



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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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, user-defined events, and PTZ presets.

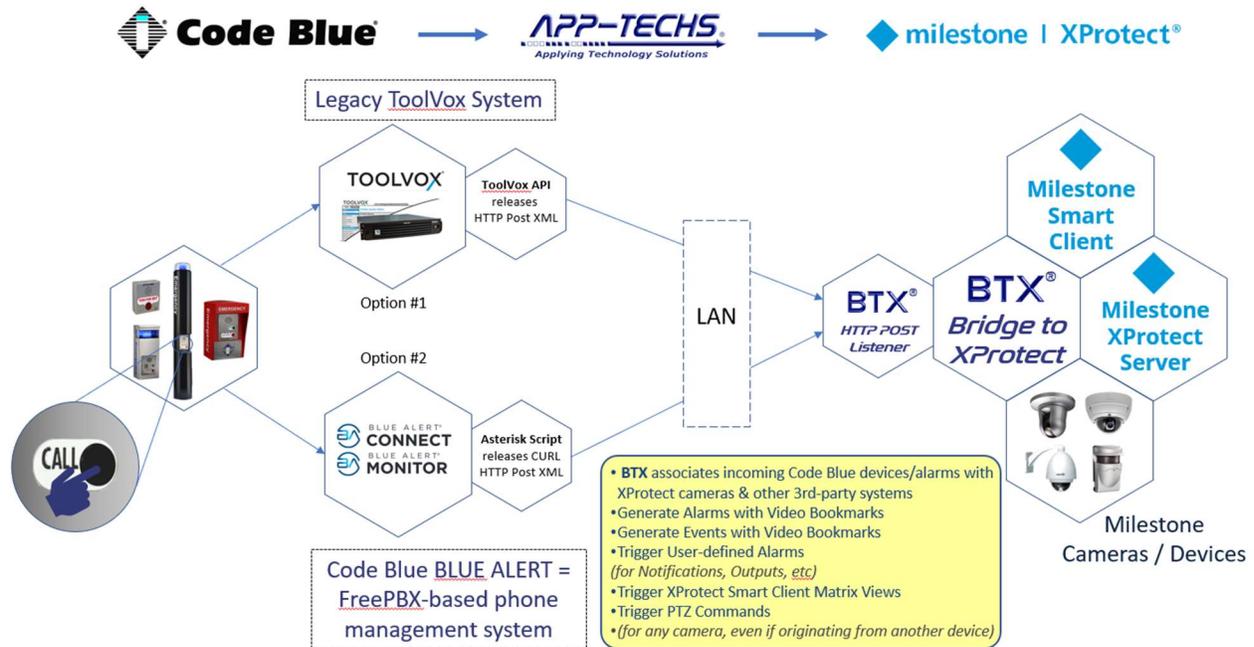
1.2. Basic Data Flow

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.

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:
 - o App-Techs → Bridge to XProtect → 3. Setup → 1a. Install BTX Service (Admin)
 - o Optionally, it can be installed from the command line.
 - C:\App-Techs\BTX\sys\BTX_util.bat InstallSvc \App-Techs\BTX\sys
- To run BTX as a service, use the Windows Start Menu icons, and navigate to the following:
 - o App-Techs → Bridge to XProtect → 2a. Start BTX Service (Admin)
 - o App-Techs → Bridge to XProtect → 2b. Stop BTX Service (Admin)
 - o 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:
 - o App-Techs → Bridge to XProtect → 5. Third-party → 1. Code Blue Interface → 3a. Install Code Blue HTTP Event Listener Service (Admin)
 - o Optionally, it can be installed from the command line.
 - C:\App-Techs\BTX\Third-party\Code_Blue\BTXHttp_util.bat InstallSvc \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:
 - o App-Techs → Bridge to XProtect → 5. Third-party → 1. Code Blue Interface → 2a. Start Code Blue HTTP Event Listener Service (Admin)
 - o 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.
 - o BTX application .exe is found in the following directory:
 - C:\App-Techs\BTX\sys\btx.exe
 - o The BTX Code Blue Listener application .exe is found in the following directory:
 - C:\App-Techs\BTX\Third-party\Code_Blue\ BTXHttpLog.exe

