

# interactsms

POWERED BY PHONOVATION

## InteractSMS

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# User Guide

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**Author**

This document was prepared and issued by Phonovation Ltd. Any comments or questions in connection with the document should be addressed to [interactsms.support@phonovation.com](mailto:interactsms.support@phonovation.com).

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## 1. Glossary of terms

Many words and phrases used in this document have a special meaning in the context of Bulk SMS.

This section defines some of the most important terms used.

<b>Parent account:</b>	A parent account is an account that has been set up with the ability to administer and manage child accounts. A parent account will have the ability to allocate credits, view message transactions, set sender IDs, etc.
<b>Child account:</b>	This is an account created by an administrator or a parent account holder. A child account has the same functionality as a standard client, but is administered and managed by the parent account holder.
<b>Campaign:</b>	A campaign is an SMS message broadcast.
<b>Opt out:</b>	This refers to the methods by which individuals can avoid receiving further messages or information from an InteractSMS bulk text account.
<b>Smart tag:</b>	Smart tags are a feature that allows you to automatically populate your messages with values from a Microsoft Excel© file.
<b>Filter:</b>	Filters are a feature that allows you to send campaigns to specific segments of a saved list.
<b>Shortcode:</b>	A five digit number which is easy to remember. The InteractSMS shortcode for opt outs is 50123.
<b>Longcode:</b>	A mobile number presented in the traditional length and style for a specific country, used for SMS responses. The InteractSMS longcode for responses is 00353870602263.
<b>Post-paid bundle:</b>	The credit bundle purchased is charged to the InteractSMS account and the cost will be added onto the bill.
<b>Sender ID:</b>	Sender ID, also known as Originating Address (OA) is the number or name that is displayed on the recipient's mobile phone when an SMS is received.
<b>API:</b>	This Bulk Text API (Application Programming Interface) product provides an interface between your existing systems and Phonovation Ltd.'s SMS messaging gateway.

For more information on how using the SMS gateway API can help your business, please contact our sales team at [sales@interactsms.com](mailto:sales@interactsms.com) or 00353 1 284 3011.

**SMS:**

Short Message Service (SMS) is a text messaging service component of phone, web or mobile communication systems, using standardised communications protocols that allow the exchange of short text messages between fixed line or mobile phone devices.

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## **1.1 SMS character set handling and multipart messages**

This guide gives you information about message length and character set handling of SMS messages.

This is an important topic concerning costs. Please read through it to make sure you are able to configure the system according to your preferences.

### ***1.1.1 Introduction***

SMS is used to send text messages between mobile phones in most cases. When a text is transmitted, there is a size limitation on the message length. If English characters are used, the maximum message length is 160 characters. When international characters are sent, the maximum length is 70 characters. This size limit is determined by the character set used to transmit the message.

### ***1.1.2 SMS segmentation and reassembly (SAR)***

To increase the size limit of text messages, the SMS technology was improved to support longer text messages. This improvement is called as the multipart SMS technology, which refers to a process known as segmentation and reassembly procedure.

If an English text message is longer than 160 characters then, it is first segmented by the sending mobile and is then transmitted through the GSM network in several SMS messages. The recipient mobile phone, after receiving all message parts reassembles the segments and displays the long text as a single message to the user.

If international characters are used the segmentation starts when a message text becomes longer than 70 characters.

When multipart technology is applied, the cost of each message can be calculated by the number SMS messages used to transmit the text over the wireless network. For example, if a text message is 240 English characters it fits into two SMS, so the cost will be twice as much as a single 160 character SMS.

### ***1.1.3 Reduced Message length for Messages over 160 characters:***

One might expect that if a single SMS can hold 160 characters, a 320 character message would take two physical SMS Messages. This is not the case, when multipart SMS technology is used only 153 characters fit into a single SMS, because some space is needed for the segmentation information that is used to reassemble the message parts in correct order. So if a 320 character message is sent, it would take 3 SMS. The first two would hold 153 characters, and the last one would hold 14 characters. For international characters, 67 characters fit into a multipart SMS segment.

## 1.2 Terms and definitions, SAR technology in detail

Character Sets and Unicode:

### English Character Set:

The English characters set refers to the 7 bit SMS alphabet (see Appendix A), that contains English characters and a few international characters for Western Europe and Greece. These characters are defined in the ETSI GSM 03.38 standard.

### International Character Set:

International characters or Unicode character set. The Unicode character set can be used to send special symbols and characters of all languages including Chinese, Arabic, Hebrew, Cyrillic, special eastern European characters, etc.

In GSM SMS system, an SMS message can contain up to 140 bytes (standard 8-bit bytes) of message data. The 7 bit SMS alphabet (see Appendix A) makes it possible to send 160 characters in these 140 bytes.

This means that, when you send a text message, as long as the text only contains characters that are included in the GSM 7 bit SMS alphabet (see Appendix A) character set, 160 7-bit characters are compressed into 140 8-bit bytes to produce the 160 character limit that we are so familiar with. (Note:  $160 * 7 = 140 * 8$ ).

It is worth noting that ETSI GSM 03.38 also defines a few characters that are represented by two 7-bit characters when included in a text message.

Ref: Appendix A: "^", "{", "}", "\", "[", "]", "~", "" and "€".

If you want to send a message that contains characters that are not part of the GSM 7-bit character set, such as Chinese, Arabic, Thai, Cyrillic, etc., then the entire text of the SMS that actually goes out over the air needs to be encoded in the Unicode UCS-2 character set. In the UCS-2 character set, each character is encoded with 16-bits (or two 8-bit bytes). This means that an SMS message is limited to 70 16-bit Unicode characters ( $70 * 16 = 140 * 8$ ).

If a message is larger than 140 8-bit bytes, then segmentation and reassembly standards define, that where a single logical message can be sent over the air using multiple physical SMS messages. The receiving client then has the ability to reassemble the segmented message so that it again appears as a single message on the receiving device.

When a long text message is segmented into multiple physical SMS messages, a special header is added to each physical SMS message so that the receiving client knows that it is a multipart SMS message that must be reassembled by the client. These headers are known as segmentation or concatenation headers or SAR headers. The SAR headers are 6 bytes (8-bits each). They are included in each physical SMS message. These headers are placed in the User Data Header (UDH) field of the message, but they do count against the overall size limit of the message.

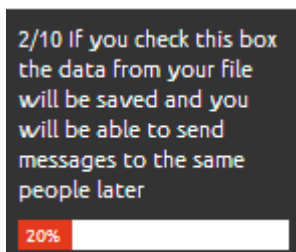
If you send a long text message containing only characters that are part of the GSM 03.38 character set, then each SMS segment can contain up to 153 characters. (140 bytes - 6 bytes for the concatenation header leaves 134 available bytes, or  $7 * 134 = 1072$  bits. The most 7-bit characters that can be packed into 1072 bits is 153.)

If you send a long text message that includes any characters that require Unicode encoding, then each SMS segment can contain up to 67 characters. ( $67 * 16 = 1072$  bits)


## 2. Support text prompts and videos

Support text prompts and support videos can be accessed through the InteractSMS user interface to explain individual functions.

### Support text prompts



Support text prompts (see above image) are available for all fields in the **Campaign Set up** section. Simply hover the mouse over the field to display the text prompt explaining what is required for that field.

Some popup menus include support text. Wherever the  sign is displayed, hover the mouse over it to display the support text.

### Support videos

Support videos are available for certain InteractSMS features. Where a video is available it will be displayed as a link beside the relevant feature. For example, [Show me how to use smart tags with a new file.](#)

#### Support video available:

A text box like this one will be displayed in each section of this user guide where a support video is available

### 3. Registration

To register a new InteractSMS account, visit <http://www.interactsms.com/BulkSMS/Register.aspx>.

You will be asked to supply the following details:

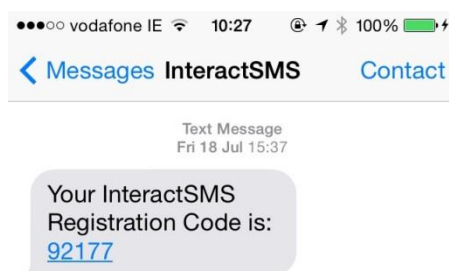
- |                          |   |
|--------------------------|---|
| <b>Company:</b>          | This is the Company that the new account is to be associated with. (Optional)   |
| <b>First Name*:</b>      | First name of the account holder. (Required)  |
| <b>Last Name*:</b>       | Surname of the account holder. (Required)   |
| <b>E-mail*:</b>          | Email address of the account holder. This email address will also be the account's <b>Username</b> . This will be required (along with the password) in order to <b>Log in</b> to the account. (Required) |
| <b>Mobile Number*:</b>   | The mobile phone number of the account holder. This must be a valid mobile number as it will be used to authenticate the account. (Required)  |
| <b>Promotional Code:</b> | If applicable, enter promotional code to take advantage of any InteractSMS promotions. (Optional)   |

**Captcha:** A test used to tell if you are human. Enter the number/text from the image into the field

**\* Any field with an asterisk (\*) is required and must be filled in to register.**

Click the **Continue** button to submit your details.

Once you have supplied the registration information InteractSMS will send you a registration SMS to complete the registration process and validate the mobile number provided.



The SMS will contain a registration code. Please enter the code into the **Activation Code** field of the **Complete Sign Up** page displayed below.

If you have not received the activation code after a few minutes, click the link on the word **here** underneath the **Activation Code** field.

You will be directed to the **Complete Sign Up** page where you will also be asked to read and confirm acceptance of the InteractSMS terms and conditions. You must agree to these terms and conditions in order to register an account with InteractSMS.



You will also be required to enter a **password**.


**Password\*:** A combination of characters used to validate you each time you use InteractSMS. Never write down this password or reveal it to anyone who is not authorised to use the account. Passwords must adhere to certain criteria which are listed in the text box below.

**Re-enter password\*:** The exact same password as above. This is to ensure that you have not made a mistake in your password entry.

<b>Passwords must:</b>	<ul style="list-style-type: none"><li>- Contain at least 7 characters</li><li>- Contain at least one letter</li><li>- Contain at least one number</li><li>-Contain at least one special character (e.g. @,!,/)</li></ul>
------------------------	--

Select the **Activate Free Account** button.

Your account is activated! You will now be redirected to the InteractSMS **Campaign Set Up** page.

 **interactsms**

My Account

Support

Contact Us

Tools

need help?

Dashboard

Campaign Set Up

Schedules

Reports

Lists

Templates

Opt Outs

Top Up

RECENTLY ADDED

Mobile Websites

Stores

Vouchers

## Campaign Set Up

Step 1. Who Do You Want To Send To?

Send to a New File

Send to One Mobile Number

Send to a Saved List

Excel file\* 

Select File

[show me how](#)

☐ Save my file as a list for future use?

☐ Use message from spread sheet?

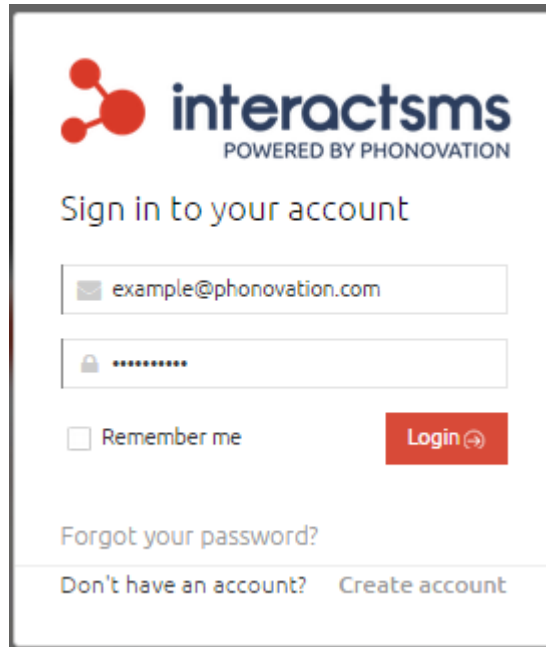
☐ Use scheduled dates from spreadsheet?

☒ Remove duplicates

## 4. Logging in

Registered users can log into the InteractSMS application by going to the following URL:

<http://www.interactsms.com/BulkSMS/login.aspx>

The image shows a login form for InteractSMS. At the top is the InteractSMS logo with the text "POWERED BY PHONOVATION". Below the logo is the heading "Sign in to your account". There are two input fields: the first is for the email address, containing "example@phonovation.com", and the second is for the password, represented by a series of dots. Below the password field is a checkbox labeled "Remember me". To the right of the checkbox is a red "Login" button with a right-pointing arrow icon. Below the login button is a link that says "Forgot your password?". At the bottom of the form are two links: "Don't have an account?" and "Create account".

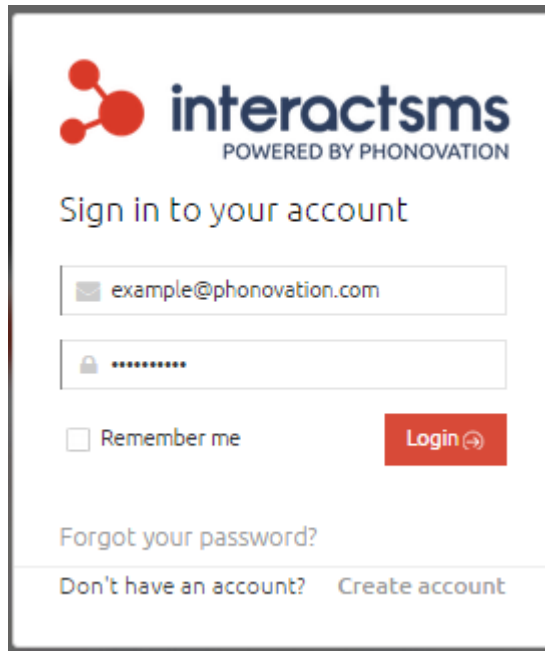
Once at the login screen you can enter your **Username** and **Password** details. The Username will be the email address that you supplied during registration. Once your details are entered, select the **Login** button to gain full access to the main site.

## 5. Forgot your password?

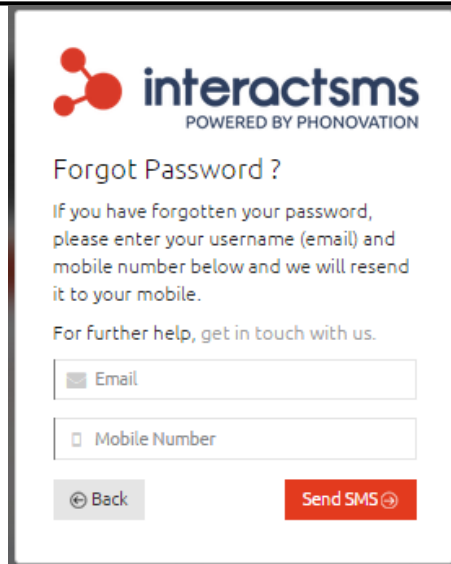
In the event that you have forgotten your password details you can gain access to the system by having your password reset.

To do this, you are required to carry out the following:

- Select the **Forgot your password?** link located on the **Login** page.

A screenshot of the interactsms login page. At the top is the interactsms logo with the tagline 'POWERED BY PHONOVATION'. Below the logo is the text 'Sign in to your account'. There are two input fields: the first contains the email 'example@phonovation.com' and the second contains a masked password '\*\*\*\*\*'. Below the password field is a checkbox labeled 'Remember me' and a red 'Login' button with a right-pointing arrow. At the bottom, there are two links: 'Forgot your password?' and 'Don't have an account? Create account'.

- You will be redirected to the **Forgot your password?** screen.
- If you know your login name (username) you can enter it here along with the mobile number that was supplied during registration.



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### Forgot Password ?

If you have forgotten your password, please enter your username (email) and mobile number below and we will resend it to your mobile.

For further help, get in touch with us.

Email

Mobile Number

- Once the correct details have been entered, select the **Send SMS** button.
- An SMS containing a reset password will be sent to your mobile phone.

Here is your new password for [www.interactsms.com](http://www.interactsms.com):  
p8H6RsCf

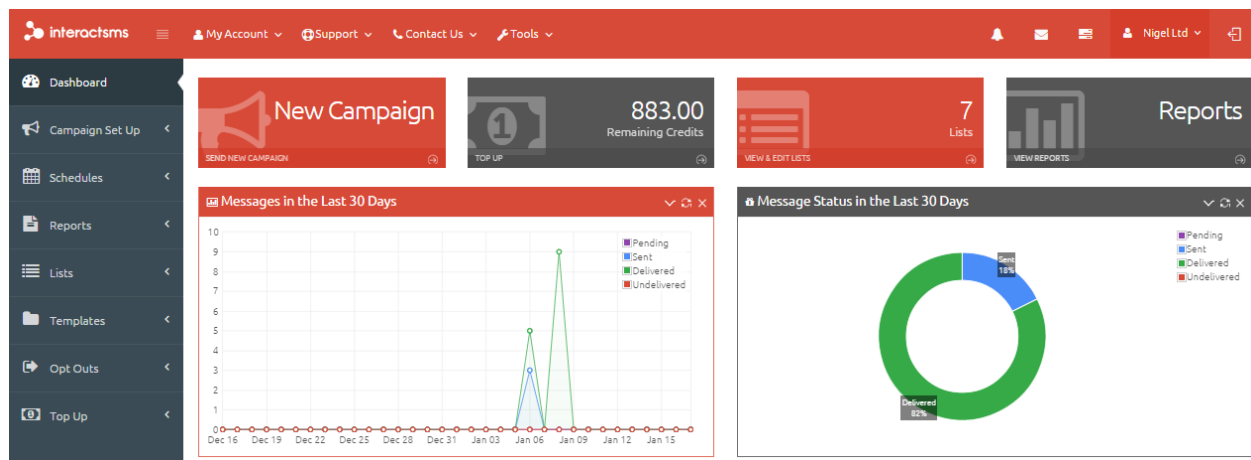
- The password can then be reset to a password of your choosing through the **Change My Password** screen, please see section on **Change Password**.

## The main site is made up of three sections

- 1.The left navigational panel.
- 2.The top menu bar.
- 3.The central area where details and input forms are displayed.

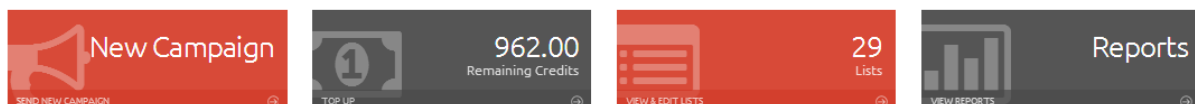
## 6. Dashboard

The Dashboard provides an overview of your account and InteractSMS activity.



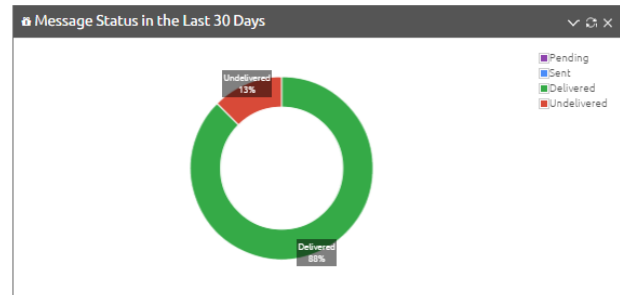
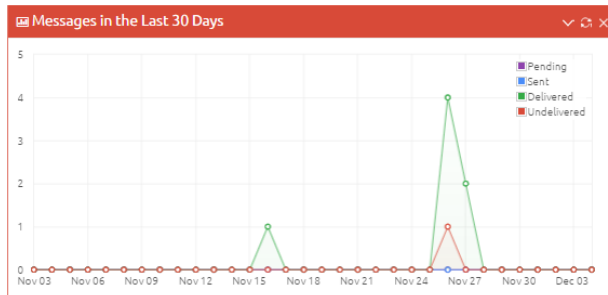
Select the dashboard from the left navigation panel. Once selected, the following will be displayed:

- New Campaign:** Select this to send a new SMS campaign. Please see section on [Campaign Set Up](#).
- Remaining Credits/Top Up:** Displays the number of SMS credits currently in your account. Select this to top up your account. Please see section on [Top Ups](#).
- Lists:** Displays the number of saved lists in your account. Select this to visit the **Lists** page where you can view, edit and create lists. Please see section on [Lists](#).
- Reports:** Select this to visit the **Reports** section where you can perform in-depth analysis of your InteractSMS activity. Please see section on [Reports](#).



- Messages in the last 30 days:** This graph displays how many messages were sent from your InteractSMS in the last 30 days. This report can be viewed in more detail in the **Reports** section.

**Message status the in last 30 days:** This graph displays how many messages were **Sent**, **Pending**, **Delivered** and **Undelivered** in the last 30 days. For explanations of these terms, please see the section on [Reports](#).



**Campaigns Report:** This table displays information on your previous campaigns. For more information on this report, please see the section on [Reports](#).

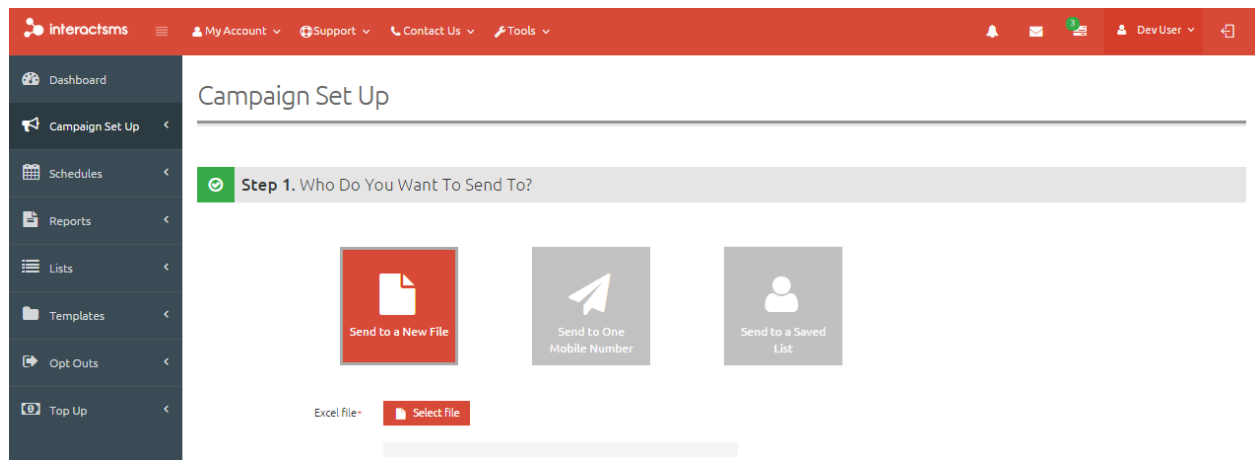
Campaign Reports								Copy	CSV	Excel	PDF	Print
10 records								Search:				
Broadcast Name	Queued Time	Send Time	Pending	Sent	Delivered	Undelivered						
555	27/08/2014 09:40	27/08/2014 09:40	0	1	1	0	<a href="#">View</a>					
ass	28/08/2014 16:31	28/08/2014 16:31	0	1	1	0	<a href="#">View</a>					
df	28/08/2014 16:53	28/08/2014 16:53	0	1	1	0	<a href="#">View</a>					
dsd	26/08/2014 09:28	26/08/2014 09:27	0	1	1	0	<a href="#">View</a>					
iiii	28/08/2014 16:34	28/08/2014 16:34	0	1	1	0	<a href="#">View</a>					
lkklk	27/08/2014 09:49	27/08/2014 09:49	0	1	1	0	<a href="#">View</a>					
SDSDSD	28/08/2014 13:30	28/08/2014 13:30	0	1	1	0	<a href="#">View</a>					
TExt	27/08/2014 09:47	27/08/2014 09:47	0	1	1	0	<a href="#">View</a>					

Showing 1 to 8 of 8 entries

[View All Reports](#)

## 7. Campaign Set Up

To send a campaign, select **Campaign Set Up** from the left navigation panel.



There are three options when sending a campaign: **Send to a New File**, **Send to one mobile number** and **Send to a saved list**.

### Send to a new file:

This option allows users to send an SMS campaign to contacts from a Microsoft Excel® file. Basic files will contain only the mobile numbers of contacts. Advanced files may contain the message text to be sent to contacts and/or the scheduled dates and times to send messages. New files can be saved to use as saved lists.

### Send to one mobile number:

This option allows users to send a message to one mobile number.

### Send to a saved list:

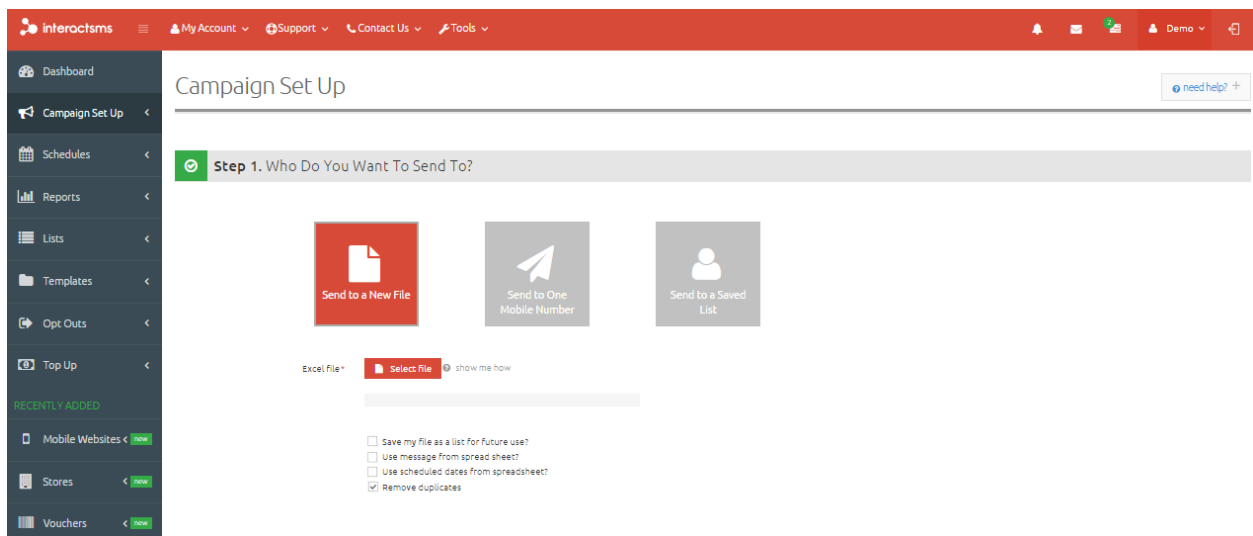
This option allows users to send an SMS campaign to a saved list of contacts. Basic lists will contain only the mobile numbers of contacts. Advanced lists can contain any relevant information relating to your contacts. Unlike sending to a new file, sending to a saved list can use **Filters** to send to a segment of a saved list. Please see sections on **Filters**.

### 7.1 Send to a new file

This option is used when you have a list of numbers contained in a Microsoft Excel® file (.xls or .xlsx). This list can be uploaded and an SMS campaign sent to the contacts contained in it.

To send a message campaign to a Microsoft Excel® file, select **Send to a new file** from the **Campaign**

**set up** menu on the left navigation panel. The **Send to a new file** page is displayed as below.



Users will be required to follow the 4 steps on the **Send to a new file** screen to send their message campaign:

- Step 1. Who do you want to send to?
- Step 2. Who do you want to send it from?
- Step 3. What would you like to say?
- Step 4. When would you like to send it?

These steps will be explained in more detail in the following sections.

### **7.1.1 Step 1. Who do you want to send to?**

You will be required to enter the following information relating to whom the campaign will be broadcast to:

#### **7.1.1.1 Select Excel® file**

First you will be required to choose the file that you want to upload. The application allows you to upload Microsoft Excel® files only (xls. or.xlsx). The Microsoft Excel® files need to be formatted correctly prior to being uploaded.

**Note:** Files must be saved in Microsoft Excel® format (xls. or.xlsx).

	A	
1	353850000001	
2	353850000002	
3	353850000003	
4	447700000004	
5	447700000005	
6		

Basic files will contain only the mobile numbers of contacts in the first column.

**Support video available:**

[Show me how to format a new file](#)

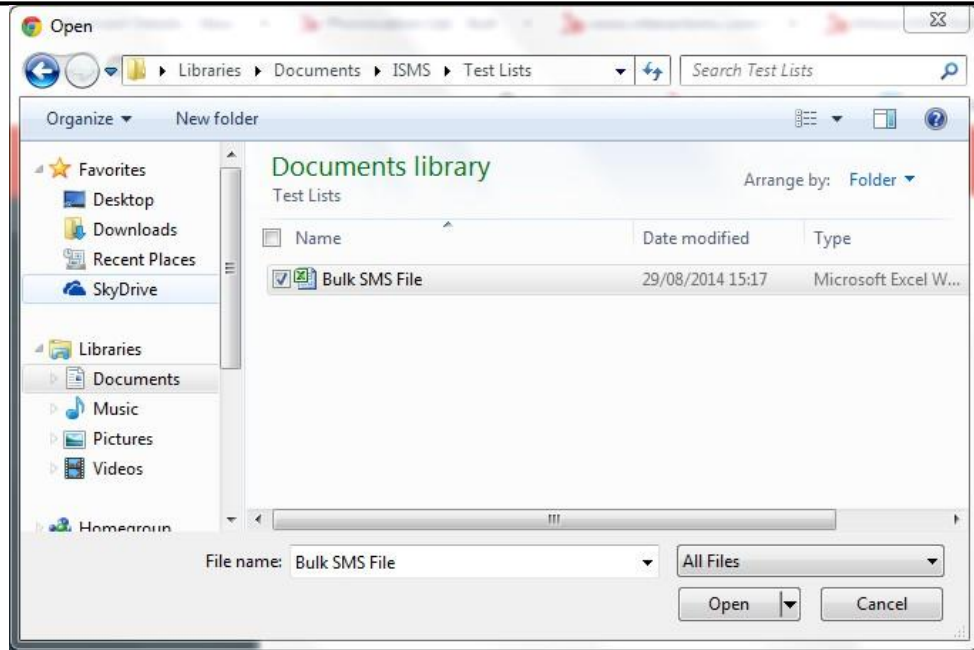
Mobile numbers (Column A) must be formatted in the following way.

1. The contact numbers **must** be placed in the first column (**Column A**) of your Microsoft Excel® file.
2. The number should be formatted with the full international code. For example, 00353850000001 or 353850000001.
3. You may need to format the first column (**Column A**) of the Microsoft Excel® document. Please see sections on [Formatting the number column \(Column A\)](#).
4. Make sure that there are no breaks or empty records (rows) in the file.
5. There should be no formulas in the Microsoft Excel® cells.

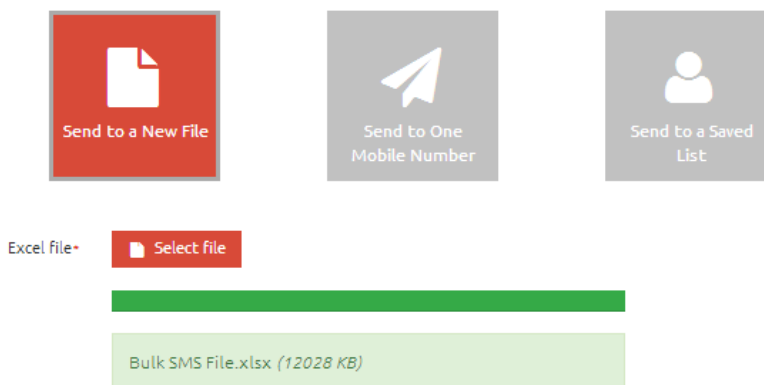
### Advanced files

Advanced files may contain the message text to be sent to contacts in the second column (Column B). Please see section on [Use messages from spreadsheet](#) below. Advanced lists may also contain the scheduled dates and times to send messages in the third column (Column C). Please see section on [Use scheduled dates and times from spreadsheet](#) below.

Once you have formatted the file correctly, you can then browse to where your file is located by clicking the **Select file** button. The File upload window is displayed. Navigate to the correct file path location and select **Open**. *This demonstration is using Microsoft Windows operating system; the file selection method will vary for different operating systems.*



If the file is a Microsoft Excel© file, the list will be uploaded and will be displayed as below.



#### 7.1.1.2 Save my file as a list for future use

This option can be selected to save the Microsoft Excel© file for future use as a saved list. Once this option is selected you will be prompted to enter a **List name**. This is just for your own use when accessing the list.

This list can be accessed and updated at a later date through the **Lists** menu. Lists can also be selected through the **Send to a saved list** menu in **Campaign set up**. Please see the section on **Lists** for more information on managing lists.

#### 7.1.1.3 Use messages from spreadsheet

This option can be selected to send an SMS campaign using the messages contained in a Microsoft

Excel© file. Messages must be contained in the second column (**Column B**). This is useful when sending a campaign with different messages to different contacts. If you are sending all messages with the same text, you may find it easier to omit the messages in your Excel© file. Then, instead enter the message text into the message text field in **Step 3. What would you like to say?**

	A	B	C
1	353850000001	Hi Samantha, have you seen the latest release?	
2	353850000002	Hi Maura, the project is going really well.	
3	353850000003	Hi Andrew, can you make it in today?	
4	447700000004	Hi Paul, how close is your work to completion?	
5	447700000005	Hi there Aishling, we'll have that file to you by Friday.	
6			

Please see the [Message text](#) section to see how messages should be formatted and the size limits.

#### 7.1.1.4 Use scheduled dates and times from spreadsheet

This option is used when sending an SMS campaign at the times and dates contained in a Microsoft Excel© file. Dates and times must be contained in the third column (**Column C**). This is useful when sending a campaign to contacts at different times. If sending all messages at the same date and time, you may find it easier to leave out the dates and times in your Excel© file. Then, instead, schedule the campaign in **Step 4. When Would You Like To Send It?**

Dates and times (**Column C**) must be formatted as shown below: **dd/mm/yyyy hh:mm**.

	A	B	C	D
1	353850000001		01/02/2015 17:00	
2	353850000002		02/02/2015 17:30	
3	353850000003		12/02/2015 10:00	
4	447700000004		12/02/2015 13:00	
5	447700000005		15/02/2015 14:30	
6				

For instructions on how to format dates and times, please see the section on [Formatting the future date and time column \(Column C\)](#).

#### 7.1.1.5 Formatting the number column (Column A)

Depending on the version of Microsoft Excel© installed on the user's PC, there may be a need to format the number column so that it will be processed correctly.

**Note:** The instructions below may vary depending on the version of Microsoft Excel©

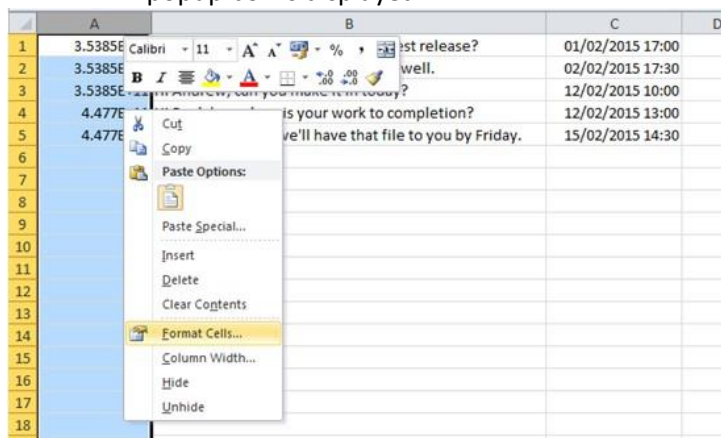
To format the numbers, clients will need to carry out the following:

- Select all of the numbers in the first column (**Column A**) by clicking above the top cell. There should only be numbers present in the first column.

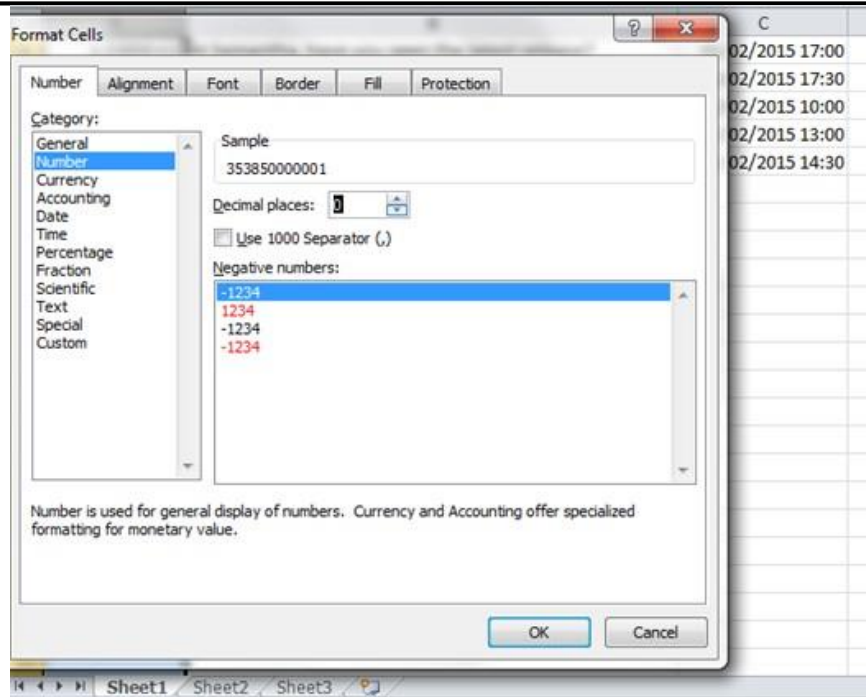
	A	B	C
1	3.5385E+11	Hi Samantha, have you seen the latest release?	01/02/2015 17:00
2	3.5385E+11	Hi Maura, the project is going really well.	02/02/2015 17:30
3	3.5385E+11	Hi Andrew, can you make it in today?	12/02/2015 10:00
4	4.477E+11	Hi Paul, how close is your work to completion?	12/02/2015 13:00
5	4.477E+11	Hi there Aishling, we'll have that file to you by Friday.	15/02/2015 14:30
6			

- Right click on the selected items and select **Format Cells...** from the list. The **Format cells**

popup box is displayed.



- Locate the **Number** tab on the **Format cells** popup box.
- Select **Number** from the **Category** list.
- Set the number of decimal places to **Zero**.
- Select **OK** to save the changes to the selected items.



- The number column (**Column A**) should now be configured with the correct formatting.

	A	B	C
1	353850000001	Hi Samantha, have you seen the latest release?	01/02/2015 17:00
2	353850000002	Hi Maura, the project is going really well.	02/02/2015 17:30
3	353850000003	Hi Andrew, can you make it in today?	12/02/2015 10:00
4	447700000004	Hi Paul, how close is your work to completion?	12/02/2015 13:00
5	447700000005	Hi there Aishling, we'll have that file to you by Friday.	15/02/2015 14:30
6			
7			

#### 7.1.1.6 Formatting the future date and time column (Column C)

Depending on the version of Microsoft Excel© installed on the client's PC, there may also be a need to format the date and time column (Column C) so that messages will be sent to future dates and times correctly.

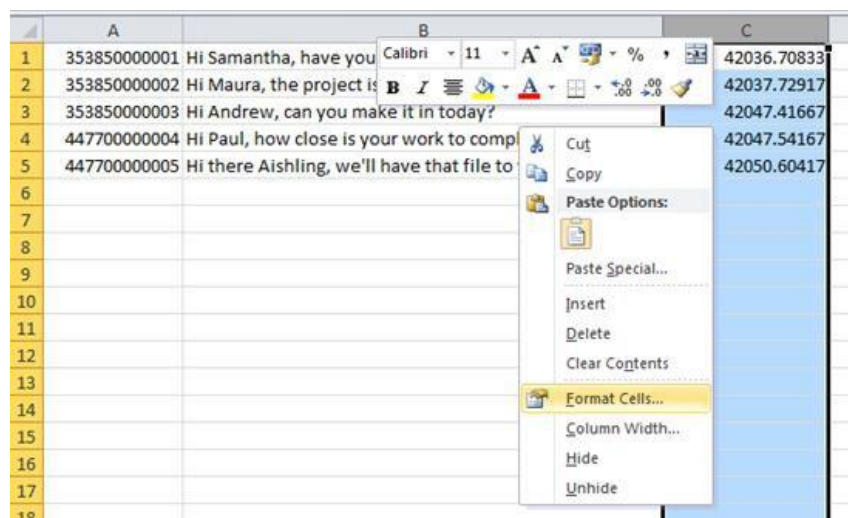
**Note:** The instructions below may vary depending on the version of Microsoft Excel©

To format the date and time column, clients will need to carry out the following:

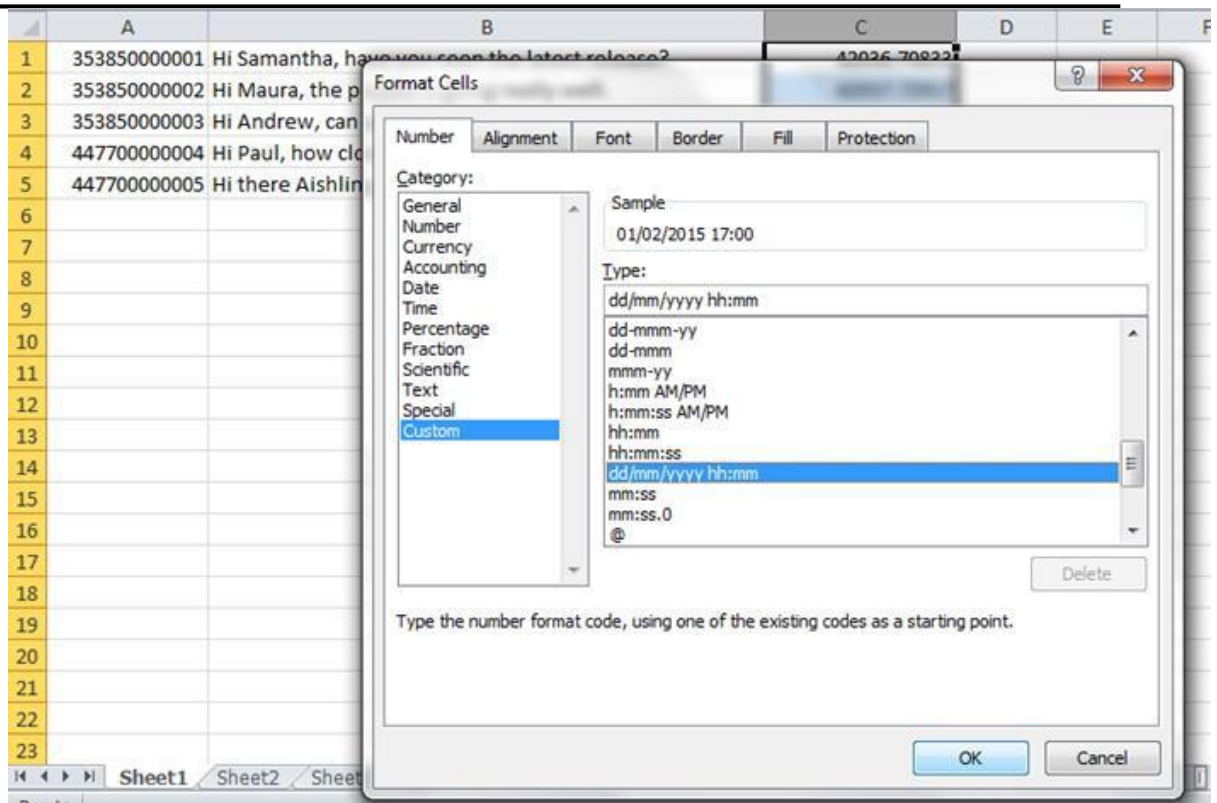
- Select all the dates in the third column (**Column C**). There should only be future dates and times present in this column.

	A	B	C
1	353850000001	Hi Samantha, have you seen the latest release?	42036.70833
2	353850000002	Hi Maura, the project is going really well.	42037.72917
3	353850000003	Hi Andrew, can you make it in today?	42047.41667
4	447700000004	Hi Paul, how close is your work to completion?	42047.54167
5	447700000005	Hi there Aishling, we'll have that file to you by Friday.	42050.60417
6			
7			

- Right click on the selected items and select the **Format cells...** option from the list. The **Format cells** popup box is displayed.



- Locate the **Number** tab on the **Format cells** popup box.
- Select **Custom** from the **Category** list.
- Select the format option **dd/mm/yyyy hh:mm** from the sample formatting options available.



- Select **OK** to save the changes to the selected items.

	A	B	C
1	353850000001	Hi Samantha, have you seen the latest release?	01/02/2015 17:00
2	353850000002	Hi Maura, the project is going really well.	02/02/2015 17:30
3	353850000003	Hi Andrew, can you make it in today?	12/02/2015 10:00
4	447700000004	Hi Paul, how close is your work to completion?	12/02/2015 13:00
5	447700000005	Hi there Aishling, we'll have that file to you by Friday.	15/02/2015 14:30
6			

#### 7.1.1.7 Remove duplicates

This option automatically removes any duplicate contacts whose mobile numbers are listed more than once in Column A of a Microsoft Excel© file.

If you have selected to use the message text from the file and you have two different text messages for the same mobile number, it will not count as a duplicate and the contact will receive both messages.

#### 7.1.2 Step 2. Who do you want to send it from?

You will be required to enter the following information relating to whom the campaign will be broadcast from:

### 7.1.2.1 Campaign name

This is a name given to the message campaign; it is only used for reference. This will not be sent as a part of the message. Campaign names are used to easily identify broadcasts that have been sent by the user. For Example, 'May Discount Campaign'.




#### Step 2. Who Do You Want To Send It From?

Campaign Name ▾ May Discount Campaign ✓

☐ Allow recipients to reply to this message?

Sender Name ▾ FreeText


 [Set up your own sender name](#)

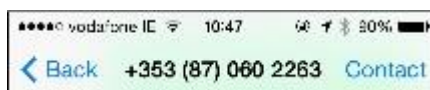
### 7.1.2.2 Allow recipients to reply to this message

This option allows recipients of a campaign to reply to SMS messages. If you select this, the sender name (who the recipient will see as having sent the message) will be the shared long code 353870602263.

☒ Allow recipients to reply to this message?

Sender Name ▾ 353870602263

 [Set up your own sender name](#)



Replies can be viewed in the **Replies report**.


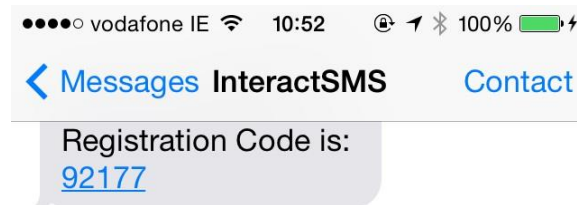
### 7.1.2.3 Sender Name

This is the name that will appear at the top of the recipient's handset. This is useful as the sender name is easily identifiable when received by the recipient. The default sender name is set to **FreeText**. A new Sender name can be created and allocated upon request. Please see the next section [Set up your own sender name](#). An example of a sender name might be 'InteractSMS'. When this lands on a recipient's handset they can easily identify that InteractSMS has sent them a message.

☐ Allow recipients to reply to this message?

Sender Name •

InteractSMS


 Set up your own sender name


#### 7.1.2.4 Set up your own sender name

Select **Set up your own sender name** under the **Sender name** field to display the below popup. Enter your name in the field provided. Enter your email address in the field provided. Enter the sender name (or sender names) that you would like to request in the field provided.

All sender names must be screened manually before they can be used. InteractSMS endeavour to respond to all sender name requests, as soon as possible.

Sender names must not:


- Exceed 11 characters

- Contain characters that are not numbers or letters. For example, -,@,?.
- Contain spaces
- Conflict with any existing sender name

When a sender name has been screened the user will be contacted by email, regardless of whether the sender name has been set up or not. If the sender name has been set up it will be displayed in the **Sender name** field.

☐ Allow recipients to reply to this message?


Sender Name

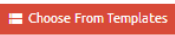
 Set up your own sender name

Sender names can also be viewed in **Account details**. Please see section on [Account details](#).


### 7.1.3 Step 3. What would you like to say?


Step 3 deals with the actual message that is to be sent to the recipient.

 **Step 3. What Would You Like To Say?**



Message Text\*





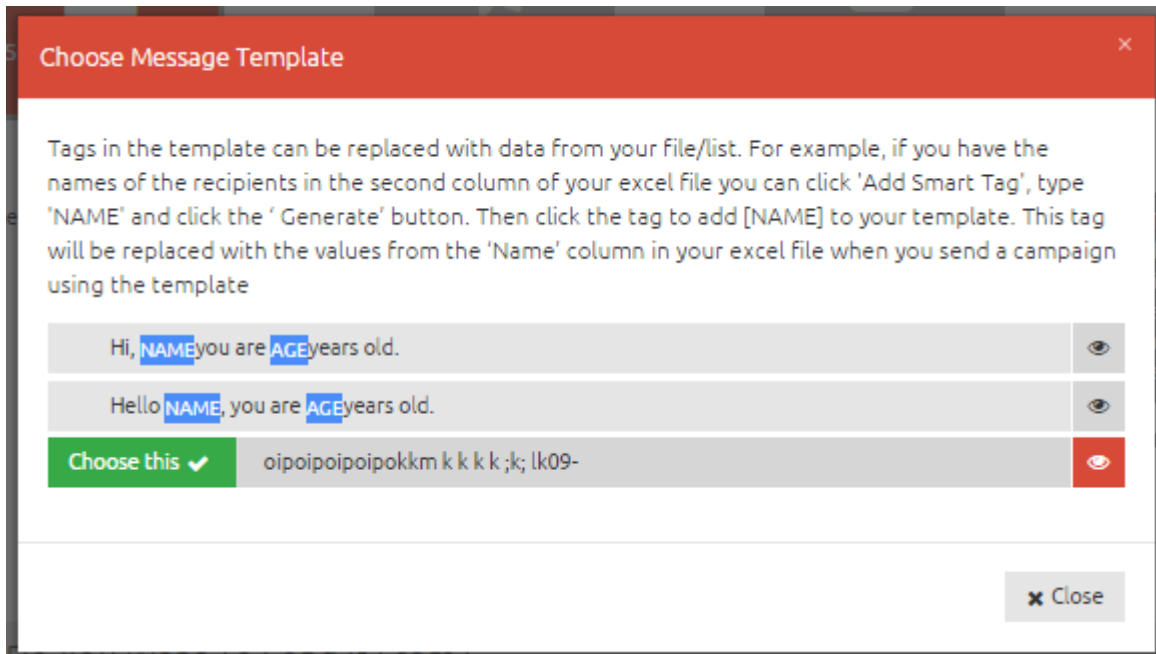
Characters left: 480 Messages: 0

☐ Save message text as template?

#### 7.1.3.1 Choose from templates

If a text message body has been saved as a template it can be selected here and will populate the **Message Text** field. This template can then be edited before sending. Templates are used when sending predefined text messages, such as for notifications or alerts, where the wording may need to be specific or repeated quite often.

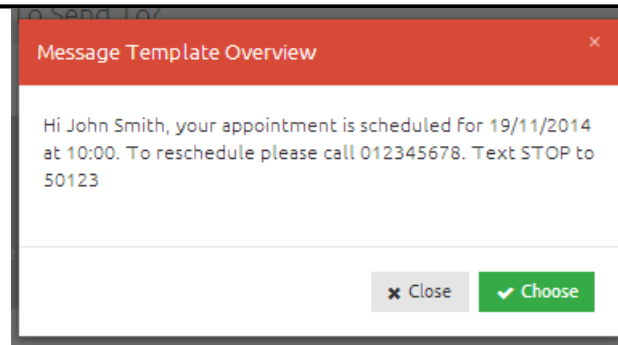
Click the **Choose from templates** button above the message text box to display the popup. This will show all the available saved templates. Hover the mouse over each template to see if it is available for this campaign.



A green **Choose this ✓** will appear on the left hand side of the template, if it is available. A red **Not available x** will appear on the left hand side of the template, if it is not available. Templates would be unavailable for a campaign, if it contains smart tags but no smart tags have been created for this message. Please see section on [Smart tags – for a new file](#).



To preview a full message template, click the eye symbol (👁) to the right of that template. The below popup will then display the entire template.



Click the **Choose** button to populate the **Message text** field with this template.

### 7.1.3.1 Message Text

The Message text field will contain the body or content of the message that will be sent to all the contacts in the campaign.

☰ Choose From Templates

Message Text\*

Hi John Smith, your appointment is scheduled for 19/11/2014 at 10:00. To reschedule please call 012345678. For directions, please visit our website at [www.appointment.com](http://www.appointment.com). Text STOP to 50123

Characters left: 290
Messages: 2

☐ Save message text as template?

### 7.1.3.2 Message Length and Special Characters

A standard SMS message length is made up of 160 characters. Longer messages require multiple messages to be grouped together and sent as 2 to 3 messages, using 2 to 3 Credits depending on the message size. For example, a 1-160 character message uses 1 credit, a message using 161-320 characters uses 2 credits, and a message using 321-480 characters uses 3 credits.

These values are correct for English plain text characters. Special characters (for example, €, £, \$) may use more than one character space.

For more information on [Message Length and Special Characters](#), please see

[http://www.interactsms.com/BulkSMS/Documents/Interactsms/specialcharacter\\_info.pdf](http://www.interactsms.com/BulkSMS/Documents/Interactsms/specialcharacter_info.pdf)

### 7.1.3.1 Smart tags – for a new file

Smart tags are a feature that allow you to automatically populate your messages with values from your Excel® file.

**Support video available:**

[Show me how to use smart tags with a new file](#)

An example of a message with smart tags is below.

Choose From Templates

Message Text\*

Hi NAME x SURNAME x, your appointment is scheduled for DATE x at TIME x. To reschedule please call 012345678. Text STOP to 50123.

Characters left: 329 Messages: 1  
Looks like you're using tags so we can't calculate accurately the length of your message but it's ok, we'll let you know when you exceed the maximum allowed before you send a message.

☐ Save message text as template?

Column 1: Mobile Number

Column 2: NAME x

Column 3: SURNAME x

Column 4: DATE x

Column 5: TIME x

Add Column

The blue squares filled with text (e.g. NAME x) are **smart tags**. They are entered into the message text by clicking on the smart tag you want, on the right of the **Message text** field, e.g. Column 2: NAME x

The column numbers for each smart tag correspond to the column number from your uploaded Excel® file. The values from each contact on your file are then pulled into the message, when the campaign is sent; thereby sending personalised messages to all the contacts in your file, based on the information regarding them, contained in the file.

The above example would be delivered as displayed below:



To create smart tags for a new file you are required to do the following:

- Format your Microsoft Excel® file with relevant information in the columns after column A. Column A must always contain the mobile numbers.

	A	B	C	D	E	F
1	353850000001	Nigel	Smith	15/07/2015	12:00	
2	353850000002	John	Jones	16/07/2015	13:00	
3	353850000003	Sarah	Hughes	17/07/2015	14:00	
4	447700000004	Mark	Roberts	18/07/2015	15:00	
5	447700000005	Jane	Maguire	19/07/2015	16:00	
6						

- Upload the file, please see section on [Select Excel® file](#).
- Scroll to the **Message text** field in **Step 3**. There will be no smart tags displayed yet.

Choose From Templates

Message Text

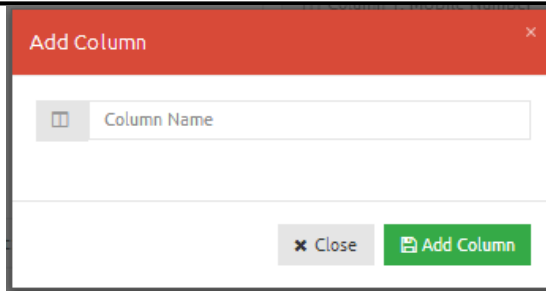
Column 1: Mobile Number

Add Column

Characters left: 480

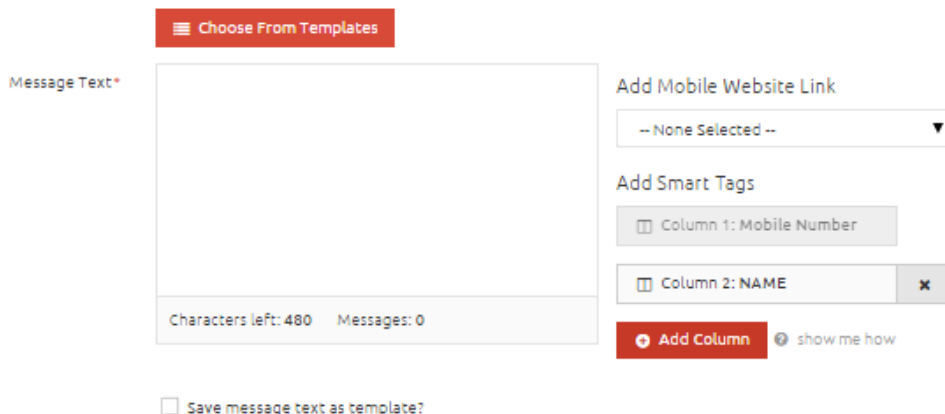
Messages: 0

- Click the **Add column** button to display the below popup.



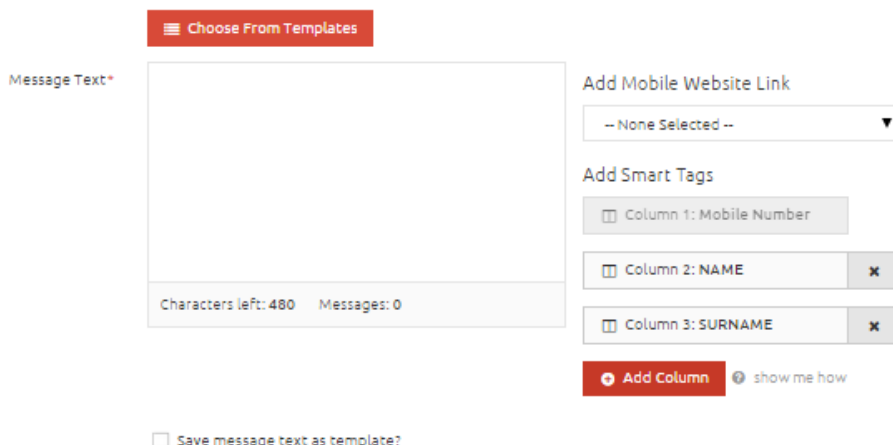
A red dialog box titled "Add Column" with a close button (X) in the top right corner. Inside the dialog, there is a text input field labeled "Column Name" with a small icon to its left. At the bottom of the dialog, there are two buttons: a grey "Close" button and a green "Add Column" button.

- Type the name you want to give your smart tag into the **Column name** field. **NAME** in this example. The actual name is only for your own reference and will not affect what information is pulled from your file. The smart tag will be assigned to column 2 (B) as it is the first column after the mobile phone number column. Click the **Add column** button.
- The smart tag will now appear on the right of the message text field.



The message composition screen shows a "Message Text\*" field on the left. To the right, there is a "Choose From Templates" button, an "Add Mobile Website Link" dropdown menu (currently showing "-- None Selected --"), and an "Add Smart Tags" section. Under "Add Smart Tags", there are two entries: "Column 1: Mobile Number" and "Column 2: NAME". Below these, there is a red "Add Column" button and a "show me how" link. At the bottom, there is a checkbox labeled "Save message text as template?". The status bar at the bottom indicates "Characters left: 480" and "Messages: 0".

- You can enter as many smart tags as you have columns in your file, by repeating the previous steps. The image below shows when a second smart tag for Column 3 (C) has been added, **SURNAME**.



The message composition screen is similar to the previous one, but now the "Add Smart Tags" section has three entries: "Column 1: Mobile Number", "Column 2: NAME", and "Column 3: SURNAME". Each entry has a small "X" button to its right. The "Add Column" button and "show me how" link are still present at the bottom. The status bar at the bottom indicates "Characters left: 480" and "Messages: 0".

- Click on the smart tags on the right to add them to your message text.

**Choose From Templates**

Message Text:-

Hi NAME \* SURNAME \*, how are you?

Characters left: 435
Messages: 1

Column 1: Mobile Number

Column 2: NAME ×

Column 3: SURNAME ×

**Add Column**

When you send this campaign now it will assign the name and surname of each individual contact to their message. This is assuming you have the correct names in Column 2 (B) and the correct surnames in column 3 (C).

#### 7.1.3.1 Save message text as a template

Underneath the **Message text** field there is an option to save the message as a template. Saving a message as a template allows you to reuse commonly used text message content. Please see section on **Templates** for more information on managing templates.

### 7.1.4 Step 4. When would you like to send it?

**Step 4.** When Would You Like To Send It?

☒ Show summary? (faster if unchecked)

**Send Now**

or

**Send Later**

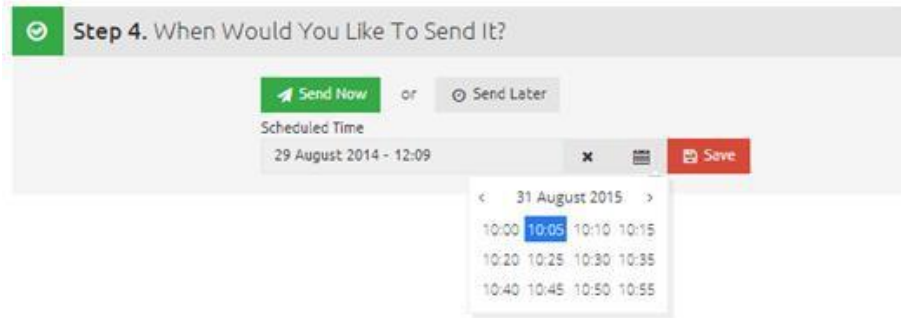
There are two options that can be selected in Step 4, **Send Now** or **Send Later**.

#### 7.1.4.1 Send Now

To send the message campaign at the current time and date, click the **Send Now** button. **If the option to use dates from the Microsoft Excel® file is selected, then the campaign will be sent at the dates and times listed.** If there are no dates in the Microsoft Excel® document, the messages will begin to send straight away.

#### 7.1.4.2 Send Later

Select this option if you would like all of the messages to be broadcast at a later date and time.



**Step 4. When Would You Like To Send It?**

or

Scheduled Time  
29 August 2014 - 12:09

31 August 2015

10:00	10:05	10:10	10:15
10:20	10:25	10:30	10:35
10:40	10:45	10:50	10:55

Save

Options to enter a future date and time will be displayed. You will be required to select the date and time for the message campaign from these options. The messages will then be stored by the

InteractSMS application to be sent at the specified future date and time.

**Note:** A message campaign that has been scheduled to be sent at a later date may be cancelled up until the selected send later date and time. Once messages in a campaign have begun to send, the broadcast cannot be cancelled.

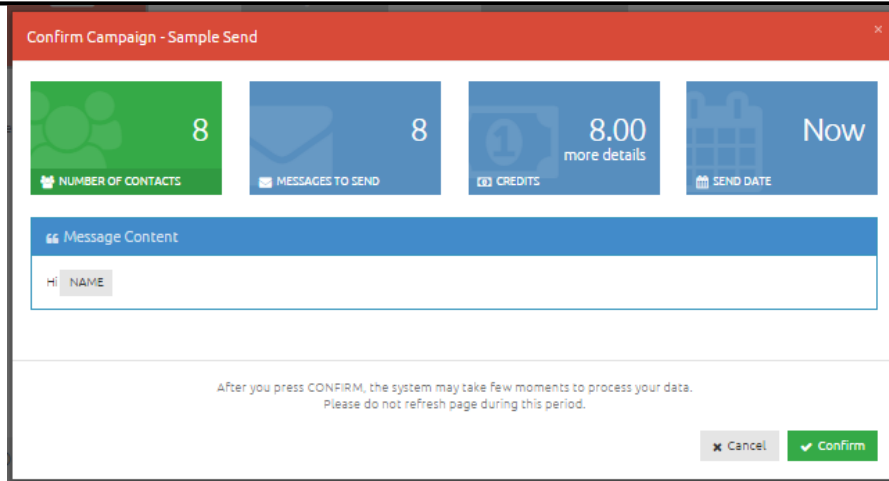
#### 7.1.3.1 Confirm Campaign (Small Campaigns)

After you have selected either **Send now** or **Send later** with a campaign to a small number of contacts, if you have also selected the **Show summary?** option, a popup box will appear that will ask you to confirm your campaign details before sending.

This will display the **Number of contacts; Messages to send; Send date** and **Message content**.

**Number of contacts** is how many recipients will receive an SMS in the campaign.

**Messages to send** is the number of total messages to be sent out and is what will be charged for. If, for example, a message text goes over 160 characters, the number of **messages to be sent** will double as the contact will receive two messages.



**Confirm Campaign - Sample Send**

<b>8</b> NUMBER OF CONTACTS	<b>8</b> MESSAGES TO SEND	<b>8.00</b> more details CREDITS	<b>Now</b> SEND DATE
--------------------------------	------------------------------	--	-------------------------

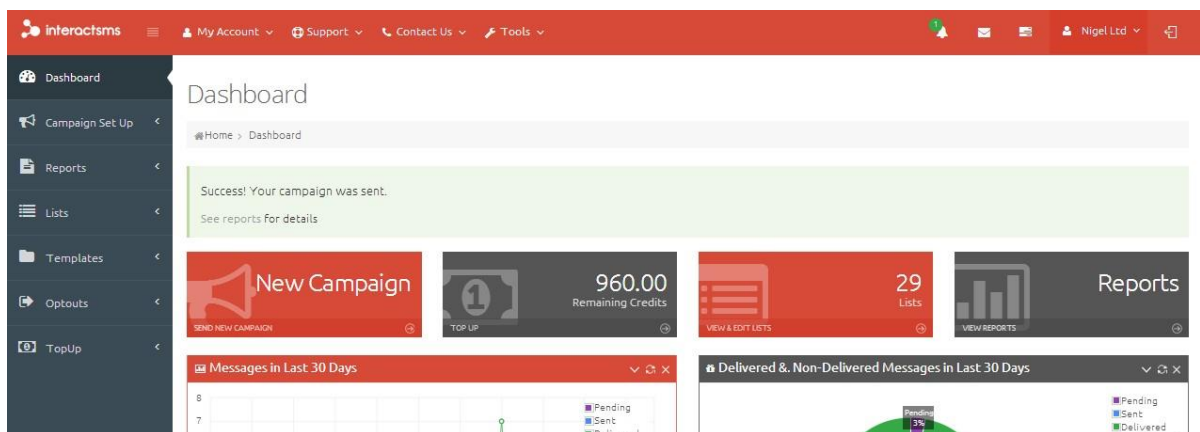
**Message Content**

Hi NAME

After you press CONFIRM, the system may take few moments to process your data.  
Please do not refresh page during this period.

If you select **Cancel**, the campaign will not be sent. You will be returned to the **Send campaign** page to amend or update details.

If the details are correct, click **Confirm** to continue. You will then be redirected to the dashboard, where the results of your message campaign can be viewed.



### 7.1.3.2 Confirm Campaign (Large Campaigns)

Campaigns to a large number of contacts take a little longer to process. When you send a large campaign you will be taken to the tasks page where you can view the processing of the broadcast. For more information, see the section on **Tasks**.

If the **Show summary?** box is checked then the below task will appear. The bar will load as the broadcast is processing. Once the preparation bar has reached 100% the broadcast has still not been sent. View all the broadcast information and if you are happy with it, click the green **Confirm** button to send.

If you do not want to send the campaign, click the red **Cancel** button.

Account Details
Notifications (68)
Messages
**Tasks (1)**
Schedules

## Tasks (1)

Acknowledge All

Campaign Preparation (List) Sample

100.00%

Summary Info

500

CONTACTSD

500

MESSAGES TO SEND

Now

SEND DATE

Filters Applied

MOBILE != 600

Message content

Your card number is CARD\_NUMBER

CONFIRM

CANCEL

If the **Show summary?** box is not checked then the below bar will appear. Once the broadcast has finished processing you will not be asked for confirmation, it will send automatically.

Account Details
Notifications (68)
Messages
**Tasks (1)**
Schedules

## Tasks (1)

Acknowledge All

Campaign Sending (List) Sample

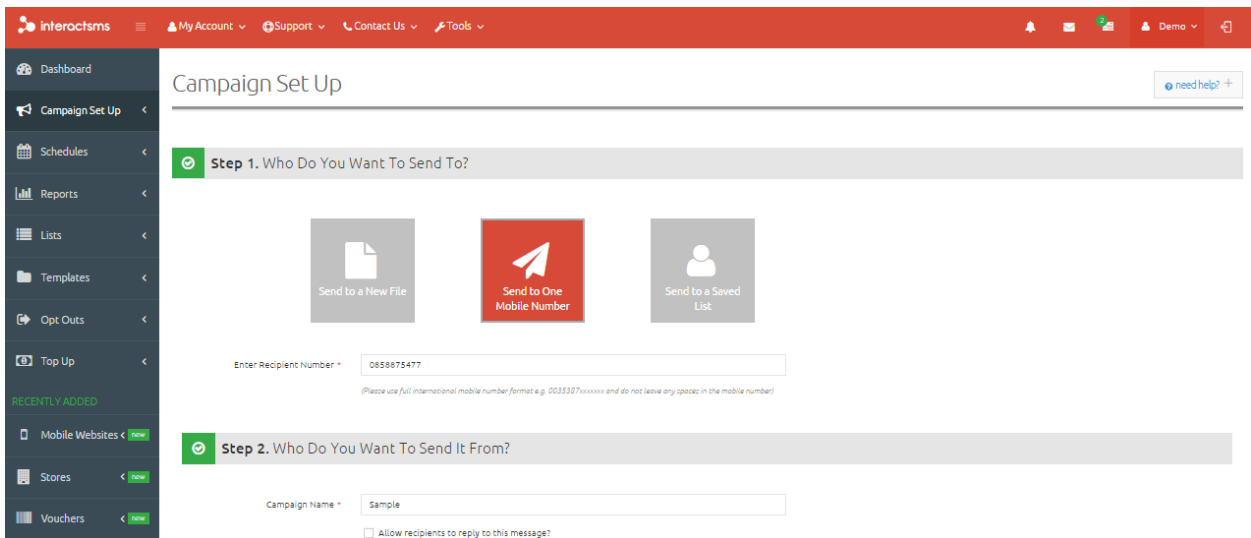
100.00%

## 7.2 Send to one mobile number

**Support video available:** [Show me how to send to one mobile number](#)

This option is used to send a campaign to only one mobile number or recipient.

To send a message campaign to one number, select **Send to one mobile number** from the **Campaign set up** menu on the left navigation panel, the **Send to one mobile number** page is displayed below.



The screenshot shows the 'Campaign Set Up' page for 'Send to one mobile number'. The left sidebar contains navigation links: Dashboard, Campaign Set Up (active), Schedules, Reports, Lists, Templates, Opt Outs, Top Up, and a 'RECENTLY ADDED' section with Mobile Websites, Stores, and Vouchers. The main content area has a red header with 'interactsms' and user account links. Below the header, the page title is 'Campaign Set Up' with a 'need help?' link. The first step, 'Step 1. Who Do You Want To Send To?', shows three options: 'Send to a New File', 'Send to One Mobile Number' (selected), and 'Send to a Saved List'. Below these is a text input field for 'Enter Recipient Number' with the value '0858875477' and a note: '(Please use full international mobile number format e.g. 0033307xxxxxx and do not leave any spaces in the mobile number)'. The second step, 'Step 2. Who Do You Want To Send It From?', shows a text input field for 'Campaign Name' with the value 'Sample' and a checkbox for 'Allow recipients to reply to this message?' which is currently unchecked.

You will be required to follow the 4 steps on the **Send to one mobile number** screen to send a message campaign:

- Step 1. Who do you want to send to?
- Step 2. Who do you want to send it from?
- Step 3. What would you like to say?
- Step 4. When would you like to send it?

These steps will be explained in more detail in the following sections.

### 7.2.1 Who do you want to send to?

Here you are required to enter the mobile number of the contact to whom you would like to send an SMS. Enter the number into the **Enter recipient number** field.

Mobile numbers must be formatted in the following way.

1. The number should be formatted with the full international code, e.g. 00353850000001 or 353850000001.
2. Make sure to remove all special characters and spaces. For example ( ) - + ' ~.

### 7.2.2 Step 2. Who Do You Want To Send It From?

You will be required to enter the following information relating to who the campaign will be broadcast from:

#### 7.2.2.1 Campaign name

This is a name given by the user to the message campaign; it is only used for reference. This will not be sent as a part of the message. Campaign names are used to easily identify different broadcasts. For Example, 'May Discount Campaign'.

✓

**Step 2. Who Do You Want To Send It From?**

**Campaign Name**

May Discount Campaign ✓

☐ Allow recipients to reply to this message?

**Sender Name**

FreeText

👤 Set up your own sender name

#### 7.2.2.2 Allow recipients to reply to this message

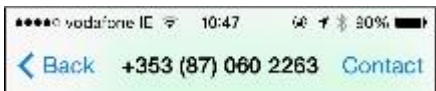
This option allows recipients of a campaign to reply to SMS messages. If you select this, the sender name (who the recipient will see as having sent the message) will be the shared long code 353870602263.

☒ Allow recipients to reply to this message?

**Sender Name**

353870602263

👤 Set up your own sender name



Replies can be viewed in the **Replies report**.


#### 7.2.1.1 Sender Name

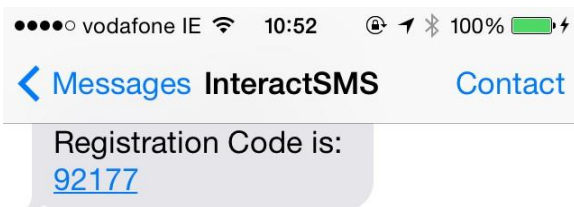
This is the name that will appear at the top of the recipient's handset. This is useful as the

sender name is easily identifiable when received by the recipient. The default sender name is set to **FreeText**. A new Sender name can be created and allocated upon request. Please see the next section [Set up your own sender name](#). An example of a sender name might be 'InteractSMS'. When this lands on a recipient's handset they can easily identify that 'InteractSMS' has sent them a message.

☐ Allow recipients to reply to this message?

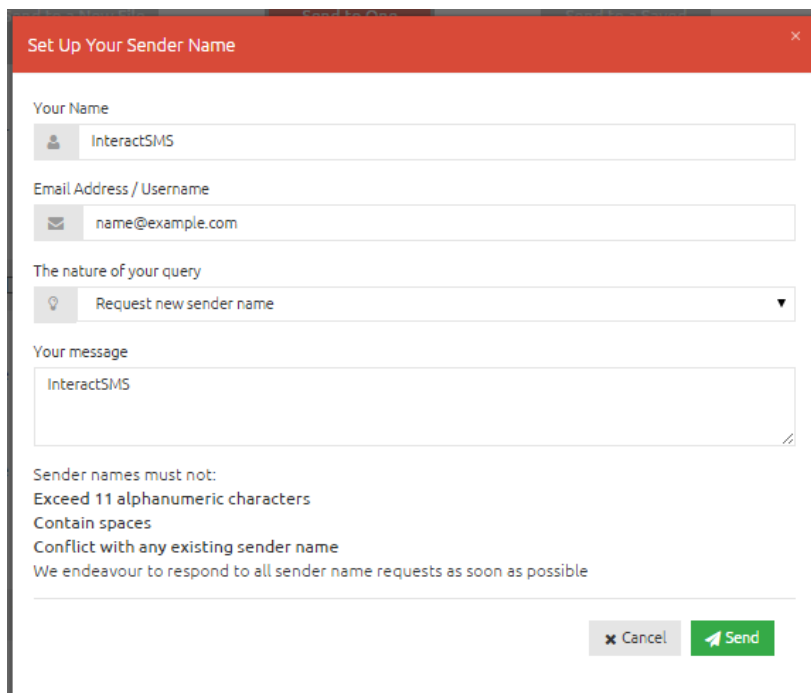
Sender Name +  ✓

 **Set up your own sender name**



### 7.2.1.2 Set up your own sender name

Select **Set up your own sender name** under the **Sender name** field to display the below popup. Enter your name in the field provided. Enter your email address in the field provided. Enter the name of the sender name (or sender names) that you would like to request in the field provided.



**Set Up Your Sender Name** ✕

Your Name

Email Address / Username

The nature of your query

Your message

Sender names must not:

- Exceed 11 alphanumeric characters
- Contain spaces
- Conflict with any existing sender name

We endeavour to respond to all sender name requests as soon as possible

✕ Cancel ➤ Send

All sender names must be screened manually by Phonovation before they can be used. InteractSMS endeavour to respond to all sender name requests, as soon as possible.


Sender names must not:

- Exceed 11 characters
- Contain characters that are not numbers or letters. For example, -, @, ?.
- Contain spaces
- Conflict with any existing sender name

When a sender name has been screened, the user will be contacted by email, regardless of whether the sender name has been set up or not. If the sender name has been set up it will be displayed in the **Sender name** field.

☐ Allow recipients to reply to this message?


Sender Name

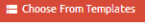
 Set up your own sender name

Sender names can also be viewed in **Account details**. Please see section on [Account details](#).

### 7.2.3 Step 3. What would you like to say?


Step 3 deals with the actual message that is to be sent to the recipient.

 Step 3. What Would You Like To Say?



Message Text\*

Column 1: Mobile Number



Characters left: 480 Messages: 0

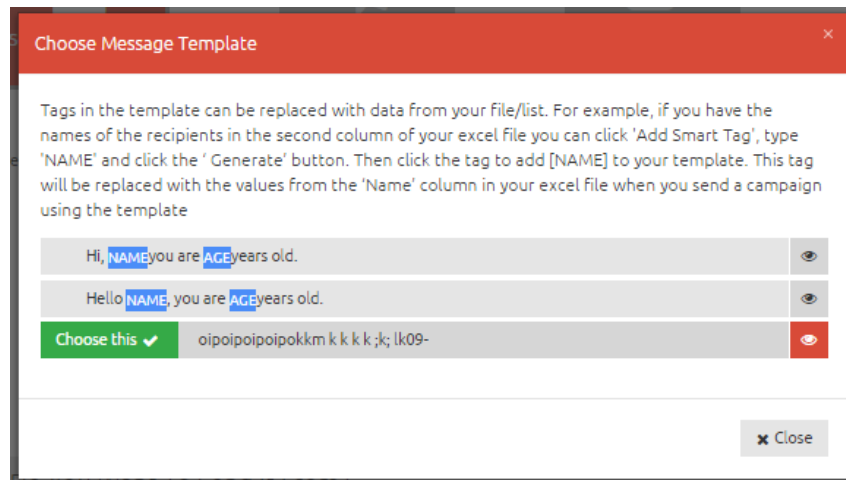
☐ Save message text as template?

#### 7.2.3.1 Choose from templates

If a text message body has been saved as a template it can be selected here and will populate the message text box. This template can then be edited before sending. Templates are used when sending predefined text messages, such as for notifications or alerts, where the wording may need to

be repeated or only slightly edited.

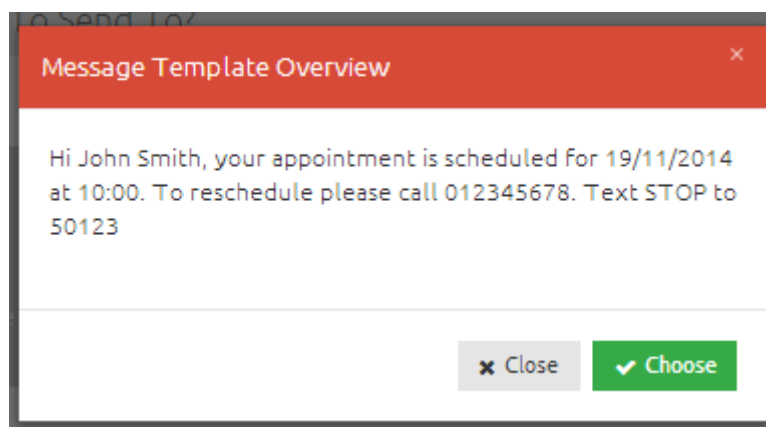
Select **Choose from templates** above the message text box to display the popup. This will show all the available saved templates. Hover the mouse over each template to see if it is available for this campaign.



A green **Choose this ✓** will appear on the left hand side of the template if it is available. A red **Not available x** will appear on the left hand side of the template if it is not available. Templates would be unavailable for a message sent to one mobile number, if it contains **Smart tags**. Please see section on [Smart tags](#).



To preview a full message template, click the eye symbol (👁️) to the right of that template. The below popup will then display the entire template.



### 7.2.3.2 Message Text

The Message text field will contain the body or content of the message that will be sent in the campaign.

Choose From Templates

Message Text\*

Hi John Smith, your appointment is scheduled for 19/11/2014 at 10:00. To reschedule please call 012345678. For directions, please visit our website at [www.appointment.com](http://www.appointment.com). Text STOP to 50123

Characters left: 290
Messages: 2

☐ Save message text as template?

### 7.2.3.3 Message Length and Special Characters

A standard SMS message length is made up of 160 characters. Longer messages require multiple messages to be grouped together and sent as 2 to 3 messages, using 2 to 3 credits depending on the message size. For example, a 1-160 character message uses 1 credit, a message using 161-320 characters uses 2 credits, and a message using 321-480 characters uses 3 credits.

These values are correct for English plain text characters. Special characters (for example, €, £, \$) may use more than one character space.

For more information on [Message Length and Special Characters](#), please see

[http://www.interactsms.com/BulkSMS/Documents/Interactsms/specialcharacter\\_info.pdf](http://www.interactsms.com/BulkSMS/Documents/Interactsms/specialcharacter_info.pdf)

### 7.2.3.4 Save message text as a template

Underneath the **Message text** field there is an option to save the message as a template. Saving a message as a template allows you to reuse commonly used text message content. Please see section on [Templates](#) for more information on managing templates.

## 7.2.3 Step 4. When would you like to send it?

There are two options that can be selected in Step 4, **Send Now** or **Send Later**.

⦿
**Step 4.** When Would You Like To Send It?

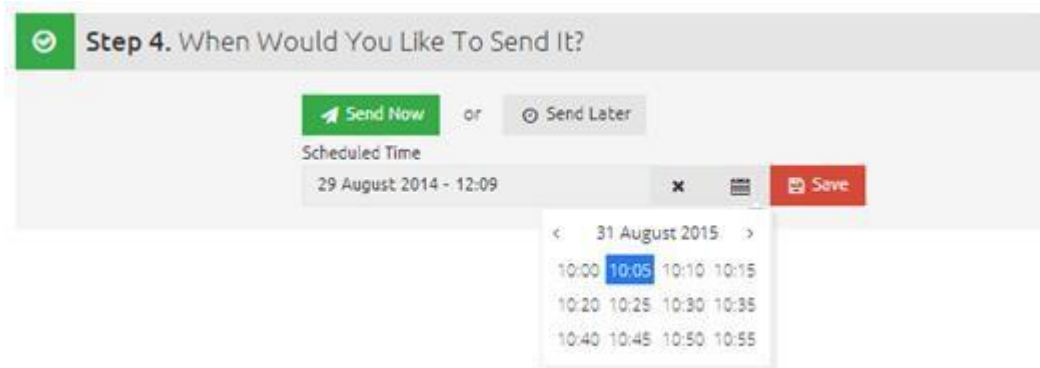
Send Now
or
Send Later

### 7.2.3.1 Send Now

To send the message at the current time and date, select the **Send Now** button. The message will begin to be broadcast to the recipient's handset straight away.

### 7.2.3.2 Send Later

Select this option if you would like the message to be broadcast at a later date and time.



Options to enter a future date will be displayed. You will be required to select the date and time for the message campaign from these options. The message will then be stored by the InteractsMS application to be sent at the specified future date and time.

**Note:** A message campaign that has been scheduled to be sent at a later date may be cancelled up until the selected send later date and time. Once a campaign has begun to send it cannot be cancelled.

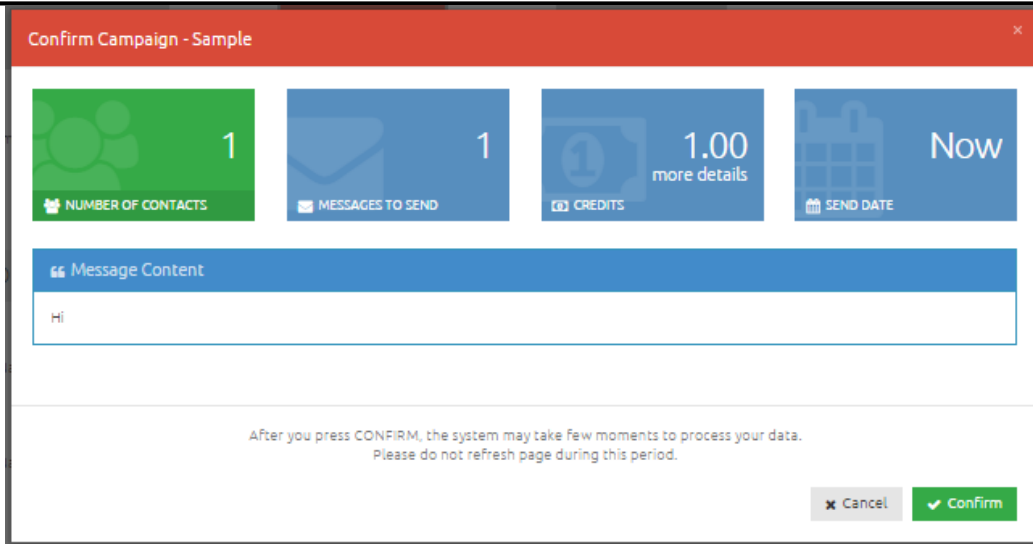
### 7.2.3.1 Confirm Campaign

After you have selected either **Send now** or **Send later**, a popup box will appear that will ask you to confirm your message details before sending.

This will display the **Number of contacts; Messages to send; Send date and Message content**.

**Number of contacts** is how many recipients will receive an SMS in the campaign.

**Messages to send** is the number of total messages to be sent out and is what will be charged for. If, for example, a message text goes over 160 characters, the number of **messages to be sent** will double as the contact will receive two messages.



**Confirm Campaign - Sample**

<b>1</b> NUMBER OF CONTACTS	<b>1</b> MESSAGES TO SEND	<b>1.00</b> more details CREDITS	<b>Now</b> SEND DATE
--------------------------------	------------------------------	--	-------------------------

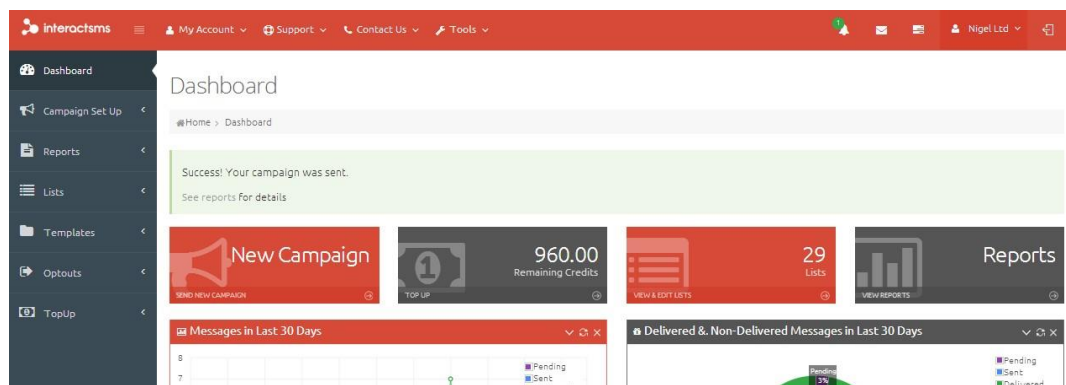
**Message Content**

Hi

After you press CONFIRM, the system may take few moments to process your data.  
Please do not refresh page during this period.

If you select **Cancel**, the message will not be sent. You will be returned to the Send Campaign page to amend or update details.

If the details are correct, click **Confirm** to continue with the campaign. You will then be redirected to dashboard where the results of your broadcast can be viewed.



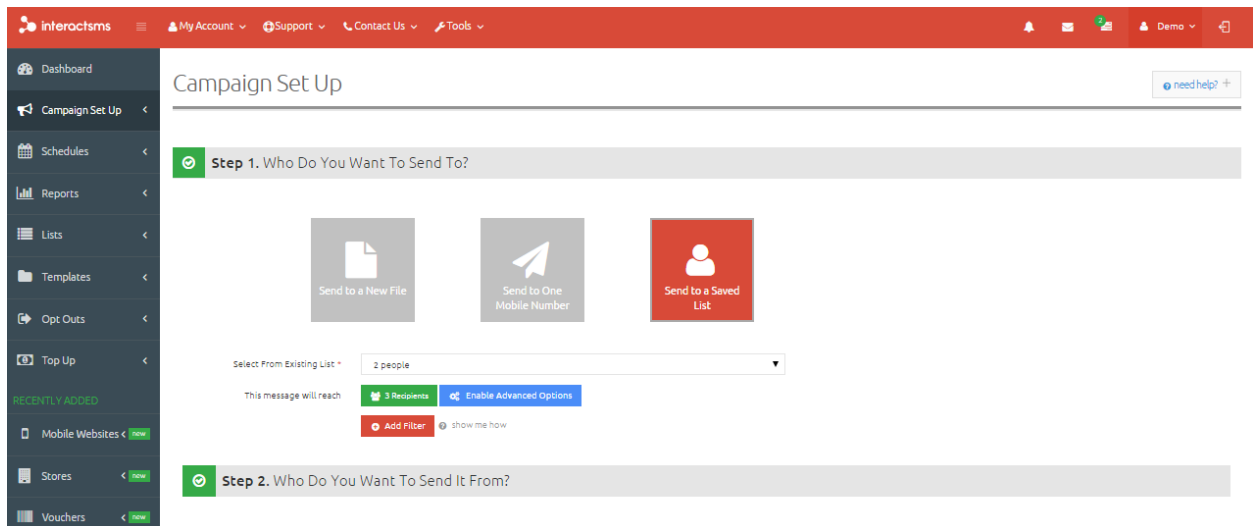
### 7.3 Send to a saved list

This option is used when you want to send a campaign to a previously saved list of contacts in the InteractSMS application. Lists can contain all customer information from a CRM. Lists can also be created and edited in the **Lists** page on the left navigation panel. Please see the section on **Lists**.

Basic lists will contain only the mobile numbers of contacts. Advanced lists can contain any relevant information relating to your contacts. Unlike sending to a new file, sending to a saved list can use **Filters** to send to a segment of a saved list. Please see the section on [Filters](#).

Sending to a saved list also has the advantage over sending to new files of being able to schedule broadcasts at regular intervals automatically.

To send to a saved List, select **Send to a saved list** from the **Campaign Set Up** menu. The **Send to a saved list** page is displayed below.



Users will be required to follow the 4 steps on the **Send to a saved list** screen to send their message campaign:

- Step 1. Who do you want to send to?
- Step 2. Who do you want to send it from?
- Step 3. What would you like to say?
- Step 4. When would you like to send it?

These steps will be explained in more detail in the following sections.

### 7.3.1 Who do you want to send to?

You will be required to enter the following information relating to whom the campaign will be broadcast to:

#### 7.3.1.1 Select from existing list

You can select the list from the **Select from existing list** dropdown box. Lists can be created by uploading Microsoft Excel® spreadsheets (.xls. or .xlsx.) or Text documents (.txt) in the correct format. Lists can also be created by saving a Microsoft Excel® spreadsheet when sending a campaign to a new file, please see section on [Send to a new file](#). For more information on managing lists, please see the section on [Lists](#).

Select From Existing List ▾

Sample List 1 ▾

This message will reach

Sample List 1  
Sample List 2  
Sample List 3

### 7.3.1.2 This message will reach

This allows you to see how many recipients will receive messages from your campaign. Once you have selected a list from the dropdown box, the number of contacts in your list will be displayed here. If you add any filters to segment your group this number will be the number of recipients in the segment that you are sending to. Please see the section on [Filters](#) below.

This message will reach

7032 Recipients

**Note:**

Sending to a saved list will automatically remove duplicate mobile numbers from campaigns.

### 7.3.1.3 Filters

Filters allow you to send campaigns to specific segments of a saved list. The segment can be based on any criteria contained within the list.

**Support video available:**
[Show me how to use filters](#)

Click **Add Filter** to display the below popup. The Add Filter button will not display if you have no saved lists or the list you have selected has only mobile numbers.

Add Filters

Select Column ?	Value Type ?	Select Function ?	Select Value ?
<input checked="" type="radio"/> MOBILE <input type="radio"/> NAME <input type="radio"/> SURNAME <input type="radio"/> UNIVERSITY <input type="radio"/> SUBJECT <input type="radio"/> URL <input type="radio"/> DATE <input type="radio"/> ID	<input checked="" type="radio"/> Text <input type="radio"/> Date <input type="radio"/> Number	<input checked="" type="radio"/> matches <input type="radio"/> does not match <input type="radio"/> from list	<input type="text"/>

+ Add Filter

Cancel Save

Filters are added using four steps: **Select Column**, **Value Type**, **Select Function** and **Enter Value**.

### Select Column

First you must choose which information from your list you would like to segment by. Select the column from your list which you would like to base the segment on. The columns listed here are automatically pulled from the column names in your selected list.

For example, if you have a column in your list containing your contacts' dates of birth and you would like to send a campaign only to those in a certain age group, you would start by checking 'Date of birth', under **Select Column**.

### Value Type

Select what type of information is contained in your selected column. Either **Text**, **Dates** or **Numbers**. The value type will affect how the information in the column segmented in the **Select Function** and **Select Value** sections.

### Select Function

Here you select how you would like to segment the contacts, the options in this field will depend on the selection in the **Value Type** field.

The first two options are always **matches** or **does not match**. Select **matches** if you would like your segment to contain only contacts whose text, date or number (in the selected column) exactly matches the value that you enter into the **Select Value** field. Select **does not match** to segment contacts that do not contain the selected value in the chosen column

For **Text** values, the other function option is **from list**. By selecting this option you will be able to choose from the values contained in your selected column from a dropdown menu in the **Select Value** field.

For **Date** values, the other function options are **after**, **before** and **range**. These functions allow the segment to be only those with dates before, after or in between a certain range from the selected column.

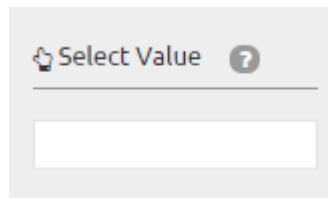
For **Number** values, the function options are very similar to the Date value options, they are **greater than**, **less than** and **range**. These functions allow the segment to be only those with numbers greater

than, less than or in between a certain range from the selected column.

### Enter Value

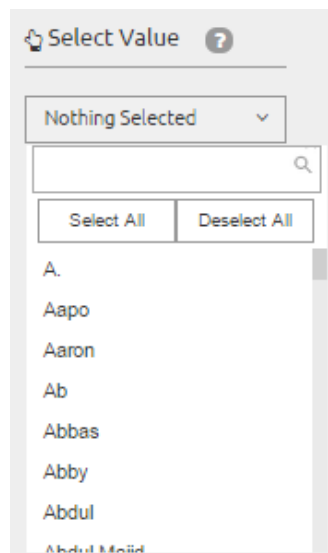
Here you enter the specific value or values that you want to segment by.

For values that are not a date, in a range or from a list there will simply be a text box here for you to enter the value that you would like to segment you contacts by, based on the selections you have made in the **Select Column**, **Value Type** and **Select Function** fields.



The image shows a UI element labeled "Select Value" with a question mark icon. Below the label is a simple text input box.

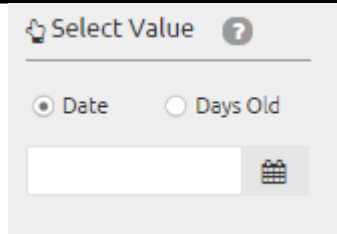
For **Text** value types with **from list** selected as the function, the below dropdown menu will be displayed.



The image shows the "Select Value" field with a dropdown menu open. The dropdown has a search bar, "Select All" and "Deselect All" buttons, and a list of names: A., Aapo, Aaron, Ab, Abbas, Abby, Abdul, and Abdul Mojid.

The values from your selected column will be pulled into this dropdown menu. You can scroll through these values and select as many values as you would like to segment by. You can also enter text or a number into the text box to search for values. You can use the **Select All** button to select all values. Similarly you can use the **Deselect All** button to start selecting values again. When one value is selected it is displayed in the dropdown box, when multiple values are selected, the number that are selected and the total number of list contacts are displayed instead.

For **Date** values where the selected function is not a **range**, the below **Select Value** field is displayed.

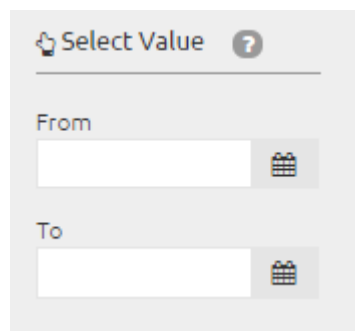


A dialog box titled "Select Value" with a question mark icon. It contains two radio buttons: "Date" (selected) and "Days Old". Below the radio buttons is a text input field and a calendar icon.

To select a specific date as a value, check the **Date** box and select the exact date by clicking the calendar button and choosing the date.

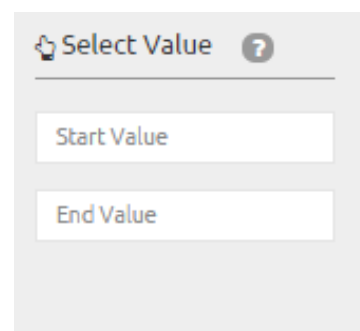
To select only those values that are a certain number of days old, check the **Days Old** box. Then enter into the field the exact number of days old you would like to segment by.

For **Date** or **Number** values with the range option selected, the below Select Value fields are displayed.



A dialog box titled "Select Value" with a question mark icon. It contains two sections: "From" and "To". Each section has a text input field and a calendar icon.

*Date range*



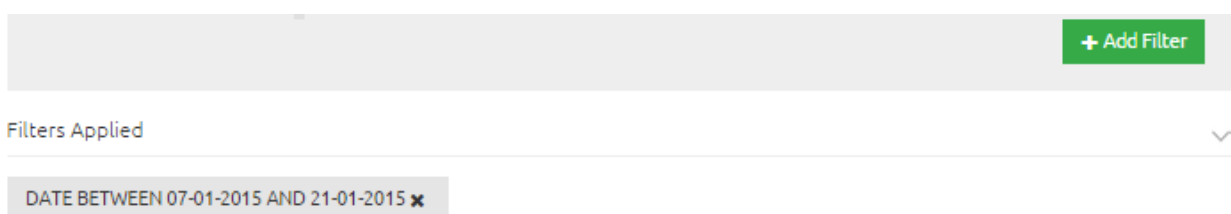
A dialog box titled "Select Value" with a question mark icon. It contains two sections: "Start Value" and "End Value". Each section has a text input field.

*Number range*

Select or enter the desired start Date or Number and end Value or Number. Only contacts with values between these two values will be included in the segment.

### Adding / Removing Filters

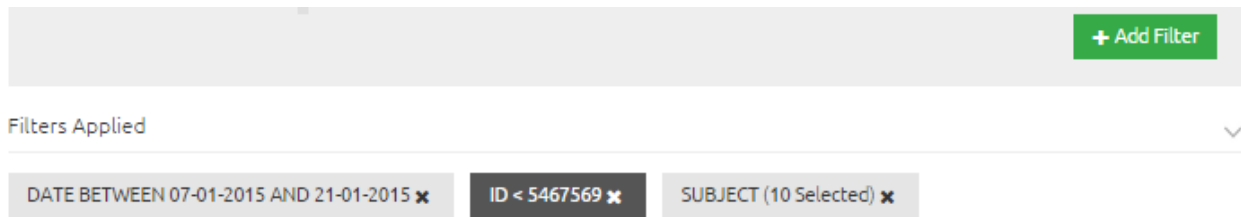
Once the relevant filter criteria has been selected, the information can be collected into a filter by selecting the **Add Filter** button. It will then appear as below.



A filter bar with a green "Add Filter" button. Below it, a section titled "Filters Applied" with a dropdown arrow. A filter is listed: "DATE BETWEEN 07-01-2015 AND 21-01-2015" with a close button (x).

Multiple filters can be applied by following the exact same process. All the selected filters will then

be displayed as below.



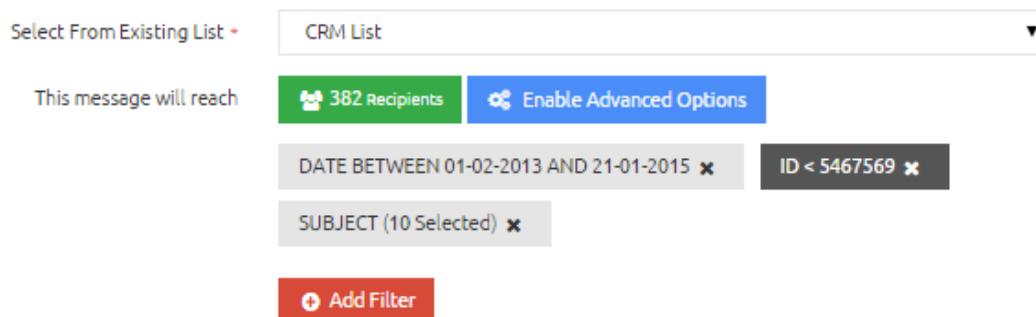
Filters can be removed by selecting the **x** beside the filter that you would like to delete. To leave the filters popup screen without using any filters, select the **Cancel** button.

### Saving Filters

When you are happy with your filter(s), select the **Save** button to apply the filters to your list. You will now be returned to the **Campaign Set Up** page with the filter applied.

### Viewing Filter Recipients

Your campaign will now be set to send to only those who are in this set of filters. You can see how many contacts are in this segment in the **This message will reach** display (just above the filters).



#### 7.3.1.1 Advanced Options

Advanced options are a feature that allows you to place a limit on the number of SMS sent in a campaign, based on criteria that you set. This option is only available when sending to a saved list. This option is especially useful when you want to cap the amount that you spend on a broadcast.

These limits can be applied to an entire list or a segment of the list if you have applied any **Filters**.

To enable advanced options, select **Send to a Saved List** in **Campaign Setup**. In **Step 1**, select the **Enable Advanced Options** button to the right of the **This message will reach** field.

Select From Existing List + CRM List ▼

This message will reach

382 Recipients (Capped at 200)
Disable Advanced Options

Select Max Recipients

1 — 200 7 032
0 1 758 3 516 5 274 7 032

Select column to sort by DATE ▼

Sorting direction ▼ Descending ▼

DATE BETWEEN 01-02-2013 AND 21-01-2015 ✕ ID < 54467569 ✕

SUBJECT (10 Selected) ✕

+ Add Filter

You can set the maximum number of contacts that will receive messages in the **Select max recipients** bar. Simply move the cursor on the right of the bar down to the maximum number of contacts you want to send to. Do this by clicking it with the mouse and dragging it across. The number that this is capped at will be displayed in the **This message will reach field**, after the total number of recipients in the list or segment. In brackets will be displayed (**Capped at xxxx**) with the number being the maximum number of recipients that you have selected.

If the campaign was sent at this stage, for example to 200 recipients, the broadcast would be sent to the first 200 contacts that were uploaded. To view these, export the selected list; the contacts at the top of the list will be sent to first.

To alter the selection criteria for these contacts, use the **Select column to sort by** and **Sorting direction** fields.

**Select column to sort by** offers a dropdown menu filled with the column names from your chosen list. Select which column you would like to filter by from this list. For example, if you would like to filter by oldest or most recent contacts on your list, you would select the DATE field if there is one in your list.

**Sorting direction** lets you select whether to send to contacts with the lowest or highest values from your selected column. This dropdown menu offers **Ascending** or **Descending**. This has a different meaning depending on whether the columns' values are numbers, dates or text.

If the values are a **number**, then ascending will send to the contacts with the lowest numbers, descending will filter by the contacts with the highest numbers.

If the values are a **date** then ascending will send to the contacts with the oldest dates, descending will filter by the contacts with the most recent dates.

If the values are **text** then ascending will send to the contacts that come first in alphabetical order, descending will filter by the contacts in reverse alphabetical order.

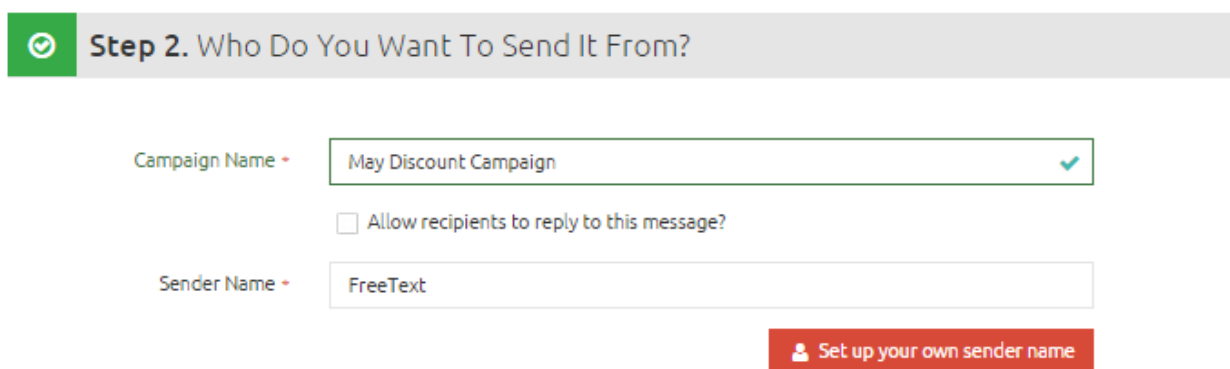
The broadcast numbers are now capped based on your selected criteria. To disable this cap, select the **Disable Advanced Options** button (it is in place of the original **Enable Advanced Options** button).

### 7.3.2 Step 2. Who do you want to send it from?

You will be required to enter the following information relating to whom the campaign will be broadcast from:

#### 7.3.2.1 Campaign name

This is a name given to the message campaign; it is only used for reference. This will not be sent as part of the messages. Campaign names are used to easily identify broadcasts that have been sent by the user. For Example, 'May Discount Campaign'.




The screenshot shows a form titled "Step 2. Who Do You Want To Send It From?". It contains two input fields: "Campaign Name" with the value "May Discount Campaign" and a green checkmark icon, and "Sender Name" with the value "FreeText". Below the "Sender Name" field is a red button with a person icon and the text "Set up your own sender name". There is also a checkbox labeled "Allow recipients to reply to this message?" which is currently unchecked.

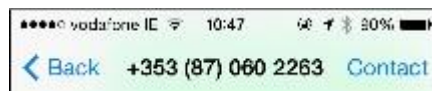
#### 7.3.2.2 Allow recipients to reply to this message

This option allows recipients of a campaign to reply to SMS messages. If you select this the sender name (who the recipient will see as having sent the message) will be the shared long code 353870602263.

☒ Allow recipients to reply to this message?

Sender Name

 Set up your own sender name




Replies can be viewed in the **Replies report**.

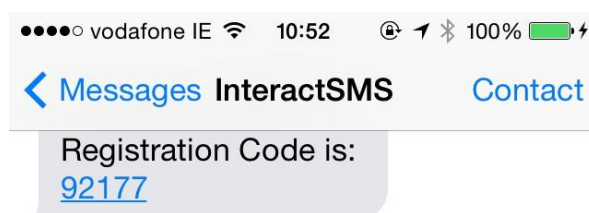
### 7.3.2.3 Sender Name

This is the name that will appear at the top of the recipient's handset. This is useful as the sender name is easily identifiable when received by the recipient. The default sender name is set to **FreeText**. A new Sender name can be created and allocated upon request. Please see the next section [Set up your own sender name](#). An example of a sender name might be 'InteractSMS'; when this lands on a recipient's handset they can easily identify that InteractSMS has sent them a message.

☐ Allow recipients to reply to this message?

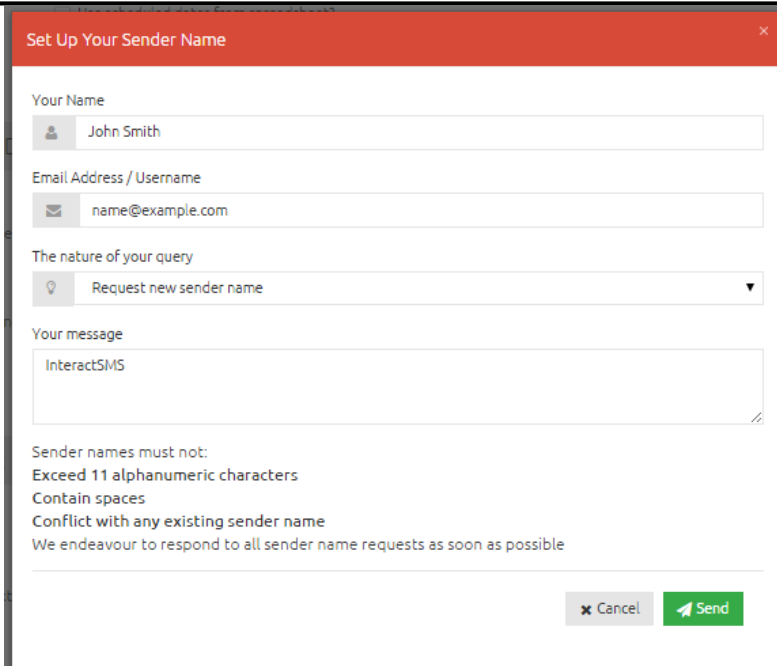
Sender Name

 Set up your own sender name



### 7.3.2.4 Set up your own sender name

Select **Set up your own sender name** under the **Sender name** field to display the below popup. Enter your name in the field provided. Enter your email address in the field provided. Enter the sender name (or sender names) that you would like to request in the field provided.



All sender names must be screened manually before they can be used. InteractSMS endeavour to respond to all sender name requests as soon as possible.

Sender names must not:

- Exceed 11 characters
- Contain characters that are not numbers or letters. For example, -, @, ?.
- Contain spaces
- Conflict with any existing sender name

When a sender name has been screened, the user will be contacted by email, regardless of whether the sender name has been set up or not. If the sender name has been set up it will be displayed in the **Sender name** field.

Sender names can also be viewed in **Account details**. Please see section on [Account details](#).

### *7.3.3 Step 3. What would you like to say?*

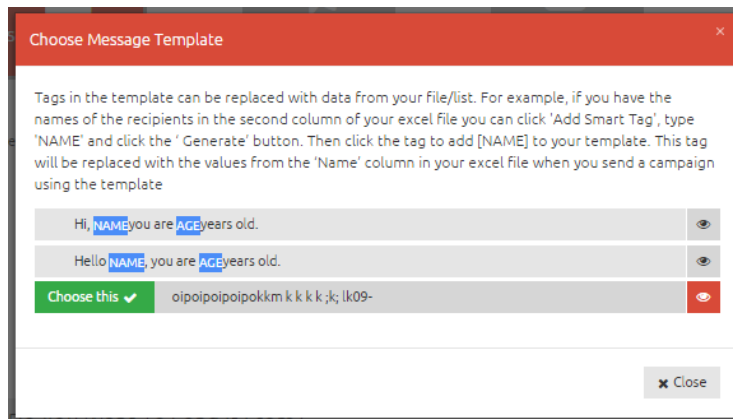
Step 3 deals with the actual message that is to be sent to the recipient.

#### **7.3.3.1 Choose from templates**

If a text message body has been saved as a template it can be selected here and will populate the **Message text** field. This template can then be edited before sending. Templates are used when sending predefined text messages, such as, for notifications or alerts where the wording may need to

be specific or repeated quite often.

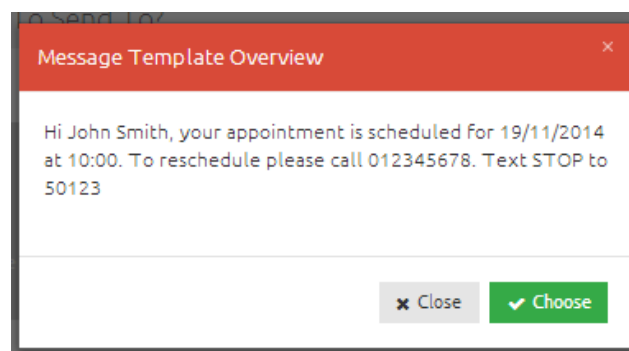
Select **Choose from templates** above the **Message text** field to display the popup. This will show all the available saved templates. Hover the mouse over each template to see if it is available for this campaign.



A green **Choose this** ✓ will appear on the left hand side of the template, if it is available. A red **Not available** x will appear on the left hand side of the template, if it is not available. Templates would be unavailable for a campaign, if it contains Smart tags that do not match the saved list. Please see section on [Smart tags – for a saved list](#).



To preview a full message template, click the eye symbol (👁) to the right of that template. The below popup will then display the entire template.



### 7.3.3.2 Message Text

The Message text field will contain the body or content of the message that will be sent in the campaign.

Choose From Templates

Message Text\*

Hi John Smith, your appointment is scheduled for 19/11/2014 at 10:00. To reschedule please call 012345678. For directions, please visit our website at [www.appointment.com](http://www.appointment.com). Text STOP to 50123

Characters left: 290   Messages: 2

☐ Save message text as template?

### 7.3.3.3 Message Length and Special Characters

A standard SMS message length is made up of 160 characters. Longer messages require multiple messages to be grouped together and sent as 2 to 3 messages, using 2 to 3 credits depending on the message size. For example, a 1-160 character message uses 1 credit, a message using 161-320 characters uses 2 credits, and a message using 321-480 characters uses 3 credits. These values are correct for English plain text characters. Special characters (for example, €, £, \$) may use more than one of the characters allowed.

For more information on **Message Length and Special Characters**, please see

[http://www.interactsms.com/BulkSMS/Documents/Interactsms/specialcharacter\\_info.pdf](http://www.interactsms.com/BulkSMS/Documents/Interactsms/specialcharacter_info.pdf)

### 7.3.3.4 Smart tags – for a saved lists

Smart tags are a feature that allows you to automatically populate your messages with values from your saved list.

**Support video available:**

[Show me how to use smart tags with a saved list](#)

Smart tags for a saved list have the exact same effect as smart tags for a new file. Please see section on [Smart tags – for a new file](#), for a full explanation of smart tags and how to use them.

The only difference is that smart tags are automatically created when sending to a saved list. When sending smart tags with a new file you must create them.

To use smart tags, first select a saved list in **Step 1** with multiple columns. The names of each column will be pulled from the list and the smart tag for each column will be displayed on the right of the

## Message text field.

Choose From Templates

Message Text\*

Characters left: 480 Messages: 0

1: MOBILE

2: NAME

3: SURNAME

4: APPOINTMENT\_DATE

5: APPOINTMENT\_TIME

Simply click on the desired smart tag on the right to enter the smart tag into the message text.

Choose From Templates

Message Text\*

Hi NAME, SURNAME, your appointment is scheduled for APPOINTMENT\_DATE at APPOINTMENT\_TIME. To reschedule please call 012345678. Text STOP to 50123.

Characters left: 303 Messages: 2  
Looks like you're using tags so we can't calculate accurately the length of your message but it's ok, we'll let you know when you exceed the maximum allowed before you send a message.

1: MOBILE

2: NAME

3: SURNAME

4: APPOINTMENT\_DATE

5: APPOINTMENT\_TIME

When you send this campaign it will assign the 'name', 'surname', 'appointment date' and 'appointment time' of each individual contact to their message.

Today 18:21

Hi Nigel Smith, your appointment is scheduled for 15/07/2015 at 12:00. To reschedule please call 012345678. Text STOP to 50123.


Text Message
Send

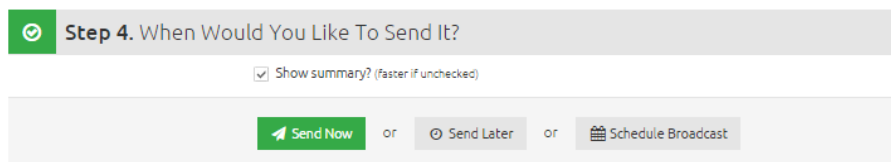
**Note:** The Messages left and Messages figures below the message text box will only be accurate if **Smart tags** are not used. If they are used, you will only be able to see if you have used 1,2 or 3 messages in your message text in the **Send summary** before confirming the broadcast later.

#### 7.3.3.5 Save message text as a template

Underneath the **Message text** field there is an option to save the message as a template. Saving a message as a template allows you to reuse commonly used text message content. Please see section on [Templates](#) for more information on managing templates.

### 7.3.4 Step 4. When would you like to send it?

There are three options that can be selected in Step 4, **Send Now**, **Send Later** or **Schedule Broadcast**.



The screenshot shows a step header 'Step 4. When Would You Like To Send It?' with a green checkmark icon. Below it is a checkbox labeled 'Show summary? (faster if unchecked)' which is checked. At the bottom, there are three buttons: 'Send Now' (green), 'Send Later' (grey), and 'Schedule Broadcast' (grey), separated by 'or' text.

#### 7.3.4.1 Show summary

This option, if selected, will provide the campaign summary confirmation popup upon selecting **Send Now**, **Send Later** or **Schedule Broadcast**.


Your campaign will begin to send earlier if this option is not checked and you do not avail of the opportunity to confirm the summary information. For information on the summary, please see the section **Confirm Campaign**.


#### 7.3.4.2 Send Now

To send the message campaign at the current time and date, select the **Send Now** button. The messages will begin to broadcast straight away.


#### 7.3.4.3 Send Later

Select this option if you would like all of the messages to be broadcast at a later date and time.





**Step 4. When Would You Like To Send It?**


Send Now

or


Send Later

Scheduled Time  
29 August 2014 - 12:09




Save

31 August 2015

10:00 10:05 10:10 10:15  
10:20 10:25 10:30 10:35  
10:40 10:45 10:50 10:55

Options to enter a future date will be displayed. You will be required to select the date and time for the message campaign from these options. The messages will then be stored by the InteractSMS application to be sent at the specified future date and time.


**Note:** A message campaign that has been scheduled to be sent at a later date may be cancelled up until the selected send later date and time. Once a campaign has started to send then the broadcast cannot be cancelled.

#### 7.3.4.4 Schedule Broadcast


Campaigns sent from a saved list can be scheduled to automatically send at selected times, to be repeated indefinitely.

To schedule a broadcast, first select **Schedule Broadcast**. From the dropdown menu labelled **Schedule Broadcast Every**, select how often you would like to send the broadcast. Every hour, day, week etc.


Next you will be prompted to enter what specific times you would like to send at. For example, if you have selected to send a broadcast every month, dropdown menus will appear to select the date each month that you would like to send on. A dropdown menu will also appear to enter the exact time of day the broadcast is to be sent on your chosen date every month.


**Step 4. When Would You Like To Send It?**


☒ Show summary? (faster if unchecked)


Send Now


or


Send Later

or


Schedule Broadcast

Schedule Broadcast  
Every month on the 1st at 09 : 00


Schedule Now

Once the scheduled broadcast is confirmed, it can be viewed in the **Schedules** page by selecting **Schedules** on the left navigation bar.

**Note:** Scheduled broadcast will run indefinitely until cancelled. To delete a broadcast, please see the section on **Schedules**.

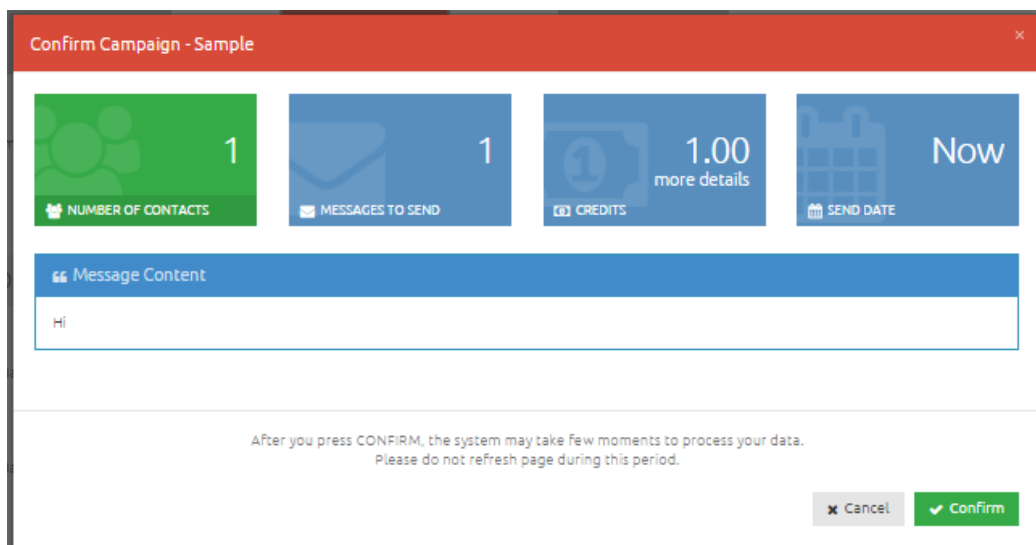
#### 7.3.4.5 Confirm Campaign (Small Campaigns)

After you have selected either **Send now** or **Send later** for a campaign to small number of contacts, if you have also selected the **Show summary?** option, a popup box will appear that will ask you to confirm your campaign details before sending.

This will display the **Number of contacts; Messages to send; Send date, Message content** and any **Filters** applied.

**Number of contacts** is how many recipients will receive an SMS in the campaign.

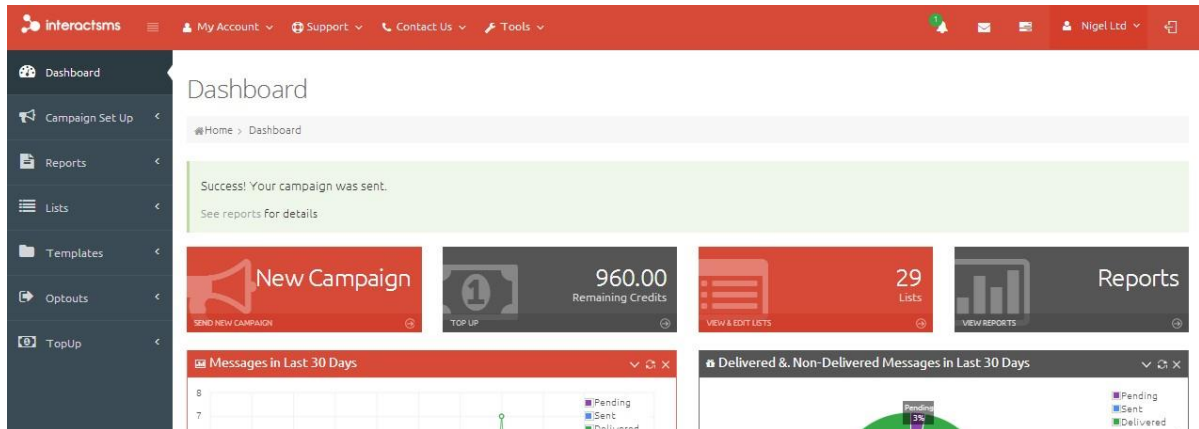
**Messages to send** is the number of total messages to be sent out and is what you will be charged for. If, for example, a message text goes over 160 characters, the number of **messages to be sent** will double as the contact will receive two messages.



If you select **Cancel**, the campaign will not be sent. You will be returned to the **Send campaign**

page to amend or update details.

If the details are correct, click **Confirm** to continue with the campaign. You will then be redirected to dashboard where the results of your message campaign can be viewed.

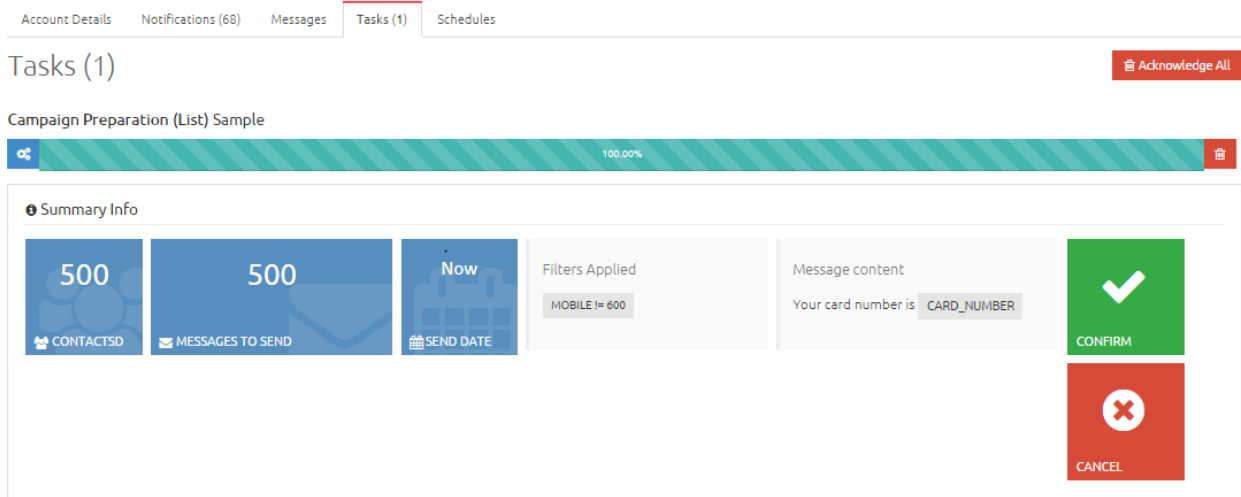


#### 7.3.4.6 Confirm Campaign (Large Campaigns)

Campaigns to a large number of contacts take a little longer to process. When you send a large campaign you will be taken to the tasks page where you can view the processing of the broadcast. For more information, see the section on **Tasks**.

If the **Show summary?** box is checked then the below task will appear. The bar will load as the broadcast is processing. Once the preparation bar has reached 100% the broadcast has still not been sent. View all the broadcast information and if you are happy with it, click the green **Confirm** button to send.

If you do not want to send the campaign, click the red **Cancel** button.



The screenshot shows the "Tasks (1)" page. The top navigation bar includes links for Account Details, Notifications (58), Messages, Tasks (1), and Schedules. The main content area displays a task titled "Campaign Preparation (List) Sample". A progress bar at the top of the task is at 100.00%. Below the progress bar, there is a "Summary Info" section. This section includes three cards: "500 CONTACTSD", "500 MESSAGES TO SEND", and "Now SEND DATE". To the right of these cards, there is a "Filters Applied" section showing "MOBILE != 600". Further right, there is a "Message content" section showing "Your card number is CARD\_NUMBER". At the bottom right of the "Summary Info" section, there are two large buttons: a green "CONFIRM" button with a checkmark and a red "CANCEL" button with an 'X'.

If the **Show summary?** box is not checked then the below bar will appear. Once the broadcast has finished processing you will not be asked for confirmation, it will send automatically.

[Account Details](#) [Notifications \(68\)](#) [Messages](#) [Tasks \(1\)](#) [Schedules](#)

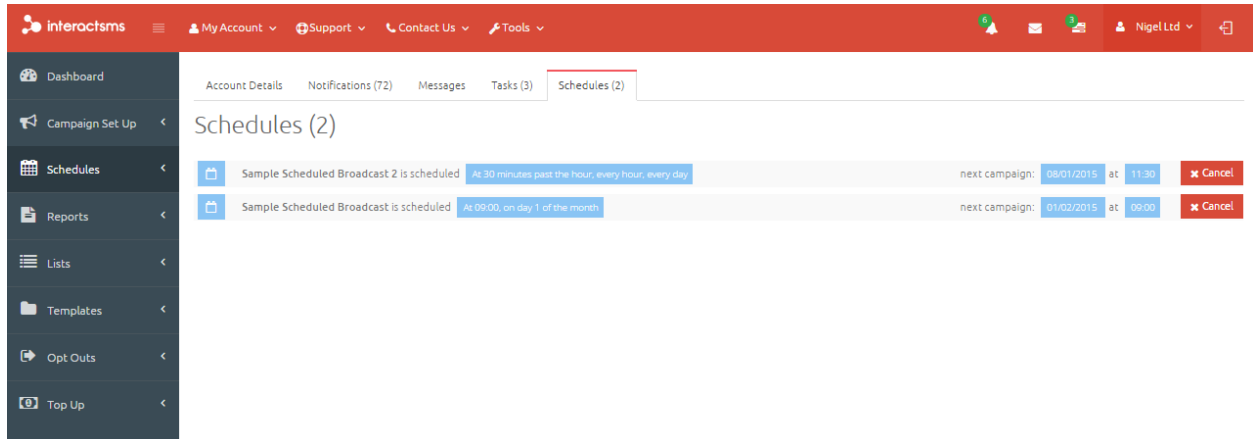
Tasks (1) [Acknowledge All](#)

Campaign Sending (List) Sample

100.00%

## 8. Schedules

From the left navigation panel you can select Schedules to open the schedules section. This page displays all active broadcasts that are scheduled to send at regular intervals. To see how to send scheduled broadcasts, please see the section on [Scheduled broadcasts](#) in the Send to a saved list section.



The screenshot shows the Interactsms web interface. The top navigation bar includes links for My Account, Support, Contact Us, and Tools. The left sidebar contains a menu with options: Dashboard, Campaign Set Up, Schedules (selected), Reports, Lists, Templates, Opt Outs, and Top Up. The main content area is titled 'Schedules (2)' and displays a table of scheduled broadcasts. The table has two rows, each representing a scheduled broadcast. Each row includes a calendar icon, the broadcast name, the scheduling frequency, the next campaign date and time, and a 'Cancel' button.

Sample Scheduled Broadcast 2 is scheduled	At 30 minutes past the hour, every hour, every day	next campaign: 08/01/2015 at 11:30	Cancel
Sample Scheduled Broadcast is scheduled	At 09:00, on day 1 of the month	next campaign: 01/02/2015 at 09:00	Cancel

Scheduled broadcasts can be scheduled to send every minute, hour, day, week, month or year. The details of all active scheduled broadcasts can be viewed here, as displayed above.

The details listed are the schedule's name, scheduling times and the next individual broadcast date and time.

### Cancelling Scheduled Broadcasts

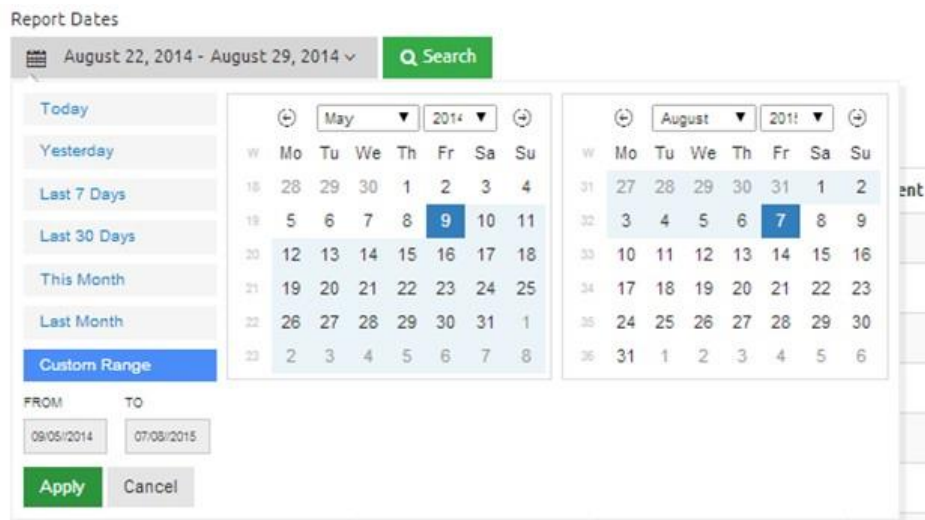
Once broadcasts are scheduled, they can be cancelled from the Schedules page. On the right hand side of the schedule that you would like to cancel/delete, click the Cancel button. The schedule is now cancelled. In order to start a new schedule, you will need to start the scheduling process again. Please see section on [Send to a saved list](#).

## 9. Reports

From the left navigation panel you can select **Reports** to open the reports section. This page shows the reports that you can use to monitor all your InteractSMS activity. The reports contained in this section are: **Campaigns Report, Messages Report, Opt Outs Report, Credits Report, Top Ups Report** and **Replies Report**.

### Report Dates

**Report Dates** are located on the top left hand side of each report. When you have selected the report length, click the **Search** button to generate the report.



Report Dates

August 22, 2014 - August 29, 2014

Today  
Yesterday  
Last 7 Days  
Last 30 Days  
This Month  
Last Month  
**Custom Range**

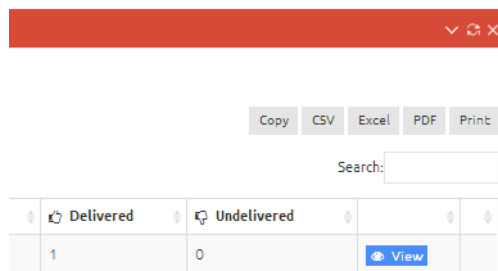
FROM TO  
09/05/2014 07/08/2015

To display reports between a **Date range**, you are required to carry out the following

- Select the **Report dates** field.
- From the dropdown menu select the **Customer range** option or click the **From** or **To** fields.
- From the popup box select the desired reports range dates by clicking on the **To** and **From** dates.
- Click the **Apply** button.
- Click **Search** to generate the report.

### Copy, CSV, Excel®, PDF and Print

These options are located on the top right hand side of some reports.



Select **Copy** to copy the contents of the report; this can now be pasted to another file.

Select **CSV**, **Excel** or **PDF** to export the contents of the report to a file in CSV, Microsoft Excel or Adobe PDF formats respectively. This information can then be saved or edited for future use.

Select **Print** to print the contents of the report.

Once a campaign is sent each message will be one of the following: **Pending**, **Sent**, **Delivered** or **Undelivered**. These will now be explained:

<b>Pending:</b>	Messages that have been sent to the network carrier, but we are still waiting on a delivery receipt. Some messages can be delivered to the recipient, but still be classified as <b>Pending</b> , if a delivery report has not been received.
<b>Sent:</b>	Messages that have been successfully forwarded to the mobile network carrier.
<b>Delivered:</b>	Messages that have received a delivery report of 'successful'.
<b>Undelivered:</b>	Messages that have received a delivery report of 'unsuccessful'.

### Report sequence

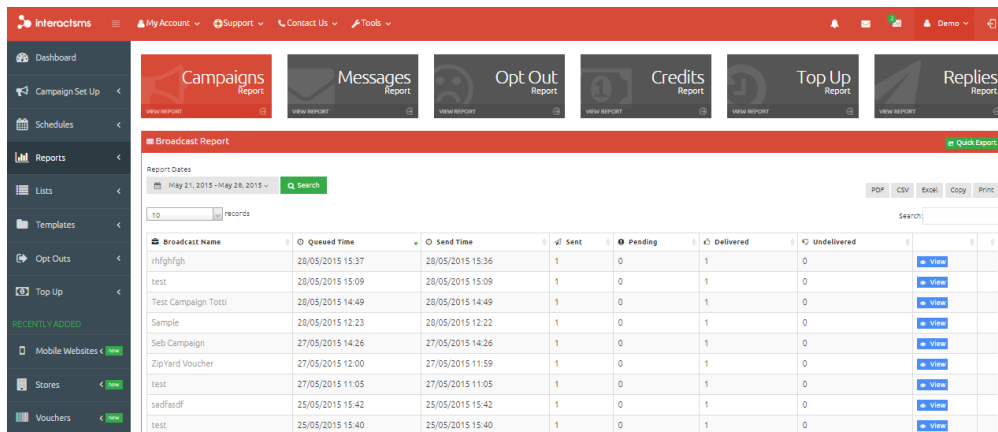
All reports' orders can be listed from the highest or lowest of any of the fields, by selecting the up or down arrow beside each of these. For **Campaign name** the results will be ordered in alphabetical or reverse alphabetical order.

### Search

A **Search field** is located on the top right hand side of each report. This can be used to search for individual entries within a report.

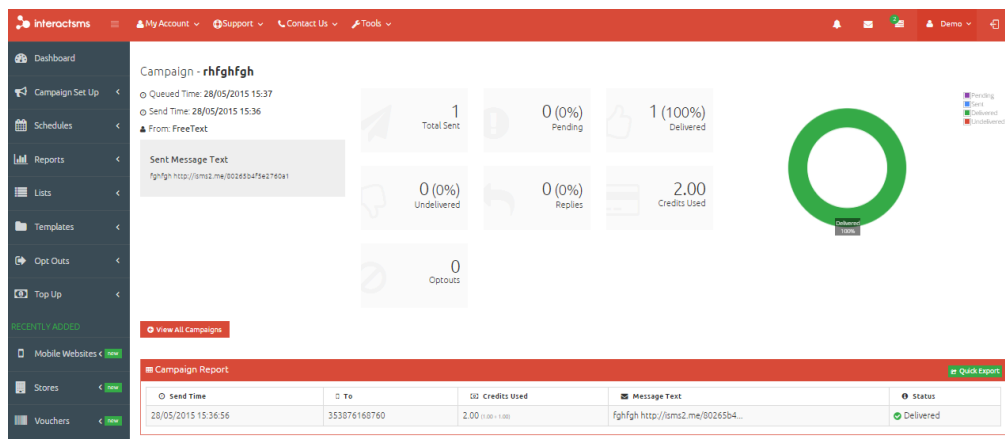
## 9.1 Campaigns report

This report details all the campaigns that have been sent from your InteractSMS account.



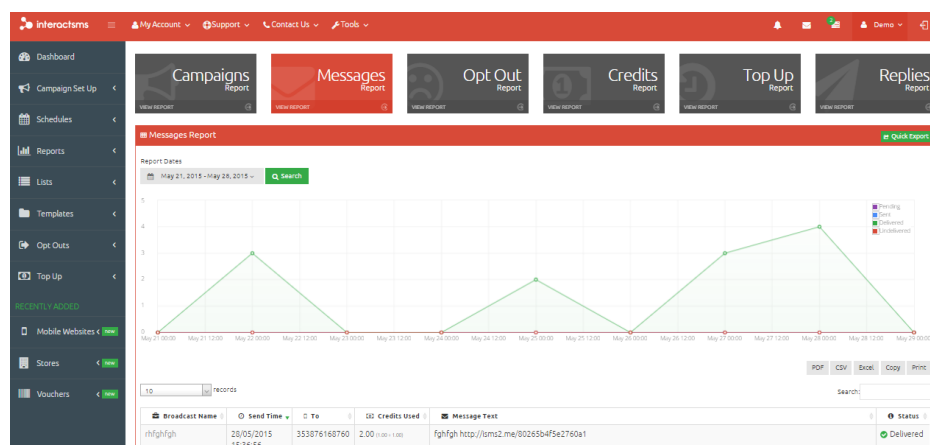
Broadcast Name	Queued Time	Send Time	Sent	Pending	Delivered	Undelivered
rhfghfgh	28/05/2015 15:37	28/05/2015 15:36	1	0	1	0
test	28/05/2015 15:09	28/05/2015 15:09	1	0	1	0
Test Campaign Totals	28/05/2015 14:49	28/05/2015 14:49	1	0	1	0
Sample	28/05/2015 12:23	28/05/2015 12:22	1	0	1	0
Seb Campaign	27/05/2015 14:26	27/05/2015 14:26	1	0	1	0
Zip/Yard Voucher	27/05/2015 12:00	27/05/2015 11:59	1	0	1	0
test	27/05/2015 11:05	27/05/2015 11:05	1	0	1	0
sadfasdf	25/05/2015 15:42	25/05/2015 15:42	1	0	1	0
test	25/05/2015 15:40	25/05/2015 15:40	1	0	1	0

To view any campaign in more detail, click the name of the campaign or click the **View** button on the far right hand side of that campaign. The below screen will then be displayed.



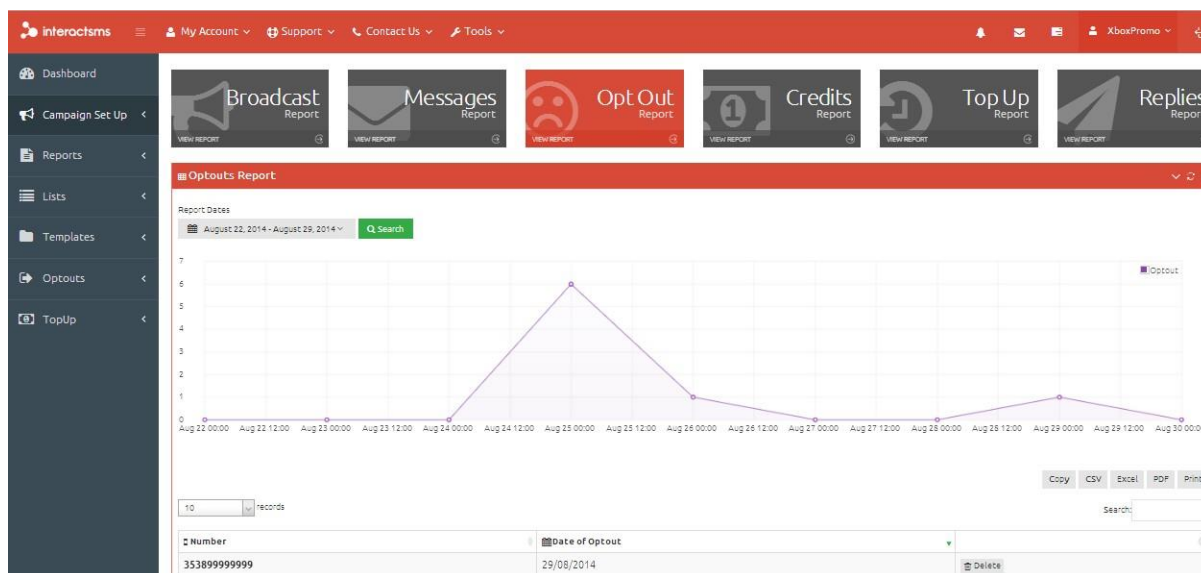
## 9.2 Messages report

This report details the individual messages sent. Unlike the **Campaigns report** this report will detail each SMS within a campaign, and list the message text sent.



### 9.3 Opt outs report

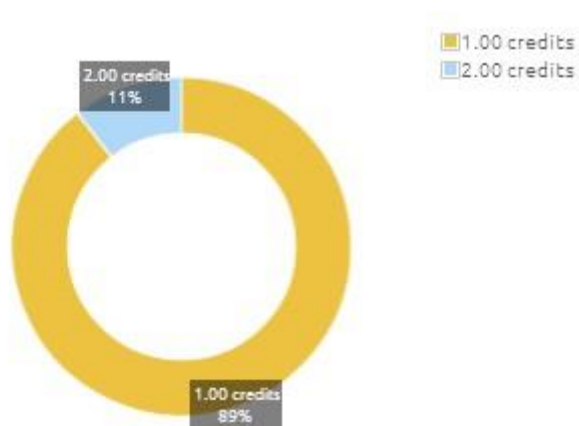
This report details the number of people who have opted out on each day. This includes both opt outs that have been entered manually into the **Opt outs** section of InteractSMS and those that have opted out via SMS. For more information please see the section on [Opt outs](#).



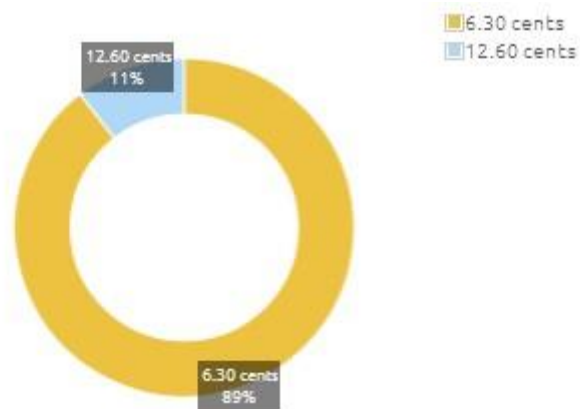
### 9.4 Credits report

This report details the breakdown of credits used for each message campaign during the reporting dates that you have selected.

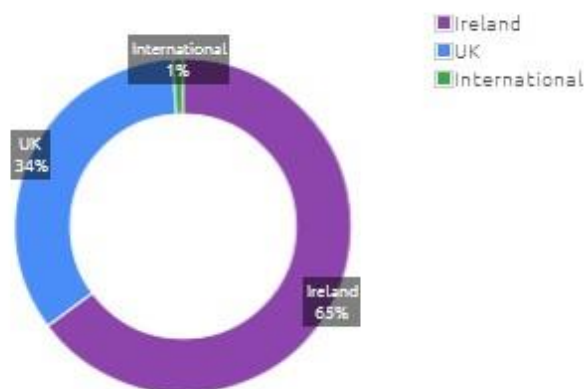
The first graphic displays what proportion of the messages sent, used what number of credits. If all messages sent only used one credit each, then this graphic will be entirely one colour.



The second graphic displays the different monetary values charged for your messages (including VAT) and in what proportions.

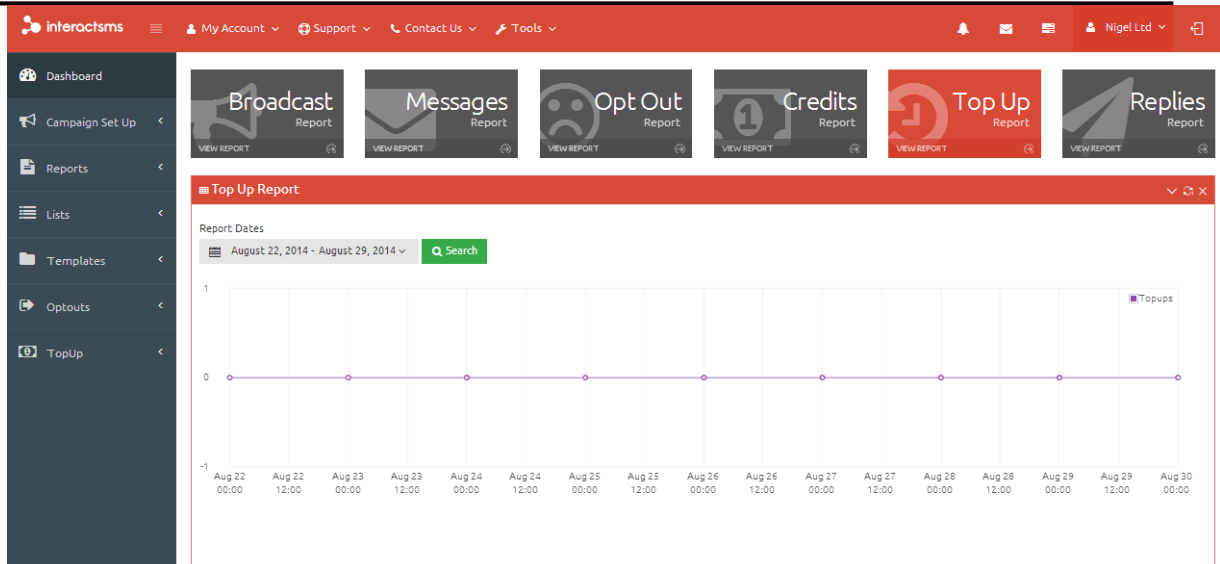


The third graphic displays what countries the messages were sent to.



## 9.5 Top ups report

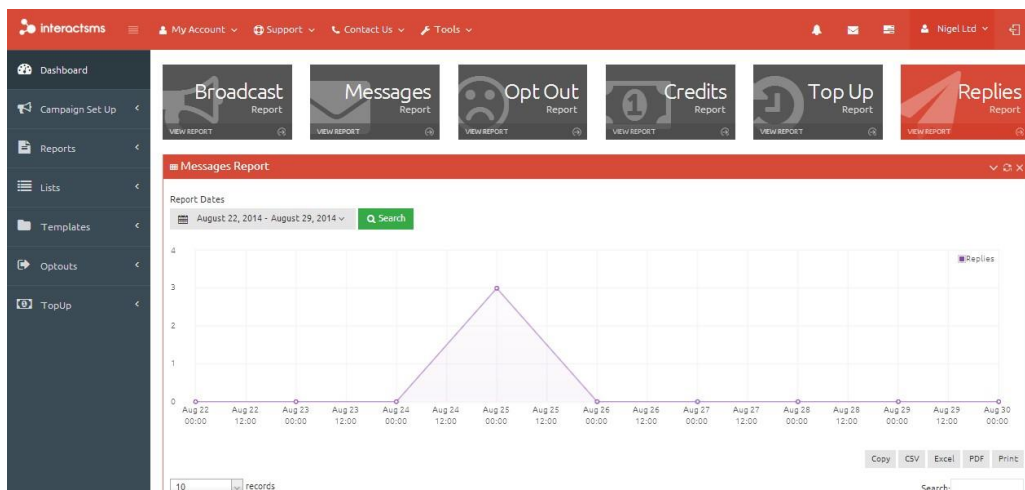
This report details the **Top ups** made to an SMS account and on what dates. Top up information is listed by its monetary value. Please see the section on [Top Ups](#).



**Note:** This report will not appear for post-paid customers. For information on setting up a post-paid account, please contact our sales team on [sales@interactsms.com](mailto:sales@interactsms.com) or 00353 1 284 3011

## 9.6 Replies report

This report details the number of replies to SMS messages that you have received, as well as the content of these replies.

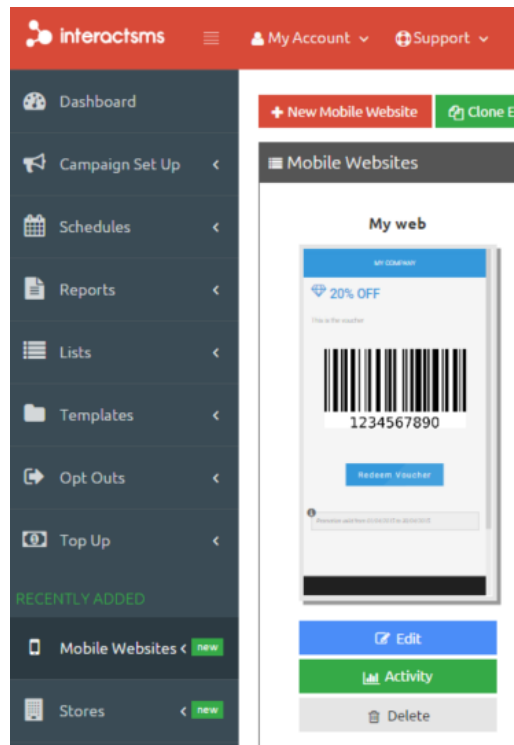


**Note:** Replies cannot be received unless you allow recipients to reply in **Campaign Set Up**.

## 9.7 Mobile Report (Mobile websites/Vouchers/Geolocations)

This report can be viewed in the **Mobile Websites** page. Select the **Activity** button below the mobile

website that you would like to see the report of. Please see the section on [Mobile website activity / analytics](#).

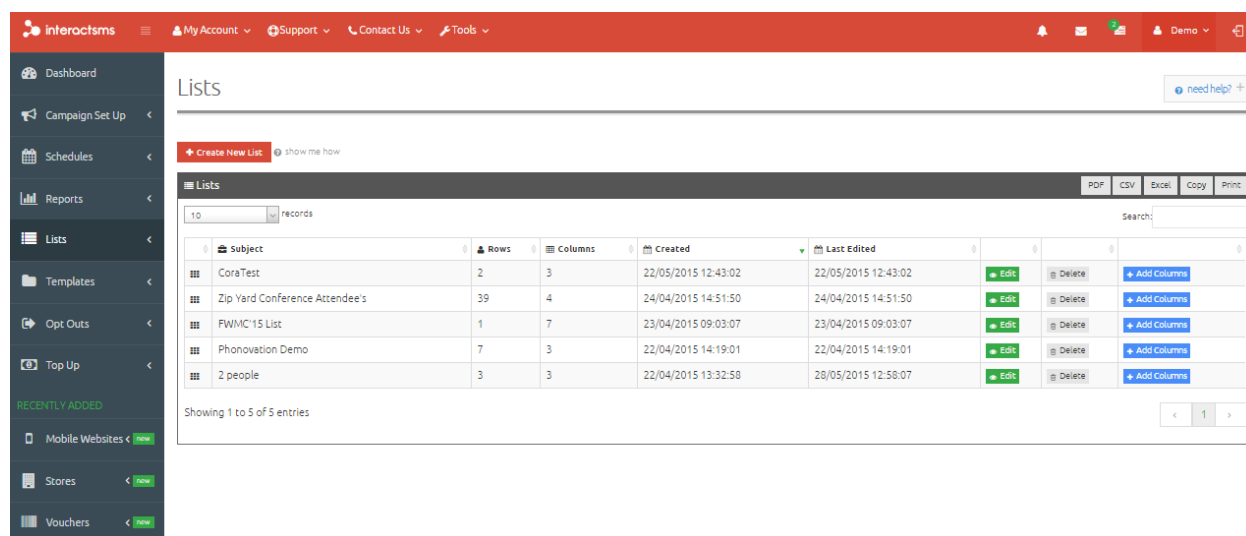


## 10. Lists

**Lists** are a great way of storing and managing the contacts that you send campaigns to regularly. Lists can be **uploaded**, have additional **numbers added**, have **numbers removed** and be **exported**, if required.

As well as storing the mobile numbers of contacts, lists can contain as much information regarding contacts as you like, which can be used later. This can be used to automatically personalise messages, please see section on [Smart Tags – for saved lists](#), or to segment your list, please see section on [Filters](#).

Select **Lists** from the left navigation panel to be brought to the lists section. You can see the lists that were created previously from this screen. You will be able to see the list names; total number of mobile numbers in the lists; the date they were created and the date they were last modified.



Subject	Rows	Columns	Created	Last Edited			
CoraTest	2	3	22/05/2015 12:43:02	22/05/2015 12:43:02	Edit	Delete	Add Columns
Zip Yard Conference Attendee's	39	4	24/04/2015 14:51:50	24/04/2015 14:51:50	Edit	Delete	Add Columns
FWMC'15 List	1	7	23/04/2015 09:03:07	23/04/2015 09:03:07	Edit	Delete	Add Columns
Phonovation Demo	7	3	22/04/2015 14:19:01	22/04/2015 14:19:01	Edit	Delete	Add Columns
2 people	3	3	22/04/2015 13:32:58	28/05/2015 12:58:07	Edit	Delete	Add Columns

### 10.1 List Types

There are four different list types, each denoted by a different symbol on the left of the **Subject** line.

**Basic list:** Lists that contain only one column of information. This information must be mobile numbers.

**Advanced list:** Lists with two or more columns of information. The first column will contain mobile numbers but there can be as many additional columns as you like containing all the

customer information from your CRM.



#### **Merged list:**

Advanced lists that have had additional information added to them after creation. For more information on this, please see the section on **Add/remove information from advanced lists**.



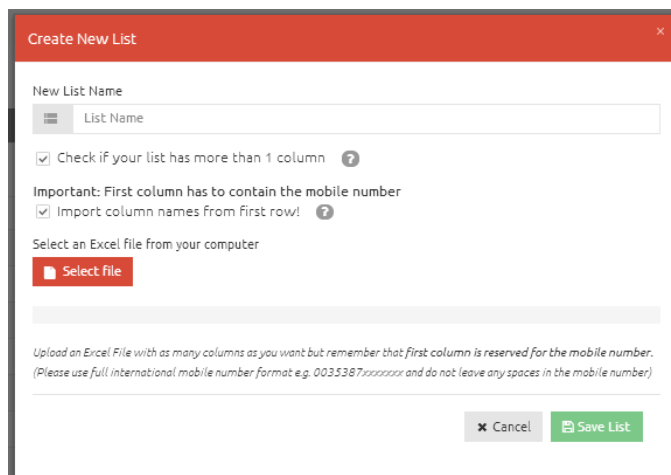
#### **Master list:**

Lists that are automatically updated with information from your CRM. To discuss setting up a master list, please contact your account manager.

## 10.2 Create a list

To create a list, select **Create new list** and the below popup window will be displayed. Lists can be imported from either Microsoft Excel® (.xls and .xlsx) or from a text document (.txt).

**Note:** Lists uploaded for text (.txt) files can contain mobile numbers only.



The 'Create New List' popup window has a red header bar with the title 'Create New List' and a close button. Below the header, there is a text input field for 'New List Name' with a placeholder 'List Name'. Underneath, there are two checked checkboxes: 'Check if your list has more than 1 column' and 'Important: First column has to contain the mobile number'. Below these, there is another checked checkbox: 'Import column names from first row!'. A section titled 'Select an Excel file from your computer' contains a red 'Select file' button. At the bottom, there is a green 'Save List' button and a grey 'Cancel' button. A small note at the bottom of the form reads: 'Upload an Excel File with as many columns as you want but remember that first column is reserved for the mobile number. (Please use full international mobile number format e.g. 0035387xxxxxxx and do not leave any spaces in the mobile number)'.

### 10.2.1 New List Name

This will be the name that the list will be saved as.

### 10.2.2 Check if your list has more than one column

If you have a simple list containing only mobile numbers (Column A) then do not check this box.

### 10.2.3 Import column names from first row

This option will only be displayed, if you have selected to create a list with more than one column. Check this box if you have used the first row of your list to name each column. If you have not named the columns in the first row, names can be added after the upload. Please see section [Edit lists](#).

### 10.2.4 Select an Excel® file (or Text file) from your computer

First you will be required to choose the file that you want to upload. The application allows you to upload both Microsoft Excel® files (.xls and .xlsx) and Plain Text files (.txt). The files need to be formatted in the correct format, prior to being uploaded.

#### 10.2.4.1 Microsoft Excel® file format (.xls and .xlsx):

**Support video available:** [Show me how to format a saved list](#)

This feature requires Microsoft Excel® to be installed on your computer.

#### Mobile Numbers – Column A

The first column (column A) of the Excel® file must contain the mobile numbers of your contacts. Basic lists will contain only mobile numbers.

	A	
1	353850000001	
2	353850000002	
3	353850000003	
4	447700000004	
5	447700000005	
6		

Mobile numbers in Microsoft Excel® files must be formatted as follows prior to being uploaded:

1. The contact numbers should be placed in the first column (Column A) of your Microsoft Excel® file.
2. The number should be formatted with the full international code, e.g. 00353861111111 or 353861111111.

3. You may need to format the first column (Column A) of the Microsoft Excel© document. Please see sections on [Formatting the Number Column \(Column A\)](#) in **Campaign Set up**.

4. Make sure that there are no breaks or empty records (rows) in the file.

5. There should be no formulas in the Microsoft Excel© cells.

### Additional columns

	A	B	C	D	E
1	353850000001	Nigel	19/08/1959	Red	
2	353850000002	John	20/08/1963	White	
3	353850000003	Sarah	21/08/1978	Red	
4	447700000004	Mark	22/08/1981	Red	
5	447700000005	Jane	23/08/1975	White	
6					

Columns after column A (column B, C, etc.) may contain any additional information relating to your contacts.

For example, if you know the first names of your contacts, you can enter the names into column B (or any other column apart from column A) with each name in the relevant row for that contact's mobile number. If you know your contacts date of birth then you can enter that into column C (or any other column apart from column A). Your file can contain as many columns as you want.

### Column Names – Row 1

Naming columns helps you to identify and sort information when using **Smart tags** and **Filters**.

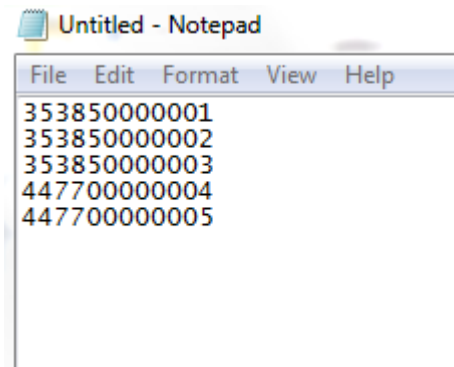
	A	B	C	D	E
1	Mobile	Name	Date of Birth	Wine Preference	
2	353850000001	Nigel	19/08/1959	Red	
3	353850000002	John	20/08/1963	White	
4	353850000003	Sarah	21/08/1978	Red	
5	447700000004	Mark	22/08/1981	Red	
6	447700000005	Jane	23/08/1975	White	
7					

In order to name a file's columns, the column names must be contained in row 1.

If your list contains names in its first row then you must check the **Import names from first row** box, when creating the list. If you have not named the columns in the first row, names can be added after the upload. Please see section [Edit lists](#).

#### 10.2.4.2 Text file format (.txt):

Lists uploaded from plain text files can only contain mobile numbers.

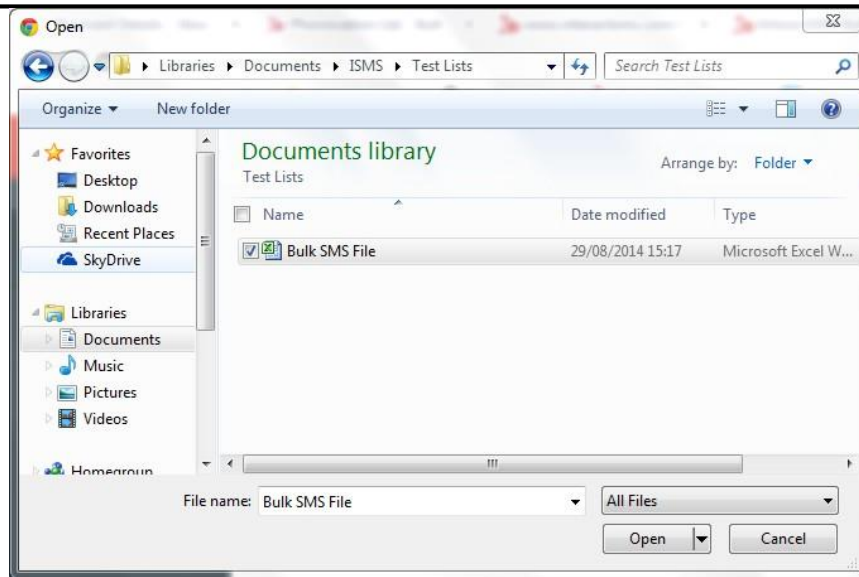


Plain text files need to be formatted as follows prior to being uploaded.

1. The contact numbers must be placed in a list, one above the other.
2. There is no need to separate the numbers with a comma, a new line is sufficient.
3. The number should be formatted with the full international code, e.g. 00353861111111 or 353861111111.
4. Make sure to remove all special characters and spaces, e.g. ( ) - + ' ~ etc.
5. Make sure that there are no breaks in the file.

#### Upload file

Once you have formatted the file correctly, you can then browse to where your file is located by selecting the **Select file** button. The File upload window is displayed. Navigate to the correct file path location and select **Open**. *This demonstration is using Microsoft Windows operating system; the file selection method will vary for different operating systems.*



To save the uploaded file as an imported list, select the 'Save list' button.

**Note:** Duplicates will be automatically removed from list entries.

Create New List✕

New List Name

Bulk SMS ✓

☒ Check if your list has more than 1 column ?

**Important:** First column has to contain the mobile number

☐ Import column names from first row! ?

Select an Excel file from your computer

Select file

Bulk SMS File.xlsx (12028 KB)

Upload an Excel File with as many columns as you want but remember that first column is reserved for the mobile number.  
(Please use full international mobile number format e.g. 00333387xxxxxxx and do not leave any spaces in the mobile number)

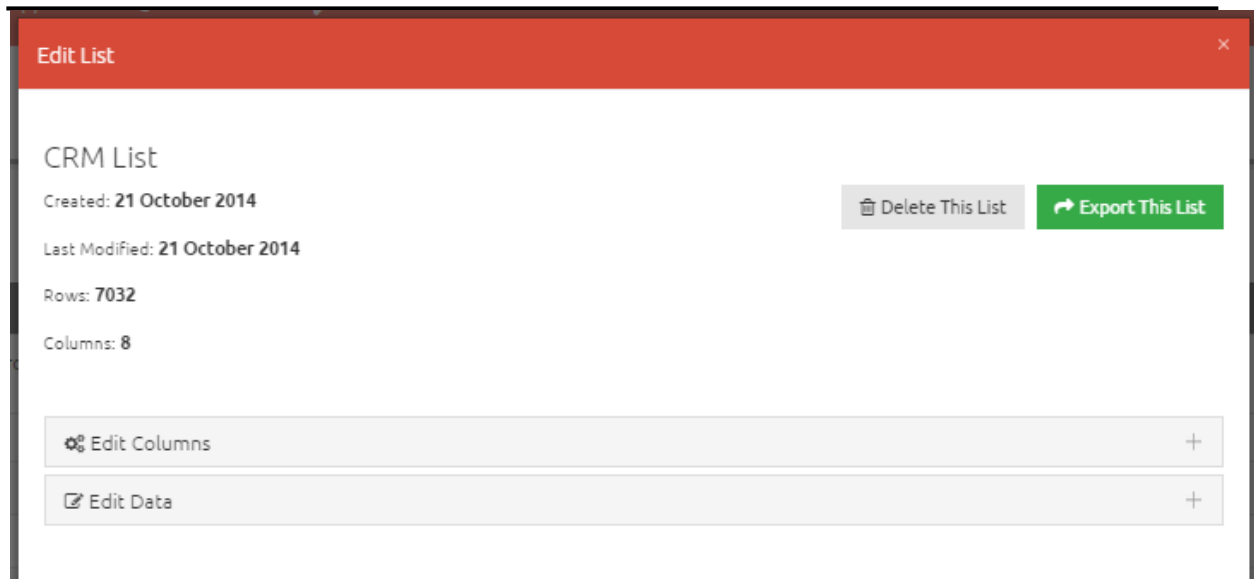
✕ Cancel
Save List

### 10.2.5 Edit lists










Once you have saved a new list, the above popup will be displayed. Here you can inspect how many rows and columns are contained in the list, as well as the date the list was created on and last modified on. You can also edit the lists data from this popup.

The **Delete this list** button gives you the option to delete the list from your saved lists.

The **Export this list** button gives you the option to export the list to a Microsoft Excel© file.



Select **Edit columns** and the below will be displayed. Here you can view information about the columns and edit their names. These names are used for reference when creating filters or smart tags.

Edit List					
CRM List					
Created: 21 October 2014					
Last Modified: 21 October 2014					
Rows: 7032					
Columns: 8					
<div>  Edit Columns           <span>+</span> </div> <div>  Edit Data           <span>+</span> </div>					
Column	Value found	Column Name	Column Type	Status	
1	353857026918	MOBILE		not editable	
2	Adrian	<input type="text" value="NAME"/>	Select Type... ▼	bound	 Delete
3	Constantin	<input type="text" value="SURNAME"/>	Select Type... ▼	bound	 Delete
4	King's College London / University of Vienna	<input type="text" value="UNIVERSITY"/>	Select Type... ▼	bound	 Delete
5	Mathematics	<input type="text" value="SUBJECT"/>	Select Type... ▼	bound	 Delete
6	http://www.researcherid.com/rid/A-7868-2012	<input type="text" value="URL"/>	Select Type... ▼	bound	 Delete
7	01/01/2010 00:00:00	<input type="text" value="DATE"/>	Select Type... ▼	bound	 Delete
8	1	<input type="text" value="ID"/>	Number ▼	bound	 Delete

The Edit List table contains the following information: **Column**, **Value found**, **Column name**,

**Column type** and **Status**.

**Column** The number of each column, where it is located in the list.

**Value found** The value in each column for the first contact in the list. If the first row contains the column names, then these values will be taken from the second

column.

**Column name** The names of each column. If you have selected to import names from the first row, when uploading the list, then these will already be populated with the values from the first row. The values can be edited from here.

These fields will be blank if you have not selected to import names from the first row, when uploading the list. Column names can be added to your list here, even if they are not contained in the uploaded file.

**Column type** The value type contained in this column. Value types can be Text, Mobile (Number), Number or Date.

**Status** The status of a column name can be: **not editable**, **not specified** or **bound**.





The **MOBILE** column is the only one that is **not editable** and cannot be changed from this status.

If a column has not been assigned a name, then its status is **not specified**. A name can be assigned by entering it into the text box and clicking the **Save** button on the right hand side of that column's status.

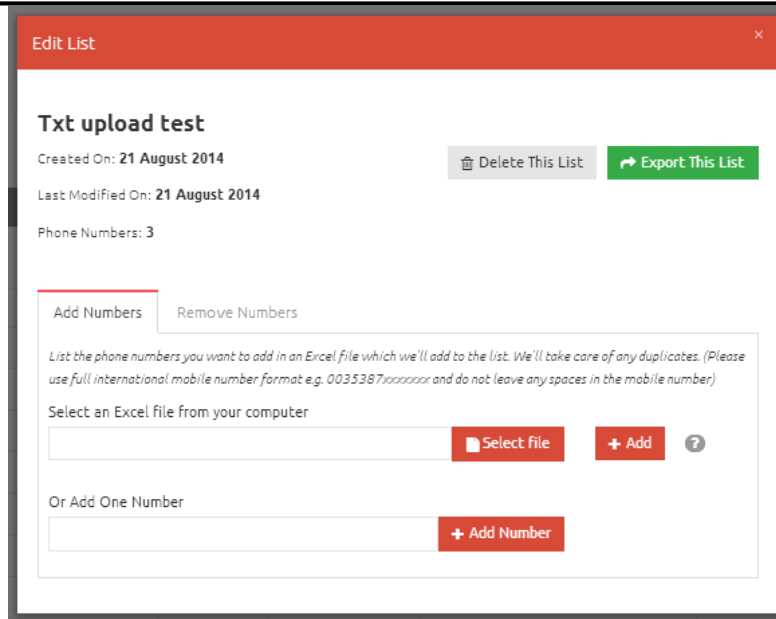
If a column has been assigned a name, then its status is **bound**. A column name can be bound by the method in the previous paragraph. Alternatively, if you have selected to import names from the first row when uploading the list, the values from the first row will automatically be bound. These can be edited by entering a new name into the text field and clicking the **Save** button on the right hand side of that column's status.

Once the list's columns are named, click the **Save list** button to exit the popup.

### 10.2.6 Add/Remove numbers from basic lists

	CRM List	7032	8	21/10/2014 15:40:27	21/10/2014 15:40:27	 Edit	 Delete	 Add Columns
---	----------	------	---	---------------------	---------------------	--	--	---

Contacts can be added to or removed from lists after they are saved. Numbers can be added/removed either by uploading a file of numbers or by entering numbers one by one. Only mobile numbers can be added or removed from a list with only one column.



### Add Numbers to a basic list

To add numbers to a list with one column, you will be required to carry out the following:

1. Select the list you want to edit from the list section and click the **Edit** button on the right hand side of that list's entry.
2. Select a Microsoft Excel© file or Text file to upload; the list of numbers can be added to the existing list of numbers by browsing for the correct file and selecting the **Add** button.
3. Alternatively a single number can be added one at a time by entering the number in the **Or add one number** text field and selecting **Add number**.

### Remove Numbers from a basic list

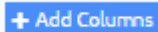
To remove numbers from a list, you will be required to carry out the following:

1. Select the list you want to edit from the list section and click the **Edit** button on the right hand side of that list's entry.
2. Select a Microsoft Excel© file or Text file to upload. The list of numbers can be removed from the existing list of numbers by browsing for the correct file and selecting the **Remove** button.
3. Alternatively a single number can be removed, one at a time, by entering the number in the **Or remove one number** text box and selecting **Remove number**.

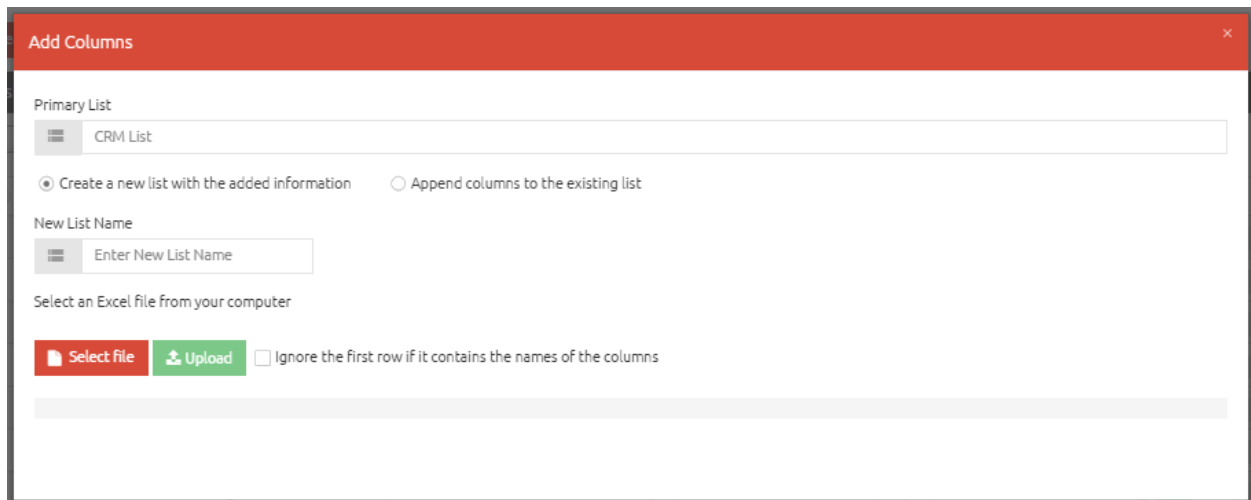
### 10.2.7 *Add information from advanced lists*

Advanced lists can be updated to include additional contacts and/or additional information about existing contacts. This is done by uploading the additional information in a Microsoft Excel© spreadsheet.

To the right of the advanced list that you want to edit, select the **Add column** button.



The below popup will be displayed.



The popup titled "Add Columns" contains the following fields and options:

- Primary List:** A dropdown menu currently showing "CRM List".
- Options:** Two radio buttons: "Create a new list with the added information" (selected) and "Append columns to the existing list".
- New List Name:** A text input field with the placeholder "Enter New List Name".
- Select an Excel file from your computer:** Two buttons, "Select file" (red) and "Upload" (green), followed by a checkbox labeled "Ignore the first row if it contains the names of the columns".

#### **Primary list**

This is the name of the list that you have selected to add columns to.

Below this you have two options of which you must check one.

#### **Create a new list with the added information**

This will create a brand new merged list that will contain the information from your primary list and the information you have uploaded.

Once this option is selected, enter a name for the new merged list in the **New list name** field.

#### **Append columns to the existing list**

This will edit your primary list by adding the information from your Excel© spreadsheet. Once you append the columns to a list, the list will be overwritten and cannot be undone.

#### **Select an Excel© file from your computer**

Next select an Excel© file from your computer that you have already saved with the information that you would like to update your list with. To see how to format an Excel© spreadsheet, please see the section on [Select an Excel© file \(or Text file\) from your computer](#), in the **Lists** section.

Select the **Ignore the first row if it contains the names of the columns** if your Excel® spreadsheet contains the names of each column in the first row. If it doesn't, these can be added later.

Once the file is selected, click the **Upload** button. The below popup screen will then appear.

Add Columns
✕

Primary List

Sample List

☒ Create a new list with the added information
 ☐ Append columns to the existing list

New List Name

Sample

Select an Excel file from your computer

Select file
Upload

☒ Ignore the first row if it contains the names of the columns

MY NUMBER.xlsx (10.32 KB)

Column	Value found	Column Name	Column Type	Mapped?	Mapped Column
1	353858875477	<input style="width: 100%;" type="text"/>	Select Type... ▼	<input type="checkbox"/>	
2	Nigel	<input style="width: 100%;" type="text"/>	Select Type... ▼	<input type="checkbox"/>	
3		<input style="width: 100%;" type="text"/>	Select Type... ▼	<input type="checkbox"/>	

✕ Cancel
+ Merge

### Column name

Enter the name you would like for each column.

### Column type

Select whether the columns values are **Text**, **Mobile**, **Number** or **Date**.

### Mapped?

If you check a box to map a column, the new information will be added onto that column as additional rows. Columns that are not mapped are added to the list as new columns. At least one of the uploaded file columns must be mapped onto a column from the original list.

### Mapped column

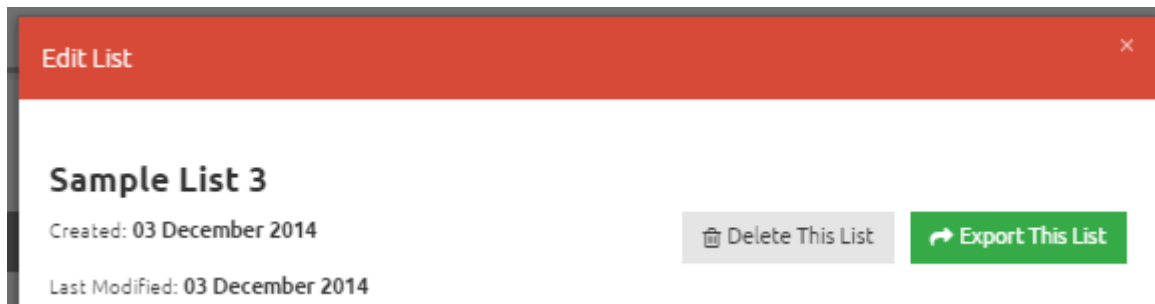
If you have selected to map a column, a dropdown menu will be displayed here. It contains the existing columns, one of which you must select to be the column that the new information is mapped to.

### Complete the merge

If you are happy to merge the information into an existing advanced list or to create a new merged list, click the **Merge** button.

To **cancel** the process select the Cancel button and the list will remain unchanged.

## 10.2.8 *Delete or export lists*



The **Delete this list** button gives you the option to delete the list from your saved lists at this stage.

The **Export this list** button gives you the option to export the list to a Microsoft Excel© file.

### EXPORT LISTS

Lists can be exported to Microsoft Excel© files.

Select the list you want to export from the list section and click the **Edit** button on the right hand side of that list's entry. Select **Export This List** on the top right of the popup.

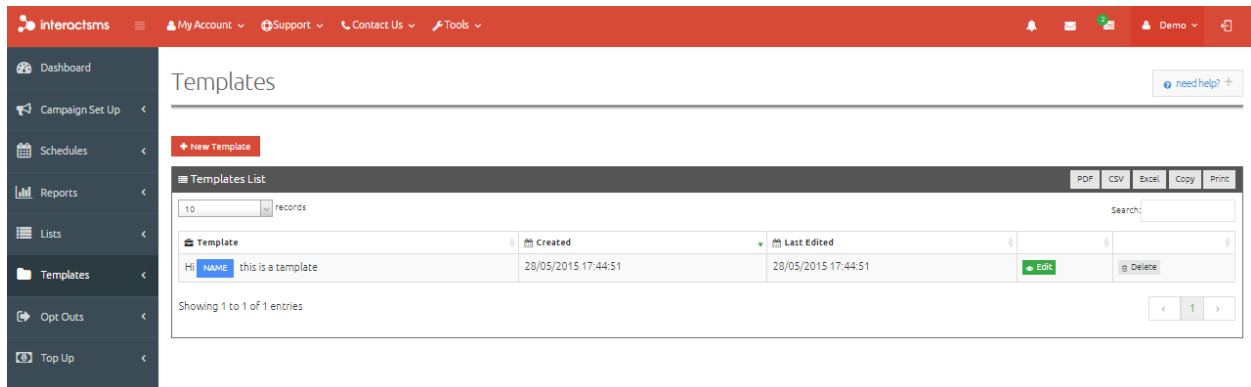
### DELETE LISTS

To delete a list, select **Delete** on the far right hand side of the list that you want to delete from the **Lists** page.

The list will now be permanently deleted.

Note: Uploaded files need to be in the correct file formats. See the [Creating a new list](#) section for details on file formats.

## 11. Templates



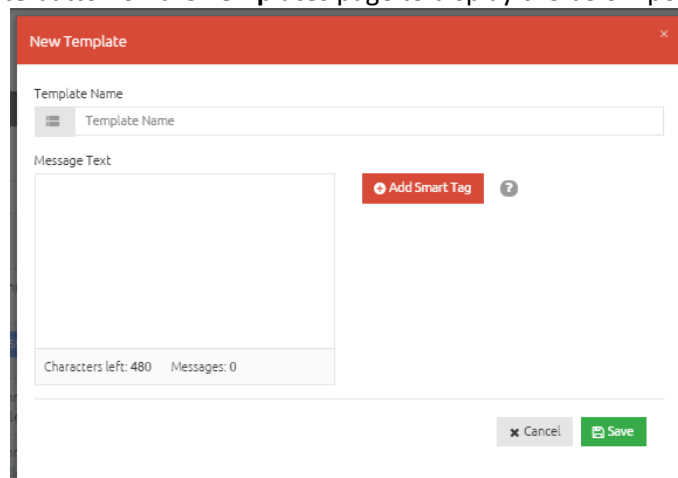
Saving a message as a template allows you to reuse text message content. You can add message templates up to 480 characters. A standard message is 160 characters, and using templates with more than 160 characters will result in multiple credits being charged per message sent. Please see section on [Message text](#) in **Campaign set up**.

Templates can include smart tags. Please see below section on [Smart Tags in templates](#). If you add any smart tags to a template, please keep in mind that you will only be able to send the template to lists that have corresponding column names.

Message templates that you have previously saved can be viewed on the **Templates** screen, which can be accessed from the left navigation panel menu by selecting the **Templates** button.

### 11.1 Add a new template

Click the **New template** button on the **Templates** page to display the below popup.

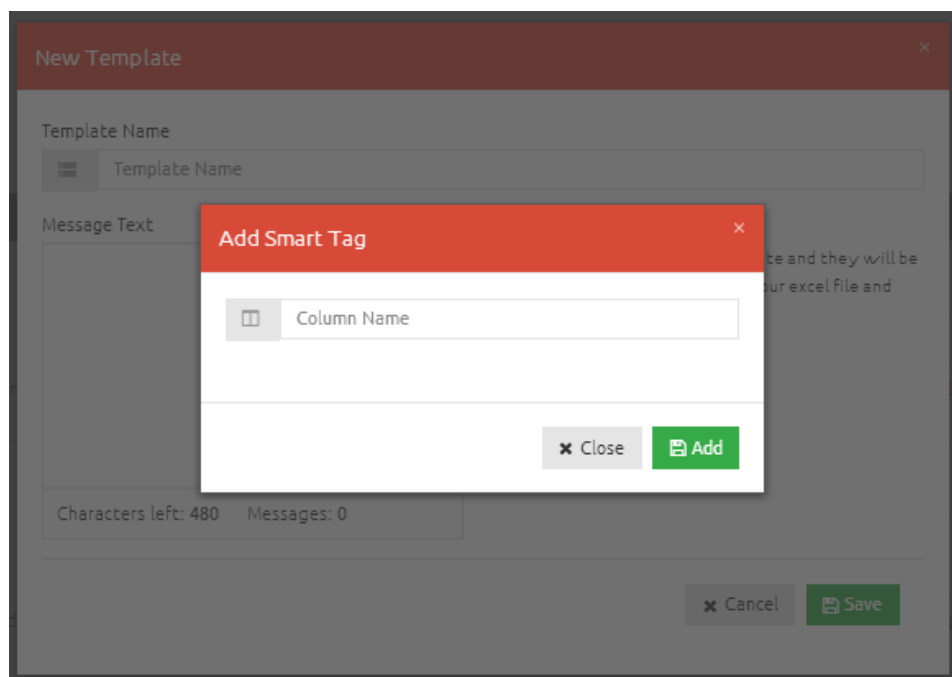


Type a template name into the **Template name** field. This is used to identify your template when searching for it in future. It is not sent to the recipient.

Type the template text that you would like into the **Message Text** field. You can add message templates up to 480 characters. Though a standard message is 160 characters, and using templates with more than 160 characters will result in multiple credits being charged per message sent. Please see section on [Message text](#) in **Campaign set up**.

### Smart tags in templates

Smart tags can be added to message templates in order to automatically personalise messages with values from a file/list. Please see section on [Smart Tags – for a saved list](#). To add a smart tag click the **Add smart tag** button on the **Templates** page; the below popup will then be displayed.



Enter the name of the Microsoft Excel© file's column into the **Column Name** field. Select a column name that is contained in a list/file that you have uploaded or are going to upload. The smart tag name must be the same as a column name from the file/list being sent to in order to work. Once you have entered a smart tag name, click the **Add** button.

Your smart tag will now appear on the right hand side of the **Message text** Field. To add the smart tag to the template, simply click on the smart tag.

You can add multiple smart tags by following the same method.





If your template includes smart tags, then the number of characters used in the message cannot be

accurately calculated at this stage. This is because each message sent containing a smart tag will contain different data length. However, when you reach the **Confirm campaign** stage in **Campaign set up**, you will be informed if the messages being sent contain more than 160 characters.

To save the template, click the **Save** button. The new template will be added to your available list of templates.

## 11.2 Delete - Templates

To remove a template, select the **Delete** button on the far right hand side of the template to be removed.

 Created ▼	 Last Edited ▲		
27/08/2014 09:47:07	27/08/2014 09:47:07	 Edit	 Delete

## 12. Opt outs

**Important:** All bulk SMS campaigns must contain an **Opt out** option at the end of each message.

For InteractSMS clients sending SMS to Republic of Ireland mobile phones the opt out should be written as one of the following:

***“Text STOP to 50123”***

***“Text OPTOUT to 50123”***

***“Text OPT OUT to 50123”***

The recipient then has the option to send one of those keywords (STOP, OPTOUT OR OPT OUT) to 50123 (free of charge) if they no longer wish to receive any messages from your InteractSMS account.

The recipients will then automatically be added to your **Opt out list** and will no longer be able to receive SMS from your account.

**It is a legal requirement to offer a free of charge opt out option with all marketing SMS. The charge for the opt out SMS is paid by the bulk SMS account holder.**

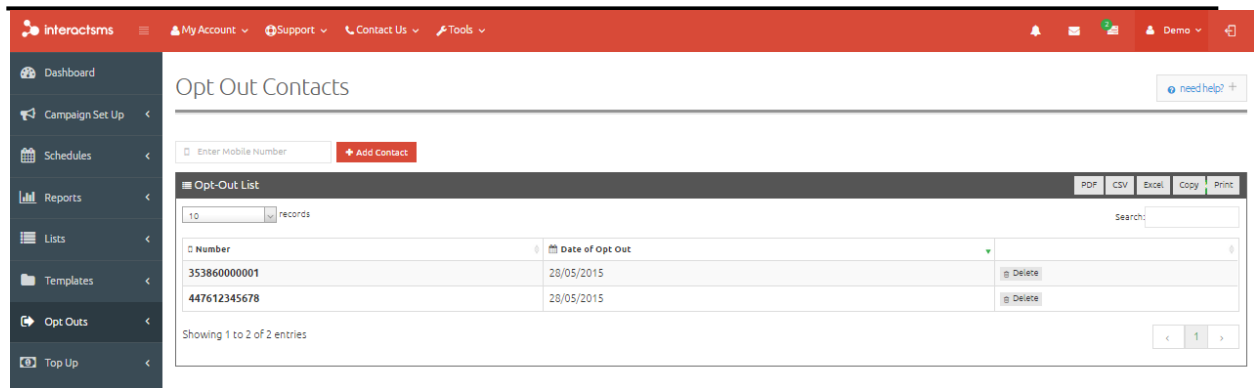
### 12.1 Opt out contacts

You can add numbers to your **Opt outs list** so that messages will not be broadcast to the selected numbers. This opt outs list is checked before any further broadcasts are sent; numbers in the opt outs list will not receive messages from your account.

Contacts can also opt out from receiving messages from your account by texting in a keyword. Please see the text box above for more information on **Opt outs**.

### 12.2 View opt outs

To view all opt out contacts you can either step through each of the pages or you can export the numbers in **CSV**, **Excel**® or **PDF** format. You can also **Copy** the opt outs to be pasted into a file or **Print** a list of the opt outs. These options are available on the top right hand side of the **Opt outs List**, please see below.



You can also **Search** to see if individual numbers are in your opt outs list by entering the number into the search field

## 12.3 Add a new contact to opt outs list

### Optout Contacts

Home > Optout List

00353859876543

+ Add Contact

Contacts can be added to the opt outs list in the **Opt Outs** page. Here users can add numbers to the list manually, by entering the number into the **Enter mobile number** field and selecting **Add contact**.

When entering the mobile number, please remember to enter the number using the following rules:

1. The number should be formatted with the full international code, e.g., 353861111111 or 0035386111111.

Make sure to remove all special characters and spaces, e.g., ( ) - + ' ~ etc.

## 12.4 Remove a contact from opt outs list

Contacts that have been added to the opt outs list can be removed from the list by selecting **Delete** beside the contact to be removed. Once removed, this user will now be able to receive messages again.

Number	Date of Optout	
353871234567	03/02/2014	Delete

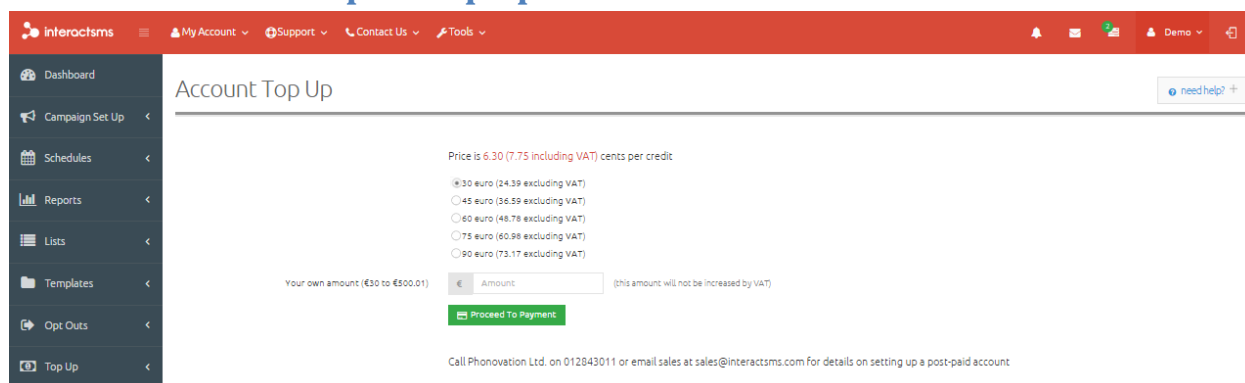
There is a **Search** field on the top right of the **Opt Outs** page. To search if a number is included in your opt outs list, enter it into this field. If it is an opt out contact then it will appear. It can then be deleted from the list if required.

## 13. Top Ups

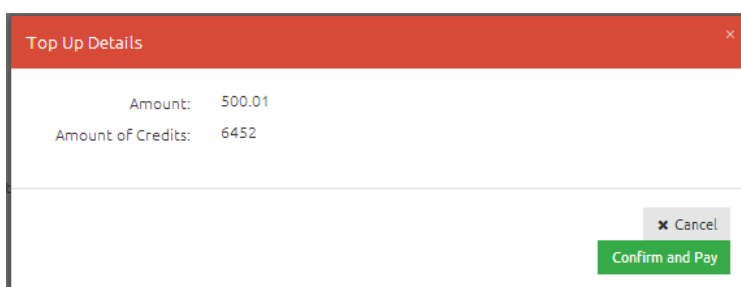
If you have a pre-paid account you will need to add credit to your account to send messages. If you are a post-paid client you will be required to contact your InteractSMS account manager to purchase an SMS bundle.

**Note:** For information on setting up a post-paid account, please contact our sales team on [sales@interactsms.com](mailto:sales@interactsms.com) or 00353 1 284 3011.

### 13.1 Pre-paid top up



To top up your pre-paid account, select **Top ups** from the left navigation panel. You can select the amount you wish to top up by and then select **Proceed to payment** to continue to the confirmation screen; please see below.



You will be shown a summary of the amount the top up will cost and the number of credits that will be purchased. If these details are correct, click **Confirm and pay** to be redirected to the **Realex secure payment page**, where you will be asked to enter your credit card details to complete the payment.

## 14. Mobile Websites

Mobile websites are websites specifically designed for mobile devices. Using the InteractSMS interface you can easily create one in just a few minutes by simply dragging and dropping the features you would like into the Mobile Website. A link to the mobile website can be included in the message text in your SMS campaigns.

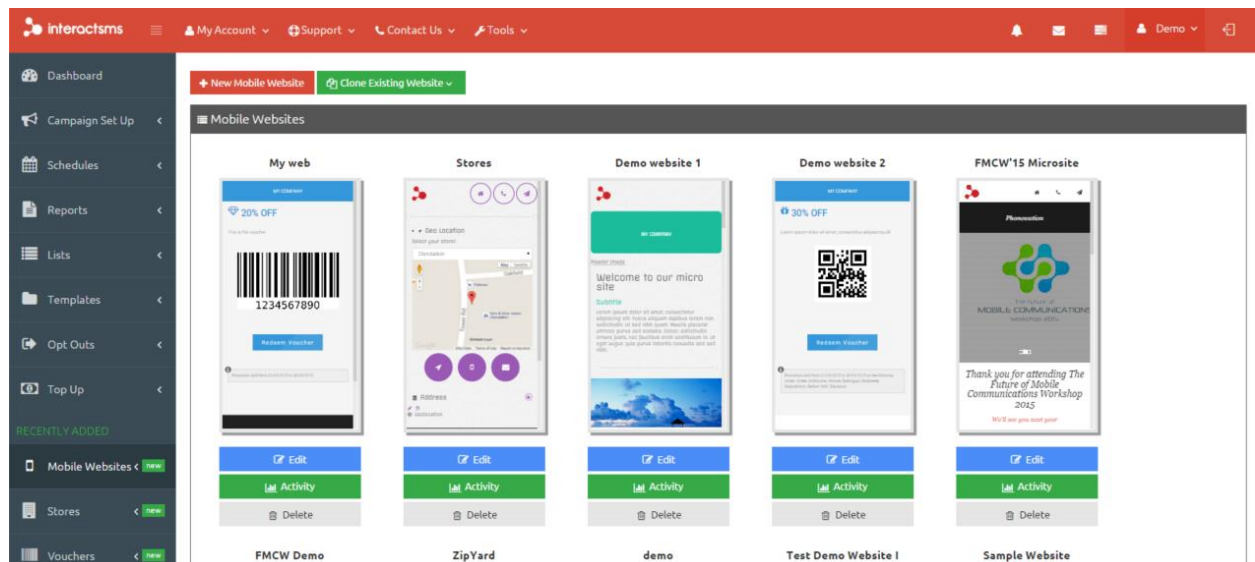
The performance of each mobile website can be viewed in the InteractSMS interface.

**Support video available:**

[Show me mobile websites](#)

Mobile websites can also include [Vouchers](#) and [Geolocations](#).

Mobile websites can be created for any event, special or any other purpose that you require them for.



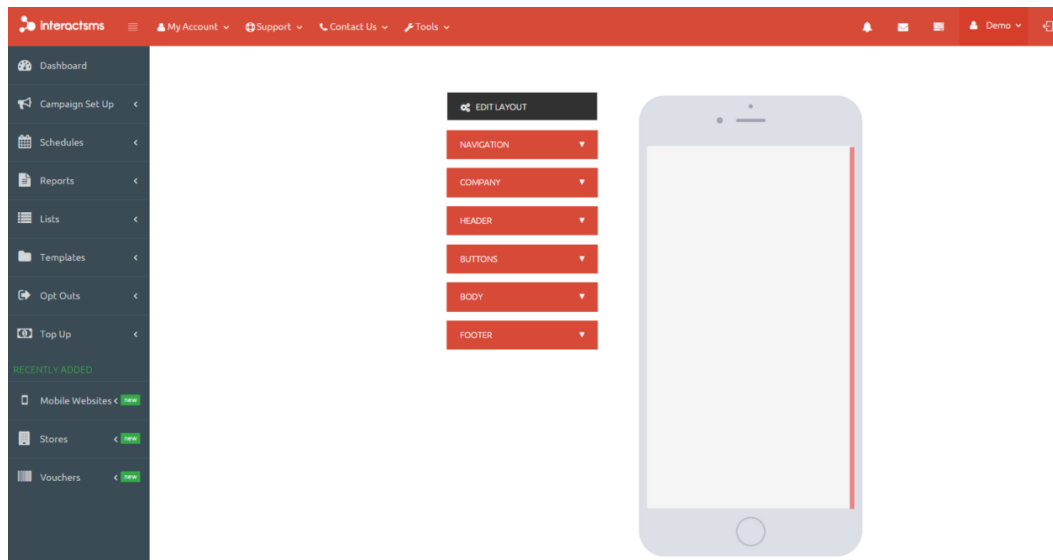
### 14.1 Create a new mobile website

**Note:** If you would like InteractSMS to build a Mobile Website for you, please contact sales on 00353 (0) 1 2843011 or [sales@interactsms.com](mailto:sales@interactsms.com)

Select the **+ New Mobile Website** button from the top left of the **Mobile Websites** section.

The below popup will be displayed. Enter the name of your New Mobile Website. This will not be sent, it is just for your own reference. Select **Save**.

You will be taken to the below page.



From this page mobile websites can be created from the menu options on the left of the phone by dragging and dropping the desired features into the mobile phone.

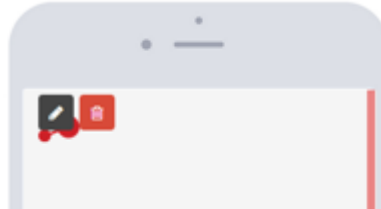
### Drag & drop process

- Hover the mouse over the feature that you would like to include in the mobile website.
- Press and hold the mouse and drag it over to where you would like to include it in the phone diagram.
- When you hover over an area that displays **DROP HERE** release the mouse to include the feature in the mobile website.

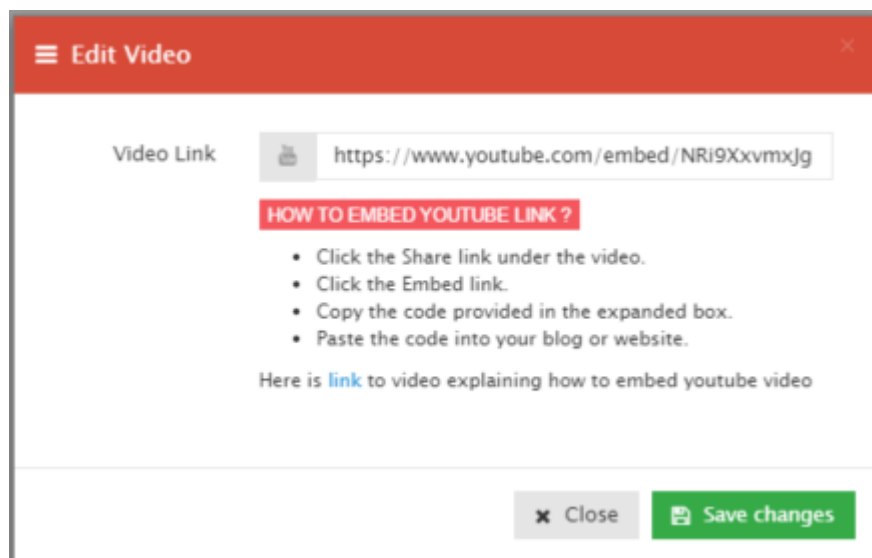


### Edit mobile website features

Hover the mouse over the feature in the phone graphic. 2 icons will appear, select the pencil icon to edit that feature.



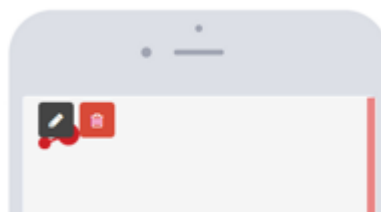
Each feature will have a slightly different editing process. Those that are not immediately obvious will have instructions included. Please see the example of the video editing popup below.



**Support video available:** [Show me how to embed a YouTube video in a mobile website](#)

### Delete mobile website features

Hover the mouse over the feature in the phone graphic. 2 icons will appear, select the bin icon to delete that feature.



---

## Save mobile websites

There is no need to save mobile websites. They are automatically saved. When you return to the **Mobile Websites** section you will find the website that you were working on.

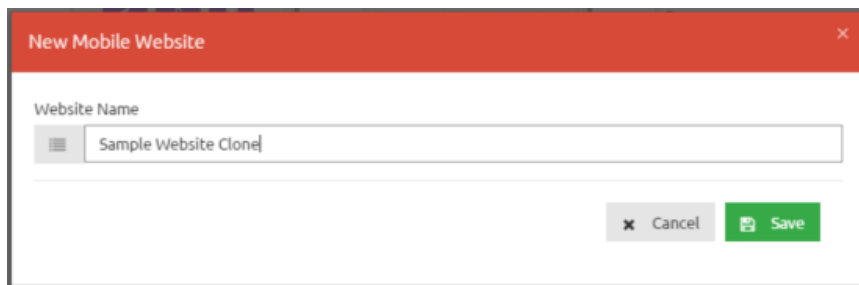
## 14.2 Clone a mobile website

Mobile websites can be cloned if you would like to create a mobile website that is only slightly different from an existing mobile website that you have created.

In the **Mobile Websites** section select the **Clone Existing Website** button on the top left of the page.

Select the website that you would like to clone from the dropdown menu.

The below popup menu will ask you to give your new website a name.

A screenshot of a 'New Mobile Website' popup window. The window has a red header bar with the title 'New Mobile Website' and a close button (X) in the top right corner. Below the header, there is a label 'Website Name' followed by a text input field containing the text 'Sample Website Clone'. At the bottom right of the form, there are two buttons: a grey 'Cancel' button with an 'X' icon and a green 'Save' button with a floppy disk icon.

Select **Save**.

You can now edit the mobile website design using the exact same method as for a brand new mobile website.

The existing mobile website that it was cloned from will remain saved and independent of this new website.

## 14.3 Edit or delete a mobile website

To edit an existing mobile website, choose the website that you would like to edit from the **Mobile Websites** page. Below the website, select the **Edit** button. This will take you to the mobile website and you can edit it using the same process that is used to create it.

To delete a mobile website, select the **Delete** button below the mobile website that you would like to delete.



## 14.4 Sending an SMS campaign with mobile websites

To send an SMS campaign containing a link to a custom built mobile websites, the same process is followed as sending any other SMS campaign up until **Step 3) What do you want to say**. Please see the section on [Campaign Set Up](#).

### Step 3. What Would You Like To Say?

Choose From Templates

Message Text\*

Please click on this link to see our new mobile website  
DEMO WEBSITE 1


Characters left: 406    Messages: 1  
Looks like you're using tags so we can't calculate accurately the length of your message but it's ok, we'll let you know when you exceed the maximum allowed before you send a message.

☐ Save message text as template?

Add Mobile Website Link

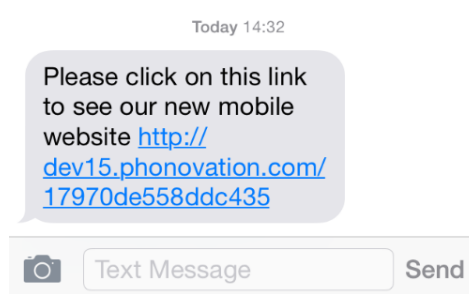
Demo website 1    + Add

-- None Selected --  
My web  
Stores  
Demo website 1  
Demo website 2  
FMCW'15 Microsite  
FMCW Demo  
ZipYard  
demo  
Test Demo Website 1  
Sample Website 08/05/2015  
Sample Website 1  
Halpenny Sample  
BNi Demo  
Sample Website 1  
Rehab Care

On the right of the message text box, select the mobile website that you would like to embed in the SMS campaign. Once selected, it can be previewed by selecting the eye () symbol.

Click the **+Add** button to add a link to the mobile website in the message text.

When the campaign is sent, the message will appear as below on the recipient's handset.

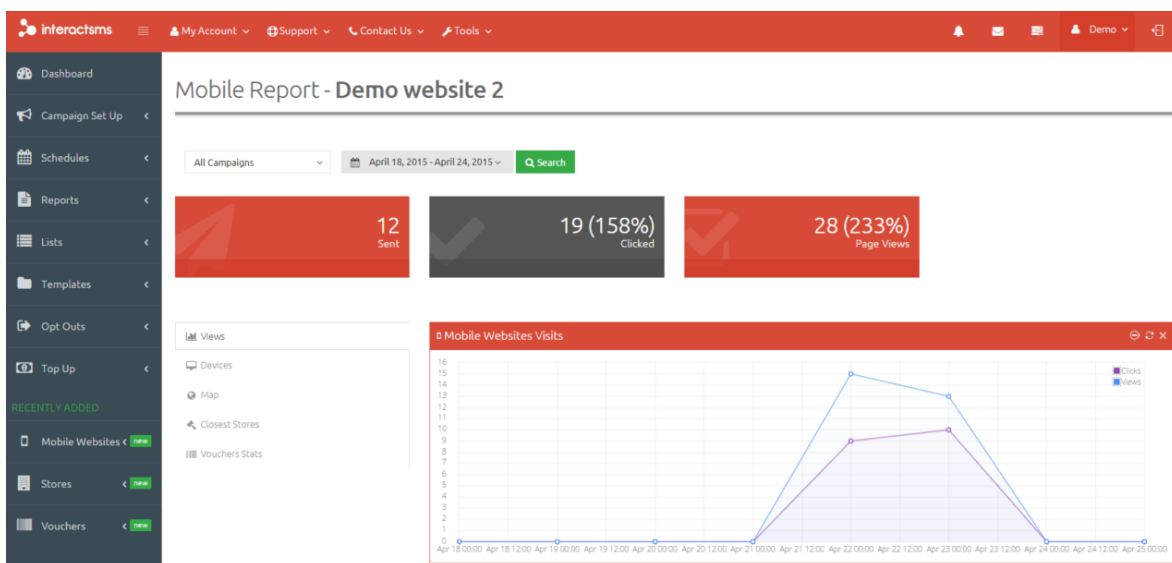


**Note:** The number of credits charged for the use of the mobile website links will be displayed in the confirmation popup before the campaign is sent.

## 14.5 Mobile website activity / analytics

Select the **Activity** button below the mobile website to view its report.

The below report page will be displayed.



### Select report campaign

Any mobile website can be used for multiple campaigns. The report is automatically set to view all the SMS campaigns sent with that mobile website. To narrow the report to display results for a specific campaign or campaigns, select the dropdown menu on the top left hand side of the page.

## Mobile Report - Demo website 2

From this dropdown menu you can select your desired campaign or campaigns.

Select the **Search** button next to this menu to apply the report to the selected campaign(s).

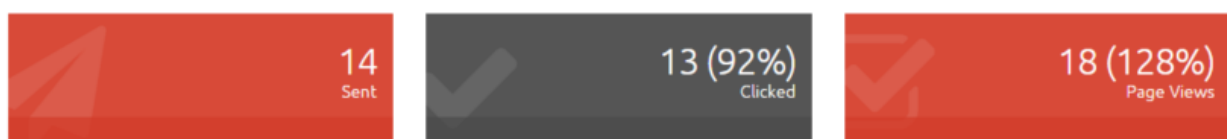
### Select report dates

Mobile website reports are set to the last 7 days of activity by default. To change this timeframe, select the dropdown dates field on the top left of the page.

From the menu, select your desired reporting period. To view a custom range: select **Custom Range**, select the beginning and end dates in the **FROM** and **TO** fields, click the **Apply** button and then click the **Search** button.

The three boxes on this page display:

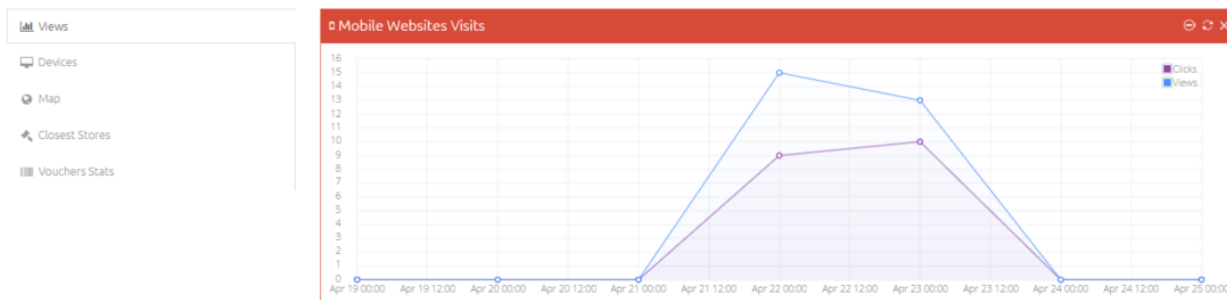
- **Sent** – The number of SMS messages sent containing the mobile website link
- **Clicked** – The number of those recipients who clicked on the link to the website
- **Page views** – The number of website pages that have been viewed by recipients



There are 5 detailed reports available for mobile websites:

### Views

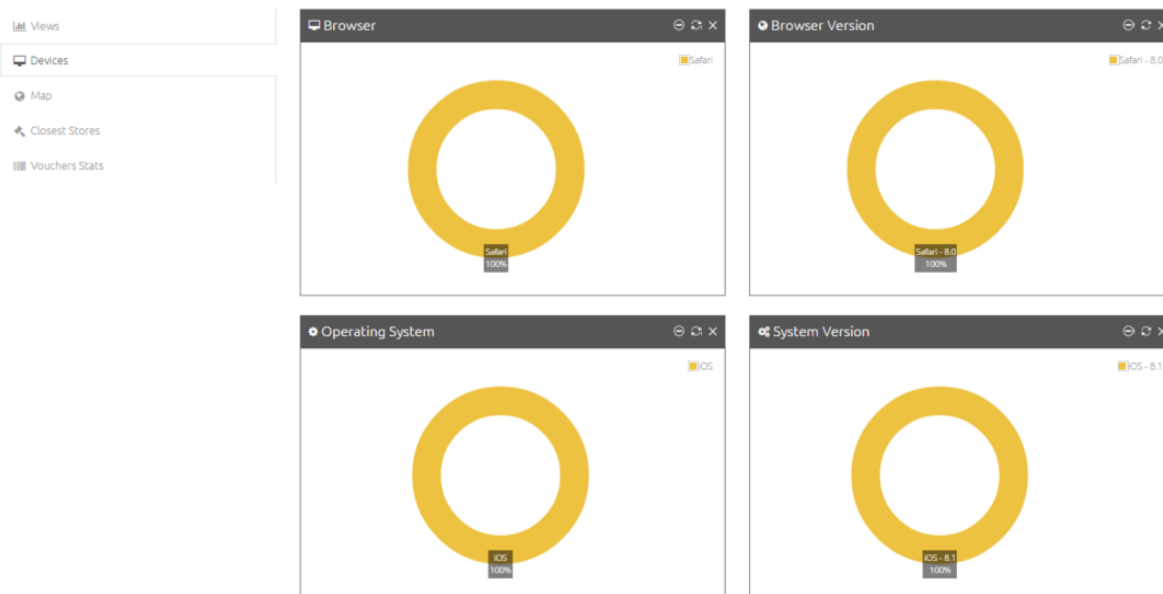
This graph displays how many people viewed the SMS with the mobile website link compared to how many of them actually clicked on it.



### Devices

These 4 graphs display the breakdown of:

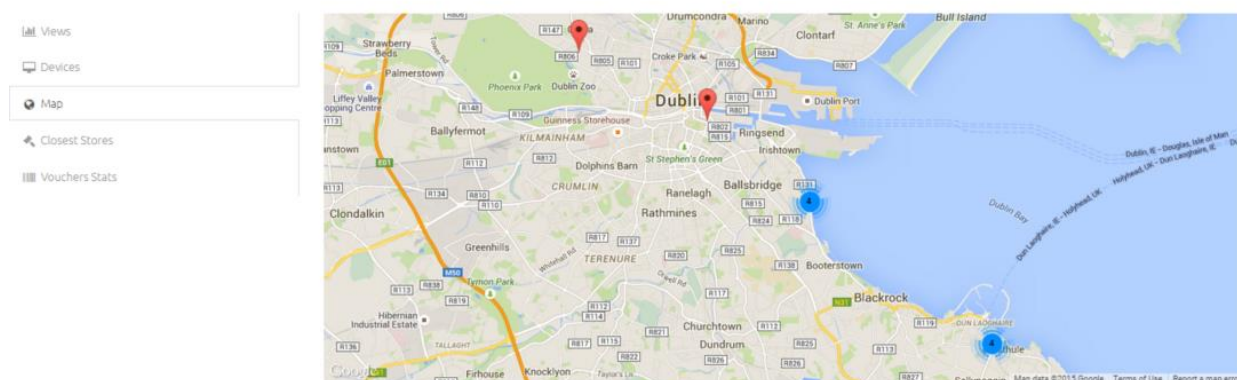
- The mobile browsers used to view the website
- The versions of the mobile browsers used to view the website
- The operating systems used to view the website
- The operating system versions used to view the website



## Map

**Note:** The Map report can only be viewed if geolocations are included in the microsite.  
Please see the section on [Stores / Geolocations](#)

This report displays a map containing all of the locations where recipients clicked on the link to the mobile website. It also contains your store location(s). To see how to add store locations to your InteractSMS account, please see the section on [Stores / Geolocations](#).



## Closest Stores

**Note:** The Closest Stores report can only be viewed if geolocations are included in the microsite and your store locations are entered into your InteractSMS account. Please see the section on [Stores / Geolocations](#)

This bar chart contains your stores which recipients were closest to when they clicked on the link to the mobile website.

## Voucher Stats

**Note:** The Voucher Stats report can only be viewed if vouchers are included in the microsite. Please see the section on [Vouchers](#)

The Voucher Stats graph displays:

**Sent** - The number of SMS containing links to mobile sites with Vouchers sent

**Displayed** - The number of those mobile site links clicked on

**Redeemed** - The number of those vouchers for which customers pressed the redeem button. In order for this to be displayed, the redeem button must be included in the mobile voucher.

Views

Devices

Map

Closest Stores

Vouchers Stats

Sent



14

Displayed



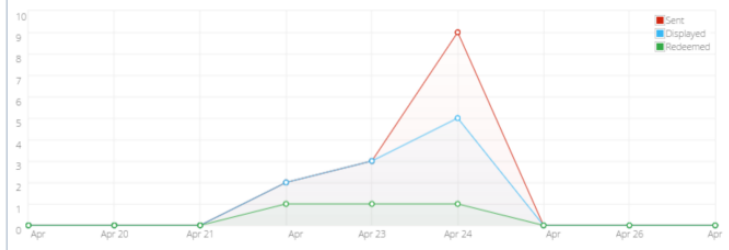
10 (71%)

Redeemed



3 (21%)

Voucher Daily Stats



## 15. Stores / Geolocations

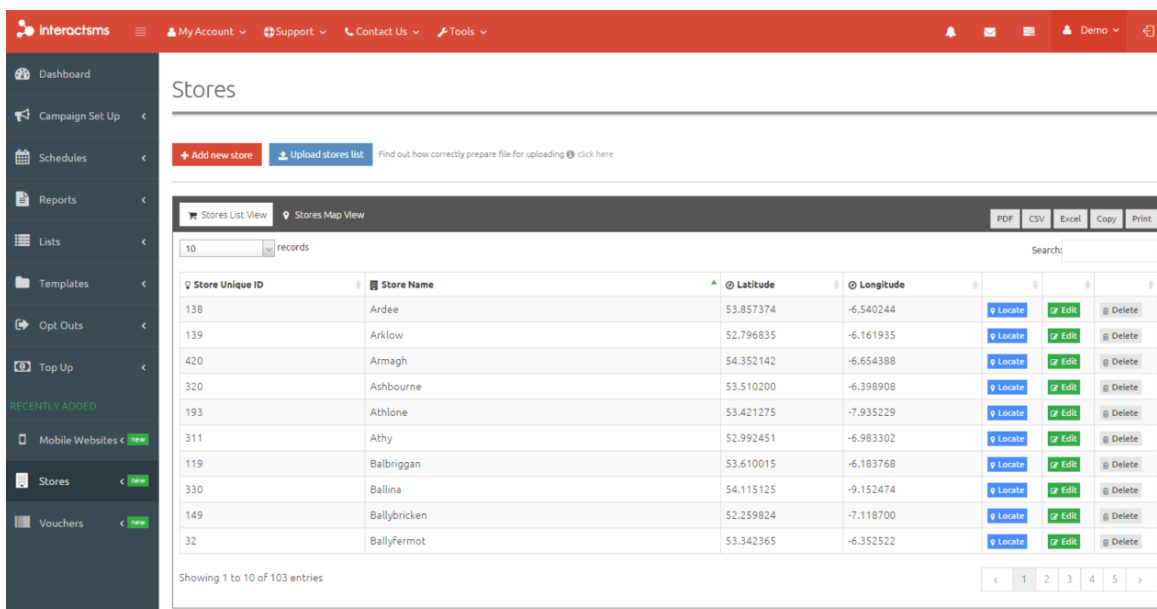
When geolocations are contained in a mobile website they allow customers to see exactly where your premises are in relation to their location. It also allows you to view where customers were when they viewed your website. To view the reporting of geolocations please see the sections on the [Map Report](#) and the [Closest Stores Report](#).

Support video available:

[Show me store geolocations](#)

### 15.1 Stores

The physical locations of your store or stores must be added to your InteractSMS account. To add these, select the **Stores** option from the left navigation bar.



The screenshot shows the 'Stores' page in the InteractSMS interface. The page has a red header with navigation links: My Account, Support, Contact Us, and Tools. A left sidebar contains various menu items like Dashboard, Campaign Set Up, Schedules, Reports, Lists, Templates, Opt. Outs, Top Up, Mobile Websites, Stores, and Vouchers. The main content area is titled 'Stores' and includes buttons for 'Add new store' and 'Upload stores list'. Below these is a table with columns for Store Unique ID, Store Name, Latitude, and Longitude. The table lists 10 stores, each with 'Locate', 'Edit', and 'Delete' buttons. A search bar and pagination controls are also visible.

Store Unique ID	Store Name	Latitude	Longitude	Locate	Edit	Delete
138	Ardee	53.857374	-6.540244	Locate	Edit	Delete
139	Arklow	52.796835	-6.161935	Locate	Edit	Delete
420	Armagh	54.352142	-6.654388	Locate	Edit	Delete
320	Ashbourne	53.510200	-6.398908	Locate	Edit	Delete
193	Athlone	53.421275	-7.935229	Locate	Edit	Delete
311	Athy	52.992451	-6.983302	Locate	Edit	Delete
119	Balbriggan	53.610015	-6.183768	Locate	Edit	Delete
330	Ballina	54.115125	-9.152474	Locate	Edit	Delete
149	Ballybricken	52.259824	-7.118700	Locate	Edit	Delete
32	Ballyfermot	53.342365	-6.352522	Locate	Edit	Delete

#### Viewing your stores

From the **Stores** page you can view all of your existing stores.

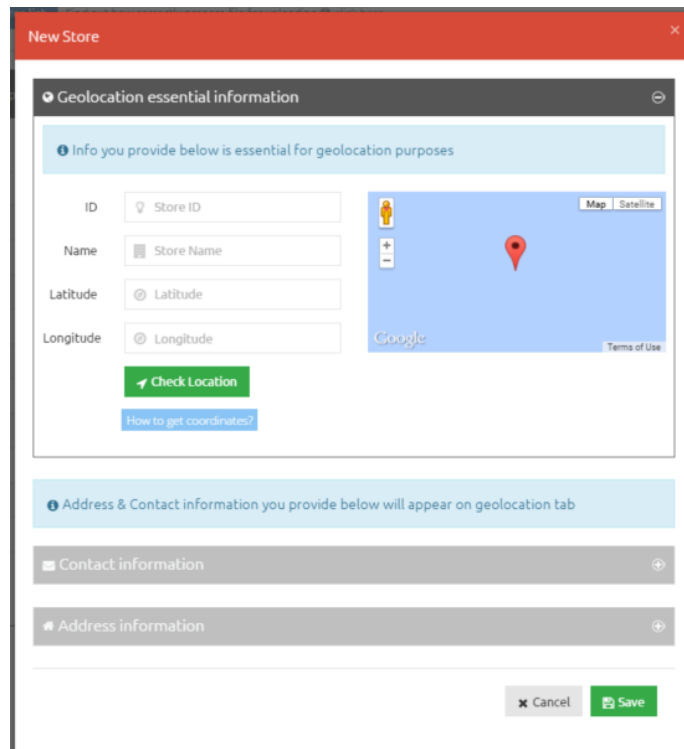
To view a store on a map select the **Locate** button beside it. Stores can also be edited or deleted by selecting the **Edit** or **Delete** buttons beside each location.

#### 15.1.1 Adding new stores

New stores can either be added one at a time or multiple stores at a time by uploading a list.

#### Add a single store

Select the **+ Add new store** button. The below popup will be displayed.



Enter the following information:

- Store ID. This is a number or code that you give this store in order to identify it (e.g. 0001)
- Store Name
- Latitude and Longitude

To find your store location coordinates from Google Maps, please follow these simple steps:

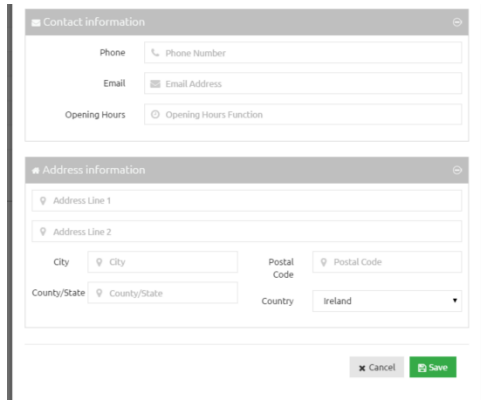
- Open Google Maps
- Right-click the place or area on the map
- Select **What's here?** From the dropdown menu
- Under the search box, an info card with coordinates will appear
- Copy and paste the latitude and longitude into InteractSMS

**Support video available:**

[Show me how to get coordinates](#)

To view the location on a map, select the **Check Location** button.

You can include additional information regarding your location that will appear on the geolocations tab in the mobile website. Enter this information into the **Contact information** and **Address information** fields.



Select **Save**. The new location is now added to your list of locations.

### Upload multiple stores

A list of stores can be uploaded in a Microsoft Excel file with the following exact column order: UNIQUE ID, STORE NAME, ADDRESS 1, ADDRESS 2, CITY, COUNTY/STATE, TWO LETTER ISO COUNTRY CODE, POSTAL CODE, PHONE, EMAIL, OPENING HOURS, LATITUDE and LONGITUDE.

UNIQUE ID and STORE NAME are mandatory values. All other columns are optional.

If there is already a store in the system with the same UNIQUE ID the data of that store will be updated with values in the file.

Below is an example of a correctly formatted Microsoft Excel file:

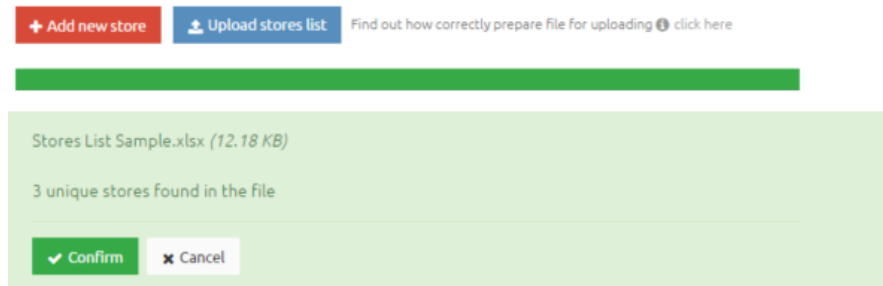
	A	B	C	D	E	F	G	H	I	J	K	L	M
1	1	STORE 1	Address Line 1	Address Line 2	City 1	County 1	IE	Dublin 1	+353 1 123 1234	<a href="mailto:email1@phonovation.com">email1@phonovation.com</a>	Monday: 9:00-17:00	53.28958	-6.13096
2	2	STORE 2	Address Line 2	Address Line 3	City 2	County 2	IE	Dublin 2	+353 1 123 1235	<a href="mailto:email2@phonovation.com">email2@phonovation.com</a>	Monday: 9:00-17:01	53.28958	-6.13096
3	3	STORE 3	Address Line 3	Address Line 4	City 3	County 3	IE	Dublin 3	+353 1 123 1236	<a href="mailto:email3@phonovation.com">email3@phonovation.com</a>	Monday: 9:00-17:02	53.28958	-6.13096

Download a sample Microsoft Excel file [here](#).

Select the **Upload stores** list button.

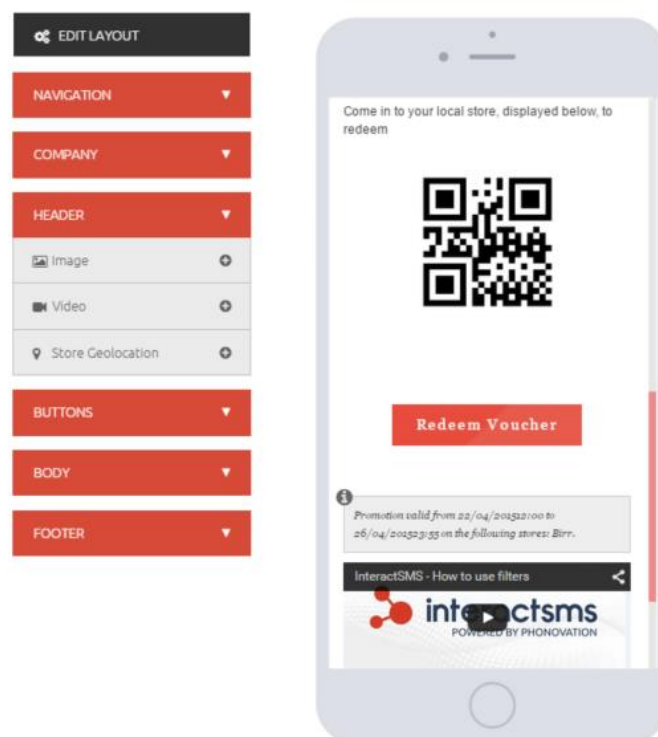
Select the Microsoft Excel file from your computer.

When it has been uploaded, select **Confirm** to add the new stores to your list of premises.



## 15.2 Add geolocations to a mobile website

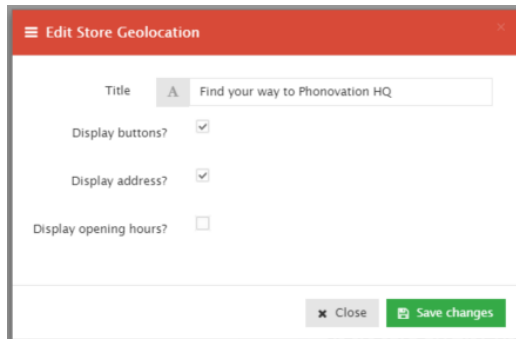
In the mobile website editor (please see the section on [Mobile Websites](#)) select the **HEADER** menu. From this, drag and drop the Store Geolocation option into any point in the mobile website.



The geolocations map is now included in the mobile websites along with any additional information that was entered regarding the location. The customer can now view their location relative to your stores on **the map**.

### Edit the geolocations tab

Hover the mouse over the geolocations tab and select the pencil icon that appears. The popup menu below will allow you to include text above the map and the option to include: Display buttons, Display address and Display opening hours.

A screenshot of a web application popup titled "Edit Store Geolocation". The popup has a red header bar with a hamburger menu icon on the left and a close icon on the right. Below the header, there is a "Title" label followed by a text input field containing "Find your way to Phonovation HQ". Below the title field, there are three checkboxes: "Display buttons?" (checked), "Display address?" (checked), and "Display opening hours?" (unchecked). At the bottom right of the popup, there are two buttons: a grey "Close" button and a green "Save changes" button.

### 15.3 View customers geolocations

If geolocations have been added to a mobile website sent in an SMS campaign you can view the locations of customers when they viewed the website. This can be viewed in the **Activity** report in the Mobile websites page. Please see the section on [Mobile Website Activity / Analytics](#).

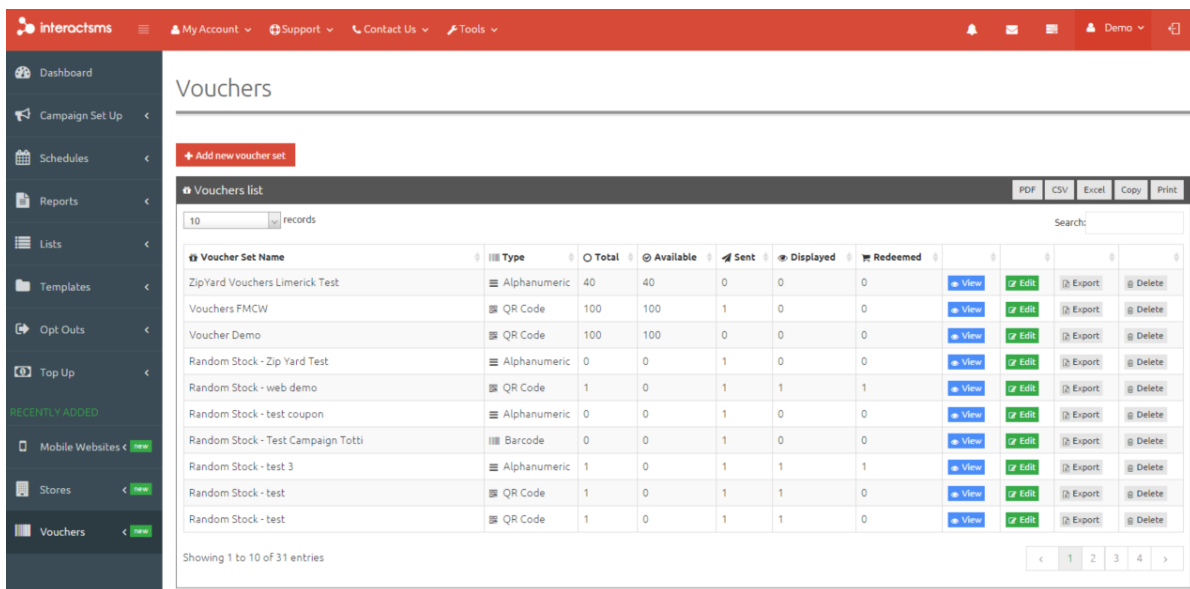
## 16. Vouchers

Vouchers can be included in mobile websites with voucher codes unique to each customer. The vouchers can be redeemed in store for any special offer and the results can be measured.

**Support video available:**

[Show me Vouchers](#)

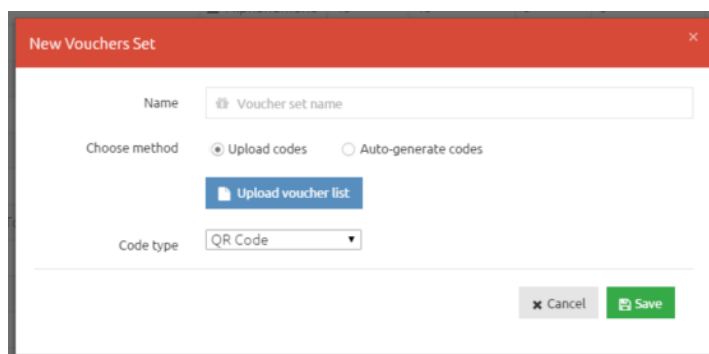
To view all of your existing voucher sets, select **Vouchers** from the left navigation bar. From this page you can view how many vouchers have been sent, how many have been viewed, how many have been redeemed and how many are still available.



Voucher Set Name	Type	Total	Available	Sent	Displayed	Redeemed	View	Edit	Export	Delete
ZipYard Vouchers Limerick Test	Alphanumeric	40	40	0	0	0	View	Edit	Export	Delete
Vouchers FMCW	QR Code	100	100	1	0	0	View	Edit	Export	Delete
Voucher Demo	QR Code	100	100	0	0	0	View	Edit	Export	Delete
Random Stock - Zip Yard Test	Alphanumeric	0	0	1	0	0	View	Edit	Export	Delete
Random Stock - web demo	QR Code	1	0	1	1	1	View	Edit	Export	Delete
Random Stock - test coupon	Alphanumeric	0	0	1	0	0	View	Edit	Export	Delete
Random Stock - Test Campaign Totti	Barcode	0	0	1	0	0	View	Edit	Export	Delete
Random Stock - test 3	Alphanumeric	1	0	1	1	1	View	Edit	Export	Delete
Random Stock - test	QR Code	1	0	1	1	0	View	Edit	Export	Delete
Random Stock - test	QR Code	1	0	1	1	0	View	Edit	Export	Delete

### 16.1 Create or upload voucher codes

Select the **+Add new voucher set** button at the top left-hand side of the **Vouchers** page. The below popup will be displayed.



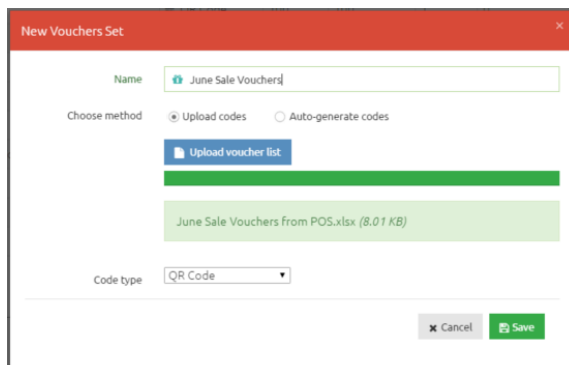
Enter a name to reference your vouchers (for example “June Sale Vouchers”).

### Upload codes

If you already have voucher codes from your POS system or generated from another source, they can be uploaded here and used in InteractSMS mobile websites. The codes can simply be **alphanumeric**. They can also be the numeric codes of **bar codes** or the alphanumeric codes of **QR codes**.

Select **Upload codes** and click the **Upload voucher list** button.

Select **Save**.



### Auto-generate codes

You can also create voucher codes instantly.

Select **Auto-generate codes**.

Enter the number of codes that you would like to generate.

Select the **code type** from the dropdown menu. There are 3 options:

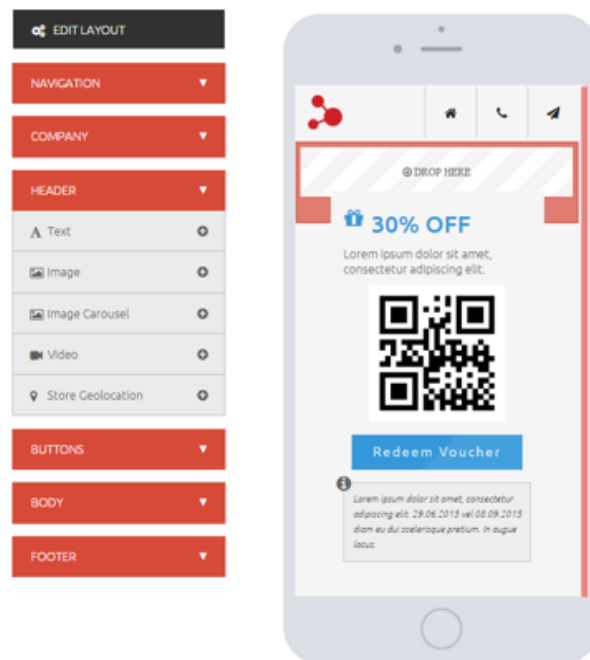
- QR Codes
- Bar Codes
- Alphanumeric Codes

Select **Save**.

## 16.2 Add vouchers to a mobile website

In the mobile website editor (please see the section on [Mobile Websites](#)) select the **HEADER** menu.

From this, drag and drop the **Vouchers** option into any point in the mobile website.



The voucher is now included in the mobile website. You will see a QR code as the default voucher code displayed. To include specific codes and further information you will need to edit the voucher tab.

### Edit the voucher tab

Hover the mouse over the voucher tab and select the pencil icon that appears.

In the popup you can enter the promotions **Heading** and **Content** as well as an optional **Icon** for the tab.

Here again is the option to auto-generate codes by selecting **Random generate**. From the **Code type** field you can either select: **QR Codes**, **Bar Codes** or **Alphanumeric Codes**. Selecting to randomly generate voucher codes at this stage is slightly different to generating them in the main **Vouchers** page. In the Edit Voucher tab you are not asked to select a number of voucher codes to generate. Instead a new unique code is generated for each voucher that is viewed in a mobile site by a customer. The voucher set will then appear in the main **Vouchers** page as **Random Stock – [WEBSITE NAME]**.

To use voucher codes that have previously been auto-generated or uploaded, select **From stock**. To see how to upload vouchers or create them in the **Vouchers** page, please see the section on [Create or upload voucher codes](#).

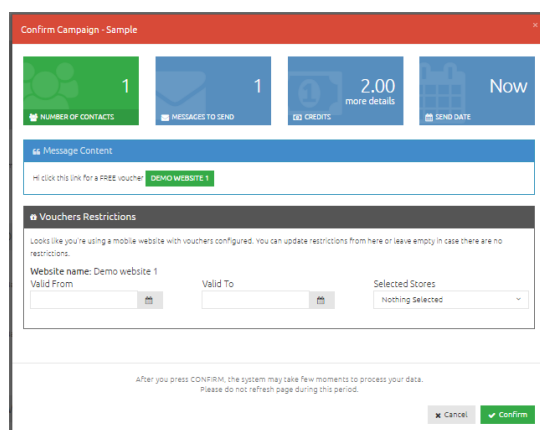
Select the voucher set to use from the **Stock** dropdown menu.

The **Show Redeem Button?** option allows customers to press this button in front of a store attendant to prove that the voucher has been redeemed at that point. After this point the customer's voucher will be displayed as Redeemed. This button also allows the redemption to be recorded in the **Activity** report of the mobile website. Please see the section on [Mobile Website Activity / Analytics](#).

Select **Save changes**. The vouchers are now included in the mobile website. Each recipient of an SMS containing a voucher will receive a unique code.

## 16.3 Sending a mobile website containing vouchers

When sending an SMS campaign containing a link to a mobile website with vouchers, the below popup will be displayed for you to confirm the campaign. To see how to send a campaign containing a mobile website, please see the section on [Sending an SMS campaign with mobile websites](#).



**Confirm Campaign - Sample**

1 NUMBER OF CONTACTS | 1 MESSAGES TO SEND | 2,00 CREDITS | SEND DATE: Now

**Message Content**

Hi click this link for a FREE voucher **DEMO WEBSITE 1**

**Vouchers Restrictions**

Looks like you're using a mobile website with vouchers configured. You can update restrictions from here or leave empty in case there are no restrictions.

Website name: Demo website 1

Valid From:  Valid To:  Selected Scores:

After you press **CONFIRM**, the system may take few moments to process your data. Please do not refresh page during this period.

In this case **Voucher Restrictions** are added to the confirmation page. These allow you to change restrictions for each campaign without going back into the microsite.

### **Valid From / Valid To**

In the event that a mobile website is used multiple times, this field allows you to edit the dates during which the vouchers are valid. Simply select the **To** and **From** dates and times from the menu.

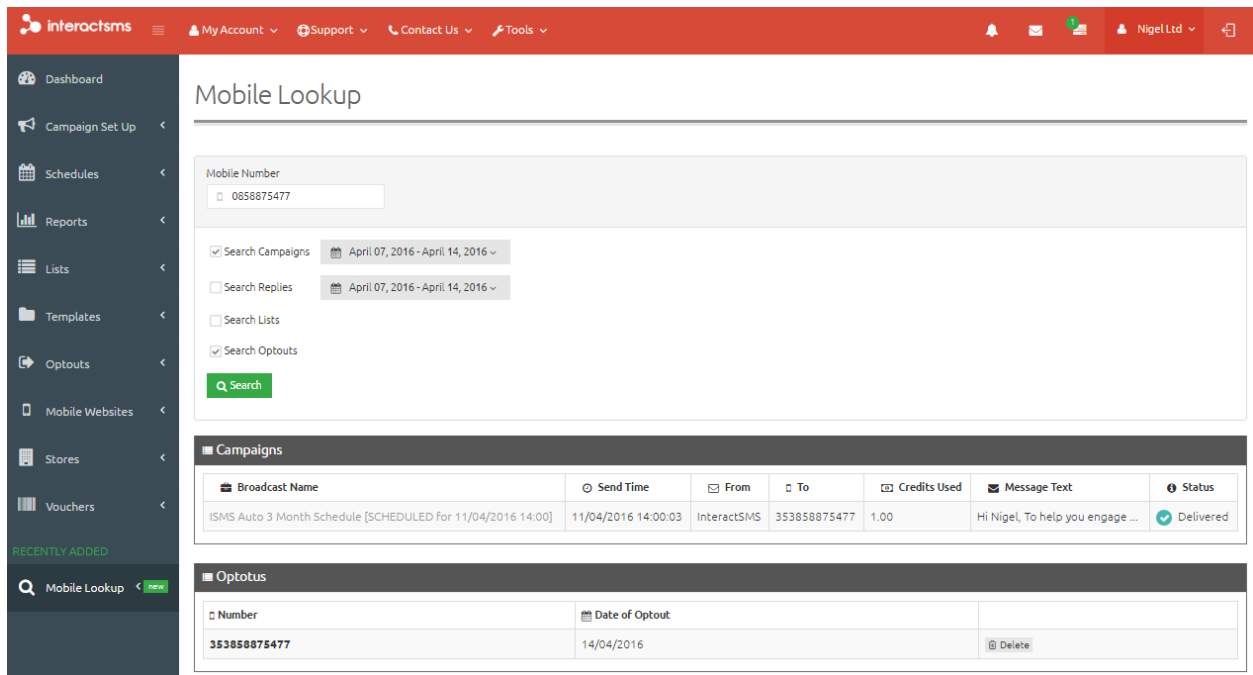
If you have set date restrictions for the vouchers in your mobile website they will appear here and are editable. If no dates are selected the vouchers will be valid indefinitely.

### **Selected Stores**

If you have uploaded stores in the **Stores** page you also have the option to change the store location or locations at which the vouchers are valid.

If no store is selected then the vouchers will be valid in all of your locations.

## 17. Mobile Lookup



**Mobile Lookup**

Mobile Number  
0858875477

☒ Search Campaigns April 07, 2016 - April 14, 2016  
☐ Search Replies April 07, 2016 - April 14, 2016  
☐ Search Lists  
☒ Search Optouts

**Campaigns**

Broadcast Name	Send Time	From	To	Credits Used	Message Text	Status
ISMS Auto 3 Month Schedule [SCHEDULED for 11/04/2016 14:00]	11/04/2016 14:00:03	InteractSMS	353858875477	1.00	Hi Nigel, To help you engage ...	Delivered

**Optouts**

Number	Date of Optout	
353858875477	14/04/2016	Delete

**Mobile Lookup** allows you to search your InteractSMS account for mobile numbers that you have used previously.

The number can search four different areas of InteractSMS. You can choose to search any combination of these or all four categories.

The four search areas are:

**Search Campaigns:** Any number that you have sent in a campaign before. This will show the information about previous sends within the date range you enter.

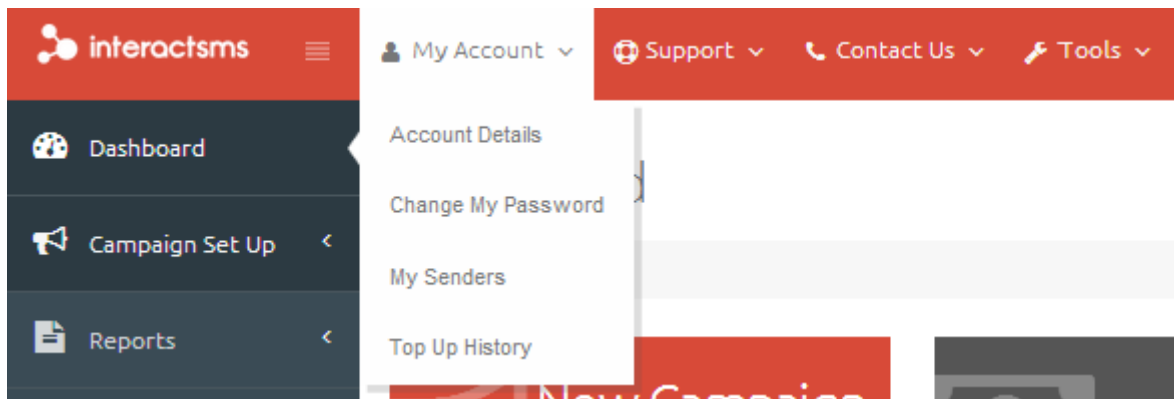
**Search Replies:** Any number that has replied to any InteractSMS campaign you have sent. This will show the information about previous replies within the date range you enter.

**Search Lists:** Any number included in any of your saved lists.

**Search Optouts:** Any number included in your optout list. You can delete numbers from your optout list here by selecting Delete beside the number.

## 18. My account

Located on the top menu bar is the **My account** menu. This allows you to view and make changes to your account details.



There are four options available from this drop down menu:


- Account details
- Change my password
- My Senders
- Top up history

These options are explained in detail in the following sections.

### 18.1 Account Details

If you wish to view or change any account details, select **Account Details** in the **My Account** menu.

Account Details
 Notifications
 Messages
 Tasks



Username: xboxpoints@phonovation.com

Change Account Details

Email / Username

xboxpoints@phonovation.com

First Name

-

Last Name

-

Mobile Number

00353851234567

Landline

Landline

Address

-

Address Line 3

-

On this screen you will be able to make changes to your account details. The fields are:

**Email/Username, First name, Last name, Mobile number, Landline, Address, City, County and Country.**

For an explanation of each of the account fields, please see the section on [Registration](#).

When you are finished, click the **Update details button** to save the changes.


## 18.2 Change my password

### Change Password


If you wish to change your password, select **Change My Password** on the **My Account** menu in the top menu bar. The Change your password Screen is displayed.

Change Your Password


Old Password

.....
 

New Password

New Password
 

Confirm New Password

Confirm New Password
 

Change Password

You will be asked to supply your old password and insert a new password. You need to confirm the

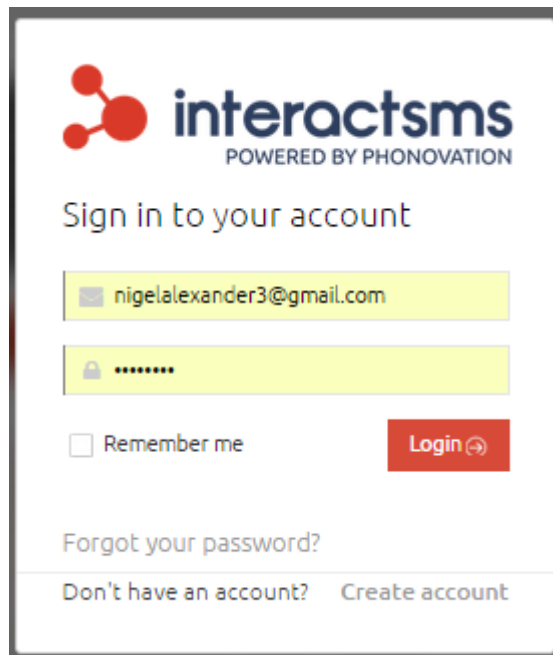
new password by entering it a second time. Select **Change password** for the changes to take effect.

**Passwords must:**

- Contain at least 7 characters
- Contain at least one letter
- Contain at least one number
- Contain at least one special character (e.g. @,!,/)

**Change forgotten passwords**

If the login password has been forgotten you can get it reset by selecting the **Forgot your password?** link on the login page.

A screenshot of the interactsms login page. At the top is the interactsms logo with the tagline 'POWERED BY PHONOVATION'. Below the logo is the text 'Sign in to your account'. There are two input fields: the first contains the email 'nigelalexander3@gmail.com' and the second contains a masked password '\*\*\*\*\*'. Below the password field is a checkbox labeled 'Remember me' and a red 'Login' button with a right-pointing arrow. At the bottom, there is a link 'Forgot your password?' and a link 'Don't have an account? Create account'.

Please see the section on [Forgot your password?](#)

## 18.3 My Sender Names

If you wish to view your available sender names (the name that a message recipient will see as having sent the message), select **My Senders** in the **My Account** menu on the top menu bar.

My Sender Names	+
FreeText	

Here will be displayed your available sender names. If no sender names have been set up, then the default will be **FreeText**. To see how to set up a sender name or for more information on sender names, please see the section on **Sender names**.

## 18.4 Top up history

To view the history of previous top ups, select the **Top up history** button under the **My account** menu on the top menu bar.

Top Up History					Copy	CSV	Excel	PDF	Print
10	records				Search:				
Date	Amount	Credits	To						
Feb 4 2014 09:07AM	N/A	1000.00 Credits	nigelaalexander@gmail.com	<a href="#">View Invoice</a>					
Showing 1 to 1 of 1 entries					<a href="#">&lt;</a> <a href="#">1</a> <a href="#">&gt;</a>				

This will display amounts and dates of previous account top ups. Each of these top up records can be selected and printed out, as a record of payments made.

## 18.5 Top up my account

To top up the credits in your account, click the **Top up my account** button at the bottom of the **Account details** page.

Top Up Your Account

For more information on topping up, please see the section on [Top ups](#).

## 19. Notifications, Messages and Tasks

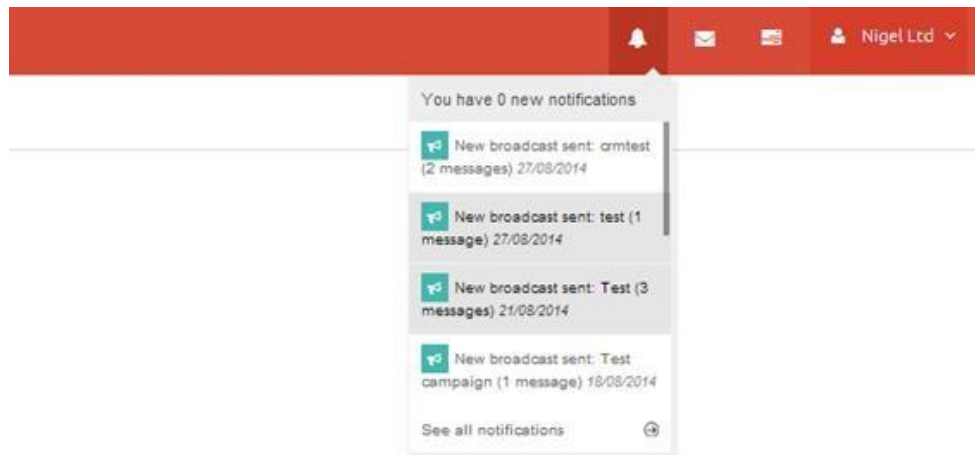
Notifications, Messages and Pending Tasks are alerts that all combine to keep you in complete control of all your InteractSMS activity.




These alerts are located on the right hand side of the top menu bar. The number of new alerts will be displayed, alongside that alert's symbol. To view your alerts, select the desired symbol to

display the dropdown list. To view an alert in more detail, select the desired alert.

To view all of your alerts, select **See all notifications/messages/tasks** option at the end of the dropdown list.



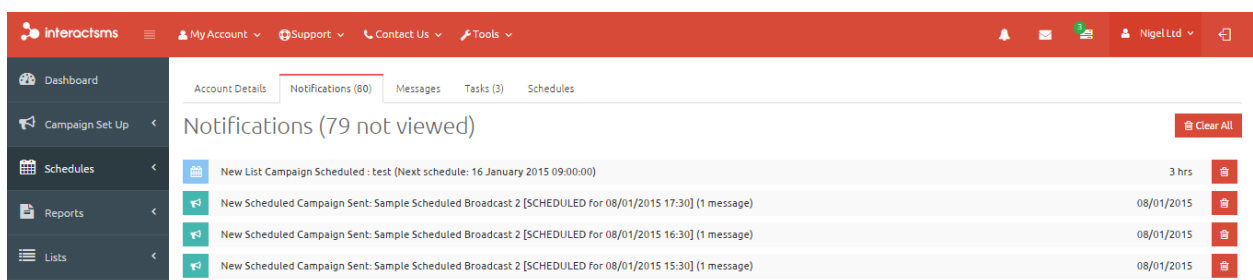
To delete an alert, select the **Delete** symbol (  ) on the right hand side of that alert.

All Notifications, Messages and Tasks can also be viewed from the **My account** page. Select any of the **My account** options from the dropdown list on the top menu bar. You can then select the **Notifications**, **Messages** and **Alerts** tabs on the right of the **Account details** tab.

## 19.1 Notifications

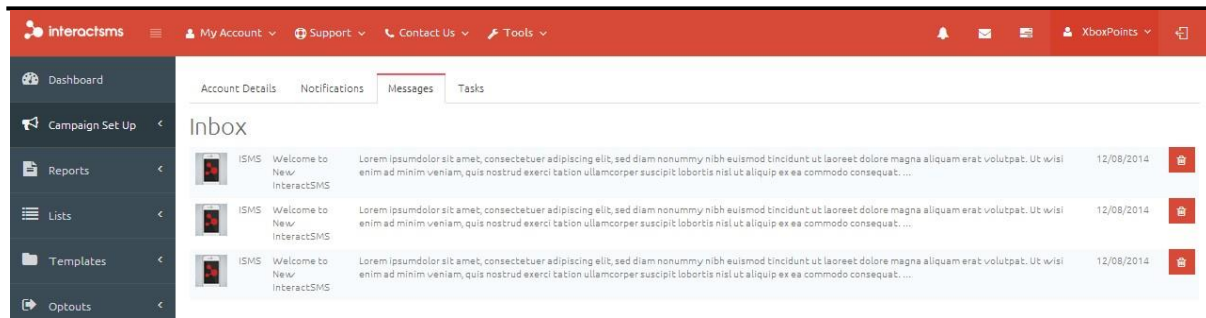
**Notifications** are sent to your InteractSMS account to inform you when a campaign has been sent, scheduled, processed or failed.

Delete all existing notifications by selecting the **Clear all** button on the top right of the page.



## 19.2 Messages

**Messages** are sent from the InteractSMS team to your account, to keep you up to date with any developments to InteractSMS, either relating to your account specifically or InteractSMS as a whole.



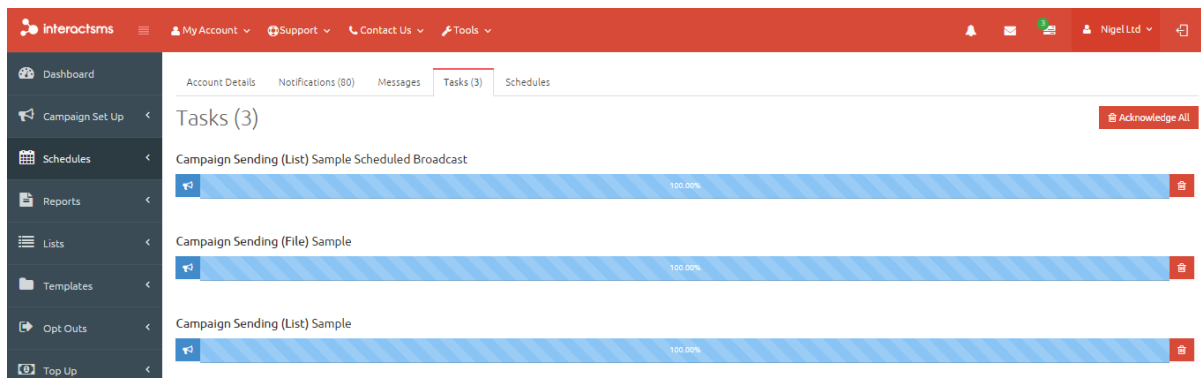
## 14.3 Tasks

The **Tasks** page displays all large campaigns. Once an SMS campaign is over a certain size, it takes a little while to process. While the campaign is processing it can be viewed in the **Tasks** page. The progress of the processing can be viewed on a separate progress bar for each campaign.

Once the task has reached 100%, it will remain in the Tasks page until Acknowledged or deleted.

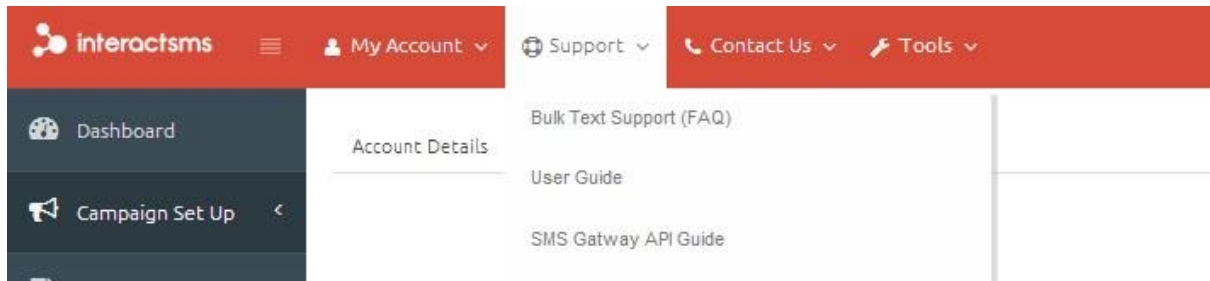
Individual tasks can be deleted by clicking the  (**Delete**) sign beside the task you want to delete.

Delete all existing tasks by selecting the **Acknowledge all** button on the top right of the page.



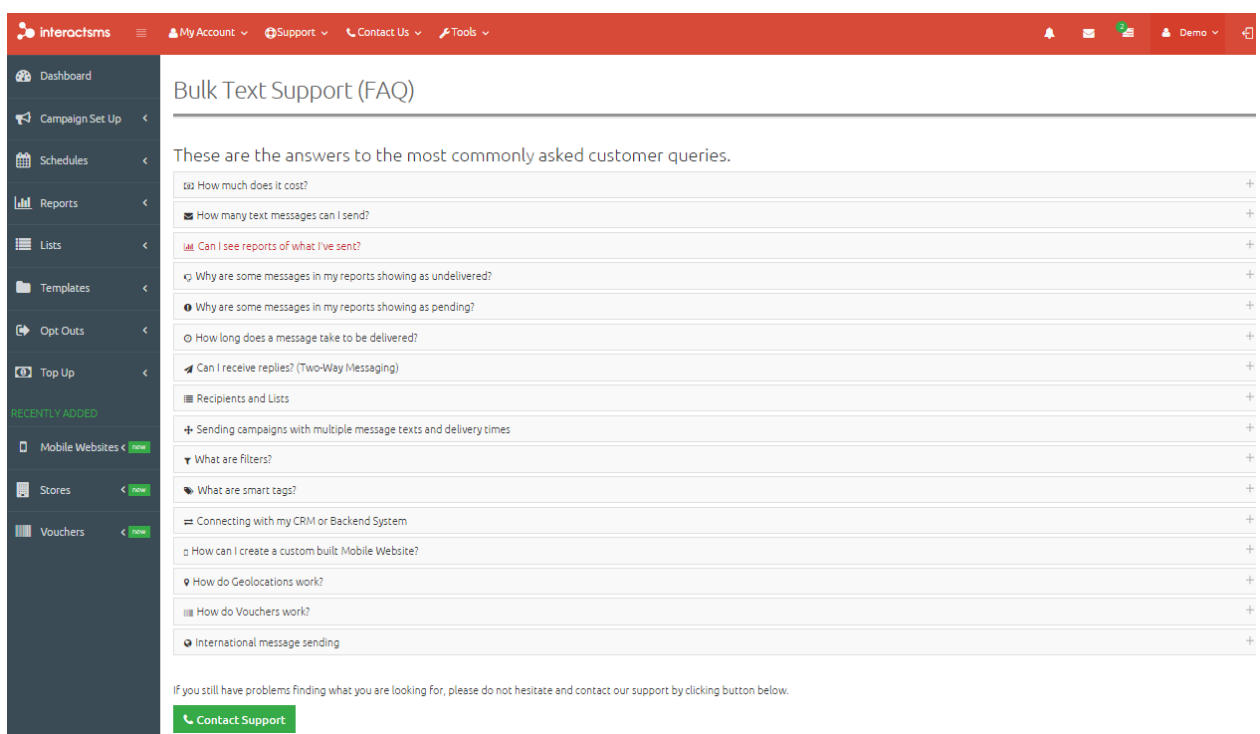
## 20. Support

Located on the top menu bar is the **Support** menu. This provides information on InteractSMS.



### 20.1 Frequently Asked Questions (FAQ)

This contains answers to the most frequently asked user queries, regarding InteractSMS. More often than not, if you have a question about using InteractSMS, the answer is here.



### 20.2 User guide

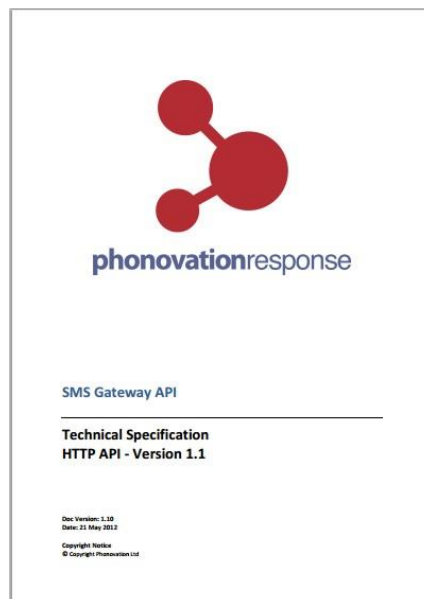
Selecting **User guide** will download a PDF with this user guide. This is the most comprehensive guide to using InteractSMS.

### 20.3 SMS gateway API guide

The InteractSMS Application Programming Interface (API) product provides an interface between your existing systems and the InteractSMS messaging gateway.

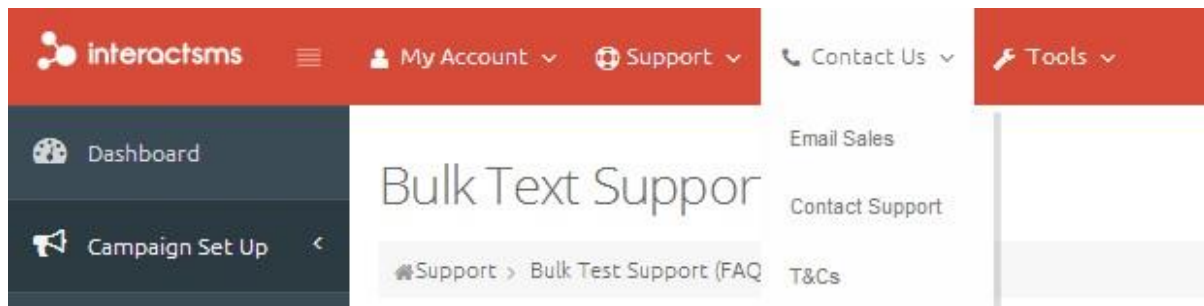
Selecting **SMS gateway API guide** will download a PDF with a guide to the InteractSMS API.

**Note:** For more information on how using the SMS gateway API can help your business, please contact our sales team on [sales@interactsms.com](mailto:sales@interactsms.com) or 00353 1 284 3011.



## 21. Contact us

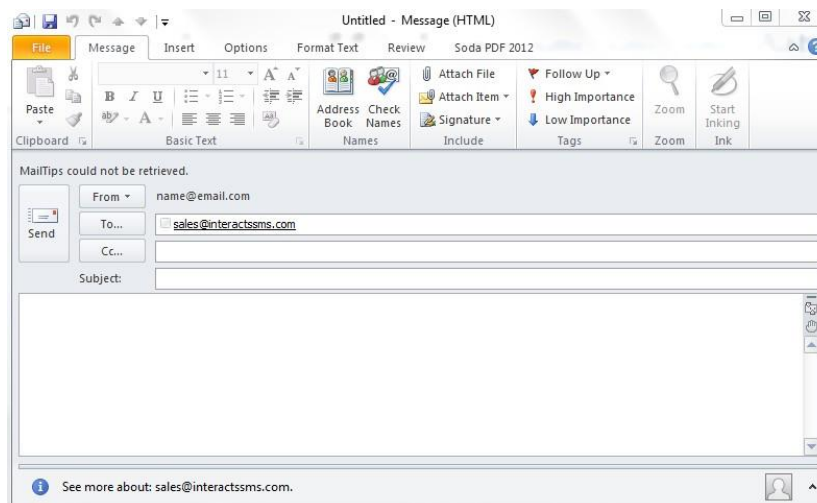
The **Contact us** menu on the top menu bar gives you a number of options to contact different departments of the InteractSMS team. There is also a link to the InteractSMS **Terms and conditions**.



### 21.1 Email sales

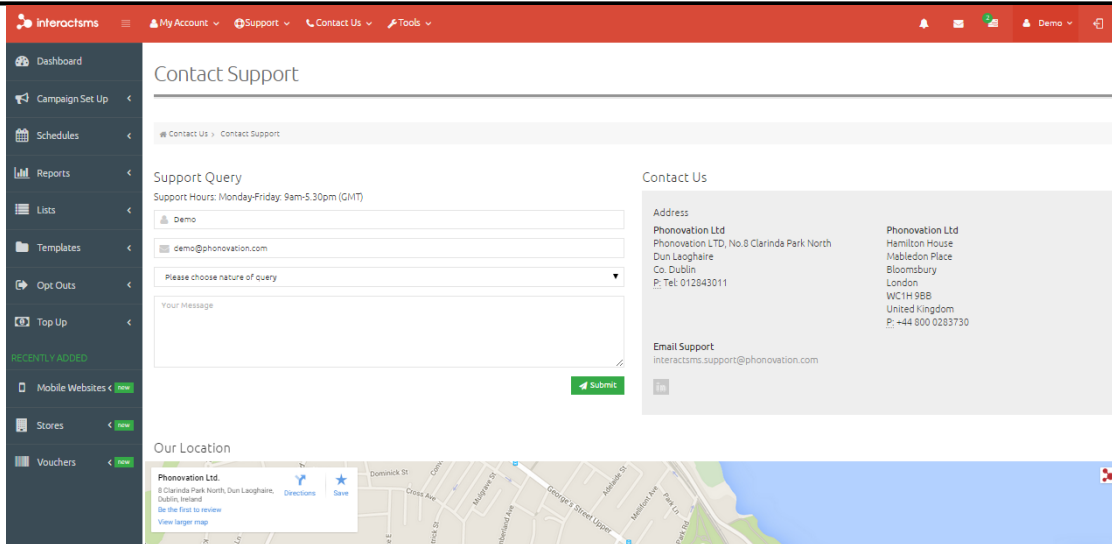
The **Email sales** option allows you to contact the InteractSMS sales department by email.

Sales: [sales@interactsms.com](mailto:sales@interactsms.com)



### 21.2 Contact support

The **Contact us** menu allows you to contact the InteractSMS support team. The following form will be displayed when the **Contact support** option is selected:



Alternatively you can email the support team directly on the following email address:

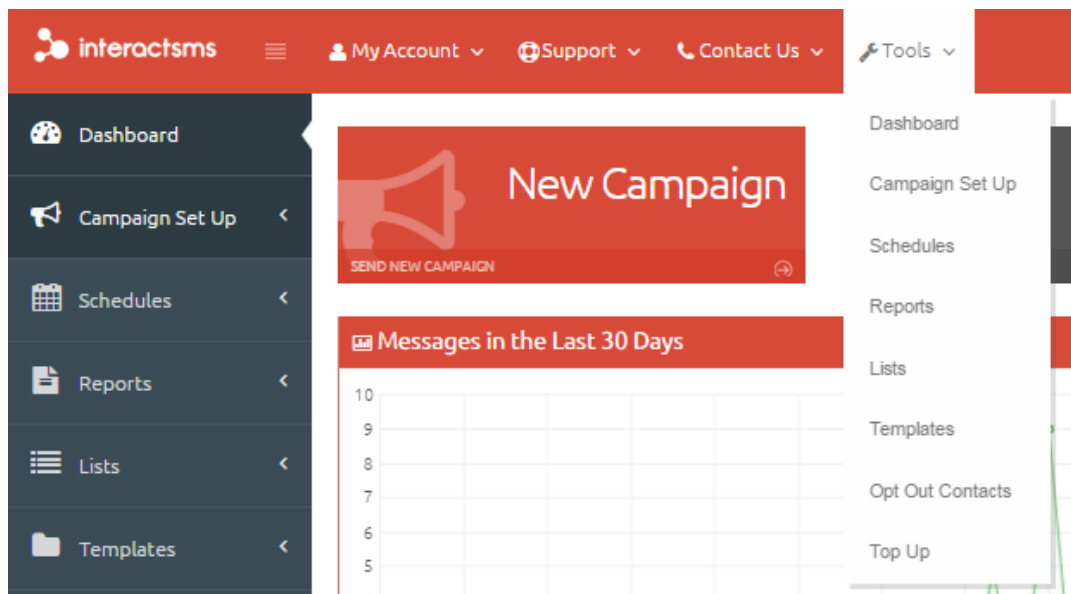
Support: [interactsms.support@phonovation.com](mailto:interactsms.support@phonovation.com)

**Note:** The operations team endeavours to respond to all support tickets as soon as possible.

## 21.3 Terms and conditions

The **Terms and conditions** of the InteractSMS service are displayed here. These are the rules that you must fully agree to, in order to use the service.

## 22. Tools

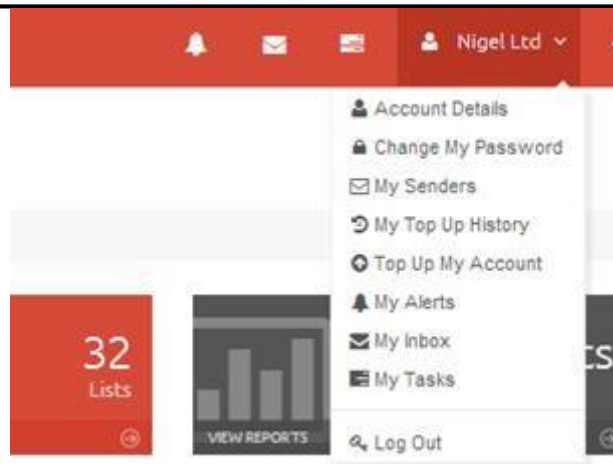


The **Tools** dropdown menu can be accessed from the top menu bar. The menu contains the same options as the left navigation panel. The tools options are:

- Dashboard
- Campaign Set Up
- Schedules
- Reports
- Lists
- Templates
- Opt Out Contacts
- Top Up

For information on these, please see the relevant section relating to each.

### 22.1 User account tab




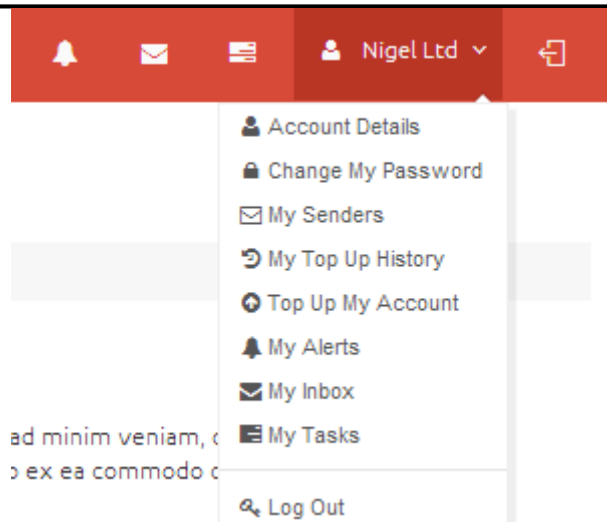
The user account tab is a dropdown menu that can be accessed from the top menu bar. This menu contains all the information relating to your account that is contained in the **My account** menu and the **Alerts** tabs. The user account tab options are:

- Account Details
- Change My Password
- My Senders
- My Top Up History
- Top Up My Account
- My Notifications
- My Messages
- My Tasks
- Log Out

For information on these, please see the relevant section relating to each.

## 23. Logging Out

Once logged in you can log out of your InteractSMS session by selecting the **Logout** button () located on the right hand side of the top menu bar. You can also log out by clicking **Log out** at the user account tab menu.



If you did not find the information you were looking for in this user guide or you have any comments or suggestions, please contact us at: [interactsms.support@phonovation.com](mailto:interactsms.support@phonovation.com)

## Appendix A - The 7 bit default alphabet of GSM phones

This table gives you information about the GSM 7 bit alphabet used in text SMS messages. To see how you can send special symbols and international characters, please read the following document:

Your PC and your GSM phone use two different character sets: the ISO-8859-1 and the GSM 7 bit alphabet.

This is the 7 bit default alphabet as specified by GSM 03.38. The corresponding ISO-8859-1 decimal codes are shown in the rightmost column. Note that the euro sign (€) is included in the ISO-8859-15 character set.

Hex	Dec	Character name	Character	ISO-8859-1 DEC
0x00	0	COMMERCIAL AT	@	64
0x01	1	POUND SIGN	£	163
0x02	2	DOLLAR SIGN	\$	36
0x03	3	YEN SIGN	¥	165
0x04	4	LATIN SMALL LETTER E WITH GRAVE	è	232
0x05	5	LATIN SMALL LETTER E WITH ACUTE	é	233
0x06	6	LATIN SMALL LETTER U WITH GRAVE	ù	249
0x07	7	LATIN SMALL LETTER I WITH GRAVE	ì	236
0x08	8	LATIN SMALL LETTER O WITH GRAVE	ò	242
0x09	9	LATIN CAPITAL LETTER C WITH CEDILLA	Ç	199
0x0A	10	LINE FEED		10
0x0B	11	LATIN CAPITAL LETTER O WITH STROKE	Ø	216
0x0C	12	LATIN SMALL LETTER O WITH STROKE	ø	248
0x0D	13	CARRIAGE RETURN		13
0x0E	14	LATIN CAPITAL LETTER A WITH RING ABOVE	Å	197
0x0F	15	LATIN SMALL LETTER A WITH RING ABOVE	å	229
0x10	16	GREEK CAPITAL LETTER DELTA	Δ	
0x11	17	LOW LINE	—	95
0x12	18	GREEK CAPITAL LETTER PHI	Φ	
0x13	19	GREEK CAPITAL LETTER GAMMA	Γ	
0x14	20	GREEK CAPITAL LETTER LAMBDA	Λ	
0x15	21	GREEK CAPITAL LETTER OMEGA	Ω	
0x16	22	GREEK CAPITAL LETTER PI	Π	
0x17	23	GREEK CAPITAL LETTER PSI	Ψ	
0x18	24	GREEK CAPITAL LETTER SIGMA	Σ	
0x19	25	GREEK CAPITAL LETTER THETA	Θ	

0x1A	26	GREEK CAPITAL LETTER XI	Ξ	
0x1B	27	ESCAPE TO EXTENSION TABLE		
0x1B0A	27 10	FORM FEED		12
0x1B14	27 20	CIRCUMFLEX ACCENT	^	94
0x1B28	27 40	LEFT CURLY BRACKET	{	123
0x1B29	27 41	RIGHT CURLY BRACKET	}	125
0x1B2F	27 47	REVERSE SOLIDUS (BACKSLASH)	\	92
0x1B3C	27 60	LEFT SQUARE BRACKET	[	91
0x1B3D	27 61	TILDE	~	126
0x1B3E	27 62	RIGHT SQUARE BRACKET	]	93
0x1B40	27 64	VERTICAL BAR		124
0x1B65	27 101	EURO SIGN	€	164 (ISO-8859-15)
0x1C	28	LATIN CAPITAL LETTER AE	Æ	198
0x1D	29	LATIN SMALL LETTER AE	æ	230
0x1E	30	LATIN SMALL LETTER SHARP S (German)	ß	223
0x1F	31	LATIN CAPITAL LETTER E WITH ACUTE	É	201
0x20	32	SPACE		32
0x21	33	EXCLAMATION MARK	!	33
0x22	34	QUOTATION MARK	"	34
0x23	35	NUMBER SIGN	#	35
0x24	36	CURRENCY SIGN	¤	164 (ISO-8859-1)
0x25	37	PERCENT SIGN	%	37
0x26	38	AMPERSAND	&	38
0x27	39	APOSTROPHE	'	39
0x28	40	LEFT PARENTHESIS	(	40
0x29	41	RIGHT PARENTHESIS	)	41
0x2A	42	ASTERISK	*	42
0x2B	43	PLUS SIGN	+	43
0x2C	44	COMMA	,	44
0x2D	45	HYPHEN-MINUS	-	45
0x2E	46	FULL STOP	.	46
0x2F	47	SOLIDUS (SLASH)	/	47
0x30	48	DIGIT ZERO	0	48
0x31	49	DIGIT ONE	1	49
0x32	50	DIGIT TWO	2	50
0x33	51	DIGIT THREE	3	51
0x34	52	DIGIT FOUR	4	52
0x35	53	DIGIT FIVE	5	53
0x36	54	DIGIT SIX	6	54

0x37	55	DIGIT SEVEN	7	55
0x38	56	DIGIT EIGHT	8	56
0x39	57	DIGIT NINE	9	57
0x3A	58	COLON	:	58
0x3B	59	SEMICOLON	;	59
0x3C	60	LESS-THAN SIGN	<	60
0x3D	61	EQUALS SIGN	=	61
0x3E	62	GREATER-THAN SIGN	>	62
0x3F	63	QUESTION MARK	?	63
0x40	64	INVERTED EXCLAMATION MARK	!	161
0x41	65	LATIN CAPITAL LETTER A	A	65
0x42	66	LATIN CAPITAL LETTER B	B	66
0x43	67	LATIN CAPITAL LETTER C	C	67
0x44	68	LATIN CAPITAL LETTER D	D	68
0x45	69	LATIN CAPITAL LETTER E	E	69
0x46	70	LATIN CAPITAL LETTER F	F	70
0x47	71	LATIN CAPITAL LETTER G	G	71
0x48	72	LATIN CAPITAL LETTER H	H	72
0x49	73	LATIN CAPITAL LETTER I	I	73
0x4A	74	LATIN CAPITAL LETTER J	J	74
0x4B	75	LATIN CAPITAL LETTER K	K	75
0x4C	76	LATIN CAPITAL LETTER L	L	76
0x4D	77	LATIN CAPITAL LETTER M	M	77
0x4E	78	LATIN CAPITAL LETTER N	N	78
0x4F	79	LATIN CAPITAL LETTER O	O	79
0x50	80	LATIN CAPITAL LETTER P	P	80
0x51	81	LATIN CAPITAL LETTER Q	Q	81
0x52	82	LATIN CAPITAL LETTER R	R	82
0x53	83	LATIN CAPITAL LETTER S	S	83
0x54	84	LATIN CAPITAL LETTER T	T	84
0x55	85	LATIN CAPITAL LETTER U	U	85
0x56	86	LATIN CAPITAL LETTER V	V	86
0x56	87	LATIN CAPITAL LETTER W	W	87
0x58	88	LATIN CAPITAL LETTER X	X	88
0x59	89	LATIN CAPITAL LETTER Y	Y	89
0x5A	90	LATIN CAPITAL LETTER Z	Z	90
0x5B	91	LATIN CAPITAL LETTER A WITH DIAERESIS	Ä	196
0x5C	92	LATIN CAPITAL LETTER O WITH DIAERESIS	Ö	214

0x5D	93	LATIN CAPITAL LETTER N WITH TILDE	Ñ	209
0x5E	94	LATIN CAPITAL LETTER U WITH DIAERESIS	Ü	220
0x5F	95	SECTION SIGN	§	167
0x60	96	INVERTED QUESTION MARK	¿	191
0x61	97	LATIN SMALL LETTER A	a	97
0x62	98	LATIN SMALL LETTER B	b	98
0x63	99	LATIN SMALL LETTER C	c	99
0x64	100	LATIN SMALL LETTER D	d	100
0x65	101	LATIN SMALL LETTER E	e	101
0x66	102	LATIN SMALL LETTER F	f	102
0x67	103	LATIN SMALL LETTER G	g	103
0x68	104	LATIN SMALL LETTER H	h	104
0x69	105	LATIN SMALL LETTER I	i	105
0x6A	106	LATIN SMALL LETTER J	j	106
0x6B	107	LATIN SMALL LETTER K	k	107
0x6C	108	LATIN SMALL LETTER L	l	108
0x6D	109	LATIN SMALL LETTER M	m	109
0x6E	110	LATIN SMALL LETTER N	n	110
0x6F	111	LATIN SMALL LETTER O	o	111
0x70	112	LATIN SMALL LETTER P	p	112
0x71	113	LATIN SMALL LETTER Q	q	113
0x72	114	LATIN SMALL LETTER R	r	114
0x73	115	LATIN SMALL LETTER S	s	115
0x74	116	LATIN SMALL LETTER T	t	116
0x75	117	LATIN SMALL LETTER U	u	117
0x76	118	LATIN SMALL LETTER V	v	118
0x77	119	LATIN SMALL LETTER W	w	119
0x78	120	LATIN SMALL LETTER X	x	120
0x79	121	LATIN SMALL LETTER Y	y	121
0x7A	122	LATIN SMALL LETTER Z	z	122
0x7B	123	LATIN SMALL LETTER A WITH DIAERESIS	ä	228
0x7C	124	LATIN SMALL LETTER O WITH DIAERESIS	ö	246
0x7D	125	LATIN SMALL LETTER N WITH TILDE	ñ	241
0x7E	126	LATIN SMALL LETTER U WITH DIAERESIS	ü	252
0x7F	127	LATIN SMALL LETTER A WITH GRAVE	à	224