

SMS tool in Fronter

Fronter 82

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What's new in Volume 82 of this guide

- There are no changes in this guide

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Preface

This document looks at the SMS tool in Fronter 82. The examples given try to illustrate known issues.

Fronter is being continually developed and improved. As a result, this may produce discrepancies between the documentation and application. This guide has been written for Fronter 82.

We hope you find this guide useful.

Lillehammer, August 2008
Steinar Hov/Ingun Vaglid

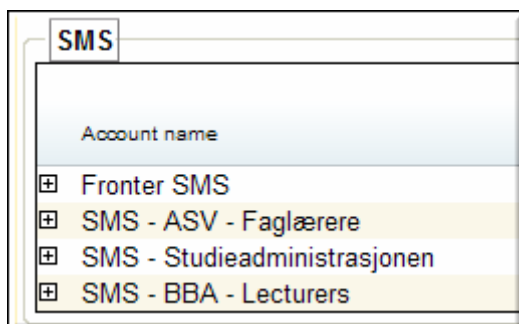
Introduction

The SMS tool was launched for Fronter 72. This provides the opportunity to create groups which have permission to send text messages to other groups. An example of where this might be useful is if a lecturer falls ill and needs to cancel the lecture on the same day. In this case, it is handy to be able to send a text message to the students informing them of this. Another example might be where a counsellor wants to contact a pupil during the day.

The SMS facility will be available where you find Stickies. However, to be able to access this facility, you need to have signed a purchase agreement with Fronter and a Fronter administrator must have set up the necessary configuration in the installation. This service involves purchasing a “large” cash card, which is automatically debited when text messages are sent.

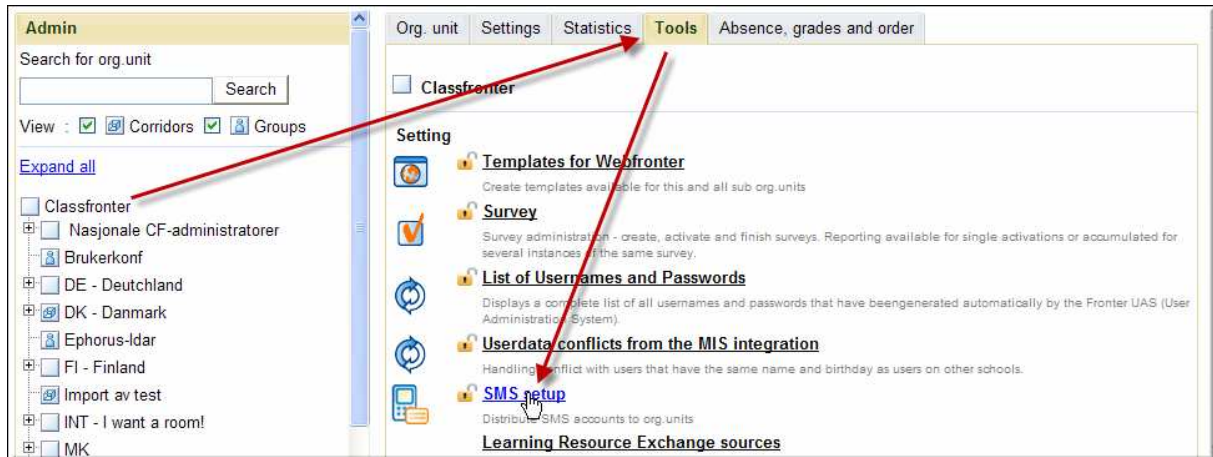
Administrator's tasks

This service must be activated in Fronter's licence database. When ordering this service, it is useful if there is a structure designed for distributing a number of text messages.

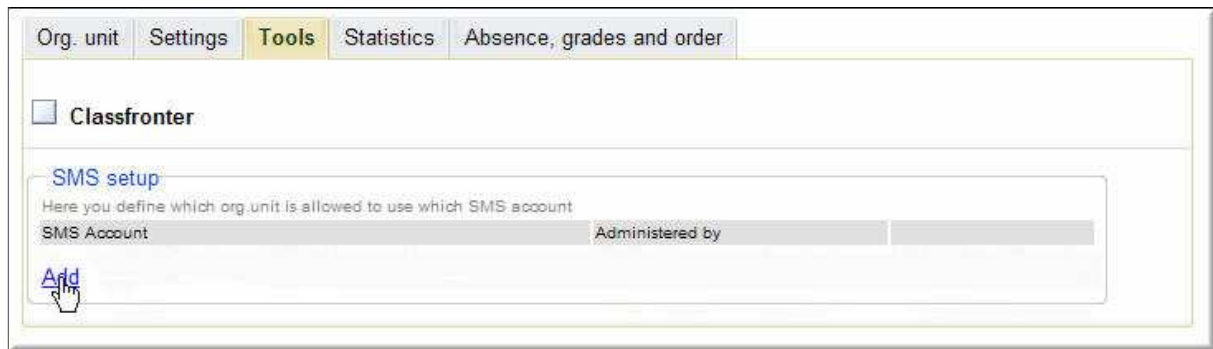


In this example 7 different SMS accounts have therefore been created. Each of them can be assigned a given number of text messages.

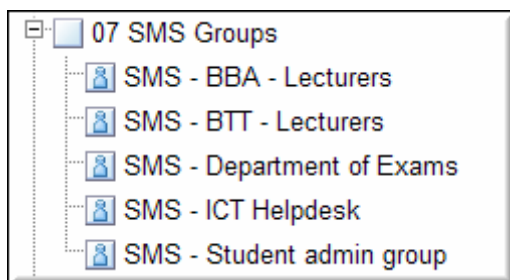
Before anyone can send a text message, the *administrator* must configure some settings in the admin module. You will find under *Settings* the option *SMS setup*:



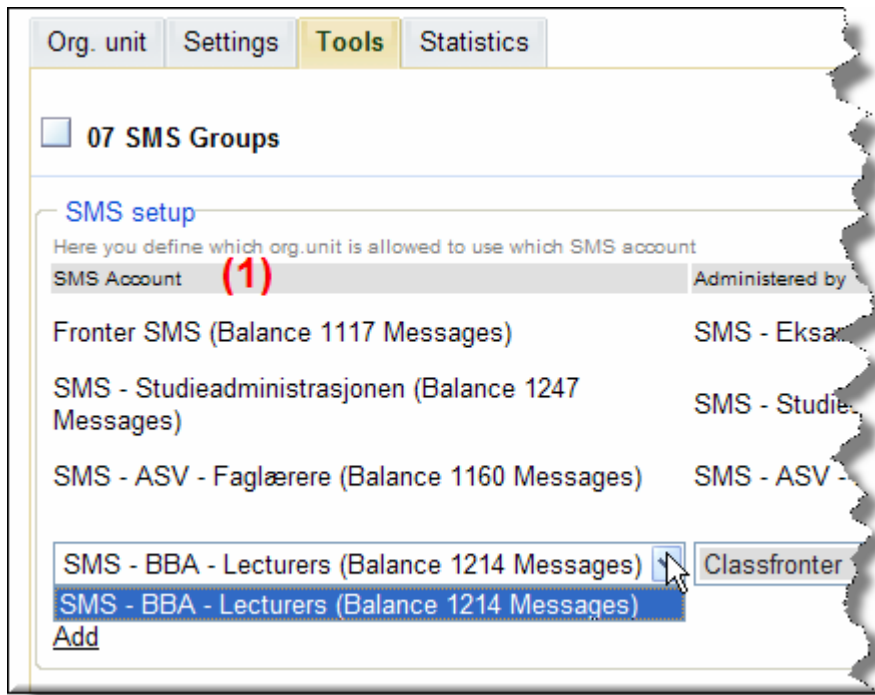
You can link different groups here to individual accounts for sending text messages.



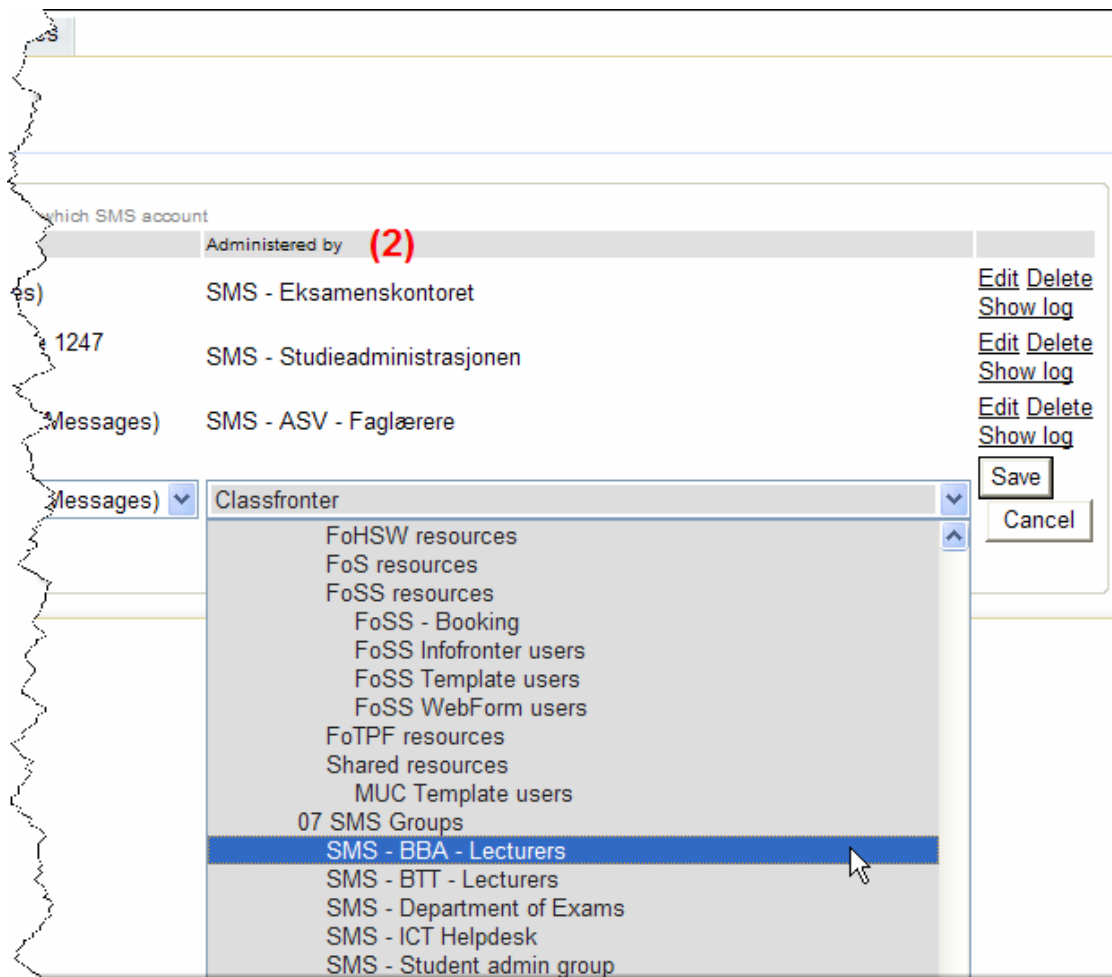
The administrator should have set up beforehand the different groups (or have a list of existing groups) that need to be linked to the individual accounts, as shown below:



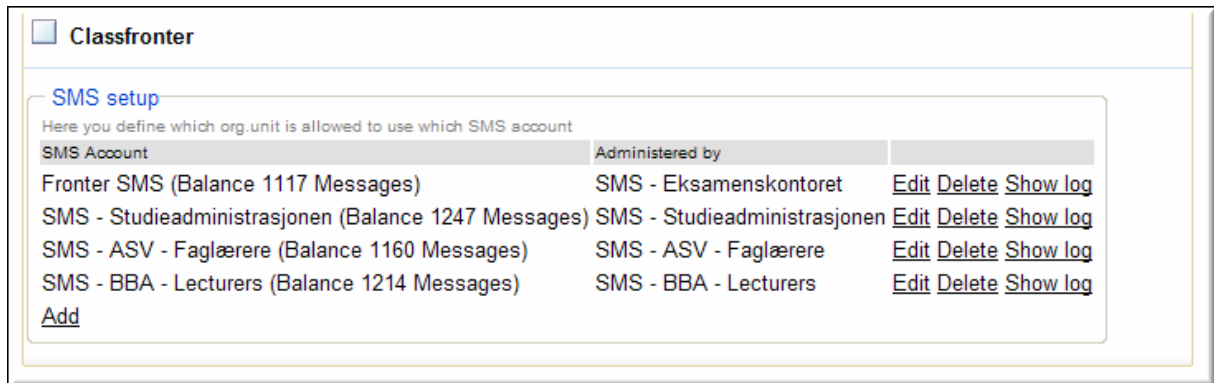
First select the relevant account (1):



Then link the correct group (2) to this account:

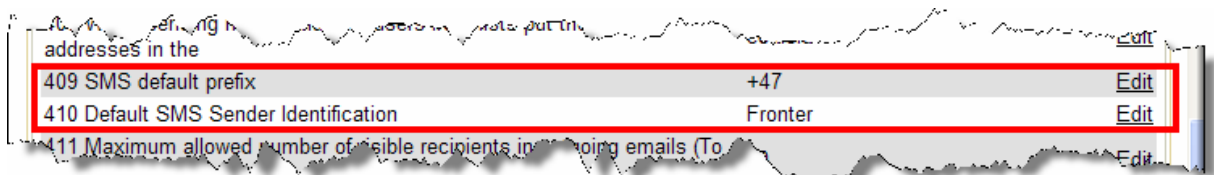


One possible setup could be as follows:



You can send a text message by either selecting recipients from the participants list in a room or searching for them. In the latter case, anyone intending to send a text message must have *View Contacts* rights to the groups they want to be able to send text messages to.

Under the 400 series the option *Settings regarding the whole building* offers two settings for sender information:

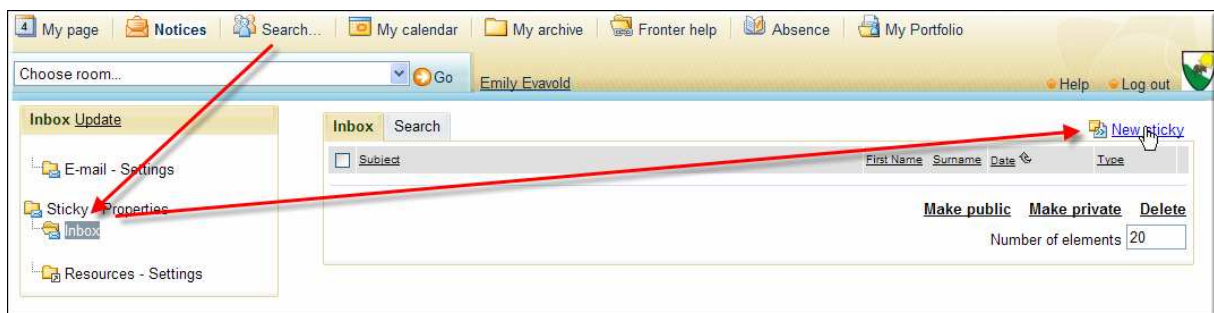


409 allows you to set the country code, while 410 is used to specify the *sender* who will be displayed in the text message sent. *Fronter* is set as the default sender name.

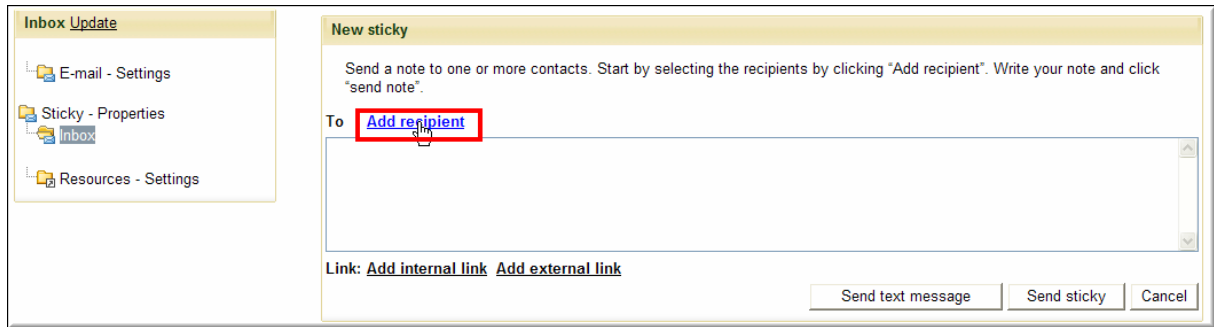
Sending text messages

You create and send the actual text message by selecting the option for sending a sticky. You can do this in the following ways:

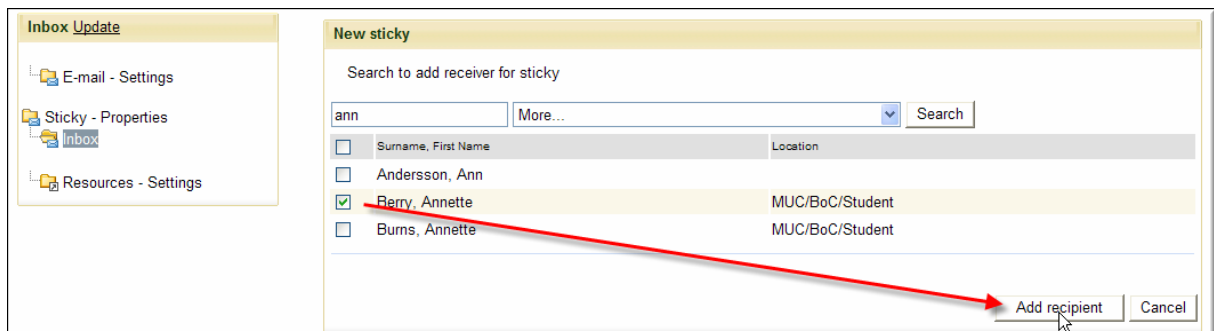
1. You can select *New sticky* from the personal tool list (top row of buttons).



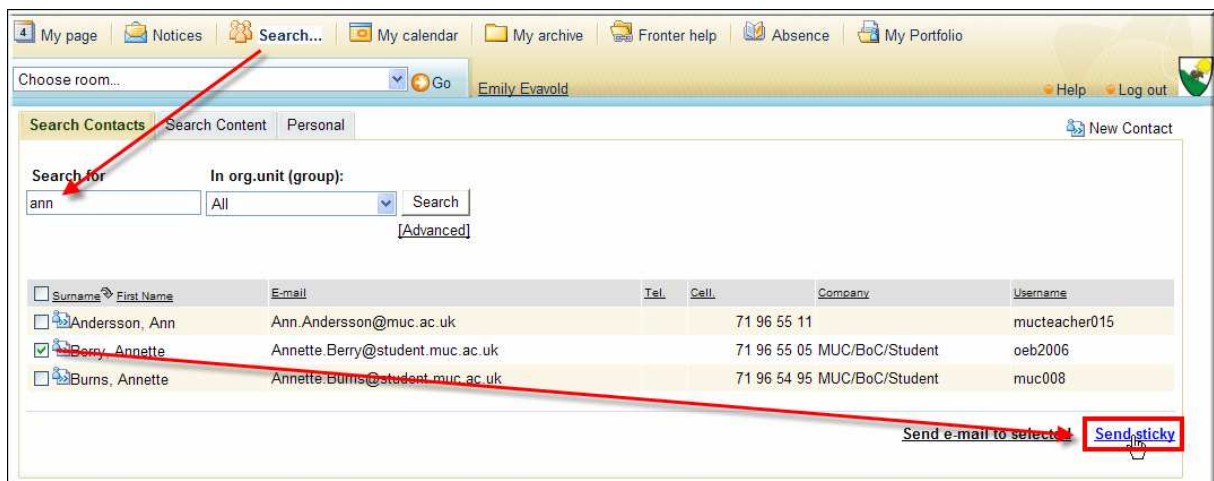
You must first add the participants:



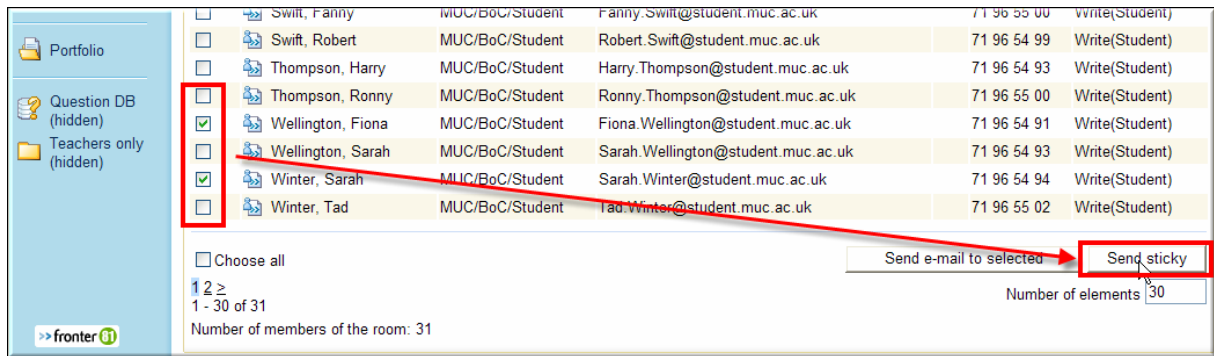
Here you can look for the recipients one by one or select a group where the participant(s) is/are selected:



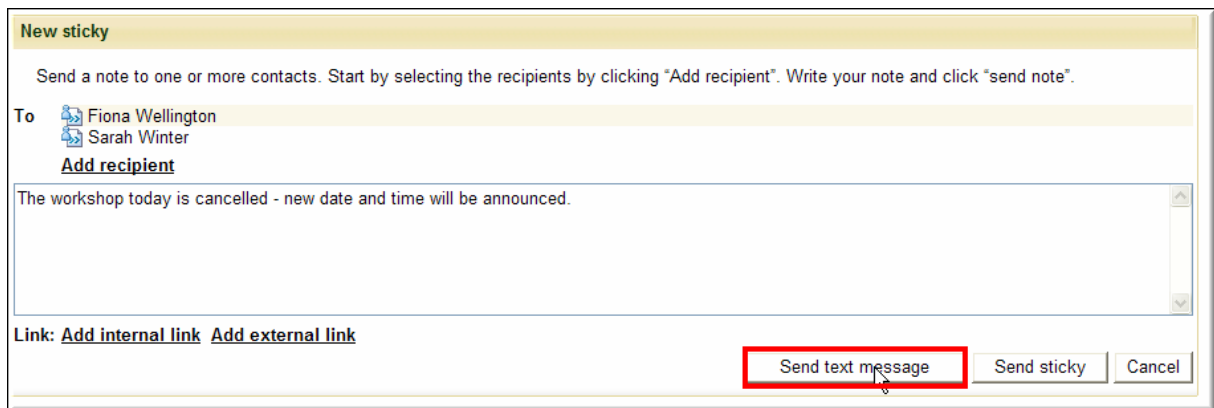
2. Alternatively, you can look for one or more recipients via Search/Contacts:



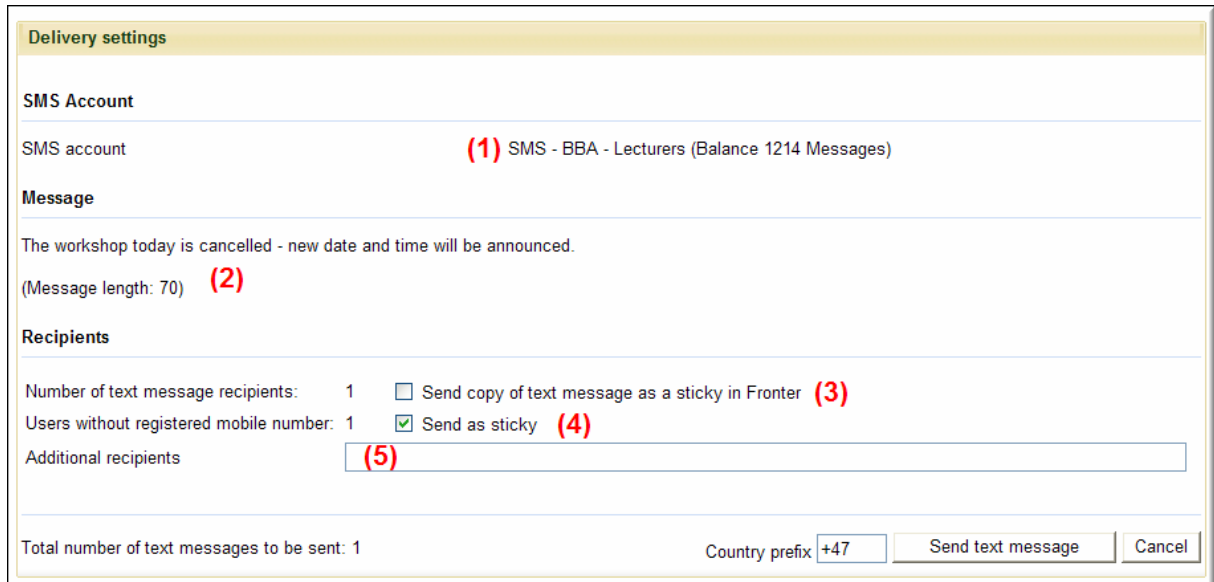
3. Otherwise, you can select recipients from the participant list in a room:



You must then type your message. You will find the Send text message button at the bottom of the screen:



After you have clicked on *Send text message* the following screen appears:

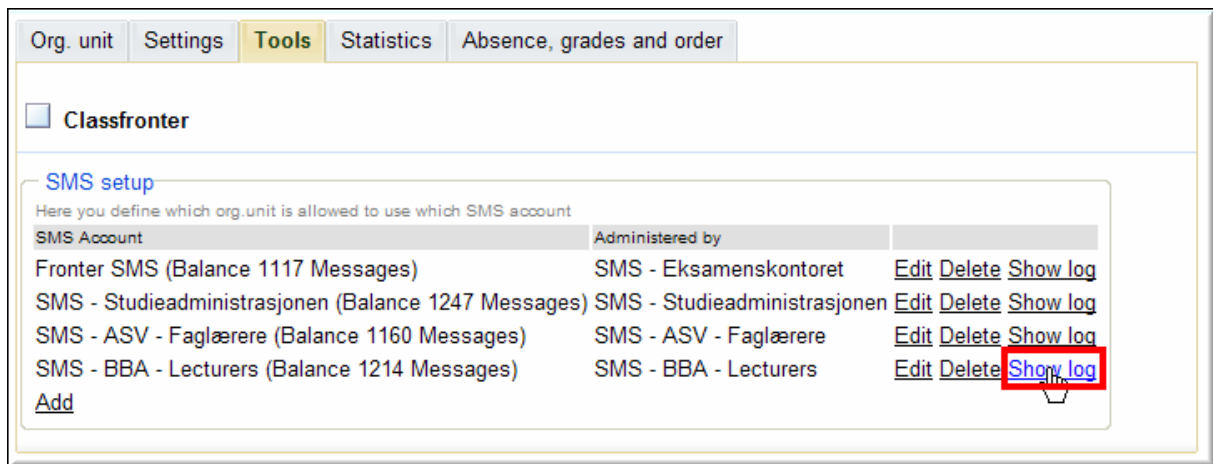


The following information is displayed in it:

1. The SMS account which is debited and the number of messages the account has left.

2. The message (a new message is created every time the number of characters exceeds 160).
3. You can choose whether you also want to send a copy of the text message as a sticky (note).
4. Not all the recipients of the message have specified their mobile number. They can receive the message as a sticky instead.
5. More recipients can be added by entering their mobile numbers in this field. A comma is used as a separator.

A log of the text messages that have been sent is displayed in the administrator module.



This log can be saved as a text file.

```
message;creatorid;recipientid;recipientnumber;tstamp;total_sms_count_for_message;messagelength
Hei på deg du;375654254;375654254;+4797604725;1189666553;1;13
Hei - dette er en prøve på hvordan SMS kan sendes fra Fronter til studenter. Du kan ikke svare på denne melding
Stein@;375654254;974882926;+4797579435;1189669888;3;123
Hei - dette er en prøve på hvordan SMS kan sendes fra Fronter til studenter. Du kan ikke svare på denne melding
Stein@;375654254;980847370;+4741623452;1189669888;3;123
Hei - dette er en prøve på hvordan SMS kan sendes fra Fronter til studenter. Du kan ikke svare på denne melding
Stein@;375654254;1066489279;+4799364904;1189669888;3;123
Da håper jeg du får en rolig dag på jobben - nok en gang.
Stein@;375654254;1066489279;+4799364904;1189757246;1;66
Hei - kan du komme til rådgiver i dag kl. 13:15?
```

If you open the text file in Excel and specify a semi-colon as the separator, the file will be easier to read.

	A	B	C	D	E	F	G	H
1	message	creatorid	recipientid	recipientnumber	tstamp	total_sms_count_for_message	messagelength	
2	The workshop today is cancelled	375654254	375654254	4797604725	1189666553	1	13	
3	The workshop today is cancelled							
4	The workshop today is cancelled	375654254	974882926	4797579435	1189669888	3	123	
5	The workshop today is cancelled							
6	The workshop today is cancelled	375654254	980847370	4741623452	1189669888	3	123	
7	The workshop today is cancelled							
8	The workshop today is cancelled	375654254	1066489279	4799364904	1189669888	3	123	
9	The workshop today is cancelled							
10	The workshop today is cancelled	375654254	1066489279	4799364904	1189757246	1	66	
11	The workshop today is cancelled							
12	The workshop today is cancelled	375654254	4444707	4793462416	1193830242	17	64	
13	The workshop today is cancelled							

This “cash card” must be topped up by Fronter.

Version control

Version	Date	Description	Person responsible
72.1	14.09.2007	SMS tool in Fronter	Steinar Hov
81.1	01.12.2007	No changes	Steinar Hov
81.2	03.12.2007	Some editing of text	Steinar Hov
82.1	21.08.2008	No changes	Steinar Hov

QA Review

Date	Approved by	Comments
14.09.2007	Eli Toftøy-Andersen	Reviewed and corrected
01.12.2007	Eli Toftøy-Andersen	Approved
03.12.2007	Georg Ranhoff	Approved
21.08.2008	Ingun Vaglid	Approved