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***SEE TEMPEST AT ISE 2020, STAND 15-K225***

**TEMPEST LAUNCHES JESE AGENT MONITORING AT ISE**

*Worldwide remote system monitoring and support from Tempest partner James Embedded Systems Engineering (JESE)*

Tempest is pleased to announce the launch of its JESE AGENT monitoring system at ISE 2020. The latest addition to Tempest’s offering enables the monitoring and maintenance of Tempest projector and lighting enclosures, providing real-time sensor values, and highlighting potential issues to the user. JESE AGENT allows Tempest to offer remote support in order to identify and fix problems, as well as upload new firmware to enclosures. The system provides integrators and end users with greater peace of mind, knowing that their expensive projection and lighting technology is constantly being monitored.

“We lead the way in enclosure technology – with systems operating 24/7/365 in major entertainment and tourist destinations all over the world – but as anyone in the industry knows, things do happen outside of anyone’s control,” says Hamish Dumbreck, JESE Managing Director and the brains behind Agent. “That’s exactly when you need to know what’s going on in every part of your system. With JESE Agent, users can be alerted to any issues – such as sensors at their limits, or devices that have become disconnected – and we can help fix problems remotely as part of our service. This is a real benefit for many installations, and is perfect for use in larger mission-critical applications.”

AGENT runs locally in any Windows 7 or 10 PC, and is remotely accessible over a secure VPN connection from JESE’s global support centre in the UK. AGENT includes management tools, enclosure configuration, label editing and enclosure firmware updates. It also supports the published ANSI DMX and RDM standards, so it can be used to monitor any compliant products seamlessly with your Tempest enclosures. Inclusive of the annual service fee is access to system upgrades and real-time support from experts who can see into the system.

JESE AGENT is available from Q1 2020, and you can see it at ISE 2020, stand 15-K225.

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**Editors’ Notes:**

**About Tempest**

California-based Tempest is the world's premier manufacturer of specialist outdoor enclosures and indoor HUSH boxes for digital projectors. Patented Digital Enclosure Control technology keeps equipment cool when it's hot, warm when it's cold, and prevents harmful condensation.

Tempest enclosures accommodate projectors from 3,000 – 40,000 lumens and support devices from all leading projector manufacturers. From the world’s most pioneering visual artists and cutting edge video mapping projects, to fixed installations at the world’s leading tourist attractions and hotels, Tempest enclosures are protecting projectors in all corners and climates of the planet.

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