



**Avigilon Unity Video Software Manager -
SendQuick
Integration Guide
Version 1.1**

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Avigilon Unity Video Software Manager - SendQuick Integration Guide

1.0 Introduction

This document is a guide on how to integrate sendQuick with Avigilon Unity Video Software Manager to send SMS alerts. In this guide, we will be using sendQuick Entera for the integration. We will illustrate Email method.

2.0 Send Email to SendQuick

When any device is down or there is a need to send a notification alert, Avigilon Unity can trigger an email to sendQuick. sendQuick will then convert the email message to **SMS, Telegram and WhatsApp**.

2.1 Configure Email Filter in SendQuick

SendQuick allows you to configure alerts to be sent to multiple phone numbers, groups or even combination of emails and sms. To explore this feature, navigate on the sendQuick dashboard to :

Filter Rules > Email Filter

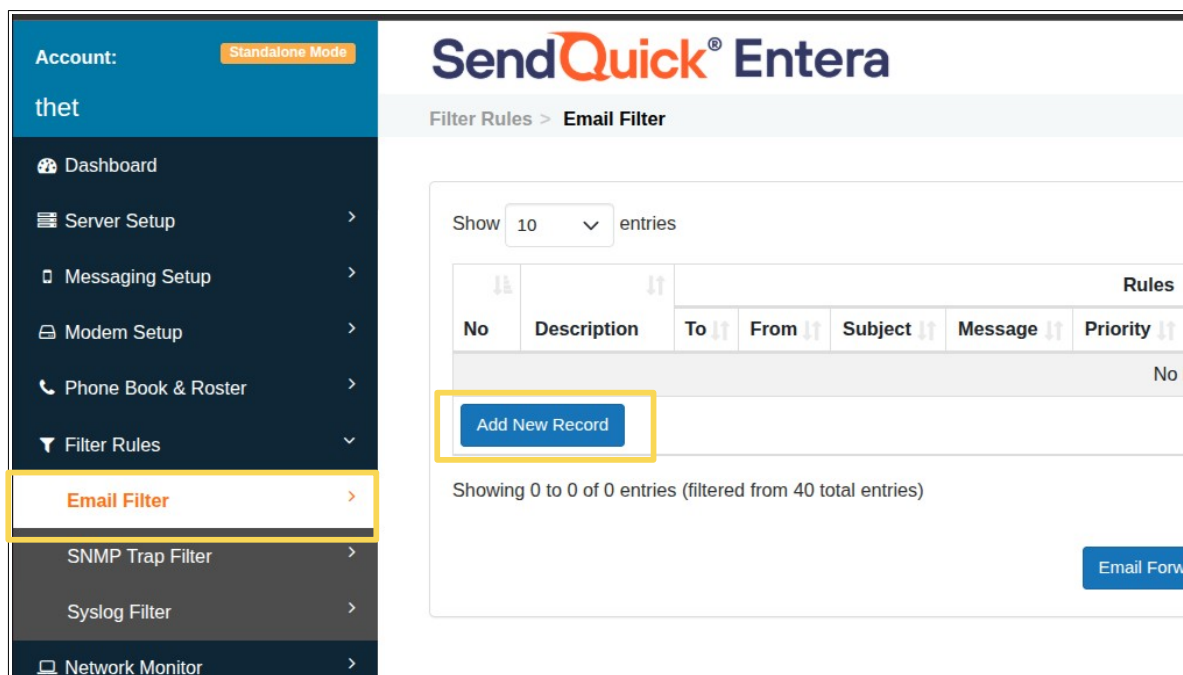


Figure 1: Select Email Filter

Click on **Add New Record**.

You can then create a new record to define the email address Avigilon should send to. In our example, we will use nxmpthet@entera2.sendquickasp.com

The user email can be anything meaningful that you choose but the domain name of the email address must correspond to your domain name of your sendQuick system.

Fill in the **Description**, **Mail To** and for **Match Mode**, check on **ALL**. Once done, click **Save**.

Figure 2 shows the 'Edit Mail Filter Rule' dialog box. The 'Description' field is highlighted with a yellow box and contains the text 'nxmpthet'. Below it is a 'Variables Usage' button. The 'Mail To' checkbox is checked, and the email address 'nxmpthet@entera2.sendquicksasp.com' is entered. The 'Match Mode' is set to 'ALL'. The 'Priority' is 5, 'Rule Status' is 'Enable', and 'Group' is '-'. The 'Rule Time Buffer' is 'None'. The 'Save' button is highlighted.

