User Manual

Mobile SMS Hawk

Web Development Group – New York

Contents

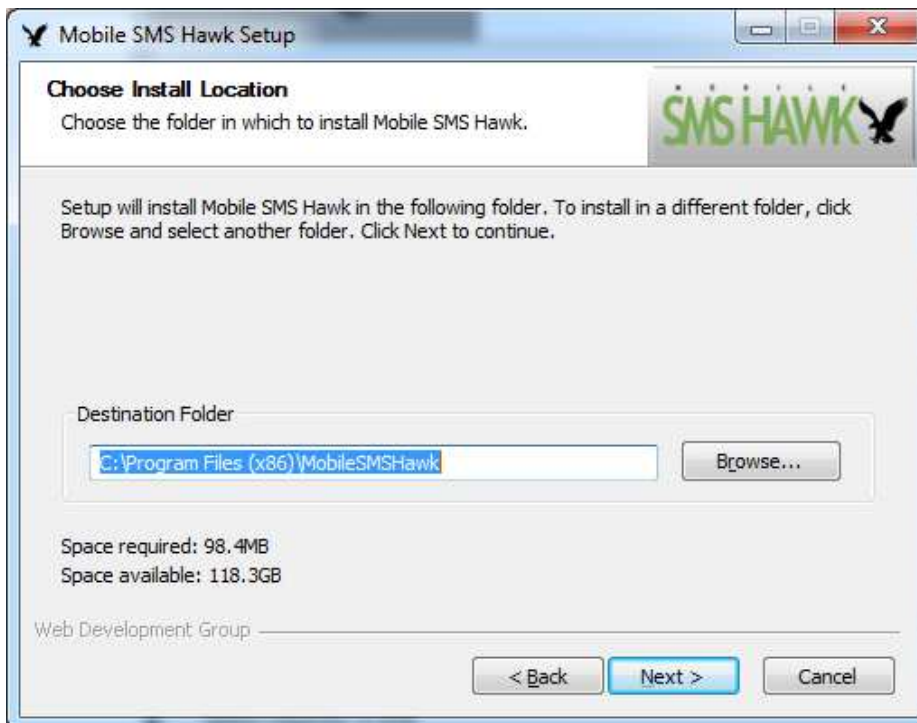# Installation

System requirements

Mobile SMS Hawk software requires following basic computer configuration:

- MS Windows^{TM} XP, MS Windows^{TM} 7
- 512MB of RAM for Windows XP
- 1024MB of RAM for Windows 7
- At least 20 MB of hard disk space
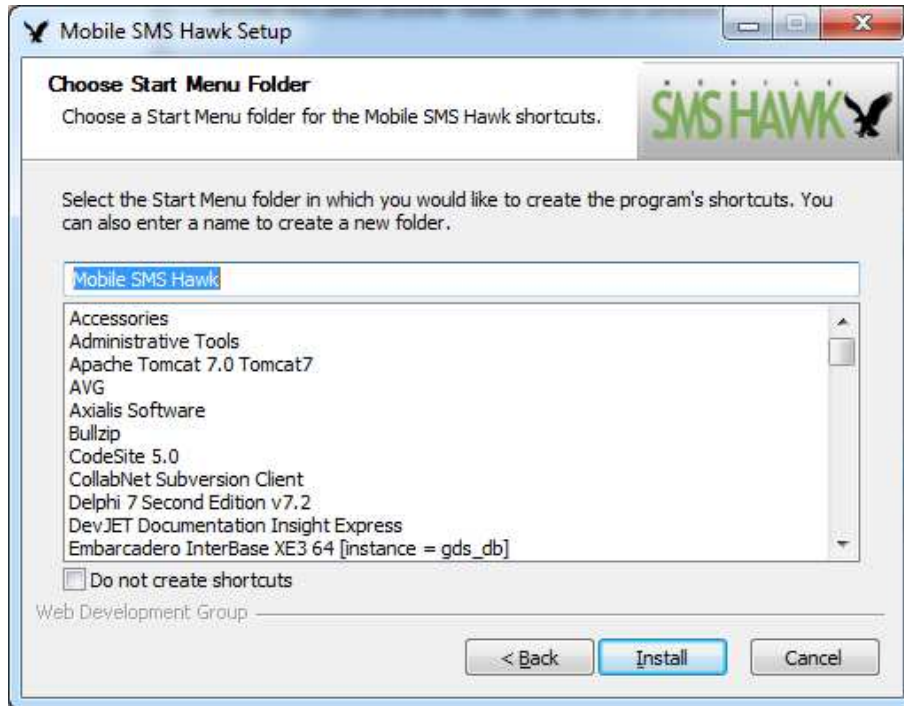- 800*600 pixel screen resolution required, 1024*768 or more recommended

Setup & Installation

Installation of Mobile SMS Hawk is simple and easy. Featuring a standard Windows installer, you need only few steps.

After selecting desired installation directory click "Next" button to continue with the installation process.

After finished installation select "Finish" to start the Mobile SMS Hawk application.

Using Mobile SMS Hawk

Introduction

Main screen of the application by default offers adding new lead contact to the list which will enable us to send SMS message to the lead.

Main screen can be easily divided into 5 section for easier explanation:

1. Recipient list

2. Business report action button

3. Adding of new recipient (contact lead)

4. SMS/MMS message composer

5. Action buttons

Recipient list

This list of contacts is aggregator and manager of all contact leads added to Mobile SMS Hawk. We can easily modify existing contacts information, or remove it from out contact list. This list is managing 4 key parameters for sending SMS/MMS message to contact:

- Contact number (column: Number)

- Contact name (column: Name)

- Contact Email (column: EMail)

- Contact SMS Gateway

Business report action button

With a single click on this button business report windows will be opened. It will be explained further in section "Business report"

Adding new recipient (contact lead)

Using the text boxes for input of the key information for contact lead and pressing the button "Add to recipient list" contact will be added to contact list for further use. Data for the contact will be saved into Mobile SMS Hawk database.

SMS/MMS message composer

In the text box we can write SMS message with length up to 160 characters.

If check box "Save Sent Items" is check prior to sending the message(s) it will be saved into Mobile SMS Hawk DB for review.

Using the action button "Attach image" we can attach image to the message, and with this we are preparing an MMS (Multimedia Messaging Service) message which will be a combination of text and image. Please be advised that sending an MMS message depends on the telecom service provider (gateway) chosen.

SMS/MMS message will be sent to user which have marked check box into the recipient list.

Action buttons

This action buttons enable users to open diverse configuration or utility windows or modules. Those are explained further in this document.
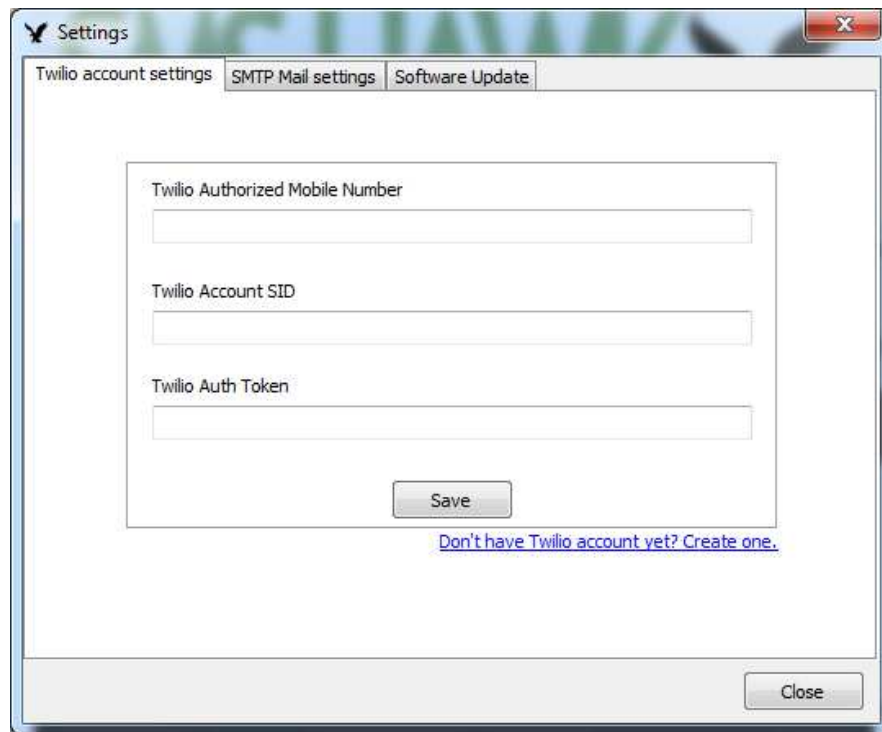
First things first – Configuration of Mobile SMS Hawk

To enable to sending of SMS/MMS messages first we need to configure some parameters to Mobile SMS Hawk.

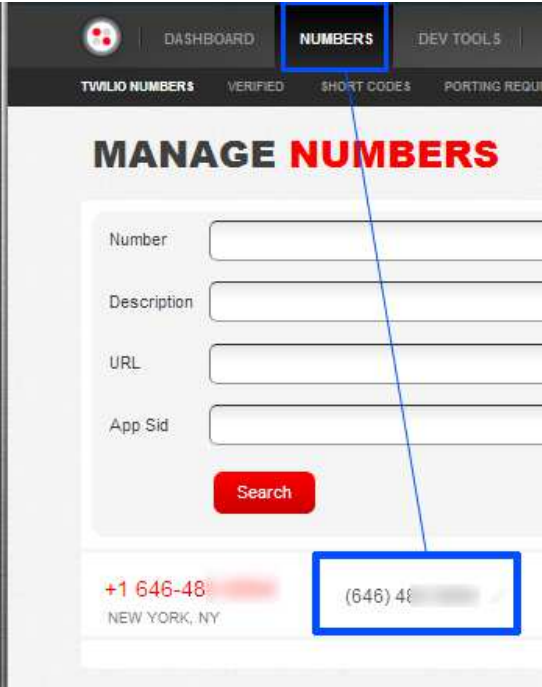Open up the "Settings" window by click on the action button "Settings" on the main form.
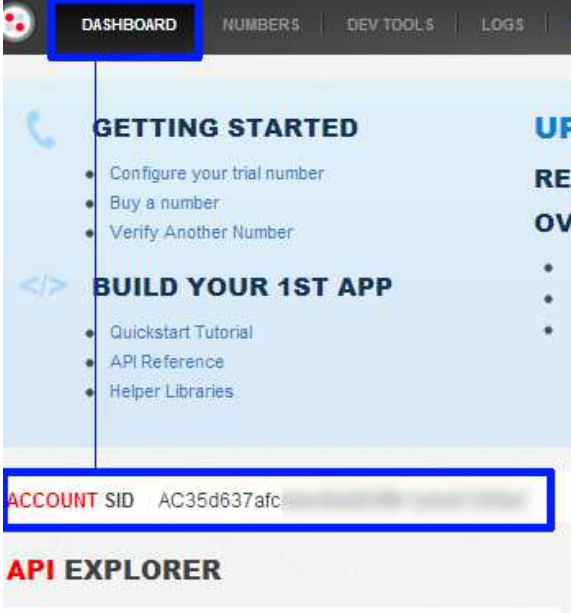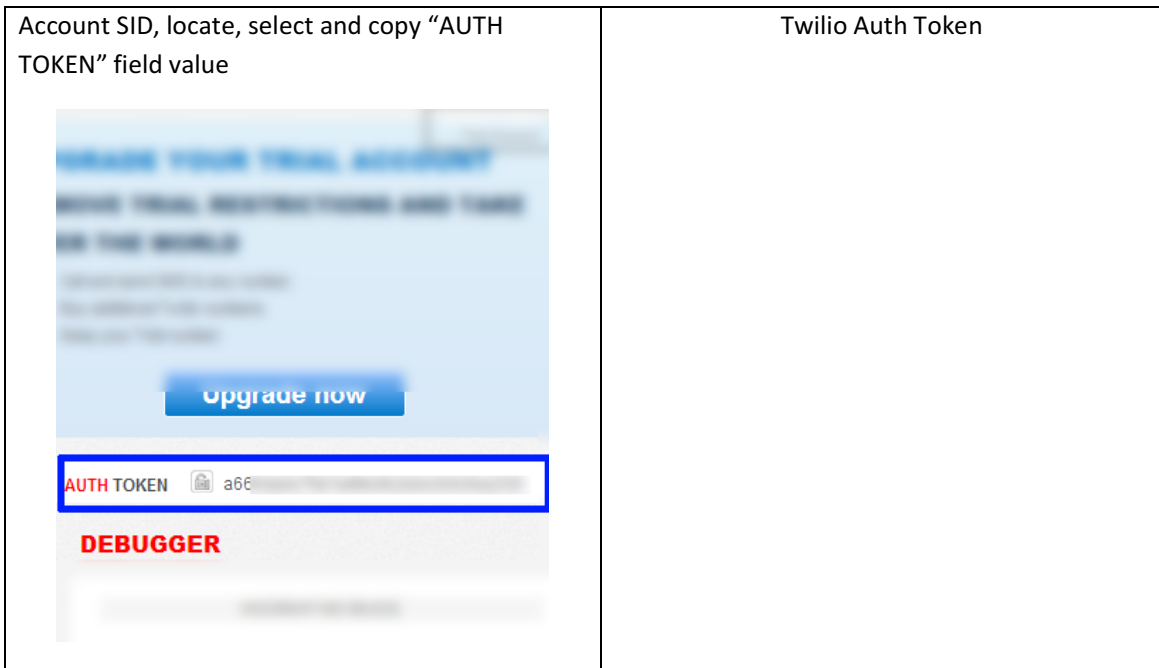

Settings window will be opened

Configure Twilio account

Setting up a Twilio account in Mobile SMS Hawk is easy and fast, all we need to do is copy-paste information from Twilio web site (https://www.twilio.com).
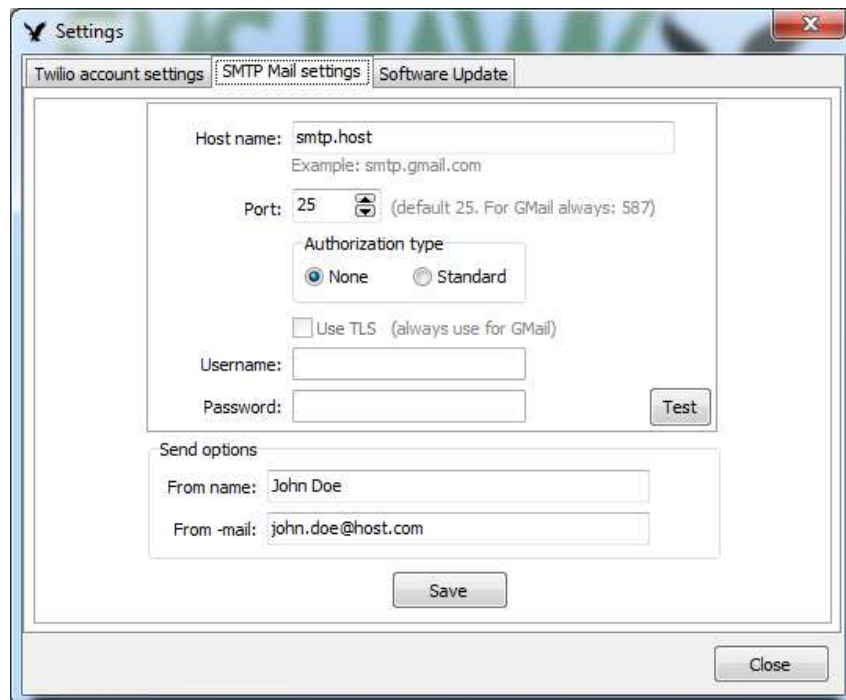
(Proceed to next page)

Twilio web site field	Mobile SMS Hawk field
On the "Numbers" Tab, find your authorized mobile number on Twilio 	Twilio Authorized Mobile Number
On the "DASHBOARD" Tab locate, select and copy the "ACCOUNT SID" field value 	Twilio Account SID
On the "DASHBOARD" Tab, on the right side from	

Account SID, locate, select and copy "AUTH TOKEN" field value	Twilio Auth Token

SMTP Mail settings

Setting up an outgoing mail setting is done using this form.

Fields explanation:

1. Host name
   In this input box SMTP server host is entered. As shown in the example (grey field below the input box) you can use your Gmail account as SMTP server for outgoing mailing.

2. Port

    Default communication port for SMTP is 25, but since it can be set to any available port on the server where mail server is hosted, you will have to write in the exact port on which SMPT server is set. As displayed with the grey text, Gmail uses port 587 for SMTP.

3. Authorization type

    If server needs authentication for sending e-mail messages please select "Standard" in "Authorization type" box. After "Standard" is selected, you will have the option to enter username and password in appropriate input fields. If the server needs "TLS", please check the "Use TLS" check box. For example, Gmail needs TLS for successful mail sending using their SMTP server.

4. Use TLS

    Described in "Authorization type"

5. Username

    Described in "Authorization type"

6. Password

    Described in "Authorization type"

7. Test

    By click on this button, you can test the settings of the SMPT server. Mobile SMS Hawk will try to connect & authenticate using the provided information. Appropriate message for successful or not successful SMTP settings is shown.

8. From name

    In this input box you can specify the name which will be used in the e-mail message, and its value will be shown in the e-mail client of the recipient.
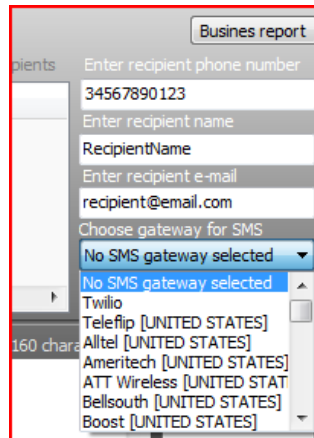
9. From e-mail

    In this input box you can specify the e-mail which will be used in the e-mail message, and its value will be shown in the e-mail client of the recipient.

After saving this data it will be stored into Mobile SMS Hawk configuration settings for further use when replying to leads.
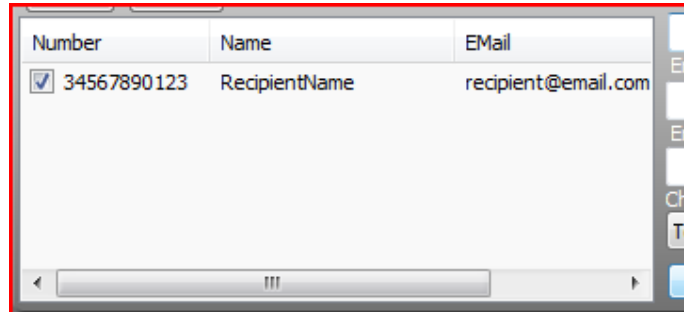
How to send SMS step by step guide

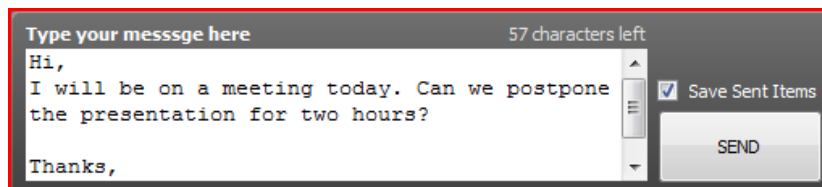1. Insert contact details into required fields for new contact

For gateway, please choose the recipient mobile service provider, or choose Twilio account for sending SMS messages using Twilio service

2. Press "Add to recipient list" button. Contact will be added to the "Recipient list" and it will be checked, so it is ready for sending an SMS to it.

3. Type the message into the SMS message field


4. Click "SEND" button, message will be sent to mobile operator.

Business report

By single click on the button "Business report" on the main screen, window for generating business report for web site will be opened.

Mobile SMS Hawk is providing an excellent web site report generation tool with top 10 points to grade a web site.

Generated report can be sent to the client with a single click.
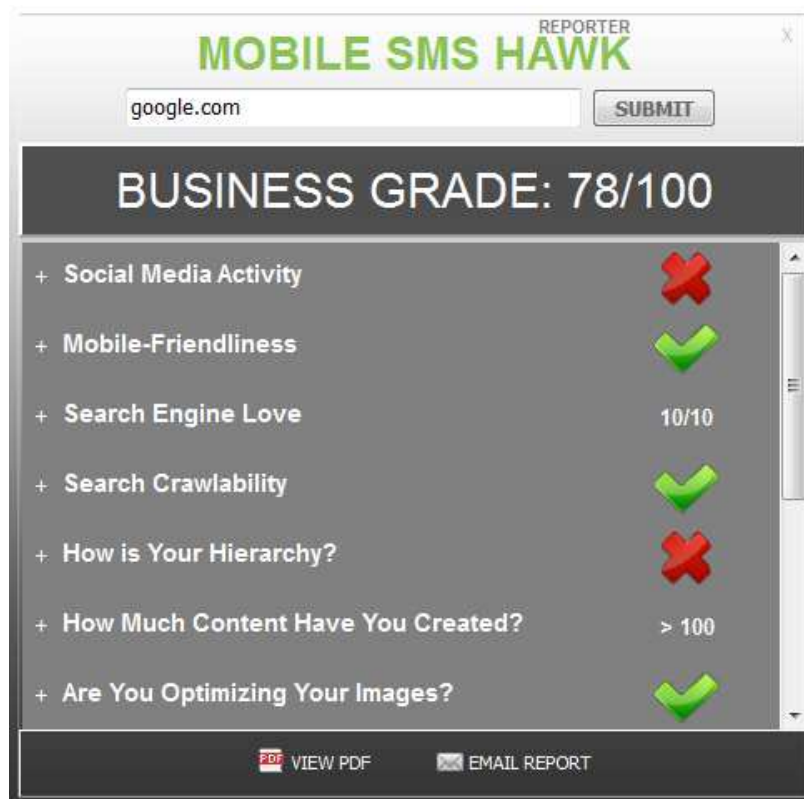
With click on the button "VIEW PDF" report will be exported and opened in PDF viewer.

Using the button "EMAIL REPORT" new window will be opened which will enable you to send the report immediately to some of the contact from the contact list.

You can add custom message to the email and send the mail to the recipient by clicking on the "SEND MAIL" button.

Importing contacts from CSV file

You can easily import contact from MS Excel exported CSV file into Mobile SMS Hawk by clicking the button "Load Contacts File" from the main screen of Mobile SMS Hawk.

When exporting the contacts file from MS Excel please make sure that the structure of the CSV file will follow this important column positions and separator.
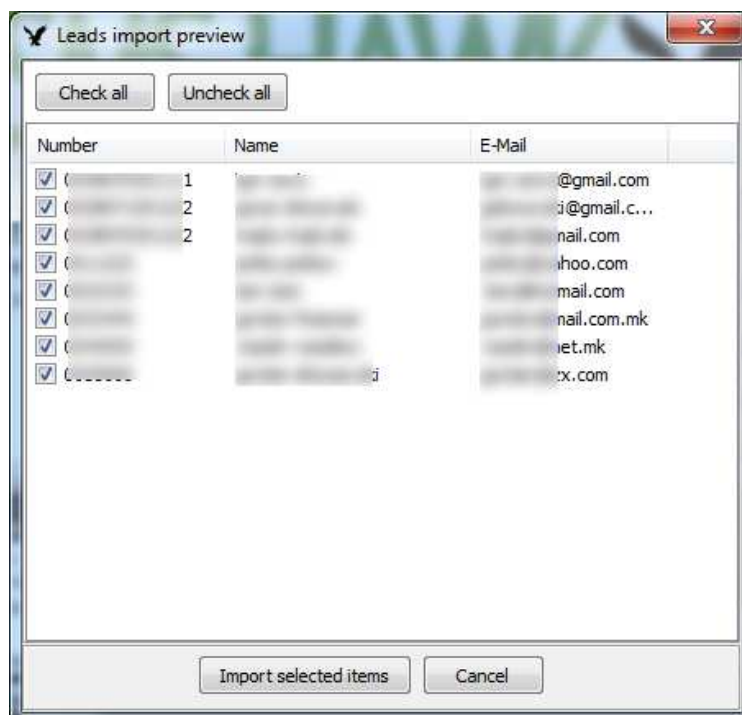
Column order:

1. Number of contact

2. Name of contact

3. EMail of contact

Fileds must be separated by ";" (semicolon)

Example of exported contact list:

```
number;name;email
3456301111;name lastname;myemail@gmail.com
3456301222;second contact;contact@gmail.com
3456731222;third contac;third@gmail.com
```

After file selection dialog, import preview form will be shown.
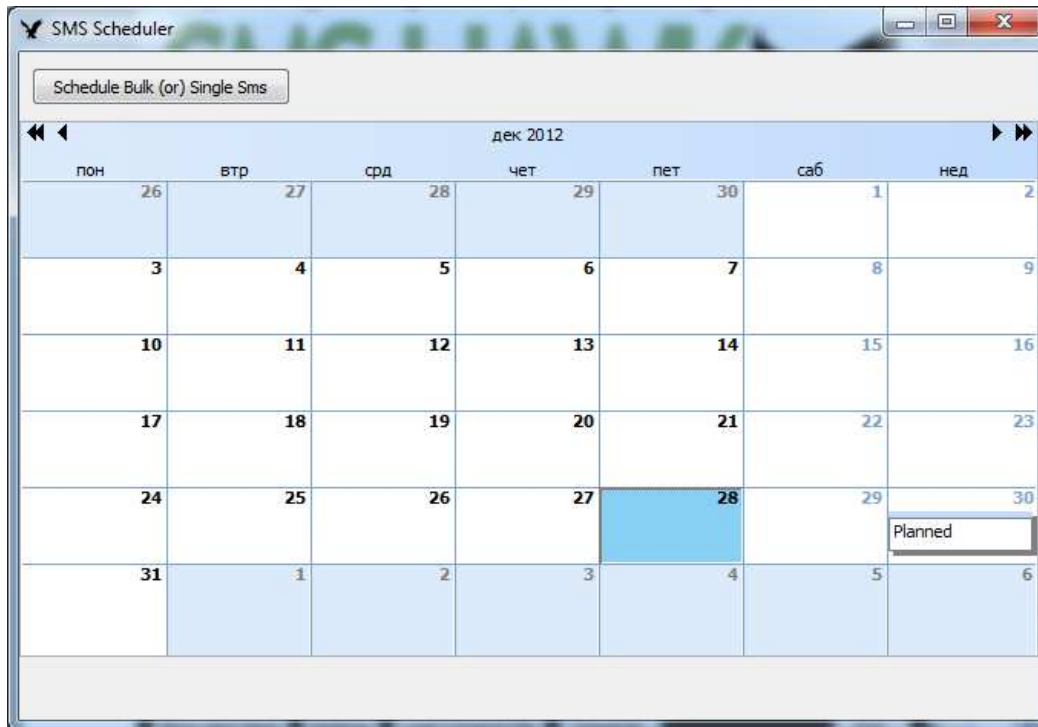
After click on button "Import selected items" data will be saved into Mobile SMS Hawk database for further use.

Scheduler for SMS sending

Mobile SMS Hawk enables you to prepare and schedule an SMS/MMS sending automatically on defined date and time.

Scheduling an SMS/MMS sending can be easily done by selecting a date in the calendar and click on the "Schedule Bulk (or) Single Sms" button, or by "right-click" on the date and click on the menu item.
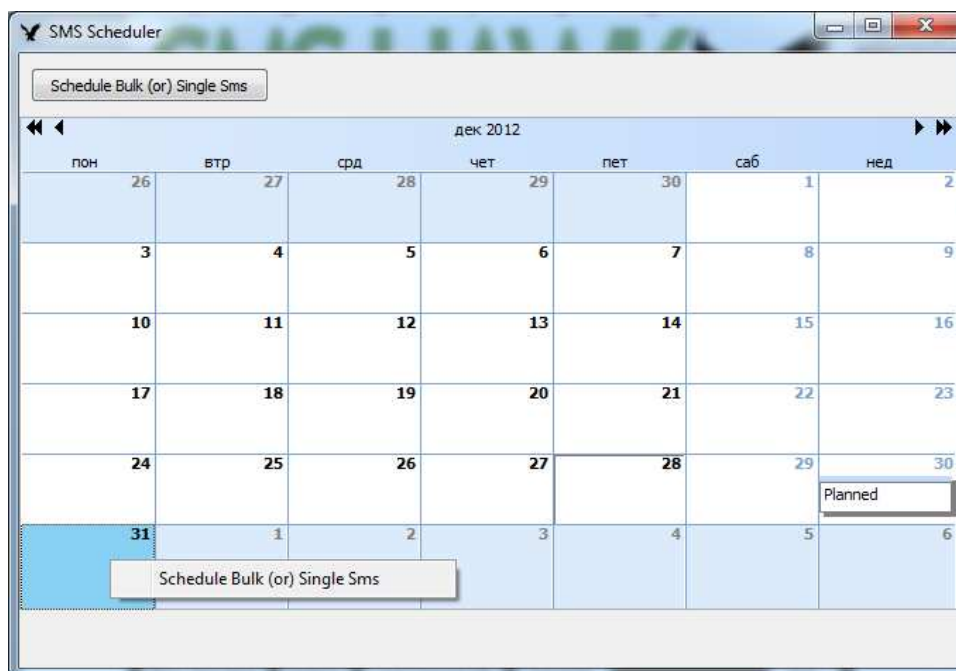
Scheduling the SMS is done using the newly opened window where contacts (recipients) are selected and the SMS/MMS is written.
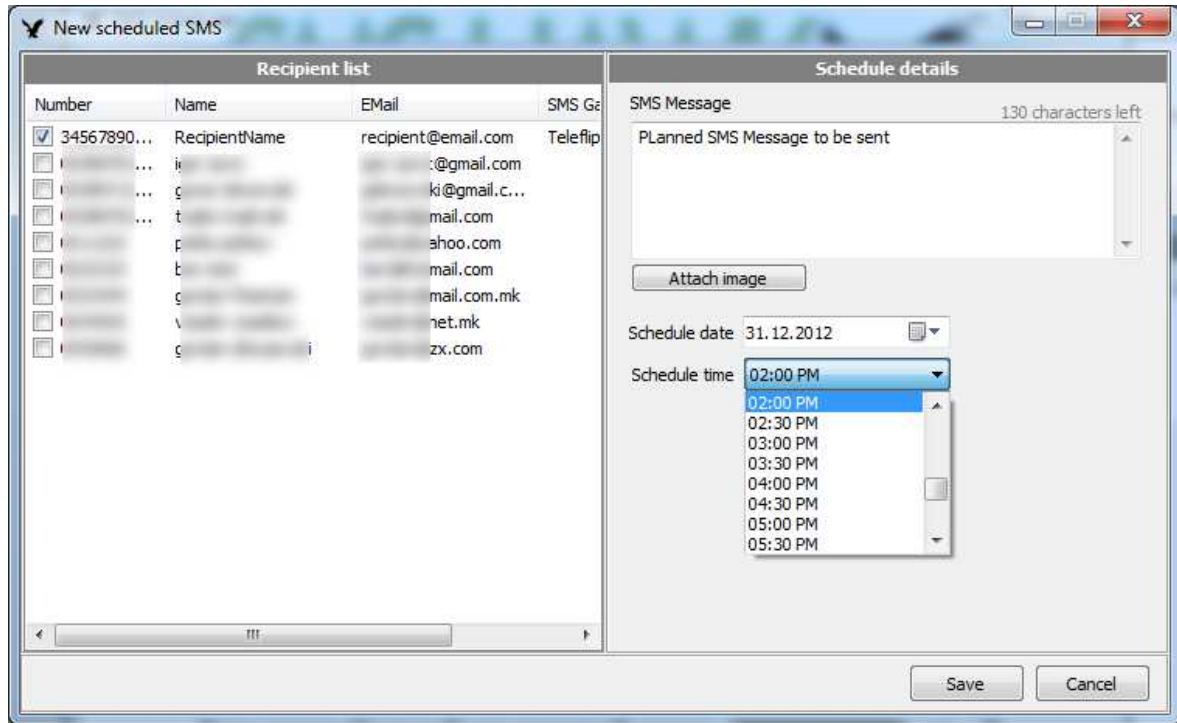

On the left side in the "Recipient list" all the recipients targeted for this SMS/MMS will be checked.

On the right side "Schedule details" SMS message is entered, image attached (for MMS) and schedule date and time are selected.

Upon clicking the "Save" button schedule details will be saved into Mobile SMS Hawk database.

After creating a scheduled item it will be shown in the main calendar view.
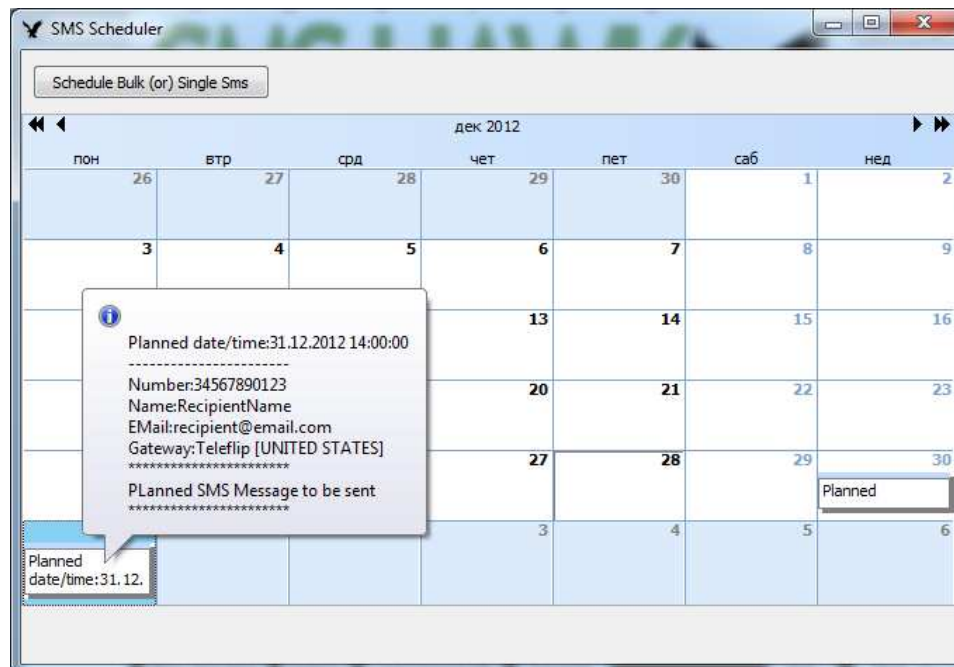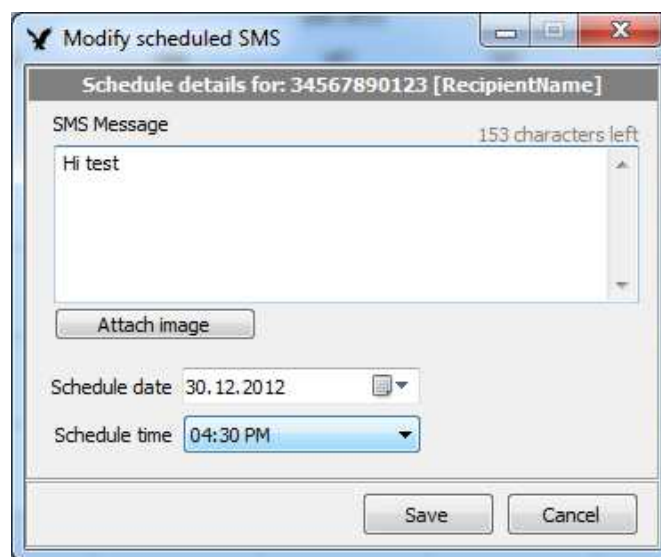
When you point an item with the mouse cursor, hint with scheduled item details will be shown. Also, detail window will be displayed when and scheduled item is double clicked.
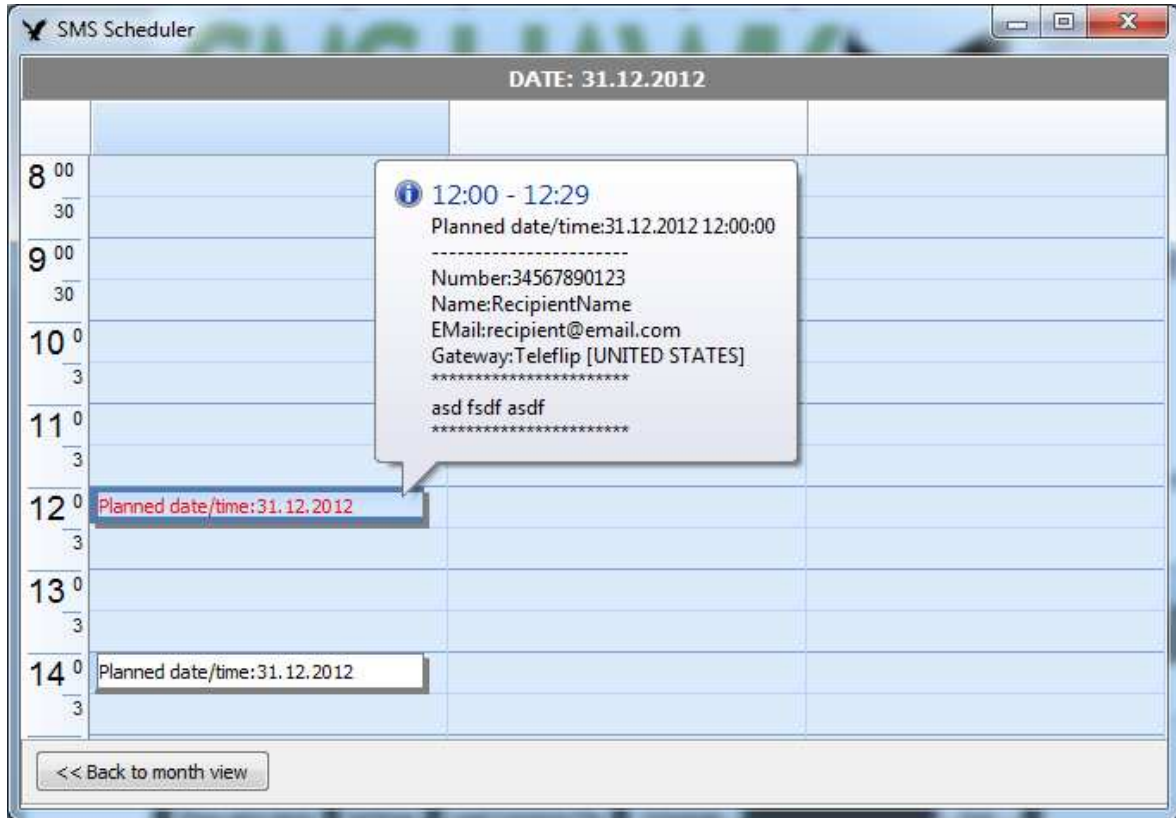
Modifying or deleting a scheduled item is done using the right click of the mouse on the item.
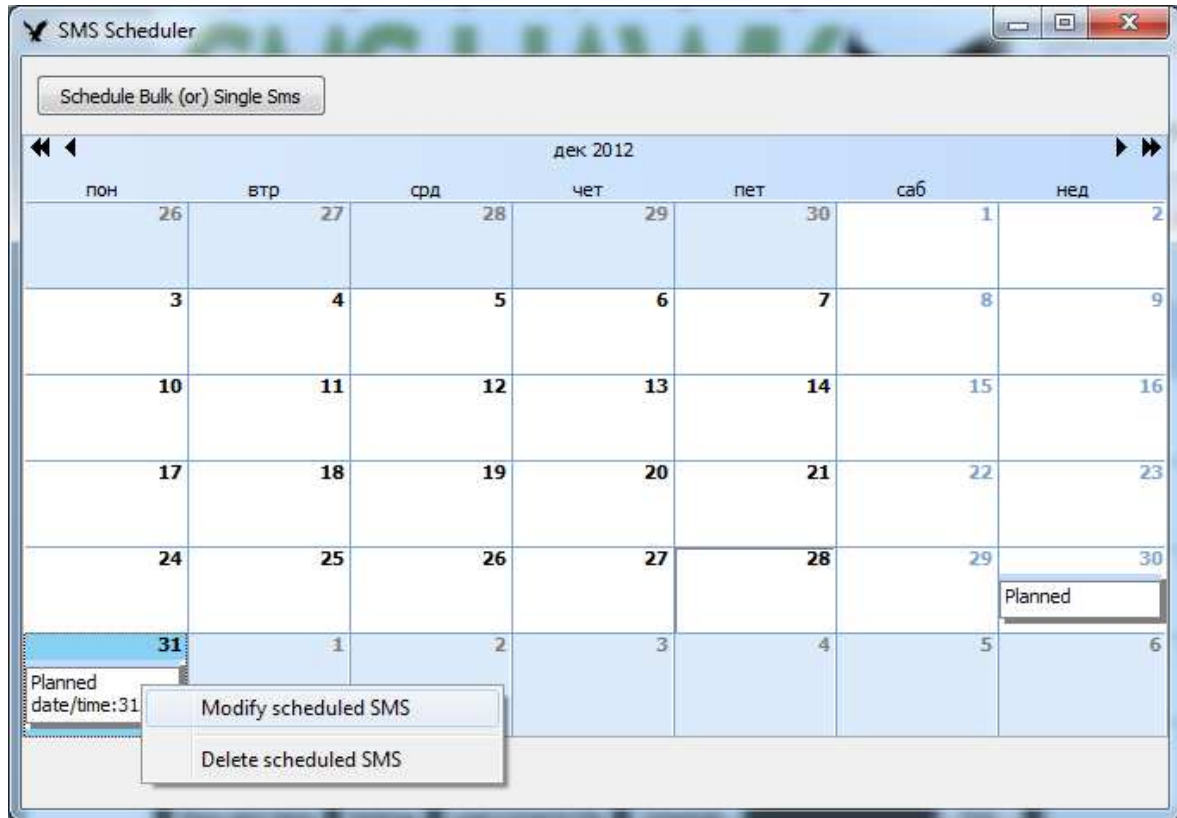
When "Modify scheduled SMS" is clicked, and then window for modifying the scheduled item is opened.

When there are several scheduled items in a single day, in different or in same time, then by double click on the selected day, daily schedule view window will be shown.

By clicking the "Back to month view" screen with monthly view of the scheduled items will be displayed.

Registration and update of the Mobile SMS Hawk

You can register for upcoming updates of Mobile SMS Hawk software by clicking the "Settings" button on the Mobile SMS Hawk main window, then select the "Software Update" tab, and click the "Sign up for updates" button.