

Vodafone multiTXT faqs





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general information

What do people use this service for?

The range of ways people use it is quite varied. For example, some people use it creatively and have managed to integrate it into their CRM system.

See [the website](#) for more ideas.

Who do I contact for more information or help?

If your question is not answered in the multiTXT User Guide or these FAQs then contact the appropriate person defined below.

If you set up the account yourself (e.g. if you are the Company Administrator or an Individual Account Holder) then contact Vodafone and have on hand the following information.

- Account name used in multiTXT
- Contact phone number
- Specific details

Clearly state your intention or issue and provide all relevant details. If you are a Company User then you should contact your Company Administrator in the first instance. If they are not able to assist you then they will contact Vodafone.

What's the difference between multiTXT and multiTXT Pro?

multiTXT Pro gives you a full set of features suitable for frequent use. multiTXT has a limited set of features more suitable for occasional use.

Check out [the website](#) for more information.

What charges apply?

Check out [the website](#) for our current charges.

Can I add a TXT bundle to multiTXT?

No, only multiTXT or multiTXT Pro rate plans can be applied.

Can I upgrade from multiTXT to multiTXT Pro?

Yes you can and we will transfer your message history and address book. The Vodafone Customer Services team can action this.

Can I downgrade from multiTXT Pro to multiTXT?

Yes you can, however, we are unable to transfer your message history or address books. You will get issued with new log in details. The Vodafone Customer Services team can action this.

Can I link a multiTXT account to a multiTXT Pro account?

Unfortunately this is not possible. However multiTXT Pro accounts can be linked together as long as there is only one Company Administrator.

How much does International TXT cost?

You can send individual TXT overseas. Unfortunately you are unable to bulk TXT overseas. International TXTs will be charged at 15c + GST per message and not count towards the tiers.

I cannot remember my password?

Click on <https://multitxt.vodafone.co.nz>. If you do not receive this reminder within 5 minutes, call 888 for assistance.



sending messages

How many messages can be sent per minute?

The speed of message delivery will be determined by

1. Network connection speed between your PC and multiTXT
2. Method of connecting to the multiTXT service (email or via the web page)
3. The destination carrier. Some carriers throttle message delivery based on their network requirements.

If you have requirements for high volumes in short periods please contact Vodafone with details.

Can I see when a recipient received a message on their handset?

Yes. Although a few networks do not provide the message status information, most do and they will be shown with the message in the multiTXT Message Log.

When sending TXT via email can I tell if the person received it?

Yes. When sending an email set the option for a "read receipt" (each email system has a different way of doing this so see the relevant vendor for more information). When a message is processed with a read receipt request, multiTXT waits for a few minutes and sends an email back that has the status information for each recipient.

If you have login credentials you can also view this information in the online message logs.

Can I see when a recipient reads a TXT message I sent them?

No. Standard TXT does not provide this sort of information, the closest you can get is if the carrier notifies us when the message is received on the handset.

What networks does multiTXT work with?

multiTXT has worldwide TXT messaging capability.

Are messages delivered immediately?

multiTXT attempts to send all messages within seconds of receiving them, but text messaging is a best effort, store and forward process which means that the carriers may have their own queuing, delivery and expiry policies.

Once multiTXT has passed the message to the carriers, delivery is beyond our control. We will however request status updates and use these to keep you informed of the message if these are available.

You can use the status information to decide whether you should resend the message or use an alternative communication method.

How are sending text messages from multiTXT different from usual text messaging?

You have the convenience of messaging from a website, email or a simple API in a very cost-effective manner.



sending messages continued

How do I send a message to a mobile from my computer?

When you log in to multiTXT you'll be presented with the main screen for sending messages. Here you simply type your message into the text box, select the contacts or recipients you'd like to send the message to and click 'SEND'.

How do I send a TXT via email?

Sending TXT by email requires your email address to be setup in multiTXT. Contact your company administrator to do this and they will either

1. add your email address to the appropriate account if they have the email domain configured, or
2. request that the email address be authorised by Vodafone.

When your address is configured you will receive an email with instructions. However, it is as simple as sending an email to a specially formatted email address made up of

1. the mobile number, and
2. @mtxt.co.nz

For example sending to mobile number 021000987 you would address the email to 021000987@mtxt.co.nz. It is that simple.

Try sending a message to your personal phone and you should receive it within a few moments. If you do not receive it and do not receive an error message back via email please contact your Company Administrator to confirm your address is set up correctly.

How do I create a message that will be sent at a later time?

- Create the message as normal, by adding the recipients and entering the message text. Instead of clicking Send, click Schedule.
- This takes you into the Schedule Message screen where you can select from a calendar what day to send the message and then use the pull down menus to select the time you want the message sent.
- Then you click Save and you will be taken to the Confirm Schedule screen where you check the message content and confirm the time you'd like the message sent.
- If you are happy with the message content and the timing of the message delivery click Save and you'll be taken back to the Send Message screen.

How can multiTXT be automated to send the same message to different recipients on a regularly basis?

Example: I'm looking to send monthly messages to our customers once their account reaches a prescribed limit. What sort of information would we need to provide in order to organise this? Would you simply require a file with the account numbers / mobile contact number, etc ?

multiTXT can be used to send out the same message to thousands of recipients at once. This can be done in a variety of ways to a varying level of automation depending on your needs, environment and technical level.

multiTXT must not be used for unsolicited SPAM or marketing messages. Users that do so may have the service restricted or cut off.



sending messages continued

If you are using an email method to send multiTXT messages ensure that the address you are sending from is configured in the multiTXT system before you send the messages.

1. Manually import contact file into multiTXT as an address list

When you import an address list the contacts are available to be used in the multiTXT website or via email.

2. Email 'mail merge'

multiTXT can use email to TXT so you may be able to do a mail merge using your email client such as Outlook. Each email system differs in how they do mail merges so see your email user guide for more information.

3. Automated address book updates

Another option is to automate an address book update so one of your multiTXT address books always contains a current list of these numbers assigned to one group.

See the multiTXT User Guide for information on automating address book updates.

This option would require a plain text file with name, number and group/s (e.g. 'monthly warning'), featuring one contact per line.

If this is automated, the most current group of contacts would be in that address book and you could send a message to monthlywarning@mtxt.co.nz which would TXT all the current members of that group.

4. Scripting and batch files

Since multiTXT can use email to send TXT messages, a simple windows batch file, Linux shell script or even an MS Office macro could be quickly written to process your file of recipients and send the same message, or even a customised message, to each person. How this is done depends on the language you use, the complexity of the message and your network environment.

Some (free) command line tools* that you may find useful for sending automated email are

- o BLAT
- o SendEmail
- o bmail

* These links are provided for information only and without guarantee or any explicit or implied association. If you need assistance with any of these tools please contact the relevant vendor.

Can I set the default length of TXT messages?

Company Administrators have the ability to set a default TXT length as follows:

- 1 TXT – 160 characters
- 2 TXT – 306 characters
- 3 TXT – 459 characters

This is for GSM standard characters. If the message contains any non standard characters then the message length may be reduced. For example if any Hebrew, Chinese or Greek etc. characters are detected then the lengths change to:

- 1 TXT – 70 characters
- 2 TXT – 134 characters
- 3 TXT – 201 characters



What are GSM standard characters?

LF	Line Feed	4	Four	J	Uppercase J	e	Lowercase e
CR	Carriage Return	5	Five	K	Uppercase K	f	Lowercase f
[Space]	Space	6	Six	L	Uppercase L	g	Lowercase g
!	Exclamation mark	7	Seven	M	Uppercase M	h	Lowercase h
"	Quotes	8	Eight	N	Uppercase N	i	Lowercase i
#	Hash	9	Nine	O	Uppercase O	j	Lowercase j
\$	Dollar	:	Colon	P	Uppercase P	k	Lowercase k
%	Percent	;	Semi-colon	Q	Uppercase Q	l	Lowercase l
&	Ampersand	<	Less than	R	Uppercase R	m	Lowercase m
'	Apostrophe	=	Equals	S	Uppercase S	n	Lowercase n
(Open bracket	>	Greater than	T	Uppercase T	o	Lowercase o
)	Close bracket	?	Question mark	U	Uppercase U	p	Lowercase p
*	Asterisk	@	At	V	Uppercase V	q	Lowercase q
+	Plus	A	Uppercase A	W	Uppercase W	r	Lowercase r
,	Comma	B	Uppercase B	X	Uppercase X	s	Lowercase s
-	Dash	C	Uppercase C	Y	Uppercase Y	t	Lowercase t
.	Full stop	D	Uppercase D	Z	Uppercase Z	u	Lowercase u
/	Slash	E	Uppercase E	_	Underscore	v	Lowercase v
0	Zero	F	Uppercase F	a	Lowercase a	w	Lowercase w
1	One	G	Uppercase G	b	Lowercase b	x	Lowercase x
2	Two	H	Uppercase H	c	Lowercase c	y	Lowercase y
3	Three	I	Uppercase I	d	Lowercase d	z	Lowercase z

Additionally these characters use two 'characters' on the Vodafone SMSC so if a message includes them the message may be altered.

[Open square bracket
\	Backslash
]	Close square bracket
^	Caret / hat
{	Open brace
 	Pipe
}	Close brace
~	Tilde



receiving messages

Where do replies go?

All replies to messages sent from the multiTXT site will show in the RECEIVED MESSAGES log on the web site. Click the MESSAGES tab to see these messages. Replies are attached to the original message in a 'thread' so you can keep track of your conversations.

original sent by	reply sent to
Web Site	Web Site
MS Outlook or other email software using registered email address	back to your email box with a copy logged online
OMS	back to the email address registered against your account with a copy logged online
API	API Message Feed of Message Log
Mobile mTXT	back to handset, copy logged online



address books

Can we set up multiTXT so each login can only see certain numbers/groups?

The Company Administrator user can close the address books so other users cannot send to any contacts that are not in the address book initially set up.

How do I store contact numbers?

Select Address Book from the main menu and then click Create Individual. You then type in their contact details, and the new contact is added to your Address Book.

How do I create groups?

Select Create Group from the Address Book menu. All members in your Address Book are displayed on the page. You then assign a Name and an Alias to the group. Members can then be added to the group simply by selecting them and clicking the 'ADD' button.

Why can't I add a new group?

In some instances the Company Administrator may deny access to add contacts to the Address Books. Contact your Company Administrator if this is the case.

How do I import an address book?

Click on the Manage Address Books menu option. This option works best if you have existing contact lists stored in the form of a CSV (Comma Separated Values) file such as a Microsoft Excel spreadsheet. Set your spreadsheet up with header rows of Number, Name, Alias, Group, Group Alias, and further rows containing the contacts you wish to import and multiTXT will attempt to import the data. See Manage Address Books for more information.

Why am I getting warnings and/or errors when I try to import into an address book?

It is important that the records you want to import conform to multiTXT requirements. Below are some common causes for imports not completing correctly.

- multiTXT cannot import contacts or groups that already exist in your address books. If they already exist in your address book, try copying them in the Manage Address Book screen.
- Contact or Group names cannot contain spaces or any other special characters. Remove the spaces from names or replace them with the underscore “_” character.
- Aliases cannot be longer than ten characters. Contact Vodafone support if you have problems with the data you are trying to import.



message history and reports

How do I view messages that I have sent and received?

Click on the Message menu option to display a log of messages. You can also choose to filter by Sent, Received or Scheduled messages with details on their current status. multiTXT functionality allows you to Forward (F), Reply (R) or Delete any messages from the message log or message detail pages.

How do I change the Recent Messages display?

Click on Display in Options and you can select the number of Recent Messages to display by setting values from 2 - 20 messages. Click SAVE to keep your changes.

Can I change the Sent/Received messages display?

Simply select in the same way as the Recent Messages display and click SAVE.

account options

How do I change my options?

Click on the Settings link in the left hand menu. This will take you to the Settings page where you can set your password, time zone and long message settings. The time zone option is used to determine where you are sending messages from and when scheduled messages are sent.

Where do I set my Signature?

Click the Signature edit icon on the Send Message page to create/edit your signature that can be added to messages before you send them or automatically attached to all new messages sent via the web site (not email). Remember it is best with limited character numbers to keep your signature short.



Microsoft OMS

What is Microsoft OMS?

From Outlook 2007 Microsoft has included the Outlook Mobile Service (OMS) that allows users to send TXT to people in their Outlook address book using their multiTXT credentials.

What's the web service address for OMS?

The web service address for OMS is <oms:https://multitxt.vodafone.co.nz/services/omsservice>

What information do I need to setup OMS in Outlook?

You will need your multiTXT Username and password along with the web service address (<oms:https://multitxt.vodafone.co.nz/services/omsservice>).

Where do replies go for OMS?

When a recipient of your message replies their TXT will be logged in your multiTXT web account and forwarded to the email address registered against your multiTXT account.

Where can I get more information on using multiTXT with OMS?

See the OMS User Guide & FAQ Document for more information.

multiTXT API

What is the multiTXT TXT API?

A lightweight API provides the simplicity that you're looking for when wanting to enable your applications to send TXT messages. Sending a message is as easy as POSTing a web form.

What's the root URL for API?

The API root URL is <https://multitxt.vodafone.co.nz/api/1/sms>

See the API User guide for details of the API endpoints.

What's a basic HTTP request look like when I send a message using the API?

<https://multitxt.vodafone.co.nz/api/1/sms/out?userid=yourId&password=yourPassword&to=recipientNumber&body=hello+world>

Simply change the credentials to your own and the recipient number to your number and activate the link. This will work in any browser and using simple string building or variable concatenation in your code you can quickly create a personalised outbound TXTcampaign.

Can I send to more than one recipient in each transaction?

No. If you need to send to more than one recipient then you have two options.

1. create a group of recipients in your online address book and use the group name instead of the recipient number, or
2. iterate through your recipient list sending to each recipient in a new transaction.

Where do replies to my API messages go?

A feed of recent messages is available as part of the API. This feed will include all messages on your account, not just those that are in reply to your API messages.

Where can I get more information on using the API?

See the API User Guide for more information.



Forward 2 Mobile

How do I set up Forward 2 Mobile?

Company Administrators can enable/disable this feature at a user level by going into the User Login tab. In here they can enter the mobile number to which the messages can be forwarded. Individual users can then 'switch on' the forward function per message thread or as a default for all messages. This is done by using the drop down box just below the main message field. When selected, **all** messages will forward to the chosen mobile number. Please note that each forwarded message will incur an additional TXT charge. This will be charged as per other multiTXT messages using the tiered pricing. Copies of all messages will also appear on the web platform.

Can I switch off the Forward 2 Mobile function from my phone?

Yes. The device that is receiving the forwarded messages can use the following commands:

#stop F2M disabled for current conversation

#stopall F2M disabled for all configured messages in the account effectively disabling until a new message is sent with F2M option enabled

#hold

1. account default message option is changed to 'reply 2 web' so new messages from the web platform are not sent with F2M option
2. F2M is disabled for all existing configured messages.

My F2M functionality is not working or has stopped working

Check with your Company Administrator as they may have disabled the feature.

Can I set times for F2M?

This will be a future development but it is not currently available.



SMS via Mobile multiTXT

How do I get Mobile multiTXT?

Using the internet browser on your handset - go to <http://m.mtxt.co.nz>. Use your same login and password credentials. We recommend you save the Mobile mTXT URL into your favourites.

Which handsets work best when using Mobile mTXT?

A-grade, full enhanced experience with Ajax-based animated page transitions

Apple iOS 3.2-5.0 beta: Tested on the original iPad (3.2 / 4.3), iPad 2 (4.3), original iPhone (3.1), iPhone 3 (3.2), 3GS (4.3), and 4 (4.3 / 5.0 beta)

Android 2.1-2.3: Tested on the HTC Incredible (2.2), original Droid (2.2), Nook Color (2.2), HTC Aria (2.1), emulator (2.3). Functional on 1.5 & 1.6 but performance may be sluggish, tested on Google G1 (1.5)

Windows Phone 7: Tested on the HTC 7 Surround

Blackberry 6.0: Tested on the Torch 9800 and Style 9670

Blackberry Playbook: Tested on PlayBook version 1.0.1 / 1.0.5

Palm WebOS (1.4-2.0): Tested on the Palm Pixi (1.4), Pre (1.4), Pre 2 (2.0)

Firefox Mobile beta: Tested on Android 2.2

Opera Mobile 11.0: Tested on the iPhone 3GS and 4 (5.0/6.0), Android 2.2 (5.0/6.0), Windows Mobile 6.5 (5.0)

Kindle 3: Tested on the built-in WebKit browser included in the Kindle 3 device

Chrome Desktop 11-13: Tested on OS X 10.6.7 and Windows 7

Firefox Desktop 3.6-4.0: Tested on OS X 10.6.7 and Windows 7

Internet Explorer 7-9: Tested on Windows XP, Vista and 7 (minor CSS issues)

Opera Desktop 10-11: Tested on OS X 10.6.7 and Windows 7

B-grade, enhanced experience except without Ajax navigation features.

Blackberry 5.0: Tested on the Storm 2 9550, Bold 9770

Opera Mini (5.0-6.0): Tested on iOS 3.2/4.3

Windows Phone 6.5: Tested on the HTC

C-grade, basic, non-enhanced HTML experience that is still functional

Blackberry 4.0: Tested on the Curve 8330

All older smartphone platforms and feature phones:

Any device that doesn't support media queries will receive the basic, C grade experience

Not officially supported, may work, but haven't been thoroughly tested or debugged

Nokia S60: Targeted for Beta 2 release. A/B grade support will depend on results of device testing.

Meego: Originally a target platform, but Nokia decision to relegate this platform to "experimental", we are considering dropping support.

Samsung Bada: The project doesn't currently have test devices or emulators, but current support is known to be fairly good. Support level undecided for 1.0.

Palm WebOS 3.0: We're hoping to get test devices from Palm soon to start testing but have heard that rendering is quite good in 3.0



SMS via Mobile multiTXT

What login and password do I use?

Please use the credentials supplied for your multiTXT Pro account.

My log in doesn't work?

This could be because you are not set up for multiTXT Pro. Only Pro customers have access to this feature. You can upgrade to Pro from within the multiTXT online platform.

Do I have to be on multiTXT Pro to get mobile mTXT?

Yes, Mobile mTXT is only available for multiTXT Pro customers.

How do I change the default message length?

You will need to log on to the online platform to make this change. It is under 'Settings'.

Can I tell if my message has been received?

Under the message log, each message will show a status. Refer to the main multiTXT User Guide for the various status messages.

Why can't I see my contacts and address books?

You cannot see them, but they are accessible. Just start to type the name, alias or group alias in the recipients' box and a drop down will appear which you can select from.

How do I enter multiple recipients?

Just use a comma (,) between each recipient.

What does it cost to use mobile mTXT?

SMS sent via Mobile mTXT charge against your standard multiTXT Pro rate plan, counting towards your usage tiers. Long messages will be charged as such, for example 459 character message counts as three SMS for billing purpose. Please also note that because Mobile mTXT is accessed via a web browser some data usage is required. This will be charged according to the specific data plan you are on.

My Blackberry does not work properly on the site?

Blackberry v5.0 or above are fully supported. We recommend you upgrade your firmware.

Is anything installed on my phone?

No, Mobile mTXT is a purely browser based application.

Does Mobile mTXT work on older WAP devices?

Mobile mTXT is optimised for modern touch screen devices. Older devices will have a degraded but functional experience.

Where are my messages stored?

All mTXT messages are stored on the multiTXT platform. No messages are stored locally (with the exception of your browser cache).

What do I do if my phone is stolen/lost/broken?

Your data is held within the multiTXT platform. You can reset your multiTXT password here: <https://multitxt.vodafone.co.nz>



This is how we support your business

Our business service team is here to help. Call 888 from your mobile, 0800 4000 888 from your landline or +64 9 962 9888 from overseas. You can also visit us in store or access your account at www.vodafone.co.nz/business.

For more information go to www.vodafone.co.nz/multitxt