Figure 2: Configure email filter rule

Click on **View** for the record that you have created :

Figure 3 shows the 'Email Filter' rules table in the SendQuick Entera web interface. The table has columns for No, Description, To, From, Subject, Message, Priority, Rule Status, Group, Rule Time Buffer, Date Created, Match, Alert, and a checkbox. The first row shows a rule with ID 28, Description 'nxmpthet', To 'nxmpthet@entera2.sendquicksasp.com', Priority 5, Rule Status 'Enable', and Match 'ALL'. The 'View' button for this rule is circled in red.

No	Description	To	From	Subject	Message	Priority	Rule Status	Group	Rule Time Buffer	Date Created	Match	Alert	
28	nxmpthet	nxmpthet@entera2.sendquicksasp.com				5	Enable		No	31/10/2025	ALL	View	☐

Figure 3: View more configuration of the filter rule

Then click on **Add New Record**

SendQuick® Entera

Filter Rules > Email Filter > View Alert

English Server Logout

Email Filter Rules

Description	nrxmpthet
Mail To	nrxmpthet@entera2.sendquickasp.com
Mail From	
Subject	
Message	
Match Mode	ALL

Collapse

Show 10 entries Search:

No	Message Receiver	Alert Template	Edit	
1	Alert Mode: Once Alert Message: 91072730 Alert Email: N/A Alert Voice: N/A Alert Group: N/A	xFRx:xSUBx:MSGx From: xFRx Subject: xSUBx Message: xMSGx xFRx:xSUBx:MSGx	Edit	

Add New Record

Showing 1 to 1 of 1 entries

Previous 1 Next

Figure 4: Add New Record to configure recipients of alert notifications

You can then add multiple numbers, emails, or even pre-defined groups to receive the notification alerts.

Filter Rules > Email Filter > View Alert > Edit Alert

Email Filter Rules

Description	nrxmpthet
Mail To	nrxmpthet@entera2.sendquickasp.com
Mail From	
Subject	
Message	
Match Mode	ALL

Alert SMS Alert Email Alert Voice Alert MIM

Alert Template: xFRx:xSUBx:MSGx

Alert Format: None

Alert Mode: Once

Send Acknowledgement Notice: ☒ SMS ☒ Email ☒ Voice

☐ Disable Roster Management

The default message is: xFRx:xSUBx:MSGx where:

- xFRx is Email sender
- xSUBx is the Email subject
- xMSGx is the Email message
- xDTMx is the alert triggered datetime
- xCASEIDx is the alert case ID
- xLEVELx is the alert escalation level

Once - system will trigger alerts once only and stop.
Once & Report - system will trigger alerts once only, then send report.
Escalation - system will trigger alerts according to escalation level settings.
Escalation & Report - system will trigger alerts according to escalation level settings, then send report.

Send acknowledgement notice [SMS] will send SMS to recipients listed in Mobile Number to Receive Alert when a case is acknowledged via SMS and Voice.
Send acknowledgement notice [Email] will send EMAIL to recipients listed in Email to Receive Alert when a case is acknowledged via Voice.
Send acknowledgement notice [Voice] will send SMS to recipients listed in Voice to Receive Alert when a case is acknowledged via Voice.
Disable Roster Management will ignore the phonebook user shift.

Alert Receiver

Mobile Number to Receive Alert	Email to Receive Alert	Voice to Receive Alert	Group to Receive Alert
91072730 91046121			
Select from Phone Book	Select from Phone Book	Select from Phone Book	Select from Phone Book

Figure 5: Configure receiver of alerts

An alert profile was created under **Messaging Setup > Alert Profile** to receive alerts through different channels (SMS, Telegram and WhatsApp) as shown below.

Alert Profiles

Profile Name: Thet WhatsApp - SQIO

Description: Thet (WhatsApp - SQIO + Telegram + SMS)

Delivery Options:

- ☒ SMS
- ☐ Sgoope
- ☒ Mobile Instant Messaging (MIM)
 - ☐ Retry as SMS
 - ☐ LINE
 - ☐ FACEBOOK
 - ☐ SLACK
 - ☐ VIBER
 - ☐ WECHAT
 - ☒ TELEGRAM
 - ☐ MICROSOFT TEAMS
 - ☐ WEBEX TEAMS
 - ☐ WECHAT WORK
 - ☒ WhatsApp - SQIO
 - ☐ ZALO
 - ☐ LARK
 - ☐ WhatsApp
 - ☐ Microsoft Teams (Bot Framework)

Save Cancel

The above alert profile was then assigned to the mobile number shown in the figure below.

