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)

Send a quick campaign

(just click on Send SMS)

1. Numbers

2. Message

1. Numbers

To
07795146133
07795123432
07977201187

Save to Message Library

2. Message

Message
Hello we are offering 20% off all meals this Friday! Some come down and see us at Chez Nous

Fields

Stop

URL Shorten

Not writing   91 Chars   521 Max Chars

Save to Message Library

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

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

4. Send

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.

Then all you do is hit send, couldn't be easier. If you press the 'Scheduled Send' button you can select and exact date and time for your message to be sent out.

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)

2. Message

Hello we are offering 20% off all meals this Friday! Some come down and see us at Chez Nous

Message

Fields

Stop

URL Shorten

Not writing   91 Chars   521 Max Chars

Save to Message Library

2. Message

New Menu! We have a new great menu here at Che on line here www.cheznous.com |

Message

Fields

Stop

URL Shorten

It'll replace the URL you have in your text by a short one that'll forword to the same page

Not writing

2. Message

New Menu! We have a new great menu here at Che on line here http://m0r.at/bF

Message

Fields

Stop

URL Shorten

Not writing

Saved messages - Message button

If you have saved messages in your message library, you can simply click the 'Message' button and use one. The chosen message will then be populated in for you to use or make any amendments.

Pesonalise messages - Fields button

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.

Save your message - Save to Message Library button

Simply click the 'Save to Message Library' button to save your message 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.
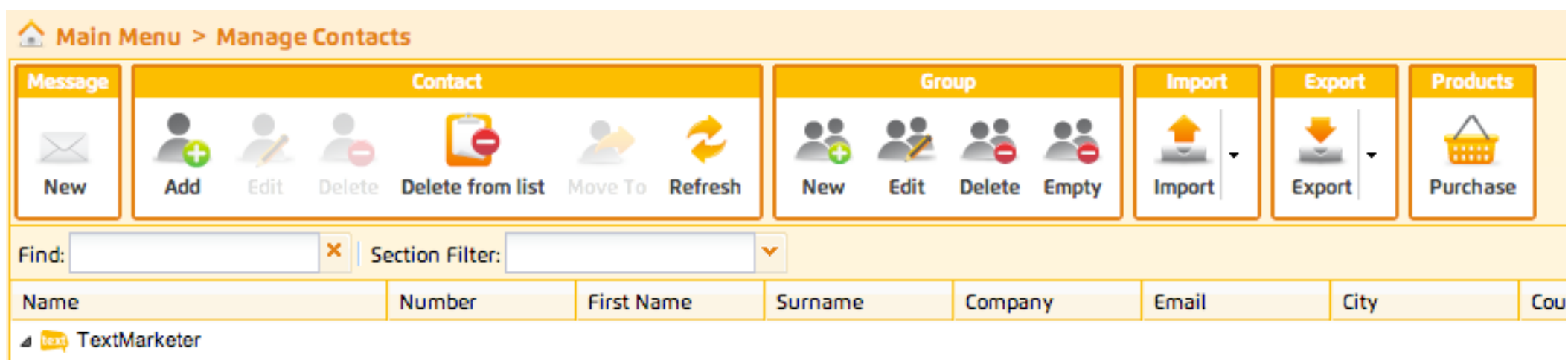
Create groups and add contacts

(just click on Manage Contacts)

Create groups and add contacts

(just click on Manage Contacts)

The toolbar lets you edit, add or delete contacts and groups. To start a new contact group simply click on the Text Marketer drop down on the left and then click the 'New' button in the toolbar 'Group' section above. You can import contacts from Google, Mailchimp, CSV, Excel and many other types by using the 'Import' button. Then by selecting contacts or groups you simply edit or delete using the appropiate button. You can also export your contact groups by using the 'Export' button and selecting your file preference.

Create groups and add contacts

(just click on Manage Contacts)

Click on the column headers and drag them to match the relevant column in your data.					
Number	First Name	Surname	Company	Email	City
	First Name	Surname	Email	Company	
447888211211	John	Smith	info@jon.com	Smith & Jo...	
447888211211	George	Jones	smith@fred.com	Blythe & Co	
447888211211	Helen	Frederick	fred@jon.com	Bedsrus	
447888211211	Richard	Balls	paul@hurts.com	Frampton Smith	
447888211211	Jake	Johns	david@klo.com	Junior & P...	

