SMS Web Manual

generic

Logging in

You log in to **SMS Web** via http://www.genericmobile.se, using customer log in which you will find in the top right hand corner. Next select SMS Webb in the dropdown menu. Log in by using your user name and password, then click "Log in".

Setting and changing your user information

In **My profile**, you can manage your account, for example, change the password and set your user information. You can also choose what to display as the sender of SMS sent from SMS Web. The sender may be a word that is a maximum of eleven characters long or a phone number. If you select a word, it is not possible to reply to the SMS you send. Enter your own mobile number as the sender, any response will be sent to your mobile phone. If you have phone numbers for receiving SMS linked to your account then they are shown here and settings such as auto response, stop words, and URL notification can be managed.

Auto response = A reply message that is automatically sent to the telephone number that has sent SMS to the inbox number.
Stop words = function for incoming SMS to block a mobile phone number. For example, deregistration.
URL notification = the function can be activated when the SMS Gateway is used to receive SMS, read more in the technical description of REST.

Adding a user

Under **My users,** those of you who have a master account can add users. Only you with your access to the master account can see and use this menu option. To add new users, click "Create New User". Select a desired username, SMS sender and a password. Then click "Save". Now your new users can log on to the SMS Web.

Restrict users to send message templates only
When the user is created, you who have access to the main account can restrict your users to using only templates when sending SMS. The first step after the user is created is to log in with the user's ID and password and create the templates the user will be able to use. Once all templates are created, log in with your main user again.

Go to **My users**, click on the user to be restricted, and at the bottom, check the box for restriction and save. The user will now only be able to use the templates you created when sending SMS.

Creating folders

Select **My Templates** in the right column for managing templates. Create new templates by clicking "Create new template". Give the template a name, enter your message and click "Save".

Sending messages

In the top panel, enter one or more phone numbers that your message will be sent to. Multiple numbers are separated by semi-colons. You can also select recipients from "Contacts". In the dialog box that opens, you'll see your saved contacts and groups divided into two tabs where contacts are preselected. Mark the contacts or groups that you want to send the message to, or use "Select all". The selected contacts are added as recipients.

Write your message in message window. To the right, below the message window the number of characters in your message is shown, if the message is longer than 160 characters several SMS are automatically created and sent to the recipients. SMS messages are linked together in the recipient's mobile phone and displayed as one message.

Once you have added message templates you can find them on the top right, click "Select Template".

Click "Send" to send the message.

Contacts

In **Contacts**, you can store phone numbers and recipients as well as group them. Select "New Contact" to add a new recipient. Under "Groups" you can create and edit groups of contacts .. To create a new group, select "New Group" name it and select the group type. "SMS/Minicall text" is used for SMS. "Minicall-numeric" is used when only Minicall recipients of

the numeric type are included in the group. The name of the group is used to send a message to all the contacts in the group simultaneously.

With "**Search Contacts**" you can use the search function and enter a name or a phone number to search for a specific contact.

Importing telephone numbers from an Excel file

If you want to import multiple recipients simultaneously to Contacts, you can do it from an Excel file. Create the file with the headlining columns, for example, "Name", "Telephone" and "Group". Enter the name and telephone number and any group under each heading. When the file is imported contacts and groups are created. Group membership is optional in the Excel file, when not specified groups are not created when the file is imported. Click in SMS Web "Import", select the Excel file, and then match each column to the specified headers. Then click import. Note that when your Excel file contains contacts with the same name then "Create duplicate for identical name" must be clicked before importing. SMS Web then creates, with serial numbers, identical names for these contacts.

Bulk SMS

Bulk SMS is used to send large amounts of text quickly and efficiently, and to make the content more personal by inserting personal attributes to the receiving party. To create a transmission, click "Bulk SMS" and "new transmission".

Name: Is a name you choose to call the transmission, it will not appear in the transmission and is purely for your own administration.

Start time: Choose if the message is to be sent immediately or set a time for the transmission to be carried out.

Validity period: The number of minutes you want the sent message to be live. By entering a validity period, you do not risk that your old data is sent to recipients, for example, if you submit an offer that applies during lunch today, then it will not be sent to mobile phones that are switched off during this period. Swedish operators try, when no other validity period is stated, to reach the recipient for 72 hours, i.e. 4320 minutes.

Sender: The telephone number or word that appears as sender for the transmission. The sender may not exceed 11 characters if you select a word. When sending a phone number, it must be specified in international format (+46).

Then click "Next" and select the file containing the sender's telephone number. The file must be in Excel file or a comma delimited text file. In the first column, enter the recipients' phone number. In the file's second column such things as personal information can be given, for example, name, address or similar. The information is inserted in each message before it is sent. It is optional to use message-specific information. When a comma delimited text file is used, file character encoding must also be specified, default is "Latin-1", but if you want to insert, for example. Cyrillic characters (e.g. the Russian alphabet), select "Unicode".

Double Elimination: Means that SMS are not sent in duplicate if a phone number appears twice in the file that forms the basis for the transmission. Click "Next".

In the message box, type the message to be sent, here you can even use templates that you have created. If you want to download the message text of the selected file, type {1} in the place in the message text where information from the text file's second column is to be inserted, for the third column type {2} and so on. In the box below the prior message.

Then select "Save", you will return to start for Bulk SMS and see there that status is waiting, and it will be so until transmission starts. When the transmission is sent, you can select "View Log", and then you see all the recipients of the message, what time it was sent and what status it has.

Stop list

Stop list is a feature that ensures that SMS is not sent to the specified phone numbers found in a stop list. It is possible that the administrator and users have unique stop lists. It is possible to establish a prefix word e.g. "STOP" to stop the list. When SMS is received on the current prefix word the forwarding phone number is automatically added to the stop the list along with the time and the note "Request from phone number." Automatic management of the stop list requires an activated inbox number.

The stop list is administered in the menu item My Profile, where stop words per inbox number are entered, and the menu selection Stop list where the phone numbers included in the Stop list can be seen and administered. Telephone numbers along with a note can be added to the Stop list, which also shows the time when the phone number was added to the list. It is possible to delete numbers from the Stop list.

Scheduling your mailings

Set so that messages are sent at a specific time or, for example, every hour. Select Scheduling from the menu and click "New Scheduled Task".

When you create a new scheduled mailing, you can select:

Active: If your scheduled task is to be active or not

Repeat: Select if and how often your message will be repeated

Start Time: The time you want the message to be sent

End time: The time the scheduled message ends

Message type: The type of message you want to send

Recipients: The recipients you have chosen for the mailing

Search contacts: Write the names of contacts or groups to add these to the scheduled task

Message: The message to be sent according to your scheduled task

Inbox

The inbox shows received SMS. Number of new SMS is displayed after login with a digit next to **Inbox** in the top menu. When the Inbox page is active and new SMS arrives, it will display with a digit next to the **refresh** button, the digit shows the number of unread SMS that will be displayed when you choose to click the refresh button.

It is also possible to reply to received SMS from the inbox, the inbox telephone number is then stated as the sender. The inbox displays current SMS conversations grouped by phone number that you have received SMS from. Received and sent SMS messages are displayed when you click on a line in your inbox. The last thing that happened in the conversation is displayed at the bottom of the flow. It is possible to delete received SMS messages in a conversation as well as the entire conversation.

A master account can have an inbox that consists of a series of numbers on, for example, 10 phone numbers, it means that the user can receive SMS messages from 10 different phone numbers and possible answers are displayed simultaneously in your inbox. An administrator can also assign their users' inbox number.

It is possible to filter and export messages in the inbox. You can filter via sender phone number, recipient phone number and the time span. Exports are carried out to an Excel file.

It is possible to use an autoresponder that automatically sends to the person who sends SMS to an inbox number. Auto response is given per inbox number and handled under **My Profile**, or under **My user (master accounts)**.

Message log

In the **Message log**, you see times, recipients, messages and the status of your transmissions. To export all or part of the log to Excel, click the "Export" button. You can also see statistics for all or part of your sent mail by clicking "View statistics".

In the log, you can see when the message was sent, sender, recipient, message, number of SMS, status and status time. Status is available at four different levels:

Sending – SMS is sending

Sent – SMS sent although receipt sent on delivery has not yet been received

Sending fault – The SMS has not been sent, no more attempts will be made, the SMS is not able to be sent

Delivered – The SMS has been delivered to the recipient

Multiple search/SMS group

Used to administer Multiple Search and SMS Group. Choose how your messages are delivered, you can choose several options, for example, dialled-up, SMS and email. If you want your messages to be delivered both with dial-up and SMS, write your telephone number twice, select the text for ordinary SMS, and Read back for dial-up delivery. The sender of the dialled message will be Multiple Search / Group SMS number. For SMS, you can specify the sender to be displayed and for e-mail, you can choose your own subject line.