ACDMM Messenger

This leaflet describes the ACDMM Messenger, a communications system available to all students on the course. The Messenger provides communications services keeping you connected with your fellow students and the academic staff. You can use the system via your mobile phone and by e-mail.

The ACDMM Messenger offers two-way communications with receipting, message filtering and user grouping features. Messages are treated in a device independent format, so a message sent to the system, say, via e-mail can be delivered as an SMS message and vice versa. When sending messages to another user, you do not specify a destination phone number or e-mail address, but simply specify which user the message is intended for using their name or user id – the system will automatically route the message to the correct recipient. All messages pass via the system server, so you should always specify the phone number or e-mail address of the server as the destination of messages you want to send. Be sure to specify the intended recipient in any reply to a Messenger message.

You can specify how you would prefer to receive messages – to your phone or to your e-mail inbox. You can also list keywords (index terms) on topics that interest you and any public messages concerning these topics will then be delivered to you.

You can set up groups for various purposes, e.g. to facilitate quick and easy communications within a project team. Once a group has been formed, other users are free to join it. Of course, you can also join groups formed by other users. Messages can then be sent to all users in the group by simply specifying the group as the message recipient. All groups have a leader, who is responsible for setting the group's index terms, and also has the authority to expel users, can disband the group at will and so on. You can leave a group at any time, unless you are its leader – the leader must transfer leadership to another user before being allowed to leave, although s/he may of course disband the group instead.

In your user settings, you can specify whether or not you would like receipts for messages you have sent out. If you ask for a receipt, one will be sent back to your preferred device as soon as possible indicating whether the delivery of your message was successful, unsuccessful or impossible to determine.

All actions can be performed by sending commands via SMS or e-mail to the system. A command message begins with a hash-character ('#') followed by a command keyword and any required parameters. For instance, you would use the command '*#use sms*' to make SMS your preferred bearer: '*use*' is the command keyword, '*sms*' a parameter. Keywords may be abbreviated to the shortest form that allows unambiguous identification – since '*use*' is the only keyword beginning with '*u*', the above command could be abbreviated to '*#u sms*'. A full list of command keywords and allowed abbreviations is provided overleaf.

The most common action you will want to perform is sending out a message to one or more users or groups. To avoid unnecessary typing, sending does not require a separate command keyword. You simply type '*recipient 1#…#recipient n#message text*' to send a message to a list of recipients. A recipient may be a user id, a group id or the partial name of a user or group – again, the names may be abbreviated to the shortest string that allows unambiguous identification. **Note: Your user id is your Computing Service email id and your name is your surname.** Names can be in either upper or lower case. Prefixing the recipient list with '*#r#*' explicitly requests a receipt when the message is delivered.

Examples:
caldwell# this message will be delivered to a user whose surname is Caldwell
nhmc1#breton# this message will be delivered to both the user whose id is nhmc1 and the user named Breton
all# this message will be delivered to all members of the All Students group
001AS# this uses the Group ID of All Students
#r#caldwell# this goes to user Caldwell and a receipt is returned on delivery

When using e-mail to communicate with the system, all the message or command text should be entered into the subject line of the e-mail. The body of the e-mail is ignored by the system and may be left blank. The To: field should be set to the server email address: **sms-test@eng.cam.ac.uk**

The second most common activity is creating and manipulating Messenger groups. A group is created by sending '#form' followed by the full name of the new group, e.g. #form Curry Lovers. The person who creates the group becomes its "leader" and can decide whether the group is "open" or "closed". The #open and #closed keywords put the group into the relevant state. A group is open after being #form'ed - it must be #close'd if that is desired. An open group accepts anyone as a new member; a closed group accepts no one as a new member until they have been given permission to join via the issue of a #invite command to them (by the group's leader). To join a group, a prospective member must send '#join' followed by the Group ID or the Group name. In both open and closed groups, the leader can #remove an unwanted member. A member of a group can also quit that group by sending a #leave command. The leader can disband a group by issuing a #disband command.

