

**NetMessenger
SMS Text Messaging Service**

**Full Reference
Manual**

DON'T TALK IT – TEXT IT



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A Guide to the NetMessenger Advanced Text Messaging Service

Welcome to the Full Reference Manual for **NetMessenger** from FASTSMS, the browser based SMS system that gives you access to your messaging account through your web browser. This dynamic tool allows the centralization of your SMS communications on your computer.

This guide takes you through all the features and options available to NetMessenger in detail. You will also find access to the different downloads available with your NetMessenger package and the information section contains access to all the information you need to ensure you get the best from your account.

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Also available is the NetMessenger Quick Ref Guide, serving as a quick a quick introduction to NetMessenger, available for download at <http://downloads.fastsms.co.uk>. We know you will find NetMessenger quick, reliable and easy to use.

NETMESSENGER PACKAGES

NetMessenger offers a number of packages designed with your specific needs in mind. If you want to send just the odd message to friends, or if you need to send hundreds of messages to a mobile workforce, NetMessenger has a package to suit. All account options come with email support and email to SMS using any email client.

➤ **Trial Account**

A trial package giving you 100 message credits for a 90-day period. Ideal for first-time users of SMS to discover the benefits of text messaging and to determine usage levels.

➤ **Personal**

For regular use at home, at work, or at play - keeps you in touch with the mobile world. Purchase level = 500 message credits.

➤ **Velocity 1**

The premium choice for the small business user - whether you're contacting one colleague or messaging all of your customers. Offers cost benefits when compared to voice calls. Optional two-way reply number facility, enabling you to receive replies and SMS messages from any mobile handset. Purchase level = 1000 message credits.

➤ **Velocity 2**

For the small to medium-sized business user. Ideal for business communications, SMS advertising and mobile marketing. Includes full telephone support. Purchase level = 2000 message credits. For an annual fee the optional addition of an Administrator Level may be purchased, allowing you to create and manage an unlimited number of sub-users. Optional two-way reply number facility, enabling you to receive replies and SMS messages from any mobile handset.

➤ **Velocity 3**

Cost-effective communication for the large business user. With full multi-user functionality and a reporting and audit structure that allows the tracking of every individual message. Purchase level = 5000 message credits. Offers savings in the region of 40-70% when compared to voice calls. Optional two-way reply number facility, enabling you to receive replies and SMS messages from any mobile handset.

➤ **Velocity Schools Edition**

Exclusive to educational establishments. Includes a reply number, full email and telephone support. Enables you to alert parents of illness; contact supply teachers; broadcast messages to students. Purchase level = 1000 message credits. Optional two-way reply number facility, enabling you to receive replies and SMS messages from any mobile handset.

➤ **Velocity Direct**

Designed to be developed - enables you to integrate SMS functionality into any development environment with ease. The well documented and supported Application Programming Interface allows you to connect directly to the NETMESSENGER Message Platform via HTTP. Also available is the two-way http messaging option allowing your reply number to talk to your application.

➤ **Responder**

Mobile marketing, providing spontaneous, direct, interactive and targeted communication. Returns a pre-defined message to a mobile handset in response to a keyword that has been sent by text message. An example could be an estate agency providing house details, or a recruitment agency sending job information. Demonstration available from our web site.

➤ **Reseller**

SMS text messaging has rapidly become a mass market communication platform. It is quick, reliable and cost effective. We offer a range of reseller opportunities from the resale of message credits through to providing bespoke SMS software for resale. Please contact FASTSMS for more information regarding our reseller packages.

PRICING STRUCTURE

FASTSMS only charges clients for what they use and operates an extremely competitive pricing structure. Contrary to some rival operators, there are:

- **NO** monthly contracts
- **NO** minimum monthly purchases
- **NO** charges for inbound messages
- **NO** time limits on message credits (except Trial Account)
- **NO** hidden charges

For pricing of individual packages visit our web site at www.fastsms.co.uk

PACKAGE FEATURES SUMMARY

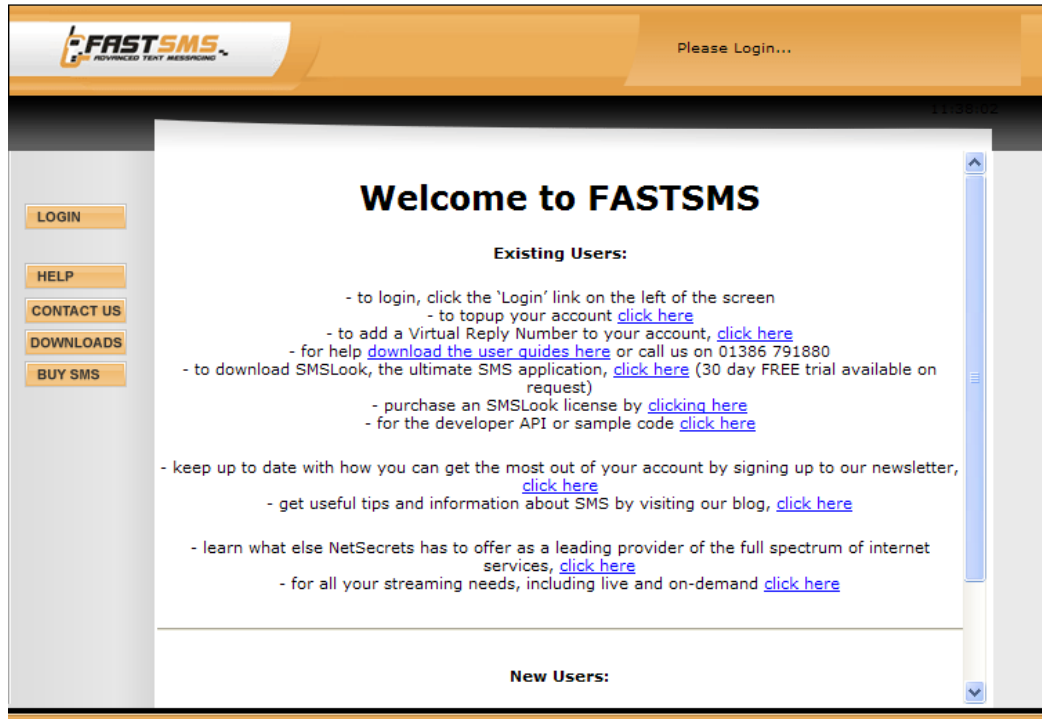
Package:	Trial Account	Personal	Velocity1	Velocity2	Velocity3	Velocity Direct
Message Credits	100	200/500	1000	2000	5000	200
Web Based NetMessenger	✓	✓	✓	✓	✓	✓
Desktop Sender	✓	✓	✓	✓	✓	
Outlook Plug-in	✓	✓	✓	✓	✓	
Outlook Express Plug-in	✓	✓	✓	✓	✓	
Full Audit/Reporting Structure				✓	✓	✓
Multi-User Functionality					✓	
HTTP					✓	✓
Email to SMS	✓	✓	✓	✓	✓	✓
Telephone Support			✓	✓	✓	
Email Support	✓	✓	✓	✓	✓	✓

LOG IN

Once you have opened an account you will receive an email with your username and password details, enabling you to access your account and take full advantage of NetMessenger. To log in, go to:

- <http://login.fastsms.co.uk>

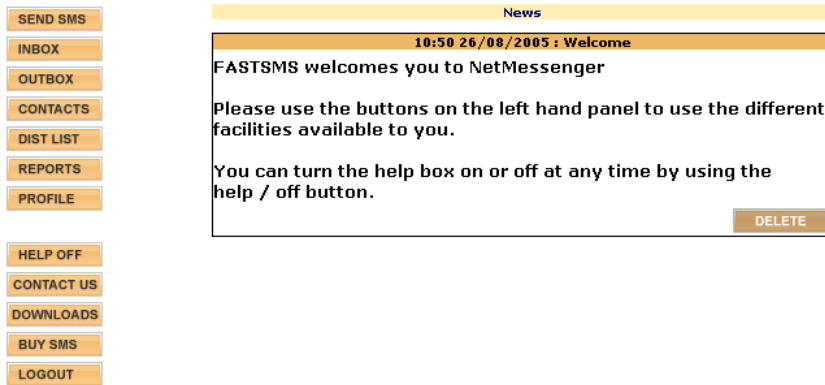
This will take you to our Welcome window:



- Click the Login button
- Enter your user name and password (these can be found on the above-mentioned email) and click Login.

If you regularly log in to FASTSMS from the same pc, you may wish to check "Log me in automatically". This feature requires cookies to be enabled. By placing a cookie file on your pc, each time you access NetMessenger your pc will be recognised and you will not need to enter your login details again – all you need do is click on the Login button, provided you have logged in within the last 30 days. (Note that this feature applies to a single user using a single pc). Note that with Autologin enabled, on exiting NetMessenger you will see a message displayed informing you that you have not been logged out. Simply close your browser or access another web site. Selecting the Logout at the exit window disables Autologin and will necessitate you entering your user name and password the next time you login.

You will see the News window containing any news items (which you may wish to delete once read) and links to the features of NetMessenger:



YOUR USER PROFILE

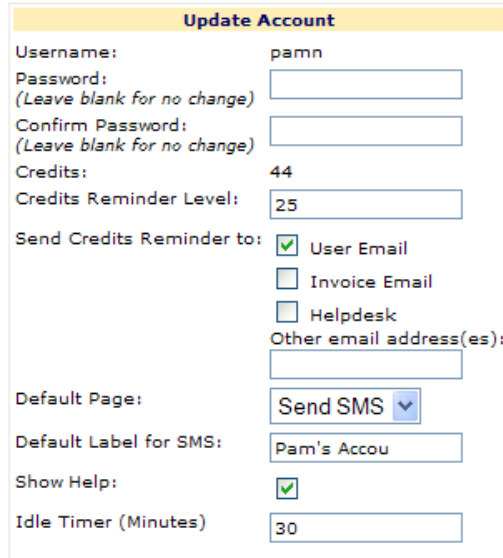
This page holds your account details and contact information. Please complete your User and Invoice Contact details to help us provide you with continuing service; this information is not revealed to others and is only used by the FastSMS team for contact purposes.

Your user name and password are generated automatically when you open an account. You cannot change your user name, but you can change your password at any time. It is recommended you access your User Profile to set your credit reminder level, which you may change at any time.

- Click on the Profile button 

Your user profile is in three parts:

1 Update Account



Update Account	
Username:	pamn
Password: <i>(Leave blank for no change)</i>	<input type="text"/>
Confirm Password: <i>(Leave blank for no change)</i>	<input type="text"/>
Credits:	44
Credits Reminder Level:	<input type="text" value="25"/>
Send Credits Reminder to:	<input checked="" type="checkbox"/> User Email <input type="checkbox"/> Invoice Email <input type="checkbox"/> Helpdesk
	Other email address(es): <input type="text"/>
Default Page:	<input type="text" value="Send SMS"/> ▼
Default Label for SMS:	<input type="text" value="Pam's Accou"/>
Show Help:	<input checked="" type="checkbox"/>
Idle Timer (Minutes)	<input type="text" value="30"/>

- To change your password, enter a new one in the box provided and repeat to confirm.

For security purposes never reveal your password to anyone.

'Credits' is the number of message credits remaining on your account. When the 'Credits Reminder Level' is reached, you will be informed as such, via the method you have selected in the next part below. You may alter the Credits Reminder Level if required.

While you may purchase more credits at any time, checking one of the options at 'Send Credits Reminder to' will ensure you do not suddenly find yourself without credits:

'User email' will inform the email address supplied in the 'User Contact' of the reminder level being reached

'Invoice email' will inform the email address supplied in the 'Invoice Contact'

'Helpdesk' will alert staff at FastSMS to make contact with you.

- 'Default Page' after logging in is set to News. By selecting the appropriate option from the drop down list, you may set this to the 'Send SMS' page or the 'Inbox' (only available with a reply number).

2 User Contact

This is the main user of the account and the person FASTSMS will contact regarding the use of the account.

User Contact	
Name:	<input type="text" value="pam"/>
Company:	<input type="text"/>
Address1:	<input type="text"/>
Address2:	<input type="text"/>
City:	<input type="text"/>
County:	<input type="text"/>
Post Code:	<input type="text"/>
Country:	<input type="text"/>
Telephone:	<input type="text" value="01888 444555"/>
Mob No:	<input type="text"/>
Fax No:	<input type="text"/>
Email:	<input type="text" value="info@smstext.co.uk"/>

3 Invoice Contact

This is the contact FASTSMS should use regarding accounts.

Invoice Contact

Same as User Contact

Name:

Company:

Address1:

Address2:

City:

County:

Post Code:

Country:

Telephone:

Mob No:

Fax No:

Email:

SAVE

- If invoicing details are different from your contact details, please complete.
- After completing your profile click Save.

SENDING SMS TEXT MESSAGES

Sending a SMS using the NetMessenger service is like sending a text message on your mobile handset, but it's done on your pc, via the web browser. It's quick, cost effective and relatively simple! Added features allow the storing of contact details, sending to multiple contacts and mail merge features.

To send a new message:

- Click the SEND SMS button

SEND SMS

The send window is in three parts:

The screenshot shows the NetMessenger SMS sending interface. It is divided into three main sections: Destination, From, and Body. The Destination section includes radio buttons for Number, Contact(s) (with a 'Choose' link), Group, Distribution List, and Recent Numbers (with a 'Search' link). The From section includes radio buttons for Text (selected) and Number. The Body section includes a large text area, a warning about character limits, a Templates dropdown (set to 'No Template'), and a 'MANAGE' button. At the bottom, there is a 'Scheduled for' section with 'now' selected and a 'SEND' button. An 'IMPORT' button is also visible in the Destination section.

Destination details →

Sender's details →

Message →

Destination

- Enter the mobile telephone number for the intended recipient; note that the number may be entered here in UK or international format

If you have the recipient's details stored in Contacts (see appropriate section for creating Contacts) these may be accessed in a number of ways:

- The 'Choose' hyperlink opens your Contacts. Under Actions select the checkbox for the intended recipient/s and ensure that 'Send Message' is selected at the drop down box and click Go. This method allows for the sending of messages to multiple numbers.
- At the Contact drop down box, click the down arrow and select the appropriate contact. This method allows the selection of only one recipient.

- Clicking the 'Pop up' hyperlink opens a pop up window displaying names of individuals in your Contacts. Select the appropriate Contact entry/entries and click Add (note you may need to expand the size of the pop up window). This method allows for the selection of multiple contacts by holding down the Control key as you select.
- Clicking the 'Recent Numbers Search' hyperlink will reveal a list of telephone numbers from your Contacts; select the appropriate number. This method allows for the selection of only one number.
- If sending to a Group, select as appropriate from the Group drop down list.
- If sending to a Distribution List, select as appropriate from the drop down list. Selecting 'Background send' (only applicable to Distribution Lists) allows numerous messages to be transmitted "in the background" allowing the user to continue using NetMessenger.

This is recommended if sending to over 1000 numbers.

Please see appropriate sections for creating Contacts, Groups and Distribution Lists.

From

- This is who the text appears to come from when it arrives on the handset. This is an open field; you may enter whatever you want up to 11 characters (including spaces).
- If have you purchased two-way messaging, click the down arrow to reveal available reply numbers and select as appropriate (Note: if a text label is used this option becomes unavailable and the recipient cannot reply).

The screenshot shows a form with a yellow background. At the top, the word "From" is centered. Below it, there are two rows. The first row is labeled "Text:" and has an empty input box. The second row is labeled "Number:" and has a dropdown menu. The dropdown menu is open, showing a list of numbers with names in parentheses, such as "447781486367 (Pam J.H.O.)". An arrow points to the dropdown menu with the text "Select reply number".


Note that if you click Send with the sender's details omitted, you will be returned to this window, with this area highlighted.

Body

- Enter your text message. A single text uses up to 160 characters and will use one of your FASTSMS text credits. You have the ability to write up to 3 texts in one go and this allows up to 459 characters. This will span 3 texts and therefore use 3 text credits. The system will send them as linked messages so they will arrive as one complete message on the receiving handset but will appear separately in the reports. The character counter at the bottom right hand corner of the message body box indicates the number of characters used and the number of text credits it will use.

Sending your SMS

- By default, the message will be sent immediately; if you wish to schedule to send later, click the calendar button to open a calendar

now DD/MM/YYYY HH:MM 



When in the calendar you must enter the time first then select a date. This will automatically close the window and enter the information into the box.

- Click Send



You will receive confirmation that your message has been sent and credit used. If you have scheduled your text your message will go to the outbox and remain there until the scheduled time and date.

- Click Continue to return to the SMS window.

Live Status Report

When the message has been sent a number of live reports will be displayed indicating that credit has been used with the status of the message:

Pending: Indicates the message is on its way to the receiving network

Sent: Indicates the receiving network is sending the message to the recipient's handset

Delivered: Confirms the text has been received by the handset

Undeliverable: Indicates the handset could not be reached and the message has failed



Message Sent.
1 credit used

New - Realtime Status!

Destination Status	
Ben	SENT

Import Send

If you wish to send a single message to a high volume of mobile numbers that sit in an external application, these may be imported for a "one off" send, i.e. the numbers will not be stored in NetMessenger for future transmissions. The external data must be in plain text format and consist of only the mobile number – i.e. one entry per row.

- From the Main Menu select 
- Click 
- Add a campaign title if required. This is not mandatory, but will identify messages from this send in the future.
- Click the Browse button and select the file containing your data.
- Continue with the SMS message as described above.

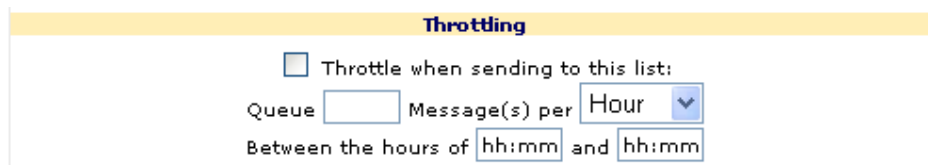
Throttling

Where a high volume of outgoing SMS messages are being sent, the messages must necessarily "sit in a queue" during transmission. Throttling allows you to specify how many messages are transmitted per hour/minute. This is useful if your outgoing SMS is carrying a marketing message and you anticipate recipient response via a phone call. You can, for example, ensure that outgoing messages are received during working hours, enabling your staff to respond to incoming phone calls.

Where messages are sent per hour, they will be sent at the start of each hour. Where messages are sent per minute, they are distributed across the hour, rather than all being sent at the start of the hour.

To enable throttling:

- Check the 'Throttle when sending to this list'
- Enter the number of messages you wish to be sent per hour/min
- From the drop down list select hour or minute
- Select the start and end times
- Click Save.



The screenshot shows a form titled "Throttling" with a yellow header. It contains the following fields:


- Throttle when sending to this list:
- Queue
- Message(s) per
- Between the hours of and

THE INBOX

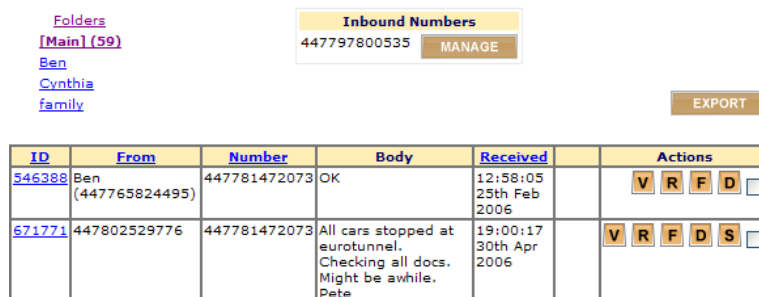
Purchasing a two-way MSISDN reply number enables recipients of SMS messages to send a reply. The Inbox carries various features allowing us to specify how we want to deal with these inbound messages. Where several users need to be able to receive responses, it may be appropriate to purchase several reply numbers. Reply numbers are assigned by FASTSMS.

Having a reply number also gives the facility of organising received messages into folders (see below).

Replies by default are received via the browser and will arrive at the NetMessenger Inbox. (See below for routing incoming messages to email addresses, other mobile phone users and web sites).

- To see incoming messages from the main menu click 

Incoming messages will be displayed in the Inbox in order of receipt, i.e. earliest first.



ID	From	Number	Body	Received	Actions
546388	Ben (447765824495)	447781472073	OK	12:58:05 25th Feb 2006	V R F D <input type="checkbox"/>
671771	447802529776	447781472073	All cars stopped at eurotunnel. Checking all docs. Might be awhile. Pete	19:00:17 30th Apr 2006	V R F D S <input type="checkbox"/>

Message delivered to reply number received via the browser

By default messages will be placed in the 'Main' folder (a default folder) with a bracketed number in bold type indicating the number of unread messages. Each incoming message generates an 'ID' displayed as a hyperlink.

- Click the View button to read the message. From here you can reply, forward or delete.

To respond to an incoming message:

- Click the 'Reply' or 'Forward' button to perform either of these actions. In each case, a new SMS text message will be created. In the case of 'Forward' being selected, the content of the received message will be displayed in the body.
- Complete with details of new recipient and send in the normal way.

Messages remain in the Inbox until deleted by the user. Once deleted, they cannot be retrieved and any record of the deleted messages are lost.

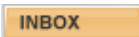
N.B. If you delete an important message accidentally, contact the FASTSMS team.

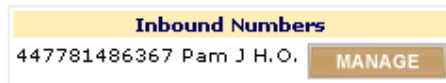
- To delete a received message from the Inbox, select and click the adjacent Delete button.
- Multiple messages may be deleted by checking adjacent check boxes and clicking the Delete button.
- Click the Save button to have the contact saved in the Contacts

Forwarding incoming messages to email recipients/other mobiles/web sites

With a two-way reply number it is possible to route incoming messages to other mobile phone users, email addresses, or web sites. Details of these other recipient methods are entered at the Inbox and can be changed at any time.

To direct responses to email addresses, mobile telephone numbers and/or web addresses:

- From the main menu, click 
- Click Manage



- Change the default 'Name' if required
- Enter email addresses as required; note that multiple addresses must be separated by commas (no space)
- Enter a website address if required; multiples addresses should be separated by commas
- Enter mobile numbers as required; note that multiple numbers must be separated by commas (NB: this will use a text credit)

(See below for Auto Responder)

- Click Save to return to the Inbox.

Inbound messages will now be received by these means, as well as the browser.

Auto Responder

It is also possible to set up an automatic response generator, so that incoming messages received via the browser are responded to with a standard message.

To set up an auto response:

- Select the Auto Responder 'Active' checkbox (see diagram above)
- Enter the required text for the response
- Click Save to return to the Inbox.

Note that if the Auto Responder is temporarily not required, the facility can be deactivated by deselecting the checkbox, with the text remaining in the text box.

Options for 447781486367

Name: Pam J H.O.

Forwarding

Email Address(es):
HTTP (with http://):
Mobile(s):

Auto Responder

Active:

Response: Thank you for your response, confirm

Distribution List Triggering

Allow triggering from:

SAVE CANCEL

An automatic response prepared and activated to respond to inbound messages received by the reply number 447781486367

Distribution List Triggering

Typically used by emergency services field staff with mobile handsets to alert others in the field of some action; a message is sent from a mobile handset to an inbound number and "triggers" a distribution list, then sending the message to distribution list members.

The Distribution List name must be a single word, the message from the handset must be compiled in the correct format: it must contain the Distribution List name followed by a name to identify the sender, followed by the message.

To activate distribution list triggering:

- At the Inbox click the Manage button for the appropriate inbound number
- At the 'Allow triggering from' box enter the mobile number/numbers permitted to trigger the list, separating multiple numbers with a comma

Distribution List Triggering

Allow triggering from: 447760402577

E.g. a message from a handset might read:


LakeRescue Josh Climbers found safe + well, abandon search

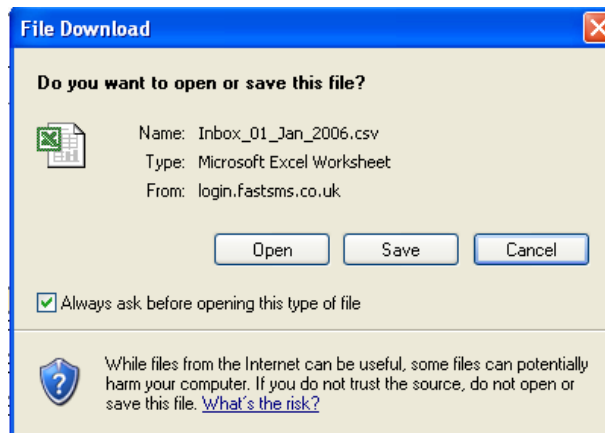
This will result in a message being sent to the 'LakeRescue' distribution list, from Josh, saying the 'Climbers found safe + well, abandon search' and a confirmation SMS will be returned to the sending handset informing that the message has been successfully sent.

Exporting from the inbox

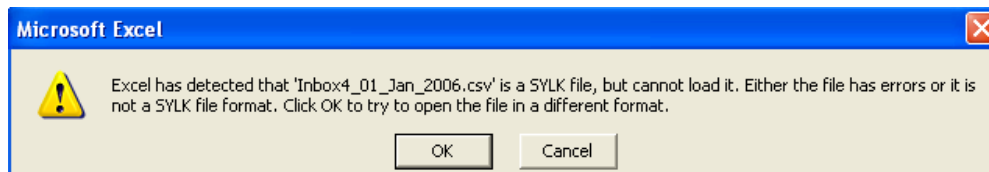
'Exporting' allows messages located in the Inbox to be exported to another application, for example Microsoft Excel, for summary or analysis by the user.

To export to an external application, from the Inbox:

- Click 
- At the File Download dialog box, click Save, then select a folder for storing the file. A default file name of `Inbox_[current-date]` will be applied



If a message is displayed similar to that below, click OK and open the file



	A	B	C	D	E	F
1	ID	From	Number	Body	Received	
2	385290	447760411677	447781486367	Confirm receipt ETA 1500 Hours	13:44:47 28th Nov 2005	
3	393028	447760411677	447781486367	Confirm receipt ETA 1500 Hours	18:12:43 1st Dec 2005	
4	448064	447765823485	447781486367	hi	15:09:18 1st Jan 2006	
5						
6						

*Sample Inbox contents exported to Excel
(note it may be necessary to widen columns and alter the number format)*

Inbox Folders

By default, all inbound messages are stored within a default folder called 'Main'. Creating additional folders enables you to organise your messages as required and is particularly useful, for example, for handling large numbers of inbound messages from different mobile numbers. Once a folder is created a rule needs to be applied to automatically move inbound messages to the folder. You may create rules that either:

- Move messages from a specific mobile number into a folder
- Move messages beginning with keywords to a folder

To create additional folders:

- From the Inbox click the Folders link [Folders](#) [\[Main\]](#)
- Enter a name for the folder and click Create

Enter folder name → Folder Name:

Folder Name	Messages	Move to this folder if	Actions
[Main]	0		
Ben	0	From <input type="text"/> = <input type="text"/>	<input type="button" value="S"/> <input type="button" value="D"/>

Folder created for 'Ben' before any rule applied

To create the rule for moving messages into the folder:

- Click the down arrow and select an appropriate option
- Enter the rule in the adjacent box and click the Save button

Folder Name	Messages	Move to this folder if	Actions
[Main]	3		
Ben	0	From <input type="text"/> = 447765824495	<input type="button" value="S"/> <input type="button" value="D"/> Save
Cynthia	0	Start of Body <input type="text"/> = North	<input type="button" value="S"/> <input type="button" value="D"/>

*Two rules created: inbound messages **from 447765824495** will be moved to the 'Ben' folder; inbound messages **starting** with the keyword 'North' will be moved to the 'Cynthia' folder*

When inbound messages are received by the folder, a bracketed figure in bold type will show alongside the folder name.

- Click the folder name to move to that folder
- View the message as described above.

It is also possible to move inbound messages to a named folder after receipt:

- Select the folder where the message is currently stored

- For those messages you want to move, check the adjacent check box under Actions
- Select the new folder from the drop down list
- Click Move

ID	From	Number	Body	Received		Actions
546388	Ben (447765824495)	447781472073	OK	12:58:05 25th Feb 2006		V R F D <input checked="" type="checkbox"/>
671771	447802529776	447781472073	All cars stopped at eurotunnel. Checking all docs. Might be awhile. Pete	19:00:17 30th Apr 2006	(new)	V R F D <input checked="" type="checkbox"/>
671779	447880760059	447781472073	Footage of the start party and rally start will be uploaded 2night	19:13:40 30th Apr 2006	(new)	V R F D <input type="checkbox"/>

Move selected messages to folder Ben D

Two messages currently residing in the Main folder marked to be moved to the folder Ben

Confirmation that the messages have been moved will be displayed.

THE OUTBOX

The Outbox stores prepared messages scheduled for transmission at a later date/time.

- From the main menu click **OUTBOX**
Scheduled messages will be listed in chronological order of pre-determined send time. Messages cannot be edited, but may be deleted before transmission.

To delete stored messages

- To delete individual messages click the adjacent checkbox
- Click the delete button
- To delete all messages simultaneously, click 'Empty Outbox', you will be asked to confirm, click OK

This page shows messages that you have sent, but that have not yet been picked up by the SMS system for delivery

Outbox						
ID	Destination	Source	Body	Scheduled For	Status	
1186505	447760401337	HQ	Company results now published on Intranet	10:00:00 20/10/2005	Pending	<input checked="" type="checkbox"/>
Empty Outbox						D

← Click to delete

Stored message in the 'Outbox', not yet sent, now marked for deletion

A message confirming deletion will be displayed. Credits for messages deleted from the Outbox before transmission will be refunded.

CONTACTS

Recording details as a Contact is useful for those with whom you need to communicate on a regular basis; when sending a text message the Contact name is selected, eliminating the need to repeatedly enter their mobile phone number. A contact may be a member of up to ten groups.

The setting up of groups is not essential, but if contacts are to be added to a group, the group must have first been created.

- To create a **Group**, from the main menu click the Contacts button

CONTACTS

- Click Groups to display the Groups window

GROUPS

- Click **CREATE**
- Enter a name for the group
- Click Save

Create group

Name:

Creating a group named 'Group Sales Team'

Confirmation that the Group has been created will be displayed.

- Click Continue to return to the Contacts window.

The Group will be listed to the left of any Contacts.

Share my groups and contacts with child users
Note: Shared contacts/groups are visible only in the send SMS page.

Groups

[All Contacts](#)

[Not grouped](#)

[Sales Team](#)

Contact Name	Number	Email	Actions
Ben	447765824495		<input type="button" value="E"/> <input type="button" value="D"/> <input checked="" type="checkbox"/>
Cynthia	447764147582		<input type="button" value="E"/> <input type="button" value="D"/> <input checked="" type="checkbox"/>
rich	447811118233	rich@nets ...	<input type="button" value="E"/> <input type="button" value="D"/> <input type="checkbox"/>
With selected contacts:			<input type="text" value="Add to Group Sales Team"/> <input type="button" value="Go"/> <input type="checkbox"/>

[Delete all contacts](#)

<< < 1 - 3 of 3 > >>

Ben and Cynthia have been selected to be added to the 'Group Sales Team'

Existing Contacts may be added to a group at this window (above):

- Tick the checkbox for individual contacts
- Select the appropriate Group from the drop down list
- Click Go
Confirmation that the contact/contacts have been added to a group will be displayed
- Click Continue to return to the Contacts window

- To create a **Contact**, from the main menu click the Contacts button

CONTACTS

The Contacts window will be displayed:

Share my groups and contacts with child users
Note: Shared contacts/groups are visible only in the send SMS page.

[Groups](#)
[All Contacts](#)
Not grouped

Contact Name	Number	Email	Actions
Ben	447765824495		<input type="button" value="E"/> <input type="button" value="D"/> <input type="checkbox"/>

- Click Create

CREATE

In the Create Contact window, enter the contact's name, mobile phone number email address (optional). Note that the mobile phone number may be entered in UK format, but NetMessenger will store in international format – i.e. the initial 0 (zero) will be dropped and the number will be preceded with 44

Create contact

Name:

Number

Email

Group 1: ▼

Group 2: ▼

Group 3: ▼

Group 4: ▼

Group 5: ▼

Group 6: ▼

Group 7: ▼

Group 8: ▼

Group 9: ▼

Group 10: ▼

- To add the contact to a group, click the Group down arrow and select the appropriate group
- Click Save
- Click Continue to view details of your contacts. By default the first 25 contacts are shown. Click [all] to see the full list.

Importing contacts

Alternatively, details may be imported from another application, such as Microsoft Excel. The external file must be in .csv format (comma delimited) and mobile numbers **must** be in international format, i.e. for UK numbers the initial 0 (zero) is dropped, the number is preceded with 44 and there should be no spaces within the number.

For help formatting contacts [click here](#)

	A	B	C	D	E	F
1	Adam	447760403544	adam@aol.com	Sales Team	WBS	
2	Josie	447760407832	josiek@btconnect.com	Sales Team		
3						

To import:

- From the Contacts window click Import

IMPORT

Note the required format of the csv file

The CSV file must be formatted as follows:
Name,Number,Email,Group1,Group2,Group3
 Name and Number are mandatory fields, all of the other fields are optional.
 If a row contains a group that does not exist, the contact will still be imported, but not put in the group.

CSV File:

- Enter the file path or click Browse ... and navigate to the csv data file
- Click Import
- If your data is imported successfully a confirmation message will be displayed.
- Click Continue

NetMessenger will not import duplicated data and will give notification of any errors found, in this instance please check your data.

- NB If you would like to allow duplication of numbers/names, untick box.

CSV File:
 Strip Duplicates from import file?
 IMPORT

You can make alterations to the data held within NetMessenger but note that if you make alterations to a list

in another application, you will need to re-import.

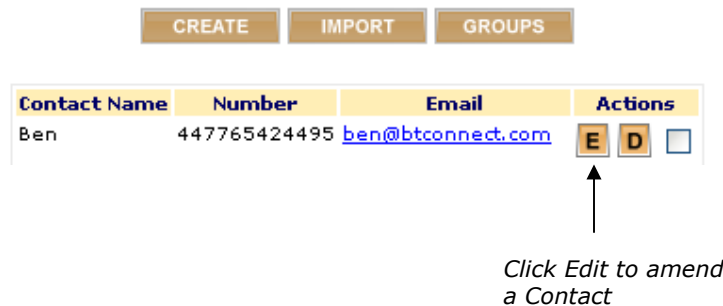
- You will be returned to your Contact list with the imported details listed. Imported names will now show in the Contacts drop down list at the 'Send SMS' window.

Editing Contacts

Contacts details may be amended from the Contacts window

To edit:

- Click the Edit button adjacent to the Contact



- Make the amendments

Modify contact

Name:

Number:

Email:

Group 1:

Group 2:

Group 3:

Group 4:

Group 5:

Group 6:

Group 7:

Group 8:

Group 9:

Group 10:

SAVE DELETE CANCEL

- Click Save

A message confirming amendment will be displayed

- Click Continue to return to the Contacts list

Removal of contacts

To remove a single Contact from your list:

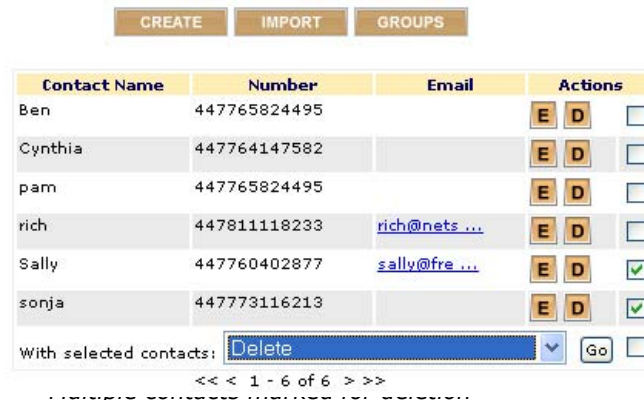
- Click the Delete button for that contact
- Click Yes to confirm you want to delete

A message confirming deletion will be displayed. This deletes the Contact from NetMessenger and therefore their membership of any groups is also removed.

- Click Continue to return to the Contacts window

To remove multiple Contacts:

- Click checkboxes adjacent to the contacts
- Click the drop down arrow and select 'Delete'
- Click 'Go'



Two contacts selected for deletion

- You will be asked to confirm deletion, click Yes, a message confirming deletion will be displayed

Click Continue to return to the Contacts window.

Groups

Each contact is recorded in the All Contacts page.

If a contact is saved in a group they will be recorded in both the Group and All Contacts.

To view a summary of your groups click

GROUPS

- To view Group members click the Group name at the Contacts window.

Groups
[All Contacts](#)
[Not grouped](#)
[Group Sales Team](#)

The screenshot shows a web interface with three buttons at the top: 'CREATE', 'IMPORT', and 'GROUPS'. Below them is a table with columns: 'Contact Name', 'Number', 'Email', and 'Actions'. The table contains two rows of contact information. The 'Actions' column for each row has 'E', 'R', 'D', and a checkbox. The 'R' button is highlighted in blue. A note on the right says 'Selected group name shown in bold typeface - The 'Group Sales Team' has two members'.

Contact Name	Number	Email	Actions
Ben	447765424495		E R D <input type="checkbox"/>
Cynthia	447764147582		E R D <input type="checkbox"/>

Selected group name shown in bold typeface - The 'Group Sales Team' has two members

If you wish to remove an individual contact from a Group, view the group by clicking on the group name on the left hand side and simply click **D**.

To delete multiple entries tick the boxes of the contacts you wish to delete and select Delete from the drop down menu at the bottom

Contact Name	Number	Email	Actions		
Andrew	447779113970		E	D	<input checked="" type="checkbox"/>
Bilbo	447777123456		E	D	<input type="checkbox"/>
Eve	447738530702		E	D	<input checked="" type="checkbox"/>
Matty	447880948319		E	D	<input type="checkbox"/>
Me	447875584019		E	D	<input type="checkbox"/>
Mogz	447815294283		E	D	<input type="checkbox"/>
Moni	447900068666		E	D	<input type="checkbox"/>
test	01234567891		E	D	<input type="checkbox"/>
Work mobile	447875068566		E	D	<input type="checkbox"/>
With selected contacts:			Add to Group Family <input type="checkbox"/> <input type="button" value="Go"/>		
Staff			Add to Group Family		
			Add to Group Home Friends		
			Add to Group School girls		
			Add to Group Skiing hol		
			Add to Group Work		
			Delete		
			Send Message		

Editing/deleting Groups

From the Groups window you can edit the name of the group, delete a group or view the contacts within that group.

When deleting groups there are 3 options:

With selected:

DISTRIBUTION LISTS

A distribution list is a collection of mobile numbers, providing an easy way to broadcast messages to a number of people. A message sent to the Distribution List is transmitted to all entries in the list, thus eliminating the need for repeated entry of multiple mobile numbers. While a distribution list can be used to send a simple message to a number of recipients, its real use is to combine with a template, allowing messages to be personalised in a way similar to a mail merge. (See next section for creating templates).

Recipient details may be entered afresh, may already sit in your SMS Contacts or may be imported from an external application.

Firstly, create the Distribution List, then add entries to the list:

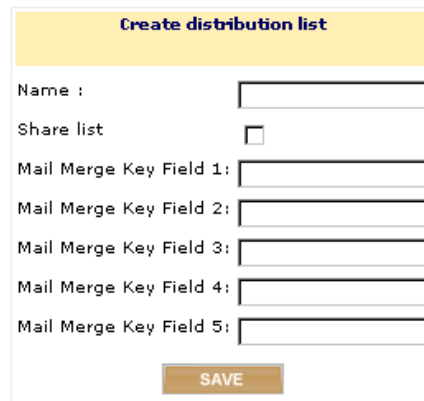
- Click the Distribution List button



- Click create

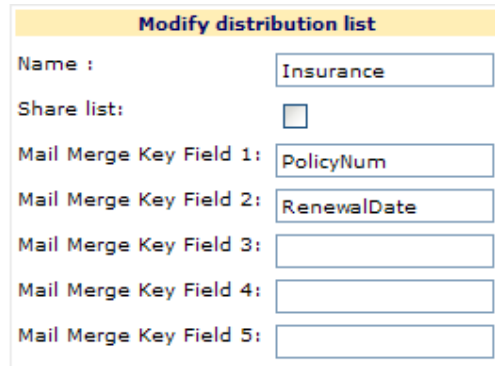


to display the Create Distribution List window:

A form titled "Create distribution list" with a yellow header. It contains the following fields: "Name :" with a text input box; "Share list" with a checkbox; "Mail Merge Key Field 1:" with a text input box; "Mail Merge Key Field 2:" with a text input box; "Mail Merge Key Field 3:" with a text input box; "Mail Merge Key Field 4:" with a text input box; "Mail Merge Key Field 5:" with a text input box; and a "SAVE" button at the bottom.

- Enter a name for the list
- Check "Share list" if you wish to make this available to your sub users (only available on admin accounts)
- **If you do not wish to personalise** the message leave all merge fields blank and click Save.
- **If the distribution list is to be used with a template for personalising messages** complete up to five field names in the boxes provided. There should be no spaces in field names; use single words, or separate words with an underscore (_). Note that name and email are default fields and do not need to be repeated here.

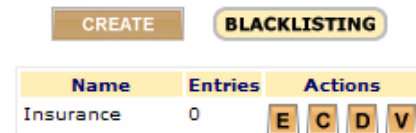
Example: The following diagram illustrates the creating of a distribution list named "Insurance". Two merge fields "PolicyNum" and "RenewalDate" have been added – these fields will merge with the unique information belonging to the list members.



A message will be displayed confirming the list has been created.

- Click Continue to return to the Distribution List window, which will show your named list, with no entries

*'Insurance' Distribution List
has been created, it currently
has 0 entries*



Name	Entries	Actions
Insurance	0	E C D V

For details of throttling, see below.

To add entries to the Distribution List:

- Under Actions click the View button **V**
- To enter mobile numbers not stored elsewhere within NetMessenger, enter the number , name and email details, then click the adjacent Add button



*Click to add the
number to the
Distribution List*

Confirmation that the number has been added to the list will be displayed. Note that adding details here does not add them to your Contacts folder.

- Click continue to return to the Distribution List details. The entry will now be displayed in the lower part of the window:
- Add more numbers as appropriate.

Insurance (1 entries)

Number: ADD EDIT

Name: SEARCH DELETE

Email: IMPORT EXPORT

Contact: rich ▼ ADD

▼ DELETE

Distribution List entries can be edited/deleted here

Entry added to the Distribution List →

Number	Name / Contact	Email	Actions
447760402577	Zak	zakp@aol.com	E S D <input type="checkbox"/>

With Selected Entries : Send Message ▼ Go

<< < 1 - 1 of 1 all > >>

You now need to add the unique for the merge fields:

- Click the Edit button E
- At the 'Modify Entry' window made the amendments

Modify entry

Number:

Name:

Email:

PolicyNum:

RenewalDate:

SAVE DELETE CANCEL

Zak's policy number and renewal date have been added

To add to the Distribution List entries that already reside in your SMS Contacts, at the Distribution List window:

- Click the Contact drop down arrow to reveal all entries in your Contacts; select the required name and click the adjacent Add button

Select names from your Contacts list

Insurance (1 entries)

Number:

Contact: rich ▼

rich

Cynthia

Ben

Jimbo

ADD

DELETE

Click here to add the selected name from your SMS Contacts →

Contact / Number	Name	Email	PolicyNum	Date	Actions
447760401577	Carol Simms	carol@aol.com	PS0254401	01/05/2006	E D <input type="checkbox"/>

<< < 0 - 1 of 1 > >>

Confirmation that the contact has been added to the Distribution List will be displayed

- Click Continue to return to the Distribution List

You now need to add their unique details as described above.

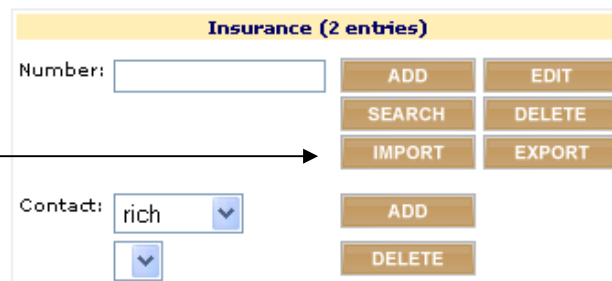
Importing from an external document

Alternatively, details may be imported from another application, such as Microsoft Excel. The external file must be in .csv format (comma delimited). Field headings in the alternative application are not required.

For help with formatting and importing please [click here](#)

To import:

- Click the Import button



The screenshot shows a web interface titled "Insurance (2 entries)". It contains a form with a "Number:" input field and a "Contact:" dropdown menu currently set to "rich". To the right of the form are several buttons: "ADD", "EDIT", "SEARCH", "DELETE", "IMPORT", and "EXPORT" in a grid. Below the "Contact:" dropdown are two more buttons: "ADD" and "DELETE". An arrow points from the "Import" button in the list above to the "IMPORT" button in the screenshot.

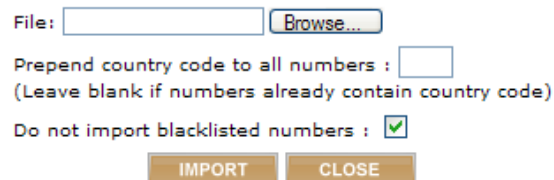
To open the Import Numbers window:

The text file must be formatted with one number per line. There can be up to 4 additional fields (see example below), separated with a comma.

This window must be left open while importing the numbers.

An example line would be:

```
44777777777,Name,Email,PolicyNum,RenewalDate
```

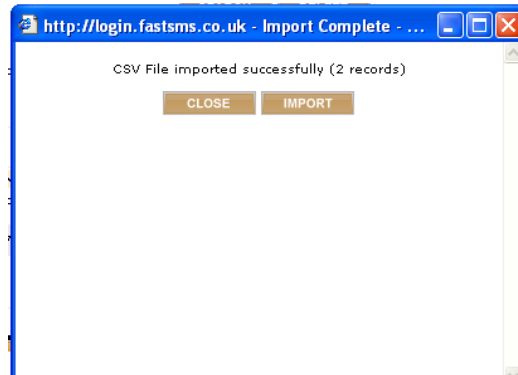


The screenshot shows the "Import Numbers" window. It has a "File:" input field with a "Browse..." button next to it. Below that is a checkbox labeled "Prepend country code to all numbers :". Underneath this checkbox is the text "(Leave blank if numbers already contain country code)". Below that is another checkbox labeled "Do not import blacklisted numbers :". At the bottom are two buttons: "IMPORT" and "CLOSE".

- Click the Browse ... button and select the data file, or enter the file path in the box provided.
- If all numbers being imported belong to the same country and are not currently prefixed with the country code, add it here.
- Not importing blacklisted numbers (see page for blacklisting) will ensure Distribution Lists are kept clean and free of unwanted numbers.

- Click Import

If data is imported successfully, you will have confirmation:



- Click Close to return to the Distribution List window. Note that the window needs to be refreshed before the imported entries are displayed: click the Distribution List button on the main menu, followed by the View button for the list.

NetMessenger will not import duplicated data; and will give notification of any errors found; in this case please check your data.

To remove entries from the Distribution List

- To remove a single entry, click the adjacent Delete button

Contact / Number	Name	Email	Actions
Stevie			E D <input type="checkbox"/>
447764471444	Jim	jamesc@aol.com	E D <input type="checkbox"/>

[<<](#)
[<](#)
[0 - 2 of 2](#)
[>](#)
[>>](#)

Click Delete to remove from the Distribution List

To remove multiple entries:

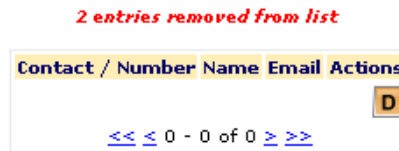
- Click the checkboxes adjacent to the entries
- Select Delete from the drop down list and Click Go

Contact Name	Number	Email	Actions
Ben	447765824495		E D <input checked="" type="checkbox"/>
Cynthia	447764147582		E D <input checked="" type="checkbox"/>
rich	447811118233	rich@nets...	E D <input type="checkbox"/>

With selected contacts: Add to Group Sales Team

- Add to Group Sales Team
- Delete**
- Send Message

A message confirming the number of entries removed will be displayed:



Removing entries from the Distribution List does not remove entries residing in your SMS Contacts.

Throttling

Distribution Lists are typically used to send a high volume of SMS messages, when the messages must necessarily "sit in a queue". Throttling allows you to specify how many messages are transmitted per hour/minute. This is useful if your outgoing SMS is carrying a marketing message and you anticipate recipient response via a phone call. You can, for example, ensure that your outgoing messages are received during working hours, enabling your staff to respond to incoming phone calls.

Where messages are sent per hour, they will be sent at the start of each hour. Where messages are sent per minute, they are distributed across the hour, rather than all being sent at the start of the hour.

To enable throttling, from the Distribution List window:

- Select the Edit button for the appropriate Distribution List
- Check the 'Throttle when sending to this list'
- Enter the number of messages you wish to be sent per hour/min
- From the drop down list select hour or minute
- Select the start and end times
- Click Save

Modify distribution list

Name :

Share list:

Mail Merge Key Field 1:

Mail Merge Key Field 2:

Mail Merge Key Field 3:

Mail Merge Key Field 4:

Mail Merge Key Field 5:

Throttling

Throttle when sending to this list:

Queue Message(s) per

Between the hours of and

The 'Insurance' Distribution List set to send 500 messages per hour between the hours of 09.00 and 13.00

This procedure enables throttling for use with this Distribution List for future transmissions until the throttle check box is deselected.

Once transmission has begun, unsent messages will sit in the Outbox; to cancel a send, access the Outbox and delete (for details of the Outbox, see above).

Blacklisting

This function has been created to ensure you do not send messages to recipients who have requested to not receive correspondence from you.

Clients or customers residing in a distribution list may request that they receive no further messages. A quick and easy way to remove them from any distribution lists is to "blacklist" their number to ensure they do not go into any future lists.

Numbers can be added manually to the blacklist or imported from an external document (csv file)

- At the Distribution List window select Blacklisting
- Enter the number to be blacklisted and click Add

BLACKLISTING

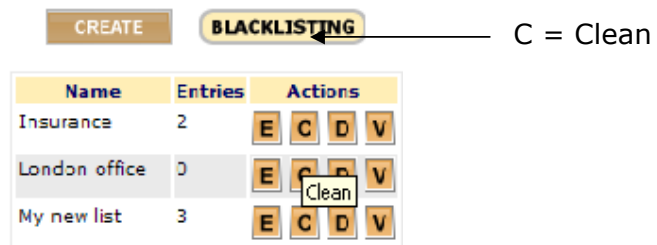
Apply my blacklist to all child users

[Show blacklisted numbers](#)

Confirmation that the number has been blacklisted will be displayed.

The blacklist has 2 main functions: preventing numbers from being included in any imported distribution lists and removing numbers from existing dist lists.

- At the Distribution List window, click the Clean button beneath Actions




A message will be returned indicating how many entries from the Distribution List were removed.

- Click Continue.

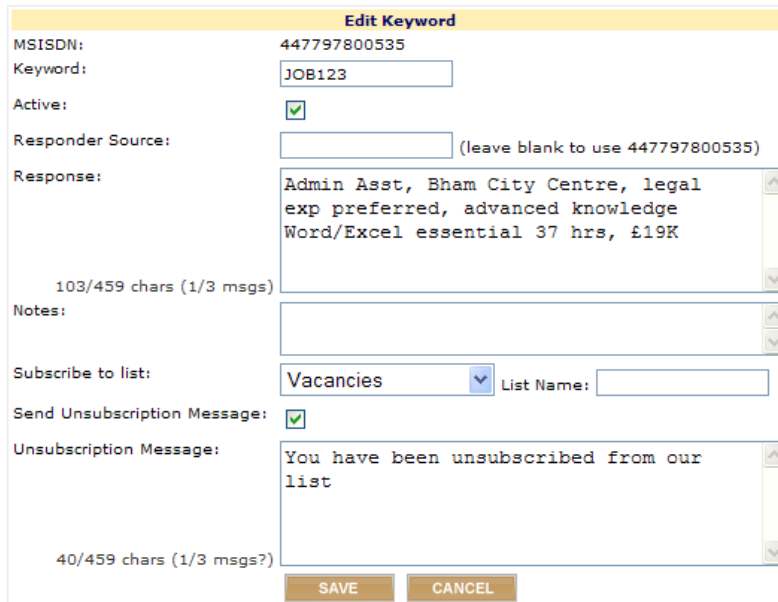
RESPONDER/KEYWORDS

Responder is an optional feature enabling NetMessenger to be used as an effective marketing tool. For example, an estate agent or recruitment agency could use this in their advertising media where individuals are invited to request information on a product or service by sending the advertiser a text with a published 'keyword'. Responder provides an immediate response, transmitting back the information held against that keyword.

Responder is accessed via the Inbox. You need a Reply Number for this function – call FASTSMS for more information.

- Click the Manage button for the appropriate reply number
- To enter the keyword and response, beneath the header Keywords/Responder, click Add 
- Enter a single keyword (this is the published keyword that will be text to the advertiser for information)
- Ensure 'Active' is checked (note that Responder may be deactivated by deselecting the checkbox)
- Enter the text that Responder will send back to the parties requesting the information
- You may add any notes for your own reference; these will not be transmitted in the message
- Click Save to return to the previous window where keyword entries will now be listed.

See below for details of subscription to lists.



Edit Keyword

MSISDN: 447797800535

Keyword:

Active:

Responder Source: (leave blank to use 447797800535)

Response:
103/459 chars (1/3 msgs)

Notes:

Subscribe to list: List Name:

Send Unsubscription Message:

Unsubscription Message:
40/459 chars (1/3 msgs?)

Responder activated. The keyword 'JOB123' will be published in advertising media inviting interested parties to text that keyword to reply number 447797800535 (note NetMessenger will display the number in international format); Responder will then transmit job details

Creating a Distribution List from Responder enquiries

As requests for information are received and responses transmitted, you may choose to add the mobile phone numbers of those requesting the information to a Distribution List, so that further messages with information of a similar nature may be sent to them. You may create a new list from the keyword window, or subscribe users to an existing list. You should prepare an "unsubscribe" response if individuals choose not to receive any further messages.

To add mobile phone numbers to a Distribution List:

- Enter the keyword and response as described above
- At 'subscribe to list' click the drop down arrow, select an existing Distribution List or Create New List
- If creating a new list, enter the new list name
- If you choose to send a subscription message, click the checkbox to activate this feature and enter a suitable message
- At 'send unsubscription message' click the checkbox to activate this feature and enter a suitable message
- Click Save

You will be returned to the previous window with a notification message that the keyword has been saved. Any Distribution List created here will show in the Distribution List window and any numbers subsequently subscribed will be members of that list.

The screenshot shows a form titled "Add Keyword" with the following fields and values:

- MSISDN: 447797800535
- Keyword: JOB123
- Active:
- Responder Source: (leave blank to use 447797800535)
- Response: Admin Asst, Bham City Centre, legal exp preferred, advanced knowledge Word/Excel essential 37 hrs, £19K (103/459 chars (1/3 msgs))
- Notes:
- Subscribe to list: Vacancies (List Name:)
- Send Unsubscription Message:
- Unsubscription Message: You have been unsubscribed from our list (40/459 chars (1/3 msgs))

Buttons for "SAVE" and "CANCEL" are located at the bottom of the form.

Keyword Job123 created with job vacancy details. Individuals responding to the keyword will have their phone number added to the 'Vacancies' Distribution List and a message has been prepared and activated should they choose to unsubscribe.

Any Distribution List created here will show in the Distribution List window and any numbers subscribed to the list will show when the list is viewed.

Keyword details may be amended/deleted by clicking the appropriate button under Actions

Keyword	Response	List	Actions
JOB120	P/T Admin Asst, B...	P/T BIRM	E D R
JOB52	Clerical, Worcest...	Vacancies	E D R


← Reports

Reports unique to Responder

Two reports are available with Responder. Accessible from the Keywords window is the 'Keyword Message List' listing mobile phone numbers responding to a specific keyword with the date and time.

Report for Keyword 'JOB120' on 447781472073		
From	Body	Date
447765824495	JOB1	15:35:14 06/03/2006
447765824495	JOB1	15:29:24 06/03/2006

To create a Keyword Message List Report:

- Under Actions click the Report button adjacent to the Keyword 

Create Report

Report Type:

Report Format:

Date Range:

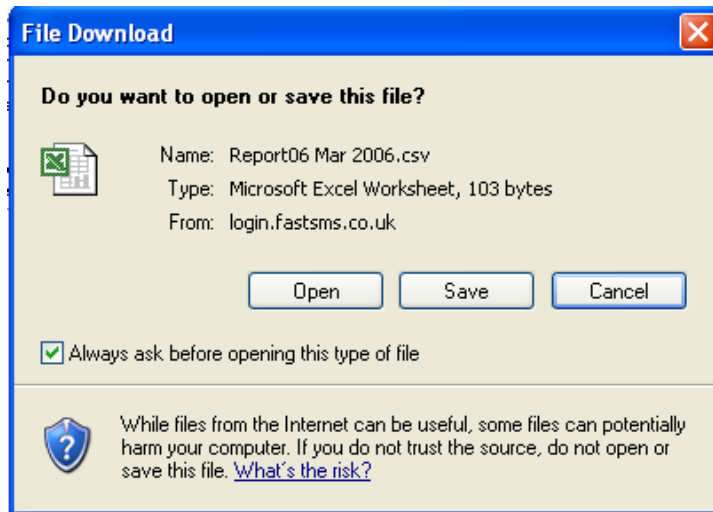
Custom From:

Custom To:

- Click the down arrows to select
 - Format (display in browser or export to .csv file)
 - Date range; if Custom Date Range selected:
 - Specify start and end dates
- Click Create

If the default of 'Print to browser' is selected, the report will be displayed in the browser window.

If the 'Export to csv' is selected, you will be asked to open or save the file:



- Click Open to see the report in spreadsheet format and save to disk in the normal way if required, or
- Click Save to save the file to disk, selecting an appropriate folder at the 'Save As' dialog box.

The second report is accessed via Reports on the menu bar. The Keyword Summary Report gives the number of messages received against each Keyword within the date range specified.

Keyword Summary Report		
MSISDN	Keyword	Messages Received
447781472073	JOB520	1
447781472073	JOB120	2

To create a Keyword Summary Report:


- From the Main Menu, select **REPORTS**
- Make your report selections as described above

Keyword List Report				
MSISDN	Keyword	From	Body	Date
447781472073	JOB124	447765824495	JOB123	18:51:42 03/03/2006

TEMPLATES

Templates are used if you send the same messages regularly. You can store these messages as templates to save time. There is no limit to the number of templates you can save. The templates can be edited when in the message body if needed.

To create a template:

- From the main menu, select 
- Under Templates, click Manage

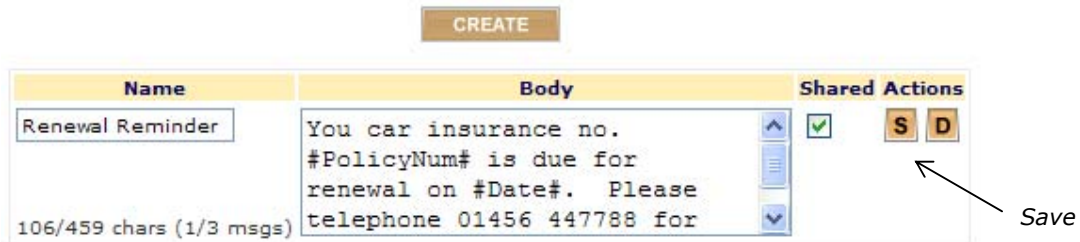


Templates

No Template ▾

MANAGE

- Click Create to access the Templates window
- Enter a name for the Template
- Enter the body text.
- Check the 'Shared' checkbox if you wish to share the template with sub-users (admin only)



CREATE

Name	Body	Shared	Actions
Renewal Reminder	You car insurance no. #PolicyNum# is due for renewal on #Date#. Please telephone 01456 447788 for	<input checked="" type="checkbox"/>	S D

106/459 chars (1/3 msgs)

Save

- Click the save button

Sending the mail merge

- From the main menu click the Send SMS button to return to the SMS messaging window.
- From the drop down list, select the Distribution List
- Enter the sender's name or indicate the reply number
- From the Templates drop down list select the template; the text will be inserted in the box alongside
- Click Send

The screenshot displays an SMS messaging configuration window with three main sections: Destination, From, and Body.

- Destination:** Includes fields for Number, Contact (Multiple), Group, Distribution List (set to "Insurance (4 entries)"), and Recent Numbers. A "Background send" checkbox is present.
- From:** Includes fields for Text (set to "SMS Insurance") and Number (set to "N/A").
- Body:** Contains a text area with a mail merge template: "You car insurance no. #PolicyNum# is due for renewal on #Date#. Please telephone 01456 447788 for premium".
- Templates:** A dropdown menu shows "Renewal Reminder" selected, with a "MANAGE" button below it. An arrow points to this dropdown with the text "Template selected".
- Scheduling:** A "Scheduled for:" field with options for "now" and "DD/MM/YYYY HH:MM", and a "SEND" button.

At the bottom right of the body area, the character count "106/160" is displayed.

A prepared mail merge ready for sending to the Distribution List "Insurance"

Editing/Deleting Templates

Templates may be edited or deleted at any time:

- At the SMS messaging window, click the Manage templates button
- Click the template's adjacent Edit button and amend the content, or click the Delete button as appropriate.

BUSINESS CARD TEMPLATES

There are two inbuilt templates which allow you to send your contact details to a handset in the form of a 'business card'; the receiver then has the option to save the details within their handset's contacts folder/address book.

- Click the Templates down arrow
- Select either:

Business Card (Company)
(sends the company name and telephone number held within the user profile)

OR

Business Card (Personal)
(sends the name and telephone number held within the user profile)

(Note it is possible to overwrite the name and telephone number in the 'business card' by replacing the default details with new information, but this does not replace the data held in the user profile).

Body

Warning: If your message is more than 160 characters, the message will span multiple SMS and you will be charged multiple credits.

<p>Your Business Card</p> <p>Name: <input type="text" value="A+ Training"/></p> <p>Telephone Number: <input type="text" value="07765865564"/></p>	<p>Templates</p> <p><input type="text" value="Business Card (Company)"/> ▼</p> <p><input type="button" value="MANAGE"/></p>
--	--

0/459 chars (1/3 msgs)

Scheduled for: now

- Click Send

The receiving handset will display a YES/NO prompt to save the details.

N.B. This function cannot be guaranteed on all handsets

REPORTS

Four reports are available for viewing the status of messages sent and remain within NetMessenger as a permanent record. Each report type asks for a date range. (Additional reports are available to users of Responder, please see the Responder section). Below is a summary of each report.

Message Report

Shows message content, recipient phone number, delivery status and date, within the date range specified.

Messaging Report						
Destination	Status	Sent/Scheduled	Last Update	Source	Body	ID
447760401877	DELIVERED	13:42:02 17/10/2005	20:54:43 17/10/2005	P	Leave your fone on for a message at 1700 hrs precisely	1173562
447880637473	DELIVERED	16:03:41 11/10/2005	16:05:00 11/10/2005	FASTSMS	System test by Dave.	1116269

Sample messaging report displayed in the browser

Usage Report

Gives the number of messages sent with their status within the date range specified.

Usage Report	
Status	Messages
UNKNOWN	1
DELIVERED	15
Total	16

Sample usage report

Bulk/Import Messaging Summary Report

Gives a status summary of messages transmitted using the 'Background send' option. Running this report is necessary to ascertain the successful delivery of messages sent using this option.

Reports may be displayed in your browser, or exported to a text file in .csv format, e.g. Microsoft Excel, which may be saved and used for analysis.

Large Messages Report

Useful for analysing large numbers of sent messages, e.g. over 100,000. Messages returned to the browser will be displayed by received date, earliest first. But note that it is not possible to sort the message report in any way. In order to analyse the Large Messages Report, it is recommended that the report is exported to a text file in .csv format (see below). In the event of exporting very large numbers of records, you should ensure that the destination program is capable of supporting such large amounts of data.

To create a report:

- Click the Reports button on the menu bar

REPORTS

To create a report, you must choose what sort of report you wish to create, how it should be formatted and what date range you wish the report to run on. These reports are system reports and only include the messaging statistics for users (and their children) that you have created

Create Report

Report Type: Message Report

Report Format: Print to browser

Date Range: Today

Custom From: DD/MM/YYYY

Custom To: DD/MM/YYYY

CREATE

- Click the down arrows to select
 - Report type
 - Format (display in browser or export to .csv file)
 - Date range; if Custom Date Range selected:
 - Specify start and end dates
- Click Create

If the default of 'Print to browser' is selected, the report will be displayed in the browser window.

If the 'Export to csv' is selected, you will be asked to open or save the file:



- Click Open to see the report in .csv format and save to disk in the normal way if required, or

- Click Save to save the file to disk, selecting an appropriate folder at the 'Save As' dialog box.

	A	B	C	D	E	F
1	Destination	Status	Sent/Scheduled	Last Update	Source	ID
2	447811118233	DELIVERED	19/07/2005 12:12	19/07/2005 12:12	rich	609935
3	447760401877	DELIVERED	04/08/2005 09:42	04/08/2005 09:42	P.	669971
4	447760401877	DELIVERED	15/08/2005 19:37	15/08/2005 19:37	Pam	725911
5	447760401877	DELIVERED	16/08/2005 20:28	16/08/2005 20:28	P.	733049
6	447760401877	DELIVERED	16/08/2005 21:40	16/08/2005 21:40	Woody	733085
7	447760401877	UNKNOWN	16/08/2005 21:41	17/08/2005 11:41	Woody	733086
8	447760401877	DELIVERED	22/08/2005 09:18	22/08/2005 09:19	P.	759612
9	447760401877	DELIVERED	22/08/2005 10:30	22/08/2005 11:10	P.	759617
10	447765824495	DELIVERED	25/08/2005 10:23	25/08/2005 10:25	Pam	780745
11	447765824495	DELIVERED	26/08/2005 14:50	26/08/2005 23:10	Pam	797750
12	447760401877	DELIVERED	06/09/2005 11:54	06/09/2005 11:54	P.	853645
13	447760401877	DELIVERED	28/09/2005 16:21	28/09/2005 16:21	P.	1018318
14	447760401877	DELIVERED	28/09/2005 16:22	28/09/2005 16:22	P.	1018322
15	447880637473	DELIVERED	11/10/2005 16:03	11/10/2005 16:05	FASTSMS	1116269
16	447760401877	DELIVERED	17/10/2005 13:42	17/10/2005 20:54	P.	1173562
17	447760401877	DELIVERED	17/10/2005 17:00	17/10/2005 20:54	P.	1175571
18	447760401877	DELIVERED	25/10/2005 13:45	25/10/2005 19:24	BADGER	1236134
19	447760401877	DELIVERED	25/10/2005 13:49	25/10/2005 19:25	BADGER	1236161
20	447760401877	DELIVERED	09/11/2005 17:01	09/11/2005 17:01	P.	1414267
21	447880637473	DELIVERED	10/11/2005 16:46	10/11/2005 17:04	FASTSMS	1414169
22	447760401877	UNKNOWN	14/11/2005 20:07	15/11/2005 10:08	Badger	1479699
23	447760401873	DELIVERED	16/01/2006 19:08	17/01/2006 09:33	P.	2280915
24	447760401873	DELIVERED	16/01/2006 20:36	17/01/2006 09:33	P.	2281031

*Sample large message report exported to MS Excel
(Note it may be necessary to reformat some columns)*

PURCHASING CREDITS

You will receive an email alert when your credits have reached the reminder level as specified in your account. We accept online payments via Visa, Mastercard, Switch and American Express. Online purchases are processed using secure connections. If you prefer, you may purchase further credits via phone or fax.

To purchase more credits:

- Click the Buy SMS button 

You have now entered the FASTSMS eShop. If you need assistance phone, fax or email us.

FASTSMS - Purchase Credits For Your Account

Please choose the amount of credits you wish to purchase then click add to cart. If you would like below.

Select number of credits:

- 500 credits - 9p per message (£45 + vat)
- 1000 credits - 8p per message (£80 + vat)
- 5000 credits - 7p per message (£350 + vat)
- 10000 credits - 6p per message (£600 + vat)

2-Way FASTSMS Reply Number - £99 + vat per annum

Multi-User Functionality - £99 + vat

Username:

- Select the number of credits you wish to purchase, add your username and click 'Add to cart'

At the next window, you can view your shopping cart; proceed to the checkout or buy more credits.

[Order Process](#) [Shopping Cart](#) [Customer Info](#) [Checkout](#)

Description	Quantity	Remove	Price
FASTSMS - Purchase Credits For Your Account	1	remove	-
• 500 credits - 9p per message (£45 + vat)	-	-	£45.00
• Username: pamn	-	-	-
Subtotal:			£45.00
VAT (17.5%):			£7.88
Total:			£52.88

[Remove all](#)

Please have your credit card details ready before proceeding to the checkout. You will be required to complete details as follows:

Name/Cardholder:*	<input type="text"/>
Job Title:	<input type="text"/>
Company:	<input type="text"/>
Address Line 1:*	<input type="text"/>
Address Line 2:	<input type="text"/>
City/Town:*	<input type="text"/>
State/Province:	<input type="text"/>
Post Code/Zip Code:*	<input type="text"/>
Country:*	United Kingdom <input type="button" value="v"/>
Phone Number (land line please NOT mobile):*	<input type="text"/>
Fax Number:	<input type="text"/>
Email Address:*	<input type="text"/>

*denotes required fields. You will also be required to mark a check box accepting our terms and conditions which can be viewed by clicking on the link at the bottom of this window.

At the following window you will need to complete your credit card details.

Order Process Shopping Cart Customer Info Checkout	
Payment Method:	Credit Card
Credit Card Type:	Mastercard <input type="button" value="v"/>
Credit Card Number:*	<input type="text"/>
Issue Number (where applicable):	<input type="text"/>
Card Start Date:	01 <input type="button" value="v"/> / 2005 <input type="button" value="v"/>
Card Expiry Date:	01 <input type="button" value="v"/> / 2005 <input type="button" value="v"/>
Security Code (last 3 digits on the signature strip)*	<input type="text"/>
<input type="button" value="Confirm payment method"/>	
<input type="checkbox"/> Remember my details for future purchases	
<small>* This field is required</small>	

When you have entered your details, please click on the 'Confirm payment method' button. Selecting the checkbox 'Remember my details for future purchases' will save your credit card details on our secure server. You may print a copy of your order, but you will also receive confirmation of your order via email. Credits will be added to your account within 24 hours.

Always remember to log out of NetMessenger.

ABOUT FASTSMS

CORPORATE BACKGROUND

FASTSMS was established in 2002 as a subsidiary of the NetSecrets Group. Since its launch the Company has earned an enviable reputation in the text messaging market as the reliable hub that enables individuals, businesses and organisations to rapidly send large numbers of SMS text messages from PC's and web browsers.

Grown organically from satisfied and repeat customers, FASTSMS has fast become one of the UK's leading, independent providers of Internet SMS communication platforms. Within the last 18 months this vibrant company has increased its turnover by over 100% and its client base five fold, securing an extremely successful and buoyant position within a constantly evolving marketplace.

TECHNOLOGY AND SERVICE

The Company provides state-of-the-art technology, supplying the best technical support that the text messaging industry has to offer. Web servers are located in London Docklands at two renowned data centres (Globalswitch and Telehouse Europe) which are highly secure and have multiple high-speed connections to the Internet, guaranteeing unbeatable performance and extreme reliability. FASTSMS also has direct SMSC connections to all UK mobile providers and more than 400 international providers in over 90 countries. It employs only the most qualified and experienced staff to advise clients and service accounts. Customer care, quality of service and results are of paramount importance and FASTSMS representatives consistently strive to achieve 100% levels of satisfaction.

The technical and development teams work with clients – many of whom have little or no experience of SMS technology – at every step of the way, to recommend optimum solutions at a cost-effective price, tailored to meet each individual requirement and deliver seamless integration of FASTSMS services into clients' current systems.