# ManualCallPoint Jeweller user manual

Updated September 30, 2024



**ManualCallPoint Jeweller** is a wireless resettable button featuring programmable scenarios. The device allows you to activate automation scenarios or alarms in case of an emergency. The button can be reset using the special tool (key) included in the kit. The device is designed for indoor installation only.

The button is available in several versions:

- **ManualCallPoint (Blue) Jeweller**;
- **ManualCallPoint (Green) Jeweller**;
- **ManualCallPoint (Yellow) Jeweller**;
- **ManualCallPoint (White) Jeweller**.

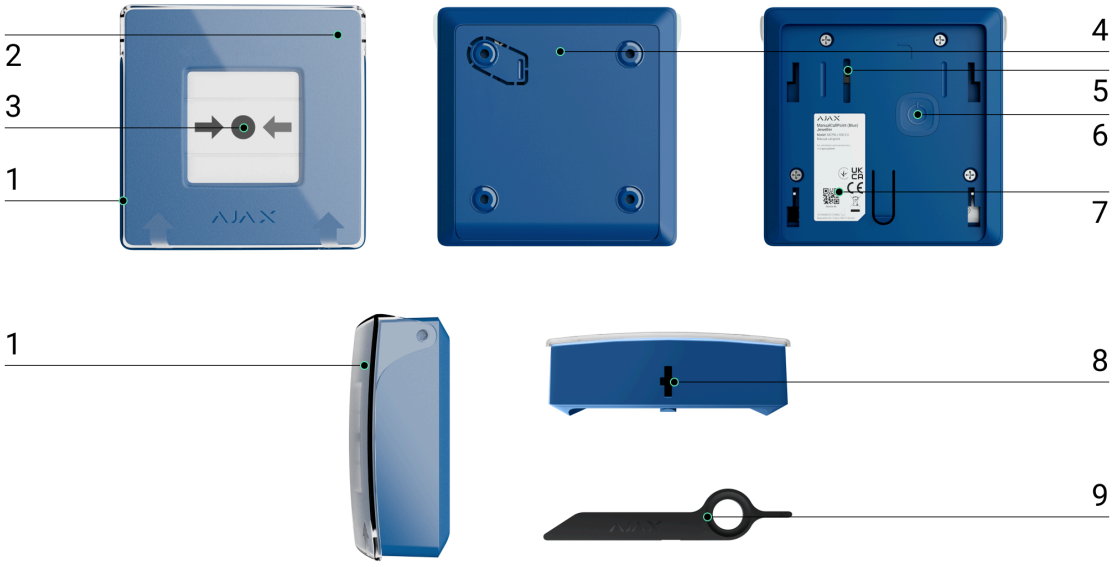
Each version has identical functionality. However, unlike the other versions, the default operating mode of **ManualCallPoint (Red) Jeweller** is **Fire Alarm**. Learn

more

To transmit events and alarms, **ManualCallPoint Jeweller** communicates with the **hub** via the secure **Jeweller** protocol. The communication range is up to 1,700 meters without obstacles.

Buy ManualCallPoint Jeweller

## Functional elements




1. Transparent protective lid.
2. LED indicator.
3. Resettable frangible element.
4. SmartBracket mounting panel.
5. **Tamper button**. Triggers when someone tries to detach the button enclosure from the surface or remove it from the mounting panel.
6. Power button.
7. QR code with the device ID for pairing the button with an Ajax hub.
8. Hole for the special tool.

9. Special tool (key).

## Compatible hubs and range extenders

An Ajax hub with the firmware **OS Malevich 2.17** and higher is required for the device to operate.

**Check devices compatibility**

## Operating principle

**ManualCallPoint Jeweller** enables scenario or alarm triggering in case of an emergency. Lift the transparent protective lid (if installed) and press the central part (resettable frangible element) to activate. This action moves the frangible element inward, raising the alarm. Two yellow stripes will appear at the top and bottom, indicating the device's state.




By default, the system activates Ajax automation devices through scenarios, such as turning the power of the devices on or off and unlocking the exit. Once ManualCallPoint Jeweller is triggered, users and a connected central monitoring

station (CMS) receive a notification under the **Smart home** event tab. Resetting ManualCallPoint Jeweller with a special tool (key) can also activate a scenario.

## How to create and configure a scenario in the Ajax system

When **Fire Alarm** operating mode is enabled, the system activates the built-in sirens of fire detectors and intrusion sirens. An alarm signal is then transmitted to the central monitoring station (CMS). Users receive sound alarm notifications in the Ajax app. The system can be configured to send **Critical Alerts** that bypass “silent” or “do not disturb” phone settings.