Phone Book & Roster > Phone Book Records

Edit Phone Book Entry

User Name: ThetNaing

Mobile Number: +6591072730

Call Number:

Email Address:

Teams UPN:

Teams Bot:

User Group:

User Roster:

Modem Label:

Priority: 5

Alert Profiles: Thet WhatsApp - SQIO (TELEGRAM + WhatsApp - SQIO) [icon]

MIM Subscription: TELEGRAM (Ooi, Telegram) [icon]

WhatsApp - SQIO (6598345184-SendQuick Whatsapp) [icon]

WhatsApp - SQIO (60 3766 05763 - KL Office 1) [icon]

Save Cancel

SendQuick® Entera

Phone Book & Roster > Phone Book Records

Phone Book Records Addressbook Group Recipient Matching Rule

Show 25 entries

Search: thet

No	User Name	Display Name (AD)	Mobile Number	Call Number	MIM Subscription	Email Address	Group	Roster	Modem Label	Type	OU Name
166	ThetNaing		+6591072730		☒					LOCAL	

Save CSV Add New Record Upload CSV ADLDAP Setup Delete

Showing 1 to 1 of 1 entries (filtered from 200 total entries)

Previous 1 Next

Quicktip - To check your host and domain name, you can find the value in the sendQuick dashboard under **System Overview** under **Host** and **Domain**.

For e.g. our domain name is **msggateway.sendquick.com**

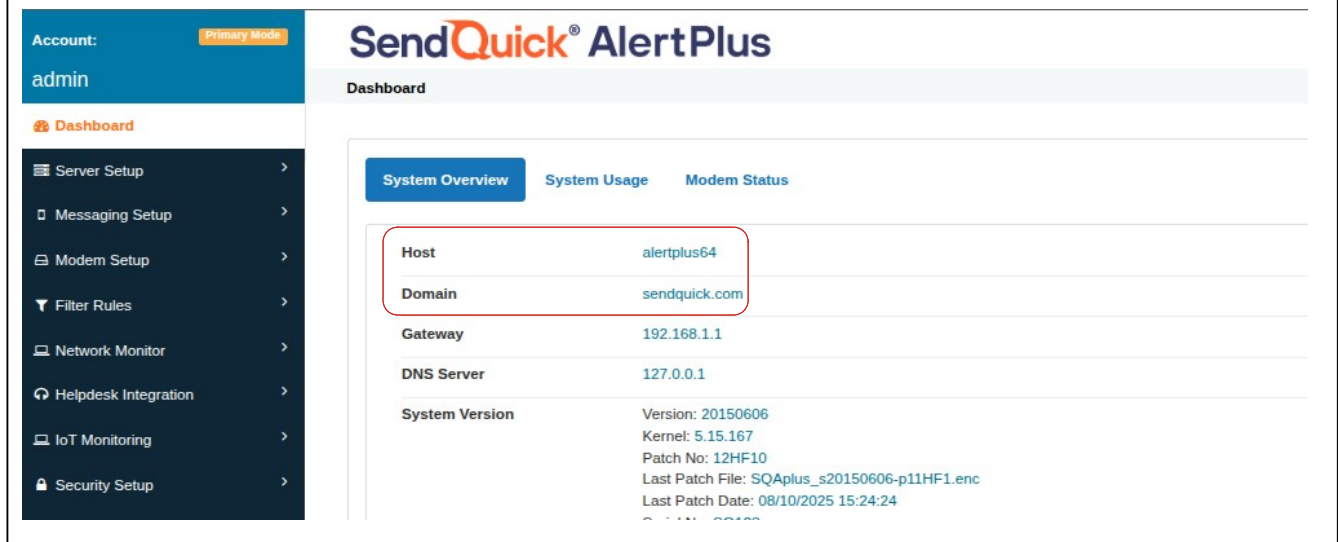


Figure 6: System Overview

2.2 Configure Email Settings on Avigilon Unity

On the Avigilon Unity Clinet, navigate to the following item :

