



# Setting Up Outbound OpenVoice

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TABLE OF CONTENTS

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Create a New System .....1

Blank Node .....Error! Bookmark not defined.

Applying a Outbound OpenVoice script .....5

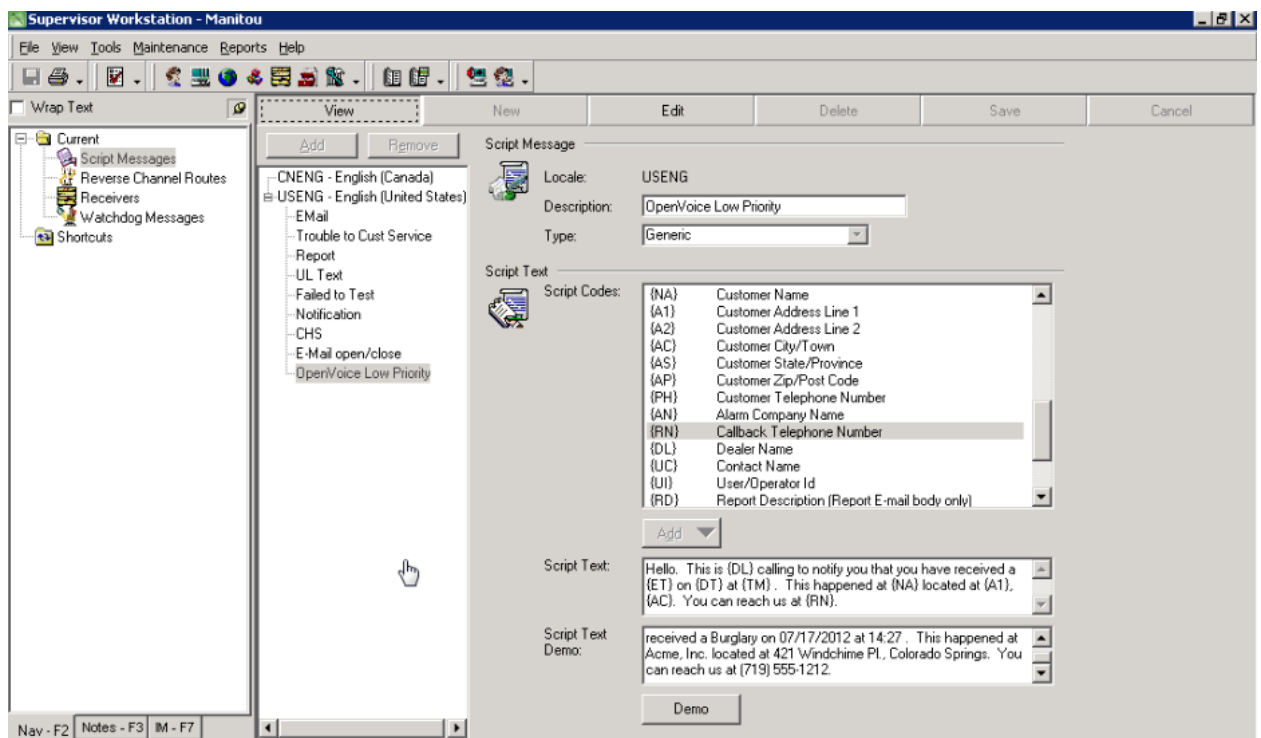
# Setting Up Outbound OpenVoice

This document is designed to provide instructions on setting up and applying Outbound OpenVoice through the MediaGateway system.

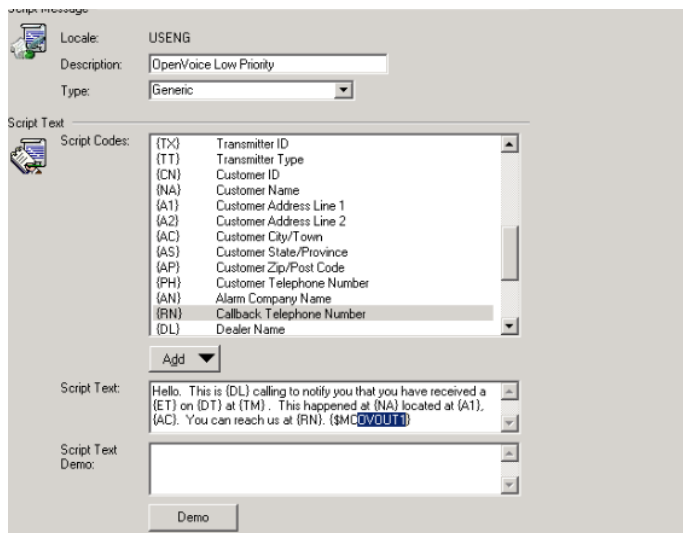
## Create a New System

To begin, a system for the Outbound OpenVoice must be created.

