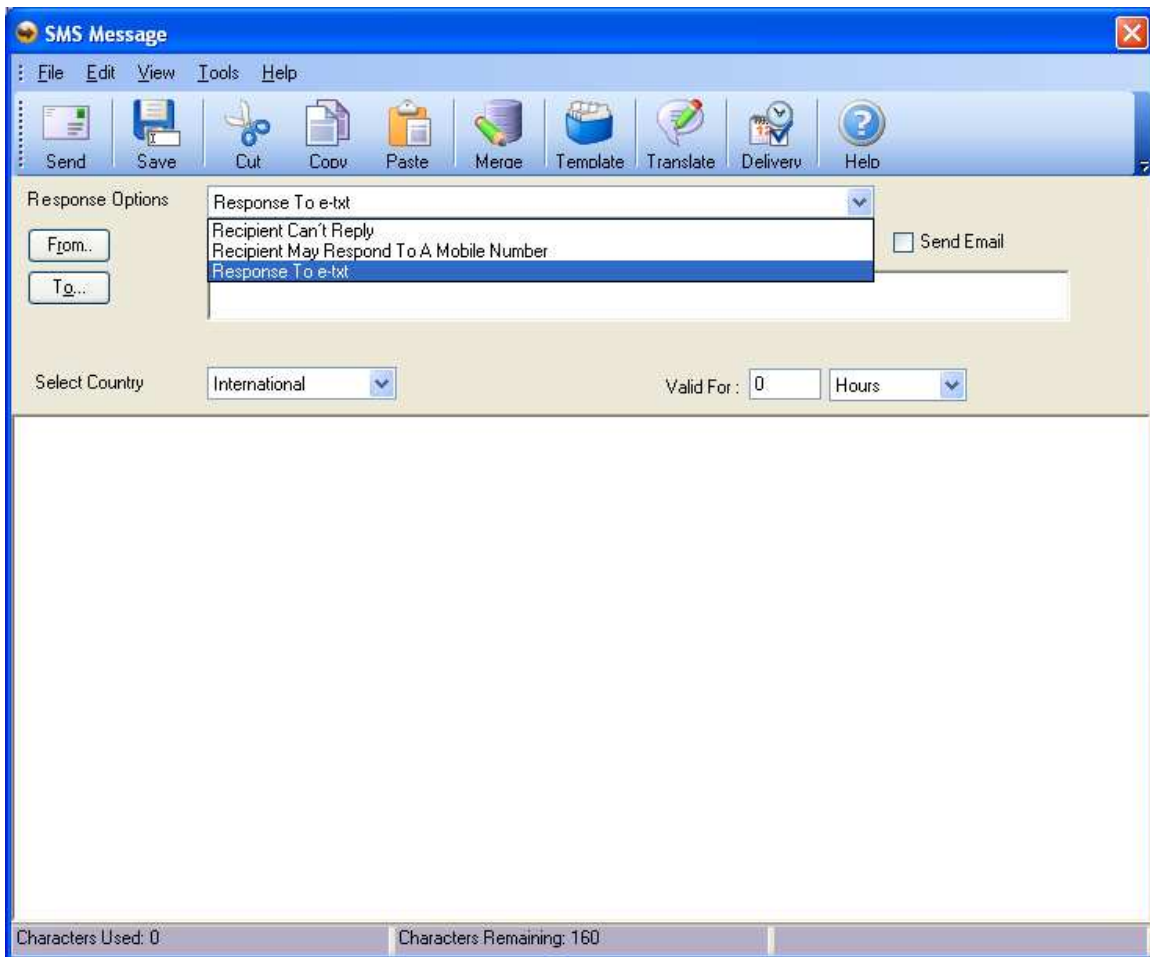


## How to set the sender ID (sender name) of a text message

When you send a message, you can choose from several ways to identify yourself, depending on what sort of response you want to receive (or not receive). There are 3 ways of doing this. For each of them start by:

1. Click on **New SMS** (top left icon) to open a new SMS window.
2. You will see there is a Response Options box with three response options listed from a drop-down menu:



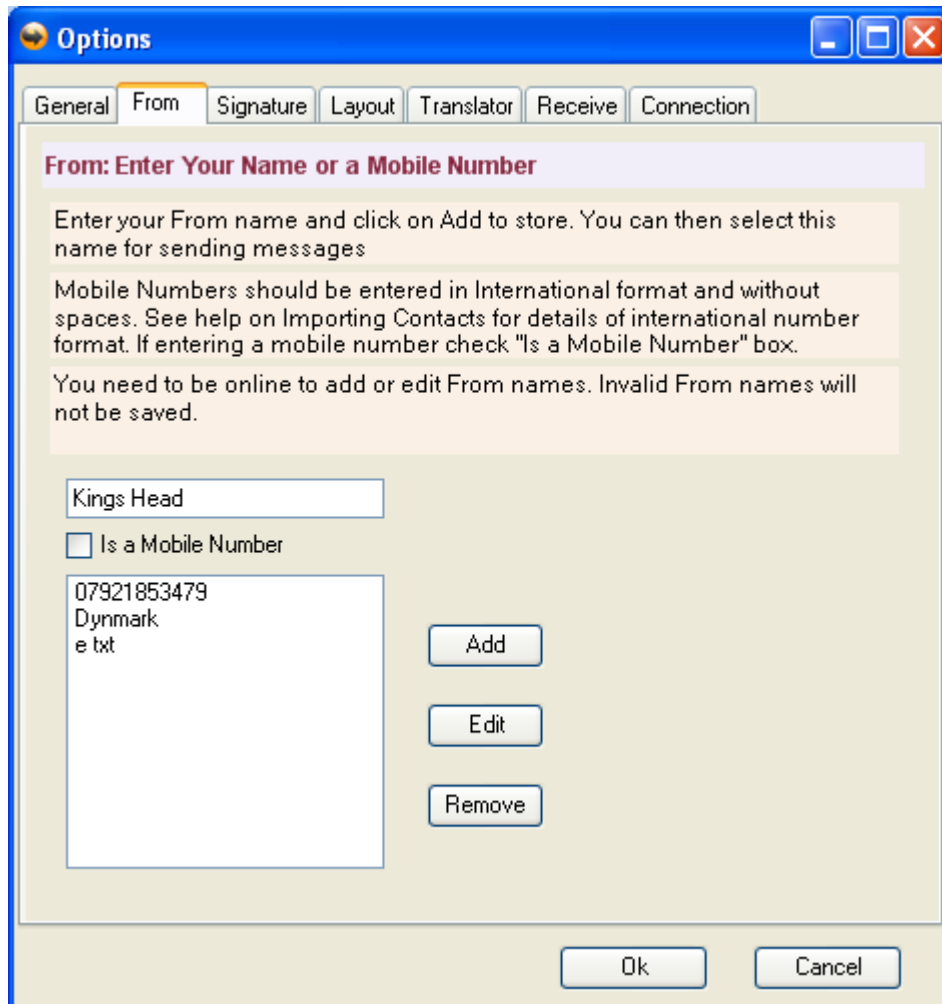
- **Recipient Can't reply** - this means you can enter your name e.g. "Kings Head" which will appear on handsets when the message is received. The name can be up to 11 characters long.
- **Recipient May Respond to a Mobile** - this is useful if you are sending an individual message that may get a response, and then leave your PC. You can request that any response is sent to a mobile phone.
- **Response to e-txt** - This is ideal for promotions because if the recipient replies, the message arrives in your inbox just like email, and can be responded to automatically. It can also let people opt-out (see "How to automatically Opt-out contacts")

## 'Recipient Can't Reply' Option

Click the **From** button and you will be able to enter, for example, your business as the sender name or sender ID (Identification). This means that recipients will immediately see the sender name of the message when their mobile receives the alert.

It also means that you can recognise text tickets sent directly from you, compared to tickets that have been forwarded around friends of the initial recipient.

You can see what the window will look like when you are about to add 'Kings Head' as a sender.



The sender name is limited to 11 characters as this is the international standard for SMS text messages and the longest it can possibly be.

## 'Recipient may Respond to a Mobile Number' Option

If you want people to respond to a mobile phone, you can set the Sender ID to a mobile telephone number. This means that people will think the message comes from your mobile, and if they reply, the message will be received back to your mobile.

This is good if you only expect a small number of individual replies, and will not be at your PC.

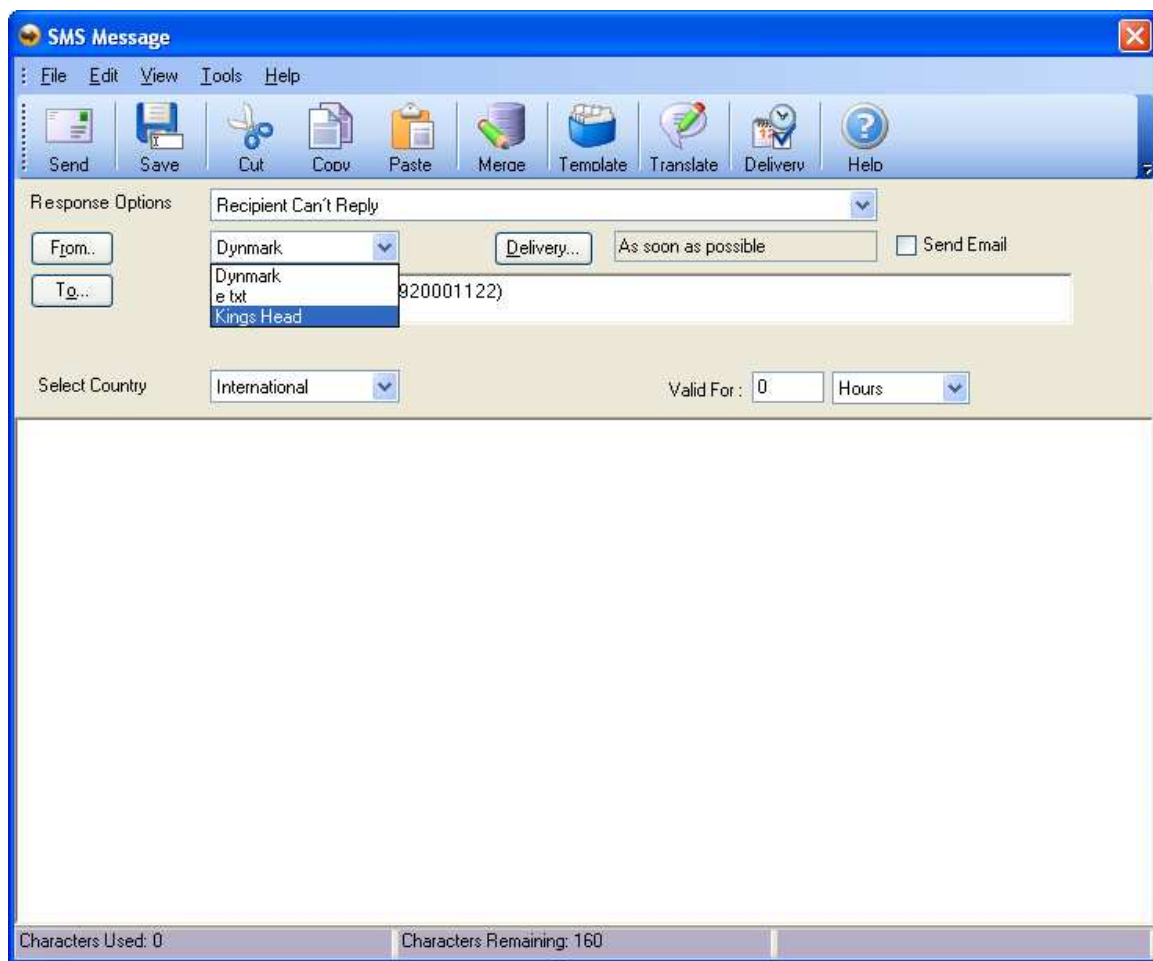
Simply enter the number in the box in international format, which means:

- For UK numbers it starts with **447**
- Ensure that there are no spaces

Check **Is a Mobile Number** and click **Add**. There are 2 examples in the window above.

## When you have already set the Sender ID

When you choose either of the options above, if you have already set IDs, e-txt will choose one of your pre-set names or mobile numbers. If for example you have chosen **Recipient Can't Reply**, you can choose which pre-set Sender ID to use by clicking the arrow to the right of the 'From..' button, to get this drop-down menu:



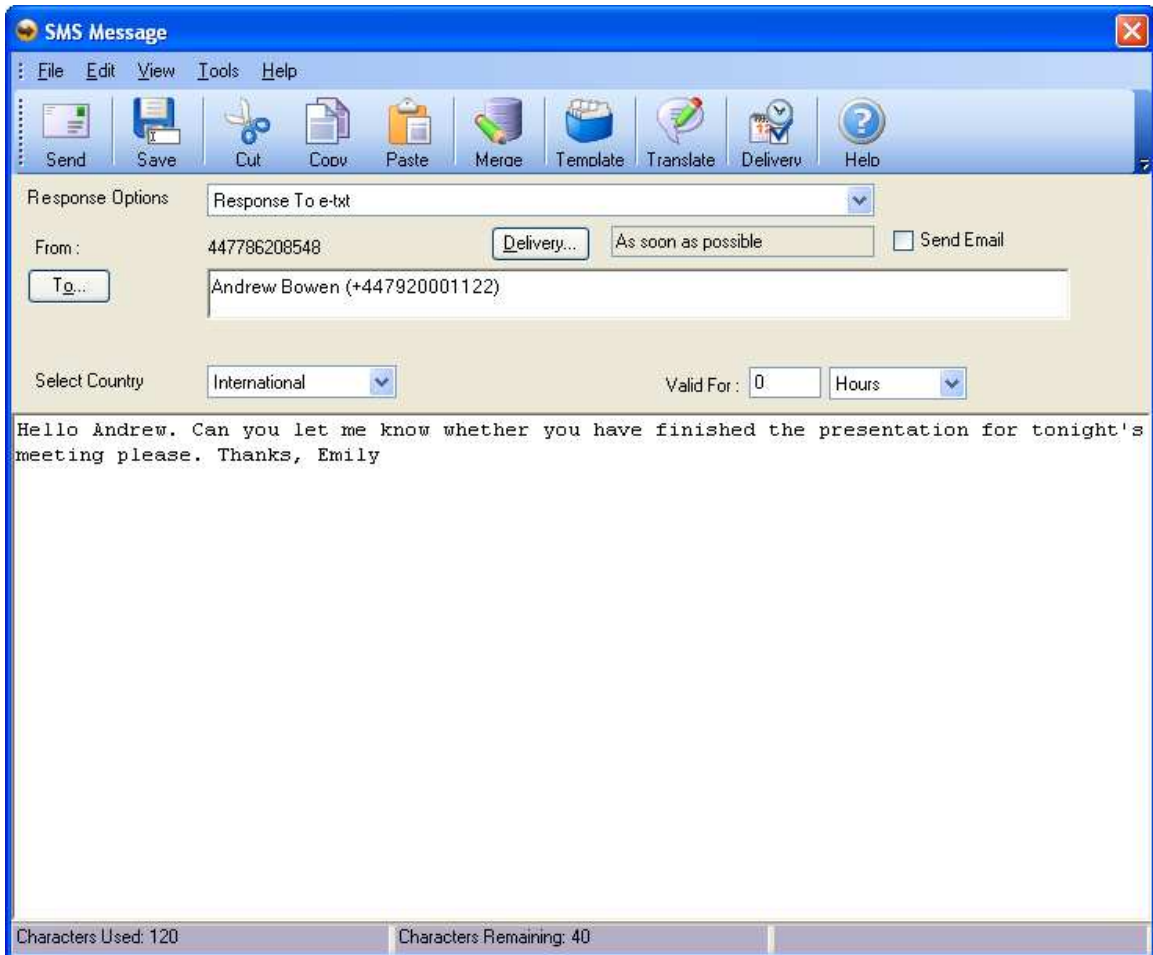
Simply highlight the one you want.

## “Response to e-txt” Option

This option is great for messaging campaigns and promotions but also just for within the office. Replies will come back to your e-txt inbox just like email. A randomly allocated inbound

number will allow people to reply. This service is free, you are only charged for outbound messages.

If you want this number to always be the same then you can rent a dedicated number for £20/month. You will then always see your dedicated number in the “from” field when you choose “Response to e-txt”. You can publish this on promotional material and people can store it in their phone, ready to text in to you whenever necessary.



The screenshot shows a software window titled "SMS Message" with a standard menu bar (File, Edit, View, Tools, Help) and a toolbar containing icons for Send, Save, Cut, Copy, Paste, Merge, Template, Translate, Delivery, and Help. The interface includes several input fields and controls:

- Response Options:** A dropdown menu set to "Response To e-txt".
- From:** A text field containing "447786208548" with a "Delivery..." button and a "Send Email" checkbox.
- To:** A text field containing "Andrew Bowen (+447920001122)".
- Select Country:** A dropdown menu set to "International".
- Valid For:** A text field with "0" and a "Hours" dropdown menu.

The main message body contains the text: "Hello Andrew. Can you let me know whether you have finished the presentation for tonight's meeting please. Thanks, Emily".

At the bottom of the window, a status bar displays "Characters Used: 120" and "Characters Remaining: 40".