



# Code Blue Emergency Call Stations, Phones and Help Points Integration with Milestone XProtect

**User Guide** 

Enhance the safety profile of Code Blue call stations, phones and help points by integrating Code Blue device events with your Milestone XProtect camera network

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August 2023

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#### Summary

This document provides a basic overview as well as installation and operating instructions for Code Blue integration with Milestone XProtect. It includes instructions for configuring BTX to receive Code Blue alarms and generate XProtect alarm records with video bookmarks.

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## 1. Code Blue / Milestone XProtect Integration

#### **1.1. Product Summary**

App-Techs' Code Blue integration with Milestone XProtect enhances the safety profile of Code Blue call stations, phones and help points by relaying Code Blue call events to Milestone XProtect. The integration uses App-Techs' Bridge to XProtect (BTX). BTX filters incoming Code Blue event messages, associates these messages with XProtect cameras, and generates XProtect alarm records with video bookmarks.

Additional features include the ability to add descriptive information to Code Blue alarms and trigger XProtect matrix "live" views, userdefined events, and PTZ presets.

#### 1.2. Basic Data Flow

Code Blue offers two different phone server systems, the legacy ToolVox server and the Blue Alert system. Both systems can be configured to send call events to third-party systems. For this integration, BTX becomes the recipient.

BTX uses a subsystem called the Code Blue Listener to listen for outbound ToolVox and Blue Alert call messages in the form of XML packages sent via HTTP POST. The listener receives the XML package and converts it to XProtect-ready data. The BTX Code Blue Listener then forwards the re-packaged alarm to Bridge to XProtect (BTX).

Upon receiving the transposed message from the Code Blue Listener, BTX filters the alarm messages by keyword and other user-defined settings, associates Code Blue device IDs (typically extension #'s) to XProtect cameras/and devices, and generates a XProtect alarm record with video bookmarks.

#### **1.3. Data Flow Diagram**





#### 1.4. Features

The Code Blue integration with BTX provides the following functionality for use with Milestone XProtect:

- ASSOCIATE Code Blue call stations, phones and help points with XProtect cameras and devices.
- GENERATE Event and/or Alarm Records with Video Bookmarks
- TRIGGER XProtect user-defined events to activate rules, notifications, announcements, strobes, and other security actions
- **DISPLAY** XProtect Smart Client live matrix views when emergency call button is pushed.
- ACTIVATE PTZ commands (point cameras to the scene of a call).
- RENAME alarms with site-specific information alarms to alert operator to call station location, zone, device ID, or other.
- INITIATE access control commands (lock & unlock doors, etc.)..
- MONITOR online/offline status of Code Blue servers.

#### 1.5. Installation

BTX and the BTX Code Blue Listener are typically installed on the Milestone XProtect Management Server.

After installing BTX, the BTX Code Blue Listener can be found in the following directory:

- C:\App-Techs\BTX\Third-party\Code\_Blue

To configure, run "BTXHttpLog.exe" as an application. Must be "RUN AS ADMINISTRATOR".

The BTX Code Blue Listener itself does not require licensing. However, BTX requires a valid license to receive Code Blue alarms and send them to Milestone XProtect. Contact App-Techs to request a BTX license key.



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#### 1.6. Run the Code Blue integration as a Windows Service

Once configured, "BTX.exe" and "BTXHttpLog.exe" run in the background as a Windows Service

- To install BTX as a service, use the Windows Start Menu icons, and navigate to the following:
  - App-Techs  $\rightarrow$  Bridge to XProtect  $\rightarrow$  3. Setup  $\rightarrow$  1a. Install BTX Service (Admin)
    - Optionally, it can be installed from the command line.
      - C:\App-Techs\BTX\sys\BTX\_util.bat InstallSrvc \App-Techs\BTX\sys
- To run BTX as a service, use the Windows Start Menu icons, and navigate to the following:
  - App-Techs  $\rightarrow$  Bridge to XProtect  $\rightarrow$  2a. Start BTX Service (Admin)
  - App-Techs  $\rightarrow$  Bridge to XProtect  $\rightarrow$  2b. Stop BTX Service (Admin)
  - BTX can also be started and stopped in Windows "Services".
- To install the BTX Code Blue Listener as a service, use the Windows Start Menu icons, and navigate to the following:
   App-Techs → Bridge to XProtect → 5. Third-party → 1. Code Blue Interface → 3a. Install Code Blue HTTP Event
  - Listener Service (Admin)
  - Optionally, it can be installed from the command line.
    - C:\App-Techs\BTX\Third-party\Code\_Blue\BTXHttp\_util.bat InstallSrvc \App-Techs\BTX\Third-party\Code\_Blue
- To run the BTX Code Blue Listener as a service, use the Windows Start Menu icons, and navigate to the following:
  - App-Techs → Bridge to XProtect → 5. Third-party → 1. Code Blue Interface → 2a. Start Code Blue HTTP Event Listener Service (Admin)
  - App-Techs → Bridge to XProtect → 5. Third-party → 1. Code Blue Interface → 2b. Stop Code Blue HTTP Event Listener Service (Admin)
  - o BTX can also be started and stopped in Windows "Services".
- NOTE: In each case, both BTX and the Code Blue Listener cannot have multiple instances running simultaneously (Windows service + desktop application). If configuration changes need to be made in either BTX or the Code Blue Listener, first stop the service, and then open as a Desktop application. Once changes are made, close the desktop application and restart the Windows service.
  - BTX application .exe is found in the following directory:
    - C:\App-Techs\BTX\sys\btx.exe
  - The BTX Code Blue Listener application .exe is found in the following directory:
    - C:\App-Techs\BTX\Third-party\Code\_Blue\BTXHttpLog.exe



