Outbound OpenVoice User Guide

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Outbound OpenVoice Overview

Outbound OpenVoice provides automated, interactive voice calls using Manitou Action Patterns and HAL (Hierarchical Application Language). You can use Outbound OpenVoice to automate outbound calls on low-priority, actionable alarms by giving the AutoClient the ability to directly communicate with the user.

Outbound OpenVoice 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.

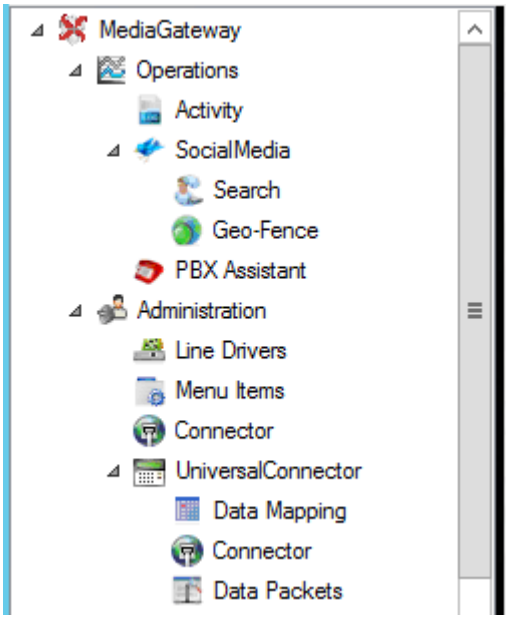
Setting up Outbound OpenVoice in the MediaGateway 2

Importing the Outbound OpenVoice Menu

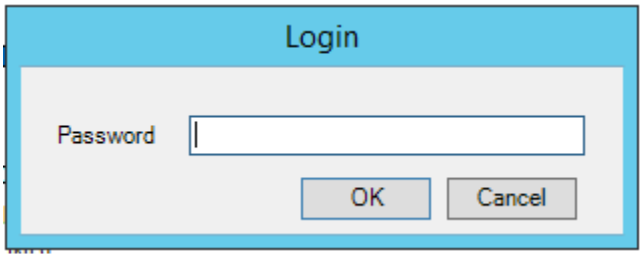
To set up Outbound OpenVoice in the MediaGateway 2, you must first import the "MS_OpenVoice Outbound Test Menu1.xml" menu. This menu is not currently included with the MediaGateway 2 software package. Please contact Bold Support to obtain the menu.

Perform the following steps to import an Outbound OpenVoice menu into the MediaGateway 2:

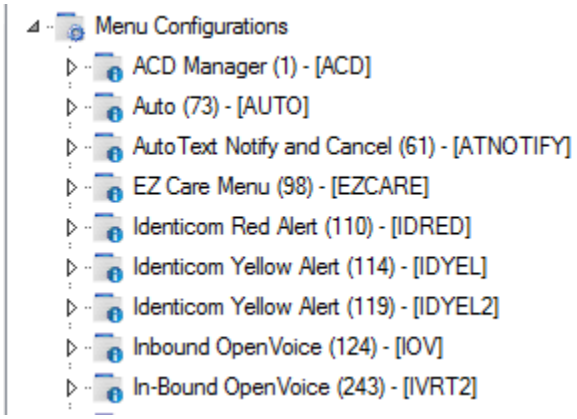
1. Obtain the "MS_OpenVoice Oubound Test Menu1.xml" menu from Bold Support.
2. Open the MediaGateway 2.
3. Click "Menu Items" as shown in the following screenshot:



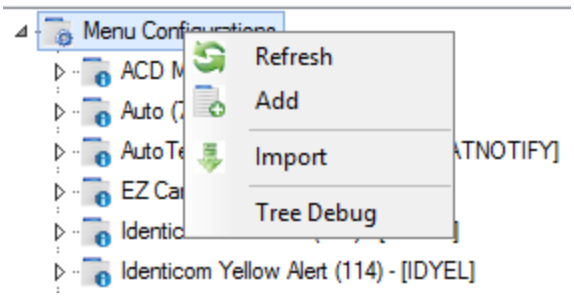
Result: the "Login" window displays as shown in the following screenshot:



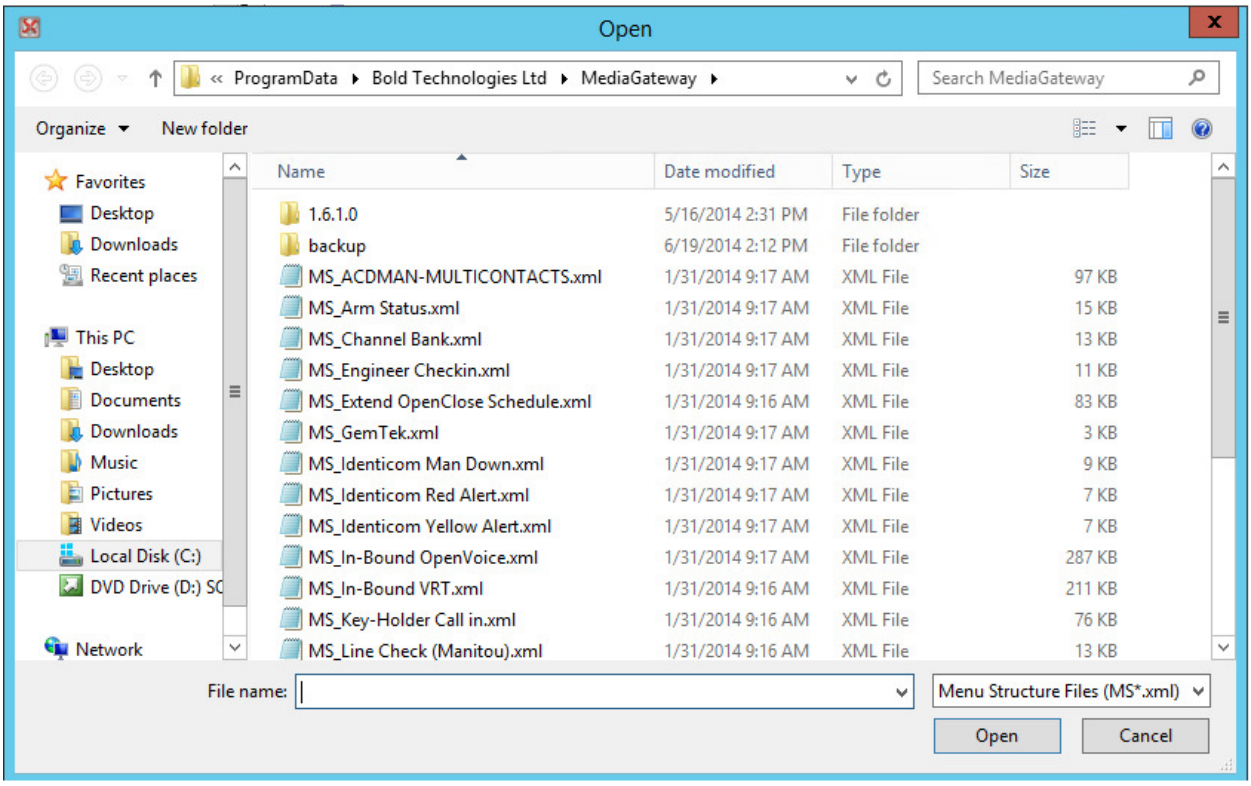
4. Enter your password, and then click "**OK**".
   Result: the Menu Items window displays as shown in the following screenshot:



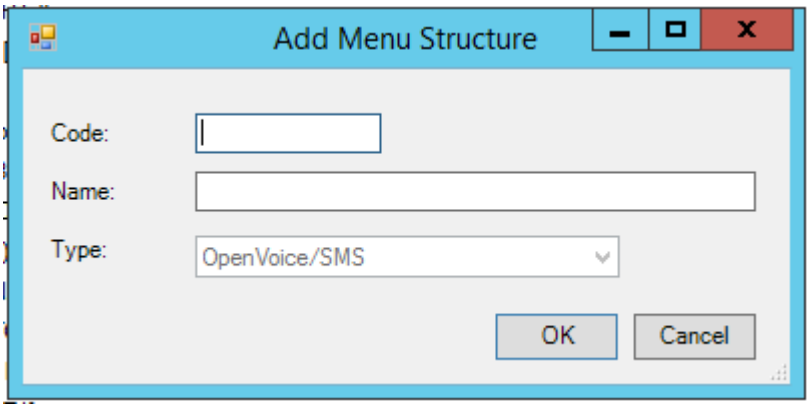
5. Select the "Menu Configurations" node, and then right-click it and select "Import" as shown in the following screenshot:



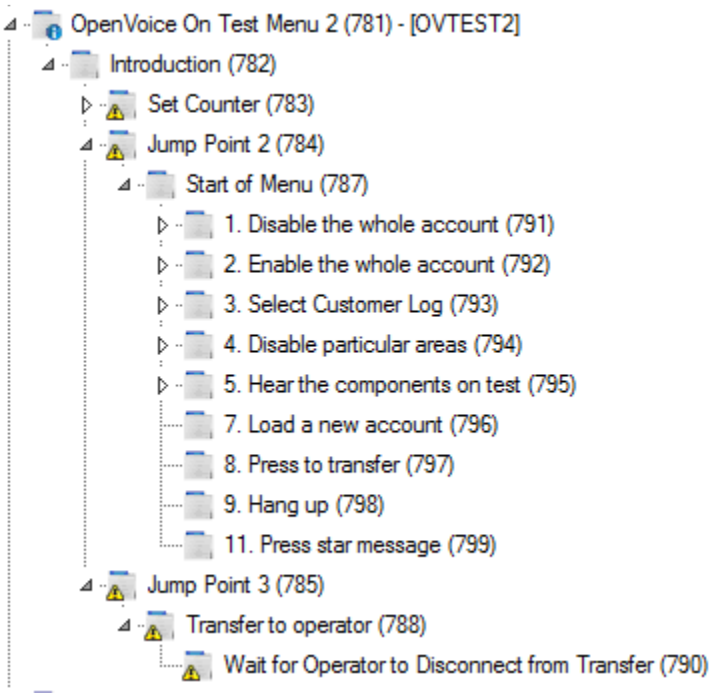
6. The “Open” window displays as shown in the following screenshot:



7. Navigate to the location where you saved the “MS_OpenVoice Oubound Test Menu1.xml” menu, and then click “**Open**”.
Result: the “Add Menu Structure” window displays as shown in the following screenshot:



8. Enter a code and name into the appropriate fields, and then click "**OK**".
   Result: the menu you just created now displays in the Menu Items list as shown in the following screenshot:

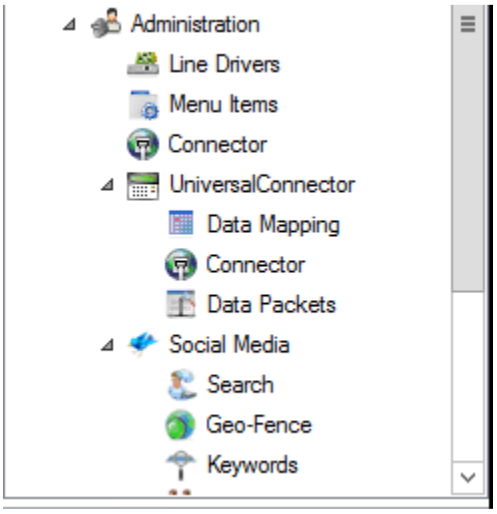


9. Modify the menu structure, as necessary.

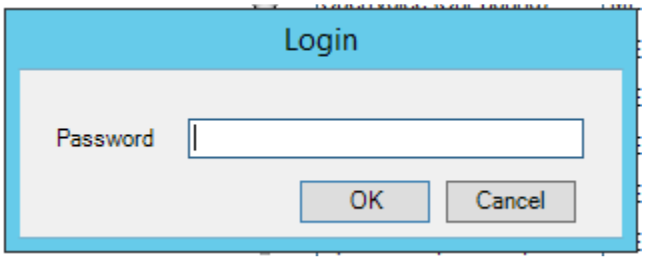
Setting Up the Line Driver in the MediaGateway 2

Perform the following steps to set up the Outbound OpenVoice Line Driver:

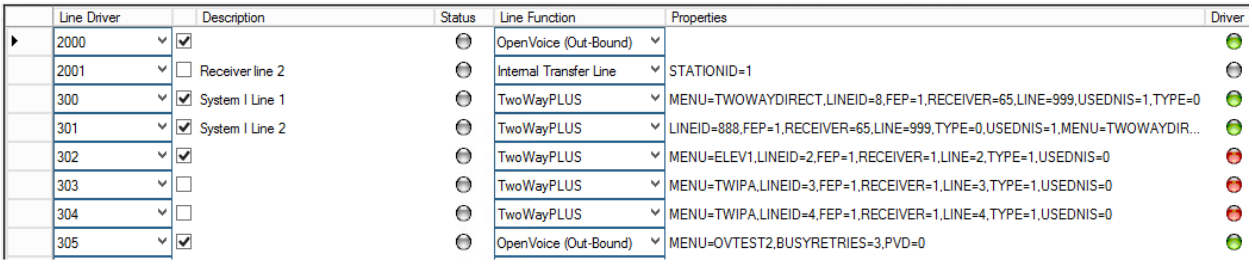
1. Open the MediaGateway 2.
2. Select "Line Drivers" as shown in the following screenshot:



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



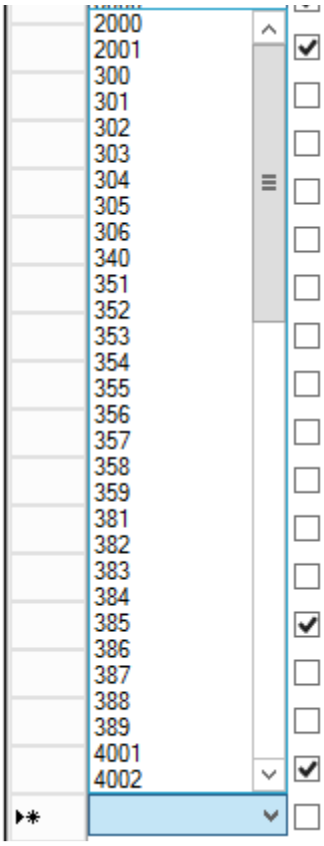
3. Enter your password, and then click "**OK**".
   Result: the Line Drivers window displays as shown in the following screenshot:



	Line Driver		Description	Status	Line Function	Properties	Driver
▸	2000	☑			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:

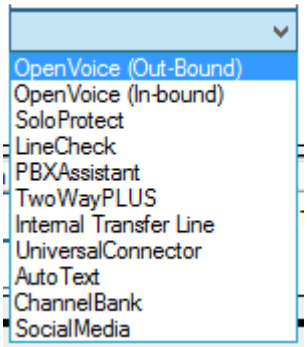
Result: a list of available Line Drivers displays as shown in the following screenshot:



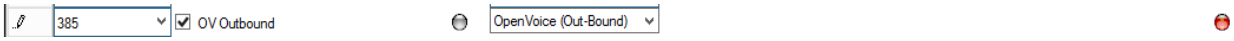
5. Select the Line Driver you want to add.
   Result: the Line Driver you selected now displays as shown in the following screenshot:

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

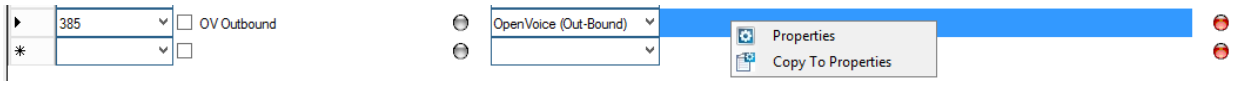
7. Click the arrow in the Line Function field for the Line Driver you are creating, and select “OpenVoice (Out-Bound)” as shown in the following screenshot:



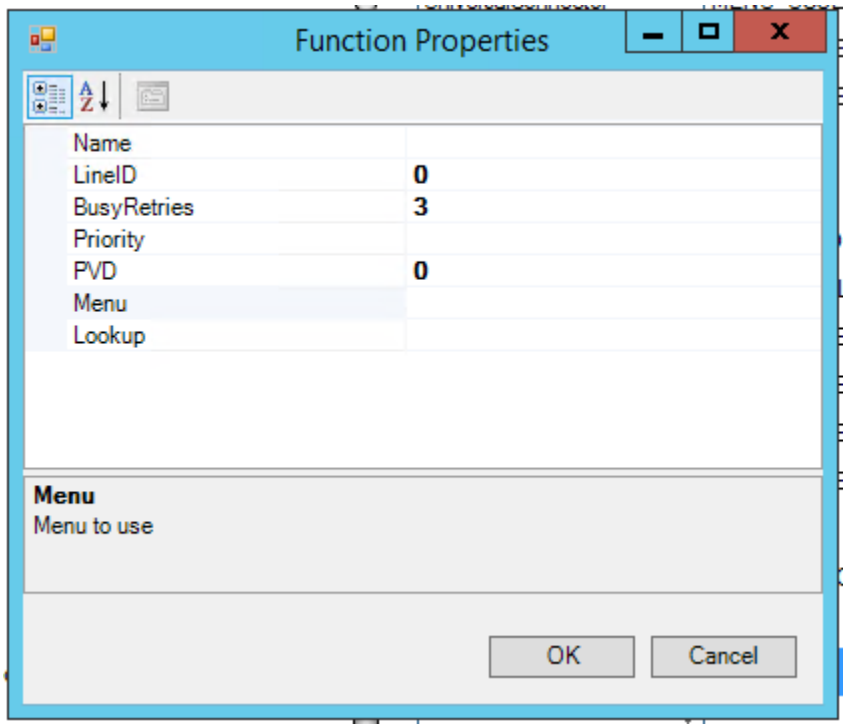
Result: OpenVoice (Out-Bound) now displays as your selected Line Function as shown in the following screenshot:



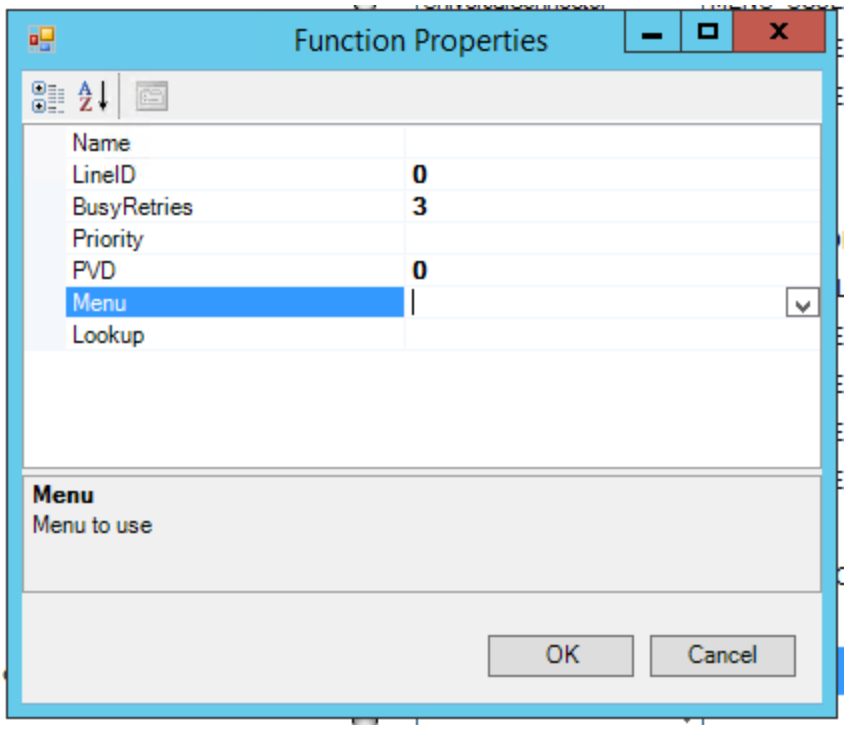
8. Click in the "Properties" column for the line on which you are creating your new Line Driver, and then right-click in the field and select "Properties" as shown in the following screenshot:



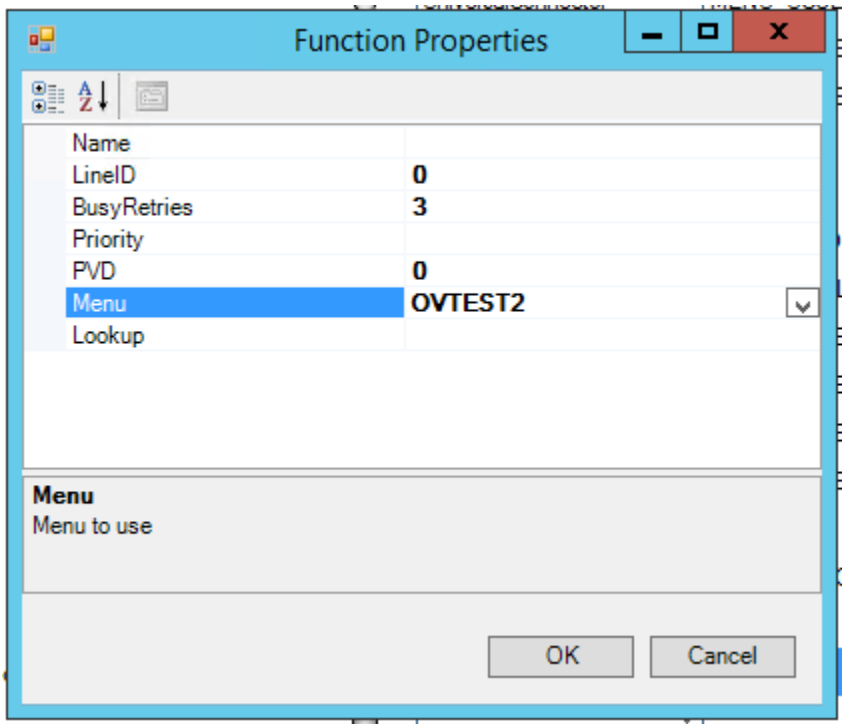
Result: the "Function Properties" window displays as shown in the following screenshot:



9. Click at the right edge of the "Menu" line until a dropdown menu displays as shown in the following screenshot:



10. 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**”.

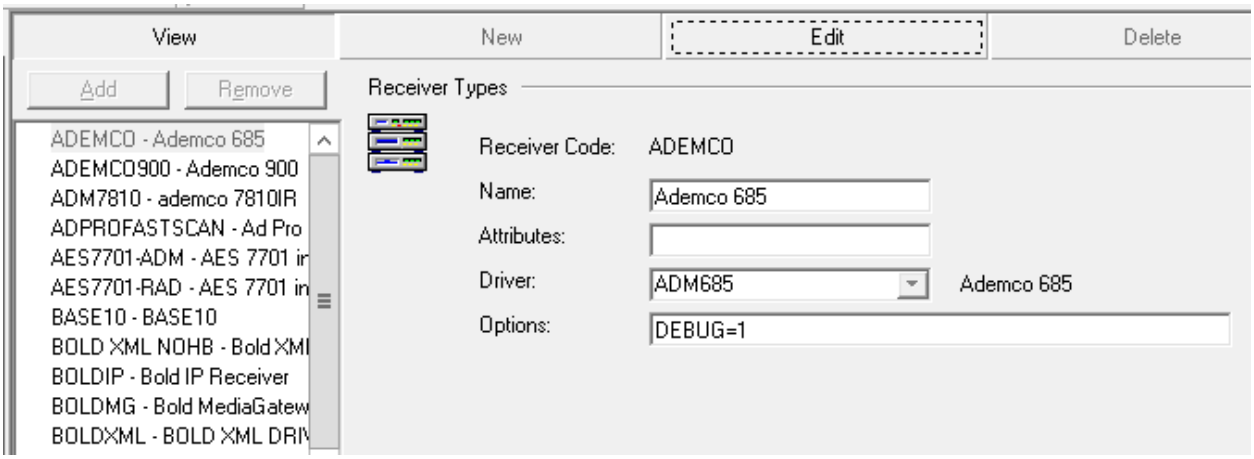
Setting up Outbound OpenVoice in Manitou

In addition to the setup you have already completed in the MediaGateway 2, you must also configure Outbound OpenVoice in Manitou.

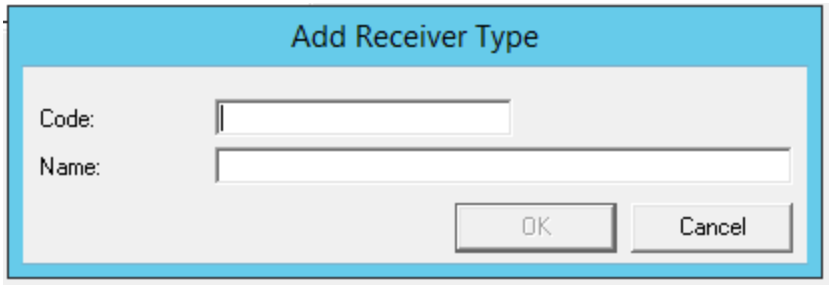
Adding a Receiver Type in Manitou

Perform the following steps to add a Receiver Type in Manitou:

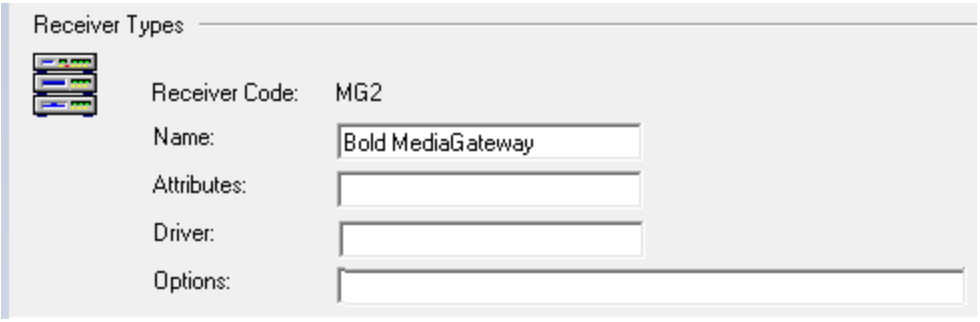
1. Open the Manitou Supervisor Workstation.
2. Navigate to the Maintenance menu, and select “Setup” and “Receiver Types”.
   Result: the “Receiver Types” form displays as shown in the following screenshot:



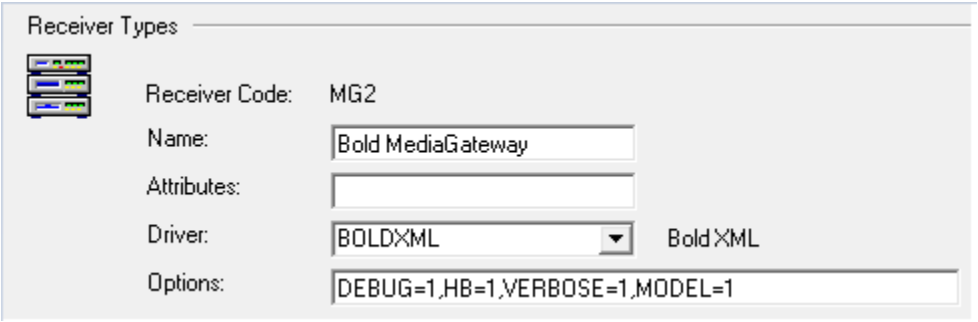
3. Click “**Edit**”, and then click “**Add**”.
   Result: the “Add Receiver Type” window displays as shown in the following screenshot:



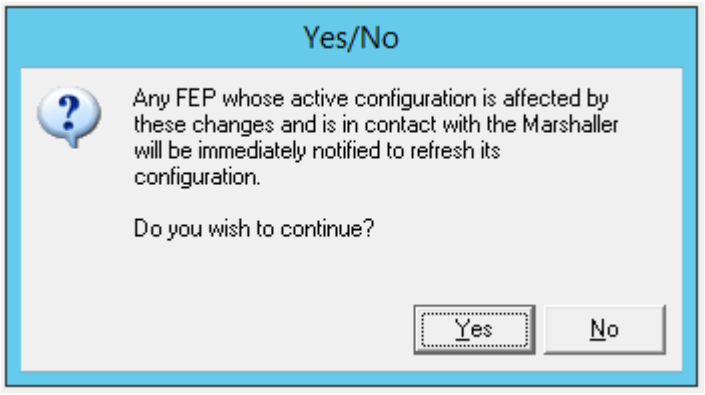
4. Enter a code and a name into the appropriate fields, and then click "**OK**".
   Result: the Receiver Type you added now displays on the "Receiver Types" form as shown in the following screenshot:



5. Select "BOLDXML" from the "Driver:" dropdown menu.
6. Enter "DEBUG=1,HB=1,VERBOSE=1,MODEL=1" into the "Options:" field.
7. Your entries should now match the following screenshot:



8. Click "**Save**".
   Result: a dialog displays as shown in the following screenshot:

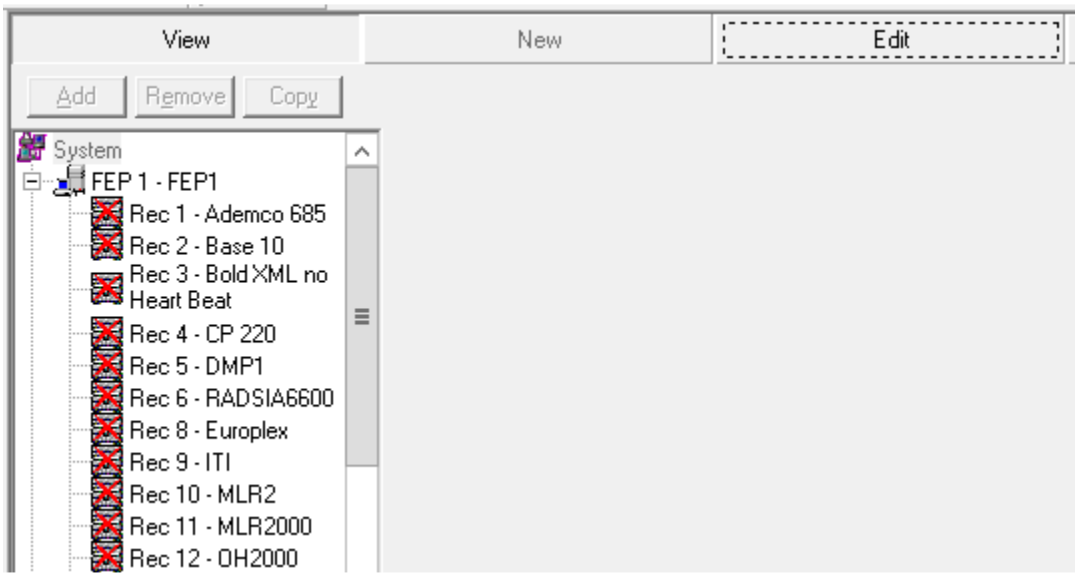


9. Click "**Yes**".

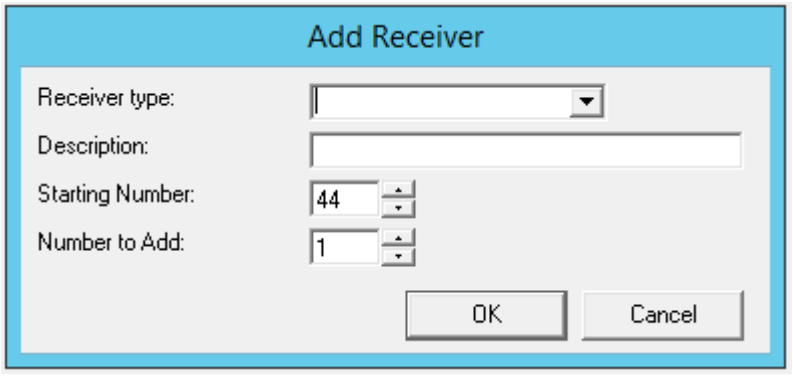
Adding a Receiver in Manitou

Perform the following steps to add a Receiver in Manitou:

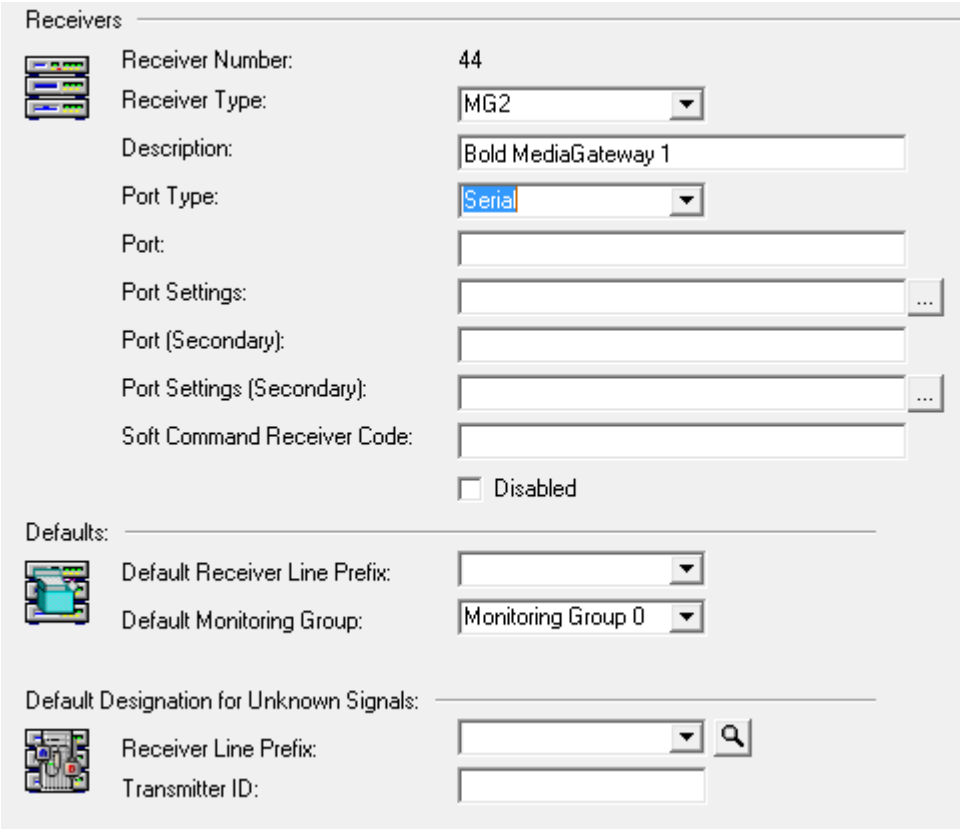
1. Open the Manitou Supervisor Workstation
2. Navigate to the Maintenance menu, and select "Setup" and "Receivers".
   Result: the following form displays:



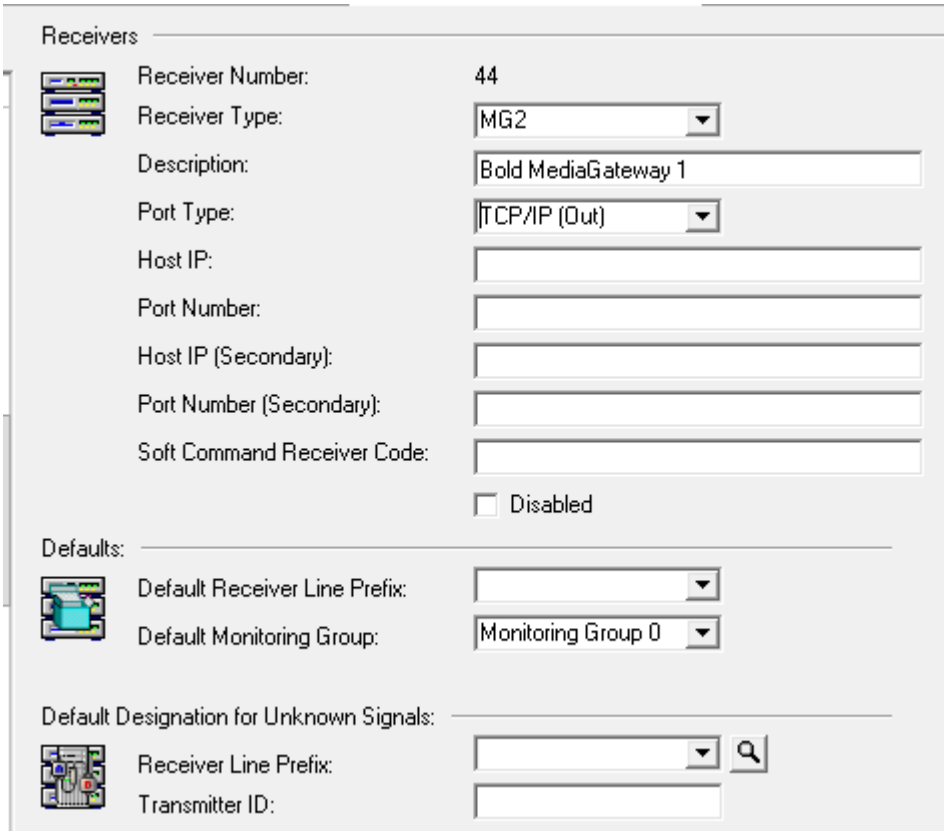
3. Select the FEP to which you want to add the new Receiver.
4. Click "**Edit**", and then click "**Add**".



