



Swisscom

E-mail to SMS Gateway Service

User Manual



Secure, flexible and efficient

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1 Introduction

1.1 Aim of this document

This document describes the E-Mail to SMS Gateway Service from Swisscom and how to use it. In particular, end users will find important information about the use of the services and their options.

2 User Guide

SMSs can be sent nationally as well as internationally. There is also the option of sending an SMS reply back to the sender.

The throughput amounts to 5 SMSs per second (best effort), a maximum of 100 recipients can be defined for each e-mail.

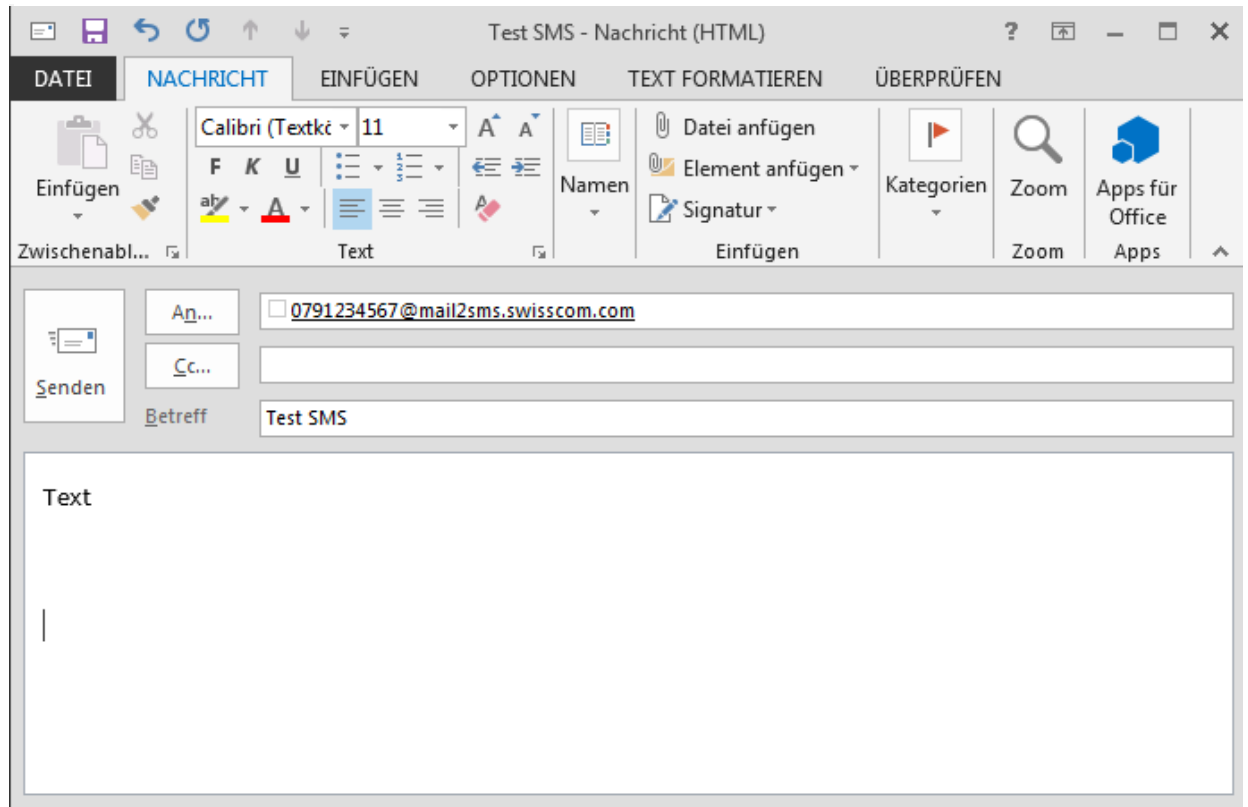
The quick start is described in the “2.1 Sending SMSs (summary)” section.

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2.1 Sending SMSs (summary)

A requirement for the following user guide is mail access to the E-Mail to SMS Gateway from Swisscom and a suitable mail client. A company's own exchange mail system is often connected to the Swisscom mail backbone. This means: An SMS can be easily generated by a new e-mail via Outlook Client.



Sent examples can be found in the “2.4 – SMS examples” section.

Sending a normal SMS is performed via the TO field of the e-mail:

E-mail format

To: <destination number>@mailto2sms.swisscom.com
Subject: Subject text
Body: This is the text message

The <destination number> can be entered as follows:

Type	Format
National with 0	07nxxxxyzz
International	49nnnnnnnnnn
International	417nxxxxyzz
00 prefix	00417nxxxxyzz

2.1.1 Standard settings and basic options

2.1.1.1 SMS sender

The sender defined in the standard configuration of the Gateway is either the “*Company name X*” (alphanumerical) or the customer’s fixed network telephone number. The sender cannot be changed by the customer. Neither version permits an SMS reply to be sent back to any sent messages. If the reply option is required, the @mail2smsre.swisscom.com must be used for sending. The Gateway then uses a so-called “long ID” from the “079 807 xx xx” range as sender, which allows the reply option to be sent back to the e-mail recipient via SMS.

2.1.1.2 Splitting the mail in several SMSs

The SMS Gateway enables the message to be automatically split in several SMSs, so-called “long SMS”. The standard setting of the Gateway is set to a maximum of 5 SMSs, normally allowing 5x approx. 150 characters. Note: Special characters can sometimes use more than 1 character and then result in more SMSs being sent (and charged).

2.1.1.3 E-mail sender as the first line in each SMS

For every SMS, the user part (part before the @) of the sender is entered as the first character. This is followed by a “:” (*Subject*) then the text of the e-mail (see examples in section 2.4)

2.1.1.4 SMS delivery notification

If an SMS could not be delivered, the sender receives a “Non Delivery” message from the Gateway.

2.1.1.5 Period of validity for a text message

Each SMS has a period of validity/expiry time. The standard value is set to 24 hours. If a message could not be sent after several attempts during this time, a “Non Delivery” message is sent to the user automatically. In this case, the message is deleted in the buffer.

2.2 Sending SMSs (details)

2.2.1 Definitions

We use the following SMTP domain names for describing the interfaces:

SMS: @mail2sms.swisscom.com
SMS reply: @mail2smsre.swisscom.com

2.2.2 E-mail fields

The mail interface uses the following fields and values of an e-mail.

Mail field or variable	Description	Permitted values
<from>	Sender	<e-mail address>
<number>	National International 1 International 2	0xxnnnnnnnn 00ccxxnnnnnnnn +ccxxnnnnnnnn
<to>	Destination number and service domains	<number>@mail2sms.swisscom.com <number>@mail2smsre.swisscom.com
<subject>	Text	Blank; Text;
<body>	Desired text	Asci, HTML, UTF, Multipart Mime

2.3 Receiving SMSs

The SMS platform from Swisscom also enables texts to be sent for which the receiver (mobile) can simply send back an SMS reply to the recipient (mail) as an e-mail with the “Reply” mobile phone function.

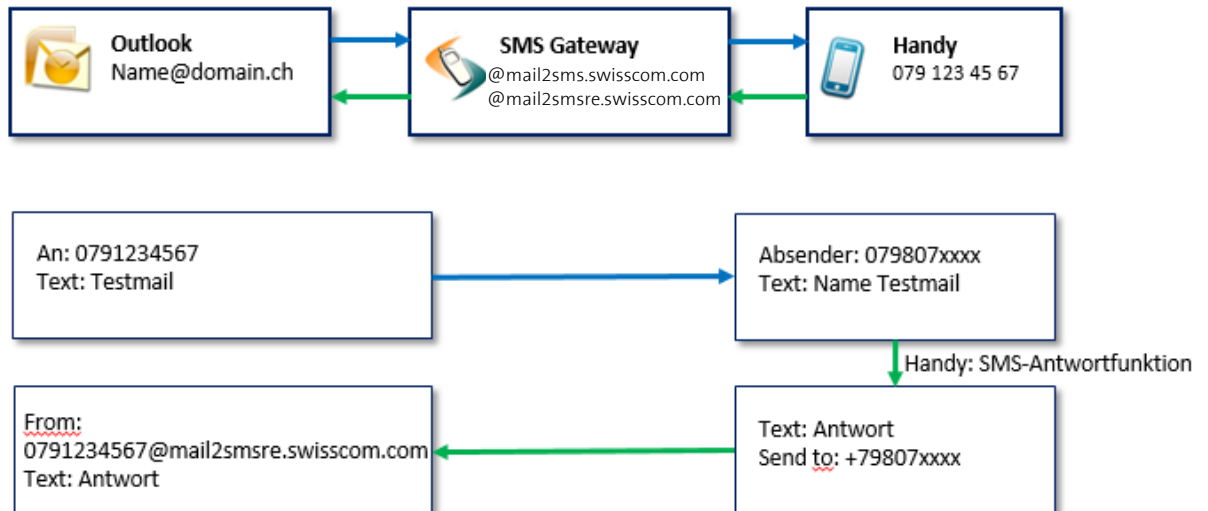
When sending an SMS with the reply option, the sender is replaced by a virtual number. The “company name” or the “fixed network number” of the company no longer appears, but a normal mobile phone number from the range 079 807 xx xx. The sender’s name is always set automatically as the beginning of the first SMS.

The basic setting of the SMS Gateway allows the SMSs to be sent with a reply as an e-mail. Using a long ID from the number range 079 807 xx xx provided by Swisscom ensures the functionality.

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2.4 SMS examples

Below are several examples of SMSs. All of these types can be used out-of-the-box, for example via Outlook.

Standard SMSs

Sender: Person1@swisscom.com
TO: +41790001122@mail2sms.swisscom.com
Subject: Title/subject line
Body: This is the text message
Text message: Person1@swisscom.com (title/subject) This is the text message
Text message sender: Company name

Standard SMSs with no subject line

Sender: Person2@swisscom.com
TO: 0790001122@mail2sms.swisscom.com
Subject:
Body: This is the text message
Text message: Person2@swisscom.com This is the text message
Text message sender: Company name