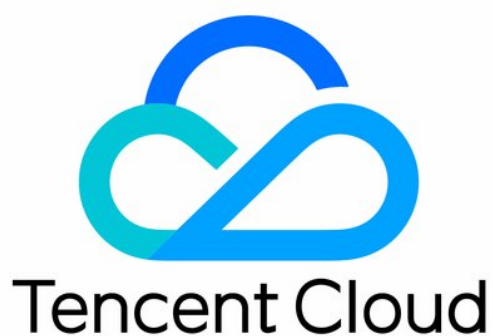


# Short Message Service

## FAQ

### Product Documentation



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# FAQ

## Billing

Last updated : 2024-01-18 16:28:52

### Do SMS products support vouchers?

Vouchers are not applicable to SMS products.

### What is the billing method of Global/Hong Kong, Macau, Taiwan SMS?

Global/Hong Kong, Macau, Taiwan SMS: Pay-as-you-go(billed monthly before the 3rd day of each month).For more information, please see [Product Prices](#). For billing rules, please see [Billing](#).

### How do I apply for a SenderID? Do I need to pay for it?

If you send more than 10,000 SMS messages in a single market per day, you need to register for SenderID from each carrier separately. You may need to pay for SenderID in some markets. For more questions, please [contact your sales rep](#) or [submit a ticket](#).

### What can I do if SMS service is in arrears?

Global/Hong Kong, Macau, Taiwan SMS adopts a post-payment billing mode with daily settlement, deducting the SMS fees for the day on the next morning. If your account balance is insufficient, causing the deduction to fail, you will receive an overdue notice via SMS. If the account is not recharged within 12 hours, the service will be temporarily suspended.

Once the outstanding balance in your Tencent Cloud account is settled, the service can be resumed for normal use. The business party shall bear the impact caused by the suspension of service due to overdue payment.

### Is a fee charged for user's reply?

The operator will only charge the sender a fee for user's reply.

# Security

Last updated : 2024-05-27 15:22:45

## What is the default sending frequency limit of SMS?

To ensure business and channel security and minimize potential financial losses caused by malicious calls of SMS APIs, the default SMS sending frequency limit is as detailed below:

For SMS messages with the same content, a maximum of one such message can be sent to the same mobile number within 30 seconds.

A maximum of 2 messages can be sent to the same mobile number on a calendar day.

Users can log in to the [SMS console](#) to set or modify the corresponding sending frequency limit policy. For detailed directions, please see [Setting a Sending Frequency Limit](#).

## How do I add an alarm recipient?

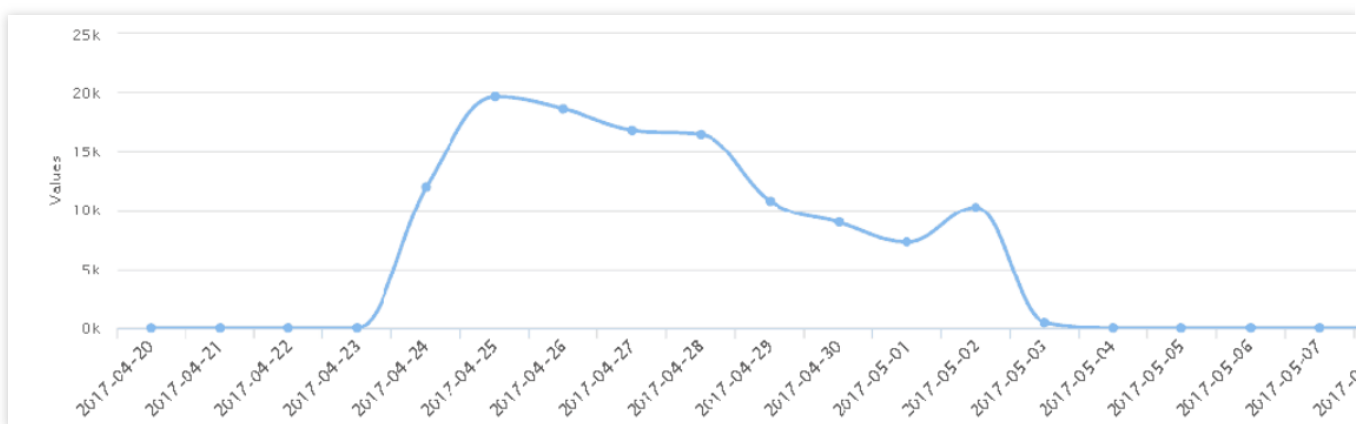
For detailed directions, please see [Configuring Alarm Recipient](#).

## How do I prevent SMS bombing (cheating)?

SMS bombing (cheating) refers to using malicious programs or tools and exploiting vulnerabilities in website clients or servers to send a large number of SMS verification codes to many irrelevant mobile numbers in a period of time (for example, within a day), which cause harassment to such users.

SMS bombing (cheating) not only causes harassment to innocent users, but also leads to a high number of complaints, which makes the SMS channel unavailable and results in economic losses to customers; therefore, preventive measures should be taken in advance.

The figure below shows a real case encountered by a customer (only dozens of messages are sent per day under normal circumstances, but tens of thousands of messages were sent per day during a bombing attack):



In view of the fact that SMS bombing (cheating) attacks are generally initiated by servers, the following comprehensive measures are recommended for defense:

Limit the number of requests allowed per IP.

Limit the number of delivery tasks allowed per mobile number. To do so, you can [set the sending frequency limit](#) and [configure alarm recipients](#).

[Set over-limit sending notifications](#).

Log in to the [SMS console](#) to regularly (for example, once every day) view specific statistics and check SMS deliveries. If an exception is found, you can disable the SMS service in the console in emergency circumstances.

## What are the differences between Chinese Mainland SMS and Global SMS?

An SMS signature must be carried in Chinese Mainland SMS messages due to the requirements of carriers, while this is optional and up to you for Global SMS messages.

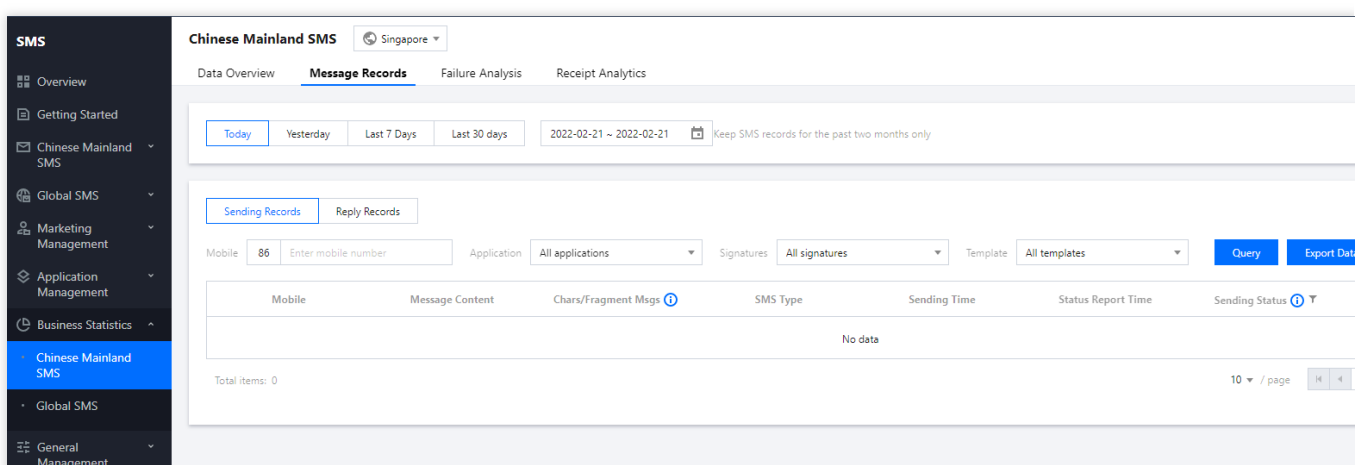
Before sending a Chinese Mainland SMS message, you must [create a signature](#) and [a body template](#) and get them approved first.

Before sending a Global SMS message, you must first [create a body template](#) and get it approved. If you want to carry a signature, you also need to [create a signature](#) and get it approved.

## How do I check the sending records for individual mobile numbers?

You can log in to the [SMS console](#), click the name of the target application to enter the application details page, and select one of the following methods to query according to your actual needs:

Chinese Mainland SMS: select **Business Statistics > Chinese Mainland SMS > Message Records** and enter a mobile number to query as shown below:



Global SMS: select **Business Statistics > Global SMS > Message Records** to query.

