



SysMan TELL*me*

The safe SMS based information stream to any mobile

User Guide

Version 8.1

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www.sysman.no

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Where to use SysMan TELLme

The SysMan TELLme application can be used for fast distribution of information to mobile users, using the GSM/SMS secure messaging system. There is almost no limit on usage, as the application architecture of TELLme is very flexible.

Mobile users, for example your employers, can subscribe to information about the status of the companies IT systems, by just sending a SMS to the TELLme application on a SysManSMS Server. As soon as any new information are available, an administrator of TELLme can then send updated information to subscribers.

Subscribers of TELLme communicate via SMS only. Administrators manage TELLme either via a Windows interface (GUI), or via SMS administrative text commands.

Example of usage:

- Travel agents want to send updated travel information to customers.
- Members of a football team need to be updated on changes to next game.
- Hospitals need to send urgent information to their personnel.
- Congress administrators would like to inform visitors on urgent changes or updates
- Holliday guides can offer updated information to customers.
- Members and groups of a Project team can easily be updated at any time.
- Schools can use the application in communication between students and the school.
- Companies can create internal SMS information services like phone number service.

SysMan TELLme terms

SysManSMS	SysMan high quality SMS server architecture for Windows
SysManSMS Server	SysMan high quality SMS server for sending and receiving SMS
PIN code	4 digit key to gain access to application functions via SMS
Topic	Top level information key, always first word in subscriber request
Subtopic	Keyword to indicate subtopic of the topic information
Protected Subtopic	Only registered Subscribers can access this Subtopic data
Subscribers	Are mobile users that subscribe to SMS delivered information on a Topic and one or more Subtopics.
Protected Database	A new Subtopic cannot be created from mobiles. (adm.ini)

TELLme runtime requirements

SysManSMS Server

TELLme is distributed together with the high quality SysManSMS Server, and depend on this software for sending and receiving SMS messages. When installing SysManSMS Server, TELLme will be copied to the *Programs* folder.

Licensing

You will need 2-way SysManSMS license with TELLme option enabled.

Microsoft .NET Framework

TELLme will need minimum Microsoft .NET Framework V2.0 installed on your PC. This can be found on the SysManSMS product CD, or via download from Microsoft.

Microsoft Data Access Components

TELLme uses by default a Microsoft Access database (included) but can also be used with a SQL database. If Microsoft Access is not installed on your system, you will need the Microsoft Data Access Components to be installed.

Before you start using TELLme

TELLme can be started from any PC in your network, and even from other networks, as it is using the Microsoft .NET for secure network access.

To start TELLme from other PC's than where it is physically located, you will have to take care of two security settings.

Setting File Access rights

If you start TELLme from other PC's than where it is physically located, you will need to set file access correct for other users to start and modify data in the TELLme database. It will need *read* access to ...\\SysManSMS\\GSMserver\\ and *modify* access to ...\\SysManSMS\\GSMserver\\Programs\\.

One way to set this, is to share the ...\\SysManSMS folder, and set access to this share in such a way that the other users has modify access to the top and all subfolders of this directory tree. Then mount this share on all PC's that are going to use TELLme.

Setting .NET rights

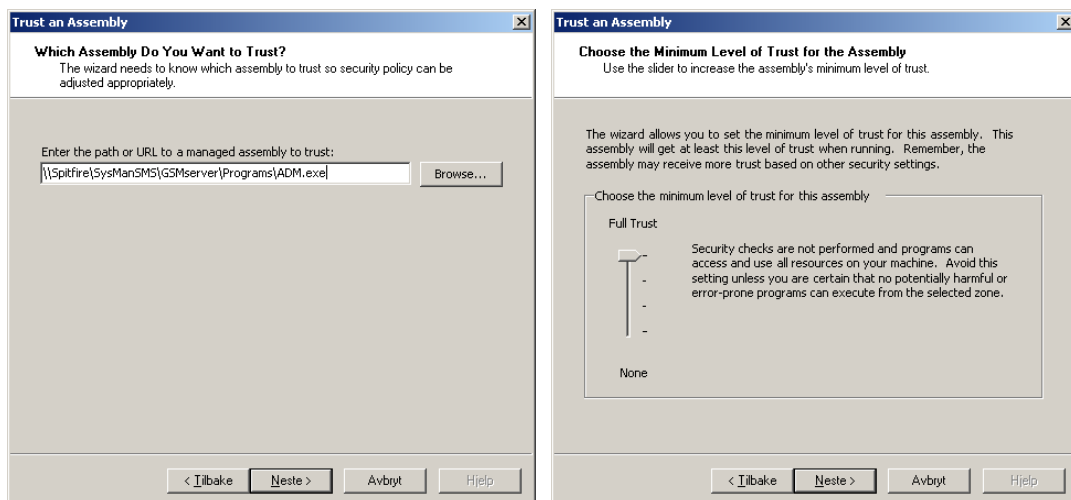
TELLme is written with Microsoft .NET technology, and will need to follow the security rules of this architecture.

The security settings are done at the **remote** PC, from where a user will access TELLme, and modify its database.

