



Introduction to Relay Station
processes, procedures and how to
send messages!

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Introduction

These notes will assist you with setting up and running the RelayStation application effectively. They contain detailed instructions and examples of messages which can be used.

Help is provided throughout the RelayStation system wherever you see this icon: 

If you have any queries that are not addressed in this guide, please contact Support Request function on the RelayStation website

Program Access

Open your chosen web browser and type in <http://rs101.co.uk> the following screen and login box will appear



Connect to www.rs101.co.uk

User name:

Password:

Remember my password

OK Cancel


Logging On

Enter your username and password that you have received from support and click OK

RelayStation Overview Screen

The Overview Screen advises you of how much remaining credit is available and how many messages you have sent this week and this month.

This screen also displays any system messages that may affect service.



RelayStation

Delivering Your Message

0845 862 0766


- Overview
- Send Messages
- Message Store
- Address Book
- Manage Account
- Reports
- Support Request
- Manage Help
- Clients Stores
- Reset Password
- Admin Passwords
- Transfer Analysis
- Monitor Controller

Overview

Welcome


You have sent 10 message(s) today.

There is GBP 625.94 remaining credit on your account.

Help is provided throughout the system, wherever you see this icon. 

Click Once to display Help ; click a second time to hide the Help information.

May 17, 2011



click here for
Live Support

ONLINE

All systems are functioning normally. Please contact Support for any assistance you may require.
Dial-in message recording service number is **01980878143**

Recommended Starting Procedure

To allow full functionality of the RelayStation product the following procedure is recommended before commencing.

1. Create your personalised Message Store.
2. Create your personalised Address Book.
3. The Master or RelayStation champion to Create Users.

Send Messages

Click 'Send Messages' from the menu on the left hand side.


Overview
Send Messages
Message Store
Address Book
Manage Account
Reports
Support Request
Manage Help
Clients Stores
Reset Password
Admin Passwords
Transfer Analysis

Overview

Welcome

You have sent 10 message(s) today.

There is GBP 625.94 remaining credit on your account.

Help is provided throughout the system, wherever you see this icon. 
Click Once to display Help ; click a second time to hide the Help information.


May 17, 2011



All systems are functioning normally. Please contact Support for any assistance you may require.
Dial-in message recording service number is **01980878143**

The Send Messages Menu page appears illustrating the 4 ways in which RelayStation allows you to send messages.

Send Message(s)

Please select the most suitable option from those below. 

- Quick Text** : Send a single SMS message only.
- Send SMS** : Send scheduled SMS messages.
- Send One** : Send one message type to recipients from your address book / csv file.
- Send Many** : Send multiple message types to recipients from a csv file.

Continue to **Step 1**

From this screen you can send messages as e-mail, SMS, Fax or Voicemail as one off messages or bulk to a distribution list created in CSV format.

Quick Text

Select 'Quick Text' and click on continue to Step 1.

Quick Text allows you to send a quick single SMS message to one recipient.

Simply enter the recipient's mobile phone number and either type a message in the message box (**You are entitled to 159 characters per message, for longer SMS messages you are entitled to 306 characters for double the cost and 459 for triple. A counter is provided under the box to assist and will inform you should you go over your allocated amount.**), or,

Step 1: Send a single SMS message ?

New Number

Select a stored SMS message or enter a new one.

Select Message ▼

Uncheck Display Name when using Return SMS

Use Display Name

Cancel **Continue to** **Step 4**

Select a message from your [Message Store](#) by clicking the dropdown

Step 3: Send One message type to multiple recipients ?

Select a stored SMS message or enter a new one.

Select Message ▼

- None
- New Message
- RS Welcome
- RelayStation Message

Cancel **Continue to** **Step 4**

Quick Text continued...

If you do not require a return text, place a tick in the 'Use Display Name' box.

The RelayStation system allows you to receive return text messages (you will require the two way communications facility if you wish to receive a reply), if you wish to receive a reply un-tick the 'Use Display Name' box.

Click on Step 4

Step 4: Send a single SMS message ?

Summary

Message Being Sent
1

To Number 07888999666
Display Name

SMS	1	GBP 0.08
Totals	1	GBP 0.08
Current Balance GBP 625.94	Cost GBP 0.08	After Balance GBP 625.86

This screen displays a summary of the amount of messages being sent, their type, the cost and the current and future balance of your account.

Click Send to confirm you wish the message to be sent.

Processing...

Your messages have been received and are now being processed. Please check your reports to view progress. You will be notified of the initial results via E-mail.

It is now safe to close this window.

To log off from the system you must close all currently open browser windows

This screen illustrates that the message has been received by the gateway. **It is not confirmation that the message has been sent or received.** This information is available in the reports section.

Click finish to return to the Send Messages Menu page.

Send SMS

Select 'Send SMS' and click on continue to Step 1.

Please select the most suitable option from those below. ?

Quick Text : Send a single SMS message only.

Send SMS : Send scheduled SMS messages.

Send One : Send one message type to recipients from your address book / csv file.

Send Many : Send multiple message types to recipients from a csv file.

Continue to Step 1

This allows you to send an SMS message to one or more recipients.

Step 1: Send a single SMS message ?

To select recipients for your message move members of the Address Book into the Recipients list.

<div style="border: 1px solid gray; padding: 2px;">Bob - 01264777444</div>	<div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">All ></div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">>>></div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;"><<<</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">< All</div>	<div style="border: 1px solid gray; height: 100px;"></div>
New Number <input style="width: 80%;" type="text"/>		<div style="border: 1px solid gray; padding: 2px; display: inline-block;">Add ^</div>

Continue to Step 2


Cancel

You can either enter a new number and click the 'Add' button or simply highlight a contact from your Address Book and click the >>> to move one or All> to move them all (**Please note that the address book will hold up to 10 names and numbers –if necessary this limit can be increased**).


Once all intended recipients have been entered click 'Continue to Step 2'.

Send SMS continued...

Either type the intended message (**You are entitled to 159 characters per message, for longer SMS messages you are entitled to 306 characters for double the cost and 459 for triple. A counter is provided under the box to assist and will inform you should you go over your allocated amount.**) Or use the Message Store drop down to select a predetermined message.

Step 2: Send a single SMS message 


Select a stored SMS message or enter a new one.

