# AutoText User Guide

# Contents

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# AutoText Overview

The MediaGateway 2 AutoText feature enables Manitou customers to automatically send and receive script messages to users in the field using a texting platform.

AutoText and all other MediaGateway 2 components require proper licensing through Bold Technologies. If you are not yet licensed for a MediaGateway 2 component you would like to access, please contact Bold Support to discuss your particular situation.

# Setting Up AutoText in the MediaGateway 2

## Adding an SMS Connector

Perform the following steps to add an SMS (short message service) Connector to the UniversalConnector in the MediaGateway 2:
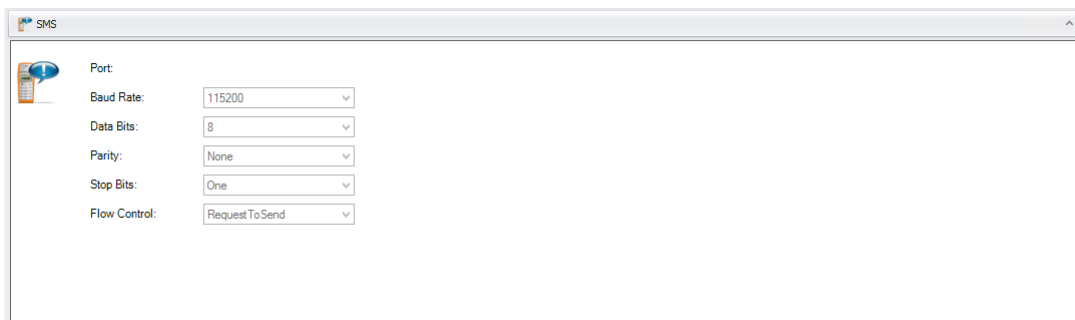
1. Open the MediaGateway 2.
2. Select the **Connector** option under the **UniversalConnector** section of the Navigation Tree as shown in the following screenshot:
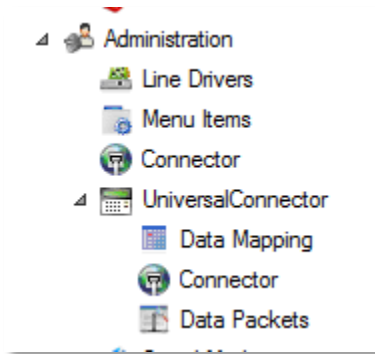
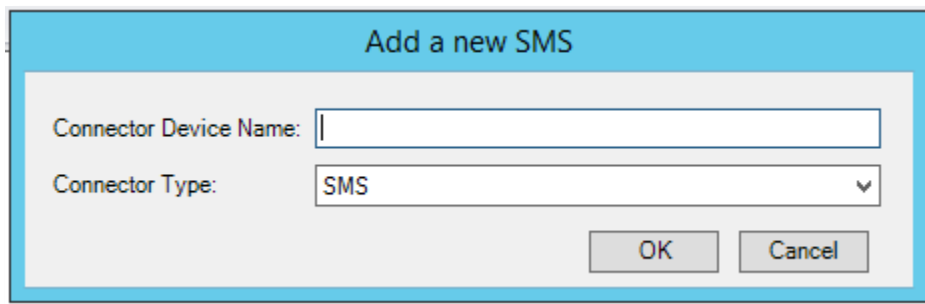The following window displays:
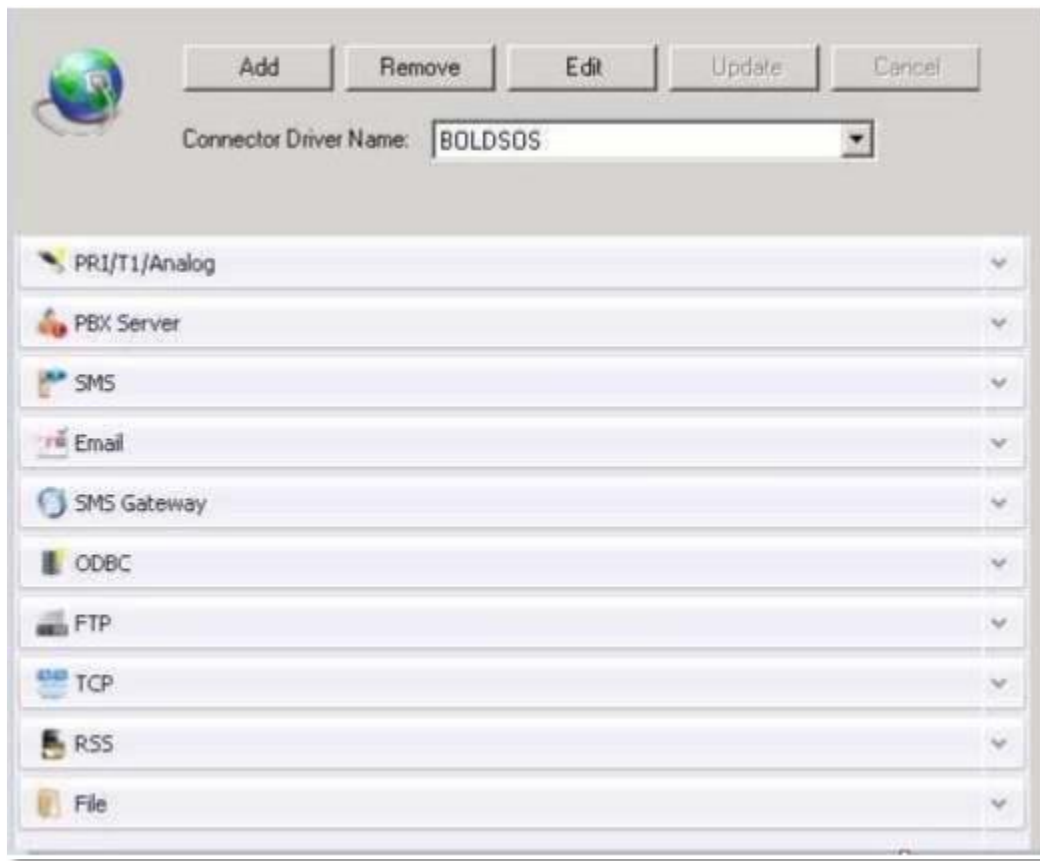


3. Click the down arrow to expand the **SMS** area of the window as shown in the following screenshot:
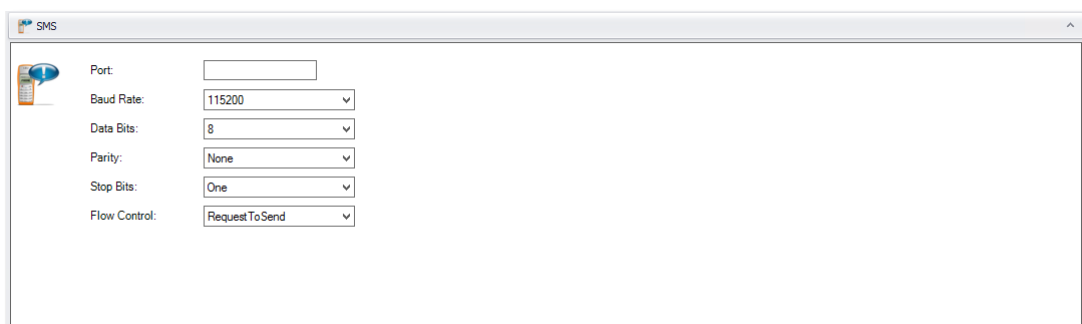


4. Click **Add** at the top of the window.

The **Add a new SMS** window displays as shown in the following screenshot:



5. Type a device name in the **Connector Device Name** box.
6. Confirm that **SMS** is selected in the **Connector Type** drop-down list box. If not, select **SMS** from the drop-down list box.
7. Click **OK**.

