# mSolutions Messenger

mSolutions Messenger is a Windows™ based application designed for sending bulk SMS traffic via a user-friendly interface, allowing for detailed customization options and great control over your messages.

Customization Options

Before utilizing the main functionalities of the application, you should spend a minute to configure all the necessary details. To do this, click on **Tools**, and then **Options**.
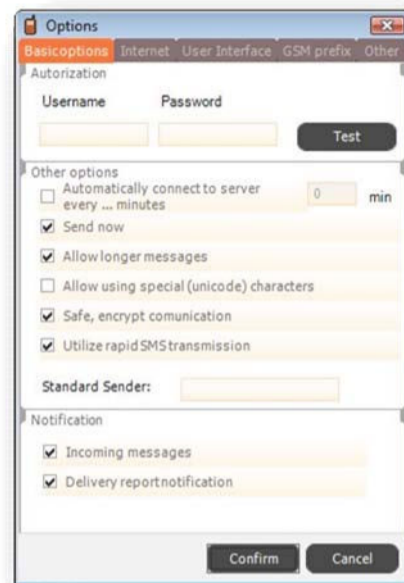
Note that only mandatory thing to configure is the *Autorization*; entering your mSolutions *Username* and *Password*. Necessity for that is clear – the application determines what routing and pricing to use, depending on the account logged in. You can click on **Test** to check if your authentication information is correct.

All of the other options can be safely left to default setting, however if you want, you can go into more advanced configuration. *Allow using special (unicode) characters*, for example, allows for such type of encoding option. Hover your mouse pointer over an option to get a short description.

Another step merits mention before getting to the actual process of sending SMS messages. During installation of mSolutions Messenger, you have chosen a country template; this is a feature that can automatically correct faulty numbers if the application recognizes the network prefix. Click on *GSM prefix* tab in the *Options* window.
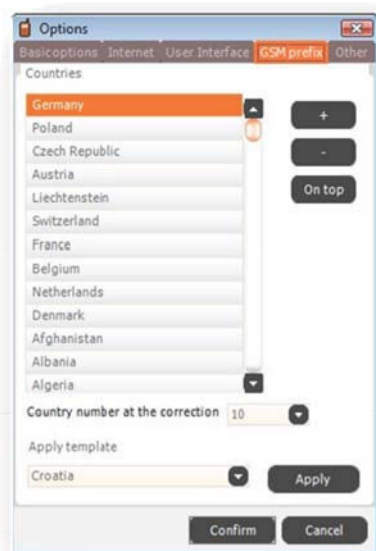
In the list that appears you can select a country template to apply to your numbers. For example if a Slovakian template is applied, the number 0903xxxxxx (T-Mobile network prefix) would be recognized as faulty, then repaired by application which would automatically add +421 country prefix to make sure the message is sent correctly.

External Recipients

Click on **File**, **New message**, **External recipients**. The following screen appears:
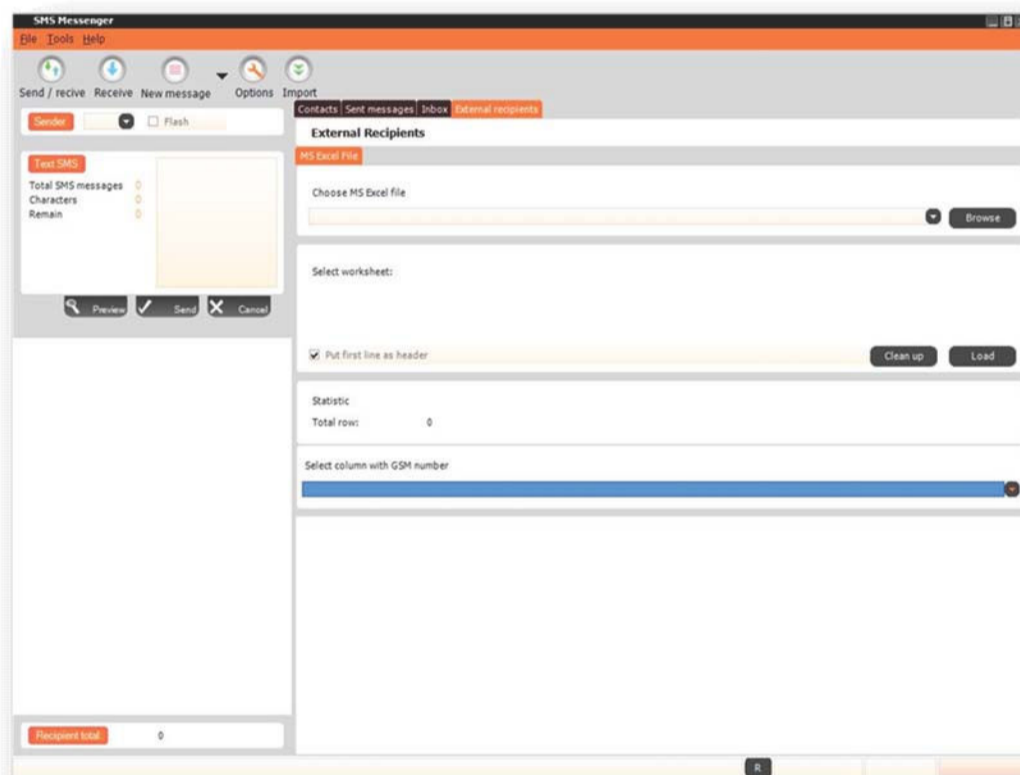
Option to send to "*External recipients*" is the best option for sending large amounts of bulk traffic, catering to the needs of each of your specific campaigns. All it requires is a prepared MS Excel™ file, with a column listing all of the desired destination addresses (MSISDN), and, optionally, a column with message text per destination row. (Note that the file must be in .xls format, used by Excel generation 97-2003, and not in .xlsx format, as in Excel 2007.)

The picture displayed above represents a correct way of arranging your Excel file. Note that only one of the columns is mandatory, and that is the column containing destination addresses, named "*Destination*" in the example.

To load the file in the **External recipients** interface of mSolutions Messenger, click on **Browse** in the upper right portion of the window, located in the *Choose MS Excel file* tab. Find the desired file and click on **Open**.

Now that the file is chosen, it's time to load all the information within it into the application. To do this, choose the Excel worksheet where the information is located, and check the *Put first line as header* box (checked by default).

If you are unsure what are the worksheets, just leave the choice on *Sheet1$*. **Clean up** button allows you to reset the process and start over; it removes any inserted Excel table from the application. Click on **Load** when you're ready to proceed loading the information for sending.

As the data loads, you are asked with *Select column with GSM number* drop-down menu. Here you choose the column name which contains Destination addresses, as displayed below:

This helps the application define which of the columns represents what; choose *Destination* in our example.

Statistic displays the number of *Total row*s, the amount of different messages detected in the Excel file, while the table below displays the loaded information from worksheet in a table format. You can now right-click on a row in this table to add to the list of recipients for sending.

Add to recipients adds only the selected row to the list of *Recipient total*, located on the lower-left portion on the window, while **Add all to recipients** adds all of the loaded records into the recipient list.

Clicking on **Add all to recipients** creates a pop-up window called *Import results*.

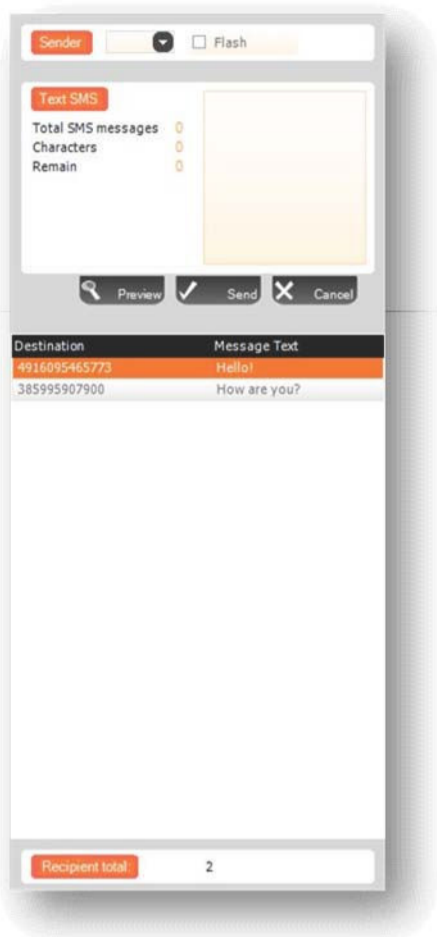In our example, the system had three rows to process, however it only imported two. The application detected that the Destination address *33686* is invalid and didn't prepare it for sending, the reason is displayed on the right side (*Wrong GSM number!*).

Once the needed recipients (and optionally, message text) have been added for sending, you can finalize the process on the left-side portion of the application window. Here is where you define Sender ID for your messages, SMS Message Body text (if not defined in Excel previously); or preview and finally send your messages from the recipients list.

This part of the interface is rather self-explanatory. *Sender* field is where you type in the desired sender ID for this bulk traffic. You can optionally check the *Flash* checkbox if you want to send Flash SMS.

Text SMS portion is filled with information pertaining to the Message Body. *Total SMS messages* is a counter showing you into how many separately charged messages your text will be divided. This depends on message length, which is counted in the *Characters* line, while *Remain* shows how many characters you have typed in before reaching 160 (default text message length).
Right-clicking on the empty box allows you to quickly choose your pre-defined Message Text column from the Excel sheet as the message body per row. (For example, our destination number 4916095465773 would get message text "Hello!", while 385995907900 would receive "How are you?")
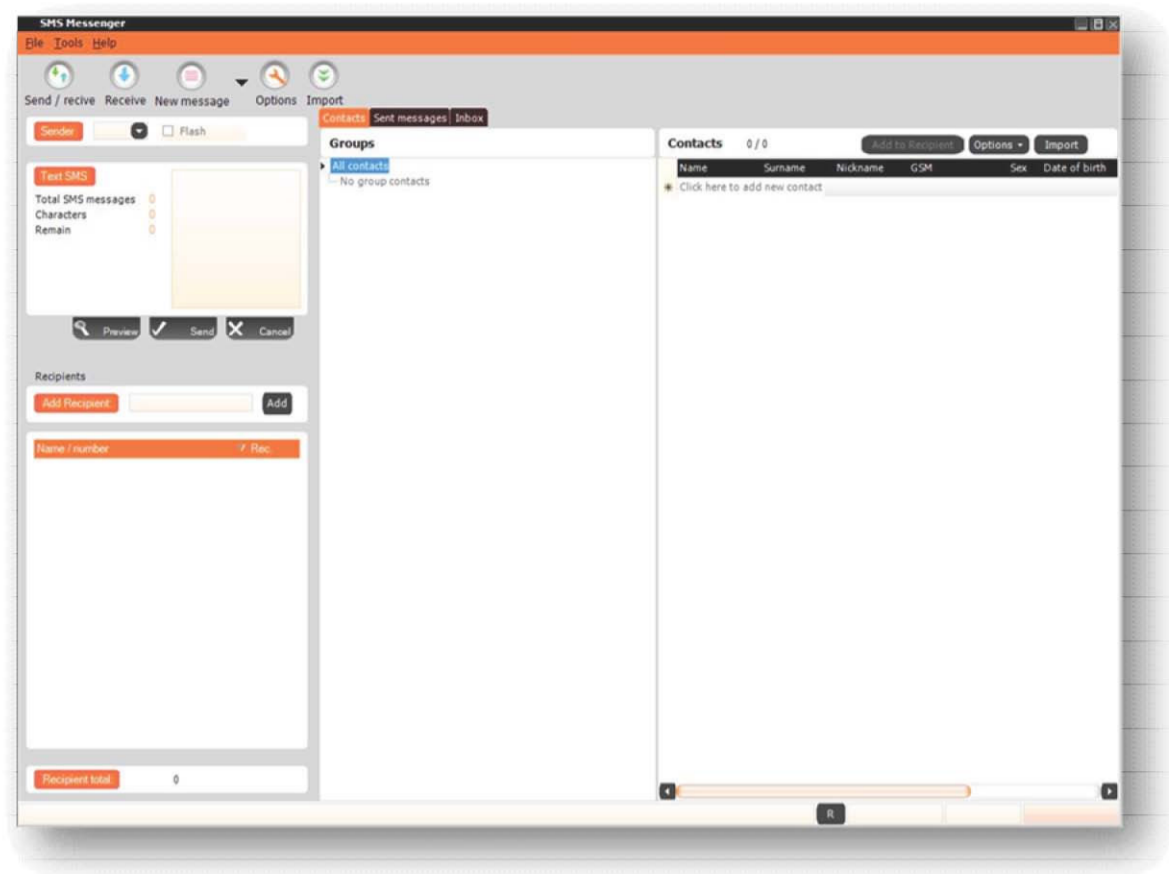

When you have defined all the necessary fields (Sender, SMS Text, and Destination) you are ready to send your traffic! Click on **Preview** button for your last check if everything is as it should be.

Click on **Send** and you're done!

Contacts

Click on **File**, **New message**, **Contacts**. The following screen appears:

"*Contacts*" feature in mSolutions Messenger allows you to have an address book of sorts; you can store mobile numbers in the application, and organize them into *Groups*. After, you can send your bulk traffic to a specific group, if you are handling multiple, repeated campaigns, it's useful to have numbers ready and at your disposal any time you need it.

To begin, you should create a group of contacts. To do this, simply right click on the empty white surface in the middle tab of the window, called *Groups*. A drop-down menu will appear, choose **Add**.

Enter the desired group name, and click **OK**.

Your group now appears on the groups list, and is ready to receive contacts. This can be done in two ways: ***Manually adding single contacts*** or ***Importing from a MS Excel™ sheet***.

To add a contact manually, you need to utilize the interface window portion on the right-hand side. This is where a list of your contacts in the selected group appears.

To add a contact, you need to define it's *Name* (identifier) and *GSM* (number) fields. To do this, double-click in the row named *Click here to add new contact*, under the appropriate column name. *Surname, Nickname, Sex, Date of birth, Note, Inserted* are optional parameters, and can be defined at your discretion.

Remember! You need to define *Name* and *GSM* for each of the contacts, or you won't be able to use them.

When this is done, the contact has been added to the assigned group; as easy as that. In our example, we have **contact** "John" in **group** "My Group 1". It is possible to add as many contacts as you wish to a group this way; however for larger amounts of contacts, it may be more practical to have a list prepared within an Excel sheet.

To import contacts to a group from a ready .xls file, click on **Import** in the top right corner of window. First though, make sure your Excel worksheet has at least two clearly defined columns, containing *Name* and *Telephone num* respectively. It should look something like this:


Clicking on **Import** brings a pop-up window; *Select MS Excel file* is done by clicking on **Select** and choosing the appropriate file. Click **Forward** to proceed. Next step is selecting the worksheet in which the contacts information is stored. Leave it to default *Sheet1$* or choose accordingly. Here you can **Browse** to check which of the worksheets contains relevant data.

The following step is *Customize data*. This is where you pair the information in your Excel sheet with the application system. Assign a column to a parameter as follows:
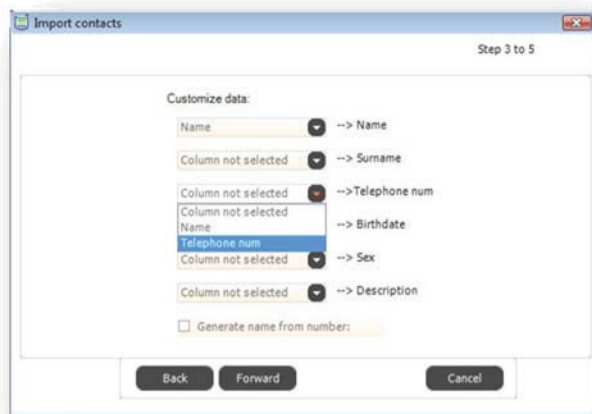
Click on **Forward** to proceed, or **Back** if you want to undo previous steps. **Cancel** stops the importing procedure and brings you back to the main application window. Next step is simply a preview of contacts to be imported; click on **Forward** again to finalize importing contacts.
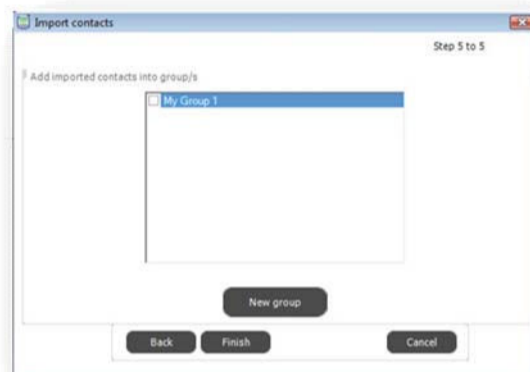

In the screen displayed above, check the checkbox of the group you wish to import these contacts to, and click **Finish**. Alternatively, you can create a separate group to store the contacts in, simply enter the group name in the pop-up window after clicking on **New group**.

After completing the import process, your contacts will simply be added to the list on the right side, belonging to the selected group.

Now that your group(s) is/are ready, you can send SMS messages to them! This is done using the left portion of the window interface.
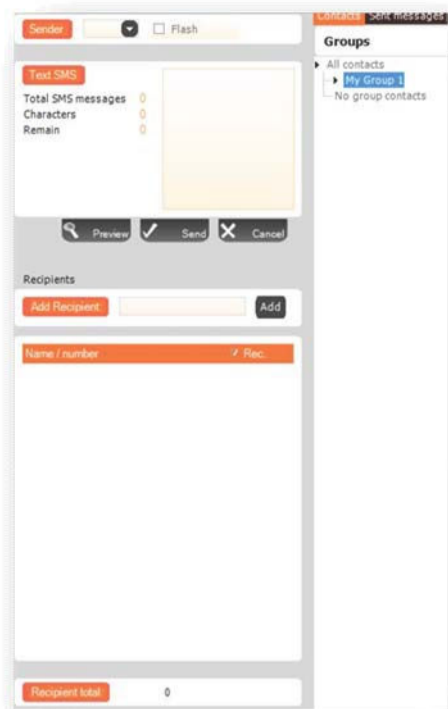
To send the message, we use a very similar interface as with *External recipients* mode. You simply add <u>groups</u> or individual <u>contacts</u> into the list of recipients. Right click on the selected group (in our example, highlighted "*My Group 1*") and choose **Send sms**. Group name will be displayed in the list, under the *Name / number* column, while the *Rec.* column will display a total number of recipients. You can also choose **Rename** to rename the group, **Delete** to erase it from the application, or **Add** to add and define a new contacts group.

Alternatively, you can drag & drop the selected group into the white space for recipients list. Also, you can drag & drop individual contacts into the list, or *Add Recipient* by typing in a Destination Address number and clicking on **Add**.

All that is left now is to define *Sender* and *Text SMS* for your bulk.

When you have defined all the necessary fields (Sender, SMS Text, and added desired contacts) you are ready to send your traffic! Click on **Preview** button for your last check if everything is as it should be.

Click on **Send** and you're done!