



Multicast Service

SMSP platform (www.smsp.gr)
v.4.1

Copyright 2008

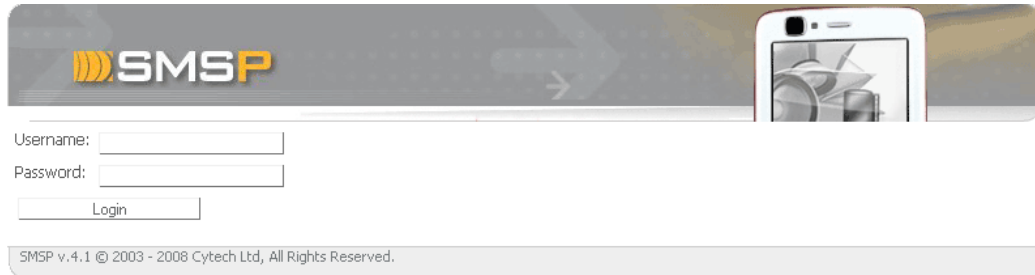
<http://www.cytech.gr>

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Logging into SMSP

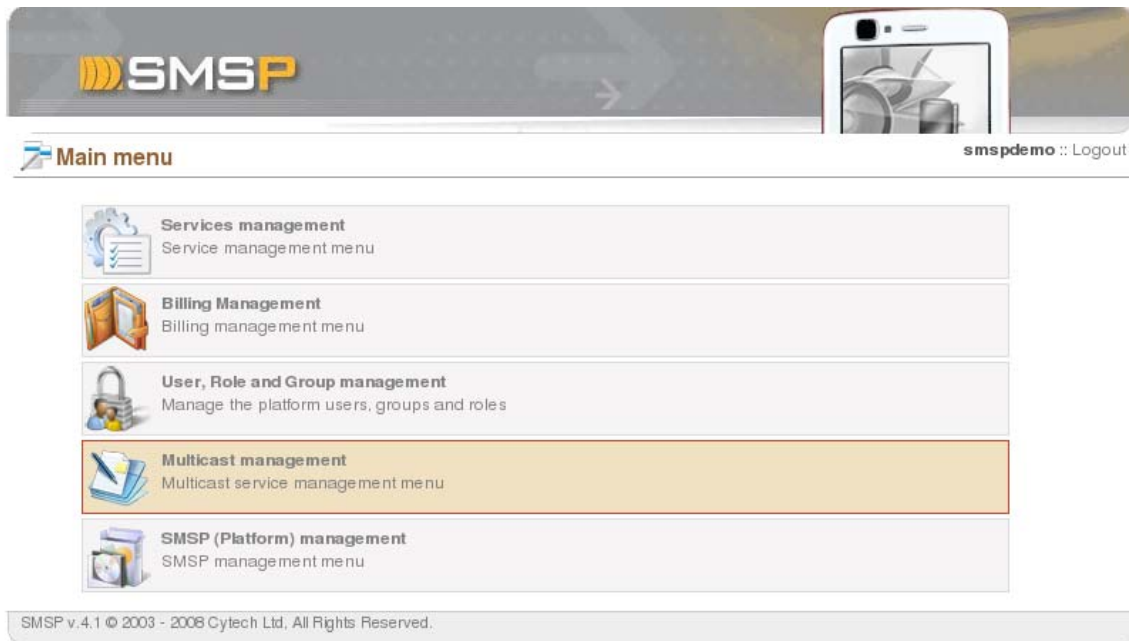
To log in to the SMS Platform, insert the username and password at the login page, shown in [Image 1: SMSP Login page].



The image shows the SMSP login page. At the top, there is a header with the SMSP logo on the left and a smartphone displaying a document on the right. Below the header, there are three input fields: 'Username:', 'Password:', and a 'Login' button. At the bottom, there is a footer with the text 'SMSP v.4.1 © 2003 - 2008 Cytech Ltd, All Rights Reserved.'

Image 1: SMSP Login page

Once you have logged in, you should see the main menu and the available options for your account [Image 2: Main menu, with the “Multicast Management” option highlighted.], depending on the access rights assigned to you. From this menu, as shown in [Image 2: Main menu, with the “Multicast Management” option highlighted.], we select “**Multicast Management**”.



The image shows the main menu of the SMSP platform. At the top, there is a header with the SMSP logo on the left and a smartphone displaying a document on the right. Below the header, there is a 'Main menu' section with a 'Logout' link. The menu items are:

- Services management
Service management menu
- Billing Management
Billing management menu
- User, Role and Group management
Manage the platform users, groups and roles
- Multicast management**
Multicast service management menu
- SMSP (Platform) management
SMSP management menu

At the bottom, there is a footer with the text 'SMSP v.4.1 © 2003 - 2008 Cytech Ltd, All Rights Reserved.'

Image 2: Main menu, with the “Multicast Management” option highlighted.

Multicast Management

By selecting the **«Multicast Management»** option, you will proceed to the options of this service. These are shown in [Image 3: The Multicast Service options] and are the following:

- ✓ **Send message:** This allows you to send multicast messages to specific mobile phone numbers, as well as multicast groups.
- ✓ **Multicast Group Management:** This allows you to create, update and delete groups of multicast recipients.
- ✓ **Multicast History:** This allows you to view a history of all the messages you have sent through the Multicast service through SMSP.

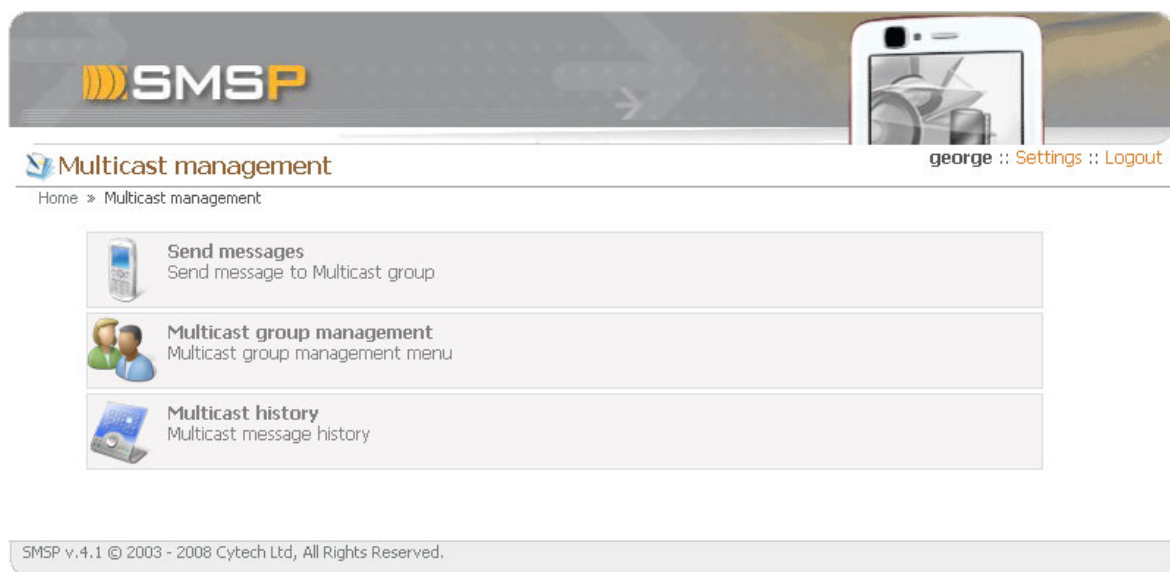



Image 3: The Multicast Service options

 You will notice that as the number of messages you have sent through the Multicast service grows, the Multicast History page will take longer to load, but you will still see a message assuring you your request is being processed, like the one in [Image 4: Multicast History page loading message].

Loading data, please wait... 

Image 4: Multicast History page loading message

Sending Multicast Messages

This will allow you to send messages through the Multicast service, to specific mobile phone numbers, as well as to multicast groups of recipients that you have created. The fields you need to fill in are the **To** and **Text** fields. Below you can find more details about how to fill these in:

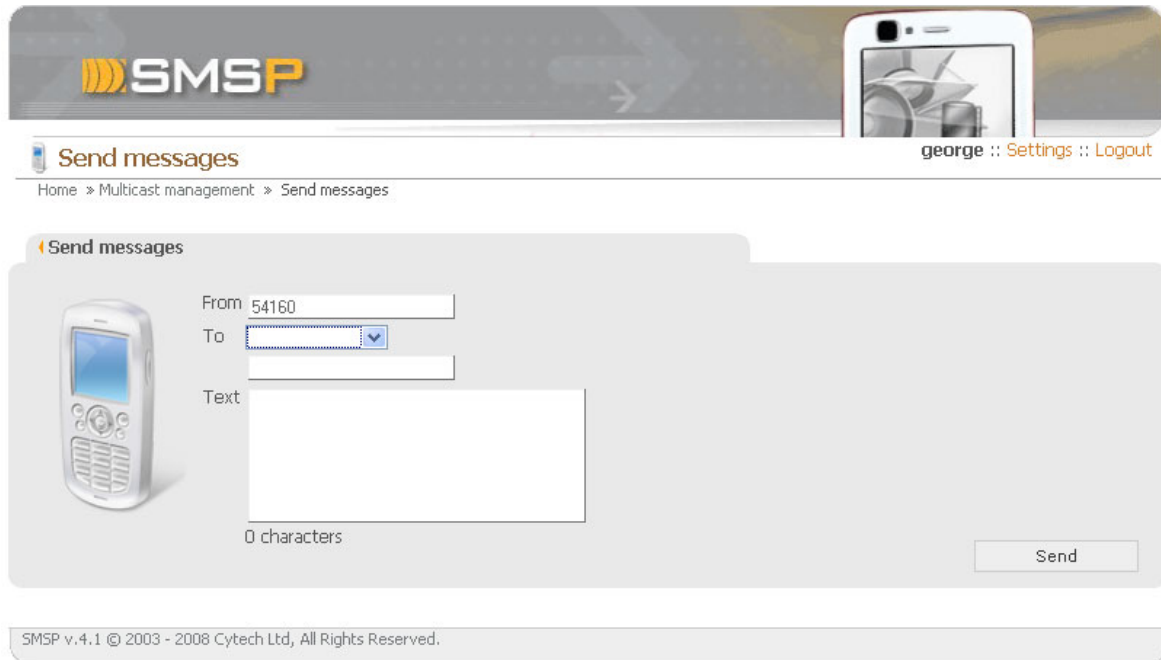


Image 5: Sending multicast messages

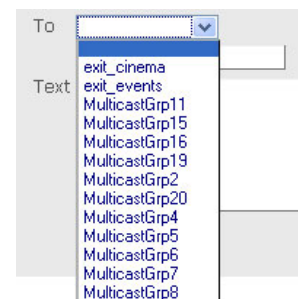
- ✓ **From field:** In the **From** field there will be by default the short code through which the SMS messages will be sent – in our example this is 44333.




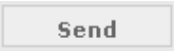
This field should not be modified by the user, as it is automatically set by the platform (depending on the short codes used).

- ✓ **To field:** From the **To** field you can select the recipient or the group of recipients to which you wish to send your message.

- a. *Sending to a group of recipients:* In this case you need to select a group from the drop down menu. This menu contains all the existing groups that you have created. In our example the list contains the following named groups: exit_cinema, exit_events, MulticastGrp11, MulticastGrp8. We have selected the group 'MulticastGrp2'.
- b. *Sending to a single recipient:* In this case you will need to type in the phone number to which you wish to send your message.



-  If you select a group and also type in a number, then the message will be sent to both recipients in the group, as well as the individual recipient.
- ✓ **Text field:** In this field you can insert the text that you wish to send. Please note that this text cannot exceed 160 characters. There is a counter under this field, for the number of characters in your text, which helps you not to exceed this limit. As soon as this limit is **96 characters** reached, you will not be able to insert any more text.

Once you have selected the recipient or group of recipients, and prepared your text, you can simply click the  button to dispatch your message.

Multicast Group Management

From the “**Multicast Management**” page, [Image 3: The Multicast Service options], you can select the “**Multicast Group Management**”, to proceed to the page where you can manage your multicast groups [Image 6: Multicast Group Management page].

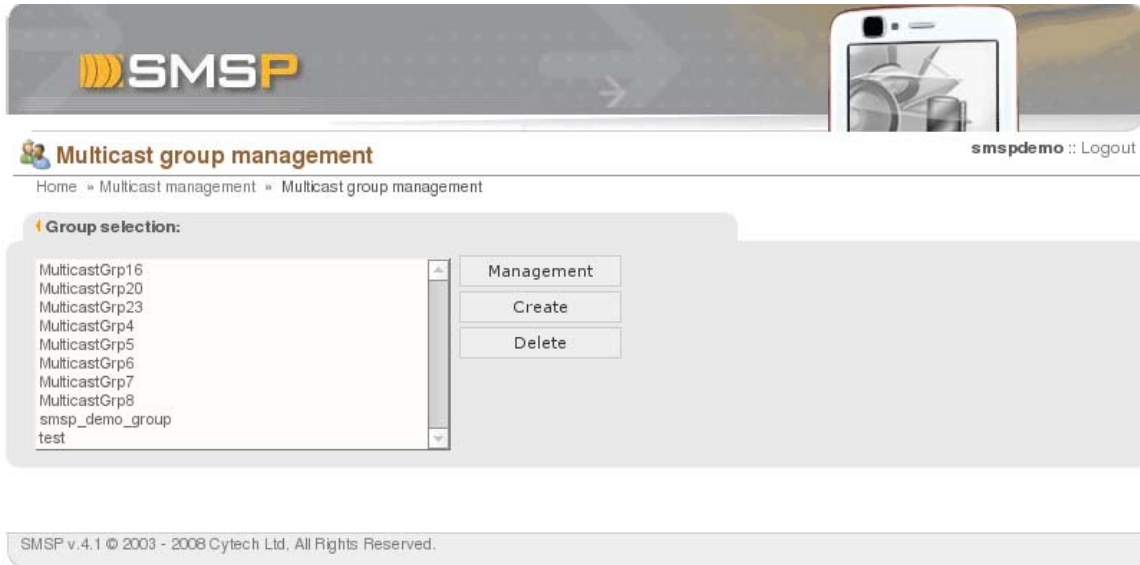


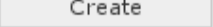
Image 6: Multicast Group Management page

The options you have available in this page are the following:

- ✓ **Management:** This allows you to edit or update a group you have already created and appears in the list on the left.
- ✓ **Create:** This allows you to create a new group for multicast recipients.
- ✓ **Delete:** This allows you to delete one of the already existing groups of multicast recipients appearing in the list on the left.

Below you can find further details about each of these options:

Create

Clicking the  button, will result in the platform automatically creating for us a new group with a name like MulticastGrp x . In our example, shown below, a new group with the name **MulticastGrp18** has been created. Once the group has been created, you can start editing it, and performing the following actions:

- ✓ **Adding new numbers:** This allows you to add new numbers to the group, one by one, by copying them from another group, or by inserting them from a file.

- ✓ **Group info:** This allows you to edit the group name and view the group owner.

Image 7: Creating and editing the newly created group

Group Info

This section allows you to edit the group information. In particular:

- ✓ **Group name:** You can edit the group name.
- ✓ **Group owner:** You can view the owner of this group. The owner is automatically set by the platform to the user that created this group.

Image 8: Editing the group information


Adding new numbers

There are a number of ways you can add numbers to your groups. Each of these is explained in detail below:

- ✓ ***Adding individual numbers manually:*** You can add a number to the group using the “Mobile number” field shown in [Image 9: Manually adding an individual number]. The number must be in the form 30697777777. (i.e. no leading zeroes, or '+'). You simply type in the number and click the button. The number should now be inserted into the “Registered Mobile numbers” list on the left.



Image 9: Manually adding an individual number

- ✓ Adding numbers from another group: There are certain cases when you will need to create a new group which will contain sets of numbers you have already used in other groups. For such cases SMSP provides you with the ability to copy numbers from group to group using the field shown in [Image10: Adding numbers from another group]. You simply select the group containing the original numbers and click on the  button. You can repeat this process for as many groups as you wish.

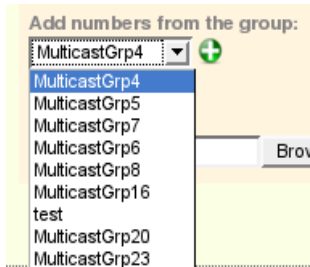


Image10: Adding numbers from another group

- ✓ Adding numbers from a file: The final option you have when inserting mobile numbers into a group is adding the numbers from a file. This file is a .txt file (which you can easily create using e.g. Notepad in Windows). In this file, there must be a single mobile phone number in every line. An example of such a file is shown in [Image 12: An example .txt file containing some random numbers].



Image 11: Adding numbers from a file

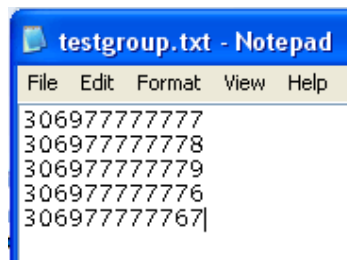


Image 12: An example .txt file containing some random numbers

Management

To manage and edit a group of recipients you will need to select its name from the list of multicast groups, as shown in [Image 13: Selecting a multicast recipient group for management]. In the specific example we have selected the group named 'MulticastGrp11' which we will manage.

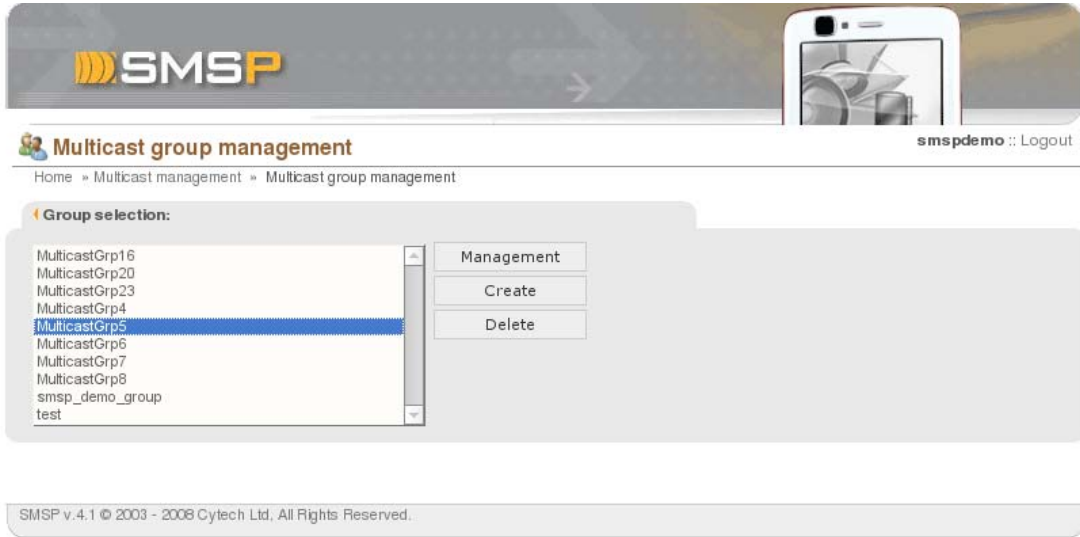


Image 13: Selecting a multicast recipient group for management

Once we have selected the appropriate group, we click on the **Manage** button, to load the group management tab, which will be similar to the one shown in [Image14: Managing a group]. The actions you can perform in this tab have already been described in detail in section [Create]. In particular these actions are:

- ✓ Group Info
- ✓ Adding new numbers

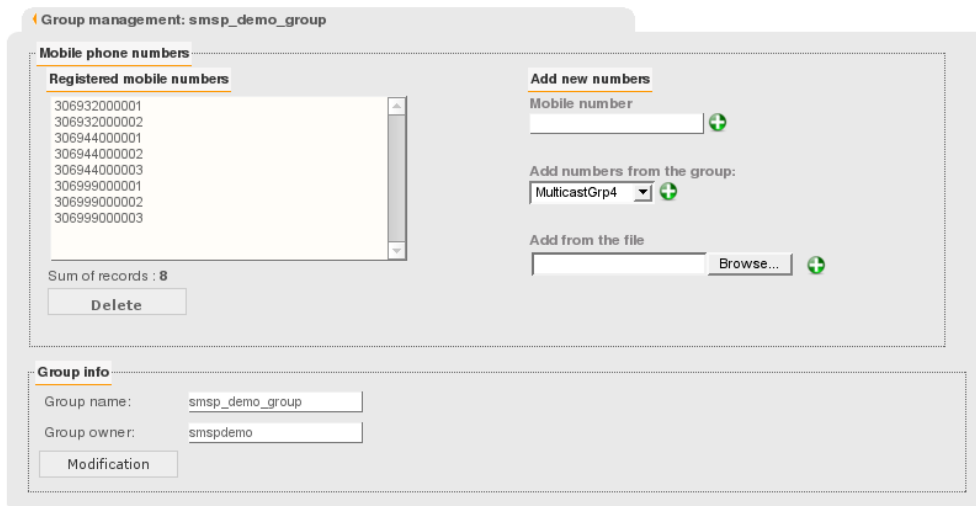
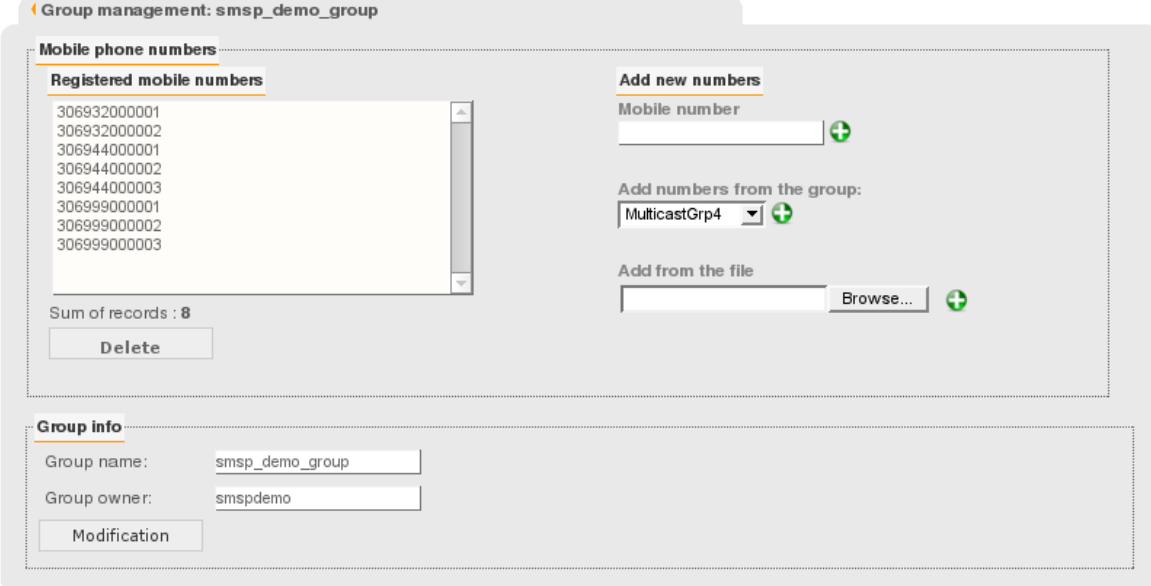


Image14: Managing a group

Deleting a group

To delete a group of recipients, you will need to select the name of the group from the list of groups, as shown in [Image 15: Selecting a group to be deleted]. In the specific example we have selected the group named 'MulticastGrp11' to be deleted.



Group management: smsp_demo_group

Mobile phone numbers

Registered mobile numbers

- 306932000001
- 306932000002
- 306944000001
- 306944000002
- 306944000003
- 306999000001
- 306999000002
- 306999000003

Sum of records : 8

Delete

Add new numbers

Mobile number

Add numbers from the group: MulticastGrp4

Add from the file Browse...

Group info

Group name: smsp_demo_group

Group owner: smspdemo

Modification

Image 15: Selecting a group to be deleted

Once we have selected the desired group, we click on the button. This will bring up a confirmation dialogue, like the one shown in [Image 16: Asking the user to confirm the deletion of a multicast group], asking us to confirm the deletion of this group. Selecting 'OK' will result in the group being deleted; otherwise this action will be cancelled.

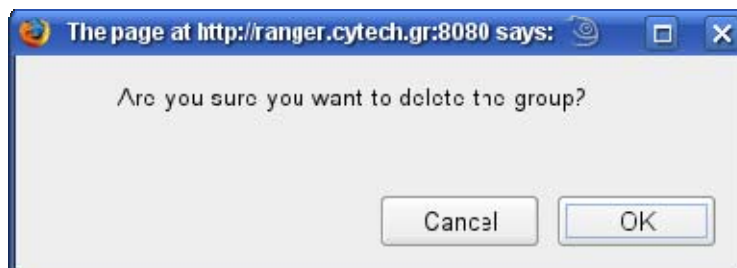


Image 16: Asking the user to confirm the deletion of a multicast group

Multicast History

This page contains all the messages sent through the SMSP Multicast service. The messages are ordered by the date the dispatch was made.



The screenshot displays the SMSP Multicast History interface. At the top, there is a banner with the SMSP logo and a smartphone image. Below the banner, the page title is "Multicast history" with a user "smspdemo" and a "Logout" link. A breadcrumb trail shows "Home » Multicast management » Multicast history". A search bar is present, followed by a confirmation that "One record found." Below this, a table lists the message details:

Date	Multicast user	Group	Number of SMS	Text
01-04-2008 14:56:13	smspdemo	test	9	test message

Below the table, another "One record found." message is shown. At the bottom, there are export options: CSV, Excel, XML, PDF, and RTF, with a note: "Note: Upper limit 60.000 records". The footer contains the version information: "SMSP v.4.1 © 2003 - 2008 Cytech Ltd. All Rights Reserved."

Image 17: History of messages sent through the Multicast service

The information displayed for each message is the following:

- ✓ **Date:** The date and time the SMS message was sent.
- ✓ **Multicast user:** The user who performed the multicast dispatch of the SMS message.
- ✓ **Group:** The group of recipients that the SMS message was sent to.
- ✓ **Number of SMS:** The number of recipients that the SMS message was sent to.
- ✓ **Text:** The body text of the SMS message sent.

Searching the SMS Multicast History

A further functionality offered in this page is that of searching through the history of messages sent through the multicast service, as shown in [Image 18: Searching through the Multicast History]. In particular, you can perform a search on the following criteria: a) Date and Time, b) Multicast user, c) Group of recipients, d) Number of SMS, e) Text.

▼ Search

Date	Multicast user	Group	Number of SMS	Text	
<input type="text"/>	<input type="text"/>	<input type="text"/>	From: <input type="text"/>	<input type="text"/>	<input type="button" value="Refresh"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	To: <input type="text"/>	<input type="text"/>	<input type="button" value="Clear Filter"/>

Image 18: Searching through the Multicast History

Export to file options

This section of the page allows you to export the history of SMS messages sent through the multicast service. Export is available for the following five different file formats, as shown in [Image 19: Export to file options]:

- CSV (Comma Separated Values)
- Microsoft Excel
- XML
- Adobe PDF
- RTF (Rich Text Format)

Image 19: Export to file options



Warning: There is a maximum limit of 60.000 records for all file exports.

Cytech Ltd

Cytech Ltd was founded in Heraklion in November 2001. Our main objective is to offer innovative business solutions in the area of Information Technology. We are currently active in the fields of mobile and proximity marketing where we have established our presence over the years through a range of successful solutions and services aimed at professionals.

Our main **goal** is to design and provide cutting-edge solutions that can fully cover the needs of modern businesses in the field of mobile services. To accomplish this goal, we combine our knowledge and experience in the field with the latest and most sophisticated technologies, for both our software development and consulting services.

Contact

Science and Technology Park of Crete,
Greece Heraklion Crete – 71110

Phone: +30 2810 39 1940/42

Fax: +30 2810 39 1941

email: info@cytech.gr

<http://www.cytech.gr>

<http://www.smsp.gr>