The **Add a new SMS** window closes and the boxes on the **SMS** area of the window now display as populated with the default settings as shown in the following screenshot:



**Note:** You might need to modify the default settings depending on the hardware components you have installed. Use the drop-down arrows to access additional selections available for each box.

# Importing the AutoText Menu

To set up AutoText in the MediaGateway 2, you must first import the **MS_AutoText Extend and Cancel.xml** menu. This menu is not currently included with the MediaGateway 2 software package. Please contact Bold Support to obtain the menu.

1. Obtain the **MS_AutoText Extend and Cancel.xml** menu from Bold Support.
2. Open the MediaGateway 2.
3. Select the **Menu Items** option from the Navigation Tree as shown in the following screenshot:
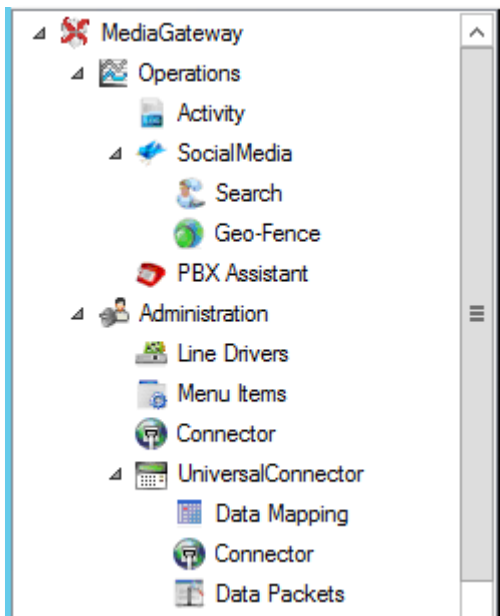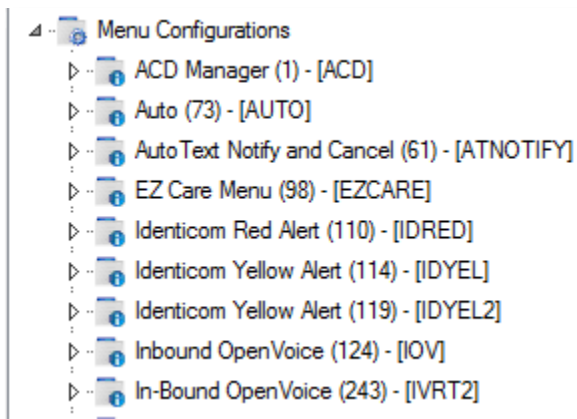


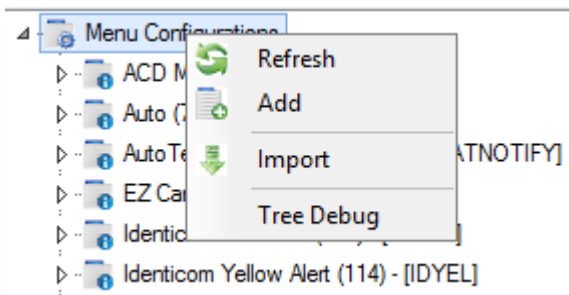The **Login** window displays as shown in the following screenshot:
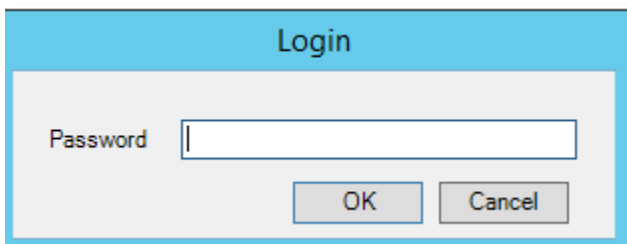


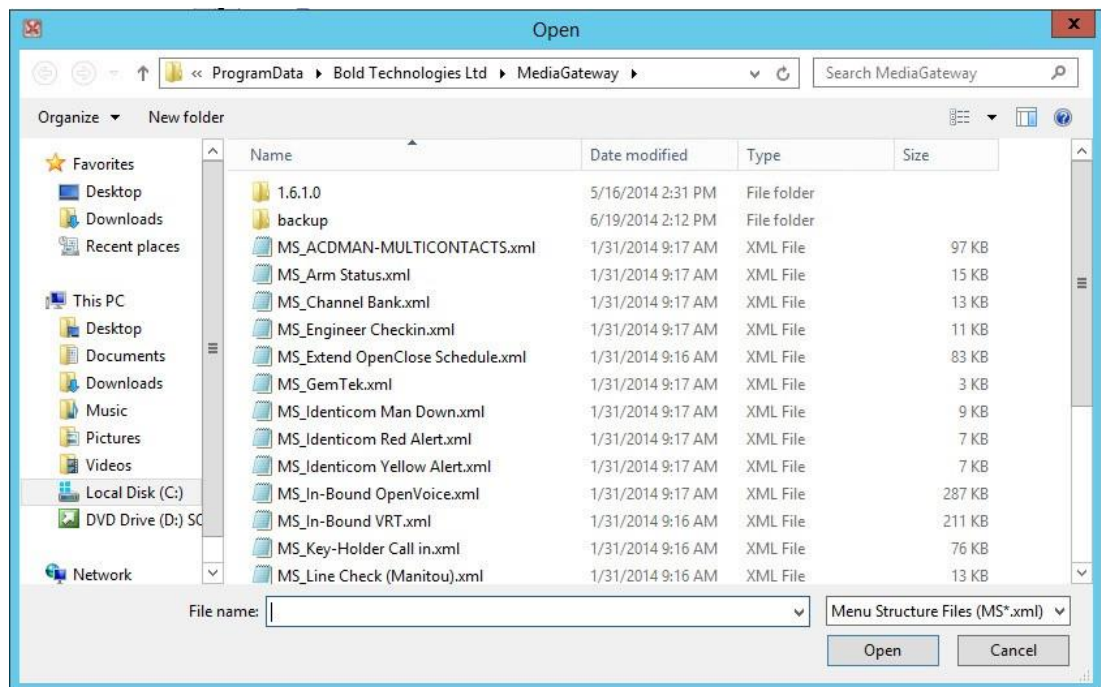4. Type your password and then click **OK**.

