

Application Note 114:

Notify: Sending Text Notifications to Alphanumeric Pagers

Companies that provide alphanumeric pagersⁱ often have an email-to-pager service that allows customers to receive email messages on their pagers. This type of service allows Notify to send a text message to alphanumeric pagers.

Although alphanumeric pagers can receive *numeric* pager messages directly from Notify, contacts can also receive *text* messages sent to their pagers from Notify via email. For example, Notify can send an alphanumeric message via email to a Verizon paging customer.

However, text messages can only be delivered to a contact's alphanumeric pager if their paging service provider offers an email-to-pager gateway *and* if contacts have enabled the required services.

What you need to know

Notify uses the email message configuration settings for sending text messages to alphanumeric pagers, as well as for sending emails and SMS text messages to mobile phones. If the email address field in a contact's record includes an address for an alphanumeric pager, the email message is sent to that pager.

Email-pagingⁱⁱ procedures vary depending on the contact's type of pager and paging service. You need to gather information about the following issues before setting up Notify to send text messages to pagers.

Service availability

Find out if email paging services are available to your Notify contacts with text pagers. Check with the appropriate paging service providers for their current capabilities.

ⁱ An alphanumeric pager (aka a text pager) displays a message consisting of a limited number of alphabetic and numeric characters. For example, the pager could show the message "This is XYZ. Gas leak in Bldg 10."

ⁱⁱ Email-paging uses an email service to deliver an alphanumeric message to a pager.

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Pager address

You need to know the address of the contact's pager. Pager addresses are often the 10- or 7-digit phone number of the pager followed by @ and the service provider. For example, a contact who is a customer of Verizon could have the following address:

2025551234@myairmail.com

Be sure to understand any formatting requirements for the pager address. For example, are spaces, parentheses or dashes allowed?

What the pager displays for the contact

Depending on the paging service, a contact may or may not see the From: and Subject: information on their pager. Messages may also be limited to a specific number of characters. Be sure to compose your Notify message accordingly.

Responses to the page

Does the paging service provider send an automated acknowledgment email to senders of the email-pages. If so, you should periodically check and delete these autoresponses.



Important: Email responses from the paging service to Notify and canned responses from the contacts' 2-way pagers do not affect campaign statistics. To acknowledge, accept or reject a campaign message, contacts *must* call in to Notify.

How do I set up email-pages?

Sending email-pages as part of a campaign is just like sending email messages, except that the email address in the contact's record is a pager address, the message length is limited, and attachments are not included.

To configure Notify to send email-pager messages as part of a campaign:

1. Open the contact record for the person you want to send text messages to by opening the appropriate call list and double-clicking the contact's name.
2. In the contact record, enter the pager address for the contact's pager in the Email Address(es) field.
3. Open the email message that will be sent with the campaign and make sure that the important information is in the first part of the email message text. The message should be brief and concise. If you are using pager text messages with a call-in campaign, you may want to include the call-in phone number in this message.

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Caution: A pager text message is typically limited to anywhere between 240 and 700 characters. Characters exceeding the limit are not displayed. Some paging service providers split large messages into multiple email-pages so it is possible to get more than one email-page alert per Notify campaign. Check with the appropriate paging service providers for their current maximum character limit.

A space counts as one character. Depending on the paging service provider, characters in the From and Subject fields are also counted. For the text in the From field, contact your system administrator.

4. Open the campaign configuration and make sure the appropriate contact list and email message are selected. There are no other special settings for pager text messaging.

When you run the campaign, the contacts with pager addresses in their records receive the email message on their pagers.

Periodically check for error messages sent from paging services.

Contacts are not receiving email-pages

In some cases a contact's pager may not be set up to receive email-pages. If so, the contact needs to upgrade their service.

Email-paging relies on many services, besides Notify. If any of the services are down, the email-page will not be received by the contact. Check with the paging service provider.

Check for bounced emails or failed-page messages.

Check the contact's record to make sure their pager address is correct.

If you cannot resolve the problem, please contact your Notify system administrator.