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## 2. Setup and Configuration

#### 2.1. Code Blue ToolVox Setup - How to point API to send Code Blue alarms to the BTX Code Blue Listener

IMPORTANT NOTE: The App-Techs Code Blue integration with Milestone XProtect assumes Code Blue devices and server are properly licensed and configured to generate ToolVox API alarms. App-Techs does not provide support to configure Code Blue devices within the ToolVox system itself. If alarms are not being released by the API, please contact the Code Blue technical support team.

To configure ToolVox to release alarms via the API:

- In the ToolVox Administration Setup tab, go to EMS Administration.
- In the Blue Alert EMS Administration menu, scroll down to the "ToolVox API" section
  - In the Destination URL field, enter the IP address where the BTX Code Blue Listener will reside with the following suffix: o :2233/BTX/
    - Port 2233 is the default port for the BTX Code Blue Listener.
- Update the configuration and click to enable the API. Success full activation will indicate (API is RUNNING) in green letters.
- Check firewall rules and network address subnets to ensure ToolVox API can communicate with the BTX Code Blue Listener.

TOOL	Code Blue 3.2.1.7 Admin CDR Reports EMS Records IP Info Help
Setup Tools	
Admin	Blue Alert EMS Administration 2
ToolVox System Status	System Time: 08:49:17
Basic	Update Access Information for Blue Alert EMS Software
Business Phones	
DAHDI	Authorization Code: admin
General Settings	Authorized IP Subnet / Mask: 10.11.11.76/255.255.255
Outbound Routes	Example: 192 168 1 0/255 255 255 0 for complete subnet or for individual IP: 192 168 1 10/255 255 255 255
Trunks	Contact your Network Administrator for more information.
Administrators	
Code Blue Software	Update Information
License Key Administration	
Code Blue Devices	Upload custom maps for Blue Alert EMS Software 3 (Scroll Down)
IP Device Settings	
Diagnostic Schedules 1	Browse No file selected.
Diagnestic Reports	NOTE: Map image will be resized if larger than 800x800 pixels.
EMS Administration	NOTE: Only JPG, PNG, GIF & BMP formats allowed.
UPD Administration	Existing Custom Maps
PAS Administration	$\nabla$
Inbound Call Control	Delete Selected Maps
Inbound Routes	
Announcements	HAVE ALE THE AGENTS 2 1.7
Follow Me	ToolVox is a registered trademark of Code Blue Corporation

IUUIVUX AFI	
Specify a destination L format http://hostr message directly to a 7	IRL that the ToolVox API will post event messages to. You can specify either a URL in the name/path for HTTP POST or tcp:hostname:port to send the contents of the event FCP socket.
Destination URL:	http://10.11.11.190:2233/BTX/
Keep Alive Interval:	60 seconds (0 = disable ping)
Data Type:	JSON XML CSV

#### 2.2. Code Blue Blue Alert Setup - How to point API to send Code Blue alarms to the BTX Code Blue Listener

Blue alert is an asterisk-based SIP phone server based on Free PBX.

In order to release dial events to a third-party system (in this case, BTX), the Free PBX system is modified to include a "dummy" call group. A small snippet of App-Techs developed code is then inserted in an asterisk config file. When a call is made on a Code Blue phone, it dials the group extension, which then invokes the code snippet, sending a third-party message to BTX that contains the event type (DIAL) and the ext. # of the call source. The call is then forward to its preferred destination.

Since this requires knowledge of the Free PBX backend, App-Techs recommends scheduling a session with one of our technicians to install this code snippet on your system. It can be installed and tested within 30 minutes. App-Techs can be reached by phone at (717) 735-0848 ext 2, or by emailing support@app-techs.com.