5. Select the Receiver Type you previously created from the “Receiver type:” dropdown menu.
6. Enter a description into the “Description” field, and then click “**OK**”.

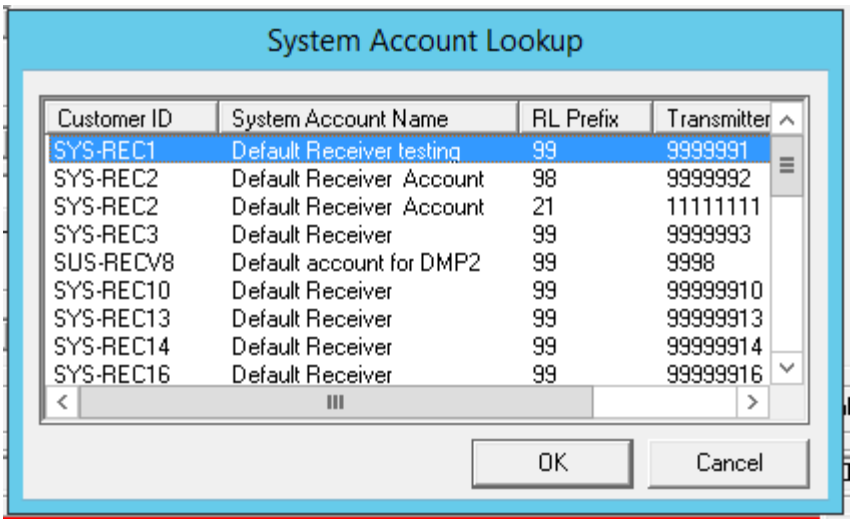


7. Select “TCP/IP (Out)” from the “Port Type:” dropdown menu.
   Result: the fields on the form now display differently to accommodate your Port Type selection as shown in the following screenshot:

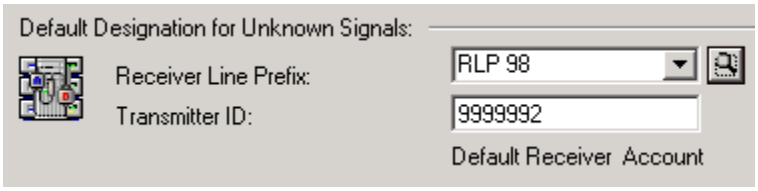


8. Enter the IP Address of your host machine, or enter “localhost”.
9. Enter the port through which Manitou will communicate with the MediaGateway 2 into the “Port:” field.
10. Select a default Receiver Line Prefix from the “Default Receiver Line Prefix:” field in the “Defaults:” area of the form.
11. Click the lookup icon to the right of the “Receiver Line Prefix:” field in the “Default Designation for Unknown Signals:” area of the form as shown in the following screenshot:

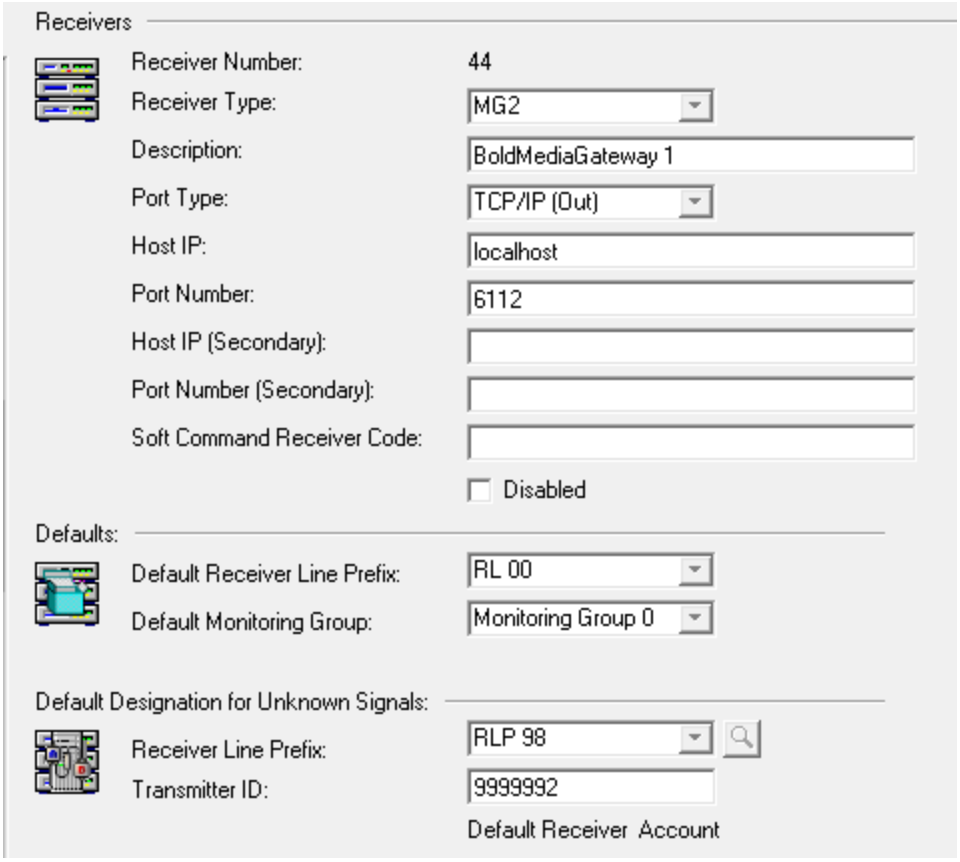
Result: the “System Account Lookup” window displays as shown in the following screenshot:



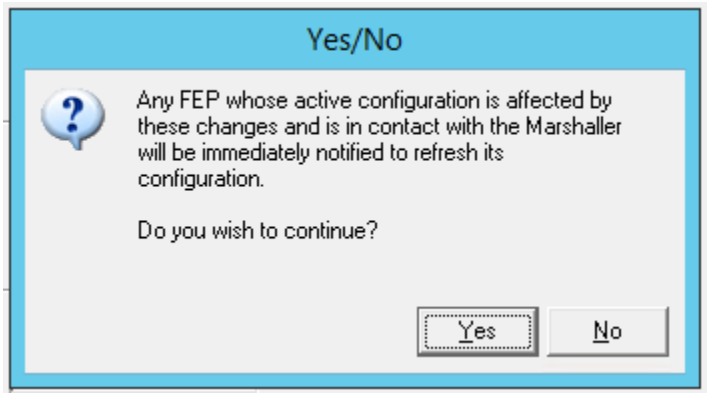
12. Select a default option for your Receiver Line Prefix and Transmitter ID for unknown signals, and then click "**OK**".
    Result: the option you selected populates the fields in the "Default Designation for Unknown Signals:" as shown in the following screenshot:



13. Your entries now match the following screenshot:



14. Click "**Save**".



15. Click "**Yes**".

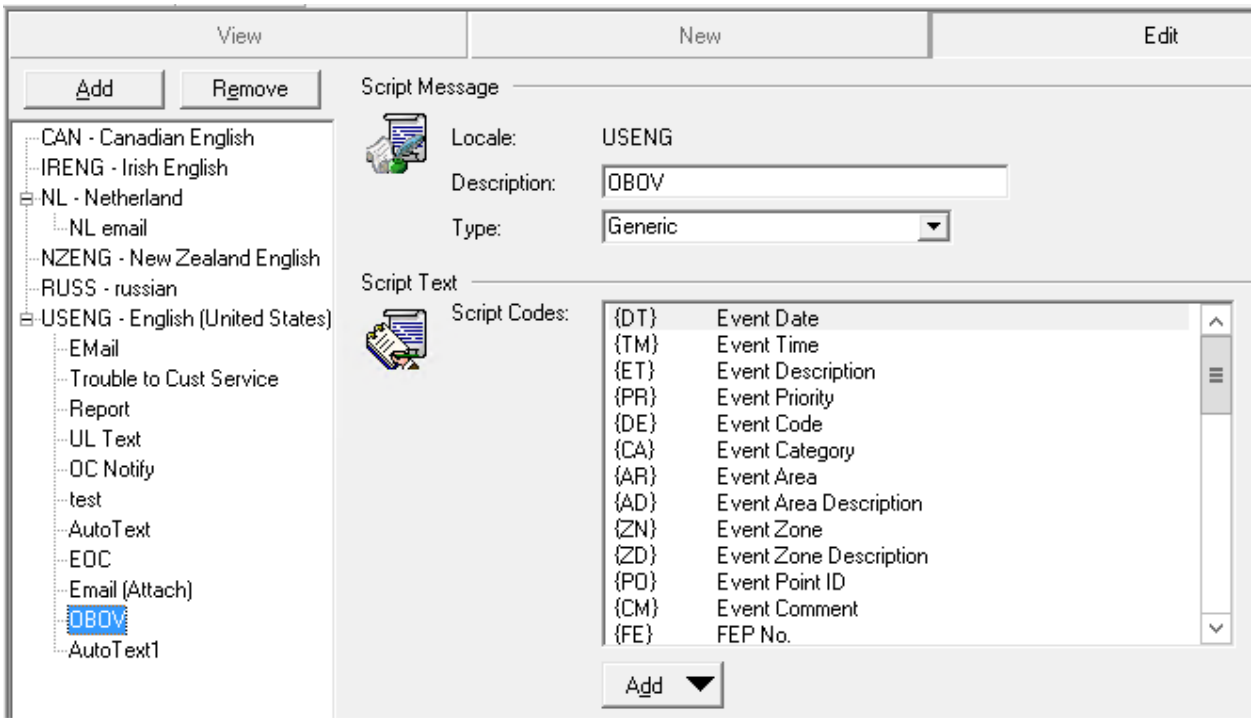
Creating the Script in Manitou

Scripts are created and managed in the Manitou Supervisor Workstation.

Perform the following steps to create and add a script:

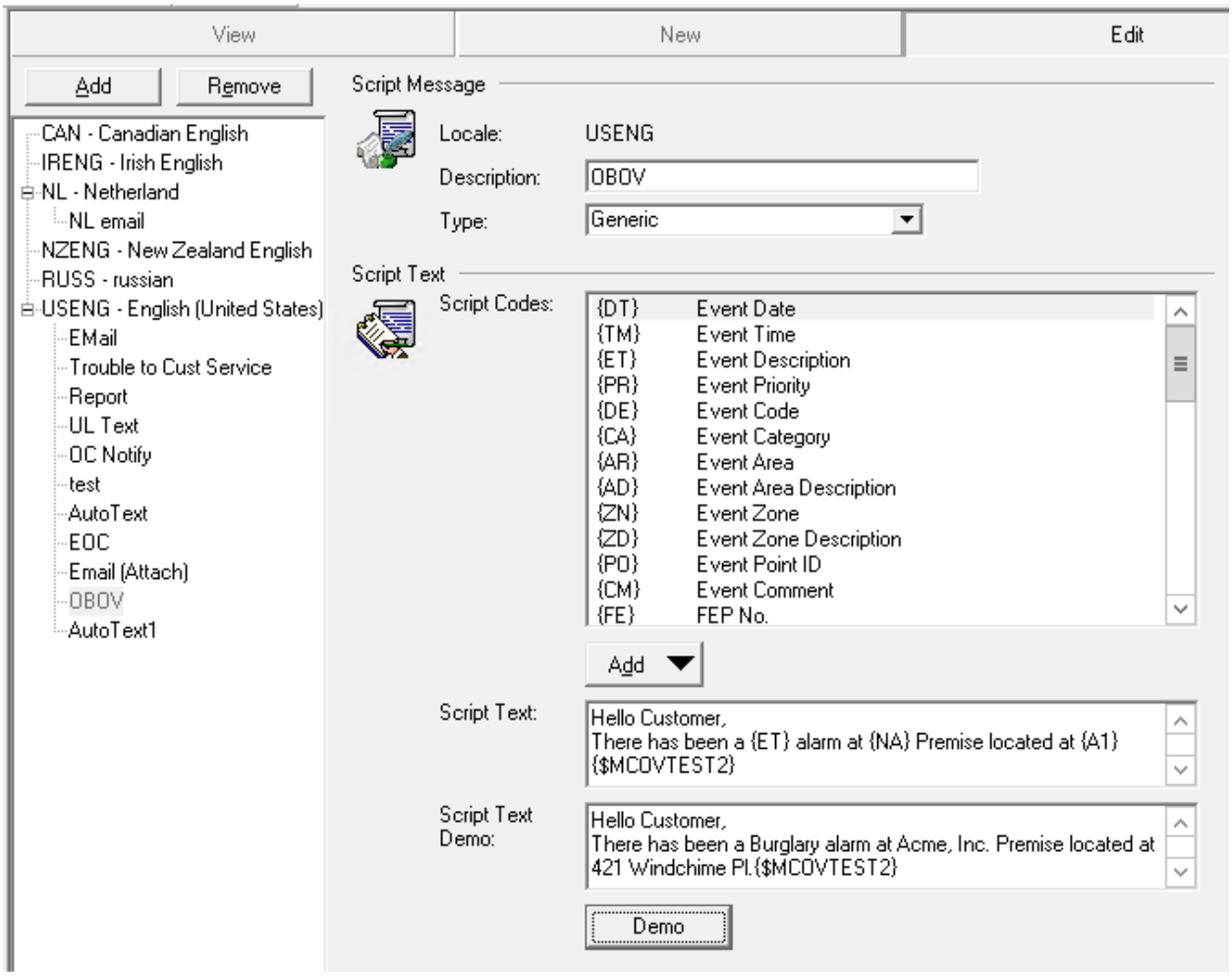
1. Open the Manitou Supervisor Workstation.
2. Navigate to the Maintenance menu, and then select "Script Messages".
3. Click "**Edit**", and then click "**Add**".
   Result: the "Add Script Message" window displays as shown in the following screenshot:

4. Enter a description, and select a language from the "Language:" dropdown menu.
5. Select "Generic" from the "Type:" dropdown menu, and then click "**OK**".
   Result: the "Add Script Message" window closes and the "Script Message" window displays as shown in the following screenshot:



6. Select the codes you want from the "Script Codes:" window, and then add them to the "Script Text:" window using the "**Add**" button.

7. Enter text for your script message into the "Script Text:" window.
8. Enter the following code at the end of your script message text: "{$MCmenu name}". Insert the actual MediaGateway 2 menu name into the code. In our example, the Outbound OpenVoice menu name is {$MCOVTEST2}
   Note: this ensures that the MediaGateway 2 is engaged for the Outbound OpenVoice feature.
9. If you want, click "**Demo**" to show how the script message will display to your recipient.



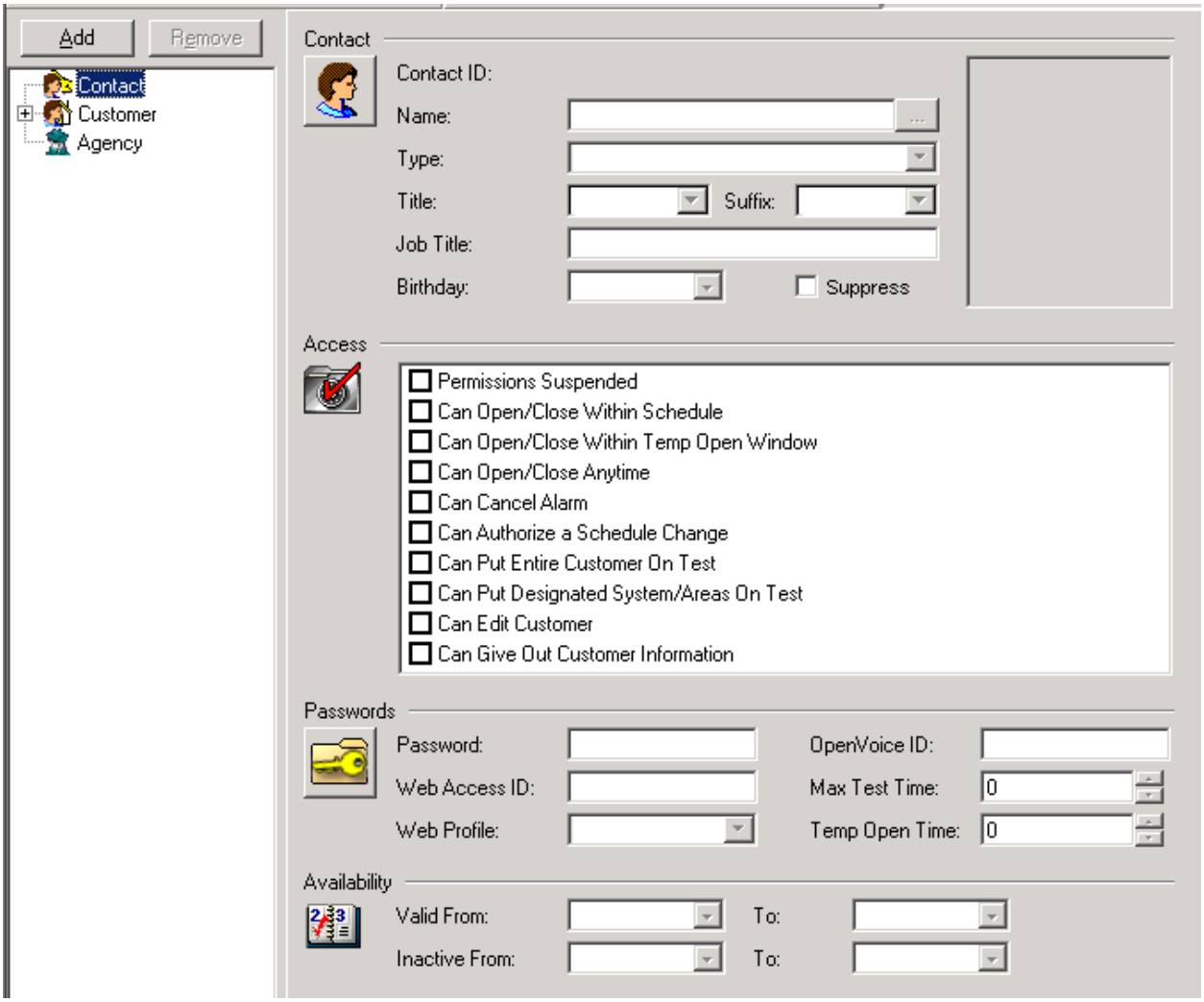
10. Click "**Save**".

Adding a Contact List in Manitou

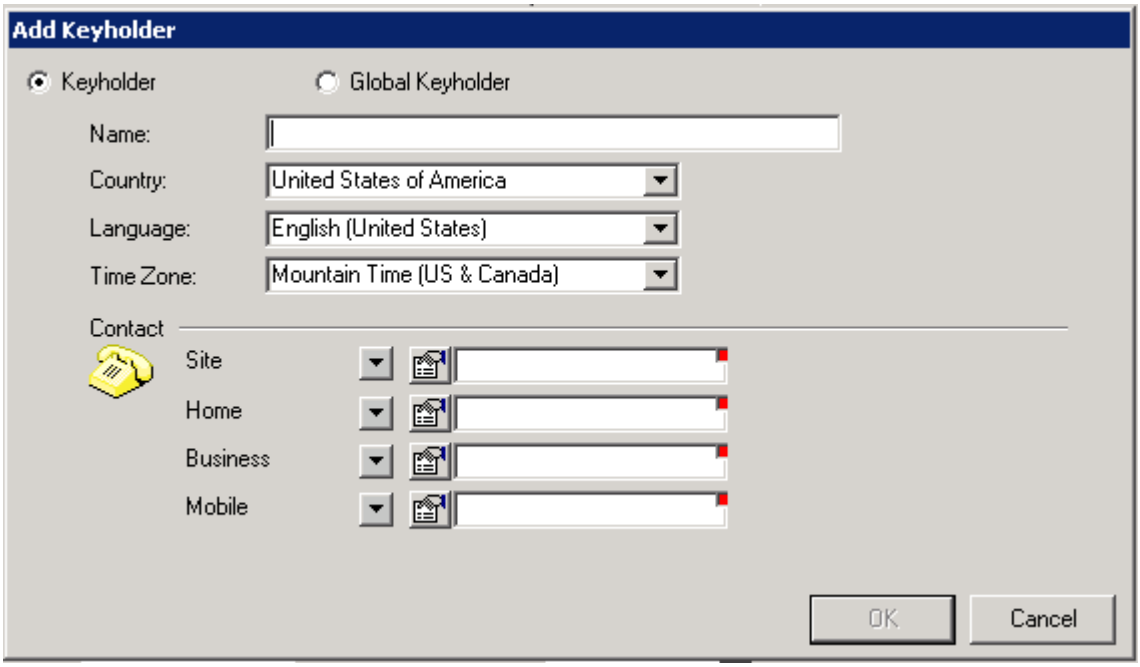
Perform the following steps to add a Contact List in Manitou:

1. Open the Manitou Operator Workstation.
2. Open the Customer for whom you want to add a Contact List.

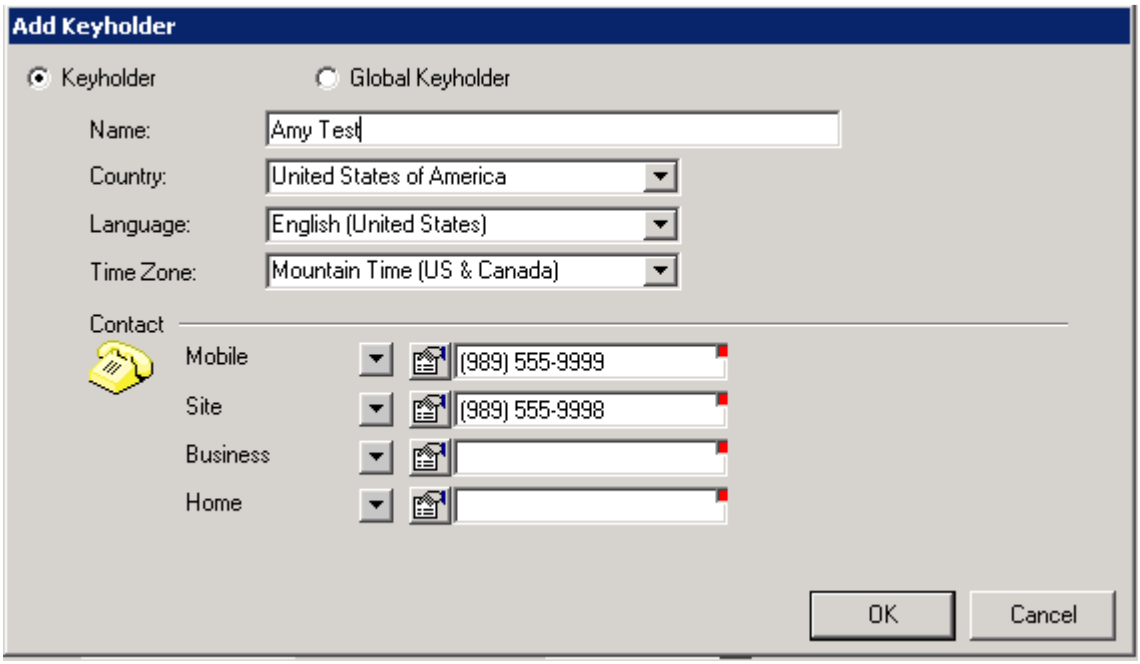
3. Select the “Contact List” option from the Jump To menu.
   Result: the “Contact” form displays as shown in the following screenshot:



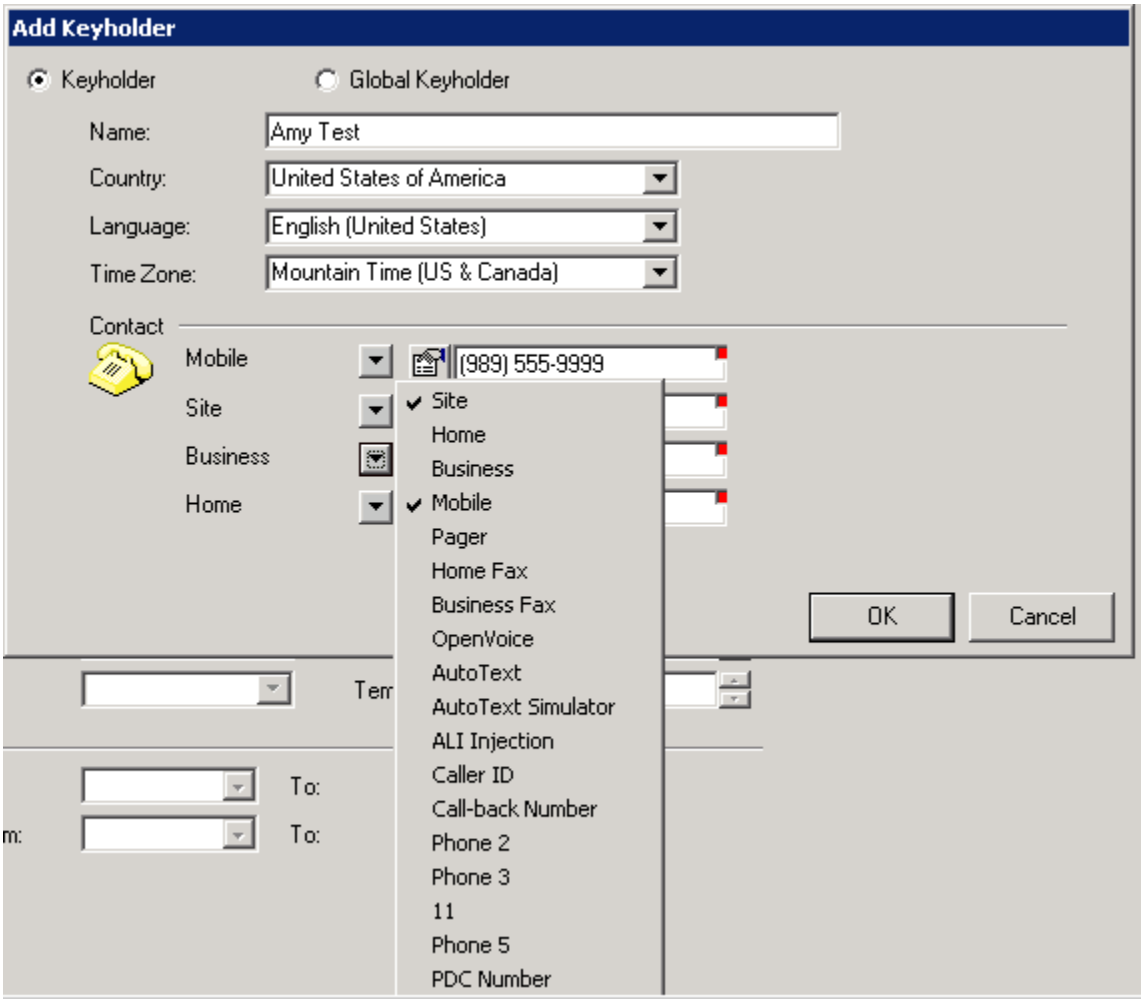
4. Click “**Edit**”, and then click “**Add**”.
   Result: the “Add Keyholder” window displays as shown in the following screenshot:



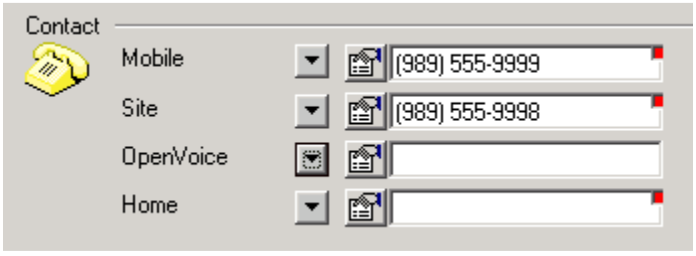
5. Enter a name into the “Name:” field.
6. Make any necessary changes to the default options in the “Country:”, “Language:”, or “Time Zone:” fields.
7. Enter the phone numbers you want for the Contact as shown in the following screenshot:



8. Click the down arrow icon next to the “Business” field.
   Note: we are only using the “Business” field as an example here. Use any Contact area field you are not already using for another purpose.
   Result: a menu displays as shown in the following screenshot:

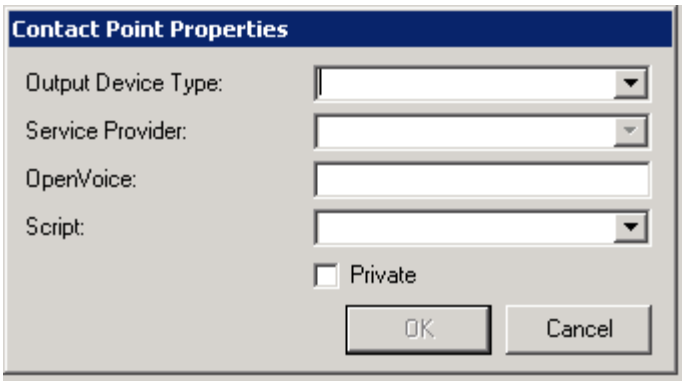


9. Select “OpenVoice”.
   Result: “OpenVoice” now displays in the “Contact” area of the form as shown in the following screenshot:

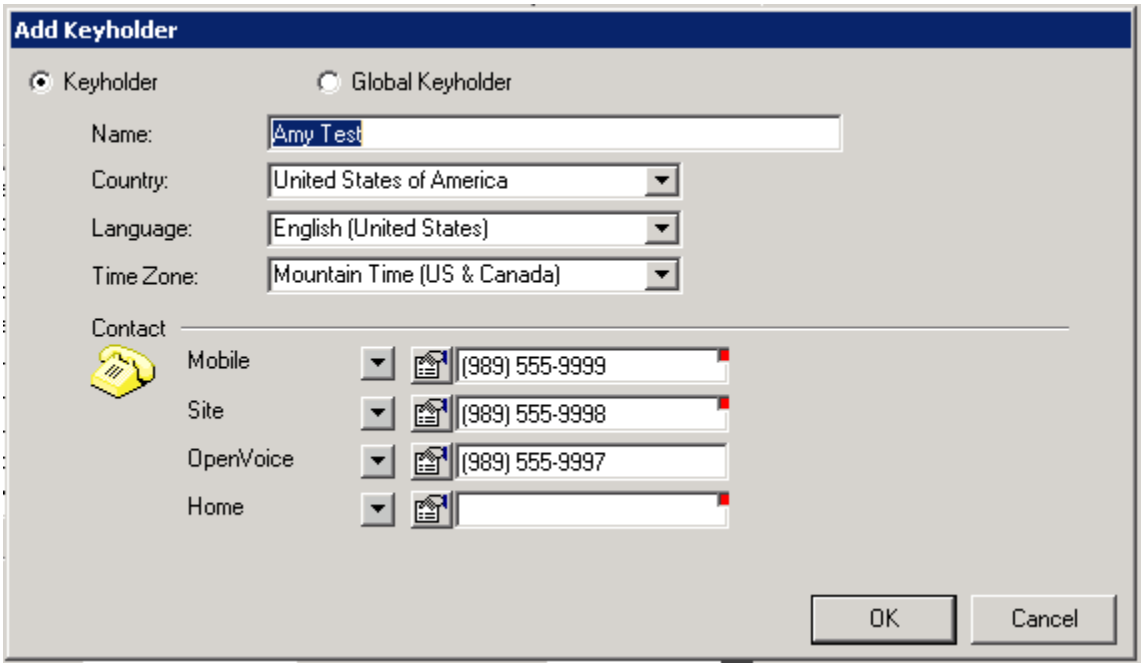


10. Click the following icon next to the “OpenVoice” field:

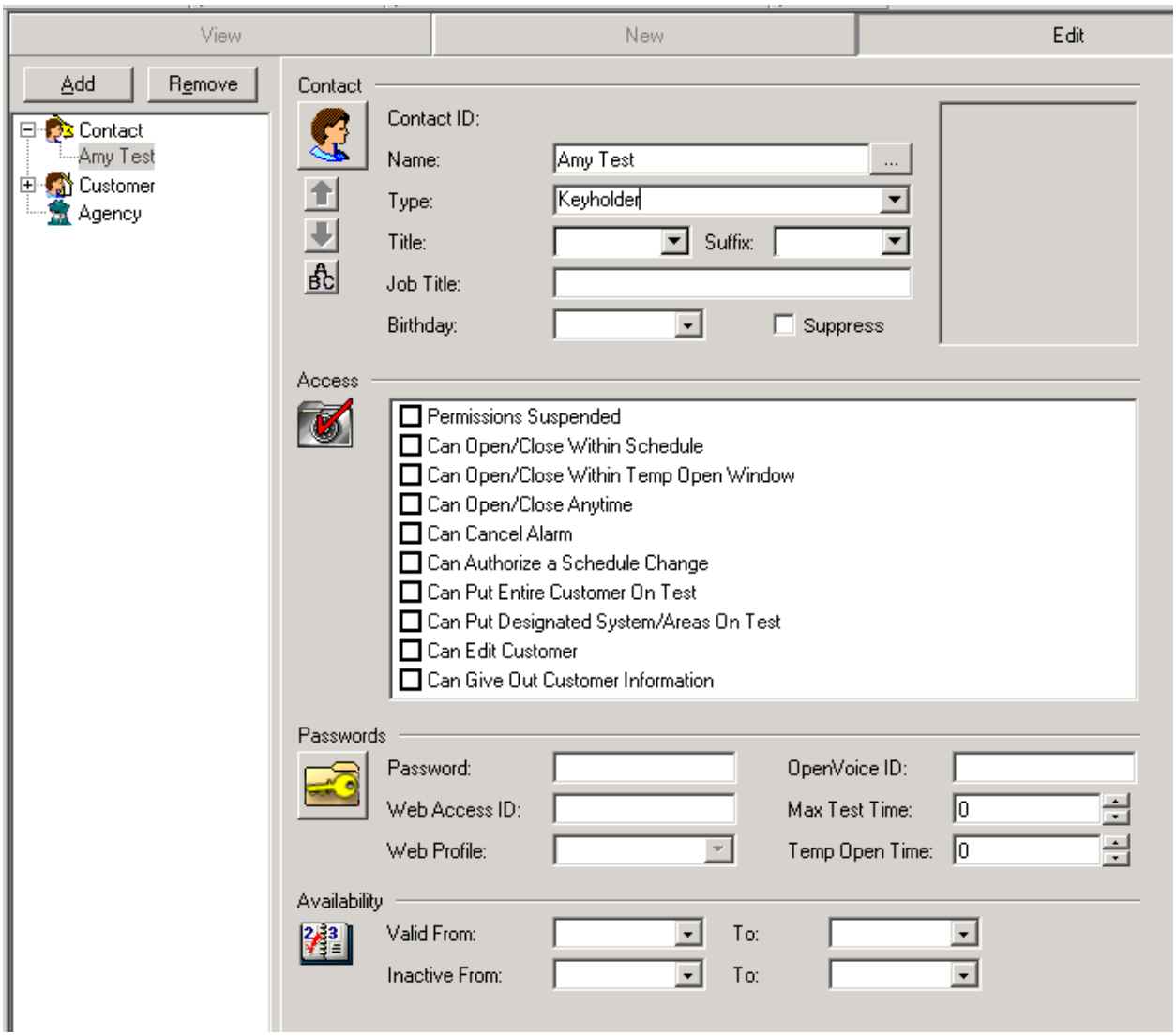
Result: the “Contact Point Properties” window displays as shown in the following screenshot:



11. Select “Media Gateway” from the “Output Device Type:” dropdown menu.
12. Select “OpenVoice:” from the “Service Provider:” dropdown menu.
13. Enter the phone number you want to use for OpenVoice into the “OpenVoice:” field.
14. Select the script you created earlier from the “Script:” dropdown menu, and click “**OK**”.
    Result: the “Contact Point Properties” window closes, and the “Add Keyholder” window displays as shown in the following screenshot:



15. Click “**OK**”.
    Result: the “Add Keyholder” window closes, and the “Contact” form displays as shown in the following screenshot:



16. Enter any other information you want to the "Contact" form, and then click "**Save**".

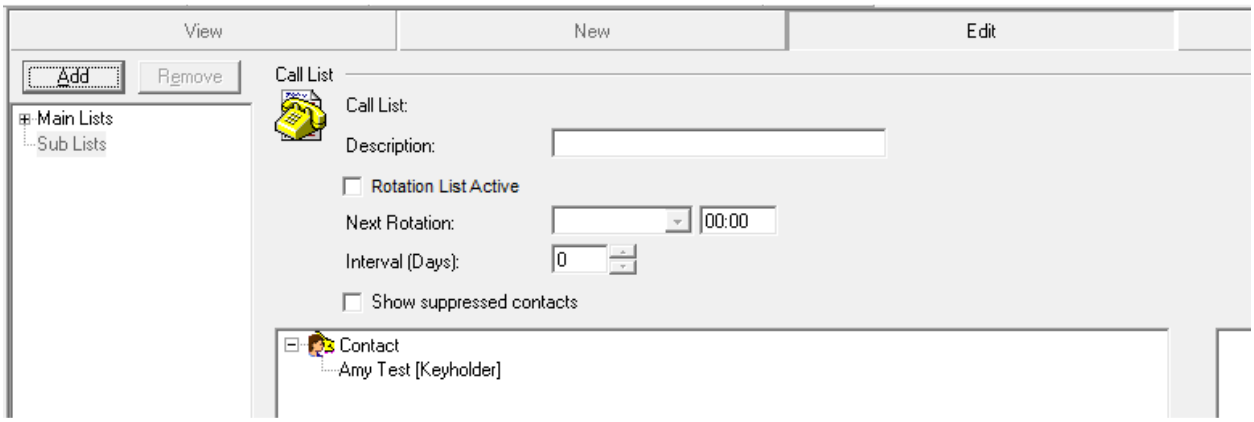
Adding a Call List in Manitou

Note: this section contains instructions for setting up an example PFAL (Power Failure) Call List. The PFAL Call List example is intended to tie in with the AT Event Action Programming and PFAL Action Pattern examples. These are meant to be used as examples only to demonstrate Manitou setup, and are not intended to be literally applied.

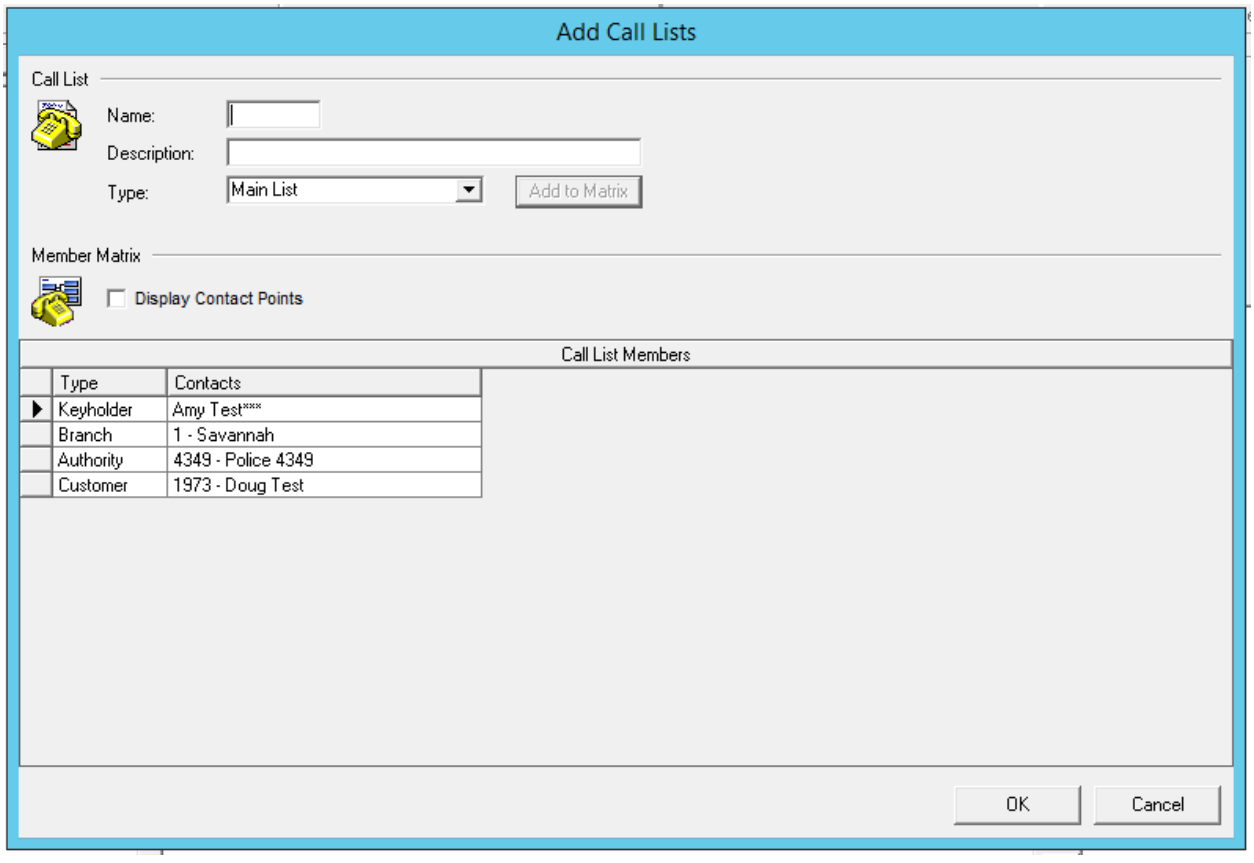
Perform the following steps to add a Call List:

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.

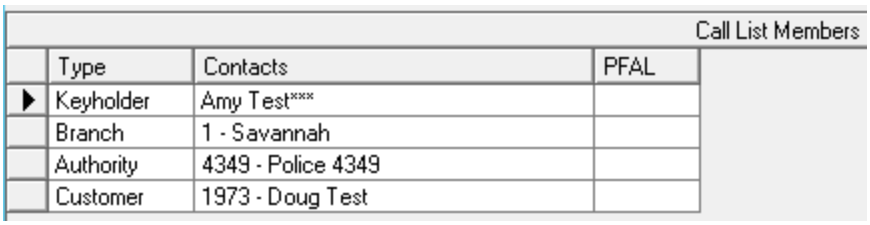
Result: the “Call List” form displays as shown in the following screenshot:



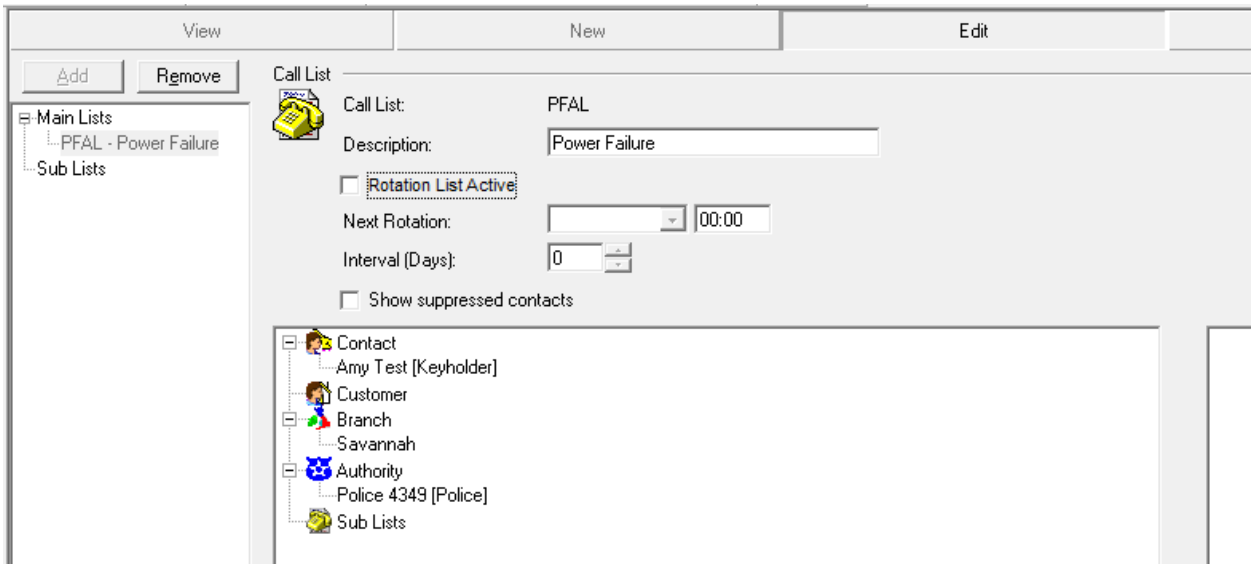
4. Select “Main Lists” from the Navigation Tree.
5. Click “**Edit**”, and then click “**Add**”.
   Result: the “Add Call Lists” window displays as shown in the following screenshot:



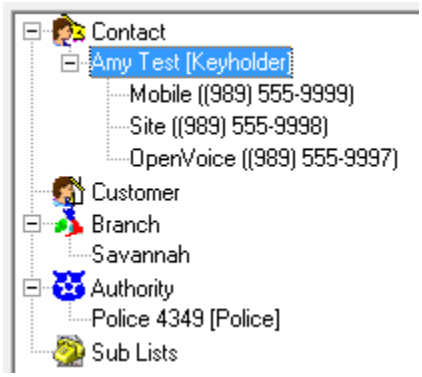
6. Enter a name and a description into the appropriate fields, and then click “**Add to Matrix**”.
   Result: the Call List you just created displays in the Matrix as shown in the following screenshot:



7. Click "**OK**".
   Result: 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:

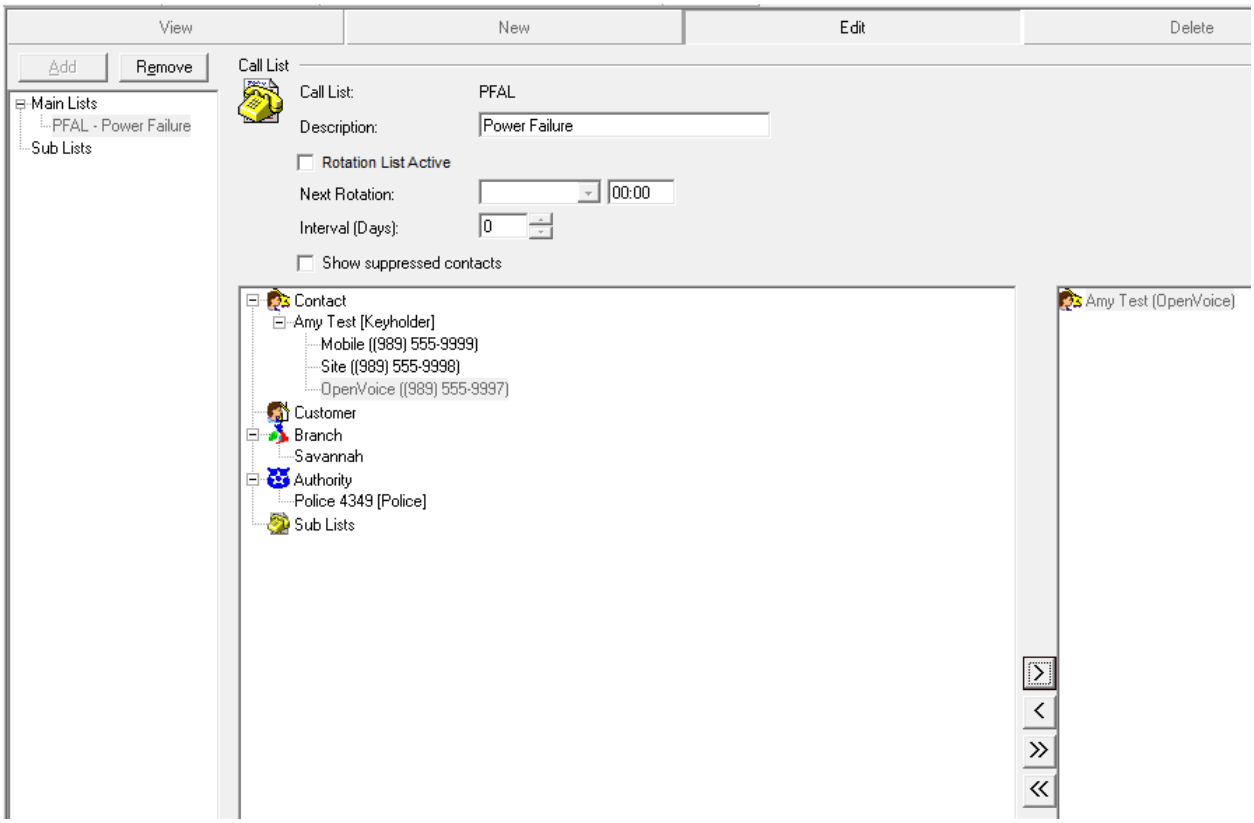


8. Select the Contact for whom you earlier added the OpenVoice phone number.
   Result: the number displays as shown in the following screenshot:



9. Select the OpenVoice number, and then click the right arrow icon shown in the following screenshot:

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

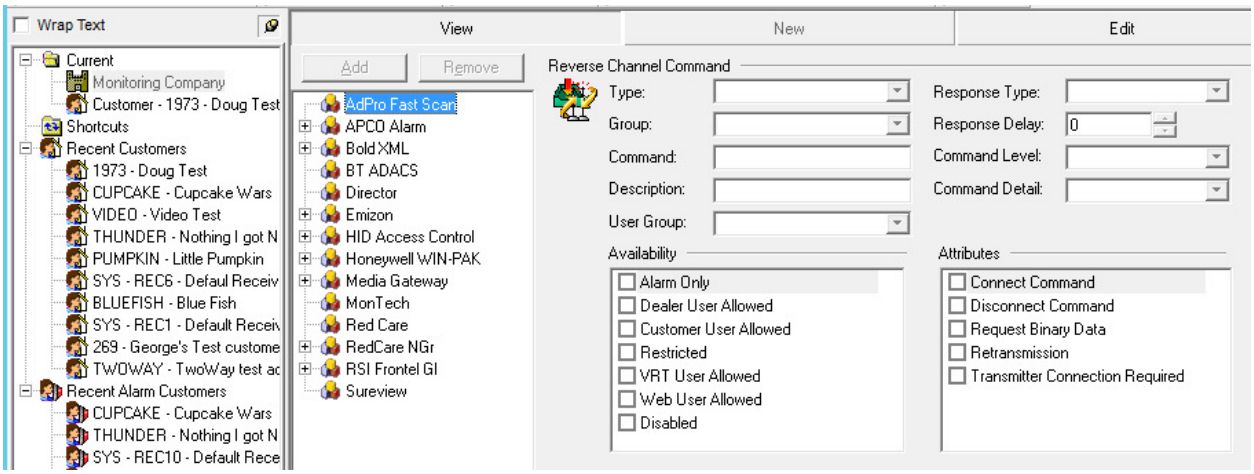


10. Click "**Save**".

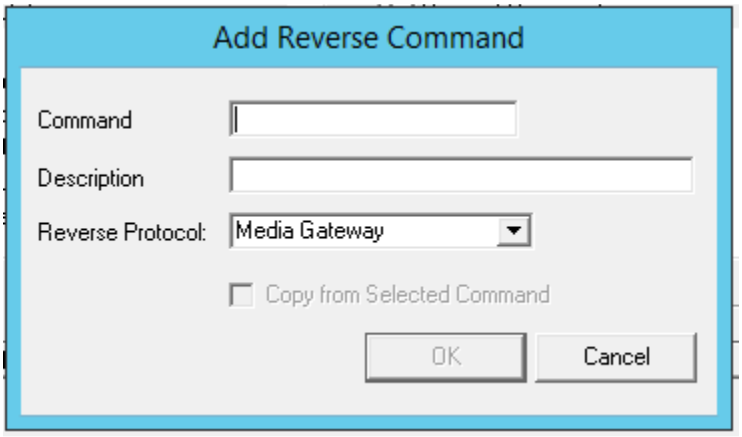
Adding the Reverse Channel Commands in Manitou

Perform the following steps to create the Reverse Channel Commands in Manitou:

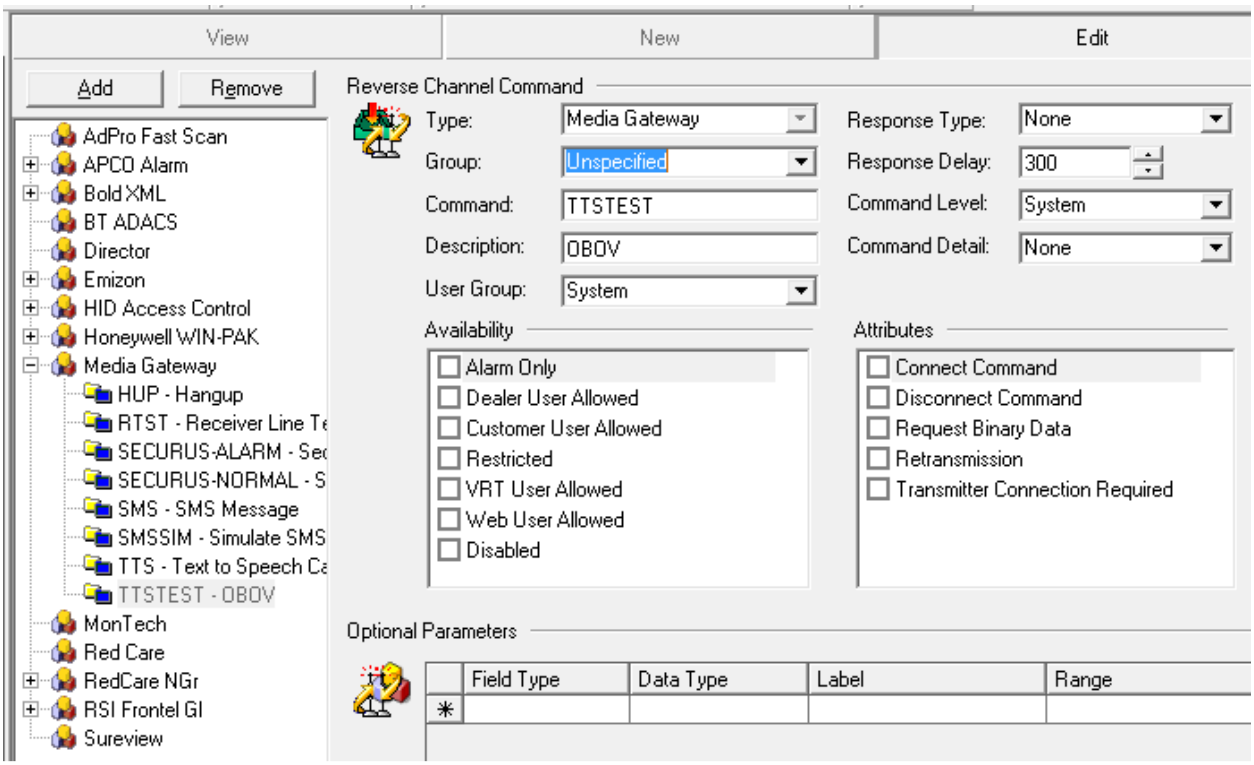
1. Open the Manitou Operator Workstation.
2. Navigate to the Maintenance menu, and select "Monitoring Company".
3. Select the "Reverse Command" option from the Jump To menu.
   Result: the "Reverse Channel Command" form displays as shown in the following screenshot:



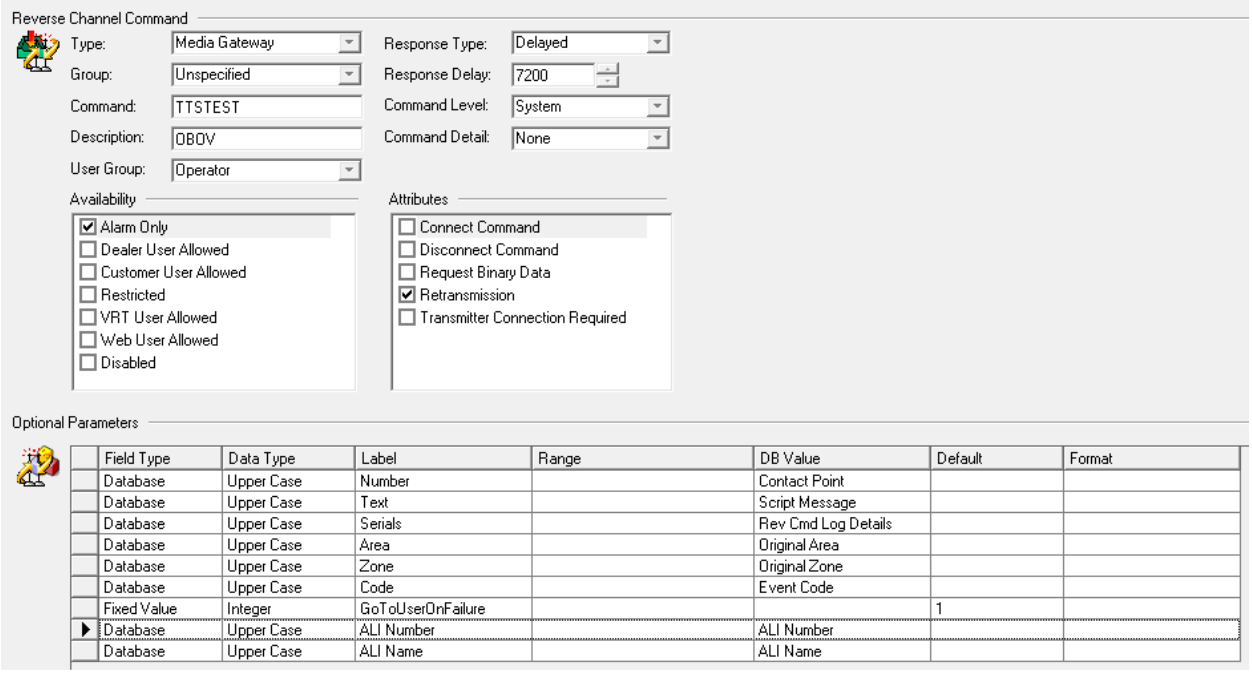
4. Select the "Media Gateway" node on the Navigation Tree, and then click "**Edit**" and "**Add**".
5. **Result:** the "Add Reverse Command" window displays as shown in the following screenshot:



6. Enter a command and a description into the appropriate fields, and then click "**OK**".
   Result: the "Add Reverse Command" window closes, and the Reverse Channel Command you just created displays as the selected item on the form as shown in the following screenshot:



7. Select the “Operator” option from the “User Group:” dropdown menu.
8. Select the “Delayed” option from the “Response Type:” dropdown menu.
9. Enter “7200” into the “Response Delay:” field.
10. Select the “Alarm Only” checkbox in the “Availability” area of the form.
11. Select the “Retransmission” checkbox in the “Attributes” area of the form.
12. Click at the right edge of the “Field Type” field in the “Optional Parameters” area of the form until a dropdown menu displays, and then select the “Database” option.
13. Click at the right edge of the “Data Type” field until a dropdown menu displays, and select the “Upper Case Text” option.
14. Enter “Number” into the “Label” field.
15. Click at the right edge of the “DB Value” field until a dropdown menu displays, and then select the “Contact Point” option.
    Note: the options in the dropdown menu display as categories and are not presented alphabetically.
16. Continue entering parameters in the “Optional Parameters” area of the form until your entries match the following screenshot:

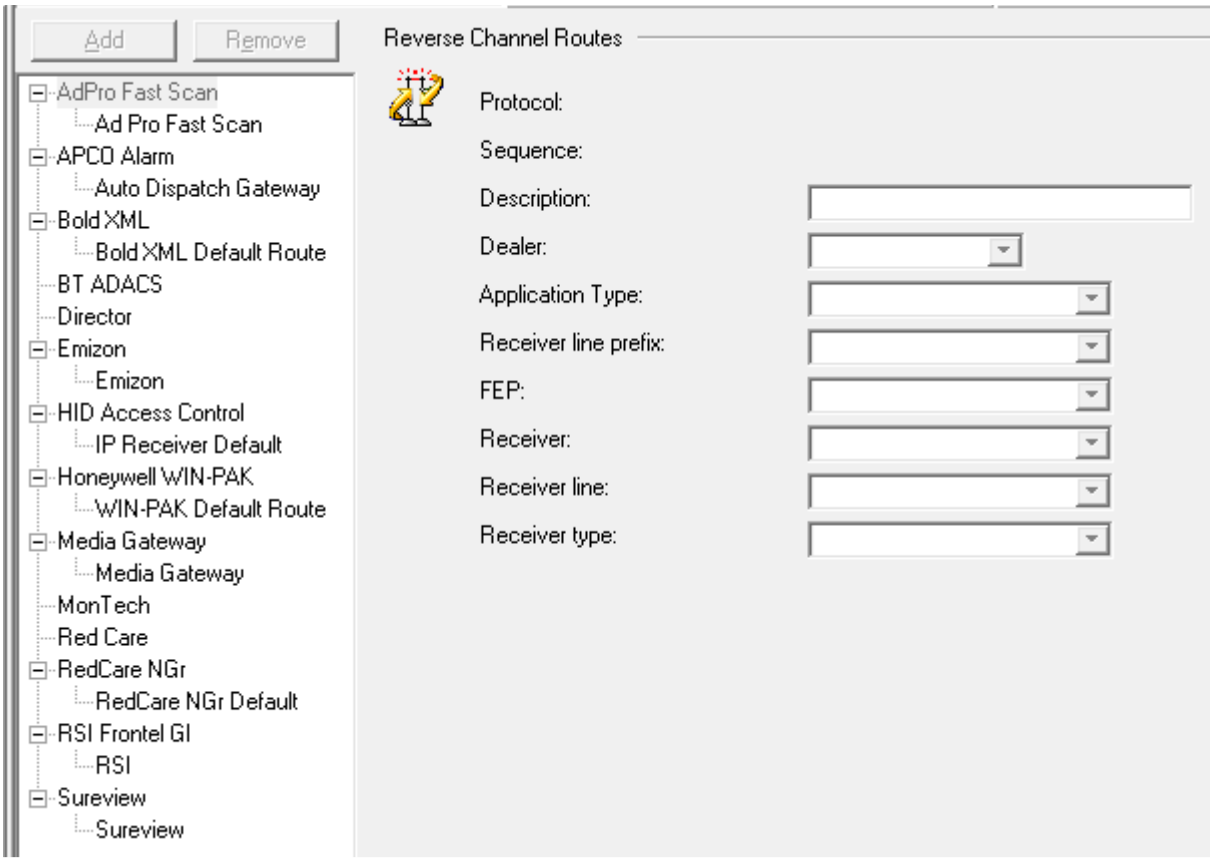


17. Click "**Save**".

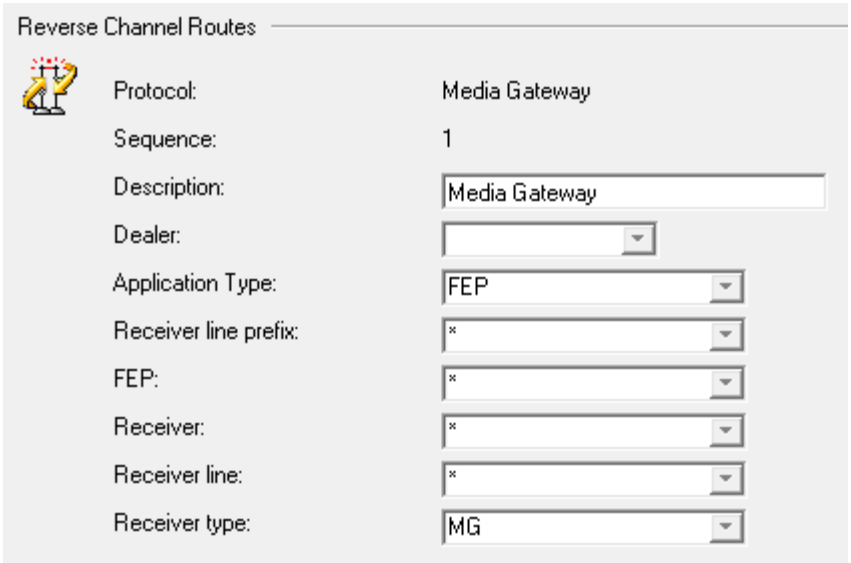
Adding the Reverse Channel Route in Manitou

Perform the following steps to add the Reverse Channel Route in Manitou:

1. Open the Manitou Supervisor Workstation.
2. Navigate to the Maintenance menu, and select "Setup" and then select "Reverse Channel Routes".
   Result: the "Reverse Channel Routes" form displays as shown in the following screenshot:



3. Select the “MediaGateway” node on the Navigation Tree.
   Result: the MediaGateway Reverse Channel Route configuration displays as shown in the following screenshot:



4. Confirm that your MediaGateway Reverse Channel Routes configuration matches the previous screenshot. If the entries you see do not match, go into Edit mode, make the necessary changes, and then click “**Save**”.
   Note: the “Receiver Type:” you select here must match the Receiver Type you previously added.

Adding the Script Message to an Action Pattern

Note: this section contains instructions for including an example PFAL (Power Failure) Call List in an Action Pattern. The PFAL Action Pattern example is intended to tie in with the AT Event Action Programming and PFAL Call List examples. These are meant to be used as examples only to demonstrate Manitou setup, and are not intended to be literally applied.

Now that you have created a script message, you must include it as part of an Action Pattern.

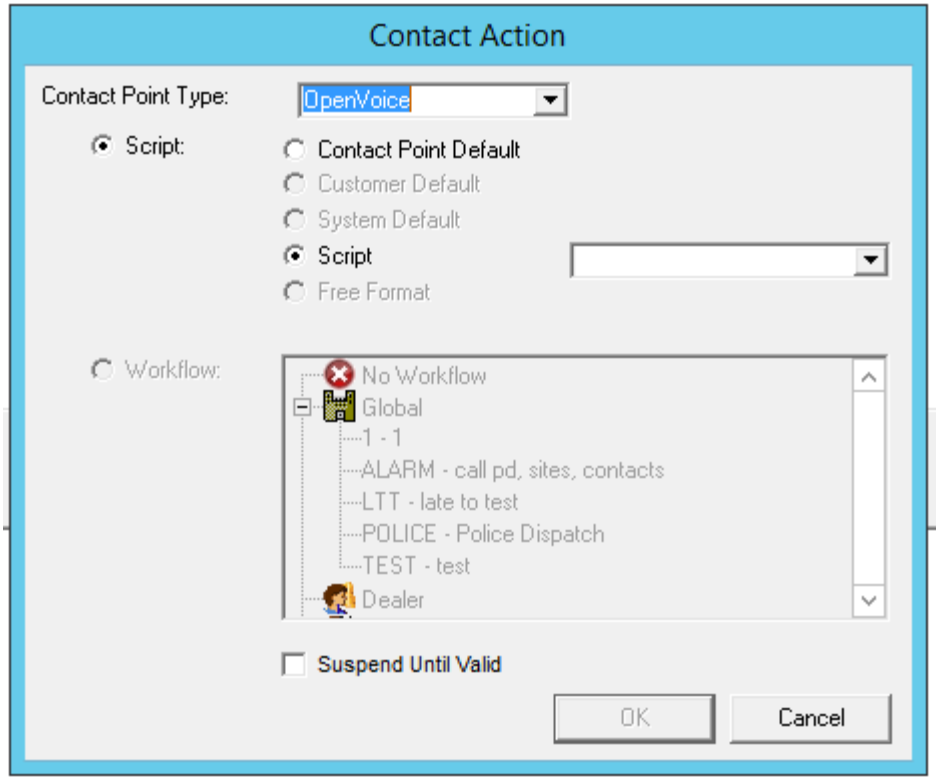
Perform the following steps to create an Action Pattern that includes your script message:

1. Open the Operator Workstation.
2. Open the record for the Customer for whom you want to use OpenVoice.
3. Click "Action Patterns" from the Jump To menu.
   Result: the Action Pattern Navigation Pane displays as shown in the following screenshot:

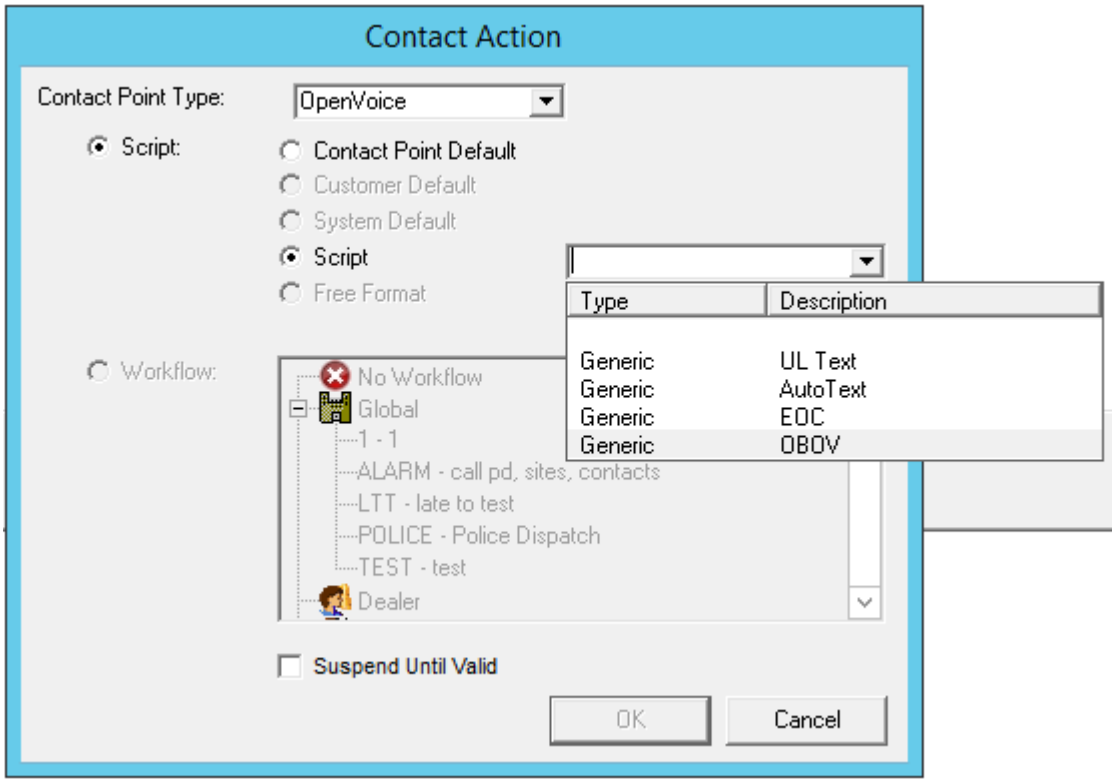
4. Select the "Customer" node as shown in the following screenshot:

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

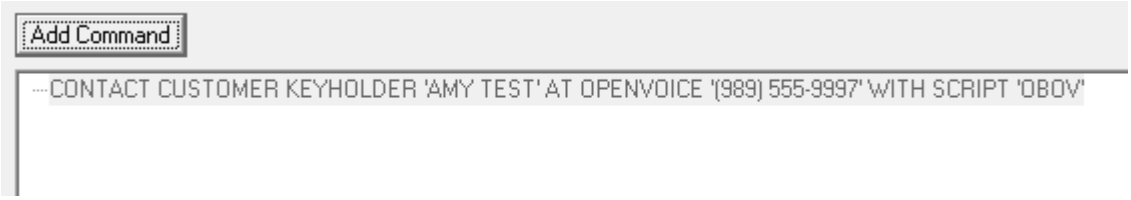
6. Enter an Action ID and a description into the appropriate fields.
7. If you want, select a category from the "Category:" dropdown list.
8. If you want, select the "Auto-Run" checkbox, and then click "**OK**".
   Note: having an Auto-Run designation is not necessary when you are operating in AutoClient mode.
9. Select the Action Pattern you just created from the Navigation Tree.
10. Select the OpenVoice Contact number you created for the Contact Point, and then click "**Add Command**".
    Result: the Contact Action window displays as shown in the following screenshot:



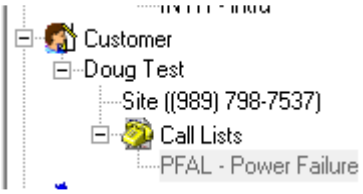
11. Select the script message you created from the "Script:" dropdown menu as shown in the following screenshot:



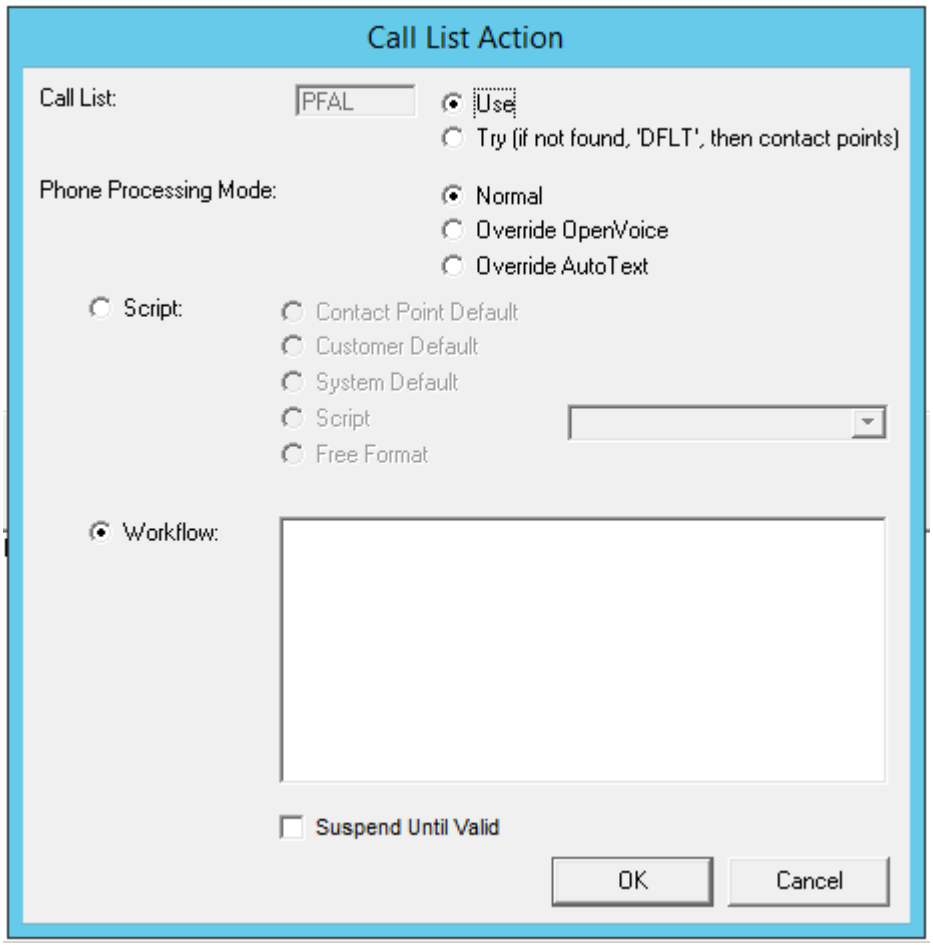
12. If you want, select the "Suspend Until Valid" checkbox.
13. Click "**OK**".
    Result: the command you added now displays in the window below the "Add Command" button as shown in the following screenshot:



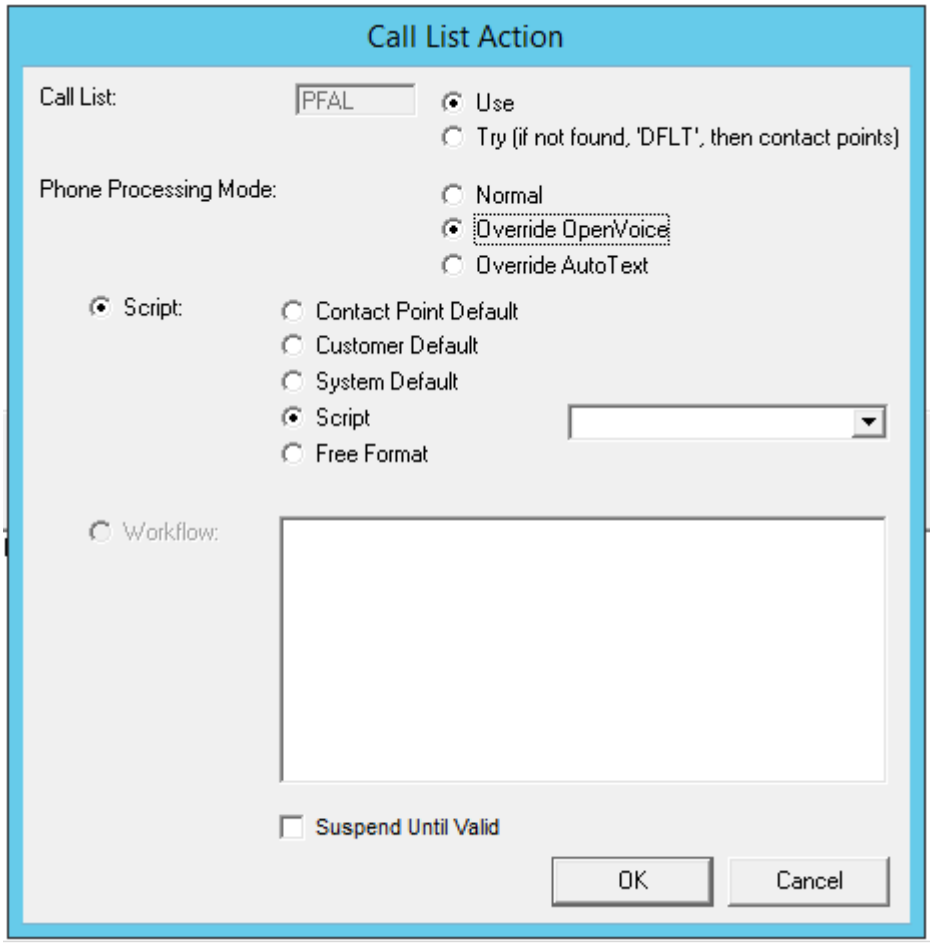
15. Select the Call List you created earlier as shown in the following screenshot:



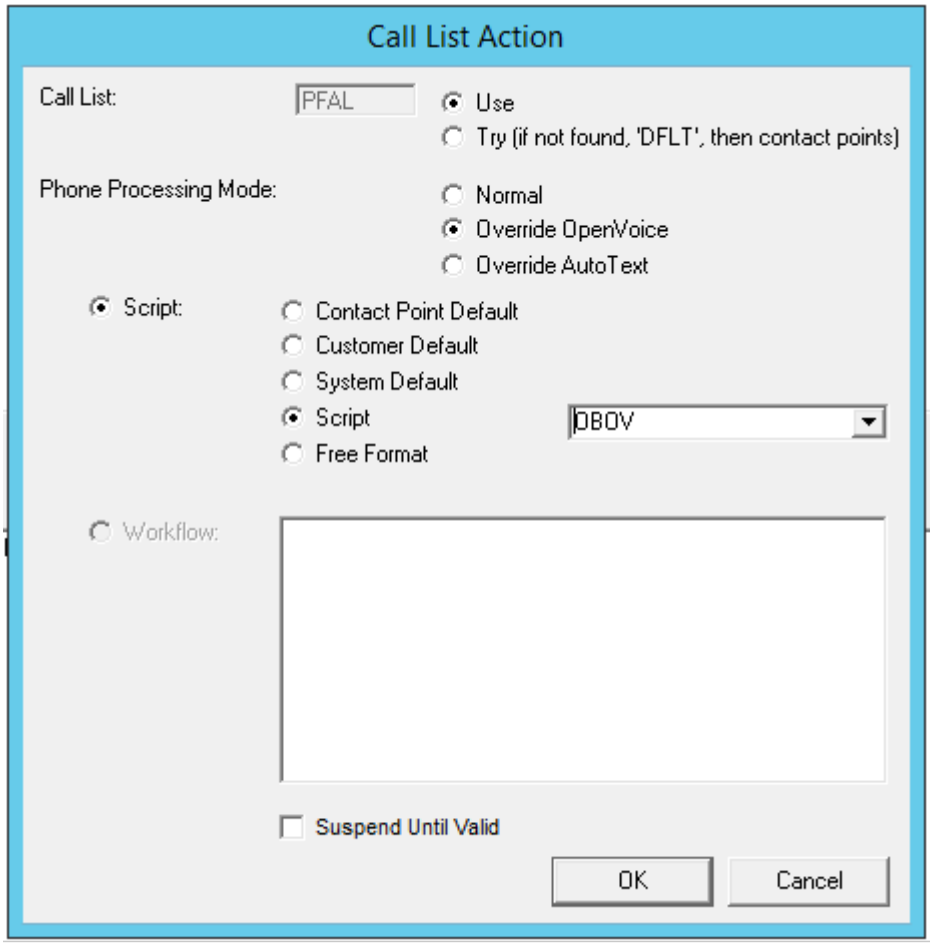
16. Click "**Add**".
    Result: the "Call List Action" window displays as shown in the following screenshot:



17. Select the “Override OpenVoice” option from the “Phone Processing Mode:” area of the form.
    Result: the “Script:” area of the form becomes enabled as shown in the following screenshot:



18. Select the “Script” option, and then select “OBOV” from the dropdown menu as shown in the following screenshot:



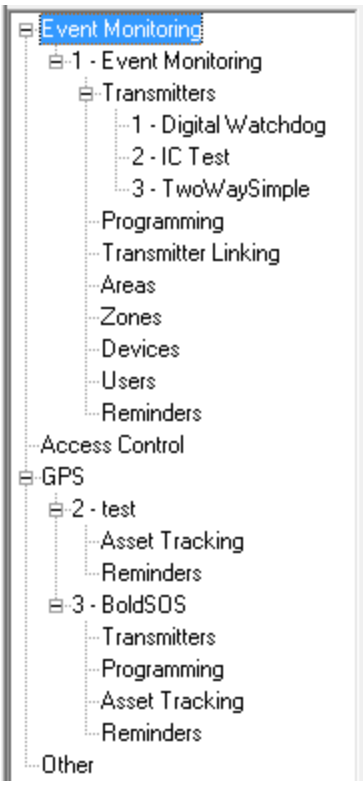
19. Click "**OK**".
20. Click "**Save**".

Adding Event Actions Programming in Manitou

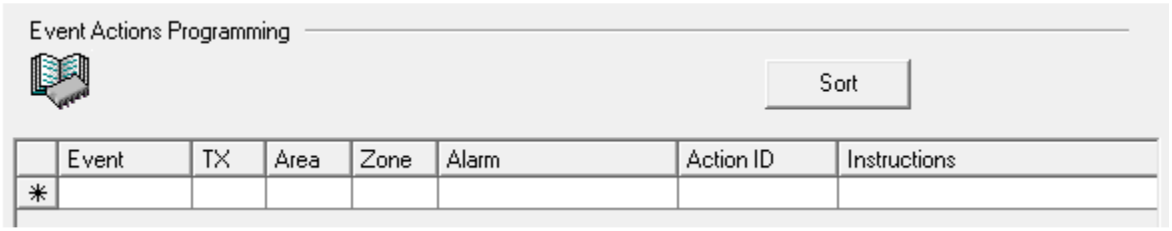
Note: this section contains example Event Actions Programming for an AT event (AC Trouble). The AT event example is intended to tie in with the PFAL (Power Failure) Call List and Action Pattern examples. These are meant to be used as examples only to demonstrate Manitou setup, and are not intended to be literally applied.

Perform the following steps to add Event Actions Programming:

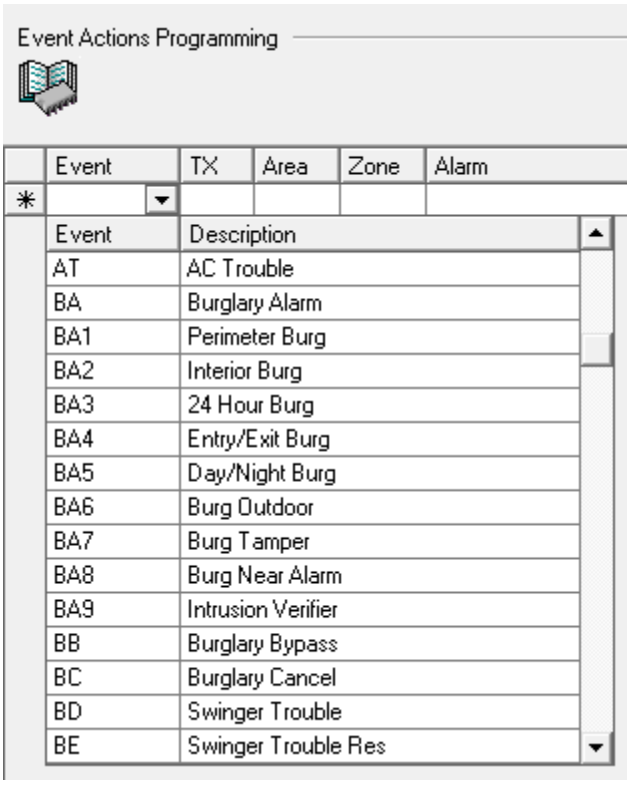
1. Open the Manitou Operator Workstation.
2. Select the Customer to whom you want to add Event Actions Programming.
3. Select the "Systems" option from the Jump To menu.
   Result: the following Navigation Tree displays:



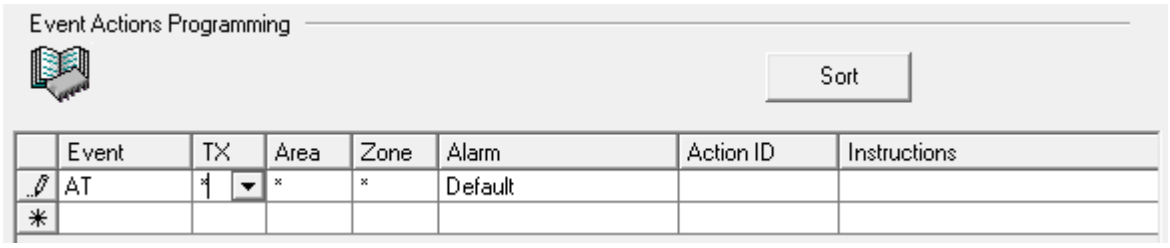
4. Select the "Programming" node, and click "**Edit**".
   Result: the "Event Actions Programming" area of the form now display as follows:



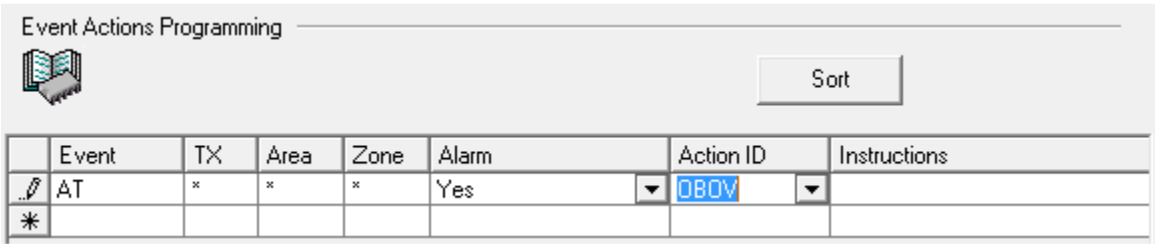
5. Click the right edge of the "Event" column until a dropdown menu displays, then select "AT" as shown in the following screenshot:



6. Click in the "TX" field.
   Result: the "TX", "Area", "Zone", and "Alarm" fields display populated as shown in the following screenshot:



7. Click at the right edge of the "Alarm" field, and select "Yes" from the dropdown menu that displays.
8. Click at the right edge of the "Action ID" field, and select the Action ID for the Action Pattern you previously created.
9. Your entries now match the following screenshot:



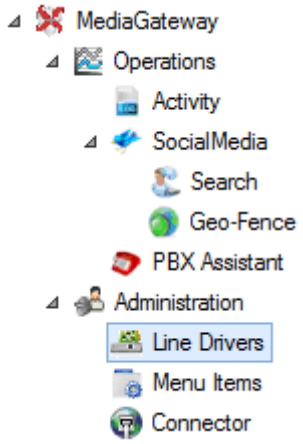
10. Click “**Save**”.

Activating the Line Driver in the MediaGateway 2

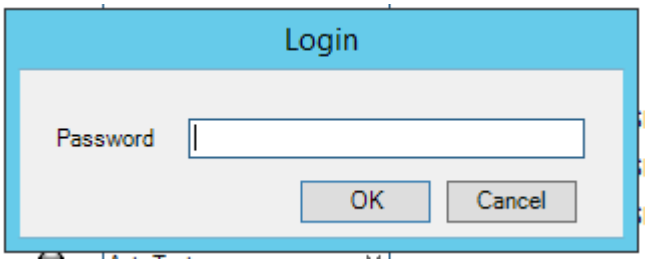
Now that your Manitou setup is complete, you must return to the MediaGateway 2 and activate the Line Driver you created earlier.

Perform the following steps to activate the Line Driver:

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

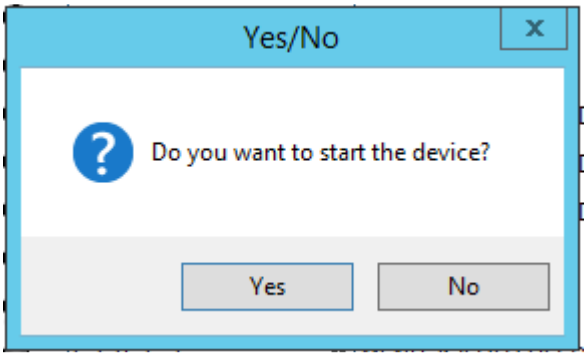


Result: the “Login” window displays as shown in the following screenshot:

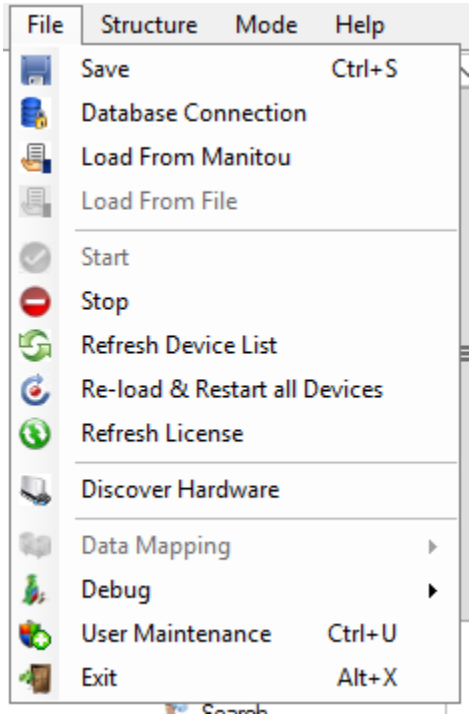


3. Enter your password, and click “**OK**”.
4. Navigate to the Outbound OpenVoice Line Driver you previously created, and select the checkbox next to the “Description” field as shown in the following screenshot:

Note: if the Line Driver checkbox is already selected, deselect and reselect it.
Result: the "Yes/No" dialog displays as shown in the following screenshot:



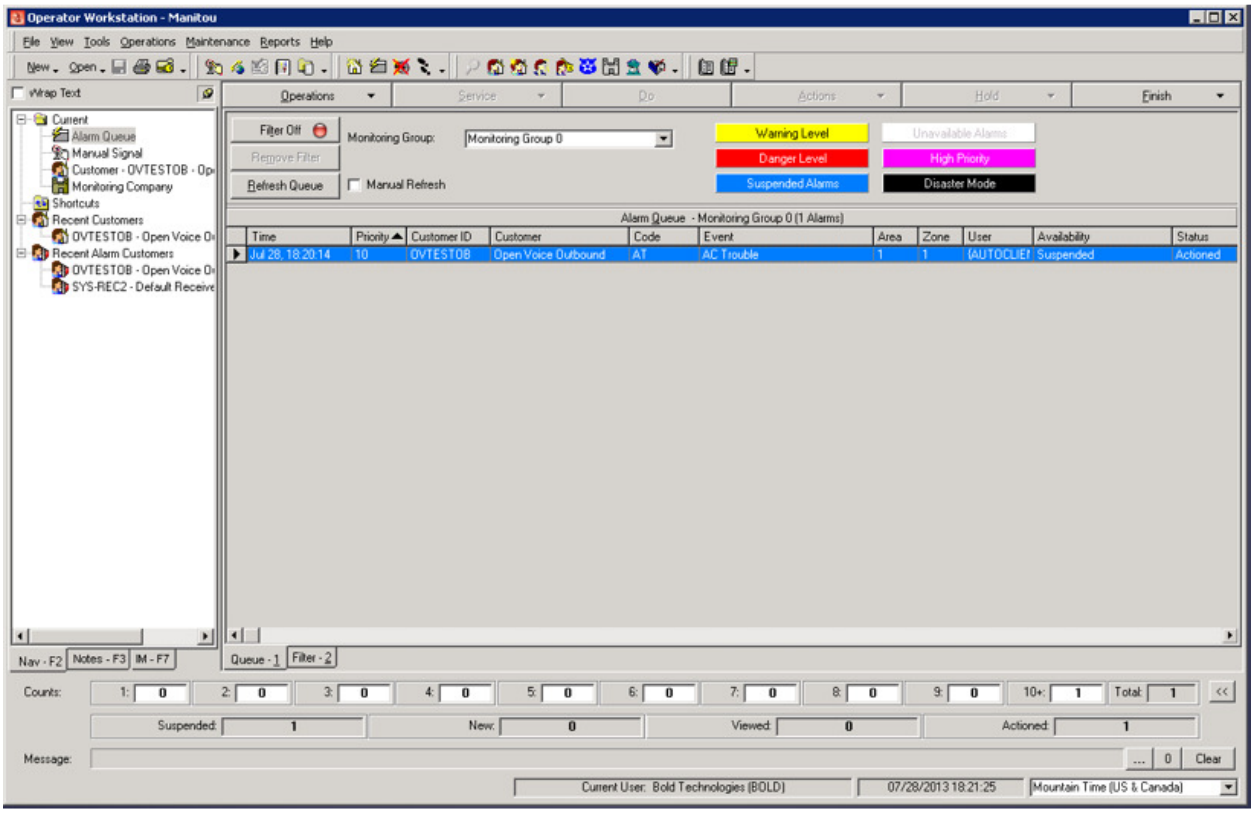
5. Click "**Yes**".
6. Click "**Save**".
7. Click "Re-load & Restart all Devices" as shown in the following screenshot:



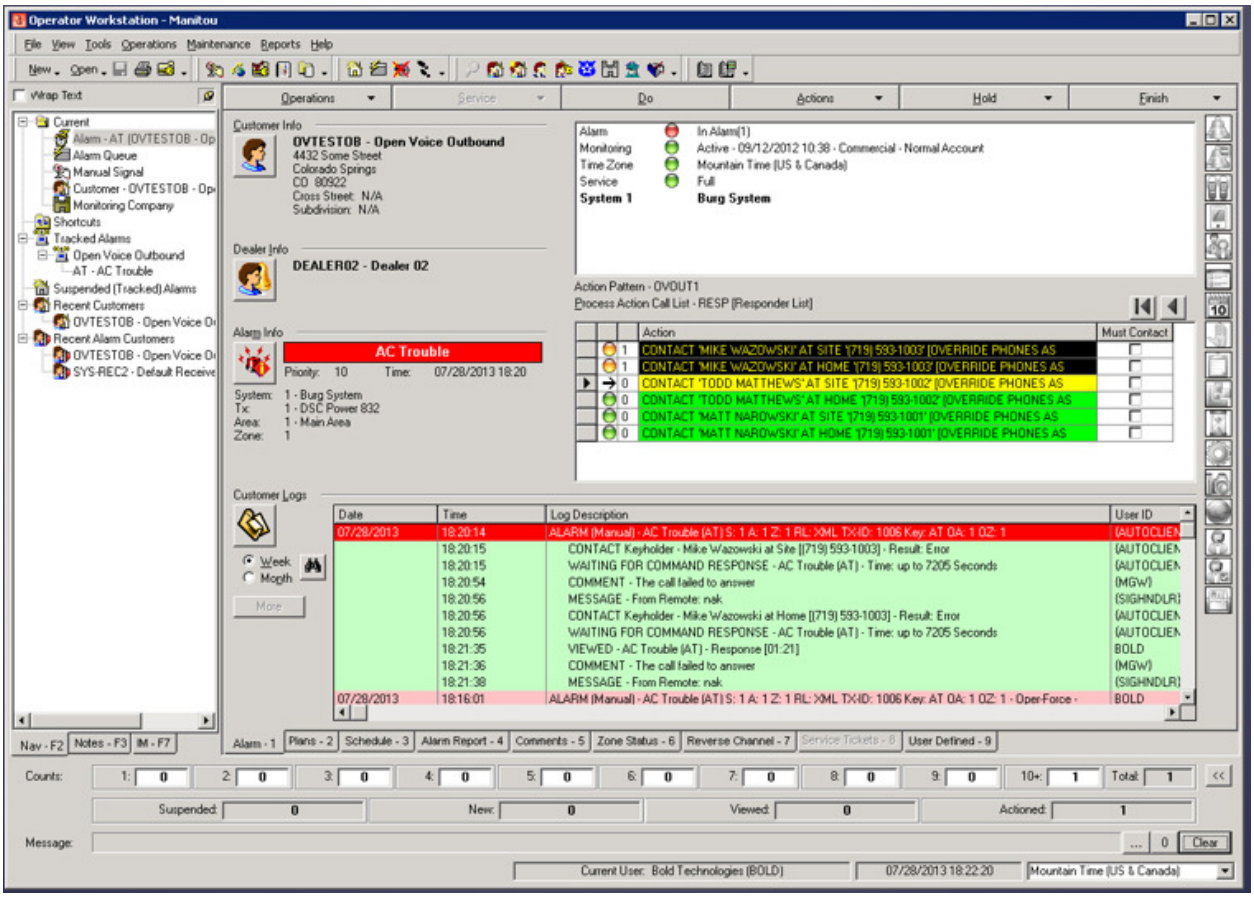
Receiving Outbound OpenVoice Alarms

This section includes screenshots of Outbound OpenVoice alarms presenting in Manitou and in the MediaGateway 2:

Manitou Alarm Queue:



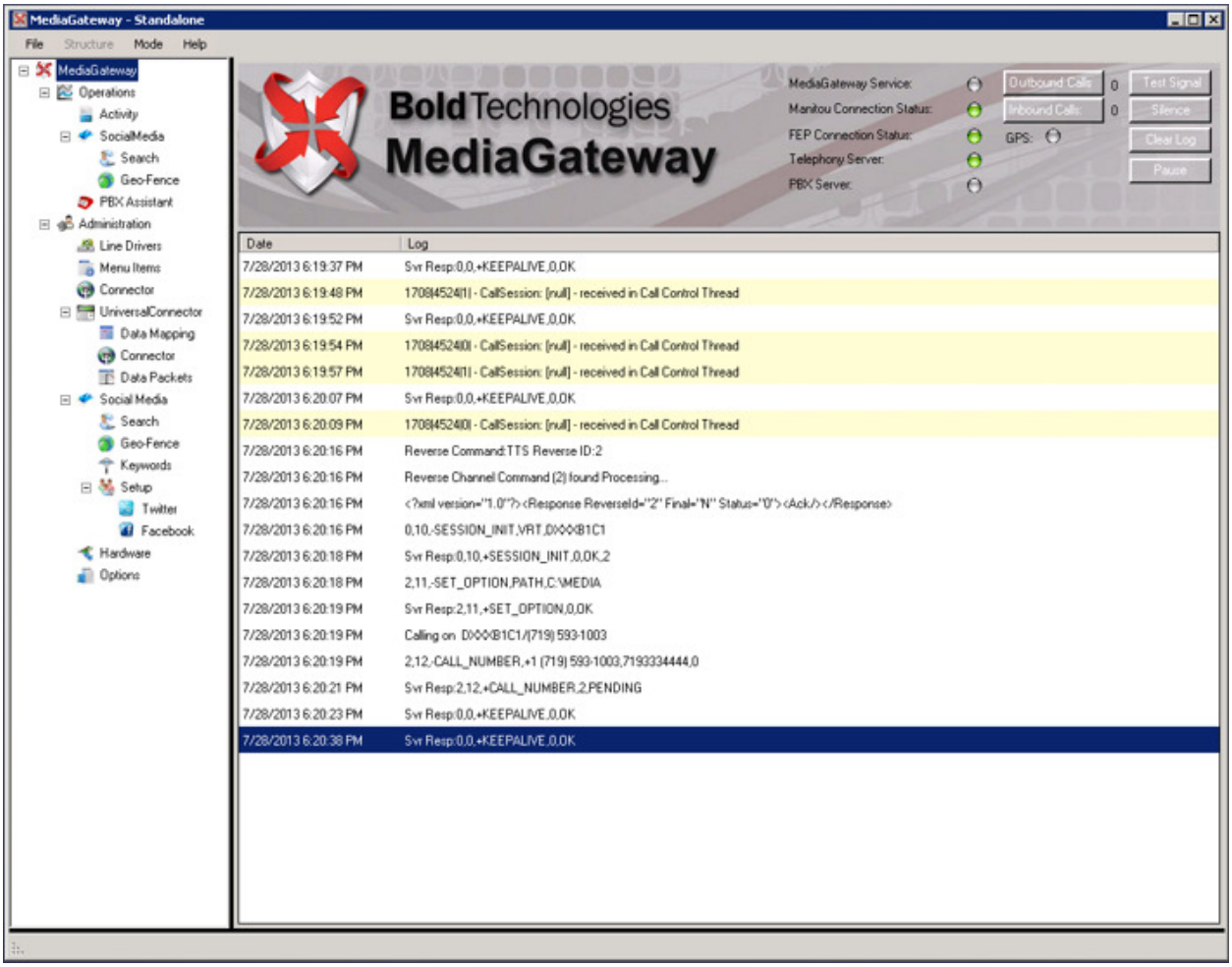
Manitou Alarm Handling Screen:



Manitou Log Viewer:

```
7/28/2013 18:57:45  Telephony Server  (0) System Control Thread Keepalive
7/28/2013 18:57:49  Telephony Server  (0) CMD: 0,145,-SESSION_INIT,VRT,DXXXB1C1
7/28/2013 18:57:49  Telephony Server  (4) Session thread starting...
7/28/2013 18:57:50  Telephony Server  (0) RSP: 0,145,+SESSION_INIT,0,OK,4
7/28/2013 18:57:50  Telephony Server  (4) CMD: 4,146,-SET_OPTION,PATH,C:\MEDIA
7/28/2013 18:57:51  Telephony Server  (4) RSP: 4,146,+SET_OPTION,0,OK
7/28/2013 18:57:51  Telephony Server  (4) CMD: 4,147,-CALL_NUMBER,+1 (719) 593-1002,7193334444,0
7/28/2013 18:57:52  Telephony Server  (dxxxB1C1) Really dialing: 5931002
7/28/2013 18:57:52  Telephony Server  (4) STA: NEW=DIALING [0x00000004], PREV=INIT [0x00000001], TRANS=CMD_CALL_NUMBER
7/28/2013 18:57:53  Telephony Server  (4) EVT: GCEV_DIALING on dxxxB1C1
7/28/2013 18:57:53  Telephony Server  MSG,dxxxB1C1: EventGcevDialing
7/28/2013 18:57:53  Telephony Server  (4) EVT: GCEV_PROCEEDING on dxxxB1C1
7/28/2013 18:57:53  Telephony Server  (4) EVT: GCEV_ALERTING on dxxxB1C1
7/28/2013 18:57:54  Telephony Server  (4) RSP: 4,147,+CALL_NUMBER,2,PENDING
```

MediaGateway 2 Activity Log:


MediaGateway - Standalone
File
Structure
Mode
Help
MediaGateway
Operations
Activity
SocialMedia
Search
Geo-Fence
PBX Assistant
Administration
Line Drivers
Menu Items
Connector
UniversalConnector
Data Mapping
Connector
Data Packets
Social Media
Search
Geo-Fence
Keywords
Setup
Twitter
Facebook
Hardware
Options
Bold Technologies
MediaGateway
MediaGateway Service:
Manitou Connection Status:
FEP Connection Status:
Telephony Server:
PBX Server:
Outbound Calls: 0
Inbound Calls: 0
GPS:
Test Signal
Silence
Clear Log
Pause
Date
Log
7/28/2013 6:19:37 PM Svr Resp:0,0,+KEEPALIVE,0,OK
7/28/2013 6:19:48 PM 1708|4524|1| - CallSession: [null] - received in Call Control Thread
7/28/2013 6:19:52 PM Svr Resp:0,0,+KEEPALIVE,0,OK
7/28/2013 6:19:54 PM 1708|4524|0| - CallSession: [null] - received in Call Control Thread
7/28/2013 6:19:57 PM 1708|4524|1| - CallSession: [null] - received in Call Control Thread
7/28/2013 6:20:07 PM Svr Resp:0,0,+KEEPALIVE,0,OK
7/28/2013 6:20:09 PM 1708|4524|0| - CallSession: [null] - received in Call Control Thread
7/28/2013 6:20:16 PM Reverse Command:TTS Reverse ID:2
7/28/2013 6:20:16 PM Reverse Channel Command (2) found Processing...
7/28/2013 6:20:16 PM <?xml version="1.0"?><Response ReverseId="2" Final="N" Status="0"><Ack/></Response>
7/28/2013 6:20:16 PM 0,10,-SESSION_INIT,VRT,0XXXB1C1
7/28/2013 6:20:18 PM Svr Resp:0,10,+SESSION_INIT,0,OK,2
7/28/2013 6:20:18 PM 2,11,-SET_OPTION,PATH,C:\MEDIA
7/28/2013 6:20:19 PM Svr Resp:2,11,+SET_OPTION,0,OK
7/28/2013 6:20:19 PM Calling on 0XXXB1C1/(719) 593-1003
7/28/2013 6:20:19 PM 2,12,-CALL_NUMBER,+1 (719) 593-1003,7193334444,0
7/28/2013 6:20:21 PM Svr Resp:2,12,+CALL_NUMBER,2,PENDING
7/28/2013 6:20:23 PM Svr Resp:0,0,+KEEPALIVE,0,OK
7/28/2013 6:20:38 PM Svr Resp:0,0,+KEEPALIVE,0,OK