A Quick Start Guide
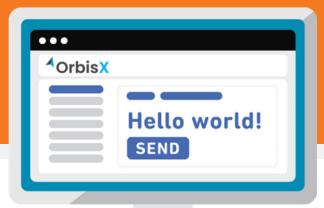# For OrbisX Integration
With BulkSMS.com

Welcome to BulkSMS.com

You've made the right choice.

OrbisX

OrbisX

Table of Contents

Forward

This guide provides step-by-step instructions for setting up BulkSMS with OrbisX, including API credentials, SMS gateway setup, webhook configuration, and troubleshooting.

BulkSMS API Credentials

Prerequisite: You must have a BulkSMS account. Sign up here.

1. Log in to BulkSMS.com.
2. Go to **Settings → Advanced → API Tokens**.
3. Click **Create Token**.
4. Name the token: "OrbisX Integration".
5. Click **Create**.

IMPORTANT: Copy your **Token ID and Token Secret**, it will only be shown once.

2

bulksms

OrbisX

Table of Contents

BulkSMS Sender Identity overview

This section introduces **sender identity options** available through BulkSMS. It explains which options are appropriate in different regions and helps you decide what to use for your messaging needs.

If your BulkSMS account is already set up, you can skip this section.

What is a Sender ID?

The Sender ID is the "**From**" field shown on a recipient's phone when they receive your SMS. It represents your business and also determines whether replies are possible.

- **Numeric Sender IDs** – replies allowed.
- **Alphanumeric Sender IDs** – one-way only.

Regional Guidance

USA/Canada

When sending to the USA or Canada, you must use a registered number as your Sender ID, as this is required by regulations to ensure compliance.

- **10-digit long code (10DLC)** – replies allowed.
- **Toll-free number (TFN)** – replies allowed.

Click **here** to learn more information and to apply.

Rest of the world

In most regions outside the USA and Canada, Sender IDs are optional; you can send and receive messages without one and add it later if required.

Optional Sender ID options include:

- **Alphanumeric IDs** for branding (one-way). Example: MyBrand.
- **Incoming Long Numbers** provide your business with a dedicated number for two-way messaging, while also allowing customers to initiate conversations.

Click **here** to learn more about Alphanumeric Sender IDs and apply.

Click **here** to learn more about Incoming Long Numbers and apply.

bulksms.com

OrbisX

Table of Contents

Configure OrbisX SMS Gateway

1. Log in to **OrbisX**.

2. Click **Settings → Admin Settings**.

3. Search for BulkSMS in the settings search bar.

4. Select **BulkSMS** as the **Default Gateway**.

5. Paste your **Token ID** and **Token Secret**.

6. Enter your **BulkSMS Sender Identity**.

   Note: Sender ID is case-sensitive. Enter it exactly as registered.

Default SMS Gateway	BulkSMS
Test SMS Sending	☎ Send Test SMS ➤

bulksms ✉

ⓘ With BulkSMS you can send SMS messages in 170+ countries.

Looking for your API token and secret?
Visit this link for instructions on how to create your BulkSMS API token and secret:
https://www.bulksms.com/resources/insights/generating-your-api-token-and-secret.htm

BulkSMS Token ID	••••••••••••••••••••••••••••••••••	👁
BulkSMS Token Secret	••••••••••••••••••••••••••••••	👁
BulkSMS Sender ID		
BulkSMS Webhook	Incoming SMS Webhook Link https://orbisx.ca/app/bulksms-webhooks/VSnTg Copy Link	

7. Test SMS:

   1. Enter your mobile number (with country code) in **Test SMS Sending**.

   2. Click **Send Test SMS**.

   3. If not received, see **Troubleshooting** or contact **support@bulksms.com**.

4

bulksms ✉

OrbisX

Table of Contents
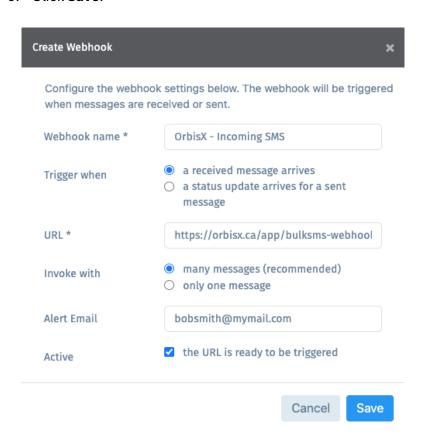
Setup Incoming Webhook

1. Within OrbisX BulkSMS settings, click **Copy Link** below 'Incoming SMS Webhook'.

BulkSMS Webhook

Incoming SMS Webhook Link

https://orbisx.ca/app/bulksms-webhooks/VSnTg

Copy Link

2. Log in to BulkSMS → **Settings → Advanced → Webhooks**.

3. Click **Create Webhook**.

4. Set **Trigger when** → **A received message arrives**.

5. Paste **Incoming SMS Webhook Link** from OrbisX into the **Webhook URL**.

6. Set **Invoke with** → **Many messages (recommended)**.

7. Enter system administrator's email in **Alert Email**.

8. Check **Active** to enable the webhook.

9. Click **Save**.

Create Webhook   ✕

Configure the webhook settings below. The webhook will be triggered when messages are received or sent.

Webhook name *   OrbisX - Incoming SMS

Trigger when   ● a received message arrives
                      ○ a status update arrives for a sent message

URL *   https://orbisx.ca/app/bulksms-webhool

Invoke with   ● many messages (recommended)
                      ○ only one message

Alert Email   bobsmith@mymail.com

Active   ☑ the URL is ready to be triggered

                                    Cancel   Save

5

bulksms.com

OrbisX

Table of Contents

Troubleshooting Guide

Test SMS not received

1. Go to Sent Messages in BulkSMS.

2. Verify message status (success/failed).

3. Confirm the mobile number and country code and retry if incorrect.

4. For persistent issues contact BulkSMS support.

IMPORTANT: Depending on the message content, a first credit purchase may be required to complete additional account verification.

Replies not received

1. Go to Inbox Messages in BulkSMS.

2. Verify if the message was received in your BulkSMS inbox.

3. If the message is present here but not in your conversation in OrbisX, contact support@orbisx.com for additional assistance.

4. If the message is not present, cross-check your sender ID type in the table in the **Types of Sender IDs section**.

SMSes costing more than expected?

SMS charges may vary. Here are the factors that can impact message costs.

- **Multiple message parts**

- **Non-standard SMS characters**

- **Destination**

bulksms.com

Table of Contents

Multiple message parts

SMS messages are usually limited to 160 characters, which isn't always enough for important business communications. That's where **concatenation (long SMS)** comes in.

With BulkSMS, concatenation happens automatically. You can send a single message of up to **6 SMS parts**, giving you **up to 918 characters**. The recipient receives it as **one complete message**, regardless of how many parts it contains.
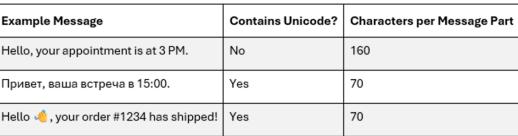
This means you can send detailed, properly written messages without worrying about splitting, shortening, or confusing your customers. Concatenated SMS ensures your full message is delivered clearly the first time.

Note: Each SMS part in a concatenated message is **charged separately**, so a message with three parts counts as three SMS messages.

Non-standard SMS Characters

Need to send messages in Arabic or include special characters? **Unicode messaging** makes it easy, and perfect for international communication.

Unicode messages are limited to **70 characters per SMS part**, but with long SMS support, you can send messages up to **402 characters** in a single send

Example Message	Contains Unicode?	Characters per Message Part
Hello, your appointment is at 3 PM.	No	160
Привет, ваша встреча в 15:00.	Yes	70
Hello 👋, your order #1234 has shipped!	Yes	70

Destination

SMS costs can vary depending on the destination. Learn more about pricing for your region **here.**

7

bulksms.com

Table of Contents

Support & Help

We're here to help you every step of the way.

For any support or assistance, please e-mail **support@bulksms.com**

or visit **www.bulksms.com** for other contact options. Please be sure to

mention your **username** and that you are using the **OrbisX Integration**.

Helpful links

BulkSMS Homepage

https://www.bulksms.com/

BulkSMS USA Regional Info

https://www.bulksms.com/hello/usa/

Sender ID Overview

https://www.bulksms.com/features/sender-id.htm

Apply for a Sender ID (Guide)

https://www.bulksms.com/resources/insights/applying-for-a-sender-id.htm

Incoming Long Numbers

https://www.bulksms.com/products/incoming-long-numbers.htm

Buying SMS Credits

https://www.bulksms.com/resources/insights/what-are-sms-credits-and-how-do-I-buy-them.htm

Pricing Overview

https://www.bulksms.com/pricing/