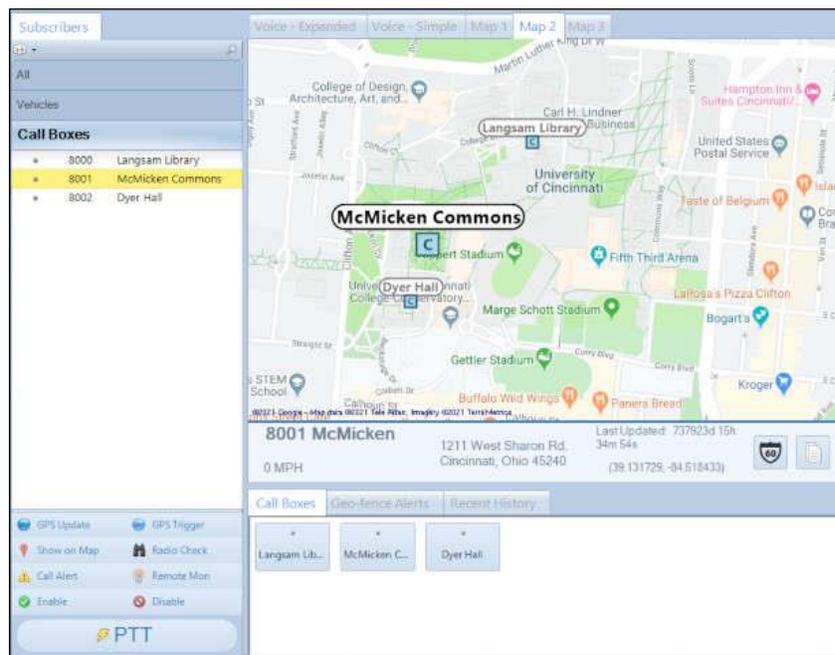# RadioPro™ Dispatch

Callbox / Avigilon Integration
Installation and Configuration Guide

For Version 9 Software

Contact Us

Support, replacement part ordering, and service may be arranged by contacting our Cincinnati office. Parts for service can be returned following request of a Return Material Authorization.

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Disclaimer

Information in this document is provided with best efforts for completeness and accuracy. However, no guarantee is expressed or implied, and details may change without notice.

Fonts used in this document:

Technical terms

Cross-references within this document

Hyperlinks to other documents or web pages

Warnings

Notes and important information

Software buttons, menus, menu options, folders, and pages

Software parameter values

# Contents

1 INTRODUCTION

RadioPro™ provides remote access to 2-way radios via IP Networks. This "Dispatch over IP" (DoIP) solution consists of PC-based software allowing voice and data communications between PC users and 2-way radio subscribers. Communications with radio subscribers is also possible for remote mobile users using Android or iOS devices. A RadioPro system consists of at least one RadioPro IP Gateway (server) and at least one client (Dispatch™, Solo™, or RadioPro Talk™ for mobile devices) with an IP network connecting the RadioPro components.

The Callbox feature provides a mechanism that allows the RadioPro™ Dispatch software to identify radios with certain PTT IDs as fixed position radios. Dispatch can show them on a GPS maps for a dispatcher to recognize when a call is coming from an emergency or other fixed position callbox.

