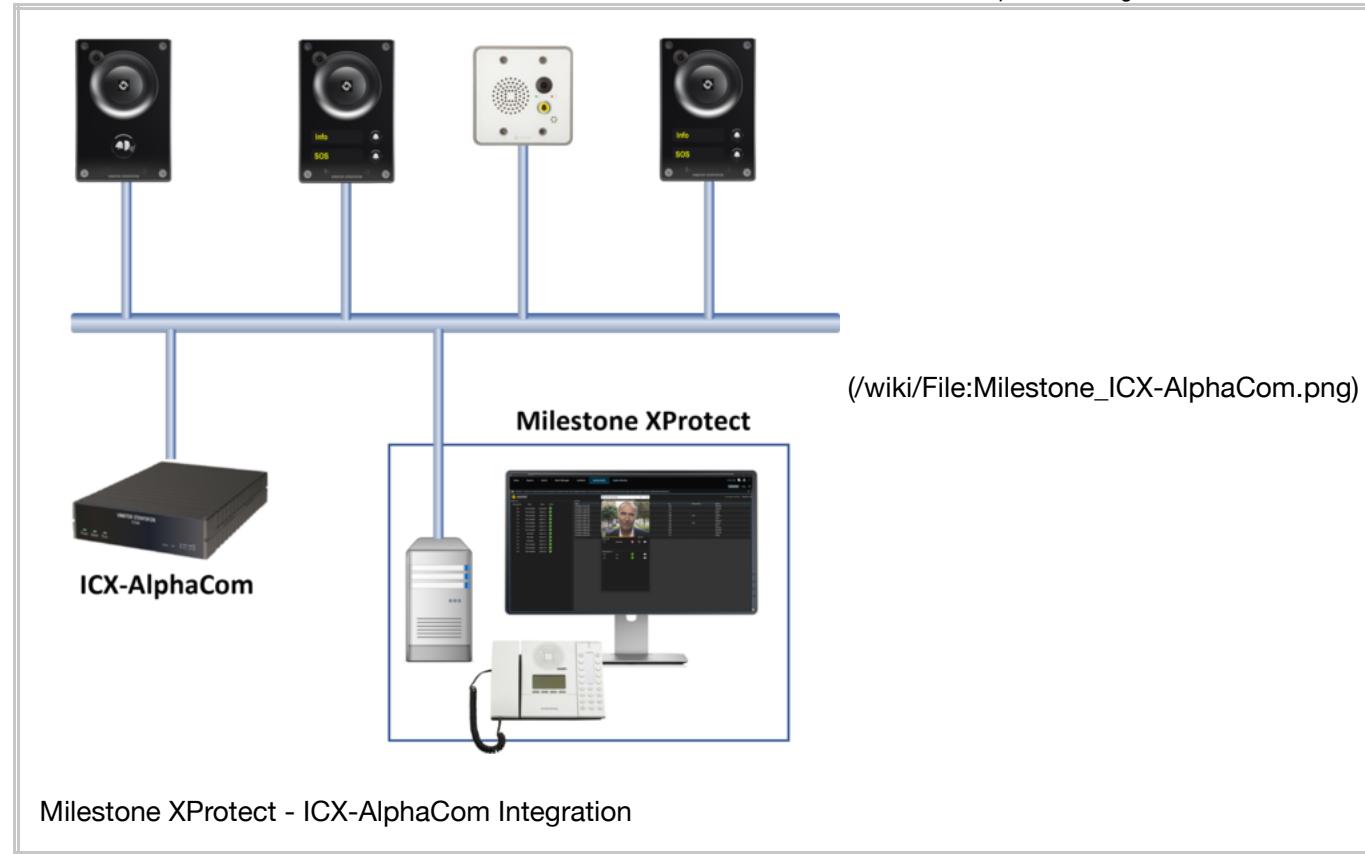


Milestone XProtect - ICX-AlphaCom Integration

From Zenitel Wiki



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Introduction

The interface between ICX-AlphaCom and Milestone XProtect VMS is through an integration module (https://alpha.zenitel.com/downloads/ZenitelCallHandlerSetupIcxAlphaCom_3.0.6.msi) which is available on the Downloads page (/wiki/Downloads#Interface_modules) of Zenitel Wiki.

This integration requires a Zenitel desktop station or SoftClient to be associated with each XProtect Smart Client, as SIP audio is routed through ICX-AlphaCom.

This article assumes that the reader is:

- familiar with setup and operation of the Milestone XProtect VMS
- that the Milestone XProtect VMS is operational, with all to the system connected cameras configured
- that ICX-AlphaCom is operational, with all the system connected intercom devices and SoftClients configured

Only points which are specific to this integration and to connected intercom stations/SoftClients and IP speakers are described.

Licensing

Milestone XProtect

The integration interface does not require a specific license from Milestone.

However, note that Zenitel stations are typically registered as ONVIF devices in XProtect, to e.g. stream and record audio/video from stations. This requires separate station licenses from Milestone. For an overview of the ONVIF features supported in Zenitel devices, please read our article ONVIF Settings (/wiki/ONVIF_Settings)

ICX-AlphaCom

ICX-AlphaCom gateways requires the presence of the appropriate API/OPC license:

- 1002602306 - ILI-API64 - API License Supporting 64 Intercom Stations

- 1002602309 - ILI-API512 - API License Supporting 512 Intercom Stations

With ICX-AlphaCom it is possible to purchase a single Product Key which covers all stations connected to all ICX-AlphaCom's in a network. Licenses can be stacked, i.e. 1x 1002602306 + 2x 1002602309 gives 1088 API licenses which can be used on 2 or more ICX-AlphaCom's.

Note that the licenses are based on the number of intercom stations, not the number of gateways and servers. Thus, 1 API license can be used across multiple networked ICX-AlphaCom gateways and Milestone servers. The license is independent of the number of XProtect Smart Clients.

If the Zenitel SoftClient is to be used for SIP audio directly in the XProtect Smart Client you will need 1 SoftClient license (item number 1002600300) per Operator computer.

Installation

This section describes how to install the integration plugin. It is assumed that the Milestone XProtect VMS has been installed and is running. It is also assumed that the Milestone XProtect VMS has been licensed appropriately.

- When installing (or uninstalling) the plugin all XProtect Clients (XProtect Management Client and XProtect Smart Client) must be closed.
 - The plugin is to be installed on the same machine as the XProtect Smart client.
1. Download the msi setup file (https://alpha.zenitel.com/downloads/ZenitelCallHandlerSetupICXAlphaCom_3.0.6.msi) from the Downloads section on Zenitel Wiki.
 2. Run the setup file, and follow the instructions on the screen
 3. When prompted for the installation location, select the Milestone/MIP installation folder (e.g. C:\Program Files\Milestone\MIPPlugins).
 4. Click "Close" to complete the installation.

