

The SMS Engine for Windows

User's Guide

The screenshot shows the 'The SMS Engine for Windows' application window. The interface includes a menu bar with 'File', 'Databases', and 'Help'. Below the menu is a section for 'Choose a Recipient Database' with radio buttons for 'Staff DB', 'Parents of Students DB', and 'Group DB (Batch Mode)'. A dropdown menu shows 'gAbsences.csv'. The 'Group Database' section displays 'Name (Surname first): BUCKETT Phillipa' and 'Mobile Phone No.: 0499968526'. There are 'First' and 'Last' navigation buttons. A 'Predefined SMS Messages' dropdown shows 'ABSENTEE NOTICE: <NAME> is absent from school. If there is a reason, please contact the school on <PHONE>'. The 'SMS Message Constructor' section contains several text boxes with predefined messages. The 'SMS Message' field shows the selected predefined message. The 'Actual Message to be Sent' field shows the message with the phone number filled in. There are 'Clear the Form' and 'Send SMS Message' buttons. The 'Send as' section has radio buttons for 'One-Way SMS' and 'Two-Way SMS'. The bottom right corner of the window contains the text 'The SMS Engine for Windows by Stu Hasic (c) 2007' and an 'Exit' button. The logo 'The SMS Engine' is prominently displayed at the bottom left of the window.

The SMS Engine for Windows – User Guide

First Edition published April 2007

The SMS Engine for Windows Software and Documentation is Copyright 2005-2007 by Stuart Hasic:

Australian and International Copyright Laws protect this document and accompanying software.

DISCLAIMER:

Steps have been taken to ensure that the information contained in this document is correct as at the time of publication. However, it is possible that changes to the software in the future may make this document out-dated. No responsibility will be taken for damage to or loss of data caused directly or indirectly as a result of the use of the information in this document.

Licence Agreement

This is a legal agreement between you, the end user and Stuart Hasic hereafter referred to as the DEVELOPER. By installing The SMS Engine for Windows, you are agreeing to be bound by the terms of this agreement as set out below.

DEVELOPER's Software Licence

1. GRANT OF LICENCE – Upon payment of the specified licence fee, the DEVELOPER grants the Licenced User the right to use The SMS Engine for Windows software program (the 'SOFTWARE') on as many computers as is required in in any one location. The Licenced User is also granted the right to use a networked installation of the SOFTWARE on any number of networked workstations at a single site concurrently.
2. COPYRIGHT - The SOFTWARE is owned by the DEVELOPER and is protected by Australian Copyright laws and international treaty provisions. Therefore, you must treat the SOFTWARE like any other copyrighted material (e.g. a book or musical recording) except that you may make one copy of the SOFTWARE solely for backup or archival purposes. You may not copy the written materials accompanying the software for use of any type outside the Licenced User's premises.
3. OTHER RESTRICTIONS - You may not rent, lease or transfer the SOFTWARE and/or accompanying written materials on either a temporary or permanent basis. You may not reverse engineer, decompile or disassemble the SOFTWARE.

Limited Warranty

The DEVELOPER warrants that the SOFTWARE will perform substantially in accordance with the accompanying written materials for a period of 90 days from the date of receipt. The DEVELOPER and his Authorised Distributors' entire liability and your exclusive remedy shall be, at the DEVELOPER's option, (a) return of the price paid for the licence or (b) repair or replacement of the SOFTWARE that does not meet the DEVELOPER's Limited Warranty and which is returned to the Authorised Distributor with a copy of your invoice. This Limited Warranty is void if failure of the SOFTWARE has resulted from accident, abuse, or misapplication. Any replacement SOFTWARE will be warranted for the remainder of the original warranty period or 30 days, whichever is longer.

NO OTHER WARRANTIES – The DEVELOPER and the Authorised Distributor disclaim all other warranties, expressed or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, with respect to the SOFTWARE and the accompanying written materials. This limited warranty gives you specific legal rights. You may have others which vary from state to state and country to country.

NO LIABILITY FOR CONSEQUENTIAL DAMAGES - In no event shall The DEVELOPER nor the Authorised Distributor be liable for any damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising from the use of or inability to use this product, even if the DEVELOPER or the Authorised Distributor have been advised of the possibility of such damages. Because some states do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

This Agreement is governed by the laws of the State of New South Wales, Australia. Should you have any questions concerning this Agreement, or if you wish to contact the DEVELOPER for any reason, please write to - Stuart Hasic via eMail at: stu_hasic@yahoo.com

Privacy Statement

The SMS Engine for Windows comprises multiple databases that can contain personal details about individuals, including name and mobile telephone number. It is important that users maintain the private nature of this data at all times and only allow access to authorised staff. The DEVELOPER has no access to data stored in this software. The SMS Service Providers, thesmsengine.com maintain a separate privacy policy available on request. thesmsengine.com is committed to ensuring all data is kept private and secure and will not pass on any data to other parties for purposes other than providing its specified service.