## How do I create and view an application (SDK AppID)?

SDK AppID is used to identify applications. Each SMS application has a unique SDK AppID, which is automatically generated by the system after the application is created. For detailed directions, please see [Creating Application](#). You can log in to the [SMS console](#), select **Application Management > Application List**, and click the name of the target application to enter the application details page and view its SDK AppID.

### How do I enable the rate limit allowlist for testing and alarming mobile numbers?

If you need to remove the rate limit for testing mobile numbers, please contact [SMS Helper](#).

### How do I check whether a specific mobile number has received a message?

You can log in to the [SMS console](#), click the name of the target application to enter the application details page, and select one of the following methods to query or export records according to your actual needs:

Chinese Mainland SMS: select **Business Statistics > Chinese Mainland SMS > Message Records** to query or export records within a specified time period.

Global SMS: select **Business Statistics > Global SMS > Message Records** to query or export records within a specified time period.

### Is there a limit on the number of Global SMS messages that can be sent?

Up to 1,000 Global SMS messages can be sent per day under one Tencent Cloud account. If you need to adjust this limit, please contact [SMS Helper](#).

# Signature

Last updated : 2024-01-18 16:28:52

## What should I do if my signature application is rejected?

You need to provide corresponding qualification certificates to apply for an SMS signature. Please enter the signature content again and upload correct and authentic certificates according to the [Signature Review Standards](#).

## Why is the rejection reason "non-identifiable signatures"?

A non-identifiable signature is a signature in which the relevant organizational or individual identity cannot be identified. For example, you cannot use `test` , `aabb` , `verification code` , or `notification` as a signature. We recommend you use the name of your organization or application as the signature. For more information, please see [Signature Review Standards](#).

## Is there a limit on the number of SMS signatures?

You can apply for up to 50 SMS signatures. To apply for multiple signatures, you need to provide corresponding qualification certificates for each signature.

## Can I modify an SMS signature?

Approved signatures cannot be modified. You can create multiple signatures and select an appropriate one when sending messages.

## How do I apply for a signature when my product is in beta test and cannot be released?

If your product has not been released, please use your organization name to apply for a signature for product testing. After it is released, you can apply for a signature containing your product name.

## Why can't my SMS signature application pass the review?

There are many possible reasons; for example, the signature does not meet the submitted certificates or relevant certificates have not been uploaded. Please apply for an appropriate signature as instructed on the signature application page according to the [signature review standards](#).

## How to fill in my SMS signature application?

The signature application for sending global SMS messages are optional. According to different signature types, please refer to the following table to fill in:

| Signature Type | Signature Content                        | Application Description (Optional) |
|----------------|--|------------------------------------|
| Company        | <b>Full company name or abbreviation</b> | -                                  |
|                |  |                                    |



|  |  |   |
|--|--|---|
| App  | <b>Application name or abbreviation</b>                                | You can enter a link to the display page of the application on any application store/market.  |
| Website  | <b>Website name or abbreviation</b>                                    | You can enter a website domain name that has an ICP filing.   |
| WeChat Official Account or WeChat Mini Program | <b>WeChat Official Account name or WeChat Mini Program name</b>        | The WeChat Official Account or WeChat Mini Program must have been released and can be found in WeChat. You can enter the full name of the WeChat Official Account or WeChat Mini Program. |
| Trademark                                      | <b>Trademark name or abbreviation</b>                                  | -   |
| Government/public institution/other            | <b>Government/public institution/organization name or abbreviation</b> | -   |

## How do I specify a signature when calling an API to send a message if I have multiple signatures?

When calling the [SendSms](#) API, you can set the `sign` field to select the needed SMS signature.

For example, if you have two signatures `Tencent Technology` and `Tencent Cloud` and need to send SMS messages with the latter, you only need to set the `sign` field to `Tencent Cloud` and call the corresponding API to send messages.

## What documents should I prepare when applying for an SMS signature?

You should prepare different documents according to your SMS signature purpose and account type. For more information, please see [Certificate File List](#).

## Can individual users apply for SMS signatures?

Individual users can click [Create Signature](#) in **Chinese Mainland SMS > Signatures** in the **console**. However, they also need to submit corresponding certificates. For more information, please see [Certificate File List](#).

## How do individual users apply for SMS signatures?

When you apply for an SMS signature as an individual user, we recommend you use the name of your launched application, WeChat Official Account, WeChat Mini Program, or website filed with the MIIT as the signature and provide corresponding certificates.

When creating a signature for self-use, you need to upload the following certificate materials:

| Signature Type | Certificate File   |
|----------------|--|
| App            | You need to upload a <b>screenshot of the application store/market</b> |

|  |   |
|--|---|
|  | <b>backend</b>  |
| Website  | You need to upload a <b>screenshot of the website ICP filing backend</b>  |
| WeChat Official Account or WeChat Mini Program | <p>You need to upload a <b>screenshot of the ownership of the WeChat Official Account or WeChat Mini Program</b>:</p> <p>WeChat Official Account: screenshot of the <b>Account Information &gt; Account Details</b> page</p> <p>WeChat Mini Program: screenshot of the <b>Settings &gt; Basic Settings</b> page</p> |

## How do I apply for an SMS signature if I need to help an enterprise or public institution send SMS messages?

Currently, only enterprises and public institutions are allowed to authorize others to apply for a signature for them. The signature type should be selected as **For unverified entities**, and the following [certificates](#) should be uploaded:

### Note:

Currently, only enterprises and public institutions are allowed to authorize others to apply for a signature for them.

| Signature Type                                 | Certificate File  |
|--|---|
| Company  | <p>You need to upload the <a href="#">authorization letter</a> and one of the following enterprise and public institution certificates <b>of the entity that owns the signature</b>:</p> <p>Three-in-one<br/>Business license<br/>Organization code certificate<br/>Social credit code certificate</p>              |
| App  |   |
| Website  |   |
| WeChat Official Account or WeChat Mini Program |   |
| Trademark                                      | You need to upload the <a href="#">authorization letter</a> and trademark registration certificate  |
| Government/public institution/other            | <p>You need to upload the <a href="#">authorization letter</a> and one of the following <b>enterprise and public institution certificates</b> of the entity that owns the signature:</p> <p>Organization code certificate<br/>Social credit code certificate<br/>Legal person certificate of public institution</p> |

# Template

Last updated : 2024-05-27 10:03:43

## What should I do if an SMS message is rejected with the error "Currently, messages in XX type cannot be send"?

Please check whether the template contains non-compliant content. For more information on the banned industries and content, please see [Body Template Review Standards](#).

## How do I know what types of SMS messages can be sent and what cannot?

Please apply for signatures and templates in compliance with the [signature](#) and [body template](#) review standards.

## How do I enter the template name?

You can enter a template name as needed, and there are no special requirements.

## What should I enter as the template remarks?

If the template content is short, has unclear definition, or has too many variables, you need to add remarks for the use case; otherwise, the review personnel may not be able to confirm the SMS content and use case.

For example, if the template content is `Your verification code is {1}. Please enter it in {2} minutes. If you did not make this request, please contact the customer service at {3}.`, you can enter "Your verification code is 123456. Please enter it 5 minutes. If you did not make this request, please contact the customer service at XXXX." as the template remarks.

## Can I directly enter a link as a template parameter?

You cannot enter links (including short URLs) as a template variable parameter. If required, we recommend you directly use a URL with ICP filing as a constant in the SMS template and use it after the template is approved.

## Is there a limit on the number of SMS templates?

You can have up to 200 SMS templates. You can select different templates to send SMS messages as needed.

## Is there a limit on the number of characters in each variable in an SMS body template?

In an SMS body template created by an individual user, each variable can contain up to 12 characters, and a template cannot contain only variables.

For organizational users, there is no limit on the number of characters in each variable, but a template cannot contain only variables.

For more information, please see [Variable Specifications](#).

## Can I add hyperlinks in SMS content?

Yes. Hyperlinks can be added to both notification and marketing SMS messages. The link address can be a constant only (fixed), and the SMS content needs to be submitted for review and can be sent only after approval. If the SMS content is found violating the Tencent Cloud SMS Service Agreement, your account will be banned.

### How long does it take to review an SMS message application?

Under normal circumstances, the review results will be provided about 2 hours after creating an SMS signature or content template (review time (Beijing time): Monday to Friday: 9:00 - 21:00; Saturday to Sunday: 9:00 - 18:00 (postponed on statutory holidays)).

If you urgently need to use the SMS feature, please [submit a ticket](#), and we will expedite the review.

An approved body template does not necessarily mean that messages will be successfully delivered (as ISPs also have sampling-based review mechanisms). If your SMS message fails to be sent, please [submit a ticket](#) for assistance.

