



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.

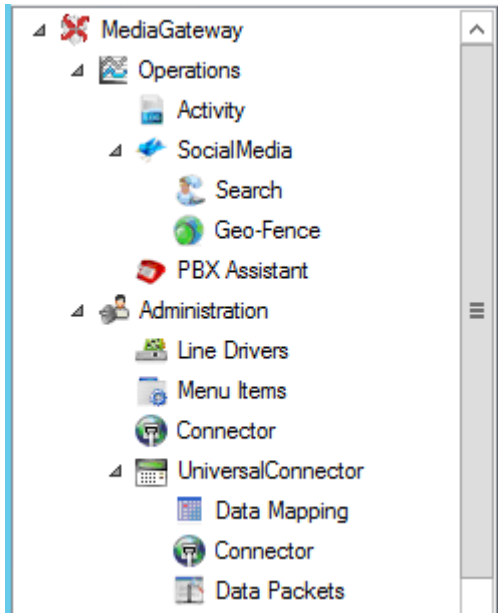
Setting up Outbound OpenVoice in the MediaGateway 2

Importing the Outbound OpenVoice Menu

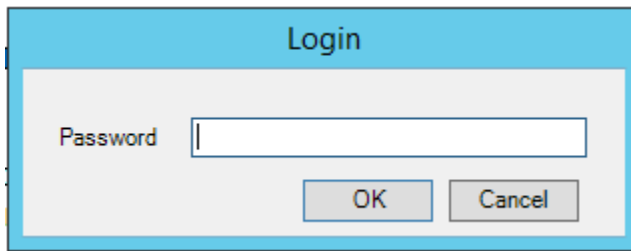
To set up Outbound OpenVoice in the MediaGateway 2, you must first import the “MS_OpenVoice Outbound Test Menu1.xml” menu. This menu is not currently included with the MediaGateway 2 software package. Please contact Bold Support to obtain the menu.

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

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

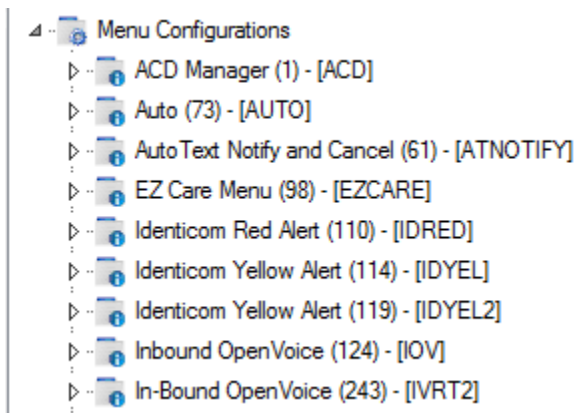


Result: the “Login” window displays as shown in the following screenshot:

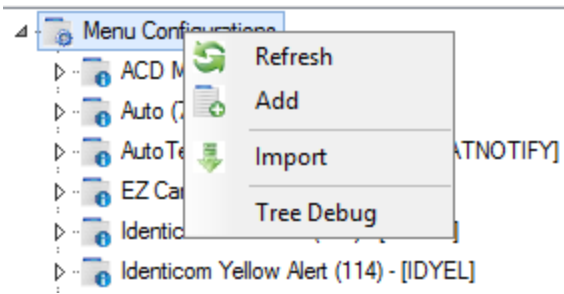


4. Enter your password, and then click “OK”.

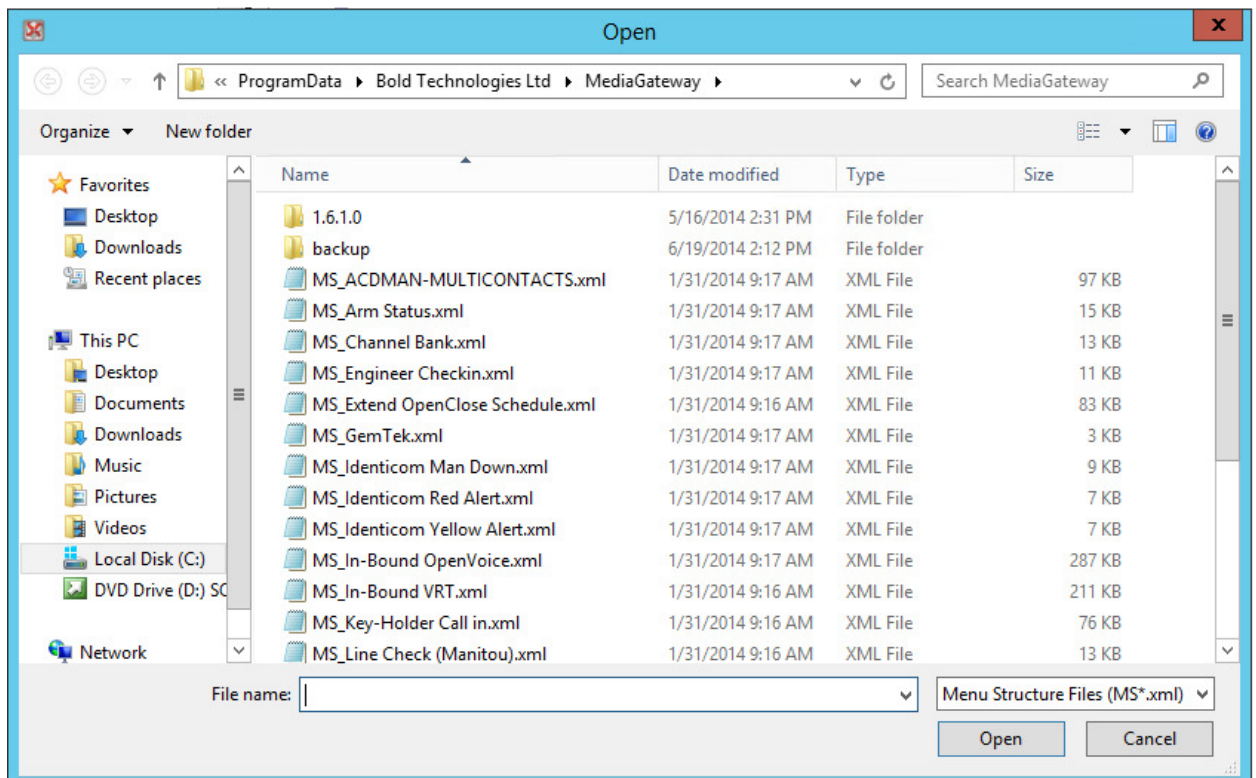
Result: the Menu Items window displays as shown in the following screenshot:



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

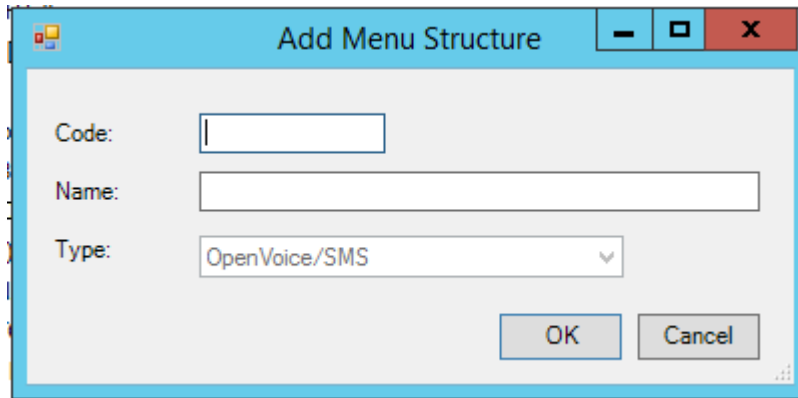


6. The “Open” window displays as shown in the following screenshot:



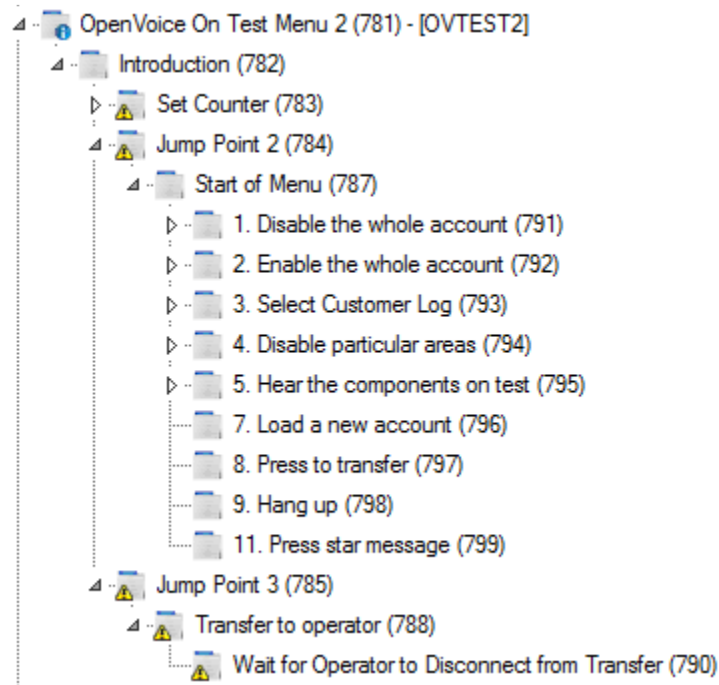
7. Navigate to the location where you saved the “MS_OpenVoice Oubound Test Menu1.xml” menu, and then click “Open”.

