Subscribing to alarm notifications

Alarms in Consibio Cloud can notify you when a measurement goes outside the limits you define, when a device goes offline, and so on. To avoid sending you messages you don't want, Consibio Cloud only notifies you about an alarm when you have subscribed to that specific alarm. This article shows how to subscribe, and how to unsubscribe again.

You can be notified in three ways:

- **E-mail** and **SMS** — available to every subscriber of an alarm.
- **Phone call** — only available to *responders* on alarms that require acknowledgement. See Get a phone call as a responder.

Before you start

- **Create the alarm.** You can only subscribe to an alarm that exists. See Creating an alarm.
- **Add a phone number if you want SMS or phone call notifications.** You can always be notified by e-mail. To be notified by SMS or phone call, your account needs a valid phone number — see Add a phone number to your account.

Add a phone number to your account

If you only want e-mail notifications, you can skip this section. If you entered a phone number when you signed up, it is already stored on your account.

We only use your phone number to send you alarm notifications — never for marketing or promotional purposes, as described in our Privacy policy. Other users cannot see your phone number.

1. Log in to Consibio Cloud.
2. Select your user name in the top-right corner.
3. Select **Account settings**.
4. In the **Phone** field, select the country flag and choose your country code.
5. Enter your phone number and select **Save**. The red border around the field disappears once the number is valid.

Subscribe to an alarm

1. Open the project that contains the alarm.
2. Open the alarm to open its configuration drawer.
3. Scroll to the **Subscribers** section at the bottom of the drawer.
4. In your row, under **Notify by**, choose **E-mail** or **SMS**. **SMS** is only available if you have added a valid phone number to your account.
5. Under **Only alert once every**, set how often you can be notified about this alarm at most. The default is 24 hours.
6. Save the alarm.

For example, if you choose **SMS** and set **Only alert once every** to 12 hours, you receive at most one SMS from this alarm every 12 hours — even if the alarm triggers several times in that period.

Get a phone call as a responder

Phone calls are reserved for alarms that must be acknowledged by a person. When **Require acknowledgement** is turned on, the alarm stays active until a user acknowledges it, and Consibio Cloud contacts the alarm's *responders* one at a time, in the order you list them, until someone responds.

1. Open the alarm as described above.
2. Turn on **Require acknowledgement**. The **Acknowledgement settings** section appears.
3. Under **Delay between responders**, set how long each responder has to respond before the next person on the list is contacted.
4. Under **Responders**, select **Add responder** and choose the user.
5. Under **Notify by**, choose **Call**. You can also choose **Email** or **SMS**. **SMS** and **Call** are only available if the user has added a valid phone number to their account.
6. Repeat for each responder, in the order they should be contacted.
7. Save the alarm.

Unsubscribe from an alarm

1. Open the alarm as described above.
2. In the **Subscribers** section, choose **Do not notify** under **Notify by** in your row.
3. Save the alarm.

If you are a responder on an alarm that requires acknowledgement, remove yourself from the **Responders** list to stop being contacted about it.

To stop all SMS notifications and phone calls at once, you can also remove your phone number: open **Account settings**, clear the **Phone** field and select **Save**.

Troubleshooting

- **SMS or Call is not an option under Notify by.** The user doesn't have a valid phone number. Add one in **Account settings** as described above.
- **Call is not an option under Subscribers.** Phone calls are only available to responders. Turn on **Require acknowledgement** and add the user under **Responders**.
- **I'm getting too many notifications.** Increase **Only alert once every** for the alarm, or choose **Do not notify**.

Still stuck? Contact support@consibio.com.