



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 gives you:

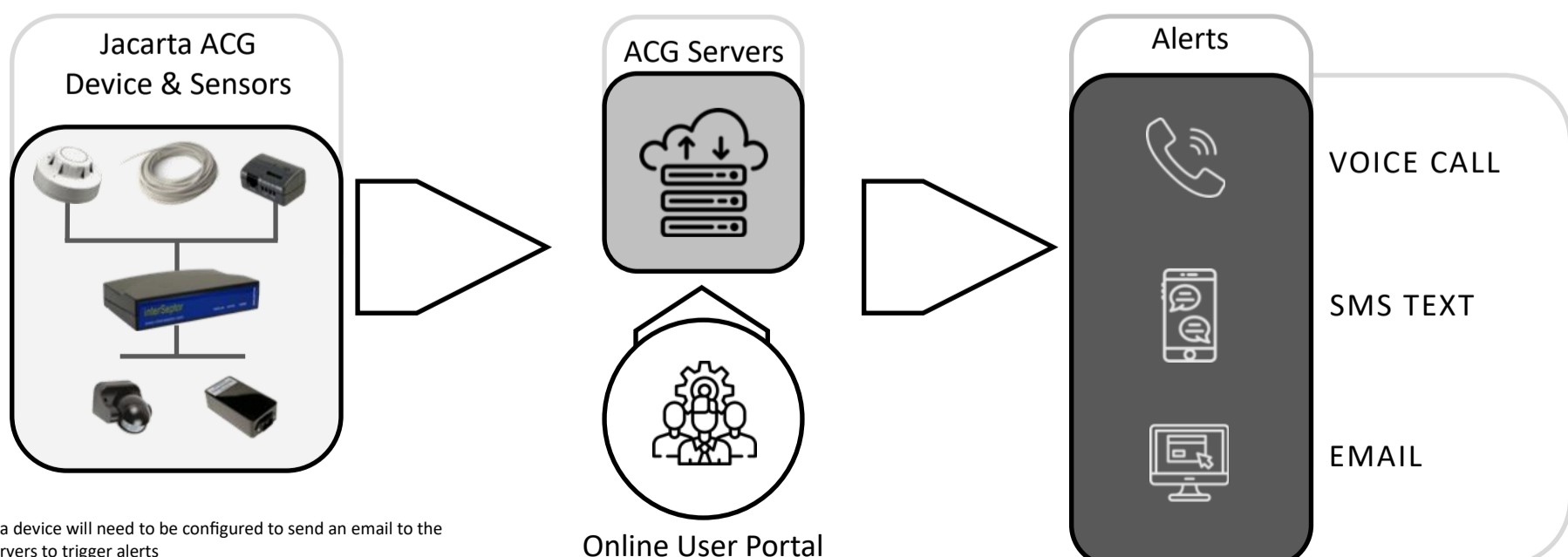
- Monitoring and Alerts 24/7
- Automated Telephone Voice Alerts
- SMS Alerts
- Email Alerts
- Escalation Procedure
- Alarm History
- User Portal
- 99.97% Service Uptime
- Free Monitoring Device and Sensors with full warranty (included with subscription)

How does Alert Centre Global work?

We supply you with one of our ACG environmental monitoring devices and sensors, dependent on what your specific monitoring needs are. The ACG devices and sensors are supplied free with your annual subscription. You can then configure your monitoring device to send notification emails to our Alert Centre server 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 will enable you 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 Jakarta 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



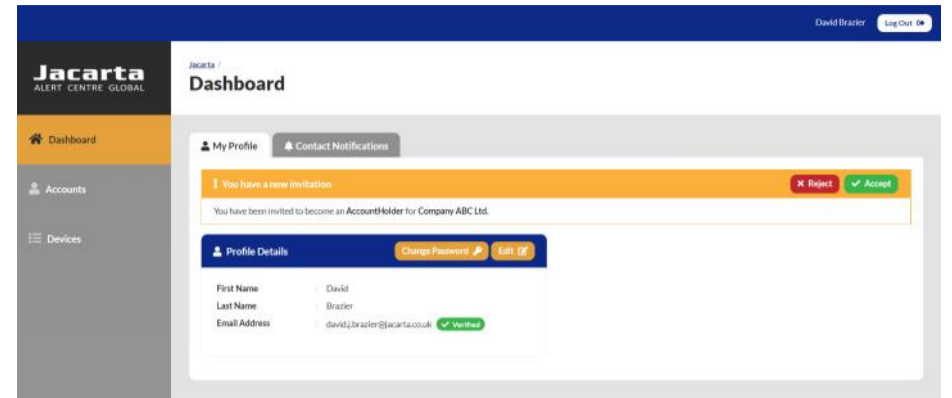
After a further 2 minutes
'Contact 3' is notified by telephone, text and email



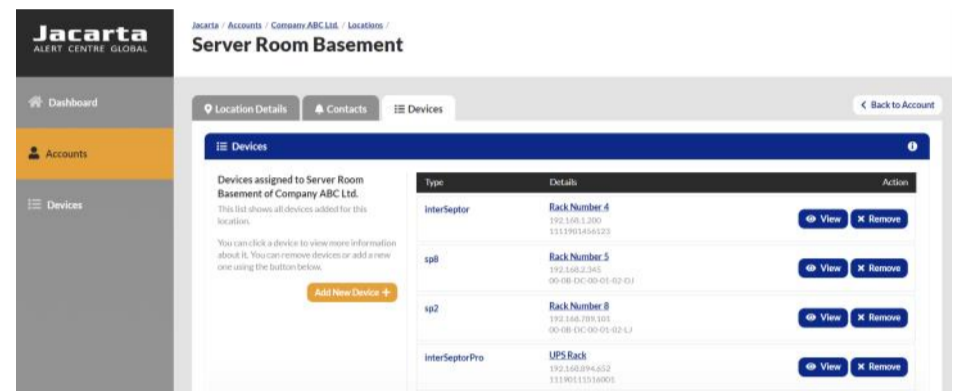
.....and so on up to 10 contacts

Once an Alarm has been acknowledged
All previous contacts will be informed of the acknowledgment by telephone, text and email.

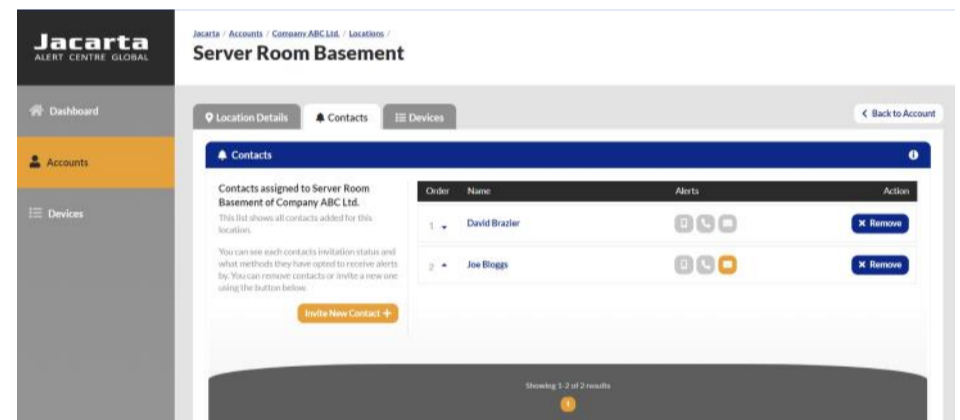
This message will also provide information as to which contact has responded to the alarm.



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.

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.

On purchasing an Alert Centre Global subscription, you will be sent your ACG device and sensors (dependent on your requirements).

Jacarta can accept no liability for any interruption that may be caused at any time in the Alert Centre Global service.

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