

FREQUENTLY ASKED QUESTIONS

ETERNITY PE/GE/ME/LE

What
When
Which
Where
How
Who
Why



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Version: V1R1

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How to send Bulk SMS using SMS Server in ETERNITY?

Pre-requisites:

- SMS Server License activated in ETERNITY

The screenshot shows the ETERNITY web interface. On the left is a navigation menu with categories like Hotel Settings, ISDN Configuration, Least Cost Routing (LCR), LD Parameters, License Management (highlighted with a red box), Logical Partition, Macros, Magneto Configuration, Master Ethernet Port Parameters, Mobile Configuration, Regional Settings, and SLT Configuration. The main content area is titled 'License Management' and includes a field for 'Enter License Key' with a value of 'E801-4AAB-C715-03'. Below this is a 'Service Profile' table with the following data:

Service Profile	Value
PLCC	No
Hospitality	Yes
PMS	Yes
Business Feature Suite	Yes
QSIG	Yes
Gateway	Yes
SMS Gateway	Yes
SMS Server	Yes
CTI	Yes
Mobility Feature Suite	Yes
Dealer Board	0
SIP Extensions	5

- SMS Server firmware present in ETERNITY

The screenshot shows the ETERNITY web interface. The left navigation menu has 'System Detail' highlighted with a red box. The main content area is titled 'System Details' and shows 'System : ETERNITY ME - V12R4.2.0' and 'System Command : V01R00'. Below this is a table with the following data:

Slot No.	Card Type	Firmware Version	CPLD Version	Kernel Date	ST	CH	Total CH
CPU#1	Master/CPU	V12R04.1		22-Jul-2013			
CPU#2	Master/CPU						
1	T1E1 SINGLE	V04R09	V02R02	N.A.	4	1	32
2	VoIPServer 32CH	V02R04	V01R03	11-Apr-2014	1	1	32
3	BRI4	V03R08	V03R03	N.A.	3	1	8
4	VMS16	V06R08	V02R04	14-Jun-2011	3	9	16
5	CO8 SLT24	V03R14	V01R03	N.A.	2	1	32
6	DKP8	V04R03	V01R03	N.A.	10	1	16
7	MAGNETO8	V03R05	V01R03	N.A.	9	1	8
8	E&M8	V04R07		N.A.	9	9	8
9	MOBILE8	V03R06	V02R02	N.A.	9	17	8
10	DATA	V02R01	V01R02	18-Nov-2013	11,12	1,1	
	DKP-4 (SWITCH)	V06R01	N.A.	N.A.	31	17	8
	SWITCH DSP(A)	V06R01		N.A.	31		2
	Comm.Manager	V05R02	N.A.	N.A.			
	SMS Server	V01R05	N.A.	N.A.	N.A.	N.A.	N.A.

- ETERNITY GSM card with SIM inserted in the slot to send SMS

MATRIX ETERNITY

01-16 17-32 33-48

Mobile Port Status

Mobile Port	Port Name	Port Status	IMEI	Network Operator Code	Network Operator Name	SMSC Number
1		Idle	353451049076357	40498	IND AirTel	+919898051914
2		SIM: Absent	353451049076365			+917600014634
3		SIM: Absent	353451049070004			
4		SIM: Absent	353451049070012			
5		SIM: Absent	353451049083130			
6		SIM: Absent	353451049077074			
7		SIM: Absent	353451049068966			
8		SIM: Absent	353451049083122			

- New Email account (Empty Inbox) for ETERNITY supporting SMTP and POP3 settings



- Disabled SMPP Server in ETERNITY

MATRIX ETERNITY

Routing Group
Security Alarm
SLT Configuration
Station Advance Features
Templates
Station Basic Features
Templates
Station Message Detail
Recording
SMS Gateway
General Parameters
Status

General Parameters

SMPP Parameters

SMPP Server

SMPP Server Port

Enquiry-Link Timeout (seconds)

SMPP Server Debug

SMPP Client

SMPP Client	System ID	Password	Mobile Port	Debug
			01	

Configuration:

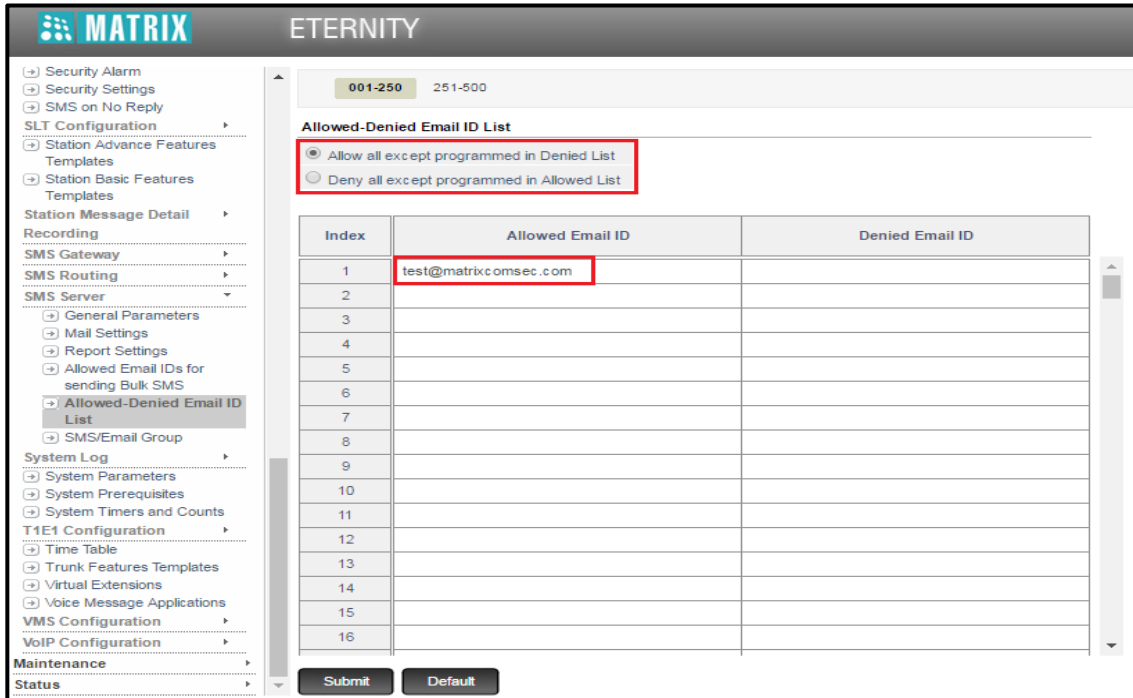
- For Configuring the SMS Server, please refer the following document:
<http://www.matrixtelesol.com/faqs/eternity-pe-ge-me-le/SMS%20Server%20Configuration.pdf>
- Enable Email to SMS forwarding

The screenshot displays the configuration interface for the MATRIX ETERNITY system. The left sidebar contains a navigation menu with categories such as SMS Gateway, SMS Routing, SMS Server, System Log, T1E1 Configuration, Time Table, Trunk Features Templates, Virtual Extensions, Voice Message Applications, VMS Configuration, and VoIP Configuration. The main content area is titled 'General Parameters' and includes the following sections:

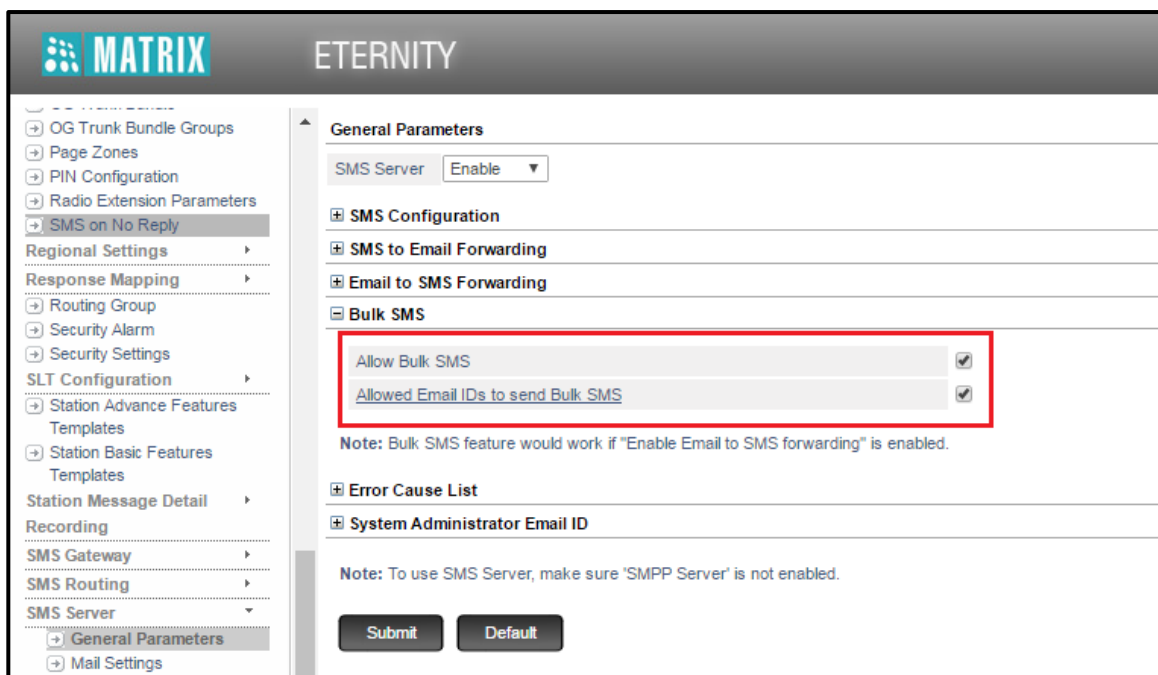
- SMS Server:** Set to 'Enable'.
- SMS Configuration:** Includes sub-sections for 'SMS to Email Forwarding' and 'Email to SMS Forwarding'.
- Email to SMS Forwarding:** This section contains several checkboxes:
 - Enable Email to SMS forwarding:** Checked (indicated by a red box).
 - Enable Email to SMS forwarding for External Users:** Unchecked.
 - Allowed-Denied Email IDs to send SMS:** Unchecked.
 - Send an Email if SMS is delivered to phone:** Unchecked.
 - Send an Email if SMS is not delivered to phone:** Checked.
 - Send delivery report status to:** Set to 'Sender'.
 - Email reply text:** Set to 'Your Message is not delivered to Receiver.'
 - Send Footer/Signature in SMS:** Unchecked.
- Bulk SMS:** A sub-section.
- Error Cause List:** A sub-section.
- System Administrator Email ID:** A sub-section.

A note at the bottom states: "Note: To use SMS Server, make sure 'SMPP Server' is not enabled." Below the note are 'Submit' and 'Default' buttons.

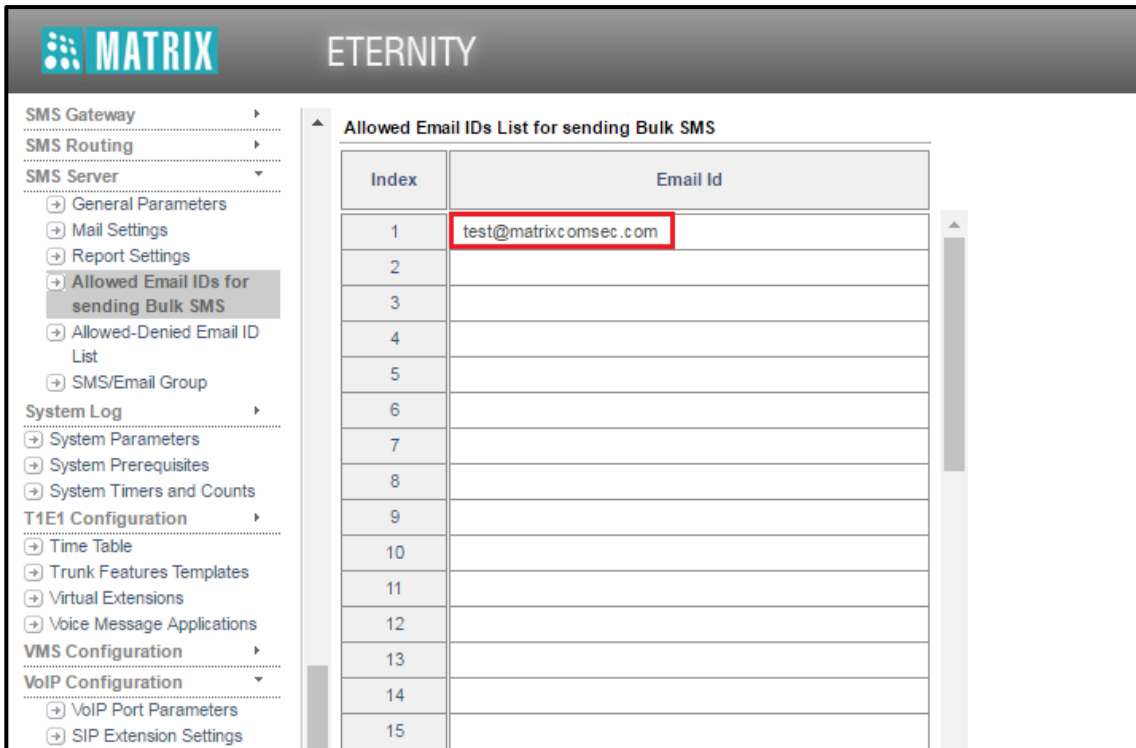
- If you have enabled “**Allowed-Denied Email IDs to send SMS**” flag, then you have to configure the Allowed-Denied list, otherwise all users will be allowed to send SMS by default. You can configure the Allowed-Denied list by clicking on “**Allowed-Denied Email IDs to send SMS**”.



- Enable **Allow Bulk SMS** flag

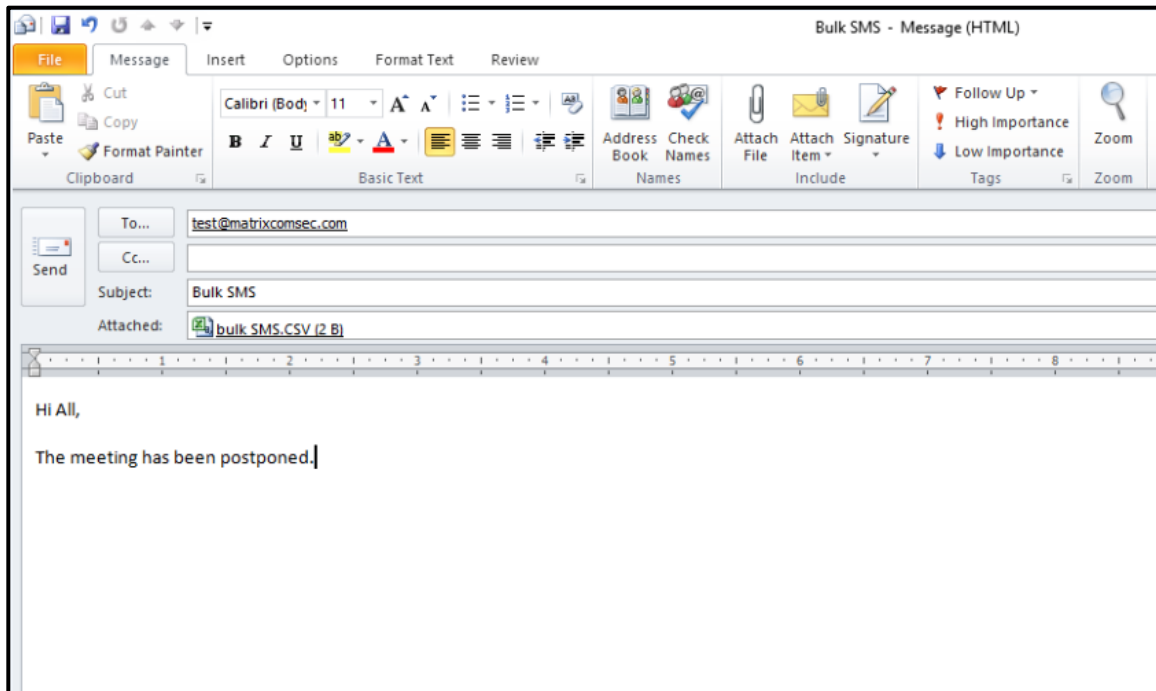


- If the “Allowed Email IDs to send Bulk SMS” flag is checked, you have to configure the list. It can be configured by clicking on “Allowed Email IDs to send Bulk SMS”.



- Mail Draft to send bulk SMS.
 - ✓ Recipient of the email will be the email ID of SMTP server programmed in ETERNITY.
 - ✓ Subject line of the Email will be: **Bulk SMS**.
 - ✓ Email body of the message will be contents of the SMS. It should not exceed more than 160 characters.
 - ✓ The Email must contain an attachment file with recipient numbers and names (optional) in .csv format. This file can have only two columns, without any headers. The file can have a maximum of 1000 numbers.

- Email Draft



- After the Bulk SMS request has been sent, the system generates a new csv file with an additional column of status. For each entry, status of the SMS is updated. This report is then emailed to the user who requested for Bulk SMS.

	A	B	C	D	E	F	G
1	1234567890	test1	Sent				
2	0987654321	test2	Sent				
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							

- If under any circumstances, the system fails to process the Bulk SMS request, it will send a reply with an error message to the user who requested for Bulk SMS.

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