### What should I do if the number of characters in an SMS template variable exceeds the limit?

For individual users, a template variable currently can contain up to 12 characters. If the limit is exceeded, we recommend you upgrade to organizational user.

### What is the format of the curly brackets in template variables? How do I enter variables?

Please use `{digit}` as variables in the order of `{1}`, `{2}`, and so on.

For example, `Your verification code is {1}, which is valid for {2} minutes and should not be disclosed to others. If you did not make this request, please ignore this message.`

### Can I modify an SMS template?

Approved templates cannot be modified. If needed, you can submit a new one for review. Templates that are being reviewed or have been rejected can be modified.

### Can I use variables in an SMS body template?

Variable content (such as name, date, and verification code) in an SMS template can be replaced with a variable parameter `{1}`. If there are multiple variables, you need to enter them starting from 1; however, a template cannot contain only variables.

### My SMS body template did not pass the review, and I was prompted to add "Reply "TD" to unsubscribe". Why did this happen?

A body template for marketing SMS messages must contain the unsubscribe method so as to allow recipients to reply "TD", "T", or "N" to unsubscribe; otherwise, the messages may be blocked by ISPs.

# Message Content

Last updated : 2024-01-18 16:28:52

## How do I know what types of SMS messages can be sent and what cannot?

Please apply for signatures and templates in compliance with application specifications.

## Can I send marketing SMS messages if I am an individual user?

Individual users cannot send marketing SMS messages.

## Who can send marketing SMS messages?

Only organizational users can send marketing SMS messages, and they can only send membership marketing SMS messages.

## What is the difference between marketing SMS and notification SMS?

Whether an SMS message is a marketing or regular one depends on the nature of the message. For more information, please see [Glossary](#).

## Can I send website links?

You can send text that contains an URL, but the URL must be entered in the body template and can be opened for review.

## Can I send SMS messages offering loans?

No, you cannot send SMS messages offering loans.

## Can I send SMS messages about job interviews?

No, you cannot send SMS messages about job interviews or recruitment.

## Can I send SMS messages demanding payments?

You cannot send SMS messages offering loans or demanding payments.

## Can I send SMS messages offering home decor services?

Carriers do not allow you to send SMS messages offering home decor services.

## Can I send SMS messages that invite recipients to WeChat groups?

No, you cannot send SMS messages that ask recipients to follow WeChat/QQ accounts or invite them to groups.

## Can I send marketing SMS messages involving educational services (such as enrollment)?

Carriers do not allow you to send marketing SMS messages involving educational services.

**Can I send SMS messages that contain links to loan apps?**

No, you cannot send SMS messages that offer loans; otherwise, your account will be banned.

**Can I send SMS messages that contain information about rebates or VIP membership?**

No, you cannot send SMS messages that contain information about rebates.

**My application for marketing SMS message is rejected as it contains text designed to acquire new customers. What does "acquire new customers" mean?**

It refers to sending marketing SMS messages to users who have not purchased a product and have not signed up for membership. Due to a lot of complaints, SMS messages designed to acquire new customers cannot be sent.

**Does the Tencent Cloud SMS service support sending MMS?**

No.

# Others

Last updated : 2024-01-18 16:28:52

## What should I do if a user fails to receive an SMS message?

Log in to the [SMS console](#) and select **Business Statistics** > **Global SMS** > **Message Records** to view the **Sending Status** and **Remarks** for the mobile number.

If the **Sending Status** is "Failed", you can troubleshoot the issue based on the cause as described in **Remarks**. The cause may be that the request has hit the rate limit control policy, the SMS message format is incorrect, or the mobile number has been blocked due to unsubscription.

If the **Sending Status** is "Succeeded", but an error code is displayed in **Remarks**, please troubleshoot the issue based on the specific [error code](#).

If the **Sending Status** is "Succeeded" and the **Remarks** display that "The user has successfully received the message", but the user actually has not, you can troubleshoot the issue by following the steps below:

The mobile phone has been powered off or the mobile number has run out of credit or is out of service: check the status of the mobile phone/number, such as by dialing the number.

The mobile number is blocked: check whether the user has complained to the carrier or unsubscribed from the service.

The mobile phone cannot receive SMS messages because it has not been powered off for a long period of time: try restarting the mobile phone.

The mobile phone cannot receive SMS messages due to poor reception: check the reception and try restarting the mobile phone if necessary.

