

# DIRECT SMS BROADCAST SYSTEM 3.5

# www.FortDigital.com.sg

FOR FIRST TIME INSTALLATION READ & FOLLOW THIS INSTALLATION STEP-BY-STEP CAREFULLY

### THIS MANUAL IS INTENDED TO USE WITH HARDWARE (MODEM) FROM FORT DIGITAL. IF YOU HAVE YOUR OWN MODEM, PLEASE REFER TO YOUR OWN MANUFACTURER INSTALLATION GUIDE AND DRIVERS.

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Page 1

### IN THIS SET, YOU SHOULD HAVE

One unit of USB GSM Modem (optional)
 One unit of CD-ROM
 This Manual with activation code

### SYSTEM REQUIREMENTS

**Operating Systems** 

\* Windows XP

\* Windows Vista/Windows 7

\* Microsoft Office Excel / Open Office (if you need export/import) Requires .Net Framwork 3.5

Minimum Hardware

- \* Pentium Dual Core
- \* 512 MB RAM (Recommended: 1 GB RAM or greater)
- \* 100 MB hard drive space

**Physical Requirements** 

- \* 1 USB Port (optional)
- \* SIM CARD (optional, not included)

Internet Connection

# SENDING SMS

There are 2 way to send sms : Using **Desktop Software** or **Web Based**. Difference between two method :

#### Desktop Software - Goto Page 4

Pro	Con
Very quick deployment	Sending speed 1 hour
	±10,000 sms
Have built in Address	Computer need to ON
Book	while sending
Lot of features such as	
personalization,	
schedule, flash sms,	
birthday, etc	

#### Web Based – Goto Page 30

Pro	Con
Sending speed 1 hour	Slower deployment
±50,000 sms	
Computer no need to be	No address book,
ON, once job uploaded,	upload new list
server will take care	everytime
	Less features compared
	with Desktop Software

### **RECEIVING SMS**

If your purchase comes with an **INCOMING HARDWARE DONGLE**, means you have receiving sms. Once you have receiving sms, the DESKTOP SOFTWARE will open up 3 more extra features for you :

- 1. Auto Unsubscribe
- 2. Auto Reply
- 3. Auto Registration

Goto page 37 for setting up your incoming sms and learn all new features.

Page 3

# Sending SMS using Desktop Software 3.5

Fort Digital developed a very user friendly desktop software to let you send direct sms. First, you need to contact Fort Digital to setup your Direct SMS Account and top up with SMS Credits. The software without your account will not able to send any sms.

This is award winning software for sms broadcast. However, it suitable for daily use and sending SMSes below 5000 SMSes. If you want to broadcast big amount of SMSes, example 10,00 and above, you can consider to use WEB BASED method (page xx), because the WEB BASED broadcast can send up to 50,000 SMSes in 1 hour, while the DESKTOP SOFTWARE is just 10,000 SMSes in 1 hour.

To start, first download your **DIRECT SMS BROADCAST 3.5** from our website. Goto <u>www.FortDigital.com.sg</u> and goto **DOWNLOAD SECTION**, choose the Full Version download, unless you are upgrading your version from previous installation, you can download the **Upgrade Patch**.

Or you can straight download from this link : http://www.fortdigital.com.sg/fdsms/direct/setup.exe

After download, run the **SETUP** file and follows the instructions. Just click **NEXT** all the way to the end. If you encounter any prompt, just ignore them.

After installation, check your **DESKTOP**, you should able to find a **NEW ICON** created :



Double click the icon to open the application. If you encounter error, means your PC doesn't have Microsoft .NET Framework 3.5, you can download free from <a href="http://www.microsoft.com/download/en/details.aspx?id=21">http://www.microsoft.com/download/en/details.aspx?id=21</a> and install it. After installing the Microsoft .NET Framework 3.5, you can try to open the Direct SMS System 3.5 again, if problem persist contact our support.

Once you open the application, you suppose to see this screen appears :



If you can see this screen, means everything is fine and you are ready to go. The default password is  $123\,$ 

The next thing to do is to key in your account info into the software settings. Contact Fort Digital if you doesn't have account. Without the account, you can't send any sms at all.

Page 5

Direct SMS	Proxy setting		
User ID :	30990	Pin to change Sender ID	
Password :	The the second second	Sender ID : SCMS 2011	Tu
Proxy :			
Netw	ork User Name :	Password :	

You will be given your account info via EMAIL or PRINT, key in your **USER ID** and **PASSWORD** as shown above. The User ID usually is 5 digit numerical start with 3.

Next is your **SENDER ID**. To change your SENDER ID, you need to key in your "**Pin to change Sender ID**" (which will be given by email or oral) then you need to press **TAB** button in your keyboard. Sender ID is 11 characters include space. Or 15 characters numeric.

If your Internet Connection in your office is via **PROXY**, then you need to set your PROXY setting also. If not, leave all blank.

**Proxy** : usually start with http:// eg : <u>http://domain.net</u> or <u>http://123.23.12.1</u> **Network User Name** : the username you login to this PC, eg : domain/mike **Password** : usually the password you login to this PC

Once everything set, you can save all settings by click at **SAVE CONFIG** button:



If you are not Singapore users, you can also change the Default Country Code accordingly:

General Settings Local prefix number Birthday SMS time 09:30:59 Activate Universal Auto Reply SMS

Now, you need to test whether all settings you keyed in is correct, you need to test send sms.

To start send sms, you need click **ENABLE DIRECT SMS** button. **Do this everytime you start this application !!!** 



### Then goto SMS BOX now :



Key in your mobile number into the **"To Mobile No"** box.....example here is 93365219. Then click the **Green Arrow Button** to add to Final List. Key in your text in the **SMS Content box**, then click **SEND button** 

If everything ok, you should have already receive the SMS, if not means your setting could be wrong, go back to Page 6 to change your account info settings or proxy settings.

Page 7

To check whether the SMS sent out successfully or failed, goto SENT BOX :

X	Settings	and Main	tenance	SMS Box	Export / Ir	nport 🛞 About
Crea	ate SMS Inbo	x Outbox	Sent Failed So	heduled SMS		
	4 1	of 889 🕨 🕽	SELECTED : 1 Roy	vs Search		
	Date	Time	Mobile No	Contact's Name	Group	Message
Þ	10/Nov/11	13:45:59	+6596733777			999F8E8D3A0F7C3E3396
	10/Nov/11	12:27:49	+6594770371			Dear Volunteer, the SCMS
	10/Nov/11	12:27:48	+6592976618			Dear Volunteer, the SCMS
	10/Nov/11	12:27:48	+6592337292			Dear Volunteer, the SCMS
	10/Nov/11	12:27:48	+6592228199			Dear Volunteer, the SCMS
		10.07.47				

If you see your message inside this SENT BOX means your sms is successfully sent.

Ľ	FORT D	IGITAL DIREC	T SMS SYSTE	M VER 3.5N				<u>- 🗆 ×</u>
	X	Settings a	and Maint	tenance	SMS Box	oort / Import	About	
	Create	SMS Inbo	( Outbox	Sent Failed Scl	neduled SMS			
	14 4	(   1 o	of 1   ▶ ▶∥	SELECTED : 1 Rows	Search			
		Date	Time	Mobile No	Contact's Name	Group	Message	
	Þ	15/Nov/11	02:40:47	+6593365219			test	
lf :	you	see yo	ur mes	sage inside	e this FAILED BO	X means y	our sms is	NOT

successfully sent. Check your account settings Page 6.

1	ORTD	IGITAL DIREC	T SMS SYSTE	M VER 3.5N				<u>_   ×</u>
	X	Settings a	and Maint	enance	SMS Box	Export / Impo	ort 🛞 About	
	Create	sMS Inbox II o	Outbox f1   ▶ ▶	Sent Failed Sch	eduled SMS			
ſ		Date	Time	Mobile No	Contact's Name	Group	Message	
	•	15/Nov/11	02:41:25	+6593365219			test	

If you see your message inside this OUTBOX still, means your haven't click **ENABLE DIRECT SMS**, refer to Page 7

### **Quick Sending – Copy and Paste Method**

For those who want to send a quick SMS without have to import database or key in manually, you can simply use COPY & PASTE method.

Just simply **COPY** your list of numbers from Excel or TXT or CSV, then simply **PASTE** into "**To Mobile No**" box. Then click the **Green Arrow Button** to add to Final List. Key in your text in the **SMS Content box**, then click **SEND button** .....That's simple.....



It's recommended to copy and paste not exceed 3000 numbers everytime, although no limit set for this software. When you click **ADD TO FINAL LIST** as well as **SEND** button, it might takes a while for the software to write the data into database, so be patience. You might experience freeze/hang while doing this, it's totally fine, just wait until it finish writing.

# Address Book / Contacts

This application built in with Address Book. If you prefer not to use the Copy & Paste method (Page 9), you can pre-input all your contacts before hands. So you can call them easily when sending SMS.

There are 3 ways to input your contacts into the software :

- 1. Manual Key In one by one, Page 10
- 2. Import from Excel, Page 27
- 3. Auto Registration (requires incoming modem, optional), Page

Page 10

## Address Book – Manual Key In One By One

First you need to create **NEW GROUP**, go back to **SETTING & MAINTENANCE** page and select **Groups** 

😸 SMS 2009	
Settings and Mainter	nance OSMS Box OExport / Import About
Groups and Contacts Variables and A Groups Contacts	Utoreply Other Settings Groups
Data Bits: 8 V Parity: None V Stop Bits: 1 V	Group J TEST
Flow Control: None	*
Network: SINGTEL General Settings Local prefix number +65 Unse	
Birthday SMS time 11:15:00	
	Total : 0 member(s) Entry Members Exit

Goto **GROUPS** as shown above. Then new window will appear. To create new GROUP simply click at the empty column and key in the **GROUP NAME** and press **ENTER**.

To delete the GROUP, select the GROUP and click the button. If you delete the GROUP, all members under it will be deleted as well.

Page 11

After created a **GROUP**, now you can start to input your customer contact.

There are rules for the number duplications:

- Same number will not be added to the same group, but
- Same number can be added to different group

•	SMS 2009	
	Settings and Mainten	ance 🧿
	Groups and Contacts Variables and Au	toreply
	Groups	Other Se
	Contacts	
	Unsubscribed Contacts	
	Data Bits: 8	Sł
	Parity Name	Send De
	rany. None	Send Re
	Stop Bits: 1	

#### Goto **CONTACTS** as shown above. Then new window will appear.

🛃 Contacts							
Search Mobile :		Search Nam	• :				
Contact		Group	Mobile	Birthdate	_	BirthdaySMS	Var #1
<	10				1		>
Mobile No : +I	65912345678			Variable #1	:	250	
Group : 🔽	TEST			Variable #2		23 Jan 2009	
	3			Variable #3	: [		4
				Variable #4	: [		
Name : Jo	ohn <b>2</b>			Variable #5	:		
Birthdate :	Tuesday , December 01, 200	5🔽 🔲 Send S	MS <b>6</b> n Birthday	7 Save	N	Delete8	Exit
			-		NE		

1. Key in your contact mobile number here. For international number, must start with + sign, follow with **country code** and **phone number**, Example, in SETUP (page 6 your default country is +65. So you need not to put +65 for all Singapore mobiles (local numbers). But if you are going to add, let say Malaysia contact, you must key in +60561735903.

2. Name of the contact

3. Select which GROUP this contact belongs to. You can add more than 1 Group for this contact. Simply tick the box.

4. There are 5 blank fields for each contact for you to key in their Contact Variable. And you can use these value from F1 to F5 to send Personalized SMS. Example : when you compose SMS like "Hi <name> , your bonus point is <f1> and renewal date is <f2>"

Your customer will receive "Hi John, your bonus point is 250 and renewal date is 23 Jan 2009"

5 & 6. If you want the system to send **BIRTHDAY Greeting Automatically** every year without miss, tick the box and set the contact's birthday, set the correct **DAY** and **MONTH** will do, year not important.

7. Click To SAVE contact. To modify the contact info, DOUBLE CLICK at contact listing the table.

8. Delete the CONTACT.

# **CREATE SMS JOB – SENDING SMS**

If you ready to start send SMS, goto SMS BOX page

Settings an	d Maintenance	SMS Box	Export / Import 😣	About
Create SMS Inbox	Outbox Sent Failed Sche	eduled SMS		
Scheduled	Date and Time Now/today	Immediate	neating Job NE <u>1</u> ti Jesday 01/12/2009 22:54:3	me(s)
8	Sending Options Long Messages: Enc Concatenate V Def	oding: fault Alphabet <b>9 v</b>	<b>7</b> Alert Message	
To Mobile No	1	Group(s)	To Final List	
SMS Template SMS Contents	6 4	Contact's Variable	5 🗸	
	,		Clear screen after send	O Send

1. If you want to send SMS directly, without have to add the contact in ADDRESS BOOK, simply key in her/his number here. You can key in multiple numbers here, separating by ENTER. Or you can simply **COPY AND PASTE** from your excel/notepad list of phone numbers into this box. Example :

91234567 91234567 91234566

Page 14

For international number, must start with + sign, follow with country code and phone number, Example, in SETUP (page 12) your default country is +65. So you need not to put +65 for all Singapore mobiles (local numbers). But if you are going to add, let say Malaysia contact, 'ey in +60561735903.



button, and it will add the whole list into FINAL LIST.



button to clear everything.

2. If you want to send to **CONTACTS** you already added previously, click this button. And you will see new window appears where you can select which random CONTACTS you want to send to. Just simply tick the contacts you want to send, click OK button, and don't forget to ADD TO FINAL list by clicking button.



🔜 Co	ntact's L	ist			
	<b>∢</b>   1	of 1   🕨 🕅   🕂 🗙	Mobile No	Contact's name	
	Select	Group	Mobile No	Contact's Name	
1		TEST	+65912345678	John	
	n,				
					h
				OK	Exit
					t

Page 15

3. If you want to send to GROUPS you already added previously, click this button. And you will see new window appears where you can select which random GROUPS you want to send to. Just simply tick the contacts you want to send, click OK button, and button.

don't forget to ADD TO FINAL LIST list by clicking



😬 Gro	oup's Lis	t				3
N.	∢  1	of 1	> ▶    ♣	🗙 Search		
	Select	Group				l
1	X	TEST				
	,					
						l
				OK	Exit	H
						t
						_

4. This MESSAGE box is where you type in your messages. Remember, One SMS is 160 (Standard) or 70 (Unicode) character, exceed 1 character to 161 consider Two SMS, try to keep within 160 character, otherwise you will pay double cost and double sending time. International standard cap MAXIMUM 6 SMS.....so don't send something exceed 6 SMS to avoid problem receiving. The message count will appear under the box.

5. You can integrate **CONTACT VARIABLE** into message box....example :

"Hi <name> , your bonus point is <f1> and renewal date is <f2>"

Your customer will receive "Hi John, your bonus point is 250 and renewal date is 23 Jan 2009"

6. If you want to use any pre-created **SMS TEMPLATE** (page 25), simply select by click at drop down selection. After you select any template, you can still modify it by click at MESSAGE box one time, the template will appear and you can modify them further.

7. If you want to send FLASH SMS, tick this option.

#### ABOUT FLASH SMS (FORCE PPL TO READ AND AUTO DELETE)

It's very new technology from us. You can opt to send the SMS in FLASH. Means when the SMS reach recipient's mobile phone, it will open the message straight away and display on the screen without have to go to inbox and open. It force the recipient to read whether they like it or not. And other SMS wont comes in until they close it. Also, after they close the message/dismiss, the message will Auto Delete from phone memory. Save time to do unsubscribe for some. It works on all handphone set.

8. If you going to send more than 160 charcaters you can adjust whether you want the recipient to receive as ONE long SMS or TWO or more separated SMS. Default is CONCATENATE means long SMS.

9. Currently Direct SMS does not support Unicode.

10. If you ready to send SMS, click this button. Your message now will goes to  $\ensuremath{\mathsf{OUTBOX}}$ 

### OUTBOX

FORT	FORT DIGITAL HARDWARE SMS BROADCAST SYSTEM 2010 Ver 5.0						
$\bigotimes$	Settings and Maintenance SMS Box Export / Import About						
Create	SMS Inbo	(Outbox	Sent Failed Sch	neduled SMS			
	<b>∢</b> 1	of 4 🗼 🕨	SELECTED : 1 Rows				
	Date	Time	Mobile No	Contact's Name	Group	Message	
►	07/12/2009	07:34:13	+6593365219			This is test message	
	07/12/2009	07:34:12	+6593365219			This is test message	
	07/12/2009	07:34:12	+6593365219			This is test message	
	07/12/2009	07:34:12	+6593365219			This is test message	
٤							
	USE OUTBO	X SENDING					

All outgoing SMS will be shown here. One by one the SMS will be send out and jump to either SENT BOX or FAILED BOX. You can RIGHT-CLICK any of the message and select :



If you want to PAUSE SENDING, you can tick the "PAUSE OUTBOX SENDING" box. However the sending process wont stop immediately, it will still sending for couple of SMS before it stop entirely. To resumes, just simply press to resume.

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# SENT BOX

	SMS 2009						
		d Mainten			Export / Impo	ort 🛞 About	
ſ			ELECTED : 1 Rows	equied SINS			
	Date T	Fime Me	obile No	Contact's Name	Group	Message	
	• 01/12/2009 2	3:33:01 +6	593365219			Test message	
	<			7			2
							-
	1						_

Once the SMS successfully sent out or processed, it will appears in this SENT BOX. You can RIGHT-CLICK any of the message and select :

Date Time	Resend ONE selected job
Resend-	Forward the message content to others
Forward	Delete ONE selected job
Delete All	Delete ENTIRE SENT BOX
	Add the selected contact to ADDRESS BOOK

FAILED BOX

×	Settings	and Main	tenance 🚺	SMS Box	Export / Import	About
Orea	de SMS Inbo	x Outbox	Sent Failed Sc	heduled SMS		
14	4.11	of 3   > >1	SELECTED : 1 Rows			
	Date	Time	Mobile No	Contact's Name	Group	Message
•	01/12/2009	23.31:04	+659123456789			Test message
	01/12/2009	23:30:58	+659123456765			Test message
	01/12/2009	23:30:48	+659123456787			Test message

Once the SMS NOT successfully sent out due to many reasons such as : Invalid account info, invalid proxy settings, not enough account balance, etc..

You can RESEND all failed jobs, just RIGHT-CLICK at the box and select RESEND / RESEND ALL.

Date Time		Resend ONE selected job	
Resend		Forward the message content to others	
Forward Delete		Delete ONE selected job	
Delete All		Delete ENTIRE SENT BOX	
		Add the selected contact to ADDRESS BOOK	

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# **CREATE SCHEDULE SMS**

🖶 SMS 2009	
Settings a	nd Maintenance OSMS Box OExport / Import About
Create SMS Inbox	Outbox Sent Failed Scheduled SMS
Scheduled	Date and Time     Custom Time       Qustom date     1     Custom Time       Now/today
	Tomorrow :51:21 Uesday 01/12/2009 22:54:30 1 day after Tomorrow coding: 2 day after Tomorrow coding:
To Mobile No	Custom date NONE Group(s) Custom date Group(s) Custom date Group(s) Custom date Custom dat
SMS Template	Contact's Variable
SMS Contents	Test message
	1 sms, 148, Standard Clear screen after send Send

1 & 2. Set a **REMINDER / SCHEDULED SMS**? Pre-create SMS job today, and let the system send out the SMS at the **DATE & TIME** specified by you. By default, the selection for DATE is **NOW** and TIME is **IMMEDIATE**, means once you hit at **SEND SMS** button, it will be sent right away. But, you can select some pre-define **TIME** and **DATE**....such as Tomorrow...Morning 9...etc. You can also select **CUSTOM DATE** and **CUSTOM TIME** by selecting the calendar appears below.

Page 21

Once you click SEND button, the SCHEDULE SMS JOB will not goes to OUTBOX, but it will goes to SCHEDULED SMS BOX.

SMS 2009					
Settings :	and Main	tenance	SMS Box	Export / Import	About
Create SMS Inbo	x Outbox	Sent Faile	d Scheduled SMS		
[4 4 ] 1	of 1 🛛 🕨 🕅	SELECTED : 1	Rows		
Date	Time	Group	Mobile No	Contact's Name	Message
12/03/2009	00:00:00		+6593365219		Test message
			ł		
<			111		>

You can modify the schedule date and time even after the job created by RIGHT-CLICK the selection.



IMPORTANT : If the SCHEDULED jobs expired more than 15 minutes, the jobs will not be sent out. You need to RESCHEDULE the job to future date & time.

# **REPEATING SMS**

Remind your customer every week for 5 week? You can create REPEATING JOBS

🖶 SMS 2009	
Settings and	d Maintenance OSMS Box OExport / Import 🛞 About
Create SMS Inbox	Outbox Sent Failed Scheduled SMS
✓ Scheduled	Date and Time       Repeating Job         1 day after Tomorrow & Custom Time       Weekly 3 time(s)         Thursday 03/12/2009 00:00:00       Tuesday 01/12/2009 22:54:30          Sending Options       Long Messages:         Concatenate       Default Alphabet
To Mobile No	93365219 To Group(s) To Final List +6593365219
SMS Template SMS Contents	Contact's Variable
	1 sms, 148, Standard Clear screen after send Send

Example 1:		
Repeat every	Week <b>T</b> for 3	days/weeks/months/years at
12:45	time, start 7 April 2008	

System will automaticall generate 3 SMS to Scheduled : One SMS sent at 7 April 2008 time 12:45 One SMS sent at 14 April 2008 time 12:45 (7 + 7 = 14)One SMS sent at 21 April 2008 time 12:45 (14 + 7 = 21)

Example 2:			_
Repeat every	Month 🚽 for	3	days/weeks/months/years at
12:45	time, start 7 A	vpril 2008	

System will automaticall generate 3 SMS to Outbox : One SMS sent at 7 April 2008 time 12:45 One SMS sent at 7 May 2008 time 12:45 (after april is may) One SMS sent at 7 June 2008 time 12:45 (after may is june)

Example 3:			
Repeat every	Year 🚽	for 3	days/weeks/months/years at
12:45	time, star	rt 7 April 2008	

System will automaticall generate 3 SMS to Outbox : One SMS sent at 7 April 2008 time 12:45 One SMS sent at 7 April 2009 time 12:45 (after 2008 is 2009) One SMS sent at 7 April 2010 time 12:45 (after 2009 is 2010)

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# SMS TEMPLATE

Lazy to type same SMS message every time ? Why don't pre create some standard SMS template for you to quick use. This also good to prevent human error in composing SMS message.

#### FORT DIGITAL DIRECT SMS SYSTEM VER 3.5N

Settings a	SMS Box	
Groups and Contacts	Variables and Autoreply	
Serial Port Settings	Specific Autoreply	tings
Port: COM1	SMS Template	PIN:
Baud Rate: 921600	Auto Registration Code	Disable
Data Bits: 8	s	iend Delay: 1 S

SMS t	emplates			
I I	4   3	of 3	🕨 🕅 🖶 🗙 Search Code	
	Code		Template	
	TEST		Hi there bla bla	
	Alert		Please evacuate !	
▶*		k		
				Exit

To create MESSAGE TEMPLATE, goto SETTINGS AND MAINTENANCE page and select "SMS Template" as shown, a window will appear for you to add any template you want. Give the template a **NAME** and type in the **CONTENT**.

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# EXPORT

FORT DIGITAL DIRECT SMS S	YSTEM VER 3.5N	<u>- 0 ×</u>
Settings and M	aintenance 💿 SMS Box 💿 Export / Import 🤲 About	
EXPORT TO TAB DELIMITE	ED FILE MPORT FROM TAB DELIMITED FILE	
What to expect		
what to export		
Save txt file to folder	Contacts Unsubscribed Contacts Inbox Sentbox Failedbox Default file format is Text File (txt)	
	Execute	

You can **EXPORT** all messages in INBOX, SENT, FAILED BOX UNSUBSCRIBE, CONTACTS into EXCEL.

To EXPORT, goto EXPORT / IMPORT page and select which item you want to EXPORT and click



Then you will be asked to put a name for this file and **DON'T FORGET** click **EXECUTE** button ! The system will export to TXT file, but you can use EXCEL to open it, so all fields will be nicely cut to columns.

# IMPORT ADDRESS BOOK FROM EXCEL

#### **IMPORT PHONEBOOKS (CONTACTS)**

Lazy to key in the contacts info one by one? Do you have thousands of contacts you want to import into the system? Goto IMPORT PAGE

FORT DIGITAL DIRECT SMS SYSTEM VER 3.5N	
Settings and Maintenance SMS Box	ort / Import 🛞 About
EXPORT TO TAB DELIMITED FILE IMPORT FROM TAB DELIMITED FILE	
ß	
Import Contacts from Tab Delimited file	
Select txt file	
Import Contacts from Tab Delimited text file into your database using this form	nat :
Column A = Group, Column B = Mobile No, Column C = Name, Column D =	Birthdate
Column E = True/False (Send SMS on birthday), Column F = Var 1, Column	G = Var2
Column H = Var3, Column I = Var4, Column J = Var5	
To import contacts to Unsub list, please use 'UNSUB' in Column 'A'	Execute

To create import file, you can use **EXCEL** but save the file as **TEXT (TAB DELIMITED)** format, not XLS.

This is example of the fields you HAVE TO follow exactly :

Below are the FIXED Formats you have to follow in order to IMPORT your data into the system.

Page 27

<b>X</b> (	Microsoft E	xcel - Book1								
:2	Eile Edit	<u>V</u> iew <u>I</u> nsert	F <u>o</u> rmat <u>T</u>	ools <u>D</u> ata !	<u>W</u> indow <u>M</u>	Y SMS MANTR	A <u>H</u> elp /	Ado <u>b</u> e PDF		
10	I 📂 🖬 🛛	3 🔒 🖪 🖪	ABC 👸	X 🗈 🖺 -	I 🔊 🗸	(* - 1)	$\Sigma \rightarrow \frac{A}{Z} \downarrow \frac{Z}{A}$	l I 🛍 🍕	100% 🖵	Arial
1	1 11 11 2	1 🔁 🖄 🛛	3	b ()⊇   ₩√ Rej	oly with ⊆har	nges E <u>n</u> d R	eview 💂			
: 🔁	) 😿 🚽 🖸	Send SMS [ Signal SMS	5ent <u>R</u> eport	🛗 Change Pa	ssword 🔀	Buy Credits	⊆heck Bal	ance 🏼 🚨 S <u>e</u> t	tings 🖂 Ab	out Us 🖕 🔅
	E13	▼ f <sub>x</sub>								
	A	В	С	D	E	F	G	Н		J
1	STAFF	91234567	James	23/01/1980	TRUE	Var 1	Var 2	Var 3	Var 4	Var 5
2	STAFF	91234568	Michael	25/05/1930	FALSE	Var 1	Var 2	Var 3	Var 4	Var 5
3	STAFF	91234569	Tony	25/04/1970	TRUE	Var 1	Var 2	Var 3	Var 4	Var 5
4	STAFF	91234570	Ruth	12/06/1950	FALSE	Var 1	Var 2	Var 3	Var 4	Var 5
5	STAFF	91234571	David	29/07/1974	TRUE	Var 1	Var 2	Var 3	Var 4	Var 5
6	STAFF	91234572	Kong	10/05/1980	TRUE	Var 1	Var 2	Var 3	Var 4	Var 5
7	STAFF	91234573	Tay	29/07/1974	TRUE	Var 1	Var 2	Var 3	Var 4	Var 5
0										

Note that the only COLUMN A (GROUP) & COLUMN B (MOBILE NUMBER), are **COMPULSORY**. The rest of the fields are not compulsory. If you don't have the name COLUMN C, it's totally ok to leave it blank.

For COLUMN D (Birthdate) and E (To send B'day message or not) are for birthday message. COLUMN D (Birthdate) must be in format of DD/MM/YYYY. And COLUMN E is either **TRUE** or **FALSE**. TRUE means you want the system to auto send birthday message every year, FALSE means you do not want.

Once you are done, you must SAVE the file as **Text (Tab Delimited) (\*.txt)** file format, and close the file before you import.

<			
File <u>n</u> ame:	contacts.xls	· (	Save
Save as <u>t</u> ype:	Microsoft Office Excel Workbook (*.xls)	· (	Cancel
	Single File Web Page (*.mht; *.mhtml) Web Page (*.htm; *.html) Template (*.xlt) Text (Tab delimited) (*.txt) Unicode Text (*.txt) Wicrosoft Excel 5. 0/95 Workbook (*.xls)		

**Column A : Group Name (Compulsory)** System will create new group automatically if doesn't exist.

Column B : Mobile Number (Compulsory) No need country code unless International number where you put + in front followed by COUNTRY CODE such as +6012345679887

Column C : Name Column D : Birthdate, must be in format 06/07/2008 (dd/mm/yyyy) Column E : TRUE or FALSE. For Birthday sending. Column F : F1 Variable Value Column G : F2 Variable Value Column H : F3 Variable Value Column I : F4 Variable Value Column J : F5 Variable Value

To IMPORT, goto IMPORT page and select the file (TXT) you just created and click EXECUTE. It will take a while to import if your database is big, be patience.

It might takes a while for the software to write the data into database, so be patience. You might experience freeze/hang while doing this, it's totally fine, just wait until it finish writing.

# Sending SMS using WEB BASED Upload

If you find that using the Desktop Software is Too Slow for you (10,000 sms per hour) or you don't want wait the sending process, why don't you use WEB BASED UPLOAD method.

The WEB BASED UPLOAD method is for those who want to send huge SMSes where 1 hour it can send 50,000 SMSes.

Also you need not turn on the PC all the time, or wait it to finish. Just upload the job to the Telco's Server and let it take care itself. You can turn off your PC while sending, and download the report later.

To broadcast using WEB BASED UPLOAD, first, you need to prepare your list of numbers you want to send. You must prepare it in CSV or TXT format. And must have + sign, follow by country code, and mobile number, example :

+6593124875 +6599845894 +6588444848 +6589489484 +159858558588 +604894848448

To easily at +65 (or other country code) to your thousands list of numbers using Excel, please goto this video at Youtube for guide :

Once you have prepared your list on numbers, you are ready to blast using WEB BASED METHOD.

First, goto <u>http://sms.smstelco.com</u>

You will then be prompted your account USERNAME and PASSWORD. The username is in the format of : xxx@fortdigital.com.sg and password as per given. Contact Fort Digital if you doesn't know you login info. This login info is different from login info for Desktop Software (page 6).

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Once login, you will see page like this :



Bulkmessenger

Click Bulkmessanger on the left Menu now to start sending bulk sms process.

SMS Editor					
Originator ID:	FortDigital				
Text:	FortDigital This is test message.This is test message.This is test message.This is test message.This is test message. test message.This is test message.				
	147 Character(s) (160/5M5)	1 Message(s)			
Character set:	147 Character(s) (160/SMS) C Unicode	1 Message(s) © GSM (03.38)			
Character set: Scheduled:	147 Character(s) (160/5M5) C Unicode	1 Message(s) GSM (03.38)			

The **FIRST STEP** is to key in your **SENDER ID** and **MESSAGE**. You can see the message counter there also. If you send Chinese/Unicode, select Unicode, otherwise leave it default GSM(03.38). Once done, click NEXT button at bottom right corner.





Next step, select your **ROUTING CLASS** and **ACCOUNT**, simply select whatever available there.

Then you need to browse the file you prepared earlier (page 30) that contain all numbers you are going to send. Click **UPLOAD FILE** button to upload the list to the server.

Sending Data		
Routingclass:	DIAMOND	*
Account:	30990	*
File:	TEDDY TEST.txt	0
	Reupload File	9
Status:	Finished	

Once you press UPLOAD FILE, you will see the verification process started. Leave it to verify, it might takes a while depends on the size of your file. But after 5 minutes still not finish, you need to restart the process, back to page 31 to redo.

If everything ok, you will see how many subscribers (or contacts) uploaded.

Once done, click NEXT button at bottom right corner.



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Next step is summary page. Check if everything is correct, if wrong cancel it. If right, you are ready to go.



Once done, click FINISH button at bottom right corner.

< Previous	Einish	Cancel

Next screen you will see the JOB STATUS page. Where you can monitor the sending process. If you see the process is not sending after 1 minute, you need to restart the process, back to page 31 to redo.

🕤 Home	1	Bulkmessenger	🗷 🛃 Bulkr	messenger Jol 🗷				
	<u>ا</u> (	1	Quicksearch 🝷 🛛 🧝	Clear filters				
ID	Status	Progress	Subscribers	Scheduled	Timezone	Expiry	Start 🗸	End
169	Wait for confirm	0/1	1	Immediately	GMT+1			
139	Stopped	0/563	563	2011-05-19 19:00:00	GMT+8			
131	Error	0/0	0	Immediately	GMT+2			2011-
131	Error	0/0	0	Immediately	GMT+2			2011-
131	Error	0/0	0	Immediately	GMT+2			2011-
149	Stopped	0/7869	7869	Immediately	GMT+8			
139	Stopped	0/85	85	2011-05-19 13:00:00	GMT+8			
167	Done	50001/50001	50001	Immediately	GMT+1		2011-11-03 04:26:04	2011-
163	Done	1/1	1	Immediately	GMT+2		2011-10-20 09:52:40	2011-
157	Done	2/2	2	Immediately	GMT+2		2011-09-15 06:27:20	2011-

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# **Download Details Reports**

Either you send using DESKTOP SOFTWARE or WEB BASED UPLOAD, all sms sent you can always download a very detailed reports.

First, goto http://sms.smstelco.com

You will then be prompted your account USERNAME and PASSWORD. The username is in the format of : xxx@fortdigital.com.sg and password as per given. Contact Fort Digital if you doesn't know you login info. This login info is different from login info for Desktop Software (page 6).

Once login, you will see page like this :



Click **Tracking** on the left Menu, then on the right page, you can select the period of report you want to download. In sample below is selected the last 6 hours, but you can also select the period from the calendar there.

Search parameters					
Indentifiers	Period		Accounts		
MSISDN:	Period:	Last 6 hours	Routing:	All	~
Originator:	Start Date:	2011-11-14 22:05:02 +08:00	Account:	All	~
MsgID:	End date:	2011-11-15 04:05:02 +08:00			
Operators	Status		]		
Country : All	Status:	All			
Operator: All					
J					

#### Then click the SEARCH BUTTON

3	<b>C</b>					
dts						
VisgID	Account	Routing	Originator MSISDN	Status	Operator	Subnitted Intermediate Status Delivered
						Delivered

Wait until the search is done (you can see all list appears in the table below), then you click **EXPORT** button, to export all reports to EXCEL format.

Your Internet Explorer might prompt you to allow pop up when you click EXPORT. You must allow it, and you might need to restart the process again after allow the pop up to appears.

# **Check Account Balance**

To check how many credits left you can use, simply :

First, goto http://sms.smstelco.com

You will then be prompted your account USERNAME and PASSWORD. The username is in the format of : <u>xxx@fortdigital.com.sg</u> and password as per given. Contact Fort Digital if you doesn't know you login info. This login info is different from login info for Desktop Software (page 6).

Once login, you will see page like this :



Click **My Data** on the left Menu, then on the right page, you will see page like this below, look at the Balance info, that's how many credits left in your account, ignore the Euro sign next to the credit amount.

	Accounts					
Fort Digital	Account	Password	Routingclass	Splitbasefee	Scale type	Status
FD001	30990	dFbu6dbj	DIAMOND	Yes	lowest price	Active
Active						
Active						
976,888.83						
52,543						
Teddy Tay						
Teddy Tay 2011-02-28 17:22:41						
	Fort Digital F0001 Active 976, 888, 83 52, 543 Feddy Tay Teddy Tay 2011-02-28 17:22:41	Fort Digital Account FOOD 1 Active Food 1 Active Food 1 30990 Active Food 1 Active Food 1 Acti	Fort Digital FOOD1 Active Active 976,688.83 52,543 Teddy Tay Teddy Tay 2011-02-28 17:22:41	Active Ac	Accounts Account Password Routingclass Splitbasefee 30990 dFbu6dbj DIAMOND Ves Active 305,643 Reddy Tay 2011-02-28 17:22:41	Accounts     Password     Routingclass     Splitbasefee     Scale type       50001     30990     dFbu6dbj     DIAMOND     Yes     Iowest price       Active     Active     Splitbasefee     Scale type     Iowest price       52,543     Ieddy Tay     Tri22:241     Iowest price

Contact Fort Digital if your balance is low, to avoid disruption in sending.

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# **Receiving SMS**

If your purchase comes with an **INCOMING HARDWARE DONGLE**, means you have receiving sms. Once you have receiving sms, the DESKTOP SOFTWARE will open up 3 more extra features for you :

- 1. Auto Unsubscribe
- 2. Auto Reply
- 3. Auto Registration

This section will be updated soon !

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NOTES