



SMSGlobal – Technical Specification  
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# DELIVERY RECEIPTS

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# DELIVERY RECEIPTS

## Preface

Welcome to the SMSGlobal Delivery Receipts service. This document provides a reference for features available to you via the Delivery Receipt interface for sending delivery notifications.

Further documentation can be found on our MobileWorks Administration in regards to configuration settings for this interface.

## Introduction

There may be times when you would like to be notified on the status of sent messages automatically without logging into the SMSGlobal Web Interface (Mobileworks). We refer to these types of notification as *Delivery Receipts*.

There are 2 types of delivery receipts

- Email
- HTTP Post Back

HTTP Post Back is the recommended method if you would like monitor delivery receipts via a business system. Upon SMSGlobal receiving delivery notification of your message from the carrier, a HTTP request will be made to a URL that you specify, or details will be sent to an email that is specified inside account preferences.

Delivery receipts are configurable via the Mobileworks Web Interface of SMSGlobal under Preferences.

[ **Default** : Delivery receipts are turned off. ]

## Features

Please find below a list of features for this service.

- Be notified as soon as SMSGlobal receive receipt from the carrier
- Keep track of delivery status in your business systems
- Monitor delivery time
- 24/7 support via our support system

## Email Delivery Receipts

For email delivery receipts, you will receive an email as soon as the carrier notifies SMSGlobal of a delivery status for your message.

The Delivery Receipt will be send to your accounts primary email address.

**Warning:** Due to the large number of emails this can generate it is recommended you only enable this feature when sending to small number of recipients.

## HTTP Post Back Delivery Receipts

Inside SMSGlobal Mobileworks Preferences you set up a URL that we will post data to when we are notified by the carrier that your message's delivery status has changed.

This URL will most likely reside on a server you manage.

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 a list of parameters posted to you.

## HTTP Response

Parameter	Description
msgid	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)

## Example: Delivery Receipt

Find below an example of a query that will be sent to your Delivery Receipt script.

Request: `http://www.yourserver.com/receivedlr.php?msgid=1516287&dlrstatus=EXPIRED&dlr_err=DLR_ERR&donedate=1004041171`

## Status Codes

Find below a descriptions of available DLRSTATUS

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

**Note:** Delivery receipts may not be sent immediately upon carrier notification. This is due to delivery receipts having lesser priority than sending messages. The DONEDATE is the time the carrier has recorded your message as being delivered.



# 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

## 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.msglobal.com

**Note:** xxxxxxxxx is the mobile number of the person you would like to send to e.g. 61447100250@email.msglobal.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.msglobal.com/en-au/technology/country\\_prefix.php](http://www.msglobal.com/en-au/technology/country_prefix.php)

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.

## 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.

## 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.

## 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.

## 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.

# ENTERPRISE HTTP-API

## Preface

Welcome to the SMSGlobal Enterprise HTTP-API. This document provides a reference for all features available to you via the HTTP interface for sending SMS.

## Introduction

The HTTP-API allows you to integrate your Application (Client) to SMSGlobal (Vendor) using the HTTP protocol to send SMS. HTTPS is also supported for secure transactions using SSL encryption.

The Client issues either a HTTP GET or POST request to the SMSGlobal Enterprise HTTP interface supplying a list of required parameters. SMSGlobal Enterprise issues back a HTTP Response which indicates the validity of the transaction.

The HTTP-API is used for 1 way messaging only. Therefore you need to provide a valid MSISDN as the Sender ID of the message to allow the recipient the ability to respond.

## Features

Please find below a list of features for this API.

- Custom Sender ID
- Dedicated Virtual Numbers
- 24/7 support via our support system



## Sending a SMS

URL: <http://enterprise.msglobal.com/api/http.php>

## HTTP Request

Find below a list of parameters when issuing a HTTP Request.

