

# **1. Can I send messages in bulk over long codes?**

Yes, you can send messages in bulk over long codes. We do support sending bulk messages using short codes, and toll free numbers.

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# **2. What happens if the SMS is sent to a Landline number**

If the SMS is sent to a landline number, the messages will be rejected and you will be charged for the same.

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# **3. Do we support call forwarding on Shortcode?**

No. We do not support Call Forwarding on short codes. It is available only for Long codes.

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## **4. Is it necessary to use a shortcode for bulk messages?**

No, it is not necessary to use a shortcode for sending bulk messages. You can use long codes as well.

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## **5. Do you offer a shared shortcode?**

Yes, we do offer a shared shortcode.

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## **6. Do we support MMS on shortcode?**

Yes we do support MMS on shortcode. This should be mentioned at the time of getting the number activated. It needs to be approved under the program brief. Your respective AM should be able to help with this.

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## **7. Do we text-enable a Google Voice number?**

No, we cannot text enable a Google Voice Number.

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## **8. Do we text enable Bandwidth numbers?**

No, we do not text enable bandwidth numbers, because Bandwidth is a known slammer.

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## **9. How many types of shortcodes are there and which are they?**

We have 2 types of shortcodes, as mentioned below:

1. Dedicated Random – \$9,000/Year
  2. Dedicated Vanity- \$16,200/Year
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## **10. Can I use my mobile number for texting using the SMS-Magic app?**

No it's not supported. Either you can get your landline/VOIP number text enabled with us or we can procure a number for you with your preferred area code.

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## **11. I want to send MMS using a Toll free number, is it possible?**

Yes, you can send MMS using a toll free number, however, with certain providers. Not all providers support MMS feature on the Toll free number. Get in touch with the SMS-Magic support team for more information.

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## **12. Can I use an Alpha sender ID to send messages to the U.S. and Canada Numbers?**

No, you need to use 10 digit long code as only Numeric sender IDs are allowed to send messages to Canada and the U.S.

numbers.

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## **13. Do I need to prefix +1 to the mobile numbers before sending an SMS?**

No, number formatting does not matter. The SMS will be sent even if you do not prefix the country code unless you are not sending messages outside the country.

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## **14. How Can I text enable my Landline number with SMS-Magic?**

You need to fill out an LOA form (Letter of Of Authorization) and send it to [care@screen-magic.com](mailto:care@screen-magic.com). Click here to download the form

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## **15. When Should I Use a Short Code?**

The best time to use a short code is when you want to reach a large audience quickly. Short codes let you send thousands of messages at once, making them ideal for Mass texting.

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## **17. What is a Dedicated Short Code?**

A dedicated short code is a number that only you can use.

Dedicated short codes have several advantages. Perhaps the most important one is that they provide you with creative freedom. Because you are not sharing your number with anyone else, you can pick any keyword you want—even if another company is using it. With a dedicated short code, you also have more control over your brand image. Unlike a shared short code, you'll know exactly what messages your customers are receiving from your number.

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## **16. What is a shared short code?**

A shared short code, like 555888, is a number used by multiple businesses. If you use a shared short code, you'll be limited

in what keywords you can use. If another entity has already claimed a keyword, you won't be able to use the same one.

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## **18. What are different cases where I should use a Short Code?**

Following are the different scenarios where you should use a Short Code:

1. If you need to text thousands of people at once
  2. If you are hosting a Text to Win Sweepstakes
  3. If you want to poll your customers using Text to Vote
  4. If you need to send images using MMS
  5. If you are sending alerts and updates that don't need to be personalized
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## **19. What are Long codes and their Advantages?**

A long code is a standard, 10-digit number. With a long code, your company can use the same number to send SMS messages. Also, a message that comes from a standard 10-digit number assures that it is coming from a person, not a bot. That makes long codes perfect for providing a personalized customer service experience.

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## **20. What are the Disadvantages of Long Codes?**

With a long code, you can only send one message per second. If you need to send text blasts to large volumes of people instantly, it's best to go with a short code. Also, unlike short codes, long codes are limited to SMS messages. The most obvious disadvantage of long codes is that they are longer. This makes it more likely that a user may enter a wrong number on their phone. Short codes are easier to remember.

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## **21. What are the different instances where I should use a Long Code?**

Here are a few instances where you should use a long code:

1. If you need to communicate 1-on-1 with a customer
  2. If you want to provide customer service using SMS
  3. If you want to set up texting network for your internal staff
  4. If you want to keep your number consistent across all channels
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## **22. Can I text enable my existing toll free number?**

Yes, you can text enable your existing toll free number. Please submit the LOA for the same. [Click here](#) to down the LOA.

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## **23. We cannot afford a short code but need to send mass text, How can it be done?**

Try using a Toll free number.

With our toll-free texting service, you can text-enable your existing toll-free number or get a new one from us. It only takes a few minutes to get started.

The throughput rate of toll-free numbers is significantly higher than long code numbers, meaning it's a good option if you need to send mass campaigns. Plus, the setup cost is low and you can send personal 1-on-1 texts just like you could with a long code. Think of a toll-free number as a hybrid between a long code and short code. For more information, please write to [care@screen-magic.com](mailto:care@screen-magic.com).

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## **24. Is it necessary to add country code? What is the standard mobile format to be followed for sending messages?**

No, it is not necessary to prefix a country code to the mobile number for sending messages. The mobile number is saved in its standard ten digit format.

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## **25. Can I auto forward calls on my phone number?**

Yes, we can enable the call forwarding on a virtual long code. Which can forward the incoming calls to your mobile number.

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## **26. How to text enable my landline number?**

We will share the LOA form with you. You can fill the form & we will get the number text enable for you.

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**27. Can one organization have multiple numbers and define the criteria for the same.**

Yes, one organization can have multiple numbers. There are commercial details involved with it.

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**28. Will the customer be able to access the messages on his/her mobile phone.**

Yes, the customer will be able to access the messages on his/her mobile phone.