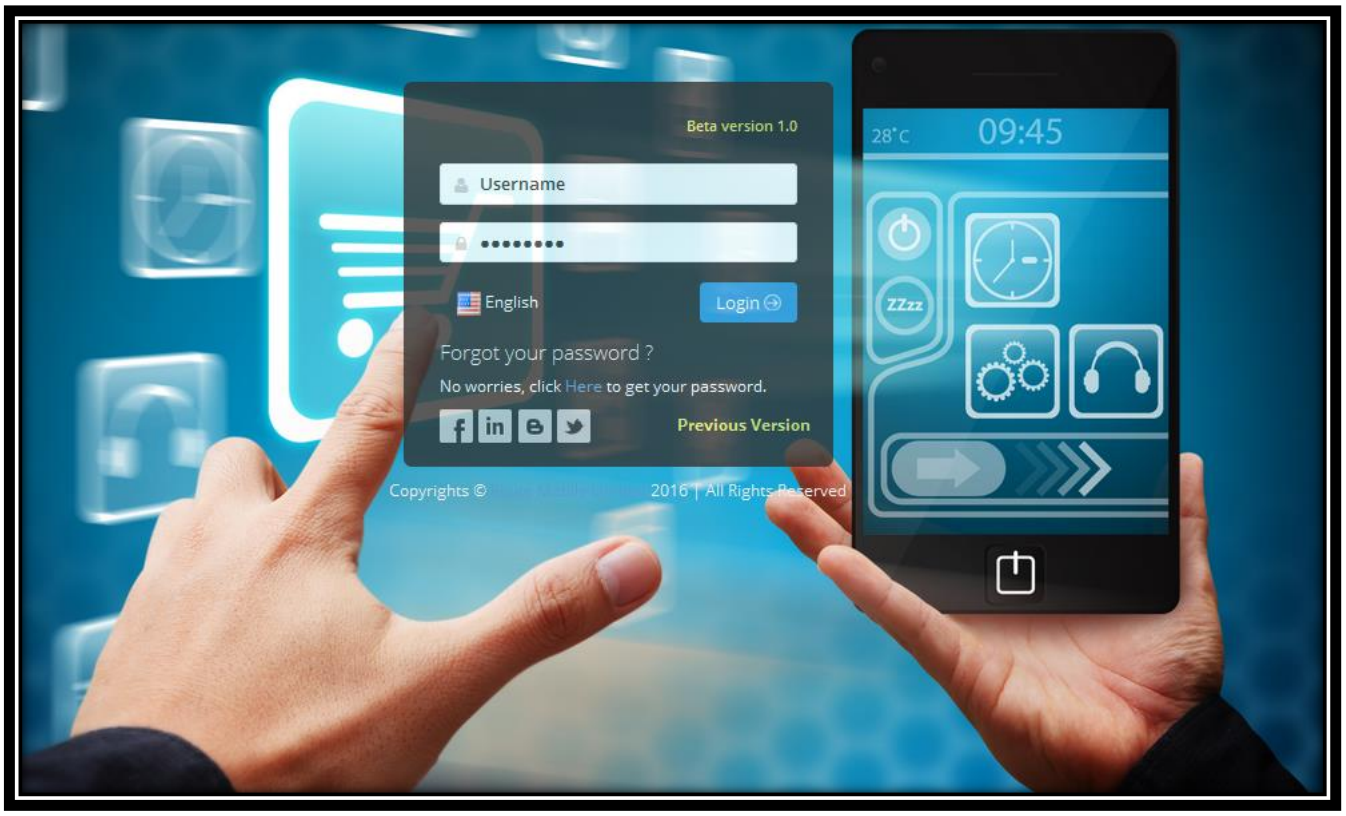
routemobile
communication simplified

SMS+ Client User Manual



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INTRODUCTION

The SMS+ Client is an easy way to send SMS to multiple mobile numbers including country code. With just a few clicks user can send SMS using the 'Send SMS' option. User can send text or flash or Unicode messages to customers, friends, office employees or relatives from anywhere in India without having any prior knowledge or special training for using the features provided in SMS+ client.

In Send SMS, there are three ways for sending SMS as follows:

- The Single SMS option provides the facility to send SMS to 100 mobile numbers
- Bulk SMS option provides the facility to send SMS by uploading text file containing mobile numbers including country code
- Group SMS option provides the facility to send SMS by adding contacts from groups or distribution list created in the 'Address Book'.

User is allowed to schedule SMS on a particular date and time. The entire scheduling and job execution is displayed in the 'Job Management' option. SMS+ Client lets the user create groups and distribution list and manage the contacts using the 'Address Book' option.

In Reports, user gets the detailed credit history using the 'Credit Details' option. Furthermore, the sent SMS log can be viewed in the 'SMS Report' option as well as exported in comma-separated format (.csv). The sent SMS summary can be viewed in the 'SMS Summary' option. The service also provides facility to manage user details in the 'User Profile' section.

Features:

- World-wide price based routing system
- Send text, Unicode and flash messages from PC to mobile numbers
- Facility to send SMS using multi-language characters (using Unicode messages)
- Fast Delivery
- Reports for viewing detailed information of sent SMS
- Unlimited storage of contact numbers in Groups and Distribution lists.
- Accurate DLR Report
- User friendly, does not require any prior knowledge

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LOGIN

Login:

On account creation, user will receive a mail containing the URL of the SMS+ Client for sending messages. On visiting the link user will be shown the following page:

If user enters an incorrect username or password, user will be redirected back to the login page with an error message as shown below:-

Forgot Password:

If user has forgotten or lost the account password, the user can recover by clicking on the 'Forgot Password' link provided on the login page.

After submitting the required details, user's password will be mailed on the email id provided by the user during account registration.

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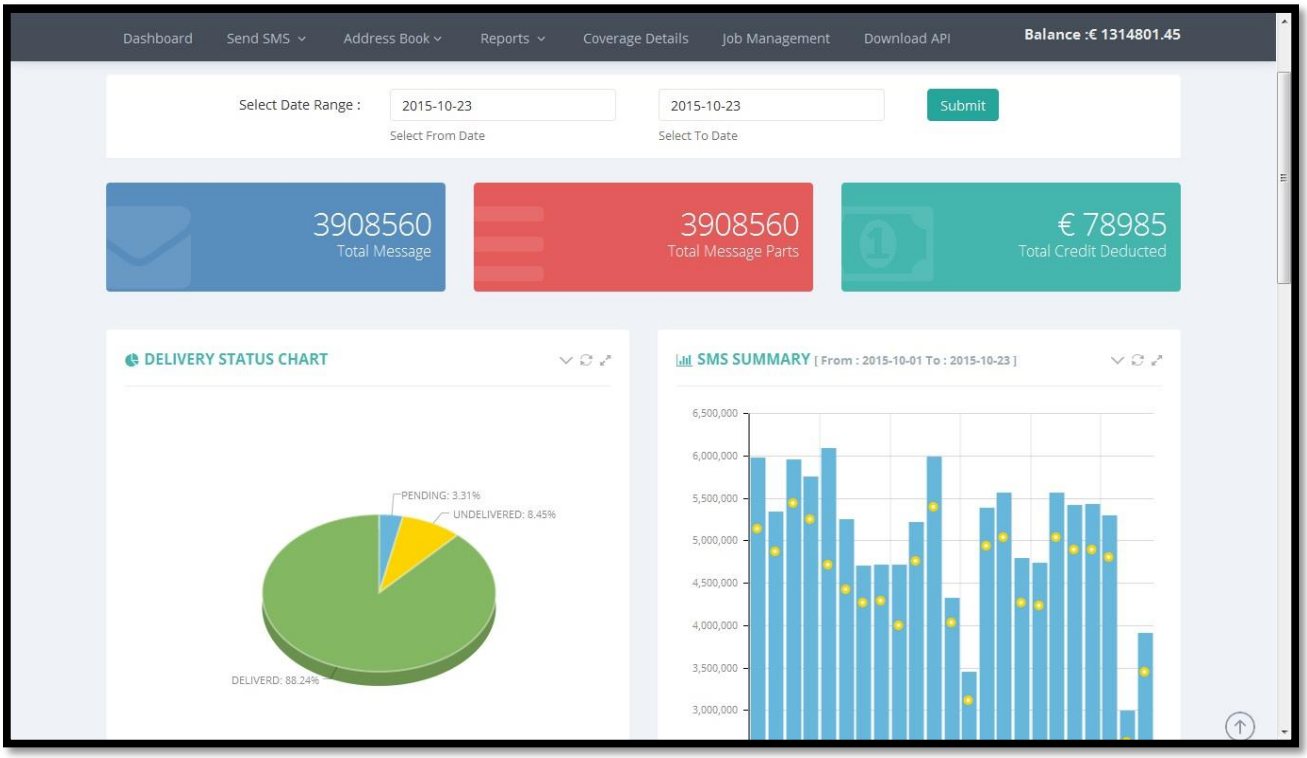
Dashboard

Dashboard allow you to select the 'From date and To date.' It will then display the desired results depending on the selected date range.

1. **Delivery Status Chart:** Delivery Status Chart will display the delivery status pie chart for the selected date range.
2. **SMS Summary:** SMS Summary report will display the graph of the current month.



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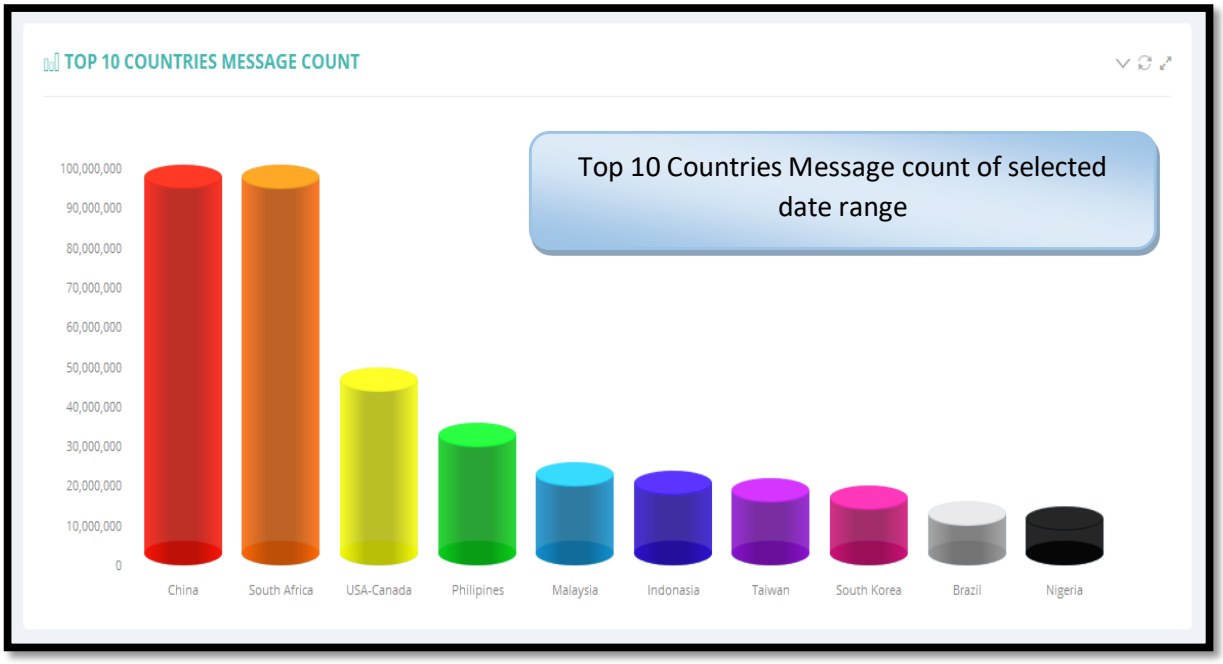
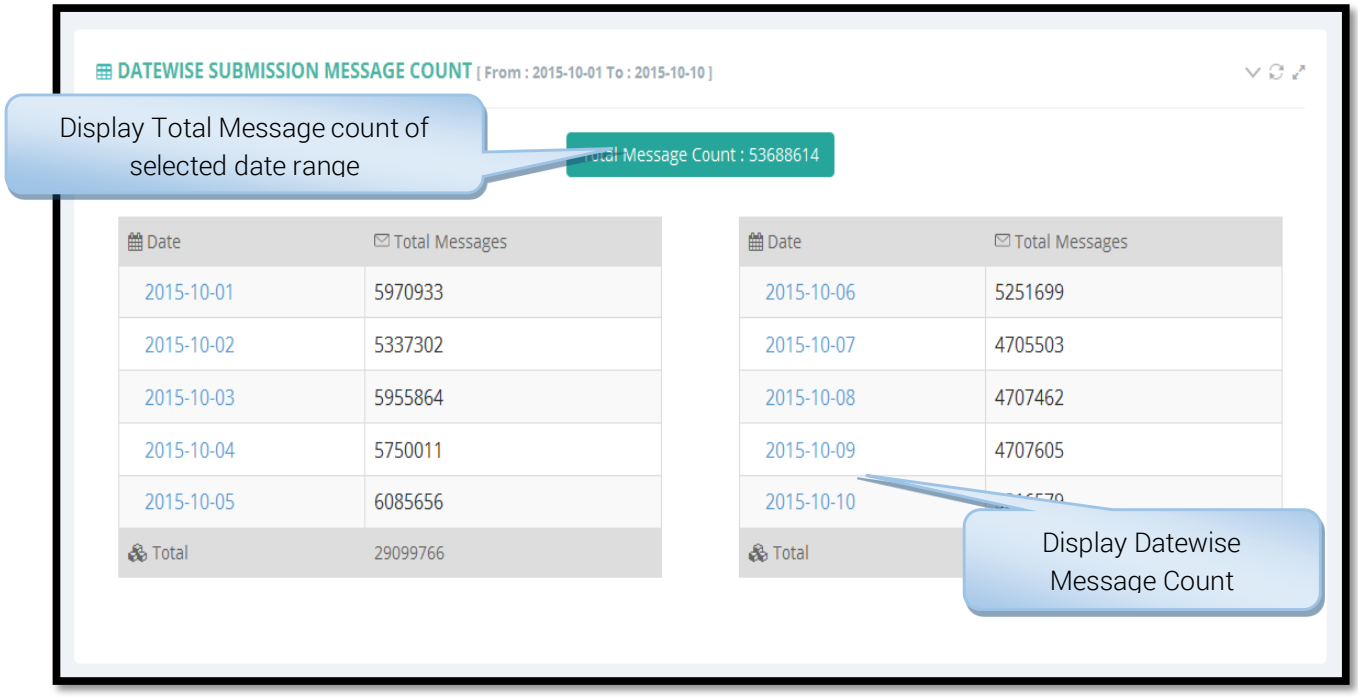
3. Top 10 Countries Message Count

Following window will display the 10 Countries Message count of selected Date range.



4. Date wise Submission Message Count

Following window will display the Date wise Message Count of selected Date range in Tabular format.



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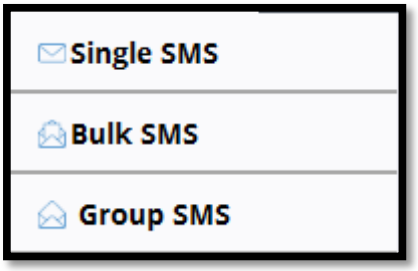
SEND SMS

The 'Send SMS' menu provides the ability to send messages through three different ways:-

1. Single SMS: Send SMS to any 100 mobile numbers including country code directly.
2. Bulk SMS: Used for sending messages, by uploading mobile numbers including country code, from a text file.
3. Group SMS: Used for sending messages to already defined groups or the distribution list in the address book.

All the three ways provide the facility to schedule messages on a particular date and time.



We will discuss each in detail in the following sections.