#### **2.3. BTX Code Blue Listener Configuration**

#### **2.3.1.** Configuration to send alarms to Bridge to XProtect (BTX)

Open the BTX Code Blue Listener as a Desktop application.

- C:\App-Techs\BTX\Third-party\Code\_Blue\BTXHttpLog.exe

Open Bridge to XProtect (BTX) as a Desktop application.

- C:\App-Techs\BTX\sys\BTX.exe

In the BTX Code Blue Listener, go to the "Settings" tab.

In the "TCP Output" section, enter the IP address of the server where BTX is installed (typically 127.0.0.1. Default BTX port is 7227).

Check firewall settings to allow traffic to BTX port.

Save settings.

The log window will now display all incoming alarms released by the ToolVox or Blue Alert API.

Code Blue "DIAL" alarms are reported to BTX in the following format:

- <Date><Time><DIAL><5001>
  - These <> parameters represent the following information:

     </l

In the example below, "5001" is the DEVICE ID as reported by ToolVox. This ID will be different for each call box.

- Optionally, "PING" messages sent from the ToolVox API may be used to monitor network connection status to the ToolVox server. Receiving a "PING" alarm message indicates successful connection to the ToolVox API. Failure to receive a ping with 60 seconds (default) will generate a TIMEOUT alarm, which can then be forward to XProtect as an alarm record.
- Several models of Code Blue call stations, phones and help points offer multiple call buttons. Typically, one button is used for emergency calls and the other for information calls. By checking the "Include Destination" checkbox, the resulting DEVICE ID output can be used to determine which button was pushed by the caller.

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TEP Output			
IP Address: 10.11.11.190			
Port: 7227	Disconnect after send Note: BTX's 'Reader:' should be	set to "ReadLine (CRLF	)".
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#### 2.3.2. Modify Code Blue Alarm Outputs with Descriptive Information

Users have the option of sending (or omitting) descriptive information as part of the < NATURE OF EVENT > parameter as received by the BTX Code Blue Listener. This provides the option to include contextual alarm information as part of the Milestone XProtect event/alarm record.

To include descriptive information with a Code Blue DIAL alarm, go to the "Id Name Table" tab in the BTX Code Blue Listener.

Toggle the checkboxes for Include Name and Include Device to alter the alarm output so it contains the preferred information.

To edit the "Name" column in the table, click the "ID Editable" radio button. Now type any description for each device

#### Save settings.

The "Name" column field is often used to describe the Code Blue call station location, area/zone, device model number, or any information useful to the XProtect Smart Client operator when receiving an alarm.

- By checking "Include Name" checkbox, the outgoing alarm message will include the text field from the "Name" column that is associated with the Device ID
  - Ex. <DATE><TIME><DIAL\_Descriptive Information HERE><5001>
- By checking "Include Device", the outgoing alarm message will include the Device ID as part of the alarm message:
   Ex. <DATE><TIME><DIAL\_5001>
- With both boxes checked, the alarm output will be the following:
   O Ex. <DATE><TIME><DIAL Descriptive Information HERE 5001><5001>

Ittp Lis	stener Settings	Id Name Ta	ADOUL				
) ID I	Readonly	New ID	Delete	Save Configuration			
DID	Editable	New ID	Delete	Include Name	Include Device		
	Device	me					
•	5001 De	scriptive Inform	nation HERE				
	5002			-			
	5003						
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## 3. Configuring BTX to forward Code Blue alarms to Milestone XProtect

This section provides a basic configuration walk-through for BTX. For detailed configuration instructions, refer to the BTX User Manual, which can be found in the following directory:

- C:\App-Techs\BTX\doc

#### 3.1. Connect Bridge to XProtect (BTX) with Milestone XProtect- "Analytics to Milestone" Tab

Open Bridge to XProtect (BTX), or BTX.exe.

Go to the "Analytics to Milestone" tab. Enter the Milestone XProtect Management Server credentials. The XProtect user must have administrative privileges.

Click "Save".

Close BTX, and re-open. (BTX log window will indicate if authentication to the XProtect Management Server is successful).

- 13:02:09: Milestone login SUCCESSFUL. remoteHost==10.1.15.100

Return to "Analytics to Milestone" tab. In the "Alarm keywords:" field, indicate which Code Blue alarm keywords will be used to generate an XProtect alarm.

In most Code Blue installations, the only keyword used in this field is DIAL, which indicates a Code Blue call button has been pressed. Other possible options include HANGUP, PING, LINK, UNLINK, and TIMEOUT.