Email

...ers and drag them to match the relevant column in your data.			
Surname	Email	Company	City
Surname	Email	Company	
Smith	info@jon.com	Smith & Jo...	
Jones	smith@fred.com	Blythe & Co	
Frederick	fred@jon.com	Bedsrus	
Balls	paul@hurts.com	Frampton Smith	
Johns	david@klo.com	Junior & P...	

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)

Name	Number	First Name	Surname	Company	Email	City	Country	Custom Data 1	Custom Data 2	Custom Data 3
⊿ TextMarketer										
⊿ Special Offer (8)										
	447795146152	Dean	Lardner			Southampton				
	447794134128	Nathan	Auckland							
	447784137283	Kris	Pea							
	447798146132	Lex	Gerrard							
	447748173248	Tom	Mullet							
	447738459982	Sarah	Jones							
	447792674237	Ashley	Canio							
	447783452781	Alan	Glinson							
▷ Existing Customers (0)										
▷ Inboxes										

By clicking on the 'Text Marketer' drop down you will reveal all your saved contact groups. You can then edit, delete or add contacts by using the toolbar above. You can click and drag contacts between groups making it easier to manage and organise them. Inboxes is a record of all the contacts that replied to your messages, by Keyword and virtual numbers.

Delivery reports and keywords

(just click on Message Control)

Delivery reports and keywords

(just click on Message Control)

Multiple campaign exporting

Using the 'Delivery Reports' button in the toolbar you can export the delivery reports from all your campaigns or even select the specific ones that you wish to.

Exporting your Sent messages

Clicking the 'Sent History' button in the above toolbar allows to export your sent messages in several different file types.

Delivery reports and keywords

(just click on Message Control)

Sent and scheduled items

Here we can see what messages we have sent and what we have scheduled into send.
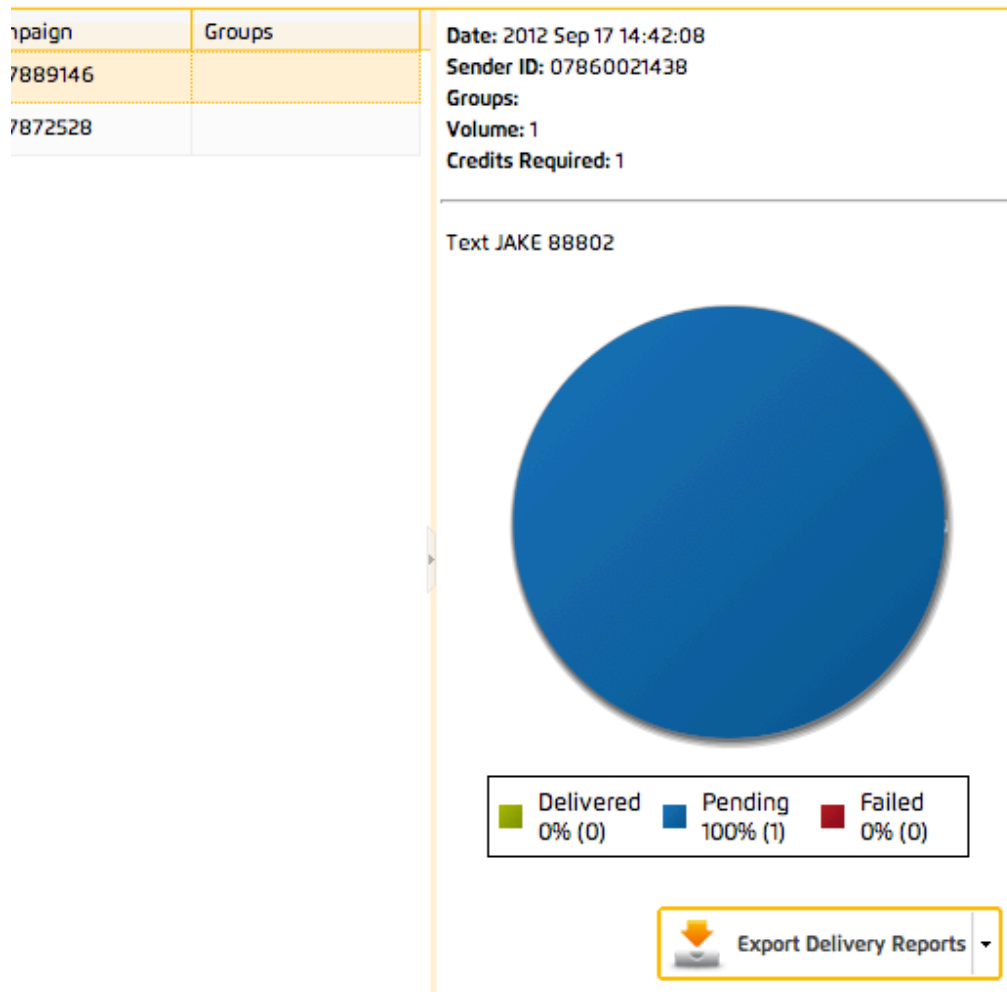
Looking at your replies