Parameter	Description	Presence
action	Action to be taken. [Default: sendsms]	Mandatory
user	Your SMSGlobal username	Mandatory
password	Your SMSGlobal password	Mandatory
from	MSISDN or Sender ID that the message will appear from. Eg: 61409317436 (Do not use + before the country code)	Mandatory
to	MSISDN of the recipient that the message will be sent to. Eg: 61409317436 (Do not use + before the country code)	Mandatory
text	Message to be sent. Must be URL encoded.	Mandatory

## HTTP Response

The HTTP Response from SMSGlobal contain the following:

- Status Code
- Sent Queued Message ID (Internal use only)
- SMSGlobalMsgId
- Error message (if present)

## Status Codes

If the message has been sent successfully the status code will return **OK:0**

**Example:**

```
OK: 0; Sent queued message ID: 941596d028699601
SMSGlobalMsgID:6764842339385521
```

If the message was unable to be delivered it will return **ERROR: {Status code} {Error Msg}**

**Example:**

```
ERROR: Missing parameter: to
```

## Examples

Below are example requests when using the HTTP interface.

### Sending a SMS

**User:** my\_account@email.com  
**Password:** secret  
**To:** 61447100250  
**Text:** Hello World

**Request:**

```
http://enterprise.msglobal.com/api/http.php?action=sendsms&user=my_account@e
mail.com&password=secret&to=61447100250&text=Hello%20World
```

**Output:**

```
OK: 0; Sent queued message ID: d14840e140673085
SMSGlobalMsgID:6385249623904693
```

## Message Limitations

### SMS Length (160 characters)

A single SMS has the limitation of being 160 characters in length.

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).

Message Length / Parts
160 chars
306 chars (153*2)
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.

### 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.

# HTTP-API

## Preface

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

Further documentation can be found on our [MobileWorks Administration](#) in regards to configuration settings for this interface.

## Introduction

The HTTP-API allows you to integrate your Application (Client) to SMSGlobal (Vendor) using the HTTP protocol to send SMS. HTTPS is also supported for secure transactions using SSL encryption.

The Client issues either a HTTP GET or POST request to the SMSGlobal HTTP interface supplying a list of required parameters. SMSGlobal issues back a HTTP Response which indicates the validity of the transaction.

The HTTP-API is used for 1 way messaging only. Therefore you need to provide a valid MSISDN as the Sender ID of the message to allow the recipient the ability to respond.

## Features

Please find below a list of features for this API.

- Custom Sender ID
- Dedicated Virtual Numbers
- Delivery Receipt Notifications via Email/SMS
- Recipient OPT Out Option
- 24/7 support via our support system

## Sending a SMS

URL: <http://www.msglobal.com/http-api.php>

## HTTP Request

Find below a list of parameters when issuing a HTTP Request.

Parameter	Description	Presence
action	Action to be taken. [Default: sendsms]	Mandatory
user	Your MSGlobal username	Mandatory
password	Your MSGlobal password	Mandatory
from	MSISDN or Sender ID that the message will appear from. Eg: 61409317436 (Do not use + before the country code)	Mandatory
to	MSISDN of the recipient that the message will be sent to. Eg: 61409317436 (Do not use + before the country code)	Mandatory
text	Message to be sent. Must be URL encoded.	Mandatory
maxsplit	Enables splitting of message if text exceeds 160 characters. Specifies number of times allowed to split.	Optional
scheduledatetime	To schedule the message to be sent some time/date in the future. Time/Date format is: "yyyy-mm-dd hh:mm:ss" which is URL encoded.	Optional

## HTTP Response

The HTTP Response from SMSGlobal contains the following:

- Status Code
- Sent Queued Message ID (Internal use only)
- SMSGlobalMsgID
- Error message (if present)

## Status Codes

If the message has been sent successfully the status code will return **OK: 0**

**Example:**

```
OK: 0; Sent queued message ID: 941596d028699601
SMSGlobalMsgID:6764842339385521
```

If the message was unable to be delivered it will return **ERROR: {Status code} {Error Msg}**

**Example:**

```
ERROR: Missing parameter: from
```

## Examples

Below are example requests when using the HTTP interface.

### Sending a SMS

**Username:** testuser  
**Password:** secret  
**To:** 61447100250  
**Message:** Hello World

**Request:**

```
http://www.msglobal.com/http-
api.php?action=sendsms&user=testuser&password=secret&
&to=61447100250&text=Hello%20world
```

**Output:**

```
OK: 0; Sent queued message ID: 941596d028699601
SMSGlobalMsgID:6764842339385521
```

## Scheduling a SMS

**Username:** testuser  
**Password:** secret  
**To:** 61447100250  
**Message:** Hello World  
**Schedule Date:** 10<sup>th</sup> Jan, 2010 at 3pm

**Request:** `http://www.smsglobal.com/http-api.php?action=sendsms&user=testuser&password=secret&&to=61447100250&text=Hello%20world&scheduledatetime=2010-01-10%2015%3A00%3A00`

**Output:** `MSGGLOBAL DELAY MSGID:19736759`

**Note:** A SMSGlobal Delay MSG ID is not the same as a SMSGlobal Message ID.

## Delivery Receipts

Delivery notification on sent messages 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.

### Email

Upon delivery confirmation SMSGlobal can send an email to notify of delivery status.

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 (URL)

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.

## Message Limitations

### SMS Length (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.

## 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 more than half from 160 characters down to 70.

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

## Scheduling

It is possible to schedule delivery of a message to be sent at a specified date and time in the future. This is done by using the SCHEDULEDATETIME parameter in your request.

Time/Date format is: "yyyy-mm-dd hh:mm:ss"

**Note:** Date/time must be URL Encoded.

## Check User Balance

URL: <http://www.msglobal.com/balance-api.php>

## HTTP Request

Find below a list of parameters when issuing a HTTP Request.

Parameter	Description	Presence
user	Your MSGlobal username	Mandatory
password	Your MSGlobal password	Mandatory

## HTTP Response

The HTTP Response from SMSGlobal contains the following:

- User balance in credits
- Username

## Status Codes

If the message has been sent successfully the status code will return **balance details**

**Example:**

```
BALANCE: 277.4; USER: testuser
```

If the user is unable to be authorized it will return **ERROR: Authorization failed for user: {Username}**

**Example:**

```
ERROR: Authorization failed for user: testuser
```

## Examples

Below are example requests when using the HTTP interface.

### Check User Balance

**Username:** testuser  
**Password:** secret

**Request:**

```
http://www.msglobal.com/balance-api.php? user=testuser&password=secret
```

**Output:**

```
BALANCE: 277.4; USER: testuser
```

# HTTP-2WAY-API

## Preface

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

Further documentation can be found on our MobileWorks Administration in regards to configuration settings for this interface.

## Introduction

The HTTP-2WAY-API allows you to integrate your Application (Client) to SMSGlobal (Vendor) using the HTTP protocol to send SMS. HTTPS is also supported for secure transactions using SSL encryption.

The Client issues either a HTTP GET or POST request to the SMSGlobal HTTP interface supplying a list of required parameters. SMSGlobal issues back a HTTP Response which indicates the validity of the transaction.

The HTTP-2-WAY-API is used for 2 way messaging. This allows recipients of your messages the ability to reply.

## Features

Please find below a list of features for this API.

- Custom Sender ID
- Dedicated Virtual Numbers
- Delivery Receipt Notifications via Email/SMS
- Recipient OPT Out Option
- 24/7 support via our support system

## Sending SMS

URL: <http://www.msglobal.com/http-api.php>

## HTTP Request

Please find below a list of available parameters.

Parameter	Description	Limitation	Mandatory
action	Action to be taken. [Default: sendsms]		Mandatory
user	Your SMSGlobal username		Mandatory
password	Your SMSGlobal password		Mandatory
to	MSISDN of Recipient that the message will be going to. Eg: 61409317436 (Do not use + before the country code)		Mandatory
text	Message to be sent.		Mandatory
api	Enables 2-way messaging. [Default: 1] 1 = enabled 0 = disabled		Mandatory
maxsplit	Enables splitting of message if text exceeds 160 characters. Specifies number of times allowed to split. [Default: 1]		Optional
userfield	Custom Field which you can store internal ID or other information that you want returned to you with any reply to your outgoing SMS.	Max 255 Characters	Optional

## HTTP Response

The HTTP Response from SMSGlobal contain the following:

- Status Code
- Sent Queued Message ID (Internal use only)
- SMSGlobalMsgId
- Error message (if present)

## Status Codes

If the message has been sent successfully the status code will return **OK: 0**

**Example:**

```
OK: 0; Sent queued message ID: 941596d028699601
SMSGlobalMsgID:6764842339385521
```

If the message was unable to be delivered it will return **ERROR: {Status code} {Error Msg}**

**Example:**

```
ERROR: Missing parameter: from
```

## Example: Sending a SMS

Below is an example request for sending an SMS with the following details

**Username:** testuser

**Password:** secret

**To:** 61447100250

**Message:** Hello World

**UserField:** 61728

**Request:**

```
http://www.msglobal.com/http-
api.php?action=sendsms&user=testuser&password=secret&to=61447100250
&text=Hello%20world&api=1&userfield=61728
```

**Output:**

```
OK: 0; Sent queued message ID: 941596d028699601
SMSGlobalMsgID:6764842339385521
```

## Recipient Replies (Incoming SMS)

### Incoming SMS HTTP Post Back

If you would like notification of your Incoming SMS to be pushed to your server, please ensure you specify a URL in Mobileworks *Preferences*.

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
to	Mobile Terminated Number, where the message was sent to
from	Mobile Originated Number, where the message was sent from
msg	Contents of the message
userfield	Unique userfield passed in the original request
date	Date the message was received by SMSGlobal.

## Dedicated Numbers

Often it is practical to have all SMS traffic sent from the same number each time. This makes it easier for recipients to reply to your message or when sending our message campaigns.

Virtual/Dedicated numbers offer a high-volume two-way SMS solution which can receive large volumes of messages. A dedicated number works like a normal mobile number. Once you have purchased one you will be able to receive text messages to it as you would a regular mobile number. Friends, customers or anybody with a mobile will be able to send SMS text messages to you.

Dedicated numbers attract a monthly fee and can be purchased by placing a request on our website at [www.msglobal.com](http://www.msglobal.com).

**Note:** When you using 2 way messaging and dedicated number, the userfield no longer works and is ignored on the API.



## 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.

### 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.

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.
done date	The 10 digit date/time representation in the format of yymmddhhmm (year month day hour minute)

## Message Limitations

### SMS Length (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.

### 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 more than half from 160 characters down to 70.

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

## Automatic OPT Out

In the event that a recipient no longer wishes to receive messages from you, we provide the automatic OPT Out service.

The recipient can reply to the message the word '**STOP**', which will automatically remove the recipient contact record from your Mobileworks phonebook.

If the recipient is not in your Phonebook, it is up to you to monitor OPT Out requests via your Incoming SMS reports to keep track of those contacts no longer wishing to receive messages.

**Note:** OPT Outs are not compatible when using Alphanumeric Sender Ids.

# MM7-API

## Preface

Welcome to the SMSGlobal MM7-API. This document provides a reference for all features available to you via the MM7 interface for sending MMS.

## Introduction

The MM7-API allows you to integrate your Application (Client) to SMSGlobal (Vendor) allowing you to send MMS via the MM7 protocol.

The MM7 protocol is based on the concept of Web Services and uses SOAP and HTTP for communication. The multimedia messages are sent to the MMS Relay/Server with HTTP POST method. The body of the post contains XML data about the delivery and the multimedia message as a MIME-multipart attachment.

## Server Details

Parameter	Description
IP/DOMAIN	<a href="http://www.msglobal.com.au/mms/mm7.php">http://www.msglobal.com.au/mms/mm7.php</a>
PORT	80
SYSTEM ID	[ Username ]
PASSWORD	[ Password ]

# MMS-2WAY API

## Preface

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

## Introduction

The MMS-2WAY-API allows you to integrate your Application (Client) to SMSGlobal (Vendor) using the HTTP protocol to send MMS. HTTPS is also supported for secure transactions using SSL encryption.

The Client issues either a HTTP GET or POST request to the SMSGlobal HTTP interface supplying a list of required parameters. SMSGlobal issues back a HTTP Response which indicates the validity of the transaction.

## Features

Please find below a list of features for this API.

- Custom Sender ID
- Dedicated Virtual Numbers
- Delivery Receipt Notifications via Email/SMS
- Recipient OPT Out Option
- 24/7 support via our support system

## Sending MMS

URL: <http://www.msglobal.com.au/mms/sendmms.php>

## HTTP Request

Please find below a list of available parameters.

Parameter	Description	Options	Presence
username	Your SMSGlobal username		Mandatory
password	Your SMSGlobal password		Mandatory
from	MSISDN that the message will appear from. Use this <b>only</b> if you have a dedicated number with SMS Global.		Optional
destination	MSISDN of the recipient that the message will be sent to. Eg: 61409317436 (Do not use + before the country code)		Mandatory
subject	Subject of message		Optional
message	Message to be sent. Must be URL encoded.		Optional
max_dimension	Maximum resolution of attached pictures Defaults to 1024 pixels.		Optional
message_at_start	Defines whether text portion of message is at the start or end Values: 1/0 Defaults to start (1).		Optional
attachmentx	Attachment, where X is the attachment number 0 <= X < 15 (base64 encoded)		Mandatory for each attachment
typex	Attachment type, where X is the attachment number eg. image/jpeg		Mandatory for each attachment
namex	Attachment name, where X is the attachment number eg. image1.jpg		Mandatory for each attachment

**Note:** MMS isn't bound by the same size limitation as SMS. MMS are limited to 300kb, therefore depending on the size of any attachments in your message, this will reduce available for amount of text able to be sent.

## HTTP Response

Parameter	Description
SUCCESS	Success. ID = Message ID Message ID is a unique 16-digit integer identifying the message
FAILURE	Your SMSGlobal username

## Supported File Formats

File below a file format compatibility table.

File Type	Media Type	Compatibility / Support
<b>Images</b>		
JPEG, JPG	(image/jpeg)	Good support
GIF: GIF87a, GIF89a, animated GIF89a	(image/gif)	Good support
PNG	(image/png)	This is B&W image format from the old days of WAP
WBMP (Wireless Bitmap)	(image/wbmp)	This is B&W image format from the old days of WAP
BMP (Windows Bitmap)	(image/bmp)	Dependent on handset support
<b>Audio</b>		
MP3	(audio/mpeg)	Partial support; some handsets may limit the use of the file due to DRM concerns by the manufacturer
MID, MIDI	(audio/mid or audio/midi)	Good support
WAV	(audio/wav)	Good support
AMR	(audio/amr)	Partial support, GSM handsets only
IMY, eMY	(audio/imelody)	Partial support
Evc	-	Not currently supported
AAC	-	Not currently supported
<b>Video</b>		
MPeG, MPG, MP4	(video/mpeg4)	Support may vary by handset
3GP	(video/3gpp)	Good support
<b>Text</b>		
TXT, TeXT, US-ASCII	UTF-8, US-ASCII (not UTF-16) (text/plain)	Good support
X-IMeLODY	(text/x-imelody)	Partial to good
X-eMeLODY	(text/e-melody)	Partial to good

**Note:** SMSGlobal attempt to transcode files to a suitable format supported by the end device to maximise chances of delivery success.

## Error Codes

Status Code	Status Text	Description
0	Connection error	Indicates a connection error with the MMS Relay/Server
1000	Success	Indicates the request completed successfully
1100	Partial success	Indicates only some parts of the request were completed successfully. (e.g. some for a multi-recipient message some destinations could not be resolved). Please note, multiple recipients are not currently supported.
2000	Client error	MM7 Client made an invalid request.
2001	Operation restricted	Your Account does not have permission to use this feature.
2002	Address Error	The formatting of one or more of the addresses was not valid (should be MSISDN or email address).
2003	Address Not Found	The address supplied in the request could not be located by Access Manager. This code is returned when an operation is requested on a previously submitted message and Access Manager cannot find the message for the address specified.
2004	Multimedia	The server could not parse the MIMEcontent that was attached to the SOAP message and indicated by the Content element or the content size or media type was unacceptable. Additionally it may be a content type not allowed by Access Manager
2005	Message ID Not found	Returned when an operation is requested on a previously submitted message which cannot be found.
2006	LinkedID not found	This code is returned when a LinkedID was supplied and Access Manager could not find the related message.
2007	Message format corrupt	An element value format is inappropriate or incorrect.
2008	Application ID not found	Your MM7 credentials are not valid.
2009	Reply Application ID not found	This code is returned when a Reply Application ID was supplied and Access Manager could not find the originating application.
3000	Server Error	Access Manager failed to fulfil an apparently valid request.
3001	Not Possible	The request could not be carried out because it is not possible. This code is normally used as a result of a cancel or status query on a message that is no longer available for cancel or status query. Access Manager has recognized the message in question, but it cannot fulfil the request because the message is already complete or status is no longer available.
3002	Message Rejected	Server could not complete the service requested.
3003	Multiple addresses not supported	Access Manager does not support this operation on multiple recipients. The operation MAY be resubmitted as multiple single recipient operations.



3004	Application Addressing not supported	Recipient MMS User Agent does not support the transport of application data.
4000	General service error	The requested service cannot be fulfilled.
4001	Improper identification	Identification header of the request does not uniquely identify the client (either the VASP or MMS Relay/Server).
4002	Unsupported version	The version indicated by the MM7 Version element is not supported.
4003	Unsupported operation	The server does not support the request indicated by the MessageType element in the header of the message.
4004	Validation error	The SOAP and XML structures could not be parsed, mandatory fields are missing, or the message-format is not compatible to the format specified. Details field may specify the parsing error that caused this status.
4005	Service error	The operation caused a failure within Access Manager and should not be resent.
4006	Service unavailable	This indication may be sent by the server when service is temporarily unavailable, e.g. when server is busy
4007	Service denied	The client does not have permission or funds to perform the requested operation.
4008	Application denied	The application does not have permission or funds to perform the requested operation.

## Recipient Replies (Incoming MMS)

If you would like notification of your Incoming MMS to be pushed to your server, please contact SMSGlobal support at, [support@msglobal.com](mailto:support@msglobal.com) and we'll update your MMS preferences.

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
from	Mobilie Originated Number (MMS Sender)
subject	Subject sent in MMS Message
message	Text portion of the MMS Message
id	Internal ID, used for tracking
attachmentx	Attachment, where X is the attachment number.
content_typex	Content type of attachment, where X is attachment number. Example, image/jpeg
content_namex	Content name of attachment, where X is attachment number. Example, image1.jpg

When the message has been received and accepted by your server it is required that you echo the statement 'OK' to stop further pushes by SMSGlobal.

# Mobile Number Portability (MNP)

## Preface

Welcome to the SMSGlobal Mobile Number Portability (MNP) lookup service. This document provides a reference for all features available to you via the MNP interface for looking up information on MSISDN.

**Important:** This MNP is only available for lookup information on Australia MSISDN.

## Overview

The MNP-API enables a lookup service for Australian MSISDN. Each transaction will incur a cost of \$0.02 AUD including GST.

There are 2 lookup methods available with the MNP-API.

- Basic
- Advanced

The Basic method enables users to validate whether a particular Australia MSISDN is valid.

The Client issues either a HTTP GET or POST request to the SMSGlobal HTTP interface supplying a list of required parameters. SMSGlobal issues back a HTTP Response which indicates the validity of the MSISDN.

The Advanced method provides much more detailed information which indicates carrier ownership, country of origin and location. It is also possible to determine whether the MSISDN has been ported to a different carrier.

The same HTTP GET or POST request is submitted to SMSGlobal, however the more details results are Pushed back to you.

Delivery options include email and HTTP Post Back.

Please refer to [Mobileworks Documentation](#) for instructions on enabling advanced lookup.

## Features

The MNP lookup service is capable of providing the following information for an MSISDN.

- Validate whether an Australia MSISDN is in active service
- Advanced lookup option
- Determine which carrier owns an MSISDN
- Determine whether the MSISDN has been ported to another carrier
- Delivery Receipt Notifications via Email/SMS
- 24/7 support via our support system

## Basic MSISDN Lookup

URL: <http://www.msglobal.com.au/mnp/msisdn.php>

## HTTP Request

Find below a list of accepted parameters.

Parameter	Description	Options	Presence
username	Your SMSGlobal username		Mandatory
password	Your SMSGlobal password		Mandatory
msisdn	MSISDN (mobile no). Must use full country code. E.g. 61432162111		Mandatory

## HTTP Response

The response from the request will return either the status of OK together with a MNP Lookup ID, or a status of ERR together with an error code and message.

### Example Successful Lookup Message

**Format:** {MSISDN};{Internal ID};{MCC-MNC};{Carrier Name / Porting}

### Example: Requesting MNP Lookup

Below is an example request for MSISDN lookup.

**Username:** testuser

**Password:** secret

**MSISDN:** 61447100250

**Request:** `http://msglobal.com.au/mnp/msisdn.php?username=testuser&password=secret&msisdn=61447100250`

**Output:** `61447100250;551;505-01;Telstra;`

### Example Error Message

**Format:** {error};{error code};{error message}

**Output:** `Error;5;Incorrect username / password;;`

## Errors

Find below a list of possible errors.

Error	Description
1	Username not supplied
2	Password not supplied
3	MSISDN not supplied
4	Not enough credits
5	Incorrect username / password

## Advanced MSISDN Lookup Request

URL: [http://www.msglobal.com.au/mnp/hlr\\_network.php](http://www.msglobal.com.au/mnp/hlr_network.php)

### HTTP Request

Find below a list of accepted parameters.

Parameter	Description	Options	Presence
username	Your SMSGlobal username		Mandatory
password	Your SMSGlobal password		Mandatory
msisdn	MSISDN (mobile no). Must use full country code. E.g. 61447100250		Mandatory

## Example: Requesting MNP Lookup

Below is an example request for MSISDN lookup.

**Username:** testuser

**Password:** secret

**MSISDN:** 61447100250

**Request:** `http://www.msglobal.com.au/mnp/hlr_network.php?username=testuser&password=secret&msisdn=61447100250`

**Output:** OK 6191

### Example Error Message

**Format:** {status} {error code} {error message}

**Output:** ERR 750 Invalid MSISDN

## Errors

Find below a list of possible errors.

Error	Description
88	Not enough credits
99	Unknown error
100	Incorrect username/password
300	Missing MSISDN
750	Invalid MSISDN

## Advanced MSISDN Lookup Result

If you would like more detailed lookup information you can activate your results to either be pushed to your email address or back to your server using HTTP Post Back method.

Please refer to the Mobileworks Administration guide for enabling instructions. **[Default: Off]**

### HTTP Post Back

Find below a list of returned parameters

Parameter	Description
MNP_ID	SMSGlobal Unique MNP ID
MSISDN	MSISDN (mobile no)
NETWORK_CODE	Your SMSGlobal password
MOBILE_LOCATION	MSC currently serving the handset.
COUNTRY_NAME	Country of carrier
COUNTRY_ISO	Country ISO
CARRIER	Carrier Trading Name
CARRIER_NAME	Carrier Name
CARRIER_TYPE	Type of Carrier
PORTED	Whether the number has been ported



# Short Message Peer-to-Peer (SMPP)

## Preface

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

## Introduction

The Short Message Peer-to-Peer (SMPP) is a protocol used by the telecommunications industry for exchanging SMS messages between Short Message Service Centers (SMSC) and/or External Short Messaging Entities (ESME).

The protocol is a level-7 TCP/IP protocol, which allows fast deliver of SMS messages.

The most commonly used versions of SMPP are v3.3, the most widely supported standard, and v3.4, which adds transceiver support (single connections that can send and receive messages). Data exchange may be synchronous, where each peer must wait for a response for each PDU being sent, and asynchronous, where multiple requests can be issued in one go and acknowledged in a skew order by the other peer.

SMSGlobal supports the industry standard SMPP V3.4 protocol.

## Features

Please find below a list of features for this API.

- SMPP is a direct connection to carriers and provides instant delivery
- High throughput ( up to 200 msgs/second )
- Usage of Short Code
- SMPP offers status delivery reports
- 24/7 support via our support system

## Server Details

Parameter	Description
IP/DOMAIN	smsglobal.com
PORT	1775
SYSTEM ID	[ Username ]
PASSWORD	[ Password ]

## Options

Parameter	
Transmitter bind (TX)	
Receiver bind (RX)	
Transceiver bind (TRX)	
Submit command	
TON: 1	
NPI: 1	
Delivery receipts	[ <b>Note.</b> Please contact us to enable this for you. ]

## Delivery Receipts

Delivery receipts are optional. They can be pushed through an RX / TRX bind back to the user. To enable delivery receipts login to the SMSGlobal MobileWorks preferences and update your delivery receipt settings to enable a push over SMPP.

## Common Errors

Error Code	Error Type.	Description
1	Error	ESME_RINVMSGLEN Message Length is invalid
2	Error	ESME_RINVCMDLEN Command Length is invalid
3	Error	ESME_RINVCMDID Invalid Command ID
4	Error	ESME_RINVBNDSTS Incorrect BIND
5	Error	ESME_RALYBND ESME Already in Bound State
10	Error	ESME_RINVSRCADR Invalid Source Address
11	Error	ESME_RINVDSTADR Invalid Dest Addr
12	Error	ESME_RINVMSGID Message ID is invalid
13	Error	ESME_RBINDFAIL Bind Failed
14	Error	ESME_RINVPASWD Invalid Password
69	Error	ESME_RSUBMITFAIL Submit SM failed
88	Error	ESME_RTHROTTLED Exceeded allowed message limits
102	Error	Destination not covered or Unknown prefix
400	Timeout	Send message timed-out.
401	System Error	System temporarily disabled
402	No Response	No response from SMSGlobal SMSC

# SOAP-API

## Preface

Welcome to the SMSGlobal SOAP-API. This document provides a reference for all features available to you via the SOAP Web Service for sending SMS.

