

## Information about SMS Errors Report

Below are some examples of SMS Error messages you might receive:

**ERROR - The destination number is unable to receive this message most likely because the destination number is a landline.**

This error is self-explanatory. The number listed in the account for SMS is actually a landline and cannot receive texts. Update Workflows appropriately so that SMS are not being directed to this number by changing their usercat3 to UPDATE if you don't know what type of notice they wish to receive. If they have an email in their record, change it to EMAIL. Once you have done that, update the SMS Errors file in the column Library Fixed?.

**ERROR - The destination number you are trying to reach is unknown and may no longer exist.**

This message could mean that the phone number provided was entered incorrectly or perhaps the patron got a new phone number and didn't make an update with the library. Follow your library's procedures for updating the patron's account accordingly and make a note in the column Library Fixed?.

**ERROR - The destination handset you are trying to reach is switched off or otherwise unavailable.**

The patron's phone number could be valid, but the phone is turned off. Give this error time to work its way through because the problem could solve itself when the patron turns the phone back on. If it shows up a few times, work with the patron to set up another method for receiving messages. Update the Library Fixed? column.

**ERROR - The destination number you are trying to reach is blocked from receiving this message; e.g., due to blacklisting.**

The patron may have not recognized the number and blocked messages from arriving to the phone. To unblock a number on iPhone, click Settings; scroll down and tap Phone; scroll down to Blocked Contacts, and tap that field - you'll see a list of all contacts you have blocked. Swipe left on a contact to unblock it. To unblock a number on an Android phone, open the Phone app; tap the More icon, which looks like three vertical dots in the upper right corner; tap Settings > Blocked Numbers; tap the X or horizontal red line next to the contact you want to unblock; select Unblock. Work with the patron to set up another method for receiving messages. Update the Library Fixed? column.

**ERROR - 3 failed attempts to send message to Twilio. Final exception: To number: +495085428699, is not a mobile number**

This is most likely a landline so it cannot receive text messages. Follow library procedure for updating patron contact method and update the Library Fixed? column.

**ERR\_PH\_NUM - The destination number was not formatted properly for the region code US, for example the area code was not recognized as valid.**

Double check the number as it is listed in WorkFlows. Often, this message means that the phone number is missing one digit, or the area code was entered incorrectly. It could also be that the country in the SMS settings is not set to the United States. Follow your library's procedures for correcting patron contact information. Update the Library Fixed? column.