The mobile phone's SMS inbox is full: try deleting unwanted messages.

The mobile phone cannot receive SMS messages due to a settings or hardware issue: try changing the settings or removing the SIM card and inserting it into another mobile phone for testing (if the mobile phone is a dual SIM phone, try removing the SIM card and inserting it into the other card slot for testing).

The message has been blocked by the system/software in the mobile phone: check the blocklist.

If the problem persists, please [submit a ticket](#).

## What should I do if it takes a long time to call an API?

If you find that it takes a long time to call a Tencent Cloud SMS API, you can troubleshoot the issue in the following steps:

1. Run the `dig yun.tim.qq.com` command to check whether a private DNS is used, and if so, select a nearby Tencent Cloud SMS IP from the same carrier to configure the host and check whether the issue is fixed.

If the issue is fixed, the cause may be that the DNS resolution is stuck or there is a latency caused by cross-region or cross-carrier access. You are recommended to use a DNS proxy or set up a public DNS server.

If the issue persists, please follow [step 2](#).

2. Check which connection mode is used and whether a connection pool is used.

If a single persistent connection is used, according to the HTTP request/response model, if a request gets stuck, subsequent requests on the connection will be affected. The "persistent connection + connection pool" model is recommended.

If a non-persistent connection is used, run `netstat` to check whether the number of local connections has reached the upper limit, and if so, the "persistent connection + connection pool" model is recommended.

Run `netstat` to check or run `tcpdump` to capture packets to check whether there is a heap of connected Recv-Q and Send-Q, and if so, the "persistent connection + connection pool" model is recommended.

If no requests are sent over a connection for a long period of time (90 seconds), in order to prevent the intermediate network device from repossessing the connection, the requester is recommended to close the connection and establish a connection again when initiating a new request and there are not enough connections in the connection pool.

## Why does it take a long time for a user to receive an SMS message?

1. View the request sent time recorded in the local system and the SMS message sent time recorded in the console and calculate the difference between them.

If the difference is large (such as approximately or even more than 10 minutes), the cause may be that there is a delay in the API call. Please fix the issue by referring to [What should I do if it takes a long time to call an API?](#)

If the difference is small, please follow [step 2](#).

2. Check the **Sending Time** and **Status Report Time** for the SMS message and calculate the difference between them.

If the difference is large (such as more than 10 seconds for regular SMS or more than 5 minutes for marketing SMS), the cause may be that the SMS message is under review as it contains sensitive words, the mobile phone reception is poor, or the mobile number is in an exceptional state (for example, it has run out of credit or is out of service).

If the difference is small, the cause may be that the mobile phone reception is poor or the mobile phone is in an exceptional state (for example, it has been powered off).

3. If the problem persists, please [submit a ticket](#).

## What is a mobile number blocklist?

Currently, there are blocklists in the following types:

Unsubscribed user list. After an user replies "T", "N", "TD", "Unsubscribe", "QX", or "0000" (case-insensitive) to unsubscribe, the system will put the user's mobile number on the blocklist after receipt of the reply. When an SMS message is sent again, "Failed to send" will be returned, with remarks "1015 The mobile number is blocked", and the user will be unable to receive the message.

You can log in to the [SMS console](#), select **General Management > Unsubscribed Users**, and submit an application for cancellation of the unsubscription, which will take effect upon approval.

Carrier's blocklist. This type of users is blocked by the carrier for different reasons. When an SMS message is sent, "Sent successfully" will be returned, but the message may not be received by the user because it is blocked by the carrier's gateway or for other reasons.



## What should I do if error 1004 is returned?

When you call a Tencent Cloud SMS API to send an SMS message, if the response packet returns error 1004, you can troubleshoot the issue in the following steps:

1. Check whether the sent request is in standard JSON format. We recommend you search for a JSON format checker on the internet to identify the issue; for example, single quotation marks are used as double quotation marks by mistake, but double quotation marks should be used for standard JSON format.
2. Check whether the parameter names are correct.
3. Check whether the field types of the request are the same as those as described in the [API documentation](#). For example, JSON strings and JSON integers are incorrectly used (e.g., `{"Name": "Tom", "Age": 23}`), where "Name" should be a JSON string, while "Age" a JSON integer).
4. Check whether the field values of the request are within the value ranges as described in the API documentation. For example, the `international` field can only take a value of 0 or 1.
5. Check whether the API call is initiated as described in the API documentation. For example, when you call the API for sending bulk messages, you should not use the body for sending a message to a single recipient.
6. If the problem persists, please [submit a ticket](#).

