

# Packet Media

## Contents

- 1 Packet Media
- 2 Overview
- 3 Prerequisites
- 4 Configuring the Packet Media transport
  - ◆ 4.1 Configuring one or more Packet Media transports for Swivel 3.x
  - ◆ 4.2 Configuring the transport details for Swivel 3.x
  - ◆ 4.3 Expected Results
- 5 Troubleshooting
  - ◆ 5.1 Error messages

## Packet Media

### 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 [SMS messages are not being sent](#)

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