Avigion > Site Setup

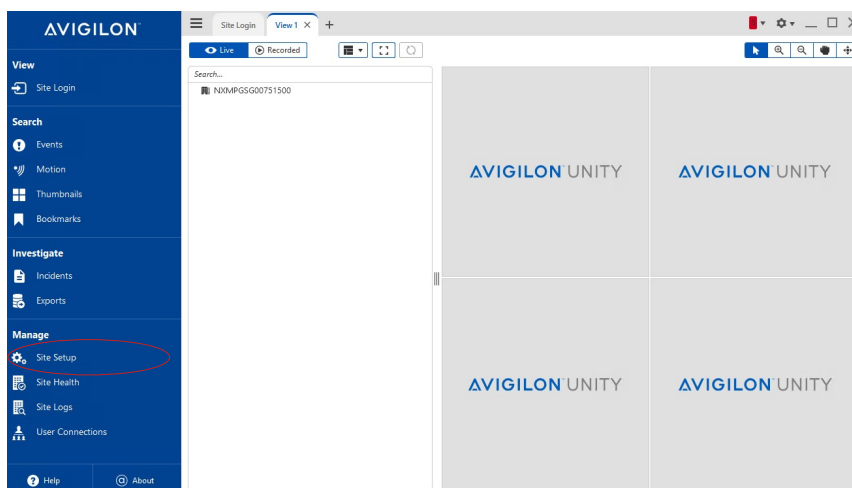


Figure 7: To configure email settings on Avigilon Unity

External Notifications

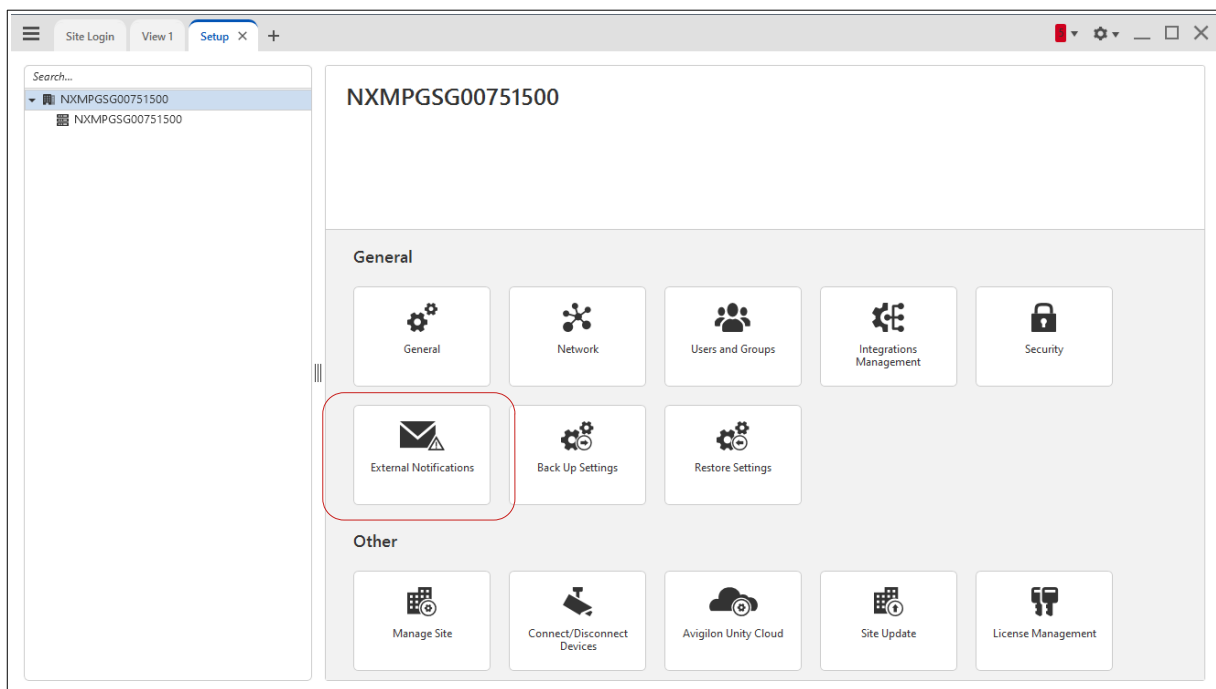


Figure 8: To configure email settings on Avigilon Unity

In the **Email Notifications > Email Server** section, key in your SendQuick IP address in the **SMTP Server** and Port 25 in **SMTP Port** as shown in the screenshot below.