The **Menu Items** window displays as shown in the following screenshot:



5.  Select the **Menu Configurations** node and then right-click it and select **Import** as shown in the following screenshot:
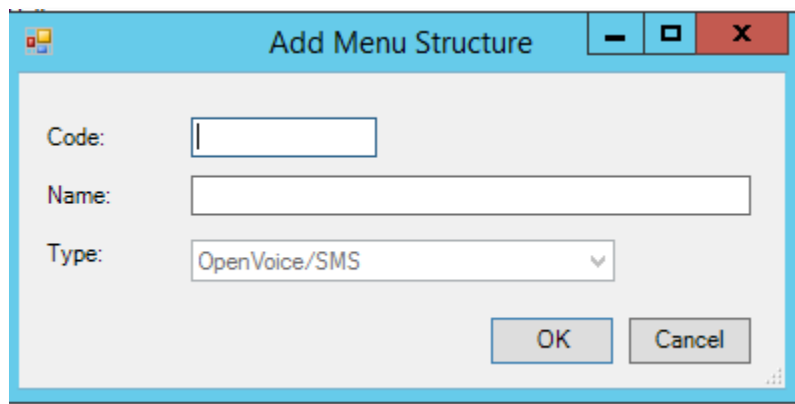
The **Open** window displays as shown in the following screenshot:



6.  Navigate to the location where you saved the **MS_AutoText Extend and Cancel.xml** menu, select it, and then click **Open**.

    The **Add Menu Structure** window displays as shown in the following screenshot.



7.  Type a code and name into the appropriate boxes, and then click **OK**.

The menu you just created now displays in the **Menu Items** list as shown in the following screenshot:
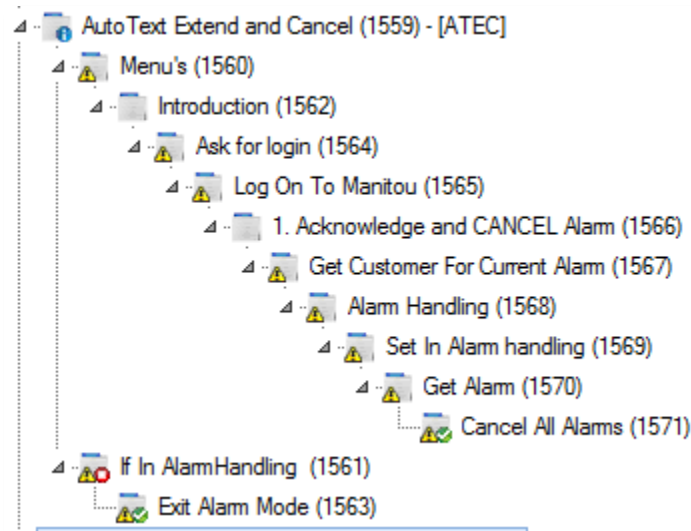


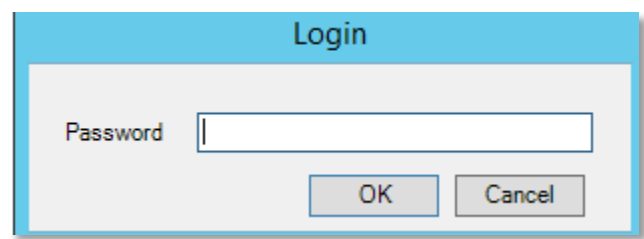8. Modify the menu structure, as necessary.

# Adding the AutoText Line Driver

Perform the following steps to add the AutoText Line Driver in the MediaGateway 2:
1. Open the MediaGateway 2.
2. Select the **Line Drivers** option from the Navigation Tree as shown in the following screenshot:
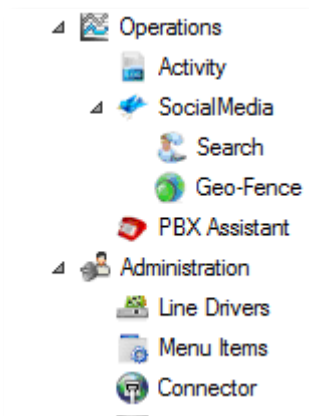
The **Login** window displays as shown in the following screenshot:



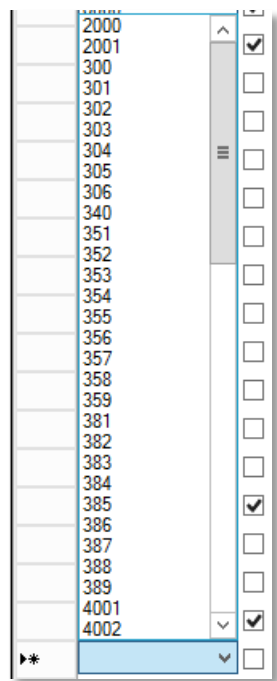3. Type your password and then click **OK**.

   The **Line Drivers** window displays as shown in the following screenshot:



4. Click the arrow on the last Line Driver line (denoted by an asterisk) as shown in the following screenshot:



   A list of available Line Drivers displays as shown in the following screenshot:

5. Select the Line Driver you want to add. The Line Driver you add here must match the **Connector Driver Name** you previously added for the SMS Connector. Because we previously added the "AutoText" Connector Driver for our example, we are adding the "AutoText" Line Driver.
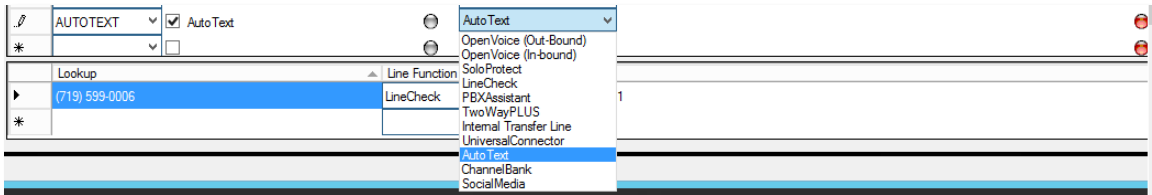
   The Line Driver you selected now displays as shown in the following screenshot:



6. Click in the **Description** box, and type a description as shown in the following screenshot:



7. Select **AutoText** from the **Line Function** drop-down list box for the Line Driver you are creating as shown in the following screenshot:
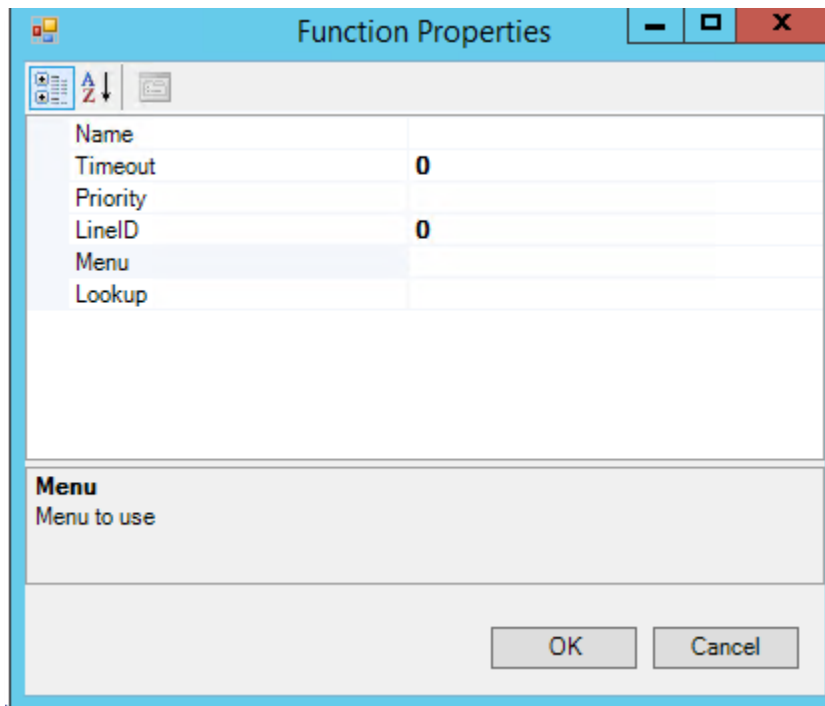


   **AutoText** now displays as your selected **Line Function** as shown in the following screenshot:



8. Click in the **Properties** column for the line on which you are creating your new Line Driver and then right-click in the box and select **Properties** as shown in the following screenshot:
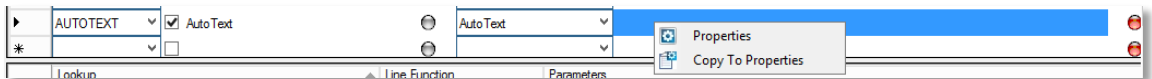
The **Function Properties** window displays as shown in the following screenshot:
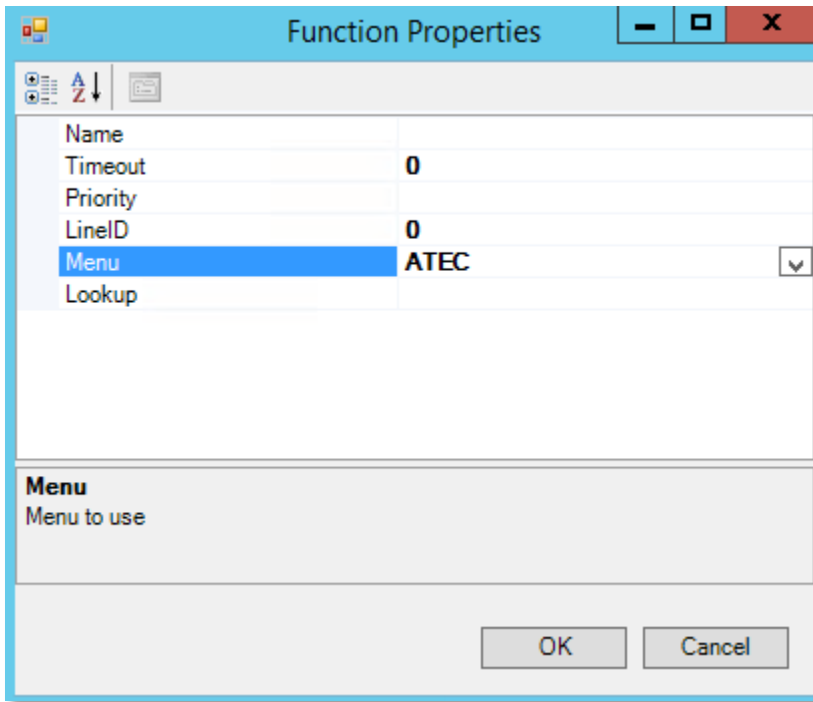


9.  Click at the right edge of the **Menu** line for a drop-down menu to display as shown in the following screenshot:
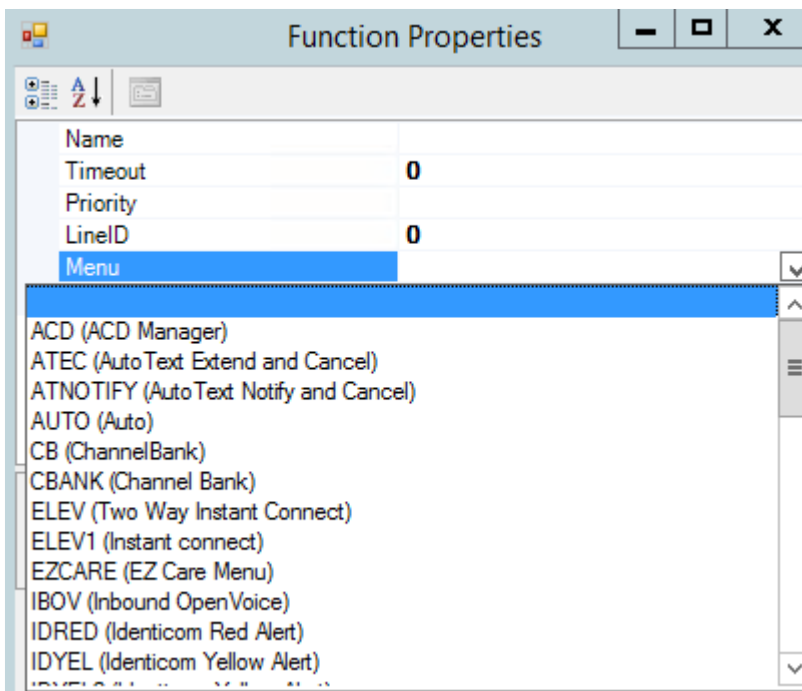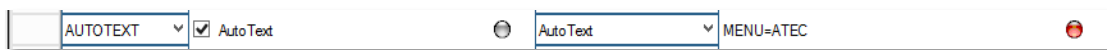


10. Select the menu you imported earlier from the drop-down menu.

The drop-down menu closes, and the menu you selected now displays as shown in the following screenshot:



11. Click **OK**.

The properties you selected now display in the **Properties** box as shown in the following screenshot:



**Note:** Depending on your specific configuration, defining additional menu properties in the **Function Properties** window might be required.

12. Click **Save**.

# AutoText Timeouts

When you use AutoText as part of an Action Pattern, Manitou suspends the alarm until it receives a response (and the operator takes further action), or until it reaches a set timeout limit. Timeouts for AutoText can be set in the MediaGateway 2. These settings control how long the system waits for a response from the recipient before timing out and making the alarm active again.

AutoText has the following two default timeout settings (both are calculated in seconds):
- Initial Text Message Timeout (default time 1200 seconds = 20 minutes)
- Text Message Timeout (default time 120 seconds = 2 minutes)

**Example of Timeouts in a Script Message:**

The following example exchange is included to illustrate the intervals at which Manitou requires responsive communication:

Initial text message sent: *Alarm received. Would you like to cancel?* (Recipient has 20 minutes to respond.)
Response text message: *Yes*.
Message sent: *Please provide your username.* (Recipient has 2 minutes to respond.)
Response: *jhancock*
Message sent: *Please provide your password*. (Recipient has 2 minutes to respond.)
Response: *******

**Modifying Text Message Timeouts**

Perform the following steps to modify the default timeout interval settings:

1.  Open the MediaGateway 2.
2.  Click **Options** at the bottom of the Navigation Pane.
3.  If the system prompts you for a password, type your password and then click **OK**.
4.  Select **AutoText** from the **Options** Navigation Pane.

    The **AutoText** options menu displays as shown in the following screenshot:



5.  Modify the default values to the alternate values you want.

    **Note:** These boxes accept any incremental value of 4 characters or less.

6.  Click **Save**.

# Setting Up AutoText in Manitou

## Creating the Script Message

Script messages are created and managed in the Manitou Supervisor Workstation. Perform the following steps to create and add a script message in Manitou:

1. Open the Manitou Supervisor Workstation.
2. Navigate to the **Maintenance** menu and then select **Script Messages**.

    The **Script Message** window displays as shown in the following screenshot:
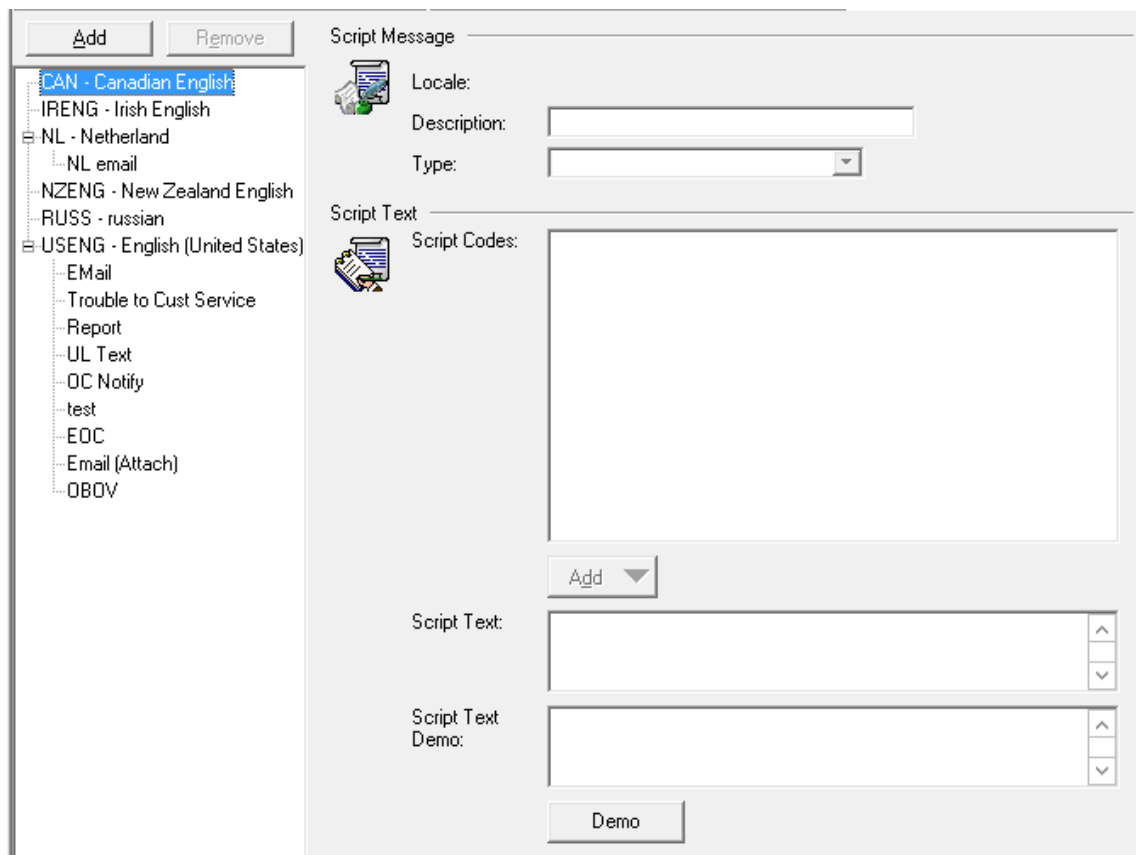


3. Select the locale for which you want to create a script message in the Navigation Pane.
4. Click **Edit** and then click **Add**.

The **Add Script Message** window displays as shown in the following screenshot:
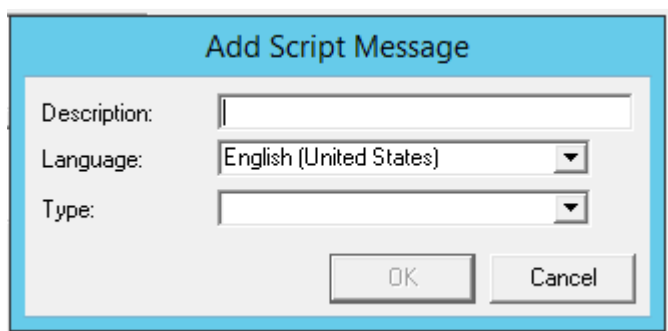


5. Type a description in the **Description** box.
6. Select **Generic** from the **Type** drop-down list box and then click **OK**.

The **Add Script Message** window closes and the **Script Message** window displays as shown in the following screenshot:
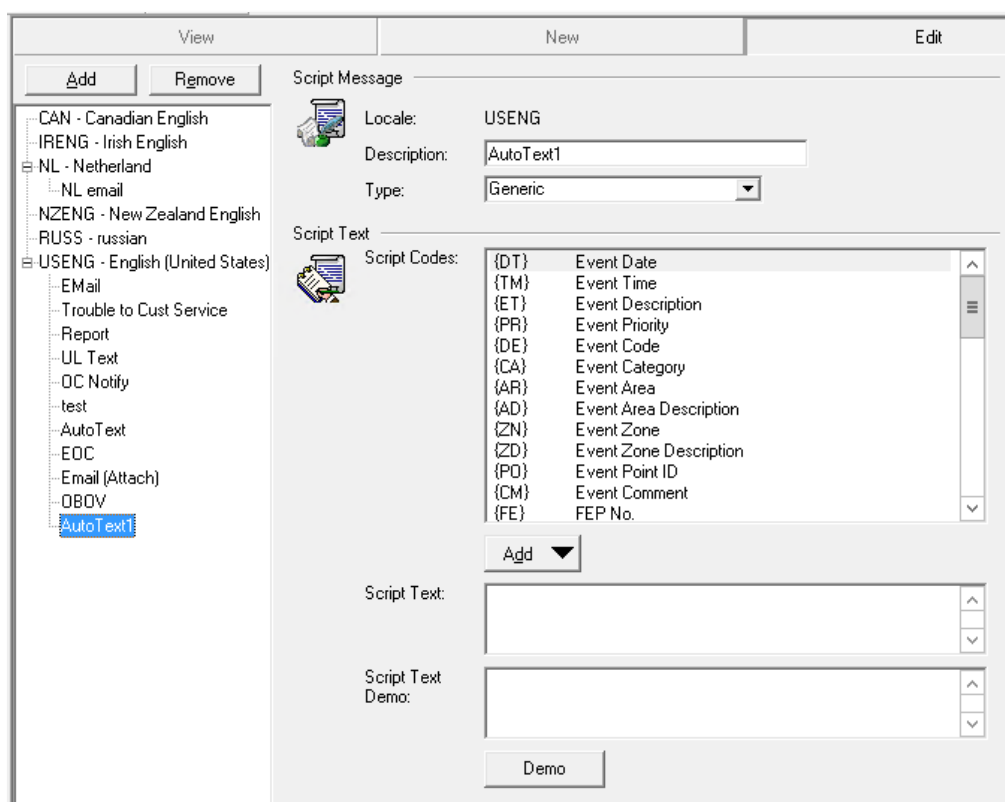


7. Select the codes you want from the **Script Codes** and then add them to the **Script Text** using the **Add** button.
8. Type the text for your script message in **Script Text**.
9. Type the following code at the end of your script message text: **{$MC<*menu name>*}**. Insert the actual MediaGateway 2 menu name into the code. In the example we created, the menu to designate is "ATEC".

**Note:** This ensures that the MediaGateway 2 is engaged for the AutoText feature.

10. Click **Demo** if you want to see how your script message will display to your recipient.

The **Script Text Demo** box displays populated as shown in the following screenshot:
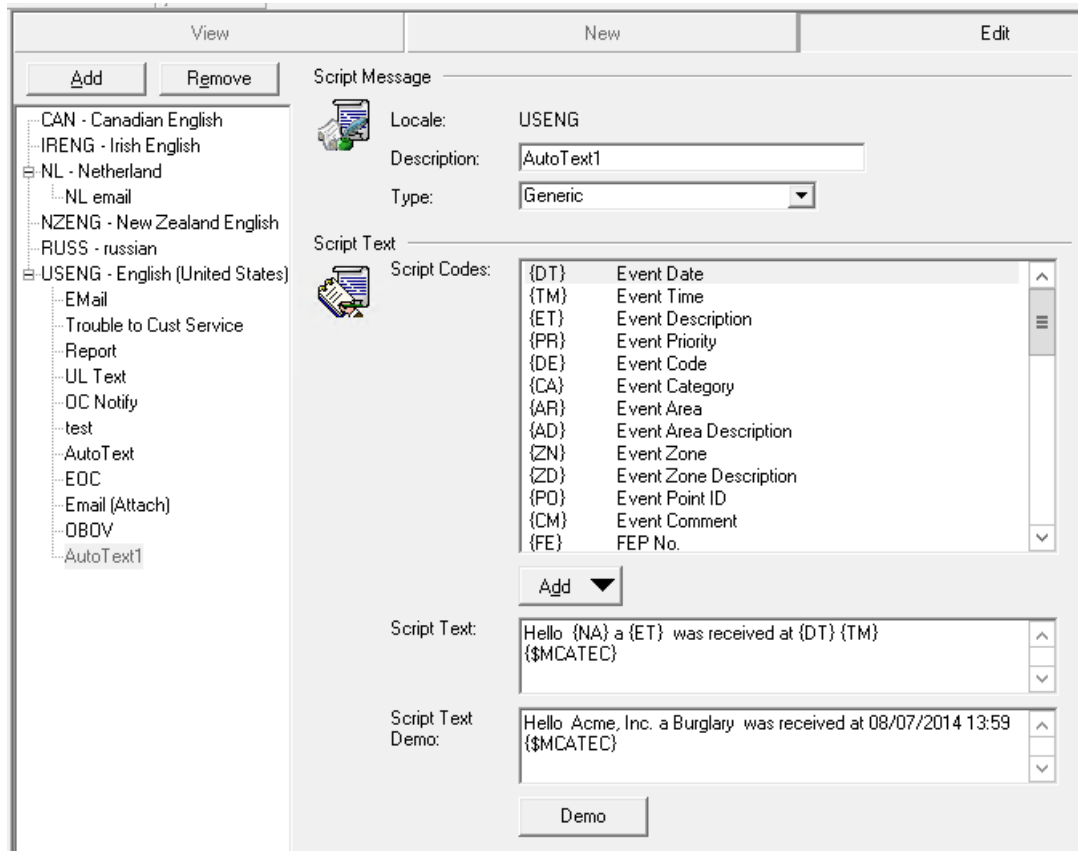


11. Click **Save**.

# Creating an OpenVoice ID to Extend Opening/Closing Schedules

It is recommended that you use the CID (mobile number) as the **OpenVoice ID** when attempting to use AutoText menus to extend opening/closing schedules. By using the CID, the SMS responding party logs into the MediaGateway system with the responding party's CID and password to authenticate the user.

# Changing the AutoText Responses

If the ATNOTIFY (AutoText Notify) menu does not have any verbiage specified for the reply text (Send 1 to acknowledge and CANCEL the alarm), it is possible that it is hardcoded in the ATNOTIFY to send that standard text IF there is nothing in the MFC (Menu Functional Components) message field.
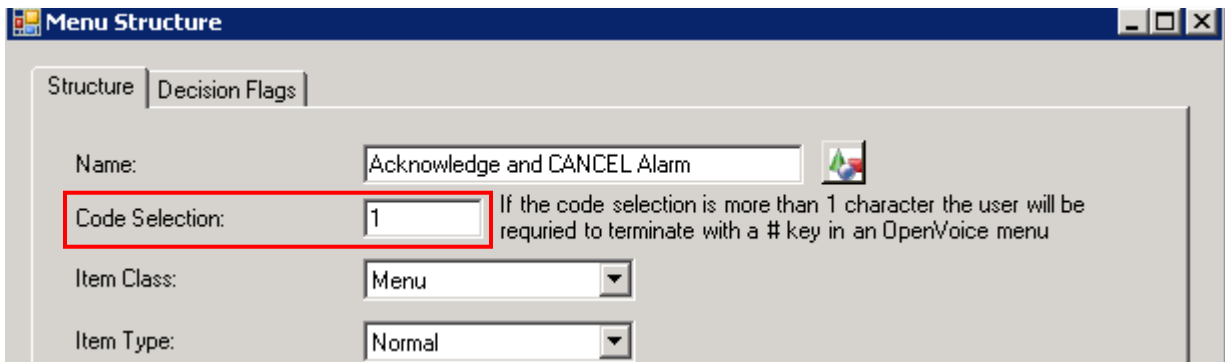
To modify the message, you need to add the text with the option variable **{$#}** in that field. See the example in the following screenshots:



The **{$#}** will retrieve the value that is in the **Code Selection** field. It does not need to be a numeric value. Additionally, it does not need to go in sequential order (1, 2, 3, and so on).



**Important:** There are certain words that you should avoid based on the SMS Gateway provider. For example, "CANCEL" would not only cancel the alarm, but would also unsubscribe the user from ever receiving future text messages based on Clickatell's option out policy.

The following table lists the standard words to avoid when changing the MediaGateway menu setup.

| Keyword | Reply Message |
|---|---|
| CANCEL | You have been unsubscribed from the service |
| END | You have been unsubscribed from the service |
| HELP | Note: Send STOP, END, CANCEL, UNSUBSCRIBE |
| QUIT | You have been unsubscribed from the service |
| STOP | You have been unsubscribed from the service |
| SUBSCRIBE | You have been re-subscribed to the service |
| UNSUBSCRIBE | You have been unsubscribed from the service |

**Important:** You should check with the SMS Gateway provider to verify words/phrases that should be avoided in the MediaGateway menu setup.

# Adding a Call List in Manitou

Perform the following steps to add a Call List:

1. Open the Manitou Operator Workstation.
2. Open the customer for whom you want to add a Call List.
3. Select the **Call Lists** option from the **Jump To** menu.

