



BlackBerry AtHoc

Alertus Alert Beacon Device Installation and Configuration

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Overview

Alertus Alert Beacon devices can be activated from the BlackBerry AtHoc system. The Alertus server polls the BlackBerry AtHoc system for new alerts that are intended for the beacon which then activates the relevant beacons after activating an alert on BlackBerry AtHoc.

Prerequisite

- Alertus Alert Beacon devices must be available in the device configurator and should be enabled for a specific organization.


Configure an AlertUs Beacon device on the BlackBerry AtHoc application server

Log in to the BlackBerry AtHoc management system and check the Delivery Gateways section to verify that the AlertUs Beacon device gateway has been installed. If it is installed, skip this section.

1. Log in to the BlackBerry AtHoc application server as an administrator.
2. Navigate to the following folder: `E:\Program Files (x86)\AtHocENS\ServerObjects\Tools`.
3. Run the `AtHoc.Applications.Tools.InstallPackage.exe` file.
4. On the **Configure Device Support** screen, select **AlertUs Beacon**.
5. Click **Enable**.
6. When the Installation Complete pop-up window is displayed, click **OK**.
7. Click **Close**.

Configure the delivery gateway

Choose and configure the delivery gateways that deliver messages to Alertus Alert Beacon devices. If more than one delivery gateway is configured, the system attempts to deliver messages to devices in the "Device Group order" listed in the Alertus Alert Beacon page until delivery is successful. If no delivery gateways are configured, the device is considered disabled.

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click .
3. In the **Devices** section, click **AlertUs Beacon**.
4. On the **AlertUs Beacon** device page, click **Copy default settings**.
5. In the **CAP Parameter Defaults** section, in the **Event** field, enter **Request to activate AlertUs Beacons**.
6. Click **Save**.



AlertUs Beacon

Configure support for AlertUs Beacon

[Copy default settings](#)

General Settings

Convert Line Breaks: Yes No
Replace line break characters with spaces in content delivered to the IIM

Expected Polling Rate:

Output Format: Standard
 Cooper WAVES
 CentrAlert

CAP Parameter Defaults

Sender:
The identifier of the sender of the alert message

Event:
The text denoting the type of the subject event of the alert message

Contact:
The text describing the contact for follow-up and confirmation of the alert message

Area:

CAP URLs

Use following URLs within IIM configuration and for debugging purposes. Replace placeholders with appropriate values before using.

CAP Index URL:
IIMs poll this URL to retrieve all Live Alerts from system.


CAP Message URL:
IIMs poll this URL to retrieve details for a specific Alert.

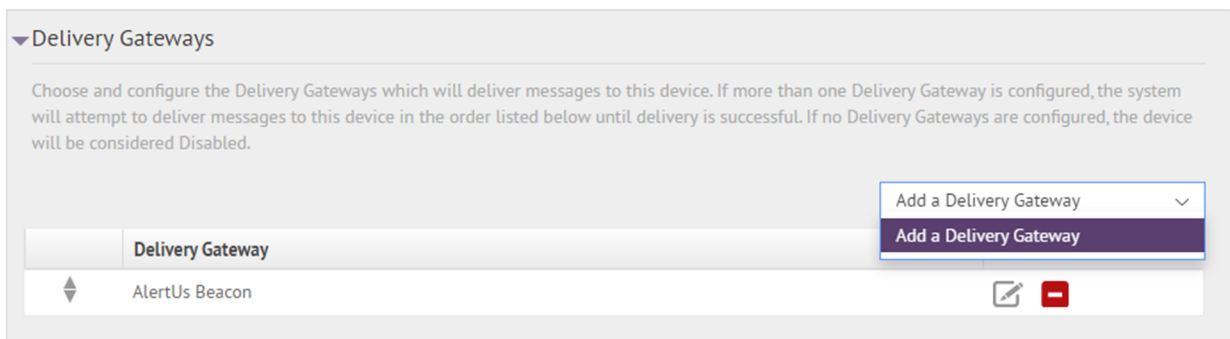
CAP Event Logs Submission URL:
IIMs post event logs from Giant Voice systems to this system using this URL.

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Enable the AlertUs device

Choose and configure the delivery gateways that deliver messages to Alertus Alert Beacon devices. If more than one delivery gateway is configured, the system attempts to deliver messages to devices in the "Device Group order" listed in the Alertus Alert Beacon page until delivery is successful. If no delivery gateways are configured, the device is considered disabled.


1. Log in to the BlackBerry AtHoc management system as an administrator.
2. In the navigation bar, click .
3. In the **Devices** section, click **Devices**.
4. On the **Devices** page, click the **Mass Devices** tab.
5. Click **AlertUs Beacon**.
6. On the **AlertUs Beacon** page, click **Edit**.
7. Edit the following sections:
 - **Details:** You can update the Name and Common Name fields. You can select the Device Group Order, and Contact Info Edit options.
 - **Help Text:** You can edit Targeting Help Text, Contact Info Help Text, and Contact Info Tool Tip fields.
8. In the **Delivery Gateways** section, click **Add a Delivery Gateway > AlertUs Beacon**.