## How to set up Critical Alerts

The alarm duration on **Ajax sirens** depends on the time selected in the siren’s settings if the **If fire alarm button is pressed** feature is enabled in the **Alert with siren** section. When the **Interconnected fire detectors alarm** feature is enabled in hub’s settings, the alarm on the **Ajax fire detectors** with built-in sirens remains active until the **ManualCallPoint Jeweller** is reset. To reset the device, insert the special bundled key into the corresponding hole.



After resetting, the button is ready to be reused.

The device features a transparent lid to prevent accidental presses during installation and use. However, installing the lid is optional.

**ManualCallPoint Jeweller** operates in two modes: **Scenario Trigger** and **Fire Alarm**.

## Scenario Trigger mode

In the **Scenario Trigger** mode, ManualCallPoint Jeweller allows you to control one or more **automation devices** by pressing the button.

**To bind an automation device action to the ManualCallPoint Jeweller press, follow these steps:**

1. Open the **Ajax app** and go to the **Devices** tab.
2. Select **ManualCallPoint Jeweller** from the list of devices and go to **Settings** by clicking the gear icon.
3. Select the **Scenario Trigger** mode in the **Operating Mode** section.
4. Go to the **Scenarios** menu. If you are creating a scenario for the first time, click **Create Scenario**. If you have already created scenarios in the system, click **Add Scenario**.
5. Select one or more automation devices to execute the action.
6. Enter the **Scenario Name** and specify the **Device Action** to be executed by pressing ManualCallPoint Jeweller:
    - Switch on;
    - Switch off.
7. If you've selected multiple devices, specify which of them will trigger the scenario: any from the list or all selected devices during the set time.

> The **Device Action** setting is unavailable when configuring a scenario for automation devices operating in pulse mode. When the scenario runs, these devices will close/open the contacts for a set time. You can adjust the operating mode and pulse duration in the automation device settings.

8. Click **Save**. The new scenario will now appear in the device scenarios list.

## Fire Alarm mode

When the button is pressed in the **Fire Alarm** mode, the system transmits an alarm signal to users in the app and the CMS. The CMS alarm transmission is optional and can be configured.

In the **Fire Alarm** mode, pressing ManualCallPoint Jeweller will raise an alarm regardless of the system security mode.

## Sending events to the monitoring station

The Ajax system can transmit alarms to both **PRO Desktop** monitoring app and the CMS in the formats of **SurGard (Contact ID)**, **SIA DC-09 (SIA-DCS)**, **ADEMCO 685**, and **other protocols**.

**ManualCallPoint Jeweller can transmit the following events:**

1. Scenario or fire alarm/recovery.
2. Tamper alarm/recovery.
3. Loss/restoration of connection with the hub.
4. Permanent deactivation/activation of the button.

When an alarm is received, the operator at the security company's CMS knows what happened and precisely where to dispatch a rapid response team. The addressability of Ajax devices allows sending events to PRO Desktop or the CMS, including the device type, its name, security group, and virtual room. Note that the list of transmitted parameters may vary depending on the CMS type and its selected communication protocol.

The ID and the loop (zone) number of the device can be found in its states in the Ajax app.

## Adding to the system

**ManualCallPoint Jeweller** is incompatible with Hub, third-party security control panels, or ocBridge Plus and uartBridge integration modules.

To connect **ManualCallPoint Jeweller** to the hub, the device must be located at the same secured facility as the system (within the hub's radio network range). When using **ReX** or **ReX 2** radio signal range extender, add the device to the hub first, then connect it to **ReX** or **ReX 2** in the range extender settings.

The hub and the device operating at different radio frequencies are incompatible. The radio-frequency range of the device may vary by region. We recommend purchasing and using Ajax devices in the same region. You can verify the range of operating radio frequencies with the technical support service.

## Before adding a device

1. Install the **Ajax app**.
2. Log in to your **account** or create a new one.
3. Select a space or create a new one.

   **What is a space**

   **How to create a space**

The **space** functionality is available for apps of such versions or later:

- Ajax Security System 3.0 for iOS;
- Ajax Security System 3.0 for Android;
- Ajax PRO: Tool for Engineers 2.0 for iOS;

- Ajax PRO: Tool for Engineers 2.0 for Android;
- Ajax PRO Desktop 4.0 for macOS;
- Ajax PRO Desktop 4.0 for Windows.

4. Add at least one **virtual room**.
5. Add a **compatible hub** to the space. Ensure the hub is switched on and has internet access via Ethernet, Wi-Fi, and/or mobile network.
6. Ensure the space is disarmed, and the hub is not starting an update by checking statuses in the Ajax app.

Only a PRO or a space admin with the rights to configure the system can add a device to the hub.

**Types of accounts and their rights**

## Connecting to the hub

1. Open the **Ajax app** and select the hub where you want to add the button.
2. Go to the **Devices** tab and click **Add device**.
3. Name the button, then scan or manually input the QR code (located on the button and the package box). Next, select a room and a group (if **Group mode** is enabled).
4. Click **Add**.
5. Press the ManualCallPoint Jeweller power button. Once the device is added, the LED will flash once.

When connecting ManualCallPoint Jeweller via the radio signal range extender, the button won't automatically switch between the radio networks of the range extender and the hub.

However, you can manually assign ManualCallPoint Jeweller to another hub or range extender in the app.

If you've reached the maximum number of devices the hub can support (**depending on the hub model**), you'll receive a notification when attempting to add another device.

Once connected to the hub, the button will appear in the list of hub devices in the Ajax app.

ManualCallPoint Jeweller works with one hub. When connected to a new hub, the device stops sending events to the old one. Adding the button to a new hub does not automatically remove it from the device list of the old hub. This must be done through the Ajax app.

## Malfunctions

The Ajax app displays a malfunction counter on the device icon when a malfunction is detected. All malfunctions are indicated in the device's states. Fields with malfunctions will be highlighted in red.

**A malfunction is displayed if:**

- no connection with the hub or radio signal range extender via Jeweller;
- the button battery is low.

## Icons

The icons in the app display some **ManualCallPoint Jeweller** states. To access them:

1. Sign in to the **Ajax app**.
2. Select a hub.
3. Go to the **Devices** tab.

| Icon | Value |
| --- | --- |
|  | Jeweller Signal Strength displays the signal strength between the hub and the button. The recommended value is 2–3 bars.<br><br>**Learn more** |
|  | Battery charge level of the button.<br><br>**Learn more** |
|  | Malfunction detected. The list is available in the button states.<br><br>**Learn more** |
|  | The button operates via a **radio signal range extender**. |
|  | The button is pressed. |
|  | The button is permanently deactivated.<br><br>**Learn more** |
|  | The button has tamper alarms permanently deactivated.<br><br>**Learn more** |
|  | The device was not transferred to the new hub.<br><br>**Learn more** |

## States

The states include information about the device and its operating parameters. You can find the states of ManualCallPoint Jeweller in Ajax apps:

**1.** Sign in to the **Ajax app**.

**2.** Select a hub.

**3.** Go to the **Devices** tab.

**4.** Select **ManualCallPoint Jeweller** from the list.

| Parameter | Value |
|---|---|
| Temperature | The button temperature.<br><br>The acceptable error between the value in the app and the actual room temperature is 2 °C.<br><br>The value updates once the device identifies a temperature change of at least 1 °C.<br><br>You can configure a scenario by temperature to control automation devices.<br><br>**Learn more** |
| Jeweller Signal Strength | Signal strength between the hub or range extender and the button on the Jeweller channel.<br><br>The recommended value is 2–3 bars. |
| Connection via Jeweller | Connection status on the Jeweller channel between the device and the hub or the range extender:<br><br>• **Online** — the device is connected to the hub or the range extender. Normal status.<br><br>• **Offline** — the device is not connected to the hub or the range extender. Check the button connection. |
| ReX | Connection status between the device and the **radio signal range extender**. |
| Battery Charge | Battery charge level of the device. Two states available: |

| | |
|---|---|
| | • **OK**.<br>• **Low**.<br>## How battery charge is displayed in Ajax apps |
| Lid | The status of the button tamper that responds to detachment or opening of the device enclosure:<br>• **Open** — the button was removed from SmartBracket mounting panel, or its integrity was compromised. Please check the device's mounting.<br>• **Closed** — the button is installed on SmartBracket mounting panel, and both the device enclosure and mounting panel remain uncompromised. Normal status.<br>## Learn more |
| Current State | If the device is operating in the **Scenario Trigger** mode:<br>• **Button Pressed**;<br>• **Button Not Pressed**.<br>The button status. If the device is operating in the **Fire Alarm** mode:<br>• **Alarm** — button pressed;<br>• **No Alarm** — button not pressed. |

| | |
|---|---|
| Operating Mode | The button operating mode. Two modes are available:<br>• **Scenario Trigger** — controls automation devices by pressing the button.<br>• **Fire Alarm** — sends an alarm when pressed. |
| Local Alarm Only | When enabled, an alarm from this device will not send a signal to the central monitoring station. However, alarms from interconnected fire detectors are activated regardless of the state of this toggle. |
| Permanent Deactivation | Status of the device's permanent deactivation setting:<br>• **No** — the device operates in normal mode and transmits all events.<br>• **Entirely** — the device does not execute system commands, does not participate in automation scenarios, and its alarms and other notifications are ignored by the system.<br>• **Lid only** — the system ignores notifications triggered by the device's tamper.<br>Learn more |
| Firmware | ManualCallPoint Jeweller firmware version. |
| Device ID | Device ID. Also available on the QR code on both the button enclosure and its packaging. |
| Device No. | Number of the device loop (zone). |

## Settings

To change ManualCallPoint Jeweller settings, in the Ajax app:

1. Go to the **Devices** tab.

**2.** Select **ManualCallPoint Jeweller** from the list.

**3.** Go to **Settings** by clicking on the ⚙ icon.

**4.** Set the required parameters.

**5.** Click **Back** to save the new settings.

| Parameter | Value |
|---|---|
| Name | Name of the device. Can be changed. |
| Room | Selecting the virtual room to which ManualCallPoint Jeweller is assigned. |
| Operating Mode | Selecting the button operating mode. Two modes are available:<br>• **Scenario Trigger** — controls automation devices by pressing the button.<br>• **Fire Alarm** — sends an alarm when pressed. |
| Local Alarm Only | When enabled, an alarm from this device will not send a signal to the central monitoring station. However, alarms from interconnected fire detectors are activated regardless of the state of this toggle. |
| **Alert with a siren** | |
| If fire alarm button is pressed | When enabled, pressing the button will activate any **sirens** that have been added to the system. |
| Scenarios | Opens the menu to create and configure the automation scenarios. |
| Jeweller Signal Strength Test | Allows the user to determine signal strength and stability in the intended installation place.<br>**Learn more** |
| User Guide | Opens ManualCallPoint Jeweller user manual. |
| Permanent Deactivation | Allows the user to deactivate the device without removing it from the system. |

| | |
|---|---|
| | Three options are available:<br><br>• **No** — the device operates in normal mode and transmits all events.<br><br>• **Entirely** — the device does not execute system commands or participate in automation scenarios; additionally, the system ignores alarms and other device notifications.<br><br>• **Lid only** — the system ignores the device tamper triggering notifications.<br><br>Learn more |
| Delete Device | Disconnects ManualCallPoint Jeweller from the hub and deletes its settings. |

## Indication

ManualCallPoint Jeweller informs about its state with an LED indication in the upper right corner of the device.

| Category | Indication | Event |
|---|---|---|
| Alarm. | The LED flashes continuously. | The LED flashes as long as the frangible element is pressed. |
| Tamper alarm. | The LED flashes once. | The button is removed from SmartBracket mounting panel. |
| Turning on the button. | The LED flashes once. | To turn on the button, hold the power button for 1 second. |
| Turning off the button. | The LED flashes three times. | To turn off the button, hold the power button for 2 seconds. |
| Malfunction detected. | The LED flashes continuously. | |
| Low battery level. | The LED flashes once per minute. | |

| | | |
|---|---|---|
| Battery completely drained. | The LED flashes rapidly for a short time. | |

## Functionality testing

The Ajax system offers several types of tests to assist in selecting the correct installation location for the devices. These tests do not start immediately. However, the waiting time does not exceed the duration of one hub-device polling interval. You can configure the polling interval in the hub settings (**Hub** → **Settings** → **Jeweller** or **Jeweller/Fibra**).

**To run a test, in the Ajax app:**

1. Select the required hub.
2. Go to the **Devices** tab.
3. Select **ManualCallPoint Jeweller** from the list.
4. Go to **Settings**.
5. Select **Jeweller Signal Strength Test.**
6. Run the test.

## Device placement

The device is designed for indoor use only.

When choosing a location for ManualCallPoint Jeweller, consider the parameters that affect its operation:

- Jeweller signal strength;
- the distance between the device and the hub or radio signal range extender;

- the presence of barriers that might hinder radio signal transmission between devices, such as walls, intermediate floors, ceilings, or large objects located in the premises.

> ManualCallPoint Jeweller should be located on escape routes, particularly at all storey exits and all exits to open air leading to an ultimate place of safety (even if these exits are not labeled as fire exits).

ManualCallPoint Jeweller should be fixed at a height of 1.4 m above the finished floor level, in easily accessible, well-illuminated, and conspicuous positions free from potential obstruction. They should be set against a contrasting background for easy recognition. A lower mounting height is acceptable if there's a high likelihood that the first person to raise a fire alarm will be a wheelchair user.

