

SMS alerts without a Twilio account

Text-message alerts from the Cockpit, set up by confirming one code on your phone. No Twilio account, no carrier paperwork, about five minutes.

BEFORE YOU START

- An activated licence on this computer — the relay needs to know whose allowance to use.
- The phone you want alerts on, in your hand. You will be typing a code back.
- Its **country code**. The Cockpit refuses a number without one.
- Nothing to install and nothing to sign up for. No command line.

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FOR BEGINNERS

No command line.
Nothing to sign up for.
About five minutes.

Read this first

Text alerts used to mean opening a Twilio account and registering something called an **A2P 10DLC campaign** — US carrier paperwork that asks about your business, takes days, and gets rejected for reasons it does not explain. It is the single worst step in getting set up, and most people gave up at it.

You no longer have to. **Uplink relays the messages for you.** Your licence includes a monthly allowance of texts, and the whole setup on your side is: type your phone number, wait for a code, type the code back.

There is one rule, and it is the reason this works at all: **the relay will only text a phone that has confirmed a code.** That stops it being used to text people who never asked for anything. It protects you as much as us — an abused account gets suspended by the carrier, and that would take down alerts for every customer at once, mid-show.

Already have a Twilio account? Keep using it. Fill in your credentials and the Cockpit sends on your account instead — nothing counts against an Uplink allowance and your alert text never touches our servers. Skip to **If you already have Twilio.**

What the relay covers

The relay carries **alerts the Cockpit sends you.** Two tools also *receive* texts, so you can trigger something by texting the rig — and receiving is a different problem that still needs your own Twilio account.

TOOL	WHAT THE SMS IS	ON THE RELAY?
Switchboard	Alerts you: a device dropped, a fan or PSU fault, a port went down, a source conflict	Yes
Emergency Override	<i>Replies</i> to whoever just texted a fire word	No — needs your own Twilio
DMX Scene Playback	<i>Replies</i> to whoever just texted a cue	No — needs your own Twilio

The bottom two are not an oversight. Both answer a text somebody just sent, and the relay only speaks to numbers confirmed in advance — the right rule for an alert, the wrong one for a confirmation to the person who just fired the rig. Both also have to watch Twilio for incoming messages, which needs an account either way.

Add your phone

STEP ONE

Open the Cockpit's settings

Click the **gear** in the top right, then **Alert credentials** in the list on the left.

At the top of the SMS section is a line telling you where your messages currently go. You want it to say **"Sending through the Uplink relay."** If it says anything else, check **When it does not work** at the back.

STEP TWO

Type the number and send yourself a code

Under **Alert recipients**, type the phone number and press **Send code**.

Include the country code. +1 for the US and Canada, +44 for the UK, and so on. The Cockpit refuses a number without one rather than guess — (615) 555-0134 with a + in front is a real number in Kazakhstan, and assuming +1 is just as wrong for a crew on tour.

A phone number with its country code is required, e.g. +1 615 555 0134.

You left the country code off. Put +1 — or yours — at the front.

STEP THREE

Type the code back

A text arrives within a few seconds with six digits. Type them into the box that appears and press **Verify this phone**.

- The code is good for **15 minutes**.
- You get **5 wrong guesses** before it stops working. Press **Send code** again for a fresh one.

The number now reads **VERIFIED**. That is the whole setup.

Do this for every phone that should get alerts. Each one confirms its own code. There is no limit on how many phones you add — the allowance counts messages, not handsets.

Taking a phone off the list

Press the ✖ beside a number and that licence can no longer text it. Do this when a tech leaves the crew or you change numbers — a phone you no longer control should not stay on the list. You can add it back later; it will confirm a fresh code.

Switch alerts on in each tool

Verifying a phone makes it allowed. It does not yet make anything text you.

Each tool keeps its own recipient and its own on/off switches, because you rarely want the same person woken up for every kind of problem. Open **Switchboard**, go to its settings, and put the verified number in its **SMS recipient** box — one panel covers switch health and discovery alerts alike, with a per-category toggle for each.

Use the tool's own **test button** to prove the path end to end before you rely on it.

Your monthly allowance

Messages are counted in **segments**, not texts, because that is how carriers bill them. One segment is 160 characters of ordinary text. A longer alert becomes two segments. Accented characters and emoji cut a segment to 70 characters, so a single emoji in an alert template can quietly double what every message costs you.

