

SMS/MMS Manager Overview

5 August 2013
Version 1

Public version



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Contents

Contents	2
History	3
1. Scope	3
2. Introduction	4
2.1 Highlights	4
2.2 Specification	4
2.3 Supported operating systems	4
3. Scalable architecture	5
4. Comprehensive user management	5
5. Instantly responsive interface	6
6. Rich features and connectivity capabilities	6
6.1 SMS, MMS, and E-Mail	6
6.2 Search	6
6.3 Connectivity	6
6.4 Charts	7
6.5 Statistics	7
6.6 HTTP Interface	7
6.7 Import and Export Data	7
7. Automated processing	8
7.1 JavaScript for rule scripting	8
7.2 Rule tests	8



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History

Version	Date	Description	Author
1	5.8.2013	first release	Sales

1. Scope

This document contains description and features of SMS/MMS Manager.



2. Introduction

SMS/MMS Manager is a unified messaging client/server solution for receiving, processing, and sending SMS, MMS, and e-mail.

2.1 Highlights

- Send and receive text and multimedia messages the same way you send and receive e-mail. In fact, send e-mail too, directly from SMS/MMS Manager.
- No refresh buttons — see all changes immediately as they happen.
- Automate message processing with powerful rules. Separate messages into folders based on their content, respond with SMS, MMS, or e-mail, include dynamic content from the web, and so much more.
- Run SMS voting polls, notify people by multimedia messages sent to their phone, control systems from the field by SMS.
- Create compelling graphical charts which are updated in real-time and present them to an audience on the big screen.
- Assign incoming messages to specific users, so that only they have access to them.
- Analyze message traffic with per-connection and per-user statistics.
- Establish an SMS and MMS web gateway so that everyone in the organization can send text and multimedia messages using their web browser.
- Deploy SMS/MMS Manager on a single computer or across the whole organization.

2.2 Specification

The following table lists the supported communication protocols and devices.

Supported SMS protocols	EMI
Supported MMS protocols	MM1, MM7
Supported e-mail protocols	POP3, SMTP
Supported device brands (non-exhaustive list)	Alcatel, Huawei, LG, Motorola, Nokia, Option, Sagem, Samsung, Siemens, Sony Ericsson, ZTE

2.3 Supported operating systems

- Microsoft Windows XP and newer
- Microsoft Windows Server 2003 and newer



3. Scalable architecture

SMS/MMS Manager was designed from ground up to be highly scalable, supporting multitude of deployment and usage scenarios. It is built as a client/server application, separating the user interface from the always running backend. This means that once configured, it automatically receives messages through the connected devices and performs automatic tasks in the background, without the need for the client application running.

When installed on a single computer, SMS/MMS Manager can be used as any other single user desktop application. It is installed in seconds, doesn't require any special configuration, and is lightweight enough to be used as a personal messaging client. On the other hand, administrators can install the backend on a network server, connect many mobile devices, and distribute the frontend application, which is just a single executable file, to its users.

It is also possible to install SMS/MMS Manager on more than one server. In this scenario, administrators can physically separate mobile devices. Some users are allowed to send messages through one mobile device while others communicate through another.

Dependencies are minimal, so if the organization's policy is strict or when mobile communication needs to be sandboxed, install SMS/MMS Manager on a standalone server to separate it from the rest of the infrastructure.

The default data storage can be replaced by an external SQL database which can then benefit from established backup processes.

Whether the requirements are small or big, SMS/MMS Manager delivers the best solution when it comes to communication with mobile devices.

4. Comprehensive user management

Because SMS/MMS Manager works with the user accounts already created in Windows, it seamlessly blends with the security infrastructure in place. There is no need for the administrator to create a new set of users. When installed, SMS/MMS Manager creates security groups for new user roles. Access is given by simply adding users to these groups using standard Windows security management tools.

SMS/MMS Manager can be installed on more than one server on the network. Access is then controlled on each of those servers separately, while still working with the same set of users defined in the domain.

Despite the advantages of domain deployment, sometimes it is necessary to separate SMS/MMS Manager from the rest of the security infrastructure. If the organization's policy requires it, SMS/MMS Manager can be installed on a standalone server, where a distinct set of user accounts is defined, and the credentials are given to the authorized persons.

SMS/MMS Manager works seamlessly in all local, workgroup, and domain environments.



5. Instantly responsive interface

Many users can open the client application on their computer and connect to the server. Because all data is stored on the server, users can connect from any computer on the network and see and modify their data. Every user has access only to their messages and contacts, wherever they connect from. All changes are visible immediately, there is no need to refresh the view in the client application.

For example, if there is a user group called Helpdesk Operators and a message is received which is assigned to the group by a rule, then all members of the group who have SMS/MMS Manager open immediately see the message on their screen.

6. Rich features and connectivity capabilities

6.1 SMS, MMS, and E-Mail

- Compose SMS messages with international characters or MMS messages and e-mail with pictures, sound, and attachments.
- Long SMS messages are split, sent, and concatenated in the recipient's phone automatically.
- To reduce costs, substitute international characters in SMS with their GSM alphabet equivalents.
- Request delivery report, specify importance and expiration, or defer sending.

6.2 Search

- Filter messages, contacts, and other items by entering text in the search box in the upper right corner of the client application.
- When a view is filtered, it is indicated with a yellow information bar.

6.3 Connectivity

- Nearly all mobile devices are supported, including brands like Alcatel, Huawei, LG, Motorola, Nokia, Option, Sagem, Samsung, Siemens, Sony Ericsson, or ZTE (*). Mobile phones and data cards are automatically detected.
- Connect a mobile phone or data card, or connect directly to the mobile network operator's SMS and MMS Centres.
- SMS/MMS Manager supports the EMI and MM7 protocols for direct communication with the network operator's servers.
- MM1 protocol is supported for sending and receiving MMS using mobile devices.
- The standard SMTP and POP3 protocols are also supported to enable e-mail communication.

* Compatible phone must support the minimum required subset of ETSI TS 100 916 and ETSI TS 100 585.



6.4 Charts

- View or present real-time message analysis on graphical charts.
- By defining rules that separate messages into folders, the charts will display the ratio of messages which correspond to the specified criteria.
- For example, when running an SMS voting poll, the intermediate and final results of the poll can be presented on a bar chart.

6.5 Statistics

- Statistics provide an overview of the number of messages that passed through the server, sent or received.
- Analyze per-connection and per-user numbers, so that connection costs can be optimized and regulated.

6.6 HTTP Interface

- Enable the HTTP Interface feature in SMS/MMS Manager and start sending messages from your web browser.
- The web form is customizable, so each customer can have their own, branded with company logo and colors.
- As an added benefit, the HTTP Interface feature can be used to programmatically send SMS messages from third party software or in-house tools.

6.7 Import and Export Data

- Integrate other systems with SMS/MMS Manager by writing data to an SQL table. SMS/MMS Manager will pull this data from the database and trigger preconfigured rules while passing the fetched data as a parameter.
- When a message arrives, use rules to export it to an SQL table.
- Export data from other events as well.



7. Automated processing

SMS/MMS Manager contains a powerful rule editor which can be used to automate message processing. This allows deploying common scenarios such as SMS voting polls, but also much more complex schemes.

- React to events like message being received or connection going down.
- Reply to SMS, MMS, and e-mail with any type of message.
- Embed multimedia content like pictures and sound in MMS messages, add attachments to e-mail.
- Create contacts and add them to distribution lists.
- Assign messages to specific users or groups.
- Control third-party systems with rules by making dynamic HTTP requests or by writing information to an SQL table.

7.1 JavaScript for rule scripting

Beyond the rule editor, there are even more possibilities. Because the rules are implemented in the standardized JavaScript language, familiar to every web developer in the world, experienced users can craft complex scripts and leverage the full potential of the rule scripting language. The API is documented in detail, so rule authors are given access to all aspects of SMS/MMS Manager, be it messages, folders, or contacts.

7.2 Rule tests

To help test the more complex rules, SMS/MMS Manager has a feature called rule tests. These tests can simulate events like a message being received, or a connection being dropped, so you can be sure that your rules work correctly.