Inboxes section lists all your replies and their details. So you can respond to each reply.

Configuring your Keywords

Clicking the 'Configure' button in the toolbar enables you to configure your Keywords. It also lets you reply by SMS or even email.

Delivery reports and keywords

(just click on Message Control)

npaign	Groups
789146	
7872528	

Date: 2012 Sep 17 14:42:08
Sender ID: 07860021438
Groups:
Volume: 1
Credits Required: 1

Text JAKE 88802

Delivered 0% (0)   Pending 100% (1)   Failed 0% (0)
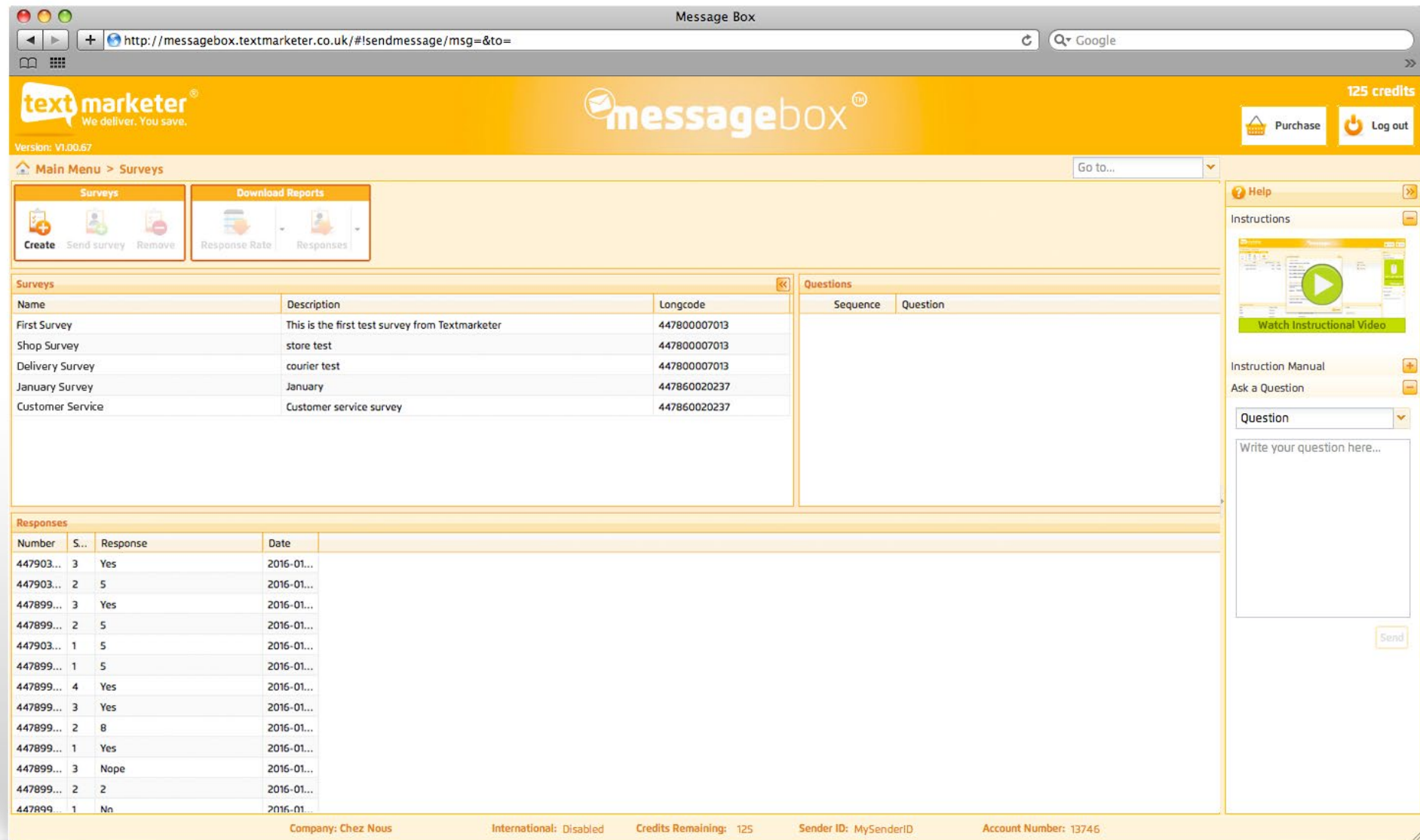
Export Delivery Reports

Delivery report

Select a message in your 'Sent messages' folder, then on the right of the screen you will see the delivery report. At the top are all the details about the campaign, then below a pie chart with the delivery details. You can export this report by clicking on the 'Export Delivery Reports' button below.

Sending SMS surveys

(just click on Surveys)

Sending SMS surveys

(just click on Surveys)

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 toolbar. Clicking on one will display the questions on the right.
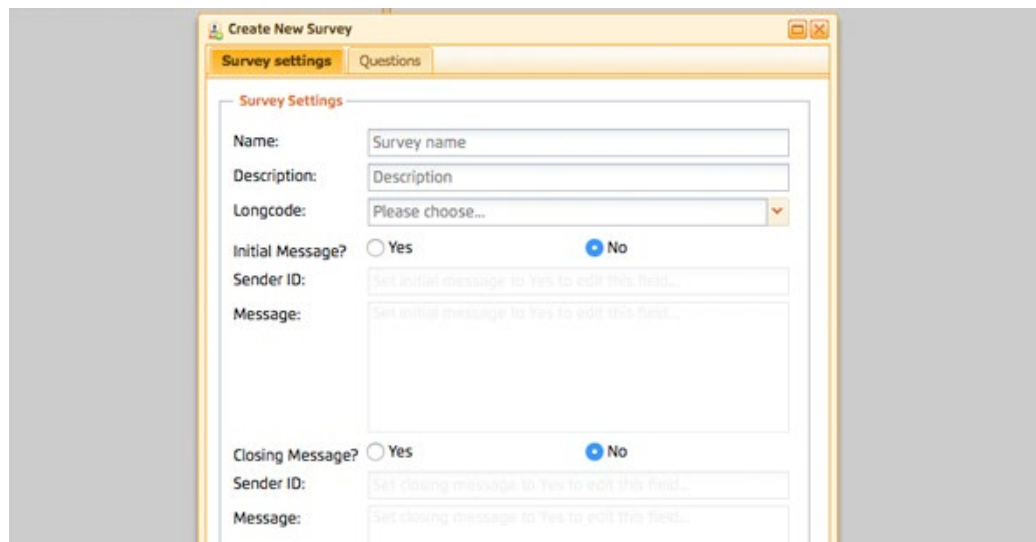
Sending SMS surveys

(just click on Surveys)

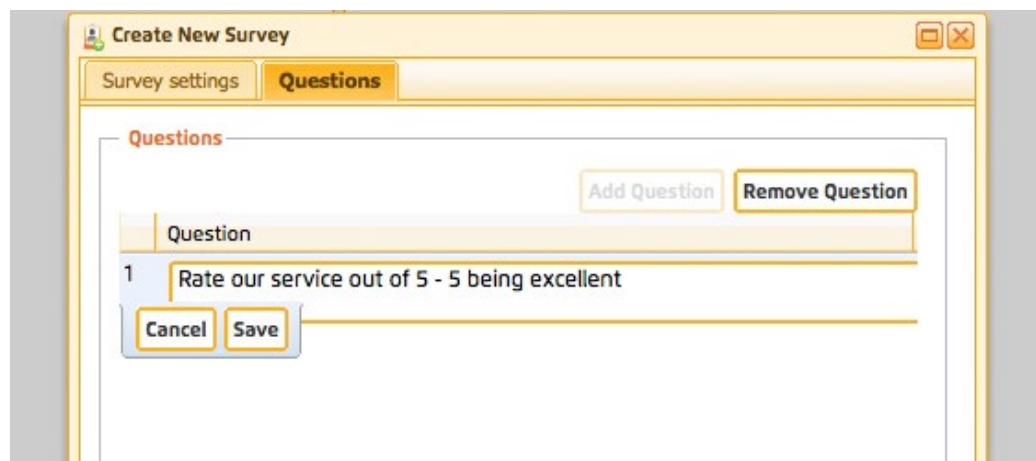### Creating a survey - Create button

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.

Adding questions to your survey

Simply click the 'Questions' tab, and then enter your questions. Press 'Save' then '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 'Create survey.'

Sending SMS surveys

(just click on Surveys)
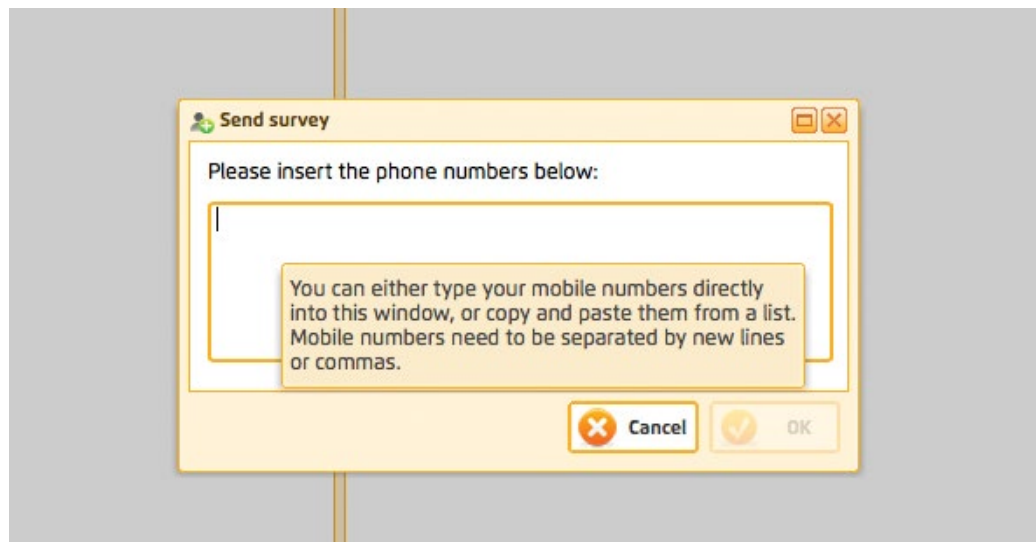
Send survey

In the toolbar at the top of the page, you will see the button 'Send Survey.' Simply click that and the pop up to the left will appear.

You can then add your recipients recipient's number in here, either by copy and pasting them or by typing them straight into the box provided.

Responses

At the bottom of the survey screen you will see your survey responses. These are the responses to all of your surveys, however by clicking on specific surveys or specific questions, you can filter the responses shown.

Exporting response rates and responses

In the toolbar at the top of the survey page you will see the two buttons shown on the left, 'Response Rate' and 'Responses'.

'Response rate' will let you export the data of how many people answered specific questions in your survey, responses will export their answers to your questions asked in the survey.

To look and change your account details

(just click on Account Settings)

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(just click on Account Settings)

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 1000 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.

Your unsubscribed numbers

(just click on Manage Contacts)

Your unsubscribed numbers

(just click on Manage Contacts)

Your STOP code

This is where your unique STOP code is shown. It will be a 4 character code, in this case 'JAKE'. 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.

Keywords are not case sensitive.

1. Numbers

To | Type or Copy and Paste mobile phone numbers...

2. Message

Message

Fields

Stop

URL Shorten

We are offering 20% of all meals this Friday! Some come down and see us at Chez Nous. To opt out text JAKE to 88802

Not writing | 115 Chars | 497 Max Chars

Save to Message Library

Company: Chez Nous | International: Disabled | Credits

Buying your credits and checking the financials

(just click on Financials)

Buying your credits and checking the financials

(just click on Financials)

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)

Date	Total Value in £	Type	Pur...
Feb 04 2013 09:23	0.00	Credits	
Sep 17 2012 10:23	0.00	Credits	

Become a partner

You can use your partner code to introduce other customers/clients to Text Marketer. You will receive 10% commission on all purchases made by companies you introduce so long as they use our standard pricing. A monthly report is sent to you within 2 working days after the end of the month with your commission statement. You simply invoice us & we pay directly into your bank account.
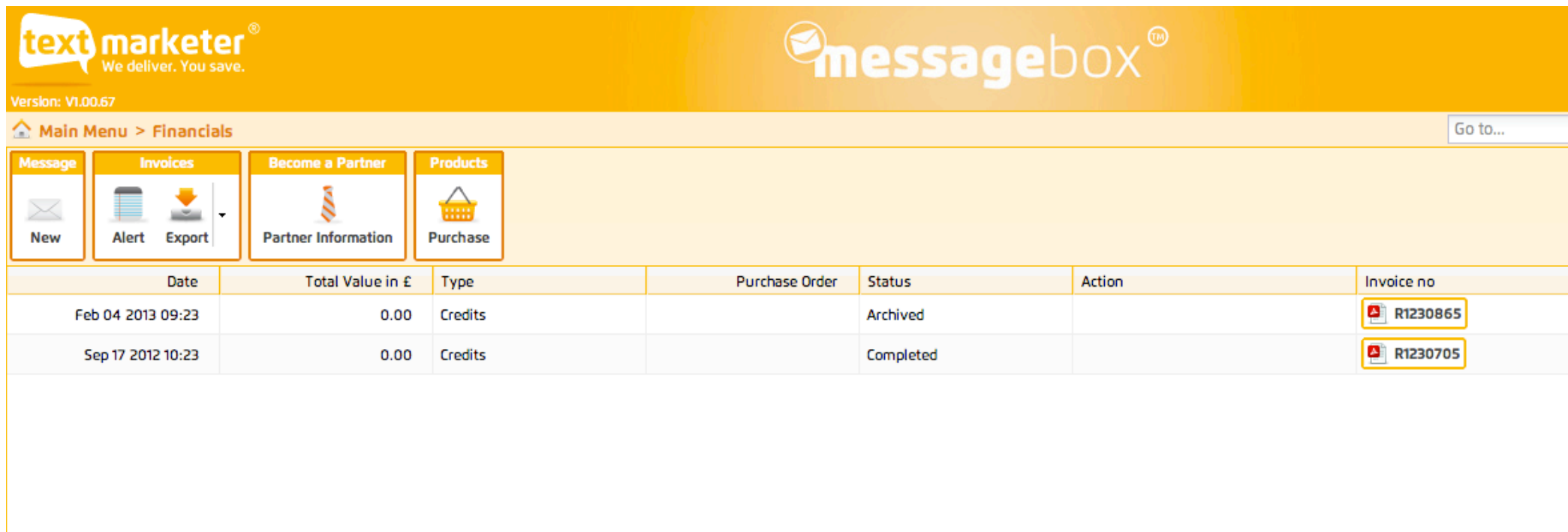
Subscriptions and Alerts

Item	Product Type	Status	Action
DTRC	Keyword	Permanent	
JAKE	Keyword	Ends in more than 1 year	Resubscribe ▾
XAZCA	Keyword	Permanent	

Configure and Unsubscribe

If you want your details and alert setting for particular Keywords and numbers then you can here, just at the bottom of the page.

Also you can unsubscribe current keywords, and re-subscribe to old keywords. In here is also your permenant 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 (via PayPal), your PayPal account, Google Wallet or you can generate an invoice to pay by BACS.

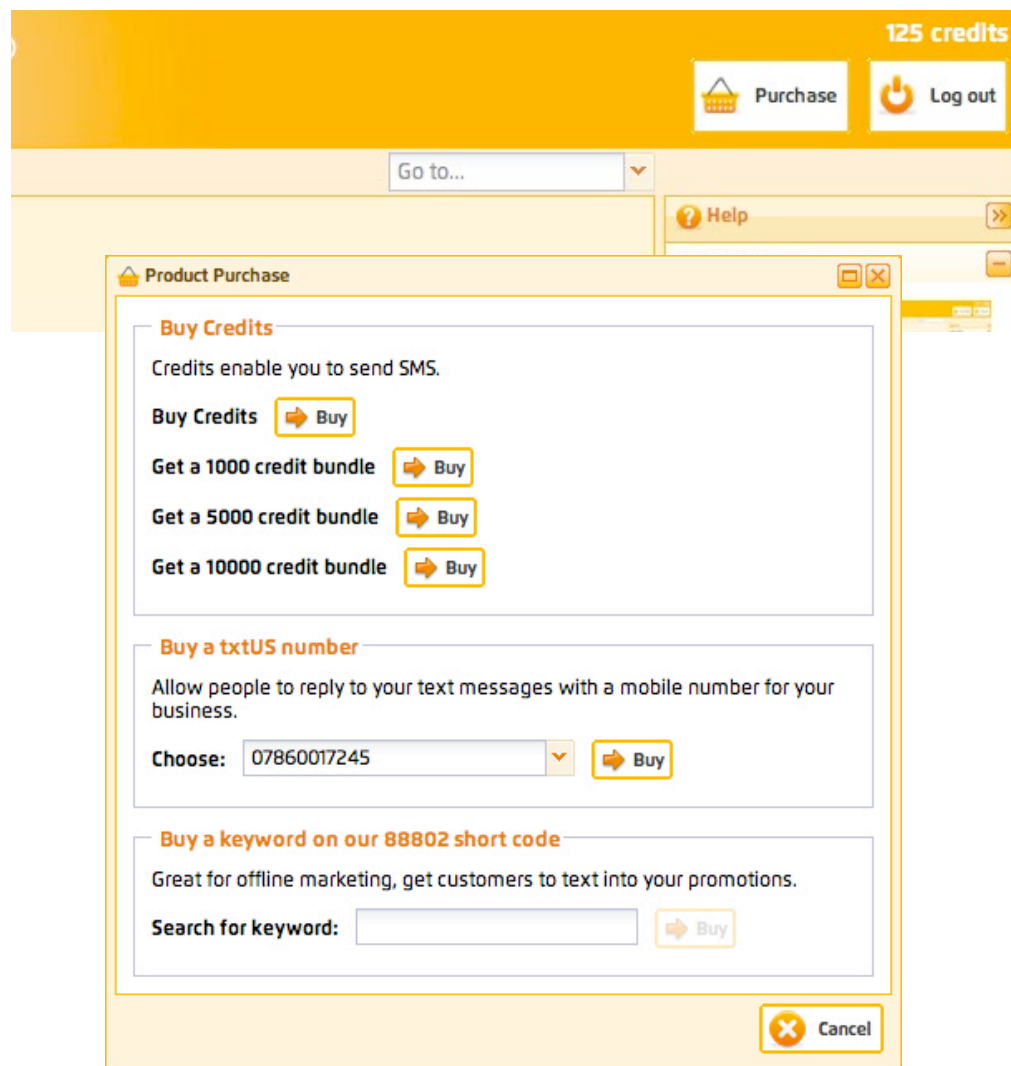This will bring up a little pop up window as seen on the left, which enables you to buy credits, txtUs numbers and keywords.

If you 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 you 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.

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 subscribtion

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 subscribtions at the nottom 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.