



# ROCKETTXT USER GUIDE

Detailed Manual of the functions of your ROCKETTXT system



<b>1</b>	<b>INTRODUCTION</b>	<b>2</b>
1.1	Terms & Abbreviations	2
<b>2</b>	<b>ABOUT ROCKETTXT</b>	<b>3</b>
<b>3</b>	<b>GETTING STARTED</b>	<b>4</b>
3.1	Logging In	4
3.2	Navigating Through RocketTXT	4
<b>4</b>	<b>ROCKET MEMBER SMS CATEGORY CHANGE ROUTINE</b>	<b>5</b>
4.1	Instructions for Running the SMS Member Category Change Routine	5
<b>5</b>	<b>ROCKETTXT Quicklink</b>	<b>6</b>
<b>6</b>	<b>HOW TO CREATE ROCKET MERGE FILES</b>	<b>7</b>
<b>7</b>	<b>ROCKET TEMPLATES</b>	<b>8</b>
<b>8</b>	<b>ROCKET SMS</b>	<b>9</b>
8.1	About Rocket SMS	9
8.1.1	Rocket Member Merge Step 1/4	10
8.1.2	Rocket Member Merge Step 2/4	10
8.1.	Rocket Member Merge Step 3/4	11
8.1.4	Rocket Member Merge Step 4/4	11
<b>9</b>	<b>STANDARD SMS SENDING</b>	<b>12</b>
9.1	Send SMS	12
9.1.1	Sending To Recipients From The Address Book	13
9.1.2	Sending To Recipients Not In Address Book	14
9.1.3	Configuring your Message and Replies	15
9.1.4	Scheduling Messages	16
9.2	Mailmerge	18
9.2.1	Importing Recipients	19
9.2.2	Composing the Message	19
9.2.3	Mailmerge Send Report	20
9.2.4	Send Message Now or Later	20
9.3	Bulk Numbers	21
9.3.1	Copy and Paste Method	21
9.3.2	File Import Method	22
9.3.3	Composing the Message	22
<b>10</b>	<b>MMS SENDING</b>	<b>23</b>
<b>11</b>	<b>PERSONAL ADDRESSES</b>	<b>24</b>
11.1	Add Contacts	24
11.2	Import Contacts	25
11.3	Modify Groups	25
11.3.1	Creating a New Group and Adding Contacts	25
11.3.2	Removing a Contact from a Group	26
11.3.3	Deleting a Group	26
11.4	Managing Contacts	26
11.4.1	Find Contacts	26
11.4.2	Deleting a Contact	26
<b>12</b>	<b>TEMPLATES</b>	<b>27</b>
12.1	Personal Templates	27
12.1.1	Creating Personal Templates	27
12.1.2	Modifying an Existing Template	27
12.1.3	Deleting a Template	27
<b>13</b>	<b>ADMINISTRATION</b>	<b>28</b>
13.1	Outgoing Message Reports	28
13.1.1	Search Using the Date Range	28
13.1.2	View Message Details	29
13.1.3	View Message Delivery Reports	29
13.2	Scheduled Messages	30
13.2.1	Modifying a Scheduled Message	30
13.2.2	Deleting a Scheduled Message	30
13.3	Changing Your Password	30
<b>14</b>	<b>APPENDIX B – FREQUENTLY ASKED QUESTIONS (FAQ)</b>	<b>31</b>



## 1. Introduction

Thank you for choosing Edgility's RocketTXT online SMS application. RocketTXT will allow you to send SMS and MMS text messages from your PC. It has been designed to be easy-to-use, and we trust that you will enjoy the experience.

This user guide explains how to use the RocketTXT application. It covers:

- **getting started,**
- **Rocket Merge SMS**
- **sending SMS,**
- **sending MMS,**
- **using the personal address book utility,**
- **making the most of the tools available,**
- **changing your password, and**
- **accessing the help functionality.**

Each menu item is explained and illustrated with relevant screen shots.

### 1.1 Terms and Abbreviations

<b>RocketTXT</b>	A web-based application that allows a user to send SMS or MMS to a mobile phone user.
<b>Permissions</b>	Software restrictions imposed by the administrator on user groups. Restrictions can limit access to global and/or personal settings.
<b>SMS</b>	Short Message Service.
<b>MMS</b>	Multimedia Message Service
<b>Administrator</b>	Person appointed within a company to manage user accounts and permissions.



## 2. About RocketTXT

RocketTXT isn't just about being able to send messages to your customers. RocketTXT is a comprehensive SMS customer management system. Apart from a feature packed online sending and reporting system, RocketTXT includes

- **SMS Member Category Change Routine** which allows you to quickly and efficiently separate all members with a mobile number and place them into an exclusive SMS member category
- **RocketTXT Quick Link** which takes seconds to install and places an icon on your Rocket Rental software and gives you access to your RocketTXT online sending system instantly

All of these extra features are available at no extra cost and are available in the "Getting Started" section of your RocketTXT website

The new suite of enhanced SMS messaging products will significantly change the way you communicate with your customers.

With RocketTXT you can now send tailored messages to your customers in a simple integrated approach.

RocketTXT allows for a quick, easy-to-use, cost effective means of keeping in touch with customers and other staff.

RocketTXT noticeably reduces call time and costs by sending messages anytime, anywhere.

RocketTXT is ideal for promoting products and events, reminders and notification, and for realising real-time effective communication.

The benefits of RocketTXT include:

- **Rocket SMS – tailored, personalised SMS**
- **Web-based application – requires no software installation and is accessible via the Internet**
- **Central management – reduces maintenance while automatically providing updated features and enhancements.**
- **MMS**
- **Reduced input time – it is far easier to type a message on a keyboard than on a handset keypad.**
- **Customisation features – allow for corporate personalisation and implementation of user restrictions.**
- **Bulk mail – messages can be sent to multiple recipients simultaneously, with the message body either generic or personalised.**
- **Message scheduling – allows the date and time of message delivery to be preset, recurring at regular intervals or once only.**

### 3. Getting Started

#### 3.1 Logging In




Before starting, ensure that you have been allocated a username and password. This is emailed to you when your user details have been added.



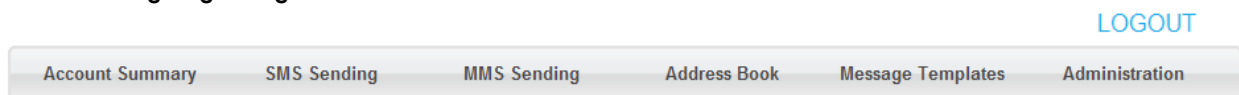
**Figure 3.1: RocketTXT Login Screen**

Access the login screen shown in Figure 3.1 by clicking on the link provided in the RocketTXT registration email. Enter your allocated user name and password, included in the registration email, in the relevant edit boxes. Click on the Login button to continue. The **Account Summary** screen is displayed.

If you are not sure of your local URL to access RocketTXT, refer to the Contact Information at the back of this document.

-  Should you forget your user name and/or password, click on the "Forgotten Password?" button. Your password will be emailed to your registered email address.
-  The password is case sensitive so ensure that it is entered correctly.
-  Add the RocketTXT site to your list of Favorites by bookmarking it (Ctrl+D).

#### 3.2 Navigating Through RocketTXT



**Figure 3.2: Main Menu**

Figure 3.2 shows the main menu found across the top of the main screen area. By passing your mouse cursor over the menu option, a sub-menu is displayed. Click on the menu option to display the screen.

#### Navigating Through RocketTXT

To logout of RocketTXT, click on the Logout menu item in the upper right hand corner of the main screen area.


#### 4. Rocket SMS Member Category Change Routine

This routine allows you to move those numbers with a mobile phone number on file (ie, a number found with a prefix of 04 in Australia and 02 in New Zealand) into an SMS membership category. Those that do not have a mobile number will have an alert message added to their file (*GET MEMBER'S MOBILE NUMBER AT NEXT HIRE!*), so that the staff will be reminded at the time of transaction to get a mobile number from the member.

When running the routine, you will be given a drop down list of your membership categories. You will need to select which one you want to move the members from, and then select the category you want to move them to. Before running the routine ensure you have set up the SMS membership type giving it the name you like. To do this you go into **ROCKET/ADMINISTRATION MENU/LIST MAINTENANCE**. Select the **OTHER** tab and then open **MEMBER TYPES**

##### 4.1 Instructions for Running the SMS Member Category Change Routine

- Please run a backup before proceeding
- To install the program, save the file ROCKET SMS MEMBER CHANGE.EXE from the email into a folder on your hard disk and then double click on it to install the routine. Select NEXT to go through each screen, then FINISH to exit.
- A small Rocket icon will be created on your desktop called SMS CATEGORY CHANGE.
- Click on this icon to run the routine. You will be presented with the following screen:



**Figure 4.1: SMS Member Category Change Routine**

- Choose the Member Category you wish to move from. The routine will consider only members in this category with a mobile number
- Choose the Member Category to move these members to.
- Select your operator code. This code will be shown in the member alerts as the operator who added the alert message.
- Select **RUN** to process the changes
- When the routine has finished you will be given a message **"Process Completed"** Select **OK** and it will close the screen
- Check that your promotions are still relevant to the new SMS member category



## 5. Rocket Quicklink

The Rocket Quicklink is a routine that allows you to insert a ROCKETTXT link to the lower left hand side of your Rocket screens.

This will ensure that you are able to click onto on this link from wherever you are in Rocket and immediately be directed to your RocketTXT online sending system.

Just follow the very simple steps from your link in your *GETTING STARTED* page of your ROCKETTXT web site and within seconds, this link will be automatically installed into your Rocket system.

If you are currently using "link 1" for another application, the RocketTXT Quicklink will not install. You should delete "link 1" and re-install the RocketTXT Quicklink. You are then able to re-establish your other link to "link 2". For assistance with this please contact the Rocket help desk.

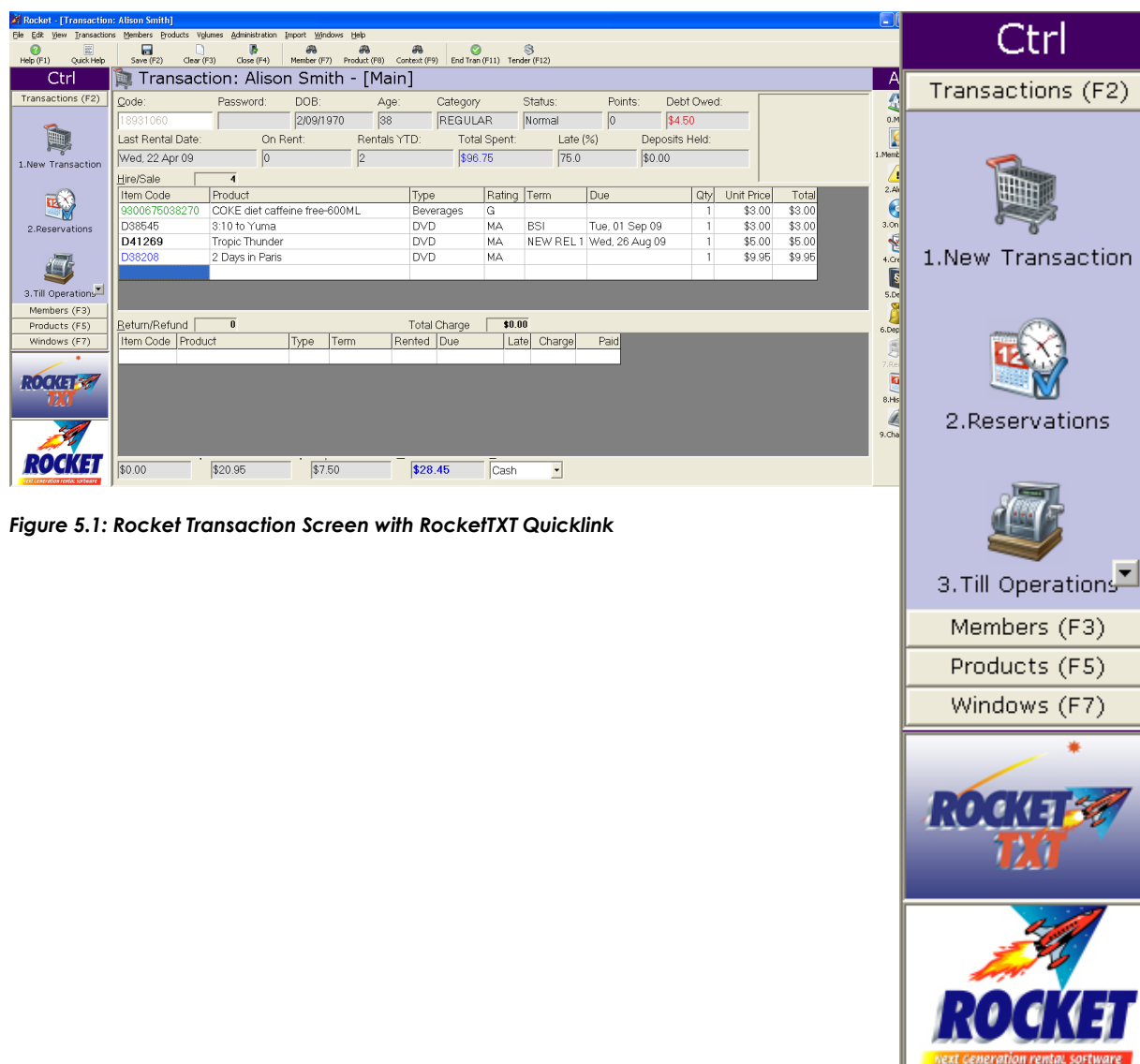
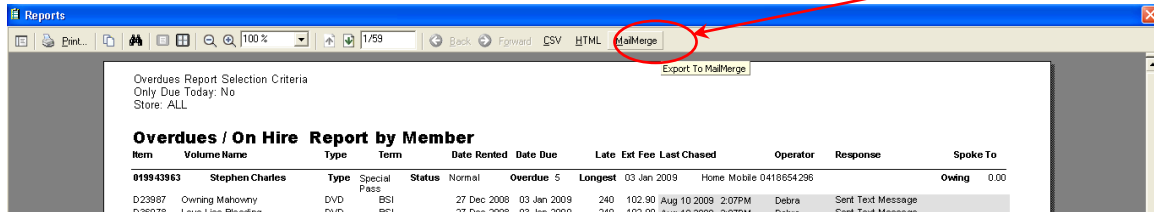


Figure 5.1: Rocket Transaction Screen with RocketTXT Quicklink

Figure 5.2: Main Menu with RocketTXT Quicklink

## 6. How to create a Rocket Merge File

All member reports in Rocket allow you to export the results of a report into a merge format. The format of the file is exactly the same for all reports except for Overdues/Late and Debts. You simply run the report then choose the Mailmerge button at the top of the screen as shown below.



Rocket will then save the file (the default location is the Rocket directory). You can change where the file is saved if you wish.

Once you've saved the file, you will be asked if you wish to add a note to the members in the file. The Overdue report, Reservations report and Customer Orders report will auto note that the customer has been contacted.

SMS Type	Rocket Report to use
Chasing Late fees	Overdue Reports – select in <b>Member</b> Order
Marketing/Lapsed/Birthday	Any of the <b>Marketing</b> or <b>Member</b> reports
Debt Chasings	Member Report - <b>Debts</b>
Reservation is ready	Reservation report – Put Away not called
Customer Order is ready	Customer Order report – Can be filled, not called



## 7. Rocket Templates

Access this screen by selecting **Rocket Templates** from the *Message Templates* menu.

The Rocket Template feature allows you to select a format eg *Marketing, Debt or Overdue*. Each of these selections will display all of the merge fields which you are able to insert to assist in creating your template.

You are able to create and manage unlimited templates. Below are some suggested formats

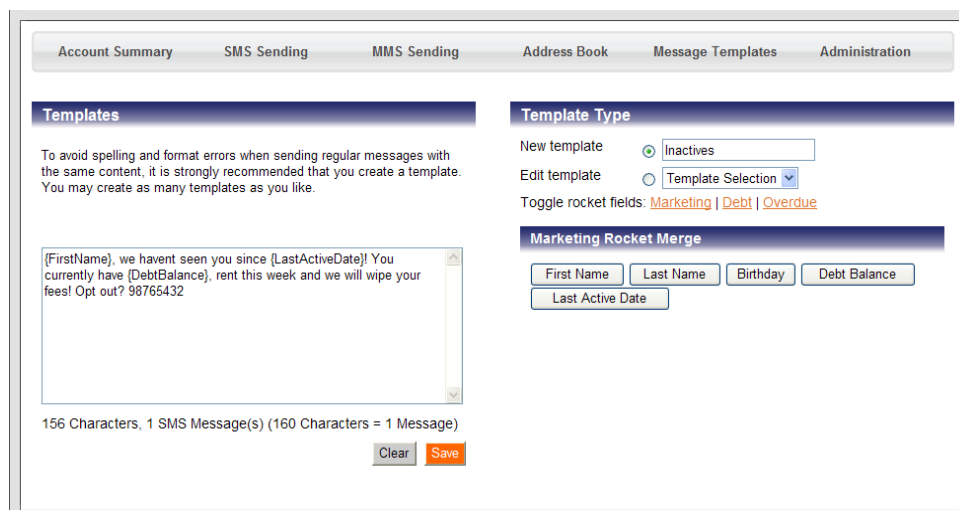


Figure 7.1: Rocket Templates

7.1 Late List	Dear <First Name>, you have <item count> rental items outstanding. Please return to ACME Video asap or call 96981234 to discuss
7.2 Birthday	Happy Birthday <First Name>! come in on <Birthday> for your FREE NEW RELEASE DVD! From the team at ACME Video. Opt out? 96981234
7.3 Debt Chasings	Dear <First Name>, our records show an amount of <Debt Balance> owing. Please contact ACME Video on 96981234 to avoid legal proceedings.
7.4 Lapsed Members	Dear <First Name>, we haven't seen you since <Last Active Date>. Come in to ACME Video before Saturday, show msg for FREE DVD Rental. Opt out? 96981234

Figure 6.2: Template Samples

## 8. Rocket SMS

### 8.1 About Rocket SMS

Access this feature by selecting **Rocket SMS** from the *SMS Sending* menu.

The Rocket SMS feature is specially developed to work with your Rocket software. It allows you to quickly and effectively prepare personalised messages to be sent to members individually or in bulk.

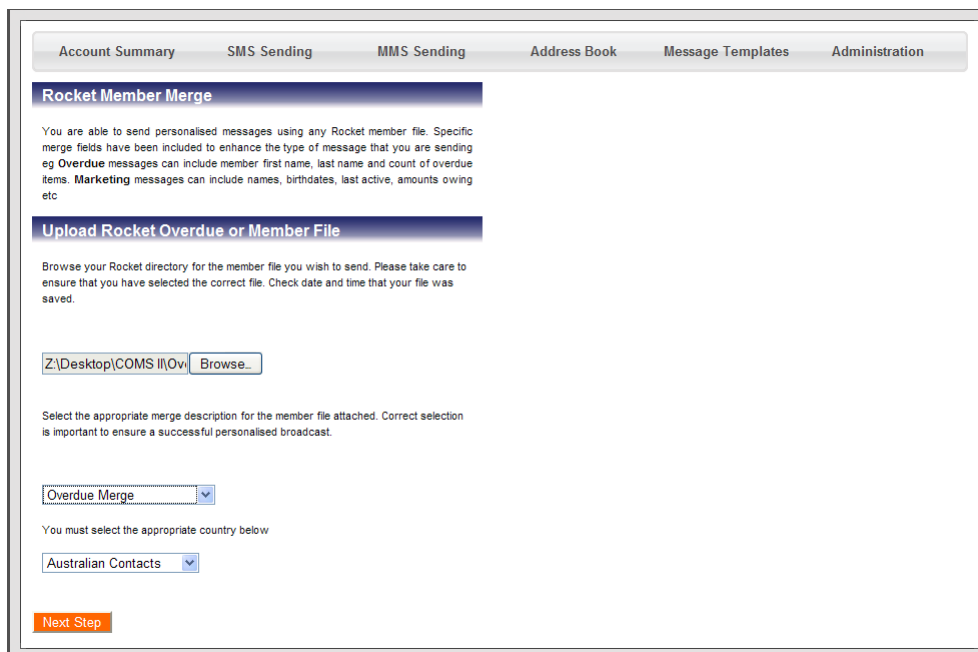
Any member report prepared in Rocket can be uploaded and sent with your choice of tailored, personalised content. Thousands of personalised messages can be sent within seconds.

You are able to select between an *Overdue Merge*, *Marketing & Other Merge* and *Debt Merge* which covers the full spectrum of customer contact needs.

Any report generated in Rocket must be saved as a *Mailmerge* if you wish to successfully upload and send as a personalised text message. Click on to the pre-set link to your messaging system in Rocket or log in to <http://rockettxt.edgility.com.au/> and simply browse and attach, upload report create your message and send.



*Before sending any marketing or alert messages you must ensure that each recipient has agreed to receive this type of message and can opt out of receiving such messages in the future. Recipients must also be able to identify the genuine source of each message. You should read the terms and conditions of use carefully before you send out any messages. Overdue or chasing messages are exempt from permissions pre-requisites (no opt out provisions necessary).*



The screenshot shows a web application interface for 'Rocket Member Merge'. At the top, there is a navigation bar with tabs: 'Account Summary', 'SMS Sending', 'MMS Sending', 'Address Book', 'Message Templates', and 'Administration'. The 'SMS Sending' tab is active. Below the navigation bar, the main content area has a title 'Rocket Member Merge' and a description: 'You are able to send personalised messages using any Rocket member file. Specific merge fields have been included to enhance the type of message that you are sending eg **Overdue** messages can include member first name, last name and count of overdue items. **Marketing** messages can include names, birthdates, last active, amounts owing etc'. Below this is a section titled 'Upload Rocket Overdue or Member File' with instructions: 'Browse your Rocket directory for the member file you wish to send. Please take care to ensure that you have selected the correct file. Check date and time that your file was saved.' There is a text input field containing 'Z:\Desktop\COMS II\Ov...' and a 'Browse...' button. Below this is a note: 'Select the appropriate merge description for the member file attached. Correct selection is important to ensure a successful personalised broadcast.' There is a dropdown menu currently showing 'Overdue Merge'. Below this is a note: 'You must select the appropriate country below' and another dropdown menu showing 'Australian Contacts'. At the bottom of the form is an orange 'Next Step' button.

**Figure 8.1: Rocket Member Merge – Step 1/4**

### 8.1.1 Rocket Member Merge – Step 1/4

Figure 5.1 shows the first step of Rocket file upload. In this case it is an *Overdue* or *Chasings* report. The *Overdue Merge* option has been selected and the respective region/country has been selected. Once a region/country has been selected, this will remain as the default until you elect to change if necessary.

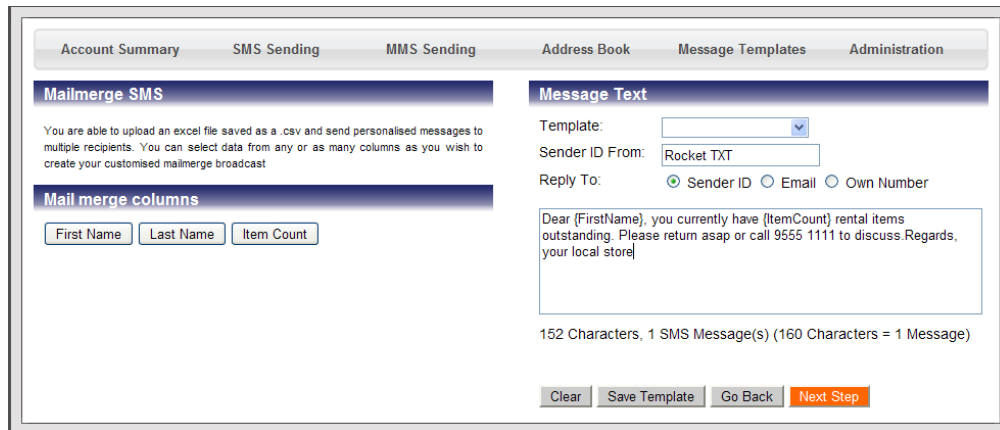
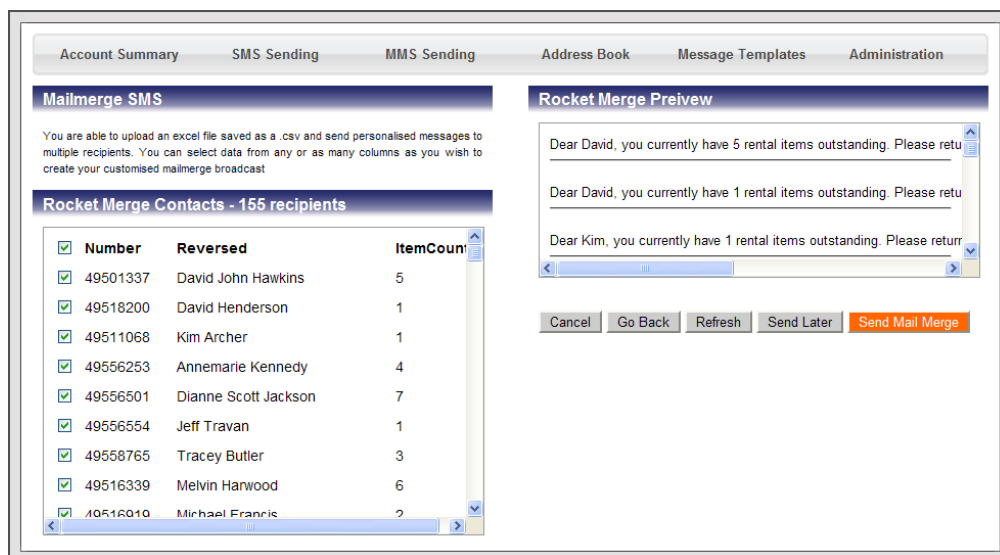


Figure 8.2: Rocket Member Merge – Step 2/4

### 8.1.2 Rocket Member Merge – Step 2/4

To compose the message manually, type the details in the *Compose Message* text area. Where details are to be inserted from the *Rocket Member File*, use the **Mail Merge Columns** buttons to insert the required personalised data.

To use an existing message template, select the *Template* from the drop-down list. Edit the template in the *Compose Message* text area.



Number	Reversed	ItemCount
49501337	David John Hawkins	5
49518200	David Henderson	1
49511068	Kim Archer	1
49556253	Annemarie Kennedy	4
49556501	Dianne Scott Jackson	7
49556554	Jeff Travan	1
49558765	Tracey Butler	3
49516339	Melvin Harwood	6
40516010	Michael Francis	2

Figure 8.3: Rocket Member Merge – Step 3/4

### 8.1.3 Rocket Member Merge – Step 3/4

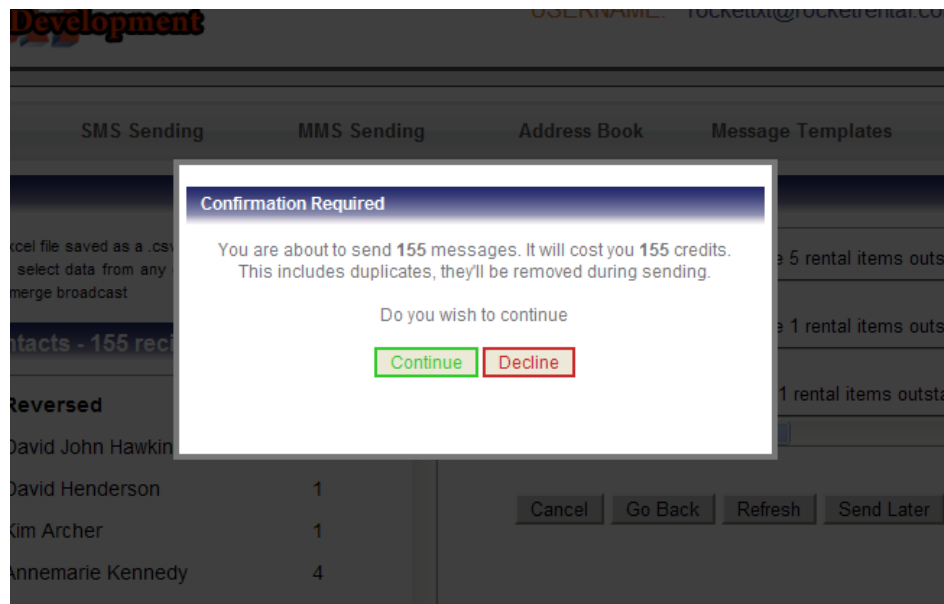
The **Rocket Merge Send Report** gives an example of the message to be sent, the total number of messages that will be merged, and the opportunity for individuals to be omitted from the merge send.

The **Rocket Merge Contacts** window contains a summary of the recipients. You are able to de-select any individuals that you would like to be omitted from receiving the message. You must de-select, then click *Refresh*. This will ensure any de-selected contacts will not receive a message and the total number of merge contacts summary will be updated.

Any errors during this process would more than likely be because the file that you are attempting to upload is incorrect. Ensure that you have selected the correct Rocket member file.



*The confirmation report does not indicate if any of the messages will exceed 160 characters once merged. It is therefore important that when composing the message body, the maximum length of each column being imported is considered. Do remember that the mobile number is not included as part of the message body, and that this does not need to be considered when ensuring that the maximum character limit is not exceeded.*



**Figure 8.4: Rocket Member Merge – Step 4/4**

### 8.1.4 Rocket Member Merge – Step 4/4

The final step of your Rocket Member Merge is to confirm the send. This step includes a dialogue box which contains the amount of messages that will be delivered. This is an opportunity to *Continue* or *Decline*. It is specifically designed to prevent accidental sending.



## 9. STANDARD SMS Sending

There are a number ways in which a Short Message Service (SMS) text message can be sent using RocketTXT. These include sending single messages, Rocket Merge, bulk messages, and mail merge messages. Messages can also be sent immediately or scheduled for sending later.

### Message Limits

The Administrator has the option to limit the number of messages that can be sent by you or your group per month. The number of remaining messages is indicated below the menu, with a label of *Messages Remaining*.

Each time you send a message the number of messages remaining is reduced by one. If you use mail merge or bulk message send for a large number of recipients, your message limit is reduced by the total number of recipients to which your message is sent.

### How Do I Know If My Message Has Been Sent?

All messages that have been sent are listed in **Outgoing Reports**. Access **Outgoing Reports** in the **Administration** menu. Refer to section 9.1 for more information.

A **Status** option is available in the Administration menu. Click on the *Status* menu option to access the **Status** screen. Listed here are response messages related to the actions you perform each time you access and use RocketTXT.

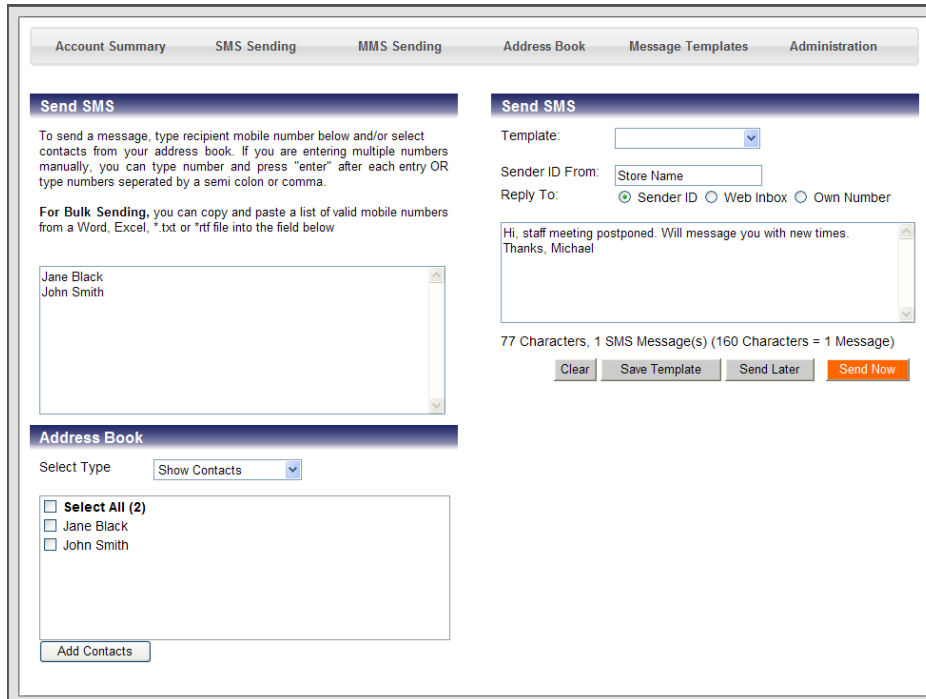
### 9.1 Send SMS

The **Send SMS** screen allows you to configure a message for personal contacts and groups, company contacts and groups, and individual recipients not listed in any address books.

For each message composed there is the ability to send the message immediately, or send the message later.

### 9.1.1 Sending to Recipients From the Address Book

Access this screen by selecting **Send SMS** from the *SMS Sending* menu.



**Figure 9.1: Recipients from the Address Book**

Figure 9.1 shows an example of using the personal contacts address book.

To search for recipients from the personal or company address book, select the required option from the *Select Type* drop-down list.

From the list of recipients that are shown, click the check box of a recipient to select him/her. You can select all displayed recipients by selecting the **Select All** checkbox. Click on the *Add Contacts* button to add the recipient(s) to the *Recipients* field.

If a recipient is added accidentally, delete him/her manually from the *Recipients* field.

Type the message in the *Message* text area, or select a *Template* from the drop-down list.



To clear the message and recipient details, click on the *Clear* button.

### Sending the Message

The following options are available:

- To send the message immediately, click on the **Send Now** button;
- To send the message at a later date/time, click on the **Send Later** button

### How Do I Know If My Message Has Been Sent?

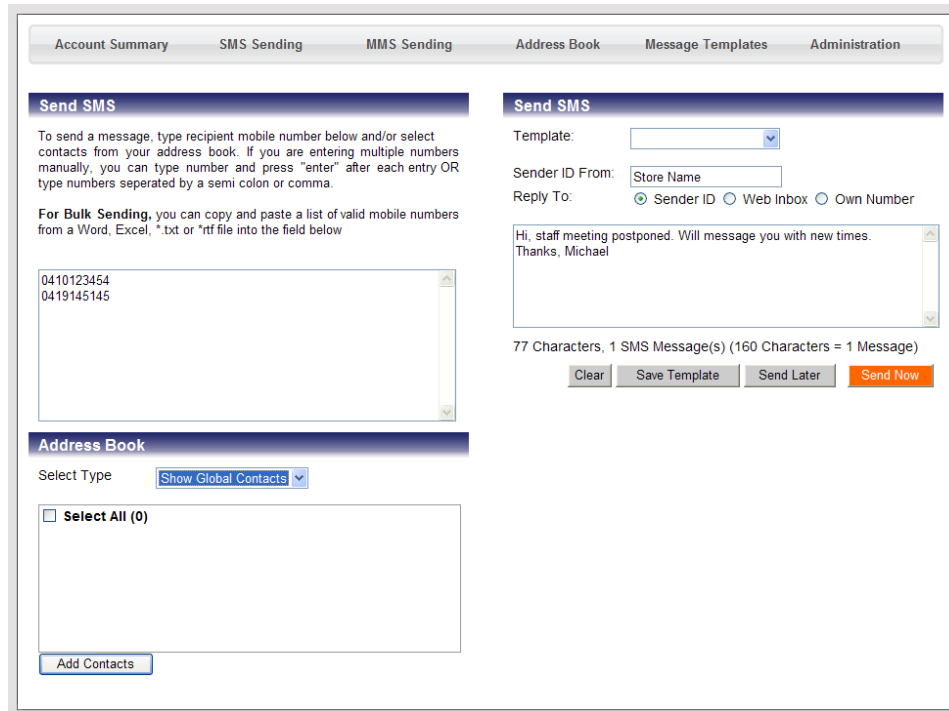
All messages that have been sent are listed in **Outgoing Reports**. Access **Outgoing Reports** in the **Administration** menu. Refer to section 9.1 for more information.

A **Status** option is available in the *Administration* menu. Click on the *Status* menu option to access the **Status** screen. Listed here are response messages related to the actions you perform each time you access and use RocketTXT.

### 9.1.2 Sending to Recipients Not in the Address Book

To send an SMS to people who are not in your address book, use the **Send SMS** screen.

Access this screen by selecting **Send SMS** from the *SMS Sending* menu.



**Figure 9.2: Recipients Not Listed in Address Book**

Figure 9.2 shows the **Send SMS** screen with the recipient numbers entered manually.

In the *Recipients* edit box, type in the mobile number of the recipient/s with no spaces separating the digits. If there is more than one recipient, press enter and enter the next number on the next line and continue to do so for each additional number.

In the *Compose Message* text area, type the message for the recipient. Remember that there is a limit of 160 characters. The number of characters remaining is shown in the counter to the bottom right of the text area.

If the message body is one that is used regularly, select a message template from the drop-down list. Refer to section 8 for details on how to create personal templates.

### Sending the Message

The following options are available:

- To send the message immediately, click on the **Send Now** button;
- To send the message at a later date/time, click on the **Send Later** button (refer to section 4.1.4);

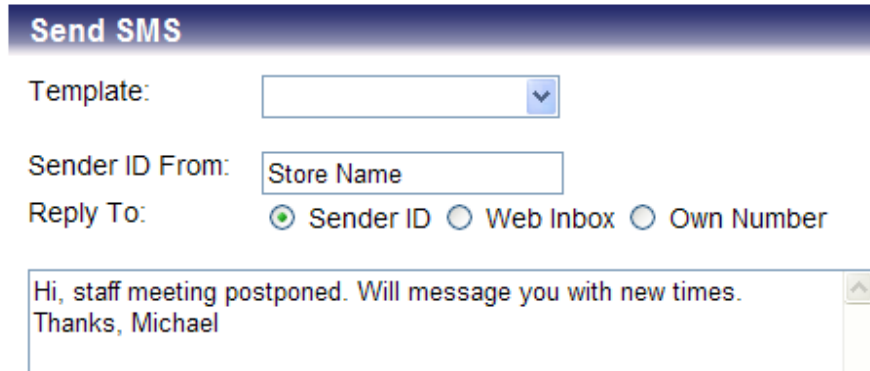
### How Do I Know If My Message Has Been Sent?

All messages that have been sent are listed in **Outgoing Reports**. Access **Outgoing Reports** in the **Administration** menu. Refer to section 9.1 for more information.

A **Status** option is available in the Administration menu. Click on the *Status* menu option to access the **Status** screen. Listed here are response messages related to the actions you perform each time you access and use RocketTXT.

### 9.1.3 Configuring your Message and Replies

RocketTXT is designed to allow for a choice of how your recipients reply to your message



The screenshot shows a web interface for sending an SMS. At the top is a blue header bar with the text "Send SMS". Below this, there are three main sections: "Template:" with a dropdown menu, "Sender ID From:" with a text box containing "Store Name", and "Reply To:" with three radio button options: "Sender ID" (which is selected), "Web Inbox", and "Own Number". At the bottom is a large text area for the message content, which contains the text "Hi, staff meeting postponed. Will message you with new times. Thanks, Michael".

**Figure 9.3: Reply Options**

Figure 9.3 shows the **Reply To** options

RocketTXT allows you to configure your message to display a "header" of your choice. This is a 10 character field allowing for text or numbers of your choice to be the selected title or header of your message. You will need to have the **Sender ID** button selected.

You may however choose to have replies return to the **Web Inbox**. This is an option in your **SMS Sending** sub menu. This allows you to manage replies by either replying, deleting or exporting. You will need to have the **Web Inbox** button selected.

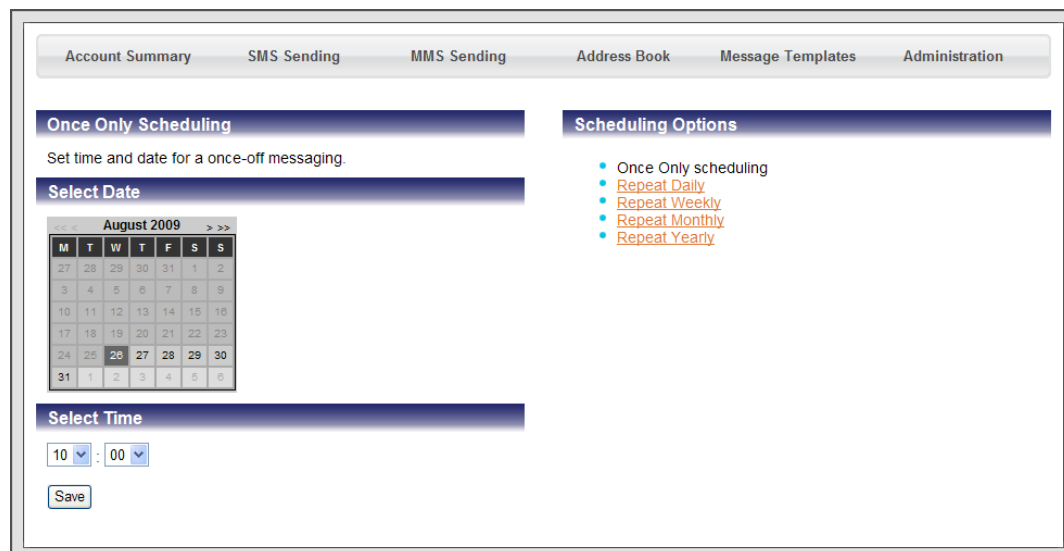
Depending on the mobile number that is entered in your account details, you may choose to reply to **Own Number**. This means that your replies will come directly to your mobile phone. You may choose to manually over-ride this number with another prior to send



#### 9.1.4 Scheduling Messages

##### Send Later – Only Once

Access this screen from **Send SMS** by clicking on the *Send Later* button.



**Figure 9.4: Once Only Scheduling**

Figure 9.4 shows the **Once Only Scheduling** screen. Use this option to configure the message to be delivered at a pre-selected date and time.

Select a date from the calendar on which the message is to be delivered. If the message is to be sent next month, click on the *Next >>* button on the calendar. Enter the time using the 24-hour format.

Click on the *Save* button and this will initiate the *Confirmation Required* which includes the Scheduled Message Status displaying the date and time selected. Clicking on *Continue* will send your message at the scheduled date and time. Clicking on *Decline* will take you back to allow you to make any changes.

Once message schedules are created, they can be viewed on the **Scheduled Texts** log found on the *Administration* menu.

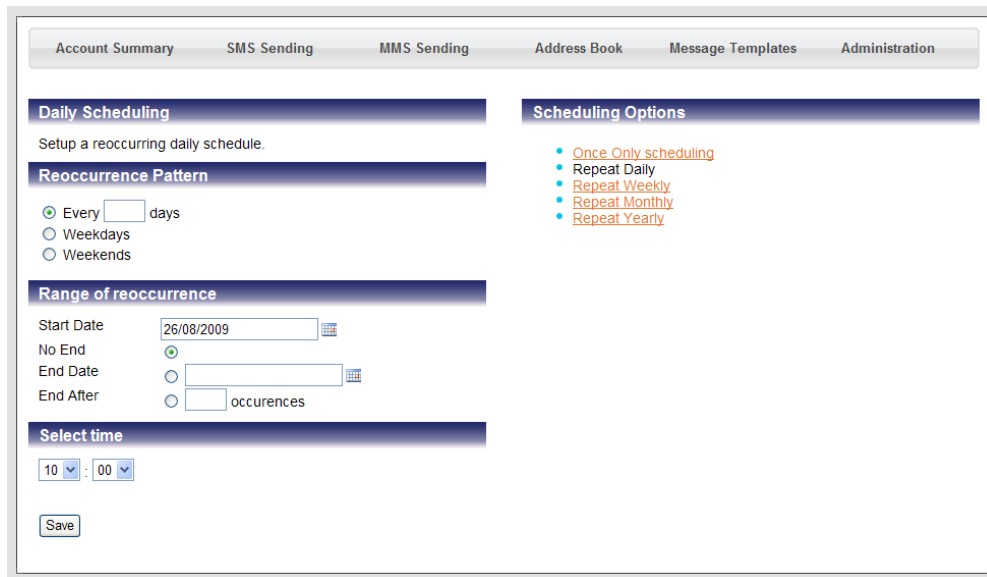
##### How Do I Know If My Scheduled Message Has Been Sent?

All messages that have been sent successfully are listed in the **Outgoing Reports**. Access **Outgoing Reports** from the *Administration* menu. Refer to section 9.1 for further details.

A **Status** option is available in the *Administration* menu. Click on the *Status* menu option to access the **Status** screen. Listed here are response messages related to the actions you perform each time you access and use RocketTXT.

##### Send Later – Recurring

Access this screen from **Send SMS** by clicking on the *Send Later* button.



**Figure 9.5: Scheduling Recurrent Messages**

Access the **Schedule Recurrent Messages** screen by clicking on one of the required *Scheduling Options*

When sending a message on a recurring basis, it can be configured to be sent daily, weekly, monthly, or yearly. Select the required *Recurrence Pattern* from the menu.



The top section of the screen changes for each of the recurrence patterns. The range remains the same.

### Recurring Daily

The daily recurrence pattern can be set to send every x number of days apart. The option also exists to send the message on weekdays only or weekends only.

Click on the radio button to indicate the frequency required. If the message is to be sent, e.g. every 3 days, enter the number in the *Every # Days* edit box. An example of the weekly recurrence can be seen in Figure 4.5 above.

### Recurring Weekly

The weekly recurrence pattern can be set to send every x number of weeks apart. The option also exists to send the message more than once in a week, recurring every x number of weeks.

Set the weekly frequency by typing the number in the *Every # Week* edit box. Check the box of the corresponding day of the week that this is to occur.

### Recurring Monthly

The two methods of sending the message on a monthly basis are as follows:

- **The message can be sent on a specific date every x number of months apart; or**
- **The message can be sent on a specific day of the week, every x number of months apart.**

For example, the recurring message can be sent on the second Tuesday of every third month. Select the frequency by clicking on the corresponding radio button and enter the values required.

### Recurring Yearly

For a message to be sent on a yearly basis, it can either be sent on a specific date each year, or on a specific day each year.

For the message to be sent on a specific date, select the month from the drop-down list and enter the date in the edit box.

For the message to be sent on a specific day each year, select from the first drop-down list the position of the day in the month (first, second, third, fourth, last). From the second drop-down list select the day of the week, and select

the month of the year from the third drop-down list. Click on the corresponding radio button to indicate the selected frequency.

### Finishing Off

Click on the *Save* button and this will initiate the *Confirmation Required* which includes the Scheduled Message Status displaying the date and time selected. Clicking on *Continue* will send your message at the scheduled date and time. Clicking on *Decline* will take you back to allow you to make any changes.

Once message schedules are created, they can be viewed on the **Scheduled Texts** log found on the *Administration* menu.

### How Do I Know If My Scheduled Message Has Been Sent?

All messages that have been sent successfully are listed in the **Outgoing Reports**. Access **Outgoing Reports** from the *Administration* menu. Refer to section 9.1 for further details.

A **Status** option is available in the *Administration* menu. Click on the *Status* menu option to access the **Status** screen. Listed here are response messages related to the actions you perform each time you access and use RocketTXT.

## 9.2 Mailmerge

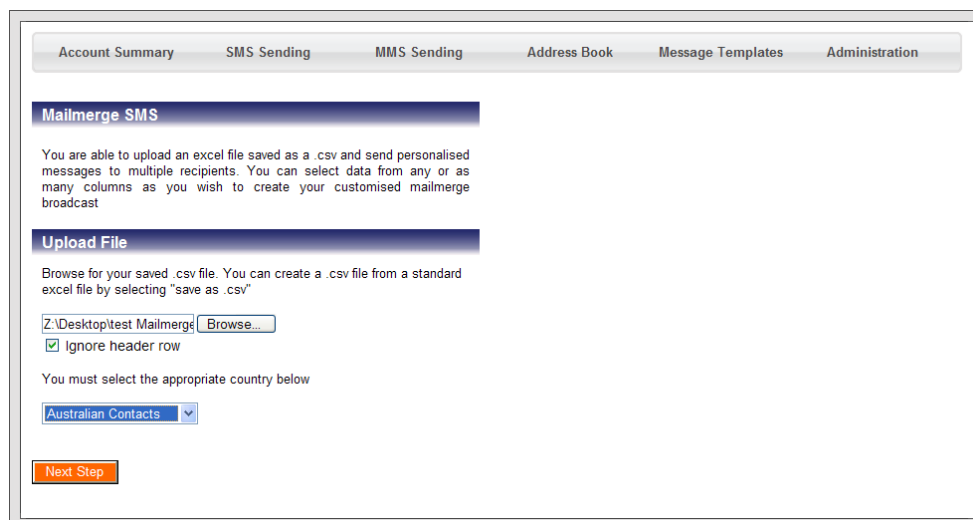
Access this screen by selecting **Mailmerge** from the *SMS Sending* menu.

The mail merge feature performs in much the same way as the mail merge facility in a word processor, in that each message is personalised for each recipient.

A csv (comma separated values) file, containing a list of the recipients' mobile numbers, names, and other information that is specific to each recipient, is imported. For more information on how to create a csv file, refer to Appendix A.



*Before sending messages you must ensure that each recipient has agreed to receive this type of message and can opt out of receiving such messages in the future. Recipients must also be able to identify the genuine source of each message. You should read the terms and conditions of use carefully before you send out any messages.*



Account Summary SMS Sending MMS Sending Address Book Message Templates Administration

### Mailmerge SMS

You are able to upload an excel file saved as a .csv and send personalised messages to multiple recipients. You can select data from any or as many columns as you wish to create your customised mailmerge broadcast

### Upload File

Browse for your saved .csv file. You can create a .csv file from a standard excel file by selecting "save as .csv"

Z:\Desktop\test Mailmerge

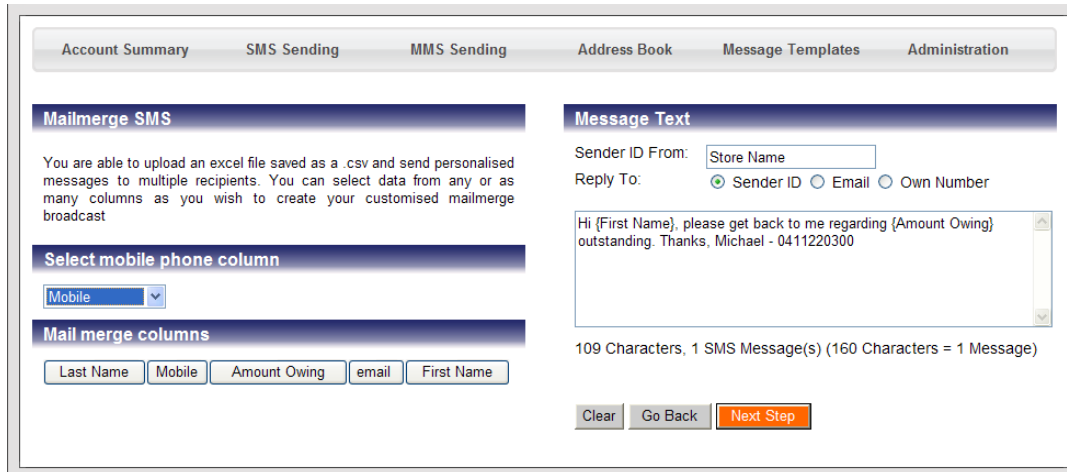
☒ Ignore header row

You must select the appropriate country below

**Figure 9.6: Mailmerge: step 1 – Importing the Recipients**

### 9.2.1 Importing The Recipients

Locate the csv file using the Browse... button. The path for the file is shown in the edit box.



The screenshot shows the 'Mailmerge SMS' interface. The 'Message Text' section is active, displaying a text area with the message: "Hi (First Name), please get back to me regarding (Amount Owing) outstanding. Thanks, Michael - 0411220300". Below the text area, it indicates "109 Characters, 1 SMS Message(s) (160 Characters = 1 Message)". The 'Sender ID From' field is set to 'Store Name', and the 'Reply To' field has radio buttons for 'Sender ID' (selected), 'Email', and 'Own Number'. At the bottom, there are 'Clear', 'Go Back', and 'Next Step' buttons.

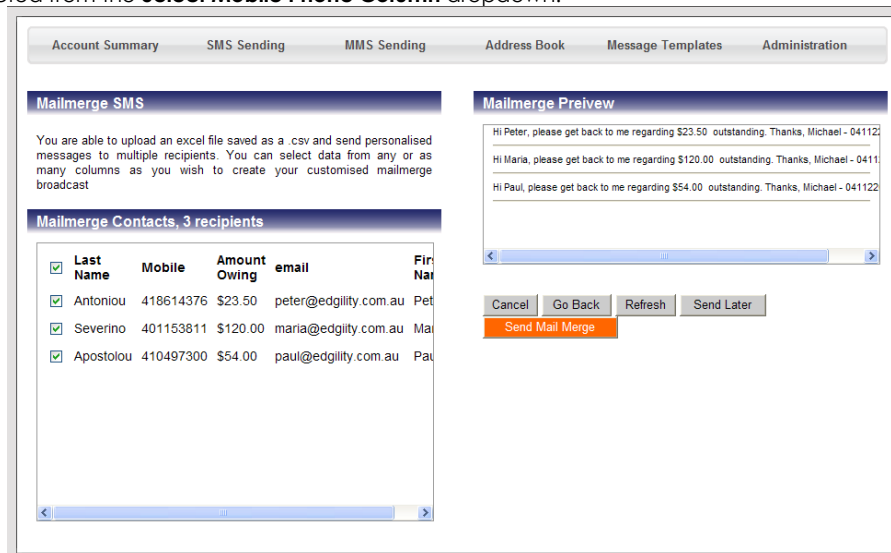
Figure 9.7: Mailmerge: step 2 – Composing the Message

### 9.2.2 Composing the Message

To compose the message manually, type the details in the *Compose Message* text area. Where details are to be inserted from the csv file, use the **Mail Merge Columns** buttons to insert the required personalised data.

To use an existing message template, select the *Template* from the drop-down list. Edit the template in the *Compose Message* text area.

For each of the above methods, the column in which the mobile phone number is stored must be selected. This can be easily selected from the **Select Mobile Phone Column** dropdown.



The screenshot shows the 'Mailmerge Send Report' interface. On the left, under 'Mailmerge Contacts, 3 recipients', there is a table with columns: Last Name, Mobile, Amount Owing, email, and First Name. The table contains three rows of data, each with a checked checkbox in the first column.

	Last Name	Mobile	Amount Owing	email	First Name
<input checked="" type="checkbox"/>	Antoniou	418614376	\$23.50	peter@edgility.com.au	Peter
<input checked="" type="checkbox"/>	Severino	401153811	\$120.00	maria@edgility.com.au	Maria
<input checked="" type="checkbox"/>	Apostolou	410497300	\$54.00	paul@edgility.com.au	Paul

On the right, under 'Mailmerge Preview', there is a text area showing the personalized messages for each recipient. Below the text area, there are buttons: 'Cancel', 'Go Back', 'Refresh', 'Send Later', and a prominent 'Send Mail Merge' button.

Figure 9.8: Mailmerge Send Report

### 9.2.3 Mailmerge Send report

The **Mail Merge Send Report** gives an example of the message to be sent, the total number of messages that will be merged, and the opportunity for individuals to be omitted from the merge send.

The **Mailmerge Contacts** window contains a summary of the recipients. You are able to de-select any individuals that you would like to be omitted from receiving the message. You must de-select, then click *Refresh*. This will ensure any de-selected contacts will not receive message and the total number of merge contacts summary will be updated.

Any errors during this process are more than likely contacts that were not be merged correctly due to incorrect file type, columns incorrectly formatted or positioned or errors in the mobile phone number. Click on the *Back* button to correct those mobile numbers that are incorrect.

This means that you will have to open the file containing the imported information and check the column containing the mobile numbers. Ensure that there are no spaces between any of the digits, no dashes (-) separating the digits, and that the number is the correct length, i.e. 10 digits.



*The confirmation report does not indicate if any of the messages will exceed 160 characters once merged. It is therefore important that when composing the message body, the maximum length of each column being imported is considered. Do remember that the mobile number is not included as part of the message body, and that this does not need to be considered when ensuring that the maximum character limit is not exceeded.*



*Failure to merge all messages could also be a result of a lack of sufficient message credits remaining if you are a pre-paid customer. Always check how many messages you can send if you have a limit. Remember that sending mail merge messages to 100 recipients requires you to have 100 message credits available.*

### 9.2.4 Send Messages Now or Later

To send the merged messages now, click on the *Send Now* button.

To schedule the merged messages for recurrence, refer to section 4.1.4.

To send the message later and once only, select the date from the calendar and enter the time in the edit boxes.

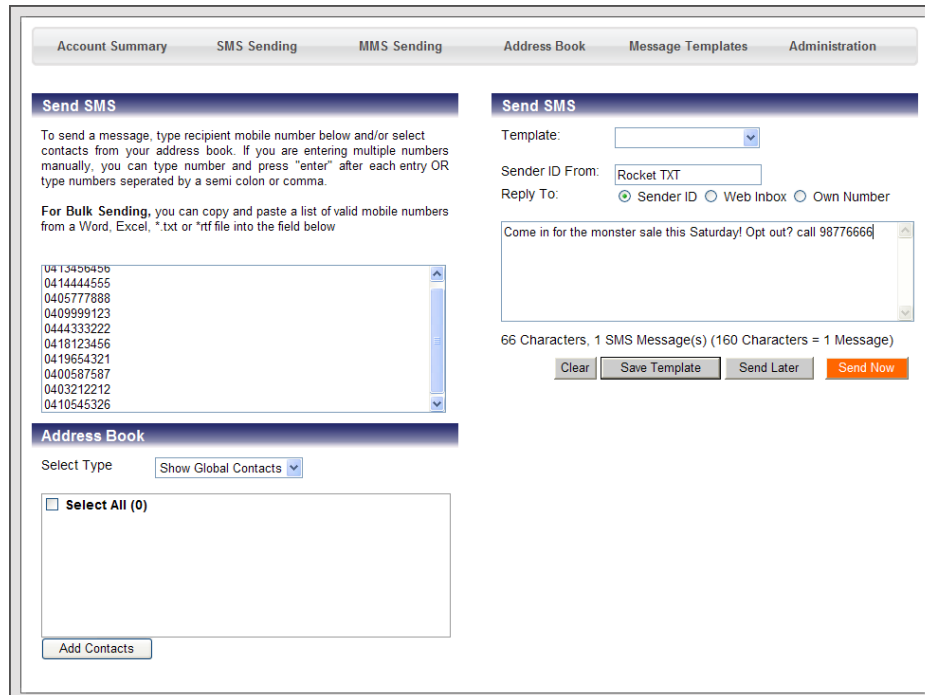
#### Can I Update The CSV File After The Message Has Been Scheduled For Later Delivery?

No you cannot. When you click on the *OK* button after setting up the message schedule, the CVS file details are stored on the database.

Any changes you make to the csv file after scheduling the message will not be used.

### 9.3 Bulk Numbers

Access this screen by selecting **Bulk Number Send** from the *SMS Sending* menu for browsing and uploading a file. To copy and paste a list of numbers, you can do so directly into the message recipient field in the standard *Send SMS* screen in the *SMS Sending* menu.




The screenshot shows the 'Send SMS' interface with the 'Bulk Numbers' section active. The 'Send SMS' tab is selected, and the 'Bulk Numbers' section is expanded. It displays a list of mobile numbers in a text area. Below the list, there is a 'Select All (0)' checkbox and an 'Add Contacts' button. The 'Address Book' section is also visible, showing a 'Select Type' dropdown and a 'Show Global Contacts' button. The 'Send SMS' section on the right shows a template selection dropdown, a 'Sender ID From' dropdown set to 'Rocket TXT', and a 'Reply To' section with radio buttons for 'Sender ID', 'Web Inbox', and 'Own Number'. A message preview is shown below these options, and at the bottom, there are buttons for 'Clear', 'Save Template', 'Send Later', and 'Send Now'.

**Figure 9.9: Bulk Numbers**

Use the bulk numbers feature to send messages to large groups of recipients who are not in the address book. These messages differ from mail merge messages in that the content of each message is not personalised.

The details of these recipients might not be stored in the address book for various reasons; for example, these numbers may be stored on another file that you have maintained. For example, you may have collected a list of numbers as a result of a competition or survey (it is assumed that the entrants were made aware that they would be receiving a message from you)


Mobile numbers can either be copied and pasted or imported from a file.

 *Before sending messages you must ensure that each recipient has agreed to receive this type of message and can opt out of receiving such messages in the future. Recipients must also be able to identify the genuine source of each message. You should read the terms and conditions of use carefully before you send out any messages.*

#### 9.3.1 Copy and Paste Method

Open the file containing the mobile numbers. The file can be one of the following formats: MS-Word, MS-Excel, \*.txt, or \*.rtf. Ensure that a comma separates the numbers if the file is not saved as a csv file. Highlight all the numbers and press Ctrl+C or use Edit | Copy from the application main menu.

In the RocketTXT application, place the cursor in the *Message Recipient Box* area in the *Send SMS* screen and press Ctrl+V or select Edit | Paste from the browser main menu.

 *When uploading from MS-Access, create a report with the desired list of numbers and click on the MS-Word icon to create a \*.rtf file. Highlight and copy the numbers, then paste the string of numbers from this bulk file to the Copy and Paste Method text area.*



### 9.3.2 File Import Method

Ensure the file has been saved as a csv file (refer to Appendix A on how to create a csv file). The file should only contain mobile numbers and each number should occupy its own cell.

Click on the *Browse* button under Upload External File to locate the csv file in the **Bulk SMS** sending screen. The file path is shown in the edit box. Click on the *Process Message* button.

### 9.3.3 Composing the Message

Type the message in the *Compose Message* text area. If you wish to use a message template, select it from the *Template* drop-down list.

When the message is complete, click on the *Send Now* button.

To send the message later, or to have it sent recurring, click on the *Send Later* button. Refer to section 4.1.4 for more information on sending a message later.

### How Do I Know If My Scheduled Message Has Been Sent?

All messages that have been sent successfully are listed in the **Outgoing Reports**. Access **Outgoing Reports** from the *Administration* menu. Refer to section 9.1 for further details.

## 10. MMS Sending

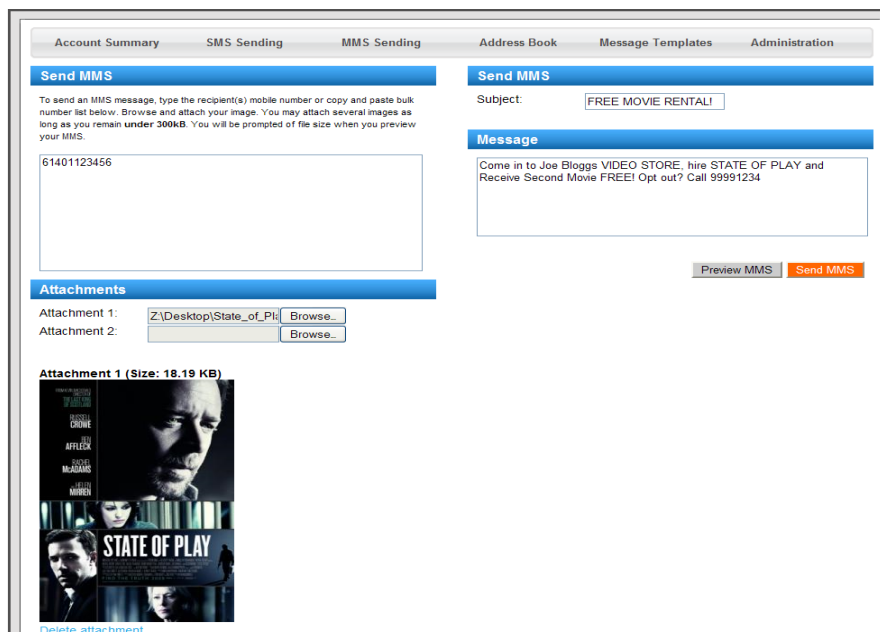
Multimedia Messaging Service (MMS) is a new standard in mobile messaging. Like SMS, MMS is a way to send a message from one person to another. The difference is that MMS can include not just text but also sound, images and video.

Formats that can be embedded within MMS include;

- Text (formatted with fonts, colours etc)
- Images (JPEG, GIF format)
- Audio (MP3, MIDI)
- Video (3GPP)



*You are able to send to one or multiple recipients at any one time. You are also able to send multiple images if they collectively do not exceed 300kB*



**Figure 10.1: MMS Sending Screen**

Figure 10.1 shows the main MMS sending screen. Enter recipient mobile numbers in the same fashion as normal SMS sending. You are able to enter mobile numbers or copy and paste a list as per standard Bulk SMS sending.

Browse for your file and click and ensure that the file(s) do not exceed 300kB. As you attach your files, the size will be displayed above your file and will give you a clear indication of whether you are within the file size maximum.



## 11. Personal Addresses

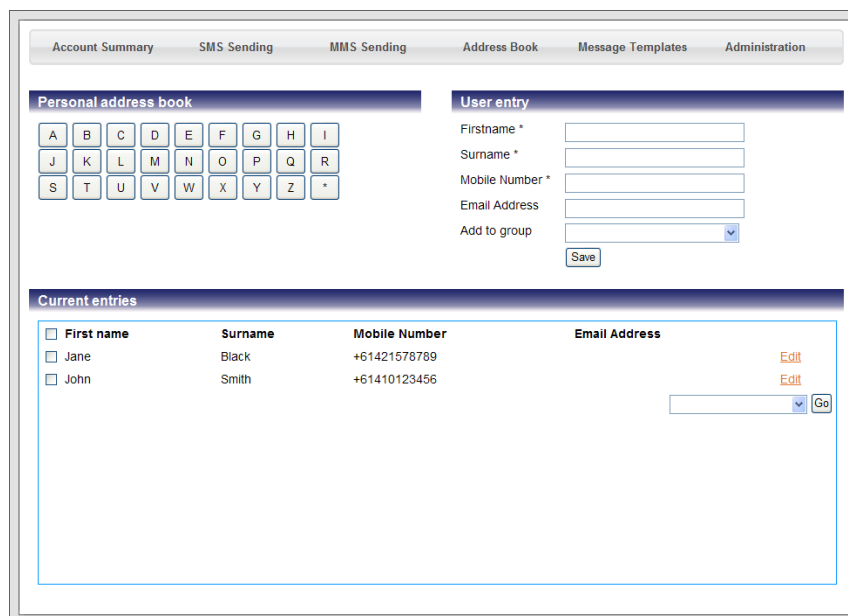
Store personal contact details such as names, mobile numbers, and email addresses in the personal address book. These contacts can also be edited and deleted. Your personal contacts can be added to contact groups and can also be imported from a file.



*If you have been granted permission to make amendments to the Global Address Book, this chapter may be followed. Select the Company menu options from the Address Book menu.*

Access this screen by selecting **Personal Addresses** from the Address Book menu.

### 11.1 Add Contacts



The screenshot shows the 'Personal address book' screen. At the top, there are tabs: Account Summary, SMS Sending, MMS Sending, Address Book (selected), Message Templates, and Administration. Below the tabs, there are two main sections: 'Personal address book' and 'User entry'.

The 'Personal address book' section contains a grid of letters (A-Z) and an asterisk, used for searching contacts.

The 'User entry' section contains the following fields:

- Firstname \*
- Surname \*
- Mobile Number \*
- Email Address
- Add to group (dropdown menu)
- Save button

Below these sections is a 'Current entries' table with the following data:

<input type="checkbox"/>	First name	Surname	Mobile Number	Email Address	
<input type="checkbox"/>	Jane	Black	+61421578789		<a href="#">Edit</a>
<input type="checkbox"/>	John	Smith	+61410123456		<a href="#">Edit</a>

At the bottom right of the table, there is a search bar with a 'Go' button.

**Figure 11.1: Add Contacts**

Figure 11.1 shows the **Personal Address Book** screen where details such as the first name, surname, mobile number and email address of personal contacts are added, and contacts can be searched for.

Details on how to add personal contacts are provided below. Refer to section 7.4 on details on how to search for personal contacts.

### Adding Personal Contacts

Enter the first name, surname, mobile number and email address of the new contact in the *User Entry* boxes. Add the new contact to a group by selecting one from the *Add to Group* drop-down list. Click on the Save button.



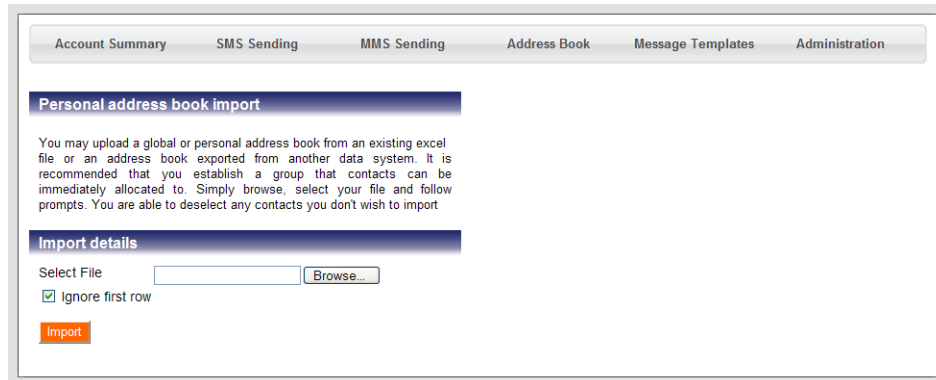
*If there are no contact groups, the new contact can be added to a group on the **Modify Contact Groups** screen at a later stage.*



*The fields for first name, surname and mobile number are mandatory. The email field is optional.*

## 11.2 Import Contacts

Access this screen by selecting **Import** from the *Address Book* menu.



**Figure 11.2: Import Contacts**

Importing contacts is a timesaving method of adding personal contacts to your address book. The contact details must be imported from a csv file. Refer to Appendix A on how to create a csv file.

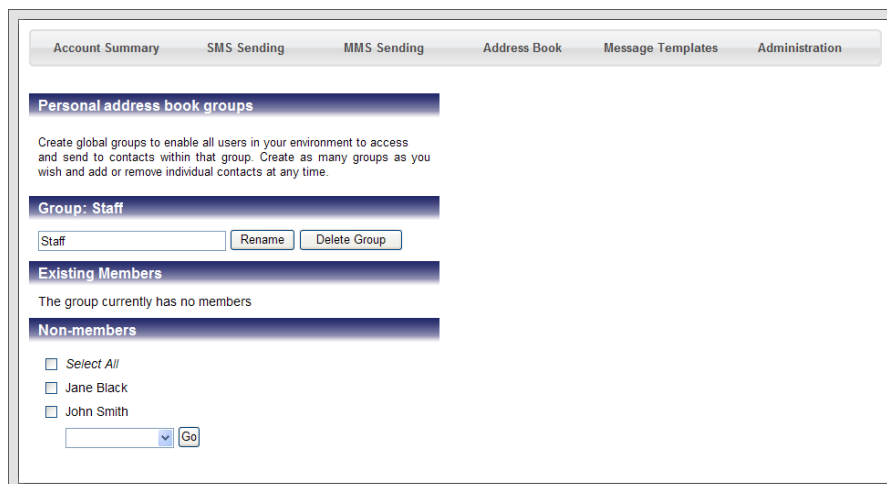


The csv file must contain the following fields in the following order: first name, surname, and mobile number. An email address is optional.

Click on the *Browse...* button to locate the file. From the drop-down list select a group to which the new contacts are to be added.

## 11.3 Modify Groups

Access this screen by selecting **Contact Groups** from the *Address Book* menu.



**Figure 11.3: Modify Groups**

Message recipient groups are useful when sending the same message to a group of people. Each person can belong to more than one group. Personal recipient groups are added here and are only visible to the user who created them. We recommend that you give groups sensible names, even if it is only for personal use.

### 11.3.1 Creating a New Group and Adding Contacts

To create a new group, enter the name in the *Create New Group* edit box. Click on the *Create* button.

To add contacts to the new group, select the group from the *Existing Groups* drop-down list.

To add or manage contacts for your new group, select your new group from the *Modify Group* drop down list and click *Modify*. Select the contacts you want added. Select your new group and then click *Go*.

### 11.3.2 Removing a Contact from a Group

To remove a contact from a group, select the contact listed below the group name and select *Remove from Group*. Click *Go*.

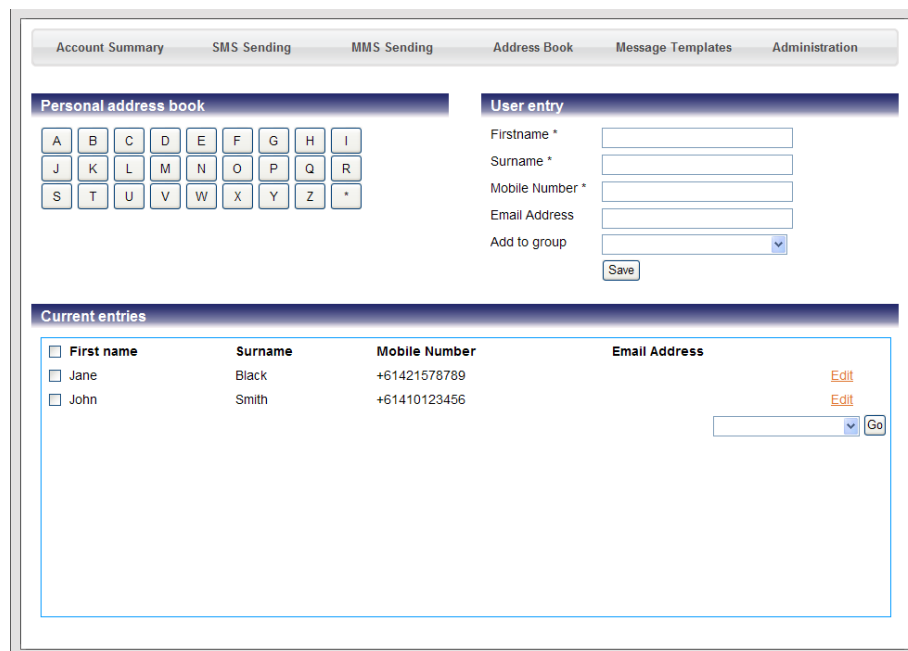
### 11.3.3 Deleting a Group

Select the group from the drop-down list and click on the *Delete Group* button found below the *Existing Groups* area.

Contacts who were members of this group are still in the contacts list. Only the contact group name has been deleted.

## 11.4 Managing Contacts

Access this screen by selecting **Personal Addresses** from the *Address Book* menu.



The screenshot shows the 'Personal address book' interface. At the top, there are tabs for 'Account Summary', 'SMS Sending', 'MMS Sending', 'Address Book', 'Message Templates', and 'Administration'. The 'Address Book' tab is selected. Below the tabs, there are two main sections: 'Personal address book' and 'User entry'.

The 'Personal address book' section contains a grid of buttons for letters A through Z, plus an asterisk (\*) for a full search. The 'User entry' section contains input fields for 'Firstname \*', 'Surname \*', 'Mobile Number \*', and 'Email Address', along with a dropdown for 'Add to group' and a 'Save' button.

Below these sections is a 'Current entries' table with the following data:

<input type="checkbox"/> First name	Surname	Mobile Number	Email Address	
<input type="checkbox"/> Jane	Black	+61421578789		<a href="#">Edit</a>
<input type="checkbox"/> John	Smith	+61410123456		<a href="#">Edit</a>

At the bottom right of the table, there is a dropdown menu and a 'Go' button.

**Figure 11.4: Find Contacts**

Figure 11.4 shows the **Personal Contacts** screen that provides two methods of searching for contacts. For a quick search, click on the letter of the alphabet on the top row to list all contacts with the same initial letter of the surname. To list all contacts in the address book, click on the *Asterisk (\*)* option to the bottom right of the alphabet.

### 11.4.1 Find Contacts

To modify the details of a contact, perform a find as described above. Click on the *Edit Link*. The details are displayed in the edit boxes. Make the required modifications and click on the *Save* button.

### 11.4.2 Deleting a Contact

To delete a contact, perform a find as described above. Select the contact you would like to delete and click on the drop down box. Select *Delete Contacts* and click *Go*.

## 12. Templates

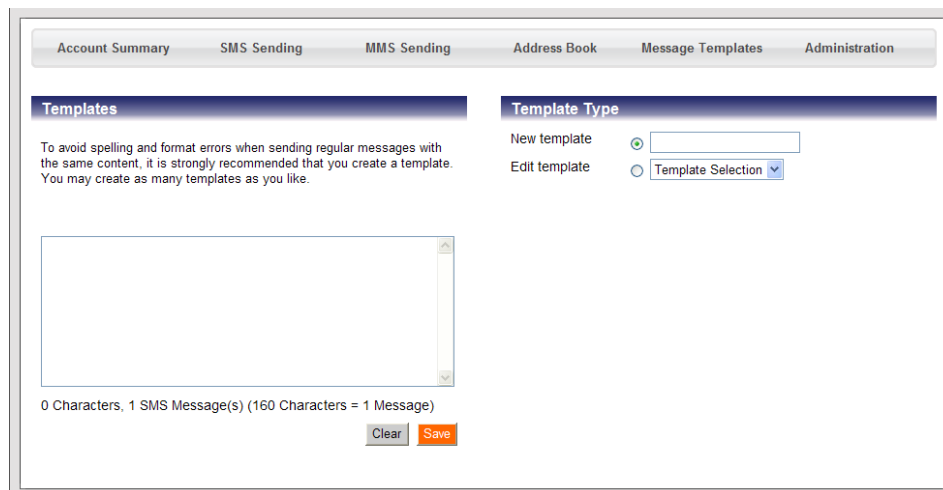
The **Templates** menu allows for the creation and modification of specific *Rocket Templates* and standard templates.

### 12.1 Personal Templates

Access this screen by selecting **Personal Templates** from the *Message Templates* menu.



*If you have been granted permission to make amendments to the company templates, this section may be followed.*



**Figure 12.2: Personal SMS Templates**

Templates offer a time saving method of sending the same message on a regular basis. Personal templates are only visible to you and can only be used by you.

#### 12.1.1 Creating Personal Templates

To add a new template, click on the *New Template* radio button and type the name of the template in the edit box. Type up the details of the template in the *SMS Template Content* text area. Remember to make the contents of the template flexible for re-use. Clicking on the *Clear* button will clear any text in the *SMS Template Content* text area. Click on the *Save* button to save the new template.

Use your personal templates by selecting them from the *Template* drop-down list on the **SMS Sending** screen.

#### 12.1.2 Modifying an Existing Template

To modify an existing template, click on the *Edit Template* radio button. From the drop-down list select the template to modify. The details are displayed in the *SMS Template Content* text area. Click in the text area to make the necessary modifications. Clicking on the *Clear* button will clear any text in the shaded text area. Click on the *Save* button to save the modifications made.

#### 12.1.3 Deleting a Template

Select the template from the *Modify Existing* drop-down list and click on the *Delete* button.

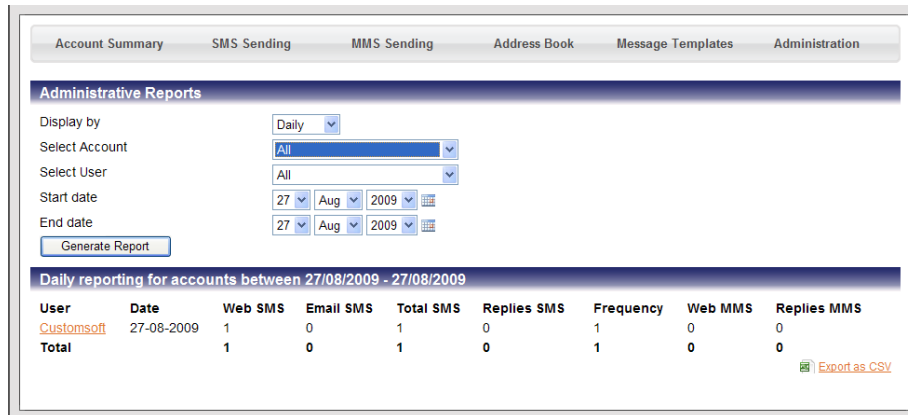
## 13. Administration

### 13.1 Outgoing Message Reports

Access this screen by selecting **Outgoing Reports** from the *Administration* menu.



The permissions granted to the administrator will allow for viewing of sent messages of all users in that account. If you are a standard user you will only be allowed to view messages sent by you



The screenshot shows the 'Administrative Reports' section of the RocketTXT interface. It includes filters for 'Display by' (Daily), 'Select Account' (All), 'Select User' (All), 'Start date' (27 Aug 2009), and 'End date' (27 Aug 2009). A 'Generate Report' button is present. Below the filters, a table titled 'Daily reporting for accounts between 27/08/2009 - 27/08/2009' displays message statistics.

User	Date	Web SMS	Email SMS	Total SMS	Replies SMS	Frequency	Web MMS	Replies MMS
Customsoft	27-08-2009	1	0	1	0	1	0	0
<b>Total</b>		<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>

An 'Export as CSV' link is available at the bottom right of the table.

**Figure 13.1: Message Log**

The Outgoing Report stores a list of all messages sent during a selected period. The outgoing message report behaves in much the same way as the sent items folder in an email application.

Use the message log to track the number of messages sent between two specific dates, the number of messages sent to one particular recipient.

The report will also differentiate between messages sent from email or your online system.

#### 13.1.1 Search using the Date Range

From the drop-down lists select the date range for the search.

Click on the *Generate Report* button to start the search.

### 13.1.2 View Message Details

To view the details of a message that has been sent, click on the *User Link* in the left column. This will then take you to the message *Batch Summary*. This will detail the senders details, message content, date and time.

Account Summary		SMS Sending	MMS Sending	Address Book	Message Templates	Administration
<b>Batch Details: 13303</b>						
<b>Batch Sender</b>	rockettxt@rocketrental.com					
<b>Batch ID</b>	13,303					
<b>Batch Origin</b>	Website					
<b>Total Messages</b>	1					
<b>Date &amp; Time</b>	27-08-2009, 08:44pm					
<b>Breakdown</b>						
<b>Sent Numbers</b>	61418614376					
<b>Duplicated Numbers</b>						
<b>Invalid Numbers</b>						
<b>Opt-Out Numbers</b>						
<b>Replies</b>	0					
<b>Delivery Reports</b>	1					
<b>Message Body</b>	Testing Rocket Merge					

Figure 13.2: Message Batch Summary

### 13.1.3 View Message Delivery Reports

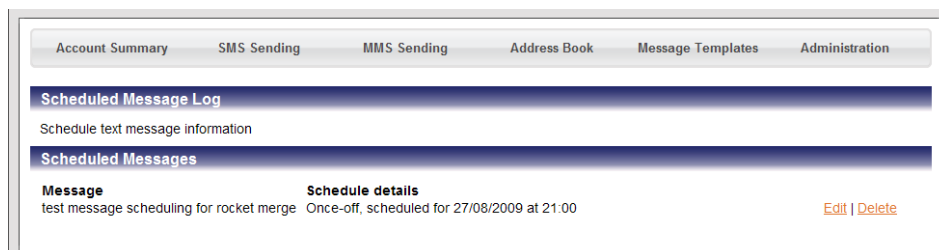
Account Summary	SMS Sending	MMS Sending	Address Book	Message Templates	Administration
Batch Details: 13303					
Message ID	Mobile Number	Time & Date		Status	
6188754239040538	61418614376	27-Aug-2009 20:44		DELIVRD	
<a href="#">Go Back</a>					

Figure 13.3: Message Delivery Report

To view the delivery status of a message(s) click the *Delivery Report Link* in the Batch Summary. This will take you to the Message Delivery Report where you can determine whether a message has been *SENT*, *DELIVERED* or *REJECTED*

## 13.2 Scheduled Messages

Access this screen by selecting **Scheduled Texts** from the *Administration* menu.



**Figure 13.4: Scheduled Message Log**

Figure 13.4 shows the **Scheduled Messages Log** screen that displays all scheduled messages until they are due for delivery. Once the messages have been delivered they can be viewed on the **Message Log** screen. This tool provides a useful way of keeping track of schedules that have been configured.

Information relating to the scheduled message is displayed under the heading of *Schedule Details*.

### 13.2.1 Modifying a Scheduled Message

To modify a scheduled message, click on the *Edit* link to the right of the listed schedule. The **Send SMS** screen is displayed as the **Edit Schedule Message** screen. If the required changes are to be made to the recipients or to the message, make them here. Click on the *Next* button to make amendments to the actual schedule.

On the **Scheduling Recurrent Messages** screen, modify the existing schedule or select a new recurrence pattern from the menu on the right. Click on the *Next* button to continue. Click on the *Back* button to make changes to the recipients and the message body.

If the details on the **Schedule Message Status** screen are correct, click on the *SAVE* button. Click on the *Back* button if further modifications are required.

### 13.2.2 Deleting a Scheduled Message

To delete a scheduled message, click on the *Delete* link to the right of the listed schedule. The schedule needs to be recreated if it was deleted in error.

## 13.3 Changing Your Password

Access this screen by selecting **Modify Account** from the *Administration* menu.

If you are concerned that you will forget the password that had been allocated to you, you can change it to something more memorable.

In your **Modify Account** screen, replace the existing password with your new password and click *SAVE*. Your new password will take effect from the next time you log into RocketTXT.



#### 14. Appendix A – Frequently Asked Questions (FAQ)

- 1 What is SMS?
- 2 What is Edgility RocketTXT?
- 3 How do I access the RocketTXT application?
- 4 What do I do if I have a problem logging in?
- 5 What is the Rocket Member SMS Category Change Routine?
- 6 What is the RocketTXT Quicklink?
- 7 What are Rocket Templates?
- 8 Updating my Settings
- 9 How do I send a Rocket SMS text message or campaign?
- 10 How do I send an SMS text message?
- 11 What is MMS?
- 12 How do I send and MMS text message?
- 13 How do I send a message to multiple recipients?
- 14 Can I send more than 160 characters in one message?
- 15 Who can receive an SMS text message sent from RocketTXT?
- 16 Can I send messages to non-RocketTXT mobile phones?
- 17 Is there a limit on the number of messages I can send?
- 18 Will I have access to all functions in the RocketTXT application?
- 19 How do I recall a message that I have previously sent?
- 20 How do I view messages that I have sent?
- 21 How do I schedule a message for delivery at a later time?
- 22 Can I schedule a message for recurring delivery?
- 23 How do I view messages that I have scheduled for future delivery?
- 24 How do I delete messages that I have scheduled for future delivery?
- 25 What is the address book?
- 26 How do I add an entry to the address book?
- 27 How do I create a group in the address book?
- 28 Can I import contacts into my address book?
- 29 How do I search for a contact in the address book?
- 30 How do I modify an entry in the address book?
- 31 How do I delete an entry from the address book?
- 32 What is a message template?
- 33 How do I create a message template?
- 34 How do I modify an existing template?
- 35 How do I send a message to a list of numbers who are not in my address book?
- 36 Who would use bulk numbers?
- 37 Why use bulk numbers when you have the address book?
- 38 What is mail merge?
- 39 Who would use mail merge?
- 40 How do I create a mail merge message?





## 1. What is SMS?

SMS is a Short Message Service text message that can be sent to or from most mobile phones. One message is made up of a maximum of 160 text characters.

## 2. What is Edgility RocketTXT?

Edgility RocketTXT is an application that allows you to send SMS messages to mobile phones through a web-based interface. It is a fast and easy-to-use communication method to keep you in touch with your employees and customers.

## 3. How do I access the RocketTXT application?

The RocketTXT application is accessed through your RocketTXT website at [www.rockettxt.com](http://www.rockettxt.com). Once the page has loaded, enter your user name and password in the fields provided. Please contact your company's RocketTXT System Administrator if you do not have your login details.

## 4. What do I do if I have a problem logging in?

If you are having a problem logging in to the Edgility RocketTXT application, please check that you have entered your login details correctly. Your login details are case sensitive; hence, ensure that your Caps Lock is not on. If you are still experiencing difficulties, contact your company's Edgility RocketTXT System Administrator for assistance.

## 5. What is the Rocket Member SMS Category Change Routine?

This is a routine that automatically finds and sorts all members with a mobile number. It also allows you to quickly and easily place these members into an exclusive SMS member category. See section 4 for detailed instructions.

## 6. What is the RocketTXT Quicklink?

The RocketTXT Quicklink is a routine that inserts a link into your Rocket system, allowing for quick and easy access to RocketTXT.

## 7. What are Rocket Templates?

RocketTXT is specifically developed to allow you to create and manage templates for Rocket SMS sending. This includes specific merge fields for Overdues, Marketing and Debt chasing.

## 8. Updating my Settings

Your RocketTXT system allows you to determine your *SENDER ID* ie what appears at the top of the message that is sent. This could be alpha characters or valid mobile numbers. You have a maximum of 10 characters including spaces.

So when you are ready to send, you ensure that *Message ID* is selected and your message will be sent with your selected header. If you select *WEB INBOX* a default network number will appear to allow for replies. If you select *OWN NUMBER* the mobile number in your *ACCOUNT PROFILE* will be inserted and will allow for replies back to your mobile or selected mobile.

To update these settings

- go to **MODIFY ACCOUNT** in the **ADMINISTRATION** menu.
- insert or change your **MOBILE NUMBER**
- insert or change **SENDER ID**
- **SAVE**

## 9. How do I send a Rocket SMS text message or campaign?

To send a RocketSMS message, select **Rocket SMS** from the *SMS Sending* menu. Then follow the steps outlined below:

- Create your member file in Rocket, ensuring that this is saved as a mailmerge
- Select Rocket SMS from your SMS Sending menu
- Browse and select your saved Rocket member file
- Select the type of file format eg Overdue, Marketing, Debt Merge
- Ensure country choice is correct
- Click Next
- Using the merge buttons, construct your message manually or select a Rocket Template
- Click Next
- Review the number of intended recipients in the left hand merge contacts preview window
- Deselect any members you wish to not receive a message and click Refresh
- Review the message structure in the right hand Rocket merge preview
- Click Send Mailmerge

## 10. How do I send an SMS text message?

To send a message, select **Send SMS** from the *SMS Sending* menu. Then follow the steps outlined below:

- select an entry from one of the address books or manually type a mobile number(s) into the recipients field
- type your message into the *Compose Message* text area of the screen. Messages are a maximum of 160 characters. RocketTXT will allow you to exceed 160 characters, but this will be sent as a second message. As you type your message, the *Characters Count* field will count characters and messages about to be sent.
- click on the **Send Now** button. Your message will be sent to the recipient you specified.



*Recipients whose number is not in the address book can be manually typed in the Recipients field.*

## 11. How do I send a message to multiple recipients?

To send a message to multiple recipients, select **Send SMS** from the *SMS Sending* menu. Then follow the steps outlined below:

- select an entry from one of the address books or manually type the mobile numbers in the Recipients field, enter and type next number etc.
- repeat steps 1 and 2 for each of the recipients required;
- type your message into the *Compose Message* text area of the screen. Messages are a maximum of 160 characters. RocketTXT will allow you to exceed 160 characters, but this will be sent as a second message. As you type your message, the *Characters Count* field will count characters and messages about to be sent.
- click on the **Send Now** button. Your message will be sent to the recipients you specified.



*Recipients' numbers can also be entered manually by typing the mobile number in the Recipients field, enter and type next number etc.*

## 12. Can I send more than 160 characters in one message?

Due to the fact that most phones on the market today are able to receive more than 160 characters in one message, RocketTXT has been designed to allow you to send more than 160 characters if you choose. Due to parameters set by the carriers, any message exceeding 160 characters will be sent as two messages and any messages exceeding 320 characters will be sent as three messages and so on. The recipient will however receive the multiple message as one extended message. The character counter below the *Compose Message* text area will clearly display the length of your message and how many credits required to send.

## 13. Who can receive an SMS text message sent from RocketTXT?

Any GSM or CDMA mobile phone capable of receiving SMS text messages can receive an SMS text message from RocketTXT. However, there are some important restrictions on who you can send RocketTXT messages to, and for what reason. For example, you cannot send marketing messages unless certain criteria (including gaining the recipient's consent) are satisfied. These restrictions are set out in detail in the RocketTXT Terms and Conditions.



#### 14. Can I send messages to non-RocketTXT mobile phones?

Yes, you can send SMS text messages to compatible mobile phones of any GSM or CDMA Mobile Network.

#### 15. Is there a limit on the number of messages I can send?

If you are a "pre-paid" customer, your company's RocketTXT System Administrator may have set a monthly limit on the number of messages you can send. Your SMS limit is displayed in the *Messages Remaining* field on the **Send SMS** screen. Your limit is automatically re-set on a monthly basis. Unused messages are not carried over to the following month.

If you run out of messages, contact your company's Edgility RocketTXT System Administrator. Edgility RocketTXT is unable to increase your monthly limit.

#### 16. Will I have access to all functions in the Edgility RocketTXT application?

Your System Administrator may have restricted your access to some of the features of Edgility RocketTXT. In this case, you will not be able to complete the tasks to which you do not have access. Please contact your System Administrator for access.

#### 17. How do I recall a message that I have previously sent?

You cannot recall a message once you've clicked on the *Send* button. Therefore, carefully check the content and message recipients before you send the message.

#### 18. How do I view messages that I have sent?

To view messages that you have sent previously, select **Outgoing Reports** from the *Administration* menu.

#### 19. How do I schedule a message for delivery at a later time?

To schedule a message for later delivery, follow the steps outlined below:

- compose your message in the normal way by entering the message recipients and the message text.
- click on the *Send Later* button;
- select the delivery date on the calendar;
- enter the delivery time in the *Hour* and *Minute* fields using the 24-hour format;
- click on the *Save* button;
- click on the *Continue* option of the dialogue check box after you have confirmed details.

#### 20. Can I schedule a message for recurring delivery?

Yes. To schedule a message for recurring delivery, follow the steps outlined below:

- compose your message in the normal way by entering the message recipients and the message text.
- click on the *Send Later* button;
- select the recurring pattern from the *Message Scheduling* menu;
- select options for the recurring pattern and the range of recurrence;
- click on the *Save* button;
- click on the *OK* button.
- click on the *Continue* option of the dialogue check box after you have confirmed details.

#### 21. How do I view messages that I have scheduled for future delivery?

To view messages that you have scheduled for future delivery, follow the steps outlined below:

- click on the *Administration* menu;
- select **Scheduled Messages** for a list of all your scheduled messages;
- select the message from the list of matching records to view the details.

## 22. How do I delete messages that I have scheduled for future delivery?

To delete a message that you have scheduled for future delivery, follow the steps outlined below:

- click on the **Administration** menu;
- select **Scheduled Messages** for a list of all your scheduled messages;
- select the message from the list of matching records;
- click on the **Delete** icon

## 23. What is the address book?

The address book allows you to store the contact details of your employees or customers and provides you with easy access to your contacts when you are sending messages.

Entries in your address book are sorted by *Personal* addresses or *Global* addresses. Address book entries may be stored as individual contacts or group contacts. Messages can be sent to any combination of individuals or groups in your address book.

## 24. How do I add an entry to the address book?

To add an entry to the address book, follow the steps outlined below:

- select **Personal Contacts** from the **Address Book** menu;
- enter the first name, surname, mobile number and email address. The email address is optional;
- add this contact to a group, by selecting the group name from the **Add to Group** drop-down list;
- click on the **Save** button.

## 25. How do I create a group in the address book?

To create a group in the address book, follow the steps outlined below:

- select **Contact Groups** from the **Address Book** menu;
- enter the name of the group in the **Create Group** edit box;
- click on the **Create** button.

To add contacts to this group:

- 
- search for contacts to add to the list;
- click the check boxes of the contacts you wish to add to the group;
- click on the dropdown box and select the desired group
- click **Go** to move contact to chosen group

## 26. Can I import contacts into my address book?

Yes, you can import contacts from a CSV file.

## 27. How do I search for a contact in the address book?

To find an entry in your Address Book, follow the steps outlined below:

- select **Personal Addresses** from the **Address Book** menu;
- for a quick search, click any of the letters of the alphabet listed across the top of the screen. This displays all contacts whose surname begins with this letter. Or click (\*) to display all contacts in the address book.

## 28. How do I modify an entry in the address book?

To modify an entry from the address book, follow the steps outlined below:

- select **Personal Addresses** from the **Address Book** menu;
- search for the entry you want to modify;
- from the list displayed, highlight the contact and click on the **Edit** button to the right;
- make the modifications in the edit boxes and click on the **Save** button.



### 29. How do I delete an entry from the address book?

To delete an entry from the address book, follow the steps outlined below:

- **select Personal Addresses from the Address Book menu;**
- **search for the entry you want to delete;**
- **from the list displayed, select the contact and select Delete from the dropdown list below.**

### 30. What is a message template?

A message template is a message that you can select for sending repeatedly. For example, you may want to send a particular message on a regular basis, and, rather than re-type the message each time, you can save the message as a template in order to re-use it again.

### 31. How do I create a message template?

To create a message template, follow the steps outlined below:

- **select Personal SMS Templates from the Message Templates menu;**
- **enter a name for the template in New Template Name edit box;**
- **type the message text in the box provided;**
- **click on the Save button.**

You may also create a template "on the run". From the sending screen you can enter a manual message and click the Save As button. This will allow you to name and save your template.

### 32. How do I modify an existing template?

To modify an existing template, follow the steps outlined below:

- **select Personal SMS Templates from the Message Templates menu;**
- **click on Edit Template and select the template from the drop-down list;**
- **make the required changes in the text area;**
- **click on the Save button.**

### 33. How do I send a message to a list of mobile phone users who are not in my address book?

In order to send a message to a list of mobile phone numbers that are not in your address book, you can use the bulk numbers feature.

### 34. Who would use bulk numbers?

Companies who would like to send one SMS text message to a large group of people would use bulk numbers. However, as explained in question 6, there are important restrictions regarding who you can send messages to. These restrictions apply to bulk messages. Read the Edgility RocketTXT Terms and Conditions very carefully before sending bulk messages.

Example: Use the bulk numbers feature to send messages to large groups of recipients who are not in the address book. These messages differ from mail merge messages in that the content of each message is not personalised.

For example, you may have collected a list of numbers as a result of a competition or survey (it is assumed that the entrants were made aware that they would be receiving a message from you) Using the bulk numbers feature, the user can upload or copy and paste the mobile phone numbers of all 100 customers and the message will be sent to all specified mobile phones.

### 35. Why use bulk numbers when you have the address book?

The reason for using the bulk numbers feature is because the mobile phone numbers you want to SMS are not in the address book. See example in item 34.



### **36. What is mail merge?**

Mail merge allows you to send an SMS message to multiple recipients, and have the message customised for each individual recipient. Remember that there are important restrictions regarding who you can send RocketTXT messages to, and for what reason. These restrictions apply equally to messages sent using mail merge. You should read the RocketTXT Terms and Conditions carefully before using mail merge.

### **37. Who would use mail merge?**

Although RocketTXT does have a separate mailmerge function, it is likely that the majority of your mailmerge functions will be via your Rocket SMS.

In the case however that you are collecting names and numbers via a voluntary process eg customer survey, competition or your customers wanting to receive specific alerts – you are then able to upload this file and mailmerge when appropriate.

### **38. How do I create a mail merge message?**

For more details on how to create a mail merge message refer to details Mailmerge instructions in your User Guide

### **39. Can a user reply to a message that I send?**

Yes. In the *Message Sending* screen, you are able to select your *Reply To* option. Options include *Web Inbox*, where replies will come directly back into the RocketTXT *Web Inbox* (see *Web Inbox* option under *SMS Sending Option*). You are also able to choose *Reply To "Own Number"* where replies can be directed back to the sender's mobile number.



#### 40. Contact Information

**Edgility**  
Suite 5.16, 55 Miller Street  
PYRMONT NSW 2009

[info@edgility.com.au](mailto:info@edgility.com.au)

[www.edgility.com.au](http://www.edgility.com.au)

Telephone from within Australia  
1300 764 451

Facsimile from within Australia  
1300 794 419

Telephone from Outside of Australia  
+ 61 2 9518 5955

Facsimile from Outside of Australia  
+ 61 2 9660 3055