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2 WELCOME

Thank you for choosing Clickatell Wholesale as your Messaging Gateway. Clickatell Wholesale Central allows you to manage your account anywhere, in real-time. Within Central you can:

- Update your account information (such as contact details, routing profiles and preferences)
- Add API products in order to connect to our gateway (such as SMPP or HTTP),
- Configure and apply for services (such as Two-Way messaging)
- Purchase credits and pay for services
- View your transaction history
- View message reports (including querying individual messages)

It would be beneficial before accessing Clickatell Wholesale Central to read through this help guide.

3 REGISTERING FOR A CENTRAL ACCOUNT

In order to access Central you need to have an account.

1. Go to http://www.dev.clickatellwholesale.com/brochure/products/developer_solutions.php
2. Choose which API you wish to use to connect to the Clickatell Wholesale Gateway (you can add others later) and click the registration hyperlink
3. Fill in the registration form. On completion you will automatically be logged into your own Central account.
4. You then have the option of adding one or more API products to your account

4 ACTIVATING YOUR ACCOUNT

In order to obtain free credits to test our gateway, you will first need to activate your account.

When logging in for the first time after registration, your account will state the following at the top: "For 10 free test credits, click here to activate your account".

When clicking on the link, a new page will pop up whereby you will be required to enter an activation code. This code was sent automatically to the mobile number you registered with. If you did not receive this activation code, you can request that it be re-sent to you by clicking on the "Issue Activation Code" button.

Once your account has been activated, you will receive your 10 free test credits, which can then be used to test our gateway.

5 ACCOUNT

The Account section of Central allows you to manage your account information and preferences.

5.1 CONTACT INFORMATION

Accessing this web page will allow you to update your contact information. Each account can have different contacts. This will allow us to contact the appropriate person(s) with regards to the different aspects of your account. Four contacts are available.

5.1.1 Administrator

This is the person that created the account and the main contact for the account. If there is only one person for an account then all other contacts (Billing, Technical and Complaints) can be made to mirror this contact by ticking the "Same as Administrator" checkbox under each contact. You will need to check these boxes each time you update the Administrator Contact Details, if you wish to update the other Contacts with the Administrators new details.

5.2 ROUTING PROFILES

Routing Profiles allow you to limit the cost of an SMS to a certain amount. Clickatell Wholesale always endeavours to route all destinations at 1 credit per message (or message part) with support for all features such as Unicode, binary (for pictures and ringtones, etc.) concatenation (span multiple messages),

alphanumeric sender ID etc. For some destinations this is not possible, often due to operator interconnection or termination fees. For these networks we implement alternative credit routes.

When a new account is registered, all profiles are enabled automatically. Please note that changing your profile settings may have an impact on which destinations you will be able to send messages to, as well as at what cost you will be able to send messages, with or without features, to such destinations. More information on Routing Profiles can be found in our Routing Guide at:

http://www.clickatellwholesale.com/brochure/routing_guide.php

5.3 PREFERENCES

Here you can update your account preferences including username, password and preferred currency, etc. You can also choose which notifications you wish to receive. These include:

- Critical system notifications affecting message delivery
- General system notifications not affecting message delivery
- Weekly balances
- Clickatell Wholesale news

6 DASHBOARD

The dashboard will display a quick overview of your account history all on one page. It is also the default landing page once you have logged in to your account. The dashboard will display the following:

- the number of daily messages sent for the current month in a graph
- the number of active connections (API products) you have
- the latest notices we have posted
- your purchase history for the current year
- a summary of messages sent (successfully and with errors for various time periods)

It is important to ensure that you check the notices regularly, as they will keep you informed of new routes, enhancements, planned down-time, and other important information.

7 PRODUCT CONTROL

The Product Control section will allow you to add additional connections, manage your existing connections with the Clickatell Wholesale Gateway, as well as configure Two-way messaging.

7.1 SMPP, SMTP, HTTP/S, FTP

Clickatell Wholesale provides various ways to connect to the Clickatell Wholesale Gateway. Each account can have one or more connections. For information on how to set these up and configure them, please read Clickatell's API Guide at: http://www.clickatellwholesale.com/brochure/api_guide.php.

7.2 TWO-WAY MESSAGING

Two-Way Messaging allows you to receive replies on messages you send out. To do this you are required to rent a number from us. This is known as an MO number. This section will display in a table format all the MO numbers that have been rented. Each number can be edited.

7.2.1 Definitions

MO Number: The name given by Clickatell Wholesale to the number - usually the same as the long number.

Long Number: The actual number that has been rented by the account holder, and the number that recipients will reply to, if need be.

Rate: Only applicable to Premium Rate numbers. This is the rate at which a handset would be charged when sending a message to this number. A zero indicates that the handset user will be charged his/hers normal rates as charged by the operator to which he/she subscribes. Please note that the currency will not be displayed as this differs from country to country.

Product: This is the API product that will be used to send messages, with the Sender ID set to a selected MO Number. Sending through another API will cause the message to either be sent with a different Sender ID or will prevent the message from being replied to.

Target Type: This describes where we will deliver messages we receive on the MO Number. You can choose to have messages delivered to you via HTTP, FTP and SMPP, or just view and download from your Central account. More information is available from the [Two-Way Messaging Technical Specification Document](#)

7.2.2 Editing an MO Number

Clicking on "Edit" for any of the MO Numbers displayed under the Product Control / Two-Way Messaging link, will allow you to access a page whereby you can modify the configuration of your MO number. You can configure:

- Which API sub-product instance (API connection to Clickatell Gateway) will be used to send messages with the Sender ID (from field).
- How you will receive messages sent to this MO number.
- An optional auto-responder message that will be sent to all recipients that have replied to your MO number.

7.2.3 Adding/Renting an MO Number

You can apply for an MO number within your Central Account by clicking on the Application Forms link and then selecting Two-Way Messaging.

8 APPLICATION FORMS

The Application Forms section allows you to apply for the various services that Clickatell Wholesale offers.

8.1 TWO-WAY MESSAGING

Here you can apply for an MO number. This allows you to received messages from a handset to your application.

9 PURCHASE

The Purchase section allows you to buy credits, pay for services, check out the latest pricing and view a summary of your transaction history.

9.1 BUY SMS CREDITS

Here you can purchase credits. You can also make any necessary payments for services, such as the rental of MO Numbers.

9.2 TRANSACTION SUMMARY

This allows you to generate a report of your transactions between two dates.

9.3 PRICING

This will display a page with the latest pricing for credits. Additional pricing information (including Two-Way Messaging) can be found at <http://www.clickatellwholesale.com/brochure/pricing.php>.

10 MESSAGE REPORTS

This section provides you with a number of reports to help you manage and analyse your message traffic. An explanation of the message status that each message can have is shown below:

- **Message unknown** - The delivering network did not recognise the message type or content.
- **Message queued** - The message could not be delivered and has been queued for attempted redelivery.
- **Delivered to gateway** - Delivered to the network or gateway (delivered to the recipient).
- **Received by recipient** - Confirmation of receipt on the handset of the recipient.
- **Error with message** - There was an error with the message, probably caused by the content of the message itself.
- **User cancelled message delivery** - Client cancelled the message by setting the validity period, or the message was terminated by an internal mechanism.
- **Error delivering message** - An error occurred delivering the message to the handset.
- **Routing error** - The routing gateway or network has had an error routing the message.
- **Message expired** - Message has expired at the network due to the handset being off, or out of reach.
- **Message queued for later delivery** - Message has been queued at the Clickatell gateway for delivery at a later time (delayed delivery).

10.1 SIMPLE

This will display a graph of message sent for a specific month on a day by day basis

10.2 COVERAGE

This powerful report allows you to report on messages sent to specific countries and operators, for a particular period on a day by day basis. This report can be exported to either Word or Excel.

Country: Select one or more countries to report on. If only one country is selected then the report will display figure for each operator in the selected country

Msg Status: Select which message status you wish to report on. Not all operators and carriers can provide an indication on whether a message was received by the phone. However, this does not mean that a message was not delivered, so it is advised that you keep both selected.

Sort By: Choose whether you want to sort by Country or by Operator when displaying the results

Combine Status Data: If you wish to combine the Status into one total, then select this.

Start Date, End Date, Period: You can either report on a custom period or use one of the defined periods.

10.3 ADVANCED

The Advanced report is our most powerful report. You can customise the report to suit your needs.

Time Period: You can choose a time period in hour or between two days (results include the days selected).

Destination Number: If you wish to report on messages sent to a particular MO number you have rented, then enter that number here.

Msg Status: Select which message status you wish to report on. For example, you could report on all messages queued for later delivery or those that expired.

Product: Specify which product you wish to report on. You can report on all of them at once if you so wish.

Group By: You can have the report group certain items, if you so wish. You can also specify in which order you want to group items.

- **Date** - Group by the date on which the message was delivered to the Clickatell Wholesale Gateway.
- **Scheduled Date** - Group by the date and time the message was/is scheduled for delivery by the Clickatell Wholesale Gateway. The scheduled date and time applies to those who have set the *deliv_time* parameter when sending a message. See the API technical specifications for more information on this parameter.
- **Timestamp** - This last date at which the status of a message was changed
- **Product** - Group by Product (if multiple products are selected)
- **Msg Status** - Group by a specific message status.

Sort By: You can specify how you want the report sorted. Please refer to **Group By** for an explanation of each item

Records per Page: Indicate how many records per page you wish to have when viewing the report online. It is defaulted to the number chosen in your preferences. This is initially set to 30 lines per page.

Message Detail: If selected the report will be outputted with the message.

Export Results as CSV: If selected a report will be created as a CSV (commas separated value) file, which can be downloaded. You can choose your own delimiter. Rather use the pipe "|" delimiter than a comma, as a comma is often found in the contents of a message.

10.4 TWO-WAY

This report allows you to report on all messages that you have received for a specific time period. The results can either be displayed online or downloaded as a CSV file.

Source Address: If you wish to report on messages received from a specific number you can enter that number here.

Destination Address: If you wish to report on messages sent to a particular MO number you have rented, then enter that number here.

Generate Counts: This will generate a total for each destination Address (MO Number).

10.5 QUERY MESSAGE

If you wish to query the status of a specific message you can do so here. Enter the API message ID which was sent to you after sending the message to our Gateway. You can also query the status of message sent to a specific number in the Advanced Report.