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:

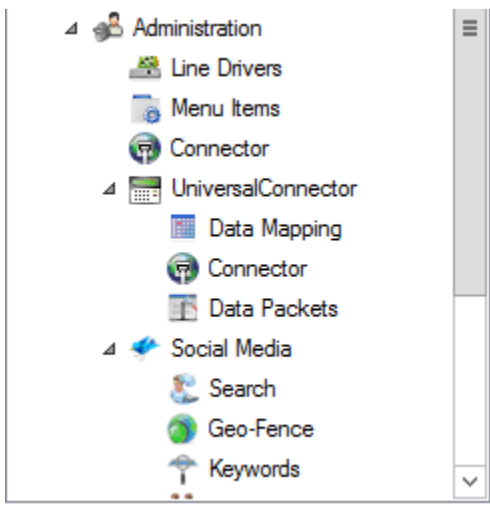


9. Modify the menu structure, as necessary.

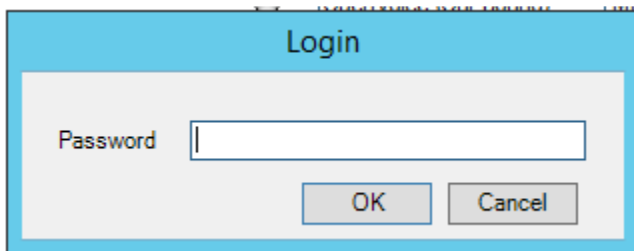
Setting Up the Line Driver in the MediaGateway 2

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”.

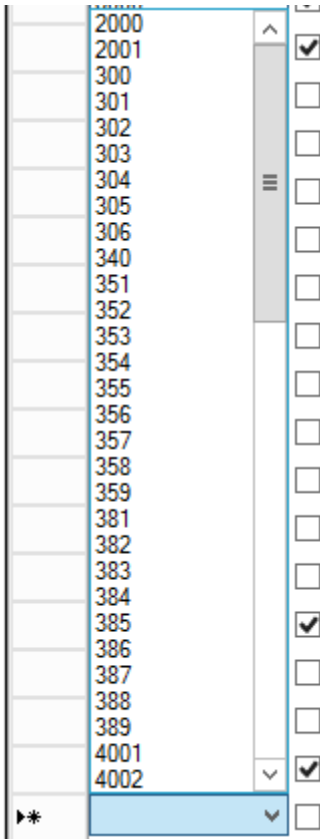
Result: the Line Drivers window displays as shown in the following screenshot:

Line Driver	Description	Status	Line Function	Properties	Driver
2000	<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:



- Select the Line Driver you want to add.

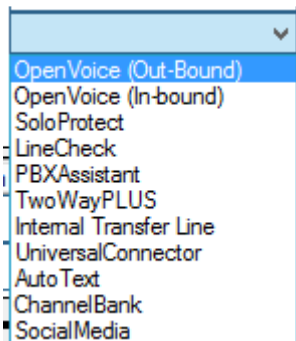
Result: the Line Driver you selected now displays as shown in the following screenshot:



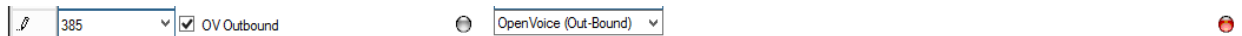
- Click in the “Description” field, and enter a description as shown in the following screenshot:



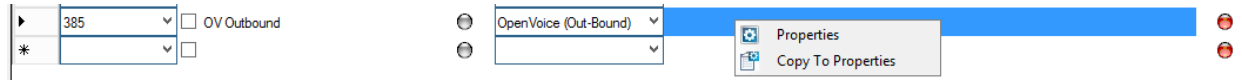
- Click the arrow in the Line Function field for the Line Driver you are creating, and select “OpenVoice (Out-Bound)” as shown in the following screenshot:



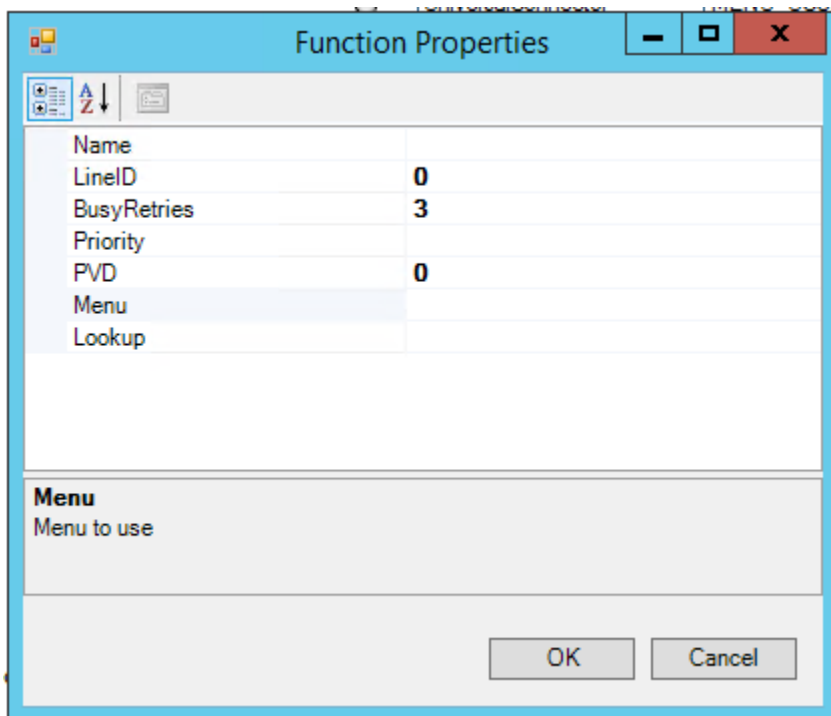
Result: OpenVoice (Out-Bound) now displays as your selected Line Function as shown in the following screenshot:



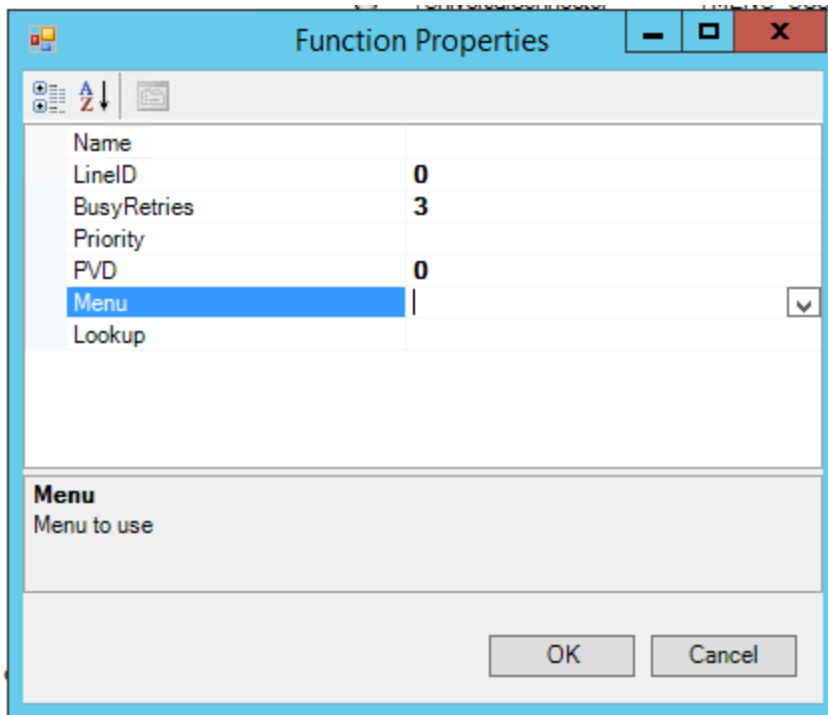
- Click in the “Properties” column for the line on which you are creating your new Line Driver, and then right-click in the field and select “Properties” as shown in the following screenshot:



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

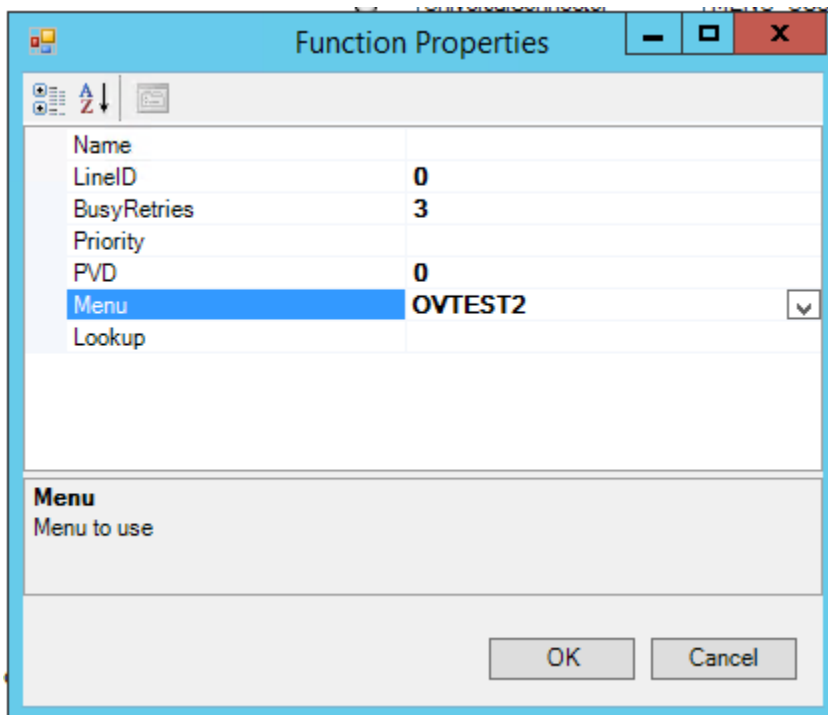


- Click at the right edge of the “Menu” line until a dropdown menu displays as shown in the following screenshot:



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

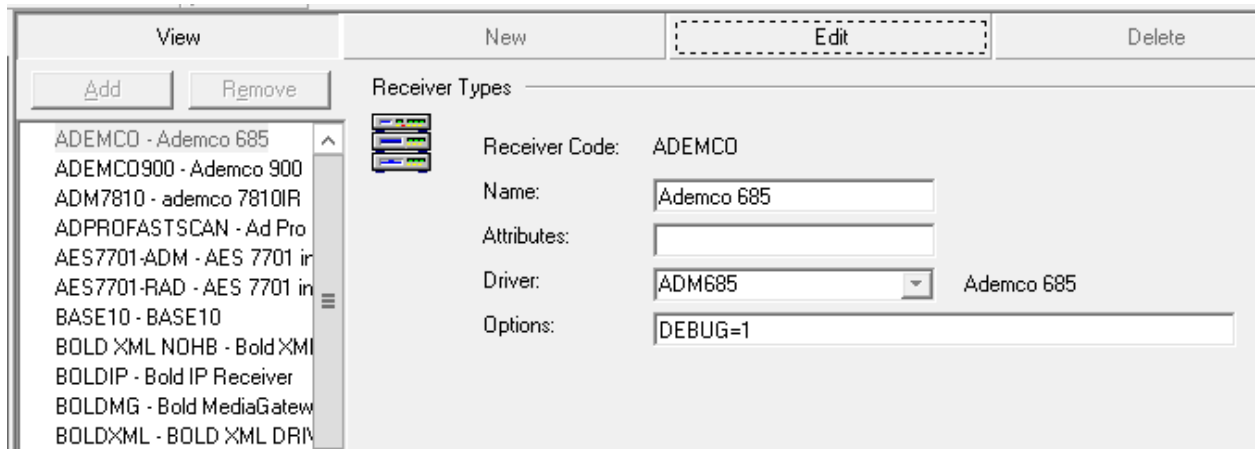
In addition to the setup you have already completed in the MediaGateway 2, you must also configure Outbound OpenVoice in Manitou.

Adding a Receiver Type in Manitou

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

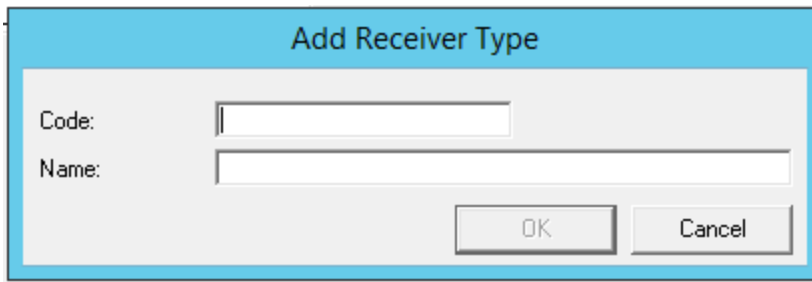
1. Open the Manitou Supervisor Workstation.
2. Navigate to the Maintenance menu, and select “Setup” and “Receiver Types”.

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:



Add Receiver Type

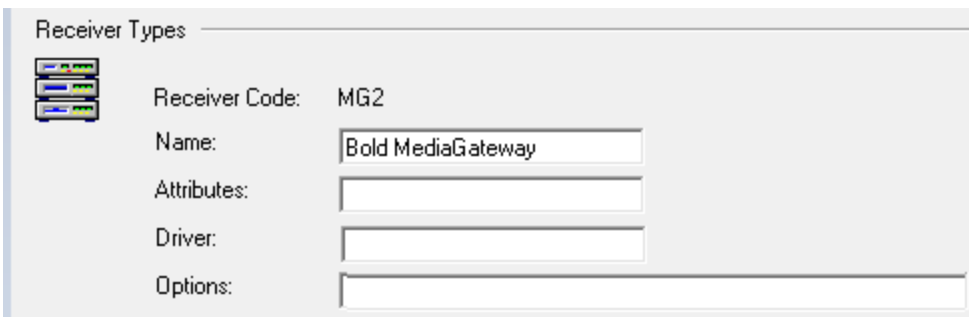
Code:

Name:


OK Cancel

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:



Receiver Types

 Receiver Code: MG2

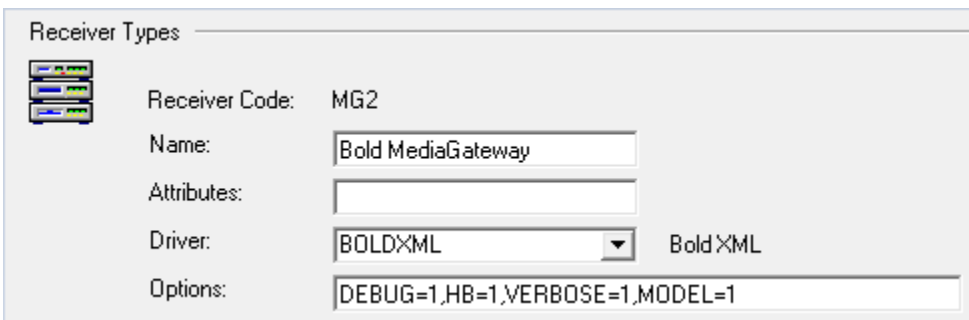
Name:

Attributes:


Driver:

Options:

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:



Receiver Types

 Receiver Code: MG2

Name:

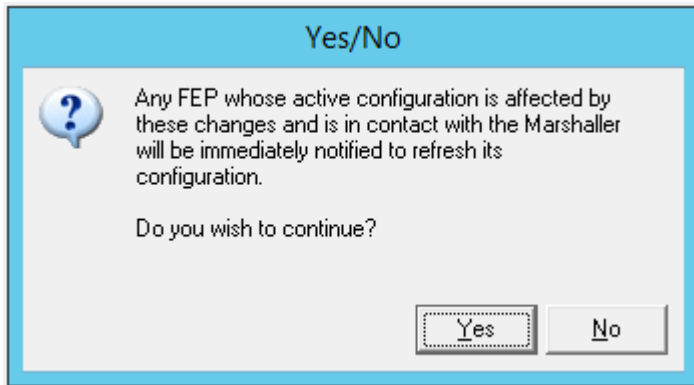
Attributes:

Driver: **BoldXML**

Options:

8. Click **“Save”**.

Result: a dialog displays as shown in the following screenshot:



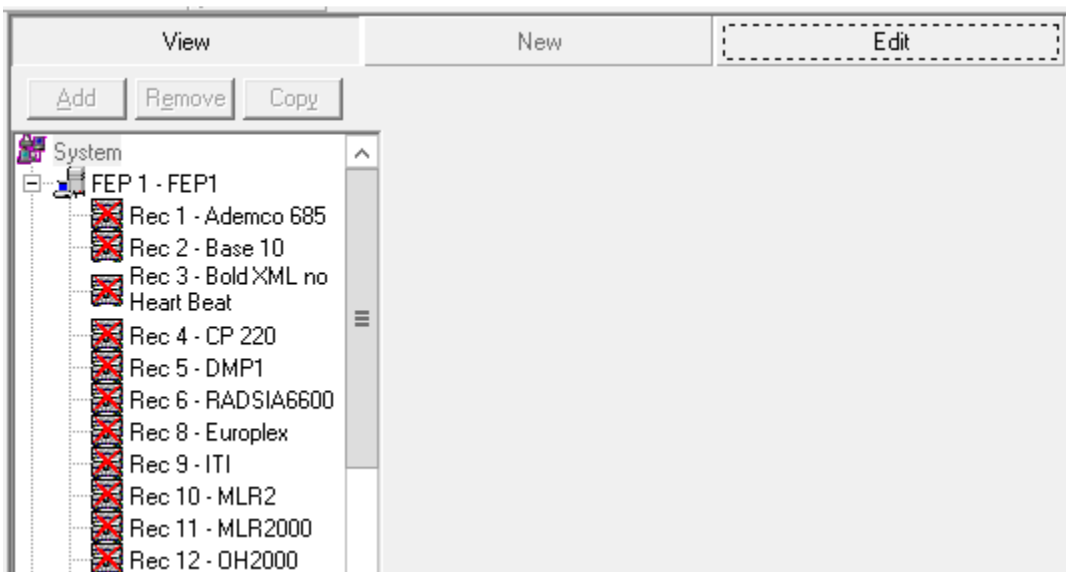
9. Click **"Yes"**.