Examples:
#form Curry Lovers   *this creates the group knowns as "Curry Lovers"*
#close Curry Lovers   *this makes the "Curry Lovers" group a closed group*
#invite Curry Lovers#smith   *this invites the user Smith to join the Curry Lovers group*
#join Curry Lovers   *if sent by Smith, this will allow Smith to join the Curry Lovers*
#join 001CL   *this alternative will allow Smith to join the Curry Lovers (assuming 001CL is the Group ID)*
#remove Curry Lovers#troll   *the leader can remove the annoying user Troll from the Curry Lovers*
#disband Curry Lovers   *after one too many vindaloos, the leader disbands the Curry Lovers group*

Below is a list of command keywords you can issue to the system. The command is first shown written in full, followed by the list of parameters it takes. The shortest allowed abbreviated form of the command is then shown in brackets, followed by a brief description of what the command does.

User appears in some of the parameter lists. This should be replaced by either the complete user id or the partial name of the user being referred to. The partial name may be abbreviated to the shortest form that enables the user to be uniquely identified. Similar instructions apply to the parameter *Group*.

A vertical line ('|') means 'or', i.e. you should use one of the parameters separated by the line. Three dots ('…') mean the number of parameters is open-ended, i.e. you may continue the parameter list as deemed useful.

Commands Available to All Users

#form *GroupName* **(#f)** – form a group with the given name. By issuing this command, you become the leader of the newly formed group. N.B. Here the *GroupName* may not be abbreviated but must be typed in full!

#join *Group1#Group2 …* **(#j)** – join the specified groups.

#leave *Group1#Group2 …* **(#le)** – leave the specified groups.

#email *EmailAddress* **(#e)** – set your e-mail address.

#sms *PhoneNumber* **(#s)** – set your mobile telephone number.

#use *sms | email* **(#u)** – set your preferred bearer.

#receipt *on | off* **(#rec)** – set receipt requesting on or off.

#index *Term1 -Term2…* **(#ind)** – add or remove index terms: terms prefixed with a minus sign ('-') are removed, terms without a prefix added.

#list *Group1#Group2 …* **(#li)** – get a list of users who are members of the specified groups.

#via *s | e#Group1#Group2 … User1#User2 …#message text* **(#v)** – send a message to users and/or groups forcing delivery to be either by sms (s) or by email (e)

#via *s | e#r#Group1#Group2 … User1#User2 …#message text* **(#v)** – send a message to users and/or groups forcing delivery to be either by sms (s) or by email (e) and returns a receipt (r) of delivery to the sender

Commands Available to Group Leaders Only

#open *Group1#Group2 ...* *(#o)* – set the specified groups' status to open.

#close *Group1#Group2 ...* *(#c)* – set the specified groups' status to closed.

#invite *Group#User 1#User2…* *(#inv)* – invites the listed users to join the group.

#remove *Group#User1#User2…* *(#rem)* – removes the listed users from the group.

#disband *Group1#Group2 ...* *(#d)* – disbands the specified groups.

#leader *Group#User (#l)* – transfers leadership of the group to the designated user.

#grpindex *Group#Term1 -Term2... (#g)* – add or remove index terms to the group: terms prefixed with a minus sign ('-') are removed, terms without a prefix added.

Commands Available to Administrators Only

#broadcast *message text* *(#b)* – sends message to **all** users of the system

#public *message text (#p)* – sends message to all interested groups and users based on their index terms

Server Contact Details
Messenger Email Address: sms-test@eng.cam.ac.uk
Messenger Mobile Phone: +44 7919 058186
In the event of problems with Messenger, email Dr Nicholas Caldwell (nhmc1@eng.cam.ac.uk)
or Bernie Breton (bcb@eng.cam.ac.uk)

Pre-existing Groups

Group ID	Group Name	Group ID	Group Name
01AVG	A Visit Group	001AP	A Project
01BVG	B Visit Group	001BP	B Project
01CVG	C Visit Group	001DP	D Project
01RVG	R Visit Group	001RP	R Project
01SVG	S Visit Group	001SP	S Project
01DAI	Design and Innovation	001TP	T Project
1SCIE	Small Company Innovation Entrepeneurship	001AS	All Students
001GM	Global Manufacture	0001T	Tutors

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