

8. SENDING EMAILS AND SMS

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INTRODUCTION

DESCRIPTION

Each account and alarm code allows for emails and/or SMS to notify a subscriber upon receiving an alarm. To send an email and/or SMS, pre-configuration of the account is required. Emailing/SMS actions are to be pre-defined for each desired alarm code and internet or GSM modem set-up is to be completed.

The same alarm event can be sent to several email addresses as well as several SMS phone numbers.

SMS receiving and sending (without email gateway) is only available in versions >1.1.0.7
It is available in all SECURITHOR configurations.

Emailing is available in all versions and configurations of SECURITHOR over 1.0. The following description applies to versions >1.1.0.7

COMPATIBLE GSM MODEMS:

As of October 2010

Tested:

- .Sony Ericsson GM28, GM29, GT47, GT48;
- .All units using a Telit 864 GSM communicator;
- .Siemens TC35i;
- Navigard 2058

All other modems respecting SMS AT Commands (Sony Ericsson and Siemens drafts) should be compatible but remain to be tested.

WARRANTY OF FITNESS

MCDI does not make any warranty of fitness of the SMS function or that any SMS signal will reach sender. This absence of warranty is related to the use of third part equipment and third part suppliers, which do not offer a complete chain of acknowledge.

MCDI did not test any high traffic or volume solution using the SMS modem function. Due to the nature of the GSM system and the interconnection with several devices, MCDI advises not to use SMS sending for critical purposes.

SECURITHOR can queue SMS signals if channel is not available. This can result in delay in sending and receiving SMS signals.

Transmission between one GSM operator to the other can induce delays sometimes measured in hours.

Although SECURITHOR could be configured to send emails or SMS automatically, the SMS sending feature is not designed to work as a completely unattended solution. Programming Mechanisms to reboot or reconnect this feature to third part equipment or supplier are not warranted by MCDI.

CONNECTING SMS MODEMS TO STRECEIVER (INBOUND OR OUTBOUND)

Receiving and Sending Modems should be connected in STReceiver (> 1.1.0.5)

Locate STReceiver in the MCDI>STReceiver folder. Open it if not already running with your SECURITHOR. An icon of STReceiver is typically installed on your desktop during SECURITHOR first installation.

SMS modems connect over serial port or USB ports. Both types will appear in STReceiver left column i.e. a COM port will appear.

If STReceiver fails to initialize SMS modem the warning 'error opening port' will be displayed in the traffic window to the right.

Click on com port on STReceiver window. Pop up form will display parameters. Select SMS from the Receiver type list. Just click open if you don't need to change parameters. No change usually required.

Once initialized, the COM port number will display in the traffic window. SMS signals received will display in the traffic window.

In the left com port list, you will see the name SMS followed by phone number.

RECEIVING ALARM SIGNALS BY SMS

SMS Alarm Receiver accepts messages containing two alarm formats: Contact Id and 4x2. The message can contain several** alarm events as well as a combination of different alarm formats. Each alarm event has to be separated by a space (ASCII 32), a new line character (ASCII 10) or a carriage return character (ASCII 13).

Example:

AAAA18TTTTTPPZZZ AAAA18TTTTTPPZZZ C of SMS Message:

455401 0000140100001 222218145101002E

A – account

T – type of alarm

Z – zone or user

P – partition

C - Checksum

Alarm transmitted to SECURITHOR using previous SMS message examples, Receiver(1) and Line(1):

time date 11 4554 01 {telephone}

time date 11 0000 E401 00 001 {telephone}

time date 11 2222 E451 01 002 {telephone}

Outbound and Inbound SMS modems, use the same connection process to STReceiver. One modem can be shared to outbound or inbound although only one channel can be used at given time.

Inbound signals are treated in FIFO order (First in first out). Outbound queue is virtually unlimited each item being written to database prior to sending. WARNING: if connection with modem is broken, potentially large amounts of signals can be queued by SECURITHOR.

SENDING SMS

SMS can be sent either by:

-using an email to SMS format (GSM providers allowing emails to SMS). Refer to section sending emails.

-using a gateway providing emails to SMS sending. Refer to section sending emails.

-using a SMS modems

SENDING SMS VIA EMAIL GATEWAYS (GSM OPERATORS OR EMAIL TO SMS GATEWAYS)

SMS via email gateway are sent by SECURITHOR as emails and converted by email to SMS by gateway. Follow your GSM operator instruction to format email address or follow instructions from your email to SMS gateway provider.

Refer to section SENDING EMAILS to defined emailing actions.

SENDING SMS USING ONE OR MORE SMS MODEMS

It is possible to use the same SMS modem to send and receive. Modems typically allow only one action at given time.

SECURITHOR can use several SMS modems to either send or receive thus allowing more sending or receiving channels availability.

SECURITHOR does not impose limit of SMS sent per alarm signal. The limitation is usually the number of available outbound channels connected to your SECURITHOR's STReceiver component. Email and SMS can be sent at same time. It is possible to spread SMS modems along network using several STReceiver. See STReceiver installation and configuration to know how to connect several STReceiver to SECURITHOR.

Go to ACCOUNT>Alarm code management> SMS tab

SMS tab description:

Name: to identify a specific phone number ex. 'MCDI HQ'

SMS sender (ANY): first available SMS modem will send SMS (round robin).

SMS sender (none): NO SMS are sent for this account.

SMS sender (primary): identify first modem to output (by alias).

SMS sender (sec): identify secondary modem to output (by alias).

N.B. Always setting 'any' may allow more availability. Selecting 'Specific' enables matching a specific SMS modem using a providers SIM card to a GSM provider sometimes reducing cost of transmission.

Phone number: this is the number you are sending SMS To. Each entry is defined per account and all partitions will use this number.

EVENT SUBJECT, HEADER AND FOOTER

You can write a Subject, Header and a Footer message to identify your CMS or greet subscribers. Headers and Footers are common to every emails/SMS sent. Go to SETTINGS>Internet settings>Event Notification Configuration to change Event subject, Event header and event footer. Changes to Event subject, header and footer apply to all email and SMS sent. You can enter over 20000 characters in Subject, Header or Footer. However if using SMS, keep in mind SMS length restrictions.

SMS limitations on number of characters. Most providers will limit the number of characters to 140 and sometimes to 155. WARNING: sending double bytes characters (non Latin characters) will reduce the number of characters allowed to 77.

SENDING EMAILS

WARNING: SENDING EMAIL REQUIRES CONNECTION TO THE INTERNET. FIREWALL SHOULD BE INSTALLED. YOUR INTERNET PROVIDER SHOULD BE AWARE OF POSSIBLE HIGH EMAIL TRAFFIC.

How to setup:

Go to ACCOUNTS>Alarm Code Management>Alarm Codes

Select Alarm Code row. Add Email address you wish to contact when receiving this alarm code and select it.

Please note that all emails addresses for this account will be displayed in the list but only selection under the column Event will be attributed for this alarm code.

Each time a selected and defined alarm code is received in SECURITHOR, an email will be sent to selected email addresses with General Subject, Header and Footer. See section Event Subject, Header and Footer for more information on those topics.

Be aware that if the account, partition or alarm code is disabled, no email or SMS will be sent.

EMAIL SERVER CONFIGURATION

How to setup:

Go to SETTINGS>Internet settings

Select 'Enable email' to use this feature.

Fill *STMP server*, *SMTP port boxes* with data supplied by your System Administrator. If your SMTP server requires Authentication, enter SMTP server and Password as directed by your System Administrator.

SECURITHOR only supports Authentication by user/password. SSL is not supported.

Verify that virus software allows your outgoing email port and traffic to outbound to outgoing mail server.

Verify with your System Administrator / Internet provider that you can outbound large quantities of emails. This may require upload bandwidth as well as special provision on mail server.

ADD/DELETE EMAIL ADDRESSES

How to setup:

Go to ACCOUNTS>Alarm Code Management>Email/SMS List for Incoming Events>Partition Emails

Name: description of email account.

Event: Enable of Disable sending to this address.

Email Address: enter email.

The Email addresses can be added or deleted in this section.

There is no limitation on number of emails/destinations you can enter.