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## 1. Introduction

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Clickatell Communicator2 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 Communicator2.

## 2. Getting started

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### 2.1 Registering for a Communicator2 Account

*Step 1:* Click on the **Sign Up Now** button on Communicator2 Homepage:

<http://www.clickatell.com/products/Communicator2.php>

*Step 2:* Select the Account type you would like to use (Local or International)<sup>1</sup>

*Step 3:* Enter your personal information and Accept Terms & Conditions

*Step 4:* 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 


Once you have activated your account by clicking on the link within your activation email, you


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

will be directed to the login page. Once you have logged in you will be on the Communicator2 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.

### 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  

Enter your activation code here


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Hello, **John** [Edit My Settings](#) Monday, May 31, 2010


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 Communicator.




**Compose an SMS**



**Visit your Address Book**



**Manage your SMS Credits**



**Generate and Analyse Reports**

Make this my Home Page.  Two-way Messaging Enabled.

To start sending personalised messages, you need to verify your mobile number so you can purchase credits.

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.

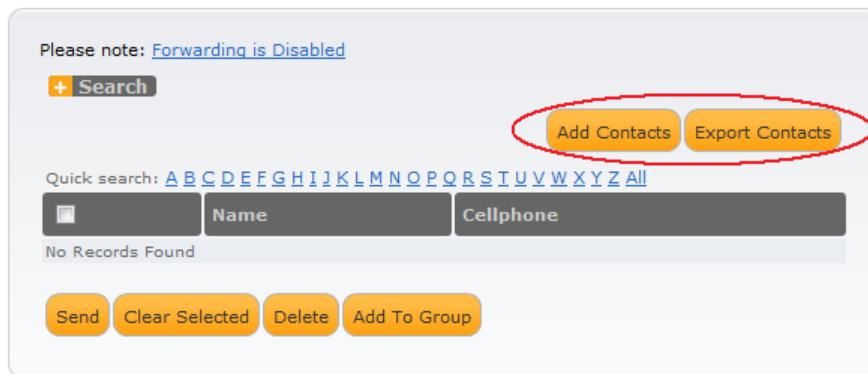
When your mobile number is verified, you will be able to purchase credits and send messages.

### 3. Creating & Managing Contacts in your Address Book

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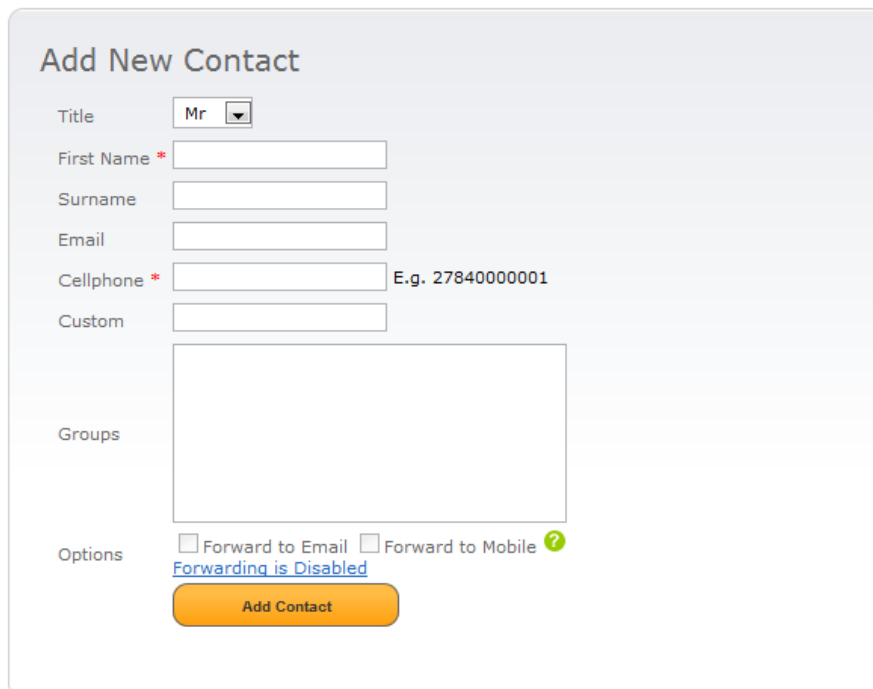
#### 3.1 Managing Contacts

In order to manage your address book groups, click on the **Address Book** tab along the top of your Communicator2 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.



To add a new contact, click on the **Add Contact** button.

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



The screenshot shows the "Add New Contact" form. It has the following fields and options:

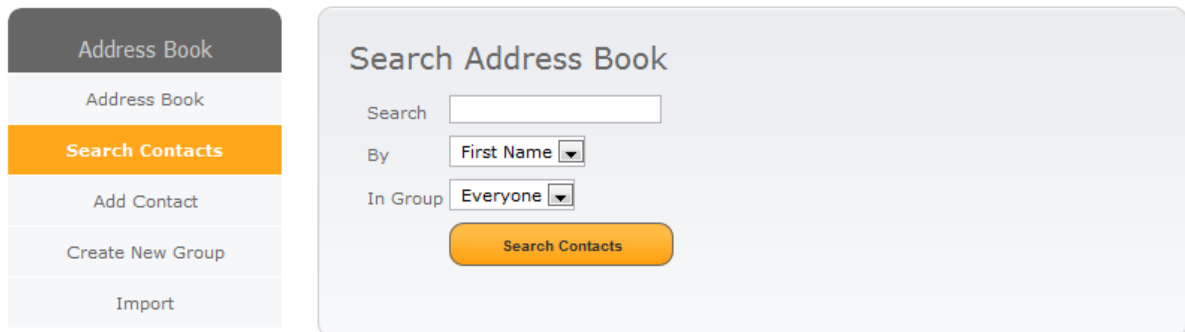
- Title: A dropdown menu with "Mr" selected.
- First Name \*: A text input field.
- Surname: A text input field.
- Email: A text input field.
- Cellphone \*: A text input field with a hint "E.g. 27840000001".
- Custom: A text input field.
- Groups: A large empty text area.
- Options: Two checkboxes, "Forward to Email" and "Forward to Mobile", both unchecked. There is a question mark icon next to "Forward to Mobile".
- Below the options, there is a link: [Forwarding is Disabled](#).
- At the bottom, there is an "Add Contact" button.

To Export contacts, click on the **Export Contacts** button. Your contacts will be exported to a CSV file.

**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

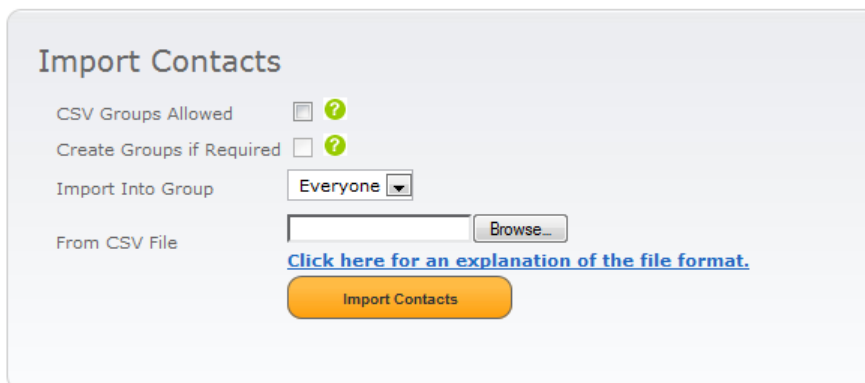
Click **Address Book** on the menu at the top and then **Search Contacts** on the left menu.



Clicking on this link will take you to the **Address Book - Search Address Book** 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 and then click **Import** on the left submenu. 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), Communicator2 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	27839999998	red	Mr	Jon	Dickson	<a href="mailto:jon@yahoo.com">jon@yahoo.com</a>
3	27839999999	blue	Ms	Judith	Jones	<a href="mailto:jc@hotmail.com">jc@hotmail.com</a>
4	27839999991	green	Mr	James	Davis	<a href="mailto:james@webmail.co.za">james@webmail.co.za</a>
5						

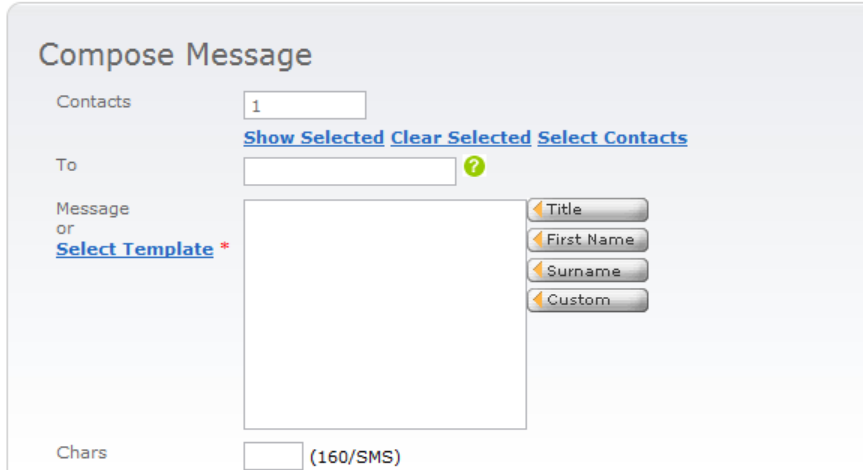
**Example 2:**

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

## 4. Sending Messages

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Clickatell Communicator2 enables you to send one-off messages to a single contact or bulk messages to multiple contacts.



The screenshot shows the 'Compose Message' interface. At the top, the title 'Compose Message' is displayed. Below it, there are several input fields and buttons. The 'Contacts' field contains the number '1'. Below it are three links: 'Show Selected', 'Clear Selected', and 'Select Contacts'. The 'To' field is empty and has a green question mark icon to its right. Below the 'To' field is a large text area for the message, with the text 'Message or Select Template \*' to its left. To the right of the message area are four buttons: 'Title', 'First Name', 'Surname', and 'Custom'. At the bottom left, there is a 'Chars' field with the value '(160/SMS)'.

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 **Select Contacts**, 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 **Send** button. The number of recipients you have selected will show in the **Contacts** 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

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- **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 Controls**

Delayed delivery: 0 days | 0 hours | 0 minutes

SMS Message Type: Standard SMS

Delivery Ack:  Always enabled in Communicator

Maximum Credits: Use my routing profile

Message Concat: 1 Total number of SMSs to be sent per message

Sender ID: Use default Sender ID

Using the default Clickatell Sender ID allows you to receive replies directly to your Inbox if you have activated two-way messaging.

Enforce Sender Id

## 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.

Automatically **forward inbound** replies from SMS messages to either your registered email address or via SMS to your registered cellular number. The main benefit of being able to forward your incoming SMS messages to a mobile phone is the ability for Administrators to monitor customer responses and potentially engage with them while offsite.

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.

- **Two-Way:** You may search for messages received based on their Two-Way number

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

## 7. Receiving Messages on your Communicator2 Account

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Communicator2 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

You cannot send messages to the USA via Communicator2. A dedicated short code is required to send messages to the US. Communicator2 does not support short codes at present.

**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

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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 Communicator2.

### 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

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

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