Bold Technologies

SoloProtect User Guide

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SoloProtect Overview

SoloProtect is a MediaGateway 2 component designed to provide personal protection. The device resembles a company badge holder, but is actually a one-way cell phone that calls into Manitou when the user presses its button. When engaged, the SoloProtect device opens a channel that records audio. The alarm then presents to the Manitou Operator as a voice clip.

SoloProtect 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 SoloProtect in the MediaGateway 2

Adding an SMS Connector

SoloProtect transmits information in two parts. The first transmission is an SMS message that sends the alarm into Manitou. The second transmission is a telephone call containing recorded audio (either as a single unit or as multiple audio slices, depending on your settings).

Perform the following steps to add an SMS Connector to the UniversalConnector in the MediaGateway 2:

1. Open the MediaGateway 2.
2. Select the "Connector" option under the UniversalConnector section of the Navigation Tree as shown in the following screenshot:
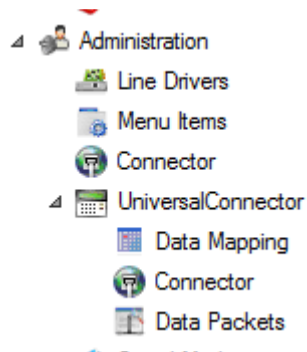
    Result: the following window displays:
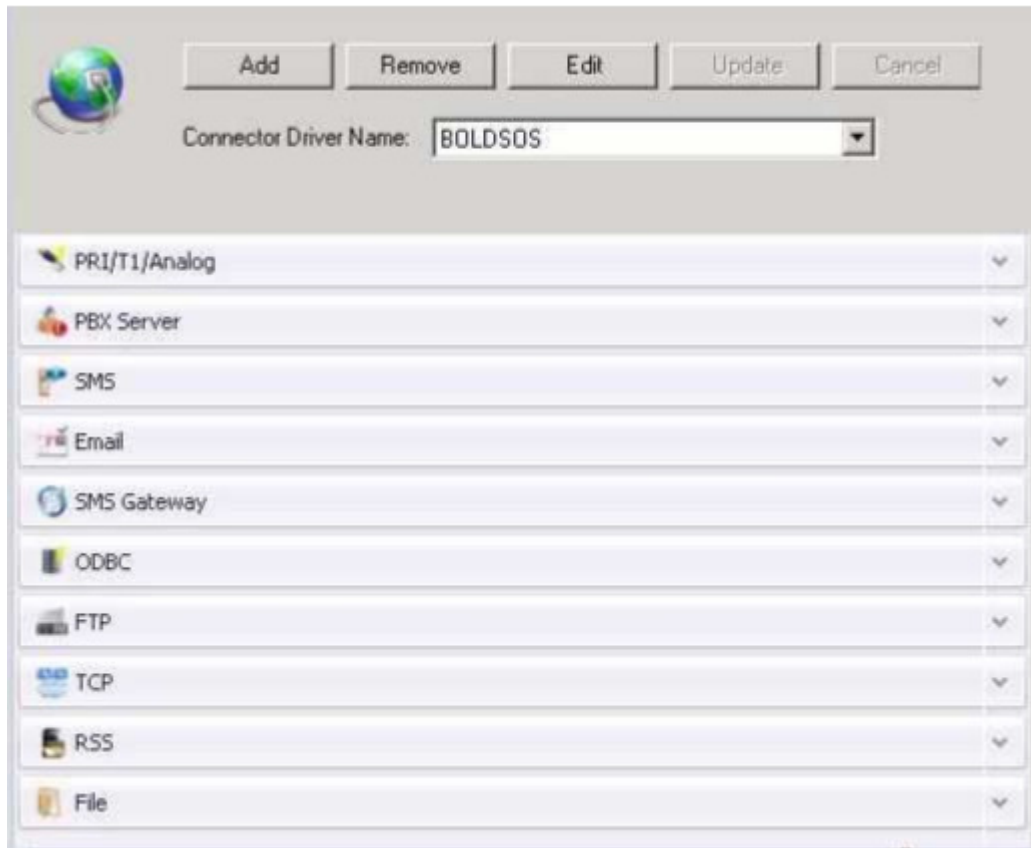
3. Click the down arrow to expand the "SMS" area of the window as shown in the following screenshot:
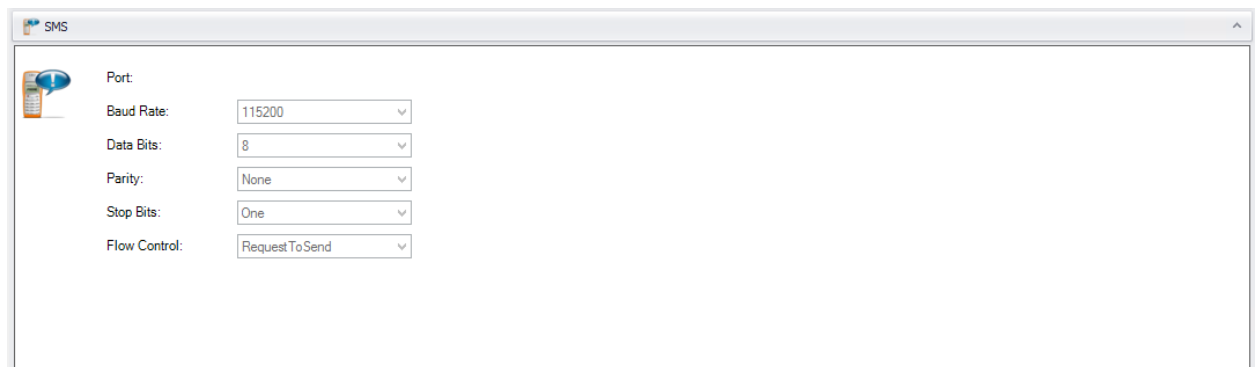
4. Click "**Add**" at the top of the window.
   Result: the "Add a new SMS" dialog box displays as shown in the following screenshot:

5. Enter a device name into the "Connector Device Name:" field.
   Note: the Connector Device Name you enter here must match the name of the Line Driver you will create later in this document in the "Adding the SoloProtect Line Driver" section.
6. Confirm that the "Connector Type:" field displays as "SMS". If not, select "SMS" from the dropdown list.
7. Click "**OK**".
   Result: the "Add a new SMS" window closes and the fields on the SMS area of the window now display as populated with the default settings as shown in the following screenshot:


Note: you may need to modify the default settings depending on the hardware components you have installed. Use the dropdown arrows to access additional selections available for each field.

Importing the SoloProtect Menus

To set up SoloProtect in the MediaGateway 2, you must first import the "MS_Identicom Yellow Alert.xml" and "MS_Identicom Red Alert.xml" menus. For most MediaGateway 2 components, it is only necessary to import one menu. SoloProtect, however, has two different menus because it has two separate routes through which users can call into Manitou. Identicom Yellow Alerts send in signals for non-emergency events. Yellow Alerts do not trigger Manitou alarms. Red Alerts are intended for emergency situations only, and do trigger Manitou alarms.

Perform the following steps to import the necessary SoloProtect menus into the MediaGateway 2:

1. Open the MediaGateway 2.
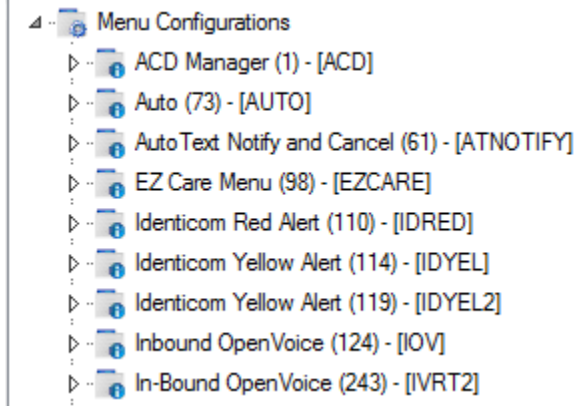2. Click "Menu Items" as shown in the following screenshot:
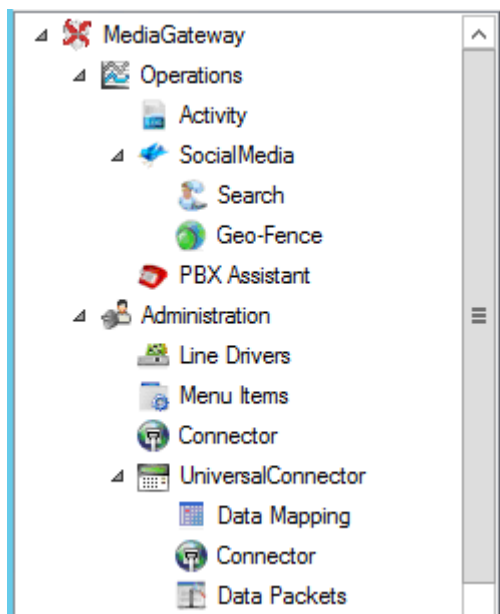
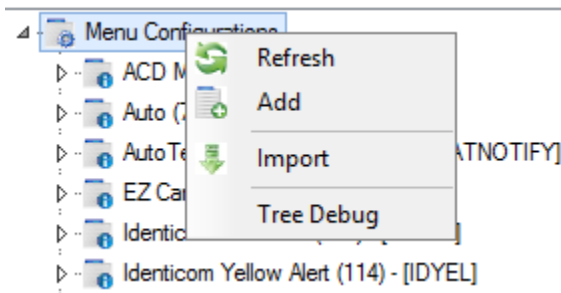**Result:** the "Login" window displays as shown in the following screenshot:
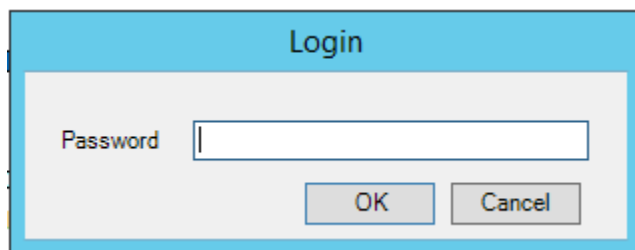
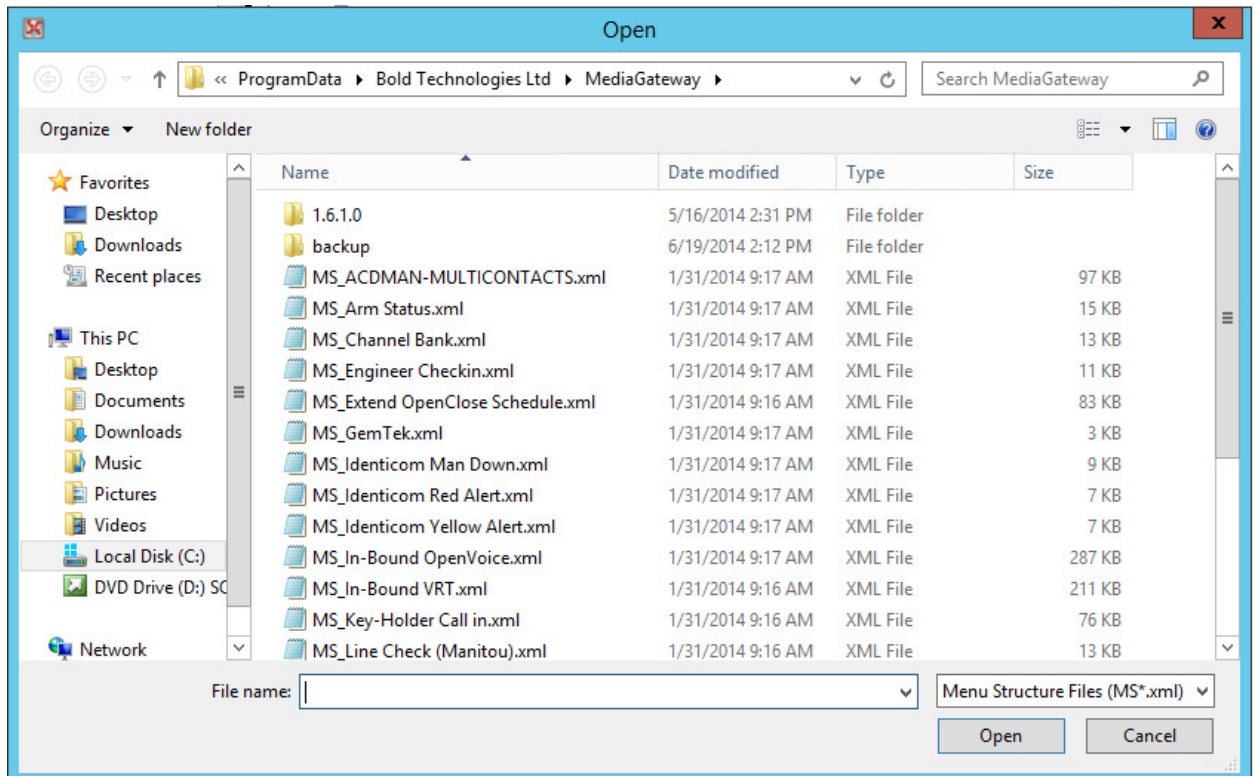3. Enter your password, and then click "**OK**".

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

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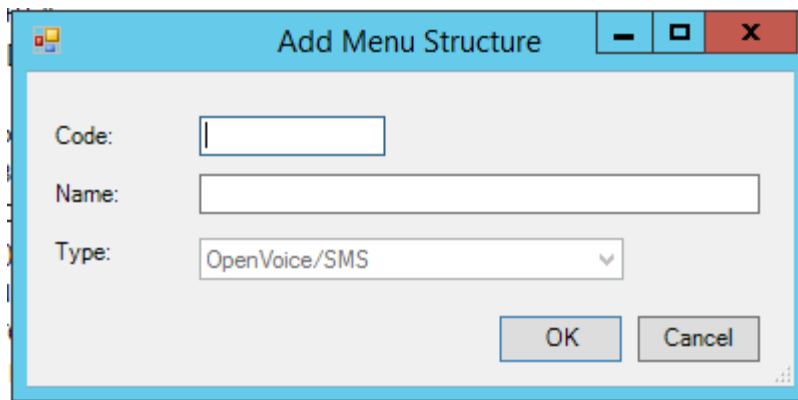

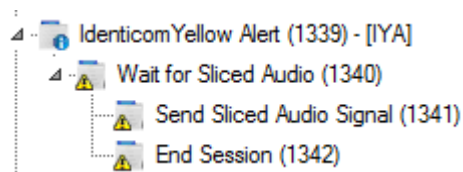5. The "Open" window displays as shown in the following screenshot:

6. Select the "MS_Identicom Yellow Alert.xml" menu, and then click "**Open**".
    Result: the "Add Menu Structure" window displays as shown in the following screenshot:
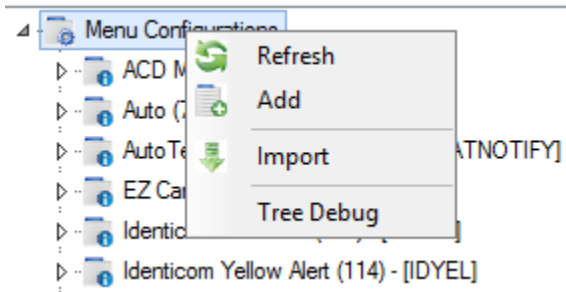

7. Enter a code and name into the appropriate fields, and then click "**OK**".
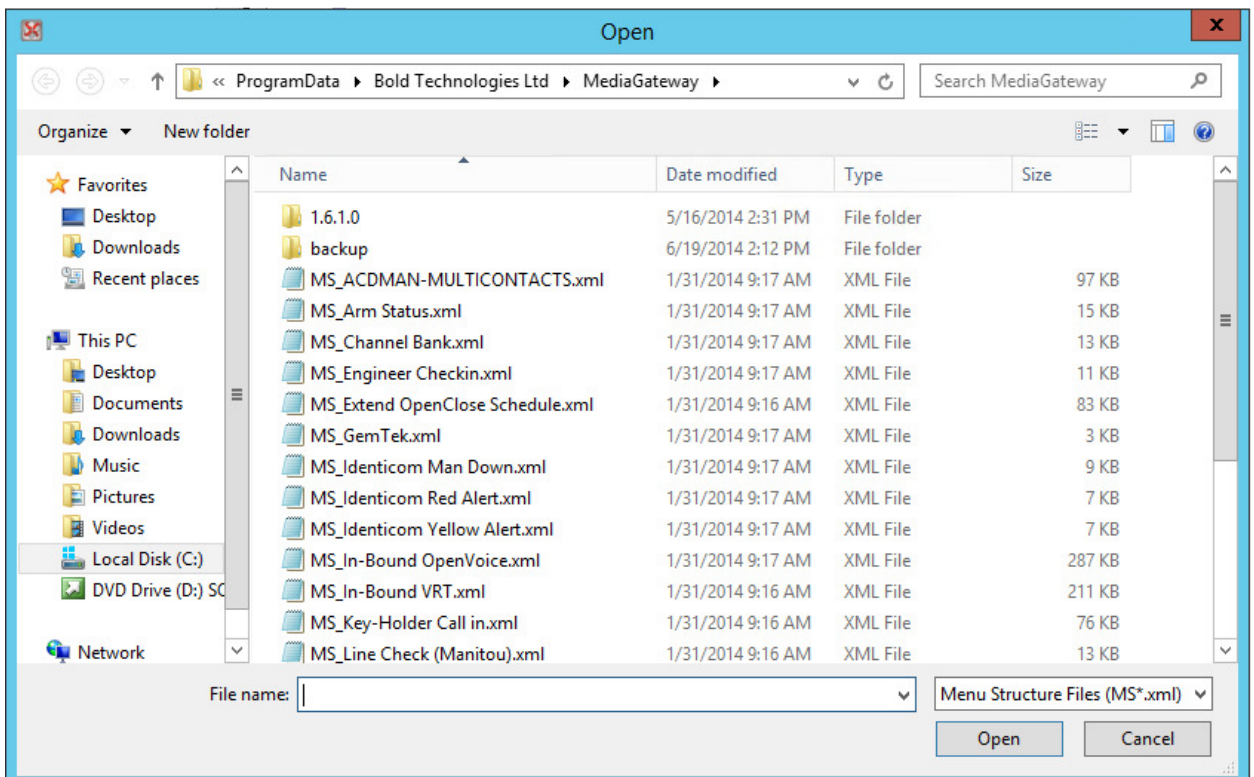   **Result:** the menu you just created now displays in the Menu Items list as shown in the following screenshot:
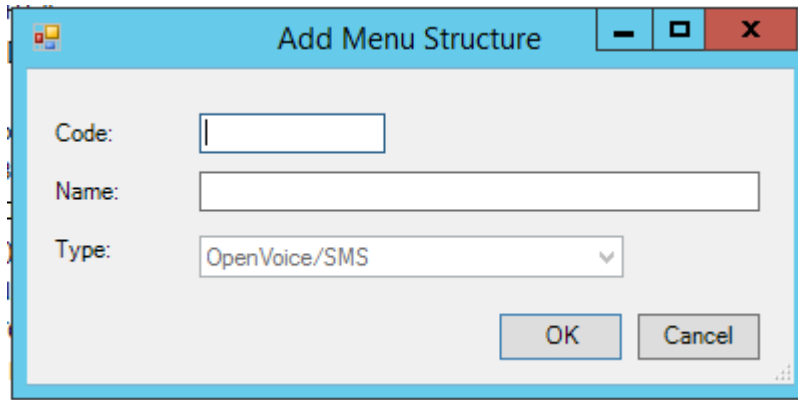
8. Select the "Menu Configurations" node again, and then right-click it and select "Import" as shown in the following screenshot:

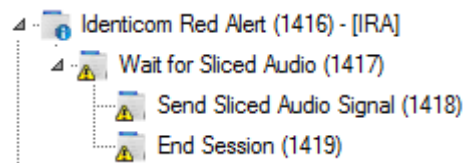9. The "Open" window displays as shown in the following screenshot:

10. Select the "MS_Identicom Red Alert.xml" menu, and then click "**Open**".
Result: the "Add Menu Structure" window displays again as shown in the following screenshot:

11. 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:


12. Modify the menu structures, as necessary.
13. Click "**Save**".

Adding the SoloProtect Line Drivers

Because SoloProtect uses both the "MS_Identicom Yellow Alert.xml" and the "MS_Identicom Red Alert.xml" menus, you must add two separate SoloProtect Line Drivers in the MediaGateway 2.

Perform the following steps to add the SoloProtect Line Drivers:

1. Open the MediaGateway 2.
2. Select the "Line Drivers" option from the Navigation Tree as shown in the following screenshot:
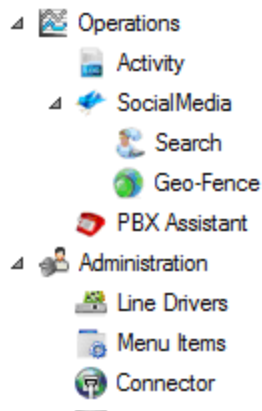
Result: the "Login" window displays as shown in the following screenshot:
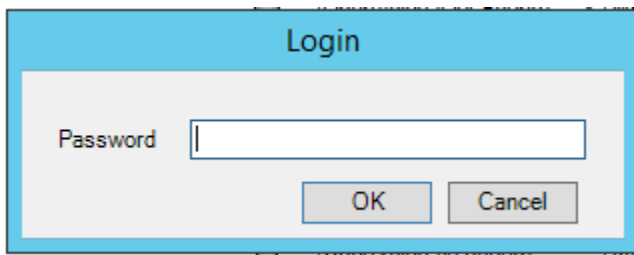
3. Enter your password, and then click "**OK**".
   Result: the Line Drivers window displays as shown in the following screenshot:

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

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

Result: a list of available Line Drivers displays as shown in the following screenshot:
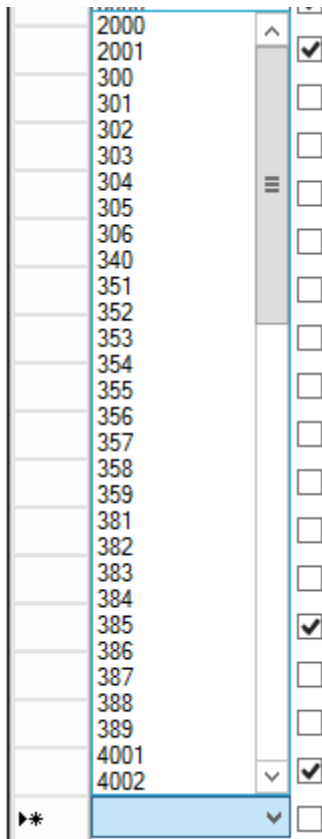
5. Select the Line Driver you want to add.
   Note: the Line Driver you add here must match the "Connector Driver Name:" you previously added for the SMS Connector. Because we previously added the "SoloProtect" Connector Driver for our example, we are adding the "SoloProtect" Line Driver here.
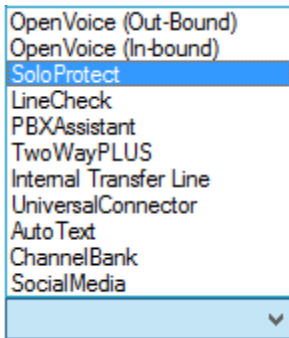   **Result:** the Line Driver you selected now displays as shown in the following screenshot:

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 "SoloProtect" as shown in the following screenshot:

Result: SoloProtect 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:
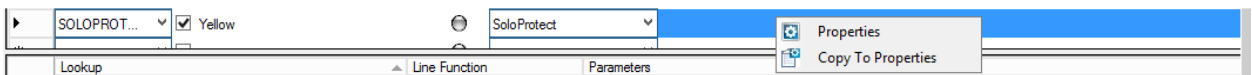
**Result:** the "Function Properties" window displays as shown in the following screenshot:
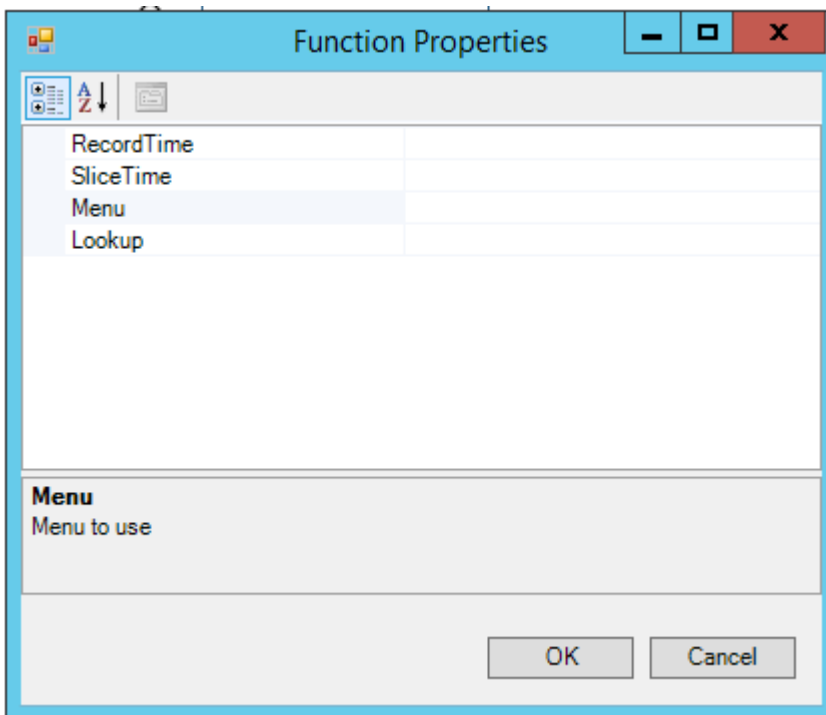
9. Click at the right edge of the "Menu" line until a dropdown menu displays as shown in the following screenshot:
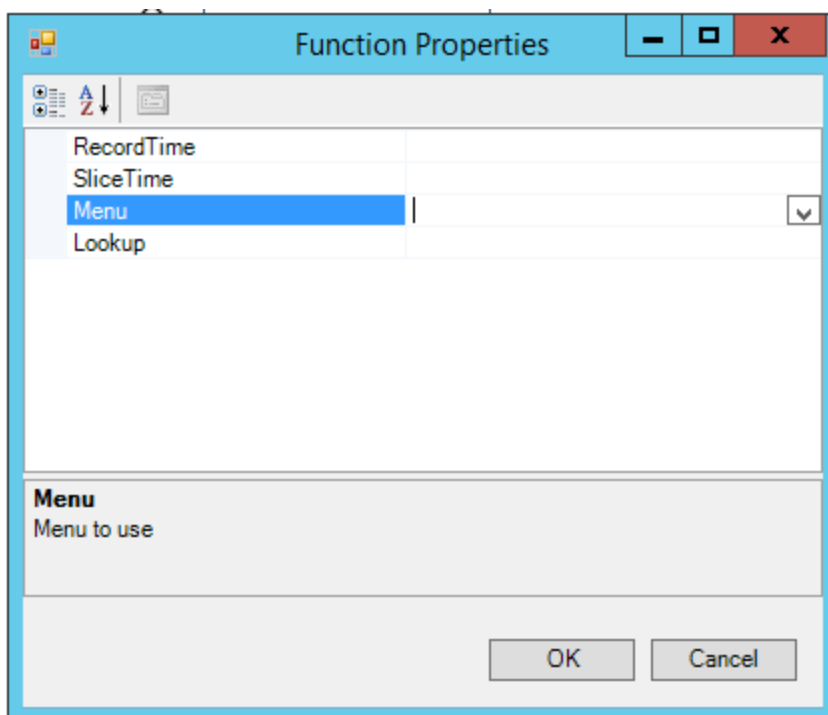
10. Select the menu you imported earlier from the dropdown menu.
    Result: the dropdown menu closes, and the menu you selected now displays as shown in the following screenshot:
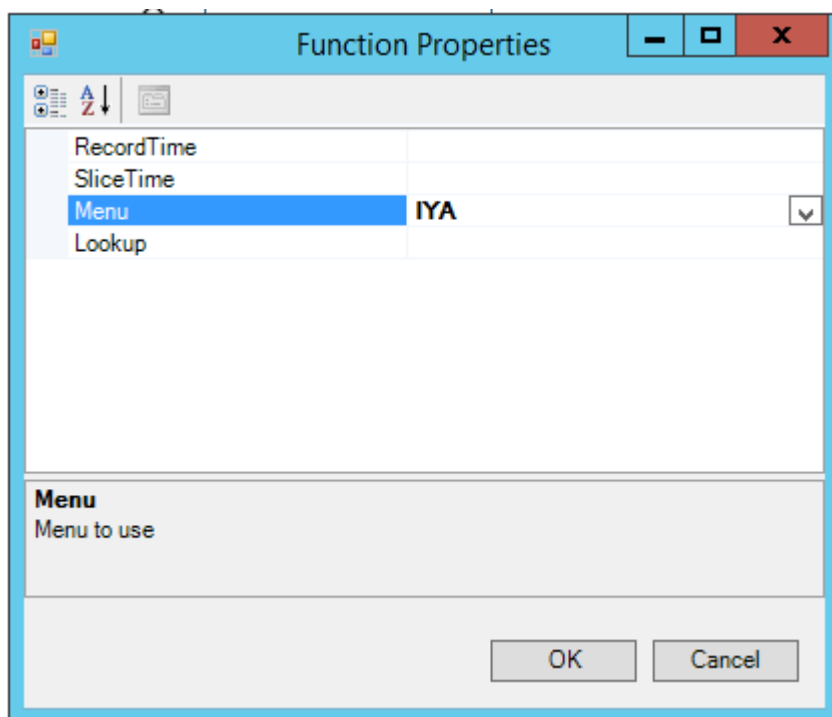
11. If you want to designate the total duration for user voice recordings, click in the "RecordTime" field and enter the number of seconds for which you want the SoloProtect device to record.

12. If you want to designate the duration for each audio slice, click in the "SliceTime" field and enter the number of seconds you want each slice to last.
Note: although you have the option of designating that user voice recordings present to Manitou whole (i.e., not sliced), duration entries you make here override that option. Refer to the instructions for "Setting Recording Options" in this document for further information.
13. 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.
14. Again, 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:
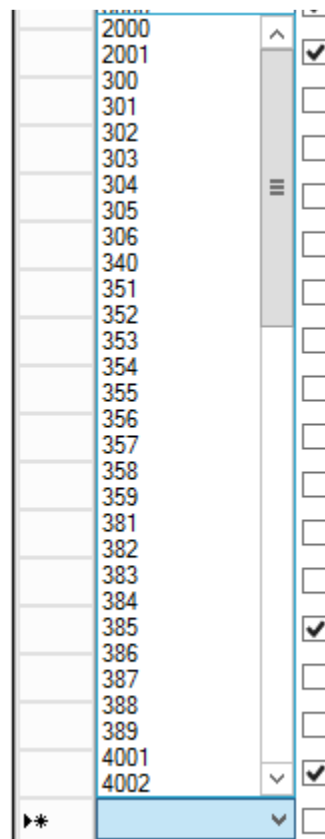
15. Select the Line Driver you want to add.

Note: the Line Driver you add here must match the "Connector Driver Name:" you previously added for the SMS Connector. Because we previously added the "SoloProtect" Connector Driver for our example, we are adding the "SoloProtect" Line Driver.
**Result:** the Line Driver you selected now displays as shown in the following screenshot:

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

17. Click the arrow in the Line Function field for the Line Driver you are creating, and select "SoloProtect" as shown in the following screenshot:
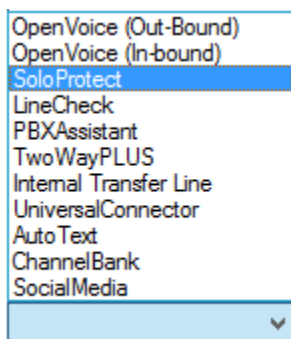
Result: SoloProtect now displays as your selected Line Function as shown in the following screenshot:

18. 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:
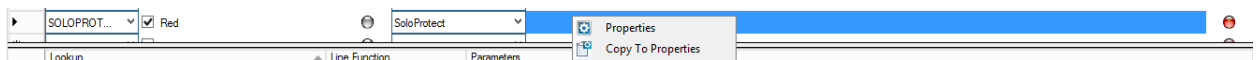
Result: the "Function Properties" window displays as shown in the following screenshot:
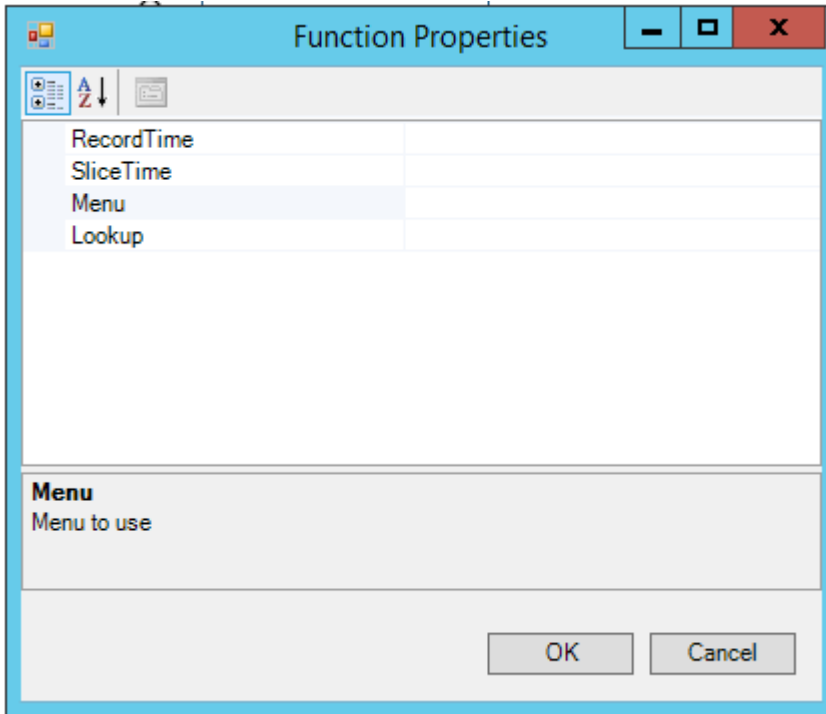
19. Click at the right edge of the "Menu" line until a dropdown menu displays as shown in the following screenshot:
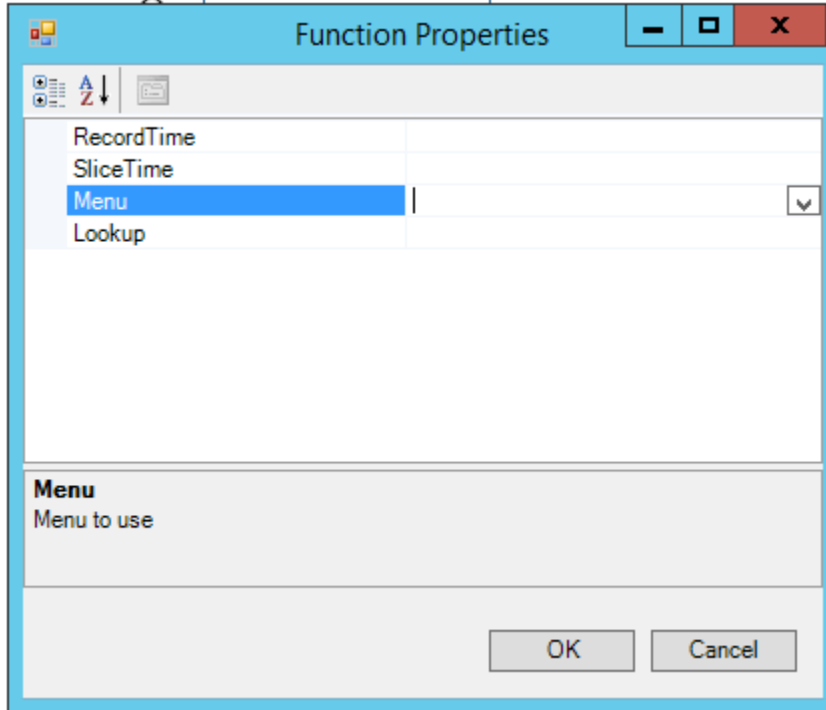
20. Select the menu you imported earlier from the dropdown menu.
    Result: the dropdown menu closes, and the menu you selected now displays as shown in the following screenshot:
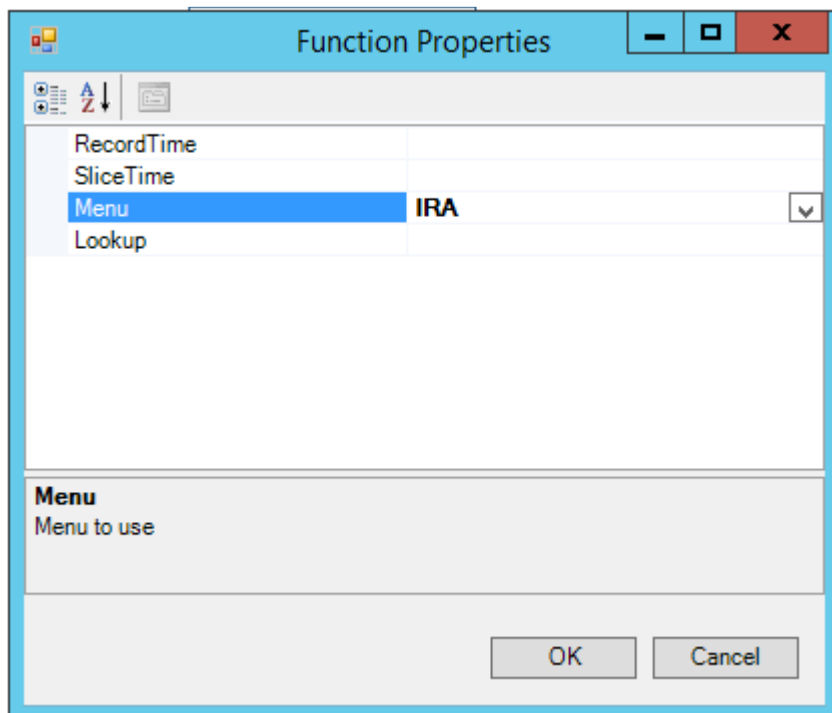
21. Click "**OK**".
    Result: the properties you selected now display in the "Properties" field as shown in the following screenshot:
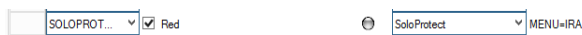
    Note: depending on your specific configuration, defining additional menu properties in the "Function Properties" window may be required.
20. Click "**Save**".

Setting SoloProtect Recording Options

The instructions provided in this section allow you to splice multiple audio slices together into a single unit. Recording options for SoloProtect are set in both the MediaGateway 2 and Manitou.

Before performing the specific setup instructions for the MediaGateway 2 and Manitou, you must update to Patch 55 (if you have not already done so). Please contact Bold Support for assistance in performing this update.

Setting Recording Options in the MediaGateway 2

After you have updated to Patch 55, perform the following steps to set SoloProtect recording options in the MediaGateway 2:

1. Open the MediaGateway 2.
2. Click "Menu Items" as shown in the following screenshot:
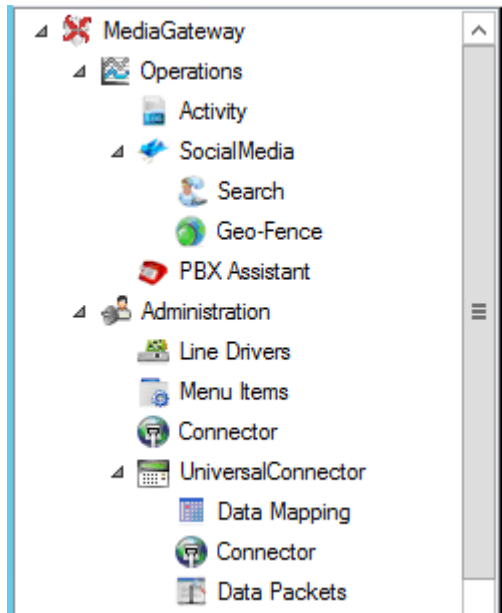
Result: the "Login" window displays as shown in the following screenshot:
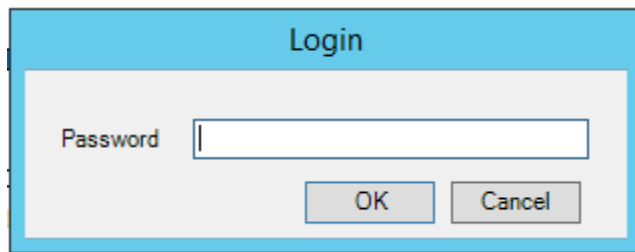
3. Enter your password, and then click "**OK**".
   Result: the Menu Items window displays as shown in the following screenshot:
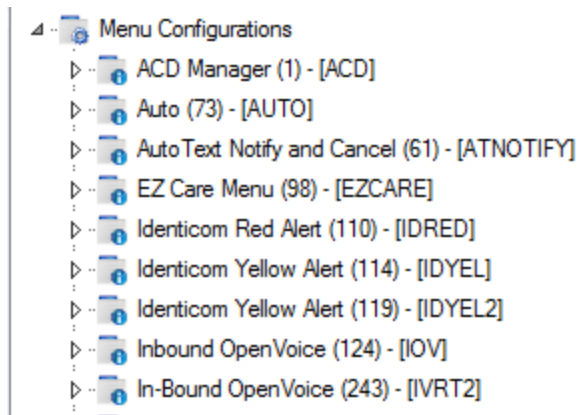
4. Navigate to the "Components" window on the right of your screen.
5. Select the "Components" option, right-click it and then select the "Add" option as shown in the following screenshot:
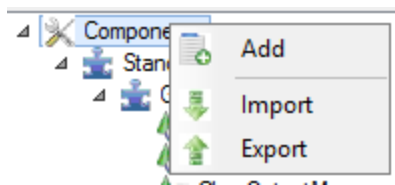
Result: the "Menu Functional Component Properties" window displays as shown in the following screenshot:

6. Enter "SendAudioSlice" into the "Name:" field, and click "**OK**".
7. Navigate to the "Components" window on the right of your screen again.
8. Select the "Components" option, right-click it and then select the "Add" option.
   Result: the "Menu Functional Component Properties" window displays.
9. Enter "SendAudioSliceSignal" into the "Name:" field, and then click "**OK**".
   Result: the "SendAudioSlice" and "SendAudioSliceSignal" MFCs no display in the Components window as shown in the following screenshot:
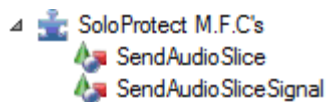
10. Click "**Save**".

Setting up the Recording Options in Manitou

Perform the following steps to set up the SoloProtect recording options in Manitou:

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

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

3. Select the FEP Driver you use to communicate with the MediaGateway 2 from the list.
   Result: the FEP Driver you selected displays on the "Receiver Type" form as shown in the following screenshot:

4. Enter "MULTIFRAME=1" into the "Options:" field following the already existing text as shown in the following screenshot:

5. Click "**Save**".

Setting up SoloProtect in Manitou

Adding the SoloProtect Audio Type

Perform the following steps to add the SoloProtect Audio Type in Manitou:

1. Open the Manitou Supervisor Workstation.
2. Navigate to the "Maintenance" menu, and click "Setup" and then "Audio Types".
   Result: the "Audio Types" window displays as shown in the following screenshot:

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

4. Enter a code into the "Audio Type Code:" field.
5. Enter a description into the "Description" field, and then click "**OK**".
   Result: your new Audio Type displays on the "Audio Types" form as shown in the following screenshot:

6. Click "**Save**".

Adding a Transmitter Type

Perform the following steps to add a SoloProtect Transmitter Type in Manitou:

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

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

5. Enter a type and a description into the appropriate fields, and click "**OK**".

Result: the Transmitter Type window closes, and the system returns you to the Transmitter Type form as shown in the following screenshot:

6. Select the "Audio Capable" checkbox in the "Attributes" area of the form.
7. Select the Audio Type you previously created from the "Audio Type:" dropdown list.
8. Select the "Locatable Device" checkbox in the "Attributes" area of the form
9. Your entries on the Transmitter Type form should now match the following screenshot:
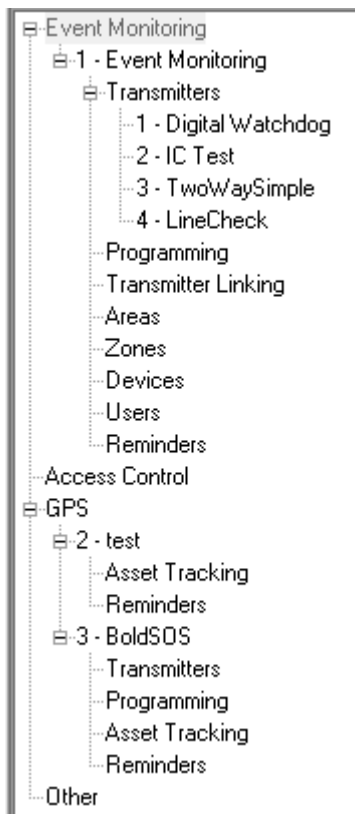
10. Click "**Save**".

Adding a Transmitter

Perform the following steps to add a Transmitter in Manitou:

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

4. Select the "GPS" node
5. Click "**Edit**", and then click "**Add**".
   Result: the "Add System" window displays as shown in the following screenshot:

6. Enter a description into the "Description:" field, and click "**OK**".
   Result: the "Customer System" form displays as shown in the following screenshot:

7. Select the "Transmitters" node from the Navigation Tree (under "GPS" and "SoloProtect").

8. Enter a description into the "Description:" field, and click "**OK**".
   Result: the new Transmitter you added now displays on the "Transmitter" form as shown in the following screenshot:

9. Select the Transmitter Type you previously created from the "Transmitter Type:" dropdown menu.
10. Select a Receiver Line Prefix from the "Receiver Line Prefix:" dropdown menu.
11. Enter the user's telephone number into the "Transmitter ID:" field.
12. Enter the user's telephone number again into the "Caller ID 1:" field.
13. Your entries on the Transmitter form should now match the following screenshot:

14. Click "**Save**".

Adding an Action Pattern

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

Perform the following steps to add a Manitou Action Pattern:

1. Open the Manitou Operator Workstation.
2. Navigate to the Maintenance menu, and select "Monitoring Company".
3. Select the "Action Patterns" option from the Jump To menu.
   Result: the Action Patterns form displays as shown in the following screenshot:
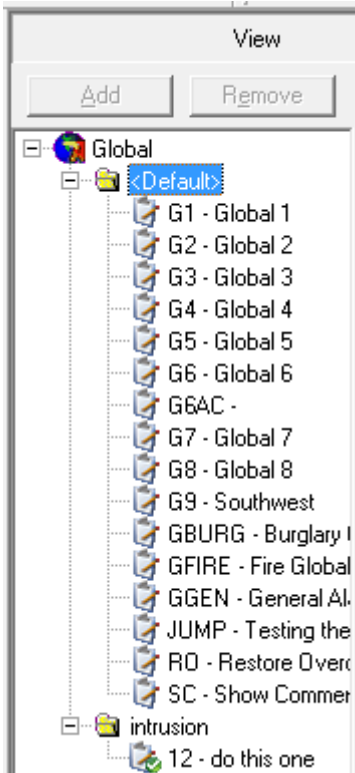
4. Select the node for the category into which you want to add an Action Pattern.
   Note: in our example, we are selecting the "Default" category node.
5. Click "**Edit**", and then click "**Add**".
   Result: the "Add Action Pattern" window displays as shown in the following screenshot:

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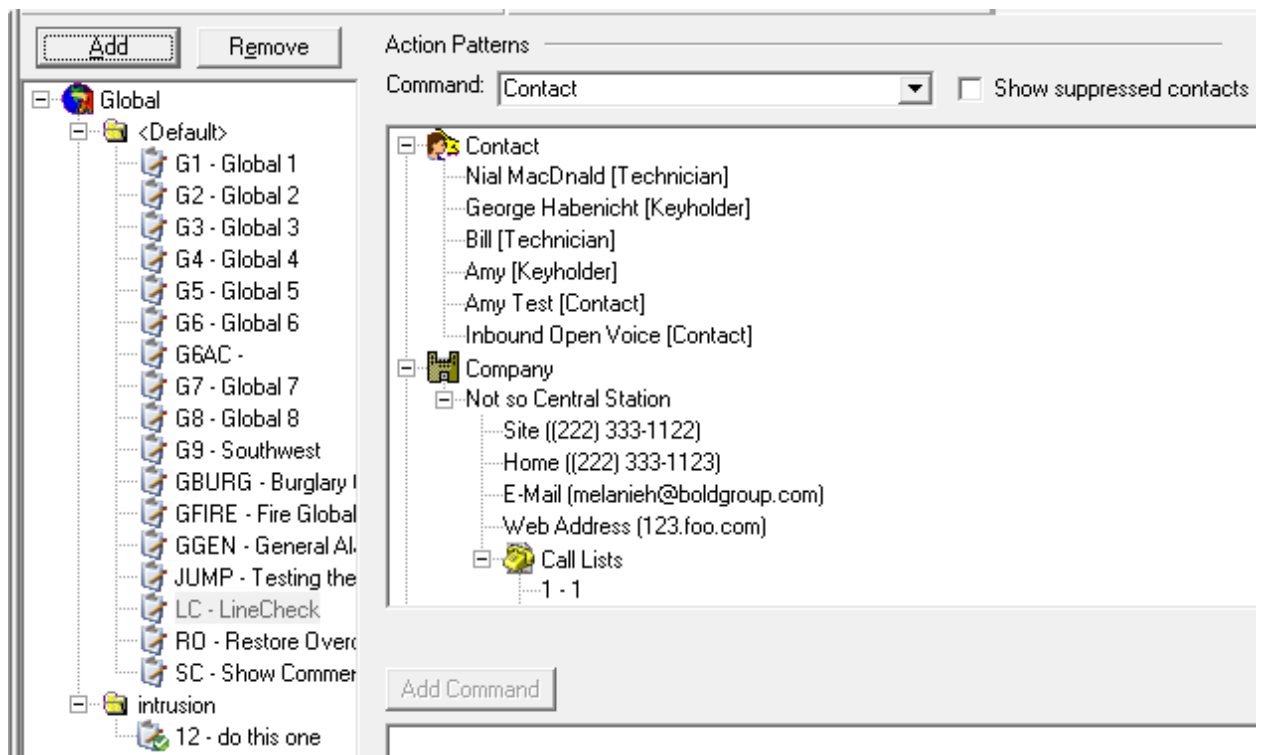
8. Select the "Customer" node in the Navigation Tree, and then click "**Add Command**".
   Result: the "Contact Action" window displays as shown in the following screenshot:

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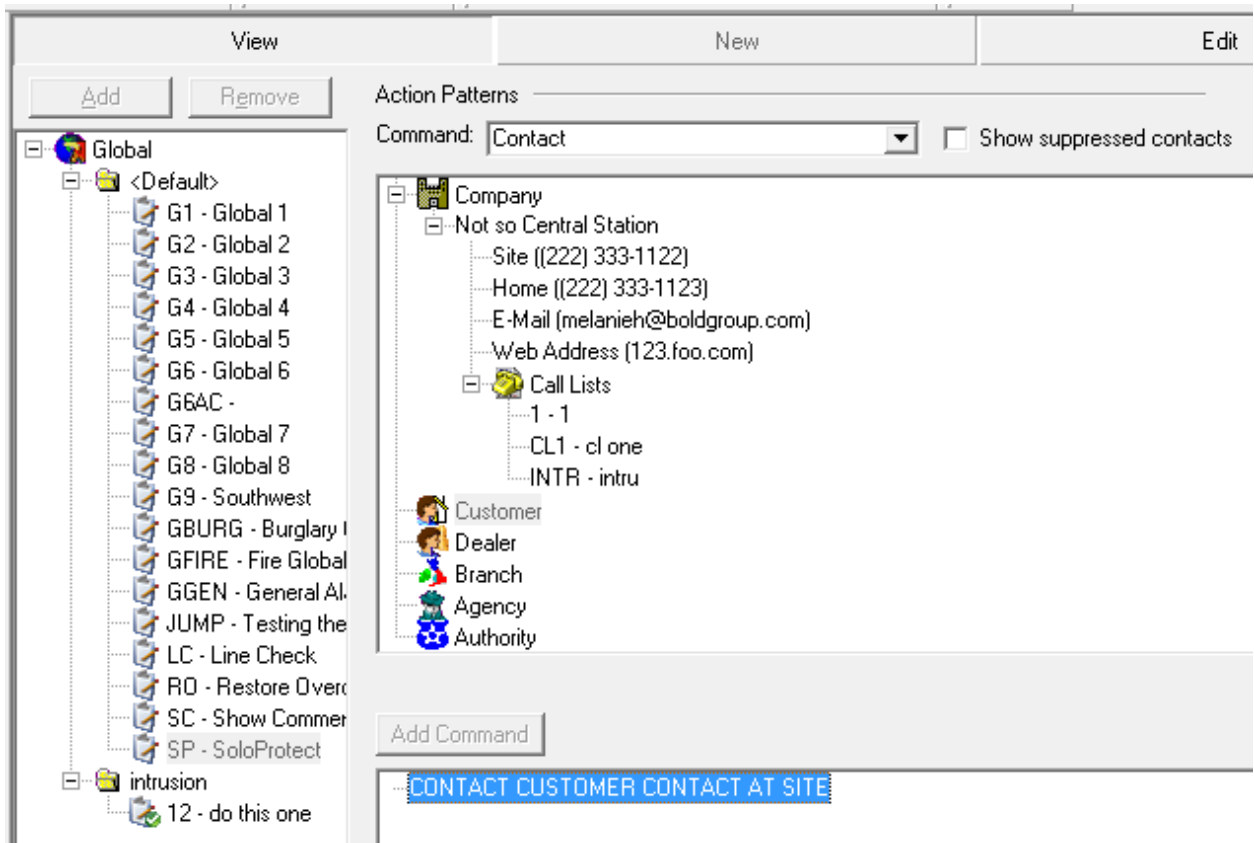
11. Click "**Save**".

Setting up Event Actions Programming

Note: this section contains example Event Actions Programming for an AT event (AC Trouble) signal and a *F event (AC Loss) alarm. 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 set up Event Programming for SoloProtect:

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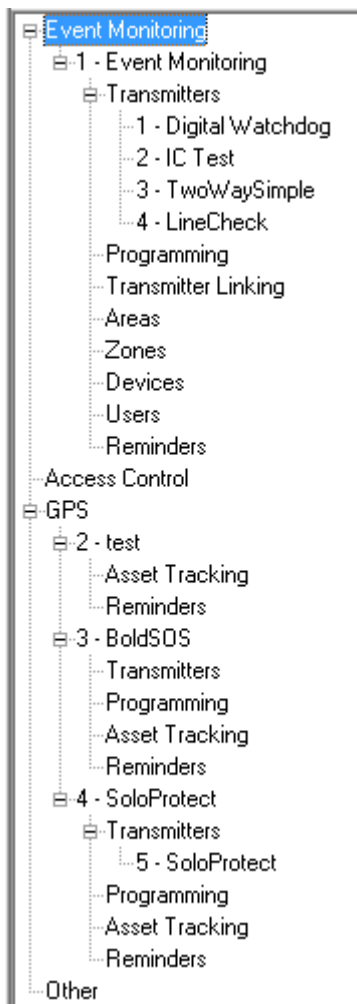
4. Select the "Programming" node under "GPS" and "SoloProtect", and then click "**Edit**".
   Result: the "Event Actions Programming" area of the form now display as follows:

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 at the right edge of the "TX" field until a dropdown menu displays, and then select the Transmitter you previously added.
   Result: the Transmitter you selected now displays in the grid as shown in the following screenshot:

7. Click at the right edge of the "Alarm" field, and select "No" from the dropdown menu that displays.
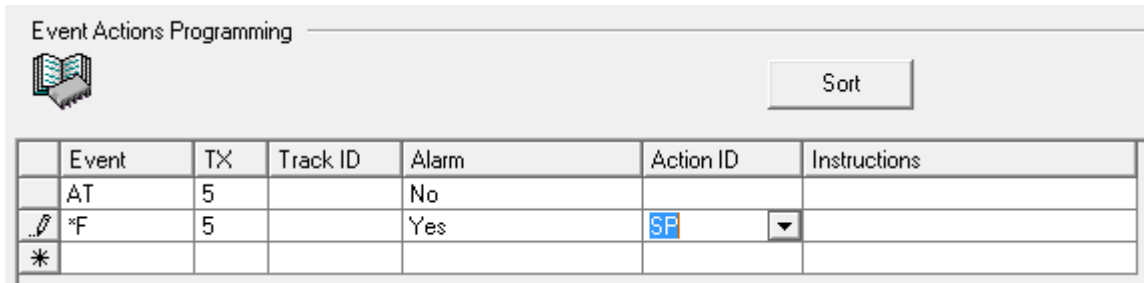   **Result:** your entry now displays in the grid as shown in the following screenshot:

8. Click at the right edge of the next line in the Event Actions Programming grid (denoted by an asterisk), and select the "*F" option from the dropdown menu that displays.
9. Click at the right edge of the "TX" field, and select the Transmitter you previously added.
10. Click at the right edge of the "Alarm" field, and select the "Yes" option.

11. Click at the right edge of the "Action ID" field, and select the Action Pattern you previously created from the dropdown list that displays.
12. Your entries on the Event Actions Programming grid should now match the following screenshot:


13. Click "**Save**".

# Activating the SoloProtect Line Drivers in the MediaGateway 2

The last task before you complete the SoloProtect setup is to activate the Line Drivers you previously created.

Perform the following steps to activate the SoloProtect Line Drivers:

1. Open the MediaGateway 2.
2. Select "Line Drivers" from the Navigation Tree as shown in the following screenshot:
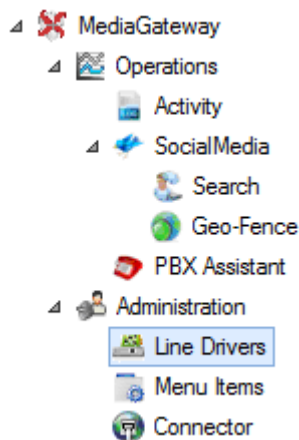
Result: the "Login" window displays as shown in the following screenshot:
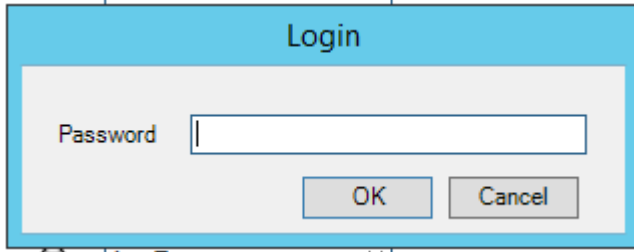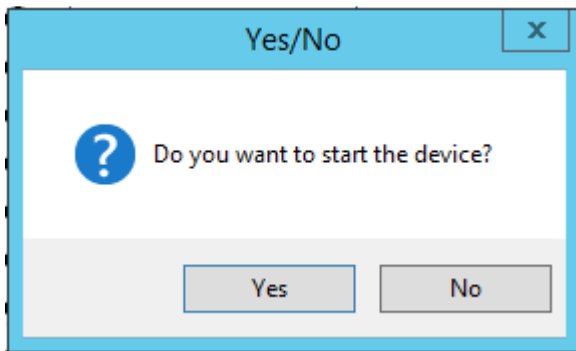
3. Enter your password, and click "**OK**".
4. Navigate to the first SoloProtect Line Driver you previously created, and select the checkbox next to the "Description" field as shown in the following screenshot:
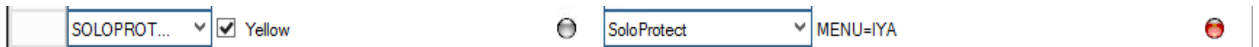
Note: if the Line Driver checkbox is already selected, deselect and reselect it.
Result: the "Yes/No" dialog displays as shown in the following screenshot:

5. Click "**Yes**".
6. Click "**Save**".
7. Navigate to the second SoloProtect Line Driver you previously created, and select the checkbox next to the "Description" field as shown in the following screenshot:
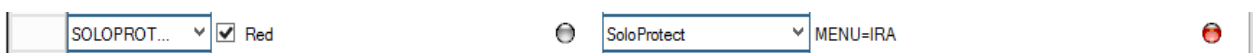

Note: if the Line Driver checkbox is already selected, deselect and reselect it.
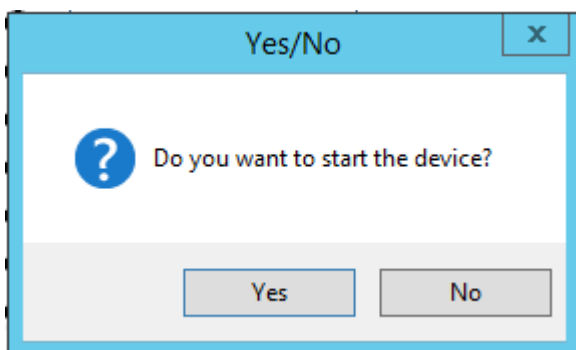**Result:** the "Yes/No" dialog displays as shown in the following screenshot:

8. Click "**Yes**".
9. Click "**Save**".
10. Click "Re-load & Restart all Devices" as shown in the following screenshot: