



AlertDispatcher Telegram Messaging Service Quick Start Guide

Revision 2

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Table of Contents

- 1. Introduction to AlertDispatcher Telegram Messaging 5
- 2. Important Pre-requisites..... 6
 - 1). PC or Server System Requirement 6
 - 2). Windows log in user with rights to install software/driver 6
 - 3). Network Firewall..... 6
 - 4). Disable System Standby (For workstation OS)..... 7
 - 5). Installed and Registered AlertDispatcher 8
 - 6). Install Telegram on mobile phone 8
 - 7). *Telegram Bot Username and API Token 9
- 3. Setting up Telegram Service for AlertDispatcher. 10
 - 1). Configure Telegram Bots on AlertDispatcher..... 10
 - i). Setup Telegram Service on “Messaging Service Setup” tab..... 10
 - 2). Create Telegram Group using Telegram Messenger..... 13
 - i). Introduction 13
 - ii). Create a Telegram Group for each Alarm Category / Naming Convention for Telegram Groups..... 13
 - iii). Create Telegram Group on Telegram Messenger 14
 - iv). Appoint New Admin for Telegram Group 18
 - v). Add Telegram Bot to Telegram Group as Member and obtain Telegram Group Chat ID 22
 - 3). Add Telegram Group to AlertDispatcher Addressbook..... 26
 - i). Create Addressbook Recipient for Telegram Group 26
 - ii). Create AlertDispatcher Addressbook Group 29
 - iii). Send a Test message to your Telegram Group 32
 - 4). Configure Failover for failed Telegram messages 36
 - i). Introduction 36
 - ii). Create SMS recipients..... 36
 - iii). Create AlertDispatcher Addressbook Group for SMS Failover 39
 - iv). Test SMS Failover by simulating Telegram message send failure. 44
- 4. [Appendix A]: Creating Telegram Bot 49
 - 1). Introduction to Telegram Bot 49
 - 2). Creating a Telegram Bot 50
 - i). Open Chat with @BotFather 50
 - ii). Configure a suitable username for Telegram Bot 52
 - iii). Disable Group Privacy / Copy Telegram Bot API Token to AlertDispatcher 54
- 5. [Appendix B]: Transferring Ownership of Telegram Bot 56
 - 1). Introduction to Telegram Bot Ownership 56
 - 2). Requirements to transfer Telegram Bot 56
 - 3). Transfer Process for Telegram Bot 57
 - i). New Telegram Bot Owner Actions 57
 - a). New owner open chat with Bot 57
 - ii). Original Telegram Bot Owner Actions 58
 - a). Transfer to new owner using @BotFather..... 58
 - b). Selecting recipient for the Bot transfer..... 61
 - c). Configure Telegram 2FA (2-Step Verification) 69
- 6. [Appendix C]: How to change mobile number of Telegram account 70
- 7. [Appendix D]: How to check Internet access 71

- 8. [Appendix E]: How to obtain Group Chat ID / User Chat ID using the '/getid' command..... 75
 - 1). Get Telegram Group Chat ID..... 75
 - 2). Telegram User Chat ID 78
- 9. [Appendix F]: How to configure Telegram Bot Owner Monthly Account Check..... 83

1. Introduction to AlertDispatcher Telegram Messaging

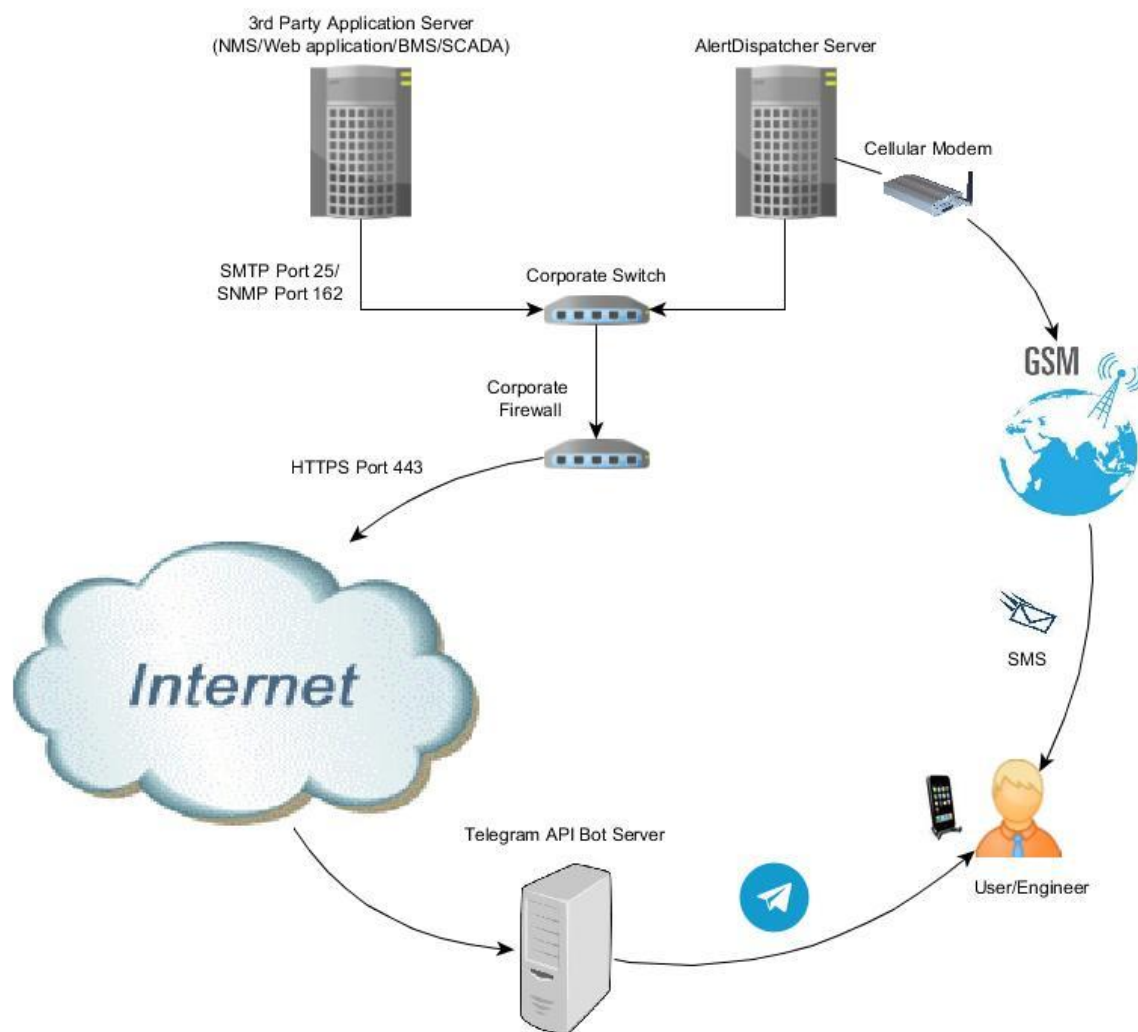
AlertDispatcher (via AlertDispatcher Messaging Service) uses Telegram Bots (via Telegram API Service) to send and receive Telegram messages to/from Telegram Users and Telegram Groups.

A Telegram Bot acts like a Telegram user account that can send messages to Telegram Users and Telegram groups.

Telegram uses Chat IDs (not mobile numbers or usernames) to route messages.

Each Telegram User and Telegram Group has a unique Chat ID. This guide explains how to obtain the required Chat IDs and configure them in AlertDispatcher.

Tip:- To avoid missing out on any step or requirement, please read through the entire guide first before starting any work.



2. Important Pre-requisites

1). PC or Server System Requirement

Please prepare a clean installed Windows PC/Server with the following specifications.

Recommended System Requirements:

1. **Operating System:** Windows 11/2019/2022/2025 (recommended)
2. **RAM:** 16GB or higher (recommended)
3. **Disk:** Recommend to install on D drive. If there's no D drive, ensure C drive has at least 30-50GB free disk space.

For SMS modem (if applicable):

1. **SIM card:** Activated, working Standard SIM card from your mobile operator.
 2. **GSM Signal:** The PC/server location must have good reception. You may compare signal strength across SIM providers using the AlertDispatcher Client console (signal strength is shown on the Client console).
 3. **USB port:** Required for SMS modems with USB interface.
- or
4. **RS232 DB9 serial port:** Required for SMS modems with a 9-pin serial interface. If your server does not have a serial port, you can use a CHIPI-X10 Serial-to-USB adapter to connect the modem DB9 serial port to a USB port. (We have tested CHIPI-X10 and found it stable across different Windows versions.) Alternatively, connect the modem directly via USB if supported.

2). Windows log in user with rights to install software/driver

Use Windows log in credentials that have rights to install software and drivers (if required). If your log in user does not have sufficient rights, contact your IT department/vendor.

3). Network Firewall

If your application server/controller needs to access AlertDispatcher Server from the network, add the applicable AlertDispatcher program/service (used by your application server) to Windows firewall "Allowed Programs" list.

Go to *Start* → *Control Panel* → *Windows Firewall* → *Allowed Programs*.

Tip:- The most common application interface used is AlertDispatcher SMTP Server. To allow SMTP access, add "SMTPListener.exe" to "Allowed Programs".

Complete list of interfaces/programs (default paths):

<i>AlertDispatcher Server Protocol</i>	<i>AlertDispatcher Program Path (default)</i>
1. HTTP Server 2. SMTP Server (<i>Email</i>) 3. SNMP Trap Receiver 4. AlertDispatcher Server (<i>Used by AlertDispatcher Client and Alertdispatcher Master/Slave redundancy</i>)	C:\Program Files (x86)\AlertDispatcher\HTTPListener.exe C:\Program Files (x86)\AlertDispatcher\SMTPListener.exe C:\Program Files (x86)\AlertDispatcher\SNMPTrapReceiver.exe C:\Program Files (x86)\AlertDispatcher\AlertDispatcherServer.exe

For hardware firewall, whitelist the applicable port(s).

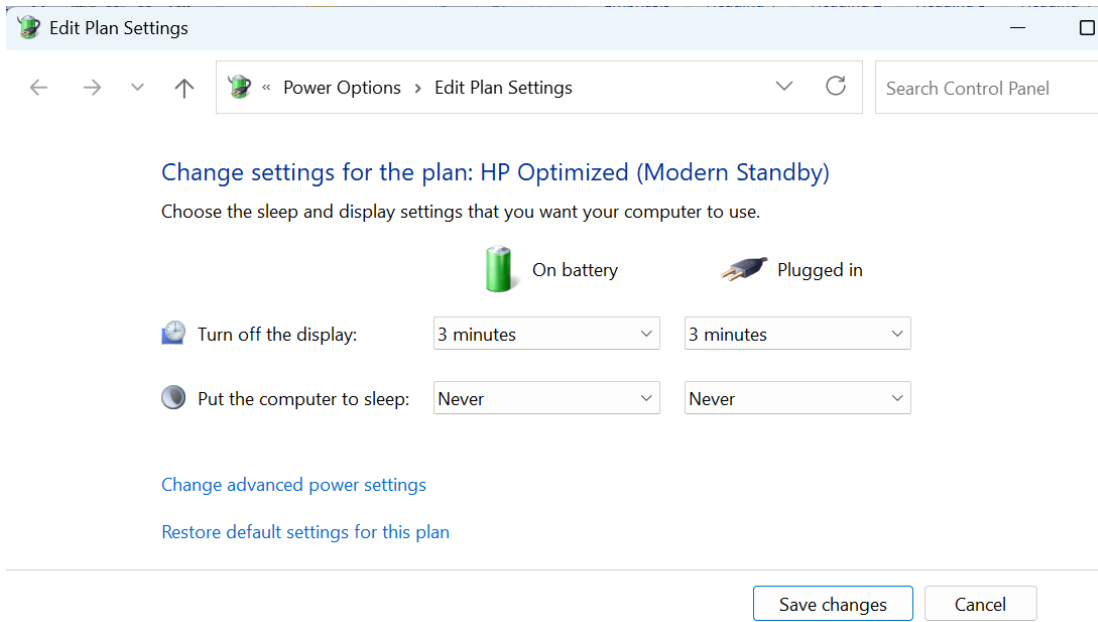
<i>AlertDispatcher Server Protocol</i>	<i>AlertDispatcher Program Name</i>	<i>Default Port</i>	<i>Remarks</i>
1. HTTP Server 2. SMTP Server (Email) 3. SNMP Trap Receiver 4. AlertDispatcher Server	Alert Dispatcher HTTP Listener Alert Dispatcher SMTP Listener Alert Dispatcher SNMP Trap Receiver Alert Dispatcher	TCP 80 TCP 25 UDP 162 TCP 5556	TCP 443 if using HTTPS TCP 587 if using TLS <i>Used by AlertDispatcher Client, DLL API and AlertDispatcher High Availability (Master/Slave Cluster Redundancy)</i>

Note:- Firewall program/port exceptions are typically not required if you are using a single standalone PC/server where both AlertDispatcher and the application server are installed locally.

4). Disable System Standby (For workstation OS)

If you are installing AlertDispatcher on a workstation OS (e.g., Windows 11), set the following power options to Never:

- Sleep/standby
- Turn off hard disk



5). Installed and Registered AlertDispatcher

This guide assumes AlertDispatcher is already installed and registered, the SMS modem is configured, and you can send a test SMS (if applicable). If you have not done so, please refer to - [AlertDispatcher Quick Installation Guide.pdf](#).

Note:- If your AlertDispatcher has a valid 90 days trial, you may proceed with the setup without registering.

6). Install Telegram on mobile phone

Install Telegram on your mobile phone, and ensure at least one other person in your team also installs Telegram. You can find the app on Google Play or Apple App Store.

7). *Telegram Bot Username and API Token

Your vendor may provide you with a Telegram Bot Username and API Token.

Alternatively, you can also create your Telegram Bot, see - [4. Appendix A: Creating Telegram Bot](#)

Telegram Bots can also be transferred to another Telegram User, see - [5. Appendix B: Transferring Ownership of Telegram Bot](#)

3. Setting up Telegram Service for AlertDispatcher.

1). Configure Telegram Bots on AlertDispatcher

i). Setup Telegram Service on “Messaging Service Setup” tab

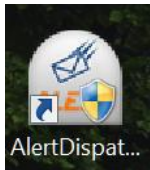
Important:

Do not perform any of the following before you complete setting up the Telegram Bots on AlertDispatcher!

- 1). Starting a chat with the Telegram Bot / adding it to your contacts.
- 2). Adding the Telegram Bot to any Telegram group.

First, configure AlertDispatcher to connect to the Telegram API service (cloud-based). This is done in the “Messaging Service Setup” tab.

- 1). Launch AlertDispatcher Client using the “AlertDispatcher” desktop shortcut.



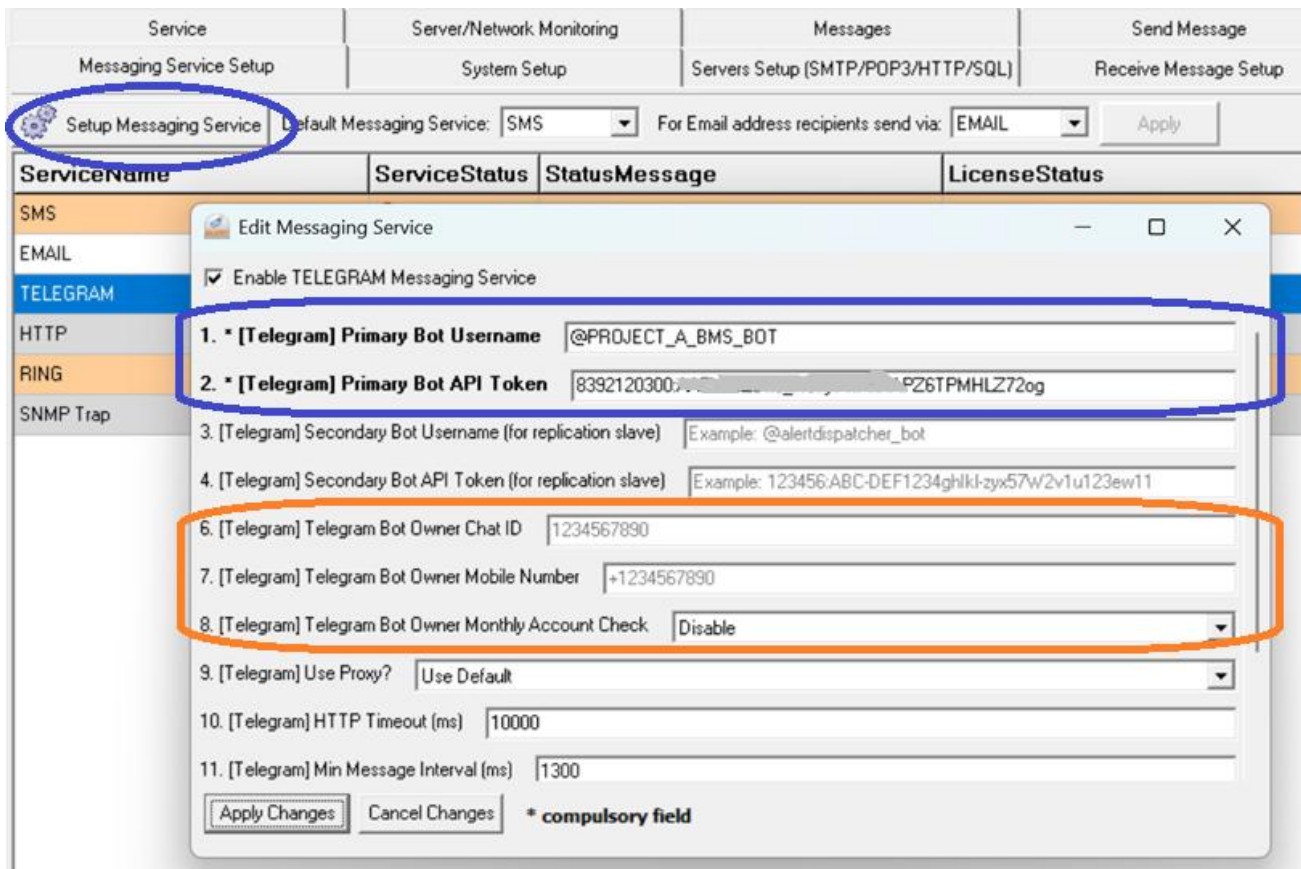
- 2). Go to the “Messaging Service Setup” tab.
- 3). Double-click the service name “TELEGRAM”.
- 4). Enable the TELEGRAM Messaging Service and configure:
 - Primary Bot Username
 - Primary Bot API Token

The Bot API token shown in this guide is an example. **Do not use it for your actual AlertDispatcher setup.**

Primary Bot Username:	@PROJECT_A_BMS_BOT
Primary Bot API Token:	8392120300:*****PZ6TPMHLZ72og

Note:-

- 1). “Secondary Bot Username” and “Secondary Bot API Token” are required only for a Master/Slave setup.
- 2). The section “Telegram Bot Owner” marked in orange is recommended but optional. You can configure this section after you have completed the Telegram messaging setup, see - [9. \[Appendix F\]: How to configure Telegram Bot Owner Monthly Account Check](#)



If AlertDispatcher Messaging Service connects successfully to the Telegram API service, the Telegram Service Status will show a **blue Online** icon.

Service	Server/Network Monitoring	Messages	Send Message	Addressbook
Setup Messaging Service Default Messaging Service: SMS For Email address recipients send via: EMAIL Apply				
ServiceName	ServiceStatus	StatusMessage	LicenseStatus	
SMS	Online		Trial License. Trial days left: 76	
EMAIL	Error	Configure SMTP Server on "System Alerts/Email Set	Trial License. Trial days left: 76	
TELEGRAM	Online		Trial License. Trial days left: 76	
HTTP	Disabled		Trial License. Trial days left: 76	
RING	Online		Trial License. Trial days left: 76	
SNMP Trap	Disabled		Trial License. Trial days left: 76	

Common Errors:

1). “Unauthorized”: Bot API token is incorrect/invalid. Verify the token.

Service	Server/Network Monitoring	Messages	Send Message	Addressbook
Setup Messaging Service Default Messaging Service: SMS For Email address recipients send via: EMAIL Apply				
ServiceName	ServiceStatus	StatusMessage	LicenseStatus	
SMS	Online		Trial License. Trial days left: 76	
EMAIL	Error	Configure SMTP Server on "System Alerts/Email Set	Trial License. Trial days left: 76	
TELEGRAM	Error	Unauthorized	Trial License. Trial days left: 76	

2). “10060 Connection timed out” or “11001 Host Not Found”: The system cannot reach Telegram API service via HTTPS (port 443).

Check Internet connectivity on the PC/server. You may also test using a browser on the same machine by opening:

<https://api.telegram.org>

If it cannot load, check firewall rules or contact IT support. If firewall is blocking access, please allow outbound TCP 443 to <https://api.telegram.org> and <https://www.clickndeploy.com>.

See - [7. \[Appendix D\]: How to check Internet access](#)

Messaging Service Setup	System Setup	Servers Setup (SMTP/POP3/HTTP/SQL)	Receive Message Setup	Templates
Setup Messaging Service Default Messaging Service: SMS For Email address recipients send via: EMAIL Apply				
ServiceName	ServiceStatus	StatusMessage	LicenseStatus	
SMS	Error	No working modem available	Trial License. Trial days left: 76	
EMAIL	Online		Trial License. Trial days left: 76	
TELEGRAM	Error	10060 Connection timed out	Trial License. Trial days left: 76	

2). Create Telegram Group using Telegram Messenger

i). Introduction

After configuring the Telegram Bot in AlertDispatcher (“Messaging Service Setup” tab), create Telegram groups using the Telegram mobile app.

AlertDispatcher sends messages to a Telegram group via the bot you configured. Every group member receives the same message.

To create Telegram groups, you need at least two Telegram users:

- You (group owner)
- At least one other person in your team (must also install Telegram)

After the group is created, you (or any group admin) can add or remove members using Telegram mobile app.

ii). Create a Telegram Group for each Alarm Category / Naming Convention for Telegram Groups

For flexibility, it is recommended to create separate Telegram groups for different alarm/alert categories. This allows you to maintain a separate user list for each category.

Examples of categories: “Electrical”, “ACMV”, “UPS”, “Floor 1”, “Floor 2”, etc.

If all alarms go to the same users, you may also create a general group (e.g., “General Alarm”).

Important:- Start group names with the project/site name for easier identification and troubleshooting.

Recommended format: <site name/project name><space><category>

Example: “Airport XYZ Security Alarms”

More examples:

- a. “Project A Electrical” (used in this guide)
- b. “ABC DC Electrical”
- c. “Project X Phase 1 Electrical”

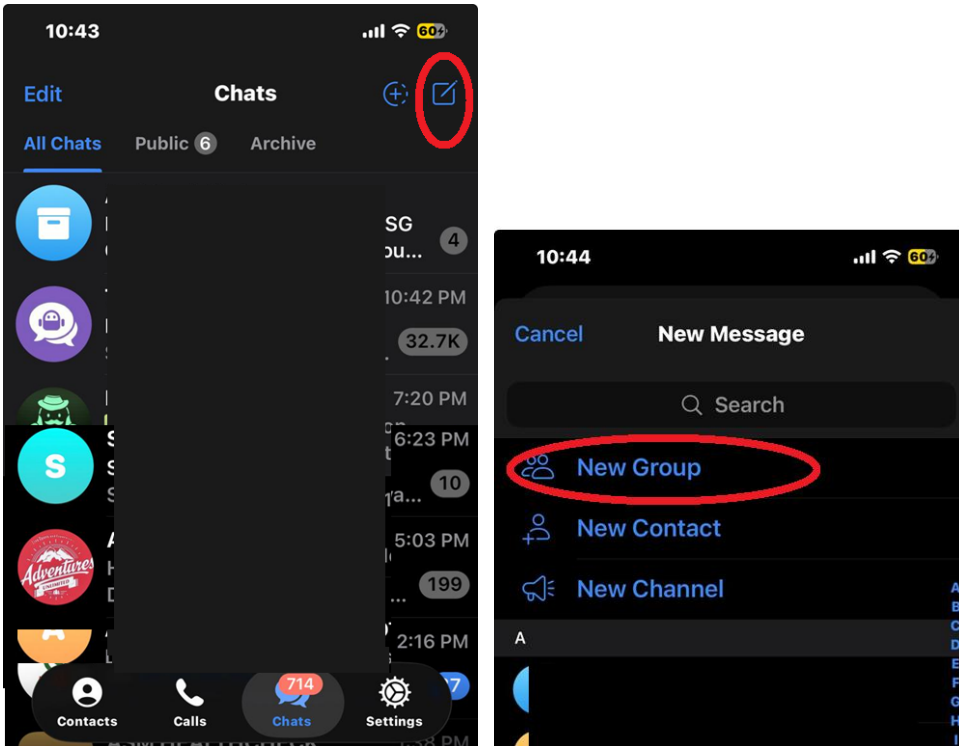
Telegram group names can include spaces and should be as descriptive as possible. Avoid generic names like “Alarm” or “Electrical” because you may end up with multiple groups that look the same or are exactly the same and this would create delays if support is required from your vendor.

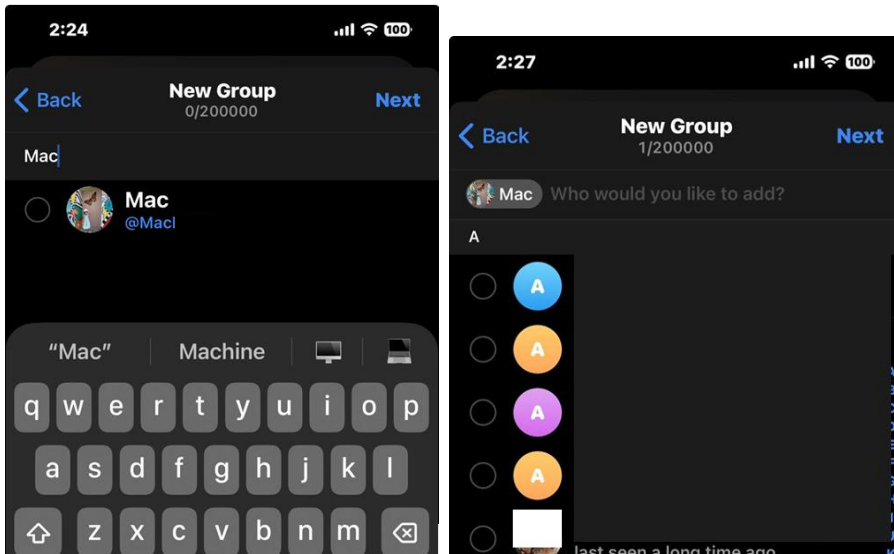
iii). Create Telegram Group on Telegram Messenger

You can create the group using Telegram mobile app.

The screenshots in this guide are from an iPhone. Android layouts differ slightly, so you may need extra time to locate the same controls.

- 1). Tap the pen/write icon at the top-right corner.
- 2). Tap “New Group”.
- 3). Add at least one team contact to the group.





Warning:- Do not add the Telegram Bot to the group yet.

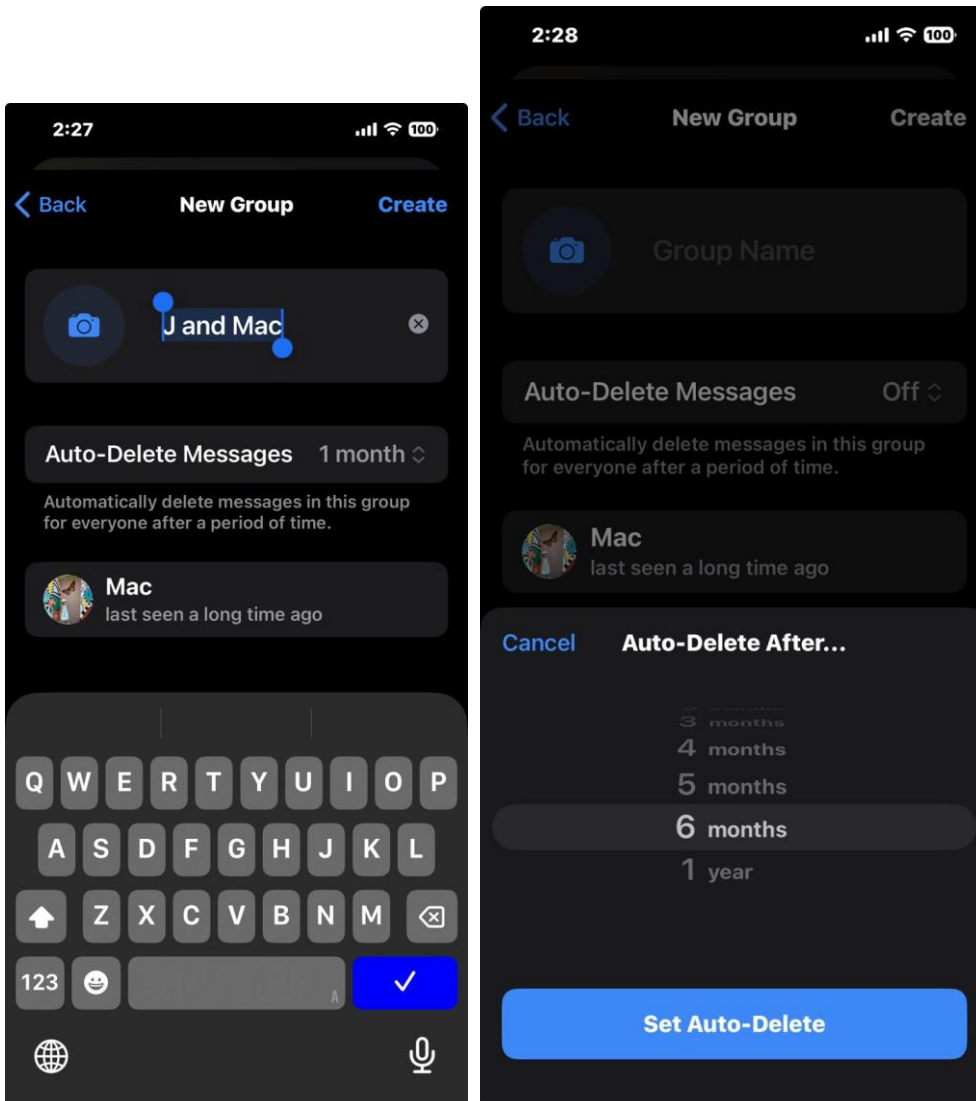
Before adding the bot, you must first upgrade the group to a Supergroup (this happens automatically when you appoint an admin with “Add New Admins” permission). This is important because upgrading to a supergroup can change the group Chat ID.

If you add the bot before the group is upgraded, AlertDispatcher may capture the old Chat ID. If the group is later upgraded (due to admin/setting changes), messages may fail because the Chat ID has changed.

