

Email 2 SMS

Help Guide

V1.0



always active **mobile**

An AAT Group Company



We are proud to be an AAT Group company

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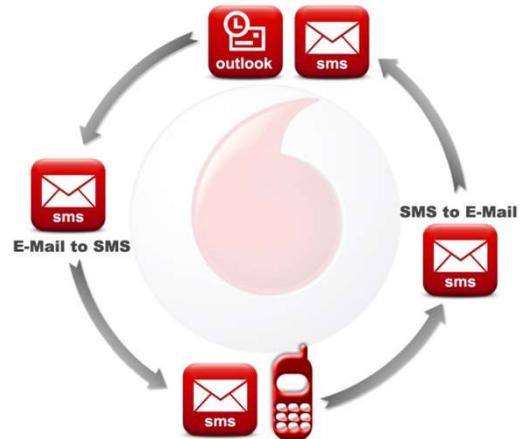
Introduction

Send SMS from any e-mail client or application! The e-mail you send is automatically converted into an SMS and sent.

Incoming SMS / SMS replies are converted into e-mail and delivered to your e-mail inbox.

This Help File provides a reference for the Email 2 SMS user.

We suggest that the new user read through this entire document before using the Email 2 SMS product. Experienced users can also benefit, and learn more about the product.



Testing your Message

Before sending an SMS to a large group of people we always suggest testing it first to ensure it displays correctly on the handset.

You may also use our “Test your message” facility located under the help tab of all our SMS products.

1. Simple Copy your message into the box provided.
2. Click the Red Arrow

You will now see either a Green tick or Red Cross to indicate if your message passed the invalid character test.

Sending SMS

Simply send an E-mail to the e-mail address you are given upon subscribing. (see figure 1.1) then:

- Enter the cellphone number in the subject field
- You can also enter multiple SMS in the subject line, separated by a space
- Enter the message in the body of the E-mail
- Make sure the E-mail is in Plain Text format
- And finally click 'Send'!

Remember to keep the SMS length below 160 characters.

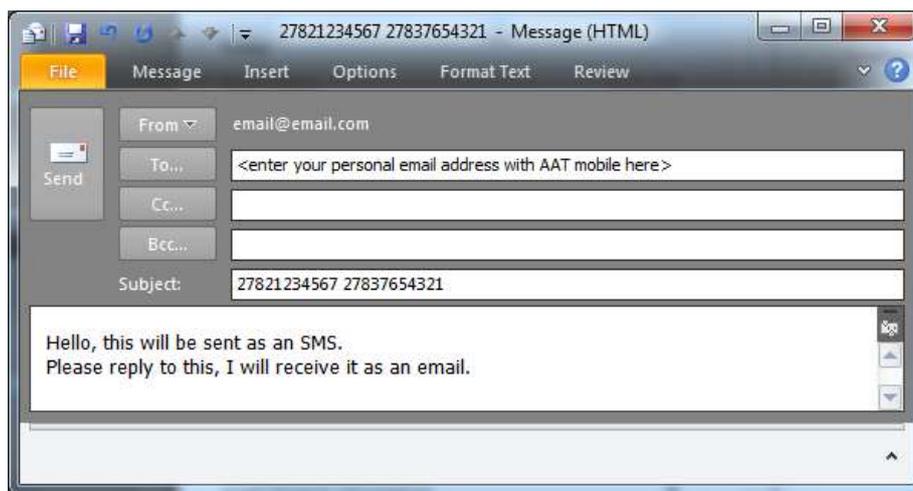


Figure 1.1

NOTE: SMS's will be truncated at 160 characters for Email 2 SMS sends.

Receiving SMS

To have a SMS delivered to your designated E-mail address, simply:

- Send a SMS to one of the numbers you are given upon subscribing.
- Reply to an SMS sent from Email 2 SMS.

The SMS will be delivered to the E-mail Inbox/s that you have specified in your configuration settings.

Please note that the number you send to depends on the Network that you are using. Vodacom users must send to the Vodacom number and so forth.

Duplicate Checking

As a last resort safety net we do endeavour to block duplicates. The system will attempt to block duplicate files being sent within the same day, and will attempt to prevent duplicate individual SMS being sent within a 15 minute window.

Due to the complexities of the entire SMS infrastructure and the number of SMS's being processed etc, it is not a guaranteed facility.

Please be advised we do not check for duplicates if you send an EMS at this stage.

The onus is on the client to not send duplicates.

If duplicate SMS's are sent to the networks, they will charge for them.

Configuring Email 2 SMS

Incoming Filters

You will only be able to send SMS from the e-mail addresses you enter here. Should you wish to use multiple originating e-mail addresses to submit to this service then fill the details in here (one per line) e.g. you have a unique e-mail address for a laptop and office PC.

My E-mail Inbox

Enter the E-mail address/addressess here that you would like your incoming SMS to be delivered to. You can have up to 4 recipient addresses.

No SMS Time-Zone

By selecting a No SMS Time-Zone, we will effectively block any Email 2 SMS from being sent during this period. Leave the fields blank should you not wish to use this feature.

This can be a useful "safety net" if you do not wish to disturb clients in the late evening or early morning.

Error notification number

An Email 2 SMS send can fail for various reasons (empty file, duplicate file, file blocked etc...), and if it does, we will SMS you on the cellnumber you enter here.

SMS Delivery Reports

Here you can choose how to handle the delivery Reports for sends when you place more than one cellnumber in the subject line. Options are to receive no reports, to send reports back to the e-mail address they were sent from, or to always send them to a specific address.

Talking and International SMS

You have the ability to enable or disable the sending of Talking and International SMS from this page.

A Talking SMS is an SMS which is sent to a Telkom Landline. The receiver will hear the SMS text read out to them by a computer system.

Please Note: These options are disabled by default. If you would like them enabled, please contact care@aat.co.za

EMS Option

Enabling the EMS option allows you to send messages that are longer than 160 characters with both the email and web send options.

Messages will appear as one SMS on the handset (Handset dependent)

You will be billed per 160 characters that you send, e.g. an SMS of 161 characters or 300 characters would be considered two SMS's and so on.

SMS Reports

Complete SMS Reports are available on the web site under username and password protection. Account Administrators can view all SMS sent off the Account, while Linked Users can only view their own.

An easy to use search facility is available to draw out Reports on Sent or Received SMS. Reports can be drawn by Date, User, Type of SMS (Single, Batch or Received), Service used to send or receive the SMS, SMS message and Cellnumber sent to.

SMS Reports

Report on: Bulk SMS From: 31 March 2011 00:00 To: 31 March 2011 23:59

Cell: Select User: -- All Products --



Report Detail

SMS Reports offer the following details:

- Product used to send the SMS
- SMS recipient (cellnumber)
- Delivery status
- Time sent
- SMS message

SMS Reports can be drawn based on date sent, user sent from, type of SMS, product used, message and cellnumber sent to. Report Tools then allow you to print results, or have them e-mailed to you in Excel format.

C	27824112004	S	11:43 on Thu 9 Oct 2008	D	11:43 on Thu 9 Oct 2008
1	Hi Team, Please do not forget the meeting at 3pm today!				
XML2SMS SMS Status: Delivered (Confirmed)					

Delivered (Confirmed)
SMS has been successfully delivered.

For Bulk SMS (i.e: Multiple SMS sent at the same time), details for the Bulk Send are displayed with an option to Zoom in on the individual SMS within each send.

	Total SMS: 3	Date Received:	16:48 on Tue 8 Dec 2009
1	Description: Bulk		
Zoom on Bulk SMS Send Download this Bulk send			

Support

We offer full Support on Email 2 SMS.

Simply browse to the Support Form and fill in the required details.

Log Query

We'd love to help you! Please complete the short form below, to receive your **Reference Number** and confirmation e-mail.

If you wish, you may then call us on **087 55 00 200** (South Africa) between the hours of 8:00 to 17:00 quoting your reference number.

1	Please Select Product	Website / Other ▼
2	Please describe the problem and how this occurred. Please include as much detail as possible!	<input type="text"/>
3	Please describe the results of this problem. What happened?	<input type="text"/>
4	Please add who is logging this query. As well as any comments that you might have.	<input type="text"/>
5	Contact E-mail.	<input type="text"/>

Log Query

Our support team will respond on receipt and investigation of the request.