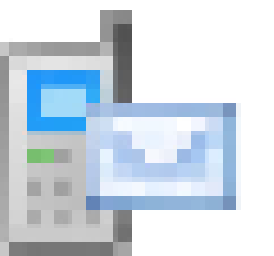


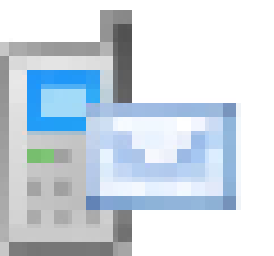
USER GUIDE

SETTING UP AND USING THE WEB SMS SYSTEM



QUICK START

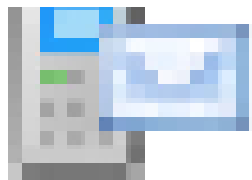
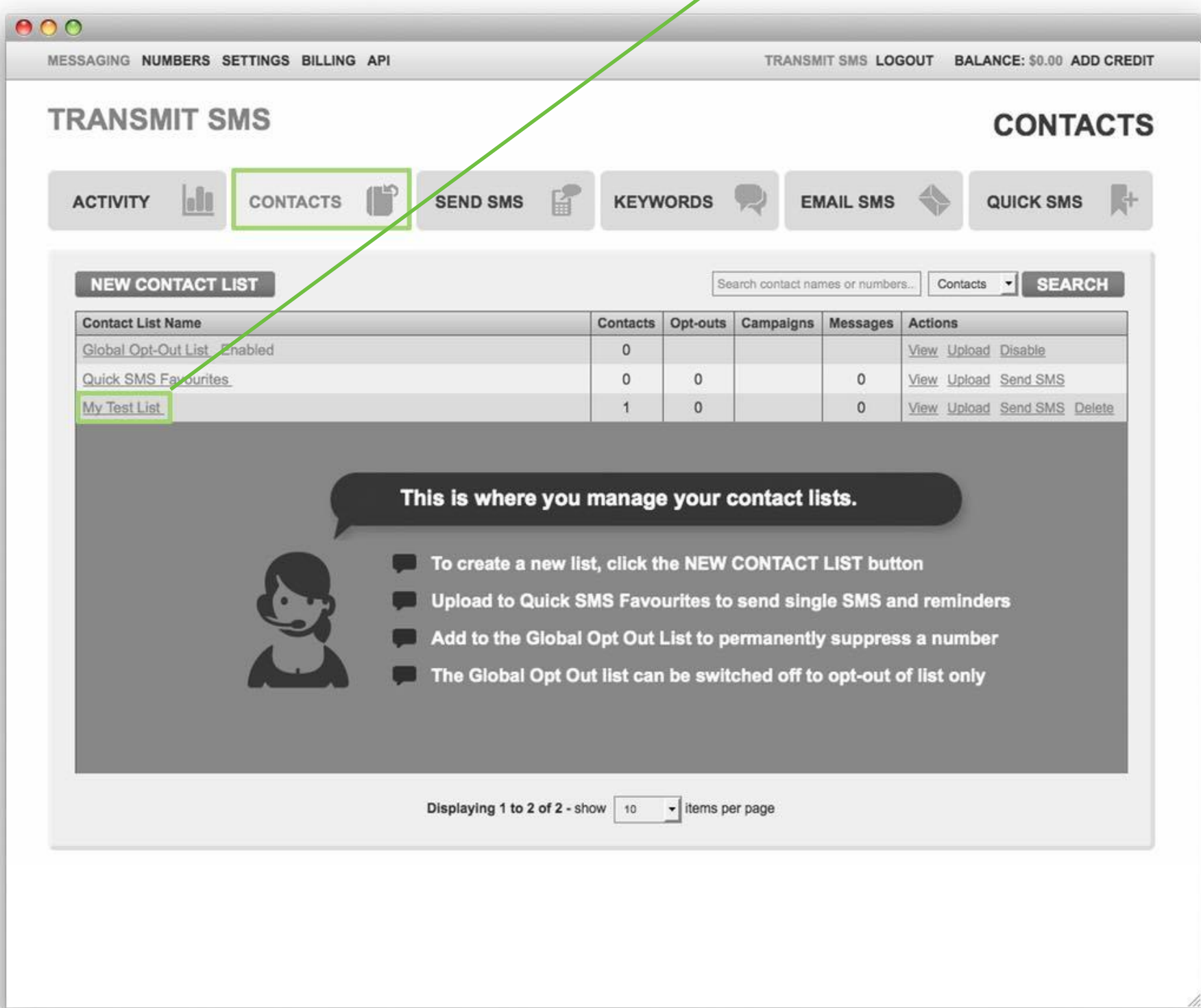
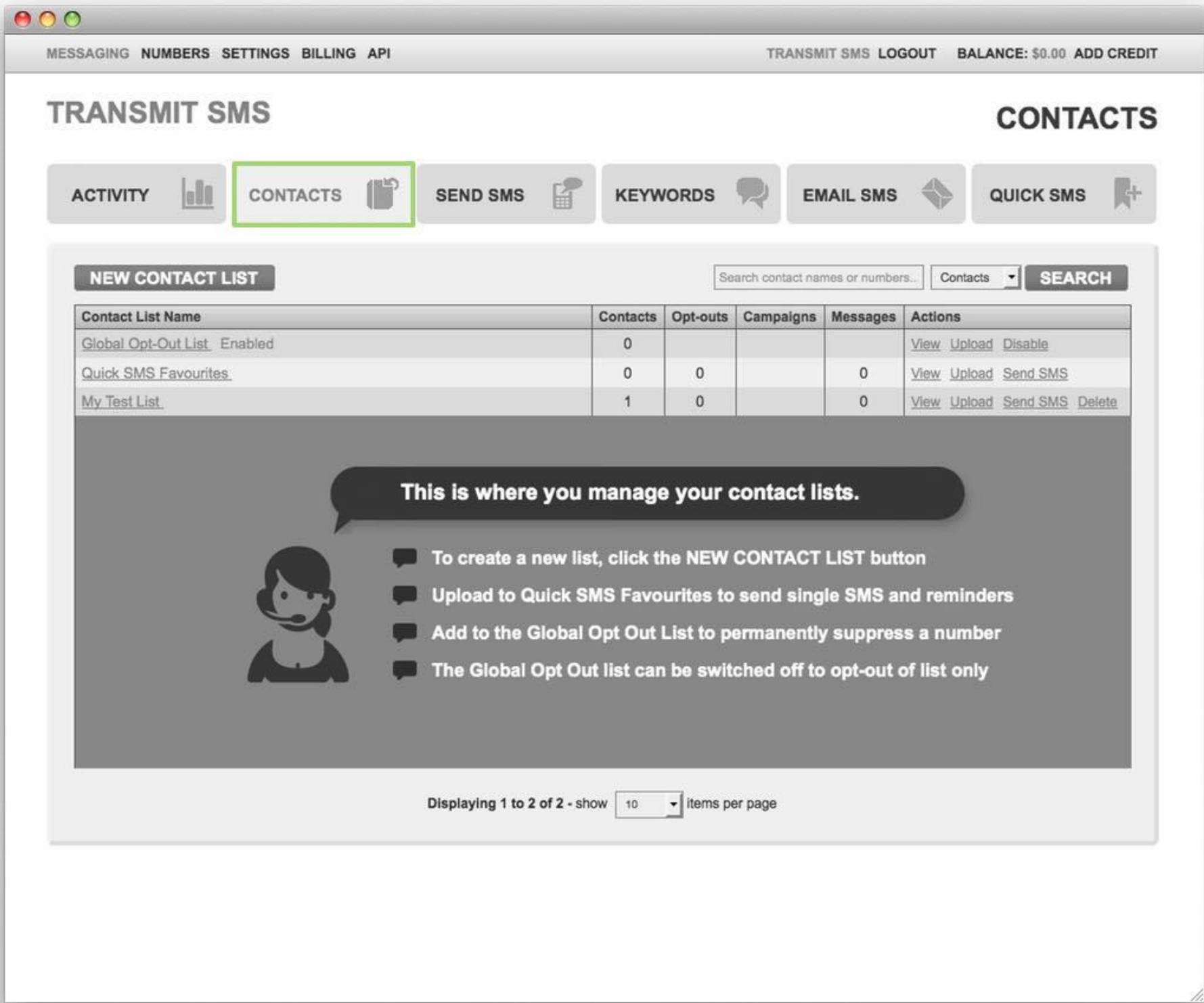
1. Click the **CONTACTS** button
2. Click **NEW LIST**
3. Click **UPLOAD CONTACTS**
4. Click **SEND SMS** button
5. Create your campaign and click **NEXT**
6. Click **SEND**



ADDING CONTACTS

1. Click on the **CONTACTS** button

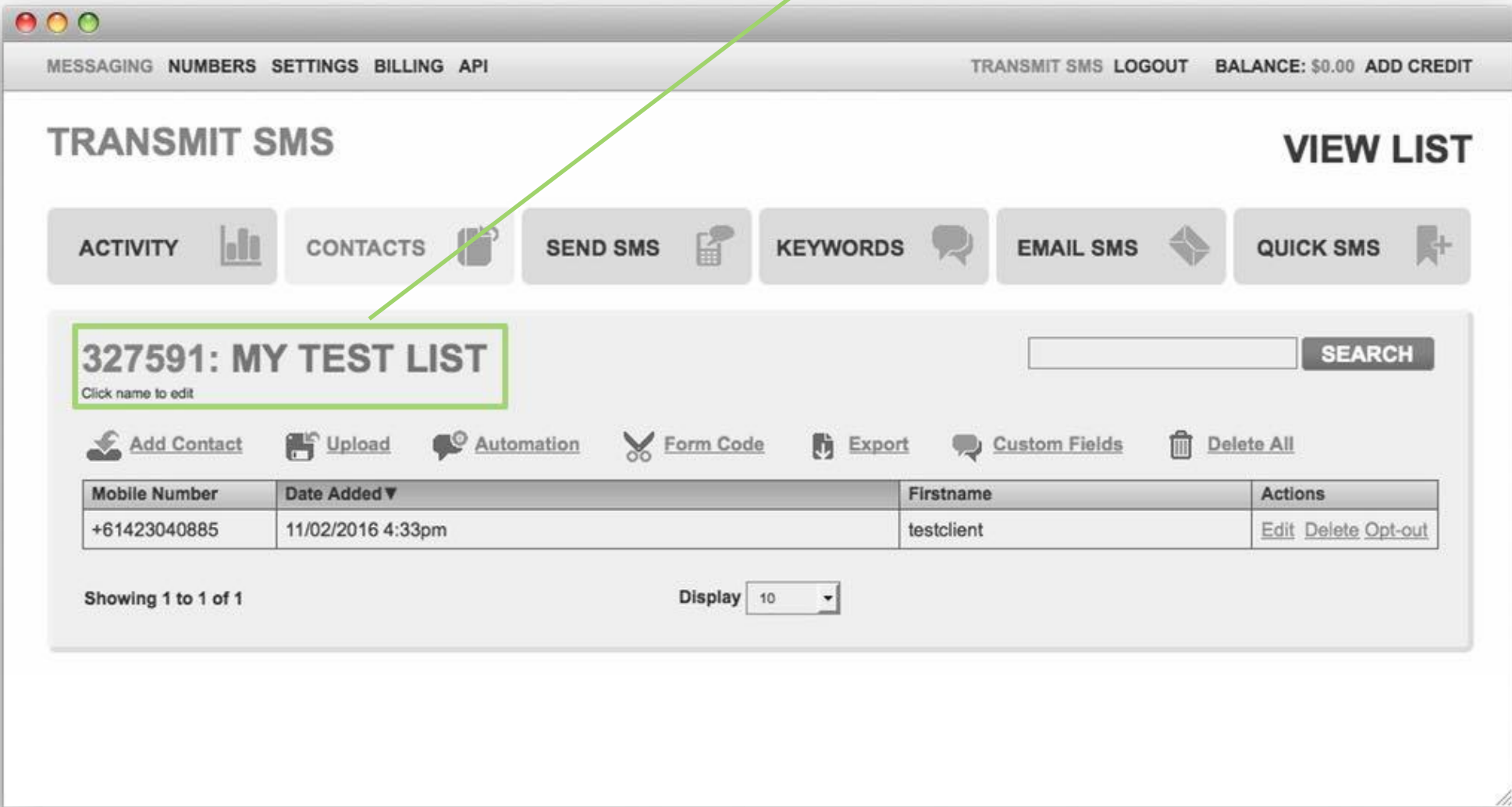
2. We have created a test list for you. Click the **MY TEST LIST** link



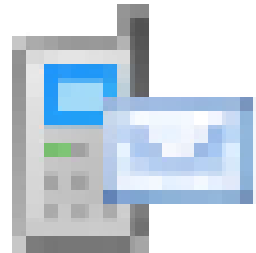
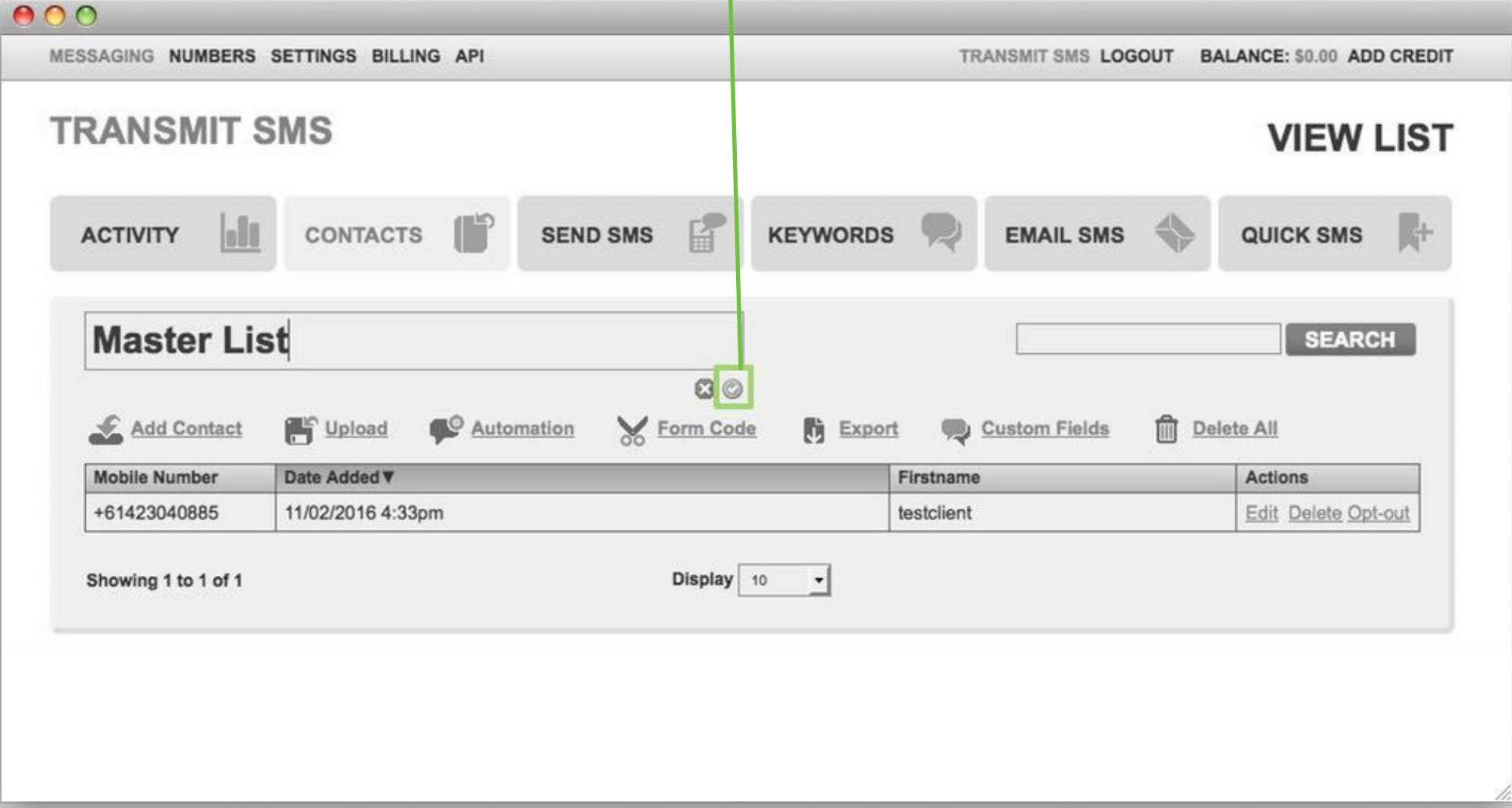
ADDING CONTACTS

RE-NAME A LIST

3. Edit the name of the list by clicking on **MY TEST LIST**



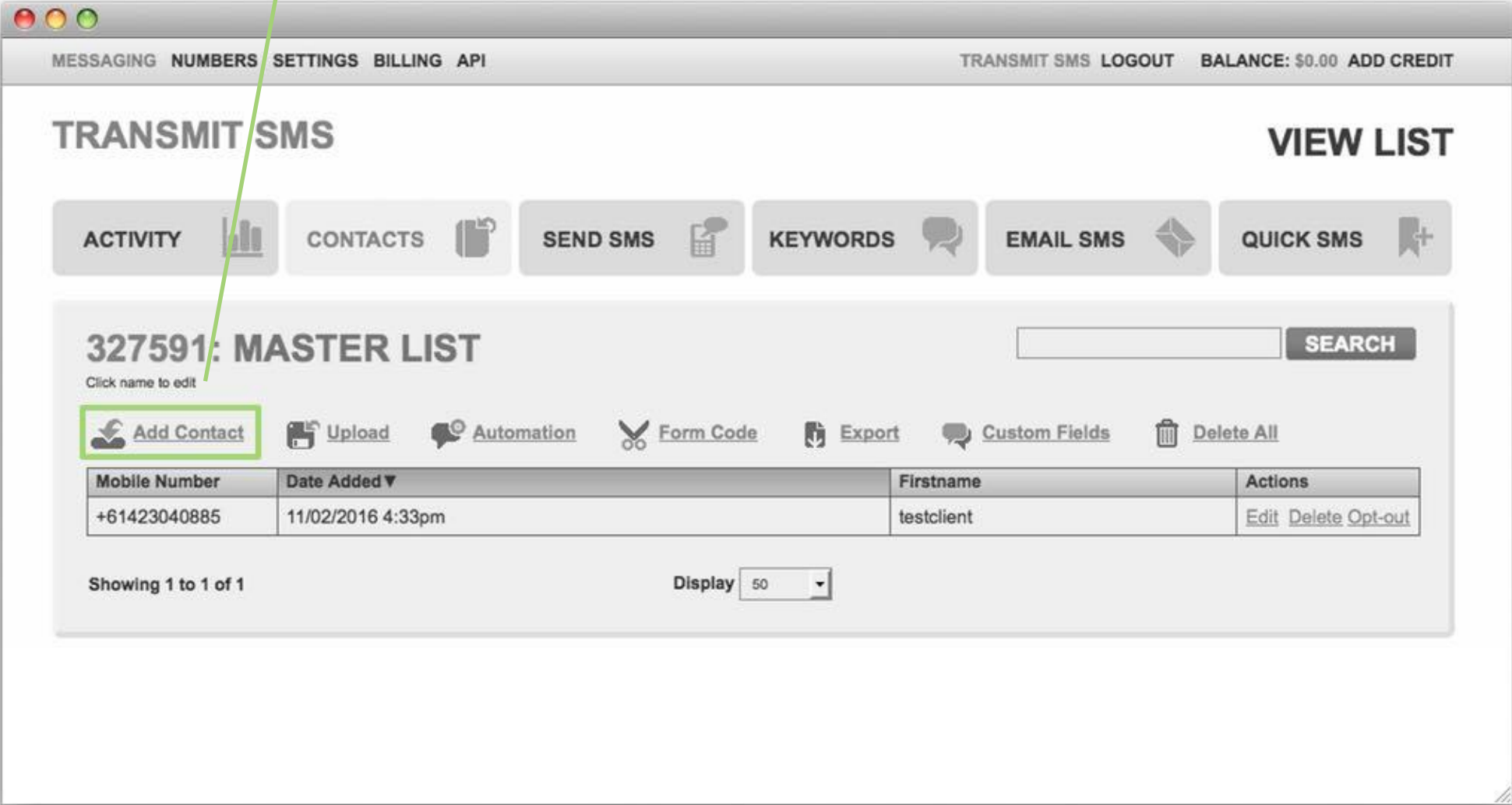
4. Enter your list name and click the **GREEN TICK** button



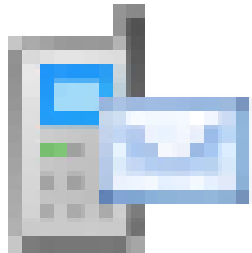
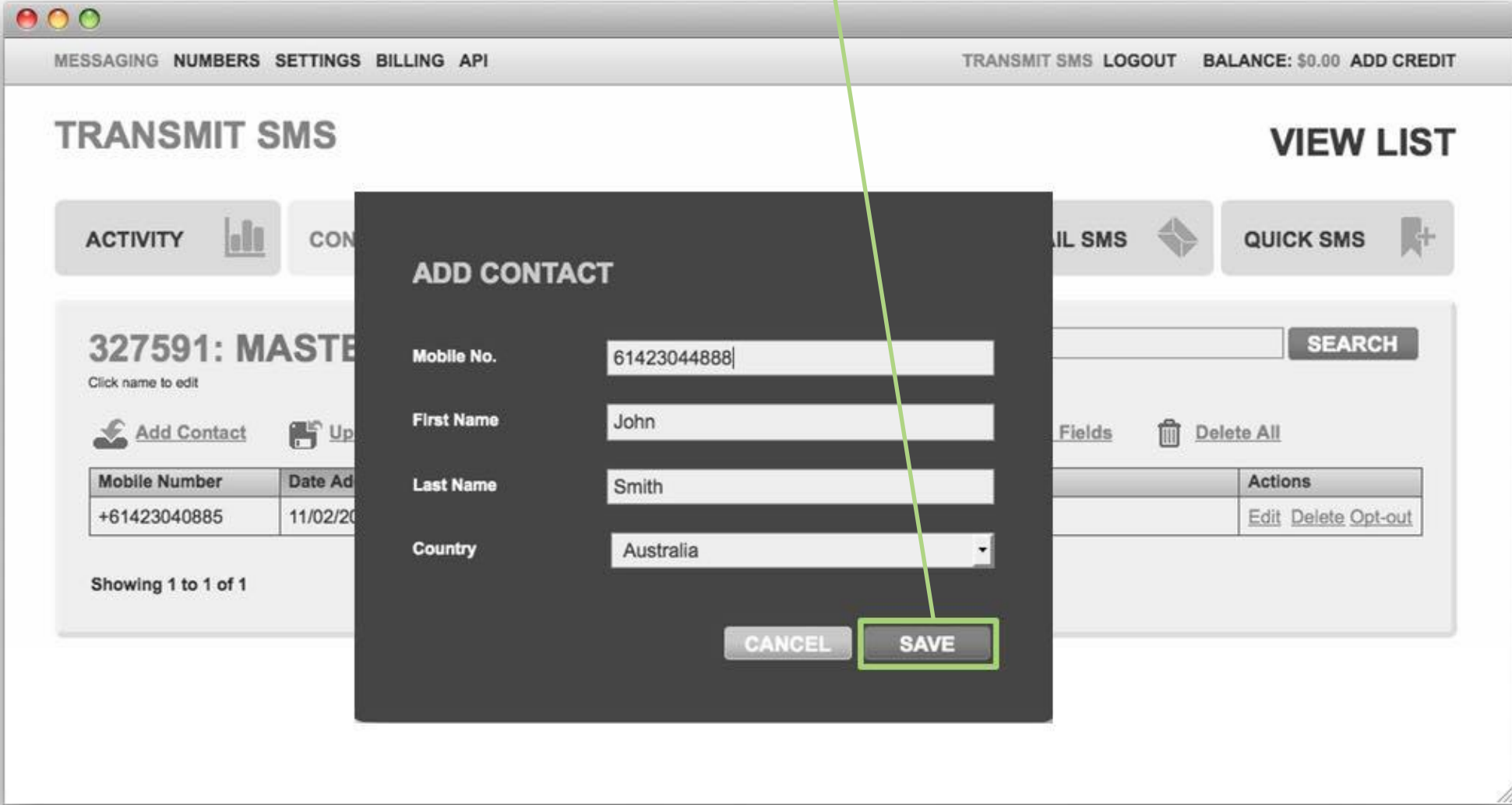
ADDING CONTACTS

