



World-Text SMS Paging User Guide

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1 Introduction

1.1 The SMS Paging System

The SMS Paging System is a web based application that allows SMS messages to be sent from one mobile phone handset to multiple handsets, simply by using one word. This word, typically known as a **keyword**, is sent to a specific mobile number that then processes the distribution of messages to the recipients. The application to initialise the system can be found on the World-Text website. Multiple SMS paging alerts can be created. Each alert must specify the message (that is sent to the recipients) and a keyword (the word used to recognise and trigger the alert). Unlimited recipients can be added to each alert created. **Alerts** (messages) are sent to the recipients, 1 or more times, at configurable intervals. For more alert configuration please see *appendix 2.1*.

Mobile numbers can be configured to **send** SMS alerts and are known as **administrators**. Mobile numbers that are configured to **receive** alerts are known as **groups**. Administrator users can be set-up to receive the alerts.

1.2 Restrictions

There are no restrictions for creating a new paging alert.

1. Over 500 networks are covered world-wide.
2. Any mobile number can *send* alerts.
3. Any mobile number can *receive* alerts.
4. Page alert configuration is made through the website.

1.3 Navigation

Located at the top of each page is a hierarchy structured menu.

2 Alert Configuration

The website offers a flexible environment for creating a new SMS paging alert. The following information will guide you through the process of creating a new paging alert.

2.1 Creating a new SMS paging alert

1. On the set-up page, create a new alert (*number 1 in the three step process*).

A new window opens to insert a record.

2. Select the **source address** you wish to use.

This will be the number that you send your keyword to.

Note: *If you have an incoming dedicated number(s), they will appear in the list.*

3. Enter a **keyword**.

This word will be sent to the source address to activate the alert. You may have to try a few times to find an unused keyword. For security and privacy reasons, we cannot issue a list of keywords already used.

4. Enter an amount of **retries**.

The maximum amount of alerts to send to each recipient.

5. Enter the **delay time** (seconds).

The interval before another message is sent. If the previous message has not been delivered, the message will not send.

6. Enter the **lifetime** (seconds)

The maximum time the pager system will operate. This is useful if messages have not delivered to recipients.

For example: If the lifetime is 180 seconds (3 minutes) and alerts have not been delivered to a recipient (possibly due to network coverage), no more alerts will be sent after this time.

7. Enter the **message** to be sent to each recipient. A maximum of 140 characters can be used.

8. Click the insert record button.

9. Activate the changes made in the set-up page.

3 Updating alerts

Current alerts created in your account are displayed in the set-up page. They display your chosen unique keyword and the message. To **modify** and make changes to the alert, click the '**update**' button.

3.1 Modifying paging alerts

Click the '**update**' button, relevant to that alert. You will be presented with the same page layout as the '*insert new SMS page*'. Please see *appendix 2.1* about the information required at this stage. Modify any changes and click the '**update**' button. Note that messages cannot be more than 140 characters, lifetime, retry delay are entered in seconds and the source address you choose will be the number that administrators send the keyword too.

Additionally displayed on this page are the number of administrators and recipients for this pager. Their configuration settings can be modified by clicking on their '**view/edit**' button.

New pager entry

[menu] [pagers/new pager](#)

Create a new entry by completing the following fields.

- **Source address** is the number to send an SMS to start the alert
- **Keyword** the text message contents that is used to trigger the alert
- **Retries** is the number of times to send the message
- **Retry Delay** is the time to wait before another message is sent
- **Lifetime** is the maximum lifetime of the whole alert process
- **Message** the message you wish to send the recipients

Source Address

Keyword *

Retries

Retry Delay (seconds)

Lifetime (seconds)

Message **

[Insert record](#)

* A blank keyword can be used for dedicated numbers only (though this is not advised)
** Maximum 140 characters

Image of webpage used to insert a new paging alert.

4 Administrators Configuration

Administrators are configured to **send** alerts (messages) via their own handsets. A text message containing only the keyword must be sent to the source address (mobile number), which then activates the process of alerting each recipient in the pager configuration, by sending the predefined message to them at set intervals. An unlimited amount of administrators can be assigned to a pager. Administrators can also request the alerts as a recipient.

4.1 Updating an administrator

To modify an administrator's details, change the information in the text fields and click the '**update**' button below the entries.

4.2 Inserting a new administrator

Both name and number must be entered in the correct format to insert a record. Mobile numbers used here can only **send messages** to this pager system.

4.3 Deleting an administrator

To delete an administrator first click the box next to that name and then click the '**delete selected**' button below the entries.

It is vital that you commit your changes using the '*activate changes*' button on the set-up page.

5 Recipient Configuration

Recipients are configured to **receive** alerts (messages) to their mobile handsets. They will continue to receive alerts for the set amount of retries configured in the pager settings. See *appendix 6.1* for future enhancements.

5.1 Updating a recipient

To modify an recipient's details, change the information in the text fields and click the **'update'** button below the entries.

5.2 Inserting a new recipient

Both name and number must be entered in the correct format to insert a record. Mobile numbers used here can only **receive messages** from this pager system.

5.3 Deleting a recipient

To delete an recipient first click the box next to that name and then click the **'delete selected'** button below the entries.

It is vital that you commit your changes using the 'activate changes' button on the set-up page.

6 Future Enhancements

6.1 The following features will be supported shortly

1. To prevent further alerts being sent to a recipient, a reply text from the recipient will alert the system to stop and further alerts being sent.
2. SMS alerts will be processed and sent to Vodafone pagers (word/code pagers only).
3. Administrators will be able to receive real-time statistics sent to their handsets of SMS alerts *sent* to recipients and SMS alerts *received* by recipients.