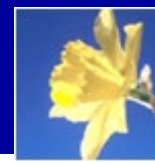




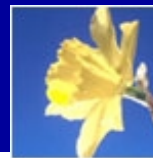
Spider SMS...



Spider SMS (Web, ActiveX & Client/Server App)



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# Welcome to Spider SMS

## Welcome

'Spider SMS' is both an ActiveX OCX file for developers and a Client Application for the business and home user, to store and send both SMS messages and simple E-mails.

Rather than many systems sending the message to the Mobile Network, Spider SMS sends the message directly to the mobile device. This speeds up the delivery of the message to recipient, up to 300% quicker.

As well as fast messaging, the application will store and save messages in a log allowing quick reference and re-sending. The 'Escalation' system, will mean, that the message will go through the cycle of sending messages, but if they are not delivered within a certain amount of retries, they will be bounced on to another number, with the option of having an alert e-mail sent to the recipient or the Administrator for the system.

For the developers the component will allow you to quickly send messages, receive message statuses and check credit balances of accounts quickly and easily. This is demonstrated in by looking at the sample application, which when compiled can be used as a simple SMS messaging program to save you time in generating your own.

## What's New

### V4.9.7

We see Spider SMS being enhanced by producing two additional add-ons to the Client system to allow import of large data amounts from a .TAB file, and also exporting of data to a .CSV file, which can then be used in many billing systems.

The reports suite has now been updated to 1) run faster and 2) there is a general increase in the quantity and quality of the reports available, including a report to work out billing if you were charging for the SMS service such as a call centre would.

### V4.9.4

In this release we have included features such as 'Escalation' and automatic e-mail alerts. These features will allow any application user to manage their system much more efficiently, with very little or no human automation required. All the work is done for you, but you can still keep a check, with continuous stats on unread messages.

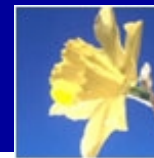
For developers in this release the 'Escalation' has been added with improved ease of use for status checking and reporting.

Instead of having to write things down manually, there now is a set of reports available that you can use to get the data for you. Everything from 'status of messages', all the way to 'stats on how many messages are being sent by which employee.

## Tariffs

We have three main servers, two in the US and one in Europe. The two servers in the US are single transmitting servers. They offer the highest quality of service, by supplying fast delivery of messages, and tracking information. Delivery of messages takes 10-15 seconds, and a further 3-5 seconds if you require message tracking.

The one server in Europe, is a backup server that we use, it is not actually transmitting server, a large number of servers that we use, our software keeps bouncing data to and from the European servers and finds the best operating server available. We then will automatically switch to that server to maintain a constant presence and ability to send SMS messages.



Primarily all transmissions will go through the Primary US server; this will cost two credits per message. The same cost applies to the Secondary US Server. Using this server you still retain the tracking information but the speed at which the messages are delivered to the mobile phone are increased from 10-15 seconds to 15-20 seconds and another 10-20 seconds for tracking information.

## Technical Support

Spider SMS is covered by the 30-day free support promise, upon installation you have 30-days free support via, Phone, E-mail, Fax, and the Web, this will ensure that any teething problems, or queries about the functionality of the software/component can be dealt with quickly and easily.

After the 30-days have expired, you can take out an extended support contract, or just purchase support when you need it.

## Support Contracts

Support Contracts can be taken out on a per site basis, so if you have a development site that the component is on more than one machine, you may want to take out a 6 months support contract for that site, which would cover everybody using the component for that site.

The same is said for the software. If you have the Client software installed on more than one machine you can take out a 6 months support contract to cover you with any problems that you are having or may have.

Support contracts cover you in any case where it is a user error, or a software malfunction, or if there are technical difficulties with servers Internet connections.

Developer 6 Months Support (per site)	<i>see our online shop for latest pricing</i>
Developer 12 Months Support (per site)	<i>see our online shop for latest pricing</i>
Client Software 6 Months Support (per site)	<i>see our online shop for latest pricing</i>
Client Software 12 Months Support (per site)	<i>see our online shop for latest pricing</i>

*US Dollar prices and ordering can be done via the Energy Programming shop, or by contacting your reseller.*

## Support Tickets

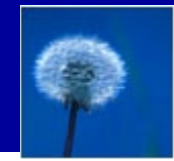
Rather than having a support contract you can purchase a single support ticket as and when you require it. If you have a query or problem, you can place a support ticket from our website or give us a phone call. For each problem, you purchase a support ticket. Support tickets can also be brought in packs of 5 and 50.

Single Support Ticket	<i>see our online shop for latest pricing</i>
5x Support Tickets	<i>see our online shop for latest pricing</i>
50 Support Tickets	<i>see our online shop for latest pricing</i>

*This is available for both the Client Software and the SDK for Developers. US Dollar prices and ordering can be done via the Energy Programming shop, or by contacting your reseller.*

## Purchasing Credits

Credits are required to be able to send SMS messages from SDK or the Client Software. They can be purchased from the Energy Programming website. The more credits that you buy the cheaper each credit becomes. Prices start from 4.8p per credits (based on a quantity of 1000) all the way to 2p per credit (based on a quantity of 1,000,000)



1000	<i>see our online shop for latest pricing</i>
10,000	<i>see our online shop for latest pricing</i>
50,000	<i>see our online shop for latest pricing</i>
100,000	<i>see our online shop for latest pricing</i>
250,000	<i>see our online shop for latest pricing</i>
500,000	<i>see our online shop for latest pricing</i>
1,000,000	<i>see our online shop for latest pricing</i>

US Dollar equivalent available on the Energy Programming website.

## Contact Energy Programming Ltd

### UK

Aynsley House  
Croft Road  
Upwell, Cambs  
PE14 9HQ

#### Sales:

E-mail: [sales@energy-programming.co.uk](mailto:sales@energy-programming.co.uk)  
Web: <http://www.energy-programming.co.uk/shop>  
Phone: +44 (0)870 0869 010  
Fax: +44 (0)870 0869 011

#### Support:

E-mail: [support@energy-programming.co.uk](mailto:support@energy-programming.co.uk)  
Web: <http://www.energy-programming.co.uk/support>  
Phone: +44 (0)870 0869 018  
Fax: +44 (0)870 0869 011

### US

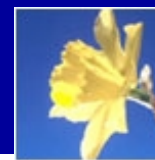
1250 Route 23 North Butler,  
New Jersey, 07405

#### Sales:

E-mail: [sales@energy-programming.com](mailto:sales@energy-programming.com)  
Web: <http://www.energy-programming.com/shop>  
Phone: +1 (973) 774 3600  
Fax: +1 (973) 283 1044

#### Support:

E-mail: [support@energy-programming.com](mailto:support@energy-programming.com)  
Web: <http://www.energy-programming.com/support>  
Phone: +1 (973) 774 3600  
Fax: +1 (973) 283 1044



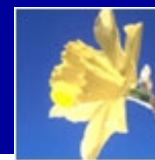
### Compatible Platforms/Containers

- Win 9x/ME
- Win NT/2000
- Win XP/CE
- Internet Explorer
- Netscape Navigator
- IIS Server
- Apache

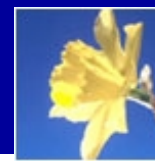
### Status Codes & Descriptions

Here is a list of the status codes that could be generated along with there description. A successful SMS should read a value of '4'

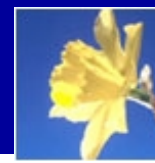
0	Message successfully sent to carrier.
1	Processing request.
2	Message successfully queued.
3	Message buffered with carrier and waiting for delivery response.
4	Message successfully delivered.
5	Message transferred to carrier and waiting for buffered response.
301	Only one top level request element is permitted.
302	The xml document could not be validated.
303	The required version attribute of the request element was not found in the request.
304	The required protocol attribute of the request element was not found in the request.
305	The required type attribute of the request element was not found in the request.
306	The xml parameter for rpc.html cannot be empty.
307	The request was an ill-formed xml document.
310	If the force option is going to be set, it can only be set to one or zero.
311	If the method option is going to be set, it can only be set to 'synch' or 'asynch'.
321	Invalid request version.
322	Invalid request protocol.
330	Invalid number of page elements.
331	The message alias was invalid.
332	The message alias has not yet been validated.
340	Page element requires a message service id attribute.
341	The message service id does not exist.
342	A message service id id is required.
343	The message service id is discontinued.
344	The message service id is beta.
345	Unable to determine carrier id from pin.
346	Message destination country code currently not supported.
349	Message pin contains non-numeric characters.
350	A message pin is required.
351	The message pin is not long enough.
352	The message pin is too long.
353	Message text is required.
354	Message text is not long enough.
355	Message text is too long.
356	Message from is required.



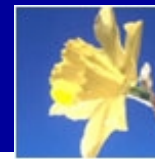
357	Message from is not long enough.
358	Message from is too long.
359	Message callback is required.
360	Message callback is not long enough.
361	Message callback is too long.
362	Message callback contains non-numeric characters.
380	Invalid data coding scheme.
381	Invalid characters used with selected data coding scheme.
385	Invalid or unsupported ringtone format.
386	Invalid or unsupported image format.
387	Must provide a valid phone type to send images or ringtones.
388	Smart messaging is not supported for this carrier.
389	A valid image type must be specified.
390	Must provide numeric country/network codes.
391	Must provide ringtone data.
392	Must provide Image data.
393	Must provide at least a screensaver or a ringtone to send a profile.
394	Invalid option type for the phone specified.
400	General error occurred while delivering the message to the carrier.
401	General error occurred while delivering the message to the carrier.
410	Message recipient does not subscribe to wireless messaging service with destination carrier.
411	Message recipient does not subscribe to wireless messaging service with destination carrier.
420	Invalid subscriber id or subscriber password.
430	Message delivery not permitted to destination carrier without a valid subscriber id.
450	Message account limit exceeded.
460	Subscriber id not found within network.
500	Carrier service temporarily unavailable.
501	Carrier unknown subscriber.
502	Carrier network time-out.
503	Carrier facility not provided.
504	Carrier call barred.
505	Carrier operation barred.
506	Carrier SC congestion.
507	Carrier facility not supported.
508	Carrier absent subscriber.
509	Carrier delivery fail.
510	Carrier protocol error.
511	Carrier MS not equipped.
512	Carrier unknown SC.
513	Carrier illegal MS.
514	Carrier MS not a subscriber.
515	Carrier error in MS.
516	Carrier SMS lower layer not provisioned.
517	Carrier system fail.
518	Carrier PLMN system failure.
519	Carrier HLR system failure.
520	Carrier VLR system failure.
521	Carrier previous VLR system failure.
522	Carrier controlling MSC system failure.



523	Carrier VMSC system failure.
524	Carrier EIR system failure.
525	Carrier system failure.
526	Carrier unexpected data value.
527	Carrier error in address service center.
528	Carrier invalid absolute validity period.
529	Carrier short message exceeds maximum.
530	Carrier unable to unpack GSM message.
531	Carrier unable to convert to IA5 alphabet.
532	Carrier invalid validity period format.
533	Carrier invalid destination address.
534	Carrier duplicate message submit.
535	Carrier invalid message type indicator.
600	Carrier checksum error.
601	Carrier syntax error.
602	Carrier operation not supported by system.
603	Carrier call barring active.
604	Pin is invalid.
605	Carrier authentication failure.
606	Carrier legitimisation for all calls failure.
607	GA not valid.
608	Repetition is not allowed.
609	Legitimation code for repetition failure.
610	Priority call is not allowed.
611	Legitimation for priority call failure.
612	Urgent message not allowed.
613	Legitimation code for urgent message not allowed.
614	Reverse charging is not allowed.
615	Legitimation code for reverse charging is not allowed.
616	Deferred delivery is not allowed.
617	New AC is not allowed.
618	New legitimisation code is not allowed.
619	Standard text is not valid.
620	Time period is not valid.
621	Message type not supported by system.
622	Requested standard text is not valid.
623	Message not found.
624	Subscriber hang-up.
625	RPID already in use.
626	Delivery in progress.
627	Message forwarded.
700	Invalid number of ticket elements in request.
701	Message ticket id is required.
710	Invalid ticket id format.
711	Ticket id does not exist within the network.
712	Invalid ticket id since it was null.
800	Invalid number of service elements in request.
801	General error while retrieving the service list.
802	Service id is required.



803	Invalid service id since it was null.
810	Failed message delivery.
811	Message validity period expired.
991	SubscriberPWD cannot be authenticated, please check your settings and try again.
992	SubscriberID is not registered
993	Empty Subscriber Password
994	Invalid Subscriber ID
995	Empty SubscriberID
996	Account is out of credit. Please top up your account to continue use of this service.
997	Unknown Error - Err.Description
998	Invalid KeyID [x]
999	Undefined Error Occurred. Possible Internet Connection Loss.
1000	General error occurred while processing request.
2001	Invalid subscription authentication.
2002	Subscriber id has been de-activated.
2003	Subscriber id has been deleted.
3001	The access or terminal number was not found.
3010	The message recipient does not subscribe to the Sprint PCS Wireless Web Messaging Service on his or her phone.
3011	The recipient's phone number is not for a Sprint PCS Phone.
3012	The callback telephone number contains non-numeric characters.
3020	The intended recipient has not subscribed to the Web Page Messaging feature.
4000	The alias function has been deprecated.



# Spider SMS SDK – ActiveX OCX

## Before you Begin

Before you begin to develop with the component, you will need to first have your Subscriber ID and Password in order to test the service.

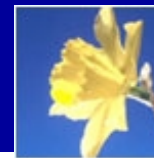
To do this, simply go to <http://www.spidersms.com> and click the 'Register' link. Once you have registered, you will receive an e-mail, with a link to which you need to click.

Refresh your screen back to <http://www.spidersms.com> and send a SMS message from the website. This will be a live message that gets sent. This is to confirm that your account is active and you are able to send messages. You can then send another 9 from the website if you wish.

Once this has been done you will receive an e-mail from the Energy Programming support staff, who will confirm your Subscriber ID & Password. If this has not happened within 6-8 hours, please e-mail [support@energy-programming.com](mailto:support@energy-programming.com) requesting your Subscriber ID & Password. At about the same sort of time as you receive your Subscriber ID and Password your account will be topped up with 1000 credits for you to use during development and testing.

## Compatible Development Platforms

- Microsoft Visual Studio 5.0
- Microsoft Visual Studio 6.0
- Microsoft Visual Basic 5.0
- Microsoft Visual Basic 6.0
- Microsoft Visual C/C++ 5.0
- Microsoft Visual C/C++ 6.0
- Delphi 5
- Delphi 6
- Microsoft Office '97
- Microsoft Office 2000
- Microsoft Office XP
- Microsoft FrontPage 2002
- Microsoft Access 2002
- Macromedia Studio MX
- Macromedia Dreamweaver MX
- Macromedia Flash MX
- PHP



## Setting the Properties

(Name)	SpiderSMS1
Callback	
Index	
Left	0
MsgFrom	
MsgServer	0 - svrUS_Primary
SMSC	0 - SMSC_USA
SubscriberID	
SubscriberPassword	
Tag	
Top	1080

**MsgServer**

**CallBack** – Some mobile phones now have the option to have an option to call back or save the number to which sent the txt msg. By leaving this field blank, there will be no call back option available. The opposite, being if you place data into this field the phone will then have the option to use the Call Back feature. *If this is enabled, even though the phone can see the option, it will not function, as the component has not been enabled in this version to have bi-directional data transfers other than status codes and descriptions.*

**MsgFrom** – This field will display who the message is from. Many phones and pagers now have the option to display who the message is from without having to read it. If this option is left blank it will automatically place 'SpiderSMS' into that entry when the message is sent.

**MsgServer** – This is to set which transmitting server to send the message through. There are three available to choose from, although by default every one will be put through "0 – svrUS\_Primary". Other options that can be chosen are:

"1 – svrUS\_Secondry"

"2 – svrEUR\_Primary"

The different servers operate at different transmitting speeds, and have different tracking and status options. The default server "0 – svrUS\_Primary" provides the faster, more reliable service that provides the most tracking and message tracking capabilities.

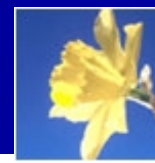
The secondary US server operates at a slightly slower transmitting speed compared to the US primary server, and the European server operates at another slightly slower transmitting speed. The European server also does not support message status descriptions, only status codes.

**SMSC** – Is the gateway to use when it reaches an Energy Programming server. So if you send mainly messages in Europe, you would select "1 – SMSC\_EUR" as it would deliver the messages quickest in the area, but slightly slower for the rest of the world.

On the other hand if you had a fairly even spread all over the world it would be more suited to use the US gateway "0 – SMSC\_USA". This would provide constant speeds of message delivery and a good quality of tracking facilities.

**SubscriberID** – A unique customer reference number supplied to the customer directly by Energy Programming. This is required along with the 'SubscriberPassword' to be able to send SMS messages.

**SubscriberPassword** – A unique password that is associated to a unique customer reference number supplied to the customer directly by Energy Programming. Both this and the 'SubscriberID' are required to send SMS messages using the Spider SMS service.



## Spider SMS Events

### SpiderSMS1.Balance

The *Balance* event is a way to check the credit balance of the SubscriberID account. There are three pieces of information that can be obtained from this call function:

- Total Credits Used                    (*dblCreditUsed*)
- Total Credits Available            (*dblCreditAvailable*)
- Total Credits Purchased           (*dblCreditPurchased*)

Set the event:

```
Private Sub SpiderSMS1_Balance(dblCreditused As Double, dblCreditPurchased As Double,
dblCreditAvailable As Double)
```

```
    IbSMSBalance(0) = dblCreditused
    IbSMSBalance(1) = dblCreditAvailable
    IbSMSBalance(2) = dblCreditPurchased
```

```
End Sub
```

Call the event:

```
Private Sub cmdSMSData_Click(Index As Integer)
```

```
    Select Case Index
```

```
    Case 0
```

```
        SpiderSMS1.Send_SMS txtSMSData(0), txtSMSData(1), txtSMSData(2)
```

```
    Case 1
```

```
        txtSMSData(8) = ""
```

```
        SpiderSMS1.Check_Status txtSMSData(5)
```

```
    Case 2
```

```
        SpiderSMS1.Balance
```

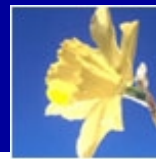
```
    End Select
```

```
End Sub
```

### SpiderSMS1.Check\_Status

The status event is designed to check the status of the sent message, depending what server it is using it will either receive a *Status Code*, or a status code and a *Status Description*. *Message Key* is a unique identifier assigned to each message sent, this would then enable other events to relate to the correct data.

- Status Code                    (*strStatusCode*)
- Status Description           (*strStatusDesc*)
- Message Key                   (*strMessageKey*)



## Set the Event:

```
Private Sub SpiderSMS1_Status(strStatusCode As String, strStatusDesc As String, strMessageKey  
As String)
```

```
    txtSMSData(8) = strStatusCode & "-" & strStatusDesc
```

```
End Sub
```

## Call the Event:

```
Private Sub cmdSMSData_Click(Index As Integer)
```

```
    Select Case Index
```

```
    Case 0
```

```
        SpiderSMS1.Send_SMS txtSMSData(0), txtSMSData(1), txtSMSData(2)
```

```
    Case 1
```

```
        txtSMSData(8) = ""
```

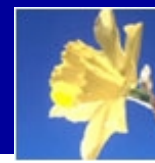
```
        SpiderSMS1.Check_Status
```

```
    Case 2
```

```
        SpiderSMS1.Balance
```

```
    End Select
```

```
End Sub
```



### **SpiderSMS1.Send SMS**

The Send\_SMS event sends the SMS to its destination. This will only work if the properties for the component have been correctly set. The *SubscriberID* & *SuscriberPassword*, along with the *MsgServer* and *SMSC* must all be set before hand, failure to do so will result in SMS message not being delivered to its desination correctly, if at all.

#### Call the Event:

```
Private Sub cmdSMSData_Click(Index As Integer)

    Select Case Index
    Case 0
        SpiderSMS1.Send_SMS txtSMSData(0), txtSMSData(1), txtSMSData(2)

    Case 1
        txtSMSData(8) = ""
        SpiderSMS1.Check_Status

    Case 2
        SpiderSMS1.Balance

    End Select

End Sub
```

*txtSMSData(0)* is the destination number which must be in international format (+4412345678999).  
*txtSMSData(1)* is the message body to be sent, we recommend not going over 160 characters.  
*txtSMSData(2)* is who the message is from, if this is not set, then the default of 'SpiderSMS' will be used.

Once the event has been called it will automatically call to other events. They are the events for display/retrieving a SMS status reports and any error information if there is any. If these have not been pre set then it will fail to call those functions.

SpiderSMS1\_Sent will allow tracking information to be displayed/retrieved about the sent message, this is used so that you 1) know when it has arrived at our servers and 2) can check the status directly from our tracking system on the web (<http://www.spidersms.com>).

```
Private Sub SpiderSMS1_Sent(strTrackingID As String, strMessageKey As String)

    txtSMSData(5) = strTrackingID

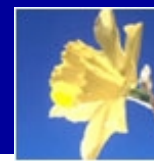
End Sub
```

SpiderSMS1\_Faild will show information regarding any errors that was encountered either sending or receiving SMS/tracking information.

```
Private Sub SpiderSMS1_Failed(strErrorCode As String, strErrorDesc As String, strMessageKey As String)

    txtSMSData(6) = strErrorCode
    txtSMSData(7) = strErrorDesc

End Sub
```



## Using the Sample App

You can see that the sample application demonstrates and uses nearly all of the features and functions. Each field is clearly labelled to allow easy understanding of what goes where.

When sending a message you need to have the following either pre-set or available for lookup.

- Destination in international format (+44123456789)
- A message to send, as an empty message body will not be accepted.
- The Subscriber ID and Password must be set in the system either at message sending or pre-set before or during run-time.

If no message from field is available to the message will use the system of default of 'SpiderSMS'.

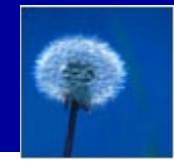
Each message will return a 'Tracking ID', which will be used by the component to obtain a Status Number and Description for the sent message.

If there are any errors at run-time they will be reported ion the errors number and description fields.

To check the balance of the Subscriber ID account that has been pre-set, you would call the balance event at the bottom of the screen.

There is a third data field available, but is not shown on the demo program, and that is a value for the total number of credits purchased (*dbiCreditsPurchased*) against the pre-set Subscriber ID account.

The code for this sample program is in the root path of the installation directory (VB only).



## Adding SMS to Websites

Spider SMS also has the capability to be used from the web. Here you will see two examples of how to implement Spider SMS to a web page.

### HTML (FrontPage 2000)

To demonstrate the use of Spider SMS via the Internet, we will use FrontPage, as it allows simple and easy to use functions to demonstrate the best way to send a message.

Before you start you will need to create a blank web page. Doing the following can do this:

1. Load FrontPage 2000
2. File > New > Web
3. Select 'Empty Web' then click the 'OK' button

### Parameters

from – This is where you set who the message is from.

subscriberID – This determines the account to which the message is to be charged.

subscriberpwd – This is the password for the SubscriberID account.

to – The mobile device number where the message is to be sent.

msg – The message body that is to be sent to the device.

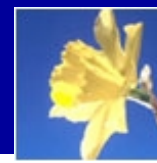
### Data Delivery

*Action* is the destination of the data; this is to the Energy Programming SMS servers. Use the following address:

<http://www.energy-programming.com/sms/postsms.php>

*Method* is set to POST

*Encoding Type* is not required for sending SMS messages via a web page directly to our servers.



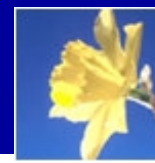
## Forms

You may wish to have the above data entered by the user in an online form, an example of this is shown below. If none of the parameters have been preset then it will look at the form, and find any objects that match the name and pull those values. Therefore unless you preset or do not want that piece of data to be sent, the objects names need to be the same as the parameters.

The screenshot shows a Microsoft Internet Explorer browser window with the title "Mobile Number - Microsoft Internet Explorer". The browser's address bar is empty. The form contains the following fields and buttons:

- Mobile Number:
- SubscriberID:
- From:
- SubscriberPwd:
- Message:
- Send SMS button
- Reset button

The browser's status bar at the bottom shows "Done" and "My Computer".



# Microsoft Outlook Addin

## Before you Begin

The worlds most used email client now has access to the worlds most advanced SMS system via an Add-in. The Add-in is **\*\*FREE\*\*** you simply pay for the credits you use in sending SMS to your colleagues, friends and family, As we provide a direct service, there are no extra levels of people taking their slice of the pie, therefore we can offer the most competitive pricing on the planet. Check out our pricing levels in the shop. Features of the system include:

- [Toolbar](#)
- [New SpiderSMS Form](#)
- [Options](#)

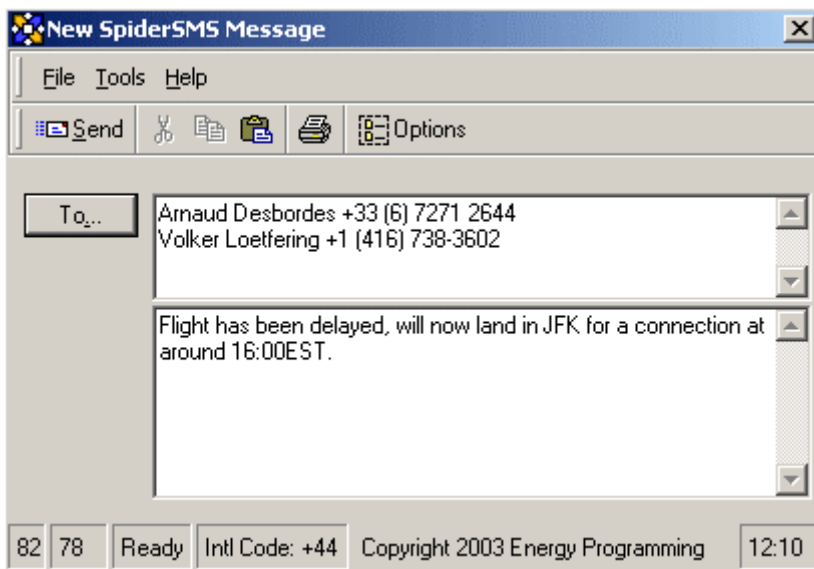
## SpiderSMS Toolbar

This toolbar provides you with instant shortcuts to the most popular functions within SpiderSMS, such as sending SMS, credit management, balance checks and of course our web famous log viewer.



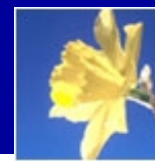
## Send New SMS

To send a new SMS, simply click the SpiderSMS button on the Toolbar, this will then provide you with a window in which to select your contacts to send the message to, and the contents of the message.



## SMS Options

You can also determine Signatures, properties, notifications etc via the Options window.



**SpiderSMS Options**

Account Details

SubscriberID

Subscriber Pwd

Signature

Error Notification Details

Alert me by Email

Alert me by SMS

Alert me on Screen

SMS Sender Details

Sender ID   
(Max 11 chars)

CC to Email Address

OK Cancel Apply

### Installing the Addin

- 1) Close Microsoft Outlook on the machine you are installing the addin to.
- 2) Run the installation file which can be downloaded from our download site.

<http://download.energy-programming.com>

*Note; If you have trouble running the Addin, install the full version with the VB runtime files.*

- 3) Open Microsoft Outlook, it may take a slightly longer than usual to load as it will need to establish the Addin into the software application.

### Tracking Messages

All SMS messages would be stored in a sub-folder of 'Sent Items' called "Sent SMS". The message will be in note form, that will display information such as destination, message content, time and date of message, and a tracking ID to allow online tracing of the message. Different colours will determine the status of the message, rather than having a status code and description.

Green = The message has been successfully delivered  
Red = The message has failed to be delivered  
Yellow = The message is waiting to be sent



# Message Manager

## Welcome

As well as fast messaging, the application will store and save messages in a log allowing quick reference and re-sending. The 'Escalation' system, will mean, that the message will go through the cycle of sending messages, but if they are not delivered within a certain amount of retries, they will be bounced on to another number, with the option of having an alert e-mail sent to the recipient or the Administrator for the system.

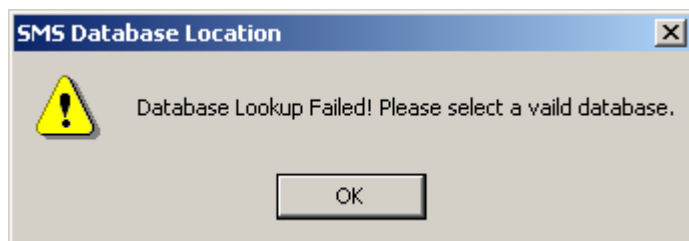
## Before You Begin

If you are planning to install multiple systems, then it is advised that you install and setup the server system first. You will need to install the software from the CD, by following the on screen prompts. It is advised that you allow it to install to the default location.

You may also want to set the Subscriber ID and Password, along with other information, and import/create your contacts.

## Database Configuration

When you first load the software you will be prompted with a message of a database failure this is because the settings for which database to the software needs have not been configured correctly or there is a problem with the database.



If this message does appear follow the onscreen instructions to point it to either a local or networked database. If on the other hand you need to change the database from within the software the following can do this. From the main screen select 'Admin' > 'Set Database Location'

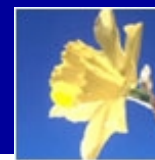


The image shows a software window titled "Spider SMS - Message". It has a menu bar with "File", "Admin", "Tree Definition", and "Import Data". On the left is a list box containing two entries: "ward, james - 12345 678901" (which is selected) and "ward, simon - +44 7984 985679". On the right, there are two sections: "Receipient Details" (note the typo) with fields for "Company:", "Location:", "Name:" (containing "james, ward"), and "Mobile:" (containing "12345 678901"); and "Message" with a large empty text area. At the bottom right of the message area are three buttons: "Send", "Send Email", and "Clear". The status bar at the bottom right shows "A:0 F:0 J:0" and "10:33".

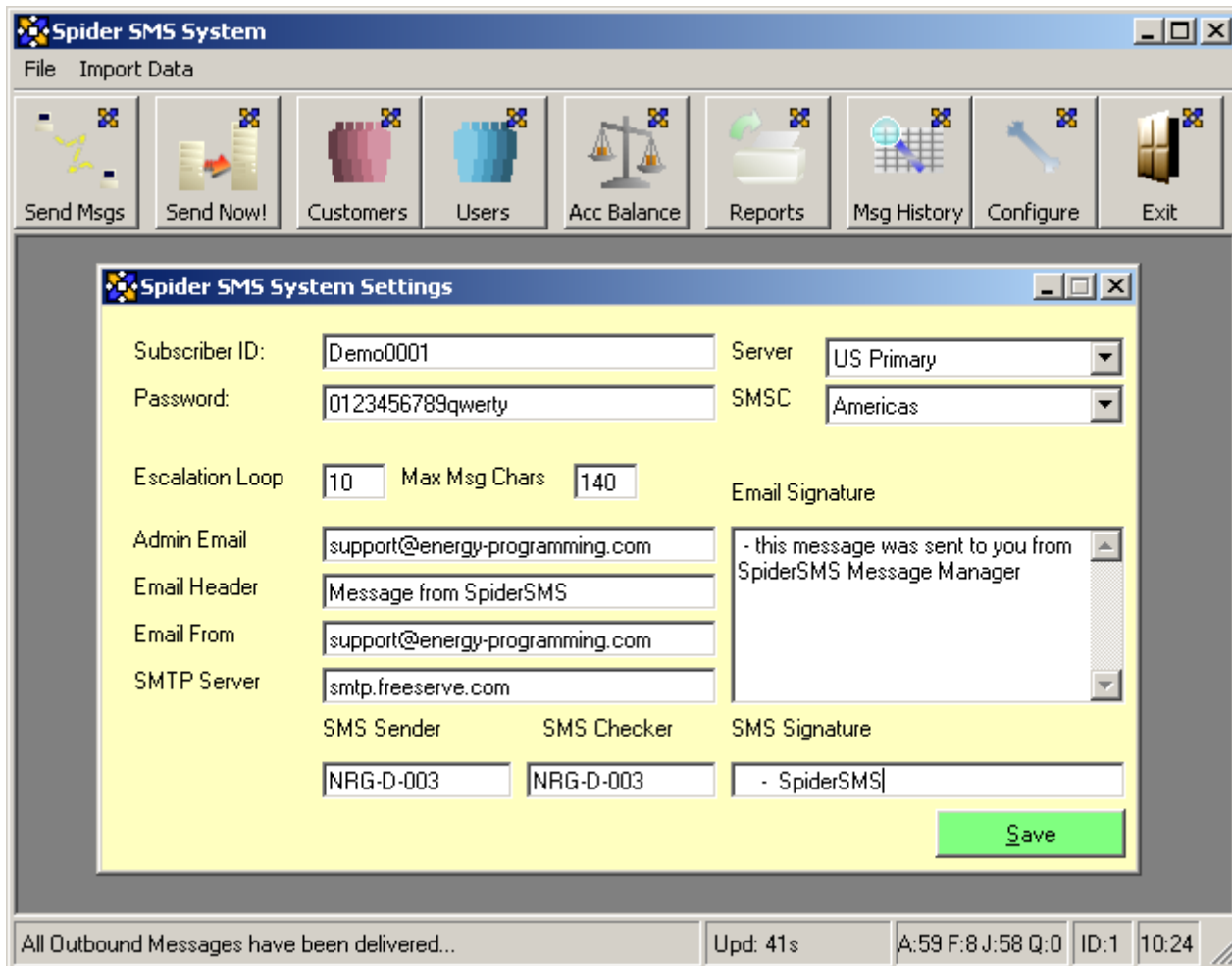
## Logging In

Each person to be using the system will need to have a unique Login ID and Password that will be issued by the administrator. There has been a default login enabled to allow first time access to the system which will be set to User ID=1 there will be no password with this ID. It is then recommended that the Administrator change this to stop any unauthorised access to the system.

The image shows a software window titled "Spider SMS Login". It contains two input fields: "UserID:" and "Password:". Below the fields are two buttons: "OK" and "Cancel".



## Setting the Subscriber ID and Password



You will first need to set the Subscriber Info. This is a separate set of user names and passwords, which the system uses to allow SMS messages to be sent. This can also be found from the 'Admin' menu on the main screen.

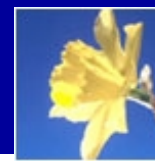
You will see that there are other information requirements that need to be filled in.

'Escalation Loop' is how many times the message will try to be sent before either diverting to another phone number or alerting the admin via an e-mail of an unread message.

'SMTP Server' would be the IP address or the DNS name of your central server, or for a server the server address of the company providing the Internet access, e.g. "smtp.freemove.com".

It is important to select the correct server to use. Failure to do so may result in failed or non-readable message being sent. The recommended server is the "US Primary" with the SMSC being set to "Americas". This setup will give the fastest delivery of messages (no longer than 10seconds once dispatched from the software), and also provide tracking facilities.

If you were to select the "Euro" options you would notice that the messages could take up to 15-mins to be delivered, and tracking status is not always available.



## Import Contacts

If you already have one of the supported Contact Management Software Programs (MS Outlook 2000 / ACT) you can import your contacts directly into Spider SMS. To do this select the 'Import Data' option from the Main Menu at the top of the main SMS screen.

### ACT

Importing from ActProduct(s): ACT! 2000 - PC; ACT! 3.0 - PC; ACT! 4.0 - PC; ACT! 5.0 - PC; ACT! 6.0 - PC  
Operating System(s): Windows 2000; Windows 95; Windows 98; Windows ME; Windows NT; Windows XP Home; Windows XP Pro

### Situation:

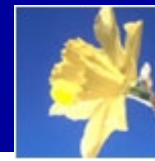
You wish to export your ACT! database to another program which will import delimited text files. For example, your mailing company or other vendor requires a delimited text file for their use.

### Solution:

Follow these steps to export data for use in another application:

- Choose File, point to Data Exchange, and then choose Export. The first panel of the Export Wizard appears, asking you the type of file that you want to export and the name and location of the file to which you want to export it.
- From the File Type drop-down list, choose Text-Delimited.
- Click the Browse button to the right of the Filename And Location field, locate the file to which you want to export your data and click Save. You can enter the name of a new file, and select the type of text delimited format, (TXT or CSV) from the "Save as type" dropdown list, and ACT! will create the new file for you.
- Click Next. The next Export Wizard panel asks what kinds of data you want to export. You can export contact records or group records, but you cannot export both record types at the same time. If you want to export both record types, you will have to go through the export process twice by first saving and exporting contact records, then saving and exporting group records.
- Specify whether to export contact records or group records.
- (Optional) To specify how ACT! exports the data, click Options. The Export Options dialog box appears.
- (Optional) Specify the field separator that you want to use when creating your export file, and specify whether to export field names, then click OK. By default, ACT! uses a comma to separate fields when it creates a delimited text file. If the application into which you plan to import the file requires tab-separated fields, select Tab. If you select the Export Field Names option, the first line of the export file will contain the ACT! field names. This can be useful for mapping fields when you import the file into another application.
- Click Next in the wizard panel. The next Export Wizard panel asks you which contact or group records you want to export.
- Specify whether to export the current record, the current lookup, or all records in the database, and click Next.
- The next Export Wizard panel asks you to specify the order in which contact fields from the currently open database will appear in the delimited text file. You can save the field order you specify as a field map that you can reuse when you export data in the future.

Note: To ensure a smooth import process into your destination application, it is important that you set up the field order to match that in your destination application. For example, if you are importing your delimited text file into an Excel spreadsheet, make sure you list your fields in the same order that they appear in your Excel spreadsheet.



- To change a field's order in the list, select the field name in the list above which you want to insert the field and click the Insert Field button. For example, if you want to insert a field above the Company field, select the Company field and click Insert Field. When you click Insert Field, a drop-down list appears where you can select the name of the field you want to insert. When you insert the field, the field name is moved from its previous location in the list to the location you specified.
- To remove a field from the list, select any field name in the list and click Remove Field. When you click Remove Field, the field is removed from the list and will not be exported.
- To quickly replace a field in the list, select the field name you want to replace. In the drop-down list that appears, select the field name that you want to appear in that location. The field that previously appeared in that location is removed from the list.

Note: If you remove a field from the list, you can always add the field back to the list by clicking Insert Field and selecting the field in the drop-down list that appears.

- Do one of the following: ·If you want to save the current field order as a map that you can reuse, click Save Map. In the Save As dialog box that appears, enter a name for the map and click Save. By default, map files are stored in the ACT! folder with a .MAP extension. When you have saved your map, click Finish in the final panel of the Export Wizard to export the data. If you want to use a previously saved export map, click Load Map. In the Open dialog box that appears, locate the map file that you want to use and click Open to apply the map. Click Finish to export the data. ·If you do not want to save the map, click Finish to export the data. The data is exported to a delimited text file.

## Export Data

If you wish to export data, you can export Date, Time, and Destination, all into a CSV file. This is done from a separate program that will allow scheduling of the export, and the file will be placed in the root database directory. Please feel free to download this external program from our download manager under the category 'Spider SMS'.

<http://download.energy-programming.com>

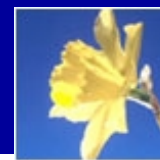
## Sending an SMS Message

Select the message recipient from the tree of the main window on the left hand side. Then type the message to be sent into the message window and click the 'Send' button.

You will need to make sure that you have logged in and that you have access to the Internet. You will also need to make sure that you have enough credits available to cover the cost of the message.

If the message fails then check the History window, to show you the current status of all messages. Failing that possible reason would be one of the following

1. Insufficient credit balance
2. Clicking on 'Display Balance' in the Admin menu of the main screen can check this.
3. The subscriber information is incorrect.
4. Check the 'Set Subscriber Info' to check that the info is correct, and make any changes necessary.
5. The phone number is not incorrect
  - Make sure that the number is in international format, (e.g. +4471234 987654)



### Add / Update Employee's (Users)

To add an employee, select the employee option from the admin menu. In here you will be able to issue them with a UserID and a password, and also declare if they are an administrator. Once you have made changes to an employee you will need to save from the 'File' menu.

**Spider SMS System**

File Search

Send Msgs Send Now! Customers Users Acc Balance Reports Msg History Configure Exit

**Spider SMS - Employee**

Administrator

First Name:  User ID:   
Last Name:  Password:   
Known As:  Admin

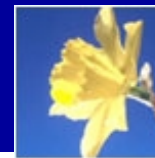
Phone:   
Mobile:   
Pager:   
E-mail:

Address:   
Address2:   
Town:   
Postcode:

Employee ID:

Save Close

Upd: 35s A:17 F:7 J:16 Q:0 ID:1 15:03



## Add / Update Contacts

On the contacts screen you can manage your contacts and their details, and set whom they escalate to.

To assign a 'Company' or 'Company Location' to the contact, simply select that company/location from the two drop down menus. If there are no companies/locations in the list it will give you the option to add one.

To set up escalation you set from a drop down menu from the contacts screen. Which can be set via the admin menu. You simply select who the escalated party is by selecting their name from the drop down menu. Once you have made your changes simply select the save option.

**Spider SMS System**

File Search

Send Msgs Send Now! Customers Users Acc Balance Reports Msg History Configure Exit

**Spider SMS - Contacts**

- Alex, @ Rocket
- Boyce, Emma
- Boyce, Sonia
- Cochrane, Justin
- Ellis, Shafeek
- Number, Dead
- Overland, Laura
- Own, Phone
- Ward, Rebecca

Company: [dropdown]  
 Location: [dropdown]  
 First Name: [text]  
 Last Name: [text]  
 Phone: [text]  
 Mobile: [text]  
 Pager: [text]  
 E-mail: [text]  
 Escalate To: [dropdown]  
 Contact ID: {54CCF728-FCAD-4420-BC75-AD4B6F40282E}  
 Delete

Save Close

Upd: 21s A:59 F:8 J:58 Q:0 ID:1 14:15



## Check the History Logs

To check the SMS History, from the 'File' menu select the 'History' option this will show you the SMS list of all SMS messages.

The screenshot shows the Spider SMS System application window. The main menu bar includes 'File' and 'Import Data'. The toolbar contains icons for 'Send Msgs', 'Send Now!', 'Customers', 'Users', 'Acc Balance', 'Reports', 'Msg History', 'Configure', and 'Exit'. The 'Msg History' window is open, displaying a table of SMS messages with columns for 'Date Time', 'Mobile', and 'SMS Message'. Below the table is a 'History Filter' section with radio buttons for 'SMS Messages', 'Emails', and 'SMS & Emails'. The 'SMS Messages' filter is selected, and the filter criteria are 'Where Message\_Type='S''. There are buttons for 'Mobile', 'Employee', 'Today', and 'All', along with a 'Close' button. The status bar at the bottom shows 'Upd: 46s', 'A:17 F:7 J:16 Q:0', 'ID:1', and '15:04'.

Date Time	Mobile	SMS Message
27/11/2002 15:44:55	+447984 985679	Test of signature.Powered by SpiderSMS.com
26/11/2002 13:57:59	+447909962710	test thisPowered by SpiderSMS.com
22/11/2002 17:14:11	+447909962710	now going, have a good weekend
22/11/2002 17:13:55	+447909962710	i manually put the harlow centre into the system, so they will need to be alte
22/11/2002 16:22:11	+447909962710	so they are going to use the head office details, until monday when I said ev
22/11/2002 16:21:16	+447909962710	harlow are unable to register, they enter the details but nothig happens, I h
22/11/2002 16:01:04	+447909962710	they are now registering, not buying yet, but they are going to, the whole co
22/11/2002 15:51:19	+447909962710	Harwhich has just come online with spidersms, just yorkshire to go
22/11/2002 14:44:52	+447909962710	Is it still working

Here you will be able to keep track of which messages are not being read, you can customise the data, by clicking one of the buttons at the bottom of the screen.

The history window will allow you to read off information such as Employee sending the SMS, mobile number, the message content, its status and how many escalations, etc.