



SMS, Email and Push Notifications

See *Setting Alarms and Notifications* for further guidance in this area.

The following notification types can be enabled for activity alerts, system/device and AI alarms.

SMS Notifications

SMS credits are purchased via SMS Notifications via **Account > Add Ons > SMS Notifications**. The credits can be used in the following ways:

1. Receiving notifications of alerts **AND** alarms (1 SMS per alert/alarm per receiving User).

When an account receives activity alerts (i.e. receiving camera images, trap alerts, tracking geofence breaches) or has set up alarms for various system/device health/ features (i.e. missing heartbeat, battery low, subscription expiry etc.), individual users can enable notifications for these via their own account access.

2. Snapshot commands to PERDIXPro enabled cameras (1 SMS per command).

When a camera has an active subscription and is assigned and installed on a site, a snapshot image from the camera can be requested via the snapshot button on the platform and PERDIXPro App as follows:

Platform: Navigate to **Site > All Sites > your chosen Site > chosen Device > click 'Take a Snapshot'**.

PERDIXPro App: Navigate to **Site > your chosen Site > chosen Device > click 'Take a Snapshot'**.

Purchasing SMS Notifications under a cost centre

When an SMS purchase is made for a cost centre, the SMS credits can be used by the entity linked to that cost centre, as well as its child entities.

Credit deduction process:

For example, if an SMS needs to be used by entity called SITE1:

1. *The system will first check whether there are any available SMS credits in the cost centre associated with SITE1 or its parent entities.*
2. *If no credits are found, it will then check the cost centre that is not associated with any entity.*
3. *If no credits are available there either, the system will finally check for credits at the organisation level.*

SMS's added to your account remain available until used.

Email Notifications

Email notifications are free of charge and can be used to notify users of activity alerts (i.e. receiving camera images, trap alerts, tracking geofence breaches) **AND** when alarms have been set up and enabled for various system/device health features (i.e. missing heartbeat, battery low, subscription expiry etc.).

Individual users can enable email notifications for these via their own account access.

Push Notifications

Push notifications are free of charge and can **ONLY** be used to notify users of activity alerts only (i.e. receiving camera images, trap alerts, tracking geofence breaches).

Users choosing push notifications for activity alerts, must ensure they have followed their phone's process for enabling push notifications for the PERDIXPro App.

Individual users can enable push notifications for these via their own account access.