redcoal Basic EmailSMS – Service Description

Technical Support: support@redcoal.com
Or visit http://www.redcoal.com/

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Overview

Basic EmailSMS is an easy and no software required service to send SMS from any email address.

All you need is to have the sender's email address provisioned for EmailSMS.
Once a user is provisioned (i.e. his sender email address is registered) it is as simple as sending an email. Simply address the email to ***mobilenumber@redcoal.com***

You can provision as many users as required via redcoal's service management web interface. (see below). Account administrators (that is the user that registered for an account with redcoal) are provisioned for Basic EmailSMS by default.

Your account is set by default to receive replies to EmailSMS – Any SMS sent from a handset will come back to your email inbox.

Sending To Groups

Create a group of mobile numbers, for regular SMS broadcasts and updates to your sales staff, technical support groups or marketing databases.

You can create, edit, delete or import groups via redcoal's service management web interface (see below).

After you have created a group you can conveniently send one email message that goes simultaneously to all destinations listed in this group.
You can send a message to a group by sending an email to ***[Group_name].[Your_SMSKey*]@redcoal.com***, for example *salesstaff.FF1239@redcoal.com*

* Your SMS Key is your password for logging onto service management.

Other Provisioning and Sending Options

Sometimes it is not possible to provision all the sender email addresses for Basic EmailSMS. Basic EmailSMS accepts emails from any address as long as it contains the *SMS Key* * in the destination. For example: **[Mobile number].[Your SMS Key]@redcoal.com**.

This feature is especially useful when forwarding email to the mobile phone.
Alternatively your account can be provisioned to accept any email address from a certain domain name. To enable this feature send a request to support@redcoal.com.

* Your SMS Key is your password for logging onto service management.

Sending MMS

You can send MMS messages to compatible handsets* by composing an email message and attaching pictures and sound files to it.
Send the message the same way as when sending SMS but address it to: **mobilenumber@mms.redcoal.com**.

We currently support the following formats: Midi, gif, and jpeg. We recommend that you limit the size of the attachments to less than 20kb.

* Your phone must support WAP 1.2.1 or higher and GPRS. Check with your carrier to make sure that WAP/GPRS is enabled.

Service Management Web Site

redcoal Service management web site can be accessed by selecting the 'My Account' tab on the redcoal.com main page. See the appendix for sample screen shots. Service Management provides the following features:

User Provisioning: Ability to provision new users either individually or via a bulk upload. EmailSMS Service Management auto-generates the user password, which is sent in an email with activation instructions to the user.

Broadcasting Groups: Create lists of mobile phone numbers for broadcast or group SMS/MMS. Copy and past mobile phone numbers and names from Excel or import comma delimited ASCII files.

Reporting: Provides extensive reporting to the administrator with detailed SMS transaction reports on individual users, departments/cost centres or destination numbers.

Daily Quota: Provides tools to manage SMS transactions across the enterprise and within each department/cost centre. SMS limits may be set against a maximum number of SMS messages per day.

Destination restrictions: EmailSMS message destinations can be limited to specific mobile numbers if required via the Service Management tool.

Further Product Information

Business customers can obtain EmailSMS product information from a redcoal account executive – please send an email with your details to info@redcoal.com and we will be in touch to discuss your requirements.

About redcoal

Further information on redcoal including company profile, services and contact details can be found at http://www.redcoal.com

Appendix A

Fig 1.0 – EmailSMS End User Table

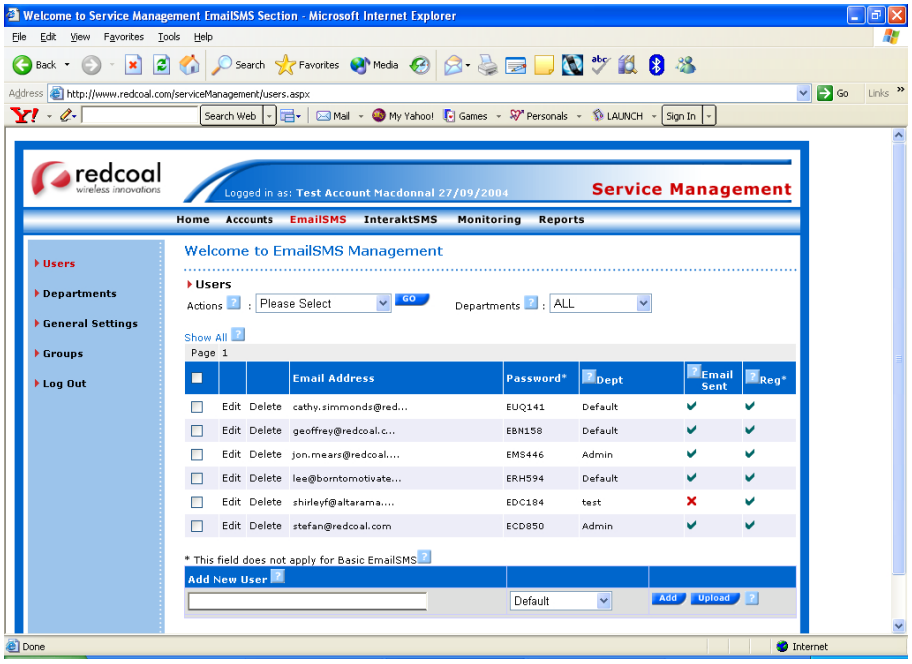
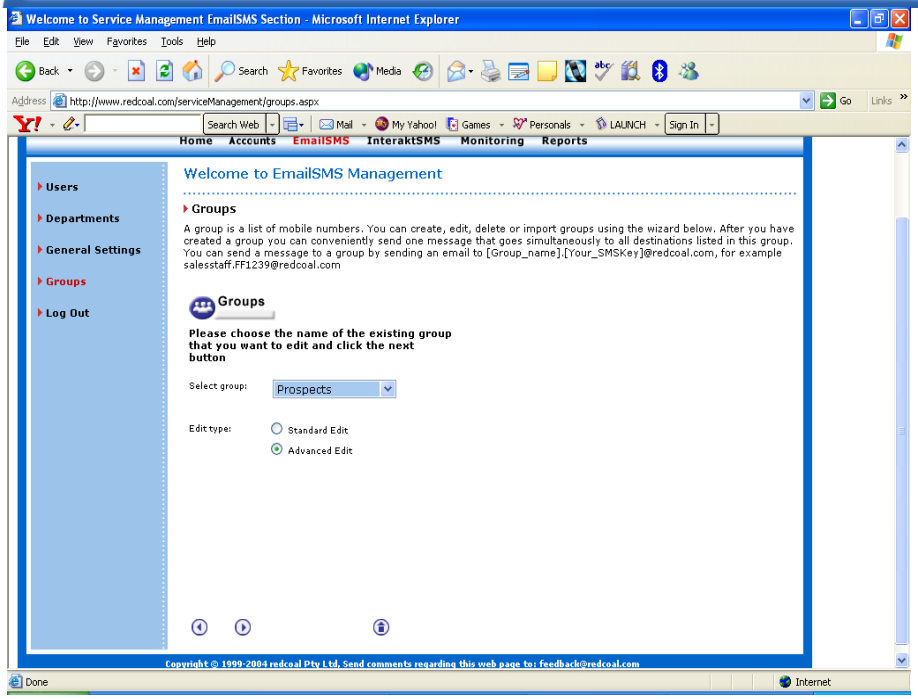


Fig. 1.1 Groups Set up


Welcome to Service Management EmailSMS Section - Microsoft Internet Explorer
File Edit View Favorites Tools Help
Back Search Favorites Media
Address http://www.redcoal.com/serviceManagement/groups.aspx
Go Links
Search Web Mail My Yahoo! Games Personals LAUNCH Sign In
Home Accounts EmailSMS InteraktSMS Monitoring Reports
Users
Departments
General Settings
Groups
Log Out
Welcome to EmailSMS Management
Groups
A group is a list of mobile numbers. You can create, edit, delete or import groups using the wizard below. After you have created a group you can conveniently send one message that goes simultaneously to all destinations listed in this group. You can send a message to a group by sending an email to [Group_name].[Your_SMSKey]@redcoal.com, for example salesstaff.FF1239@redcoal.com
Groups
Please choose the name of the existing group that you want to edit and click the next button
Select group:
Prospects
Edit type:
Standard Edit
Advanced Edit
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Done
Internet