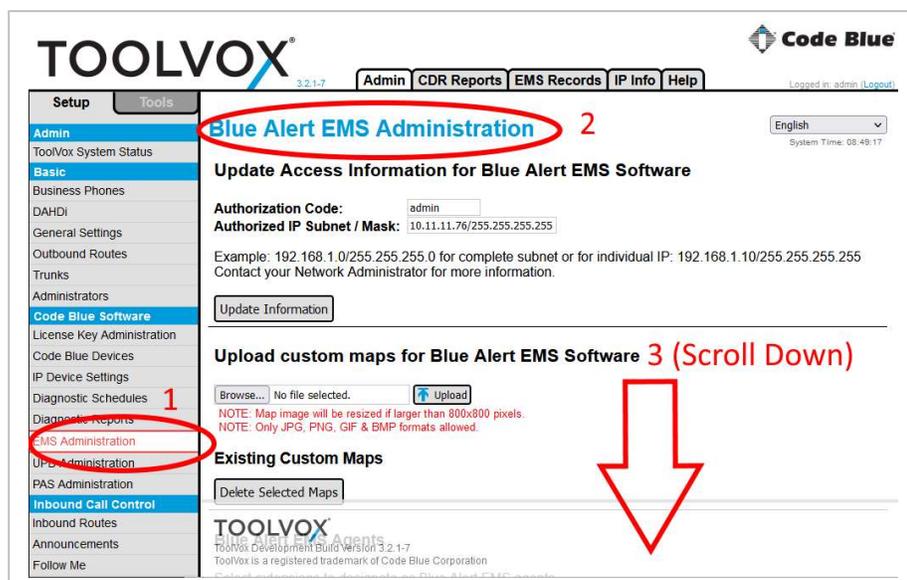
2. Setup and Configuration

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/
 - o 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.



ToolVox API

Specify a destination URL that the ToolVox API will post event messages to. You can specify either a URL in the format `http://hostname/path` for HTTP POST or `tcp:hostname:port` to send the contents of the event message directly to a TCP socket.

Destination URL:

Keep Alive Interval: seconds (0 = disable ping)

Data Type:

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.

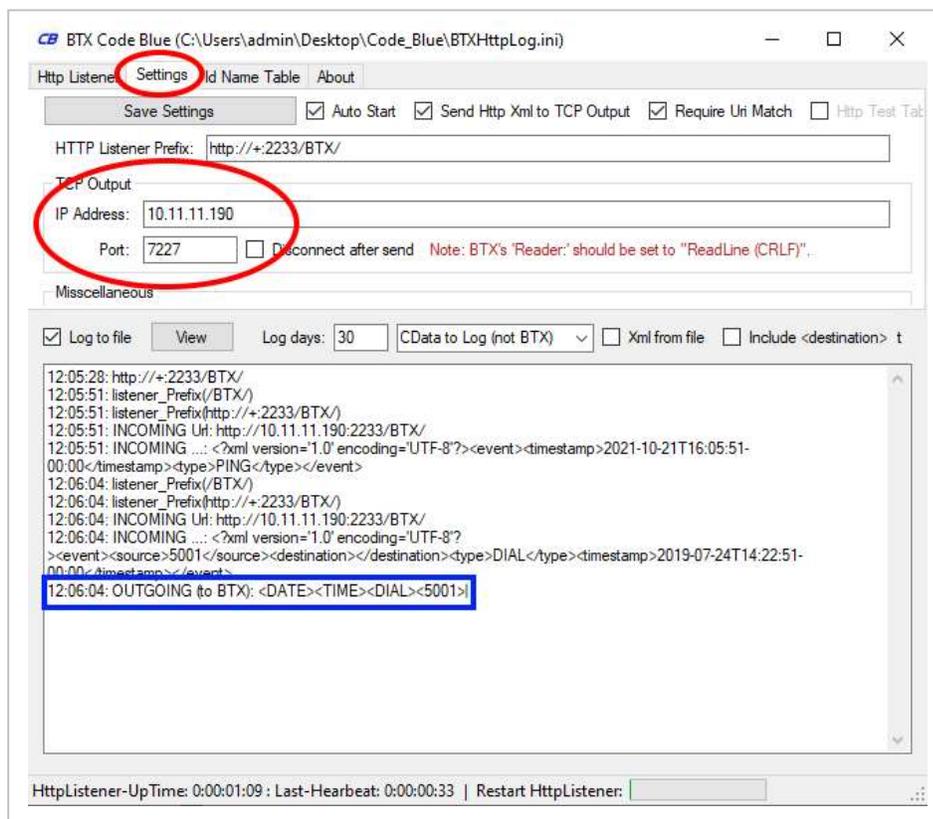
The log window will now display all incoming alarms released by the ToolVox or Blue Alert API.

