MsgPilot – Questions & Answers (Q&A)

This section answers the most common questions users ask while using MsgPilot. If you are new, we recommend reading the Help section first, then use this Q&A when you need quick answers.

General Questions

Q: What is MsgPilot used for?

A: MsgPilot is used to send bulk SMS and Email messages in a clear and organized way. It is designed for communication such as notifications, reminders, reports, or announcements — not for chatting.

Q: Does MsgPilot send messages automatically or in the background?

A: No. MsgPilot sends messages only when you press Send and only with the content you write and approve.

Q: Does MsgPilot store my messages or share them?

A: No. MsgPilot does not send hidden messages, does not resend messages automatically, and does not store your message content externally.

Q: Can I use MsgPilot offline?

A: You can prepare messages offline. Sending: • SMS requires your phone's network • Email requires an internet connection.

Language & Guide Screens

Q: Why does the language selection screen appear?

A: It allows you to choose the language used across the entire app. The selected language is saved and reused every time you open MsgPilot.

Q: I hid the guide or tips screen. How can I see it again?

A: Go to Settings → Restore Tips. This will show the guide and tips screens again.

Account & Login

Q: I forgot my password. What should I do?

A: 1. Enter your email on the Login screen 2. Press Forgot password 3. Check your email inbox or spam 4. Reset your password 5. Return to MsgPilot and log in with the new password

Q: Why do I need to verify my email after registration?

A: Email verification ensures: • Your account is secure • You can recover access later • Support can contact you if needed. You must verify your email before logging in.

Q: Can I change my registered email?

A: No. Your email is your account identity and cannot be changed. Make sure you always have access to it.

Permissions

Q: Why does MsgPilot ask for Contacts permission?

A: This is needed only if you want to: • Select contacts from your phone • Send bulk messages to selected contacts. MsgPilot does not modify or delete your contacts.

Q: Why does MsgPilot ask for SMS permission?

A: This permission is required to: • Send SMS messages that you write and approve. MsgPilot: • Does not send hidden SMS • Does not send background SMS • Does not resend messages automatically. Without this permission, SMS sending will not work.

Q: Why does MsgPilot ask for Storage permission?

A: This is needed only if you want to: • Import Excel or CSV files • Attach files to emails. MsgPilot accesses files only when you choose to import them.

App Live / Default SMS App

Q: What does "App Live" mean?

A: App Live sets MsgPilot as your default SMS app. This is recommended so SMS sending works properly on most phones.

Q: Do I have to set MsgPilot as the default SMS app?

A: It is recommended. Some phones may not send SMS correctly unless MsgPilot is set as default. You can still choose Try anyway if you don't want to set it as default.

Q: Why didn't the "Open" button work on my phone?

A: Some phones (like Xiaomi, Oppo, and similar brands) block direct access. Set it manually: Phone Settings → Apps → Default apps → Messages → Select MsgPilot

Q: Can I change back to my normal SMS app later?

A: Yes. Open your phone's original Messages app and choose Set as default.

Excel / CSV Files

Q: My phone numbers lost the leading zero. Why?

A: Your phone number column must be formatted as Text in Excel. This prevents numbers starting with 0 from being changed.

Q: What happens if I don't use @{Field}?

A: If you don't use @{Field}: • The same message is sent to everyone • No personalization is applied.

Q: What does Preview show?

A: Preview shows how the first message will look using the first row or contact. Always preview before sending to avoid mistakes.

Send SMS

Q: Why didn't my SMS send?

A: Common reasons: • SMS permission not granted • Insufficient SMS balance • MsgPilot not set as default SMS app (on some phones)

Q: Does retry resend messages automatically?

A: No. MsgPilot sends only when you press Send.

Email Setup & Sending

Q: Why is Email Setup required?

A: Email sending depends entirely on correct setup. Without it, Send Email and Send SMS + Email will not work.

Q: What password should I use for Email Setup?

A: Use the App Password from your email provider — not your MsgPilot password. Most providers require: • Two-Step Verification • App Password generation

Q: I didn't receive the test email. What should I do?

A: • Check Inbox and Spam • Confirm you used an App Password • Try manual SMTP setup if needed • For business email, contact your IT department

Q: Are attachments personalized per recipient?

A: No. Attachments are the same for all recipients.

Reports

Q: What does the Report screen show?

A: It shows: • Sent messages • Failed messages, with clear separation for SMS and Email when applicable.

Q: Can I resend failed messages from the report?

A: In this version, reports are for review only.

Plans & Limits

Q: Why do I see limits?

A: Some limits depend on your current plan. Your access is handled automatically by the app.

Support

Q: When should I use Contact Us?

A: Use Contact Us if: • Something doesn't work • You can't access your account • Help and Q&A didn't solve the issue

Q: Why is email mandatory in Contact Us?

A: We need your email so we can reply and assist you.

Q: How long does support take to reply?

A: The MsgPilot team usually replies within 48 hours. Please check your Inbox and Spam folder.

Final Tip

Q: What should I do if I'm unsure?

A: Start with Help, use Q&A for quick answers, and contact us if you still need assistance. MsgPilot is designed to guide you step by step.