ADD A SINGLE RECIPIENT

5. Click the **ADD CONTACT** link



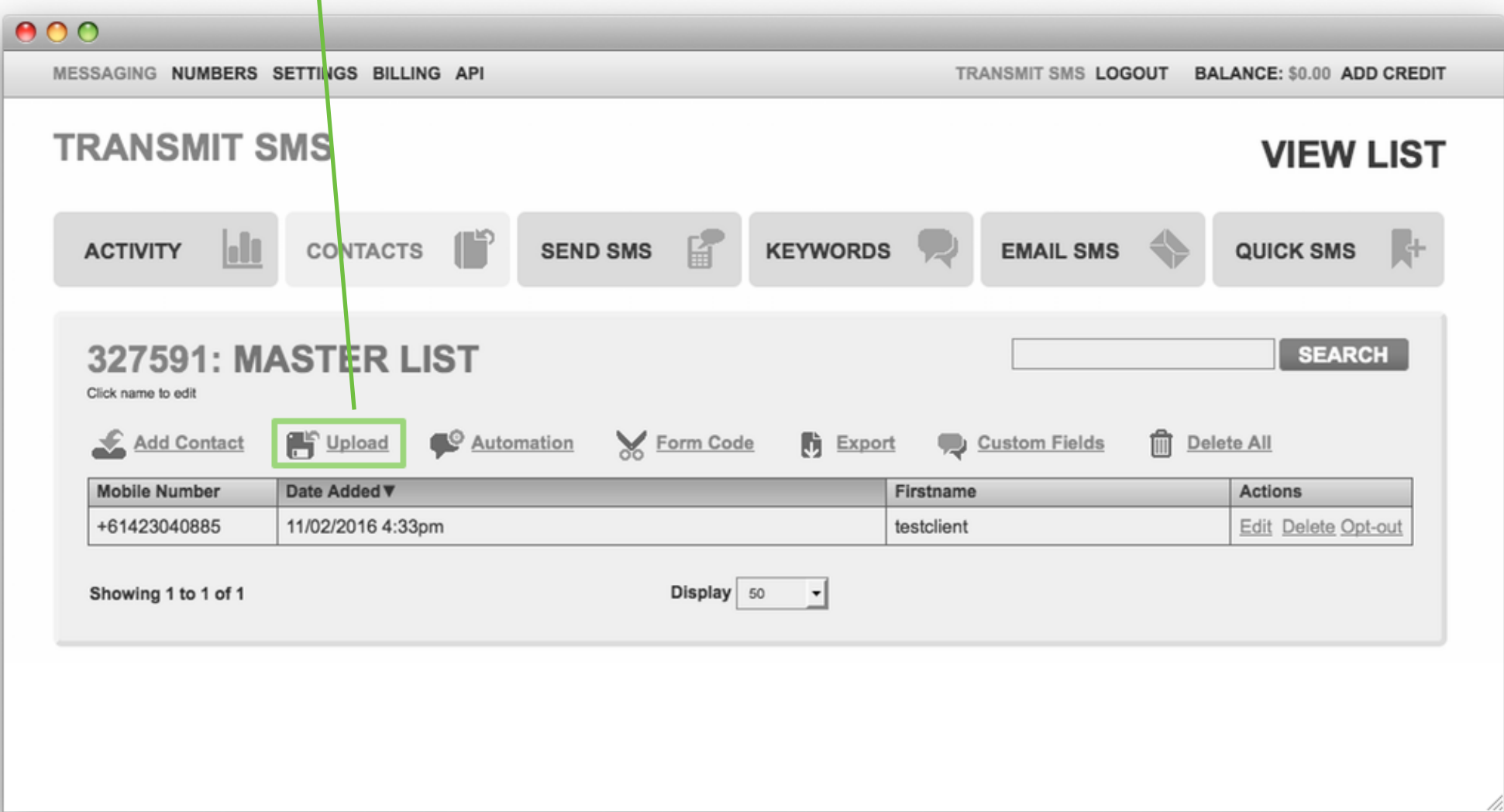
6. Enter the contact details and click on the **SAVE** button



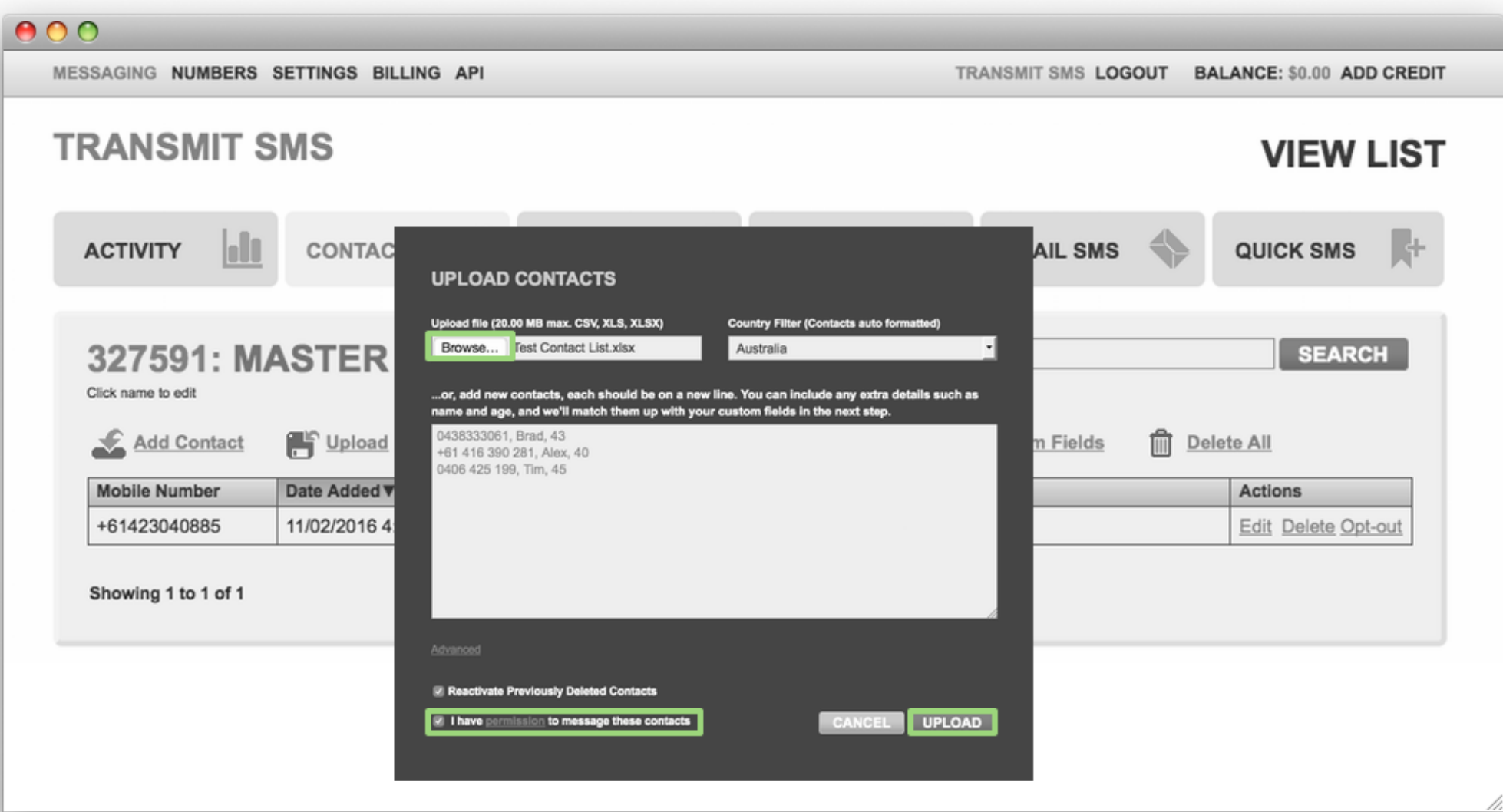
ADDING CONTACTS

UPLOAD A FILE

7. Click the **UPLOAD** link



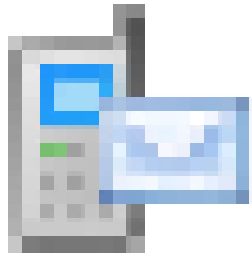
8. Click the **BROWSE** button to find your file then select ‘I have permission to message these contacts’ and then click on **UPLOAD**



FILE FORMATS You can upload in CSV, XLS, XLSX formats. The file must be 16.00MB or less. The less superfluous data in a file the better. You can also upload data directly to custom fields in your list.

SELECTING A COUNTRY By default your destination country will be selected, uploading with this set will filter all the numbers and format them correctly.

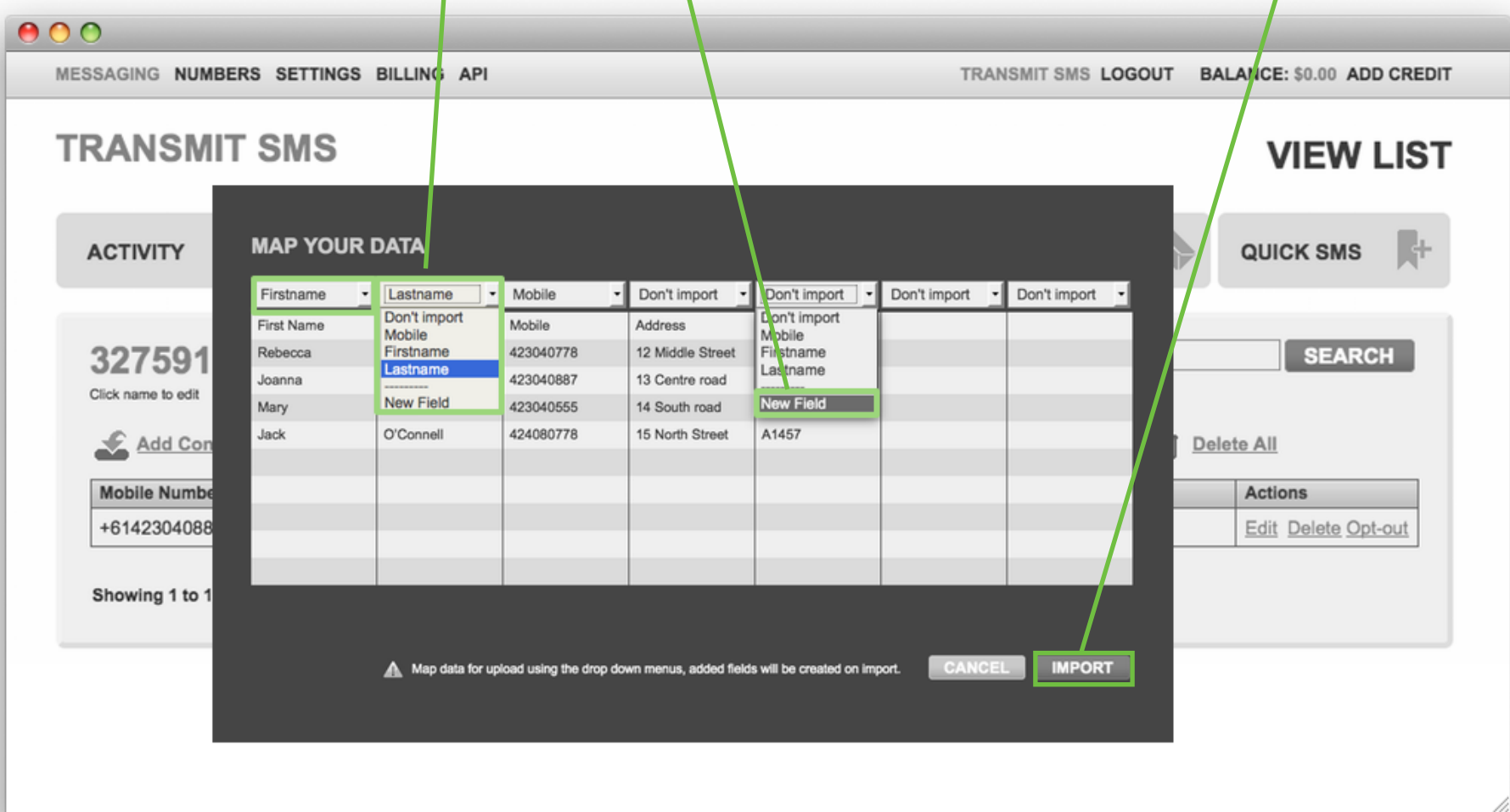
If you are sending to multiple countries in one send you must make sure that you select international format then ensure your numbers are all internationally formatted correctly with the country code. (eg. 61439456789, 447891234567)



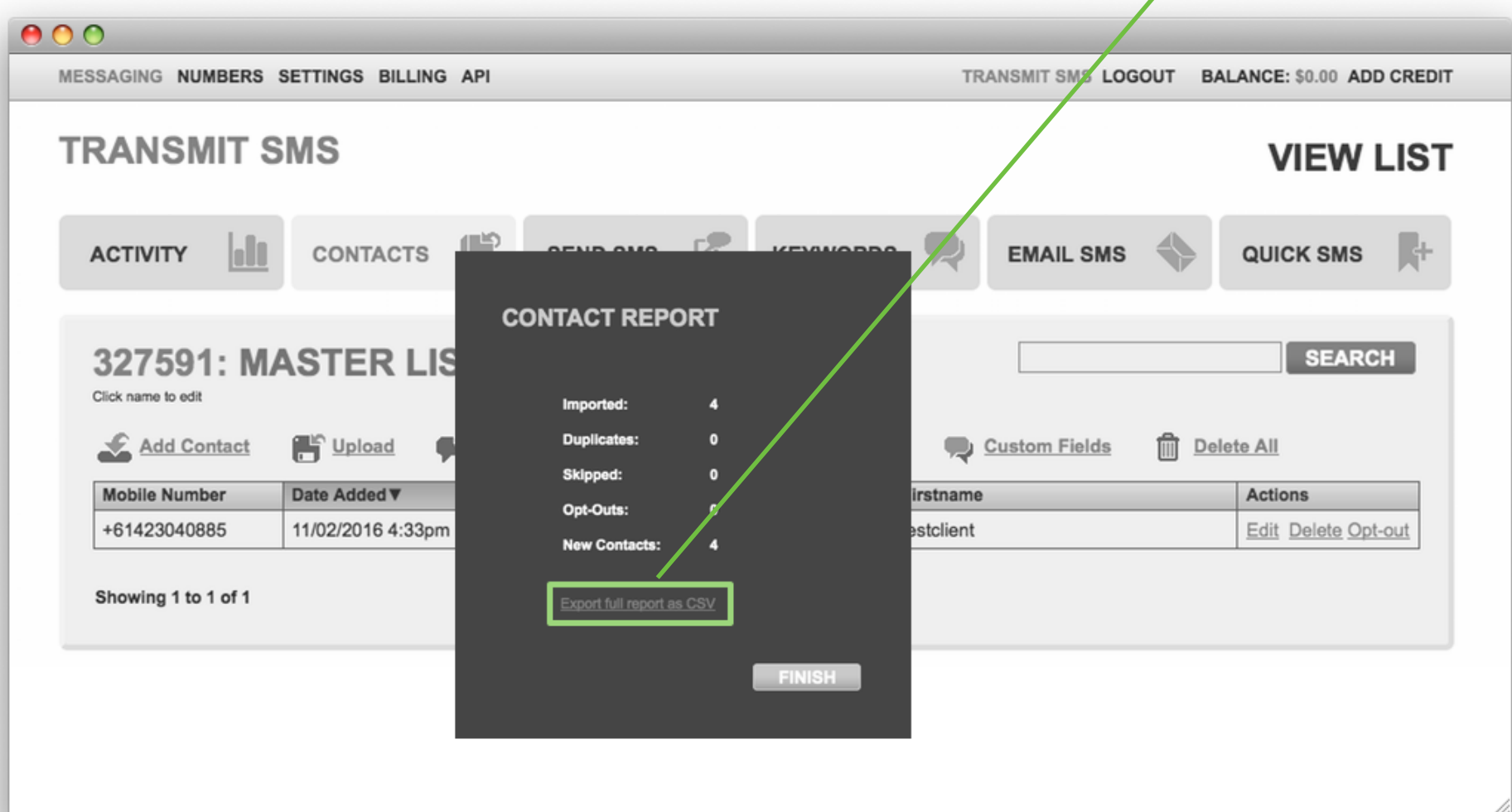
ADDING CONTACTS

UPLOAD A FILE

9. Preview your numbers, **MAP** and **NAME** fields, If you are happy click **IMPORT**



10. After upload you can view a report of what was imported and **EXPORT** as a file



CORRECTLY FORMATTED .CSV FILES should have records in the format.

“Mobile”, “Firstname”, “Lastname”

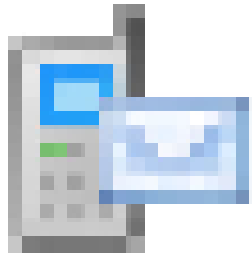
“61403456789”, “John”, “Smith”

“61409876543”, “Peter”, “Jones”

“61406789123”, “Charles”, “Anderson”

If a number already exists in the contact list, or is repeated in the file, it will be ignored and marked as a Duplicate. Similarly if a number has previously been opted out, it will also be ignored and marked as Opt-Out.

Lastly, if a number is in an incorrect format that can’t be automatically recovered (such as an email address, too short or too longer number sequence), these will be skipped.



ADDING CONTACTS

VIEWING AND SORTING CONTACTS

11. Your list will now import showing you all contacts. You can sort your contacts by import date, name or number order by **CLICKING THE COLUMN HEADERS** at the top of each columns.

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$0.00ADD CREDIT

TRANSMIT SMSVIEW LIST

ACTIVITYCONTACTSEND SMSKEYWORDSEMAIL SMSQUICK SMS

327591: MASTER LIST

Click name to edit

Add ContactUploadAutomationForm CodeExportCustom FieldsDelete All

Mobile Number	Date Added ▼	Firstname	Lastname	Custom Field 1	Actions
+61423040885	22/02/2016 10:31am	Lisa	Jones	C987	Edit Delete Opt-out
+61423044888	22/02/2016 10:28am	John	Smith	C478	Edit Delete Opt-out
+61424080778	22/02/2016 10:28am	Jack	O'Connell	B478	Edit Delete Opt-out
+61423040887	22/02/2016 10:28am	Joanna	Smith	B548	Edit Delete Opt-out
+61423040778	22/02/2016 10:28am	Rebecca	Jones	A254	Edit Delete Opt-out
+61423040555	22/02/2016 10:28am	Mary	Black	A214	Edit Delete Opt-out

Showing 1 to 6 of 6

Display50items per page

12. Click on contacts and you will now see your lists and associated **STATISTICS**

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$0.00ADD CREDIT

TRANSMIT SMSCONTACTS

ACTIVITYCONTACTSEND SMSKEYWORDSEMAIL SMSQUICK SMS

NEW CONTACT LIST

Search contact names or numbers...

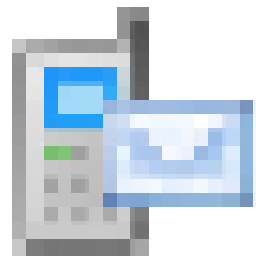
ContactsSEARCH

Contact List Name	Contacts	Opt-outs	Campaigns	Messages	Actions
Global Opt-Out List Enabled	0				View Upload Disable
Quick SMS Favourites	0	0		0	View Upload Send SMS
MASTER LIST	6	0		0	View Upload Send SMS Delete
My Test List	1	0		0	View Upload Send SMS Delete

Displaying 1 to 4 of 4 - show50items per page

- OPTING-OUT** a recipient will not allow you to import that number back into the list while just deleting a number will.

DELETING a recipient will not opt them out of your list, if you re-import the same number it will be re-added.



ADDING CONTACTS

GLOBAL OPT-OUT LIST (GOO)

13. When enabled, the Global Opt-Out list will receive all opt-out to the account, this will then enforce a full suppression on that number for any list. Once on the GOO LIST a number cannot be sent to from your account.

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$0.00ADD CREDIT

TRANSMIT SMSCONTACTS

ACTIVITY

CONTACTS

SEND SMS

KEYWORDS

EMAIL SMS

QUICK SMS

NEW CONTACT LIST

Search contact names or numbers...ContactsSEARCH

Contact List Name	Contacts	Opt-outs	Campaigns	Messages	Actions
Global Opt-Out List Enabled	0				View Upload Disable
Quick SMS Favourites	0	0		0	View Upload Send SMS
MASTER LIST	6	0		0	View Upload Send SMS Delete
My Test List	1	0		0	View Upload Send SMS Delete

Displaying 1 to 4 of 4 - show50items per page

DISABLING GLOBAL-OPT OUT will not then allow those numbers to be sent to, the only way to take somebody off the list and opt them in again is by a forced re-addition one number at a time using the Add Contact link on the list page.

When the Global Opt-Out List is disabled, numbers will not be added to it, they will be opted out of the list they received the message from only.

14. If you wish to migrate an existing suppression list from another system, you can simply upload the contacts to our GOO list as you would any other. Once they are on the list, the person **CANNOT BE SENT TO**.

