



Sendroid Ultimate

User Manual

System Overview

Sendroid Ultimate is an ultimate bulk SMS portal software and SMS reseller system designed for bulk SMS service providers, SMS resellers and bulk SMS marketers.

Sendroid Ultimate offers complete messaging solution including support for Text Messaging, Voice Messaging, WhatsApp Messaging, Unicode Messaging, Multi-media Messaging, Flash Messaging and 2-Way Messaging.

Sendroid Ultimate is built with amazing tools and features like; Dynamic/Static Sender ID support, SMS Gateway Cutting, SMS Gateway hour limits, Dynamic Routing, Short-code Reselling, SMS Plans, SMS Vouchers, Robust APIs and a lot more tools designed to fit perfectly into any bulk SMS business, irrespective of your business model.

Sendroid Ultimate is scalable, flexible, and developer friendly. You can expand the features on Sendroid Ultimate with modules and plugins.

Requirements

You need to ensure that your server meets the following requirements before installing Sendroid Ultimate:

- Linux or Windows OS (We also recommend cPanel)
- Apache
- PHP Version 5.6.3 or higher
- Cron Job
- cURL Support
- JSON Support
- ionCube Loader 10 or higher
- PHP Memory Limit: 256 MB or higher
- MySQL Version 5.6 or higher (MySQL Strict Mode disabled)
- Dedicated IP required for White-label reseller system

Find complete list of system requirements here:

<http://sendroidultimate.com.ng/requirements.php>

Installation

Pre-Installation Checks

Before you begin with installation, it is very important to double check that your server meets all the System Requirements with special attention to your PHP version and IonCube Loader version.

Note that you may not be able to use Sendroid Ultimate if the system requirements are not met by your server.

Database Connection

Sendroid Ultimate uses MySQL database to store its data. you will need to create a database and database user with minimum permissions to Create, Insert, Alter, Delete, Drop, Truncate and Select.

You can create and manage database connection using phpMyAdmin or other similar tools.

Please take note of the database name, username and password you created as you will need them to complete your Sendroid Ultimate installation.

Getting Sendroid Ultimate on your Server

For best results, we recommend you install Sendroid Ultimate under a sub-domain of your main SMS website domain.

- 1, Download the latest version of Sendroid Ultimate installer from your vendor
- 2, Extract and Upload the entire contents in the "**Installer**" folder to the desired directory on your web server (including the .htaccess file).

We recommend you install Sendroid Ultimate under in sub-domain of your primary domain for best results.

Installing Sendroid Ultimate

1. Ensure that your server met all the system requirements

2. Launch the Sendroid Ultimate installer by navigating to your Sendroid Ultimate directory from a web browser. Example-http://www.mydomain.com/sendroid_folder_or_sendroidsubdomain.mydomain.com
3. Click the **Start Fresh Installation** button
4. Read the End User License Agreement then check the "I accept Software License Agreement" check box to accept and click the **Proceed** button
5. Enter your database connection details and your desired Supper Admin email address and click the **Proceed** button to continue
6. If your database connection details are correct, Sendroid Ultimate will create all necessary database structures and data within a few seconds. Please do not interrupt this process.

Upon completion, you will be presented your new supper admin credentials along with other important information.

7. Read and take note of your super admin login details as well as other important information regarding your new installation then click **Finish** to close the installer and launch Sendroid Ultimate.
8. On the next screen, you will be required to validate your Sendroid Ultimate license. Enter your license key or Purchase code in the field and validate.

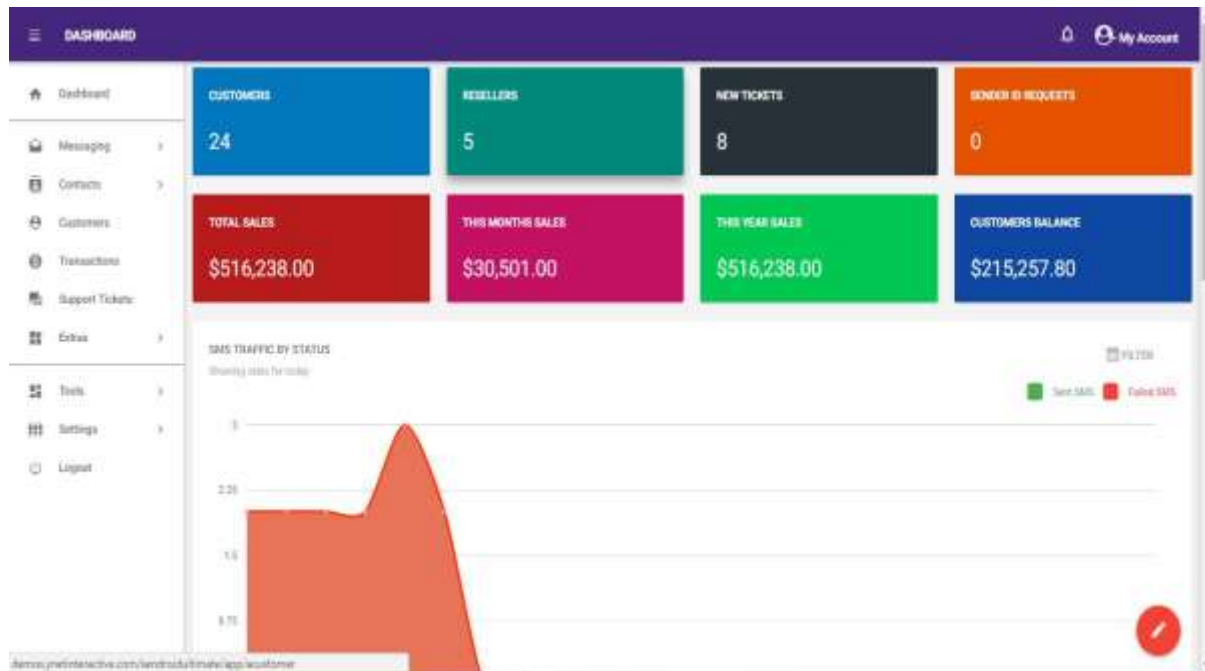
Ensure you have a working network connection before you complete this step.

If your license is valid, your Sendroid Ultimate will be activated instantly and you will be able to start using the system.

Overview of Core Menu Items

Dashboard

This gives you an overview of your status and transactions, selection of graphical reports and links to most used features.



Messaging

This module covers the messaging options, here you can compose messages, see draft, scheduled messages, inbox and SMS chat. View messages and other message related options.

- **Compose:** type out your message and send to contacts.
- **Draft Messages:** View, edit and send messages you saved.
- **Scheduled Messages:** View details of messages scheduled to be sent at certain periods and you can also resend them.
- **Message History:** View list of messages sent their details.
- **Inbox:** View and read incoming messages sent to you.

- **SMS Chat:** Create SMS chats that is two-way messages.

Contacts

This enables you to store and manage your contact list which includes your address book, marketing list and black list. Create and view your contact lists.

- **Address Book:** See and manage address books created on your site.
- **Marketing List:** See and manage your marketing lists.
- **Blacklist:** Manage blacklisted phone numbers under your account.

Customers

View and manage your customers and resellers here.

Transactions

The transaction module gives you a list of your customers' transactions, you can view, approve or cancel invoices here also.

Support Tickets

This module enables you manage your customers' support tickets.

Extra

This is made up of SMS reports, sender ID, short codes and API.

- **SMS Reports:** See a statistical and graphical summary of all your message traffic.
- **Sender ID:** View and manage all sender IDs.
- **Shortcodes:** Here you can manage short codes (short codes are like virtual numbers that can be used to receive incoming SMS).

- **API:** You can use the API to integrate your services on third-party systems or develop awesome SMS applications too.

Tools

This contains options for push notification, sending of emails, backup manager, banned IPs, emails, sender IDs, countries and words, the module manager and help.

- **Push Notification:** This tool can be used to send important information to customers or selected account type, the message will popup when customers login to their accounts.
- **Send Email:** Use this tool to send an email to a single customer or to all your customers.
- **Backup Manager:** View and manage all your backups.
- **Banned IPs:** Use this tool to restrict access of certain IP addresses on your site.
- **Banned Emails:** Use this tool to ban certain email addresses on your site.
- **Banned Sender IDs:** Use this tool to ban the use of certain sender IDs on your site.
- **Banned Countries:** Use this tool to ban certain countries on your site
- **Banned Words:** Use this tool to ban the use of certain words on your site.
- **Module Manager:** Here you can add more features to Sendroid Ultimate by installing additional modules.
- **Help**

Settings

- **General Settings**
- **Notifications**
- **Custom Fields**
- **Currencies**
- **SMS Rates**
- **SMS Plans**
- **SMS Vouchers**
- **SMS Gateways**
- **SMS Routing Rules**
- **Automation**
- **Payment Gateways**

- **Administrators**
- **System Information**
- **Access Log**

Logout

Logs you out of Sendroid Ultimate.

Admin Portal Overview

Messaging

The screenshot shows the 'COMPOSE' screen in the Admin Portal. On the left is a sidebar menu with options: Dashboard, Messaging, Contacts, Customers, Transactions, Support Tickets, Extras, Tools, Settings, and Logout. The main area has a red banner at the top with an 'Important Notice' about Live API integration. Below this is a form for composing a message. The form includes fields for 'Message Type' (set to 'Text Message'), 'Select Route' (set to 'Standard Routing Rule'), 'Standard Routing Rule', 'Sender ID' (with a 'Select Shortcode to use' dropdown), 'Select Shortcode to use' (another dropdown), and 'Destination Country' (set to 'Argentina'). At the bottom, there are four tabs: 'NUMBERS', 'ADDRESSBOOK', 'MARKETING LIST', and 'FILE'. On the right side of the form, there is a summary box showing 'Message Type: Text Message', 'Characters: 0', 'Page Count: 0 page(s)', and 'Recipients: 0'. A blue banner above this box states: 'We will remove all invalid characters and duplicate numbers from your recipients list before sending your message.'

Compose

Composing a Message

Step 1: Click on the messaging tab on the left side pane.

Step 2: Select compose from the drop-down menu.

Step 3: Select the message type (text, voice, MMS, WhatsApp etc).

Step 4: Select route to use (if available).

Step 5: Type in your sender ID or select short code to use.

Step 6: Select destination country.

Step 7: Select recipients' or contacts' source. You either type in the numbers directly, select from address book select a marketing list, or upload an Excel or CSV file containing your recipients' phone numbers.

-To input the numbers directly, in the "NUMBERS" tab, type in the numbers in the "Type Recipients" input field. You can type or paste a comma separated list of the

numbers, the system will automatically add country code to each number if you select a destination country.

-To send to contacts in an already existing phone book or address book, click on the "ADDRESSBOOK" tab, click on the "Pick Addressbooks" field to display a drop down menu of existing phone books, you can select more than one phone book at a time, when you have selected the first phone book, click on the "Pick Addressbooks" field again to reveal the phone books to select other phone books. To remove a selected phone book, just click on the "X" sign displayed on it.

-To send to contacts in an already existing marketing list, click on the "MARKETING LIST" tab, click on the "Pick Marketing Lists" field to display a drop-down menu of existing marketing lists, like with the address book you can also choose more than one marketing list.

Creating a Voice Message

Step 1: Click on "Messaging" on the left side pane of your sendroid ultimate

Step 2: From the drop-down menu, click on "Compose"

Step 3: In the new page, select "Voice Message" from the message type field

Step 4: Select a voice routing rule (which you should have already, including a voice gateway) created from the "Select Route" field

Step 5: Type in your sender ID in the "Sender ID" field.

Step 6: or to use short code instead of a sender ID, select a short code from the "Or Use Shortcode" field.

Step 7: Select a destination country from the "Destination Country" field.

Step 8: Input your recipients' phone numbers from any source you want.

Step 9: You can create a voice message in two ways, either you type in the message in the "Message" field, this will then be converted to speech or you upload a pre-recorded voice message by clicking on the "Upload a WAV or MP3 file" field to choose the file.

Note - you have to create a gateway for voice

Send Messages to Contacts from an imported file

-First create the excel spreadsheet with the phone numbers on the first column, the system will automatically add the country code if you select the destination country.

-To upload the Excel or CSV file with your recipients' phone numbers, click on the "FILE" tab, click on the "Upload the Excel or CSV file" field to select the file.

Step 8: Type up to 960 characters in the 'Message' box. The bottom right will show how many characters are still available. The number of characters left will automatically update as the message is typed.

Step 9: Upload an audio, video or image file to include in your message if you want.

Step 10: Indicate when message is to be sent. You can also repeat schedules.

How to schedule a message (set message to be sent at the particular day and time)

- Click on the toggle or switch button at the "Schedule Message" section to set it to "Send Later", this will reveal the schedule options. Pick a date by clicking on the "Date" field, set the time, indicate if there should be a repetition or not, if yes, how often in the "Repeat Schedule" field.

Step 11: Save if you wish to save the message to send it later (messages saved are stored in drafts), cancel or send.

Draft Messages

Managing Drafts

Step 1: Click on the messaging tab on the left side pane.

Step 2: Select draft messages from the drop-down menu.

Step 3: Search messages, select messages to delete or send messages.

Sending a Saved Message

-To send a message from draft, click on the "Send" button at the right-hand side of the screen beside the message you want to send, this will take you to the compose message section where you can make changes and send the message.

Deleting Saved Messages

-To delete a message from draft, click on the check box on the right-hand side beside the message you want to delete then click on the “WITH SELECTED” button at the top left corner of the screen, this will reveal the “Delete” option, click on it to delete the message or messages if you selected more than one message. To select all messages at once click on the first check box on the page.

Scheduled messages

Managing Scheduled Messages

Step 1: Click on the messaging tab on the left side pane.

Step 2: Select scheduled messages from the drop-down menu.

Step 3: View scheduled messages’ details, resend, delete or cancel.

Message History

View Message History

Keep track of your messages here.

Step 1: Click on the messaging tab on the left side pane.

Step 2: Select message history from the drop-down menu.

Step 3: View messages and their details, cost, download list with the export option, delete or cancel messages.

-To view details, click on the “Details” button at the right-hand side of the message, this will take you to the details section. To resend click on the “RESEND” button, this will reveal a drop-down menu with the options “Resend All”, “Resend Failed”, “Resend Canceled”, select the one you want.

Inbox

Manage Inbox

Step 1: Click on the messaging tab on the left side pane.

Step 2: Select inbox from the drop-down menu.

Step 3: View messages in your inbox.

SMS Chat

Creating a New Chat

Step 1: Click on the messaging tab on the left side pane.

Step 2: Select SMS chat from the drop-down menu.

Step 3: Click on the new chat button on the top left corner to start a new chat.

Step 4: Input the number you want to use in sending your messages including the country code.

Step 5: Type in the recipient number with the country code.

Step 6: Type in your message and start chat.

Contacts

Address Book

Here you can see and manage all address books created on your site.

Create a new phone book

Step 1: Click on the contacts tab on the left side pane.

Step 2: Select “Addressbook” from the drop-down menu.

Step 3: Create phone book by clicking on the “CREATE PHONE BOOK” button at the top left corner.

Step 4: Type in the title of the phone book you want create, the description and type in a birthday message if you want to enable birthday messaging in the popup dialog that comes up when you click on the create phone book button, then save.

Step 5: When you save, the popup dialog closes and the phone book you created is added to the list, you can then add contacts and edit the phone book by clicking on the manage button on the right-hand side of the phone book name you created.

Step 6: click on the add contacts button, which causes a popup dialog to come up. You can either use the single contact option to add contacts singly or one at a time or you can select the ‘upload file’ tab to import contacts from an Excel or CSV file containing your contact list, each in a new row and then save. Take note that duplicate contacts will be skipped.

Marketing List

View and manage your marketing lists.

How to Create a Marketing List

Step 1: Click on the contacts tab on the left side pane.

Step 2: Select “marketing list” from the drop-down menu.

Step 3: Click on the “CREATE LIST” button at the top left corner.

Step 4: A popup dialog will come up, select the marketing list type (private or commercial), enter the price, the title, description, assign short code (include country code without + sign), your sender ID, type in your opt-in keyword, type in your opt-in SMS reply, enter the opt-out keyword, enter the opt-out SMS reply, then save.

Step 5: When you save the popup dialog closes and the marketing list you created is added to the list, you can then add contacts and edit the marketing by clicking on the manage button on the right-hand side of the list you created. You can also share list.

Blacklist

Here you manage all blacklisted phone numbers under your account. When a number is blacklisted, they will be filtered out while sending messages.

How to Create a Blacklist

Step 1: Click on the contacts tab on the left side pane.

Step 2: Select blacklist from the drop-down menu.

Step 3: Click on the add contacts button at the top left corner to add a new contact.

Step 4: fill the popup dialog and save.

Customers

Here you can view and manage direct customers and resellers.

How to Create a New Customer

Step 1: Click on the customers tab on the left side pane.

Step 2: Click on the “CREATE CUSTOMER” button, fill in the customer’s account details and login details, the save.

Step 3: From the “ACCOUNT DETAILS” tab which will already be highlighted by default, select the customer account type you want to create in the “Account Type” field.

Step 4: Type in the customer’s first name in the “First Name” field.

Step 5: Type in the customer’s last name in the “Last Name” field.

Step 6: Type in the customer’s address in the “Address” field.

Step 7: Type in the city and state in the “City” and “State” fields.

Step 8: Input the customer’s date of birth in the “Date of Birth” field.

Step 9: Assign an account manager (you must have already created an account manager from the “Administrators” section in the “Settings” tab to be able to select it from here) from the “Account Manager” field.

Step 10: Type in the default sender ID for the customer in the “Default Sender ID” field.

Step 11: Select the customer’s country from the “Country” field.

Step 12: Select a currency for the customer in the “Currency” field.

Step 13: Indicated whether the customer is to be exempted from taxes or not by selecting “Yes” or “No” from the “Exempted from Taxes” field.

Step 14: Type in the minimum volume or amount of order for the customer in the “Set Minimum Order” field.

Step 15: Click on the “SAVE” button to save.

Step 16: Scroll up and click on the second tab, the “LOGIN DETAILS” tab.

Step 17: Type in the customer’s email address in the “Email” field.

Step 18: Type in the customer’s password in the “Password” field.

Step 19: Click on the “SAVE” button to save.

To view and edit customer or reseller details, click on the “Manage” button on the right-hand side of the customer/reseller you created.

How to Import Already Existing Customers from an Excel File

Step 1: To import already existing customers from an Excel file, click on the “IMPORT CUSTOMERS” button. Ensure to download the sample excel file to see the correct arrangement for your Excel sheet and note that new passwords will be created for each account so you will need to instruct your customers to reset their passwords using the “Forgot Password” link at the login page.

Step 2: After creating the excel file, click on the “Upload an Excel or CSV file” field.

Step 3: After the upload, click on the “IMPORT DATA” field to import.

How to Add Credits to a Customer’s Account

Step 1: Click on the customers tab on the left side pane.

Step 2: Click on the “Manage” button at the left-hand side of the customer whose account you want to credit.

Step 3: From the new page, click on the “ADD CREDITS” button.

Step 4: Fill the pop-up dialog with the amount of credit you want in the “Credits” field and type in your password in the next field.

Step 5: Click on the “ADD CREDITS” button to add the credit or “CANCEL” to cancel the action.

How to Send Messages/Emails to Customers

Step 1: Click on the “SMS CUSTOMERS” button to send a message to your customers

Step 2: To send an email to your customers, click on the “EMAIL CUSTOMERS” button, select recipients, type in your subject and message and send.

How to Suspend/Activate a Customer

Step 1: Click on the customers tab on the left side pane.

Step 2: Click on the “Manage” button at the left-hand side of the customer you want.

Step 3: Click on the “SUSPEND” button to suspend the customer.

Step 4: To activate a suspended customer, simply click on the “ACTIVATE” button.

How to Log in to a Customer’s Account

Step 1: Click on the customers tab on the left side pane.

Step 2: Click on the “Manage” button at the left-hand side of the customer you want.

Step 3: Click on the “LOGIN” button

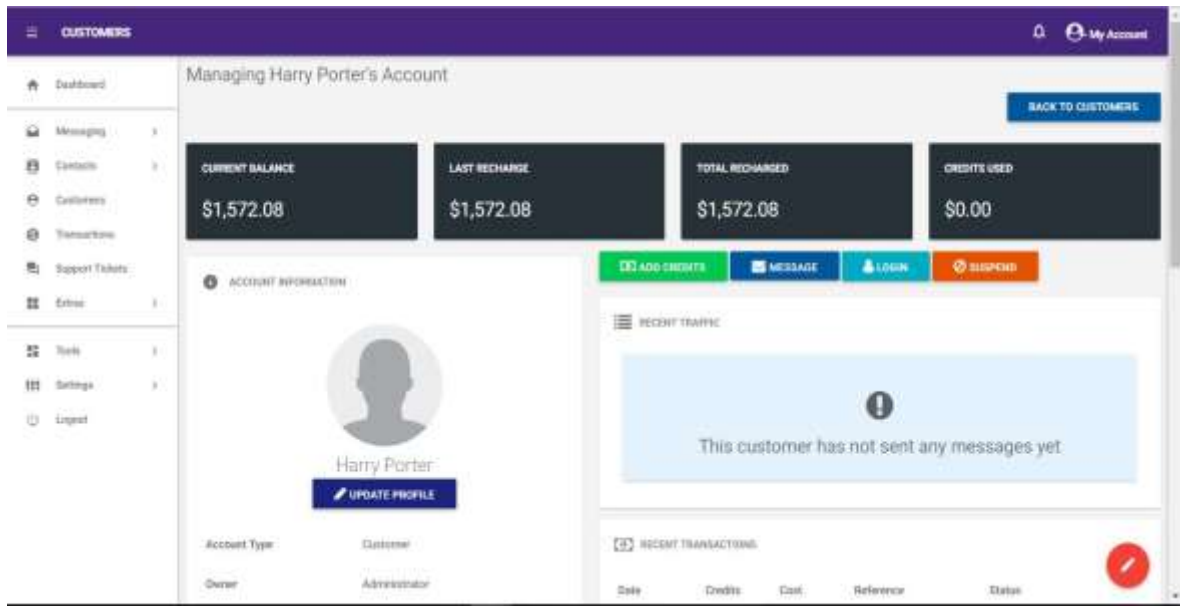
How to Update a Customer’s Profile

Step 1: Click on the customers tab on the left side pane.

Step 2: Click on the “Manage” button at the left-hand side of the customer you want.

Step 3: Click on the “Update Profile” button on the new page.

Step 4: Edit the customer’s details and click on the “SAVE PROFILE” button at the bottom.



Define Custom Rate for Customer

You can define the cost at which messages will be sent to different destinations for your customer's account.

Step 1: Click on the customers tab on the left side pane.

Step 2: Click on the "Manage" button at the left-hand side of the customer you want.

Step 3: Scroll down and click on the "ADD RATE" button.

Step 4: In the pop-up dialog, click on the "Rate for" field to select the message type you want to set a rate for (Text or WhatsApp message).

Step 5: Select the country you want to set it for in the "Country" field or select "All countries" to apply rate to all countries.

Step 6: Type in the operator prefix in the "Operator prefix" field.

Step 7: Type in the rate in the "Rate" field.

Step 8: Click on the "SAVE RATE" button to save.

Transactions

This where you view the complete list of your customers' transactions.

How to View and Print a Transaction invoice

Step 1: Click on the Transactions tab on the left side pane.

Step 2: Click on the "Invoice" button beside the transaction you want to view.

Step 3: From the new page you can click on the print icon on the top right corner of the invoice.

How to Approve or Cancel a Transaction

Step 1: Click on the Transactions tab on the left side pane.

Step 2: Click on the "Accept" button beside the transaction you want to view to accept or the "Cancel" button to cancel the transaction.

How to Export or Download your transaction list

Step 1: Click on the Transactions tab on the left side pane.

Step 2: You can download the transaction list by clicking on the "Export" button at the top left corner.

Support Tickets

You can manage your customers support tickets here, you can also create tickets for customers.

How to Create a New Support ticket

Step 1: Click on the Support Tickets tab on the left side pane.

Step 2: Create a ticket by clicking on the "CREATE NEW TICKET" button at the top left corner.

Step 3: In the pop-up window, click on the "Customer" field to select the customer.

Step 4: Type in the subject.

Step 5: Type the message and click on the “SEND” button to send.

How to View and Respond to Support Tickets

Step 1: Click on the Support Tickets tab on the left side pane.

Step 2: Click on “View” beside the ticket you want to view.

Step 3: In the new page, to reply, type your message in the text box and click on the “SEND REPLY” button to reply.

Extras

SMS Reports

This shows you a statistical and graphical summary of all your message traffic, your reports by status as well as destinations.

Checking your SMS Reports

Step 1: Click on the Extras tab on the left side pane.

Step 2: Select SMS Reports from the drop-down menu.

Sender ID

Manage all your sender IDs, approve new sender ID requests or assign sender IDs to customers. Note that this feature will only be effective when the dynamic sender ID is disabled.

Adding a Sender ID

Step 1: Click on the Extras tab on the left side pane.

Step 2: Select Sender ID from the drop-down menu.

Step 3: To add sender ID click on the “ADD SENDER ID” at the top left corner, fill

out the popup dialog and save.

Step 4: To reject a sender ID, click on the “Reject” button beside the ID you want to reject.

Shortcodes

Short codes are like virtual phone numbers that can be used to receive incoming SMS. Here you can manage your short codes, purchase short codes from your provider and resell them from here. **Note that customers can only see incoming messages sent to short codes assigned to them.**

How to Add Short Codes

Step 1: Click on the Extras tab on the left side pane.

Step 2: Select the Shortcodes from the drop-down menu.

Step 3: To add short code, click on the “ADD SHORT CODE” button at the top left corner.

Step 4: In the pop-up window, click on the “Capability” field to select the form(s) of message(s) that it can work with.

Step 5: Click on the “Assign To” field to select the customer you want to assign the short code to.

Step 6: In the short code field, type in the short code (ensure you include the country code without the plus (+) sign).

Step 7: Click on the “Monthly Cost” field to type in the amount to be paid by customers monthly for the short code, you can set it zero (0) to make the short code free and accessible to all customers.

Step 8: Click on the “SAVE” button to save.

Step 9: To edit short code details, click on the edit button beside the short code on the list, edit and save.

API

You can use Sendroid ultimate API to integrate your services on third party systems or develop awesome SMS applications too.

Tools

Push Notification

How to Send a Notification/a pop up message to Your Customers

Step 1: Click on the Tools tab on the left side pane.

Step 2: Select 'Push Notification' from the drop-down menu.

Step 3: In the new page, type in the notification heading in the "Heading" field (30 Characters max).

Step 4: Click on the "Show Notification for" field to select users to notify.

Step 5: Click on the "Show Notification on" field to select where the pop-up message should display in the users' account.

Step 6: type in your message in the text area on the right-hand side of the screen.

Step 7: Click on the "SAVE CHANGES" button to save.

Send Email

You can use this tool to send emails to a single customer or all your customers.

How to send Email to Customers

Step 1: Click on the Tools tab on the left side pane.

Step 2: Select “Send Email” from the drop-down menu.

Step 3: In the new page click on the “SEND NEW MESSAGE” button from the to left corner.

Step 4: Click on the “Recipient” field to select the customer you want to send the email to.

Step 5: Type in the subject in the “Subject” field.

Step 6: Type in your message in the text area and click on the “SEND EMAIL” button to send.

Backup Manager

View and manage all your backups.

This backs up once in a day, when there is a backup, a user can download the backup which can also be restored via this backup manager.

Banned IPs

Use this tool to restrict access of certain IP addresses on your site.

How to Ban and Manage Banned IPs

Step 1: Click on the Tools tab on the left side pane.

Step 2: Select “Banned IPs” from the drop-down menu.

Step 3: In the “Add New Record” section at the right-hand side of the screen, type in the IP address you want to ban in the “IP Address” field.

Step 4: Type in the reason for the ban in the “Reason” field, then click on the “SAVE RECORD” button to save.

Step 5: To delete a banned IP address, click on the “Delete” button beside the banned IP address you want to delete.

Banned Emails/Domains

Use this tool to ban certain email addresses and domains on your site.

How to Ban Email Addresses and Domains

Step 1: Click on the Tools tab on the left side pane.

Step 2: Select “Banned Emails” from the drop-down menu.

Step 3: In the “Add New Record” section at the right-hand side of the screen, type in the email address/domain you want to ban in the “Email/Domain” field.

Step 4: Type in the reason for the ban in the “Reason” field, then click on the “SAVE RECORD” button to save.

Step 5: To delete a banned email address or domain, click on the “Delete” button beside the email address or the domain you want to delete.

Banned Sender IDs

Use this tool to ban the use of certain sender IDs on your site.

How to Ban a Sender ID on Your Site

Step 1: Click on the Tools tab on the left side pane.

Step 2: Select “Banned Sender IDs” from the drop-down menu.

Step 3: In the “Add New Record” section at the right-hand side of the screen, type in the sender ID you want to ban in the “Sender ID” field.

Step 4: Type in the reason for the ban in the “Reason” field, then click on the “SAVE RECORD” button to save.

Step 5: To delete a banned Sender ID, click on the “Delete” button beside the Sender ID you want to delete.

Banned Countries

Use this tool to ban certain countries from your site.

How to Ban a Country from Your Site

Step 1: Click on the Tools tab on the left side pane.

Step 2: Select “Banned Countries” from the drop-down menu.

Step 3: In the “Add New Record” section at the right-hand side of the screen, click on the “Country” field to select the country you want to ban.

Step 4: Type in the reason for the ban in the “Reason” field, then click on the “SAVE RECORD” button to save.

Step 5: To delete a banned country, click on the “Delete” button beside the country you want to delete.

Banned Words

Use this tool to ban the use of certain words/phrases on your site.

How to Ban Words from Your Site

Step 1: Click on the Tools tab on the left side pane.

Step 2: Select “Banned Words” from the drop-down menu.

Step 3: In the “Add New Record” section at the right-hand side of the screen, type in the word or phrase in the “Words” fields.

Step 4: Type in the reason for the ban in the “Reason” field, then click on the “SAVE RECORD” button to save.

Step 5: To delete a banned word, click on the “Delete” button beside the word you want to delete.

Module Manager

Here you can add more features to Sendroid Ultimate by installing additional modules.

How to install a module

Step 1: Click on the Tools tab on the left side pane.

Step 2: Select “Module Manager” from the drop-down menu.

Step 3: Click on the “FIND MODULES” button, this takes you the website, hover over the “Product” menu and select “Change Log” from the drop-down menu. The change log page will show you updates that are available, click “Download Update” for the update you want, once the download has started, you can close the page.

Step 4: In the module manager, click on the “INSTALL NEW MODULE” button.

Step 5: In the pop-up window, click on the file icon to select the module installer you had downloaded (Zip file).

Step 6: Click on the “UPLOAD AND INSTALL” button to upload the file.

How to Enable, Disable or uninstall a module

Step 1: once upload is done, select the upload on the page by ticking the check box.

Step 2: Click the “WITH SELECTED” button, then click on either the “Uninstall Selected” option to uninstall the module.

Step 3: Click the “WITH SELECTED” button, then click on either the “Enable Selected” option to enable the features of the module.

Step 4: Click the “WITH SELECTED” button, then click on either the “Disable Selected” option to disable the module.

Help

This takes you to Sendroid Ultimate website.

Settings

General Settings

Here you have your branding, appearance, site, messaging and outgoing mail settings.

-Branding

Step 1: Click on “Settings” on the left side pane.

Step 2: Select “General Settings” from the drop-down menu.

Step 3: Type in your business name in the “Business Name” field.

Step 4: Type in your business address in the “Business Address” field.

Step 5: Type in your support email in the “Support Email” field.

Step 6: type in your support phone number in the “Support Phone” field.

Step 7: Type in your website URL in the “Website” field.

Step 8: Type in a default sender ID in the “Default Sender ID” field.

Step 9: Click on the “SIGNATURE” button to choose an image to use as your signature.

-Appearance

Step 10: Click on the “BACKGROUND” button to locate and select the image file you want to use as background image

Step 11: Click on the “LOGO” button to find and select your logo image.

Step 12: Click on the color picker (rectangular box) beside “Change Background Color” to pick a color for your background.

Step 13: Click on the color picker (rectangular box) beside “Change Header Color” to pick a color for your header.

-Site Settings

Step 14: Click on the “Default Country” field to select your default country.

Step 15: Click on the “Default Time Zone” to select a time zone.

Step 16: Click on the “Default Currency” field.

Step 17: Click on the “Facebook App ID” field to enter you Facebook app ID if you have one.

Step 18: Click on the “Facebook App Secret” field to enter in your Facebook app secret key.

Step 19: Click on the “Google ReCaptcha Key” field to enter in your ReCaptcha Key if you have one.

Step 20: Click on the “Google ReCaptcha Secret” field to enter in the Google ReCaptcha secret key.

Step 21: If you want to send customers to your website after they log out, select “Yes” or “No” if otherwise in the “Send customers to website after logout” field.

Step 22: Click on the “Invoice Tax” field to set the percentage of tax to be applied to invoices, set to zero or leave empty to disable.

Step 23: Click on the “Invoice VAT” field to set the percentage of VAT (Value Added Tax) to be applied to invoices, leave empty or set to zero to disable.

-Manage Features

Step 24: Scroll up to the “Manage Features” section on the right-hand side of the screen.

Step 25: Select “Yes” to disable funding by credit purchase or select “No” to enable that in the “Disable Funding by Credit Purchase” field.

Step 26: Select “Yes” to enable affiliates on your account or “No” to disable in the “Enable Affiliates” field.

Step 27: Select your affiliate's commission type from the "Affiliates Commission Type" field.

Step 28: Enter your commission value in the "Commission Value" field.

Step 29: Select "Yes" if you would like to sell your marketing lists to your customers or select "No" if not from the "Sell Marketing Lists to Customers" field.

-Messaging

Step 30: Click on the "Default Route for System SMS Notifications" to select a default route for your SMS notifications.

Step 31: Enter the maximum number of recipients to process in real time (100 or lower recommended) in the "Max. Recipients to process in real-time" field.

Step 32: Enter the maximum messages sent per CronJob in the "Max. Message sent per CronJob" field.

Step 33: To enable dynamic sender ID, that is sender ID can be changed, select "Yes" or "No" if otherwise in the "Enable Dynamic Sender ID" field.

Enabling/Disabling a Message Type

If you don't want to use any of the message types, you can disable it here.

Step 34: To enable MMS (Multimedia Messaging Service), select "Yes" or "No" to do otherwise from the "Enable MMS Messaging" field.

Step 35: To enable WhatsApp messaging, select "Yes" or "No" to do otherwise in the "Enable WhatsApp Messaging" field.

Step 36: To enable Unicode messaging, select "Yes" or "No" to do otherwise in the "Enable Unicode Messaging" field.

Step 37: To enable flash SMS, select "Yes" or "No" to do otherwise in the "Enable Flash SMS" field.

Step 38: To enable voice messaging, select “Yes” or “No” to do otherwise in the “Enable Voice Messaging” field.

Step 39: To enable 2-way messaging, select “Yes” or “No” to do otherwise in the “Enable 2-way Messaging” field.

-Outgoing Email Settings

Step 40: Type in your Simple Mail Transfer Protocol (SMTP) server in the “SMTP Server” field.

Step 41: Type in your SMTP username in the “SMTP Username” field.

Step 42: Type in your SMTP password in the “SMTP Password” field.

Step 43: Type in your SMTP port number in the “SMTP Port” field.

Step 44: Click on the “SMTP Security” field to select your SMTP security type.

Step 45: Click on the “SAVE SETTINGS” button to save changes.

Notifications

Here you can set email and SMS notifications

Customize your event notification messages here to override system defaults. You can use the following short-cuts to customize your message where applicable {name} for user full name, {email} for user email address, {verify_link} for email verification link, {phone} for user phone number, {password} for user password, {company} for your brand name, {link} for your Sendroid Ultimate full URL, {balance} for user balance, {amount} for billed amount.

Step 1: Click on “Settings” on the left side pane.

Step 2: From the drop-down menu, select “Notifications”.

-Email Notifications

Step 3: Type in what you want the subject of your account verification email to be in the “Account Verification Email Subject” field.

Step 4: Type in the message you want to be sent as the account verification email in the “Account Verification Email” field.

Step 5: Click on the “New Account Welcome Email Subject” field to type in what you want to be the subject of your new account welcome email.

Step 6: Type in the message you want to be sent in the new account welcome email in the “New Account Welcome Email Body” text area.

Step 7: Type in what you want as the subject of your password reset email in the “Password Reset Email Subject” field.

Step 8: Type in the message you want to be sent in the password reset email in the “Password Reset Email Body” text area.

Step 9: Type in what you want as the subject of your order confirmation email in the “Order Confirmation Email Subject” field.

Step 10: Type in the message you want to be sent in the order confirmation email in the “Order Confirmation Email Body” text area.

-SMS Notifications

Step 11: Scroll to the top, in the “SMS Notifications” section, type in the message you want to be sent as your account verification SMS in the “Account Verification SMS” field.

Step 12: Type in the message you want to be as your account welcome SMS in the “New Account Welcome SMS” field.

Step 13: Type in the message you want to be sent for password reset in the “Password Reset SMS” field.

Step 14: Type in the message you want to be sent for order confirmation in the “Order Confirmation SMS” field.

Step 15: Type in the message you want to be sent to your customers on their birthdays in the “Customer Birthday SMS” field.

Step 16: Scroll down and click on the “SAVE SETTINGS” button to save your settings.

Custom Fields

Here you can create and add your own fields for your customers.

Step 1: Click on “Settings” on the left side pane.

Step 2: From the drop-down menu, select “Custom Fields”.

Step 3: Type in the field name in the “Field Name” field.

Step 4: Select the field type from the “Type” field.

Step 5: To make the field required, select “Yes” or “No” if otherwise from the “Required” field.

Step 6: To show on the sign-up form, select “Yes” or “No” if otherwise from the “Show on Sign-up Form”.

Step 7: Click on the “SAVE RECORD” button.

Currencies

Here you can add currencies, edit and delete currencies also.

How to Add Currency

Step 1: Click on “Settings” on the left side pane.

Step 2: From the drop-down menu, click on “Currencies”.

Step 3: In the new page, type in the name of the title in the “Title” field.

Step 4: Type in the currency code in the “Currency Code” field.

Step 5: Input the currency symbol in the “Symbol” field.

Step 6: Type in the number of decimals in the “No. of Decimals” field.

Step 7: Input the USD (United States Dollar) exchange rate in the “Exchange Rate (USD)” field.

Step 8: Click on the “SAVE CURRENCY” button to save.

SMS Rates

Here you can set up the amount of credits a customer is charged for every message sent to various destinations. **It is recommended you set a default rate for each message type first before creating other rates, to set default rate for a message type, simply set the Country field to "All Countries" then set the Operator Prefix field to Zero. You can also delete rates here.**

How to Add a New SMS Rate

Tip: To set default rate for a message type, simply set the Country field to "All Countries" then set the Operator Prefix field to Zero

Step 1: Click on “Settings” on the left side pane.

Step 2: From the drop-down menu, select “SMS Rates”.

Step 3: Select the message type you want to set the rate for from the “Rate for” field.

Step 4: Select the country you want to assign the rate to from the “Country” field.

Step 5: Type in your operator prefix in the “Operator Prefix” field.

Step 6: Type in the exchange rate in USD (United States Dollar) in the “Rate (USD)” field.

Step 7: Click on the “SAVE RATE” button.

Import Rates from an Excel File

Step 1: from the “SMS Rates” page, click on the “IMPORT RATES FROM EXCEL” button on the top left corner.

Step 2: Click on the “DOWNLOAD SAMPLE FILE” button to download a sample excel file to see the correct arrangement for your Excel sheet.

Step 3: Click on the “Upload an Excel or CSV File” field to select the file that you created.

Step 4: When the upload is done, click on the “IMPORT RATES” button to import or the “CANCEL” button to cancel.

SMS Plans

Here you can create and manage plans that your customers can purchase. Sendroid Ultimate also allows you to set SMS validity for your SMS plans; any unused balance from the plan will become unusable after the set validity period. This can be disabled by setting the validity for each plan to Zero.

Creating a New Plan

Step 1: Click on “Settings” on the left side pane.

Step 2: From the drop-down menu, select “SMS Plans”.

Step 3: Click on the “CREATE NEW PLAN” button.

Step 4: In the pop-up window, type in the title or name of the plan in the “Title” field.

Step 5: Type in the number of credits in the “Credits” field.

Step 6: Type in the price for the plan in the “Price” field.

Step 7: Type in the number of days you want the plan to be valid before expiring in the “Validity in Days” field. Leave empty or set to zero to disable validity.

Step 8: Click on the “SAVE RATE” button.

Enabling/Disabling SMS Plans

Step 1: From the SMS plans page, click the switch button at the top left corner to either “ENABLE SMS PLANS” or “DISABLE SMS PLANS”. By default this button is switched to “ENABLE SMS PLANS”.

SMS Vouchers

The SMS Voucher tab allows you to generate SMS vouchers for various rates and SMS credit volumes. Sendroid Ultimate also allows you to set validity for any voucher. This can be disabled by setting the validity Zero.

Generating SMS Vouchers

Step 1: Click on “Settings” on the left side pane.

Step 2: From the drop-down menu, select “SMS Vouchers”.

Step 3: Click on the “GENERATE VOUCHERS” button.

Step 4: Select the number of vouchers you want to generate from the “Quantity” field.

Step 5: Type in the number of credits in the “Credits” field.

Step 6: Type the price in the “Cost” field.

Step 7: Type in the number of days you want the voucher(s) to be valid before expiring in the “Validity in Days” field. Leave empty or set to zero to disable validity.

Step 8: Click on the “SAVE RATE” button to save or “CANCEL” to cancel.

Enabling/Disabling SMS Vouchers

Step 1: From the “SMS Vouchers” page, click the switch button to either “DISABLE SMS VOUCHERS” or “ENABLE SMS VOUCHERS”. By default, this button is switched to “ENABLE SMS VOUCHERS”.

Downloading your SMS Vouchers List

Step 1: From the “SMS Vouchers” page, click on the “EXPORT” button at the right-hand side of the screen to download the list.

SMS Gateways

SMS gateway and routing rule setup is a very important aspect of setting up Sendroid Ultimate. Without this, you and your customers will never be able to send messages.

Sendroid offers the following message types:

- Text
- Multi-media
- Unicode
- Voice
- WhatsApp
- Flash
- 2-way SMS

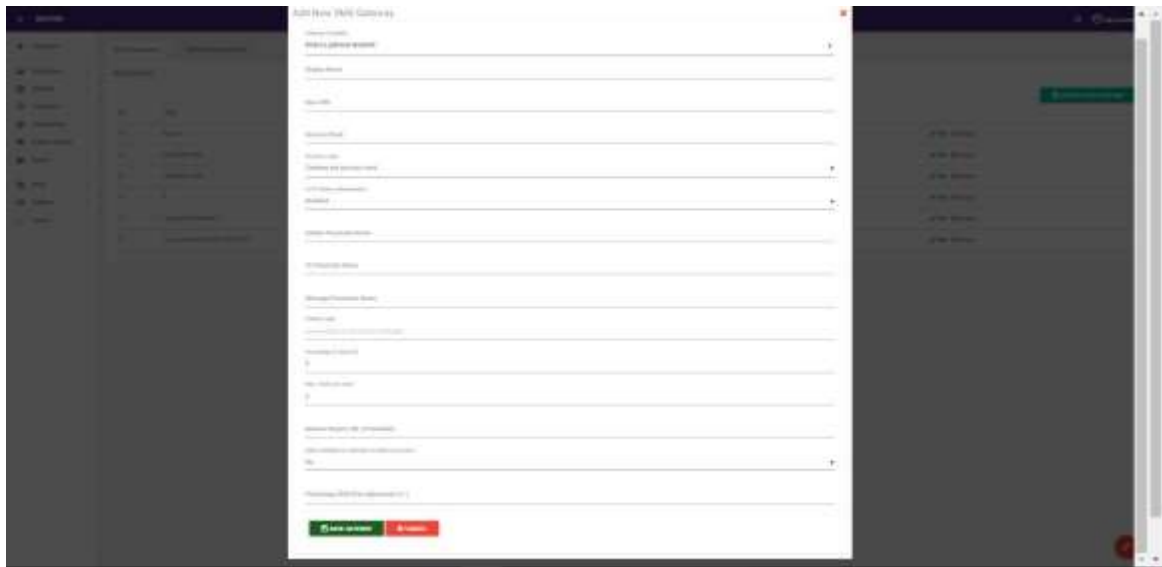
Sendroid Ultimate allows you to define SMS routes as well as rate per SMS to various destination and for various message types.

You must define at least a gateway and a default routing rule for each message types before they can work on your site.

If you do not want to use any of the message types, simply disable it in the “Messaging” section at the “General Settings” page so Sendroid Ultimate won’t display them on message type lists.

Sendroid Ultimate is design with a flexible and friendly SMS gateway setup tool. The tool allows you to load gateway settings from pre-installed Gateway Template or create custom ones.

Here you can add SMS gateways.



Step 1: Click on “Settings” on the left side pane.

Step 2: From the drop-down menu, select “SMS Gateways”.

Step 3: Click on the “CREATE NEW GATEWAY” button on the right-hand side of the page.

Step 4: In the pop-up window, select the gateway template to use from the “Gateway Template” field. To create a custom gateway, select “Custom HTTP Gateway”.

The available setup fields will depend on the gateway template you choose.

Most pre-Defined gateway templates requires you to only update your API login credentials in the Username and Password fields.

Step 5: If you are creating a custom gateway, select the message type you want to create the gateway for from the “Type” field.

Step 6: Type in the name you would want to be displayed for the gateway in the “Display Name” field.

Step 7: Select the request type your SMS provider's API supports in the "HTTP Request Method" field. You can ask your API provider for this information.

Step 8: Select whether or not to use JSON encoding for your POST request in the "Enable JSON Encoded Post" field. **Note that this applies to POST method only, find out from your API provider if this is needed or not.**

Step 9: Type in the base URL (API URL, you can get this information from your API providers) in the "Base URL" field.

Step 10: Type in a success response, this can be any word contained in your API's response only when the message is successfully submitted to your API. You need to get the correct success response from your API provider.

Step 11: Select the success logic to use with the success word in the "Success Logic" field. Choose "Contains the success word" if you want Sendroid to treat a message as sent only if the API response contains the success word you sent, choose "Does not contain the success word" if you want Sendroid to treat a message as sent only if the API response does not contain the success word you set.

Step 12: If your API requires basic authentication, select "Enabled" in the "HTTP Basic authentication" field, this reveals two fields, the "Username/Key" and the "Password/Token" fields which you need to fill with your API login credentials. If your API does not require basic authentication, set it to "Disabled".

Step 13: Indicate if you would like to use base 64 encoding or not by selecting "Yes" or "No" from the "Use Base64 Encoding" field.

Step 14: Type in your API's sender ID parameter name in the "Sender Parameter Name" field.

Step 15: Type in your API's recipient parameter name in the "To Parameter Name" field. Contact your API provider for the parameter names. **Note that the parameters are case sensitive.**

Step 16: Type in your API's message parameter name in the "Message Parameter Name" field.

Step 17: Use parameter 1 to 4 names and values to specify any additional API parameters required by your API provider.

Please contact your SMS providers for help with what parameters are required and the correct value to use for each field.

Step 18: Enter a value for the "Cutting Limit" and "Percentage to send" fields respectively to use the cutting feature, this limits the volume of traffic that can be sent through the gateway by processing only a certain percentage a message job if it exceeds certain volume.

Step 19: To set a limit to the number of messages the gateway can handle per hour, enter a value (example- 2000) in the "Max. Traffic per Hour" field, with this the system will only send the number of messages you indicated every hour until all queued messages are sent.

Step 20: Enter your API balance request URL in the "Balance Enquiry URL" field if you want Sendroid to display your API balance on your gateway page.

Step 21: Indicate whether or not you would want to make this gateway available for selection on SMS composer or not by selecting "Yes" or "No" in the "Make available for selection on SMS Composer" field.

Step 22: To add to or subtract a particular percentage from your SMS rates, enter a value in the "Percentage SMS Rate Adjustment" field. For example, you can input -50 to subtract 50 percent of your rate from the SMS rate or input just 50 to add 50 percent of the rate to the SMS rate.

Step 23: Click on the "SAVE GATEWAY" button to save.

SMS Routing Rules

The SMS routing rule allows you to specify what gateway is used for each message type, destination country and operator. Routing rule can also be used to assign a particular message gateway to a selected customer.

Before creating other rules, you must First Set a Default Routing Rule for all message types you want to offer on Sendroid Ultimate

To set a gateway as default for its message type, simply select the gateway then set customer to "All Customers", Operator Prefix to "0" and Country to "All Countries"

Adding a new SMS Routing Rule

Step 1: Click on "Settings" on the left side pane.

Step 2: From the dropdown menu, click on "SMS Routing Rules".

Step 3: In the new page, select the customer you want to add the new SMS routing rule for in the "Customer" field.

Step 4: Select the country you want to apply the routing rule to from the "Country" field.

Step 5: Type in your operator prefix (example 803 for MTN Nigeria, 82 for Vodacom South Africa) in the "Operator Prefix" field.

Step 6: Select the appropriate gateway you would like to assign the routing rule (that is select a voice gateway if you are creating a voice routing rule) to in the "Gateway" field.

Step 7: Click on the "ADD RULE" button.

Please note that the system will override a routing rule if it already exists. This means that you can modify a routing rule by simply creating it again and assigning the new gateway to the rule.

Automation

This gives you the list of Cron jobs that need to be set and how they are to be set that is the frequency for the Cron jobs.

As of version 2.0.0, it is possible to set custom cron jobs to process messages for specific customer or gateway

Examples:

```
1, wget -q -O /dev/null "http://localhost/Sendroid Ultimate/account/crons?customer_id=10" > /dev/null 2>&1  
2, wget -q -O /dev/null "http://localhost/Sendroid Ultimate/account/crons?gateway_id=3" > /dev/null 2>&1
```

The first example will process only messages queue by Customer with ID 10, while the second example will process only message queue for gateway ID 3 each time the cron is executed.

Payment Gateways

The payment gateway page allows you to create new payment gateways or manage existing ones. You must setup at least 1 payment gateway before your customers can buy SMS credits from you. Sendroid Ultimate comes with the following pre-installed payment gateway modules;

- PayPal
- PayStack
- 2checkout
- Stripe
- GTPay
- WebPay (Interswitch)
- Qucikteller
- Custom or Offline Payment Module

Create and manage payment gateways that will be used for payment when a customer places an order here.

Creating a Payment Gateway

Step 1: Click on “Settings” on the left side pane.

Step 2: From the drop-down menu, select “Payment Gateways”.

Step 3: Click on the “CREATE NEW GATEWAY”.

Step 4: In the pop-up window, select a gateway type from the “Gateway Type” field.

Step 5: Type in the name you want to show in the “Display Name” field.

Step 6: Type in the minimum amount of order allowed in the “Minimum Order” field.

Step 7: Select the fee type from the “Gateway Fee Type” field.

Step 8: In the “Gateway Notice” field, you can set any instruction, notice or other gateway messages to the payment gateway. This notice will be displayed on your customers’ invoices when they choose to pay with the gateway.

Step 9: To enable the gateway, select “Yes” from the “Enable Gateway” field or select “No” to do otherwise.

Step 10: Click on the “SAVE GATEWAY” button to save the gateway.

Administrators

You can create admin (super admin and managers) users here.

Creating a New User

Step 1: Click on “Settings” on the left side pane.

Step 2: From the drop-down menu, select “Administrators”.

Step 3: in the new page, click on the “CREATE USER” button.

Step 4: In the pop-up window, from the “ACCOUNT DETAILS” tab which will already be highlighted, select the type of account you want to create from the “Account Type” field.

Step 5: Type in the user’s first name in the “First Name” field.

Step 6: Type in the user’s last name in the “Last Name” field.

Step 7: Type in the user's phone number in the "Phone" field.

Step 8: Click on the "SAVE USER" button to save the account details.

Step 9: Click on the "LOGIN DETAILS" tab to view the fields.

Step 10: Type in the user's email in the "Email" field.

Step 11: Type in the user's password in the "Password" field.

Step 12: Click on the "SAVE USER" button to save the login details.

System Information

This shows you important information about your Sendroid as well as server. This may come in handy while trouble shooting. You can also update your license here.

Updating License

Step 1: Click on "Settings" from the left side pane.

Step 2: From the drop-down menu, select "System Information".

Step 3: Click on the "UPDATE LICENSE" button.

Access Log

This gives you a complete list of events and activities log and all that is happening on your site.

Reseller Portal

Modules

- Dashboard
- Buy Credits
- Compose
- Inbox
- SMS Chat
- Draft Messages
- Scheduled Messages
- Message History
- My Contacts
- Extras
- Reseller Menu
- My Transactions
- My Support Tickets

Dashboard

This gives you an overview of your status and transactions, selection of graphical reports and links to most used features.

Buy Credits

You can fund your SMS account here, this can be done through purchasing of credits or SMS packages or by loading a voucher.

How to buy Credits

Step 1: Click on “Buy Credits” on the left side pane.

Step 2: In the new window, enter the amount of credits you want to buy in the first field.

Step 3: Choose a payment method in the “Payment Method” field.

Step 4: Click on the “PROCEED” button, this will display a detailed invoice.

How to Purchase an SMS Package

Step 1: Click on “Buy Credits” on the left side pane.

Step 2: In the new window, click on the “PURCHASE A PACKAGE” tab.

Step 3: Choose the SMS package you want from the “SMS Package” field.

Step 4: Select a Payment method from the “Payment Method” field.

Step 5: Click on the “PROCEED” button, this will display a detailed invoice.

How to Load an SMS Voucher

Step 1: Click on “Buy Credits” on the left side pane.

Step 2: In the new window, click on the “LOAD A VOUCHER” tab.

Step 3: Enter your 18 digits pin in the “Voucher PIN” field to recharge.

Step 4: Click on the “RECHARGE” button, the total value of your SMS voucher will be added to your balance if it is valid.

Compose

Here you can write out your message and send to contacts.

- Text
- Unicode
- Voice
- WhatsApp
- Flash

How to Compose a Message

Step 1: Click on “Compose” on the left side pane to reveal a drop-down menu.

Step 2: Select the message type you want, either Text, Unicode, Voice, WhatsApp or Flash.

Step 3: In the new page, select a routing rule in the “Select Route” field.

Step 3: Type in your sender ID in the “Sender ID” field or use short code by select the short code you want from the next field.

Step 4: Select the destination country from the “Destination Country” field.

Step 5: Select source of your recipients’ phone numbers, click on the “NUMBERS” tab which will already be selected by default to type or paste a comma separated list of your recipient phone numbers in the “Type Recipients” field. The system will automatically add country code to each number if you select a destination country.

-To send to contacts in an existing address or phone book, click on the “ADDRESSBOOK” tab, then select the address book you want from the “Addressbooks” field.

-To send to contacts in an existing marketing list, click on the “MARKETING LIST” tab, then select the marketing list you want from the “Marketing Lists” field.

-To upload an Excel or CSV file containing your recipients phone numbers, click on the “FILE” tab, then click on the “Upload an Excel or CSV file” field to choose the file. Ensure that your recipients’ numbers are placed on the first column, the system will automatically add country code to each number if you select the country code.

Step 6: Type in your message in the “Message” field.

Step 7: To upload an audio file to use as a pre-recorded voice message, click on the “Upload a WAV or MP3 file” field.

Step 8: click the “Call Duration” field to select message duration.

Step 9: Click on the next field to upload an audio, video or image to include on your message.

Step 10: Click on the switch button in the “Schedule Message” section to switch to “Send Later”, if you want to schedule or set it to send at a particular time and not immediately.

Step 11: Click on the “SEND” button to send the message, “SAVE” to save the message in the draft folder, “CANCEL” to cancel.

Inbox

View and read incoming messages sent to you.

Click on “Inbox” on the left side pane to view messages sent to you.

SMS Chat

Create SMS chats that is two-way messages.

How to Start a Chat or a Two-Way Messaging

Step 1: Click on “SMS Chat” on the left side pane.

Step 2: Click on the “New Chat” button.

Step 3: Select a short code to use in the “Sender” field.

Step 4: Type the recipient’s number with the country code in the recipient field.

Step 5: Type in your message in the “Message” field.

Step 6: Click on the “Start Chat” button.

Draft Messages

View, edit and send messages you saved.

Sending a Message from Draft

Step 1: Click on “Draft Messages” on the left side pane.

Step 2: In the new page, from the list of draft or saved messages, click on the “Send” button beside the message you want to send, this takes you to the message composing page.

Scheduled Messages

View details of messages scheduled to be sent at certain periods and you can also resend them.

Message History

View list of messages sent and their details.

How to View the Details of Messages sent

Step 1: Click on “Message History” on the left side pane.

Step 2: The new page will display a list of messages sent, click on the “Details” button beside the message whose details you want to view.

Step 3: You can a CSV file containing the details of the message by clicking on the “EXPORT” button.

How to View SMS Reports

Step 1: Click on “Message History” on the left side pane.

Step 2: Click on the “SMS REPORTS” button at the top right corner of the screen.

My Contacts

This enables you store and manage your contact list which includes your address book, marketing list and black list. Create and view your contact lists.

Buy Contacts

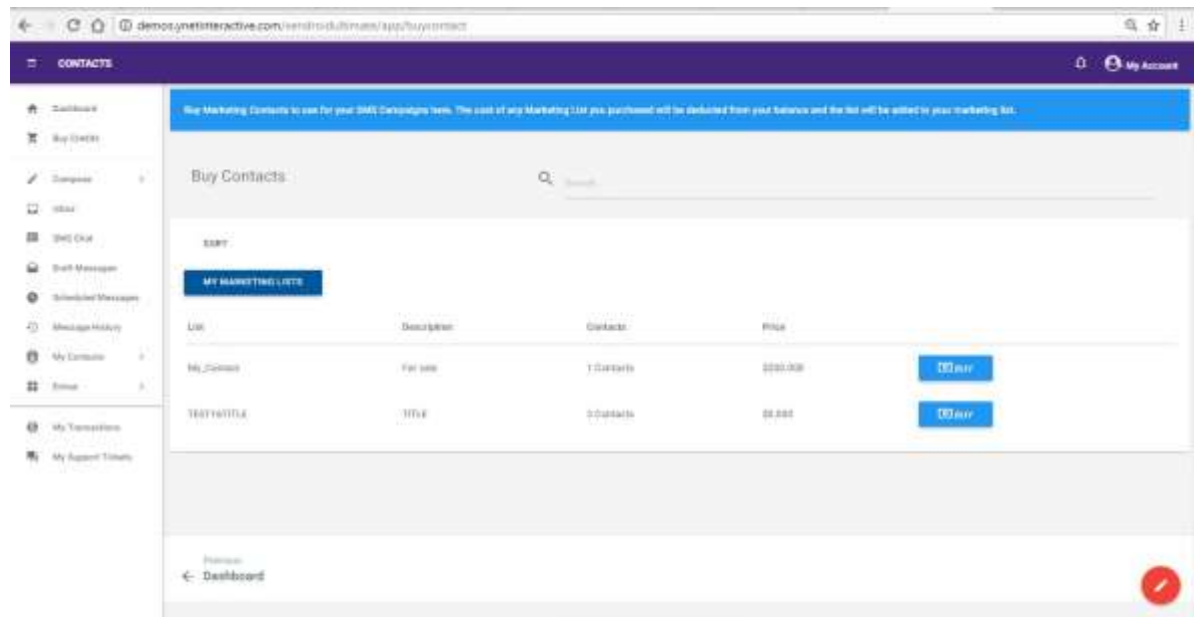
You can buy marketing contacts to use for your marketing campaigns here.

How to Buy Contacts

Step 1: Click on “My Contacts” on the left side pane.

Step 2: From the dropdown menu, click on “Buy Contacts.

Step 3: In the new page, click on the “BUY” button beside the contact you want to purchase.



My Address Book

See and manage your address books here.

How to Create a Phone Book

Step 1: Click on “My Contacts” on the left side pane.

Step 2: From the drop-down menu, click on “My Address Book”

Step 3: In the new page, click on the “CREATE PHONEBOOK” button at the top left of the screen.

Step 4: In the pop-up window, type in a title for the phone book you want to create in the “Title” field.

Step 5: Type a description in the “Description” field.

Step 6: Enter a birthday message that can be sent to the contacts in the phone book in the “Birthday Message” field, you can use these shortcuts within your message **{name}** for Full Name, **{age}** for Age, **{brand_name}** for your Business Name. Leave the field empty to disable birthday messaging.

Step 7: Click on the “SAVE” button to save.

Adding Contacts into a Phone Book

Step 1: After saving the phone book and the pop-up window goes off, you will see the phone book you just created added to the list. Click on the “Manage” button beside the phone book.

Step 2: In the new page, click on the “ADD CONTACT” button at the right-hand side of the screen.

Step 3: From the “SINGLE CONTACT” tab, which will already be highlighted you can enter the contacts singly (one at a time), enter the contact’s first name in the “First Name” field.

Step 4: Enter the contact’s last name in the “Last Name” field.

Step 5: Enter the contact’s phone number in the “Phone” field.

Step 6: Enter the contact’s date of birth.

Step 7: Click on the “SAVE” button.

Step 8: Once the contact is saved, you can repeat the steps for 2 to add more contacts to the phone book.

-Importing Contacts from an Excel or CSV file containing your contact list

Each contact in the file should be in a new row.

After **Steps 1** and **2** above,

Step 3: In the pop-up window, click on the “UPLOAD FILE” tab.

Step 4: You can click on the “DOWNLOAD SAMPLE FILE” button to download a sample file showing you how the details should be arranged. If your details are in the right order, click on the “Upload an Excel or CSV file” field to choose the Excel or CSV file for upload.

Step 5: After the file has been uploaded, click on the “SAVE” button.

My Marketing List

See and manage your marketing lists here.

Creating a Marketing list

Step 1: Click on “My Contacts” on the left side pane.

Step 2: From the drop-down menu, click on “My Marketing List”

Step 3: In the new page, click on the “CREATE LIST” button.

Step 4: In the pop-up window, enter a title for the marketing list in the “Title” field.

Step 5: Type in a description in the “Description” field.

Step 6: Click on the “Assign Shortcode” field to select a short code.

Step 7: Type in the sender ID in the “Sender ID” field.

Step 8: Type in an Opt-in keyword in the “Opt-in Keyword” field.

Step 9: Type in an Opt-in SMS reply in the “Opt-in SMS Reply” field, you can use these shortcuts, **{name}** for recipient name, **{phone}** for recipient phone number. Leave this field empty to disable Opt-in messaging.

Step 10: Type in an Opt-out Keyword in the “Opt-out” Keyword field.

Step 11: Type in an Opt-out SMS reply in the “Opt-out SMS reply” field, you can use these shortcuts, **{name}** for recipient name, **{phone}** for recipient phone number. Leave this field empty to disable Opt-in messaging.

Step 12: Click on the “SAVE” button to save.

Adding Contacts to a Marketing List

Step 1: After saving your marketing list, it will be added to the list, click on the “Manage” button beside the marketing list you just created.

Step 2: Click on the “ADD CONTACT” button on the left-hand side of the screen.

Step 3: In the pop-up window, the “SINGLE CONTACT” tab will already be highlighted, here you add the contacts singly (one at a time). Type in the contact’s full name in the “Full Name” field.

Step 4: Type in the contact’s phone number in the “Phone” field.

Step 5: Click on the “SAVE” button to save.

-Importing Contacts from an Excel or CSV file containing your contact list

Each contact in the file should be in a new row.

After **Steps 1** and **2** above,

Step 3: In the pop-up window, click on the “UPLOAD FILE” tab.

Step 4: You can click on the “DOWNLOAD SAMPLE FILE” button to download a sample file showing you how the details should be arranged. If your details are in the right order, click on the “Upload an Excel or CSV file” field to choose the Excel or CSV file for upload.

Step 5: After the file has been uploaded, click on the “SAVE” button

Blacklist

Here you can manage all blacklisted phone numbers under account. When a number is blacklisted, they would be filtered out while sending messages.

Blacklisting a Number

Step 1: Click on “My Contacts” on the left side pane.

Step 2: From the drop-down menu, select “Blacklist”.

Step 3: In the new page, click on the “ADD CONTACT” button.

Step 4: Type in the contact’s phone number.

Step 5: Click on the “SAVE” button to save.

Deleting a Blacklisted Number

Step 1: Click on “My Contacts” on the left side pane.

Step 2: From the drop-down menu, select “Blacklist”.

Step 3: In the new page showing a list of blacklisted numbers, click on the check box beside the number you want to delete from the list to tick it.

Step 4: Click on the “WITH SELECTED” button to reveal the “Delete” option and click on “Delete”.

Extras

This is made up of SMS reports, sender ID, short codes and API.

SMS Coverage & Pricing

Here you can view the SMS pricing list for different destinations and your own custom SMS prices.

SMS Reports

Here you can see statistical and graphical overview of all message traffic, this shows you report on status as well as destinations.

My Short Codes

Affiliates

View and track your affiliate activities here. You earn commissions in SMS credits each time people you refer purchase credits.

Transfer Credit

Here you can transfer your SMS balance to other members and view your transfer history too.

How to Transfer SMS Credits

Step 1: Click on “Extras” on the left side pane.

Step 2: From the drop down, menu click on “Transfer Credit”.

Step 3: From the new page, type in the email address of the member you want to transfer credits to in the “Receiver’s Email” field.

Step 4: Type in the amount of credit you want to transfer in the “Credits to Transfer” field.

Step 5: Enter your password in the “Your Password” field.

Step 6: Click on the “Transfer” button to transfer.

API

Sendroid offers a simple and Easy-to-use HTTP API to pragmatically interact with your account. You can use our API to integrate our services on third-party systems or develop awesome SMS applications too.

Reseller Menu

My Customers

View and manage all your resold customers, you can also create new ones here also.

How to Create a New Customer

Step 1: Click on “Reseller Menu” on the left side pane to reveal the drop-down menu.

Step 2: From the drop-down menu, select “My Customers”.

Step 3: In the new page, click on the “CREATE CUSTOMER” button.

Step 4: In the pop-up window, you will see the “ACCOUNT DETAILS” tab already highlighted, so from there type in the customer’s first name in the “First Name” field.

Step 5: Type in the last name in the “Last Name” field.

Step 6: Enter the customer’s phone number in the “Phone” field.

Step 7: Type in the customer’s address in the “Address” field.

Step 8: Type in the city in the “City” field.

Step 9: Type in the state in the “State” field.

Step 10: Enter the customer’s date of birth in the “Date of Birth” field.

Step 11: Type in a default sender ID in the “Default Sender ID” field.

Step 12: Select the customer’s country in the “Country” field.

Step 13: Select the currency in the “Currency” field.

Step 14: Indicate whether the customer should be exempted from taxes or not by selecting “Yes” or “No” in the “Exempt from Taxes” field.

Step 15: Set minimum amount of order allowed in the “Set Minimum Order” field.

Step 16: Click on the “SAVE CUSTOMER” button to save or the “CANCEL” button to cancel.

How to Change Customer's Log in Details

Step 1: Click on “Reseller Menu” on the left side pane to reveal the drop-down menu.

Step 2: From the drop-down menu, select “My Customers”.

Step 3: In the new page, click on the “CREATE CUSTOMER” button.

Step 4: In the pop-up window, you will see the “ACCOUNT DETAILS” tab already highlighted, click on the other tab “LOGIN DETAILS”.

Step 5: Type in the email address in the “Email” field.

Step 6: Type in the password in the “Password” field.

Step 7: Click on the “SAVE CUSTOMER” button to save or “CANCEL” to cancel the process. When changed, an email with the new login information will be sent to the customer.

Importing Existing Customers from an Excel File

Step 1: Click on “Reseller Menu” from the left side pane.

Step 2: From the drop-down menu, click on “My customers”.

Step 3: In the new page, click on the “IMPORT CUSTOMERS” button.

Step 4: Click on the “DOWNLOAD SAMPLE FILE” button in the pop-up window to see the format in which your list of customers should be arrange.

Step 5: Click on the “Upload an Excel or CSV file” field to choose the file you want to upload.

Step 6: Click on the “IMPORT DATA” button to import.

Send Email

Here you can send emails to one or all of your customers, email will be processed in the background to save you time.

Sending Emails to Customers

Step 1: Click on “Reseller Menu” on the left side pane.’

Step 2: From the drop-down menu, select “Send Email”.

Step 3: In the new page, click on “SEND NEW MESSAGE”.

Step 4: In the pop-up window, click on the “Recipient” field to select the recipient(s).

Step 5: Type in the subject of the email in the “Subject” field.

Step 6: Type in your message in the text area.

Step 7: Click on the “SEND EMAIL” button to send.

Support Tickets

Manage your customers’ support tickets from here, you can also create new support tickets for your customers here.

How to Create a Support Ticket

Step 1: Click on “Reseller Menu” on the left side pane.

Step 2: Select “Support Tickets” from the drop-down menu.

Step 3: Click on the “CREATE NEW TICKET” button.

Step 4: In the pop-up window, click on the “Customer” field to select the customer you want to create a ticket for.

Step 5: Type in the subject of the ticket in the “Subject” field.

Step 6: Type in the message in the text area.

Step 7: Click on the “SEND” button to send.

Transactions

Here you can see a complete list of all the transactions your customers have done, you can also view and approve their invoices here.

SMS History

View messages sent by customers and their details.

Reseller Settings

General: Here you can customize or brand your platform.

Step 1: Click on “Reseller Menu” on the left side pane.

Step 2: Select “Reseller Settings” from the drop-down menu.

Step 3: By default, the “General” tab will already be highlighted, click on the “Business Name” field to type in your business name.

Step 4: Click on the “Business Address” field to type in your business address.

Step 5: Type in your support email in the “Support Email” field.

Step 6: Type in your support phone number in the “Support Phone” field.

Step 7: Type in your website in the “Website” field.

Step 8: Type in a default sender ID in the “Default Sender ID” field.

Step 9: Type in your reseller domain in the “Reseller Domain” field, **your reseller domain must be pointed to the following IP: 104.200.137.232**

Step 10: Click on the signature field to

-Appearance

Step 11: Click on the “BACKGROUND” field to choose image you want to upload as background image.

Step 12: Click on the “LOGO” field to choose your logo image.

Step 13: To change background color, click on the color picker beside “Change Background Color” to select a color.

Step 14: To change header color, click on the color picker beside “Change Header Color” to select a color.

-Other Settings

Step 15: Click on the “Google ReCaptcha key” field to

Step 16: Click on the “Google ReCaptcha Secret” field to

Step 17: Select “Yes” or “No” to disable or enable funding by credit purchase in the “Disable Funding by Credit Purchase” field.

Step 18: Select “Yes” if you would like to send customers to your website after log out or select “No” if otherwise in the “Send customers to website after logout” field.

Step 19: Type in the amount of invoice charge you would like to set to the invoices in the “Invoice Tax (%)” field, leave empty or set to zero to disable.

Step 20: Type in the amount of Value Added Tax you would like to set to the invoices in the “Invoice VAT (%)” field, leave empty or set to zero to disable.

-Outgoing Email Settings

Step 21: Type in the host name of your outgoing Simple Mail Transfer Protocol (SMTP) server in the “SMTP Server” field.

Step 22: Type in your SMTP username in the “SMTP Username” field.

Step 23: Type in your SMTP password in the “SMTP Password” field.

Step 24: Type in your SMTP port number in the “SMTP Port” field.

Step 25: Select your SMTP security type in the “SMTP Security” field.

Step 26: Click on the “SAVE SETTINGS” button to save the changes.

Notifications: Customize your email and SMS notifications here. You can use the following short-cuts to customize your message where applicable {name} for user full name, {email} for user email address, {verify_link} for email verification link, {phone} for user phone number, {password} for user password, {company} for your brand name, {link} for your Sendroid Ultimate full URL, {balance} for user balance, {amount} for billed amount.

-Email Notifications

Step 1: Click on “Reseller Menu” on the left side pane.

Step 2: Select “Reseller Settings” from the drop-down menu

Step 3: Click on the “Notifications” tab

Step 4: Type in what you want to be the subject of your account verification email in the “Account Verification Email Subject” field.

Step 5: Type in the message you want to be sent in the account verification email in the “Account Verification Email” field.

Step 6: Type in what you want as the subject of your new account welcome email in the “New Account Welcome Email Subject” field.

Step 7: Type in the message you want to be sent in your new account welcome email in the “New Account Welcome Email Body” text area.

Step 8: Type in what you want as the subject of your password reset email in the “Password Reset Email Subject” field.

Step 9: Type in the message you want to be sent in your password reset email in the “Password Reset Email Body” text area.

Step 10: Type in what you want as the subject of your order confirmation email in the “Order Confirmation Email Subject” field.

Step 11: Type in the message you want to be in your order confirmation email in the “Order Confirmation Email Body” field.

-SMS Notifications

Step 12: At the right-hand side of the page, type in what you want to be sent as your account verification SMS in the “Account Verification SMS” field.

Step 13: Type in the message you want to be sent as new account welcome SMS in the “New Account Welcome SMS” field.

Step 14: Type in the message you want to be sent as password reset SMS in the “Password Reset SMS” field.

Step 15: Type in the message you want to be sent as order confirmation SMS in the “Order Confirmation SMS” field.

Type in the birthday message you want to be sent to your customers on their birthdays in the “Customer Birthday SMS” field.

Step 16: Scroll down and click on the “SAVE SETTINGS” button to save your email and SMS notifications settings.

SMS Rates: Here you can add new SMS rates or delete existing ones.

Adding a New SMS Rate

Tip: To set default rate for a message type, simply set the Country field to "All Countries" then set the Operator Prefix field to Zero.

Step 1: Click on “Reseller Menu” on the left side pane.

Step 2: Select “Reseller Settings” from the drop-down menu

Step 3: Click on the “SMS Rates” tab.

Step 4: At the right-hand side of the page, in the “Add New SMS Rate” section, select which message type the rate is for in the “Rate for” field.

Step 5: Select the country you want to assign the rate to in the “Country” field.

Step 6: Type in your operator prefix in the “Operator Prefix” field.

Step 7: Type in the new rate you want to create in the “Rate” field.

Step 8: Click on the “SAVE RATE” button to save the new rate.

Payment Gateways: Create new and manage your payment gateways here.

How to Create a Payment Gateway

Step 1: Click on “Reseller Menu” on the left side pane.

Step 2: Select “Reseller Settings” from the drop-down menu

Step 3: Click on the “Payment Gateways” tab.

Step 4: Click on the “CREATE NEW GATEWAY” button.

Step 5: In the pop-up window, select the gateway type in the “Gateway Type” field.

Step 6: Type in a display name in the “Display Name” field.

Step 7: Type in the minimum amount of order allowed in the “Minimum Order” field.

Step 8: Select the gateway fee type in the “Gateway Fee Type” field.

Step 9: Type in a notice in the “Gateway Notice” field.

Step 10: Enable gateway by selecting “Yes” in the “Enable Gateway” field.

Step 11: Click on the “SAVE GATEWAY” button.

Editing/Deleting a Payment Gateway

Step 1: Click on “Reseller Menu” on the left side pane.

Step 2: Select “Reseller Settings” from the drop-down menu

Step 3: Click on the “Payment Gateways” tab.

Step 4: In the new page, you will see the list of payment gateways you have created, click on the “Edit” button beside the gateway you want to edit.

Step 5: Make the changes you want in the pop-up window and click on the “SAVE GATEWAY” button.

-To Delete

Step 1: From the “Payment Gateway” section, click on the “Delete” button beside the gateway you want to delete.

- **SMS Plans:** You can create SMS plans here.

Creating an SMS Plan

Step 1: Click on “Reseller Menu” on the left side pane.

Step 2: Select “Reseller Settings” from the drop-down menu

Step 3: Click on the “SMS Plans” tab.

Step 4: Click on the “CREATE NEW PLAN” button.

Step 5: Type in the title in the “Title” field.

Step 6: Type in the number of credits in the “Credits” field.

Step 7: Type in the price of the plan in the “Price” field.

Step 8: Type in how long the plan will be valid (in days) in the “Validity in Days” field, leave empty or set to zero to disable validity.

Step 9: Click on the “SAVE RATE” button to save.

Enabling/Disabling SMS Plans

Step 1: From the “SMS Plans” tab, click on the switch or toggle button to the right to disable SMS plans or to the right to enable the plans.

- **SMS Vouchers**

Generate SMS Vouchers

Step 1: Click on “Reseller Menu” on the left side pane.

Step 2: Select “Reseller Settings” from the drop-down menu

Step 3: Click on the “SMS Vouchers” tab.

Step 4: Click on the “GENERATE VOUCHERS” button.

Step 5: In the pop-up window, select the quantity of vouchers you want generate in the “Quantity” field.

Step 6: Type in the number of credits in the “Credits” field.

Step 7: Type in the amount in the “Cost” field.

Step 8: Type in how long the plan will be valid (in days) in the “Validity in Days” field, leave empty or set to zero to disable validity.

Step 9: Click on the “SAVE RATE” button to save.

Enabling/Disabling SMS Vouchers

Step 1: From the “SMS Vouchers” tab, click on the switch or toggle button to the right to disable SMS vouchers or to the right to enable the vouchers.

Downloading SMS Vouchers List

Step 1: From the “SMS Vouchers” tab, click on the “EXPORT” button to download.

My Transactions

You can see a complete list of your transactions here, you can also view or pay your invoices here.

How to Complete Pending Transactions

Step 1: Click “My Transactions” on the left side pane.

Step 2: In the new page, look for the transaction you would like to complete and click the “Invoice” button beside it.

Step 3: Click on the “PAY NOW” button at the bottom left of the invoice to pay.

My Support Tickets

Create and manage your own support tickets here.

How to Create your Support Ticket

Step 1: Click on “My Support Tickets” on the left side pane.

Step 2: Click on the “NEW TICKET” button.

Step 3: Type in the subject of the ticket in the “Subject” field.

Step 4: Type in your message in the text area.

Step 5: Click the “SEND” button to send the ticket to support.

Customer Portal

Modules

- Dashboard
- Buy Credits
- Compose
- Inbox
- SMS Chat
- Draft Messages
- Scheduled Messages
- Message History
- My Contacts
- Extras
- My Transactions
- My Support Tickets

Dashboard

This gives you an overview of your status and transactions, selection of graphical reports and links to most used features.

Buy Credits

You can fund your SMS account here, this can be done through purchasing of credits or SMS packages or by loading a voucher.

Compose

Here you can select the message type you want to compose, write out your message and send to contacts.

- Text
- Unicode
- Voice

- WhatsApp
- MMS
- Flash

Inbox

View and read incoming messages sent to you.

SMS Chat

Create SMS chats that is two-way messages.

Creating a New Chat

Step 1: Click on “SMS Chat” on the left side pane.

Step 2: Click on the “New Chat” button on the top left corner to start a new chat.

Step 3: Click on the “Sender” field to select a short code.

Step 4: Type in the recipient phone number with the country code in the “Recipient” field.

Step 5: Type in your message in the “Message” field.

Step 6: Click on the “START CHAT” button to send message and start the chat.

Draft Messages

View, edit and send messages you saved.

Sending a Message in Draft

Step 1: Click on “Draft Messages” on the left side menu.

Step 2: Click on the “Send” option beside the message you want to send.

Step 3: The send option takes you to the compose page, edit whatever you want.

Step 4: Click on the “SEND” button to send.

Scheduled Messages

View details of messages scheduled to be sent at certain periods and you can also resend them.

Message History

View list of messages sent and their details.

Viewing and Download Message Details

Step 1: Click on “Message History” on the left side pane.

Step 2: Click on the “Details” button beside the message whose details you want to view.

Step 3: Click on the “EXPORT” button to download the details on an Excel file.

My Contacts

Here create and manage your address books.

Buy Contacts

Buy Marketing Contacts to use for your SMS Campaigns here. The cost of any Marketing List you purchased will be deducted from your balance and the list will be added to your marketing list.

How to Buy Contacts

Step 1: Click on “My Contacts” on the left side pane.

Step 2: From the drop-down menu, click on “Buy Contacts”.

Step 3: In the new page, click on the “BUY” button beside the contact you want to purchase.

My Address Book

Creating a New Phonebook

Step 1: Click on “My Contacts” on the left side pane.

Step 2: From the dropdown menu, click on “My Address Book”.

Step 3: In the new page, click on the “CREATE PHONEBOOK” button at the top left corner of the page.

Step 4: In the pop-up window, type in what you want as the name of the phone book in the “Title” field.

Step 5: Type in a description in the “Description” field.

Step 6: Type in a birthday message in the “Birthday Message” field or leave empty to disable birthday messaging.

Step 7: Click on the “SAVE” button to save.

Adding Contacts to the Phonebook

Step 1: After saving, click on the “Manage” button beside the phone book you want to add contacts to.

Step 2: In the new page, click on the “ADD CONTACT” button.

-To Add Contacts Singly

Step 3: In the pop-up window, from the “SINGLE CONTACT” tab which will already be highlighted by default, type in the contact’s first name in the “First Name” field.

Step 4: Type in the contact’s phone number in the “Phone” field.

Step 5: Input the contact’s date of birth in the “Date of Birth” field.

Step 6: Click on the “SAVE” button to save.

-To Import an Excel or CSV File Containing Your Contacts List

Step 3: After **steps 1 & 2**, click on the “UPLOAD FILE” tab.

Step 4: Click on the “DOWNLOAD SAMPLE FILE” button to see the right arrangement of the contacts in the sheet.

Step 5: Click on the “Upload an Excel or CSV file” field to search for and select the file.

Step 6: After the upload, click on the “SAVE” button to save.

My marketing List

Creating a Marketing List

Step 1: Click on “My Contacts” on the left side pane.

Step 2: From the dropdown, click on “My Marketing List”.

Step 3: In the new page, click on the “CREATE LIST” button at the top left corner of the page.

Step 4: In the pop-up window, type in the title of the marketing list in the “Title” field.

Step 5: Type in a description of the marketing list in the “Description” field.

Step 6: Select the short code from the “Assign Shortcode” field.

Step 7: Type in the sender ID in the “Sender ID” field.

Step 8: Type in an opting in keyword for in the “Opt-in keyword” field.

Step 9: Type in an SMS opt-in reply in the “Opt-in SMS Reply” field. You can shortcuts here, {name} **for recipient name**, {phone} **for recipient phone number**. Leave empty to disable opt-in messaging.

Step 10: Type in an opting out keyword in the “Opt-out Keyword” field.

Step 11: Type in an SMS opt-out reply in the “Opt-out SMS Reply” field. You can shortcuts here, {name} **for recipient name**, {phone} **for recipient phone number**. Leave empty to disable opt-out messaging.

Step 12: Click on the “SAVE” button to save.

Adding Contacts to the Marketing List

Step 1: After saving, click on the “Manage” button you want to add contacts to.

Step 2: In the new page, click on the “ADD CONTACT” button.

-To Add Contacts Singly

Step 3: In the pop-up window, from the “SINGLE CONTACT” tab, which will already be highlighted by default, type in the contacts full name in the “Full Name” field.

Step 4: Type in the contact’s phone number in “Phone”.

Step 5: Click on the “SAVE” button.

-To Import an Excel or CSV File Containing Your Contacts List

Step 3: After **steps 1 & 2**, click on the “UPLOAD FILE” tab.

Step 4: Click on the “DOWNLOAD SAMPLE FILE” button to see the right arrangement of the contacts in the sheet.

Step 5: Click on the “Upload an Excel or CSV file” field to search for and select the file.

Step 6: After the upload, click on the “SAVE” button to save.

Blacklist

Here you can manage all blacklisted phone numbers under your account. When a number is blacklisted, they will be filtered out while sending messages.

Blacklisting a number

Step 1: Click on “My Contacts” on the left side pane.

Step 2: From the dropdown menu, click on “Blacklist”.

Step 3: In the new page, click on the “ADD CONTACT” button.

Step 4: In the pop-up window, type in the phone and its country code in the “Phone” field.

Step 5: Click on the “SAVE” button to save.

Extras

This is made up of SMS reports, sender ID, short codes and API.

SMS Coverage and Pricing

Here you can view the standard and custom SMS prices.

SMS Reports

See a statistical and graphical summary of all your message traffic.

My Shortcodes

From here you can manage your short codes. Short-codes are like virtual phone numbers; you can use them to receive incoming SMS on your account.

Buying a Short Code

The subscription cost of the selected short code will be deducted from the balance.

Step 1: Click on “Extras” on the left side pane.

Step 2: From the dropdown menu, click on “My Shortcodes”.

Step 3: Click on the “BUY SHORTCODE” button at the top left corner of the page.

Step 4: From the pop-up window, choose a short code or number from the “Shortcode/Number” field.

Step 5: After selecting a short code, the amount will be shown in the “Cost” field.

Step 6: Click on the “PURCHASE” button to buy the short code.

Affiliates

Here you can view and track your affiliate activities, you earn commissions in SMS credits each time people you refer purchase credits.

Transfer Credits

Here you can transfer your SMS balance to other members and view your transfer history too.

How to Transfer Credits

Step 1: Click on “Extras” on the left side pane.

Step 2: From the dropdown menu, click on “Transfer Credits”.

Step 3: In the new page, type in the email address of the person you want to transfer credits to in the “Receiver’s Email” field.

Step 4: Type in the amount of credits you want to transfer in the “Credits to Transfer” field.

Step 5: Type in your password in the “Your Password” field.

Step 6: Click on the “TRANSFER” button to send the credits.

API

Our system offers a simple and Easy-to-use HTTP API to pragmatically interact with your account. You can use our API to integrate our services on third-party systems or develop awesome SMS applications too.

My Transactions

The transaction module gives you a list of your customers’ transactions, you can view, approve or cancel invoices here also.

My Support Tickets

Create and manage your own support tickets here.

Creating a New Ticket

Step 1: Click on “My Support Tickets” on the left side pane.

Step 2: In the new page, click on the “NEW TICKET” button.

Step 3: In the pop-up window, type a subject for the ticket in the “Subject” field.

Step 4: Type your message in the text area.

Step 5: Click on the ‘SEND’ button to send.

Getting Help

Need further support with anything about Sendroid Ultimate?

The following channels have been made available for you.

1. Sendroid Ultimate Documentation and Quick Start manual available at <https://sendroidultimate.com.ng>.
- 2, Sendroid Ultimate community at <http://forum.sendroidultimate.com.ng/>
- 3, Sendroid Ultimate Knowledgebase at <http://sendroidultimate.com.ng/knowledgebase.php>
4. Support Tickets at Ynet Interactive Client Area at <https://my.ynetintective.com/>
5. Live Support System available at <https://www.ynetinteractive.com>

Please note that our support service is only available to Licensed users. Terms and Conditions applies