WEB SMS USER GUIDE

Table of Contents

1: Introduction

This document provides instructions for using the Click SMS - Web SMS service, for sending SMS text messages to UK and International mobile numbers.

The Web SMS service is a versatile, easy to use, business orientated messaging system, designed to fit the requirements of all types of organisations, large and small.

Send text messages to 1 or more mobile numbers - up to many thousands at a time. Create SMS recipient groups, upload contacts in a CSV format or copy and paste your mobile numbers at the point of sending a SMS message.

Whether you need to manage a high volume SMS marketing campaign, enhance company-wide communication, provide information to a customer base, or just send individual text messages, our Web SMS messaging service provides a reliable and uncomplicated solution.

Web SMS main features:

- SMS delivery to more than 150 countries and 350 mobile networks.
- Send SMS messages up to 459 characters long.
- Create SMS groups.
- Schedule SMS messages for future delivery.
- Set SMS message sender ID.
- CSV upload for SMS contacts.
- Generate email and online SMS delivery reports.

This document has been written to provide a detailed description of the Web SMS functionality and instructions for using the service. However, if any queries do arise then please do not hesitate to contact Click SMS Customer Support – see below for details.

Address: East House, 109 South Worple Way, London. SW14 8TN

Tel: +44 (0) 20 8819 5034

Email: support@clicksms.co.uk

2: Sending SMS Messages

Using the account id and password provided upon registration, logon to the Web SMS service from the Click SMS website, located at http://www.clicksms.co.uk. You are then presented with the **Send SMS** page where you can compose and submit your SMS messages.

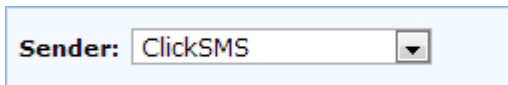## 2.1 Getting Started

At its simplest, sending a SMS message involves typing your message in the **SMS Message** box, typing or pasting the recipient mobile number(s) in the **Send To** box and then clicking on the **Send** button.

2.2 Send SMS Message - Options

There are various SMS options that can be set to default values and/or changed on a message by message basis.
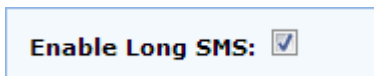
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2.2.1 Sender ID

Select a sender id for your outgoing SMS message. This is the text or number that will appear as the message sender on the recipient's mobile handset.

You can set-up any number of sender ids via your **SMS Settings** menu, which you can then select from on a message by message basis from the drop down options in the **Sender ID** box.

Format: Numeric - max length 15, Alphanumeric - max length 11 [a-z] [A-Z] [0-9], no spaces.
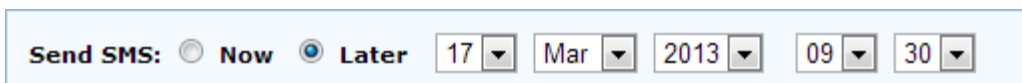
2.2.2 Enable Long SMS

Check the **Enable Long SMS** box to send SMS messages longer than 160 characters, up to a maximum length of 459 characters (3 x 153 characters). For long SMS messages, each 153 character segment uses 1 SMS credit.

Note: The decrease in message length parts (153 characters) for long SMS messages is because each message part contains extra information that the receiving handset uses to reconstruct the message parts in the correct order and display as a single message.

2.2.3 Send SMS – Now/Later

Select the 'Later' button from the **Send SMS** options to activate the schedule date/time selection boxes. SMS messages submitted for later delivery will automatically be sent at the date and time specified. See section **3** for more information on managing your scheduled SMS messages.

Note: SMS message scheduling is not currently available for Long SMS messages.

