



This document contains a comprehensive manual for use with the Txtlocal system, explaining in detail how to perform simple and advanced operations. The manual ends with a troubleshooting section, to help you resolve any problems that you may encounter.

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Background Information

What exactly is a text message?

A text message or SMS (Short Message Service) is a short purely alphanumeric message that can be sent to mobile phones all over the world. The message itself consists of two parts: the origin (sender) which can consist of (11 Alphanumeric Characters or 14 numbers) and the body of the message which is 160 characters long, multiple messages can be combined to create a longer message of up to 612 characters. All messages over 160 characters whilst sent in parts will be recombined back as one message on the recipients phone.

Each additional message will have a maximum length of 153 characters as 7 characters are reserved for joining the messages together.

Who can send/receive text messages?

Mobile Phones

All mobile phones can send and receive text messages worldwide.

Land Lines

Although some UK landline operators allow the sending of text messages to their handsets, most will convert the text to an audible message.

Txtlocal

Customers of Txtlocal and other similar web services are able to send messages singularly or in bulk to mobile phones. It is also possible to receive messages on Txtlocal via a Dedicated Inbound Number (DIN), Short Code or using a FREE keyword on a shared number.

What is a keyword?

A keyword is a (less than 16 character) alphanumeric word that precedes the content of a message to denote a specific inbox on a shared number.

For example: If a user was to inform you of their current location, the keyword LOCATION could be used to denote that this is a message to your (LOCATION) inbox and not another inbox on the same number.

Sender: 4470000000001

Receiver: 60777

Message: LOCATION London, UK

Are keywords case sensitive?

Not at all, keywords can be entered in any case by the user.

What if someone else is already using that keyword?

If another user is already using a keyword on one long number, it may be free on another long number, if it is we will assign the keyword to you on that number.

If another user is already using the same keyword on our short code (60777) we will be unable to set that keyword up for you and hence an alternative must be chosen.

What is a short code?

A short code is a 5 digit short telephone number (i.e. 60777). The shorter number will make it much easier for customers to remember the contact number and also quicker to type, increasing the chance of response to a campaign.

Pricing for short code keywords can be found in the [cost](#) section of this document.

What is a DIN?

A DIN is a Dedicated Inbound Number. This enables a user to avoid using keywords at all as all messages on a dedicated number will delivered to the same inbox.

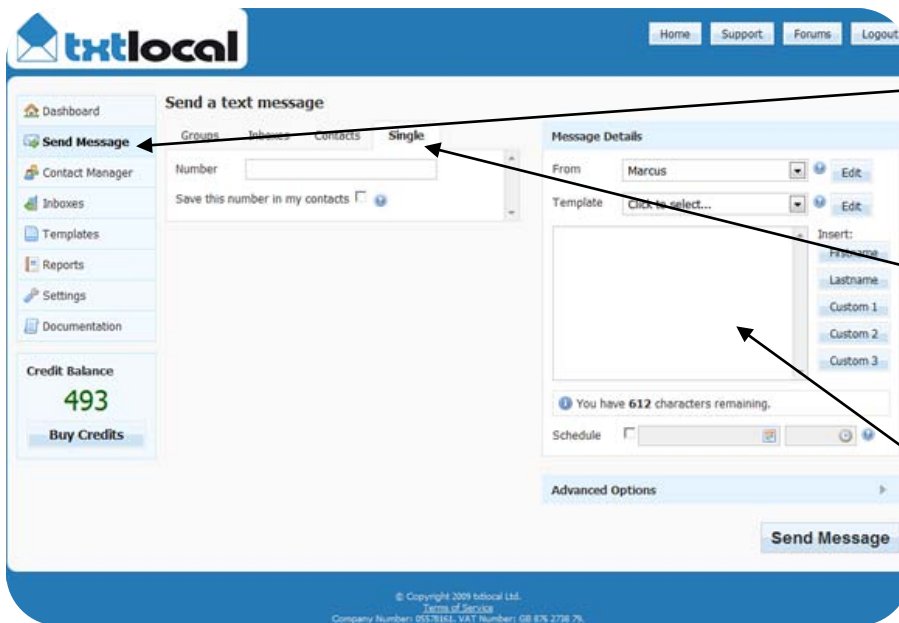
For example: Someone in the office could contact a colleague who is off site by sending them a text via their txtlocal control panel or email to sms. When the colleague receives the message they will be able to reply directly to the person in the office, either to their control panel inbox or email inbox.

Sending Text Messages

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How do I send a text message to a single contact?

To send a text message directly to a single contact on their mobile phone number, please follow the instructions below:



Step 1: Go to the 'Send Message' menu.

Step 2: Select 'Single' and enter the number you wish to send the message to.

Step 3: Type message and click 'Send Message' when complete.

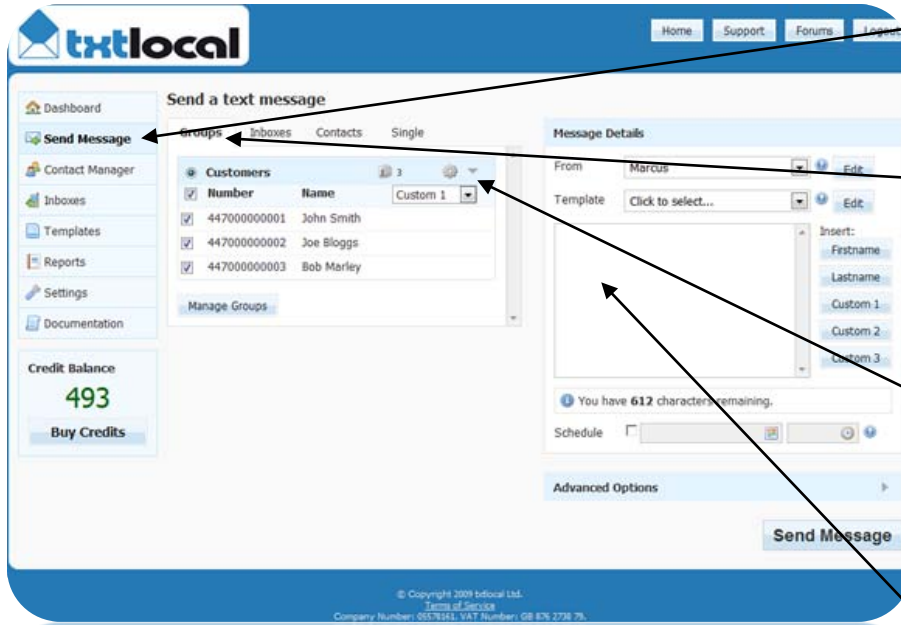
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How do I send a text message to a group of contacts?

To send a message to a group of contacts that have already been created, please follow the instructions below.

If you have yet to set up a group to send messages to, instructions on how to do this can be found in the 'Managing Contacts & Groups' section of this document.

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Step 1: Go to the 'Send Message' menu.

Step 2: Select 'Groups' and select the group you wish to send a message.

Step 3: Click the arrow, to open the list of numbers. De-select any numbers that you do not wish the message to go to.

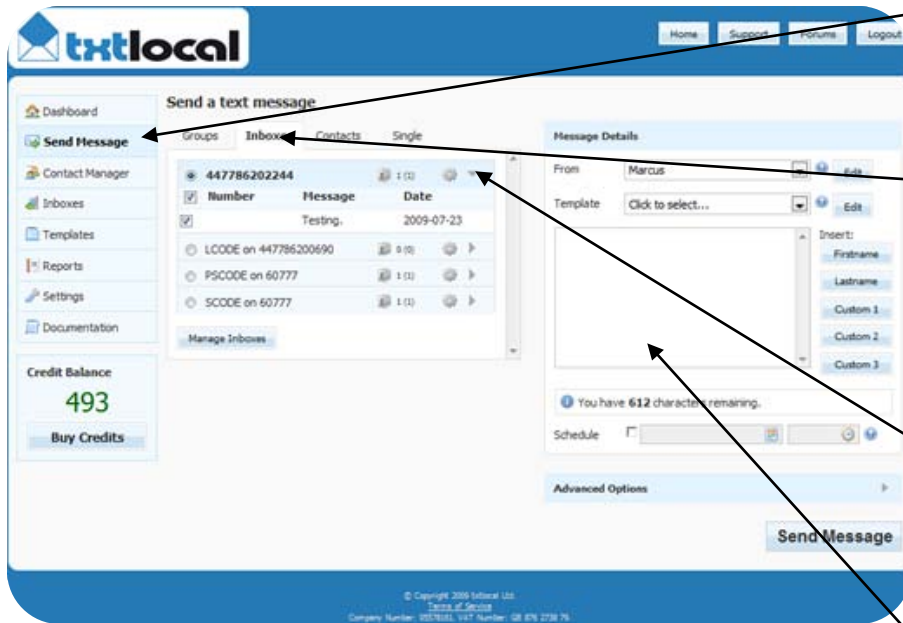
Step 4: Type message and click 'Send Message' when complete.

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How can I send messages to contacts that I have received messages from?

If you have received a message in your inbox from a customer via your keyword or DIN, you can select their number(s) to send message(s) using the steps shown below:

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Step 1: Go to the 'Send Message' menu.

Step 2: Select 'Inboxes' and select the inbox which contains the numbers you wish to contact.

Step 3: Click the arrow, to open the list of numbers. De-select any numbers that you do not wish the message to go to.

Step 4: Type message and click 'Send Message' when complete.

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How can I find out if someone has received a message?

Viewing Delivery Reports

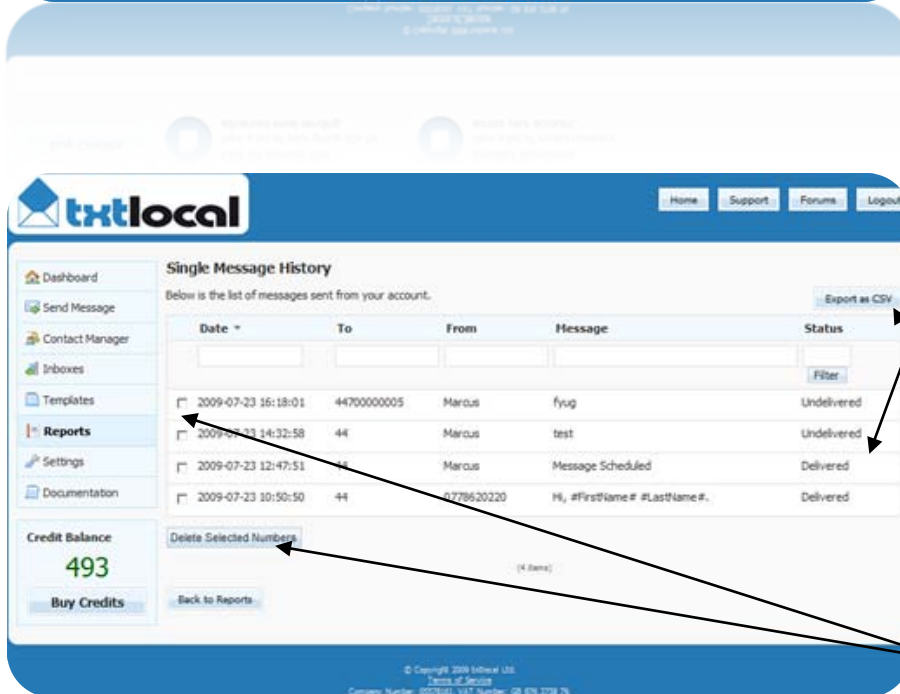
After you have sent a message to one of your contacts or to a group, a report will be sent back to your account denoting if the message has been successfully received by the contact or not. To view this information and potentially delete contacts for whom it is not possible to deliver the message please follow these steps:

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Step 1: Go to the 'Reports' menu.

Step 2: Select either 'Single Numbers' or 'Groups' under 'Message History'.



Step 3: Under the 'Status' Heading, the delivery status for each message can be seen.

Step 4: To export this information to a spreadsheet programme for analysis, use the 'Export as CSV' button.

Step 5: Select any numbers you wish to delete, and use the button below to remove them.

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What does the status mean?

When viewing the status of a message you will be presented with a description of the messages progress, the meaning of each status is explained below.

| Status | Description |
|-------------------------------|--|
| Delivered | The message has been successfully received by the contact. |
| Billed | The user has successfully received and paid for a premium rate sms. |
| Undelivered | The message is as yet undelivered to the recipient; this could be because the phone is currently off. Delivery of the message will be re-attempted by the network until 48hours has elapsed. |
| Invalid / Discontinued | The number is no-longer valid and messages cannot be sent to this number. |
| Unknown | We have yet to receive any delivery information from the network about this message. |

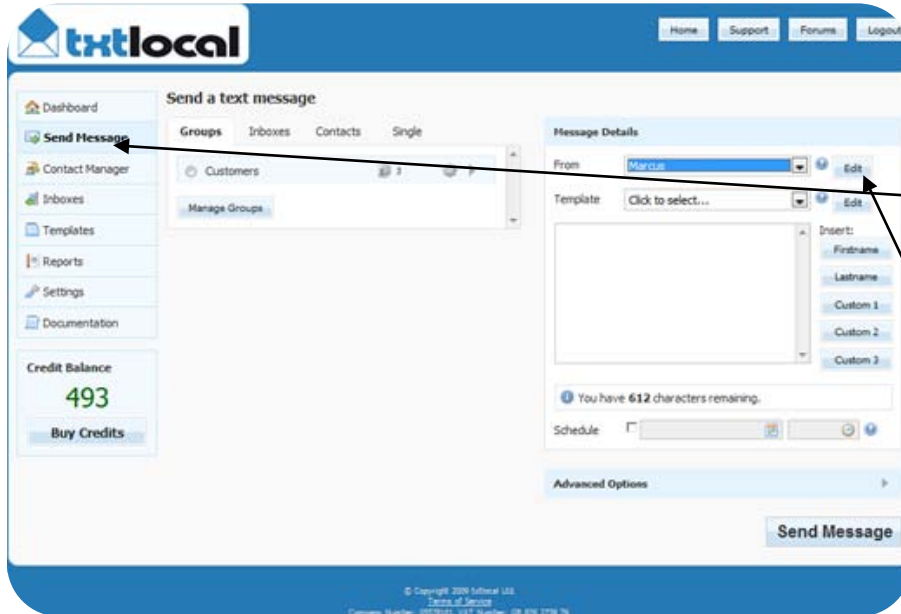
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How do I change the sender name people see in received messages?

When a contact receives a message from you they will see an alphanumeric or numeric sender identifier on their phone. You may wish to change the value of this when sending out different messages.

For example: A message from 'LUNCH' could be sent out with lunch offers to contacts and a message from 'DINNER' could be sent out with evening meal offers to contacts.



Step 1: Go to the 'Send Message' menu.

Step 2: Select 'Edit' next to the 'From' field.



Step 3: Select 'New' to add a new sender name.

Step 4: Enter sender name and select 'Create'.

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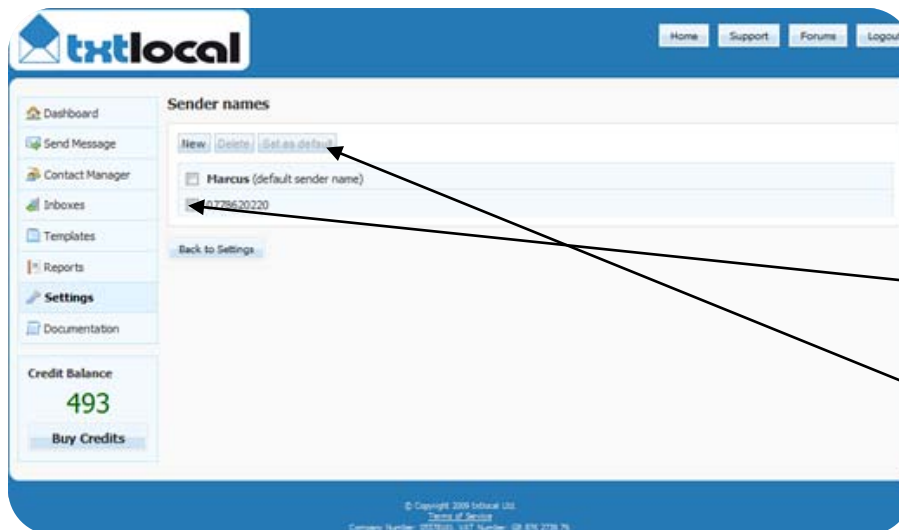
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Can I get replies to my mobile phone by using my phone number as the sender?

Yes. By creating a new sender as above and using your mobile telephone number, replies that contacts send will go directly to your mobile phone.

How do I send messages from my dedicated number by default?

By default your 'from' name will be your originally entered name during sign up. If you have purchased a dedicated number since, you may wish to set this as your default number. This can be done as shown below:



Step 1: Select your DIN.

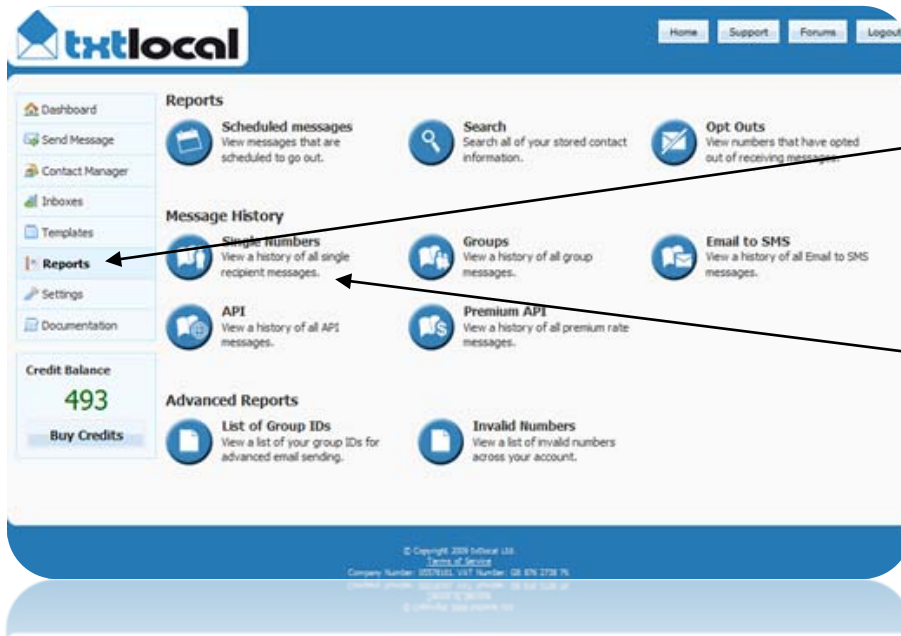
Step 2: Click 'Set as Default'.

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How do I view my sent text messages?

Single Numbers

To view the “Outbox” of messages that you have sent to single numbers, you can follow the instructions below:



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Step 1: Go to the 'Reports' menu.

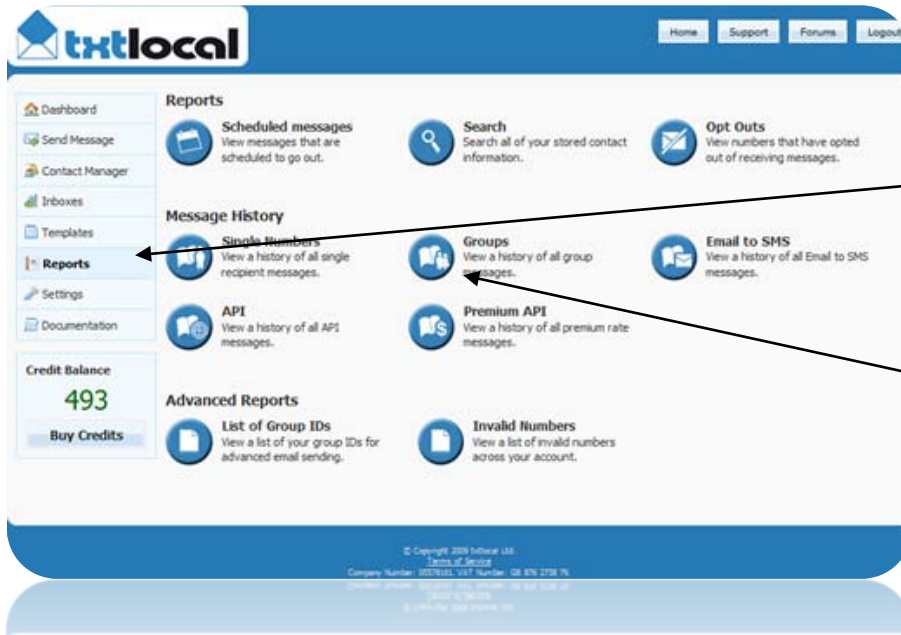
Step 2: Select 'Single Numbers'.

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Groups

To view the “Outbox” of messages that you have sent to a group, you can follow the instructions below:

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Step 1: Go to the 'Reports' menu.

Step 2: Select 'Groups'.

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How do I set up multiple email addresses for email to sms?

If you use email to sms you may wish to use more than one email account to send messages through your txtlocal account. This can easily be done by following the instructions below.

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Step 1: Select 'Settings' from the menu.

Step 2: Select 'Email to SMS'.



Step 3: Set maximum length of texts sent.

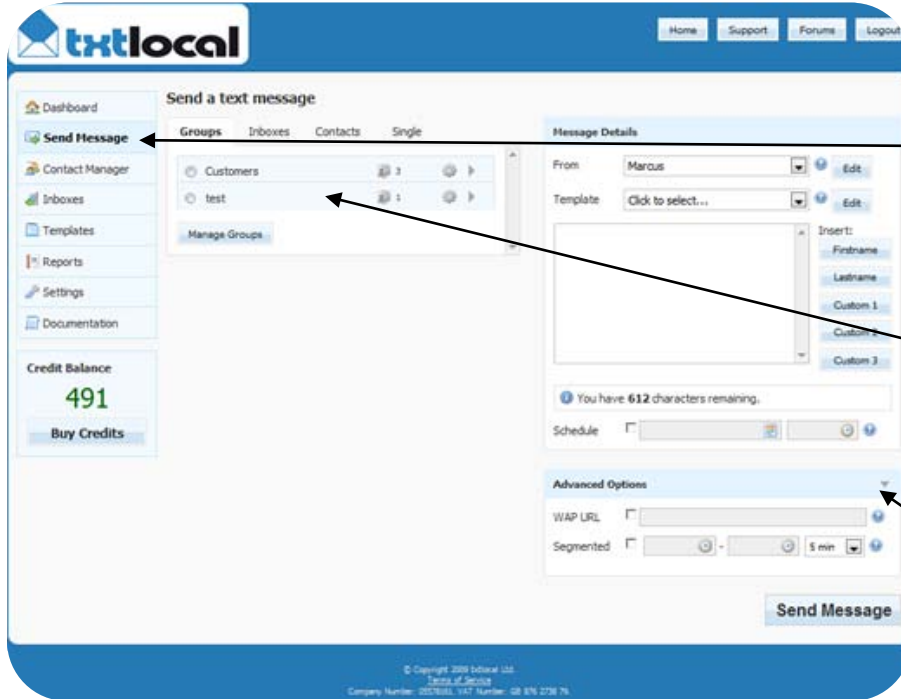
Step 3: Enter email addresses, each on a new line and save.

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How do I send a wap url to a contact?

If you wish to send a wap url to a contact; be it to link them to a part of your website, a news report or a file such as a ringtone. Please follow the steps below:

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Step 1: Select 'Send Message' from the menu.

Step 2: Select the contact(s) you would like to send the URL to.

Step 3: Click the arrow next to 'Advanced Options'. Tick 'WAP URL' and enter your URL. Send the message.

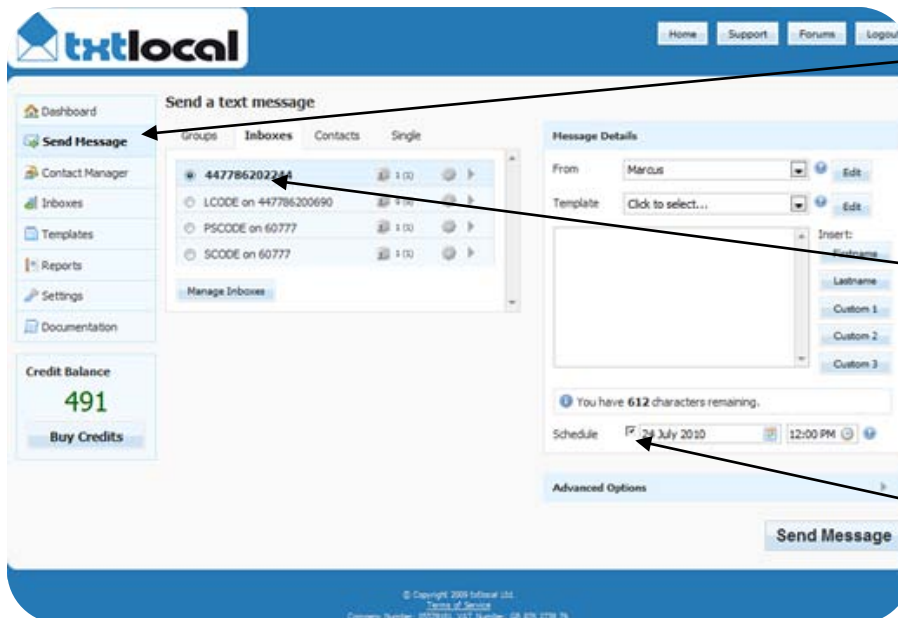
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Scheduling Messages

How do I schedule a message to be sent in the future?

If you wish to send a message to a group or a single contact at a point in the future; you may do this through the facility that Txtlocal offer, by following the instructions below.

For example: If I wanted to send a message telling a customer their tenancy was about to expire and provide them with information on how to renew their tenancy. I could schedule this message for a date close to the time of expiry.



Step 1: Select 'Send Message' from the menu.

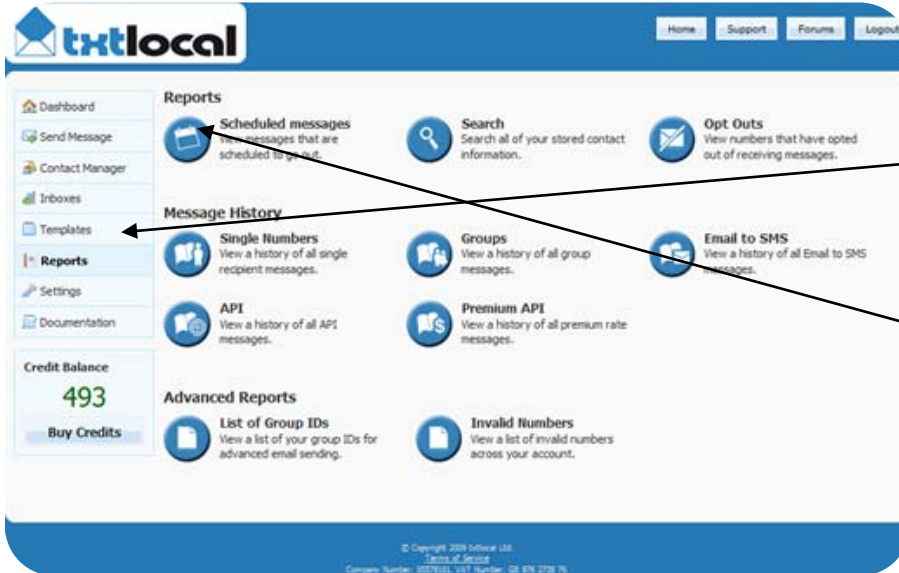
Step 2: Select the contact(s) you would like to send the sms to.

Step 3: Tick schedule, set the date for a point in the future. Enter the message and click 'Send Message'.

How do I stop a scheduled message from being sent?

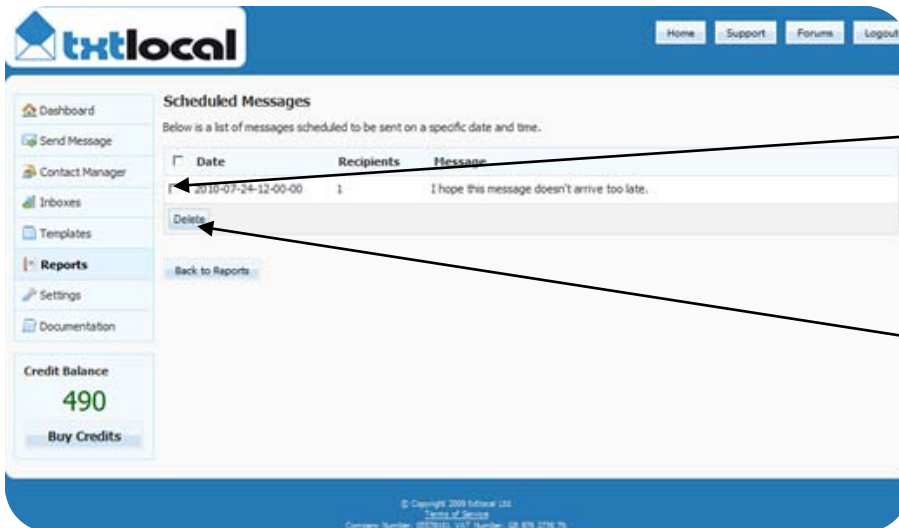
If you have decided to send a scheduled message in the future but you decide you no longer wish to send it, please follow the instructions below to remove it from the send queue:

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Step 1: Select 'Reports' from the menu.

Step 2: Select the 'Scheduled Messages'.



Step 3: Tick the scheduled message(s) that you wish to delete from the queue.

Step 3: Press the delete button to confirm.

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How do I change the time of a scheduled message?

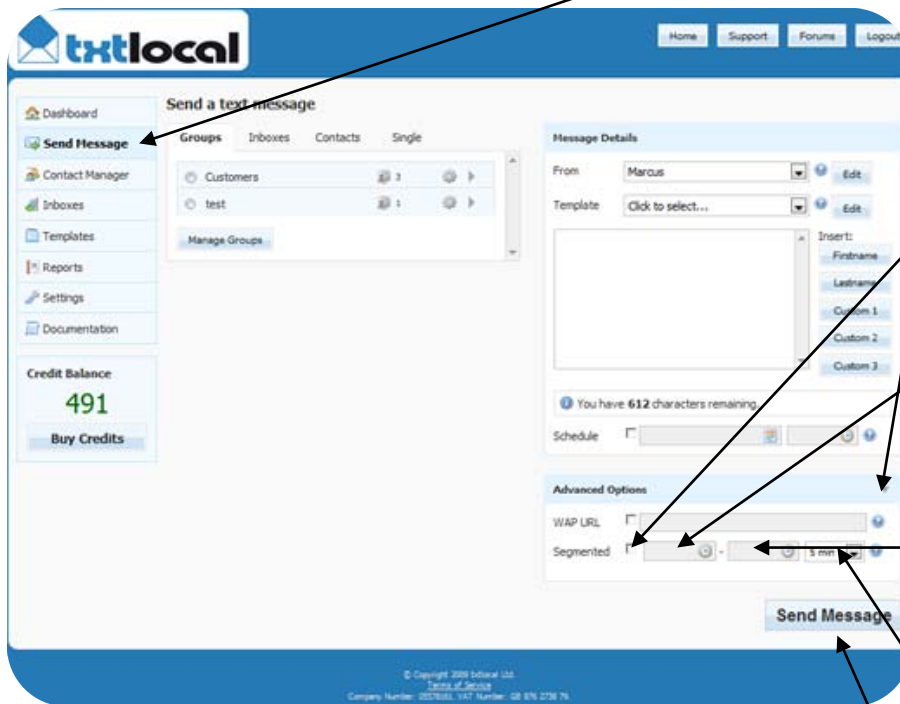
If wish to re-schedule a message you may perform this by copying the content of the message and deleting the message in the manner shown on the previous page. You must then paste this content into a new message with the new scheduled time.

How do I send out a number of messages over a period of time?

You may wish to send out a large number of text messages over a period of time.

For Example: If you have included a telephone number for the user to call for more information you may want to spread the message sending out over a working day, so that the lines do not get too busy with enquiries.

This can be done by following the instructions below:



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Step 1: Select 'Send Message' from the

Step 2: Select the arrow beside 'Advanced Options'.

Step 3: Tick the segmented box.

Step 4: Select the start time for sending out messages.

Step 5: Select the finishing time for sending out messages.

Step 6: Choose how often you would like groups of messages to be sent out.

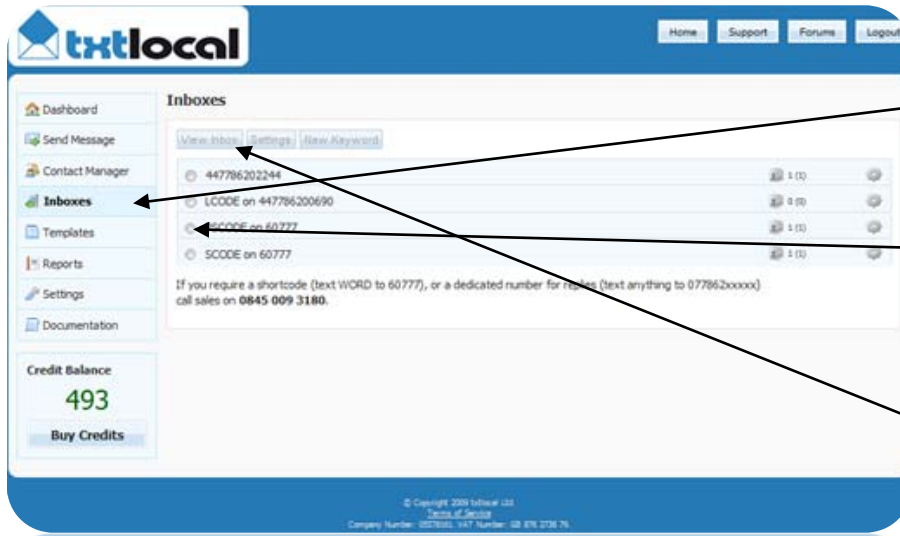
Step 7: Click 'Send Message'.

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Receiving Text Messages

How do I view the messages that I have received?

Each time you receive a message from a contact either via your keyword or DIN, the message will be stored in the respective inbox on our servers. If you wish to view any of these messages at any time you can, by following the instructions below.



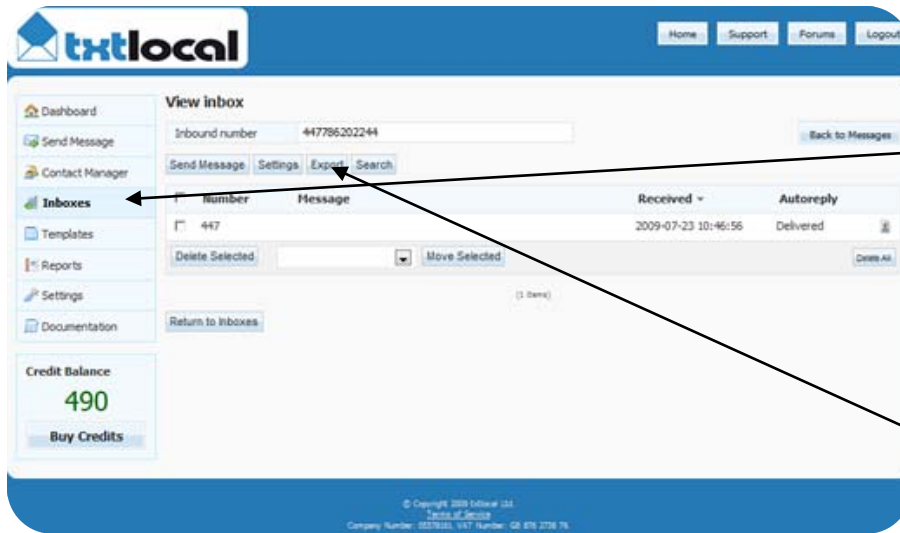
Step 1: Select 'Inboxes' from the menu.

Step 2: Select the inbox you wish you view.

Step 3: Click on the 'View Inbox' button to display received messages.

How do I export a list of contacts that I have received messages from?

If you receive messages from people in your inbox, perhaps from an opt-in keyword you can export a list of these contacts to an external spreadsheet programme, by following the steps below:



Step 1: Select 'Inboxes' from the menu. And choose the inbox you wish to view, open by clicking 'View Inbox' as above.

Step 2: Click 'Export', to export a .csv file.

If you have any issues with the format of your file, please look at the troubleshooting area of this document.

How do I send an automatic reply to a message?

When you receive a message, either to your DIN or to your keyword we can send an automatic response. To set up, remove or edit your automatic response, please follow the instructions below:

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Step 1: Select 'Inboxes' from the menu.

Step 2: Select the inbox you wish to alter the auto-response settings for.

Step 3: Click 'Settings'.



Step 4: Check/Uncheck 'Send an autoreponse' to each incoming message as desired.

Step 5: Enter/Edit your desired autoreponse message.

Step 6: Click 'Save Settings'.

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How do I stop an automatic reply message?

Please follow the instructions on the previous page and uncheck 'send an autoresponse'. This will stop an automatic reply from being sent out on that inbox.

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How do I export messages from my inbox?

To export a list of numbers, message content, received dates and statuses to a file that can be used to extract and analyse data in a program such as Excel; please follow the instructions below:

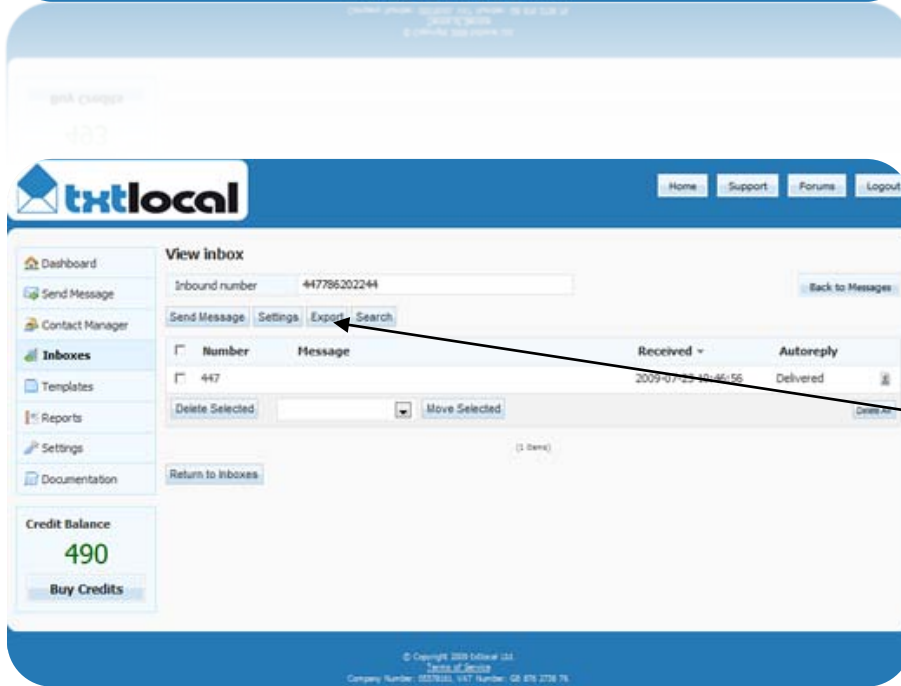
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Step 1: Select 'Inboxes' from the menu.

Step 2: Select the inbox you wish to alter the export messages from.

Step 3: Click 'View Inbox'.



Step 3: Select 'Export' from the menu.

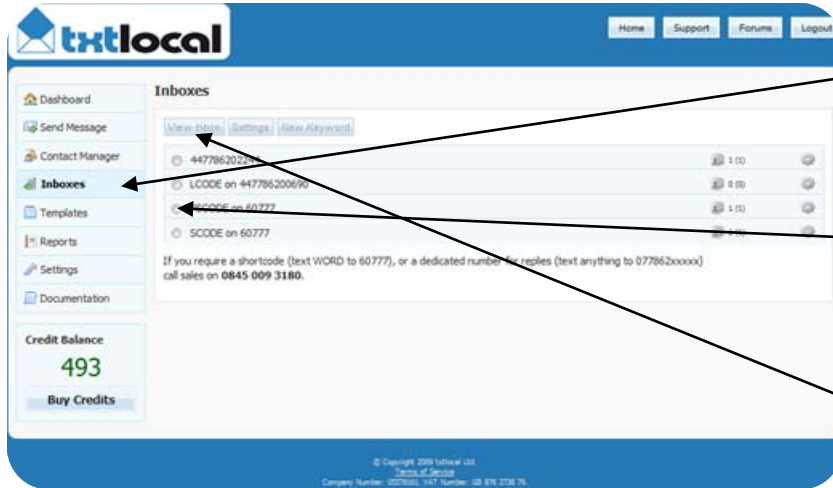
If you have any issues with the format of your file, please look at the [troubleshooting](#) area of this document.

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How can I change the email address received messages are sent to?

By default, all received messages are forwarded to your login email address; you can change the address that these messages are forwarded to by following the instructions below:

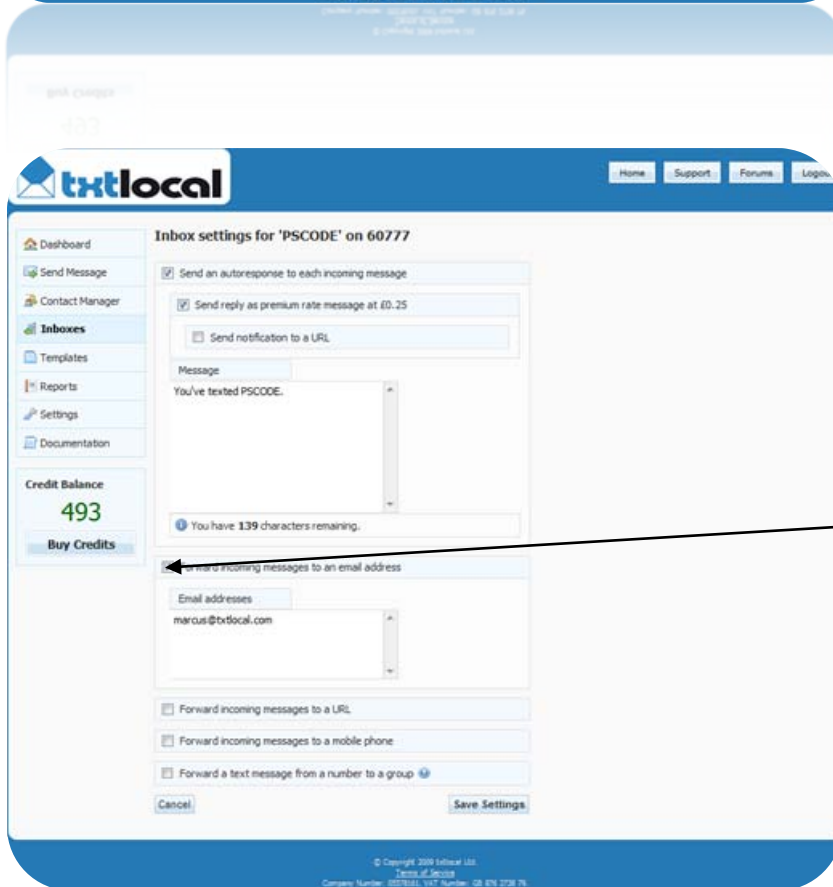
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Step 1: Select 'Inboxes' from the menu.

Step 2: Select the inbox you wish to alter the export messages from.

Step 3: Click 'View Inbox'.



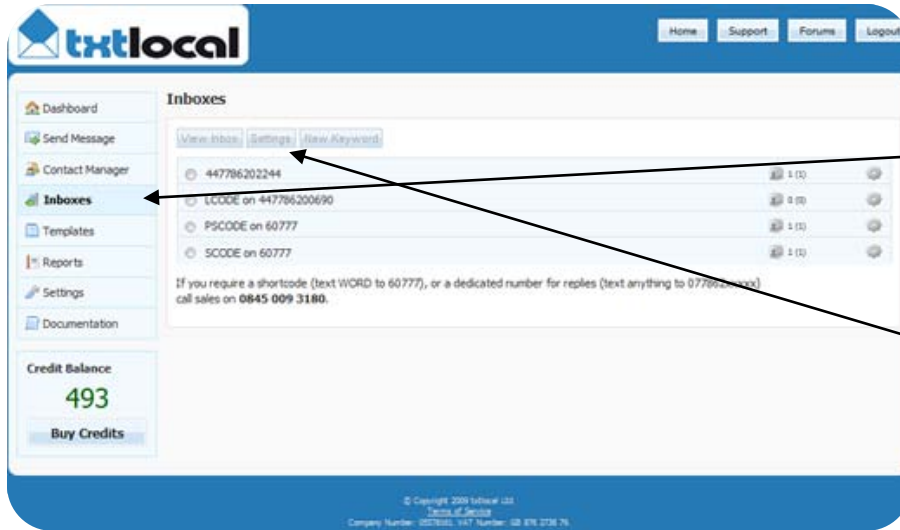
Step 4: Ensure 'Forward incoming message...' is checked. And edit the email address below.

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How do I turn on/off premium rate sms?

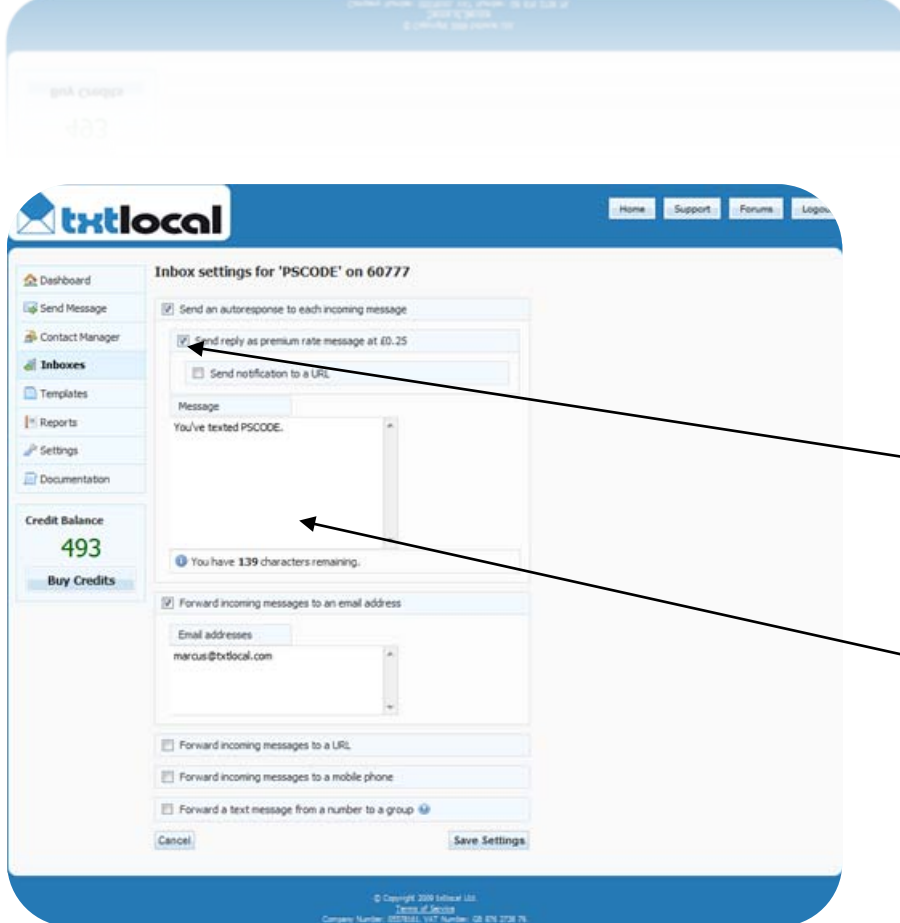
If you have a short code keyword with premium rate SMS already set up and you want to see if the auto-reply charges the customer or not, please follow the instructions below:

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Step 1: Go to the 'Inboxes' menu.

Step 2: Select your premium rate inbox and click 'Settings'.



Step 3: Tick or Un-tick the premium rate box to turn on/off the charge.

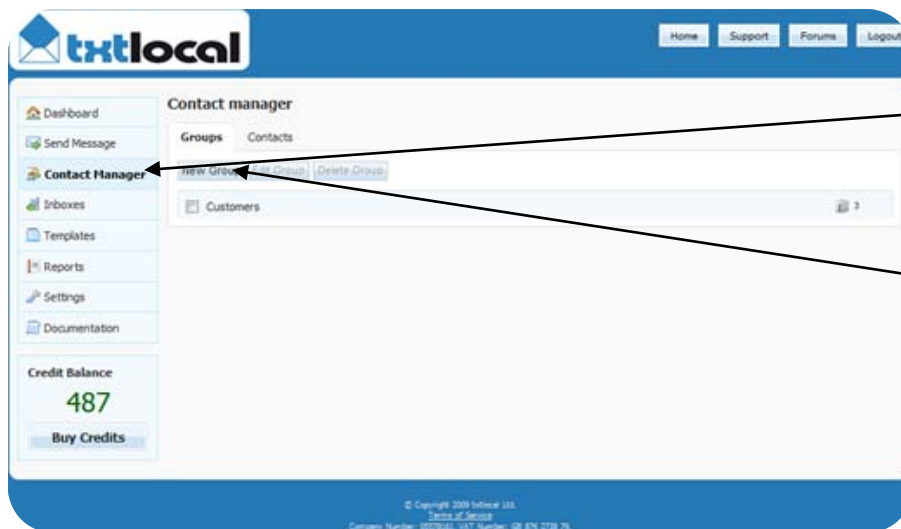
Step 4: Enter auto-reply message body.

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Managing Contacts & Groups

How do I create a new group?

If you wish to send a message to a number of contacts at the same time, you can create a group in which to store these contacts. This can be done by following the instructions below:



Step 1: Select 'Contact Manager' from the menu.

Step 2: Select 'New Group'.

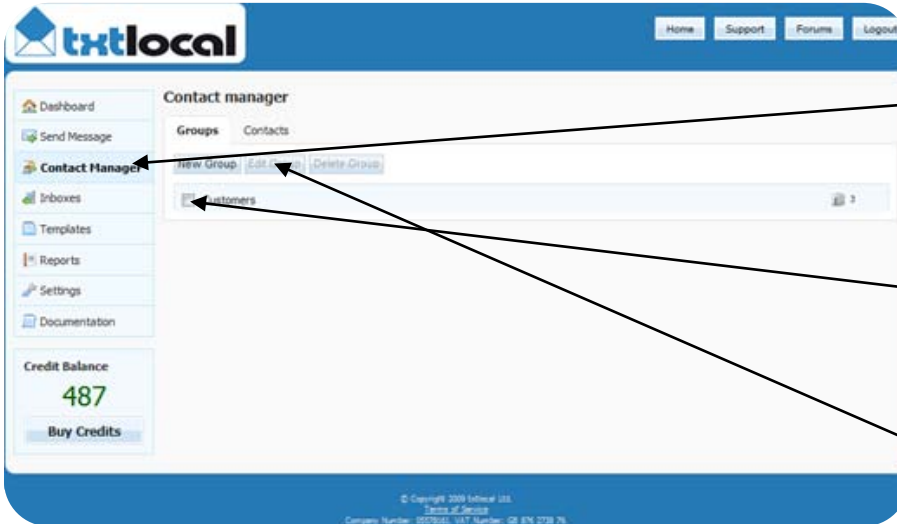
Step 3: Enter new group name and save.

How do I add new contacts to a group?

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Adding individuals

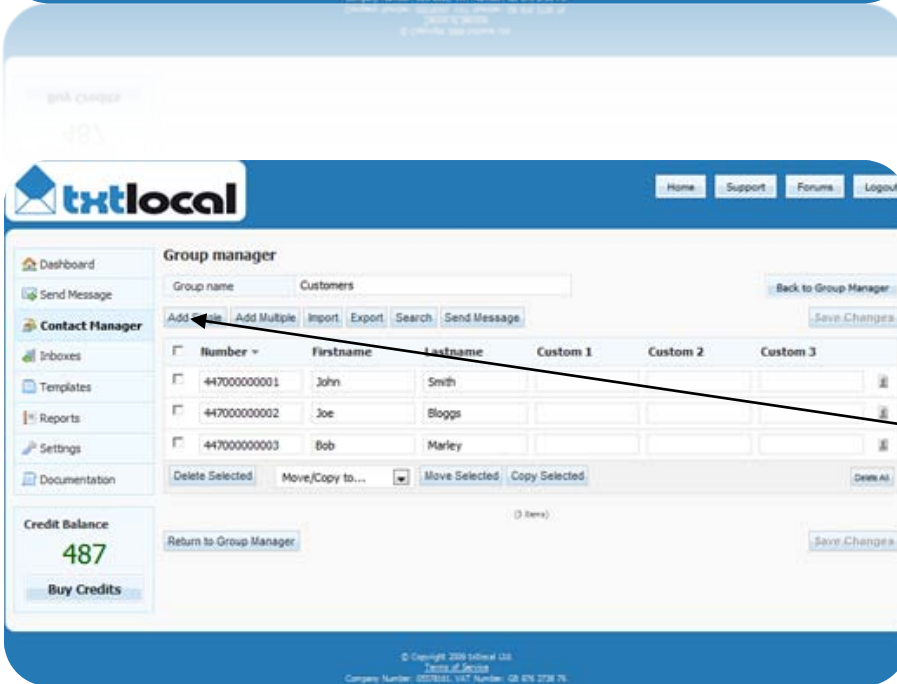
If you wish to add contacts to a group one by one, it can be done by following the instructions below:



Step 1: Select 'Contact Manager' from the menu.

Step 2: Select the group you wish to add contacts to.

Step 3: Click 'Edit Group'.



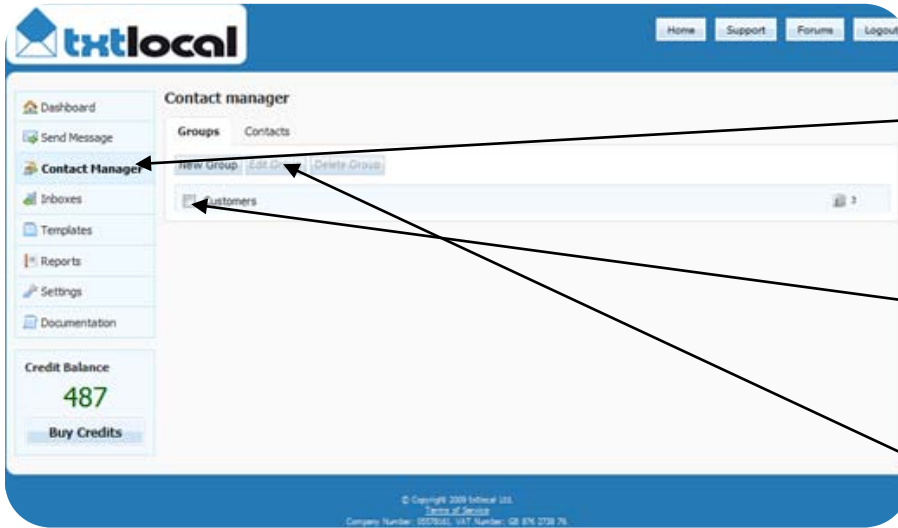
Step 4: Click 'Add Single' and type the number you wish to add then click 'save'.

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Importing multiple contacts from a spreadsheet

If you wish to add multiple contacts to a group all at the same time from a spreadsheet, it can be done by following the instructions below:

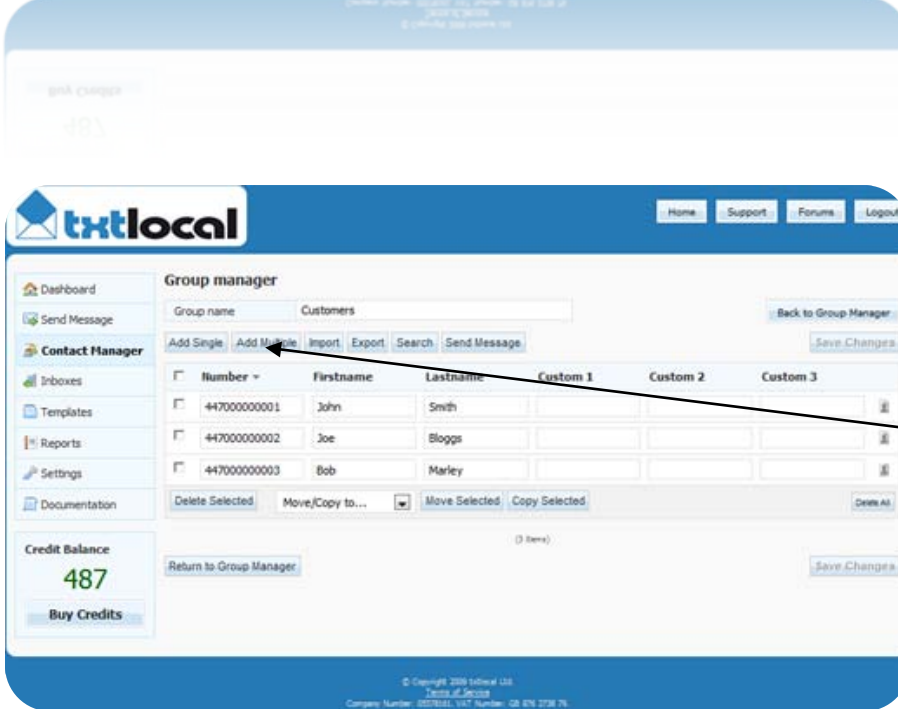
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Step 1: Select 'Contact Manager' from the menu.

Step 2: Select the group you wish to add contacts to.

Step 3: Click 'Edit Group'.



Step 4: Click 'Add Multiple'.

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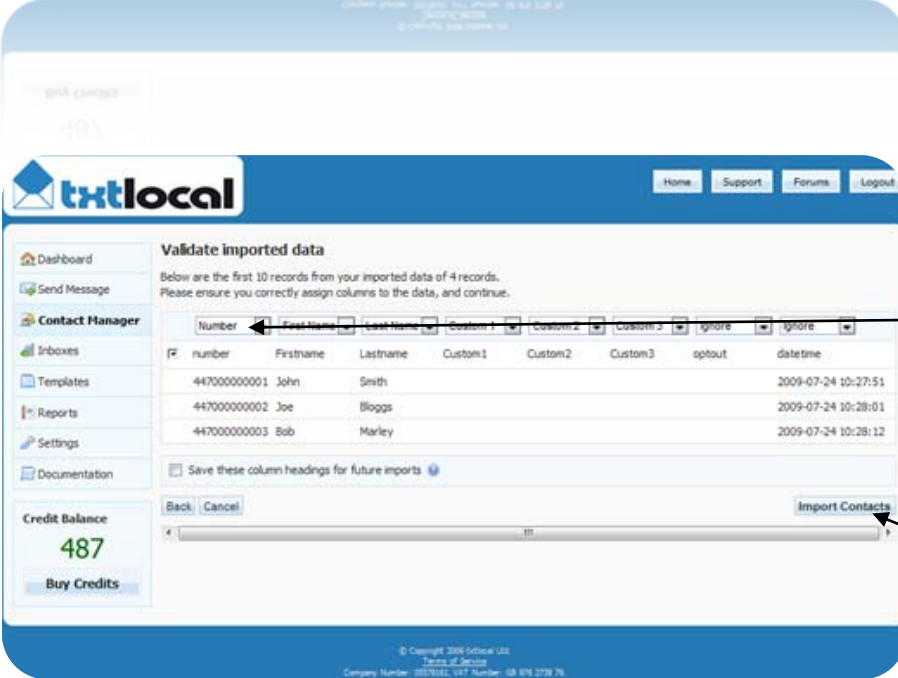


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Step 5: Click 'Upload Sheet'.

Step 6: Click 'Browse' and select your contact spreadsheet file.

Step 6: Click 'Import Contacts'.



Step 7: Select from the drop down boxes such that each column heading matches (i.e. Number -> number).

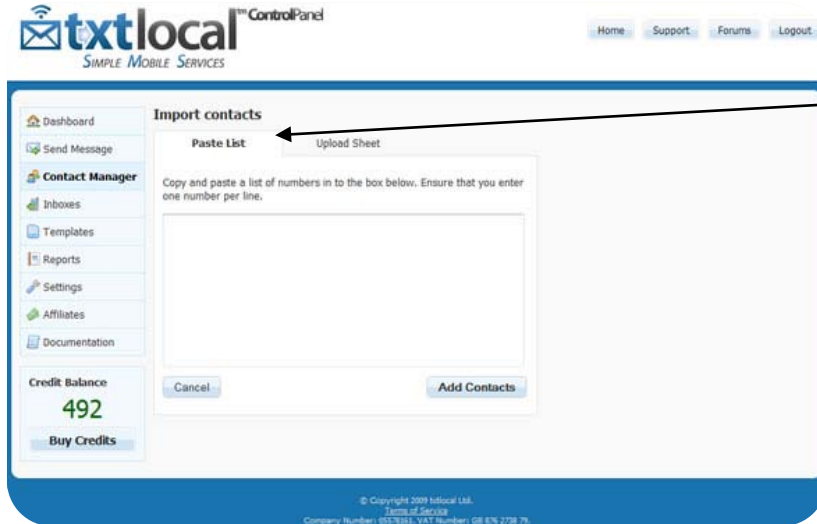
Step 8: Click 'Import Contacts'.

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Importing multiple contacts from a text only list

If you wish to add multiple contacts to a group all at the same time from a text only list, it can be done by following the instructions below:

First follow the steps above until you have reached the 'add multiple' page.



Step 1: Click 'Paste List'.

Step 2: Copy and Paste into the box your contacts, ensuring each is on a new line.

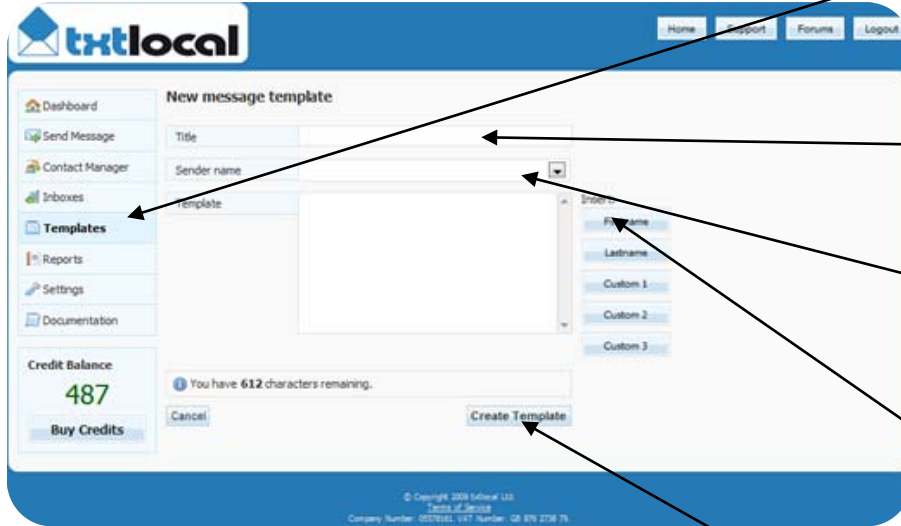
Step 3: Click 'Add Contacts'.

How do I mail merge/ use a message template?

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Creating a Template

When sending messages to a group, you may want to personalise the message for different contacts. This can be done by generating a template and then sending this template to the group. To create a template, please follow the instructions below:



Step 1: Click 'Templates' and then select 'New Template'.

Step 2: Type a descriptive simple title for your template.

Step 3: Choose the sender name/DIN.

Step 4: Type your 'Master Message' in text field, using buttons on left hand side to add contact data.

Step 5: Click 'Create Template'.

This is an example of a template and what it might output:

Template:

Dear #FirstName# #LastName#, your property: #Custom1#. Will reach the end of its lease on #Custom2#. Please call us now on 0800 123 456.

Output Message:

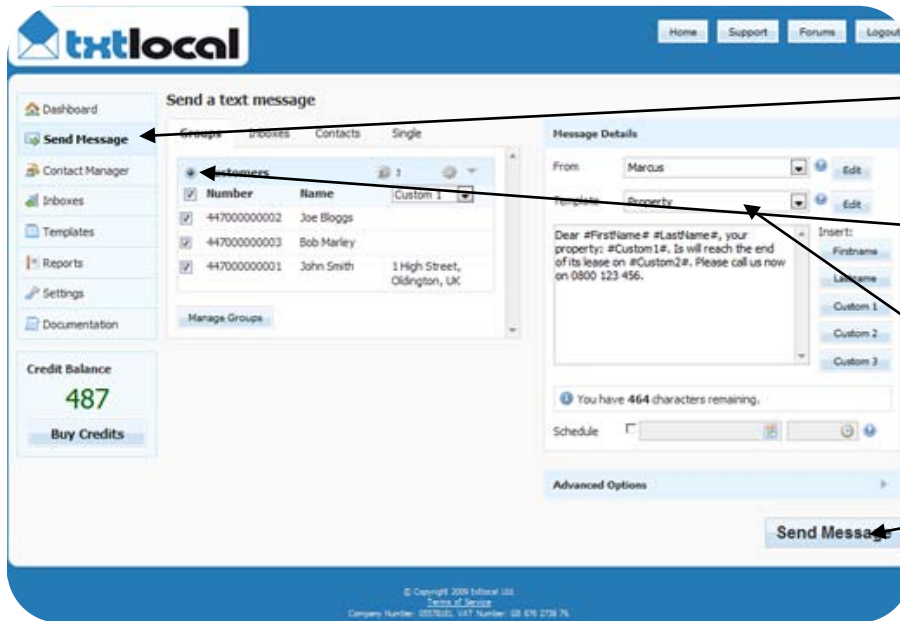
"Dear John Smith, your property: 1 High Street, Oldington, UK. Will reach the end of its lease on 22/09/2015. Please call us now on 0800 123 456."

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Sending a Template Message to a Group

When you have created a template, sending a message of this template to a group can be done simply by following the steps below:

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Step 1: Click 'Send Message'.

Step 2: Select a group.

Step 3: Select a template.

Step 4: Send message and proof the output.

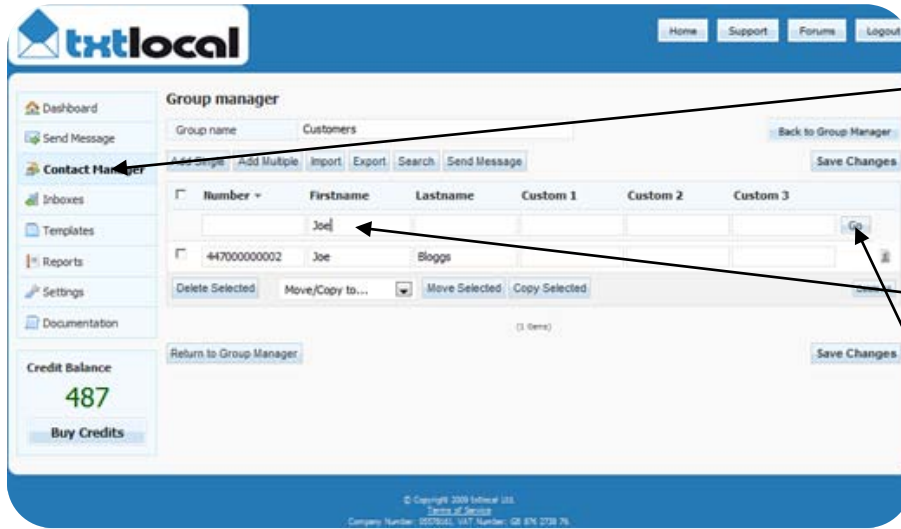
Proofing Messages

When you click 'Send Message' a preview of the message(s) will appear. You can use the right and left arrows to proof messages for different contacts.

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How can I search through my contacts?

If you have a large number of contacts and wish to search through them to find a specific contact, please follow the instructions below:



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Step 1: Click 'Contact Manager', select a group to search through or single contacts.

Step 2: Enter search terms in the field you wish to search

Step 3: Hit 'Go' to run the search.

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Privacy

Will Txtlocal share my numbers with other companies?

Txtlocal do not share any of the details that you provide us with. All numbers on your account will remain private and for the use of your account and only your account.

Will Txtlocal share my contact details with anyone?

Txtlocal will not share any of your contact details with any company or individual without asking your express permission first.

All prices quoted exclude VAT.

Costs

How much does the service cost to set up?

Standard Shared Number with Keyword

There is no cost to set up a standard shared number with keyword receiving messages; we will also include 10 free SMS credits with every account.

Short Code (Keyword @ 60777)

Setup fee of £50.

Dedicated Number

Free, we do not charge for setting up a dedicated number.

How much does the service cost per month?

Standard Shared Number with Keyword

There is no cost associated with a standard shared number with keyword at all.

Short Code (Keyword @ 60777)

The monthly costs of owning a short code and their minimum contract lengths are listed below:

| Contract Period | Cost |
|---------------------|--------------------------|
| 3 Month contract | £45 / month |
| 6 Month contract | £35 / month |
| 12 Month contract | £25 / month |
| Additional Keywords | £25 / month (free setup) |

Dedicated Number

£35/Month, with no minimum contract period.

What is a credit?

Each credit represents the cost of sending one text message to a mobile phone within the UK. Sending messages abroad may cost more than one credit. You may only send messages in your account when you have sufficient credits (you may not go into negative credits), you must top up your account to send more messages.

If I just want to send a few test messages, how much would it cost?

Nothing, we will debit your account with 10 free text message credits for you to test our system at your convenience.

How much does each text message cost?

Below is a table showing the costs of our text messaging bundles:

| Credit Bundle | Price (ex. VAT) |
|-----------------|--|
| 100 Credits | £4.90 (4.9p per credit) |
| 200 Credits | £9.80 (4.9p per credit) |
| 500 Credits | £24.50 (4.9p per credit) |
| 1,000 Credits | £49.00 (4.9p per credit) |
| 2,000 Credits | £98.00 (4.9p per credit) |
| 5,000 Credits | £245.00 (4.9p per credit) |
| 10,000 Credits | £450.00 (4.5p per credit) |
| 25,000 Credits | £1,050.00 (4.2p per credit) |
| 50,000 Credits | £1,900.00 (3.8p per credit) |
| 100,000 Credits | Prices from 2.6p per credit Contact us for a quote |

How much does it cost to send messages abroad?

Information on pricing for sending text messages from your Txtlocal account outside of the UK can be found at:

<http://www.txtlocal.co.uk/prices/>

How much does it cost to receive messages?

It does not cost any money to receive messages from any mobile phone worldwide. All messages received will go straight into your inbox at no cost to you or the sender (excluding their standard network charge).

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All prices quoted exclude VAT.

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Account Limitations

Do my credits ever expire?

No. Your credits will last forever.

Will my account expire if I do not use it for some time?

No. Your account will not expire after any period of time, if you have purchased credits. However accounts which have been inactive for a period of over 6 months and have never made a purchase may be closed to free up keywords on our free inbound numbers for our other customers to use.

How many messages can I send at once?

There is no limit to the number of text messages that you can send at one time (other than the number of credits on your account).

Can our account be used by multiple colleagues at the same time?

Yes, as many people as you like can use your account at the same time. Do not share the password with people you do not trust though as they will be able to spend your credits.

How many contacts can I have?

There is no limit to the number of contacts you can have at any one time.

How many groups can I have?


There is no limit to the number of groups that you can have on your account.

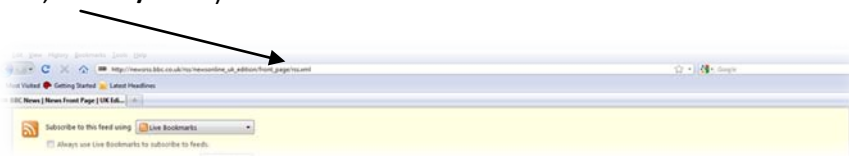
RSS Feeds

What is an RSS Feed?

An **RSS Feed** is a file which contains simple, regularly updated information such as the latest news or traffic reports which can be found on many websites.

How do I find the URL of an RSS Feed?

If you know of an RSS feed that you would like to use, you will need to find the URL; so that we can send updates to your phone. Go to the website where you would like to find the feed, look for an RSS icon () and click on it. You should be presented with a page which has a list of items in that feed, in your address bar at the top of the screen (as below) you should be presented with the feed URL (often ending in **.xml**, **.rss** or **/atom**):



How do I get the latest updates sent to my mobile phone?

Please find the URL of the feed you would like to use (as above):

Step 1: Login to your Txtlocal account.

Step 2: Go to Settings>RSS to Text, and click on 'new'.

Step 3: Select a display name for your feed and enter the feed URL.

Step 4: Click 'Save Settings'.

Additional settings on this page allow you to forward the feed on to a group and alter the times at which you will receive updates (so that you don't get updates while you are asleep).

How much does each message cost?

Each RSS message that you receive yourself or send out to another number costs one Txtlocal credit, the pricing for our credits can be found at:

<http://www.txtlocal.co.uk/prices/>

What RSS feeds do people commonly use?

Many people use RSS feeds for different reasons, the feeds people most like to keep up to date with are news and travel information. Below are example URLs of common RSS feeds:

| Title | URL |
|---------------------------|---|
| BBC News Headlines | http://newsrss.bbc.co.uk/rss/newsonline_uk_edition/front_page/rss.xml |
| Traffic Info | http://www.highways.gov.uk/rssfeed/rss.xml |
| National Rail | http://twitter.com/statuses/user_timeline/33546465.rss |

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Twitter

What is Twitter?

Twitter is an online service which lets users 'tweet' a 140 (or less) character message, which their friends can see. The subjects of 'Tweets' are often current affairs topics and also what the user is currently doing/thinking.

How do I get my friends latest tweets sent to my phone?

To receive text messages when specific friends update their statuses follow the steps below:

- Step 1:** Login to your Txtlocal account.
- Step 2:** Go to Settings > Twitter.
- Step 3:** Insert your Twitter Username and Password.
- Step 4:** Enter the phone number you would like updates to be sent to.
- Step 5:** Tick to enable notifications to be sent.
- Step 6:** Click 'Save Settings'.
- Step 7:** Select the 'Notification Settings' tab.
- Step 8:** Set the times which you would like to receive messages.
- Step 9:** Select the friends you would like to receive tweets from.
- Step 10:** Click 'Save Settings'.

How do I send my tweets to a group of people?

To send text messages to a contact group when you update your twitter status follow the steps below:

- Step 1:** Login to your Txtlocal account.
- Step 2:** Go to Settings > Twitter.
- Step 3:** Insert your Twitter Username and Password.
- Step 4:** Click 'Save Settings'.
- Step 5:** Select the 'Tweet to Group' tab.
- Step 6:** Select to enable 'Twitter Push'.
- Step 7:** Enter your twitter username and select the group you would like to tweet to.
- Step 8:** Click 'Save Settings'.
- Step 9:** Tweet to send a message to your selected group.

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How do I reply to tweets?

When you receive a text message from twitter via Txtlocal, you can reply directly to the number the message is sent from on your phone. The following notation can be used in order to designate if the message is just tweeted or sent as a direct reply to the sender.

“Message” – Tweeted as normal on your account

“D username Message” – *Sent as a direct message to “Sender Name”.*

(More twitter text commands can be found at the end of this document).

How much does each message cost?

Each tweet message that you receive yourself or send out to another number costs one Txtlocal credit, the pricing for our credits can be found at:

<http://www.txtlocal.co.uk/prices/>

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Twitter Text Commands

When using twitter from your phone there are many ways of operating your account using command codes. A full list of command codes and their operations is below:

All commands should be sent to: +447786202550 from your registered phone number only.

| Command | Description | Example | Cost |
|---------------------------|--|-----------------------|------------|
| OFF/STOP/QUIT | Stops all twitter text notifications. | OFF | 0 Credits |
| ON | Starts all twitter text notifications. | ON | 0 Credits |
| ON/FOLLOW username | Turns on notifications for a specific user. If you are not following this user already, they will be automatically followed. | ON username | 0 Credits* |
| OFF/LEAVE username | Turns off notifications for a specific user. | OFF username | 0 Credits* |
| @ | Directs a tweet at a specific user. | @username Message | 0 Credits |
| D | Sends a direct message to a user. | D username Message | 0 Credits |
| WHOIS | Sends you profile information of a user. | WHOIS username | 1 Credit |
| GET | Retrieves latest tweet from user. | GET username | 1 Credit |
| NUDGE | Reminds a friend to tweet. | NUDGE username | 0 Credits |
| FAV | Sets users latest tweet as a favourite. | FAV username | 0 Credits |
| STATS | Returns no. of followers and followed users. | STATS | 1 Credits |

If when turning on notifications or following a new user an invalid username is entered then you shall receive a warning from your account notifying you that the user could not be found; this will incur a cost of **1 credit.*

Advanced

How do I integrate Txtlocal with my website?

Please visit: <http://www.txtlocal.co.uk/api/> to view the full documentation about our API system.

Troubleshooting

I have sent a message and it is yet to arrive.

Check 1: Ensure that the telephone number that you have sent the message to is both correct and in the correct format (i.e. 447xxxxxxxx).

Solution: Alter telephone number and re-send message.

Check 2: Ensure that the phone the message is being sent to is switched on and receiving messages.

Solution: Turn phone on if switched off, if phone is out of signal range move to a location where a connection with the network can be achieved.

Check 3: Check that the message has not been scheduled for the future.

Solution: Login to your control panel, go to Reports>Scheduled Message, and check to see if the message is listed there. If so, delete the message and re-send it without a scheduled date.

Sometimes, but not very often the phones carrier (o2, Orange, Vodafone, etc.) may hold up the message at their end and it may not be received by the user for some time.

Solution: Re-send the message to the same phone or choose another number to test it on.

My control panel is unresponsive.

If your control panel does not seem to be functioning correctly, please try logging out of your account and back in again to refresh the system.

If this does not work, please test the speed of your internet connection by visiting a website such as: <http://www.broadbandspeedchecker.co.uk/> .

If your internet connection speed is as it should be, and your control panel is still not functioning correctly, please contact technical support.

I have tried to upload contacts from an external file but it does not seem to work.

Check 1: Is the file valid.

Solution: If you have uploaded an Excel file and it does not work, please check that the file is not corrupted or incompatible in any way. You can do this by re-opening the file and saving as a .csv file then upload this new .csv file.

Check 2: Are the column headers correctly assigned.

Solution: When uploading the file, ensure that the column headings for each column, i.e. number, first name etc are correctly assigned to the relevant field in your file. You can do this by adjusting the values in the drop-down boxes that appear when importing your file.

If the problem is still unresolved, please contact support for advice.

I cannot read some of the data in my exported files?

Numbers Column

You may find that your telephone numbers appear in a very strange format. Right-click on the top of the column, select 'format cells', select number and change to 0 decimal places. This will make all of your numbers appear in their natural format.

Date/Time Column

When viewing an exported .csv file the date field may appear as '#####' if this happens, it can be fixed by resizing the width of this column.

I have sent an email to a group of contacts but they are not being received.

Check 1: Correct phone details entered.

Solution: check 'TO:' field contains email addresses in the format: 447xxxxxxxx@txtlocal.co.uk separated by semi-colons.

Check 2: No phone numbers are in the 'BCC:' field.

Solution: As BCC addresses are hidden from us, we will be unable to forward the message to those phone numbers, you must therefore send all email addresses in the 'TO:' or 'CC:' field.

Check 3: No email in sent items folder.

Solution: If there is no email in your sent items folder, please re-send the email.

Check 4: Your sender email address is set up in your control panel.

Solution: You must set up the sender email address in your control panel. Go to settings> Email to SMS. And add the email address(es) you are sending from into this field and save.

Check 5: I am sending to an exchange (or other) distribution list.

Solution: The distribution list will unfortunately send the email as a 'BCC:' to your addresses and hence we will not be able to receive the messages and distribute them. Alternatively you can send the message to a group of contacts in your email client or, you can create a group in your txtlocal control panel and send messages to that group by

You should bear in mind that email is not 100% reliable and many emails sent each day are unfortunately undelivered. If you wish to automate sending text messages through a system we recommend that you use our API rather than sending emails from a script to increase reliability.

Sending a text message to a UK landline

If you have sent a message to a UK landline and it has not been received by the user please follow instructions below to help resolve the issue:

Check 1: User may receive a call rather than text.

Solution: If an automated call comes into the user at about the same time as a text message is sent to their landline. This call will audibly 'read' the content of the message to the user and hence the telephone must be answered.

Check 2: 'From' address set to a number.

Solution: The address that the text message is sent from must be a telephone number or the land line text system will not process it. Please ensure that the 'From' field is set to a mobile phone number or your DIN number before sending a text to a landline.

SLA

Service Level Agreement

The Txtlocal.com SMS servers deliver premium UK Routed SMS text messages using direct connections into the heart of mobile network SMS Centres (SMSCs), providing high capacity, reliable, and fast SMS connectivity, direct to an end user's mobile phone. Txtlocal.com uses its own direct connections to various operators and also had priority connections into tier 1 aggregators. It is a complete solution, hosted, designed, developed and supported by Txtlocal.

Our servers are located at RACKSPACE LON3 – one of the UK's most advanced data centres with a 100% network uptime SLA guarantee. The average delivery time per message is under 15 seconds, depending on receiving network, making Txtlocal.com perfect for time critical applications. All our services include comprehensive delivery reports so you can see the delivery status of every single message you send.

Physical Security

- Data centre access limited to data centre technicians
- Biometric scanning for controlled data centre access
- Security camera monitoring at all data centre locations
- 24x7 onsite staff provides additional protection against unauthorized entry
- Unmarked facilities to help maintain low profile
- Physical security audited by an independent firm

System Security

- System installation using hardened, patched OS
- System patching to provide ongoing protection from exploits
- Dedicated firewall and VPN services to help block unauthorized system access
- Data protection with managed backup solutions
- Optional, dedicated intrusion detection devices to provide an additional layer of protection against unauthorized system access
- Distributed Denial of Service (DDoS) mitigation services
- Ongoing risk assessment and security consultation

- **Operational Security**
- All employees trained on documented information security and privacy procedures
- Access to confidential information restricted to authorized personnel only, according to documented processes
- Systems access logged and tracked for auditing purposes
- Secure document-destruction policies for all sensitive information
- Fully documented change-management procedures
- Independently audited disaster recovery and business continuity plans in place

Operational Security – Customer's Application Environment

- Best practices used in the random generation of initial passwords
- All passwords, contact and message data encrypted during transmission (128bit SSL) and while in storage at Txtlocal
- Secure media handling and destruction procedures for all customer data

Although Txtlocal.com can offer a Service Level Agreement (SLA) for all Txtlocal.com services, the SLA only goes as far as Txtlocal.com delivering or receiving an SMS into or from a UK mobile operator's SMSC. Unfortunately, no UK mobile operators currently offer SLAs for their SMS services.

The main elements of our SLA are:

1. Minimum uptime of the Txtlocal.com online control panel : 99.9%
2. Minimum uptime of Txtlocal.com email to SMS gateway : 99.9%
3. Minimum throughput of system : 80 messages per second
4. Average message delivery time : 3 seconds
5. Minimum success in message delivery : 99.9%
6. Receive SMS (dedicated inbound number) in less than 10 secs: 99.9%
7. Receive SMS (on short code) in less than 10 secs: 99.9%
8. Confirm billing of premium SMS in less than 30 seconds: 99.9%
9. Received messages, receipts and billing confirmations forwarded to email or remote server in under 5 secs: 99.9%
10. On site encrypted data backup: Every 30 mins
11. Off site encrypted data backup: Twice daily

Once messages have been submitted to the mobile network they may be subject to additional delays. These can be compared to the delays experienced by normal SMS peer-to-peer traffic. These figures are based on using the Txtlocal.com interfaces (Online, email to SMS, HTTP API). The

figures do not account for any additional delays caused by the sender's network operator or failures due to circumstances beyond our control.

Several possible causes of SMS failure include:

- Incorrect number format, missing international codes, mistyped numbers
- Number does not exist or has expired
- Receiving network overloaded
- Receiving network failure
- Receiving phone switched off
- Receiving phone's inbox full

Note: we will investigate any failures upon request. Please contact us on 0845 0093182 email support@txtlocal.com to discuss any problems.

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Contact Details

How do I get in touch with Technical Support?

If you have a query which has not been solved by any of the information above, please contact technical support using any of the following details below.

Call: 0845 009 3182

Email: support@txtlocal.com

Post a message on our forums: <http://www.txtlocal.co.uk/forums/>

We will respond to all queries as soon as we can.