



What is 2 way SMS?

2 way SMS allows you to send instructions to our system using your mobile phone. It allows you to perform a limited number of actions that you would otherwise perform via the online control panel. You simply SMS your instruction to our 2-Way SMS number and the system actions your instruction and replies by SMS with the result.

Setup

To use 2-Way SMS your phone number must be setup as a contact. Simply use the control panel to add your phone number as a contact. In the control panel select contacts, then add contact, choose sms contact and then complete the form details.

You do not need to set it to receive alerts to be able to use 2 way SMS. Please ensure your phone number is entered in international format so for UK numbers for which the international dialing code is 44 this means you have to enter 447879123456 rather than 07879123456.

Charges

Your SMS balance must be in credit to use these services and 1 credit is deducted from your account balance each time you use any of these services.

Check monitor status

To retrieve the current status of one of your services send the message 'MONITOR name' to +44 7766 404142 where 'name' is the name of the monitoring service as defined in your control panel. You will then receive the latest status within a few seconds.

If for instance you have a monitor called WEBSITE then you would send MONITOR WEBSITE to +44 7766 404142. If your phone is correctly setup in the control panel and the monitor WEBSITE exists you will receive the latest status of the monitor within a few seconds like the example below.

“Status of WEBSITE is up at 23/11/2006 11:06:00”

Enable/Disable Alerts

To enable or disable your phone for SMS alerts send the message 'ENABLE' or 'DISABLE' to +44 7766 404142. You will receive a confirmation message within a few seconds. This is very useful if you are on an on-call rota. You don't need access to the web to turn alerts on and off. Simply send an instruction by SMS.

If your phone is correctly setup in the control panel and you send DISABLE to +44 7766 404142 you will receive the following response once your phone has been disabled for receiving alerts.

“Your phone has been disabled as requested”

To re-enable your phone send ENABLE to +44 7766 404142 you will receive the following response once your phone has been disabled for receiving alerts.

“Your phone has been enabled as requested”

Enable/Disable Monitoring

If you have a problem with one of your services and are receiving alerts you can quickly stop the monitor whilst you fix the problem and then re-enable it once you have fixed the problem.

To stop or start a monitor send the message 'ENABLE name' or 'DISABLE name' where 'name' is the name of the monitoring service to +44 7766 404142. You will receive a confirmation message within a few seconds.

For example if you have a monitor called WEBSITE and your phone is correctly setup in the control panel sending DISABLE WEBSITE to +44 7766 404142 will cause the monitor called WEBSITE to be stopped and you will receive a confirmation message like the example below.

“Monitoring of WEBSITE stopped”

To re-enable the monitor send ENABLE WEBSITE to +44 7766 404142. The monitor will be restarted and you will receive a confirmation message.

“Monitoring of WEBSITE started”

Confirmation Messages

The 2 way sms system relies on a number of systems including the sms network to be working correctly. Occasionally some part of the system most of which are outside our control may fail. If you do not get a confirmation message within a couple of minutes of sending a message it may be worth sending the message

again. Once you receive the confirmation message you can be assured the requested action has been completed.

If you make a mistake in your messages the system will usually send you a message telling you what is wrong as long as the first word (MONITOR, ENABLE, DISABLE) is correct. If you mistype the first word the message will not be delivered to our system.

General Instructions

Messages can be sent in upper or lowercase or a combination of both. You will not receive a reply if you have no SMS credits left. If you experience problems with this service please contact support.