

SMS

Last Modified on 10/26/2023 1:37 pm EDT

stages™ is capable of connected to Inbound and Outbound SMS servers/services such as Twilio.

SMS Notification

SMS can be sent out as an [Auto Process](#) or a manual Dispatch SMS from the [Alarm Dispatch](#) window. SMS Auto Processes are sent out unedited by the operator, while Dispatch SMS uses template (Setup > Alarm Processing Setup > SMS Template) that can be edited by the operator prior to sending. Auto Processes will go out to a Contact Phone with a Phone Type marked as 'SMS' and the Auto Notify flag enabled.

Both Auto Processes and SMS Templates are set up with an [Event Code](#) to log when the SMS is sent. The SMS sent event will display in history with a Notification Button which opens a window displaying the recipients and text message.

Responses to a Dispatch SMS will log the Event Code 'SMSReply' with the Text message displaying in the Comment field. SMS Auto Processes are configured for Event Codes to log when an SMS response is received and a separate event for when an SMS response with a PIN is received. These events can be alarms, informing the Operator of a status change.

SMS Auto Processes include an SMS Keyword list (accessed by the Key Button). If one of the Keywords listed is returned via SMS in response to the Auto Process, the Event Code associated with the Keyword is logged and an SMS message sent back with the associated Reply. If the response does not match a Keyword, it will log the SMS Response Event Code of the Auto Process.

SMS Interface

[Site Group](#) Contacts can access stages™ through an SMS interface.

Site Group Contacts are granted access in the SMS tab (Setup > Site Group Setup > Site Group). Contacts are assigned a PIN and User Region. The PIN expiration date is generated for the SMS PIN Duration entered in [stages® Options](#) (Utilities > stages™ > stages™ Options). Contacts can be granted permission to place a device [On Test](#) with the On Test Flag. Contacts will be prompted for their PIN before taking any actions. The PIN will be valid for the length of time entered in the SMS Session Duration stages™ Option and the Contact will not be prompted for the PIN again until after the session has expired. After the Session has ended, the contact will need to resend the PIN before taking any actions.

The SMS Interface follows a syntax to return information. For example, texting the word 'Help' to the number set up by the central station will return a list of commands that can be texted to receive information, such as: