



VSMS via SMTP

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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:

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

The email should be formatted thus:

Subject: the subject line to appear in the VSMS log; never known to the recipient.

Body: INI style settings (see below)

Attachments: optional CSV file 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 file attached and no more than two wave files, named 'greeting.wav' and 'message.wav' respectively.

If there is more than one CSV file or more than two wave files or any wrongly named wave files or duplicate-named wave files, 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.

Parameters:

There are four parameters to consider and they are described in the following pages.

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

1. **Recipients** – lists the recipients or describes a CSV file, attached, which contains the list [Recipients].

For single or a small number of recipients include them directly in the body and do not include a CSV file.

Examples:

A recipient with a failover number:

```
recipient=xxxxxxxx,xxxxxxxx
```

A recipient without a failover number:

```
recipient=xxxxxxxx
```

Many recipients, up to 100:

```
recipient=xxxxxxxx
```

```
recipient=xxxxxxxx
```

```
recipient=xxxxxxxx
```

For a large number of recipients (101+), attach a CSV file and specify which column contains the destination numbers, 1 being the first column:

```
csv_recipient_column=x
```

```
csv_recipient_fallback_column=x
```

2. **Schedule** – sets a scheduled time and date for the message to play [Schedule].

There are two options to schedule:

a) Specify how many seconds into the future to wait i.e. 3600 = 1 hour from now.

```
sched_seconds=xxxx
```

OR

b) Specify the time, 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
```

3. **Options** – sets various VSMS options

[Options]

Allow the user to record a message at the end of the 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=xxxxxxxx`

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 the VSMS call to a specified time regardless of the current action/playing message.

DEFAULT: no

`limit_time=number_of_seconds`

e.g. `limit_time=120` will allow a 2 minute run length.

4. **Failure** – how should the 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

Retry the VSMS when recipient acknowledgement is requested (above) but the user does not respond

DEFAULT: yes

retry_when_user_rejected=yes

Specify how many times to retry the VSMS

DEFAULT: 2

retry_time=x

Specify how long to wait between retries. **Note:** delays may be longer in large broadcast lists as those who have not been called take precedence.

Specify time in minutes.

DEFAULT: 10

retry_delay=xx