Click "Save".

		leader. neadown	CRLF) V	SAVE				
Milestone Server (Red	ipient)			Undo				
IP Address: 10.	.5.100			Defaults				
Port: 80		Basic Authe	entication	Debug				
Milestone Events Ge	nerate: () Alarms () Events (	Keywords	Always Events	Override inc date and tim with local se	oming ev e rvertime Non-Conr	ent/alam iect Alam	n n [off]	
Fire	Matrix: 🗹 Alarms BTX_Alarm	🗌 E	vents BTX_Event	5	Seconds	0	Disabled	
Trigger User-defined	and the second sec							
Alarm keywords: (co DIAL	Events: 🗹 Alarms BTX_Alarm	Starts with	vents BTX_Event					
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Alam keywords: (co DIAL Options Auto-start con Log level: Log maximum size; Application mode: Service	Events:          Alarms BTX_Alarm          nma separated)          Contains          munication when application starts         3: More         15000         Dump Config         Analytics to Milestone	Starts with Starts with Minimize t Time Only (Requires	to system tray	More Option	s "Private lata	Safety N	etwork"	



#### 3.2. Map Code Blue Device ID with XProtect cameras/devices- "Device Map" Tab

To map Code Blue call stations, phones and help points to XProtect cameras and devices, go to the "Device Map" tab.

In the "Analytics Device Name" column, type in the Code Blue DEVICE ID to be mapped with the associated row. This will associate the Code Blue call station with a XProtect camera/device.

- BTX Code Blue Listener output to BTX: <DATE><TIME><NATURE OF EVENT><DEVICE ID>

Click "Save Mappings".

BTX will now generate a XProtect alarm record for any Code Blue "DIAL" alarm keyword match, with the device being shown in Milestone as the mapped XProtect camera/device.

BTX can also be used to fire Matrix views, user-defined events, and PTZ presets. Consult the BTX User Manual for more information.

4. 	Analytic	s to willestone Device Map 4	DOUT									
DIE	I Knock	nistory										
	More	alus 100-2001 DDI-MOCK GR	Jupa.									
	and I David	en Manufana										
am	era a Devi									//) = <u>-</u>		areas a
Saı	ve Mappin	gs Remove Replicate	Run PTZ 5001		Ana	alytics Dev	ice N	<ul> <li>Search</li> </ul>	1 ( C	) 1F	TZ AII PT.	Zs
	Status	Milestone Camera	Analytics Device Name	Mil Gl	Incoming Debound Period (Second:	Triggerin Event Number (0=Alway	On	Schedule	Scheduk Data	Alarm Keyword [.startPos [,length]]	Double-Knock Groups (include *** on alarm devices)	, Dbl-Knock Window Expire Countdown
8	FOUND	Driveway North - 4	5001	>	0.0	0		Set	mmr	. 1		00
	FOUND	Driveway SE - 2	Driveway SE - 2	d	0.0	0		Set	YYYY			00
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	FOUND	Exterior_NE IC Realtime (LTS	Exterior_NE IC Realtime (LTS) Ca	f	0.0	0		Set	YYYY		*#	00
	FOUND	Front Door Cam (10.16.2.10)	Front Door Cam (10.16.2.10) - Pa	6	0.0	0		Set	YYYY		.,	00
	FOUND	Intrusion Demo Cam	Intrusion Demo Cam	e	0.0	0		Set	YYYYY		r.	00
	FOUND	Kevin's Office	Kevin's Office	4	0.0	0		Set	YYYY		+	00
	FOUND	LPR Pole - Camera 1	LPR Pole - Camera 1	d	0.0	0		Set	YYYY		të.	00
	FOUND	LTS 6Mpx Dome CMIP7362	LTS 6Mpx Dome CMIP7362W-28	b	0.0	0		Set	YYYY			00
	EVENT	MATRIX_Trigger_for_BTX_R	MATRIX_Trigger_for_BTX_Rules	f	0.0	0		Set	YYYY			00
	FOUND	Mobotix D12D (10.16.1.54)	Mobotix D12D (10.16.1.54) - Cam	6	0.0	0		Set	YYYY	-	+	00
	FOUND	Optex Redscan (10.16.1.237)	Optex Redscan (10.16.1.237) - Ca	3	0.0	0		Set	YYYY		+:	00
	FOUND	Optex Redscan (10.16.1.238)	Optex Redscan (10.16.1.238) - Ca	b	0.0	0		Set	YYYYY		.,	00
	FOUND	Outdoor - Rear Entrance/Exit	Outdoor - Rear Entrance/Exit Intru	4	0.0	0		Set	YYYYY			00
	FOUND	Panasonic WV-SW355 (10.1	Panasonic WV-SW355 (10.16.1.1	2	0.1	0		Set	YYYYY		÷	00
	FOUND	Pelco IME329 (10.16.1.202)	Pelco IME329 (10.16.1.202) - Cam	8	0.0	0		Set	YYYY		ti.	00
	FOUND	Production_Center_Path	Production_Center_Path	9	0.0	0		Set	YYYY	. ,		00
	found	SW Comer Willow Lane-1	pt001	c	0.0	0		Set	YYYY			-1:23:57:18
	found	Northeast Parking PTZ	pt003	e	0.0	0		Set	YYYY		+	-1:23:55:27
	found	Northeast Parking PTZ	pt005	e	0.0	0		Set	YYYY		ti	-1:23:55:18
	event	BTX_Bosch_Point#7	pt007	1	0.0	0		Set	YYYY		.,	00
	found	Rear Driveway-3	pt007	6	0.0	0		Set	YYYY			-1:23:55:08
	found	Alley - Southeast	pt011	9	0.0	0		Set	YYYY		+	00
	FOUND	Samsung Wisenet Cameras (	Samsung Wisenet Cameras (10.16	3	0.0	0		Set	YYYY		*:	00
	FOUND	Shipping-Receiving-Outside-4	Shipping-Receiving-Outside-4	2	0.0	0		Set	YYYYY			00
	FOLIND	Shon-Production FR Cam - P	Shon-Production ER Cam - Panae	5	0.0	n		¢₀ŧ	VVVV			~ >



#### 3.3. Confirm Successful Code Blue Alarm Forwarding to XProtect - "Log" Tab

The "Log" tab provides useful information on what alarm messages are being received by BTX, and also what actions BTX executes based on its current configuration. The "Log" tab is the primary way to verify test and verify device and keyword mappings.

	raidiyues to Milesto	one bevice map vbo	ut			
13:40 13:40 13:40	):50: Doing: listener.A ):50: LAUNCHING: T ):50: remoteHost is :	AcceptSocket() for incomi hread(ParserFunction 10.11.11.190	ng data server 1)	1108		~
13:4	):50: (C3) ACCEPTED ):50: (C3) toM; <dat< td=""><th>Connection from: 10.11 E&gt;<time><dial>&lt;5001</dial></time></th><td>.11.76.17037</td><td>ol</td><th></th><td></td></dat<>	Connection from: 10.11 E> <time><dial>&lt;5001</dial></time>	.11.76.17037	ol		
13.40 14.40 14.401	5:0: (C3) loq4631 j) 5:0: (C3) loq4631 j) 5:0: (C3) loq4631 j) 5:0: (C3) doblk (si 5:0: (DBL-K); [500 1:0: (DBL-K); [500	(doblik = foundRow(Tr., AND, isbohore(Tru, AND, isbohore(Tru Tru: scheduler/Son(S4) (d) (MAINGRP: fresingleRow(S4) (MAINGRP:MAINGRO) (MAINGRP:	e) Log indicates Code (True) received From BTX (Mag(DATE-KIME-K0IAL>5001>- wa Falae(1 < 1): (PINAME=: if ins SrokeRow = true: SROUP() (search 32 rows for this) ): otherRowsFoundWithASameGroup = ow) se) (port): device=5001: 76:17037 m ush to SC on 76 (Paul)" ush to SC on fo (Paul)" ush to SC on locathoat" ing: BTX_Alarm (Alarm_Chiked) BTX_Alarm	Blue DIAL al Code Blue Li Code Blue Li Code Blue Li Code Blue Li	arm stener	~)
13:4 13:4	152: MOT STRMIT 152: Alam via MIP(5 Log con	firms alarm re	cord generated in Mil	estone XProt	ect	
13:41	152 MAT STRUTT 152: Alam via MIP(5 Log con	firms alarm re	cord generated in Mil	estone XProt	ect	
13:40 13:40 13:40 531	152 Aut Stiffutti 152: Aam via MP(5 Log con ART Service	firms alarm re	Abott Request-Credentials	estone XProt	ect	

The BTX Code Blue Listener also displays all incoming and outgoing alarms in the log. Use the log to verify that logs are being received and forwarded with the proper format.

