FORT DIGITAL
SMS BROADCAST SYSTEM
Marketing-Reminder-Schedule-Birthday
www.FortDigital.com.sg

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.

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 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 Book	Computer need to ON while sending
Lot of features such as personalization, schedule, flash sms, birthday, etc	

Web Based – Goto Page 30

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

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 www.FortDigital.com.sg 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 http://www.microsoft.com/download/en/details.aspx?id=21 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 :
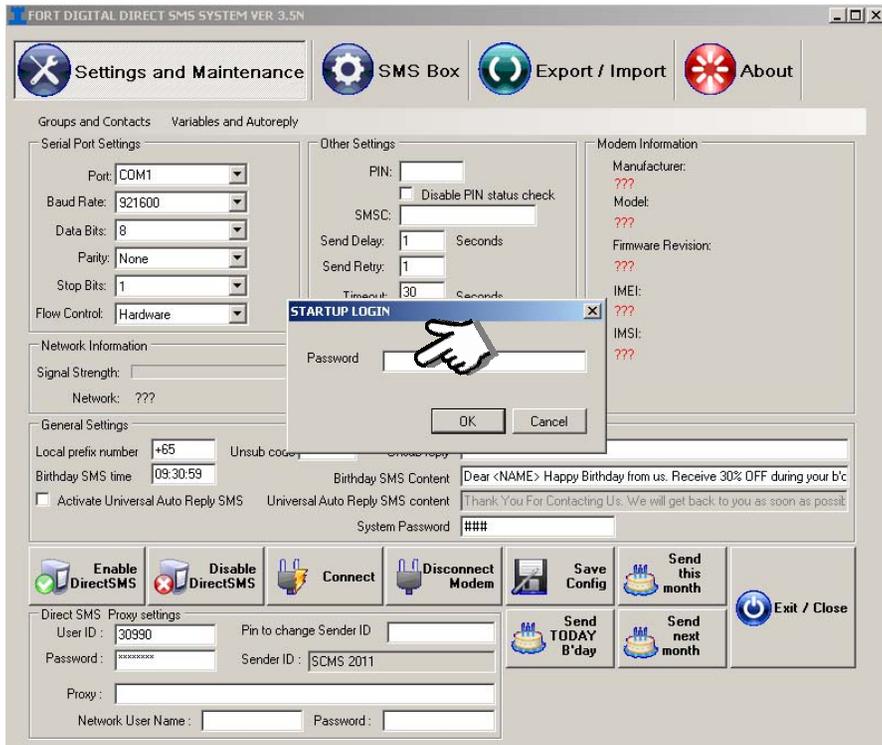
If you can see this screen, means everything is fine and you are ready to go. The default password is **123**

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.

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 : http://domain.net or http://123.23.12.1
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:
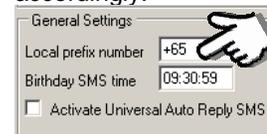
Now, you need to test whether all settings you keyed in is correct, you need to test send sms.

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

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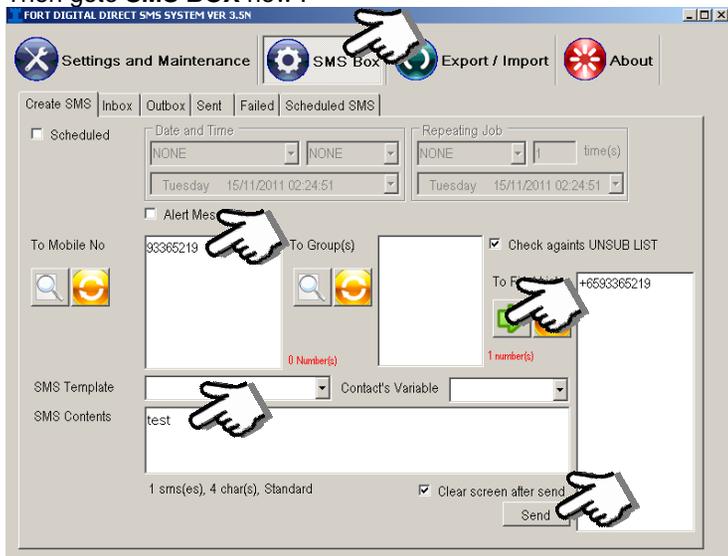
Key in your mobile number into the **"To Mobile No"** box…...example here is 93365219. Then click the **Green Arrow Button** to add to Final List. Key in your text in the **SMS Content box**, then click **SEND button**

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.

