Implementation Guide SMSMAIL 3.0
Version 2.0

SMSMAIL 3.0

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Implementation Guide
SMSMAIL 3.0

1. SmartSMS 3.0

1.1.1 Brief description

With SMSMail 3.0 you can send SMS by sending an e-mail.
You can send SMS by a preformed text template or as a normal simple e-mail.
SMSMail 3.0 uses the public web services in SmartSMS 3.0.
To send SMS with SMSMail 3.0 you need to have a SmartSMS 3.0 account.

You cannot send premium SMS through SMSMail 3.0.

2. SMS user accounts

There are two different SMS accounts in SmartSMS 3.0, prepaid or invoice account.
With the prepaid account you pay a pot that you use to send SMS.
With the invoice account you pay a monthly fee, you will then get an invoice with the amount of SMS you have send

2.1.1 Prepaid SMS account

With the prepaid SMS account you need to prepay an amount to your SMS account before you can send any SMS.
You can make your payment with credit card or by a Swedish bankgiro.

For every SMS you send, the prepaid amount is reduced.
It works like a prepaid phone card.

You will receive an e-mail to your register e-mail address when your pot has reached a certain lower level.
You will also receive an e-mail to your register e-mail address when your pot is finish; your account cannot send anymore SMS before you have refilled your pot.
You can always login to your account on *smartsms.se* to check the current amount on your pot.

You have to be sure that your pot is not empty.
If your pot is empty you are not able to send any SMS from your account.

Your have to use your prepaid account at least once a year, if not your account will be removed and your pot will be lost (send at least one SMS every 365 days).
You will get several warnings to your register e-mail address before your account is removed and your pot is lost.

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Norra Ågatan 10	Telefon +46 31 209919	Org.nr 556587-4731
416 64 Göteborg	Fax +46 31 3390799	B.G. 5551-2404
www.wbsab.se	E-mail:info@wbsab.se	

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2.1.2 Invoice SMS account

With invoice SMS account you pay a monthly fee.
The invoice account is most suitable for company use.

You can send SMS without worrying about that your pot is empty.
You will then get an invoice with the amount of SMS you have send since last invoice.

There are also some extra functions in SmartSMS 3.0 that only is included in the invoice account.

3. E-mail to SMS

To send SMS with SMSMail 3.0 with all parameters you need to send your e-mail with a preformatted text template

3.1.1 Send SMS with e-mail template

To use all options in SMSMail 3.0 you need to send your e-mail with the preformatted text template.
All parameters must be included.
Send template as a simple text formatted e-mail.
Each line in template must end with a pipe character "|".
Email subject must contain the word `smsmail`
Send e-mail to address: `smsmail@smartsms.nu`
Use the SMSMail password in template.

Email subject:
`smsmail`

Email body:
```
user:myusername|
password:mypassword|
smsfrom:+46733209910|
smsbody:My SMS body|
charge:carshop|
contentcategory:carservice|
smsreceiver:46733209918|
smsresponse:1|
smsresponseonlyonerror:1|
responseaddress:myaddress@mydomain.com|
connectname:businessconnect|
```

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Norra Ågatan 10   Telefon +46 31 209919   Org.nr 556587-4731
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```
userref:ABC123|
```

3.1.2 SmartSMS 3.0 password

There are three different passwords in SmartSMS 3.0.
The password for smartsms.se website is set when you create your account.
The passwords for SMSMail 3.0 and SmartSMS 3.0 web services need to be set by user after login to smartsms.se.

3.1.3 E-mail response

Email subject:
```
SmsMail reply
```

Email body:
```
UserReference: ABC123
MessageId: 316189068889
GateWayId: 1-10992829590
Receiver: 46733209918
SmsCost: 0,5997
ReasonCode: 0
ResponseCode: 0
ResponseMessage: Success
TemporaryError: False
Billing status: 2
VAT: -1
```

3.1.4 Template parameters

The text template contains several parameters some of them are mandatory.

3.1.4.1 Send parameters

`user:`	SmartSMS *account username*
`password:`	*SMSMail 3.0 password*
`smsfrom:`	*From text, a mobile number or character (max 11 char) (optional)*
`smsbody:`	*SMS body, concatenated if more than 160 char (optional)*
`charge:`	*Your customer to charge for SMS (optional)*
`contentcategory:`	*SMS content category*
`smsreceiver:`	*SMS receiver*
`smsresponse:`	*If send e-mail response = 1 no response = 0*
`smsresponseonlyonerror:`	*Email response from gateway only on error, response = 1 no response = 0. Parameter smsresponse must also be set to 1.*

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```
responseaddress:   E-mail response address (optional if response = 0)
connectname:       Connect to send SMS with
userref:           User reference to match with response message (optional)
```

3.1.4.2 Response parameters

```
UserReference:     User reference to match with sending message
MessageId:         Unique SMS message id
GateWayId:         Unique message id from SMS gateway
Receiver:          Receiver of SMS
SmsCost:           SMS cost in Swedish SEK excl VAT
ReasonCode:        If any error a reason code is showed here
ResponseCode:      If any error a response code is showed here
ResponseMessage:   Response message in clear text
TemporaryError:    If there where a temporary error when sending, try again
Billing status:    Not in use, for premium SMS only
VAT:               Not in use, for premium SMS only
```

3.1.5 Multiple SMS receiver

To send SMS to multiple receivers, you just set a comma char between every mobile number.
There are no maximum mobile numbers for multiple receivers, but we recommend not using more than 500 receivers.
Split your receivers into several e-mails if you want to send SMS with more than 500 receivers.

Email body:
```
user:myusername|
password:mypassword|
smsfrom:+46733209910|
smsbody:My SMS body|
charge:carshop|
contentcategory:carservice|
smsreceiver:46733209915,46733209916,46733209917,46733209918|
smsresponse:1|
smsresponseonlyonerror:1|
responseaddress:myaddress@mydomain.com|
connectname:businessconnect|
userref:ABC123|
```

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Norra Ågatan 10	Telefon +46 31 209919	Org.nr 556587-4731
416 64 Göteborg	Fax +46 31 3390799	B.G. 5551-2404
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3.1.6 Concatenated SMS

It's possible to send SMS with more than 160 characters.
SMSMail will automatic split your SMS body into several SMS if needed
You will get a separate e-mail response for every concatenated SMS.
If a concatenated SMS contains two SMS, you will be charged for two SMS.

Email body:
```
user:myusername|
password:mypassword|
smsfrom:+46733209910|
smsbody:My SMS body that could contain more than 160 characters|
charge:carshop|
contentcategory:carservice|
smsreceiver:46733209915|
smsresponse:1|
smsresponseonlyonerror:1|
responseaddress:myaddress@mydomain.com|
connectname:businessconnect|
userref:ABC123|
```

SMSMail reply subject with two concatenated SMS
```
SmsMail reply: 050003250201
SmsMail reply: 050003250202
```

3.1.7 Send SMS without e-mail template parameter (E-mail to SMS)

It's also possible to send SMS without using a preformatted template.
You can then easily send SMS from an e-mail program such as Microsoft Outlook, Mozilla Thunderbird or other email applications.

All HTML format in e-mail will be removed and formatted to text.
There are some parameters you have to set in SmartSMS before you can start sending SMS.
These parameters have to match e-mail data sent from your e-mail program.
You can find these parameters in SmartSMS GUI menu Settings/MSMail.

Email subject: Specified subject in your email.
Mandatory Email subject must be preset in SmartSMS
Don't use space char in subject?
You can set the subject to * (wildcard).
That means that all email subjects are valid.
This decreases your account security.

Trusted sender: The e-mail address that you are sending from.

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Mandatory　　Trusted email address must be preset in SmartSMS.

SMTP server: The SMTP server that will send your e-mail to SMSMail.
Mandatory　　SMTP server must be preset in SmartSMS.
　　　　　　　You can set the subject to * (wildcard).
　　　　　　　That means that all email subjects are valid.
　　　　　　　This decreases your account security.

Originating address: The number or text that will appear as sender in the mobile phone.
Mandatory　　SMTP server must be preset in SmartSMS.
　　　　　　　You can set the subject to * (wildcard).
　　　　　　　That means that all email subjects are valid.
　　　　　　　This decreases your account security.

Notify address: The notify address for SMS gateway notification
　　　　　　　Could be your own e-mail address or a common email box.
　　　　　　　This response address can be preset in SmartSMS.

Notify only on error: Send email notify if SMS gateway error
　　　　　　　Set yes or no on in click box

Ämne (obligatorisk)	ABC123
E-postavsändare (obligatorisk)	myemail@mydomain.se
E-postserver(SMTP) (obligatorisk)	mail1@mydomain.se
Avsändare i mobiltelefon (obligatorisk)	SmartSMS
Notifieringsadress	myname@mydomain.se
Notifiera endast vid fel	✔

Spara　Töm

3.1.8 E-mail message id

If you build your own e-mail application you must be sure to set a unique e-mail message id when you create and send your e-mail to `smsmail@smartsms.nu`.

3.1.9 E-mail to SMS receivers

To send SMS with E-mail to SMS you should set your receiver mobile number in the "To" field in your e-mail application.
Sample:

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416 64 Göteborg　　　　Fax +46 31 3390799　　　　　B.G. 5551-2404
www.wbsab.se　　　　　E-mail:info@wbsab.se

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`0733209918@smartsms.nu`

Separate each receiver with "," or ";" character if you want to send SMS to multiple receivers.
Check your e-mail application documentation for more instructions.

