text²reach
communications

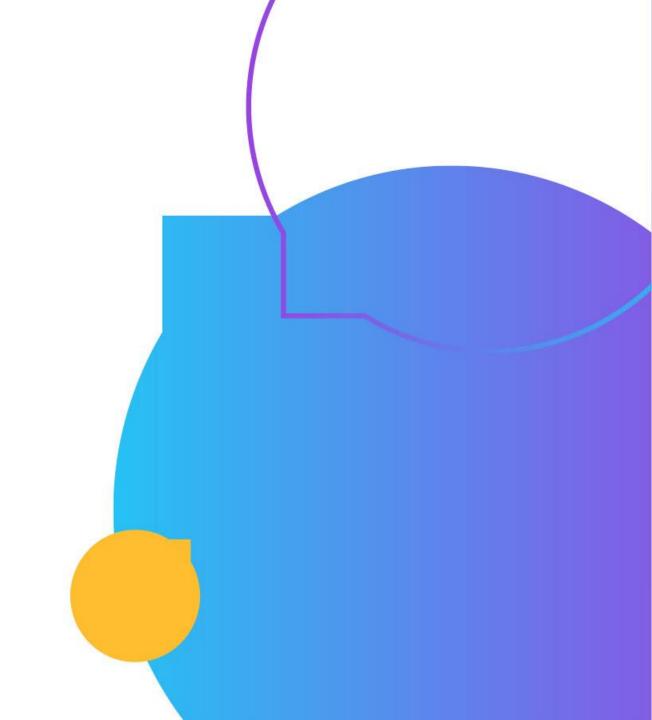## USER MANUAL

SIGN UP

Press SIGN UP and create your profile in the Text2reach system. Enter the following personal:
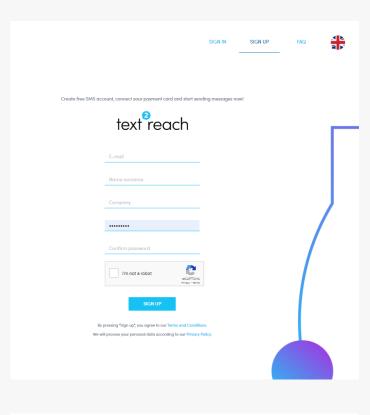
- E-mail
- Name Surname
- Company
- Password

Prove that you are not a robot.

SIGN IN

You will receive a verification link in your e-mail. In order to finalize your registration, click on the link. You will be sent to our SIGN IN page.

In order to sign in using our registered e-mail address and a temporary password that was sent to your e-mail. Change the password in your profile as soon as you log in, because the temporary password is valid for 30 minutes.
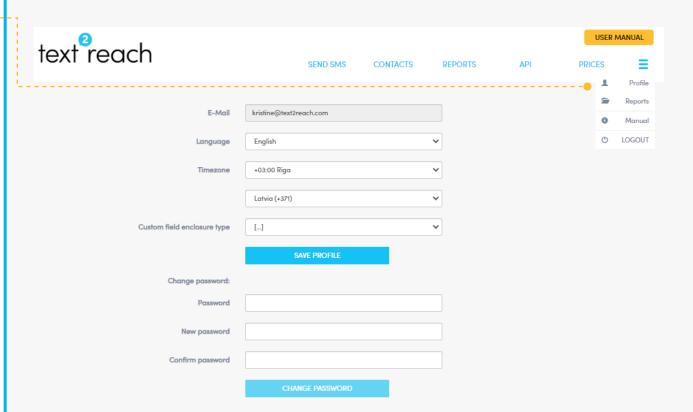
PROFILE

Press "Profile" to review/modify your profile settings using a drop-down menu.

1. Your e-mail is registered in our system when you sign up for **my.text2reach.com** account. In case you are willing to change your e-mail, please, contact us via support@text2reach and we will advise you on the steps required.

2. Our interface is available in English, Latvian, Russian, German, and Polish languages.

3. The system identifies the time zone and country code during your registration process. You can change both settings in your profile if needed. If you send your SMS without indicating a specific country code, the system will apply the country code from your profile. By default, the country code is Latvia (+371).

4. Define the preferred "Custom field enclosure type" in order to make data upload more accurate.

5. Change password when such a necessity occurs. We recommend changing your password once a month.
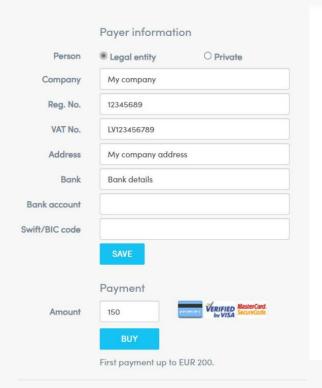
Payment

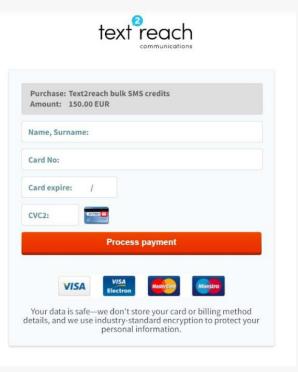Depending on your arrangement with Text2reach, you can get pre-paid or post-paid user profile.

1. When registering via our web interface you automatically get assigned to a pre-paid account. Your Sender ID is [the company you have registered, demo]. Put payment Amount and press "BUY". Fill in your card details and press "Process payment". Please note the following points when topping up your account:
    *   In order to have a custom sender ID, top up your account with at least EUR 5 at once (separate payments of small sums do not count).
    *   Your first top-up cannot exceed EUR 200.
    *   Sending the same text, sender, to the same mobile number within 5min repeatedly triggers flood filter. Such text messages are blocked by the system and are not sent out.
    *   In case you do multiple unsuccessful payment attempts, your profile is blocked.

Resolve any issues above via **support@text2reach.com**

2. Post-paid agreement is signed between signatories of both parties, listing the top countries with respective prices. Out-of-scope destinations are priced in line with the price list available on **www.text2reach.com**

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USER MANUAL   Company demo   ACCOUNT BALANCE: 498.194 €

SEND SMS   CONTACTS   REPORTS   API   PRICES

Payer information

Person   ● Legal entity   ○ Private

Company   My company

Reg. No.   12345689

VAT No.   LV123456789

Address   My company address

Bank   Bank details

Bank account

Swift/BIC code

SAVE

Payment

Amount   150   VERIFIED by VISA   MasterCard. SecureCode.

BUY

First payment up to EUR 200.

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Purchase: Text2reach bulk SMS credits
Amount: 150.00 EUR

Name, Surname:

Card No:

Card expire: /

CVC2:

Process payment

VISA   VISA Electron   MasterCard   Maestro

Your data is safe—we don't store your card or billing method details, and we use industry-standard encryption to protect your personal information.
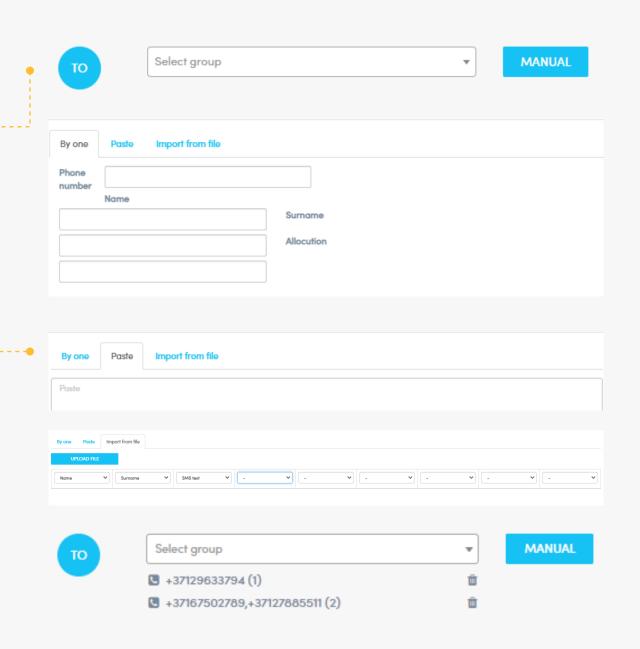
SEND SMS: TO

Create your SMS campaign or send single SMS to your recipients. There are several possible data input options available in the system.

1. Select a pre-created group of contacts from your profile from a drop-down menu (find information about creating contact groups in the "CONTACTS" section).

2. Add contacts manually:
   - **"By one"** – add individual recipients indicating their contact information in the form;
   - **"Paste"** – paste lists of recipient mobile numbers. Make sure the numbers are pasted each in a separate line, with no breaks, as a single phone number.
   - **"Import from file"** – upload your recipients using .xls, xlsx, .txt and .csv formats. When the file is uploaded, define columns by data types. If you add phone numbers without country codes, the system will do it automatically using your default settings.
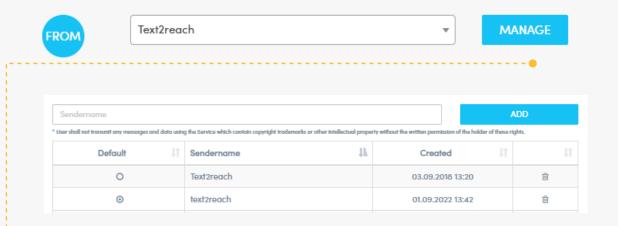

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SEND SMS: FROM

Include your sender's name in the SMS. Usually, it is a company or a brand name. The maximum available length is 11 symbols, including space. Special characters are not allowed. Note, that iPhone automatically removes space in the sender's name.
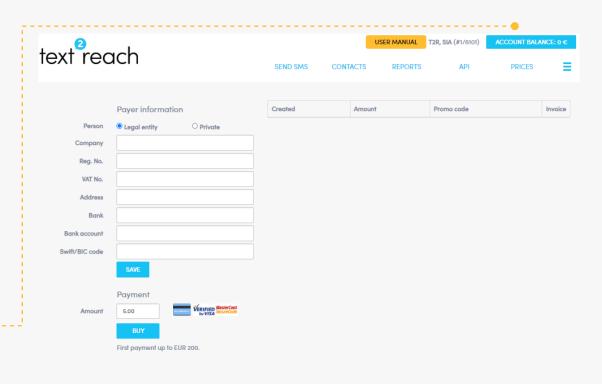
1. "MANAGE" – set up the default sender's name and create additional ones, if needed.
2. By default, the sender name is composed of your company name and "DEMO". You can choose a custom sender name when you do your first top-up. Your first top-up cannot exceed EUR 200.

ACCOUNT BALANCE

1. If you are a legal entity, make sure your complete the entire payment form. In case you are a VAT payer, you will be able to claim VAT.
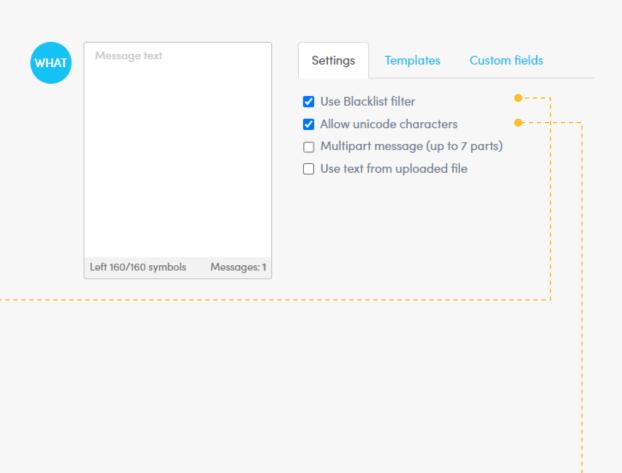2. If you are a private individual, only the "Company Name" is obligatory.