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$0.00ADD CREDIT

TRANSMIT SMSCONTACTS

ACTIVITY

CONTACTS

SEND SMS

KEYWORDS

EMAIL SMS

QUICK SMS

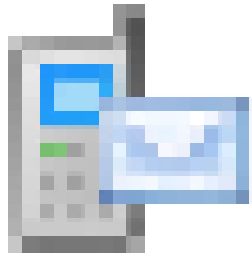
NEW CONTACT LIST

Search contact names or numbers...ContactsSEARCH

Contact List Name	Contacts	Opt-outs	Campaigns	Messages	Actions
Global Opt-Out List Enabled	1				View Upload Disable
Quick SMS Favourites	0	0		0	View Upload Send SMS
MASTER LIST	5	1		0	View Upload Send SMS Delete
My Test List	0	1		0	View Upload Send SMS Delete

Displaying 1 to 4 of 4 - show10items per page

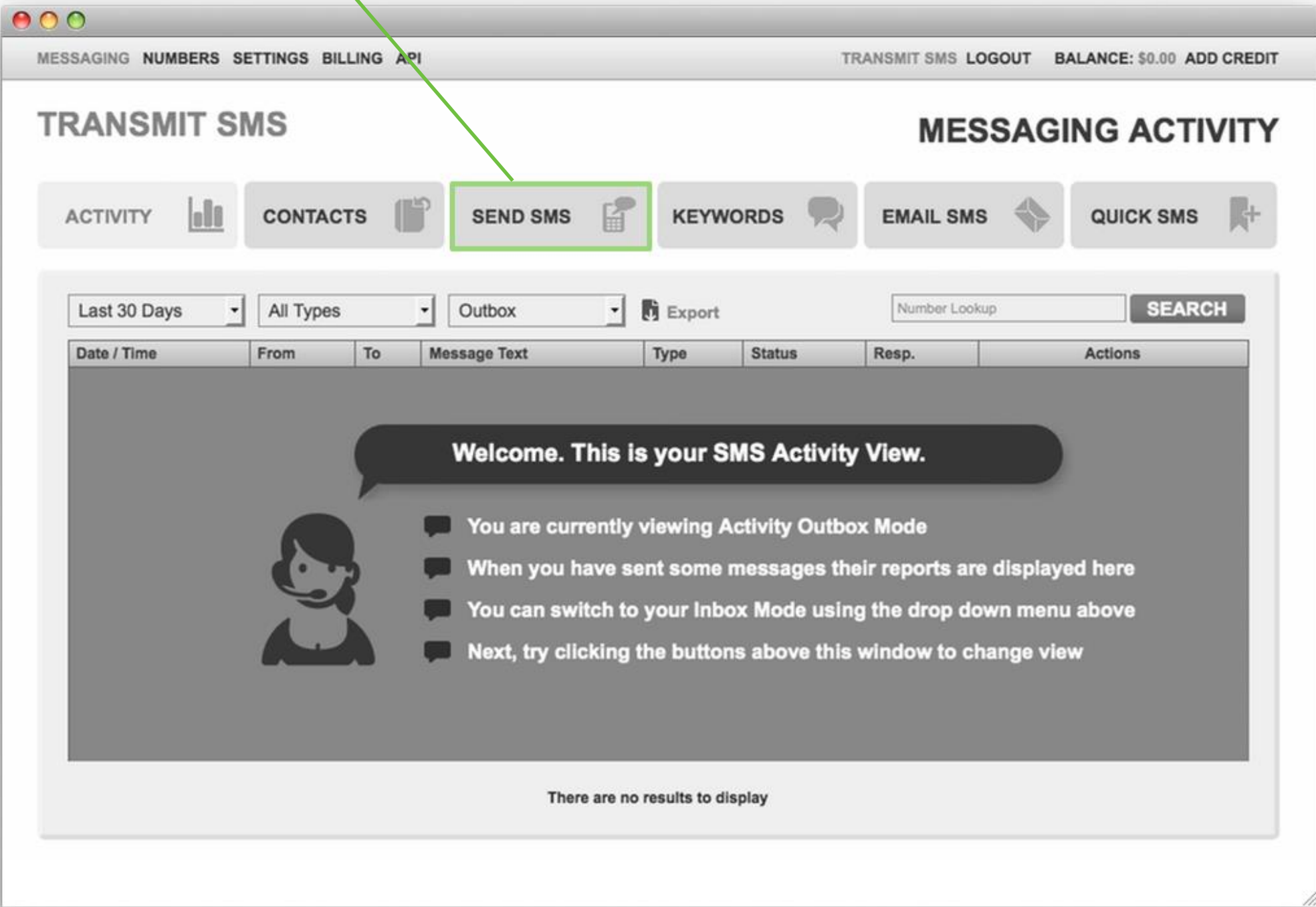
UPLOADING A LIST TO THE GOO LIST will scan your existing lists and opt-out any number on your uploaded list as well. This is a great way to scrub your lists against the DNC register or any other list you might be concerned about.



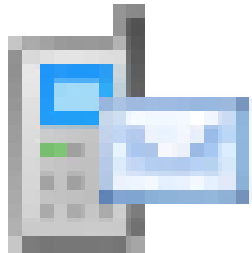
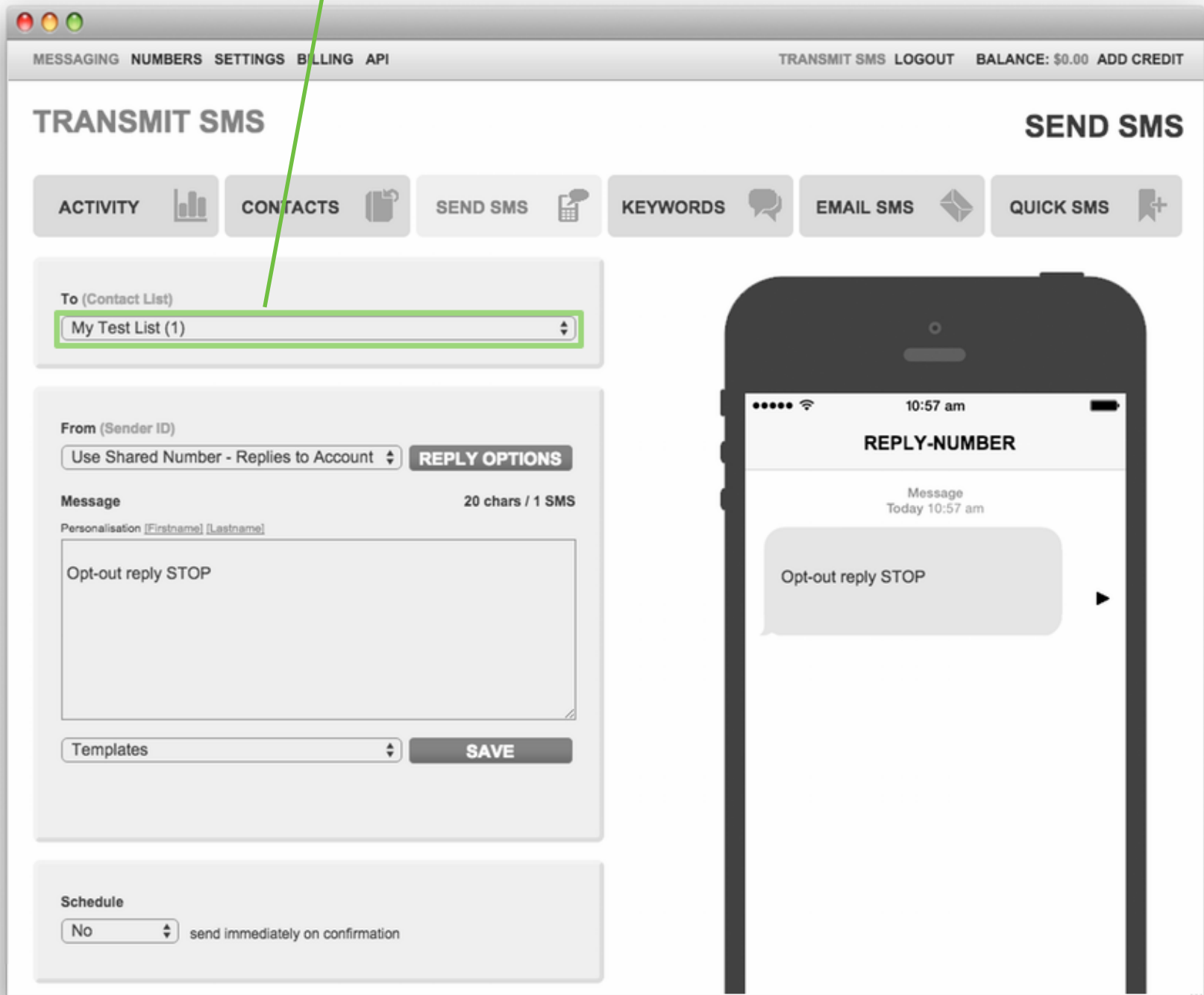
SENDING SMS CAMPAIGNS

SELECT YOUR LIST

1. Click the **SEND SMS** button



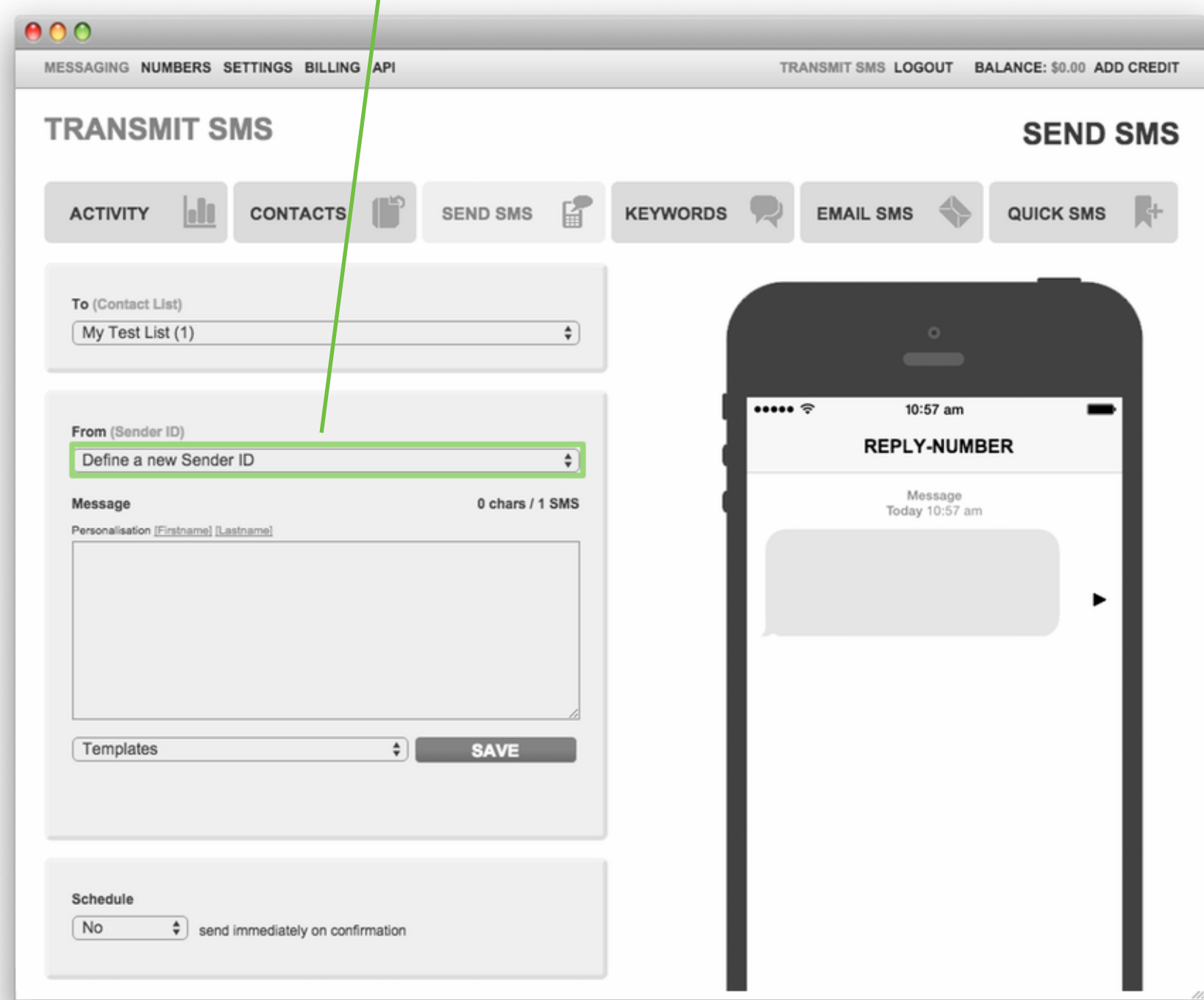
2. Choose the **CONTACT LIST** from the drop down menu for TO field



SENDING SMS CAMPAIGNS

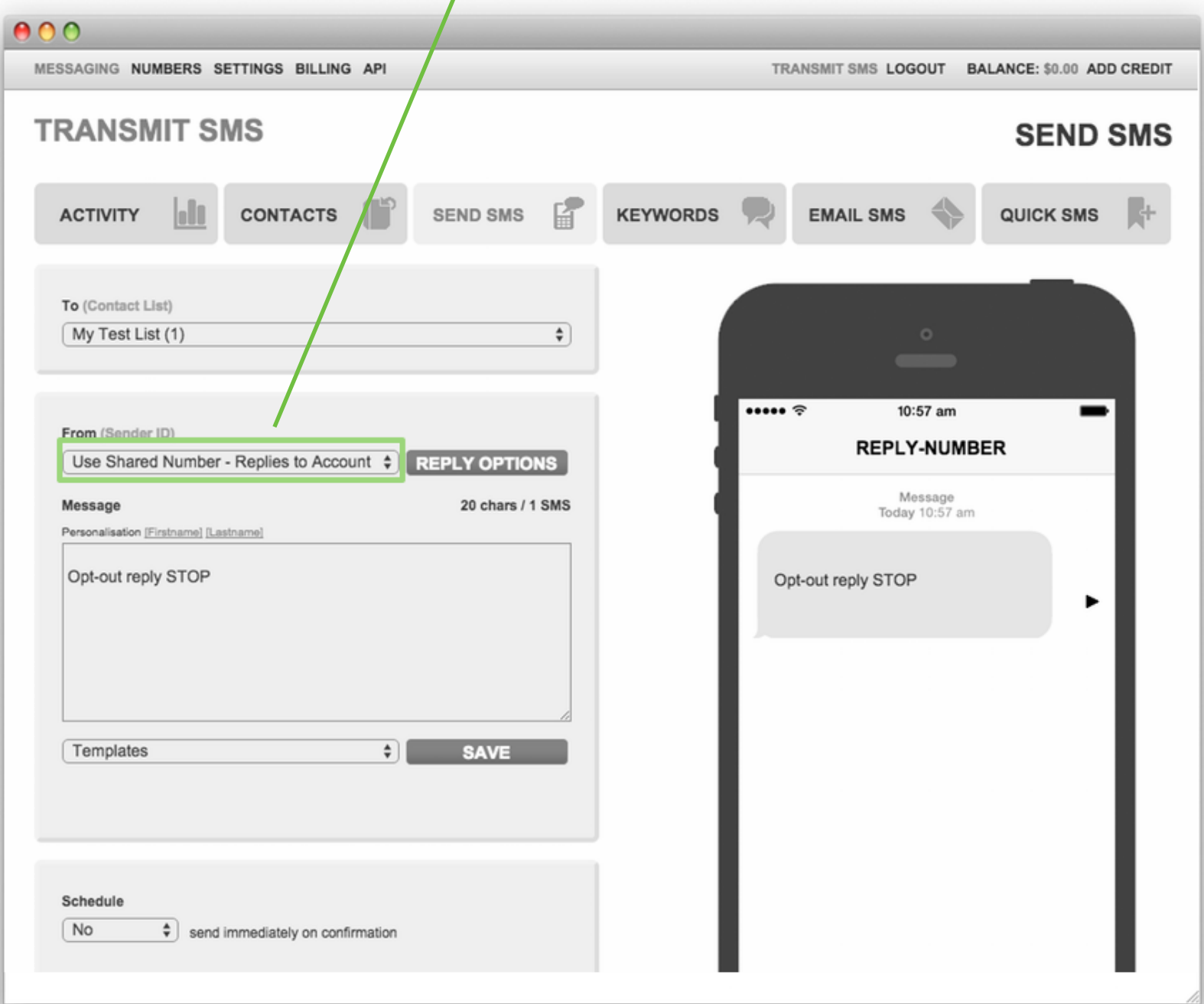
SENDER ID

3. Select 'DEFINE A NEW SENDER ID' to enter your own number or an alphanumeric name.

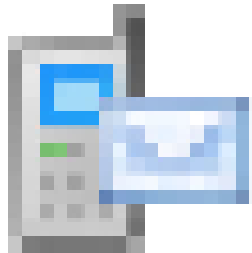


ALPHA NUMERIC SENDER ID can be 11 numbers or can also be a name.
NB: Please keep in mind that if you use a name the recipient will not be able to reply to the message.
DO NOT USE A LAND LINE NUMBER your message will not be delivered.
DO FORMAT NUMBERS WITH INTERNATIONAL PREFIX for better delivery rates.

4. Select 'Use Shared Number - Replies to Account' to use the pool of shared long codes.



OUR LONG CODES can be used to automatically opt recipients out of your lists. This makes it easy to manage lists and be compliant with SPAM standards. Selecting the shared number adds the STOP command shown above. You can also receive direct replies to your campaign that appear next to your campaign and can be exported. Responses are displayed in your reports and inbox.



SENDING SMS CAMPAIGNS

CREATE YOUR MESSAGE

5. Enter your **MESSAGE**. 1 SMS is 160 characters

TRANSMIT SMS

SEND SMS

ACTIVITY CONTACTS SEND SMS KEYWORDS EMAIL SMS QUICK SMS

To (Contact List)
My Test List (1)

From (Sender ID)
Use Shared Number - Replies to Account

Message 142 chars / 1 SMS

Personalisation (Firstname) (Lastname)

ABC WIDGETS

We are having a VIP Club 50% off sale this weekend only.

All stores, show this text for your discount.

Opt-out reply STOP

Templates

Schedule
No send immediately on confirmation

CHARACTER COUNT. If your message is 190 characters in length you will be charged for 2 SMS x Recipients. Spaces are counted as 1 character and returns are counted as 2 characters. The following is exactly the chars per message length. 1 SMS = 160 chars 2 SMS = 306 chars 3 SMS = 459 chars 4 SMS (Max) = 621 chars

6. Click on **VARIABLES** to personalise your message.

TRANSMIT SMS

SEND SMS

ACTIVITY CONTACTS SEND SMS KEYWORDS EMAIL SMS QUICK SMS

To (Contact List)
MASTER LIST (5)

From (Sender ID)
Use Shared Number - Replies to Account

Message 142 chars / 1 SMS

Personalisation (Firstname) (Lastname) (Custom Field 1)

ABC WIDGETS

We are having a VIP Club 50% off sale this weekend only.

All stores, show this text for your discount.

Opt-out reply STOP

Templates

Schedule
No send immediately on confirmation

VARIABLES can be used to add names or other information into messages.

IMPORTANT AS WE CAN ONLY ESTIMATE HOW MANY CHARACTERS ARE IN A MESSAGE WHEN USING **VARIABLES** PLEASE MAKE SURE YOU ALLOW ENOUGH CHARACTERS TO CATER FOR THE LONGEST **VARIABLE**.



SENDING SMS CAMPAIGNS

TRACK A LINK WITHIN A MESSAGE

7. Enter the full URL as shown below and click on the **TRACK LINK** button to insert the link into your message.

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$4.73ADD CREDIT

Transmit SMS

SEND SMS

ACTIVITYCONTACTSSEND SMSKEYWORDSEMAIL SMSQUICK SMS

To (Contact List)

My Test List (1)

From (Sender ID)

Use Shared Number - Replies to Account

REPLY OPTIONS

Message

160 chars / 1 SMS approximately

Personalisation [Firstname] [Lastname]

ABC WIDGETS

Hi [firstname], we are having a VIP Club 50% off sale this weekend only.

Download your discount coupon here: [tracked-link]

Opt-out reply STOP

https://abcwidgets.com/voucher

TRACK LINK

Templates

SAVE

Schedule

No

send immediately on confirmation

10:57 am

REPLY-NUMBER

Message

Today 10:57 am

ABC WIDGETS

Hi Maria, we are having a VIP Club 50% off sale this weekend only.

Download your discount coupon here: TapTh.is/RhEqz

Opt-out reply STOP

NOTE: All URL's are unique and can be tracked back to an individual user.

The TEST SMS function does not implement the destination URL. You will need to select My Test List click on NEXT and SEND button in order to test your tracked link in your message.

8. You can save your message as a template. Just click **SAVE** to add it to the drop down menu

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$0.00ADD CREDIT

TRANSMIT SMS

SEND SMS

ACTIVITYCONTACTSSEND SMSKEYWORDSEMAIL SMSQUICK SMS

To (Contact List)

MASTER LIST (5)

From (Sender ID)

Use Shared Number - Replies to Account

REPLY OPTIONS

Message

142 chars / 1 SMS

Personalisation [Firstname] [Lastname] [Custom Field 1]

ABC WIDGETS

We are having a VIP Club 50% off sale this weekend only.

All stores, show this text for your discount.

Opt-out reply STOP

Templates

SAVE

Schedule

No

send immediately on confirmation

10:57 am

REPLY-NUMBER

Message

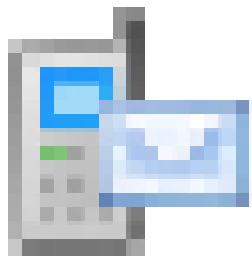
Today 10:57 am

ABC WIDGETS

We are having a VIP Club 50% off sale this weekend only.

All stores, show this text for your discount.

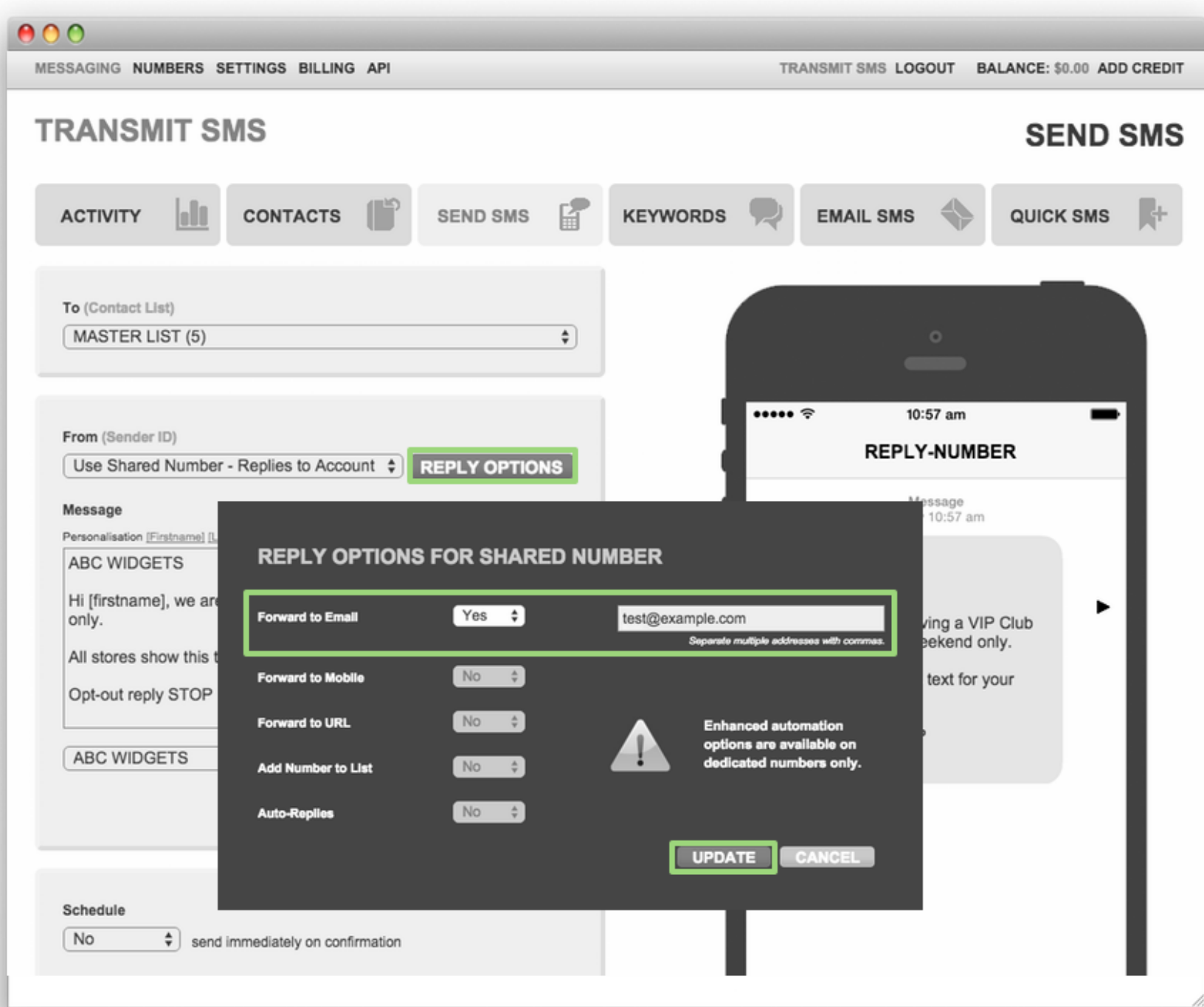
Opt-out reply STOP



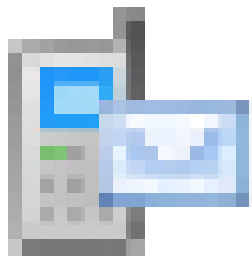
SENDING SMS CAMPAIGNS

GETTING REPLIES TO EMAIL

9. Select **REPLY OPTIONS** and select **YES** for **FORWARD TO EMAIL** and enter an email address and click on **UPDATE**.



