

Revision: 1.00

<https://iot-portal.com> Yes

<https://iot-portal.com/app> Yes

Mobile: Yes

Desktop: Yes

Repeating Calls and Messaging

Where necessary calls and messages can be repeated until they are stopped by one of the recipients and/or the conditions for the alarm have gone away.

The call and message will repeat after a user adjustable time period and will repeat for a maximum number of times set by the user.

Repeating calls and messages can be stopped by SMS, email or during the call or by resetting the equipment being monitored.

Settings

To set up repeat dialling and messaging, go to the Live Screen for the device, click Tools and then click the calls button shown below (note the repeat function doesn't just affect calls).



This will bring up the 'Repeat Settings' form (along with the Dial Settings form).

Repeat Settings

Repeat Interval (minutes)

Repeat Count

Cancellable

Repeat Interval – the time in minutes between contact attempts.

Repeat Count – the total number of attempts to make calls and send messages.

Cancellable – if the 'Cancellable' checkbox is checked, the portal will check with the dialler to see if the alarming state is still active before making subsequent calls and messages.

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Stopping the Repeat

The repeat cycle can be stopped during a call by pressing the '0' key on your telephone keypad. You can also say 'stop' during the prompt period. The voice recognition software is limited in sophistication so we recommend pressing '0' where possible.

By SMS users must send 'clear' to stop the repeat messages. **Do not send 'STOP' or 'END' in a SMS message.** These words have predefined functions, set by the carrier, which stop our numbers from sending messages to your phone number. This will not stop the repeat but it will block your phone from any future messages.

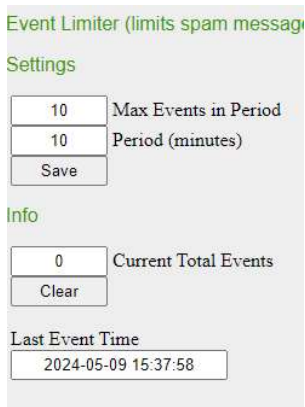
By email, you should reply STOP or CLEAR to messages sent from things@iot-portal.com This removes any repeat functions from devices with your email set to 'Full Access'.

Setting up a new repeat deletes an existing repeat cycle.

Limitations

Do not combine repeat with the Server Hold system! You should only use a device hold if you require a repeat. If this is too restrictive for your application, please contact support@iot-portal.com for assistance.

Do not send 'STOP' or 'END' in a SMS message. These words have predefined functions, set by the carrier, which stop our numbers from sending messages to your phone number. This will not stop the repeat but it will block your phone from any future messages; use the word **clear**



The screenshot shows a web interface for the 'Event Limiter (limits spam message)'. It has a 'Settings' section with two input fields: 'Max Events in Period' (value 10) and 'Period (minutes)' (value 10), with a 'Save' button below. An 'Info' section shows 'Current Total Events' (value 0) with a 'Clear' button. At the bottom, 'Last Event Time' is displayed as '2024-05-09 15:37:58'.

The event limiter is still active even when the repeat function is in use. Each repeat attempt increases the event count. If you exceed the maximum number of events in the event limiter time period (you find this on the **Live Screen>Tools>Errors page**) no messages will be sent or calls made.

If your repeat time period exceeds the limiter time period, then this will not affect dialling/messaging.

If your repeat time period is less than the limiter, you should ensure your repeat count is less than the event limit count.

Security

There are no specific security issues with this system.

Threats to Existing Installations and Recommended Testing

There are no potential threats to existing installations or devices. The portal repeat database contains no device IDs unless the user sets this up. Therefore, existing installations are unaffected.