



# ***ATEUS<sup>®</sup> - SMS***

User guide  
Version: 1.3.14



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## 1. Introduction

The ATEUS®-SMS SW is designed for sending and receiving SMS. It sends SMS units from a name list to any GSM destination, which may be an individual number and/or group. All SMSs are backed-up and can be printed out, saved or deleted. Incoming messages differ graphically from outgoing ones and can be easily distinguished. You are announced a new SMS by a warning sound signal. If you have defined selected GSM numbers (VIP numbers), you are the only one to get SMS from these destinations. Where more GSM gateways operated by different providers are connected, you can define which of the GSM providers your CLIP-bound SMS should use. An ATEUS®-XAPI® server is an integral part of the system.

## 2. Technical Requirements

The ATEUS®-SMS SW cooperates with the following GSM gateways of the ATEUS® family:

- internal ATEUS®-OMEGA GSM gateway (module M20, TC35 from firmware V. 4.00);
- external analog DATA GSM gateway (from firmware V. 2.49);
- external ISDN GSM gateway (from firmware V. 09.31);
- external ISDN Lite GSM gateway (from firmware V. 1.11);
- PRI StarGate GSM gateway (from version 02.12.23 up).

The selected GSM gateway is connected to the server using a free RS232 serial port. The PRI StarGate, which can be connected through a LAN, is the only exception.

- To install the SW you need:
- a server -IntelPentium III
  - W98, W2000, WXP
  - a client-IntelPentium II
  - W98, W2000, WXP

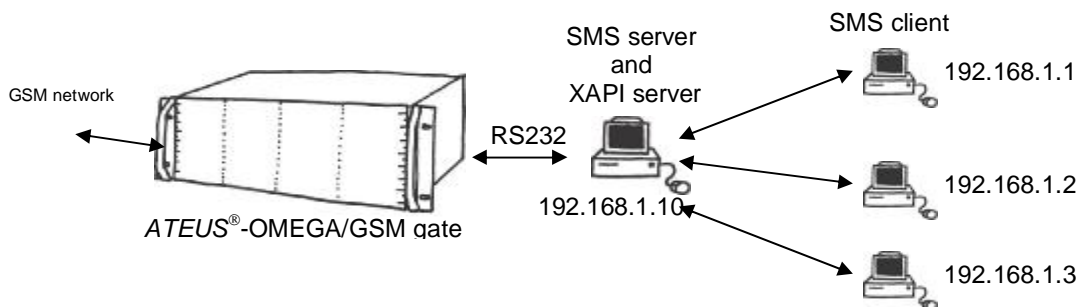
## 3. Installation

The installation takes place on two sides. On the server side and on the client side.

Server: Install the ATEUS®-XAPI® server SW and connect it to the required ATEUS® - GSM gateway. Then install and put in operation the SMS server.

Client: Install and put in operation the SMS client.

A functional GSM gateway (internal or external) connected to the server RS232 serial port is a precondition.



### 3.1 XAPI Server Installation

The XAPI server installation takes place on the server side. This means on the workstation to which the GSM gateway, either an internal ATEUS Omega gateway or an external GSM gateway, is connected via the RS232 serial port.

Place the installation CD into the CD ROM drive. If enabled, the installation CD starts running automatically. To initiate the XAPI server installation, click on the *ATEUS/XAPI Server Software*. Follow the instructions during installation.

Once the installation is complete, run and set the XAPI server.

#### 3.1.1 Internal GSM Gateway

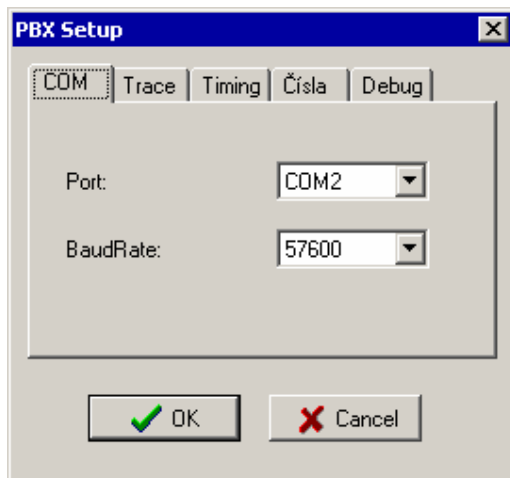
First set the ATEUS Omega PBX – GSM gateway communication in the *Settings/PBX Module (PBX)/COMMENU*. To check the settings follow the PBX module status (Omega symbol). The communication mode has been set correctly if the PBX module status shows an OMEGA symbol alone after all DATA has been loaded (yellow exclamation mark at the PBX module).



Any error mode is signalled by a red exclamation mark at the PBX module.

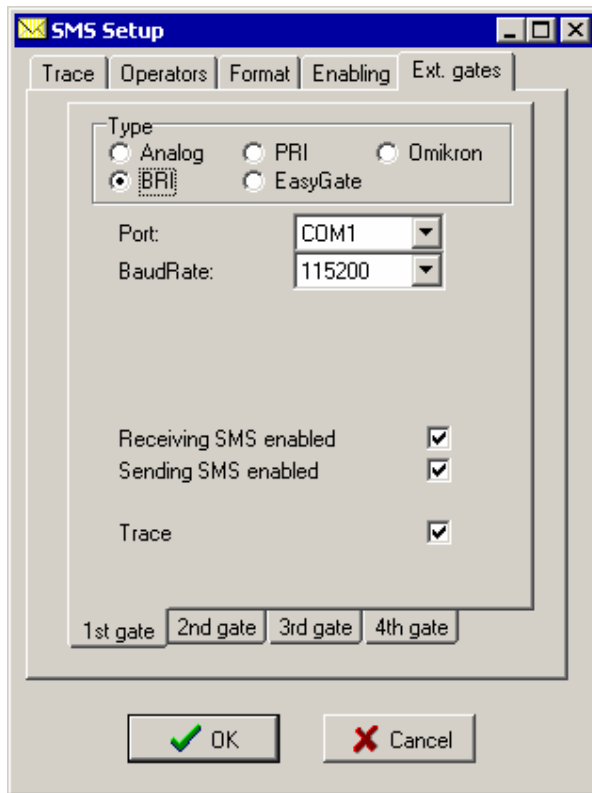


Complete the serial port number (COM1 – COMx) and Baud rate (9600 – 57600).



### 3.1.2 External GSM Gateway

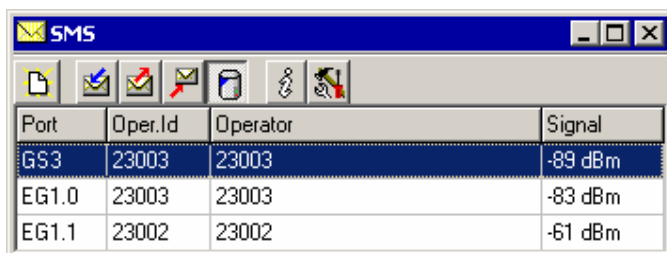
Set the communication mode for your external ATEUS GSM gateway in the *Settings/SMS Module/Ext. Gateway* MENU. Select the GSM gateway and serial port types.



Select the Baud rate:

- Analog -19 200
- Analog GPRS -57 600
- BRI -115 200
- PRI -57 600
- EasyGate 57 600
- VoiceBlue -57 600

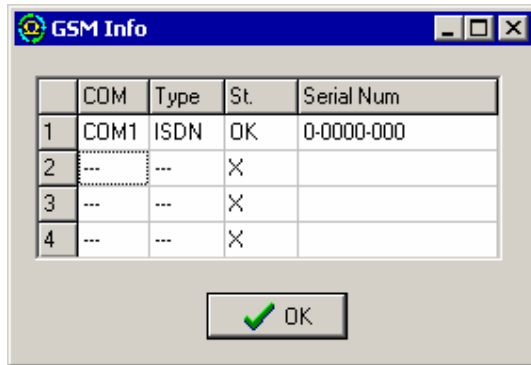
Check the connection of the GSM gateway to the XAPI server by clicking on the *Envelope* key on the icon bar and then select the *Gateway status*. If the connection is correct, you can see the connected GSM gateway including the SIM provider code and the GSM gateway signal status. Internal GSM gateway statuses are displayed together with the external GSM gateway data.



E.g.: GS3 -internal GSM gateway on port 3  
 EG1.0 -first external GSM gateway connected to COM1 serial port

EG1.1 -second external GSM gateway connected to COM1 serial port

To know the external GSM gateway type, click on the *Envelope* key on the icon bar and select *GSM info*.



If, after the external GSM gateway has been detected, the *St.* (Status) column displays *X-TXT*, you have to set the PDU-format for SMS sending in the GSM gateway using the configuration SW.

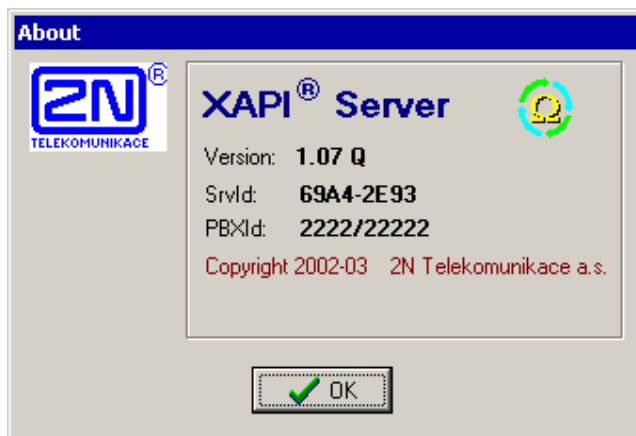
### 3.1.3 Licence

To check the licence status click on an icon bar button showing a *key*.  
 If you would like to test the ATEUS SMS solution, contact us at [sales@2n.cz](mailto:sales@2n.cz). Please state in your email the name of your company and serial number of the gateway and you will receive from us evaluation license.

Type	Way	Users	Active	Function	Expiry	Firm
0	ADD	3	3	ADM		
C	ADD	5	5	STS-CTI-CMD	21/06/03	
C	ADD	5	1	STS-CTI-CMD		0
C	ADD	0	4	STS-CTI-CMD	02/05/03	0
H	ADD	8	8	STS-CTI-CMD-AUT-SMS-SMR		4
H	ADD	56	56	STS-CTI-CMD-AUT-SMS-SMR		6
J	ADD	1	1	SMS-SMR	08/09/04	8
H	ADD	5	5	STS-CTI-CMD-AUT-SMS-SMR	08/09/04	7
H	ADD	0	0	STS-CTI-CMD-AUT-SMS-SMR	21/09/04	

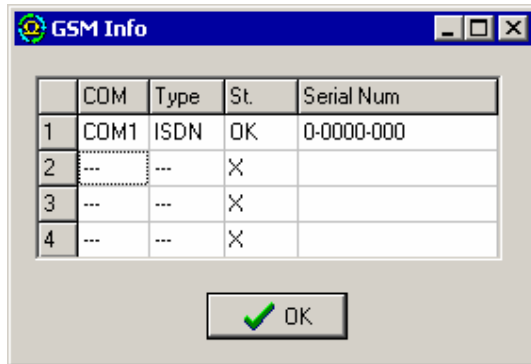
#### 3.1.3.1 Internal GSM Gateway

A valid licence for an internal GSM gateway is generated on the basis of the Omega PBX serial number (PBXId) or the server identification code (SrvId). These numbers are included in the *Help/On application MENU*.



### 3.1.3.2 External GSM Gateway

A valid licence for an external GSM gateway is generated on the basis of the external GSM gateway serial number. To find the GSM gateway serial number click on the *Envelope* on the icon bar and select *GSM info*.

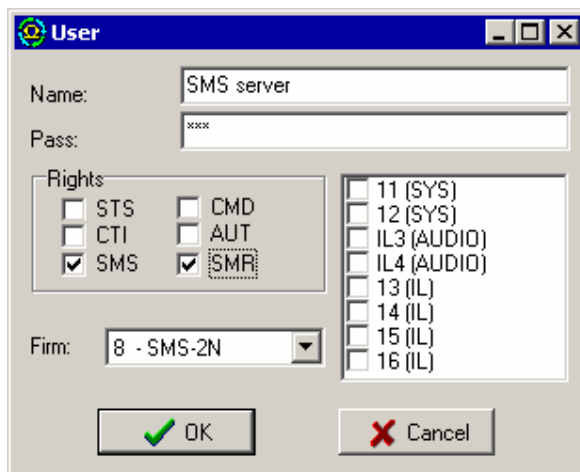


### 3.1.4 User

To enter the *SMS server* user click on the icon bar button showing a *head* and then select the *Create New User* item. To enter the data press *OK*.

E.g.: Name            -SMS server  
 Password         -SMS

You can choose any name and password. Be sure to assign SMS (SMS sending) and SMR (receiving) rights to the user. For the firm, enter 8 – SMS – 2N. No line is selected.



### 3.2 SMS Server Installation

Run the installation guide (wizard) for the ATEUS SMS server side. Follow the instructions during installation.

At the end of installation you are asked to enter the Username, Password and current XAPI server IP address.



When these settings are confirmed, the SMS server is enabled and the following data are displayed, with the XAPI version and SrvId code in the bottom bar (see XAPI Server Installation).



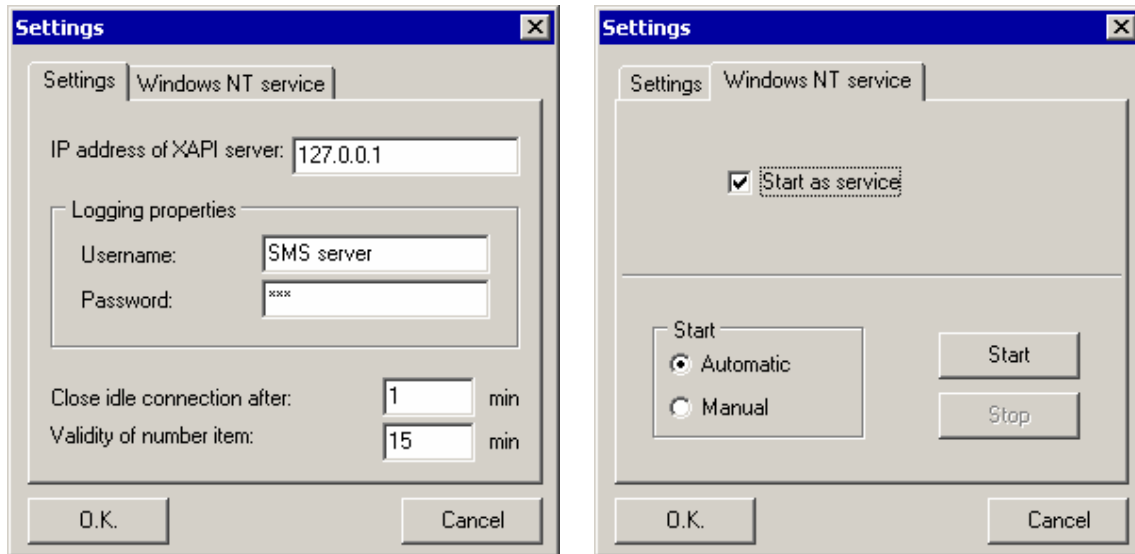
### 3.2.1 Settings

Using the *Settings* MENU you can select

- Application
- Routing
- User
- Language

#### 3.2.1.1 Application

This item is displayed in the *Settings/Application* MENU or by clicking on the *Tools* key on the icon bar.



Parameter: *Close idle connection after: 1 minute*: means how long the SMS server should wait before it closes the connection with the non-running XAPI server.

*Validity of number item: 10 minutes*: means how long the SMS server should hold the GSM number to which the client (user) sent an SMS. Any SMS answer is addressed to the right client (user) within this time limit. After that time, the SMS answer is addressed to all clients (users).

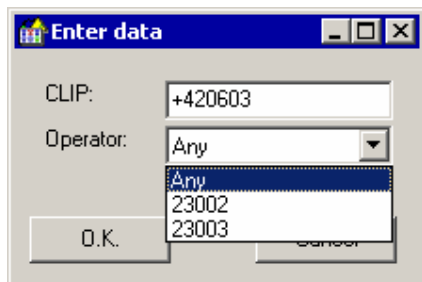
*Run as a service*: means, that the SMS Server will be started Automatically/Manually as a service.

**NOTE:** while the SMS Server is running, it is not possible to change its settings. It is necessary to end the service, run the SMS Server from the file and make needed changes in the settings.

#### 3.2.1.2 Routing

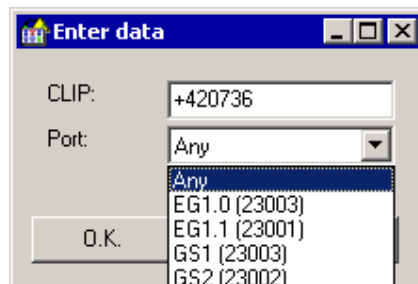
If more GSM providers are connected for SMS sending, you can select the routing mode in the *Settings/Routing* MENU. SMS Messages may be routed according to *Operator* or *GSM port*.

Click on the *Add key*.



CLIP: +420603  
Operator: Any

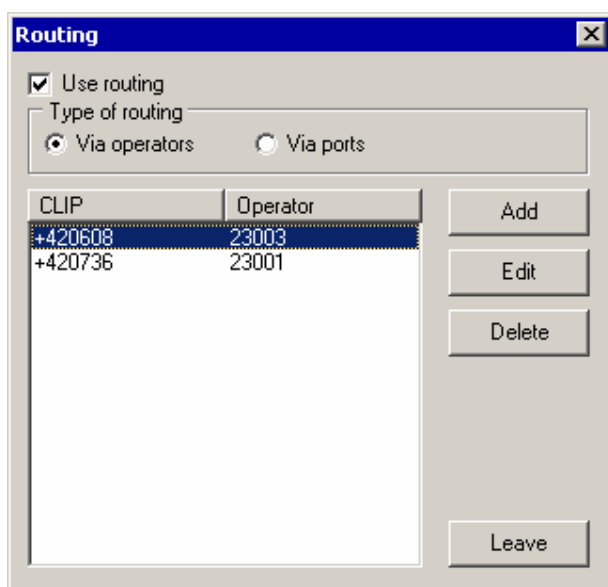
Any  
23002  
23003



CLIP: +420736  
Port: Any

Any  
EG1.0 (23003)  
EG1.1 (23001)  
GS1 (23003)  
GS2 (23002)

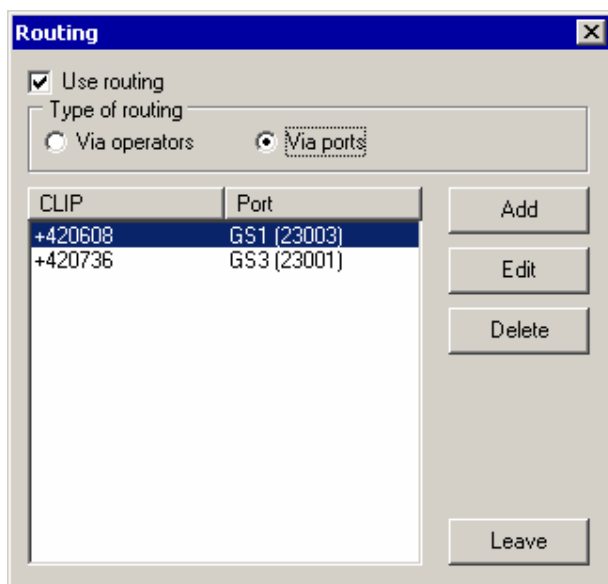
Enter the CLIP (destination) and provider to be used for SMS sending.  
After entering select the *Use routing* item.



Use routing  
Type of routing  
 Via operators  Via ports

CLIP	Operator
+420608	23003
+420736	23001

Add  
Edit  
Delete  
Leave



Use routing  
Type of routing  
 Via operators  Via ports

CLIP	Port
+420608	GS1 (23003)
+420736	GS3 (23001)

Add  
Edit  
Delete  
Leave

### 3.2.1.3Users

To define users get into the *Settings/Users* MENU or click on the *Head* key on the icon bar. Here you can enter all required users (clients). Be sure to enter the Username , Password and CLIP. (User's mobile phone number).

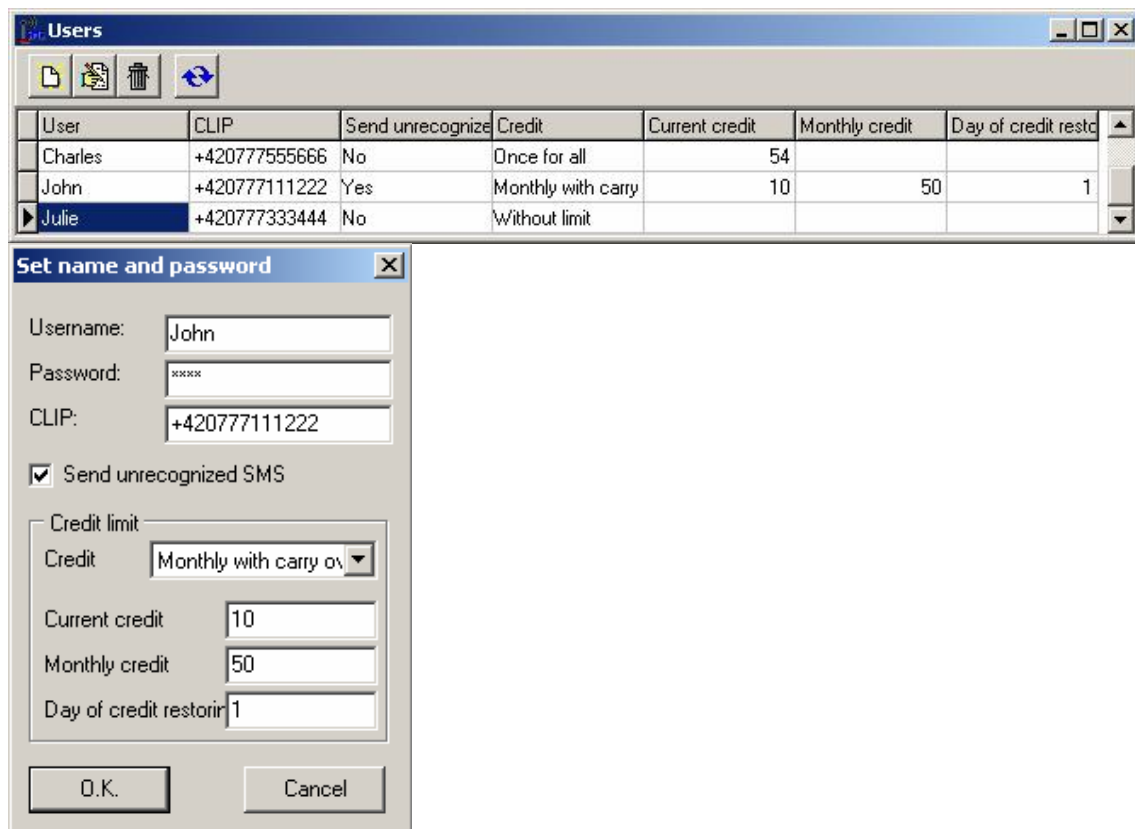
Please enter type of SMS credit and its restoring:

- Credit -Without limit
- Once for all
- Monthly
- Monthly with carry over

- Current credit -current number of SMS messages, ktere which may be sent
- Monthly credit - number of SMS messages, which may be sent
- Day of credit restoring -the day in the month, when SMS credit will be restored

Credit in this table is updated during SMS sending or after clicking on button „ Update Credit“.

Enable (disable) sending of unasked SMS. Unasked SMS is such SMS that was sent only on the SIM card number in the given GSM gateway without any marked end user or was not sent as the answer till the set limit.



The screenshot shows the 'Users' application window with a table of users and a 'Set name and password' dialog box open over it.

User	CLIP	Send unrecognized	Credit	Current credit	Monthly credit	Day of credit restc
Charles	+420777555666	No	Once for all	54		
John	+420777111222	Yes	Monthly with carry	10	50	1
Julie	+420777333444	No	Without limit			

The 'Set name and password' dialog box contains the following fields and options:

- Username: John
- Password: \*\*\*\*
- CLIP: +420777111222
- Send unrecognized SMS
- Credit limit: Monthly with carry over (dropdown menu)
- Current credit: 10
- Monthly credit: 50
- Day of credit restoring: 1

If you try to create more users then is the limit in your license, you will informed by a message.



The screenshot shows an error message dialog box titled 'Sms server' with a red 'X' icon. The message reads: "You can't add another user because of licence limitations." There is an 'OK' button at the bottom.

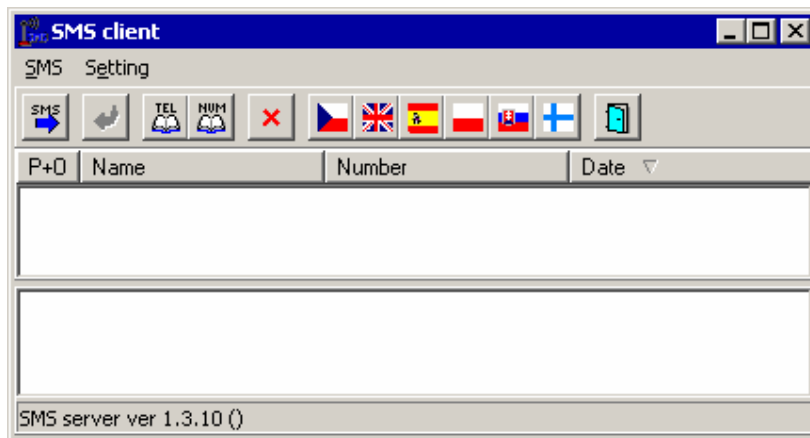
### 3.3 SMS Client Installation

Run the installation guide (wizard) for the SMS gateway client side. Follow the instructions during installation.

At the end of installation you are invited to enter the Username, Password and current XAPI server IP address.



When these settings are confirmed, the SMS client is enabled and the following data are displayed, with the SMS server version in the bottom bar.



### 3.3.1 Setting

Using the *SMS* MENU you can

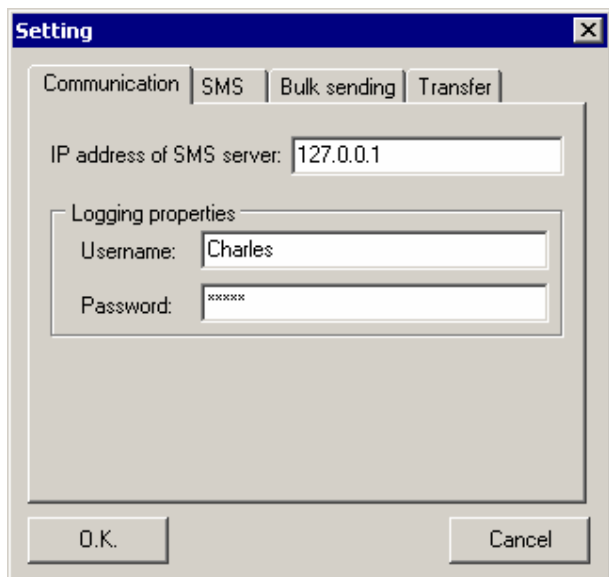
- send SMS
- send bulk
- reply SMS
- save SMS
- print SMS
- delete SMS
- resend SMS
- send SMS again
- delete all SMS

Using the *Setting* MENU you can

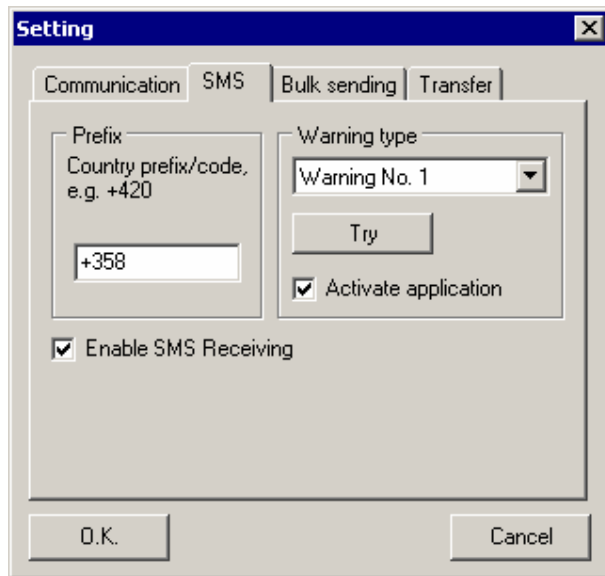
- create a GSM number list
- display a VIP number list
- select application
- select language
- change password
- change CLIP

#### 3.3.1.1 Application

Select this item in the *Setting* MENU. Check the IP address of the SMS server a logging name. Enter the international prefix, select the warning message type for incoming SMS (depends on your PC configuration - internal loudspeaker).



If you require to automatically pop up a window from the tray when as SMS message is received, enable the parameter Activate application.

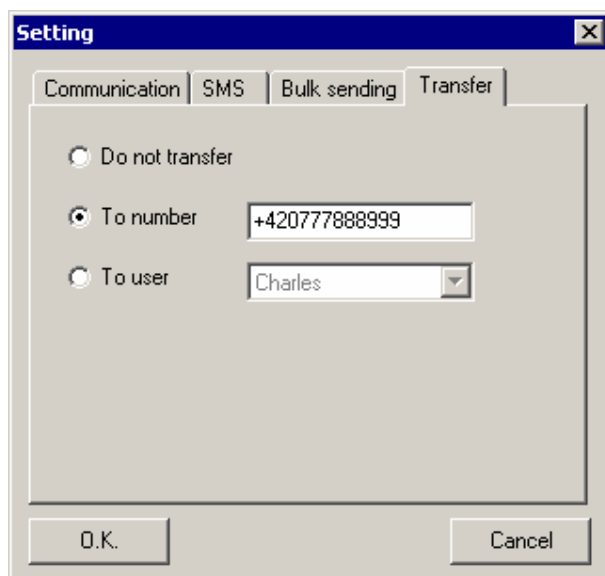


Otherwise, you will be notified about an incoming SMS by a blinking SMS icon on the tray (if the SMS client window was previously minimized).



If you do not like to receive SMS messages into the SMS Client, you may do it using the parameter “Enable SMS Receiving” in the settings. (Anyway, if you enable delivery reports, you will still get them).

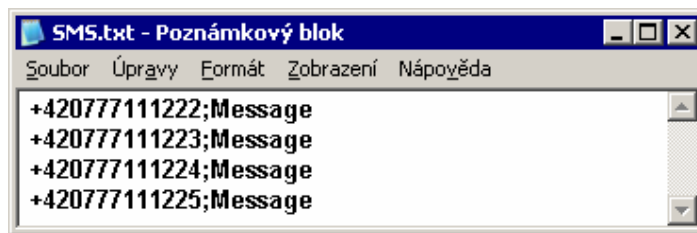
Incoming SMS message may be automatically forwarded to a GSM number or another SMS User (client).



For automatic bulk SMS Sending select saved file with stored SMS messages and enter time, when the sending will start.



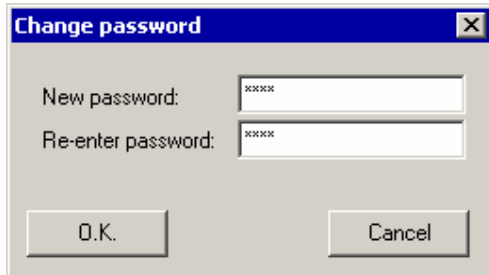
File for bulk SMS Sending composes of individual lines with GSM number (to which the SMS will be sent) and SMS text, separated by semicolon.



For successful bulk SMS sending it is necessary, that the Client is active and has sufficient Credit for all SMS messages.

### 3.3.1.2 Change Password

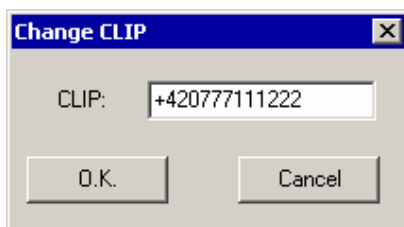
All clients (users) are allowed to change their user password in the *SMS/Change password* MENU.



A dialog box titled "Change password" with a close button (X) in the top right corner. It contains two text input fields. The first field is labeled "New password:" and contains four asterisks (\*\*\*\*). The second field is labeled "Re-enter password:" and also contains four asterisks (\*\*\*\*). At the bottom of the dialog, there are two buttons: "O.K." on the left and "Cancel" on the right.

