

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**.

SEND A SINGLE, QUICK SMS

1. Open the **Control Centre** and select the **Stop** button.
2. Select the **Quick SMS** button.
3. Select a Recipient from the Address Book or type in a Cell Number.

<input checked="" type="checkbox"/> To a Recipient in the Address Book	<input checked="" type="checkbox"/> To a Cell Number
Cell No. <input type="text"/>	Cell No. <input type="text" value="0831234567"/>

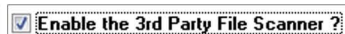
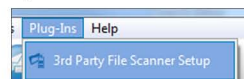
4. Type the **SMS Message** and specify signature details. To use a Template select the Browse button (left). To save the message as a template select the Save button (right).



5. Press the **Send SMS** button and the **Start** button.

INTEGRATION FROM A 3RD PARTY SYSTEM

1. Make sure the **3rd Party File Scanner Plug-In** is enabled. Open the module and check that the checkbox is enabled.



2. For SMS request to be processed the **SMS Control Centre** needs to be started at all times. Use the **Start** button on the Control Centre to enable the processing and the **Stop** button to disable the processing.

SEND A BULK SMS

1. Open the **Control Centre** and select the **Stop** button.
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**.

VIEW REPLIES AND SENT MESSAGES

1. Open **Maintain Recipients**.
Note: Maintain Recipients can be 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*.

Group Name	Recipient Name
Family	Joe
Friends	Sarah
Staff	

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.

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 **OK** button to save the template. Also see **Step 4** of **SEND A BULK SMS** or **SEND A SINGLE, QUICK SMS**.

IMPORTING CONTACTS FROM A SPREADSHEET

1. Open **Excel Import/Export**.
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, a surname in column B and a Cell Number in Column C, your selection should look like this:

<input type="checkbox"/> Title	A
<input checked="" type="checkbox"/> Name	A
<input checked="" type="checkbox"/> Surname	B
<input checked="" type="checkbox"/> Cell Number	C
<input type="checkbox"/> Initials	E

5. Specify on which row your first contact resides.

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

<input checked="" type="checkbox"/> Ignore the Folder in the Result List (Import to the Selected Folder)
<input checked="" type="checkbox"/> Ignore the Group in the Result List (Import to the Highlighted Group)

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

Import File Name	C:\Program Files\Ami\Web6\Export\Recipient Export-7 NC	Import
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8. Select the **Import** button.
9. If the imported cell phone numbers in the Results list start with a 27, right click and select the **Remove 27 From Numbers** option. If the imported cell phone numbers in the Results list do not start with a 0, right click and select the **Cell Number Fix** option.

Remove 27 from Numbers
Cell Number Fix

10. Highlight the **Group** (left) where the recipients should be added.

Group Name
Family
Friends
Staff

11. Select the **Add All** button.

