

ADD A RECIPIENT TO THE ADDRESS BOOK

1. Open **Maintain Recipients**.
2. Highlight the Group (left) in which the recipient should be created. To create a new Group select the Insert button below the group window on the left.

Group Name(+)	Reference
Family	
Friends	
Staff	
Technical	

3. Select the **Insert** button on the right (below the Recipients window on the right).
4. Complete the Recipient's name and contact details and press **OK**.

Note: Only fields with a red border are compulsory.

SEND A BULK SMS

1. Open the **Control Centre**.
2. Populate the **Target List**.
Drag-and-drop groups/individuals from Recipients to the Target List.
3. Open the **Compose SMS** tab.
4. Specify header details, type the **SMS Message** and specify signature details. To use a Template select the Browse button (left). To save the message as a template select the Save button (right).



5. Press the **Send** button and **Send Now**.

CREATE AN SMS TEMPLATE

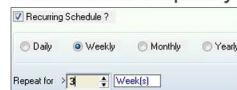
1. Open the **Setup** menu and select **SMS Templates**.
 2. Select the **Insert** button and start typing a message into the white box.
 3. Select the **Insert** button again to save the template.
- Also see **Step 4** of **SEND A BULK SMS**.

SEND A SINGLE, QUICK SMS

1. Open the **Control Centre**.
2. Select the **Compose SMS** tab.
3. Select the **Quick SMS** button.
4. Select a Recipient from the Address Book or type in a Cell Number.
5. Type the **SMS Message** and specify signature details.
6. Press the **Send SMS** button.

SCHEDULE AN SMS

1. Follow **Step 1 to 4** of **SEND A BULK SMS**.
2. Select the **Send** button and choose **Send Later**.
3. Specify a **Date** and **Time** of delivery.
4. If applicable, select the **Recurring Schedule** checkbox and specify the recurrence.
5. Select the **Activate the Schedule** button.



VIEW REPLIES AND SENT MESSAGES

1. Open **Maintain Recipients**.
Maintain Recipients is used to view SMS history per recipient
Open All SMS Transaction History to view all sent messages.
Open Recipient Replies to view all replies received.
2. Select a **Group** (left) and a **Recipient** (right).
3. Select the **Replies Received** tab to view that recipient's replies. Select the **SMS History** tab to see messages sent to that recipient.

Group Name	Recipient Name
Family	Joe
Friends	Sarah
Staff	

IMPORTING CONTACTS FROM A SPREADSHEET

1. Open **Excel Import/Export** from the Recipients menu.
2. Select the **Import Settings** tab.
3. Enable the checkboxes for the entries contained in your spreadsheet.
4. Specify in which column these fields reside.
eg. If your spreadsheet only contains a Name in Column A and a Cell Number in Column B, your selection should look like this:



Import Column	
Title	A
Name	A
Surname	Z
Cell Number	B
Initials	A
Group	C

Note that in this instance Surname should not be specified as Column A or B.

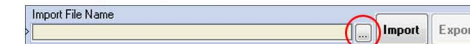
5. Specify on which row your first contact resides.



6. **NB** If you do not have a User column in your spreadsheet make sure the **Ignore the User** checkbox is enabled.
NB If you do not have a Group column in your spreadsheet make sure the **Ignore the Group** checkbox is enabled.



7. Select your spreadsheet's location on the computer.



8. Select the **Import** button.
9. If the imported cell phone numbers in the Results list do not start with a 0, select the **Cell Number Fix** button on the Import Settings window.
10. Highlight the **Group** (left) where the recipients should be added.
11. Select the **Add All** button.

Group Name
Family
Friends
Staff
Technical