Sample:
`0733209910@smartsms.nu,0733209915@smartsms.nu,0733209918@smartsms.nu`

You must also set some trusted email parameters before you can send SMS.
See more info at: *3.1.7 Send SMS without e-mail template parameter*

3.1.10 E-mail to SMS groups

It's also possible to send SMS to a whole group.
The group must first be created and populated with receivers in SmartSMS.

You must also set some trusted email parameters before you can send SMS to group.
See more info at: *Send SMS without e-mail template parameter*

To send SMS with E-mail to SMS you should set your group name in the "To" field in your e-mail application.
Sample:
`group1@smartsms.nu`

Separate each group with "," or ";" character if you want to send SMS to multiple groups.
Check your e-mail application documentation for more instructions.

Sample:
`group1@smartsms.nu,group2@smartsms.nu,group3@smartsms.nu`

You can also mix group names and single mobile numbers in one send.

Sample:
`group1@smartsms.nu,group2@smartsms.nu,group3@smartsms.nu,0733209910@smartsms.nu,0733209915@smartsms.nu`

E-mail receiver divider character can be comma "," or semicolon ";".

3.1.11 E-mail to SMS concatenated SMS

E-mail to SMS will automatically concatenate your SMS if it contains more than 160 characters.
If a concatenated SMS contains tree SMS you will be charged for tree SMS.

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3.1.12 SDR SMS Delivery Report

It's possible to get SDR SMS Delivery Reports send to you by a HTTP link set by you, or by an email given by you.

These settings can be done when you have logged in to your SmartSMS account.

SMS Delivery Reports signals the status on your sent SMS.
You can then determine if your SMS has arrived at your receiver's mobile phone.

You connect the incoming SDR to your sent SMS through the `GateWayId`.

3.1.13 SDR by HTTP

If you use the HTTP link solution you must have a site that will answer the SDR push from the SMSMail application.

The address before the "?" mark must be set by you at SmartSMS.se.
Sample on string pushed to your SDR receiver address:
```
http://www.mysiste.se/SDRReceiver.ashx?GateWayId=1-
11843444839&DestinationAddress=46733209918&Operator=BusinessConnect&R
easonCode=0&ReasonCodeinfo=Delivered&ReasonCodeDescription=Message
delivered to
handset.&StatusCode=0&StatusText=&OperatorTimestamp=20110216
12:45:44&TimeStamp=20110216 12:45:44
```

3.1.14 SDR by email

You can also receive your SDR by email.
The receiving email address must be set by you at SmartSMS.se

SDR email sample:
```
GateWayId =1-11844586058
DestinationAddress=46733209918
Operator=BusinessConnect
ReasonCode=0
ReasonCodeinfo=Delivered
ReasonCodeDescription=Message delivered to handset.
StatusCode=0
StatusText=
OperatorTimestamp=20110216 15:40:25
TimeStamp=20110216 15:40:25
```

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Norra Ågatan 10	Telefon +46 31 209919	Org.nr 556587-4731
416 64 Göteborg	Fax +46 31 3390799	B.G. 5551-2404
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3.1.15 Content categories

In SMSMail 3.0 text template you could add an optional content category like *carservice*.
The content category should contain information about the SMS content.
The content category text for a non-premium SMS is optional.

```
contentcategory:carservice
```

If you send a premium SMS, your content category is locked to the categories below.
It's not possible to send premium SMS with SMSMail 3.0 at this moment.

3.1.16 Premium SMS content category:

```
adult
advertisement
business
charity
chat
classified ads
community
coupon
dating
e-mail
games
general
information
location
lottery
messaging
mobile portal
music downloads
music video
news
parking
ringtone
search
security
software
sport
subscription
tickets
wallpapers
vending machine
video
voting
```

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4. Connect names

There are several different connects to send SMS with.
Connects differ in price depending channel characteristics.

4.1.1 All connect names

`PrimeConnect`
Our best connect, especially suited for time critical and sensitive information
Most suited for company use.

`SwedishConnect`
This connect only send SMS with Swedish operators.
Same connect that sends premium SMS within Sweden
Most suited for company use.

`BusinessConnect`
A high end messaging product delivering network operator grade performance cost efficiently
An excellent quality to price ratio.
Our most used connect.
Most suited for company use.

`PremiumConnect`
This connect only send premium SMS with Swedish operators to Swedish mobile numbers.
PremiumConnect is for Company use only.
Not for use in SMSMail 3.0.

`EconomyConnect`
Low pricing model that gives you value for your money.
Suited for personal and company use.

`CheapConnect`
Our cheapest connect that gives you even more value for your money.
Suited for personal and company use.

5. Pricing policy

The SMS price is depending on several parameters.