PLAN	SEGMENTS PER MONTH
Trial	none — the relay is not included
Beta	100
Pro	250
Studio	1,000
Enterprise	5,000

Alerts are short, so 100 segments is roughly 100 alerts.

- **The verification code counts.** It is a real text on a real bill.
- The allowance resets monthly, on the calendar month.
- Settings shows what you have used, and warns you *as you approach* the limit rather than at it.
- There is a per-minute cap of **6 messages**, so a flapping device cannot spend a month's allowance in an hour. It is a spend guard, not a limit you should ever meet.

If you need more than your plan carries, reply to any Uplink email — the ceiling is a number that can be raised on your licence.

If you already have Twilio

Fill in **Account SID**, **Auth token** and **From number** under **Your own Twilio account** in the same settings pane, then press **Save**. From then on:

- Every alert sends on your account. Nothing counts against an Uplink allowance.
- **No recipient confirmation.** Your account, your registration, your rules — the Alert recipients section disappears, because there is no allowlist to manage.
- Your alert text never reaches our servers.
- **Emergency Override and DMX Scene Playback SMS triggers start working**, which they cannot do on the relay.

Your own credentials always win. Fill them in and they are used; clear them and you fall back to the relay. You never have to choose in a menu.

Use **Send test SMS** to confirm they work. It saves first and then tests what is stored, so it is testing the same thing the tools will use — not what happens to be on screen.

When it does not work

Every message below is quoted exactly as the Cockpit shows it, so you can match what is on your screen.

While adding a phone

That code is not right. 3 tries left.

Mistyped. After 5 wrong guesses the code is destroyed — press **Send code** for a new one.

That code expired. Send a new one.

More than 15 minutes passed. Press **Send code** again.

That code was used up. Send a new one.

Five wrong guesses burned it. Press **Send code** again.

That number has not been added.

The number in the confirm box does not match one that was sent a code. Start again with **Send code**.

No text ever arrived. Check the number, including the country code. If it is right and nothing came, the carrier may be filtering — try a different handset on a different network to tell the two apart, and email support with both results.

While a tool is trying to alert you

That number has not been verified for this license.

The tool is set to text a number that never confirmed a code — usually a typo, or a number typed straight into the tool without going through Settings first. Add it under **Alert recipients** and confirm the code.

SMS quota reached (250/250) — resets 2026-08 + 1 month.

This month's allowance is gone. Alerts resume on the reset date. Email support if you need the ceiling raised, or add your own Twilio credentials to bypass it entirely.

More than 6 messages in a minute.

The per-minute guard. Something is flapping and would otherwise spend your month. Fix the underlying fault, or widen the tool's threshold so it stops re-triggering.

The Uplink SMS relay is not configured.

Our side, not yours. Email support — this one is ours to fix.

Licence problems

no licence key on this computer

The relay needs an activated licence to know whose allowance to use. Activate the Cockpit, then try again.

This computer is not activated on that license.

The key is known but this machine is not on it. Activate this computer from your account portal.

licence server unreachable

No internet, or our server is down. Alerts resume by themselves when the connection comes back. **Nothing in the Cockpit's show control depends on this** — lighting output keeps running with no network at all.

Words this guide uses

Segment	160 characters of plain text, the unit carriers bill in. Accented characters and emoji cut it to 70.
A2P 10DLC	The US carrier registration required to send business texts from an ordinary number. The relay exists so you never have to do it.
Verified number	A phone that has typed back a code and is now allowed to receive alerts from your licence.
Relay	Uplink sending on your behalf, against your plan's allowance.
Recipient	The number a particular tool is set to text. Separate from being verified: verifying makes a phone <i>allowed</i> , the recipient box makes it <i>used</i> .
Allowance	Counted in 160-character segments, monthly, shown in Settings. The verification text counts. Emoji halve what a segment holds.

Quick card

SETTING UP, START TO FINISH

1. Cockpit › **gear** › **Alert credentials**
2. Confirm the top line says **Sending through the Uplink relay**
3. **Alert recipients** › type the number with **+1** › **Send code**
4. Type the six digits › **Verify this phone**
5. Open each tool's settings › put that number in its **SMS recipient** box
6. Press the tool's test button and wait for the text

The three things that catch people.

- The country code is not optional. **+1** goes at the front.
- Verifying a phone does not turn alerts on. Each tool has its own recipient box.
- The code lasts 15 minutes and survives 5 wrong guesses.

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