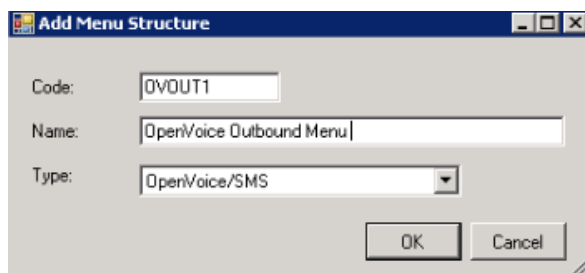
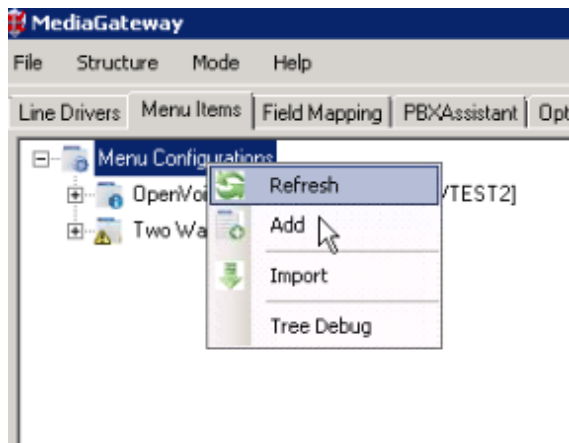
1. Create a script of type Generic for use with the OVOOutbound.



2. Add a tag with {MCXXXXX} where XXXXX is the name of the menu to be used.



3. Create a new menu with the same XXXXX name specified in previous step.

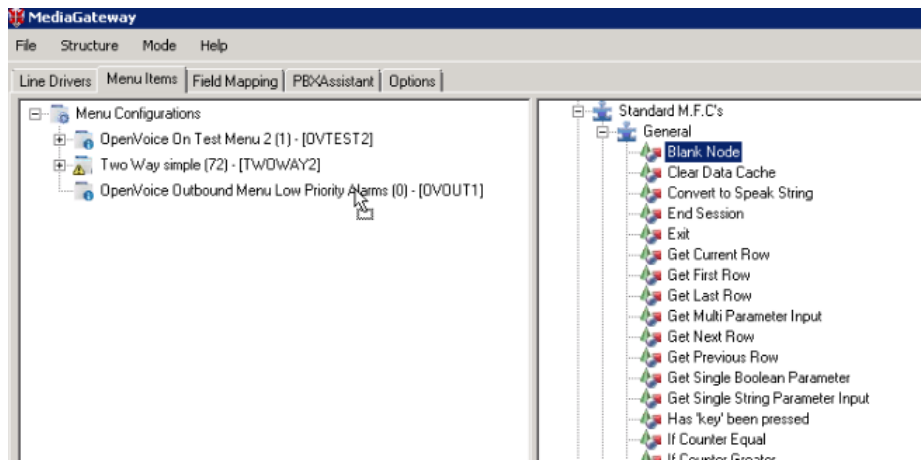


# Setting Script Parameters

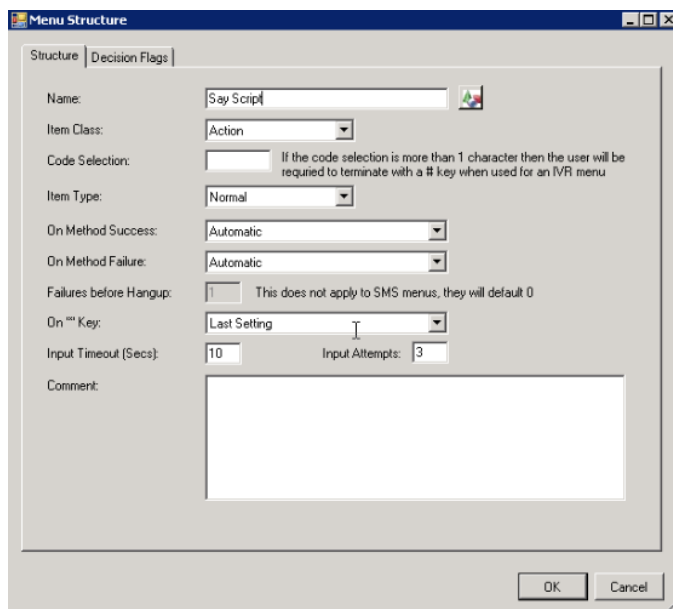
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Now the script needs to be setup properly and saved.

