Mitel MiContact Center Enterprise

OPEN APPLICATION SERVER - MEDIA MESSAGE TOOL USER GUIDE

Release 9.5

NOTICE

Open Application Server
Media Message Tool User Guide
Release 9.5 – September 2020

INTRODUCTION

The Media Message Tool (MMT) is used in conjunction with the Play Messages feature to listen to pre-configured messages and record prompts. This document provides a description for using MMT. Before using MMT, make sure that Open Application Server (OAS) is configured properly, and that the server that runs MMT is configured as an OAS client. For details on how to configure OAS, see document OAS Software Configuration.

LAUNCHING THE MEDIA MESSAGE TOOL

The MMT application uses the OAS client configuration information to determine the proper host and other information. When launched, MMT will contact the host to collect configuration information from the OAS Configuration Service (OCS). If something happens that prevents information from being collected, an error message saying “Cannot locate OCS host, please check configuration,” is displayed.

If MMT is able to communicate properly with the OCS host, the main window will be displayed. Initially, no information is shown in the main window; however, as work is performed using MMT, the main window will display the interaction between the host and MMT.

To send commands to the host, you must launch the Media Message Tool.

1. From the `\oas\bin` directory, launch the `mediamsgtool.exe` file. This will open the Media Message Tool application, see Figure 1 on page 3.
2. Click the **Open Media Tool** icon or select **Media Tool** from the **View** menu, see Figure 1 below. This will open the **Media Message Tool** dialogue box, see Figure 2 below.

