



MEDIFE HOUSE, 58/60 Broad Street, P.O.Box 9310, Lagos, NIGERIA.  
**Tel:** +234 (0)1 791 6312, **GSM:** +234 (0)803 555 0066  
**Email:** info@textnigeria.com

**Text Nigeria Ltd.**

# Website Guide



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## INTRODUCTION

Dear Registered User,

Following are descriptions of the **TextNigeria** website features and how to use them.

Click on any of the [links](#) in this document as a short cut to the feature you require.

The links are explanatory and you can easily find your way around.

**KEEP A COPY OF THIS MANUAL FOR REFERENCE.**

Thank you for using our website.

Regards,

**TextNigeria**

## 1 WEBSITE FEATURES AND THEIR USES

### **1.1 Send Message to Individual**

This allows the user to send a text message to a single mobile phone.

### **1.2 Send Message to Group**

This allows the user to send a text message to multiple mobile phones. *To use this feature you have to create a Group.*

### **1.3 Send Multiple Messages from File Upload**

This allows the user to upload and send multiple messages to different numbers in a file that has to be uploaded.

### **1.4 Update Your Profile**

This allows the user to change their Personal information, Time Zone, and activate advanced features (*mobile2Group, message scheduling, purge failed numbers*).

### **1.5 Change Sender ID**

This allows the user to change the SENDER ID to show a number or name. Maximum number of character is eleven (11). This includes characters, symbols & spaces. *Default Sender ID is 'TextNigeria'.*

### **1.6 Online Phonebook**

The user can create an online Phonebook that has numbers and names. Numbers can be categorised into different groups (e.g. Family, Staff, Customers, etc).

### **1.7 Upload Online Phonebook**

Users can upload numbers and names to groups in their online phonebook group.

### **1.8 Add individual to Phonebook**

This allows the user to add individual Names and Numbers to the phonebook.

### **1.9 Message History**

Use your Message History to check delivery status. Also to find out who, when and how many messages you have sent.

### **1.10 Credit History**

View history of credits purchased and credits used

## **1.11 Tagline Discount**

Get a 5% Discount by having “-TextNigeria” attached to your message.

## **1.12 [Email to SMS](#)**

Send SMS using your Email Client. You can easily communicate with one person or groups of people while using a familiar interface.

## **1.13 ADVANCED FEATURES**

### **1.13.1 [Mobile2Group](#)**

This allows the user to send messages to groups on their online phonebook from their mobile phone. This feature eliminates the need for internet access.

### **1.13.2 [Purge Failed Numbers](#)**

This allows the user to remove numbers that have failed several times from their phonebook. *Failed numbers are store in a separate group.*

### **1.13.3 [Message Scheduling](#)**

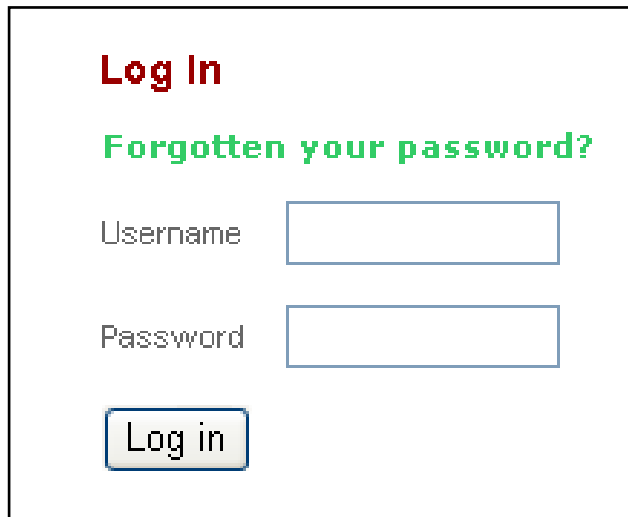
This allows the user to save messages which can be sent out at a specified date and time. *Please remember to set your time zone by 'updating your profile'.*

## 2 LOG IN

**You must be registered before you can log in.**

*(To register click 'Register' on the top-left corner of your home page)*

- 1. Type in your Username and Password**  
*(Passwords & Usernames are CASE SENSITIVE)*
- 2. Click Log in**



The screenshot shows a login form with the following elements:

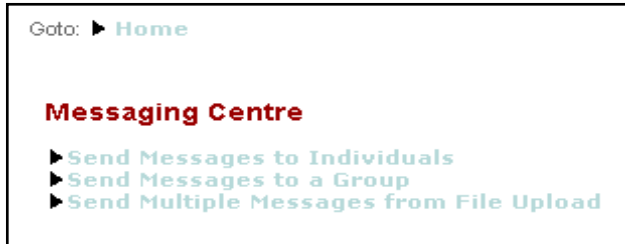
- Log In** (Title)
- [Forgotten your password?](#) (Link)
- Username
- Password
- 

If you forget your password, enter your USERNAME and click '**Forgotten your password?**'

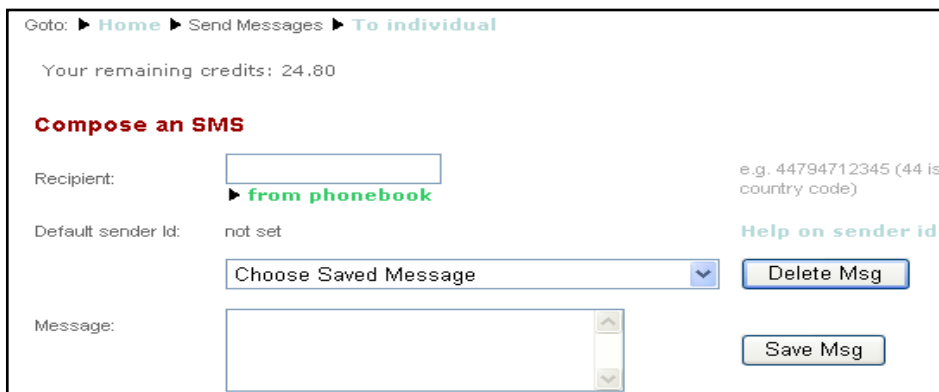
### 3 SENDING TEXT MESSAGE

#### 3.1 Send Messages to Individuals

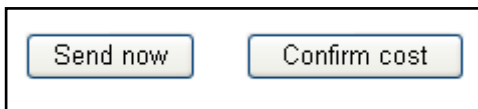
1. On the user home page, under 'Messaging Centre' Click 'Send Messages to Individuals'



2. In the 'Recipient' box type the GSM number (International format – 234803....)



3. Type your message in the 'Message' box. (The counter will decrease as you type showing how many characters you have left)
4. Click 'Send Now' button (bottom of the page)



**YOU CAN ALSO PICK THE NUMBER FROM YOUR ONLINE PHONEBOOK**

- i) You can pick a number from your Online Phonebook by clicking on **from Phonebook** below the Recipient box.

Individuals List			▶ Add new ind
Name	Surname	Cell number	
<input type="checkbox"/> Titi	Egbonwo	2348023177919	
<input type="checkbox"/> Chinedu	Ibekwe	2348023255096	
<input type="checkbox"/> Chijioke	Ononiwu	2348033348480	

- ii) Tick the Recipient and click



- iii) Click 'Continue Composing SMS'.

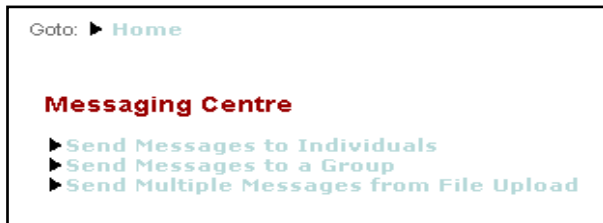
**Other Message Features:**

- Click the Tagline Discount box if you want 5% discount by having "-TextNigeria" attached to the end of your message.
- Click the Send as Unicode box if required.
- Schedule your Message by clicking on the 'Schedule this Message?' Box. You will be required to set the desired date and time

Use tagline discount:	<input type="checkbox"/>
Send as Unicode:	<input type="checkbox"/>
Schedule this message?	<input type="checkbox"/>
Scheduled time	<input type="text" value="2004-12-23 12:11"/> <a href="#">Calendar</a>

### 3.2 Send Message to a Group

1. Under '**Messaging Center**' on your Home Page Click '**Send Messages to a Group**'.

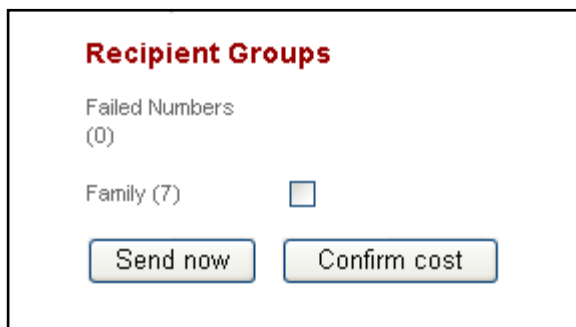


2. Type your message in the '**Message**' box.  
(The counter will decrease as you type showing how many characters you have left)



To personalise the message. Click '**Add name**' and/or '**Add surname**'. (This will show the individual name listed in the phonebook)

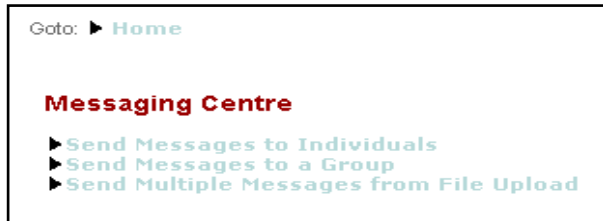
3. Tick the **Recipient Group** that should get the message.



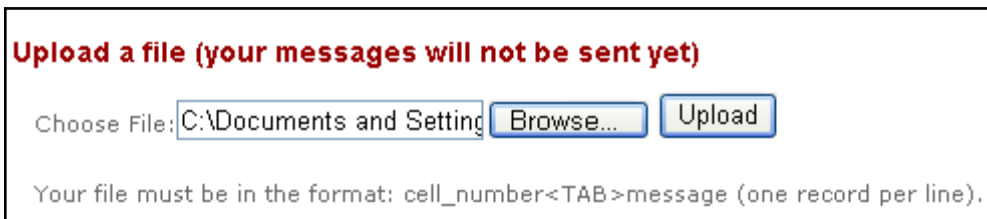
4. Click '**Send now**' button (bottom of the page)

## 4 SEND MULTIPLE MESSAGES FROM FILE UPLOAD

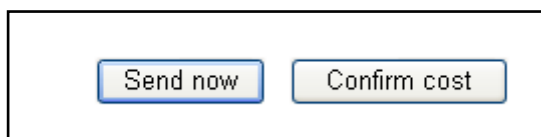
1. On the user Home Page, under '**Messaging Centre**' Click '**Send Multiple Messages from File Upload**'



2. Click 'Browse' to get the file from the saved location.

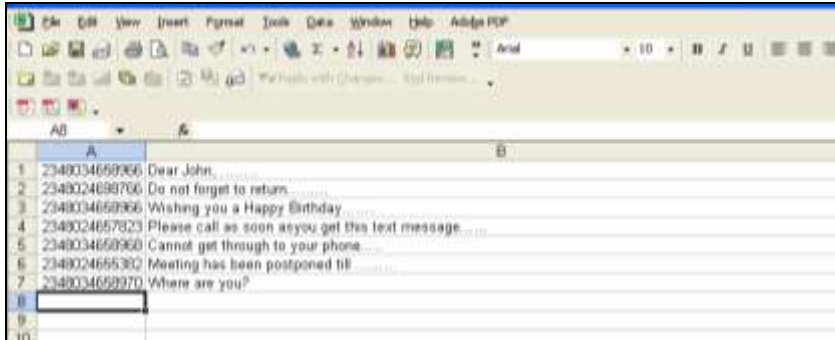


3. Click 'Upload' button to upload the file.
4. Click 'Send now'

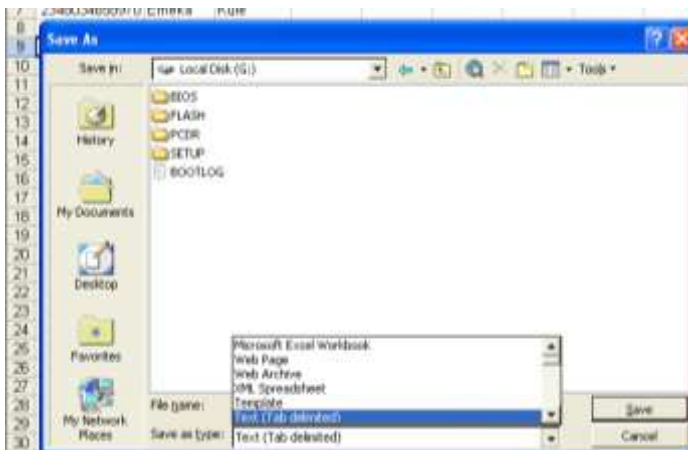


## 4.1 File format for Uploading Multiple Messages

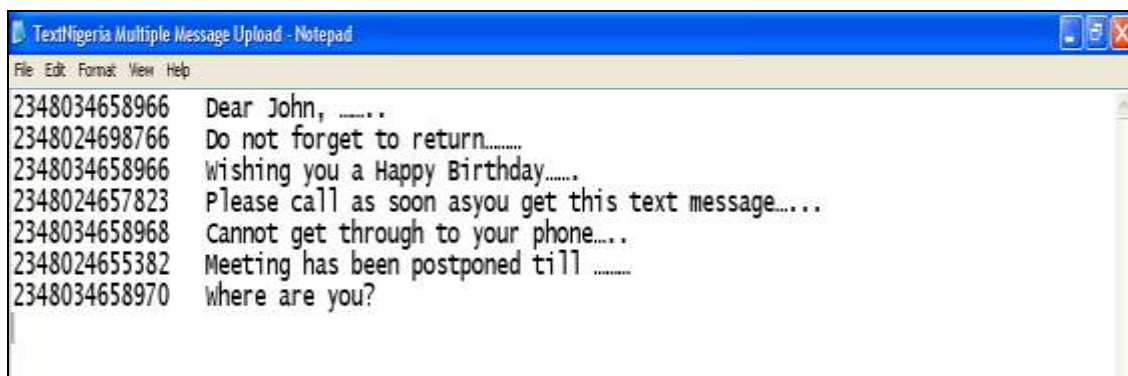
1. Using Microsoft Excel Type Number and Message (*one column for Number another for Message*).



2. Save Excel file as 'Text (Tab Delimited)' Format. *This converts it to the NOTEPAD format needed to upload to your Online Phonebook.*



**Below is an example of the Text (Tab Delimited) Format**



## 5 UPDATE PROFILE

Has your Personal Information changed recently? Want to change your Password, Set TIME ZONE or Activate Advanced Features?

1. On the User Home Page, under 'User Account' click 'Update Your Profile'

**User Account**

Has your user profile changed recently? Want to change your password?

▶ [Update Your Profile](#)  
▶ [Change Sender ID](#)

2. The Edit/Profile Page is displayed. Now you can make changes to the profile, activate the advanced features.

**Advanced Features**

Enabling advanced features below will give you extra options on other parts of the site

Purge failed numbers	<input checked="" type="checkbox"/>	Lets you remove numbers from your phonebook which have received failed status reports a specified number of times.
Scheduling	<input checked="" type="checkbox"/>	For Compose pages, enable the option to specify a future date and time at which your messages will be sent.
Mobile2Group	<input checked="" type="checkbox"/>	Allows you to send a Message to a Group defined in your Phonebook via Mobile Phone (send message to group from your mobile). See your User Home after enabling, for details.

3. You can also change your Time Zone

Time zone

4. Click 'Update' to effect the changes made.

## 6 CREATE ONLINE PHONEBOOK

1. On your Home Page under **Online Phonebook**, Click '**Phonebook Groups**'.

**Online Phonebook**

Keep track of all your contacts and groups. Simply add a contact, or create a group in your Phonebook.

- ▶ Phonebook Groups
- ▶ Phonebook Individuals
- ▶ Phonebook Quickedit
- ▶ Mobile2Group

2. Name the Group in the 'New group' box.

**Phonebook** ▶ Individuals ▶ Quickedit

**Groups**      **New group:**

Group name	Size
<b>Failed Numbers</b> (update)	0
Family	7

3. Click the 'Add' button.



**You can now upload Names and Numbers of the group members ([See Upload Online Phonebook](#)).**

## 7 UPLOAD ONLINE PHONEBOOK

To use this feature you have to create a group ([See Create Online Phonebook](#))

1. Click the name of the New group just added and this will take you to the **'Edit Group'** page.
2. Click **'Upload group members'**

Goto: ▶ Home ▶ Phonebook ▶ Groups ▶ Edit

**Edit Group**

Name:

[Add an individual](#)  
[Upload group members](#)  
[Download group members](#)  
[Delete this group](#)  
[Purge failed numbers](#)

3. Indicate the order your data is arranged.

Cellular number <TAB> First name <TAB> Surname

Cellular number  
Surname  
First name

cellular numbers have either a zero or a country code prepended!  
numbers starting with zero:

4. Click **'Browse'** button to get the NOTEPAD File that has the Names and Numbers.

**Upload group**

Here is an [example file](#).

Excel users: save your Excel file as Text (Tab delimited) - see the [screen shot](#).  
The maximum number of lines your file can contain is 10000.

File to upload:

Format:

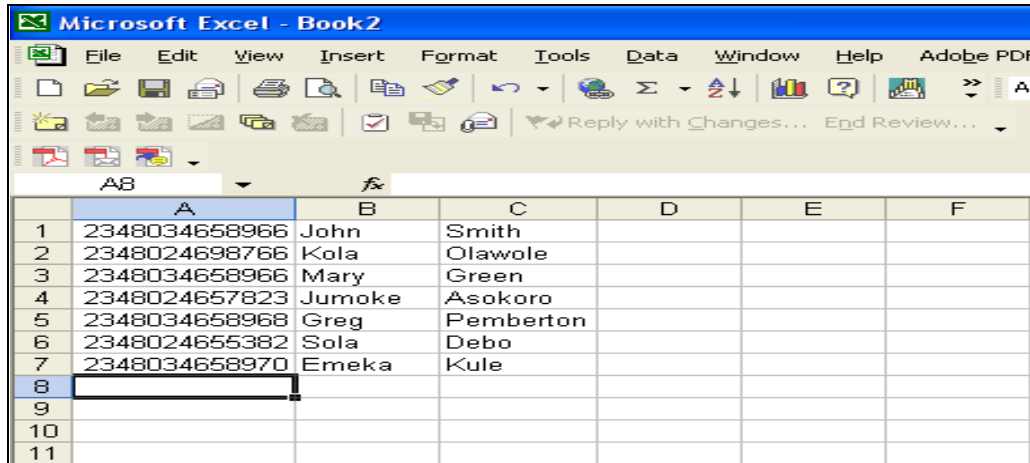
<TAB>  <TAB>

Please make sure your cellular numbers have either a zero or a country code prepended!

5. Click **Upload button**

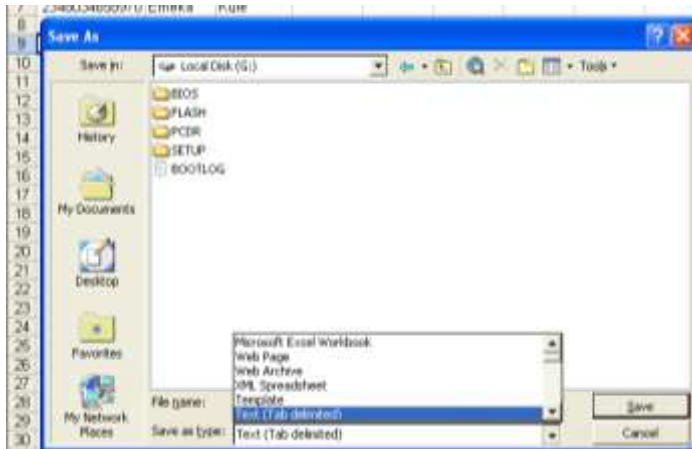
## 7.1 File Format for Uploading Numbers & Names

1. **Type Names & Numbers in Excel (one column for each entry – Number, First Name, Surname).**



	A	B	C	D	E	F
1	2348034658966	John	Smith			
2	2348024698766	Kola	Olawole			
3	2348034658966	Mary	Green			
4	2348024657823	Jumoke	Asokoro			
5	2348034658968	Greg	Pemberton			
6	2348024655382	Sola	Debo			
7	2348034658970	Emeka	Kule			
8						
9						
10						
11						

2. **Save Excel file as 'Text (Tab Delimited)' Format. This converts it to the NOTEPAD format needed to upload to your Online Phonebook.**



Below is an example of the Text (Tab Delimited) Format



2348034658966	John	Smith
2348024698766	Kola	Olawole
2348034658966	Mary	Green
2348024657823	Jumoke	Asokoro
2348034658968	Greg	Pemberton
2348024655382	Sola	Debo
2348034658970	Emeka	Kule

3. **Your file is now ready to be uploaded to a group on your Online Phonebook.**

## 8 ADD INDIVIDUAL TO PHONEBOOK

1. On your User Home Page under '**Online Phonebook**', click '**Phonebook Individuals**'.

**Online Phonebook**

Keep track of all your contacts and groups. Simply add a contact, or create a group in your Phonebook.

- ▶ [Phonebook Groups](#)
- ▶ [Phonebook Individuals](#)
- ▶ [Phonebook Quickedit](#)
- ▶ [Mobile2Group](#)

2. Click '**Add new individual**'.

Goto: ▶ [Home](#) ▶ [Phonebook](#) ▶ [Individuals](#)

**Search**

Search for:  in:

**Individuals** [▶ Add new individual](#)  
[▶ Quick Delete](#)

Cell number	Name	Surname
2348023177919	Titi	Egbonwo

3. Fill the blanks.

**Add an individual**

First Name:

Surname:

Cell number:

4. Click '**Add Individual**' button

## 9 MESSAGE HISTORY

### 9.1 View message history

1. On the user Home Page under '**Message History**' click '**View message history**'

**Message History**

Use your Message History to find out to whom, when and how many messages you have sent.

- ▶ **View message history**
- ▶ **Download message history**
- ▶ **Scheduled messages**

2. The '**Message history**' page is displayed. It has the date, time and the number of recipients.

Goto: ▶ [Home](#) ▶ [Message History](#)

**Message history**

Time sent (GMT+2)	Recipients	
2004-12-28 15:46:54	1	<a href="#">Details</a>

Records: 1      Pages: 1

Note: Message History is only kept for one month.

3. Click '**Details**' for more on a particular message.

**Message History Detail**

<b>Time submitted (GMT+2)</b>	2004-12-23 13:14:17
<b>Message</b>	58/60 Medife House. Broad Street. Just next
<b>Sender</b>	TextNigeria
<b>Total credits</b>	0.85
<b>Status statistics</b>	

Recipient	Status	Credits	Completed time
2348038056109	Delivered to mobile	0.85	

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## 9.2 Download Message history

1. On the user Home Page under '**Message History**' Click '**Download message history**'

**Message History**

Use your Message History to find out to whom, when and how many messages you have sent.

- ▶ **View message history**
- ▶ **Download message history**
- ▶ **Scheduled messages**

2. On the History Download page, select the Start date and End date.

**Message History Download**

Start date:

End date:

Standard fields: created time, msisdn (recipient number), status code

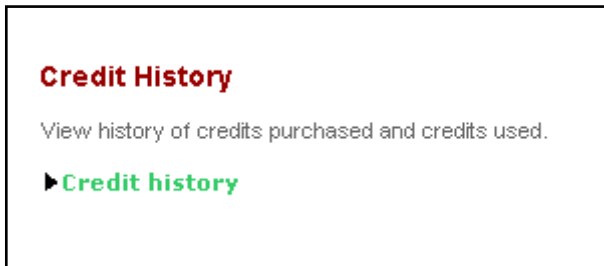
**Optional fields**

Credits	<input type="checkbox"/>
Sender	<input type="checkbox"/>
Message body	<input type="checkbox"/>
Completed time	<input type="checkbox"/>
Source Id	<input type="checkbox"/>

3. Tick the Optional fields as desired.
4. Click '**Generate Download file**'
5. You choose to view the page immediately by clicking '**from here**' or you can save the file for later reference

## 10 CREDIT HISTORY

1. On the user home page, under '**Credit History**', Click '**Credit history**'.

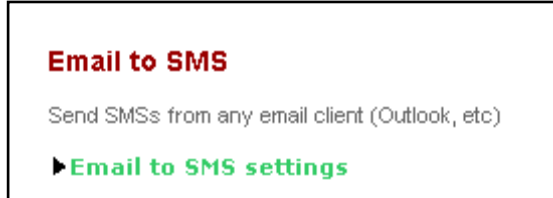


This gives the details of the credit used so far. This includes the date, debits, credit and comments.

<b>Credit History</b>			
Date	Debits	Credits	Comment
2004-12-28	2.55		most recent daily usage
2004-12-23	1.70	0.00	daily usage
2004-12-21	5.10	0.00	daily usage
2004-12-15	0.85	0.00	daily usage
2004-12-13	5.10	0.00	daily usage

## 11 EMAIL TO SMS

1. On the user home page click **Email to SMS**



2. Add the Email address from which you will be sending and a password.

**Email setup**

Add an email address from which you will be sending, and a password which must appear in the subject of each email you send. You can add more than one email address.

do not use a password here that you use for any other service - especially if using the insecure way of sending! Please also change your password regularly.

SMTP auth id	Email address	Password
	<input type="text"/>	<input type="password"/>
	<input type="text"/>	<input type="password"/>
	<input type="text"/>	<input type="password"/>

To find out how to send messages from your email client, [please read the Help..](#)

3. Click 'Update'.

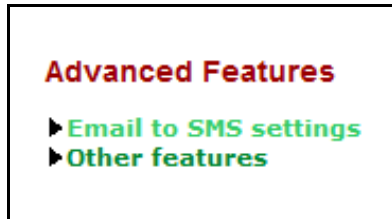
**To find out how to send messages from your email client, please refer to website help. Click on 'please read the Help.'**

To find out how to send messages from your email client, [please read the Help..](#)

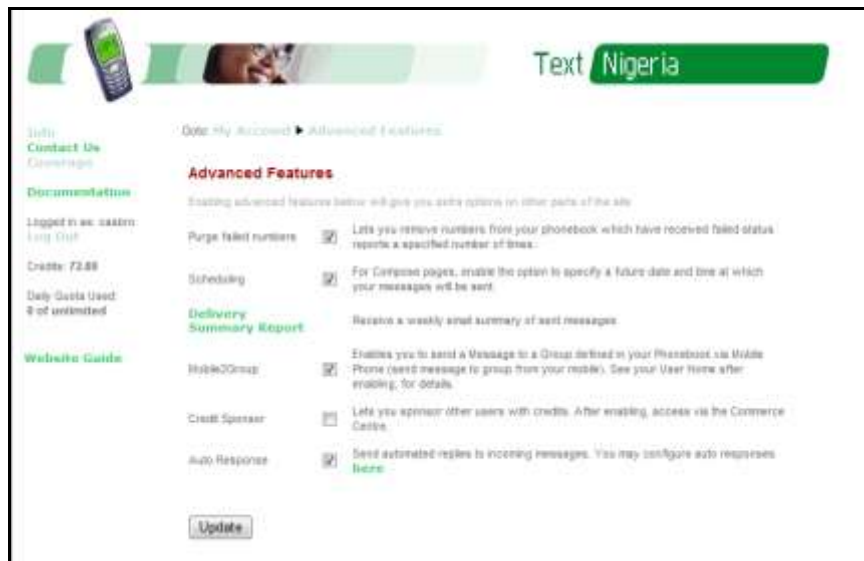
## 12 ACTIVATE ADVANCED FEATURES

**Advanced features must be activated before you can use them.**

- 1. On your Home Page under 'Advanced Features' Click 'Update Your profile'**



- 2. At the bottom of the page, tick the features you want. Then click "Update" button.**



- 3. Go back to your Home Page.**
- 4. Advanced features will now show on your home page**

## 12.1 Mobile2Group

**This feature must be activated before it can be used (See [Activate Advanced Features](#)).**

1. On your Home Page under 'Online Phonebook' Click 'Mobile2Group'



2. Register the GSM phone number (*International format*) you will be using to send messages to your online account. **Only registered numbers will have access to your online account.**

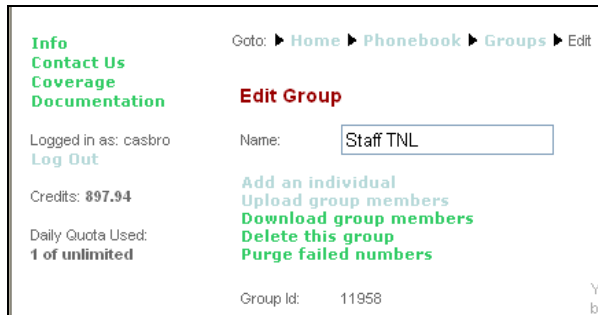
The screenshot shows a web form titled "Allowed mobile numbers". It includes a breadcrumb trail: "Oto: Home > Phonebook > Mobile2Group". The form contains a table with two columns: "Mobile number" and "Name". The first row has the mobile number "2348035550066" and the name "TextNigeria". Below the table is an "Update" button. To the left of the form, there is a sidebar with navigation links: "Info", "Contact Us", "Coverage", and "Documentation". Below these links, it shows "Logged in as: oadbro" and "Log Out". At the bottom of the sidebar, it displays "Credits: 897.94" and "Daily Quota Used: 1 of unlimited".

3. Click 'Update' button.

### 12.1.1 Using Mobile2Group

**All Groups on your Online phonebook have a unique Group ID number.**

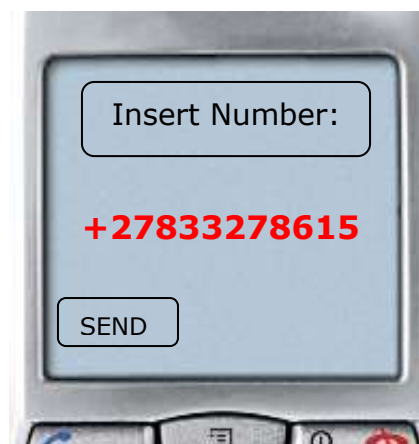
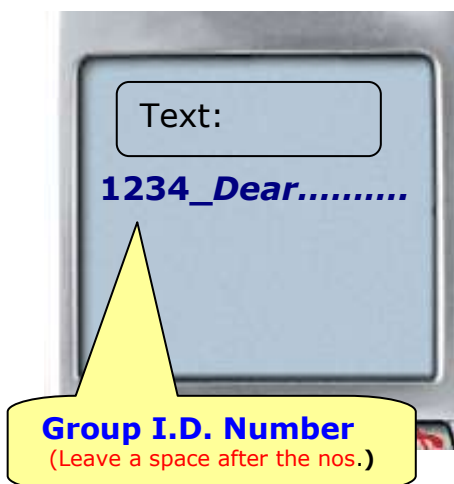
**To get the Group ID number 'click' on the name of the group in your phonebook. Below the name of the Group, you will see the Group ID number.**



**\*Make a note of the groups in your Online Phonebook and their Group ID numbers. These can be saved as a template on your mobile phone.**

- 1. Type the Group I.D. Number you want to send message**
- 2. Leave a space**
- 3. Type the text message you want them to receive**
- 4. Send to text +27833278615**

### Example

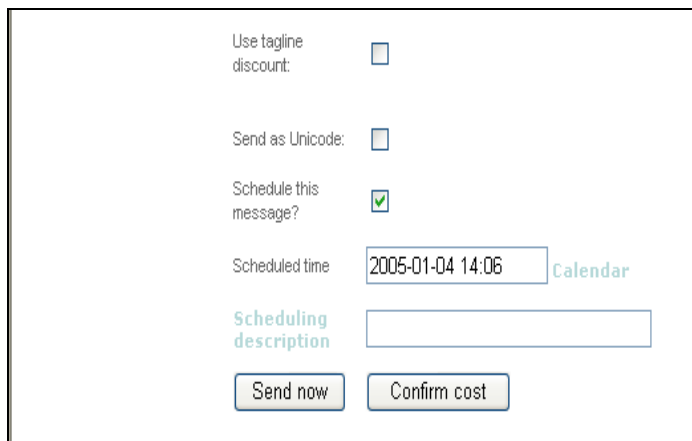


## 12.2 Message Scheduling

### 12.2.1 Using Message Scheduling

**\*CHECK YOUR 'TIME ZONE' IS CORRECT ([See Update Profile](#))**

- 1. Follow the steps 1-3 for sending a message to [Individuals](#) OR [Group](#)**
- 2. Tick 'Schedule this message?'. The date & time will appear in bold.**



Use tagline discount:

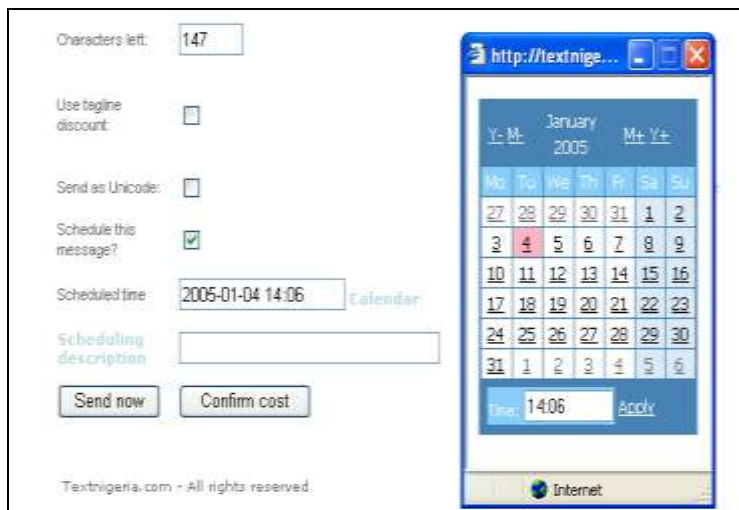
Send as Unicode:

Schedule this message?

Scheduled time: **2005-01-04 14:06** [Calendar](#)

Scheduling description:

- 3. Click 'calendar' .**



Characters left:

Use tagline discount:

Send as Unicode:

Schedule this message?

Scheduled time: **2005-01-04 14:06** [Calendar](#)

Scheduling description:

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Internet

- 4. Set the Date & Time the message should be sent.**



Time: 14:06

- 5. Click 'Apply'**
- 6. Click 'Send Now' button. Message will be sent at the specified time & date.**

## 12.2.2 Viewing Scheduled Messages

1. On the user Home Page under '**Message History**' Click '**Scheduled Messages**'

**Message History**

Use your Message History to find out to whom, when and how many messages you have sent.

- ▶ **View message history**
- ▶ **Download message history**
- ▶ **Scheduled messages**

2. You can view your Scheduled Messages as shown below.

<b>Scheduled messages</b>						
ID	Send time	Total recipients	Credit cost	Description	Created time	Batch ID
	2004-12-29 06:00:00	1	0.85		2004-12-28 17:08:45	16839287

## 12.3 Using Purge Failed Numbers

**This feature must be activated before it can be used (See [Activate Advanced Features](#)).**

1. On the user Home Page under 'Online Phonebook' click 'Phonebook Groups'
2. You will see a group called 'Failed Numbers' Click on 'Update'.

Failed Numbers (update)

3. In the 'Number of failures' box, enter the number of times a number can fail before it is pulled from your phonebook. *All failed numbers are stored under this group.*

<a href="#">Info</a> <a href="#">Contact Us</a> <a href="#">Coverage</a> <a href="#">Documentation</a>	Goto: <a href="#">Home</a> ▶ <a href="#">Phonebook</a> ▶ <a href="#">Groups</a> ▶ <a href="#">Purge failed numbers</a>
Logged in as: muu <a href="#">Log Out</a>	<b>Purge failed numbers</b> <a href="#">▶Clear old numbers</a>
Credits: 9943.52	Remove incorrect numbers from your phonebook: every time we receive a failed status report for a number in your phonebook, we increment a counter (and every time we receive a successful report, we reset the counter to zero). This lets you purge these numbers, in which case they will be removed from all other groups, and be put into a special group.
Daily Quota Used: 0 of unlimited	Number of failures <input type="text" value="5"/> Numbers which have failed this many times or more will be moved to Failed Numbers

4. To purge failed numbers click 'Purge' button

Purge

## 13 BUYING CREDIT (DOMESTIC PAYMENTS)

SMS CREDITS Quantity	PRICE PER CREDIT VAT Inclusive	ACTUAL COST 0.70 Credits
100 - 9,999	N11.00	N7.70
10,000 - 49,999	N10.00	N7.00
50,000+	<a href="#">Contact Us</a>	

\* **Delivery to Nigeria = 0.70 Credit**

\* For other Countries & Costs click on [Coverage](#) (top-left)

### Payment Method

13.1.1.1 **Payments can be made at any UBA Plc. Branch**

**Account Name : Text Nigeria Ltd.**

**A/c Number : 00930030000872**

- **Write your *USERNAME* on the deposit slip.**
- **Send Email to [sales@textnigeria.com](mailto:sales@textnigeria.com)**
- **Please allow 2 (two) working days for processing.**

Payments by Cheque or Bank Draft shall be credited after funds have cleared.

## 14 Contact Information



*..... the World is a text away*

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**For further information, please do not hesitate to contact us.**

**GSM: +234 (0)803 555 0066**

**Tel: +234 (0)1-791 6312**

**Email (*information*): [info@textnigeria.com](mailto:info@textnigeria.com)**

**Email (*Sales*): [sales@textnigeria.com](mailto:sales@textnigeria.com)**

**Email (*support*): [support@textnigeria.com](mailto:support@textnigeria.com)**