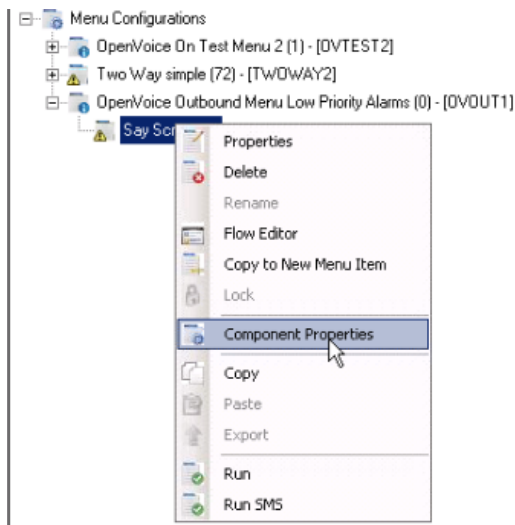
1. Drag a blank node onto the newly created menu



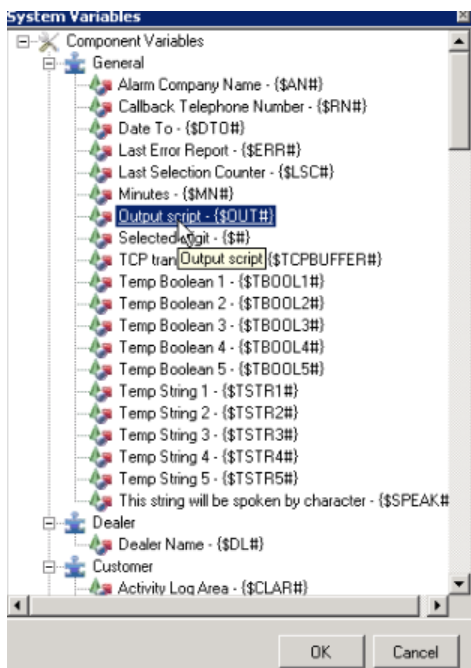
2. When the 'Menu Structure' screen pops up, name it 'Say Script', but leave everything else as is.



3. Right Click on 'Say Script' and click on 'Component Properties'



4. Click in 'Pre-Method Message' and when the System Variables screen comes up, click on 'Output Script – {\$OUT#}'



5. When your screen looks like this, click ok

Menu Functional Component Properties

Name: Say Script

Message:

Pre-Method Message: (\$OUT#)

| Name | Type | Value | Modifier | Message |
|------|------|-------|----------|---------|
|------|------|-------|----------|---------|

Post-Parameters Message:

Method: Nothing

Post-Method Message: (Success)

Post-Method Message: (Failure)

Available for the following menu types: All

OK Cancel

6. In the Media Gateway, go to File > Save

## Applying Outbound OpenVoice Script

In order to get the script to run correctly, it must be applied to a customer account.

1. Make sure Output Device Types in SWS has an entry for Media Gateway that looks like this:

Output Device Types

Output Device Code: MEDIAGATEWAY

Description: Media Gateway

Attribute: Retransmission

Type: SMS Phone

Protocol: Retransmission

Rows on display: 0

Columns on display: 0

Script Message:

☐ Word wrap display

☐ Create Paged Contact

☒ Service Code required

2. Make sure Service Provider Devices in SWS has an entry for OpenVoice and looks like this:

View New Edit Delete Save Cancel

Add Remove Service Provider Devices

External Device: OPENVOICE

Description: OpenVoice

Protocol: Retransmission

Address:

ID:

☐ Dial-up Service

Port Settings:

Account Name:

Password:

Reverse Protocol: Media Gateway

Reverse Command: Text to Speech Call

Reverse Route: Media Gateway

- Make sure the Reverse Commands (OWS>Maintenance>Monitoring Company>Reverse Commands) has a section under Media Gateway labeled TTS that looks like this:

View New Edit Delete Save Cancel

Add Remove Reverse Channel Command

Type: Media Gateway

Group: Unspecified

Command: TTS

Description: Text to Speech Call

User Group: Operator

Response Type: Delayed

Response Delay: 7200

Command Level: Customer

Command Detail: None

Attributes

☐ Connect Command

☐ Disconnect Command

☐ Request Binary Data

☒ Retransmission

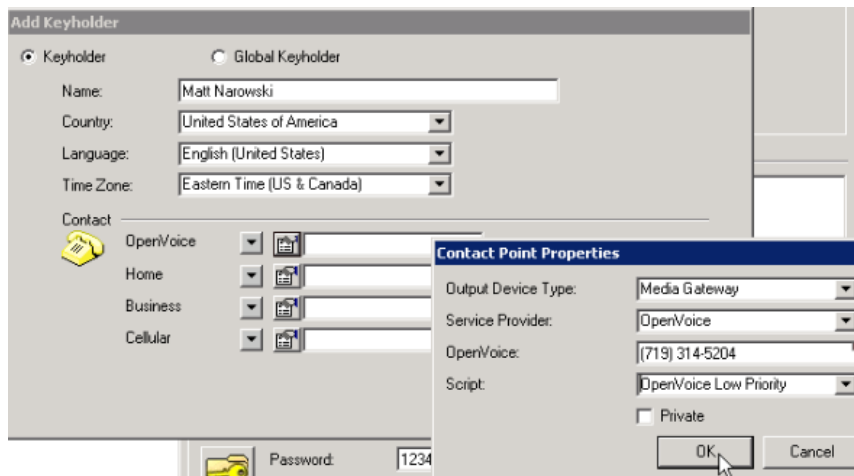
☐ Transmitter Connection Required

Optional Parameters

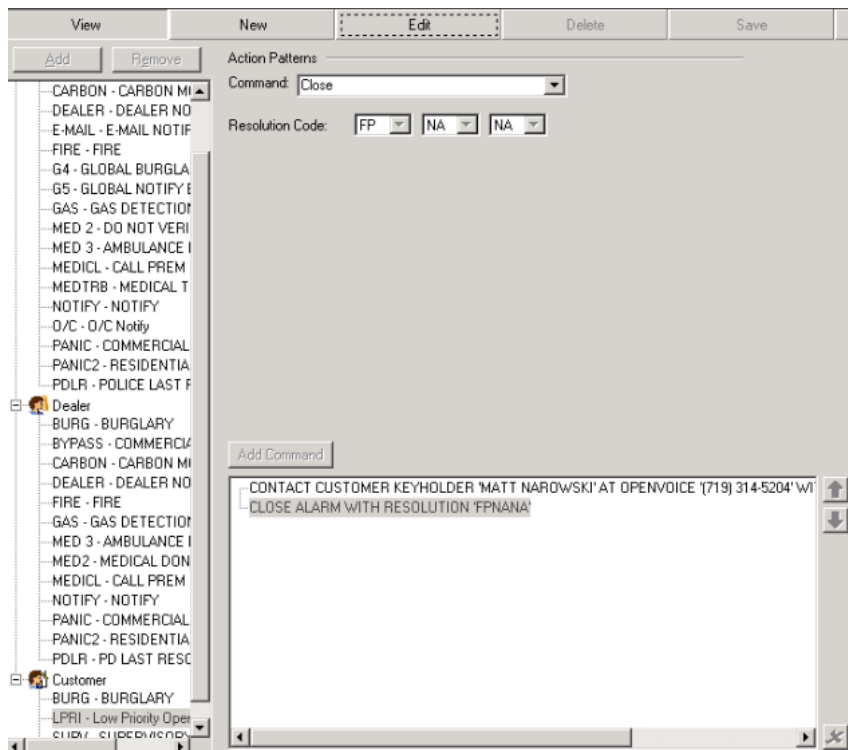
| Field Type  | Data Type  | Label             | Range  | DB Value            | Default |
|-------------|------------|-------------------|--------|---------------------|---------|
| Database    | Upper Case | Number            | (null) | Contact Point       | (f)     |
| Database    | Upper Case | Text              | (null) | Script Message      | (f)     |
| Database    | Upper Case | Serials           | (null) | Rev Cmd Log Details | (f)     |
| Database    | Upper Case | Area              | (null) | Original Area       | (f)     |
| Database    | Upper Case | Zone              | (null) | Original Zone       | (f)     |
| Database    | Upper Case | Code              |        | Event Code          |         |
| Fixed Value | Integer    | GoToUserOnFailure |        |                     | 1       |

- Create a contact on a customer account that has the Contact Point type of OpenVoice, the Output Device Type of Media Gateway, the Service Provider of Open Voice, and the script from the beginning of this document.





5. Create an action pattern that has contacting the OpenVoice number using the script, then close the alarm.



6. Apply the action pattern to an event in the programming

|   | Event | TX | Area | Zone | Alarm   | Action ID | Instructions |
|---|-------|----|------|------|---------|-----------|--------------|
|   | "S    | *  | *    | 10   | Yes     | SUPV      |              |
|   | BA    | *  | *    | *    | Yes     | BURG      |              |
|   | AT    | *  | *    | *    | Default | LPR       |              |
| * |       |    |      |      |         |           |              |

7. Send in a manual signal to test the action pattern

Customer

Customer ID:

Name:

Transmitters

| Number | Description | Transmitter ID | RL Prefix |
|--------|-------------|----------------|-----------|
| 1      | MAIN        | 354649465498   | 15        |

Signal Time

☒ Use Current Time
☐ Specify Time

Date: 
Time:

Manual Signals

Monitoring Group:

| Event | Description | Area | Zone | Sensor | User ID | Point ID |
|-------|-------------|------|------|--------|---------|----------|
| AT    | AC Trouble  | 1    | 1    |        |         |          |
| *     |             |      |      |        |         |          |