MANITOU® SOFTWARE | BOLD GROUP

LINECHECK

LineCheck User Guide

LEGACY USER GUIDE

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LineCheck Overview

The LineCheck component of the MediaGateway 2 tests Receiver lines and creates a Manitou alarm in the event of line failure.

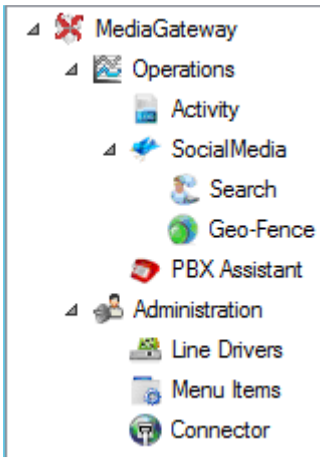
LineCheck and all other MediaGateway 2 components require proper licensing through Bold Technologies. If you are not yet licensed for a MediaGateway 2 component you would like to access, please contact Bold Support to discuss your particular situation.

Setting up Line Check in the MediaGateway 2

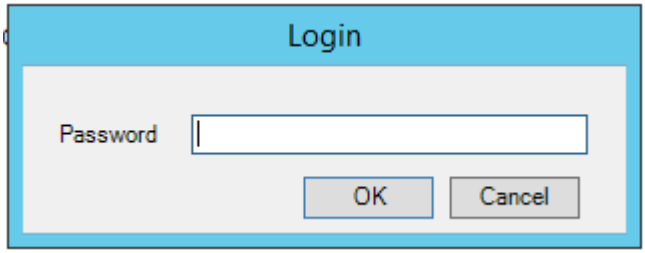
Adding the LineCheck Menu in the MediaGateway 2

Perform the following steps to add the LineCheck menu in the MediaGateway 2:

1. Open the MediaGateway 2.
2. Select the "Menu Items" option from the Navigation Tree as shown in the following screenshot:

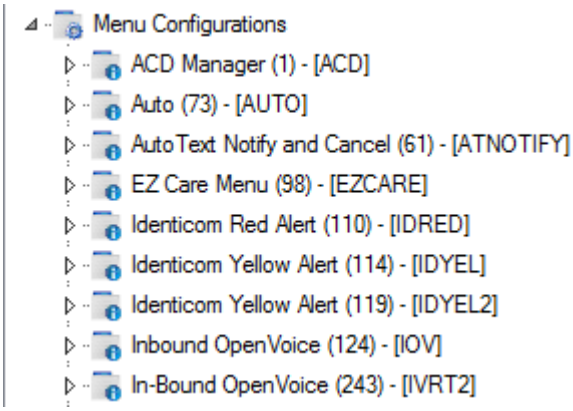


Result: the "Login" window displays as shown in the following screenshot:

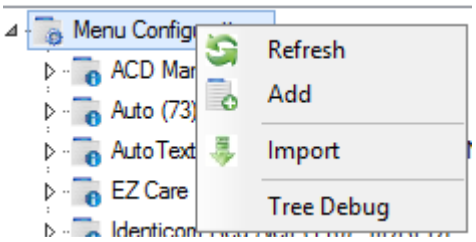


3. Enter your password, and then click "**OK**".

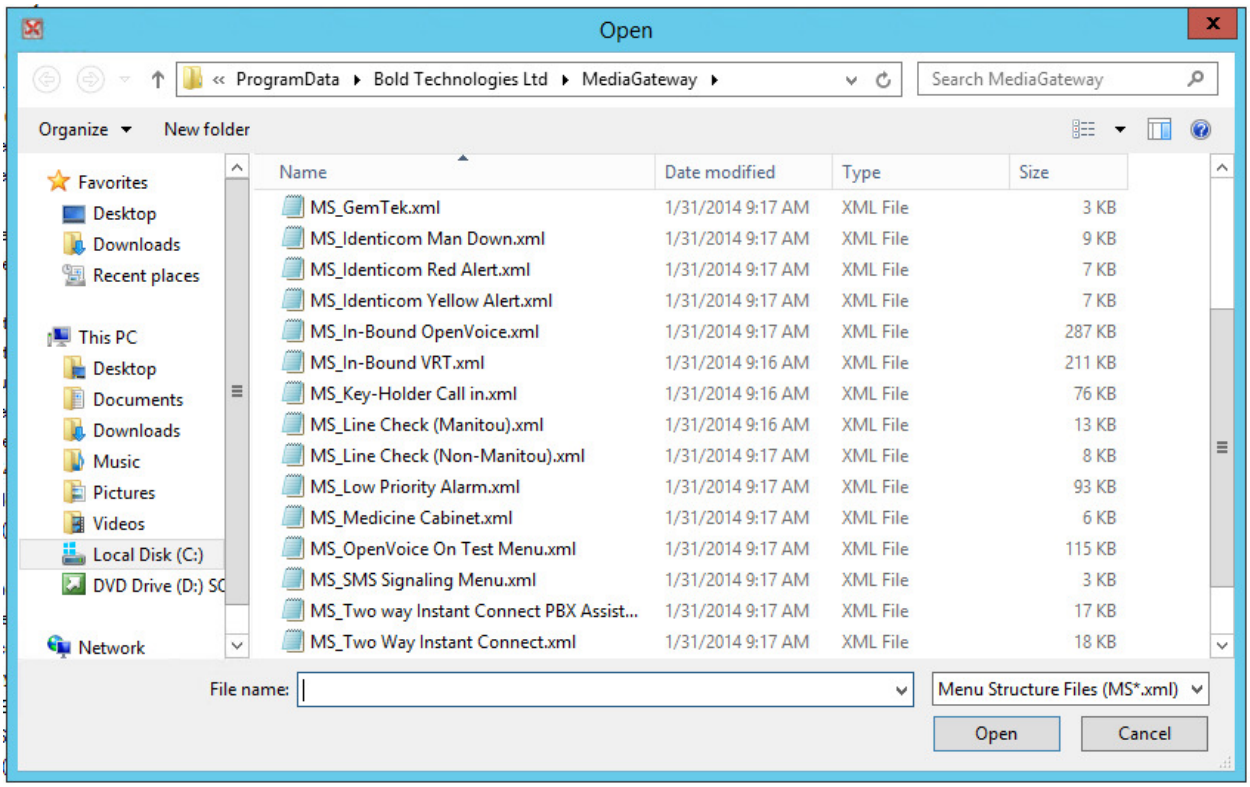
Result: the Menu Items window displays as shown in the following screenshot:



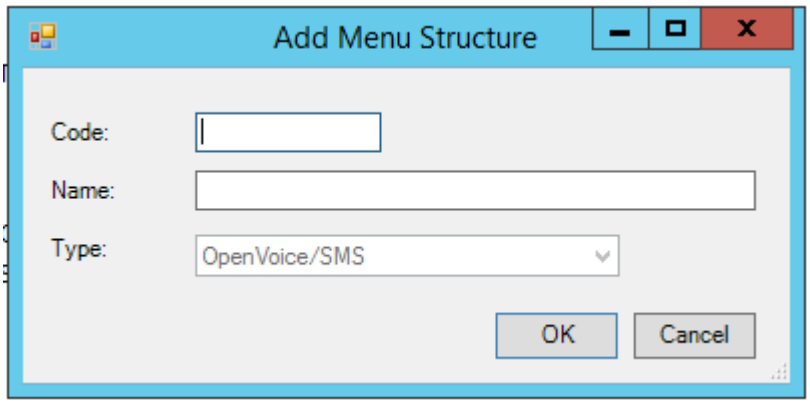
4. Select the "Menu Configurations" Navigation Tree node, and then right-click it and select "Import" as shown in the following screenshot:



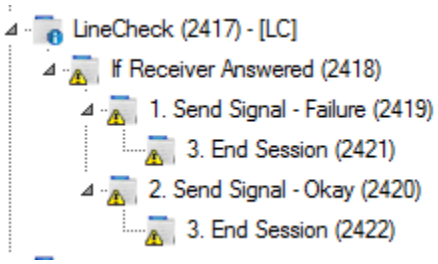
Result: the "Open" window displays as shown in the following screenshot:



5. Select the "MS_Line Check (Manitou).xml" menu option, and then click **Open**".
   Result: the "Add Menu Structure" window displays as shown in the following screenshot:



6. Enter a code and a name into the appropriate fields, and then click **OK**".
   Result: the menu you imported now displays in the menu structure hierarchy as shown in the following screenshot:

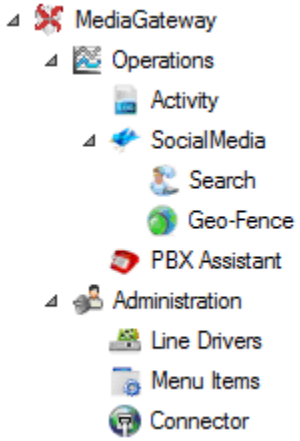


7. Modify the menu structure, as necessary.

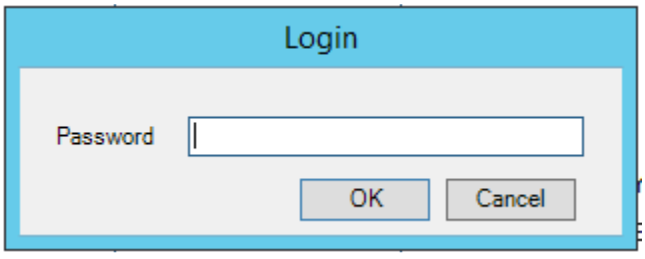
Adding the LineCheck Driver in the MediaGateway 2

