



HARDWARE SMS BROADCAST SYSTEM 9.5

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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IN THIS SET, YOU SHOULD HAVE

1. One unit of USB GSM Modem (optional)
2. One unit of CD-ROM
3. 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 Framework 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)

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READ & FOLLOW THIS INSTALLATION STEP-BY-STEP CAREFULLY

DO NOT PLUG IN THE MODEM INTO YOUR COMPUTER USB PORT BEFORE INSTALL DRIVER AND SOFTWARE !

INSTALL DRIVER & SOFTWARE

1. Download latest version of Hardware SMS System at www.fortdigital.com.sg/fdsms/setup.exe
Then run the downloaded Setup and install in your PC
2. After install the SMS Software. You are ready to plug the USB Modem into one of your computer's USB port. But before that, make sure you have inserted your SIM card into the modem properly. Every modem has different way of slotting the SIM CARD such as :



This model, push in the SIM card into the SIM slot until you feel the "click".



This model, pull out the sim tray, and push in the SIM card into the SIM slot to the deepest end (use your finger nail). Note that the CHIP side is facing down, and the PERFORATED corner facing inwards to the modem.



This model T-Mobile, pull out the sim tray totally out from the modem, and put in the SIM card into the tray according to the tray shape. Then insert back the tray into the modem, the chip should be facing down.

VERY IMPORTANT NOTES :

The modem must be unplugged from the PC while inserting or taking out the SIM card. If the SIM card inserted or taken out from the modem while it is still plugged to the PC – it will cause damage to the modem or the SIM card. In this case, the modem will not be replaced or repaired under warranty.

3. Installing modem drivers varies from Windows XP, Vista and 7, and for different type of modems. If your modem is **T-Mobile** model :

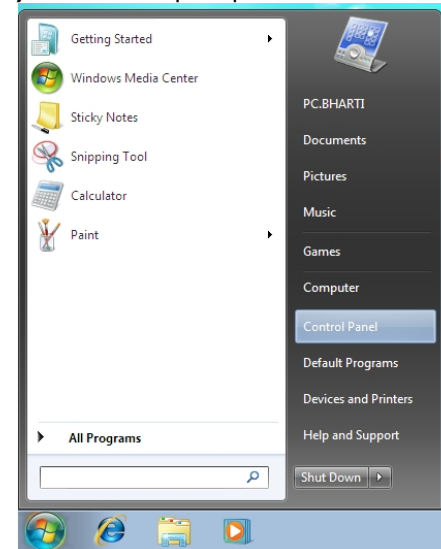
For Windows 7 : Install driver first then plug in modem into USB
 For Windows Vista : Plug in modem into USB first, then Install driver
 For Windows XP : Plug in modem into USB first, then Install driver

Windows 7:

Just simply run this file : **C:\fdsms\mf636 driver\windows 7.exe**
 After installing this file, you can easily plug your modem afterwards.

Windows Vista :

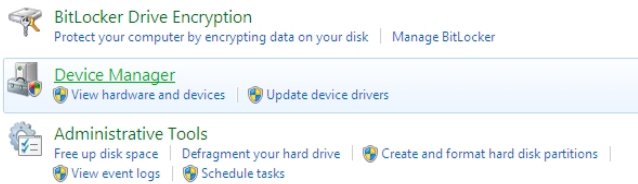
Plug in your Modem into one of your USB port, the Windows will prompt you that it has detected new device and looking for Drivers. You just cancel all prompt.



Goto **CONTROL PANEL**

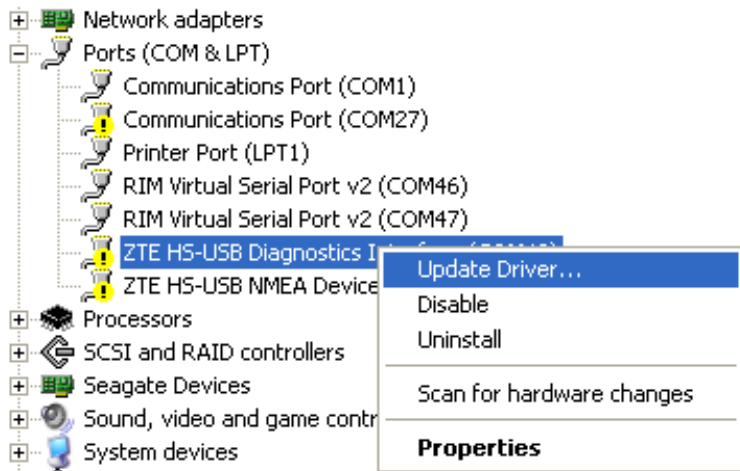


Inside **CONTROL PANEL** goto **System and Security**



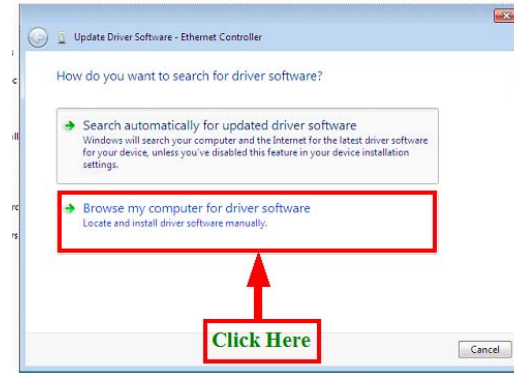
Then select **DEVICE MANAGER**

Inside you will see screen like this. Expand the **PORTS (COM & LPT)** section, you will see 3 ZTE Devices items that requires drivers. You need to install drivers for these 3 ZTE Devices items, one by one.



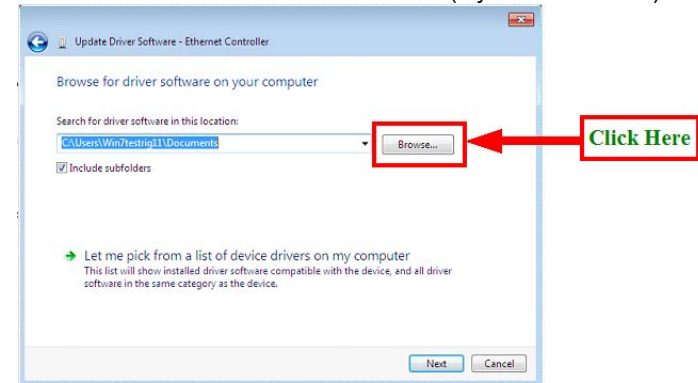
Right click at First ZTE Devices then select **UPDATE DRIVER SOFTWARE.....**

then You will be prompted like this, you select **BROWSE MY COMPUTER...**



Then click **BROWSE** to locate the location of the **DRIVERS**. You need to point/browse the location to :

C:\fdsms\mf636 driver\32bit\VISTA (if your PC is 32bit)
C:\fdsms\mf636 driver\64bit\VISTA (if your PC is 64bit)



Then click **NEXT**

Now, after installing first ZTE DEVICE DRIVER, you need to repeat the same procedure for the rest of the ZTE DEVICE DRIVER. Total you need to install 3 ZTE DEVICE DRIVER, failure to install any of them will results in connection problems later.

Windows XP:

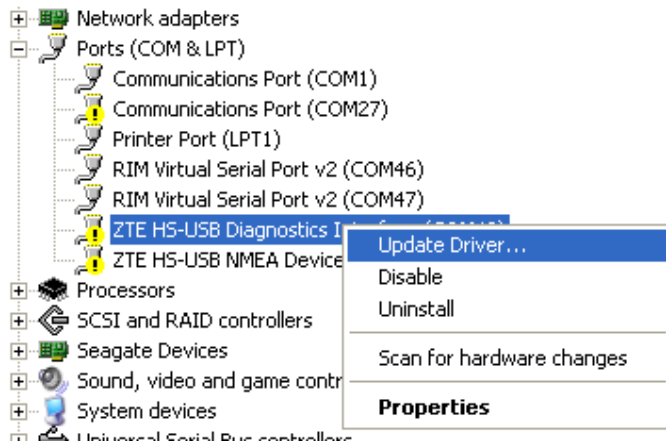
Same procedures with Windows Vista above.

Plug in your Modem into one of your USB port, the Windows will prompt you that it has detected new device and looking for Drivers. You just cancel all prompt.

Goto **CONTROL PANEL**

Then select **SYSTEM** → **HARDWARE** Tab → **DEVICE MANAGER** button

Inside you will see screen like this. Expand the **PORTS (COM & LPT)** section, you will see 3 ZTE Devices items that requires drivers. You need to install drivers for these 3 ZTE Devices items, one by one.



Right click at **First ZTE Devices** then select **UPDATE DRIVER SOFTWARE...**

then You will be prompted like this, you select **INSTALL FROM A LIST OR SPECIFIC LOCATION (ADVANCED)**

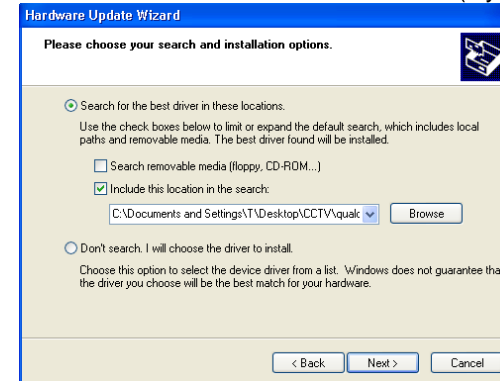


Then click **BROWSE** to locate the location of the DRIVERS.

You need to point/browse the location to :

C:\fdsms\mf636 driver\32bit\WNET (if your PC is 32bit)

C:\fdsms\mf636 driver\64bit\WNET (if your PC is 64bit)



Then click **NEXT**

Now, after installing first ZTE DEVICE DRIVER, you need to repeat the same procedure for the rest of the ZTE DEVICE DRIVER. Total you need to install 3 ZTE DEVICE DRIVER, failure to install any of them will results in connection problems later.

If your modem is different model from T-Mobile, your drivers locations is :



C:\fdsms\um1000 driver

- Now, look at your Modem LED LIGHT COLOR, it must turned either BLUE or GREEN before you open SMS SOFTWARE (for T-Mobile model). This is important, if your modem's LED LIGHT COLOR remain RED, means your are not inserting the sim card properly, you need to reinsert the sim card, or it could means your area has a very low SIGNAL, therefore, it can't detect lines.


If your modem LED LIGHT COLOR turns to BLUE means your SIM CARD is 3G.
If your modem LED LIGHT COLOR turns to GREEN means your SIM CARD is 2G. For 2G sim card, it takes a while to turned from RED to GREEN.

Always remember, always wait until the modem LED LIGHT turns to BLUE or GREEN before you open the SMS SOFTWARE.

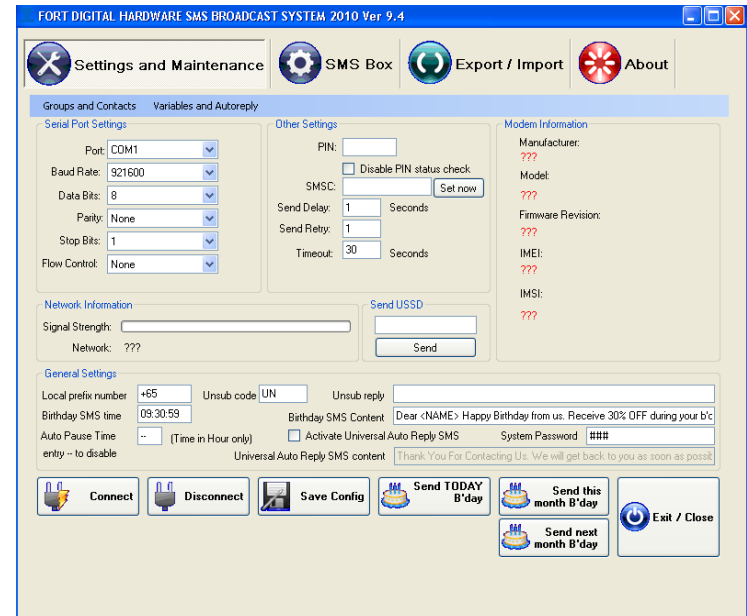
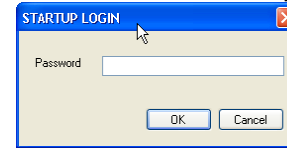
- After installing the MODEM DRIVERS above, and your modem LED LIGHT COLOR turns to BLUE/GREEN, you are ready to go.

WINDOWS START → Fort Digital Auto Mass SMS → SMS

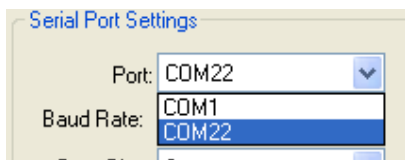


Or you will see a new ICON in your DESKTOP :  SMS SYSTEM. You can open from here also.

- You will be asked PASSWORD to start the application, default password is **123** Once inside you will see the MAIN APPLICATION like this :



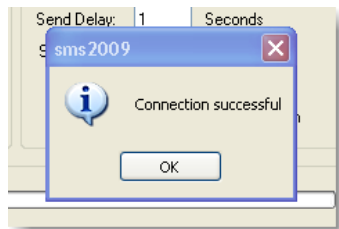
- If your Modem successfully installed with correct driver at first place, once you select the PORT, you can already see the port of your modem.



If you using Fort Digital supplied modem, TRY select the **LAST** or **SECOND LAST** available port. Remember, always PLUG IN the MODEM **before** START THIS APPLICATION. If you start this application **before** plug in the modem, it won't show the port available here. The **Baud Rate**, you can choose **921600** or **115200**.

- Now, click **CONNECT** button
- If you successfully connected to the correct port and your sim card signal is fine, it will prompt :

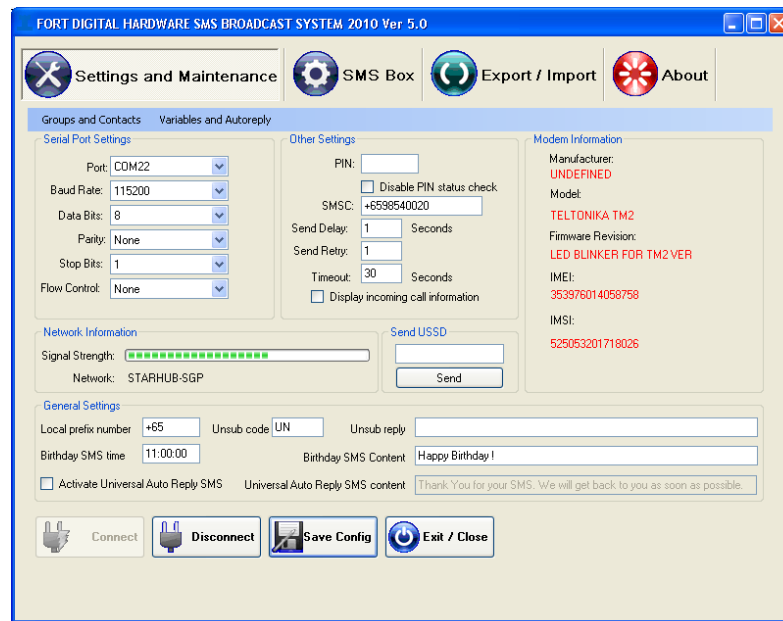
If CONNECTION SUCCESSFUL, please save your settings, by click at **SAVE CONFIG** button, so next time you wont need to set again.



If after click CONNECT button, and nothing happened for a while, you could choose the WRONG PORT. Close the Application and start over and choose OTHER PORT to try as explained on point 8 above.

- Once CONNECTION SUCCESSFUL , you will able to see the **SIGNAL STRENGTH** and other information if you successfully connected. We recommended you don't change the default values in the **SETTINGS AND MAINTENANCE**. Unless you need to key in the **SIM CARD PIN** (if you protect your SIM CARD with PIN) and **SMSC** number (check with your ISP provider if you not sure. By default it will appear itself. Change only if you can't send SMS)

- The next step is to set your country code. Default is **+65** (Singapore). Change accordingly in "**Local prefix number**". Once done, click **SAVE CONFIG** button to save the information, so next run you wont have to change the info again.



Sample screen after you successfully connected to your modem. Note that the SMSC number is different from one ISP to another, check with your ISP if you doubt it's wrong. However, in all cases, this number will be auto appears,

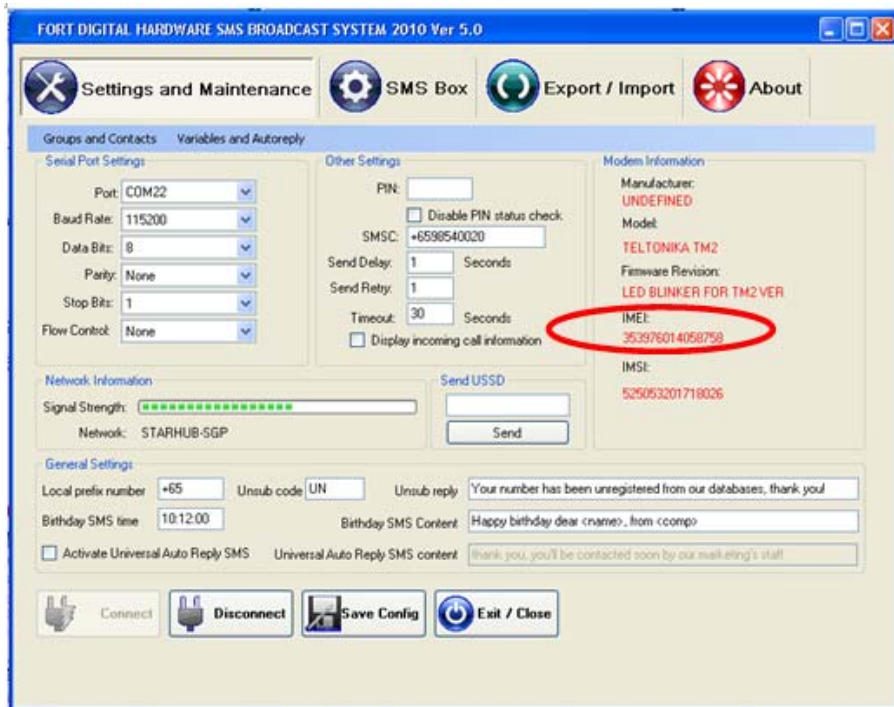
DON'T CHANGE THEM.

PRODUCT ACTIVATION

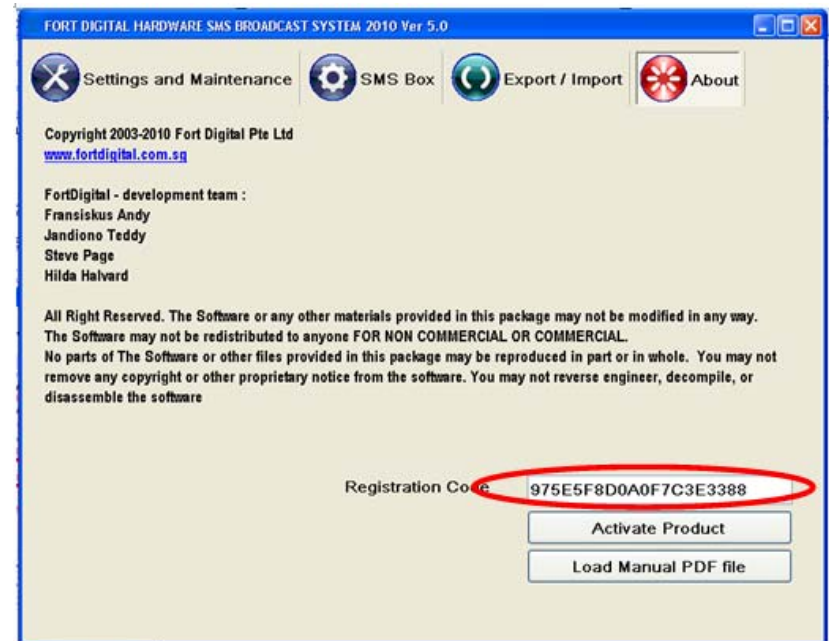
You need to **ACTIVATE** your product before use, otherwise :

- All outgoing SMS will contain credits from Fort Digital
- All incoming SMS will be masked 5 characters in front

Once you successfully connected, Email or Call us your **IMEI** number as shown below screenshot. We will then generate an ACTIVATION CODE for you. Or if you already have ACTIVATION CODE from us (usually stated on this manual at first page), you can activate straight.

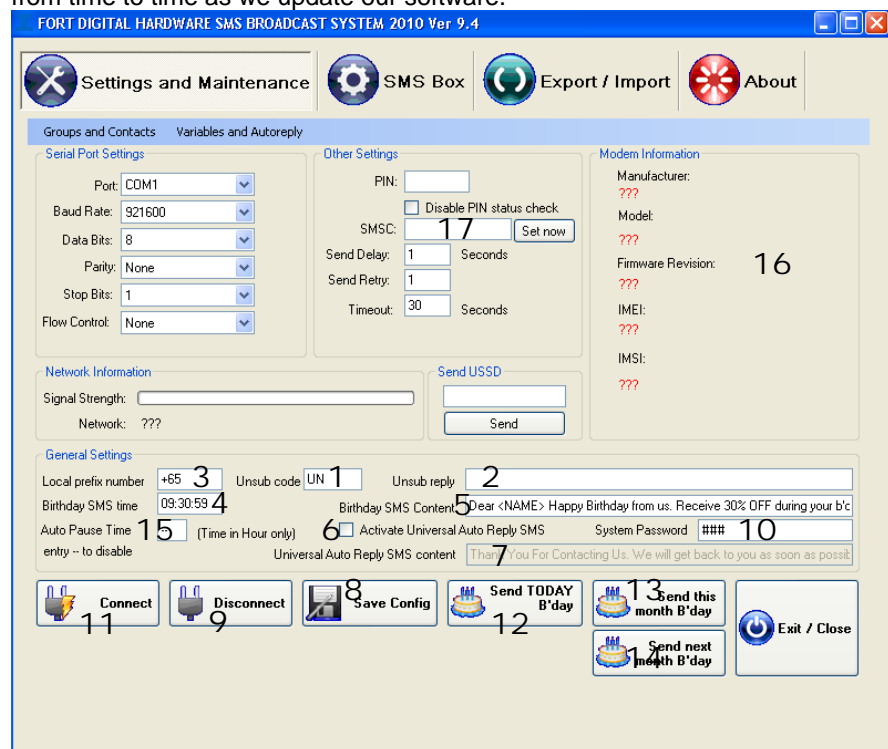


After you received ACTIVATION CODE from us, goto **ABOUT** page and activate your product by key in the **ACTIVATION CODE** given and click **ACTIVATE PRODUCT** button. Remember, you must be SUCCESSFULLY CONNECTED to the modem before you can activate.



EXTRA SETTINGS

You can set extra setting before you start to use. This settings might change from time to time as we update our software.



1. This is the command for **UNSUBSCRIBE**. By default is UN. Once your customer SMS **UN** to your system, his contact will be removed from **Contacts** (see page 43) and automatically moved to **Unsubscribe Contacts** (see page 43)

2. After somebody unsubscribe, they will be replied with this confirmation message, you can change to your own message. If this box left empty, there won't be any confirmation message send back to customer.

3. Set your **Country Code**, this value is compulsory. This Country Code is depends on which country your SIM CARD belongs to. Default is +65 (Singapore)

4. Set **Birthday Default Time**. Example, you set 11.35 in this setup, so everyday at 11.35 the system will start to check entire database for that day birthdays and send all jobs to OUTBOX to send out all greetings.

5. Set a **Default Birthday Message Template**. All birthday greetings will follow this template. You can also integrate **Contact Variable** (page 23 & 24) into the message such as "Dear <name> Happy Birthday"

6 & 7. Enable "**Universal Auto Reply**" or "**Auto Response SMS**" means whatever SMS comes in (incoming), system will automatically reply back with this single message such as "Thank You for contacting us, we will get back to you as soon as possible".

8. Save all settings value by click at this button.

9. Disconnect the modem before you EXIT the application.

10. Login Password. Default is **123**

11. CONNECT to modem, every time you start this software, you need to CONNECT to modem. Without connecting to modem, you can SEND / RECEIVE SMSes. If you can't connect to modem, check the PORT (number 18), make sure you selected the correct port. If you using Fort Digital supplied modem, TRY select the **LAST** or **SECOND LAST** available port. Remember, always PLUG IN the MODEM **before** START THIS APPLICATION. If you start this application **before** plug in the modem, it won't show the port available here.

12, 13, 14. If you click this button, system will check your entire CONTACT DATABASE, who having birthday on that day/month/next month, and it will send out the Birthday SMS using template at number 5.

15. Auto Pause Time. This value is in 24 hours format. If you want the system to AUTO PAUSE send SMS out after 9pm example, you set the value 21 and click SAVE CONFIG (number 8). So, if you still having lots of SMSes in OUTBOX, once your PC time is 9pm, it will pause all sending. To resume sending, go to OUTBOX and click RESUME button at the bottom. If you do not want to have AUTO PAUSE, set the value here – (two dash)

16. All the modems info. Only appears if you are successfully connected to modem.

17. SMSC number, auto appear number after you successfully connected to modem.

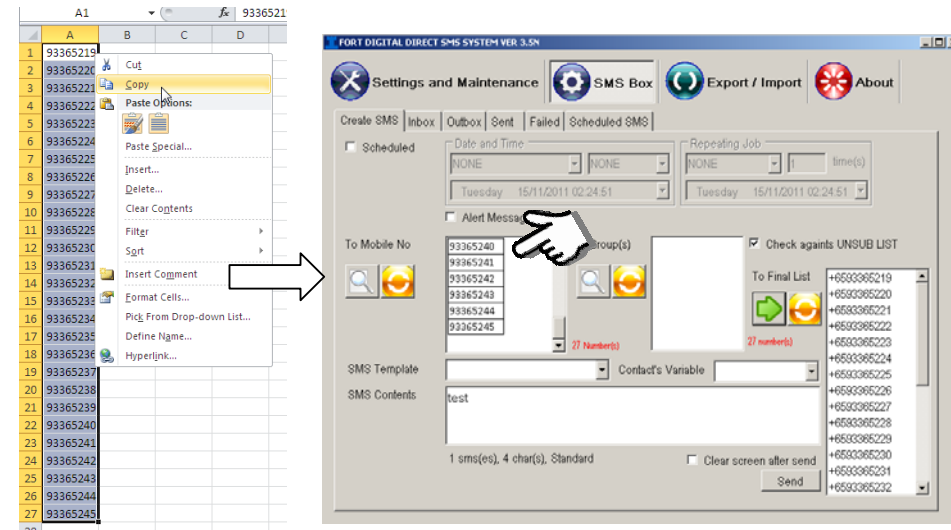
SMSC number is the fix number of your sim card to send sms to your provider. If the SMSC number is wrong, your SMS can't be sent out. This number is usually default number set inside the sim card memory, however, in certain cases, it might change. For Singapore, below are correct SMSC number according to the Telco. If you found that your SMSC number is wrong, you need to set it right. Please call your Telco for guides to change SMSC number of your sim card.

- Mobile One Singapore +6596845999
- Mobile One Singapore +6596845997
- SingTel Singapore +6596400001
- SingTel Singapore +6596500001
- SingTel Singapore +6598189999
- SingTel Singapore +6596197777
- Starhub +6598540020

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

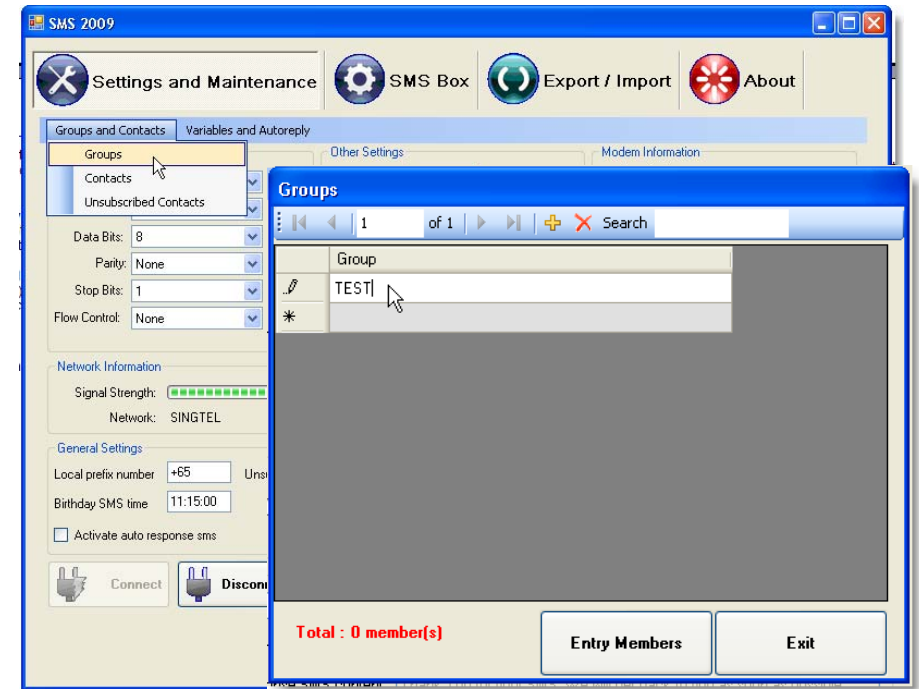
This application built in with Address Book. If you prefer not to use the Copy & Paste method (Page 20), you can pre-input all your contacts before hands. So you can call them easily when sending SMS.

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


1. Manual Key In one by one, Page 22
2. Import from Excel, Page 50
3. Auto Registration (requires incoming modem, optional) , Page 46

Address Book – Manual Key In One By One

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



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.

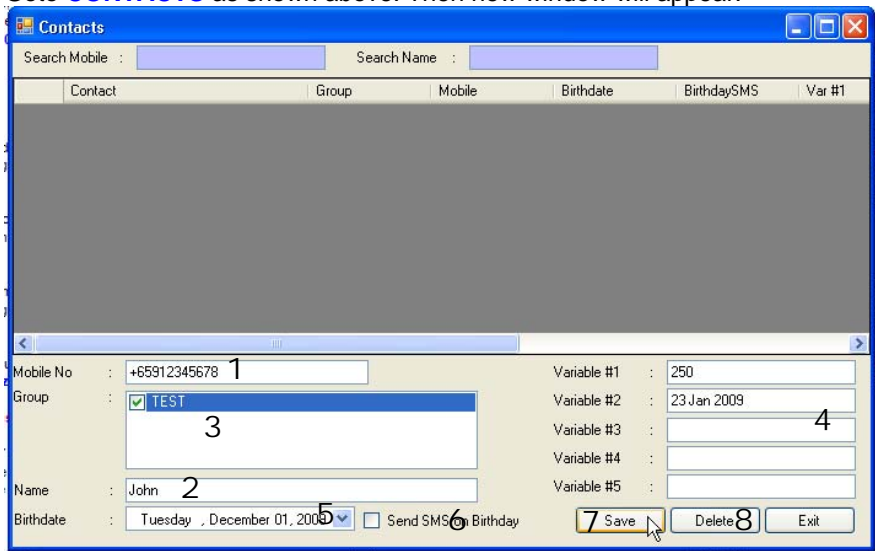
After created a **GROUP**, now you can start to input your customer contact.

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



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



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 17 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


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


The screenshot shows the 'SMS 2009' application window with the 'Create SMS' tab selected. The interface includes several sections: 'Date and Time' with dropdowns for 'Now/today', 'Immediate', and a date/time field; 'Repeating Job' with 'NONE' and '1' time(s); 'Sending Options' with 'Concatenate', 'Default Alphabet', and 'Alert Message' checkboxes; 'To Mobile No' with a text box containing '1' and a 'Send' button; 'To Group(s)' with a text box containing '3' and a 'Send' button; 'To Final List' with a 'Send' button; 'SMS Template' with a dropdown showing '6' and 'Contact's Variable' with a dropdown showing '5'; and 'SMS Contents' with a text box containing '4'. A 'Send' button is at the bottom right with a 'Clear screen after send' checkbox.


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

For international number, must start with + sign, follow with **country code** and **phone number**. Example, in SETUP (page 17) 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**.

Once done click  button, and it will add the whole list into **FINAL LIST**.

Or click  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.

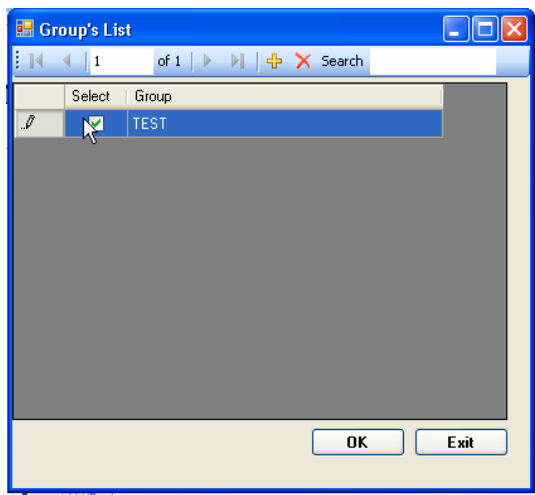
The screenshot shows the 'Contact's List' dialog box with a table containing one contact. The table has columns for 'Select', 'Group', 'Mobile No', and 'Contact's Name'. The contact 'TEST' has mobile number '+65912345678' and name 'John'. The 'Select' checkbox is checked. There are 'OK' and 'Exit' buttons at the bottom.

Select	Group	Mobile No	Contact's Name
<input checked="" type="checkbox"/>	TEST	+65912345678	John

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



button.



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 3 x 160 = 480 characters.....so don't send something exceed 480 characters to avoid problem receiving. The message count will appear under the box.

5. You can integrate CONTACT VARIABLE (page 23) 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 41), 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)

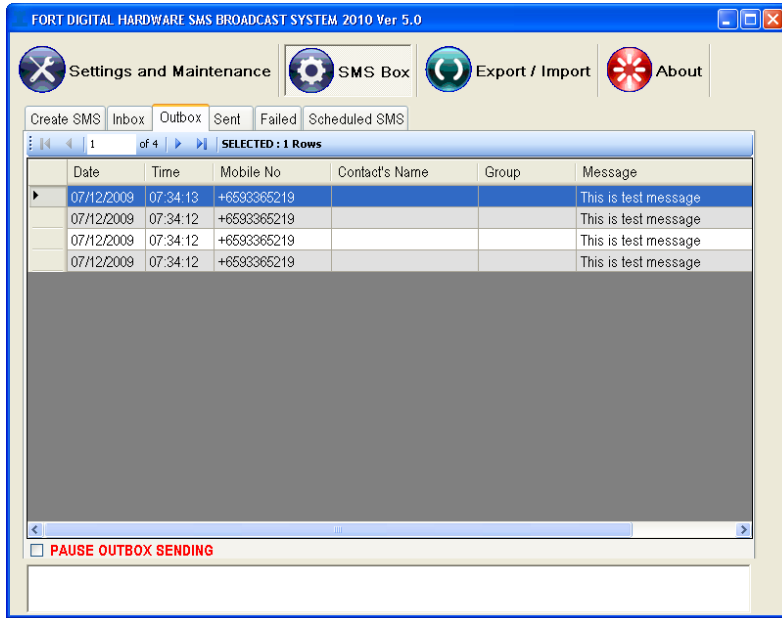
It's very new technology from us. You can opt to send the SMS in FLASH. Means when the SMS reach recipient's mobile phone, it will open the message straight away and display on the screen without have to go to inbox and open. It force the recipient to read whether they like it or not. And other SMS wont 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 handpone 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.

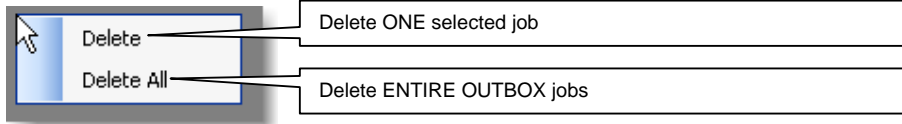
9. **THIS IS VERY IMPORTANT.** If the Messages in UNICODE (Chinese, Japanese, etc), you must select "Unicode Alphabet" otherwise the message will failed to be sent out. If all of are in a,b,c,d, etc or LATIN alphabet, select "Default Alphabet". DEFAULT ALPHABET One SMS is 160 Characters. UNICODE ALPHABET One SMS is 70 Characters.

10. If you ready to send SMS, click this button. Your message now will goes to OUTBOX

OUTBOX

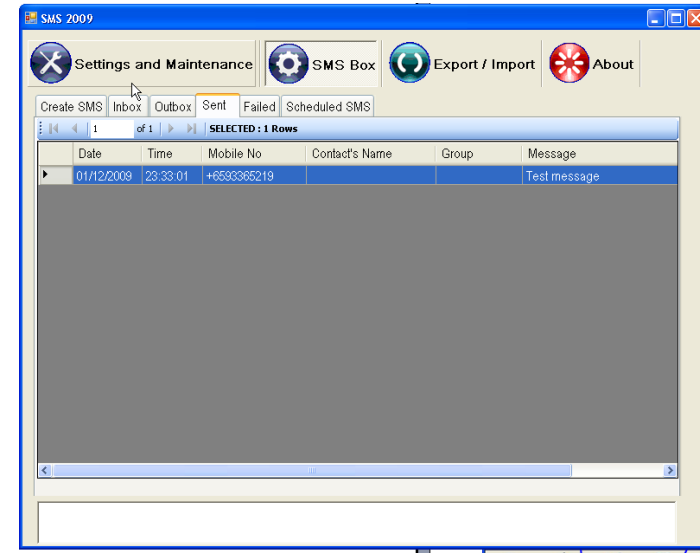


All outgoing SMS will be shown here. One by one the SMS will be send out and jump to either SENT BOX or FAILED BOX. You can RIGHT-CLICK any of the message and select :

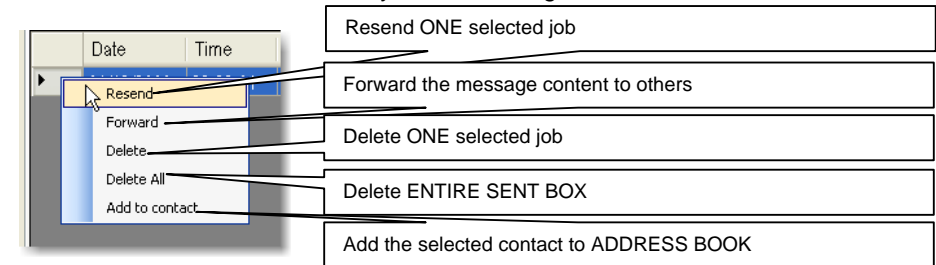


If you want to PAUSE SENDING, you can press the **“PAUSE OUTBOX SENDING”** button. However the sending process wont stop immediately, it will still sending for couple of SMS before it stop entirely.

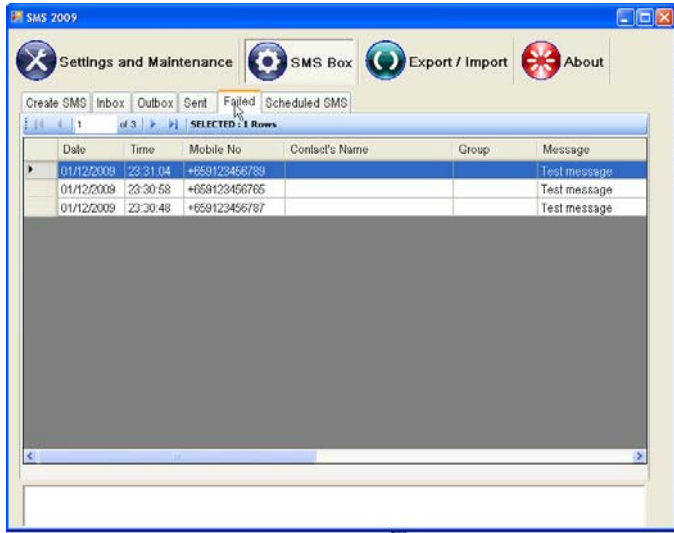
SENT BOX



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 :

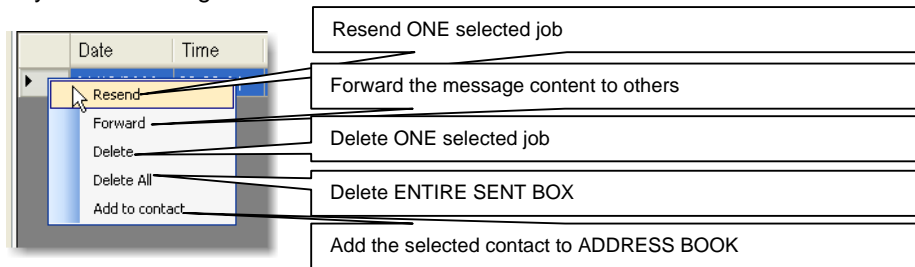


FAILED BOX



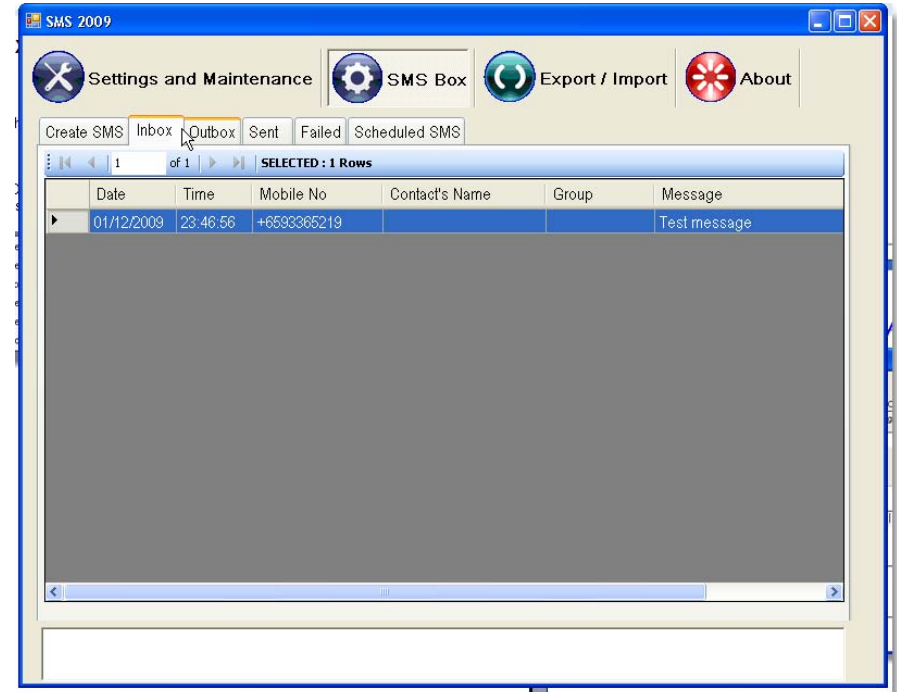
Once the SMS NOT successfully sent out due to many reasons such as : Invalid numbers, SIM CARD not enough credits, any other technical reasons....

From SENT BOX it will copy that job to FAILED BOX. You can RIGHT-CLICK any of the message and select :



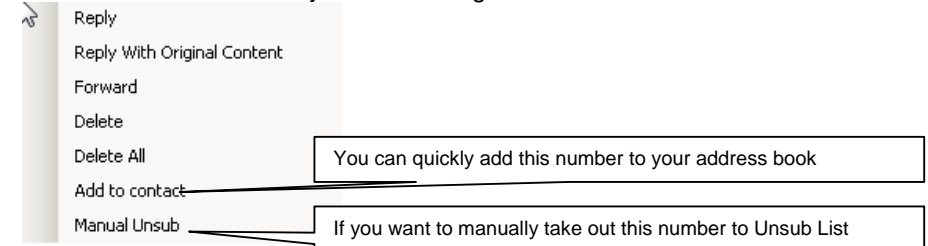
IMPORTANT : All FAILED jobs will be retried 1x time before appears in FAILED BOX.

INBOX

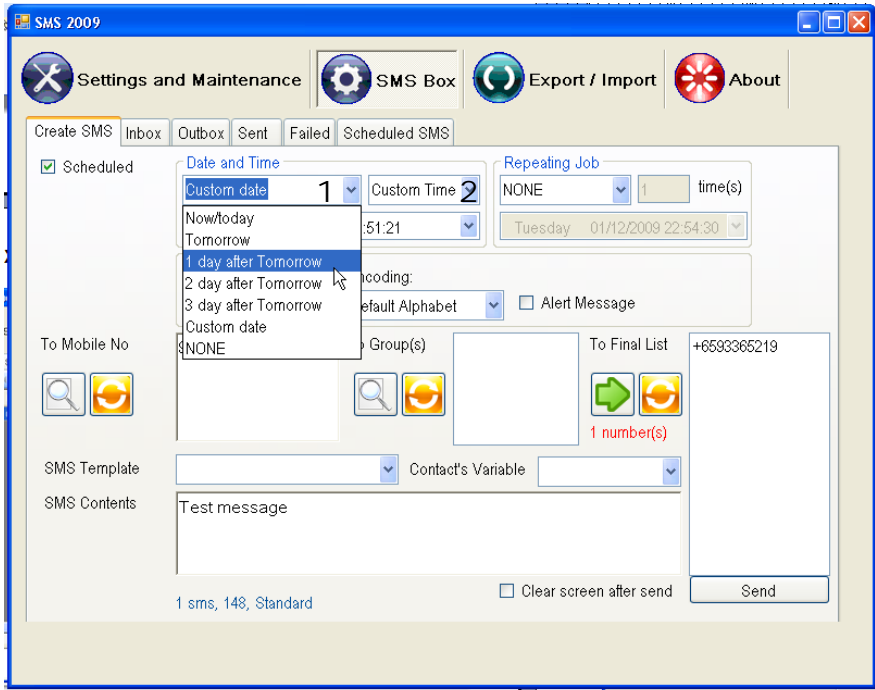


All INCOMING SMS will appears in INBOX.

You can RIGHT-CLICK any of the message and select :

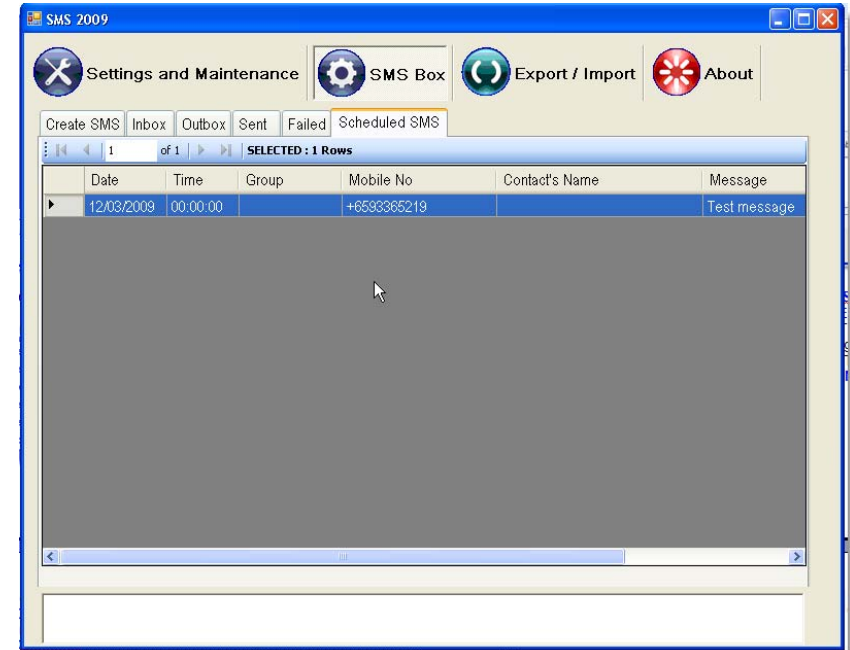


CREATE SCHEDULE SMS

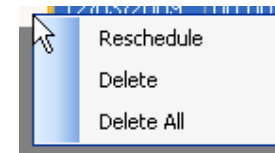


1 & 2. Set a **REMINDER / SCHEDULED SMS**? Pre-create SMS job today, and let the system send out the SMS at the **DATE & TIME** specified by you. By default, the selection for DATE is **NOW** and TIME is **IMMEDIATE**, means once you hit at **SEND SMS** button, it will be sent right away. But, you can 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.

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



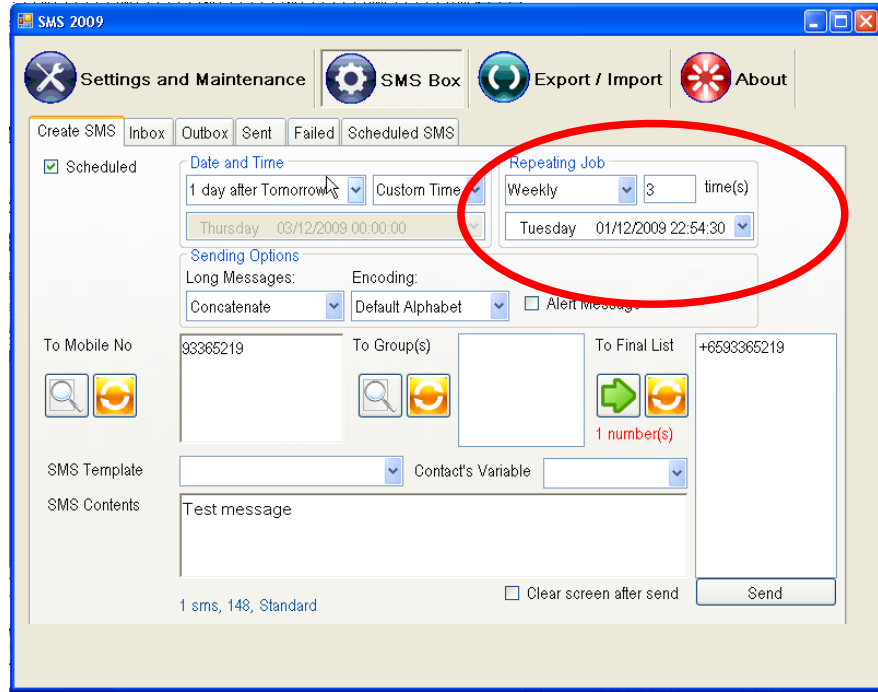
You can modify the schedule date and time even after the job created by RIGHT-CLICK the selection.



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**



Example 1:

Repeat every for days/weeks/months/years at 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 for days/weeks/months/years at time, start **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 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 for days/weeks/months/years at time, start **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)

AUTO REPLY 1 : CONTACT'S VARIABLE (F1 – F5)

Not only you can send out PERSONALIZED SMS such as

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”

...customer also able to SMS IN to GET this variables.

Example, when customer SMS “#F1” to your system, the system will check his/her mobile number in database, if match, it will reply back “250”

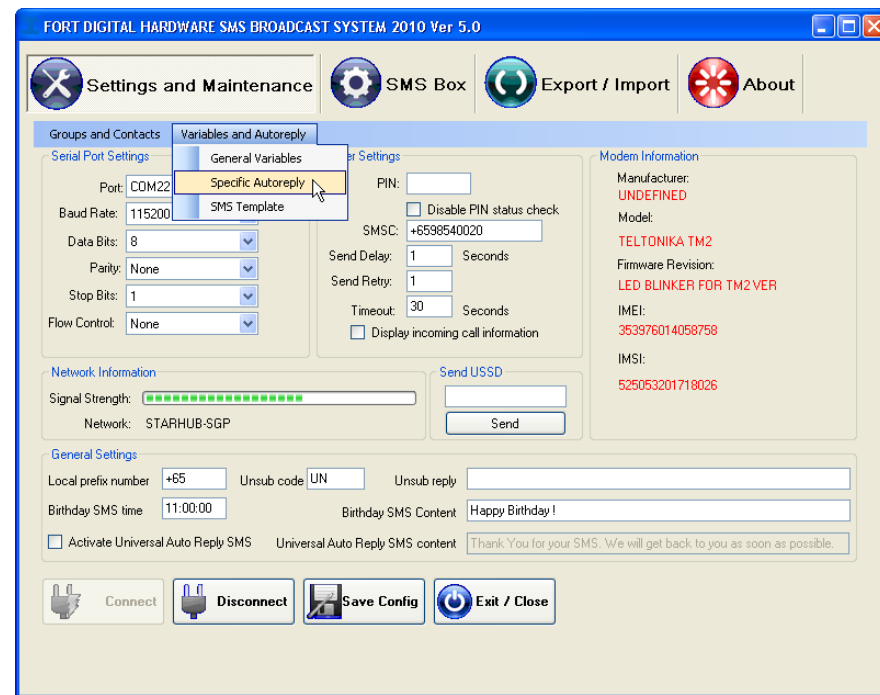
When customer SMS “#F2”, it will reply back “23 Jan 2009” and so on....

If somebody try to SMS #F1 – #F5 into the system, and his/her contact's is not exist in your database, or his/her F1 – F5 value is empty, the will not reply anything.

#F1 – #F5 command is not case sensitive but must not contain spacing.

With this features, instead of keep answering calls to tell your customer their variables (for example their expiry date), you can just ask them to SMS #F1-#F5 into the system and everybody will get auto reply with their own variables.

AUTO REPLY 2 : SPECIFIC AUTO REPLY



Do you want to use this system as answering machine to specific value you set? For example : you preset certain value into the system such as :

Receive : #rate

Response : our rate is now 2.5

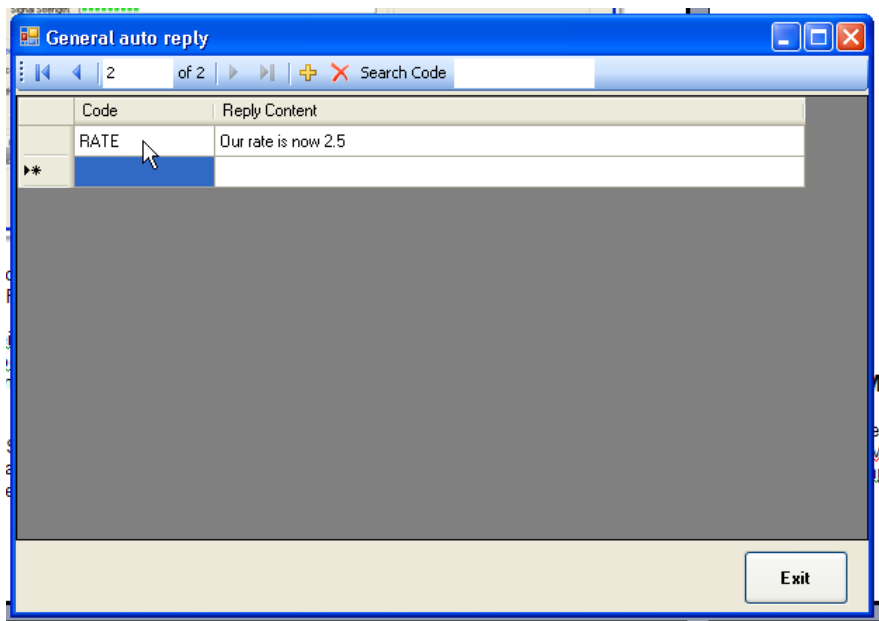
When anybody SMS “#rate” to your system, the system will reply back “our rate is now 2.5”.

This Specific Reply function doesn't require the person's contact exist in your Contact Database. Unlike the Contact's Variable #F1 – #F5 explained in page 23, where it required the contacts to be exist in the database in order to reply

back the F1 – F5 value back to customer. This Specific Reply simply reply back to whoever SMS in the exact code.

You can basically add unlimited responses into the system according to your needs.

To create SPECIFIC AUTO REPLY, goto SETTINGS AND MAINTENANCE page and select “General Autoreply” as shown, a window will appear for you to add the auto reply code and answer :

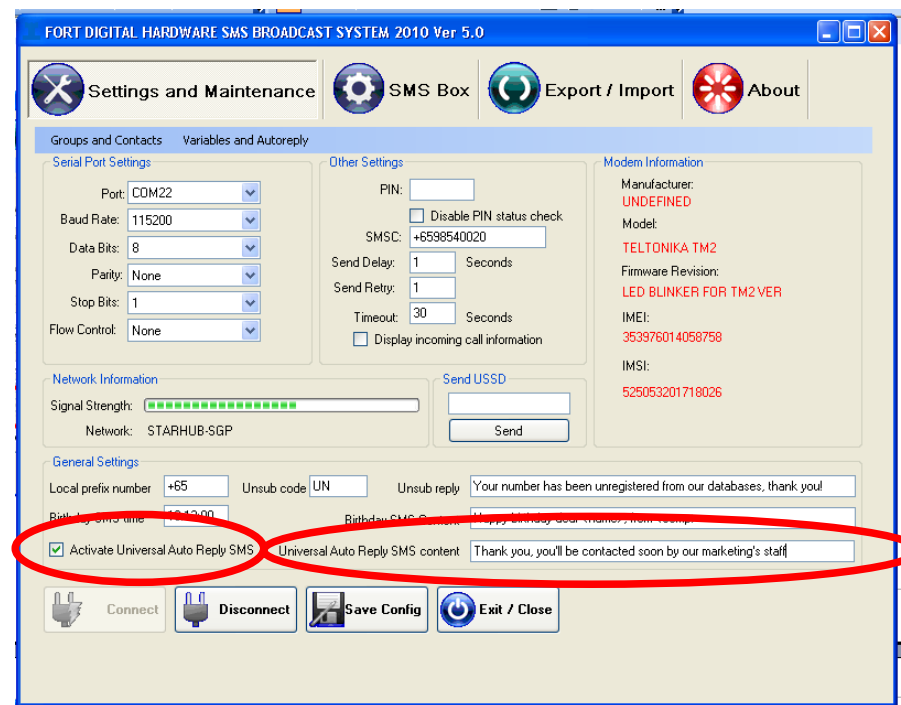


AUTO REPLY 3 : UNIVERSAL AUTO REPLY

This feature explained earlier on page 18.

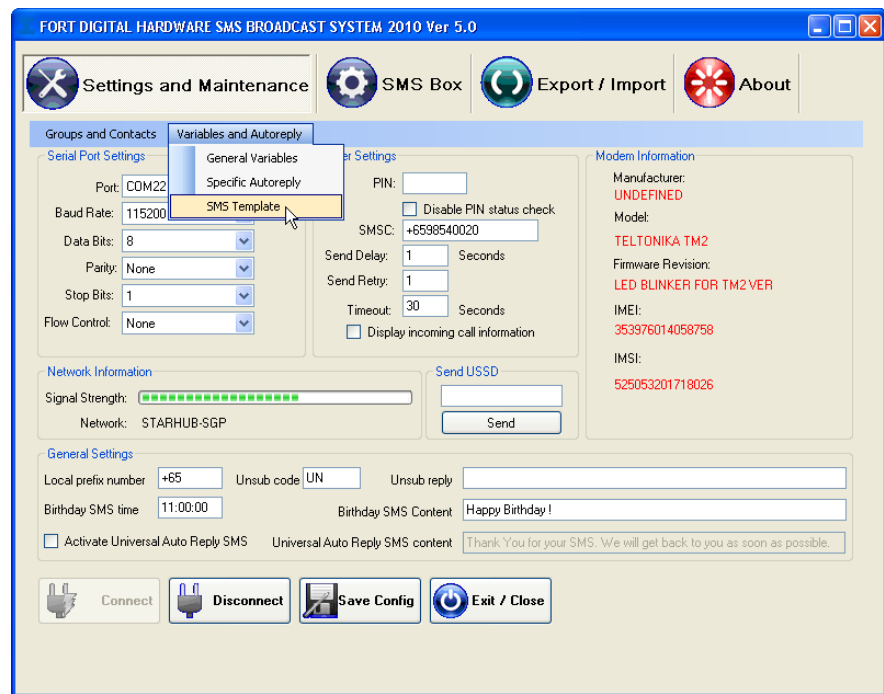
To Enable “Universal Auto Reply” or “Auto Response SMS” means whatever SMS comes in (incoming), system will automatically reply back with this single message such as “*Thank You for contacting us, we will get back to you as soon as possible*”.

Goto **SETTING AND MAINTENANCE** page, and ON the feature and key in your message on the right box.

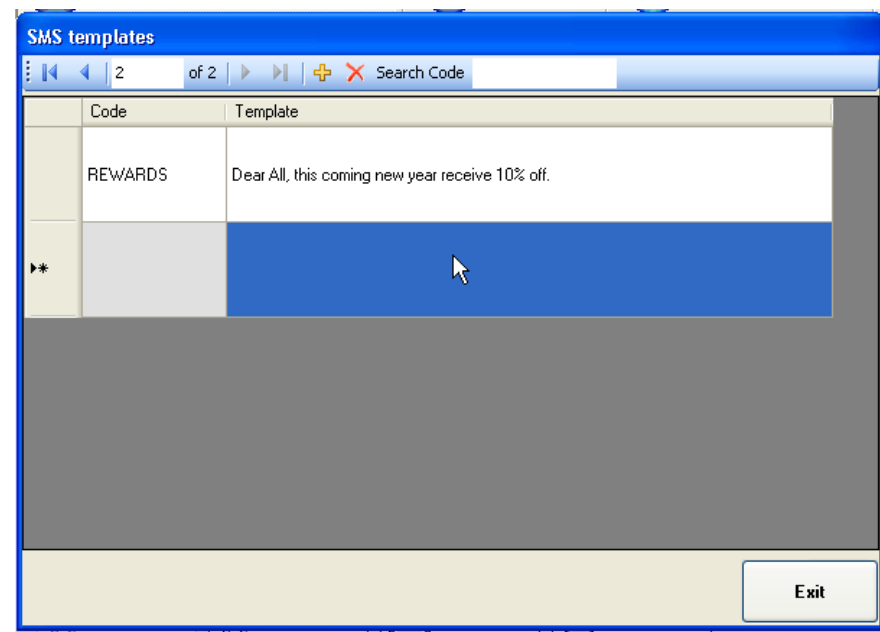


SMS TEMPLATE

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.



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.



You can also integrate CONTACT VARIABLE (page 23), into the template....

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"**

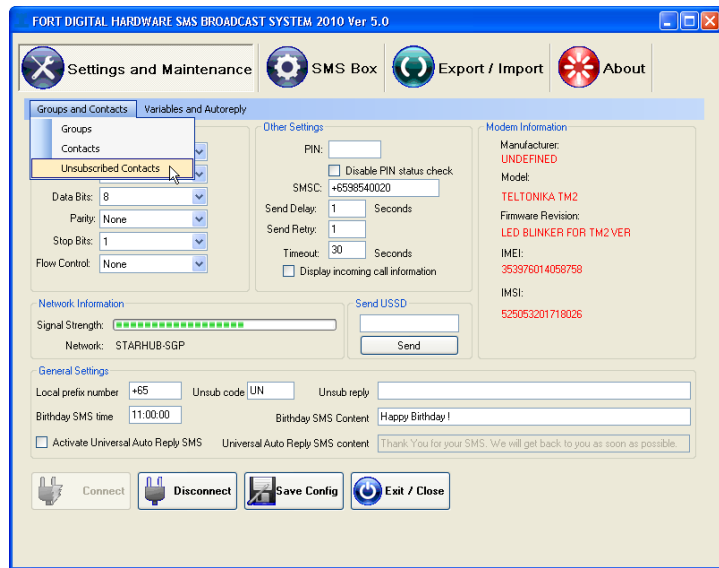
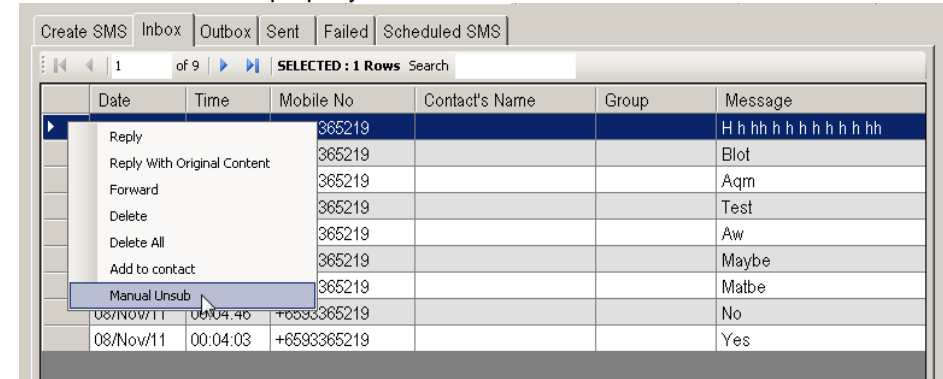
AUTO UNSUBSCRIBE, MANUAL UNSUBSCRIBE & UNSUBSCRIBE ADDRESS BOOK

Remember in SETUP page 17 you can set **certain command such as “UN”** to let customer SMS into your system and their contact will be removed from **Active Address Book** ?

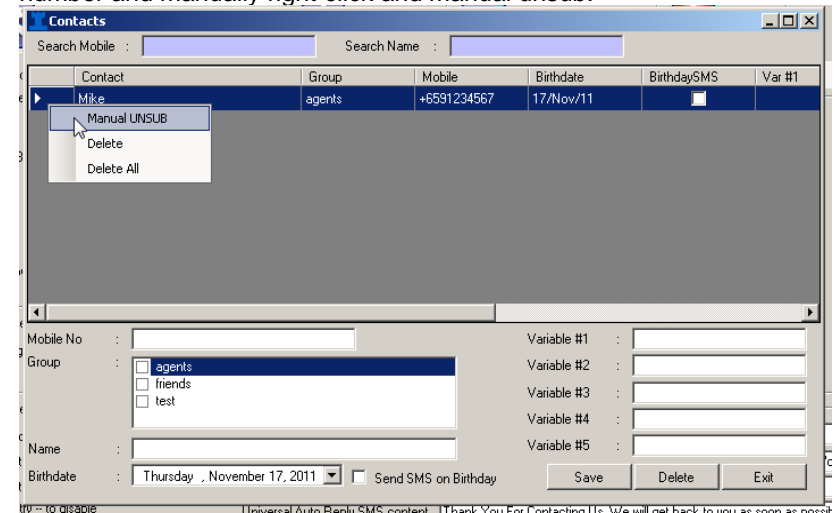
If the person’s mobile number is inside the **CONTACTS**, and he/she sms in into your system **UN** code, the system will automatically remove her/his contacts from **CONTACTS** and move he/her into the **UNSUBSCRIBE ADDRESS BOOK** as shown below.

However, from version 9.5 and above, if the person’s mobile number **NOT** inside the **CONTACTS** at all (you never add them) , and he/she sms in into your system **UN** code, the system will **STILL** automatically **ADD** her/his contacts into the **UNSUBSCRIBE ADDRESS BOOK**.

Or you can **MANUALLY** unsubscribe somebody straight from INBOX. This is good for those who sms in asking to be removed from your contacts but he/she didn’t sms in **UN** code properly.



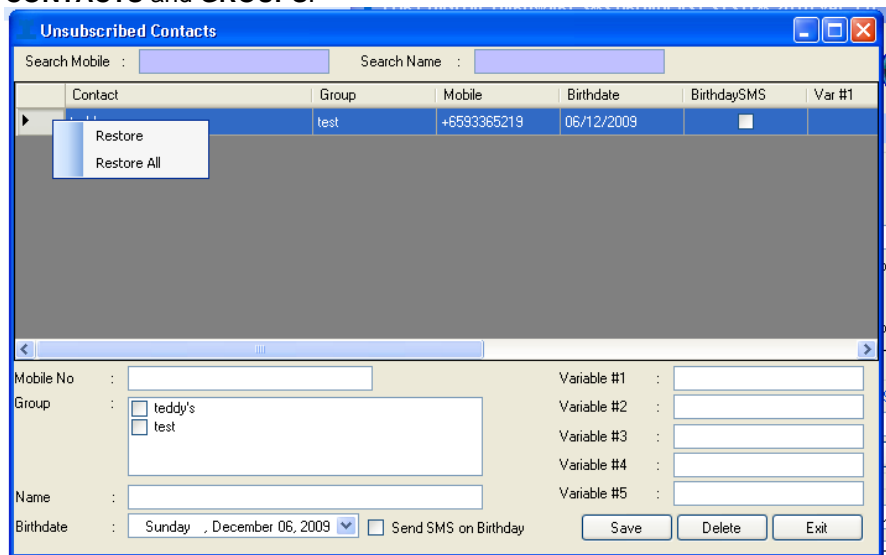
Or you can **MANUALLY** unsubscribe somebody straight from **CONTACTS**. This is good for those who sms in asking to be removed from your contacts by calling you, and you goto your **CONTACTS** address book, search his/her number and manually right-click and manual unsub.



All those contacts inside the **UNSUBSCRIBE LIST**, you can restore them back to **CONTACTS** address book if you want to.

Simply select any contact inside the table and **RIGHT CLICK**, and select **RESTORE** or **RESTORE ALL**.

It will then bring back the contact to previous position as before in the **CONTACTS** and **GROUPS**.



AUTO REGISTRATION / SUBSCRIBE

Do you want to hold a Lucky Draw Campaign?

Or Free Trial Campaign?

Or Survey Campaign?

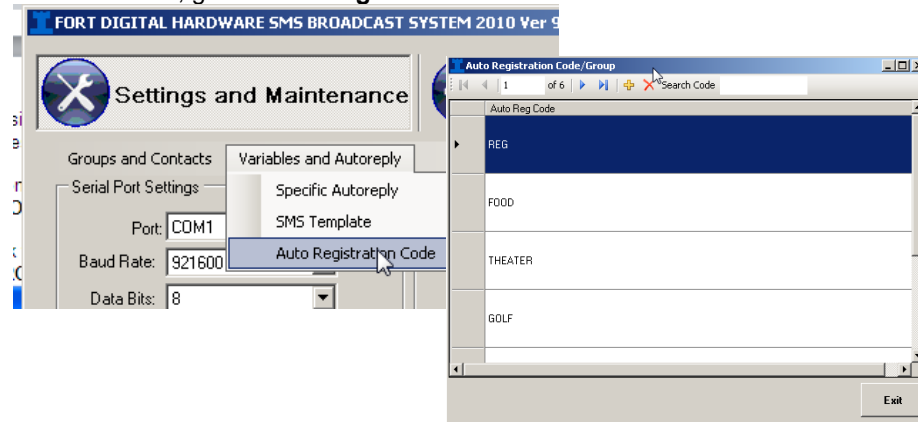
Or simply you want your customer to SMS for Reservation for your Events?

Or let your students auto register themselves which class they want to attend.....

And you want to collect not only they NAME, also their EMAIL, ID, GENDER, etc.....all automatically submitted themselves via SMS.....

Fort Digital's Auto Registration via SMS is an Industrial Standard adopted by countless campaigns. You can create as many "concurrent" campaign at same time.

In the software, goto "**Auto Registration Code**"



Here you can create as many code as possible, this code represent the **GROUP**.

Example, you have an event called "**Casia Condo Launch**", so you create new code called "**CASIA**"

Now, what you need to do is to inform your customers how to auto register. You can tell them in your Website, or Facebook, or Blogs, or Newspaper. The format will be :

SMS your entry/reservation : **Casia, <Name>**

Example : **Casia, Michael Tay**

To : **91234567 (your incoming sim card number)**

That's all, once the SMS reach the system's inbox, the system will automatically create a new contact named "**Michael Tay**" with his "**mobile number**", and put him into group of "**Casia**"

However, if you want to collect more data from your customer beside the **NAME** field, you can collect 5 more variables. So the format will be :

SMS your entry/reservation : **Casia,<NAME> , <EMAIL>, <IC>**

Example : **Casia, Michael Tay, tay@gmail.com, s12354678k**

To : **91234567 (your incoming sim card number)**

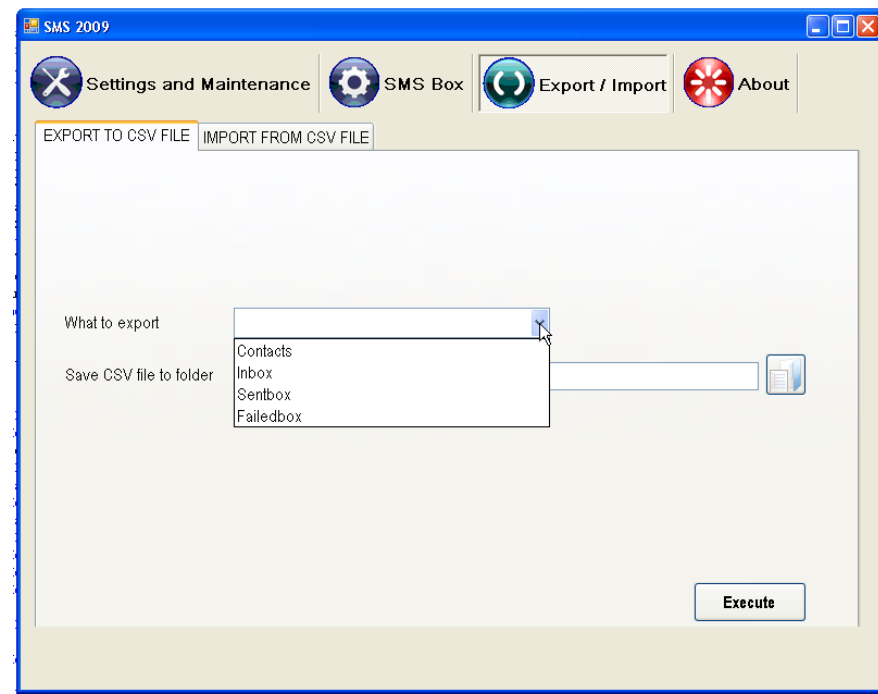
That's all, once the SMS reach the system's inbox, the system will automatically create a new contact named "**Michael Tay**" with his "**mobile number**", the email "**tay@gmail.com**" to Variable #1 field, and "**s12354678k**" to Variable #2 field, and put him into group of "**Casia**"

So you can have Auto Register : **NAME + 5 VARIABLES**

Example :

Casia, <Name>,<Variable #1> ,<Variable #2> ,<Variable #3> , <Variable #4>,<Variable #5>

EXPORT

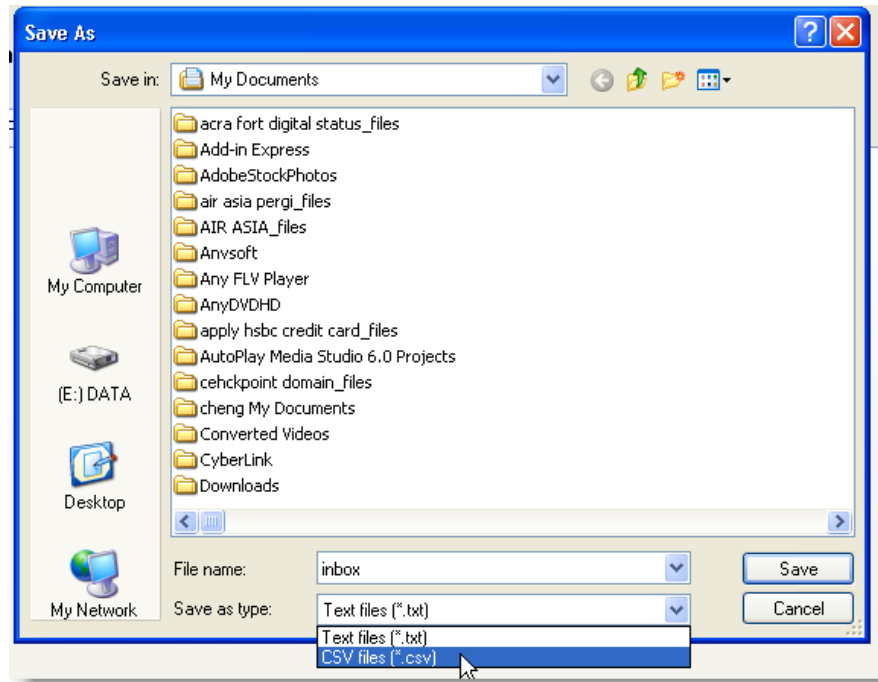


You can **EXPORT** all messages in INBOX, SENT, FAILEDBOX UNSUBSCRIBE, CONTACTS into CSV file.

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



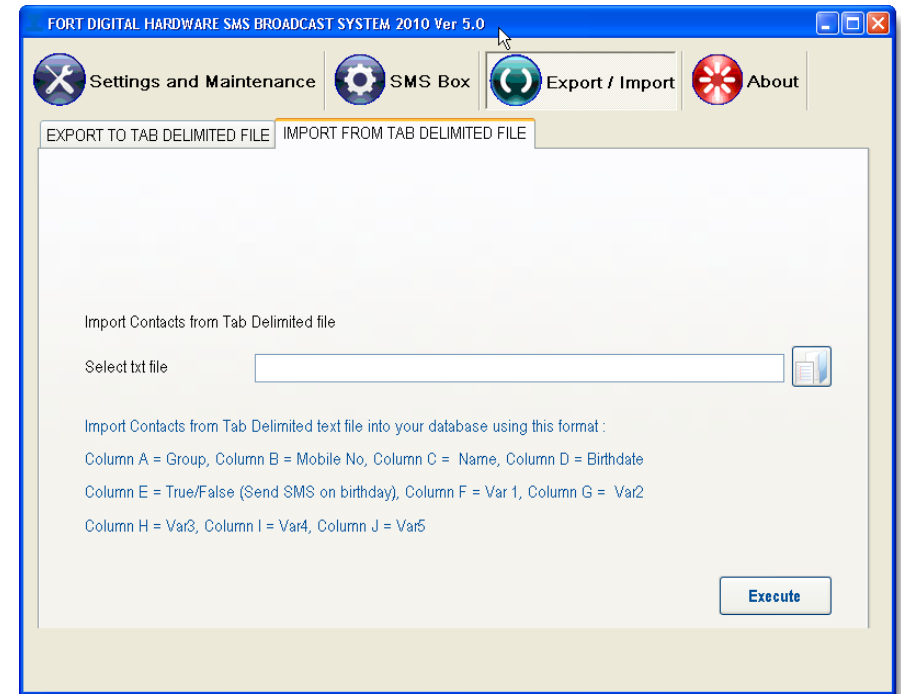
Then you will be asked to put a name for this file and **DON'T FORGET** to save as **CSV** by select the file types :



IMPORT

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 FROM TAB DELIMITED FILE** page to import the list in **TAB DELIMITED** format.



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

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

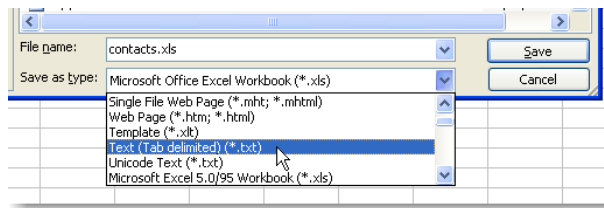
Below are the FIXED Formats you have to follow in order to IMPORT your data into the system. Must be saved in **TAB DELIMITED** format, not Excel.

	A	B	C	D	E	F	G	H	I	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

Note that the only COLUMN A (GROUP), COLUMN B (MOBILE NUMBER), COLUMN C (NAME) is **COMPULSORY**. The rest of the fields are not compulsory. If you don't have the name, you can simply put anything such as "David" for all.

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 creating the IMPORT FILE using Excel, you must SAVE the file as **Text (Tab Delimited) (*.txt)** file format, and close the file before you import.



Column A : Group Name

System will create new group automatically if doesn't exist.

Column B : Mobile Number, no need country code unless Internatioanl 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

**NEW : AUTO SUBSCRIBE (AUTO REGISTRATION) FEATURE
Only Available In Version 6.8 and Above**

Remember there are 2 way for you to ADD CONTACTS, by KEYING MANUALLY one by one, or IMPORT.

Now there are 3rd way, you can ask your customer to SMS to add themselves into your ADDRESS BOOK CONTACTS. Simply ask them to SMS this code :

REG <NAME>

Example :
REG Michael Lim

Once the SMS reach the INBOX, the system will smart enough to create a NEW CONTACT with the name of Michael Lim with his Mobile Number, all is AUTO. And this new auto-subscribe contact will be put under **REG** group. Means all those under **REG** group are those voluntarily auto-register themselves with you by SMS in this auto register command.

HOW TO INJECT OR INTEGRATE YOUR OWN DATABASE DIRECTLY (FOR DEVELOPER)

You can integrate your database into this system directly, provided you have sufficient integration and programming knowledge.

Fort Digital Pte Ltd does not provide any integration or direct injection support and you do it at your own risk.

This system database utilize Microsoft Access as main database.

All database can be found at [C:\fdsms\Data\](#) folder.

The most common integration database are :

[dbSMSbox.mdb](#)

Is the database where all OUTBOX and SCHEDULED BOX located

[dbContacts.mdb](#)

Is the database where all CONTACTS and GROUPS located

To open the database, you need the password, contact FORT DIGITAL

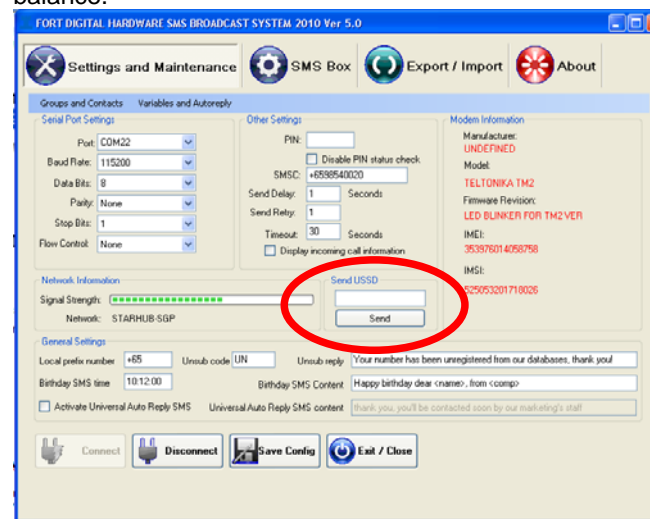
CHECK SIM CARD BALANCE AND USSD

If you are using **PREPAID SIM CARD**, you can check your card balance without taking out the sim card from your hardware (modem) and put into your hand set.

You can simply goto **SETTINGS AND MAINTENANCE** page, and you will see **SEND USSD** feature. Depends on your SIM CARD's Telco command, it can be anything to check balance or to perform other task such as CallForwarding and such.

For **STARHUB PREPAID SIM CARD (Singapore)** users, key in ***113#** and click **SEND**

Then check your **INBOX**, you will receive SMS with information on your card balance.



PLEASE NOTE : THIS USSD WORKS ONLY ON CERTAIN TELCOS. IT MIGHT NOT WORKS FOR ALL.

REPORT BUGS & FEEDBACK

Thank You For Using Our AUTO MASS SMS BROADCAST SYSTEM

There is no perfect applications, even the very best software contain bugs and need to be updated and upgraded frequently.

And the best bug finder is customer's feedback.

Therefore, we really are, looking your contribution towards better software development.

Please email to us report whatever bugs you encounter during the applications.

Bugs here means:

Some error that leads the application to Terminate or shows Runtime Error or Close Down itself without any warning

Function that doesn't work, for example: you cannot click at Reply button that suppose to be click-able, or the scheduling system doesn't send on time...etc

Not:

You want to have a feature that is not yet available in the software, etc...

Explain the error you encounter here. **Step by Step**, on what you do and how you reach this error. Our team will try to go through the same steps you went through, and see whether we have same problem.

Most cases, if it's really our applications problems, once we follow your scenario step by step exactly, we also will encounter same problem.

Otherwise, it could be your computer problems such as Spyware and Viruses that cause this problem to occurs. In which case, we can't really help on this matter.

Just email to us and our engineer works almost 7 days a week to solve your errors.

Try to capture your screen when the ERROR occurred, to do that, simply press and hold CTRL + PRINT SCREEN button, then open your Microsoft Words and PASTE the captured screen into it, save it and send to us the DOC file.

Once we found the bug and fix it, we will send you the update or patch via email.

ALL SMS WENT TO FAILED BOX. WHAT'S WRONG?

There are many reasons your SMS can't be sent out or went to failed box. 80% of the cause is the SIM CARD itself.

1. Have you check your sim card VALUE? Does it have enough balance to send sms? Or has it expired? The easiest way to test your sim card is to put into ordinary mobile phone set and try to make call and sms. If it works perfectly, skip to next step.
2. Now put back your sim card into the modem and connect as usual. After get connected, can you check your sim card's SMSC NUMBER at SETTING & MAINTENANCE page?

SMSC number is the fix number of your sim card to send sms to your provider. If the SMSC number is wrong, your SMS can't be sent out. This number is usually default number set inside the sim card memory, however, in certain cases, it might change. For Singapore, below are correct SMSC number according to the Telco. If you found that your SMSC number is wrong, you need to set it right. Please call your Telco for guides to change SMSC number of your sim card.

Mobile One Singapore +6596845999
Mobile One Singapore +6596845997
SingTel Singapore +6596400001
SingTel Singapore +6596500001
SingTel Singapore +6598189999
SingTel Singapore +6596197777
Starhub +6598540020

CHECKLIST YOU MUST KNOW

NOTES

- To change or insert or take out SIM Card, make sure you unplug the modem from computer USB port first to avoid hardware damage
- Computer Power Must be always ON. Goto START → CONTROL PANEL → POWER OPTIONS. Then set :
Turn OFF Hard Disk : **NEVER**.
System Standby : **NEVER**.
- Try to avoid Screen Saver
- Try not to plug the modem into different USB port from time to time. By shifting to another holes/port will change the port number
- Remember to BACK UP ! If possible daily basis, entire C:\fdsm\ folder. And empty INBOX and SENT ITEM frequently to avoid data corruptions.
- Empty your SENT and INBOX once it reach 3000 – 5000 to avoid data corrupt !
- Try to send within 160 characters (for normal Latin) and 70 character (for Unicode). More than that will incur DOUBLE COST as well as DOUBLE SENDING TIME or even more !