



# User Manual

## Using Quick SMS tool to send Bulk SMS.

As the name implies, the Quick SMS tool will let you send SMS quickly. If all you want to send is between 1 to 50 SMS, use this tool, but if you are sending more than this number, use the tool as discussed on page 10

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### Step 1. Open Quick SMS tool

Login to your account using the details sent to you in the Welcome SMS by the Admin. In the Application tools window, click the **Quick SMS** icon to load it.

### Step 2. Enter recipients' GSM numbers

In the Recipients box, type the GSM numbers of the people you want to send the Bulk SMS to. Use international GSM number format to type those numbers. For example, if the number is 08023329131, type it this way +2348023329131. Notice that +234 preceded the number and the first zero (0) is not included.

You must use international numbering format to type the numbers. Again do not use comma (,) to separate the numbers. When you type the first number, press the **Enter** key on the keyboard to enter a line for the next number. For example;

+2348023329131

+2348036515556

+2348052343160

### The Sender ID

The Sender tool gives you the option of using either Alphanumeric (alphabet and numbers) or Numeric (using just numbers). With the Alphanumeric, you can type the name of the organization as the Sender ID, for example XYZ Church. YOU CAN ONLY USE ONE OPTION, EITHER ALPHANUMERIC OR NUMERIC

### Step 3 . Using Alphanumeric Sender ID

To use Alphanumeric ID, click the Alphanumeric check box, and then in the text box next to it, type the name you want recipients to see on their phone as the sender.

### Step 4. Using number as Sender ID

Click **Number** check box, and then click the arrow in the box next to it to display registered numbers. Then select the number you want to use as the Sender ID.

**NOTE:** You must register a number before you can use it as a Sender ID. To register a number, see the topic; **Registering a number as a Sender ID**

**Step 5. Type your message:** In the Message box, type the text message you want to send to the recipients. The text limit is 160 characters (including dots, spaces and punctuations). As you type, you will notice that the character will be reducing showing you what is left. Make sure your text limit does not exceed 160, if it does, you will be billed 2 SMS credits.

**Step 6. Send:** Check your text message for errors, make corrections, and then click Send. You Bulk SMS is sent!

## Registering a number as Sender ID

You must register your number on the platform to be able to use it as a Sender ID. When you register your number, a verification code will be sent to your phone to confirm that you actually own the phone.

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### Step 1. Begin

Click the arrow next to your Username to display tools, and then click **My Profile** to display My Profile page.

### Step 3 Type number

In the Number box, type the Sender ID number. For example **+2348023329131**. In the Description box, type a description of the number (your name or something). Then click **Save** to add the number

### Step 2. Load number box

Click **Register Numeric Sender** link to open the number box.

### Step 4. Verify the code

A verification code will be sent to the number you typed in step **2**. In the Verification code box, type the code that was sent. A dialog box will pop-up. Click **OK** to complete the verification.

You have registered the number, and it can be used in any of the SMS tools, either on Quick SMS, MFM Messenger or MFM Pro

## Using MFM Messenger to send Bulk SMS

MFM Messengers is another good SMS sending tool you can use to send Bulk SMS. With it, you can send messages that are more than 50 units. Lets see how you can use this tool.

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### Step 1. Open MFM Messenger tool

In the Application tools window, click the **MFM Messenger** icon to load it.

### Step 2. Add recipients

Click the **Paste/Insert** tab, and then in the text box, type the GSM numbers of the recipients. If you had typed the numbers elsewhere, you can as well copy and paste them in the box. When you have typed or paste all the numbers, click **Add to recipient** button to add the numbers.

You must use international numbering format to type the numbers. Again do not use comma (,) to separate the numbers. When you type the first number, press the **Enter** key on the keyboard to enter a line for the next number. For example;

+2348023329131  
+2348036515556  
+2348052343160

### The Sender ID

The Sender tool gives you the option of using either Alphanumeric (alphabet and numbers) or Numeric (using just numbers). With the Alphanumeric, you can type the name of the organization as the Sender ID, for example XYZ Company, XYZ Church or whatever your organization's name is. **YOU CAN ONLY USE ONE OPTION, EITHER ALPHANUMERIC OR NUMERIC**

### Step 3. Numbers loaded

Notice that the numbers you typed in step 2 now appears in the Recipient List. To remove any number, click **Remove** button next to the number you want to remove. To remove all the numbers, click **Remove All**. Next you will define Sender ID, scroll up to view the Sender ID section of the Messenger tool.

### Step 5. Using number as Sender ID

Click **Number** check box, and then click the arrow in the box next to it to display registered numbers. Then select the number you want to use as the Sender ID.

**NOTE:** You must register a number before you can use it as a Sender ID. To register a number, see the topic; **Registering a number as a Sender ID** on page 9

### Step 4. Use Alphanumeric sender ID

To use Alphanumeric, click the Alphanumeric check box, and then in the text box next to it, type the name you want the recipients to see on their phone as the sender.

**Step 6. Type your message:** Click the arrow in Mapping box to display language options, then select None. In the Message box, type the message you want to send to the recipients. The text limit is 160 characters (including dots, spaces and punctuations). As you type, you will notice that the character will be reducing showing you the number of characters that is left. Make sure your text limit does not exceed 160, if it does, you will be billed 2 SMS credits.

**Step 7. Send:** Check your text message for errors, make corrections, and then scroll down to locate and click the **Start Job** to Send the message.

## << Using Prime Messenger SMS tool to send Bulk SMS. Continued

### Message options

You can use Message option tools to manage your messages. For example, you can set Validity option, schedule the message or flash the message to recipients. Lets take a closer look at some Message Options.

**1. Validity period:** Validity period determines the amount of time that undelivered message is retained on the SMS server. When you send an SMS and the recipient either switched off his phone or he is out of network coverage area, the message is retained for some time pending when he or she is back to network coverage area or he switched on his phone. To set a validity period, click the arrow in Validity period and choose 48h (48 hours). This is set by default.

**2. Flash SMS:** When you check you credit or you run out of SMS space on your phone, a message is sent (flashed) to you from the network. These messages are not meant to be saved, so they don't enter the Inbox. If you wish to flash your recipients, click the Flash SMS check box. Though this is not recommended, except for special reasons.

**3. Schedule Job:** Schedule job option allows you to set the message to be sent in a later day and time. If you will be out of town, and may not have access to the Internet, you may need to schedule the SMS to be sent at a later date. To do this, click Schedule Job button to open the date panel. Then in the Date box, type a date you want the message to be sent, or use the Date tool to select a date.

**4. Send Test SMS:** Would you like to test the SMS before it is sent to the recipients? Well for some reasons, you would. To send a Test SMS, click the Send Test SMS button to open a pop-up text box. Type the phone number you want to use to test the SMS, and click **OK**.

**5. Save Draft:** If you wish to save the message as a draft, click the Save Draft button. The message is saved.

**6. Start Job:** With this tool you will send the SMS.

## Using MFM Pro to send Bulk SMS

MFM Pro is our Bulk SMS tool that lets you personalize the SMS message to include the names of the recipients. To be able to send personalized message, the Address Book (Names and phones numbers) of the recipients should be typed in a spreadsheet program like Microsoft Excel. When there is need to add names of message recipients, MFM Pro comes handy.

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Student's name	Eng. Lang.	Maths	Physics	Chemistry	Biology	Agric	Parent's name	Parent's number
Maxwell Azunna	75	65	75	65	75	65	Mr. Azunna	2348023329131
Dele Akinjide	75	70	75	70	75	70	Mr. Akinjide	2348036515556
James Akpan	80	68	80	68	80	68	Mrs. Akpan	2348052341860
Olufemi John	66	75	66	75	66	75	Mr. John	2348023329131
Ifeany Ibeh	68	74	68	74	68	74	Mrs. Ibeh	2348036515556
Mary Kanu	72	80	72	80	72	80	Mr. Kanu	2348052341860
Ibrahim Salisu	90	85	90	85	90	85	Alh. Salisu	2348023329131
Godwin Momoh	85	75	85	75	85	75	Mr. Momoh	2348036515556
Susan Okoh	86	75	86	75	86	75	Mr. Okoh	2348052341860
Doris Nnadi	78	70	78	70	78	70	Mr. Nnadi	2348023329131
Emmanuel Ike	70	65	70	65	70	65	Mr. Ike	2348036515556
Juliana Boating	70	65	70	65	70	65	Mr. Boating	2348052341860
Lawrence Uke	68	75	68	75	68	75	Mr. Uke	2348023329131
James Kanu	60	85	60	85	60	85	Mr. Kanu	2348052341860

**Step 1. Load Prime Pro tool**

Click **Prime Pro** icon to load the tool and start uploading your data.

**Step 2. Import data**

Click Browse icon to open Upload file dialog box. Locate the file name of your Excel Data where you saved it, click the File name, and then click Open to insert the File.

**Step 3. Recipient column**

A column will be selected by default. This column will be the column that contains the GSM numbers in the Excel data, if it is not, please select a column with numbers. Next you will choose Sender ID. Scroll down, locate and click **Next** to continue.

To use Alphanumeric, click the Alphanumeric check box, and then in the text box next to it, type the name you want the recipients to see in their phone as the sender. To use Number as the Sender ID, see the topic **Registering a number as Sender ID**

**The Sender ID**

The Sender tool gives you the option of using either Alphanumeric (alphabet and numbers) or Numeric (using just numbers). With the Alphanumeric, you can type the name of the organization as the Sender ID, for example XYZ Company, XYZ Church or whatever your organization's name is. **YOU CAN ONLY USE ONE OPTION, EITHER ALPHANUMERIC OR NUMERIC**

**Step 4. Define Sender ID.**

## << Using PrimePro to send Bulk SMS. Continued

### The Placeholder

All the columns in the Excel data will form the Placeholders. Take a closer look at the Excel Sample Data on page **13** you will see the areas marked Placeholders.

In your message, you will use the Placeholders to personalize the SMS. For example, if you have Parent's Name Column, and you select a Placeholder called Parent's Name, the name of the parent will appear. If you have Student's Name column, and you select a Placeholder called Student's Name, the name of the student will merge to the GSM number in the Excel data. Now we will use the Placeholder to merge the Excel data.

### Step 5. Insert the placeholder

In the Text box, type Dear and then click the arrow in Placeholder to display Placeholders, and then select Parents' Name.

Then click the arrow in Placeholder again to select Student's Name.

Again type scored the following marks in the just concluded test.

Then click the arrow in Placeholder again to select the subjects.

For clarity, see the example below. Do it exactly as it is.

As you enter the Placeholder, the details will continue to merge.

Dear {Parent's name},

{Student's name} scored the following marks in the just concluded test;

Eng, {Eng Lit}, Maths {Maths}, Physics {Physics}, Chemistry {Chemistry}, Biology {Biology}, Agric {Agric}, Econs {Econs}

### Step 6. Next

Scroll down and click **Next** to continue.

### Step 7. Processed numbers

Processed results will display showing processed numbers and message. Scroll round the screen to view the processed results.

### Step 8. Proceed

Next click **Next** to move to the next task.

### Step 9. Finish

Next click **Start Job** to finally send the SMS. To cancel the job, click **Cancel**.

Finally click **OK** to send the message. To cancel the job, click **Cancel**.

## Creating Groups in the Address Book

The Address Book allows you to type and save categorized recipients phone numbers and names in a designated folder.

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### Step 1. Load the Address Book

Click the Address Book icon to load it.

### Step 2. Create a group

Click **Manage Groups** to open groups dialog box where you will type group's name.

### Step 3. Add a Group

In the Name box, type the name you want to assign to the Group. Having done that, click **Save** to save the entry. If any dialog box appears, click **Close** to close it.

To add more Groups, repeat the steps

## Adding names to a Group in the Address Book

When you add numbers to a Group, and select the number and send SMS, all the numbers in the Group will receive the SMS whenever you send a message

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### Step 1. Begin

From the Welcome page, click **Address Book** to open Address Book window. If you are not on the Welcome page, the Address Book button may not be available, then click the Application Center button to display the Address Book button, and then click it.

### Step 3. Open Manage Contacts page

Click **New**, and then click **Contact details** tab, and then in the **GSM** and **First Name** boxes, type the GSM number and name of a contact. If you wish, type other details. Then click **Contacts** tab to choose the contact you want to save the contact.

### Step 2. Open Manage contacts dialog box

Click Manage contacts button to open the Manage contacts dialog box.

### Step 4. Choose Group

Click Group tab, and then click the check box of the Group you want to save the name in. Having done that, scroll down, find and click **Save**. Repeat these steps to add more names.

## **Sending Bulk SMS from the Address Book**

The Address Book only works for prime Messenger.

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### **Step 1. Begin**

Click **Prime Messenger** tool to open the tool

### **Step 2. Open Group**

You will now access the Groups you had created previously.

### **Step 3. Choose a Group**

From the Groups you created, click the check box of any one you want to send to.