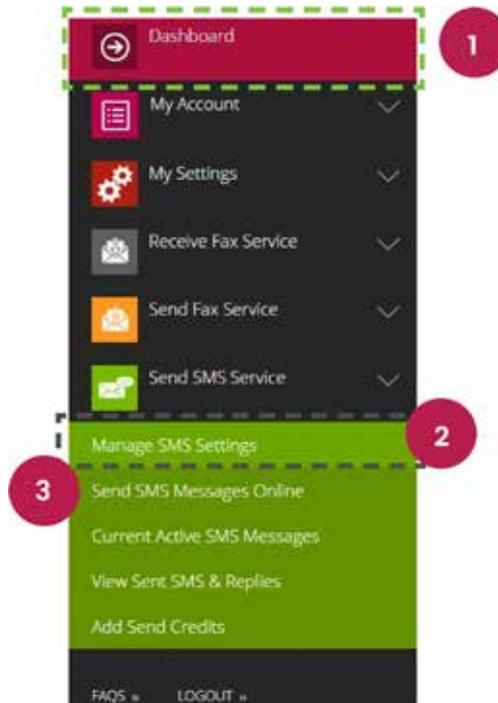


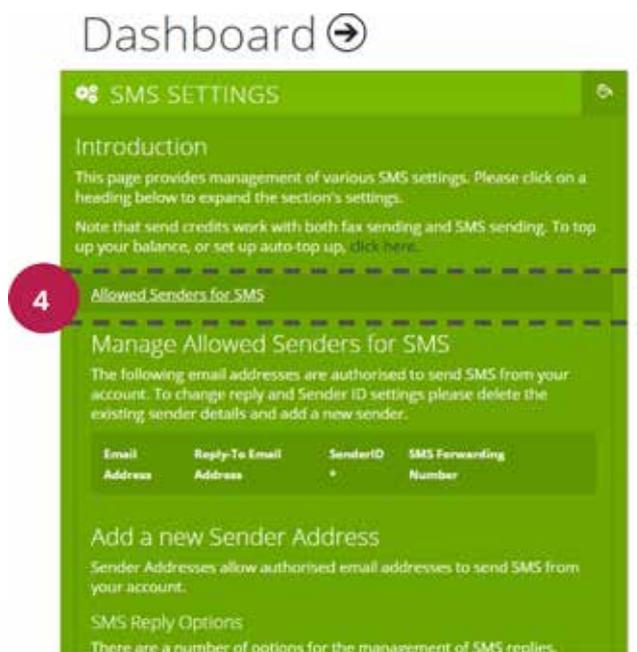


HOW TO SETUP SMS SERVICE

1. Go to the main menu
2. Click on Send SMS Service.
3. Select Manage SMS Settings.



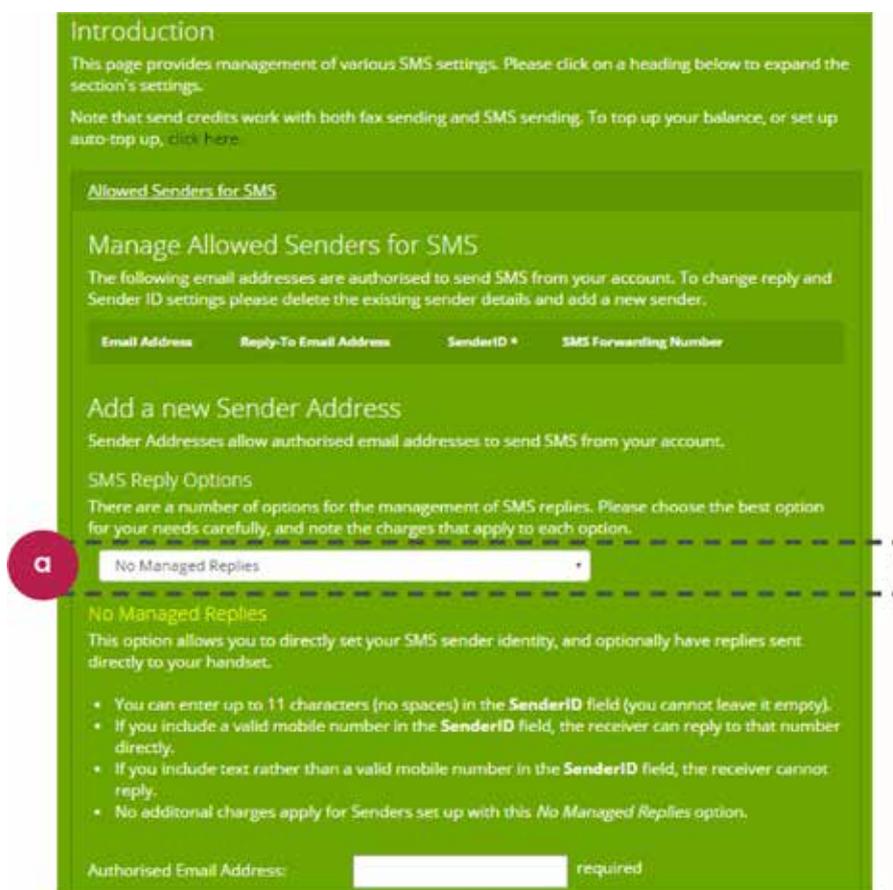
4. . Click on 'Allowed Senders for SMS'.



5. Choose one of the three available SMS Reply Options for the authorised sender you are currently setting up:

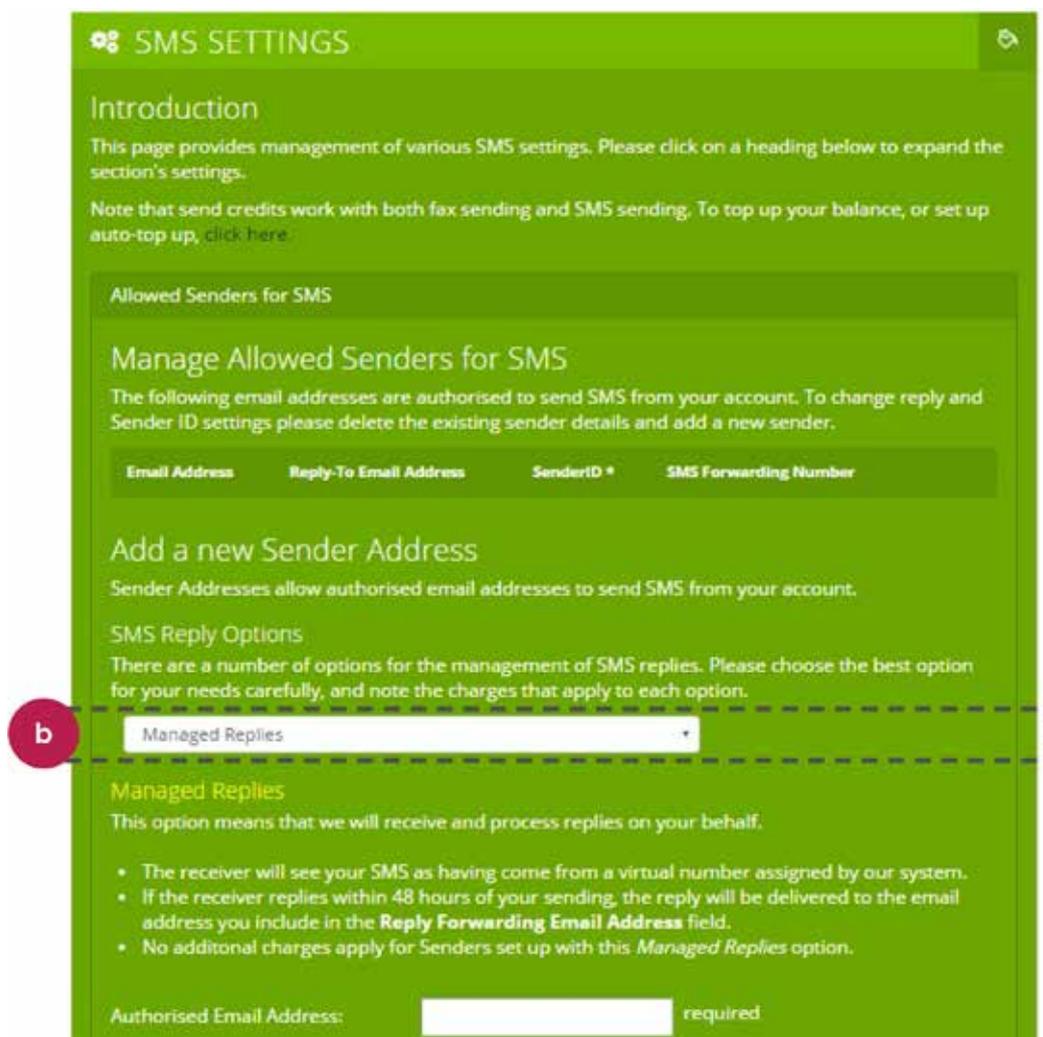
Once you have completed the fields, click on "Add New Sender".