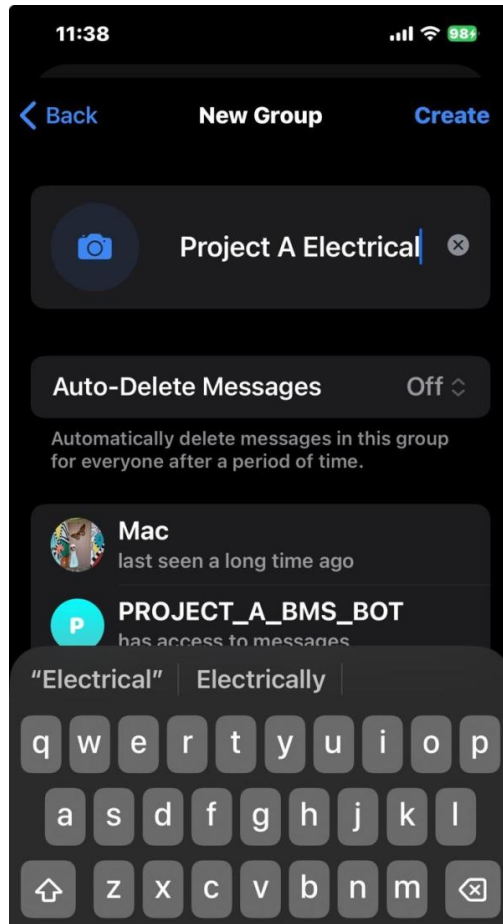
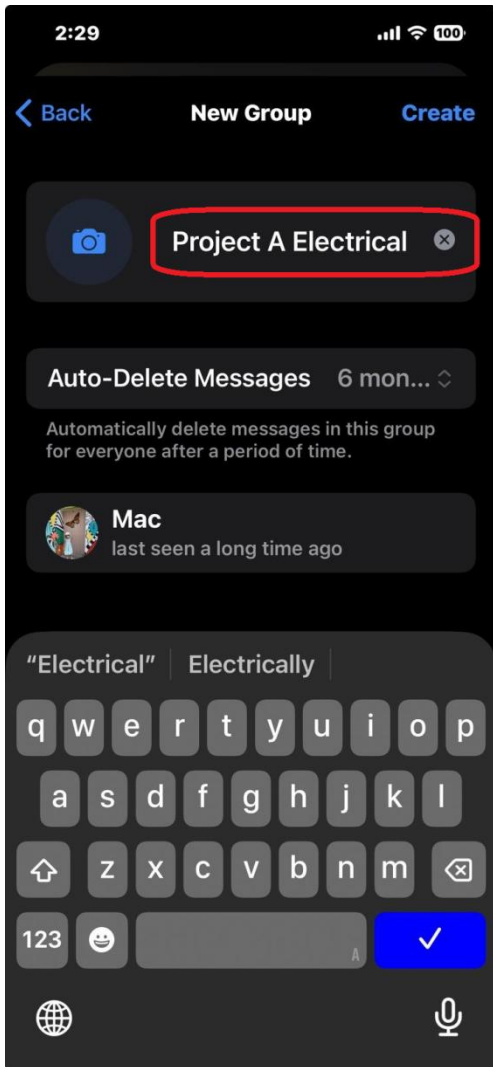
Note:

1. For simplicity, this guide will continue to refer to supergroups as “Telegram groups”.
2. Once upgraded to a supergroup, it remains a supergroup even if you later remove/reverse admin assignments.

(Optional) Set Auto-Delete Messages to 6 months. You may choose a different retention period (e.g., 1 year) or disable it (not recommended).



Telegram will auto-generate a group name. Rename the group (e.g., “Project A Electrical” in this guide).



iv). Appoint New Admin for Telegram Group

After creating the group, appoint at least one other team member as an admin and grant the “Add New Admins” permission.

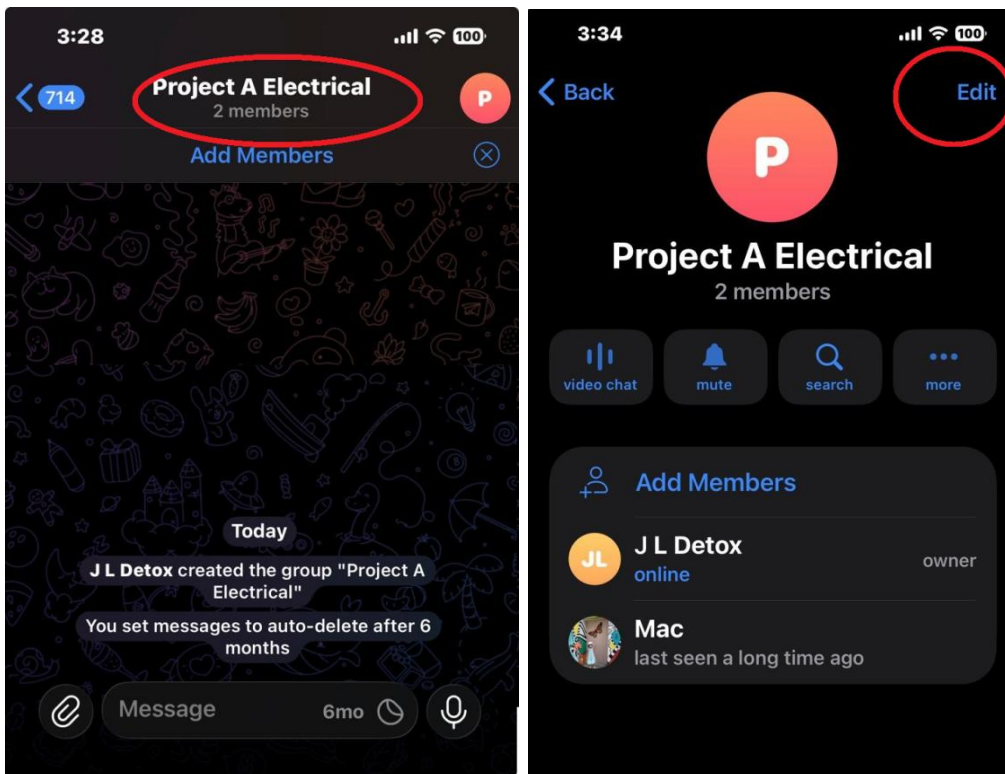
Important:- This step is compulsory. Do not skip it.

Reasons:

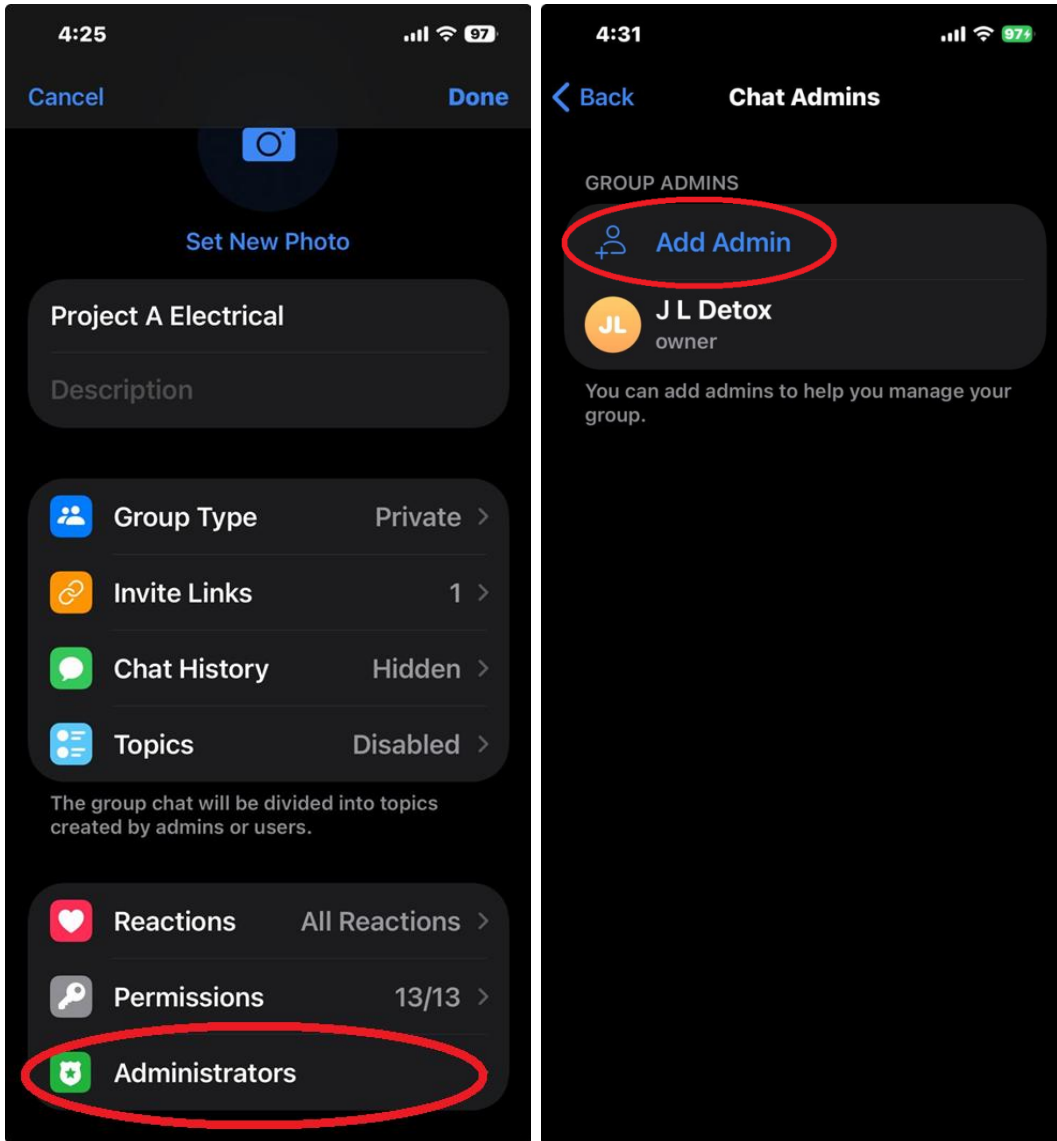
- 1). Granting “Add New Admins” converts the group to a supergroup, which can result in a new Chat ID. Do this now so the Chat ID you later configure in AlertDispatcher remains correct.
- 2). If you (the group owner) accidentally leave the group or delete your Telegram account, another admin can still manage members, messages, and group settings.

Steps:

- 1). Open the group and tap the group name.
- 2). Tap Edit.

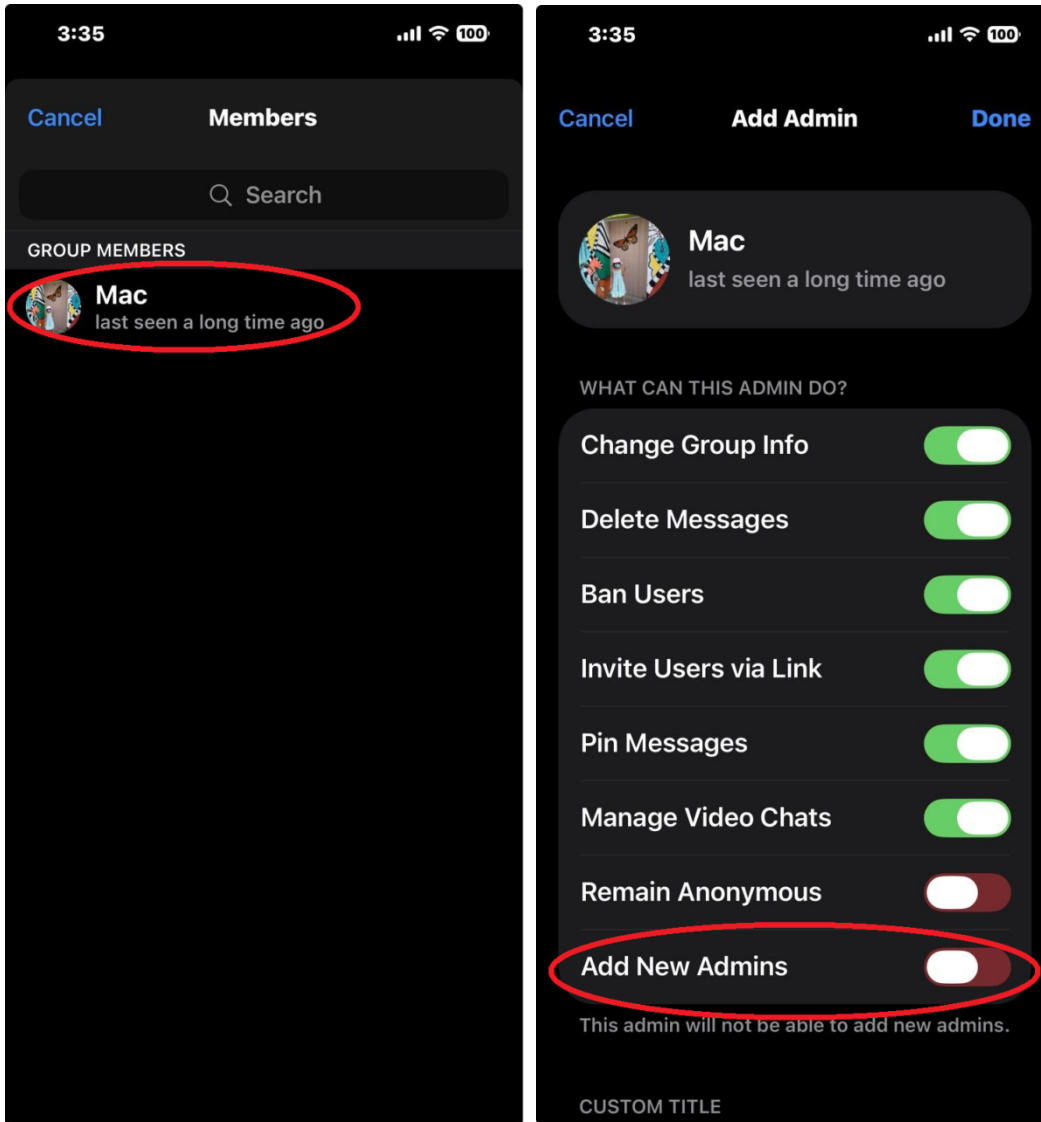


3). Tap Administrators, then tap “Add Admin”.

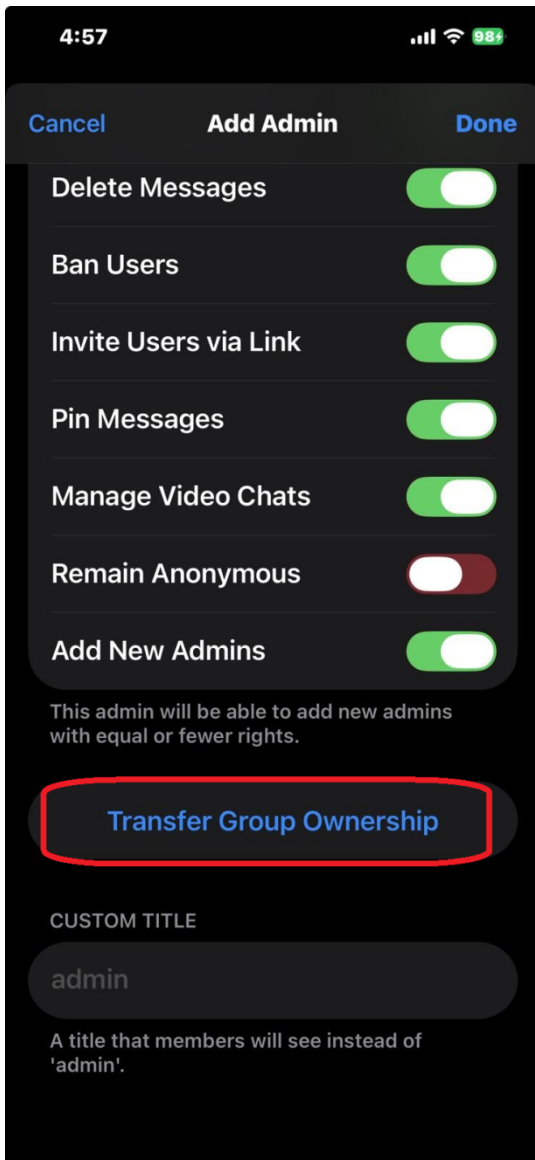


4). Select the user to appoint as admin.

5). Enable “Add New Admins” under “What can this admin do?”.



Note: “Transfer Group Ownership” allows you to transfer ownership to another team member. The owner has higher rights than admins.

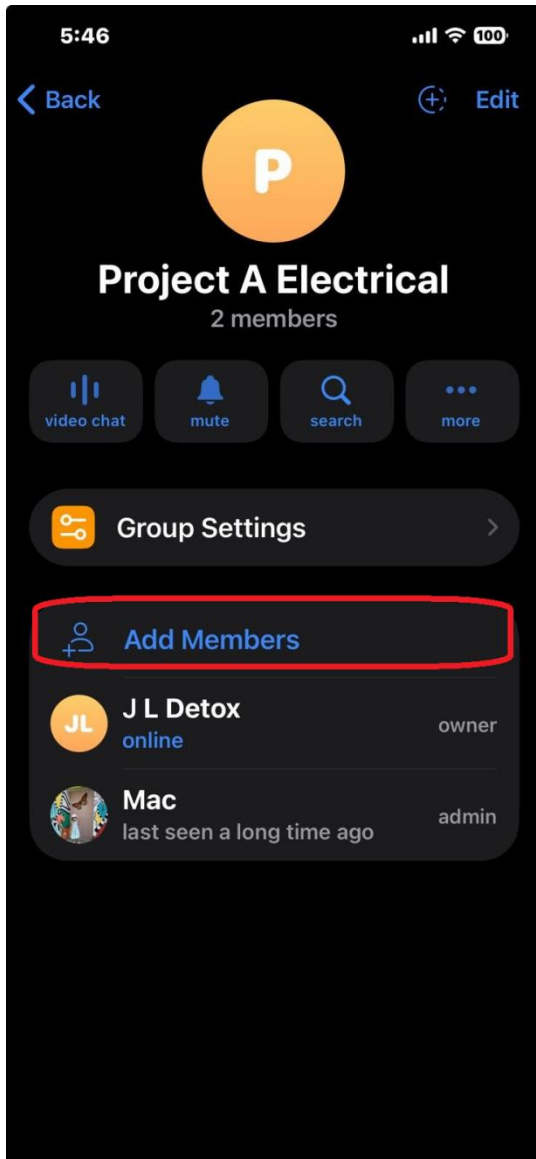


v). Add Telegram Bot to Telegram Group as Member and obtain Telegram Group Chat ID

After appointing the new admin, add the Telegram bot as a member of the group (e.g., “Project A Electrical”).

- 1). Go to the group settings page.
- 2). Tap “Add Members”.

Important:- Do not add the Telegram bot before completing the admin/supergroup step above.



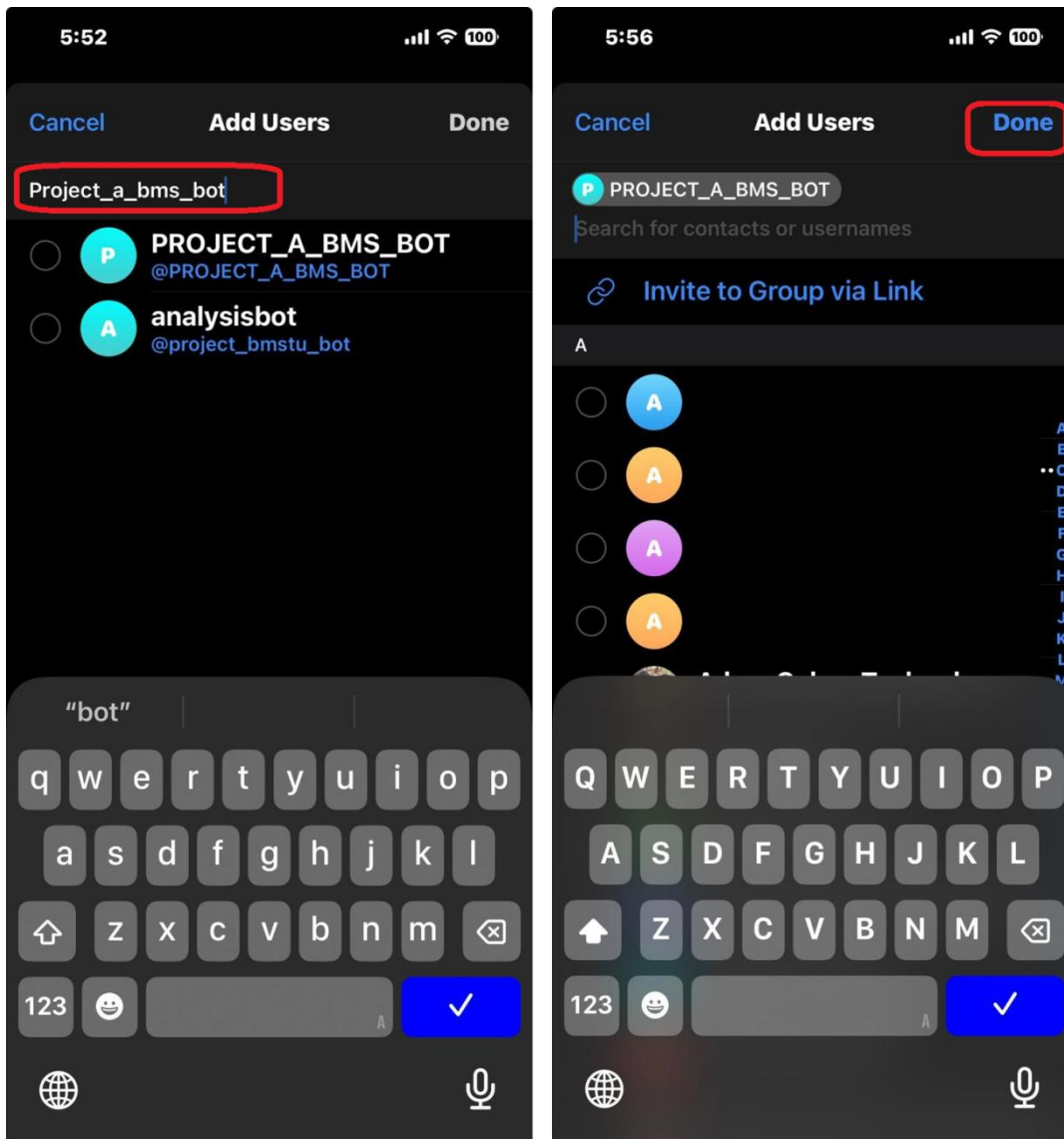
Telegram bots do not appear in your contacts like normal Telegram users. To find the bot, search using its full username (with or without @), for example:

- project_a_bms_bot
- PROJECT_A_BMS_BOT
- @project_a_bms_bot

Type the entire bot username (including underscores _). Partial names may return the wrong bots.

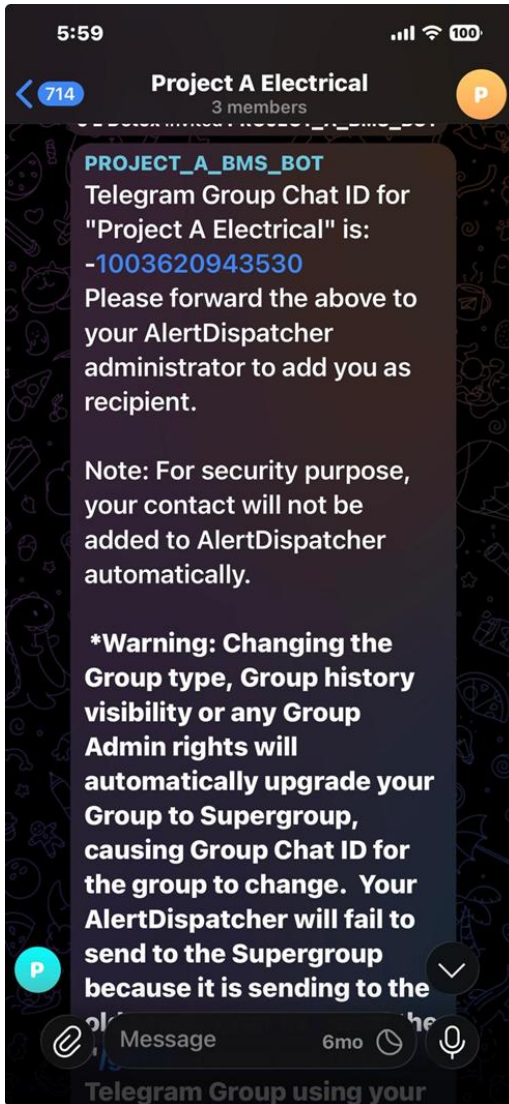
Select the correct bot from the search results, then tap Done.

Tip:- You may also add the Bot as Admin because if the user disables “Send message” Permissions for the group, your Bot will not be able to send messages to the Group. This could be a problem if your setup is already in production as Telegram messaging will stop working suddenly. If you have added the Bot as member, you can promote it to administrator.



After you add the bot (e.g., “@PROJECT_A_BMS_BOT”) to the group, AlertDispatcher will automatically generate and send a Telegram message containing the group Chat ID. This occurs because AlertDispatcher receives a group event from the Telegram API service after the bot is added.

If you do not see this message, see - [8. \[Appendix E\]: How to obtain Group Chat ID / User Chat ID using the ‘/getid’ command.](#)



The same auto-generated message is also shown in AlertDispatcher Client under the “Messages” tab.

Next, configure the AlertDispatcher Addressbook using this group Chat ID (next section).

Addressbook	Modem Setup	Messaging Service Setup	System Setup
Servers Setup (SMTP/POP3/HTTP/SQL)	Receive Message Setup	Templates	Users and Departments
Help/Registration			
Service	Server/Network Monitoring	Messages	Send Message

Filter messages	Export messages	Acknowledge all messages	Delete all pending messages	Max. number of messages to display: <input type="text" value="500"/>	<input checked="" type="checkbox"/> Word wrap	Apply
-----------------	-----------------	--------------------------	-----------------------------	--	---	-------

CreatedDate17	Type	IN/	Recipient	Text	MessageSta	St
1/1/2026 5:57:53 pm	TELEGRAM	Out	-1003620943530	Telegram Group Chat ID for "Project A Electrical" is: -1003620943530 Please forward the above to your AlertDispatcher administrator to add you as recipient. Note: For security purpose, your contact will not be added to AlertDispatcher automatically. ** *Warning: Changing the Group type, Group history visibility or any Group Admin rights will automatic.	✓ Processed	0
1/1/2026 5:57:53 pm	TELEGRAM	In	-1003620943530	@PROJECT_A_BMS_BOT added to Chat Group: "Project A Electrical" (Chat ID: -1003620943530)	📧 Received	0

Note:- If you are setting up AlertDispatcher using a Master/Slave 2-Server setup, you will also need to add the Secondary Telegram Bot to the Telegram Group you created. There is no need to configure the group Chat ID for the Telegram Group again as it applies to the Secondary Telegram Bot as well.

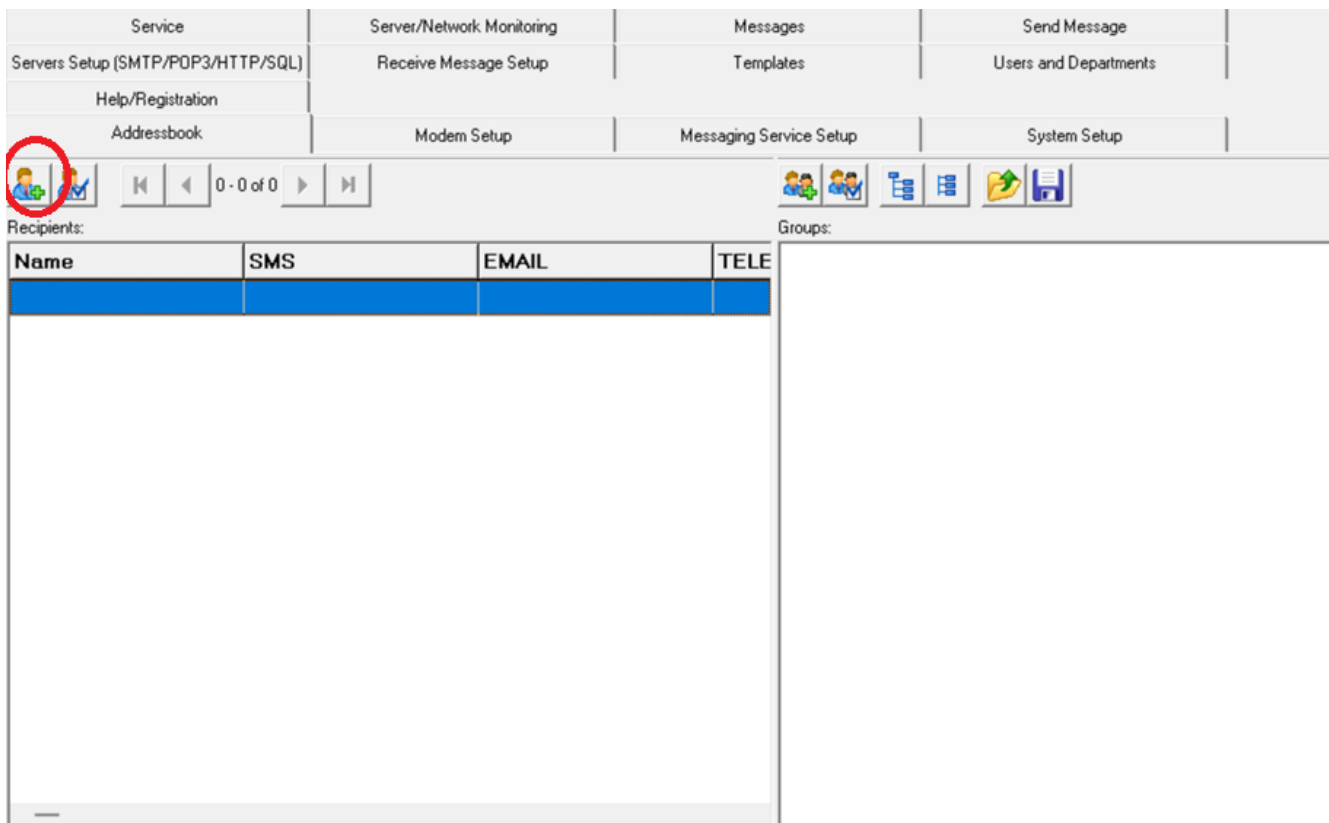
3). Add Telegram Group to AlertDispatcher Addressbook

i). Create Addressbook Recipient for Telegram Group

After obtaining the group Chat ID, add it to the AlertDispatcher Addressbook.

- 1). Launch AlertDispatcher Client from the desktop shortcut.
- 2). Go to the “Addressbook” tab.
- 3). Click “Add Recipient” (do not click “Add Group”).

AlertDispatcher treats a Telegram group as a single recipient (AlertDispatcher sends one message to the group; Telegram distributes it to all group members).