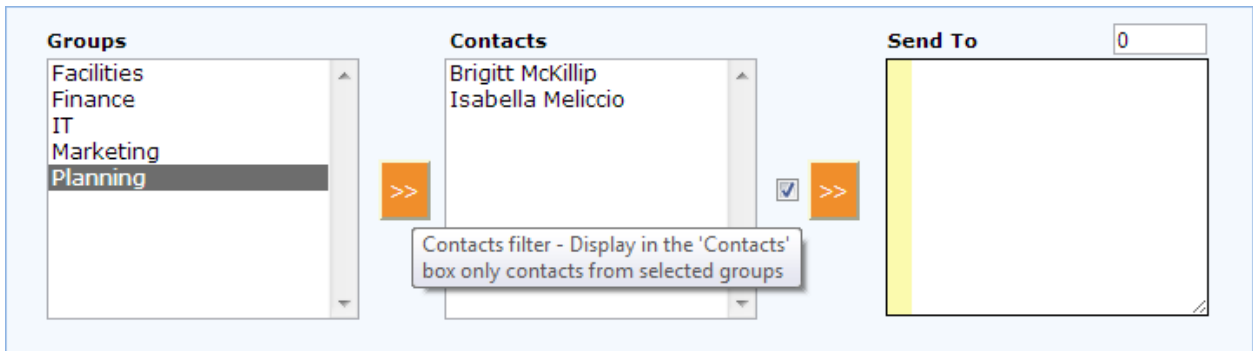## 2.3 Selecting Recipient SMS Groups and Contacts

In the example below, existing groups and contacts are displayed in the **Groups** and **Contacts** boxes.
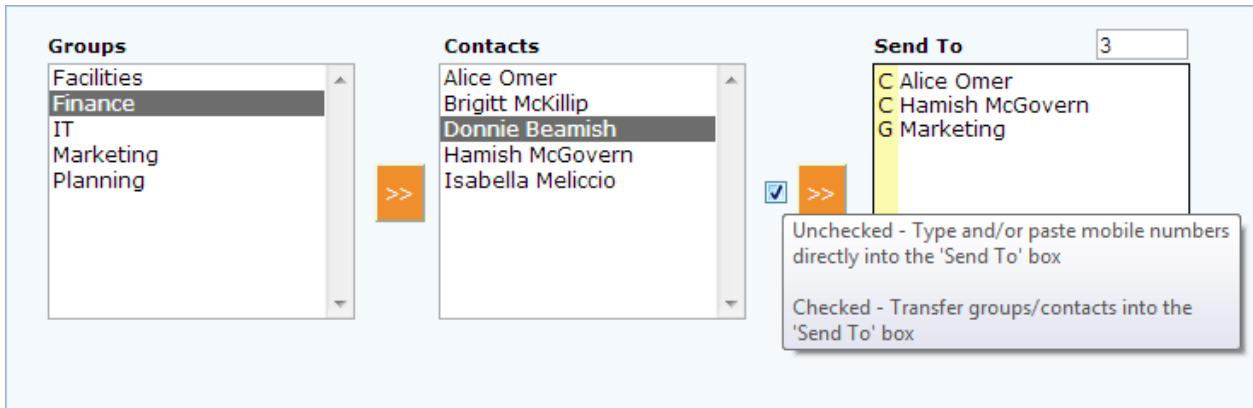
A group or contact can be selected as a message recipient by highlighting the name and clicking on the right hand orange **>>** button which will transfer the group/contact into the **Send To** box. Keep the CTRL key depressed to select a combination of groups and contacts. This operation can be repeated if necessary to keep importing recipients into the **Send To** box. Any duplicate recipient numbers are automatically removed when the message is submitted.

2.4 Contacts Display Filter

The contacts display filter enables you to limit the contacts shown in the **Contacts** box to those belonging to a selected group, or groups. This can be useful if you have a large number of contacts in total, or if you want to make sure you only select message recipients that belong to a particular group, or groups.

Highlight one or more group names and click on the left hand orange **>>** button to display the contacts for your selection in the **Contacts** box.

2.5 Importing Recipient Numbers – Copy and Paste
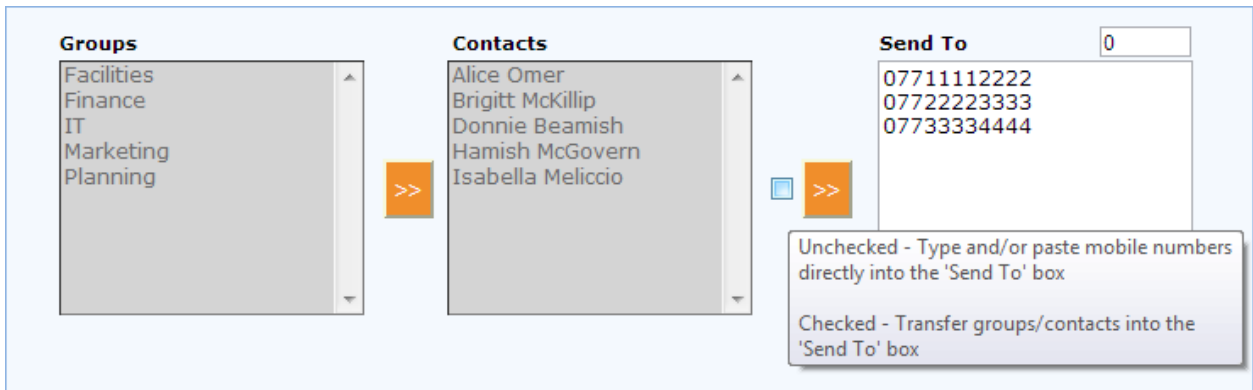
Unchecking the box next to the right hand orange **>>** transfer button enables mobile numbers to be typed, or copied and pasted, directly into the **Send To** box. UK mobile numbers can be entered with or without the UK country code (44), international mobile numbers must be prefixed with the country code. Any spaces in the recipient numbers are automatically removed.

3: Scheduled SMS Messages

SMS messages scheduled for future delivery – as described in section **2.2.3** – can be modified, rescheduled or deleted. Select the **Scheduled SMS** menu option to view the messages currently queued and the date and time due to be delivered.
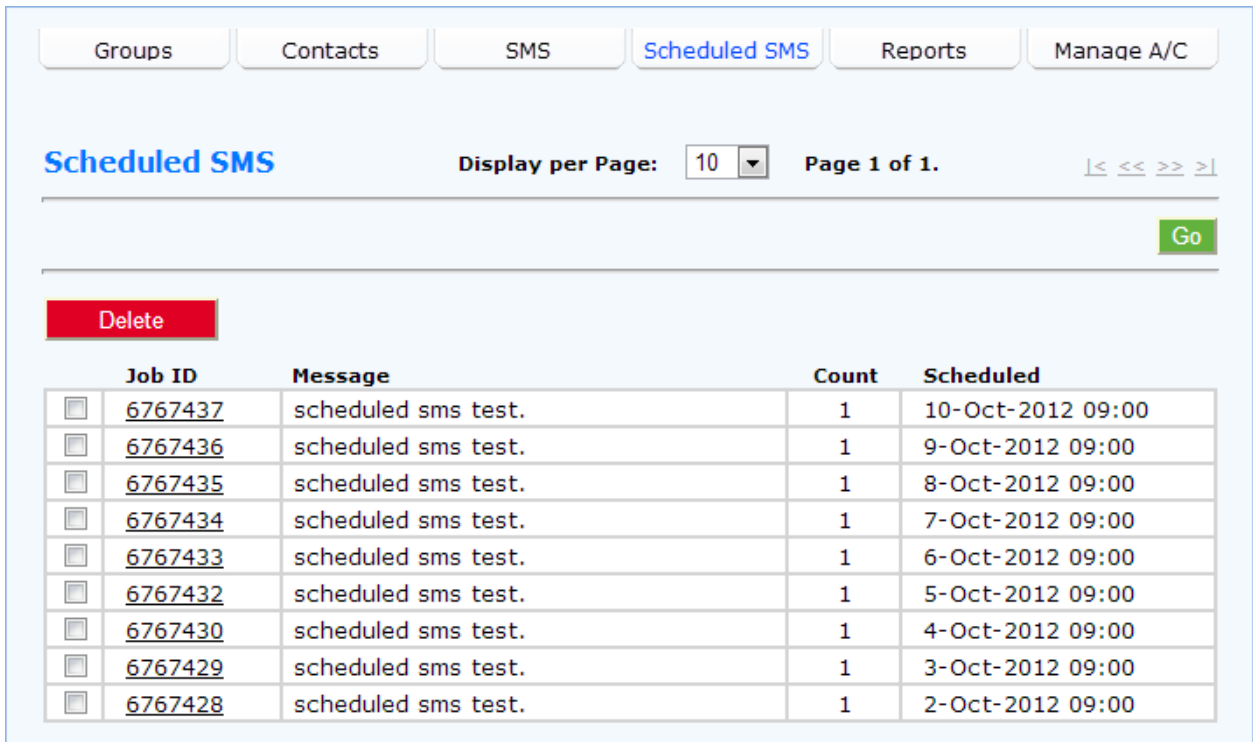
3.1 Delete a Scheduled SMS Message

To delete/cancel scheduled a SMS message, tick the box to the left of the queued message and click on the **Delete** button.

3.2 Modify a Scheduled SMS Message

Click on the **Job ID** for the queued message to edit the SMS message and/or change the scheduled message submission time.

4: SMS Delivery Reporting

Message submission details, along with the final delivery status and time are recorded and can be viewed by selecting the **SMS Sent** option from the **Reports** menu.

Hover the mouse over the box in the **?** column to show the message delivery time or the reason for failure. A green box indicates successful message delivery; a red box indicates delivery was not successful - with the reason for failure shown where provided.

4.1 Report Filters

The default view is to display the delivery details for the last 10 SMS messages submitted with a summary count of 'delivered', 'unconfirmed' and 'failed' messages so far for the current day.

Search filters can be combined to refine the report. Search by –

- Mobile number
- Job ID (to retrieve delivery details for a specific bulk SMS submission)
- By date range (a maximum of 1 months data at a time)
- By delivery status (All, Delivered, Unconfirmed, Failed)

The number of messages displayed on each page can be changed, up to a maximum of 500.

4.2 Email Report

A report, based on the current selection, and generated in a spread sheet format, can be requested and delivered via email.

To generate the report, check the **Email Report** box and type in the email address the report is to be delivered to. Then select your search criteria as usual (date range, delivery status etc) and click on the **Go** button.

Example report output:

SMS REPORT - MESSAGES SENT BETWEEN 18/01/2011 and 20/01/2011
Submitted   Mobile No   Job Id   Status   Status Date   Message
18-01-2011 13:03 447073123456 4025386 Delivered 18-01-2011 13:04 Hello world!
18-01-2011 13:03 447073123457 4025386 Delivered 18-01-2011 13:04 Hello world!
18-01-2011 13:03 447073123458 4025386 Delivered 18-01-2011 13:04 Hello world!

5: SMS Contacts and Groups

Your intended SMS recipients can be uploaded to the Click SMS system in a CSV format or typed in individually. These SMS contacts can then be organised into SMS groups. Existing groups and contacts are then displayed on the **Send SMS** page (see section **2.3**) where they can be easily selected as SMS message recipients.

5.1 SMS Contacts

To add, amend or delete SMS contacts, select the **Contacts** menu option.

The SMS contacts displayed can be filtered using the Name/Mobile No search options shown above.

5.1.1 Modify Contact

To modify an existing SMS contact click on the underlined contact name to edit the contact details.

5.1.2 Delete Contact

To delete an existing SMS contact, tick the box to the left of the contact name to be removed and click on the **Delete** button. You can tick multiple boxes to remove more than 1 contact at a time.

5.1.3 Add Contact

To add a SMS contact click on the **Add Contact** menu option. This will open a page where you can enter the contact details and assign the new contact to 1 or more existing groups.

5.2 SMS Groups

To add, amend or delete SMS groups, select the **Groups** menu option.
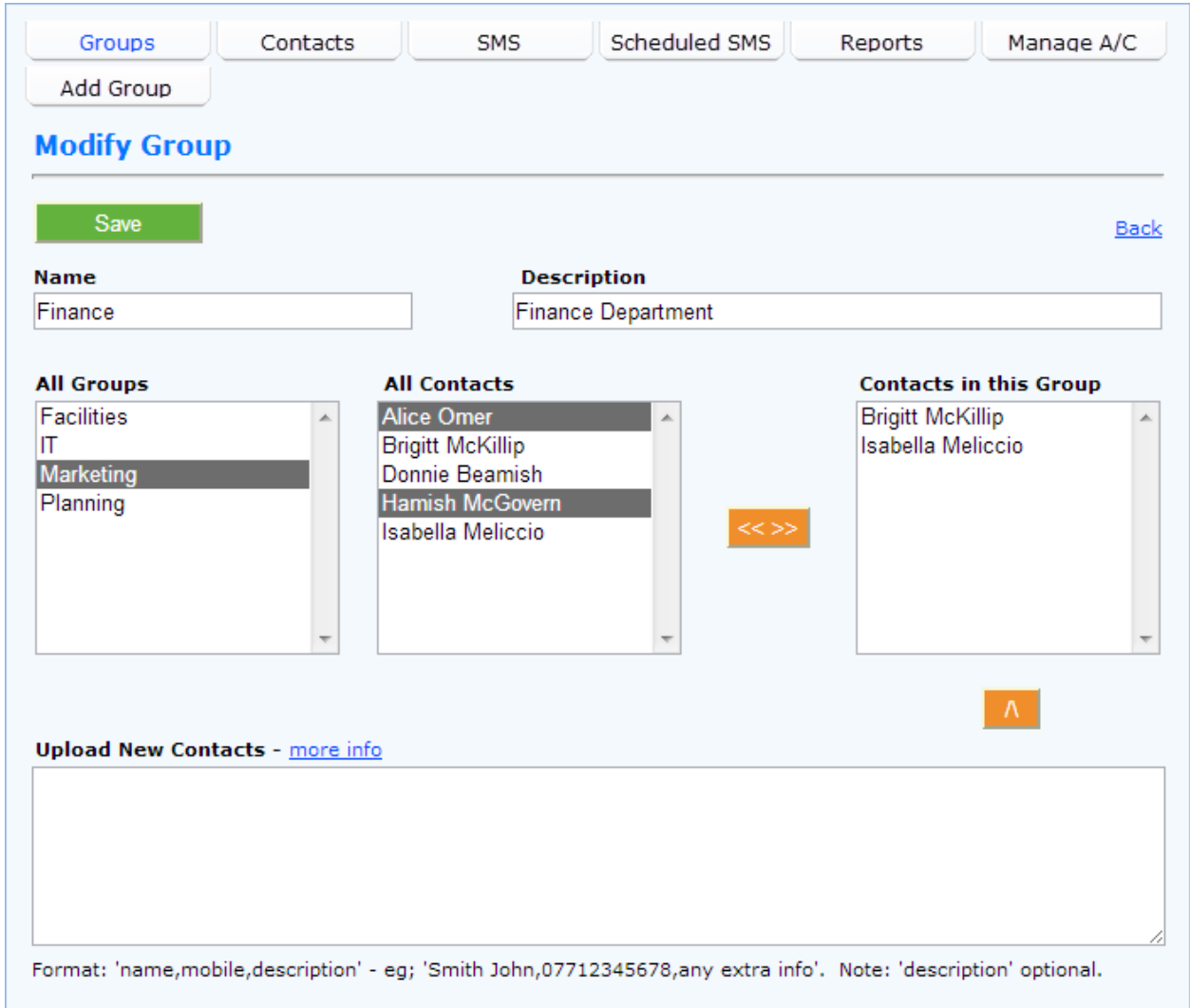

5.2.1 Delete Group

To delete an existing SMS group, tick the box to the left of the group name to be removed and click on the **Delete** button. You can tick multiple boxes to remove more than 1 group at a time.

5.2.2 Add Group

To add a new SMS group click on the **Add Group** menu option to add new group details.

5.2.3 Modify Group

To modify an existing SMS group click on the group name to edit the group details, modify group membership and upload new contacts.

5.2.3.1 Modify Group – CSV Contact Upload

The **Modify Group** page above also provides a facility for uploading your SMS recipient details in a CSV (comma separated values) format. Paste your copied contact details into the **Upload New Contacts** box and click on the **/** button to add to the selected group.

The information that can be entered for each contact can contain a NAME, MOBILE NUMBER and DESCRIPTION. Only the NAME and MOBILE NUMBER are mandatory.

Example:

Alice Omer,07123123111,Finance Department
David,077123123222

Brigitte McKillip,077123123333,Sales
Isabella Melicio,077123123444

Any invalid contact records are left in the 'Upload New Contacts' box where they can be edited in the box and then resubmitted, or removed.

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