Packet Media

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Overview

Packet Media allows SMS messages to be sent by connecting to their SMS gateway. Packet Media support the following connection methods:

- HTTPS on port 443 (supported by Swivel)

Prerequisites

Packet Media Account

Swivel 3.x

Mobile Phone on which to receive SMS text messages

Configuring the Packet Media transport

Configuring one or more Packet Media transports for Swivel 3.x

On the Swivel Administration Console select Transport/General, select New Entry. Enter the required group name and the number of security strings to be sent. Ensure that the transport attribute phone is selected.

Identifier: the name of the transport, must be unique

Class: Default: com.swiveltechnologies.pinsafe.server.transport.PacketMediaTransport, the name of the java class used. To create multiple copies of a transport, copy this to a blank field at the bottom of the transport section.

Strings per message: Default: 1, the number of security strings that are sent.

Group: Default: ---NONE--- Where security strings are sent to

Alert repository group: Default: ---NONE--- Where Alert messages are sent to

Destination attribute: Default: phone, the attributes that is read from the data source to determine a users telephone number

Click apply to save the settings. For further information see: Transport Configuration

Configuring the transport details for Swivel 3.x

Gateway URL: Default: https://sms.packetmedia.co.uk/sms.php, the gateway used for sending messages

Username: Default: blank, account name

Password: Default: blank, account password

Vertical Strings: Default No, options: Yes/No, send the security strings vertically instead of horizontally

Expected Results

From the Swivel log

INFO Message sent to user: test, destination: 01234567890.

INFO 192.168.1.2 admin:Message added to message queue for user: test, destination: 01234567890.

Troubleshooting

Try sending a security string or alert and check the Swivel log.

Also see

If messages are being sent from Swivel but not being received by users, check the Packet Media logs.

Error messages

WARN PACKETMEDIA_ERROR"Number in stop list","ResponseCode""F8"

The user has replied to a Packet Media SMS message with the word STOP. This prevents further sending of SMS text messages to the user. To remove this contact Packet Media