10. When you receive the email, you will see the original message and the **REPLY**. You can also reply to the email to send an SMS back to the recipient.



SENDING SMS CAMPAIGNS

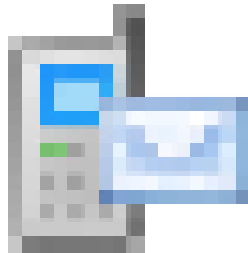
SCHEDULING MESSAGES

11. **SCHEDULE** your message if you want it to send in the future. Click **NEXT**.

The screenshot shows the 'Schedule' form in the Transmit SMS interface. The form is divided into several sections. The top section is titled 'Schedule' and contains a dropdown menu set to 'Yes' with a note 'approximately 30 minutes'. Below this is a 'Timezone' section with 'Australia/Sydney' selected and a link to 'update timezone'. The 'Date' section shows '23' for the day, 'February' for the month, and '2016' for the year. The 'Time' section shows '5' for the hour, '10' for the minute, and 'pm' for the period. To the right of the form is a preview of a mobile phone screen showing a 'TEST' button. Below the form are sections for 'Split Sending' (set to 'No') and 'Pending Message Expiry' (set to 'Yes' with a note 'If message undeliverable stop trying after 4 hours'). At the bottom, there is a 'Total' section showing '\$0.545' with a 'Show Details' link, and two buttons: 'SAVE DRAFT' and 'NEXT'.

12. On the confirmation screen you will see the details of your **SCHEDULED TIME**

The screenshot shows the 'Confirm Send' screen in the Transmit SMS interface. The screen is divided into several sections. The top section is titled 'Confirm Send' and contains a 'To:' field with 'MASTER LIST' and a 'From:' field with 'Shared Number'. Below this is a 'Scheduled:' section with a green border, showing 'in 23 minutes' and 'Tuesday, 23rd February 2016 5:10PM'. There is an unchecked checkbox for 'Email report'. Below this is a 'Total' section showing '\$0.545' with a 'Show Details' link. The 'Pre-Pay Balance' is shown as '\$0.00'. At the bottom, there is a warning icon and the text 'You have insufficient credit to send this message.' and two buttons: 'SAVE DRAFT' and 'ADD CREDIT'. To the right of the screen is a preview of a mobile phone screen showing a 'REPLY-NUMBER' message from 'ABC WIDGETS' with the text 'Hi Mary, we are having a VIP Club 50% off sale this weekend only. All stores show this text for your discount. Opt-out reply STOP'.



SENDING SMS CAMPAIGNS

REVIEW AND SEND

13. You will see a cost estimate below click Show Details to review in detail. Click **NEXT** to move to the sending confirmation screen.

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$0.00ADD CREDIT

Schedule

Yesapproximately 29 minutes

Timezone

Australia/Sydneyupdate timezone

Date

24February2016

Time

530pm

AU+61

TEST

MESSAGE COST DETAILS

Australia:	5 messages: 5 SMS	@ 10.9c	\$0.545
Total			\$0.545

CLOSE

Split Sending

No

Pending Message Expiry

YesIf message undeliverable stop trying after4 hours

Total\$0.545Show Details

SAVE DRAFT

NEXT

14. After reviewing your messages you will now be able to send your message. If you do not have enough credit to send the message you will need to **ADD CREDIT**.

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$0.00ADD CREDIT

ACTIVITYCONTACTSSEND SMSKEYWORDSEMAIL SMSQUICK SMS

Confirm Send

To:

MASTER LIST

From:

Shared Number

Scheduled:

in 25 minutes

Wednesday, 24th February 2016 5:30PM

Email report

Total\$0.545Show Details

Pre-Pay Balance\$0.00

You have insufficient credit to send this message.

SAVE DRAFT

ADD CREDIT

REPLY-NUMBER

10:57 am

Message Today 10:57 am

ABC WIDGETS

Hi Mary, we are having a VIP Club 50% off sale this weekend only.

All stores show this text for your discount.

Opt-out reply STOP

SENDING SMS CAMPAIGNS

PAYING FOR YOUR MESSAGES

15. **CHOOSE AN AMOUNT** from the drop-down menu. The fee for using all credit cards is 1.9%. We can take other payment options for large amounts.

MESSAGING NUMBERS SETTINGS BILLING API TRANSMIT SMS LOGOUT BALANCE: \$0.00 ADD CREDIT

ACTIVITY CONTACTS SMS QUICK SMS

ADD CREDIT

Credit Amount **✓ \$50 Credit + \$1.00 Card Fee**
\$100 Credit + \$1.90 Card Fee
\$200 Credit + \$3.80 Card Fee

For security the maximum amount of credit you can add to your account is \$200

INCREASE LIMIT

Credit Card Use a new card to add credit

Card Type * Visa

Name *

Address *

City * Postcode / ZIP *

Country * Australia

Card Number *

Expiry Date * Jan 2016 CVV *

Total

Pre-Pay Balance

You have insufficient balance

SAVE DRAFT **CANCEL** **ADD CREDIT**

16. On new accounts we have a credit limit to mitigate our loss should we get a fraudulent credit card on the system. Click **INCREASE LIMIT** to apply for more.

MESSAGING NUMBERS SETTINGS BILLING API TRANSMIT SMS LOGOUT BALANCE: \$0.00 ADD CREDIT

ACTIVITY CONTACTS SMS QUICK SMS

ADD CREDIT

Credit Amount \$50 Credit + \$1.00 Card Fee
Card processing fee: 1.9%, Min. \$1.00

For security the maximum amount of credit you can add to your account is \$200

INCREASE LIMIT

Credit Card Use a new card to add credit

Card Type * Visa

Name *

Address *

City * Postcode / ZIP *

Country * Australia

Card Number *

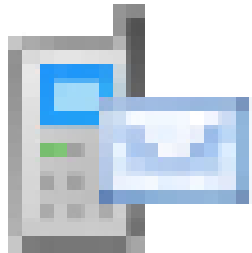
Expiry Date * Jan 2016 CVV *

Total

Pre-Pay Balance

You have insufficient balance

SAVE DRAFT **CANCEL** **ADD CREDIT**



SENDING SMS CAMPAIGNS

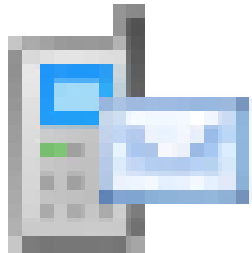
ADDING CREDIT

17. To credit your account select a preset amount, fill in details and click **ADD CREDIT**

The screenshot shows the 'ADD CREDIT' modal form. The 'Credit Amount' is set to '\$50 Credit + \$1.00 Card Fee'. A warning message states: 'For security the maximum amount of credit you can add to your account is \$200'. Below this, there is an 'INCREASE LIMIT' button. The form includes fields for 'Credit Card' (set to 'Use a new card to add credit'), 'Card Type' (set to 'Visa'), 'Name', 'Address', 'City', 'Postcode / ZIP', 'Country' (set to 'Australia'), 'Card Number', 'Expiry Date' (set to 'Jan 2016'), and 'CVV'. At the bottom, there are 'CANCEL' and 'ADD CREDIT' buttons. A green line points from the 'ADD CREDIT' button to the 'SEND' button in the next screenshot.

18. Now that you have credit you can send messages anytime by hitting the **SEND** button

The screenshot shows the 'SEND SMS' interface. The 'Confirm Send' section shows 'To: MASTER LIST' and 'From: Shared Number'. The 'Scheduled' time is 'in 25 minutes' (Wednesday, 24th February 2016 5:30PM). The 'Total' cost is '\$0.545' (with a 'Show Details' link) and the 'Pre-Pay Balance' is '\$1.00'. At the bottom, there are 'SAVE DRAFT' and 'SEND' buttons. A green line points from the 'SEND' button to the 'SEND' button in the next screenshot.



REPORTING

MESSAGE ACTIVITY SCREEN

1. On your activity screen you can **SWITCH** from OUTBOX to INBOX at any time. To view your campaign statistics, from the ACTIONS column click **REPORT**.

MESSAGING

NUMBERS

SETTINGS

BILLING

API

TRANSMIT SMS

LOGOUT

BALANCE: \$3.09

ADD CREDIT

MESSAGING ACTIVITY

ACTIVITY

CONTACTS

SEND SMS

KEYWORDS

EMAIL SMS

QUICK SMS

Last 30 Days

All Types

Outbox

Export

Number Lookup

SEARCH

Date / Time	From	To	Message Text	Type	Status	Resp.	Actions
22/03/2016 1:03pm	61422223333	March Campaign 3	ABC WIDGETS We are having a VIP...	Campaign	658 Sent	4	Report
18/03/2016 10:20am	61422223333	March Campaign 2	ABC WIDGETS We are having a VIP...	Campaign	2474 Sent	0	Report
18/03/2016 12:00am	61422223333	March Campaign 1	ABC WIDGETS We are having a VIP...	Campaign	1057 Sent	0	Report
17/03/2016 1:00pm	61422223333	Master list	ABC WIDGETS 20% off in all of ...	Campaign	10541 Sent	0	Report
17/03/2016 12:59pm	61422223333	Thur Offer	ABC WIDGETS 25% off this Thur...	Campaign	542 Sent	0	Report
11/03/2016 12:00am	61422223333	Feb Campaign 3	ABC WIDGETS We are having a VIP...	Campaign	658 Sent	0	Report
8/03/2016 3:53pm	Shared Number	Feb Campaign 2	ABC WIDGETS We are having a VIP...	Campaign	2474 Sent	1	Report
8/03/2016 3:49pm	Shared Number	Feb Campaign 1	ABC WIDGETS We are having a VIP...	Campaign	1054 Sent	1	Report
8/03/2016 3:49pm	Shared Number	weekend offer	ABC WIDGETS 25% off this weekend...	Campaign	645 Sent	0	Report
8/03/2016 3:46pm	61422223333	promo 1	ABC WIDGETS free gift with every...	Campaign	1587 Sent	1	Report
8/03/2016 1:03pm	61422223333	promo 2	ABC WIDGETS free gift with every...	Keyword YES	986 Sent	0	Report
8/03/2016 1:03pm	61422223333	promo 3	ABC WIDGETS free gift with every...	Keyword YES	542 Sent	0	Report
4/03/2016 12:26pm	61422223333	Master list	ABC WIDGETS 20% off in all of ...	Campaign	9831 Sent	1	Report
4/03/2016 12:15pm	61422223333	Jan Campaign 2	ABC WIDGETS We are having a VIP...	Campaign	854 Sent	0	Report
4/03/2016 12:14pm	61422223333	Jan Campaign 1	ABC WIDGETS We are having a VIP...	Campaign	489 Sent	2	Report
4/03/2016 12:12pm	61422223333	boxing day promo	ABC WIDGETS boxing day sale...	Campaign	1424 Sent	0	Report
4/03/2016 12:11pm	61422223333	Dec Campaign 3	ABC WIDGETS We are having a VIP...	Campaign	587 Sent	0	Report
4/03/2016 11:31am	61422223333	Dec Campaign 2	ABC WIDGETS We are having a VIP...	Campaign	2147 Sent	3	Report
4/03/2016 10:03am	61422223333	Dec Campaign 1	ABC WIDGETS We are having a VIP...	Campaign	468 Sent	0	Report
4/03/2016 10:03am	61422223333	weekend offer	ABC WIDGETS 25% off this weekend...	Campaign	1451 Sent	0	Report
4/03/2016 12:00am	61422223333	Staff list	Good morning [firstname] staff meeting...	Campaign	89 Sent	0	Report
2/03/2016 2:40pm	61422223333	Staff list	Good morning [firstname] staff meeting...	Campaign	89 Sent	0	Report
2/03/2016 2:37pm	61422223333	Nov Campaign 3	ABC WIDGETS We are having a VIP...	Campaign	1184 Sent	0	Report
2/03/2016 2:31pm	61422223333	Nov Campaign 2	ABC WIDGETS We are having a VIP...	Campaign	247 Sent	0	Report
2/03/2016 2:27pm	61422223333	Nov Campaign 1	ABC WIDGETS We are having a VIP...	Campaign	547 Sent	0	Report

Displaying 1 to 25 of 38 - show 25 items per page

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2. On your **INBOX** you can now see all inbound messages including campaign replies, keyword responses, and dedicated number messages.

HOUSTON

CLIENTS

MESSAGING

NUMBERS

SETTINGS

BILLING

API

TRANSMIT SMS

LOGOUT

BALANCE: \$284.99

ADD CREDIT

MESSAGING ACTIVITY

ACTIVITY

CONTACTS

SEND SMS

KEYWORDS

EMAIL SMS

QUICK SMS

Last 30 Days

All Types

Inbox

Export

Number Lookup

SEARCH

Date / Time	From	To	Message Text	Type	Actions
24/03/2016 10:04am	Susan	61422223333		Campaign	Reply
24/03/2016 8:38am	Mark	61422223333	What time does the sale start?	Campaign	Reply
24/03/2016 8:36am	Matt	61422223333	Thanks	Campaign	Reply
23/03/2016 2:13pm	Jenny	61422223333	ok thanks	Campaign	Reply
23/03/2016 10:50am	Jane	61422223333	Is the sale in all stores?	Campaign	Reply
23/03/2016 9:41am	Ben	61459333444	WIN	Keyword WIN	Reply
23/03/2016 8:37am	Matt	61422223333	Is this offer available online?	Campaign	Reply
22/03/2016 7:07pm	Diana	61422223333	Thanks	Campaign	Reply
22/03/2016 1:23pm	Tim	61459333444	sounds good	Campaign	Reply
22/03/2016 10:03am	Michelle	61422223333	Is sale on all weekend?	Campaign	Reply
22/03/2016 9:43am	Clare	61422223333	ok	Campaign	Reply
22/03/2016 9:42am	James	61422223333	can you extend the sale?	Campaign	Reply
22/03/2016 9:30am	Linda	61422223333	Is the sales in all stores and online?	Campaign	Reply
22/03/2016 8:35am	Peter	61422223333	nice	Campaign	Reply
22/03/2016 7:08am	Martha	61459333444	can you deliver same day?	Campaign	Reply
21/03/2016 2:51pm	Dean	61459333444	thanks	Campaign	Reply
21/03/2016 1:08pm	Stuart	61422223333	What time do you close?	Campaign	Reply
21/03/2016 1:08pm	Bill	61422223333	Does this offer expire?	Campaign	Reply
21/03/2016 8:17am	Stephanie	61422223333	Do you have a shop in Wagga Wagga?	Campaign	Reply
21/03/2016 8:16am	Deborah	61422223333	I cannot attend the meeting	Campaign	Reply
21/03/2016 8:16am	Lindi	61439763034	Running a bit late to the meeting sorry	Campaign	Reply
21/03/2016 8:13am	Dane	61439763034	ok sure no problem	Campaign	Reply
21/03/2016 7:29am	Ruby	61459333444	"DIV"	Campaign	Reply
20/03/2016 12:35pm	Hayley	61422223333	good to know	Campaign	Reply
20/03/2016 2:32am	Luke	61422223333	Win	Keyword WIN	Reply

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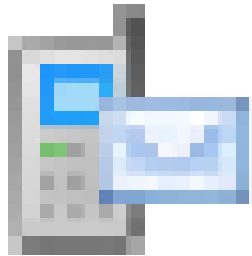
Privacy Policy

Pricing

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FAQ



REPORTING

MESSAGE ACTIVITY SCREEN

3. You can use **SEARCH** to find any number in your activity. Result will show all campaigns it was used in.

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$3.09ADD CREDIT

MESSAGING ACTIVITY

ACTIVITYCONTACTSSEND SMSKEYWORDSEMAIL SMSQUICK SMS

Last 30 DaysAll TypesOutboxExport

Number LookupSEARCH

Date / Time	From	To	Message Text	Type	Status	Resp.	Actions
22/03/2016 1:03pm	61422223333	March Campaign 3	ABC WIDGETS We are having a VIP...	Campaign	658 Sent	4	Report
18/03/2016 10:20am	61422223333	March Campaign 2	ABC WIDGETS We are having a VIP...	Campaign	2474 Sent	0	Report
18/03/2016 12:00am	61422223333	March Campaign 1	ABC WIDGETS We are having a VIP...	Campaign	1057 Sent	0	Report
17/03/2016 1:00pm	61422223333	Master list	ABC WIDGETS 20% off in all of ...	Campaign	10541 Sent	0	Report
17/03/2016 12:59pm	61422223333	Thur Offer	ABC WIDGETS 25% off this Thur...	Campaign	542 Sent	0	Report
11/03/2016 12:00am	61422223333	Feb Campaign 3	ABC WIDGETS We are having a VIP...	Campaign	658 Sent	0	Report
8/03/2016 3:53pm	Shared Number	Feb Campaign 2	ABC WIDGETS We are having a VIP...	Campaign	2474 Sent	1	Report
8/03/2016 3:49pm	Shared Number	Feb Campaign 1	ABC WIDGETS We are having a VIP...	Campaign	1054 Sent	1	Report
8/03/2016 3:49pm	Shared Number	weekend offer	ABC WIDGETS 25% off this weekend...	Campaign	645 Sent	0	Report
8/03/2016 3:46pm	61422223333	promo 1	ABC WIDGETS free gift with every...	Campaign	1587 Sent	1	Report
8/03/2016 1:03pm	61422223333	promo 2	ABC WIDGETS free gift with every...	Keyword YES	986 Sent	0	Report
8/03/2016 1:03pm	61422223333	promo 3	ABC WIDGETS free gift with every...	Keyword YES	542 Sent	0	Report
4/03/2016 12:26pm	61422223333	Master list	ABC WIDGETS 20% off in all of ...	Campaign	9831 Sent	1	Report
4/03/2016 12:15pm	61422223333	Jan Campaign 2	ABC WIDGETS We are having a VIP...	Campaign	854 Sent	0	Report
4/03/2016 12:14pm	61422223333	Jan Campaign 1	ABC WIDGETS We are having a VIP...	Campaign	489 Sent	2	Report
4/03/2016 12:12pm	61422223333	boxing day promo	ABC WIDGETS boxing day sale...	Campaign	1424 Sent	0	Report
4/03/2016 12:11pm	61422223333	Dec Campaign 3	ABC WIDGETS We are having a VIP...	Campaign	587 Sent	0	Report
4/03/2016 11:31am	61422223333	Dec Campaign 2	ABC WIDGETS We are having a VIP...	Campaign	2147 Sent	3	Report
4/03/2016 10:03am	61422223333	Dec Campaign 1	ABC WIDGETS We are having a VIP...	Campaign	468 Sent	0	Report
4/03/2016 10:03am	61422223333	weekend offer	ABC WIDGETS 25% off this weekend...	Campaign	1451 Sent	0	Report
4/03/2016 12:00am	61422223333	Staff list	Good morning [firstname] staff meeting...	Campaign	89 Sent	0	Report
2/03/2016 2:40pm	61422223333	Staff list	Good morning [firstname] staff meeting...	Campaign	89 Sent	0	Report
2/03/2016 2:37pm	61422223333	Nov Campaign 3	ABC WIDGETS We are having a VIP...	Campaign	1184 Sent	0	Report
2/03/2016 2:31pm	61422223333	Nov Campaign 2	ABC WIDGETS We are having a VIP...	Campaign	247 Sent	0	Report
2/03/2016 2:27pm	61422223333	Nov Campaign 1	ABC WIDGETS We are having a VIP...	Campaign	547 Sent	0	Report

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4. The inbox and the Outbox can be **SORTED** by date range and message source.

HOUSTONCLIENTSMESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$284.99ADD CREDIT

MESSAGING ACTIVITY

ACTIVITYCONTACTSSEND SMSKEYWORDSEMAIL SMSQUICK SMS

Custom RangeAll TypesInboxExport

Number LookupSEARCH

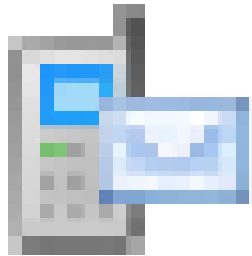
March 2016April 2016May 2016

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
28	29	1	2	3	4	5	27	28	29	30	31	1	2	1	2	3	4	5	6	7
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28
27	28	29	30	31	1	2	24	25	26	27	28	29	30	29	30	31	1	2	3	4

	Type	Actions			
	Campaign	Reply			
	Campaign	Reply			
	Campaign	Reply			
	Campaign	Reply			
	Campaign	Reply			
	Keyword WIN	Reply			
22/03/2016 1:23pm	Tim	61459333444	sounds good	Campaign	Reply
22/03/2016 10:03am	Michelle	61422223333	Is sale on all weekend?	Campaign	Reply
22/03/2016 9:43am	Clare	61422223333	ok	Campaign	Reply
22/03/2016 9:42am	James	61422223333	can you extend the sale?	Campaign	Reply
22/03/2016 9:30am	Linda	61422223333	Is the sales in all stores and online?	Campaign	Reply
22/03/2016 8:35am	Peter	61422223333	nice	Campaign	Reply
22/03/2016 7:08am	Martha	61459333444	can you deliver same day?	Campaign	Reply
21/03/2016 2:51pm	Dean	61459333444	thanks	Campaign	Reply
21/03/2016 1:08pm	Stuart	61422223333	What time do you close?	Campaign	Reply
21/03/2016 1:08pm	Bill	61422223333	Does this offer expire?	Campaign	Reply
21/03/2016 8:17am	Stephanie	61422223333	Do you have a shop in Wagga Wagga?	Campaign	Reply
21/03/2016 8:16am	Deborah	61422223333	I cannot attend the meeting	Campaign	Reply
21/03/2016 8:16am	Lindi	61439763034	Running a bit late to the meeting sorry	Campaign	Reply
21/03/2016 8:13am	Dane	61439763034	ok sure no problem	Campaign	Reply
21/03/2016 7:29am	Ruby	61459333444	"DIV"	Campaign	Reply
20/03/2016 12:35pm	Hayley	61422223333	good to know	Campaign	Reply
20/03/2016 2:32am	Luke	61422223333	Win	Keyword WIN	Reply

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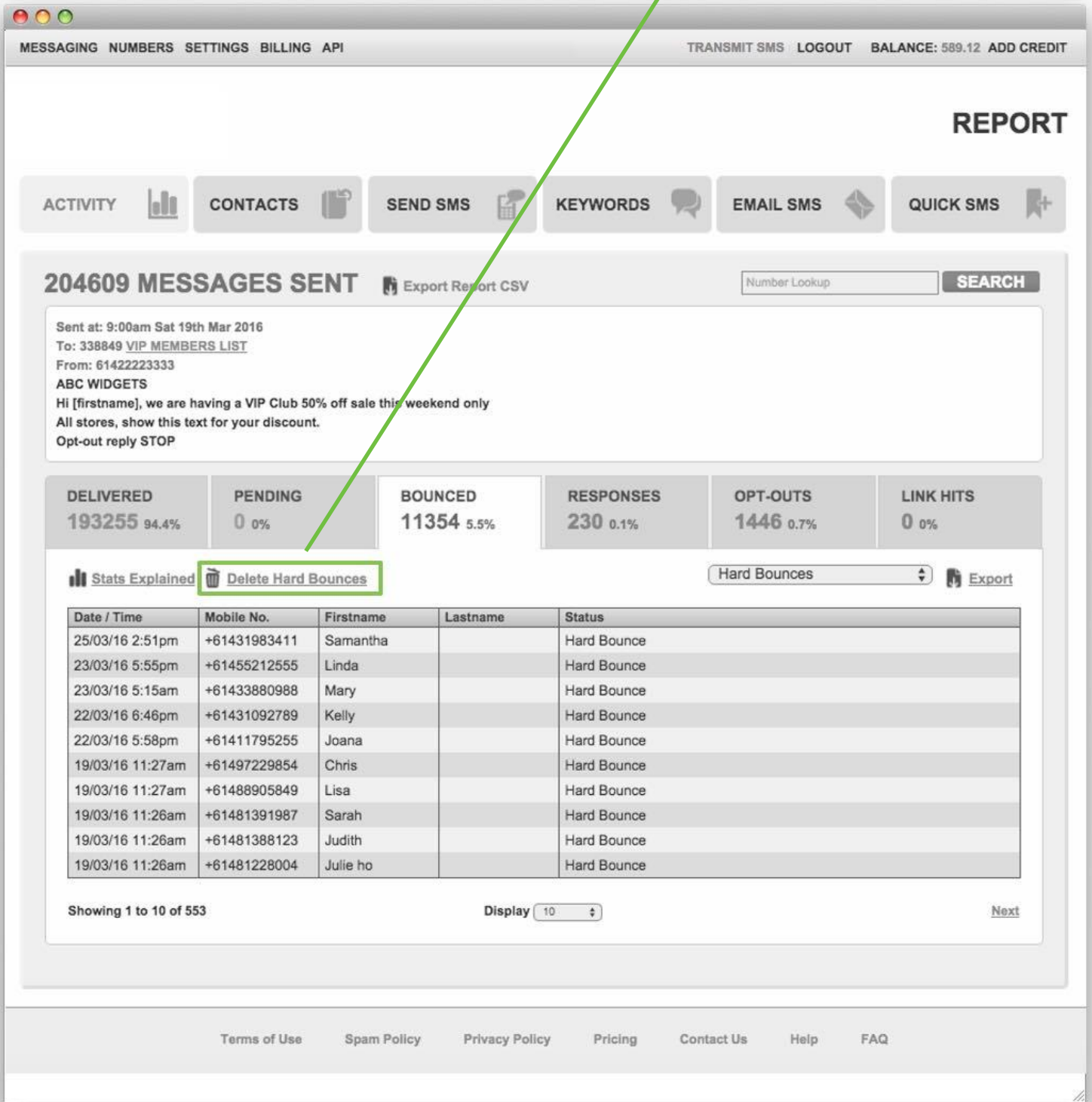
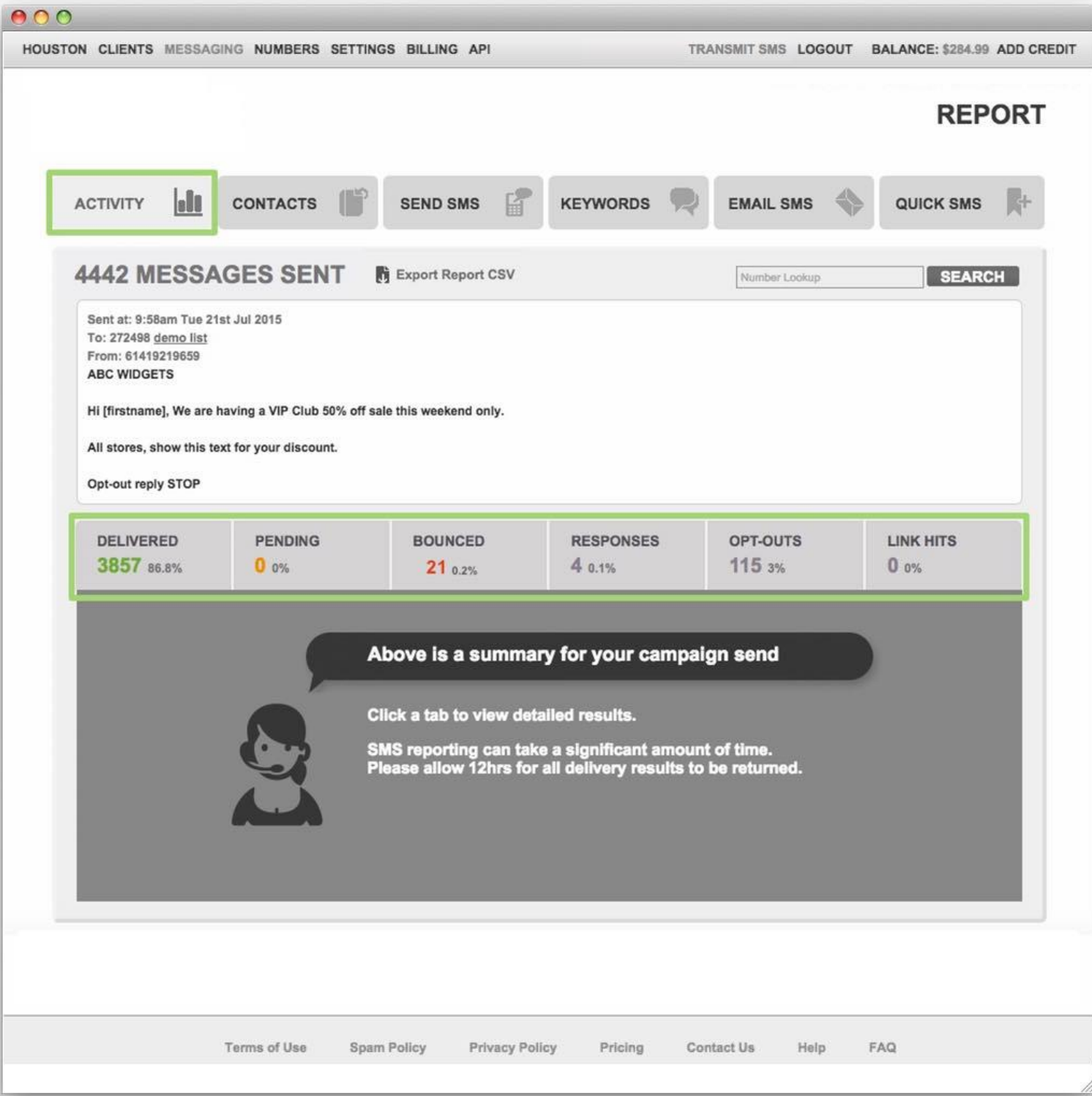


REPORTING

MESSAGE STATUS

5. Each **REPORT** will show tabs with the status, a list of each status meaning is below.

6. Hard bounces are numbers that have been disconnected. To remove these numbers from your list you can click on the **DELETE HARD BOUNCES** link.



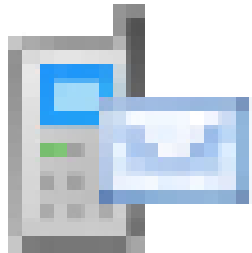
DELIVERED Your message has been delivered to the recipient's handset

PENDING We have delivered your message to the carrier and they are attempting to deliver it to the recipient's handset.

SOFT BOUNCE The message timed out after 72 hrs, either the recipient was out of range, their phone was off or the message was unable to be delivered due to a network outage or other connectivity issue.

HARD BOUNCE Failed due to the number being invalid or disconnected.

LINK HITS These are recipients that have clicked on your tracked link in your message.



REPORTING

EXPORT REPORTS

7. You can export any list on your reporting pages as a CSV file. Choose your list from the drop-down menu and click **EXPORT**

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: 589.12ADD CREDIT

REPORT

ACTIVITYCONTACTSSEND SMSKEYWORDSEMAIL SMSQUICK SMS

204609 MESSAGES SENTExport Report CSV

Number LookupSEARCH

Sent at: 9:00am Sat 19th Mar 2016
To: 338849 VIP MEMBERS LIST
From: 61422223333
ABC WIDGETS
Hi [firstname], we are having a VIP Club 50% off sale this weekend only
All stores, show this text for your discount.
Opt-out reply STOP

DELIVERED19325594.4%

PENDING00%

BOUNCED113545.5%

RESPONSES2300.1%

OPT-OUTS14460.7%

LINK HITS00%

Stats ExplainedDelete Hard Bounces

AllExport

Date / Time	Mobile No.	Firstname	Lastname	Status
25/03/16 2:51pm	+61431983411	Samantha		Hard Bounce
23/03/16 5:55pm	+61455212555	Linda		Hard Bounce
23/03/16 5:15am	+61433880988	Mary		Hard Bounce
22/03/16 6:46pm	+61431092789	Kelly		Hard Bounce
22/03/16 5:58pm	+61411795255	Joana		Hard Bounce
19/03/16 11:27am	+61497229854	Chris		Hard Bounce
19/03/16 11:27am	+61488905849	Lisa		Hard Bounce
19/03/16 11:26am	+61481391987	Sarah		Hard Bounce
19/03/16 11:26am	+61481388123	Judith		Hard Bounce
19/03/16 11:26am	+61481228004	Julie ho		Hard Bounce

Showing 1 to 10 of 553

Display10

Next

8. Recipients can reply or opt-out, sometimes the user has misspelled the opt-out so you can **PROCESS THEM MANUALLY** here

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: 589.12ADD CREDIT

REPORT

ACTIVITYCONTACTSSEND SMSKEYWORDSEMAIL SMSQUICK SMS

204609 MESSAGES SENTExport Report CSV

Number LookupSEARCH

Sent at: 9:00am Sat 19th Mar 2016
To: 338849 VIP MEMBERS LIST
From: 61422223333
ABC WIDGETS
Hi [firstname], we are having a VIP Club 50% off sale this weekend only
All stores, show this text for your discount.
Opt-out reply STOP

DELIVERED19325594.4%

PENDING00%

BOUNCED113545.5%

RESPONSES2300.1%

OPT-OUTS14460.7%

LINK HITS00%

Stats Explained

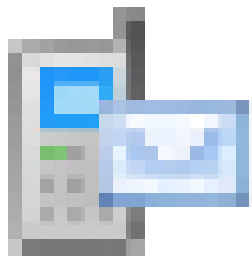
All ResponsesExport

Date / Time	Mobile No.	Firstname	Lastname	Response	Actions
22/03/16 8:39am	+61413940011	Vanessa			Opt-out Reply
22/03/16 7:28am	+61467901702	Amy		STOPP	Opt-out Reply
21/03/16 7:44pm	+61403268411	Joyce		thanks	Opt-out Reply
21/03/16 7:30pm	+61421252018	Stephanie			Opt-out Reply
21/03/16 7:01pm	+61431955654	Kathy		what time does the sale start?	Opt-out Reply
21/03/16 6:35pm	+61413095321	Holly		Great thanks	Opt-out Reply
21/03/16 1:44pm	+61434041987	Kerrie			Opt-out Reply
21/03/16 11:42am	+61450238797	Sophie		ok	Opt-out Reply
21/03/16 11:13am	+61434041741	Kerrie			Opt-out Reply
21/03/16 10:37am	+61417680963	Michelle			Opt-out Reply

Showing 1 to 10 of 230

Display10

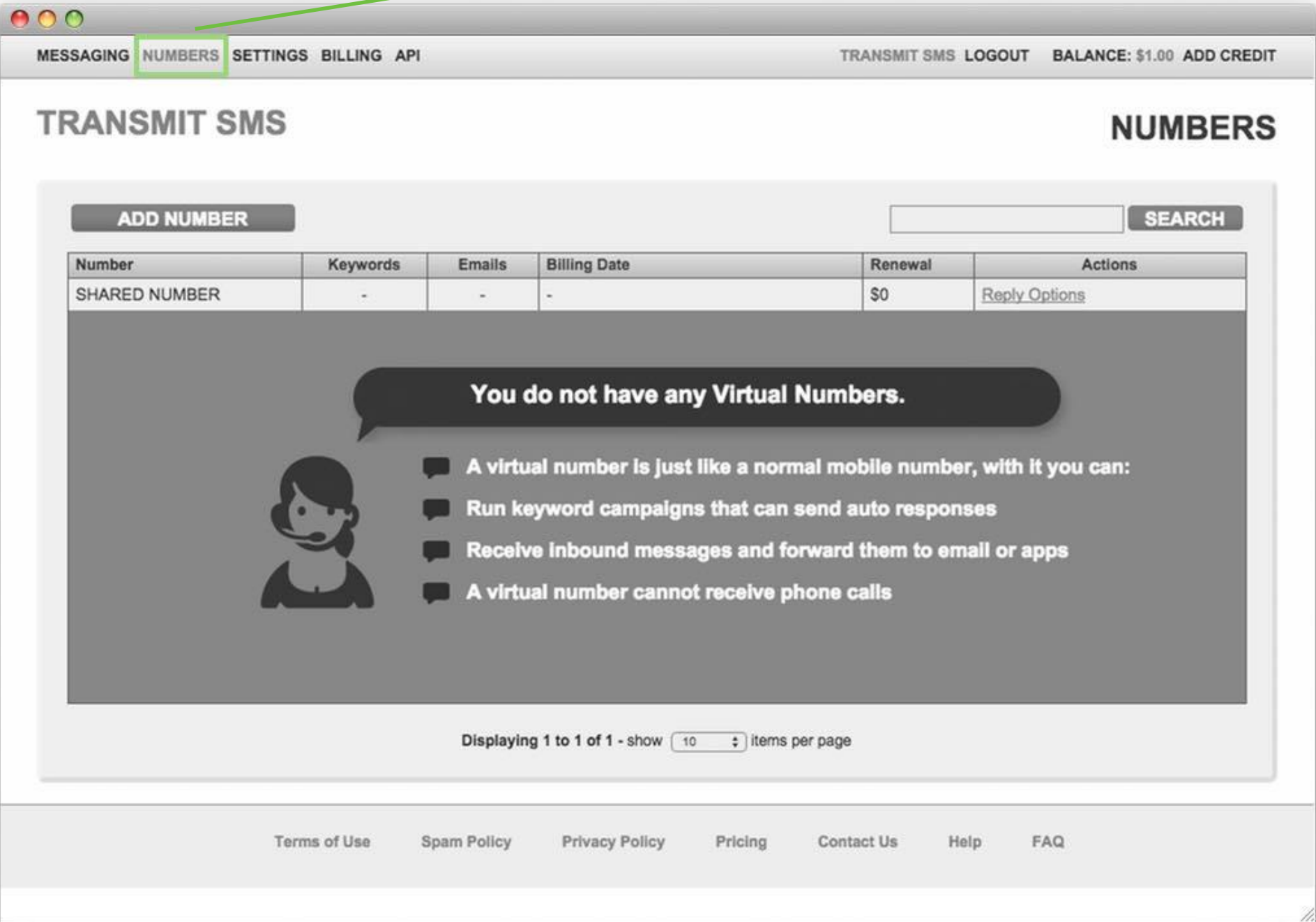
Next



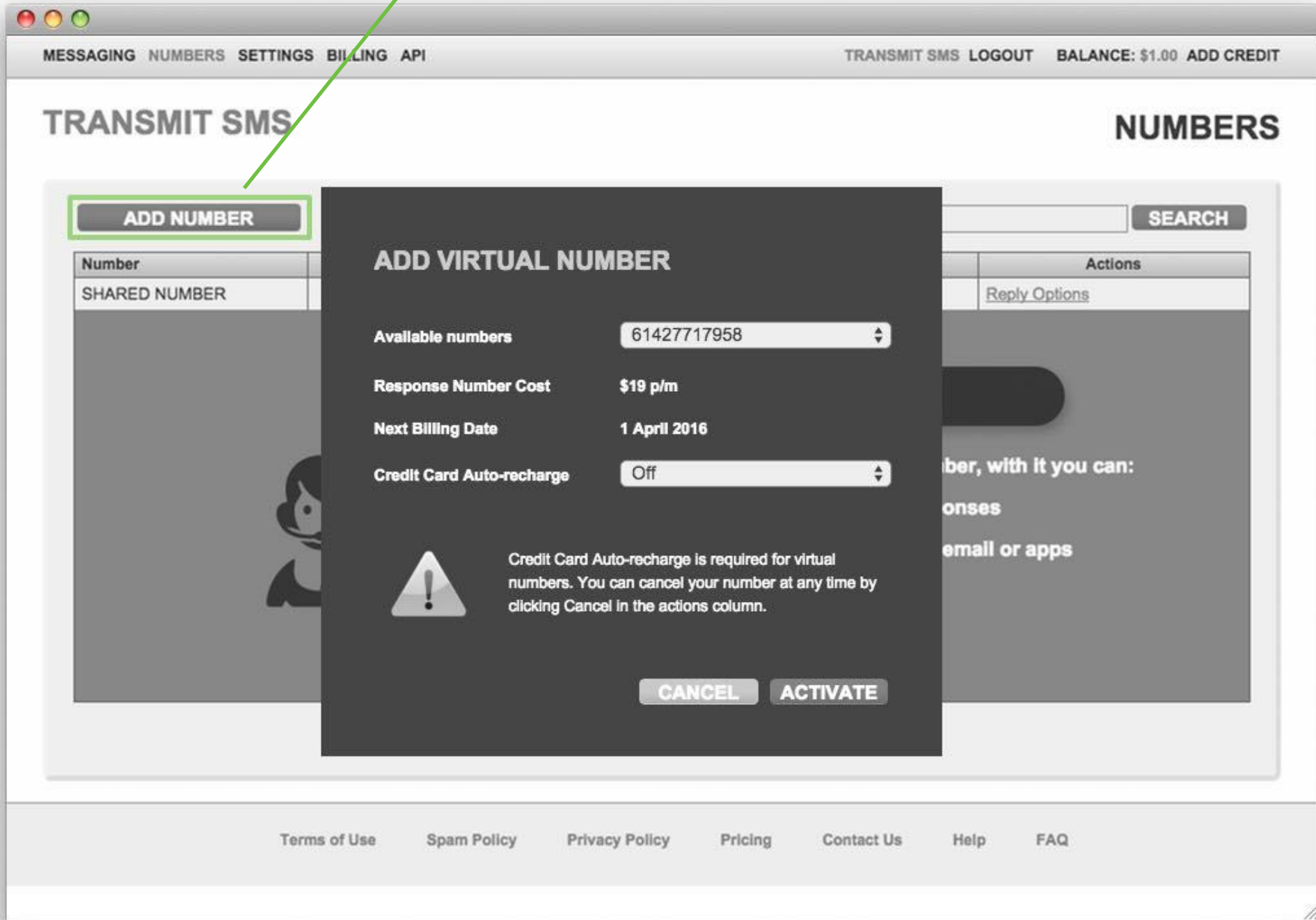
VIRTUAL NUMBERS

SETTING UP A VIRTUAL NUMBER

1. To setup a dedicated virtual number, click on the **NUMBERS** link in the main menu.

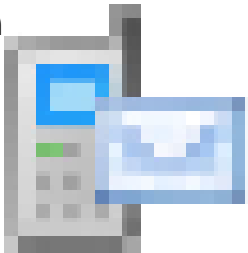


2. To get started click on the **ADD NUMBER** button. This will display a box where you can choose a number from our random selection. You will pay a monthly fee.



VIRTUAL NUMBERS are dedicated mobile numbers that you can receive text messages back to the platform on. They are used for keyword campaigns, email to SMS, 2 way SMS and delivering campaigns where a unique sender ID is important. You cannot call a virtual number, if somebody tries to call your number they will get a disconnected message, they are for receiving messages only.

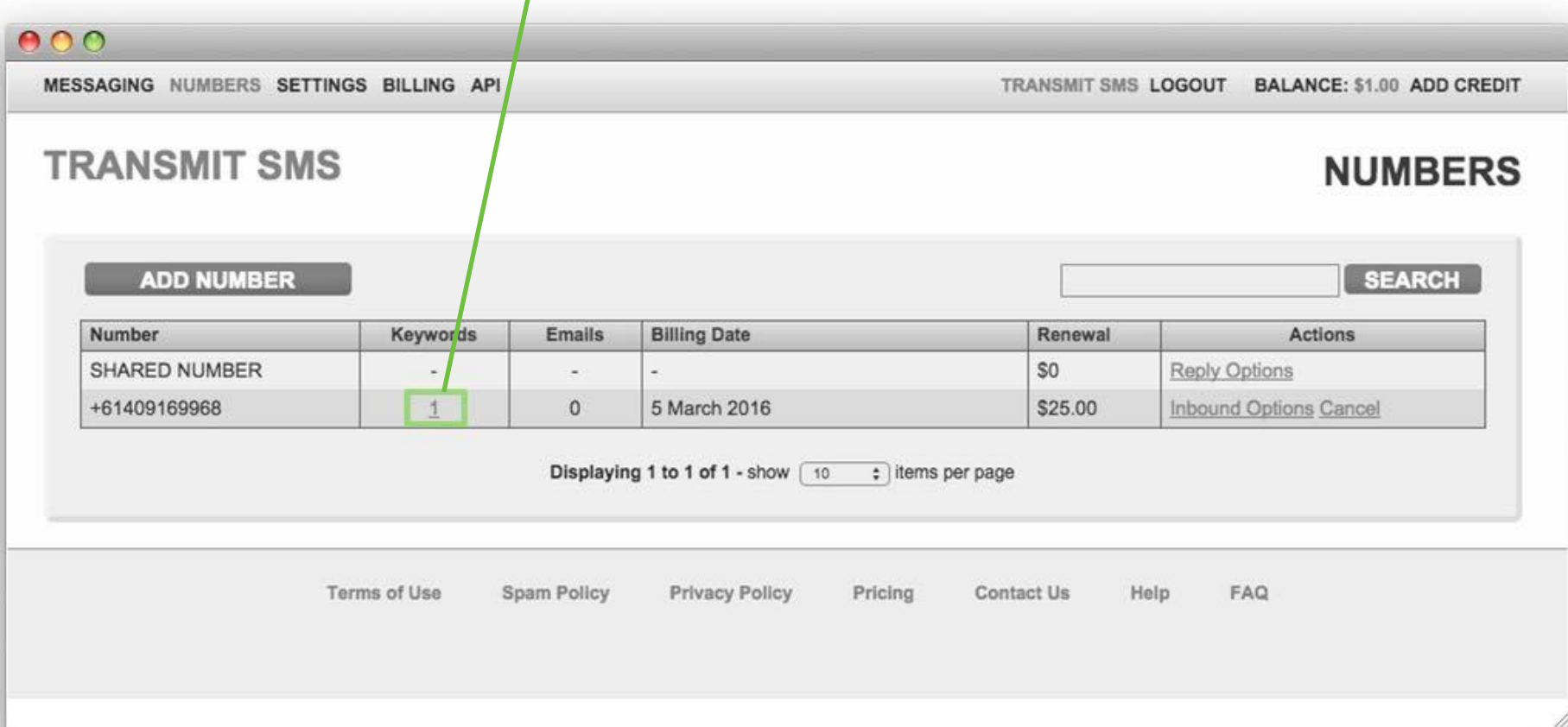
NB: Virtual numbers are available only in Australia, Singapore, US and the UK and costs vary depending on your region. Please review your local pricing screen to confirm the cost.



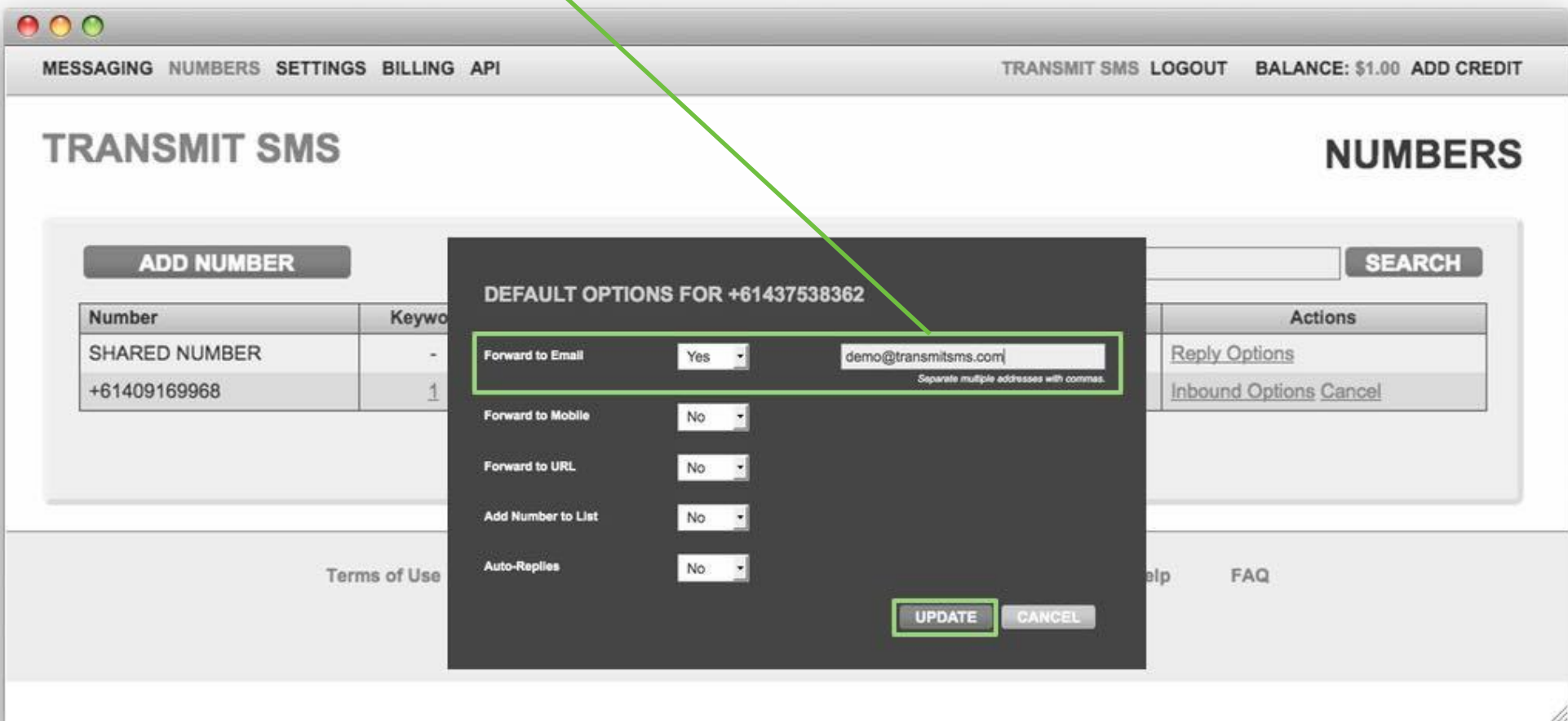
VIRTUAL NUMBERS

SETTING UP A VIRTUAL NUMBER

3. Once your number has been purchased, you will see it in the panel, it will also show you how many active **KEYWORDS** you have running with a link.

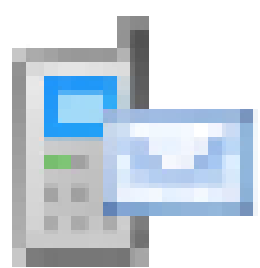


4. You can set a catch all email address for a number by clicking on **INBOUND OPTIONS**, select **YES** for **FORWARD TO EMAIL** and enter an email address and click on **UPDATE**.



VIRTUAL NUMBERS are dedicated mobile numbers that you can receive text messages back to the platform on. They are used for keyword campaigns, email to SMS, 2 way SMS and delivering campaigns where a unique sender ID is important. You cannot call a virtual number, if somebody tries to call your number they will get a disconnected message, they are for receiving messages only.

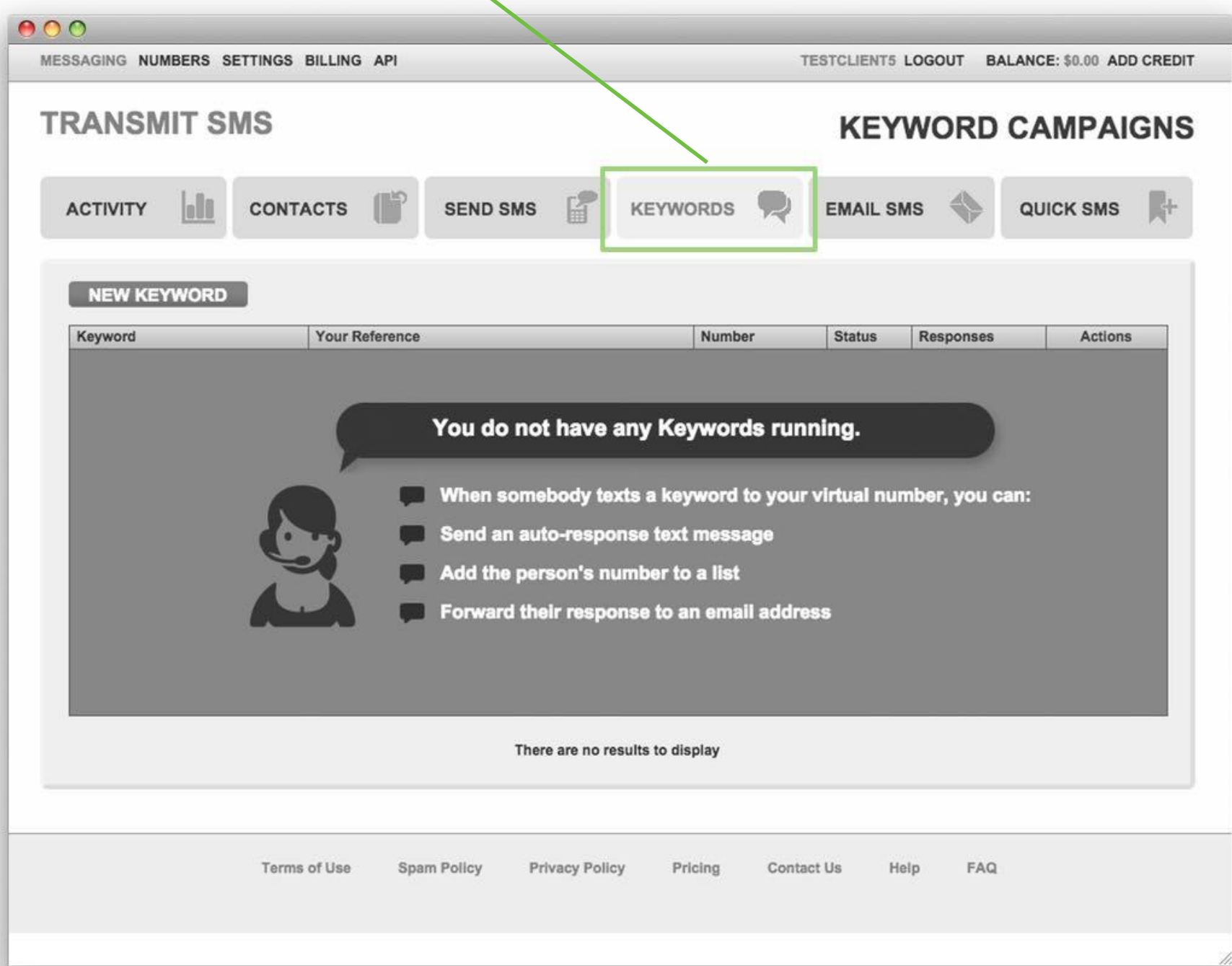
KEYWORD only plans are available. If you just need 1 or 2 keywords and the number doesn't really matter that much then it can be more cost effective to buy keywords on a shared number. Contact us for information.



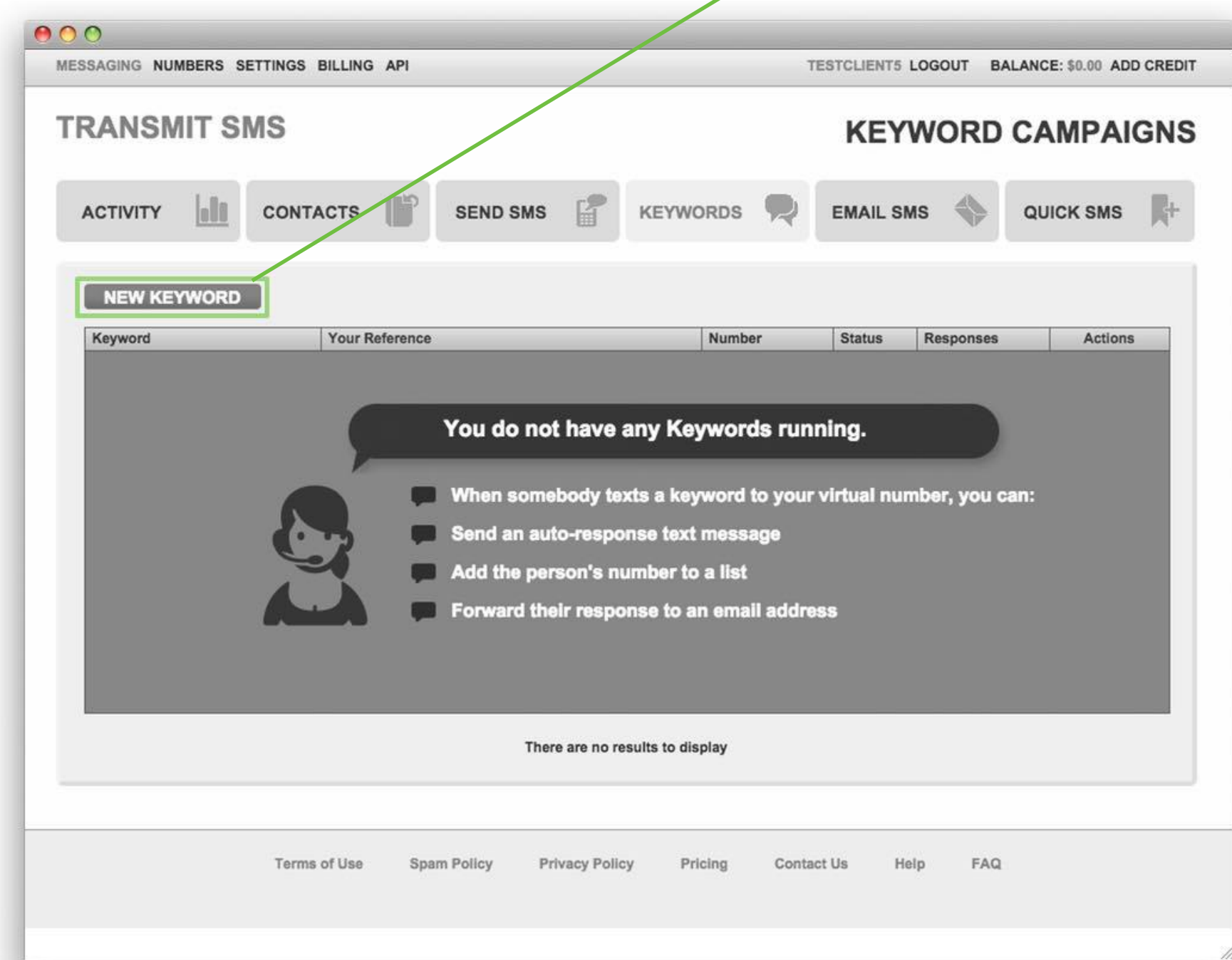
KEYWORD CAMPAIGNS

SETTING UP KEYWORD CAMPAIGNS

1. To access click on **KEYWORDS** from your messaging section.



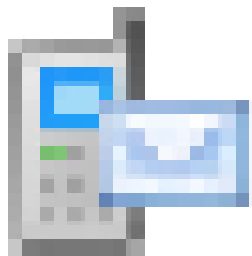
2. To get started setting up a campaign click **NEW KEYWORD**



Keywords allow people to text something to a response number so that you can collect the numbers and manage the responses.

eg. In a print ad you might have to enter our competition SMS ENTER and your name to 0490 123 456.

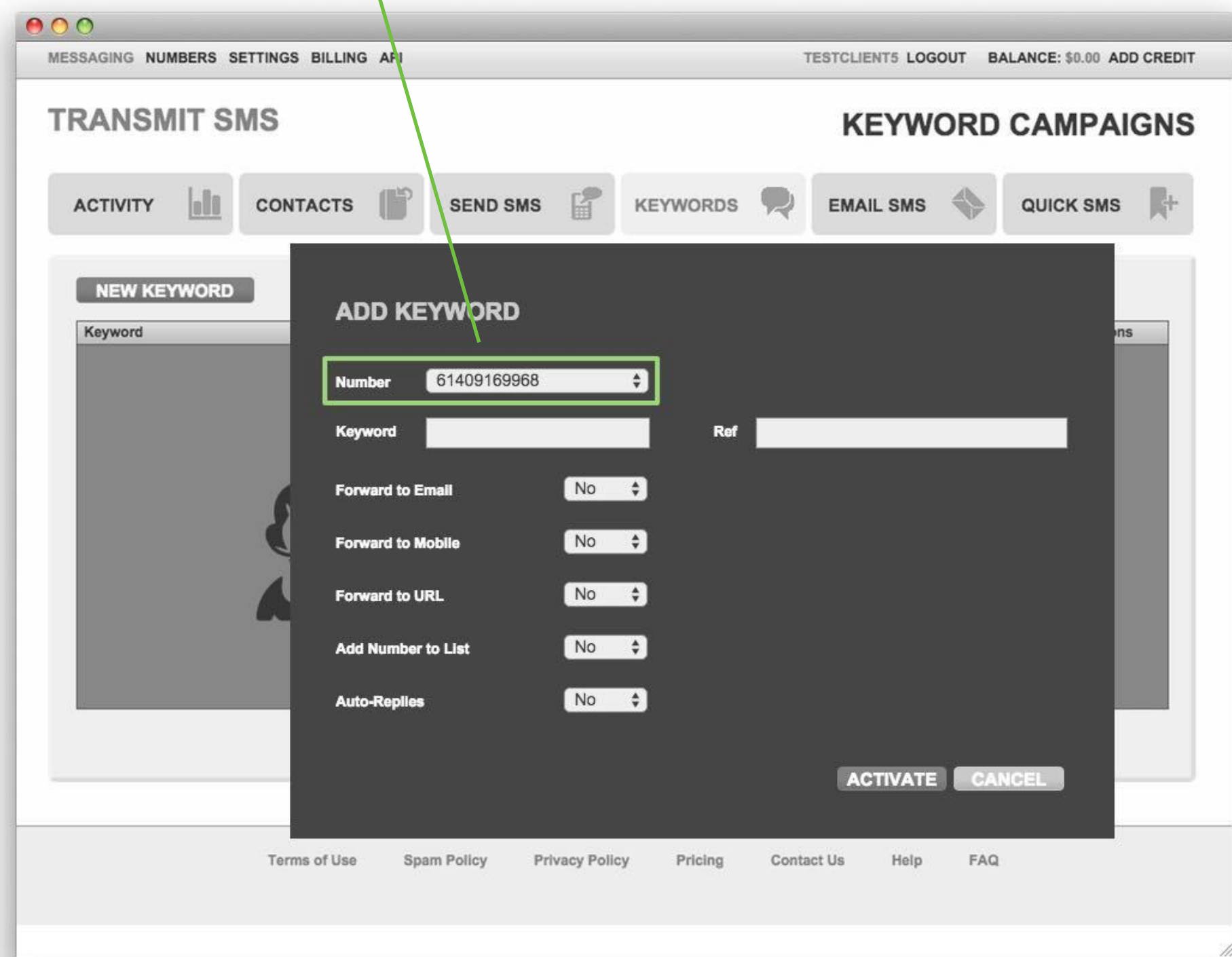
The message will be received and handled by our system.



KEYWORD CAMPAIGNS

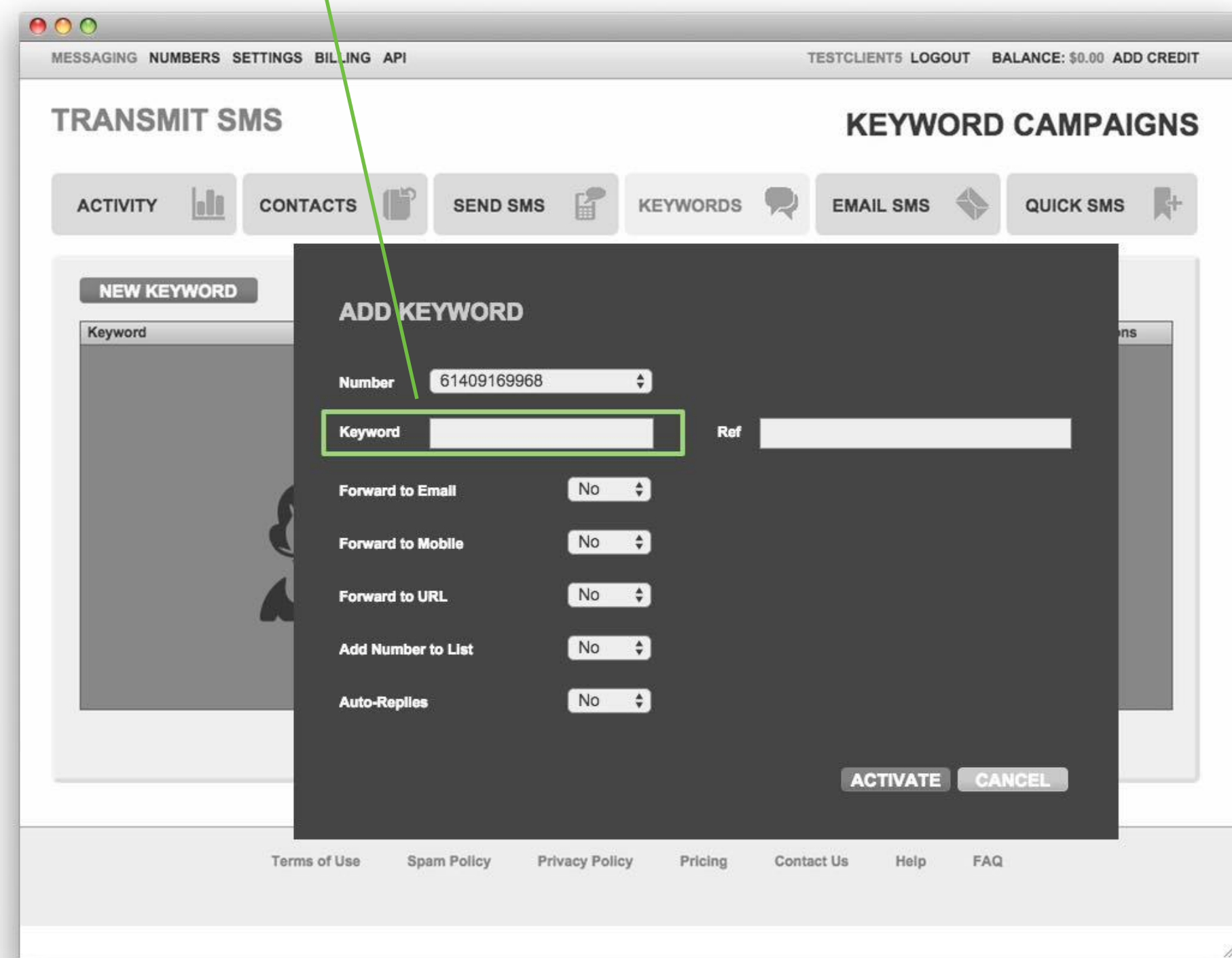
SETTING UP KEYWORD CAMPAIGNS

3. Choose your **RESPONSE NUMBER**

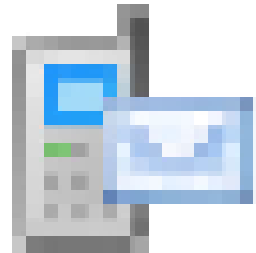


The screenshot shows the 'ADD KEYWORD' modal form. The 'Number' field, containing '61409169968', is highlighted with a green box. A green arrow points from the text '3. Choose your RESPONSE NUMBER' to this field. Other fields include 'Keyword', 'Ref', and several toggle switches for 'Forward to Email', 'Forward to Mobile', 'Forward to URL', 'Add Number to List', and 'Auto-Replies'. The form has 'ACTIVATE' and 'CANCEL' buttons at the bottom.

4. Enter your **KEYWORD**. Each keyword must be unique to the response number.



The screenshot shows the 'ADD KEYWORD' modal form. The 'Keyword' field is highlighted with a green box. A green arrow points from the text '4. Enter your KEYWORD. Each keyword must be unique to the response number.' to this field. The 'Number' field contains '61409169968'. Other fields include 'Ref', and several toggle switches for 'Forward to Email', 'Forward to Mobile', 'Forward to URL', 'Add Number to List', and 'Auto-Replies'. The form has 'ACTIVATE' and 'CANCEL' buttons at the bottom.



KEYWORD CAMPAIGNS

SETTING UP KEYWORD CAMPAIGNS

5. Add a description for your campaign. This will appear in your keywords overview panel. Add your description to the **REF** field.

The screenshot shows the 'ADD KEYWORD' modal form. The 'Ref' field is highlighted with a green box. The form includes the following fields and options:

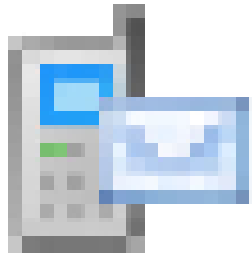
- Number: 61409169968
- Keyword: (empty)
- Ref: (empty, highlighted)
- Forward to Email: No
- Forward to Mobile: No
- Forward to URL: No
- Add Number to List: No
- Auto-Replies: No

Buttons: ACTIVATE, CANCEL

6. Choose the **CONTACT LIST** you would like the incoming number to be added into. You can also create a new list from here if you haven't set one up already.

The screenshot shows the 'ADD KEYWORD' modal form with the 'Ref' field highlighted. A dropdown menu is open, showing the following options:

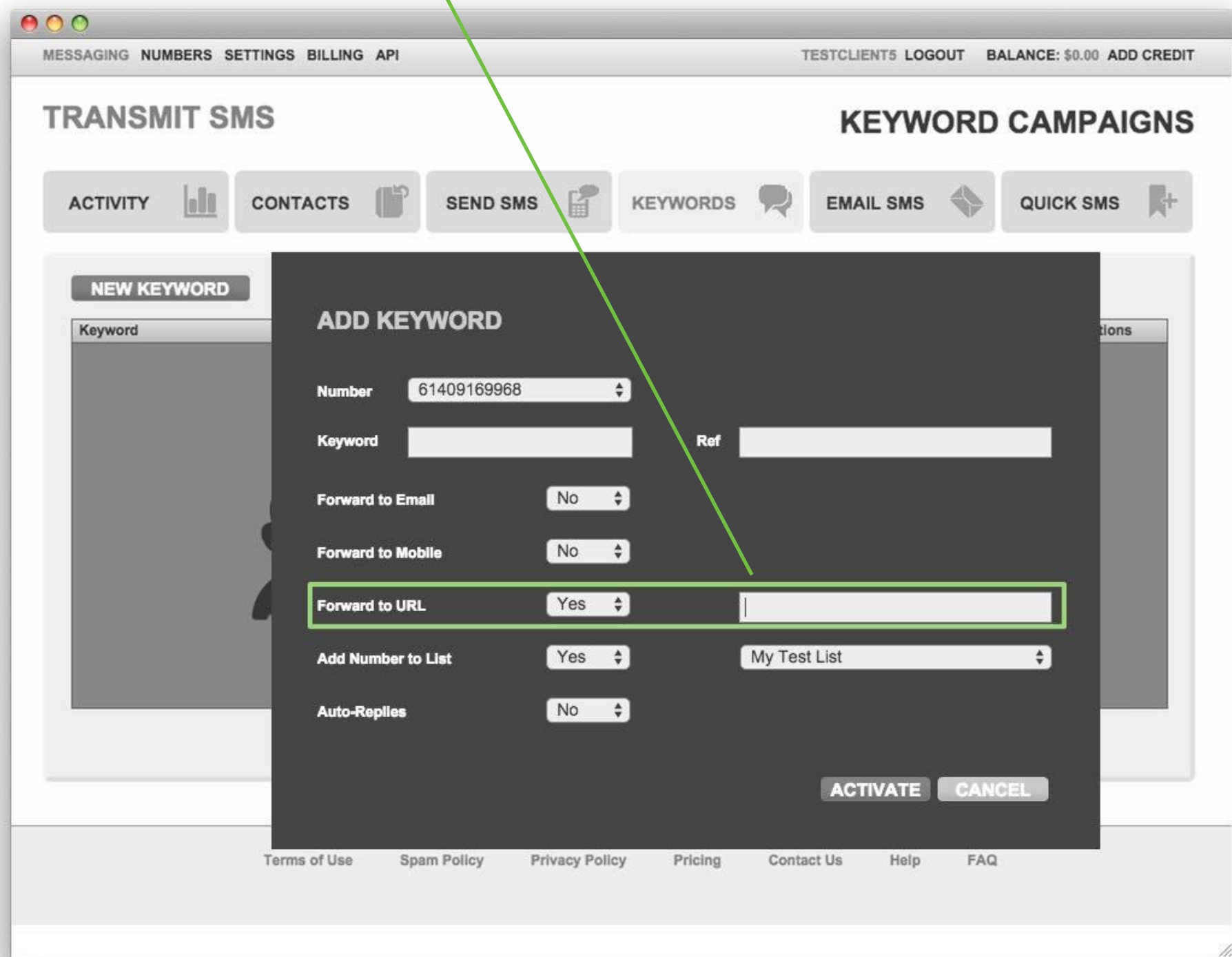
- ✓ MASTER LIST
- My Test List
- untitled list
- Global Opt-Out List
- Quick SMS Favourites
- Create New List



KEYWORD CAMPAIGNS

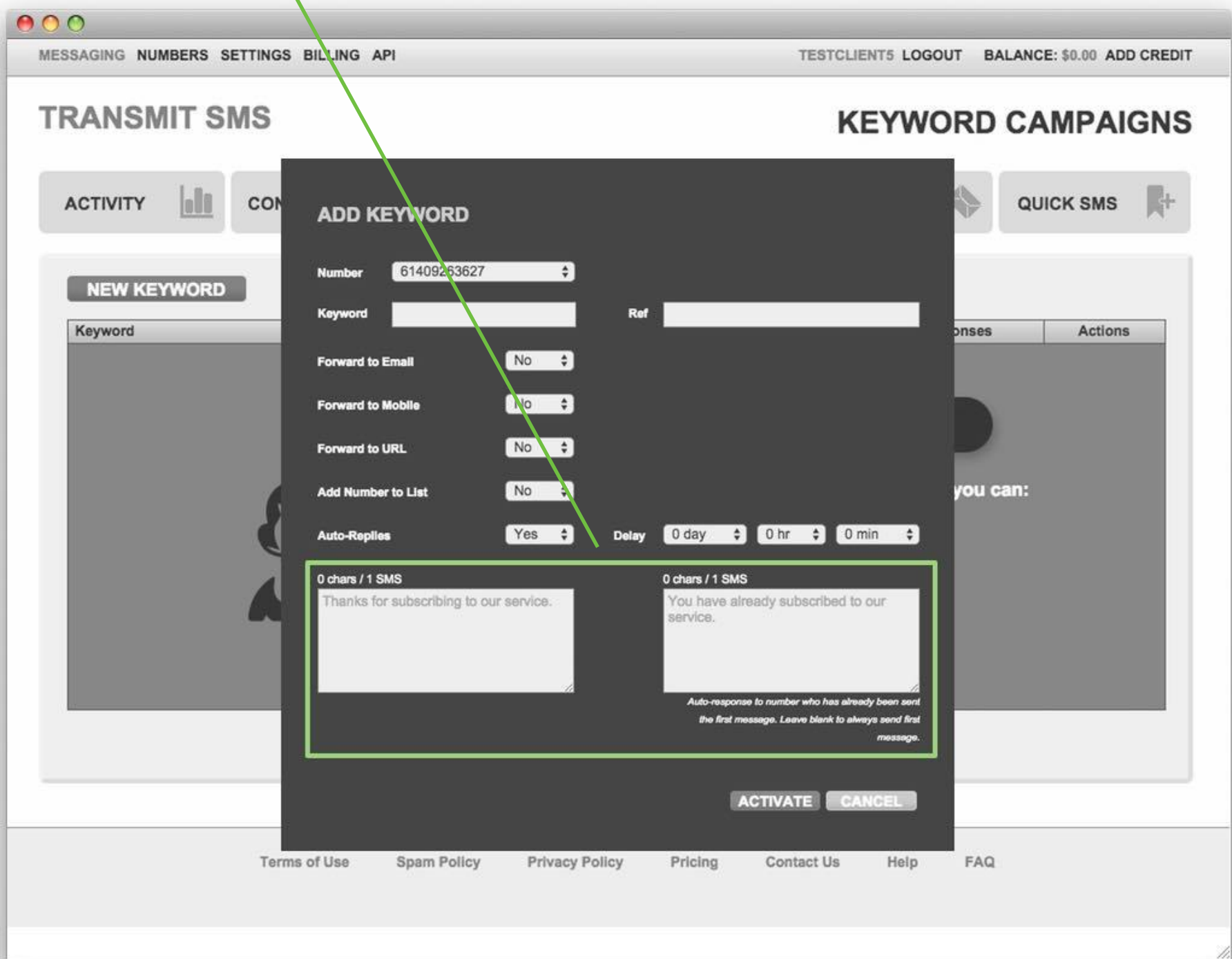
SETTING UP KEYWORD CAMPAIGNS

7. Send a response to a **URL**. Enter the full URL of your application that will handle the response.



The screenshot shows the 'ADD KEYWORD' modal form in a web application. The form includes fields for 'Number' (61409169968), 'Keyword', 'Ref', 'Forward to Email' (No), 'Forward to Mobile' (No), 'Forward to URL' (Yes), 'Add Number to List' (Yes, My Test List), and 'Auto-Replies' (No). A green box highlights the 'Forward to URL' section, and a green arrow points from the text above to this section. The background shows the 'KEYWORD CAMPAIGNS' dashboard with tabs for ACTIVITY, CONTACTS, SEND SMS, KEYWORDS, EMAIL SMS, and QUICK SMS.

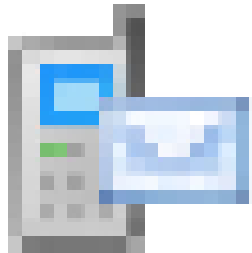
8. Send an **AUTO REPLY** when somebody texts in. This is simply a message that goes back, usually containing a coupon or thank you message.



The screenshot shows the 'ADD KEYWORD' modal form with the 'Auto-Replies' section highlighted by a green box. The 'Auto-Replies' dropdown is set to 'Yes', and the 'Delay' is set to '0 day 0 hr 0 min'. Two text areas for auto-reply messages are visible, each with a '0 chars / 1 SMS' limit. The first message is 'Thanks for subscribing to our service.' and the second is 'You have already subscribed to our service.' A green arrow points from the text above to the 'Auto-Replies' section. The background shows the 'KEYWORD CAMPAIGNS' dashboard.

PROCESSING RESPONSES with your own application is simple as providing a URL for us to send them to. For detailed information on response callback URL's please review our API documentation.

LIMIT AUTO RESPONSES by adding a message to the second window. This will send a different message the second time somebody texts in.



KEYWORD CAMPAIGNS

SETTING UP KEYWORD CAMPAIGNS

9. On your keyword screen you can see your campaign and **RESPONSES** link

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$1.00ADD CREDIT

TRANSMIT SMSKEYWORD CAMPAIGNS

ACTIVITY

CONTACTS

SEND SMS

KEYWORDS

EMAIL SMS

QUICK SMS

NEW KEYWORD

Keyword	Your Reference	Number	Status	Responses	Actions
INFO		61409169968	Active	2	Edit Close

Displaying 1 to 1 of 1 - show 10 items per page

Terms of Use

Spam Policy

Privacy Policy

Pricing

Contact Us

Help

FAQ

10. On the responses page you can see all the incoming messages. Click **EXPORT** to download them as a CSV file

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$1.00ADD CREDIT

TRANSMIT SMSKEYWORD CAMPAIGNS

ACTIVITY

CONTACTS

SEND SMS

KEYWORDS

EMAIL SMS

QUICK SMS

+61409169968 (2)

Export

Date / Time	Mobile No.	Firstname	Lastname	Response
07/03/16 1:59pm	+61423040885	Lisa	Jones	Info
07/03/16 1:58pm	+61423040885	Lisa	Jones	Info

Showing 1 to 2 of 2Display 10

Terms of Use

Spam Policy

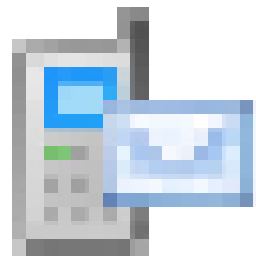
Privacy Policy

Pricing

Contact Us

Help

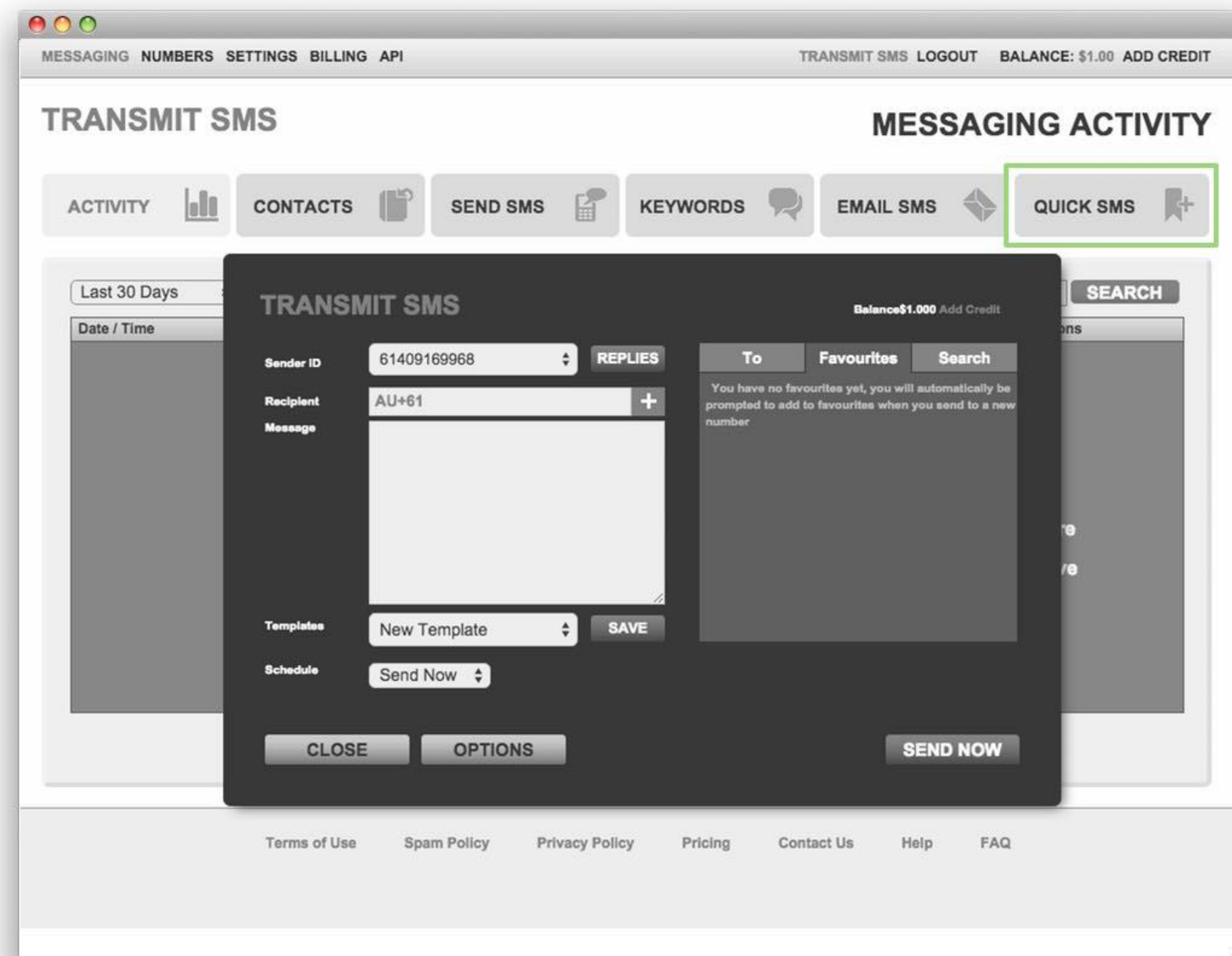
FAQ



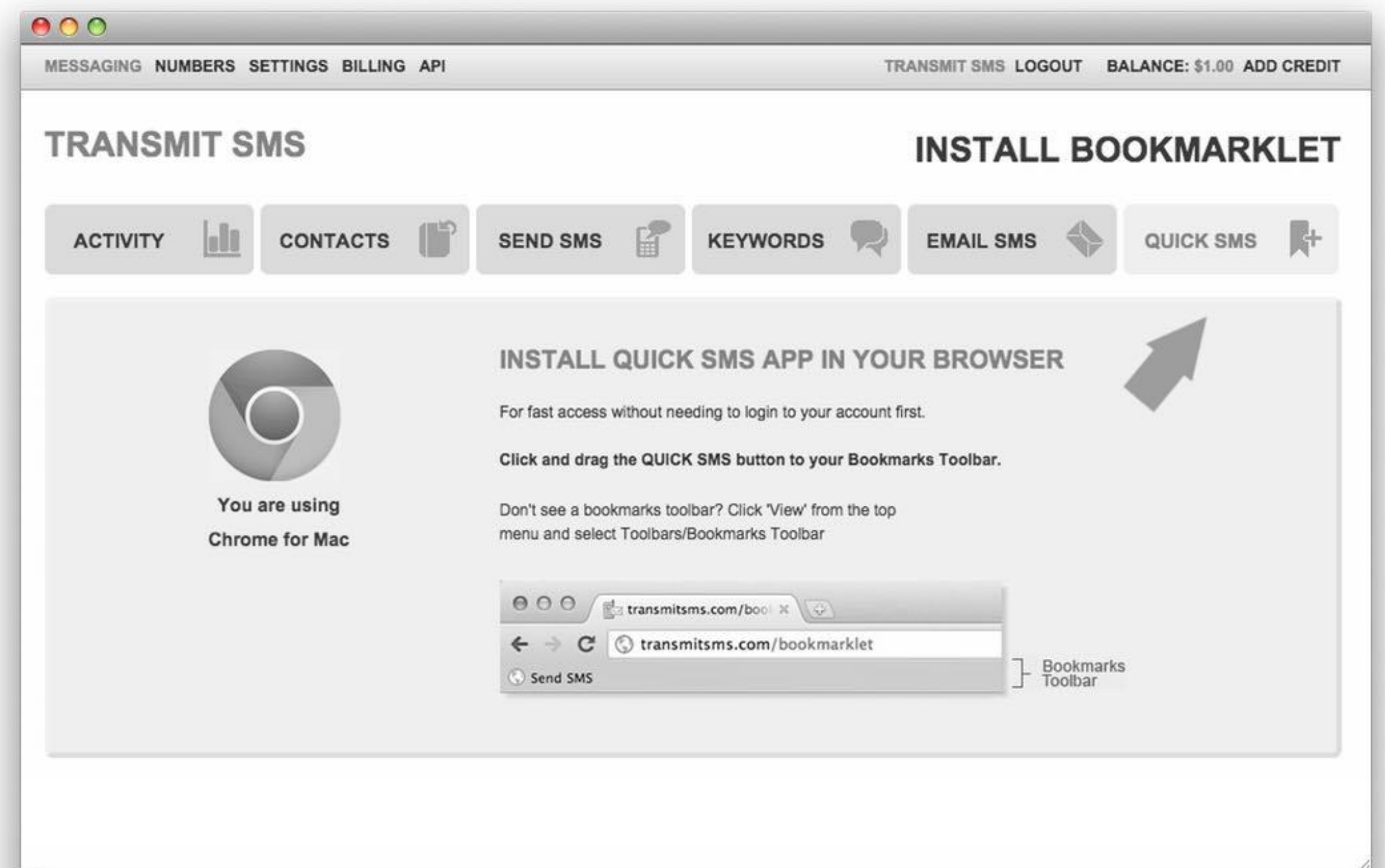
QUICK SMS

SETUP OPTIONS

1. To activate Quick SMS, click the **QUICK SMS** button from the main navigation. The Quick SMS window can be used to select contacts and send immediately.



2. You can also access the Quick SMS function from any web page without logging in. Installation varies from browser to browser, follow the instructions shown. Most commonly drag the QUICK SMS button to your bookmarks toolbar.



QUICK SMS

OPERATION

5. Enter your **RECIPIENT** number

Balance\$0.697 Add Credit

Sender ID

Use Shared Number - R€

REPLIES

Recipient

AU+61

+

Message

Templates

New Template

SAVE

Schedule

Send Now

To

Favourites

Search

Jack Black

Jennifer White

John Smith

Liza Jones

Mary Smith

CLOSE

OPTIONS

SEND NOW

ADD MULTIPLE NUMBERS To add more than one number, click the + button after each entry. These will be added to the 'To' tab.

6. Enter your **MESSAGE**

Balance\$0.697 Add Credit

Sender ID

Use Shared Number - R€

REPLIES

Recipient

AU+61

+

Message

Templates

New Template

SAVE

Schedule

Send Now

To

Favourites

Search

Jack Black

Jennifer White

John Smith

Liza Jones

Mary Smith

CLOSE

OPTIONS

SEND NOW

160 CHARACTERS PER SMS. If your message is 190 characters in length you will be charged for 2 SMS x Recipients. Spaces are counted as 1 character and returns are counted as 2 characters. The character counter on the panel will assist you as you type your message.



QUICK SMS

SCHEDULING REMINDERS

7. Optionally set the message as a reminder for later time by selecting **LATER** for the **SCHEDULE** field.

Balance\$0.897 Add Credit

Sender ID

Use Shared Number - R

REPLIES

Recipient

AU+61

+

Message

Templates

New Template

SAVE

Schedule

✓ Send Now

Later

CLOSE

OPTIONS

SEND NOW

To

Favourites

Search

Jack Black

Jennifer White

John Smith

Liza Jones

Mary Smith

8. SET YOUR TIME of delivery and **SEND BUTTON** will tell you how long until send.

Balance\$0.897 Add Credit

Sender ID

61419219659

REPLIES

Recipient

AU+61

+

Message

Templates

New Template

SAVE

Schedule

Later

28

Jul 2015

4

20

pm

CLOSE

OPTIONS

SEND IN 1 DAY

To

Favourites

Search

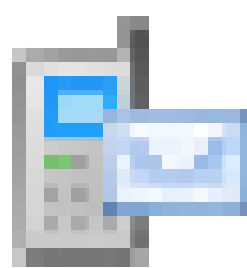
Jack Black

Jennifer White

John Smith

Liza Jones

Mary Smith



QUICK SMS

SAVING FAVORITES

9. Once you send a message if it is a new contact you can save it as a **FAVOURITE**

Balance\$0.642 Add Credit

MESSAGE SENT

You entered 1 new mobile. Add to favourites?