Configuration

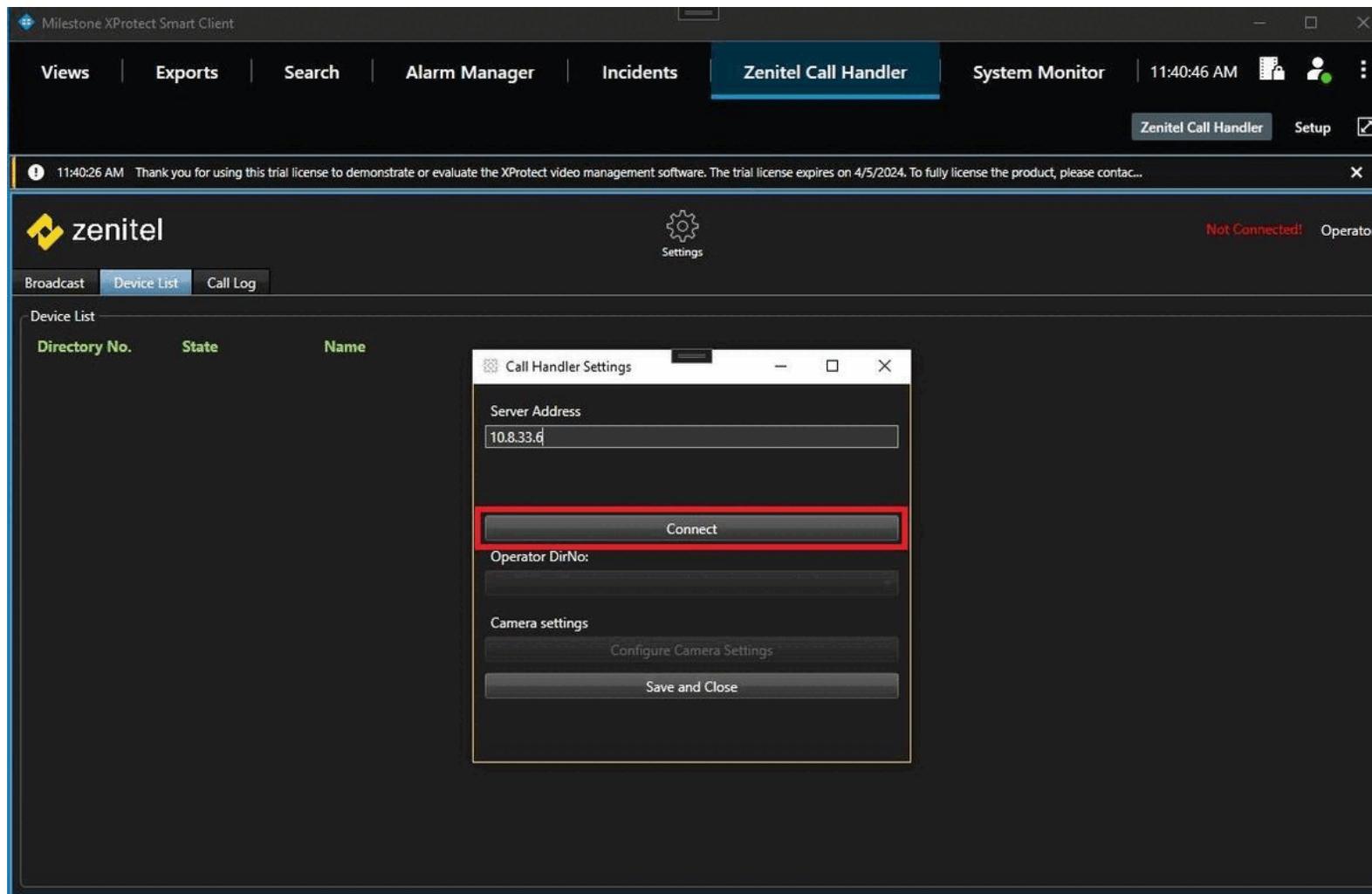
Basic plugin configuration

1. Open the XProtect Smart Client.
2. Open the "Configuration" window by clicking the "Configuration" Icon button in the toolbar.
3. In the "Configuration" window enter the IP address and port number of your Zenitel intercom system in the "IP Address" and "Port" fields, respectively.
4. Click the "Connect" button and wait for the system to retrieve the list of available devices.
5. Select the operator's device by choosing its directory number from the drop-down list.



(/wiki/File:Warning.png)

When using the Broadcasting (/wiki/Milestone_XProtect_-_ICX-AlphaCom_Integration#Broadcasting_28available_from_Plugin_Version_3.0.6.29) feature, the operator station should not be an ITSV-2, ITSV-3, ITSV-4 or ITSV-5



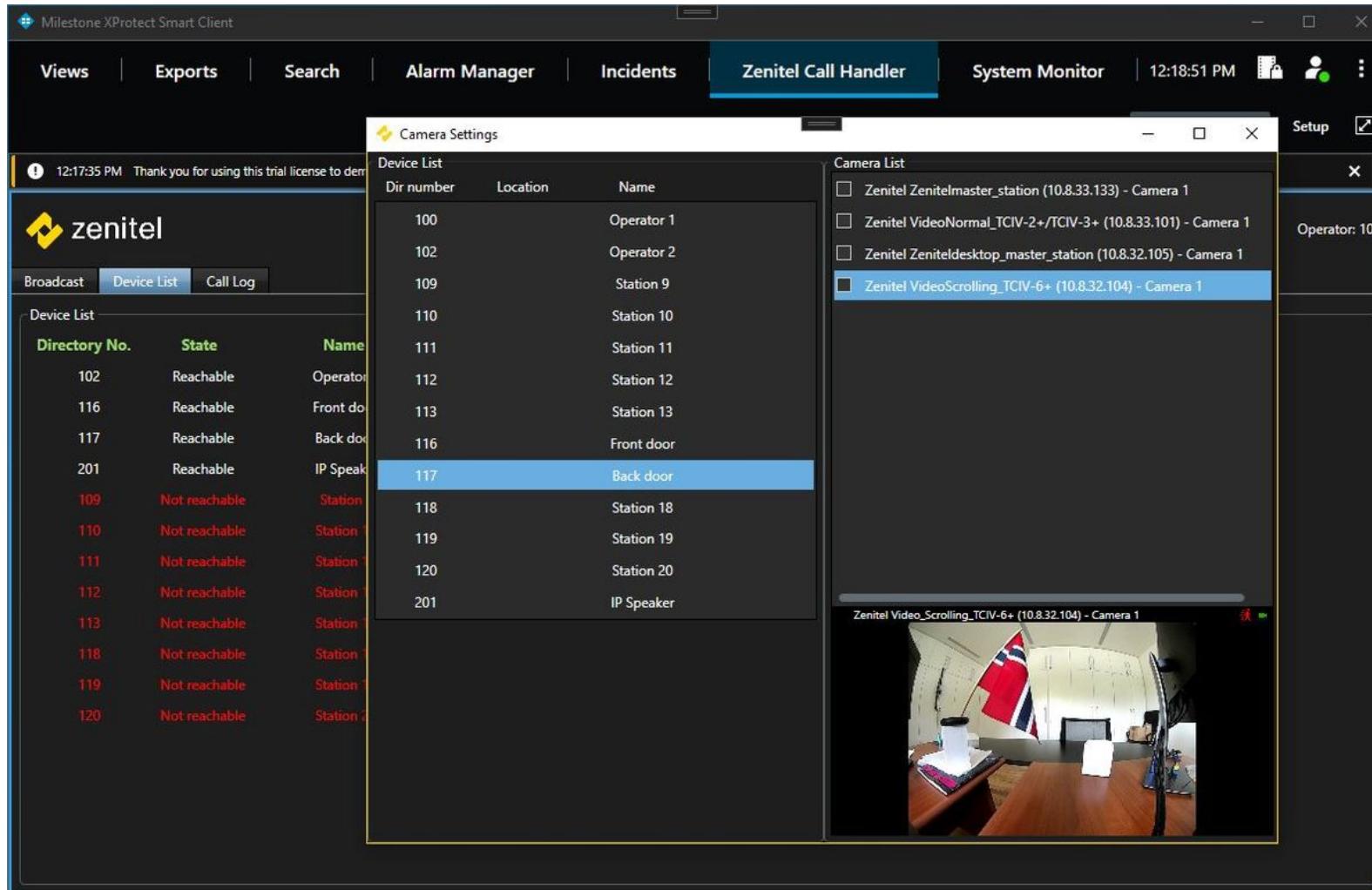
(/wiki/File:ZenitelCallHandlerConfigurationGif_306.gif)

Animation of the Zenitel Cal Handler configuration process

Associating cameras with devices

1. Open the camera settings window.

2. On the left side, there will be a list of devices registered with ICX-AlphaCom. On the right side, there will be a list of cameras registered within the XProtect system.
3. Click on a device in the left list to select it.
4. Click on an item in the right list to preview the video feed from that camera.
5. To associate a camera with a selected device, click on the checkbox next to the camera's name.
6. Repeat steps 3-5 to associate additional cameras with the selected device.
7. Once satisfied with the configuration, close the camera settings window.
8. Click "Save and Close" on the configuration window to save the changes.



