

**NetMessenger  
SMS Text Messaging Service**

**Quick Reference  
Guide**

*DON'T TALK IT – TEXT IT .....*



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## **An Introduction to NetMessenger Advanced Text Messaging Service**

**Welcome** to the quick reference guide 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.

In the following pages you will find everything you need to get started, from logging in and sending your first message through to storing your contacts and creating distribution lists for sending messages to many recipients. You will also find access to the different downloads available with your FASTSMS package and the information section contains access to all the information you need to ensure you get the best from your account.

### **Contents**

1. Start Here! - Logging in and sending your first message
2. Your User Profile – viewing and changing your user information and password
3. Contacts – your NetMessenger address book
4. Distribution Lists – broadcasting messages to many recipients
5. Buying extra message credits and additional features for your account
6. Get the most from your account - including free software, help file downloads and documentation
7. Our profile - A little bit about us

Please note this is a quick introduction to NetMessenger. For a detailed breakdown of every part of the system, download the NetMessenger Full Reference Manual available at <http://downloads.fastsms.co.uk>

We know you will find NetMessenger quick, reliable and easy to use.

Thank you for choosing FASTSMS.

## A BRIEF GUIDE FOR USING THE FASTSMS NETMESSENGER SERVICE

### LOG IN

Once you have opened an account you will receive an email with your username and password details. To start sending SMS messages, 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. All you need do in future 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 FASTSMS you will see a message displayed informing you that you have not been logged out. Simply close your browser or access another web site.

- Once logged in, you will see the News window with links to the features of FASTSMS:

The image shows a screenshot of the FASTSMS user interface. On the left side, there is a vertical sidebar of navigation buttons: SEND SMS, INBOX, OUTBOX, CONTACTS, DIST LIST, REPORTS, PROFILE, HELP OFF, CONTACT US, DOWNLOADS, BUY SMS, and LOGOUT. On the right side, there is a 'News' window with a yellow header. The window content includes a timestamp '10:50 26/08/2005 : Welcome', a welcome message 'FASTSMS welcomes you to NetMessenger', instructions to use the sidebar buttons, and a note about turning the help box on or off. A 'DELETE' button is located at the bottom right of the news window.

**News**

10:50 26/08/2005 : Welcome

FASTSMS welcomes you to NetMessenger

Please use the buttons on the left hand panel to use the different facilities available to you.

You can turn the help box on or off at any time by using the help / off button.

DELETE

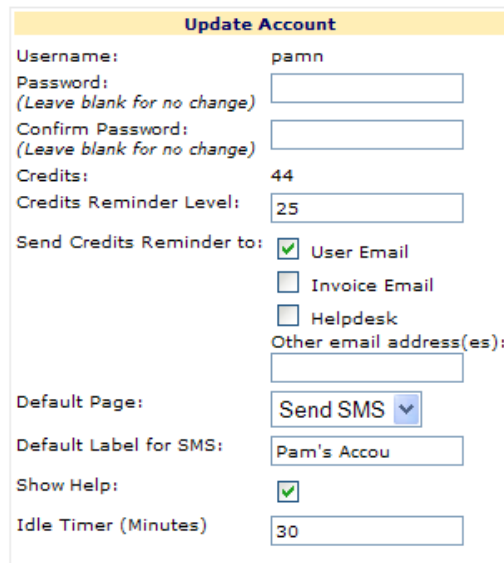
## YOUR USER PROFILE

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.

➤ Click on the Profile button 

Your user profile is in three parts:

### 1 Update Account



<b>Update Account</b>	
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	<input checked="" type="checkbox"/>
Name:	<input type="text"/>
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"/>
Mob No:	<input type="text"/>
Fax No:	<input type="text"/>
Email:	<input type="text"/>

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

## SENDING SMS TEXT MESSAGES

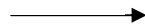
To send a new message:

- Click the SEND SMS button



The send window is in three parts:

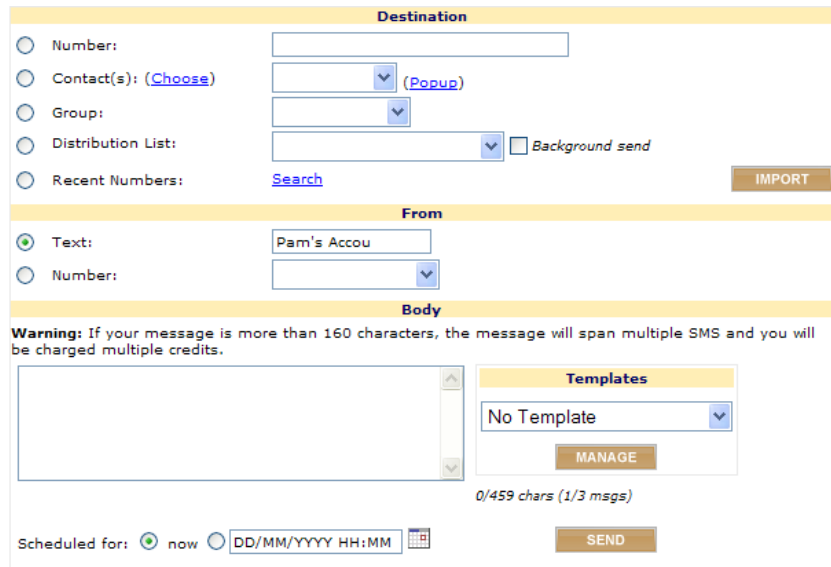
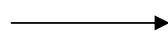
Destination details



Sender's details



Message



The screenshot shows the SMS sending interface with three main sections: Destination, From, and Body. The Destination section includes fields for Number, Contact(s) (with a 'Choose' link), Group, Distribution List, and Recent Numbers (with a 'Search' link). The From section includes Text (pre-filled with 'Pam's Accou') and Number. The Body section has a large text area and a 'Templates' dropdown menu (set to 'No Template'). A warning message states: 'Warning: If your message is more than 160 characters, the message will span multiple SMS and you will be charged multiple credits.' At the bottom, there is a 'Scheduled for:' section with 'now' selected and a calendar icon, and a 'SEND' button. A character count '0/459 chars (1/3 msgs)' is visible.

Destination

- Enter the recipient's phone number; multiple numbers may be entered by separating them with a comma. If details are in Contacts or a Distribution List click the appropriate drop down arrow and select from the list. (See sections below for information on Contacts 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).

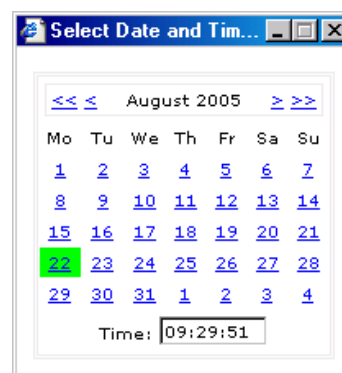
Body

- Enter your text message (max 459 characters).

Send

- 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.

## RECORDING CONTACT DETAILS

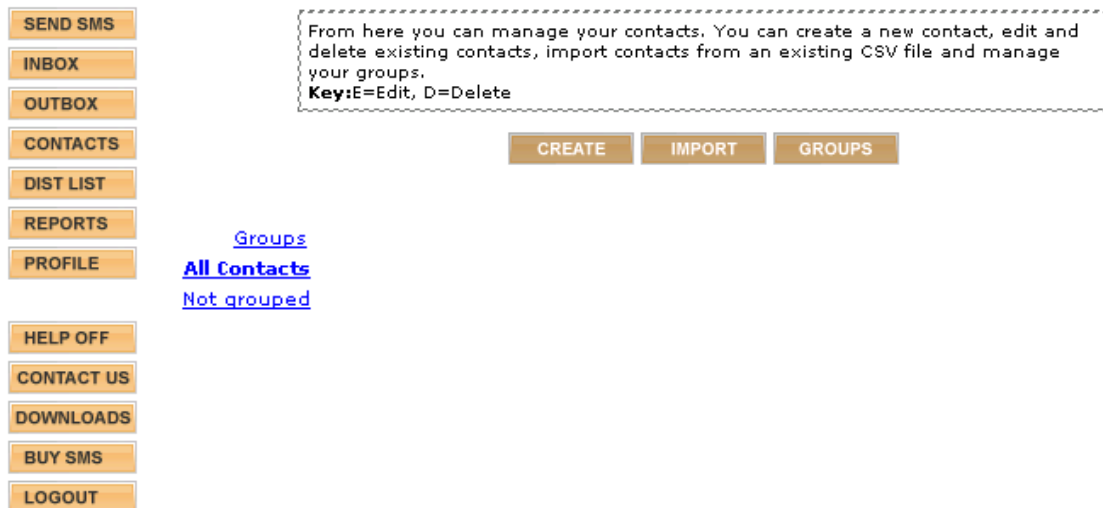
Contacts enable you to store and manage mobile phone numbers for those with whom you need to communicate on a regular basis. Storing their details within the Contacts eliminates repeated inputting of numbers and the potential entering of incorrect numbers.

To enter details of a contact:

- Click the contacts button



The contacts window will be displayed



- Click Create

In the Create Contact window, enter the contact's name, mobile phone number and email address (optional).



➤ Click Save

The details are recorded and the contact's name will appear on the list of contacts at the Send SMS window.

(For information on setting up Groups, please see the NetMessenger Full Reference Manual).

## 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 a distribution list goes to all the recipients in the list.

Recipient details may be entered now, may already sit in your SMS Contacts or may be imported from another application.

To create a list:

- Click the Distribution List button

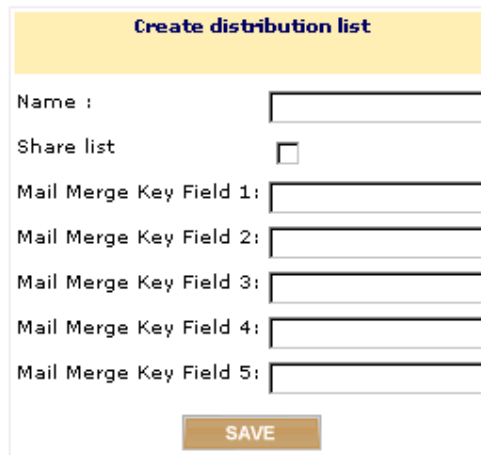


- Click create



Name Entries Actions

to display the Create Distribution List window:

A form titled "Create distribution list" with a yellow header. It contains several input fields and a checkbox. The fields are: "Name :", "Share list" (checkbox), "Mail Merge Key Field 1:", "Mail Merge Key Field 2:", "Mail Merge Key Field 3:", "Mail Merge Key Field 4:", and "Mail Merge Key Field 5:". A "SAVE" button is at the bottom.

- Enter a name for the list
- Check "Share list" if you wish to make this available to other users

(Note that mail merge relates to personalising messages and is covered in the NetMessenger Full Reference Manual, as are details on throttling).

- Click Save, then Continue

This creates your distribution list, but currently it has no entries

*Insurance has been created;  
it currently has 0 entries*

Name	Entries	Actions
Insurance	0	E C D V

- Click the view button under Actions **V**
- To enter mobile numbers individually, enter the number and click Add

**Testlist (0 entries)**

Number:

Contact:

Click here to add the selected name from your SMS Contacts

- Entries in your SMS Contacts may also be added by clicking on the Contact drop down arrow, selecting the required name and clicking the Contact Add button

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

	A	B	C
1	447765824497	Jim	jim@aol.com
2	447765824490	Brian	brian@btconnect.co.uk

*A sample data file to be imported from Microsoft Excel*

To import:

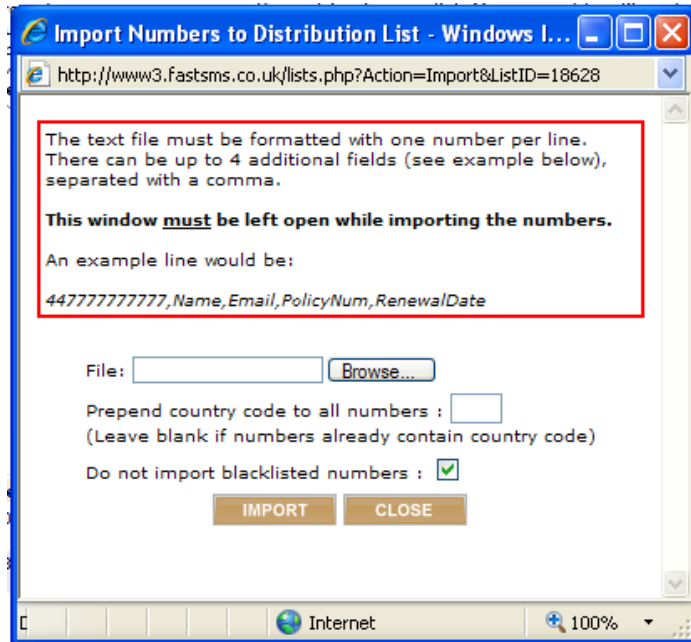
- Click the Import button

To open the Import Numbers window:

**Testlist (1 entries)**

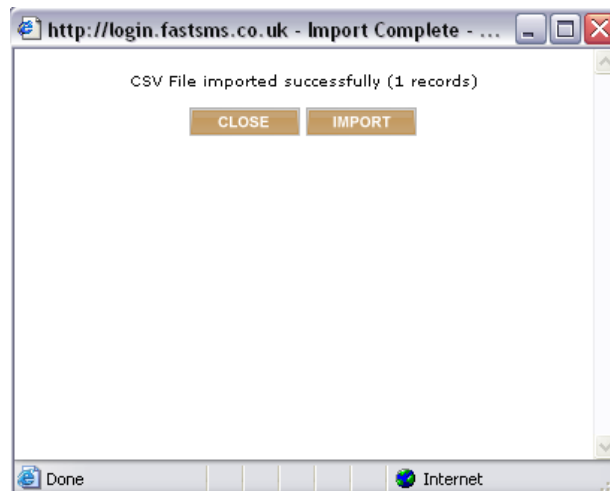
Number:

Contact:



- Click the Browse ... button and select the data file, or enter the file path in the box provided.
- Click Import

If data is imported successfully, you will have confirmation:



- Click Close

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

You can make alterations to the data held within SMS but note that if you make alterations to a list in another application, you will need to re-import.

When all the data is held within FASTSMS, a SMS text message is sent to the distribution list.

- Click the Send SMS button
- Select the Distribution List from the drop down

*If your SMS text message is to be sent to, for example, over 500 recipients, it is recommended you select 'Background send'. This will allow you to continue using FASTSMS while a large number of text messages are being transmitted.*

- Enter a name or reply number in the 'From' field
- Enter your message in the 'Body'
- Schedule for a future date/time if required
- Click Send

The screenshot shows the FASTSMS interface with the following details:

- Destination:** Radio buttons for 'Number:', 'Contact(s): (Choose)', 'Group:', and 'Distribution List:'. 'Distribution List:' is selected and shows 'testlist (3 entries)'. A checkbox for 'Background send' is present. An 'IMPORT' button is at the bottom right.
- From:** Radio buttons for 'Text:' and 'Number:'. 'Text:' is selected and shows 'Head office'.
- Body:** A text area containing 'Next group meeting schedules for 01.10 - all required to attend'. A character count '63/160' is shown below.
- Templates:** A dropdown menu showing 'No Template' and a 'MANAGE' button.
- Scheduled for:** Radio buttons for 'now' and 'DD/MM/YYYY HH:MM'. A calendar icon is next to the date/time field. A 'SEND' button is at the bottom right.

An arrow points from the text 'Named Distribution List' to the 'Distribution List' dropdown menu.

*Sample message to a Distribution List*

## 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
<b>FASTSMS - Purchase Credits For Your Account</b>	1	<a href="#">remove</a>	-
• 500 credits - 9p per message (£45 + vat)	-	-	£45.00
• Username: pamn	-	-	-
<b>Subtotal:</b>			<b>£45.00</b>
<b>VAT (17.5%):</b>			<b>£7.88</b>
<b>Total:</b>			<b>£52.88</b>

[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="text"/>
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.

<a href="#">Order Process</a> <a href="#">Shopping Cart</a> <a href="#">Customer Info</a> <b><a href="#">Checkout</a></b>	
Payment Method:	Credit Card
Credit Card Type:	Mastercard <input type="text"/>
Credit Card Number:*	<input type="text"/>
Issue Number (where applicable):	<input type="text"/>
Card Start Date:	01 <input type="text"/> / 2005 <input type="text"/>
Card Expiry Date:	01 <input type="text"/> / 2005 <input type="text"/>
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.

**Always remember to log out of FASTSMS.**

## **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.