Consider the placement recommendations when designing the security system project for the facility. The security system should be designed and installed by professionals. A list of recommended partners is **available here**.

## Signal strength

The Jeweller signal strength is determined by the number of undelivered or corrupted data packages over a certain period of time. The icon on the **Devices** tab indicates the signal strength:

- **three bars** — excellent signal strength;
- **two bars** — good signal strength;
- **one bar** — low signal strength, stable operation is not guaranteed;
- **crossed out icon** — no signal.

> Check the Jeweller signal strength before the final installation. With a signal strength of one or zero bars, we do not guarantee stable operation of the device. Consider relocating the device, as adjusting its position even by 20 cm can significantly improve the signal strength.

If the signal remains poor or unstable after relocation, consider using a radio signal range extender.

## How not to install the button

1. Outdoors, as it can lead to false alarms and device failure.
2. Inside premises with temperature and humidity levels outside the **permissible limits**, as this can damage the device.
3. Closer than 1 meter to the hub or radio signal range extender to prevent connection loss with the hub.
4. In areas with low or unstable signal strength, this may result in connection loss with the hub.
5. In hard-to-reach or poorly lit places.

## Installation

Before installing ManualCallPoint Jeweller, ensure that you have selected the optimal location that complies with the requirements of this manual.

**To mount the button:**

1. Remove SmartBracket mounting panel from the button. To do this, insert the special tool into the hole and slide the mounting plate down.



2. Fix SmartBracket mounting panel using double-sided tape or other temporary fasteners. Place the mounting panel on a vertical surface **at a height of 1.4 meters**.

> Use double-sided tape only for temporary attachment. If the device is only attached with tape, it may detach from the surface at any time, and the tamper will not trigger if the device is removed.

3. Place the button, with the transparent lid closed, onto SmartBracket mounting panel. The device's LED indicator will flash, signaling the tamper on the button is closed.
4. Run the **Jeweller signal strength test**. Aim for a signal strength of two or three bars.
5. Remove the button from SmartBracket.
6. Securely attach SmartBracket mounting panel using the bundled screws at all fixation points. One fixation point is in the perforated part of the mounting panel above the tamper. If using alternative fasteners, ensure they do not damage or deform the mounting panel.
7. Reattach the button onto SmartBracket mounting panel.

The special tool has a hole in its enclosure, making it handy to carry. Those responsible for fire safety might find it convenient to attach the special tool to their keychain.

## Actions to take in case of a fire alarm

**NEVER IGNORE THE ALARM!** Always assume the alarm is real and evacuate from the premises immediately, even if you have doubts about the cause of the alarm signal.

1. Don’t open doors if you feel heat or smoke behind them. Check other exits and use an alternative escape route. Always close doors behind you when leaving.

   If heavy smoke enters a room, stay close to the floor and crawl out. If possible, breathe through a wet cloth or try to hold your breath. Be aware that smoke inhalation causes more death than fire.

2. Evacuate as quickly as you can, don’t panic. Save time, don’t pack your things. Arrange a meeting place outside for everyone in the building. Ensure everyone has evacuated safely.
3. Call the fire department immediately, or ask someone nearby. Remember, even small fires can spread rapidly; call the fire department even if the alarm is automatically transmitted to a monitoring station.

**NEVER** come back to the house on fire.

## Maintenance

Clean the device’s enclosure to remove dust, cobwebs, and other contaminants as they emerge. Use soft, dry wipes suitable for cleaning electronic equipment. Avoid using substances that contain alcohol, acetone, petrol, and other active solvents when cleaning the device.

The pre-installed battery lasts up to 7 years with typical use (one press of one minute per week). Using it more often may reduce its lifespan. You can monitor the battery level at any time in the Ajax app.

## Technical specifications

https://ajax.systems/products/specs/manualcallpoint-blue-jeweller/

All technical specifications of ManualCallPoint (Green) Jeweller

All technical specifications of ManualCallPoint (Yellow) Jeweller

All technical specifications of ManualCallPoint (White) Jeweller

Compliance with standards

## Warranty

Warranty for the Limited Liability Company “Ajax Systems Manufacturing” products is valid for 2 years after the date of purchase.

If you encounter any issues with the device’s functionality, we recommend contacting Ajax Technical Support first. In most cases, technical issues can be resolved remotely.

Warranty obligations

User agreement

**Contact Technical Support:**

- Email: support@ajax.systems
- Telegram

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