## **SMS Instructions**

1) All mobile phone numbers should be a valid with country code for global messaging with or without country code for domestic platform. Ex: +918105360162, 9188105360162, 8105360162.

2) Use ctrl + G for Kannada/English typing.

- 3) Use Kannada SMS if needed as it uses more SMS credits.
- 4) To obtain Kannada SMS printout, give Ctrl+p in SMS Reports.

5) Avoid using Special Characters, Ex. &, %, @, #,'

6) After sending messages, click on SMS report to view the status. Status will be updated only if you check the SMS reports on the same day of SMS sent.

7) SMS reports will be available only for 3 months from the day of SMS sent in the software, kindly export message details within 3 months from SMS reports.

Status	Description
DELIVRD	SMS has been delivered
AWAITED-DLR	Mobile number has been accepted and submitted to the operator. Awaiting delivery report from the operator
INVALID-NUM	In case any invalid number present along with the valid numbers.
DNDNUMB	Mobile number is DND.
MOB-OFF	Mobile handset in switched off mode
NO-DLR-OPTR	In case operator has not acknowledge on status report of the SMS.
UNDELIV	Failed due to network errors.

## 8) SMS Status

## 9) Message Length - English

Number of SMS	Number of characters in the linked SMS
1	160 Characters
2	306 Characters (2*153)
3	459 Characters (3*153)
4	612 Characters (4*153)
5	765 Characters (5*153)
6	918 Characters (6*153)
7	Upto 1000 Characters (6*153)

## 10) Message Length - Kannada

Number of SMS	Number of characters in the linked SMS
1	70 Characters
2	134 Characters (2 x 67)
3	201 Characters (3 x 67)
4	268 Characters (4*67)
5	335 Characters(5*67)
6	402 Characters(6*67)
7	469 Characters (7 x 67)
8	500 characters (7 x 67) + (1 x 31)

11) To send multiple SMS in single SMS panel give comma after each number and type the next number.

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