

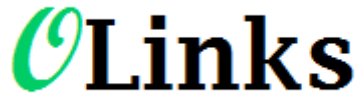
Tips for EmailToVoice.Net

TTS, SMS, FAX and Pre-Recorded Voice

Enterprise Text (LinkinSMS)

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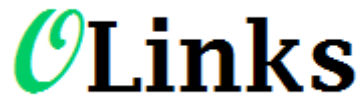


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Tips for EmailToVoice.Net

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Introduction

The primary use of EmailToVoice.Net is to send an alert phone call by using the email interface from your monitoring software or any business application

The EmailToVoice.Net service also allows a registered user to send a SMS, Fax, or a pre-recorded Voice message from an email interface.

This is all accomplished by simply sending an email from an authorized email address through EmailtoVoice.Net to any phone number in the world (with some restrictions)

The receiving phone number requires no pre-verification.

How to Use EmailToVoice.Net

First, a user should subscribe to EmailToVoice.net.

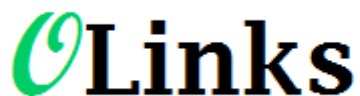
FROM Field

The email must be sent from the same email address as was specified during the subscription process.

Alternatively, an alternate authorized 'Send Only' email address can be set in the customer account. This 'Send Only' designation allows a different email address than the users primary address to be in the FROM address of an incoming email to broadcast message. For instance, the customer might have a Monitoring Software email address that needs to be authroized. This would allow the sending email to broadcast from both the primary and the 'Send Only' email address. Also, this can be set to just a domain. Eg. "mybusiness.com", so any emails from that domain are sent out using this user's account. This allows a whole business to send messages though one central billing account.

TO Field

The TO field will specify the phone number to be dialed. The TO field would look something like 2145551234@tts.message-service.org. (if the number is not a USA or Canadian number, then the TO field would look something like +6155551243@tts.message-service.org) The number can be any phone number in the world, with some exceptions due to international regulations, and does not have to be preregistered.



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SUBJECT Field

The SUBJECT field can be anything brief. It is used for reporting. However, the SUBJECT field can be optionally concatenated to the message upon request.

Content of Email

The content of the email is converted to a pleasant sounding American English voice. (Leave at least 4 lines after the content of the email and before the email signature, so the Email signature is not converted to voice.) There are different dialects available upon request.

Send the Email

That's it. The EmailToVoice.net service will dial the number, play the voice rendition of the email content, handle voicemail, etc.

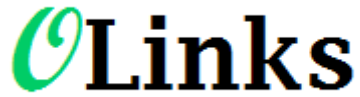
Email to Broadcast Destination Addressing

Each email to broadcast message must specify the service that will be used to send the requested message. The message types available are Fax, SMS, TTS (Text to Speech) or Voice file, and are selected by sending the email to the appropriate address:

- Email to TTS: xxx@tts.message-service.org
- Email to Text: xxx@linkinsmsm@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 <list></list> tag then the xxx would be replaced with msg. For example: msg@tts.message-service.org

NOTE: A single email can only send one type of a message to EmailToVoice.Net (via @xxx.message-service.org). So, a single email cannot send a TTS and a SMS message at the same time.



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Destination Formatting (Including Multiple Destinations)

Each message must give destination numbers as part of the message. Destinations can be specified in one of four ways.

1. In the "To" address. (*Most common*)

For example: 2145551234@tts.message-service.org

2. **Multiple destinations** can be sent to by separating them with a "#". IE;:

2145551234#2145551235#2145551236@tts.message-service.org

OR, multiple destinations can be entered as multiple full email addresses:

2145551234@tts.message-service.org, 2145551235@tts.message-service.org

When stringing destinations in the TO field of the Email, there are standard general length restriction of about 64 characters.

3. **Multiple Destinations** can be In the body of the message in the following format:

```
<Numbers>
2145551234
2145551235
2145551236
</Numbers>
```

Since the destination phone numbers are included in the body of the message, then the TO field would be: msg@sms.message-service.org

4. **Multiple Destinations** can be through pre-setup lists by using the format:

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

Since the destination phone numbers are included in the body of the message, then the TO field would be: msg@sms.message-service.org



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These lists are setup on our Service and pre-arranged by contacting us at <https://emailtovoice.net/contact-us/> or by sending an email to Support@emailtovoice.net. A procedure will be agreed upon to keep these lists updated.

Job Name is the Email SUBJECT Field

Each Email to Broadcast message is assigned a job name in the broadcast system for tracking purposes. The "Broadcast Name" of the job is taken directly from the subject of the email.

Control Parameters (also called Tags)

These are optional control parameters that can be sent as part of a job to alter the default behaviour.

<Password>

If the account is setup to use password authentication in the account profile, then the tag <Password>*mypass*</Password> should be included in the body of the message.

Note for backward compatibility, the simple line "password=*mypass*" can be used instead.

Obviously, replace *mypass* for your actual account password.

<ScheduledDate>

The broadcast job can be scheduled for a later date by adding the tag <ScheduledDate>date</ScheduledDate>, where the date should be formatted as: "dd/mm/yyyy hh:mm"

Eg. <ScheduledDate>22/04/2013 15:15</ScheduledDate>

<AdditionalReportEmails>

Final job reports can be sent to additional emails other than the main account address by adding the tag:

```
<AdditionalReportEmails>
email1@sample.com
email2@sample.com
</AdditionalReportEmails>
```

Start message indicators

Instead of starting the outgoing message content at the beginning of the email, there are a



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couple of methods of skipping the start of the email and starting the relevant message further down.

1. A line containing just the tag "<Begin Message>" can be included in the email, and the outgoing content will start on the line AFTER this.
2. If the user has the option "Start of message text" set, then the outgoing content will start where this text is found (including the text itself)

End message indicators

The end of a text message to be sent can be indicated in a number of ways:

1. A line containing just the tag "<End Message>" can be included in the message.
2. A blank line followed by "-- " (two plain ascii dashes and a space) which must then be on a line by itself
3. Four empty lines
4. The text entered in the users "End of Message Text" configuration field

Anything after one of these will not be counted as part of the message text converted to voice through Text to Speech conversion and will not be to sent out.

Features of Individual Services

This section outlines the different parameters that should be used for specific broadcast types.

Email to Text To Speech (TTS)

This will send the body of the email as a Text to Speech message to the specified recipient(s).

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

- Anything inside a command/parameter tag. Eg.
<ScheduledDate>22/04/2013 15:15</ScheduledDate>
- A <Password>*mypass*</Password> line.
- Anything after one of the above specified "End Message indicators"



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The following optional parameters can be set in the body of the message:

<CutOffHour>

You can specify the time after which no more messages will be sent by adding

`<CutOffHour>23:00</CutOffHour>`

to the body of the message.

<TwoWay>

The Voice job can be set to 2-Way by adding the tag `<TwoWay>` anywhere in the email. This activates return number pushed tracking, where in the final job report, the number pushed by the recipient will be displayed. This can be used for messages that say something like "Push 1 to indicate your agreement to the message"

<Header>

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>`. The header message is not repeated, while the main message is read out twice.

<NoRepeat>

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

<VoiceMsg>

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>`

<Voice>

The voice used by the TTS system can be specified by including the tag `<Voice>English-Kate</Voice>` in the message body.

Text to Speech voices available:

"ENGLISH-ALAN" (Male Australian English)

"ENGLISH-GRACE" (Female Australian English)



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"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-JULIETTE" (Female French)
"FRENCH-CHARLOTTE" (Female Canadian French)
"FRENCH-OLIVIER" (Male Canadian French)
"GERMAN-KATRIN" (Female German)
"LUCA-ITALIAN" (Male Italian)
"MEXICAN-ESPERANZA" (Female Mexican)
"PORTUGUESE-FELIPE" (Male Brazilian Portuguese)
"PORTUGUESE-FERNANDA" (Female Brazilian Portuguese)
"SPANISH-CARLOS" (Male American Spanish)
"SPANISH-DIEGO" (Male Argentine Spanish)
"SPANISH-FRANCISCA" (Female Chilean Spanish)
"SPANISH-SOLEIDAD" (Female American Spanish)

Caller ID

We can 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. However, different Providers handle this differently. So, we cannot guarantee the provider will always display the caller id properly.

Voice Software Tips and Suggestions

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



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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.

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.

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.

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 (.).



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Informal Template

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

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:

- Anything inside a command/parameter tag. Eg.
<ScheduledDate>22/04/2013 15:15</ScheduledDate>
- A <Password>*mypass*</Password> line.
- Anything after one of the above specified “End Message indicators”

An error is returned if the text is longer than 445 characters.

The following optional parameters can be set in the body of the message:

<Sender>

By default the Sender number for the SMS is the users registered mobile number or “PRIVATE” if one does not exist. This can be overridden by adding the tag: <Sender>XXXXXX</Sender>

This should be a vailed mobile number, or up to 11 characters with no spaces. Eg. “MyBusiness”

<TwoWay>

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

If this is set, then the user can reply to the SMS, and an email with the reply contents will be sent to the users email address.

<TwoWayReplyAddress>

If a SMS is set to 2-Way, then a custom email address for replies to be sent to by using this tag.

<LinkInSMSPage>

Link In SMS is a feature where custom, user specific pages of html or text data can be presented through a simple SMS message. How it works is by including a <LinkInSMSPage> tag in your Email To SMS, a custom web page will be created and linked to in their SMS, allowing viewing of



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the page of html with a simple click. This allows a single SMS to communicate arbitrary large amounts of data. For example, a SMS broadcast could send out employee's individual upcoming monthly timetables, or their invested stock prices, or lists of overdue library books, etc. each accessed by a simple click in their SMS.

The contents of this field should be a page of html of text data for the recipient, for example an employee's schedule, and in your message you must include the code %%linkinsms%%. On sending, the page of data is saved to the Link In SMS server, and a link to the page is substituted into the outgoing SMS so that the recipient can easily view the linked data.

For example. Your Email to SMS message might be:

```
Hi Jane Smith, to view your schedule for the week, please click on %%linkinsms%%
<LinkInSMSPage>
    <table>... {Full html table with schedule} ...</table>
</LinkInSMSPage>
```

Note, if your <LinkInSMSPage> field just contains a web link, then when the recipient clicks the link in the SMS, they will be redirected to your specified web page. This link can be customized for the recipient. For example:

```
http://myschedule.com/schedule.php?userid=123&auth=h6Fh89Uz.
```

An alternative to using the <LinkInSMSPage> field is if you pre-upload a Recipient list through the web portal, you can include web page data for each recipient in the "Link In SMS Page" list field, and then including the code %%linkinsms%% in your SMS will add a link to html pages generated from the uploaded list. In this case you do NOT use the <LinkInSMSPage> tag, as you want the page data to come from your list, not your email.

As an additional feature, in your user profile, you can set Link In SMS header and footer values, so that you can have a Logo and other links automatically wrapped around any Link In SMS html content.

Email to Fax

This service sends one or more files attached to the email the specified recipient (s).



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There must either be at least one attachment of an accepted type, or text in the body of the email. If no attachment is found then the body of the email, excluding command tags, will be used as the fax content. Optionally, an account can be configured to always use the body of the email as a cover sheet.

Regarding the email body, command tags such as “<ScheduledDate>22/04/2013 15:15</ScheduledDate>”, destination number/list tags, etc may be present, and will be stripped out of the text if the email body is included as part of the fax message.

Note, the maximum permitted total attachment size is 1.5MB

The following optional parameters can be set in the body of the message:

<CutOffHour>

You can specify the time after which no more faxes will be sent by adding

`<CutOffHour>23:00</CutOffHour>`

to the body of the message.

<FaxFromName>, <FaxCallerID>

You can modify the “From” and “Fax” header fields of the sent fax by adding one or both of the following text to the body of the email.

`<FaxFromName>*Your Name* </FaxFromName>`

`<FaxCallerID>*Your Fax Number*</FaxCallerID>`



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Email to Voice (pre-recorded message)

This will play one sound file attachment to a destination number.

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

No other message body is required. Though "Password" and other control tags may be present.

Note, the maximum permitted total attachment size is 1.5MB

The following optional parameters can be set in the body of the message:

<CutOffHour>

You can specify the time after which no more voice messages will be sent by adding

`<CutOffHour>23:00</CutOffHour>`

to the body of the message.

<TwoWay>

The Voice job can be set to 2-Way by adding the tag `<TwoWay>` anywhere in the email. This activates return number pushed tracking, where in the final job report, the number pushed by the recipient will be displayed. This can be used for messages that say something like "Push 1 to indicate your agreement to the message"



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Authentication Options

There are four authentication methods:

1. Email address (default)

This option is the default and always in effect. 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 it is possible for someone other than the account holder to send a broadcast by email. However, your main email address will receive an immediate detailed report notifying you of each message sent - as the default setting unless that report setting is requested by you to be changed from detail to some other report setting.

2. Challenge Response.

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.

3. Embedded password.

In this case, the original job request should have the line "Password=xxyzz" 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.

4. Password in Email Header

Alternatively, for advanced systems, the password can be sent in an X-Header record. To do this, your system must add the X-header: "X-WelCorp-PW: yourpassword" to the email. This method avoids the password from being in the content of the email message.

5. WhiteList Alert Email

As an additional security option, a list of allowed mail server IP addresses can be added to the "IP WhiteList" field in the user's profile on the system. If this is set, only Email to Broadcast requests from this mail server will be accepted.

If an email address is entered in the Whitelist account profile field, and a value is entered for the "IP WhiteList" field, then any attempts to send an email to broadcast from an unauthorized IP address will cause a notification email to be sent to this address.



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Advanced options

In the user's settings page, there are a number of advanced Email To broadcast Options that can be set.

IP WhiteList

As an additional security option, a list of allowed mail server IP addresses can be added to the "IP WhiteList" field in the user's profile on the system. If this is set, only Email to Broadcast requests from this mail server will be accepted.

Subject Field Behaviour

Here you can select how you want text in the subject field to be treated. The options are:

- Use subject field for the job name
- Concatenate subject with message body. *(as well as use it as the job name)*

End of Message Text

This field is used to exclude email signatures from the sent message. If the user has an email signature, then the first line of the signature should be entered into this field so the signature can be excluded from the message

Use Email Body as Fax Cover

If this is set to Yes, then for Email to Fax, any text in the email will be used as the first page of the resulting fax.

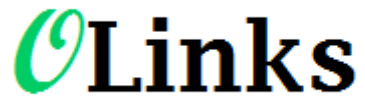
Alternate Email address

Allows a different email address than the users primary address to be in the FROM address of an incoming email to broadcast message. Eg. They might have a work email address and a home email address, and this would let them send email to broadcast from both accounts.

Also, this can be set to just a domain. Eg. "mybusiness.com", so any emails from that domain are sent out using this user's account. This allows a whole business to send messages through one central billing account.

WhiteList Alert Email

If an email address is entered here, and a value is entered for the "IP WhiteList" field, then any attempts to send an email to broadcast from an unauthorized IP address will cause a notification email to be sent to this address.



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