SEND SMS: WHAT

Create content for your SMS. The standard message length is 160 symbols using the Latin alphabet.
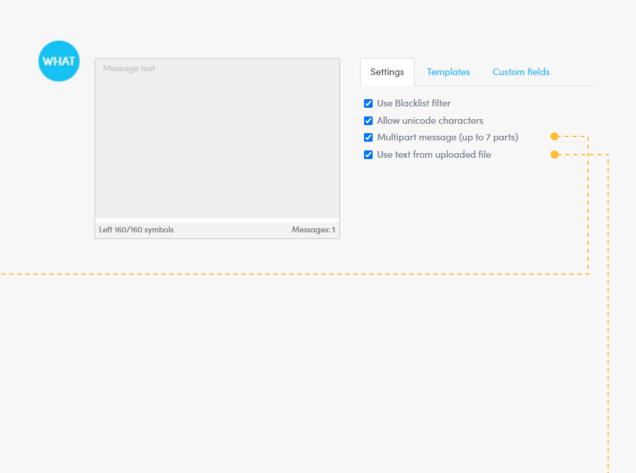
1. "Use Blacklist filter" – exclude recipients of your campaign, that are blacklisted. This feature is on by default. If not needed, unmark it before sending out the campaign (find information about creating contact groups in the "CONTACTS" section).

2. "Allow unicode characters" – allow special characters that are available in different languages (e.g. āēš"). This feature is not on by default. Unless it is turned on, the system automatically removes special characters from the text. Using special characters allows 70 symbols for the first part and 63 symbols for the following parts of your message. Symbol count can be seen on the left bottom corner of the "Message text" window.

WHAT

Message text

Settings   Templates   Custom fields

☑ Use Blacklist filter
☑ Allow unicode characters
☐ Multipart message (up to 7 parts)
☐ Use text from uploaded file

Left 160/160 symbols   Messages: 1

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SEND SMS: WHAT (cont.)

3. "Multipart message (up to 7 parts)" – send longer text messages to your recipients. 1 message can take up to 7 parts. Costs are charged per each individual part. If your SMS should contain more than 1 part, please mark the respective feature. The part count can be seen on the right bottom corner of the "Message text" window. The recipient will receive it as 1 single text message.

4. "Use text from uploaded file" – upload message content from a file. Please mark the respective feature if you have prepared your text in a file. It is possible to send a different text to each user. For such purpose prepare a file with numbers and texts in separate columns. When adding the file, please specify, which column contains phone numbers, and which contains the SMS body.

WHAT

Message text

Left 160/160 symbols   Messages: 1

Settings   Templates   Custom fields

☑ Use Blacklist filter
☑ Allow unicode characters
☑ Multipart message (up to 7 parts)
☑ Use text from uploaded file

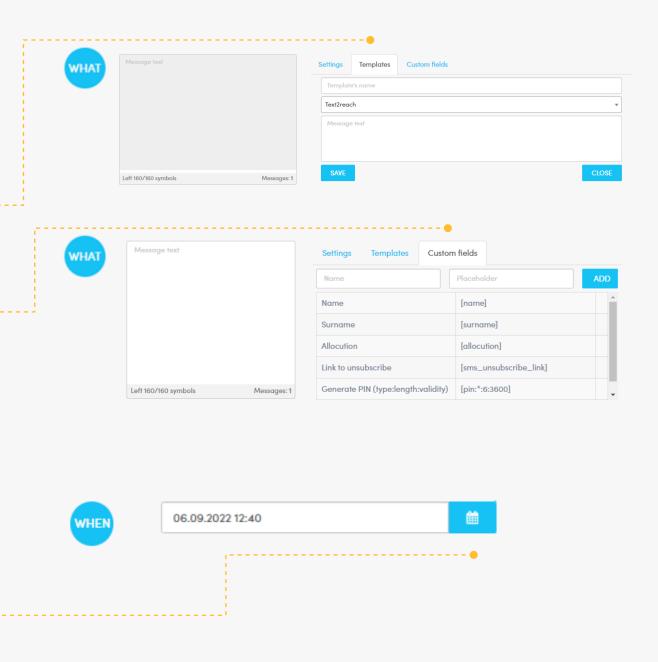text²reach

SEND SMS: WHAT (*cont.*)

5. "Templates" – use pre-defined text for your campaigns, if they are repetitive. For your convenience, there will be no need to type the messages manually each time you are sending it out.

6. "Custom fields" – include personalized information in your text messages, such as Name, Surname, Allocution, Link to unsubscribe, or Generate PIN.

There is an option to add an unsubscribe link. Compose the message text and then click where the link should be inserted. Don't remove the space at the end. The maximum length is 21 symbols, for each user a separately generated/different link.

SEND SMS: WHEN

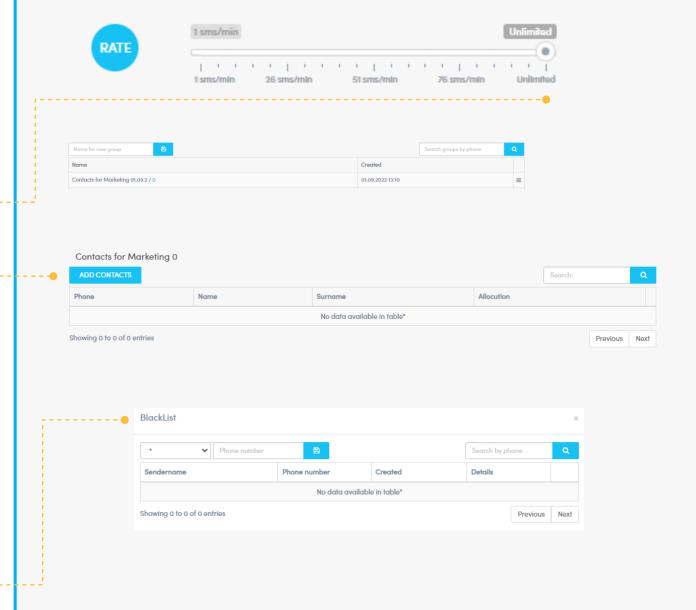By default, the SMS campaign is set to be sent immediately. You can schedule the campaign up to 1 month in advance.

SEND SMS: RATE

Adjust the speed of the text messages when they are being sent out. Choose the most efficient amount of text messages per minute. Note, that we suggest sending a moderate amount per minute in order to avoid overloading call centers.

CONTACTS

Create several contact groups that will be receiving your SMS campaigns.

1. Create a name for your contact group. Save it and it will appear on the top of the contact list table. Press the created list name.
2. Add contacts (more information in the section "SEND SMS: TO").
3. Blacklist certain numbers. BlackList button appears at the bottom of the contact table.

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RATE

1 sms/min   Unlimited

| 1 sms/min | 26 sms/min | 51 sms/min | 76 sms/min | Unlimited |

Name for new group   Search groups by phone

Name	Created
Contacts for Marketing 01.09.2 / 0	01.09.2022 13:10

Contacts for Marketing 0

ADD CONTACTS   Search:

Phone	Name	Surname	Allocution
No data available in table"			

Showing 0 to 0 of 0 entries   Previous Next

BlackList   ×

| * | Phone number | | Search by phone |

Sendername	Phone number	Created	Details
No data available in table"			

Showing 0 to 0 of 0 entries   Previous Next

REPORTS

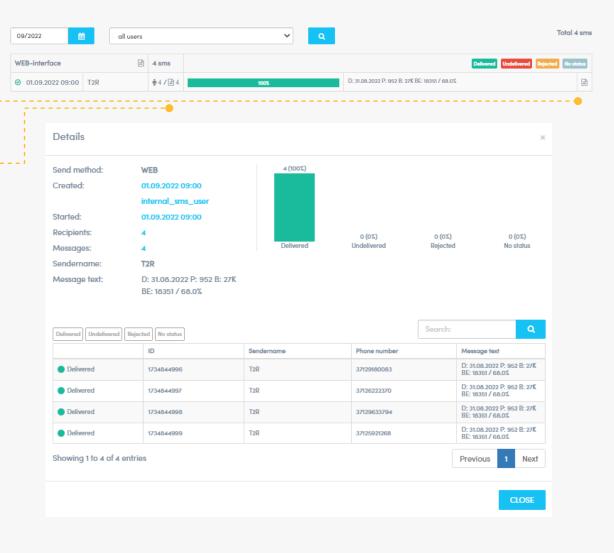Download and review the reports on the SMS campaigns that were sent out.

1. Click on the page icon at the end of the table and save your report in .xlsx or .csv format.
2. Click on the page icon and review statistics online.

API

API key and API specification are available in the top menu.

SEND SMS!

When you are sure that all points above meet your expectations, place your mouse arrow on the "SEND" button and review a short summary of your campaign. If all is correct, press "SEND".

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Contact us:

E-mail: support@text2reach.com
Live chat: www.text2reach.com