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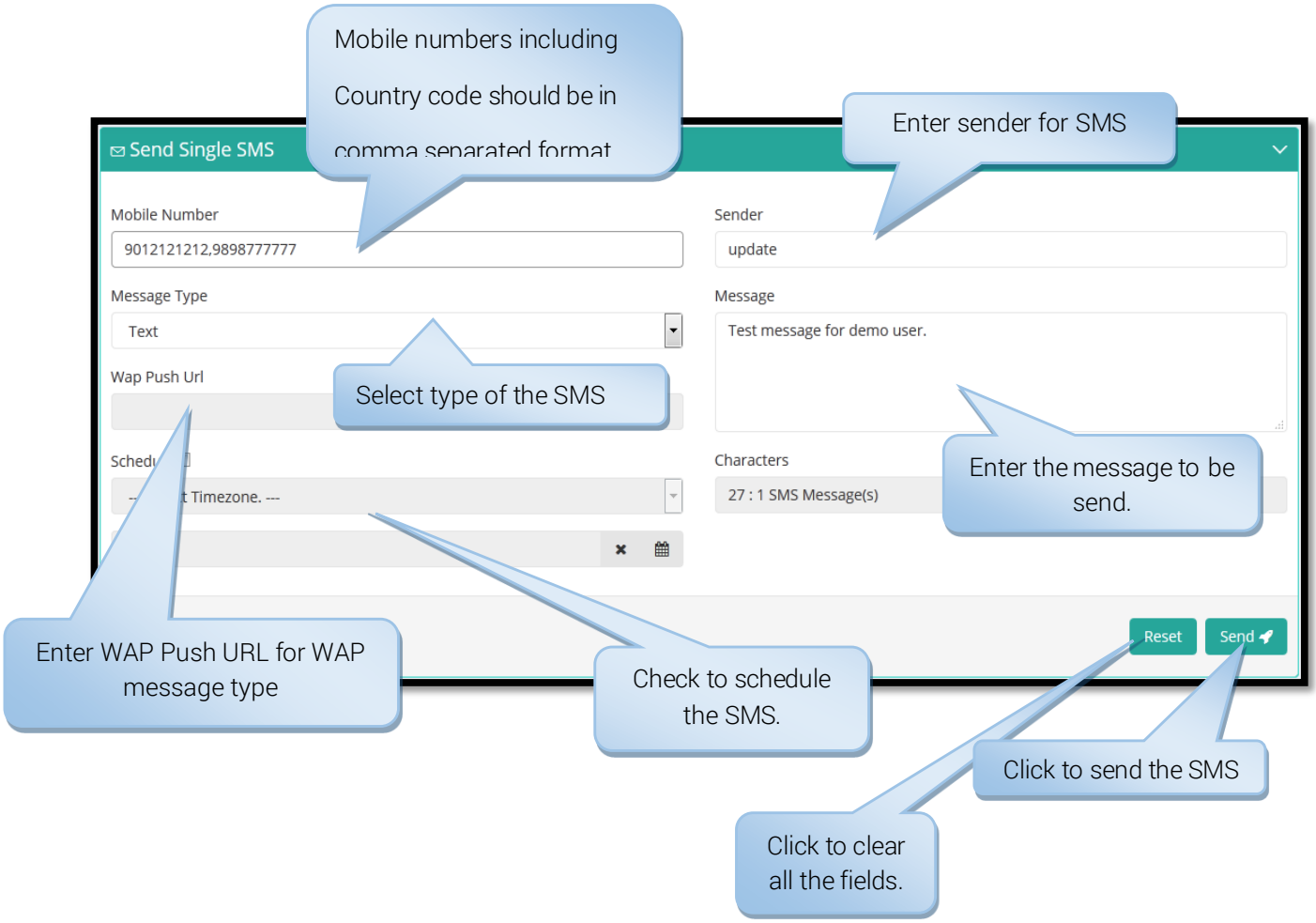
Single SMS:

Single SMS option enables to send messages up to 100 mobile numbers including country code at the same time. Enter the mobile numbers including country code in a comma separated format. To send a message via Single SMS, the user needs to enter the mobile no(s), sender no, message type and message.



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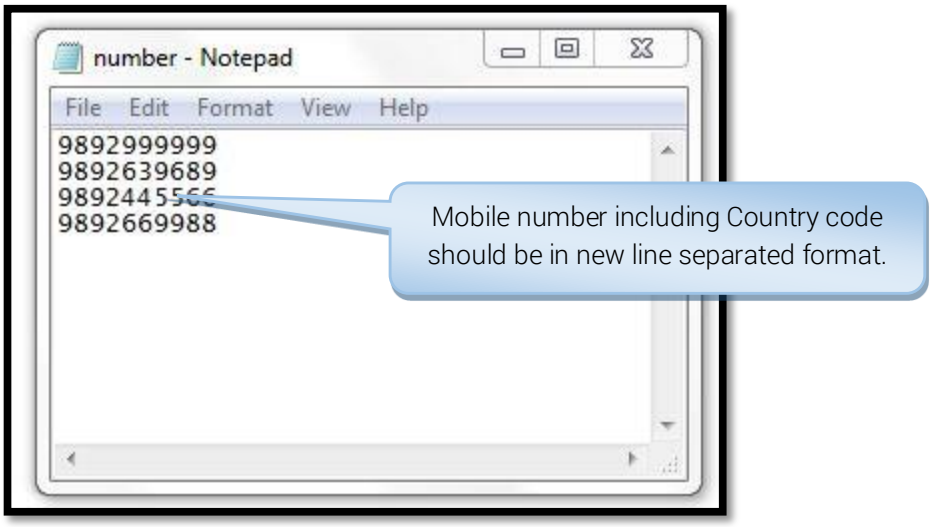
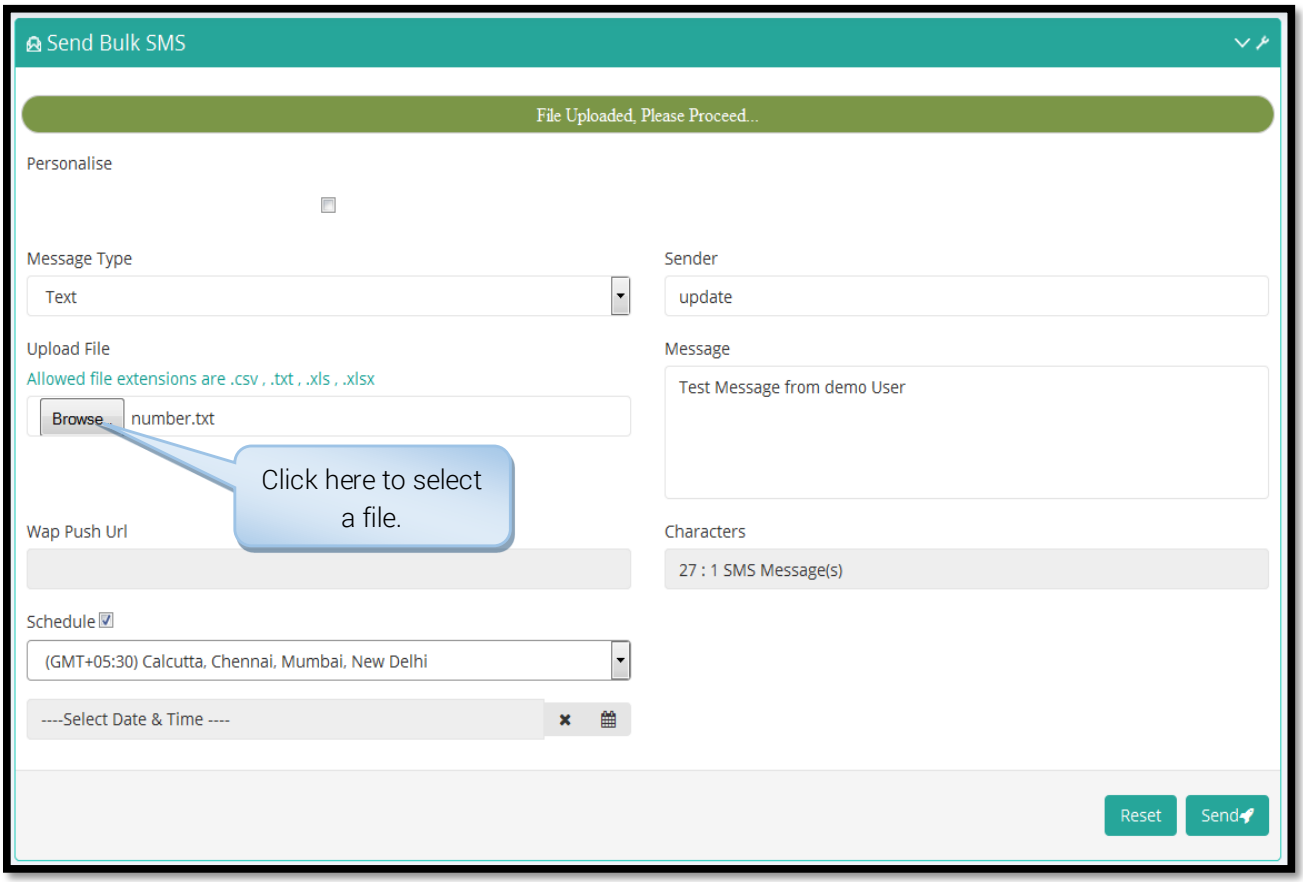
Bulk SMS:

Bulk SMS option provides facility to send SMS to multiple users just by selecting text the file (.txt) or comma-separated file (.csv) containing mobile numbers including country code in a line separated format as shown below:





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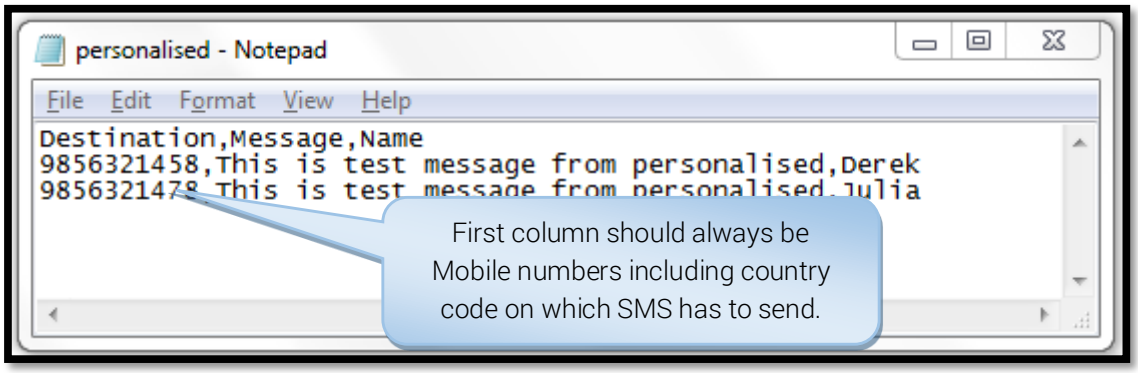
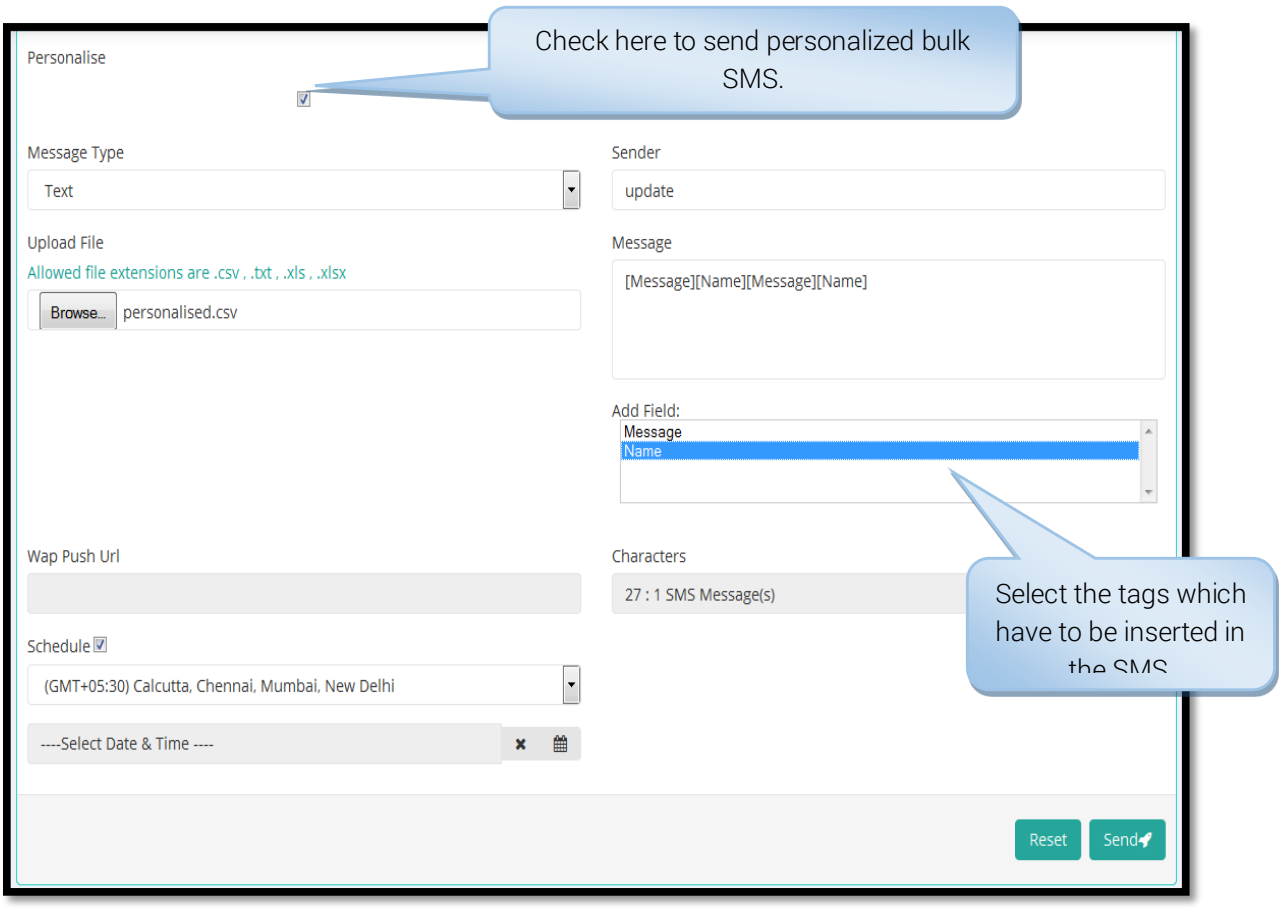
Personalized Bulk SMS:

Bulk SMS also provides facility to send personalized SMS by selecting comma-separated (.csv) file in which the mobile numbers including country code must always be in the first column followed by the rest of the column, as shown below:



For sending Personalized Bulk SMS check the Personalize checkbox and enter sender, select message type and select the tags to compose the personalized message. Using personalized bulk SMS user can send SMS to maximum 10000 mobile numbers.



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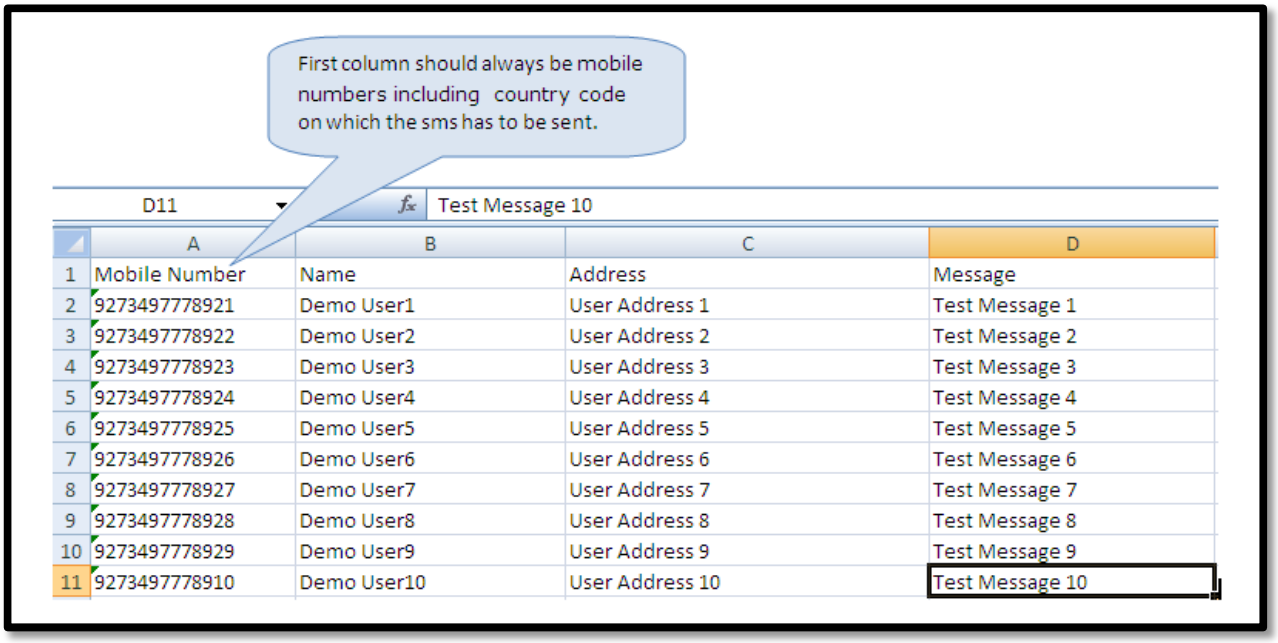
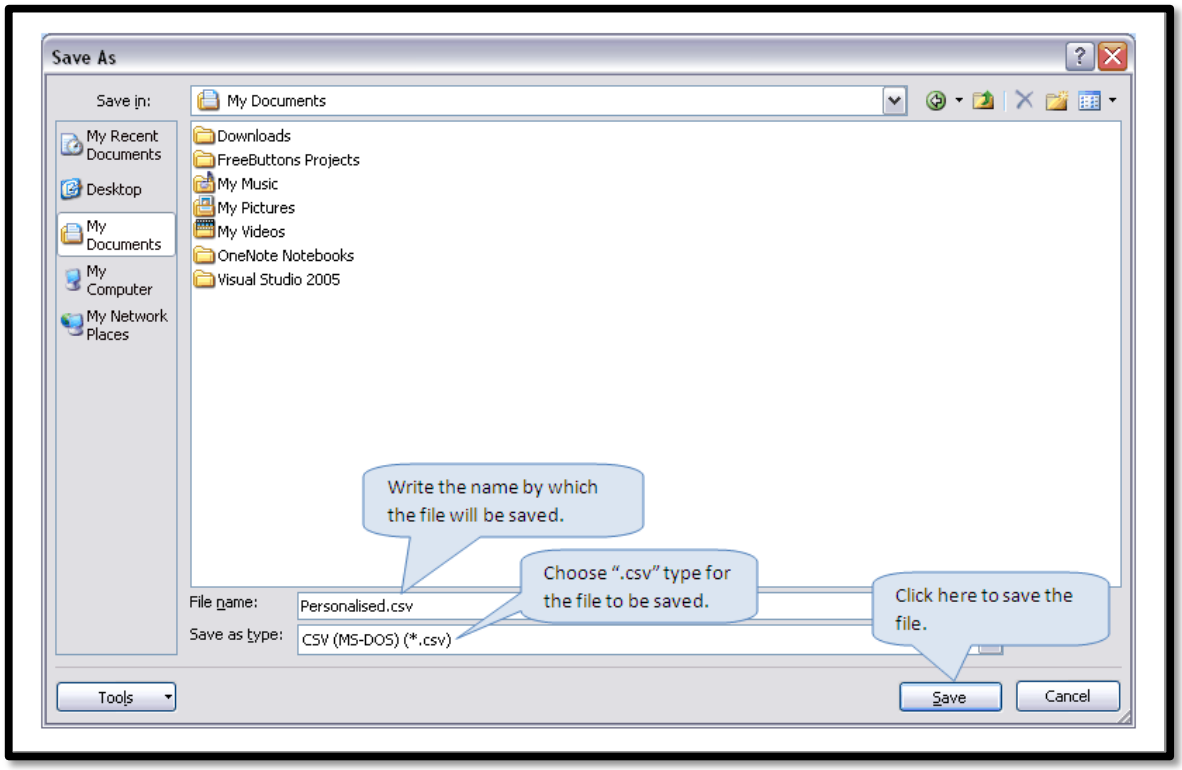
The user can create personalized file for different message type:

For TEXT Message: Create.csv file for Personalized Text/Flash Message Type.



