

Using AutoText to contact a Call List

01/10/2024 1:49 pm EST

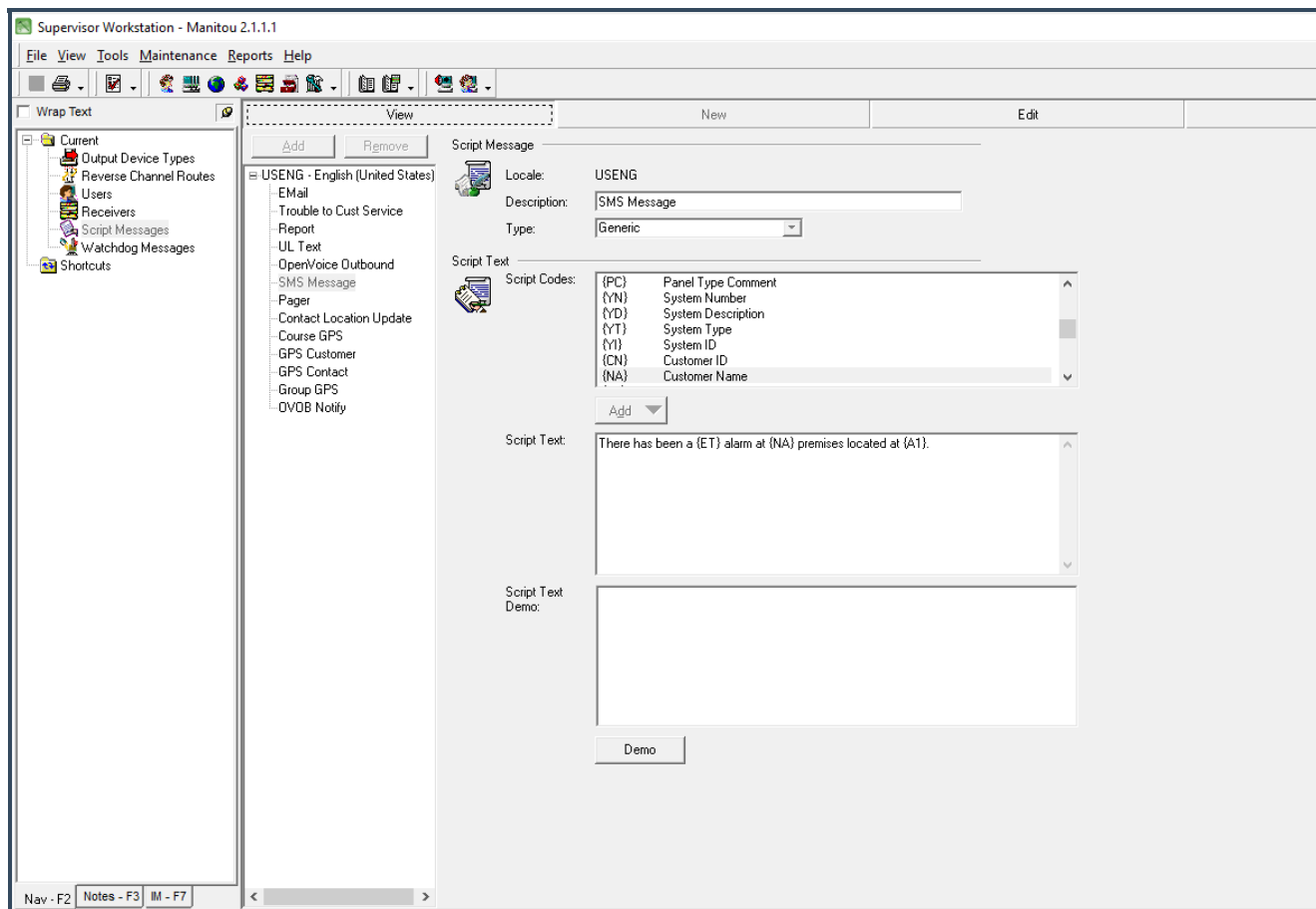
This demonstrates how to contact a call list and send an SMS message to everyone on the list. It will do them all with one action pattern line and can be run by the auto-client. This would be useful for low priority alarms or to notify all people on a call list once an alarm has been handled as a follow-up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

This will text everyone on the call list simultaneously. Not one at a time.

Manitou

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

In SWS, set up the script message.




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

View New Edit

Add Remove

Reverse Channel Routes

- APCO Alarm
- BT ADACS
- Director
- Emizon
 - Emizon
- HID Access Control
 - IP Receiver Default
- Honeywell WIN-PAK
 - WIN-PAK Default Route
- Media Gateway
 - Media Gateway
- MonTech
- Red Care
- RedCare NGr
 - RedCare NGr Default
- RSI Frontel GI
- SureView Immix
 - SureView Immix RC Route

 Protocol: Media Gateway

Sequence: 1

Description: Media Gateway

Dealer:

Application Type: FEP

Receiver line prefix: *

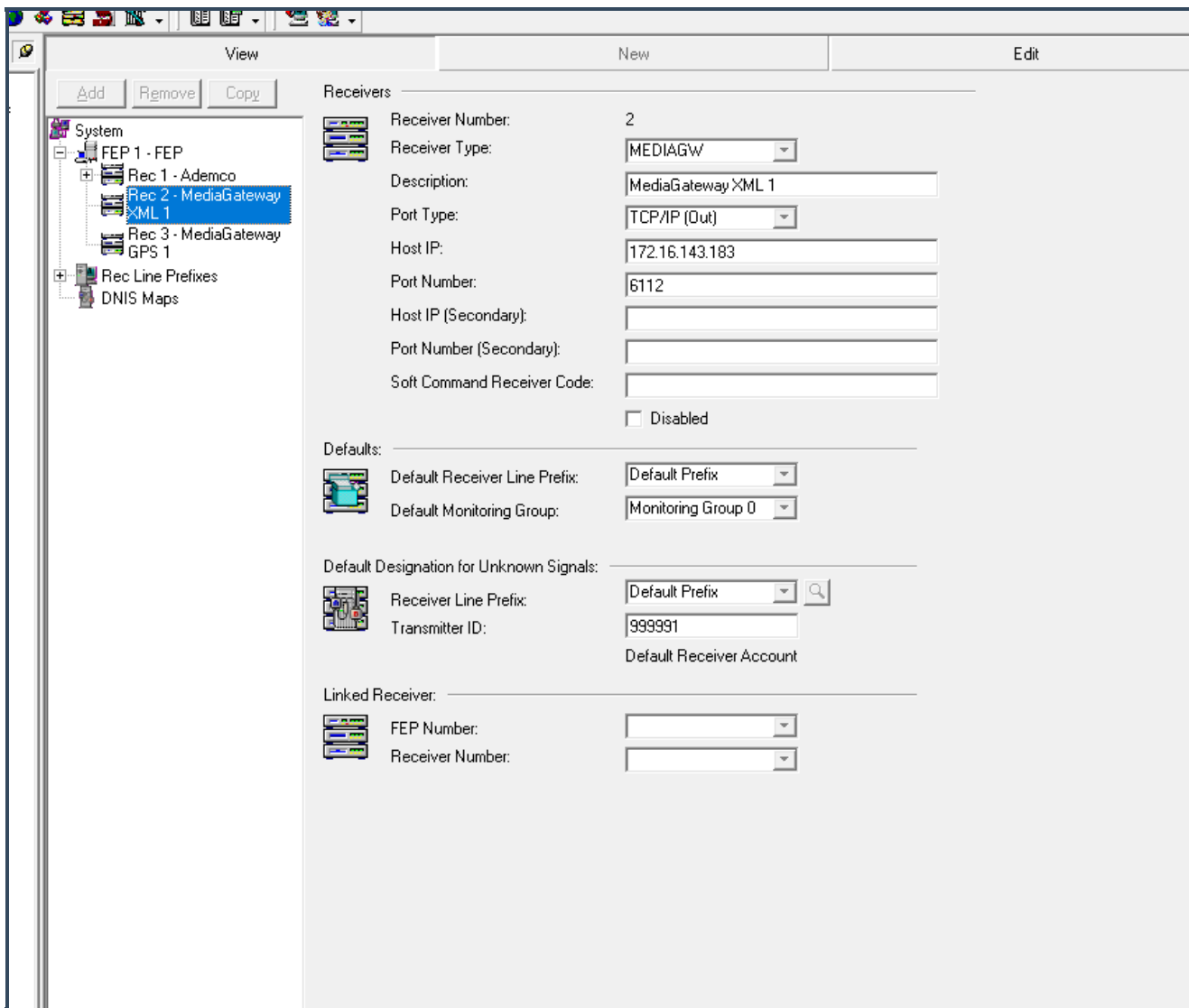
FEP: *

Receiver: *

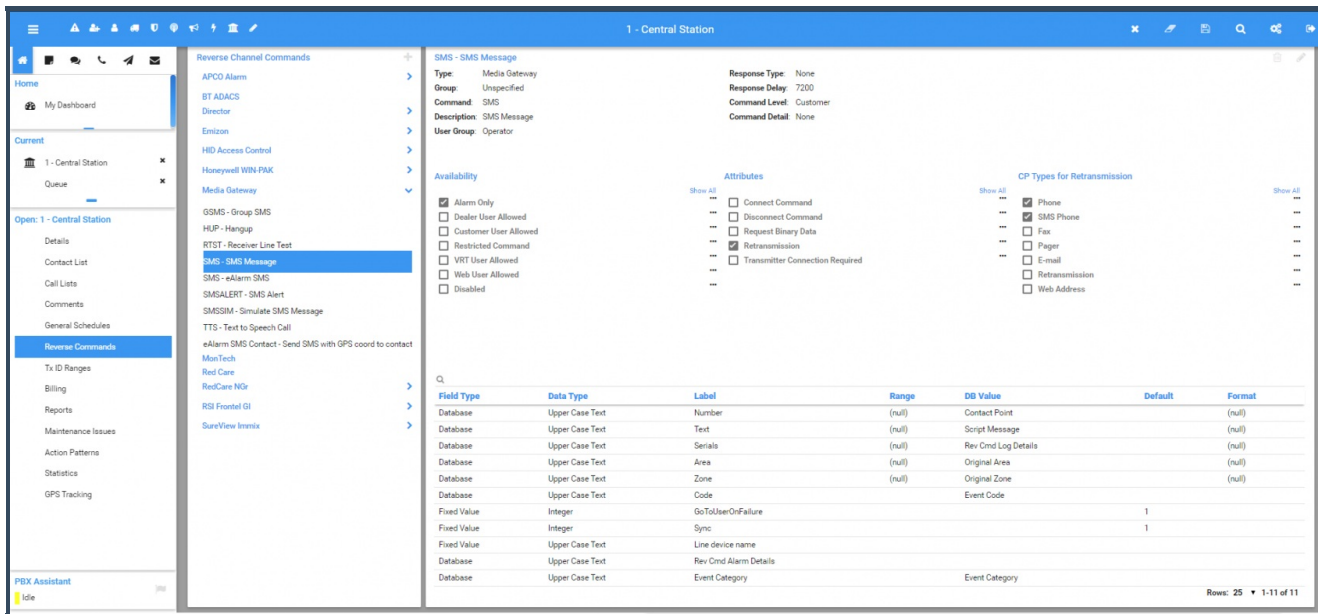
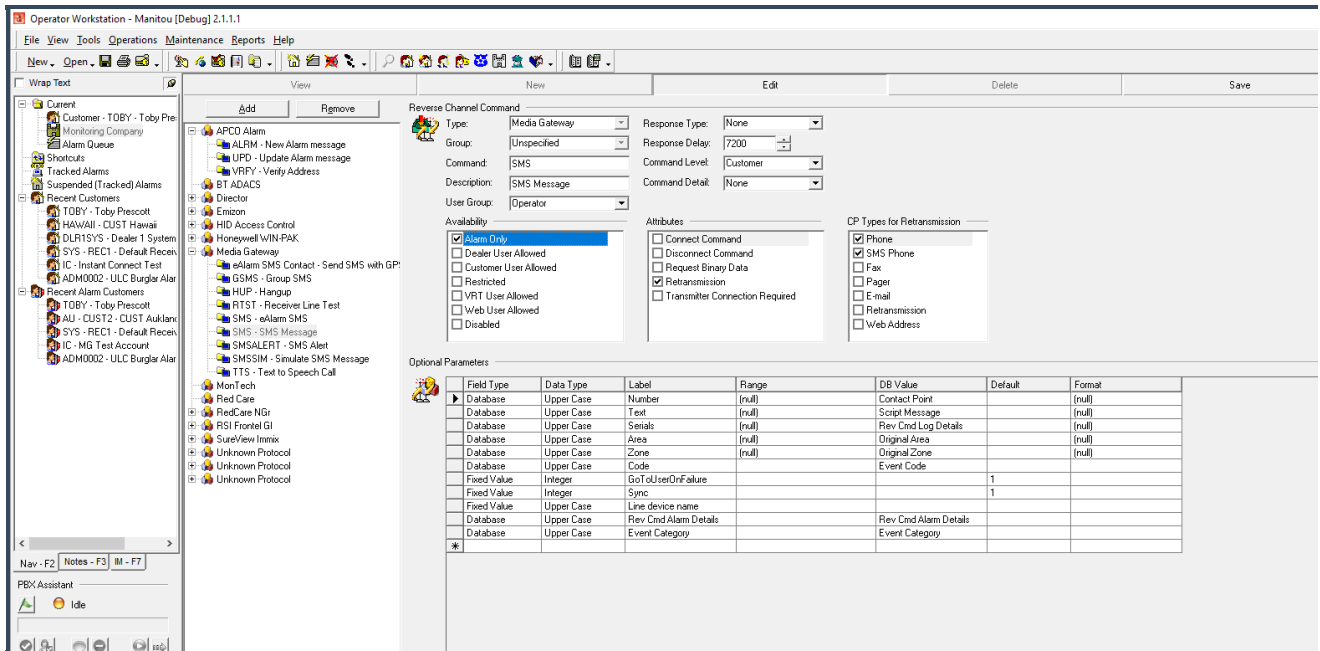
Receiver line: *

Receiver type: MEDIAGW

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

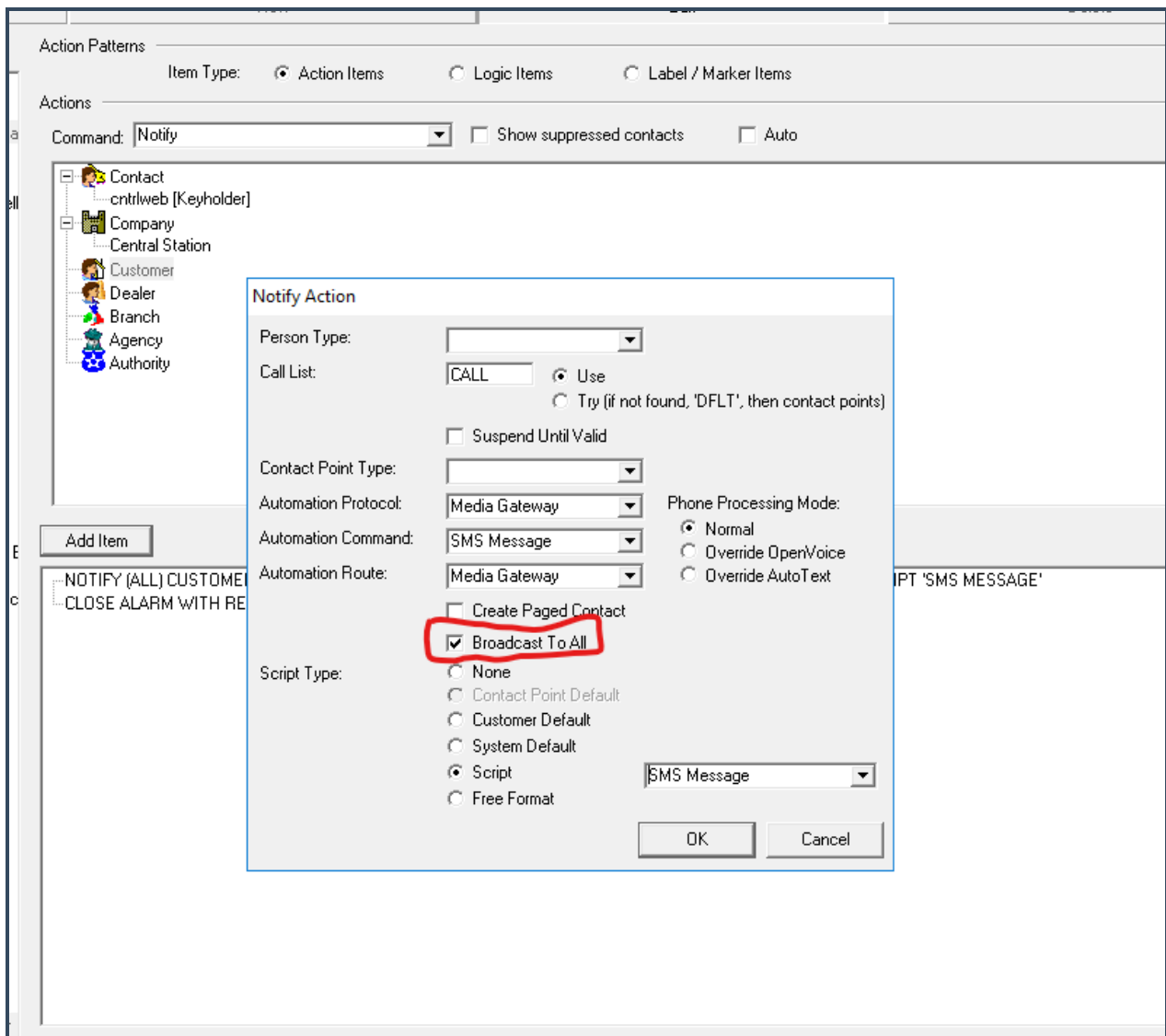


In OWS or Web Client, you will need to set up a Reverse Command at the monitoring company level. This needs to be under Media Gateway.



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

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

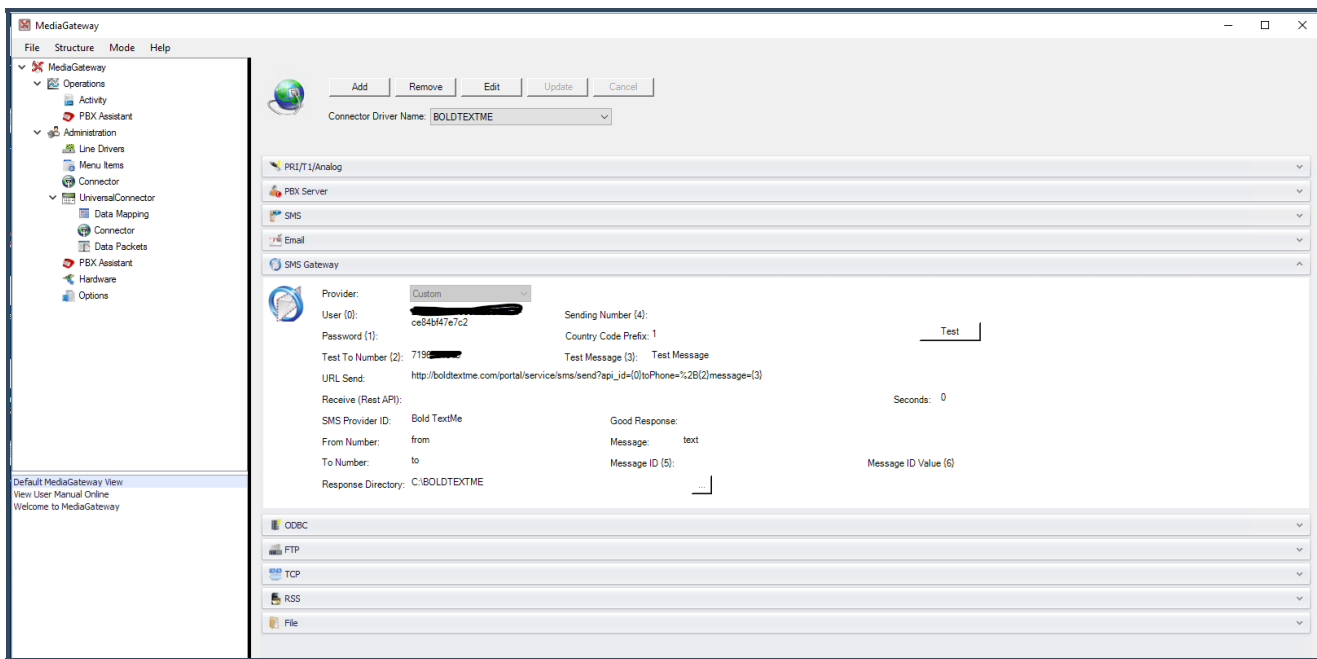


Run an alarm that uses this action pattern.

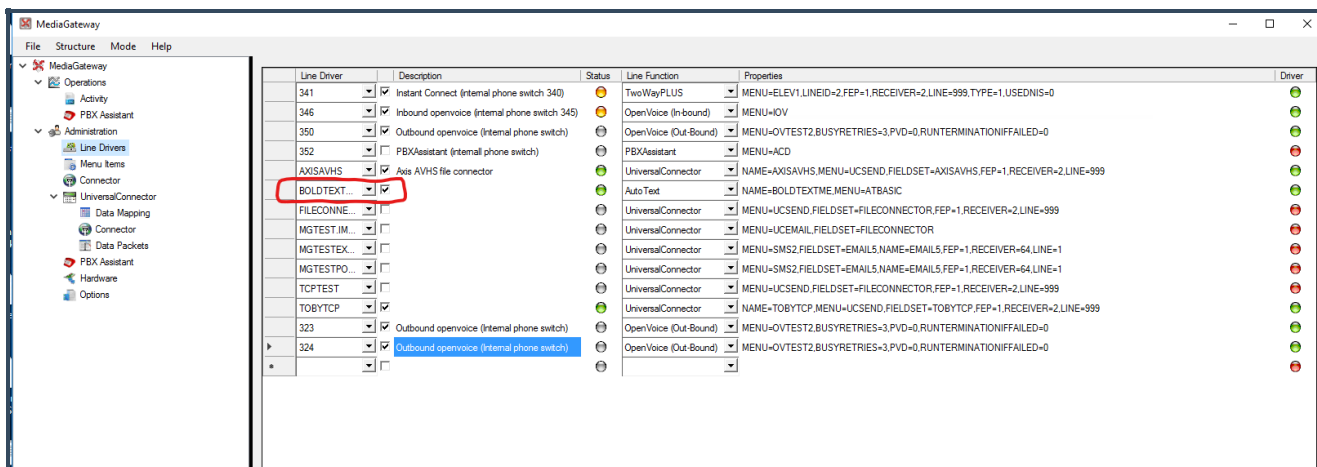
The account must have a call list defined with the same name that has contacts with phone numbers in it.

Media Gateway

Make sure you have PBX Server Connectors available for SMS Gateway.



Make sure you have a Line Driver set up for sending SMS. Here I am set up for Bold TextMe. The menu specified here can/will be overridden by the script menu.



Create a Menu that you want to use for all contacts in the call list. This can be basic as shown here, or extremely complex.

