



BlackBerry AtHoc

Hosted SMS Plug-In for NDS Installation and Configuration Guide

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Overview

The hosted SMS plug-in provides text messaging support through the NDS cloud delivery service. The plug-in provides support for multiple independent accounts. Each account can have multiple log ins, which is useful for working with BlackBerry AtHoc management systems that have multiple organization IDs that belong to the same account. You can assign each organization a unique login, which assists in tracking usage by each login.

Using the NDS console, you can configure the plug-in and set up accounts.

Important: Users can block text messages from the BlackBerry AtHoc cloud delivery service, by either texting a STOP or UNSUBSCRIBE keyword. They can also block messages through their carrier.

Operators send alerts through text messages using the BlackBerry AtHoc management system. The operators can customize the message for the SMS device.

Concatenated SMS support

Previous SMS versions had a built-in feature to split or paginate long messages into multiple pages if the SMS message body exceeds the size limit (160 ASCII characters, or 70 UTC-16 characters; in Canada ASCII 136). Footers (1/2, 2/2) were added at the bottom of each page. From 2.9.7 release, SMS supports concatenated messages together with our short message service center (SMSC) (aggregator) OpenMarket. Long messages are still divided into pages. Instead of footers, special protocol level headers (UDH), are added to each page. OpenMarket or carriers concatenate all pages and send to a user's handset as a single long text message. More than one long message sent to the same address at the same time are not mixed up, as each message is identified by a message ID. The Concatenated SMS feature supports up to 2000 characters.

Note: The new feature can be used only if the concatenate SMS support feature is set to "true".

Most US carriers support the Concatenated SMS support feature, except for the following:

- US Cellular
- Virgin Mobile
- Google Voice
- Boost Mobile
- C-Spire (Cellular South)
- CellCom
- nTelos
- Some small regional carriers

For carriers that do not support concatenated messages, OpenMarket submits each message segment as individual messages. Footers (1/2, 2/2) are added to each message to indicate the segment number for each message.

SMS plug-in TLS support

SMS supports secure Short Message Peer-to-Peer (SMPP) connections using SSL/TLS with SMSC (Open Market). Some SMSC/aggregators support SSL/TLS in SMPP connections on ports different from the standard SMPP ports. For example, Open Market uses port 8100 for standard SMPP and port 8143 for TLS/SMPP. SMS supports TLS/SMPP as a client. TLS version 1.2 is enforced by an application server system setting, not in the application.

Product requirements

This section describes the hardware and software requirements you must have to use the SMS plug-in.

Prerequisite

NDS version 2.9.1 or later must be installed.

Hardware and firmware

The hosted SMS plug-in has the following minimum hardware requirements:

- A minimum of 2 Dual-Core Dual CPUs (such as Xeon 51xx family, Xeon E53xx family, or X53xx family) 2 GHz or higher
- One database server core for each two application server cores
- 4 GB for each server
- Dual, redundant Intel NICs and power supplies
- If using BroadCOM NICs, ensure that the latest drivers are installed and disable the TCP Chimney feature as per the guidelines in the following Microsoft article: <http://support.microsoft.com/kb/951037>.
- Disk space for storage on a RAID 5, RAID 0+1, or RAID 10 configured disk system.

The exact allocation of disks depends on the hardware configuration.

Note: Limit SQL RAM usage to 60% of the total system RAM.

The installation procedure requires at least 20 GB free for data.

Software

- 64-bit Windows Server 2016
- Windows Server 2016, Standard Edition 64-bit, Service Pack 1 or higher
- Internet Information Services (IIS) 7.5
- .NET Framework 4.7.2
- SMS works only with BlackBerry AtHoc management system release 6.1.8.87 CP1 or later
- URL Rewrite Module 2.0

Install the hosted SMS plug-in

The SMS plug-in provides text messaging using the NDS cloud service. This section describes how to download and install hosted SMS plug-in.

1. Log in to the NDS server.
2. Click **Start** and type **Command** in the search bar.
3. Right-click the command prompt and select **Run as administrator**.
4. In the command prompt, type the following command and press the **Enter** key: `iisreset -stop`.
5. Click **Start > Services > AtHoc Delivery Services > Stopped**.
6. From Windows Explorer, open the following directory: `\CC14-CORPSTORE\Released - GA
\I2\HostedSMS`.
7. Open the folder for the current release.
8. Unblock and extract the contents of the compressed file to a temporary directory.
9. From the temporary directory, rename the following file: `AtHoc.Delivery.Plugin.SMS_build` to `SMS`.
10. Copy the `SMS` file to the following location: `NDSServer\Program Files (x86)\AtHocENS
\DeliveryServer\Plugins\` Where `NDSServer` is the name of the server where the NDS is installed.

Upgrade the hosted SMS plug-in

This section describes how to upgrade hosted SMS plug-in to the latest release. Complete the following steps on the NDS application server:

1. Copy the latest SMS package to C:\Temp.
2. Stop the AtHoc Delivery Services.
3. Check the Task Manager to verify that the AtHoc Delivery Services are not running.
4. Close the NDS console.
5. Make a backup copy of all SMS-related files and folders found under the following directory: \AtHocENS\deliveryserver\Plugins\AtHoc.Delivery.Plugin.SMS.
6. Delete the \AtHocENS\deliveryserver\Plugins\AtHoc.Delivery.Plugin.SMS directory.
7. Complete the steps described in [Install the hosted SMS plug-in](#).
8. Navigate to NDSServer\Program Files (x86)\AtHocENS\DeliveryServer\Plugins\SMS\Installation.
9. Run the UpdateSmsConfigTo2_9_26.sql script.
10. Start the AtHoc Delivery Services and open the NDS console.
11. In the NDS console, send a test SMS to verify that the upgrade is successful.

Verify the installation

This section describes how to verify the plug-in that has been deployed.

Use the NDS console to manage the NDS plug-in. To learn how to install and configure the NDS console, see the *BlackBerry AtHoc Notification Delivery Service Installation and Configuration Guide*.

Before you begin: The NDS host services must be set up and you must have NDS administration privileges.

1. Navigate to the following path and run **NdsConsole.exe**: AtHocENS\DeliveryServer\Tools\nDsConsole.
2. In the NDS console, click **Management > Testing**.
3. Verify that the SMS device is in the list of **Supported Devices**.

Manage organization accounts for the hosted SMS plug-in

This section describes how to create the organization account and the user for hosted SMS on the NDS server.

Create a customer account

You need to create an account for each customer. This account is associated with a user and used to manage the hosted SMS settings.

1. In the NDS console, click **Management > Account**.
2. Click **New Account** to create an account.
3. Enter the Display Name, which is the name used when configuring the AtHoc cloud service delivery gateway on the BlackBerry AtHoc management system. Keep the following defaults:
 - **Status:** Active
 - **Enable antonymous:** Selected
4. Specify whether or not to override the "do not text" setting.
Customer accounts can request that BlackBerry AtHoc override user blocks, but they must sign a waiver. Ensure that this waiver is collected before selecting this setting.
5. Click **Save**.

Create a user

Create a user to be associated with the customer account.

1. In the NDS console, click **Management > User**.
2. Click **New User**.
3. Enter values in the **Login Name**, **Password**, and **Confirm Password** fields.
4. Click **Save**.
5. To associate the user with an account, do the following:
 - a) Select the username.
 - b) Right-click an account name and click **API**.

The user has been created and associated with the hosted SMS account.

Enable the hosted SMS plug-in for the account

After you have created the user and associated it with the hosted SMS account, you need to enable the hosted SMS plug-in.

1. In the NDS console, click **Management > Account**.
2. In the **Account Management** window, select the account that you created in the [Create a customer account](#) section.
3. Click the **Account Resource** tab.
4. Select **Support**.

5. From the **Resource Type** list, select **Rate**.
6. Click **Update Account**.

Configure the hosted SMS plug-in

After you have installed the hosted SMS plug-in, you must configure it for the customer account. The following sections describe how to configure the plug-in.

Configure the hosted SMS plug-in settings

1. In the NDS console, click **Management > Configure**.
2. Click **New Configuration**.
3. In the **New Key** field, enter the following value: `nds.plugins.sms`.
4. Open Windows Explorer and navigate to the following file: `AtHocENS/DeliveryServer/Plugins/SMS/nds.plugins.sms.sql`.
5. Copy the contents of the file and close the file.
6. Return to the NDS console and paste the file contents in the **Value** field.
7. Update the following attribute values, as appropriate for the customer setup:
 - `<pluginconfig>`
 - **hostname**: Specifies the public IP address for the NDS server.
 - **selfTestInterval**: Specifies the frequency of the connection test, in seconds, with the Open Market (third-party message aggregator) server.
 - **splitPages**: Specifies whether to split messages if they have more than 160 ascii or 70 unicode characters (in Canada ASCII 136, Latin 136). "true" or "false".
 - **concatSm="true"**: Indicates that the concatenate SMS feature is enabled. "true" or "false".
 - **tlsMode="must"**: Indicates that the TLS is enabled. The default value is set to "none". When TLS is turned on, the port in the gateway configuration must be changed to the appropriate TLS port.
 - **responseUrl**: Indicates the base URL for link-based responses.
 - `<gateway>`
 - **hostname**: Specifies the Open Market IP addresses for the Hosted SMS servers. (Open Market is the 3rd party vendor for handling SMS messages.)
 - **accountId**: Specifies the ID for the AtHoc account with Open Market.
 - **spellbind**: Defines the number of connections for the specified gateway type.
 - **throttle**: Displays the number of SMS messages sent to the gateway each second.
 - **failoverOrder**: Defines the order in which parallel accounts come online during a failover situation.
 - **enabled**: Indicates whether the Open Market account is enabled. "true" or "false".
 - **vendorCode**: Displays the code for Open Market.
 - **sourceAddress**: Displays the 5 digit short code for the sender that users see when they get a text message.
 - **programId**: Specifies the ID provided by Open Market that verifies the source of the message.
 - `<country>`
 - **name**: Specifies the name of the country. For example, 'CANADA'.
 - **sourceAddress**: Specifies the source address of the country. For example, 73101.
 - **npi**: Value is '1'.
 - **responseInstruction**: Specifies the number that the user can respond to, in the text message. For example, `<India responseInstruction="To respond send text at +911234567890"><India>`.
 - **canReply**: Specifies that you can receive a reply from a country and the link response can be used. This setting can be used with account level `responseMode` setting to send link response or reply. If the value

is set to "true"(default), you can receive a reply from a country. If the value is set to "false", you cannot receive a reply from the country.

- **disableConcatSm**: If the value is set to "true", the concatSm flag is disabled at the country level. If the value is set to "false" concatSm flag is enabled at country level.
 - **ton**: Specifies the type of source address of a country. The values are 3 for short code, 1 for international, 5 for alphanumeric. If no value is specified, the application has a logic to determine the appropriate TON for that country.
 - <keyword>
 - **name**: Specifies the SMS keyword that the user enters to send a message to the organization. For example, STOP or CANCEL. The SMS keyword can be in any locale.
 - **action**: Specifies the status of the action code. The following action codes used:
 - **1 check opt-in status**: Displays the static information.
 - **2 opt-out**: Unsubscribe from receiving alerts.
 - **3 opt-in**: Subscribe to receive alerts.
 - **0 anything else**: No other action.
 - **datacoding**: Specifies a character set for the response. For example, Latin (0), ASCII (1), or Unicode (8).
 - **response**: Specifies the message text that is returned to the user. The response message text must be the same locale as the SMS keyword the user is trying to respond to.
8. In the <accountConfig> section, update the following attribute values:
- **accountId**: Account ID used to publish the alert.
 - **accountThrottle**: Displays the number of SMS messages sent to the gateway each second using the specified account.
 - **responseMode**: Specifies the mode the user can use to respond to the message. If the value to set to "reply" (default) user can respond using text message. If value is set to "link", user can respond using the link in the alert.
9. Click **Update**.

Enable or disable the Do Not Contact list

Users can unsubscribe or stop the BlackBerry AtHoc alert service by adding their number to the Do Not Contact (DNC) list. When DNC is enabled, the user does not receive any messages. An operator can disable this function by changing the configuration. When DNC is disabled, messages from this account are sent even if the user is in the Do Not Contact list.

1. In the NDS console, click **Management > Configuration**.
2. Scroll down to **nds.dnc.enabled** and click **+** to expand the list.
3. Scroll down to the account ID you want to override and double-click.
4. Type **true** to enable the function or **false** to disable the function.
5. Click **Save**.

Restart the NDS processes

After you have configured the plug-in settings, restart the NDS processes.

1. Log in to the NDS server.
2. Click **Start** and type **Command** in the search bar.
3. Right-click the command prompt and select **Run as administrator**.

4. In the command prompt, type the following command and press the **Enter** key: `iisreset -start`.
5. Click **Start > Services > AtHoc Delivery Services > Start**.

Verify the hosted SMS plug-in

Verify that the hosted SMS plug-in is running as a separate process.

1. Open the **Task Manager** and check the `SMSEngine` process.
2. If the `SMSEngine` process is not running, do the following:
 - a) Open a command prompt.
 - b) Navigate to the following directory: `NDSServer\Program Files (x86)\AtHocENS\DeliveryServer\Plugins\SMS`.
 - c) Enter **Run SMSEngine**.

Set up the BlackBerry AtHoc management system for text messages

The following sections describe how to set up text messaging (SMS) in the BlackBerry AtHoc management system.

Configure the hosted gateway for cloud services

1. Log in to the BlackBerry AtHoc management system with an administrator account.
2. In the navigation bar, click .
3. In the **Devices** section, select one of the following gateways:
 - AtHoc Cloud Delivery Service (East)
 - AtHoc Cloud Delivery Service (West)
4. Click **Copy default settings**. The default templates for the services appear in the **SMS Template** field.
5. Enter the user name and password values provided to you by BlackBerry AtHoc technical support.
6. Modify the **SMS Templates** field for your organization by adding placeholders. For the SMS (texting) section, replace the existing template with the following template:
[MessageTitle]
[MessageBody]
Reply:
[ResponseOptions]
For more information, see [SMS and email template parameters](#).
7. Click **Save**.

SMS and email template parameters

The following table describes all parameters that you can add to the SMS or email template. The placeholders values are preset.

Placeholder	Required	Purpose and values
[MessageBody]	Yes	The contents of the message (the alert text).
[MessageTitle]	Yes	The title of the message.
[MoreInfoLink]	No	A URL to additional information that the recipient can access, such as evacuation plans, weather reports, or maps.
[PublishedAt]	No	The time the alert is published.
[PublishedBy]	No	The operator account name that sends the alert.

Placeholder	Required	Purpose and values
[RecipientName]	No	The name of recipients the alert is sent to.
[ResponseOptions]	No	The response options provided to the recipient of the message.
[SelfServiceUrl]	No	Link to the user's Self Service screen.
[Severity]	No	The gravity of the message, such as High or Low.
[SystemName]	No	The name of the current organization.
[TargetUrl]	No	The optional URL provided in the alert for more information.
[Type]	No	The category of alert, such as Safety.
[OrganizationName]	No	The organization name that is displayed in the hosted SMS title pane.

Configure the SMS device

1. In the navigation bar, click .
2. In the **Devices** section, click **Devices**.
3. On the **Device Manager** screen, click **Text Messaging**.
4. Click **Edit**.
5. In the **Details** section, modify the following values with names and information that are valid for your organization:
 - From the **Contact Info Editing** list, select who can edit the contact information.
 - Select **Users must provide contact info for this Device in Self Service**.
6. In the **Help Text** section, enter the following values:
 - **Targeting Help Text:** Provide information that appears when the operator selects this device as a target. For example, if you want to remind operators that text messages have a character limit, you can enter the following text: "SMS: Alert will be split into multiple messages if it exceeds 140 characters or 70 unicode characters." The text appears on the **Review and Publish** screen when the operator reviews the alert.
 - **Contact Info Help Text:** Provide information under the End User device settings. For example, if you enter "Enter your texting phone number." in this field, this text appears in the Devices tab on the end user details page.
 - **Contact Info Tool Tip:** Provide a tool tip for the device information under the End User device settings. For example, if you enter "Enter your texting phone number." in this field, the text appears as a tool tip in the Device tab on the end user details page.

7. In the **Delivery Gateways** section, select **AtHoc Cloud Delivery Service**.
You can specify up to three gateways for the hosted SMS device.
8. Click **Save**.
9. Click **Enable** if you are ready to make the device available for alert publishing.

Send alerts to SMS devices

You can create alerts and send them to text messaging devices. Create alerts to send to SMS text messaging devices using standard alert processes.

1. Log in to the BlackBerry AtHoc management system with an administrator account.
2. Click **Alerts > New Alert > Create a Blank Alert**.
3. On the **New Alert** page, in the **Content** section, enter the title and content of the alert.
If the title and content of the alert exceeds the size limit (160 ASCII characters, or 70 UTF16 characters), the alert is divided into more than one message. Each message is labeled with a number 1/3, 2/3, and 3/3 in the footer. If concatenation is turned on, a header is added to each page and the message is concatenated into a long single message by the aggregator and carrier.
4. Select the severity and type for the alert.
5. Specify response options for the text message.
Targeted users in countries that have a provisioned SMS country code can respond to SMS alerts. Users in countries that do not have a provisioned country code cannot respond to SMS alerts. For more information, including a list of countries with a provisioned code, see "How does AtHoc SMS support sending text messages to countries abroad?" on the BlackBerry AtHoc support site.
6. In the **Target Users** section, do the following:
 - a) Select your target users. User phone addresses can use any format that BlackBerry AtHoc supports.
 - b) Click **Select Personal Devices** and select **Text Messaging**.
 - c) In the **Personal Devices** section, click **Options**.
 - d) Select **Custom Text** if you need to send a text message that is shorter than the title and body content.
Custom Text allows you to use a shorter message for SMS. SMS messages get split into multiple messages if the title and alert content exceed the limits specified above.
 - e) Complete the alert definition and then click **Apply**.
7. Click **Review & Publish** to review the alert.
8. Click **Publish**.

Appendix A: DO NOT TEXT log

BlackBerry AtHoc maintains a global list of users that do not want to receive SMS messages that you can view from the NDS Console.

Important: Users can block text messages from the AtHoc cloud delivery service by sending a STOP/ UNSUBSCRIBE keyword. They can also block messages through the carrier.

Note: If an end user is blocked, the tracking report shows "Blocked user".

Appendix B: DO NOT TEXT keywords

End users can block text messages from the AtHoc cloud delivery service by texting a STOP/UNSUBSCRIBE keyword. They can also block messages through the carrier. Customer accounts can request that BlackBerry AtHoc override user blocks, but must sign a waiver.

BlackBerry AtHoc maintains lists of the users that have blocked text message alerts. For more information about tracking blocked end user accounts, see [Appendix A: DO NOT TEXT log](#).

End users use the following DO NOT TEXT keywords:

- To block messages:
 - English: STOP, QUIT, UNSUBSCRIBE, CANCEL
 - French: ARRET
- To subscribe to messages:
 - English: START, SUBSCRIBE, BEGIN, ENTER, ALLOW
- To query whether the end user is blocked or unblocked:
 - English: HELP, INFO
 - French: AIDE

Appendix C: SMS plug-in key XML

The following shows the XML file for the hosted SMS plug-in settings. This file is for information purposes and may change. For the latest information, see AtHocENS/DeliveryServer/Plugins/SMS/nds.plugins.sms.sql.

```
<?xml version="1.0"?>
<nds.plugins.sms>
  <supportedDevices>
    <device type="smsDevice" secondsTimeout="600" maxTasksPerInit="300"
maxTasksPerExecution="300" maxTasksCanProcess="1000" genResponseCode="true" />
  </supportedDevices>
  <pluginConfig hostName="" selfTestInterval="20" maxTasksPerExecution="500"
maxBacklot="5000" minBatchSize="50" taskTimeout="180"
dbQueueName="/delivery/sms/smsreply" counterCategory="AtHoc Delivery SMS"
maxRelayErrorsPerSecAllowed="10" inQueueThreads="1"
outQueueThreads="1" splitPages="true"
concatSm="true" localCountryCode="1"
carrierAckTimeout="10" ipcTimeout="540"
tlsMode="must" extensionNames="ext" usePrefix="" />
  <transceiverConfig enableReceiver="true"
failoverMode="true" failoverTimeout="0" interPageDelay="1">
    <smppGatewayCollection>
      <gateway type="" hostName="smppgw.openmarket.com"
portNumber="8100" accountId="xxxxxx"
password="xxxxxx" totalBinds="1"
throttle="5" failoverOrder="1" enabled="true"
vendorCode="2" sourceAddress="10958"
sourceAddress2="abcdefg" programId="10958" programId2="">
        <countryCollection>
          <country name="CANADA" sourceAddress="73101" npi="0" />
          <country name="INDIA" sourceAddress="abcdefg" npi="1" />
          <country name="THAILAND" sourceAddress="ATHOC" npi="1"/>
        </countryCollection>
      </gateway>
    </smppGatewayCollection>
  </transceiverConfig>
  <keywordConfig ifUndefined="AtHoc Alerts: Thanks for replying to our message, the
response we received was invalid. Reply INFO for more information">
    <keywordCollection>
      <keyword name="HELP" action="1" response="AtHoc alerts.
Contact support@athoc.com or 888.462.8462 for help.
Standard Msg & amp; data rates may apply.
Frequency varies" dataCoding="1"/></keyword>
      <keyword name="INFO" action="1" response="AtHoc alerts.
Contact support@athoc.com or 888.462.8462 for help.
Standard msg & amp; data rates may apply.
Frequency Varies" dataCoding="1"/></keyword>
      <keyword name="AIDE" action="1" response="Alertes AtHoc.
Contactez support@athoc.com ou 888 462-8462 pour obtenir
de l'aide. Frais std de msgs & amp; donnees peuv s'appl."
dataCoding="0"/></keyword>
      <keyword name="STOP" action="2" response="Your phone number
is now unsubscribed from AtHoc, and you won't receive alerts.
Reply HELP for info. Msg & amp; data rates may apply.
dataCoding="1"></keyword>
      <keyword name="END" action="2" response="Your phone number is
now unsubscribed from AtHoc, you won't receive alerts.
Reply HELP for info. Standard msg & amp; data rates may
apply. dataCoding="1"></keyword>
    </keywordCollection>
  </keywordConfig>
</nds.plugins.sms>
```

```

<keyword name="QUIT" action="2" response="Your phone number is
now unsubscribed from AtHoc, and you won't receive alerts.
Reply HELP for info. Standard msg & amp; data rates may
apply." dataCoding="1"></keyword>
<keyword name="CANCEL" action="2" response="Your phone number
is now unsubscribed from AtHoc, and you won't receive alerts.
Reply HELP for info. Standard msg & amp; data rates may
apply." dataCoding="1"></keyword>
<keyword name="UNSUBSCRIBE" action="2" response="Your phone
number is now unsubscribed from AtHoc, and you won't
receive alerts.Reply HELP for info. Standard msg &
amp; data rates may apply.dataCoding="1"></keyword>
<keyword name="ARRET" action="2" response="N° de téléphone
désinscrit de AtHoc; vous ne recevrez plus d'alertes.
Répondez AIDE pour info.Frais std de msgs & amp;
donnees peut s'appl." dataCoding="0"></keyword>
<keyword name="arrêt" action="2" response="N° de téléphone
désinscrit de AtHoc; vous ne recevrez plus d'alertes.
Répondez AIDE pour info. Frais std de msgs & amp;
donnees peut s'appl." dataCoding="0"></keyword>
<keyword name="START" action="3" response="Your phone number
is now subscribed to AtHoc. Reply HELP for help or call
888.462.8462 for AtHoc Support. Msg & amp; data rates
may apply." dataCoding="1"></keyword>
<keyword name="BEGIN" action="3" response="Your phone number is
now subscribed to AtHoc. Reply HELP for help or call
888.462.8462 for AtHoc Support.Msg & amp;data rates
may apply." dataCoding="1"></keyword>
<keyword name="ENTER" action="3" response="Your phone number is
now subscribed to AtHoc. Reply HELP for help or
888.462.8462 for AtHoc Support.Msg & amp;
data rates may apply." dataCoding="1"></keyword>
<keyword name="ALLOW" action="3" response="Your phone number is
now subscribed to AtHoc.Reply HELP for help or call 888.462.8462 for
AtHoc Support.Msg & amp; data rates may apply." dataCoding="1"></keyword>
<keyword name="SUBSCRIBE" action="3" response="Your phone
number is now subscribed to AtHoc. Reply HELP for help
or call 888.462.8462 for AtHoc Support.Msg & amp;
data rates may apply." dataCoding="1"></keyword>
<keyword name="TESTOPTIN" action="0" response="AtHoc Alerts:
Reply Y to confirm" dataCoding="1"></keyword>
<keyword name="Y" action="0" response="AtHoc Alerts.
Reply HELP for help,Reply STOP to cancel. Freq varies.
Std msg rates may apply" dataCoding="1"></keyword>
</keywordCollection>
</keywordConfig>
</nds.plugins.sms>

```

Keywords

Keywords are configurable for text and data type. You can add, update, or delete keywords using the `<keyword Name="">` attribute. Using this attribute, you can add synonyms and translated responses. The following example shows synonym keywords.

```

<keyword name="START" dataCoding="1" response="Your phone number is now subscribed
to AtHoc. Reply

```

```
HELP for help or call 888.462.8462 for AtHoc Support. Msg & data rates may apply."
  action="3"/>

<keyword name="BEGIN" dataCoding="1" response="Your phone number is now subscribed
to AtHoc. Reply
HELP for help or call 888.462.8462 for AtHoc Support. Msg & data rates may apply."
  action="3"/>
```

"Start" is a synonym of "Begin".

The following example contains a keyword in French and a translated response.

```
<keyword name="AIDE" dataCoding="0" response="Alertes AtHoc. Contactez
support@athoc.com ou 888 462-
8462 pour obtenir de l'aide. Frais std de msgs & donnees peuv s'appl"
  action="1"/>
```

The value of the response can be edited as well.

Datacoding

The datacoding value specifies a character set for the response. The following table shows the three supported character sets using the ISO- 8859-1 data coding standard.

DataCoding	Character set standard	Bits	SMS limit (characters)
0	ISO-8859-1	8	140 (136 in Canada)
1	ASCII	7	160 (136 in Canada)
8	UNICODE	18	70

Appendix D: SMS tracking codes

The following codes are used to track the status of the SMS text message. They appear in the full delivery report for an alert.

Code	Status	Message
3001	Sent	Invalid destination phone number
3002	Sent	The target user has unsubscribed from AtHoc alerts
3003	Not Sent	The target carrier has blocked AtHoc alerts
3006	Not Sent	Rejected by the SMS aggregator
3007	Not Sent	Rejected by target carrier
3900	Not Sent	Error in sending alert

BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

<https://support.athoc.com/customer-support-portal.html>

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

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