Http Liste	ener	Setting	js Id	Name	Table	About									
	Http	Listener	: Start			Log le	vel: 2 : N	lormal Amount	~	Htt	pListene	r Restart,	, minut	tes= 600	.0
Types:	DIA	L:sourc	e,LINI	(:devi	ce1,UN	LINK:de	vice1,HAN	GUP:device							
Non-C	Conne	ct Alam	n at 2:	58:15									3		
Secon	nds	60	En	abled		C	levice nam	e CodeBlue							
Note:	Heart	beat is	Type:	ING	Additi	onal 'TIN	EOUT' rule	e: TIMEOUT'e	verv 1 ho	ur		~			
🗹 Log	to file		View	1	Log da	ys: 30	CDat	ta to Log (not BTX	0 ~ 1	Xml fr	om file	🗌 Inclu	ude <c< th=""><th>lestinatio</th><th>n&gt; rt</th></c<>	lestinatio	n> rt
✓ Log 14:57:1 14:57:1 14:57:1 14:57:1 14:57:1	to file 5: list 5: list 15: IN 15: IN 15: IN 15: IN 15: OL	ener_P ener_P COMIN COMIN urce>5 tamp> JTGOIN	View refix(/I refix(bi G Url: G Url: G Url: G Url: /even IG (to	BTX/) tn://+ http:// ?xml v source t> BTX):	Log da 2233/F 127.0.0 version= > <dest <date< th=""><th>ys: 30 B arx / fr 1.2233, '1.0' enc nation&gt;&lt; &gt;<time:< th=""><th>CDat COA COA COA COA COA COA COA COA</th><th>ta to Log (not BTX de Blue Lis polVox Ser F-8"? In&gt;<type>DIALemo Area_5001&gt;&lt;</type></th><th>() ∨   stene ver ype&gt;<tim< th=""><th>Xml fr r rece estamp&gt;2</th><th>om file <b>eives</b> 1019-07-</th><th>Inclu     XML     24T14:22</th><th>ude <c . pa</c </th><th>destination</th><th>n&gt; rt 2 ^</th></tim<></th></time:<></th></date<></dest 	ys: 30 B arx / fr 1.2233, '1.0' enc nation>< > <time:< th=""><th>CDat COA COA COA COA COA COA COA COA</th><th>ta to Log (not BTX de Blue Lis polVox Ser F-8"? In&gt;<type>DIALemo Area_5001&gt;&lt;</type></th><th>() ∨   stene ver ype&gt;<tim< th=""><th>Xml fr r rece estamp&gt;2</th><th>om file <b>eives</b> 1019-07-</th><th>Inclu     XML     24T14:22</th><th>ude <c . pa</c </th><th>destination</th><th>n&gt; rt 2 ^</th></tim<></th></time:<>	CDat COA COA COA COA COA COA COA COA	ta to Log (not BTX de Blue Lis polVox Ser F-8"? In> <type>DIALemo Area_5001&gt;&lt;</type>	() ∨   stene ver ype> <tim< th=""><th>Xml fr r rece estamp&gt;2</th><th>om file <b>eives</b> 1019-07-</th><th>Inclu     XML     24T14:22</th><th>ude <c . pa</c </th><th>destination</th><th>n&gt; rt 2 ^</th></tim<>	Xml fr r rece estamp>2	om file <b>eives</b> 1019-07-	Inclu     XML     24T14:22	ude <c . pa</c 	destination	n> rt 2 ^



## 4. Sample Output to Milestone XProtect Smart Client



The "message" field in XProtect Alarm List displays the following information to the operator:

- Message field contains: [DIAL(Alarm Type)\_\_Descriptive Information HERE(text description)\_5001(device ID)]
- Message field contents can be altered by checking/unchecking preferred fields on the "Id Name Table" tab in the BTX Code Blue Listener. Refer to Section 2.2.1
- The text description can be altered by changing the "Name" Column on the "Id Name Table" tab in the BTX Code Blue Listener.



## 5. Basic Troubleshooting Steps for the Integration

#### 5.1. Troubleshooting Question #1 – Is the ToolVox activated and connected to the network?

Check to make sure the ToolVox server is online. You can do this trying to ping the ToolVox server or by successfully accessing the ToolVox web UI.

Check your firewall rules on the server where the BTX Code Blue Listener is installed. Port:2233 (default) must have firewall rules set to receive data from the ToolVox API.

Check if the ToolVox API is enabled by going to ToolVox EMS Administration -> scroll to bottom of page. BTX configuration should resemble the following:

ToolVox API	
Specify a destination U format http://hostr message directly to a 1	IRL that the ToolVox API will post event messages to. You can specify either a URL in the name/path for HTTP POST or tcp:hostname:port to send the contents of the event ICP socket.
Destination URL:	http://10.11.11.190:2233/BTX/
Keep Alive Interval:	60 seconds (0 = disable ping)
Data Type:	JSON XML CSV
	Undate Configuration

#### 5.2. Troubleshooting Question #2– ToolVox is online. Is the BTX Code Blue Listener running?

Step #1) Go to the BTX Code Blue Listener log files, located at: c:\app-techs\BTX\Third-party\Code\_Blue\BTXHttp-YYYY-MM-DD.log. If the log shows recent incoming "PING" alarms from ToolVox, the listener is running connected to Toolvox.

- "PING" alarms are sent from the ToolVox API every 60 seconds. The log file for today's date should show ping alarms from the last few minutes.
- "PING" alarms resemble the following in the c:\app-techs\BTX\Third-party\Code\_Blue\BTXHttp-YYYY-MM-DD.log file.