To check whether the SMS sent out successfully or failed, goto SENT BOX :
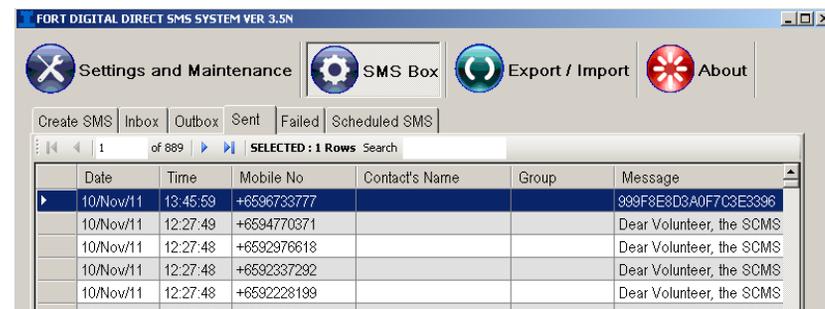
If you see your message inside this SENT BOX means your sms is successfully sent.
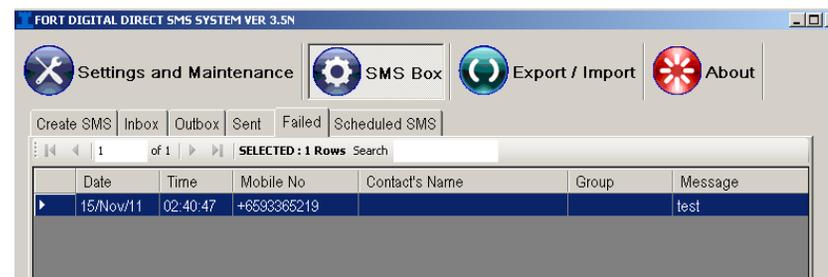
If you see your message inside this FAILED BOX means your sms is NOT successfully sent. Check your account settings Page 6.

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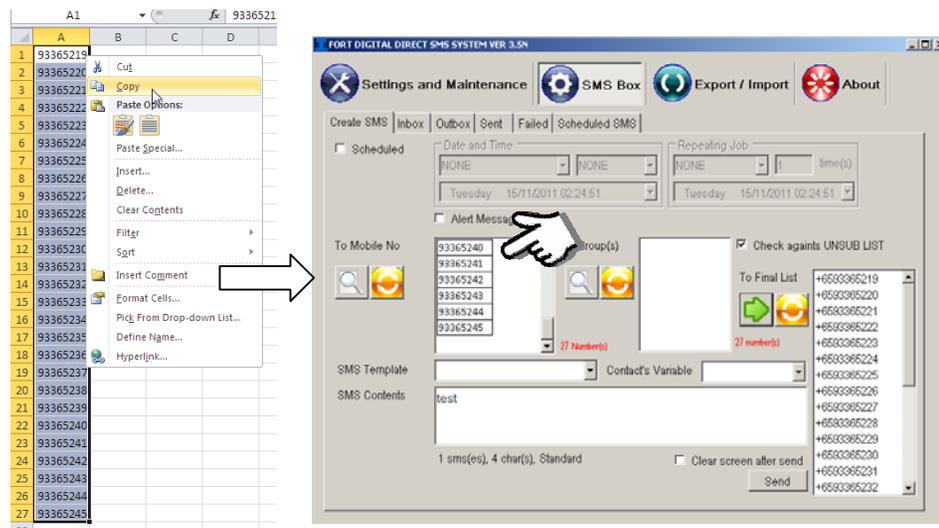
It's recommended to copy and paste not exceed 3000 numbers everytime, although no limit set for this software. When you click **ADD TO FINAL LIST** as well as **SEND** button, it might takes a while for the software to write the data into database, so be patience. You might experience freeze/hang while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

Address Book – Manual Key In One By One

First you need to create **NEW GROUP**, go back to **SETTING & MAINTENANCE** page and select **Groups**
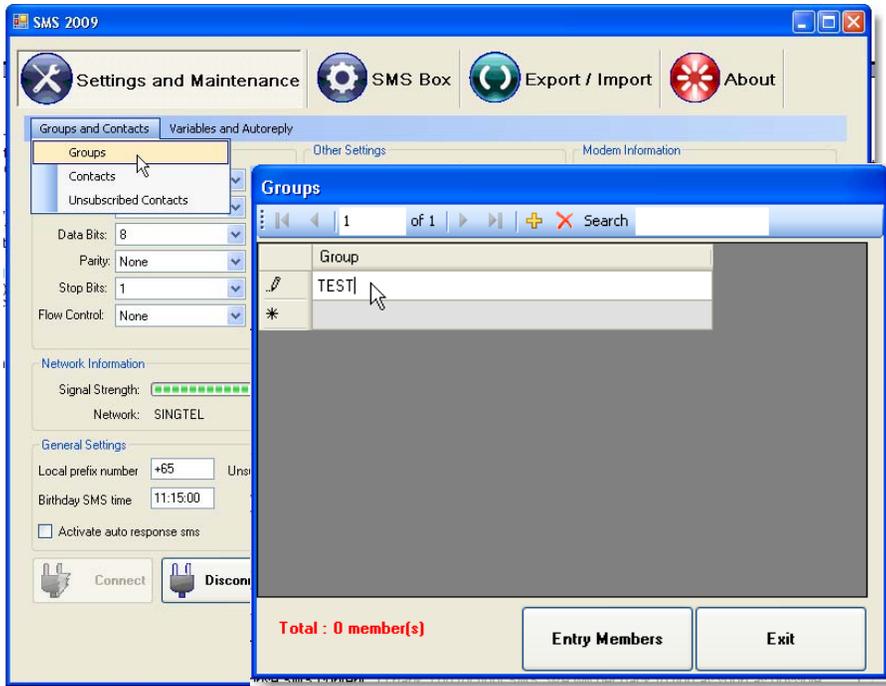
Goto **GROUPS** as shown above. Then new window will appear. To create new GROUP simply click at the empty column and key in the **GROUP NAME** and press **ENTER**.

To delete the GROUP, select the GROUP and click the [X] 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.
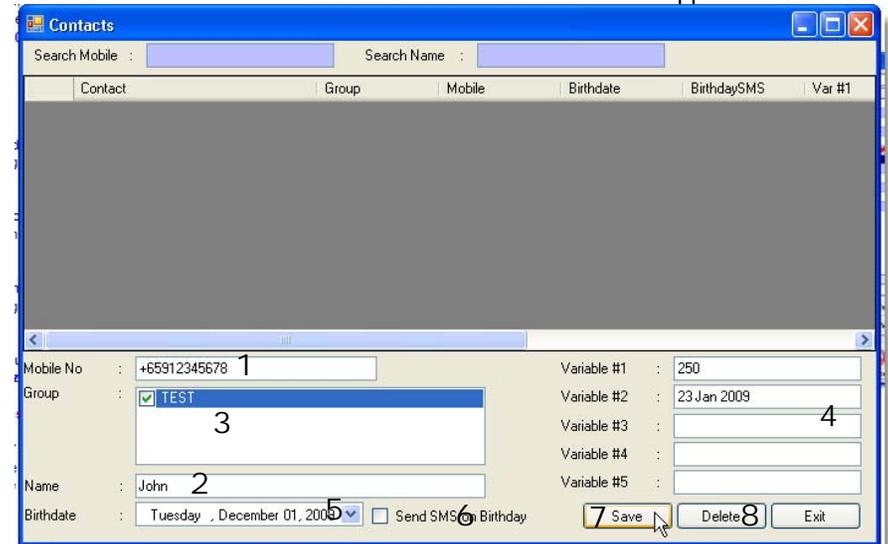
1. Key in your contact mobile number here. For international number, must start with **+** sign, follow with **country code** and **phone number**, Example, in SETUP (page 6 your default country is +65. So you need not to put +65 for all Singapore mobiles (local numbers). But if you are going to add, 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

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 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, you must key in **+60561735903.**

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

Or click [image] 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 [image] button.
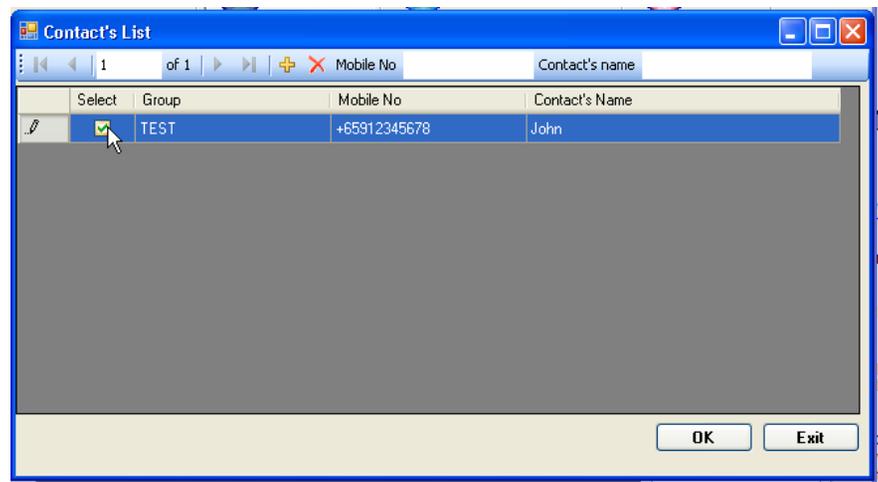
3. If you want to send to GROUPS you already added previously, click this button. And you will see new window appears where you can select which random GROUPS you want to send to. Just simply tick the contacts you want to send, click OK button, and don't forget to **ADD TO FINAL LIST** list by clicking [image] button.
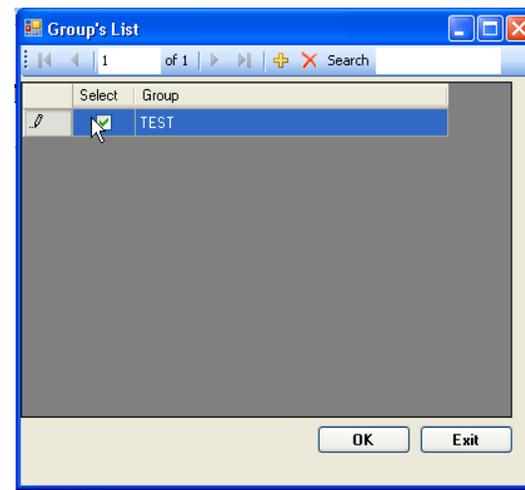
4. This MESSAGE box is where you type in your messages. Remember, **One SMS is 160 (Standard) or 70 (Unicode) character**, exceed 1 character to 161 consider Two SMS, try to keep within 160 character, otherwise you will pay double cost and double sending time. International standard cap MAXIMUM 6 SMS…..so 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 OUTBOX

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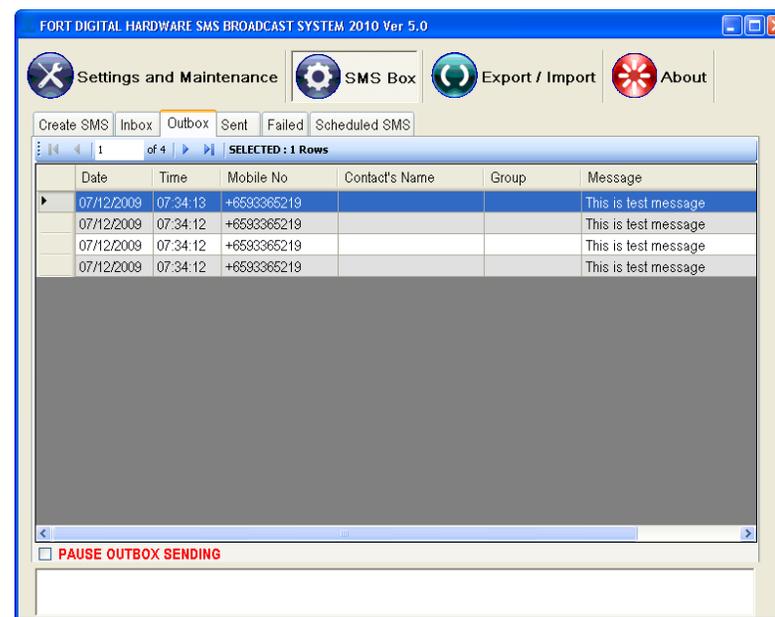
All outgoing SMS will be shown here. One by one the SMS will be send out and jump to either SENT BOX or FAILED BOX. You can RIGHT-CLICK any of the message and select :

Delete ONE selected job

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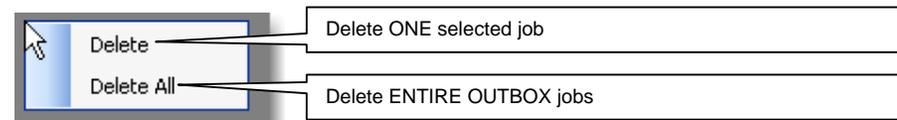
If you want to PAUSE SENDING, you can tick the "**PAUSE OUTBOX SENDING**" box. However the sending process wont stop immediately, it will still sending for couple of SMS before it stop entirely. To resumes, just simply press to resume.

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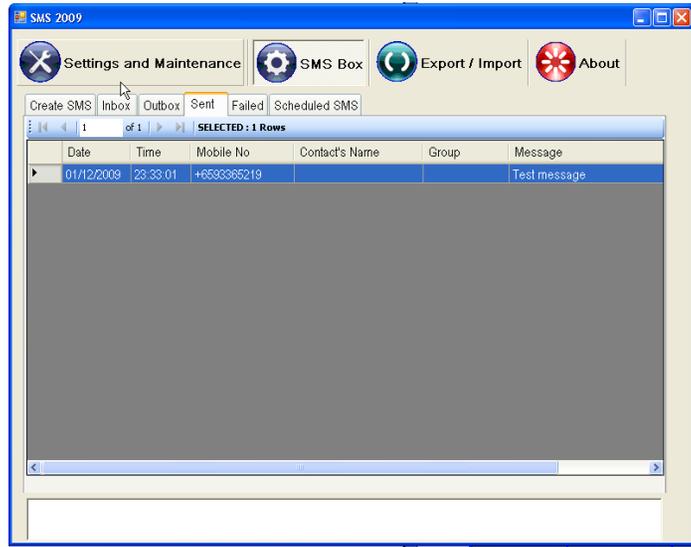
Once the SMS successfully sent out or processed, it will appears in this SENT BOX. You can RIGHT-CLICK any of the message and select :

Resend	Resend ONE selected job
Forward	Forward the message content to others
Delete	Delete ONE selected job
Delete All	Delete ENTIRE SENT BOX
Add to contact	Add the selected contact to ADDRESS BOOK
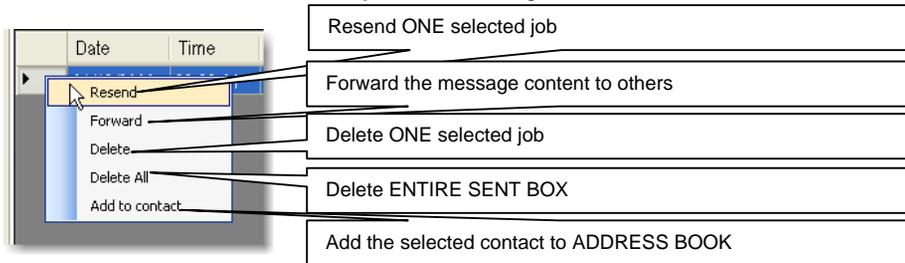
FAILED BOX
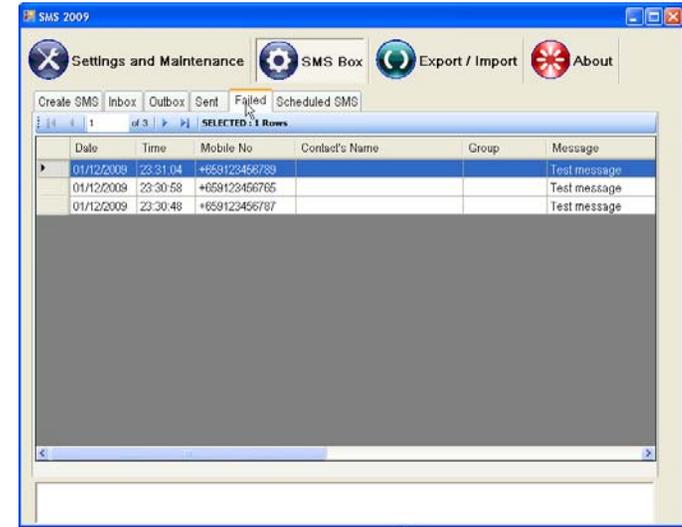
Once the SMS NOT successfully sent out due to many reasons such as : Invalid account info, invalid proxy settings, not enough account balance, etc..

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

Resend	Resend ONE selected job
Forward	Forward the message content to others
Delete	Delete ONE selected job
Delete All	Delete ENTIRE SENT BOX
Add to contact	Add the selected contact to ADDRESS BOOK
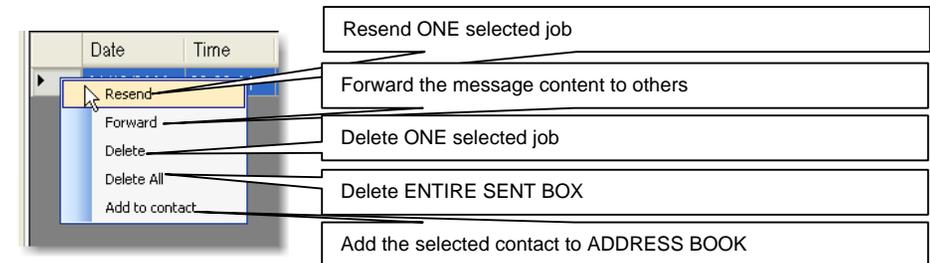
CREATE SCHEDULE SMS
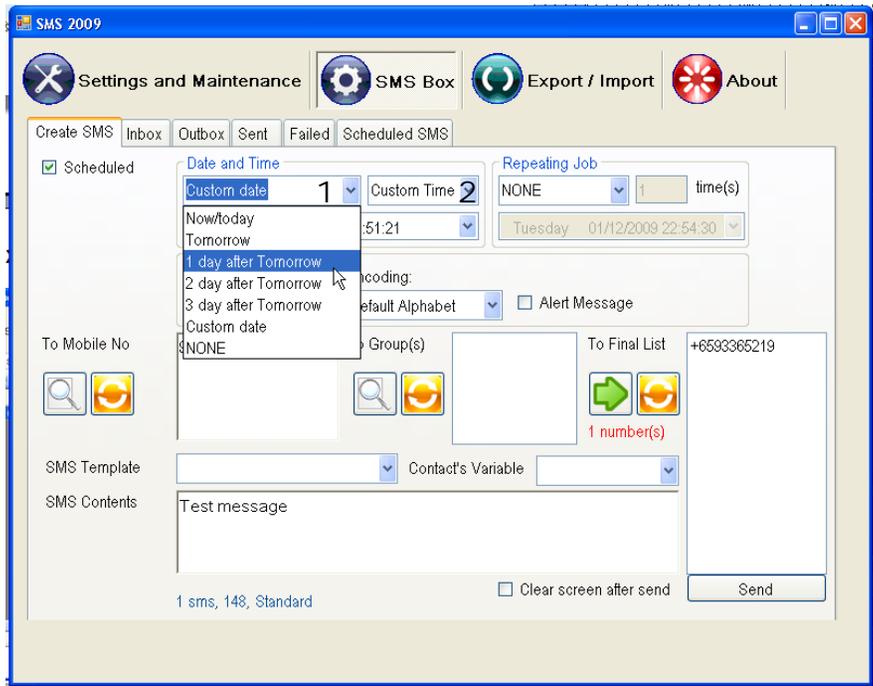
1 & 2. Set a **REMINDER / SCHEDULED SMS**? Pre-create SMS job today, and let the system send out the SMS at the **DATE & TIME** specified by you. By default, the selection for DATE is **NOW** and TIME is **IMMEDIATE**, means once you hit at **SEND SMS** button, it will be sent right away. But, you can 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.
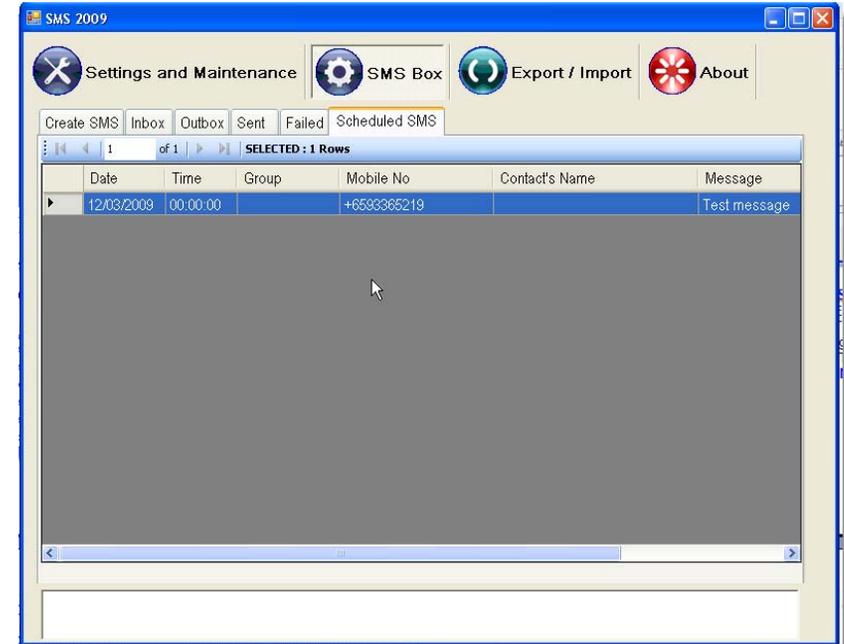
You can modify the schedule date and time even after the job created by RIGHT-CLICK the selection.

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**
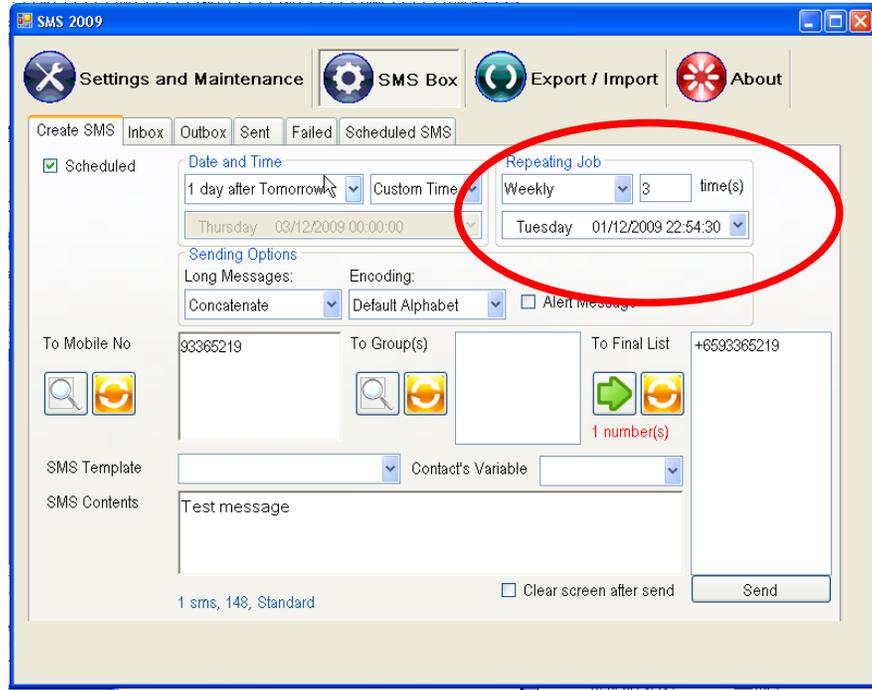
Example 1:

Repeat every [Week ▼] 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 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 [Year ▼] for [3] days/weeks/months/years at [12:45] 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)

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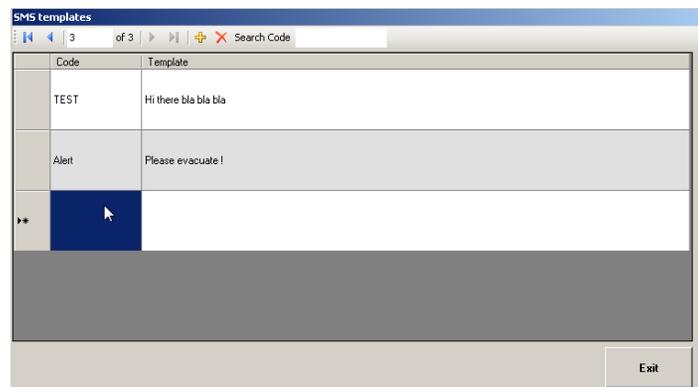
To create MESSAGE TEMPLATE, goto SETTINGS AND MAINTENANCE page and select "SMS Template" as shown, a window will appear for you to add any template you want. Give the template a **NAME** and type in the **CONTENT**.

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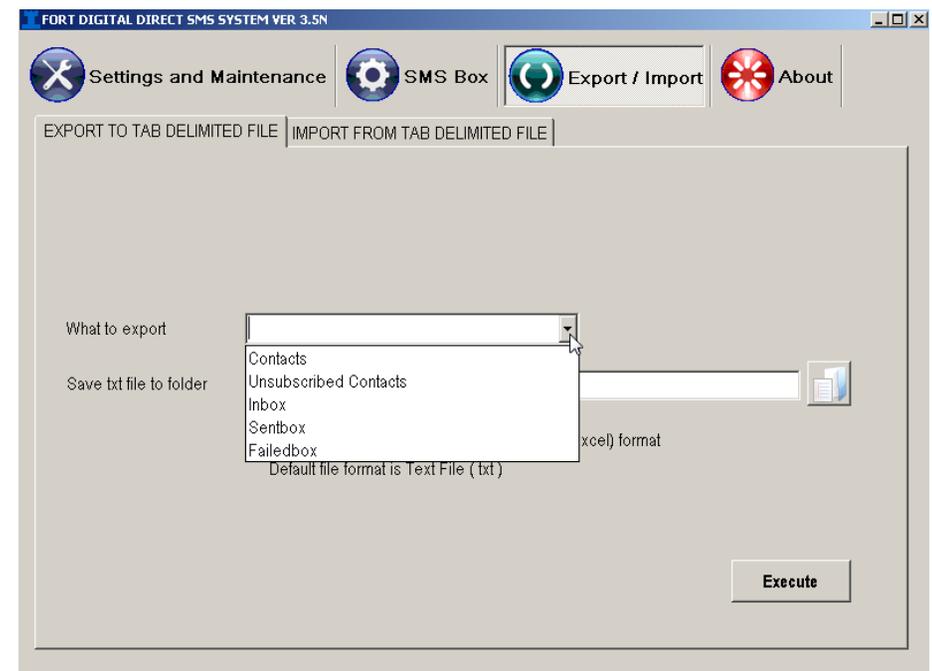
You can **EXPORT** all messages in INBOX, SENT, FAILED BOX UNSUBSCRIBE, CONTACTS into EXCEL.

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**

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.

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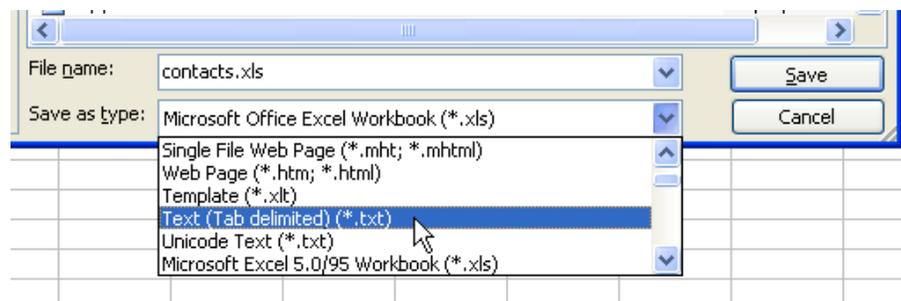
Column A : Group Name (Compulsory)
System will create new group automatically if doesn't exist.

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

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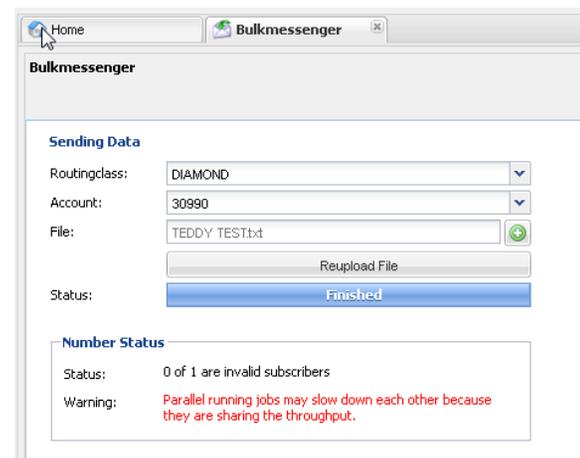
Once you press UPLOAD FILE, you will see the verification process started. Leave it to verify, it might takes a while depends on the size of your file. But after 5 minutes still not finish, you need to restart the process, back to page 31 to redo.

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

Once done, click NEXT button at bottom right corner.
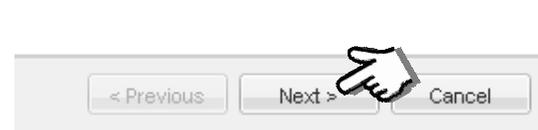
Next step is summary page. Check if everything is correct, if wrong cancel it. If right, you are ready to go.

Once done, click FINISH button at bottom right corner.

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.

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.

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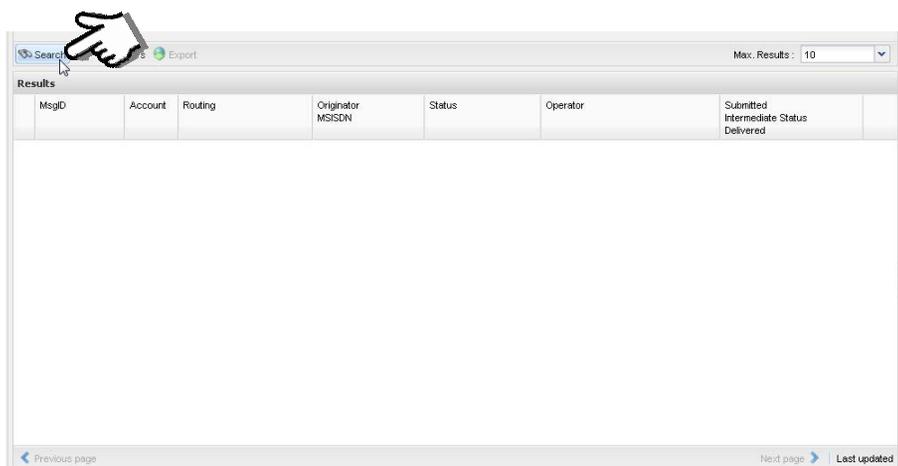
Wait until the search is done (you can see all list appears in the table below), then you click **EXPORT** button, to export all reports to EXCEL format.

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 : 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 :
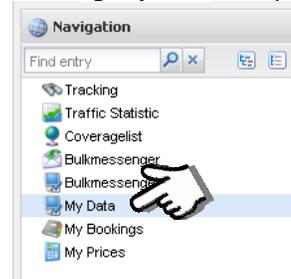
Click **My Data** on the left Menu, then on the right page, you will see page like this below, look at the Balance info, that's how many credits left in your account, ignore the Euro sign next to the credit amount.
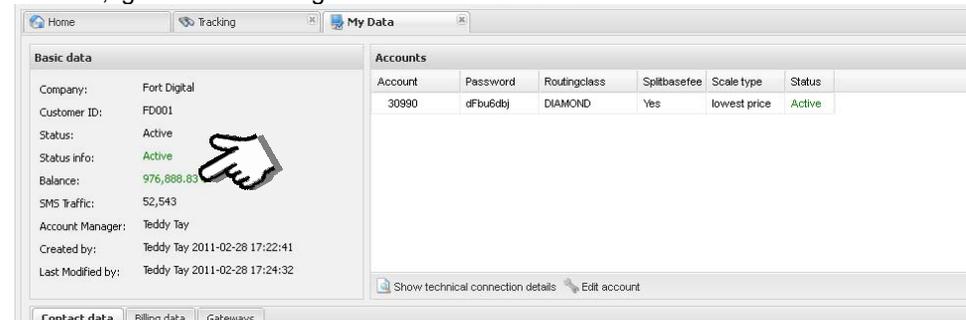
Contact Fort Digital if your balance is low, to avoid disruption in sending.

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 !

NOTES

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