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"**.



Add Receiver

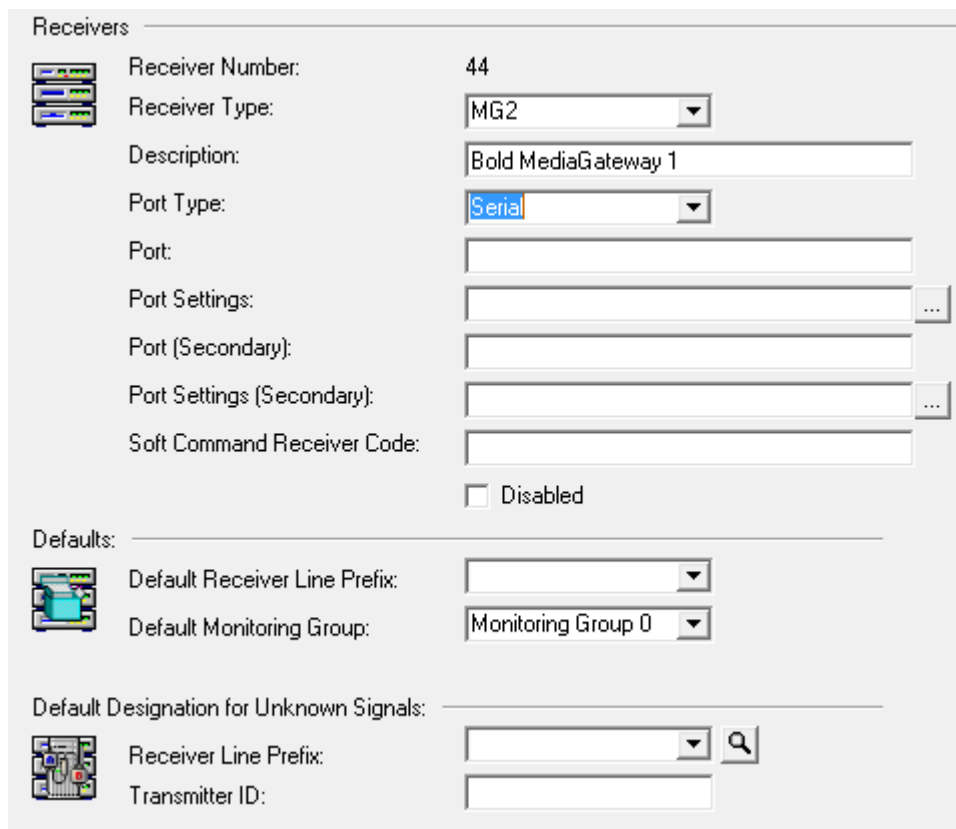
Receiver type:

Description:

Starting Number:

Number to 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**”.



Receivers

Receiver Number: 44

Receiver Type: MG2

Description: Bold MediaGateway 1

Port Type: Serial

Port:

Port Settings: ...

Port (Secondary):

Port Settings (Secondary): ...

Soft Command Receiver Code:

☐ Disabled

Defaults:

Default Receiver Line Prefix:

Default Monitoring Group: Monitoring Group 0


Default Designation for Unknown Signals:

Receiver Line Prefix:


Transmitter ID:

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:



Receivers


 Receiver Number: 44
 Receiver Type: MG2
 Description: Bold MediaGateway 1
 Port Type: TCP/IP (Out)
 Host IP:
 Port Number:
 Host IP (Secondary):
 Port Number (Secondary):
 Soft Command Receiver Code:
☐ Disabled

Defaults:


 Default Receiver Line Prefix:
 Default Monitoring Group: Monitoring Group 0

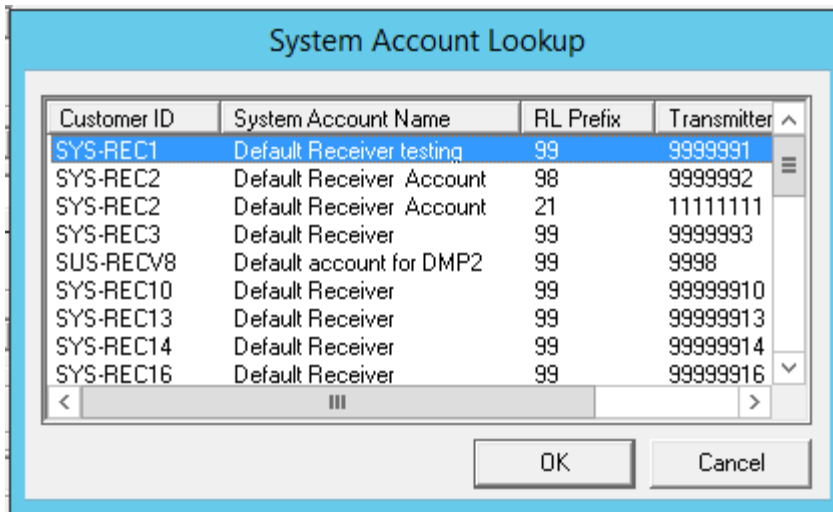
Default Designation for Unknown Signals:


 Receiver Line Prefix: 
 Transmitter ID:

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:

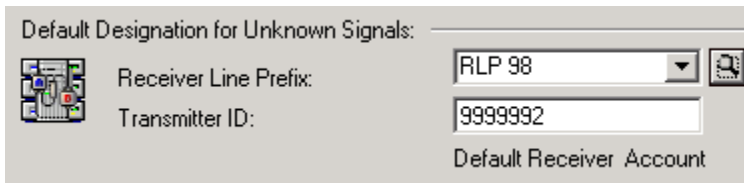


Result: the "System Account Lookup" window displays as shown in the following screenshot:



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:

Receivers

Receiver Number: 44

Receiver Type: MG2

Description: BoldMediaGateway 1

Port Type: TCP/IP (Out)

Host IP: localhost

Port Number: 6112

Host IP (Secondary):

Port Number (Secondary):

Soft Command Receiver Code:

☐ Disabled

Defaults:

Default Receiver Line Prefix: RL 00

Default Monitoring Group: Monitoring Group 0

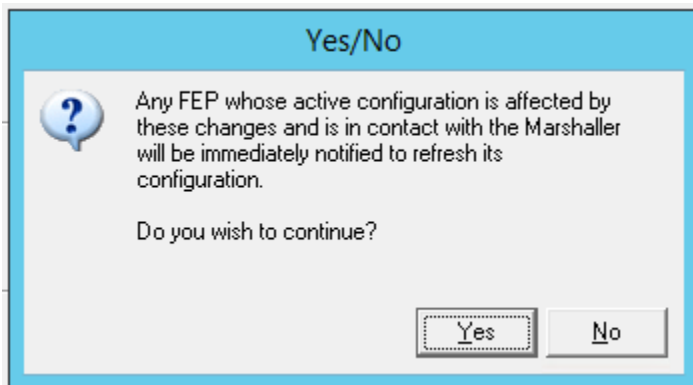
Default Designation for Unknown Signals:

Receiver Line Prefix: RLP 98

Transmitter ID: 9999992

Default Receiver Account

14. Click **“Save”**.



15. Click **“Yes”**.

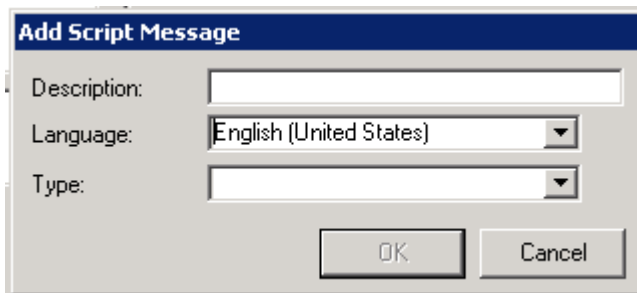
Creating the Script in Manitou

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".

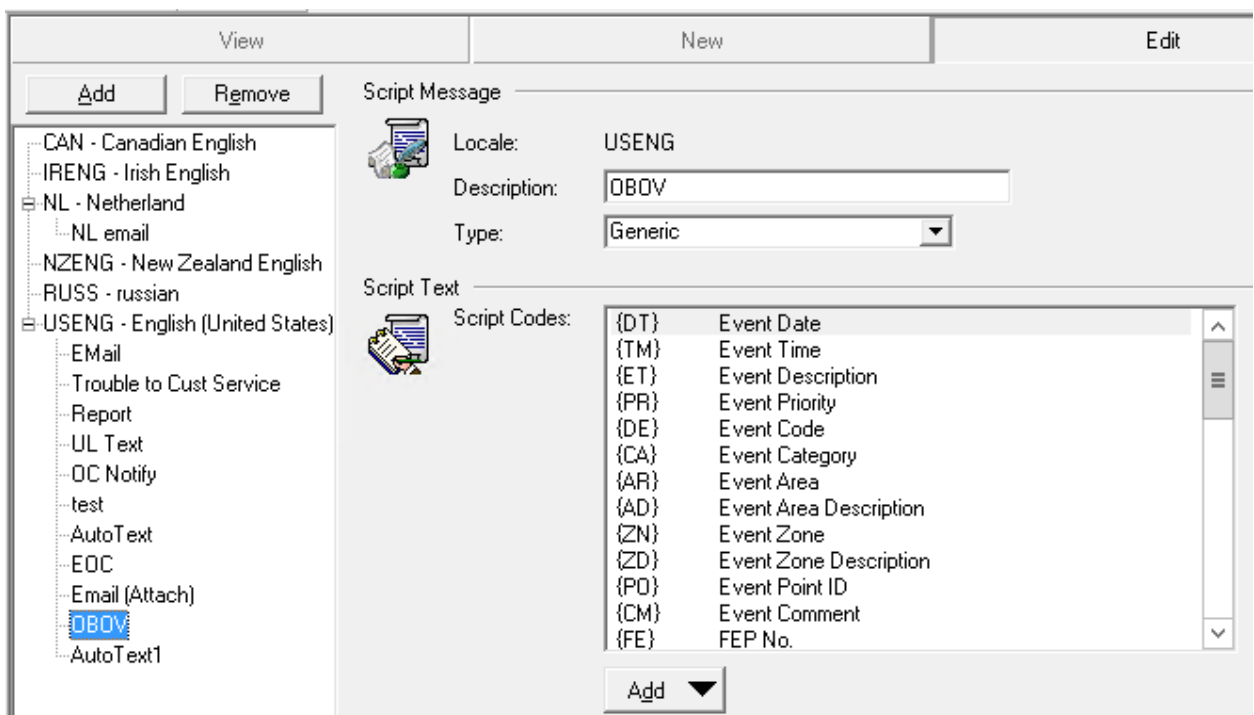
Result: the "Add Script Message" window displays as shown in the following screenshot:



The screenshot shows a dialog box titled "Add Script Message". It contains three input fields: "Description:" with an empty text box, "Language:" with a dropdown menu showing "English (United States)", and "Type:" with a dropdown menu. At the bottom right are "OK" and "Cancel" buttons.

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:



The screenshot shows the "Script Message" window. It has a tabbed interface with "View", "New", and "Edit" tabs. The "View" tab is active, showing a tree view on the left with "OBOV" selected under "USENG - English (United States)". The main area has two sections: "Script Message" and "Script Text". The "Script Message" section has fields for "Locale:" (USENG), "Description:" (OBOV), and "Type:" (Generic). The "Script Text" section has a "Script Codes:" list with various codes and descriptions, and an "Add" button at the bottom.

Script Codes	Description
{DT}	Event Date
{TM}	Event Time
{ET}	Event Description
{PR}	Event Priority
{DE}	Event Code
{CA}	Event Category
{AR}	Event Area
{AD}	Event Area Description
{ZN}	Event Zone
{ZD}	Event Zone Description
{PD}	Event Point ID
{CM}	Event Comment
{FE}	FEP No.

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

- Enter text for your script message into the "Script Text:" window.
- 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.
- If you want, click "**Demo**" to show how the script message will display to your recipient.

The screenshot shows the 'Script Message' configuration window in the Manitou Operator Workstation. The 'New' tab is selected. The left pane shows a tree of locales, with 'USENG - English (United States)' expanded. The main pane has two sections: 'Script Message' and 'Script Text'. The 'Script Message' section has fields for 'Locale' (USENG), 'Description' (OBOV), and 'Type' (Generic). The 'Script Text' section has a list of 'Script Codes' (e.g., {DT} Event Date, {TM} Event Time) and two text boxes: 'Script Text' and 'Script Text Demo'. The 'Script Text' box contains the text: 'Hello Customer, There has been a {ET} alarm at {NA} Premise located at {A1} {\$MCOVTEST2}'. The 'Script Text Demo' box shows the result: 'Hello Customer, There has been a Burglary alarm at Acme, Inc. Premise located at 421 Windchime Pl. {\$MCOVTEST2}'. A 'Demo' button is at the bottom.

- Click "**Save**".

Adding a Contact List in Manitou

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

- Open the Manitou Operator Workstation.
- 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:

The screenshot shows a software interface for managing contacts. On the left, there is a sidebar with a tree view containing 'Contact', 'Customer', and 'Agency'. Above the tree are 'Add' and 'Remove' buttons. The main area is titled 'Contact' and contains the following sections:

- Contact:** Fields for Contact ID, Name, Type, Title, Job Title, Birthday, and a 'Suppress' checkbox.
- Access:** A list of permissions with checkboxes, including 'Permissions Suspended', 'Can Open/Close Within Schedule', 'Can Open/Close Within Temp Open Window', 'Can Open/Close Anytime', 'Can Cancel Alarm', 'Can Authorize a Schedule Change', 'Can Put Entire Customer On Test', 'Can Put Designated System/Areas On Test', 'Can Edit Customer', and 'Can Give Out Customer Information'.
- Passwords:** Fields for Password, Web Access ID, Web Profile, OpenVoice ID, Max Test Time, and Temp Open Time.
- Availability:** Fields for Valid From, To, Inactive From, and To.

4. Click “Edit”, and then click “Add”.

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

Add Keyholder

☒ Keyholder ☐ Global Keyholder



Name:


Country:


Language:


Time Zone:

Contact

 Site 

Home 

Business 

Mobile 

OK Cancel

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:

Add Keyholder

☒ Keyholder ☐ Global Keyholder



Name:


Country:


Language:


Time Zone:

Contact

 Mobile 

Site 

Business 

Home 

OK Cancel

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:

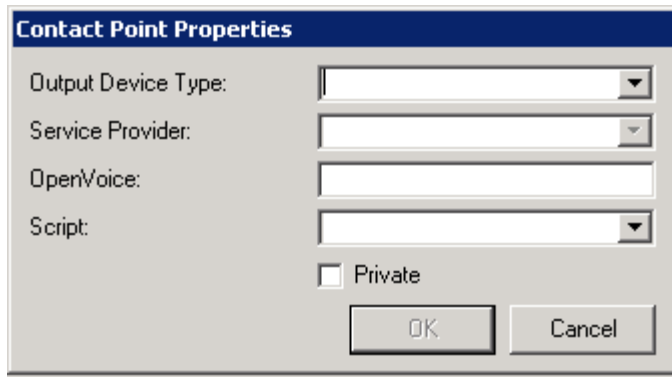
9. Select “OpenVoice”.

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:



Contact Point Properties

Output Device Type:

Service Provider:

OpenVoice:

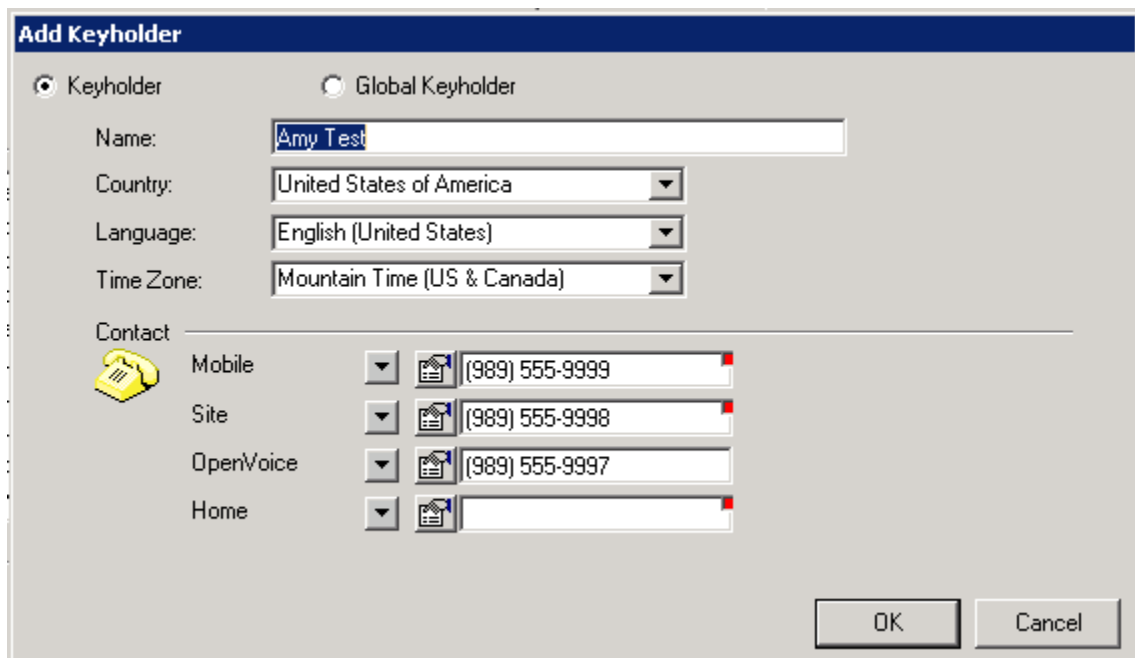
Script:

☐ Private

OK Cancel

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:



Add Keyholder

☒ Keyholder ☐ Global Keyholder


Name:

Country:

Language:

Time Zone:

Contact

	Mobile	<input type="text" value="(989) 555-9999"/>
	Site	<input type="text" value="(989) 555-9998"/>
	OpenVoice	<input type="text" value="(989) 555-9997"/>
	Home	<input type="text"/>

OK Cancel

15. Click "OK".

Result: the "Add Keyholder" window closes, and the "Contact" form displays as shown in the following screenshot:

The screenshot shows the 'Contact' form in the Manitou software. The form is organized into four main sections:

- Contact:** Contains fields for 'Contact ID', 'Name' (filled with 'Amy Test'), 'Type' (filled with 'Keyholder'), 'Title', 'Suffix', 'Job Title', and 'Birthday'. There is also a 'Suppress' checkbox.
- Access:** Features a list of permissions, each with a checkbox. The permissions include: 'Permissions Suspended', 'Can Open/Close Within Schedule', 'Can Open/Close Within Temp Open Window', 'Can Open/Close Anytime', 'Can Cancel Alarm', 'Can Authorize a Schedule Change', 'Can Put Entire Customer On Test', 'Can Put Designated System/Areas On Test', 'Can Edit Customer', and 'Can Give Out Customer Information'.
- Passwords:** Includes fields for 'Password', 'Web Access ID', 'Web Profile', 'OpenVoice ID', 'Max Test Time' (set to 0), and 'Temp Open Time' (set to 0).
- Availability:** Contains fields for 'Valid From', 'To', 'Inactive From', and 'To'.

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:

Type	Contacts
Keyholder	Amy Test ^{xxxx}
Branch	1 - Savannah
Authority	4349 - Police 4349
Customer	1973 - Doug Test

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:

Call List Members			
Type	Contacts	PFAL	
► Keyholder	Amy Test***		
Branch	1 - Savannah		
Authority	4349 - Police 4349		
Customer	1973 - Doug Test		

- 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:

The screenshot shows the 'Call List' form with the following details:

- Call List:** PFAL
- Description:** Power Failure
- ☐ **Rotation List Active**
- Next Rotation:** [Dropdown] 00:00
- Interval (Days):** 0
- ☐ **Show suppressed contacts**
- Contact List:**
 - Contact
 - Amy Test [Keyholder]
 - Customer
 - 1973 - Doug Test
 - Branch
 - 1 - Savannah
 - Authority
 - 4349 - Police 4349
 - Sub Lists

- Select the Contact for whom you earlier added the OpenVoice phone number.

Result: the number displays as shown in the following screenshot:

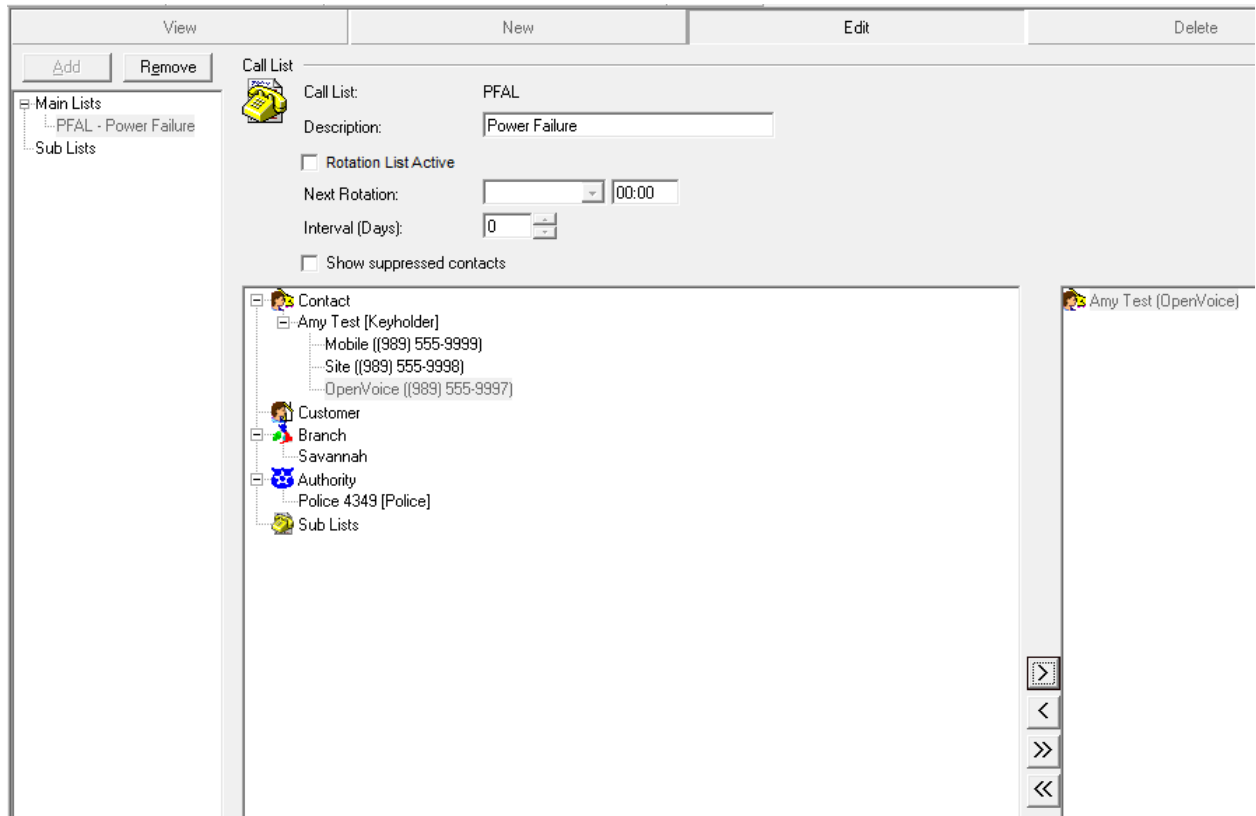
The screenshot shows the contact list with the following details:

- Contact:** Amy Test [Keyholder]
 - Mobile ((989) 555-9999)
 - Site ((989) 555-9998)
 - OpenVoice ((989) 555-9997)
- Customer
 - 1973 - Doug Test
- Branch
 - 1 - Savannah
- Authority
 - 4349 - Police 4349
- Sub Lists

- 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:



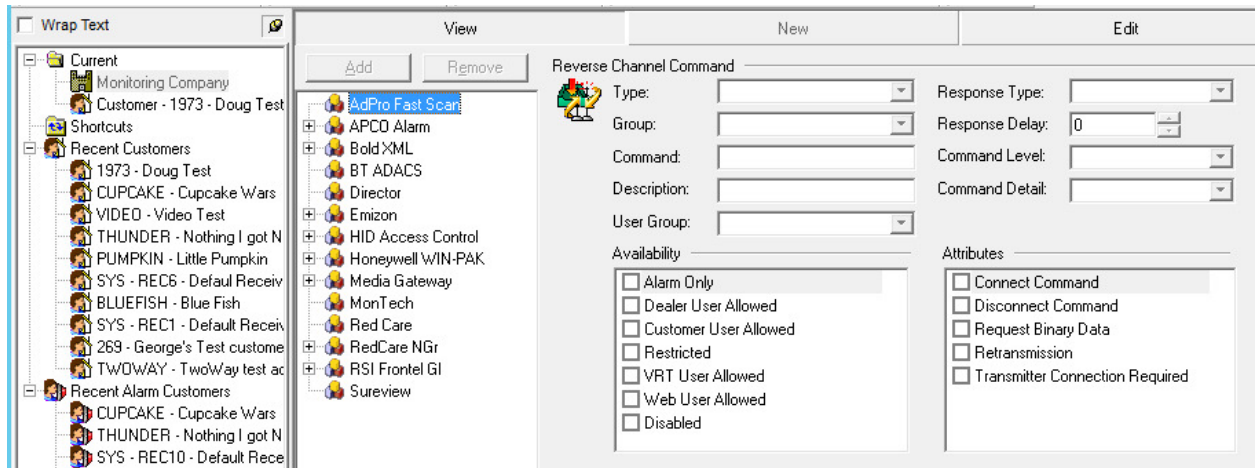
10. Click **“Save”**.

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:

View New Edit

Add Remove

Reverse Channel Command

Type: Media Gateway Response Type: None

Group: Unspecified Response Delay: 300

Command: TTSTEST Command Level: System

Description: OBOV Command Detail: None

User Group: System

Availability

☐ Alarm Only

☐ Dealer User Allowed

☐ Customer User Allowed

☐ Restricted

☐ VRT User Allowed

☐ Web User Allowed

☐ Disabled

Attributes

☐ Connect Command

☐ Disconnect Command

☐ Request Binary Data

☐ Retransmission

☐ Transmitter Connection Required

Optional Parameters

	Field Type	Data Type	Label	Range
*				

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:

Reverse Channel Command

Type: Response Type:

Group: Response Delay:

Command: Command Level:

Description: Command Detail:

User Group:

Availability

☒ Alarm Only

☐ Dealer User Allowed

☐ Customer User Allowed

☐ Restricted

☐ VRT User Allowed

☐ Web User Allowed

☐ Disabled

Attributes

☐ Connect Command

☐ Disconnect Command

☐ Request Binary Data

☒ Retransmission

☐ Transmitter Connection Required

Optional Parameters

	Field Type	Data Type	Label	Range	DB Value	Default	Format
	Database	Upper Case	Number		Contact Point		
	Database	Upper Case	Text		Script Message		
	Database	Upper Case	Serials		Rev Cmd Log Details		
	Database	Upper Case	Area		Original Area		
	Database	Upper Case	Zone		Original Zone		
	Database	Upper Case	Code		Event Code		
	Fixed Value	Integer	GoToUserOnFailure			1	
	Database	Upper Case	ALI Number		ALI Number		
	Database	Upper Case	ALI Name		ALI Name		

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:

Reverse Channel Routes

Navigation Tree:

- [-] AdPro Fast Scan
 - Ad Pro Fast Scan
- [-] APCD Alarm
 - Auto Dispatch Gateway
- [-] Bold XML
 - Bold XML Default Route
- BT ADACS
- Director
- [-] Emizon
 - Emizon
- [-] HID Access Control
 - IP Receiver Default
- [-] Honeywell WIN-PAK
 - WIN-PAK Default Route
- [-] Media Gateway
 - Media Gateway
- MonTech
- Red Care
- [-] RedCare NGr
 - RedCare NGr Default
- [-] RSI Frontel GI
 - RSI
- [-] Sureview
 - Sureview

Configuration Fields:

Protocol:

Sequence:

Description:

Dealer:

Application Type:

Receiver line prefix:

FEP:

Receiver:

Receiver line:

Receiver type:

3. Select the “MediaGateway” node on the Navigation Tree.

Result: the MediaGateway Reverse Channel Route configuration displays as shown in the following screenshot:

Reverse Channel Routes

Configuration Fields:

Protocol: Media Gateway

Sequence: 1

Description:

Dealer:

Application Type:

Receiver line prefix:

FEP:

Receiver:

Receiver line:

Receiver type:

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:

Contact Action

Contact Point Type: **OpenVoice**

☒ Script:
 ☐ Contact Point Default
 ☐ Customer Default
 ☐ System Default
 ☒ Script
 ☐ Free Format

☐ Workflow:

No Workflow
 Global
 1 - 1
 ALARM - call pd, sites, contacts
 LTT - late to test
 POLICE - Police Dispatch
 TEST - test
 Dealer

☐ Suspend Until Valid

OK Cancel

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

Contact Action

Contact Point Type: **OpenVoice**

☒ Script:
 ☐ Contact Point Default
 ☐ Customer Default
 ☐ System Default
 ☒ Script
 ☐ Free Format

☐ Workflow:

No Workflow
 Global
 1 - 1
 ALARM - call pd, sites, contacts
 LTT - late to test
 POLICE - Police Dispatch
 TEST - test
 Dealer

☐ Suspend Until Valid

OK Cancel

Type	Description
Generic	UL Text
Generic	AutoText
Generic	EOC
Generic	OBQV

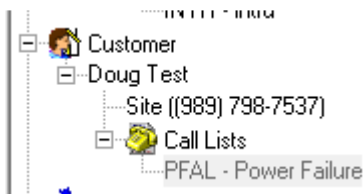
12. If you want, select the "Suspend Until Valid" checkbox.

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:

Call List Action

Call List: ☒ Use ☐ Try (if not found, 'DFLT', then contact points)

Phone Processing Mode: ☒ Normal ☐ Override OpenVoice ☐ Override AutoText

☐ Script: ☐ Contact Point Default ☐ Customer Default ☐ System Default ☐ Script ☐ Free Format

☒ Workflow:

☐ Suspend Until Valid

OK Cancel

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:

Call List Action

Call List: ☒ Use ☐ Try (if not found, 'DFLT', then contact points)

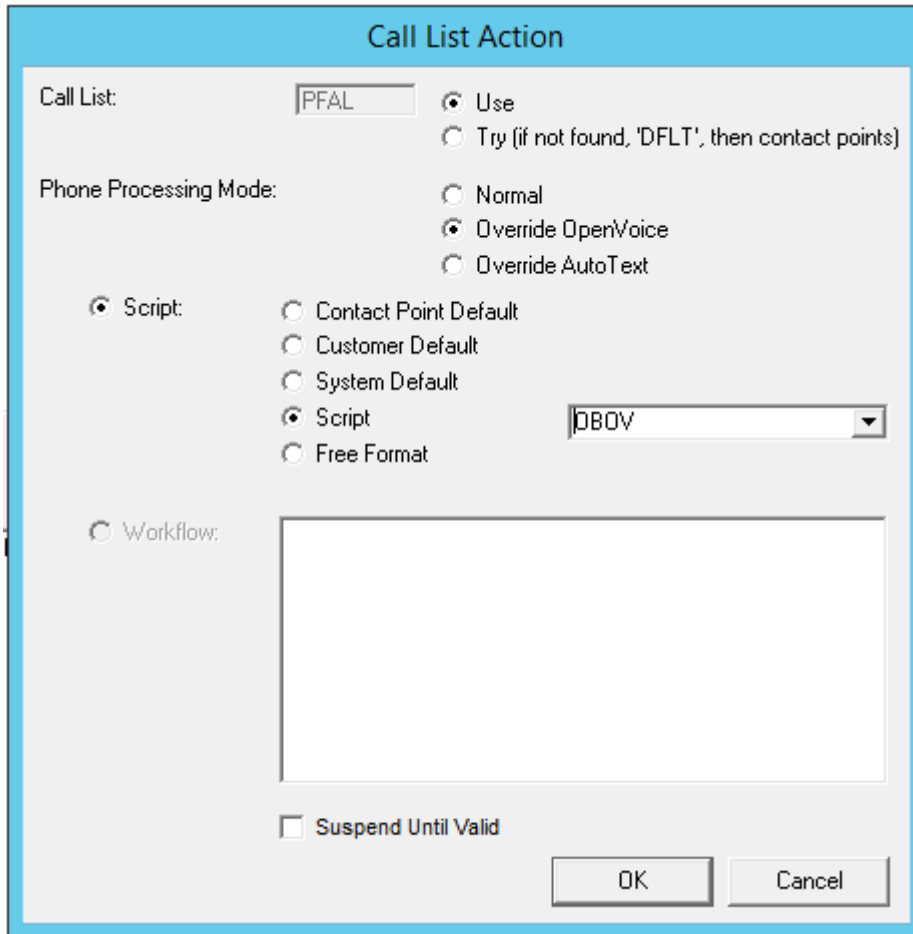
Phone Processing Mode: ☐ Normal ☒ Override OpenVoice ☐ Override AutoText

☒ Script: ☐ Contact Point Default ☐ Customer Default ☐ System Default ☒ Script
☐ Free Format

☐ Workflow:

☐ Suspend Until Valid

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



The image shows a 'Call List Action' dialog box with a light blue border. It contains several sections: 'Call List' with a text box containing 'PFAL' and two radio buttons 'Use' (selected) and 'Try (if not found, 'DFLT', then contact points)'; 'Phone Processing Mode' with three radio buttons 'Normal', 'Override OpenVoice' (selected), and 'Override AutoText'; 'Script' with five radio buttons 'Contact Point Default', 'Customer Default', 'System Default', 'Script' (selected), and 'Free Format', and a dropdown menu showing '080V'; 'Workflow' with a radio button and a large empty text area; and a checkbox 'Suspend Until Valid' which is unchecked. At the bottom right are 'OK' and 'Cancel' buttons.

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

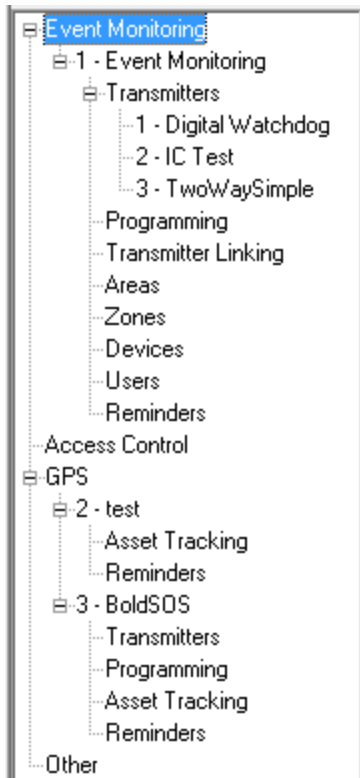
Adding Event Actions Programming in Manitou

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:

Event Actions Programming

Sort

	Event	TX	Area	Zone	Alarm	Action ID	Instructions
*							

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

Event Actions Programming




	Event	TX	Area	Zone	Alarm
*	▼				
	Event	Description			
	AT	AC Trouble			
	BA	Burglary Alarm			
	BA1	Perimeter Burg			
	BA2	Interior Burg			
	BA3	24 Hour Burg			
	BA4	Entry/Exit Burg			
	BA5	Day/Night Burg			
	BA6	Burg Outdoor			
	BA7	Burg Tamper			
	BA8	Burg Near Alarm			
	BA9	Intrusion Verifier			
	BB	Burglary Bypass			
	BC	Burglary Cancel			
	BD	Swinger Trouble			
	BE	Swinger Trouble Res			

- Click in the "TX" field.

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

Event Actions Programming




Sort

	Event	TX	Area	Zone	Alarm	Action ID	Instructions
	AT	▼	*	*	Default		
*							

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

Event Actions Programming



Sort

	Event	TX	Area	Zone	Alarm	Action ID	Instructions
	AT	*	*	*	Yes	OBOV	
*							

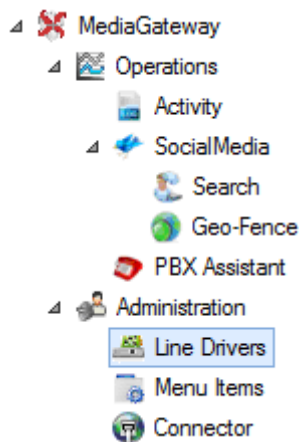
10. Click **"Save"**.

Activating the Line Driver in the MediaGateway 2

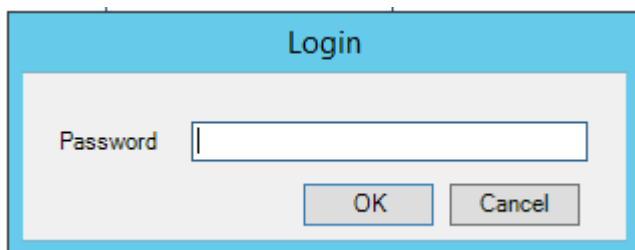
Now that your Manitou setup is complete, you must return to the MediaGateway 2 and activate the Line Driver you created earlier.

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:

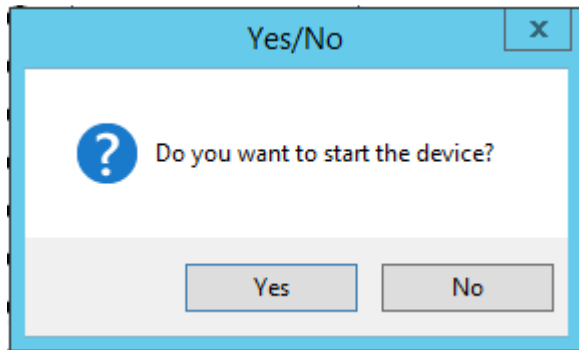


3. Enter your password, and click **"OK"**.
4. Navigate to the Outbound OpenVoice Line Driver you previously created, and select the checkbox next to the "Description" field as shown in the following screenshot:

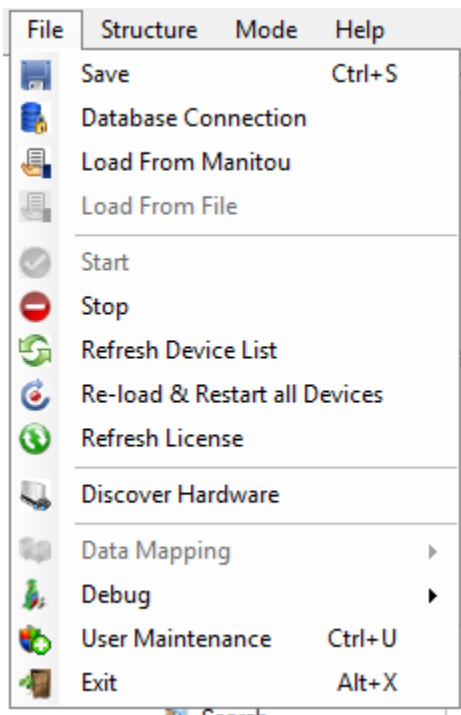


Note: if the Line Driver checkbox is already selected, deselect and reselect it.

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:

The screenshot displays the 'Operator Workstation - Manitou' application window. The interface includes a menu bar (File, View, Tools, Operations, Maintenance, Reports, Help), a toolbar, and a left-hand navigation pane. The main area shows the 'Alarm Queue - Monitoring Group 0 (1 Alarms)' table.

Navigation Pane:

- Current
 - Alarm Queue
 - Manual Signal
 - Customer - OVTEST08 - Op
 - Monitoring Company
- Shortcuts
- Recent Customers
 - OVTEST08 - Open Voice D
- Recent Alarm Customers
 - OVTEST08 - Open Voice D
 - SYS-REC2 - Default Receiv

Main Panel Controls:

- Operations: Filter Off, Remove Filter, Refresh Queue, Manual Refresh
- Monitoring Group: Monitoring Group 0
- Warning Level, Danger Level, Suspended Alarms, Unavailable Alarms, High Priority, Disaster Mode

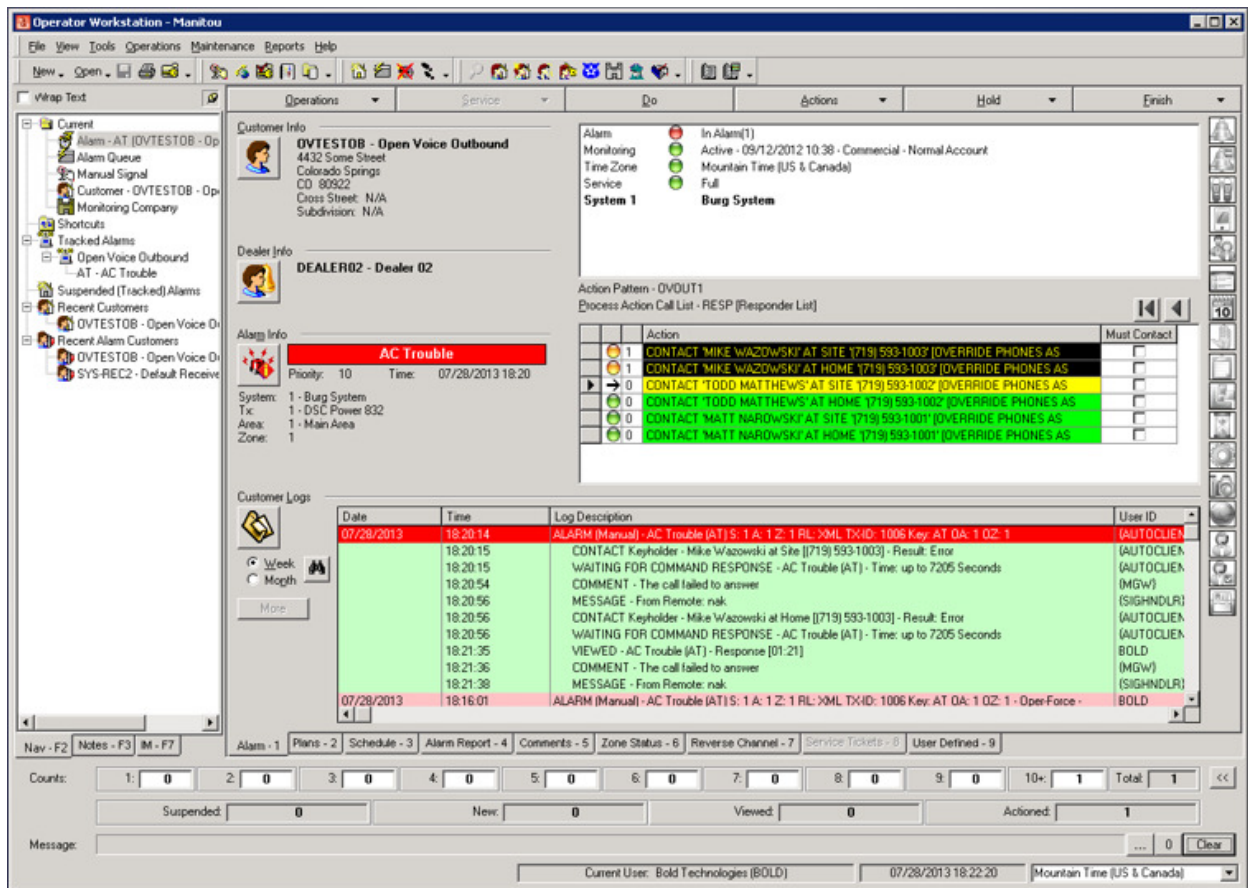
Alarm Queue Table:

Time	Priority	Customer ID	Customer	Code	Event	Area	Zone	User	Availability	Status
Jul 28, 18:20:14	10	OVTEST08	Open Voice Outbound	AT	AC Trouble	1	1	(AUTOCLUE)	Suspended	Actioned

Bottom Panel:

- Nav - F2, Notes - F3, IM - F7
- Queue - 1, Filter - 2
- Counts: 1: 0, 2: 0, 3: 0, 4: 0, 5: 0, 6: 0, 7: 0, 8: 0, 9: 0, 10+: 1, Total: 1
- Suspended: 1, New: 0, Viewed: 0, Actioned: 1
- Message: ... 0 Clear
- Current User: Bold Technologies (BOLD), 07/28/2013 18:21:25, Mountain Time (US & Canada)

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,+KEEPAIVE.0.OK
7/28/2013 6:19:48 PM	1708452401 - CallSession: [null] - received in Call Control Thread
7/28/2013 6:19:52 PM	Svr Resp:0.0,+KEEPAIVE.0.OK
7/28/2013 6:19:54 PM	1708452401 - CallSession: [null] - received in Call Control Thread
7/28/2013 6:19:57 PM	1708452401 - CallSession: [null] - received in Call Control Thread
7/28/2013 6:20:07 PM	Svr Resp:0.0,+KEEPAIVE.0.OK
7/28/2013 6:20:09 PM	1708452401 - 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 Reverseld="2" Final="N" Status="0"><Ack/></Response>
7/28/2013 6:20:16 PM	0.10-SESSION_INIT.VRT.D\000B1C1
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 D\000B1C1/(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,+KEEPAIVE.0.OK
7/28/2013 6:20:38 PM	Svr Resp:0.0,+KEEPAIVE.0.OK