The tool for this is found under Windows start menu:

Settings - Control Panel - Administrative Tools - Microsoft .NET Framework x.x Wizards

Select the icon *Trust an Assembly* and enter the name of program to trust (adm.exe) and then set the level of trust to *Full Trust* :



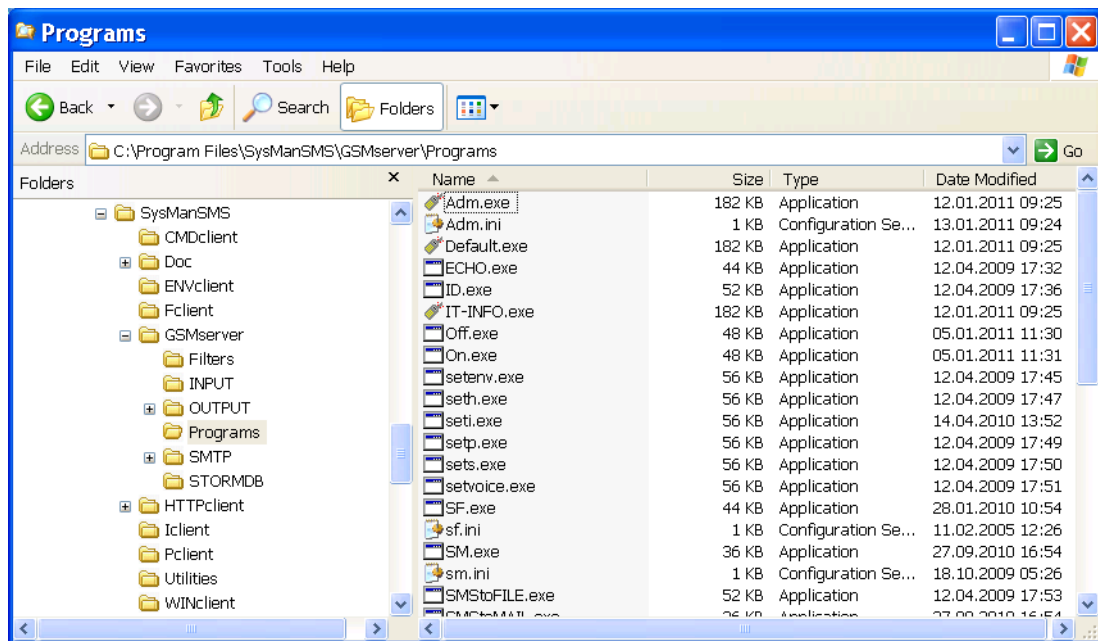
Start TELLme from Windows

The home directory of TELLme is ...SysManSMS\GSMserver\Programs\
This directory is part of the SysManSMS Server installation folders.

Before you start TELLme for the first time, there will only be two files:

- adm.exe - The TELLme main application
- TELLme.mdb - The TELLme access database (empty)

TELLme main application (WIN GUI) is started from SysManSMS Desktop Menu, or by double clicking on file Adm.exe in the Programs folder.



After first start, the file Adm.ini is created. To change TELLme, you may edit this file.



Security note on using TELLme from mobiles

A powerful design of TELLme is that a subscription to a subtopic that does not exist will automatically create a new one. This may be an unwanted function in some cases, and can for this reason be disabled in the Adm.ini file.

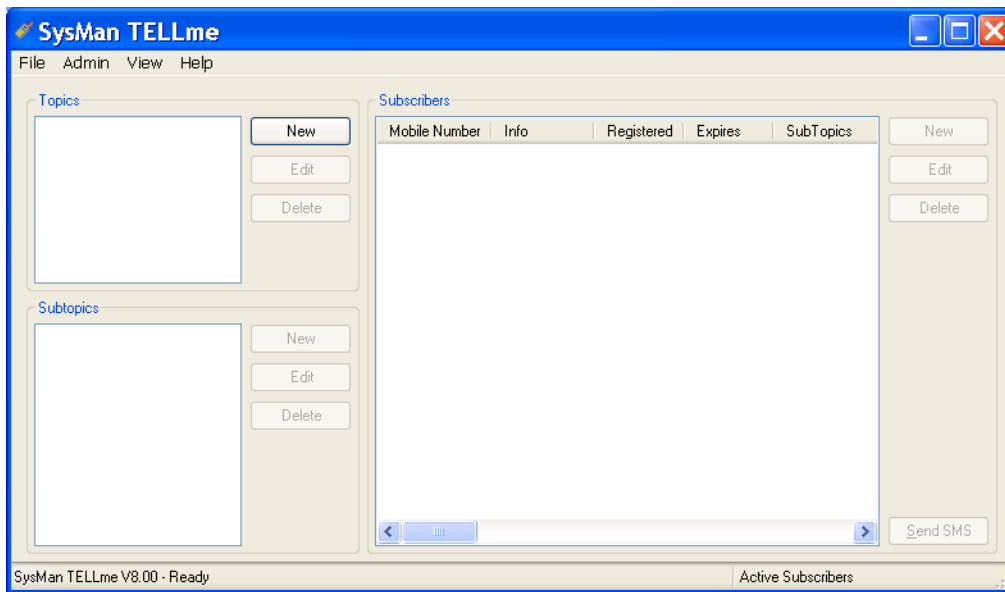
By specifying "Protected" in Adm.ini you then set the database subtopics to read only for all mobile users. Subscribers to a read only subtopic then needs to be entered manually from inside the TELLme Windows GUI.