(/wiki/File:ZenitelCallHandlerCameraConfiguration_306.JPG)

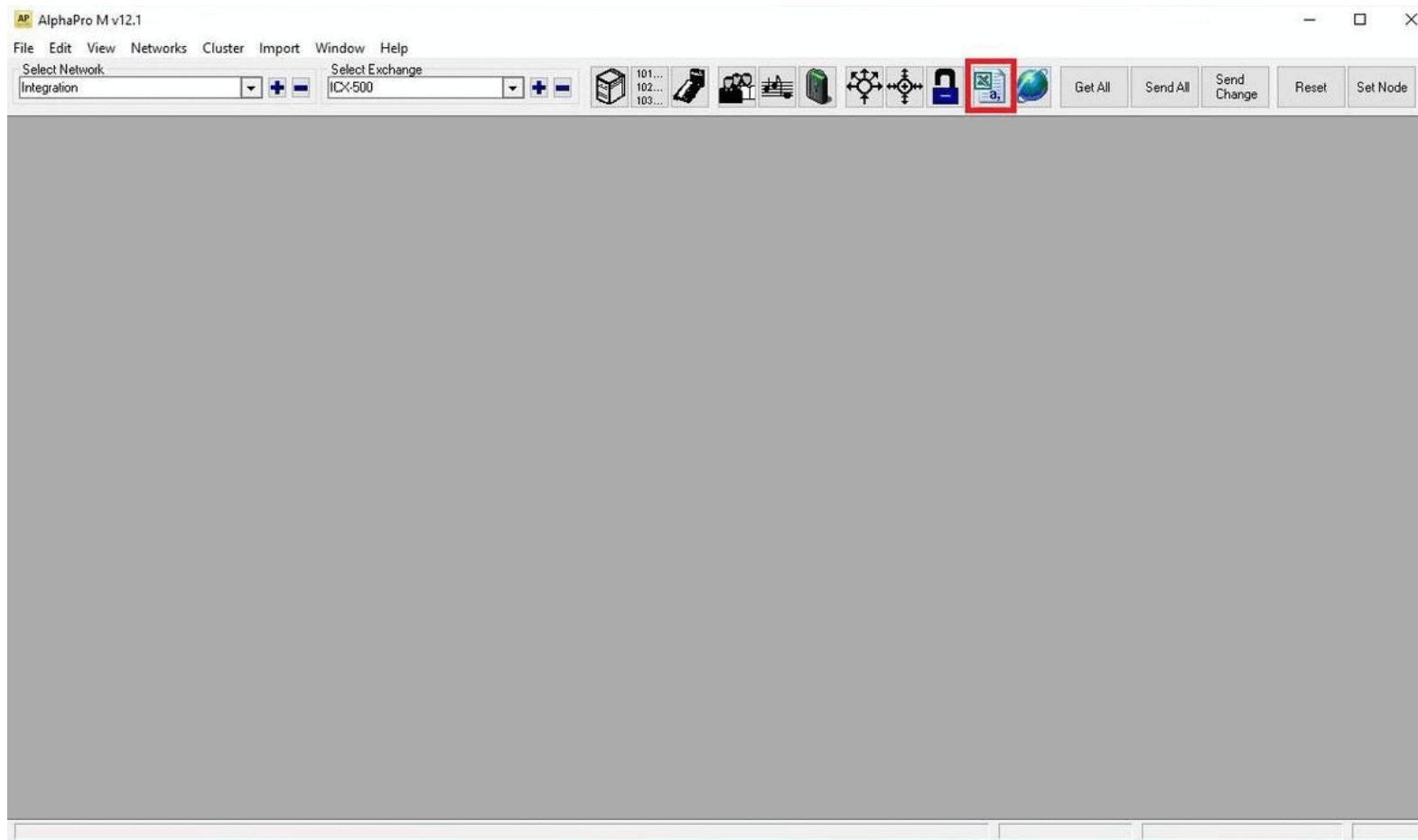
Screenshot of the camera assosiation process

Groups configuration (available from Plugin Version 3.0.6)

To enable live announcements and prerecorded message broadcasting, you'll first need to configure the groups.

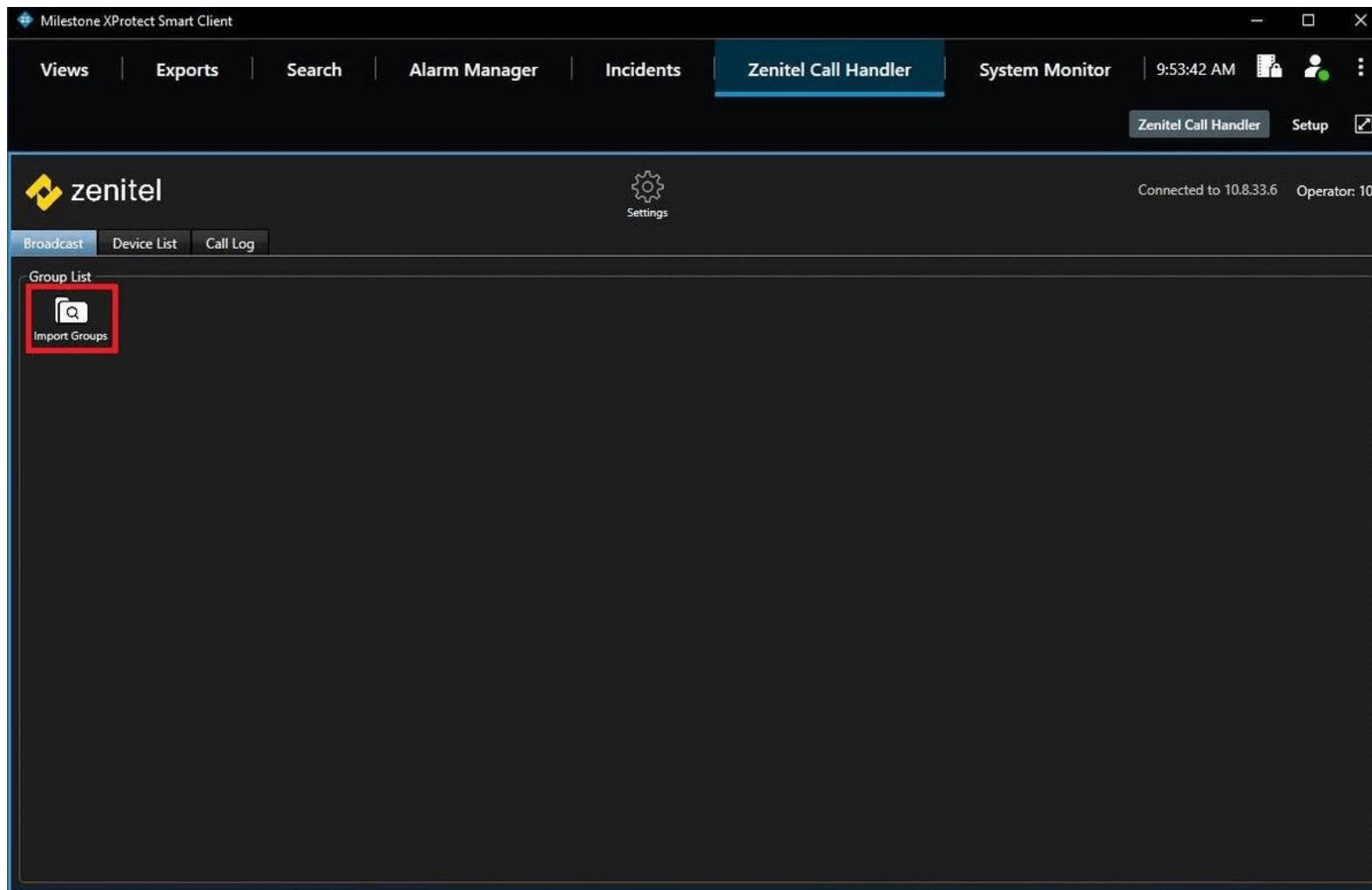
To do this, you'll require access to the AlphaPro software, and then you can proceed with the following steps:

1. Open the AlphaPro software and follow these steps to export the groups csv file:



(/wiki/File:ZenitelCallHandlerExportGroups_306.gif)

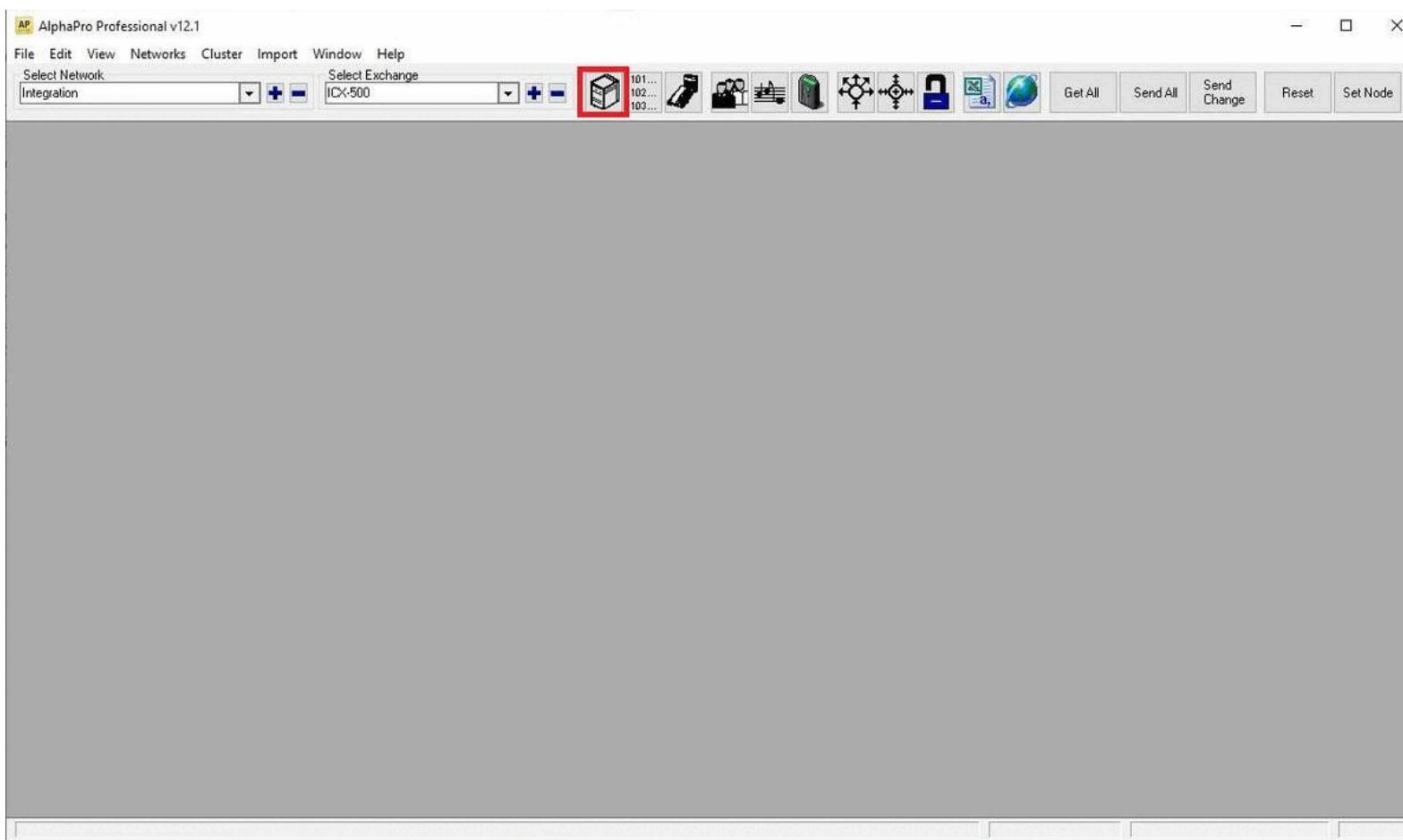
2. Return to Milestone XProtect and within the Zenitel Call Handler, navigate to the 'Broadcasting' tab.
3. Follow these steps to import the groups list file exported from AlphaPro into Zenitel Call Handler:



(/wiki/File:ZenitelCallHandlerImportGroups_306.gif)

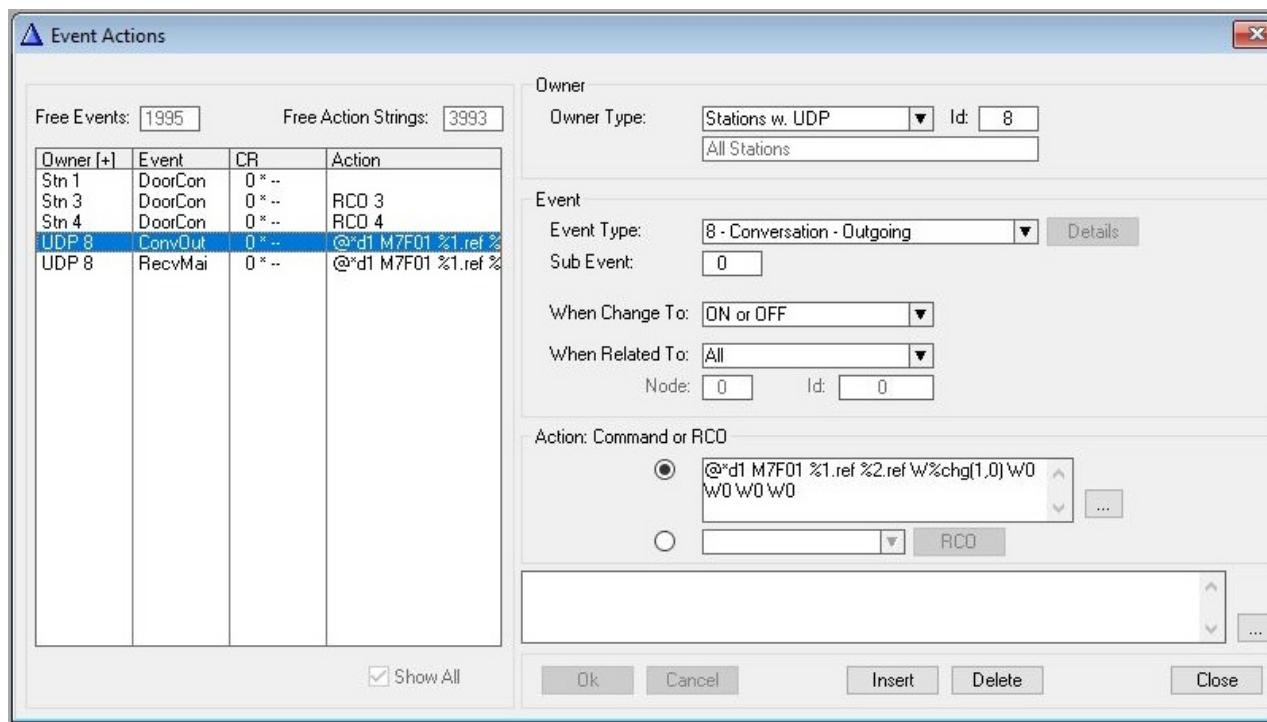
4. Return to the AlphaPro software and follow these steps to configure the necessary events for group UI to function properly:

- Open **Exchange Information -> Events**



(/wiki/File:ZenitelCallHandlerEventsConfig.gif)

- then **Insert** two new records with the following information:



(/wiki/File:ZenitelCallHandlerEventConfig_1_306.JPG)

Owner type	Stations w. UDP
Id	8
Event Type	8 - Conversation - Outgoing
Sub Event	0
When Change To	ON or OFF
When Related To	All

For the section **Action: Command or**

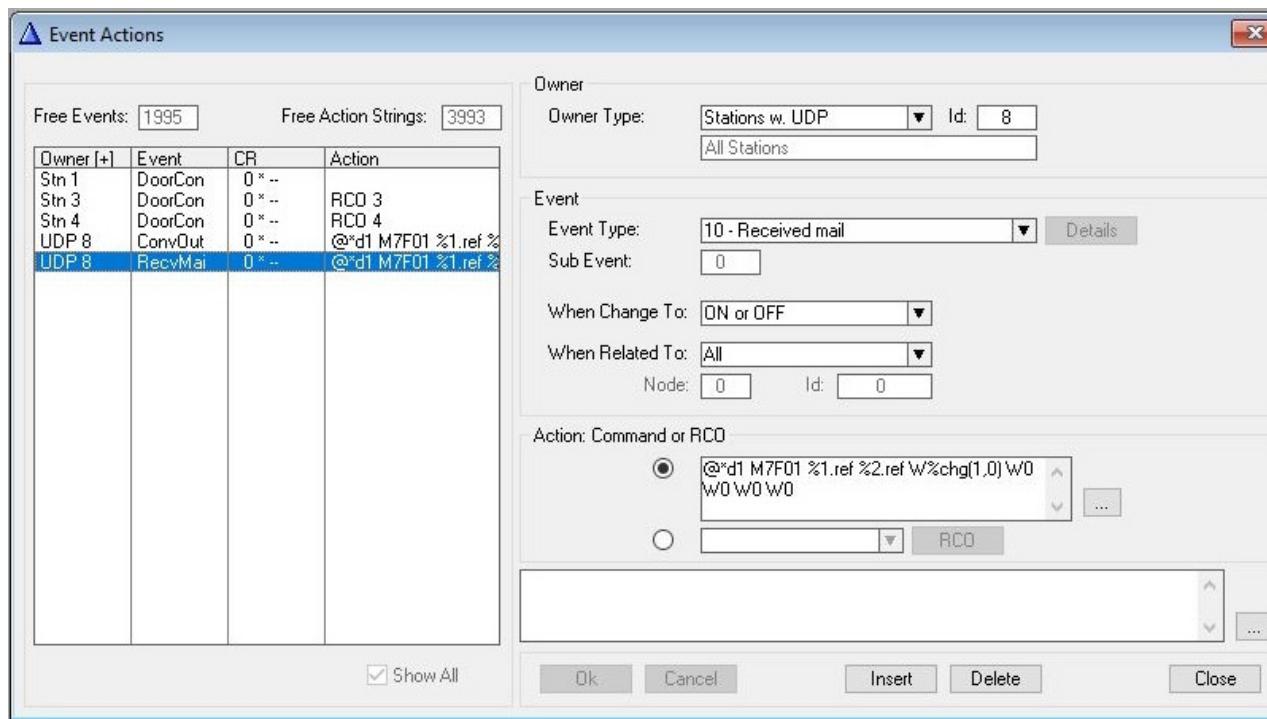
RCO

select the first option and type this

command

in the text box

```
@*d1 M7F01 %1.ref %2.ref W%chg(1,0) W0 W0  
W0 W0
```



(/wiki/File:ZenitelCallHandlerEventConfig_2_306.JPG)

Owner type	Stations w. UDP
Id	8
Event Type	10 - Received mail
Sub Event	0
When Change To	ON or OFF
When Related To	All

For the section **Action: Command or**

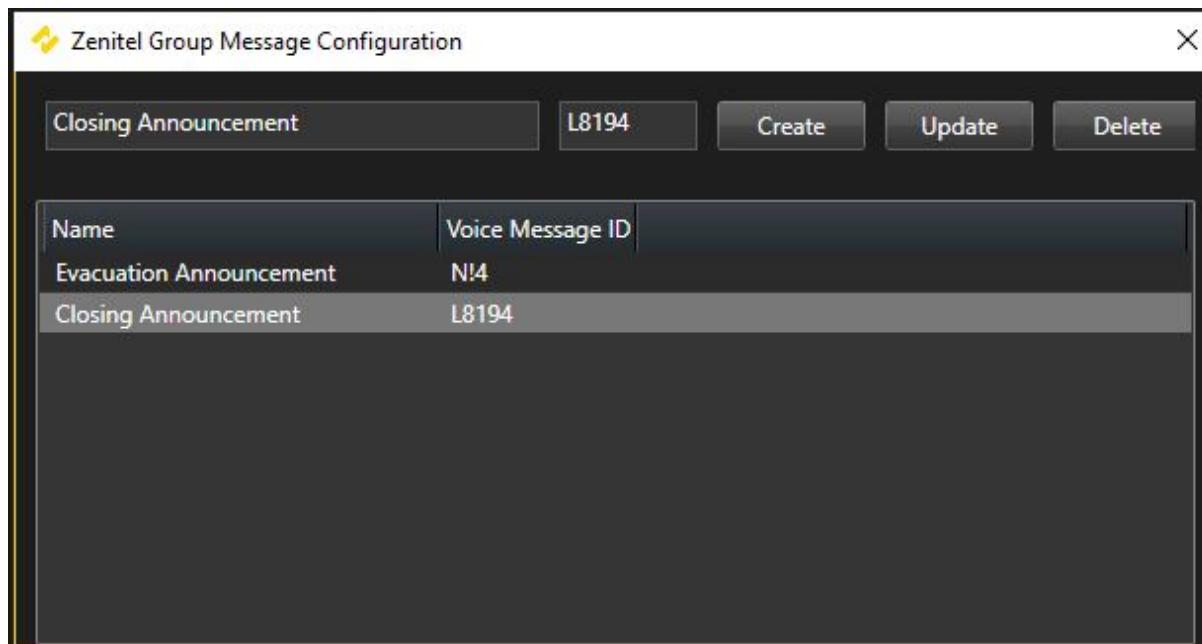
RCO

select the first option and type this command
in the text box

**@*d1 M7F01 %1.ref %2.ref W%chg(1,0) W0 W0
W0 W0**

Configuration of prerecorded messages (available from Plugin Version 3.0.6)

In the message configuration window, the user needs to provide the message's name and the corresponding directory number.



(/wiki/File:ZenitelCallHandlerBroadcastMessageConfigWindow_1_306.JPG)

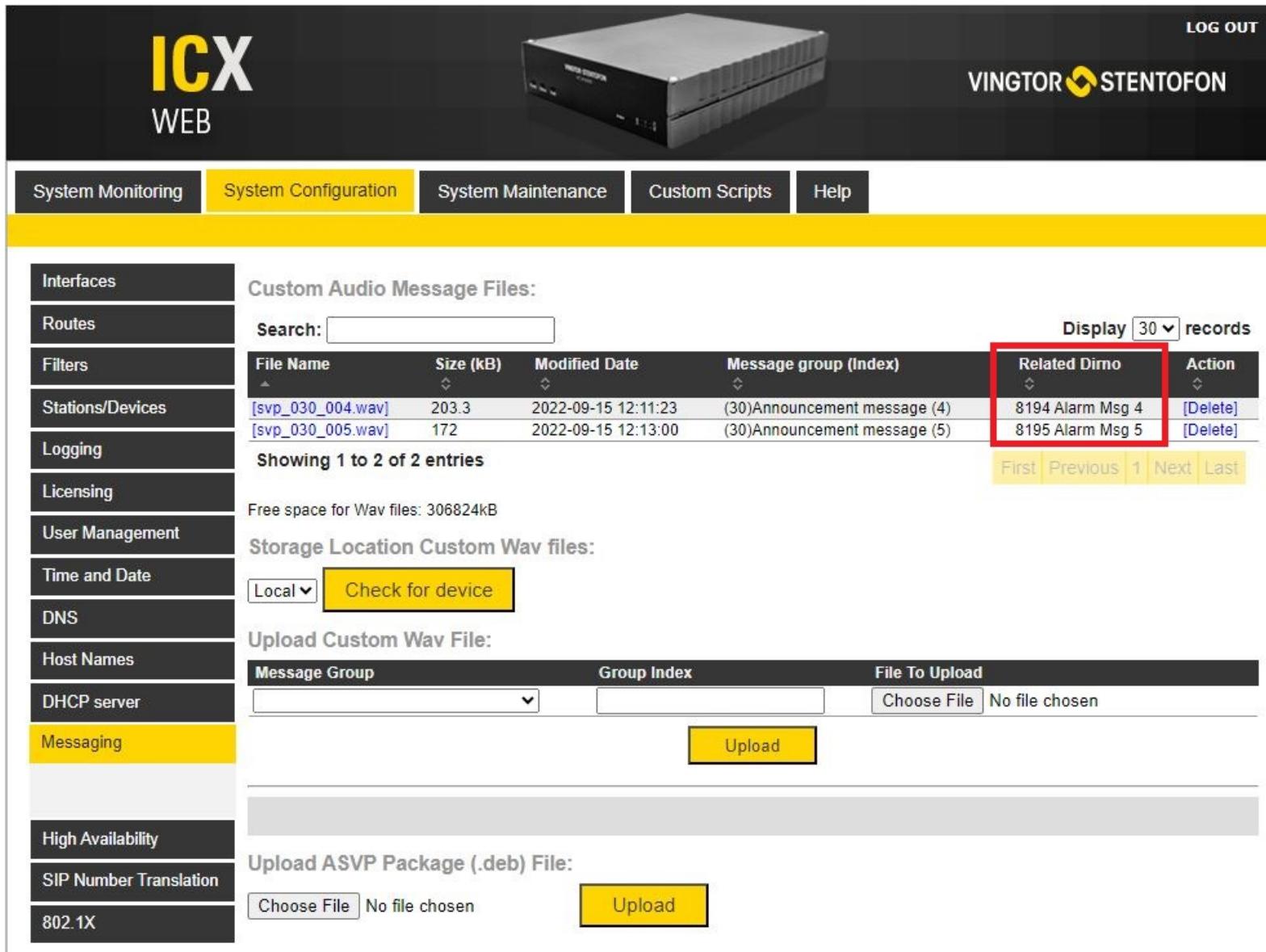
Prerecorded message configuration window

**NOTE**

Add the **L** character before the directory number. example **L8194**

(/wiki/File:Note.PNG)

You can get the message directory number in the ICX-Web



The screenshot shows the ICX WEB interface for Milestone XProtect - ICX-AlphaCom Integration. The left sidebar contains navigation links: Interfaces, Routes, Filters, Stations/Devices, Logging, Licensing, User Management, Time and Date, DNS, Host Names, DHCP server, Messaging (highlighted in yellow), High Availability, SIP Number Translation, and 802.1X.

Custom Audio Message Files:

File Name	Size (kB)	Modified Date	Message group (Index)	Related Dino	Action
[svp_030_004.wav]	203.3	2022-09-15 12:11:23	(30)Announcement message (4)	8194 Alarm Msg 4	[Delete]
[svp_030_005.wav]	172	2022-09-15 12:13:00	(30)Announcement message (5)	8195 Alarm Msg 5	[Delete]

Display 30 records

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Storage Location Custom Wav files:

Local ▾ Check for device

Upload Custom Wav File:

Message Group:
Group Index:
File To Upload: No file chosen

Upload ASVP Package (.deb) File:

No file chosen

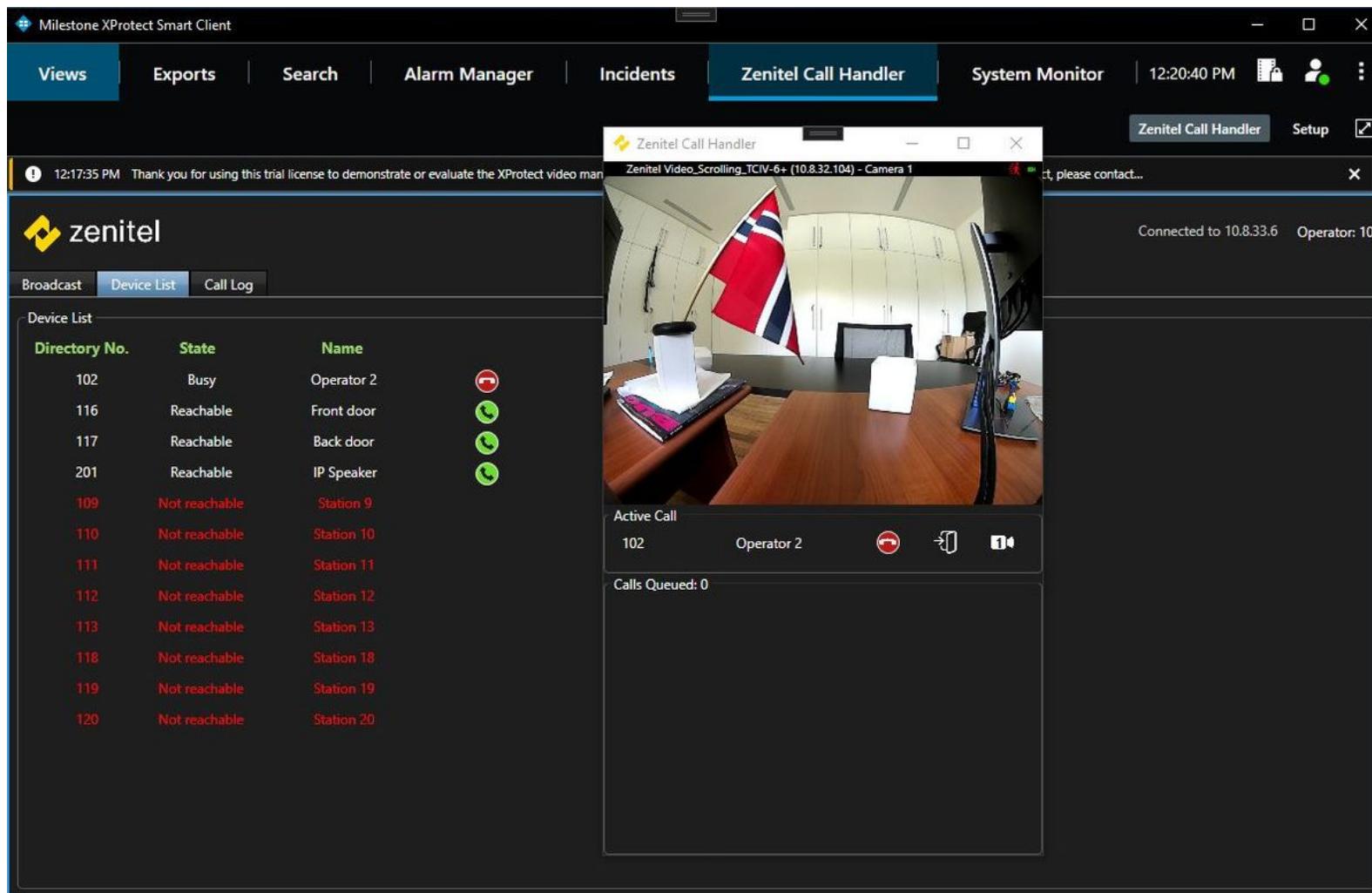
(/wiki/File:ZenitelCallHandlerICX-Web-PrerecordedMsg_DirNo.JPG)

