

# **Messaging Alerts**

### **Overview**:

This TechNote describes how to setup Event Based Messaging Alerts in the **g!** System. These alerts include the ability to call, email and text message a single contact or list of contacts based on event triggers. In addition, core module 5.2 and up also provide the ability to "Pop" a message onto an Elan Touch Screen. Event Triggers come from an array of internal triggers in the **g!** System and external triggers from controlled devices such as security zone faults, or thermostat temperature readings. Alerts can be stacked, so that multiple alert types (phone & email, for example) are sent from a single trigger. Alerts can also be added to existing event maps.

#### Phone Alerts:

*Note:* Phone Alerts are not available on the MultiBrick.

#### Phone Alerts Overview:

Phone alerts allow the g! controller to dial out and deliver a TTS (Text-To-Speech) message over the phone. To setup Phone Alerts, you must configure Contacts with Phone Numbers on the System Tab, so the Controller has numbers to call; configure the modem, so the Controller may interface with the phone line; configure TTS messages on the Messaging tab, which are what the Controller will say when dialing the alert; and create event maps to trigger the call when a specific event happens.

**NOTE:** The Messaging Pro App is **REQUIRED** for phone features such as phone alerts.

#### **Configure Phone Alerts:**

1. Setup Contacts with phone numbers on the System Tab under Contacts and Users. Enter the phone number as it should be dialed, including any prefix or area code information. Omit punctuation such as dashes or parentheses. For example:

System	System	User: Johnny Alertzberger	
Interface	CPU Usage	Name	Johnny Alertzberger
	System Modes	System #	4056
Security	Module Configuration	Email	emailaddress@emailserver.com
	Active Client Connections	Phone Number	17816395155
Climate	E Contacts and Users	N.Dials	3
	📃 🌲 Johnny Alertzberger 🛛 🕨 🕨	Ask Ends Call	Van
Lighting	🗌 🌲 Admin	Ack Ends Call.	res

Under this tab you will also see settings for the Number of Dials (N.Dials)--how many times the Controller should attempt to call this contact; and Ack Ends Call--which prompts for the contact to acknowledge receipt, so the Controller will stop attempting calls for this alert.

- 2. Setup the Controller modem so the Controller can interface with the phone line and dial out. (If you have already set up your Modem as part of Messaging configuration, skip to Step 3.)
  - a. To configure the Controller for interfacing with the Phone Line, connect the phone line to the modem as appropriate.
  - b. In Configurator, under the Messaging Tab, right-click Telephone Systems and choose "Add New Device".
  - c. Add a Generic Telephone Controller. (Note: 4.0 Build 1512 or later this has been renamed Internal Telephone Controller).

- 3. Configure a TTS message on the Messaging Tab. This will be read by the Controller using its Text-to-Speech engine, and will be read as typed.
  - a. Add a new Text/Speech message by right-clicking on Text/Speech Messages and choosing "Add New Text/Speech Message".
  - b. Name your message something memorable as to the type of the alert it will be, for example name a security panel related message something like "Security Alert" or "Security Alarm".
  - c. Type in text to be read by the Controller to your contact when triggered.

System	<ul> <li>Messaging</li> <li>Clobal Options</li> </ul>	TTS Mesage :Security	Alert
Interface	Communication Devices	Name	Security Alert
	Felephone Systems      Internal Telephone Controller	System #	4123
Security	Il Telephone Log	Text	Safe is DISARMED
Climate	☐ ■ Voice Mail Boxes	Token Reference (Insert any	where in Text above)
Climate	L M House	Token	Description
Lighting	Email Accounts      Email Messages (Outbound)      Email Space Massages	<time> <date></date></time>	Current Time Current Date
Media	Security Alert      Gustom Tabs	<last_cid> <last_remote_name></last_remote_name></last_cid>	Last Caller ID Name Last Remote Login Name
Messaging		<last_remote_ip> <roomtemp:x> <hfatsp:x></hfatsp:x></roomtemp:x></last_remote_ip>	Last Remote IP Address Thermostat Room Temp where (x = system number) Thermostat Cool Set Point where (x = system number)

Tokens are optional. See Using Tokens below for details.

