

Using OpenVoice Outbound to contact a Call List

01/10/2024 2:26 pm EST

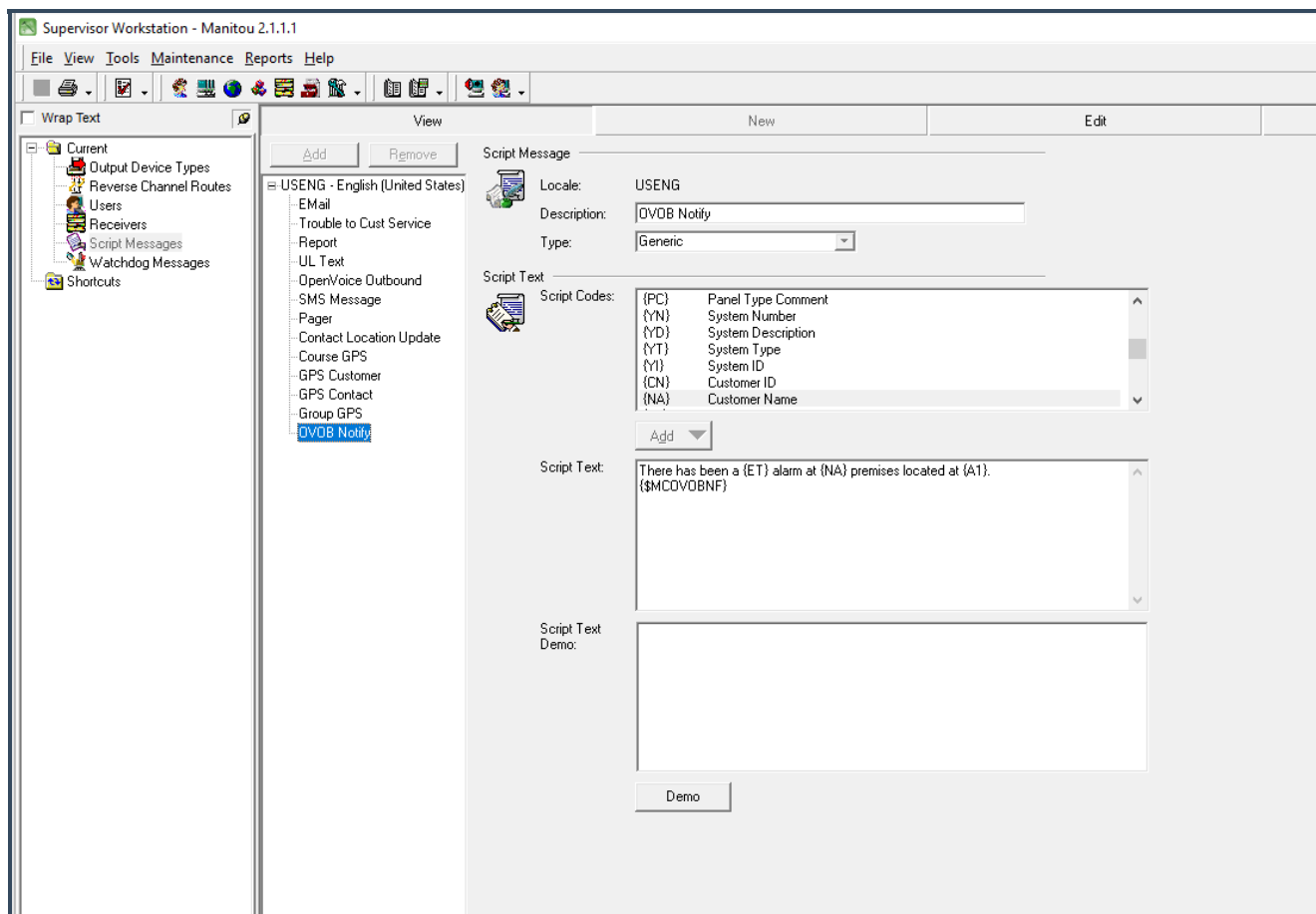
This demonstrates how to contact a call list and play an automated voice message to everyone on the list. It will call them all with one action pattern line and can be run by the auto-client. This would be useful for low-priority alarms or to notify all people on a call list once an alarm has been handled as a follow-up action.

This will call everyone on the call list simultaneously. Not one at a time. It is limited by how many output lines you have in MediaGateway. It will use the maximum available.

Manitou

You will need to have a script message that provides the text that you wish to be read to the contact. This can be different based on what you are intending to do. This example is just to notify everyone that an alarm has occurred.

In SWS, set up the script message.




In SWS, you need to have Media Gateway set up as a reverse channel route.

View New Edit

Add Remove

Reverse Channel Routes

- APCO Alarm
- 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
- SureView Immix
 - SureView Immix RC Route

 Protocol: Media Gateway

Sequence: 1

Description: Media Gateway

Dealer:

Application Type: FEP

Receiver line prefix: *

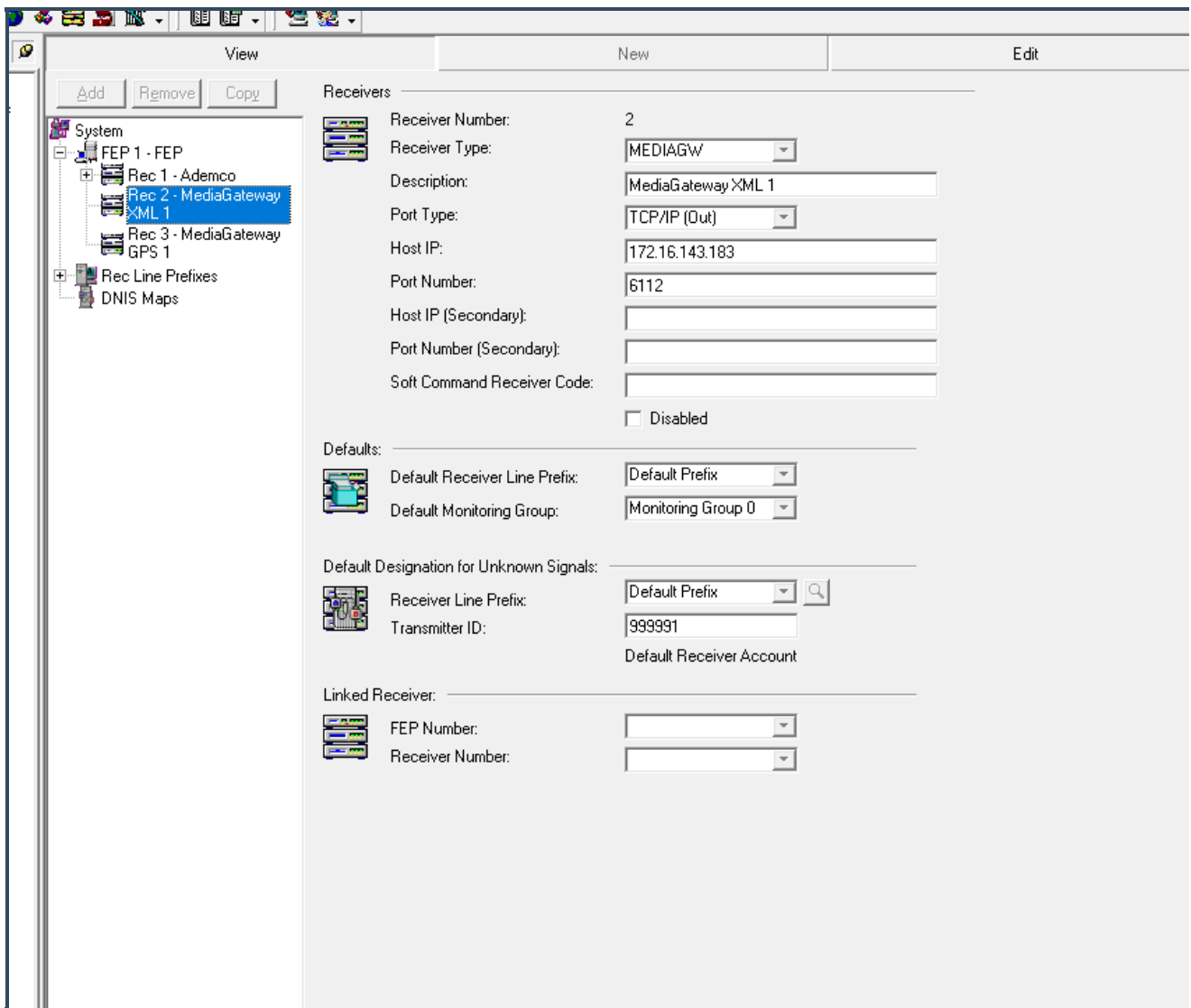
FEP: *

Receiver: *

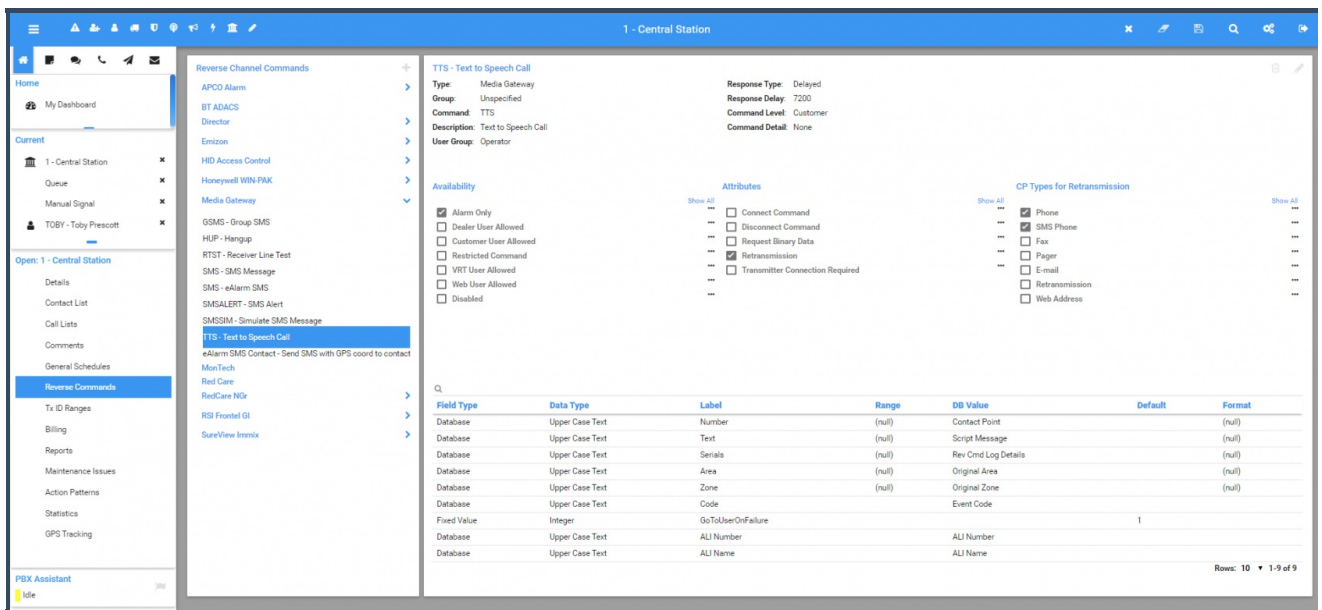
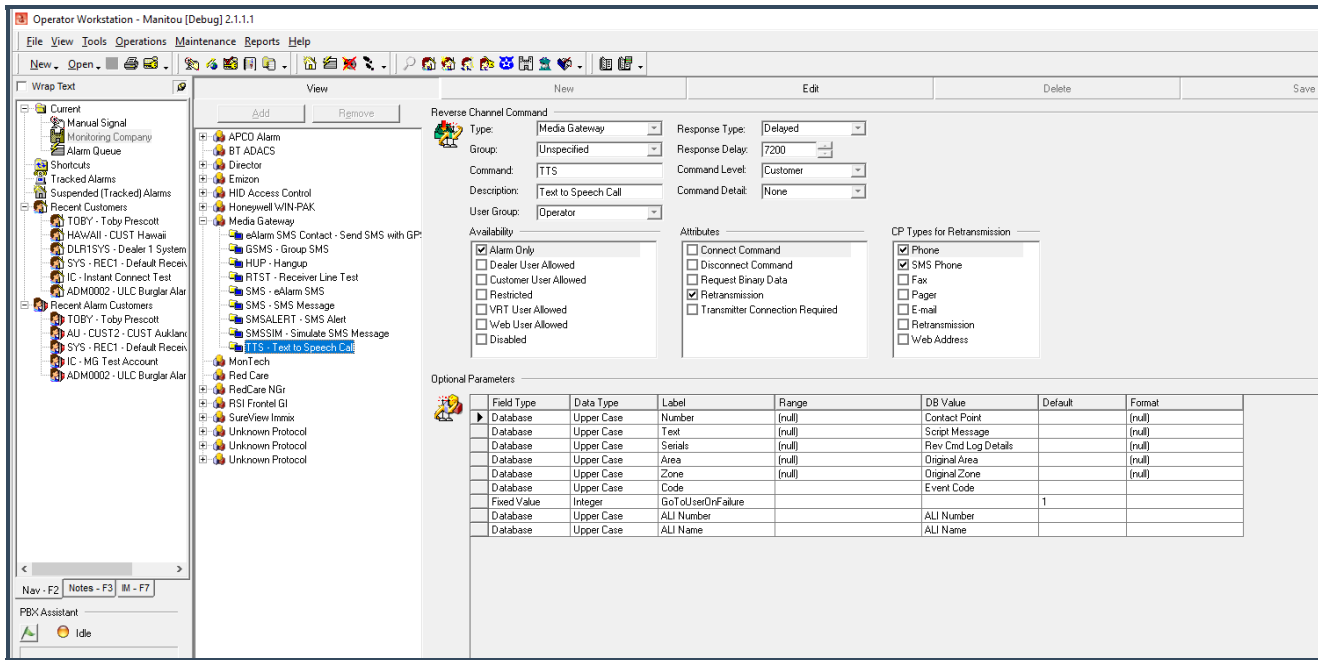
Receiver line: *

Receiver type: MEDIAGW

In SWS, you will need to have Media Gateway set up as a receiver under a FEP.

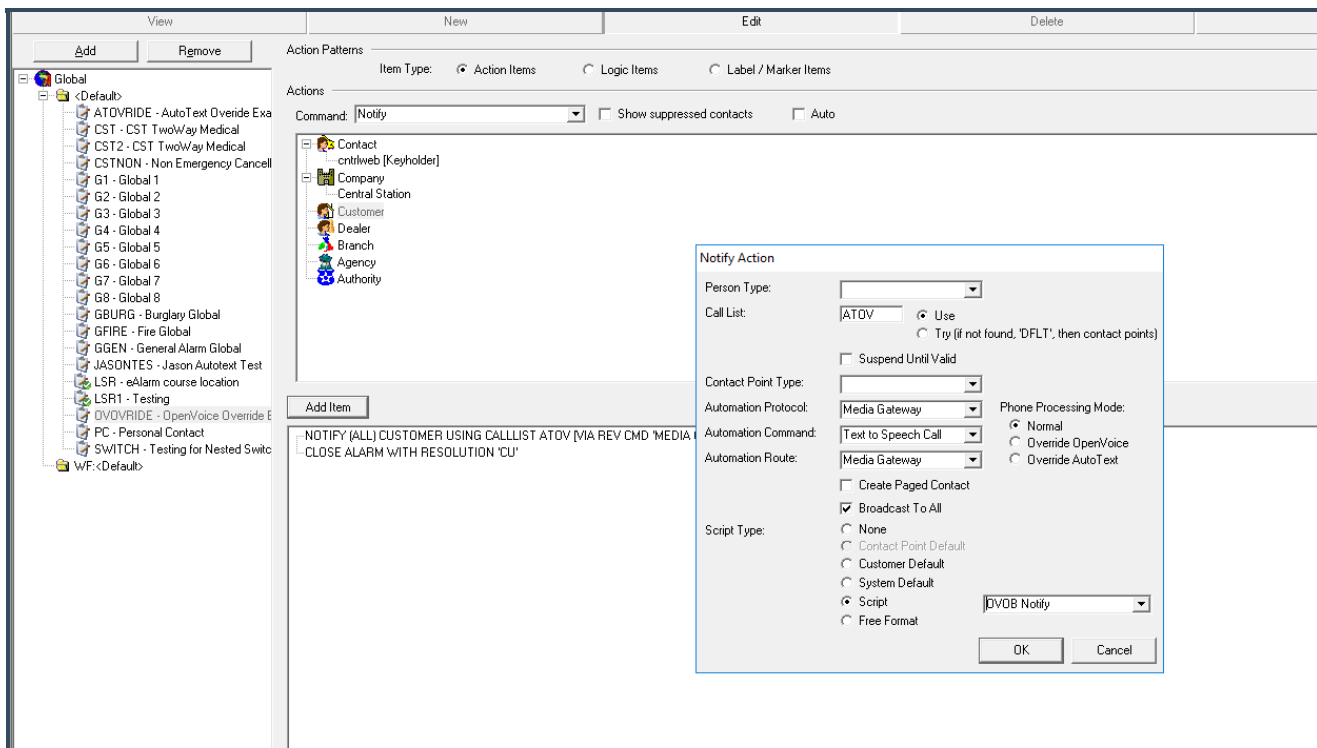


In OWS or Web Client you will need to set up a Reverse Command at the monitoring company level. This needs to be under Media Gateway.



Build an action pattern and use the Notify command. There is an option to "Broadcast to All" that should be selected to send this to everyone on the call list.

- Provide the call list name
- Pick Media Gateway as the Automation Protocol
- Pick Text To Speech Call (or whatever your reverse command was called) as the Automation Command
- Pick Media Gateway as the Automation Route
- Set the "Broadcast To All" flag
- Pick the script message to use



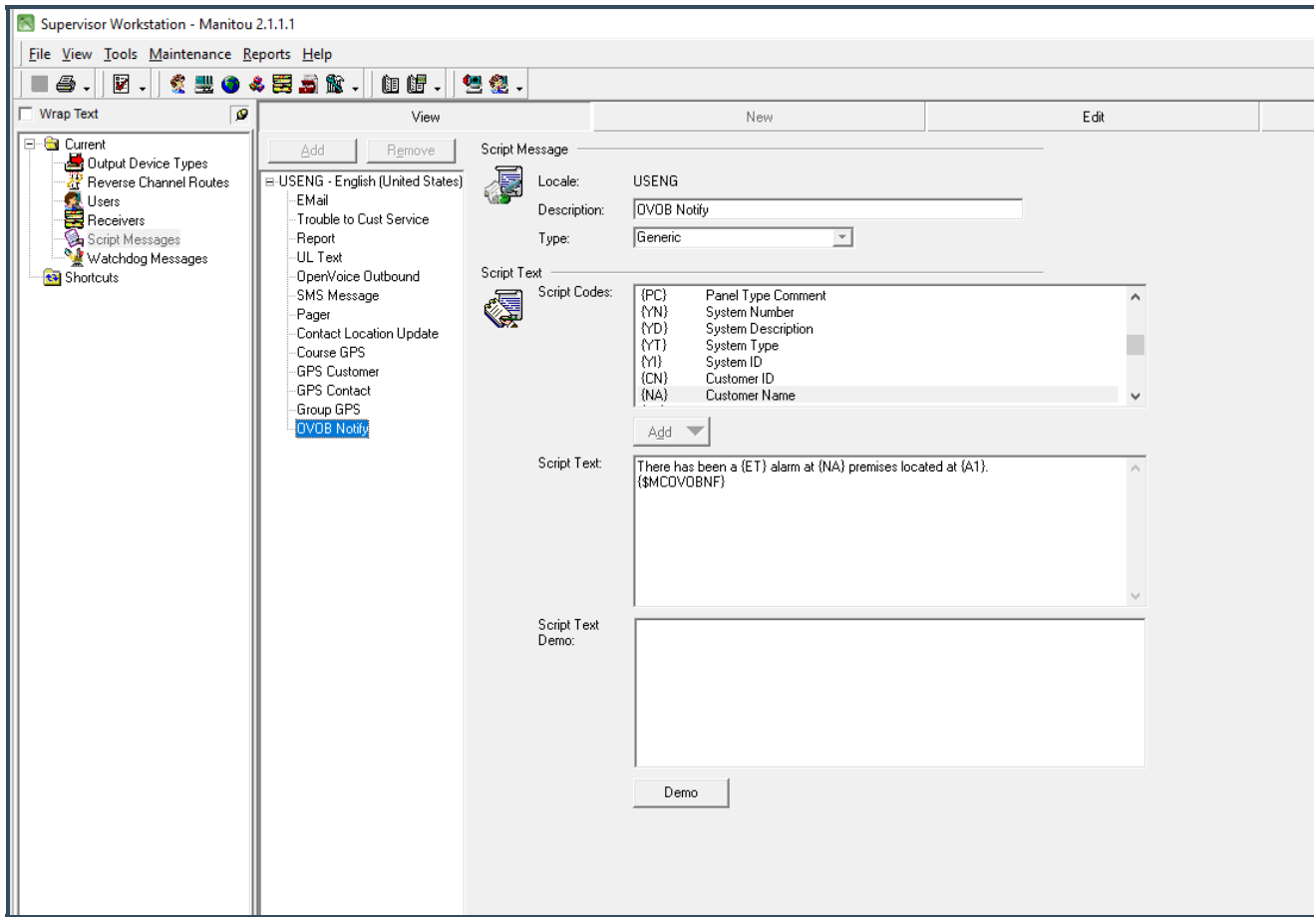
Run an alarm that uses this action pattern.