### 3.3.1.3 Change CLIP

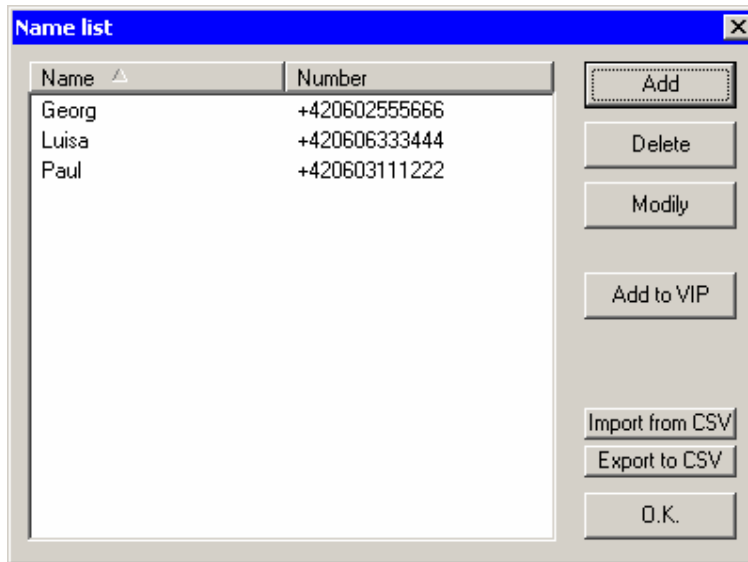
All clients (users) are allowed to change their GSM CLIP in the *Setting/Change CLIP*.



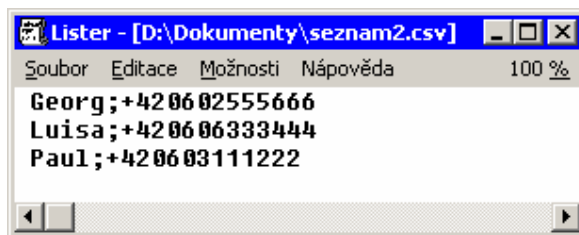
A dialog box titled "Change CLIP" with a close button (X) in the top right corner. It contains a single text input field labeled "CLIP:" with the value "+420777111222" entered. At the bottom of the dialog, there are two buttons: "O.K." on the left and "Cancel" on the right.

### 3.3.1.4 Name list

Create a GSM telephone directory of your own in the *SMS/Name list* MENU or by clicking on the *Book-TEL* key. Enter the name and GSM number (we recommend you to use the international format).

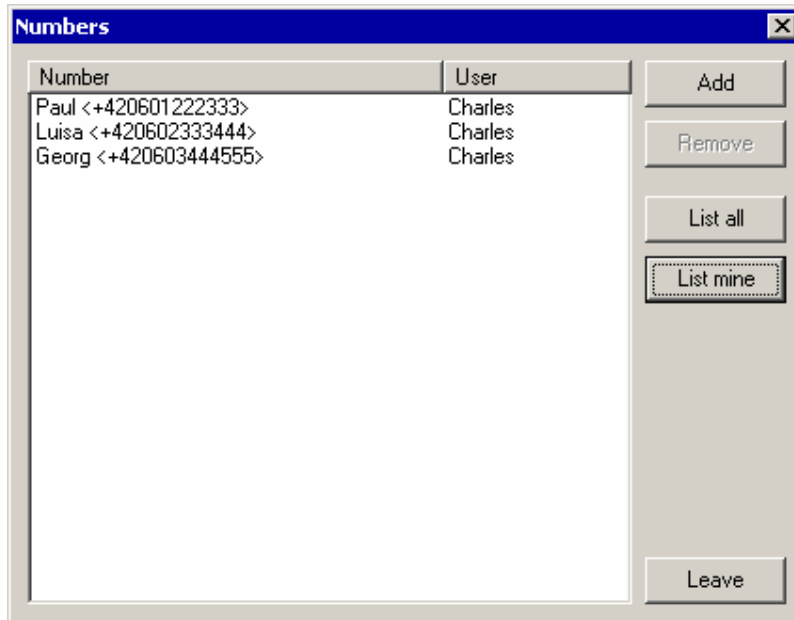


The telephone book can be exported to the file in CSV format. Eventually it is possible to import the telephone book from the pre-made list in CSV format.



### 3.3.1.5VIP Numbers

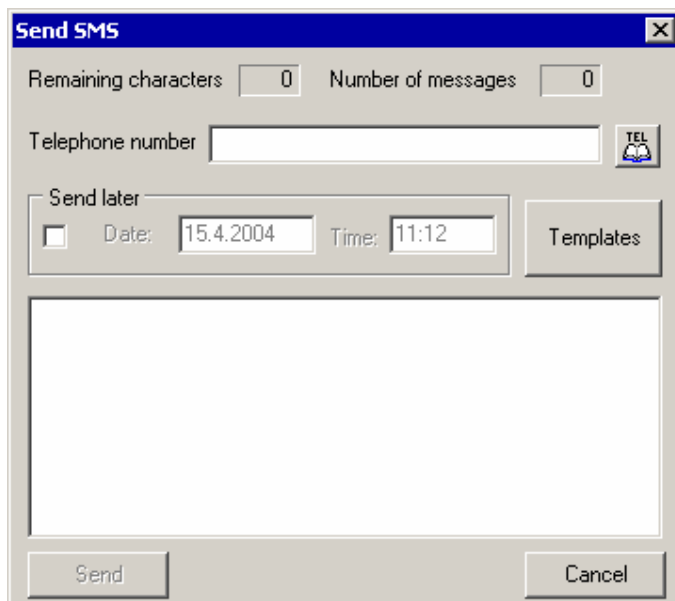
This name list contains GSM telephone numbers from which receiving SMS is reserved. To be the only one to receive such SMS, enter the required number and then click on the *Add to VIP* item. To check which GSM numbers are locked by you and other clients, select the *SMS/VIP numbers* MENU or click on the *Book – NUM* key.



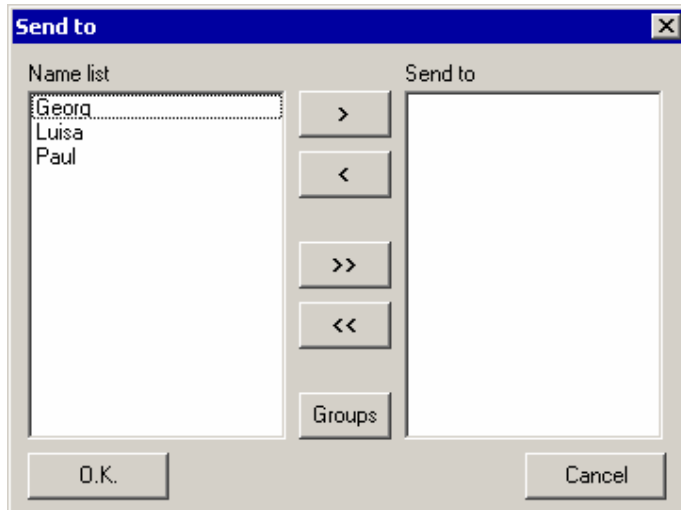
## 4. Sending SMS

### 4.1 To a GSM Telephone Number

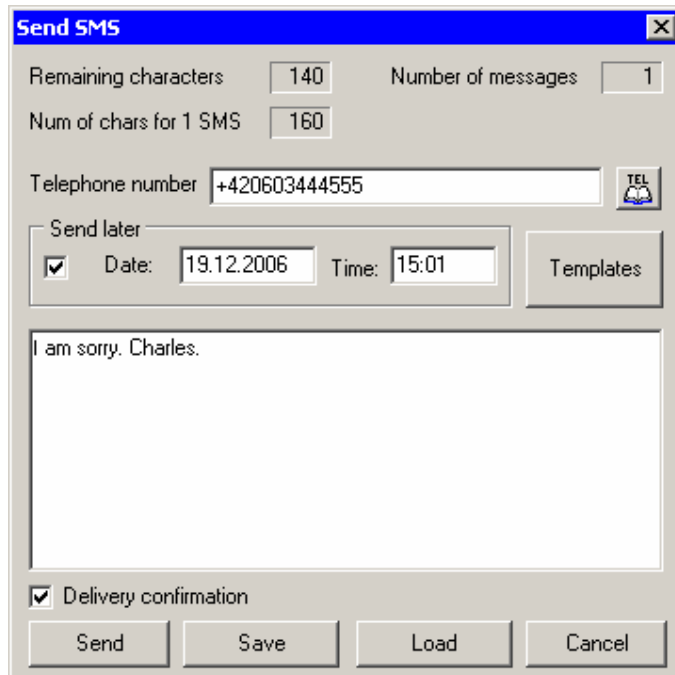
To send an SMS item, click on the key showing the *Blue arrow – SMS* symbol or select the existing SMS and press the SMS-answering *Green arrow* key.



Select the GSM telephone number from the list or enter the GSM number to which the SMS should be sent.



Type the required SMS without diacritic signs into the blank space and press the *Send* key. Your SMS will be sent. The maximum SMS length is 3x160 characters.

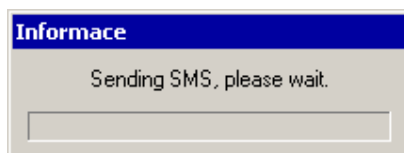


**Note:** if you sent an SMS message to a GSM number, which has been assigned to a client and this client is currently logged to the SMS server, then the SMS message is sent to his SMS Client program and not to his mobile phone.

SMS message may be also sent later with defined delay. Choose *Send later*, enter date and time, when you want the message to be sent. SMS sending is dependent on the server date and time. For a proper function, SMS Server and XAPI server must be active.

The prepared SMS can be saved by pressing „SAVE“ button to „\*.sms“ file for possible repetitive sending or for the other editing. You can load this saved SMS by pressing „LOAD“.

A message displayed on the screen informs you of whether or not your SMS has been successfully sent.



Everything is OK in this case. The SMS was sent successfully and included in the sent-SMS list, which is displayed after the *OK* key is pressed.

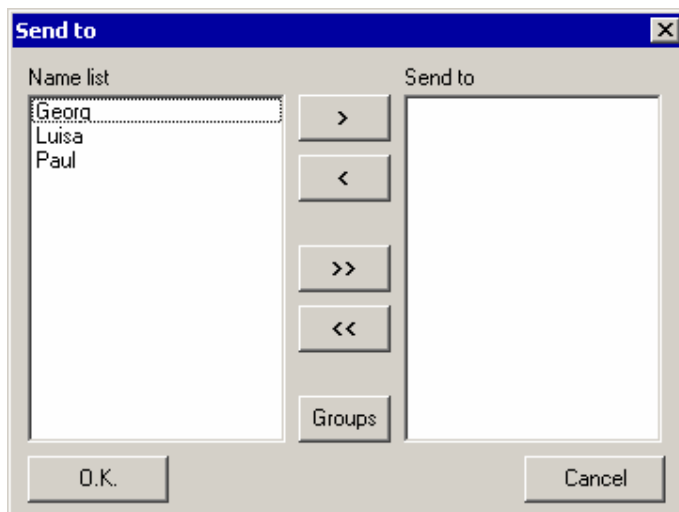
In the case SMS was not sent, then error message appears with the notice (in the event of SMS sending on more GSM numbers failure), that the „\*.sms“ file was automatically created. You can load this file again after the GSM gateway fault is removed and send the SMS later.



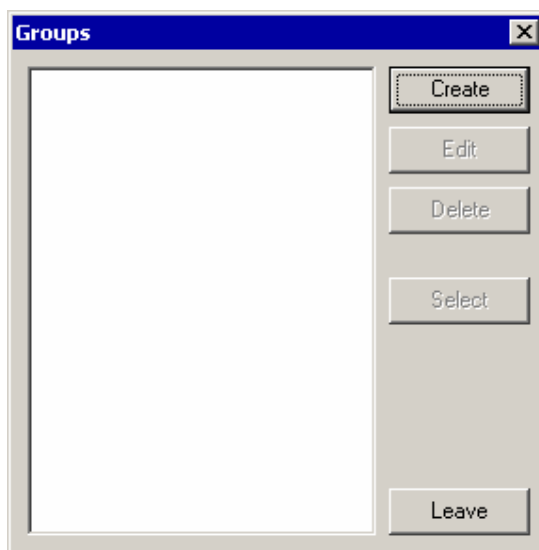


## 4.2 To a Group of GSM Numbers

You can create *Groups* for mass SMS sending in the GSM number list. Just enter the SMS sending environment and click on the *BOOK* key.

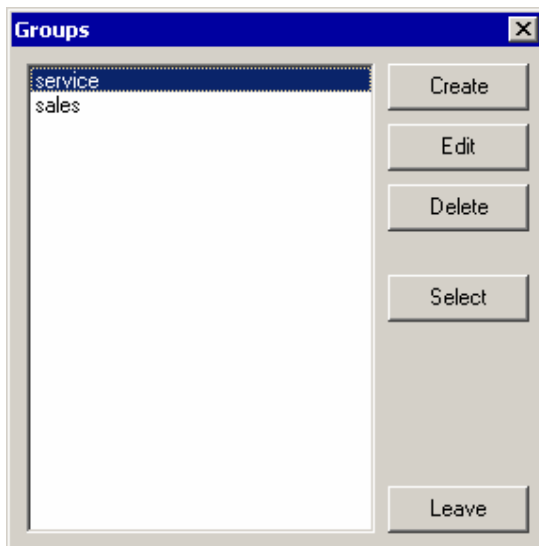
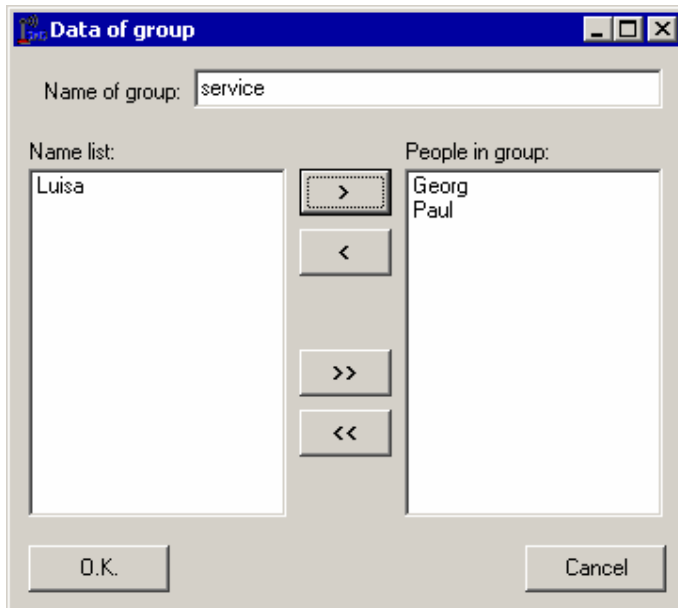


Select the *Groups* key.

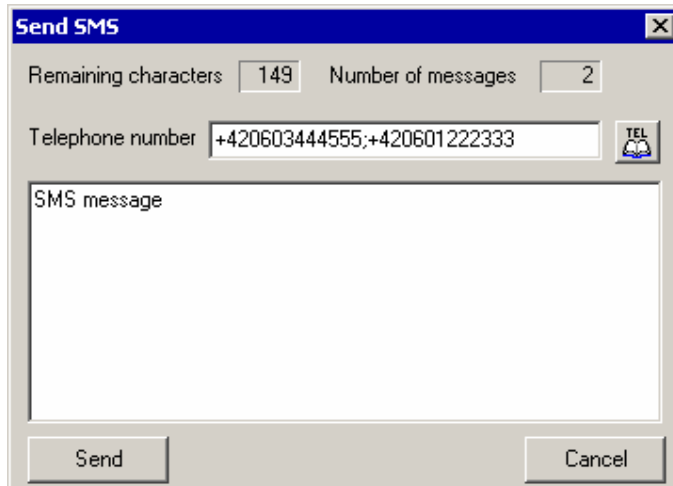


Click on *Create*.

Enter the group name and select persons from the name list to be included. To quit the group editing click on *O.K.*



Now select a group to which you want to send your SMS and click on *Select*. Enter the SMS text and click on *Send*.