- 4. Create an Event Map to set the Controller to send the message when a certain system event occurs.
  - a. Under the Event Mapper tab, right-click Event Maps and Add New Event Map. We recommend naming all your messaging alert event maps with the prefix Alert: to keep them organized.
  - b. Add an Event to trigger sending your message in the first box, labeled Events. For this example, we want to send a message when the Safe Security Partition is disarmed:

Edit Command		×
System Family	Event Groups	
Audio Zone Controller Climate System Display DVD Player DVR General System Generic Serial Device Input/Output Inputs IR Sender Irrigation System Keypad Controller Lighting System Media System Media System Messaging Outputs Pool Control Power Supply Security System Tuner Video Controller Video System	1st Floor Motion Back Door Front Door Garage Garage Door House Safe Safe Motion Side Entrance Available Events Armed in Any Mode Armed in Away Mode Armed in May Mode Armed in Unknown Mode Burglar Alarm Disarm Entry Delay Fxit Delay	Cancel

c. Add a Command to select the action of sending your message in the 3<sup>rd</sup> box, labeled Commands. In this Example, we are sending our Security Alert Text/Speech message to Contact Johnny Alertzberger. Choose the System Family: Messaging, and then choose your contact under Command Groups. Finally, choose the Call command and the specific message you wish to send under Options.



5. Test your alert to ensure proper function. Remember, pressing "Test Commands Now" on the Event Map will only test that the message is sent correctly (the outgoing phone call), and will not test that the message is being *triggered* correctly.

#### Pop Message Alerts

Pop Message Alerts allow a pre-configured message to "pop up" on an Elan g! Touch Screen. The Pop Message will appear as text inside a bubble on top of the current Viewer screen. Pop Messages can interrupt things like screen saver, and will wake up a screen that is asleep. A user may dismiss a Pop Message by tapping anywhere on the screen, or the message will disappear on its own after about 10 seconds. Pop Message is not available on OSD or iOS devices. To Configure a Pop Message Alert, you must add a TTS message to provide the text content for the Pop Message, and create an Event Map to trigger the Pop Message to appear.

- 1. Configure a TTS message on the Messaging Tab. This will be displayed on the touch screen as Pop Message.
  - a. Add a new Text/Speech message by right-clicking on Text/Speech Messages and choosing "Add New Text/Speech Message".
  - b. Name your message something memorable as to the type of the alert it will be, for example name a HVAC related message something like "Temperature Alert".

c. Type in text to be display by Touch Screen as a Pop Message when triggered. TTS Mesage :Temperature Alert

Name	Temperature Alert
System #	33186
Text	House is <roomtemp:21147>!</roomtemp:21147>
Token Reference (Insert any	where in Text above)
Token	Description
<time></time>	Current Time
<date></date>	Current Date
<last_cid></last_cid>	Last Caller ID Name
<last_remote_name></last_remote_name>	Last Remote Login Name
<last_remote_ip></last_remote_ip>	Last Remote IP Address
<roomtemp:x></roomtemp:x>	Thermostat Room Temp where (x = system number)
<heatsp:x></heatsp:x>	Thermostat Cool Set Point where (x = system number)
<coolsp:x></coolsp:x>	Thermostat Heat Set Point where (x = system number)
<nvmail:x></nvmail:x>	Number of voicemails in mailbox (x = system number)
<nemail:x></nemail:x>	Number of emails in mailbox (x = system number)
<outsidet></outsidet>	Outside Temperature
<outsideh></outsideh>	Outside Humidity

Tokens are optional. See Using Tokens below for details.

- 2. Create an Event Map to set the Controller to send the message when a certain system event occurs.
  - a. Under the Event Mapper tab, right-click Event Maps and Add New Event Map. We recommend naming all your messaging alert event maps with the prefix Alert: to keep them organized.
  - b. Add an Event to trigger sending your message in the first box, labeled Events. For this example, we want to send a message when the House temperature sensor is too hot or cold.

Add Event			X
System Family	Event Groups		
Audio Zone Controller Climate System Display DVD Player DVR Energy Monitoring General System Generic Serial Device Input/Output Interface Device IR Sender Irrigation System Keypad Controller Lighting System Media System Media System Messaging Outputs Pool Control Security System Tuner UPS (Uninterruptible Pow	HVAC Trigger         Sense Input 1         Sense Input 2         Sense Input 3         Sense Input 4         Sense Input 5         Sense Input 6		
Video Controller Video System			
		Cancel	ОК

Note: Numeric Trigger setup is explained in the Advanced section at the end of this document.

c. Add a Command to select the action of Pop Message in the 3<sup>rd</sup> box, labeled Commands. In this Example, we are displaying the message on a In Wall Touch Screen. Choose the System Family: General System, and then choose your Touch Screen under Command Groups. Finally, choose the Pop Message command and the specific message you wish to use under Options.



3. Test your alert to ensure proper function. Remember, pressing "Test Commands Now" on the Event Map will only test that the Pop Message appears as desired on the desired touch screen, and will not test that the message is being *triggered* correctly.



## E-mail Alerts:

#### E-Mail Alerts Overview:

Email alerts allow the g! controller to connect to the internet and send a pre-configured email message to desired recipients. To setup E-Mail Alerts, you must configure Contacts with E-Mail address on the System Tab; configure the outgoing server, so the **g!** System can send E-Mails; configure E-Mail messages (outbound) on the Messaging tab, which are what the Controller email; and create event maps to trigger the e-mail when a specific event happens. Note: The Controller/MultiBrick must have internet access to send an alert via E-mail.

NOTE: The messaging tab is NOT required for e-mail/txt message alerts.

#### **Configure E-Mail Alerts:**

1. Setup Contacts with e-mail addresses on the System Tab under Contacts and Users.

System	System	User: Johnny Alertzbe	erger
Interface	CPU Usage	Name	Johnny Alertzberger
Intendee	System Modes	System #	4056
Security	Module Configuration	Email	emailaddress@emailserver.com
<b>a</b>	Active Client Connections	Phone Number	17816395155
Climate	Contacts and Users	N.Dials	3
Lighting	Johnny Alertzberger	Ack Ends Call.	Yes

 Configure the outgoing mail server on the Messaging Tab under Global Options. You may need to find out the customers email server information to set this up, or you may use your own if your company has its own outgoing server.

Messaging	Global Messaging Options		
Communication Devices	Outgoing SMTP Server	smtp.outgoingmailserver.com	
Calification Controller	Outgoing email account Outgoing email password	accountname@outgoingmailserver.com	
III Telephone Log		optional, type here to enable authentication (if required by your server)	
🖃 🖾 Voice Mail Boxes	SMTP Port	25 (or 587)	
🔄 🔤 Email Accounts			
🔄 🖾 Email Messages (Outbound)			
Text/Speech Messages			
Security Alert			
Custom Tabs			

Note: the default address included in this area is non-functional. You must enter your own server here. If you do not have one of your own, you may use a free account, however, only standard SMTP is supported currently, and there is no support for SSL encryption used by services like hotmail or gmail. <u>GMX.com</u> is a free e-mail provider that is known to work. You may also wish to setup a company alert e-mail if you have your own hosting (website) provider.

**NOTE:** Many ISP's block SMTP transmissions on port 25 that are not going to their server to prevent spam. GMX.COM is known to support access on port 587 as well as port 25, or you may use the customers ISP e-mail account instead.

- 3. Configure E-mail messages to send out when triggered.
  - a. Add a new E-Mail Message by right-clicking on E-Mail Messages (outbound) and choosing "Add New E-Mail Message".
  - b. Name your message something memorable as to the type of the alert it will be, for example name a security alarm message something like "Burglar Alarm".

c. Format the E-Mail like you would normally with a subject and a message body. (Note that Tokens may be used here as well)

System	<ul> <li>Messaging</li> <li>Global Options</li> </ul>	Email Message:Burglar Alarm Alert	
Interface	Communication Devices	Name System #	Burglar Alarm 4154
Security	Internal Telephone Controller     If Telephone Log	Subject	Alert: Burglar Alarm!
Climate			•
Lighting			
Media	Burglar Alarm     Text/Speech Messages		
Messaging	Custom Tabs		

- 4. Create an Event Map to set the Controller to send the message when a certain system event occurs.
  - d. Under the Event Mapper tab, right-click Event Maps and Add New Event Map. We recommend naming all your messaging alert event maps with the prefix Alert: to keep them organized.
  - e. Add an Event to trigger sending your message in the first box, labeled Events. For this example, we want to send a message when the House Security Partition is in a Alarm State:



f. Add a Command to select the action of sending your message in the 3<sup>rd</sup> box, labeled Commands. In this Example, we are sending our Burglar Alarm E-Mail message to Contact Johnny Alertzberger. Choose the System Family: Messaging, and then choose your contact under Command Groups. Finally, choose the E-Mail command and the specific message you wish to send under Options.

5. Test your alert to ensure proper function. Remember, pressing "Test Commands Now" on the Event Map will only test that the message is sent correctly, and will not test that the message is being *triggered* correctly.

#### **Text Message Alerts:**

#### Text Message Alerts Overview:

Text Message Alerts use the email feature to send SMS messages to available cellular handsets. To setup Text Message Alerts, you must setup E-Mail Alerts. Configure Contacts with an E-Mail address formatted for text messaging on the System Tab; configure the outgoing server, so the **g!** System can send E-Mails; configure E-Mail messages (outbound) on the Messaging tab, which are what the Controller text message; and create event maps to trigger the text message when a specific event happens. Note: The Controller/MultiBrick must have internet access to send a text message.

NOTE: The messaging tab is NOT required for e-mail/txt message alerts.

#### **Configure E-Mail Alerts:**

 Setup Contacts with the text messaging e-mail address on the System Tab under Contacts and Users. Create this Contact as a *new* contact to enter the text messaging e-mail address if you are also sending regular E-Mail Alerts

	iun Aichts.		
System	System	User: Johnny Alertzberger TXT	
Interface	CPU Usage	Name	Johnny Alertzberger TXT
	Main Tabs	System #	4156
Security	Module Configuration	Email	7816395555@tmomail.net
	Active Client Connections	Phone Number	
Climate	Contacts and Users	N.Dials	3
	Johnny Alertzberger TXT	Ack Ends Call	No
Lighting	🔄 🏝 Admin		
	📃 🏝 Johnny Alertzberger	Viewer Allowed	No
Media	System Logs	Config Allowed	No
	I Exceptions	Login As Tablet	Default
wessaging	System		Set User Password

Note that you will format the email address as is specified for your particular provider. See the table below for major wireless carriers, or consult with the customers wireless service provider for this information. You may also find this info on the internet: <u>http://www.notepage.net/smtp.htm</u>

Carrier	Format
T-Mobile	phonenumber@tmomail.net
Virgin Mobile phonenumber@vmobl.com	
Cingular	phonenumber@cingularme.com
Sprint phonenumber@messaging.sprintpcs	
Verizon	phonenumber@vtext.com
Nextel	phonenumber@messaging.nextel.com
ATT	phonenumber@txt.att.net

#### phonenumber = 10 digit phone number

2. Configure the outgoing mail server on the Messaging Tab under Global Options. You may need to find out the customers email server information to set this up, or you may use your own if your company has its own outgoing server.

Global Options	Global Messaging Options		
Communication Devices	Outgoing SMTP Server	smtp.outgoingmailserver.com	
Controller	Outgoing email account	accountname@outgoingmailserver.com	
Ili Telephone Log	Outgoing email password	optional, type here to enable authentication (if required by your server)	
□ ■ Voice Mail Boxes	SMTP Port	25 (or 587)	

Note: the default address included in this area is non-functional. You must enter your own server here. If you do not have one of your own, you may use a free account, however, only standard SMTP is supported currently, and there is no support for SSL encryption used by services like hotmail or gmail. <u>GMX.com</u> is a free e-mail provider that is known to work. You may also wish to setup a company alert e-mail if you have your own hosting (website) provider.

**NOTE:** Many ISP's block SMTP transmissions on port 25 that are not going to their server to prevent spam. GMX.COM is known to support access on port 587 as well as port 25, or you may use the customers ISP e-mail account instead.

- 3. Configure E-mail messages to send out when triggered.
  - a. Add a new E-Mail Message by right-clicking on E-Mail Messages (outbound) and choosing "Add New E-Mail Message".
  - b. Name your message something memorable as to the type of the alert it will be, for example name a security disarmed message something like "Security Disarmed" or "Disarm Alert". You may also wish to add a TXT: prefix to all the E-Mail Messages you intend to text message. Note that you should be able to get double duty out of E-Mail Messages sent through e-mail or sent as a text message.
  - c. Format the E-Mail like you would normally with a subject and a message body. When E-Mails are sent as text, it is common for the Text Message to be delivered with all text in one area, but the subject text contained in parentheses.

System	Messaging	Email Message:	Email Message:TXT: Safe Disarmed	
Interface	Communication Devices	Name	TXT: Safe Disarmed	
intendee	For the second sec	System #	4158	
Security	Internal receptions controlled     Internal receptions	Subject	Security Disarmed	
Voice Mail Boxes		Message Body (use	e CTRL+	
Climate	🔄 🗠 House	SAFE AREA DISARI	IED!	A
	🔄 🖂 Email Accounts			
Lighting	🖃 🖾 Email Messages (Outbound)			
	🔄 🖾 Burglar Alarm			
Media	TXT: Safe Disarmed			

- 4. Create an Event Map to set the Controller to send the message when a certain system event occurs.
  - a. Under the Event Mapper tab, right-click Event Maps and Add New Event Map. We recommend naming all your messaging alert event maps with the prefix Alert: to keep them organized.
  - b. Add an Event to trigger sending your message in the first box, labeled Events. For this example, we want to send a message when the Safe Security Zone has been disarmed:

Edit Command		×
System Family	Event Groups	
Audio Zone Controller Climate System Display DVD Player DVR General System Generic Serial Device Input/Output Inputs Interface Device IR Sender Irrigation System Keypad Controller Lighting System Media System Messaging Outputs Pool Control Power Supply Security System Tuner Video Controller Video Controller Video System	1st Floor Motion         Back Door         Front Door         Garage         Garage Door         House         Safe         Side Entrance         Armed in Any Mode         Armed in Stay Mode         Armed in Unknown Mode         Burglar Alarm         Disarm         Entry Delay         Fxit Delay	Cancel OK

c. Add a Command to select the action of sending your message in the 3<sup>rd</sup> box, labeled Commands. In this Example, we are sending our Safe Disarmed E-Mail message to Contact HomeLogic TXT. Choose the System Family: Messaging, and then choose your contact under Command Groups. Finally, choose the E-Mail command and the specific message you wish to send under Options.

Add Command	<u>×</u>
System Family	Command Groups
Audio Zone Controller Climate System DVD Player DVR General System Generic Serial Device Input/Output Inputs Interface Device	Contact: Johnny Alertzberger Contact: Johnny Alertzberger TXT TTS: Security Alert WAV File: beep2.wav WAV File: bicycle_bell.wav WAV File: bicycle_bell.wav WAV File: changemode.wav WAV File: Chime1.wav WAV File: Chime3.wav WAV File: Chime3.wav WAV File: Chime3.wav WAV File: Chime3.wav
IR Sender Irrigation System Keypad Controller Lighting System Media System Outputs Pool Control Power Supply Security System Tuner Video Controller Video System	Send Email       Options       TXT: Safe Disarmed       Cancel

5. Test your alert to ensure proper function. Remember, pressing "Test Commands Now" on the Event Map will only test that the message is sent correctly, and will not test that the message is being triggered correctly.

#### Advanced Features:

There are many different things you can do with Alerts. Contained here is a quick guide to a few of the different Events (triggers), conditions and commands that you can use with Alerts. This not intended to be a complete list of possible uses, but rather as a starting point.

#### Trigger: Temperature

To trigger alerts based on temperatures, you must setup a **Numeric Trigger**. Numeric Triggers are configured on the Input/Output tab and can be attached to a specific thermostat, temperature sensor, or internet temperature reading. Each Numeric Trigger can only be attached to a single source however, so remember to create Triggers for each Thermostat or Sensor you wish to trigger an Alert from.

- 1. On the Input/Output Tab, Add a New Numeric Trigger by right-clicking on Numeric Triggers and choosing "Add New Numeric Trigger".
- 2. Edit the properties of the Numeric Trigger to suit your particular need. It is recommended that you name in a memorable way, such as "Basement Stat: Temp Low" for a basement low temperature trigger, or "Nursery Room: Temp Range" for a Trigger that will alert on a high or low value for the Nursery. This will become helpful especially in instances where you have multiple triggers.
- 3. Choose a thermostat, sensor, internet reading or other source from the Numeric Value drop down.
- 4. Choose a Trigger Type as appropriate. Options Include:
  - Trigger If Less Than (Useful for Low Temperature Trigger)
  - Trigger If Greater Than (Useful for High Temperature Trigger)
  - Trigger If In Between
  - Trigger If Not In Between (Useful for setting an acceptable temperature range to trigger when the temp is too low OR too high)
  - Trigger If Equals
- 5. Choose appropriate values for the Trigger Source (Numeric Value) and Trigger Type selected. See the example that follows:

Numeric Trigger: Temperature Low		
Name	Temperature Low	
System #	4870	
Numeric Value	Thermostat:ID1 Remote 1 Sensor 1	
Trigger Type	Trigger if Not Between	
Trigger when less than	40	
OR when greater than	100	

6. Create Event Map Trigger from the Inputs System Family, and then choose the appropriate Numeric Trigger. For Example:

Edit Command	×
System Family	Event Groups
Audio Zone Controller Climate System Display DVD Player DVR Energy Monitoring General System Generic Serial Device Input/Output Interface Device IR Sender Irrigation System Keypad Controller Lighting System Media System Media System Messaging Outputs Pool Control Security System Tuner UPS (Uninterruptible Pow Video Controller Video System	Sense Input Chassis 3:5 Sense Input Chassis 3:6 Sense Input Chassis 4:1 Sense Input Chassis 4:3 Sense Input Chassis 4:4 Sense Input Chassis 4:5 Sense Input Chassis 4:6 Temperature Low Available Events Numeric Trigger Cancel OK

#### Trigger: Climate Error

It is possible to create an event map to notify you if supported thermostats stop responding, lockup or go offline. The event will occur when the red "Connecting to Thermostat" box appears on the Viewer. This event can enable you to be notified if a thermostat locks up or otherwise stops communicating, which could prevent a "stuck" HVAC call from the thermostat or other undesirable operation of the climate control.

# Note: This feature is currently only supported on AprilAire 8870 communicating thermostats and <u>requires 4.0 Build 1619</u> or later.

- 1. Setup supported thermostats as per the appropriate Integration Note.
- Create email or TTS message(s) as desired on the Messaging tab. Name the alert something specific like "Thermostat Error", and setup an alert to state "One or more thermostats is offline <DATE> <TIME>" or something similar.



- (Optional)On the Event Mapper tab of Configurator, create a Run-Once System Timer. This will be used to prevent a flood of messages and only allow the system to alert once per a customized time period. This is useful if the thermostats drop off in sequence, as each thermostat will generate a new event and potentially a new message.
- 4. Create a new event map and call it something like Alert: Thermostat Error.
- 5. Add an Event trigger for each thermostat in the system from System Family: Climate System, then Event Group: *Thermostat Name* then Event: System Not Responding. Note that you should be creating ONE event map with MANY event triggers. Recall that events will trigger as OR, so if any of the events occurs it will trip the event map.
- 6. (Optional) Add a Condition for the Run-Once Timer from System Family: General System, Event Group: *Run Once Timer Name*, with the Condition: Timer Active = FALSE. This will prevent the event map from tripping if the timer is running.
- 7. Add Commands to send the message alert from System Family: Messaging, Command Group: Contact *Contact Name*, Command: Send *Message*.
- 8. (Optional) Add a 2<sup>nd</sup> command to start the Run-Once System Timer from System Family: General System, Command Group: Run Once Timer Name, and choose "Start Timer At..." to manually enter the desired run time. This will start the timer after the alert is sent, and while the timer is still running, the event map will not trip again due to the Timer Active condition.

Event Map: Alert: Thermost	at Err		
Name Alert:	Thermostat Err		
System # 6018			
Events			
Sub-System	Туре	Family Sys #	
AA2:ID1	System Not Responding	Climate Syst 3622	
AA2:ID2	System Not Responding	Climate Syst 3665	Add
			<u> </u>
			Remove
Conditions			
Sub-System	Туре	Family Sys # State	
HVAC Alert Run Once Timer	Timer Active	General Syst 6017 TRUE	
			Add
			Remove
Commands			
Sub-System	Туре	Family Sys #	Add
Contact: Admin	Send Email	Messaging 6019	
HVAC Alert Run Once Timer	Start Timer at 01:00:00:000	General Syst 6011	Remove
			Move Up
			Move Down
Apply	Test Commands Now		

The final event map should look something like the following:

Note: If desired, you may create individual messages and event maps for each thermostat, to get particular detail on what thermostat has failed. However, one event map when any thermostat is offline will likely be sufficient to prompt an inquiry into the system.

#### **Trigger: House Modes**

To trigger alerts from a House Mode selection, create a trigger with the System Family: General System, then choose the Event Group: System Notifications. Select the appropriate House Mode. For Example:

Add Event		×
System Family	Event Groups	
Audio Zone Controller Climate System Display DVD Player DVR Generic Serial Device Input/Output Inputs IR Sender Irrination System	Mom.Button: (Shades 800x600)->Button (Momentary) Lower Mom.Button: (Shades 800x600)->Button (Momentary) Raise Music New Timed Event New Timed Event New Timer Remote Login Attempt System Volfications System Upgrade Notification Tgl.Button: (Deux Interface 800x600)->Button (Toggle) Tgl.Button: (New Interface 800x600)->Button (Toggle) Available Events	
Keypad Controller Lighting System Media System Messaging Outputs Pool Control Power Supply Security System Tuner Video Controller Video System	Away Home Internet Connect Failure Internet Connect Restore System Mode 10 System Mode 4 System Mode 5 System Mode 6 Cancel OK	

#### **Trigger: Other Triggers**

If you cannot find the trigger you want looking through System Families and Event Groups on the Event Mapper Tab, it may be easier to go the appropriate subsystem and create the Event Map from there. For example, if you want to trigger a messaging alert off of a specific security zone fault, find the zone you want in the list on the Security Tab, right-click and choose Create Event Map For> Faulted:

Security System           Security System           Security System		Security Zor	ne : Safe	
🖃 🔤 Security Panels		Name		Safe
Virtual Security Controller		System #		4148
		Zone #		6
		Enable Bypass		No
Safe		,		
Zones		Select Partition	is for Zone	
		l I	louse	
🗌 🧮 1st Floor Motion		G	arage	
Side Entrance			Safe	
	Add Nev	v Zone		
	Delete S	afe		
	Create E	Event Map For 🔸	Faulted	
	Move Up	, 7	Fault Cleare	d

The same type of Event Map creation may be created for specific controls on custom interfaces by rightclicking on them:



#### Using Tokens

When creating alert messages for e-mail/txt or phone (TTS) messages, Tokens are available to pull certain system information out in real time for inclusion in the outgoing message.

Tokens are listed under the TTS message screen, but are supported in e-mail/txt messages as well. A full list of tokens is below:

Token Reference (Insert anywhere in Text above)		
Token I	Description	
<time></time>	Current Time	
<date></date>	Current Date	
<last_cid></last_cid>	Last Caller ID Name	
<last_remote_name></last_remote_name>	Last Remote Login Name	
<last_remote_ip></last_remote_ip>	Last Remote IP Address	
<roomtemp:x></roomtemp:x>	Thermostat Room Temp where (x = system number)	
<heatsp:x></heatsp:x>	Thermostat Cool Set Point where (x = system number)	
<coolsp:x></coolsp:x>	Thermostat Heat Set Point where (x = system number)	
<nvmail:x></nvmail:x>	Number of voicemails in mailbox (x = system number)	
<nemail:x></nemail:x>	Number of emails in mailbox (x = system number)	
<outsidet></outsidet>	Outside Temperature	
<outsideh></outsideh>	Outside Humidity	

To use tokens, simply insert the token as listed into your message. Example:

System	Messaging	Email Message:Thern	nostat Error
Interface	Communication Devices	Name	Thermostat Error
	Filephone Systems      Internal Telephone Controller	System #	4159
Security	Internal relephone Log	Subject	Thermostat Error
	🖃 🗹 Voice Mail Boxes	Message Body (use CTRL	ŧ
Climate	🗌 🖾 House	One or more thermostats is	s offline! <date> <time></time></date>
	🔄 🖂 Email Accounts		
Lighting	🖃 🖂 Email Messages (Outbound)		
	🔄 🖂 Burglar Alarm		
Media	📃 🖾 TXT: Safe Disarmed		
	🔄 🖾 Thermostat Error		

For tokens that include an "x", this should be replaced with the system number of the device. The system number is a unique number associated with each system in g! and is typically displayed with that particular device. For example:

Messaging     Global Options	Voice Mail Box :House	;
Communication Devices	Name	House
☐ ✓ Telephone Systems ☐ ✓ Voice Mail Boxes	System #	1
Mouse ►		

The System Number of the House Mailbox is 1.

To use a token requiring a system number, simply input the system number for the "x", like so: **<NVMAIL:1>**