



- Plan
- Design
- Test
- Pilot
- Refine
- Train
- Deploy
- Support

**FAB Enterprises
& Innovations**

56 Castle Hill Road
HASTINGS
East Sussex
TN34 3RH
United Kingdom
Tel : +44 (0)844 884 2535
FAX : +44 (0)1424 400007
Email info@fabit.com
<http://www.fabit.com>

Web SMS Quick Start Guide

Overview

This document outlines the tasks required in order to get started using FAB's Web SMS (an online Text Messaging Service).

Hardware Requirements

Any internet connected device that can render a Web Page in a screen resolution of greater than or equal to 800x600. (All modern PC's, Mac's, Laptops & some Web TV devices will be able to do this easily)

Software Requirements

Any of the following Web Browsers are supported, all browsers must support client side cookies and javascript:

- Internet Explorer 6.x, 7.x & 8.0
- Firefox 2.x & 3.x
- Chrome 1.x & 2.x

The above browsers can run on any operating system

Configure Outbound SMS Settings

Before you get started it's essential to configure your outbound options. These will be the default settings for all outgoing SMS messages whether are sent from the Web SMS system, SMS addin for Microsoft Outlook, the FAB SMS API and other FAB SMS services & products.

To configure the default outbound settings perform the following steps:

1. **Logon** to your account
(<https://www.fabenterprises.co.uk/fabit/products/mobile/sms/default.aspx>)
2. In the **Default Sender ID** box enter one of the following values:
 - a. To receive **SMS to a mobile handset**: Enter the desired number
 - b. To receive **SMS to your dedicated virtual number**: Enter the number you selected/we assigned you
 - c. To just display an alpha-numeric company name or tag line on outgoing messages, enter a string up to 11 characters in length. Replies are not possible when using this option.
3. The application password is used in conjunction with the [SMS addin from Microsoft Outlook](#) and should not be altered unless



- Plan
- Design
- Test
- Pilot
- Refine
- Train
- Deploy
- Support

**FAB Enterprises
& Innovations**

56 Castle Hill Road
HASTINGS
East Sussex
TN34 3RH
United Kingdom
Tel : +44 (0)844 884 2535
FAX : +44 (0)1424 400007
Email info@fabit.com
http://www.fabit.com

it's required by that application

Alpha numeric sender ID's are not available on all international networks and may prevent delivery. All UK networks are currently supported.

Creating a Contact

To create a new contact for use with WebSMS perform the following actions:

1. Go Account Home | WebSMS | Contacts

-or-



Click the contacts icon

2. Click "Add New"
3. Enter details as required. The "receive Wap", "Receive MMS" & "Receive HTML" are for future use and should be ignored.
4. The user defined fields are for your use and are as follows:
 - a. User Def #1: String 50 characters
 - b. User Def #2: String 255 characters
 - c. User Def #3: Integer
5. If you have any distribution lists created (see later) you can assign this contact to the relevant lists. The same contacts can be a member of multiple lists.
6. **Click on save** to add this contact to your account

Creating a Distribution List

To create a new distribution list perform the following steps:

1. **Go** Account Home | WebSMS | Distribution Lists
2. Click "Add New"
3. In the name box enter a meaningful name. This is used throughout the application
4. In the **description** enter a note for your usage.
5. **Click save** to add you new distribution list.
6. To assign members to your distribution list this can be done in three different ways.
 - a. By entering a new contact record (see above) and making the distribution list assignment
 - b. By importing contacts (see below) and specifying the distribution lists to assign imported contacts to
 - c. Using your dedicated inbound SMS number to receive SMS. The sender's details are used to create a new contact record and assign it to your chosen distribution list.



- Plan
- Design
- Test
- Pilot
- Refine
- Train
- Deploy
- Support

FAB Enterprises & Innovations

56 Castle Hill Road
HASTINGS
East Sussex
TN34 3RH
United Kingdom
Tel : +44 (0)844 884 2535
FAX : +44 (0)1424 400007
Email info@fabit.com
http://www.fabit.com

Sending a SMS message

To send a SMS message complete the following actions:

1. **Go** Account Home | Web SMS | Compose
-or-
Click the "Compose" icon at the top of WebSMS pages
2. In the "From" box enter where you want replies to this message sent. Leaving blank to use the default outbound setting.
3. In the "**To Mobile**" box, enter the desired mobile number in international format. (do not include plus signs, brackets or any other non numeric characters)

-or-

Select a contact from the list of available contacts.

-or-

Select a distribution list of contacts

-or-

Any combination of the above.

4. **Enter your message**, up to 160 characters are permitted. Some special characters take up two spaces these are
5. **Click on Send**. Confirmation of your messages that have been sent will be displayed on the screen in moment or two and messages delivery shortly after that.
6. **To preview a message** before sending click the "Preview" button.

Configuring inbound options

If you have a dedicated inbound SMS number (supplied by us) you can configure this by performing the following steps:

1. **Go** Account Home | WebSMS | Inbound SMS Options
-or-
Click on the inbound options icon at the top of every WebSMS page
2. Select your number from the list available if you have more than one dedicated number on this account.
3. Set your options as required

To save inbound messages to your **online SMS inbox** check the relevant box.

To convert and send inbound SMS messages to an email address. Check the box and enter a single email address. For multiple email address create a distribution on your email server and enter the DL in email address box. We



- Plan
- Design
- Test
- Pilot
- Refine
- Train
- Deploy
- Support

**FAB Enterprises
& Innovations**

56 Castle Hill Road
HASTINGS
East Sussex
TN34 3RH
United Kingdom
Tel : +44 (0)844 884 2535
FAX : +44 (0)1424 400007
Email info@fabit.com
http://www.fabit.com

can't send to multiple email address this is something you have to do on your server.

To send the inbound SMS to your own application for further processing, enter the URL (including HTTP/HTTPS part) in the box provided. Details of message parameters we send you can be obtained by requesting our API documentation. Contact FAB support for more information.

To forward inbound SMS to another mobile (SMS forwarding) check the appropriate box and enter the required mobile number in international format

To capture the sender's mobile number and create a new contact record check the "Capture Originator's Number". To then add the newly created contact record to a pre-set distribution list, select the require distribution list from the drop down.

To reply to an inbound SMS message with an Autoresponse, check the Enable Autoresponder option and enter your message text. The Sender ID field can be used to override the default Sender ID you set earlier if you need it to be different on the autoresponder.

The note field is for your own use and helps to differentiate between your virtual SMS numbers if you have more than one. Up to 16 characters are permitted.

4. **Click save** to confirm your changes

Receiving and viewing SMS messages

In order to receive SMS using WebSMS you will need a dedicated inbound number (supplied by us). Inbound messages can then be stored in your inbox SMS inbox or sent to a email address of your choice. To view and manage received messages complete the following actions:

1. Launch the online SMS inbox. **Go** Account Home | WebSMS | Inbox
2. To open and read a SMS message click the "select" link.
3. To reply to a message click the check box on the far left next to message or messages you want to reply to and click reply. You will be taken to the message composition screen where recipient's numbers will be displayed in the CC field.
4. The envelope icons display the current status of the receive message. There are currently four states: Unread, read, Replied and Forwarded.
5. To add the sender of the SMS message as a contact, check the box next to the desired message and click "add to



- Plan
- Design
- Test
- Pilot
- Refine
- Train
- Deploy
- Support

**FAB Enterprises
& Innovations**

56 Castle Hill Road
HASTINGS
East Sussex
TN34 3RH
United Kingdom
Tel : +44 (0)844 884 2535
FAX : +44 (0)1424 400007
Email info@fabit.com
http://www.fabit.com

contacts". The contacts screen will be displayed with the mobile number already filled. Enter the rest of the details, add to distribution lists as required and click save.

Importing contacts from a CSV file

WebSMS allows you to import existing contacts contained in other databases. This is achieved using a step by step wizard that asks a few questions about the data you want to import and how you want to store it in the WebSMS system. To import your data perform the following tasks:

1. Prepare your data by exporting to a CSV file format. Text fields should be defined with double quotations and fields delimited with a comma. The first record in your file should contain column headings.
2. Go Account Home | WebSMS | Import... to start the Wizard

Step 2: Select the distribution lists to include newly imported contacts on. This can be as many as required.

Step 3: Handling duplicates, if the Wizard identifies duplicate entries select the option that best describes how you want to proceed. A duplicate is any record that has either the mobile number, telephone number or email address the same. So for example if a customer's record in your data has changed their mobile number but not their email address the contact with the same email address in WebSMS will be updated with the new mobile number.

Step 4: Selecting your data file, use the browse button to locate the CSV file on your computer to upload and click upload to verify.

Step 5: Field mapping, WebSMS needs to know what fields in your CSV file correspond to fields in WebSMS. Highlight a field in your CSV with the corresponding one in Web SMS and click the Map Fields to create a mapping. Repeat as necessary. Clicking the save button will store your field mappings in a cookie (expires after 24 hours) so you can import more contacts with an identical file structure. A mobile field mapping is required.

Note: WebSMS requires mobile numbers to be in international format. If numbers are not stored in you data in this format the Import Wizard will reformat them for you. Use a country field mapping to tell the import wizard how the number should be formatted. If the country field mapping is omitted your country (as defined in your FAB user account) will be assumed to be the same as the contacts you are importing.



- Plan
- Design
- Test
- Pilot
- Refine
- Train
- Deploy
- Support

**FAB Enterprises
& Innovations**

56 Castle Hill Road
HASTINGS
East Sussex
TN34 3RH
United Kingdom
Tel : +44 (0)844 884 2535
FAX : +44 (0)1424 400007
Email info@fabit.com
http://www.fabit.com

Step 6: Review, the Import Wizard will scan your CSV file and provide you with a summary of the number of records found and any initial errors. **Click finish** to import your data.

Step7: Confirmation, a summary of the number of records that were imported successfully will now be displayed alongside any that weren't with an explanation. Users with a standard SMS sending account are limited 50 contacts only. Uses of a professional sending account can import up to 5000 contacts. There is a nominal additional charge to store more than 5000 contact records, this is used to cover the extra storage space required.

Multi-user environment: Specifying an authorised user

When you have a multi-user sending account you can authorise additional users to use WebSMS and the FAB SMS addin for Microsoft Outlook. Additional users are restricted with what they can do, for instance they can only send SMS messages, they are not able to add, edit or delete contacts or distribution lists, purchase messages or edit your account details or change the default sender ID for outgoing messages. To authorised an additional user to use account perform the following steps:

1. **Go** Account Home | Options | Manage Users
2. Enter a short name, email address, password and monthly limit for this user. Leave the monthly limit at zero to apply no limit.
3. The email and password fields are used for the login credentials for the authorised user. Do not give out your User ID and password as this has full administrative privileges over your account.
4. You can add and delete authorised users as required up to the number of additional licenses you have purchased.

The Keyword Manager

When the keyword manager is enabled on your account you can process incoming SMS in different ways depending on the content of the message. The content is determined by the text at the start of the message. If keyword appears in the middle of the text it will not be processed. To add keywords to your account perform the following actions:

1. **Go** Account Home | Web SMS | Inbound SMS Options
2. **Click on the "Keywords"** radio button
3. **Click "Add New"** to add a new keyword
4. **Enter details as required**
5. Click save



- Plan
- Design
- Test
- Pilot
- Refine
- Train
- Deploy
- Support

6. Repeat steps 3-5 as required

Keyword Notes: IMPORTANT – any setting on the general tab will be performed IN ADDITION to the keyword actions you define. So if you have an autoresponder set on the general tab and one for a given keyword the end user will receive two text messages, or if you want to save all messages to your inbox regardless keyword used then check the "save to inbox" option on the general tab but leave it unchecked on the keyword to save having to make this setting on every keyword definition.

There are reserved keyword(s) you can use for special situations, these are the DEFAULT and CATCHALL keywords. Create a new keyword definition with either of these names, then when you receive a text message on your dedicated number that the software does not recognise this keyword and associated actions will be triggered. This can be used as alternative to the general tab settings which stops the duplication of actions.

By using the general tab, a specific keyword and the default/catchall keywords near enough every scenario can be catered for. Do remember to test your configuration thoroughly before marketing/announcing to others.

For more information and/or help on using WebSMS, including tips & tricks and other FAB products please visit the support area of our website at www.fabit.com/support or email our help desk at support@fabit.com or call us on 0844 884 2540.

**FAB Enterprises
& Innovations**

56 Castle Hill Road
HASTINGS
East Sussex
TN34 3RH
United Kingdom
Tel : +44 (0)844 884 2535
FAX : +44 (0)1424 400007
Email info@fabit.com
<http://www.fabit.com>