

# SOFTWARE INTEGRATION

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INT2014 (rev. H)

# SOFTWARE INTEGRATION



## Revision History

Date	Revision	Author	Notes
2/10/14	A	S. Hubbard	Initial Release
10/2/14	B	S. Hubbard	Modify Direct SMS URL and confirmation
10/7/14	C	S. Hubbard	Added &silent information
2/25/16	D	A. Thrift	Rebrand
5/8/17	E	S. Hubbard	Added HTTPS compatibility to Direct SMS
9/17/19	F	S. Hubbard	Added Cloud to Cloud, TOC
11/11/20	G	S. Hubbard	Added CloudAlert workflow
9/12/24	H	Fcook	Rebrand, Understanding JTECH IStation Integration and Shared Responsibilities, Istation Network Configuration

# Understanding JTECH IStation Integration and Shared Responsibilities



## 1. How Does the JTECH IStation Function?

- **Purpose:** Converts signals from a keypad, keyboard, or computer into pages or SMS messages.
- **Connection:** Communicates with the computer system via DB9 or Ethernet.
- **Signal Handling:**
  1. **Receiving Signals:** It receives signals from the computer (e.g., POS/KDS), which are triggered by events like order completion (e.g., "Bump to Page" or "Bump to SMS").
  2. **Conversion:** Converts these signals into pages (4 to 7 digits if including a base ID) or SMS messages (10-digit numbers).  
*(Note: For SMS, SCM Direct SMS credentials must be programmed into the IStation.)*
  3. **Sending Messages:** Sends the converted messages to the intended recipients. **Key Point:** The IStation acts as a bridge between the computer system and paging/SMS services, ensuring that messages are sent automatically based on the signals it receives.

## 2. Common Integrations

- **POS and KDS Companies:** We are integrated with several POS and KDS systems.
- **Order Completion:** When an order is completed using "Bump to Page" or "Bump to SMS", a signal is sent through serial to the IStation to trigger the alert.
- **Other Industries:** JTECH IStation can also be integrated with systems in various other industries.  
By adding the appropriate string to their software, businesses that need to communicate with staff or customers can effectively utilize the IStation for their specific needs.

## 3. Important Points to Understand

- **Shared Responsibility:**
  - **JTECH's Role:** We provide the APIs and infrastructure necessary for integration.
  - **Third Party Integrators' Role:** POS and KDS or any other Third-Party Integrators Companies must update their software to support paging and communicate with the IStation, ensuring they send the correct information when an order is completed or a signal is generated from software.

## 4. Why Collaboration is Crucial

- **Integration Success:**
  - **JTECH's Contribution:** Provides technology for paging and SMS.
  - **Third-Party Requirements:** These companies need to adjust their user interfaces and configurations to work with the IStation.
- **Without Updates:** If Third-Party Integrators Companies do not make the required updates, **integration will Not be possible.**  
This is outside of JTECH's control and requires active cooperation from both sides.

## 5. Summary

Integration with JTECH IStation is a collaborative effort.

While JTECH provides the essential tools and support, the success of the integration also depends on Third-Party Integrators Companies making the necessary adjustments to their systems.

**The responsibility to drive these changes and ensure successful integration ultimately lies with the end-user company.**

JTECH will support the process, but the completion of the integration is contingent on the active participation of all parties involved.

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## 1. INTRODUCTION

JTECH, An HME Company (“JTECH”) allows an authorized third party the ability to send messages to one or more persons via pagers with an accompanying paging transmitter and JTECH on-premise pagers or via short-message service (“SMS”) text messaging to a mobile phone. This document will detail the requirements necessary of an authorized third party to transmit messages from their software directly to a JTECH paging transmitter or JTECH’s private SMS servers for delivery to mobile phones.

## 2. DELIVERY OPTIONS

JTECH has multiple methods for a third party to send messages to devices from their own software.

- Cloud to Cloud
- Direct SMS text messaging to a mobile phone
- Paging via HTTP over a network

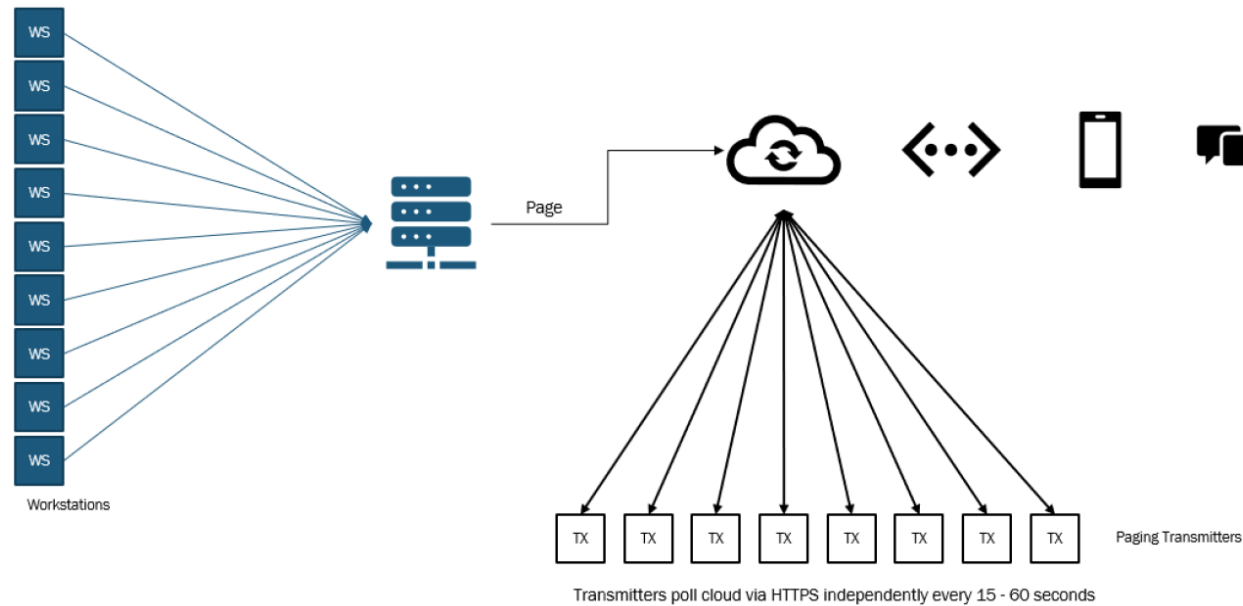
## 3. CLOUD TO CLOUD

JTECH has a cloud-based messaging queue called CloudAlert®. Providers can post a message directly to a client’s queue and JTECH transmitters will retrieve it in the location at a pre-defined time interval; thus, eliminating the need for deployment to local devices.

CloudAlert messaging requires the client be signed up with an active, monthly recurring payment account with JTECH and not have any outstanding balances. JTECH reserves the right to deactivate the account, at their discretion, for unpaid balances or inappropriate or unauthorized use. Deactivation will not impact the ability to post a message to CloudAlert but will impact the ability for it to be retrieved by paging transmitters on-site.

Messages sent directly to the JTECH private servers will be routed and queued for retrieval locally by their customers. JTECH can only ensure the message will be posted the respective client message queue. It is the responsibility on the local client to ensure that the JTECH devices on site are maintaining an active connection to the servers for timely retrieval. The diagram below best represents CloudAlert.

# CLOUD TO CLOUD



Posting a message to a client specific location should be done using the following URL format.

[https://hmeapps.com/cloudqs/queue\\_page.php?sid=<code>&token=<token>&pager=<pgr>&type=<type>&baud=1&beep=2&message=<msg>](https://hmeapps.com/cloudqs/queue_page.php?sid=<code>&token=<token>&pager=<pgr>&type=<type>&baud=1&beep=2&message=<msg>)

- <code> The Unique ID associated with “token” account, provided by JTECH
- <token> The account provided by JTECH upon account creation
- <pgr> The number of the pager, 1-999
- <type> The type of pager; 1 = vibrate only or numeric, 2 = alphanumeric (2 should be the default)
- <msg> The message being delivered to the pager

For Example:

[https://hmeapps.com/cloudqs/queue\\_page.php?sid=jtech2&token=ABCDef123456&pager=925&type=2&baud=1&beep=2&message=post\\_testing](https://hmeapps.com/cloudqs/queue_page.php?sid=jtech2&token=ABCDef123456&pager=925&type=2&baud=1&beep=2&message=post_testing)

# DIRECT SMS DELIVERY



JTECH has the capability for authorized third parties to send messages directly to JTECH's private SMS servers. This method will allow users to send SMS text messages directly to a mobile phone number without the need for any additional hardware or servers.