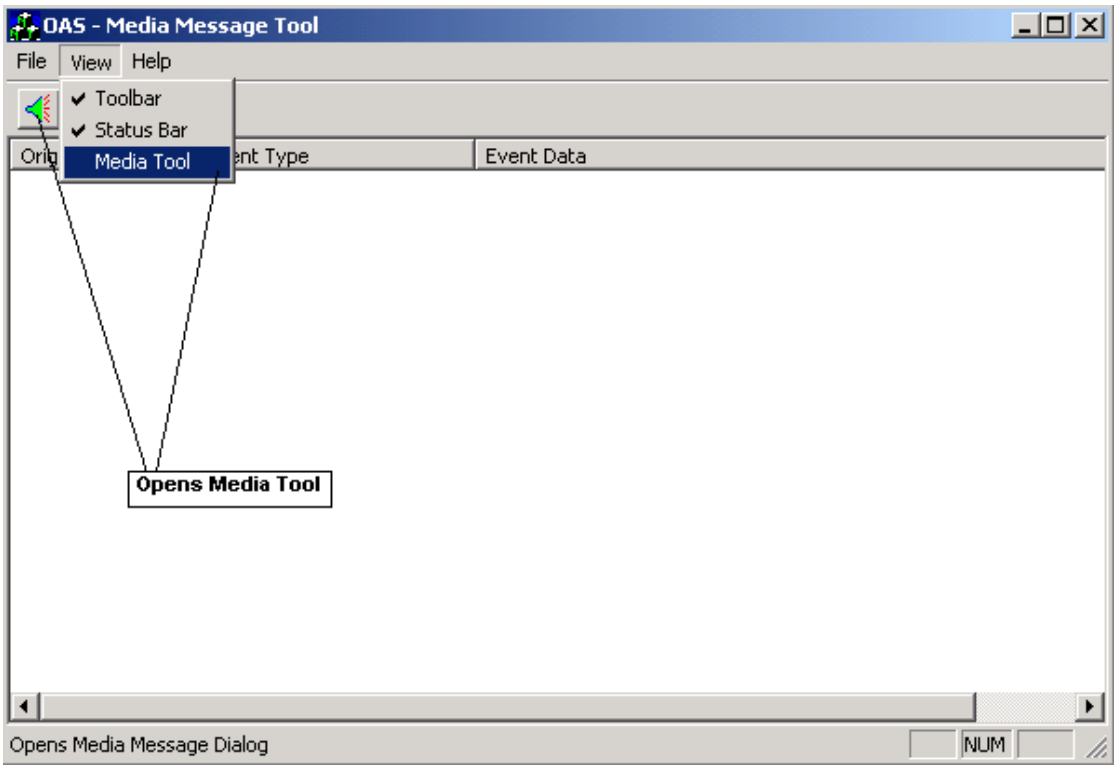

Figure 1: Accessing the Media Message Tool dialog

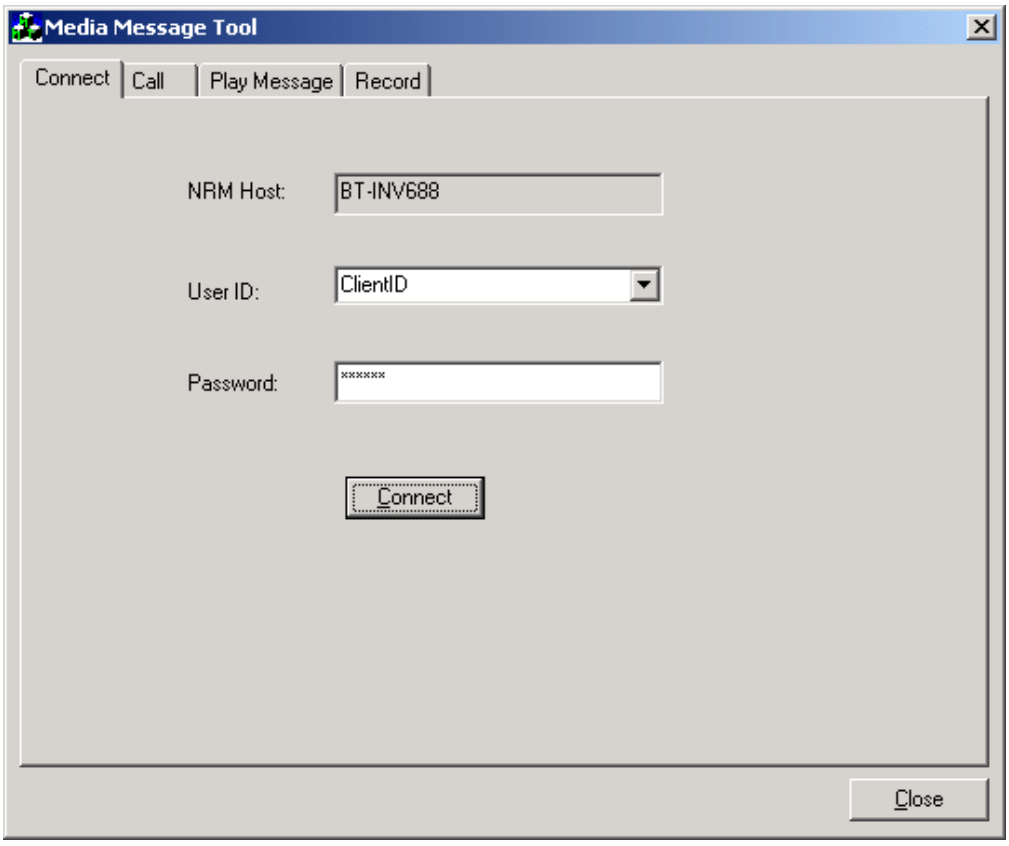

Figure 2: ***Media Message Tool dialog***

The Media Message Tool dialogue box consists of four tabs used for four different functions; see Table 1 below for a description.

Table 1: Description of the Media Message Tool tabs

TAB	FUNCTION
Connect	To establish a connection with the host.
Call	To establish a connection between the telephone and the Basic Virtual Device (BVD).
Play Message	To listen to an existing play message.
Record	To record a prompt.

Before you can listen to a message or record a prompt:

1. A connection to the host must be established, see Section 'Connecting to the Host' below.
2. A connection between a telephone and a Basic Virtual Device (BVD) must be established, see Section 'Connecting to a BVD' below.

CONNECTING TO THE HOST

A connection with the host can be established from the **Connect** tab in the Media Message dialogue box (see Figure 2 above). It is only possible to establish one connection. Attempting to establish a second connection will cause the first one to be aborted, and the new connection will be established instead.

In the **Connect** tab, the name of the host is displayed in the **NRM Host** field, which is read-only, meaning the host cannot be changed with this tool.