The Avigilon Integration feature allows Dispatch to send an avigilon alarm trigger so that a CCTV camera can focus on an incident that occurs at the site of a callbox
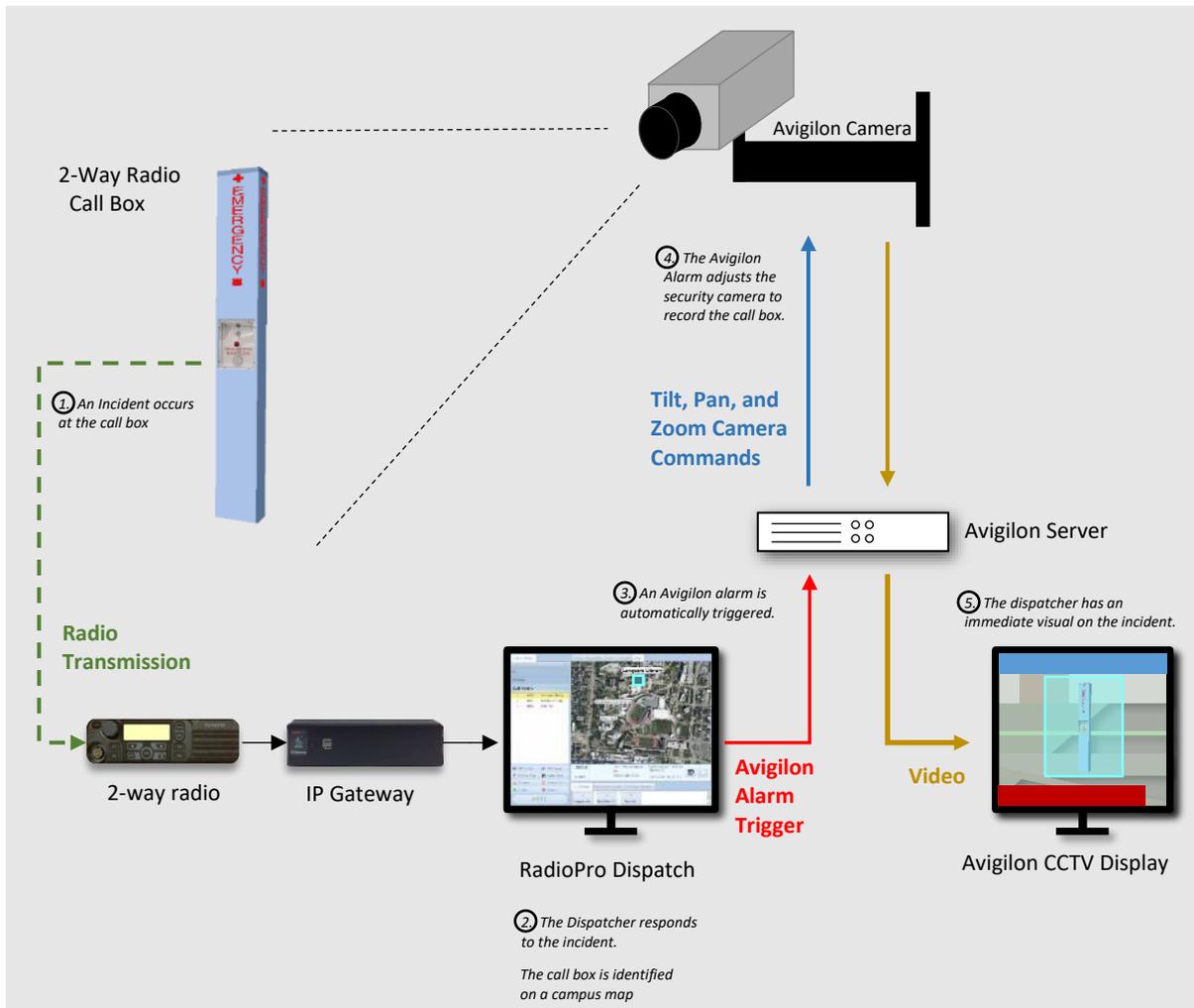
Before continuing please verify that your RadioPro Dispatch has the necessary license for Call boxes. Click on the **Options** menu, and then click **Update License** to display the license window.
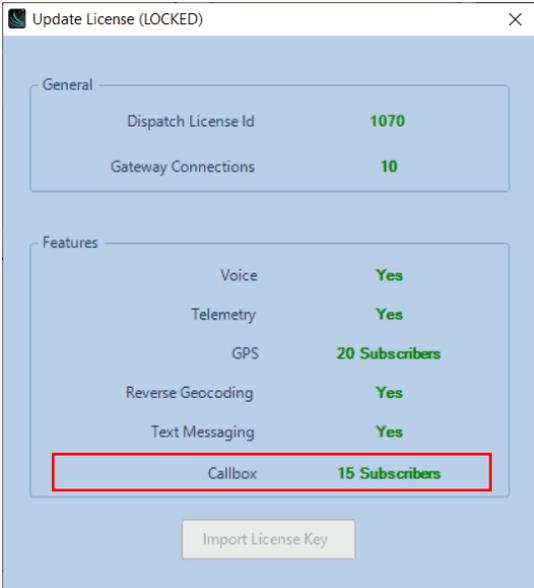

If there is green text to the right of Callbox with the correct number of callbox subscribers, then the callbox license is installed properly.

2. CONFIGURATION

Configuration can be performed only if the program is in *Edit* mode. To change to *Edit* mode, click on the **File** menu, and then click **Edit**. (If **Lock** is displayed in the menu, then the RadioPro Dispatch client is already in *Edit* mode.)

Callbox Settings

Click on the **Options** menu, then **Dispatch Settings.** In the **Dispatch Settings** screen click on **Callbox**. The Callbox screen will look like the following:
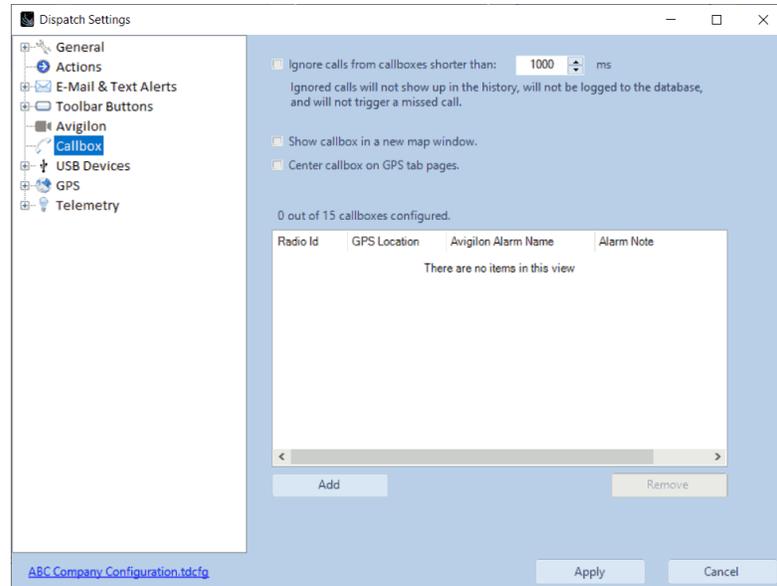

Callbox General Settings:

- **Ignore calls from callboxes shorter than**: Some Callbox models will do a health check periodically. To prevent dispatch from seeing this as a legitimate callbox call, check the "**Ignore calls from callboxes shorter than**:" checkbox. The number of milliseconds picker allows configuration for the amount of time a callbox call is allowed for a health check before it is considered a call that will show up in call history, logged to the database, or trigger a missed call.

- **Show callbox in a new map windows**: When a callbox call is received, a new map window will pop open with the callbox shown in the middle of the map.

- **Center callbox on GPS tab pages**: When a callbox call is received, the callbox is centered in the middle of the map for existing GPS tab pages.

Add a new Callbox

Press the [Add] button and a new row will be added to the table of callboxes. Above the table will be an indicator to let you know how many callboxes you have used of your allotted license amount.

- **Radio Id**: This radio ID must match the radio ID of the callbox. The callbox ID must also be in the Dispatch Subscriber Contacts Alias table or in the Gateway alias table for the callbox to display properly on GPS maps.

- **GPS Location**: Press the [Set] button to open the **GPS Location Select Form.**
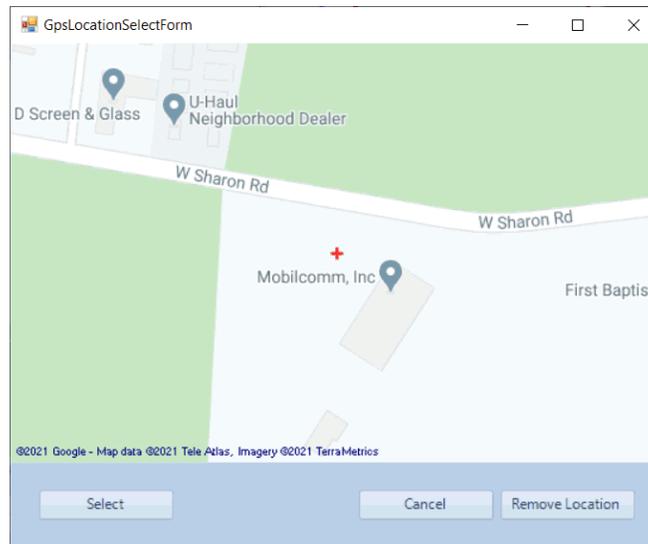

The map will be initially zoomed to the whole world. Zoom in to your mouse cursor position using the scroll wheel. Pan the map by clicking and dragging.

- o Press the [Select] button when the red plus sign is at the location of the callbox.

- o Press the [Cancel] button to cancel changing the gps location for this callbox.

- o Press the [Remove Location] to remove any gps location information for this callbox.

- **Avigilon Alarm Name:** If traffic from this callbox should trigger an Avigilon alarm, type in this box the name of the Avigilon alarm that will be triggered when radio traffic occurs from this callbox.

- **Alarm Note:** The text in the Alarm Note field will be passed to the Avigilon server when radio traffic occurs on this callbox.

Avigilon Settings

Click on the **Options** menu, then **Dispatch Settings.** In the **Dispatch Settings** screen click on **Avigilon**. The Avigilon screen will look like the following:
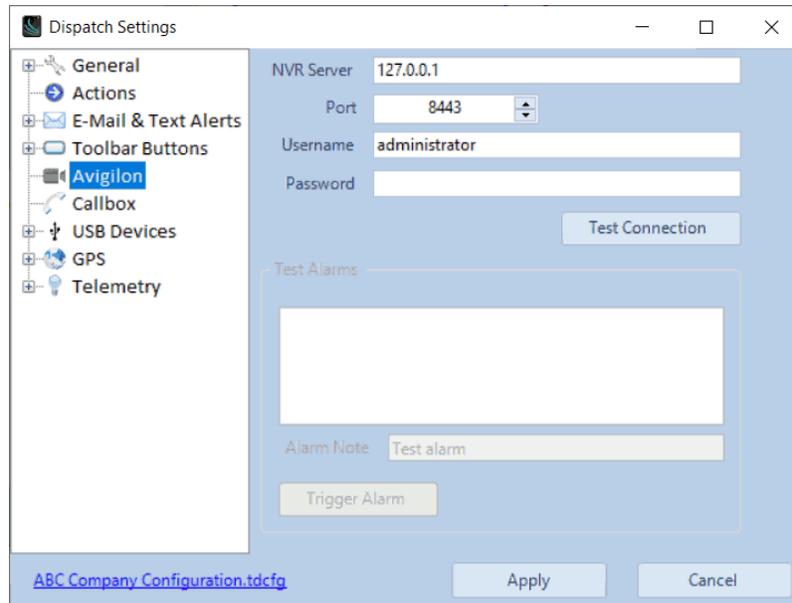
Avigilon General Settings

- **NVR Server**: The NVR Server is the IP Address of the Avigilon network video recorder server.

- **Port**: Server port number.

- **Username** and **Password**: Credentials that are required to view and trigger alarms on the Avigilon server.

Press the [Test Connection] button to verify the connection to the Avigilon Server.

Once connected to the Avigilon Server, all available alarms will populate in the "Test Alarms" list. Click on an alarm, set the "Alarm Note" and press the "Trigger Alarm" button to test the functionality of the alarms.