	A	B	C	D
1	Mobile Number	Name	Address	Message
2	9273497778921	Demo User1	User Address 1	Test Message 1
3	9273497778922	Demo User2	User Address 2	Test Message 2
4	9273497778923	Demo User3	User Address 3	Test Message 3
5	9273497778924	Demo User4	User Address 4	Test Message 4
6	9273497778925	Demo User5	User Address 5	Test Message 5
7	9273497778926	Demo User6	User Address 6	Test Message 6
8	9273497778927	Demo User7	User Address 7	Test Message 7
9	9273497778928	Demo User8	User Address 8	Test Message 8
10	9273497778929	Demo User9	User Address 9	Test Message 9
11	9273497778910	Demo User10	User Address 10	Test Message 10

Save.csv file for personalized Text/Flash Message Type



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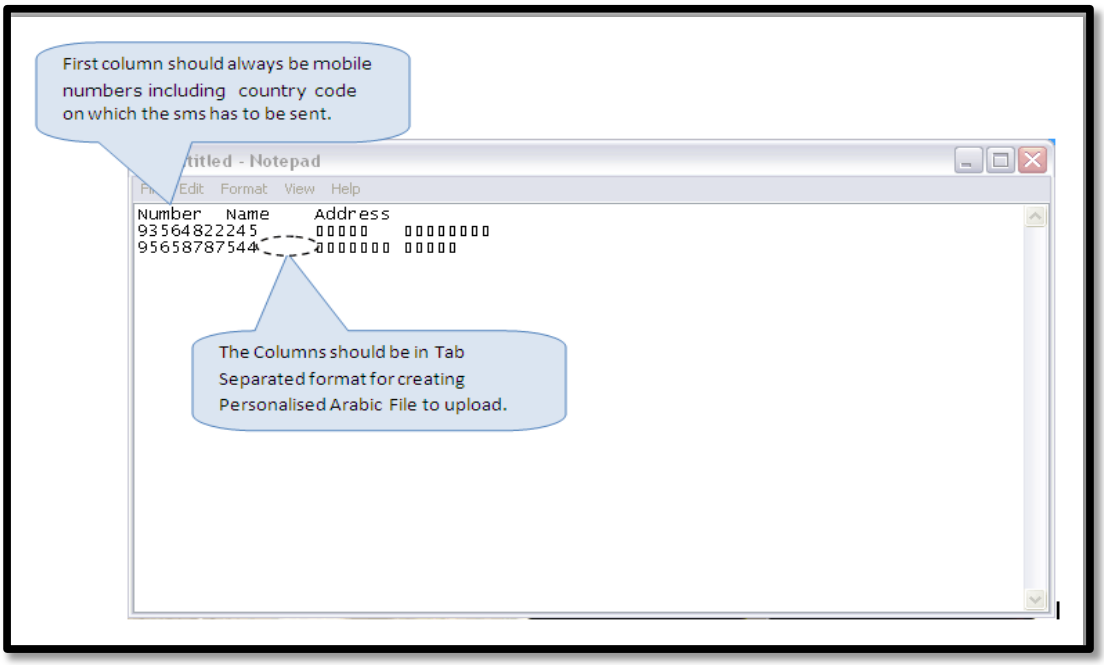
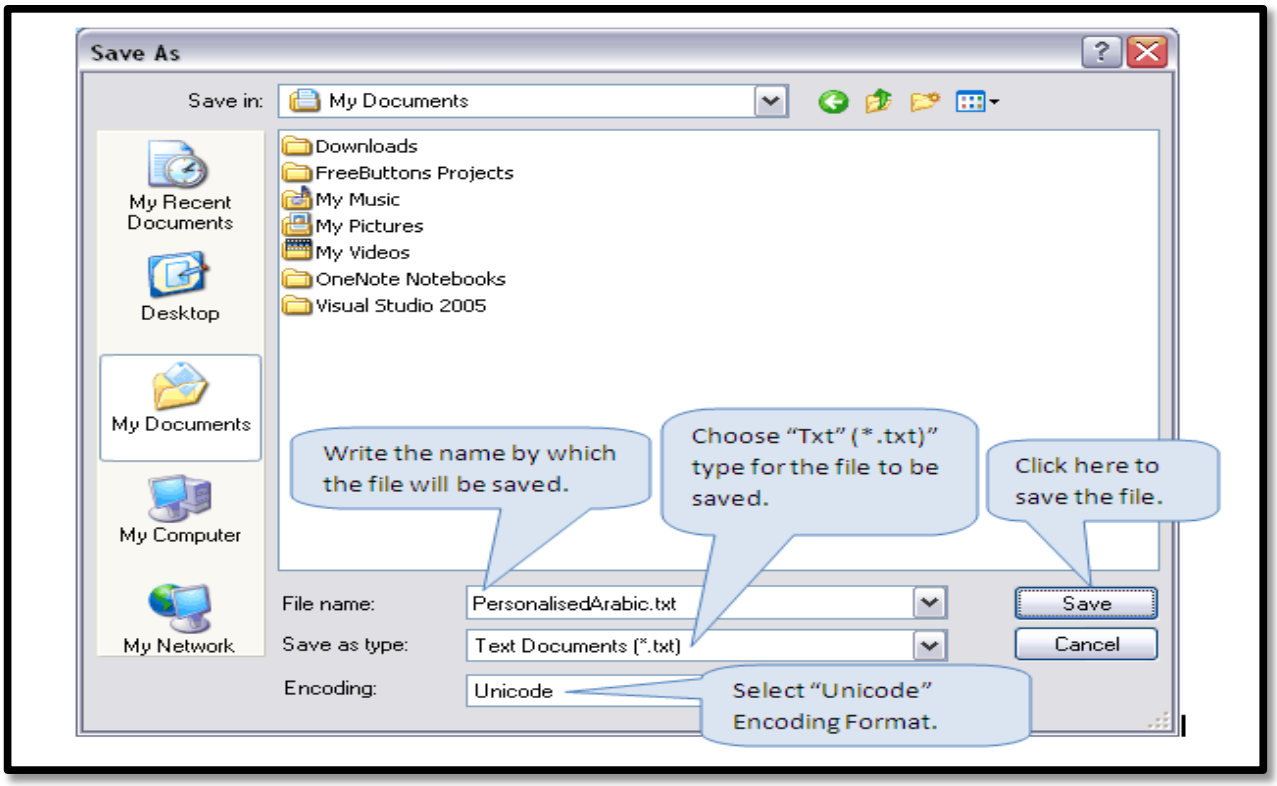
For Arabic Message (.txt format): Create.txt file for personalized Arabic Message Type.



Save.txt file for personalized Arabic Message Type



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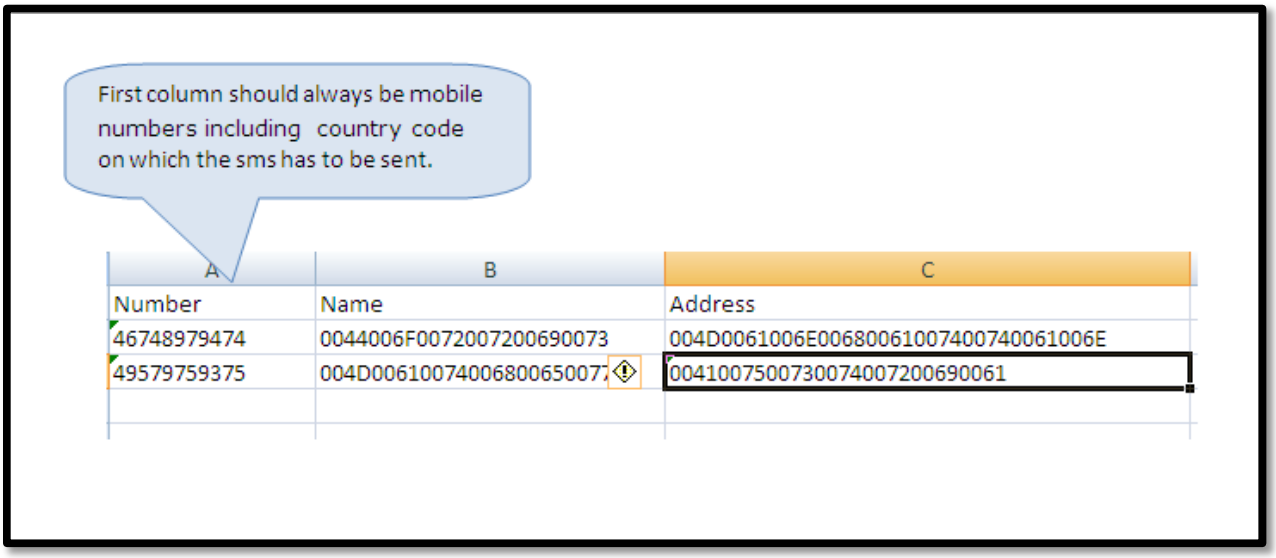
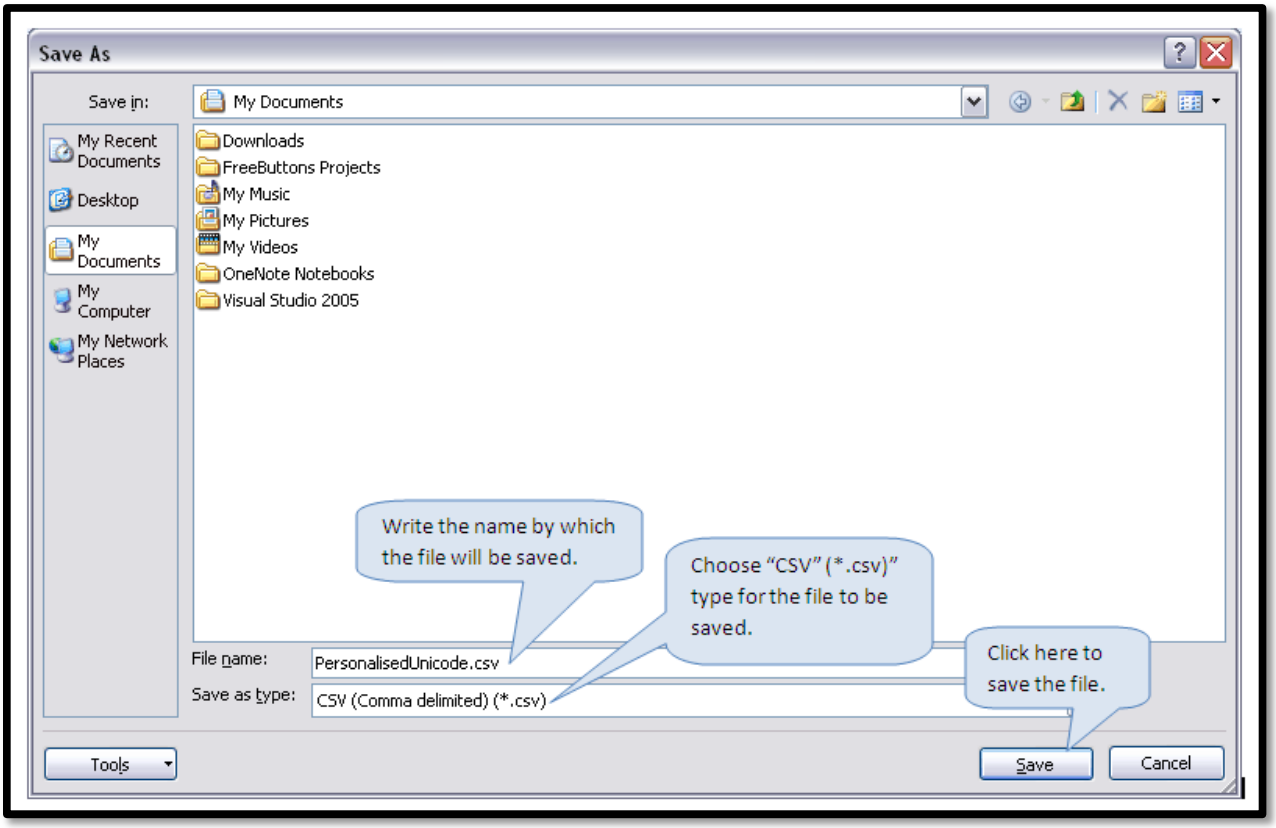
For Unicode Message: Create.csv file for personalized Unicode Message Type.



Save.csv file for personalized Unicode Message Type.



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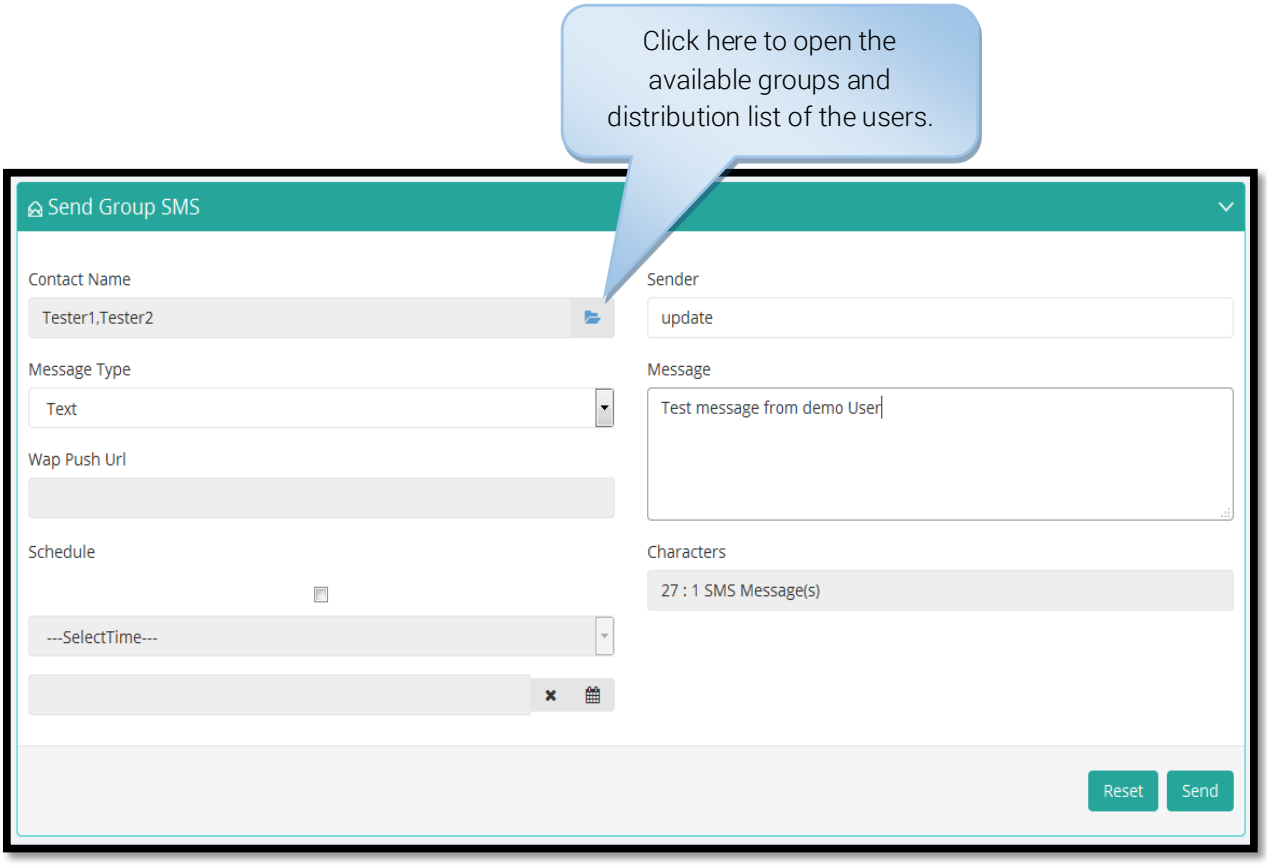
Group SMS:

Group SMS provides facility to send message to the specific set of contacts. The working of Group is similar to that of Bulk SMS, only difference is that Group SMS takes mobile numbers including country code from the 'Address Book' in the form of 'Group or Distribution list.'



