



ChannelBank User Guide

Table of Contents

- ChannelBank Overview3**
- Setting up ChannelBank in the MediaGateway 23**
 - Importing the ChannelBank Menu.....3
 - Setting Up ChannelBank the Line Driver.....6

ChannelBank Overview

ChannelBank is a MediaGateway 2 component that receives and routes calls to a Receiver, passes DNIS and Caller ID information to Manitou, and detects telephone line malfunctions. If ChannelBank detects a line malfunction on a Receiver, it busies-out the line, and then sends an alarm into Manitou.

ChannelBank 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.

ChannelBank Example Scenario:

The following example is included to illustrate a common ChannelBank scenario:

A Receiver line card is malfunctioning and will no longer receive calls. This issue has arisen at the same time a new call is received into the MediaGateway 2 ChannelBank. ChannelBank routes the call from the PRI (Primary Rate Interface) to the analog station card, but the Receiver does not answer. The MediaGateway 2 ChannelBank tries to connect for three rings. Then, it sets the channel to busy and sends a Line Fault alarm into Manitou. The next call coming into the malfunctioning line rings busy, and the hunt group automatically moves it to the next line. An Operator receives the alarm. A technician is later assigned to resolve the faulty Receiver line issue.

ChannelBank setup occurs in the MediaGateway 2 only. No Manitou setup is required.

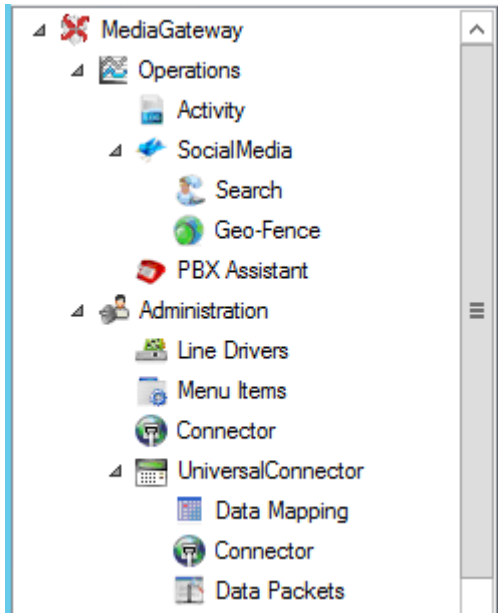
Setting up ChannelBank in the MediaGateway 2

Importing the ChannelBank Menu

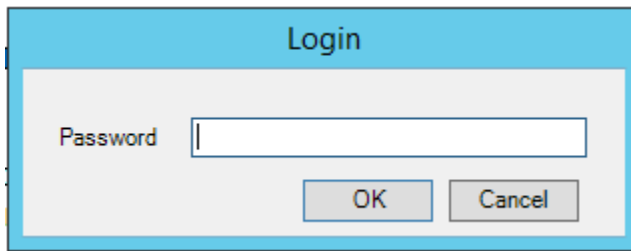
To set up ChannelBank in the MediaGateway 2, you must first import the “MS_Channel Bank.xml” menu.

Perform the following steps to import a ChannelBank menu into the MediaGateway 2:

1. Open the MediaGateway 2.
2. Click “Menu Items” as shown in the following screenshot:

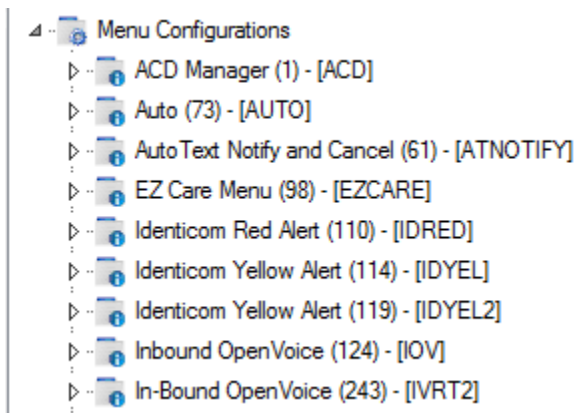


Result: the “Login” window displays as shown in the following screenshot:

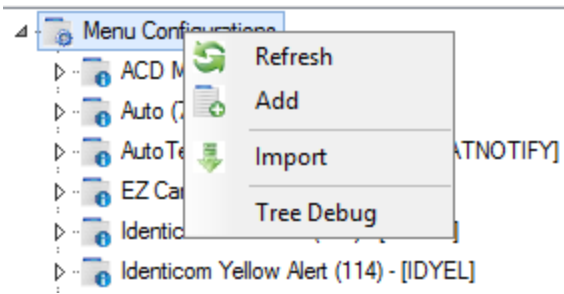


3. Enter your password, and then click “OK”.

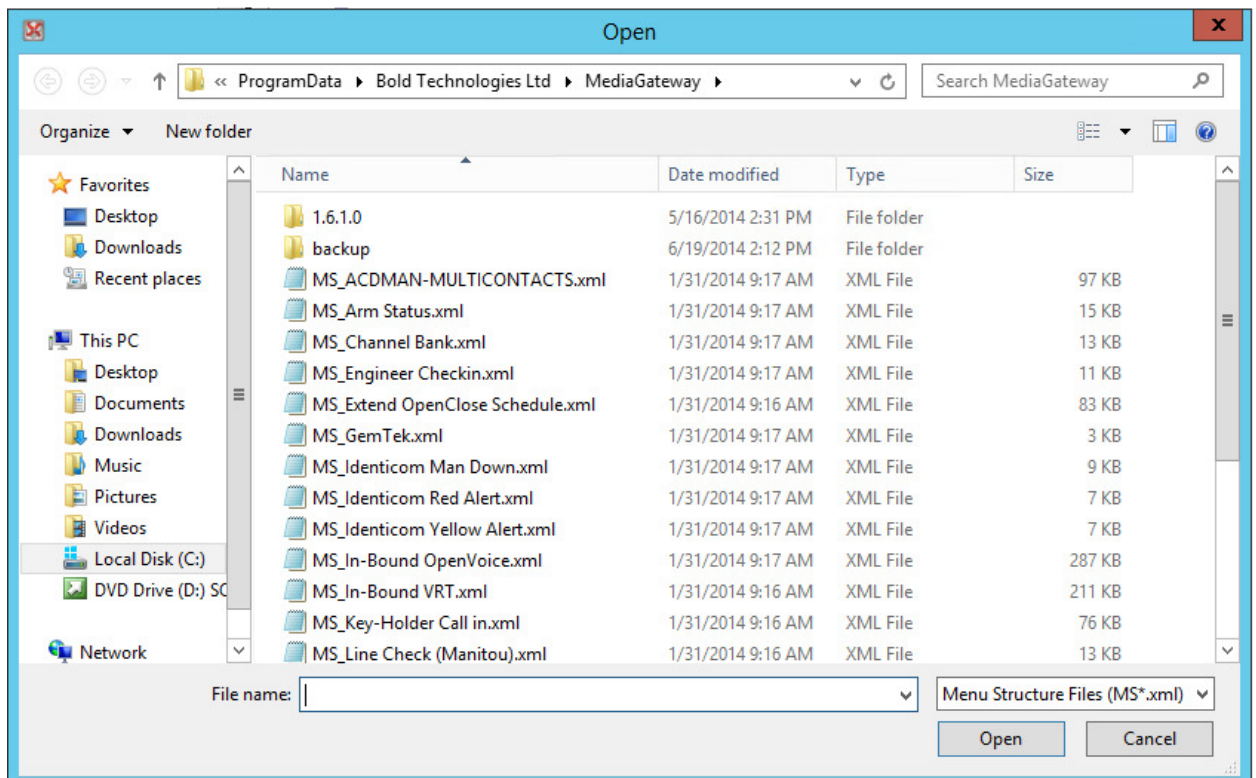
Result: the Menu Items window displays as shown in the following screenshot:



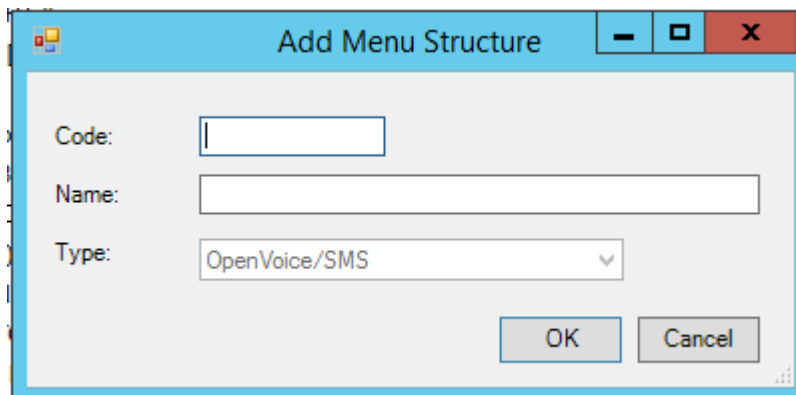
4. Select the “Menu Configurations” node, and then right-click it and select “Import” as shown in the following screenshot:



- The “Open” window displays as shown in the following screenshot:

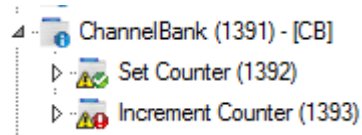


- Select the “MS_Channel Bank.xml” menu, and then click “Open”.
Result: the “Add Menu Structure” window displays as shown in the following screenshot:



7. Enter a code and name into the appropriate fields, and then click **“OK”**.

Result: the menu you just added now displays in the Menu Items list as shown in the following screenshot:

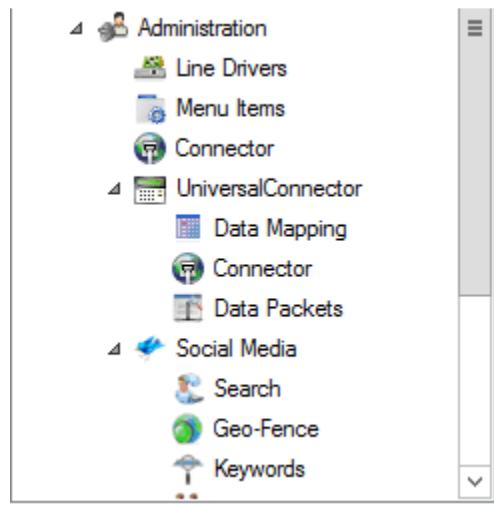


8. Modify the menu structure, as necessary. For further information regarding how to modify a menu structure, please refer to the “Menu Examples” section of this document.
9. Click **“Save”**.

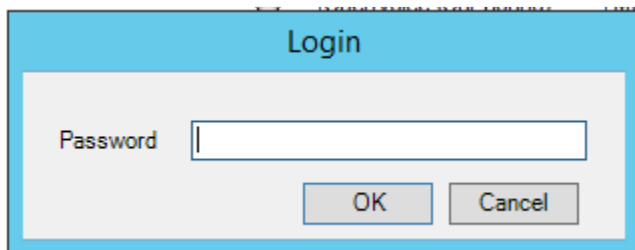
Setting Up ChannelBank the Line Driver

Perform the following steps to set up the ChannelBank Line Driver in the MediaGateway 2:

1. Open the MediaGateway 2.
2. Select “Line Drivers” as shown in the following screenshot:



Result: the “Login” window displays as shown in the following screenshot:



3. Enter your password, and then click “OK”.

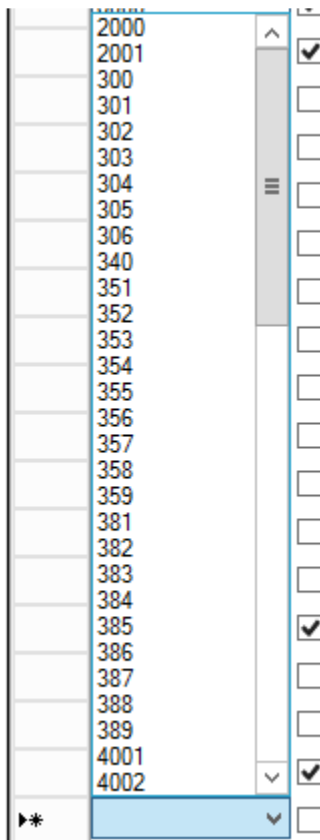
Result: the Line Drivers window displays as shown in the following screenshot:

Line Driver	Description	Status	Line Function	Properties	Driver
2000	<input checked="" type="checkbox"/>		OpenVoice (Out-Bound)		
2001	<input type="checkbox"/> Receiver line 2		Internal Transfer Line	STATIONID=1	
300	<input checked="" type="checkbox"/> System I Line 1		TwoWayPLUS	MENU=TWOWAYDIRECT,LINEID=8,FEP=1,RECEIVER=65,LINE=999,USEDNIS=1,TYPE=0	
301	<input checked="" type="checkbox"/> System I Line 2		TwoWayPLUS	LINEID=888,FEP=1,RECEIVER=65,LINE=999,TYPE=0,USEDNIS=1,MENU=TWOWAYDIR...	
302	<input checked="" type="checkbox"/>		TwoWayPLUS	MENU=ELEV1,LINEID=2,FEP=1,RECEIVER=1,LINE=2,TYPE=1,USEDNIS=0	
303	<input type="checkbox"/>		TwoWayPLUS	MENU=TWIPA,LINEID=3,FEP=1,RECEIVER=1,LINE=3,TYPE=1,USEDNIS=0	
304	<input type="checkbox"/>		TwoWayPLUS	MENU=TWIPA,LINEID=4,FEP=1,RECEIVER=1,LINE=4,TYPE=1,USEDNIS=0	
305	<input checked="" type="checkbox"/>		OpenVoice (Out-Bound)	MENU=OVTEST2,BUSYRETRIES=3,PVD=0	

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



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



5. Select the Line Driver you want to add.

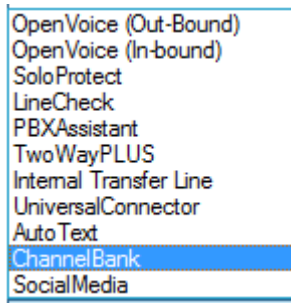
Result: the Line Driver you selected now displays as shown in the following screenshot:

6. Click in the “Description” field, and enter a description as shown in the following screenshot:




A screenshot of a form with a text input field containing '388' and a checked checkbox labeled 'ChannelBank'.

7. Click the arrow in the Line Function field for the Line Driver you are creating, and select “ChannelBank” as shown in the following screenshot:



A screenshot of a dropdown menu with the following options: OpenVoice (Out-Bound), OpenVoice (In-bound), SoloProtect, LineCheck, PBXAssistant, TwoWayPLUS, Internal Transfer Line, UniversalConnector, Auto Text, ChannelBank (highlighted), and SocialMedia.

Result: ChannelBank now displays as your selected Line Function as shown in the following screenshot:



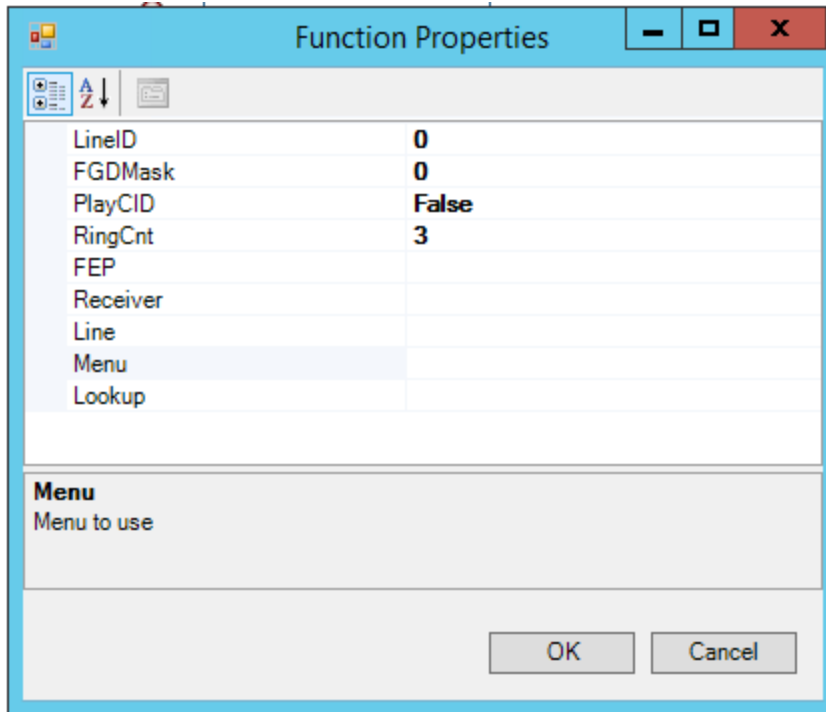
A screenshot of a form showing the Line Function field set to 'ChannelBank'.