To establish a connection with the host :

1. Enter a user name in the **User ID** field. The User ID must be an OAS client that belongs to the OAS client group. Leave blank if OAS security is not configured for this system.
2. Enter the password for the User ID in the **Password** field. Leave blank if OAS security is not configured for this system.
3. Click **Connect**. Information about the current connection is displayed in the main screen of the Media Message Tool application.

Connecting to a BVD

A connection between a telephone and a BVD must be established to record or play a message using MMT. BVD connections are established using the **Call** tab, shown in Figure 3 below. Only one call can be maintained at a time; attempting to place a new call will disconnect a previously established call.

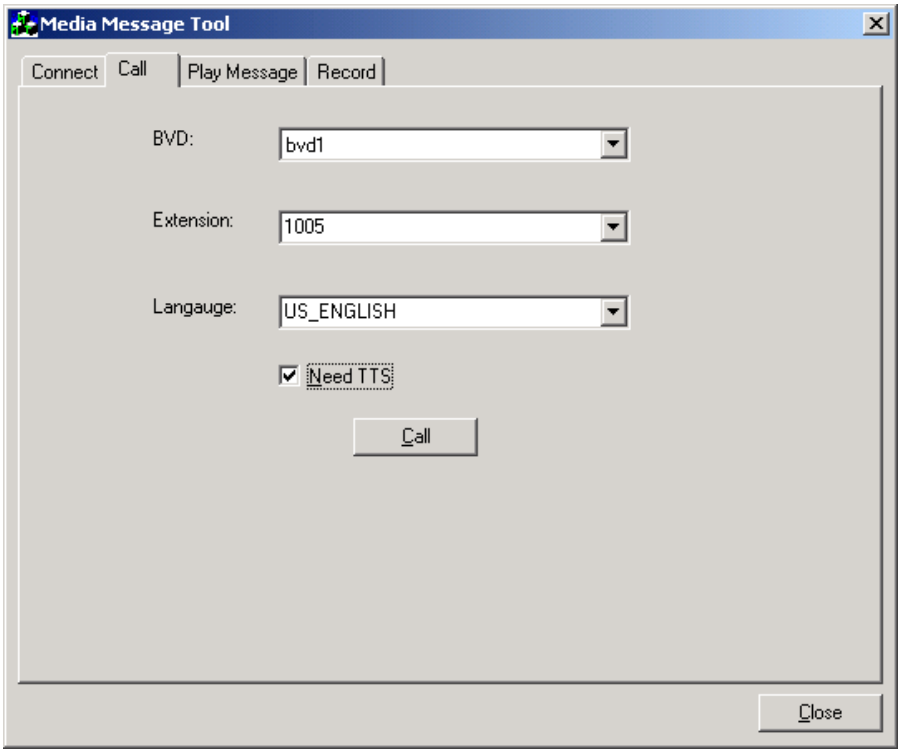

Figure 3: Call tab in the Media Message Tool dialog

Place a call between a BVD and a telephone

1. Select a **BVD** from the drop-down list.
2. Enter, or select, the telephone number to be dialled in the **Extension** field.
3. Select the Language library resource needed from the **Language** drop-down list. This is needed as there can be more than one Media Server in an OAS system.
4. Mark **Need TTS** if a TTS player is needed.
5. Click **Call**. If the call is placed successfully, the telephone will ring.
6. Answer the telephone to establish a connection with the BVD. While the call is being processed, the **Call** button will be disabled. After the attempt has succeeded or failed, the **Call** button will be enabled again. During the dialling attempt, information about messages passed between MMT and the host will be displayed in the main window.

PLAYING A MESSAGE

You can listen to existing sound media objects and TTS media objects from the **Play Message** tab, see Figure 4 below. The following read-only information is displayed in this tab:

- Connected BVD (in the BVD field)
- Current call ID (in the Call ID field)
- A list of play objects associated with each play message (in the Object Type field)

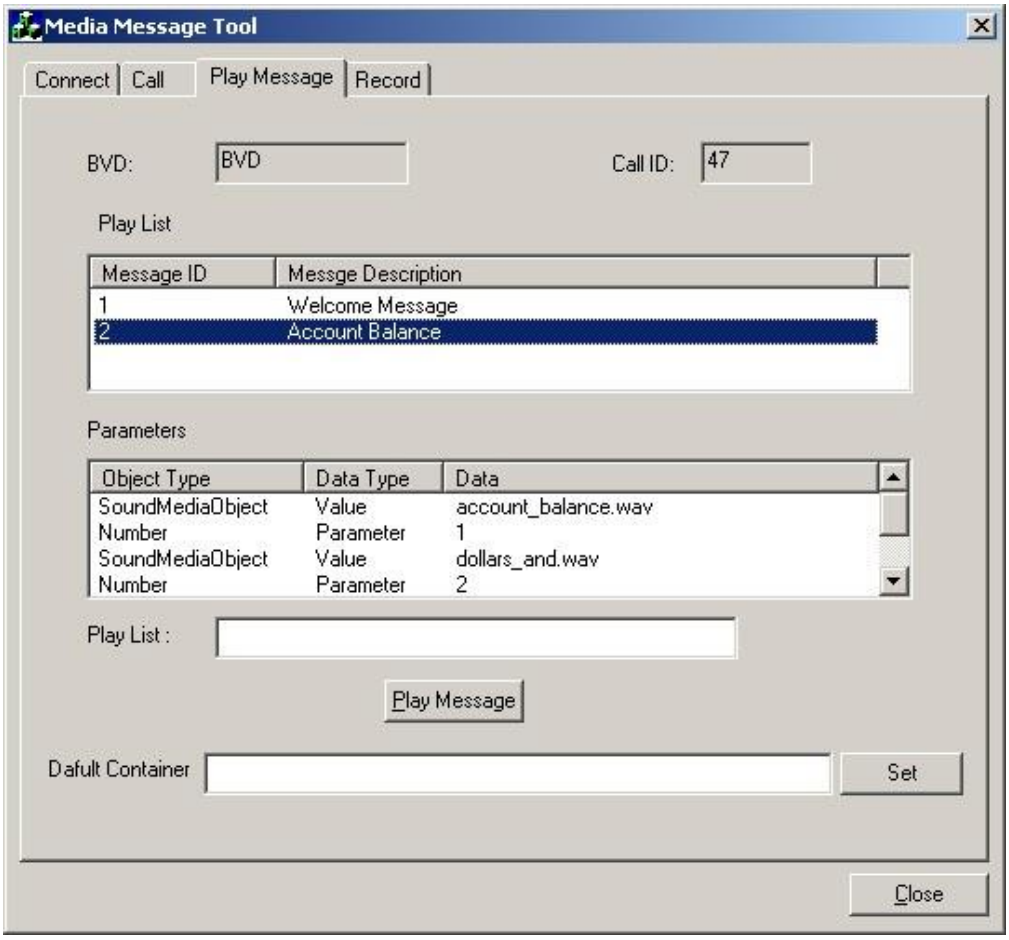

Figure 4: Play Message tab of Media Message Tool

Play a Play Message

1. Place a call between a BVD and the telephone on which you will listen to the message.
2. Select the message to be played from the **Message ID/Message Description** field. Information for the selected message will be displayed in the **Parameters** list.
3. In the **Play List** field, enter the play list for the message.
4. If any of the Sound Media Objects listed in the **Parameters** list or in the **Play List** field is in *Relative Path Mode* (that is, does not start with a '\' character), then the default container path to the location where this Sound Media Object is located must be set before starting the Play function. For more information on this, refer to the document *Play Messages*.
5. Enter the desired path in the **Default Container** field and click **Set**.
6. Click **Play Message**. The message will be played on the telephone connected to the BVD. While the play message is being processed, the **Play Message** button will be disabled. When the attempt has succeeded or failed, the **Play Message** button will be enabled again.

RECORDING A PROMPT

You can record prompts using the **Record** tab, shown in Figure 5 on page 8. The following read-only information is displayed in this tab:

- Connected BVD (in the BVD field)
- Current call ID (in the Call ID field)

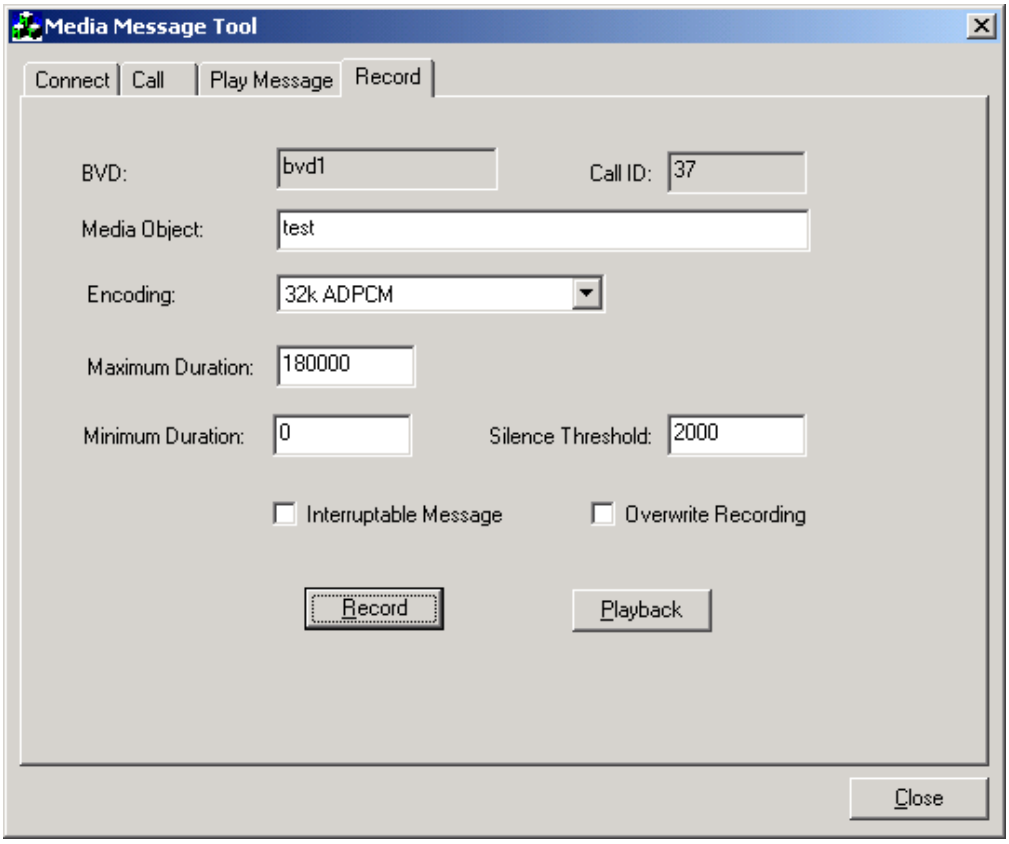

Figure 5: Record tab in the Media Message Tool dialog

Record a prompt

1. Place a call between a BVD and the telephone on which you will record the prompt.
2. Enter a name for in the **Media Object** field (optional). If you enter a name with a .wav extension, the prompt will be recorded in wav format. If you do not provide a name, a name will be generated for you.
3. Select the encoding format to be used to record the prompt from the **Encoding** drop-down list.

   Note: The IP Media Server only supports the **64k A-Law PCM** and **64k A-Law PCM** formats in .wav files..
4. Enter durations (in milliseconds) in the **Maximum Duration** and **Minimum Duration** fields.

5. Enter the silence threshold for the message (in milliseconds) in the **Silence Threshold** field . This value indicates the maximum length of silence that can be recorded before recording is stopped.
6. Mark **Interruptible Message** if the recording function should be interruptible by DTMF tones during recording.
7. Click **Overwrite Recording** if the specified media object already exists, and you wish to overwrite it.
8. Click **Record** to record the prompt. While the prompt is being recorded, the **Record** button will be disabled, and information about messages between MMT and the host will be displayed in the main window. After the attempt has succeeded or failed, the **Record** button will be enabled again. While the message file is being recorded, information.
9. Click **Playback** to review the recorded prompt.