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SMSGlobal – EMAIL-2-SMS

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EMAIL-2-SMS

Contents

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EMAIL-2-SMS

Preface

Welcome to the SMSGlobal Email-2-SMS service. This document provides a reference for all features available to you via Email-2-SMS interface for sending SMS.

Introduction

Email is now the standard for business communication, so much so that most corporate systems include email integration.

SMSGlobal leverages this ease of use and accessibility by providing an Email to SMS service. This service accepts emails and automatically converts them to an SMS compatible format and pushes the message to the intended recipient. The Email-2-SMS service allows seamless convergence between existing systems and the capability of sending SMS.

By using an email address to generate SMS, you and your staff can simply send SMS from your mail client or through existing business systems by using this easy to use feature.

Features

Please find below a list of features for this API.

- Integrates easily with existing business systems
- Easy to use
- Delivery receipt notification
- Incoming / 2-Way Compatible
- 24/7 support via our support system

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Prerequisites

The Email-2-SMS service is by default turned off upon account activation. You will therefore need to turn this feature on by going to *Preferences* inside Mobileworks.

This will include activating the feature as well as specifying which email addresses our system will allow to send messages on behalf of your account.

You can specify individual email addresses or wildcard a domain if you would like to allow everyone from your office.

Note: Please see Mobileworks Administration guide for further information.

Sending SMS via Email

There are two options available with Email-2-SMS. First you can send an SMS to an individual phone number or you can send a message to a group via email.

To send to an individual number:

Step 1.   Send an email to xxxxxxxxx@email.smsglobal.com

                Note: xxxxxxxxx is the mobile number of the person you would like to send to e.g. 61447100250@email.smsglobal.com

Step 2.   Ensure the body of the message is plain text, not HTML. The body of the email will be the message sent. The subject line can be left blank (it is ignored). The email address must be specified in the TO field. CC fields are ignored.

Important: You **MUST** send the email FROM either one of the email addresses/wildcard domains specified under your account preferences.

Important: Do **NOT** use the CC or BCC fields as these are not supported by the system. Only use the TO field.

Important: You **MUST** enter the mobile number as an international format. Example 61447100250 instead of 0447100250 (61 is Australia's telephone prefix). A list of country prefixes can be found at http://www.smsglobal.com/en-au/technology/country_prefix.php

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To send to group in your phonebook:

Step 1.   Send an email to xxxxxxxxx@groups.smsglobal.com

Note: xxxxxxxxx is the group keyword of the group that you wish to send too. e.g. If your group name is "Test Group" but your group keyword is "test" then the email is test@groups.smsglobal.com

Step 2.   Ensure the body of the message is plain text, not HTML. The body of the email will be the message sent. The subject line can be left blank (it is ignored). The email address must be specified in the TO field. CC fields are ignored.

Bulk Email-To-SMS

Sending SMS via Email-To-SMS is not limited to single recipients. You can also send to multiple people by specifying multiple addresses in the TO field of the email.

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Recipient Replies (Incoming SMS)

The Email-2-SMS service is capable of allowing recipients the ability to reply to your messages. This is called *Incoming SMS* or *2-WAY messaging*.

There are several configurable options inside Mobileworks *Preferences* which will control how email is delivered and replied to using this service.

When a recipient receives your SMS email there are 2 options.

- Reply to email [Default]
- Use Sender ID

By default, when *Reply to email* is active, the replies of your recipients will be sent to the inbox of the main email that is associated with your account, however it is also possible to have the reply sent to the email address that sent the message.

Note: It is not possible to specify multiple reply email address destinations.

If you are using a dedicated number, please specify this as your Sender ID for recipients.

Note: Alphanumeric Sender ID's are not compatible with 2-Way Messaging.

Delivery Receipts

Upon delivery confirmation from the carrier, SMSGlobal can notify you of message delivery status. This status will indicate whether the carrier was successful in delivering the message to the handset or whether an error occurred.

Note: It is also the only way to track delivery times of messages.

Delivery notification is provided by the following methods.

- Email – Each receipt will be sent via email
- HTTP Post Back – each receipt will be sent to your server to monitor

These can be configured under preferences in your SMSGlobal account. Please refer to the Mobileworks Administration documentation further information.

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Email

The email address that it will send these types of notifications to is the main email account associated with your SMSGlobal account.

Warning: Bulk SMS will generate large numbers of delivery receipts and could flood your inbox.

HTTP Post Back

Upon delivery confirmation SMSGlobal can Post Back to your own server to allow you to monitor the status of messages sent. Please refer to Delivery Receipt documentation for further information.

In order for our system to know that your URL has received the delivery notice, at the end of your script you must echo out "OK".

Please find below the list of parameters that are sent.

Parameter	Description
msg_id	Unique SMSGlobal Message ID
dlrstatus	The status of the delivery for SMS.
dlr_err	The error code.
donedate	The 10 digit date/time representation in the format of yymmddhhmm (year month day hour minute)

Status Codes

Parameter	Description
DELIVRD	The message has been received by the handset.
EXPIRED	The carrier has timed out.
UNDELIV	The messages failed to reach the handset.

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Message Limitations

Message Length Limitation (160 characters)

A single SMS has the limitation of being 160 characters in length. By default, if you attempt to send a message which is more than 160 characters, the message will be truncated.

However you can explicitly indicate that you would like a message to be split into multiple message parts if it exceeds this limit. Each message part is equal to sending a single SMS.

This is by passing the optional parameter MAXSPLIT with your request indicating how many times to split the message if it exceeds this limit.

If a message exceeds 160 characters, it will be split into multiple message parts. Each message part is restricted to 153 characters in length (7 bytes for headers).

MAXSPLIT	Message Length / Parts
1	160 chars
2	306 chars (153*2)
3	459 chars (153*3)

Note: A message will only be split if it exceeds 160 characters. If your message is under 160 characters and you specify a split parameter, you will only be charged for a single message.

Sender ID

It is possible to specify your Sender ID as an alphanumeric string.

It must be between 3 – 11 characters.

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Unicode (International Languages / Special Characters)

When a message is sent that contains a special character that is not a part of the standard ASCII character set, the character set for the entire message is set to Unicode.

This has a limitation of the length of the message. Each Unicode character (2 bytes) consumes more space compared to the standard ASCII character (1 Byte). This in effect reduces the message length by half from 160 characters down to 70.

Important: This has a direct impact on the total cost of each message sent.

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