Direct SMS Delivery requires the client be signed up with an active, monthly recurring payment account with JTECH and not have any outstanding balances. JTECH reserves the right to deactivate the account, at their discretion, for unpaid balances or inappropriate or unauthorized use. Information below applies only to sending messages within North America. Please contact JTECH directly for information regarding international deliveries.

Messages sent directly to the JTECH private servers will be routed and delivered to carriers for delivery to their customers. JTECH can only ensure the message will be sent out from the SMS servers to the carriers and cannot guarantee the delivery from that point.

(PHP parameters must be in lower case, which can be passed through POST, GET or direct URL)

[https://hmeapps.com/send\\_sms.php?code=<code>&token=<token>&number=<mobile>&message=<msg>](https://hmeapps.com/send_sms.php?code=<code>&token=<token>&number=<mobile>&message=<msg>)

<code>	The Unique ID associated with "token" account
<token>	The account provided by JTECH upon account creation
<mobile >	The ten digit mobile phone number that the message is being delivered to; i.e. 2125551212
<msg>	The message being delivered to the mobile. Message must include information about the sender such as a company name, i.e. <Company Name>: Hello there

\*When using direct URL instead of POST/GET, all variables must be URL encoded.

For Example

[https://hmeapps.com/send\\_sms.php?code=1234&token=abc123&number=2125551212&message=JTECH%3A%20Testing](https://hmeapps.com/send_sms.php?code=1234&token=abc123&number=2125551212&message=JTECH%3A%20Testing)

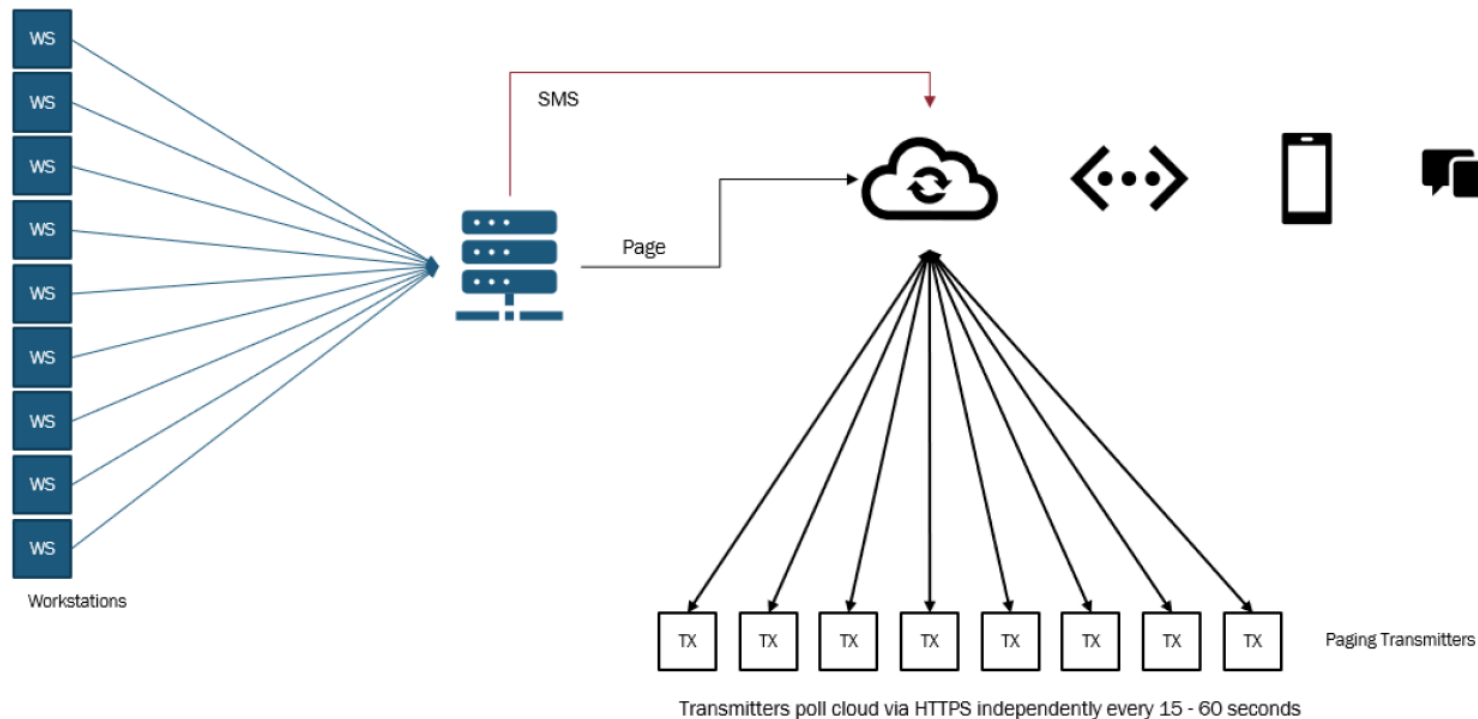
# DIRECT SMS DELIVERY

The return response is sent by the SMS server back to the originator immediately following a command if the command was understood. Return responses are **!sc** for Success or a plain-text reason for a failure.

Therefore a developer only needs to check for !sc, otherwise assume and display the error.

There may be instances where you may not wish to receive a confirmation from the server. In those instances add the following at the end of the URL, [&silent=true](#) and the confirmation will be disregarded.

The diagram below represents SMS delivery paired with CloudAlert paging.





# PAGING VIA HTTP



A JTECH paging system will respond immediately to all commands sent to the transmitter via HTTP when using PHP on Port 80 in the format detailed below. This method requires an ISTATION transmitter from JTECH with firmware version 2.0 or higher connected via Ethernet to a network. (PHP parameters must be in lower case)

[http://<ip\\_addr>/send\\_page.php?pager=<pgr>&type=<type>&msg=<char>&baud=<baud>&beep=<beep>](http://<ip_addr>/send_page.php?pager=<pgr>&type=<type>&msg=<char>&baud=<baud>&beep=<beep>)

<ip_addr>	The static IP address of the JTECH transmitter on the local network
<pgr>	The number of the pager, 1-999. Up to nine (9) numbers can be present, delimited by a plus (+) sign; i.e. 1+2+3+4
<type>	The type of pager; 1 = vibe only or numeric, 2 = alphanumeric 2 should be the default
<char>	The character string for the message, up to 128 bytes.
<baud>	The baud rate; 0 = 512 baud, 1 = 1200 baud. (1 should be the default)
<beep>	The beep type or vibration pattern, 1 – 4. Only applicable on certain pager styles. 3 should be the default

For Example:

[http://192.168.0.100/send\\_page.php?pager=1&type=2&msg=hello&baud=1&beep=1](http://192.168.0.100/send_page.php?pager=1&type=2&msg=hello&baud=1&beep=1)

The return response is sent by the paging system to the PC immediately following a command if the command was understood by the paging system.