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

- <Date><Time><DIAL><5001>
 - o These <> parameters represent the following information:
<DATE><TIME><NATURE OF EVENT><DEVICE ID>

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.



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.

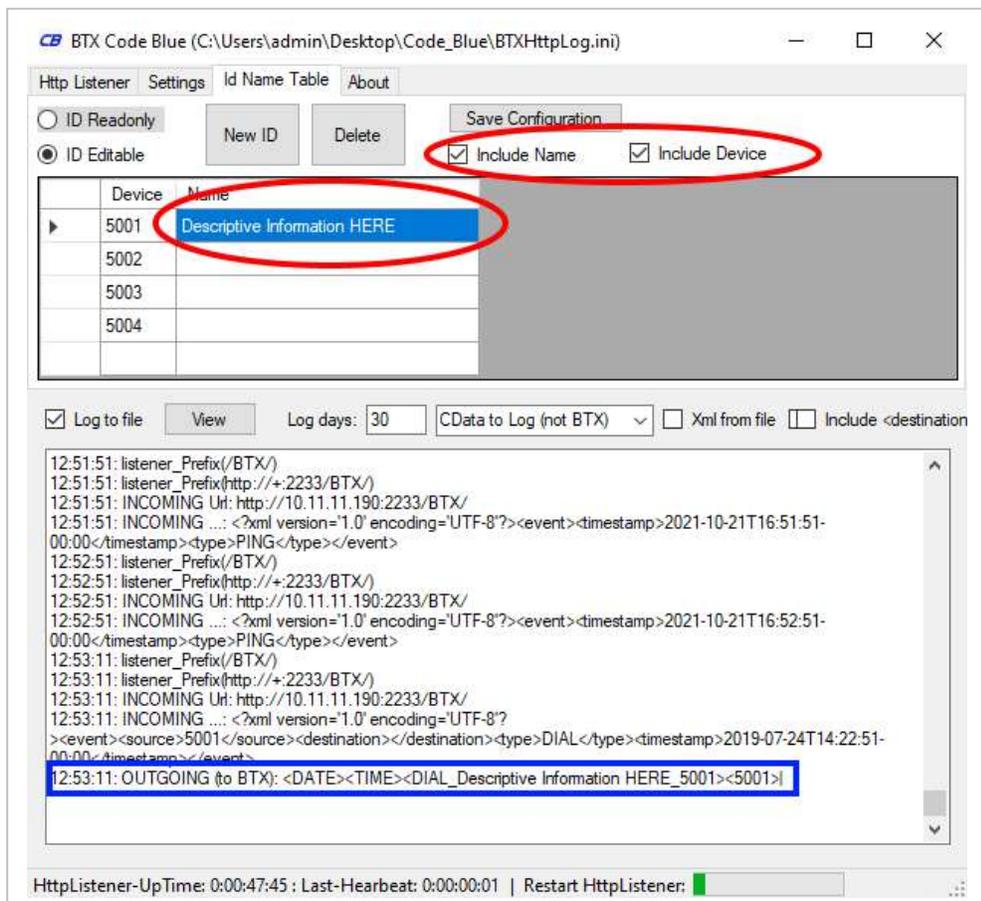
Toggle the checkboxes for Include Name and Include Device to alter the alarm output so it contains the preferred information.

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
 - o 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:
 - o Ex. <DATE><TIME><DIAL_5001><5001>
- With both boxes checked, the alarm output will be the following:
 - o Ex. <DATE><TIME><DIAL_Descriptive Information HERE_5001><5001>



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”.

The screenshot shows the BTX (BTX.ini) configuration window with the "Analytics to Milestone" tab selected. A red circle highlights the "Milestone Server (Recipient)" section, which contains the following fields:

- IP Address: 10.1.5.100
- Port: 80
- User: username
- Pass: [redacted]

Other visible sections include:

- Listener for Events from Analytics Server:** Port: 7227, IPv6: [unchecked], Port (external): [dropdown], Reader: ReadLine (CRLF), SAVE, Undo, Defaults, Debug buttons.
- Milestone Events:** Generate: Alarms, Events, Keywords (selected), Always Events; Fire Matrix: Alarms (checked) BTX_Alarm, Events (unchecked) BTX_Event; Trigger User-defined Events: Alarms (checked) BTX_Alarm, Events (unchecked) BTX_Event; Non-Connect Alarm [off] Seconds 0 Disabled.
- Alarm keywords:** (comma separated) Contains (selected), Starts with; DIAL
- Options:** Auto-start communication when application starts (checked), Minimize to system tray (unchecked); Log level: 3: More, Time Only; Log maximum size: 15000, Dump Config (unchecked); Application mode: Analytics to Milestone (Requires application restart).
- Service:** Run as a service (unchecked), Service startup delay: 8, Service log days: 30.
- More Options:** Enable "Private Safety Network" (unchecked), Log CData (checked).