09:05:46: listener_Prefix(/BTX/)
09:05:46: listener_Prefix(http://+:2233/BTX/)
09:05:46: INCOMING Url: http://10.18.1.134:2233/BTX/
09:05:46: INCOMING: xml version='1.0' encoding='UTF-8'?
<pre><event><timestamp>2021-03-17T04:05:45-00:00</timestamp><type>PING</type></event></pre>

Step #2) Test if DIAL alarms are received in the log file. To do so, generate a test alarm and verify that DIAL alarms also appear in log file.

- Test alarms can be generated using an alarm emulator located at: c:\App-Techs\BTX\Third-party\Code\_Blue\HTML\_Alarm\_Simulator\CodeBlue Alarm Emulator (Enter Device).html
- "DIAL" alarms resemble the following:

10:24:07: INCOMING ...: <?xml version='1.0' encoding='UTF-8'?><event><source>14F80A</source><destination>1000</destination><type>DIAL</type><timestamp>2019-07-24T14:22:51-00:00</timestamp></event> 10:24:07: OUTGOING (to BTX): <DATE><TIME><DIAL><14F80A>| Step #3) If PING and DIAL alarms are behaving normally, proceed to Question #3.

Step #4) If log files are not reporting PING and DIAL alarms, check the log history and find the date/time when the listener stopped receiving alarms. Were there any system changes or did a user stop/access the software at that time?

Step #5) Check to see if two instances of the BTX Code Blue Listener are open simultaneously (Service and Desktop App). Multiple instances may disrupt alarm transmission. If so, close both, and re-START only one instance at a time.

Step #7) Check network settings in the BTX Code Blue Listener. Were any changes made to network addresses? Network communication issues are common and can result in the disruption of integration data flow.

Step #8) If either the service or the app appears to have crashed, restart. If crashing persists, contact App-Techs at (717) 735-0848.

## 5.3. Troubleshooting Question #3 – ToolVox and the BTX Code Blue Listener are running. Is the BTX correctly receiving and passing alarms to XProtect?

Step #1) Go to the BTX log files located in - c:\app-techs\BTX\sys\BTXApp-YYYY-MM-DD.log. If the log shows recent incoming "DIAL" alarms from ToolVox, BTX is active and running.

Step #2) Check if BTX is running as a service or as an application. Multiple instances may disrupt alarm transmission. If the service and desktop app are both running, close both, and re-START only one instance at a time.

Step #3) Generate a test alarm. A DIAL alarm should appear in the BTX log.

• If the log entry includes the information below, there is an issue with your device mapping on the "Device Map" tab. The key phrase to look for is "*Per Schedule: Alarm-Not-Generated*". This indicates BTX is successfully receiving an alarm, but the BTX device map settings are telling BTX not to generate an alarm in XProtect.

16:45:47: (C1) toM: <DATE><TIME><DIAL><104>
16:45:47: (C1) [mode] \_newDBounceLogic(True)
16:45:47: (C1) [log4691.a] doDblK = foundRow(False)
16:45:47: (C1) Per Schedule: Alarm-Not-Generated(port): device=104:

• If the log entry resembles the following below, BTX is configured to generate an XProtect alarm for this particular device. The key phrase is at the bottom: "*Alarm via MIP(104): successful*". This means device was properly mapped to generate an alarm on device 104 on a dial keyword.

16:50:00: (C3) [mode] newDBounceLogic(True) 16:50:00: (C3) [log4691.a] doDblK = foundRow(True) 16:50:00: (C3) [log4691.b] ... .AND. isDebonce(True) 16:50:00: (C3) [log4691.c] ... .AND. isSchdRowOn(True) 16:50:00: (C3) doDblK isTrue: scheduleRow[2] 16:50:00: [[DBL-K]]: [104]MAINGRP:. fireSingleRow = False(1 < 1); 16:50:00: [[DBL-K]]: [104]MAINGRP:. MAINGROUPNAME==.: fireSingleRow = true; 16:50:00: [[DBL-K]]: [104]MAINGRP:. === MAIN-GROUP(.) (search 91 rows for this.) 16:50:00: [getCompletedDblKnockGroups() Results]: otherRowsFoundWithASameGroup = 0; completedDblKnockGroups = "" 16:50:00: [[DBL-K]]: ::\*\*\*\*::DOING::\*\*\*\*::(fireSingleRow) 16:50:00: (C3) [mode] newDBounceLogic(True) 16:50:00: (C3) [log4691.a] doDblK = foundRow(False) 16:50:00: (C3) EXITING connection from: 127.0.0.1:53024 16:50:01: 1.Looking for Matrix containing: BTX Alarm 16:50:01: Firing Matrix "BTX Alarm Matrix Test" 16:50:01: Firing Matrix "xxBTX Alarm CodeBlueCall to 76" 16:50:01: Firing Matrix "BTX\_Alarm - Push to SC on 76 (Paul)" 16:50:02: Firing Matrix "BTX Alarm - Push to SC on localhost" 16:50:02: 4.Looking for User-defined event containing: BTX Alarm 16:50:02: (NOT SUBMITTED, User-defined Event)(Alarm Chked) BTX Alarm 16:50:02: Alarm via MIP(104): successful



Step #4) If BTX is receiving alarms, but not generating the preferred corresponding XProtect alarms, stop running BTX as a service and open up the Desktop application. Go to the "Device Map" tab and check to see that your Code Blue device is correctly mapped to the XProtect camera.

Jou	ole Knock	History										
D	H-Knock S	tatus "Too-Soon" Dbl-Knock Gr	roups:									
	] More											
Car	nera & Dev	ice Mappings										
Sa	ve Mappin	gs Remove Replicate	Bun PTZ			Mileston	e Camer	a v S	earch 🤇	>		
	1											^
	Status	Milestone Camera	Analytics Device Name	Mi GI	Incoming Debound Period (Second:	Triggerin Event Number (0=Alway	On	Schedule	Scheduk Data	Alarm Keyword [.startPo: [.length]]	Double-Knock Groups (include *** on alarm devices)	
	FOUND	Exterior_NE IC Realtime (LT	Exterior_NE IC Realtime (LTS)	f	0.0	0		Set	YYYYY			1
	FOUND	Front Door Cam (10.16.2.10)	104	6	0.0	0		Set	YYYYY		a.	
	FOUND	Intrusion Demo Cam	Intrusion Demo Cam	e	0.0	0		Set	YYYYY			
	FOUND	InVid SEC-BODYTEMPCAM	InVid SEC-BODYTEMPCAM2	c	0.0	0		Set	YYYYY			1
	found	InVid SEC-BODYTEMPCAM	B12	e	0.0	0		Set	YYYYY			
	FOUND	Kevin's Office	Kevin's Office	4	0.0	0		Set	YYYYY			
	FOUND	LPR Pole - Camera 1	LPR Pole - Camera 1	d	0.0	0		Set	YYYYY			[
	FOUND	LTS 6Mpx Dome CMIP7362	LTS 6Mpx Dome CMIP7362	b	0.0	0		Set	YYYYY			
	EVENT	MATRIX_Trigger_for_BTX	MATRIX_Trigger_for_BTX_R	f	0.0	0		Set	YYYYY			
	FOUND	Mobotix D12D (10.16.1.54)	Mobotix D12D (10.16.1.54)	6	0.0	0		Set	YYYYY			[
	found	Northeast Parking PTZ	N ParkingLot	e	0.0	0		Set	YYYYY	GUNS		
	found	Northeast Parking PTZ	N ParkingLot	e	0.0	0		Set	YYYYY	GUNS		1
	found	Northeast Parking PTZ	N ParkingLot	e	0.0	0		Set	YYYYY	GUNS		[
	FOUND	Optex Redscan (10.16.1.238	Optex Redscan (10.16.1.238)	b	0.0	0		Set	YYYY			

Step #6) Call App-Techs Support at (717) 735-0848 x2 if the above steps do not lead to the successful generation of alarms in XProtect.



App-Techs Corp. 505 Willow Lane Lancaster, PA 17601 USA

## 6. FAQ

#### 6.1. Can the integration be run as a Windows service in the background?

A: Yes. Section 1.6 details how the BTX and the BTX Cod Blue Listener can be run as Windows services.

#### 6.2. Can I map multiple Code Blue Call stations, phones and help points to a single XProtect camera/device?

A: Yes. In BTX, go to the "Device Map" tab and simply replicate a row that corresponds to the XProtect camera device in question and add to the secondary Code Blue device ID to the new row. You can also map PTZ presets for each device. See the BTX User Manual for additional information.

6.3. My Code Blue devices have two buttons (Emergency + Info). Can I tell which button is pushed when I receive the alarm? A: Yes. See section 2.2.1 on how to use the "Include destination" toggle feature.

## 6.4. My Code Blue call station includes an on-board camera? Can I associate DIAL alarms from this call stations, phones and help points to this camera?

A: Yes. The camera must be XProtect compatible and added to your XProtect Camera network. Once you add the camera, restart BTX, and the camera will appear as a column in the "Device Map" tab.



## 7. Legal

#### 7.1. Surveillance Privacy

Always use discretion when installing video and / or surveillance equipment especially when there is perceived privacy, or an expectation of privacy. Inquire regarding federal, state and / or local regulation applicable to the lawful installation of video and / or audio recording or surveillance equipment. Party consent may be required.

#### 7.2. Disclaimer

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