Firstname

Lastname

61412121215

CLOSE

SEND ANOTHER

10. You can also **UPLOAD CONTACTS** to your favorites list via the website.

TRANSMIT SMS

CONTACTS

ACTIVITY

CONTACTS

SEND SMS

KEYWORDS

EMAIL SMS

QUICK SMS

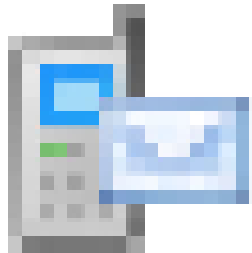
NEW CONTACT LIST

Search contact names or numbers... Contacts SEARCH

Contact List Name	Contacts	Opt-outs	Campaigns	Messages	Actions
Global Opt-Out List Enabled	1				View Upload Disable
Quick SMS Favourites	5	0		0	View Upload Send SMS
demo list	1	0	1	1	View Upload Send SMS Delete
My Test List	1	0		0	View Upload Send SMS Delete

Displaying 1 to 4 of 4 - show 10 items per page

QUICK SMS FAVOURITES are saved in an automatically generated list in the **CONTACTS** section of your account. You can edit, delete and upload contacts manually here.



QUICK SMS

USING FAVOURITES

11. You can select multiple recipients from your **FAVOURITES** list

Balance\$0.642 Add Credit

Sender ID

Use Shared Number - Re

REPLIES

Recipients (2)

AU+61

+

Message

Templates

New Template

SAVE

Schedule

Send Now

To (2)

Favourites

Search

Jack Black

Jennifer White

John Smith

Liza Jones

Mary Smith

DELETE

CLOSE

OPTIONS

SEND NOW

12. If you have a lot of recipients you can also **SEARCH** favourites and your online lists

Balance\$0.642 Add Credit

Sender ID

Use Shared Number - Re

REPLIES

Recipient

AU+61

+

Message

Templates

New Template

SAVE

Schedule

Send Now

To

Favourites

Search

mary

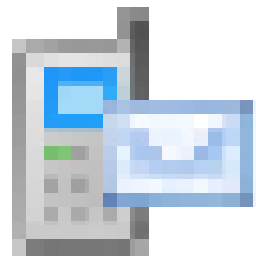
Mary Smith

Displaying 1 to 1 of 1

CLOSE

OPTIONS

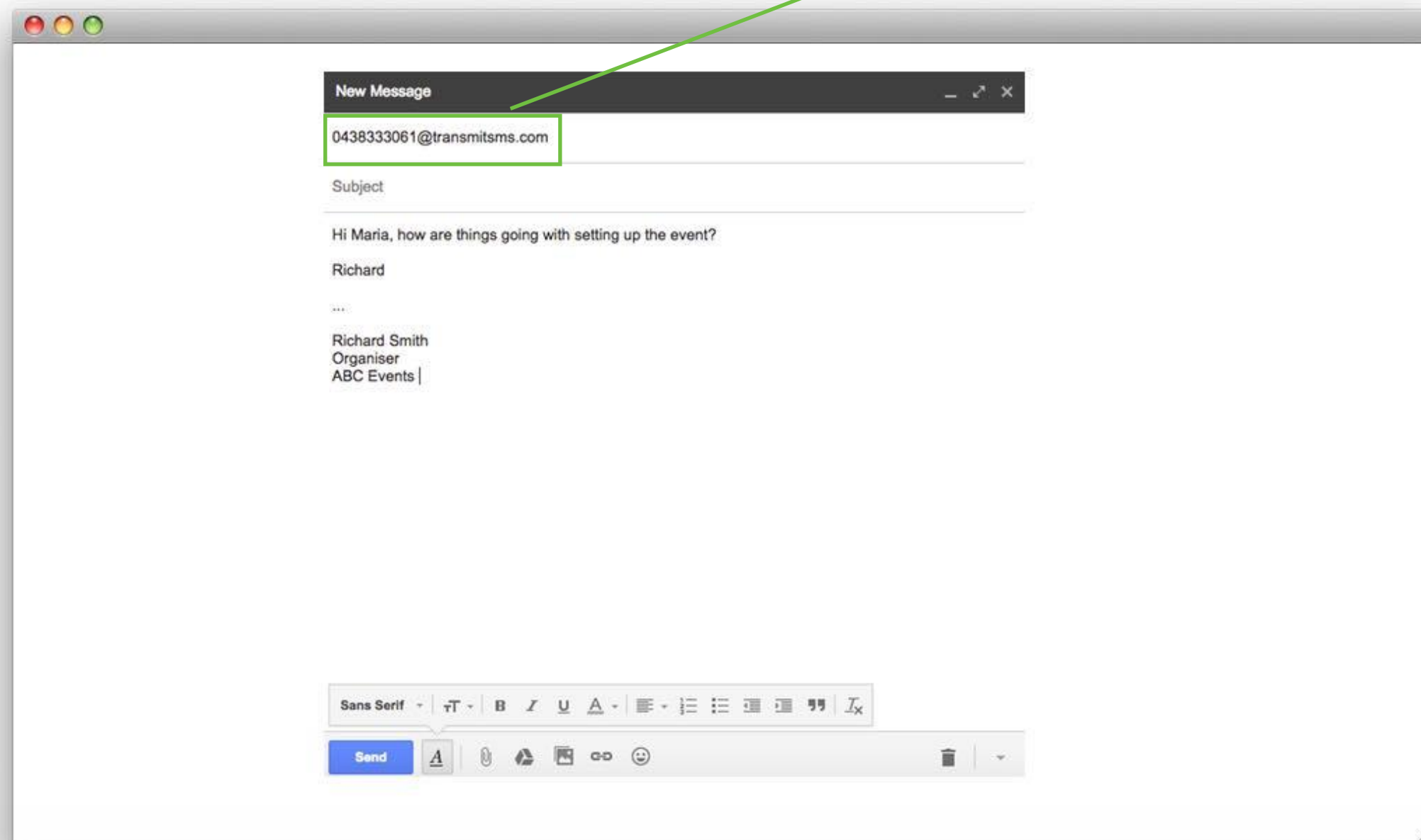
SEND NOW



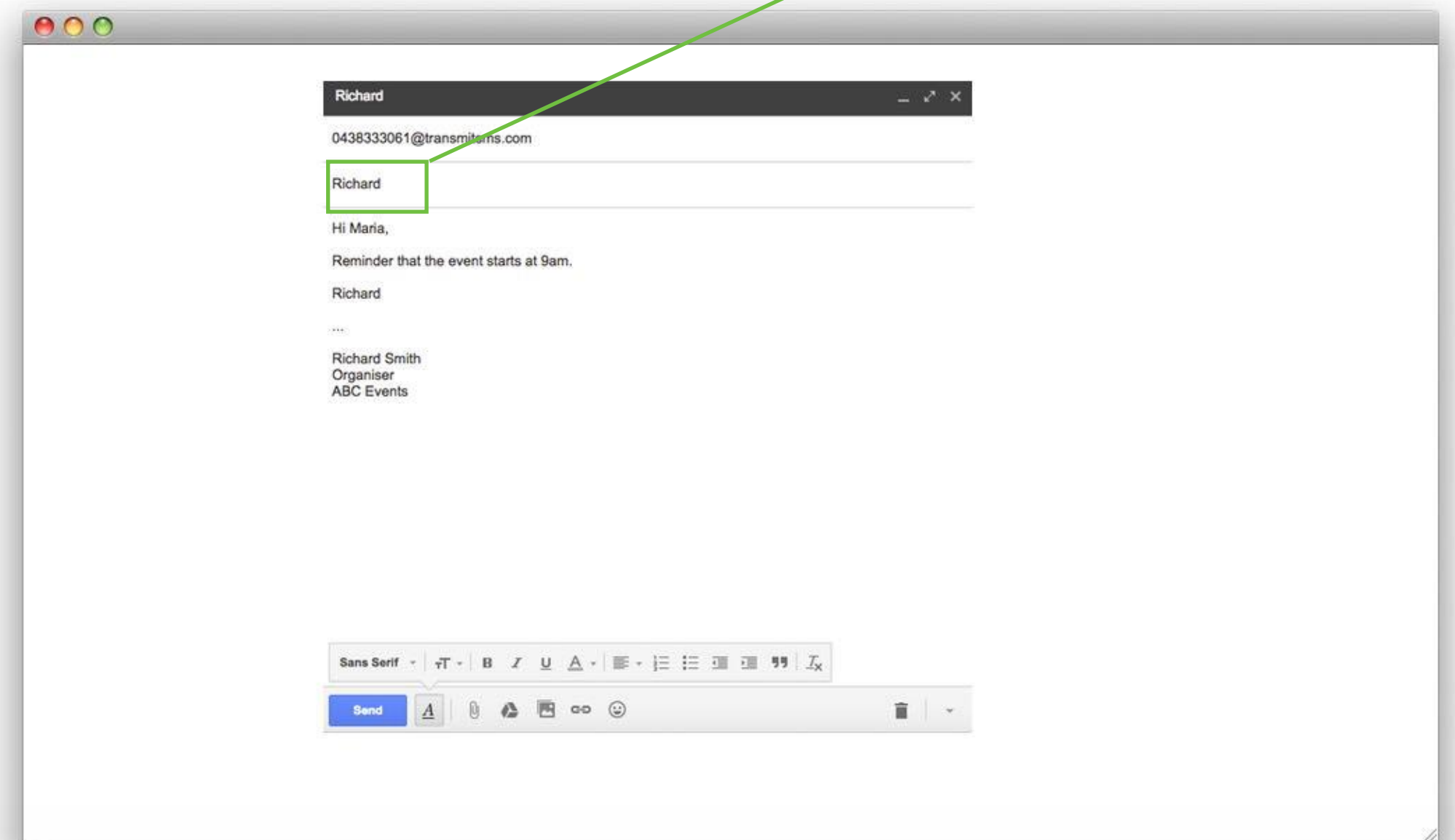
EMAIL SMS

HOW IT WORKS

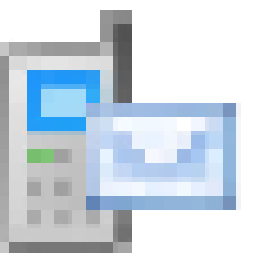
1. To send an SMS from any email software, simply **CREATE AN ADDRESS** with a mobile number followed by [@transmitsms.com](mailto:0438333061@transmitsms.com). e.g.. 0438333061@transmitsms.com



2. Leave the Subject Line blank to receive replies back to your email or you can enter a name or your own mobile number as the Subject to **CHANGE THE SENDER ID**



NB: CHANGING THE SENDER ID WILL DISABLE REPLIES BACK TO EMAIL

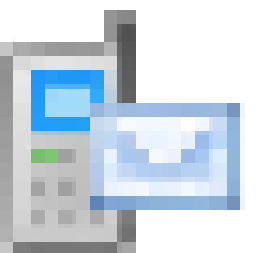
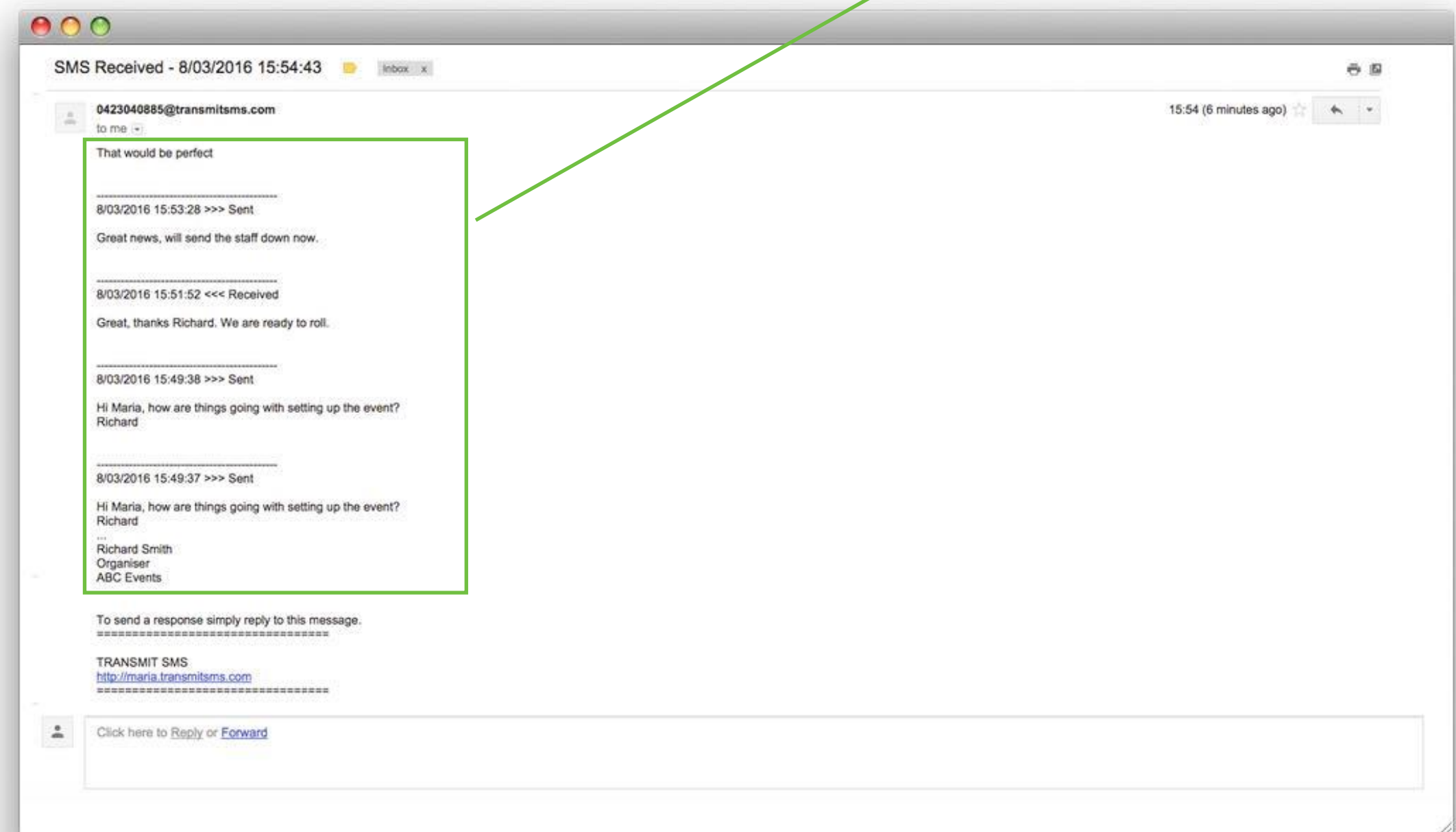


EMAIL SMS

HOW IT WORKS

3. When the recipient gets the message, it comes from a system VIRTUAL NUMBER.
When the recipient **REPLIES** the message is returned to your email.

4. As replies go back and forward between email and SMS. the **CONVERSATION** builds in the email displaying send and receive messages.



EMAIL SMS

SETUP

1. To send SMS from your email, the address must be authorized to your account.
To add an email address, click **NEW EMAIL** in the **EMAIL SMS** section.
2. The **NUMBER FORMAT** dictates whether your account can use local numbers only or send internationally as well.

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$3.62ADD CREDIT

TRANSMIT SMS

EMAIL SMS

ACTIVITYCONTACTSSEND SMSKEYWORDSEMAIL SMSQUICK SMS

NEW EMAILExport

Email Address	Format	Max SMS	Max Length	Number	SMS	Actions
john.smith@example.com	Australia	1 SMS	160 chars	61409263627	0	EditDelete

There are no results to display

SENDING SMS USING YOUR EMAIL

1. To send an SMS using your email package set the To: field to the mobile number you're sending to in your chosen format eg.
04XXXXXXXX@transmitsms.com

2. You must ensure that the from address is set to a nominated email address above.

3. If you want to receive replies back to your email leave the subject blank.

The recipient will receive the message from our system response number, this can be overridden by adding a name or mobile number in international format to the subject line of the email. No spaces, 11 chars max. You will not receive replies to the email if overriding the sender ID.

4. When the recipient replies the message will be returned as an email to your nominated address.

5. The body of the email will contain your complete conversation as you communicate.

Terms of UseSpam PolicyPrivacy PolicyPricingContact UsHelpFAQ

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$3.62ADD CREDIT

TRANSMIT SMS

EMAIL SMS

ACTIVITYCONTACTSSEND SMSKEYWORDSEMAIL SMSQUICK SMS

NEW EMAILExport

Email Address	Format	Max SMS	Max Length	Number	SMS	Actions
john.smith@example.com	Australia	1 SMS	160 chars	61409263627	0	EditDelete

There are no results to display

SENDING SMS USING YOUR EMAIL

1. To send an SMS using your email package set the To: field to the mobile number you're sending to in your chosen format eg.
04XXXXXXXX@transmitsms.com

2. You must ensure that the from address is set to a nominated email address above.

3. If you want to receive replies back to your email leave the subject blank.

The recipient will receive the message from our system response number, this can be overridden by adding a name or mobile number in international format to the subject line of the email. No spaces, 11 chars max. You will not receive replies to the email if overriding the sender ID.

4. When the recipient replies the message will be returned as an email to your nominated address.

5. The body of the email will contain your complete conversation as you communicate.

Terms of UseSpam PolicyPrivacy PolicyPricingContact UsHelpFAQ

ADD EMAIL

Email

johnsmith@example.com

Number Format

Australia

International

Message Limit

1 SMS

This setting limits the length of the message being sent.

Sender ID

61419219659

Notifications

Failures Only

Conversation History

Yes

Display From Name

Yes

Message Content

Email Body

CANCEL

ACTIVATE



EMAIL SMS

SETUP

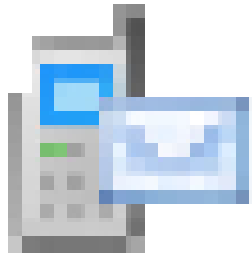
3. Emails can be long and you don't want to end up sending a lot superfluous info you can set a **MESSAGE LIMIT** on the number of characters that can be sent.

The screenshot shows the 'ADD EMAIL' modal in the TRANSMIT SMS interface. The modal contains the following fields: Email (johnsmith@example.com), Number Format (Australia), Message Limit (a dropdown menu with options 1 SMS, 2 SMS, 3 SMS, and 4 SMS, where 1 SMS is selected), Sender ID, Notifications (Failures Only), Conversation History (Yes), Display From Name (Yes), and Message Content (Email Body). A green box highlights the 'Message Limit' dropdown, and a green arrow points from the text above to it. The background shows the 'SENDING SMS' section with instructions.

4. If you want your number to always be the same you can use your own dedicated number (Limited to certain countries), or you can set the **SENDER ID** to use one of our free shared numbers.

The screenshot shows the 'ADD EMAIL' modal in the TRANSMIT SMS interface. The modal contains the following fields: Email (johnsmith@example.com), Number Format (Australia), Message Limit (Virtual Number - Replies to Account 61419219659), Sender ID (a dropdown menu with options Use Shared Number - Replies to Account, Define a new Sender ID, and Buy a new Virtual Number, where Use Shared Number - Replies to Account is selected), Notifications, Conversation History (Yes), Display From Name (Yes), and Message Content (Email Body). A green box highlights the 'Sender ID' dropdown, and a green arrow points from the text above to it. The background shows the 'SENDING SMS' section with instructions.

EMAIL SIGNATURES are trimmed automatically if they are standardised. Also if there are more than three line breaks the information is trimmed there as well.



EMAIL SMS

SETUP

5. You can set your email to receive all **DELIVERY NOTIFICATIONS** or you can set it to receive failed messages only.

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$3.62ADD CREDIT

TRANSMIT SMS

EMAIL SMS

ACTIVITYCONTACTSMSQUICK SMS

NEW EMAIL

SEARCH

Table with 3 columns: Number, SMS, Actions

SENDING SMS

1. To send an SMS using your email address, you must ensure that the from address is in international format to the subject line of the email. No spaces, 11 characters.

2. You must ensure that the from address is in international format to the subject line of the email. No spaces, 11 characters.

3. If you want to receive replies back, you must ensure that the from address is in international format to the subject line of the email. No spaces, 11 characters.

4. When the recipient replies the message, the body of the email will contain the reply.

5. The body of the email will contain the reply.

ADD EMAIL

Form fields: Email, Number Format, Message Limit, Sender ID, Notifications, Conversation History, Display From Name, Message Content

CANCELACTIVATE

Footer: Terms of Use, Spam Policy, Privacy Policy, Pricing, Contact Us, Help, FAQ

6. You can also set your **CONVERSATION HISTORY** to be on or off, this will return nothing but the reply itself in the email.

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$3.62ADD CREDIT

TRANSMIT SMS

EMAIL SMS

ACTIVITYCONTACTSMSQUICK SMS

NEW EMAIL

SEARCH

Table with 3 columns: Number, SMS, Actions

SENDING SMS

1. To send an SMS using your email address, you must ensure that the from address is in international format to the subject line of the email. No spaces, 11 characters.

2. You must ensure that the from address is in international format to the subject line of the email. No spaces, 11 characters.

3. If you want to receive replies back, you must ensure that the from address is in international format to the subject line of the email. No spaces, 11 characters.

4. When the recipient replies the message, the body of the email will contain the reply.

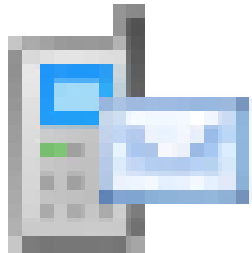
5. The body of the email will contain the reply.

ADD EMAIL

Form fields: Email, Number Format, Message Limit, Sender ID, Notifications, Conversation History, Display From Name, Message Content

CANCELACTIVATE

Footer: Terms of Use, Spam Policy, Privacy Policy, Pricing, Contact Us, Help, FAQ



EMAIL SMS

SETUP

7. You can set whether to display the recipients name or number from the **DISPLAY FROM NAME** field

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$3.62ADD CREDIT

TRANSMIT SMS

EMAIL SMS

ACTIVITYCONTACTSMSQUICK SMS

NEW EMAIL

ADD EMAIL

SEARCH

Table with 3 columns: Number, SMS, Actions

SENDING SMS

1. To send an SMS using your email address, you must ensure that the from address is a valid email address.

2. You must ensure that the from address is a valid email address.

3. If you want to receive replies back, you must ensure that the from address is a valid email address.

4. When the recipient replies the message, the recipient will receive the message line of the email. No spaces, 11 characters in international format to the subject

5. The body of the email will contain the message content.

Display From Name: Yes (checked)

Message Content: Email Body

CANCELACTIVATE

Terms of UseSpam PolicyPrivacy PolicyPricingContact UsHelpFAQ

8. You can set the **MESSAGE CONTENT** to be the Email Body or Email Subject

MESSAGINGNUMBERSSETTINGSBILLINGAPI

TRANSMIT SMSLOGOUTBALANCE: \$3.62ADD CREDIT

TRANSMIT SMS

EMAIL SMS

ACTIVITYCONTACTSMSQUICK SMS

NEW EMAIL

ADD EMAIL

SEARCH

Table with 3 columns: Number, SMS, Actions

SENDING SMS

1. To send an SMS using your email address, you must ensure that the from address is a valid email address.

2. You must ensure that the from address is a valid email address.

3. If you want to receive replies back, you must ensure that the from address is a valid email address.

4. When the recipient replies the message, the recipient will receive the message line of the email. No spaces, 11 characters in international format to the subject

5. The body of the email will contain the message content.

Display From Name: Yes

Message Content: Email Body (checked), Email Subject

CANCELACTIVATE

Terms of UseSpam PolicyPrivacy PolicyPricingContact UsHelpFAQ

