



Notify AutoText 2.0

October 2024

Manitou®

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Overview

The box for “Broadcast to All” under the Notify Action Pattern Action Command has been removed. All Notify actions will now behave in a “Broadcast to All” manner. These changes include but are not limited to Notify via email using the Publisher; Notify via SMS Message using the Auto Text option connecting to a Media Gateway that uses SMS Message reverse commands; and Notify Text To Speech, using the Open Voice option connecting to Media Gateway that uses Text To Speech reverse commands. As of Patch 43 (Manitou version 2.1.43), any existing action commands that are using Notify will be converted to a Contact command. This will be done with the database migrations with the DBManager. Prior to the conversion, a backup of the actions will be taken and stored in the database.

Notify Action Versus Contact Action

For the Contact action, the action will happen one at a time. One successful Contact will mark additional instances of a contact as being complete. When a Contact is used on a call list, one successful Contact of that call list will mark the entire call list as being complete and move to the next action.

Notify action will send out all notifications within an action at one time. There are three options for Notify: Email (publisher), SMS Message (Media Gateway), Text to Speech (Media Gateway). When using Notify Email, as soon as the email is sent it will be considered successful and move to the next action. For SMS Message and Text to Speech, how the actions progress depends on any response back or time out. Regardless of success with a Notify action, it will not mark subsequent Notify or Contact actions as being complete.

Setup

Manitou version 2.1.43 is required for these changes.

Database Updates

When the DBManager updates (manitou.databasesmigrations.dll), any current Notify actions will be converted to Contact actions. The ACTIONS_D table will be backed up.

The following queries will be performed with the update:

```
ExecuteSqlCommand IF NOT EXISTS (SELECT * FROM sys.objects WHERE  
OBJECT_ID(N'[dbo].[ACTIONS_D_SAVE_146]') > 0) SELECT * INTO [ACTIONS_D_SAVE_146] FROM  
[ACTIONS_D]
```

8/30/2024 2:50:24 PM: ExecuteSqlCommand UPDATE [ACTIONS_D] SET CMDTYPE = 1 WHERE ITEMTYPE = 0 AND CMDTYPE = 8

8/30/2024 2:50:24 PM: ExecuteSqlCommand UPDATE [ACTIONS_D] SET MODE ^= 2 WHERE (MODE & 2) = 2

Media Gateway

There are three new menus created to help with some auto text scenarios. These are configurable once imported.

- SMSBASIC — One way texting.
 - Sends a text and completes.
- SMSEXTEND — Two-way texting.
 - Requires a connector capable of two-way texting.
 - Assumes only *LO and *LC will be using this menu.
 - Sets "Set if a response is required" MFC to False, so that if the user does not respond then it will not show as an error in the activity log when the text session times out. If you do not set this to False and the user does not respond, then it will show as an Error in the activity log.
 - Sends a text to the user with the text in the script message and gives the user options to reply with a...
 - 1 to Extend the schedule
 - 2 to Confirm alarm
 - Extend the schedule functionality
 - Extends the open schedule if the alarm is a *LO alarm by 30 minutes. If not a *LO alarm, then extends the close schedule by 30 minutes. The time is configurable in the menu.
 - Writes to the activity log the phone number of the user and the action they took. For example, "OPEN TIME EXTENDED BY 17195551212" or "CLOSE TIME EXTENDED BY 17195551212".
 - Sends a new text to everyone that was texted that the user made that selection. For example, "OPEN TIME EXTENDED BY 17195551212" or "CLOSE TIME EXTENDED BY 17195551212".
 - Confirm alarm functionality
 - Confirms the alarm and defers the alarm to the alarm queue.
 - Writes to the activity log the phone number of the user and the action they took. For example, "ALARM CONFIRMED BY 17195551212".

- Sends a new text to everyone that was texted that the user made that selection. For example, “ALARM CONFIRMED BY 17195551212”.
- SMSALARM - Two-way texting.
 - Requires a connector capable of two-way texting.
 - Sets “Set if a response is required” MFC to False, so that if the user does not respond, then it will not show as an error in the activity log when the text session times out. If you do not set this to False and the user does not respond, then it will show as an Error in the activity log.
 - Sends a text to the user with the text in the script message and gives the user options to reply with a...
 - 1 to Cancel the alarm
 - 2 to Confirm alarm
 - 3 to Request a call
 - Cancel the alarm functionality
 - Cancels and closes the alarm. NOTE: you can set it in the menu so that it only cancels the alarm and does not close it.
 - Writes to the activity log the phone number of the user and the action they took. For example, “ALARM CANCELED BY 17195551212”.
 - Sends a new text to everyone that was texted that the user made that selection. For example, “ALARM CANCELED BY 17195551212”.
 - Confirm alarm functionality
 - Confirms the alarm and defers the alarm to the alarm queue.
 - Writes to activity log the phone number of the user and the action they took. For example, “ALARM CONFIRMED BY 17195551212”.
 - Sends a new text to everyone that was texted that the user made that selection. For example, “ALARM CONFIRMED BY 17195551212”.
 - Request a call functionality
 - Defers the alarm to the alarm queue for an operator to handle.
 - Writes to activity log the phone number of the user and the action they took. For example, “CALL REQUESTED BY 17195551212”.
 - Sends a new text to everyone that was texted that the user made that selection. For example, “CALL REQUESTED BY 17195551212”.

NOTE: In the “Send SMS Message to data in list” MFC, you can specify the line driver to use to send the text. If not defined, it will use the first AutoText driver it finds. This is why it is important to specify a simple menu on the line driver so that it simply sends the text out instead of giving them a menu to choose from.

How to get the Proper Media Gateway Menu to be Used

Set the menu on the line driver to be a simple one-way menu that only sends the SMS like SMSBASIC. We want this to be a simple one-way menu, so that in the SMSEXTEND and/or SMSALARM we can send texts to people based on how users respond without the menu giving them a menu.

Set the menu you want to use in the script in SWS. You can set the menu by putting the text {\$MC} in the script text where the \$MC is followed by the menu to use. For example, {\$MCSMSALARM} would run the menu SMSALARM.

Auto Client

- If emailing, then auto client does not wait after emailing.
- If reverse command, then it will wait up to the reverse command response delay seconds.
 - If TTS reverse command:
 - You can use the “Set the result of the call” MFC and set the RESULT to True.
 - If any of the calls sets the result to True, then the Auto Client will stop waiting. It assumes you got a response that you want, and the Action Pattern will continue.
 - If none of the calls sets the result to True, then the Auto Client will time out in the reverse command response delay seconds.
 - If SMS reverse command:
 - If the SMS menu simply outputs the text (one way texting), then the first text that is completed will make the Auto Client stop waiting. See the SMSBASIC menu in the Media Gateway once the menu has been imported.
 - If the SMS menu outputs a menu of choices to the users (two-way texting), then the first one to reply to the menu will make the Auto Client stop waiting. See the SMSEXTEND or SMSALARM menu in the Media Gateway once the menu has been imported.

If none of the users responds to the text, then the Auto Client will stop waiting when one of the SMS sessions in Media Gateway times out or the reverse command times out.

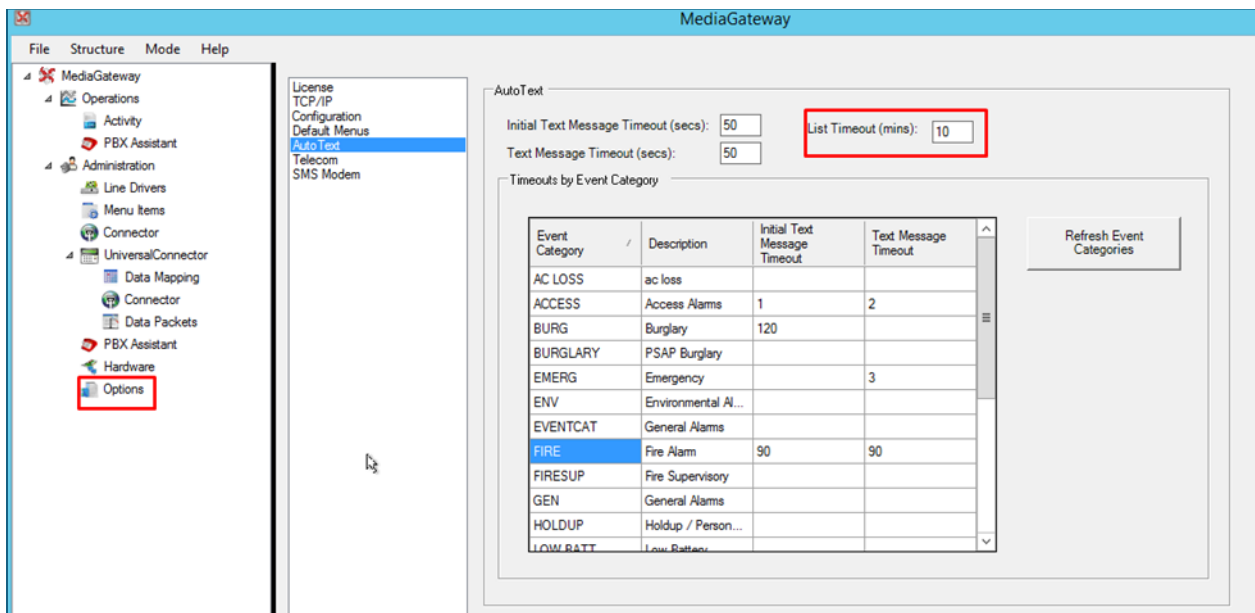
SMS Session Timeouts and Reverse Command Timeouts

In Media Gateway, set your Options > AutoText > Initial Text Message Timeout (secs) to be less than your reverse command response delay.

- If the reverse command expires first, then it will set the notify action in the activity log as Error.

- If the text session times out first and the “Set if a response is required” MFC is set it False, then it will set the notify action in the activity log as Sent.
- If the text session times out first and the “Set if a response is required” MFC is set it True, then it will set the notify action in the activity log as Error and another activity log line will display like “MESSAGE - From 'Adam Eurich': SMS Command Timeout”.

A new time out option has been added that sets the amount of time (in minutes) that a SMSList is kept. The SMSList is the listing of all the contact points that have been sent a SMS message per alarm. If a response is received within the time out period, a notification SMS message is sent to all the previously contacted numbers that number xyz responded and what the response was. This option is set in the Media Gateway > Options > AutoText. The default time is 10 minutes.



Changes in Manitou Web Client

Reverse Commands

There will need to be two SMS reverse commands. One for SMSALARM and one for SMSEXTEND. The SMSALARM will include the Original Zone, and the SMSEXTEND will include a Fixed Value Zone, because Zone is not included with system generated late-to's.

Reverse Command for SMSALARM:

Reverse Channel Command

Type: Media Gateway Response Type: None

Group: Unspecified Response Delay: 60

Command: SMS Command Level: Customer

Description: SMS Message Command Detail: None

User Group: Operator

Availability

- Alarm Only
- Dealer User Allowed
- Customer User Allowed
- Restricted
- VRT User Allowed
- Web User Allowed
- Disabled

Attributes

- Connect Command
- Disconnect Command
- Request Binary Data
- Retransmission
- Transmitter Connection Required

CP Types for Retransmission

- Phone
- SMS Phone
- Fax
- Pager
- E-mail
- Retransmission
- Web Address

Optional Parameters

Field Type	Data Type	Label	Range	DB Value	Default	Format
Database	Upper Case	Number		Contact Point		
Database	Upper Case	Text	(null)	Script Message		(null)
Database	Upper Case	Serials	(null)	Rev Cmd Log Details		(null)
Database	Upper Case	Area	(null)	Original Area		(null)
Database	Upper Case	Zone	(null)	Original Zone		(null)
Database	Upper Case	Code		Event Code		
Fixed Value	Integer	GoToUserOnFailure			1	
Fixed Value	Integer	Sync			1	
Fixed Value	Upper Case	Line Driver Name			CLICKATELL	
Database	Upper Case	Rev Cmd Alarm Details		Rev Cmd Alarm Details		
Database	Upper Case	Event Category		Event Category		

Reverse Command for SMSEXTEND:

Reverse Channel Command

Type: Media Gateway Response Type: None

Group: Unspecified Response Delay: 60

Command: SMS Command Level: Customer

Description: OC Extend SMS Command Detail: None

User Group: Operator

Availability

- Alarm Only
- Dealer User Allowed
- Customer User Allowed
- Restricted
- VRT User Allowed
- Web User Allowed
- Disabled

Attributes

- Connect Command
- Disconnect Command
- Request Binary Data
- Retransmission
- Transmitter Connection Required

CP Types for Retransmission

- Phone
- SMS Phone
- Fax
- Pager
- E-mail
- Retransmission
- Web Address

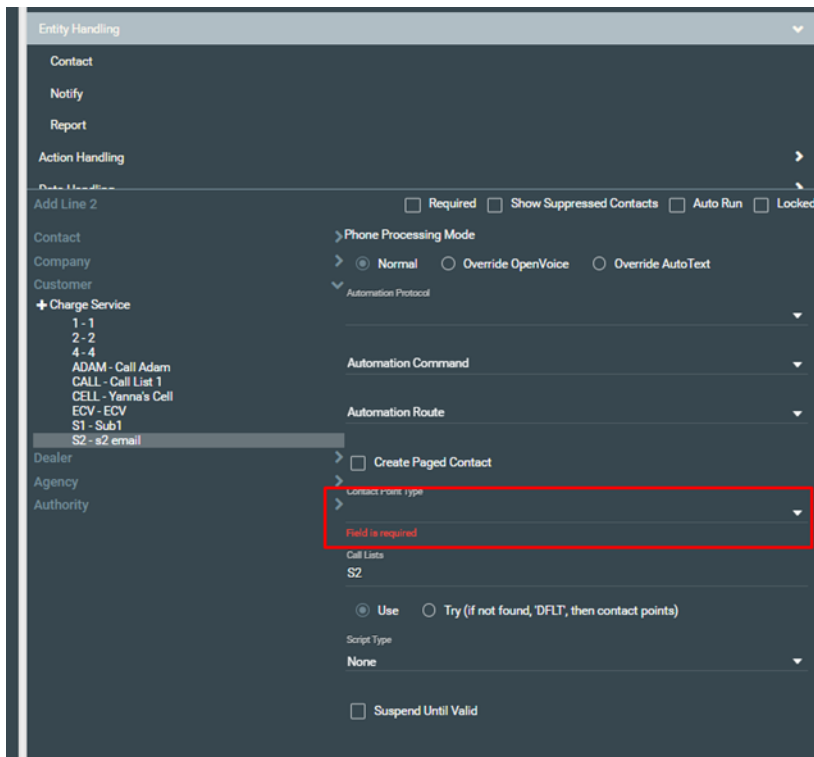
Optional Parameters

Field Type	Data Type	Label	Range	DB Value	Default	Format
Database	Upper Case	Number		Contact Point		
Database	Upper Case	Text	(null)	Script Message		(null)
Database	Upper Case	Serials	(null)	Rev Cmd Log Details		(null)
Database	Upper Case	Area	(null)	Original Area		(null)
Fixed Value	Upper Case	Zone	(null)		1	(null)
Database	Upper Case	Code		Event Code		
Fixed Value	Integer	GoToUserOnFailure			1	
Fixed Value	Integer	Sync			1	
Fixed Value	Upper Case	Line Driver Name			CLICKATELL	
Database	Upper Case	Rev Cmd Alarm Details		Rev Cmd Alarm Details		
Database	Upper Case	Event Category		Event Category		

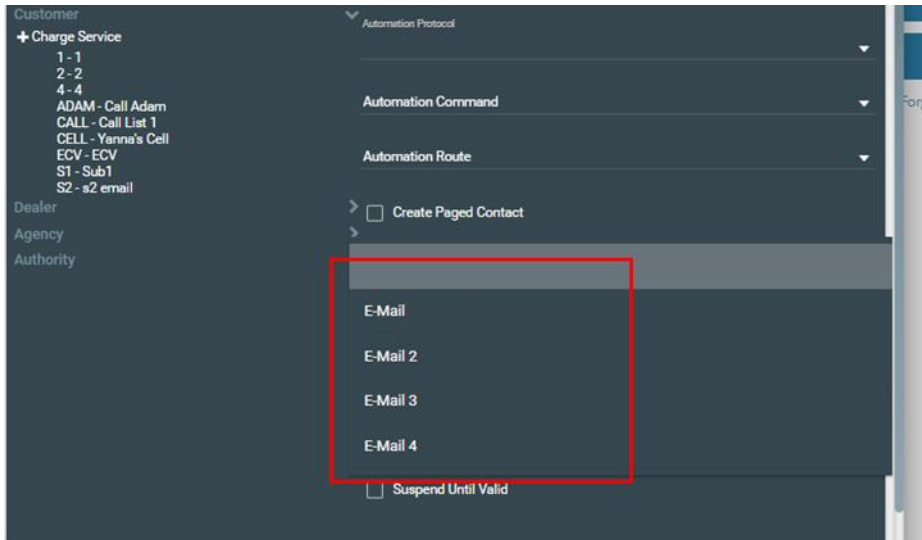
Both Reverse Commands need to have SMS as the Command, but the descriptions can be different to differentiate them.

Action Pattern Changes

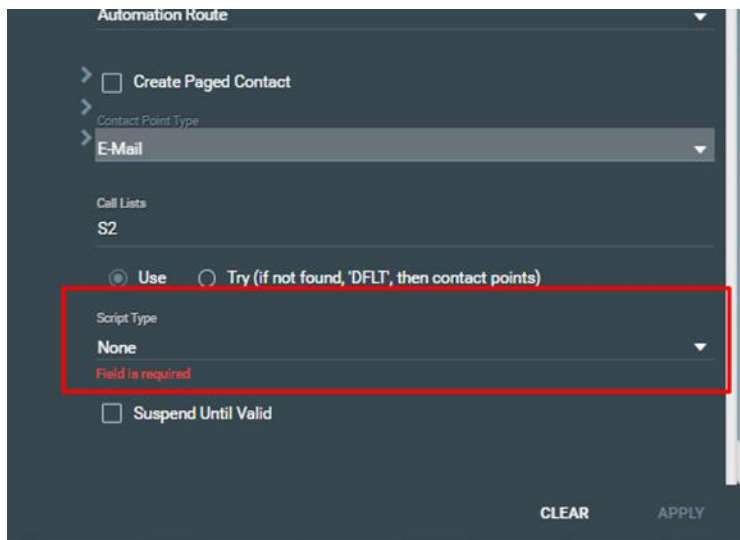
In the Action Pattern, under Entity Handling > Notify, the action will default to Normal processing. It will now show the required fields.



Under Contact Point Type, in the drop down it will only show acceptable contact point types:

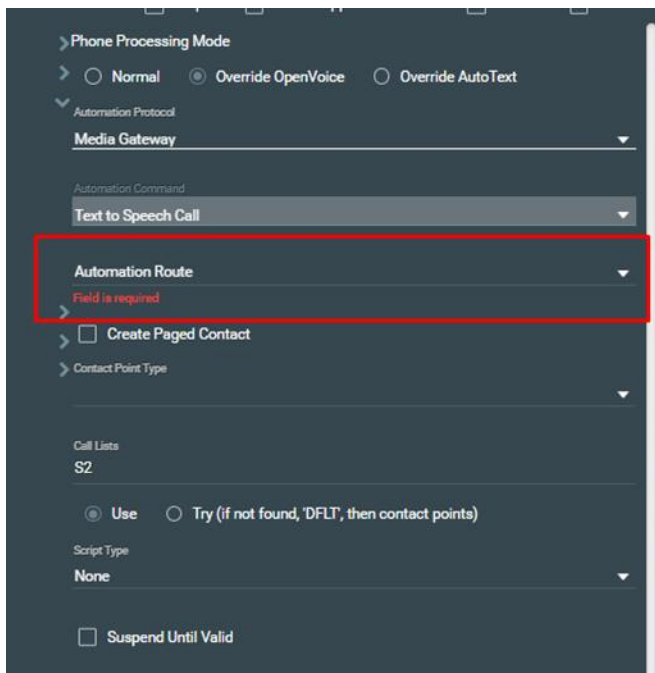
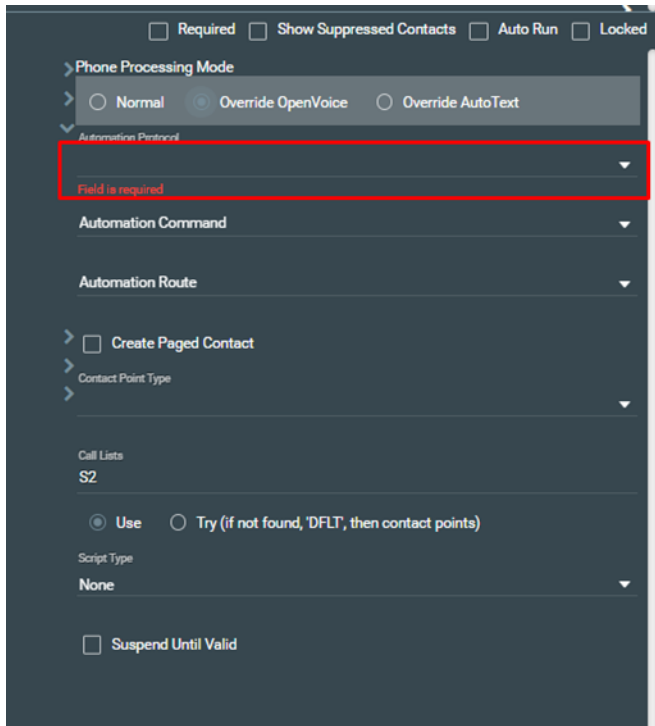


After selecting a Contact Point Type Script Type will show as being required:

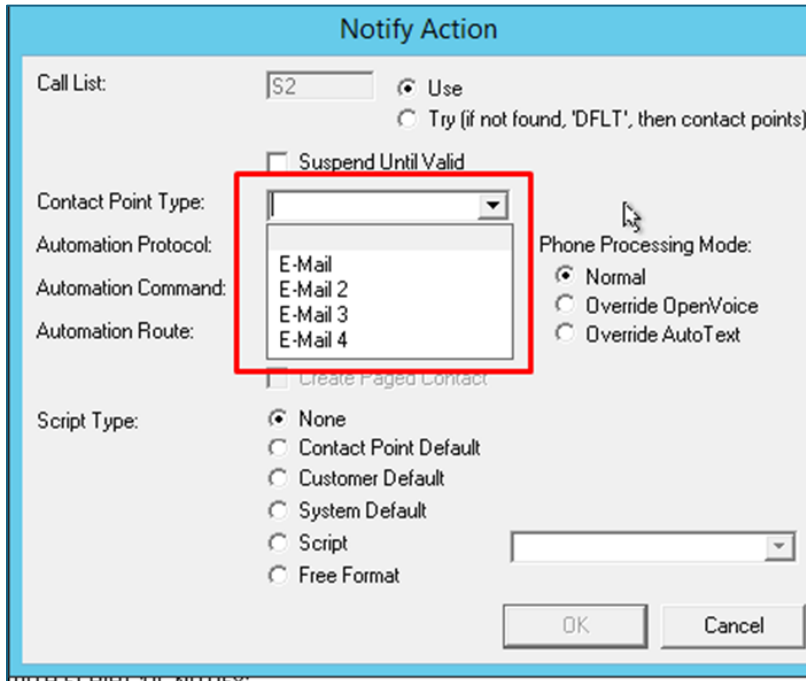


The “Broadcast to All” checkbox will no longer appear as Notify now contains that behavior by default.

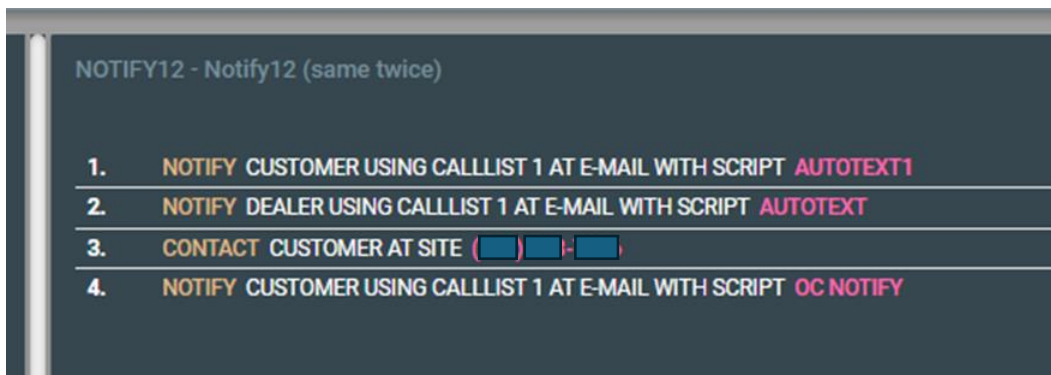
Required fields will show when selecting Override OpenVoice or Override AutoText:



The only change in the VB client is that it will limit the Contact Point type when selecting Notify for email:



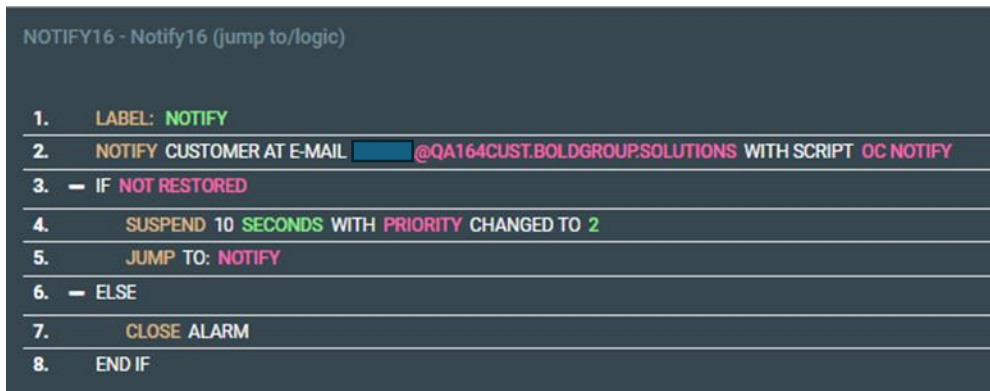
Notify Email Examples



In this first example, it will blast out the emails to everyone with an E-MAIL contact point within the Customer's Call List 1. Once those emails have been sent, it will move to the next action and blast out emails to everyone in the Dealer's Call List 1 with an E-MAIL contact point. Once those emails are sent (regardless of success) the alarm will be deferred to an operator. After the operator action is complete, the operator can manually do the last action or defer back to the Auto Client.

In the first example, the difference between Notify and Contact is that if the first action and the fourth action were both Contact, when the first action is complete it would mark the fourth action as being complete. Notify will not mark repeating actions as complete after having done the first one. Because of this, be careful when using logic actions that may create a loop of multiple contacts such as Jump To and Labels.

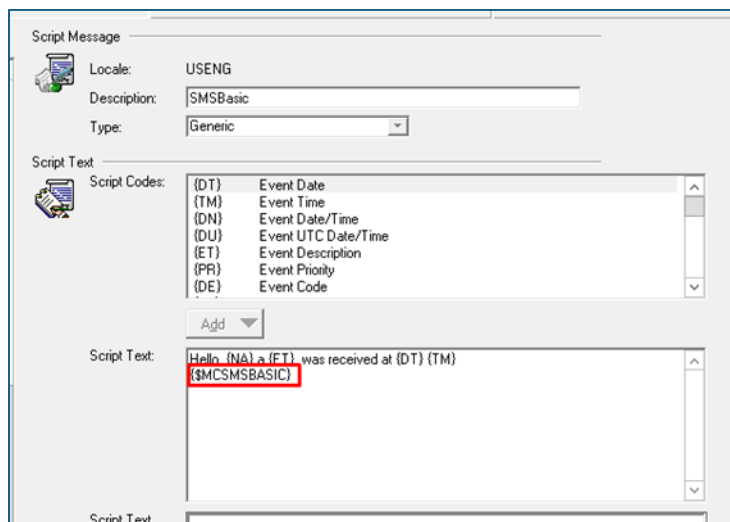
In this second example, the Customer would receive an email every 10 seconds until a restore satisfies the logic:



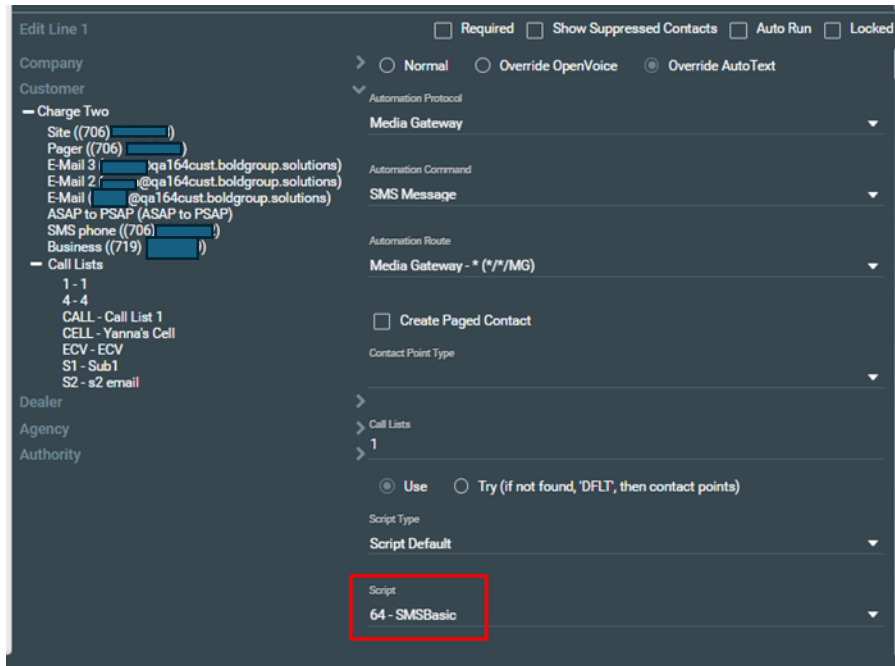
Notify SMS Basic Examples

SMSBASIC is one way texting.

SMSBASIC can be set up in a script.



That SMSBASIC script can be used within the Action pattern:



The text will be sent, shows as being sent and the action completed, and will move to the next action.

10/08/2024	14:17:34	ALARM (Manual) - Fire Alarm (FA) zone 1: S: 1 A: 1 Z: 1 RL: SUR.TX-ID: 456434 Key: FA OA: 1 OZ: 1	(AUTOCUENT)
	14:17:36	NOTIFY Keyholder - Contact One at Site [709] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCUENT)
	14:17:36	NOTIFY Keyholder - Contact One at Home [709] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCUENT)
	14:17:36	NOTIFY Keyholder - Contact One at Business [709] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCUENT)
	14:17:36	NOTIFY Keyholder - Contact One at Mobile [709] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCUENT)
	14:17:36	NOTIFY Contact - Global Gym at Site [706] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCUENT)
	14:17:36	NOTIFY Contact - Global Gym at Home [777] 777-7777 via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCUENT)
	14:17:36	NOTIFY Contact - Global Gym at Business [888] 888-8888 via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCUENT)
	14:17:36	NOTIFY Contact - Global Gym at Phone 2 [719] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCUENT)
	14:17:36	NOTIFY Keyholder - Contact Two at Site [32] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCUENT)
	14:17:36	NOTIFY Keyholder - Contact Two at Home [654] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCUENT)
	14:17:36	NOTIFY Keyholder - Contact Three at Site [654] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCUENT)
	14:17:36	NOTIFY Keyholder - Contact Three at Home [987] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCUENT)
	14:17:36	WAITING FOR COMMAND RESPONSE - Fire Alarm (FA) - Time: up to 65 Seconds	(AUTOCUENT)
	14:17:37	MESSAGE - From 'Contact One': ack	(SIGHNDLR)
	14:17:37	MESSAGE - From 'Contact One': ack	(SIGHNDLR)
	14:17:38	DEFERRED - Fire Alarm (FA)	(AUTOCUENT)
	14:17:38	MESSAGE - From 'Contact One': ack	(SIGHNDLR)
	14:17:38	MESSAGE - From 'Contact One': ack	(SIGHNDLR)
	14:17:39	MESSAGE - From 'Global Gym': ack	(SIGHNDLR)
	14:17:39	MESSAGE - From 'Global Gym': ack	(SIGHNDLR)
	14:17:40	MESSAGE - From 'Global Gym': ack	(SIGHNDLR)
	14:17:41	MESSAGE - From 'Global Gym': ack	(SIGHNDLR)
	14:17:41	MESSAGE - From 'Contact Two': ack	(SIGHNDLR)
	14:17:41	MESSAGE - From 'Contact Two': ack	(SIGHNDLR)
	14:17:42	MESSAGE - From 'Contact Three': ack	(SIGHNDLR)
	14:17:42	MESSAGE - From 'Contact Three': ack	(SIGHNDLR)

The Activity log will show the initial “WAITING FOR COMMAND RESPONSE” with the reverse command time out; however, as soon as the first ‘ack’ is received from any of the messages, the Auto Client will move on to the next action.

Notify SMS ALARM Examples

```
SMS - Notify SMS

1. NOTIFY RESPONSE (NO VALIDATION) USING CALLLIST CONT [VIA REV CMD MEDIA GATEWAY: SMS MESSAGE ] WITH SCRIPT AUTOTEXT
2. NOTIFY CUSTOMER USING CALLLIST 1 [VIA REV CMD MEDIA GATEWAY: SMS MESSAGE ] WITH SCRIPT AUTOTEXT
3. CONTACT POLICE
4. SUSPEND 1 MINUTES
5. CONTACT CUSTOMER
6. CLOSE ALARM
```

In this example SMS Messages will blast out to all contact points of all Contacts on the Agency Call List 'CONT'. It will wait the Time Out period specified in the reverse command:

```
ALARM (Manual) - Fire Alarm (FA) 'zone 1' S: 1 A: 1 Z: 1 RL: SUR TX-ID: 456434 Key: FA OA: 1 OZ: 1 - Cust-Cance
NOTIFY Keyholder - Mean Chihuahua at Site [(321) [REDACTED]] via Rev Cmd 'SMS Message' - Result: Error
NOTIFY Keyholder - Mean Chihuahua at Home [(321) [REDACTED]] via Rev Cmd 'SMS Message' - Result: Error
NOTIFY Keyholder - Mean Chihuahua at Business [(654) [REDACTED]] via Rev Cmd 'SMS Message' - Result: Error
NOTIFY Keyholder - Major Shepard at Site [(465) [REDACTED]] via Rev Cmd 'SMS Message' - Result: Error
NOTIFY Keyholder - Major Shepard at Home [(687) [REDACTED]] via Rev Cmd 'SMS Message' - Result: Error
NOTIFY Keyholder - Major Shepard at Business [(654) [REDACTED]] via Rev Cmd 'SMS Message' - Result: Error
NOTIFY Keyholder - Major Shepard at Mobile [(987) [REDACTED]] via Rev Cmd 'SMS Message' - Result: Error
WAITING FOR COMMAND RESPONSE - Fire Alarm (FA) - Time: up to 65 Seconds
```

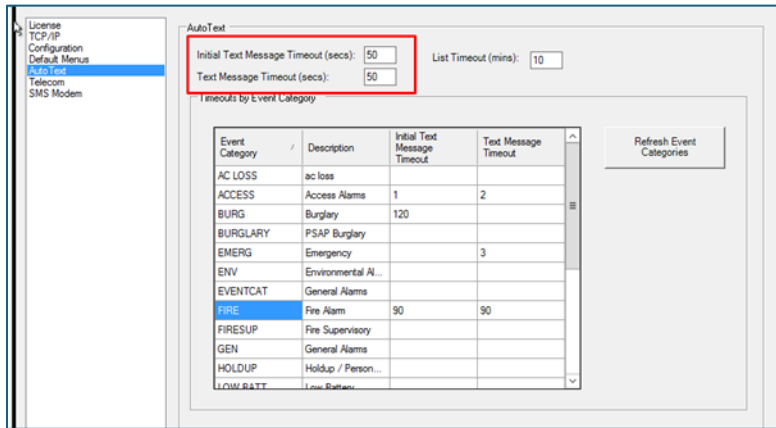
For testing purposes, the Time Out settings are lowered. They should be set appropriately based on the customer desires.



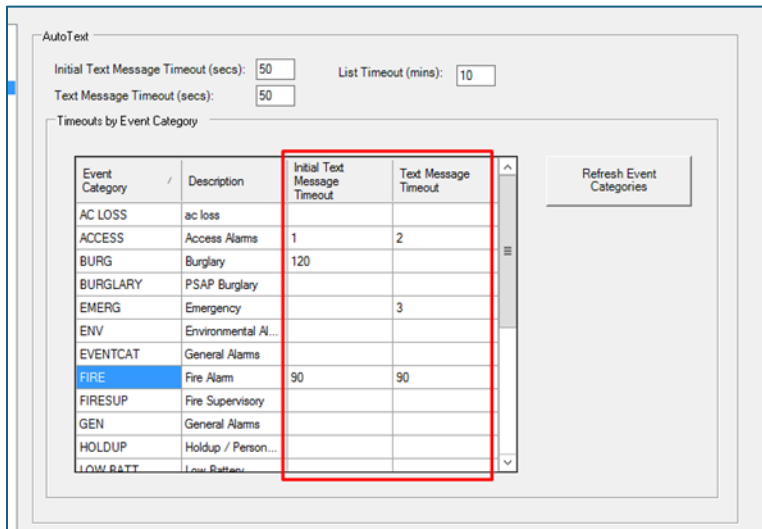
If no response is returned, it will show in the Activity as “error”. This is also based on the Time Out settings.

- In Media Gateway, set your Options > AutoText > Initial Text Message Timeout (secs) to be less than your reverse command response delay.
 - If the reverse command expires first, then it will set the notify action in the activity log as Error.
 - If the text session times out first and the “Set if a response is required” MFC is set it False, then it will set the notify action in the activity log as Sent.
 - If the text session times out first and the “Set if a response is required” MFC is set it True, then it will set the notify action in the activity log as Error, and another activity log line will display like “MESSAGE - From ‘Adam Eurich’: SMS Command Timeout”.

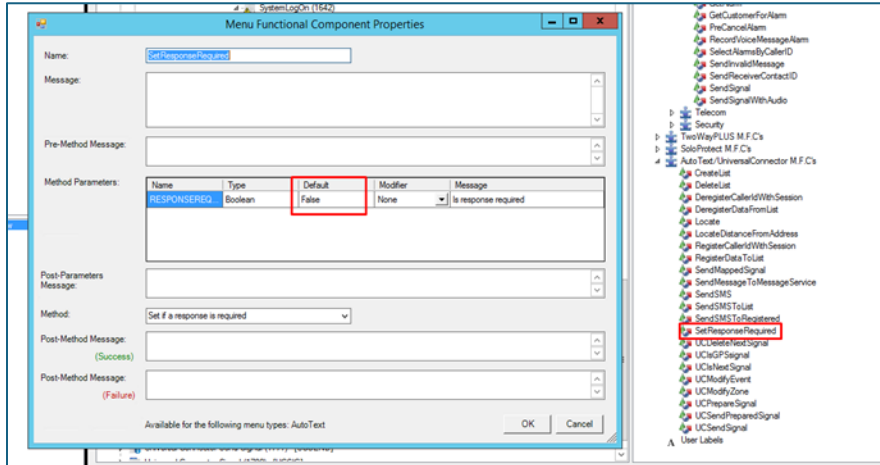
In this example, the Reverse Command is set to 60. The Initial Text Message Time out is set to 50 seconds:



If using the Event Category Time out settings, these will override the AutoText time out settings as shown in the example above.



This example shows the “Set if a response is required” MFC is set to False, but the text session did not time out before the reverse command:



After timing out from the first action with no response, it will move on to the next action of blasting out SMS messages to every contact point of every contact on the Customer’s Call List 1. If there is still no response within the 60 (65) seconds for the reverse command time out, the alarm will defer to an operator.

If a response of “1” is received, the alarm will be cancelled from the queue. An operator will not receive the alarm. The Activity Log in Manitou will reflect that the alarm was cancelled.



In the Media Gateway log, it will show the cancellation response; it will also show that a notification SMS message was sent to any previously contacted numbers; and it will show if a number responded and what their response was. The notification SMS will go out to all previously contacted numbers on the alarm, or

just the specific call list or grouping that was contacted based on the List Timeout setting in the Media Gateway (see the section above: SMS Session Timeouts and Reverse Command Timeouts).

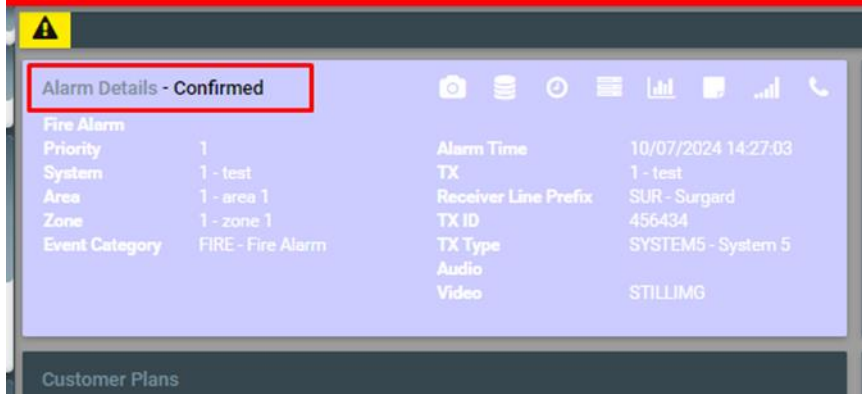
Date	Log
10/7/2024 2:18:45 PM	Svc: (Th:12) PARAM: LINEDEVICE:
10/7/2024 2:18:45 PM	Svc: [17170]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:18:45 PM	Svc: SMS Sent (1321[REDACTED]);ALARM CANCELED BY 170[REDACTED]
10/7/2024 2:18:45 PM	Svc: Couldn't Send Message to 1321[REDACTED]
10/7/2024 2:18:45 PM	Svc: [17171]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:18:45 PM	Svc: SMS Sent (1321[REDACTED]);ALARM CANCELED BY 170[REDACTED]
10/7/2024 2:18:45 PM	Svc: Couldn't Send Message to 1321[REDACTED]
10/7/2024 2:18:45 PM	Svc: [17172]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:18:45 PM	Svc: SMS Sent (1654[REDACTED]);ALARM CANCELED BY 1709[REDACTED]
10/7/2024 2:18:45 PM	Svc: Couldn't Send Message to 1654[REDACTED]
10/7/2024 2:18:45 PM	Svc: [17173]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:18:45 PM	Svc: SMS Sent (1465[REDACTED]);ALARM CANCELED BY 1709[REDACTED]
10/7/2024 2:18:45 PM	Svc: Couldn't Send Message to 1465[REDACTED]
10/7/2024 2:18:45 PM	Svc: [17174]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:18:45 PM	Svc: SMS Sent (1687[REDACTED]);ALARM CANCELED BY 170[REDACTED]
10/7/2024 2:18:45 PM	Svc: Couldn't Send Message to 1687[REDACTED]
10/7/2024 2:18:45 PM	Svc: [17175]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:18:45 PM	Svc: SMS Sent (1654[REDACTED]);ALARM CANCELED BY 170[REDACTED]
10/7/2024 2:18:45 PM	Svc: Couldn't Send Message to 1654[REDACTED]
10/7/2024 2:18:45 PM	Svc: [17176]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:18:45 PM	Svc: SMS Sent (1987[REDACTED]);ALARM CANCELED BY 1709[REDACTED]
10/7/2024 2:18:45 PM	Svc: Couldn't Send Message to 198[REDACTED]
10/7/2024 2:18:46 PM	Svc: [17177]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:18:46 PM	Svc: SMS Sent (1709[REDACTED]);ALARM CANCELED BY 170[REDACTED]
10/7/2024 2:18:46 PM	Svc: Couldn't Send Message to 1709[REDACTED]
10/7/2024 2:18:46 PM	Svc: [17178]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:18:46 PM	Svc: SMS Sent (170[REDACTED]);ALARM CANCELED BY 170[REDACTED]
10/7/2024 2:18:46 PM	Svc: Couldn't Send Message to 1709[REDACTED]
10/7/2024 2:18:46 PM	Svc: [17179]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:18:46 PM	Svc: SMS Sent (17093587124);ALARM CANCELED BY 170[REDACTED]

If a response of “2” is received, the alarm will be marked as “CONFIRMED” and immediately deferred to the queue for an operator.

The Media Gateway logs will show the confirmation:

10/7/2024 2:27:16 PM	Svc: SMS Sent (1709[REDACTED]);Alarm confirmed.
10/7/2024 2:27:16 PM	Svc: (Th:12) RESULT: Function Successful
10/7/2024 2:27:16 PM	Svc: (Th:12) EXECUTE: Send SMS To Everyone On List (1623)
10/7/2024 2:27:16 PM	Svc: (Th:12) METHOD: SendSMSToList (Send SMS Message to Data in List)
10/7/2024 2:27:16 PM	Svc: (Th:12) PARAM: LISTNAME: 1060
10/7/2024 2:27:16 PM	Svc: (Th:12) PARAM: MESSAGE: ALARM CONFIRMED BY 1709[REDACTED]
10/7/2024 2:27:16 PM	Svc: Parameter "" Value "" - Ignored - Method "SendSMSToList"
10/7/2024 2:27:16 PM	Svc: (Th:12) PARAM: LINEDEVICE:

The alarm is marked Confirmed



The Media Gateway logs will also show the confirmation notification to any previously contact point that was sent the initial SMS message:

10/7/2024 2:27:16 PM	Svc: (Th:12) RESULT: Function Successfull
10/7/2024 2:27:16 PM	Svc: (Th:12) EXECUTE: Send SMS To Everyone On List (1623)
10/7/2024 2:27:16 PM	Svc: (Th:12) METHOD: SendSMSToList (Send SMS Message to Data in List)
10/7/2024 2:27:16 PM	Svc: (Th:12) PARAM: LISTNAME: 1060
10/7/2024 2:27:16 PM	Svc: (Th:12) PARAM: MESSAGE: ALARM CONFIRMED BY 1709[REDACTED]
10/7/2024 2:27:16 PM	Svc: Parameter "" Value "" - Ignored - Method "SendSMSToList"
10/7/2024 2:27:16 PM	Svc: (Th:12) PARAM: LINEDEVICE:
10/7/2024 2:27:16 PM	Svc: [17202]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:27:16 PM	Svc: SMS Sent (1709[REDACTED]);ALARM CONFIRMED BY 1709[REDACTED]
10/7/2024 2:27:16 PM	Svc: Couldn't Send Message to 1709[REDACTED]
10/7/2024 2:27:16 PM	Svc: [17203]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:27:16 PM	Svc: SMS Sent (1709[REDACTED]);ALARM CONFIRMED BY 1709[REDACTED]
10/7/2024 2:27:16 PM	Svc: Couldn't Send Message to 1709[REDACTED]
10/7/2024 2:27:16 PM	Svc: [17204]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:27:16 PM	Svc: SMS Sent (1709[REDACTED]);ALARM CONFIRMED BY 1709[REDACTED]
10/7/2024 2:27:16 PM	Svc: Couldn't Send Message to 1709[REDACTED]
10/7/2024 2:27:16 PM	Sending to svc: <CMD>MGKAL:14:27:16.655
10/7/2024 2:27:17 PM	Svc: [17205]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:27:17 PM	Svc: SMS Sent (1709[REDACTED]);ALARM CONFIRMED BY 1709[REDACTED]
10/7/2024 2:27:17 PM	Svc: Couldn't Send Message to 1709[REDACTED]
10/7/2024 2:27:17 PM	Svc: [17206]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:27:17 PM	Svc: SMS Sent (1706[REDACTED]);ALARM CONFIRMED BY 1709[REDACTED]

The actions in the action pattern will move to the next action.



If a response of “3” is received the alarm will be deferred to the queue for an Operator. The Media Gateway logs will show the request for a call, and a notification to all those previously messages for the alarm will get the notification that the specific number requested a call back:

Date	Log
10/7/2024 2:34:57 PM	Svc: (Th:12) PARAM: SYSTEMCOMMENT: True
10/7/2024 2:34:57 PM	Svc: (Th:12) RESULT: Function Successful
10/7/2024 2:34:57 PM	Svc: (Th:12) EXECUTE: Send SMS To Everyone On List (1624)
10/7/2024 2:34:57 PM	Svc: (Th:12) METHOD: SendSMSToList (Send SMS Message to Data in List)
10/7/2024 2:34:57 PM	Svc: (Th:12) PARAM: LISTNAME: 1062
10/7/2024 2:34:57 PM	Svc: (Th:12) PARAM: MESSAGE: CALL REQUESTED BY 170[REDACTED]
10/7/2024 2:34:57 PM	Svc: Parameter "" Value "" - Ignored - Method "SendSMSToList"
10/7/2024 2:34:57 PM	Svc: (Th:12) PARAM: LINEDEVICE:
10/7/2024 2:34:57 PM	Svc: [17279]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:34:57 PM	Svc: SMS Sent (170[REDACTED]);CALL REQUESTED BY 170[REDACTED]
10/7/2024 2:34:57 PM	Svc: Couldn't Send Message to 17093587056
10/7/2024 2:34:57 PM	Svc: [17280]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:34:57 PM	Svc: SMS Sent (170[REDACTED]);CALL REQUESTED BY 170[REDACTED]
10/7/2024 2:34:57 PM	Svc: Couldn't Send Message to 17093587123
10/7/2024 2:34:57 PM	Svc: Svr Resp:0^0^+KEEPALIVE^0^OK
10/7/2024 2:34:57 PM	Svc: [17281]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:34:57 PM	Svc: SMS Sent (170[REDACTED]);CALL REQUESTED BY 170[REDACTED]
10/7/2024 2:34:57 PM	Svc: Couldn't Send Message to 17093587124
10/7/2024 2:34:57 PM	Svc: [17282]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:34:57 PM	Svc: SMS Sent (170[REDACTED]);CALL REQUESTED BY 170[REDACTED]
10/7/2024 2:34:57 PM	Svc: Couldn't Send Message to 17093587125
10/7/2024 2:34:57 PM	Svc: [17283]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:34:57 PM	Svc: SMS Sent (170[REDACTED]);CALL REQUESTED BY 170[REDACTED]
10/7/2024 2:34:57 PM	Svc: Couldn't Send Message to 17063587077
10/7/2024 2:34:57 PM	Svc: [17284]:The remote server returned an error: (400) Bad Request.
10/7/2024 2:34:57 PM	Svc: SMS Sent (1777777777);CALL REQUESTED BY 170[REDACTED]
10/7/2024 2:34:57 PM	Svc: Couldn't Send Message to 1777777777

In the alarm, it will not be marked with anything specific but will show in the Activity Log that a call back has been requested.

Action Pattern - SMS (2/5)

- 1 NOTIFY CUSTOMER USING CALLLIST 1 [VIA REV CMD MEDIA GATEWAY: SMS MESSAGE] WITH SCRIPT AUTOTEXT
- 0 CONTACT POLICE
- 0 SUSPEND 1 MINUTES
- 0 CONTACT CUSTOMER
- 0 CLOSE ALARM

Customer Activity Log Standard LISTEN Week Month

Date	Time	Log Description	User ID
10/07/2024	14:34:47	ALARM (Manual) - Fire Alarm (FA) zone 1 S: 1 A: 1 Z: 1 RL: SUR TX-ID: 456434 Key: FA OA: 1 OZ: 1	(MGW)
14:34:48		NOTIFY Keyholder - Contact One at Site [(709)] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCLIENT)
14:34:48		NOTIFY Keyholder - Contact One at Home [(709)] via Rev Cmd 'SMS Message' - Result: Error	(AUTOCLIENT)
14:34:48		NOTIFY Keyholder - Contact One at Business [(709)] via Rev Cmd 'SMS Message' - Result: Error	(AUTOCLIENT)
14:34:48		NOTIFY Keyholder - Contact One at Mobile [(709)] via Rev Cmd 'SMS Message' - Result: Error	(AUTOCLIENT)
14:34:48		NOTIFY Contact - Global Gym at Site [(706)] via Rev Cmd 'SMS Message' - Result: Error	(AUTOCLIENT)
14:34:48		NOTIFY Contact - Global Gym at Home [(777) 777-7777] via Rev Cmd 'SMS Message' - Result: Error	(AUTOCLIENT)
14:34:48		NOTIFY Contact - Global Gym at Business [(888) 888-8888] via Rev Cmd 'SMS Message' - Result: Error	(AUTOCLIENT)
14:34:49		NOTIFY Contact - Global Gym at Phone 2 [(719)] via Rev Cmd 'SMS Message' - Result: Error	(AUTOCLIENT)
14:34:49		NOTIFY Keyholder - Contact Two at Site [(321)] via Rev Cmd 'SMS Message' - Result: Error	(AUTOCLIENT)
14:34:49		NOTIFY Keyholder - Contact Two at Home [(654)] via Rev Cmd 'SMS Message' - Result: Error	(AUTOCLIENT)
14:34:49		NOTIFY Keyholder - Contact Three at Site [(654)] via Rev Cmd 'SMS Message' - Result: Error	(AUTOCLIENT)
14:34:49		NOTIFY Keyholder - Contact Three at Home [(987)] via Rev Cmd 'SMS Message' - Result: Error	(AUTOCLIENT)
14:34:49		WAITING FOR COMMAND RESPONSE - Fire Alarm (FA) - Time: up to 65 Seconds	(AUTOCLIENT)
14:34:56		ALLOCATED - Fire Alarm (FA) - Manual	(MGW)
14:34:56		VIEWED - Fire Alarm (FA) - Response [8 Secs]	(MGW)
14:34:56		DEFERRED - Fire Alarm (FA)	(MGW)
14:34:56		COMMENT - CALL REQUESTED BY 170'	(MGW)
14:34:57		MESSAGE - From 'Contact One': ack	(SIGHDLR)
14:34:59		MESSAGE - From 'Contact One': Command Timeout	(SIGHDLR)

Notify SMS EXTEND Examples

Its assumed that only *LO and *LC will use this Media Gateway menu.

Create a script in the Supervisor Workstation that uses the SMSEXTEND MFC:

Script Message

Locale: USENG
Description: lates
Type: Generic

Script Text

Script Codes:

(DT)	Event Date
(TM)	Event Time
(DN)	Event Date/Time
(DU)	Event UTC Date/Time
(ET)	Event Description
(PR)	Event Priority
(DE)	Event Code

Add

Script Text:

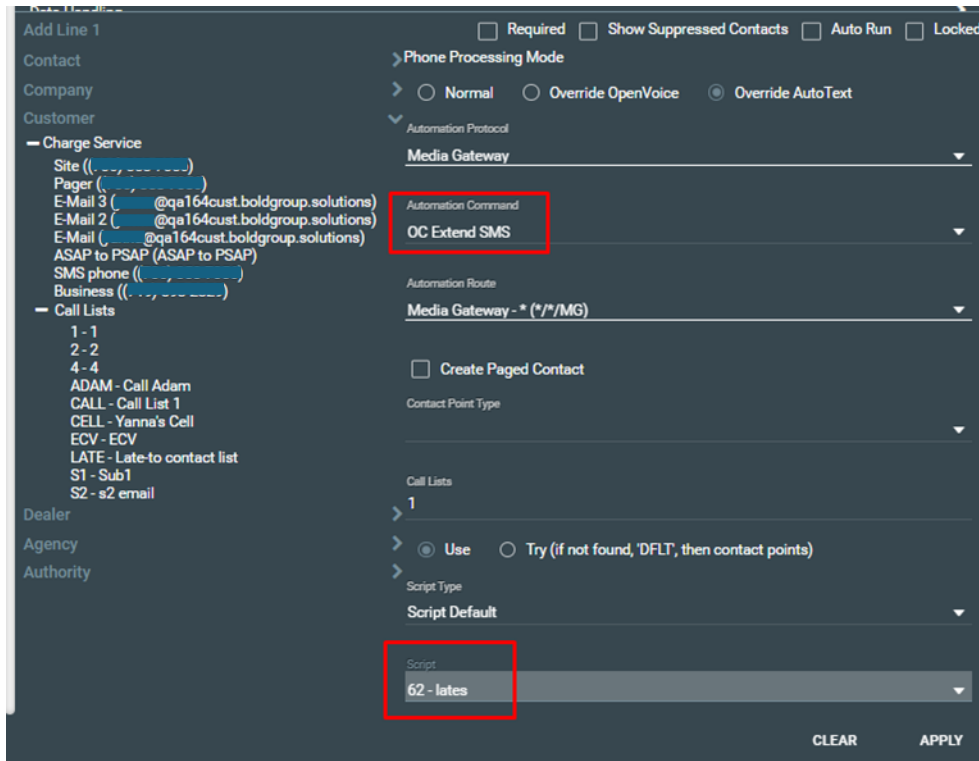
Hello: (NA) - (ET) was received at (DT) (TM)
\$MCSMSEXTEND

Script Text Demo:

Hello: Acme, Inc. a Burglary was received at 10/08/2024 09:18
\$MCSMSEXTEND

Demo

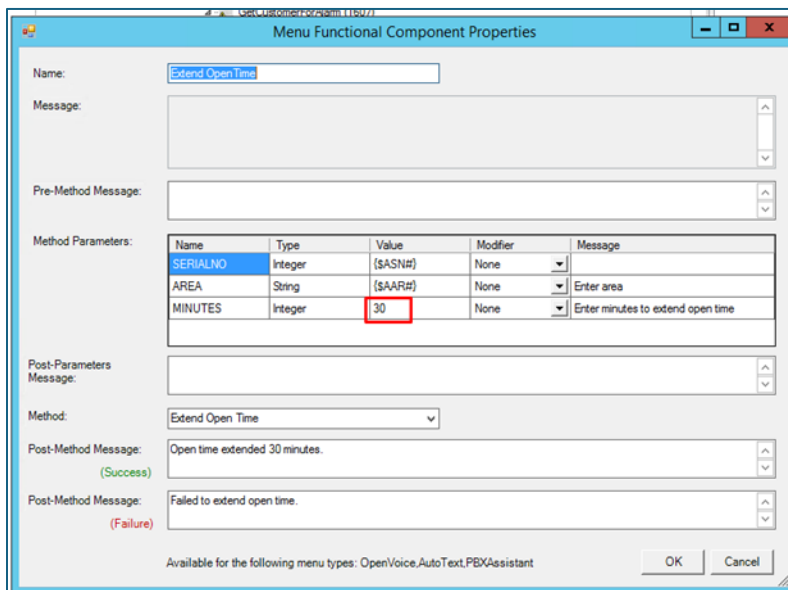
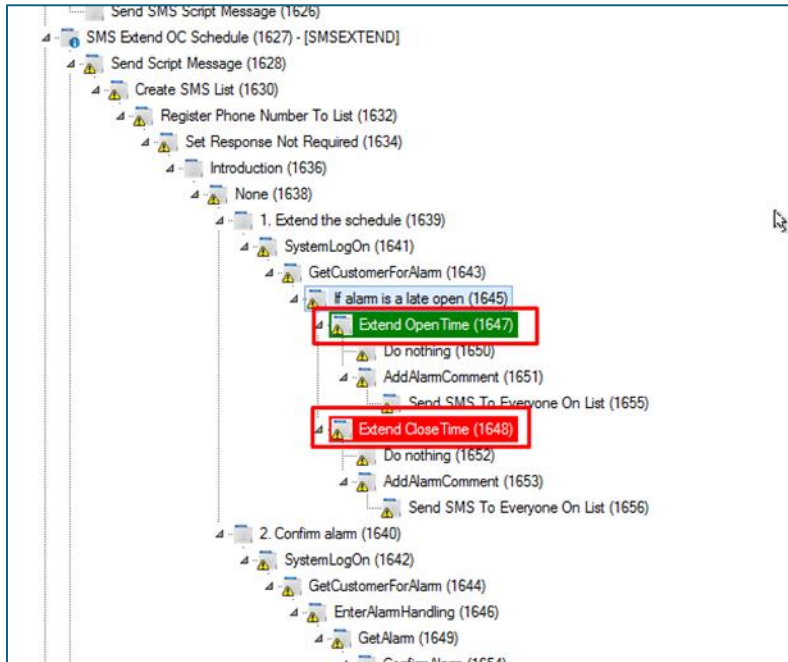
Create the Action Pattern that uses the reverse command previously set up that has the fixed value for Zone, and select the script that uses the \$MCSEXTEND menu in the script to Notify the appropriate contacts:



Assign that action to the Event Programming for *LO and or *LC:

Event Programming						
Event	TX	Area	Zone	Alarm	Action ID	Instructions
*LO	*	*	*	Default	LATES	

The default of the SMSEXTEND MFC is 30 minutes. The default time can be changed in the Media Gateway in the SMSEXTEND menu and right-clicking and selecting Components Properties on the Extend Open Time or Extend Close Time:

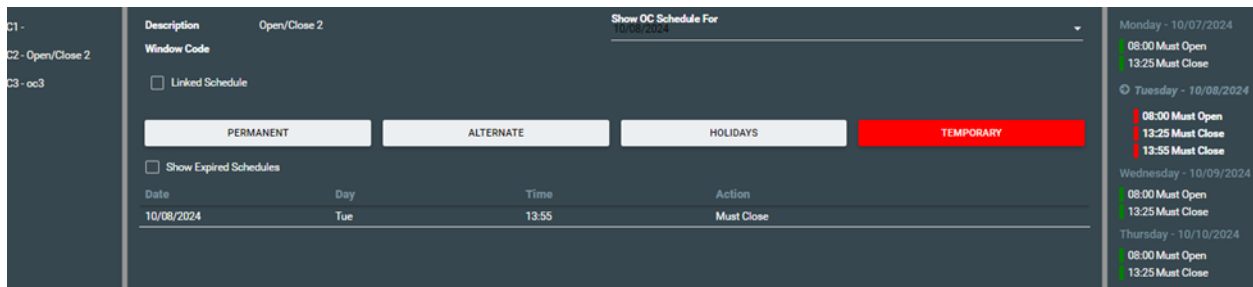


When a *LO or *LC is generated, the SMSEXTEND script will be blasted out to every contact point selected in the Notify Action. If no response is received by the Reverse Command time out, it will mark the action as complete and move to the next action.

If a contact responds with a “1” to Extend the schedule a notification to all contacts already contacted that responding contact point has extended the schedule. This will appear only in the Media Gateway logs.

10/8/2024 1:25:12 PM	Svc: (Th:12) PARAM: MESSAGE: CLOSE TIME EXTENDED BY 17093587056
10/8/2024 1:25:12 PM	Svc: Parameter "" Value "" - Ignored - Method "SendSMSToList"
10/8/2024 1:25:12 PM	Svc: (Th:12) PARAM: LINEDEVICE:
10/8/2024 1:25:12 PM	Svc: [17499]:The remote server returned an error: (400) Bad Request.
10/8/2024 1:25:12 PM	Svc: SMS Sent (██████████);CLOSE TIME EXTENDED BY 1709██████████
10/8/2024 1:25:12 PM	Svc: Couldn't Send Message to 166.██████████
10/8/2024 1:25:12 PM	Sending to svc: <CMD>MGKAL:13:25:12.755 L
10/8/2024 1:25:12 PM	Svc: [17500]:The remote server returned an error: (400) Bad Request.
10/8/2024 1:25:12 PM	Svc: SMS Sent (1705██████████);CLOSE TIME EXTENDED BY 1709██████████
10/8/2024 1:25:12 PM	Svc: Couldn't Send Message to 170.██████████
10/8/2024 1:25:12 PM	Svc: [17501]:The remote server returned an error: (400) Bad Request.
10/8/2024 1:25:12 PM	Svc: SMS Sent (1705██████████);CLOSE TIME EXTENDED BY 1709██████████
10/8/2024 1:25:12 PM	Svc: Couldn't Send Message to 170.██████████
10/8/2024 1:25:12 PM	Svc: [17502]:The remote server returned an error: (400) Bad Request.
10/8/2024 1:25:12 PM	Svc: SMS Sent (17043587056);CLOSE TIME EXTENDED BY 1709██████████
10/8/2024 1:25:12 PM	Svc: Couldn't Send Message to 1704.██████████
10/8/2024 1:25:12 PM	Svc: (Th:12) RESULT: Function Successfull

In the client, the alarm will be cancelled and closed. A temporary schedule will be added to the customer OC Schedule.



The alarm will be cancelled and closed from the queue.

If a contact responds with a “2”, the alarm will show in the queue as being CONFIRMED. The Media Gateway logs will show the contact point that confirmed the alarm and send out a notification to all contact points that were sent the initial notification.

10/8/2024 1:31:12 PM	Svc: SMS Sent (1709[REDACTED]):Alarm confirmed.
10/8/2024 1:31:12 PM	Svc: (Th:12) RESULT: Function Successfull
10/8/2024 1:31:12 PM	Svc: (Th:12) EXECUTE: Send SMS To Everyone On List (1659)
10/8/2024 1:31:12 PM	Svc: (Th:12) METHOD: SendSMSToList (Send SMS Message to Data in List)
10/8/2024 1:31:12 PM	Svc: (Th:12) PARAM: LISTNAME: 1224
10/8/2024 1:31:12 PM	Svc: (Th:12) PARAM: MESSAGE: ALARM CONFIRMED BY 170[REDACTED]
10/8/2024 1:31:12 PM	Svc: Parameter "" Value "" - Ignored - Method "SendSMSToList"
10/8/2024 1:31:12 PM	Svc: (Th:12) PARAM: LINEDEVICE:
10/8/2024 1:31:12 PM	Svc: [17509]:The remote server returned an error: (400) Bad Request.
10/8/2024 1:31:12 PM	Svc: SMS Sent (1667[REDACTED]):ALARM CONFIRMED BY 170[REDACTED]
10/8/2024 1:31:12 PM	Svc: Couldn't Send Message to 166[REDACTED]
10/8/2024 1:31:12 PM	Svc: [17510]:The remote server returned an error: (400) Bad Request.
10/8/2024 1:31:12 PM	Svc: SMS Sent (1709[REDACTED]):ALARM CONFIRMED BY 170[REDACTED]
10/8/2024 1:31:12 PM	Svc: Couldn't Send Message to 170[REDACTED]
10/8/2024 1:31:12 PM	Svc: [17511]:The remote server returned an error: (400) Bad Request.
10/8/2024 1:31:12 PM	Svc: SMS Sent (1705[REDACTED]):ALARM CONFIRMED BY 170[REDACTED]
10/8/2024 1:31:12 PM	Svc: Couldn't Send Message to 170[REDACTED]
10/8/2024 1:31:13 PM	Svc: [17512]:The remote server returned an error: (400) Bad Request.
10/8/2024 1:31:13 PM	Svc: SMS Sent (1704[REDACTED]):ALARM CONFIRMED BY 170[REDACTED]
10/8/2024 1:31:13 PM	Svc: Couldn't Send Message to 170[REDACTED]
10/8/2024 1:31:13 PM	Svc: (Th:12) RESULT: Function Successfull

The Alarm shows confirmed in the queue and will move to the next Action Item in the Action Pattern. The Activity will show the alarm was confirmed and the Contact Point that confirmed.

Charge Service - 321 Charge road suite 123, Colorado Springs, Colorado 80920
DLR0001 - QB Dealer - (777) 666-5555

Alarm Details - Confirmed

Late-To-Close

Priority 10

System 1 - test

Area 2 - area 2

Alarm Time 10/08/2024 13:31:00

TX (/)

Action Pattern - LATES (0/1)

1 NOTIFY CUSTOMER USING CALLLIST LATE [VIA REV CMD MEDIA GATEWAY: OC EXTEND SMS LATES

Customer Activity Log Standard LISTEN Week Month

Date	Time	Log Description	User ID
10/08/2024	13:31:00	ALARM - Late-To-Close (*LC) S: 1 A: 2 Key: *LC OA: 2	(MGW)
13:31:01		NOTIFY Keyholder - contact ten at Site [(667) [REDACTED]] via Rev Cmd 'OC Extend SMS' - Result: Sent	(AUTOCLIENT)
13:31:01		NOTIFY Keyholder - Contact One at Home [(709) 3 [REDACTED]] via Rev Cmd 'OC Extend SMS' - Result: Sent	(AUTOCLIENT)
13:31:01		NOTIFY Keyholder - Contact Two at Site [(705) [REDACTED]] via Rev Cmd 'OC Extend SMS' - Result: Sent	(AUTOCLIENT)
13:31:01		NOTIFY Keyholder - Contact Three at Site [(704) [REDACTED]] via Rev Cmd 'OC Extend SMS' - Result: Sent	(AUTOCLIENT)
13:31:01		WAITING FOR COMMAND RESPONSE - Late-To-Close (*LC) - Time: up to 65 Seconds	(AUTOCLIENT)
13:31:11		ALLOCATED - Late-To-Close (*LC) - Manual	(MGW)
13:31:11		VIEWED - Late-To-Close (*LC) - Response [10 Secs]	(MGW)
13:31:11		ALARM CONFIRMED - User: (MGW)	(MGW)
13:31:11		DEFERRED - Late-To-Close (*LC)	(MGW)
13:31:11		COMMENT - ALARM CONFIRMED BY 17093587056	(MGW)
13:31:11		MESSAGE - From 'Contact One': ack	(SIGHDLR)
13:31:51		MESSAGE - From 'Contact Three': ack	(SIGHDLR)
13:31:51		MESSAGE - From 'contact ten': ack	(SIGHDLR)
13:31:51		MESSAGE - From 'Contact Two': ack	(SIGHDLR)
13:31:57		ALLOCATED - Late-To-Close (*LC) - Manual	BOLD

Notify Text to Speech

Text to Speech will continue to work the same way it has been. The number of calls going out at one time will depend on the number of lines the customer is using.

Below is a rudimentary Media Gateway menu that can be used as a guide for setting up the two-way communication with Text to Speech.

[MS Outbound Voice pass or fail call.xml](#) (click for download)

NOTE: This menu is not production ready; it is simply a guide to get a production-worthy menu started.

Media Gateway Menus

[MS SMS Alarm Notify.xml](#) (click for download)

[MS SMS Basic Notification.xml](#) (click for download)

[MS SMS Extend OC Schedule.xml](#) (click for download)