At the bottom, the status bar shows: Milestone: ON | Connections: - - ACM listening for connection on 7227

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.

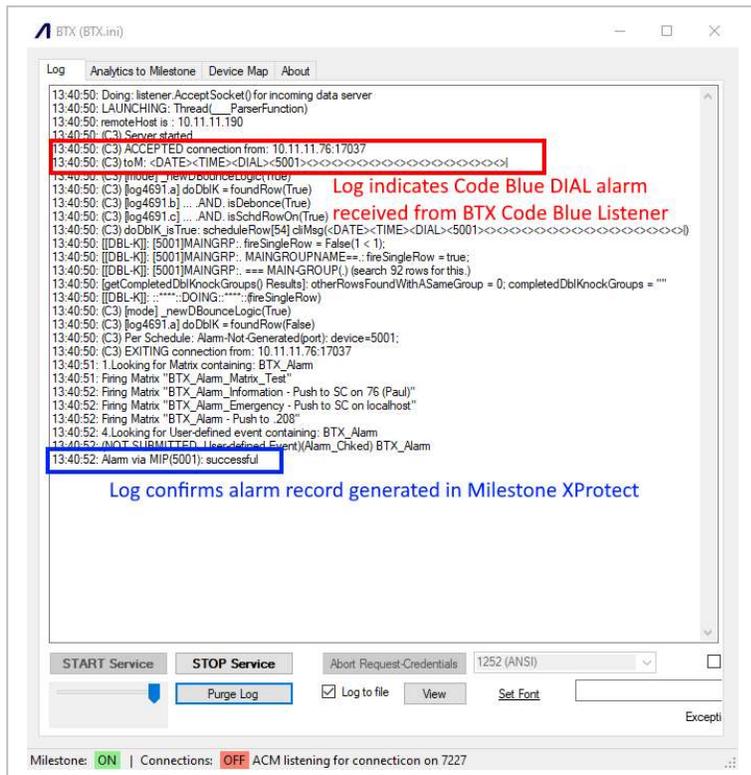
BTX can also be used to fire Matrix views, user-defined events, and PTZ presets. Consult the BTX User Manual for more information.

The screenshot shows the BTX (BTX.ini) application window. The 'Device Map' tab is active. At the top, there are buttons for 'Save Mappings', 'Remove', 'Replicate', and 'Run PTZ'. Below these is a table with columns: Status, Milestone Camera, Analytics Device Name, Mil Gl, Incoming Debounce Period (Seconds), Triggerin Event Number (0=Always), On, Schedule, Schedul Data, Alarm Keyword [startPot [length]], Double-Knock Groups (include "" on alarm devices), and Dbl-Knock Window Expire Countdown. The first row is highlighted in blue and has '5001' in the 'Analytics Device Name' column, which is circled in red. The 'Save Mappings' button is also circled in red. At the bottom, there is a status bar showing 'Milestone: ON | Connections: - - ACM listening for connection on 7227'.

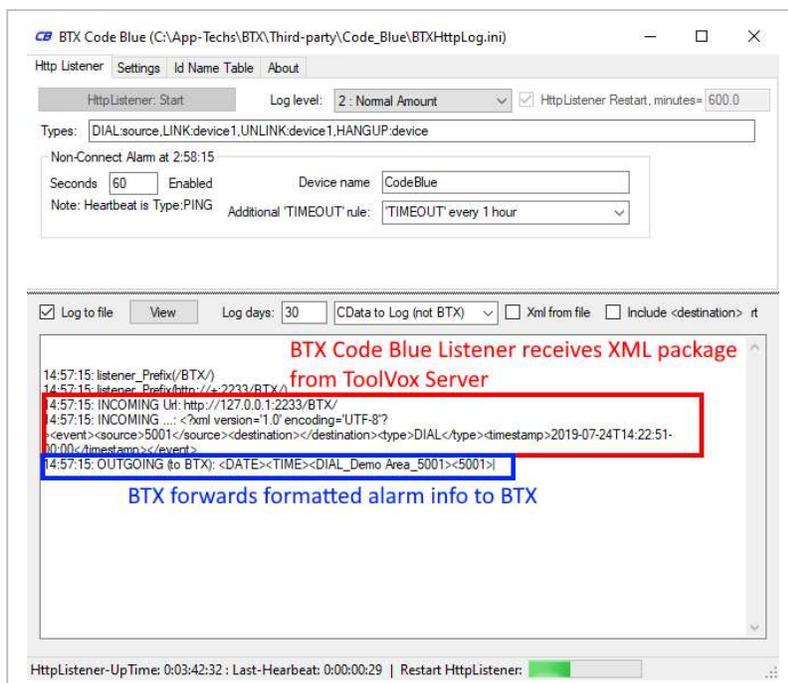
Status	Milestone Camera	Analytics Device Name	Mil Gl	Incoming Debounce Period (Seconds)	Triggerin Event Number (0=Always)	On	Schedule	Schedul Data	Alarm Keyword [startPot [length]]	Double-Knock Groups (include "" on alarm devices)	Dbl-Knock Window Expire Countdown
FOUND	Driveway North - 4	5001		0.0	0	☑	Set	YYYY...			00
FOUND	Driveway SE - 2	Driveway SE - z	d...	0.0	0	☑	Set	YYYY...			00
FOUND	Driveway SW - 3	Driveway SW - 3	c...	0.0	0	☑	Set	YYYY...			00
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	YYYY...			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...			00
FOUND	LTS 6Mpx Dome CMIP7362...	LTS 6Mpx Dome CMIP7362W-28...	b...	0.0	0	☑	Set	YYYY...			00
EVENT	MATRIX_Trigger_for_BT_X_R...	MATRIX_Trigger_for_BT_X_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	YYYY...			00
FOUND	Outdoor - Rear Entrance/Exit...	Outdoor - Rear Entrance/Exit Intru...	4...	0.0	0	☑	Set	YYYY...			00
FOUND	Panasonic WV-SW355 (10.1...	Panasonic WV-SW355 (10.16.1.1...	2...	0.1	0	☑	Set	YYYY...			00
FOUND	Pelco IME329 (10.16.1.202) ...	Pelco IME329 (10.16.1.202) - Cam...	8...	0.0	0	☑	Set	YYYY...			00
FOUND	Production_Center_Path	Production_Center_Path	9...	0.0	0	☑	Set	YYYY...			00
found	SW Corner 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...			-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	YYYY...			00
FOUND	Shp-Production_ER Cam - P...	Shp-Production_ER Cam - Pans...	5...	0.0	0	☑	Set	YYYY...			00

3.3. Confirm Successful Code Blue Alarm Forwarding to XProtect – “Log” Tab

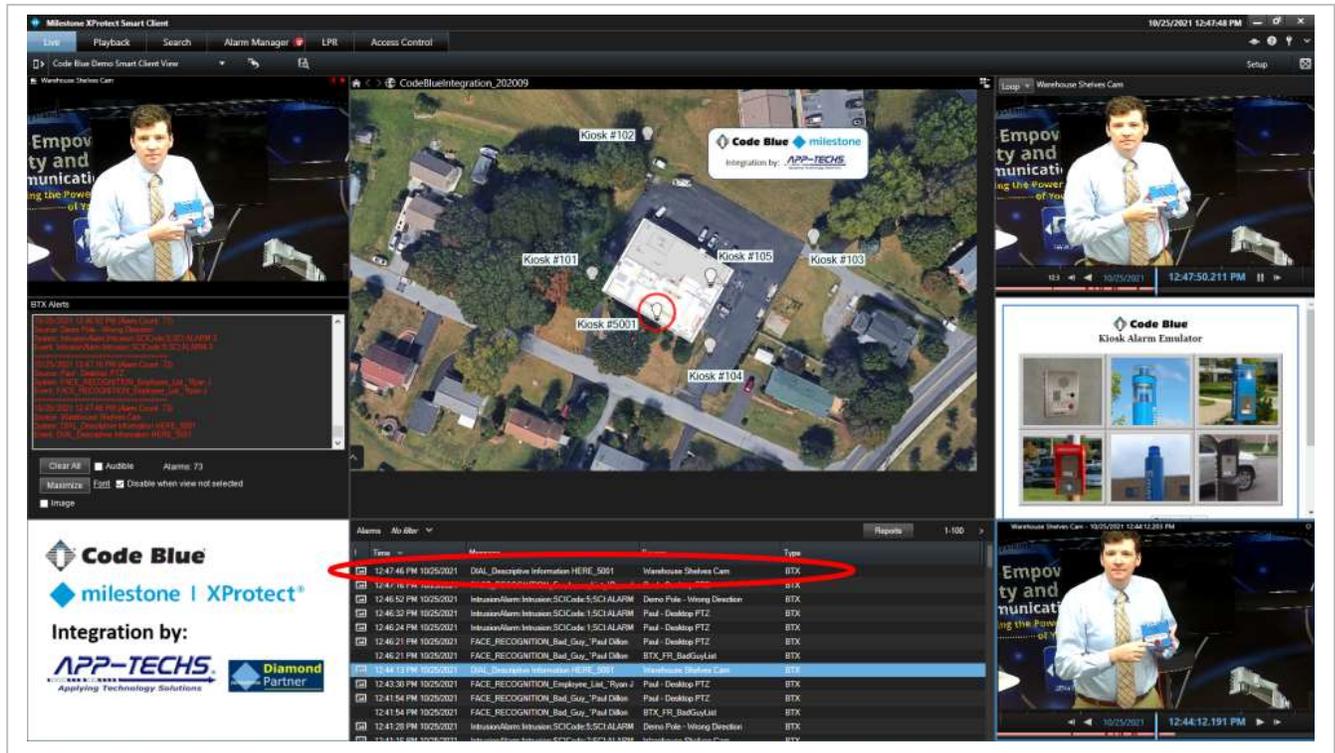
The “Log” tab provides useful information on what alarm messages are being received by BTX, and also what actions BTX executes based on its current configuration. The “Log” tab is the primary way to verify test and verify device and keyword mappings.



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.



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 URL that the ToolVox API will post event messages to. You can specify either a URL in the format `http://hostname/path` for HTTP POST or `tcp:hostname:port` to send the contents of the event message directly to a TCP socket.

Destination URL:

Keep Alive Interval: seconds (0 = disable ping)

Data Type:

(API is RUNNING)

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.

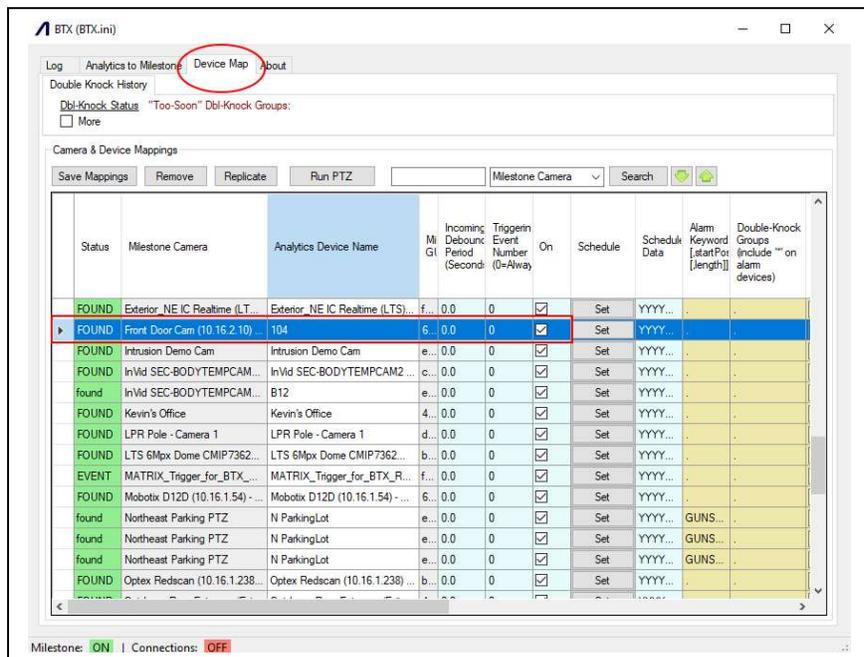
```
09:05:46: listener_Prefix(/BTX/)
09:05:46: listener_Prefix(http://+:2233/BTX/)
09:05:46: INCOMING Url: http://10.18.1.134:2233/BTX/
09:05:46: INCOMING ...: <?xml version='1.0' encoding='UTF-8'?>
<event><timestamp>2021-03-17T04:05:45-00:00</timestamp><type>PING</type></event>
```

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 #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.



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.

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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