    The **Call List** form displays as shown in the following screenshot:



4. Select **Main Lists** from the Navigation Tree.
5. Click **Edit** and then click **Add**.

The **Add Call Lists** window displays as shown in the following screenshot:
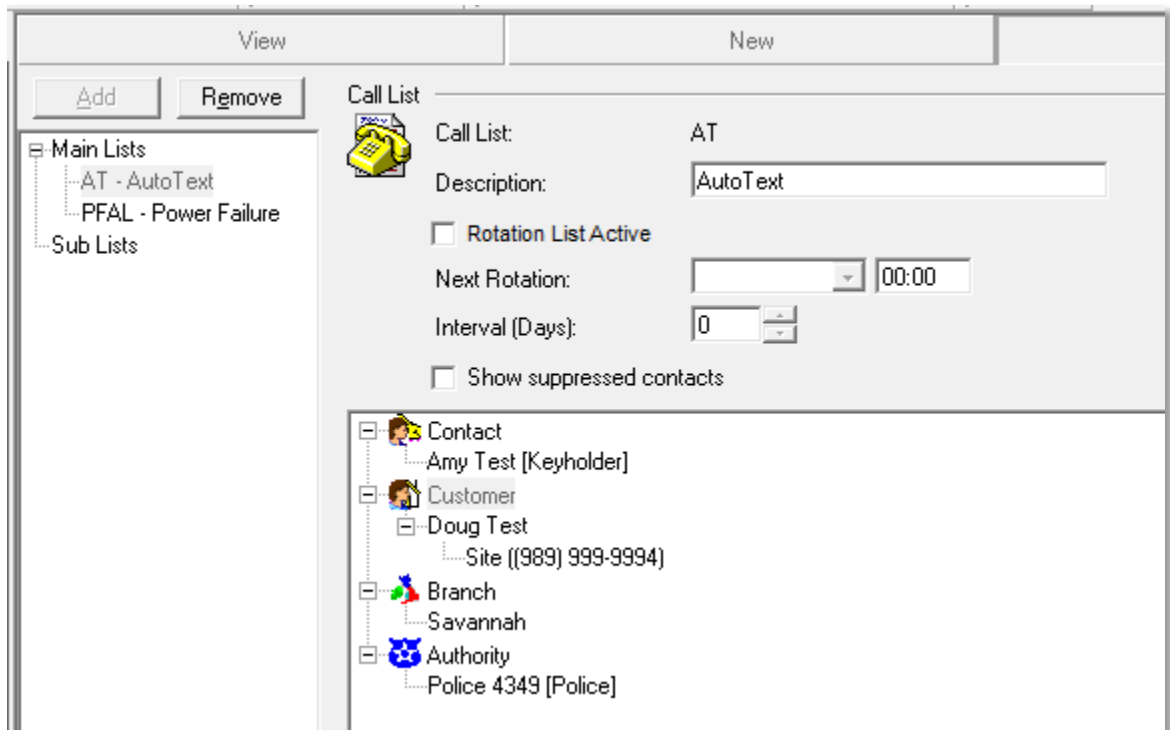


6. Type a name and a description in the appropriate boxes, and then click **Add to Matrix**.

   The Call List you just created displays in the Matrix as shown in the following screenshot:



7. Click **OK**.

The **Add Call Lists** window closes and the Call List you just created displays as the selected item on the **Call List** form as shown in the following screenshot:



8.  Select the telephone number for whom you want to use AutoText and then click the right arrow icon shown in the following screenshot:



The number now displays in the right-hand window as shown in the following screenshot:
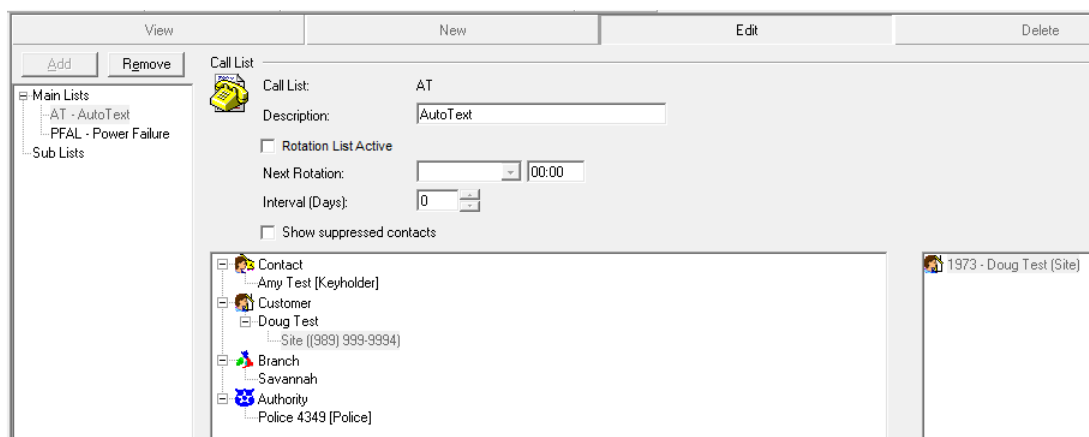


9.  Click **Save**.

# Adding Your Script Message to an Action Pattern

Now that you have created a script message and designated a telephone number to use for AutoText, you must include the script message as part of a Manitou Action Pattern. In the simple Action Pattern example below, we will be using AutoText to send the script message we previously created to the customer at the site.

Perform the following steps to create an Action Pattern that includes your script message:

1. Open the Manitou Operator Workstation.
2. Open the record for the customer for whom you want to use AutoText.
3. Click **Action Patterns** from the **Jump To** menu.

The Action Pattern Navigation Pane displays as shown in the following screenshot:
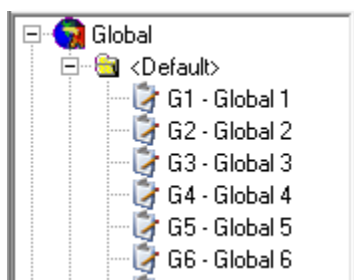


4. Select the **Customer** node as shown in the following screenshot:
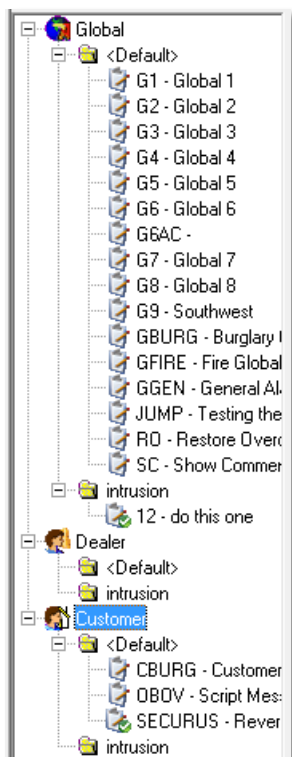


5. Click **Edit** and then click **Add**.

The **Add Action Pattern** window displays as shown in the following screenshot:



6. Type an action ID and a description into the appropriate boxes.
7. Select a category from the **Category** drop-down list box or leave the default setting.
8. If you want, you can select the **Auto-Run** checkbox, and then click **OK**.

   Having an Auto-Run designation is not necessary when you are operating in AutoClient mode.

9. Select the Action Pattern you just created from the Navigation Tree.
10. Select the Call List you previously created and then click **Add Command**.

    The **Call List Action** window displays as shown in the following screenshot:
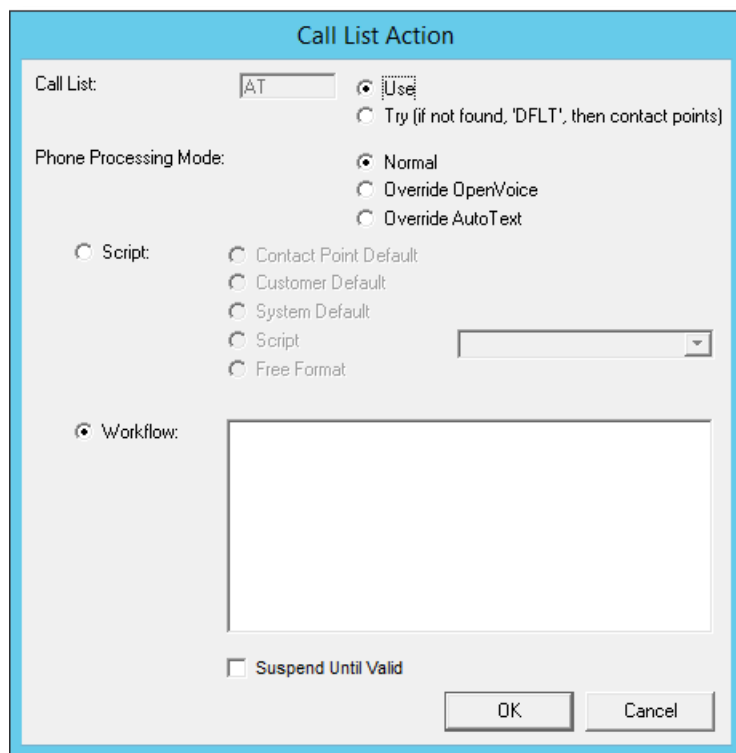


11. Select the **Override AutoText** option from the **Phone Processing Mode** section of the window.

Available options in the **Script** section of the window now display enabled as shown in the following screenshot:
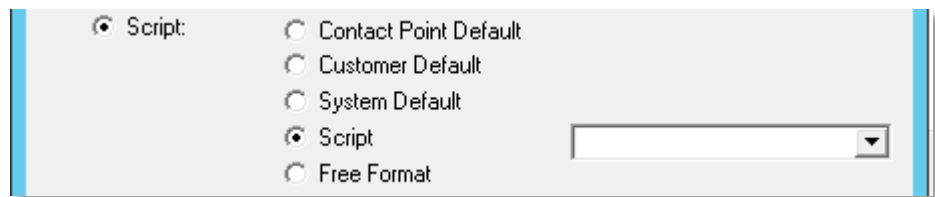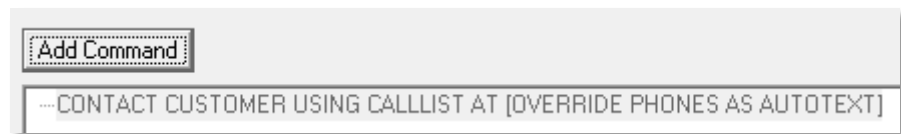


12. Select the script message you created previously from the drop-down menu as shown in the following screenshot:
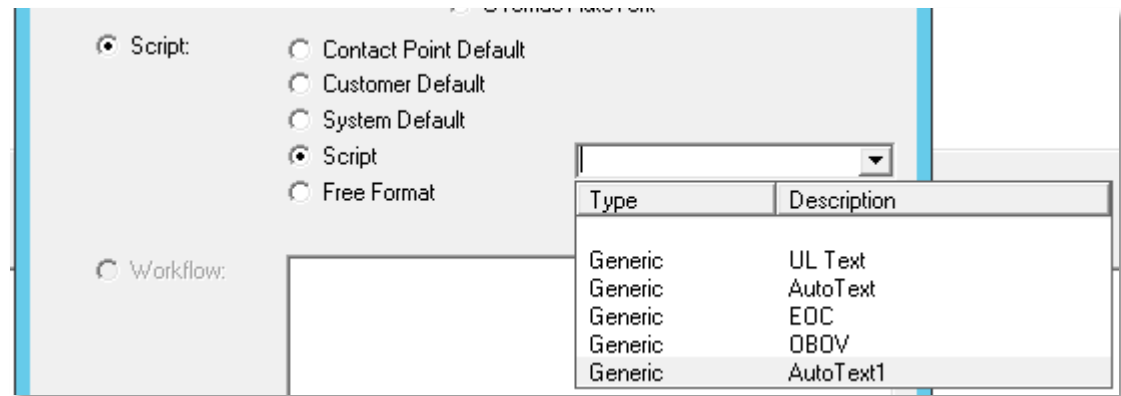


13. Click **OK**.

The command you added now displays in the window below the **Add Command** button as shown in the following screenshot:



14. Click **Save**.

# Activating Your Line Driver in the MediaGateway 2

Now that your Manitou setup is complete, you must return to the MediaGateway 2 **Line Drivers** section to activate the Line Driver you created earlier. Perform the following steps to activate your Line Driver in the MediaGateway2:

1. Open the MediaGateway 2.
2. Select **Line Drivers** from the Navigation Tree as shown in the following screenshot:
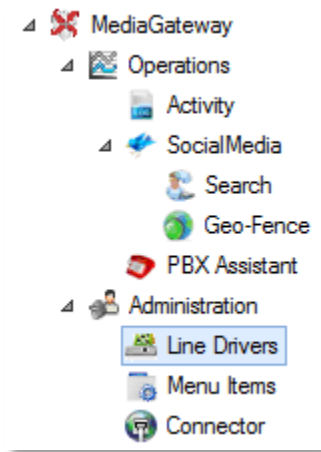


The **Login** window displays as shown in the following screenshot:
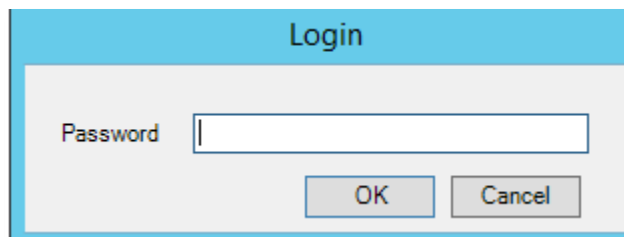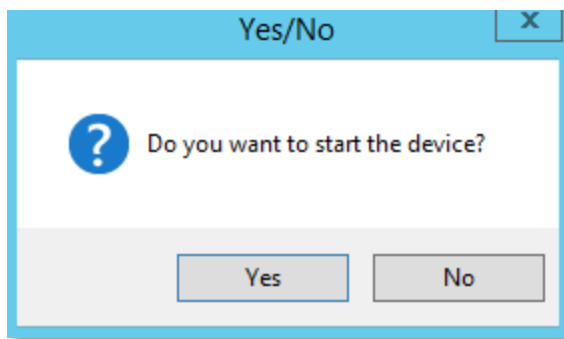


3. Type your password and click **OK**.
4. Navigate to the AutoText Line Driver you previously created and select the checkbox next to the **Description** box as shown in the following screenshot:



**Note:** If the **Line Driver** checkbox is already selected, clear it and reselect it.

The **Yes/No** dialog displays as shown in the following screenshot:

5. Click **Yes**.
6. Click **Save**.
7. Click **Re-load & Restart all Devices** as shown in the following screenshot: