



GRAPEVINE COMMUNICATIONS

IRELANDS COMPLETE GROUP TEXT PROVIDER

How to use the Batch-Sender - *PRINT OUT & KEEP*

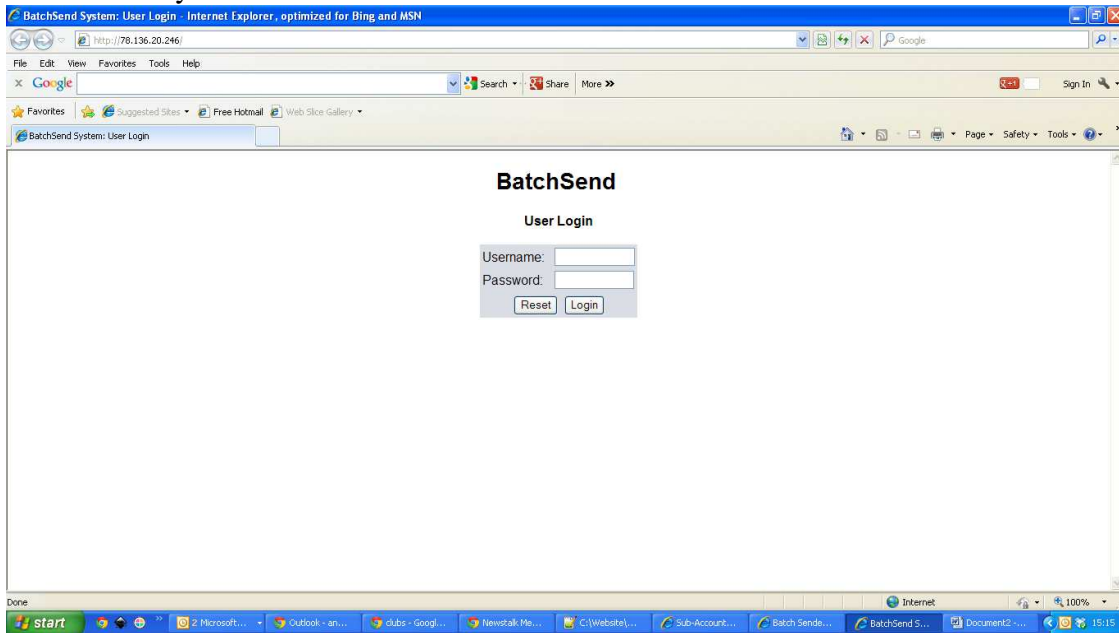
URL: _____

Username: _____

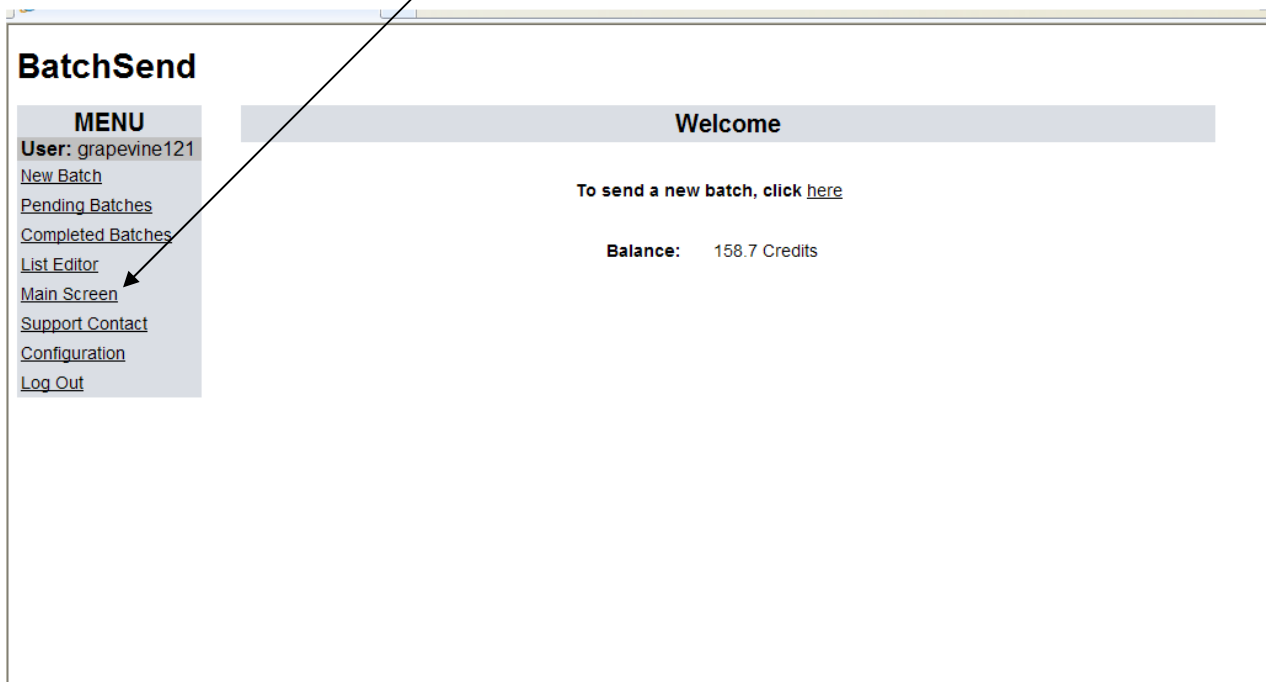
Password: _____

Grapevine Communications
Rubicon Centre, Bishopstown,
Cork. info@grapevinec.com
021 4928947 085 8139590

1. Enter your Username and Password.



2. This will bring you to the **Main Screen**. You can click on this anytime to view your current balance.



3. **List Editor:** There are 3 ways to enter your lists of numbers.

- To import a CSV list into your account, click “Choose File”, and then **Browse** the correct file on your hard disk.
- If you have numbers list on an excel sheet or on a word document you can copy and paste them in.
- You can type in the list.

Then at the last box enter country prefix 353. If your list doesn't load, check to see if there are any unnecessary commas or spaces

The screenshot displays the BatchSend web application interface. On the left is a navigation menu with the following items: MENU, User: grapevine121, New Batch, Pending Batches, Completed Batches, List Editor, Main Screen, Support Contact, Configuration, and Log Out. The main content area is divided into two sections. The top section, titled 'Batch Number Lists', contains a table with the following data:

Filename	Numbers	Last Modified	Options
All Managers	4	2012-10-11 15:30:02	Edit Delete
Junior D	2	2012-10-11 15:27:20	Edit Delete
Minor Hurling	6	2012-10-11 15:28:46	Edit Delete
Senior Hurling	2	2012-10-11 15:27:59	Edit Delete
U12 Football	2	2012-10-11 15:26:22	Edit Delete
Wednesday coaching	2	2012-10-11 15:29:44	Edit Delete

The bottom section, titled 'Create New List', contains two identical forms. Each form has the following fields: 'List Name' (text input), 'Upload Number List' (text input with a 'Browse...' button), 'Number Delimiter' (radio buttons for 'New Line', 'Comma', and 'Tab'), and 'Add Country Prefix' (text input). The first form has an 'Upload' button, while the second form has a 'Create List' button. Arrows from the text above point to the 'Browse...' button in the first form and the 'List of Numbers' text area in the second form.

- To send a message, click on **New Batch**, choose **Select Number List** click on drop down menu to your previously saved lists and select the list you want to send a message to. You don't need to tick **File contains merge fields** or change **the Merge File Encoding** field.

Type in your message in the message space provided. The batch-sender will count each character. Remember each text has 160 characters. The **Originator** shows up as the sender in your message. Click on **Next**.

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Upload New Batch

Recipient Numbers File: C:\Documents and Settings\ [Browse...]
(One number per line plain text file. Eg: 4471234567890)

File contains merge fields:

Merge File Encoding: iso-8859-15 (Default)

Or Select Number List: -- Choose List --

SMS Message:
U11 Football Match cancelled today due to rain
(Enter hex for UCS2 and Binary)

Char Count: 46
Message Count: 1

Message Format: Plain Text 7 bit Unicode UCS2 Hex Binary 8 bit

Originator: Sport-text (11 alphanumeric characters or 16 digits. Unavailable for some routes. \$X will be replaced with 2 random numbers.)

Preview on next screen

5. Here you can see a summary of your text. If you are happy with your text, click the **Request Delivery Confirmations** box and click **Send**.

BatchSend

BatchSend

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Verify New Batch

Message Format: Plain
Message Text: U11 Football Match cancelled today due to rain
Message Length: 46 **GSM Encoded Length:** 46
Originator: Sport-text
No. Recipients: 3 **First:** 353874172278 **Last:** 353872767956

(You must re-upload number list if you go back)

If all details are correct, please give this batch a unique reference (one that you have not used previously) and select the routes to use.

Unique Reference: (Please use up to 12 alphanumeric characters)

Request Delivery Confirmations:

6. To view your messages click on **Completed Batches**. Here you can download delivery reports into Excel.

BatchSend

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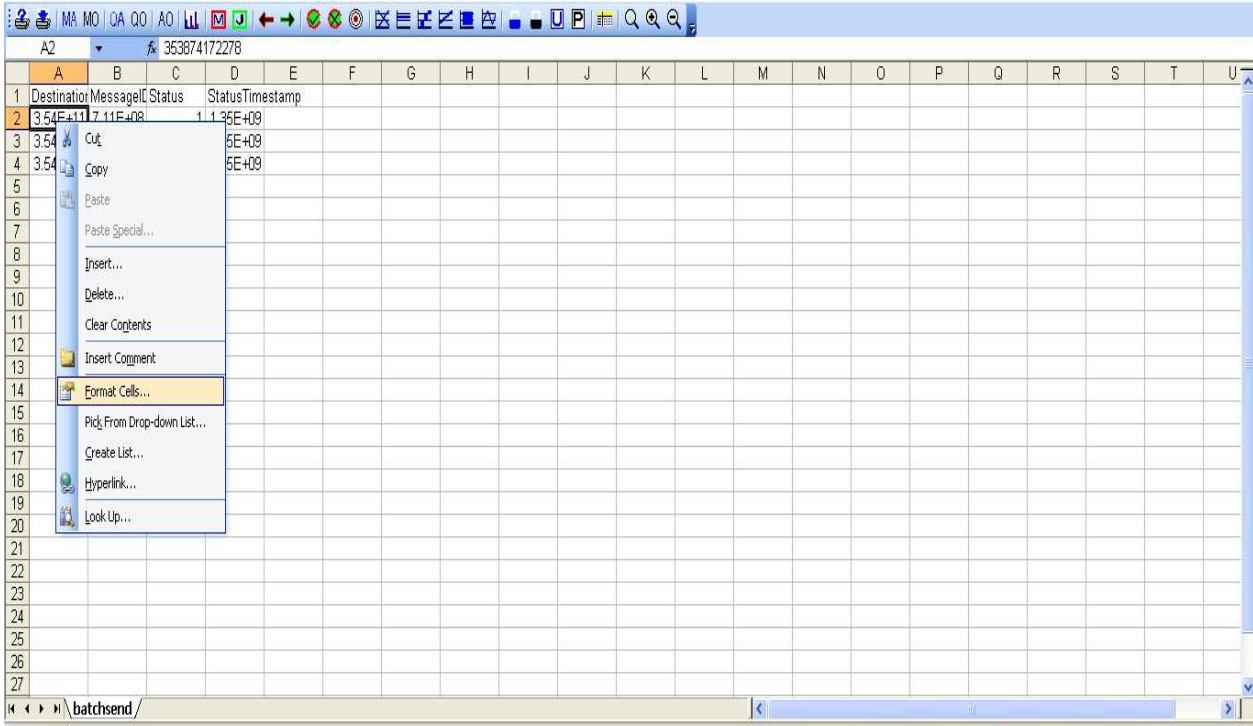
[Support Contact](#)

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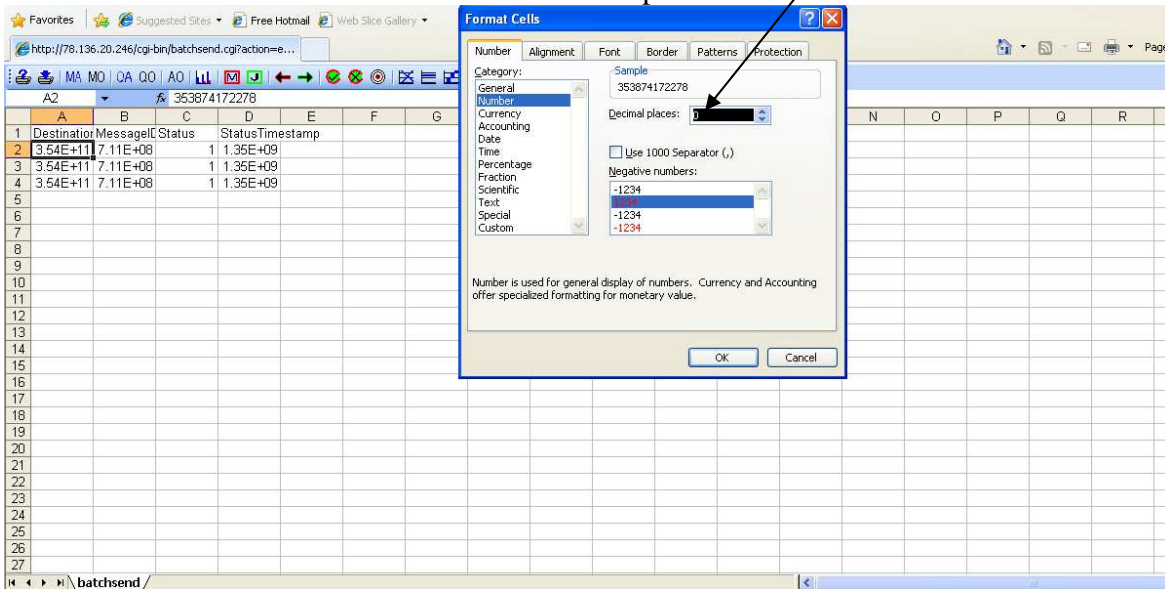
[Log Out](#)

Completed Batches								
Reference	Started	Ended	Route	List Size	Sent to	Originator	Message	
Testing -1	Thu Oct 11 15:24:01 2012	Thu Oct 11 15:24:01 2012	Default	3	3 - export CSV	Sport-text	U11 Football Ma...	
Theresatest	Wed Aug 15 12:44:01 2012	Wed Aug 15 12:44:01 2012	Default	1	1 - export CSV	test	test	
Testinganna - 1	Wed Aug 15 12:42:01 2012	Wed Aug 15 12:42:01 2012	Default	1	1 - export CSV	test	test	
Testinganna	Wed Aug 15 12:40:01 2012	Wed Aug 15 12:40:01 2012	Default	2	2 - export CSV	test	Testing for o2 ...	
Testing	Wed Aug 15 12:33:01 2012	Wed Aug 15 12:33:01 2012	Default	3	3 - export CSV	testing	Hi, testing	

➤ In Excel, to format a cell, right-click on it and select Format Cells.



➤ Then click on **Number** and set the decimal places to 0.



Delivery report numbers

Status Number	Name	Description
1	Delivered	Message delivered to handset.
2	Buffered	Message buffered, usually because it failed first time and is now being retried.
3	Failed	The message failed to deliver, possibly invalid number or other error.
5	Expired	Message expired, could not be delivered within the validity period.
6	Rejected	Message rejected by SMSC, treat as Failed.
7	Error	SMSC error, message could not be processed this time.
11	Unknown	Unknown status, automatically generated if no status has been returned from the SMSC for a long time.
12	Unknown	Unknown status, SMSC returned a non standard status code.

7. If you are having difficulties and need support click on this link and a **Support Contact** window will open. Enter the information and we will help with your request normally within 30 minutes.

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Support Contact

Name :

Contact Number :

Message:

Email Address:

Click Send Button

8. **Configuration:** To change your password, contact your account manager or Grapevine Communications.

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Configuration

Change Password
Please speak to your account manager or log into the online customer account to change the password for this system.

Account Type
Account Type: