

SIP Intercom Integration

security.gallagher.com

Security

Provides businesses with flexible and cost-effective intercom solutions.

The problem

Some intercom systems are not always suitable for small to medium sites, both in terms of cost and ease of deployment. Also, some large multi-tenanted sites have a need to deploy a large number of intercoms and these need to be cost-effective.

The solution

Gallagher has developed the SIP intercom feature to increase customers' buying options and provide them with the flexibility to choose an intercom system that is right for their business.



Gallagher SIP integration

The Gallagher SIP Integration supports intercom devices that are SIP enabled and allows an Operator to:

- Answer an intercom call from Command Centre workstation.
- Call a SIP intercom from Command Centre workstation.
- Forward a call between Command Centre workstations and SIP intercom devices.
- Place a call on hold
- Hang up a call
- View an intercom video*
- Grant access

**video quality must be 1080p or lower*

Viewable on Site Plans

Intercoms are viewable on Command Centre Site Plans. This allows the Operator to use the Command Centre Site Plan to:

- Monitor intercoms
- Dial an intercom
- Answer and hang up a call
- Forward a call (excluding SIP intercoms)

SIP Intercom Integration

SIP intercom integration use cases

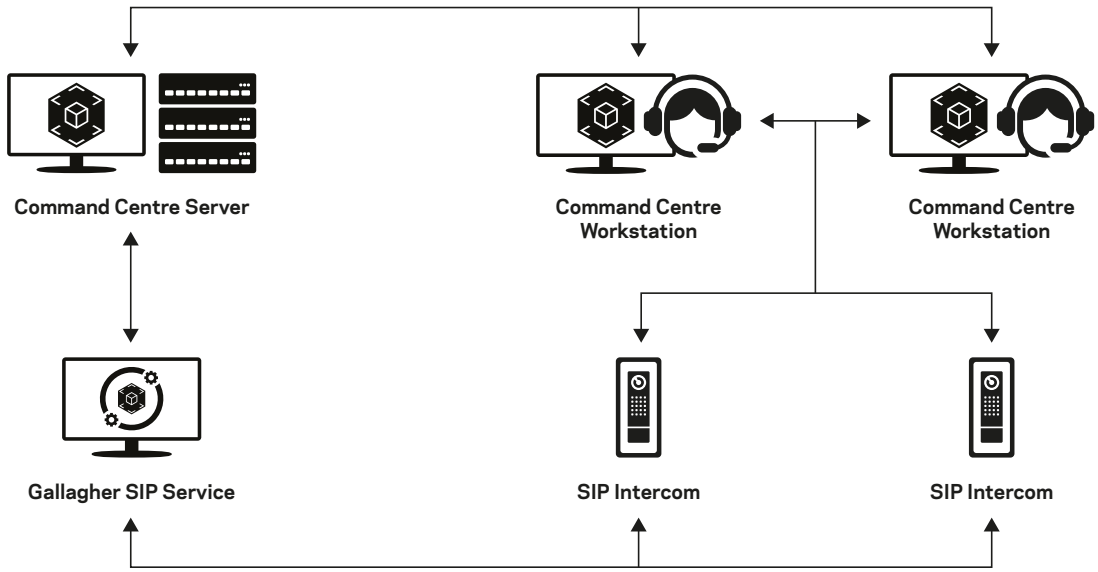
Correctional institutions

Correctional environments often have intercoms in cells and on doors throughout the institution. This integration allows them to manage all intercom calls via their Command Centre system, rather than a disparate intercom system. They can view and talk to someone (via the intercom) at a door and open the door for them all within the same system.

Easy access

Where sites use intercoms as a way of granting access to doors, this integration simplifies that process, and allows Operators to validate the user (via audio and video) before granting access. By enabling intercoms to be associated with doors it means that doors can be opened from within the intercom viewer in Command Centre, the same place that the call to the intercom is answered from.

System Architecture



Command Centre version	Gallagher Command Centre v8.80 or later
Product number	C12891: LIC SIP Integration (Includes 5 SIP device licenses) C12903: LIC SIP Device

Gallagher World Headquarters
181 Kahikatea Drive, Melville, Hamilton 3204
New Zealand

Phone +64 7 838 9800
Email security@gallagher.com

Regional Offices

Americas	+1 877 560 6308
Asia	+852 2946 9641
Australia	+61 3 9308 7722
India	+91 98 458 92920
Middle East	+971 4 566 5834
South Africa	+27 11 974 4740
United Kingdom / Europe	+44 2476 64 1234

Disclaimer

Please note that information contained in this document is intended for general information only. While every effort has been taken to ensure accuracy as at the date of the document, there may be errors or inaccuracies and specific details may be subject to change without notice. Copyright © Gallagher Group Limited.

3E5709 - 04/24

security.gallagher.com

GALLAGHER Security