

Auto Text

03/23/2026 3:08 pm EDT

Product Catalog Info

Product Code:

SFT-ADD-AUTOTEXT

Product Description:

The AutoText module uses true SMS Messaging technology for notification of alarms and two-way customer interaction. When combined with the Virtual Operator, the monitoring center has the ability to allow the handling of alarms via text message without operator intervention.

This module requires the use of the SMS gateway, which may require additional third party service licensing . The SMS gateway application is for SMS Messaging when applied to AutoText.

<https://boldgroup.lightning.force.com/lightning/r/Product2/01t6g000002jFxDAAU/view>

Product Code:

SFT-MAN-ADD-AUTOTEXT

Product Description:

Module uses true SMS Messaging technology for notification of alarms and two-way customer interaction.

<https://boldgroup.lightning.force.com/lightning/r/01t6g000005SKcZAAW/view>

Knowledge Base

AutoText User Guide <https://manitou-knowledge-base.knowledgeowl.com/help/manitou-how-to-autotext-user->

[guide](#)

Notify AutoText 2.0 <https://manitou-knowledge-base.knowledgeowl.com/help/notify-autotext-20>

AutoText 2.0 setup.pdf

<https://dyzz9obi78pm5.cloudfront.net/app/image/id/67a62e3053b203ee8605d099/n/autotext-20-setup.pdf>

Manitou: Supervisor Use of AutoText 2.0 https://boldgrouptraining.s3.us-west-2.amazonaws.com/manitou-supervisor-use-of-auto-text/content/index.html#

Introduction to AutoText <https://www.youtube.com/watch?v=wxeSOP0gFH4>

AutoText Module in the Bold MediaGateway <https://www.youtube.com/watch?v=x8mHHW1PNWE>

Pre-Requisite

The following items are all needed before starting an install of AutoText. This should be complete/ready by the Project Manager before scheduling with a Technician.

Pre-Requisites listed below

- 1) Manitou 2.1.44 or newer for 2 way
- 2) MediaGateway (can be scheduled at the same time as the AutoText install)
- 3) Customer must have 3rd party SMS communication provider
- 4) The SMS provider may take 24 hours for the API to be ready this needs to be confirmed before a customer call can be scheduled

The technician will need to be provided the following (Typically by 3rd party SMS provider)

- 5) Login credentials to the SMS provider
- 6) The API credentials (if separate)
- 7) Typically a Username and Password or an API Key

Supplementary information

The AutoText installation includes three standard menu options:

1. Basic Notification (no response required)
2. Reply with “1” to acknowledge or “2” to cancel the alarm
3. Late to Close option

Note: Text messages are limited to a 160-character script.

How to determine which SMS package to get

Any account they have that gets an alarm with autotext integrated to the alarm, will send a text. To work out what package is required, estimate how many accounts/alarms they expect. This depends on how / what they want to use AutoText for.

SMS credits

- 1) Bold does not monitor or report on SMS credits, if the customer's credit run out, AutoText will stop working with little warning.
- 2) It is recommended to have at least 50 credits for testing, if we run out of credits during the testing portion, we may need to reschedule.

Access to Media Gateway

Bold Tech to have access to Web gateway server, access to Media Gateway

(Clickatell) Requesting API key access

Clickatell require the customer to raise a support case before providing the API key.

(Clickatell) Where to find the API key

Article on how to find the API key <https://www.clickatell.com/help-center/general/where-find-api-id-api-key/>

Effort and Process

On Prem

The installation takes approx. 4 hours (This includes testing)

Process: same as hosted

Hosted

The installation takes approx. 4 hours (This includes testing)

- 1) PM to ensure that all pre-requisites are met
- 2) PM to book time with the System Consultant and the customer to configure and test

Questions for the Customer

Question 1) Is [customer] utilizing AutoText for one-way communication or bi-directional communication (send and receive)?

Question 2) Does [customer] already have an account with a 3rd party SMS communication provider? If yes, who?

2 way

>MessageMedia (Need to specifically request a Legacy Account)

>Clickatell

1 way

>CDYNE

>BulkSMS

>BurstSMS (Australia - Provider given through SCSi)

>Bold TextMe (Only for sending, not bi-directional but coming soon)

This option is preferred

Question 3) Do you already have Media Gateway installed?

Training

Training Guide: Manitou - Supervisor Use of AutoText 2.0

<https://boldgrouptraining.s3.us-west-2.amazonaws.com/manitou-supervisor-use-of-auto-text/content/index.html#/>

If the customer reads the training guide and still has questions, the Application Consultant can host a Q&A session.