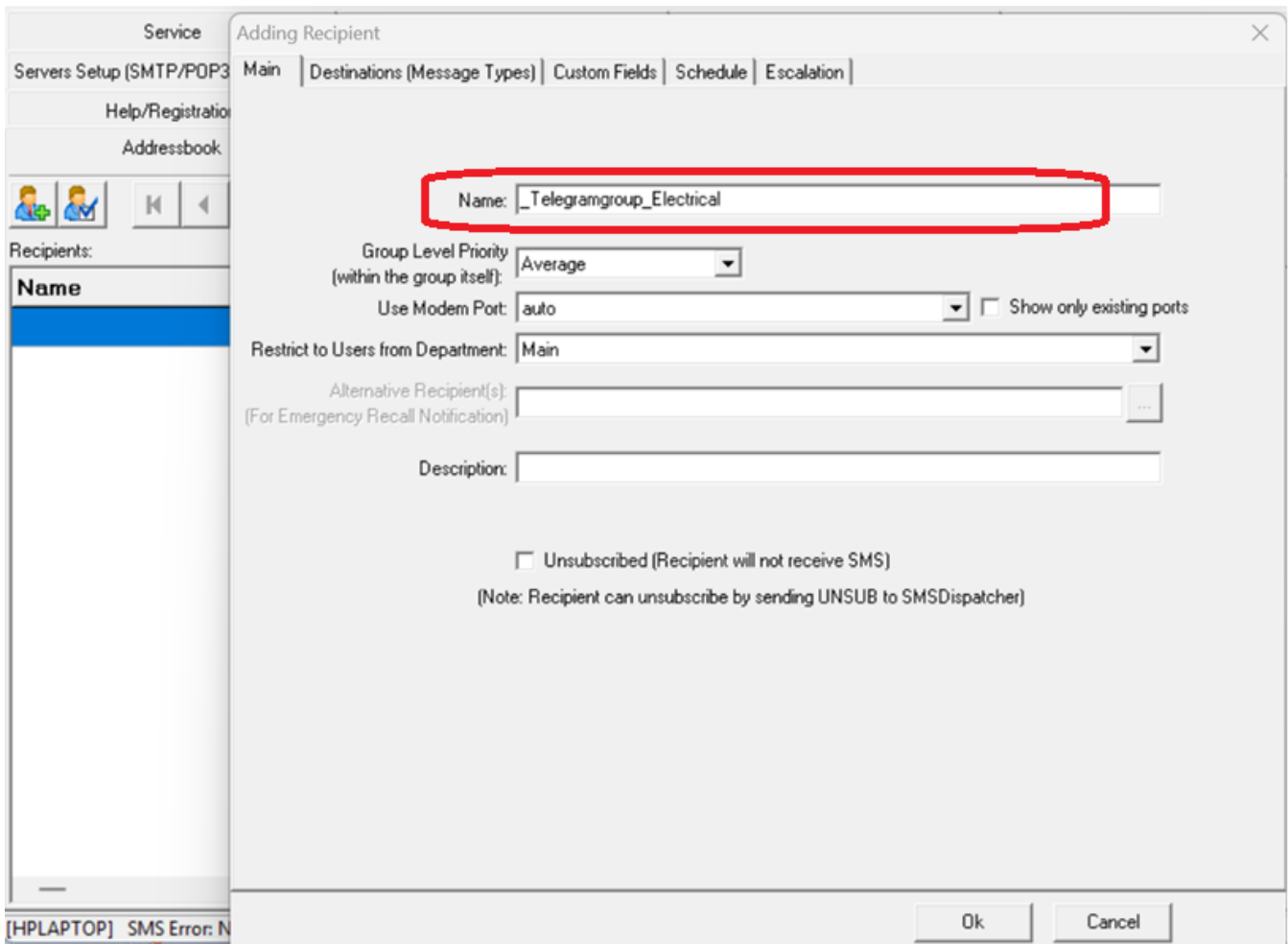
Recommended recipient naming format for Telegram groups:

Telegramgroup<Telegram-Group-Name>

Example: “_Telegramgroup_Electrical”

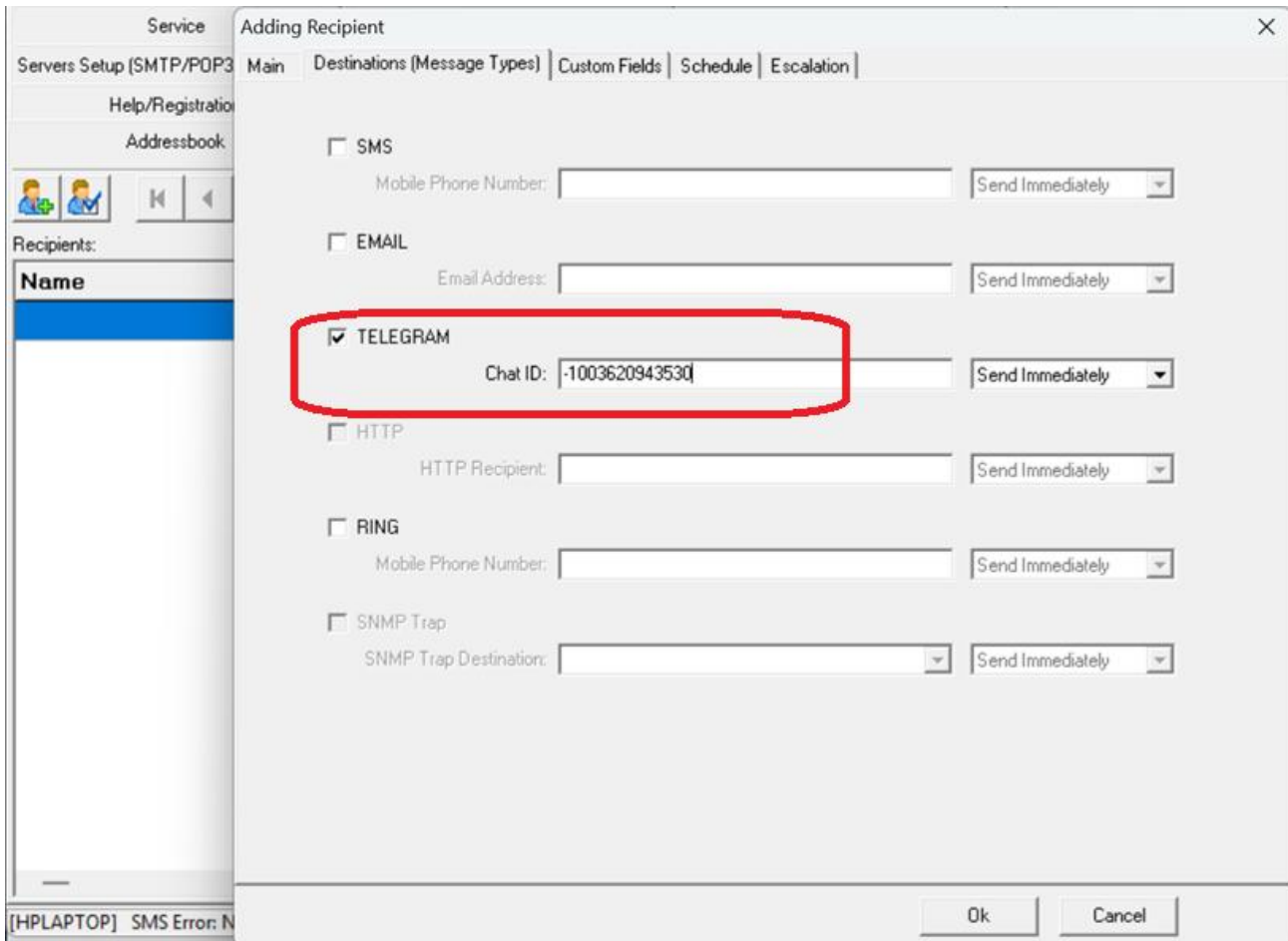
Note:-

- 1). The project/site name (e.g., “Project_A”) is not required in the AlertDispatcher recipient name.
- 2). The leading underscore _ helps keep all Telegram group recipients grouped together in the recipient list (alphabetical sorting).



Then go to the “Destinations” tab and enter the Telegram group Chat ID under the TELEGRAM message type.

Do not remove the leading minus sign - (it indicates a group Chat ID). Telegram user Chat IDs do not have the minus sign.



ii). Create AlertDispatcher Addressbook Group

After creating the Telegram group recipient (e.g., “_Telegramgroup_Electrical”), create an AlertDispatcher Addressbook group (e.g., Electrical) and assign the Telegram recipient to it.

Do not confuse:

- 1). Telegram group (in Telegram app)
with
- 2). AlertDispatcher Addressbook group (in AlertDispatcher)

Using an AlertDispatcher Addressbook group gives flexibility. For example, you can later add SMS or Email recipients to the same AlertDispatcher group.

On your application server, send messages to the AlertDispatcher Addressbook group (e.g., “Electrical”) rather than directly to the Telegram recipient. For example, if interfacing via SMTP (email), configure the destination as:


- 1). “Electrical@your-company.com”

instead of


- 2). “_Telegramgroup_Electrical@your-company.com”


To create the AlertDispatcher Addressbook group, click “Add Group”, name it (e.g., “Electrical”), then go to the “Recipients” tab and tick “_Telegramgroup_Electrical” to assign it to the group.




Service	Server/Network Monitoring	Messages	Send Message
Servers Setup (SMTP/POP3/HTTP/SQL)	Receive Message Setup	Templates	Users and Departments
Help/Registration			
Addressbook	Modem Setup	Messaging Service Setup	System Setup




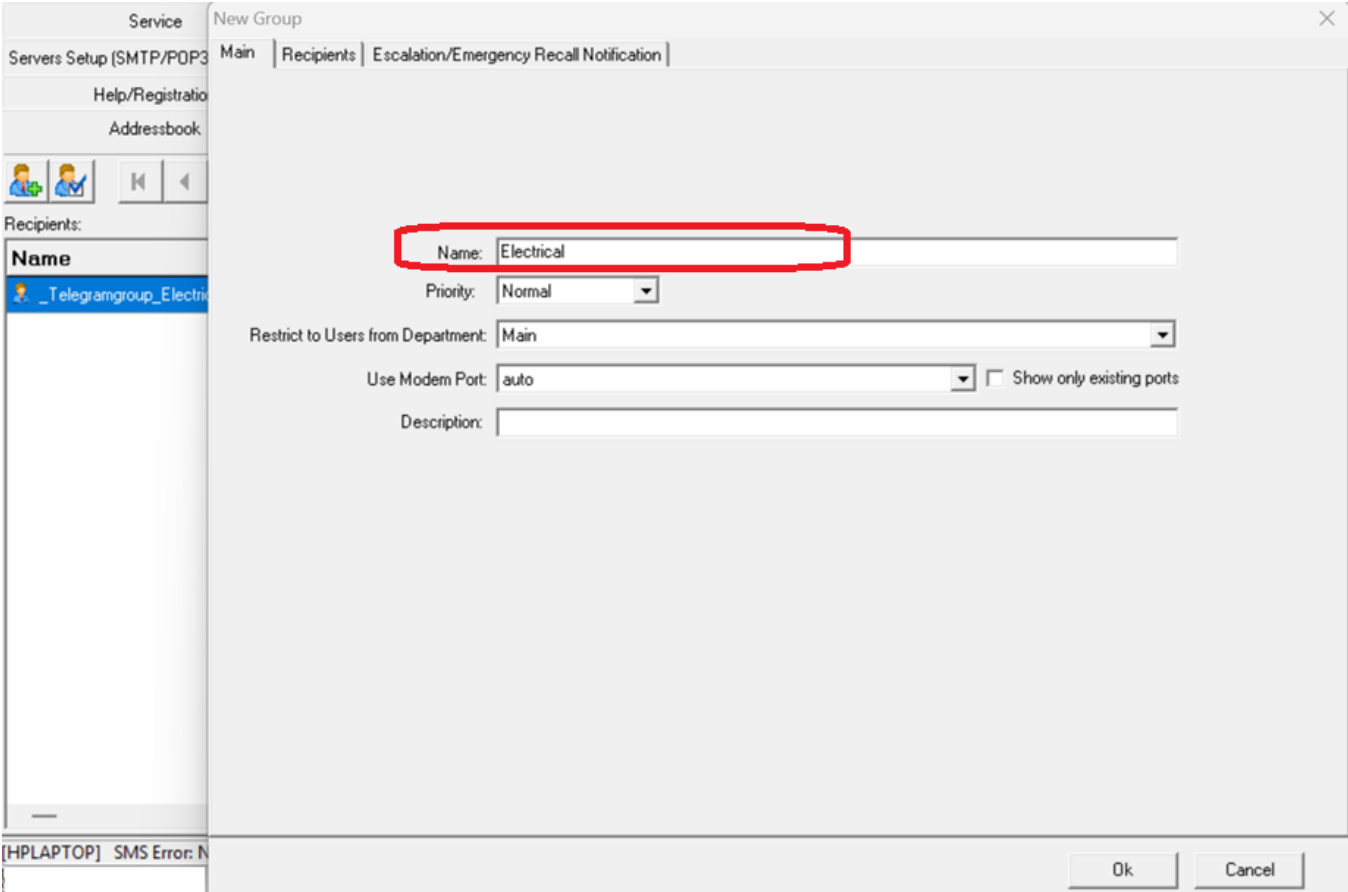
1 - 1 of 1

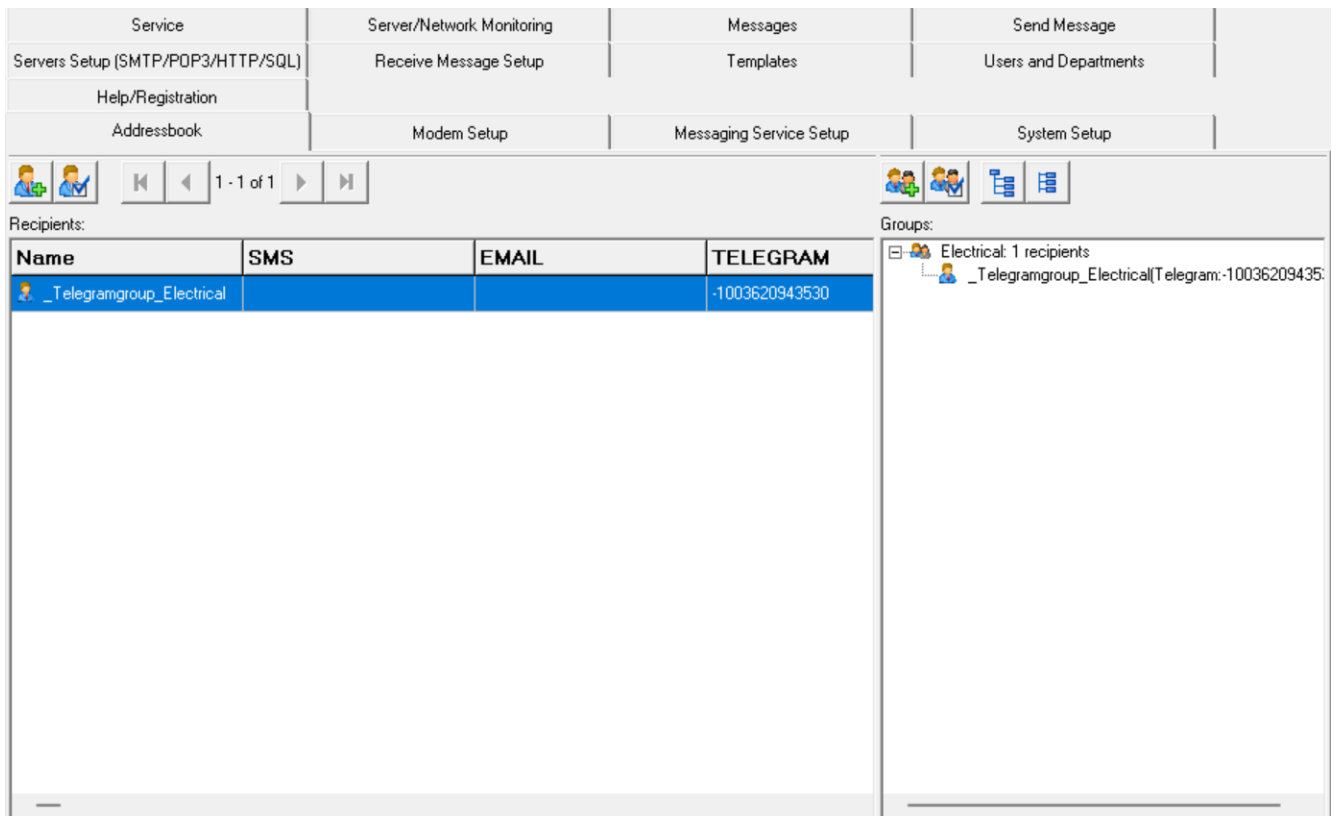
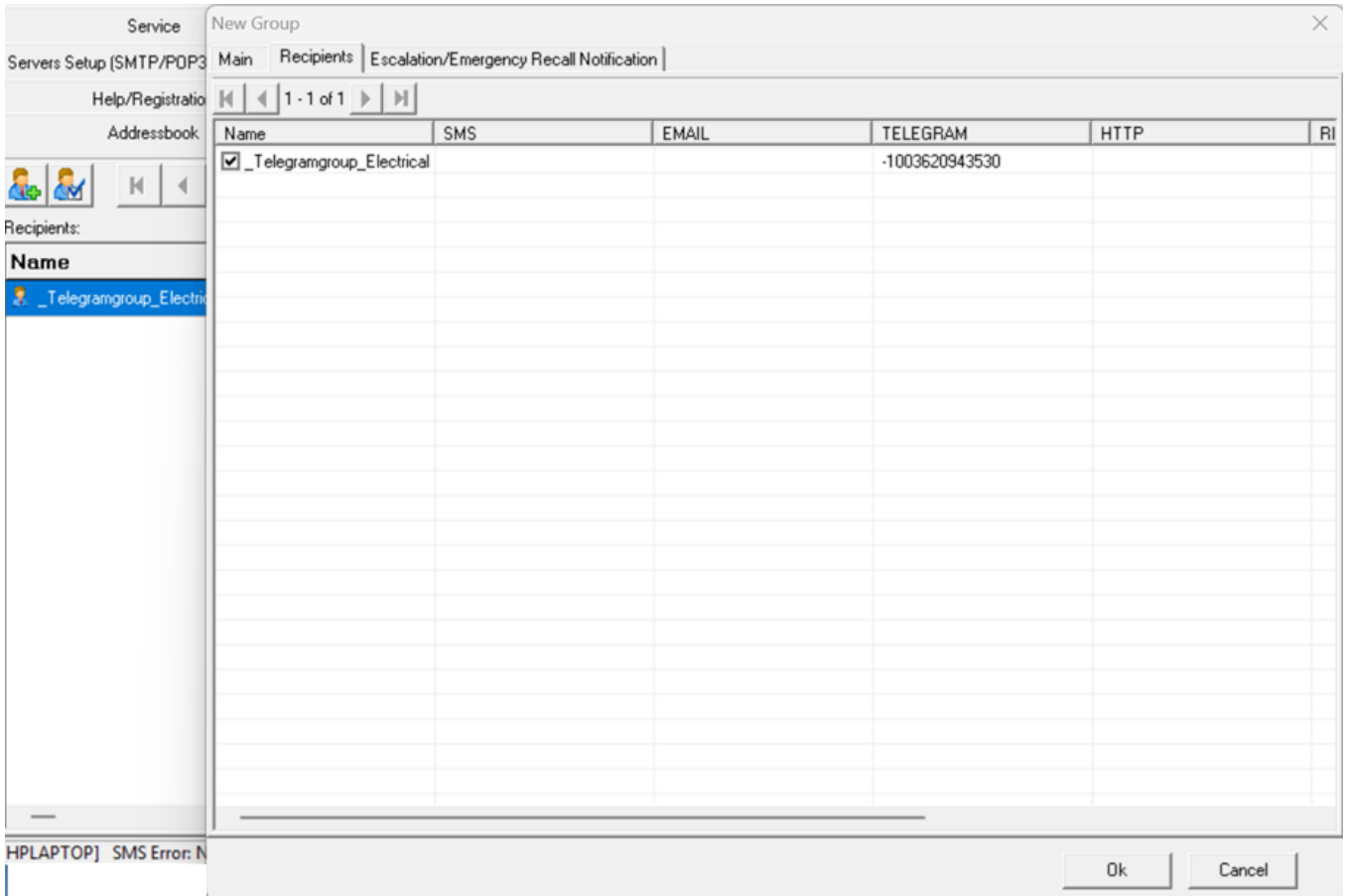




Recipients:				Groups:
Name	SMS	EMAIL	TELEGRAM	
 _Telegramgroup_Electrical			-1003620943530	

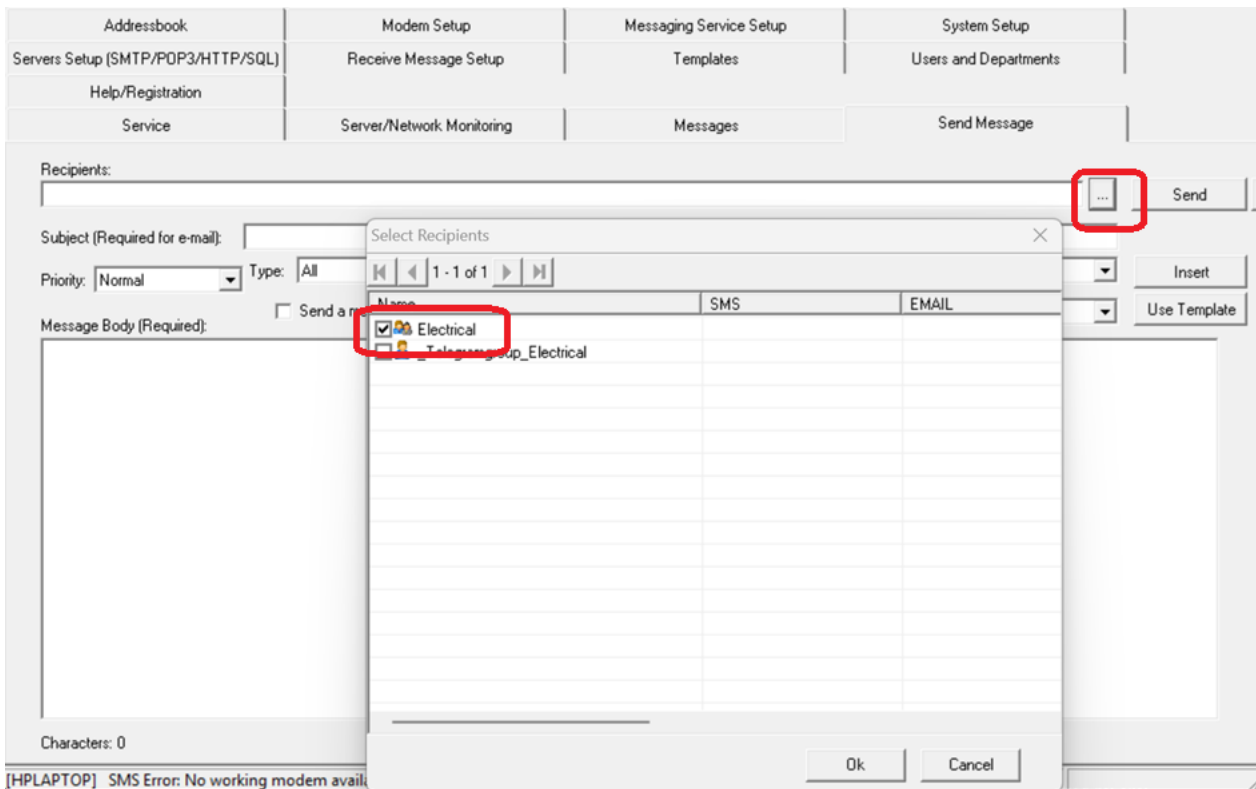




iii). Send a Test message to your Telegram Group

After configuring the Addressbook:

- 1). Go to the “Send Message” tab.
- 2). Click the “...” button and select the AlertDispatcher group (e.g., “Electrical”).
- 3). Click “Send”.



Addressbook	Modem Setup	Messaging Service Setup	System Setup
Servers Setup (SMTP/POP3/HTTP/SQL)	Receive Message Setup	Templates	Users and Departments
Help/Registration			
Service	Server/Network Monitoring	Messages	Send Message

Recipients:
[Electrical] [Send]

Subject (Required for e-mail):

Priority: [Normal] Type: [All] Modem port: [auto] Department: [Main] Custom Field1: [] [Insert]

Message Body (Required):
 Send a message at: [1/1/2026] [10:58:45 am] Select Template: [] [Use Template]

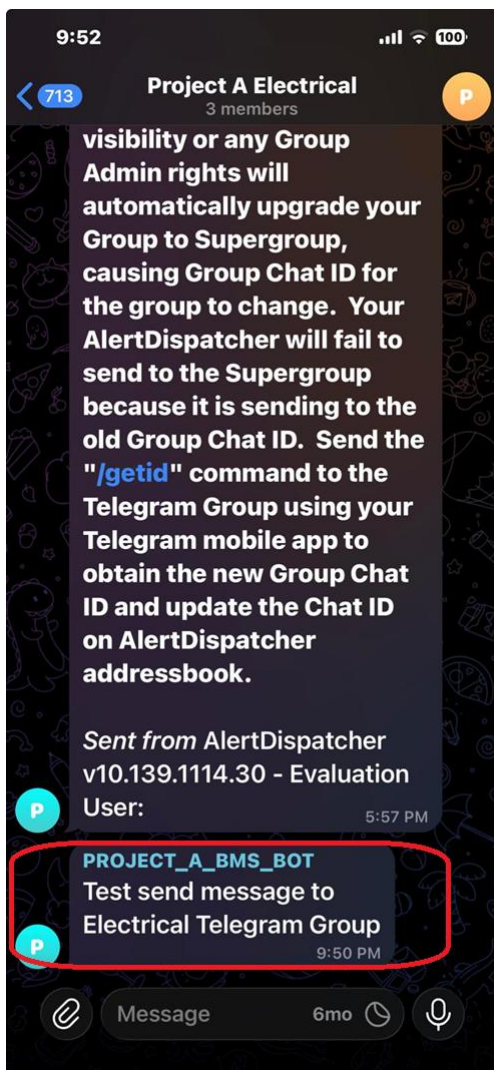
Test send message to Electrical Telegram Group

Characters: 46

Then check “Messages” tab:

- 1). Status “Processed” means the Telegram message was sent successfully.
- 2). If you see “Error: Bad Request: chat not found”, the Chat ID is invalid. Verify that the correct Chat ID was entered. Also, see - [8. \[Appendix E\]: How to obtain Group Chat ID / User Chat ID using the ‘/getid’ command.](#)

Service		Server/Network Monitoring		Messages		Send Message		
Filter messages	Export messages	Acknowledge all messages	Delete all pending messages	3 from 3. Today sent: 3. Today rece	Max. number of messages to di	<input checked="" type="checkbox"/> Word v		
CreatedDate	Type	IN/OUT	Recipient	Text	MessageSta	SM Ru	ProcessedDa	Client
1/1/2026 9:50:30 pm	TELEGRAM	Out	_Telegramgroup_E	Test send message to Electrical Telegram Group	✓ Processed	0	1/1/2026 9:50:32 pm	Client
1/1/2026 5:57:53 pm	TELEGRAM	Out	-1003620943530	Telegram Group Chat ID for "Project A Electrical" is: - Please forward the above to your AlertDispatcher adm Note: For security purpose, your contact will not be ac *** Warning: Changing the Group type, Group history	✓ Processed	0	1/1/2026 5:57:55 pm	
1/1/2026 5:57:53 pm	TELEGRAM	In	-1003620943530	@PROJECT_A_BMS_BOT added to Chat Group: "P	✉ Received	0	1/1/2026 5:57:53 pm	Messaging



Filter messages | Export messages | Acknowledge all messages | Delete all pending messages | 1 from | Max. number of messages to display: 500 | Word wrap

CreatedDateTim	Type	IN/	Recipient	Text	MessageStatus
4/1/2026 12:10:46 pm	TELEGRAM	Out	_Telegramgroup_Electrical(-10036209	Test send message to Electrical Telegram Group	Error: "Bad Request: chat not found"

4). Configure Failover for failed Telegram messages

i). Introduction

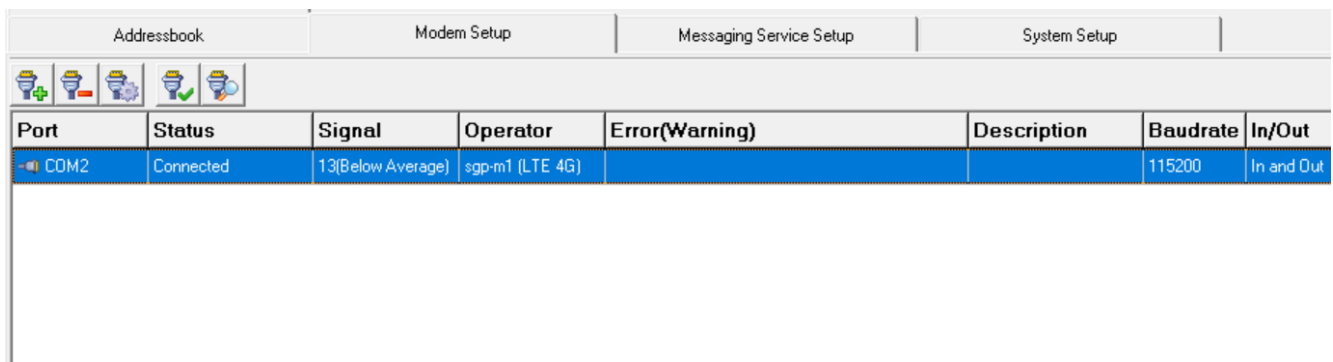
Telegram messages can fail for several reasons, such as:

- 1). Internet connectivity failure
- 2). Firewall filtering/configuration issues
- 3). Wrong Chat ID (for example, group upgraded to supergroup and Chat ID changed)

To improve delivery reliability, you can configure AlertDispatcher to fail over to another destination type (e.g., SMS) when Telegram sending fails.

ii). Create SMS recipients

Note:- For SMS failover, you must have a working SMS setup (modem + SIM card, if you use a modem). If you have not done so, refer to [AlertDispatcher Quick Installation Guide.pdf](#).



