Reseller+ Client User Manual

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INTRODUCTION

The SMS+ Client is an easy way to send sms to multiple mobile numbers. With just a few clicks user can send sms using the Send Sms option, user can send text or flash or unicode messages to customers, friends, office employees or relatives from anywhere in the world. User doesn't require any prior knowledge or special training for using the features provided in SMS+ client.

In Send SMS, there are three ways for sending sms as follows:

- The Single Sms option provides the facility to send sms for up to 100 mobile numbers,
- Bulk SMS option provides the facility to send sms by uploading text file containing mobile numbers and
- Group SMS option provides the facility to send sms by adding contacts from groups or distribution list created in Address Book.

User is allowed to schedule sending of sms on a particular date and time. The entire scheduled and executing jobs are displayed in Job Management option. SMS+ Client lets the user to create groups and distribution list and manage the contacts using the Address Book option.

In Reports, user gets the detailed credit history in Credit Details option. User can view sent sms log in SMS Report option as well as export in comma-separated format (.csv). User can also view sent sms summary in SMS Summary option.

Also provides facility to manage User's details in User Profile and displays detailed coverage information of the user which can be exported in pdf format.

Features:

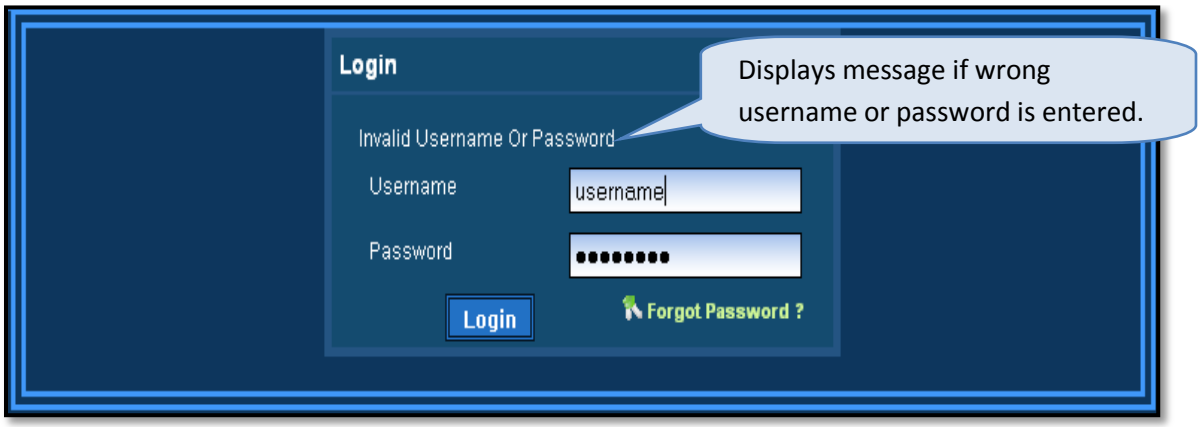
- World-wide price based routing system.
- Send text, unicode and flash messages from PC to mobile numbers.
- Facility to send sms using multi-language characters (using Unicode messages)
- Fast Delivery.
- Reports for viewing detailed information of sent sms.
- Unlimited storage of contact numbers in Groups and Distribution lists.
- Accurate DLR Report.
- User friendly, does not require any prior knowledge to use.

LOGIN

Login:

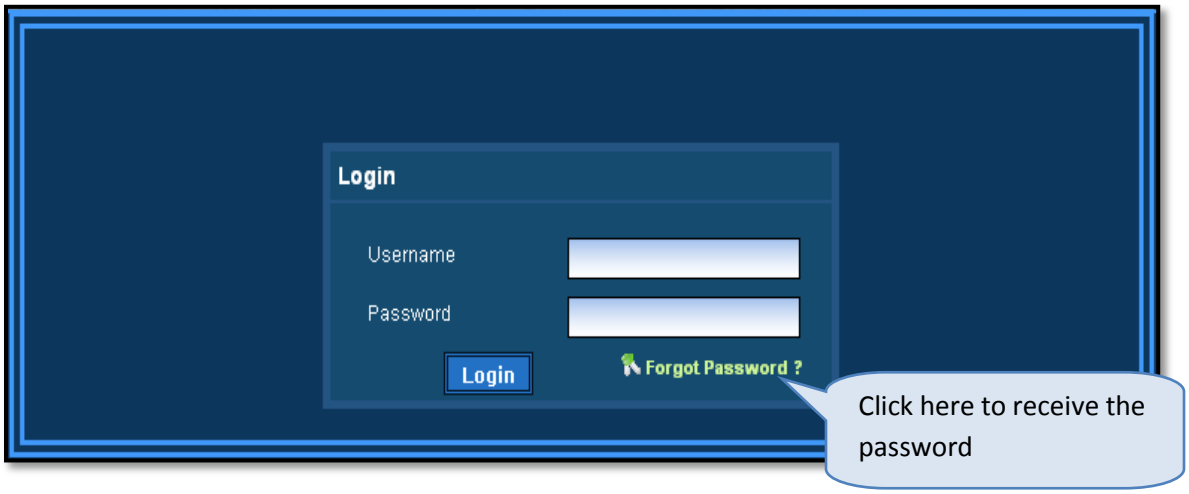
On account creation, user will receive a mail containing the URL of the SMS$^+$ Client for sending messages. On visiting the link user will be shown the following page:-

If user enters an incorrect username or password, user will be redirected back to the login page with an error message as shown below:-

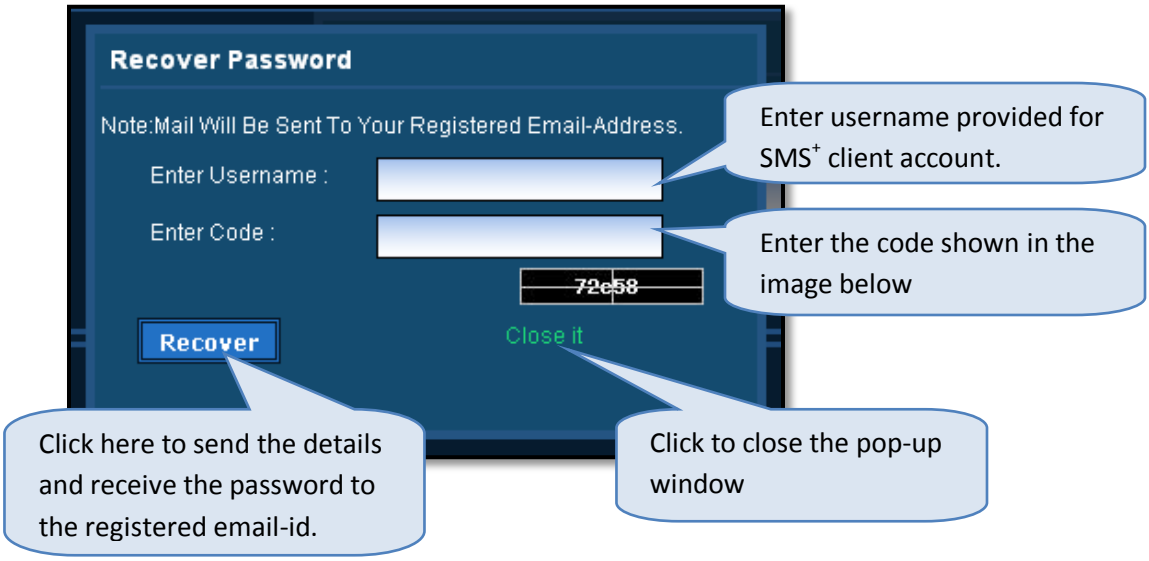


Forgot Password:

If user has forgotten or lost password of the account, user can recovery by clicking on the Forgot Password link provided on the login page.



After submitting the required details, user's password will be mailed on the email id provided by the user on account registration.



SEND SMS

The 'Send Sms' menu provides the ability to send messages through three different ways:-

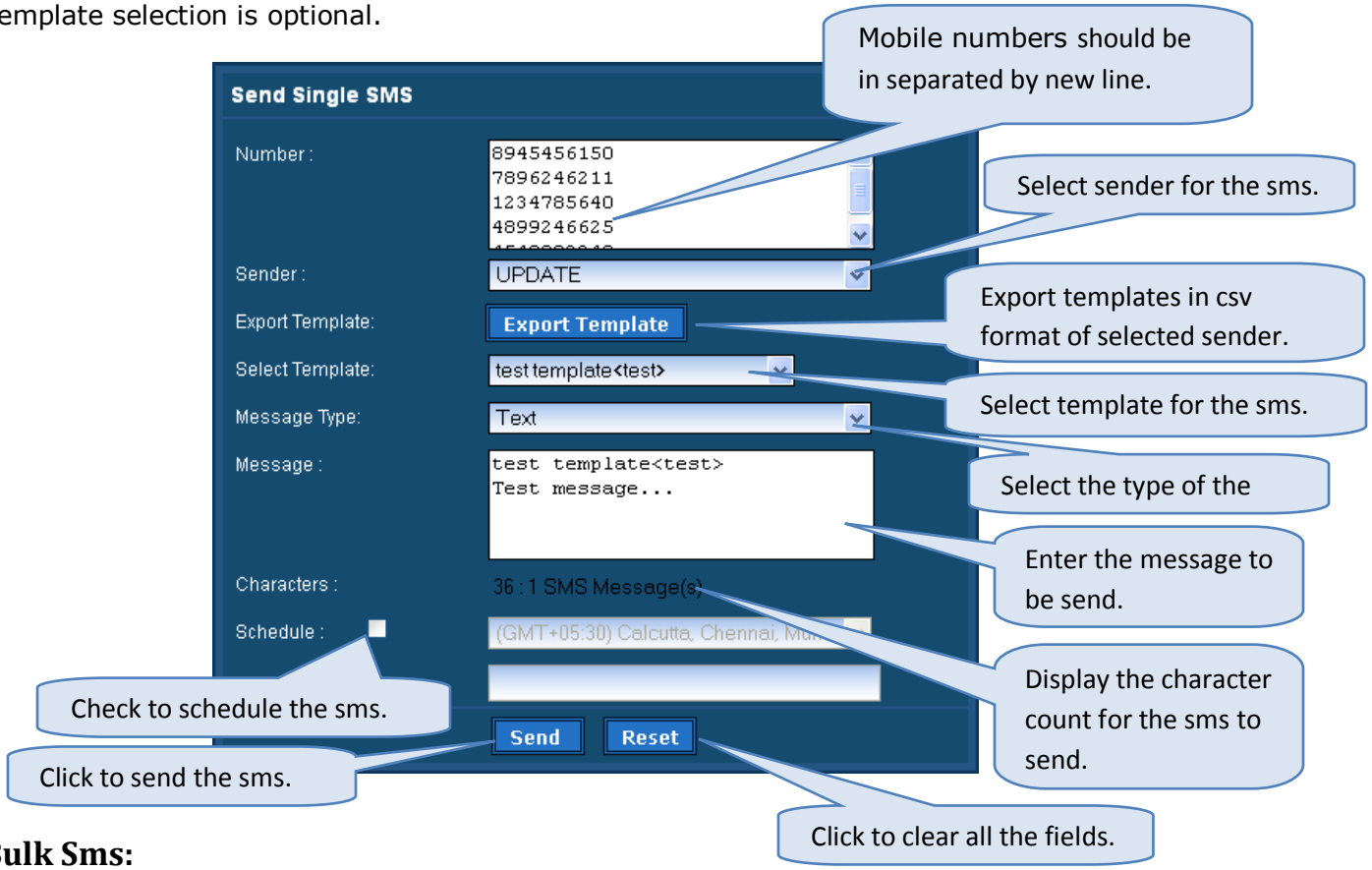
1. Single Sms: Send Sms to any 100 mobile numbers directly.
2. Bulk Sms: For sending messages by uploading mobile numbers from a text file at a time.
3. Group Sms: For sending messages to already defined groups or the distribution list in the address book.

All the three ways provide facility to schedule message on a particular date and time.

We will discuss each in detail in the following sections.

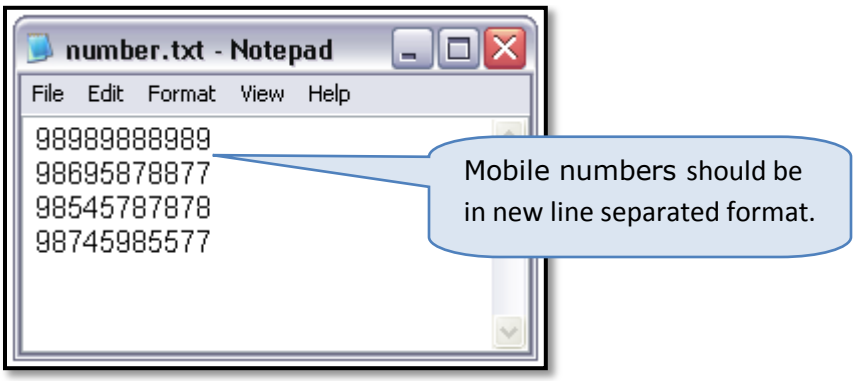
Single Sms:

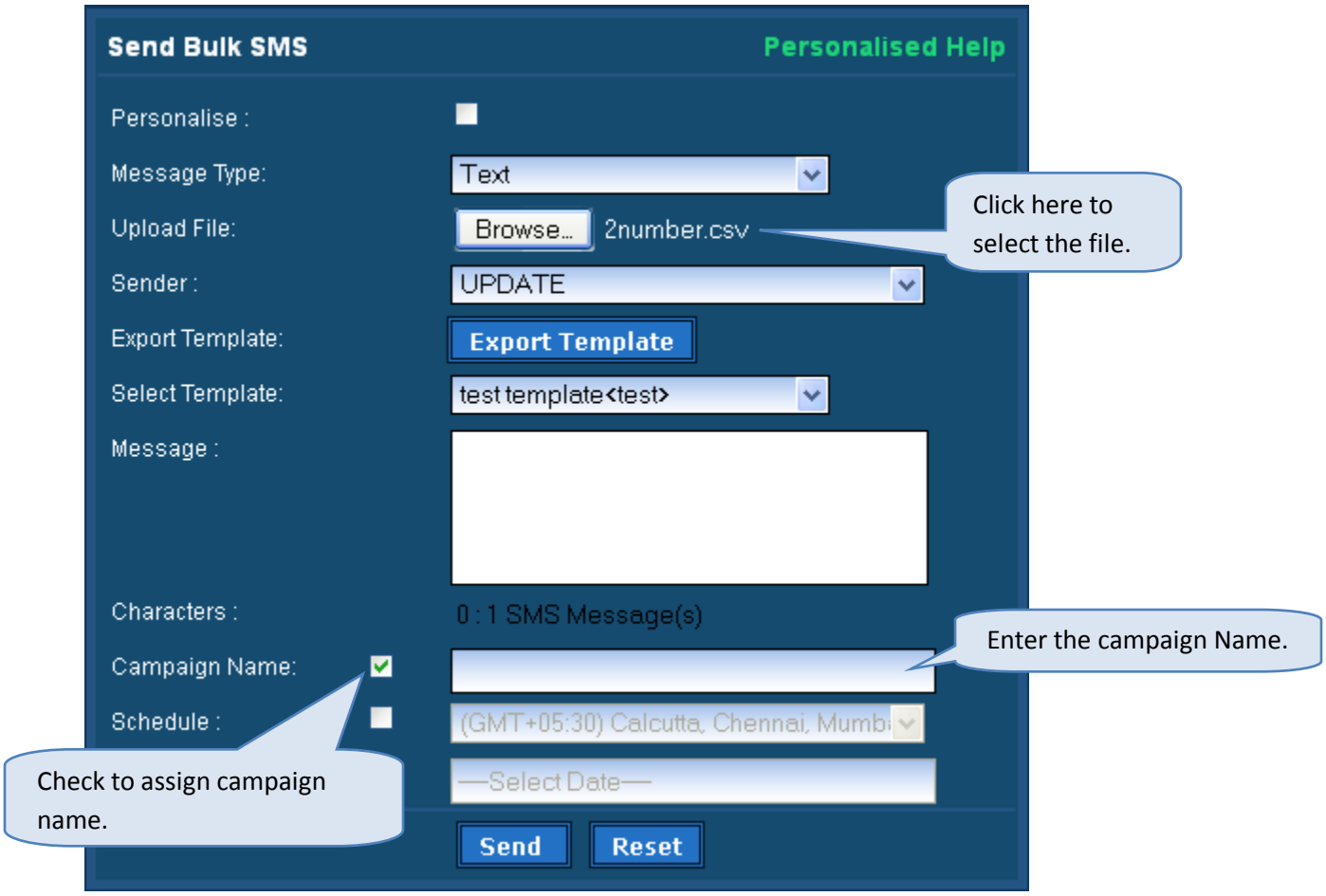
Single SMS option enables to send messages up to 100 mobile numbers at the same time. Enter the mobile numbers each on a new line. To send a message via Single Sms, the user needs to enter the mobile no(s), sender no, message type and message. Template selection is optional.



Bulk Sms:

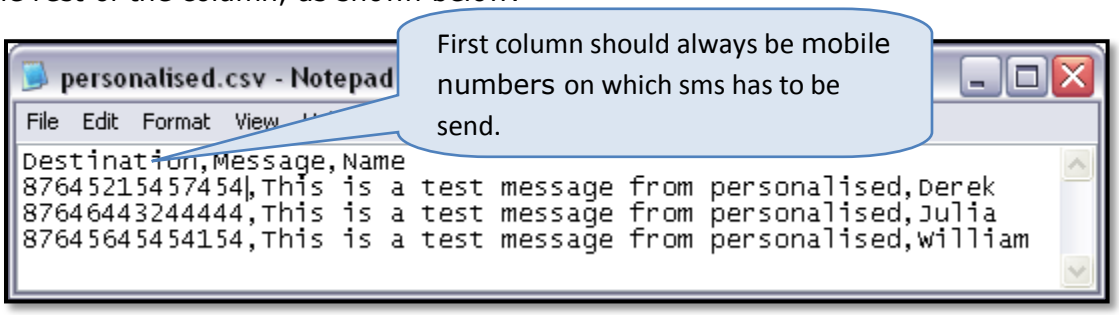
Bulk SMS option provides facility to send SMS to multiple users just by selecting text file (.txt) or comma-separated file (.csv) containing mobile numbers in a line separated format as shown below.


number.txt - Notepad
File Edit Format View Help
98989888989
98695878877
98545787878
98745985577
Mobile numbers should be in new line separated format.

