



SMS FOXBOX

Hardware SMS Gateway

WEB INTERFACE USER MANUAL

Complete guide
for all web management interface features

Models: FoxBox S1 • FoxBox S2 • FoxBox RS

Version 1.0 – April 2026

www.smsfoxbox.it

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1. Interface Overview

1.1 Navigation Structure

The FoxBox web interface features a left-hand sidebar navigation menu that provides access to all system functions. The sidebar is organised into the following main sections:

Menu Item	Description
Dashboard	Home page with system status, quick send, campaigns overview and BI analytics
Settings	System configuration and preferences
Incoming SMS	View received messages
Send SMS	Compose single messages, send from file, or manage campaigns
Contacts	Phonebook, contact groups and scheduled reminders
Reports	Outgoing messages, global statistics, background tasks and campaign overview
Features	SMS Board, SMS Quiz, SMS Subscribe and other advanced features
Logout	Sign out of the current session

In the top-right corner of every page, the current user is displayed (e.g. DEMO) along with the credit balance. A “Select User” dropdown is available for administrators to switch user context.

2. Dashboard

The Dashboard is the main landing page after login. It provides a comprehensive overview of the system status and quick access to key functions.

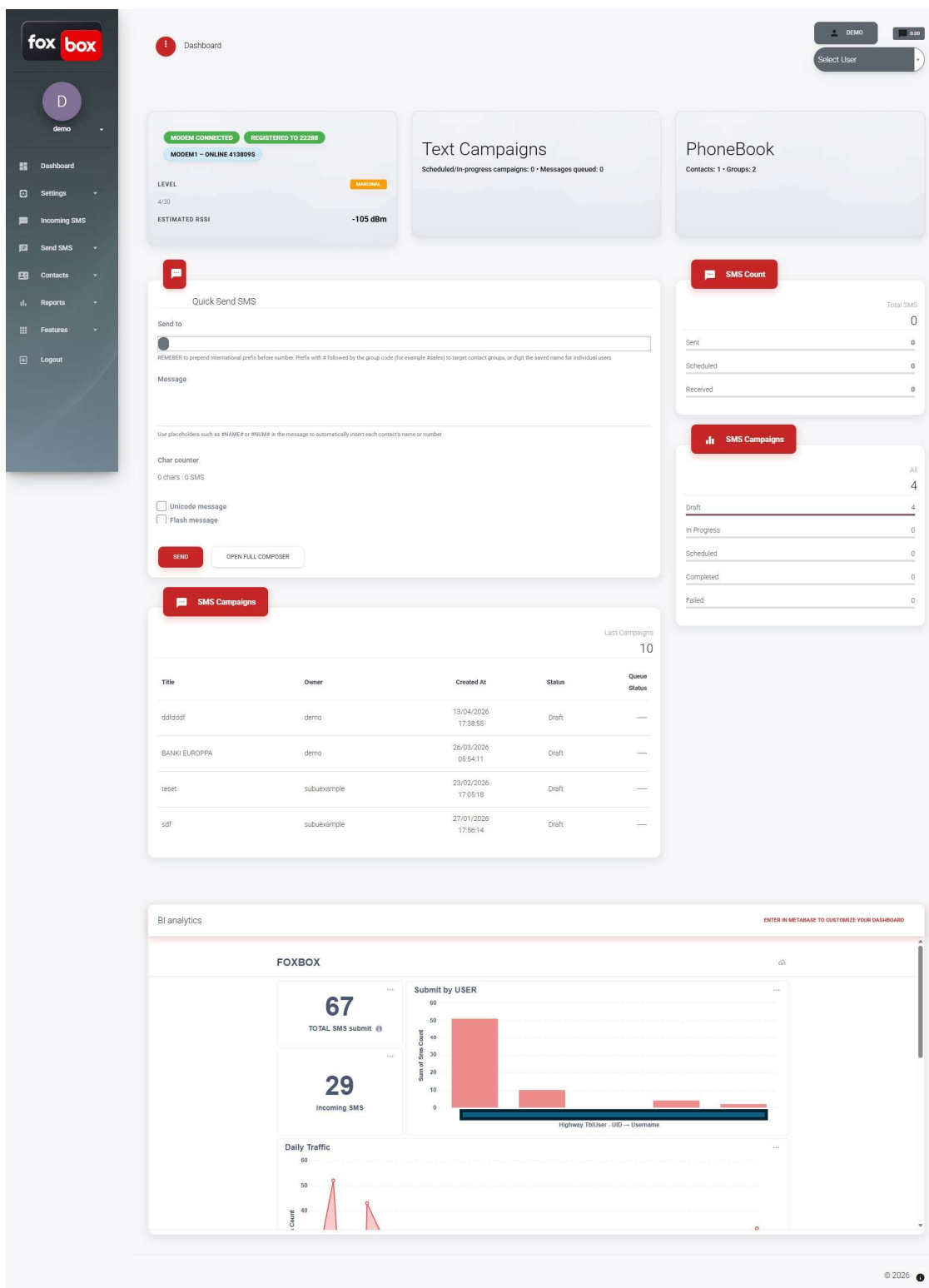


Figure 2.1 – Dashboard: system status, quick send, campaigns and BI analytics

2.1 Modem Status Panel

The top-left card shows the current modem status, including connection state, registration to the mobile network, signal level and estimated RSSI (Received Signal Strength Indicator) in dBm.

2.2 Quick Send SMS

The Quick Send SMS panel allows you to compose and send a message directly from the dashboard without navigating to the full composer. Enter the destination number in the “Send to” field (with international prefix, e.g. 393401234567) and type the message below. Use the “OPEN FULL COMPOSER” link for advanced options.

NOTE: You can use placeholders such as #NAME# or #NUM# in the message to automatically insert each contact’s name or number.

2.3 SMS Count and Campaigns Widgets

On the right side, the SMS Count widget shows totals for Sent, Scheduled and Received messages. The SMS Campaigns widget shows the status of all campaigns (Draft, In Progress, Scheduled, Completed, Failed).

2.4 SMS Campaigns List

Below the quick send, a summary table shows the most recent Text Campaigns with title, owner, creation date and status.

2.5 BI Analytics

At the bottom of the dashboard, the embedded BI analytics panel (powered by Metabase) provides visual charts showing Total SMS submitted, Incoming SMS count, Submit by User breakdown and Daily Traffic graphs. Click “ENTER IN METABASE TO CUSTOMIZE YOUR DASHBOARD” for advanced analytics.

3. Sending SMS Messages

3.1 Compose Message

To compose a new SMS, navigate to Send SMS in the sidebar. The full composer provides the following fields:

Figure 3.1 – Compose message: full SMS composition form

- **Send to:** enter the recipient's phone number with international prefix (no "+"). Prefix with # followed by the group code (e.g. #sales) to target contact groups, or type a saved contact name.
- **Sender ID:** select a registered sender identity from the dropdown.
- **Message footer:** optional footer text appended to every message.
- **Message Template:** select a pre-defined message template to auto-fill the message body.
- **Message:** type the SMS text. Use #NAME# or #NUM# placeholders for personalisation.
- **Schedule:** set a future date and time for deferred sending (format: YYYY-MM-DD hh:mm).
- **Options:** tick "Flash message" (displays immediately on screen) or "Unicode message" (for non-Latin characters).

The character counter at the bottom shows the current length and number of SMS parts. Click SEND to queue the message or BACK to cancel.

WARNING: Always use the international prefix without "+". Example for Italy: 393401234567. Incorrect format will cause delivery failure.

3.2 Send from File

For bulk sending with individual messages per recipient, use the Send from File function:

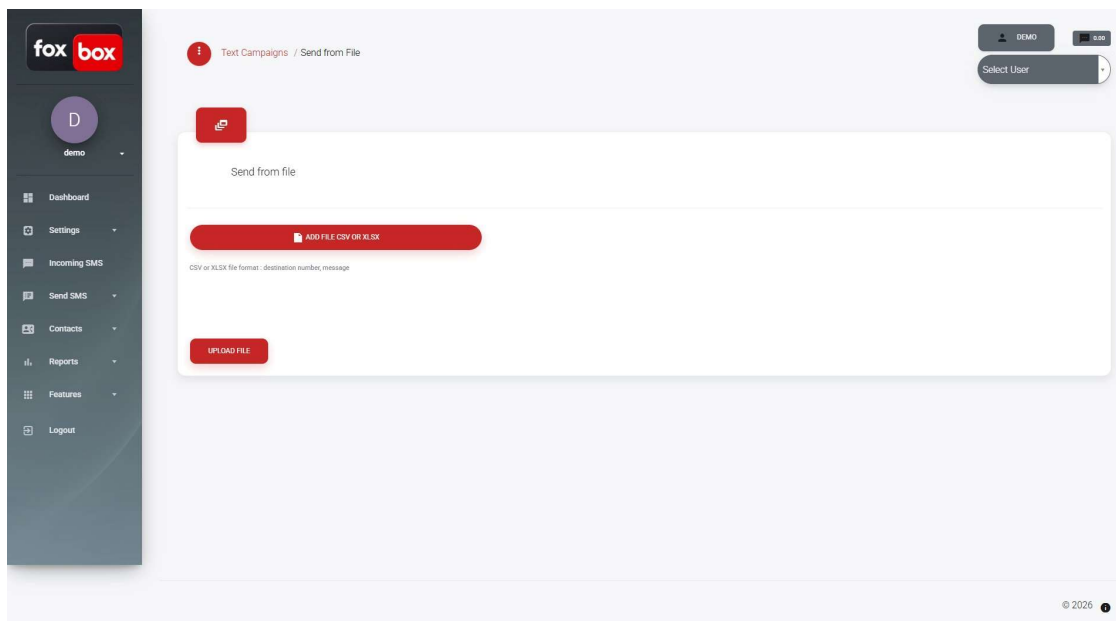


Figure 3.2 – Send from File: upload CSV or XLSX with destination numbers and messages

Click “ADD FILE CSV OR XLSX” to select a file. The expected format is: destination number, message (one per row). After uploading, click “UPLOAD FILE” to queue all messages for delivery.

TIP: This method is ideal for personalised bulk messaging where each recipient receives a different message.

3.3 SMS Campaigns

SMS Campaigns allow you to create, schedule and manage large-scale messaging operations:

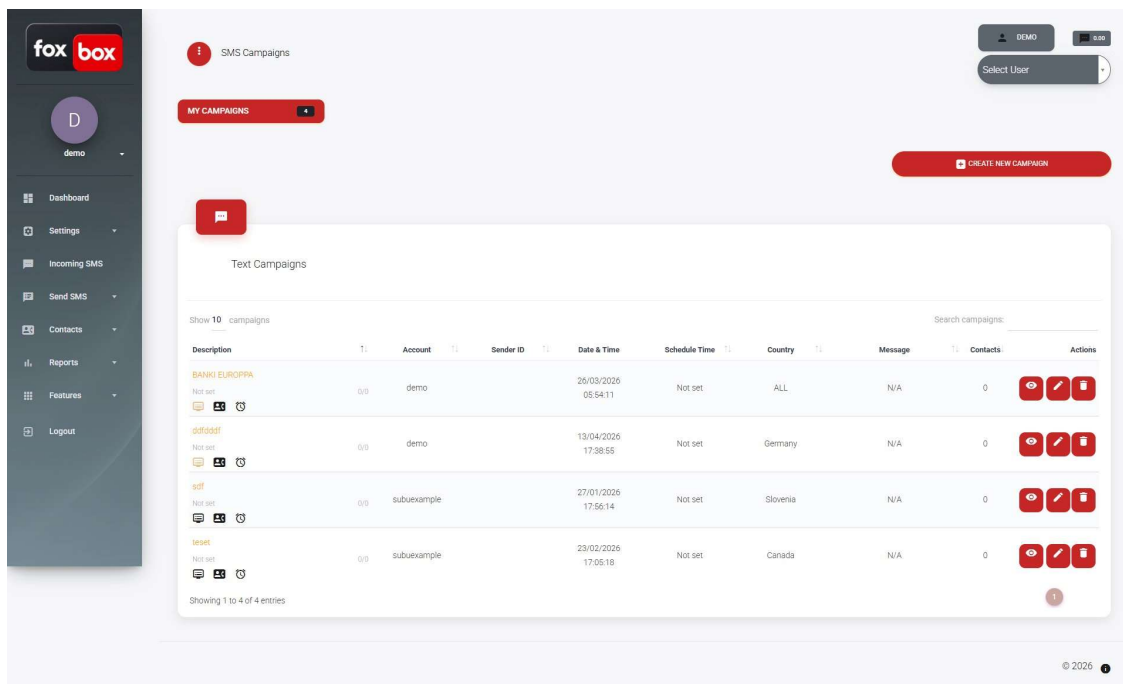


Figure 3.3 – SMS Campaigns: list of all campaigns with status and actions

The campaigns list shows Description, Account, Sender ID, Date & Time, Schedule Time, Country, Message preview, number of Contacts and Action buttons. For each campaign you can:

- View campaign details
- Edit campaign settings and message
- Delete the campaign

Click “CREATE NEW CAMPAIGN” to start a new one. Each campaign can target a specific country or ALL countries.

3.4 Campaign Overview

The Campaign Overview section provides a real-time summary of active and scheduled campaigns:

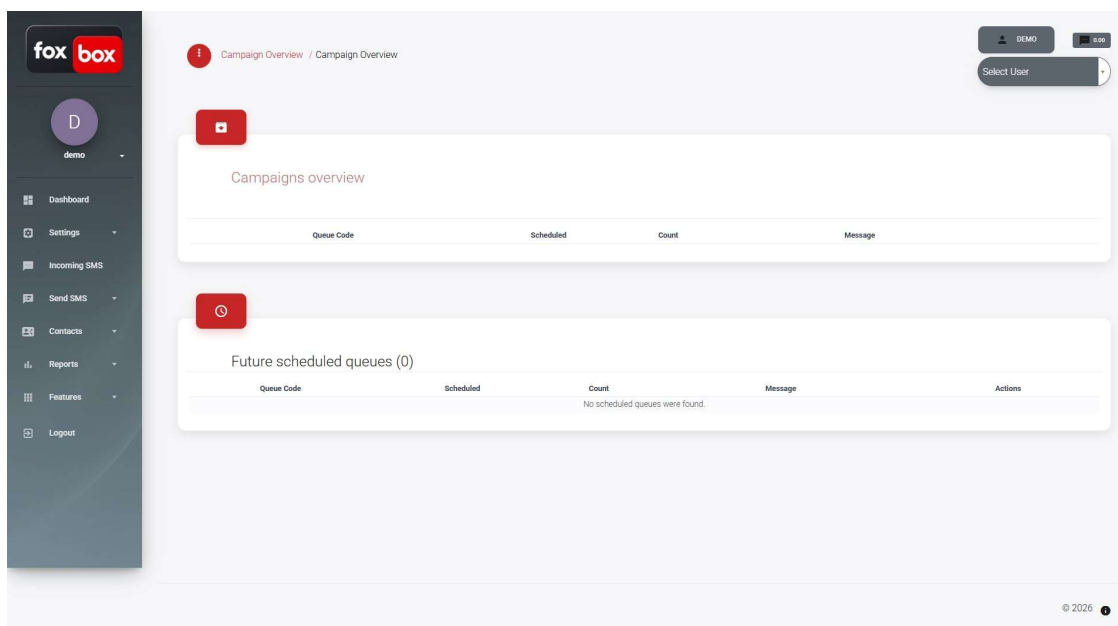


Figure 3.4 – Campaign Overview: active campaigns and future scheduled queues

This page shows two panels: Campaigns overview (currently running campaigns with Queue Code, Scheduled time, Count and Message) and Future scheduled queues showing upcoming queued sends.

4. Contacts and Phonebook

4.1 Phonebook

The Phonebook section manages your contact database:

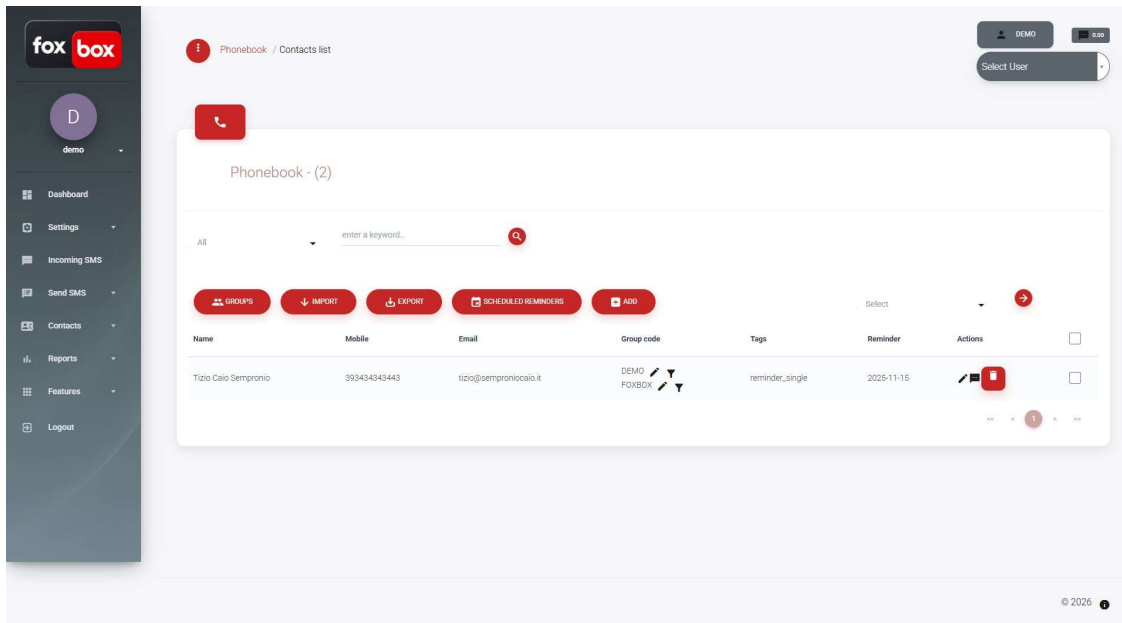


Figure 4.1 – Phonebook: contacts list with groups, tags and scheduled reminders

The toolbar provides the following actions:

- **GROUPS:** manage contact groups
- **IMPORT:** import contacts from CSV file
- **EXPORT:** export the entire phonebook
- **SCHEDULED REMINDERS:** configure automatic SMS reminders for contacts
- **ADD:** create a new contact manually

For each contact, the table shows: Name, Mobile number, Email, Group code(s), Tags, Reminder date and Action buttons (edit, send message, delete). Use the search bar and filter dropdown to find specific contacts.

TIP: Contacts can belong to multiple groups. Use Group codes to target specific audiences when composing messages (prefix with #).

5. Sender ID Management

The Sender ID section allows you to manage the alphanumeric identifiers displayed as the sender on recipients' phones:

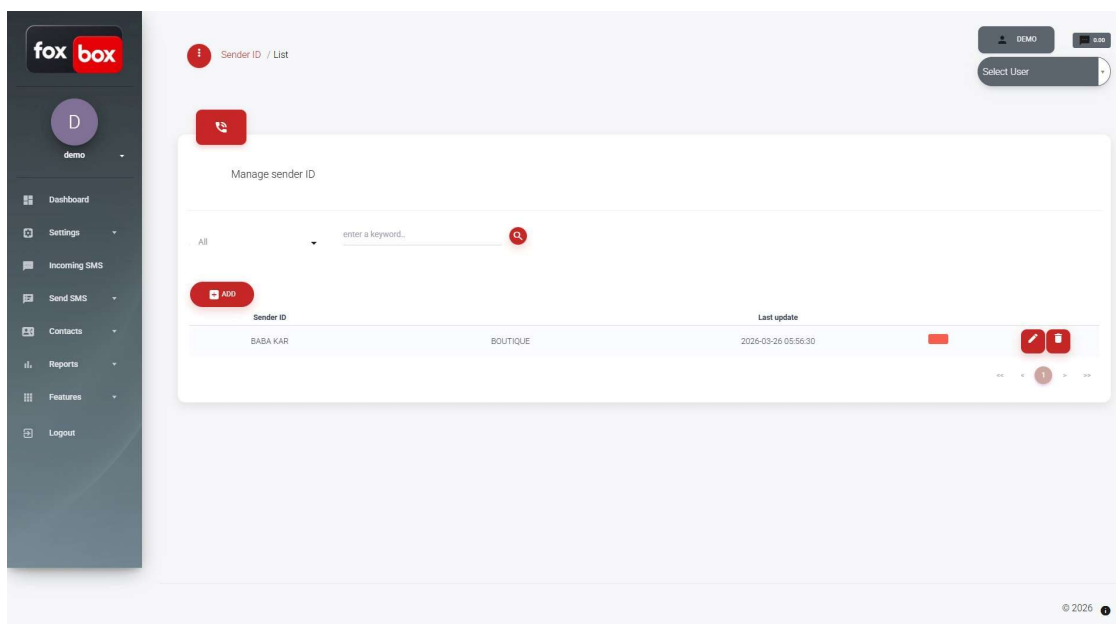


Figure 5.1 – Manage Sender ID: list of registered sender identities

Click “ADD” to register a new Sender ID. Each entry shows the ID name, associated details, last update timestamp and status. Use the edit and delete buttons to manage existing IDs.

NOTE: Sender ID availability depends on the mobile operator and local regulations. Some operators may not support alphanumeric sender IDs.

6. Message Templates

Message Templates allow you to save pre-defined SMS texts for quick reuse:

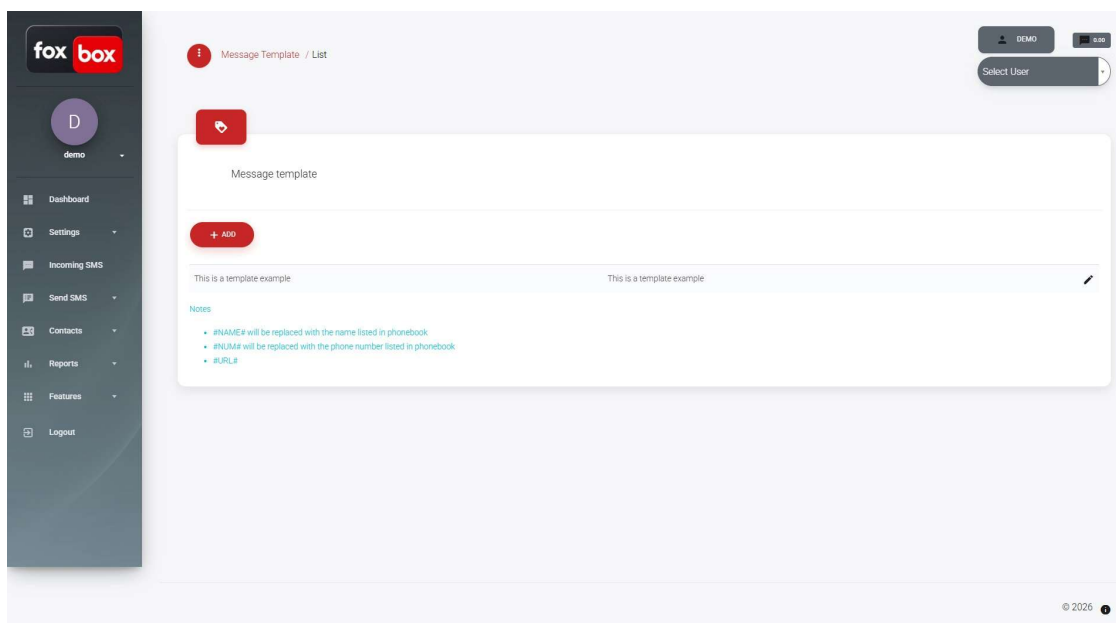


Figure 6.1 – Message Template: list of saved templates with placeholders

Click “+ ADD” to create a new template. Templates support dynamic placeholders:

- **#NAME#** – replaced with the contact’s name from the phonebook
- **#NUM#** – replaced with the contact’s phone number
- **#URL#** – replaced with a tracked URL

When composing a message, select a template from the “Message Template” dropdown to auto-fill the message body.

7. Reports and Statistics

7.1 Outgoing Messages

The Outgoing Messages report shows all sent messages with detailed status information:

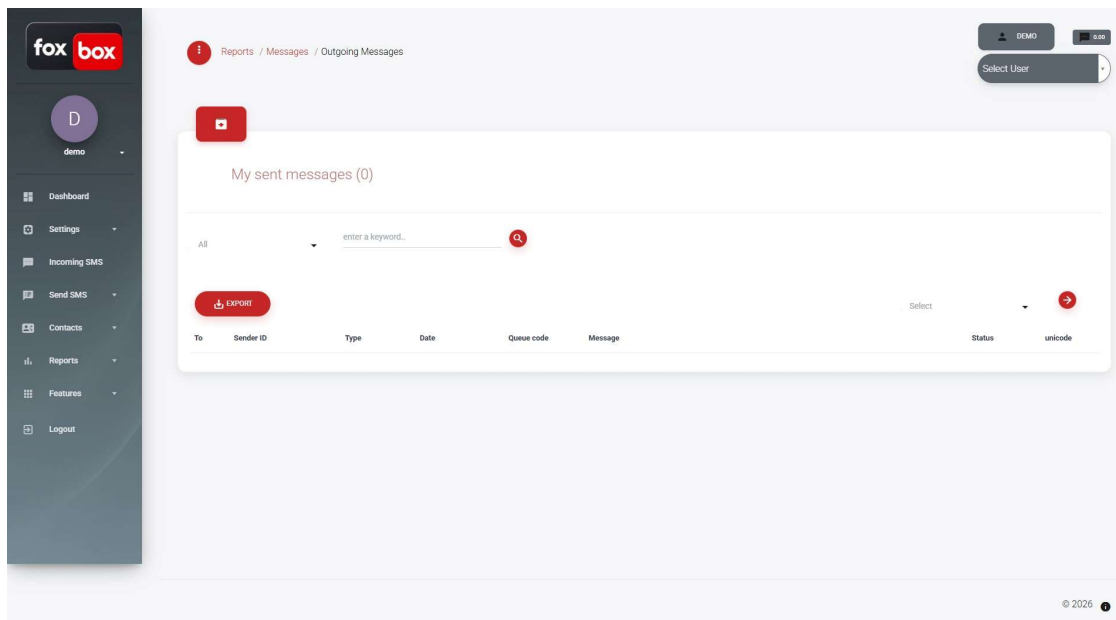


Figure 7.1 – Outgoing Messages: sent message log with status and export

The table columns are: To (recipient), Sender ID, Type, Date, Queue code, Message text, Status and Unicode flag. Use the filter dropdown and search field to narrow results. Click “EXPORT” to download the data.

7.2 Global Statistics

The Global Statistics page provides a comprehensive analytics view:

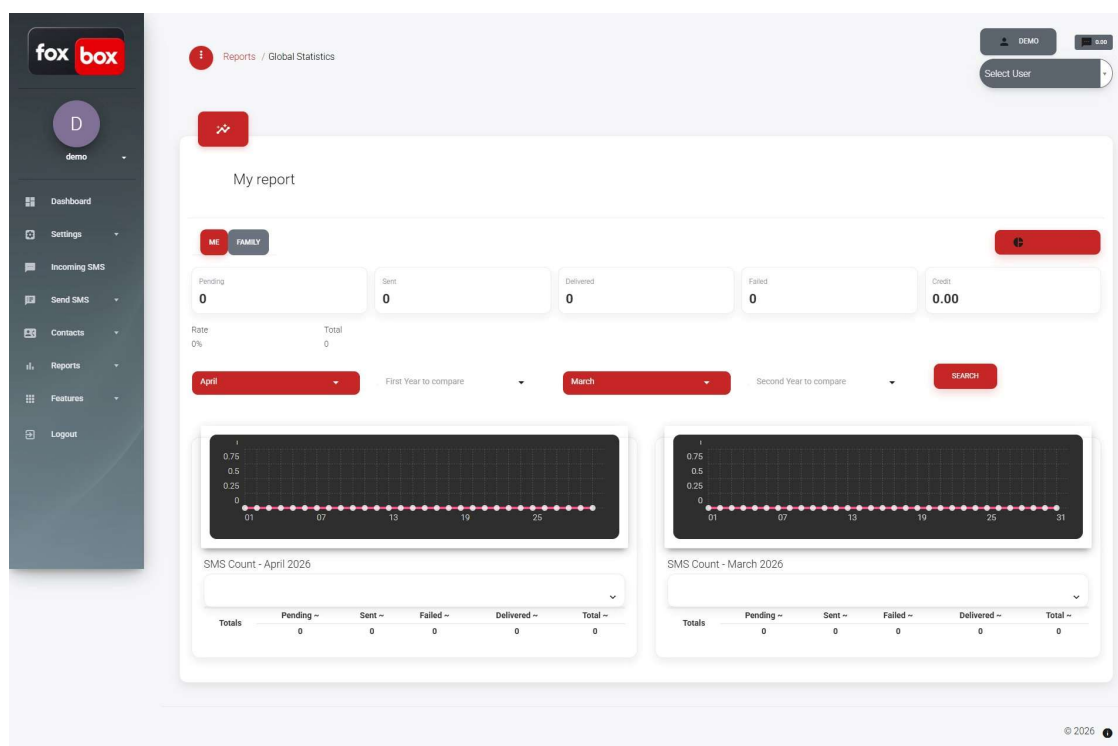


Figure 7.2 – Global Statistics: monthly comparison with charts and counters

The page shows:

- ME/FAMILY toggle to switch between personal and sub-user views
- Summary counters: Pending, Sent, Delivered, Failed and Credit balance
- Overall delivery Rate and Total messages
- Month-by-month comparison charts (select two months and years to compare)
- Daily SMS Count graphs with detailed breakdowns
- Totals table with Pending, Sent, Failed, Delivered and Total for each selected period

7.3 Background Tasks

The Background Tasks section monitors long-running system operations:

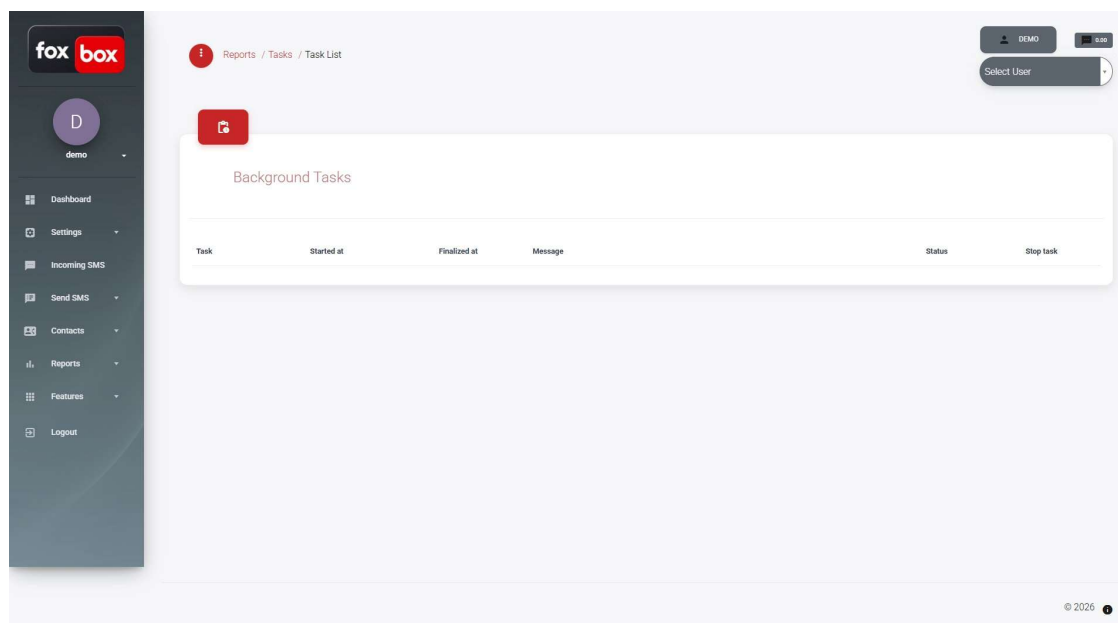


Figure 7.3 – Background Tasks: status of queued system operations

Each task entry shows: Task name, Started at, Finalized at, Message, Status and a Stop task button. This is useful for monitoring bulk sends, imports and other async operations.

8. Credit Management

The Credit Management section allows administrators to track and manage SMS credit allocations:

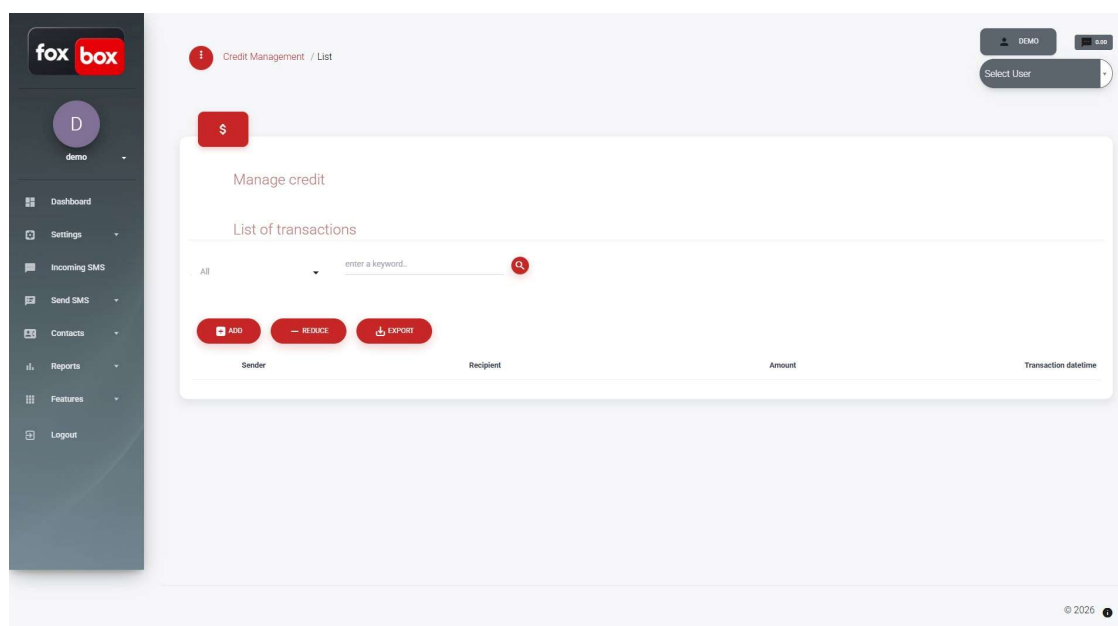


Figure 8.1 – Credit Management: transaction list with add, reduce and export

The interface shows the transaction history with Sender, Recipient, Amount and Transaction datetime columns. The available actions are:

- **ADD:** allocate credits to a user
- **REDUCE:** deduct credits from a user
- **EXPORT:** download the transaction log

Use the filter and search tools to find specific transactions.

9. User Management

The User Management section allows you to manage accounts and sub-users:

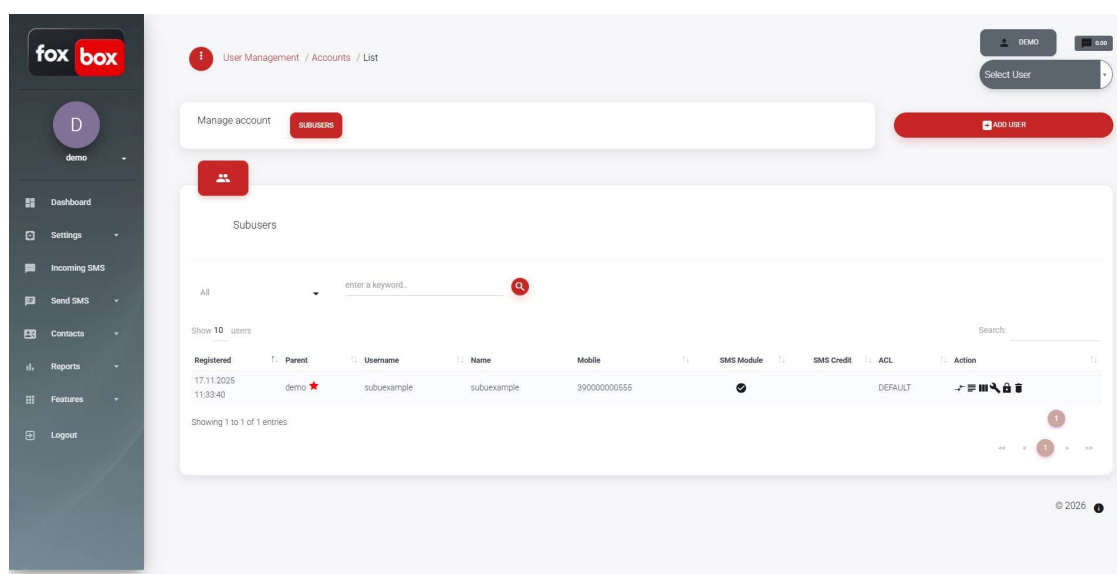


Figure 9.1 – User Management: sub-user list with roles and permissions

The Subusers table shows: Registration date, Parent user, Username, Name, Mobile number, SMS Module status, SMS Credit balance, ACL (Access Control Level) and Action buttons.

Available actions per user include:

- Edit user settings and profile
- View user statistics and reports
- Manage user's phonebook
- Change password
- Delete user

Click "ADD USER" to create a new sub-user account. The SUBUSERS tab at the top filters the view to show only child accounts of the current user.

10. Advanced Features

10.1 SMS Board

The SMS Board allows you to create keyword-based interactive services. Incoming messages matching a keyword are processed and forwarded to a configured destination:

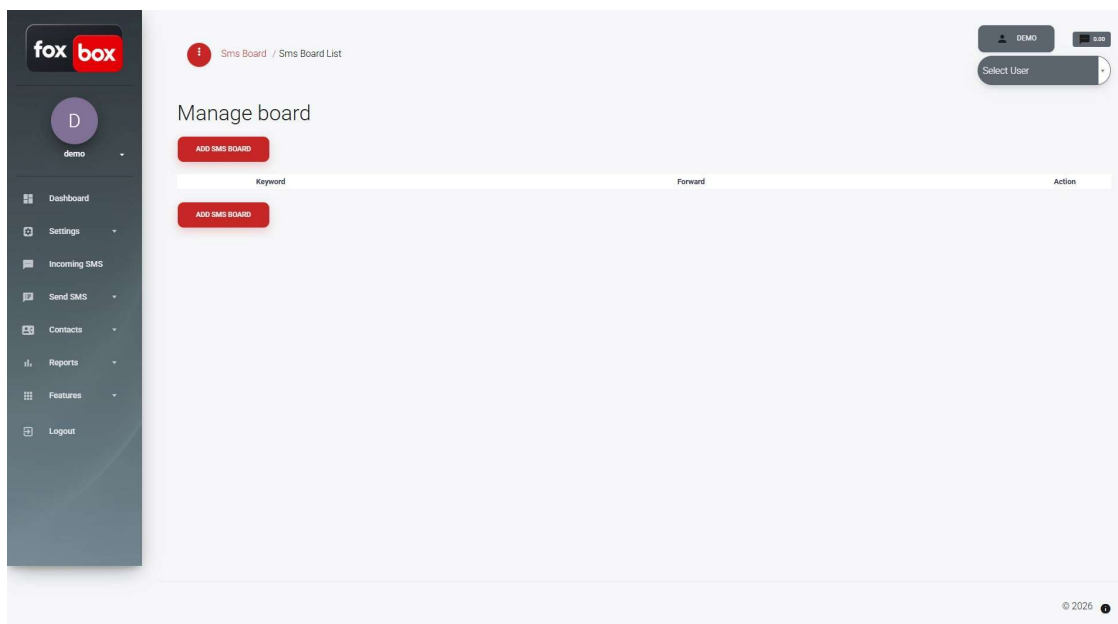


Figure 10.1 – SMS Board: manage keyword-based message forwarding

Click “ADD SMS BOARD” to create a new board. Each entry shows the Keyword, Forward destination and Action buttons.

10.2 SMS Quiz

The SMS Quiz feature enables interactive quiz services via SMS:

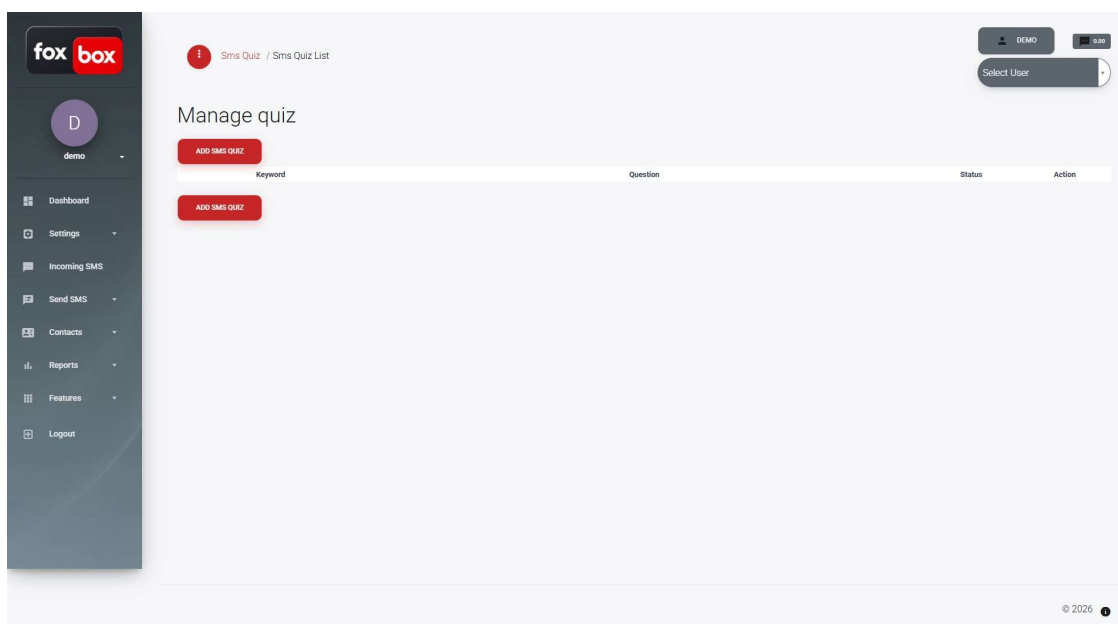


Figure 10.2 – SMS Quiz: manage keyword-based SMS quizzes

Create quizzes by defining a Keyword and associated Questions. Users send the keyword via SMS to participate. Each quiz can have a configurable status (active/inactive).

10.3 SMS Subscribe

SMS Subscribe provides opt-in/opt-out subscription management for SMS services:

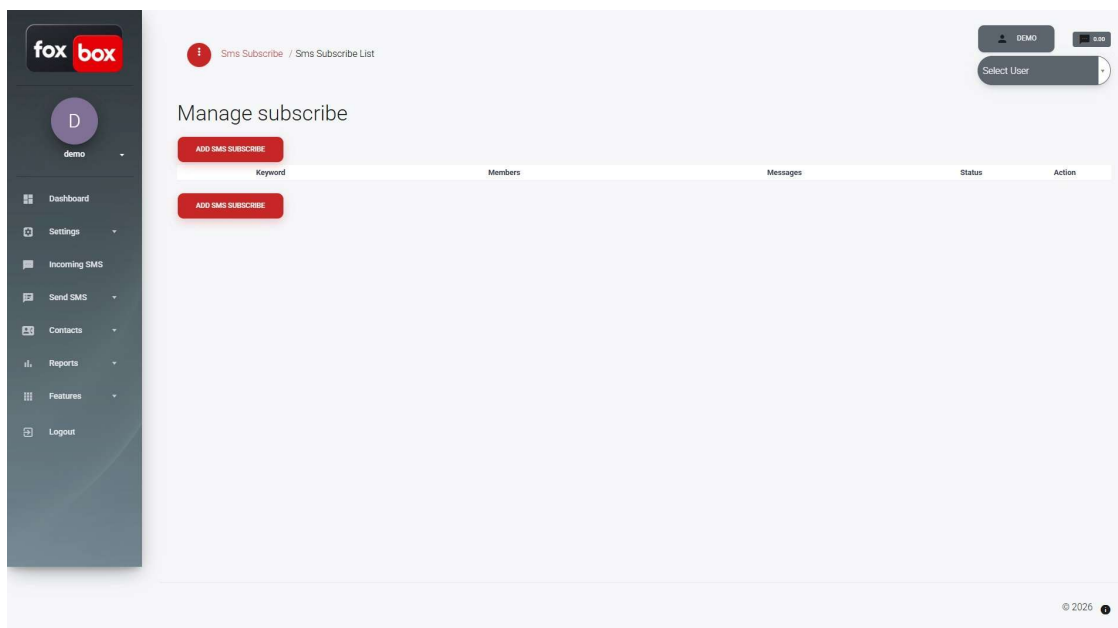


Figure 10.3 – SMS Subscribe: manage keyword-based subscription lists

Create subscription lists with a Keyword. Users text the keyword to subscribe. The system tracks Members, Messages sent and Status for each subscription service.

11. API Integration

11.1 Overview

FoxBox provides an HTTP/REST API for programmatic integration with external systems such as monitoring platforms (Zabbix, Nagios, Checkmk), CRM/ERP systems and custom applications. The API returns JSON by default (XML available with format=xml).

11.2 Authentication

API calls require two parameters:

Parameter	Description
u	FoxBox username
h	Webservices token (from user settings)

Enabling the API

1. Log in to the web interface and click your username in the top-right corner.
2. Select Settings from the dropdown.
3. Set “Enable webservices” to Yes.
4. Copy the Webservices token value.
5. (Optional) Set a Webservices IP range to restrict access.

11.3 Key API Operations

Operation	Parameter	Description
Send SMS	op=pv	Send a message (supports scheduling with schedule=)
Delivery status	op=ds	List sent messages with delivery status
Incoming	op=in	Retrieve received messages
Inbox	op=ix	User’s message inbox
Credits	op=cr	Check credit balance
Get token	op=get_token	Generate API token using password
Search contacts	op=get_contact	Search the phonebook
Search groups	op=get_contact_group	Search contact groups
Quick info	op=query	System status information

Example: Send an SMS via API

```
curl -k
"https://<FOXBOX_IP>/index.php?app=ws&u=<USER>&h=<TOKEN>&op=pv&to=393401234567&
msg=Hello"
```

Example: Check credit balance

```
curl -k "https://<FOXBOX_IP>/index.php?app=ws&u=<USER>&h=<TOKEN>&op=cr"
```

For complete API documentation, visit api.foxbox.it or download the HTTP API Guide from www.smsfoxbox.it/sms-api-manuals/.

12. Troubleshooting

Problem	Solution
Cannot access the web interface	Verify the FoxBox IP address, network connection and that the device is powered on.
Login failed	Check credentials. Use “Recover password” on the login page.
SMS not sending	Verify the modem is connected and registered (check Dashboard modem status). Ensure SMS engine is active.
CMS+500 error	Test the SIM card in a mobile phone to verify it can send SMS.
API errors (ERR 104–106)	Verify token, webservices enabled and client IP is within the authorised range.
Campaign stuck in Draft	Ensure contacts are assigned and the campaign message is set. Check credit balance.
Slow interface	The smsd process uses a full CPU core. Check RAM and disk space on the Dashboard.

12.1 Phone Number Format

Always use the international prefix without “+”:

Country	Prefix	Example
Italy	39	393401234567
Germany	49	491721234567
France	33	33612345678
United Kingdom	44	447911123456
United States	1	12025551234

12.2 Technical Support

- **Ticket:** www.smsfoxbox.it/support
- **Email:** sales@foxbox.it