## What should I do if error 1014 is returned?

When you call a Tencent Cloud SMS API to send an SMS message, if the response packet returns error 1014, you can troubleshoot the issue in the following steps:

1. Check whether the content template applied for is correctly formatted. For example, the "{}" in the content template should be English brackets, and the numbers in the brackets should start from 1, i.e., {1}, {2}, and so on.
2. Check whether the template contains variable values, and if so, you need to pass in the variables when sending the message. If multiple variable values are set in the template, you also need to pass in multiple variables when sending the message.
3. Check whether the corresponding template has been approved.
4. Check whether the value of the `type` parameter in the request packet is the same as the type of the content template applied for (0 indicates regular SMS, while 1 indicates marketing SMS).
5. Check whether the request content is in the same format as the content template applied for. For example, **a mismatch may occur due to invisible characters such as spaces**.
6. If the content contains Chinese characters, please make sure that they need to be encoded in UTF-8.
7. A Chinese mainland SMS template can only be used for sending messages to mobile numbers in the Chinese mainland, while a Global SMS template can only be used for sending messages to mobile numbers outside the Chinese mainland.
8. If the problem persists, please [submit a ticket](#).

## What should I do if error 1016 is returned?

When you call a Tencent Cloud SMS API to send an SMS message, if the response packet returns error 1016, you can troubleshoot the issue in the following steps:

1. Check whether the `AppID` and `AppKey` are correct.
2. Check whether the mobile number is in the correct format. **A correct mobile number should not contain spaces.**
3. Check whether the field names are correct.

### What should I do if error 60008 is returned?

When you call a Tencent Cloud SMS API to send an SMS message, if the response packet returns error 60008, you can troubleshoot the issue in the following steps:

1. If error code 60008 is returned within one second in response to the request, please check whether the request is in standard HTTP format.
2. Check whether the URL and body format of the request match the API.
3. Check whether the `Content-Type` of the request is the same as that of the body ( `Content-Type: application/json; charset=utf-8` for SMS).
4. Check the DNS configuration to ensure that a public DNS server is used.
5. An HTTP persistent connection and a connection pool are recommended to improve network quality.
6. If the problem persists, please [submit a ticket](#).

### What should I do if error 1001 (sig verification failed) is returned?

When you call a Tencent Cloud SMS API to send an SMS message, if the response packet returns error 1001, you can troubleshoot the issue in the following steps:

1. Check whether the random number generated by `sig` is the same as that in the URL.
2. Check whether the `SDK AppID` (starting with 1400) and `AppKey` in the code are correct.
3. Check whether the code used is the same as the sample code and the `sig` pseudo-code generated from the parameters is consistent.

### How do I get the SMS API SecretId and SecretKey?

1. Log in to the Tencent Cloud console.
2. Go to the [Manage API Key](#) console page.
3. On the **Manage API Key** page, click **Create Key** to create a key pair.

**SecretId:** identifies the user that calls an API, which is similar to a username.

**SecretKey:** authenticates the user that calls the API, which is similar to a password.

#### Note:

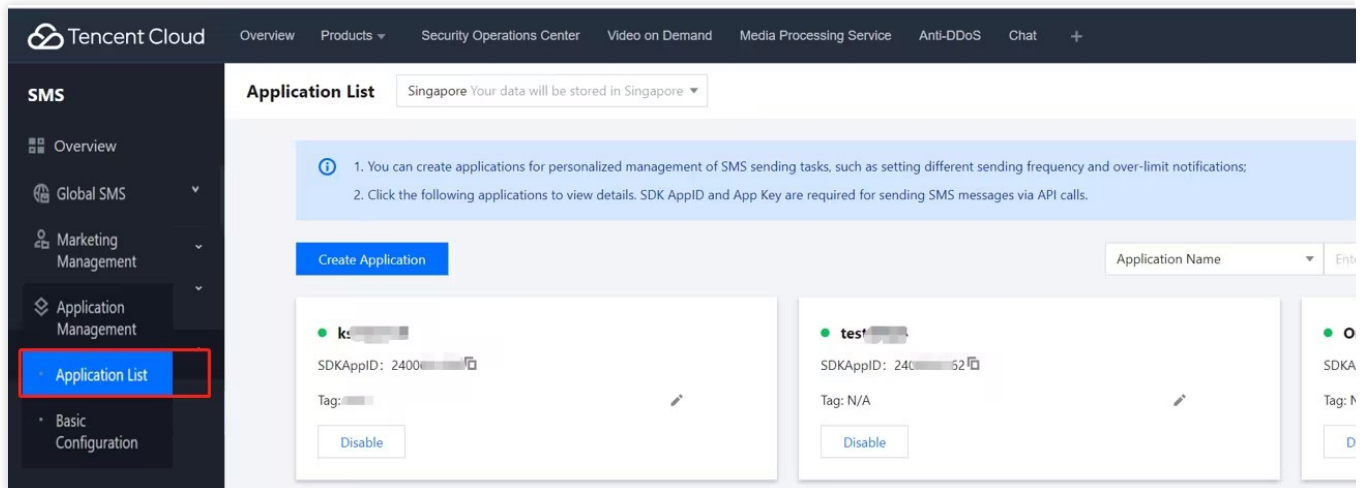
You must keep your security credentials private and avoid disclosure; otherwise, your assets may be compromised. If they are disclosed, please disable them as soon as possible.

SMS `SecretId` and `AccessKey ID` are the same.

## How do I get the SMS SDK AppID and AppKey?

The `SDK AppID` and `AppKey` are the application access account and key granted by Tencent Cloud when you apply for a new application. You can view them after you successfully create the application.

**SDK AppID:** the unique ID of a Tencent Cloud SMS application as shown below:



**AppKey:** the password used to verify the validity of an SMS delivery request, which can ensure the reliability of the application source under certain technical conditions.

## Can the recipient reply to a Tencent Cloud SMS message? Is there a time limit for doing so?

The recipient must reply within 72 hours, and the reply can be viewed.

## Can I view or receive user replies?

Yes, and no additional fees will be charged for SMS replies. Replies can be viewed in the [Reply Records](#) section in the console or obtained by setting the callback address.

## What is the number used to send SMS messages after I activate Tencent Cloud SMS?

For Global SMS: no numbers but only Qsms or Qcloud will be displayed.

## Can I send different SMS messages to different mobiles numbers at the same time?

You can send different SMS messages to different mobile numbers by calling the API for sending a message to a single recipient in multiple processes.

## What should I do if I cannot troubleshoot the issue that occurs while sending an SMS message?

You can [submit a ticket](#) for assistance.

## The application has been approved, but an SMS message fails to be sent, and the record indicates that it contains sensitive words. Why?

The vocabulary of sensitive words is provided by the carrier. You can [submit a ticket](#) and provide the mobile number to which the message fails to be sent. A customer service agent will communicate with the carrier to fix the issue.

## Will each SMS message be reviewed after the SMS signature and body have been approved?

Individual users must obtain approval first before using the console to send SMS messages and are recommended to verify organizational identities.

## I sent an SMS message to a mobile number, but the message was not received, and the mobile number cannot be found in the console. What should I do?

If the message was sent through the console, you are recommended to check whether the mobile number in the sent file contains any extra characters, and if so, delete them.

If the message was sent through the API, you are recommended to check whether the request has been properly sent to Tencent Cloud and whether any response has been returned.

## Can I use a server outside the Chinese mainland to send SMS messages?

A server outside the Chinese mainland can be used to call an API to send SMS messages, and the domain name can be resolved nearby. You can use the `curl` API for testing first.

## Can I send bulk SMS?

Yes, you can send an SMS message to up to 200 mobile numbers at a time by calling the [SendSms API](#) or up to 100,000 mobile numbers through the console.

## Is number deduplication supported?

When you import numbers into the console, the platform will automatically deduplicate the batch of numbers with the same attributes.

In one SMS delivery request, the platform will check whether the recipient numbers of the same message content are duplicated and deliver the message only once for duplicated numbers.

## Are invoices available?

If you need an invoice, you can apply for it on the **Invoice** page in the [Billing Center console](#).

## Why does the number contain asterisks when I preview an SMS message? For example,

`Dear customer, your top-up payment of 1**2 USD has been credited to your account. Please check it in the system! .`

The console will encrypt numbers for storage, so numbers will contain asterisks when being previewed, but SMS messages received by users will be fully displayed.

### **What are the country/region codes?**

For more information on the country/region codes, please see [Pricing](#).