



Instructions to connect the software with mobile phone service providers

Setup Connectivity with an SMS Gateway

1. For outbound SMS, you can use the http backend if outbound requests are http GET or POST requests. Create a couch document to configure it:

```
{
  "_id": "MOBILE_BACKEND_[gateway name]",
  "doc_type": "MobileBackend",
  "domain": [],
  "description": "[gateway description]",
  "outbound_module": "corehq.apps.sms.backend.http_api",
  "outbound_params": {
    "url": "[gateway url to invoke for outbound sms]",
    "message_param": "[name of message url parameter]",
    "number_param": "[name of destination number url parameter]",
    "include_plus": [true or false: add a '+' to the number or not],
    "method": "[GET or POST: http method for outbound requests]",
    "additional_params": {
      [dictionary of additional parameters to send in the request]
    }
  }
}
```

2. For inbound SMS, create a view. The view must pass the message to method `corehq.apps.sms.api.incoming`. For an example, see view `corehq.apps.yo.views.sms_in`. Once you have setup your view, share the inbound url with the gateway provider so that they know to forward traffic there when an inbound sms comes.

Setup Connectivity with Tropo (for surveys within the US)

1. Setup an account at www.tropo.com.
2. Create a new Application in your Tropo account:
 - a. Select a 'Tropo WebAPI' application.
 - b. Enter a name for the application.

- c. Enter the url as [http://\[your-domain.com\]/tropo/sms/](http://[your-domain.com]/tropo/sms/).
 - d. Click 'Create Application'.
3. Once the Tropo application is created, update the following information:
 - a. Under 'What URL powers voice calls to your app?', enter the url as [http://\[your-domain.com\]/tropo/ivr/](http://[your-domain.com]/tropo/ivr/).
 - b. Click 'Update Application'.
 - c. Add a phone number to the application by clicking on 'Add a new phone number'. You must select a number from the US or Canada for SMS.
4. Make a note of the messaging token (listed under 'Outbound Tokens') for the application.
5. Open up Futon on your CouchDB instance ([http://\[couch-host\]:5984/ utils/](http://[couch-host]:5984/ utils/)), select the database where CommCareHQ is installed, and create a document with the following information:

```
{
  "_id": "MOBILE_BACKEND_TROPO_US",
  "doc_type": "MobileBackend",
  "domain": [],
  "description": "Tropo",
  "outbound_module": "corehq.apps.tropo.api",
  "outbound_params": {
    "messaging_token": "[Messaging token from Tropo app]"
  }
}
```

6. Tropo works in many countries, but it is always advised to test sms connectivity with each network in each country before deployment to ensure that connectivity works.