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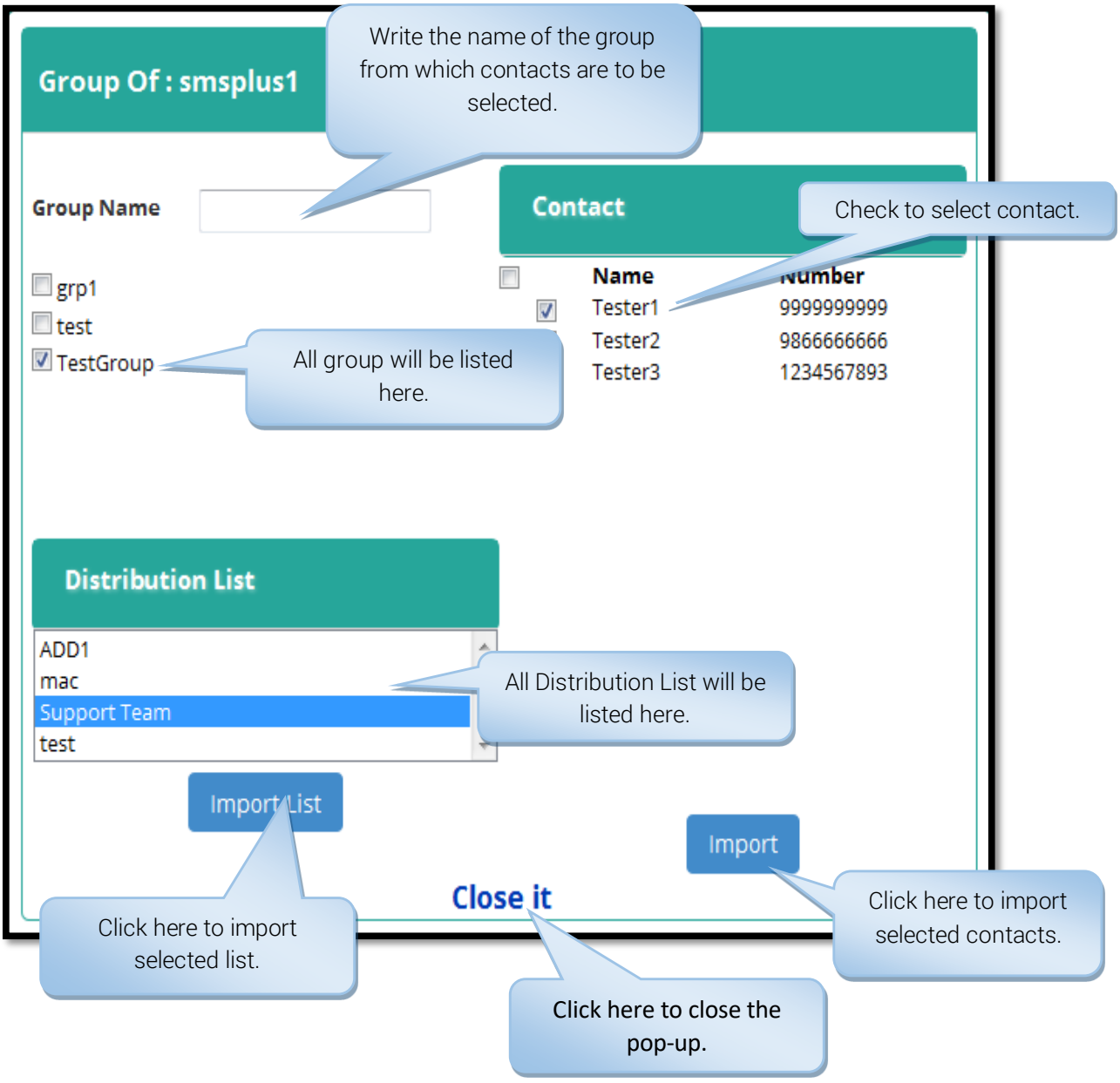
Contact numbers can be selected by clicking the 'Import Contact Link' or by selecting a distribution list and clicking the 'Import List' Link.



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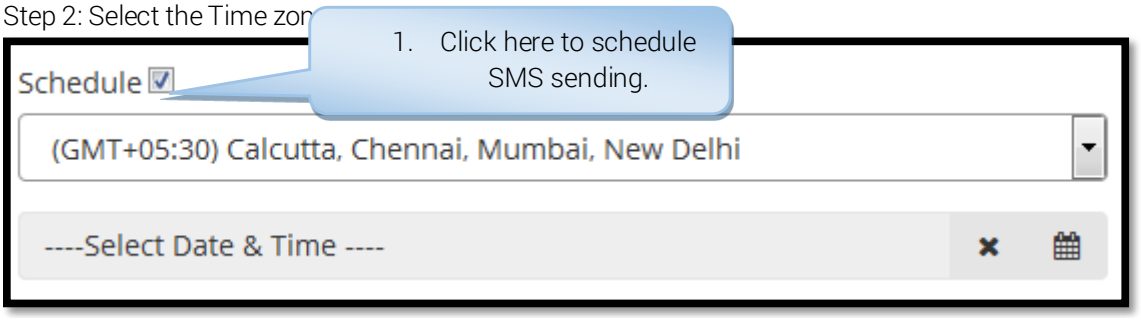
Scheduling SMS:

Scheduling SMS facility lets users schedule messages as per their preferred date and time. All the Send SMS modes provide SMS scheduling facility.

To Schedule SMS the following step have to be carried out:

Step 1: Check the Schedule checkbox.
Step 2: Select the Time zon



Step 3: Select the Time on the pop-up calendar.
Step 4: Select the Month & Year on the pop-up calendar.
Step 5: Select the Date on the pop-up calendar.

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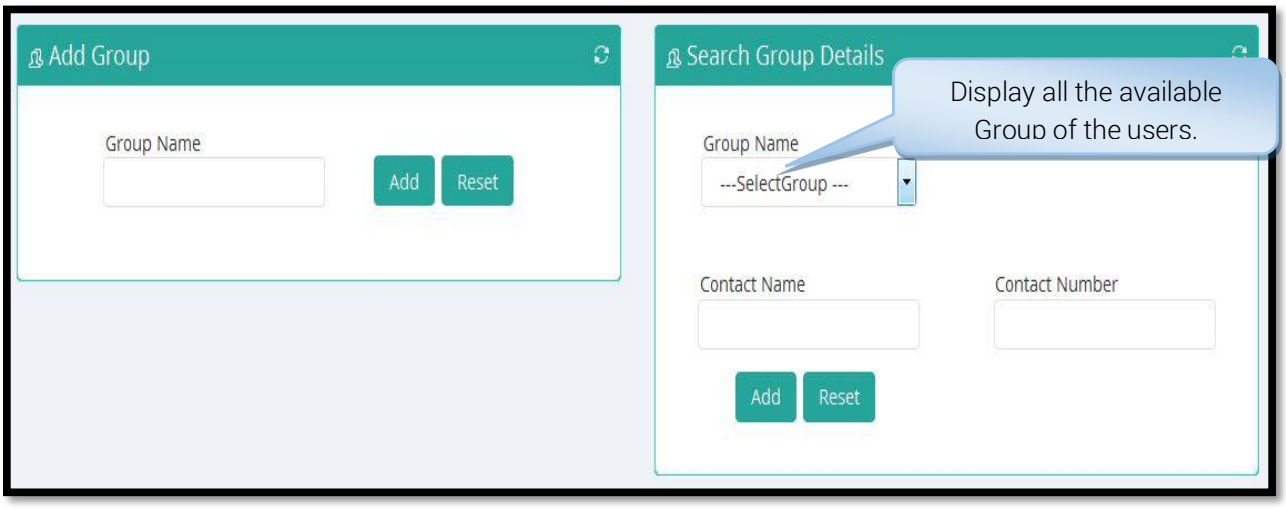
ADDRESS BOOK

Address Book provides the facility to save mobile numbers including country code. User can add, edit or delete mobile numbers saved in 'Groups'. User can add or delete mobile numbers saved in 'Distribution List'.

Group Management:

Using Groups, user can store mobile number including country code along with the name. Duplication of mobile numbers within a group is not permitted.



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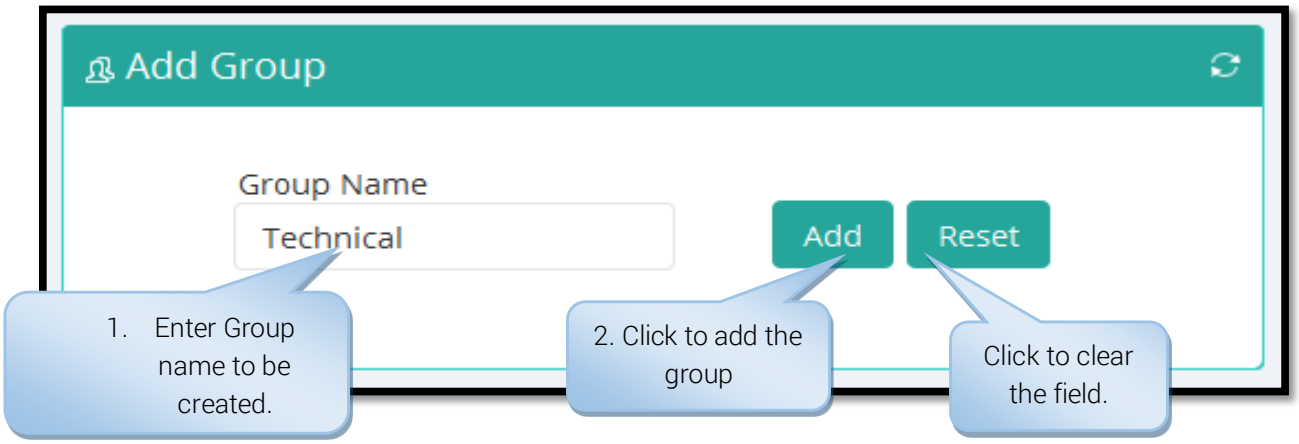
Add Group:

This section explains the process for creating a group.

Steps to add group:

1. Enter the name of the group which is to be created e.g. Office, Customers etc.
2. Click the 'Add' button to save the name for the group.



Modify and Delete Group:

This section explains the process for renaming and deleting a group.

Steps to add group:

1. Select the 'Group name' from the drop-down box which has to be renamed or removed.
2. Click the 'Modify' button to rename the selected group.
3. Enter the new group name.
4. Click the 'Modify' button to save the modified name for the group.
5. To remove the selected group click 'Delete' button and then click 'Yes' to confirm deleting the group.
6. To import contacts to the selected group click 'Import Contacts' this is explained in the next section.

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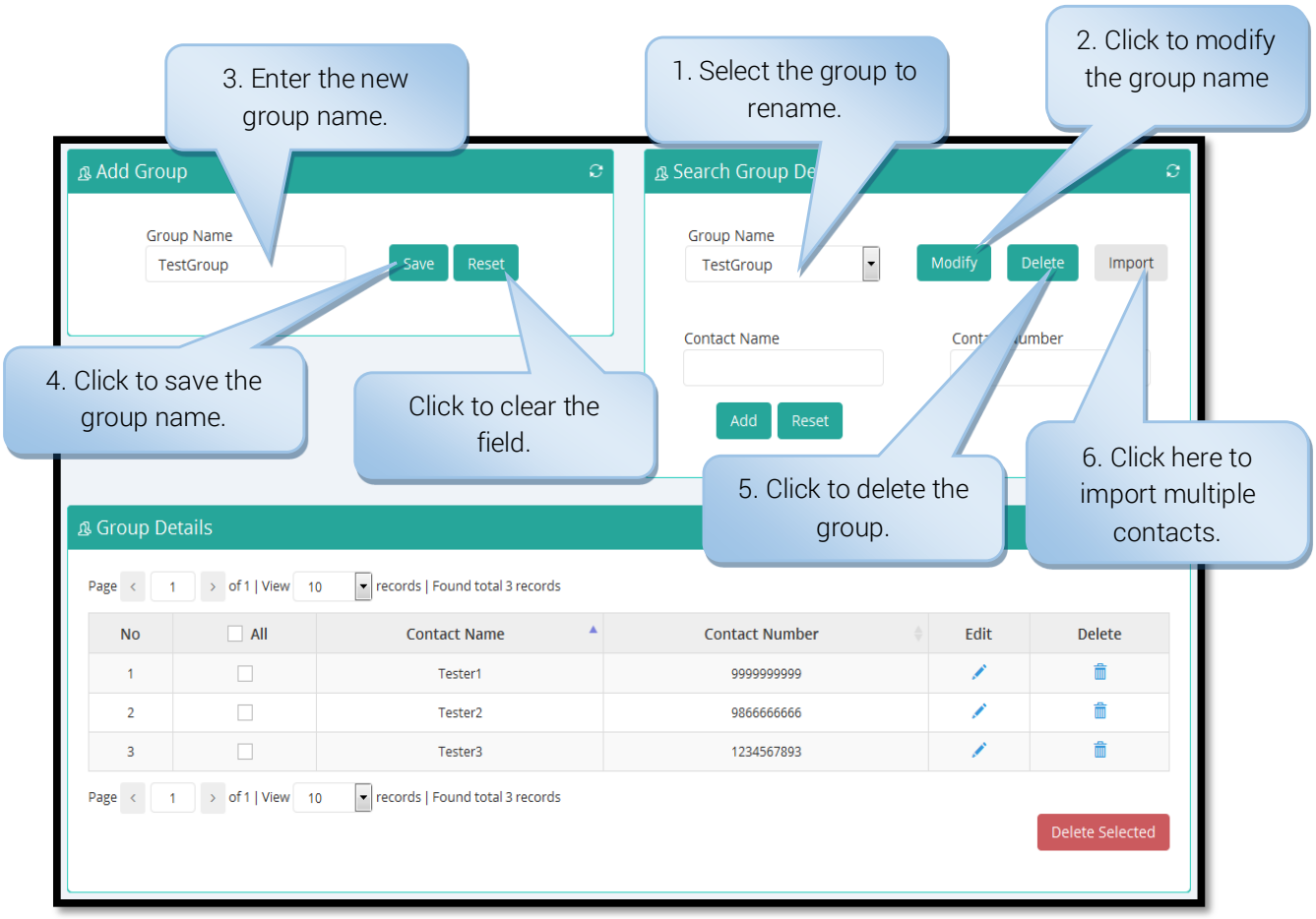

Import Contacts:

This section will explain the process for importing multiple contacts. If mobile number already exists in a group while importing contacts then duplicate entry will be removed i.e. duplicate contact will be added only once in that group.

Steps to import contacts:

1. Enter the name and mobile number in a new line separated format.
2. Name and mobile number pair should be in comma-separated format.
3. Click 'Import' utton to save the contacts to the selected group.

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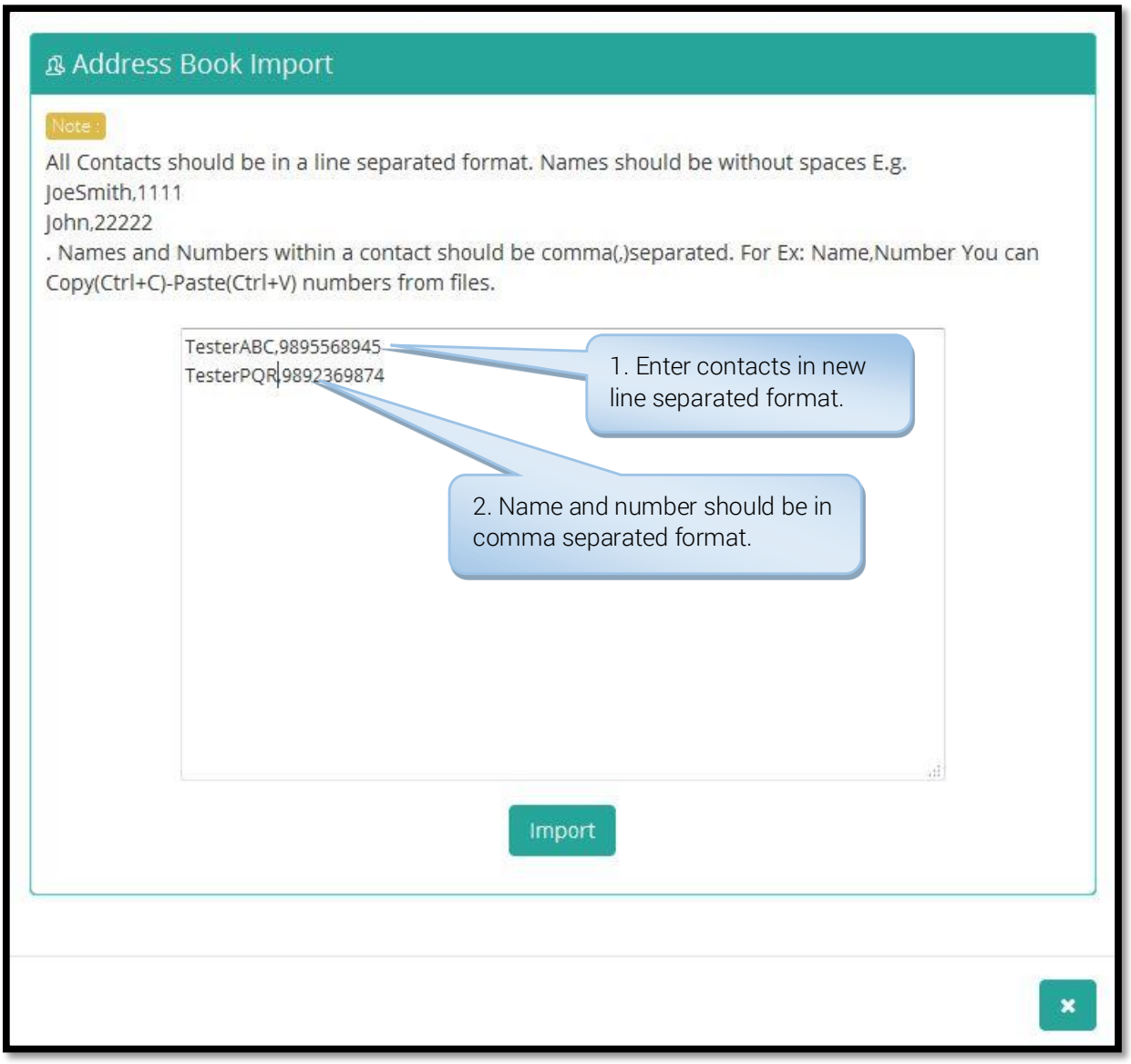

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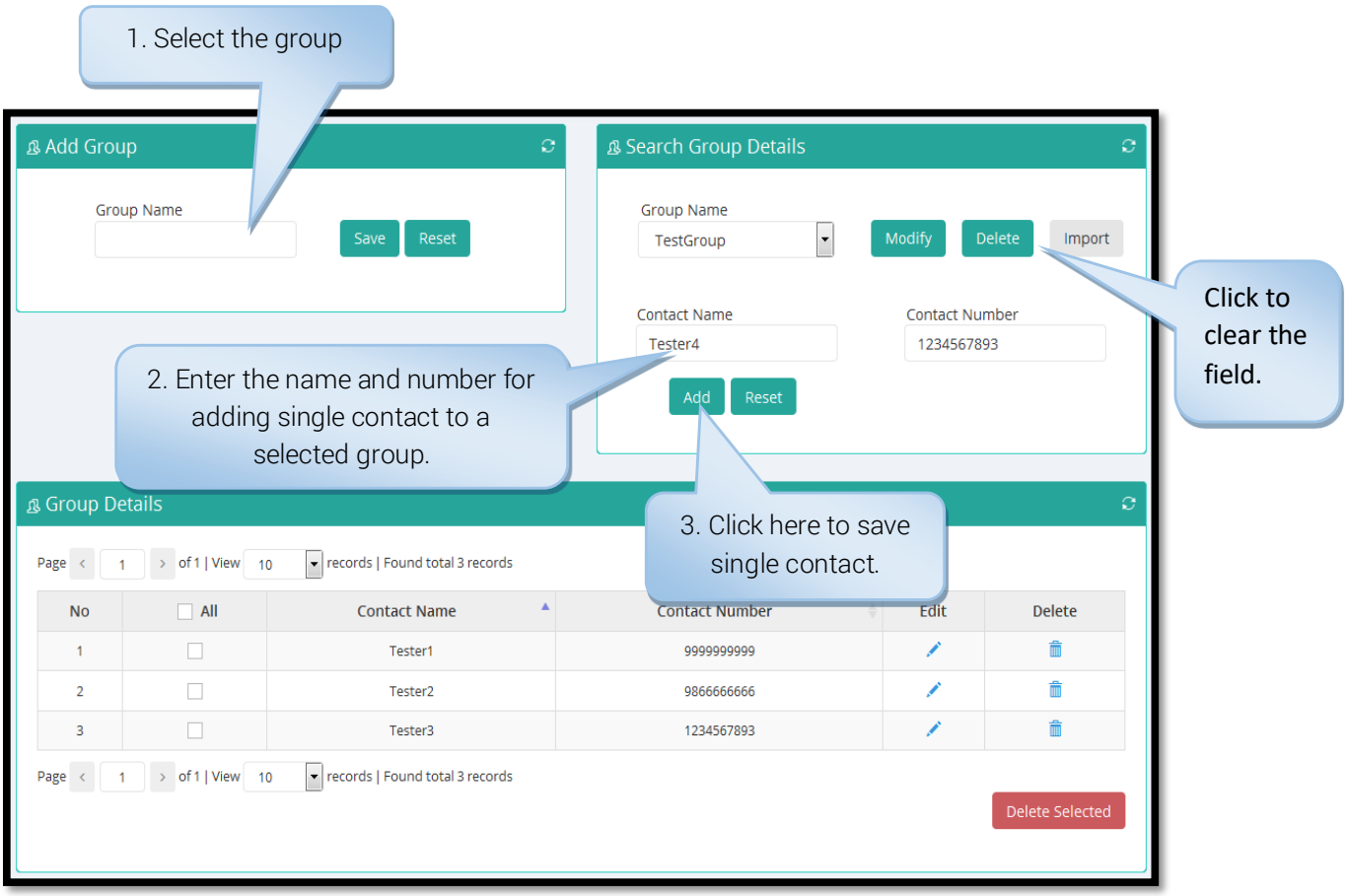
Add Single Contact:

This section will explain the process for adding single contact. Existing mobile number cannot be saved in the same group.

Steps to import contacts:

1. Select the group name in which contact has to be added.
2. Enter the name and mobile number for adding single contact.
3. Click 'Add' button to save the contacts to the selected group.



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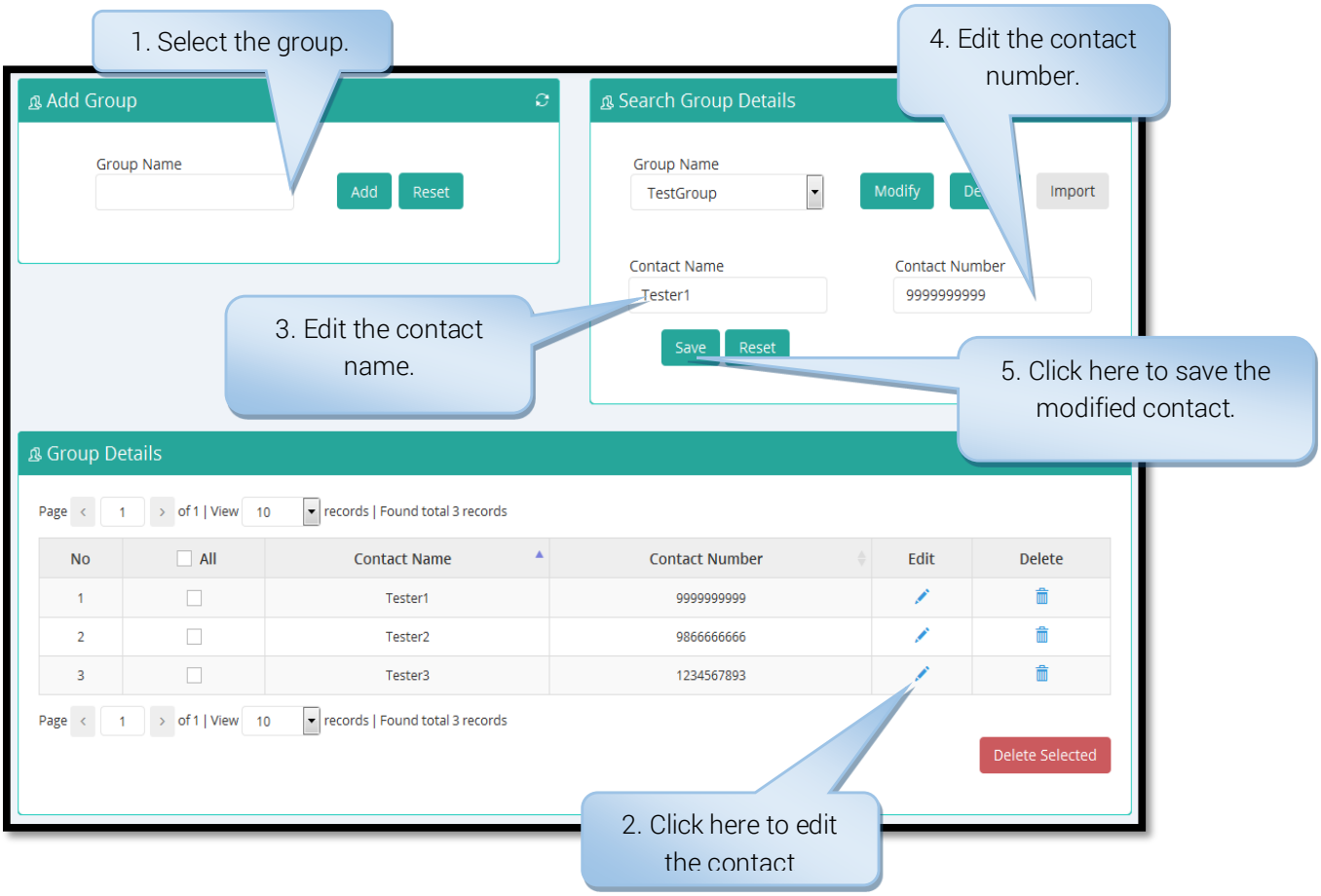
Edit Contact:

This section will explain the process for editing contact of the selected group.

Steps to editing contacts:

1. Select the group name in which contact has to be changed.
2. Select the contact by clicking the 'Edit' link beside the contact.
3. Edit the contact name.
4. Edit the contact mobile number.
5. Click 'Save' button to save the modified contact.



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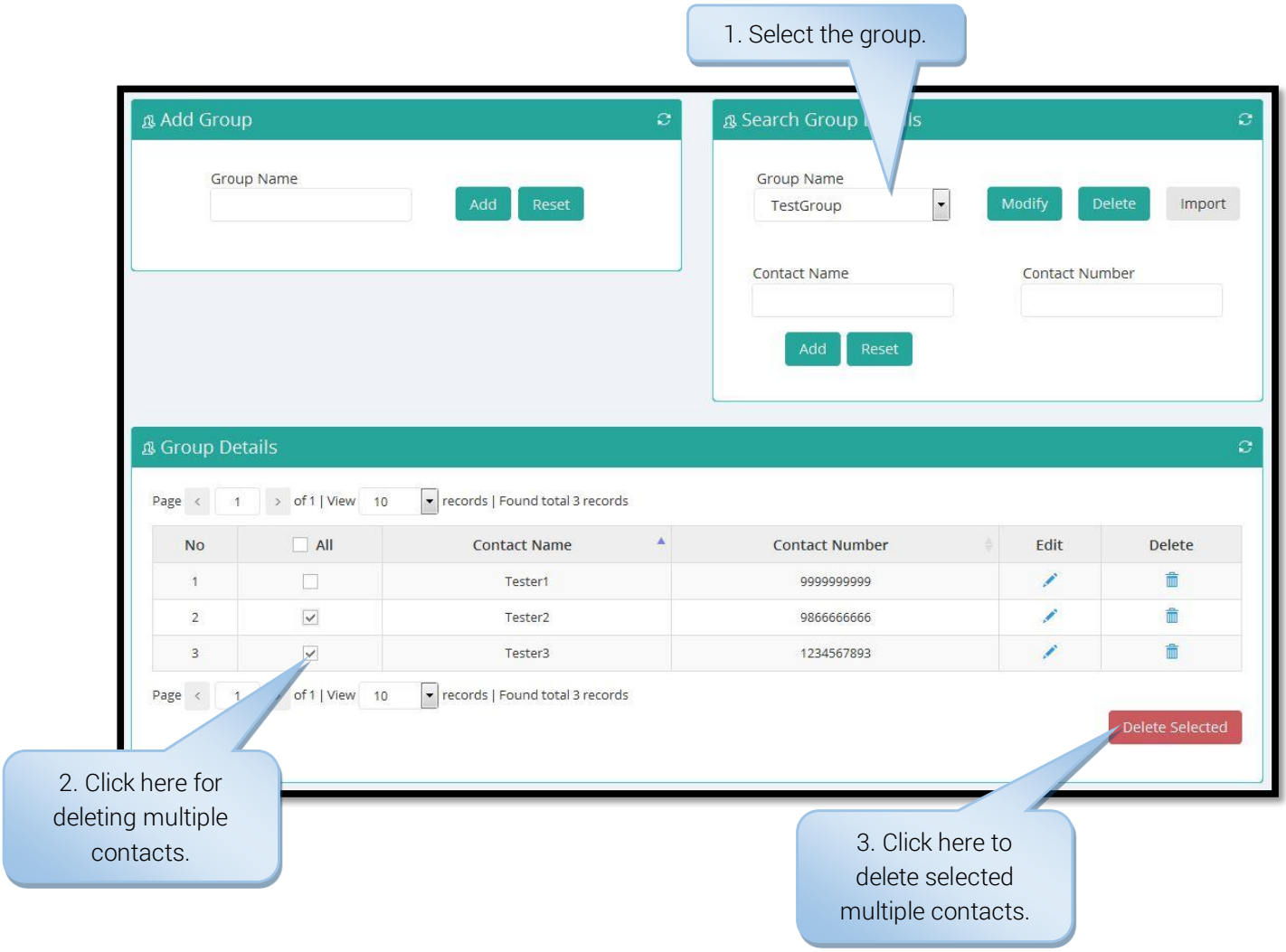
Delete Multiple Contacts:

This section will explain the process for deleting multiple contacts.

Steps to deleting contacts:

1. Select the group name in which contact has to be deleted.
2. Select the contacts by clicking the checkbox beside the contacts. If all the contacts has to be deleted then click on the 'All' checkbox.
3. Click 'Delete Selected' button to delete the selected contacts of the group.



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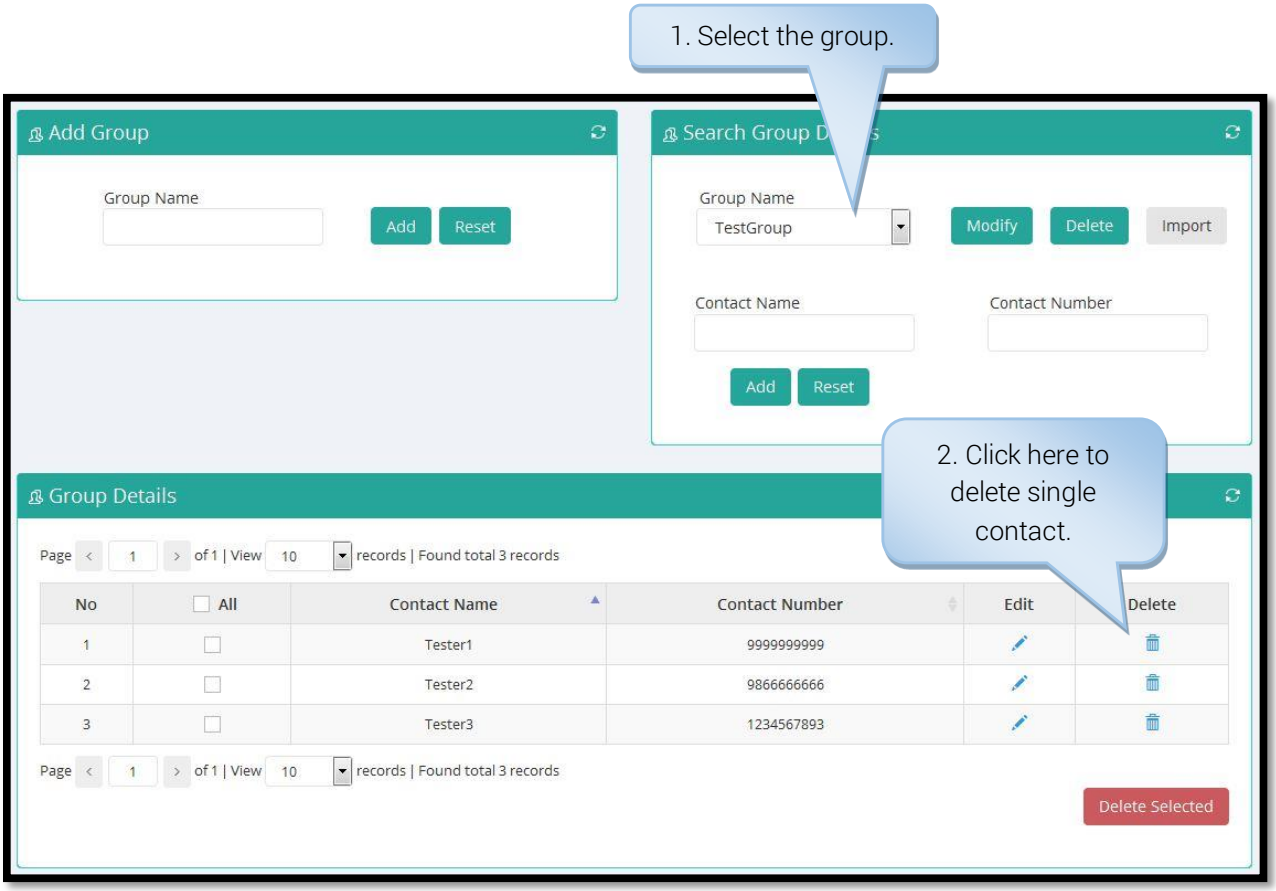
Delete Single Contacts:

This section will explain the process for deleting single contact.

Steps to deleting contact:

1. Select the group name in which contact has to be deleted.
2. Click the 'Delete' Link beside the contact to be deleted.



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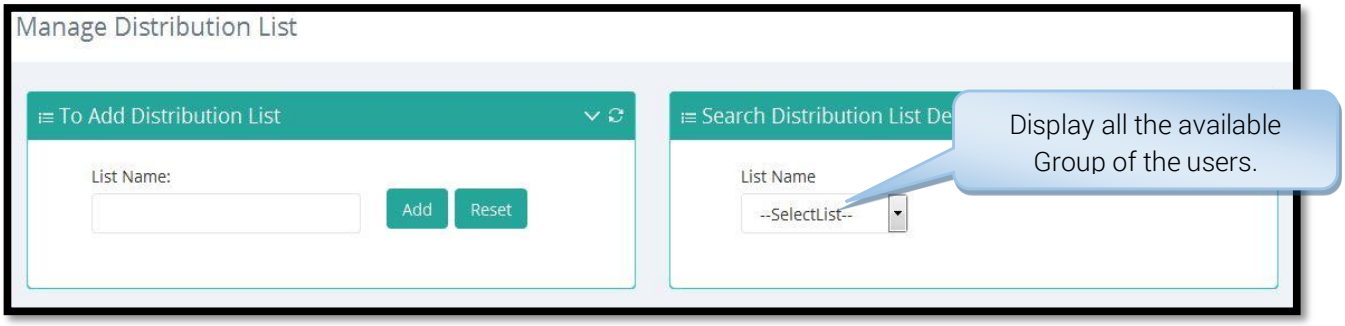
Distribution List:

Using Distribution List mobile numbers including country code are only stored.



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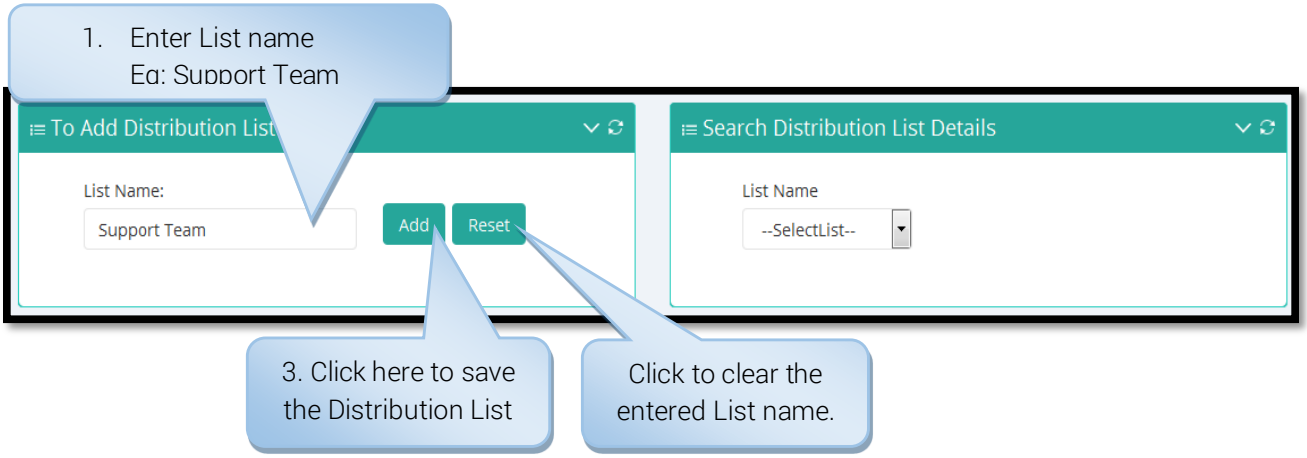
Add Distribution List:

This section explains the process for creating a distribution list.

Steps to add group:

1. Enter the name of the distribution list which is to be created e.g. Clients, Friends etc.
2. Click the 'Add' button to save the name for the distribution list.



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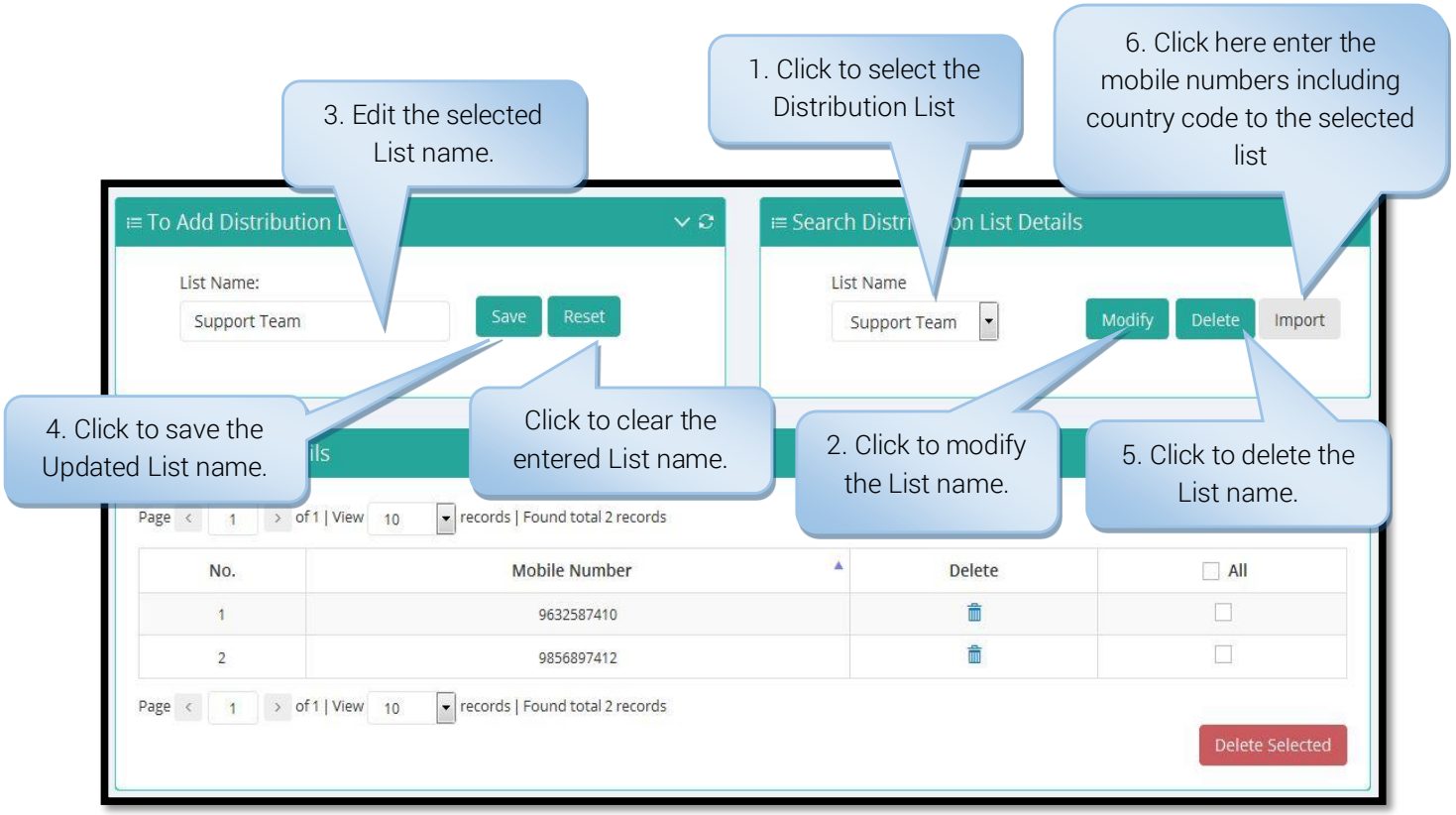
Modify and Delete Distribution List:

This section explains the process for renaming and deleting a distribution list.

Steps to add group:

1. Select the distribution list name from the drop-down box which has to be renamed or removed.
2. Click the 'Modify' button to rename the selected distribution list.
3. Enter the new distribution list name.
4. Click the 'Modify' button to save the modified name for the distribution list.
5. To remove the selected distribution list click 'Delete' button and then click 'Yes' to confirm deleting the group.
6. To import mobile numbers including country code to the selected distribution list click 'Import Number' this is explained in the next section



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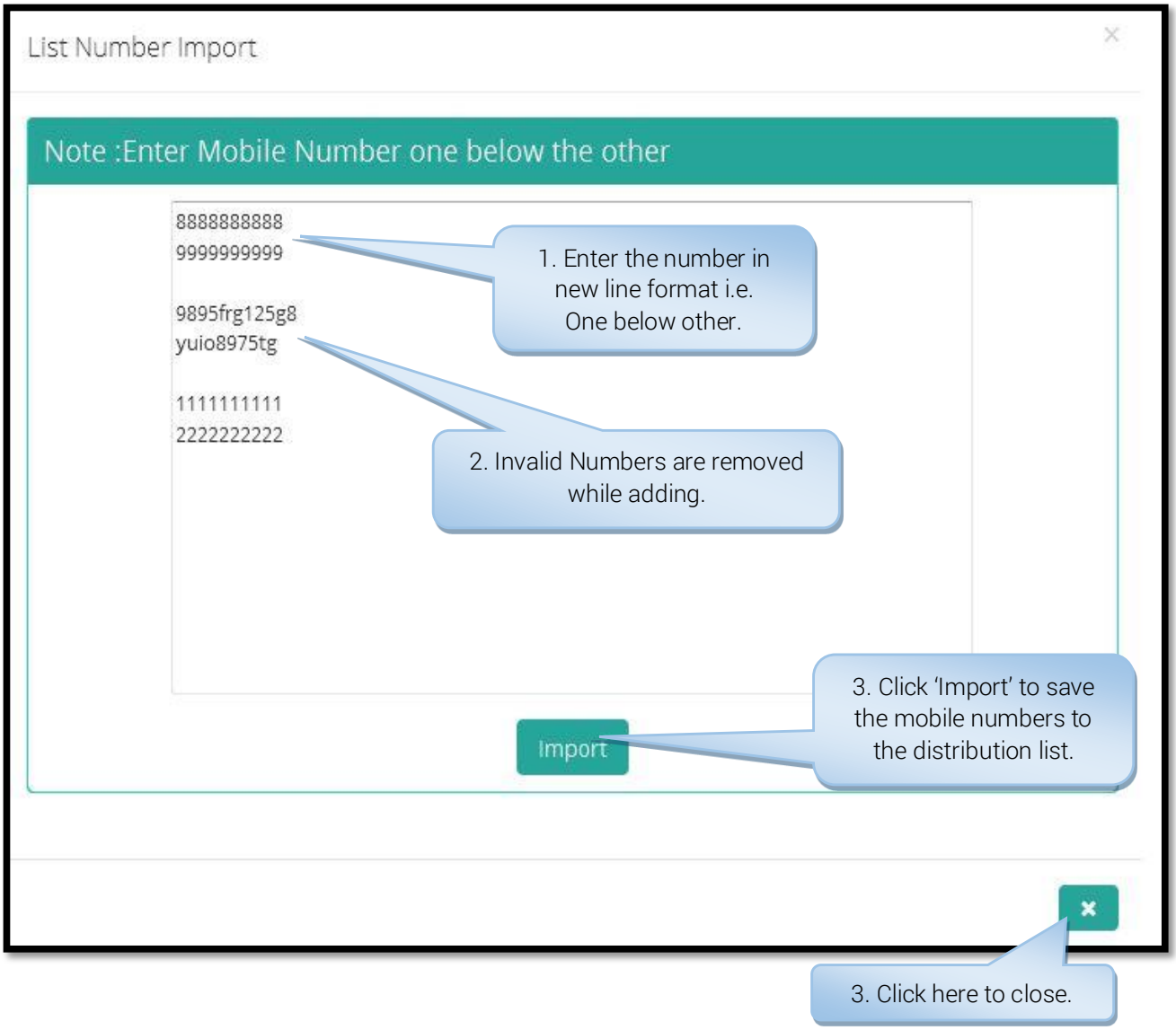
Importing Mobile Numbers:

This section will explain the process for importing multiple mobile numbers, including country code, to selected distribution list. If mobile number already exists in the selected distribution list while importing, then the duplicate entry will be removed. Invalid mobile numbers will not be saved in the distribution list.

Steps to import contacts:

1. Enter the mobile number in a new line separated format.
2. Invalid mobile number will be removed while importing to the distribution list.
3. Click 'Import' button to save the mobile numbers to the selected distribution list.



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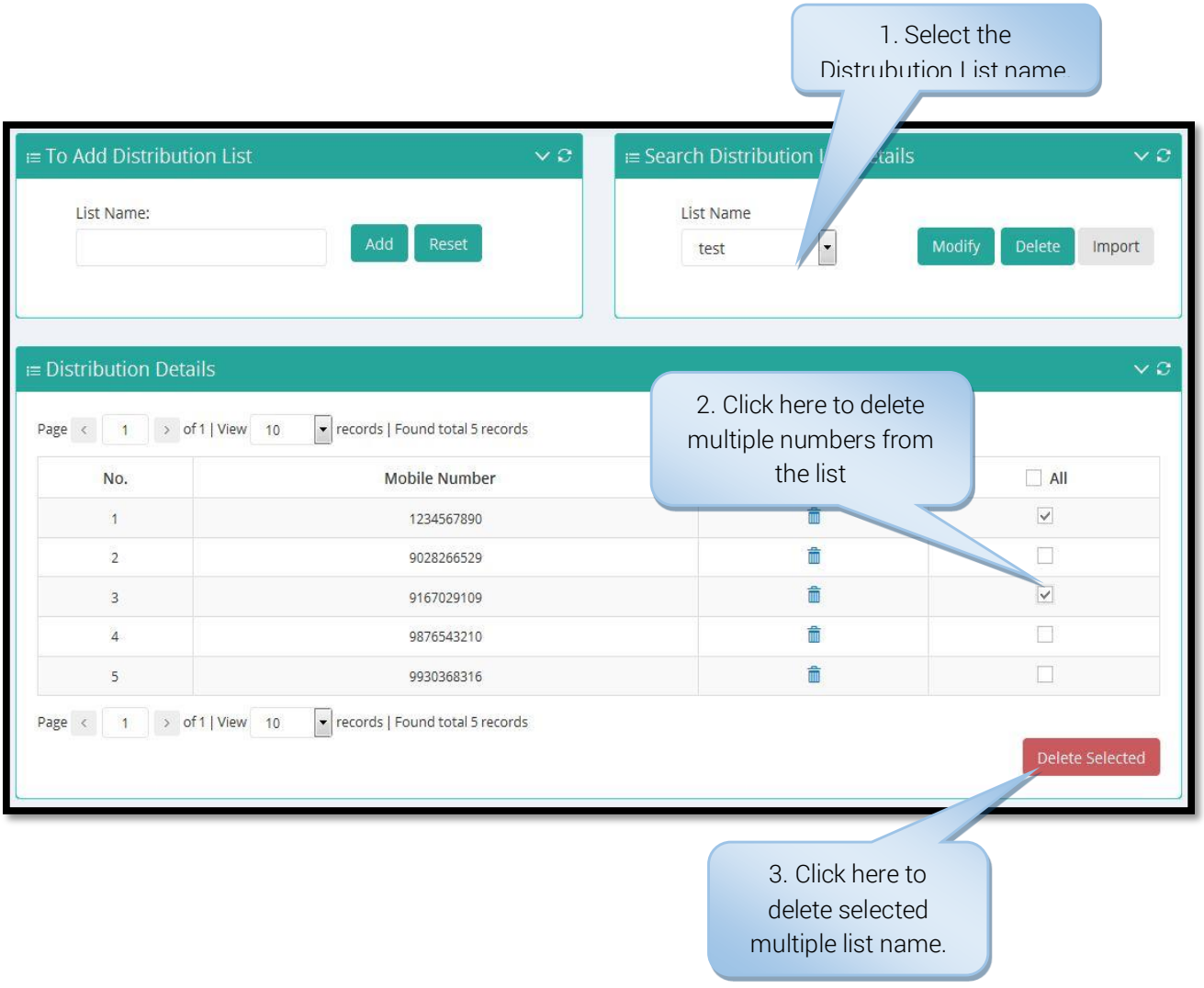
Delete Multiple Mobile Numbers:

This section will explain the process for deleting multiple mobile numbers including country code in the selected distribution list.

Steps to deleting contacts:

1. Select the distribution list name in which contact has to be deleted.
2. Select the contacts by clicking the checkbox beside the mobile numbers. If all the contacts has to be deleted then click on the 'All' checkbox.
3. Click 'Delete Selected' button to delete the selected contacts of the group.



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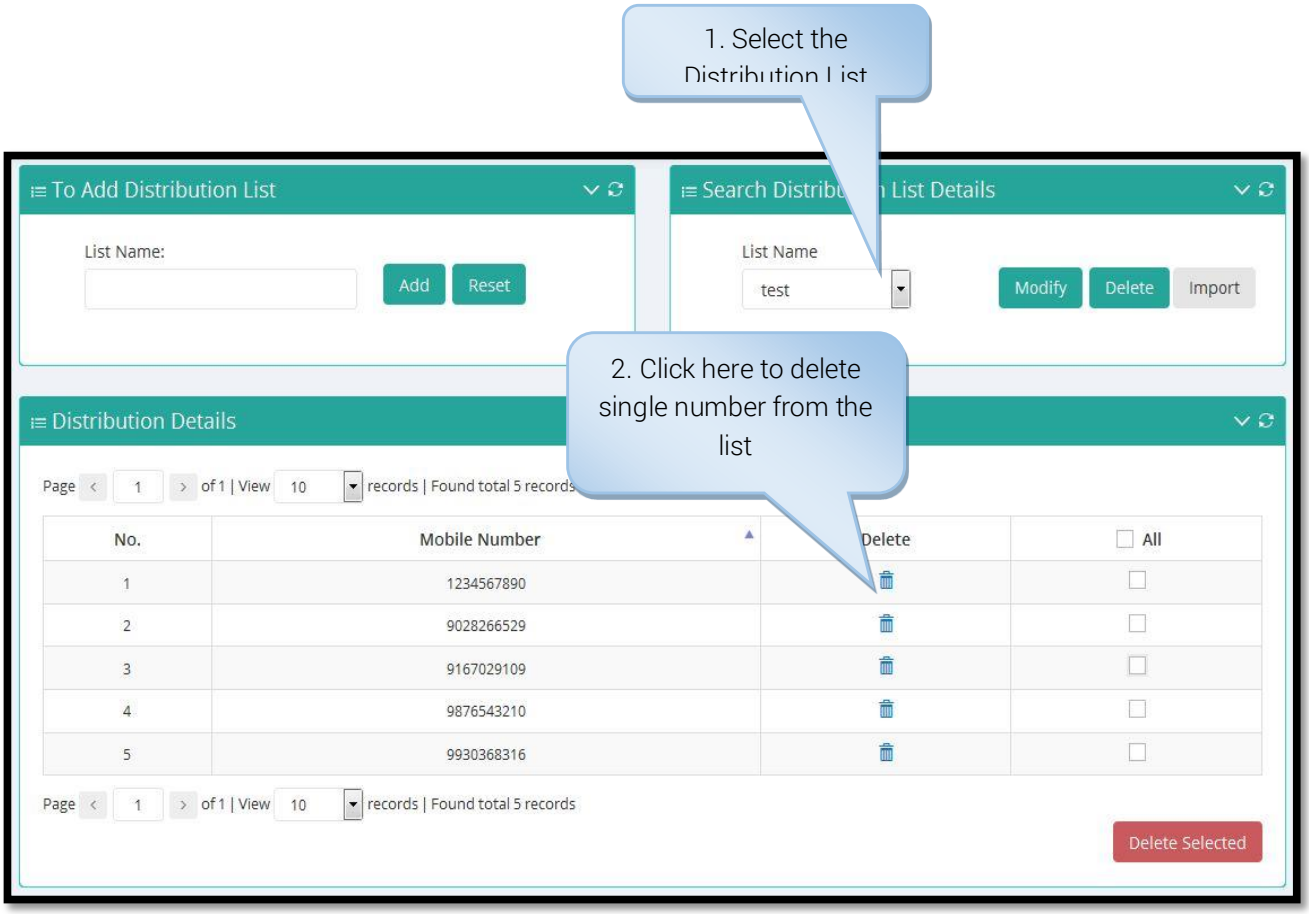
Delete Single Mobile Number:

This section will explain the process for deleting single mobile number.

Steps to deleting mobile number:

1. Select the distribution list name in which mobile number has to be deleted.
2. Click the 'Delete' link beside the mobile number to be deleted.



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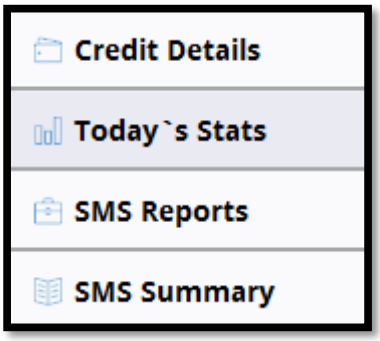
REPORTS

Reports enables user to view details of messages sent and their delivery status along with detailed credit usage and current day's statistics. Following reports are available for the users:



Credit Details:

Credit Details report displays the current credit balance and the 'Outstanding Over-Draft.' It also displays the credit change log for the selected time interval.

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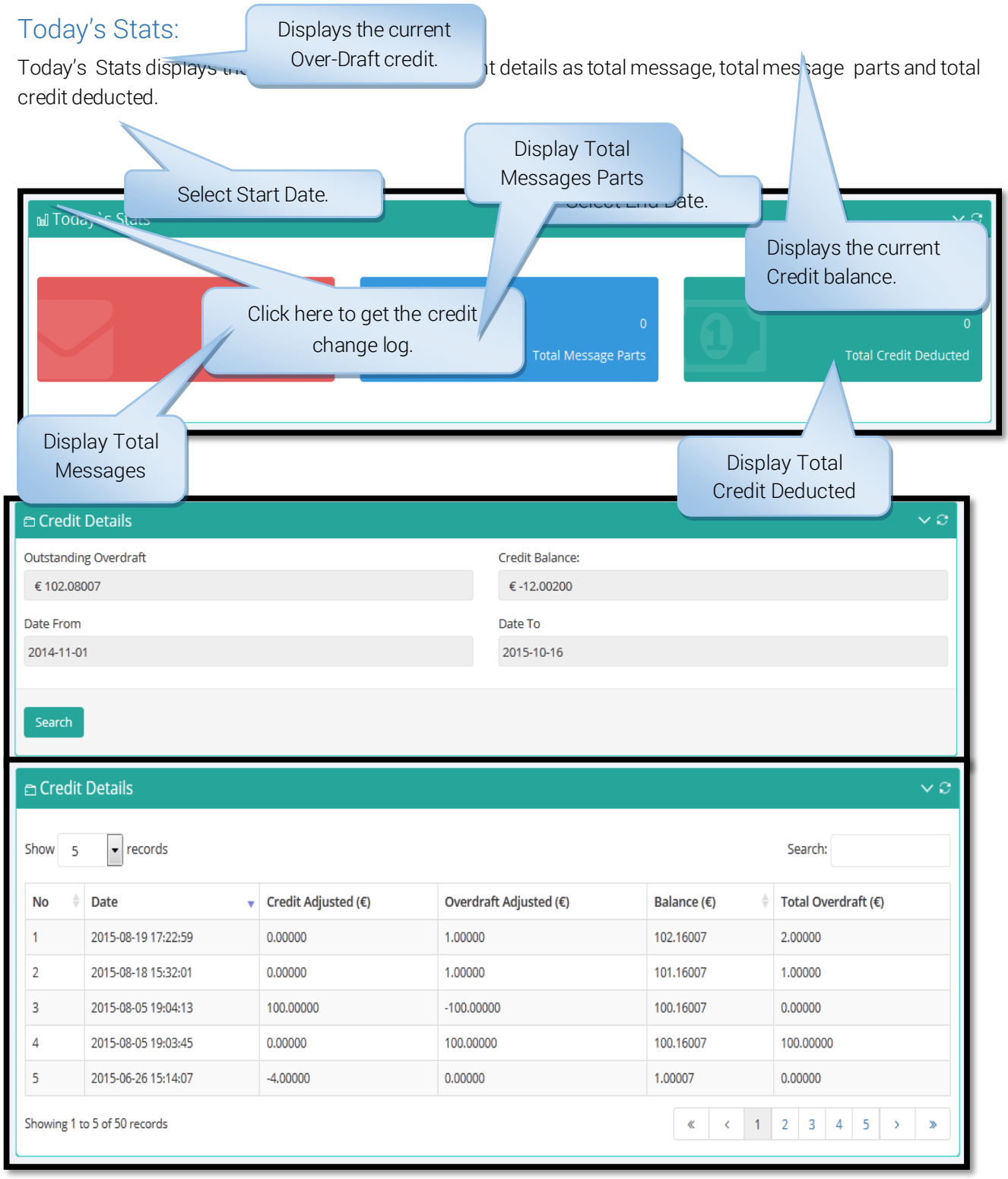
To get the credit change log details select the 'Start and End Date' and then click 'Search' button.

Today's Stats:

Displays the current Over-Draft credit.

Today's Stats displays t… details as total message, total message parts and total credit deducted.



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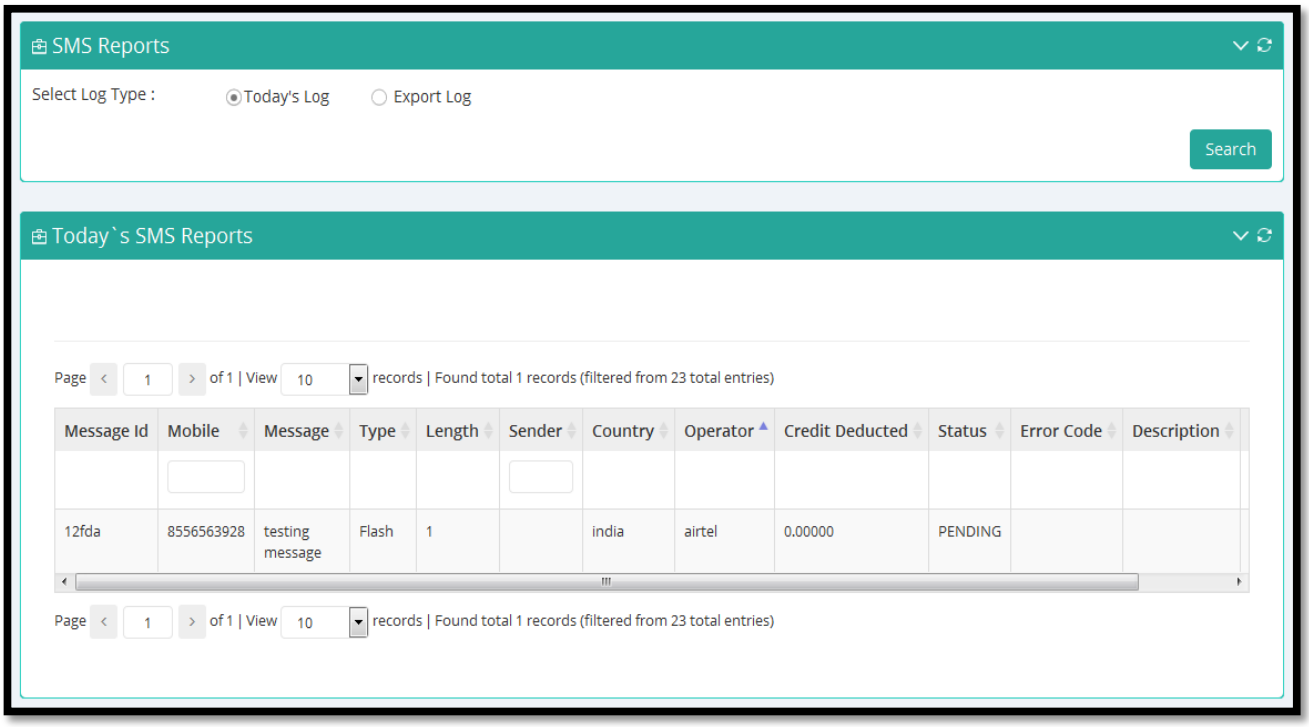
SMS Report:

SMS Report displays the detailed information of all sent SMS and price charged along with the delivery status for selected date range. It has two option, first, to view current day detailed information of all the sent SMS and second, for exporting the detailed information for the previous days.

User can search for a particular mobile number, sender or message details by adding search filters in the export log feature.



Here in the Export log feature, user can select different search filters for exporting the previous day log. The user will receive email for the export log on the registered email id and the alternate email id if specified.

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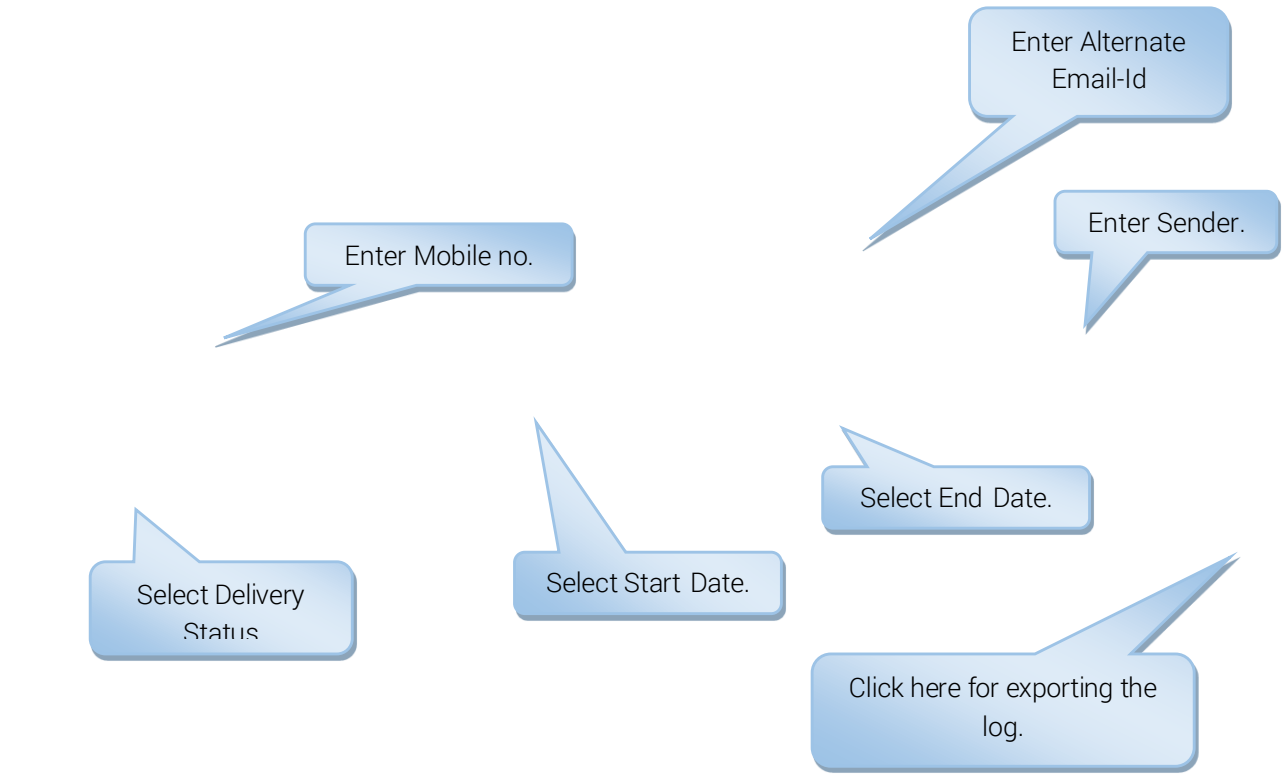

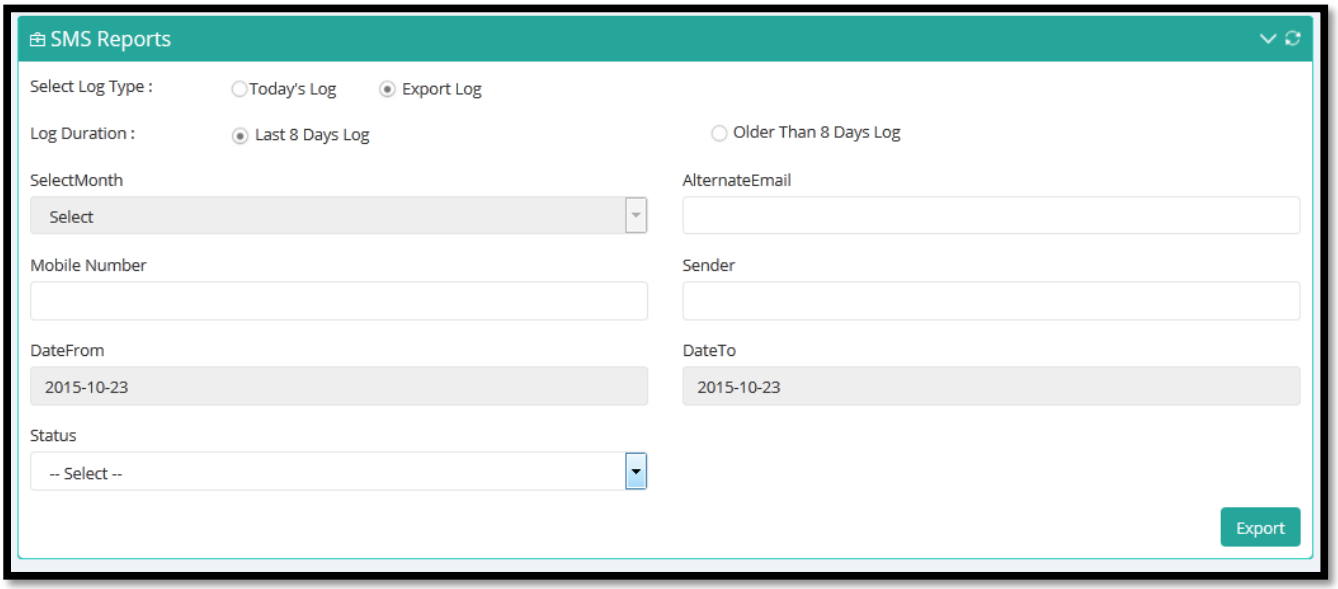

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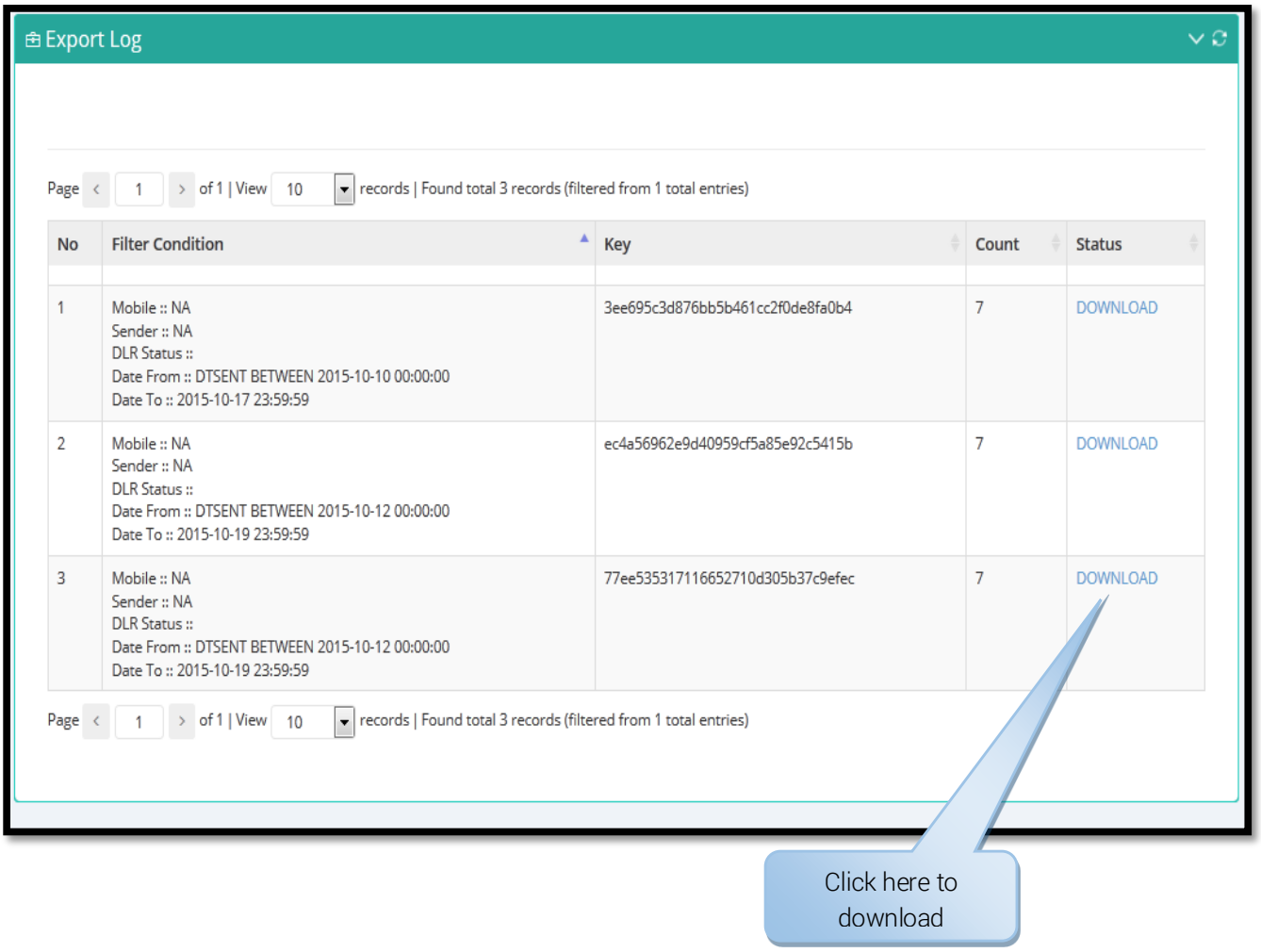

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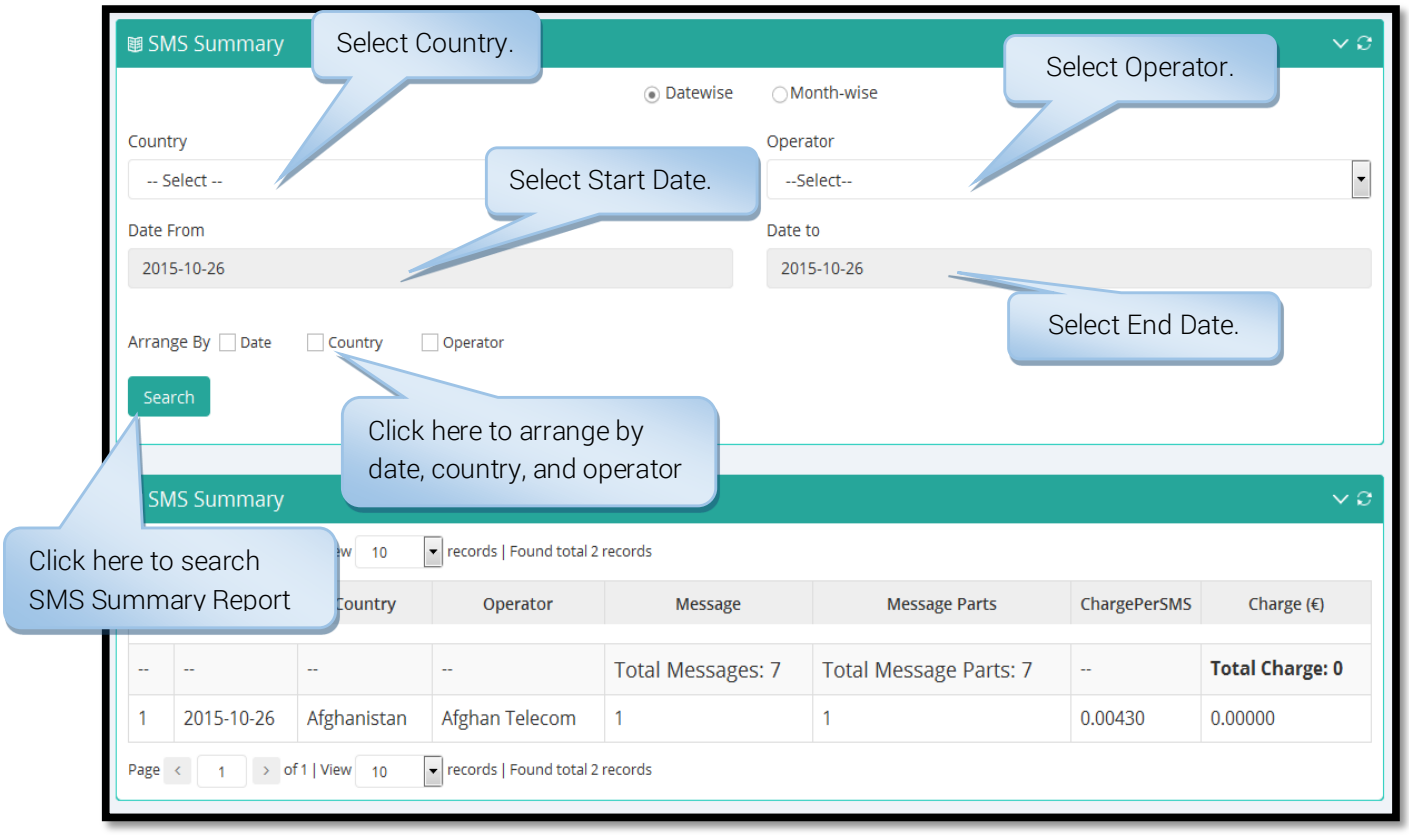
SMS Summary:

SMS Summary displays the date-wise sent SMS count and total price charged along with country-operator details for selected date range.

User can also view summary for particular country and operator by selecting them depending on user preference.



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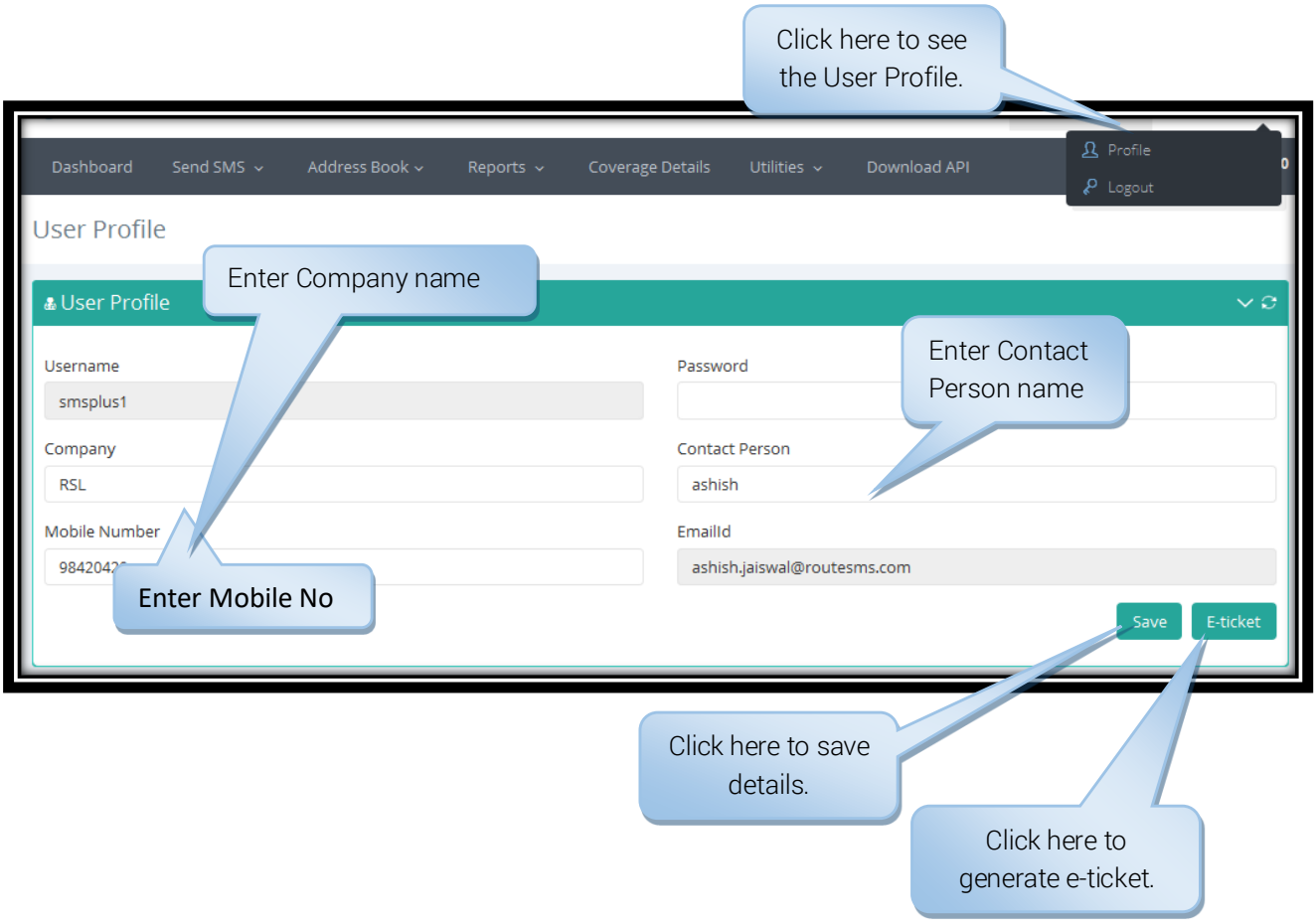
USER PROFILE

User Profile lets the user modify details like password, company, contact person, contact number and email id. All the details are mandatory.

To change password click the checkbox beside the new password field as shown below:



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Description:

Explanation for the above fields is as follows:

- Username: This displays the username for the logged in user.
- Password: Enter password, required for validation of the user.
- Company: Enter the company name.
- Contact Person: Enter the contact person name in the company.
- Mobile Number: Enter the mobile number for the contact person.
- Email Id: Enter the valid email-id for the contact person or company.
- E-Ticket: Used for generating e-ticket, for reporting any issue faced by the user.

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COVERAGE DETAILS

Coverage Details provides the coverage information of the user. User can view the default price, the assigned pricing and the special prefix pricing.

User can also view the last seven days routing changed logs and special prefix pricing changed logs.

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Routing Change Log

Country	Operator	Old Price (€)	New Price (€)	Status	Date
Afghanistan	Etisalat	0.00201	0.00200	UPDATED	2015-10-27 11:41:09
		0.00200	0.00201	UPDATED	2015-10-27 11:40:39

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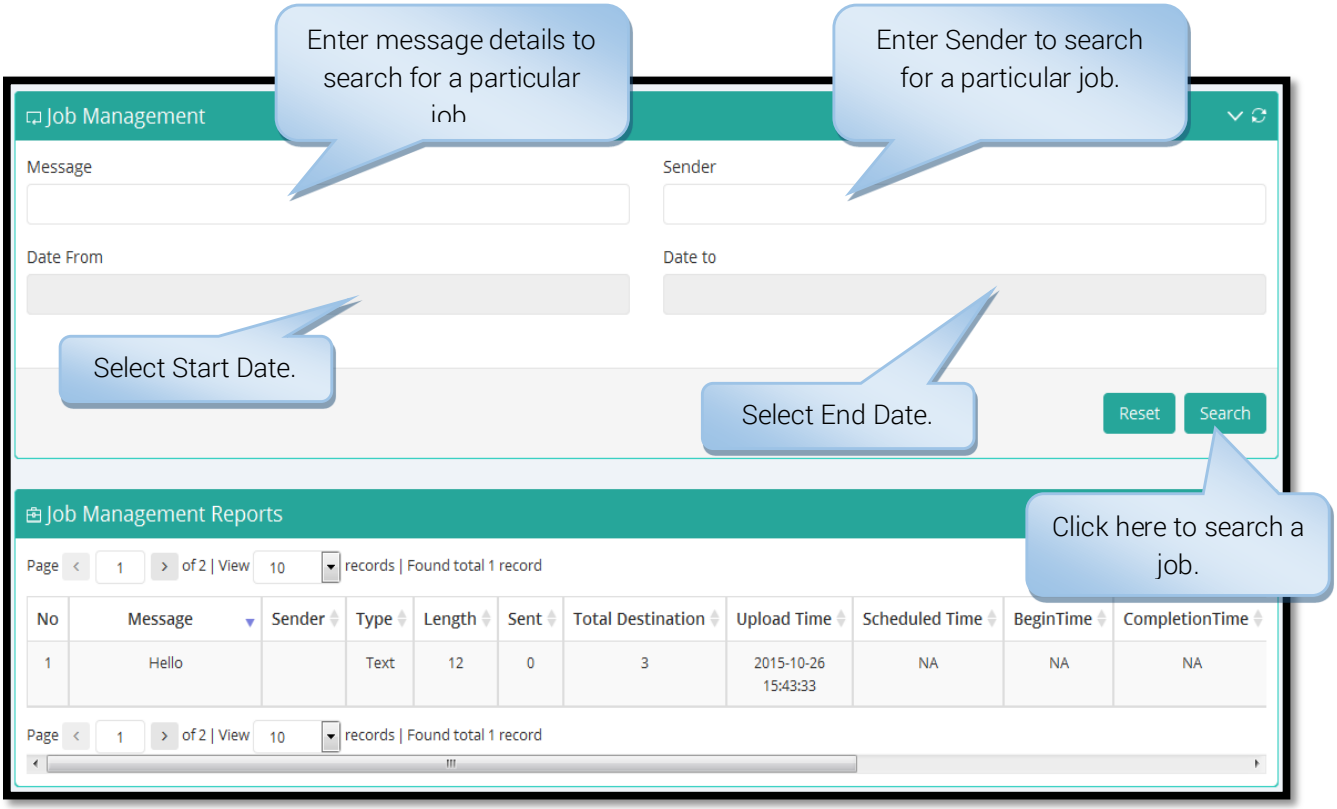
JOB MANAGEMENT

Job Management option displays details of the jobs uploaded by the user from 'Send SMS,' along with other information it displays status of the uploaded jobs.

Status can be any one of the following:

- Waiting: Job is ready for execution.
- In Process: Message sending is in progress.
- Partially Completed: Indicates partial completion of Job.
- Scheduled: Indicates job is scheduled for execution.



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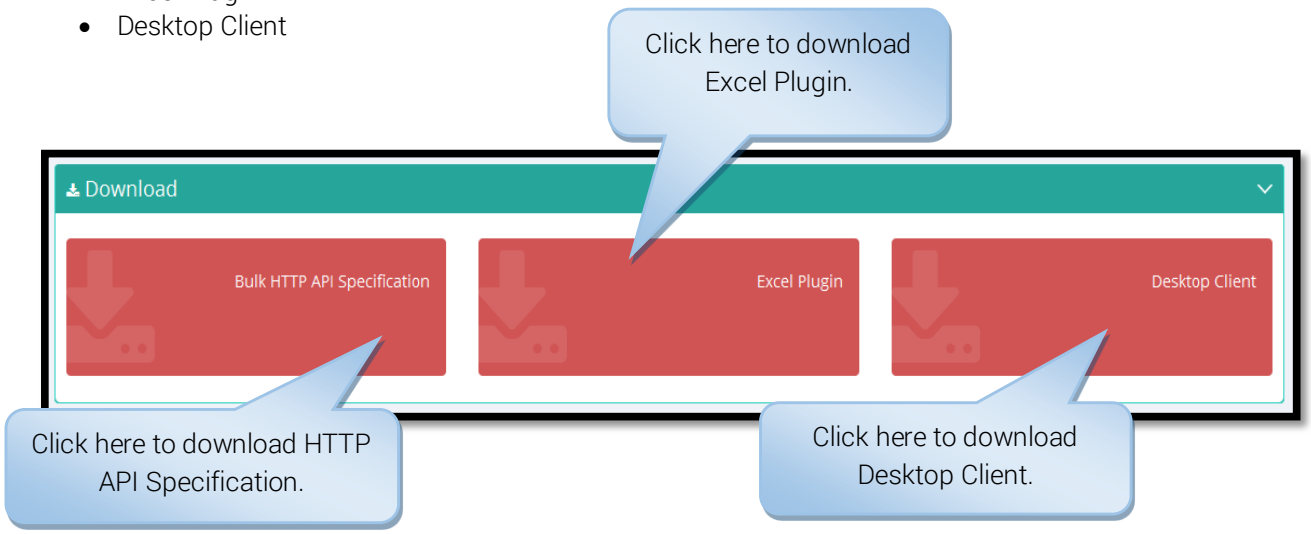
Download API

Download API option will display three tabs to download:

- Bulk HTTP API Specification
- Excel Plugin
- Desktop Client



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ADDITIONAL FEATURES

Language Selector:

On login screen user can select any one of the available language, so that till the time user is using the application, user will be able to see the application in that language.

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