



Clickatell Communicator Getting Started Guide

2 April 2009

TABLE of CONTENTS

1. Introduction.....	3
2. Getting started.....	3
2.1 Registering for a Communicator Account.....	3
3. Creating & Managing Contacts in your Address Book.....	4
3.1 Managing Contacts.....	4
3.2 Searching for Contacts in your Address Book.....	6
3.3 Uploading Contacts to your Address Book (via CSV)	6
4. Sending Messages.....	8
5. Advanced Sending Features	8
6. Inbox.....	9
6.1 Advanced Search	9
7. Receiving Messages on your Communicator Account.....	10
7.1 Two-Way Numbers.....	10
8. Buying Credits	11
8.1 Buy Now	11
8.2 Pricing.....	11
8.3 Billing History	11
8.4 Transaction History.....	11
8.5 Automated Billing.....	11
9. Contact details.....	12

1. Introduction

Clickatell Communicator is a web based messaging tool. This Getting Started is designed to help you through the registration process and to provide assistance with using Clickatell Communicator.

2. Getting started

2.1 Registering for a Communicator Account

Step 1: Click on the **Sign Up Now** button on Communicator Homepage:

<http://www.clickatell.com/products/communicator.php>

Step 2: Select the Account type you would like to use (Local or International)¹

Step 3: Enter your personal information to complete the registration form

Step 4: Accept Terms & Conditions

Step 5: Click **Continue** and an email containing an activation link is sent to the email address you have provided

(Local account type registrations will be shown a confirmation pop-up where you need to confirm that you wish to register for a local account type.)

If you have not received the activation email within a few minutes you can choose to resend it to the address you provided or edit the address provided.

Step 4 of 4 - Verify your Identity

Congratulations! You have successfully registered your account.

To activate your account, open the email that has been sent to the email address you supplied during registration, and click on the activation link.

You will then be directed to a webpage where you are required to log in with your username and password.

Email Verification

An Activation email has been sent to:

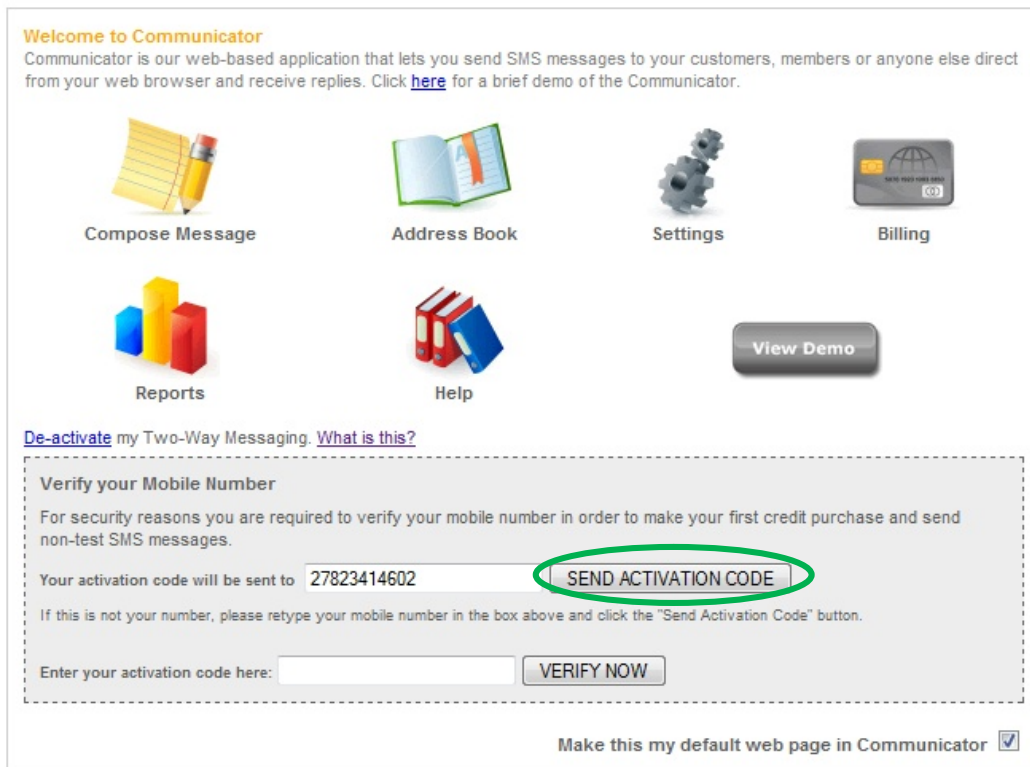
Please click the link within the email to activate your account.
If this is not your email address, please retype your email address in the box above and click the "RESEND ACTIVATION EMAIL" button.

Once you have activated your account you will receive your free SMS credits. Please note for security reasons that these 10 free test messages will contain pre-set Clickatell content.

Security & Privacy 

¹ For more information on the Account options, visit our [FAQ](#)

Once you have activated your account by clicking on the link within your activation email, you will be directed to the login page. Once you have logged in you will be on the Communicator landing page. Your account is now active and you can use your free SMS test credits. Please note that for security reasons these 10 credits contain pre-set Clickatell content.



Welcome to Communicator
Communicator is our web-based application that lets you send SMS messages to your customers, members or anyone else direct from your web browser and receive replies. Click [here](#) for a brief demo of the Communicator.

Compose Message **Address Book** **Settings** **Billing**

Reports **Help** **View Demo**

[De-activate](#) my Two-Way Messaging. [What is this?](#)

Verify your Mobile Number
For security reasons you are required to verify your mobile number in order to make your first credit purchase and send non-test SMS messages.

Your activation code will be sent to **SEND ACTIVATION CODE**

If this is not your number, please retype your mobile number in the box above and click the "Send Activation Code" button.

Enter your activation code here: **VERIFY NOW**

Make this my default web page in Communicator

To start sending personalised messages, you need to verify your mobile number so you can purchase credits. The verification steps appear in the grey block at the bottom of the Clickatell Communicator landing page. This block will be visible until you have verified your mobile number.

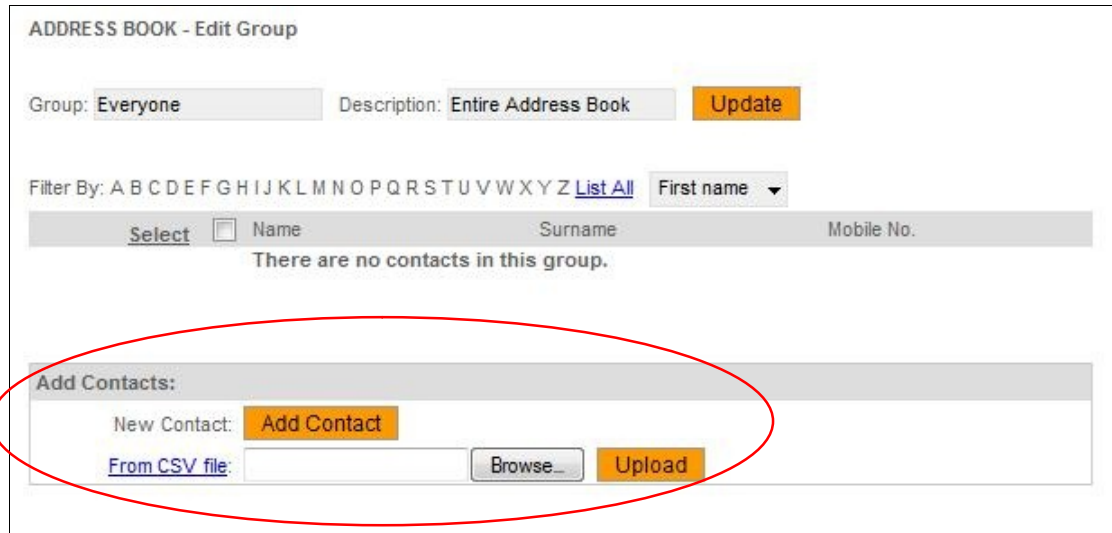
Check the mobile number that you have entered and, if it is correct, click **Send Activation Code** (circled in green). A verification code will be sent to your mobile number. If you would like the code to be sent to a different number, replace the number provided and follow the same steps. Enter the verification code in the space provided and click the **Verify Now** button.

When your mobile number is verified, you will be able to purchase credits and send messages.

3. Creating & Managing Contacts in your Address Book

3.1 Managing Contacts

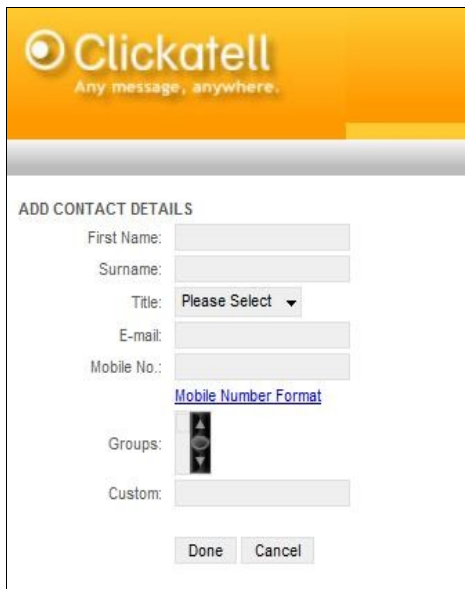
In order to manage your address book groups, click on the **Address Book** tab along the top of your Communicator product. Select the name of the group whose contacts you would like to manage. The **Everyone** group is a default group where all your contacts can be viewed and edited.



The screenshot shows the 'ADDRESS BOOK - Edit Group' interface. At the top, there are fields for 'Group: Everyone' and 'Description: Entire Address Book', with an 'Update' button. Below this is a 'Filter By:' section with a list of letters (A-Z) and a 'List All' link, followed by a dropdown menu set to 'First name'. A table header is visible with columns for 'Select', 'Name', 'Surname', and 'Mobile No.', and a message states 'There are no contacts in this group.' The 'Add Contacts:' section is circled in red and contains a 'New Contact: Add Contact' button, a 'From CSV file:' label, a 'Browse...' button, and an 'Upload' button.

To add a new contact, click on the **Add Contact** button. To add a contact from a CSV file, select **Browse** and **Upload** the selected file.

Fill in the relevant details on the **Add Contact** pop-up screen, and click **Done** to save the details.



The screenshot shows the 'ADD CONTACT DETAILS' pop-up screen. It features the Clickatell logo and tagline at the top. The form includes fields for 'First Name', 'Surname', 'Title' (with a dropdown menu set to 'Please Select'), 'E-mail', and 'Mobile No.'. There is a link for 'Mobile Number Format' and a 'Groups' dropdown menu. A 'Custom:' field is also present. At the bottom, there are 'Done' and 'Cancel' buttons.

Please Note: To delete contacts from a group, simply select the appropriate tick box next to the contact and click on the **Delete Selected** link. To delete a contact permanently from your address book, delete the contact from the **Everyone** group.

3.2 Searching for Contacts in your Address Book

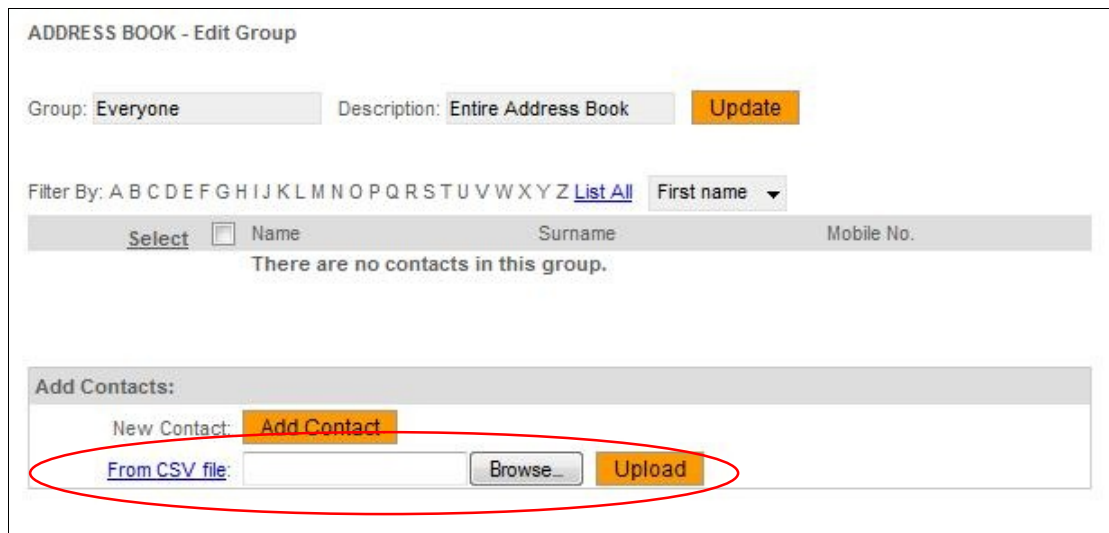
Click **Address Book** on the menu at the top and then **Search Contacts** on the left menu.



Clicking on this link will take you to the **Address Book - Search Recipients** page, which will allow you to search for a contact.

3.3 Uploading Contacts to your Address Book (via CSV)

In order to upload contacts into your address book, click **Address Book** on the menu at the top. Click on the name of the group you would like to upload your contacts to.



Using the **Browse** button select a CSV file from your computer

If you have your contacts in any other format, e.g. Excel, you will need to save it as a CSV (comma delimited) file prior to upload.

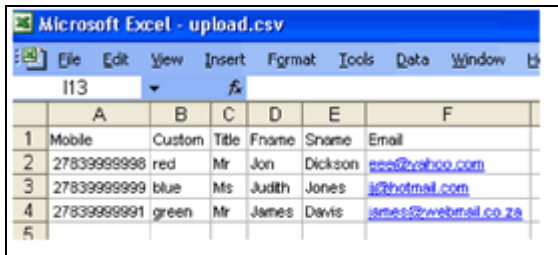
Please Note: If you upload contacts that already exist in your address book (as determined by mobile number), Communicator will simply update the details of the existing contact. This

will also be the case if a particular contact (mobile number) occurs multiple times in the CSV file you upload. If the contact does not exist the contact will only be created once.

In order to upload CSV files please ensure you have the correct descriptors at the top of each column. The two mandatory fields for a successful upload are FName (first name) and Mobile (mobile number). Columns can be set out in any order. The list of all descriptors are:

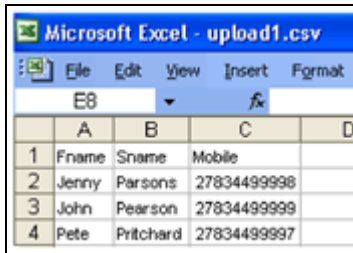
Title, FName, Sname, Email, Mobile, Custom,

Example 1:



	A	B	C	D	E	F
1	Mobile	Custom	Title	Fname	Sname	Email
2	2783999998	red	Mr	Jon	Dickson	jon@dickson.com
3	2783999999	blue	Ms	Judith	Jones	jjudith@hotmail.com
4	2783999991	green	Mr	James	Davis	james@webmail.co.za
5						

Example 2:



	A	B	C	D
1	Fname	Sname	Mobile	
2	Jenny	Parsons	27834499998	
3	John	Pearson	27834499999	
4	Pete	Pritchard	27834499997	

4. Sending Messages

Clickatell Communicator enables you to send one-off messages to a single contact or bulk messages to multiple contacts.

COMPOSE MESSAGE



The screenshot shows the 'COMPOSE MESSAGE' screen. At the top left, there is a link for 'Mobile Number Format'. The 'To:' field contains '0 Selected Contacts' and a dropdown menu with options: 'Title', 'First Name', 'Surname', and 'Custom'. Below the 'To:' field is a large text area for the 'Message:'. At the bottom left, there is a 'Chars: 0 (160/SMS)' indicator. In the top right corner, there is a link that says 'De-activate My Two-Way What is this'.

If you're sending a one-off message to a number that isn't in your **Address Book**, just type the number in the **To** field, write your message and press **Send**.

To select your message recipients click on **To**, to select individual contacts or groups of contacts from your address book. Simply check the tick-box next to the individual contact or group and click the **Done** button. The number of recipients you have selected will show in the top right hand field of your compose message screen. If you prefer, you can simply type the number(s) into the **To** field. If you choose this option, numbers must be comma separated with no spaces.

5. Advanced Sending Features

- **Delayed Delivery**
Schedules messages to be sent at a later stage. Days, hours and minutes can be set. The time is calculated from the moment one presses the **Send** button.
- **SMS Message Type**
Choose the type of message you would like to send, Text or Flash.
- **Delivery Acknowledgements**
Sends confirmations, via email, that a message was successfully delivered. Simply check the tick-box to enable.
- **Max Credits**
The max credits feature allows one to set a lower max credit profile per campaign. For instance, if you only want to pay a maximum of 2 credits per SMS for a particular campaign (even with all your credit profiles still ticked in message preferences), then all you need to do is place a 2 in the max credits field.

Please Note: You cannot raise your max credits to a higher band than has been selected in your **Routing Profile** preferences. To change this, select **My Settings** menu at the top and then select **Routing Profile** from the menu on the left.

- **Message Concatenation**

Enables one to span a message across multiple SMS. Each SMS is charged separately. Useful for longer messages. Defines the maximum number of SMSs that it will span across if necessary. This only applies to a message greater than 160 characters.

- **Sender ID**

A Sender ID is the number or company name that a message will appear to come from on a recipient's phone – if a delivery route that supports this feature is available. If a route is not available, then a default sender ID will be used to deliver the message.

Also refer to the Sender ID document available on the Clickatell website:

<http://support.clickatell.com/guides/clickatell/senderid.php>

[Advanced] >

Delayed delivery: Days: 0 ▾ Hours: 0 ▾ Min: 0 ▾
SMS Message Type: text ▾
Delivery Acknowledgements:
Maximum Credits: 0
Message Concatenation: 1 ▾
Sender ID: 27823414602

NOTE: Setting the Sender ID will overwrite the option below and you will not be able to receive replies.

Send Messages From: Default reply number ▾

Send

6. Inbox

The **Inbox** allows you to view all reply SMSs you have received. For each SMS received you will be charged 1/3 of a credit. If you do not have enough credits you will not be able to receive messages.

The **Inbox** allows you to filter your received messages based on its Status. The default status will be **Unread** allowing you to see your new messages in your Inbox. You are also able to customize your search by clicking on the **Advanced Search** link.

6.1 Advanced Search

The following Advanced Search settings are available:

- **Date From & Date To:** You can customize the time period within which to search.
- **Received From:**

- *All* - will display all the messages received.
- *Known* - will only display messages from numbers in your address book.
- *Unknown* - will only display messages from numbers not listed in your address book.
- **Look For:** You may search for a message or messages received based on Name, Surname or Cell phone number.
- **Two-Way:** You may search for messages received based on their Two-Way number
- Clicking the **Reset** button resets your selected setting to the default Advanced Search settings.

These settings will remain the same while logged in (unless you change them).

7. Receiving Messages on your Communicator Account

Communicator allows you to receive reply SMSs to messages sent to over 200 mobile networks worldwide. [Click here](#) to download the list of destinations. We are constantly updating this list to further improve our service to you.

If a message is sent to a number on a network that is not listed, the message will not be delivered to the handset.

7.1 Two-Way Numbers

South African users

Your two-way messages will have local numbers (Vodacom, MTN and Cell C) allocated to them.

- **What does this mean for me?**

All messages sent to South African numbers will be charged at the standard local rates and all replies from South African numbers will be sent to a local SA number, thereby saving on costs for you and your customer.

USA users

Your two-way messages will now be using allocated numbers which offers better coverage in USA.

- **What does this mean for me?**

Improved delivery and rates as a result of the new number allocation.

Please note: You will only be able to receive reply SMSs if you do not change the default Clickatell sender ID. For example, if you change the default Sender ID to your company name, replies will not be sent to your Inbox.

To reset to the default Clickatell Sender ID you can just clear the Sender ID box. We will then automatically select the default Sender ID when sending your message.

8. Buying Credits

The **Billing** section allows you to buy credits, pay for services, check out the latest pricing and view a summary of your transaction history.

Below is a summary of the various options available:

8.1 Buy Now

Here you can purchase credits. You can also make any necessary payments for services, such as MO numbers.

When making a payment you can select your country, payment method and the currency with which you'll be making your payment.

8.2 Pricing

This will display a page with the latest pricing for credits. Additional pricing information (including Two-Way Messaging) can be found at Pricing and Coverage section on our website.

8.3 Billing History

This allows you to generate a report of your payment history. This includes automated billing transactions.

Once you have generated your report, you can export it to CSV or MS Excel.

8.4 Transaction History

This allows you to generate a report of your transactions between two dates. A transaction is created every time you make a purchase in Communicator.

8.5 Automated Billing

Using the automated billing function, you can choose to have your credits replenished and your credit card billed directly when your balance reaches a specified limit.

For example: you can choose to have your account replenished with US\$50 worth of credits, whenever your account reaches 0 credits.

9. Contact details

Phone: +27 21 910 7700
Fax: +27 21 910 7701
Website: www.clickatell.com
Help URL: <http://support.clickatell.com/index.php>
Support: support@clickatell.com
Info: info@clickatell.com
Sales: sales@clickatell.com