5.1.1 Pricing parameters

The pricing parameters are.

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Norra Ågatan 10   Telefon +46 31 209919   Org.nr 556587-4731
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The Connect name:
There are a big price different between the different connects.
Use the connect that suite your purpose best.

The euro rate:
The SMS price is depending on the euro rate.
The price could change slightly every day.

SMS discount:
Your potential SMS discount is automatically recalculated every day.
The discount is depending on the amount of SMS you have sent the last 30 days.
Check *smartsms.se* for the existing discount rate.
No discount is automatically recalculated for prepaid accounts.

6. Country codes

The default country code for SmartSMS 3.0 is +46 for Sweden.
If you only set the mobile number without country code as SMS receivers your SMS will have +46XXXXXXXXX as default country.

To send SMS to other countries you must set the country code in the mobile number to your receivers.
Like +45xxxxxxxxx, +47xxxxxxxxx.

7. Exceptions

7.1.1 iPhone

Some of the features in SmartSMS 3.1 web service might not be used by iPhones.
Flash SMS might not be supported by iPhones.
Push SMS might not be supported by iPhones.

Alphanumeric originating address on iPhones must remain within 3 to 11 characters.
If you send an SMS with an alphanumeric originating address with 2 characters to an iPhone, the phone will response back that is has received the SMS, but the SMS cannot be showed by the iPhone.

7.1.2 deliveryTime

The parameter deliveryTime is not supported by all operators.
Some operators will send SMS immediately to the receiver even if the parameter deliveryTime is given. If you want to send time scheduled SMS and be safe, hold the SMS in your local

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416 64 Göteborg	Fax +46 31 3390799	B.G. 5551-2404
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system and send it to SmartSMS in just in time for deliverance. In that case do not set the deliveryTime parameter.

7.1.3 relativeValidityTime

The parameter relativeValidityTime is not supported by all operators.
If you have set the deliveryTime parameter to be sent in a future time and have set relativeValidityTime to a shorter non-default value, a problem can occur.
Some operators will use the local receive request time as a start time to count down the relativeValidityTime. The relativeValidityTime could then be passed before the operator sends the SMS. The SMS will directly get status expired.

If you want to send time scheduled SMS with the parameter relativeValidityTime and be safe, hold the SMS in your local system and send it to SmartSMS in just in time for deliverance. In that case do not set the deliveryTime parameter only the relativeValidityTime parameter.

7.1.4 Operator integration error

If you get the `ResponseCode = 200` AND `ReasonCode = 0` in your gateway response, an *operator integration error* without reason code has occurred.

If you are using SMSMail to send SMS, you must try to send this SMS again.
If possible wait a few minutes before you try again.

If you using SmartSMS GUI (www.smartsms.nu) the SmartSMS gateway will try to send this SMS again within 10 to 60 minutes.
If the SmartSMS gateway fails to send current SMS within 60 minutes, it will not be sent and set to fail.

8. The use of SmartSMS

As in all other communications channels that include computers and software, errors can occur, due to computer, software or other infrastructure failure.

Any of SmartSMS functions must not be used for a life or material saving purpose in case of an emergency.

In these cases, SmartSMS can be used as complement to other channels as phone or mobile phone communication.

WBS AB is trying our best to keep our systems as safe and reliable as possible.

WBS AB cannot be held responsible for any failures in the chain from sender to receiver when

Företagsnamn/Company name	Dokumentnamn/Name of document		Sida/Page
WBS AB	SMSMAIL30.doc		16 (16)
Utfärdare (avd nr, namn, tfn, geografisk placering, sign)/Issuer (dept, name, phone, place, sign)	Datum/Date	Bilaga/Appendix	Flik/Insert	Reg nr/Reg no
Magnus Pernsved, +46 31 209919	2010-01-05			

Ärende/Subject

Mottagare (avd nr, namn, geografisk placering)/Receiver (dept, name)

sending SMS.

9. Support

Support by phone
Open weekdays   9:00-12:00
                                 13:00-16:00

Phone: +46 (0)31 209919

Support by e-mail
E-mail address: support@smartsms.se

10. Wireless Business Solutions AB

SmartSMS is owned by Wireless Business Solutions AB, WBS AB (556587-4731).
WBS AB was founded in 2000.

The first version of SmartSMS started in 2002 with SmartSMS 1.0.

WBS AB also owns sites like:
Smartsms.se (Send SMS over the Internet)
domanregister.se (domain name registration)
inviso.se   (webhotell)

WBS Wireless Business Solutions AB
Norra Ågatan 10   Telefon +46 31 209919   Org.nr 556587-4731
416 64 Göteborg   Fax +46 31 3390799   B.G. 5551-2404
www.wbsab.se   E-mail:info@wbsab.se