9. Click **Save**.
10. Click **More Actions > Enable**.

Note: You can also disable, delete, or copy the Alertus Alert Beacon devices from the **More Actions** menu on the **AlertUs Beacon** page.

Set up Alertus Alert Beacon device endpoints in BlackBerry AtHoc

1. Log in to BlackBerry AtHoc as an administrator.
2. Click .
3. In the **Devices** section, click **Mass Device Endpoints**.
4. Click **New**.
5. On the **Mass Device Endpoints** screen, click **New > AlertUs Beacon**.
6. On the **New Mass Device Endpoint** screen, in the **Endpoint Name** field, type a name.
7. In the **Configuration** section, select **Other**.
8. In the **Address** field, enter one of the following:
 - **AlertUs,0,0** to activate all beacons in the system and target them at the same time.
 - **AlertUs,1,1** to activate a single beacon (beacon 1).
 - **AlertUs,2,3** to activate beacon group 3.

Note: You can add as many individual beacons or groups of beacons as required. Alertus Alert Beacon has type **Other** so all addresses have same format: `AlertUs , x , x`.

9. Click **Save**.


Export or delete an endpoint

1. In the **Mass Device Endpoints** window, select an endpoint.
2. Do one of the following:
 - a. To export the device details, click **More Actions > Export**. The device details are exported to an .xls file.
 - b. To delete the endpoint, click **More Actions > Delete**.

Publish and verify a pre test alert

Prerequisite

- Before you send test alerts through an Alertus Alert Beacon system, consider the impact on everyone within hearing distance of the poles that you use during the test.
- Consult with POC as to the acceptable content, user targeting, and device selection of the pre-test notification.

1. Log in to the BlackBerry AtHoc management system.
2. Click **Alerts > Alert Templates**.
3. On the **Alert Templates** page, click **New**.
4. On the **Alert Template** page, enter details in the **Content** section.
5. In the **Mass Devices** section, select **AlertUs Beacon Device**.
6. Click **Options**.
7. On the **Mass Devices Options** screen, select one of the following options and click **Apply**:
 - **Alert Title and Body**
 - **Alert Title**
 - **Alert Body**
 - **Custom Text**
8. Publish the alert and navigate to the alert summary to check the targeted and sent count for mass devices. There should be one targeted device, and the sent count should be zero.
9. Create a server link to get the payload of the published alert for Alertus Alert Beacon:
 - a. Click .
 - b. In the **Devices** section, click **AlertUs Beacon**.
 - c. On the **AlertUs Beacon** page, in the **CAP URLs** section, copy the path in the **CAP Index URL** field. The URL will be similar to the following: [SystemURL]/Syndication/[GatewayId]/[VirtualSystemId]/capindex.
 - d. Replace [SystemURL] with the base URL of the server. For example, https://<HostName>.
 - e. Replace [GatewayId] with **CAP_ALERTUS**.
 - f. Replace [VirtualSystemId] with **Provider ID**.
 - g. Open the **URL** in a browser. The payload of all Live Alerts for Alertus Alert Beacon is displayed.
 - h. Copy the URL from the payload that has the alert ID of the last alert sent.

```
▼<capIndex xmlns="http://<HostName> /cap_index/1.0">
  <title>Current CAP Messages</title>
  <updated>2016-08-30T18:40:03.8493511-07:00</updated>
  ▼<item xmlns="http://www.xyz.com/cap_index/1.0">
    <id>41FAE8BA-1234-4D65-9E46-E4F5321135CD</id>
    <identifier>41FAE8BA-1234-4D65-9E46-E4F5321135CD</identifier>
    <sender>AtHoc Admin</sender>
    <status>System</status>
    <msgType>Alert</msgType>
    <firstEffective>2016-08-30T14:46:19.25</firstEffective>
    <lastExpires>2016-08-30T18:46:19.25</lastExpires>
    ▼<url>
      https://<HostName>/Syndication/CAP_ALERTUS_2050347/CapIim/1013097
    </url>
    <bounds/>
    <format>http://www.XYZ.com/cap/1.1</format>
  </item>
</capIndex>
```

- i. Paste the **URL** in a new tab in the browser and press **Enter**.

j. You should receive the payload with all the details of the alert.

Note: The sent count in the alert summary should be updated to 1.

k. Verify that the payload has all the details as per the options selected while publishing an alert.

BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

<https://support.athoc.com>

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

Documentation feedback

The BlackBerry AtHoc documentation team strives to provide accurate, useful, and up-to-date technical documentation. If you have any feedback or comments about AtHoc documentation, email athocdocfeedback@blackberry.com. Please include the name and version number of the document in your email.

To view additional BlackBerry AtHoc documentation, visit <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc>. To view the BlackBerry AtHoc Quick Action Guides, see <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc/Quick-action-guides/latest>.

For more information about BlackBerry AtHoc products or if you need answers to questions about your BlackBerry AtHoc system, visit the Customer Support Portal at <https://support.athoc.com>.

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