Perform the following steps to add the LineCheck Driver in the MediaGateway 2:

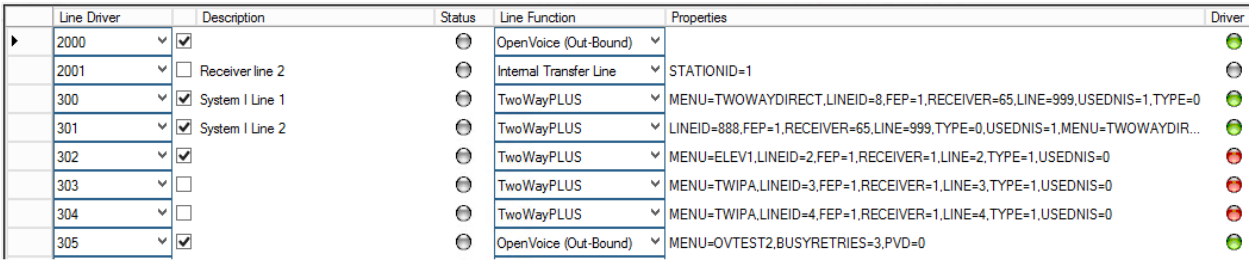
1. Open the MediaGateway 2.
2. Select the "Line Drivers" option from the Navigation Tree as shown in the following screenshot:



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:



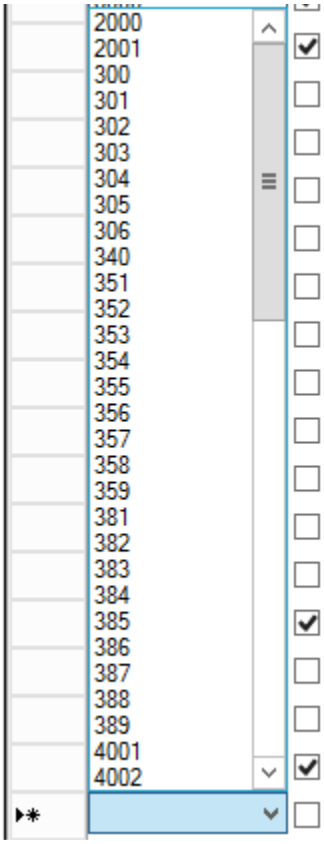
Line Driver	Description	Status	Line Function	Properties	Driver
2000			OpenVoice (Out-Bound)		
2001	Receiver line 2		Internal Transfer Line	STATIONID=1	
300	System I Line 1		TwoWayPLUS	MENU=TWOWAYDIRECT,LINEID=8,FEP=1,RECEIVER=65,LINE=999,USEDNIS=1,TYPE=0	
301	System I Line 2		TwoWayPLUS	LINEID=888,FEP=1,RECEIVER=65,LINE=999,TYPE=0,USEDNIS=1,MENU=TWOWAYDIR...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



▸	4001			TwoWayPLUS	MENU=ELEV,FEP=3,RECEIVER=2,TYPE=1,USEDNIS=0
*					

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



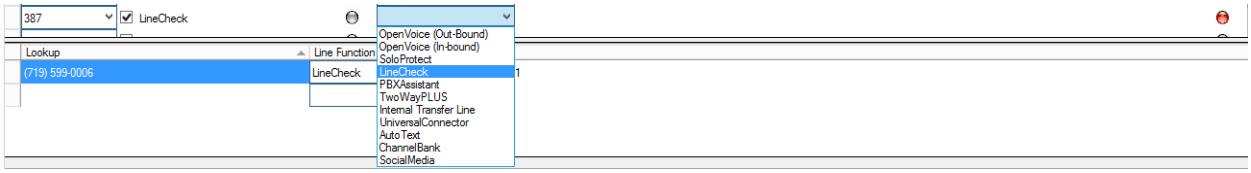
5. Select the Line Driver you want to add.
Result: the Line Driver you selected now displays as shown in the following screenshot:



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



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



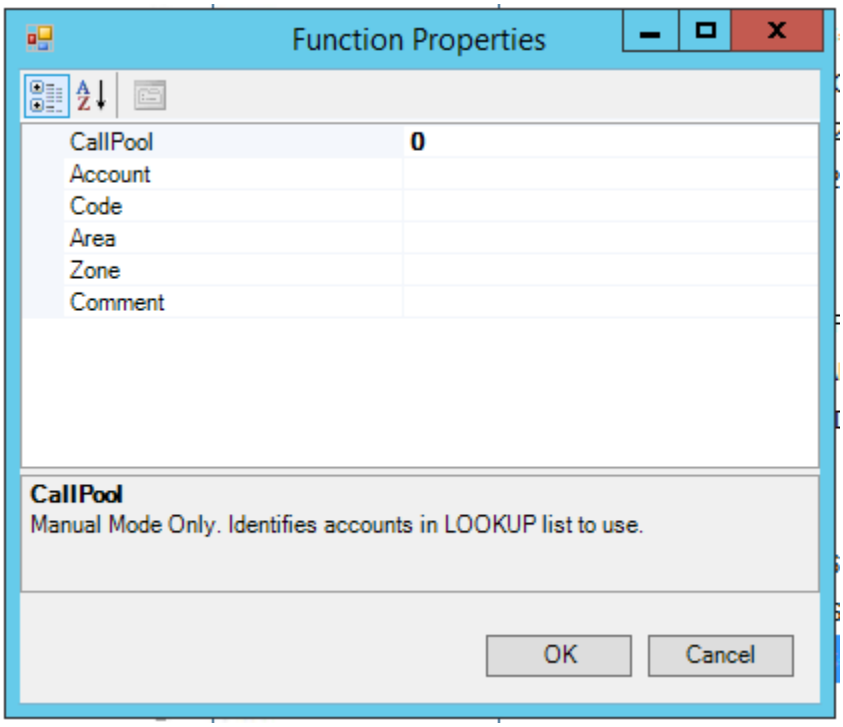
Result: LineCheck now displays as your selected Line Function as shown in the following screenshot:



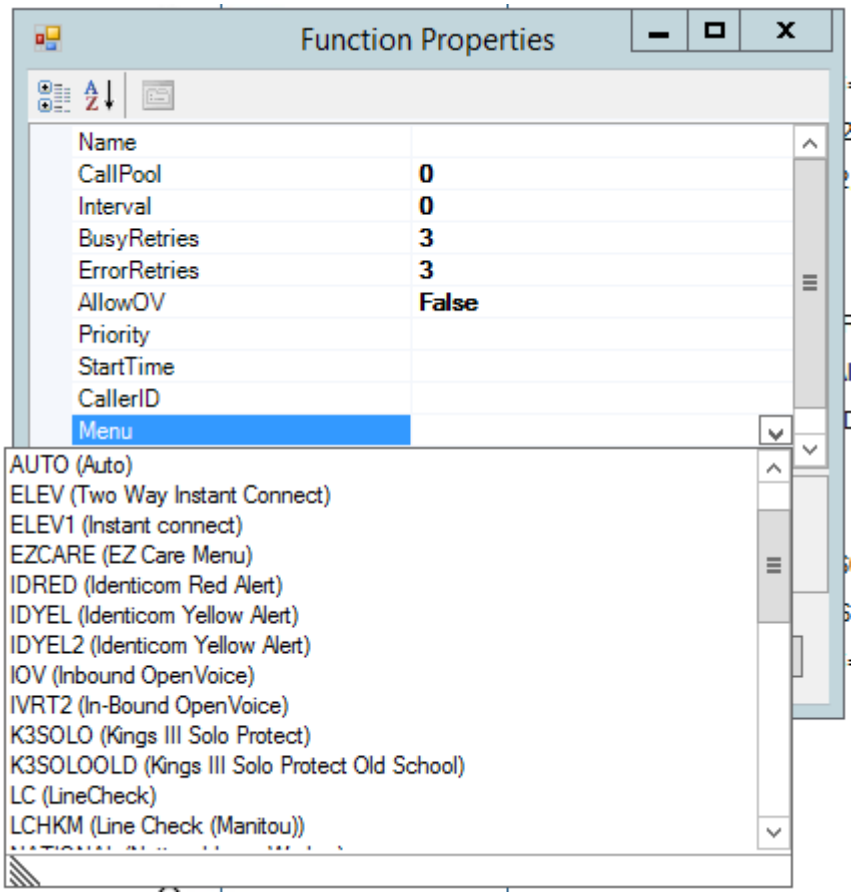
8. Click in the "Properties" column for the line on which you are creating your new Line Driver, and then right-click in the field and select "Properties" as shown in the following screenshot:



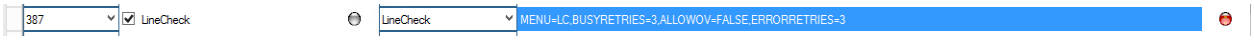
Result: the "Function Properties" window displays as shown in the following screenshot:



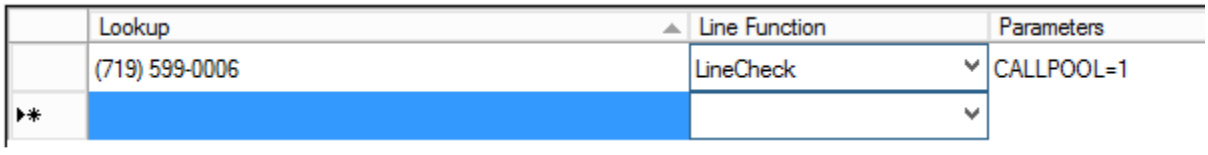
9. Click at the right edge of the "Menu" field until a dropdown menu displays, and then select the menu you created earlier as shown in the following screenshot:



10. Click "**OK**".
    Result: the properties you selected now display in the "Properties" field as shown in the following screenshot:

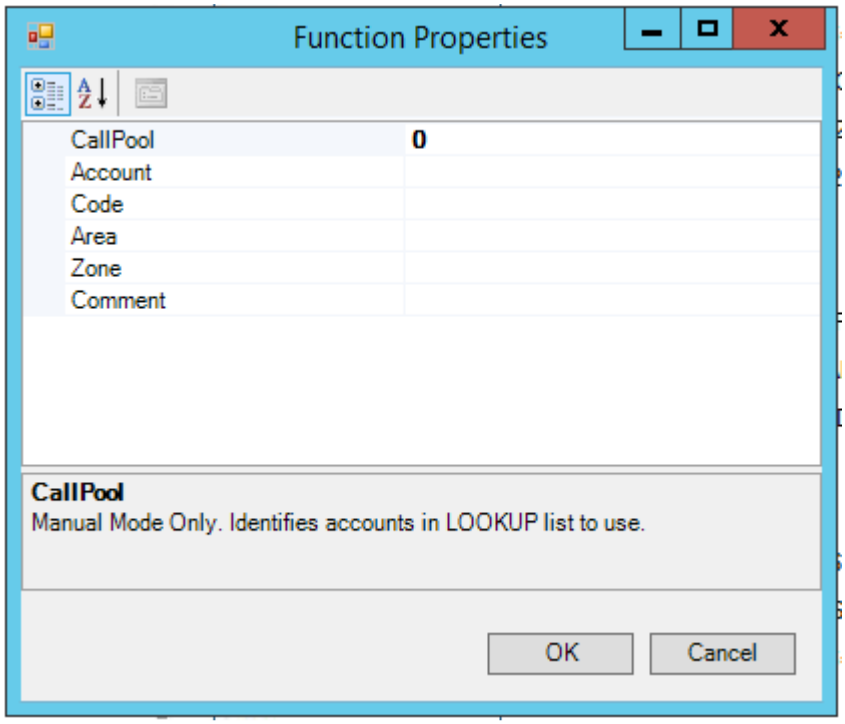


    Note: depending on your specific configuration, defining additional menu properties in the "Function Properties" window may be required.
11. Click in the first available "Lookup" field (denoted with an asterisk) as shown in the following screenshot:



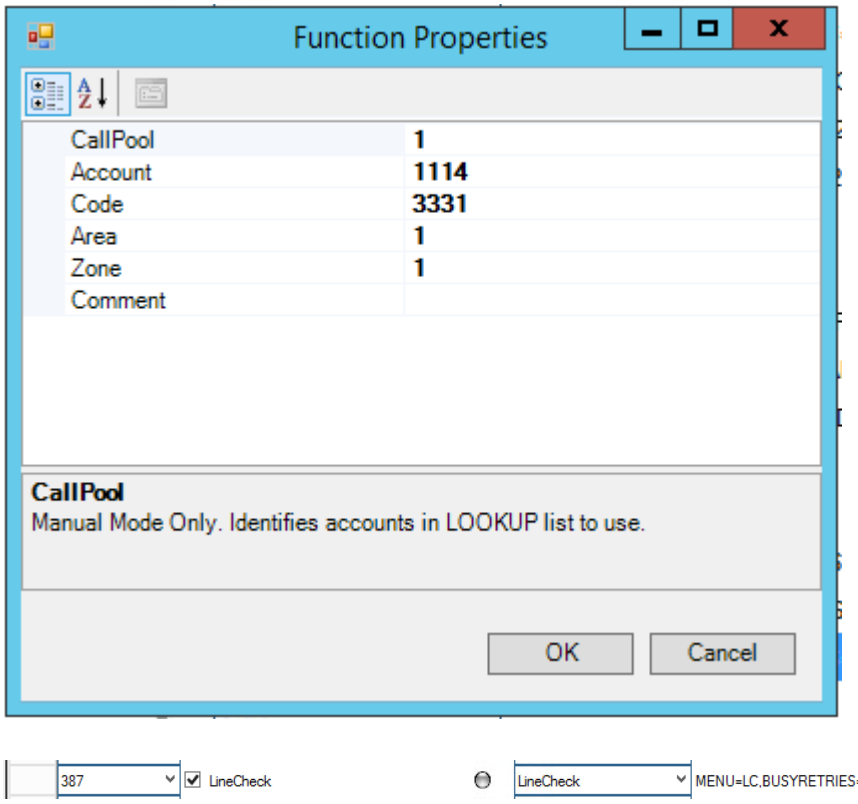
12. Enter the 10-digit phone number you want to add to the Lookup.
    Note: the number you enter into the Lookup field must match the Transmitter ID you will later enter into Manitou.
13. Select "LineCheck" from the "Line Function" dropdown menu.
14. Select the current Lookup row in the Parameters area of the form.

15. Right-click in the Parameters area, and select "Properties".
Result: the Function Properties window displays as shown in the following screenshot:

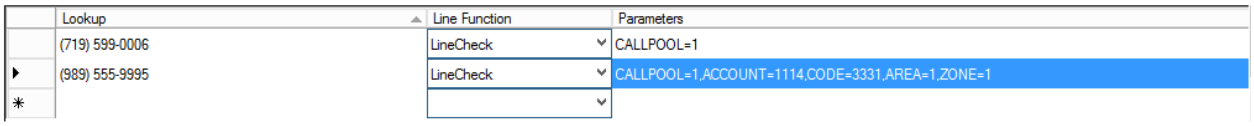


16. Populate any of the following fields on the Function Properties window:
CallPool - lines are assigned to specific CallPools to help balance call load
Account - account number to send using Contact ID
Code - Contact ID
Area - area to send using Contact ID
Zone - zone to send using Contact ID
Comment - optional comment for this phone number

Note: the following screenshot is provided as an example only. The values you enter for these fields may be different than those displayed depending on your business needs and specific configuration.



17. When you finish entering information into the Function Properties window, click "**OK**".
    Result: the Function Properties window closes and the Lookup Parameters you entered now display as shown in the following screenshot:



18. Click "**Save**".

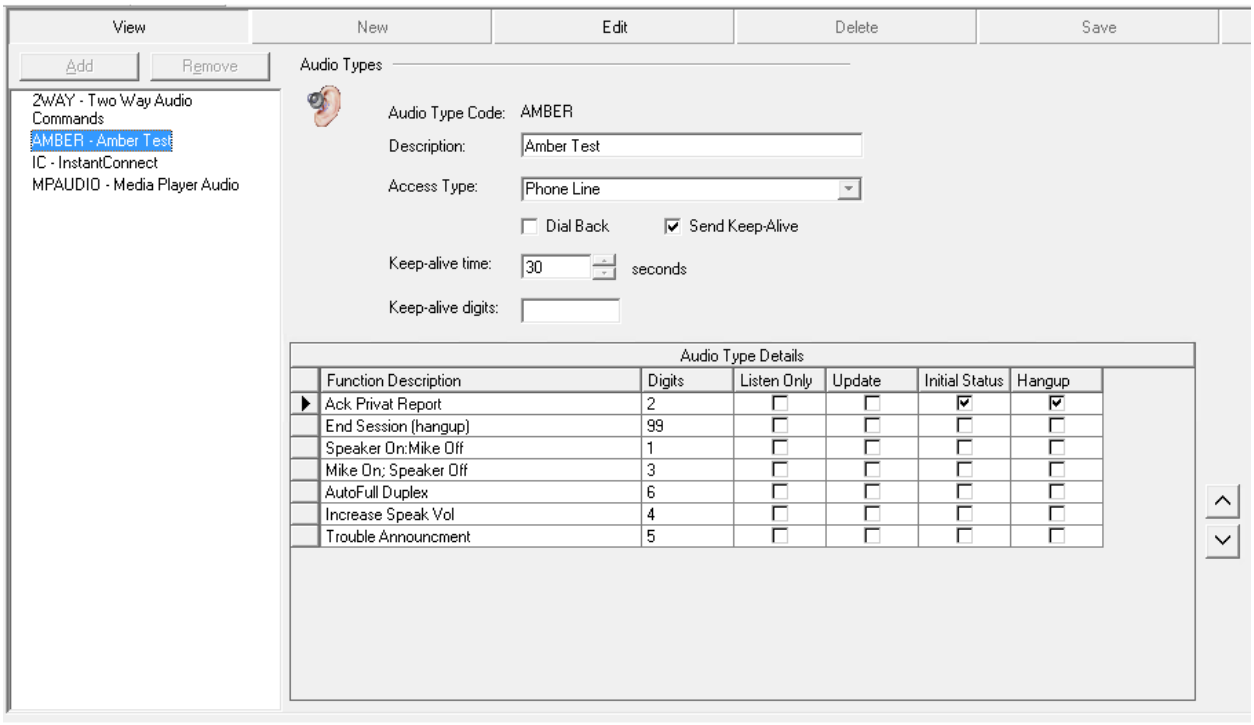
Setting Up LineCheck in Manitou

Adding LineCheck as a Manitou Audio Type

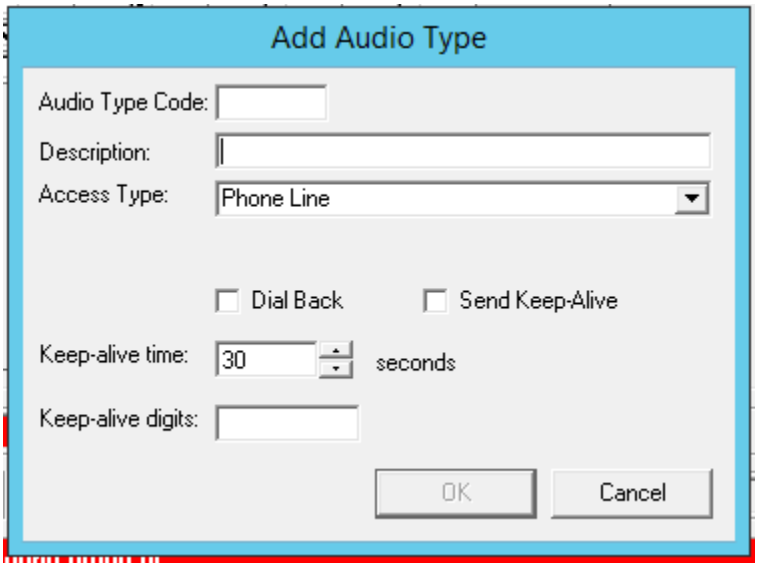
Perform the following steps to add LineCheck as a Manitou Audio Type:

1. Open the Manitou Supervisor Workstation.
2. Navigate to the Maintenance menu, and then select "Setup" and "Audio Types".

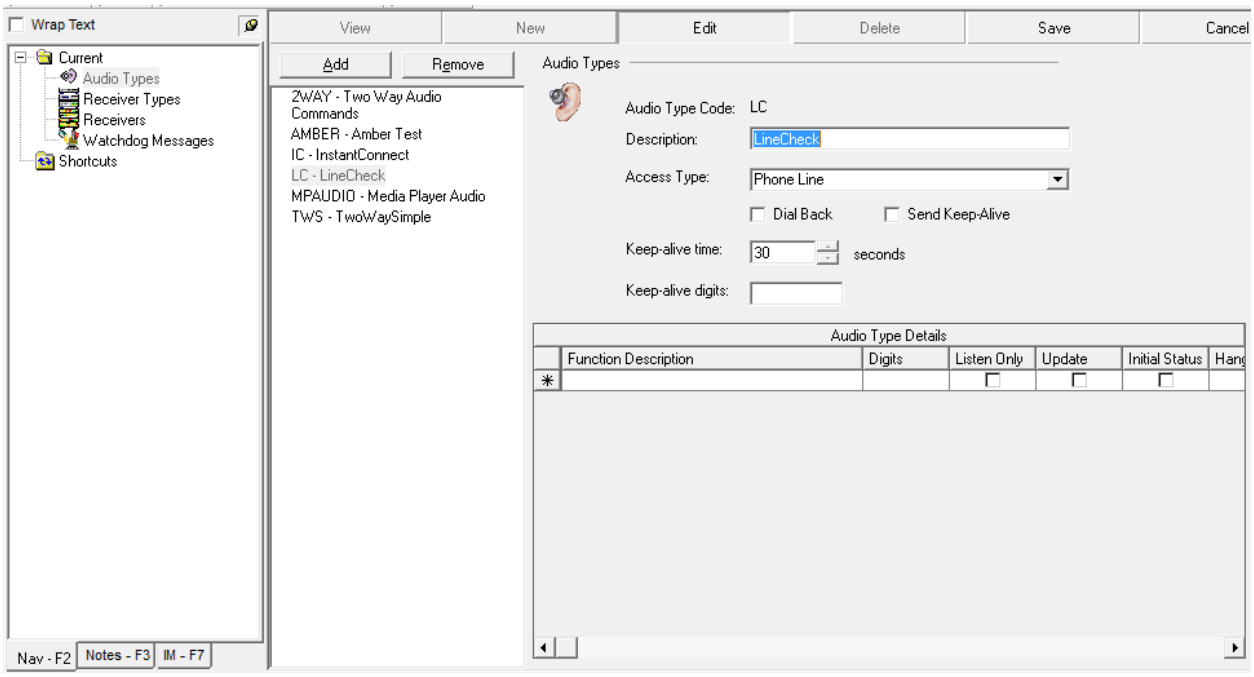
Result: the "Audio Types" form displays as shown in the following screenshot:



3. Click "**Edit**", and then click "**Add**".
   Result: the "Add Audio Type" window displays as shown in the following screenshot:



4. Enter a code into the "Audio Type Code:" field.
5. Enter a description into the "Description:" field, and click **OK**".
   Result: the new Audio Type you created now displays as the selected item on the form as shown in the following screenshot:



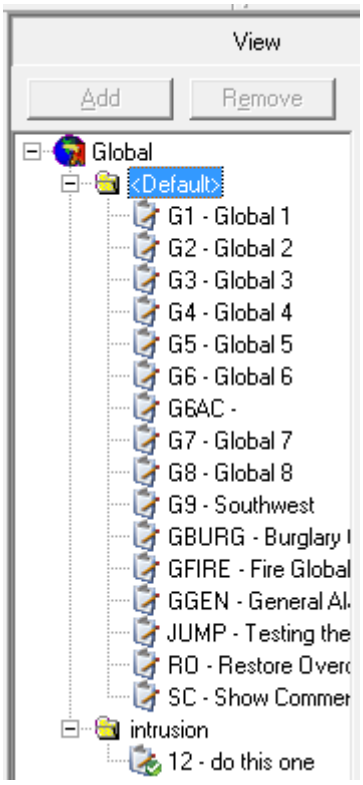
6. Click "**Save**".

Adding an Action Pattern for LineCheck

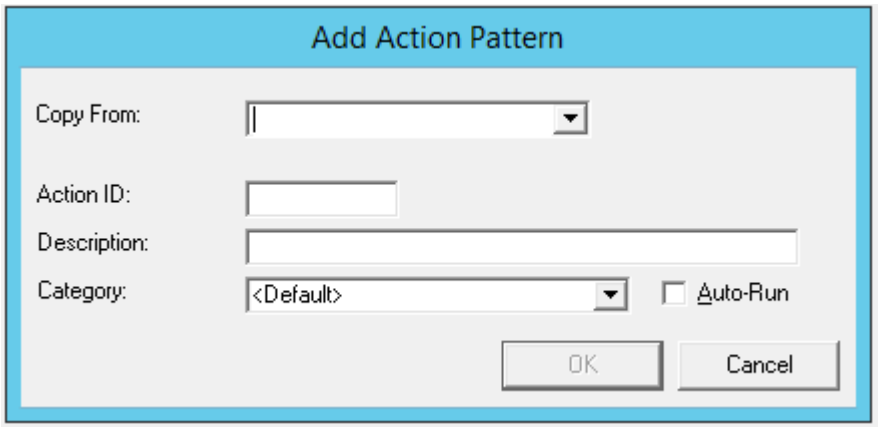
Note: you can create a Manitou Action Pattern to perform many different functions. In this instruction example, we will be creating a simple Action Pattern to contact the Customer at the site in the event a "*DF" alarm arrives into Manitou. Depending on the specific Action Pattern you want to create, your procedures for creating and executing an Action Pattern may vary.

Perform the following steps to add a Manitou Action Pattern:

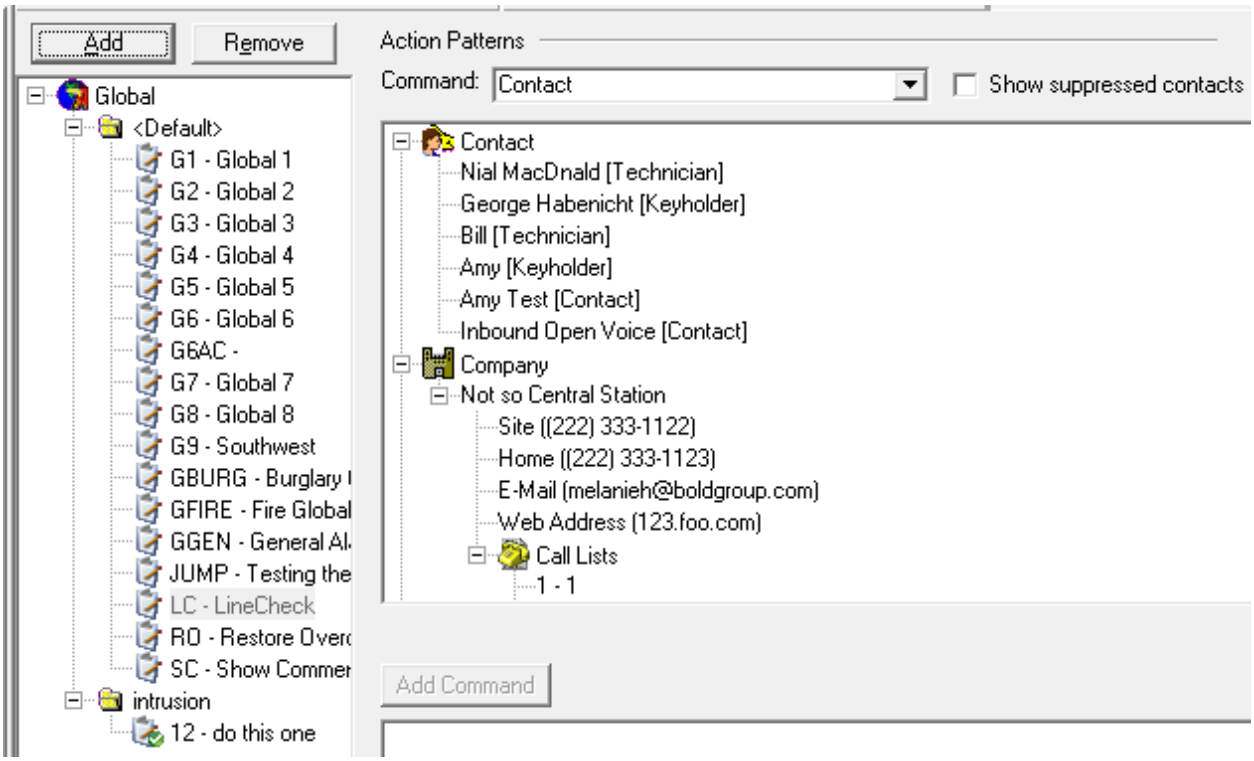
1. Open the Manitou Operator Workstation.
2. Navigate to the Maintenance menu, and select "Monitoring Company".
3. Select the "Action Patterns" option from the Jump To menu.
   Result: the Action Patterns form displays as shown in the following screenshot:



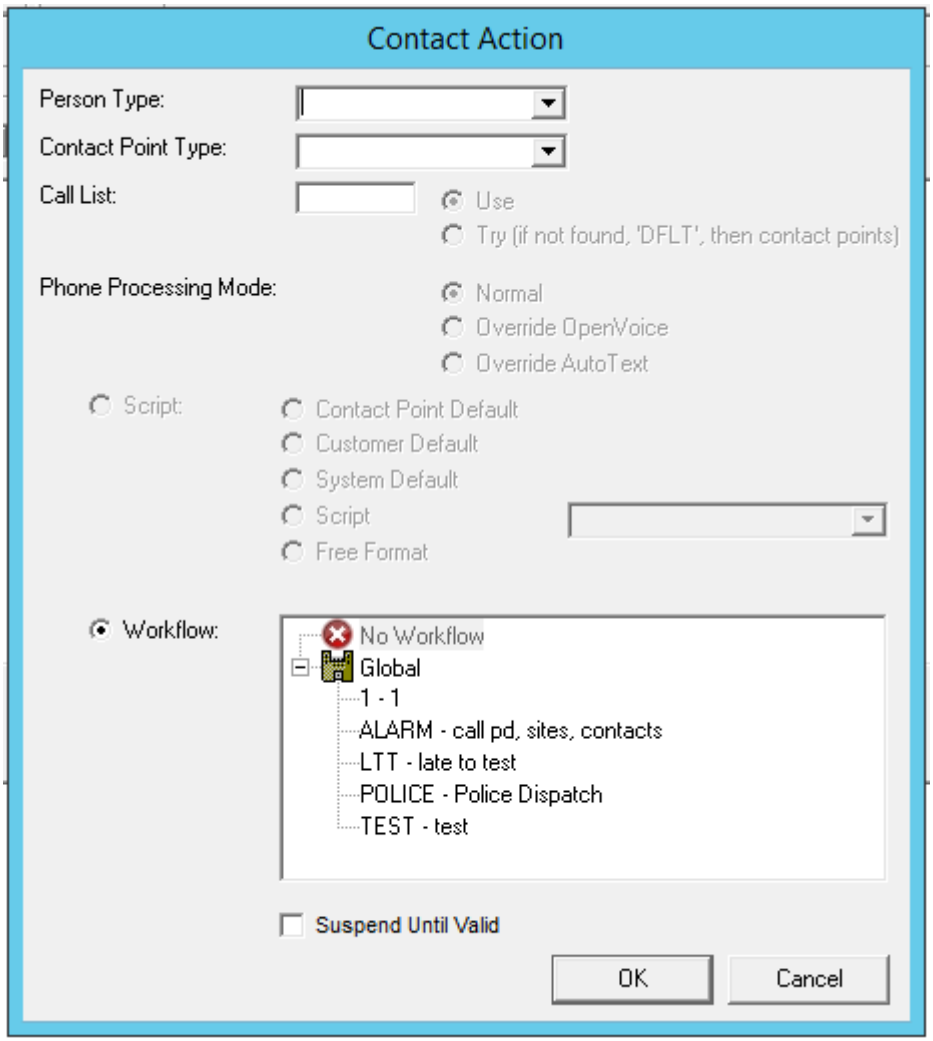
4. Select the node for the category into which you want to add an Action Pattern.
   Note: in our example, we are selecting the "Default" category node.
5. Click "**Edit**", and then click "**Add**".
   Result: the "Add Action Pattern" window displays as shown in the following screenshot:



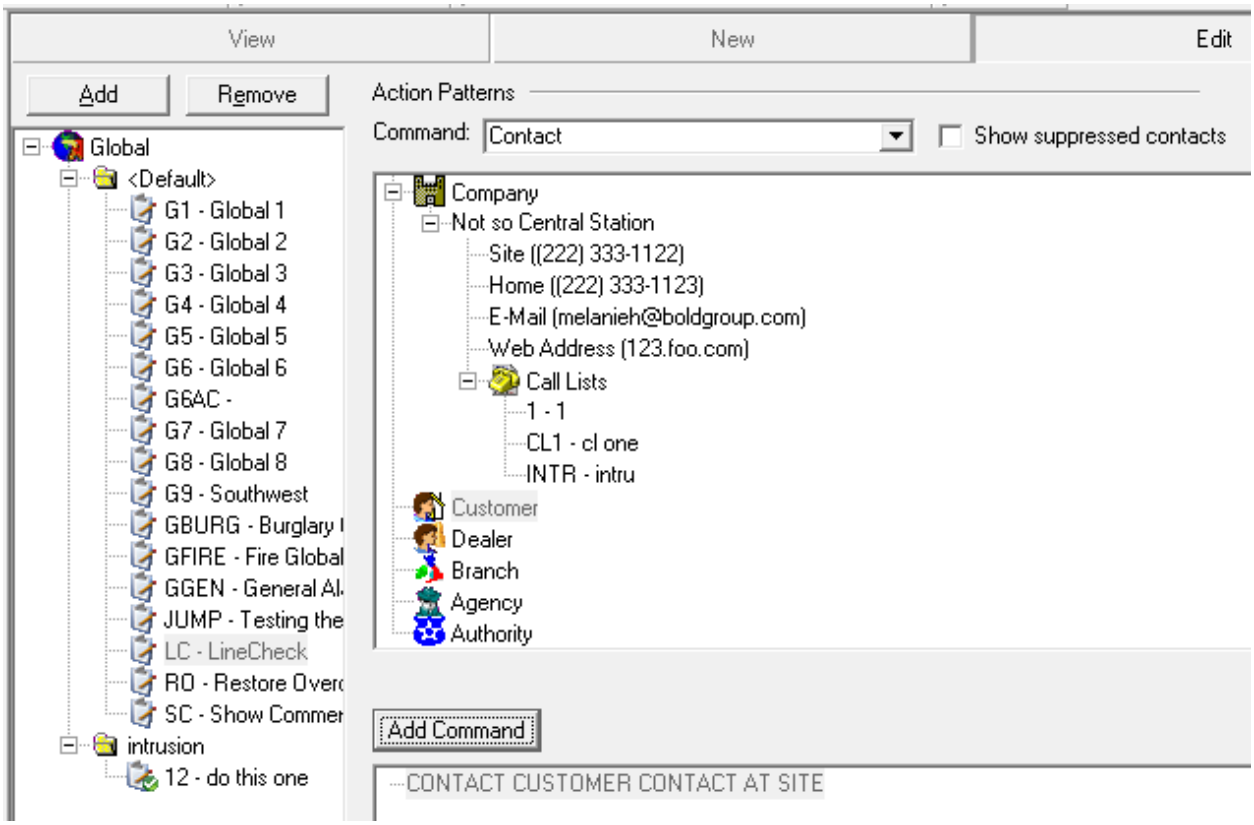
6. Enter an Action ID and a description into the appropriate fields.
7. If you want, select the "Auto-Run" checkbox, and then click**OK**".
   Note: having an Auto-Run designation is not necessary when you are operating in AutoClient mode.
   Result: the "Add Action Pattern" window closes and the system returns you to the Action Patterns form as shown in the following screenshot:



8. Select the "Customer" node in the Navigation Tree, and then click **Add Command**".
   Result: the "Contact Action" window displays as shown in the following screenshot:



9. Select "Contact" from the "Person Type:" dropdown menu.
10. Select "Site" from the "Contact Point Type:" dropdown menu, and then click **OK**".
    Result: the Action Pattern you created now displays under the "Add Command" button as shown in the following screenshot:

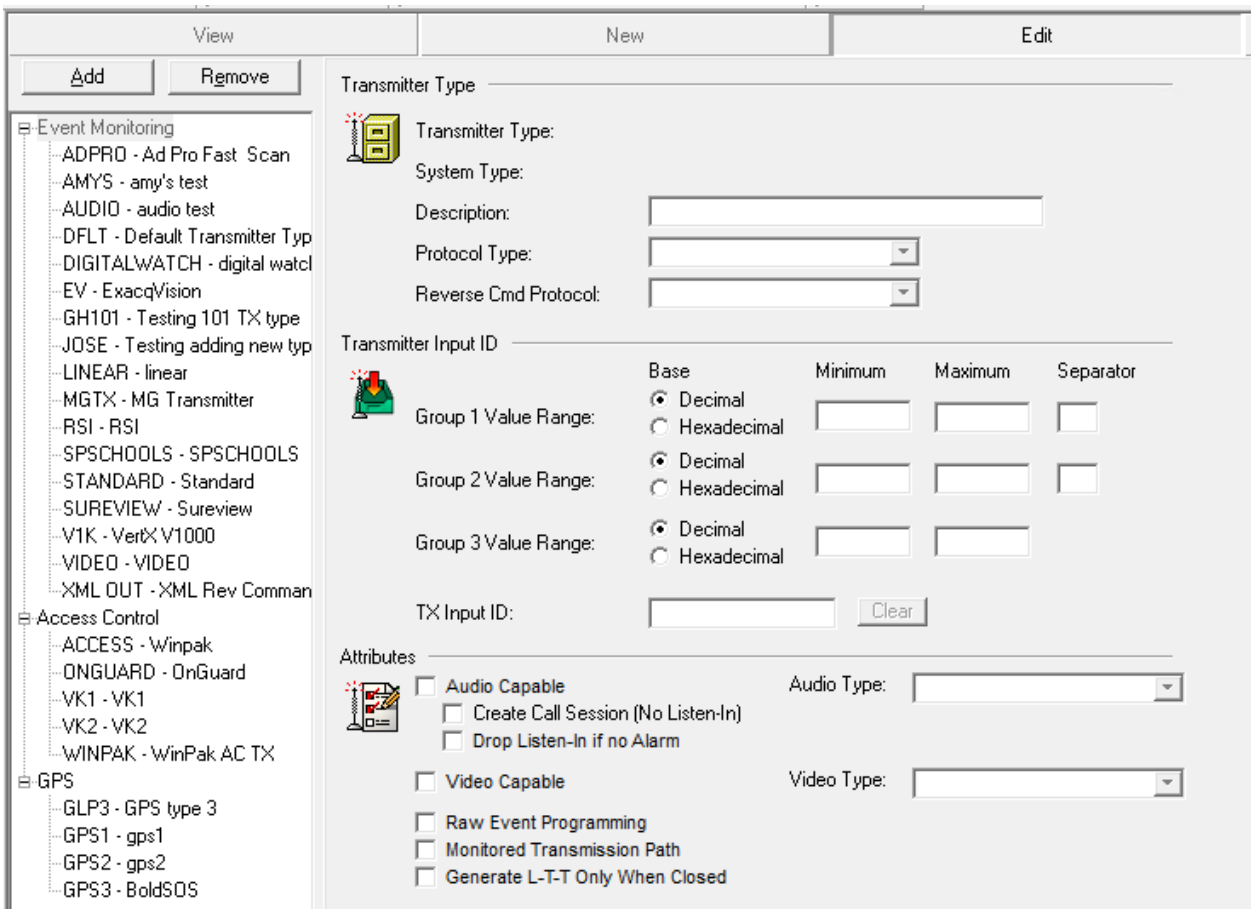


11. Click "**Save**".

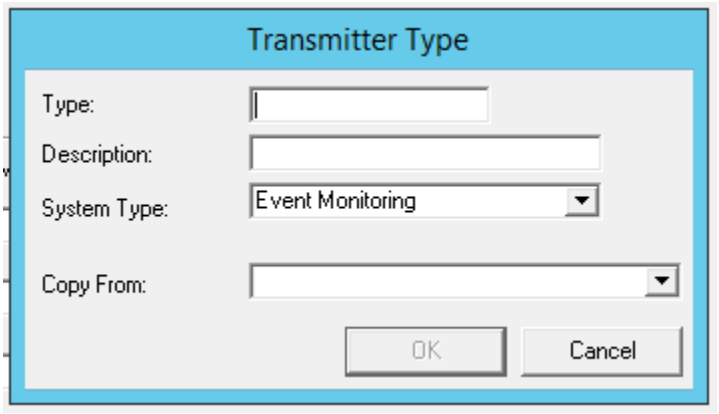
Adding a LineCheck Transmitter Type and Programming Commands

Perform the following steps to add a LineCheck Transmitter Type and programming commands:

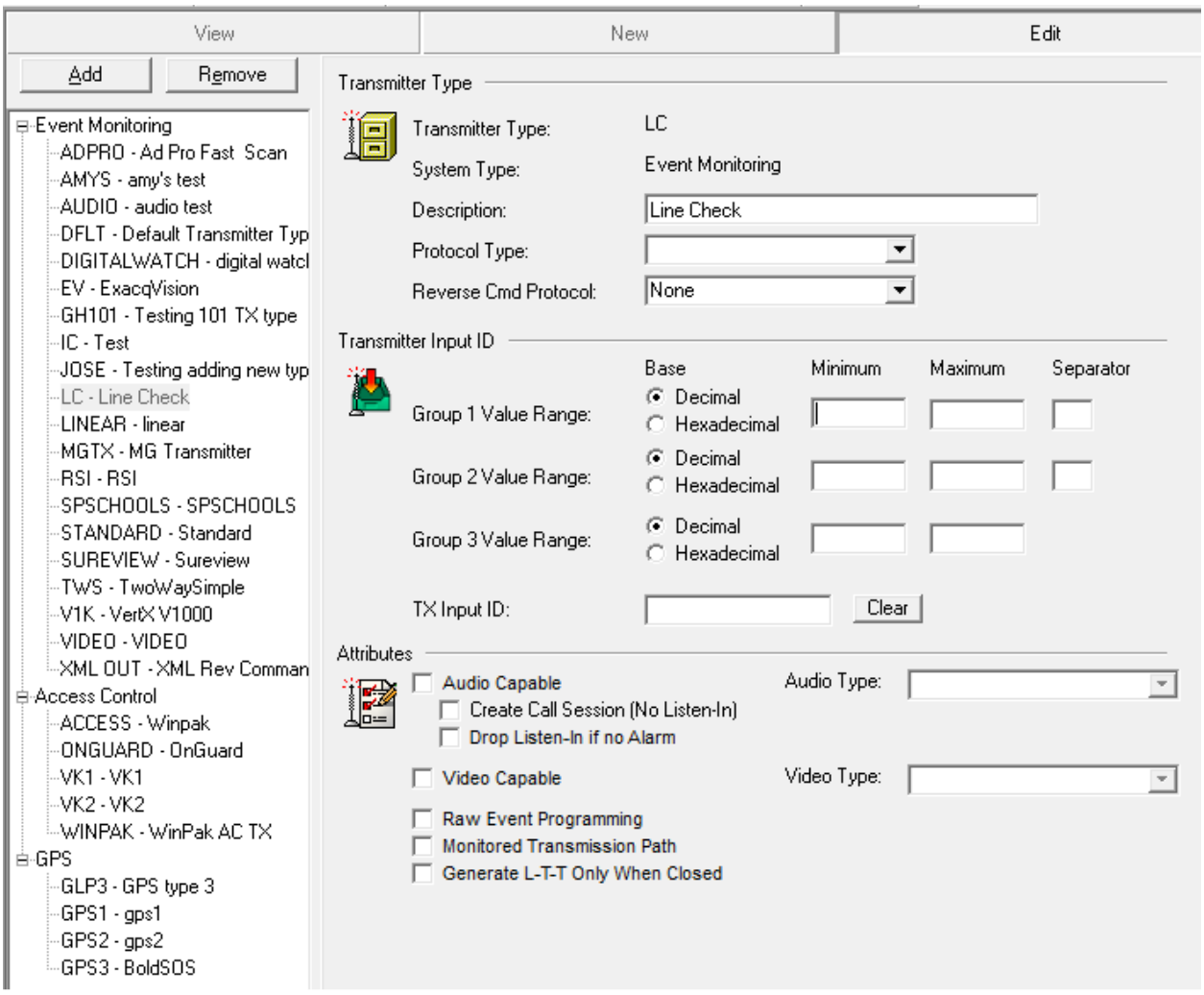
1. Open the Manitou Operator Workstation
2. Navigate to the Maintenance menu, and select "Transmitter Types".
   Result: the "Transmitter Type" menu displays as shown in the following screenshot:



3. Select the "Event Monitoring" node in the Navigation Tree.
4. Click "**Edit**", and then click "**Add**".
   Result: the "Transmitter Type" window displays as shown in the following screenshot:



5. Enter a type into the "Type:" field.
6. Enter a description into the "Description:" field, and click **OK**".
7. The "Transmitter Type:" window closes, and the new Transmitter Type you created now displays as the selected item on the "Transmitter Type" form as shown in the following screenshot:



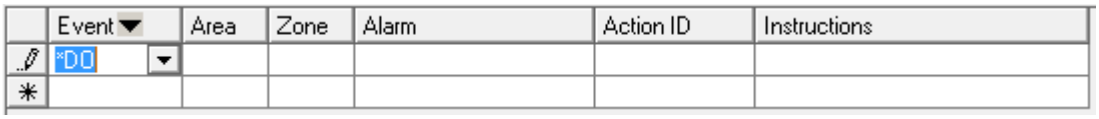
8. Select the "Audio Capable" and the "Create Call Session (No Listen-In)" checkboxes in the "Attributes" area of the form.
9. Select the Audio Type you previously created from the "Audio Type:" dropdown menu.
10. Select the "Programming" Tab at the bottom of the form as shown in the following screenshot:



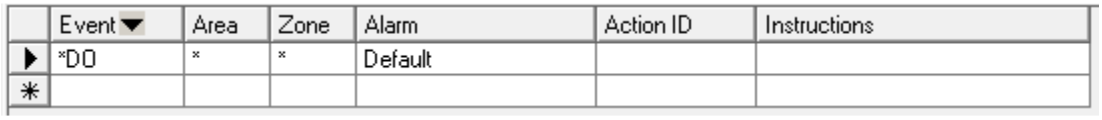
Result: the "Event Actions Programming" grid displays at the bottom of the "Transmitter Programming" form as shown in the following screenshot:



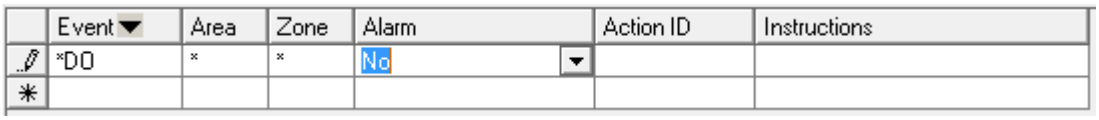
11. Click at the right edge of the first "Event" field until a dropdown menu displays, and then select "*DO" as shown in the following screenshot:



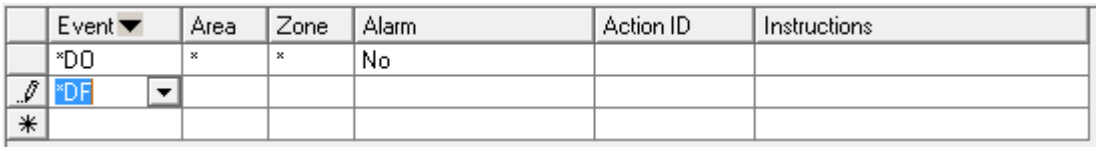
12. Click in the "Area" field.
Result: several fields populate as shown in the following screenshot:



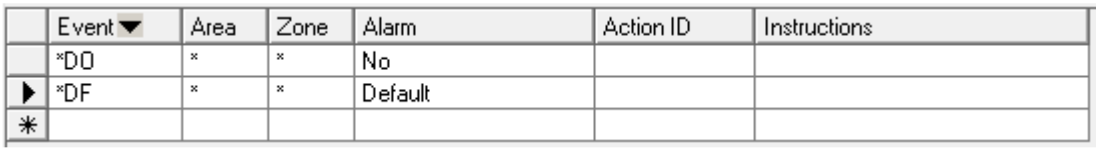
13. Click at the right edge of the "Alarm" field until a dropdown menu displays, and then select "No" as shown in the following screenshot:



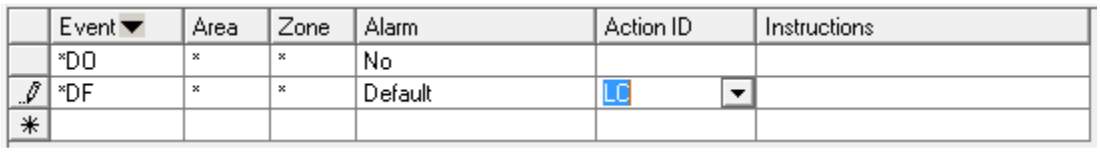
14. Navigate to the next programming line, click at the right edge of that line's "Event" field, and select "*DF" as shown in the following screenshot:



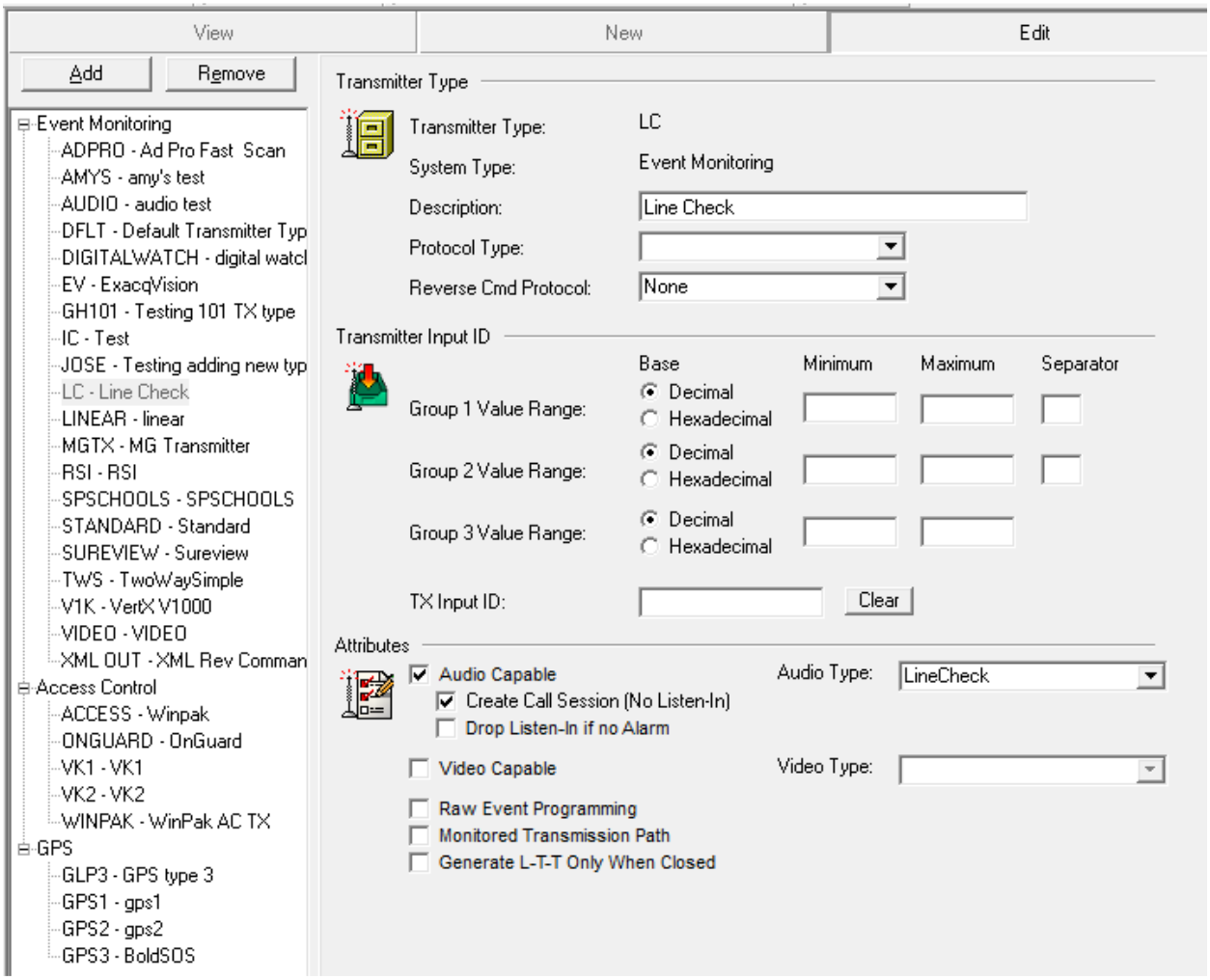
15. Click in the "Area" field.
Result: several fields populate as shown in the following screenshot:



16. Click at the right edge of the "Action ID" field until a dropdown menu displays, and then select the Action Pattern you previously created from the list as shown in the following screenshot:



17. Click the "Transmitter Types" Tab.
    Result: the "Programming" Tab closes, and the system returns you to the "Transmitter Types" form.
18. Your entries on the "Transmitter Type" form now match the following screenshot:



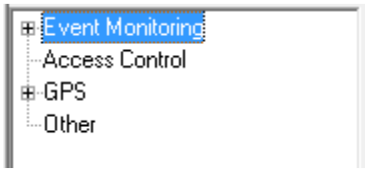
Note: depending on your specific configuration, defining additional properties on the "Transmitter Type" window may be required.

19. Click "**Save**".

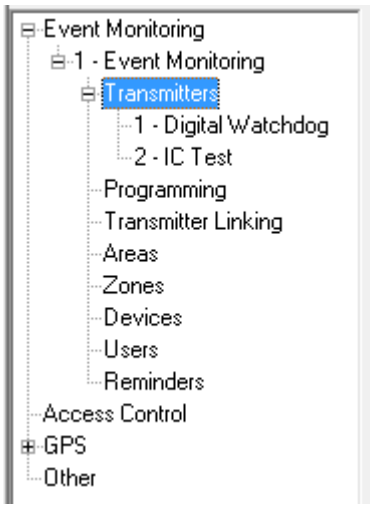
Adding a LineCheck Transmitter in Manitou

Perform the following steps to add a LineCheck Transmitter in Manitou:

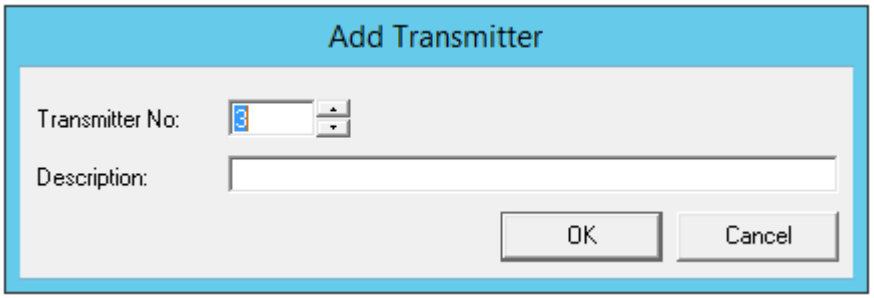
1. Open the Manitou Operator Workstation.
2. Open the Customer record for whom you want to add a Transmitter.
3. Select the "Systems" option from the Jump To menu.
   Result: the following window displays:



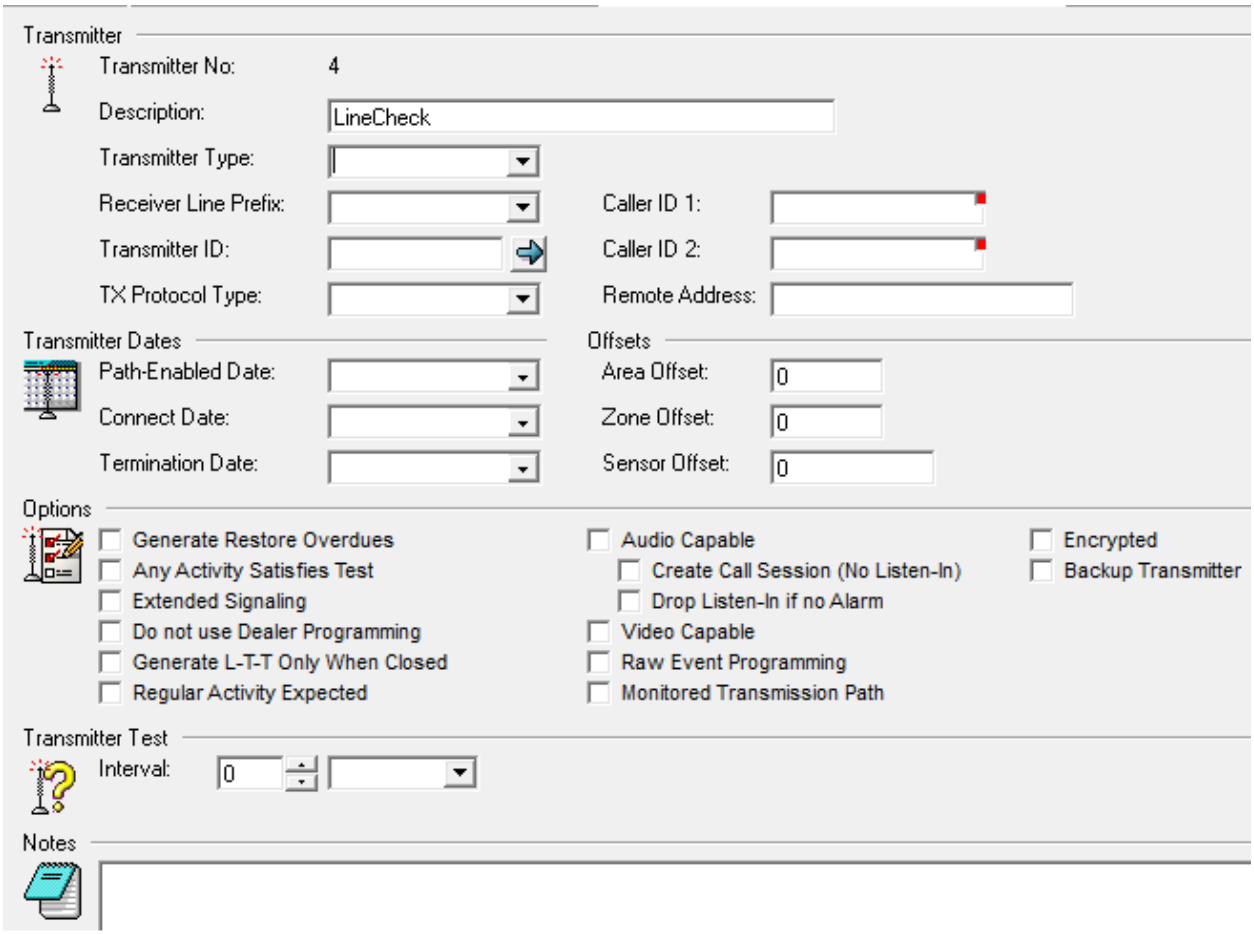
4. Expand the "Event Monitoring" node, and select "Transmitters" as shown in the following screenshot:



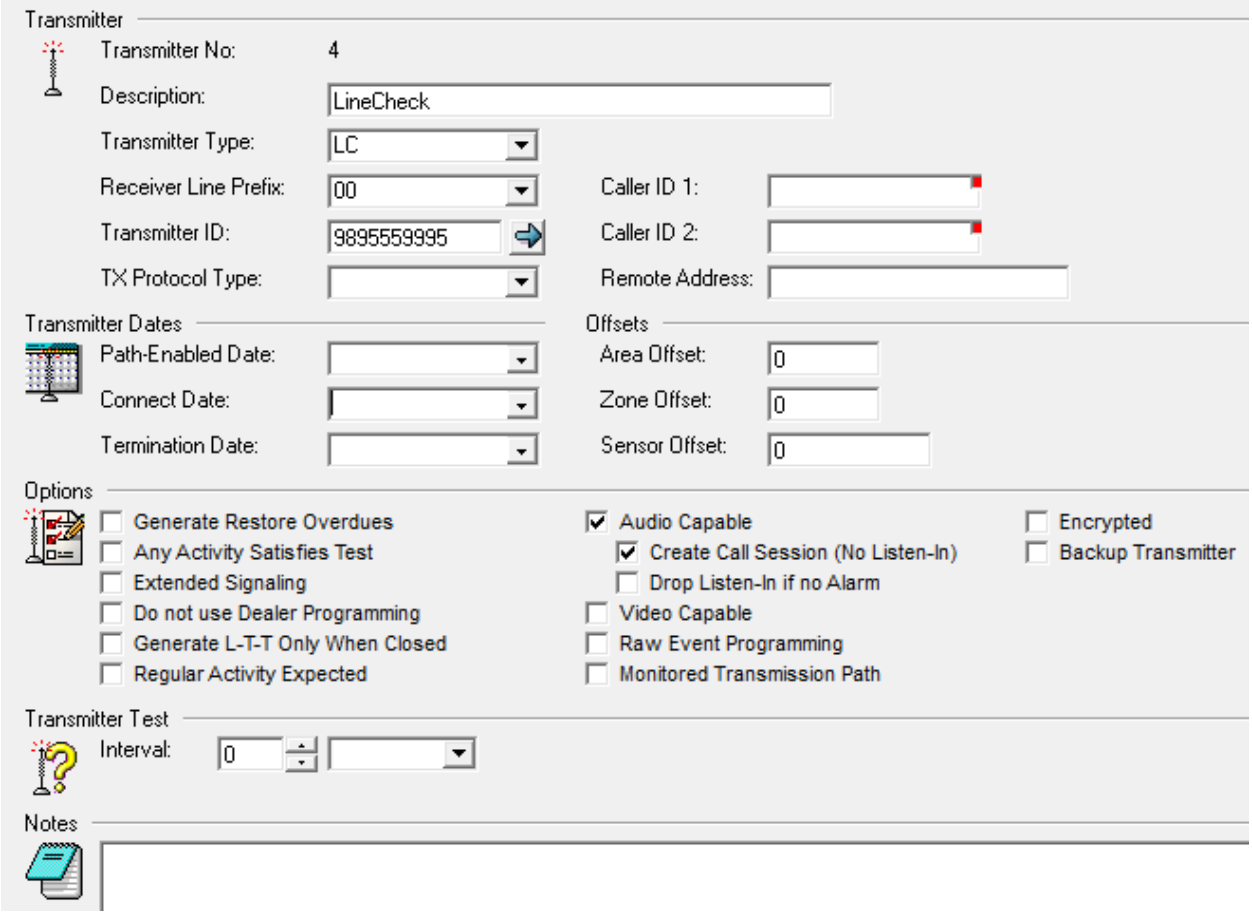
5. Click "**Edit**", and then click "**Add**".
   Result: the "Add Transmitter" window displays as shown in the following screenshot:



6. Enter a description into the "Description" field, and click **OK**".
   Result: the Transmitter you just created displays as the selected item on the "Transmitter" form as shown in the following screenshot:



7. Select the Transmitter Type you created earlier from the "Transmitter Type:" dropdown menu.
8. Select a Receiver Line Prefix from the "Receiver Line Prefix" dropdown menu, or select the default option.
9. Enter a Transmitter ID into the "Transmitter ID:" field.
   Note: the Transmitter ID you enter here must match the phone number you previously entered into the Lookup field on the MediaGateway 2 Line Drivers form.
10. Select the "Audio Capable" and the "Create Call Session (No Listen-In)" checkboxes.
11. Your Transmitter setup should now match the following screenshot:



12. Click "**Save**".

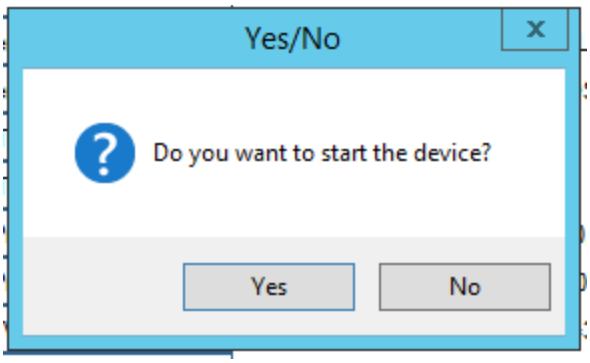
Activating your Line Driver in the MediaGateway 2

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. If you want to make the Line Driver you created active, click the checkbox next to the "Description" field as shown in the following screenshot:



Result: the following dialog displays:



2. Click "**Yes**".
3. Click "**Save**".
4. Click "Re-load & Restart all Devices" as shown in the following screenshot:

