

# EXCEPTIONAL HOST MOBILE COMMUNICATION

## SIMPLE EASY STEPS ON HOW TO USE OUR SMS PORTAL

### ANNEXURE A

#### HOW TO SEND AN SMS

Simply login into your account and click send message on your account dashboard and when it opens, just follow the 4 easy steps <**Who? – What? – When? – Send!**> to complete your SMS.

You can send your messages manually by coping and pasting up to 1000 cell numbers inside < **Enter a cell number or search contacts**> or you can upload a CSV file containing the cell numbers the people you want to send messages to. **NB:** all cell number must have “**27**” at the beginning of it and not “**083**” for instance. The cell number will be “**2783**” instead of “**083**”. More details on how to prepare a CSV file is contained in annexure c of this document.

#### HOW TO CREATE A GROUP CONTACT LIST

On the left side of your account dashboard, click on SMS and it will bring out drop zone options containing <**Bulk SMS – Genius SMS – Categories – Contact Lists**> click on contact lists; when it opens you will see an option at the top written <**Contact List – new list**> click on it to create your new contact list group with any

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name of your choice that you want to identify the group contact list with. Once you're done creating the list, select it and you will see the following options in it <**Contact List Setting – Send To Group – Add Contact – Upload – Download – Birthday SMS**>. To add the contact details of the people you want in the group manually simply click on **Add Contact**.

To add the contact details of the people you want in the group at once, simply click on upload to upload their contact details that is already saved in a CSV file. You can create as many groups as you like. Each group can accommodate up to 50 000 contact details or more should the need arise if added manually. Whenever you want to send messages to any of your group contact list, simply click on send message on your account dashboard; when it opens, click inside where its written <**Enter a cell number or search contacts**> you will see your created contact list group names and select which one of them you want to send the message to and move to the next step to complete your message.

Creating different contact lists groups help you organize your SMS campaigns in a much easier and professional way. This also helps you save the contact details of the people you send messages to regularly on the go permanently. This means you don't need be in front of your PC all the time to send messages because their details are already saved in your SMS account (**just like the way your contact details are saved in your cell phone**). You can send your messages from any device that has access to the internet as our SMS account site is compatible to all mobile devices by following the above clearly stated easy steps.

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## HOW TO VIEW YOUR SMS REPORTS

Your SMS reports helps you update your database by removing the cell numbers that failed as result of perhaps the recipient number was switched off for more than 72hours after you sent out the message or failed due to non existence of the cell number. Your SMS reports also helps you see how your SMS campaigns are doing. It shows you how many of your messages that delivered to your recipients, the ones pending; the ones rejected due to cell number being incomplete when inserted in contact list or your CSV files. To view your reports simply click on Reports on the bottom left side of your dashboard, you will see two different options on the drop zone of it <**Service Reports – Reports Download**> select service reports if you wish to view them or select reports download if you wish to download them.

When you click on <**Service Reports**> you will see the following at the top of the page when it opens <**Reporting Overview – Network Traffic – Finances – Batch List – Campaigns – Message Inbox – Sent Traffic**>. All these various options allow you view different list of your SMS reports depending on which one of them you want to view. You will also see your latest SMS campaigns below the same page. Just click on any of the batch list below the page to see complete details of your SMS report.

## HOW TO SCHEDULE YOUR MESSAGES

Our SMS service allows you to schedule your messages for up to 7 days. This will save you the time of having to login into your account to send messages daily. You can schedule your messages for the whole week to deliver at any specific time, date or day of your choice. To do this, simply click on send messages – when you get to the 3rd option that asks you <**When?**> click on send later – when it opens –

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select schedule – choose send date and specific time you want the messages sent out to complete the process

## **ANNEXURE B**

### **LEARN HOW TO USE PLACEHOLDERS TO SEND PERSONALISED MESSAGES**

Placeholders can be used to insert extra data into your SMS messages. This helps you send personalized messages to many at once by just typing one message.

#### **FOR FILES:**

Every extra column after the cell number field (which is the first column in your file) can be inserted into your messages by simply adding a placeholder symbol with a number representing each column in your CSV file or contact list. This is very handy if you wish to include customized names and surnames, birthdays or even account balances for each mobile number in your file.

Insert a placeholder in your SMS text by using the opening curly bracket symbol "{" followed by the column number you wish to insert, such as column "2", and then close the placeholder by using the closing curly bracket "}". The placeholder will look like this: "Hello {2}, how are you?".

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Our system will automatically identify this symbol in your SMS text, and add the text in column 2 of each line to the SMS message before sending the message out to the corresponding cell phone number of that line.

So, for example, you may have uploaded a file with 3 lines that look like this:

- **27831231234, Sam, Peters**
- **27831231235, Kate, Peters**
- **27831231236, Peter, Samual**

You can now create a message and insert the first and last name of these contacts using placeholders. Say for example: "Hello {2} {3}, how are you?".

Each row of data will have the 2nd and 3rd column inserted together, and will be sent to each corresponding number. So for each line the message will be:

- **27831231234 will receive: "Hello Sam Peters, how are you?"**
- **27831231235 will receive: "Hello Kate Peters, how are you?"**
- **27831231236 will receive: "Hello Peter Samuel, how are you?"**

Now each mobile number will receive a fully customized message with text featuring their own names. If no text exists in a column for a particular row, then the placeholder is removed and ignored.

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## FOR CONTACT LISTS:

Placeholders and Contact Lists work in much the same manner as with files. You can simply insert a {1}, and/or {2}, and/or {3}. This will insert the Cell Number, First name and/or Surname respectively into each outgoing message.

If you need any help using this feature, please do not hesitate to contact commercial support and we will be happy to assist you.

## ANNEXURE C



## PREPARE A CSV FILE

1. Save the file in CSV (comma delimited) format.
2. Close and re-open the file. If prompted to save again, do so.
3. Sort the file from smallest to largest to ensure that there are no open rows in column A. During this you should also ensure that there are no strange characters in the rows where the mobile numbers are evident.

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4. Highlight column A, click on 'Data', 'Remove Duplicates', to remove any and all duplicates.

5. In column enter the formula as per below and press enter, this will ensure that the mobile number has the 27 prefix.

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The screenshot shows an Excel spreadsheet with the following data:

	A	B	C	D	E	F
1	603105155	=27&A1				
2	603309354					
3	603474173					
4	604247831					
5	604563924					

The formula bar at the top shows the formula `=27&A1` being entered into cell B1.

6. Once you have pressed enter, be sure to drag the formula from top to bottom, if you have numerous cells of data, use the **CTRL + Shift + ↓** function.

The screenshot shows the same Excel spreadsheet as above, but now the formula `=27&A1` has been applied to cells B1 through B5. The formula bar shows `=27&A1` for cell B1. The cells B2 through B5 are highlighted in blue, indicating they have been filled with the formula. The resulting values in column B are:

	A	B	C	D
1	603105155	27603105155		
2	603309354	27603309354		
3	603474173	27603474173		
4	604247831	27604247831		
5	604563924			

A small icon with a plus sign is visible in the bottom right corner of the spreadsheet area.

7. To ensure that the formula entered in Column B is not overwritten it needs to be copied to Column C, once pasted as VALUES, Column A and Column B can be deleted.

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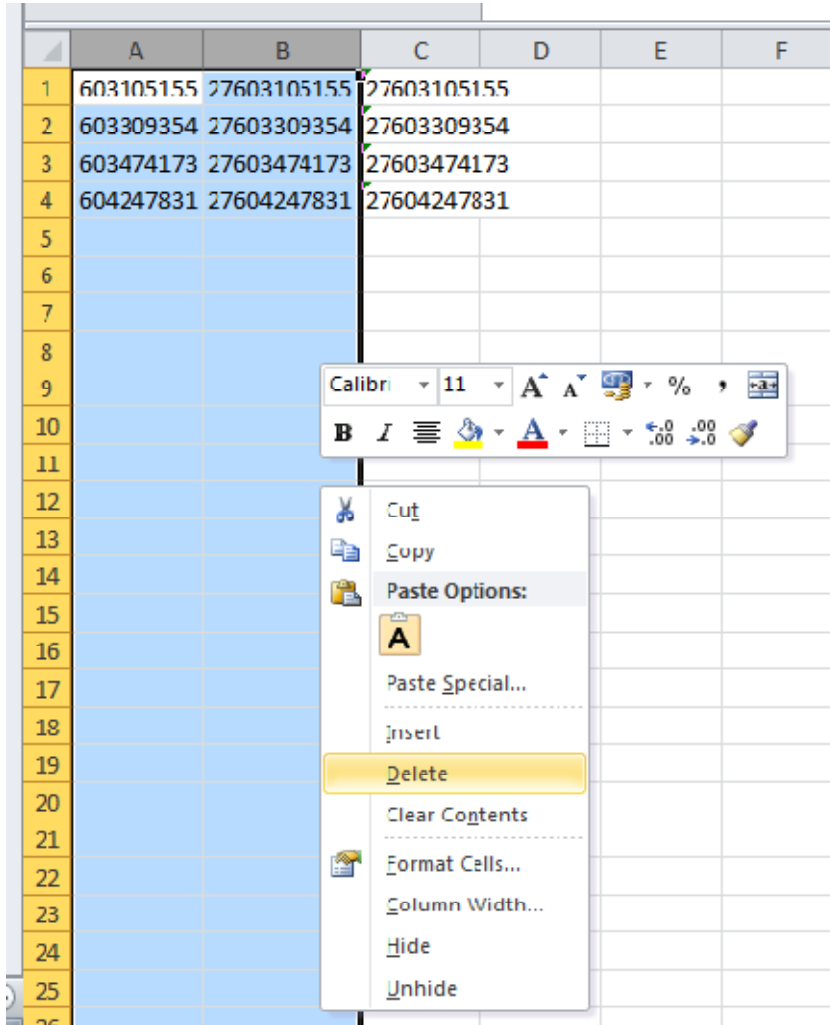
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	A	B	C	D	E	F
1	603105155	27603105155	27603105155			
2	603309354	27603309354	27603309354			
3	603474173	27603474173	27603474173			
4	604247831	27604247831	276042			
5	604563924					
6						
7						
8						
9						
10						

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8. Be sure to save the file before submitting it for sending.

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