



email2sms User guide



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What is email2sms?

email2sms is a service provided by mymobilephone.com.au, which allows an Email to be sent as a text message to a GSM mobile phone. This means that you can stay in touch with friends or business contacts while they are mobile from the convenience of your desktop! Email is converted to an SMS text message and delivered to the receiver's mobile phone. Using sms2email, they can even reply directly to you at your PC.

To use email2sms, the sender simply composes a regular Email using their existing Email software and sends it to the recipients email2sms address. The email2sms server then delivers the email to the recipient's mobile phone!

Applications

email2sms is an ideal method for communicating for both business and just for fun. Use email2sms for:

- mobile messaging from the desktop
- dispatching information
- broadcast messages
- email notification
- arranging meetings and appointments
- marketing and advertising
- information services
- paging
- promotions

Corporate Accounts

To use the email2sms service, a corporate account is needed so that the cost for each email2sms message is billed back to the sender. The sender's details are determined by the Internet domain name from which the email2sms message originates. Note - the recipient does not need to be registered with mymobilephone.com.au in order to receive an email2sms message.

For example, if the domain yellowgerbils.com is registered with email2sms, all email2sms messages originating from this domain (such as fartpants@yellowgerbils.com) will automatically be delivered to any valid Australian mobile phone number*. This mobile number need not be registered with mymobilephone.com.au.

For corporate accounts, the Internet domain must be a privately owned email domain and be owned and managed by the corporate account holder. Corporate email2sms services are not available to free email services such as yahoo or hotmail. mymobilephone.com.au do not allow individual email addresses to be specified as corporate accounts.

The application form for a corporate account is available for download from www.mymobilephone.com.au.

Billing

Billing occurs in advance at the beginning of each calendar month. Additional messages beyond the myplan quota are added in the following months account. See Pricing for more details.

* refer to www.mymobilephone.com.au for compatible mobile numbers and mobile phone networks.

Pricing

Corporate Pricing – Sender Pays

For corporate users where the sender is billed for each email2sms message, a number of plan options are available. Refer to the document [email2sms corporate pricing.pdf](#) which is available for download at www.mymobilephone.com.au.

Corporate Billing Options

For corporate users, two forms of billing are available:

Basic Billing

For basic billing, only the total number of SMS messages delivered for the specified billing period is listed.

Itemised Billing

With itemised billing, each email2sms message is itemised for the specified billing period including date, time, originator, and destination mobile number. An additional **\$25 per month** administration charge per Internet domain applies for Itemised billing.

NOTE – The above billing options are available on some plan options only.



Message format

The format of an email2sms message address is:

`<yourmobilenumber>@sms.mymobilephone.com.au`

where

`<yourmobilenumber>` = recipient's GSM mobile phone number in either international or local format (e.g. 04xxxxxxx, or +614xxxxxxx)

The senders Email address, subject and Email message will be delivered to the recipients GSM mobile phone in the form of an sms text message as follows:

`FROM:<senders email address> SUB:<subject> MSG:<message text>`

where

`<senders email address>` = senders Email address

`<subject>` = subject of Email message

`<message text>` = message text

If either the `<subject>` or `<message text>` fields are omitted then these fields will be blank.

The length of the delivered Email message depends on the length of the Email address and subject fields. The email2sms sms message will be automatically truncated when the total length of the above fields exceeds 160 characters.

NOTE – to ensure all email2sms messages are processed correctly, we recommend that the Email be sent in PLAIN TEXT format. Also some Email systems may not permit the `<message text>` field of an Email be translated properly. If this occurs we recommend you send your message in the `<subject>` field of the Email.



Examples

Example 1:

If a recipients' mobile number is [0401234567](tel:0401234567), then their email2sms address would be 0401234567@sms.mymobilephone.com.au.

Example 2:

A complete message would be delivered as:

An email with details:

```
From: greg.nissan@fartpants.com.au  
To: 0401234567@sms.mymobilephone.com.au  
Subject: Please move car  
Message: Roy, your car is parked in front of the school garage.  
Please move it ASAP.
```

will be sent to mobile number 0401234567 and the message will be received as a text message on the recipient's mobile phone as:

```
FROM:greg.nissan@fartpants.com.au SUB:Please move car MSG: Roy, your  
car is parked in front of the school garage. Please move it ASAP.
```

Replies from the email2sms Server

The sender will receive an email confirmation each time an email2sms message is sent. Note however, this is no guarantee that the email2sms message has been physically delivered or received on the recipient's mobile phone or that the email2sms message has been read by the recipient.

The mymobilephone.com.au email2sms server provides automated replies under the following conditions:

Condition	email2sms Server Response
Invalid Email message format	"invalid email2sms message format" response sent to senders Email address
Service not enabled in users profile*	"service not enabled" response to senders Email address
No subject field in Email	The subject content will be blank
No sender's Email address provided	The email2sms message will not be delivered to the recipient's mobile phone



Compatible Mobile Phones

Any GSM mobile phone which can receive SMS messages can use the email2sms service. Check your phone's user manual for details on how to read an SMS message.

Contact support@mymobilephone.com.au for further details.

Compatible Mobile Networks

Mobile phones must use one of the following Australian GSM mobile phone networks or their affiliated networks:

- Telstra
- Vodafone
- OPTUS

Contact support@mymobilephone.com.au for further details.

Setting up your Mobile Phone

There is no special set-up required for a mobile phone to receive email2sms messages other than your mobile phone must be able to receive SMS messages and the mobile network must also support SMS messaging. Check your mobile phone's user guide for details.

Replying to email2sms Messages

Recipients cannot reply directly to the email2sms Server mobile number when the SMS message received on their mobile phone. Any messages sent to the mobile number of the email2sms server will be ignored and will not be delivered. Charges may also apply from the sender's carrier.

To reply to email2sms messages, the recipient should use the FREE sms2Email service provided by mymobilephone.com.au. See [sms2Email](#) for details.

Configuring your Email system

No special configuration is required to allow your email system to send email2sms messages although we do suggest that you send all messages in plain text format.

You may wish to add your email2sms addresses to your address book.

You may also wish to configure your Email system to automatically send a copy of all incoming email to your email2sms address when you are away from your PC.

Limitations

The maximum total message length of an email2sms message is 160 characters. This includes the address and subject of the message. For this reason email2sms is best suited for short Email messages, Email notification, or paging and messaging applications.

The email2sms service relies on the Internet and Australian GSM mobile phone network and is therefore limited by the performance of these networks. While mymobilephone.com.au can send an email2sms message into the GSM network, delivery to the recipients is dependant upon whether the phone is capable of receiving SMS messages.

A number of factors could prevent a mobile phone from receiving SMS messages:

- mobile phone is turned off
- mobile phone does not support SMS messages
- "inbox" of mobile phone is full
- the GSM carrier is not compatible with www.mymobilephone.com.au
- mobile phone has been off for too long and SMS message has been deleted by the GSM network

NOTE – all email2sms messages should be sent in PLAIN TEXT format or the full detail of the message may not be delivered correctly. Also some Email systems may not let the <message text> field of an Email be translated properly. If this occurs we recommend you send your message in the <subject> field of the Email.

Troubleshooting

Please consult the following table if you have problems with the email2sms service. If you are unable to resolve the issue please send your Email to support@mymobilephone.com.au.

Problem	Solution
"Invalid Email message format" reply message received	The format of the email2sms message is incorrect. Check that the mobile number is correct and that the message is in the correct format.
General delivery error reply message	The email2sms message format may be incorrect or there is an error in the email address.
No email2sms message is received on recipients mobile phone	Check for one of the following: <ul style="list-style-type: none"> • Mobile phone is turned on • Mobile phone supports SMS messages • The recipients mobile phone account allows the delivery of SMS messages • The GSM carrier is compatible with www.mymobilephone.com.au. • "inbox" of mobile phone has enough room for additional SMS message and is not "full" NOTE – sometimes, if the mobile phone has been off for too long, the GSM network may delete the SMS message.
No <message text> field is delivered to recipient's mobile phone	Check that the Email has been sent in plain text format. HTML or Rich Text formatted messages may result in the Email message body not being delivered.
What if I can't change the Email message format and I have to use a Rich Text or HTML formatted Email message?	Send the text of the message in the <subject> field of the Email.