

SMS

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SMS - Simple Message System

Sending text messages via your mobile phone.

You can send SMS messages in the following places:

-  [Animal Record card](#) (Additional Screen)
-  [Address book](#) (Both individual and group)
-  Diary making an appointment
-  [Diary - Reminders](#)
-  [Operation List](#)

Common Options

The following are common to all SMS options when entering the details manually:

Text box has a character count on the top line, if you exceed the number of characters (currently 160 for a standard sms message) the system will start beeping at you. You are NOT blocked from entering, however, if you continue the message will be truncated at 160 characters.

Do not try to format any thing as the system will remove any extra spaces.

When entering work you can press the function key F1. This will list any preset 'blocks of text' you have setup. These 'canned' answers are text files located in the sms folder. One file per message with the file extension `.sms`. You can press F1 as many times as appropriate.

The system will also check the text for some macro's when used:

Key	Meaning
~A	Animal Name
~R	Animal Reference number
~D	Date (Next appointment date from Management card)
~T	Time (Next appointment time from management card)
~P	Site Specific entry 2 (Phone number)
~M	Site Specific entry 8 (Mobile Number)

Logged to Screen 2

Data sent via SMS will be logged on screen two, it will cross update.
SMS entries on this screen cannot be edited or deleted.

Address Book

Option 'SMS' on an address card - you will need to make sure there is a mobile number for the address, logging is done to sms.log NOT to [screen 2](#) as there is no animal number.

You can also send to a group - one text per group member.

(**Note:** one character macros will work except they will NOT contain animal name, number, next appointment details as the option is not associated with an animal.)

Animal Card

SMS option from **Animal Additional** screen.
Will check for one [character macro's](#).
Will check for the [basic reserved](#) words.
You will be warning if trying to text a dead animal.

Diary (Old Style)

When editing a diary page, the option 'SMS' is available
Appointment Time (~T/&SMSTIME) and Date (~D/&SMSDATE) available as [reserved words](#).

Same options as per [animal card above](#).

Will ignore records where reason is given in SMS_Ignore

Can be generated by a reminder list ([See below](#))

Diary (New Style)

When editing an appointment the option Print -> SMS is available

Appointment Time (~T/&SMSTIME) and Date (~D/&SMSDATE) available as [reserved words](#).

Same options as per [animal card above](#).

Will ignore records where reason is given in SMS_Ignore

Can be generated by a reminder list ([See below](#))

Operation List

When the operation list is displayed you have a 'Message' option - this works the same way as the [Animal option](#) above except you do not have the operation time (~T/&SMSTIME) however (~D/&SMSDATE) is available.

Operation via Automatic Pricing

You can send text messages as the status of the operation changes, this is done via the AP meta-character ^21=xxx

(See the On-Line manual <http://www.premvet.co.uk/premvet/manual/pv5/ch15a.html#ap> for details).

Rather than have lots of different messages, you can setup the system to send as many or as few as you decided.

Options are held in sms/sms.txt this is the same format as the main params.txt entries you are used to. They are held in a separate location to reduce the 'clutter' in the main file and speed day to day operations faster.

There is a menu option: **General Apps -> Parameters -> Text Files -> sms.txt**

When the status of the operation is changed via ^21=xxx the text entry:

Operation_XXX = YYY

will be checked - if present and it points at a file - that file will be sent via SMS.

Here is an example of some settings:

```
# SMS params.txt
# Will append .sms to filename if not already present
# Will look in sms if no '/' in filename

Operation_250 = op001
Operation_251 = op003
Operation_252 = op100.sms
Operation_253 = OppAB
Operation_254 = sms/op001
Operation_255 = text/op001.txt

Operation_New = di001 # If new operation send di001.sms
Operation_End = op002 # End - removed
```

You may notice two other options there: `Operation_New` and `Operation_Old`, these will be used when adding an operation for the first time or when the operations is over.

An operation is 'over' if the number of days specified on ^21= is **GREATER** than 254 days - in that case the entry fro `Operation_End` is used. If there is NO outstanding operation then `Operation_New` will be used. In both cases no other text file will be looked at.

In ALL cases if the file does not exist no action will be taken.

It will check for one [character macro's](#).

It will check for the [basic reserved](#) words.

No check is made against reason (e.g. `SMS_Ignore` is ignored)

Some reserved words e.g. `~T/~D` make no sense and may not be valid.

Preferred Contact Method

This is a new field added to the animal card. It is included on the pop-up window for editing the Telephone field on the management card.

- 📍 Can be set to N/a, Phone, E-Mail or SMS,
- 📍 It is included on the animal table in DataMajor.
- 📍 It will cross update to other sites.
- 📍 It is included if the card is bounced.

This is used with the diary reminders as to how the client wants to be notified about events.

Diary Reminders

There are two options, a manual option added to the menu and a job that can be run automatically.

Menu Option

This has been added as part of existing Diary Reminders routine, it will scan selected diary and fire off reminder automatically.

Old Style: Diary Menu -> Reminders

New Style: Diary Page -> Print -> Reminders

When the Diary Reminder option is selected you have four options to send:

What	Definition File	Send it via
Letter	text/reminder.def	Printer / Telephone option
E-Mail	sms/demail.def	E-Mail
SMS	sms/dia001.def	SMS
Preferred		Will use setting on management card

The system scan the selected diary between the dates you specify and generate the reminder(s). The default names listed above are generic

All will check for normal reserved works - plus:

&DDATE	Appointment Date
&DTIME	Appointment Time
&DWHO	Who is the appointment with
&REASON	Logged reason.
&SUBJECT	E-Mail subject (If appropriate)

It will generate a summary, animal number, name, method sent and why.

If the animal is dead or the reason is in **SMS_Ignore** the SMS messages will NOT be sent - the summary will show 'SMS DEAD' and 'SMS IGNORE' as appropriate.

Automation Manager

This is a stand alone utility that will scan the specified diaries and send out SMS messages. There is an option on the Automation Manager for adding this.

(Note: Was added to New Style Diaries from version 03.02.05 (September 2010) onwards)

There are two main options:

```
vet -p dsms "-D xx -P yy"
```

Both the -D and -P options are optional, the -D is used to specify a specific diary, by default it will process them all. The -P option is for specifying time slots within a diary. You can set up to 26 different passes A-Z - the default is none.

Add the time slots to your `sms/sms.txt` file e.g.

```
Pass_A = 09:00 - 12:00  
Pass_B = 13:15 - 17:00  
Pass_C = 18:00 - 23:59
```

That specifies three slots, 9am to 12am, 1:15pm to 5 pm and 6pm to midnight.

If you use `vet -p dsms "-P B"` then it will only process the afternoon appointments (between 1:15 and 5pm)

Definition files used:

Default filename will be (names all in lowercase)

D = Diary
S (SMS), **M** (Mail) and **L** (Letter) = type
A-Z = Pass
xxx = Diary Number e.g.

DSAxxx.def	Where xxx is diary number (Diary SMS A)	
DSTxxx.def	Diary, SMS, Pass 'T'	
DMAxxx.def	Diary, e-Mail, Pass 'A'	*
DLExxx.def	Diary, Letter, Pass 'E'	*

* Not implemented at present

If the default file does not exist will fall through to use:

ds0000.def, dm0000.def *, dl0000.def *

for SMS, Email and Letter respectively. If the appropriate file is **NOT** present no reminder will be sent.

These default will be supplied on each upgrade and will be used so it is recommended you set the defaults and leave these alone as a 'catch all'.

If the SMS.txt entry '**Diary_No_Default = Yes**' is set then the defaults will be ignored.

All the above (except the defaults) can be over-ridden by `sms.txt` entries. Use the 1st part of filename e.g. add

dsa001 = userthis.def

This will be Diary 1, SMS pass A and will use usethis.def as the .def file. Unless a '/' is specified it will be taken the file live in the sms folder.

It will check for one [character macro's](#).

The **ONLY** reserved words that can be used in Automatic Processing are:

&SMSANIMAL	Animal Name
&SMSREF	Record Number
&SMSDATE	Appropriate Date
&SMSTIME	Appropriate Time
&SMSREASON	Appointment Reason (Diary only)
&SMSSITEx	(Where x=1 to 9 - use site specific)

If the animal is dead or the reason is in **SMS_Ignore** the SMS messages will NOT be sent - the summary will show 'SMS DEAD' and 'SMS IGNORE' as appropriate.

Params.txt entries

Some new Params.txt entries to help handle reply messages for success and fail.

SMS_Add_Card = xxxx

Where **xxxx** is the mail address to use. The system will look for %% and replace them with animal number: e.g. card-%%@your.domain to link in with attaching to cards. If this option is set it will over-ride the existing **SMS_Reply_Mail**.

SMS_User_Name = xxxx

%% will be replaced with animal number & **user** will be replaced with UID + Name

If **SMS_User_Name** is set it will be used to replace the Premvet Username. The default will be UID: User Name.

SMS_Reply_Mail =
Enquiries@Your.Practice

If Reply_Mail is set then any notifications will use that mail address rather than the one set when setting up your account.

SMS_Notify = Yes

If you do NOT want notified of success/failure then set **SMS_Notify = No**.

SMS_How = http

The default is to send the message to the SMS provider via http, if you want to use E-Mail then set **SMS_How = mail**.

SMS_Ignore = text1,
text2, text3, text4

If the appointment reason contains any of the words text1, text2, text3 etc then the message will NOT be sent.

Message Replies

Once the message is passed to the network you will be notified via e-mail if it was successful or not. To handle replies you have four options:

- * Use the Mail address specified when the account was setup.
- * Use the params.txt entry **SMS_Reply_Mail = xxx@domain** - recommend this is set to an alias so some group of people are checking for failures.
- * Use **SMS_Add_Card = card-%%@domain** - this will ensure that a copy of the message, success/failure and numbers used are attached to the animals record card automatically.
- * Change the **SMS_User_Name** option - by default it will be the user ID and name of the SMS sender. As this field will be passed back in the pass/fail message it can be captured in a similar fashion to lab E-Mail - have the reply coming to an alias as above then use a deliver script to extract the required information and pass it as required either to a card-xxxx address, office group or to an external address as needed.