Using the Call Handler

The Zenitel Cal Handler (ICX-AlphaCom) plugin can be used for two scenarios: initiating calls and reacting to inbound calls.

Initiating Calls

In XProtect Smart Client on the Zenitel Audio tab select a device you wish to call and click on the green "Answer/Call" button. A popup window will be displayed showing the active call, along with a video preview from an associated camera.

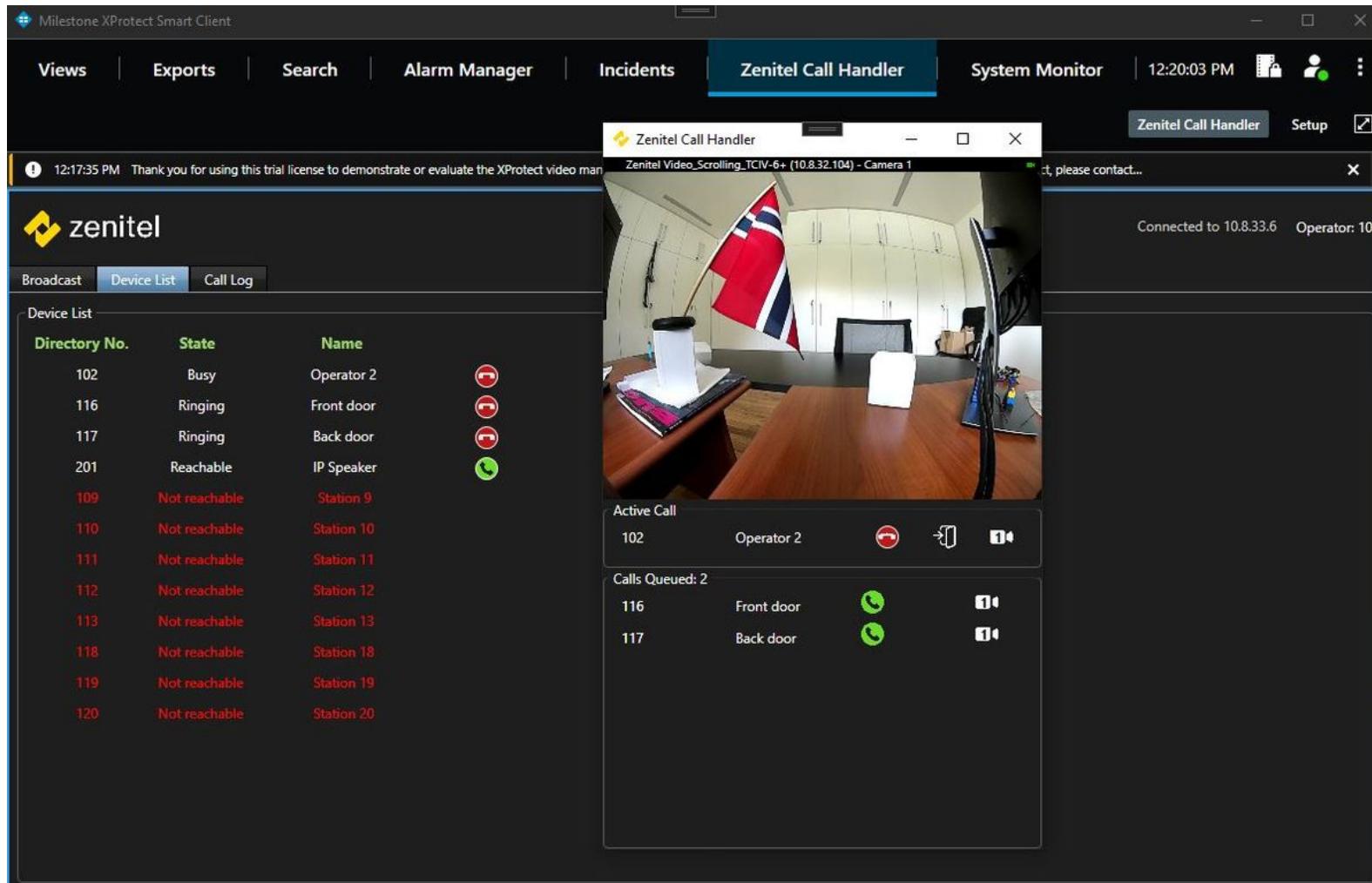


(/wiki/File:ZenitelCallHandlerOperation1_306.JPG)

Screenshot of popup window displaying the active call and associated camera

Answering queued Calls

1. When an inbound call is received, a popup window will be displayed showing the queued call, along with a video preview from an associated camera.
2. To answer the call, click the green "Answer/Call" button.
3. If there is an active call, the Call Handler will automatically hang up the active call and answer the inbound call.
4. If there are multiple queued calls, they will be displayed in order of priority. To answer a specific queued call, simply click on the green "Answer/Call" button.



(/wiki/File:ZenitelCallHandlerOperation2_306.JPG)

Screenshot of popup window displaying the active call and his associated camera with two queued calls

Tracking calls meant for a different operator

You can determine if a station is busy by checking the device list. If another operator has initiated a call, the current user will be informed about which operator and station are engaged. Notably, there will be no popup window displayed in this scenario.

Milestone XProtect Smart Client

Views | Exports | Search | Alarm Manager | Incidents | **Zenitel Call Handler** | System Monitor | 12:21:32 PM | :

Zenitel Call Handler | Setup |

! 12:17:35 PM Thank you for using this trial license to demonstrate or evaluate the XProtect video management software. The trial license expires on 4/5/2024. To fully license the product, please contact...

zenitel Connected to 10.8.33.6 Operator: 100

Broadcast | **Device List** | Call Log

Device List

Directory No.	State	Name	Action
102	Ringing	Operator 2	
116	Ringing	Front door	
117	Reachable	Back door	
201	Reachable	IP Speaker	
109	Not reachable	Station 9	
110	Not reachable	Station 10	
111	Not reachable	Station 11	
112	Not reachable	Station 12	
113	Not reachable	Station 13	
118	Not reachable	Station 18	
119	Not reachable	Station 19	
120	Not reachable	Station 20	

(/wiki/File:ZenitelCallHandlerOperation3_306.JPG)

Two stations busy but the operator is not involved

Using the Popup Window

- The popup window displays the active call (if it was initiated by the operator) or a list of queued calls, along with a video preview from an associated camera.
- The popup window will display the camera feed from the first associated camera of the active call (if present) or if there are no active calls, the first queued device-associated camera will be displayed.
- To manually switch the camera video feed to any active or queued device, select the desired device from the dropdown list in the popup window.
- To hang up the active call, click the red "Hang-Up" button.
- To answer a queued call, click the green "Answer/Call" button.
- If there are multiple queued calls, they will be displayed in order of priority. To answer a specific queued call, select it from the dropdown list in the popup window.

Broadcasting (available from Plugin Version 3.0.6)



(/wiki/File:Note.PNG)

*Prior to utilizing the features in the broadcasting tab, please ensure that you have configured groups, as explained in the **Groups configuration** section of this page.*

Live announcements (available from Plugin Version 3.0.6)

The user will be presented with a list of all available groups.

From this list, the user can make a selection to interact with a particular group by simply clicking either of the two buttons: "Live Announcement" or "Prerecorded Message."

The screenshot shows the Milestone XProtect Smart Client application window. The title bar reads "Milestone XProtect Smart Client". The top navigation bar includes tabs for "Views", "Exports", "Search", "Alarm Manager", "Incidents", "Zenitel Call Handler" (which is highlighted in blue), and "System Monitor". On the right side of the top bar, there are icons for "9:41:00 AM", a user profile, and a settings gear. Below the top bar, a sub-menu for "Zenitel Call Handler" is open, showing "Setup" and a checked checkbox.

The main content area is titled "zenitel" and displays a "Broadcast" tab. At the top left of this tab, there are buttons for "Device List" and "Call Log". To the right of the tab, there is a "Settings" gear icon. In the top right corner of the main content area, it says "Connected to 10.8.33.6 Operator: 100".

The main content area is titled "Group List" and contains a table of 15 rows, each representing a group. The columns are labeled "Group ID", "Group Name", "Live Announcement" (with a microphone icon), and "Prerecorded Msg" (with a speaker icon). The groups are numbered from 84 to 99, and their names correspond to the group ID.

Group ID	Group Name	Live Announcement	Prerecorded Msg
84	AllCall		
85	GroupCall2		
86	GroupCall3		
87	GroupCall4		
88	GroupCall5		
890	GroupCall6		
891	GroupCall7		
892	GroupCall8		
893	GroupCall9		
894	GroupCall10		
895	GroupCall11		
896	GroupCall12		
897	GroupCall13		
898	GroupCall14		
899	GroupCall15		

(/wiki/File:ZenitelCallHandlerBroadcastView_306.JPG)

Broadcast tab view

Notably, if any group is currently engaged or busy, both buttons will be displayed in a distinctive red color to indicate the unavailability of the group.

This visual cue helps users quickly identify the status of the chosen group.

The screenshot shows the Milestone XProtect Smart Client application window. The title bar reads "Milestone XProtect Smart Client". The top navigation bar includes links for Views, Exports, Search, Alarm Manager, Incidents, Zenitel Call Handler (which is highlighted in blue), System Monitor, and a timestamp of 12:23:13 PM. On the far right of the top bar are icons for lock, user profile, and settings.

A message banner at the top states: "12:17:35 PM Thank you for using this trial license to demonstrate or evaluate the XProtect video management software. The trial license expires on 4/5/2024. To fully license the product, please contact..." with a close button.

The main content area has a dark header with the "zenitel" logo and a gear icon labeled "Settings". It also shows the connection status: "Connected to 10.8.33.6 Operator: 100". Below the header are three tabs: Broadcast (selected), Device List, and Call Log.

The "Group List" section contains 12 entries, each with a number, a group name, and two buttons: "Live Announcement" (green) and "Prerecorded Msg" (red). The entries are:

	Group Name	Live Announcement	Prerecorded Msg
84	AllCall	Live Announcement	Prerecorded Msg
85	GroupCall2	Live Announcement	Prerecorded Msg
86	GroupCall3	Live Announcement	Prerecorded Msg
87	GroupCall4	Live Announcement	Prerecorded Msg
88	GroupCall5	Live Announcement	Prerecorded Msg
890	GroupCall6	Live Announcement	Prerecorded Msg
891	GroupCall7	Live Announcement	Prerecorded Msg
892	GroupCall8	Live Announcement	Prerecorded Msg
893	GroupCall9	Live Announcement	Prerecorded Msg
894	GroupCall10	Live Announcement	Prerecorded Msg
895	GroupCall11	Live Announcement	Prerecorded Msg

(/wiki/File:ZenitelCallHandlerGroupBussy_306.JPG)

Example of a busy group

When the user clicks on the "Live Announcement" button, a new window will appear, providing the user with essential information about the selected group.

Within this window, the user will have access to the following controls:

1. Stop Live Announcement Call: This button allows the user to halt the live announcement call in progress.

2. Mute/Unmute Operator Microphone: Users can control the operator's microphone by toggling between mute and unmute states.

It's important to note that the initial microphone state is set to mute, ensuring a silent start for the operator's microphone during the live announcement.



(/wiki/File:ZenitelCallHandlerLiveAnnouncementWindow_306.JPG)

Live Announcement Window

Broadcasting prerecorded messages (available from Plugin Version 3.0.6)



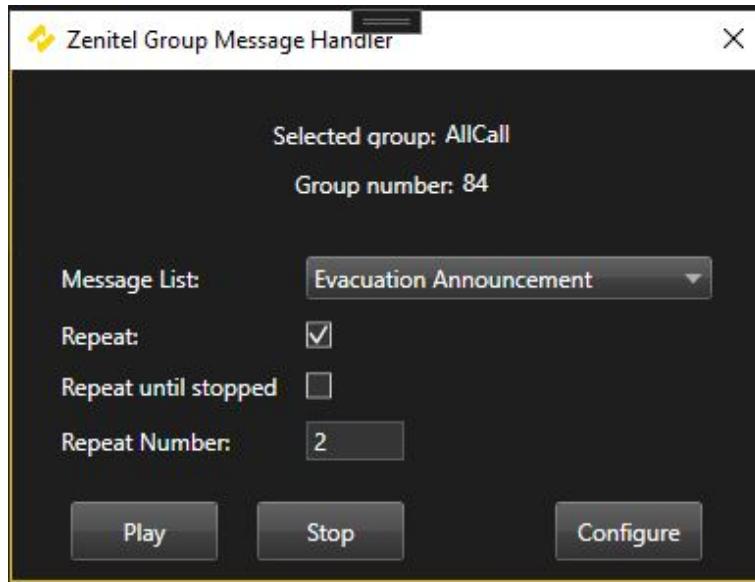
Before using prerecorded messages, it's essential to upload WAV audio files to the ICX-AlphaCom system. For more information, please refer to the ICX web Messaging (https://wiki.zenitel.com/wiki/ICX_Web#Messaging)

(/wiki/File:Note.PNG)

When the user clicks on the "Prerecorded Message" button, a new window will appear, providing the user with vital information about the selected group and controls for broadcasting prerecorded messages to that group. Within this window, the user can:

- Select a prerecorded message.

- Choose whether to play it once, repeat it indefinitely (until manually stopped), or repeat it a specific number of times.
- Configure message settings using the "Configure" button, which opens a new window for message setup.



(/wiki/File:ZenitelCallHandlerBroadcastMsgWindow_306.JPG)

Prerecorded message control Window

Previous versions

For configuration of previous versions of the plugin go to:

- Milestone Xprotect - ICX-Alphacom Integration (Zenitel Call Handler) (/wiki/Milestone_Xprotect_-_ICX-Alphacom_Integration_(Zenitel_Call_Handler)) or
- Milestone Xprotect - ICX-Alphacom Integration (VS-Milestone Plugin) (/wiki/Milestone_Xprotect_-_ICX-Alphacom_Integration_(VS-Milestone_Plugin))

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