How to Get User Support for The SMS Engine for Windows:

If you have encountered a problem with using The SMS Engine for Windows, you should first take note of exactly what you were trying to do and what messages displayed or symptoms were evident. The following resources should be used - in order - in obtaining support for the software:

<input type="checkbox"/> This user documentation <input type="checkbox"/> http://www.thesmsengine.com/Support.cfm <input type="checkbox"/> Your local technical support provider	If there is still an unresolved problem, your local support provider should take full detail of the problem and report it to the DEVELOPER via e-mail for prompt attention.
--	---

Contents:

Licence Agreement 2

Introduction 4

First Time Installation 4

Running the SMS Engine for Windows for the First Time 4

- Prerequisites 5
- Your Custom Field Name 5
- The SMS Constructor 6
- Saving the Settings and Preferences 6

The SMS Engine for Windows 7

- Selecting a Database to Use 7
- Editing the Databases 7

The Databases Used by the SMS Engine for Windows 8

- Manually Entering/Editing your Databases 8
- Creating Your Own Group Databases Easily 9
- Uploading your Databases to The SMS Engine Website 11
- Customising your Pre-Defined SMS Messages 11

Sending SMS Text Messages using The SMS Engine for Windows 12

- Sending a Single SMS Message 12
- Sending Multiple SMS Messages (in Batch Mode) 13
- How SMS Recipients can Reply to a Text Message 14

The SMS Engine Website 14

- Your Account at the SMS Engine website 15

Important Notes 16

- Using the SMS Engine 16
- Privacy 16
- Appropriate Use 16

Introduction:

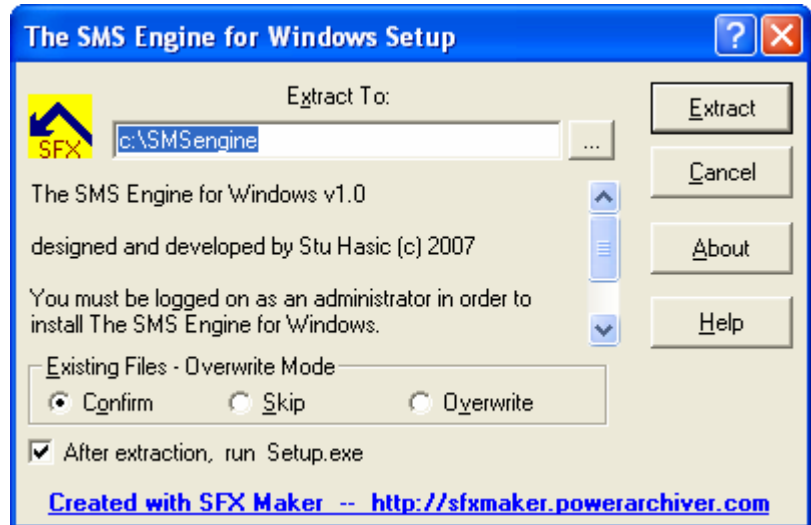
The SMS Engine for Windows is a very powerful yet simple to use tool for managing your organisation's SMS requirements. Working in conjunction with **thesmsengine.com**'s Internet-based SMS delivery service, this software will provide you with effective and reliable SMS communications.

First Time Installation:

1. Logon to an Internet-connected Windows PC as a **local administrator user**.
2. Open your Internet browser and download The SMS Engine Setup program from this address – <http://stuhasic.com/smsengine/smsenginesetup.exe> - Save this single installer file to your Desktop then close or minimize your browser.

3. Double-click

smsenginesetup.exe and read the opening screen then click OK. The screen shown here will then be displayed. The default folder for installation is as shown – C:\SMSEngine. If you would like to install into a different folder, click the [...] button to the right and select or create a different folder. You can choose a folder on an available fileserver, but it is essential that any users of the software have read/write access to that folder.



4. When you have set the desired folder, click the **Extract** button.
5. Setup will extract the software and install and register necessary support files for Windows. It will also place a shortcut to *The SMS Engine for Windows* on the Desktop that looks like this:



The SMS Engine for Windows is now installed and ready to be configured. If you have installed the software to a fileserver share and would like it to be accessible on other Windows computers, you should logon to those computers as an Administrator and open the folder where the software was installed and then double-click the Setup.exe program to install and register the needed Windows support files. With a fileserver setup, *The SMS Engine for Windows* can share its databases and allow for multi-user simultaneous access.

Running the SMS Engine for Windows for the First Time:

The SMS Engine for Windows is very customisable. You can:

- create multiple mobile phone databases and groups
- create automatic group databases from your main database
- import your databases in CSV (comma-separated variables) format
- setup and use an extra custom field
- run in General Use mode (single contacts database with multiple groups) or
- run in School Use mode (dual-contacts database – staff/parents with multiple groups)
- customise common-use phrases using the SMS Constructor for easy SMS building
- customise complete common-use SMS messages – including personalised mailmerge

When you run *The SMS Engine for Windows* for the first time, you will need to configure it. The software will not be able to be operated until these mandatory settings are completed. To assist with this process, the simple form on the next page can be used to gather the necessary information before you to type it in.

Prerequisites (things you *MUST* know) before you can Configure the SMS software:

- Your **Organisation or School Name**: _____
- A suitable **E-mail address** for your organisation: _____
- The address of your **SMTP (Email) Server**: _____
- **SMTP Server Username & Password** (if required): _____
- The **Phone number** you'd like SMS recipients to call you back on: _____
- Your **SMS Account Name** provided: _____
- The **Authorisation Key** provided by **thesmsengine.com**: _____

Start *The SMS Engine for Windows* by double-clicking its icon on the Desktop. After you click OK on the notification window, you will need to complete the form that is displayed. It is recommended that you utilise your local technical support person to obtain the correct options for the *E-Mail to SMS Gateway Settings* section if you are unsure. The specific details for the bottom two fields (*SMS Account Name and Authorisation Key*) should be provided to you by **thesmsengine.com**. All fields marked with an asterisk (*) are MANDATORY.

In the **User Mode** box at the bottom, if you are a school, select *School Use*. All other users should choose *General Use*.

Your Custom Field Name:

This field is also mandatory and very useful if used correctly. Before you can place a name

here, you need to understand what it is for and how it can be used. The mobile phone databases used in *The SMS Engine for Windows* contain five fields: Surname, First Name, Mobile Phone Number, Primary Group and one further Custom Field. This Custom Field is user-definable both by title and content and can be used in a variety of ways. It is probably best explained by example situations.

Let's say you are a new car dealership that wishes to provide timely communication with your customers. Your dealership might sell Honda, Subaru and Mitsubishi vehicles. In your SMS database(s), as well as the buyer's name and mobile number you might like to store the *Model* of vehicle sold in the Primary Group field and set your Custom Field to the *Salesperson* of the vehicle sold. So you might set the Custom Field Name in the form on the previous page to **Salesperson**. What you'll then be able to do is send a personalised SMS to all Honda Accord owners to alert them that a brand new model of the Accord has just arrived and invite them for a test drive. So what you'd send to every Accord owner is an SMS like:

Dear <FName>, thought you'd like to test drive the brand new Honda Accord now at Magic Motors. Give me a call on <PHONE>. Regards, <CODE>

What each customer gets is a personalised SMS like (*<CODE> is your custom field contents*):

Dear Angela, thought you'd like to test drive the brand new Honda Accord now at Magic Motors. Give me a call on 7632-9877. Regards, Jeff Sutton

One more example, this time a school situation:

Your teachers are preparing for Parent-Teacher Night and they'd like to see all the parents show up. In the Parent database that's in *The SMS Engine for Windows*, you have the Student's surname and first name, but the designated parent's mobile phone number. You could have the Primary Group field set as the Class name they are in, eg. 5F and the custom field could be the Teacher's Name. Then an SMS could be sent to all parents in each class like:

I look forward to seeing you at Parent-Teacher Night on Tuesday to discuss <Fname>'s progress at school. Please phone <PHONE> to confirm. Regards, <CODE>

What each parent gets is a personalised SMS like (*<CODE> is now the Teacher's Name*):

I look forward to seeing you at Parent-Teacher Night on Tuesday to discuss Jason's progress at school. Please phone 7632-9202 to confirm. Regards, Jane Harris

As you can see, this form of communication is very targeted with an aim to gain a response. Hopefully you can also see how useful the Custom Field in the SMS Database(s) can be. Based on this background information, you should consider how you'd like to use your Custom Field. It can be changed at a future date, but must be set before you can use the software.

The SMS Constructor:

The section at the left on the *Settings and Preferences* form is optional, but very useful. It allows for up to 12 different common-use phrases to be entered. A set of phrases are provided with the software to give you an idea of how they work. These phrases can be popped into a new SMS text with a single click of the mouse making construction of SMSs very quick. You do not have to complete all twelve phrases to save the form, but you can go back to the Settings and Preferences screen at any time to adjust the phrases used by the SMS Constructor.

Saving the Settings and Preferences:

When you have completed the form, click the **Save and Close** button to save the settings.

The SMS Engine for Windows:

Once configured, the *SMS Engine for Windows* will appear as shown below:

The above display is shown running in **School Use** Mode, so at the top, there are two databases to choose from – *Staff* and *Parents of Students*. In **General Use** mode, there is only one database shown, called *Contacts*. Both modes of use allow for up to 32,000 separate Group databases to be created and utilised.

Selecting a Database to Use:

At the top of the form in the area titled "*Choose a Recipient Database*", there are either two or three options, depending on whether you are running in *General Use Mode* or *School Use Mode*. The *Group DB (Batch Mode)* option is only available if Group databases exist and then allows you to choose the specific Group database you'd like to use from the list. The first time you run The SMS Engine for Windows, there won't be any Group databases and they won't appear until you have at least created one of the main databases.

Editing the Databases:

When first setup, there are no mobile phone records in the databases and these will need to be entered before use. There are two ways that the mobile phone databases can be created:

- Manual data entry into the **Database Editor** in *The SMS Engine for Windows*
- Exporting existing data to a **CSV file** created in a spreadsheet like MS Excel.

The Databases used by The SMS Engine for Windows:

The SMS Databases all reside in the **SMSEngine\Data** folder. Every database is identical in format and contains the following five fields only:

Surname, First Name, Mobile Phone Number, Primary Group, Custom Field

When running in **General Use Mode**, there is only one main database – **Contacts.CSV**

When in **School Use Mode**, there are two main databases – **Staff.CSV** and **Parents.CSV**

As well as these main databases, there are multiple Group databases. These are either Auto-generated from the Primary Group field in the Main database(s) or they have been Manually-generated by the user. The Auto-generated Group databases are as follows:

- ***gAllContacts.csv*** – A group consisting of EVERY contact – allows for a send to ALL
- ***gAllStaff.csv*** – For schools to send SMSs to all school staff in one go.
- ***gAllParents.csv*** – For schools to send SMSs to all parents in one go.
- ***gAllxxxxx.csv*** - (xxxxxx is the Primary Group Name). There would be one of these for each Primary Group used in the main database(s).

The Manually-generated Group databases are all named commencing with a **g** and ending with **.csv** – eg. ***gAbsences.CSV***. You can store and use up to 32,000 Group databases in *The SMS Engine for Windows*.

IMPORTANT NOTE: If you are creating databases using Excel or exporting from external databases, DO NOT include a header row in the spreadsheet, only include the data. It is also best if the file has been sorted into Alphabetical order on Surname and make sure you name the databases as described above, so they can be used by *The SMS Engine for Windows*.

Manually Entering/Editing Your Database(s):

Under the **Databases** menu in *The SMS Engine for Windows*, choose the option, **Selected Database Editor...** and the screen shown on the next page will be displayed. This screen allows you to edit whatever is the currently SELECTED database. It can either be one of the Main databases, or a Group database. However, it is not possible to edit one of the Auto-generated Group Databases (*that have a name starting with "gAll..."*) as these get automatically recreated every time you start *The SMS Engine for Windows*. You can however edit any manually-generated Group database by selecting it first then opening the *Selected Database Editor*.

All records in the selected database will be displayed here (*up to 2,000 records can be stored in any one database*). You can click on any field to edit the contents that show in the **Value** box at the top. Just press the *Enter* key to accept any changes you make.

To **Add** a new record to the database, just click the **Add a New Record** button at the top of the form or press **Alt-N**. A new blank record will be added to the bottom and it's a simple matter to type in the details. Pressing Enter after each entry will jump to the next field automatically.

To Delete any record from the database, first click on the Surname of the record (line) you want to delete (so it highlights in light-blue), then click the **Delete Selected Record** button or press **Alt-D**. This will change the contents of each field in that record to "**DELETED**".

When you have completed editing the database, click the **Save and Close** button or press **Alt-S** and the bottom of the form to clear out deleted records, re-sort the file into alphabetical order and save all entries. If you have made changes but you do not wish to save ANY of

them, click the **Quit without Saving** button or press **ALT-Q**. This will restore the database to its original pre-edited form.



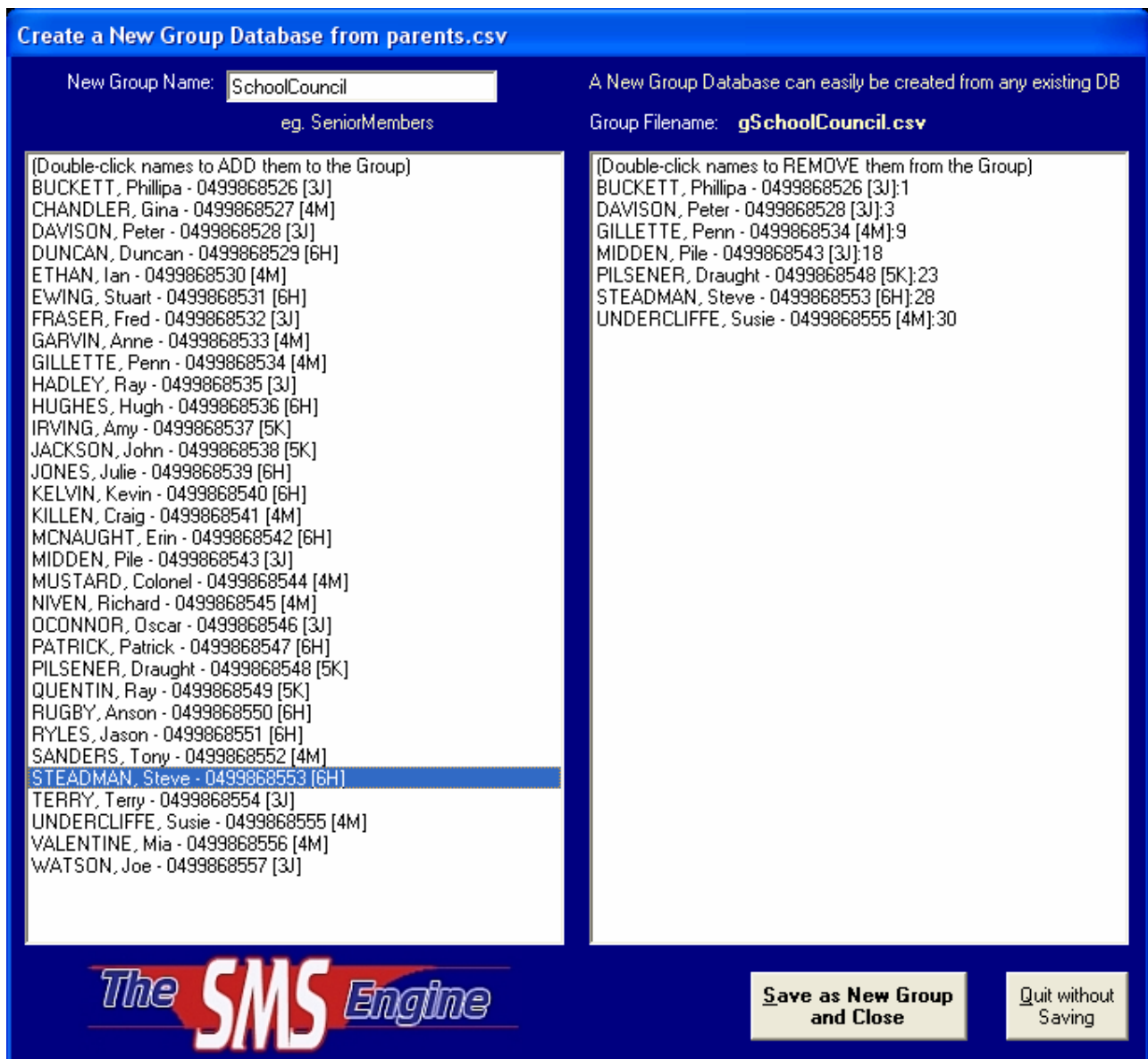
This *Selected Database Editor* can be used at any time to add/edit or delete records from any database quickly and easily. Furthermore, you can also open any of the CSV databases using MS Excel to edit them or to copy/paste data etc. The databases in *The SMS Engine for Windows* have been designed to be as flexible and easy to work with as possible.

Creating Your Own Group Databases Easily:

You can create a new Group database by exporting from any third-party database system you may use in your organisation into a spreadsheet like MS Excel and then format the file into a CSV format used by *The SMS Engine for Windows* as explained in the top half of page 8. Just remember to name the CSV file you create externally so that the filename starts with a "g" and ends with .CSV.

Alternatively, you can create your own Group databases using *The SMS Engine for Windows* software directly. In the software, the main database(s) are very important, because from these databases, you can create virtually as many Group databases as you need. The starting point for any new Group database is any one of the existing databases. Simply select an existing database and from it, you can make a subset Group using any or all of the records it contains. You can also name the group however you like. To create your group, first select the

database you'd like to work with, then open the Databases menu and choose **Create a New Group DB from the Selected DB**. A screen similar to the following will appear:



In this example, the Parents database was opened, and a New Group called **"SchoolCouncil"** is being created. The list of all Parents mobile numbers is shown in the window on the left and it is a simple matter of double-clicking on each School Council member's name to place them in the new group on the right (*called gSchoolCouncil.csv*). If a name is incorrectly placed in a group, it can be easily removed by double-clicking the wrongly selected record in the window on the right. When the group is complete, click the **Save as New Group and Close** button, or press **Alt-S**. If you do not wish to save the group you are creating, click the **Quit without Saving** button or press **Alt-Q**.

Once the new group is saved, you will be returned to the main screen of *The SMS Engine for Windows* and your new group can immediately be selected for batch sending of SMS texts.

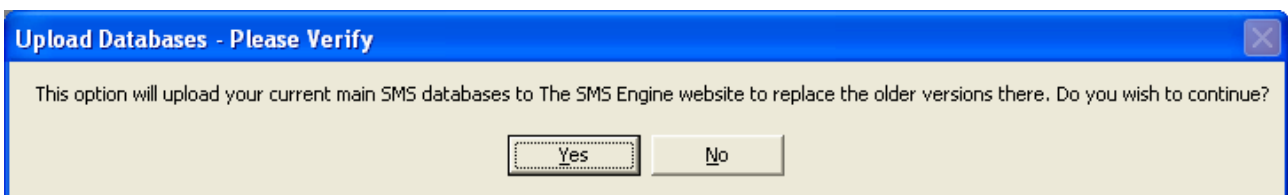
Once you have created a new group, editing that group is managed the same way as editing any database, using the *Database Editor*, as described on pages 8 and 9.

Uploading your Databases to *The SMS Engine Website*:

While *The SMS Engine for Windows* is a self-contained application that runs on your local computers, it does interface with the **SMS Engine website** in order to transmit and receive SMS text messages. To allow you to receive replies to **Two-Way** SMS texts, your main database(s) (*not Group databases*), must be uploaded periodically to the website. These databases are used by the website to automatically determine who an SMS reply it received has come from, and where to direct that reply.

In order to maintain privacy of the data, the databases are uploaded to your secure, private area of the website and are not visible to other users of the website. Your main SMS database(s) should be uploaded whenever you make changes to the database, such as after adding new contact records or changing of mobile phone numbers.

The upload process is very quick and easy. Simply open *The SMS Engine for Windows* program and then open the **Databases** menu and choose **Upload your Database(s) to The SMS Engine...** The following prompt will then appear:

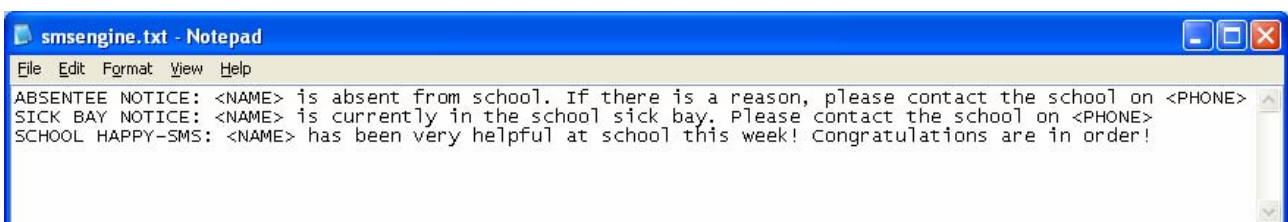


Click **Yes** and your database(s) will be secured and then transferred automatically to the server. **PLEASE NOTE:** This process will always REPLACE your existing SMS database at the SMS Engine website.

Customising your Pre-defined SMS Messages:

Just above the *SMS Message Constructor* section on *The SMS Engine for Windows* main screen, there is a pull-down window titled "Pre-defined SMS Messages". This area can contain up to 32,000 different pre-defined messages that you can choose to send to your recipients. Furthermore, the messages can include "merge-fields" from the SMS databases to allow you to send completely unique texts to each member of your chosen Group database.

You can edit or customise the set of Pre-defined SMS Messages by opening the **File** menu and choosing **Pre-defined SMS Messages Editor (Notepad)**. Brief instructions will be displayed before the file is opened in *Notepad* for editing:



Follow the instructions above and edit your list of pre-defined messages, with one message per line. Save the file when complete and the next time you start *The SMS Engine for Windows*, your new pre-defined messages will be available to choose from.

Sending SMS Text Messages using *The SMS Engine for Windows*:

Assuming the key settings and preferences for the program as detailed on previous pages have been configured, sending SMS texts is very quick and simple. With *The SMS Engine for Windows*, you can send a *Pre-defined* message, a *Constructed* message or a *manually typed* message to:

- any single mobile phone that has been typed manually into the program
- any single mobile phone selected from one of the databases stored in the program
- all mobile phones stored in any one selected Group database

Further, the messages you send can be personalised by the use of "*merge-fields*". These fields are automatically filled with actual data from the database record. The merge fields are defined as follows:

- <FNAME> - inserts the recipient's First Name – eg. *Greg*
- <SNAME> - inserts the recipient's Surname – eg. *SMITH*
- <NAME> - inserts the recipient's Full Name – eg. *Greg SMITH*
- <PHONE> - inserts your return phone number as set in the Preferences screen
- <CODE> - inserts the contents of your *Custom Field* from the database record

Utilising these merge fields in your SMS texts will allow you to produce a more relevant and personalised message for each recipient.

Sending a Single SMS Message:

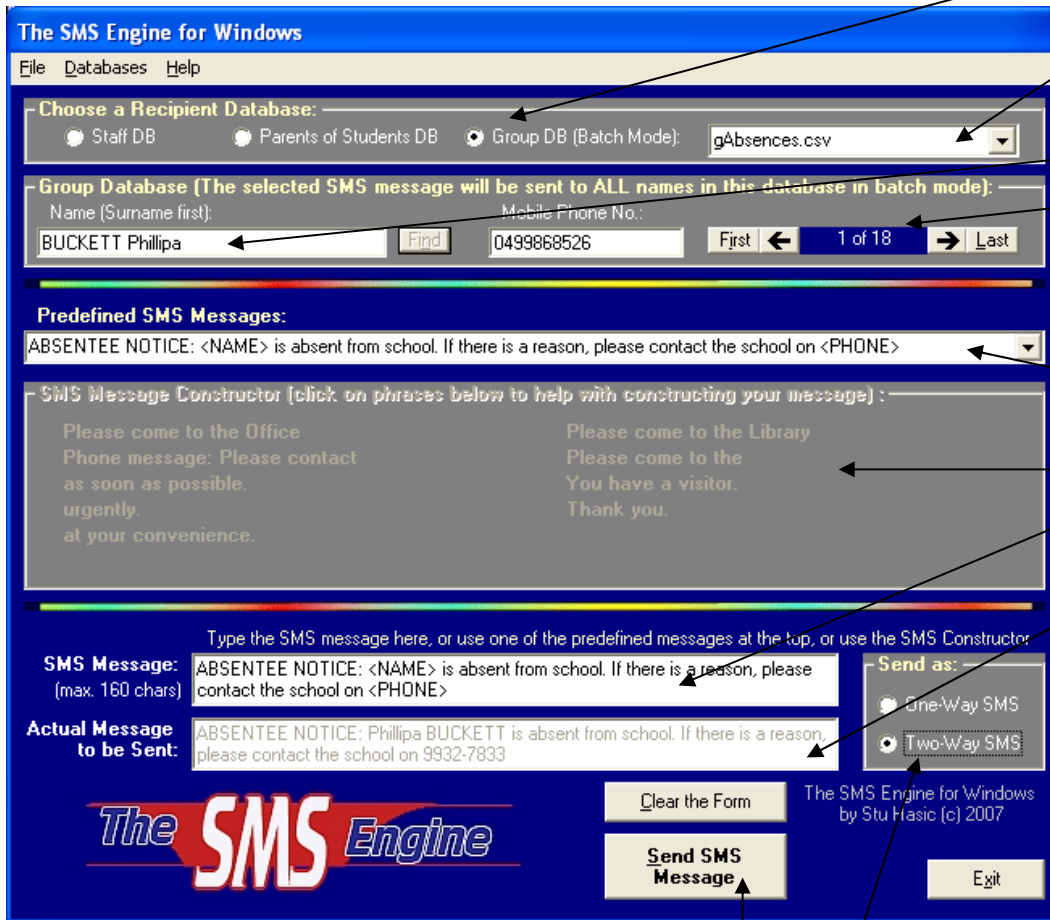
STEP 1:
If choosing a recipient from a database, select the database you'd like to use – either *Contacts*, *Staff* or *Parents*

STEP 2:
Type in part of the Surname and press **Enter** or click the **Find** button, then use the arrow buttons if you need to find the right person **OR** just type in the recipient's name and number into the boxes

STEP 3:
Select a **Pre-defined SMS Message**, or use the **Message Constructor** or **just type in** your SMS Message. NOTE the **Actual message** that will be sent

STEP 4:
Decide whether you'd like the recipient to be able to reply to the SMS (Two-way), or if it's just a straight information text you are sending that needs no reply (One-way). Then click **Send the SMS Message**

Sending Multiple SMS Messages (in Batch Mode):

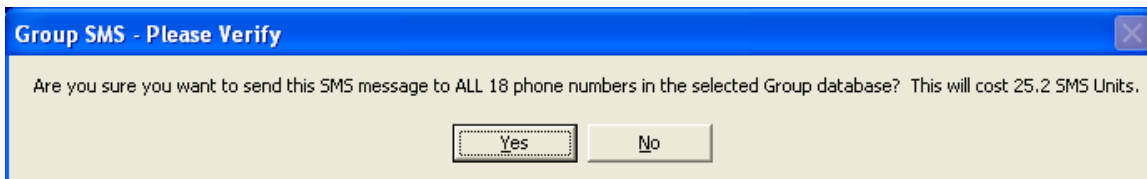


STEP 1:
Click **Group DB** and choose the actual group file from the pull-down list. Note how the first person is shown and how many are in the group

STEP 2:
Select a **Pre-defined SMS Message**, or use the **Message Constructor** or just type in your SMS Message. NOTE the **Actual message** that will be sent

STEP 4:
Decide whether you'd like the recipient to be able to reply to the SMS (Two-way), or if it's just a straight information text you are sending that needs no reply (One-way). Then click **Send the SMS Message**

When you click the **Send SMS Message** button, a verification box will be displayed to check if you are sure you'd like to send the message to all members of the displayed group. It will also inform you of the cost in SMS units to send this text message as specified in the form:



In this example, the SMS text is being sent to 18 mobile numbers in TWO-WAY mode, meaning the recipients will be able to reply to the text message they receive via SMS. Because a Two-way message costs 1.4 units (*a one-way text costs 1 unit*), the total cost for this SMS task will be *25.2 units*. In this case, because merge-fields are used, each of the 18 people will receive a personalised, unique text message. An SMS transmission window then will be displayed showing the progress of the SMS transfer which is very quick and finally a success message will be displayed and you will be returned to the main screen of *The SMS Engine for Windows*.

NOTE: Delivery of the SMS text messages to each recipient is normally within **ONE MINUTE**. However, it must also be noted that some recipients may not have their phones on, but they will receive their text message when the phone is next turned on.

How SMS Recipients can Reply to a Text Message:

Recipients can only reply to a text message if it was sent as a TWO-WAY message. One-way messages do not display a return phone number, but two-way messages do. Replying to a *The SMS Engine for Windows* text message is the same as replying to ANY SMS text message a person may receive. They would view the message, select *Reply* and key in that reply. Then they would select *Send*. The Mobile Phone Number associated with *The SMS Engine for Windows* is the same for all users of the software and does not actually relate to any mobile phone. It relates to *The SMS Engine* website which receives all SMS replies electronically. The website automatically processes all replies it receives and identifies the Sender via the uploaded databases detailed on page 12. With that information, it can identify both the phone number and the sender's name and the correct recipient for that reply.

The reply is then packaged as an email message and sent directly to your **email** address used when registering *The SMS Engine for Windows*. In addition, it is sent to your **SMS Inbox** at *The SMS Engine* website. So a record can be kept regarding all replies received. Replies will be received in your inbox, normally within two minutes of their being sent.

NOTE: It is not possible to then reply again from the emailed SMS notification. Further replies will need to be generated by *The SMS Engine for Windows* software.

The SMS Engine Website:

The SMS Engine website is located at <http://www.thesmsengine.com>

When you have been allocated your account username (usually your email address) and password, you can login to *The SMS Engine website* at the above URL. Click the "Login Click Here" button at the bottom left, then enter your username and password on the subsequent screen and click the Login button as shown here:

The screenshot shows the 'Express SMS' control panel on the website. At the top, there is a navigation menu with links for HOME, ABOUT US, PRICING, TESTIMONIALS, FAQ'S, and CONTACT US. Below the navigation is a header area with the 'The SMS Engine' logo and a user profile picture. The main content area is divided into two sections: 'SMS CONTROL' on the left and 'EXPRESS SMS' on the right. The 'SMS CONTROL' section contains a list of menu items: EXPRESS SMS, MULTI SMS, SCHEDULED SMS, SMS INBOX, ADD NEW MEMBER, VIEW SCHEDULED SMS, VIEW ITEMISED ACCOUNT, PURCHASE MORE CREDIT, EDIT / DELETE MEMBERS, EDIT MESSAGE HEADER, UPLOAD EXCEL SHEET, and LOG OUT. The 'EXPRESS SMS' section displays a welcome message, instructions for sending messages, and a form with five mobile number input fields, an SMS message text area, and a 'Send SMS' button. A character count shows 160 characters left. The footer contains copyright information and links for Register, Terms & Conditions, and Site Map.

Your Account at The SMS Engine Website:

The labels shown above are each described here to assist with understanding how the website and your account are operated.

A – Your Account Name

B – Your SMS Control Panel of user options

C – A display of the number of *SMS Credits you have remaining in your Account*

D – Express SMS screen. Allows you to send a one-way SMS to up to 5 numbers very quickly

E – Multi SMS screen. Allows you to send one or two-way SMS texts to groups from your SMS Database which can either be manually generated or uploaded from *The SMS Engine for Windows*. You can also create template SMS messages for re-use as needed

F – Scheduled SMS screen. Similar to **E** – except it allows you to schedule SMS texts for future sending. For example, you can send daily or weekly reminders to individuals or groups from your SMS database

G – The SMS Inbox screen. This contains all SMS texts that are replies to SMS texts you have sent in two-way mode. The replies are identified both by name and phone number and can be deleted once read. Each message in your SMS Inbox is cleared after 14 days. An emailed notification of replies is also sent to your registered address

H – Add a New Member screen. This allows you to add contacts into your SMS database manually instead of via *The SMS Engine for Windows*. If you are using the Windows-based SMS application, it is best to use that to manage your SMS databases.

I – Your Itemised Account screen. Shows a monthly account of all Texts sent including the Recipient name and number, date and time, SMS cost and type sent. You can select which month to view from the pull-down list

J – Purchase More Credit. Allows for extra SMS credit bundles to be purchased on-line via credit card. If your SMS account is managed by your organisation, you should contact the appropriate group to arrange for additional SMS credits

K – Edit Your Message Header. This is the abbreviated name for your organisation that was set when your SMS account was first created. It can be adjusted at any time, but it must be 10 characters or less in length. Spaces can be used.

L – This is best performed with *the SMS Engine for Windows* program as explained on page 11.

IMPORTANT NOTES:

Using the SMS Engine:

- It is important to keep your SMS Account details (*username/password*) secure. With this information, anyone can send SMS texts and use your credits.
- It is the User's responsibility to ensure the mobile phone numbers in your database are accurate and current. *The SMS Engine* can only do what it is asked to do, and that is, send SMS Texts to your specified number(s). There is a charge of 1 credit for each SMS text sent for a one-way text, or 1.4 credits for a two-way text – regardless of whether the message is received by the correct person or not.
- It is the User's responsibility to ensure there are sufficient credits available in your SMS Account in order to send the desired number of text messages. You will receive "bounce" emails if you attempt to send SMS texts with no remaining credit and the text messages will not be sent.

Privacy:

- *The SMS Engine* service ensures your private data such as your account details, contact mobile phone numbers and names and SMS texts sent are held securely and will not be passed onto third-parties.
- *The SMS Engine* uses https: (*secure*) protocol to ensure data transferred between your computer and the website cannot be intercepted.

Appropriate Use:

- NO UNLAWFUL OR PROHIBITED USE. By using The SMS Engine website and desktop software you agree as the user not to use the Web Site to deliver any inappropriate, profane, discriminatory, obscene, defamatory, indecent or unlawful messages. The SMS Engine is not obligated to review the SMS messages and their content sent from the site, however, we do reserve the right to terminate your access should you breach the standards stipulated above. In addition, you may not use The SMS Engine website in any such manner that could harm the information, products, services or the integrity of the website, the networks connected to the website, or any third parties' use and enjoyment of the site. You may not attempt to gain unauthorized access to the website, other accounts, computer systems or networks connected to the website by any means, including without limitation, hacking or password mining.
- Complete Terms and Conditions for the use of The SMS Engine can be found here: <http://www.thesmsengine.com/Terms.cfm>

The SMS Engine for Windows

<http://stuhasic.com/smsengine>