## Overview

The SOAP-API allows you to integrate your Client Application (Client) to SMSGlobal (Vendor) using the SOAP protocol. SOAP exchanges XML based messages over HTTP(S).

## Features

Please find below a list of features for this API.

- Independent platform communication (Interoperability)
- Standard XML format
- Check account balance
- Interact with Phonebook programmatically
- 24/7 support via our support system

## Sending SMS

URL: <http://www.msglobal.com/mobileworks/soapserver.php>

An initial call to the method **apiValidateLogin** must be made prior to calling any other method. The **apiValidateLogin** method will accept both your SMSGlobal username and password as parameters. Upon response it will return an authenticated token.

This token will need to be passed into subsequent method calls to verify authorisation. The ticket remains valid as long as the request is made from the initial IP that invoked the method to obtain the ticket.

## WSDL

Refer to SOAP API URL or WSDL for further documentation.

<http://www.msglobal.com/mobileworks/soapserver.php?wsdl>

# WAP-API

## Preface

Welcome to the SMSGlobal WAP-API. This document provides a reference for all features available to you via the HTTP interface for sending WAP Links.

## Overview

The vCard API allows you to integrate your Client Application (Client) to SMSGlobal using the HTTP protocol to send vCards. HTTPS is also supported for secure transactions.

The Client issues a HTTP GET or POST request to SMSGlobal via the API URL sending across a list of required parameters. SMSGlobal issues back a HTTP response, which completes the transaction.

## HTTP Request

URL: <http://www.msglobal.com/http-api.php>

Please find below a list of available parameters.

Parameter	Description	Limitation	Mandatory
action	Action to be taken. [Default: sendsms]		Mandatory
msgtype	Activate sending of vCard. [Default: wappush]		Mandatory
user	Your SMSGlobal username		Mandatory
password	Your SMSGlobal password		Mandatory
to	MSISDN of Recipient that the message will be going to.		Mandatory
from	MSISDN of Recipient that the message will be going to.		Mandatory
url	The URL to be pushed (must be URL-encoded)		Mandatory
subject	The subject of the message (must be URL-encoded)		Mandatory

## HTTP Response

HTTP Responses from the Messaging Exchange (MeX) contain the following:

- Status Code
- Sent Queued Message ID (Internal use only)
- SMSGlobalMsgID
- Error message (if present)

## Status Codes

If the message has been sent successfully the status code will return **OK:0**

If the message was unable to be delivered it will return **WARNING: [Status code]**

## SMSGlobal Message ID

Unique Identifier for a SMS message from SMSGlobal.

## Example: Sending a vCard

Below is an example request for sending a WAP link with the following details

**Username:** testuser

**Password:** secret

**To:** 61447100250

**From:** FlightSearch

**URL:** <http://www.qantas.com.au>

**Subject:** Qantas Flight Search

### Request:

```
http://msglobal.com/http-  
api.php?action=sendsms&msgtype=wappush&user=testuser&password=secret&to=6144710025  
0&from=FlightSearch&url=http%3A%2F%2Fwww.qantas.com.au&subject=Qantas%20Flight%20S  
earch
```

### Output:

```
OK: 0; Sent queued message ID: 34598582c5d8c5a4 SMSGlobalMsgID:6732526553887780
```



# SMSGlobal Contact Details

**SMSGlobal Headquarters**

1/75 Lorimer St  
Docklands, VIC 3008  
AUSTRALIA

T: 1300 883 400  
T: +61 3 9095 6245  
F: +61 3 9646 8837

**SMSGlobal EMEA Office**

3015 Shatha Tower  
Dubai Media City, Dubai  
UNITED ARAB EMIRATES

T: +971 4 440 9600  
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PO Box 502014 – Dubai, UAE

Web Address: [www.smsglobal.com](http://www.smsglobal.com)

Support: <http://www.smsglobal.com/support/>