Returns are in the format below followed by examples:

!s<code><# of pages processed>

**!sc5** Five pagers processed OK

**!sc1** One pager processed OK

**!sd0** Bad parameter level

**!se0** Bad parameter value

**!sf0** Unsupported .php page

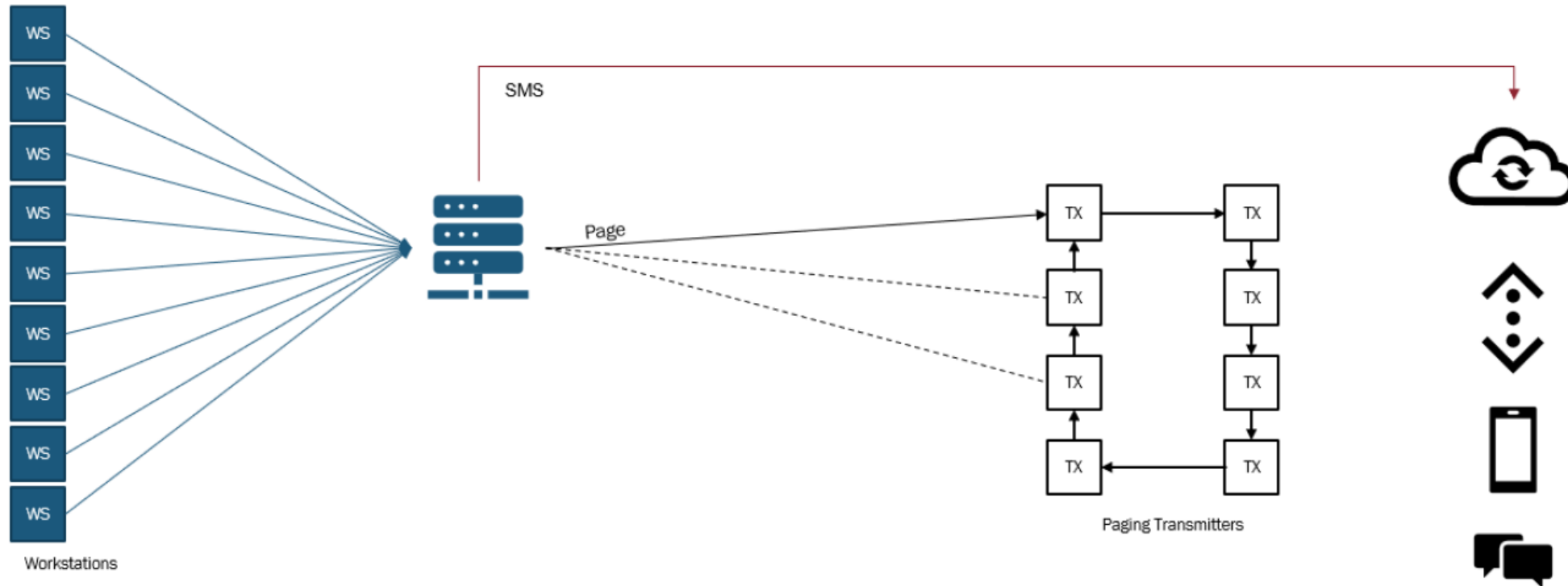
**!sg1** Internal buffer queue full, unable to accept but processed 1

**!sg4** Internal buffer queue full, unable to accept but processed 4

**!sh0** Good URL + data, but pager number is missing

# PAGING VIA HTTP

The diagram below represents direct paging via HTTP paired with optional SMS)