Using TELLme

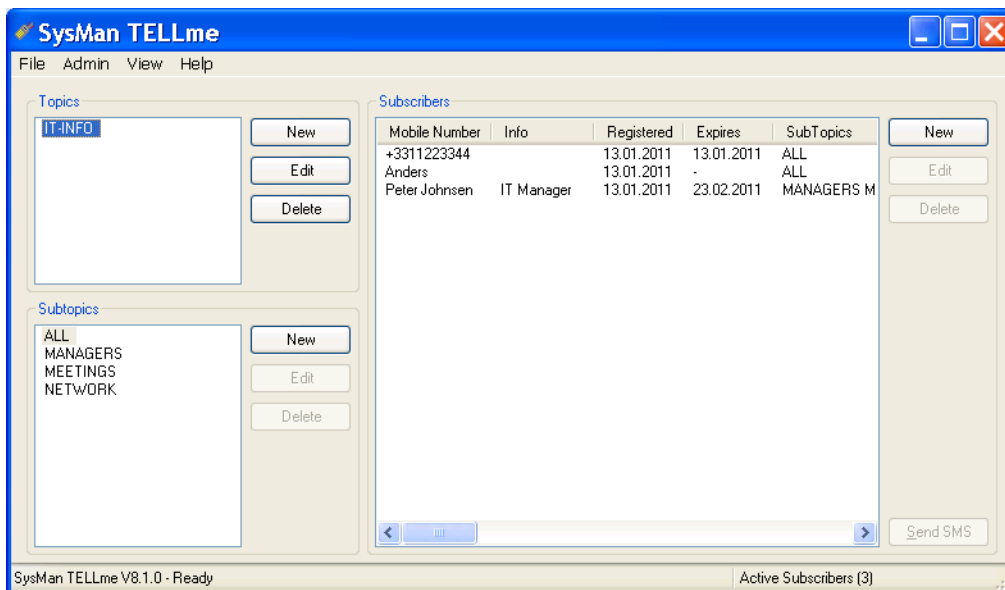
After starting `adm.exe` you will see the TELLme main Windows interface, where you can create Topics, Subtopics, add Subscribers and send SMS messages to one or more mobile users.

In addition you have access to top window menus, where you can change your security code, export data, change your view, and other.

Note: In the Admin menu, you got the possibility to enable TELLme to also handle SMS messages not matching a TELLme Topic name. Make sure this does not interfere with other application settings on your SysManSMS Server.



To update your main window with latest data from mobiles, you simply open the View menu, and then select "Refresh view..."



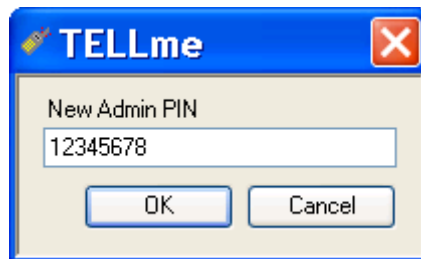
Setting the administrator PIN code

All TELLme functions can be managed from the Windows application. In addition many operations can also be done from a mobile phone. To inhibit unauthorized use from a mobile user, a four to eight digit administrative PIN code is needed to open up manager functions.

After installation, the main PIN code is by default "0000". This can be changed at any time, either from the TELLme application, or you're mobile.

Change administrator PIN code from inside TELLme

Use the *Admin* menu, and select *Change PIN...*



Change administrator PIN code from a mobile

Send SMS: ADM 0000 PIN <new adm pin code>

Response: PIN changed in TELLme

Example: ADM 0000 PIN 1234

Creating a new Topic

The highest level in the information tree is a Topic. The Topic indicates the information area, and will need to be words that describe the information as best as possible. No spaces are allowed in a Topic name.

You can create a new Topic either from inside TELLme, or from a mobile. A Topic PIN code can be used to limit management of a specific Topic to people that know the PIN code.

Create a new Topic from inside TELLme

New Topic

Topic: IT-INFO

Default duration: 1

PIN code:

Subscribe Sendback Message: Thank you for subscribing to IT-INFO information channel. As soon as updated information is available, you will be notified. For any question, send SMS and start with IT (443)

Unsubscribe Sendback Message: Your subscription to IT-INFO has now been terminated. Welcome back. For any question, send SMS and start with IT (500)

Send as Flash message

OK Cancel

Note-1: If a Subscriber with subscription to same Topic already exists, an error message will be displayed.

Note-2: Default duration of value "999" will mean "never expires".

Note-3: A hard coded "New line" in the message will display as new line on the mobile screen.



Create a new Topic from a mobile

Send SMS: ADM <admin pin> NEW <topic name> [topic pin] [:Sendback Message][*]

Response: <topic name> added to TELLme

Example-1: ADM 0000 NEW IT-INFO

Example-2: ADM 0000 NEW IT-INFO 2244

Example-2: ADM 0000 NEW IT-INFO 2244:Your sendback message

Editing a Topic

You can change parameters to an existing Topic by using the Topic EDIT button.

Delete a Topic

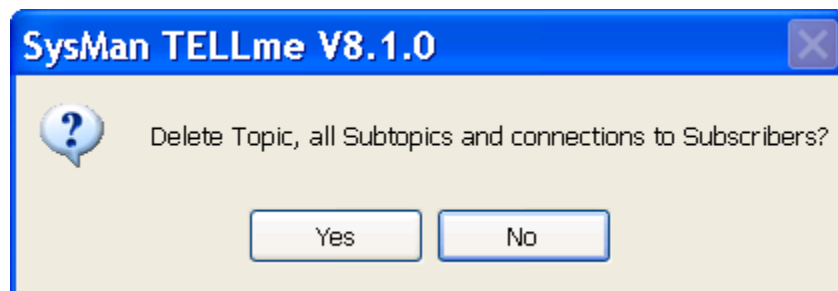
You can remove a Topic by using the Topic DELETE button, or sending a message from your mobile.

Important:

If you delete a Topic, all its Subtopics and Subscribers that subscribe to information from this Topic will be deleted.

Delete a Topic from inside TELLme

To completely remove a Topic and all its Subtopics, click on the Topic DELETE button. If a Topic PIN code is active, this has to be given before deleting.



Delete a Topic from a mobile phone

Send SMS: ADM <admin pin code> DEL <Topic>

Response: <Topic> deleted in TELLme

Example: ADM 0000 DEL IT-INFO

This example SMS will delete the Topic IT-INFO and all its Subtopics.

Note: "Admin pin code" will need to be used, and override any Topic pin code.

Creating a new Subtopic

The information level below a Topic is called a Subtopic. You can create multiple Subtopics below each Topic. The Subtopic normally contains more detailed information than the Topic. No spaces are allowed in a Subtopic name. You can create a new Subtopic either from inside TELLme, or from a mobile.

Note:

A Subscriber will automatically create a new Subtopic if it does not already exist. This function is powerful, but has to be used with care if subscribers are informed.

If you create a protected Subtopic, Subscribers has to be manually registered via TELLme Windows interface, and can't just subscribe from a mobile.

Creating a Subtopic from inside TELLme

New Subtopic

Topic: IT-INFO

Subtopic: NETWORK

Alias: NETWORK

Subscribe Sendback Message: Thank you for subscribing to NETWORK specific information from IT-INFO channel. For any question, send SMS and start with IT (487)

Unsubscribe Sendback Message: Your subscription to NETWORK specific information from IT-INFO channel has now terminated (522)

Send as Flash message

Protected

OK Cancel

Note: A hard coded "New line" in the message will display as new line on the mobile screen.

From the Subtopic list, click NEW to create a new Subtopic. Then fill in the needed data about your Subtopic.

The Alias can be used to register words that should match this Subtopic. For example, misspelled Subtopic words.

Use Protected flag to let only registered users access this subtopic.

Pressing OK will activate the Subtopic, and Subscribers can start subscribing to it.

Note:

You can MERGE two or more Subtopics into one, by selecting multiple Subtopics and hit the MERGE button. If you MERGE to a new Subtopic name, the old settings for selected Subtopics will be lost.



Creating a new Subtopic from a mobile

When a Topic is created, *anyone** can create a new Subtopic inside existing Topics.

Send SMS: IT-INFO NETWORK

If Subtopic already exists and a send back message are defined, the Subscriber will receive this. If a Subtopic send back message does not exist, the Topic send back message will be used.

If a Subscriber subscribe to multiple Subtopics in one SMS (IT-INFO NETWORK MEETINGS) he will receive multiple response messages.

*) By specifying "Protected" in `Adm.ini` you set the database subtopics to read only for all mobile users. Subscribers to a read only subtopics must be manually registered.

Editing a Subtopic from inside TELLme

If you need to change data and information for an existing Subtopic, then select the Topic and Subtopic in the main window, and press Edit Subtopic.

Note-1:

Protected flag can be set for Subtopic to let only registered Subscribers access this data. Such registration has to be done within TELLme Windows interface.

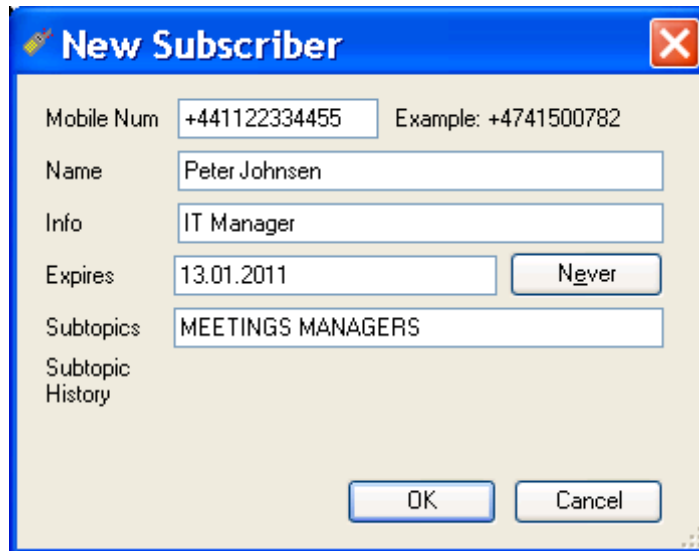
Note-2:

You can MERGE two or more Subtopics into one, by selecting multiple Subtopics and hit the MERGE button. If you MERGE to a new Subtopic name, the old settings for selected Subtopics will be lost.

Creating a Subscriber from inside TELLme

If a subscriber contacts you to subscribe to a Topic and Subtopics, you can create a Subscriber from TELLme GUI. In main Window, click on the Subscriber NEW button.

Subscribers created from inside TELLme has access to Protected Subtopics. Also Subscribers created from inside TELLme will not receive the send back message as a welcome message.



Creating a Subscriber Subscription from a mobile

Send SMS: <Topic> <duration> <Subtopic> :Info Field

- Example-1: IT-INFO MEETINGS MANAGERS :Peter Johnsen
- Example-2: IT-INFO 14 MEETINGS MANAGERS :Peter Johnsen
- Example-3: IT-INFO 999 MEETINGS MANAGERS :Peter Johnsen
- Example-4: IT-INFO 0 MANAGERS
- Example-5: IT-INFO 0

The first example will subscribe to Meetings and Managers information streams in IT-INFO, and will last for default number of days. (Value set in Topic management)

The second example will subscribe to Meetings and Managers information streams in IT-INFO, and will last for 14 days.

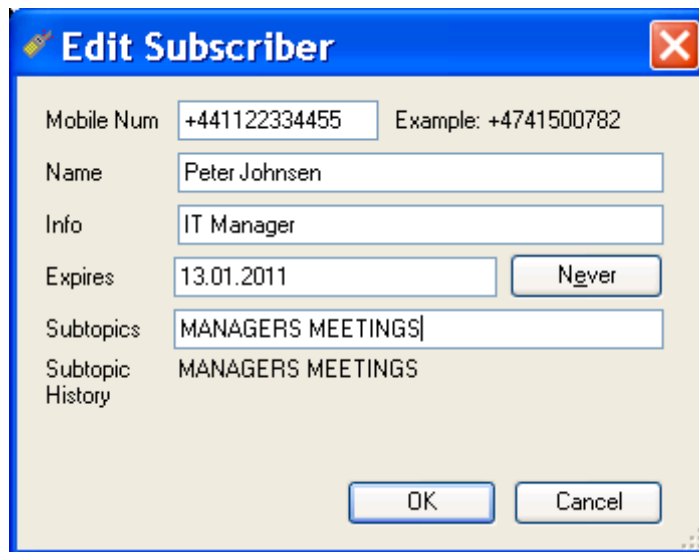
The third example will subscribe to Meetings and Managers information streams in IT-INFO, and will last forever.

The fourth example will unsubscribe to information on MANAGERS in IT-INFO.

The last example will unsubscribe all Subtopics on Topic IT-INFO.

Edit a Subscriber record

From inside TELLme you can change the Subscriber subscription information. To do this, simply select the Subscriber in the Subscribers - click EDIT button.



Edit Subscriber

Mobile Num Example: +4741500782

Name

Info

Expires

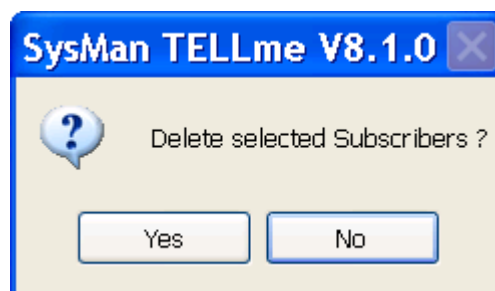
Subtopics

Subtopic History

Delete a Subscribers record

From inside TELLme you can delete the Subscriber subscription information for a Topic. To do this, simply select the Subscriber(s) in the Subscribers view and click on the DELETE button.

Note: If a Subscriber subscribe to other Topics, he will still have those active.



Sending out SMS information

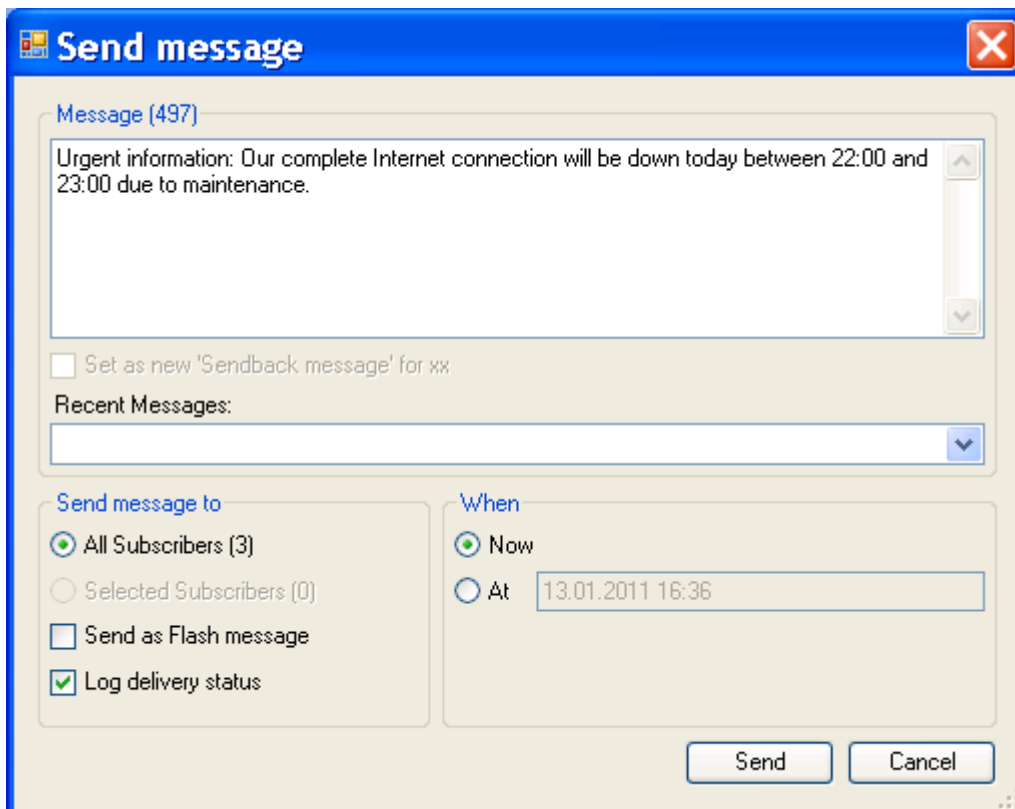
As soon as an administrator of TELLme has any information to send out, he can do that either from inside TELLme GUI, or from his mobile.

Sending out SMS information from inside TELLme

An administrator can, at any time, send out SMS information to one or more subscribers of a complete Topic, or one or more Subtopics. Simply select the scope you want to use, and click on the SEND SMS button. You can send NOW, or select a date and time for sending to occur. In addition you can specify the message(s) to be a *flash* type of SMS.

Note:

The Subtopic "ALL" will select all Subscribers in all Subtopics for the selected Topic. This is handy if you initiate sending from a mobile.



The screenshot shows a 'Send message' dialog box with a blue title bar and a close button (X) in the top right corner. The main area contains a text input field with the message: "Urgent information: Our complete Internet connection will be down today between 22:00 and 23:00 due to maintenance." Below the text field is a checkbox labeled "Set as new 'Sendback message' for xx" which is unchecked. Underneath is a "Recent Messages:" section with a dropdown arrow. The dialog is divided into two sections: "Send message to" and "When". In the "Send message to" section, "All Subscribers (3)" is selected with a radio button, "Selected Subscribers (0)" is unselected, "Send as Flash message" is unchecked, and "Log delivery status" is checked. In the "When" section, "Now" is selected with a radio button, and "At" is unselected with a text input field containing "13.01.2011 16:36". At the bottom right, there are "Send" and "Cancel" buttons.

Note: A hard coded "New line" in the message will display as new line on the mobile screen.

You can send your text *Now*, or any time later. Selecting *Flash* message will display the message directly on the mobile screen, without going via inbox.

Recently used messages are available by clicking on the right side arrow.



Sending out SMS information from a mobile

An administrator can use his mobile to start sending of information to subscribers of a Subtopic inside one Topic.

Send SMS: <Topic> <pin code> <Subtopic> :Info field

Response: <No. of SMS sent>:SMS Text sent to subscribers

Example-1: IT-INFO 0000 MEETINGS :We have a meeting about our network problems today at 15:30 in the main meeting room A1.

Example-2: IT-INFO 0000 MANAGERS :We now got the network problems under control*

Example-3: IT-INFO 0000 ALL :The Internet connection is now operating normal

The first example will start sending of the information string to all subscribers of MEETINGS on IT-INFO stream.

Example 2 will send message as Flash SMS. Indicated by a star (*) at end of text string.

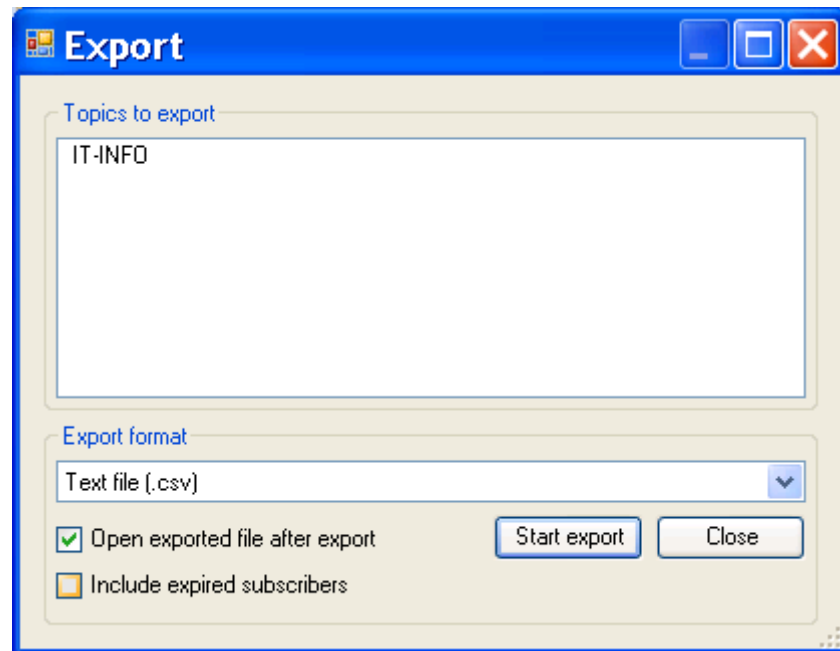
Example 3 will send the message to any subscriber of Topic IT-INFO

Advanced usage

Exporting Subscribers data from the database

You can re-use your Subscribers information in other applications by exporting data to a file. Then import this into TELLme again (backup) or another application, for example Microsoft Excel.

To Export data, select *Export Subscribers...* on the *File* menu.

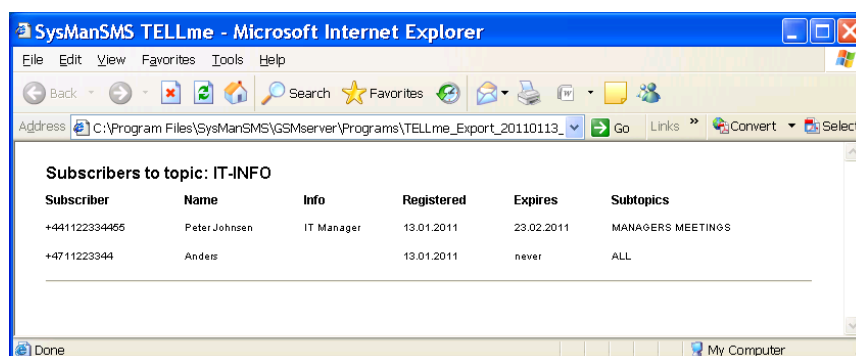


You can choose between exporting in different formats like .html, .xml or .txt

TEXT File Export:

```
Topic;Mobile num;Name;Info;Registered;Expires;Subtopics;Subtopic History
IT-INFO;+441122334455;Peter Johnsen;IT Manager;13.01.2011 16:06:20;23.02.2011;MANAGERS
MEETINGS;MANAGERS MEETINGS
IT-INFO;+4711223344;Anders;;13.01.2011 16:06:00;;ALL;ALL
```

HTML File export:

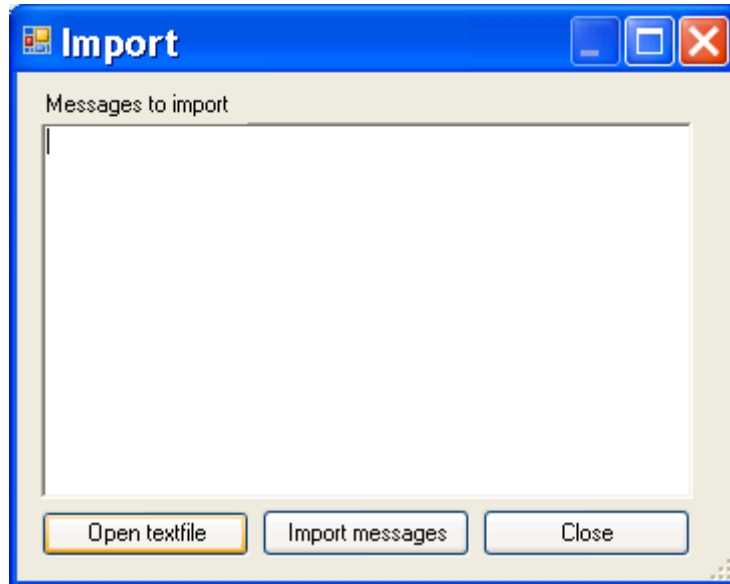


Note: After your first .html export, you may modify the layout by editing the .xslt file in *Programs* folder

Importing Subscribers data from a text file

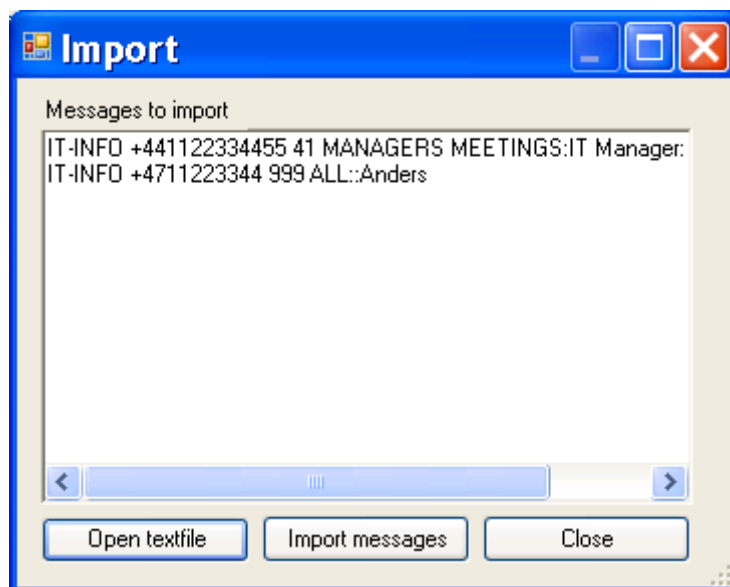
You can create a text file with data to import, for example from Excel or other application. This is handy if your data is already registered.

To Import data, select *Import SMS Messages...* on the *File* menu.



The file needs to have a first line specifying the fields in the record. This is the same format as for the Export function. (See above)

```
Topic;Mobile num;Name;Info;Registered;Expires;Subtopics;Subtopic History  
IT-INFO;+441122334455;Peter Johnsen;IT Manager;13.01.2011 16:06:20;23.02.2011;MANAGERS;  
IT-INFO;+4711223344;Anders;;13.01.2011 16:06:00;;ALL;ALL
```

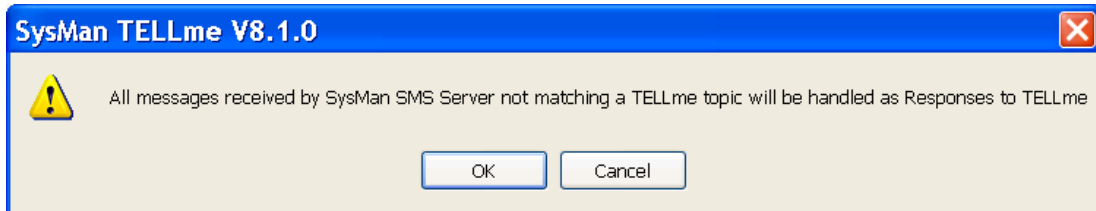


Note: No Welcome text or other parameters for Topic or Subtopic can be imported

Important: Always use the international prefix when specifying mobile numbers.

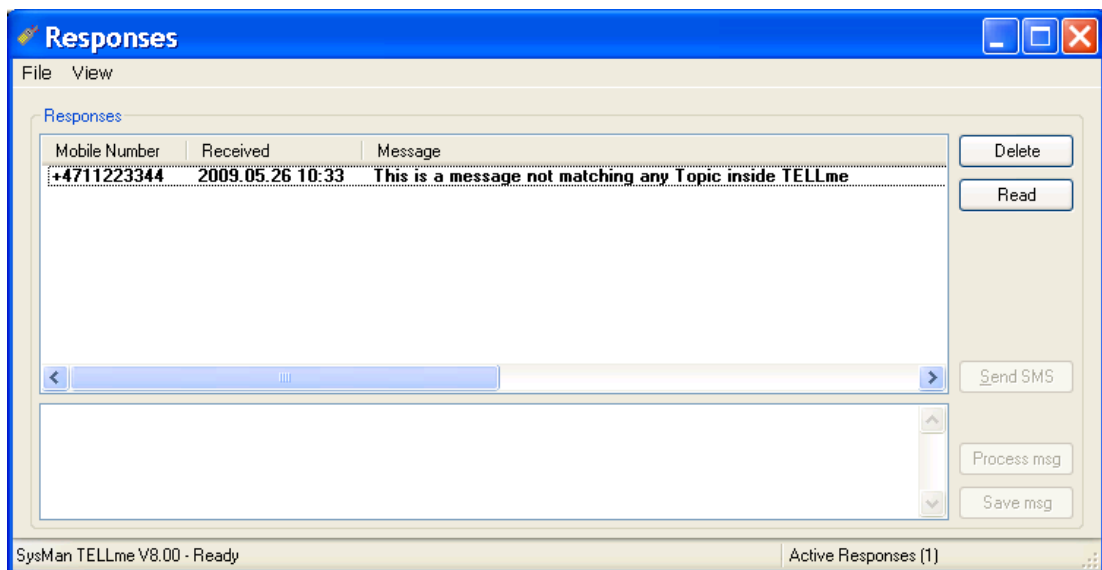
Set TELLme as default program in SysManSMS Server

If you have set TELLme to be your default program to be started in SysManSMS Server, you save unmatched messages for later review and import to TELLme. To select TELLme as your default program in SysManSMS Server, select “Use TELLme as default program for SysManSMS” from Admin menu.



View responses not matching any Topic

If you have setup TELLme to be your default program to be started in SysManSMS Server, you may receive SMS messages that do not match any TELLme Topic. To view such messages, go to View menu and select “Show received messages not matching Topics...”



Request status information from a mobile



Ask for number of Topic subscribers

Send SMS: ADM <adm pin code> STATUS

Send SMS: ADM <adm pin code>

Response: Main Keys: <Topic>(x)



Ask for number of Subtopic subscribers

Send SMS: <Topic> <topic or adm pin code> STATUS

Send SMS: <Topic> <topic or adm pin code>

Response: SubKeys: <Subtopic>(x)



Ask for current Topic send back text

Send SMS: <Topic> <topic or adm pin code> TEXT

Response: <Current Topic text>



Ask for current Subtopic send back text

Send SMS: <Topic> <topic or adm pin code> TEXT <Subtopic>

Response: <Current Subtopic text>