Quick Answers

Text SMS

**How to choose Bulk SMS sender ID?**
You may create any Sender ID for the transactional route, provided the Sender ID should be of 6 alpha characters only.

**What is an Opt-Out SMS? How can I stop Opt-Out SMS**
Opt-Out SMS is an additional SMS sent to the receiver, notifying the receiver of their right to stop receiving SMS from unwanted sender IDs. It is sent in every 3 months for a particular Sender ID.

_How to stop this:_ Provide a signed documentation on your letter head to support@ahws.in or support@adityahosting.com, stating that "There will be no complain from any of my client and I will be the solely responsible in case a complaint is filed. Also I'll pay 25,000 Rupees in case I'm unable to provide proper registration details."

**What is sender id?**
Sender ID defines the sender *(your identity)* and the intent *(purpose)* of the message. SENDER ID serves like the subject line of a mail.

It's a 6 character Numeric (in case of Promotional SMS) or Alphabetical (in case of Transactional SMS) ID which is shown as the sender of the SMS.

**How many contacts can I import/upload at once?**
You can import any number of contacts in one go provided the file size should be limited to 32MB.

**What is an optout sms? Why you sent OPTOUT if I am using transactional SMS?**
Opt-out SMS is a precautionary step taken, just to ensure that the receiver of the SMS has no problem while receiving it from your Sender ID. This SMS will be sent every 3 months as per TRAI norms.

**What is the reason behind a failed message?**
There can be different reasons for failing of an SMS such as exception time out, message inbox full or if the number is out of reach.

These are the basic reasons for the failure of SMS:

1. Blacklist - Number is in blacklist due to some illegal cases.
2. Blocked - User don't want to receive message from particular sender id.
3. EXP Absubs - Subscriber is not available at that time.
4. EXP Memexcd - Inbox memory is full or exceeded.
5. EXP Smstmout - SMS timeout after all retry.
6. EXP Nwfail - Network failed.
7. Failed - When the number is not reachable or out of coverage than after all retry we get failed report.
8. Rejected by Provider - The SMS were rejected by the provider due to the Promotional content through Transactional Route.

**Will my messages get delivered on DND numbers too?**
Messages will get delivered on DND numbers only if they are sent via transactional route.

**What is the difference between Transactional and Promotional SMS/route?**

<table>
<thead>
<tr>
<th>Transactional</th>
<th>Promotional</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Transactional SMS can be sent any time</td>
<td>1. Promotional SMS are sent only between 9am to 9pm</td>
</tr>
<tr>
<td>2. SMS can be sent to DND numbers through Transactional Route</td>
<td>2. SMS cannot be sent to DND numbers through Promotional Route</td>
</tr>
<tr>
<td>3. Sender ID is dynamic 6 alphabetic character</td>
<td>3. Sender ID is fixed 6 Numeric character</td>
</tr>
</tbody>
</table>

**I am sending a different message but I am getting “Currently you are demo user …..” , why this is happening ?**

**How to change the route?**

You can click on your currently selected route to get the option of changing the route. Then by selecting the alternative route you will be able to change the route.
How can I check my Balance?

How can I Check my Balance?

Login to the panel with your valid ID and password. In the send SMS section, **look at the top bar** and you'll be able to see the current **number of SMS** credits available in your account.

**What does "Credit deducted" means?**

Credits are the **number of SMS** you currently have in your account. When you send an SMS, your credits get deducted accordingly. Therefore, credit deduction refers to the number of credits **deducted from your balance** for sending the message.

**Why am I getting error code? How can I see what does this error code means?**

You can see the reason why your SMS were failed, and you got the error code by clicking on that particular error code.

You can also find the reasons of all the error code below:
<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>001</td>
<td>Unable To Connect Database</td>
</tr>
<tr>
<td>002</td>
<td>Unable To Select Database</td>
</tr>
<tr>
<td>101</td>
<td>Missing Mobile No.</td>
</tr>
<tr>
<td>102</td>
<td>Missing Message</td>
</tr>
<tr>
<td>104</td>
<td>Missing Username</td>
</tr>
<tr>
<td>105</td>
<td>Missing Password</td>
</tr>
<tr>
<td>201</td>
<td>Invalid Username or Password</td>
</tr>
<tr>
<td>202</td>
<td>Invalid Mobile Number</td>
</tr>
<tr>
<td>203</td>
<td>Invalid Sender Id</td>
</tr>
<tr>
<td>207</td>
<td>Invalid Authentication Key</td>
</tr>
<tr>
<td>208</td>
<td>IP is blacklisted</td>
</tr>
<tr>
<td>209</td>
<td>Default route not found</td>
</tr>
<tr>
<td>210</td>
<td>Route could not be determined. Please contact support</td>
</tr>
<tr>
<td>301</td>
<td>Not Have Sufficient Balance to Send Sms</td>
</tr>
<tr>
<td>302</td>
<td>Expired User Account</td>
</tr>
</tbody>
</table>
303 Banned User Account

306 This route is currently unavailable

307 Schedule time is Incorrect

308 Campaign name cannot greater than 32 characters

309 Selected group(s) may not belongs to you

310 SMS is too long. System pause this request automatically.

418 IP Address is blocked

506 Internal error, please contact your account manager

601 Internal error, please contact your account manager

602 Your Current Route is disabled, Kindly Select another Route

603 This Sender ID is blacklisted, Please Use a different Sender ID

604 Please Enter Atleast One Correct Number To Send SMS

606 Scheduled Date Cannot Be More than Three Weeks

607 Please Enter Campaign Name

608 Scheduled SMS Cannot Be Less Than Current Time
End Time Cannot Be Less Than Or Equal To Schedule Time

Duration cannot be set to be zero

No voice file found Please enter voice file and proceed

Invalid file Type, Allow Extension are wav, wave, mp3, wma, ra, m4a, arm

**What is a .csv file?**

A **comma-separated values (CSV)** file stores tabular data (numbers and text) in plain text. In general terms, it is just an Excel file which is saved in different type. You can save your file as .csv by just changing its type in the following manner.

The **CSV** file format is supported by:

- Google spread-sheet
- Microsoft Excel spread-sheet
- Libre spread-sheet
- KSpread
- OpenOffice Calc
How can I unblock a number?
You can send an SMS from the blocked number, in the following manner:

1. The SMS should be sent to 9229224424
2. The SMS content must be as follows: START<SPACE>SENDERID
3. They will start to receive the SMS from the Sender ID they mention in the SMS.

Forgot Password. How can I reset my password?
In case you forgot your password then you just need to click forgot password option on our sign in page.

How can I change my password?
You just need to click on change password option from the option menu in the Right hand top corner.

Delivery Report

How can I delete my Delivery report
In delivery report, click on the SMS text, and a dialogue box will open up. In the bottom of the dialogue box you will see the option to delete the delivery report.

Where can I view my scheduled SMS delivery report?
You can check it in delivery reports section by clicking on the scheduled option.

Why delivery report is showing SMS in SENT status?
When you send SMS from our panel, we submit those SMS to operator. Operator instantly sends that on your uploaded numbers(Airtel,Idea,BSNL) and we show status as SENT in delivery report (that means your SMS has been sent from our side and waiting for acknowledgment)

And when we receives acknowledgment from your operator, we will be able to update the status as DELIVERED or FAILED in delivery report.

If there is any network issue then we try to deliver those SMS for more than four time up-to 4 hours (if mobile is out of network till 4 hours then its shows expired/Failed status in delivery report)

Can I export the delivery report file of one whole day?
Yes, you can export the report of one full day.

1. Go to the Delivery Report section under left menu.
2. Click on the Executive Summary option.
3. Select the Campaign name/Route/Date of which you want the delivery reports to be exported
4. Click on "GO".
5. If you see your desired report, you can click on "Export"

**What details will I get on exporting a report file?**
On exporting a file you will get a detailed status which will define if your message has been delivered or queued, with the count of SMS that you sent in that particular campaign.

**What is a request id and where can I get it?**
A request ID is a 24 character Alpha-numeric ID. It is unique for every campaign, hence it helps us to get the full report of the SMS submitted by the user.

You can find the request ID of any specific message in the delivery report section by the name of request. A typical request ID looks like, 558255015263edec108b4594

**In how much time credits are refunded if I cancel a scheduled message?**
In such cases, your credits will be refunded instantly.

---

**Phonebook**

**How many contacts can I import/upload at once?**
You can import any number of contacts in one go provided the **file size** should be limited to **32MB**

**How to upload contacts?**
*Follow these simple steps:*

1. Create a new group by clicking **Add Group** on top left of the panel.
2. Click on the option **Add contact**.
3. Select **Import Tab** and upload your Upload CSV file.

**How can I export contacts from single group ?**

1. Select the specific group.
2. Go to the drop down available in the **more** option.
3. Finally, export contacts by clicking on the **export** option.

**How to delete a group?**
*Select the group you want to delete (For eg. "test group" in the below image).*
Click on the drop-down named "more". There you will find the option to delete the group.

**How can I send sms on selected numbers from my contact group?**

Follow the steps to send SMS to specific numbers of the group:

1) Select group

2) Select specific numbers by checking the check-boxes in front of them

3) Send SMS

**Webhooks**

**What are Webhooks? How does it work?**

A Webhook is a simple call back which is used to notify on the occurrence of an event. It's an HTTP POST that occurs when something happens; a simple event-notification via HTTP POST.

It will help you to get all the Delivery report on your desired URL. You can put the URL on which you want to receive the Delivery reports in the Webhooks and we will post the delivery report there.

**How can I get the delivery reports on my URL through API?**

You can follow the below described steps to get the delivery report on your desired URL:

1. Open Webhooks:

2. Put your desired URL in the column as per the instructions given below:
What is the character limit for a single credit in English as well as Unicode options?

When you send an sms in English the credit limit is **150-160 characters** whereas in the unicode option i.e. when you send sms in other languages, the limit is **55-70 characters**.

You will be able to see the credits consumed by your content on the top right corner of the Text box.
What is an Excel Plugin? How can I use it?

Excel Plugin empowers you to send SMS directly from the Excel sheet. You do not need to upload your excel sheet on the panel, and send SMS directly from there.

Just follow the following simple steps:

1. From the panel you need to download the Excel Plugin. You can find the download link in the "Send Custom SMS".

2. Look for all the requirements to be met, so as to use the Excel Plugin:
3. Install the downloaded file and you will be able to find an option of “Bulk SMS Sender” in your Excel.

4. Complete the entries to be filled in the sheet. And click on Send SMS. Then the complete procedure is same as the panel.

If any further assistance is required you can write to us at support@adityahosting.com or call us at 8093024365

API
What is Auth Key? How can I get my Authentication Key?

Authentication Key is a 24 characters unique key for an account which is required while sending messages through API. It specifies the account through which the SMS is sent.

1. Select the API option from the bottom left corner
2. Click on the key option in the top right corner
3. Select the Generate option from the window that pops up next.

How can I integrate your API in my software?
Yes, you can integrate the API's provided by our panel by following the steps mentioned below:

1. You can get to the API Documentation:
2. You can look for the basic Text SMS API:
3. You can fill in the parameters to get the API:
4. You can also refer to the Sample Codes if you require to see how you can code:

Where can I get codes in different languages for integrating API?
You can get the code for the language of your choice in the “sample codes” option available in the developer's tools of our API section.

Where can I get the API to be integrated?
You can click on the API in the bottom left of the panel and go to Text SMS. There you can Generate your API.

How can I check my delivery reports through API?
In order to check delivery reports through API, you need to:
1. Go to the Webhooks tab under Delivery Reports from left menu.

2. Enter the URL on which you want to get the report details and save it.

**How to use FLASH and UNICODE in API?**
You need to add parameter "flash=1" if you want to send a flash SMS. If you want to send Unicode SMS, you need to add the parameter "unicode=1".

**Do I need to regenerate the authentication key repeatedly while logging in the panel?**
No, you just need to generate the key once.

**How to send + sign in SMS using API?**
If you are using API and need to send "+" sign in the content, you need to double encode the message content.

You can double encode your message content in the following manner:

```php
$message = "YOUR+++MESSAGE+++++WITH++++PLUS++++SIGN";
$message = urlencode($message);
$message = urlencode($message);

//now the message is double encoded

//send this message

?>
```

**What is Google spreadsheet add-on? How to send sms with Google spreadsheet?**
You can send SMS directly from your google spreadsheet by using this add-on without switching back and forth to the panel. This add-on is introduced to save your time and help you to send SMS efficiently to all your contacts from the sheet itself. Following are the steps to install and use the add-on:

1. Open spreadsheet.

2. Follow the flow- Add-ons > Get add-ons.
3. Search ‘sms sheet’
4. Install the add-on.
5. Directly send SMS to all the contacts from the sheet itself.
How can I send personalized Custom SMS?

Custom SMS is a feature through which you can send messages to many people at one time by changing some fields such as, name of receiver, mobile number or other details. The content other than these fields will remain the same for all recipients.

You can follow the below mentioned steps to send a custom SMS:

1. Create an Excel Sheet with first row reserved for the heading of the respective column, and save the file in CSV format.
2. Select "Send Custom SMS" on the panel, and upload the sheet created.
3. Select the Sender ID through which you want to send the SMS.
4. Select the column in which the mobile numbers are present. (B in this case)
5. Type in the content of the SMS you wish to send. Select the variable field where you want the variable field to be inserted.

6. Select the name of the campaign, and Click on send.

The SMS would be sent to 9999999999 as "Hey aaaaa, Your new email ID is aa@example.com" and so on.