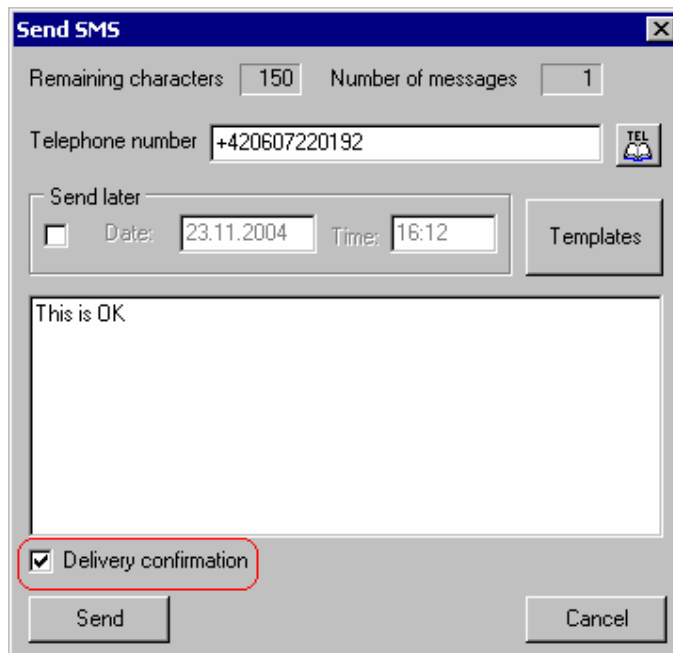


The dialog box titled "Send SMS" has a blue title bar with a close button. It contains the following fields and controls:

- Remaining characters: 149
- Number of messages: 2
- Telephone number: +420603444555;+420601222333
- SMS message: (empty text area)
- Buttons: Send, Cancel

### 4.3 SMS Delivery confirmation

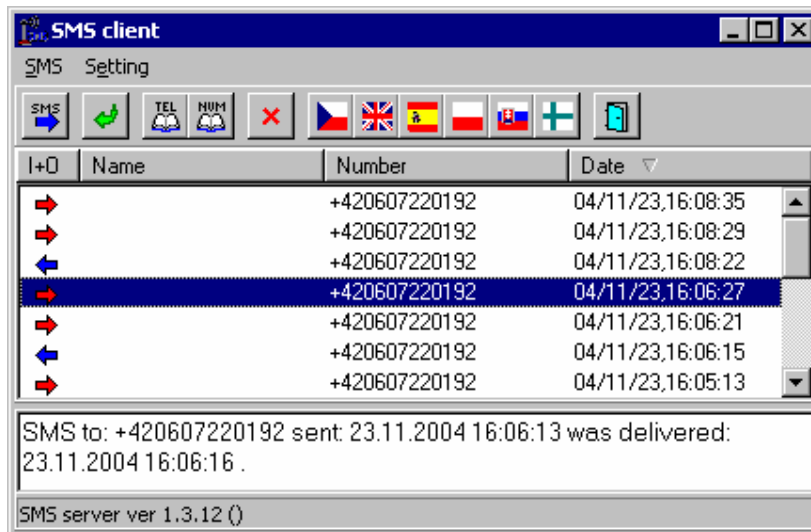
If you require to have information, whether your SMS message was delivered or not, select the checkbox Delivery confirmation before sending the SMS. This feature is supported in XAPI Server version 1.10B, ATEUS SMS 1.3.12 (Server) / 1.2.3 (Client) and higher.



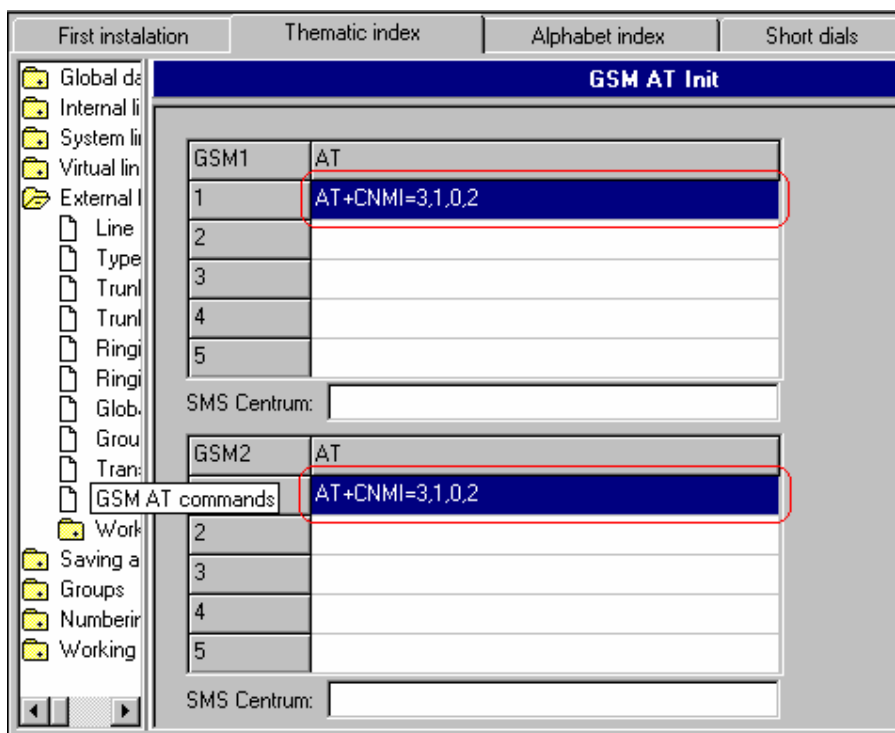
The dialog box titled "Send SMS" is shown with the following fields and controls:

- Remaining characters: 150
- Number of messages: 1
- Telephone number: +420607220192
- Send later:  Date: 23.11.2004 Time: 16:12
- Templates: (button)
- SMS message: This is OK
- Delivery confirmation:  (highlighted with a red circle)
- Buttons: Send, Cancel

After the SMS message was delivered, you will be notified with an incoming SMS message, where you can see the number, to which the SMS was sent, date and time of sending and delivery.



If you want to activate delivery reports for OMEGA PBX internal GSM gateways, you must enable it via the configuration tool OMEGA Program in External lines/Type of digital lines/GSM AT commands.

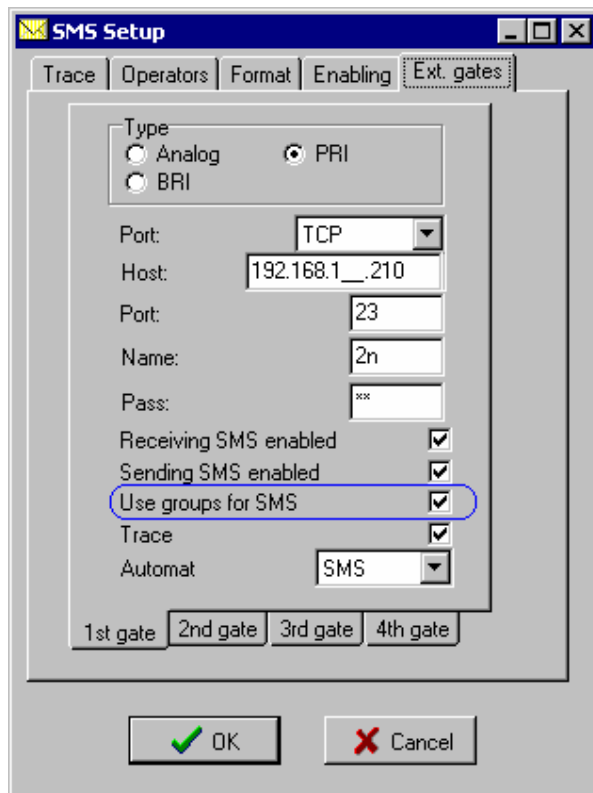


## 4.4 SMS Sending to GSM Groups created in PRI Gateway

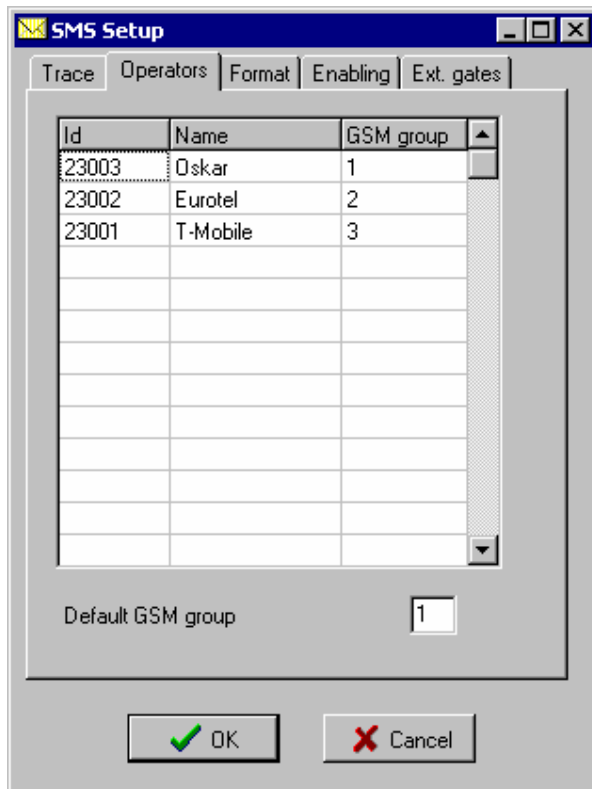
In the PRI gateways, SIM cards are assigned to GSM groups. Each GSM group usually consists of SIM cards belonging to one GSM operator. SMS messages for different operators may be routed thru different GSM groups according to your setup in XAPI server and SMS server.

### 4.4.1 SMS Setup in the XAPI server

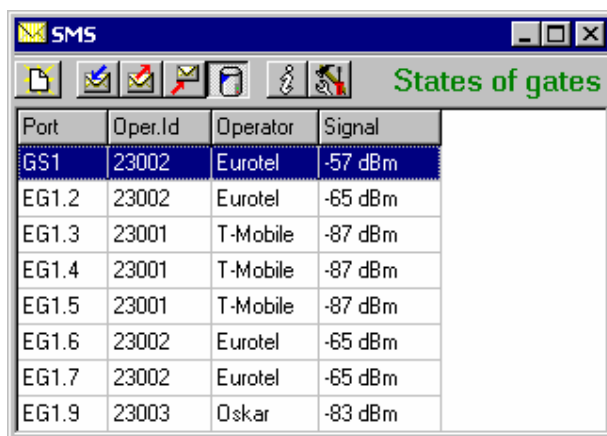
Establish connection to PRI gateway, which already has created GSM groups. Enable parameter "Use groups for SMS".



Enter the number of GSM Group, Name of GSM Operator and Network code of each operator. You must also set, which group is the default one. This group will be used for SMS messages to numbers, which prefixes have not been specified in any of the groups.



To find out, which Operators are currently being used, have a look into States of gates.



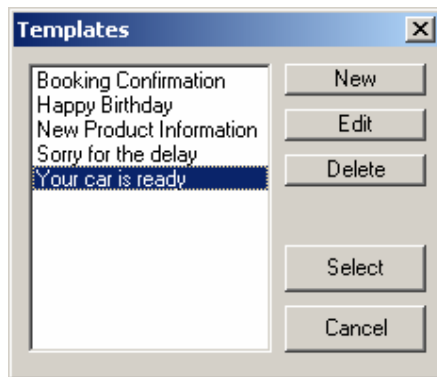
## 4.4.2 Routing

In the SMS server – Settings – Routing – choose Routing via Operators. For further steps, refer to the chapter 3.2.1.2 *Routing*.

## 4.5 Templates

Templates may be used for more comfortable SMS sending. Templates are predefined SMS texts, which may be simply edited or completed and then sent.

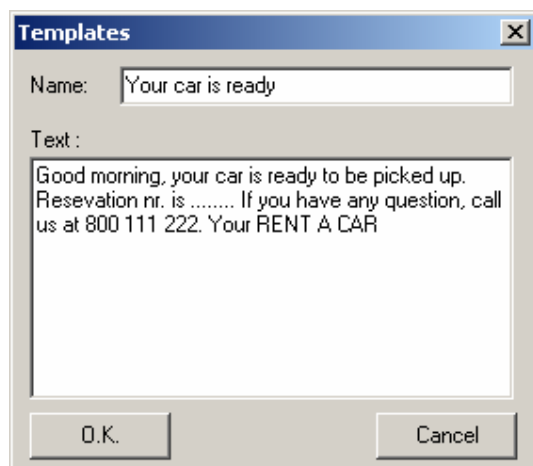
Templates may be found under *Templates* button in the window for SMS sending.



Buttons functions: **New** -creates new template.  
 Input a name and create new template. The space, which will be changed (or edited) fill e.g. with dots. When the Template is finished, press OK button.

**Edit** -Edits selected Template.  
**Delete** -Deletes selected Template.

**Select** -Selects a Template and opens it in window for SMS sending.  
**Cancel** -Returns to window for SMS sending.



## 5. Receiving SMS

The SMS server receives SMS units and re-sends them to required clients (users).

## 5.1 Answer to Received SMS

Suppose you have sent an SMS message and the addressee is sending an answer. If the answer meets the parameter set in the SMS server (Validity of number item), the SMS answer is sent to the user who sent the respective SMS. After this limit, the incoming SMS is sent to all users.

## 5.2 SMS Forwarding

Received or sent SMS message may be forwarded (passed) to another SMS client. Mark the desired SMS, press the right mouse button/Forward SMS or press the button MENU/SMS/Forward SMS. From the rollbox select the client, to which you want to forward SMS message and press OK button.

## 5.3 Sending SMS again

Received or sent SMS message may be sent again another GSM number or group. Mark the desired SMS, press the right mouse button/Send SMS again or press the button MENU/SMS/ Send SMS again. The text is automatically transferred to a window for SMS sending. Select GSM number and press the button SEND.

## 5.4 Sending to SMS User

An incoming SMS is sent directly to the required user in case the username is specified in # symbols at the beginning of the SMS.

E.g.: #Petr# Be punctual.

## 5.5 Receiving from VIP Numbers

An incoming SMS is sent to the user whose *VIP Numbers* list includes the GSM telephone number from which the incoming SMS is received.

## 6. SMS Administration

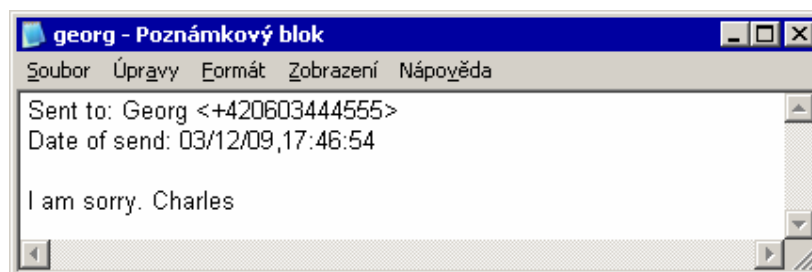
Incoming and outgoing SMS can be:

- saved
- deleted
- printed out.

### 6.1 Save SMS

Select the SMS and save it using the *SMS/Save SMS* MENU. Select the destination, enter the name and click on *Save*.

The SMS is saved in the txt format including the SMS send (receive) date and time.



## 6.2 Print SMS

Select the SMS and print it out in the *SMS/Print SMS* MENU. Select the font and the printer. Again, the SMS is printed out including data on the addressee and the SMS send (receive) date.

## 6.3 Delete SMS

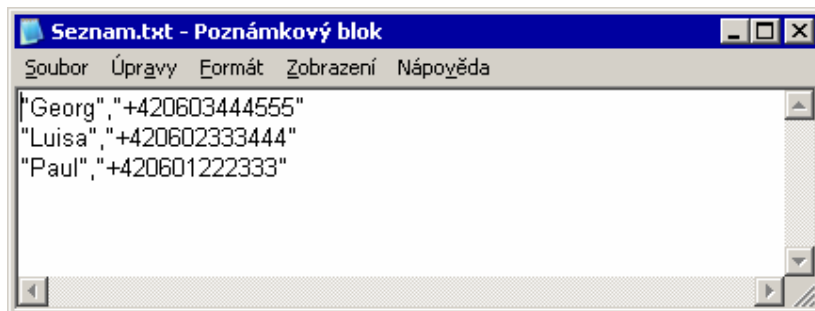
Select the SMS and delete it using the *DEL* key on your keyboard or the *Red cross* key on the bar.

You are recommended to save all important SMS before taking this step.

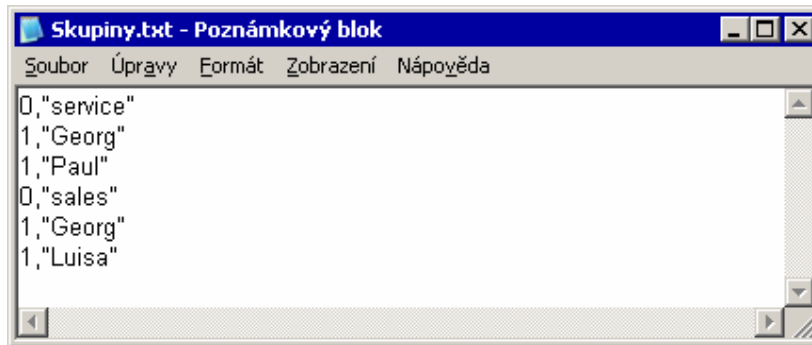
## 7. Saving Lists

Lists (name list, groups, SMS lists) you have created are saved into the main directory of the SMS client (user) installed in the *txt* format including all received and sent SMS.

List.txt: -list of GSM telephone numbers



Groups.txt:-list of groups with assigned persons



SMS.txt: -list of received and sent SMS