The account must have a call list defined with the same name that has contacts with phone numbers in it.

MediaGateway

You will need to have a script message that provides the text that you wish to be read to the contact. This can be different based on what you are intending to do. This example is just to notify everyone that an alarm has occurred.

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 - SureView Immix RC Route

 Protocol: Media Gateway

Sequence: 1

Description: Media Gateway

Dealer:

Application Type: FEP

Receiver line prefix: *

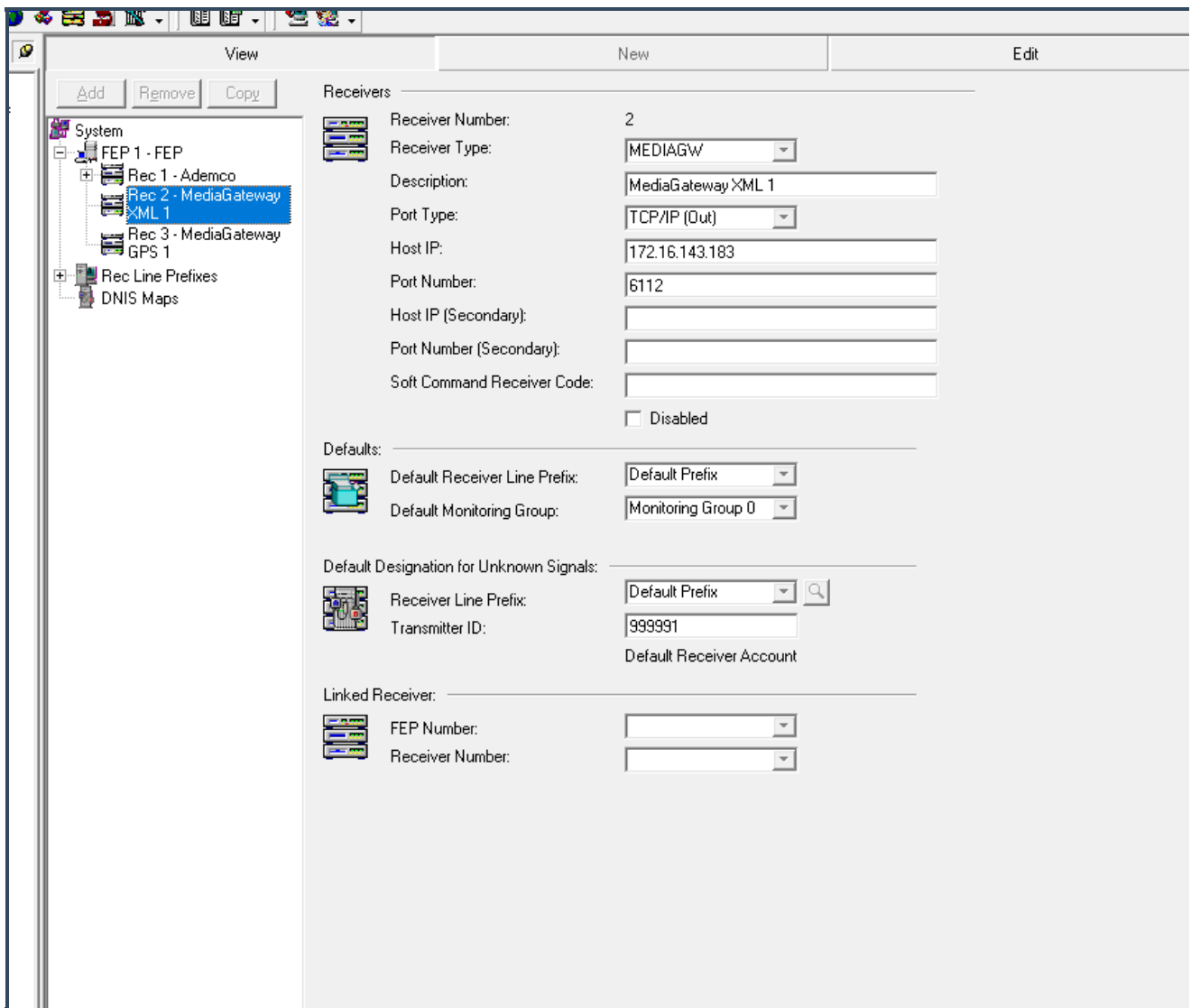
FEP: *

Receiver: *

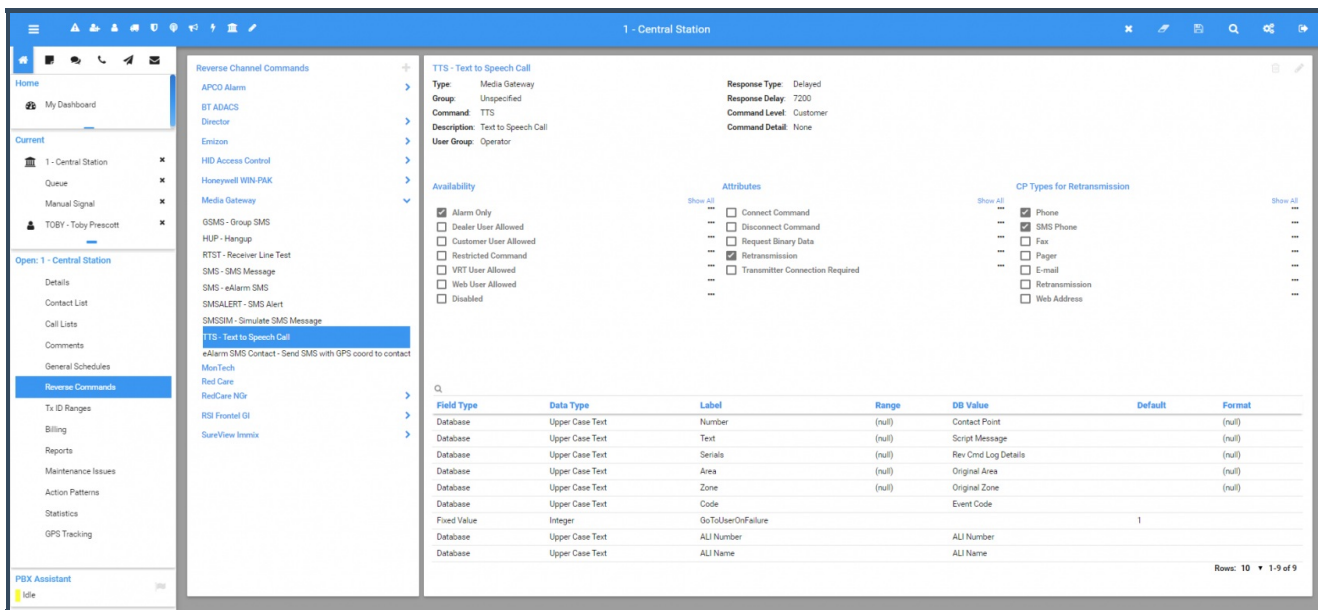
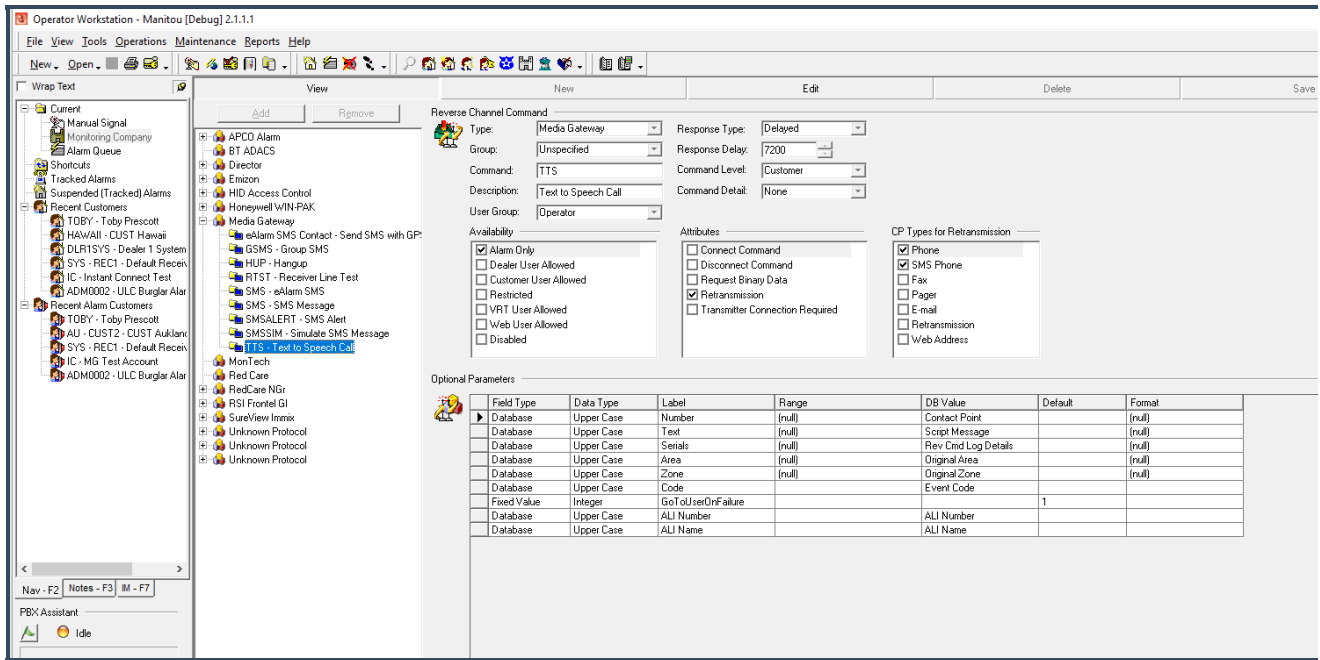
Receiver line: *

Receiver type: MEDIAGW

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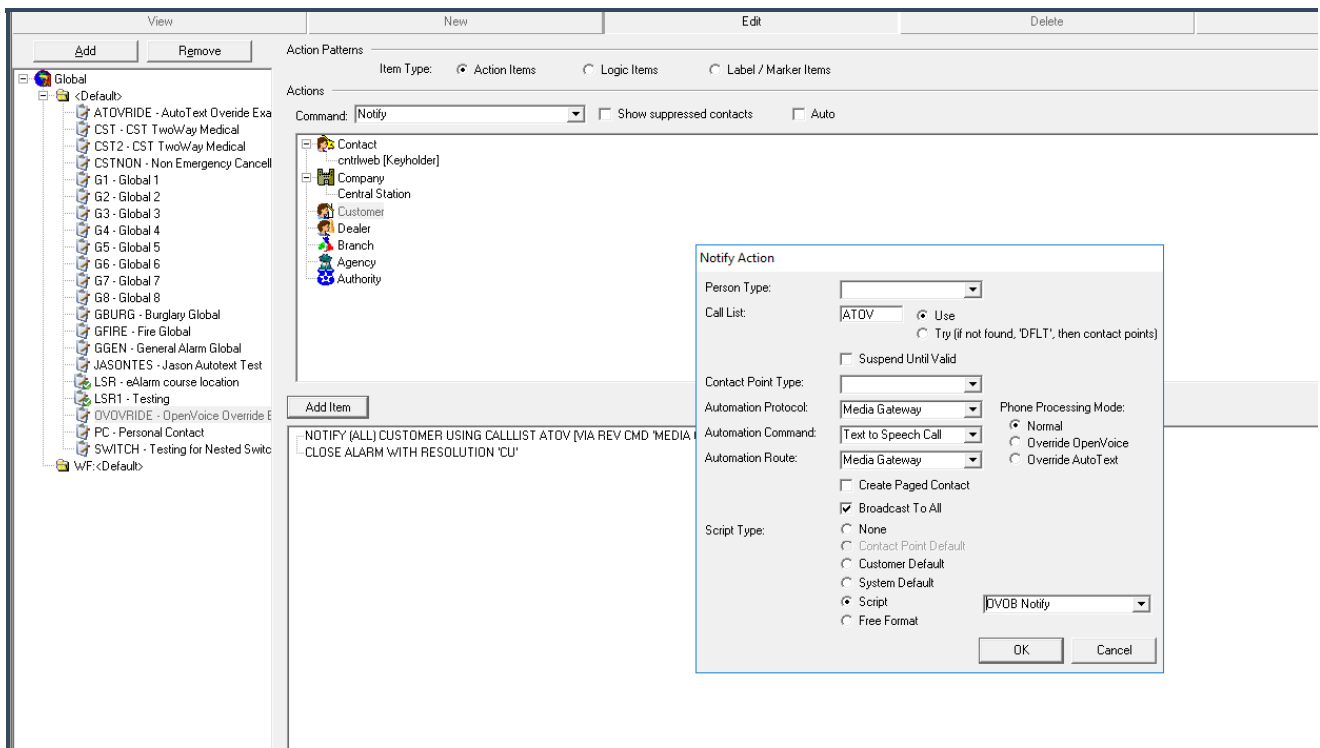


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