

Notify AutoText 2.0

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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.databasemigrations.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:

ExecuteSqlStatement 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]

BCLD G R O U P

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

8/30/2024 2:50:24 PM: ExecuteSqlStatement 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.
 - o Sends a text and completes.
- SMSEXTEND Two-way texting.
 - o 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.
 - o 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
 - o 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".
 - o 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".
 - o 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.
 - o 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.
 - o 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

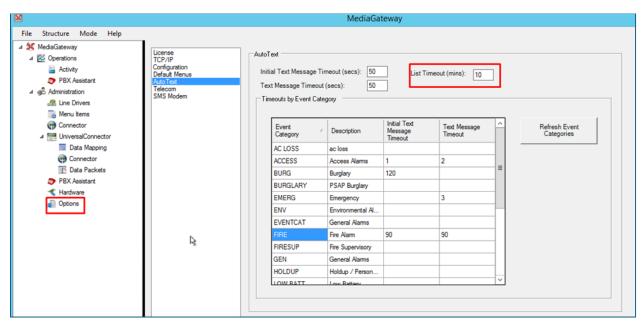
In Media Gateway, set your Options > AutoText > Initial Text Message Timeout (secs) to be less than your reverse command response delay.

• 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:

verse	Channel Command							
	Type: M	edia Gateway	Response Type:	None				
<u>tr</u>	Group: U	nspecified	 Response Delay: 	60 -				
٦ (Command: S	IS	Command Level:	Customer				
	Description: S	1S Message	Command Detail:	None				
_ L	User Group: 0	perator	T					
	Availability		Attributes		CP Types for Retransmission —			
						_		
	Alarm Only		Connect Com		✓ Phone			
	🖌 Dealer User A		Disconnect Co		SMS Phone			
	Customer Use	Allowed	Request Binar		E Fax			
	Restricted		Retransmission		Pager			
				nnection Required	E-mail			
	VRT User Alle	wed	Transmitter Co	rinoodorrinoquilou				
			Transmitter Co	and a second	Retransmission			
tional	VRT User Alle Web User Alle Disabled		Transmitter Co					
tional	VRT User Alk	wed			Retransmission Web Address	Default	Format	
•	VRT User Alk	Data Type	Label	Range	Retransmission Web Address DB Value	Default	Format	
•	VRT User All Web User All Disabled	Data Type Upper Case	Label	Range		Default		
•	VRT User All Web User All Disabled Parameters Field Type Database Database	Data Type Upper Case Upper Case	Label Number Text	Range [rull]	Betransmission Web Address DB Value Contact Point Script Message	Default	(null)	
tional	VRT User All Web User All Disabled	Data Type Upper Case	Label	Range		Default	(null) (null)	
•	VRT User All Web User All Disabled	Data Type Upper Case Upper Case Upper Case	Label Number Text Serials Area	Range (null) (null) fnull	Betransmission Web Address DB Value Contact Point Script Message Rev Cmd Log Details Original Area	Default	(null) (null) (null)	
•	VRT User Alk Web User Alk Disabled Parameters Field Type Database Database Database	Data Type Upper Case Upper Case Upper Case	Label Number Text Serials	Range (null) [null]	Betransmission Web Address DB Value Contact Point Script Message Rev Cmd Log Details	Default	(null) (null)	
•	VRT User Alk Web User Alk Disabled Parameters Field Type Database Database Database Database	Data Type Upper Case Upper Case Upper Case Upper Case Upper Case	Label Number Text Serials Area Zone	Range (null) (null) fnull	□ Retransmission □ Web Address □ DB Value Contact Point Script Message Rev Cmd Log Details □ Dirininal Area □ Original Zone	Default	(null) (null) (null)	
•	VRT User Alk Web User Alk Disabled Parameters Field Type Database Database Database Database Database Database	Data Type Upper Case Upper Case Upper Case Upper Case Upper Case Upper Case	Label Number Text Serials Area Zone Code	Range (null) (null) fnull	□ Retransmission □ Web Address □ DB Value Contact Point Script Message Rev Cmd Log Details □ Dirininal Area □ Original Zone	Default	(null) (null) (null)	
b	VRT User Alk Web User Alk Disabled Parameters Database Database Database Database Database Fixed Value	Data Type Upper Case Upper Case Upper Case Upper Case Upper Case Upper Case Integer	Label Number Text Serials Area Zone Code GoToUserOnFailure	Range (null) (null) fnull	□ Retransmission □ Web Address □ DB Value Contact Point Script Message Rev Cmd Log Details □ Dirininal Area □ Original Zone	Default 1 1 CLICKATELL	(null) (null) (null)	
•	 VRT User Alk Web User Alk Disabled Parameters Field Type Database Database Database Database Database Database Database Fixed Value Fixed Value	Data Type Upper Case Upper Case Upper Case Upper Case Upper Case Upper Case Integer Integer	Label Number Text Serials Area Zone Code GoToUserOnFailure Sync	Range (null) (null) fnull	□ Retransmission □ Web Address □ DB Value Contact Point Script Message Rev Cmd Log Details □ Dirininal Area □ Original Zone	1 1	(null) (null) (null)	

Reverse Command for SMSEXTEND:

	Channel Comm									
		Media Gateway			No.	_				
*	Туре:	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 —			Attributes		- CP Ty	pes for Retransmission —			
	Alarm Only	,	_	Connect Com	nmand		hone	_		
	Dealer Us	er Allowed		Disconnect C	Command	I S	MS Phone			
	Customer	User Allowed		Request Bina	ary Data		ax			
	Restricted			Retransmissio	on	ΠP	ager			
	VRT User	Allowed		Transmitter C	onnection Required					
	Web User Allowed			-			etransmission			
	Disabled						/eb Address			
							/eb Address			
	Disabled						/eb Address			
Optional							/eb Address			
Dptional	Disabled	e Data Type	Lab	pel	Range		/eb Address	Default	Format	
Optional	Disabled		Lab		Range			Default	Format	
	Disabled Parameters Field Type	Upper Case		mber	Range (null)		DB Value	Default	Format (null)	
	Disabled Parameters Field Typ Database	Upper Case Upper Case	Nun	mber kt			DB Value Contact Point	Default		
	Disabled Parameters Field Type Database Database	Upper Case Upper Case Upper Case	Nun Tex	mber kt ials	(null)		DB Value Contact Point Script Message	Default	(null)	
	Disabled Parameters Field Typ Database Database Database Fixed Val	Upper Case Upper Case Upper Case Upper Case Upper Case ue Upper Case	Nun Tex Seri Arez Zon	mber kt a a ne	(null)		DB Value Contact Point Script Message Rev Cmd Log Details Oficinal Area	Default 1	(null) (null)	
	Disabled Parameters Field Typ Database Database Database Fixed Val Uatabase	Upper Case Upper Case Upper Case Upper Case ue Upper Case Upper Case	Nun Tex Seri Are/ Zon	mber tt als a ne fe	(null) (null) (null)		DB Value Contact Point Script Message Rev Cmd Log Details	Default 1	(null) (null) (null)]
	Disabled Parameters Field Typ Database Database Database Fixed Vali Uatabase Fixed Vali	Upper Case Upper Case Upper Case Upper Case Upper Case Upper Case Upper Case ue Upper Case ue Integer	Nun Tex Seri Are, Zon Lod GoT	mber at a a ne fe ToUserOnFailure	(null) (null) (null)		DB Value Contact Point Script Message Rev Cmd Log Details Oficinal Area	Default 1	(null) (null) (null)	
	Disabled Parameters Field Typ Database Database Database Fixed Val Uatabase Fixed Val Fixed Val Fixed Val	Upper Case Upper Case	Nun Tex Seri Zon Cod GoT Syn	mber at a ne fo foUserOn Failure nc	(null) (null) (null)		DB Value Contact Point Script Message Rev Cmd Log Details Oficinal Area	1 1 1 1	(null) (null) (null)]
	Disabled Parameters Field Typ Database Database Database Database Fixed Val Database Fixed Val F	Upper Case Upper Case Upper Case Unper Case Upper Case Upper Case Integer Je Integer Je Upper Case	Nun Tex Seri Arev Zon Cod GoT Syn Line	nder at a ne fo foUserOn Failure nc e Driver Name	(null) (null) (null) (null)		DB Value Contact Point Script Message Rev Cmd Log Details Ωrininal Area Event Lode	Default 1 1 1 CLICKATELL	(null) (null) (null)]
	Disabled Parameters Field Typ Database Database Database Fixed Val Uatabase Fixed Val Fixed Val Fixed Val	Upper Case Upper Case Upper Case Upper Case upper Case Upper Case upper Case Integer ue Integer ue Upper Case Upper Case	Nun Tex Seri Arev Zon Cod GoT Syn Line	mber at a ne fo foUserOn Failure nc	(null) (null) (null) (null)		DB Value Contact Point Script Message Rev Cmd Log Details Oficinal Area	1 1 1 1	(null) (null) (null)]



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.

Entity Handling	<u> </u>
Contact	
Notify	
Report	
Action Handling	*
Add Line 2	Required Show Suppressed Contacts Auto Run Locked
Contact	> Phone Processing Mode
Company	Normal Override OpenVoice Override AutoText
Customer	Automation Protocol
+ Charge Service 1 - 1	•
2-2	
4 - 4 ADAM - Call Adam	Automation Command 🗸 🗸
CALL - Call List 1	
CELL - Yanna's Cell ECV - ECV	Automation Route 🗸 🗸
S1 - Sub1 S2 - s2 email	
Dealer	Create Paged Contact
Agency	>
Authority	Contact Form Lype
	Field is required
	Call Lists
	S2
	Use O Try (if not found, 'DFLT', then contact points)
	Script Type
	None
	Suspend Until Valid



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

Customer	Automation Protocol	
+ Charge Service		
1 - 1 2 - 2 4 - 4 ADAM - Call Adam CALL - Call List 1 CELL - Yanna's Cell	Automation Command	rge
ECV - ECV	Automation Route 👻	
S1 - Sub1 S2 - s2 email		
	Create Paged Contact	
Agency		
Authority		
Platitionty		
	E-Mail	
	E-Mail 2	
	E-Mail 3	
	E-Mail 4	
	Suspend Until Valid	

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

E-Mail	Туре			
Call Lists				
S2				
O Use Script Type	🔿 Try (if not	found, 'DFLT', then	contact points)	
None				

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



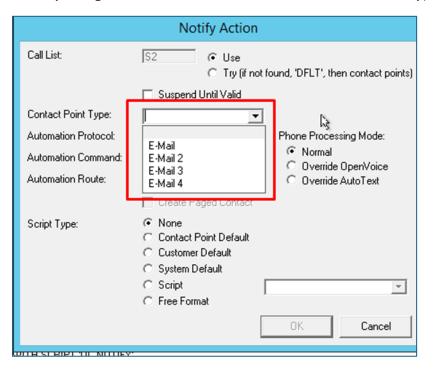
Required fields will show when selecting Override OpenVoice or Override AutoText:

	<u> </u>
Required Show Suppressed Contacts Auto Run	Locked
> Phone Processing Mode	
Normal Override OpenVoice Override AutoText	
Automation Pertonal	-
Automation Command	
Automation Route	
Create Paged Contact	
> Contact Point Type	•
Call Lists	
can Lorda S2	
Use O Try (if not found, 'DFLT', then contact points)	
Script Type	
None	
Suspend Until Valid	

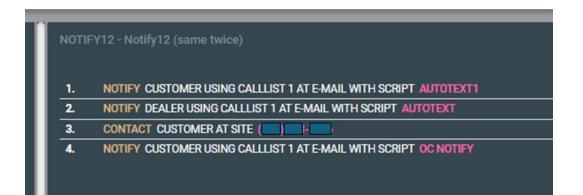
Automation Protocol			
Media Gateway			
Automation Command			
Text to Speech Ca	all		
Automation Route	8		
Field in required			
Create Page	d Contact		
> Contact Point Type			
Call Lists			
S2			
💿 Use 🔿	Try (if not found, 'DFLT',	then contact points)	
Script Type			
None			



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:

NOTIF	Y16 - Notify16 (jump to/logic)
1.	LABEL: NOTIFY
2.	NOTIFY CUSTOMER AT E-MAIL @QA164CUST.BOLDGROUP.SOLUTIONS WITH SCRIPT OC NOTIFY
3	IF NOT RESTORED
4.	SUSPEND 10 SECONDS WITH PRIORITY CHANGED TO 2
5.	JUMP TO: NOTIFY
6	• ELSE
7.	CLOSE ALARM
8.	END IF

Notify SMS Basic Examples

SMSBASIC is one way texting.

SMSBASIC can be set up in a script.

Script Message	,	
Locale:	USENG	
Description:	SMSBasic	
Type:	Generic	
Script Text		
Script Codes:	{DT} Event Date {TM} Event Time {DN} Event Date/Time {DU Event UTC Date/Time {ET} Event UTC Date/Time {ET} Event Pescription {PR} Event Pointly [DE] Event Code	~
Script Text:	Add Hello (NA) a (ET), was received at (DT) (TM) (\$MCSMSBASIC)	<u>^</u>
		~
Script Text		



That SMSBASIC script can be used within the Action pattern:

Edit Line 1	Required Show Suppressed Contacts Auto Run Locked
Company	Normal Override OpenVoice Override AutoText
Customer	Automation Protocol
Charge Two Site ((706) Pager ((706) Pager (706) E-Mail 3 Gard 164cust.boldgroup.solutions) E-Mail 2 (@qa164cust.boldgroup.solutions) E-Mail 2 (@qa164cust.boldgroup.solutions) ASAP to PSAP (ASAP to PSAP) SMS phone ((706)) Business ((719)) Call Lists 1-1 4-4 CALL-Call List 1 CELL -Yanna's Cell ECV - ECV S1 - Sub1 S2 - s2 email	Automation Protocol Media Gateway • Automation Command • SMS Message • Automation Route • Media Gateway - * (*/*/MG) • Create Paged Contact • Contact Peint Type •
Dealer	>
Agency	> Call Lists
Authority	>1
	Use O Try (if not found, 'DFLT', then contact points) Script Type Script Default
	Script
	64 - SMSBasic 💌

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 0A: 1 0Z: 1	(AUTOCLIENT)
	14:17:36	NOTIFY Keyholder - Contact One at Site [(709 wie Rev Cmd 'SMS Message' - Result: Sent	(AUTOCLIENT)
	14:17:36	NOTIFY Keyholder - Contact One at Home [(709] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCLIENT)
	14:17:36	NOTIFY Keyholder - Contact One at Business ((709)	(AUTOCLIENT)
	14:17:36	NOTIFY Keyholder - Contact One at Mobile [(709] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCLIENT)
	14:17:36	NOTIFY Contact - Global Gym at Site [(706)	(AUTOCLIENT)
	14:17:36	NOTIFY Contact - Global Gym at Home [(777) 777-7777] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCLIENT)
	14:17:36	NOTIFY Contact - Global Gym at Business [(888) 888-8888] via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCLIENT)
	14:17:36	NOTIFY Contact - Global Gym at Phone 2 ((719) via Rev Cmd 'SMS Message' - Result: Sent	(AUTOCLIENT)
	14:17:36	NOTIFY Keyholder - Contact Two at Site [(321	(AUTOCLIENT)
	14:17:36	NOTIFY Keyholder - Contact Two at Home [(654	(AUTOCLIENT)
	14:17:36	NOTIFY Keyholder - Contact Three at Site [(654) via Rev Crnd 'SMS Message' - Result: Sent	(AUTOCLIENT)
	14:17:36	NOTIFY Keyholder - Contact Three at Home [(987)	(AUTOCLIENT)
	14:17:36	WAITING FOR COMMAND RESPONSE - Fire Alarm (FA) - Time: up to 65 Seconds	(AUTOCLIENT)
	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)	(AUTOCLIENT)
	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 F	L: SUR TX-ID: 456434 Key: FA OA: 1 OZ: 1 - Cust-Cance
NOTIFY Keyholder - Mean Chihuahua at Site [(321)	9] via Rev Cmd 'SMS Message' - Result: Error
NOTIFY Keyholder - Mean Chihuahua at Home [(321)] via Rev Cmd 'SMS Message' - Result: Error
NOTIFY Keyholder - Mean Chihuahua at Business [(654)	via Rev Cmd 'SMS Message' - Result: Error
NOTIFY Keyholder - Major Shepard at Site [(465)] via Rev Cmd 'SMS Message' - Result: Error
NOTIFY Keyholder - Major Shepard at Home [(687)	via Rev Cmd 'SMS Message' - Result: Error
NOTIFY Keyholder - Major Shepard at Business [(654	via Rev Cmd 'SMS Message' - Result: Error
NOTIFY Keyholder - Major Shepard at Mobile [(987] 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.

SMS - SMS Message Type: Media Gateway Group: Unspecified Command: SMS Description: SMS Message User Group: Operator		Resp Com	nonse Type: None nonse Delay: 60 mand Level: Customer mand Detail: None					8 🖌
Availability Alarm Only Castomer User Allowed Customer User Allowed VRT User Allowed VRT User Allowed Web User Allowed Disabled		- 0	utes Connect Command Nicconnect Command Request Binary Data Retransmission Transmitter Connection Required		Show All 	CP Types for Retransmiss Phone SMS Phone Fax Pager E-mail Retransmission Web Address		Show Al
Q. Field Type	DataType	Label			DR Value		Default	
	Data Type	Label			DB Value Contect Point			
Field Type Database	Upper Case Text	Number			Contact Point			
Field Type Database Database	Upper Case Text Upper Case Text	Number Text		(nuli)	Contact Point Script Message			(null)
Field Type Database Database Database	Upper Case Text Upper Case Text Upper Case Text	Number Text Serials		(nuli) (nuli)	Contact Point Script Message Rev Cmd Log Details			(null) (null)
Field Type Database Database	Upper Case Text Upper Case Text Upper Case Text Upper Case Text	Number Text		(null) (null) (null)	Contact Point Script Message Rev Cmd Log Details Original Area			(nuil) (nuil) (nuil)
Field Type Database Database Database Database	Upper Case Text Upper Case Text Upper Case Text Upper Case Text Upper Case Text	Number Text Serials Area		(nuli) (nuli)	Contact Point Script Message Rev Cmd Log Details			(null) (null)
Field Type Database Database Database Database Database	Upper Case Text Upper Case Text Upper Case Text Upper Case Text	Number Text Serials Area Zone		(null) (null) (null)	Contact Point Script Message Rev Cmd Log Details Original Area Original Zone		Default	(nuil) (nuil) (nuil)
Field Type Database Database Database Database Database Database	Upper Case Text Upper Case Text Upper Case Text Upper Case Text Upper Case Text Upper Case Text	Number Text Serials Area Zone Code		(null) (null) (null)	Contact Point Script Message Rev Cmd Log Details Original Area Original Zone			(nuil) (nuil) (nuil)
Field Type Database Database Database Database Database Fixed Value	Upper Case Text Upper Case Text Upper Case Text Upper Case Text Upper Case Text Upper Case Text Integer	Number Text Serials Area Zone Code GoToUserOnFailure		(null) (null) (null)	Contact Point Script Message Rev Cmd Log Details Original Area Original Zone		1	(null) (null) (null)

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:

ypp figuration aut Menus Totest icom 5 Modem	Initial Text Message T Text Message Timeou Timeouts by Event Ca	ut (secs): 50	List Ti	meout (mins): 10		
	Event Category	/ Description	Initial Text Message Timeout	Text Message Timeout	^	Refresh Event Categories
	AC LOSS	ac loss			1	
	ACCESS	Access Alams	1	2		
	BURG	Burglary	120		=	
	BURGLARY	PSAP Burglary				
	EMERG	Emergency		3		
	ENV	Environmental Al				
	EVENTCAT	General Alarms				
	FIRE	Fire Alarm	90	90		
	FIRESUP	Fire Supervisory				
	GEN	General Alarms				
	HOLDUP	Holdup / Person				
	LOW PATT	Low Rattery			- V	

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

tial Text Message xt Message Timeo meouts by Event Ca	out (secs): 50	List Ti	meout (mins): 10		
Event Category	/ Description	Initial Text Message Timeout	Text Message Timeout	^	Refresh Event Categories
AC LOSS	ac loss				
ACCESS	Access Alams	1	2		
BURG	Burglary	120		=	
BURGLARY	PSAP Burglary				
EMERG	Emergency		3		
ENV	Environmental A			18	
EVENTCAT	General Alarms				
FIRE	Fire Alarm	90	90		
FIRESUP	Fire Supervisory				
GEN	General Alarms			1	
HOLDUP	Holdup / Person				
LOW RATT	Low Ratteor			~	



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:

e	A SystemLogOn (1542) Menu Functional Component Properties	As GetCustomerForNam
Name:	Eet Persponse Required	Ap RecordVoiceMessageAam Ap SelectAamsByCallerID Ap SendinvalidMessage
Message:	×	As SendReceiveContactID As SendSignal As SendSignalWthAudio b Telecom b Security
Pre-Method Message:		 TwoWayPLUS M.F.C's SoleProtect M.F.C's AtoText/UniversalConnector M.F.C's Apa CreateList
Method Parameters:	Name Top Orlev.k Modifier Message RESIGNIGENED Boolean False None I is response required	DeleteList Deregister/Data/FromList Deregister/Data/FromList Deregister/Data/FromList Deregister/Data/NormAddress Deregister/Data/NormAddress Degister/Data/NorSession
Post-Parameters Message:		App Register/DataToList App Send/NaspedSigmal App Send/NassageToMessageService App Send/SMS
Method:	Set if a response is required	SendSMSToList SendSMSToRegistered
Post-Method Message: (Success)		La Set Response Required Age UCLelete Next Signal Age UCIsGP Ssignal Age UCIsNext Signal
Post-Method Message: (Failure)	A V	Au UCModfyEvent Au UCModfyZone Au UCPrepare Signal
	Available for the following menu types: AutoText OK Cancel	UCSendPreparedSignal USendSignal User Labels
		V roo rarea

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.

13:21:45	CUST CANCEL - Fire Alarm (FA)
13:21:45	COMMENT - ALARM CANCELLED BY 1709
13:21:45	CLOSE - Fire Alarm (FA) - Res: AA, ????
13:21:45	COMMENT - ALARM CANCELLED BY 1709
13:21:45	RESOLUTION - Fire Alarm (FA) - Res: AA, ???? - Genuine Alarm

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 (13216):ALARM CANCELED BY 1705
10/7/2024 2:18:45 PM	Svc: Couldnt Send Message to 1321
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 ALARM CANCELED BY 1705
10/7/2024 2:18:45 PM	Svc: Couldn't Send Message to 13216
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):ALARM CANCELED BY 1709
10/7/2024 2:18:45 PM	Svc: Couldn' Send Message to 1654
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 ALARM CANCELED BY 1709
10/7/2024 2:18:45 PM	Svc: Couldnt Send Message to 1465
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 ALARM CANCELED BY 1705
10/7/2024 2:18:45 PM	Svc: Couldn't Send Message to 1687
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 ALARM CANCELED BY 170
10/7/2024 2:18:45 PM	Svc: Couldn't Send Message to 1654
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 ALARM CANCELED BY 1709
10/7/2024 2:18:45 PM	Svc: Couldn't Send Message to 198
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 ALARM CANCELED BY 170
10/7/2024 2:18:46 PM	Svc: Couldn't Send Message to 1709.
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 ALARM CANCELED BY 170
10/7/2024 2:18:46 PM	Svc: Couldn't Send Message to 1709
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	Syc: SMS Sent (17093587124):ALARM CANCELED BY 170

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
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
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

Alarm Details -	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)
10/7/2 24 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
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 CONTRACT SCIENCE):ALARM CONFIRMED BY 1709 CONTRACT
10/7/2024 2:27:16 PM	Svc: Couldn't Send Message to 1709
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
10/7/2024 2:27:16 PM	Svc: Couldn't Send Message to 1709
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 CONTINUE):ALARM CONFIRMED BY 1709 CONTINUES
10/7/2024 2:27:16 PM	Svc: Couldn't Send Message to 1709
10/7/2024 2:27:16 PM	Sending to svc: <cmd>MGKAL:14:27:16.655 L</cmd>
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 CONTROL):ALARM CONFIRMED BY 1709
10/7/2024 2:27:17 PM	Svc: Couldn't Send Message to 1709
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):ALARM CONFIRMED BY 1709



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 Successfull
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 1709
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 (1705):CALL REQUESTED BY 1705
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 (1705 B):CALL REQUESTED BY 1705
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 K
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 (1709):CALL REQUESTED BY 1709
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 (1705):CALL REQUESTED BY 1705
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 (1701 CALL REQUESTED BY 1701
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
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.

😴 1 NOT	(2/5) IFY CUSTOMER	RUSING CALLLIST 1 [VIA REV CMD MEDIA GATEWAY: SMS MESSAGE] WITH SCRIPT AUTOTEXT	
	TACT POLICE		
	PEND 1 MINUT	TES	
	TACT CUSTOM		
0 0 CLO		89 1	
	9 Stand	ard 🗸 LISTEN 🖲 Week 🔿 Month	
Q			
		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 0Z: 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)	(AUTOCLIENT
	14:34:48	NOTIFY Keyholder - Contact One at Mobile [(709) via Rev Cmd 'SMS Message' - Result: Error	(AUTOCLIEN
	14:34:48	NOTIFY Contact - Global Gym at Site ((706)	(AUTOCLIEN
	14:34:48	NOTIFY Contact - Global Gym at Home [(777) 777-7777] via Rev Cmd 'SMS Message' - Result: Error	(AUTOCLIEN)
	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)	(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)	(AUTOCLIENT
	14:34:49	WAITING FOR COMMAND RESPONSE - Fire Alarm (FA) - Time: up to 65 Seconds	(AUTOCLIEN
	14:34:56	ALLOCATED - Fire Alarm (FA) - Manual	(MGW)
	14:34:56	VIEWED - Fire Alarm (FA) - Response [8 Secs]	{MGW}
		DEFERRED - Fire Alarm (FA)	(MGW)
	14:34:56		
	14:34:56 14:34:56	COMMENT - CALL REQUESTED BY 1709	(MGW)

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:

			New	Edit
1	Script M	essage		
~		Locale:	USENG	
		Description:	lates	
		Type:	Generic	
	Script Te	ext txe		
		Script Codes:	{DT} Event Date {TM} Event Time {DN} Event Date/Time {DU} Event Date/Time {ET} Event Description {PR} Event Priority {DE} Event Code	Ř
			Add V	
		Script Text:	Hello, (NA) = (ET) was received at (DT) {TM} {\$MCSMSEXTEND}	^
				×
=		Script Text Demo:	Hello Acme, Inc. a Burglary was received at 10/08/2 \$MCSMSEXTEND	2024 09:18
			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:

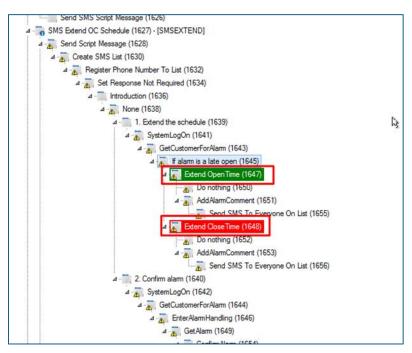
Add Line 1	Required Show Suppressed Contacts Auto Run Locked
Contact	> Phone Processing Mode
Company	> 🔿 Normal 🔿 Override OpenVoice 💿 Override AutoText
Customer	Automation Protocol
- Charge Service	Media Gateway 🗸
Site ((,) Pager () E-Mail 3 (@qa154cust.boldgroup.solutions) E-Mail 2 (@qa164cust.boldgroup.solutions) E-Mail (@qa164cust.boldgroup.solutions) ASAP to PSAP (ASAP to PSAP) SMS phone ((,))	Automation Command OC Extend SMS
Business ((,)	Automation Route
- Call Lists	Media Gateway - * (*/*/MG)
1 - 1 2 - 2 4 - 4 ADAM - Call Adam CALL - Call List 1 CELL - Yanna's Cell ECV - ECV	Create Paged Contact Contact Point Type
LATE - Late-to contact list S1 - Sub1	
S1 - Sub1 S2 - s2 email	Call Lists
Dealer	>1
Agency	Ise O Try (if not found, 'DFLT', then contact points)
Authority	Script Type
	Script Default
	Script
	62 - lates 🗸 🗸 🗸
	CLEAR APPLY

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

Event Programming							
۹							
Event	тх	Area	Zone	Alarm	Action ID	Instructions	
*L0	*	*	*	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:



A - GetCustomerForWarm (1607)								
		Menu Functio	nal Cor	nponent	Properties			×
Name:	Extend Open Time							
Message:								^
								v
Pre-Method Message:								^ ~
Method Parameters:	Name	Туре	Value		Modifier	Message		
	SERIALNO	Integer	{sASN#	2}	None			
	AREA	String	{saar	z}	None	Enter area		
	MINUTES	Integer	30		None 💌	Enter minutes to extend	open time	
Post-Parameters Message:								^ ~
Method:	Extend Open Time			~				
Post-Method Message:	Open time extended	d 30 minutes.						^
(Success)								~
Post-Method Message:	Failed to extend op	en time.						^
(Failure)								~
	Available for the fol	lowing menu types: (OpenVoic	e,AutoText	.PBXAssistant	ОК	Ca	ncel

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 (Concerned): 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</cmd>
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 (1709 CLOSE TIME EXTENDED BY 1709 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 (1705000000):CLOSE TIME EXTENDED BY 1709000000
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.

C1 - C2 - Open/Close 2	Description 0 Window Code	pen/Close 2		Show OC Schedule For 10/08/2024		Monday - 10/07/2024 08:00 Must Open 13:25 Must Close
C3 - oc3	Linked Schedule					O Tuesday - 10/08/2024
	PERMAN	ENT	ALTERNATE	HOLIDAYS	TEMPORARY	08:00 Must Open 13:25 Must Close 13:55 Must Close
	Show Expired Schedu	es				Wednesday - 10/09/2024
	Date					08:00 Must Open
	10/08/2024	Tue	13:55	Must Close		13:25 Must Close
						Thursday - 10/10/2024 08:00 Must Open 13:25 Must Close

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
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
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 (166720000):ALARM CONFIRMED BY 1703000000
10/8/2024 1:31:12 PM	Svc: Couldn't Send Message to 1667
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 (1709000000):ALARM CONFIRMED BY 1709000000
10/8/2024 1:31:12 PM	Svc: Couldn't Send Message to 1705-000
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 (1705-000):ALARM CONFIRMED BY 1709-000
10/8/2024 1:31:12 PM	Svc: Couldn't Send Message to 1705
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 (1704000000):ALARM CONFIRMED BY 1709000000
10/8/2024 1:31:13 PM	Svc: Couldn't Send Message to 1704
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.

	ge road suite 12	23, 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		Action Pattern - LATES (0/1) Alarm Time 10/08/2024 12:31:00 TX - (/)	NLLIST LATE (MA REV CMD MEDIA GATEWAY: OC DYTEND SM
Customer Activity Log	Standard	✓ LISTEN . ● Week O Month	
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) and the set Cmd '0C Extend SMS' - Result: Sent	(AUTOCLIENT)
	13:31:01	NOTIFY Keyholder - Contact One at Home [(709) 3	(AUTOCLIENT)
	13:31:01	NOTIFY Keyholder - Contact Two at Site [(705) via Rev Cmd 'OC Extend SMS' - Result: Sent	(AUTOCLIENT)
	13:31:01	NOTIFY Keyholder - Contact Three at Site ((704)	(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	(SIGHNDLR)
	13:31:51	MESSAGE - From 'Contact Three': ack	(SIGHNDLR)
	13:31:51	MESSAGE - From 'contact ten': ack	(SIGHNDLR)
	13:31:51	MESSAGE - From 'Contact Two': ack	(SIGHNDLR)
	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.

<u>MS Outbound Voice pass or fail call.xml</u> (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

<u>MS SMS Alarm Notify.xml</u> (click for download)

<u>MS SMS Basic Notification.xml</u> (click for download)

<u>MS SMS Extend OC Schedule.xml</u> (click for download)