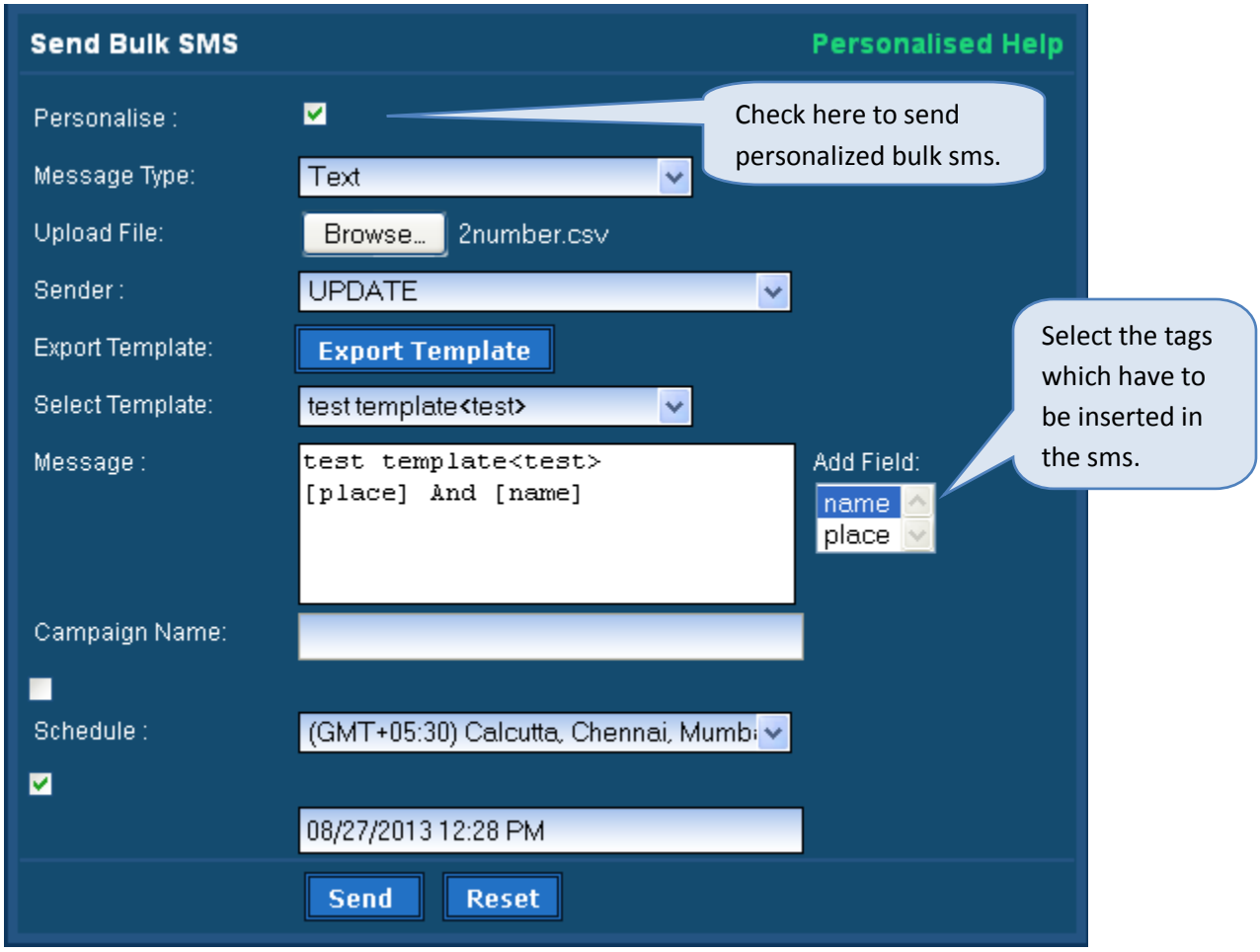

Send Bulk SMS
Personalised Help
Personalise :
Message Type:
Text
Upload File:
Browse...
2number.csv
Click here to select the file.
Sender :
UPDATE
Export Template:
Export Template
Select Template:
test template<test>
Message :
Characters :
0 : 1 SMS Message(s)
Campaign Name:
Enter the campaign Name.
Schedule :
(GMT+05:30) Calcutta, Chennai, Mumb
—Select Date—
Check to assign campaign name.
Send
Reset

Personalised Bulk Sms:

Bulk SMS also provides facility to send personalised SMS by selecting comma-separated (.csv) file in which the mobile numbers must always be the first column followed by the rest of the column, as shown below:

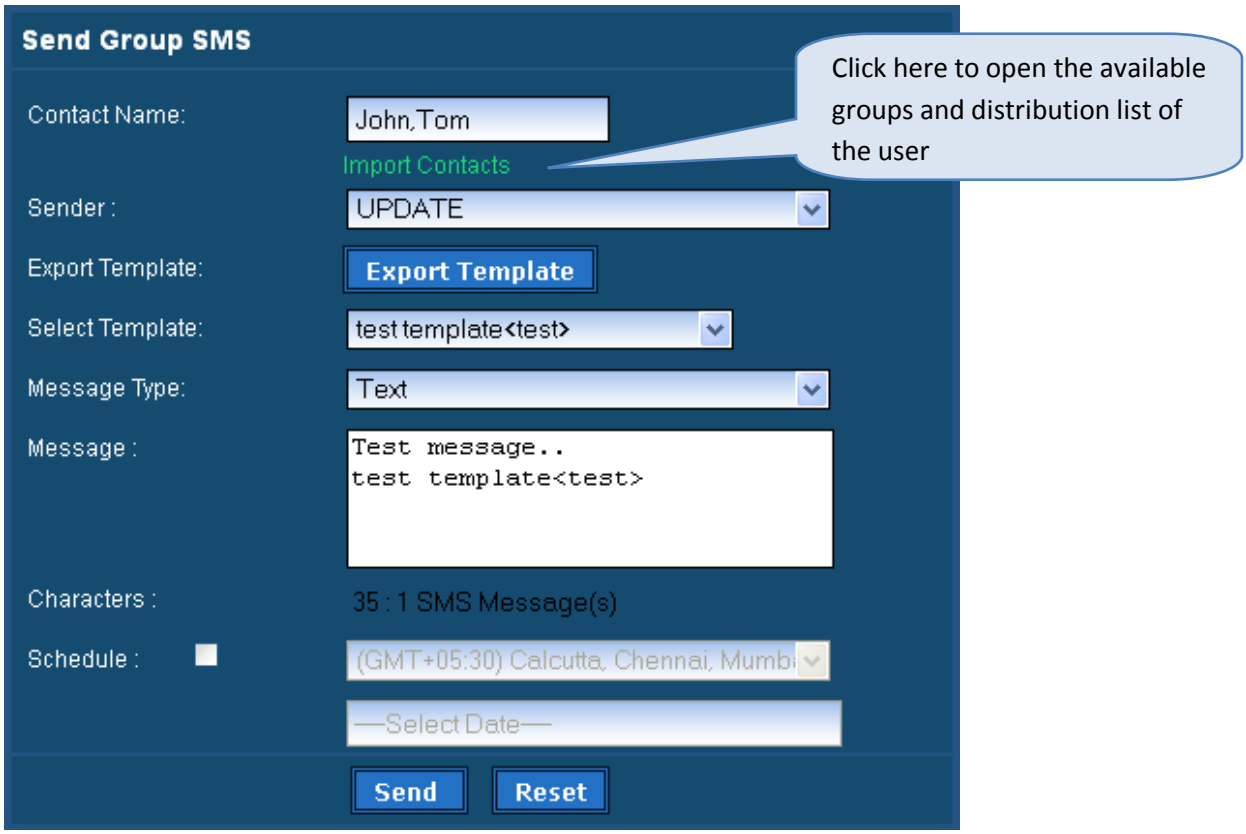


For sending Personalised Bulk SMS check the Personalise checkbox and enter sender, select message type and select the tags to compose the personalised message. Using personalised bulk sms user can send sms to maximum 10000 mobile numbers.

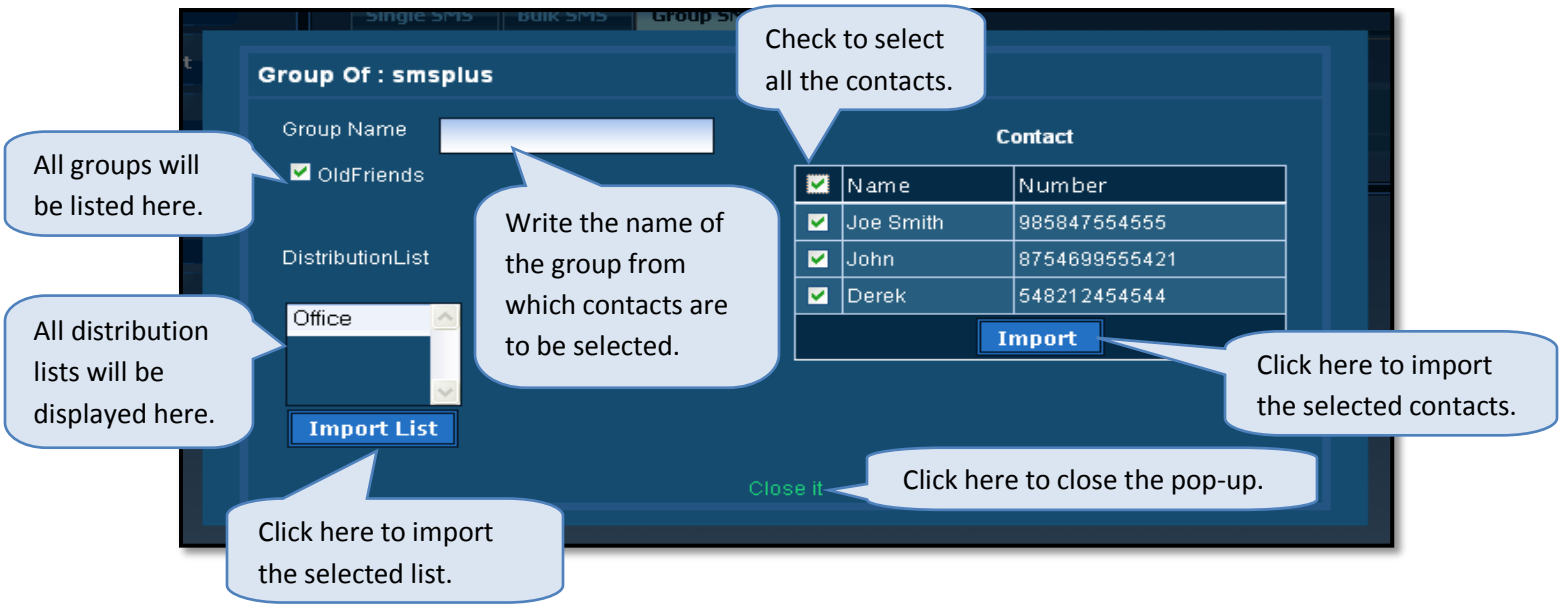


Group Sms:

Group SMS provides facility to send message to the specific set of contacts. Group SMS works in same manner as Bulk SMS, only difference is that Group SMS takes mobile numbers from Address Book in the form of Group or Distribution list.



Contact numbers can be selected by clicking the Import Contact Link or by selecting a distribution list and clicking the Import List Link.



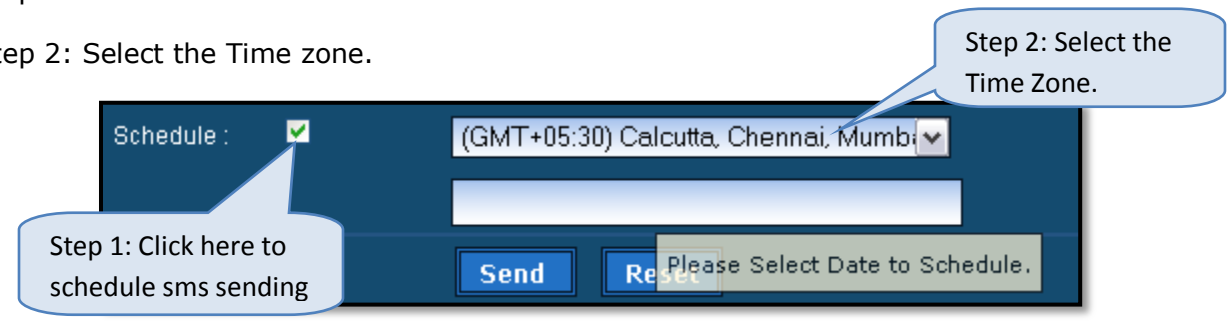
Scheduling Sms:

Scheduling SMS facility provides user to schedule message to send on a particular date and time. All the Send Sms modes provide sms scheduling facility.

To Schedule Sms the following step have to be carried out:

Step 1: Check the Schedule checkbox.

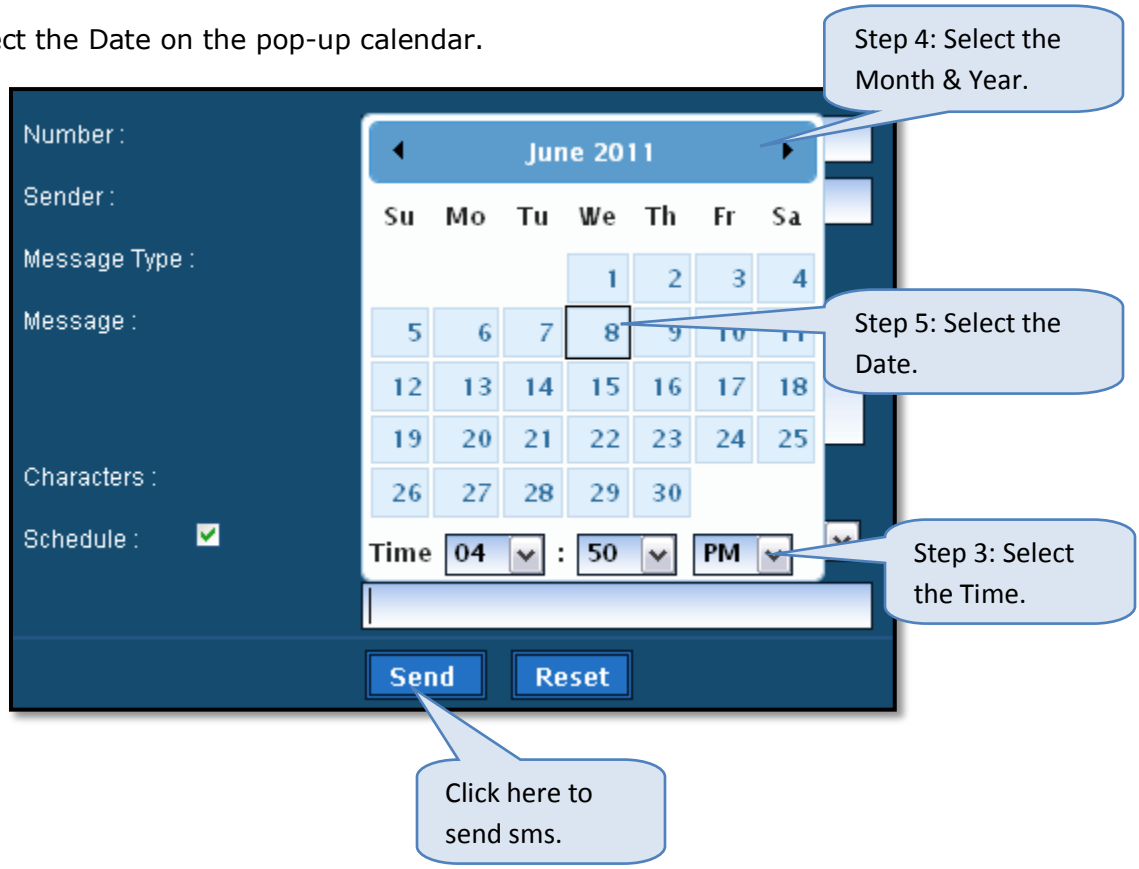
Step 2: Select the Time zone.



Step 3: Select the Time on the pop-up calendar.

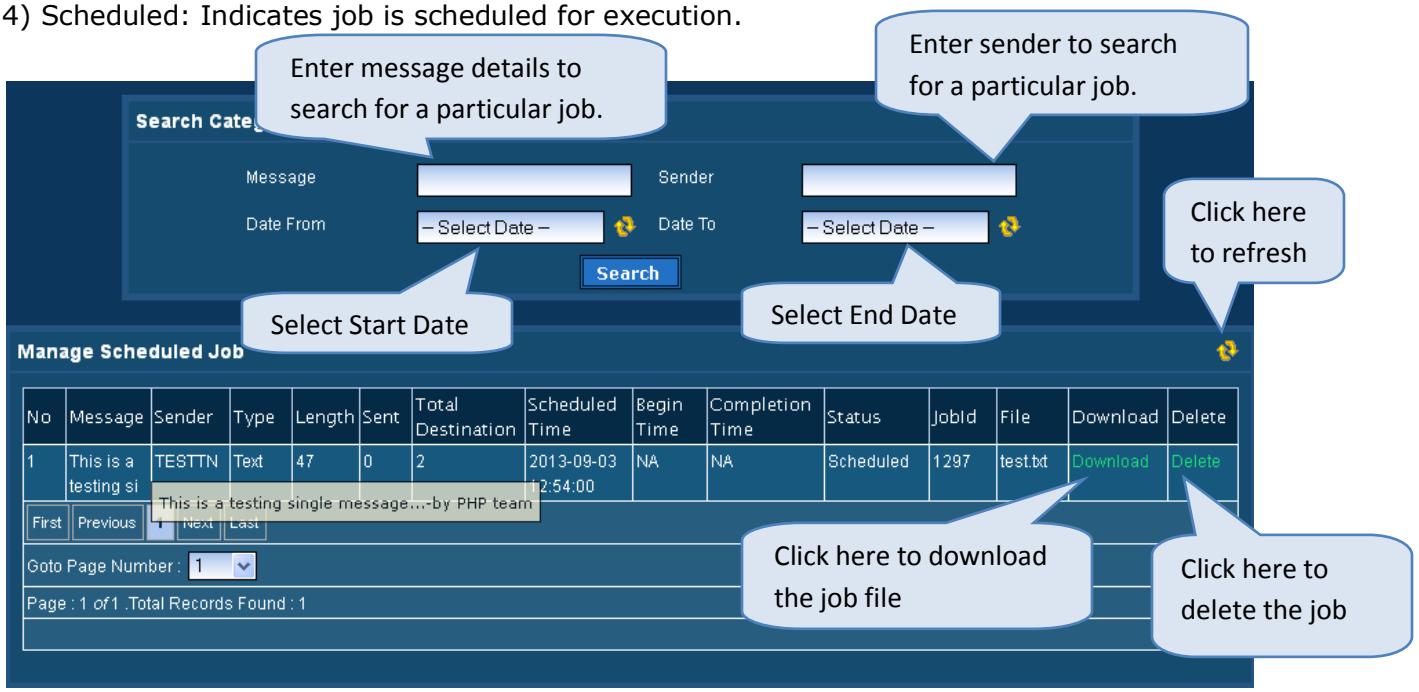
Step 4: Select the Month & Year on the pop-up calendar.

Step 5: Select the Date on the pop-up calendar.

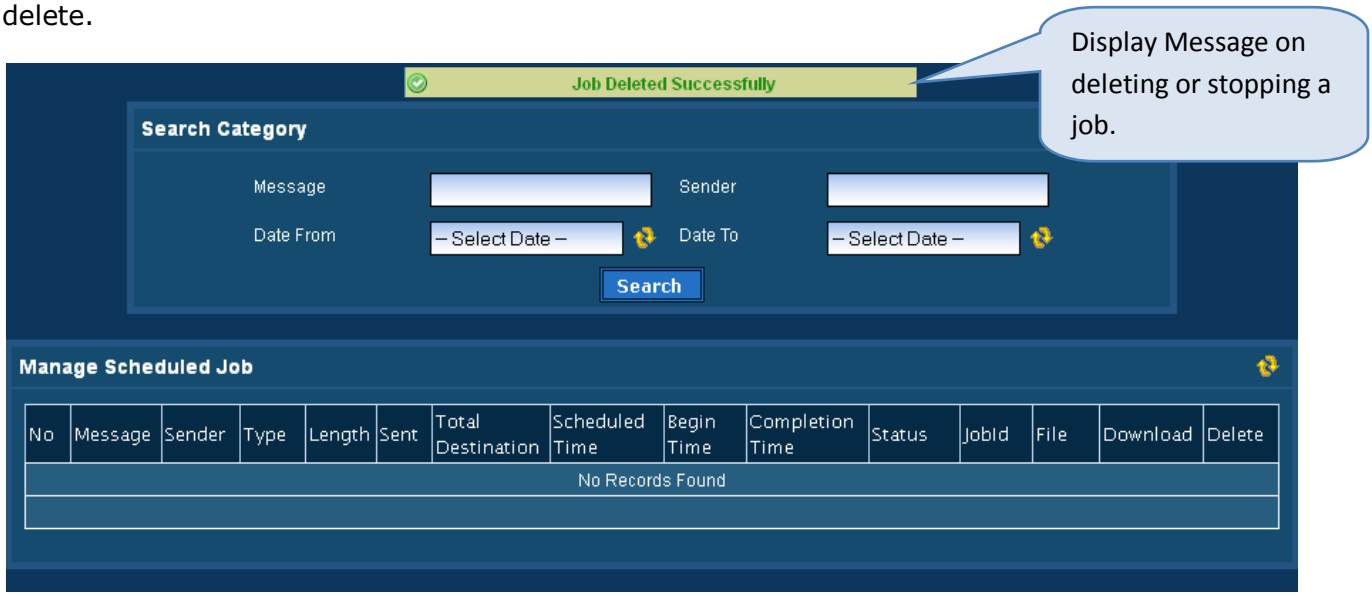


JOB MANAGEMENT

Job Management option displays details of the jobs uploaded by the user from Send Sms. Along with other information it displays status of the uploaded jobs.
Status can be any one of the following:
1) Waiting: Job is ready for execution.
2) In Process: Message sending is in progress.
3) Partially Completed: Indicates partial completion of Job.
4) Scheduled: Indicates job is scheduled for execution.



It provides an option to stop execution of jobs. Only scheduled jobs are allowed to delete.

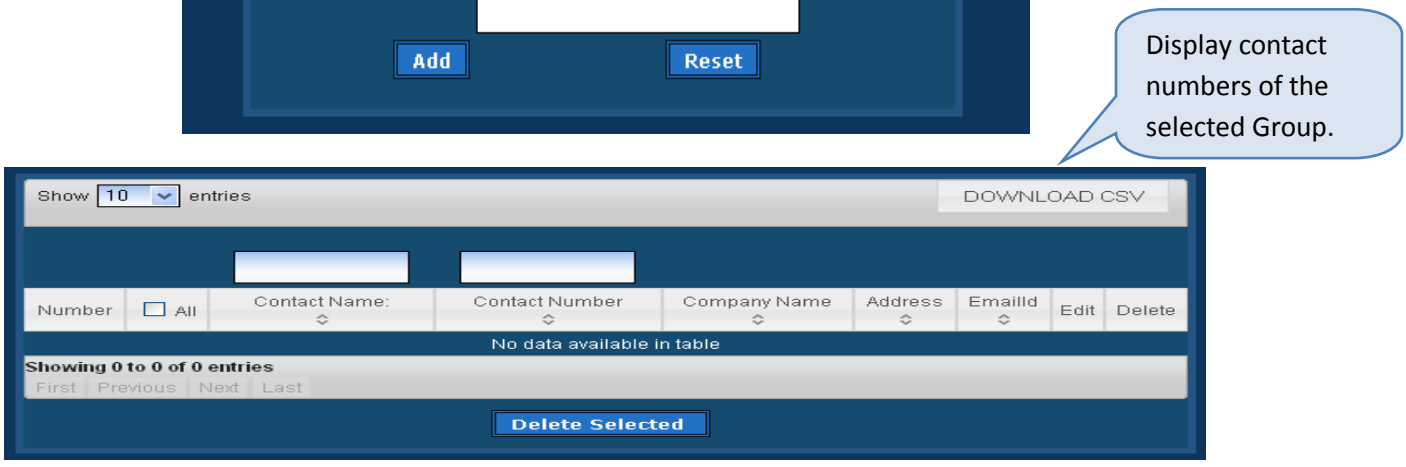


ADDRESS BOOK

Address Book provides facility to save mobile numbers. User can add, edit or delete mobile numbers saved in 'Groups'. User can add or delete mobile numbers saved in 'Distribution List'.

Group Management:

Using Groups, user can store mobile number along with name, company name, email and address. Duplicate mobile numbers within a group are not allowed.



Add Group:

This section explains the process for creating a group.

Steps to add group:

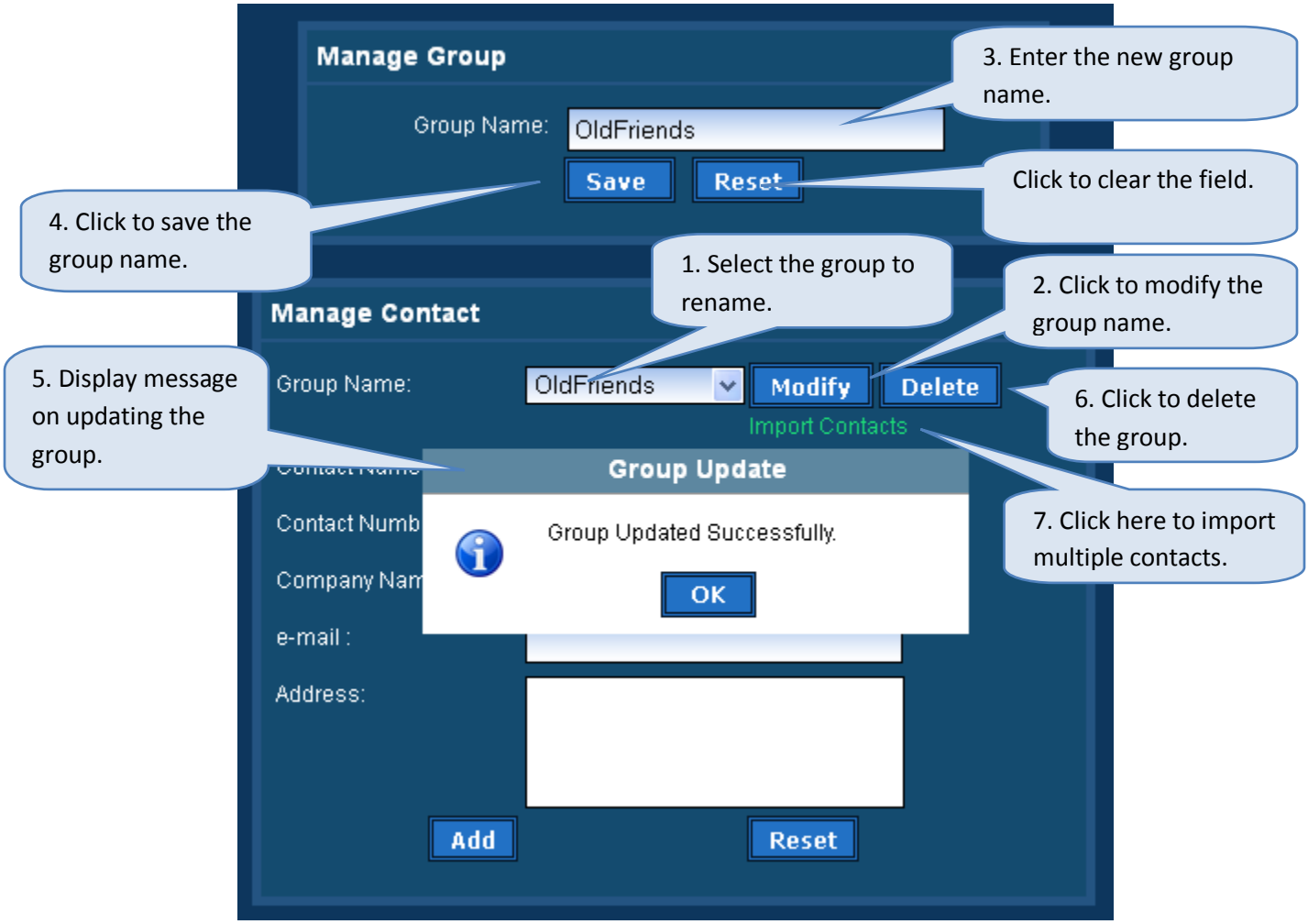
1. Enter the name of the group which is to be created e.g. Office, Customers etc.
2. Click the 'Add' Button to save the name for the group.
3. 'Manage Contact' section will display success or error message.

Modify and Delete Group:

This section explains the process for renaming and deleting a group.

Steps to add group:

1. Select the Group name from the drop-down box which has to be renamed or removed.
2. Click the 'Modify' Button to rename the selected group.
3. Enter the new group name.
4. Click the 'Modify' Button to save the modified name for the group.
5. 'Manage Contact' section will display success or error message.
6. To remove the selected group click 'Delete' Button and then click 'Yes' to confirm deleting the group.
7. To import contacts to the selected group click 'Import Contacts' this is explained in the next section.



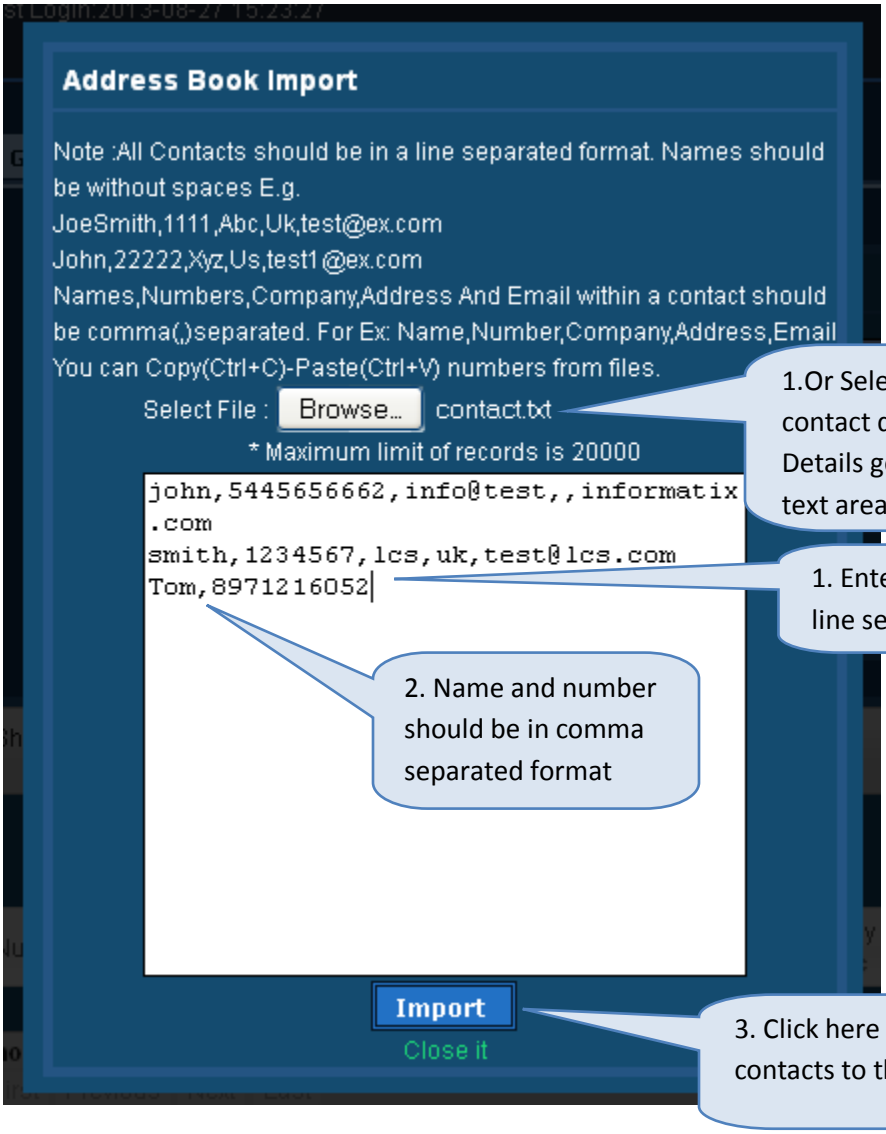
Import Contacts:

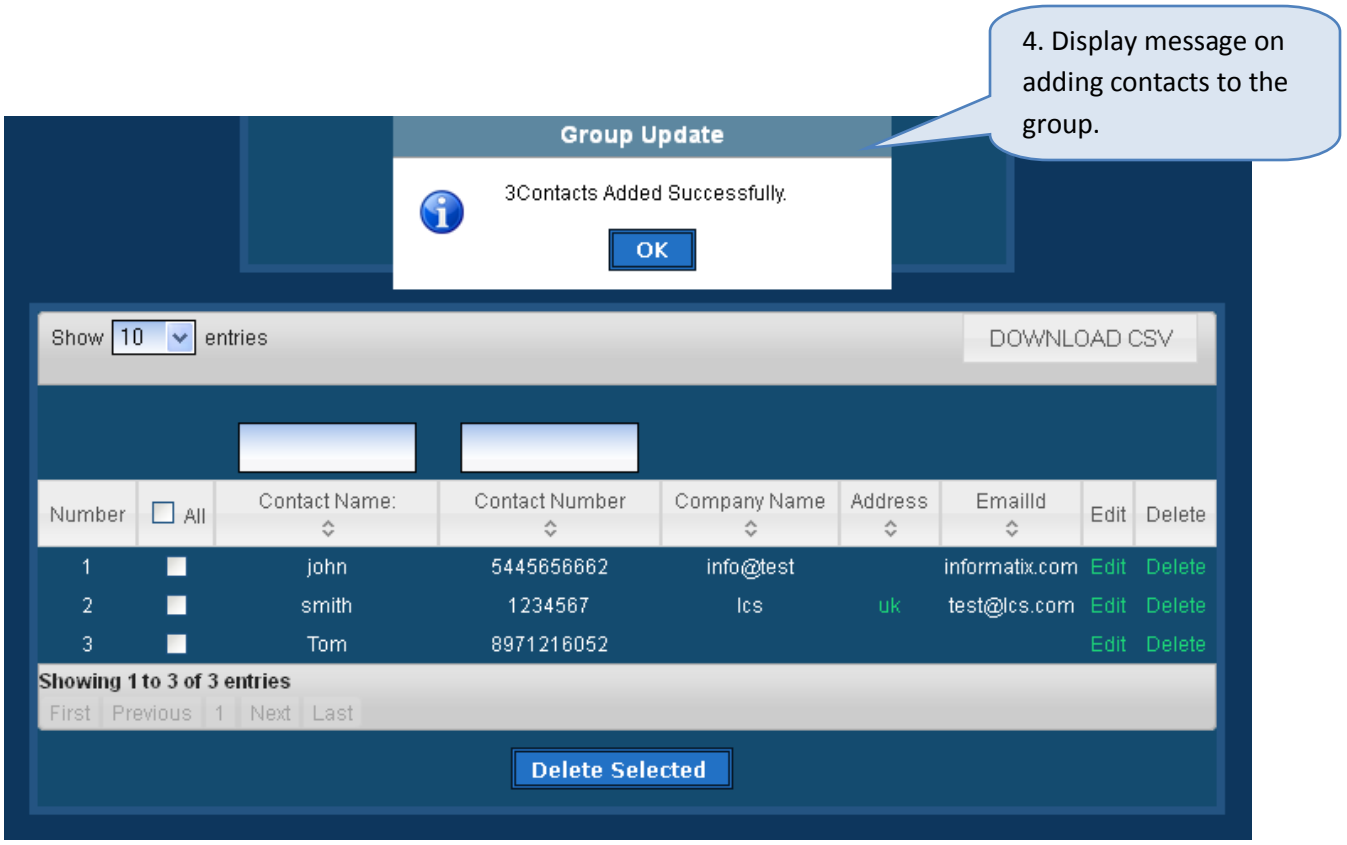
This section will explain the process for importing multiple contacts. If mobile number already exists in a group while importing contacts then duplicate entry will be removed i.e. duplicate contact will be added only once in that group.

Multiple contacts can be imported by uploading a .csv or .txt file having contact details each on new line.

Steps to import contacts:

1. Enter the name and mobile number in a new line separated format. Name and mobile number are mandatory. Company name, emailId and address are optional. Or
   1. Select a file containing contact details each on new line.
2. Name and mobile number pair including other optional details if any, should be in comma-separated format.
3. Click 'Import' Button to save the contacts to the selected group.
4. Contact List' section will display success or error message.



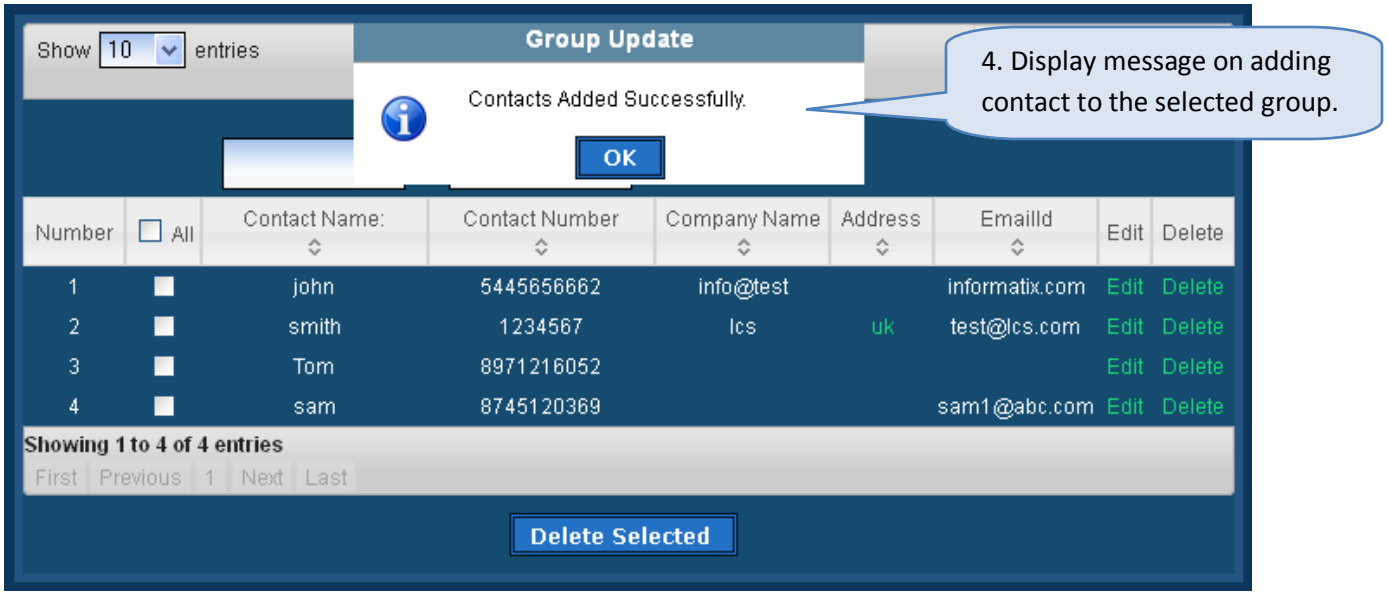

4. Display message on adding contacts to the group.
Group Update
3Contacts Added Successfully.
OK
Show 10 entries
DOWNLOAD CSV
Number
All
Contact Name:
Contact Number
Company Name
Address
EmailId
Edit
Delete
1 john 5445656662 info@test informatix.com Edit Delete
2 smith 1234567 lcs uk test@lcs.com Edit Delete
3 Tom 8971216052 Edit Delete
Showing 1 to 3 of 3 entries
First Previous 1 Next Last
Delete Selected

Add Single Contact:

This section will explain the process for adding single contact. Existing mobile number will not be allowed to be saved in the same group.

Steps to import contacts:

1. Select the group name in which contact has to be added.
2. Enter the name and mobile number which are compulsory and company name, email, address if any for adding single contact.
3. Click 'Add' Button to save the contacts to the selected group.
4. 'Contact List' section will display success or error message.

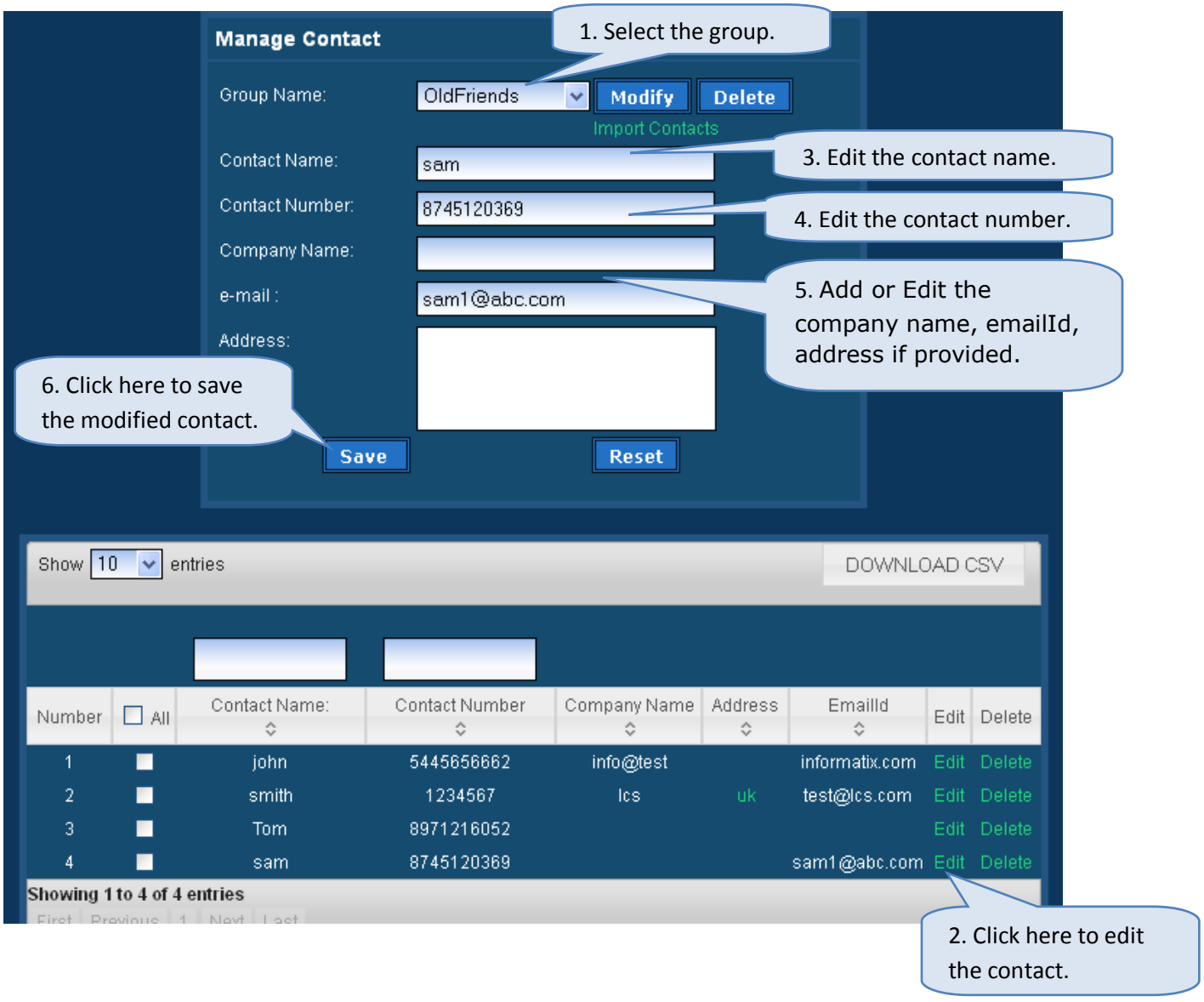


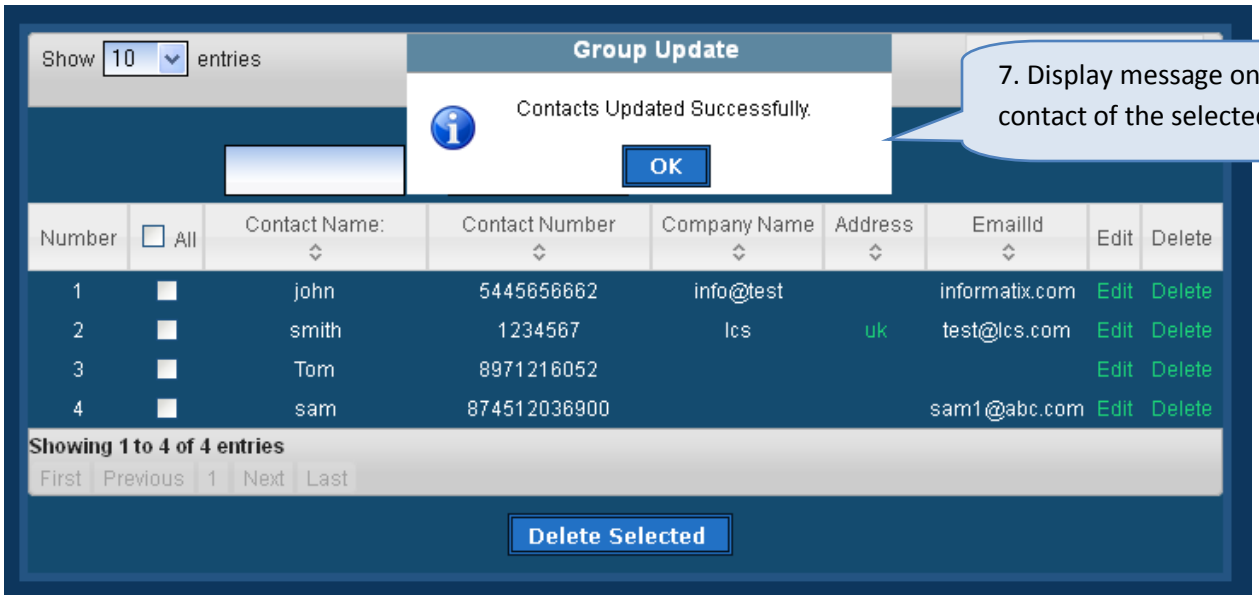
Edit Contact:

This section will explain the process for editing contact of the selected group.

Steps to editing contacts:

1. Select the group name in which contact has to be changed.
2. Select the contact by clicking the 'Edit' link beside the contact.
3. Edit the contact name.
4. Edit the contact mobile number.
5. Add or Edit the company name, emailId, address if provided.
6. Click 'Save' Button to save the modified contact.
7. 'Contact List' section will display the success or error message.



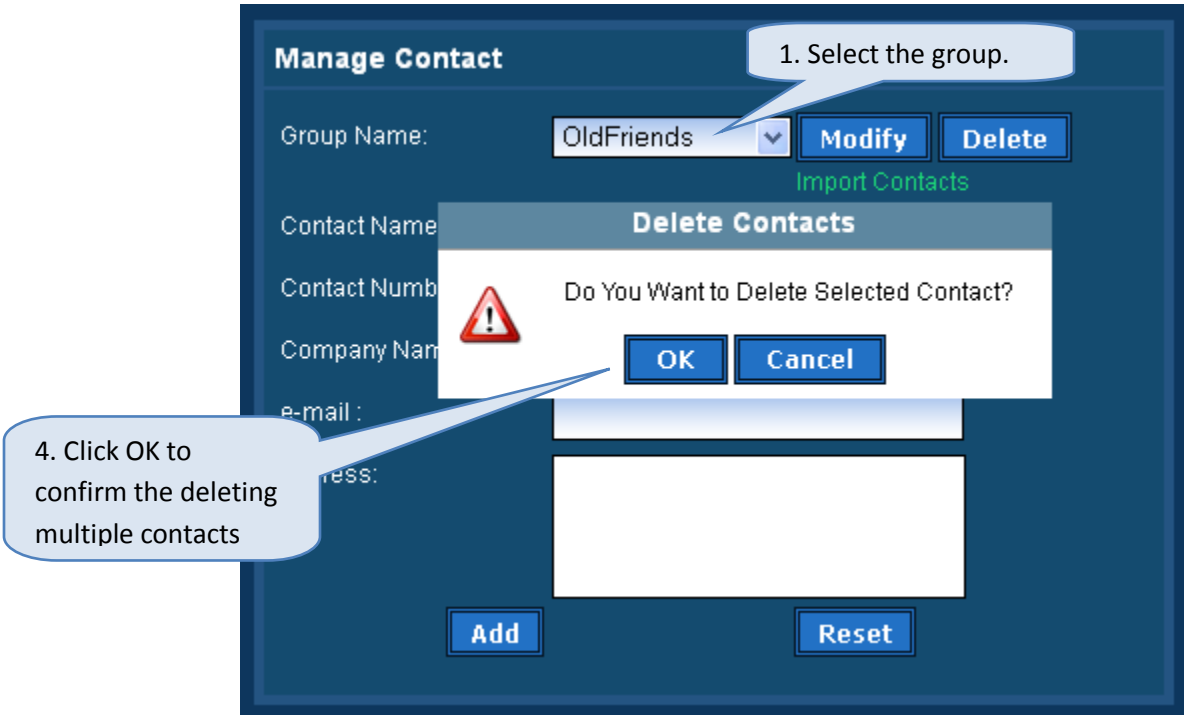

Show 10 entries
Group Update
Contacts Updated Successfully.
OK
7. Display message on updating contact of the selected group.
Number
All
Contact Name:
Contact Number
Company Name
Address
EmailId
Edit
Delete
1 john 5445656662 info@test informatix.com Edit Delete
2 smith 1234567 lcs uk test@lcs.com Edit Delete
3 Tom 8971216052 Edit Delete
4 sam 874512036900 sam1@abc.com Edit Delete
Showing 1 to 4 of 4 entries
First Previous 1 Next Last
Delete Selected

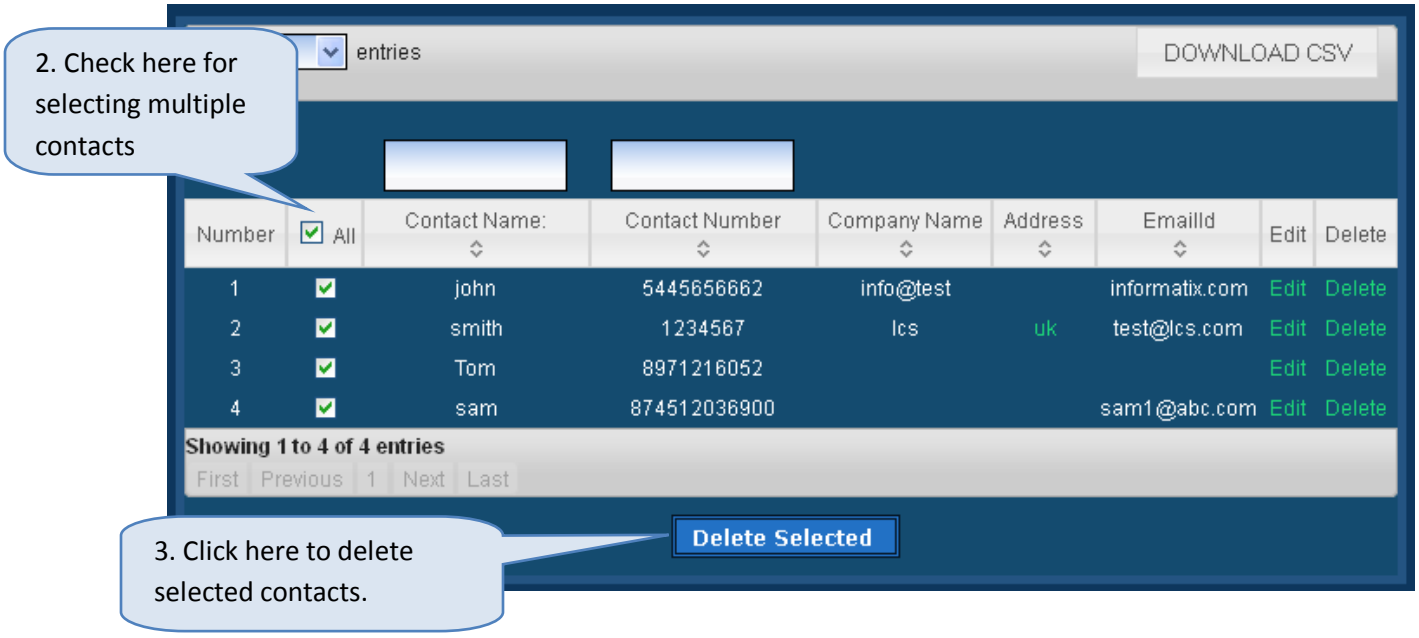
Delete Multiple Contacts:

This section will explain the process for deleting multiple contacts.

Steps to deleting contacts:

8. Select the group name in which contact has to be deleted.
9. Select the contacts by clicking the checkbox beside the contacts. If all the contacts has to be deleted then click on the 'All' checkbox.
10. Click 'Delete Selected' Button to delete the selected contacts of the group.
11. Click 'OK' on the Delete Contact confirmation box.



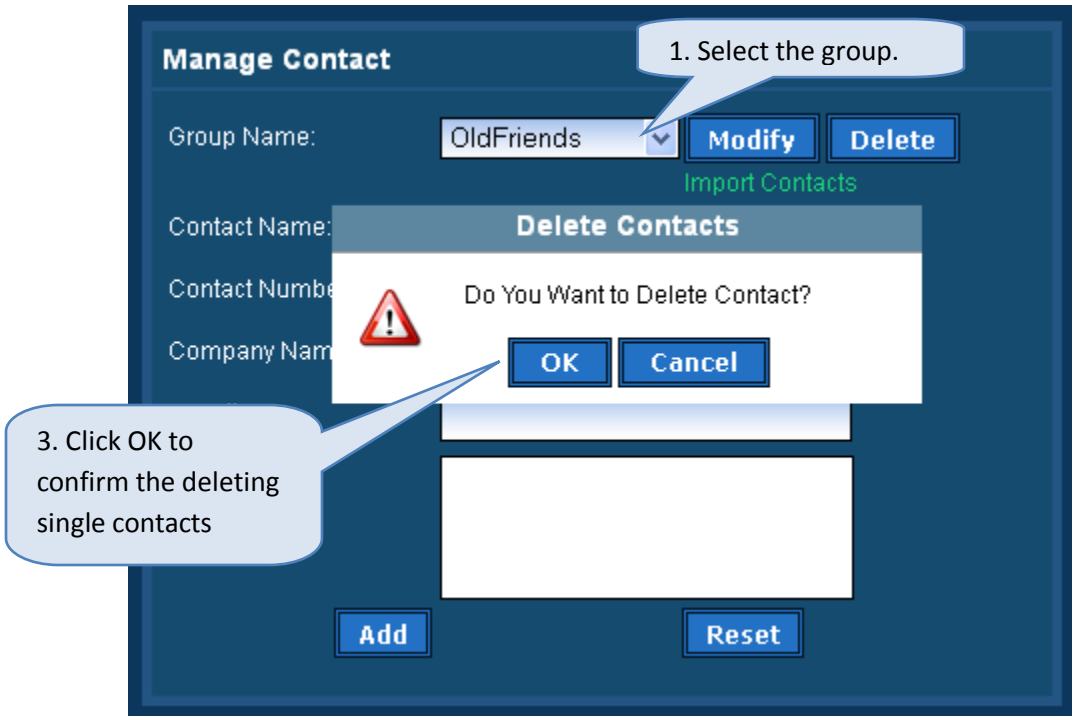


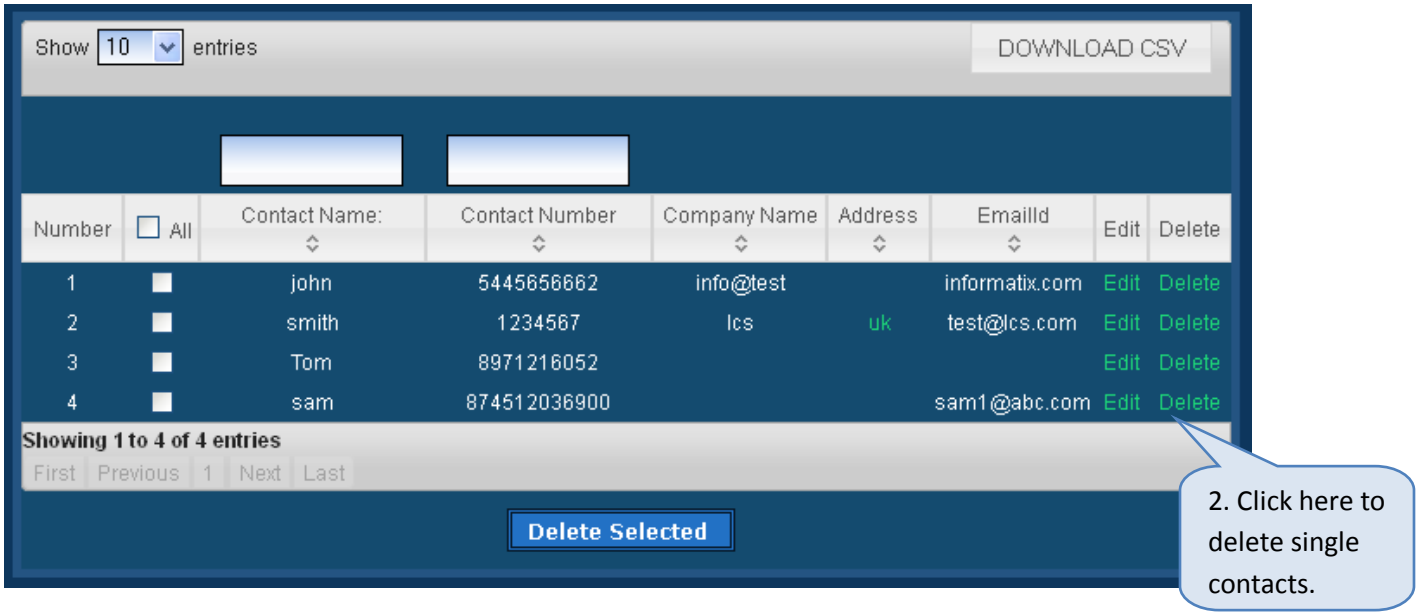
Delete Single Contacts:

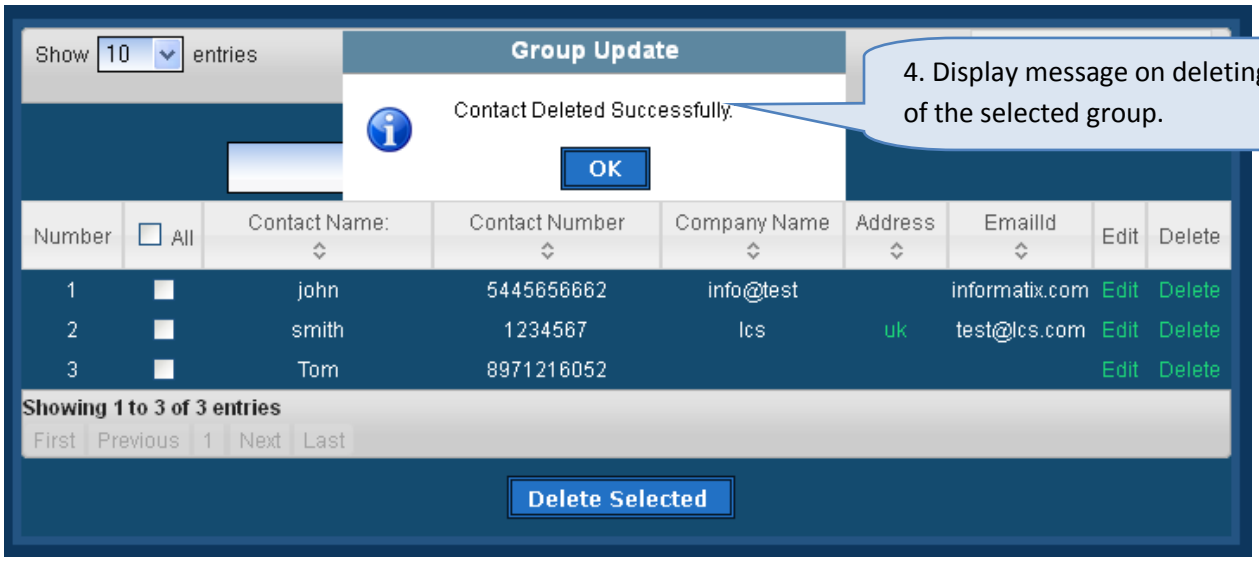
This section will explain the process for deleting single contact.

Steps to deleting contact:

1. Select the group name in which contact has to be deleted.
2. Click the 'Delete' Link beside the contact to be deleted.
3. Click 'OK' on the Delete Contact confirmation box.
4. 'Contact List' section will display success or error message.

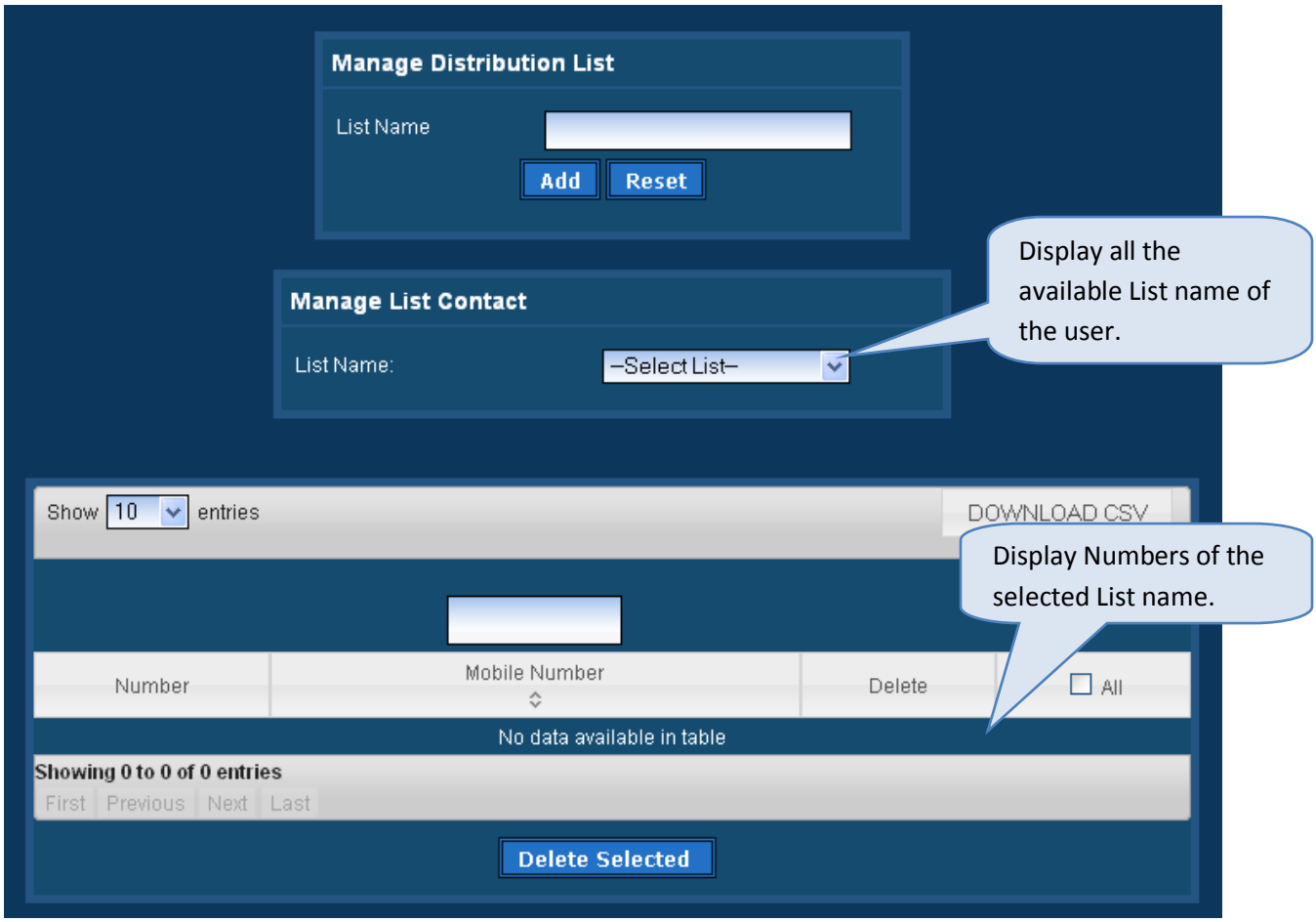





Show 10 entries
Group Update
Contact Deleted Successfully.
OK
4. Display message on deleting contact of the selected group.
Number
All
Contact Name:
Contact Number
Company Name
Address
EmailId
Edit
Delete
1 john 5445656662 info@test informatix.com Edit Delete
2 smith 1234567 lcs uk test@lcs.com Edit Delete
3 Tom 8971216052 Edit Delete
Showing 1 to 3 of 3 entries
First Previous 1 Next Last
Delete Selected

Distribution List:

Using Distribution List mobile numbers are only stored.

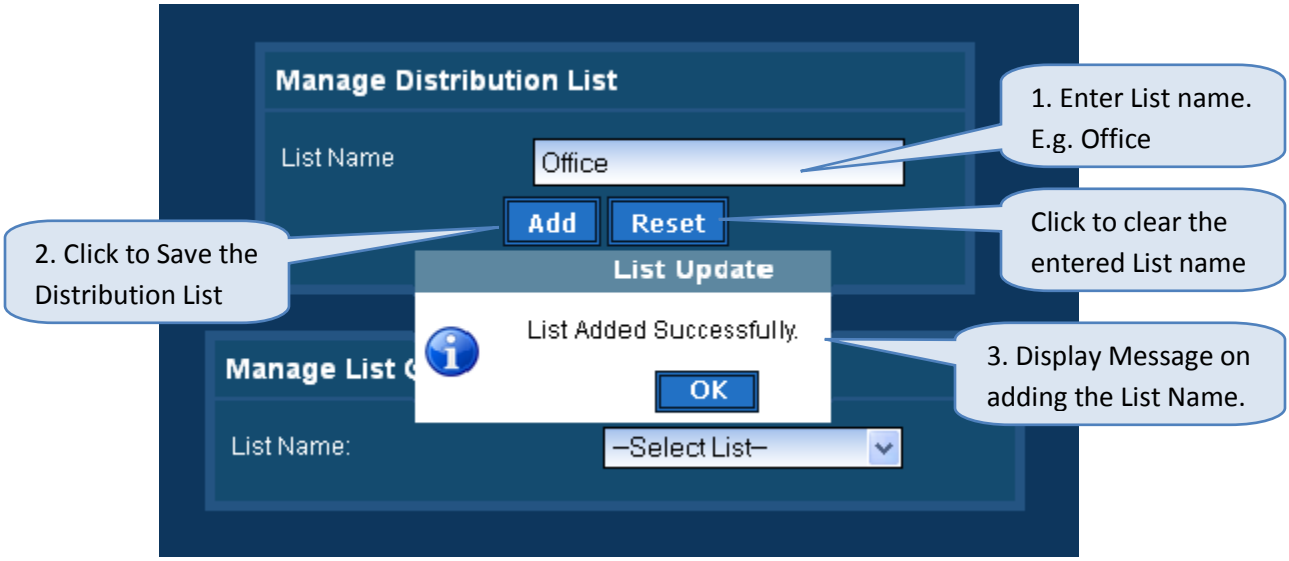


Add Distribution List:

This section explains the process for creating a distribution list.

Steps to add group:

1. Enter the name of the distribution list which is to be created e.g. Clients, Friends etc.
2. Click the 'Add' Button to save the name for the distribution list.
3. 'Manage List Contact' section will display success or error message.

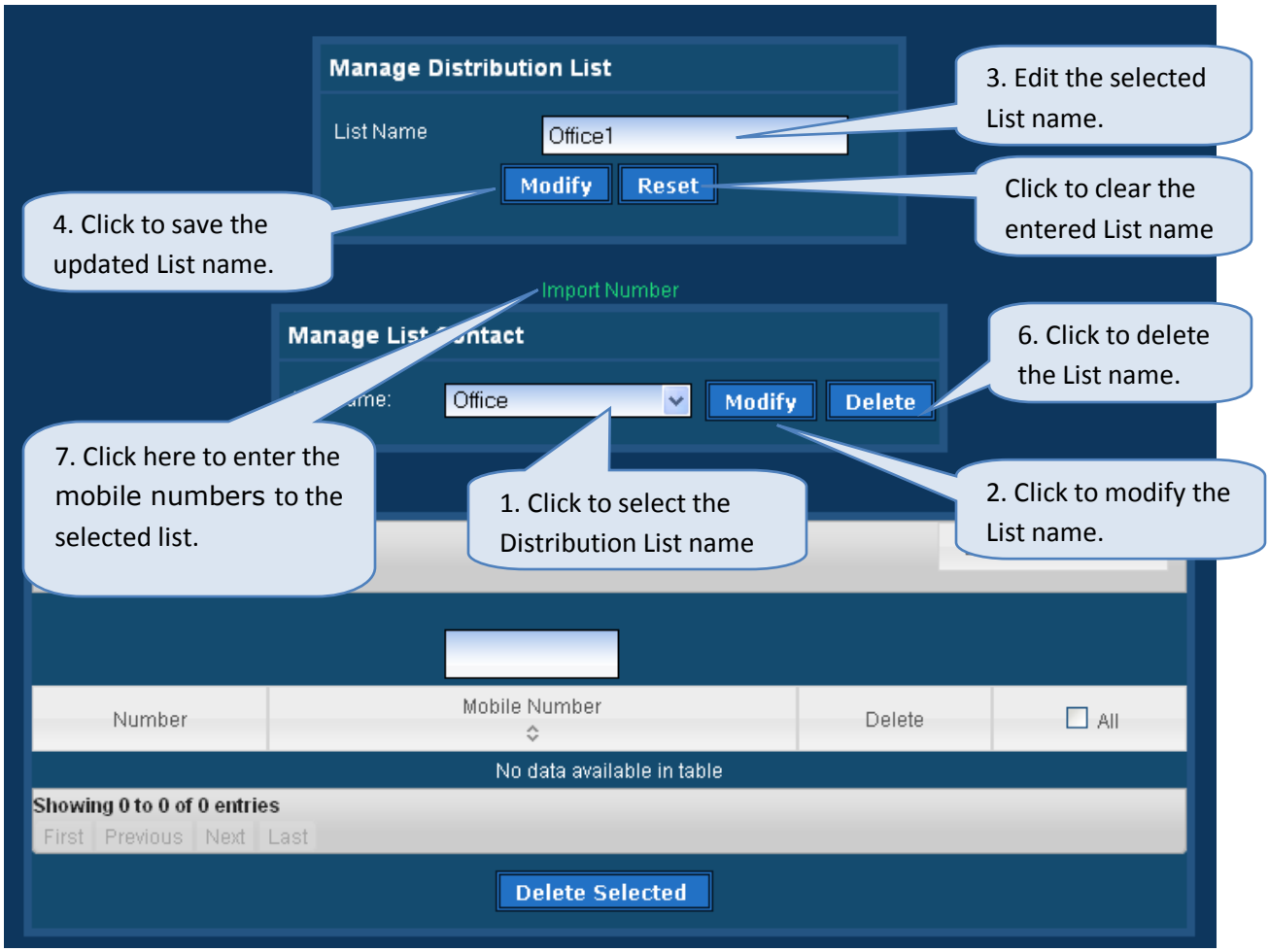


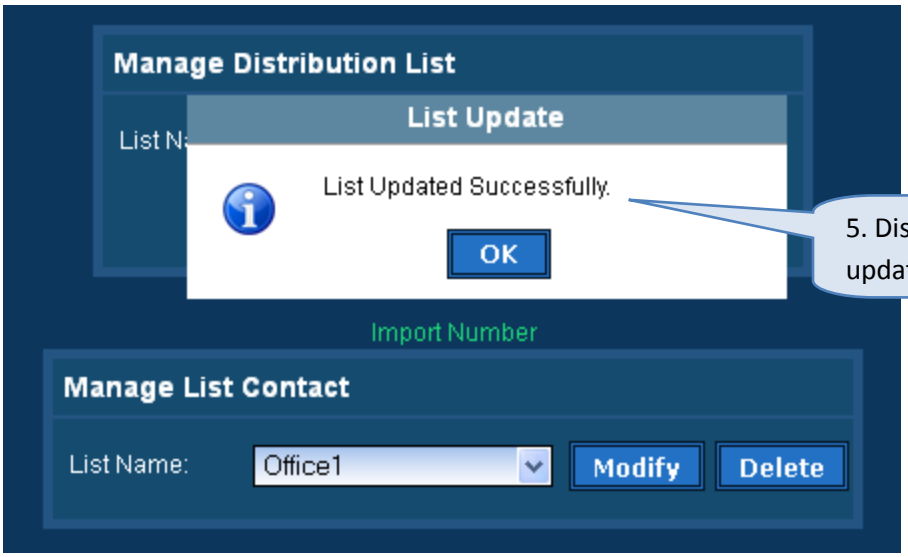
Modify and Delete Distribution List:

This section explains the process for renaming and deleting a distribution list.

Steps to add group:

1. Select the distribution list name from the drop-down box which has to be renamed or removed.
2. Click the 'Modify' Button to rename the selected distribution list.
3. Enter the new distribution list name.
4. Click the 'Modify' Button to save the modified name for the distribution list.
5. 'Manage List Contact' section will display success or error message.
6. To remove the selected distribution list click 'Delete' Button and then click 'Yes' to confirm deleting the group.
7. To import mobile numbers to the selected distribution list click 'Import Number' this is explained in the next section.



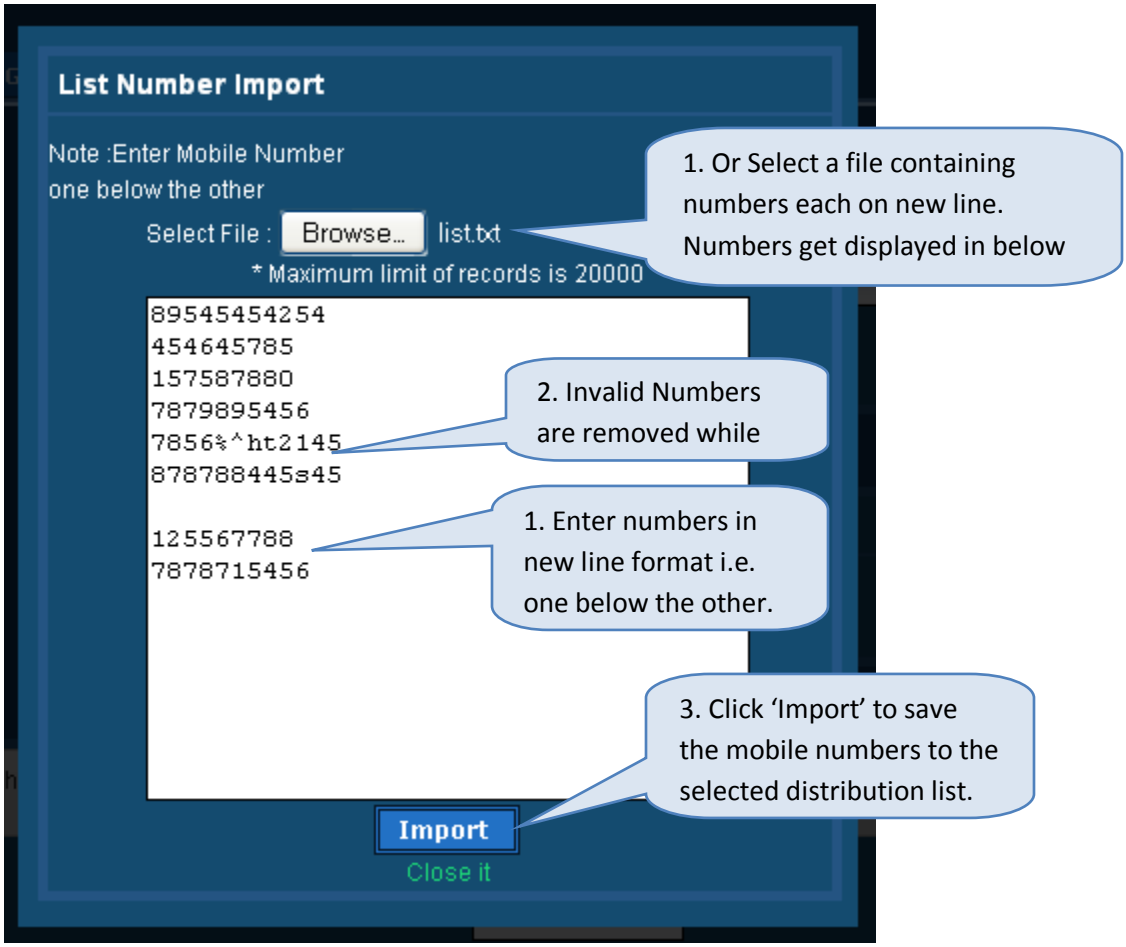

Manage Distribution List
List N
List Update
List Updated Successfully.
OK
Import Number
Manage List Contact
List Name:
Office1
Modify
Delete
5. Display Message on updating the List Name.

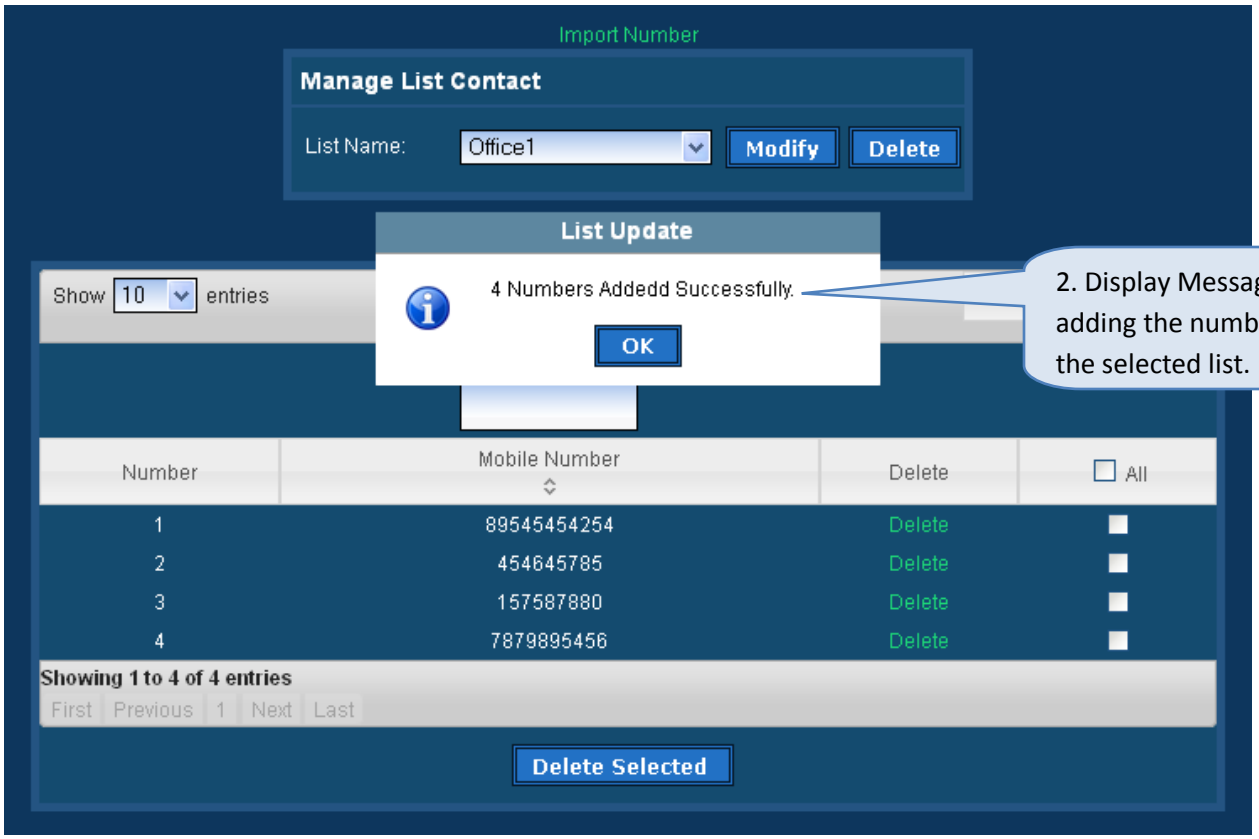
Importing Mobile Numbers:

This section will explain the process for importing multiple mobile numbers to selected distribution list. If mobile number already exists in the selected distribution list while importing mobile numbers then duplicate entry will be removed i.e. duplicate mobile number will be added only once in that distribution list. Invalid mobile numbers will not be saved in the distribution list. Multiple mobile numbers can be imported by uploading a .csv or .txt file having numbers each on new line.

Steps to import contacts:

1. Enter the mobile number in a new line separated format. Or
   1. Upload a file containing the numbers each on new line.
2. Invalid mobile number will be removed while importing to the distribution list.
3. Click 'Import' Button to save the mobile numbers to the selected distribution list.
4. 'Distribution List Contact' section will display success or error message.



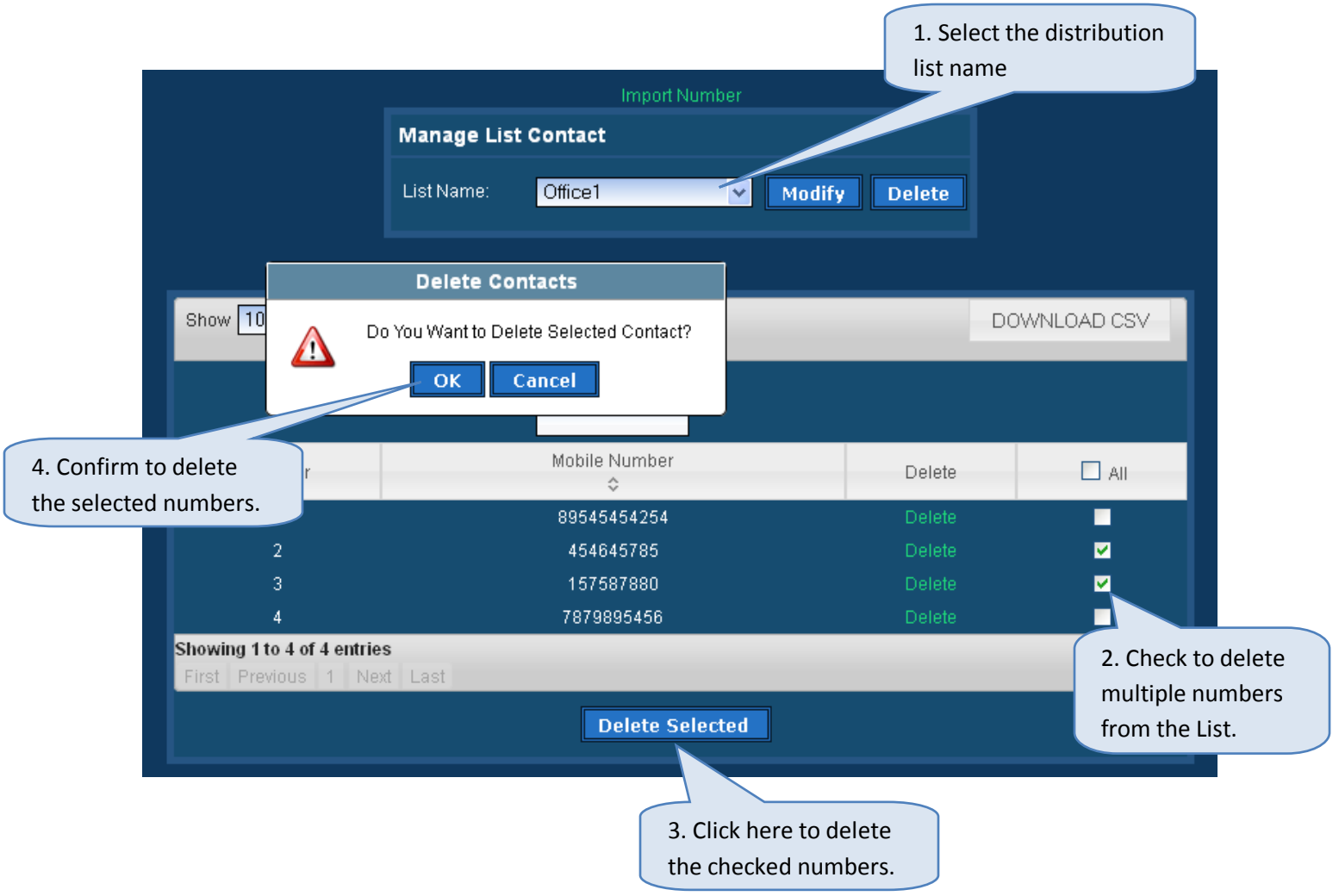

Import Number
Manage List Contact
List Name:
Office1
Modify
Delete
List Update
4 Numbers Addedd Successfully.
OK
2. Display Message on adding the numbers to the selected list.
Show 10 entries
Number
Mobile Number
Delete
All
1 89545454254 Delete
2 454645785 Delete
3 157587880 Delete
4 7879895456 Delete
Showing 1 to 4 of 4 entries
First Previous 1 Next Last
Delete Selected

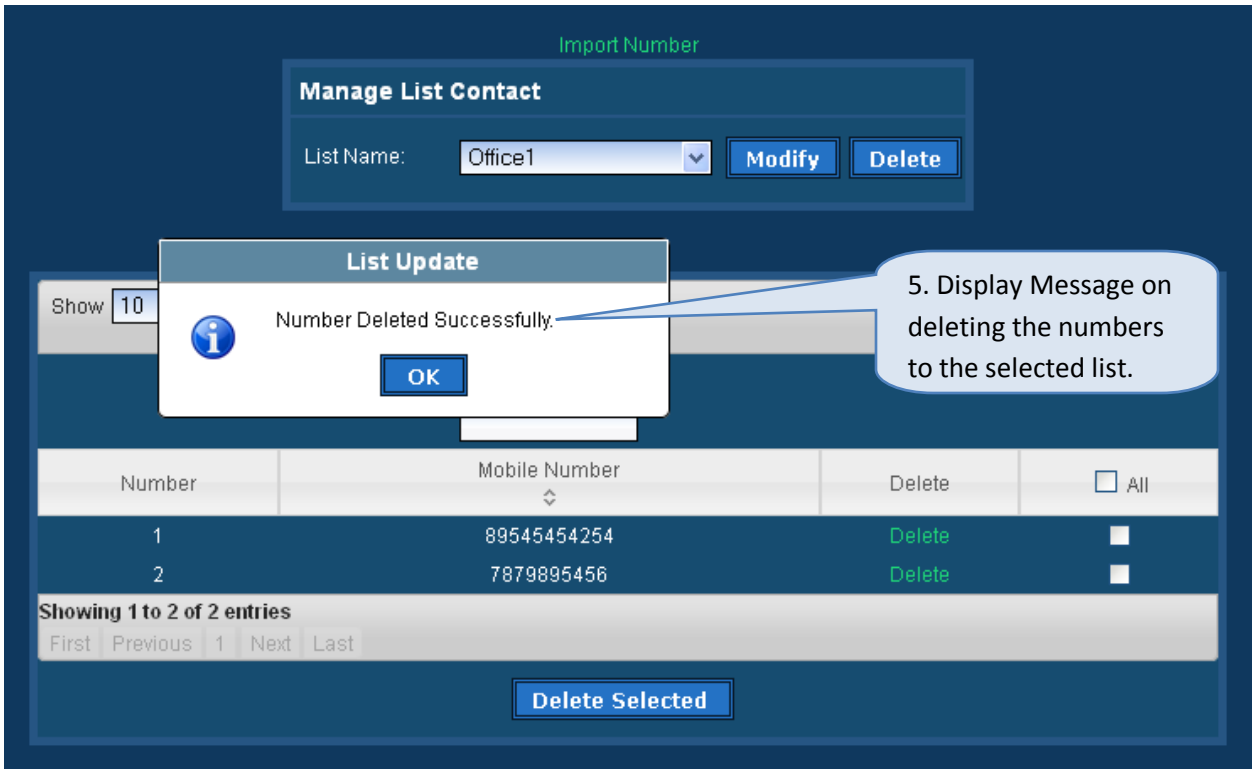
Delete Multiple Mobile Numbers:

This section will explain the process for deleting multiple mobile numbers in the selected distribution list.

Steps to deleting contacts:

1. Select the distribution list name in which contact has to be deleted.
2. Select the contacts by clicking the checkbox beside the mobile numbers. If all the contacts has to be deleted then click on the 'All' checkbox.
3. Click 'Delete Selected' Button to delete the selected contacts of the group.
4. Click 'OK' on the Delete Contact confirmation box.



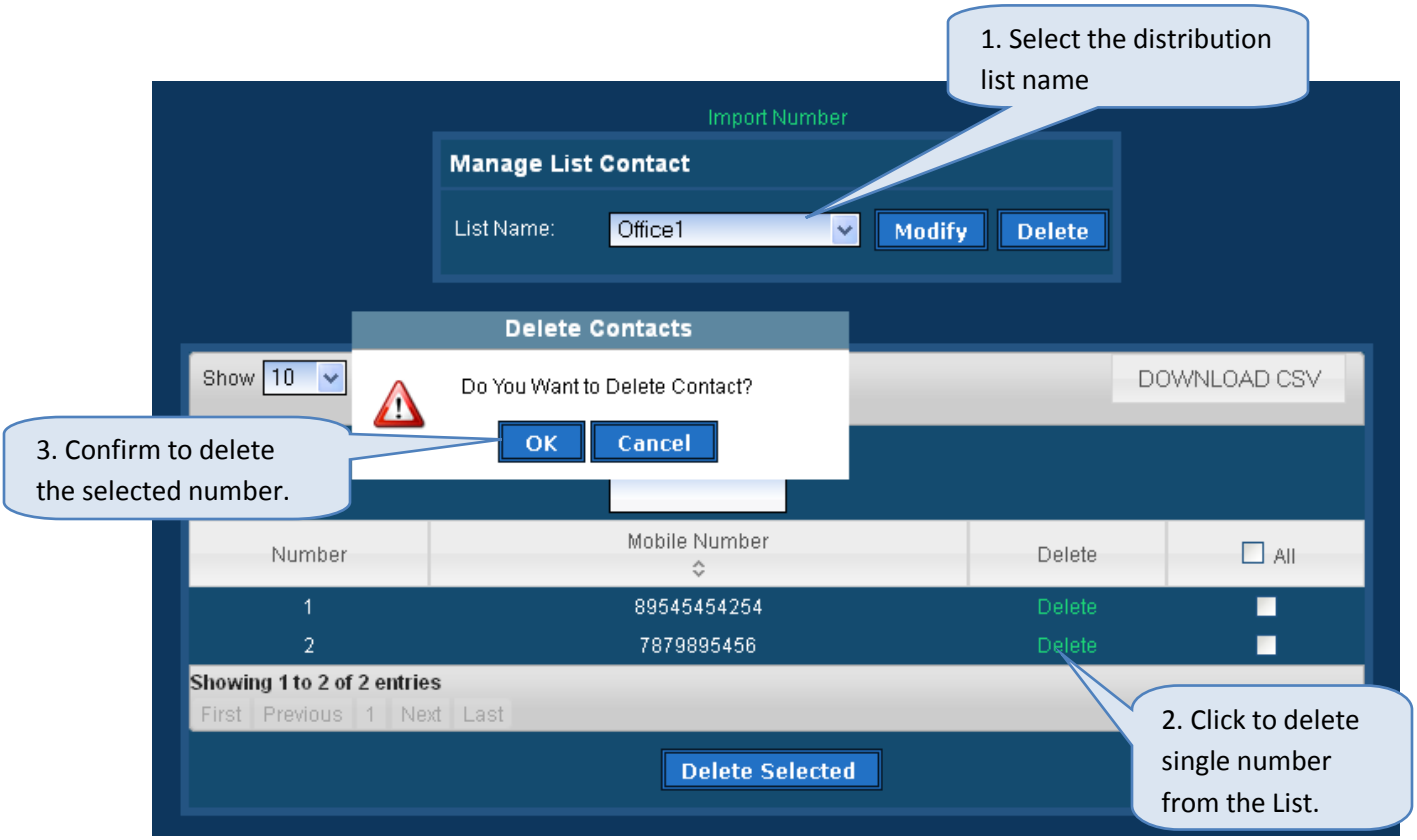

Import Number
Manage List Contact
List Name:
Office1
Modify
Delete
List Update
Number Deleted Successfully.
OK
5. Display Message on deleting the numbers to the selected list.
Show 10
Number
Mobile Number
Delete
All
1
89545454254
Delete
2
7879895456
Delete
Showing 1 to 2 of 2 entries
First
Previous
1
Next
Last
Delete Selected

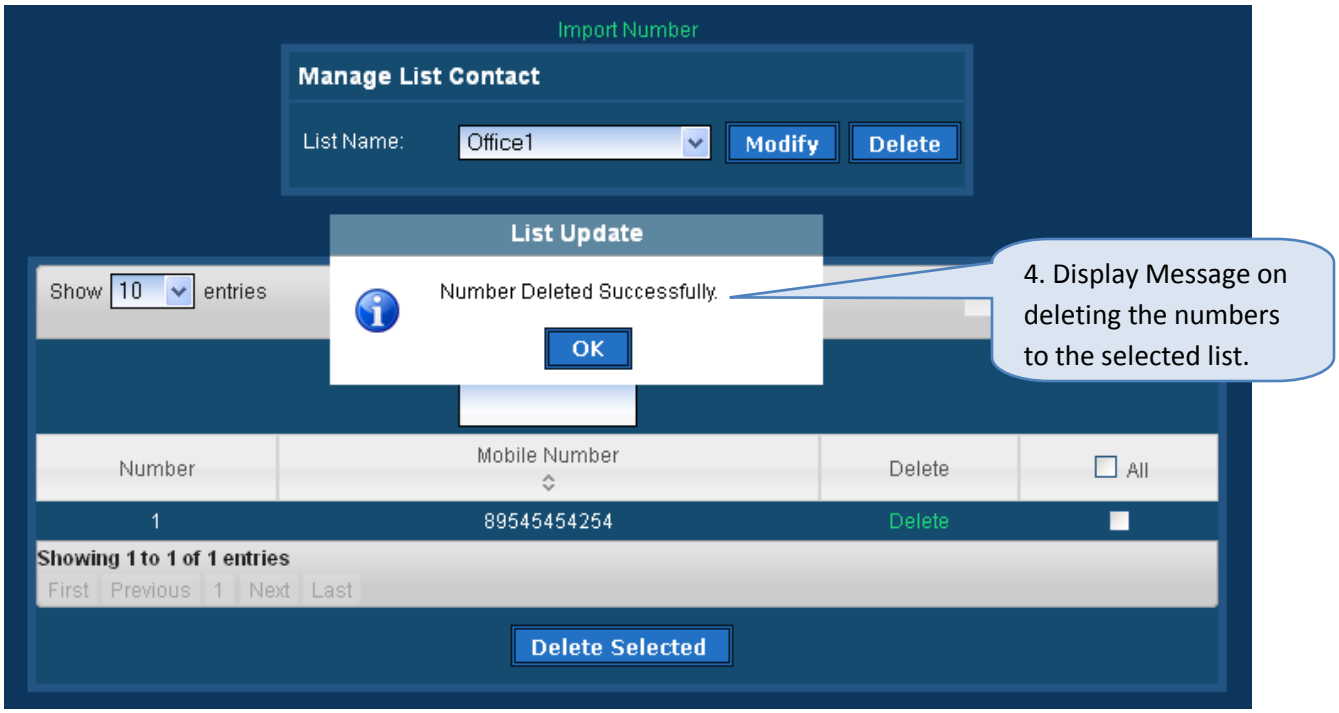
Delete Single Mobile Number:

This section will explain the process for deleting single mobile number.

Steps to deleting mobile number:

1. Select the distribution list name in which mobile number has to be deleted.
2. Click the 'Delete' Link beside the mobile number to be deleted.
3. Click 'OK' on the Delete Contact confirmation box.
4. 'Distribution List Contact' section will display success or error message.




Import Number
Manage List Contact
List Name:
Office1
Modify
Delete
List Update
Number Deleted Successfully.
OK
4. Display Message on deleting the numbers to the selected list.
Show 10 entries
Number
Mobile Number
Delete
All
1
89545454254
Delete
Showing 1 to 1 of 1 entries
First Previous 1 Next Last
Delete Selected

REPORTS

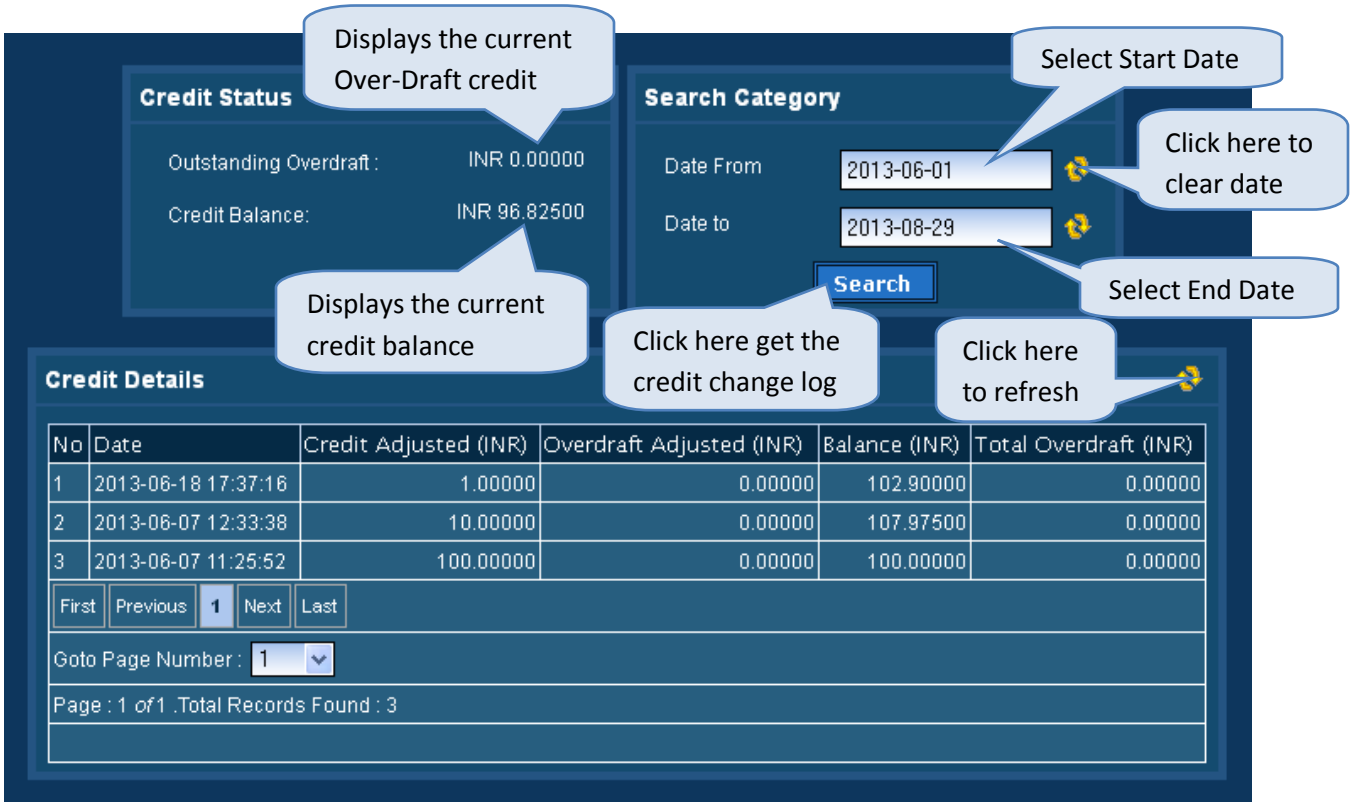
Reports enables user to view details of messages sent by User and delivery status of sent messages along with detailed credit usage and current day's statistics. Following reports are available for the users:

- Credit Details.
- Today's Stats.
- Sms Reports.
- Sms Summary.
- Summary Stats.

Credit Details:

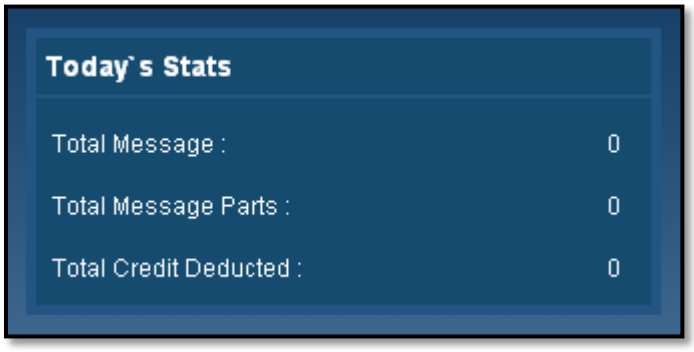
Credit Detail report displays the current credit balance and the outstanding Over-Draft. It also displays the credit change log for the selected time interval.

To get the credit change log details select the Start and End Date and then click Search button



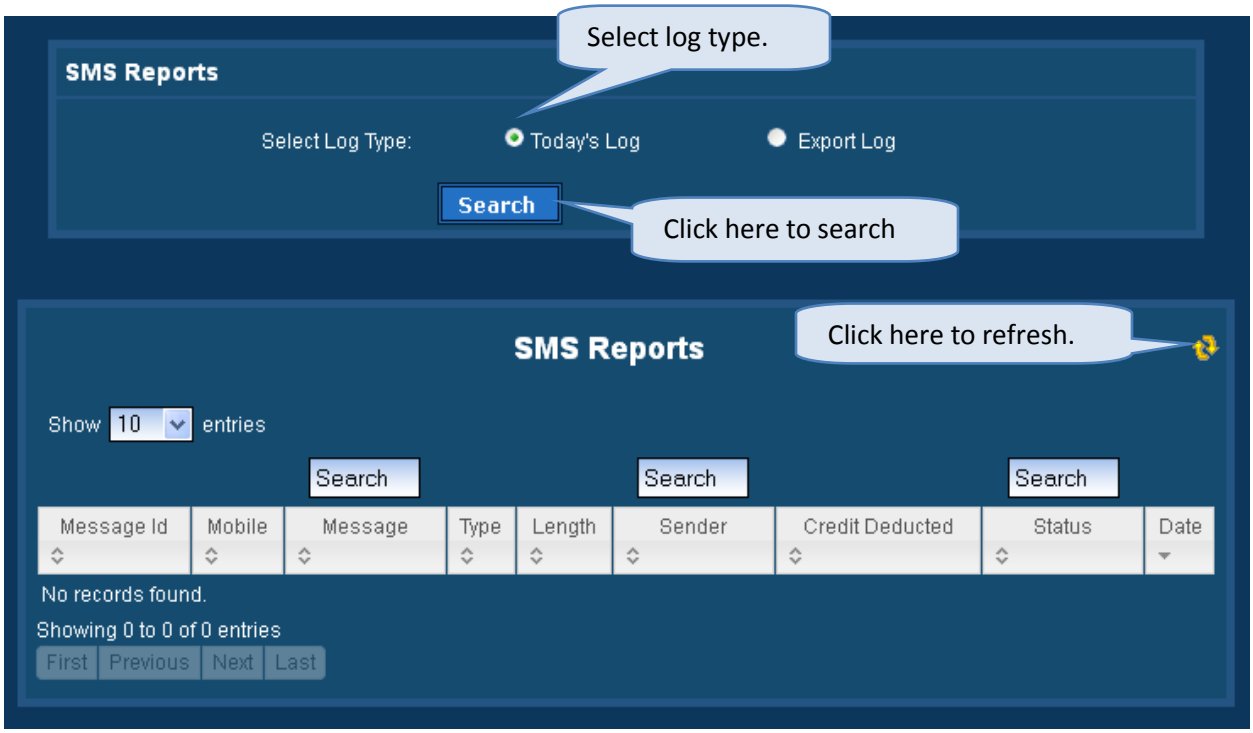
Today's Stats:

Today's Stats displays the current day sms sent count details as total message, total message parts and total credit deducted.



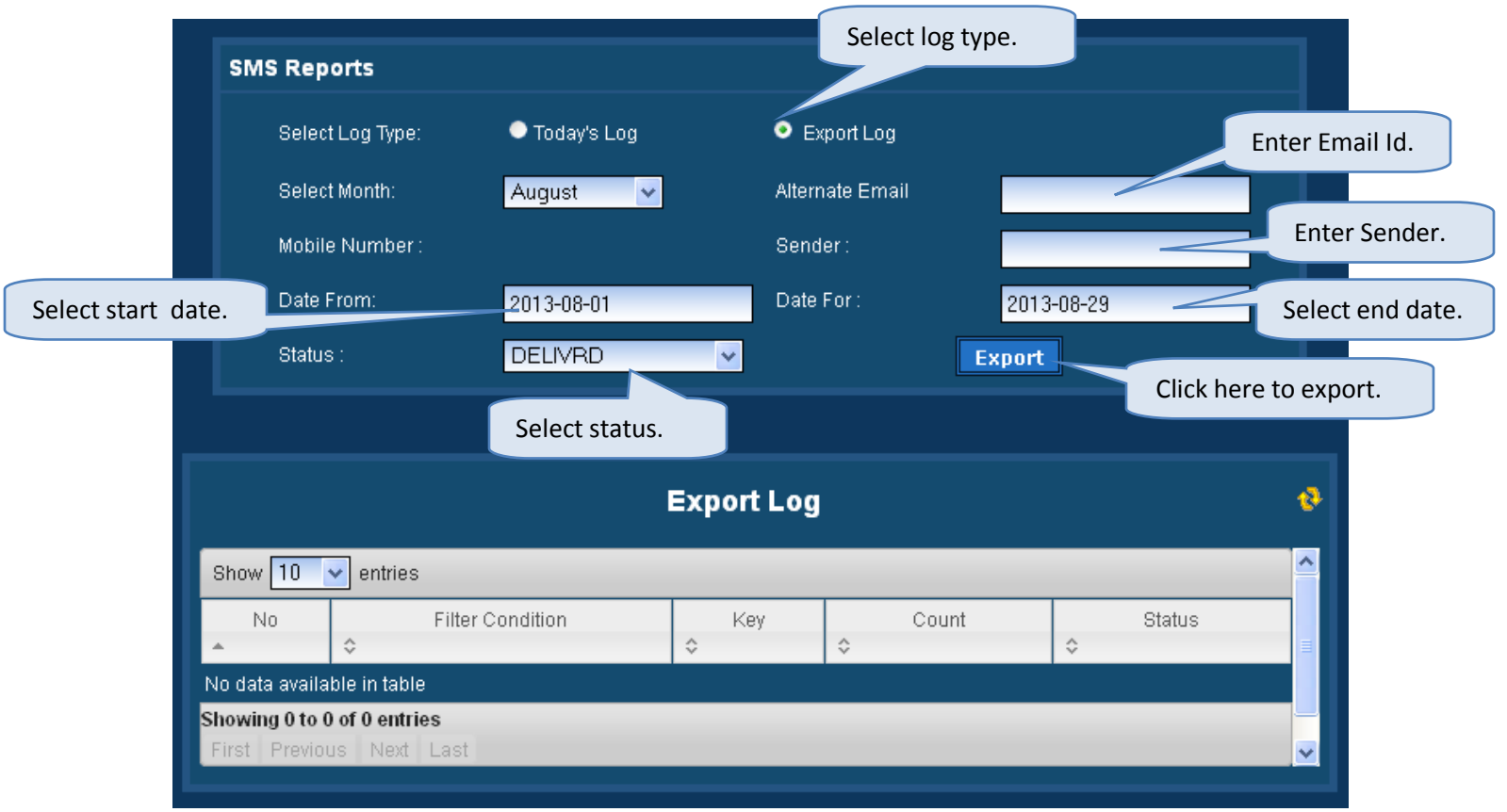
Sms Report:

Sms Report displays the detailed information of all sent sms and price charged along with delivery status for selected date range. User can search for a particular mobile number, sender or message details by adding search filters.



Export log displays the list of requests made by user before and make the logs available for download. User can export the logs of current and previous months only.

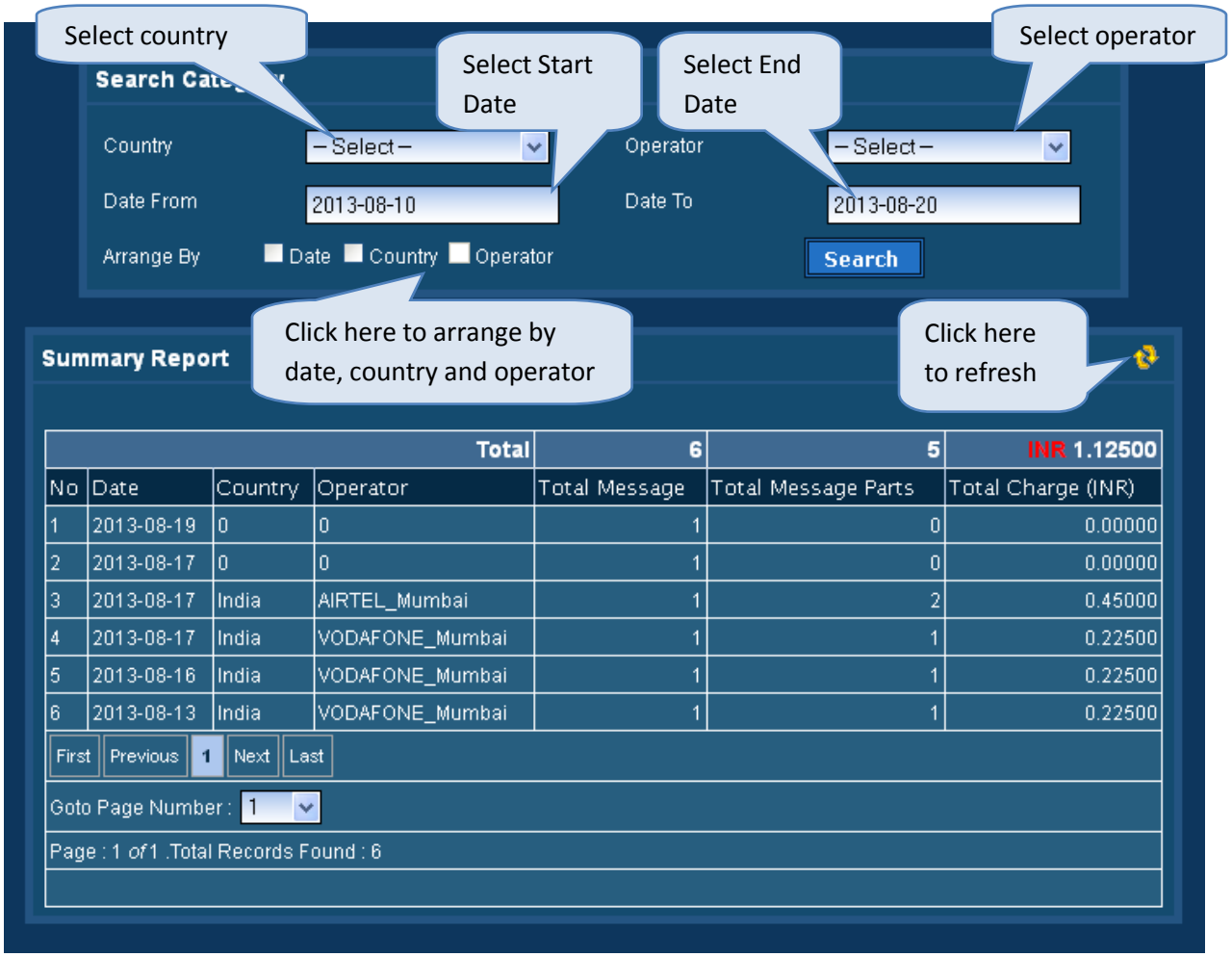
User can also export the log for particular date-range, status, sender, email and mobile number by selecting them depending on user preference. And the request will get displayed in the list.



Sms Summary:

Sms Summary displays the date-wise sent sms count and total price charged along with country-operator details for selected date range.

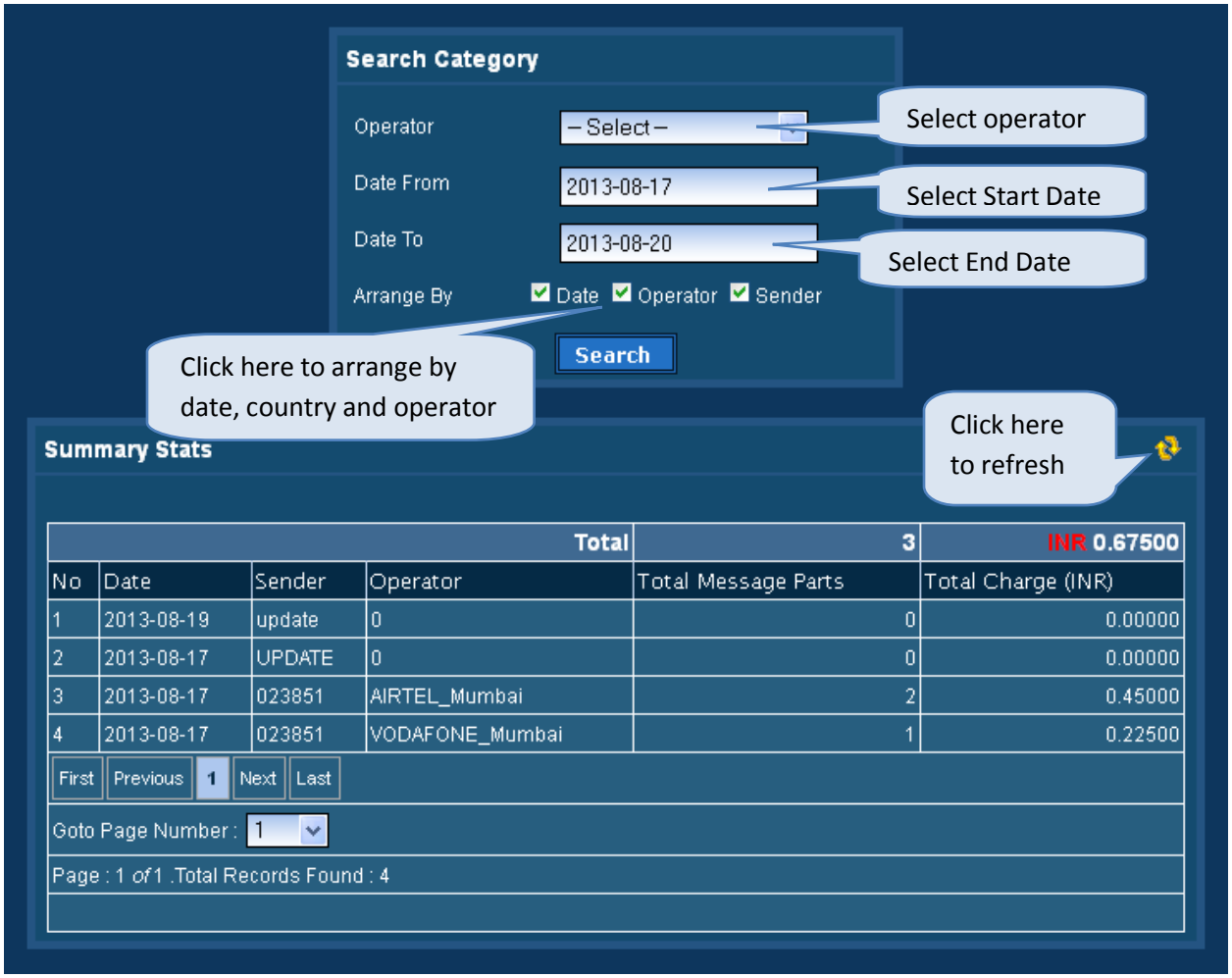
User can also view summary for particular country and operator by selecting them depending on user preference.



Summary Stats:

Summary stats displays the date-wise sent sms count and total price charged along with sender-operator details for selected date range.

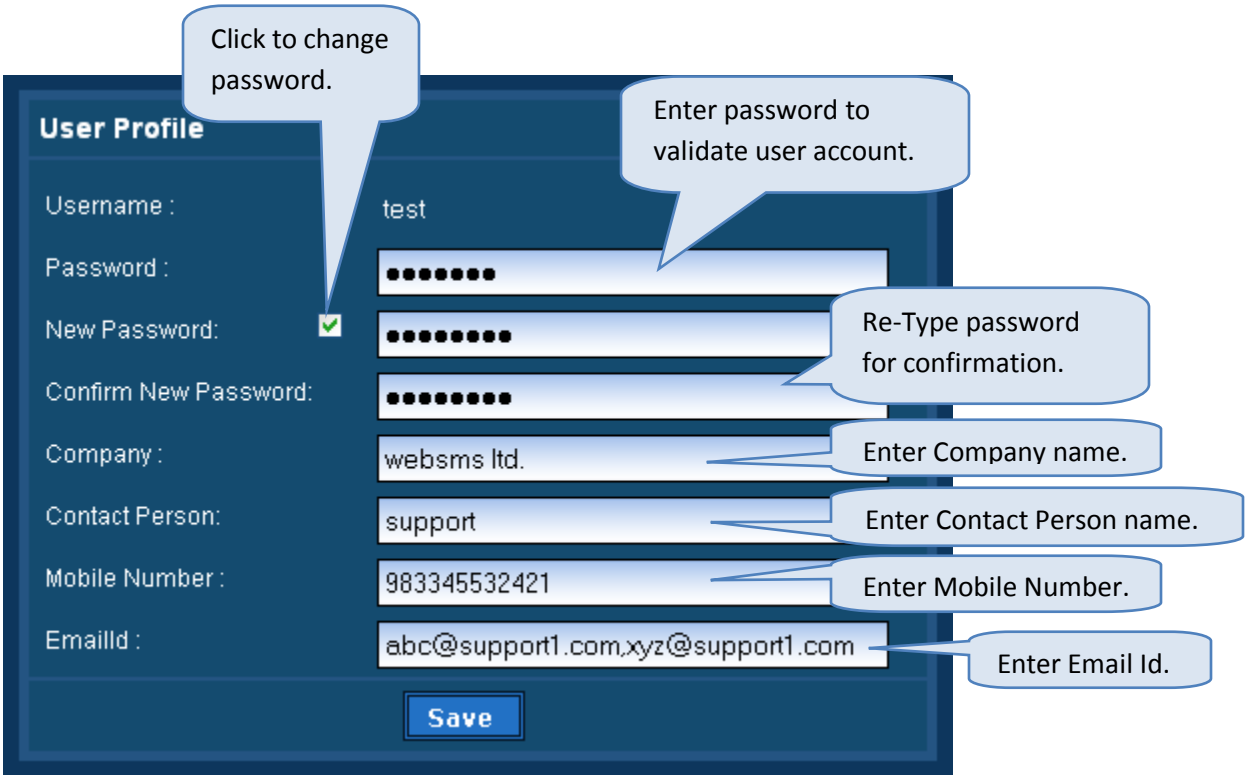
User can also view summary for particular operator by selecting them depending on user preference.



USER PROFILE

User Profile enables to modify user details like password, company, contact person, contact number and email id. All the details are mandatory.

To change password click the checkbox beside the new password field as shown below.



Description:

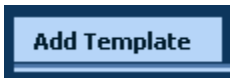
Explanation for the above fields is as follows:

- **Username:** This displays the username for the logged in user.
- **Password:** Enter password, required for validation of the user.
- **New Password:** If password has to be changed the click the checkbox and enter New Password.
- **Confirm New Password:** Re-type the new password to confirm new password.
- **Company:** Enter the company name.
- **Contact Person:** Enter the contact person name in the company.
- **Mobile Number:** Enter the mobile number for the contact person.
- **Email Id:** Enter the valid email-id for the contact person or company. Maximum four email-ids are allowed in comma separated format.

UTILITIES

Utilities enables user to access extra features. Following utilities are available for the users:

- Add Template



Add Template:

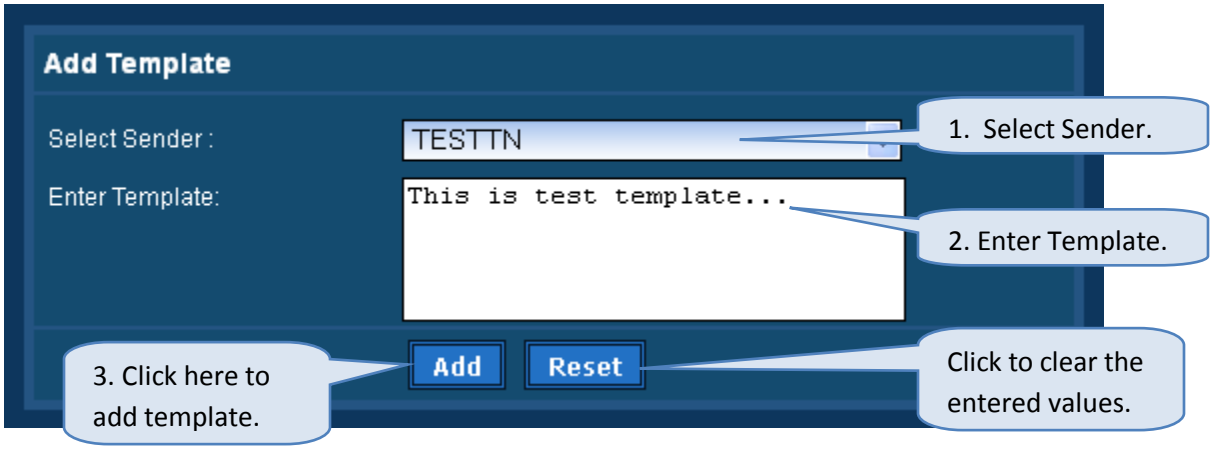
Using this utility, user can create a template for the selected sender. To create template user need to select sender and template. These templates will then be approved by the admin. After approval template will be available for selection while sending the messages.

Add Template:

This section explains the process for creating a template.

Steps to add template:

1. Select the sender to whom template is to be assigned.
2. Enter the text to be used as template e.g. Test template, Hello, testing. etc.
3. Click the 'Add' Button to save the template..



ADDITIONAL FEATURES

Language Selector:

On login screen user can select any one of the available language, so that till the time user is using the application, user will be able to see the application in that language.