

TraiTel Telecommunications

VSMS via SMTP

Version 1.0

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Introduction:

TraiTel Telecommunications allows you to send VSMS through its gateways by simply sending an email (SMTP) formatted in the correct manner. The following section describes how this is done.

Usage:

When sending a VSMS via email you must take into consideration the following important factors:

- I. All requests must be sent to vsms@traitel.com.au

The email should be built as such:

Subject:

- Subject line to appear in the VSMS log; never known to recipient

Body:

- INI style settings (see below)

Attachments:

- Optional CSV with recipients
- Optional Greeting wave file (greeting.wav)
- Required message wave file (message.wav)

WAVE FILES - must be 1 CHANNEL (MONO), 16 BITS, 8KHZ audio
Wave files of different bitrates will be accepted, and down sampled. However, we provide no guarantee as to the quality of the down sampling.

There may not be more than one CSV attached; and no more than two wave files, named 'greeting.wav' and 'message.wav' respectively.

If there are more than one CSV files, or more than two wav files, or any wrongly named wave file, or duplicate named wave file - an error will be sent back to the user.

Any other type of attachment will be ignored.

The BODY of the email must be an INI style document; the email MUST be sent in plain text. If the body is in HTML only, the server will attempt to read it but nothing can be guaranteed.

II. There are **4 parameters** to consider and they are described in the following pages.

The **BODY** of the email can contain the following information:

```
;-----  
; Recipients  
;-----  
; Lists the recipients or describes a CSV file, attached, which contains the list  
[Recipients]  
  
; For single or small number of recipients, include them directly in the body  
; and do not include a CSV file  
  
; A recipient with a failover number  
recipient=xxxxxxxx,xxxxxxxx  
  
; A recipient without a failover number  
recipient=xxx  
  
; many recipients, up to 100  
recipient=xxx  
recipient=xxx  
recipient=xxx  
  
; For large number of recipients (101 and more)  
; attach a CSV and specify which column contains the destination numbers.  
; 1 being the first column  
csv_recipient_column=xxx  
csv_recipient_fallback_column=xxx
```

```
;-----  
; Schedule  
;-----  
; Sets a scheduled time and date for the message to play  
[Schedule]  
  
; There are two options to schedule  
; 1: Specify how many seconds into the future to wait; ie 3600 = 1 hour from  
now  
sched_seconds=xxxx  
  
; OR  
; 2: Specify the time and date, and timezone  
; the format is according to ISO 8601 - separated date and time values  
sched_date=YYYY-MM-DD  
sched_time=HH:MM:SS  
sched_timezone=[+_]xx:xx  
  
; OR to disable the schedule and send immediately  
; include this line or exclude the entire schedule section  
; DEFAULT:  
; sched_seconds=0
```

```
;-----  
; Options  
;-----  
; Sets Various VSMS options  
[Options]  
  
; Allow the user to record a message at the end of VSMS and return it to you  
; DEFAULT: no  
user_can_record=yes  
  
; Allow the user to press a button to call you  
; DEFAULT: no  
user_can_transfer=yes  
user_transfer_dest=xxxxxxx  
  
; Ask the recipient to acknowledge him/herself after the greeting before playing  
the message, by  
; pressing a button  
; NOTE - A GREETING MUST BE INCLUDED IF YES IS SPECIFIED  
HERE  
; THE GREETING MUST TELL THE USER WHO IS CALLING  
AND/OR THE PURPOSE OF THE CALL  
; DEFAULT: no  
user_acknowledge=yes  
  
; Limit the total length of VSMS call to 1 minute, regardless of current  
action/playing message  
; DEFAULT: no  
limit_one_minute=yes
```

```
;-----  
; Failure  
;-----  
; How should VSMS respond to a failure  
[Failure]  
  
; specify under which conditions the VSMS should resend  
; Retry the VSMS when the call is not answered  
; DEFAULT: yes  
retry_when_not_answered=yes  
  
; Retry the VSMS when the call is answered, but it is an answering machine  
; DEFAULT: no  
retry_on_answering_machine=no  
  
; DEFAULT: yes  
; Retry the VSMS when user acknowledgement is requested (above), but  
; the user does not respond  
retry_when_user_rejected=yes  
  
; Specify how many times to retry the vsms  
; DEFAULT: 2  
retry_time=xx  
  
; Specify how long to wait in between retries. NOTE: delays may be much  
; longer in large  
; broadcast lists, as those who have not been called will take precedence  
; Specify time in minutes  
; DEFAULT: 10  
retry_delay=xx
```