



## Email to Voice

### Tips for Email to Broadcast

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## Email to Voice

### Tips for Email to Broadcast

#### Introduction

The Email to Broadcast service allows a registered user to send a SMS, Fax, TTS or Voice message simply by sending an email from the appropriate email address that has been subscribed through the EmailtoVoice.net Web site.

#### Email to Broadcast Services addresses

The emails to be sent on as Text to Speech (TTS), SMS, FAX or Voice must be sent to the appropriate address below.

- Email to TTS: xxx@tts.message-service.org
- Email to SMS: xxx@sms.message-service.org
- Email to FAX: xxx@fax.message-service.org
- Email to Voice: xxx@voice.message-service.org

The “xxx” should either be replaced with the destination phone number(s), or alternatively, if the numbers are included in the body of the message using the <numbers> or <lists> parameter, then the xxx can be replaced with some other placeholder text. For example: [msg@sms.message-service.org](mailto:msg@sms.message-service.org)

#### Multiple Destination Formatting:

Multiple Destinations can be specified in five ways.

1. In the “To” address. Multiple destinations can be sent to by separating them with a “#” (ie, 5551211234#5552211235#5553211236@sms.message-service.org
2. In the body of the message in the following format:

```
<numbers>  
5551211234  
5552211235  
5553211236  
</numbers>
```

3. You can send to your own Google Voice number. (In USA only)
4. If you want to send to a pre loaded list, contact us at <http://emailtovoice.net/contact-us/> and we will work with you on creating that list. Then you can send to the pre-loaded list by using this format in the body of the email:



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```
<lists>  
My First List Name  
My Second List Name  
</lists>
```

### Job Name

The "Broadcast Name" of the job is taken directly from the subject of the email.

### Details on each individual service

#### Email to Text To Speech

This will send the body of the email as a Text to Speech message (ie: converts the text in the email to a voice message) to the specified recipient(s).

The main message is the whole body of the email:

- Anything before "<end message>" which must be on a line by itself
- Anything before four empty lines (You can also ask our support staff to specify a special phrase to denote the end of the message, such as the characters at the beginning of the email signature. Just send us an email with the request details through the Contact US page <http://emailtovoice.net/contact-us/> )

You can specify these parameters in the Text to Speech message. (Further details below)

- The Password=xyzz line.
- <numbers>
- <lists>
- <header>
- <CutOffHour>
- <Voice> tags
- The special tags <TwoWay> or <NoRepeat>
- <VoiceMsg>

The TTS can be set to 2-Way by adding the tag <TwoWay> anywhere in the email. This merely activates the return number tracking.



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The message normally is repeated for convenience of the recipient. To suppress the repeat happening, add `<norepeat>` anywhere in the email.

Also you can specify the time at which no more messages will be sent by adding

`<CutOffHour>23:00</CutOffHour>` to the body of the message.

You can add a "header message" to be spoken before the main message is delivered using the `<header>` tag. The purpose of this header message is to announce to the recipient the main message that is about to be delivered. For example: `<header>Hello. This is a courtesy call from XYZ Company. We are calling you as a service provided to our valued clients. The following message will be repeated for your convenience. </header>`. You can set a default header message by contacting the Email to Voice service. We will update your profile with the default header message.

You can set an alternate message to be played for voice mail systems by adding it in the tags `"<VoiceMsg>"`. For example, you could add the following to your email:

`<VoiceMsg>Sorry we missed you, but your library book xyz is overdue</VoiceMsg>`

And the voice used by the TTS system can be specified by including the tag `<Voice>English-Kate</Voice>` in the message body. Voices available are:

"ENGLISH-ALAN" (Male Australian English)

"ENGLISH-GRACE" (Female Australian English)

"ENGLISH-ALLISON" (Female American English)

"ENGLISH-DAVE" (Male American English)

"ENGLISH-STEVEN" (Male American English)

"ENGLISH-SUSAN" (Female American English)

"ENGLISH-KATE" (Female British English)

"ENGLISH-SIMON" (Male British English)

"CHINESE-LINLIN" (Female Chinese)

"CHINESE-LISHENG" (Female Chinese)

"FRENCH-CHARLOTTE" (Female Canadian French)



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"FRENCH-OLIVIER" (Male Canadian French)

"MEXICAN-ESPERANZA" (Female Mexican)

"PORTUGUESE-GABRIELA" (Female Brazilian Portuguese)

"PORTUGUESE-FELIPE" (Male Brazilian Portuguese)

"PORTUGUESE-FERNANDA" (Female Brazilian Portuguese)

"SPANISH-CARLOS" (Male American Spanish)

"SPANISH-DIEGO" (Male Argentine Spanish)

"SPANISH-FRANCISCA" (Female Chilian Spanish)

"SPANISH-SOLEDAD" (Female American Spanish) Copyright 20122 WEL Corp Pty Ltd. 7

#### Voice Software

The text of your message is sent through a piece of software that turns it into a file that is then played when we call the phone number of the intended recipient. The software that does this "translation" is complex, and has the ability to turn your text into speech that sounds as the message would naturally be spoken by a person. However, there are a few rules and tips that will optimise the understanding of your message by the recipient.

#### Write out the words

Voice messages are unlike SMS's in that the voice software does not recognise many of the abbreviations that you might use in SMS's (e.g.: LOL). Write out words completely. Some abbreviations are recognised. For example: Mr John Smith. "Mr" would be pronounced "mister". As a general rule, if you can find it in the dictionary, it's OK to use it in a voice message.

#### Names

Some names are may not be pronounced correctly. Most common names are recognised but some less common ones may not be. In that case, a phonetic spelling will often do the trick. For example, Ergon Energy (a company in Queensland Australia). "Ergon" is not pronounced correctly by the software. If you write it as "ur gone", then it will sound like the company name is normally pronounced.



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#### Punctuation

You can use punctuation to change the way the voice is spoken. For example, an exclamation point (!) will lift the intonation of the voice for that word.

#### Pauses

It is important you use commas in your text to create pauses before important words, eg: "This is an, urgent message, from John Smith".

#### Vowels

When a word ends in a vowel, and the next word begins with the same vowel, the words can sometimes sound merged together. In that case, placing a dash (-) between the words will help separate the sounds of the two vowels and make it more distinct.

#### Telephone numbers

Telephone numbers should be entered with a space between the numbers and commas after the area codes eg. 0 2, 9 8 7 6, 5 4 3 2.

#### Voice Speed

The voice software is set to speak the message at the "normal" rate of speech by a person. However, if you wish to slow it down, just place full stops (.) with spaces in between the full stops in various places in the message and that will slow the speech down in those places. For example, if you are saying numbers, you might write it as "one. . . two. . . three". Note the spaces between the full stops (.).

#### Scripts

For messages that you will often reuse, it is good to write a "script", which you can then use as a template for future messages. Once you have created a message using some of the tips above, save it for future use!

#### Caller ID

We have the ability to mask the calling number with your number! You need to supply us with proof that you own the number, and we can make the calls appear to be coming from your number. Proof of ownership of the number is usually just a copy of a recent telephone bill.



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#### Email to SMS

This will send the body of the email as an SMS to the specified recipient(s).

The message is the whole body of the email, excluding:

- The Password=xyyz line.
- Anything inside the <numbers> , <lists> or <sender> tags
- The special tag <TwoWay>
- Anything after "<end message>" which must be on a line by itself
- Anything after five empty lines

An error is returned if text is greater than 445 characters.

In the United States, the sender number is a pre-specified number randomly chosen from a pool of 'long codes' owned by the Email to Voice service. Outside of the United States, the Sender number for the SMS is the user's registered mobile number or "PRIVATE" if one does not exist. This can be overridden outside of the United States by adding the tag: <sender>XXXXXX</sender>. The <sender> tag is not recognized for messages sent from the United States. A long code can be rented by a client within the United States to be the Sender number. Contact the Email to Voice Support staff to order the Long Code.

The SMS can be set to 2-Way by adding the tag <TwoWay> anywhere in the email.

#### Email To Fax

Send one or more attachments to a destination.

There must be at least one attachment of an accepted type.

No other message body is required. Though "Password=xyyz" and destination details may be present.

Also you can specify the time at which no more faxes will be sent by adding

<CutOffHour>23:00</CutOffHour> to the body of the message.

#### Email to Voice

Send one attachment to a destination.

There must be a single attachment of type "WAV".



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No other message body is required. Though "Password=xyyyz" and destination details may be present.

The Voice job can be set to 2-Way by adding the tag <TwoWay> anywhere in the email. This activates return number pushed tracking.

Also you can specify the time at which no more messages will be sent by adding

<CutOffHour>23:00</CutOffHour> to the body of the message.

## Authentication

There are three authentication methods:

### 1. Challenge Response.

This is the preferred option.

Once the job email is sent, the job is saved on the server, and an Authentication email is sent to the registered user address. The user replies to this to confirm that they initiated the request, and then the job is sent.

### 2. Embedded password.

This is the much less secure option.

In this case, the original job request should have the line "Password=xyyyz" in the body of the request. If this password matches the account password, then the message is sent immediately. But, this means anyone with access to your computer can look through your sent emails and find your address, and then send jobs in your name from anywhere at any time.

### 3. Email address

In this case, the only authentication is that the incoming email address is a unique address in one of the registered user accounts. This is the weakest form of authentication as email addresses are easily "spoofed" so it is possible for someone other than the account holder to send a broadcast by email.