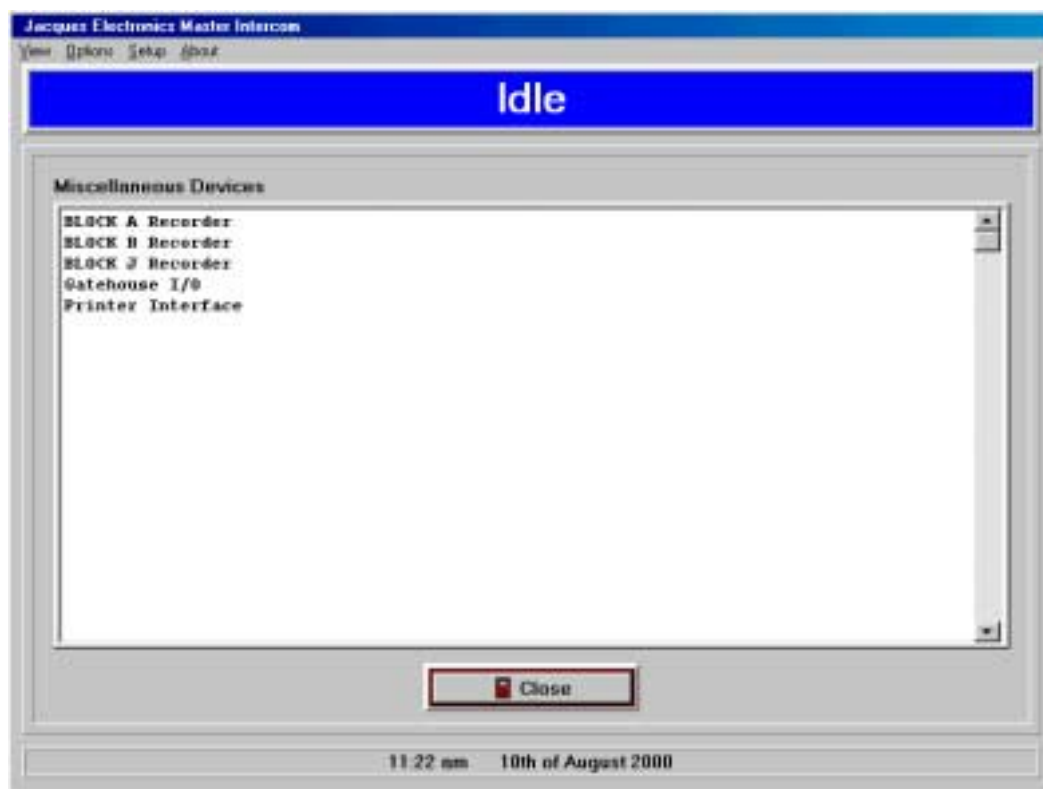
The *View - Miscellaneous* option will display a screen (FIGURE 29), showing a list, in alphabetical order, of all other Devices that are attached to this Master.

It displays any *Jacques Printer loggers, IO cards, PA Amplifiers and Recording Interfaces*. It does NOT display any other *JACQUES Masters or Slaves*.

No user changes can be made to this screen – it is provided to be viewable only.

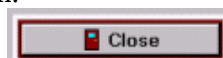
To select the **View Miscellaneous Devices** menu option (FIGURE 29), position the mouse-pointer on the **View** menu. Single-click the left mouse button. Position the mouse-pointer on the **View Miscellaneous Devices** text, so it becomes highlighted and then single-click the left mouse button.

FIGURE 29: The View Miscellaneous Devices menu option



To return to the main *Idle screen* (FIGURE 2, PAGE 9), position the mouse-pointer on the **Close** button (FIGURE 30) and single-click the left mouse button.

FIGURE 30: The Close button



SECTION 6 – VIEW Menu

VIEW– Edit Cell Slaves

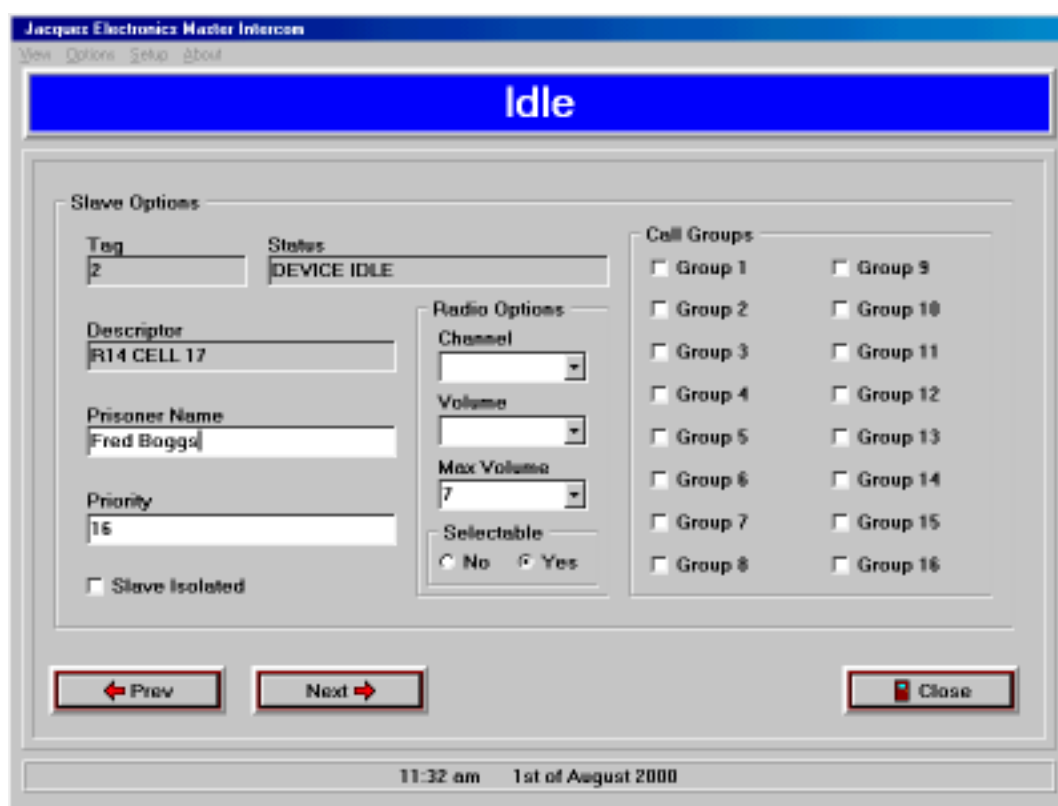
****YOU CANNOT EDIT DOOR OR GATE SLAVES – ONLY EDIT CELL SLAVES.**

The *View – Edit Cell Slaves* menu option allows the Operator to change some settings of the individual Cell Slaves.

To select the **Edit Cell Slaves** menu option, position the mouse-pointer on the **View** menu. Single-click the left mouse button. Position the mouse-pointer on the **Edit Cell Slaves** text, so it becomes highlighted and then single-click the left mouse button. The screen will now look like FIGURE 31.

The **Edit Cell Slaves** menu option can be enabled or disabled. See the separate *Jacques Technical Operating Manual* for more details. If it is greyed out, then this option cannot be used.

FIGURE 31: The Edit Cell Slaves menu option



Tags, Status and **Descriptor** are NOT changeable by the Operator and can only be changed by a Technician from the **Setup** menu. (see separate *Jacques Electronics Technical Operating Manual*) **Name, Priority, and Radio Options** ARE changeable from this screen – see the next few pages.

Selecting a Slave

To begin changing Slave properties, firstly choose the Slave by scrolling through the complete Slave list using the **←Prev** and **Next→** buttons (see FIGURE 32).

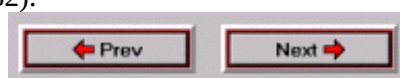


FIGURE 32: The ←Prev and Next→ buttons

Once a particular Slave is found, various changes can be made to that Slave.

SECTION 6 – VIEW Menu

VIEW – Edit Cell Slaves - Prisoner Name

The *Prisoner Name* box from the *View – Edit Cell Slaves* menu option, allows the Operator to change or update a Slaves' *Device Name*. (For more details on a *Name*, see PAGE 8.)

A Name can be any letters, symbols or numbers, or a combination of all three, as long as they are NOT longer than 25 characters.

To enter a *Name*, position the mouse-pointer inside the **Prisoner Name** textbox (see FIGURE 33). Single-click the left mouse button (to activate the cursor inside the box), then type in a Name. The selection is automatically saved when you exit the screen.

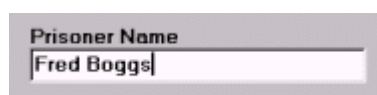


FIGURE 33: The Prisoner Name textbox

VIEW – Edit Cell Slaves - Priority

The *Priority* box from the *View – Edit Cell Slaves* menu option represents the priority importance of the Slave or Device, represented by a number between 0 and 255. 0 being the highest importance, 255 the lowest.

To enter a *Priority number*, position the mouse-pointer inside the **Priority** textbox (see FIGURE 34). Single-click the left mouse button (to activate the cursor inside the box), then type in a Number. The selection is automatically saved when you exit the screen.

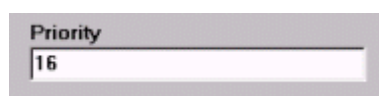


FIGURE 34: The Priority textbox

VIEW – Edit Cell Slaves - Slave Isolated

The *Slave Isolated* checkbox from the *View – Edit Cell Slaves* menu option allows the Operator to determine whether or not that Slave can call a Master.

If it is isolated (checkbox is ticked), then that Slave cannot talk to a Master, but a Master can *Monitor* that Slave.

If it is *not* isolated or De-Isolated, (checkbox is not ticked as shown in FIGURE 35), then that Slave calling operates as normal.

To Isolate a Slave:

Left-click inside the empty checkbox. This will place a tick “☑” inside the “Slave Isolated” checkbox, indicating it has been selected. That Slave is now isolated. The selection is automatically saved when you exit the screen.

To De-Isolate a Slave:

Left-click inside the ticked checkbox.

The tick will now be removed (see FIGURE 35) and the Slave is no longer Isolated.

The selection is automatically saved when you exit the screen.



FIGURE 35: The Slave Isolated checkbox (shown as De-Isolated)

The **Slave Isolated** checkbox option can be enabled or disabled. See the separate *Jacques Technical Operating Manual* for more details. If it is greyed out, then this option is disabled.

SECTION 6 – VIEW Menu

VIEW – Edit Cell Slaves - Radio Options

The *Radio Options* boxes from the *View – Edit Cell Slaves* menu option are used to control and select the Auxiliary audio channels and preset volume levels.

The **Radio Options** selection window is shown in FIGURE 36.



FIGURE 36: The Radio Options selection window

VIEW – Edit Cell Slaves – (Radio Options - Channel)

Use the *Channel* box to select what *Auxiliary Audio channels* are going to be available to that Slave. There are a maximum number of two Auxiliary Audio channels; *Channel 1* and *Channel 2*. They can be individually selected (Enabled) or can both be off (Disabled).

To select (Enable) Auxiliary Audio channels:

This is used in conjunction with the **Selectable** buttons.

Left-click inside the “**Yes**” button (FIGURE 37). This will place a tick “☑” inside the “Selectable - Yes” checkbox, indicating it has been selected.

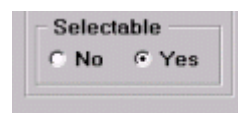


FIGURE 37: The Selectable “Yes” checkbox enabled

When selected, the following options are now available from the **Channel** menu (FIGURE 38).

When selected, choose either:

Channel 1 (Auxiliary Audio Channel 1 enabled)

Channel 2, (Auxiliary Audio Channel 2 enabled)

Radio Off (no Auxiliary Audio Channels enabled)

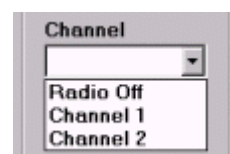


FIGURE 38: The Auxiliary Audio Channel menu

To enter a Channel (FIGURE 38), position the mouse-pointer on the selected text and single-click the left mouse button.

The selection is automatically saved when you exit the screen.

SECTION 6 – VIEW Menu**VIEW – Edit Cell Slaves – (Radio Options - Channel) (continued...)**

To NOT select (Disable) Auxiliary Audio channels:

This is used in conjunction with the **Selectable** buttons.

Left-click inside the “**No**” button (see FIGURE 39).

This will place a tick “☑” inside the “Selectable No” button, indicating it has been selected.

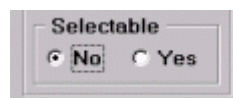


FIGURE 39: The Selectable “No” checkbox

When **No** has been selected, it effectively disables the **AUX.CH** button of that Slave front panel.

This means that the Slave cannot be switched between channels, or both Auxiliary Audio channels are off (disabled).

The selection is automatically saved when you exit the screen.

VIEW – Edit Cell Slaves – (Radio Options - Volume)

The *Volume* box does the exact same as the **VOL +** and **VOL –** buttons on the Slave front panel, except it is adjusted from the JACQUES PC Master software.

To select the **Volume** level, position the mouse-pointer on the “▼” located on the right hand side of the **Volume** title bar.. Single-click the left mouse button. The screen now looks like FIGURE 40.

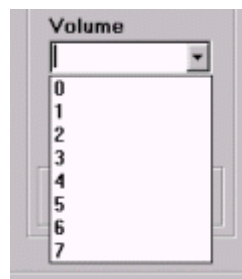


FIGURE 40: The Volume level options

Position the mouse-pointer on the selected volume level number; **0** (No volume) to **7** (max volume). and then single-click the left mouse button.

The selection is automatically saved when you exit the screen.

SECTION 6 – VIEW Menu

VIEW – Edit Cell Slaves – (Radio Options – Max Volume)

The *Max Volume* box represents the *preset* volume level for that Slave.

The *Auxiliary Audio channels*' volume is limited to this level, as it is adjusted from the JACQUES Slave's **VOL +** and **VOL–** buttons. Some Slaves may be located in a quiet area or room, and so may be *preset* to operate at a lower level than others.

To select the **Volume** level, position the mouse-pointer on the “▼” located on the right hand side of the **Volume** title bar.. Single-click the left mouse button. The screen now looks like FIGURE 41.

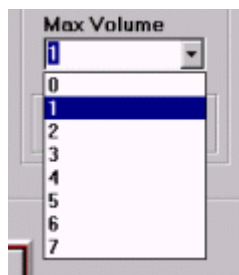


FIGURE 41: The Max Volume level options

Position the mouse-pointer on the selected volume level number; **0** (No volume) to **7** (max volume). and then single-click the left mouse button. In this example, **Max Volume** level **1** has been selected. The selection is automatically saved when you exit the screen.

VIEW – Selection by...

The *View – Selection by...* menu options (FIGURE 42) are available for the Operator to select how the devices are *displayed* on the PC screen. They can be selected in one of three ways:

FIGURE 42: View – Selection by... options:

Selection by Tag
Selection by Descriptor (FIGURE 43)
Selection by Prisoner Name

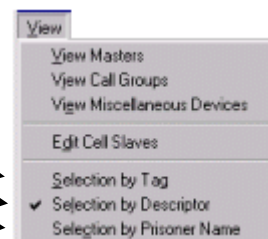


FIGURE 43: The Devices election has been by Descriptor, shown by **Selection by: Descriptor**



SECTION 6 – VIEW Menu**VIEW – Selection by Tag**

The *View – Selection by Tag* menu option displays all the Devices, as listed by its *Tag*.

[See: Device Identification Codes - Tags \(PAGE 8\).](#)

VIEW – Selection by Descriptor

The *View – Selection by Descriptor* menu option displays all the Devices, as listed by its *Descriptor*.

[See: Device Identification Codes - Descriptors \(PAGE 8\).](#)

VIEW – Selection by Prisoner Name

The *View – Selection by Prisoner Name* menu option displays all the Devices, as listed by its *Name*.

[See: Device Identification Codes - Names \(PAGE 8\).](#)

The **Selection by Prisoner Name** menu option can be enabled or disabled.

If this is disabled, this item will be missing from the menu.

See the separate *Jacques Technical Operating Manual* for more details.

Close

To return to the main *Idle screen* (FIGURE 2, PAGE 9), position the mouse-pointer on the **Close** button (see FIGURE 44) and single-click the left mouse button.

FIGURE 44: The Answer Next button



SECTION 7 – OPTIONS Menu

OPTIONS menu

The **Option** menu allows the Operator to Activate / Deactivate the *Remote* switching function.

The **Option** menu is located in the top left-hand corner of the screen.

Position the mouse-pointer on the **Options** menu and single-click the left mouse button. The screen will now look like FIGURE 45.

FIGURE 45: The *Options* menu list



OPTIONS – Activate Remote

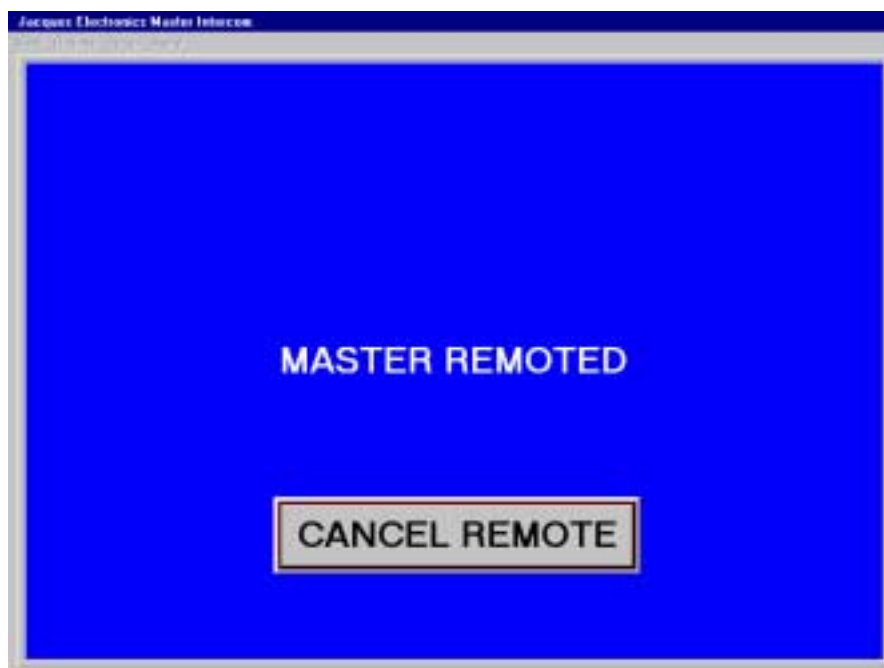
The *Options – Activate Remote* menu option enables the *JACQUES Master* into Remote-switching mode.

To select the **Activate Remote** function, position the mouse-pointer on the **Options** menu.

Single-click the left mouse button. Position the mouse-pointer on the **Activate Remote** text, so it becomes highlighted and then single-click the left mouse button.

The screen will now look like FIGURE 46.

FIGURE 46: The *Remote Mode* enabled screen



SECTION 7 – OPTIONS Menu**OPTIONS – De-activate Remote**

To de-activate the Remote switching function, (returning the Master to normal operation after Activating the Remote function), position the mouse-pointer on the **CANCEL REMOTE** button (FIGURE 47) and single-click the left mouse button.



FIGURE 47: The CANCEL REMOTE button

This has now de-activated the Remote function, re-enabling the Master Unit for local operation. The screen returns to the *Idle screen* (FIGURE 2, PAGE 9). All incoming Calls will now come through that Master Unit, as normal operation.

About Remote Switching

Remote Switching is a feature found in the JACQUES PCC-550M Master Stations. It allows other Masters to control its operation, when in Remote Switching mode.

For Example: When Remote Switching is enabled on a particular Master, local Operators cannot be used to control its operations. Other Higher-Level Masters now have control of its operations.

When a JACQUES Master Unit is first switched on, it automatically enables itself to operate in Remote mode (*Remote Activated*).

If the PC Master locks up, or if there are any other faults with that PC unit, then as a safety feature, that Master Unit automatically goes into *Remote Activated* mode.

*The Highest-Level Master station cannot be Remoted, as there are NO Master Units above it.
The Highest-Level Master is permanently in the Remote de-activated mode.*

OPTIONS – Activate Gate Slaves

The *Options – Activate Gate Slaves* menu option allows the Operator to communicate to the *Gate and Door Slaves*, allowing them to be operated in much the same way as other JACQUES Slaves are described in this manual.

When selected, the title **Activate Gate Slaves** will now change to **Deactivate Gate Slaves**.

Whenever a Gate or Door Slave calls the JACQUES PCC-550M Master, the call is displayed in the **Selection by: ...** window, just as if a normal Cell Slave would appear.

That Gate or Door Slave can now be answered from the PC Master, as if it were a normal Cell Slave – rather only answered from the third party *Security Management System*.

To disable this function, return to **Options** menu and select **Deactivate Gate Slaves**.

About Security Management Systems (SMS) software

JACQUES Electronics Intercom Systems can be easily interfaced and used with other (third party) Security Management System software.

When they are used together and a Gate or Door Slave is calling, then that call can ONLY be answered from the other security system software.

However, the **Activate Gate Slaves** option will, when selected, enable the Operator to answer the Gate and Door Slaves from the JACQUES PC Master unit, just like a normal Cell Slave.

SECTION 8 – SETUP Menu**SETUP menu**

The **Setup** menu option (FIGURE 48) is only to be used by Technicians that are performing critical *Device setup information*. This includes data and COM-port tests, baud rates, assigning and changing *Passwords, Tags* and other critical adjustments.

FIGURE 48: The Setup menu list. (NOT to be used by the Operator)



The Operator is NOT expected to use this option and so no information is provided in this Manual. For more information regarding the **Setup** menu options and configurations, please refer to the separate *Jacques Electronics Technical Operating Manual*.

SECTION 9 – ABOUT Menu

ABOUT menu

The **About** menu option (FIGURE 49) displays a window that indicates what software version is currently being used, as well as it reading and displaying the current CPU code version.

FIGURE 49: The About menu list

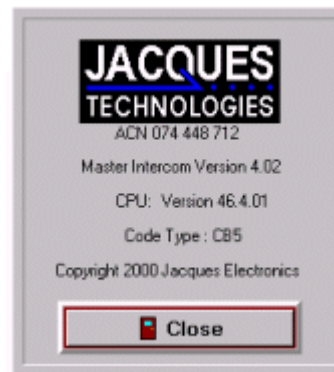


Position the mouse-pointer on the **About** menu, located in the top left-hand corner of the screen and single-click the left mouse button.

The screen will then look like FIGURE 50.

FIGURE 50: The About window

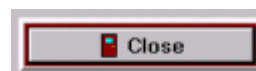
In this example, this software is *version 4.02*. Using *CPU code version 46.4.01*



Close

To return to the main *Idle* screen (FIGURE 2, PAGE 9), position the mouse-pointer on the **Close** button (FIGURE 51) and single-click the left mouse button.

FIGURE 51: The Close button



SECTION 10 – Shortcut Menus

The JACQUES PCC-550M Master also has a range of menus that are used to “quick-select” other menu options and user-functions.

This Section describes these menus and they are referred to as *Shortcut menus*.

DEVICE shortcut menu

The *Device shortcut menu* is used as a shortcut to operate a selection of *Device* functions.

It is designed to make these functions quicker and easier to use by the Operator.

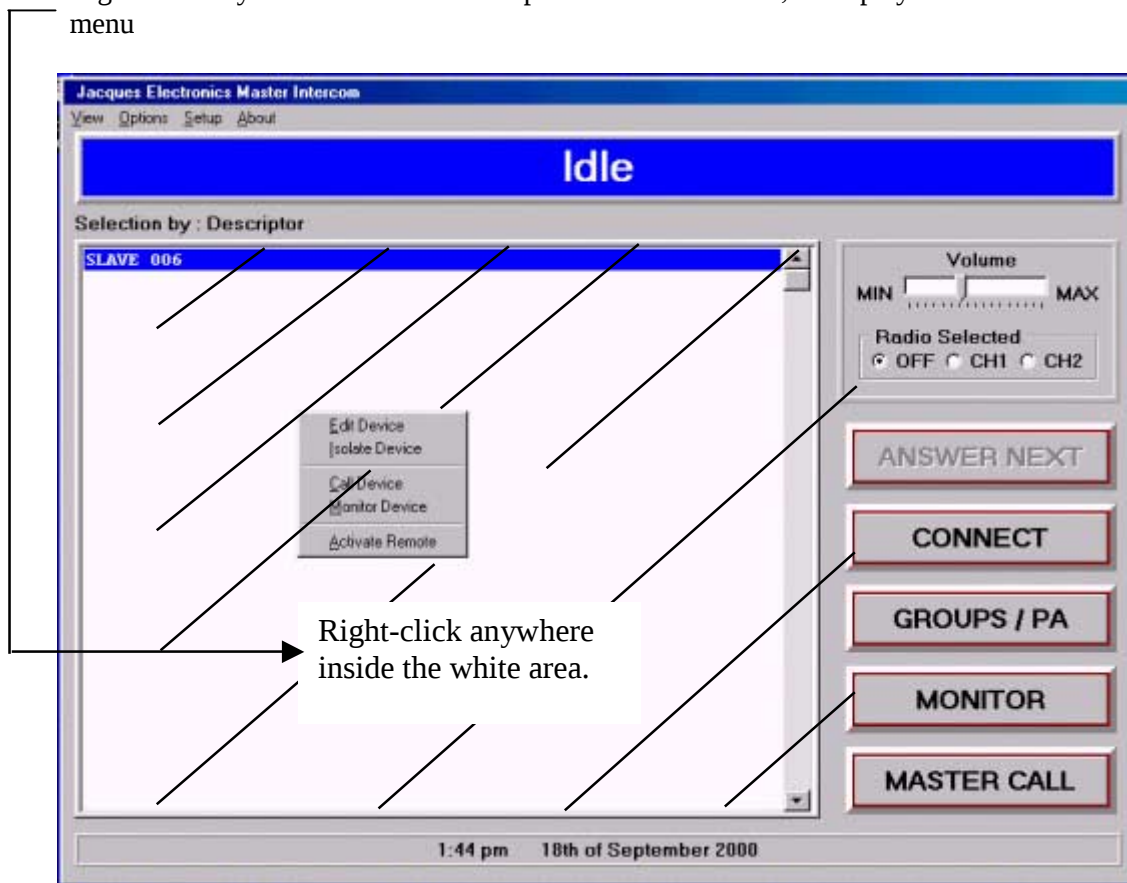
To display the *Device shortcut menu* (FIGURE 52), simply place the mouse pointer anywhere within the white area of the *Idle screen* (FIGURE 53) and single-click the right mouse button.



FIGURE 52: The *Device shortcut* menu list

FIGURE 53:

Right-click anywhere inside the white part of the *Idle screen*, to display the *Device shortcut* menu



SECTION 10 – Shortcut Menus**DEVICE shortcut menu - Edit Device**

****YOU CANNOT EDIT DOOR OR GATE SLAVES – ONLY EDIT CELL SLAVES.**

The *Edit Device* option from the *Device shortcut menu* is the same as the **View – Edit Cell Slaves** option ([PAGE 25](#)).

By selecting this option, it will open the **Edit Cell Slaves** screen, as shown as FIGURE 31, PAGE 25.

Step 1/

Select the required Device, by clicking on it from the **Selection by:...** list. The Device is now highlighted.

Step 2/

Right-click the mouse (FIGURE 53, previous page) to display the *Device shortcut menu*.

Click on the **Edit Device** option from the shortcut menu.

The screen will now look like FIGURE 31, PAGE 25.

The **Edit Cell Slaves** menu option can be enabled or disabled. See the separate *Jacques Technical Operating Manual* for more details. If it is greyed out, then this option is disabled.

DEVICE shortcut menu - Isolate Device

The *Isolate Device* option from the *Device shortcut menu* is the same as the **View – Edit Cell Slaves – Slave Isolated** option ([PAGE 25](#)). By selecting this option, it will automatically isolate that Slave or Device.

To Isolate a Device.**Step 1/**

Select the required Device, by clicking on it from the **Selection by:...** list. The Device is now highlighted.

Step 2/

Right-click the mouse (FIGURE 53, previous page) to display the *Device shortcut menu*.

Click on the **Isolate Device** option from the shortcut menu.

That Device is now isolated. It is confirmed by the text now written in red and the words (Isolated) next to it.

To De-isolate an Isolated Device when selected.**Step 1/**

Select the required Device, by clicking on it from the **Selection by:...** list. The Device is now highlighted.

Step 2/

Right-click the mouse (FIGURE 53, previous page) to display the *Device shortcut menu*.

Click on the **Unisolate Device** option from the shortcut menu.

That Device is now De-isolated, working again as normal.

SECTION 10 – Shortcut Menus**DEVICE shortcut menu - Call Device**

The *Call Device* option from the *Device shortcut menu* is the same as pressing the **CONNECT** button from the *Call-Waiting* screen (FIGURE 15, PAGE 15), used to call a Device.

Step 1/

Select the required Device, by clicking on it from the **Selection by:...** list. The Device is now highlighted.

Step 2/

Right-click the mouse (FIGURE 53, PAGE 35) to display the *Device shortcut menu*. Click on the **Call Device** option from the shortcut menu.

The PC Master is now calling the Device selected.

DEVICE shortcut menu - Monitor Device

The *Monitor Device* option from the *Device shortcut menu* is the same as pressing the **MONITOR** button from the *Idle screen* (FIGURE 2, PAGE 9), used to Monitor a Slave or Device.

Step 1/

Select the required Slave or Device by clicking on it from the **Selection by:...** list. The Device is now highlighted.

Step 2/

Right-click the mouse (FIGURE 53, PAGE 35) to display the *Device shortcut menu*. Click on the **Monitor Device** option from the shortcut menu.

That Device selected, is now being Monitored.

DEVICE shortcut menu - Activate Remote

The *Activate Remote* option from the *Device shortcut menu* is the same as the **Options – Activate Remote** option. By selecting this option, it will activate the *Remote Switching* function.

[See: OPTIONS – Activate Remote \(PAGE 31\).](#)

Step 1/

Right-click the mouse (FIGURE 53, PAGE 35) to display the *Device shortcut menu*.

Step 2/

Click on the **Activate Remote** option from the shortcut menu.

The PC Master is now in *Remote Mode* and the screen will now look like FIGURE 45, PAGE 29.

To cancel *Remote mode*, click on the **CANCEL REMOTE** button.

SECTION 10 – Shortcut Menus

MASTER shortcut menu

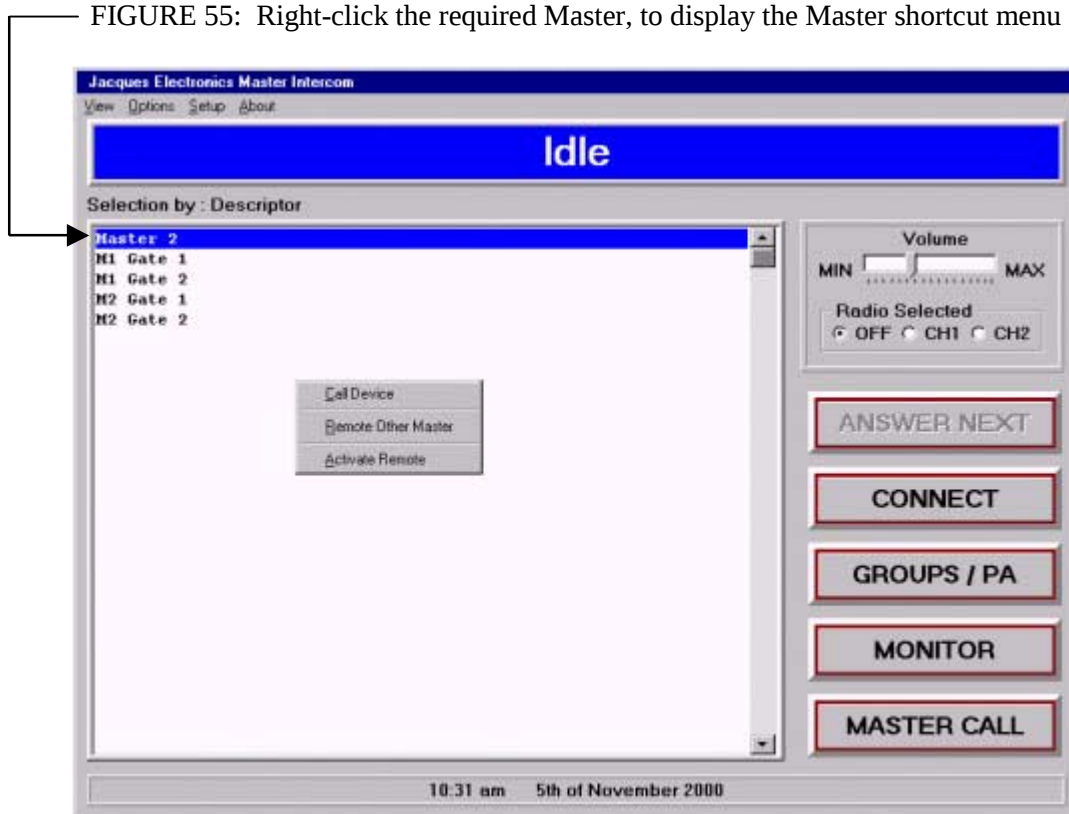
The *Master shortcut menu* is used as a shortcut to operate a selection of *Master* functions. It is designed to make these functions quicker and easier to use by the Operator.

To display the *Master shortcut menu* (FIGURE 54), right-click the selected Master from the **Selection by:...** list as shown in FIGURE 55.



FIGURE 54: The *Master shortcut* menu list

FIGURE 55: Right-click the required Master, to display the Master shortcut menu



MASTER shortcut menu - Call Device

The *Call Device* option from the *Master shortcut menu* is the same as pressing the **CONNECT** button from the *Call-Waiting* screen (FIGURE 15, PAGE 15), used to call another Master.

Step 1/

Select the required Master, by clicking on it from the **Selection by:...** list. The Master is now highlighted.

Step 2/

Right-click the mouse (FIGURE 55) to display the *Master shortcut menu*.

Step 3/

Click on the **Call Device** option from the shortcut menu. The PC Master is now calling another Master selected.

SECTION 10 – Shortcut Menus**MASTER shortcut menu – Remote Other Master**

The *Remote Other Master* option from the *Master shortcut menu* will remote other Masters in the system.

Step 1/

Select the Master to be Remoted, by clicking on it from the **Selection by:...** list. The Master is now highlighted.

Step 2/

Right-click the mouse (FIGURE 55, previous page) to display the *Master shortcut menu*.

Step 3/

Click on the **Remote Other Master** option from the shortcut menu.

The selected PC Master is now in *Remote mode* – so any incoming calls are now diverted through it.

MASTER shortcut menu – Activate Remote

The *Activate Remote* option from the *Master shortcut menu* is the same as selecting the **Activate Remote** button from the **Options** menu. [See OPTIONS – Activate Remote \(PAGE 31\).](#)

Step 1/

Select the active Master from the **Selection by:...** list. The Master is now highlighted.

Step 2/

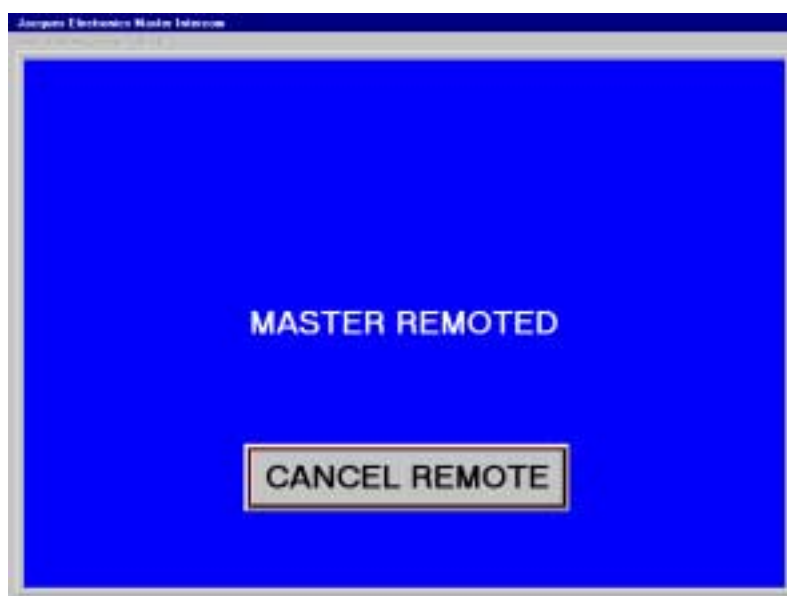
Right-click the mouse (FIGURE 55, previous page) to display the *Master shortcut menu*.

Step 3/

Click on the **Activate Remote** option from the shortcut menu.

The PC Master is now in *Remote Mode*. All incoming Calls will now divert to the next Master up and the screen will now look like FIGURE 56.

FIGURE 56: The *Remote Mode activated* screen



For further details about JACQUES Intercom features and designs,
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