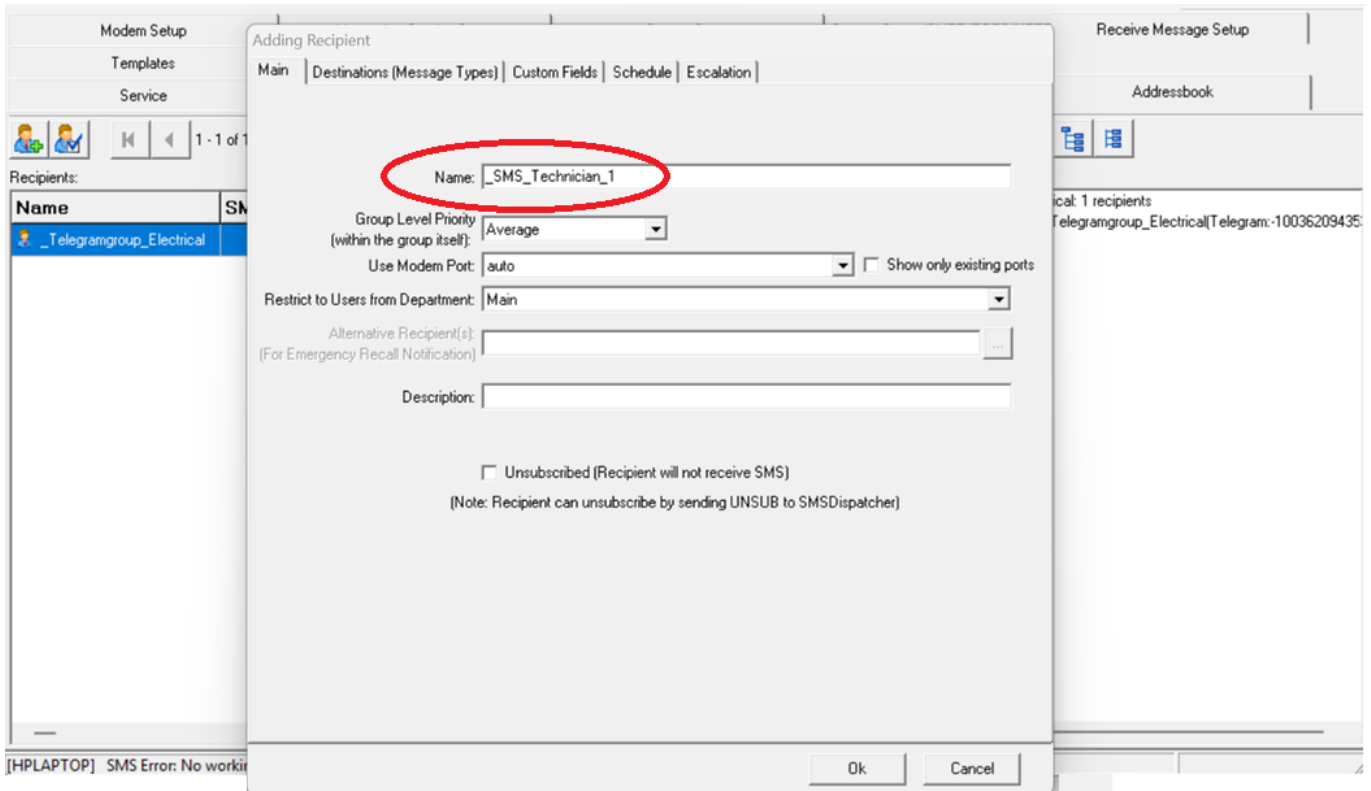
Port	Status	Signal	Operator	Error(Warning)	Description	Baudrate	In/Out
COM2	Connected	13(Below Average)	sgp-m1 (LTE 4G)			115200	In and Out

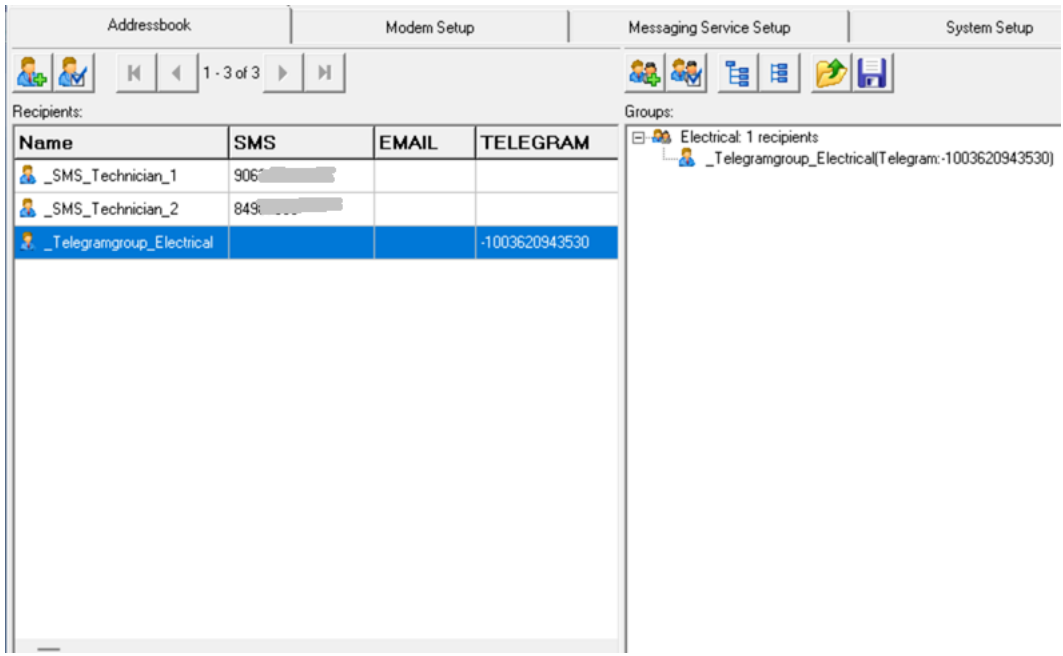
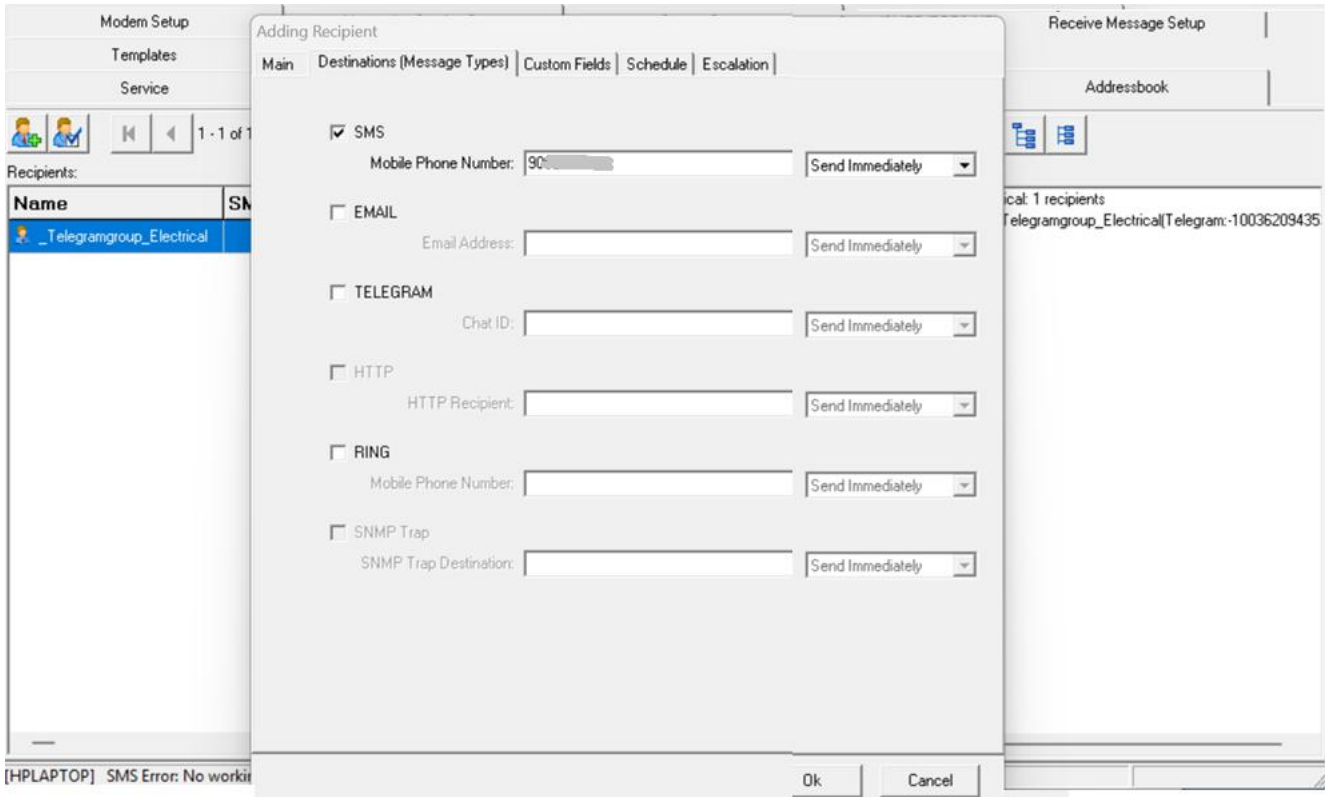
After confirming SMS works, create SMS recipients for all Telegram group members in AlertDispatcher Addressbook using Add Recipient.

Recommended SMS recipient naming format:

“_SMS_<Recipient-Name>”

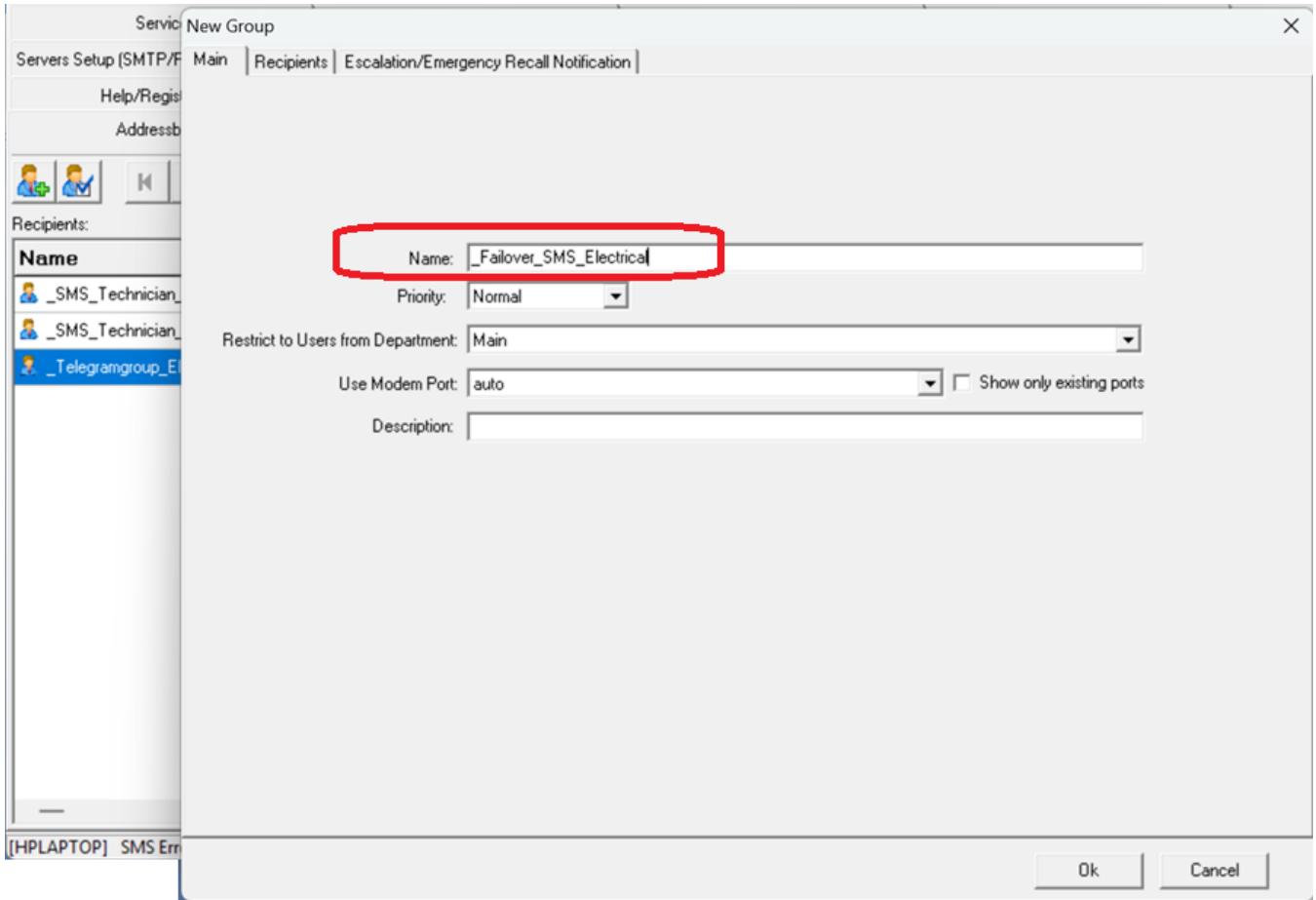
Example: “_SMS_Technician_1”

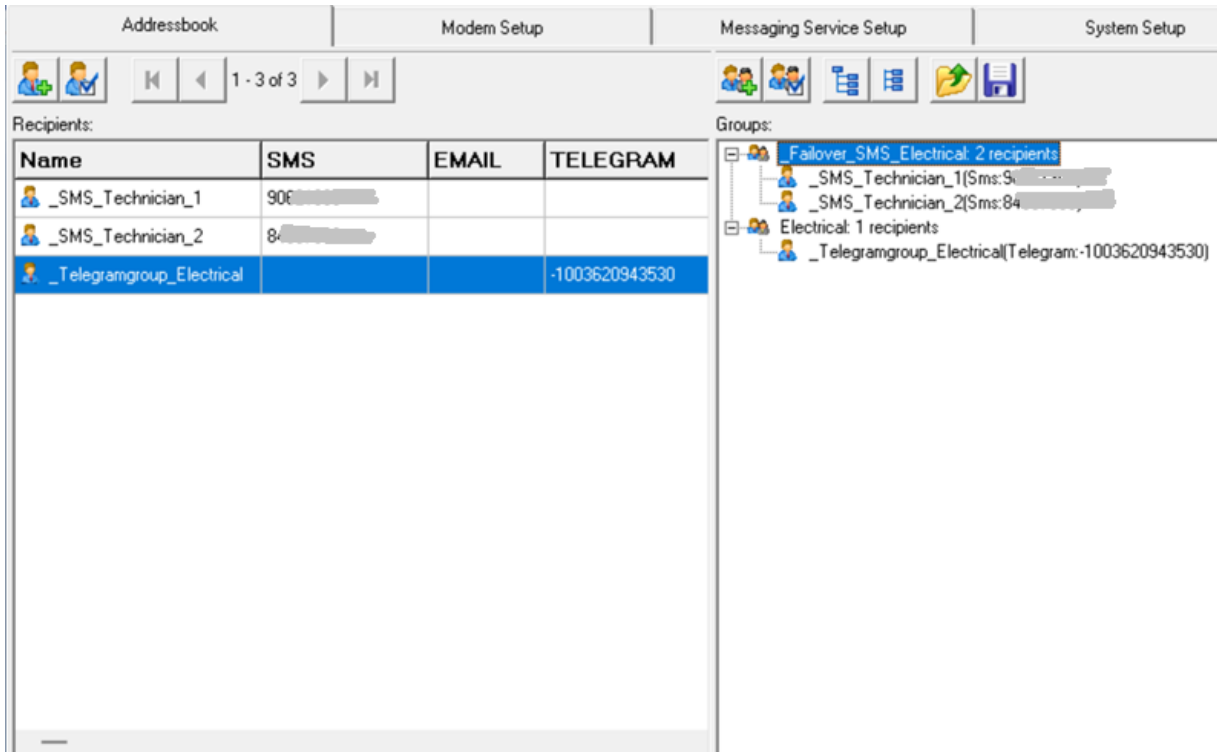
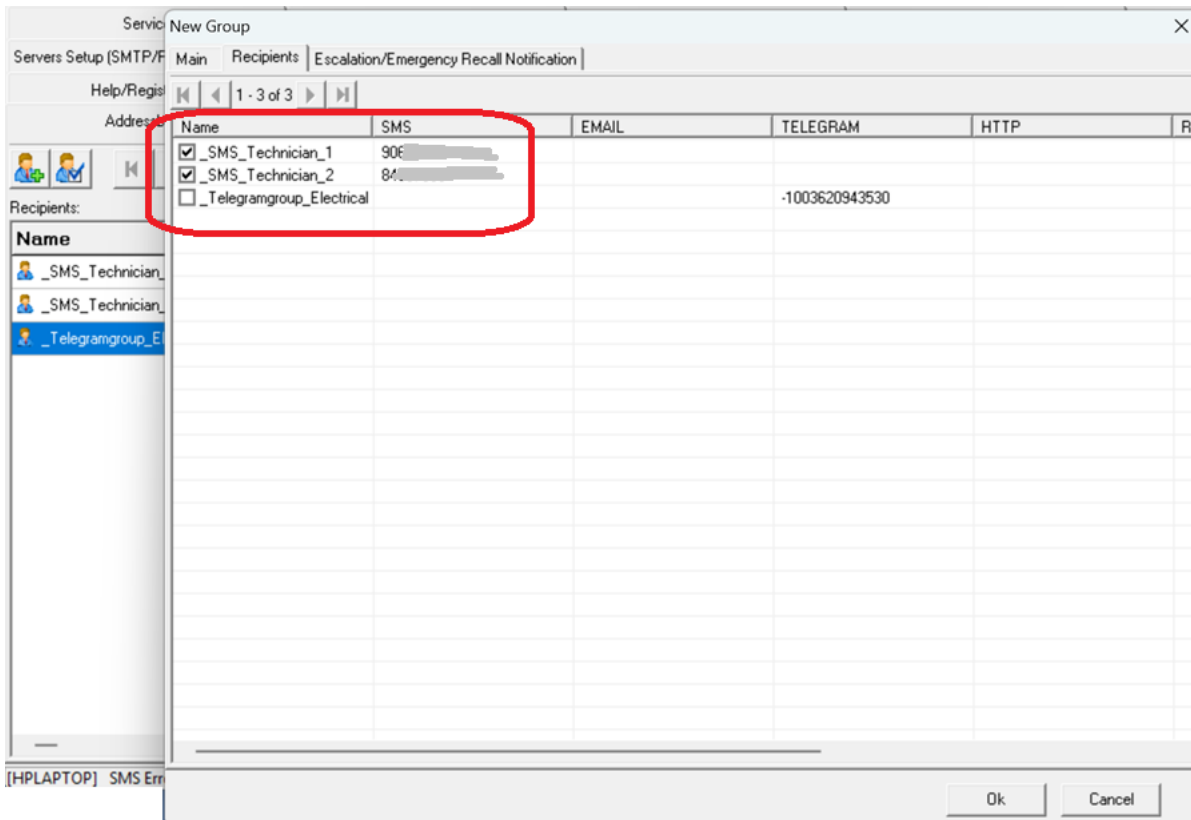




iii). Create AlertDispatcher Addressbook Group for SMS Failover

Create an AlertDispatcher Addressbook group (e.g., “_Failover_SMS_Electrical”) and assign all relevant SMS recipients to this group.



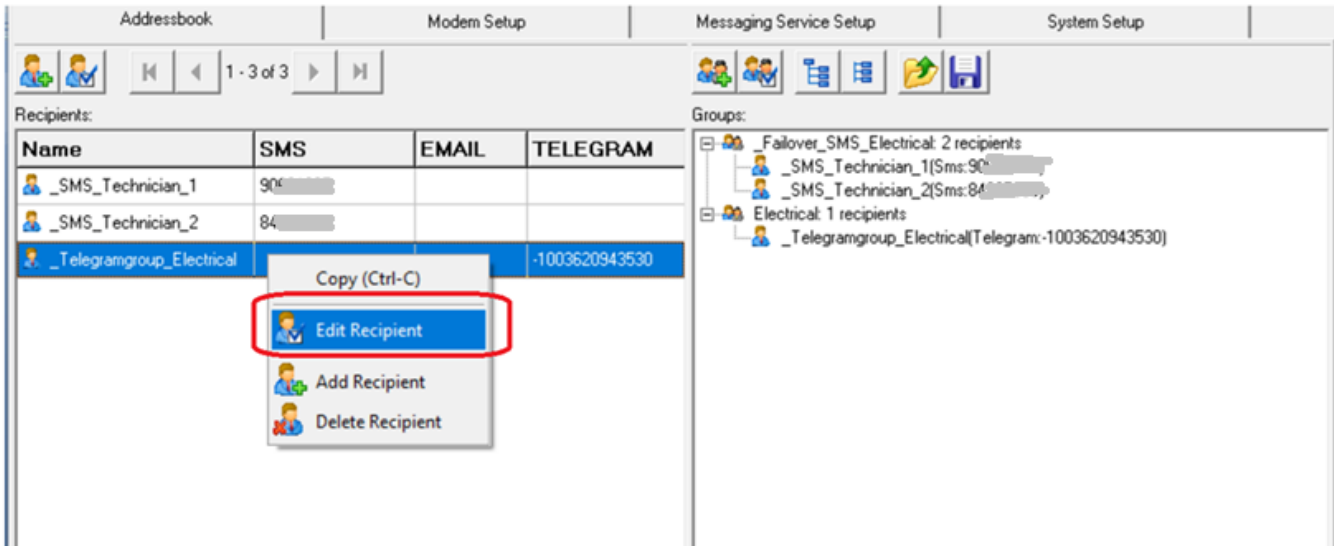


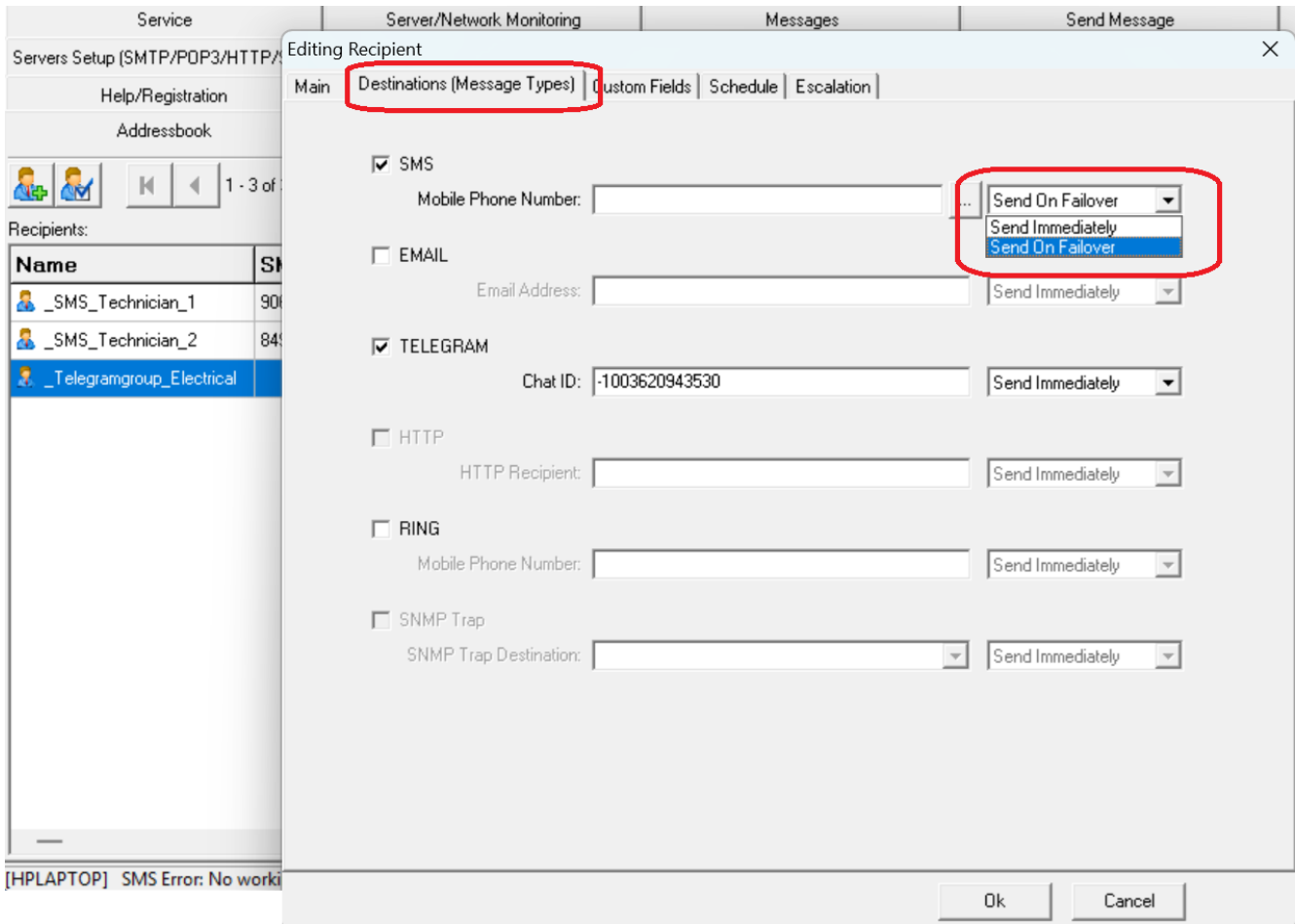
Next, configure “Send on Failover” for the Telegram group recipient:

- 1). Right-click the Telegram group recipient (e.g., “_Telegramgroup_Electrical”) and select “Edit Recipient”.

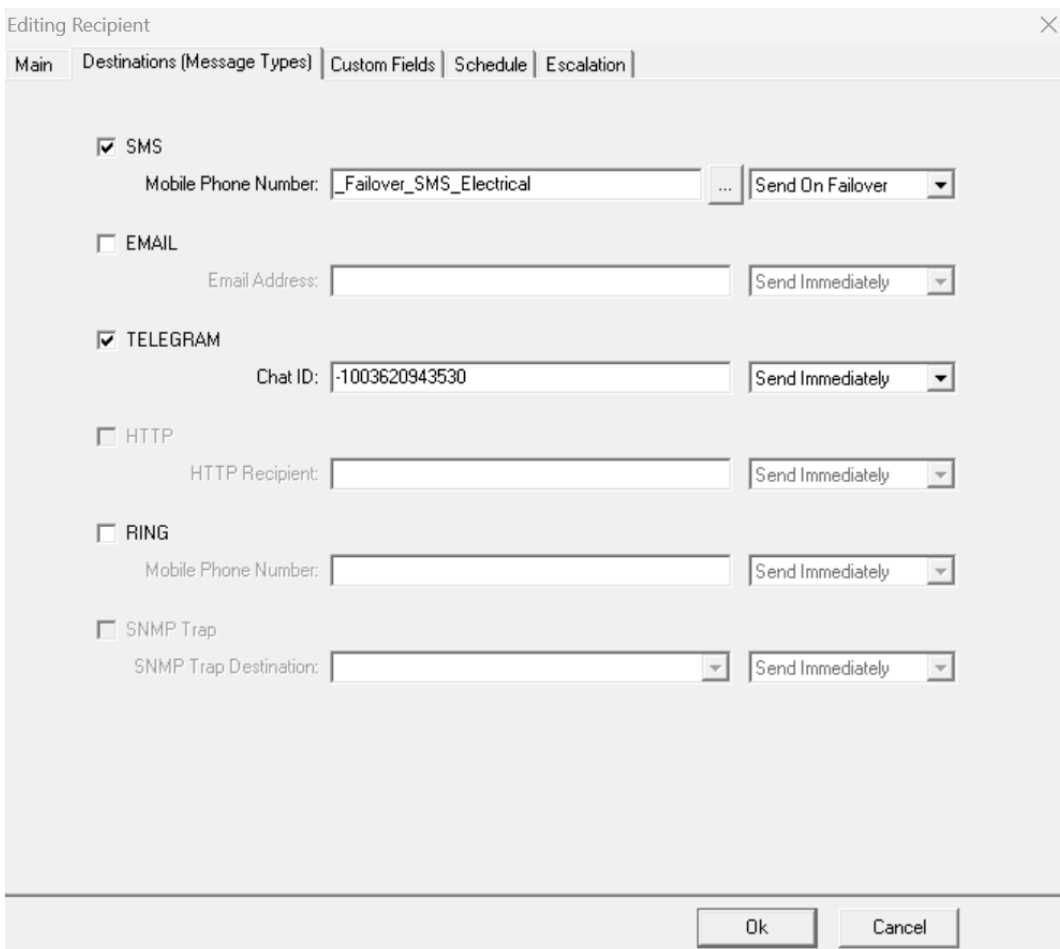
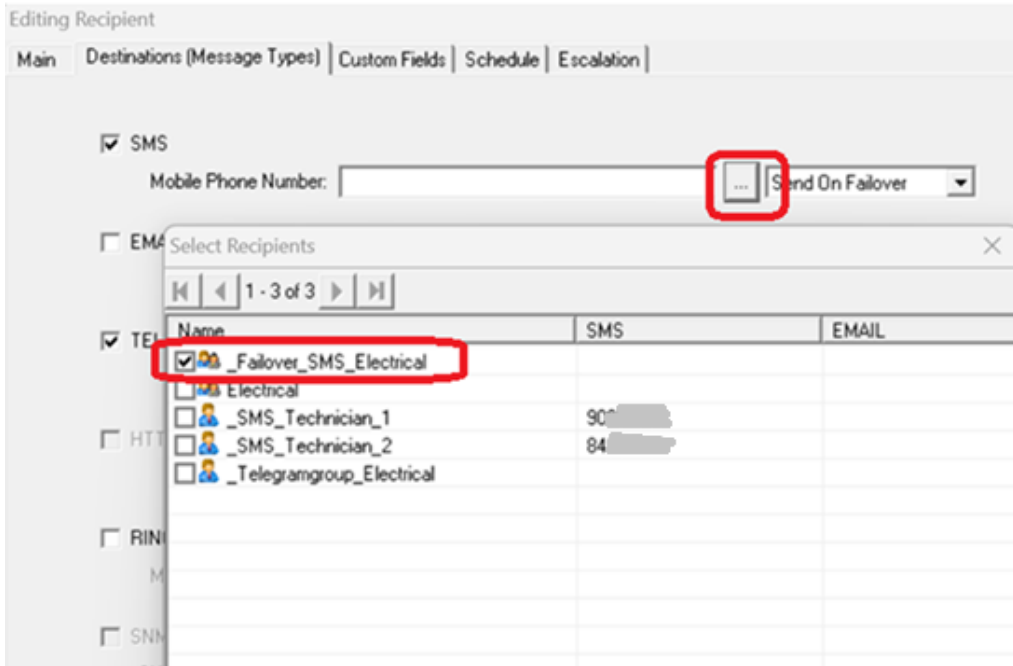
2). Go to the “Destination” tab and select “Send on Failover”.

3). Under SMS, click “...” and select the failover group (e.g., “_Failover_SMS_Electrical”).



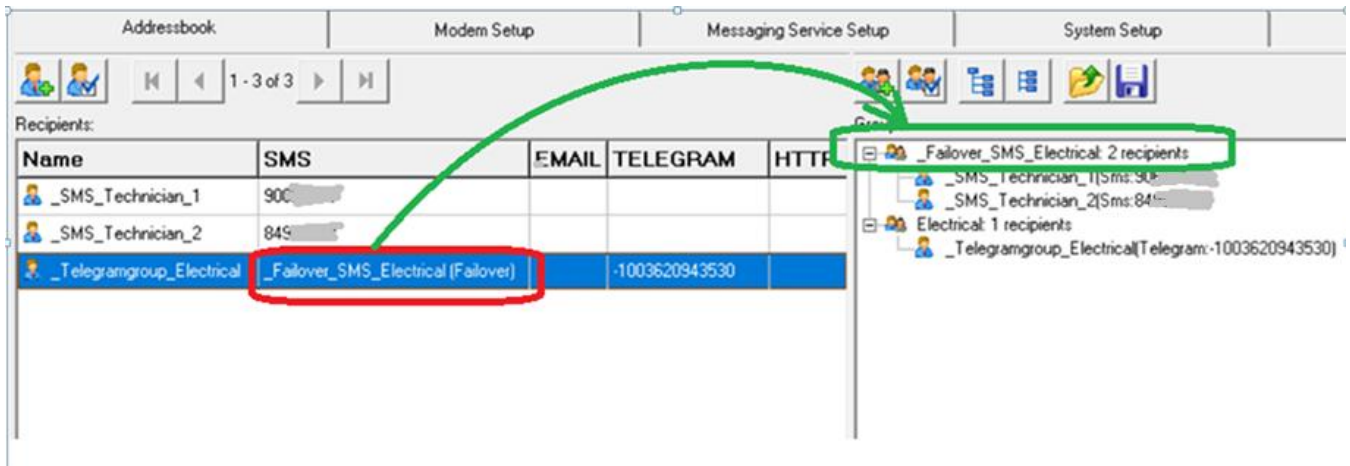


With this setup, Telegram messages that fail to send will automatically fail over to SMS (sent to members of “_Failover_SMS_Electrical”).



Verify your setup on the “Addressbook” tab .

The AlertDispatcher Recipient “**_Telegramgroup_Electrical**” for the Telegram Group “Project A Electrical” is configured to send on failover to the AlertDispatcher group “**_Failover_SMS_Electrical**”.



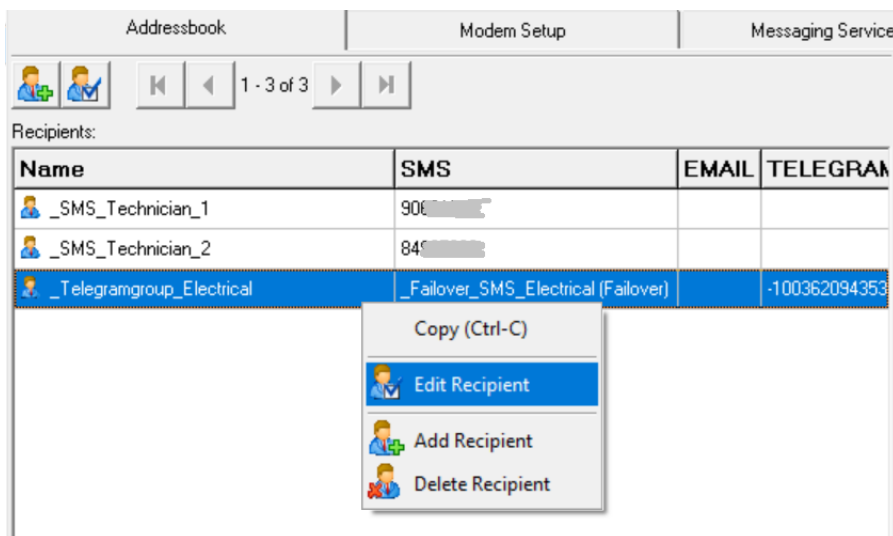
iv). Test SMS Failover by simulating Telegram message send failure.

After configuring failover, test it by forcing Telegram to fail. Two methods are described below:

- 1). Make the Chat ID invalid
- 2). Disable Internet

1). Make the Chat ID invalid

- 1. Right-click “_Telegramgroup_Electrical” and select “Edit Recipient”.



2. Append “000” to the Telegram Chat ID to make it invalid. Click “OK”.

The screenshot shows the 'Editing Recipient' dialog box with the following configuration:

- SMS: Mobile Phone Number: Send On Failover:
- EMAIL: Email Address: Send Immediately:
- TELEGRAM: Chat ID: Send Immediately:
- HTTP: HTTP Recipient: Send Immediately:
- RING: Mobile Phone Number: Send Immediately:
- SNMP Trap: SNMP Trap Destination: Send Immediately:

Buttons: Ok, Cancel

3. Go to “Send Message” tab and send a test message to AlertDispatcher group “Electrical”.

The screenshot shows the 'Send Message' tab with the following configuration:

- Service: Server/Network Monitoring
- Messages: Send Message
- Recipients: Send:
- Subject (Required for e-mail):
- Priority: Type: Modem port: Department: Custom Field1:
- Message Body (Required): Send a message at: Select Template:
- Message Body: Use Template:

4. Go to “Messages” tab. You should see Telegram status: “Error: Bad Request: chat not found” (expected).

If failover succeeds, you will also see an SMS failover message with the same content.

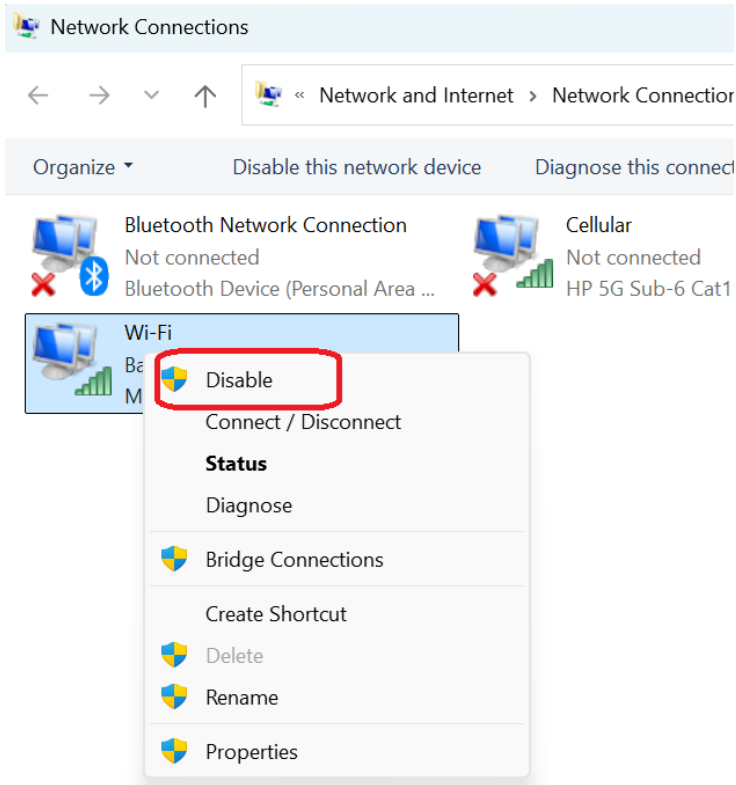
After finishing testing, restore Internet/undo change to Chat ID.

Service		Server/Network Monitoring		Messages		Send Message	
Filter messages	Export messages	Acknowledge all messages	Delete all pending messages	3 from 3	Max. number of messages to display:	<input type="text" value="500"/>	<input checked="" type="checkbox"/> Word wrap
CreatedDate	Type	IN/	Recipient	Text	MessageStatus		
4/1/2026 3:01:14 pm	SMS	Out	_SMS_Technician_2(845...)	Test send message to Electrical Telegram Group, sim	✓ Processed		
4/1/2026 3:01:14 pm	SMS	Out	_SMS_Technician_1(90...)	Test send message to Electrical Telegram Group, sim	✓ Processed		
4/1/2026 3:00:31 pm	TELEGRAM	Out	_Telegramgroup_Electrical(-1003620943530000)	Test send message to Electrical Telegram Group, sim	✗ Error: "Bad Request: chat not found"		

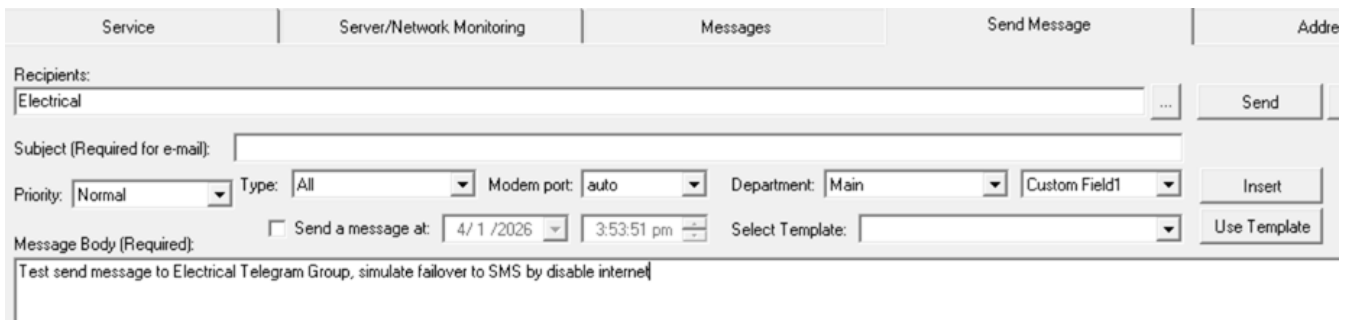
2). Disable Internet

If your SMS modems are connected locally (on the same PC/server as AlertDispatcher), you can disable Internet to simulate Telegram failure. This method will not work if your SMS modems are connected via the network.

1. Open Windows Search and type “Network Connections”.
2. Select “View network connections”.
3. Right-click the network adapter used for Internet access and select “Disable”.



4. Go to “Send Message” tab and send a test message to AlertDispatcher group “Electrical”.
5. Wait about 3–4 minutes. For “Disable Internet”, failover typically takes 3–4 minutes to occur.



6. Go to “Messages” tab. You should see Telegram status: “Error: 11001 Host not found”.
7. If failover succeeds, you will also see an SMS failover message with the same content.

Service		Server/Network Monitoring		Messages		Send Message	
	Filter messages		Export messages		Acknowledge all messages		Delete all pending messages
				3 from 3. Today sent: 2. Today received: 0			
CreatedDate	Type	IN/OUT	Recipient	Text		MessageStatus	
4/1/2026 4:07:05 pm	SMS	Out	_SMS_Technician_2[84...]	Test send message to Electrical Telegram Group, simulat		✓ Processed	
4/1/2026 4:07:05 pm	SMS	Out	_SMS_Technician_1[9...]	Test send message to Electrical Telegram Group, simulat		✓ Processed	
4/1/2026 4:07:04 pm	TELEGRAM	Out	_Telegramgroup_Electrical-100362094353	Test send message to Electrical Telegram Group, simulat		✗ Error: "11001 Host not found"	

4. [Appendix A]: Creating Telegram Bot

1). Introduction to Telegram Bot

AlertDispatcher (via AlertDispatcher Messaging Service) uses Telegram Bots (via Telegram API Service) to send and receive Telegram messages to/from Telegram Users and Telegram Groups.

- A Telegram Bot acts like a Telegram User account that can send messages to Telegram Users and Telegram Groups.
- Any Telegram User (“Telegram Bot Owner”) can create a Telegram Bot using @BotFather Bot. The Bot exists as long as the owner continues to log in to (use) the Telegram app. Inactive Telegram User accounts may risk deletion after 6-18 months of inactivity. This setting can be changed to up to 18 months using Settings→ Privacy & Security → “If Away For”.
- The Telegram Bot Owner can transfer the Telegram Bot to another Telegram User (New Owner) immediately (if the user has enabled Telegram 2FA (2-step verification) more than 7 days ago, or after 7 days of Telegram 2FA activation. Plan ahead to ensure a successful transfer. For steps, see - [5. Appendix B: Transferring Ownership of Telegram Bot](#)

If the Telegram Bot Owner changes mobile number, the new number should be registered with Telegram to avoid losing access to the account, see - [6. \[Appendix C\]: How to change mobile number of Telegram account](#)

- To facilitate deployment, your vendor may provide you with a pre-created Telegram Bot username and API. This Telegram Bot can be transferred to you or someone in your team after the setup has completed successfully. The Telegram Bot can be transferred to another person in your team by the new owner.

Cases for creating new Telegram Bot -

1. New AlertDispatcher installation – vendor has not provided a Telegram Bot API Token.
2. Existing AlertDispatcher installation - where the configured Telegram Bot is invalid due to account suspension, or the Telegram Bot Owner account has been deleted manually or due to inactivity.
3. Existing AlertDispatcher installation that has been deleted without backup and the Telegram Bot API Token cannot be retrieved from the Telegram Bot Owner.

Note: For case 2 and 3, after you have configured the new Telegram Bot API Token on AlertDispatcher, you can add the Bot to your Telegram Groups - there is no need to recreate the Telegram Groups or configure their Chat ID on AlertDispatcher Addressbook since they are not changed.

2). Creating a Telegram Bot

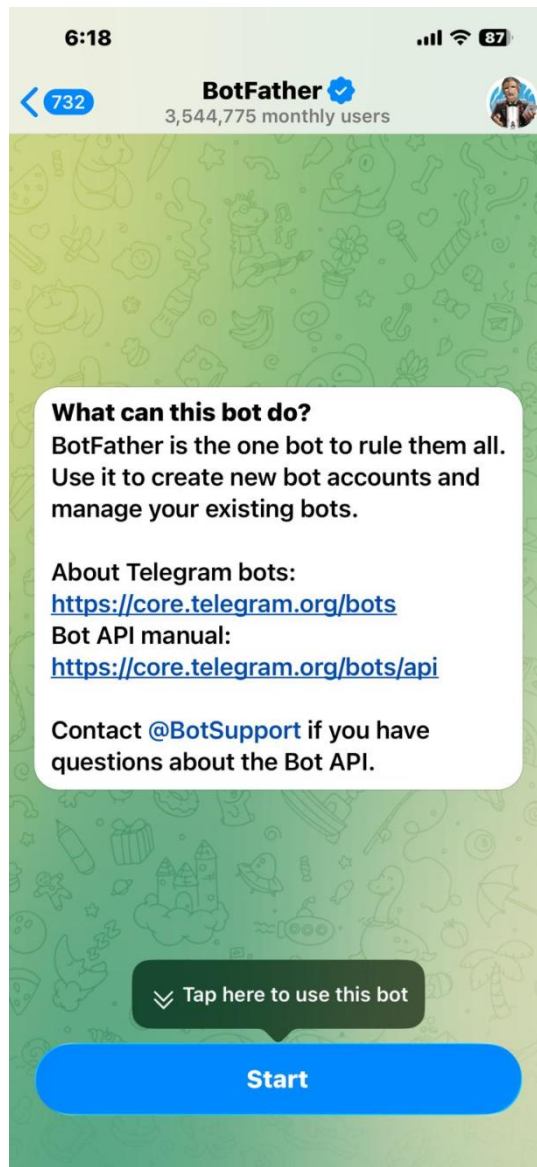
i). Open Chat with @BotFather

To create a Telegram Bot, the person selected as the “Telegram Bot Owner” will need to install and register Telegram app on the mobile phone.

Launch Telegram app on the mobile phone. Search “@botfather”.

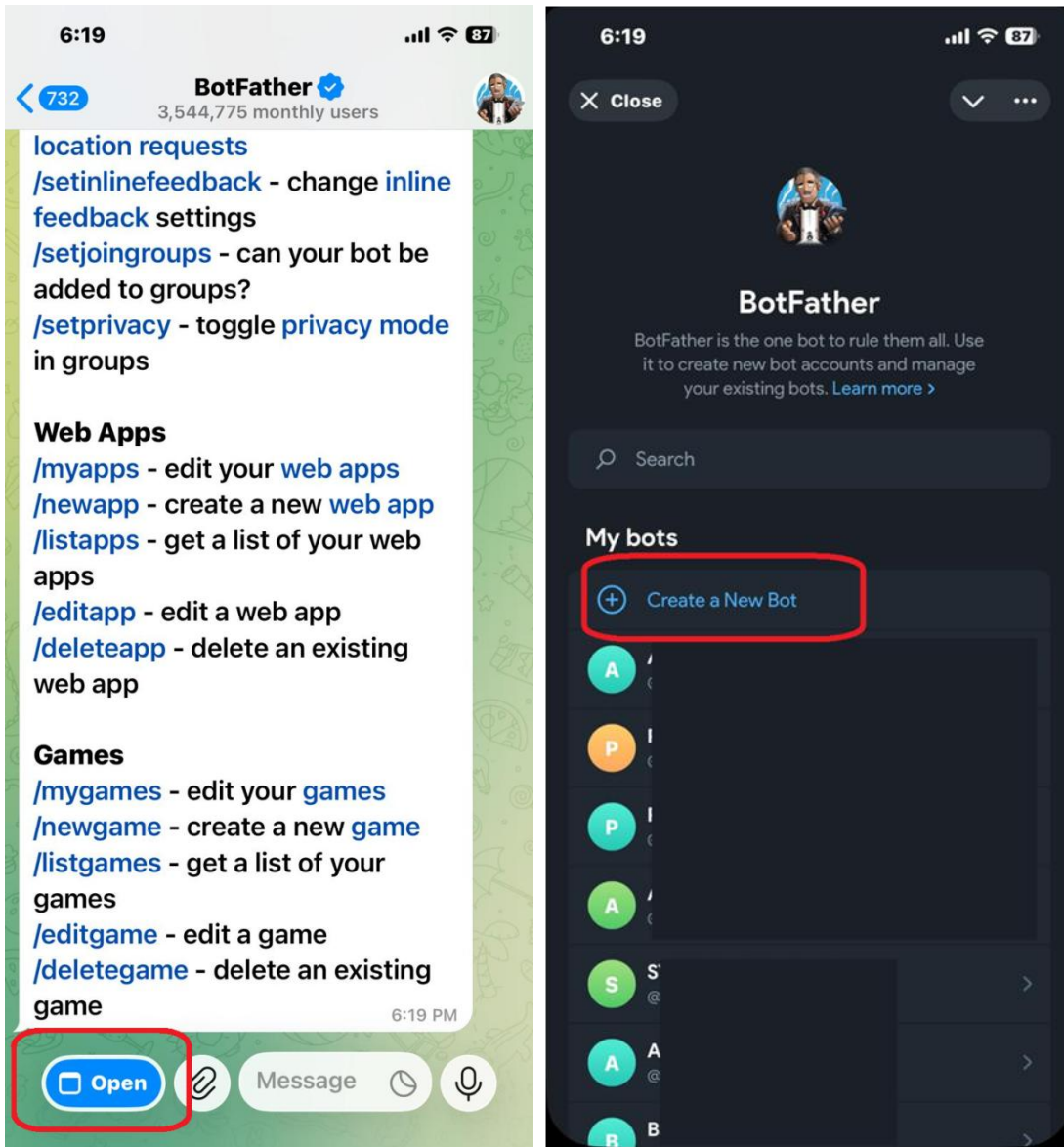
Click “BotFather”. If there is more than one “BotFather” listed, please click the one with the username “@BotFather” in blue.

Click “Start” initiate chat with BotFather.



Click “Open” button to launch the BotFather “mini-app”.

Click “Create a New Bot”.

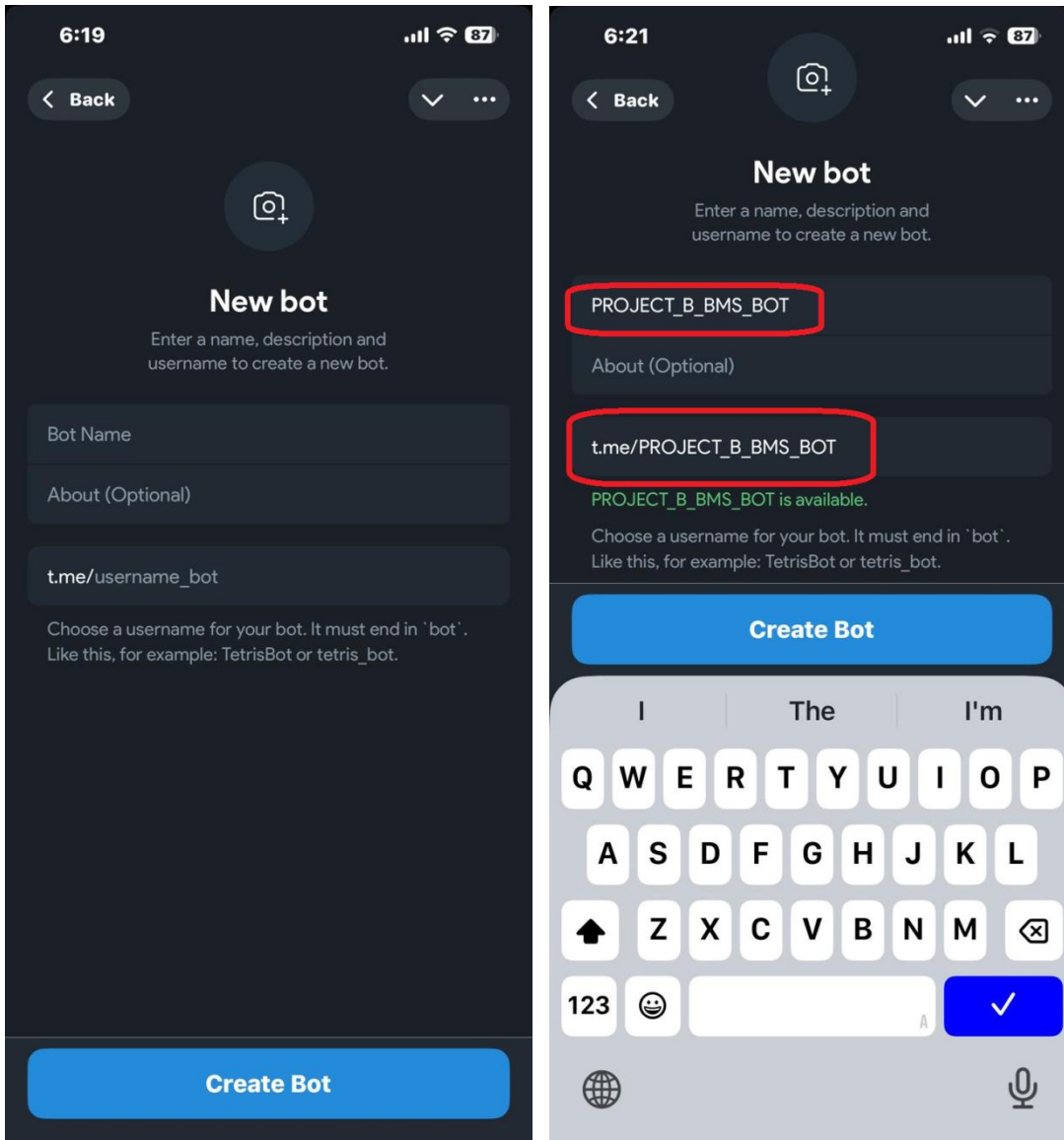


ii). Configure a suitable username for Telegram Bot

Input a suitable Telegram Bot Username using the site or project names. For convenience, you can set the “Bot Name” to the same as the Bot Username. Bot Usernames must end with “BOT” (case insensitive).

Bot usernames must be “unique” and available. Since Bot usernames can be searched by any Telegram User, you would want your Bot username to be as discrete as possible using short forms and codes.

Note:- If you are setting up AlertDispatcher using a Master/Slave 2-Server setup, you will need to create 2 Telegram Bots, a Primary and Secondary Bot. For the Primary Bot, you can name it, e.g. “PROJECT_B_BMS_PRI_BOT”.



For the example in this guide, we use “PROJECT_B_BMS_BOT”.

More Telegram Bot username examples:

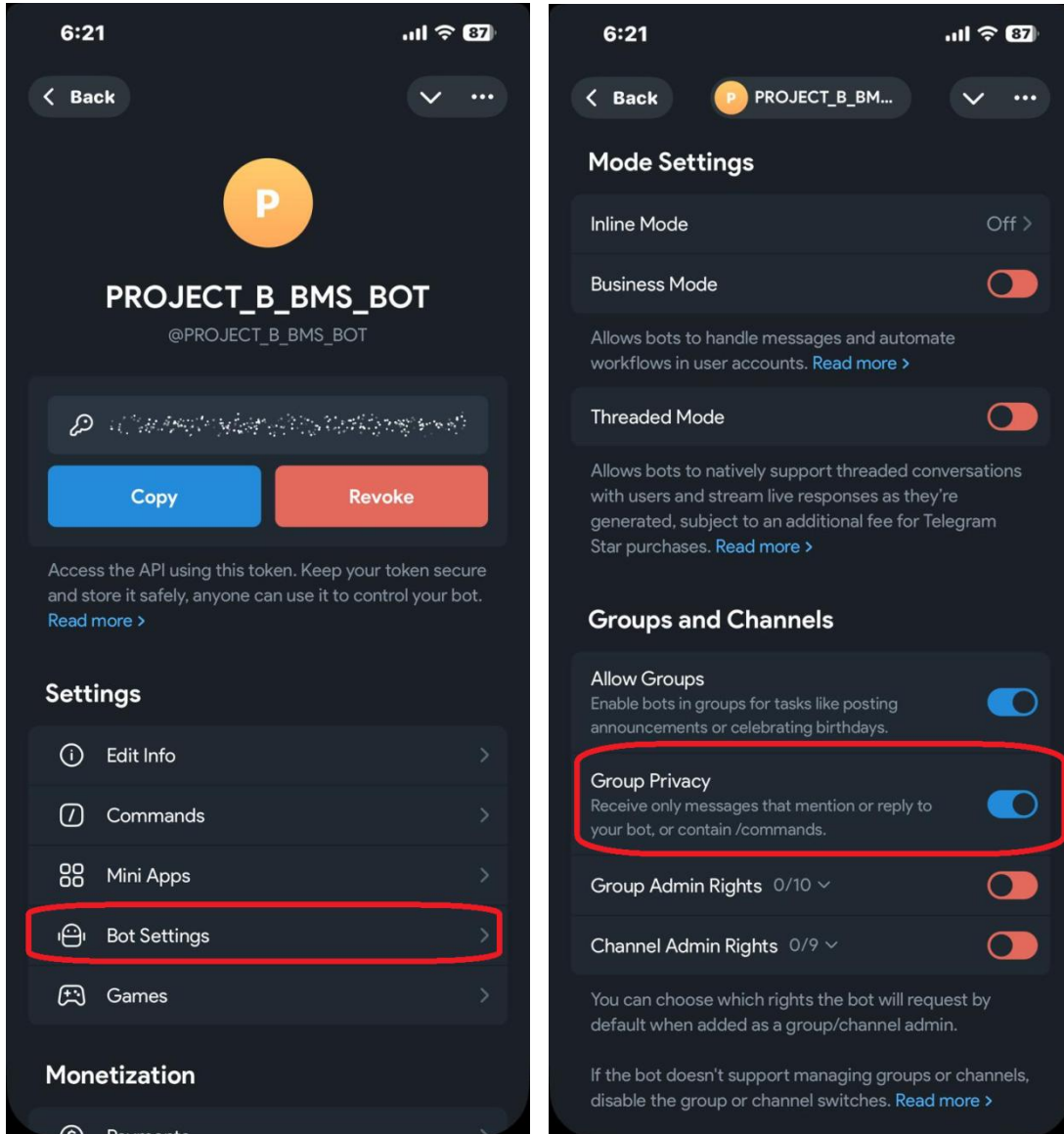
Site Name/Project Name	Suggested Telegram Bot Name	Remarks
------------------------	-----------------------------	---------

Macquarie Hospital, Melbourne	MH_MEL_BOT	
Greenfield Data Center, Thailand (TH01)	GFDC_TH01_PRI_BOT	TH01 is the DC code. Add site code for differentiation and uniqueness. PRI refers to Primary Server in AlertDispatcher Master/Slave Setup
Enterprise First Building	EF_BLDG_BOT	

iii). Disable Group Privacy / Copy Telegram Bot API Token to AlertDispatcher

After creating the Telegram Bot, click “Bot Settings”.

“Group Privacy” is enabled by default. Disable Group Privacy to allow AlertDispatcher to receive Telegram messages sent to groups.



The next step is to configure the Bot API Token (after the key symbol) on AlertDispatcher. To do this, copy the Token (using the blue “Copy” button) to your phone clipboard. Paste the Token onto an app of your choice, e.g. WhatsApp, Email, and transfer to the AlertDispatcher PC/Server. Refer to the [Important Notes](#) in the text box below.

Important Notes:

- 1). If your AlertDispatcher is a Master/Slave setup, repeat the above steps for the Secondary Telegram Bot before configuring AlertDispatcher.
- 2). Before completing the Telegram Bot setup on AlertDispatcher (the next step), please do not:
 - Start a chat with the Telegram Bot or add it to your contacts.
 - Add the Telegram Bot to any Telegram group you have created.
- 3). Keep a copy of the Telegram Bot API(s) in your project backup folder (together with your software license keys) where your team can access should the need to recover or reinstall AlertDispatcher arises.
- 4). If you lose your Telegram Bot or API Token, you can always create a new Telegram Bot, configure the new Bot API Token on AlertDispatcher and then proceed to add the Telegram Bot to your Telegram Groups. There is no need to recreate the Telegram Groups or configure their Chat ID on AlertDispatcher Addressbook since they are not changed.

When you are ready to configure the Bot API Token on AlertDispatcher, go to [i\). Setup Telegram Service on “Messaging Service Setup” tab](#)

5. [Appendix B]: Transferring Ownership of Telegram Bot

1). Introduction to Telegram Bot Ownership

Telegram Bots are tied to their owners. If the Telegram User account that owns the bot is deleted due to any reason, the bot will also be deleted. Hence, the Telegram Bot owner is very critical to the operation of AlertDispatcher Telegram Messaging functionality.

Telegram User accounts can be deleted for various reasons, including:

- Accidental manual deletion by the Telegram user.
- Deletion by Telegram Enforcement due to violation of TOS - <https://telegram.org/tos>
- Automatic deletion due to inactivity – user does not open the app within 6-18 months. Inactivity can also happen when the Telegram user changes mobile phone number and creates a new Telegram User account instead of migrating the existing account to the new mobile phone number. The previous Telegram User account (using the previous mobile phone number) will then be automatically deleted after 6-18 months of inactivity. This setting can be changed to up to 18 months using Settings → Privacy & Security → “If Away For”.
- User changes mobile number without updating it on the app, risks losing access to the account/account deletion. See - [6. \[Appendix C\]: How to change mobile number of Telegram account](#)

To avoid deletion, the Telegram Bot owner can transfer the bots to another Telegram User account

2). Requirements to transfer Telegram Bot

The requirements to transfer Telegram Bot to another Telegram User account:

- Enable 2FA: The current owner must have 2FA (2-Step Verification) enabled on their Telegram account for a minimum of 7 days before initiating the transfer.
- Log in to device for > 24 hrs – The current owner must have logged in to Telegram app on the device (mobile phone) used to perform the transfer for > 24hrs.
- New Owner Interaction: The intended recipient must have sent at least one message to the bot before the transfer can happen.
- Access @BotFather: Both users need to be able to chat with @BotFather (the verified bot for bot management).

3). Transfer Process for Telegram Bot

i). New Telegram Bot Owner Actions

a). New owner open chat with Bot

The Telegram User receiving the Bot is required to open a chat with the Bot.

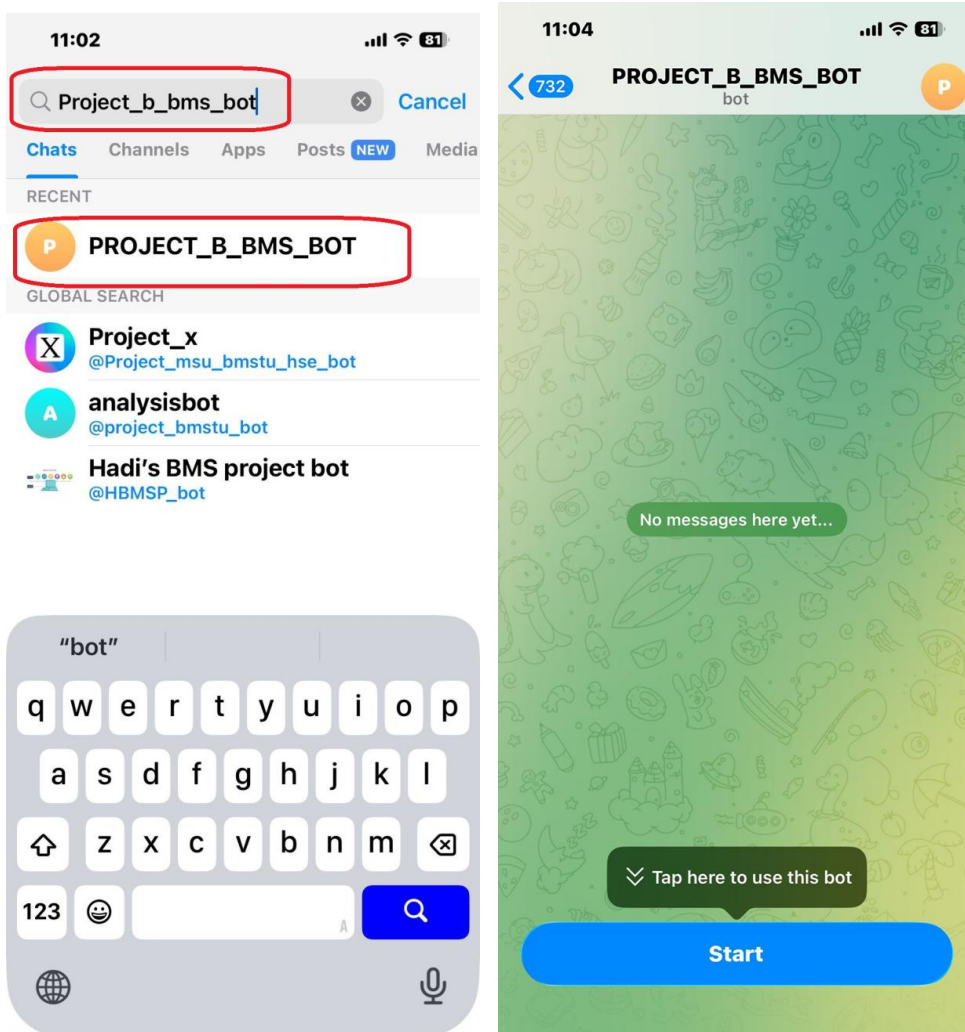
To find the bot, search using its full username (with or without @), for example:

- project_b_bms_bot
- PROJECT_B_BMS_BOT
- @project_b_bms_bot

Type the entire bot username (including underscores _). Partial names may return the wrong bots.

Select the correct bot from the search results, then tap Done.

Click “Start” button to initiate chat with the Bot.



ii). Original Telegram Bot Owner Actions

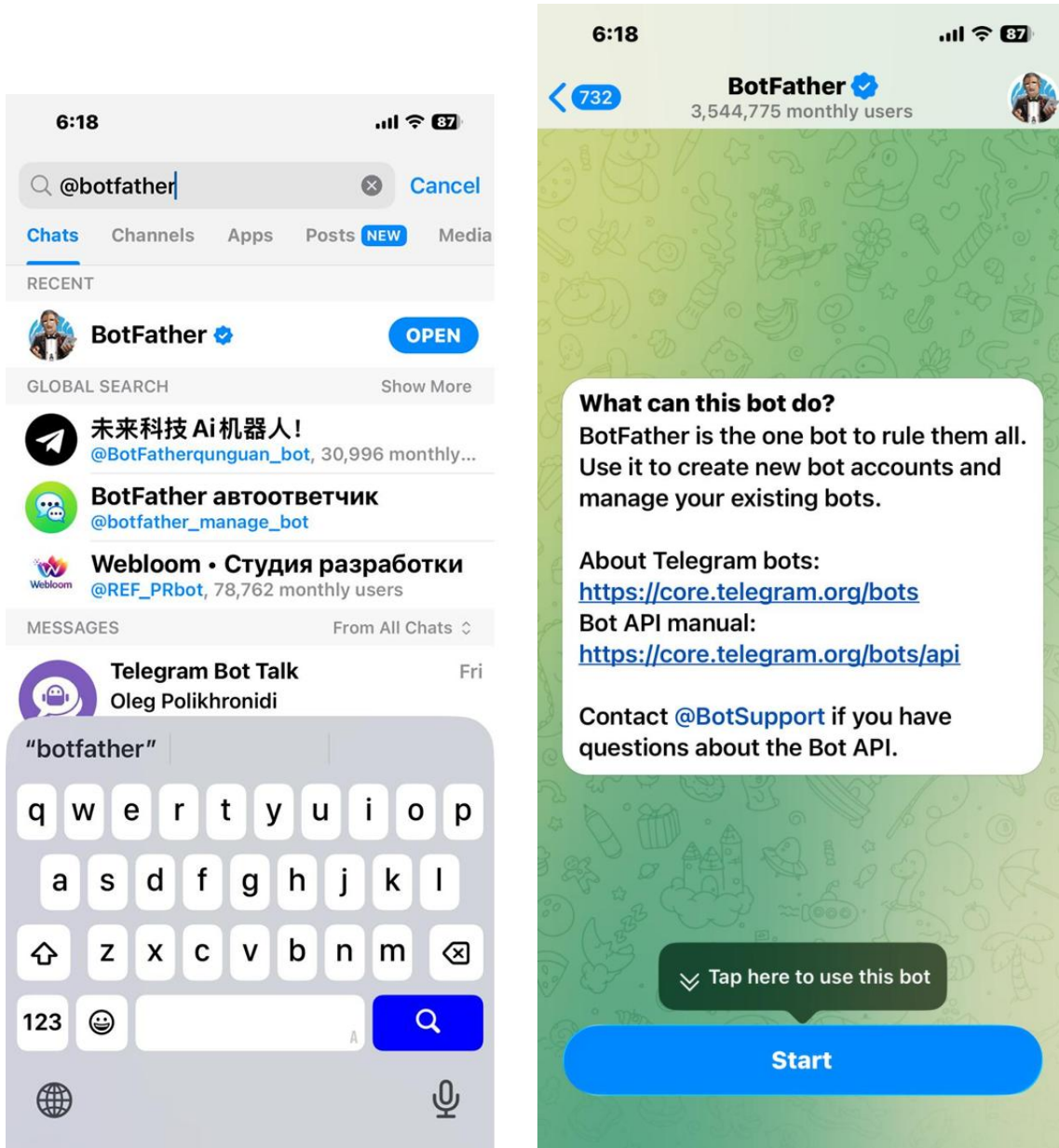
a). Transfer to new owner using @BotFather

The original Telegram Bot Owner opens @BotFather on Telegram App (please only use the mobile phone app).

Launch Telegram app on the mobile phone. Search “@botfather”.

Click “BotFather”. If there is more than one “BotFather” listed, please click the one with the username “@BotFather” in blue.

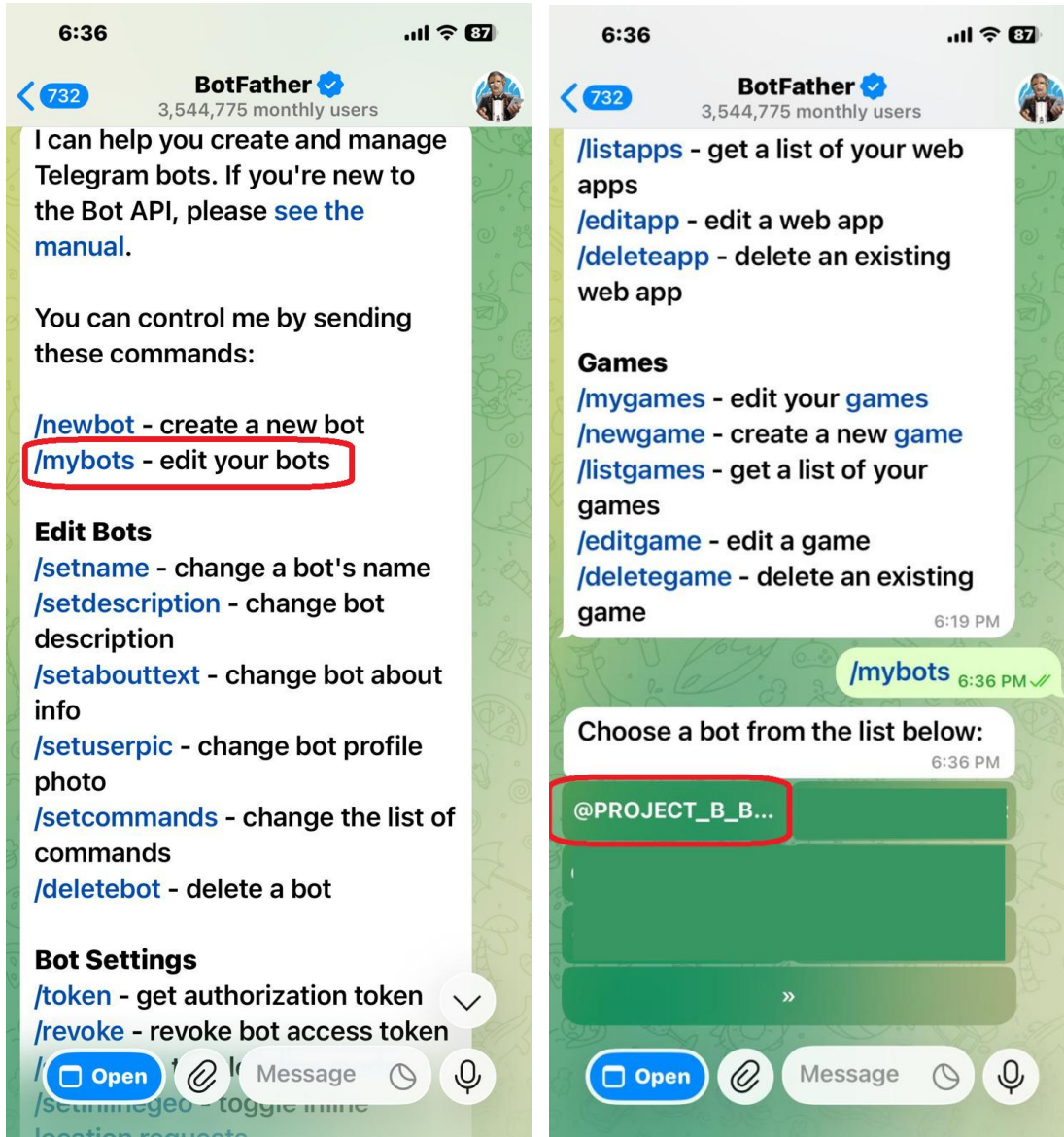
Click “Start” to initiate chat with BotFather. This step is not necessary if you created the Bot as opposed to having received the Bot from another Telegram User.



Click or send “/mybots”.

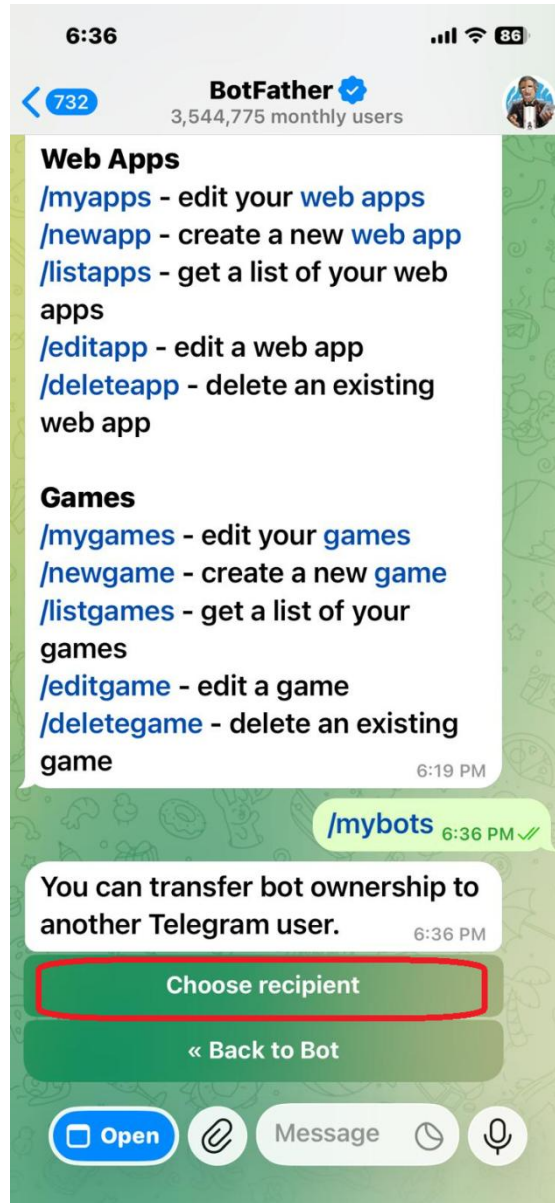
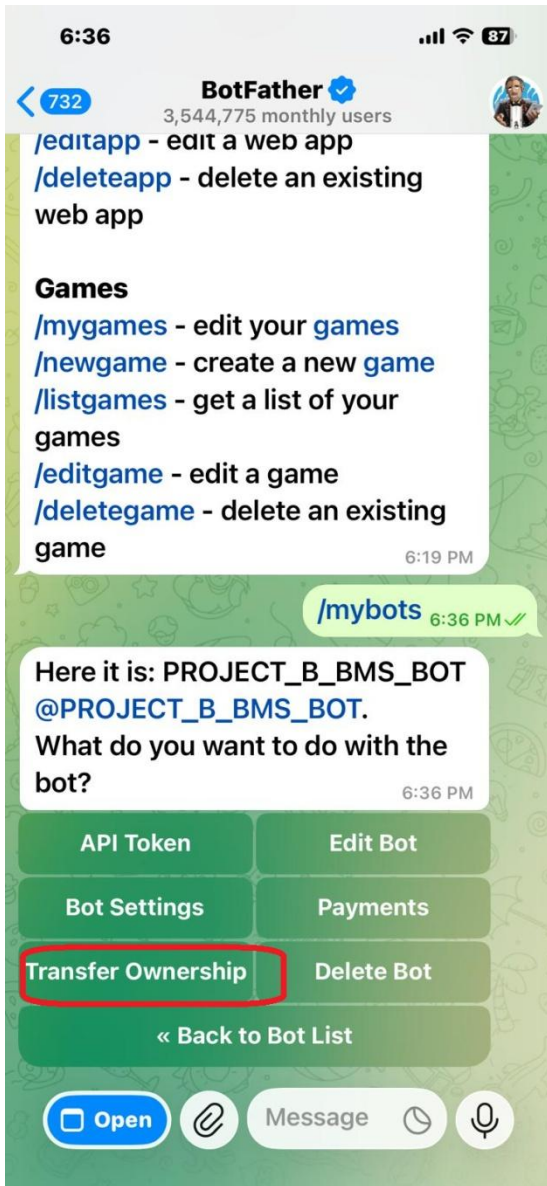
Click on the Bot you want to transfer to the new owner.

Note:- Do not click on “Open” to launch the mini-app as the mini-app doesn’t allow choosing of the new owner from your Telegram Contact.



Confirm you are configuring the correct bot then click “Transfer Ownership”.

Click “Choose Recipient”.



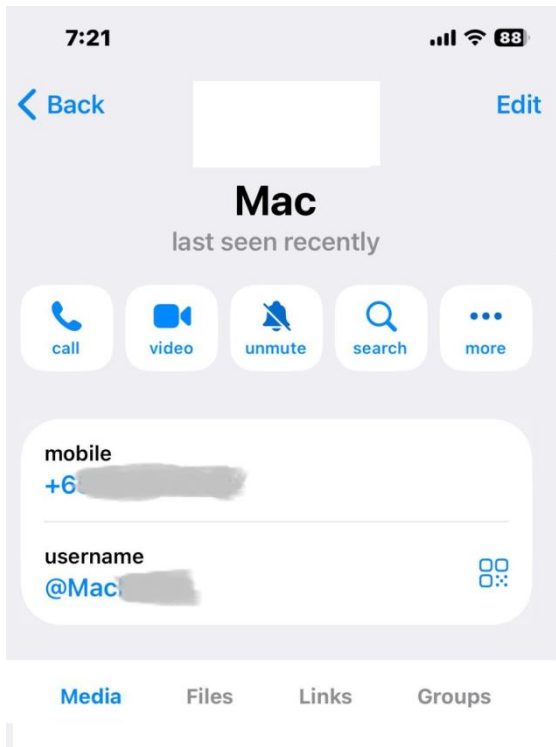
b). Selecting recipient for the Bot transfer

There are 2 ways to choose a recipient for the Bot transfer:

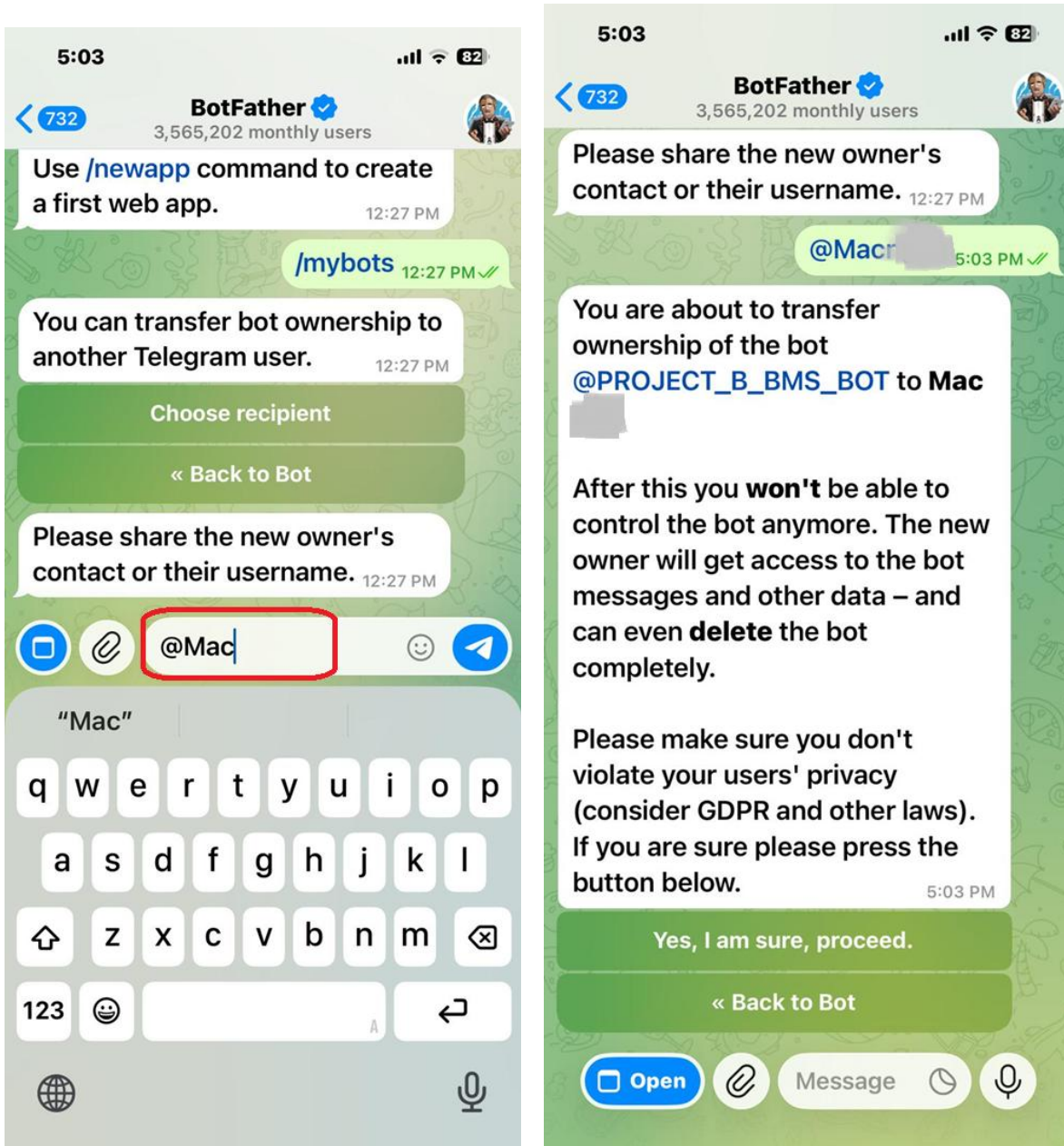
- 1). Enter Telegram Username of the recipient (e.g. @NewOwnerUsername) receiving the Bot. Alternatively,
- 2). Choose recipient directly from Telegram Contacts.

1). Enter Telegram Username

You can find the Telegram Username of the recipient from Telegram Contacts.



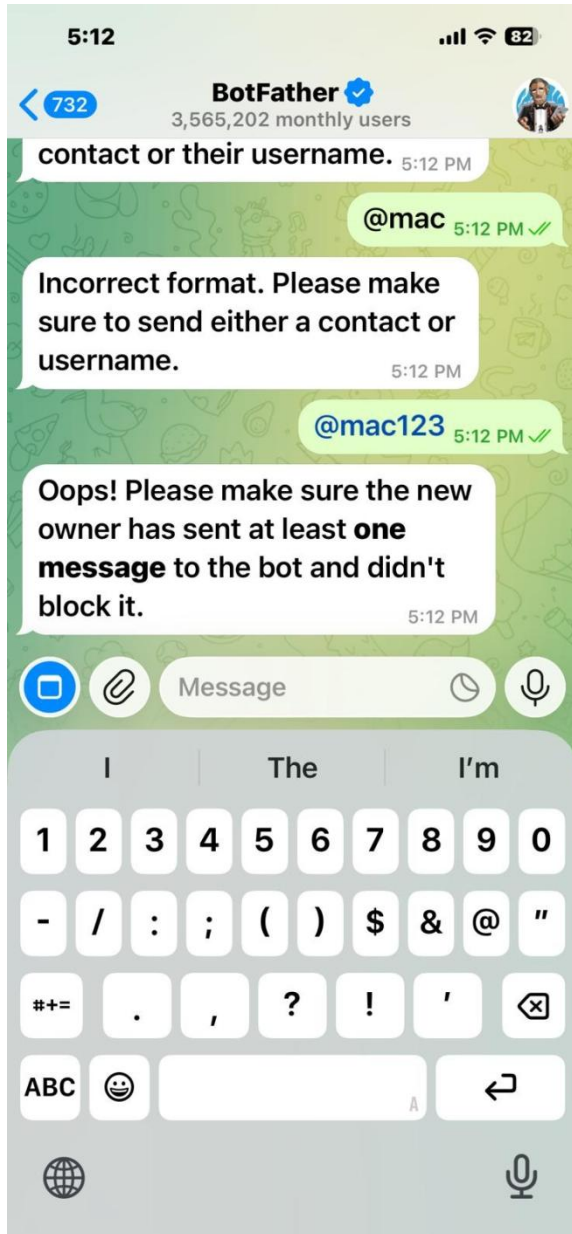
Enter the target Telegram Username of the recipient receiving the Bot.



If you're getting the response "Oops! Please make sure the new owner has sent at least one message to the bot and didn't block it", confirm that you have input the correct Username. The Username is not the same as the contact name.

If you're confident you have entered the correct Username, ensure the new owner has opened a chat with the Bot – refer to [a\). New owner open chat with Bot](#)

If this fails, choose recipient directly from Contacts.

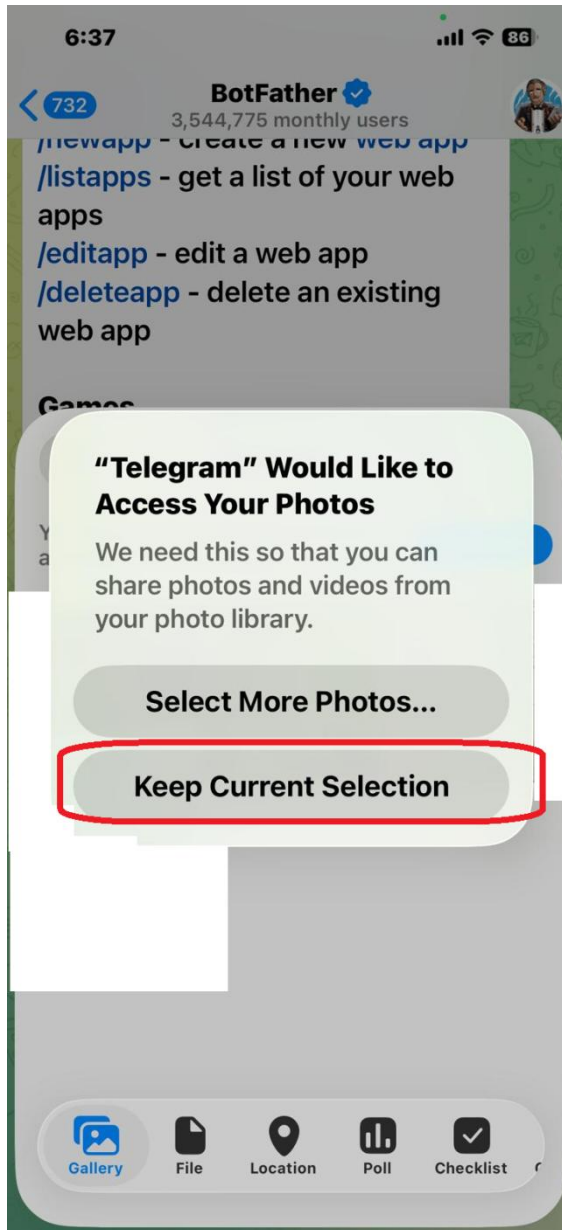


2). Choose recipient directly from Contacts.

Click the attachment (paperclip) button.

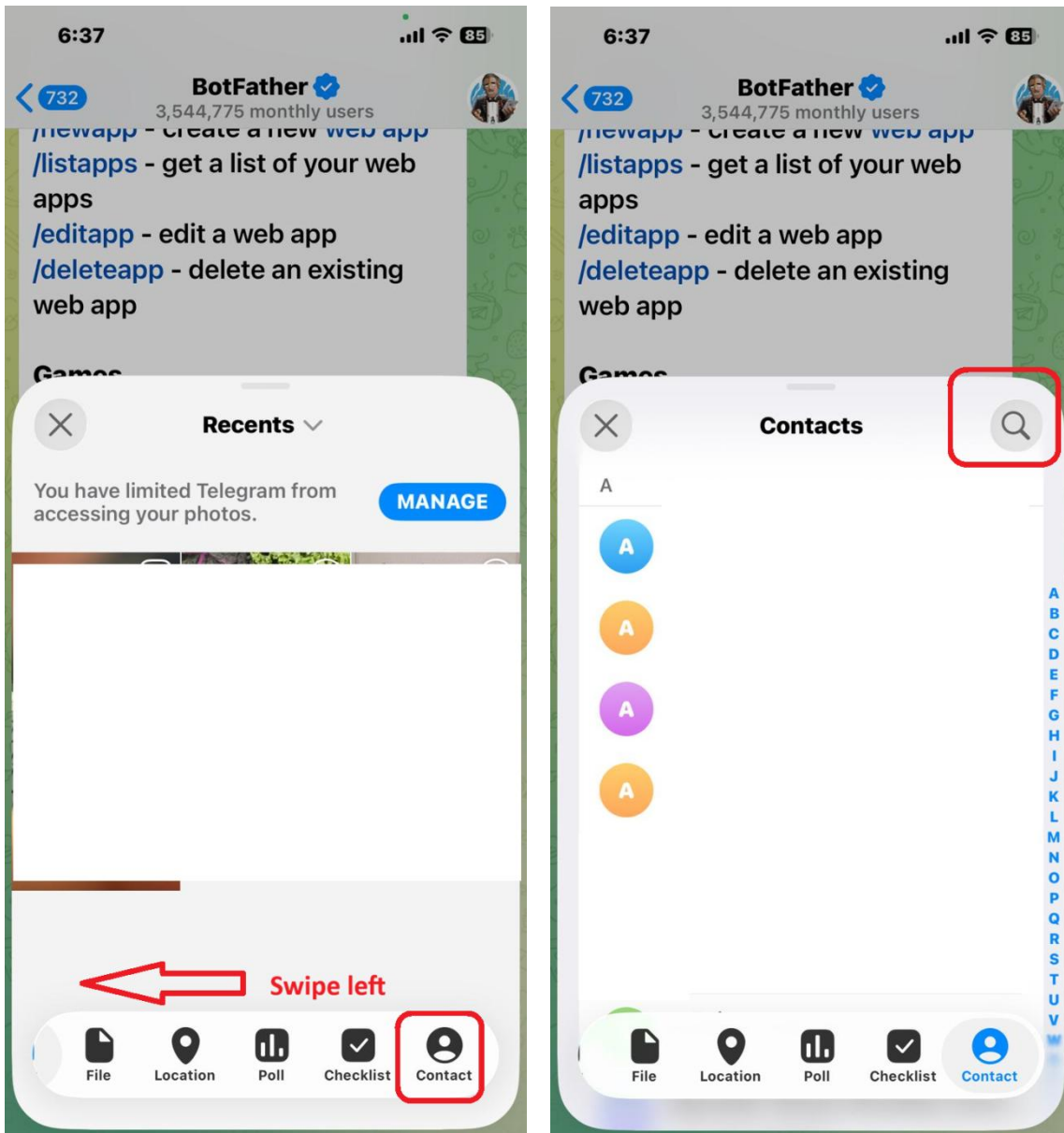
Telegram app will prompt: “Telegram” Would Like to Access Your Photos.

We’re not letting Telegram app access any photo, but to proceed, click “Keep Current Selection”.



Swipe left to move to the end of the menu to the right side.

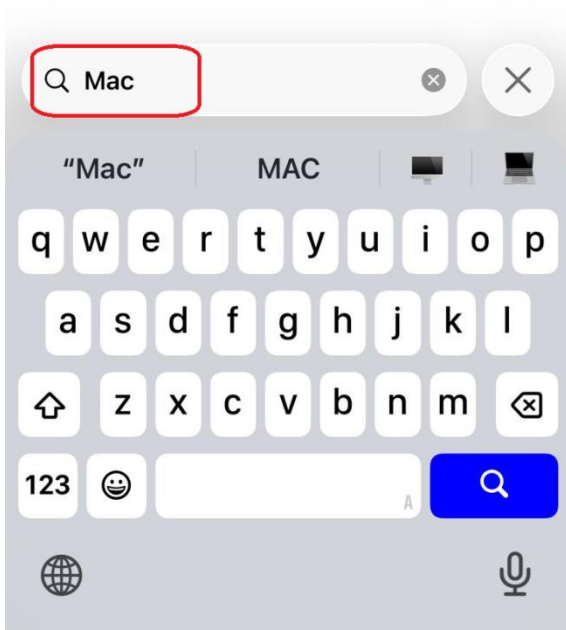
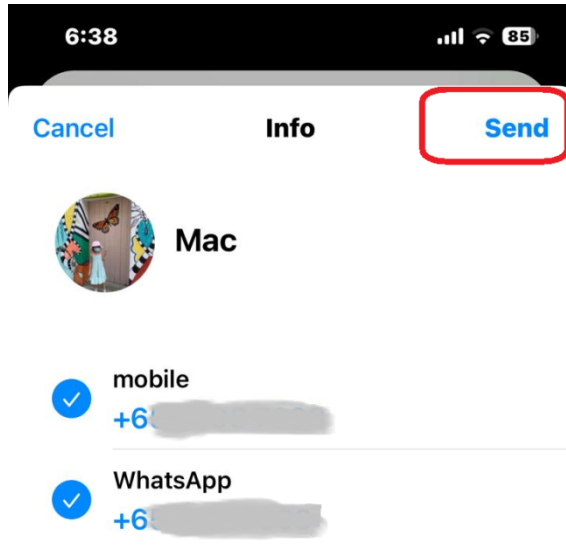
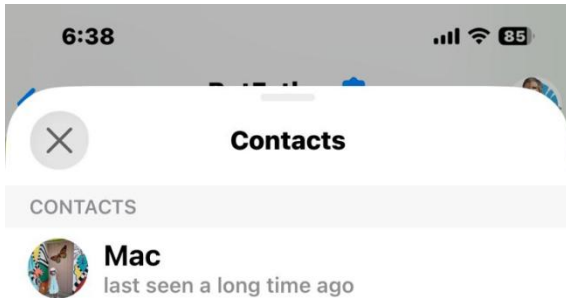
Click “Contact” then click on the magnifying glass button to search for the new Bot owner.



Search the recipient. If the recipient does not appear, check if you have added the Contact.

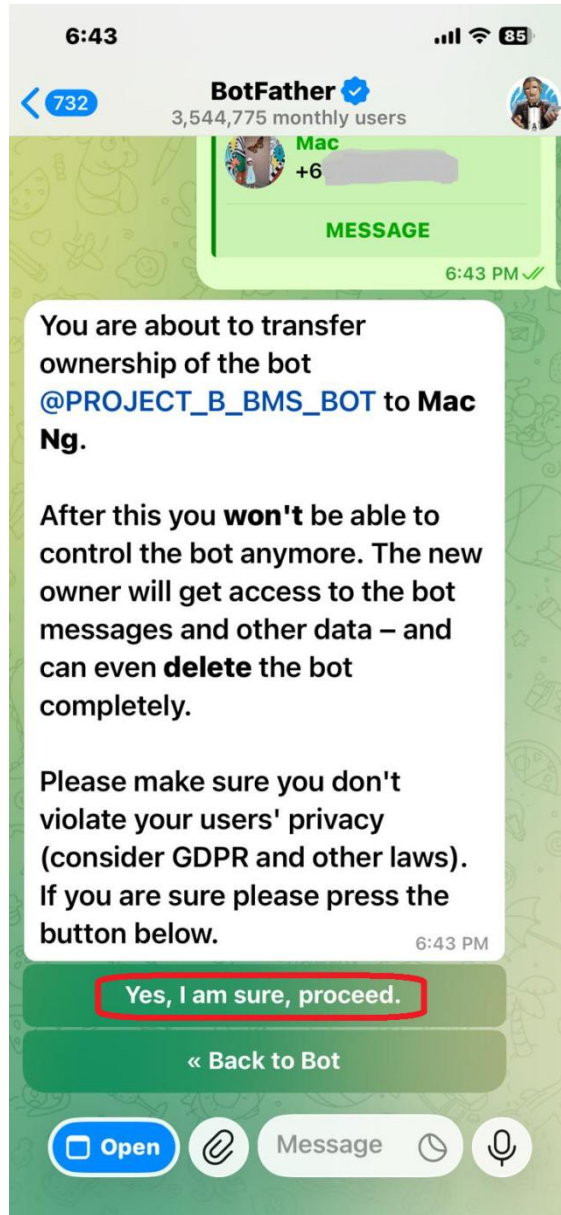
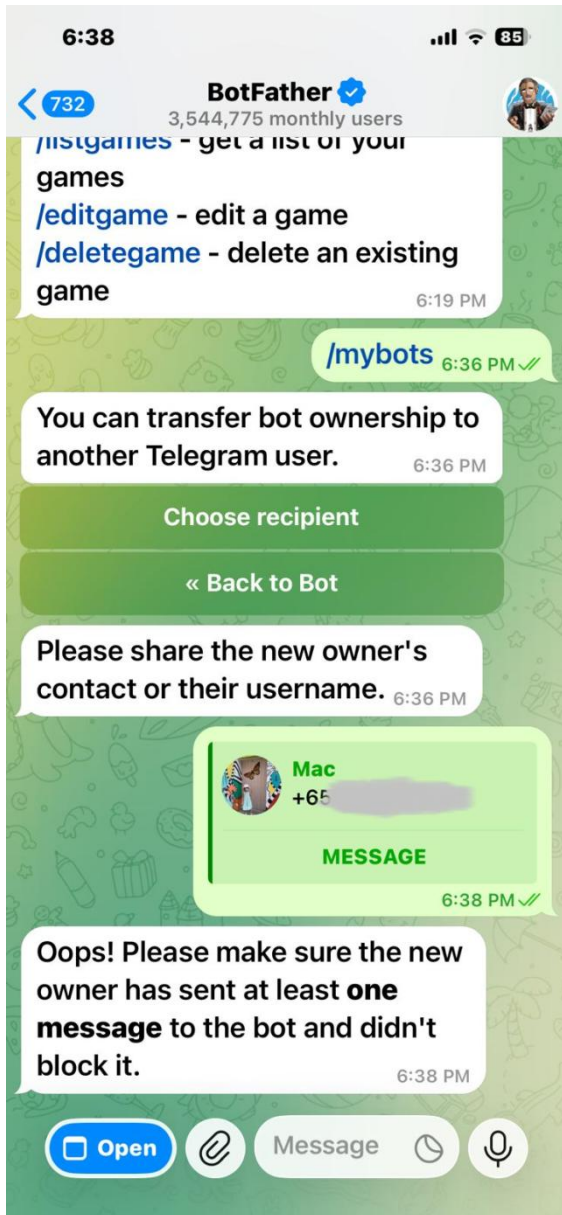
Ensure the Telegram User you are going to select is the correct by verifying the mobile number.

Click “Send”.



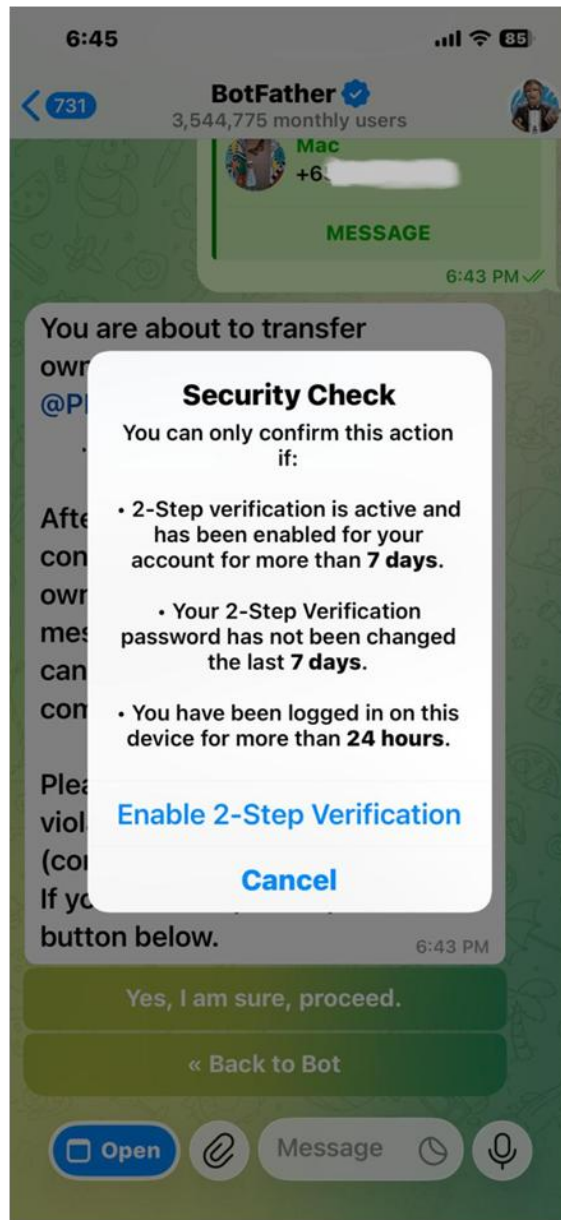
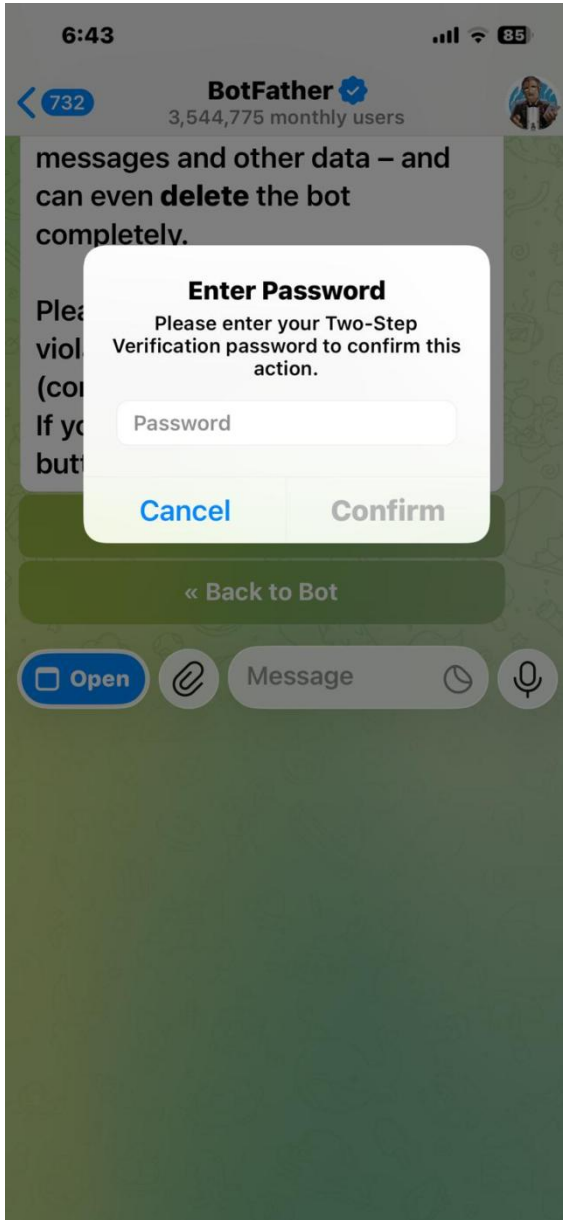
If you're getting the response "Oops! Please make sure the new owner has sent at least one message to the bot and didn't block it" - refer to [a\). New owner open chat with Bot](#)

If the recipient is correct and authorized to receive the Bot, click "Yes, I am sure, proceed".



The last step is 2FA (2-Step verification). Please enter your 2FA password.

If you receive a response “Security Check.... You can only confirm this action if:...2-Step verification is active...”, this means you have not setup 2-Step Verification 7 days or longer ago or you have not logged in to Telegram app on your phone for at least 24 hours – go to the next section on how to configure 2-Step verification.

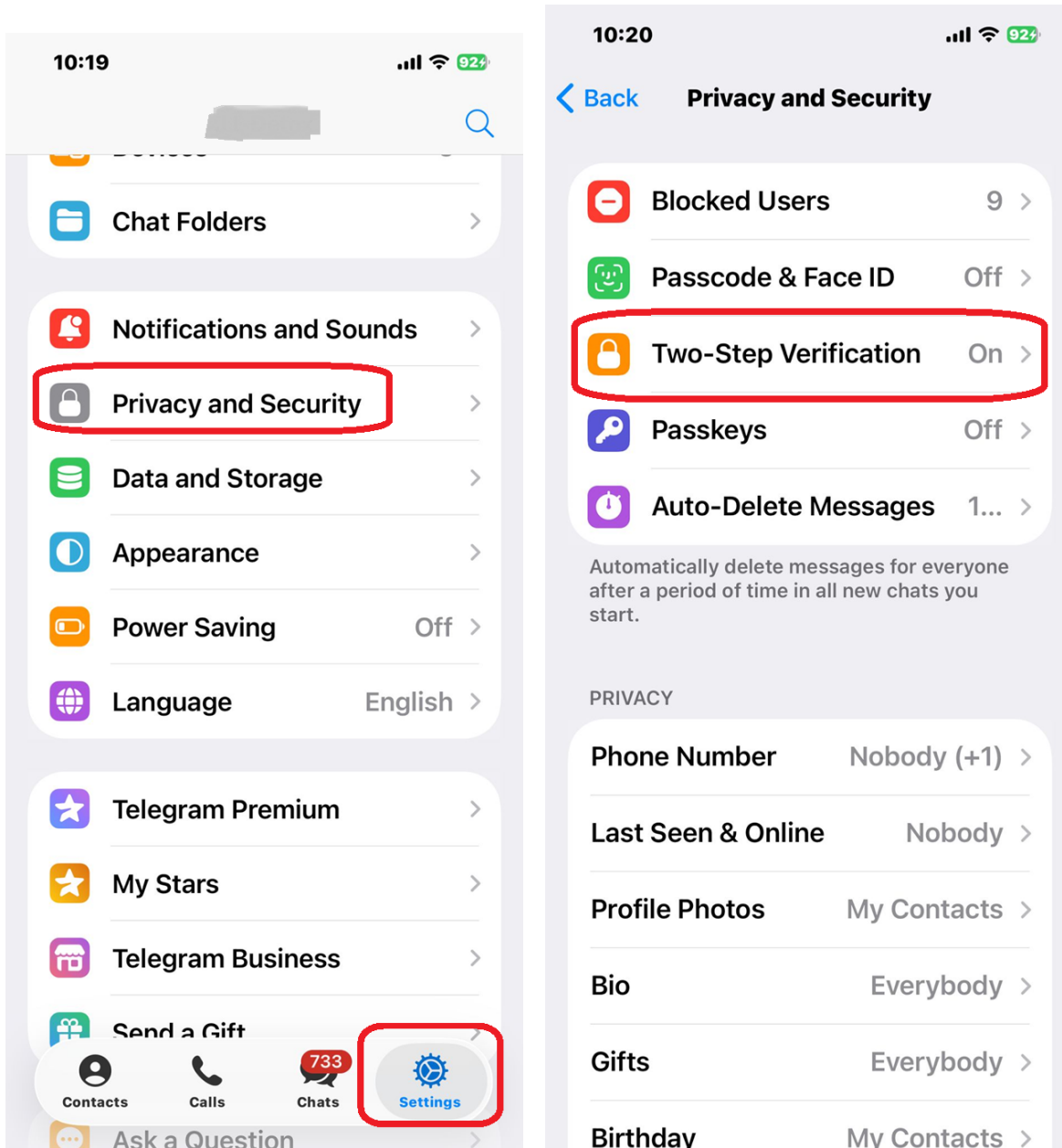


c). Configure Telegram 2FA (2-Step Verification)

To configure Telegram 2FA (2-Step Verification), click “Settings”, then “Privacy and Security”.

Click “Two-Step Verification” and proceed with the prompts. You will also be asked to enter a recovery email address. Use an email account that you can access as you would use this email account to reset the 2FA password.

Record and store your 2FA password in a safe and convenient place for future reference. **You will need to enter this 2FA password should you need to reinstall Telegram app!**



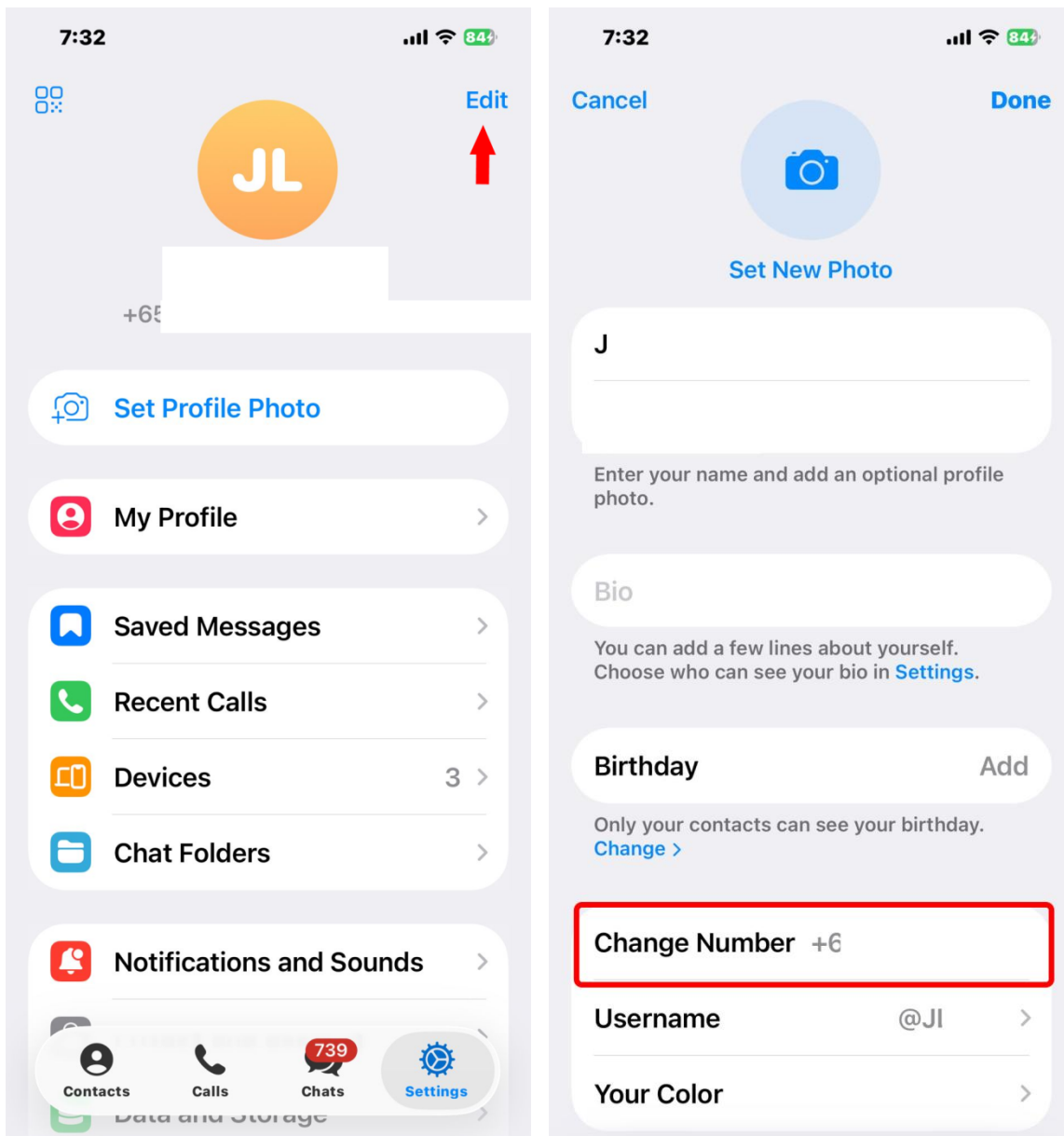
6. [Appendix C]: How to change mobile number of Telegram account

If you have changed to a new mobile number, update your Telegram account to use the new number as soon as possible to avoid losing access to your Telegram account and any Telegram Bots you managed.

You can still do this as long as you have logged in to Telegram on at least one device. If you have logged out (or uninstalled Telegram and no longer have an active session), Telegram will send the login code to your old number when you try to sign in.

To update to the new number, go to “Settings”, click “Edit”, then “Change Number”.

Note:- For changing Telegram Bot ownership to another Telegram User (account), see - [5. \[Appendix B\]: Transferring Ownership of Telegram Bot](#)

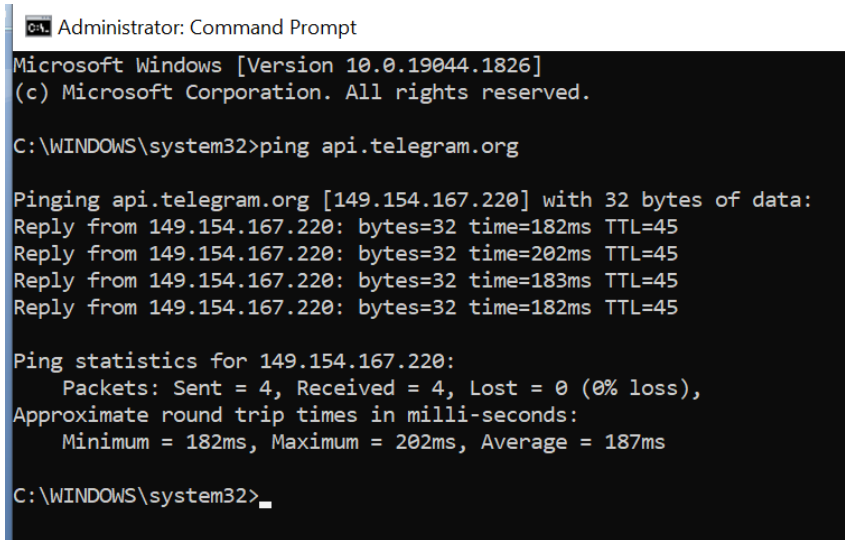


7. [Appendix D]: How to check Internet access

AlertDispatcher accesses Telegram API Server (URL: <https://api.telegram.org>) via the Internet, so stable Internet access must be available on the Windows machine where AlertDispatcher is installed.

You can use PING followed by Telnet to test access to Telegram API Server.

Ping api.telegram.org.



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.19044.1826]
(c) Microsoft Corporation. All rights reserved.

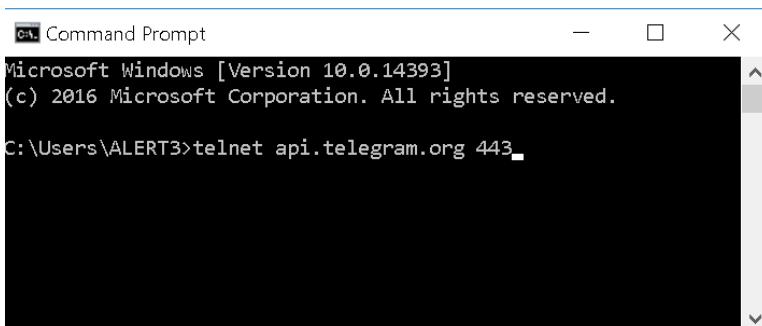
C:\WINDOWS\system32>ping api.telegram.org

Pinging api.telegram.org [149.154.167.220] with 32 bytes of data:
Reply from 149.154.167.220: bytes=32 time=182ms TTL=45
Reply from 149.154.167.220: bytes=32 time=202ms TTL=45
Reply from 149.154.167.220: bytes=32 time=183ms TTL=45
Reply from 149.154.167.220: bytes=32 time=182ms TTL=45

Ping statistics for 149.154.167.220:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 182ms, Maximum = 202ms, Average = 187ms

C:\WINDOWS\system32>
```

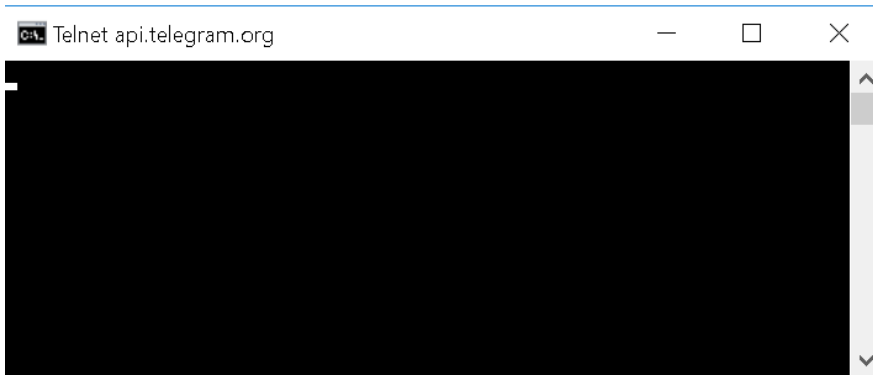
If PING works but Telnet doesn't, this means you're being blocked by a firewall. Please ensure that outgoing traffic through the HTTPS port 443 is allowed.



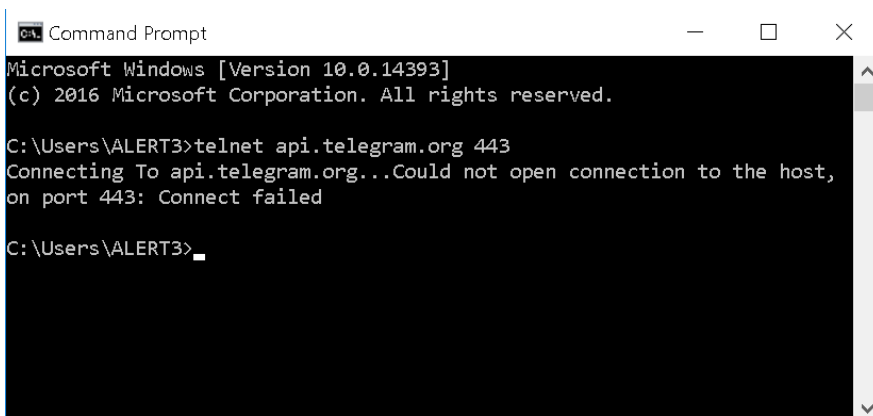
```
Command Prompt
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Users\ALERT3>telnet api.telegram.org 443
```

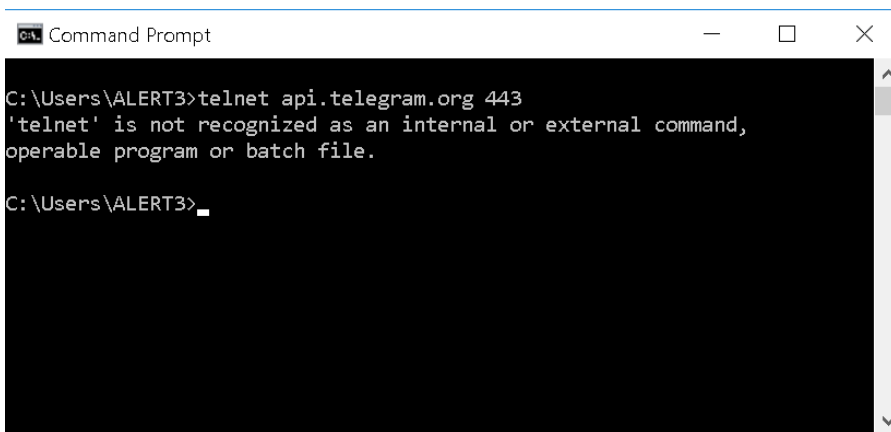
The following screen shows a successful Telnet connection.



The following shows that the HTTPS port 443 is being blocked.



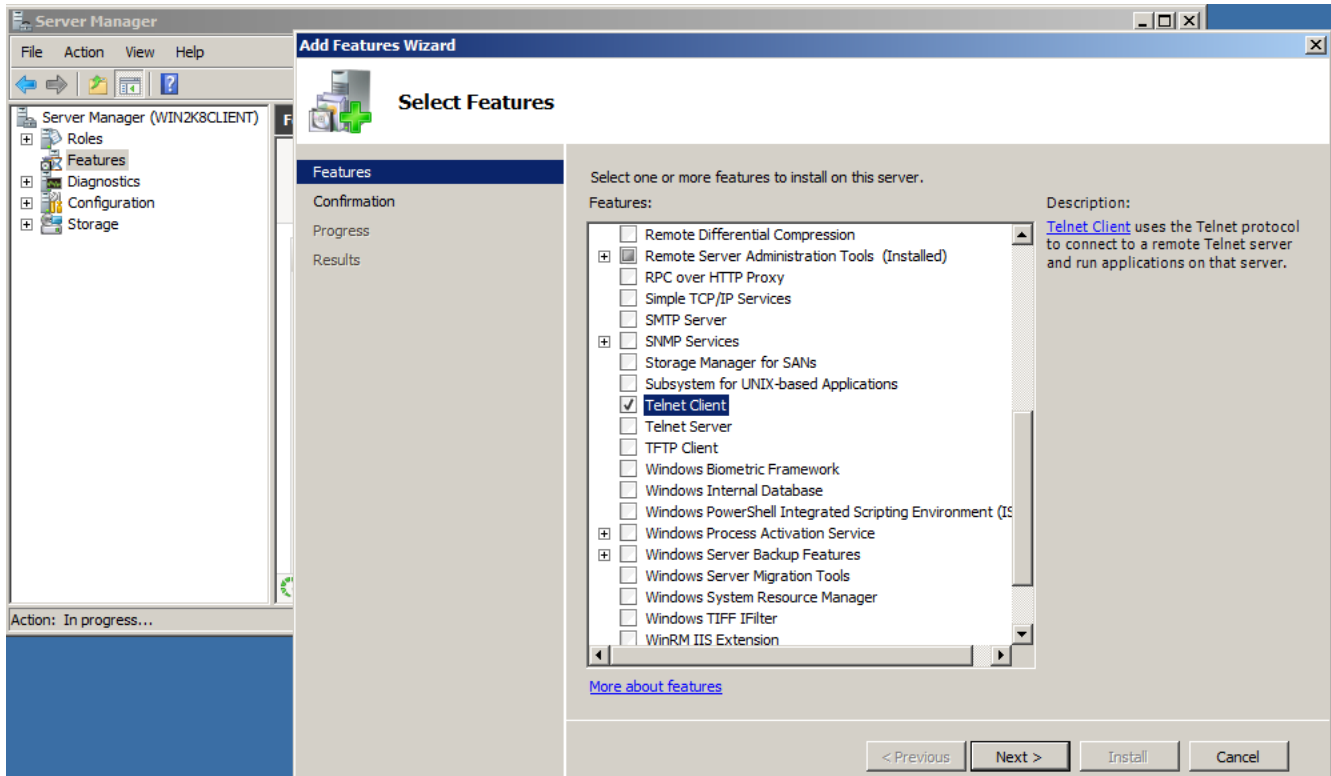
If Telnet Client is not installed, you'll get the following error.



To install Telnet Client,

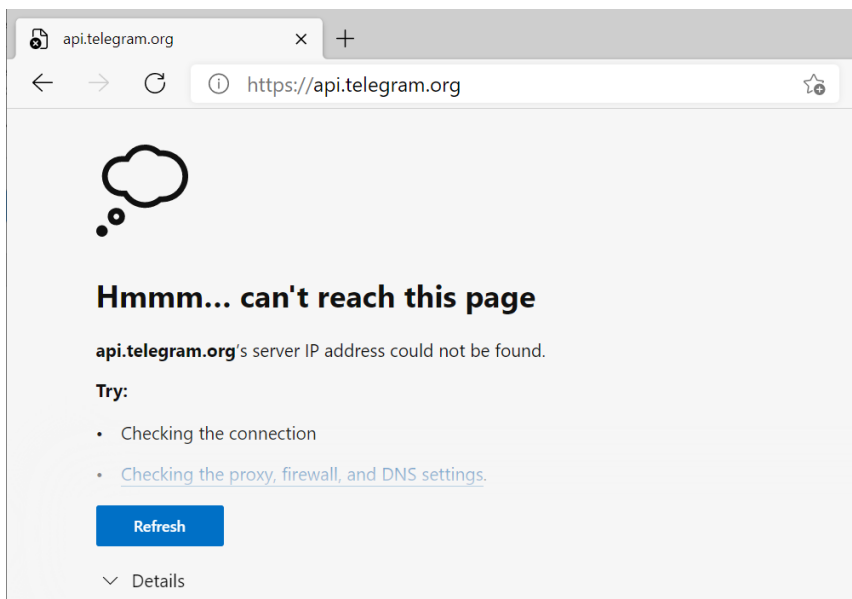
1). For Windows Server:

Go to Server Manager → Add Roles and Features → Features → select “Telnet Client” .



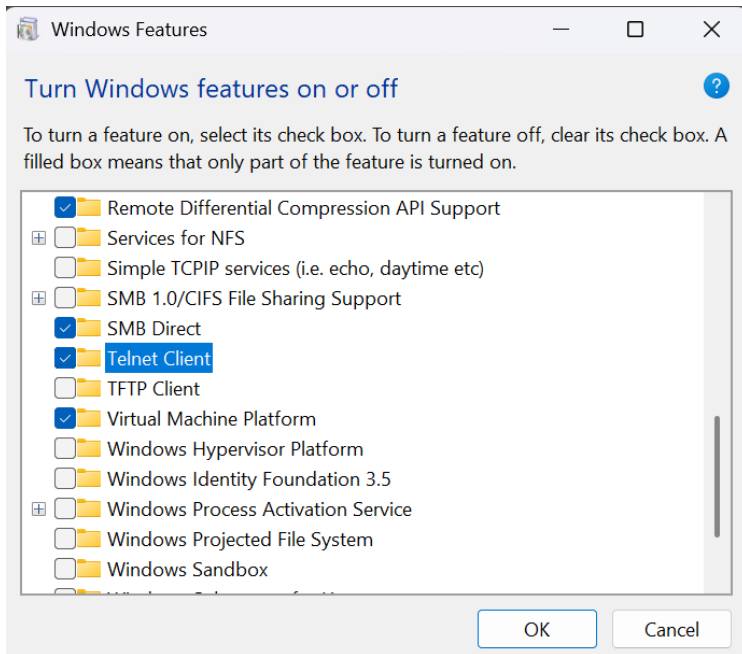
If Telnet Client isn't available, you can try accessing Telegram API Server using a web browser on the same machine. The following screen shows that access is not available or is blocked. Please contact the company network administrator to allow access.

Note: On some company networks, access to the Internet may only be granted to web browsers so you may still need to do a Telnet test as it is more definitive.



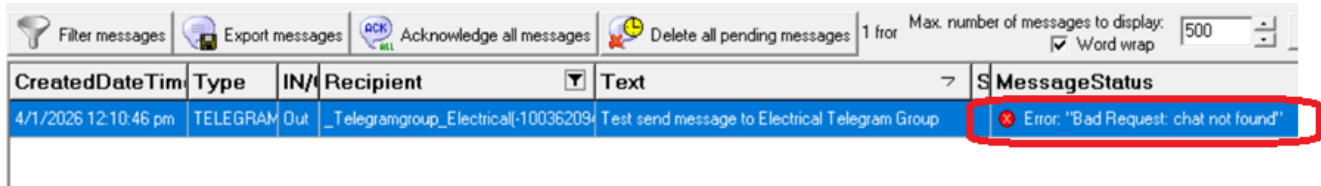
2). For Windows 10/11:

Go to Control Panel → Programs and Features → Turn Windows features on or off → enable “Telnet Client”.



8. [Appendix E]: How to obtain Group Chat ID / User Chat ID using the '/getid' command.

If you're getting "Error: Bad Request: chat not found" when sending a Telegram message, this means the Chat ID is invalid.



The screenshot shows the AlertDispatcher Telegram Messaging Service interface. At the top, there are several action buttons: 'Filter messages', 'Export messages', 'Acknowledge all messages', and 'Delete all pending messages'. To the right, there are settings for 'Max. number of messages to display' (set to 500) and a 'Word wrap' checkbox (checked). Below the buttons is a table with the following columns: 'CreatedDateTim', 'Type', 'IN/Out', 'Recipient', 'Text', and 'MessageStatus'. A single row is visible in the table, representing a message sent at 4/1/2026 12:10:46 pm. The message type is 'TELEGRAM Out', the recipient is '_Telegramgroup_Electrical(-100362094...', and the text is 'Test send message to Electrical Telegram Group'. The 'MessageStatus' column for this message contains an error message: 'Error: "Bad Request: chat not found"', which is highlighted with a red box.

CreatedDateTim	Type	IN/Out	Recipient	Text	MessageStatus
4/1/2026 12:10:46 pm	TELEGRAM Out		_Telegramgroup_Electrical(-100362094...	Test send message to Electrical Telegram Group	Error: "Bad Request: chat not found"

1). Get Telegram Group Chat ID

Obtain the correct Telegram Group Chat ID using the following steps:

Step 1: Ensure that the Telegram Bot(s) has been configured on AlertDispatcher under "Messaging Service Setup" and the status is connected, see - [3. Setting up Telegram Service for AlertDispatcher.](#)

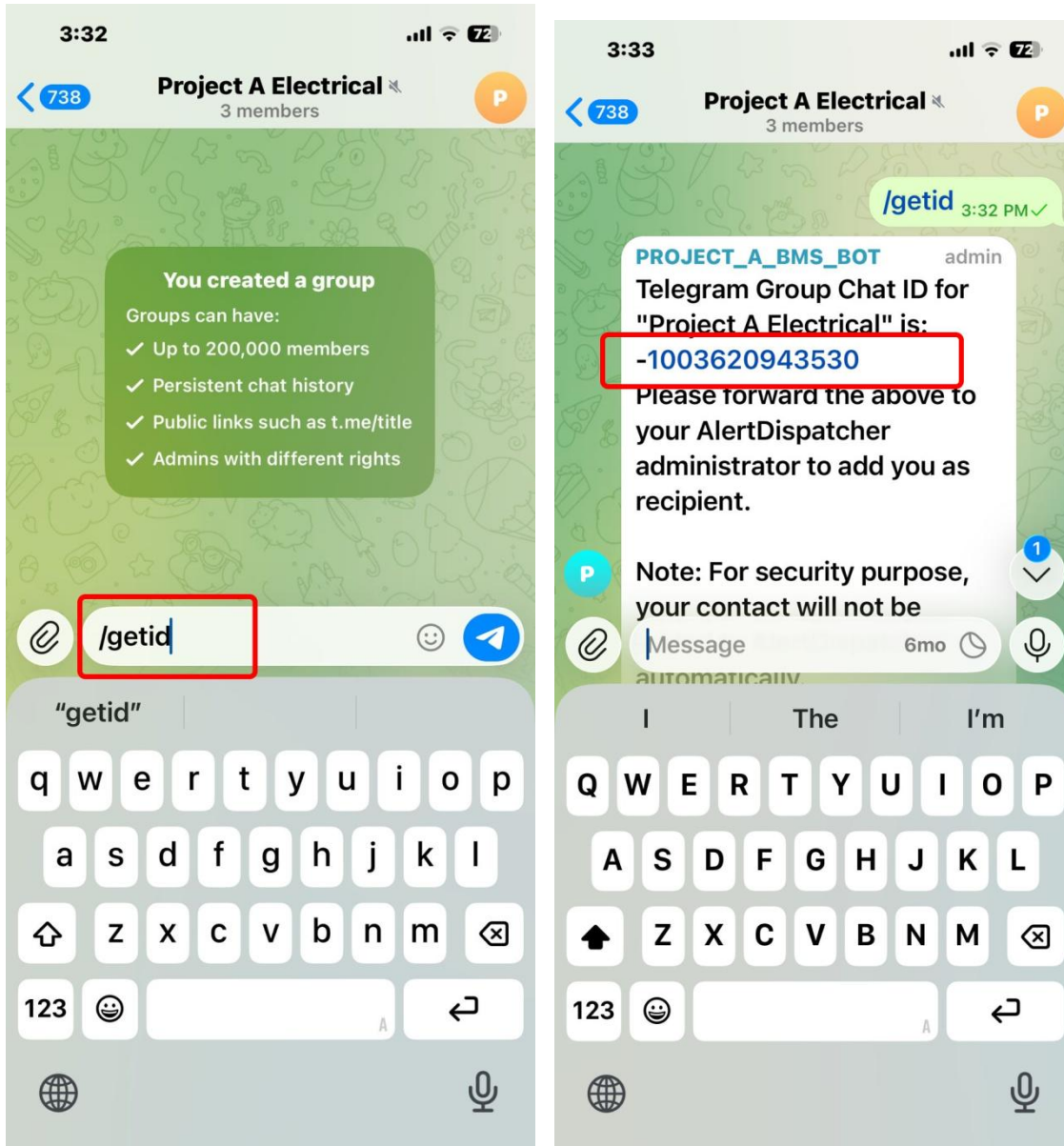
Step 2: For newly created Telegram Groups, appoint at least 1 group member as Admin with "Add New Admins" permission, see - [iv\). Appoint New Admin for Telegram Group](#) Check group settings to confirm there is at least 1 Admin.

Step 3: Add the Telegram Bot to the Telegram Group and obtain the Chat ID, see - [v\). Add Telegram Bot to Telegram Group as Member and obtain Telegram Group Chat ID](#) At this point, if you have obtained the Chat ID, proceed to - [3\). Add Telegram Group to AlertDispatcher Addressbook](#) If the Telegram Bot is already a member of the group, proceed to Step 4.

Step 4: There are 2 ways to obtain the Chat ID if the Telegram Bot has already been added to the group.

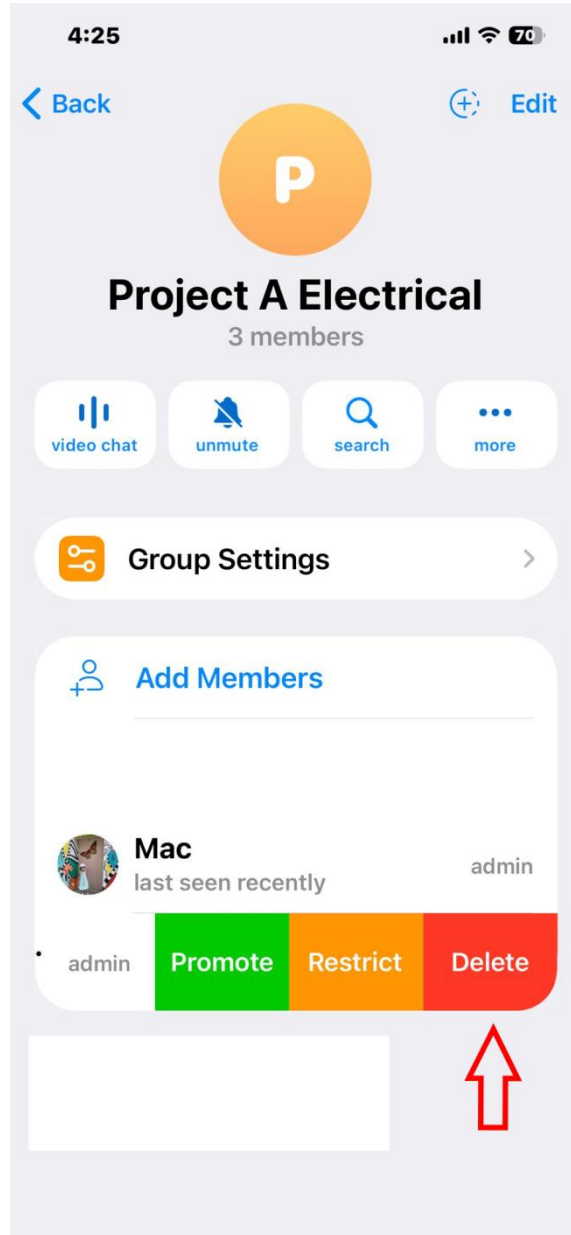
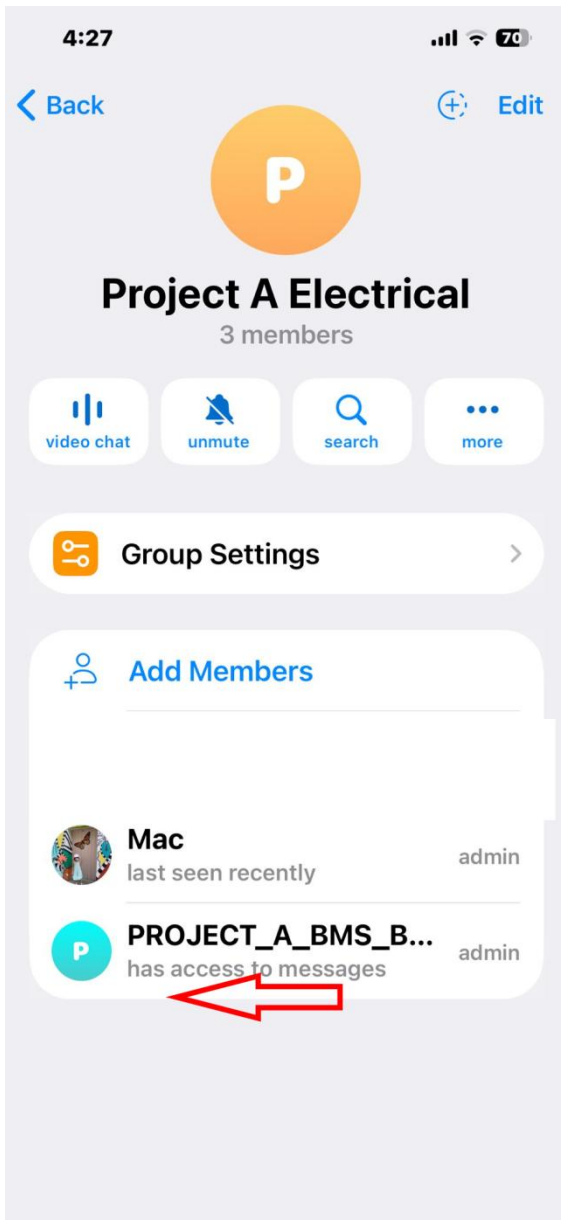
1). Send “/getid” to the Telegram Group using your Telegram App. The Group Chat ID will be auto generated and sent to you by AlertDispatcher.

Note:- The “/getid” command will only work if Group Privacy is disabled for the Bot.



2). Delete the Bot from the group.

Go to Group settings. Select the Telegram Bot, Swipe left. Add the Bot to the Group again as described in Step 3.



2). Telegram User Chat ID

Any user can obtain the user Chat ID using the following steps:

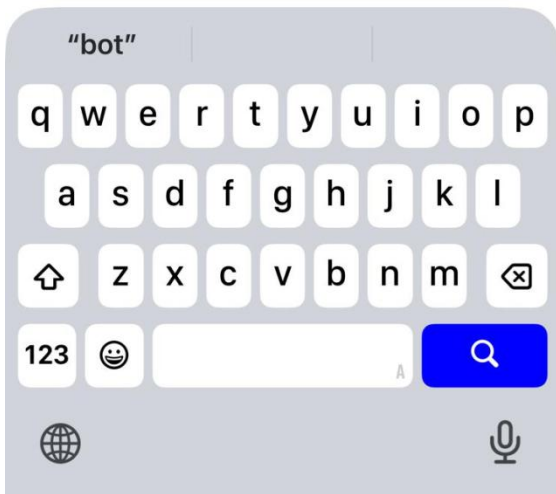
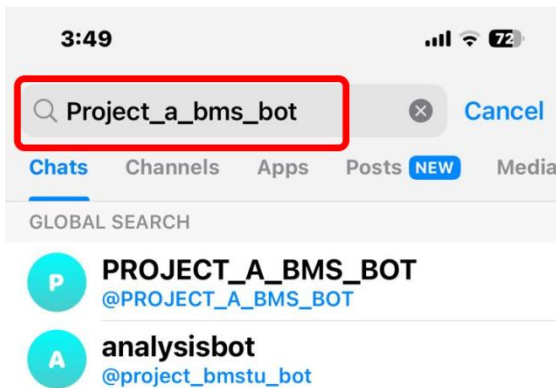
Step 1: Ensure that the Telegram Bot(s) has been configured on AlertDispatcher under “Messaging Service Setup” and the Telegram Service Status is connected, see - [3. Setting up Telegram Service for AlertDispatcher.](#)

Step 2: User opens a chat with the Telegram Bot.

Search the Bot.

Type the entire bot username (including underscores _). Partial names may return the wrong bots.

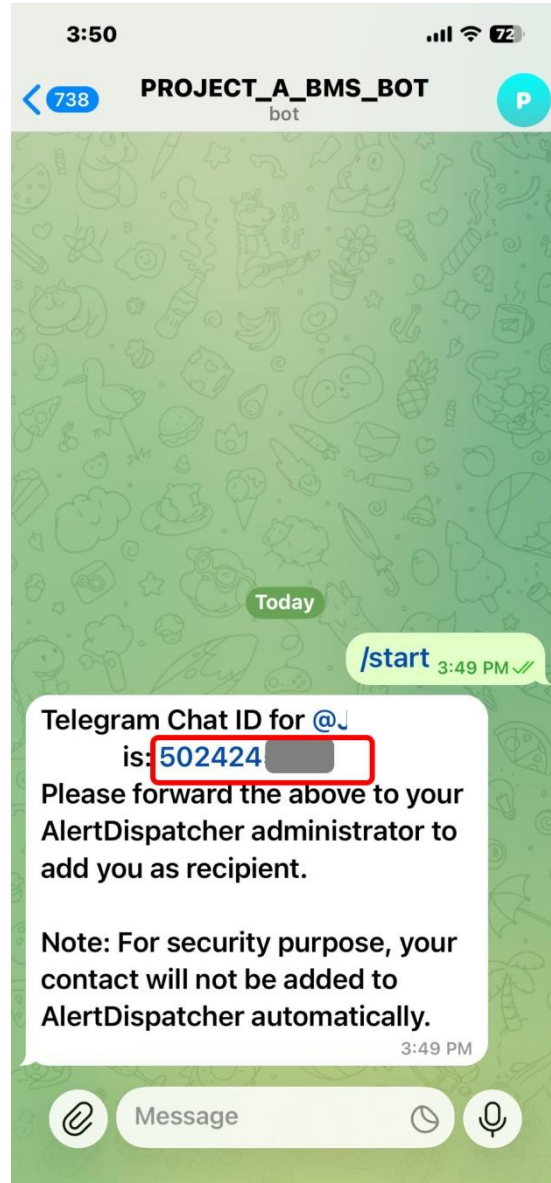
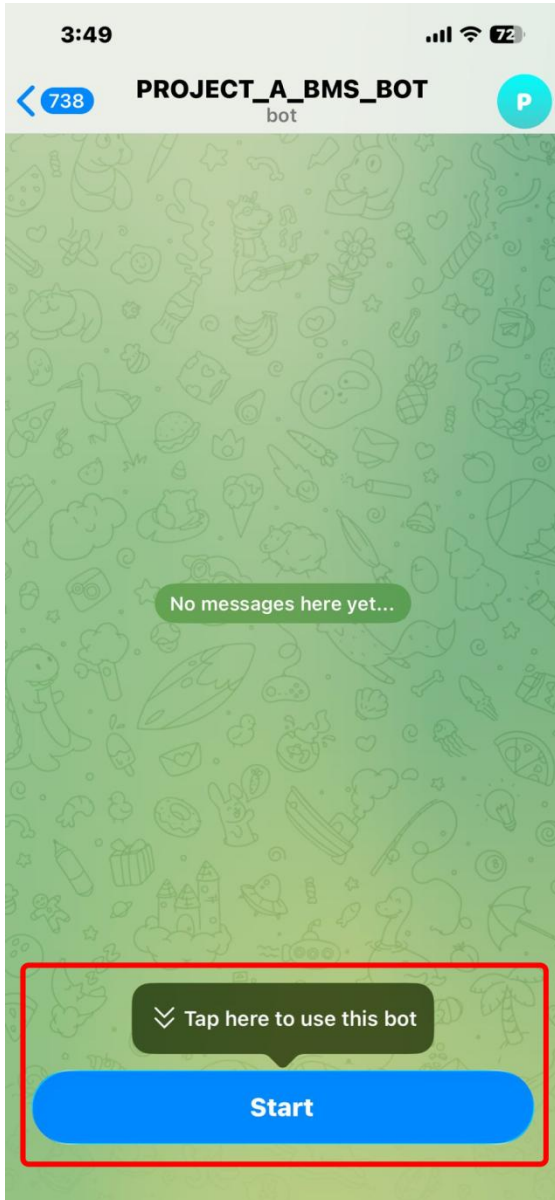
Select the correct bot from the search results, then tap Done.



Next, click Start button.

User Chat ID will be auto generated and sent to the user by AlertDispatcher.

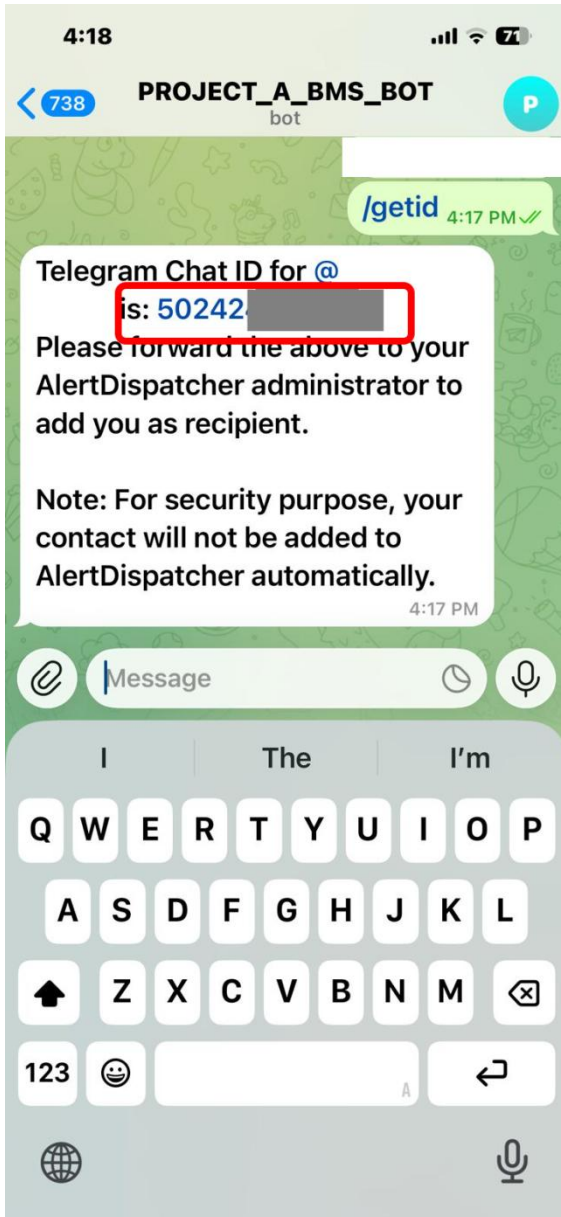
If the user has already started a chat with the Bot, this method will not work. Proceed to Step 3.



Step 3: There are 2 ways to obtain the Chat ID if the user has already started a chat with the Telegram Bot.

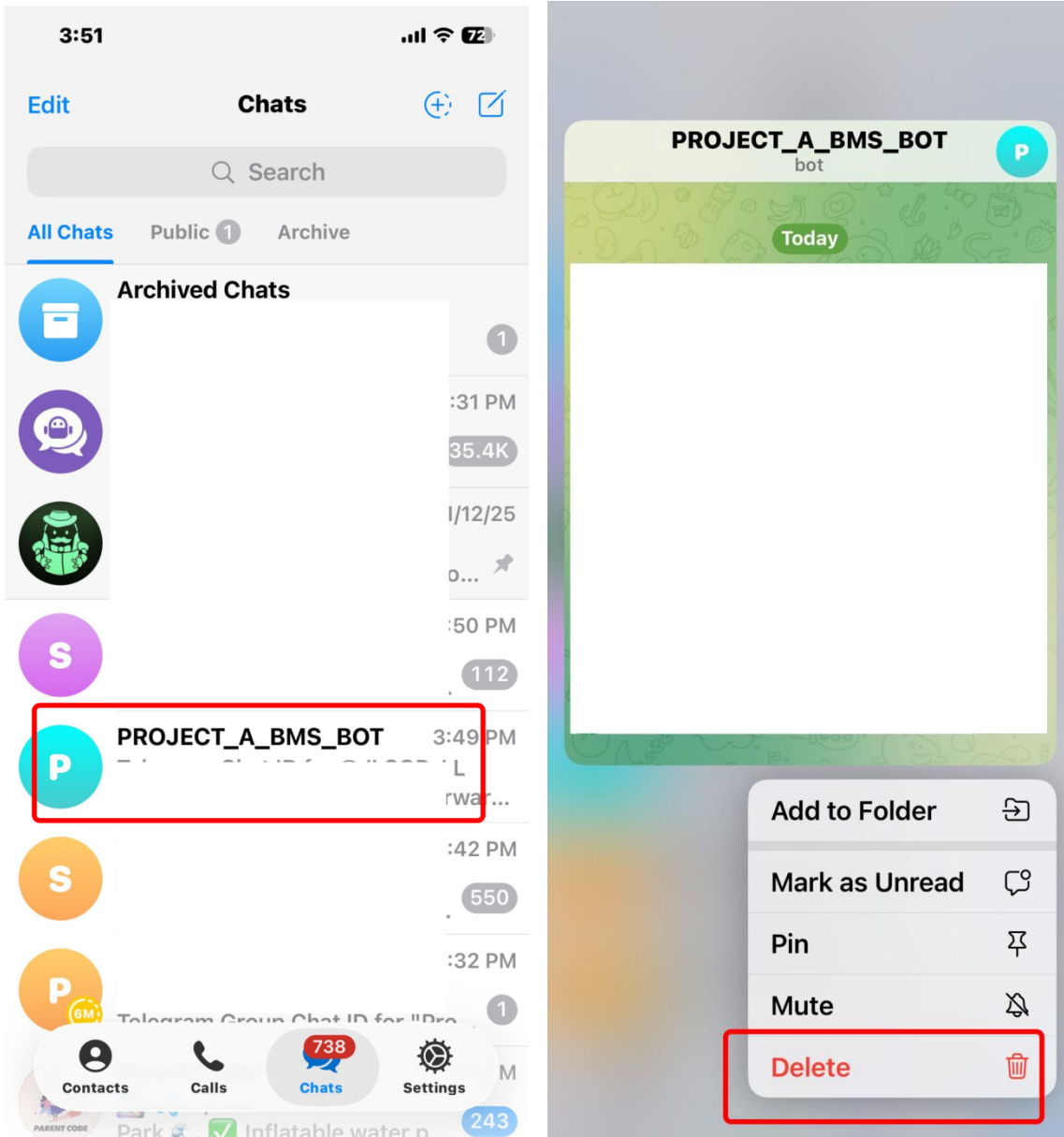
1). User sends “/getid” to the chat with the Bot. The user Chat ID will be auto generated and sent to the user by AlertDispatcher.

Note:- The “/getid” command will only work if Group Privacy is disabled for the Bot.

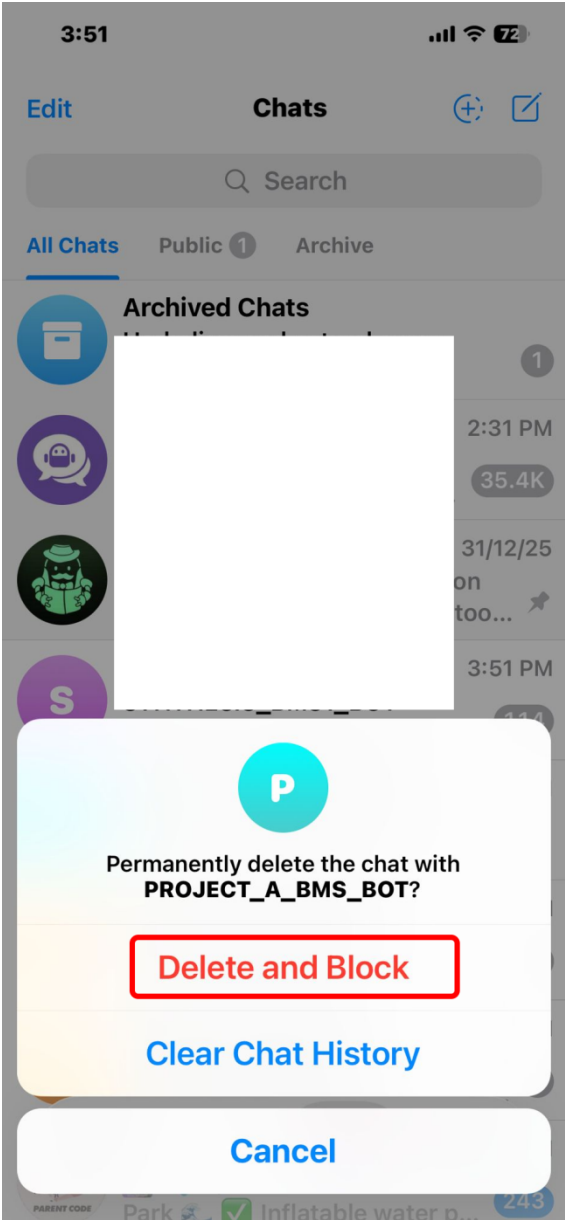


2). Delete the chat with the Bot.

Search the Bot chat, select the Bot, press and hold, and select “Delete”.



Select “Delete and Block”. After that, start a new chat with the Bot as described in Step 2.

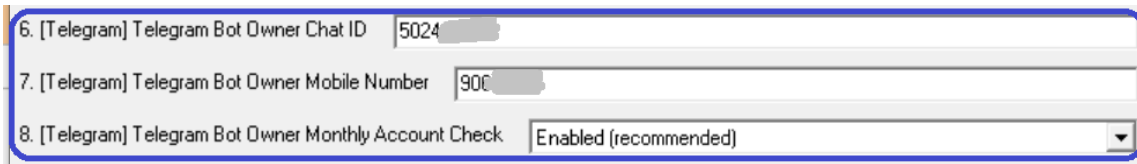


9. [Appendix F]: How to configure Telegram Bot Owner Monthly Account Check

The “Telegram Bot Owner” is the Telegram User that created the bot or the User the bot was transferred to by the previous owner.

Every Telegram User account must be active in the last 6-18 months to avoid deletion (which also deletes the Telegram Bots). If Telegram Bot Owner Monthly Account Check is configured and enabled, AlertDispatcher will display a warning if the Telegram Bot Owner is not contactable. This is done by sending a reminder once a month to the Telegram Bot Owner Chat ID.

To learn how to obtain a Telegram User Chat ID, see - [2\). Telegram User Chat ID](#)



A screenshot of a configuration interface with three rows of input fields, each with a blue border. Row 6: "[Telegram] Telegram Bot Owner Chat ID" with a text input containing "5024" and a greyed-out area. Row 7: "[Telegram] Telegram Bot Owner Mobile Number" with a text input containing "90" and a greyed-out area. Row 8: "[Telegram] Telegram Bot Owner Monthly Account Check" with a dropdown menu showing "Enabled (recommended)".