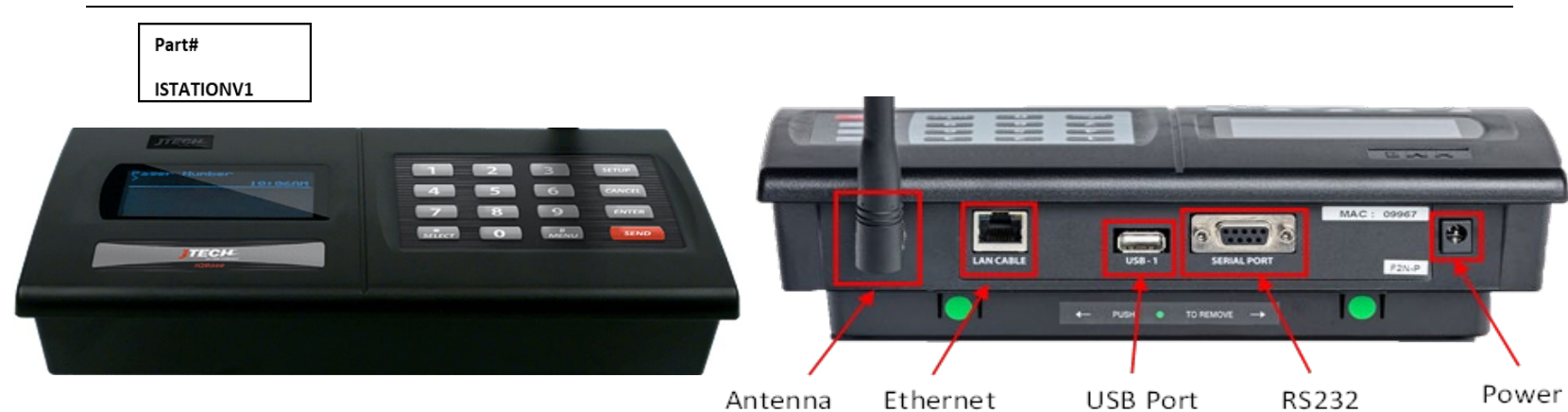


# IStation's Network Configuration for Paging Integration



To utilize pagers, you will require an Integration Station transmitter plugged into your network router or directly in a wall connection to deliver messages.

There is a minimum version requirement of v.2.42 or higher for this configuration to work. As of publication date, JTECH products using this configuration include, but are not limited to, HostConcepts, SmartCall Messenger, Direct SMS, Direct Alert, CloudAlert, Virtual Service Kiosk (VSK), FindMe with Arriva



JTECH strives to ensure most programming is completed prior to shipment; however, some of the items listed below will require the use of a wired USB keyboard to perform.

Please ensure that you have one available to proceed if one was not purchased with the equipment.

Your Integration Station transmitter requires a dedicated IP address within your network.

To configure the transmitter, you will require the information below, an Ethernet cable, and a free port on your network and router.

# IStation's Network Configuration for Paging Integration



**Contact Your IT Administrator** to obtain the network settings and assigned static IP address before proceeding.

If this information is provided before shipping, JTECH will configure the transmitter in advance.

- **Dedicated IP Address:** \_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_ (example: 192.168.001.222 for 192.168.1.222)
  
- **Gateway Address:** \_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_ (example: 192.168.001.001 for 192.168.1.1)
  
- **Subnet Mask Address:** \_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_ (example: 255.255.255.000 for 225.255.255.0)
  
- **DNS IP Address:** \_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_.\_\_\_\_\_ (example: 008.008.008.008 for 8.8.8.8)

# IStation's Network Configuration for Paging Integration



## IStation Network Configuration

- 1. Access Setup Menu:**
  - Press SETUP, enter the password 1173, and press ENTER. You should see "TCPIP SETUP (MAC Address)".
- 2. Configure IP Address:**
  - Press \* MENU once. The display will show "IP Address". Press ENTER to edit this field. Enter the 12-digit IP address provided by your IT department. Press ENTER to accept.
- 3. Configure Subnet Mask:**
  - Press MENU twice. The display will show "Subnet Mask". Press ENTER to edit this field. Enter the 12-digit Subnet Mask provided by your IT department. Press ENTER to accept.
- 4. Configure DNS Server IP:**
  - Press MENU once. The display will show "DNS Server IP". Press ENTER to edit this field. Enter the 12-digit DNS Server IP address provided by your IT department. Press ENTER to accept.
- 5. Configure Gateway IP:**
  - Press MENU once. The display will show "Gateway IP". Press ENTER to edit this field. Enter the 12-digit Gateway IP address provided by your IT department. Press ENTER to accept.
- 6. Exit Menus:**
  - Press CANCEL to exit the menus.
- 7. Connect to Network:**
  - Connect the transmitter to your network router by plugging an Ethernet cable into the available port on the router and then into the transmitter jack labeled "LAN CABLE". The light on the transmitter jack should illuminate green when the connection is active.

**Note:** The transmitter will display a small 'T' in the upper right-hand corner when it receives messages from the software and is broadcasting.



If you experience any issues, please contact JTECH for assistance. [wecare@jtech.com](mailto:wecare@jtech.com) or by phone at 1.800.321.6221.