

INTEGRATED EMERGENCY HELP POINT

SIP INTERCOM + CCTV + IP/4G + CONTROL ROOM



PROVEN IN LIVE OPERATION

One button. Two coordinated responses.

A flexible emergency help-point integration that combines a rugged Fanvil SIP intercom with CCTV, secure IP or 4G communications and remote control-room automation. A single button press can initiate the voice call and independently trigger the CCTV response at the same time.

SIP emergency call

Automatic CCTV alarm

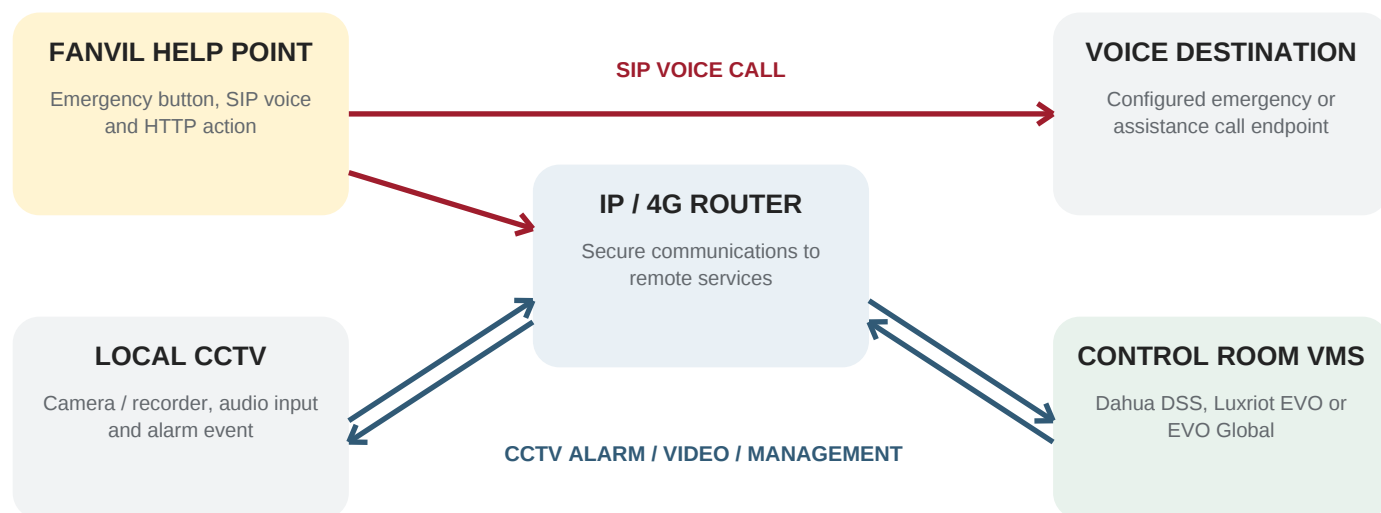
PTZ preset response

Call audio recorded with video

DSS or Luxriot control room

How the integration works

The emergency voice call and CCTV alarm are initiated as parallel actions from the help point. The control-room event therefore does not rely on the telephone platform detecting the call.



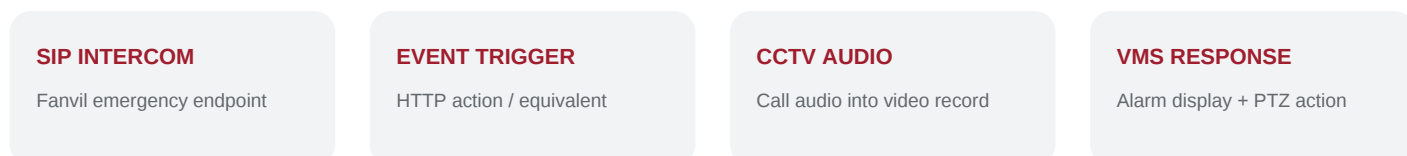
CONTROL ROOM OPTIONS

The CCTV workflow can be integrated with Dahua DSS, Luxriot EVO or Luxriot EVO Global, depending on the existing control-room platform and the scale of the deployment.

CONNECTIVITY OPTIONS

Field equipment can use fixed IP or managed 4G connectivity. Addressing, VPN, routing and resilience are selected to suit the site and the customer control-room environment.

KEY INTEGRATION ELEMENTS



What happens when the button is pressed

1

Emergency button

The user presses the help-point button and the configured response begins immediately.

2

Voice call

The Fanvil SIP intercom places the configured call over the available IP connection.

3

Independent CCTV trigger

At the same time, an HTTP action or equivalent event trigger generates the local CCTV alarm.

4

Control-room response

The VMS presents the associated camera and can command the PTZ to a predefined view.

5

Audio + video record

The intercom recording output can feed the CCTV audio input so both sides of the conversation are stored with the video.



Fanvil i32V SIP intercom

Outdoor-rated SIP endpoint with dedicated recording output

ONE BUTTON

TWO PARALLEL ACTIONS

The voice call and CCTV alarm are generated independently. The control-room event does not depend on the telephone platform detecting the call.

The VMS can present the camera, call the PTZ preset and retain the call audio with the CCTV video.

PROVEN IN LIVE OPERATION

A flexible control-room integration

Designed around the required outcome, not one VMS

The help-point concept is deliberately modular. Fanvil provides the emergency SIP endpoint, while the CCTV alarm and operator workflow can be delivered through the customer's chosen video management platform.

DAHUA DSS

Alarm events, automatic video presentation and PTZ control can be integrated into a Dahua DSS control-room environment.

LUXRIOT EVO

Suitable for standalone or smaller CCTV deployments requiring event-driven response and remote monitoring.

LUXRIOT EVO GLOBAL

Suitable where the help points form part of a larger centrally managed, multi-server or multi-site CCTV estate.

Operational benefits

● Immediate visual verification

The control-room operator receives the relevant camera view with the emergency event.

● Automatic PTZ positioning

A predefined PTZ position can be called without waiting for manual camera selection.

● Joined-up evidential record

The call audio can be stored with the CCTV video, creating one incident record.

● Remote deployment

4G or fixed IP communications allow the concept to be deployed in a wide range of locations.

● Platform choice

The same operational concept can be adapted to DSS, Luxriot EVO or EVO Global.

● Scalable design

Suitable for individual help points or wider public-space and multi-site estates.

Integrated emergency help points

Videcom can design, configure and support the complete field-to-control-room integration.

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