The screenshot shows the 'External Notifications - NXMPGSG00751500' dialog box with the 'Email Server' tab selected. The 'Email Server Settings' section contains the following fields: 'Sender Name' (SQ Alert Plus Server), 'Sender Email Address' (alarms@motorola.com), 'Subject Line' (Avigilon Unity System Event), 'SMTP Server' (entera2.sendquickasp.com), 'Port' (25), and 'Timeout (seconds)' (30). The 'Security and Authentication' section has three unchecked checkboxes: 'Use secure connection (TLS/SSL)', 'Use STARTTLS', and 'Server requires authentication'. Below these are 'User Name' and 'Password' fields. At the bottom right are 'OK', 'Cancel', and 'Apply' buttons.

Figure 8: Configure Email server settings

2.3 Add recipient email address in Email Notifications

Email Notifications > Add Email

External Notifications - NXMPGSG00751500

Email Notifications | Email Server | Central Station Monitoring

Email Groups:

- Email Alret Group

Email Group Name: Email Alret Group

Email Recipients:

- nxmphet@entera2.sendquicksasp.com

Add Email | Add User/Group

Remove | Send Test Email

Email Trigger:

- ☒ System event
- ☐ Motion detected on [any camera](#)

Email Settings:

- ☐ Attach images from device(s) linked to the event

Email Schedule:

Always

Send email at most every: 10 min

+ Add

- Remove

OK | Cancel | Apply

Figure 9: Configure Notifications

In Email recipients, enter the same email address (nxmphet@entera2.sendquicksasp.com) configured in SendQuick email filter in the **To** field.

Trigger the 'Send Test Email'

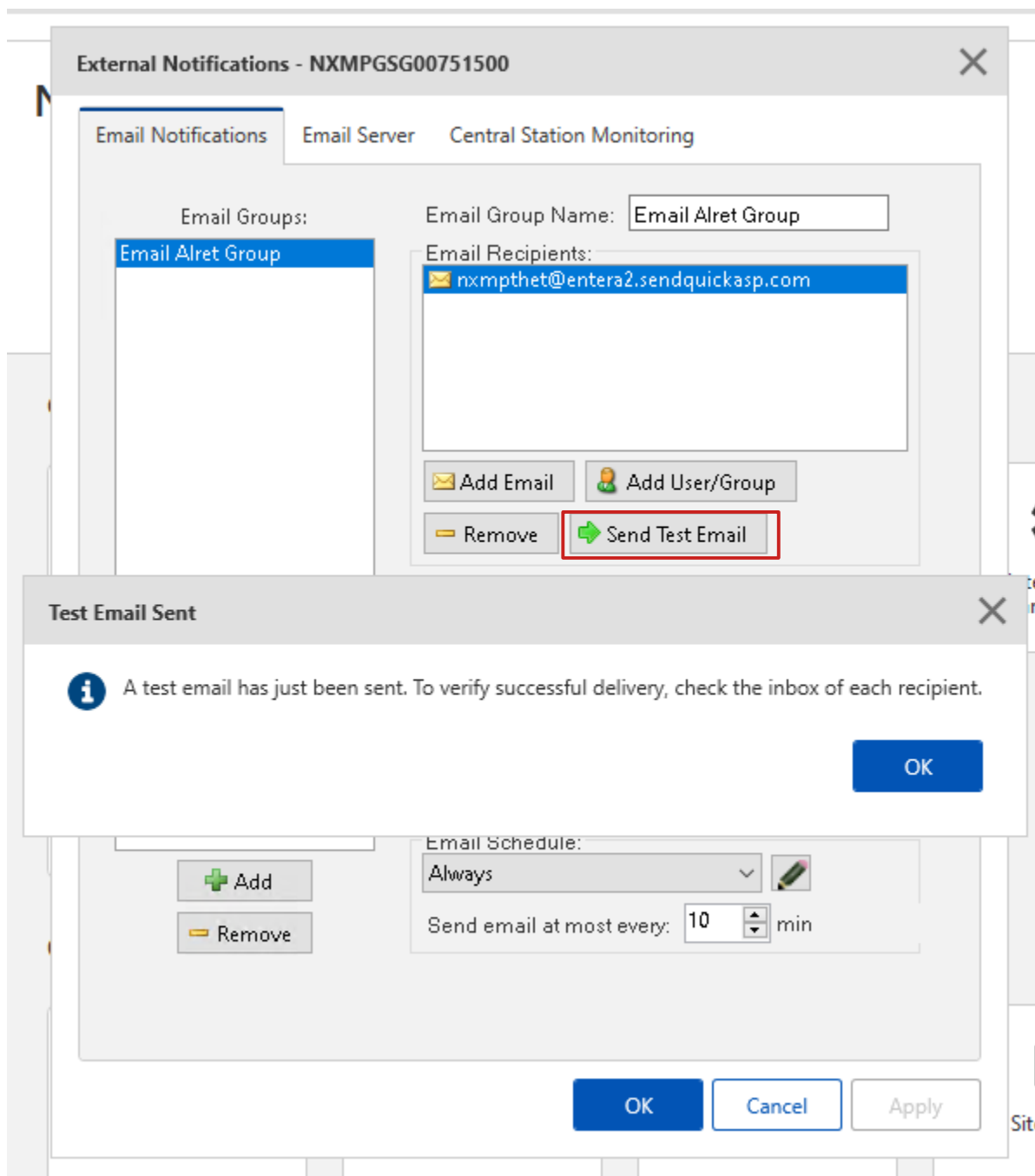


Figure 10: Trigger "Send Test Email"

To confirm that sendQuick has subsequently received the email and sent out as SMS, Telegram and WhatsApp. Go to sendQuick dashboard. Navigate to :

Usage Logs > Message Logs > Sent > SMS / MIM

Click on the Sent tab and SMS / MIM tab. If there is a corresponding entry in the logs, that means the SMS text was sent successfully.

SendQuick Entera - SMS Tab

Usage Logs > Message Log

Queue Sent Unsent Inbox

SMS MIM Sgoope

Search From 31/10/2025 To 31/10/2025 All Filter string View

Show 100 entries

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority	
1	31/10/2025 17:48:22		00:16	alarms@motorola.com (nxmphet)	91072730	alarms@motorola.com:Avigilon Unity: Test Email:This is a test email originating from Avigilon server 'NXMPGSG00751500'.	353529106684385	5	☐

SendQuick Entera - MIM Tab

Usage Logs > Message Log

Queue Sent Unsent Inbox

SMS MIM Sgoope

Search From 31/10/2025 To 31/10/2025 All Filter string View

Show 100 entries Search: 91072730

No	Date & Time	Turnaround Time	Username	Mobile Number	MIM Type	Sender	Message	Priority	Remark	
1	31/10/2025 17:49:30	00:06	6591072730	+6591072730	WhatsApp - SQIO	182.23.145.18	[SQ OTP] One Time password: 567050 Expire in: 4 mins	5	60 3766 05763 - KL Office 1 ; 200 OK	☐
2	31/10/2025 17:49:29	00:05	Thet	+6591072730	TELEGRAM	182.23.145.18	[SQ OTP] One Time password: 567050 Expire in: 4 mins	5	Ooi_Telegram ; 200 OK	☐
3	31/10/2025 17:48:13	00:06	6591072730	91072730	WhatsApp - SQIO	alarms@motorola.com (nxmphet)	alarms@motorola.com:Avigilon Unity: Test Email:This is a test email originating from Avigilon server 'NXMPGSG00751500'.	5	60 3766 05763 - KL Office 1 ; 200 OK	☐
4	31/10/2025 17:48:13	00:06	Thet	91072730	TELEGRAM	alarms@motorola.com	alarms@motorola.com:Avigilon Unity: Test Email:This is a test email originating from Avigilon server 'NXMPGSG00751500'.	5	Ooi_Telegram ; 200 OK	☐
11	31/10/2025 16:46:01	00:03	6591072730	91XXX730	WhatsApp - SQIO	alarms@motorola.com (nxmphet)	alarms@motorola.com:Avigilon Unity: Test Email:This is a test email originating from Avigilon server 'NXMPGSG00751500'.	5	60 3766 05763 - KL Office 1 ; 200 OK	☐
12	31/10/2025 16:37:09	00:06	6591072730	91XXX730	WhatsApp - SQIO	61.13.200.98 (admin)	test	1	60 3766 05763 - KL	☐

Figure 11: Message log on sendQuick