8. Click in the “Properties” column for the line on which you are creating your new Line Driver, and then right-click in the field and select “Properties” as shown in the following screenshot:

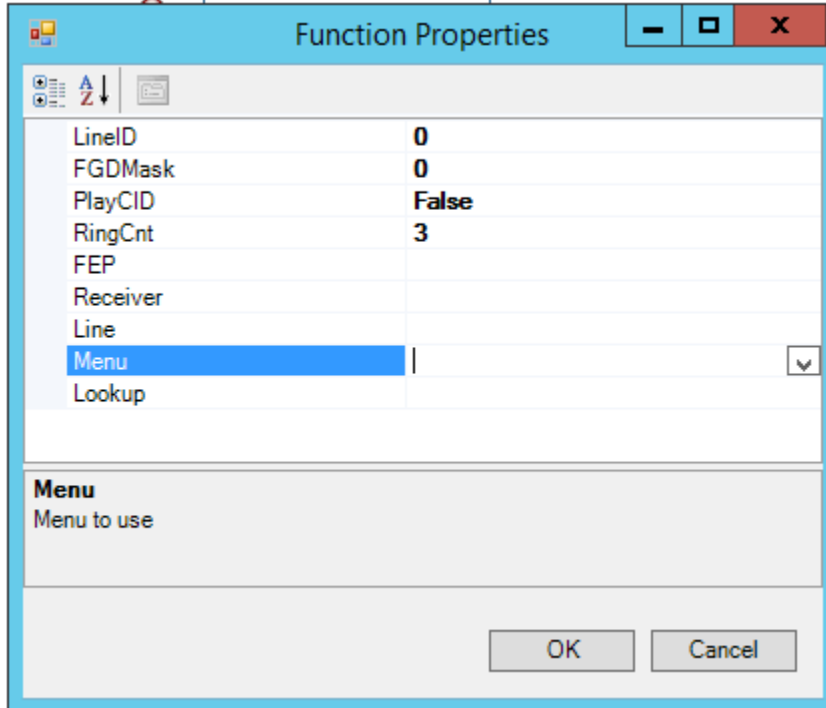


A screenshot of a table with a right-click context menu open. The menu has two options: 'Properties' and 'Copy To Properties'. The table has columns for 'Lookup', 'Line Function', and 'Parameters'.

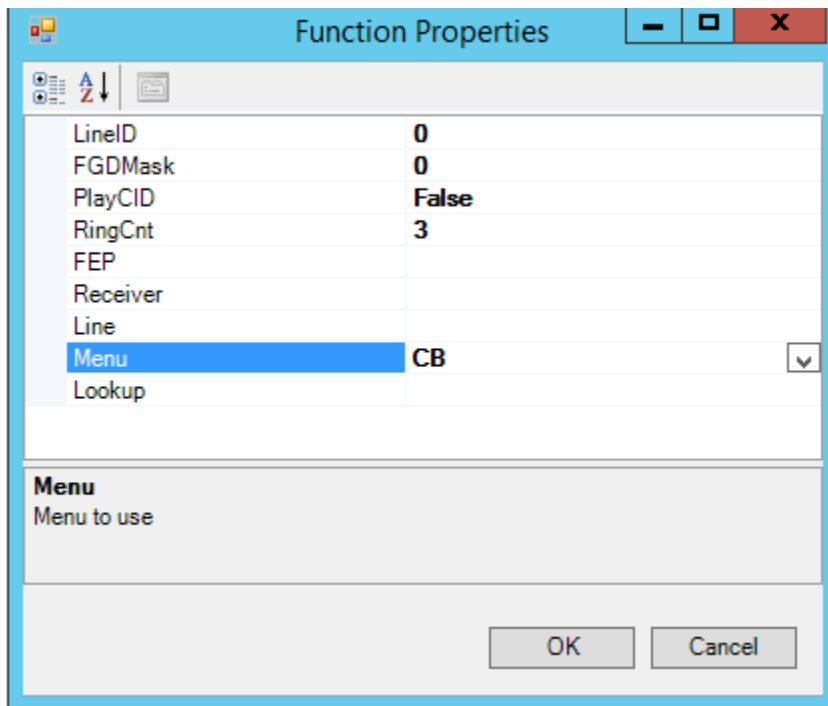
Result: the “Function Properties” window displays as shown in the following screenshot:



- Click at the right edge of the “Menu” line until a dropdown menu displays as shown in the following screenshot:



- Select the menu you imported earlier.
Result: the dropdown menu closes, and the menu you selected now displays as shown in the following screenshot:



11. Click **“OK”**.

Result: the properties you selected now display in the “Properties” field as shown in the following screenshot:



Note: depending on your specific configuration, defining additional menu properties in the “Function Properties” window may be required.

12. Click **“Save”**.