

# Let's get started

**Easy to follow instructional manual**

To start with is a quick guide if you just want to get up and running fast. Then we will look into our system in more detail, looking at some of our great features.

We have tried to keep it short and sweet for you... so let's get going!



# Send a quick campaign

(just click on Send SMS)

Home / [Send SMS](#)

### Numbers

[To](#) Add a number or group

### Message

[Saved Messages](#) [Fields](#) [Stop](#) [URL Shortener](#)

Write your text message...

Not writing 0 Chars 612 Max Chars

### Sender ID

Sender ID  [Save](#)

Campaign ID

### Send

Choose your campaign send mode:

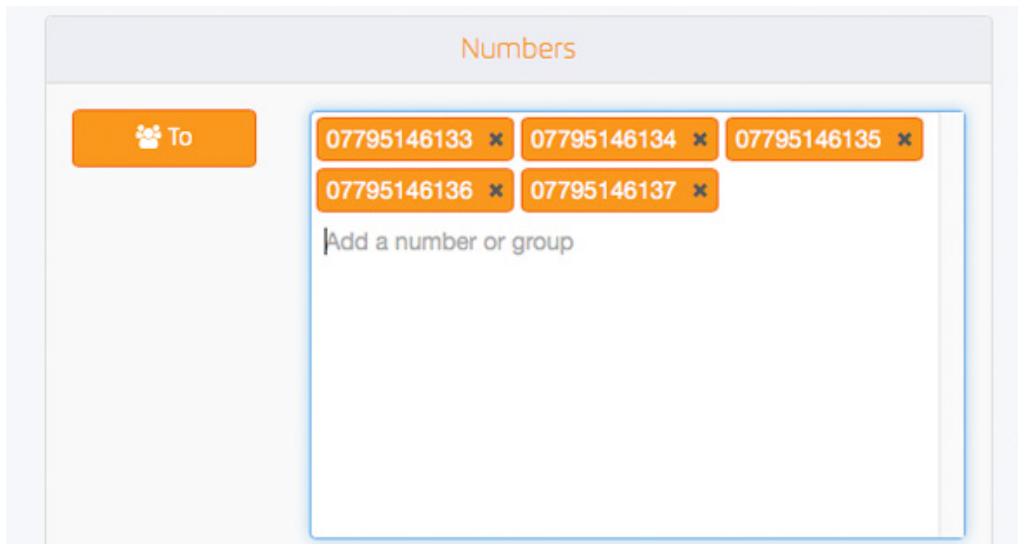
[Send Now](#) [Schedule Send](#) [Spread Send](#)

TM Test Account Company   Enabled International Sends   3,818 Credits Remaining   Sales Sender ID   902 Account Number

# Send a quick campaign

(just click on Send SMS)

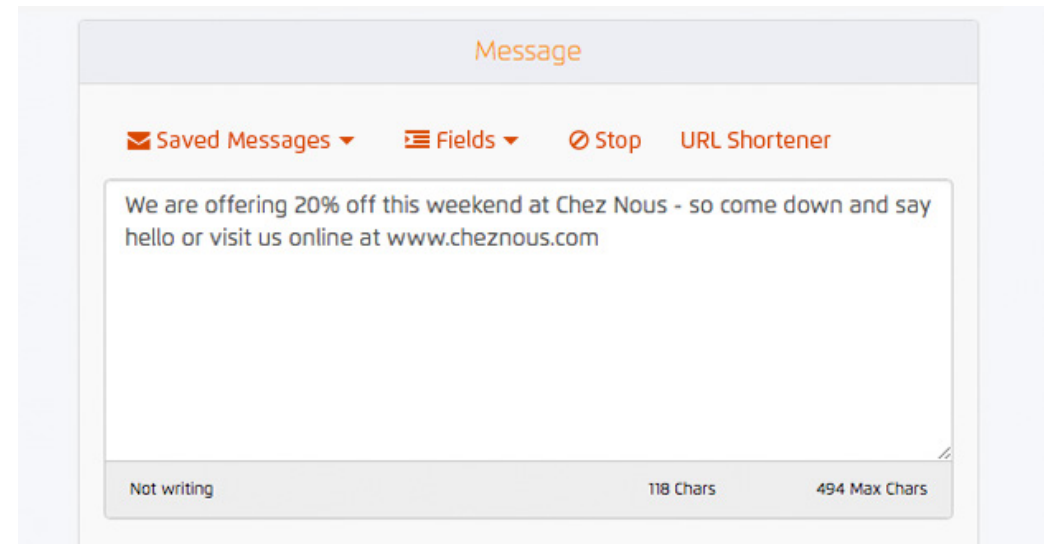
## 1. Numbers



The screenshot shows a form titled "Numbers". On the left, there is an orange button with a group icon and the text "To". To the right of this button is a text input area containing five orange buttons, each with a phone number and a close icon (x). The numbers are: 07795146133, 07795146134, 07795146135, 07795146136, and 07795146137. Below these buttons is a text input field with the placeholder text "Add a number or group".

Above is the numbers box. You can type numbers in manually or paste them in separated by a comma or on separate lines as above. The 'To' button on the left is where you can select your saved contact groups.

## 2. Message



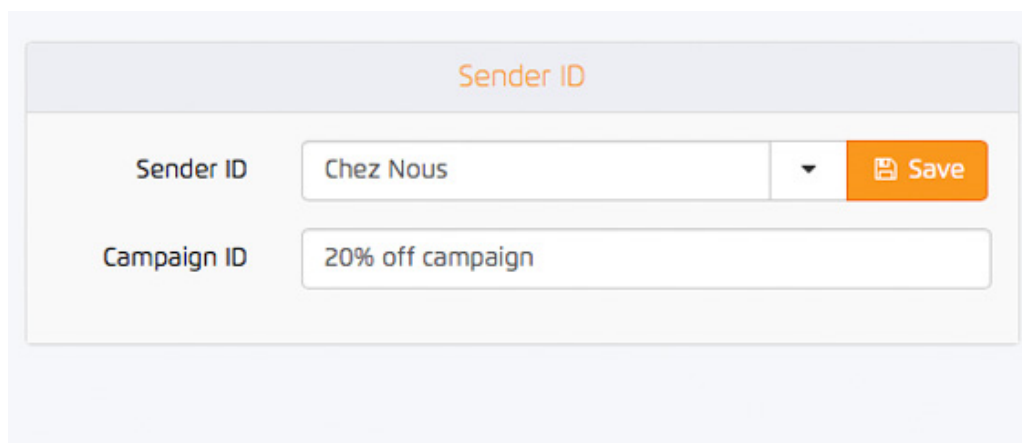
The screenshot shows a form titled "Message". At the top, there are several icons and text: a checkmark icon followed by "Saved Messages", a list icon followed by "Fields", a stop icon followed by "Stop", and "URL Shortener". Below this is a large text input area containing the message: "We are offering 20% off this weekend at Chez Nous - so come down and say hello or visit us online at [www.cheznous.com](http://www.cheznous.com)". At the bottom of the input area, there is a status bar that says "Not writing" on the left, "118 Chars" in the middle, and "494 Max Chars" on the right.

This is the message box where you type your message in that you want to be sent out. Do not copy and paste messages in here because you will get hidden characters that can cause errors.

## Send a quick campaign

(just click on Send SMS)

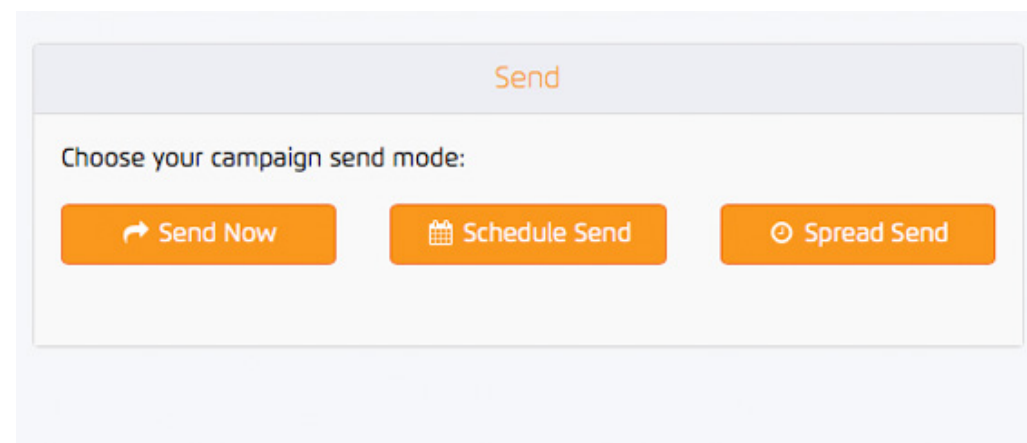
### 3. Sender ID



The screenshot shows a form titled "Sender ID" with two input fields and a save button. The first field is labeled "Sender ID" and contains the text "Chez Nous" with a dropdown arrow to its right. The second field is labeled "Campaign ID" and contains the text "20% off campaign". An orange "Save" button with a floppy disk icon is positioned to the right of the first field.

Here is the sender ID where you can write who the message is from, e.g your company name. Or select one of your numbers in the drop down, free reply number or your virtual mobile number. The campaign ID is so you can easily find the message on the system and check it's analytics.

### 4. Send



The screenshot shows a form titled "Send" with the instruction "Choose your campaign send mode:". Below this instruction are three orange buttons: "Send Now" with a right-pointing arrow icon, "Schedule Send" with a calendar icon, and "Spread Send" with a circular arrow icon.

Then all you do is hit send, couldn't be easier. If you press the 'Scheduled Send' button you can select an exact date and time for your message to be sent out - perfect for those weekend sends. The spread send feature allows you send out the messages over a time period rather than all at once - helps ease the strain on your website servers or telephone call responses.

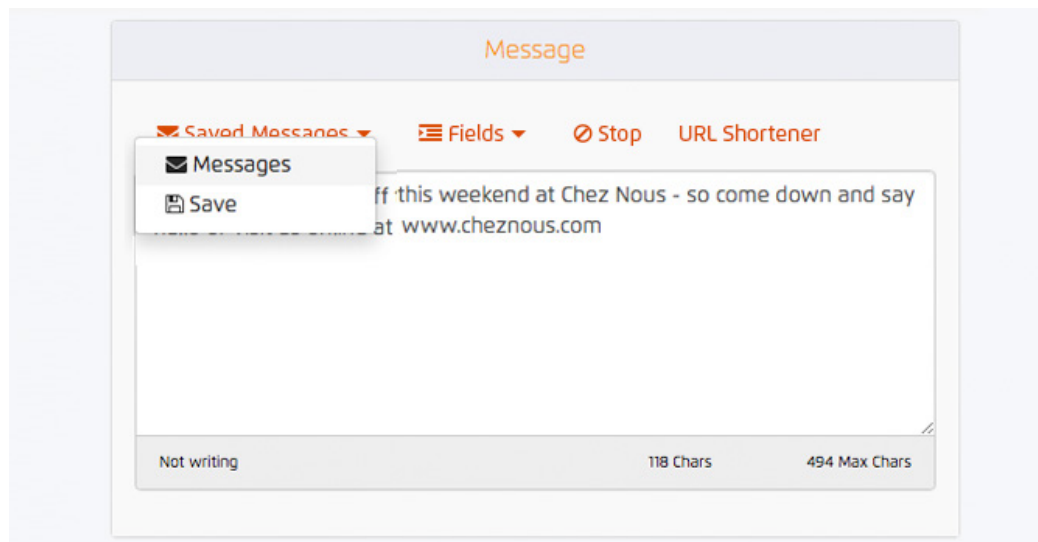
And that's it, you have sent your campaign.

But now we are going to look at some of the other great features in message box and in a little bit more detail.



# Sending a campaign

(just click on Send SMS)

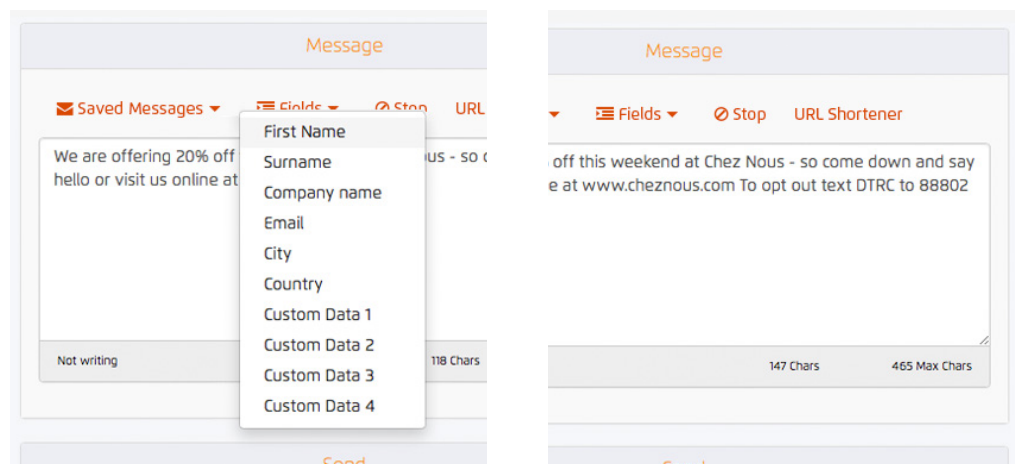


## Saved messages - Dropdown

If you have saved messages in your message library, you can simply click the 'Save Messages' dropdown and select 'Messages'. You will then see a list of your saved messages, select one and then the message will be populated in for you to use or make any amendments.

## Personalise messages - Dropdown

By clicking the 'Fields' drop down you can select additional fields from your contacts such as name or custom data fields.

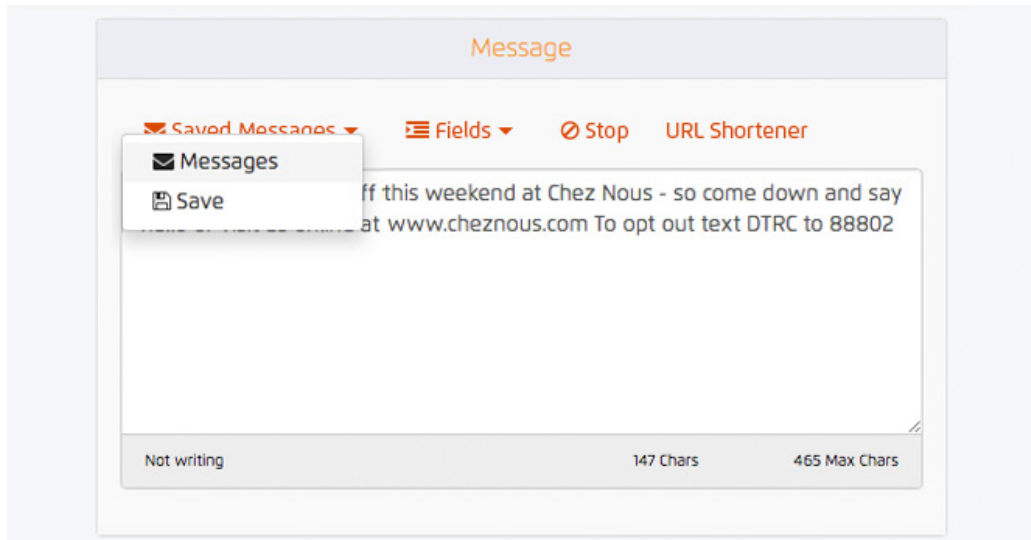


## Unsubscribe tool - Stop button

Press the 'Stop' button to add the unsubscribe text at the end of the message.

# Sending a campaign

(just click on Send SMS)

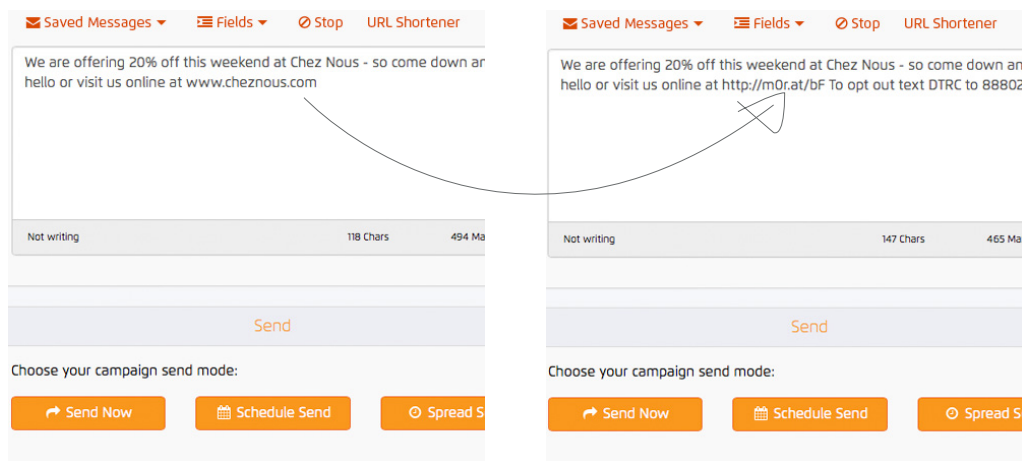


## Save your message - Dropdown

Simply click the 'Save Messages' dropdown and select 'Save' - your message be saved as a template to use for another time.

## URL link shortner - URL Shortner button

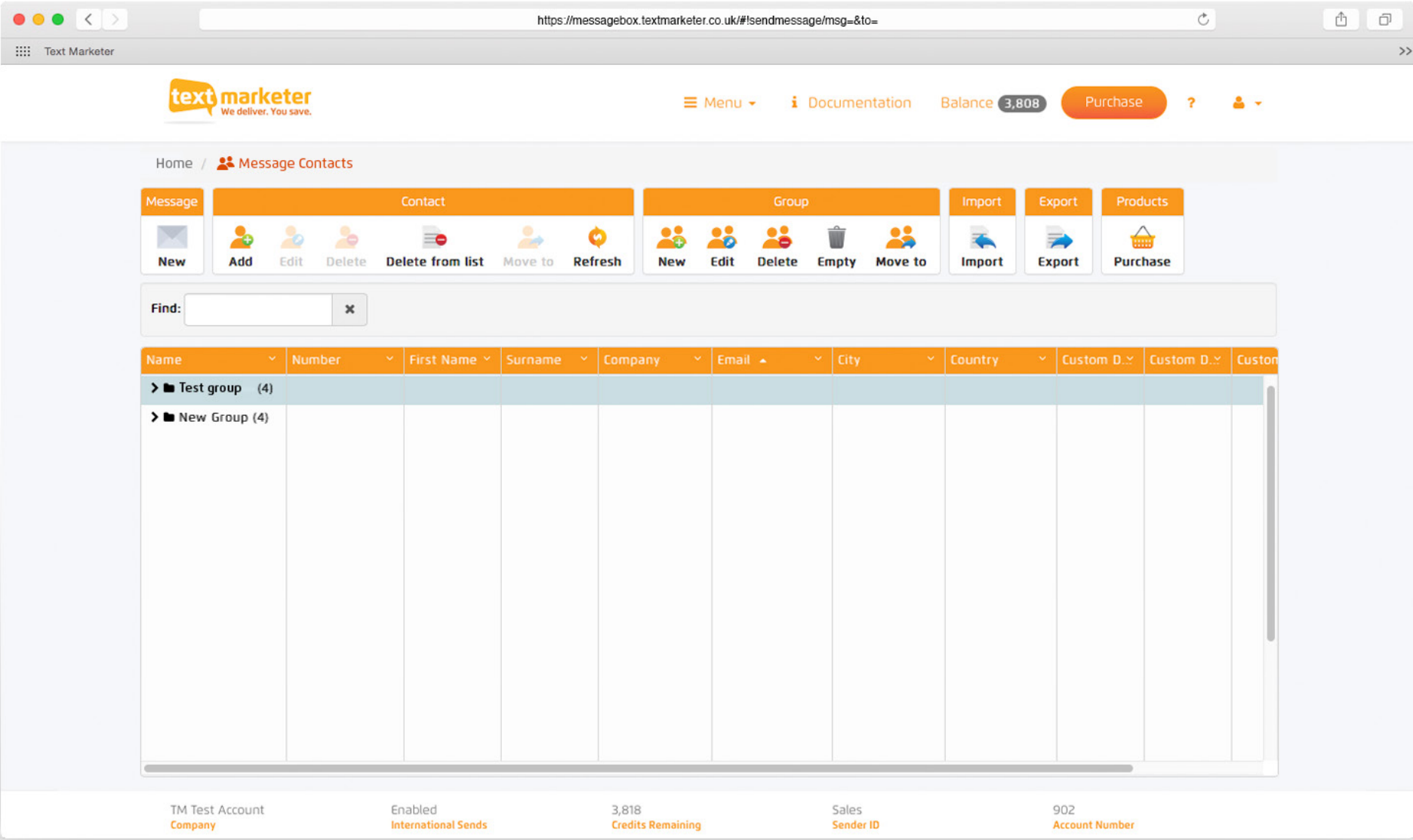
When you add a URL into the message box the button will become clickable, simply click and it does the rest for you.





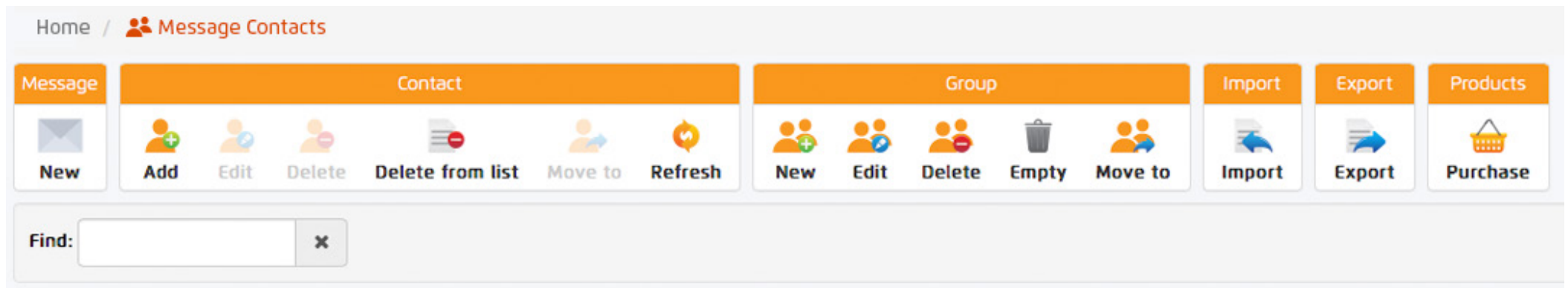
# Create groups and add contacts

(just click on Manage Contacts)



# Create groups and add contacts

(just click on Manage Contacts)



To start a new contact group, simply click on the 'New' button under the group section in the toolbar, and name it accordingly. Then by selecting this contact group you can add contacts manually, import or copy and paste numbers into your contact group.

You can copy and paste numbers in by using the 'Import' button in the toolbar - just paste the numbers in the box provided, or import from a file. You can also export contact groups by using the 'Export' button in the toolbar.

# Create groups and add contacts

(just click on Manage Contacts)

**Import Results** ×

**Move to Group**

Tick this box if you're uploading local numbers only:

**File**  Numbers-1.xlsx

**i** Click on the column headers and drag them to match the relevant column in your data.

| Number        | First Name | Company name | Surname | Email | Country | City | Custom Data 1 | Custom Data 2 | Custom |
|---------------|------------|--------------|---------|-------|---------|------|---------------|---------------|--------|
| +447795146133 | Jack       | Smith        |         |       |         |      |               |               |        |
| +447795146134 | Sarah      | Jones        |         |       |         |      |               |               |        |
| +447795146135 | Brad       | Adams        |         |       |         |      |               |               |        |
| +447795146136 | Tom        | Stephens     |         |       |         |      |               |               |        |

**File**  Numbers-1.xlsx

**i** Click on the column headers and drag them to match the relevant column in your data.

| Number        | First Name | Surname  | Company name | Email | Country | City | Custom |
|---------------|------------|----------|--------------|-------|---------|------|--------|
| +447795146133 | Jack       | Smith    |              |       |         |      |        |
| +447795146134 | Sarah      | Jones    |              |       |         |      |        |
| +447795146135 | Brad       | Adams    |              |       |         |      |        |
| +447795146136 | Tom        | Stephens |              |       |         |      |        |

When you import your contacts you might notice that some of the data fields might not match the headings, this is very easy and quick to solve. Simply click and drag the required heading you want to move and drop it where you want that heading to be.

In this case we wanted the email and company headings to swop, so by clicking and dragging the email heading we dropped it on the company heading, you can see on the right how it has changed.

## Create groups and add contacts

(just click on Manage Contacts)

| ▼ 📁 Test group (4) |              |       |          |
|--------------------|--------------|-------|----------|
| 👤                  | 447795146133 | Jack  | Smith    |
| 👤                  | 447795146134 | Sarah | Jones    |
| 👤                  | 447795146135 | Brad  | Adams    |
| 👤                  | 447795146136 | Tom   | Stephens |

| ▼ 📁 Test group (4) |              |       |          |
|--------------------|--------------|-------|----------|
| 👤                  | 447795146133 | Jack  | Smith    |
| 👤                  | 447795146134 | Sarah | Jones    |
| 👤                  | 447795146135 | Brad  | Adams    |
| 👤                  | 447795146136 | Tom   | Stephens |

By clicking on your contact group, you will see your contacts displayed below. Also by selecting your contact group, you will be able to add, edit or delete contacts using the toolbar at the top of

the page. To edit a particular cell info just double click the cell. You can also click and drag contacts between contact groups - making it easier to transfer and manage groups.

# Delivery reports and sent messages

(just click on Message Control)

The screenshot shows the Text Marketer web interface. The browser address bar displays `https://messagebox.textmarketer.co.uk/#!sendmessage/msg=&to=`. The page header includes the Text Marketer logo, a menu, documentation link, a balance of 3,808, and a purchase button. The main content area is titled "Message Control" and contains several functional blocks:

- Message Control**: Home / Message Control
- Message**: New, Edit, Delete
- Respond**: Reply, Forward
- Export Reports**: Delivery Reports, Messagebox Sent, Api Sent
- Other Reports**: Activity Reporting
- Products**: Purchase

Below these blocks, there are tabs for "Scheduled Messages", "Sent Messages", and "Received Messages". A search bar labeled "Find Message:" and a filter dropdown set to "All" are present. The main content is a table of sent messages:

|  | Date                   | Message      | Recipients | Campaign | Contact Group |
|--|------------------------|--------------|------------|----------|---------------|
|  | January 1, 2017 @ 1... | Processing   | 1          |          | Livetest      |
|  | November 23, 2016...   | Test message | 1          |          | Livetest      |

At the bottom of the interface, a status bar displays account information:

- TM Test Account Company
- Enabled International Sends
- 3,818 Credits Remaining
- Sales Sender ID
- 902 Account Number

# Delivery reports and sent messages

(just click on Message Control)

The screenshot displays the 'Message Control' interface. At the top, there is a breadcrumb trail: 'Home / Message Control'. Below this is a horizontal toolbar with five main sections: 'Message', 'Respond', 'Export Reports', 'Other Reports', and 'Products'. Each section contains several icons and labels:
 

- Message:** New (envelope icon), Edit (pencil icon), Delete (trash icon).
- Respond:** Reply (left arrow icon), Forward (right arrow icon).
- Export Reports:** Delivery Reports (bar chart icon), Messagebox Sent (envelope with checkmark icon), Api Sent (gear icon).
- Other Reports:** Activity Reporting (double arrow icon).
- Products:** Purchase (shopping basket icon).

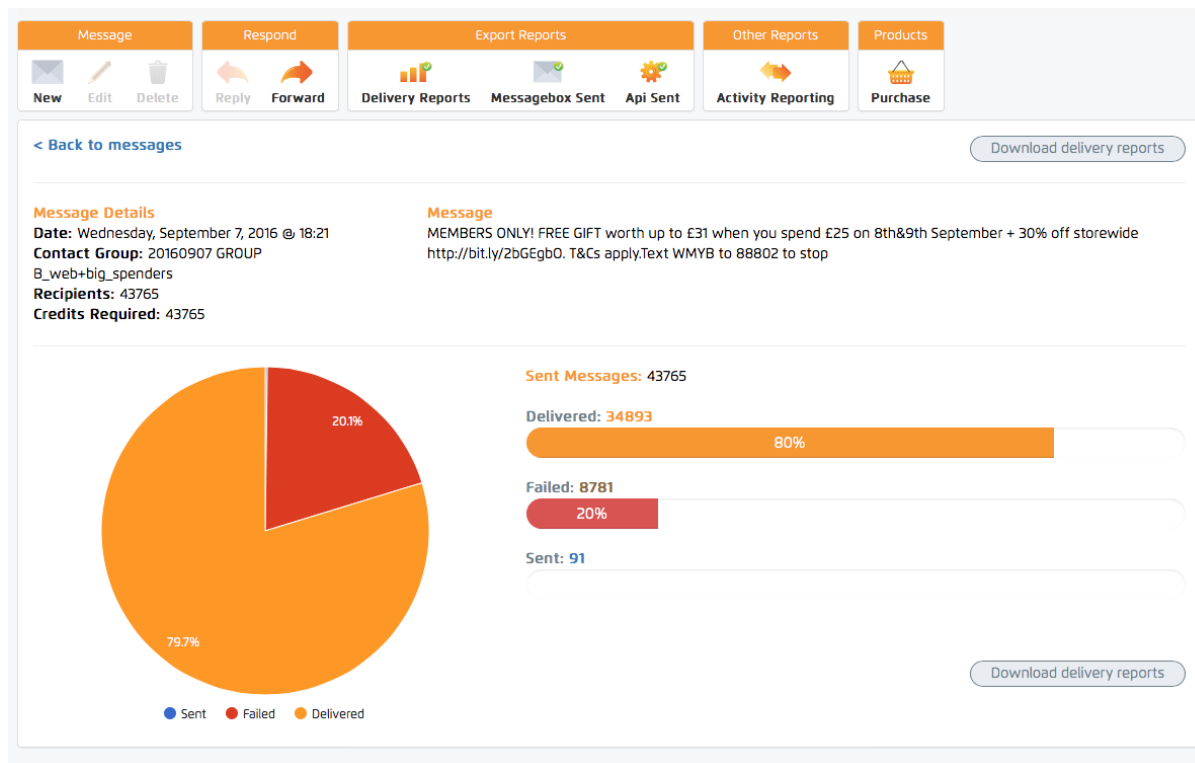
 Below the toolbar is a tab navigation area with three tabs: 'Scheduled Messages' (highlighted in orange), 'Sent Messages', and 'Received Messages'. At the bottom of the interface is a search bar labeled 'Find Message:' with an input field, a clear button (x), and a 'Filter:' dropdown menu currently set to 'All'.

Above you can see the message control toolbar and tab navigation. Using the toolbar at the top, you can export delivery reports, messages sent and API reports. Simply click the appropriate button and select the month or dates you would like to export and the

email address you would like the report to be sent to - within minutes hey presto your report! The tab navigation lets you toggle your view between, scheduled messages, sent messages, and received messages.

# Delivery reports and sent messages

(just click on Message Control)



When you select the sent messages tab, a list of all your messages will appear with a quick overview of their details. If you click 'View report' on a selected message campaign, you will see the message campaigns full analytics like we have picture left here.

The message sent, date, contact group it was sent to, recipients and how many credits were used to send the campaign. We then the delivered messages and failed in the graphs. All this information can be downloaded by simply clicking the 'Download delivery report' button.

# Delivery reports and sent messages

(just click on Message Control)

The screenshot shows the 'Received Messages' interface. At the top, there are five main sections: Message (New, Edit, Delete), Respond (Reply, Forward), Export Reports (Delivery Reports, Messagebox Sent, Api Sent), Other Reports (Activity Reporting), and Products (Purchase). Below these is a sub-navigation bar with 'Scheduled Messages', 'Sent Messages', and 'Received Messages'. A search bar labeled 'Find Message:' is followed by an 'Inboxes:' dropdown menu showing '447800007013 (7)'. To the right of the dropdown are 'Configure', 'Export', and 'Unsubscribe' buttons. Below this is a table with the following data:

| Date                 | From         | Message |
|----------------------|--------------|---------|
| July 7, 2016 @ 01:00 | 447795146132 | Yep     |
| July 7, 2016 @ 01:00 | 447795146132 | 10      |
| July 7, 2016 @ 01:00 | 447795146132 | Yes     |
| June 6, 2016 @ 01:00 | 447795146132 | Yes     |
| June 6, 2016 @ 01:00 | 447795146132 | 5       |

At the bottom of the interface, there is a pagination control showing '1' of 1 pages.

The received messages tab let's you look at your received messages but it also let's you configure your keywords, email 2 SMS settings, add an auto reply message, and edit data forwarding options. It also lets you view your unsubscribed numbers and export all the data.

To configure and add details, all you need to do is select the appropriate inbox from the dropdown and click the 'Configure' button.



# Sending SMS surveys

(just click on Surveys)

The screenshot shows the Text Marketer web interface. The browser address bar displays `https://messagebox.textmarketer.co.uk/#!sendmessage/msg=&to=`. The page header includes the Text Marketer logo, a menu, documentation link, balance of 3,818, and a purchase button. The main content area is titled 'Admin functions' and contains several navigation tabs: Message, Sub Accounts, Transactions, and Products. The 'Sub Accounts' tab is active, showing a table of recent transactions.

| Account Name   | Username | Credits | Notification Email | Notification Mobile |
|----------------|----------|---------|--------------------|---------------------|
| Bristol office | Bristol  | 2020    | john@bristol.co.uk | 447776444444        |
| London office  | London   | 8666    | sarah@london.co.uk | 447744444444        |
| Leeds office   | Leeds    | 10020   | jane@leeds.co.uk   | 447776444444        |

At the bottom of the page, there is a status bar with the following information:

- TM Test Account Company
- Enabled International Sends
- 3,818 Credits Remaining
- Sales Sender ID
- 902 Account Number

# Sending SMS surveys

(just click on Surveys)

Home / Surveys

Surveys      Export Reports

Create   Send   Delete      Response Rate   Responses   Numbers

Surveys   Send Survey   Responses

| Surveys ▲          | Description ▼                             | Longcode ▼   | # | Question ▼ |
|--------------------|---|--------------|---|------------|
| ▶ Customer Service | Finding out what customers think about... | 447800007013 |   |            |
| ▶ Products         | Asking what they think about our produ... | 447800007013 |   |            |

## Creating a survey

Using the 'Create' button in the toolbar you can start to create your own surveys. Once clicked a pop up window will appear.

## Your saved/sent surveys

You can see all your saved and sent surveys stored under the surveys tab. By clicking on one, you will be able to send it again, delete it or view it's responses.

# Sending SMS surveys

(just click on Surveys)

Create Survey

Survey Settings Questions

**Name** Customer service

**Description** Finding out what customers think about our customer service

**Longcode** 447800007013

**Initial Message?**  Yes  No

**Sender ID** Chez Nous

**Message**  
Hello as a valued customer we would love to know your thoughts - so if you could answer our short SMS survey that would be much appreciated  
Not writing 140 Chars 472 Max Chars

**Closing Message?**  Yes  No

**Sender ID** Chez Nous

**Message**  
Thank you for taking part - you are the best! Hope to see you again soon  
Not writing 72 Chars 540 Max Chars

Cancel OK

## Creating a survey - Create button

Enter the name and description of your survey and then select your longcode number from the drop down.

## Initial message

We strongly advise you to send an initial message with your company's name as the Sender ID. It just let's the recipient know that they are about to receive your survey and who it is from.

## Closing message

Again we strongly advise you to send a closing message to thank your customers for taking part in your survey.

# Sending SMS surveys

(just click on Surveys)

The screenshot shows the 'Create Survey' interface. At the top, there is an orange header with a menu icon and the text 'Create Survey'. Below this, there are two tabs: 'Survey Settings' and 'Questions'. The 'Questions' tab is active, showing a list of questions. The first question is '1. Have you contacted our customer service team in the last 3 months?'. There is an 'Add Question' button below the question list. At the bottom of the 'Questions' tab, there are 'Cancel' and 'OK' buttons.

The second part of the screenshot shows the 'Send Survey' tab. It has a 'Select Survey:' dropdown menu with 'Customer Service' selected. Below this, there is a 'To' field with a list of phone numbers: 07795146133, 07795146134, 07795146135, 07795146136, and 07795146137. There is a 'Send' button at the bottom right.

## Adding questions to your survey

Simply click the 'Questions' tab, and then enter your questions. Press 'Add question' to add more questions to your survey.

The questions will be numbered in the order they will be sent. You can reorder them by dragging and dropping them into your desired order – then simply click 'OK'.

## Send your survey

Simply click the desired survey and click 'Send' in the top toolbar, or click the 'Send Survey' and select the desired survey from the dropdown menu.

Then simply add your numbers or select your contact group and press 'Send'.

## Sending SMS surveys

(just click on Surveys)

Surveys   Send Survey   **Responses**

Surveys: Customer Service   Questions: All

| Number       | Sequence | Response | Date                     |
|--------------|----------|----------|--------------------------|
| 447888888888 | 4        | Yes      | January 14, 2016 @ 09:11 |
| 447888888888 | 3        | Yes      | January 14, 2016 @ 09:11 |
| 447888888888 | 2        | 8        | January 14, 2016 @ 09:10 |
| 447888888888 | 1        | Yes      | January 14, 2016 @ 09:10 |

### Checking your responses

Simply click on the responses tab to check your survey responses. Select your desired survey from the dropdown, you can then either view all responses or select a particular question.

### Export responses

Simply click the desired survey and then the appropriate button in the toolbar, then type in your email address and the data will be sent to you in an email.

# To look and change your account details

(just click on Account Settings top right)

The screenshot shows the Text Marketer account settings page. The browser address bar displays `https://messagebox.textmarketer.co.uk/#!sendmessage/msg=&to=`. The page header includes the Text Marketer logo, a menu, documentation link, balance of 3,818, and a purchase button. A user profile dropdown menu is open, showing options for Change Password, Account Settings, and Logout. The main content area is titled 'Home / Account settings' and contains three tabs: Account Details, API config, and Form2SMS. The 'Account Details' tab is active, showing fields for Username (Testing), Password (New Password), Alert Mobile (44770000000), Alert Email (textmarketer@textmarketer.com), Company (TM Test Account), and VAT number. The 'MessageBox Settings' section shows Lines per Page (353) and Language (English). The 'Account Alerts' section has two rows: 'Low Credit Warning' with a threshold of 4000 credits and 'Payment Processed'. The 'Email Gateway Settings' section is partially visible. At the bottom, a summary bar shows: TM Test Account Company, Enabled International Sends, 3,818 Credits Remaining, Sales Sender ID, and 902 Account Number.

# To look and change your account details

(just click on Account Settings top right)

The screenshot shows the 'Account Details' page with the following sections:

- Account Details:**
  - Username (\*): Testing (Minimum 5 chars)
  - Password: New Password / Confirm Password (Minimum 5 chars)
  - Alert Mobile: 447700000000
  - Alert Email: textmarketer@textmarketer.com
  - Company (\*): TM Test Account
  - VAT number: Select a country code, VAT number, Validate
- Account Alerts:**
  - Low Credit Warning: Alert when less than 4000 credits.  Active  Disabled
  - Payment Processed: Payment Processed.  Active  Disabled
- Email Gateway Settings:**
  - Use Domain Authentication: E.g. mydomain.co.uk.  Active  Disabled
  - Message Termination: ##.  Active  Termination Disabled

There is a link: [Know more about this feature here](#)

## Account Details

Here you can change your username, password, alert email address and mobile number. The alert email/mobile details are used to send warnings of low credits and notifications of payments (if switched on).

## Low Credit Warning level

It is useful to know when your account is running low on credits so you can top up. Enter the value here for us to warn you your credits are low. You will be sent an email and an SMS (if completed) - in this example - when this account reaches 4000 credits.

## Switch off alerts

You may not wish to receive any alerts. In which case you can simply click to disable one or both of them.

## Email to SMS - Domain Authentication

You can also set your system to authenticate on the domain of your email sender address instead of username and password.

**Tip:** Always remember to click 'Save' after you've changed anything.

# To look and change your account details

(just click on Account Settings top right)

The screenshot shows the 'API config' tab selected in a settings menu. The interface is divided into three sections:

- API Gateway Username and Password:** A table with two rows: 'Username' with the value 'Testing' and 'Password' with the value 'Testing'. Below the table, there is a note: 'API Username and password cannot be changed. To change your MessageBox login details click here - [account login details](#).' A link to test the API is provided: 'Send SMS API Test: <https://www.textmarketer.biz/gateway/?username=nick02&password=rich02&message=test+message&orig=test&number=447703034407>'.
- API Alert URL:** A text input field labeled 'Alert URL' with the placeholder text 'e.g. http://www.domain.com/myalert.php'. Above the field, there is a note: 'If you have any of the alerts active in your [account settings](#) page, you can set an url that the system will via GET poll. An example URL would look like [http://www.don](#)'.
- API Delivery Report Options:** A text input field labeled 'Report URL (landing page)' with the placeholder text 'e.g. http://www.domain.com/myreport.php'. Above the field, there is a note: 'We can push delivery reports to a URL of your choice and change the way delivery reports are displayed to better suit api customers see [documentation](#)'.

## API Details

In the API config tab you will see your API gateway details. You can also enter a API alert URL and also get APL delivery reports to a URL of your choice by entering the details here.

**Tip:** Always remember to click 'Save' after you've changed anything.



# To look and change your account details

(just click on Account Settings top right)

Account Details API config **Form2SMS**

**Form2SMS Settings**

Select form...

Name

Sender ID

Add to Group

Group Name

Submit per IP

Return to URL

Write your text message...

Not writing

Delete

**Test this form**

UK Mobile Number:  Name:  Surname:  Submit

**Copy & Paste on your page**

```
<FORM id="TMForm2sms" name="TMForm2Sms" method="POST" action="http://www.textmarketer.biz/form2sms/">
<INPUT type="hidden" name="FormID" value="" />
<LABEL>
UK Mobile Number:
</LABEL>
<INPUT type="text" maxLength="13" name="MobileNumber" />
<LABEL>
Name:
</LABEL>
<INPUT type="text" maxLength="127" name="Name" />
```

## Form2SMS Details

This great feature allows you have a SMS form on your website that you can setup and configure all from this tab.

Choose your sender ID and write your message, then test the form below. We then generate all the code for the form for you - then just simply copy and paste the form onto your page.

Great for SMS loyalty clubs, reward schemes and back in-stock out of stock information. Read more info about how to use this great feature [here](#)

**Tip:** Always remember to click 'Save' after you've changed anything.

# Your unsubscribed numbers

(just click on Manage Contacts)

The screenshot shows the Text Marketer web interface. The browser address bar displays `https://messagebox.textmarketer.co.uk/#!sendmessage/msg=&to=`. The page header includes the Text Marketer logo, a menu, documentation link, balance of 3,808, and a purchase button. The main content area is titled 'Message Contacts' and features a navigation bar with tabs for Message, Contact, Group, Import, Export, and Products. Below the navigation bar is a search bar and a table of contacts. The table has columns for Name, Number, First Name, Surname, Company, Email, City, Country, Custom D., and Custom D.. The table shows a group named 'TEST unsubscribe keyword (4)' with four rows of phone numbers: 447700000000.

| Name                           | Number       | First Name | Surname | Company | Email | City | Country | Custom D.: | Custom D.: |
|--------------------------------|--------------|------------|---------|---------|-------|------|---------|------------|------------|
| ▶ New Group (4)                |              |            |         |         |       |      |         |            |            |
| ▼ TEST unsubscribe keyword (4) |              |            |         |         |       |      |         |            |            |
|                                | 447700000000 |            |         |         |       |      |         |            |            |
|                                | 447700000000 |            |         |         |       |      |         |            |            |
|                                | 447700000000 |            |         |         |       |      |         |            |            |
|                                | 447700000000 |            |         |         |       |      |         |            |            |

At the bottom of the page, there is a summary bar with the following information:

- TM Test Account Company
- Enabled International Sends
- 3,818 Credits Remaining
- Sales Sender ID
- 902 Account Number

# Your unsubscribed numbers

(just click on Manage Contacts)

The screenshot shows a contact management interface with several tabs: Message, Contact, Group, Import, Export, and Products. The Contact tab is active, displaying a toolbar with icons for New, Add, Edit, Delete, Delete from list, Move to, and Refresh. Below the toolbar is a search bar labeled 'Find:'. The main area shows a table with columns: Name, Number, First Name, Surname, Company, Email, City, Country, Custom D., and Custom D.. The table is expanded to show a group named 'TEST unsubscribe keyword (4)' containing two entries, each with a person icon and the number '44770000000'.

| Name                           | Number      | First Name | Surname | Company | Email | City | Country | Custom D. | Custom D. |
|--------------------------------|-------------|------------|---------|---------|-------|------|---------|-----------|-----------|
| > New Group (4)                |             |            |         |         |       |      |         |           |           |
| ▼ TEST unsubscribe keyword (4) |             |            |         |         |       |      |         |           |           |
| 👤                              | 44770000000 |            |         |         |       |      |         |           |           |
| 👤                              | 44770000000 |            |         |         |       |      |         |           |           |

## Your STOP code

This is where your unique STOP code is shown. It will be a 4 character code, in this case 'TEST'. This is what people have to text to 88802 to be added to your STOP list. Click the drop down to see all the numbers that have unsubscribed. The numbers can remain in their groups but our system will not send a message to them.

Anyone who texts your STOP code in to 88802 will be added to your STOP list and the system will not send any further messages

to any number on the list. A text to 88802 simply costs 1 text at the sender's standard network rate - it is not a premium rate system.

It is important you text in your STOP code yourself to activate the system. Do this from your mobile now. It will take about 10 minutes to automatically activate (and you'll then see 1 in the volume of unsubscribers).

# Adding your unsubscribed message

(just click on Send SMS)

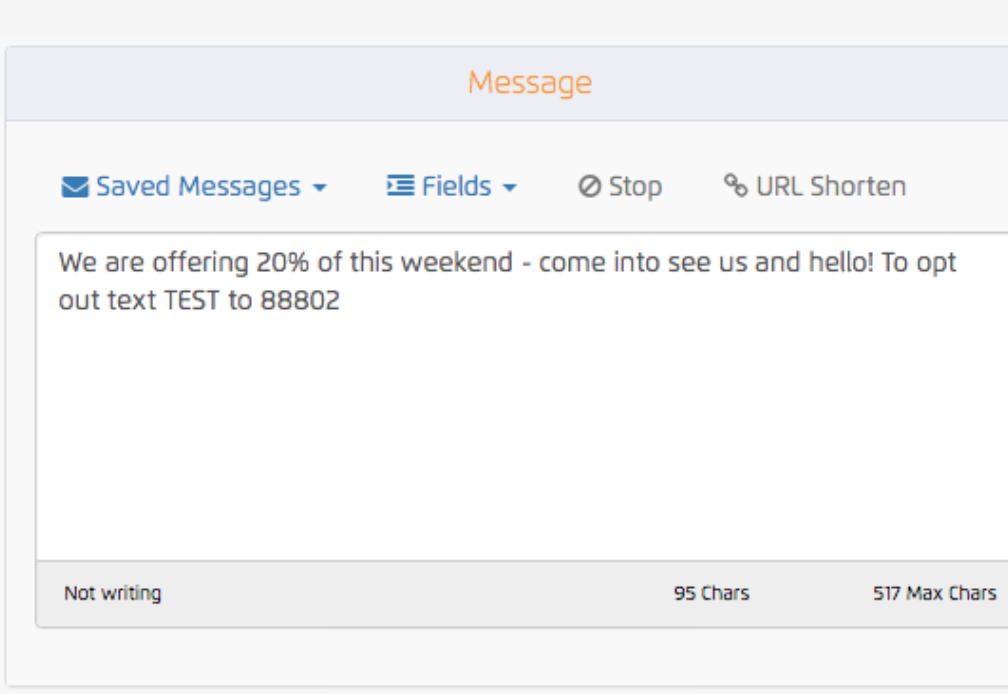
What's best way of wording the unsubscription option in the outbound text? There are 2 options here.

**Option 1** – Set the sender ID as 88802. Then at the end of your texts add "Reply [stop code] to cancel." (use your STOP code.)

**Option 2** - If you wish to keep your sender name as it is, you need to give fuller instructions on how to unsubscribe. E.g "Text [stop code] to 88802 to cancel."

**Hint:** After you've typed your message, you can click the stop button to automatically insert the unsubscribe text at the end of the message for you.

Keywords are not case sensitive.



The screenshot shows a text messaging interface. At the top, the word "Message" is displayed in orange. Below this, there are four buttons: "Saved Messages" with a dropdown arrow, "Fields" with a dropdown arrow, "Stop" with a circular icon, and "URL Shorten" with a link icon. The main text area contains the message: "We are offering 20% of this weekend - come into see us and hello! To opt out text TEST to 88802". At the bottom of the interface, there is a status bar showing "Not writing" on the left, "95 Chars" in the middle, and "517 Max Chars" on the right.

# Buying your credits and checking the financials

(just click on Financials)

https://messagebox.textmarketer.co.uk/#!sendmessage/msg=&to=

Text Marketer

textmarketer  
We deliver. You save.

Menu Documentation Balance 3,808 Purchase ?

Home / Financials

Transactions

| Date        | Total Value | Type | Purchase Order | Doc No                 | Status    | Action | PDF |
|-------------|-------------|------|----------------|------------------------|-----------|--------|-----|
| 27 Nov 2014 | £1000.00    | INV  |                | PPMS973909381D2142159  |           |        | ↓   |
| 27 Sep 2014 | £222.00     | INV  |                | PPCR4FA999554L457060X  | completed |        | ↓   |
| 26 Aug 2014 | £1000.00    | INV  |                | PPCR8TM85714U3090362T  | completed |        | ↓   |
| 19 Aug 2014 | £122.01     | INV  |                | PPCR05C400999FL087484P | completed |        | ↓   |

Subscriptions and Alerts

| Item         | Product Type | Status                     | Details                           | Action      |
|--------------|--------------|----------------------------|-----------------------------------|-------------|
| Credits      | Credits      | When credits are below 500 |                                   |             |
| BWNX         | Keyword      | Permanent                  |                                   |             |
| 447860021759 | txtUs        | Awaiting payment           | MasterCard xxxx-8112 Exp: 05/2018 | Unsubscribe |
| TEST         | Keyword      | Awaiting payment           | MasterCard xxxx-8112 Exp: 05/2018 | Unsubscribe |





TM Test Account Company Enabled International Sends 3,818 Credits Remaining Sales Sender ID 902 Account Number

# Buying your credits and checking the financials

(just click on Financials)

Home / [Financials](#)

Transactions < 1 >

| Date        | Total Value | Type | Purchase Order | Doc No                | Status    | Action | PDF   |
|-------------|-------------|------|----------------|-----------------------|-----------|--------|---|
| 27 Nov 2014 | £1000.00    | INV  |                | PPMS973909381D2142159 |           |        |  |
| 27 Sep 2014 | £222.00     | INV  |                | PPCR4FA999554L457060X | completed |        |  |
| 26 Aug 2014 | £1000.00    | INV  |                | PPCR8TM85714U3090362T | completed |        |  |
| 19 Aug 2014 | £122.01     | INV  |                | PPCR05C40099FL087484P | completed |        |  |

## Your Purchases



You can see the purchases you have made, the date, cost, and whether they are paid or unpaid.

## Invoices

By clicking the PDF icon on the right you can download a PDF invoice of your required purchase.

## Buying your credits and checking the financials

(just click on Financials)

| Subscriptions and Alerts |              |                            |   |  |
|--------------------------|--------------|----------------------------|---|--|
| Item                     | Product Type | Status                     | Details   | Action                                     |
| Credits                  | Credits      | When credits are below 500 |   |  |
| BWNX                     | Keyword      | Permanent                  |   |  |
| 447860021759             | txtUs        | Awaiting payment           |  MasterCard xxxx-8112 Exp: 05/2018 | <input type="button" value="Unsubscribe"/> |
| TEST                     | Keyword      | Awaiting payment           |  MasterCard xxxx-8112 Exp: 05/2018 | <input type="button" value="Unsubscribe"/> |

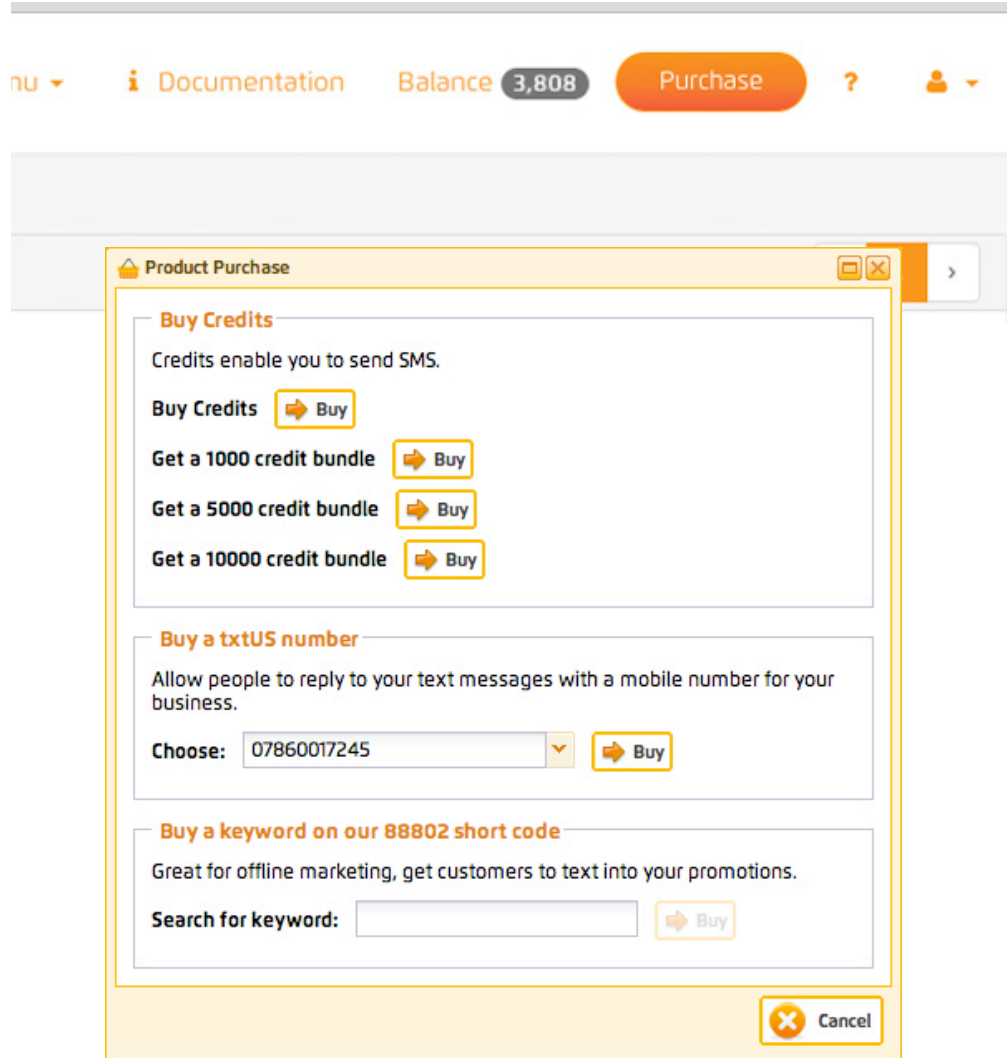
### Configure and Unsubscribe

If you want to look at or change your details and alert setting for particular Keywords and numbers, then you can here. Also you can unsubscribe current keywords, and re-subscribe to old keywords.

In here is also your permanent unsubscribe word which you can not unsubscribe from.

# Buying your credits and checking the financials

(just click on Financials)



## Purchasing

You can purchase credits, keywords and txtUs virtual mobile numbers by clicking the Purchase button top right and pay by Credit/Debit card, your PayPal account, Google Wallet or you can generate an invoice to pay by BACS.

This will bring up a little pop up window as seen on the left, which enables you to buy credits, txtUs numbers and keywords.

If you buy by card, credits will be added automatically as soon as your payment authorises and you will be emailed a VAT invoice on completion as well as an invoice being held in your account.

Generate an invoice to pay by BACS/CHAPS If your order is more than £10 plus VAT, you also have the option of generating a pro-forma invoice to pass to your accounts department to pay by BACS/CHAPS/FASTPAY. Please note the credits will not be added to your account until the money has credited our account.

**Note:** There is also a facility to automatically generate invoices when your credits hit a certain level so you're always topped up.



# How to setup and create autoresponders

(just click on autoresponders)

Home / Auto Responders

Auto Responder Saved Auto Responders

Select Keyword/Trigger: SIGNUP Sender ID: Business Name Save

| Auto Response Messages |   | Timing: | Day | Hour | Min. | Active                                    |
|------------------------|---|---------|-----|------|------|---|
| 1.                     | Hey, thank you for signing up to our loyalty scheme, and as a thank you use this 30% code LOYAL on your next pur...     |         | 0   | 0    | 1    | <input checked="" type="checkbox"/> ↓ ×   |
| 2.                     | Hi John - did you buy something nice with your 30% off code? Just to let you know we have some new products...          |         | 7   | 0    | 0    | <input checked="" type="checkbox"/> ↑ ↓ × |
| 3.                     | John, did you know that we also sell a great range of footwear? As a loyalty scheme member we will give you 10%...      |         | 14  | 0    | 0    | <input checked="" type="checkbox"/> ↑ ↓ × |
| 4.                     | Hi John - we've been friends a while now and just to say thank you for you loyal support here is a special code just... |         | 14  | 0    | 0    | <input checked="" type="checkbox"/> ↑ ×   |

+ Add Response Save

TM Test Account Company Enabled International Sends 3,818 Credits Remaining Sales Sender ID 902 Account Number

# How to setup and create autoresponders

(just click on autoresponders)

Home / Auto Responders

Auto Responder    Saved Auto Responders

Select Keyword/Trigger:     Sender ID:    

| Auto Response Messages |   | Timing:                        | Day                            | Hour                           | Min.                                | Active |   |   |
|------------------------|---|--------------------------------|--------------------------------|--------------------------------|-------------------------------------|--------|---|---|
| 1.                     | Hey, thank you for signing up to our loyalty scheme, and as a thank you use this 30% code LOYAL on your next pur... | <input type="text" value="0"/> | <input type="text" value="0"/> | <input type="text" value="1"/> | <input checked="" type="checkbox"/> | ↓      | × |   |
| 2.                     | Hi John - did you buy something nice with your 30% off code? Just to let you know we have some new products...      | <input type="text" value="7"/> | <input type="text" value="0"/> | <input type="text" value="0"/> | <input checked="" type="checkbox"/> | ↑      | ↓ | × |

Autoresponders are great for easing your workload, write your messages and create your responses for when your customers text your keyword - once setup you don't have to lift a finger, it will all go out automatically.

First off you will have to select your keyword (or purchase one) from the dropdown. Then type in your desired sender ID in the field provided, this let's your customer know who the message is from, so we suggest your business name.

# How to setup and create autoresponders

(just click on autoresponders)

| Auto Response Messages |   | Timing: | Day | Hour | Min.                                | Active |   |   |
|------------------------|---|---------|-----|------|-------------------------------------|--------|---|---|
| 1.                     | Hey, thank you for signing up to our loyalty scheme, and as a thank you use this 30% code LOYAL on your next pur...     | 0       | 0   | 1    | <input checked="" type="checkbox"/> | ↓      | × |   |
| 2.                     | Hi John - did you buy something nice with your 30% off code? Just to let you know we have some new products...          | 7       | 0   | 0    | <input checked="" type="checkbox"/> | ↑      | ↓ | × |
| 3.                     | John, did you know that we also sell a great range of footwear? As a loyalty scheme member we will give you 10%...      | 14      | 0   | 0    | <input checked="" type="checkbox"/> | ↑      | ↓ | × |
| 4.                     | Hi John - we've been friends a while now and just to say thank you for you loyal support here is a special code just... | 14      | 0   | 0    | <input checked="" type="checkbox"/> | ↑      | × |   |

Then simply click the 'Add response' button at the bottom of the page, then your response bar will appear and you can type your response directly into the field bar provided.

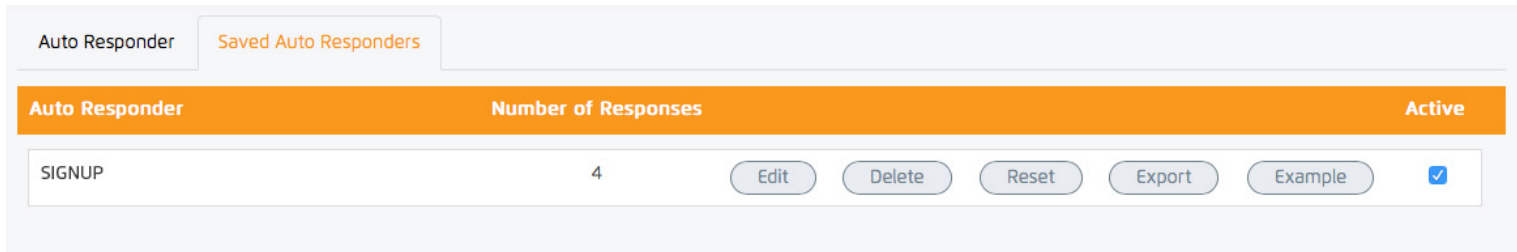
You will then need to select the time after the response you want the message to be sent out. So in the example above we have the first message going out 1 minute after they text into our keyword.

Then our second message goes 7 days out after our first message... The third message goes out 14 days after our second message was sent out.

You can easily reorder your responses by using the arrows on the right of the white response bars, you can also delete and deactivate certain responses.

# How to setup and create autoresponders

(just click on autoresponders)



| Auto Responder | Number of Responses | Active                              |
|----------------|---------------------|-------------------------------------|
| SIGNUP         | 4                   | <input checked="" type="checkbox"/> |

To see how auto responders work simply text **SIGNUP** to **88802** and you will receive the following message bellow:

OK

By clicking the 'Saved auto responders' tab you will see all your saved autoresponders, and here you can edit, delete, reset or export.

You can also pause an autoresponder by selecting to deactivate it, then just activate when you want/need it.

You can also receive an example of the autoresponder to see how it works, simply click the example button and text in the keyword to 88802.

# Create and manage sub accounts

(just click on Admin Functions)

The screenshot shows the Text Marketer web application interface. The browser address bar displays `https://messagebox.textmarketer.co.uk/#!sendmessage/msg=&to=`. The page header includes the Text Marketer logo, a navigation menu, documentation link, a balance of 3,818, and a purchase button. The main content area is titled "Admin functions" and features a "Sub Accounts" tab. Below this, there is a table of sub accounts with columns for Account Name, Username, Credits, Notification Email, and Notification Mobile. The table lists three sub accounts: Bristol office, London office, and Leeds office. At the bottom of the page, there is a footer with account details: TM Test Account Company, Enabled International Sends, 3,818 Credits Remaining, Sales Sender ID, and 902 Account Number.

Home / Admin functions

Message Sub Accounts Transactions Products

New Create Delete Credit Transfer Credit Report Login Export Export Purchase

Sub Accounts Recent Transactions

| Account Name   | Username | Credits | Notification Email | Notification Mobile |
|----------------|----------|---------|--------------------|---------------------|
| Bristol office | Bristol  | 2020    | john@bristol.co.uk | 447776444444        |
| London office  | London   | 8666    | sarah@london.co.uk | 447744444444        |
| Leeds office   | Leeds    | 10020   | jane@leeds.co.uk   | 447776444444        |

« < 1 > »

TM Test Account Company Enabled International Sends 3,818 Credits Remaining Sales Sender ID 902 Account Number

# Create and manage sub accounts

(just click on Admin Functions)

Home / Admin functions

Message Sub Accounts Transactions Products

New Create Delete Credit Transfer Credit Report Login Export Export Purchase

Sub Accounts Recent Transactions

| Account Name   | Username | Credits | Notification Email | Notification Mobile |
|----------------|----------|---------|--------------------|---------------------|
| Bristol office | Bristol  | 2020    | john@bristol.co.uk | 447776444444        |
| London office  | London   | 8666    | sarah@london.co.uk | 447744444444        |

With our clever system you can create and manage sub accounts to your master account. Perfect for big retailers with different branches or shops, recruitment businesses with different agencies or marketing agencies/resellers who want to look after several accounts.

Simply click on admin functions, then click create in the toolbar at the top of the page - enter your details and hey presto you have a sub account.

# Create and manage sub accounts

(just click on Admin Functions)

Create ×

**Company name**

**Contact Name**

**Alert Email**

**Alert Mobile**

**Use this accounts pricing**

Username and password will automatically be created, you can log into the account to change them if required. ALL fields are required.

× Cancel ✓ OK

Credit Transfer ×

**From Account**

**Credit to Transfer**

**To Account**

× Cancel ✓ OK

To transfer credits between accounts, simply click the credit transfer button in the top toolbar, select the desired accounts and the amount of credits you wish to transfer and press ok.

## Other advanced tools and functions on the Text Marketer system

### Send text messages to land line numbers

Search "landline" at the site. You can also send texts to land line numbers with your system, following a couple of simple rules.

### Cancelling a txtUs or Keyword subscription

Search "cancel" at the site. There are no long term contracts with txtUs or keywords. You can cancel them at any time, easily in your account. Just click on the Financials section and you will find your Keyword subscriptions at the bottom of the page.

### Reselling Text Marketer accounts

Search "reseller" at the site. A great way to build a long term business is to resell our services. You grow your client base and received commission for the life of the account.

### Using the SMS gateway

We have a huge range of tools available for developers to integrate both outgoing and incoming texts. We also include example code at our developers area. [Click here to see our developers area.](#)

