

MediaGateway Overview

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History

The MediaGateway was designed in 2006 to integrate with Manitou for integrating with Bold's Telephony Service, as well as send and receive commands through the XML Receiver Driver. The MediaGateway 2 was a revised product in 2012 that came alongside Manitou CS 1.6.1 to accomplish the same tasks but with additional features such as increased PBX integration, additional Universal Connector modules, and an improved user interface.

System Requirements

The system requirements as of ManitouNEO 2.0 are included below. These were effective as of January 30th, 2018.

OS Version	Windows Server 2012 R2 or newer
SQL Version	SQL Express 2012 or newer
Memory	4GB
Processor	Dual Core

Please Note - These are the minimum requirements and will likely increase based on the amount of traffic going through the MediaGateway!

MediaGateway's Functionality

Core Integrations

The MediaGateway has 3 major functions that all break down into smaller pieces, the Universal Connector, PBX Integration, and Telephony Integration. Each has its own functions and can tie in with each other, however, for the purpose of this document it is divided into those three categories.

Universal Connector

The Universal Connector connects a variety of different delivery mechanisms into one location for easy setup and management. The following are all the connection types currently allowed through the MediaGateway for generating signals.

Available Integrations

- SMS
- Email
- SMS Gateway
- ODBC
- FTP

- TCP
- RSS
- Files

These connectors are all being used by customers regularly for generating signals that would not traditionally be able to be processed through as an alarm. This creates the ability to have signal generation from complex systems without additional programming from a technical team at a central station.

PBX Integration

PBX (Private Branch Exchange) Integration is integral to a large amount of central stations for handling and making calls associated with alarms. The MediaGateway's PBX Integration looks to improve that alarm/call relationship. This allows for connecting calls immediately on an operator picking up an alarm, to automatically send automated calls with menu systems built in on signals handled by the auto-client. This presents a robust set of possibilities to improve call flow and operator alarm handling for any central station. The functions by integrating with a PBX provider such as Avaya and sending commands through their APIs to handle call traffic.

Available Integrations

- TwoWay Plus
- Instant Connect
- OpenVoice Inbound & Outbound
- PBX Assistant

Telephony Integration

The Telephony Integration, commonly referred to as the Bold Telephony Service, operates through the use of standard analog lines, digital T1 lines and digital ISDN PRI lines all going through a dialogic device on a server. This enables the MediaGateway to become a specialized switch that works alongside any PBX system in the same manner you would expect from the PBX Integration. The main difference between the Telephony Integration and the PBX Integration, is that with the Telephony Integration, we handle the commands for directing call traffic instead of using a PBX system's API.

Available Integrations

- TwoWay Plus
- Instant Connect
- OpenVoice Inbound & Outbound
- SoloProtect
- ChannelBank
- Line Check

Relation to Manitou

The MediaGateway can run in two methods, console or standalone.

Standalone

In standalone mode, the MediaGateway will run only when the executable is running. This should be used for debugging and initial configuration.

Console

In console mode, the MediaGateway will always run and the executable is only used for configuration. When run in console mode this allows the user to completely log off from the machine and stay running. This is the recommended method to run the MediaGateway.