



# **TwoWay Voice User Guide**

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# TwoWay Voice Overview

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The Bold TwoWay Voice module provides a fully-integrated TwoWay solution. TwoWay Voice allows call-follow technology in which TwoWay alarms and TwoWay calls are routed together to the correct Manitou Operator.

TwoWay Voice 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.

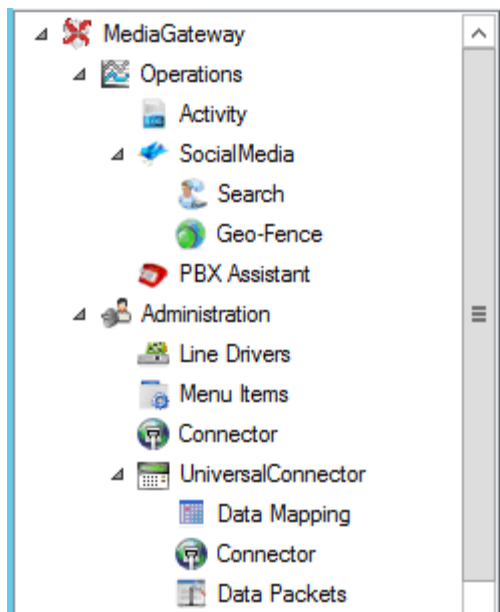
## Setting Up TwoWay Voice in the MediaGateway 2

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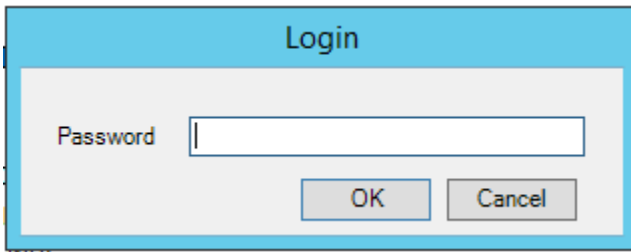
### Importing a TwoWay Voice Menu

Perform the following steps to add a TwoWay Voice menu:

1. Open the MediaGateway 2.
2. Click “Menu Items” as shown in the following screenshot:

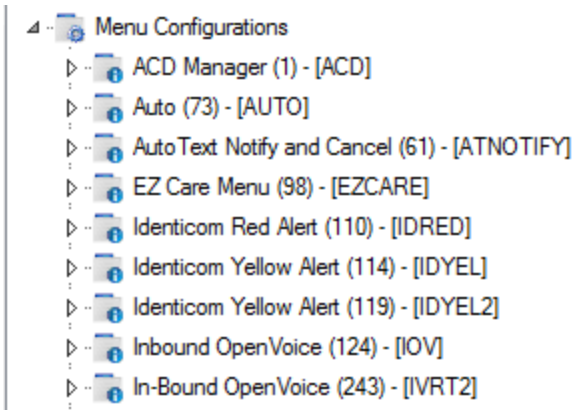


**Result:** the “Login” window displays as shown in the following screenshot:

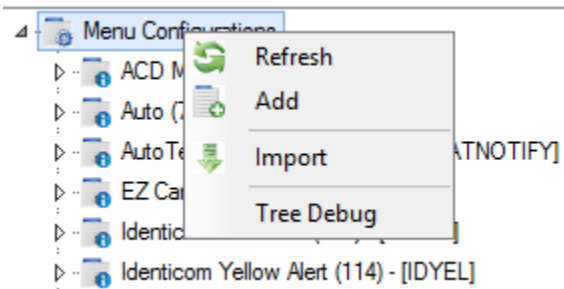


3. Enter your password, and then click “OK”.

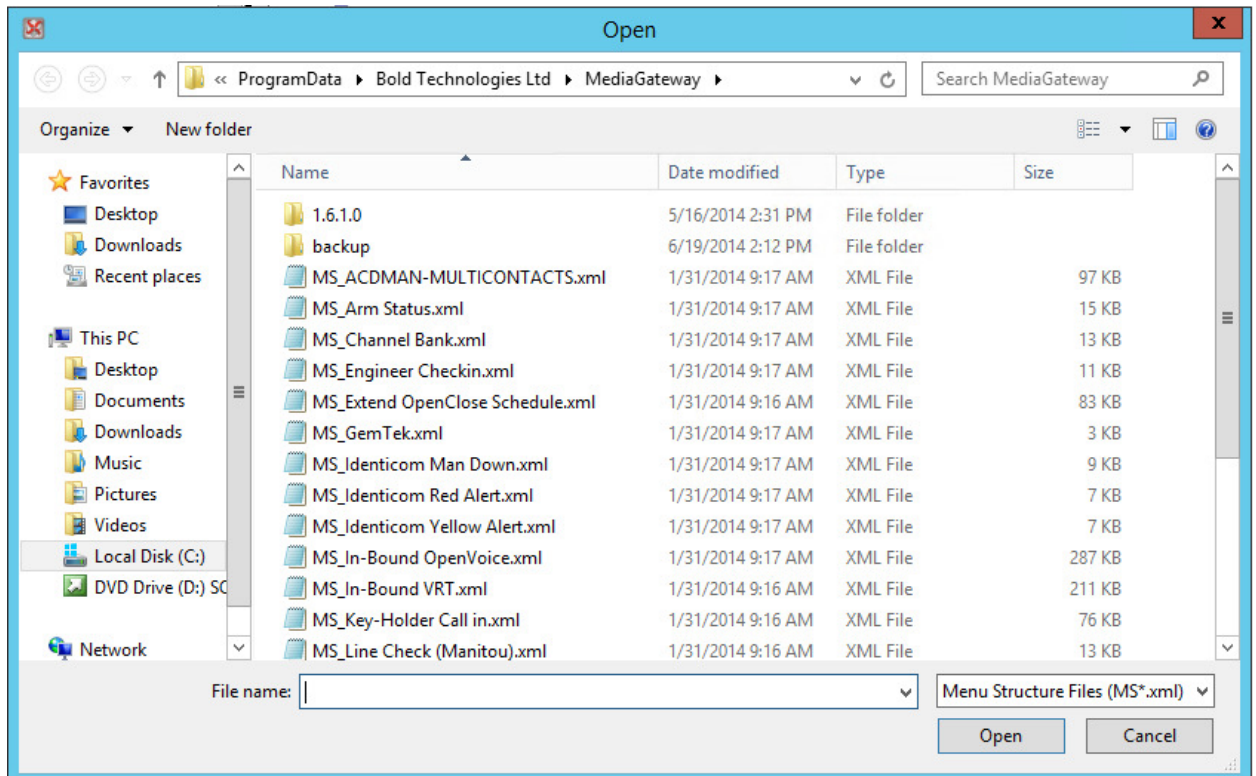
**Result:** the Menu Items window displays as shown in the following screenshot:



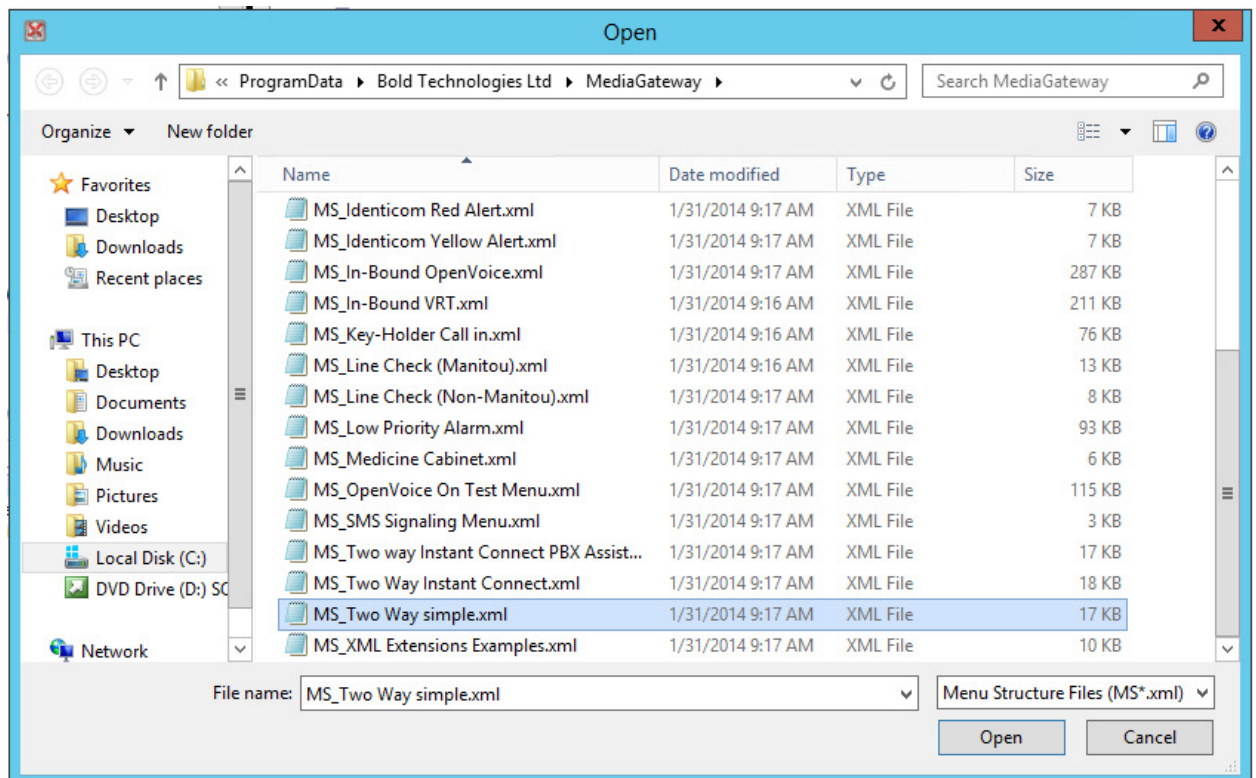
4. Select the “Menu Configurations” node, and then right-click it and select “Import” as shown in the following screenshot:



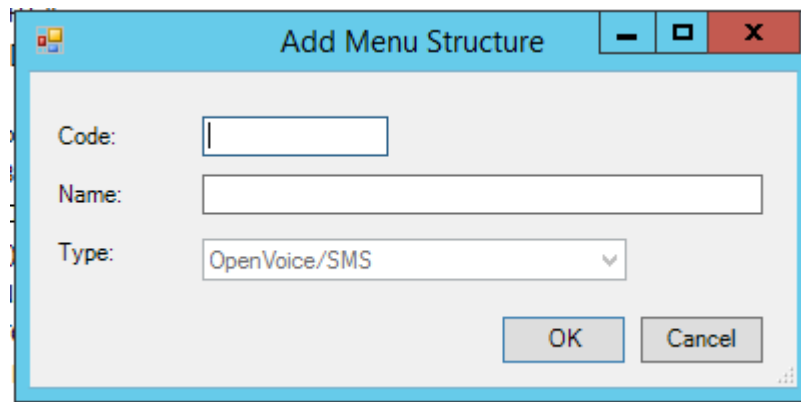
5. The “Open” window displays as shown in the following screenshot:



6. Select “Two Way simple.xml”, and then click “OK” as shown in the following screenshot:

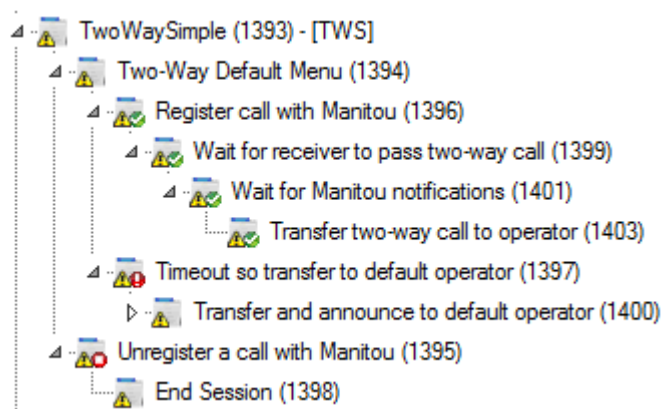


**Result:** the “Add Menu Structure” window displays as shown in the following screenshot:



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:

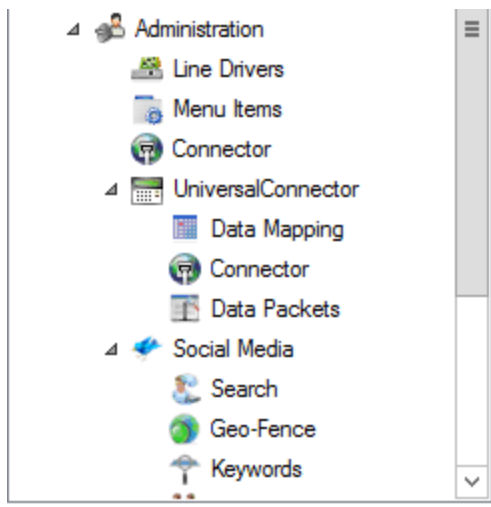


8. Modify the menu structure, as necessary.

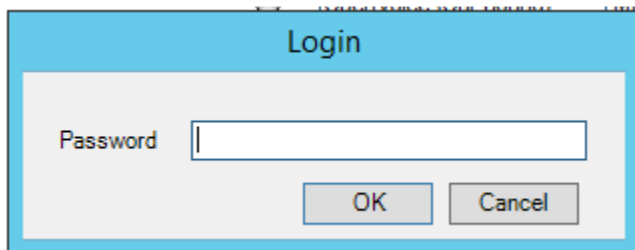
## Adding a TwoWay Voice Line Driver in the MediaGateway 2

In order to set up TwoWay Voice in the MediaGateway 2, you must add a TwoWay Voice Line Driver. Perform the following steps to add a Line Driver in the MediaGateway 2:

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”.

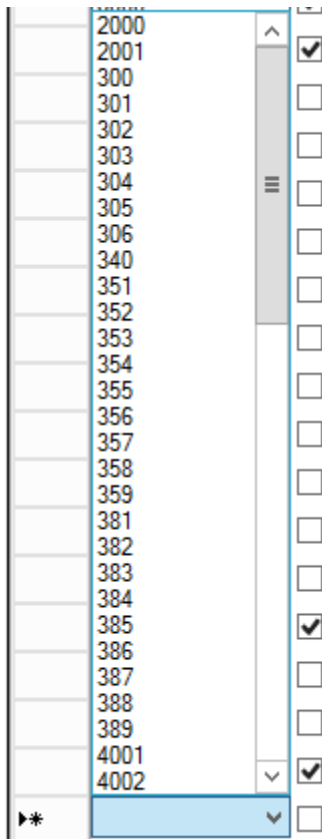
**Result:** the Line Drivers window displays as shown in the following screenshot:

	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:

▶	4001	<input checked="" type="checkbox"/>	⊖	TwoWayPLUS	MENU=ELEV,FEP=3,RECEIVER=2,TYPE=1,USEDNIS=0	⊖
*		<input type="checkbox"/>	⊖			⊖

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



5. Select the Line Driver you want to add.

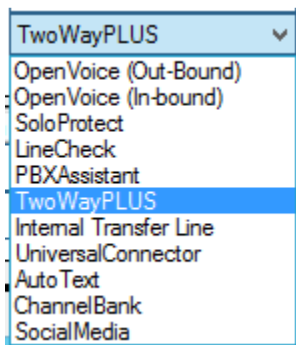
**Result:** the Line Driver you selected now displays as shown in the following screenshot:



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 "TwoWayPLUS" as shown in the following screenshot:





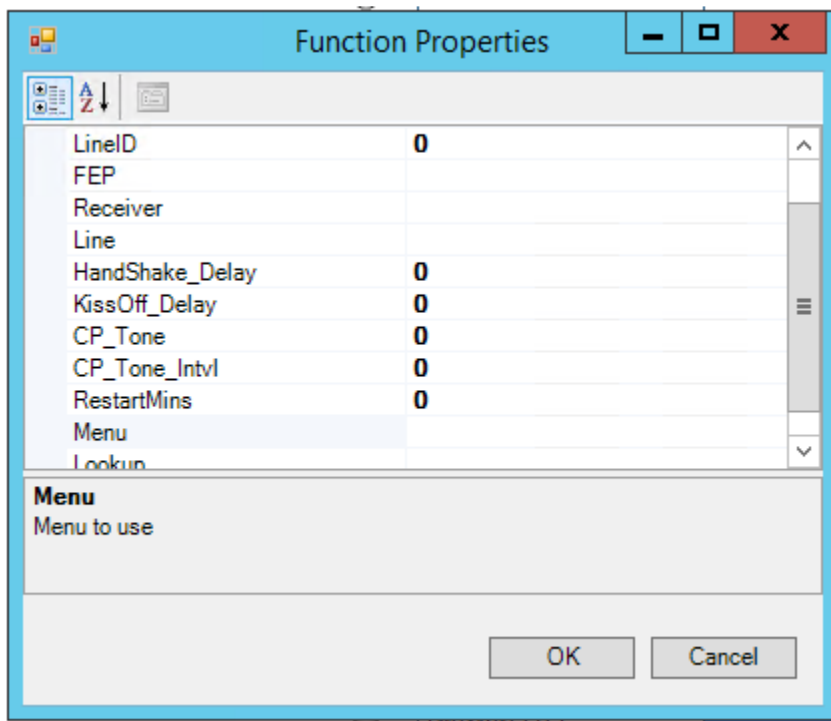
**Result:** TwoWayPLUS now displays as your selected Line Function as shown in the following screenshot:



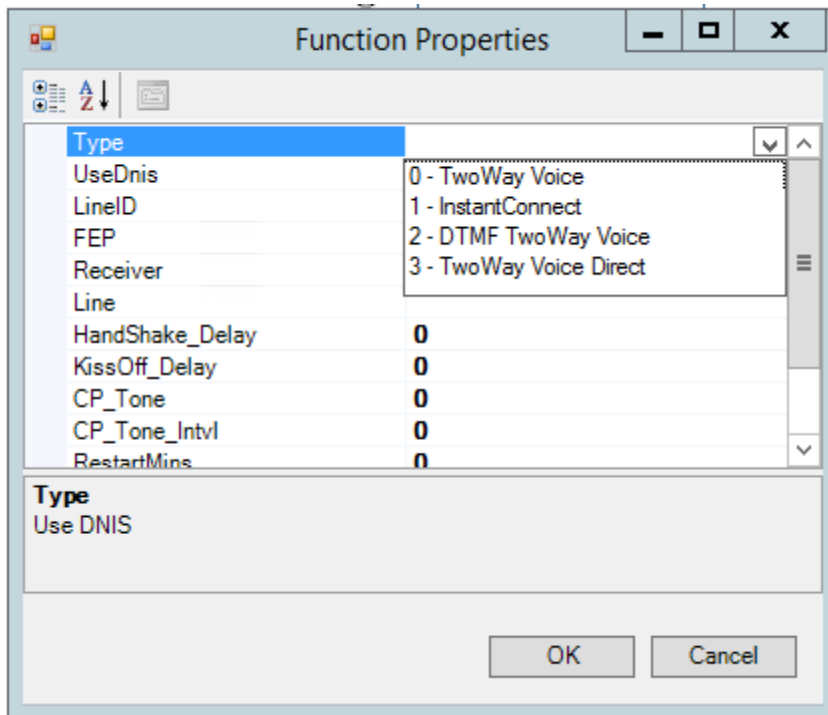
- Click in the “Properties” column for the line on which you are creating your new Line Driver, and then right-click in the field and select “Properties” as shown in the following screenshot:



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



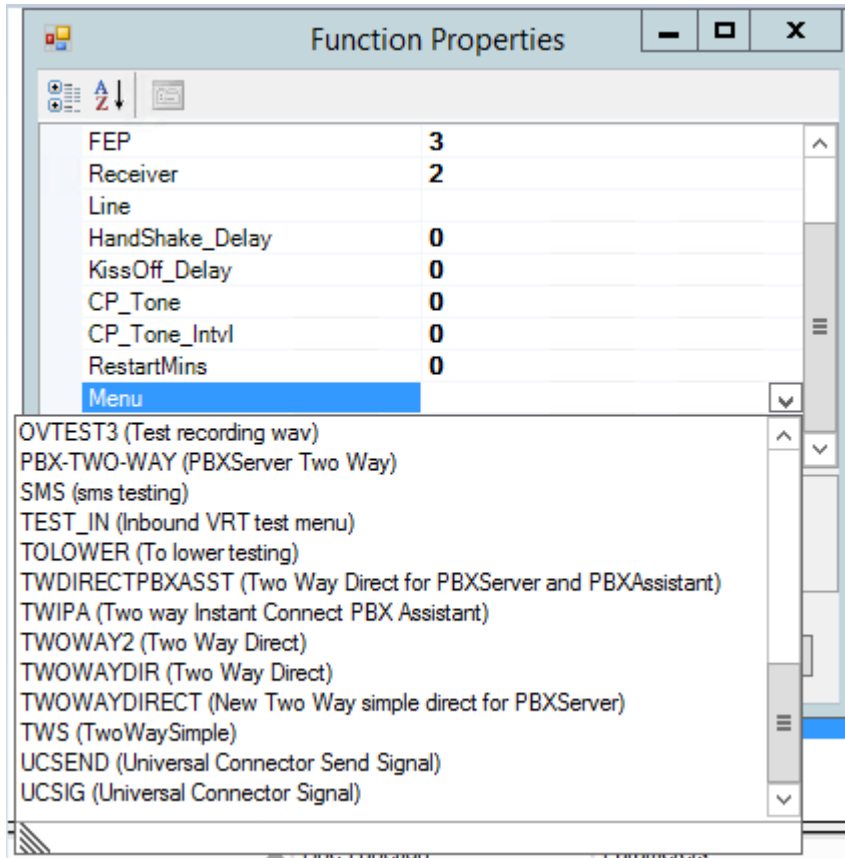
- Click at the right edge of the “Type” field until a dropdown menu displays as shown in the following screenshot:



10. Select "0 – TwoWay Voice".

**Result:** the dropdown menu closes, and a "0" displays in the field to reflect your TwoWay Voice selection.

11. Click in the "FEP" field, and enter a number to indicate the FEP you want to use for TwoWay Voice.
12. Click in the "Receiver" field, and enter a number to indicate the Receiver you want to use for TwoWay Voice.
13. Click at the right edge of the "Menu" field until a dropdown menu displays, and then select "TWS (TwoWaySimple)" as shown in the following screenshot:



14. 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.

15. Click **“Save”**.

## Configuring TwoWay Voice in Manitou

You have nearly completed setting up TwoWay Voice in the MediaGateway 2. Before you can finish, however, you must complete the TwoWay Voice setup in Manitou.

### Adding TwoWay Voice as a Manitou Audio Type

Perform the following steps to add TwoWay Voice as a Manitou AudioType:

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

**Result:** the “Audio Types” form displays as shown in the following screenshot:

Function Description	Digits	Listen Only	Update	Initial Status	Hangup
▶ Ack Privat Report	2	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
End Session (hangup)	99	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaker On; Mike Off	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mike On; Speaker Off	3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoFull Duplex	6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase Speak Vol	4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trouble Announcement	5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

**Result:** the “Add Audio Type” window displays as shown in the following screenshot:

4. Enter a code into the “Audio Type Code:” field.
5. Enter a description into the “Description:” field, and click “OK”.

**Result:** the new Audio Type you created now displays as the selected item on the form as shown in the following screenshot:

Audio Type Details						
	Function Description	Digits	Listen Only	Update	Initial Status	Hangup
*			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Click **“Save”**.

## Adding a TwoWay Voice Transmitter Type and Programming Commands

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

1. Open the Manitou Operator Workstation
2. Navigate to the Maintenance menu, and select “Transmitter Types”.

**Result:** the “Transmitter Type” menu displays as shown in the following screenshot:

3. Select the “Event Monitoring” node in the Navigation Tree.
4. Click “Edit”, and then click “Add”.

**Result:** the “Transmitter Type” window displays as shown in the following screenshot:

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

**Transmitter Type**

Transmitter Type: TWS  
 System Type: Event Monitoring  
 Description: TwoWaySimple  
 Protocol Type: [Dropdown]  
 Reverse Cmd Protocol: None

**Transmitter Input ID**

	Base	Minimum	Maximum	Separator
Group 1 Value Range:	<input checked="" type="radio"/> Decimal <input type="radio"/> Hexadecimal	[Field]	[Field]	[Field]
Group 2 Value Range:	<input checked="" type="radio"/> Decimal <input type="radio"/> Hexadecimal	[Field]	[Field]	[Field]
Group 3 Value Range:	<input checked="" type="radio"/> Decimal <input type="radio"/> Hexadecimal	[Field]	[Field]	

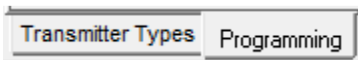
TX Input ID: [Field] Clear

**Attributes**

☒ Audio Capable  
☒ Create Call Session (No Listen-In)  
☐ Drop Listen-In if no Alarm  
☐ Video Capable  
☐ Raw Event Programming  
☐ Monitored Transmission Path  
☐ Generate L-T-T Only When Closed

Audio Type: [Dropdown]  
 Video Type: [Dropdown]

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



**Result:** the “Transmitter Programming” form displays as shown in the following screenshot:

Input				Event	Description	Output				Specific Processing	
DES	Area	Zone	Sensor			Area	Zone	Sensor	Point ID	Commands	Help
*											

11. Click at the right edge of the first “DES” field until a dropdown menu displays, and then select “PA” as shown in the following screenshot:

Input				
DES ▼	Area	Zone	Sensor	Event
*				
Event	Description			▲
PA	Panic Alarm			
PA1	Duress			
PA2	Silent Panic			
PA3	Audible Panic			
PA4	Duress Access Grant			
PA5	Duress Egress Grant			
PB	Panic Bypass			
PH	Panic Alarm Restore			▼

**Note:** depending on the device you are using, TwoWay Voice signals can arrive as Panic, Medical, or Burglary Alarms. For the sake of simplicity, we have included only the most basic PA/MA instructions here. If you would prefer that TwoWay Voice signals arrive as Burglary Alarms and have reason to believe that your device supports that Event Type, consult a Bold Support Representative to discuss your specific options.

- Click in the “Area” field.

**Result:** several fields populate as shown in the following screenshot:

Input					Output				Specific Pr
DES ▼	Area	Zone	Sensor	Event	Description	Area	Zone	Sensor	Point ID
PA	*	*	*			=	=	=	

- Click at the right edge of the “Event” field until a dropdown menu displays, and then select “PA” from the list as shown in the following screenshot:

Event	Description	Area	Zone	Sensor
▼		=	=	=
Event	Description			▲
PA	Panic Alarm			
PA1	Duress			
PA2	Silent Panic			
PA3	Audible Panic			
PA4	Duress Access Grant			
PA5	Duress Egress Grant			
PB	Panic Bypass			
PH	Panic Alarm Restore			▼

- Navigate to the next programming line, click at the right edge of that line’s “DES” field, and select “MA” as shown in the following screenshot:



Input				
DES ▼	Area	Zone	Sensor	Event
PA	*	*	*	PA
*	▼			
Event	Description			
MA	Medical Alarm			
MB	Medical Bypass			
MH	Medical Alarm Res			
MJ	Medical Trouble Res			
MR	Medical Restoral			
MS	Medical Supervisory			
MT	Medical Trouble			
MU	Medical Unbypass			

15. Click in the “Area” field.

**Result:** several fields populate as shown in the following screenshot:

Input					Output					Specific Pr
DES ▼	Area	Zone	Sensor	Event	Description	Area	Zone	Sensor	Point ID	Commands
PA	*	*	*	PA	Panic Alarm	=	=	=		
MA	*	*	*			=	=	=		
*	▼									

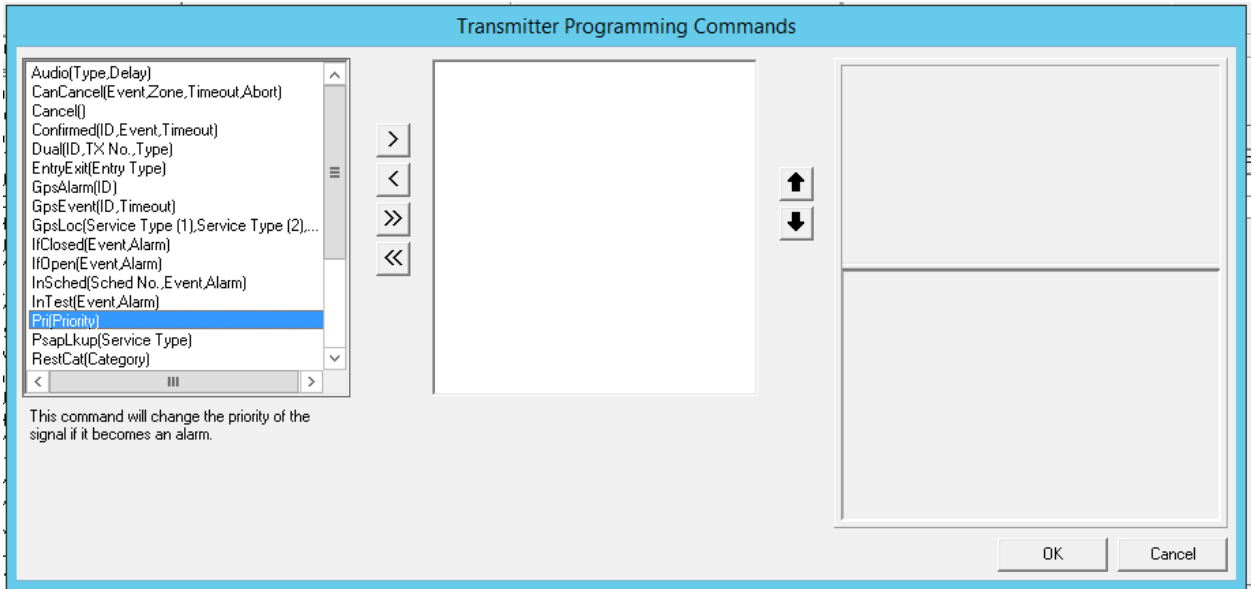
16. Click at the right edge of the “Event” field until a dropdown menu displays, and then select “MA” from the list as shown in the following screenshot:

Event	Description	Area	Zone	Sensor
PA	Panic Alarm	=	=	=
▼		=	=	=
Event	Description			
MA	Medical Alarm			
MB	Medical Bypass			
MH	Medical Alarm Res			
MJ	Medical Trouble Res			
MR	Medical Restoral			
MS	Medical Supervisory			
MT	Medical Trouble			
MU	Medical Unbypass			

17. Click at the right edge of the “Commands” field on the PA line until an ellipsis menu displays as shown in the following screenshot:

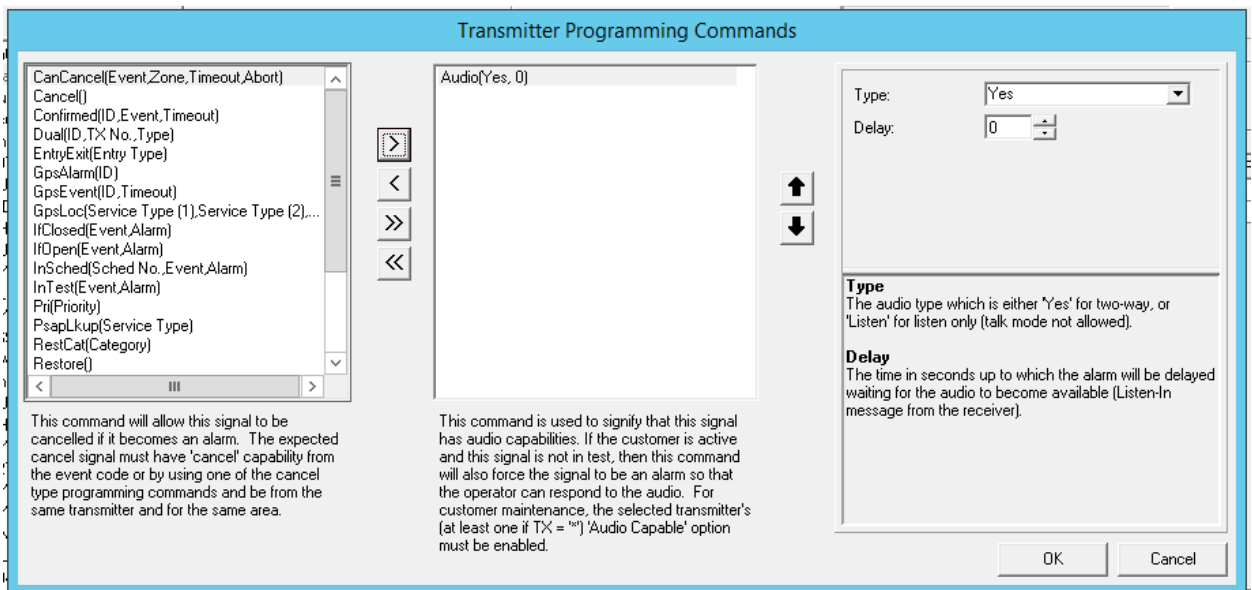
Commands
...

**Result:** the “Transmitter Programming Commands” window displays as shown in the following screenshot:



18. Select “Audio(Type,Delay)”, and then click the right arrow icon.

**Result:** the “Transmitter Programming Commands” form now displays as shown in the following screenshot:



19. Click “OK”.

**Result:** the programming line you created now displays as shown in the following screenshot:

	Input				Output					Specific Pr	
	DES ▼	Area	Zone	Sensor	Event	Description	Area	Zone	Sensor	Point ID	Commands
PA	x	x	x	x	PA	Panic Alarm	=	=	=		Audio(Yes, 0) ...
MA	x	x	x	x			=	=	=		

20. Select the MA line and repeat steps 17-19 to add the same Audio Command to the MA Event that you already added to the PA Event. The programming commands you entered now match the following screenshot:

	Input				Output						Specific Pr	
	DES ▼	Area	Zone	Sensor	Event	Description	Area	Zone	Sensor	Point ID	Commands	
	PA	*	*	*	PA	Panic Alarm	=	=	=		Audio(Yes, 0)	
	MA	*	*	*	MA	Medical Alarm	=	=	=		Audio(Yes, 0)	...
*												

21. Click the “Transmitter Types” Tab.  
**Result:** the “Programming” Tab closes, and the system returns you to the “Transmitter Types” form.
22. Your entries on the “Transmitter Type” form now match the following screenshot:

The screenshot shows the "Transmitter Type" configuration window. The "View" tab is selected, displaying a tree view of transmitter types on the left. The right pane shows the configuration for the selected transmitter type, "TWS". The configuration includes fields for "Transmitter Type", "System Type", "Description", "Protocol Type", and "Reverse Cmd Protocol". Below these are "Transmitter Input ID" settings, including "Base", "Minimum", "Maximum", and "Separator" for three groups. The "Attributes" section contains checkboxes for "Audio Capable", "Create Call Session (No Listen-In)", "Drop Listen-In if no Alarm", "Video Capable", "Raw Event Programming", "Monitored Transmission Path", and "Generate L-T-T Only When Closed". The "Audio Type" and "Video Type" are also specified.

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

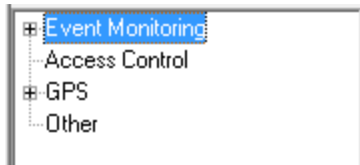
23. Click “Save”.

## Adding a TwoWay Voice Transmitter in Manitou

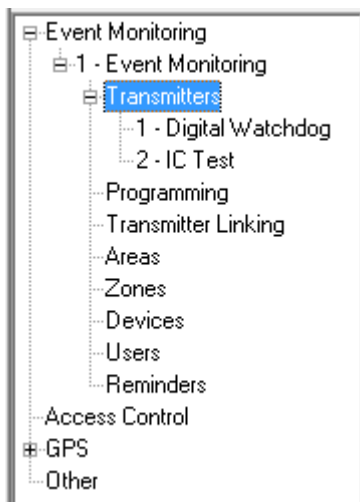
Perform the following steps to add a TwoWay Voice Transmitter in Manitou:

1. Open the Manitou Operator Workstation.
2. Open the Customer record to which you want to add an Event Monitoring System.
3. Click “Systems” from the Jump To menu.

**Result:** the following window displays:

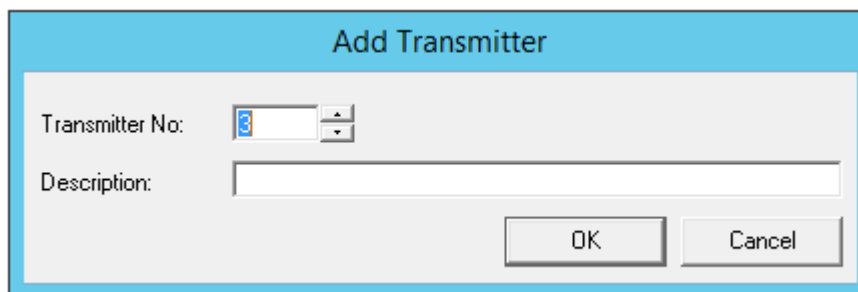


4. Expand the “Event Monitoring” node, and select “Transmitters” as shown in the following screenshot:



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

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

A screenshot of a dialog box titled 'Add Transmitter'. It has a light blue header. Inside, there are two input fields: 'Transmitter No.' with a numeric spinner set to 10, and 'Description' with an empty text box. At the bottom right are 'OK' and 'Cancel' buttons.

6. Enter a description into the “Description” field, and click “OK”.

**Result:** the Transmitter you just created displays as the selected item on the “Transmitter” form as shown in the following screenshot:

**Transmitter**

Transmitter No: 3

Description: TwoWaySimple

Transmitter Type: [dropdown]

Receiver Line Prefix: [dropdown]

Transmitter ID: [dropdown] →

TX Protocol Type: [dropdown]

Caller ID 1: [text]

Caller ID 2: [text]

Remote Address: [text]

**Transmitter Dates**

Path-Enabled Date: [dropdown]

Connect Date: [dropdown]

Termination Date: [dropdown]

**Offsets**

Area Offset: [text]

Zone Offset: [text]

Sensor Offset: [text]

**Options**

☐ Generate Restore Overdues

☐ Any Activity Satisfies Test

☐ Extended Signaling

☐ Do not use Dealer Programming

☐ Generate L-T-T Only When Closed

☐ Regular Activity Expected

☐ Audio Capable

☐ Create Call Session (No Listen-In)

☐ Drop Listen-In if no Alarm

☐ Video Capable

☐ Raw Event Programming

☐ Monitored Transmission Path

☐ Encrypted

☐ Backup Transmitter

**Transmitter Test**

Interval: 0 [dropdown]

**Notes**

7. Select the Transmitter Type you created earlier from the “Transmitter Type:” dropdown menu.
8. Select a Receiver Line Prefix from the “Receiver Line Prefix” dropdown menu, or select the default option.
9. Enter your alarm panel number into the “Transmitter ID:” field.  
**Note:** if your TwoWay Voice setup is through Alarm.com, enter the Caller ID of the device from which the user will call into the Central Station, instead of an alarm panel number.
10. Select the “Audio Capable” and the “Create Call Session (No Listen-In)” checkboxes.
11. Your Transmitter setup should now match the following screenshot:

**Transmitter**

Transmitter No: 3

Description: TwoWaySimple

Transmitter Type: TWS

Receiver Line Prefix: 99

Transmitter ID: 777777

TX Protocol Type:

Caller ID 1:

Caller ID 2:

Remote Address:

**Transmitter Dates**

Path-Enabled Date:

Connect Date:

Termination Date:

**Offsets**

Area Offset:

Zone Offset:

Sensor Offset:

**Options**

☐ Generate Restore Overdues

☐ Any Activity Satisfies Test

☐ Extended Signaling

☐ Do not use Dealer Programming

☐ Generate L-T-T Only When Closed

☐ Regular Activity Expected

☒ Audio Capable

☒ Create Call Session (No Listen-In)

☐ Drop Listen-In if no Alarm

☐ Video Capable

☐ Raw Event Programming

☐ Monitored Transmission Path

☐ Encrypted

☐ Backup Transmitter

**Transmitter Test**

Interval: 0

**Notes**

12. Click **“Save”**.

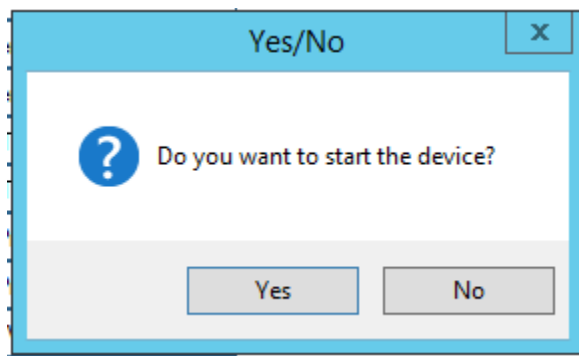
## Activating your Line Driver in the MediaGateway 2

Now that your Manitou setup is complete, you must return to the MediaGateway 2 Line Drivers section to activate the Line Driver you created earlier. Perform the following steps to activate your Line Driver in the MediaGateway2:

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

4002 ☒ TWS TwoWayPLUS MENU=TWS,FEP=3,RECEIVER=2,TYPE=0,USEDNIS=0

**Result:** the following dialog displays:



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

