Radwin Alarms – for an SMS logger is there a limit to the number of text alarms that can be sent

There is a limit to the number of SMS alarms a logger can send in any 24 hour period – this is a maximum of 4 alarms per day per condition set. So if one channel is configured to send a high alarm to both a mobile phone and an Autocall receiver then you will get a max of 8 calls per day. If you exceed this figure when you are testing the logger you may need to wait until after 12.00pm before attempting further testing. (re-starting the logger will not achieve the same)

Depending on the application, it may be better to have the logger sending each alarm to Autocall and then have Autocall forwarding on the alarms to the other recipients. This would reduce your SMS costs are increase the number of alarm recipients that can be receive alarms – note you have to configure one of the phone numbers to be the Autocall modem number if you want the alarms to be received by Autocall / Alarm receiver.

The delay seen in receiving alarms after an event is triggered is because an alarm is sent on the boundary of the sample period the logger is set to – so if persistence is set to 1 out of 1 (every alarm occurrence reported) and the logger sample rate is 15 minutes you may not see the alarm text on your mobile phone until 15 minutes after it occurred. If this is unacceptable you would need to configure the logger sampling period to be less than 15 minutes.

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