a. **No Managed Replies** – This allows you to set your SMS sender identity. You can enter up to 11 characters (no spaces) in the "SenderID:" field. If you include a valid mobile number, the receiver can reply to that number directly. If you include text in the "SenderID:" field, the receiver cannot reply. **No charges apply**



Once you have completed the fields, click on "Add New Sender".

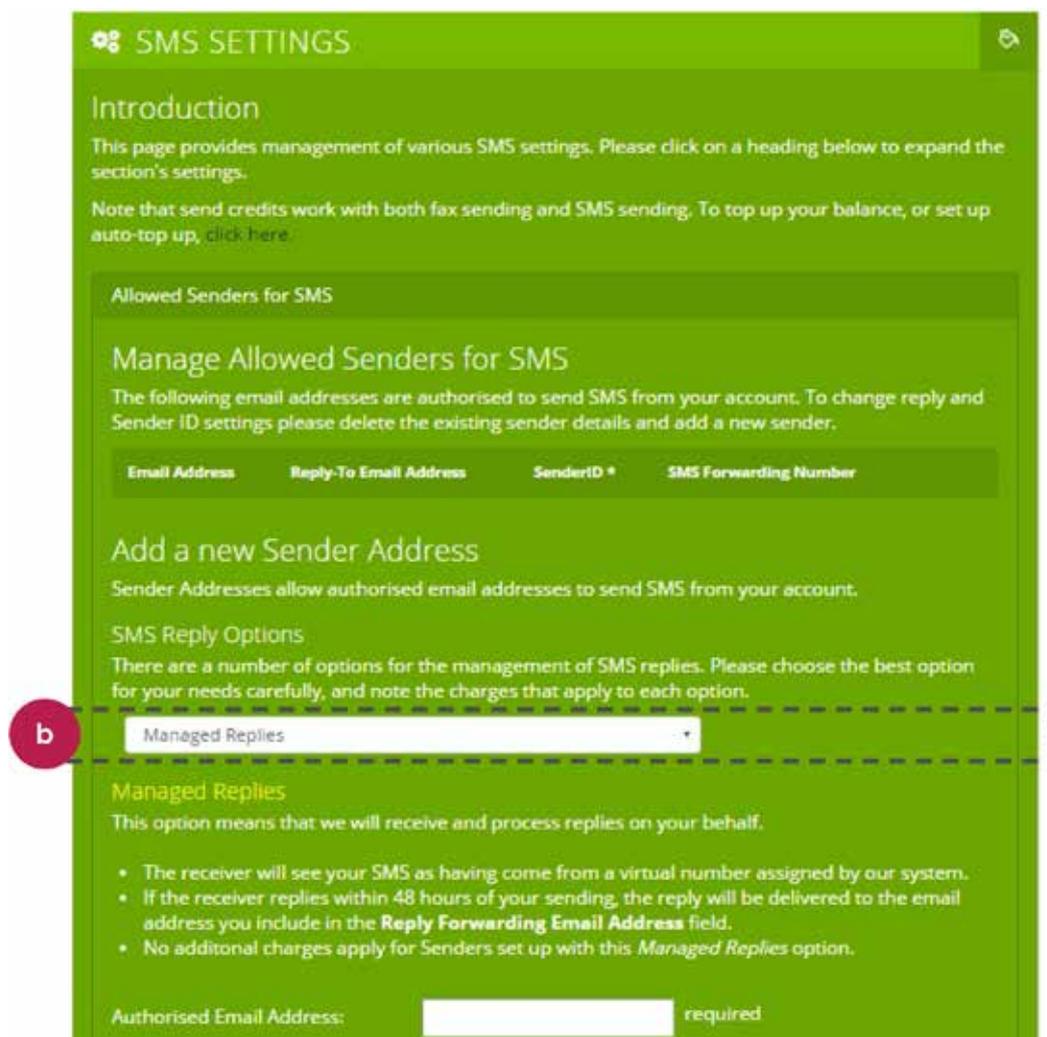
b. Managed Replies – The receiver will see your SMS as having come from a virtual number assigned by our system. If the receiver replies within 48 hours of your sending, the reply will be delivered to the email address you include in the “Reply Forwarding Email Address:” field. No charges apply.



Once you have completed the fields, click on “Add New Sender”

1. If you require your customers / clients to reply for a longer period or to have a permanent receive mobile number, you will need a Virtual Mobile Number. Please enquire for pricing. A virtual number will be applied to one specific email address only. Once the number is assigned, you will need to configure the authorised sender with the No Managed Replies option.

c. Managed Replies with SMS Forwarding – The receiver will see your SMS as having come from a virtual number assigned by our system. If the receiver replies within 48 hours of your sending, the reply will be delivered to the email address you include in the “Reply Forwarding Email Address:” field and the mobile number you specify in the “SMS Forwarding Number” field. Standard SMS charges apply.



Once you have completed the fields, click on “Add New Sender”

2. If you require your customers / clients to reply for a longer period or to have a permanent receive mobile number, you will need a Virtual Mobile Number. Please enquire for pricing. A virtual number will be applied to one specific email address only. Once the number is assigned, you will need to configure the authorised sender with the No Managed Replies option.

6. Click on "General SMS Settings"

Please review our available settings to optimise the GoFAX SMS function for your needs.

- Reply to the sender if the SMS fails to be sent – This will notify the originating authorised sender of the message if the message fails. Default: On.
- Reply to the sender if the SMS is successfully sent – This will notify the originating authorised sender of the message if the message succeeds. Default: On.
- Disable multi message SMS messaging – If a single message contains over 160 characters (inc. spaces), GoFAX will split it into multiple SMS messages of 160 characters or less, with each SMS message attracting its own charge. By selecting this option, GoFAX will not send any message over 160 characters and notify the sender that the message was rejected due to this limit. Default: Off.
- Send Email to SMS Messages using the subject rather than the message body – By selecting this option, our system will use each email's subject line for the SMS message's content and ignore the email body. Default: Off.
- Send automated alert for SMS messages that are not delivered within 10 minutes – If your business requires timely contact with customers in order to confirm vital appointments, your system can notify the SMS sender via email if the message is not successfully delivered within ten minutes. Default: Off.
- Push URL for notifications of SMS delivery – Certain web-based applications can accept "push" data (data delivered automatically to an app or account, even when that app / account is inactive) from GoFAX. This is most often notifications of SMS sending success or failure. Default: None.



3. If you require your customers / clients to reply for a longer period or to have a permanent receive mobile number, you will need a Virtual Mobile Number. Please enquire for pricing. A virtual number will be applied to one specific email address only. Once the number is assigned, you will need to configure the authorised sender with the No Managed Replies option.