

Remove Open Measurement for Mobile Text Sends

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Applies To: ■ PoliteMail Desktop ■ PoliteMail Online ■ PMUA ■ PoliteMail M365

Version: ■ 4.9 ■ 5.0 ■ 5.1+

To send to a mobile device in PoliteMail 5.0, you can either add the numbers manually to the To: field, or with the recipients' phone numbers and their service providers. In PoliteMail version 4.9, a distribution list must be created. You may need to work with your IT team to collect that data.

Once the information is obtained, the recipient's phone number becomes their email address, while the at (@) address varies from carrier to carrier. Here are the major cell phone service providers:

- **Alltel:** *phonenumber@message.alltel.com*
- **AT&T:** *phonenumber@txt.att.net*
- **T-Mobile:** *phonenumber@tmomail.net*
- **Virgin Mobile:** *phonenumber@vmobl.com*
- **Sprint:** *phonenumber@messaging.sprintpcs.com*
- **Verizon:** *phonenumber@vtext.com*
- **Nextel:** *phonenumber@messaging.nextel.com*
- **US Cellular:** *phonenumber@mms.uscc.net*

Example: 207-867-5309 through AT&T would be added as 2078675309@txt.att.net

To remove the measurement beacon of the email while still measuring the content of the message, follow the steps below.

To Disable Open Measurement

1. Go to **Outlook > New Email > PoliteMail Flag** to **Disable Open Measurement**. Note in version 4.9 this is called 'Tracking'.
2. Select **Advanced** and then **Disable Open Measurement** (Remove Open Tracking in version 4.9) from the drop-down menu.
3. Compose the message (150 characters or less) and send to your *mobile-specific* DL with the recipients' mobile information.

NOTE: The metrics will only show the numbers for **Open** and **Click Through**. All of the opens will be recorded as mobile devices.

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