

Communicator 2 – US Small Business Getting Started Guide

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OVERVIEW	2
GETTING STARTED.....	3
Step 1: Sign up for Communicator 2	3
Step 2: Activate your account	3
Step 3: Select a two-way subscription plan.....	3
Step 4: Payment.....	3
Step 5: Send and Receive Messages.....	3
Step 1: Sign up for Communicator 2	3
Step 2: Activate your account	4
Email Activation.....	4
SMS Activation.....	4
Step 3: Select a two-way subscription plan.....	5
Select your subscription.....	5
Step 4: Payment.....	6
Submit your payment	6
Step 5: Send and Receive Messages.....	7
Sending Messages	7
Receiving Messages.....	8
CONTACT DETAILS.....	8

Overview

Clickatell's Small Business offer has been designed to enable businesses around the world to get in touch with their customers in the US. It is a cost effective, fast and easy text messaging solution that offers flexible subscription options to suit your business requirements.

Communicator 2 provides instant text messaging functionality for message delivery within the US.

Businesses that have registered for Clickatell's Small Business offer will be able to use Communicator 2 for simplified contact management and enhanced two-way messaging.

Please note that message sending on this account is limited to 5,000 messages sent during any 24 hour period and 10,000 messages per month. Throughput of this service is limited at 10 messages per second.

How this Guide is Organised

This guide has been divided into 5 steps to guide you through the process of signing up for a US Small Business account in Communicator 2 and begin sending messages.

Getting Started

- [Step 1: Sign up for Communicator 2](#)
- [Step 2: Activate your account](#)
- [Step 3: Select a two-way subscription plan](#)
- [Step 4: Payment](#)
- [Step 5: Send and Receive Messages](#)


Step 1: Sign up for Communicator 2

To begin creating your account, go to the [Clickatell Homepage](#).

1. Go to the [Clickatell Homepage](#) and click the FREE SIGN UP button.

Figure 1 – Communicator 2 Sign up page

		<u>Send messages internationally</u>	<u>Send messages regionally only</u>				
		International	USA only	South Africa only	India only	Ireland only	United Kingdom only
communicator 2	Communicator 2 (Instant Online SMS)						
	Small Business	<input type="radio"/> FREE sign up (Excludes delivery to the USA)	<input type="radio"/> \$9.95 per month (Includes two-way number and messaging credits)	<input type="radio"/> FREE sign up	<input type="radio"/> FREE sign up	<input type="radio"/> FREE sign up	<input type="radio"/> FREE sign up



2. On the Communicator 2 sign up page, select the 'USA only' option.
3. Click the 'FREE SIGN UP' button below, the account sign up form will be displayed.
4. Complete all the required details and accept the terms and conditions.

Step 2: Activate your account

Email Activation

After you have clicked the 'CREATE ACCOUNT' button on the account sign up form, an email will be sent to the email address that you have supplied in registration.

You will receive a second email containing the login details for your account; this email must be stored safely as it contains the login details for your account.

1. Open the first email and click on the link to activate your account.

Figure 2 – Login Page

Product: Communicator 2

Username: JoeSmith

Password: [masked]

LOGIN

2. Enter your login details, click LOGIN.

Your account will automatically be topped up with 10 free credits for testing message delivery.

If you have already used your mobile number or email address in another account registration you will not receive the 10 free test credits.

SMS Activation

When you login you are prompted to verify your mobile number.

Figure 3 – Verify your mobile number

Verify your Mobile Number

For security reasons you are required to verify your mobile number in order to make your first credit purchase and send non-test SMS messages.

Your activation code will be sent to 28xxxxxxx ?

Send Activation Code

Enter your activation code here

Verify Now

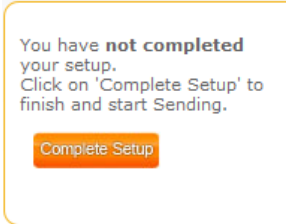
1. Enter your mobile number in the field provided and click the SEND ACTIVATION CODE button.
2. Enter the activation code received on your mobile phone into the field provided and click the 'Verify Now' button.

Step 3: Select a two-way subscription plan

Select your subscription

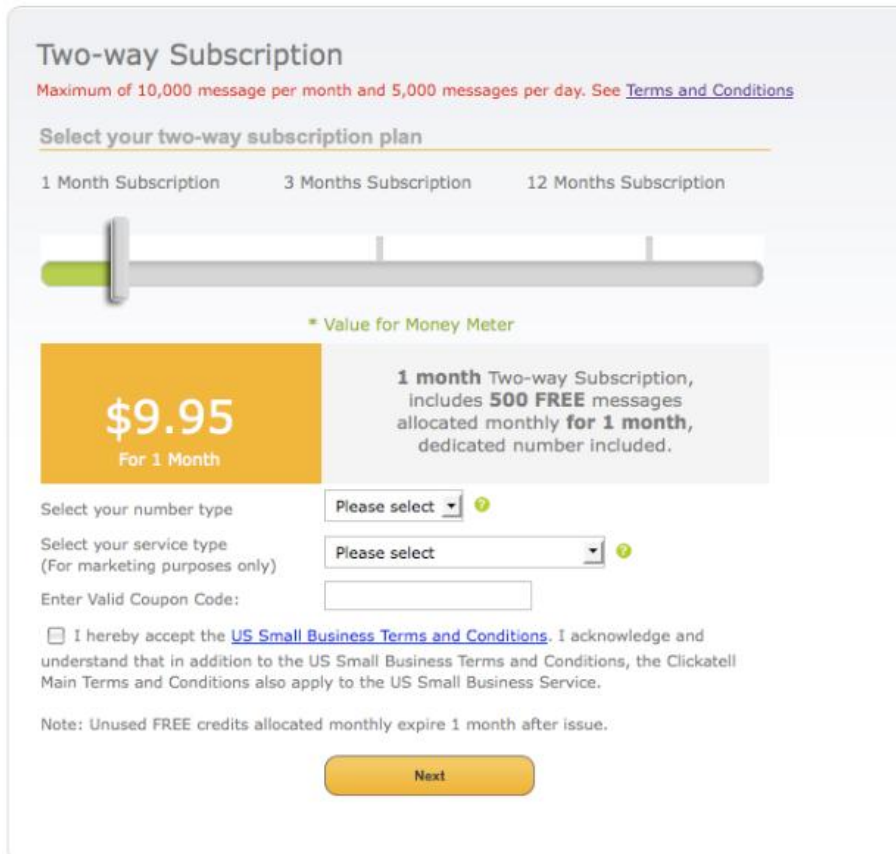
After successfully verifying your mobile number you will have access to your Communicator 2 homepage.

Figure 4 – Complete Setup



1. Click the 'Complete Setup' button to proceed to the subscription page.

Figure 5 – Select Subscription



2. Selected your subscription package and service type.
3. Read the terms and conditions carefully.
4. Click the 'Next' button.

Step 4: Payment

Submit your payment

All that is left to complete your two-way subscription is to confirm your billing details. *Visa, MasterCard and American Express are accepted.*

Figure 6 – Pay Now

Two-Way Subscription

Order Summary

- Bundled Credits: 500 per month for 1 months
- Total Cost: \$9.95 (excluding any Coupon discount)
- Billing Cycle: Every 1 Month(s)

Coupon

Enter Valid Coupon Code:

Card Details

Credit Card Type:

Cardholder Initials *

Cardholder Last Name *

Card Number *

Expiry Date:

Card Verification Code *

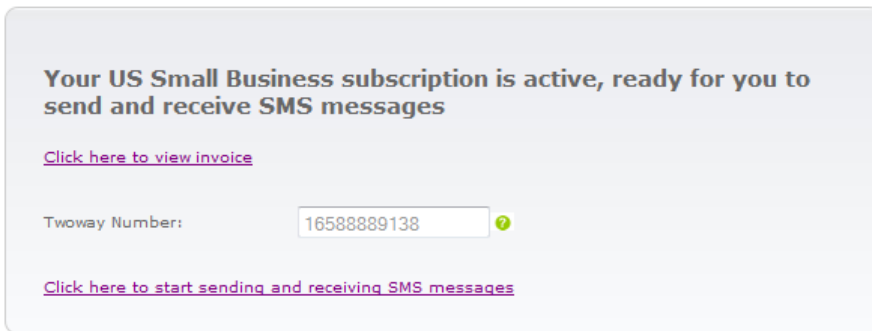
Issuing Bank Name *

Automated Billing Automatically bill this credit card for 1 month(s) subscription every 1 month(s)

The 'Automated Billing' feature is ON by default and will allow your account to be renewed automatically, for the same subscription package, when your subscription expires. **Remember:** you can change you next subscription at any time.

Finally, click 'Pay Now' to submit your payment.

Figure 7 – Confirmation



To view your Invoice, click the link on the confirmation screen.

Step 5: Send and Receive Messages

Your two-way subscription is now setup and you are ready to send and receive messages in Communicator 2.

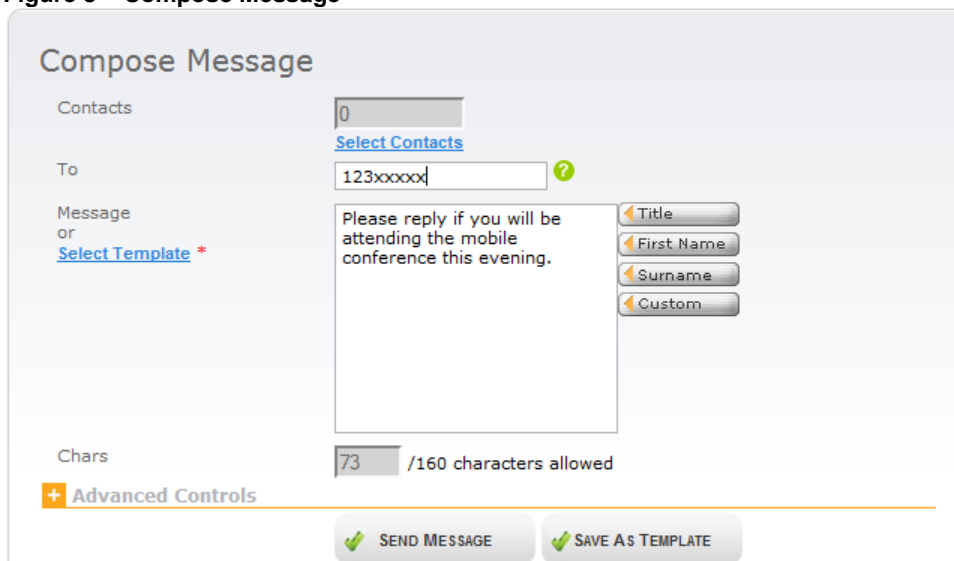
Sending Messages

Message sending with Communicator 2 is easy, simply type your message in the message box, then add the recipient/s and click 'SEND MESSAGE'. You can add the recipient details manually by typing the contact number in the **To** field using the prescribed format.

OR

You can Search for a contact in your address book by clicking the 'Select Contacts' link.

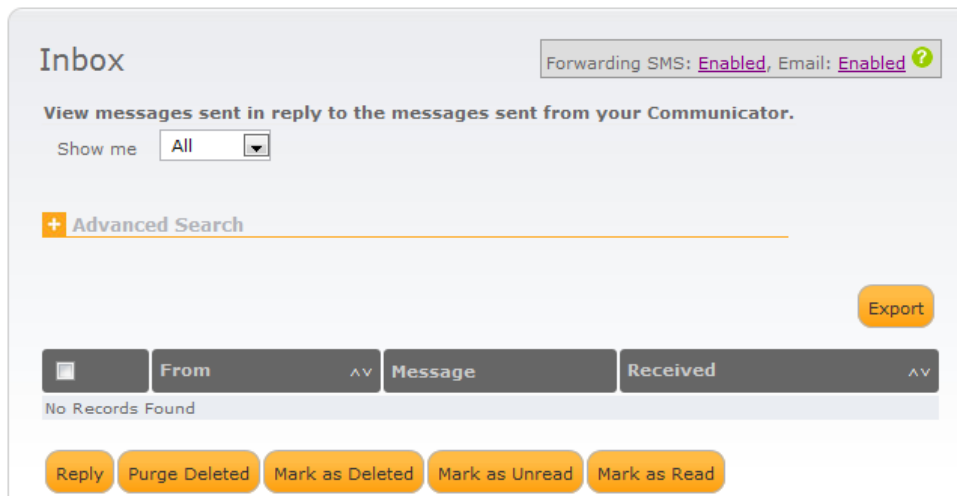
Figure 8 – Compose Message



Receiving Messages

When you receive a message on your two-way number, the message will be delivered to your Inbox.

Figure 9 - Inbox



Contact details

Phone: +1 (800) 720-0802
Fax: +1 650 440 4961
Website: www.clickatell.com
Help URL: <http://support.clickatell.com>
Support: support@clickatell.com
Info: info@clickatell.com
Sales: sales@clickatell.com