



your SMS solutions partner

Web Services Guidelines



Foreword

This manual is developed with you, the user, in mind. We take great pleasure in providing you with a step-by-step guide to enhance your experience of our web services portal.

Our services are available through the web portal and include the following: two way communication, interfacing with your current business, a system to facilitate SMS communication to your clients, efficient grouping of your database, pre-scheduled messages and setting up of numerous bulk messages to go out simultaneously. We make sure that effective, targeted communication creates a desirable and measurable result for your business.

We are constantly enhancing our services to you. If you have any question or suggestion about our services, do not hesitate to contact your Account Executive.

Below are our brand values

Our Mission

Is to continue providing the dedicated, uninterrupted service our valued clients are accustomed to while continuously expanding our current products and services.

Our Promise

• Client Service Expertise

A dedicated account executive will be available to manage all aspects of our account such as technical queries as well as guidance and training in order to fully utilize the SMS communication medium.

• Technical Expertise

The DMS software was designed and developed in-house by the DMS technical department. The user interface is referred to as the "Web Services" and allows easy access to your campaign information and managing thereof. Our software can be adapted and customized according to your specific SMS requirements.

Our Values

- Innovation
- Passion
- Integrity

Contents

Web Services

1. Log in
2. Message Board
3. Send SMS
4. Keywords and Replies
5. Message Search
6. Bulk SMS:
 - 6.1 Bulk SMS Groups
 - 6.2 Bulk SMS Send
 - 6.3 Bulk SMS Templates
7. Statistics:
 - 7.1 Statistics by Date
 - 7.2 Statistics by Keyword
8. Transfer SMS Credits
9. Purchase SMS Credits
10. Other Functions
 - 10.1 SMS to Email
 - 10.2 Group SMS via SMS
11. Technical Requirements
12. Closure

1. Login

When logging onto our website, www.dymoso.com you will need to login your details at the right hand top corner of the website.

Steps to follow:

1. Please enter your **Password and User Name**. (This will be provided to you).
2. User Name: _____
3. Password: _____
4. Click on **Web Services** button and you will be logged into the web services.
5. On the menu on the left is a list of the Web Services you have access to. How these services work will be explained in the different sections of this manual.

Note: You can also add our website to your Favorites or Bookmarks for easier reference in future.

**** NOTE:** In case our website www.dymoso.com is not accessible, you can go to the Web Services login page by making use of the following link: <http://196.1.31.146/scripts/cgiip.pl/WService=DMSBR/dmswSignIn.p>

The screen shot below gives you an idea of what you should see on your computer, laptop or cell phone.



2. Message Board

The Message Board allows you to view all your incoming messages. Details include the date and time the message was received, the message itself and the person's cell phone number. Should you have captured your customers' names, they will display before the message for easy identification (the capturing process will be explained later).

You are also able to respond to individual messages using this function as well as select your winners.

Steps to follow:

1. Click on the **Message Board** link in the menu on the left.
2. A window will open which is your **Message Board**. Within this window you are able to view all incoming messages on your short codes.
3. Select specific days and the appropriate keyword, click **Refresh**, and you are now able to view your messages.

Other functions of the Message Board

1. You can respond to messages by simply clicking in the tick box called **Rpl (Reply)**, type your message in the space provided at the top next to **Reply** and click **Send**.
2. All data can be exported to an Excel spread sheet for further use: Click **Export** and **Save** and all the information will be saved in a CSV file that can be opened with Excel.
3. The **Chk (Check)** box can be used to indicate messages that have been dealt with by clicking in the box next to the unchecked messages. (Unchecked messages can also be highlighted until checked for easier identification, contact your Account Executive).
4. **Message Match** will help you locate messages you can't find. Type in part of the message you are looking for, click **Refresh** and the system will search for the message.
5. The Message Board will automatically refresh to display new messages. The default auto **Refresh** time is 5 minutes, contact your Account Executive for a different setting. The Refresh button can also be used to manually refresh when needed or when you have changed the selection criteria at the top. The default is set for you to view 500 messages on the Message Board at a time, contact your Account Executive for a different setting.

Selecting winners

This function is used to select random messages like winners in a competition.

Steps to follow:

1. Select the appropriate From and To Dates and the Keyword then click on the **Random** button; (You can also enter a Message Match if needed).
2. **Random** is used to search through all the messages received for the criteria entered and select random messages (winners).

3. You will be able to view a MTC and TN Mobile message (Namibian Clients) and message across both networks. (Use the "All" message).
4. Multiple winners can also be selected by entering the number of winners you'd like in the box provided between **Random** and **Refresh**.

Example: Message Board

The screenshot displays a web application interface for a Message Board. The main content area shows a list of messages with the following columns: Date, Time, Message, Number, and Ckx. The messages are sorted by date and time, showing a sequence of communications from 12/03/14 11:01 to 12/03/14 00:01. The interface also includes a sidebar with navigation options such as Home, Login, Message Board, Comments Board, Send SMS, Keywords & Replies, Message Search, Bulk SMS, Statistics, Surveys, Random Points, and Logout.

Date	Time	Message	Number	Ckx	Spk
12/03/14	11:01	Hybel	+264812209913		
12/03/14	11:14	Hybel	+264812305140		
12/03/14	11:21	Ok	+264816170760		
12/03/14	11:02	8000	+264812011097		
12/03/14	12:08	It's all do the work!	+264812000022		
12/03/14	12:49	8000	+264811707601		
12/03/14	12:42	8000	+264812200000		
12/03/14	12:11	09900	+264812401000		
12/03/14	12:09	Hybel	+264811702240		
12/03/14	12:02	8000	+264812000097		
12/03/14	09:49	Hybel	+264812411071		
12/03/14	09:40	Hybel	+264812004007		
12/03/14	09:37	Hybel	+264812000010		
12/03/14	09:36	Hybel	+264811702240		
12/03/14	09:24	Hybel	+264812201000		
12/03/14	08:24	8000	+264811770761		
12/03/14	08:21	Hybel	+264812000022		
12/03/14	08:22	090000	+264812204720		
12/03/14	08:17	Good morning Natasha, Naiza will let you know.	+264812000022		
12/03/14	08:53	Hybel	+264812110070		
12/03/14	08:13	8000	+264812002220		
12/03/14	08:01	I was there yesterday the name is sultan nas	+264812074714		

3. Send SMS :

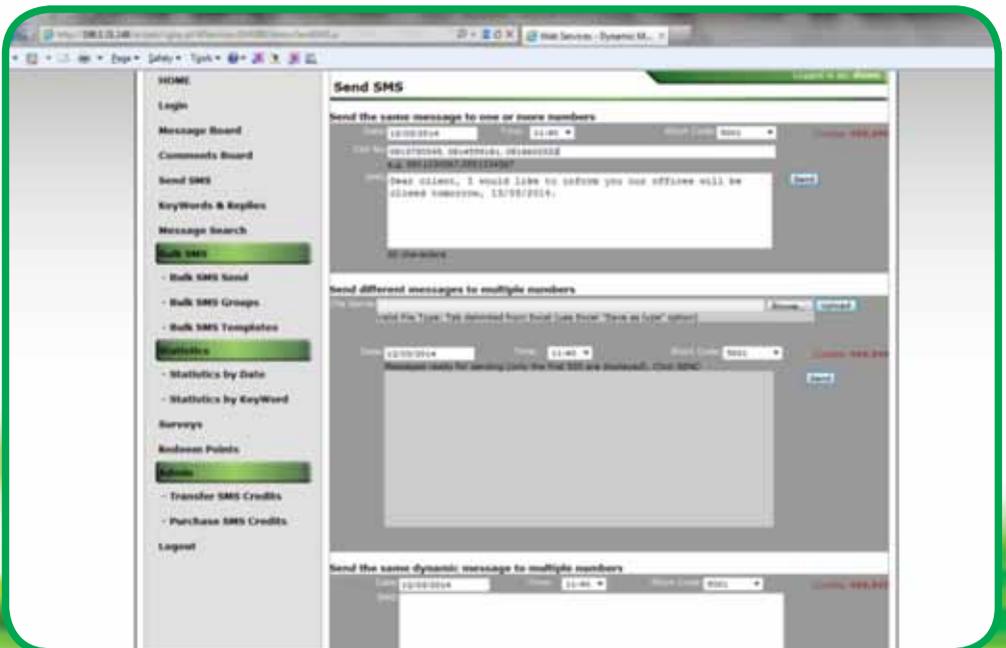
If you only send a couple of SMSes at a time and have no need for Groups or Templates, this function is ideal for you. Furthermore it also includes the option to type multiple numbers and different messages in Excel and import the sheet for sending.

Send the same message to one or more numbers:

1. Click on **Send SMS** send link in the menu on the left.
2. Select the Date and Time of when your message needs to be send.
3. If you have more than one Short Code, please select the Short Code from which you would like to send the message from.
4. Enter the cell numbers in the **Cell No block** with a comma between the numbers e.g. 0811234567, 0814567893.
5. Enter the message in the **SMS block**.
6. Click **Send**.

Notes: One SMS equals 160 characters and 2 SMSes equals 320 characters. You will be charged per SMS sent and not per message sent.

Example: Send the same message to one or more numbers:

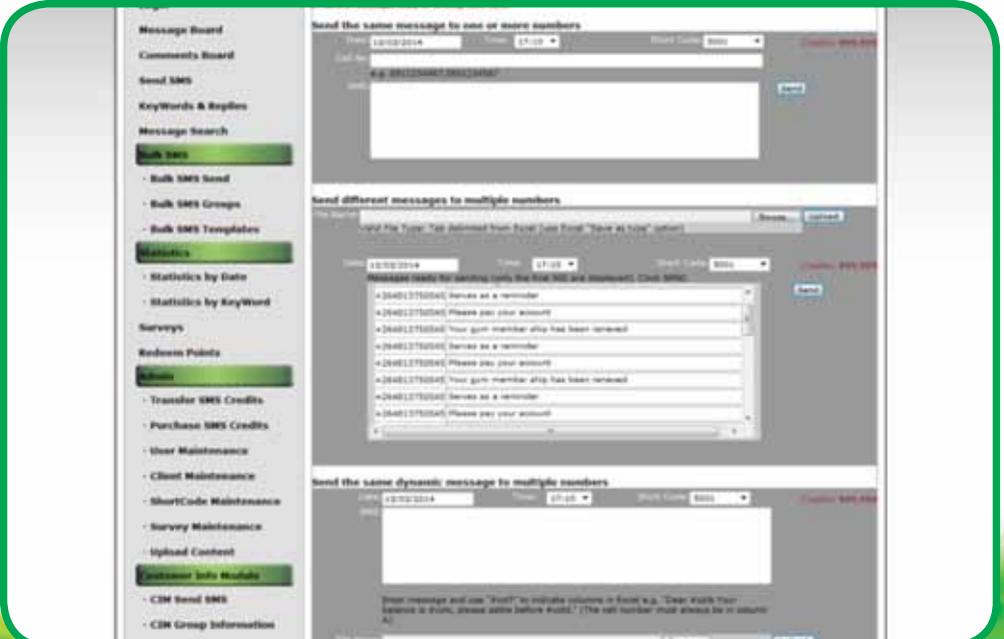


Send different messages to multiple numbers:

1. Type your numbers and messages in an Excel sheet:
 - a. The cell number must be in the first column (column A) and the message that must be sent to this number in the second column (column B).
 - b. Save the Excel sheet as a "Tab delimited text file". Do this by clicking "File", then "Save as" and select the "Text (Tab delimited)" from the "Save as type" drop down menu. Remember to save the file at a location where you will easily find it again.
2. Access the DMS Web Services and click on **Send SMS** link in the menu on the left.
3. Scroll down to the block labelled "Send different messages to multiple numbers" and click **Browse** to locate your file."
4. Once it appears in the File Name block click **Upload**.
The screen will refresh and a message will appear at the top of the screen indicating the amount of messages that are ready for sending. Incorrect numbers are automatically skipped. You can preview the messages that will be send at the bottom of screen.
5. Select the **Date** and **Time** of when your message should be send.
6. If you have more than one Short Code, please select the Short Code from which you would like to send the message from.
7. Click **Send**.

Notes: One SMS equals 160 characters and 2 SMSes equals 320 characters. You will be charged per SMS sent and not per message sent.

Example: Send different messages to multiple numbers



The screenshot displays the DMS Web Services interface. On the left is a navigation menu with options like 'Message Board', 'Send SMS', and 'Statistics'. The main content area shows three sections for sending SMS:

- Send the same message to one or more numbers:** A form with fields for 'Date' (12/12/2014), 'Time' (17:10), and 'Short Code' (800). A large text area contains a list of phone numbers.
- Send different messages to multiple numbers:** A form with the same date and time fields. Below, a table lists phone numbers and their corresponding messages, such as '+264812750240: Please see your account'.
- Send the same dynamic message to multiple numbers:** A form with the same date and time fields and a text area for a message template.

At the bottom of the interface, there is a note: "Your message and use "Post" to indicate column in Excel e.g. "Dear Mark Your license is full, please arrive before Mark." (The cell number must always be in column A)"

Steps to send the same dynamic message to multiple numbers:

1. Click on the **Send SMS** link in the menu on the left.
2. Scroll down to the section labelled “**Send the same dynamic message to multiple numbers**”.
3. Select the **Date** and **Time** of when your message should be send.
4. If you have more than one Short Code, select the Short Code from which you would like to send the message from. Tel: 061 – 213 747, Fax: 061 – 213750.
5. Enter the dynamic message in the SMS block. As an example: to send the message “Dear Peter, Your balance is N\$134.55, please settle before 31/03/2014”, enter the following text: Dear #colb, Your balance is #colc, please settle before #cold.
6. Click **Browse** to locate your file.
7. Once it appears in the File Name block click **Upload**. The screen will refresh and a message will appear at the top of the screen indicating the amount of messages that are ready for sending. *Incorrect numbers are automatically skipped*. The #col? words in your message will now have been replaced by the corresponding fields in your text file. You can preview the messages that will be send at the bottom of screen (Only the first 500 are displayed).
8. Click the **Send** button *next to the block* showing your messages.

Notes: One SMS equals 160 characters and two SMSes equal 320 characters. You will be charged per SMS sent and not per message sent.

Example: Same dynamic message to multiple numbers

The screenshot displays a web application interface with a sidebar menu on the left and a main content area on the right. The sidebar menu includes options like 'Statistics by Keyword', 'Surveys', 'Redeem Points', 'Returns', 'Transfer SMS Credits', 'Purchase SMS Credits', 'User Maintenance', 'Client Maintenance', 'ShortCode Maintenance', 'Survey Maintenance', 'Upload Content', 'Customer Info Website', 'CDM Send SMS', 'CDM Group Information', 'CDM Campaigns', 'CDM Group Setup', and 'CDM Keywords Setup'. The 'Returns' and 'Customer Info Website' options are highlighted in green.

The main content area shows a form titled 'Send the same dynamic message to multiple numbers'. The form includes fields for 'Short Code' (set to 0612014), 'Date' (set to 31/03), and 'Time' (set to 17:00). Below these fields is a text area containing the message: 'Dear #colb, I would like to inform you your current account is overstanding for the amount of N\$ 134.55. The account is all yours for the last 30 days. Please contact our office immediately.' There is a 'Browse...' button next to the text area. Below the text area is a 'Send' button. At the bottom of the form, there is a preview section titled 'Messages ready for sending (only the first 500 are displayed): (5/5) SMS' showing a list of messages with phone numbers and the dynamic content replaced by actual values.

4. Keywords and Replies

The Keywords and Replies function is used to maintain your keywords and replies. You will need to add a keyword and assign a reply for your keyword to work.

A keyword is the word or acronym used by customers when sending their SMSes e.g. WIN or JOKE. A reply is the return message that you would like a customer to receive when a specific keyword is used. A keyword can have more than one reply as long as the dates do not overlap. E.g. the keyword WIN can have a reply from the 5th to the 20th and then a different one from the 21st to the 30th.

Steps to follow when adding Keywords:

Note: You will need to link your keyword to a Group; this ensures that the SMSes with that particular keyword are linked to the Group you selected. If an appropriate Group doesn't exist, add a new one by following the instructions of paragraph 3.1 before continuing

1. Click on **Keywords and Replies** link in the menu on the left.
2. Select the appropriate **User ID**.
3. If you have more than one **Short Code** make sure that you select the correct **Short Code** to link your **Keyword** to.
4. Type in your new **Keyword** in the space provided labeled **Keyword** in the **Add Keyword** section.
5. Select the appropriate **Group**.
6. Select appropriate **Start** and **End** dates.
7. If you would like to run a loyalty campaign for your customers, enter the relevant **Points** (contact your Account Executive for more information).
8. If you like the messages received on the keyword to be forwarded to an email address, enter the appropriate email address in the **Forward SMS to Email** field
9. Click **Add**.

Note: A default keyword is automatically added by the system when your short code is created; you can change this reply at any time. The default keyword is used when the customer's SMS does not match any other keywords. The reply for this keyword should give directions to the customer on which keyword to use, or to thank them for their SMS.

Steps to follow to delete a Keyword:

Note: You will need to link your keyword to a Group; this ensures that the SMSes with that particular keyword are linked to the Group you selected. If an appropriate Group doesn't exist, add a new one by following the instructions of paragraph 6.1 before continuing

1. Click on **Keywords and Replies** link in the menu on the left.
2. Select the appropriate **User ID** and **Short Code**.
3. Select the **Keyword** in the section labeled **Select Keyword**.
4. Click **Delete**.

Note: After a keyword has been deleted it will still be available for 30 days at Message Board and Statistics functions.

Steps to follow to add a new Reply message:

1. Click on **Keywords and Replies** link in the menu on the left.
2. Select the appropriate **User ID** and **Short Code**.
3. Select the **Keyword** in the section labeled **Select Keyword**.
4. Scroll down to the last Reply SMS block in the **Replies** section (The Reply SMS block will be blank).
5. Select the appropriate **Start** and **End Dates**. Type in your new reply in the Reply SMS block. Keep to less than 160 characters otherwise the Reply message will be two or more messages resulting in additional costs.
6. Click **Add Reply**.

Steps to follow to update a Reply message::

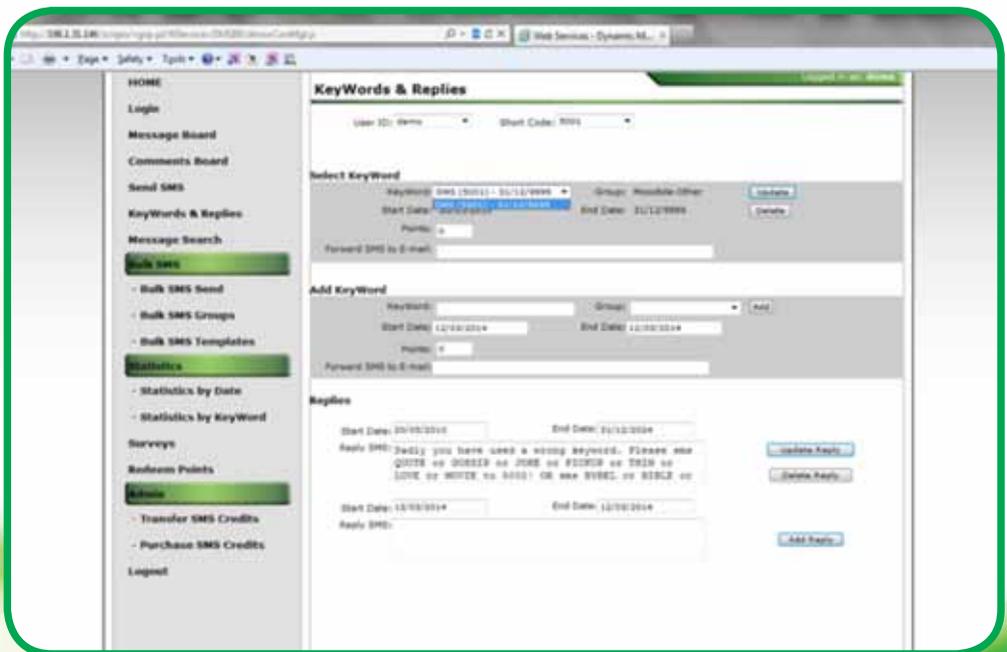
1. Click on **Keywords and Replies** link in the menu on the left.
2. Select the appropriate **User ID** and **Short Code**.
3. Select the **Keyword** in the section labeled **Select Keyword**.

4. Scroll down to the appropriate reply from the list of replies in the Replies section.
5. Type your new reply in the Reply SMS block.
6. Keep to less than 160 characters otherwise the Reply message will be two or more messages resulting in additional costs.
7. Click Update Reply next to the Reply you just entered.

Steps to follow to delete a Reply message:

1. Click on **Keywords and Replies** link in the menu on the left.
2. Select the appropriate **User ID** and **Short Code**.
3. Select the **Keyword** in the section labeled **Select Keyword**.
4. Scroll down to the appropriate reply from the list of replies in the Replies section.
5. Click on **Delete Reply** next to the Reply you want to delete.

Example: Selecting a Keyword



5. Message Search

You can use Message Search function to search for a specific message received.

Steps to follow to delete a Reply message:

1. Select the **Message Search** link in the menu on the left.
2. Select **From** and **To** Dates, **Short Code** and **Keyword**.
3. Enter a cell phone number or part of it in the **Cell No** block. (Optional).
4. Enter a part of the message you are searching for e.g. the message you are searching for had the word 'sun' in it, then enter 'sun' in the **Message Match** block; (Optional).
5. Click **Refresh**.

Note: The total number of matches found is displayed in the right hand corner.

Example: Message Search



6. Bulk SMS

This function allows you to send bulk SMSes to one or more recipients. Various options like scheduling, templates and groups will further be explained in the following paragraphs.

6.1 Bulk SMS Groups

Bulk SMS Groups allow you to structure your numbers into Groups that are most appropriate for your use e.g. if you are sending Bulk SMSes for a school, you will create a group for each grade. This way it will be easy and quick to send a message to all the grade 9 pupils.

Steps to follow to add a new Group:

1. Click on **Bulk SMS Groups** link in the menu on the left.
2. Select the appropriate **User ID**.
3. Enter your group name in the Description block. The name must be descriptive and appropriate for easy future reference.
4. Click add and the screen will Refresh and your new group name will display in the list.

Steps to follow to update a Group Description:

1. Click on **Bulk SMS Groups** link on the menu on the left.
2. Select the appropriate **User ID**.
3. Select the Group you want to update by clicking in the tick box.
4. Change the Group Description.
5. Click **Update**.

Steps to follow to delete a Group:

1. Click on **Bulk SMS Groups** link on the menu on the left.
2. Select the appropriate **User ID**.
3. Select the Group into which number you want to delete by clicking in the tick box.
4. Click **Delete**.

Steps to follow to add a number to an existing Group:

1. Click on the **Bulk SMS Groups** link in the menu on the left.
2. Select the appropriate **User ID**.
3. Select the Group into which the number must be added by clicking in the tick box next to the Group.
4. When adding only a few numbers you can do so in the **Add Numbers** block: type the numbers as the example suggests e.g. 0813750545,0812920575 and then click **Add Numbers**.

Steps to follow to view numbers in a Group:

1. Click on the **Bulk SMS Groups** link in the menu on the left.
2. Select the appropriate **User ID**.
3. Select the Group you want to view the numbers of by clicking in the tick box next to the Group
4. Click **Show Numbers** and you are then able to view 500 of the numbers within your Group. To narrow down the list of numbers make use of the Search fields on the cell number and/or name.

Steps to follow to update birthdays and names in a Group:

1. Follow the steps above to view numbers in a Group.
2. Select the number you want to update by clicking the tick box next to the number.
3. Update the name(s) and/or birthdate(s) of the selected number(s) and click **Update Names**. Birthdays must be entered as day/month/year e.g. 27/05/1980. Contact your Account Executive to setup automatic birthday wishes for your customers.

Steps to follow to view numbers in a Group:

4. Click on the **Bulk SMS Groups** link in the menu on the left.
5. Select the appropriate **User ID**.
6. Select the Group you want to view the numbers of by clicking in the tick box next to the Group.
7. Click **Show Numbers** and you are then able to view 500 of the numbers within your Group. To narrow down the list of numbers make use of the Search fields on the cell number and/or name.

Steps to follow to upload numbers and/or names and/or birthdays from a CSV file:

1. Click on the **Bulk SMS Groups** link in the menu on the left.
2. Select the appropriate **User ID**.
3. Select the Group you want to add the numbers to by clicking in the tick box next to the Group.
4. Click **Browse** to locate your file (Refer below how to prepare the file).
5. Once it appears in the File Name block click **Upload**.

The screen will refresh and a message will appear at the top of the screen indicating the amount of numbers uploaded. Duplicate and incorrect numbers are automatically skipped. Repeat the process for every group you would like to upload. **Note:** That one Group should be saved in one Excel spread sheet. **DO NOT** make use of different sheets in one Excel document.

Steps to follow when you upload numbers and names from a CSV file to a Group:

6. Click **Browse** to locate your file (Refer below how to prepare the file).
7. Once it appears in the File Name block click **Upload**.
8. The screen will refresh - next to your Groups in brackets will show the amount of numbers you have uploaded in your Group. Incorrect and duplicate numbers will be skipped.
9. Continue until all your Groups have been loaded and you have numbers in each.

Note: That one Group should be saved in one Excel spread sheet. **DO NOT** make use of different sheets in one Excel document for each Group.

Steps to follow to save your numbers, names and birthdays in a CSV file to upload:

1. Enter the numbers in the first column the names in the second column and the birthdays in the third column of a Excel spread sheet (I.e. Enter numbers in column A, the names in column B, and the birthdays in column C).
2. When you click **Save** as a window appears to indicate where the file should be saved.
3. Give your file an appropriate name (no spaces in the file name).
4. Save the Excel sheet as a CSV file type (use the first CSV (comma delimited) option that appears in the drop down list).
5. Save your file where it will be easy to locate like e.g. on your desktop or in your My Documents folder.

6.2 Bulk SMS Send

This function allows you to send Bulk SMSes at scheduled times to various numbers within a Group or a Group as a whole.

Credits appear in red at the top of the page. If additional credits are needed please contact your Account Executive.

Steps to follow:

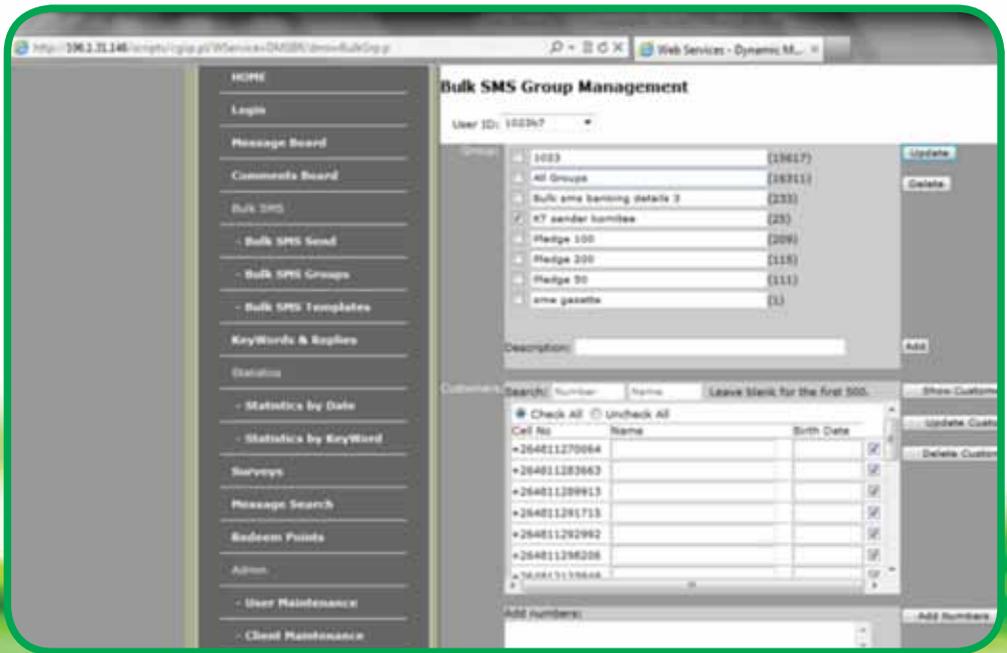
1. Click on **Bulk SMS Send** link in the menu on the left.
2. Select the **Date** and **Time** of when your message should be send.
3. If you have more than one **Short Code**, please select the **Short Code** from which you would like to send the message from.
4. Use one or a combination of the following steps to select numbers:
 - a. To send to one or more numbers that are not in a Group: enter them in the **Cell No** block with a comma between the numbers e.g. 0811234567,0814567893.
 - b. To send to one or more Groups: select the Groups by clicking the tick boxes next to the Group(s).
 - c. To send to only certain numbers within a group:
 - i. Select a **Group** by clicking the tick box next to the Group.
 - d. Click on **Show Numbers** (if necessary use the Search boxes).
 - e. Tick or untick the boxes of those numbers you would like to send the SMS to.
5. Type the message in the SMS block or make use of a pre-loaded template (See Bulk SMS Templates).
6. Click **Send**.
7. A message in red will appear that will indicate the amount of SMSes sent and your credits will decrease correspondingly.
8. Should you wish to send only to a certain amount of numbers within your **Group**, you can make use of the **Max SMS** function. Type the maximum number of numbers inside the block and only that amount of numbers in your Group will receive the SMS.

Notes: One SMS equals 160 characters and 2 SMSes equals 320 characters. You will be charged per SMS sent and not per message sent.

Example: Select an existing Group



Example: Selected numbers within a Group



6.3 Bulk SMS Templates

Should you send out the same or similar messages often, like welcoming new customers, make use of the Templates function.

Steps to follow to add a Template:

1. Select the Bulk SMS Templates link in the menu on the left.
2. Give your template a name in the New Block.
3. Type your message in the Text Block.
4. Click Add.

Example: Bulk SMS Templates



Steps to follow to update a Template:

1. Select the **Bulk SMS Templates** in the menu on the left.
2. Click the drop down menu in the Description block and select the template you would like to change.
3. Make your changes and click **Update**.

Steps to follow to delete a Template:

1. Select the **Bulk SMS Templates** link in the menu on the left.
2. Click on drop down menu in the description block and select the template you would like to delete.
3. Click **Delete**.

7. Statistics:

7.1 Statistics by Date:

The **Statistics by Date** function enables you to view all incoming or outgoing messages in a bar chart format. The chart is arranged in a top-down format with each bar representing a day or a month, depending on your selection.

Steps to follow to your Statistics by Date

1. Select the **Statistics by Date** link in the menu on the left.
2. Select the appropriate **From and To Dates** the **Short Code**, **Keyword** and **Type**. The **Type** function will give you a choice of which messages to view: Incoming SMSes (all messages that was received) or **Bulk SMS** (all messages sent out).
3. Click Refresh.

Notes: The **Total Messages** can be viewed in the right top hand corner.

In each bar is a numerical value and a percentile figure. These values represent the number of SMSes received and their relevance to the total number of SMSes received e.g. 253 / 2% indicates 253 messages representing 2% of the total messages. The messages represented in the graph can also be exported to an Excel spreadsheet. The date, time, message and cell number are listed in a CSV format file, which can be opened with Excel.

Click on **Export** and then **Save** the file.

Example: Statistics by Date



8. Transfer SMS Credits

At DMS we believe in empowering our clients to not only manage their SMS campaigns, but also their SMS setup options. As such we have added a new administration function Transfer Credits.

This link is available to all clients under the “Admin” link at the bottom of you Web Services menu on the left. You can use this new function to transfer credits between users e.g. instead of purchasing credits for a user that is running low, you can now rather transfer excess credits from another user. Note that you will need an Admin Password for this function; please contact your Account Executive for more information.

Steps to Transfer Credits between users:

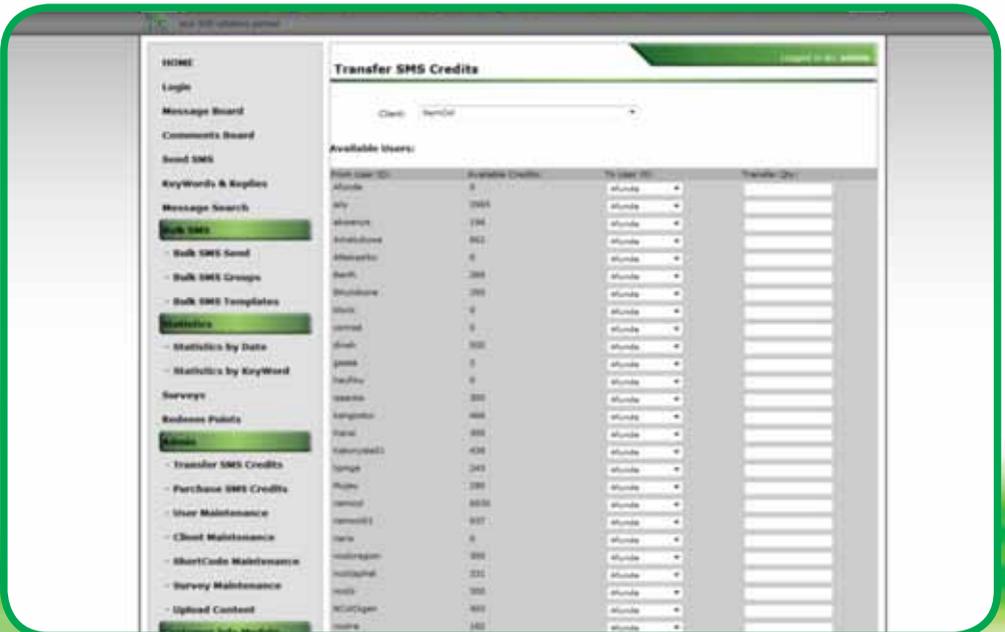
1. Click on the Transfer Credits link in the menu on the left.
2. A list of all available users will be displayed underneath the “Available Users” heading.
3. Note the user you would like to transfer from and select to appropriate “To User” from the drop down list in the same line.
4. Enter the amount of credits you would like to transfer in the corresponding “Transfer Qty” field in the same line.
5. Once you have entered all your required transfers, enter your Admin Password and click Transfer.

Notes: The **Total Messages** can be viewed in the right top hand corner.

In each bar is a numerical value and a percentile figure. These values represent the number of SMSes received and their relevance to the total number of SMSes received e.g. 253 / 2% indicates 253 messages representing 2% of the total messages. The messages represented in the graph can also be exported to an Excel spreadsheet. The date, time, message and cell number are listed in a CSV format file, which can be opened with Excel.

Click on **Export** and then **Save** the file.

Example: Transfer SMS Credits



10. Other Functions

10.1 SMS to Email

This function allows you to send an SMS via your email client (Outlook, Firebird, Gmail, etc). Contact your Account Executive for the required setup on your account at DMS.

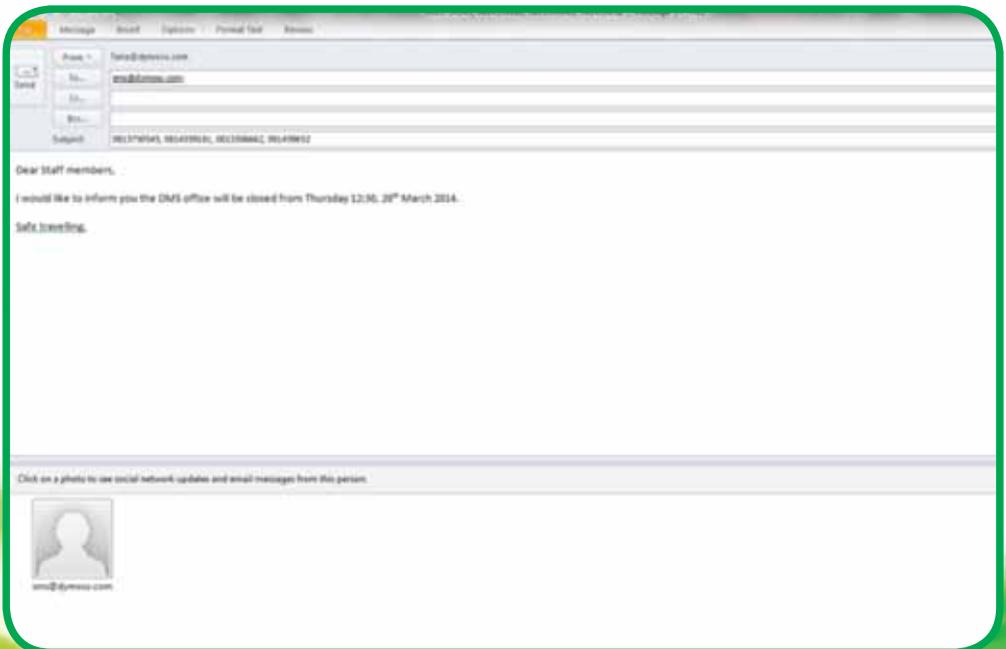
Steps to follow to send a SMS via Email

The e-mail must always be addressed to: sms@dymoso.com;

1. Open an new email message.
2. In the To block enter sms@dymoso.com.
3. In the subject line enter the cell phone number(s) of the recipients. More than one cell phone number must be separated by a comma e.g. 0811234567,0817894561. (A SMS can also be send to a Group, refer below).
4. Enter the SMS message in the body part of the email.
5. Send your email as per normal and DMS will forward it as a SMS.

Notes: The signature on your e-mail may remain, but if your message is too long a reply email will be sent informing you of the error.

Example: SMS via Email

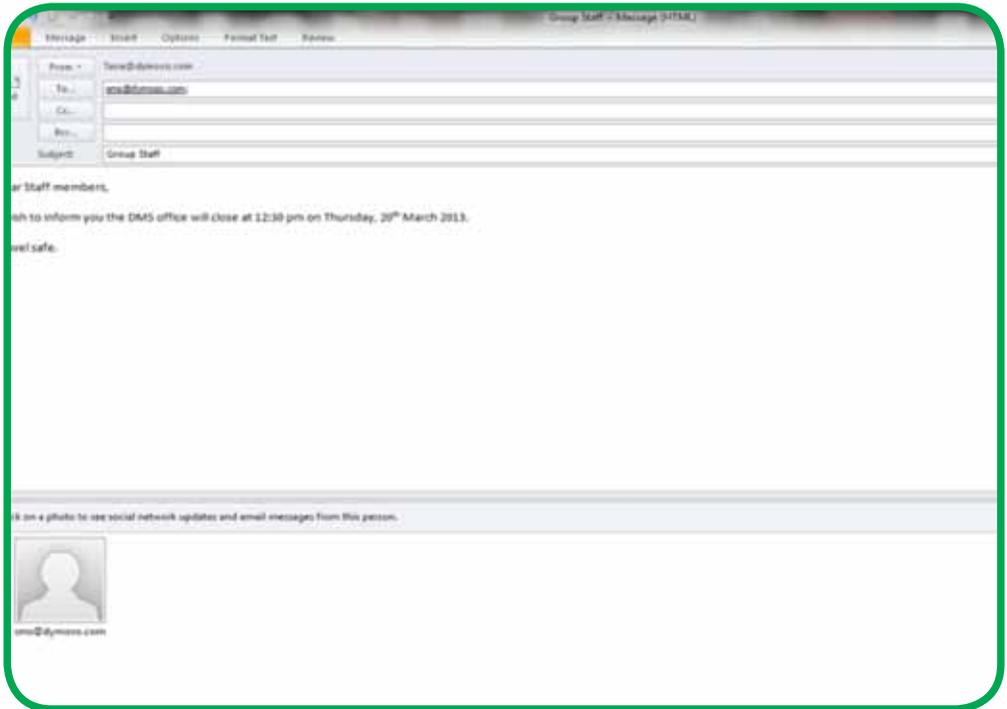


Steps to follow to send to a Group via Email

The e-mail must always be addressed to: sms@dymoso.com.

1. The Group you would like to send the SMS to must be setup beforehand using the Bulk SMS Groups function (refer paragraph 3.1.1).
2. Follow the same steps as above, but instead of entering the cell phone number in the subject line enter GROUP [SPACE] and the name of the Group you would like to send the SMS to. E.g. enter "group staff" (no quotes) to send a SMS to the "Staff" group.

Example: Send an SMS to a Group via Email



10.2 Group SMS via SMS

As with the SMS via Email, you can also send an SMS to a Group via a SMS instead of using the Web Services. This is a very cost-effective and efficient way of communicating with a group of people while not at the office.

Steps to follow to send to a Group via SMS

1. The Group you would like to send the SMS to must be setup beforehand using the Bulk SMS Groups function (refer paragraph 1.3.1).
2. Send a SMS to 5001 starting your SMS with GROUP [SPACE] the name of the Group you would like to send the SMS to [SPACE] and your message. E.g. to send the message "Dear Staff, Please note that..." to the STAFF group, your message should read: group staff Dear Staff, please note that... and send it to 5001.

Notes: The signature on your e-mail may remain, but if your message is too long a reply email will be sent informing you of the error.

11. Technical Requirements for the Web Services

To make use of the Web Services, DMS recommends Internet Explorer 11 or later or Mozilla Firefox V27 or later. (Download from the relevant supplier's website or contact your Account Executive for a CD).

Cookies must be allowed/ enabled to be able to use the Web Services.

12. Closure

The DMS Web Services and other functions were created to provide our clients with a set of tools to run their campaigns more effectively and to get the most out of SMS communication. Should you have any questions or if anything is unclear, please contact your Account Executive.