



## Using Twilio for SMS Text Gateway Support in Notify Plus


This document will detail the new support for the Twilio SMS API that can be used for anyone who has upgraded to Notify 9. The advantage of this feature is the elimination of the need to enter the SMS text gateway extensions for Notify Plus text messaging. To begin you need to set up an account with Twilio, a third party provider of programmable SMS messaging.

### Setting Up a Twilio account

We strongly suggest that you call Twilio to set up your account as their customer service has to date been very good. This is also your best option so you can inform them that you are a service provider and want your account set up so that the "from" number of your text messages comes from one of your recognizable numbers. Here is their main number, (you won't find it on their website) 415-390-2337, choose option 1 and you will be connected to new accounts and sales.

If you would rather do it yourself online, [follow this link to set up your free trial account](#). Once you have set up an account you will have three entries you will need for configuration through the APMAX UI, an Account SID, Auth Token and From Number.

## API Credentials

Live	<b>AccountSID</b> Used to exercise the REST API <b>AC0063eec2c0377bde5bfd50750cad35e2</b>
	<b>AuthToken (Request a Secondary Token)</b> Keep this somewhere safe and secure  <b>748d1de9be7934b3d9a1caf5bf3ebba4</b> <a href="#">Learn more about REST API Credentials</a>

## Configuration directions if you are going to provide the Twilio service for your Customers (Global)



**Add Twilio Configuration**

Description:

Type:

Account SID:

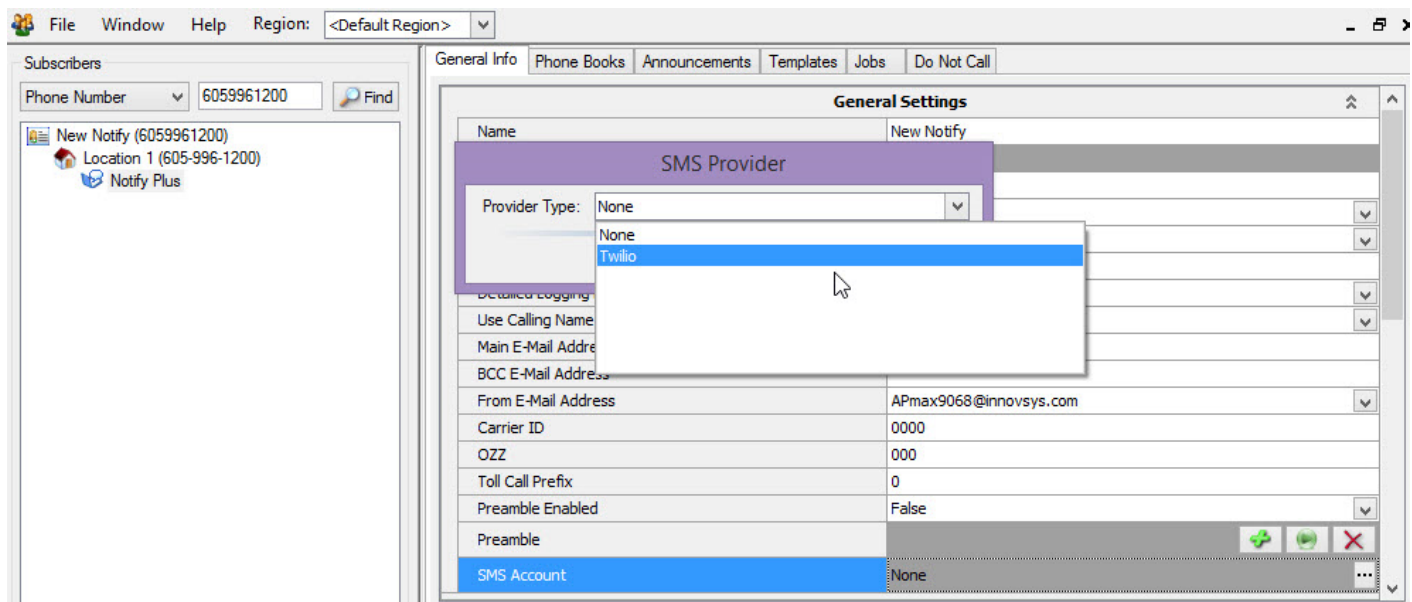
Auth Token:

From Number:

From the APMAX Command Center UI, open System Configuration and select Notify Configuration. Click on the Twilio Tab, then click on the Add button. Choose a description for your Twilio account and then from the account Type dropdown choose the Global option.

Enter the Twilio Account SID and Auth Token. Enter the Twilio From Number that you received from Twilio, this number is required as it is displayed as the From Number in the Notify Plus text notifications.

## Setting up an SMS Account for your Customers



File Window Help Region: <Default Region>

Subscribers

Phone Number: 6059961200 Find

New Notify (6059961200)  
Location 1 (605-996-1200)  
Notify Plus

General Info Phone Books Announcements Templates Jobs Do Not Call

**General Settings**

Name: New Notify

SMS Provider

Provider Type:   
None  
Twilio

Detailed Logging:

Use Calling Name:

Main E-Mail Address:

BCC E-Mail Address:

From E-Mail Address: APmax9068@innovsys.com

Carrier ID: 0000

OZZ: 000

Toll Call Prefix: 0

Preamble Enabled: False

Preamble:

SMS Account:

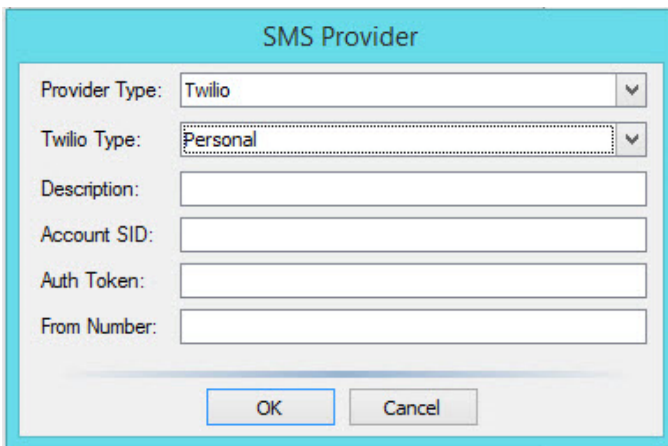
From APMAX Subscriber Management open your customers Notify Plus service and from the SMS Account field click on the dotted box to change their SMS Provider from None to Twilio and then click OK. Now choose Twilio Type, either Global or Personal.

If you select Global from the Twilio Config dropdown choose the account description previously set up in the Notify Configuration that you want to assign to this specific customer and click OK.

If you choose Personal, you will be prompted to enter the subscribers unique Description, Account SID, Auth Token and From Number. The Personal option would normally be used for subscribers who are setting up their own Twilio account. The subscriber will need to supply you with the Twilio Account SID, Auth Token and the From Number, which Notify Plus will display from all of their text notifications.



The screenshot shows a dialog box titled "SMS Provider" with a red header. It contains several fields: "Provider Type" is set to "Twilio", "Twilio Type" is set to "Global", and "Twilio Config" is empty. A mouse cursor is hovering over the "Twilio Config" field. Below the dialog, a list of other providers is partially visible, including "DCC E-Mail Address", "From E-Mail Address", "Carrier ID", and "077".



The screenshot shows a dialog box titled "SMS Provider" with a cyan header. It contains several fields: "Provider Type" is set to "Twilio", "Twilio Type" is set to "Personal", "Description" is empty, "Account SID" is empty, "Auth Token" is empty, and "From Number" is empty. At the bottom, there are "OK" and "Cancel" buttons.

## Fees

The Twilio service will automatically provide text gateways for 1,800 different mobile carriers thus eliminating the need to manually add them for Notify Plus text notifications. The fees for this service are one dollar per month for the Twilio phone number (From Number) and .0075 cents for every text message sent. If you were to use Notify Plus to send out 1000 text messages per month, the Twilio fee would be \$8.50 per month. [Follow this link](#) for more info on Twilio pricing.

*Contact APMAX Support for further assistance 605-995-6120*