Select Message 

None

message


Click Continue to Step 3 when you have selected the required text.

Step 3: Send a single SMS message 

SMS Advanced Settings

Use Display Name ArchieRS

Please set the times that the message will Start, Pause and Resume.

Start date & time - Please use calendar 

Pause at and Resume at

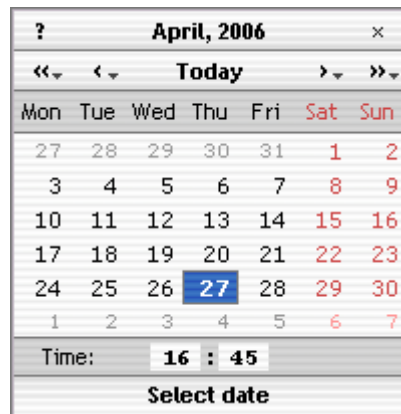
Don't Pause or Resume

This page allows you to select the 'Use Display Name' as described above.

It also allows you to schedule when the message goes out and whether or not you wish to pause sending the messages to be respectful of contacting customers during unsociable hours.

Send SMS Continued...

When using the Start date & time, you must always use the calendar option.



Select the date you require and click the numbers to alter the time. Click to increase the time, hold the 'Shift' key and click to decrease. **The time and date must not be manually overtyped, if it is the message will not be sent.**

If this service is not required simply leave the space next to the calendar symbol empty.

To pause sending out messages, un-tick the box next to 'Don't pause or resume' and select which time you wish to pause sending the message between. This service is useful when sending out a large amount of messages over several days

Please set the times that the message will Start, Pause and Resume.

Start date & time - Please use calendar

Pause at and Resume at

Don't Pause or Resume

When all criteria have been set, click Step 4.

Send SMS Continued...

Step 4: Send a single SMS message			
Summary			
SMS Summary			
Start date & time	Pause	Resume	Display Name
Now	None	None	ArchieRS
Message Being Sent			
Hello this is a test message			
SMS Flash	No		
SMS		1	GBP 0.08
Totals		1	GBP 0.08
Current Balance	Cost	After Balance	
GBP 99.47	GBP 0.08	GBP 99.39	
Cancel		Continue to Send	

This screen displays a summary of the amount of messages being sent, their type, the cost and the current and future balance of your account.

Processing...
Your messages have been received and are now being processed. Please check your reports to view progress. You will be notified of the initial results via E-mail.
It is now safe to close this window.
To log off from the system you must close all currently open browser windows
Finish

This screen illustrates that the message has been received by the gateway. **It is not confirmation that the message has been sent or received.** This information is available in the reports section. An e-mail will be sent to a nominated person confirming the message has been submitted for sending.

Click finish to return to the Send Messages Menu page.

Send One Message Type

Select 'Send One' and click Step 1

Please select the most suitable option from those below. ?

Quick Text : Send a single SMS message only.

Send SMS : Send scheduled SMS messages.

Send One : Send one message type to recipients from your address book / csv file.

Send Many : Send multiple message types to recipients from a csv file.

Continue to **Step 1**

This allows you to send one message type to recipients from your address book or a created CSV file.

You can either enter a new number and click the 'Add' button or simply highlight a contact from your Address Book and click the >>> to move one or All> to move them all.

Step 1: Send One message type to multiple recipients ?

To select recipients for your message move members of the Address Book into the Recipients list.

Bob - 01264777444	All >	
	>>>	
	<<<	
	< All	

New Number **Add ^**

You can also **Select** a stored csv file to use or **Upload** a new csv file to use, instead of or as well as members of the Address Book (above).

Select CSV: v

Upload CSV: **Browse...**

Cancel Continue to **Step 2**

Alternatively you can create a CSV file you wish to use and upload this in the following way.

Send One Message Type continued...

Either type the intended message (**You are entitled to 159 characters per message, for longer SMS messages you are entitled to 306 characters for double the cost and 459 for triple. A counter is provided under the box to assist and will inform you should you go over your allocated amount.**) or use the Message Store drop down to select a predetermined message.

Step 3: Send One message type to multiple recipients ?

There was a total of 50 recipients found in this CSV file that are suitable for sending.

Select a stored SMS message or enter a new one.

Select Message None message

Continue to

Click on Continue to Step 4.

Step 4: Send One message type to multiple recipients ?

SMS Advanced Settings

Use Display Name ArchieRS

Please set the times that the message will Start, Pause and Resume.

Start date & time - Please use calendar

Pause at and Resume at

Don't Pause or Resume

Continue to

This page allows you to select the 'Use Display Name' as described above.

Send One Message Type continued...

It also allows you to schedule when the message goes out and whether or not you wish to pause sending the messages to be respectful of contacting customers during unsociable hours.

When using the Start date & time, you must always use the calendar option.

April, 2006						
Today						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7
Time:		16 : 45				
Select date						

Select the date you require and click the numbers to alter the time. Click to increase the time, hold the 'Shift' key and click to decrease. **The time and date must not be manually overtyped, if it is the message will not be sent.**

If this service is not required simply leave the space next to the calendar symbol empty.

To pause sending out messages, un-tick the box next to 'Don't pause or resume' and select which time you wish to pause sending the message between. This service is useful when sending out a large amount of messages (for example when using RelayStation for a large campaign) as they can take several hours to send.

Once all criteria have been entered, click Continue to Step 5.

Send One Message Type continued...

Step 5: Send One message type to multiple recipients ?			
Summary			
SMS Summary			
Start date & time	Pause	Resume	Display Name
Now	None	None	ArchieRS
Message Being Sent			
Hello this is a test message			
SMS Flash	No		
SMS	50	GBP 4	
Totals	50	GBP 4	
Current Balance	Cost	After Balance	
GBP 99.47	GBP 4	GBP 95.47	

Continue to

This screen displays a summary of the amount of messages being sent, their type, the cost and the current and future balance of your account.

Processing...
Your messages have been received and are now being processed. Please check your reports to view progress. You will be notified of the initial results via E-mail.
It is now safe to close this window.
To log off from the system you must close all currently open browser windows
<input type="button" value="Finish"/>

This screen illustrates that the message has been received by the gateway. **It is not confirmation that the message has been sent or received.** This information is available in the reports section.

Click finish to return to the Send Messages Menu page.

Send Many Message Types

(Send multiple message types to recipients from a CSV file)

Please select the most suitable option from those below. ?

Quick Text : Send a single SMS message only.

Send SMS : Send scheduled SMS messages.

Send One : Send one message type to recipients from your address book / csv file.

Send Many : Send multiple message types to recipients from a csv file.

Continue to **Step 1**

Select Send Many and click on Continue to Step 1.

Step 1: Send multiple messages of every type ?

↕ **CSV** : Upload or Select a CSV file of recipients

↕ **SMS** : Select or write a SMS message

↕ **Voice** : Select or Upload a voice message.

↕ **E-mail** : Select or Upload an email message

↕ **Fax** : Select or Upload a fax message

Cancel Continue to **Step 2**

This allows you to send multiple message types such as SMS and Voicemail to multiple recipients from a CSV file.

Send Many Message Types continued

Click on the arrow next to CSV.

Step 1: Send multiple messages of every type ?

↑ **CSV** : Upload or Select a CSV file of recipients

You can also **Select** a stored csv file to use or **Upload** a new csv file to use, instead of or as well as members of the Address Book (above).

Select CSV: ▼

Upload CSV:

↕ **SMS** : Select or write a SMS message

↕ **Voice** : Select or Upload a voice message.

↕ **E-mail** : Select or Upload an email message

↕ **Fax** : Select or Upload a fax message

Continue to

Click on browse and select the desired CSV file as described in the [previous section](#).

Once the list is uploaded you can select the messages you wish to send.

Select SMS Menu option by clicking the arrow.

Step 1: Send multiple messages of every type ?

↕ **CSV** : Upload or Select a CSV file of recipients

↑ **SMS** : Select or write a SMS message

Select a stored SMS message or enter a new one.

Select Message ▼

↕ **Voice** : Select or Upload a voice message.

↕ **E-mail** : Select or Upload an email message

↕ **Fax** : Select or Upload a fax message

Continue to

Send Many Message Types continued

Either select a stored message or create a new message to be sent (**You are entitled to 159 characters per message, for longer SMS messages you are entitled to 306 characters for double the cost and 459 for triple. A counter is provided under the box to assist and will inform you should you go over your allocated amount.**)

Once completed, click the arrow next to SMS to close the Menu Option.

Select Voice Menu Option by clicking the arrow next to Voice.

Step 1: Send multiple messages of every type ?	
↕	CSV : Upload or Select a CSV file of recipients
↕	SMS : Select or write a SMS message
↑	Voice : Select or Upload a voice message. Please select the voice messages to be played. Default
Human Message	<input type="text" value="None..."/> <input type="button" value="Browse..."/> <input checked="" type="radio"/>
Machine Message	<input type="text" value="None..."/> <input type="button" value="Browse..."/> <input type="radio"/>
↕	E-mail : Select or Upload an email message
↕	Fax : Select or Upload a fax message
<input type="button" value="Cancel"/> Continue to <input type="button" value="Step 2"/>	

Send Many Message Types continued

Having created your Voice Message recording (see section of creating messages – creating a voice message), click the dropdown menu to select the required message. Keep the default box ticked next to Human Message.

You must also select a message to be played in the instance when an answer machine picks up the call. This is a legal requirement as silent calls are not permitted. The message can be the same or different. For example, you may be using the call back or reply facility which can only be applied to Human Answer messages; therefore a separate answer machine message would need to be recorded.

Once completed, click the arrow next to Voice to close the Menu Option.

E-mail and FAX messages are selected in a similar way. E-mail messages have to be written using a simple text editor such as Windows Notepad and saved as such (**please see Message Store section – Create E-mail and Fax Messages**).

Fax messages can be written in Microsoft Word.

Each file can be saved and then uploaded from your desktop or hard drive using the Browse button.

Email:

Step 1: Send multiple messages of every type ?	
↓ CSV	Upload or Select a CSV file of recipients
↓ SMS	Select or write a SMS message
↑ Voice	Select or Upload a voice message.
↑ E-mail	Select or Upload an email message
↓ Preview email message	
None...	<input type="button" value="Browse..."/>
↓ Fax	Select or Upload a fax message
<input type="button" value="Cancel"/>	Continue to <input type="button" value="Step 2"/>

Send Many Message Types continued

Fax:

Step 1: Send multiple messages of every type ?

↕ **CSV** : Upload or Select a CSV file of recipients

↕ **SMS** : Select or write a SMS message

↑ **Voice** : Select or Upload a voice message.

↑ **E-mail** : Select or Upload an email message

↑ **Fax** : Select or Upload a fax message

↕ Preview fax message

None...

Continue to

Once all messages have been entered, click on Continue to Step 2.

Step 2: Send multiple messages of every type ?

There was a total of 281 recipients found in this CSV file that are suitable for sending.

SMS Advanced Settings

Use Display Name

Please set the times that the message will Start, Pause and Resume.

Start date & time - Please use calendar

Pause at 22:00 and **Resume** at 09:00

Don't Pause or Resume

Continue to

This page allows you to select the 'Use Display Name' as described above.

Send Many Message Types continued

It also allows you to schedule when the message goes out and whether or not you wish to pause sending the messages to be respectful of contacting customers during unsociable hours (**please note that e-mail communications can not be scheduled**).

When using the Start date & time, you must always use the calendar option.

April, 2006						
Today						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7
Time: 16 : 45						
Select date						

Select the date you require and click the numbers to alter the time. Click to increase the time, hold the 'Shift' key and click to decrease. **The time and date must not be manually overtyped, if it is the message will not be sent.**

If this service is not required simply leave the space next to the calendar symbol empty.

To pause sending out messages, un-tick the box next to 'Don't pause or resume' and select which time you wish to pause sending the message between. This service is useful when sending out a large amount of messages (for example when using RelayStation for a large campaign) as they can take several hours to send.

Once completed, click on 'Continue to Step 3'

Send Many Message Types continued

Step 3: Send multiple messages of every type ?

↑ **Voice Settings**

Please set the times that the message will Start, Pause and Resume.

Start date & time - Please use calendar

Pause at and Resume at **Don't Pause or Resume**

Stop date & time - Please use calendar

Time Between Attempts (min) **Delivery Attempts**

Ring for (sec)

Caller ID (UK only) **Use Caller ID (UK only)**

↓ **Voice Advanced Timezone Settings**

↓ **Voice keypress settings Keys 0 > 5**

↓ **Voice keypress settings Keys 6 > 9 * and #**

Continue to

This section allows you to set advanced voice options.

Select Voice Settings.

Step 3: Send multiple messages of every type ?

↓ **Voice Settings**

↓ **Voice Advanced Timezone Settings**

↓ **Voice keypress settings Keys 0 > 5**

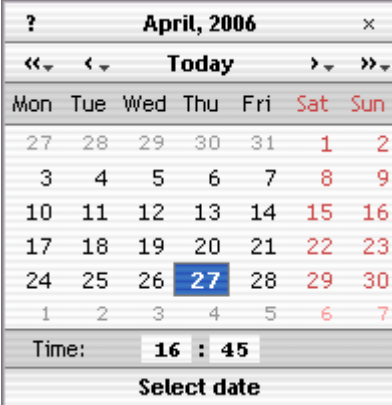
↓ **Voice keypress settings Keys 6 > 9 * and #**

Continue to

Similar to the SMS section, this section allows you to schedule when the Voice message goes out and whether or not you wish to pause sending the messages to be respectful of contacting customers during unsociable hours.

Send Many Message Types continued

When using the Start date & time, you must always use the calendar option.



April, 2006						
Today						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Time: 16 : 45

Select date

Select the date you require and click the numbers to alter the time. Click to increase the time, hold the 'Shift' key and click to decrease.

The time and date must not be manually overtyped, if it is the message will not be sent.

If this service is not required simply leave the space next to the calendar symbol empty.

To pause sending out messages, un-tick the box next to 'Don't pause or resume' and select which time you wish to pause sending the message between. This service is useful when sending out a large amount of messages (for example when using RelayStation for a large campaign) as they can take several hours to send.

You can also select how many attempts are made if the call is not answered, the amount of time between Call Attempts and how long the intended recipients phone will ring for before the attempt is aborted.

The **advanced time zone settings** menu is not used as international calls are not permitted.

Send Many Message Types continued

Click Continue to Step 3 when all settings have been created.

Step 4: Send multiple messages of every type ?			
Summary			
Voice Summary			
Start date & time	Pause	Resume	Stop date & time
Now	22:00	09:00	None
Caller ID (UK only)	Transfer Caller ID?		
441264721108			
Retry After	Delivery Attempts	Ring For	
30 Minutes	3	30 Seconds	
Voice	50	GBP 2.5	
Totals	50	GBP 2.5	
Current Balance	Cost	After Balance	
GBP 99.47	GBP 2.5	GBP 96.97	

Continue to

This screen displays a summary of the amount of messages being sent, their type, the cost and the current and future balance of your account.

Click Send to continue.

Processing...
Your messages have been received and are now being processed. Please check your reports to view progress. You will be notified of the initial results via E-mail.
It is now safe to close this window.
To log off from the system you must close all currently open browser windows
<input type="button" value="Finish"/>

This screen illustrates that the message has been received by the gateway. **It is not confirmation that the message has been sent or received.** This information is available in the reports section.

Click finish to return to the Send Messages Menu page

Message Store

The message store is a facility for you to create and then store both Voice and SMS messages.

SMS Messages

The SMS message store is used to create a library of messages to allow single click access to the most frequently used messages.

As recommended earlier in this user guide, the message store should be one of the first elements completed before using RelayStation, by doing so the user will have full access to the functionality of the messaging service.

Each user will set up their own library of messages, allowing each Service Advisor or Sales Executive to personalise their own text messages. Generic messages can also be created.

Any messages created **do not** filter down from any other user and **cannot** be copied and then pasted into the text box from a Word Document.

NB Word copies text and 'invisible carriage returns' both of which count as characters, potentially taking the message over the maximum 159 characters allowed. **A message over 159 characters will not be sent, not even in part. A counter is provided under the box to assist; this does not highlight 'invisible carriage returns'.**

Mail Merge Messages

The RelayStation system allows you to send a personalised message to multiple users by incorporating 'Mail Merge' style technology through use of CSV files.

See the CSV section in this document for full instruction on how to create a CSV file and the Mail Merge SMS message.

Creating a SMS Message in your Message Store

To create a SMS message click Message Store from the Menu on the left hand side of the screen.


Overview

- Overview
- Send Messages
- Message Store**
- Address Book
- Manage Account
- Reports
- Support Request
- Manage Help
- Clients Stores
- Reset Password
- Admin Passwords
- Transfer Analysis


Welcome

You have sent 11 message(s) today.

There is GBP 625.86 remaining credit on your account.


Help is provided throughout the system, wherever you see this icon.  Click Once to display Help ; click a second time to hide the Help information.


May 17, 2011

 click here for **Live Support**
ONLINE


All systems are functioning normally. Please contact Support for any assistance you may require.
Dial-in message recording service number is **01980878143**

The Message Store screen will load. To create a new SMS message, simply ensure that “None” appears in the Select Message dropdown menu and type your message in the box.


Manage your stored messages. 


Dial-In Voice Recording Explained. 

Add a file to the store


Add File 

Select a stored SMS message or enter a new one.

Select Message 

Description **Add or Edit SMS** 

Delete a stored file

Delete File 

Click here to listen to messages in your store

Creating a SMS Message in your Message Store continued...

To save the newly created message, give the message a Description and click the Add or Edit SMS icon.







NB A message description must be alpha/numeric, i.e. not contain symbols such as “/? * () # etc...

Creating a Voice Message

To create a Voice message you need a 4 digit PIN which will be issued by the Support Team, on request.

When you have your PIN, to record a message, call the following number:

- 01980 878 143
- After the introduction, enter your PIN number and press the # key. Now simply follow the instructions and record your message. Press any key to complete the recording. Your message will be played back to you and you will hear options to accept or re-record your message (to a maximum of 3 attempts). Next, you will be prompted to enter a file number for your message. Key in a number, for example, 1234. Next time you log-in to your account on the website, the recording will be available in your personal Message Store as "1234.wav".

17012006.wav has been added to the message store.	
Manage your stored messages. 	
Dial-In Voice Recording Explained. 	
Add a file to the store	
<input type="text"/>	<input type="button" value="Browse..."/> <input type="button" value="Add File"/> 
Select a stored SMS message or enter a new one.	
Select Message	<input type="text" value="None"/> 
<input type="text"/>	
Description	<input type="text"/> <input type="button" value="Add or Edit SMS"/> 
Delete a stored file	
<input type="text" value="0078test2.wav"/> <input type="text" value="17012006.wav"/> <input type="text" value="message.sms"/>	
<input type="button" value="Delete File"/> 	
Click here to listen to messages in your store	

Creating a Mail Merge SMS Message using a CSV file

The RelayStation system allows you to send a personalised message to multiple users by incorporating 'Mail Merge' style technology through use of CSV files.

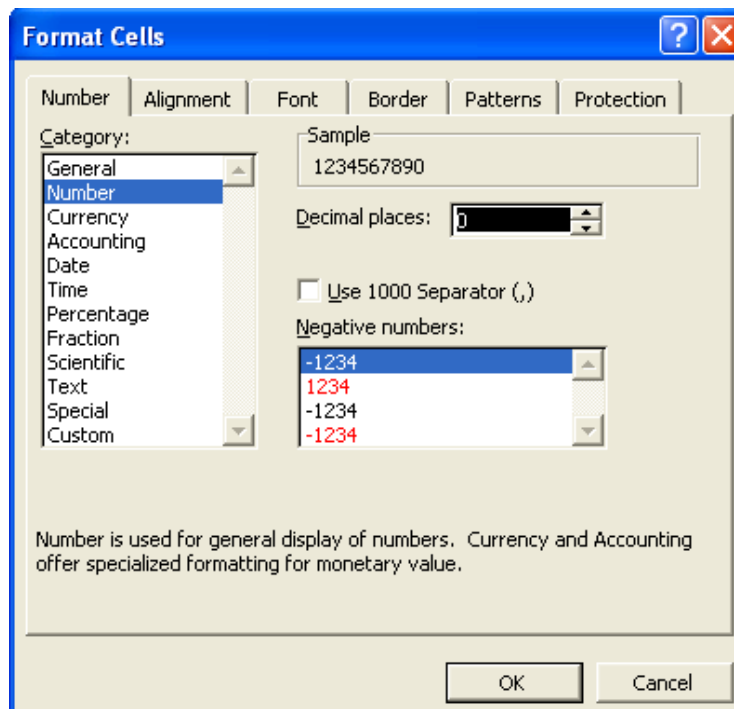
Creating a CSV File from your CRM database

This can be completed either manually or by producing a report on your CRM, for example 'all customers booked in for the following day'.

This report should include telephone numbers, customer name and vehicle registration.

The first column which contains the contact numbers should be formatted as follows (**EXCEL will automatically drop the 0 from each of the phone numbers added, this is supposed to happen and should not be corrected**).

Highlight the column, Select 'Cells' from the 'Format' menu. Select 'Number' from the Number tab and make 'Decimal Places' 0.

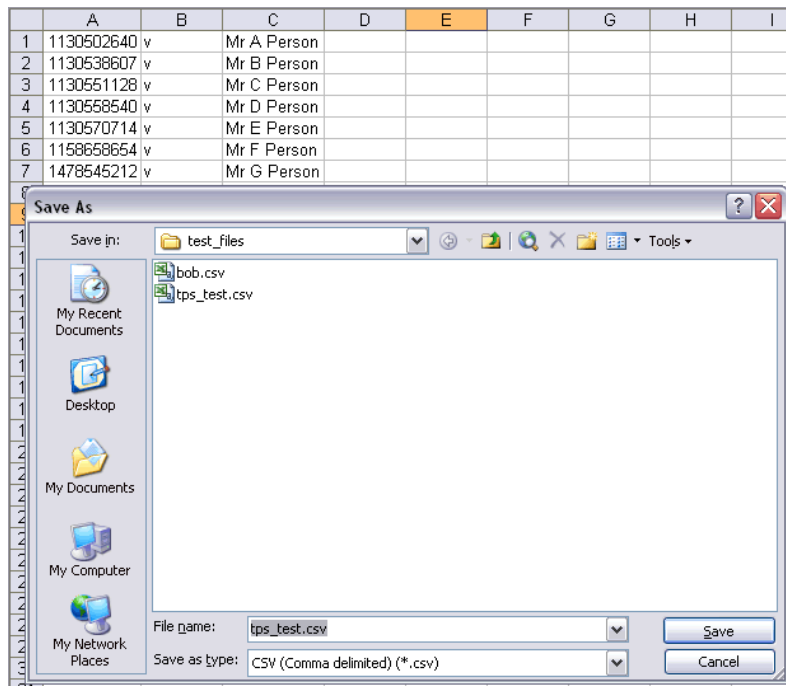


Click 'OK'

Creating a CSV File from your CRM continued...

Click 'File' then 'Save As' and save the document as a CSV file.

Click 'OK' then click 'Yes'



Open the saved document and add a fourth column between columns A and B using the 'insert column' command.

Once added, type in a single character 's' next to each contact to direct the system that you wish to send a SMS message.

A	B	C	D
1234567890	s	Rob Smith	WWW66WWW
9876543210	s	Jon Brown	QQ66QQQ
1472583690	s	Carl Jones	AA66AAA
3692581470	s	Dan Connor	ZZ66ZZZ
159736428	s	Gill Ralphs	SS66SSS
258147369	s	Heidi Jennings	XX66XXX
7418529630	s	Di Morgan	CC66CCC
9638527410	s	Jeni Carrol	DD66DDD

Creating a CSV File from your CRM continued...

To direct the system to send another form of communication, for example when using the Send Multiple Message Types to Recipients from a CSV File, different character codes are required. These codes are **S = SMS, V = VOICE MESSAGE, E = E-MAIL, F = FAX.**

An example of a spreadsheet would look like this.

	A	B	C	D
1	1234567890	s	Rob Smith	WWW66WWW
2	1472583690	s	Carl Jones	AA66AAA
3	3692581470	v	Dan Connor	ZZ66ZZZ
4	159736428	v	Gill Ralphs	SS66SSS
5	258147369	e	Heidi Jennings	XX66XXX
6	7418529630	f	Di Morgan	CC66CCC
7				

NB Do not use any “special” UK dialling codes such as 0845 or 0870, these will be rejected by the system. Premium rate numbers are not permitted.

Creating a CSV File from Scratch

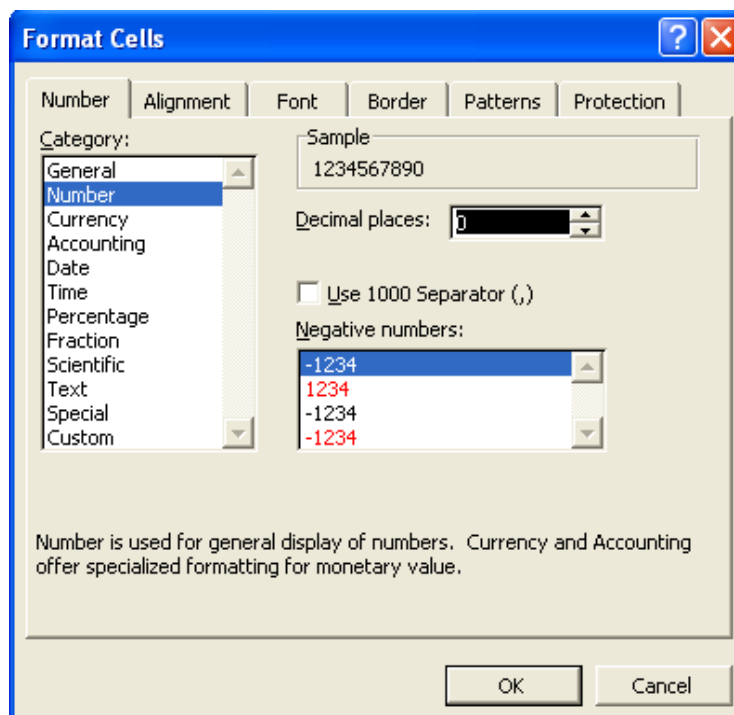
If you need to create a CSV file from scratch (i.e. you choose not to download from your CRM), the process is similar from that described above.

Open an Excel spreadsheet.

In column A enter the contact detail for the customer you wish to contact, whether that is a mobile or landline telephone number, a fax number or an e-mail address.

The first column which contains the contact numbers should be formatted as follows (**EXCEL will automatically drop the 0 from each of the phone numbers added, this is supposed to happen and should not be corrected**).

Highlight the column, Select 'Cells' from the 'Format' menu. Select 'Number' from the Number tab and make 'Decimal Places' 0.



Click 'OK'

Creating a CSV File from Scratch continued...

In column B add the respective character code. These codes are:

S = SMS, V = VOICE MESSAGE, E = E-MAIL, F = FAX.

Column C should hold the customer name; this can be in the form of Mr Smith or John Smith.

Column D should hold the vehicle registration attached to that customer.

An example of a spreadsheet would look like this.

	A	B	C	D
1	1234567890	s	Rob Smith	WW66WWW
2	1472583690	s	Carl Jones	AA66AAA
3	3692581470	v	Dan Connor	ZZ66ZZZ
4	159736428	v	Gill Ralphs	SS66SSS
5	258147369	e	Heidi Jennings	XX66XXX
6	7418529630	f	Di Morgan	CC66CCC
7				

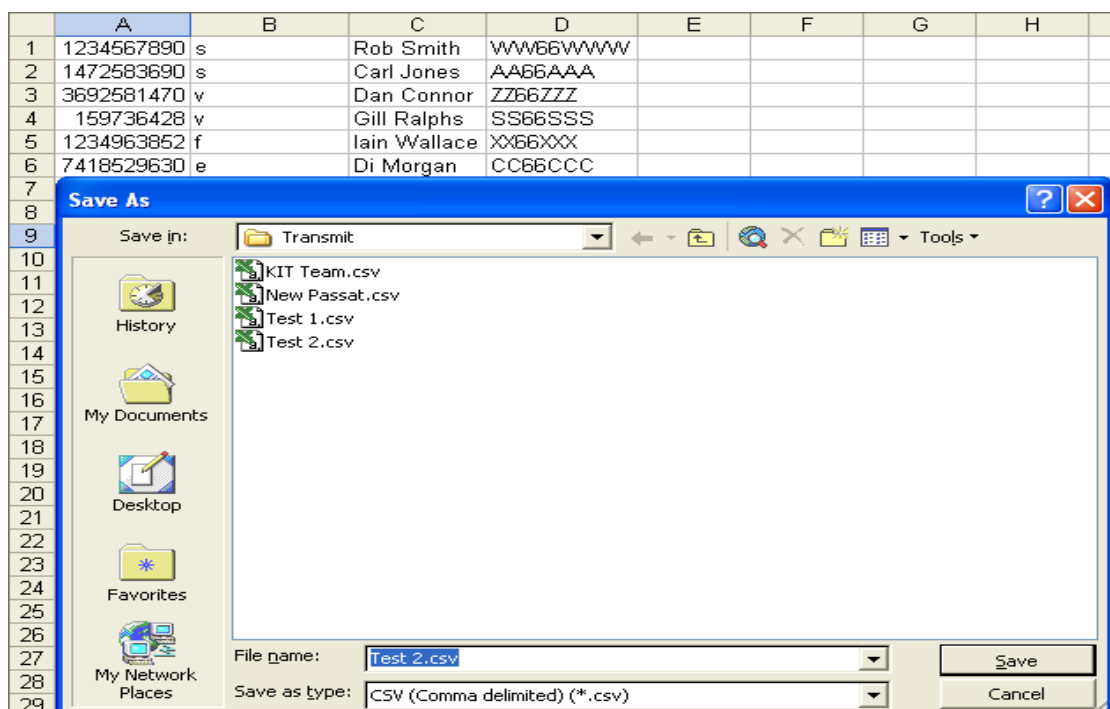
NB Do not use any “special” UK dialling codes such as 0845 or 0870, these will be rejected by the system. Premium rate numbers are not permitted.

Once the spreadsheet is completed you will need to save the file as a CSV file.

To do this:

Click ‘File’ then ‘Save As’ and save the document as a CSV file.

Click ‘OK’ then click ‘Yes’



Creating a 'Mail Merge' SMS

Create a SMS message as described in the section above named Creating a SMS Message.

When typing the message, use \$customername to insert the contents from column C and \$customfield1 to insert the contents of column D. Additional information can be added in column E and onwards with the test reference being \$customfield2 for column E, for example.

NB Remember the maximum length of a message is 159 characters. This will affect both the number of \$customfield's used. Care also has to be taken with customer names as some can be lengthy and/or double barrelled.


Select a stored SMS message or enter a new one.

Select Message ▼

Dear \$customername, Your car is ready for collection
please call 0800 1111 222

78 of 159

Description

Add or Edit SMS 

When received by the customer, the text message will read their name in the '\$customername' and vehicle registration in the '\$customfield1'.

Creating a Fax message

Simply create a fax message using Microsoft Word (or a fax template you may already have) and save the document on your PC.

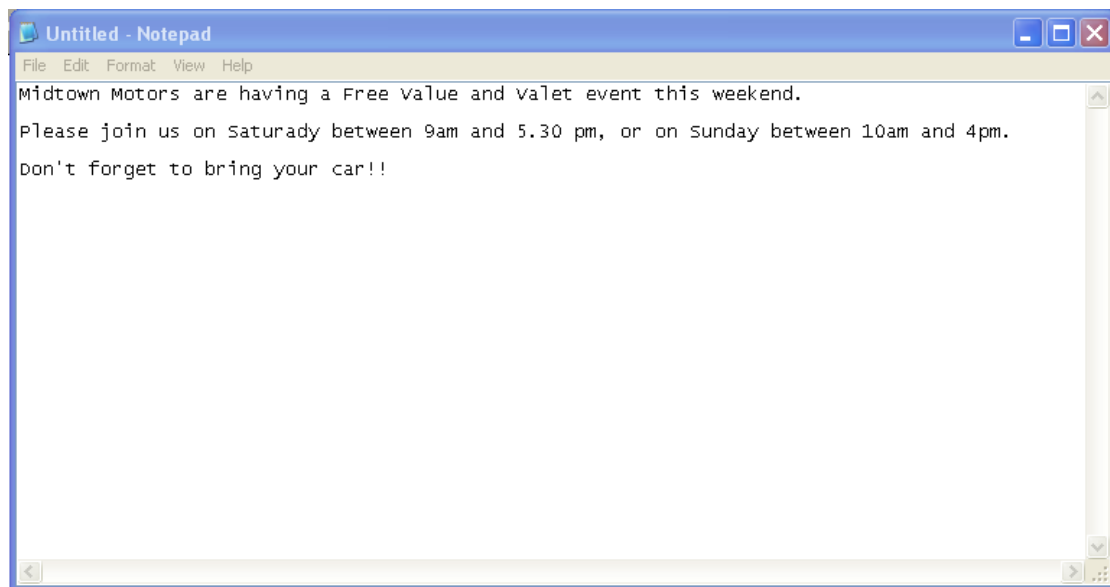
This can then be uploaded into the system when required by following the [instructions above](#)

Creating an E-mail Message

RelayStation allows you to send simple text e-mail messages and HTML formatted messages.

Creating a Simple Text E-Mail

A simple text e-mail needs to be created in Windows Notepad. Click your Windows Start Button, select All Programs, select Accessories and click on Windows Notepad. Once opened, simply type in the text to create the e-mail you wish to send.



Once the text is compiled, click on File and Save As.

Choose where you wish to save it and then over type the highlighted letters with the file name and click Save.

Address Book


The address book holds up to 10 names as standard, but this can be increased upon request. Numbers in this address book are primarily used to hold key contact information such as Fleet Managers, Trade Customers or other key customer/personnel contact details.

You currently have 1 recipient(s) in your Address Book. ?
Choose one of the options below

Add a new recipient to your Address Book

International messaging is not enabled, do not enter a country code

Name **Email or Phone**


Add 

Edit an existing recipient from your Address Book.

Bob - 01264777444

Name


Email or Phone

Edit 

Delete a recipient from your Address Book

Select a recipient below and press Apply to remove from the address book.


Recipient ▼

Delete 

Import recipients into the Address Book from a file.

The file should be a CSV file, as set out in the example > [Example File](#)

Import

Import 

Manage Account

This section allows you to create, modify and delete users.


- Overview
- Send Messages
- Message Store
- Address Book
- Manage Account** **Create User**
- Reports **Modify User**
- Support Request
- Manage Help

Overview

Welcome

You have sent 0 message(s) today.

There is GBP 625.86 remaining credit on your account.

Help is provided throughout the system, wherever you see this icon. 
Click Once to display Help ; click a second time to hide the Help information.

May 18, 2011



All systems are functioning normally. Please contact Support for any assistance you may require.

Dial-in message recording service number is **01980878143**

Manage account has 2 sections.

- **Create User**
- **Modify User**

Create User

To create a new user you must have RelayStation 'Master' status in the business. A 'Master' can only create 'Slaves'. In a case where additional 'Masters' were required please contact support@relaystation.co.uk on the left hand menu.

Highlight Manage Account and click Create User.

Creating User ?

Please complete the form below, any fields that have been omitted or are incomplete will display in red.

<p>Title <input type="text" value="Mr"/></p> <p>First Name <input type="text"/></p> <p>Last Name <input type="text"/></p> <p>Company <input type="text" value="Relaystation"/></p> <p>Address <input type="text" value="Stanley House"/> <input type="text" value="Walworth Road"/> <input type="text" value="Andover"/> <input type="text" value="Hampshire"/></p>	<p>User Name <input type="text"/></p> <p>Password <input type="text" value="v4m6kE?5R"/></p> <p>Level <input type="text" value="Slave"/></p> <p>Pin <input type="text"/></p> <p>Display <input type="text" value="ArchieRS"/></p> <p>Country <input type="text" value="United Kingdom"/></p> <p>Post Code <input type="text" value="SP10 5LH"/></p> <p>Phone <input type="text"/></p> <p>E-mail <input type="text"/></p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Complete all relevant information, ensuring that you give the user a unique username and password. It is recommended that a common theme be used for both.

Once completed, click on 'Next'

Create User continued...

Creating User ?			
Please complete the form below, any fields that have been missed or are incomplete will display in red.			
SMS reply	<input type="text"/>	E-mail reply	<input type="text"/>
Caller ID	<input type="text" value="1264721108"/>	Fax reply	<input type="text"/>
Bar Caller ID	<input checked="" type="checkbox"/>	International	<input checked="" type="checkbox"/>
Expiry Date	<input type="text" value="15-01-2008"/>	Lock Out	<input type="checkbox"/>
<input type="button" value="Back"/>	<input type="button" value="Cancel"/>	<input type="button" value="Clear"/>	<input type="button" value="Next"/>

Leave this section blank unless you have opted for two way communication service from RS, with the exception of the e-mail reply field which requires the e-mail address of who the 'message loading confirmation' is to be sent to internally. Click Next.

Creating User ?			
Please complete the form below, any fields that have been missed or are incomplete will display in red.			
SpendingLimit	<input type="text" value="100.00000"/>	over a period of one...	<input type="text" value="Day"/>
Max Messages	<input type="text" value="100"/>		
The balance available to you is 99.47000			
<input type="button" value="Back"/>	<input type="button" value="Cancel"/>	<input type="button" value="Clear"/>	<input type="button" value="Next"/>

This section allows you to restrict spending by a user. This can be set by number of messages or cost and across a period of a day, week or month.

Click 'Next' once complete.

Create User continued...

Creating User ?			
Account Summary			
Custom skins are not available for your account. Please contact Sales to discuss this feature.			
Back	Cancel	Clear	Next

Click Next.

This screen summarises all details and it is recommended that it is printed before the Finish button is clicked.

Creating User ?			
Account Summary			
Full Name	Mr sdfsd sdfsd	Display Name	ArchieRS
User Name	sdfsd sdfs	Password	v4m6kE?5R
Company	Relaystation	Pin	0
Address	Stanley House Walworth Road Andover Hampshire	Country	United Kingdom
		Post Code	SP10 5LH
		Phone	
		E-mail	sdfsd@SDfsd.com
Language	EN	User Level	Slave
SMS reply		E-mail reply	
Caller ID	1264721108	Fax reply	
International	<input checked="" type="checkbox"/>	Return SMS	<input checked="" type="checkbox"/>
Bar Caller ID	<input checked="" type="checkbox"/>	Transfer Caller ID?	<input checked="" type="checkbox"/>
Reports will be kept for 4 months			
Balance	0	Account Type	Credit
SpendingLimit	100 and/or 100 messages over a period of one Day		
Print Finish			

Manage Account continued...

Modify User

To modify a user, similar screens are employed with the exception of the first screen which allows you to choose which user you wish to modify.

Modifying User ?

Please complete the form below, any fields that have been omitted or are incomplete will display in **red**.

- Relaystation
 - Relaystation - sd

Simply highlight the desired user and click next and follow the sequence as described above.

Reports

This section allows you to view reports of messages and changes made from the account. These reports can be exported as CSV files to import into an Excel spreadsheet (only 'masters' can view all 'slave' reports with 'slaves' only being able to view their own).

Select Reports from the menu on the left hand side.


Overview
Send Messages
Message Store
Address Book
Manage Account
Reports
Support Request
Manage Help

Overview

Welcome

You have sent 0 message(s) today.

There is GBP 625.86 remaining credit on your account.

Help is provided throughout the system, wherever you see this icon. 
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Dial-in message recording service number is **01980878143**

You can select an individual user or the whole accounts use.

Reports continued...

To select an individual simply tick the box next to their name, for several users tick the relevant boxes. For all users simply click 'Select All'.

Reports : Step 1 ?

From the list below, check the user(s) to be included in this report.
Logs for your account will be kept for 4 months starting from 2006/09/15. Please download any logs required before they are archived. There will be a charge to retrieve archived logs.

- Relaystation
 - Relaystation - sd



Select a predefined report to run on the selected users or press continue to build a custom report.

View Logs

Reports can be sorted by:

- **View Logs** – Displays any changes made to the account by the selected user.
- **Itemised** – Full report for all dialling activity.
- **Summary** – Displays a very quick overview of account activity, how many messages sent/charged for.
- **Voice Statistics** – Semi detailed report showing minutes dialled, recipient answers etc
- **Fax Stats** – same as voice Stats but for Fax
- **Jobs** – Shows you your Job ID's what type of job, and when they were started.
- **Voice Stats by hour** – Similar to Voice statistics report but broken down to hourly time slots.
- **Voice Key Press** – Displays who have or have not pressed to transfer, opt out or other
- **Received** – excel sheet with all replies to your short code or Long number
- **SMS** displays all SMS activity.
- **Duration of Voice** – displays breakdown of voice calls. Broken Down into Total Calls, Average Call Length, Total Call Length and Cost.

Reports continued...

Date From:	<input type="text"/>		Time From:	<input type="text"/>	> =
Date To:	<input type="text"/>		Time To:	<input type="text"/>	< =
<input type="button" value="Cancel"/>			Continue and <input type="button" value="Finish"/>		

When using the Start date & time, you must always use the calendar option.

Select the date you require and click the numbers to alter the time. Click to increase the time, hold the 'Shift' key and click to decrease.

If the time service is not required simply leave the space next to the calendar symbol empty.

Itemised report

1416 records found.

Destination	Ref	JobID	Message Timestamp	Outco
"	"	70466V	2011-05-17 12:00:00	Answered
"	"	70466V	2011-05-17 12:00:00	No answer
"	"	70466V	2011-05-17 12:00:00	Answered by Ar
"	"	70466V	2011-05-17 12:00:00	No answer
"	"	70466V	2011-05-17 12:00:00	Answered by Hu
"	"	70466V	2011-05-17 12:00:00	No answer
"	"	70466V	2011-05-17 12:00:00	Answered by Hu
"	"	70466V	2011-05-17 12:00:00	Answered by Fa
"	"	70466V	2011-05-17 12:00:00	No answer
"	"	70466V	2011-05-17 12:00:00	No answer
"	"	70466V	2011-05-17 12:00:00	No answer
"	"	70466V	2011-05-17 12:00:00	No answer

Right Click and Save As

You can only view 250 entries on this page, however if you right click the 'Download' button shown above and save it, you will be able to open the full report in Excel/other.

Support Request

Simply dial 0845 862 0766 option 2 or

Log-in to RelayStation.co.uk and click for Live Support



All systems are functioning normally. Please contact Support for any assistance you may require.

Dial-in message recording service number is **01980878143**