

texSMS Technical Help Manual

Version:	1.03
Document Type:	User Manual
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Issuing Department:	NTSC
Implementation date:	03 September 2013
Changes since last Version:	



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1. Installing texSMS

The installation uses a simple wizard. The installation is only for Outlook and not Outlook Express. The requirement for Outlook Express has been discontinued.

1.1. texSMS Introduction

1	texSMS	9		×
	Dutlook SMS - Powered by Hug	ge Tei	lecom	
	Cancel <	<u>B</u> ack	<u>N</u> ext >	

This is the initial screen to proceed with the installation of texSMS for Outlook onto your computer. Click "**Next**" to continue.



1.2. Welcome to the texSMS Setup Wizard

1	texSMS	— –	
texSMS Setup W	/izard	👸 te	xSMS
The installer will guide you through the st	eps required to install tex.	SMS 2.2.0 on your co	nputer.
WARNING: This computer program is pro Unauthorized duplication or distribution of or criminal penalties, and will be prosecut	this program, or any port ed to the maximum exten	ion of it, may result in	severe civil
	Cancel	< <u>B</u> ack	<u>N</u> ext >

The installer will guide you through the necessary steps to install texSMS 2.2.0 onto your computer. Click "Next" to continue with the installation.



1.3. License Agreement

B	texSMS	ø	- 🗆 🗙
License Agree	ement		texSMS
Please take a moment to read the Agree", then "Next". Otherwise c		u accept the terms	below, click "I
Terms and Condition The following term texSMS software an Service") constitut between the User User" or "the Cliet Telecom"). Please IMPORTANT: BY INST PART OF THE TEXSMS	as and conditions ad service ("texSM ate a legally bind (hereinafter refe ent") and Huge Te e read them carefu	S Service" of ing agreemen rred to as " lecom ("Huge lly. /OR ACCESSIN	or "the it 'the : IG ANY
◯ I <u>D</u> o Not Agree			
	Cancel	< <u>B</u> ack	<u>N</u> ext >

This screen has the terms and conditions of the product and requests that you agree to the *texSMS* usage agreement before you can continue with the installation. To continue you have to click on the **"I Agree"** checkbox saying that you have read and agreed to the *texSMS* terms and conditions. Once you have done this click **"Next"** to continue with the installation.



1.4. Select Installation Folder

13	texSMS	ē	- 🗆 🗙
Select Installa	ation Folder	X	texSMS
The installer will install texSMS to To install in this folder, click "Next	the following folder. ". To install to a different folder, er	nter it below	or click "Browse".
<u>F</u> older: C:\Program Files (x86)\Huge 1	Telecom\texSMS\		Browse
			<u>D</u> isk Cost
Install texSMS for yourself, or fo	or anyone who uses this computer	:	
<u> </u>			
) Just <u>m</u> e			
	Cancel	< <u>B</u> ack	<u>N</u> ext >

This screen is used to select where the texSMS software is installed on your computer. In most cases the default can be left unchanged. You can also select if you want to install texSMS for yourself or for anyone that uses the computer. Select the desired requirement. Should you wish to place the software somewhere else then either type in the location or click on the **"Browse"** button. If you click on the "Browse" button a screen similar to the one below will be shown. Click **"Next"** to continue.

₿	Browse for Fe	older	ē	×
<u>B</u> rowse:	Program Files		¥ 🖪	1
Intel PerfLogs Program File Program File ProgramData Users Windows				
<u>F</u> older:	C:\			
		ОК	Cano	el



1.5. Confirm Installation

5	texSMS		- 🗆 🗙
Confirm Installa	tion	te te	exSMS
The installer is ready to install texSMS or Click "Next" to start the installation.	n your computer.		
	Cancel	< <u>B</u> ack	Next >

This screen confirms that the installer is ready to proceed with the installation onto your computer. Click "Next" to continue.



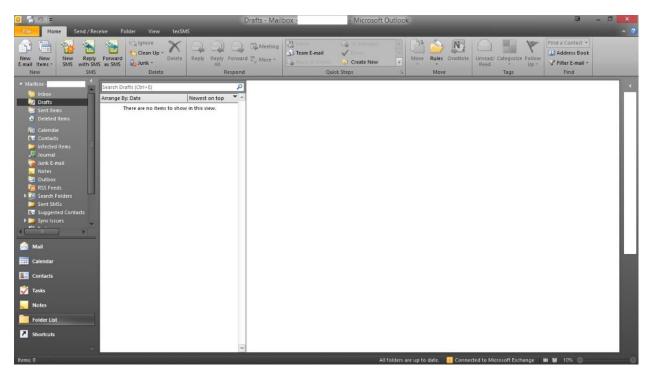
1.6. Installation Complete

B	texSMS	D	- 🗆 🗙
Installation Com	plete	X	texSMS
texSMS has been successfully installed. Click "Close" to exit. Please close your e-mail program and reop	pen it to load texSMS		
	Cancel	< <u>B</u> ack	Qose

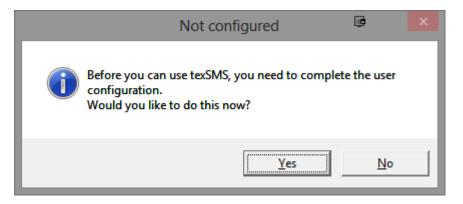
This is the confirmation screen to notify you that your installation was successful and that the primary installation has now been completed. Click "**Close**" to proceed.



Now that you have re-opened Outlook, your Home screen will have the texSMS options available as per the screenshot below.



Click the "New SMS" button. You will then be prompted with the below notification screen.



Click "Yes" to proceed with the merger of the E-Mail and texSMS installation onto your computer.



1.7. Welcome to texSMS – Combining E-Mail and SMS

texSM	S configuration		×
Welcome to texSMS - Combining E-m Press next to begin configuration	iail and SMS		
Welcome to texSMS user config complete the following setup wiz	guration. Please take a few moments zard before you begin sending SMS's	to S.	
texSMS			
	< <u>B</u> ack <u>N</u> ext >] E <u>x</u> it	

This is the welcome screen notifying you that the configuration of combining E-Mail and texSMS will now commence. Click **"Next"** to proceed.



1.8. User Details

User details 💷					
Please enter your personal details Please ensure that everything is correct before proceeding. Incorrect details could cause SMS sending to fail.					
Company Details					
Company Name XXX YYY ZZZZ					
Contact Number 011 2223333 e.g. 021 1230000					
Your Details					
First Name John Last Name Bob					
E-mail johnbob@pvtcompany.co.za					
Confirm johnbob@pvtcompany.co.za					
Mobile No. +27 0820000000 e.g. 0821230000					
Confirm +27 0820000000					
Country South Africa (+27)					
texSMS					
< Back Next >	E <u>x</u> it				

The user details screen is required to be completed. Enter the user details as per the example screenshot above. Once you have completed entering your details click "**Next**" to continue. You will then receive a prompt screen as per the screenshot below to confirm your e-mail details and that you can receive e-mails on the address that you have entered.

	E-mail Confirmation	ē	
?	In order to successfully complete this install and sign up able to receive a signup e-mail for johnbob@pvtcompany.co.za in your Outlook package computer. Are you able to receive the e-mail addressed to johnbob@pvtcompany.co.za in your e-mail package ?		
	<u>Y</u> es	No	

Select "Yes" to continue.



1.9. User Password

		User password	₿	×			
Y	a se choose a user pas 'our password will be used GMS's	ssword I to access the user site to check the status of	your te	ex l			
	A User Site Password is required to log on to the 'User Information Site' which contains information about your SMS messages. You can access this web site by clicking on the 'View Message Reports' menu option. Use your email address as the login name.						
	User Site Password						
	Password	MMMMMM					
	Confirm	******					
texSM	1S	< <u>B</u> ack <u>N</u> ext >	E <u>x</u> it				

This screen allows the user to enter a password that will be used to log on to the **"User Information Site"** which has all details pertaining to your SMS. Once the password has been entered and confirmed click **"Next"** to continue.



1.10. Reminders

Reminders		×
Configure Outlook reminders via SMS You can change these settings later if you wish	te	x
You can change these settings on the options screen which can be accessed from texSMS menu available in your mail package.	the	
Choose whether to send SMS Reminders by default		
 Send SMS reminders by default Do not could SMS contribute by default 		
C Do not send SMS reminders by default		
Choose whether to send to all attendees by default		
Do not send to all attendees of the meeting by default		- 1
Send to all attendees of the meeting (only if I am the creator)		- 1
< Back Next >	E <u>x</u> it	

This option allows the user to send or not to send SMS reminders. The user can configure the parameters as desired or select the default option. Click "**Next**" to continue.



1.11. Referral

Referral	•	×
Referrals and consultant Please provide with the following information	te	ex
How did you hear about us?		
Consultant Code This software may be installed for you by a texSMS consultant. If you are texSMS consultant, please enter your code below. If not, please ignore.	a	
Consultant Code		
texSMS	E <u>x</u> it	

The referral screen allows the user to let Huge Telecom know where you have heard about texSMS. Choose the relevant option in the drop down menu. The consultant code will be entered if a Huge Telecom consultant has installed the software for you. If you know the consultant code then enter it in or leave as blank. Click "**Next**" to proceed.



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1.12. Complete

		Complete	ē	×		
	Configuration completed Please confirm your details below and click Finish					
	-Your details (used to ser	nd the SMSs)				
	Company Name	XXX YYY ZZZZ				
	Contact Number	+27 (11) 2223333				
	Your Name	John Bob				
	Your Mobile Number	+27 (0)820000000				
	Your E-mail Address	Your E-mail Address johnbob@pvtcompany.co.za				
texSM	processes your user de	ill not be able to send SMS's until the server receives tails. You will be notified once this has happened. < <u>B</u> ack Finish	s and E <u>x</u> it			

Once the configuration has been succesfully completed you will receive the above screenshot notification. Confirm that all details are correct. Select "**Finish**" to proceed further.



A Securiy Initialisation email will be lying in the Outbook. After a few seconds texSMS will be initialised and the below screen will come up.

	texSMS Alert 🖷	×
2	Security System Initialised. Press 'OK' to go back to your mail package and start sending SMSs.	
	The SMS security system has successfully initialised and you may now start to send SMSs. New SMS functionality has been added to your mail package. To send an SMS press the 'New texSMS' button on the toolbar. For the rest of the functionality look in the 'texSMS' menu.	
tex	ISMS	



2. Outlook 2010 texSMS Toolbars

2.1. texSMS Toolbars for Outlook 2010

The texSMS toolbars have a new view for Outlook 2010. All functionality is still the same as Outlook 2007.

2.1.1. New SMS, Reply with SMS and Forward as SMS



2.1.2. Notify Recipient and Notify Carbon Copy via SMS

화 🛃 여 년 🛧 🕈	⊽ Insert Options Format Text	Review	Untitled - Me	essage (HTML)	_
Paste Format Painte	Calibri (Bod) \cdot 11 \cdot A [*] A [*] \models B $I = \underline{U}$ $\stackrel{\text{ab}}{\to} \cdot \underline{A}^* = \overline{E}$ Basic Text		ck Attach Attach Signature	United Sector Low Importance	Zoom Notify Notify Recipient Carbon Copy Zoom Notify via SMS
	Microsoft Exchange			iegs A	
Bcc Subject:					

2.1.3. texSMS Menus





3. Using texSMS for Outlook 2010

📑 New texSMS Message 🖷 – 🗆 🗙
File Edit View Insert Tools Template Message
Send Cut Copy Paste Undo Bulk Check Emot-icon * * texSMS
] 👷 Use Template ▾ 🗐 Compress 🗏 Summary 🖏 Preview
Image: To: 0710000000; 082000000; 0830000000
Cc: Jane Doe; Alvin Silver
Deliver immediately O Deliver on 2013/08/14 v at 12:00 PM v Replies E-mail only
🛛 🖫 Import List 🛛 🔂 Insert 🛛 No tokens 🖃 🖉 SMS Limit 🛛 🛨 📄 Sender ID
texSMS Test Version 2.2.0 :)
from John Bob
INS 🥒 98 characters remaining to send as 1 SMS message(s)

3.1. Composing an SMS using Outlook 2010

This is very similar in the look and functionality to the standard e-mail composition window. You select and complete the "To:" and "Cc:" fields as normal. That is either by typing in the recipient's name, mobile number or e-mail address or by selecting them from your address book. These fields are used to identify which mobile users you want the SMS message to be sent to.

You can then begin to type your SMS message. An SMS message is usually limited to 160 characters in length. However, with *texSMS*, this limit can be exceeded. When an SMS is over 160 characters in length, *texSMS* automatically splits it into multiple messages. The status bar at the bottom of the composition window tells you how many characters you have used. If you exceed the character limit it also shows you how many parts the message will be split into.

There are also some extra features created for the sending of SMS messages. There is an **"Emot-icon"** button, which allows you to easily insert emot-icons into the SMS from a supplied list. There is also a **"CC E-mail"** button, which when you click it, sends a copy of the SMS message to the intended recipients' e-mail addresses (this helps you to ensure that a copy of the SMS will be on the recipients' computers for reference purposes). There is also a **"Bulk"** button which when clicked causes the bulk bar to appear. The bulk functionality allows you to easily import large lists and send out personalised SMSs.

You can also set delivery receipts and reply paths for the SMS message (under the **"Tools"** menu option). You can define the default preference for all SMS messages on the **"Options"** screen (found



on the texSMS menu). Delivery receipts allow you to decide how you want to be notified that your SMS message was delivered. Reply paths allow you to decide where you want the reply to the SMS message to be sent. There is also an option to set the delivery time and date. If you set the delivery for some time in the future, our server will store it until it is time to send the SMS. This means you can send a birthday wish ahead of time and be sure of not forgetting to send it.

Below the main buttons is a utility bar which offers some extra functionality. There is a **"Use Template"** button which allows you to load and use a pre-made template. These templates allow you to quickly compose standardised responses. The template is built by using the Template editor which can be found on the texSMS menu.

The **"Compress"** button loads a window which allows you to compress the text of your SMS in order to shorten the SMS text. It uses a dictionary to compress commonly abbreviated words. The **"Summary"** button gives you a summary about the SMS you are going to send. It is an interactive summary, so changes can be made that will affect the final sending.

There is also a **"Preview**" button. This shows you exactly what your final outgoing SMS will look like. The preview shows splits and inserts actual values into the tokens.

Finally, an SMS message can be saved or loaded via the composition window's "File" menu option.

Once the SMS message is complete and you are ready to send your SMS, you must click **"Send**". At this stage the names you selected to send the SMS message to (those in the **"To:"** and **"Cc:"** fields) are checked. If they do not have mobile numbers set-up yet, *texSMS* prompts you for them. Once they are filled in, they are added to the address book. This ensures that this will not have to occur again. Once the addresses are checked, the mail is sent off to our SMS server where it is sent to the recipients you selected. A copy of the SMS is stored in the e-mail package's **"Sent SMS messages"** folder (this folder is automatically created by *texSMS*).



3.1.1. New SMS

📑 New texSMS Message 🖷 – 🗆 🗙
File Edit View Insert Tools Template Message
Send Cut Copy Paste Undo Bulk Check Emot-icon *
] 🐝 Use Template 🔻 🗐 Compress 🗏 Summary 🖏 Preview
1321 To:
B2 Cc
O Deliver immediately ○ Deliver on 2013/08/15 → at 01:00 PM → Replies E-mail only
SMS Limit 10 🗧 Sender ID
from John Bob
INS J 129 characters remaining to send as 1 SMS message(s)

This menu option also brings up the *texSMS* composition window. Again you choose your recipients, write your SMS and click **"Send"** when you are finished writing the SMS.



3.1.2. New SMS Reminder

Create SMS Reminder 🛛 🖷 🛛 🔀
Create an SMS Reminder that will be sent to your phone Specify the message, date and time and then click 'Send >'
Reminder text
Please enter the reminder text that will be sent to you (Max 160 chars)
Reminder date and time
Please enter the date and time that you would like to receive the reminder
2013/08/15 • 03:00 PM •
<u>Cancel</u>

This menu option brings up a window which allows you to compose a reminder SMS. You can specify when the SMS is to be sent. Once you have sent the reminder SMS, it will stay on our server until it is time to be sent. When the reminder becomes due it is sent to your mobile phone. So your computer does not even need to be on to be reminded.



3.1.3. Over-riding SMS reminder defaults

Besides being able to change the default settings on the Options screen, you can also individually control SMS reminder settings for each appointment (or task) that you create by using the embedded SMS form. An example of using this form can be seen by creating a new Calendar appointment (double click a time on your calendar). This will cause the Outlook Appointment window to pop up. Fill in the usual appointment details (Subject, Location and Time) and then mark that you want a Reminder. Once you have done this, click the SMS tab to see the SMS form.

🎫 🛃 🤊 ଓ 🍝 🎐 🖃	Тех	SMS - Appointment		-	×
File Appointment	Insert Format Text Rev	iew			^ ?
Save & Delete Close	Appointment SMS Schedu		 ✓	Categorize	Zoom
Actions	Show	Attendees Op	tions 🕞	Tags	Zoom
Use the checkbox b an SMS reminder fo ✓ Send an SMS re (Overides settin Extra Reminders ✓ Send SMS reminders t (Only works it you are Send additional SMS re (Use semi-colons to sep	elow to mark whether you want to r this appointment. minder gs below) o all attendees the creator) minders to : arate entries) +27830000000	set on the main appointment form	21)		

Here, like on the options screen you can control whether you would like to send an SMS reminder. In addition to being able to send to all the attendees of the meeting you can also add additional mobile numbers manually. This caters for people who have not been listed as attendees or are not in your address book.

Once you are finished you must click **"Save and Close"** to save the appointment. In order for the reminder to be sent off, Outlook must be running and you must be online at the time. The reminder SMS is sent a few minutes before the actual Outlook reminder pops-up, this is to cater for possible mobile network delays.

We have also catered for the case of your computer being offline (or off), with the inclusion of offline reminder synching.



3.1.4. Reply via SMS



This menu option also brings up the texSMS composition window. To use it, you must select a mail message in the e-mail application by clicking on it and highlighting it and then click on **"Reply via SMS**" on the texSMS menu.

Once the "**Reply via SMS**" option has been selected the SMS composition window opens, with the content from the mail that you selected in the body field. The "**To**:" field is automatically completed (being the person that sent you the mail you replied to). Again you choose additional recipients or change them as needed. Finally, you can change the content of your SMS as needed and click "**Send**" when you are finished writing the SMS.

3.1.5. Forward via SMS



This menu option also brings up the *texSMS* composition window. To use it, you must select a mail message in the e-mail application by clicking on it and highlighting it and then click on **"Forward via SMS"** on the *texSMS* menu.

Once the **"Forward via SMS"** option has been selected the SMS composition window opens, with the content from the mail that you selected in the body field. Again you can choose your recipients, change the content of your SMS as needed and click **"Send"** when you are finished writing the SMS.



3.1.6. View Message Reports

	SMS Reports	
Email: Password:		
	Sign In Forgot Password	

This option takes you to a web page where you can see a view reports on your messages. You can also see a list of your pending SMS messages and bulk messages. Pending SMS messages are ones that you have sent but have not been delivered yet.

3.1.7. Check for Latest Upgrade

texSMS will occasionally release a new version with new features. If you would like to check if your version of the software is out of date, you must select this menu option. You will be taken to a web page and if you do not have the latest version you will be told that you should upgrade. The new features of the software will also be shown on this page. Should you need to upgrade contact your onsite administrator.

3.1.8. Options

This menu option displays a window, which allows you to control your default SMS message preferences.



	Options 💷 🔀				
Set all the options below Choose your settings below to customise how you would like texSMS to behave					
Delivery notification —					
Notify me for:	Do not notify me at all				
Notify me via:	🗖 SMS 🔽 e-mail				
When the message:	Reaches the phone Reaches the network				
	Note that not all networks or gateways support phone delivery notification. Please check with your vendor if you require this feature.				
Reminders					
	Send SMSs for reminders by default				
	\square Send to all attendees of meetings (only if I am the creator)				
	These settings apply to Calendar entries, Tasks and Appointments				
Signature	_				
Circular barrier	Vuse my signature				
Signature text:	John Bob				
Replies					
	Replies will always be sent to your e-mail inbox				
	Send a copy of replies to my mobile as well				
Carbon Copies (CC)					
	When I send a SMS, send a copy to the recipient's e-mail as well				
	$\hfill \square$ When I send an e-mail, send a copy of the subject and my name to the recipient's mobile				
texSMS					
	OK Cancel				

The first option **"Delivery notification"** enables the options for configuring your default settings for delivery notification. They are as follows:

Do not notify me at all

This allows you to set that you do not wish to be notified at all about deliveries.

Notify me on all deliveries: via E-mail or via SMS

This allows you to set that you wish to be notified of both successful and failed message deliveries. You can also control the manner in which you will be notified about the successful delivery of a long message (an SMS which has been split into multiple parts). You can choose whether to be notified as each part (split of the SMS) is delivered or once the complete message (all the splits) have been delivered.

Notify me on failed deliveries: via E-mail or via SMS

This allows you to set that you only wish to be notified about failed message deliveries.



The second option "**Reminders**", enables the options for marking whether you would like to be reminded about your appointments and tasks via SMS (this is not available for *Outlook Express*).

If you check this option, you will be reminded by SMS whenever you make an appointment or task and set an *Outlook* reminder. You can also set-up whether to remind other attendees as a default. All these defaults can be over-ridden on each individual appointment or task.

The third option "Signature" enables a default signature of your choice into the SMS composition window.

The fourth option is "**Reply Route**": via E-mail or via Email and SMS This allows you to set whether you want the reply to your SMS message to be sent to your email only or to your email and to your mobile.

The last option is "Carbon Copies (CC)".

CC E-mail

When checked, this sends a copy of your SMS message to the intended recipient's e-mail address.

CC Mobile

When checked, this sends an SMS with the subject of the E-mail and your name to the intended e-mail recipient's mobile phone.



3.1.9. Inbox Rules

The Inbox Rules management screen allows the user to create, modify and maintain SMS rules. The rules will trigger the sending of an SMS message when you receive specific e-mails.

Inbox Rules	ē	×
Create, Modify and Maintain SMS rules Use this management screen to create and edit your Inbox rules. These rules will trigger the sending of an SMS message when you receive specific e-mails.		ex a
The order of these rules determines their priority, with the top rule being checked fi	rst.	
	New	
	Edit	
	Delete	
	Enable	
	Disable	
Move Up Move Down		
Description of the rule		
		^
		~
texSMSOK	Cance	

When e-mails come into your Inbox and cause the rules you set up to fire, an SMS will be sent according to these rules' criteria. The Inbox rule manager is accessed from the texSMS menu by choosing the 'Inbox Rules... option. This causes the Inbox rules manager to load. From this screen you can create new rules, edit rules, delete rules, disable/enable rules and change rule priorities. At the bottom of the manager you can see a written description of what each rule does. To see a rule's description click on one of the rules listed in the pane above.



Clicking on the **"New"** button brings up additional prompts to create a rule as shown below. Complete the steps as required.

Edit Rule 💷 🗖	×
Step 1 - What to call this rule	
Name Inbox Rule 1	
Step 2 - When to trigger this rule	
Enter keywords to trigger this rule, separated by semi-colons (;)	
Where FROM contains : johndoe@pvtcompany.co.za	
Where TO contains :	
Where SUBJECT contains : Remark	
Where BODY contains :	
Or trigger this rule for all incoming e-mails (the above keywords are ignored)	
Step 3 - What parts of the e-mail should be included in the SMS	
🔽 From 🔽 To 🔽 Subject 🔽 Body 🔽 Date/Time of receiving	
Number of SMSs to limit this notification to 8	
Step 4 - Who the SMS should be sent to	
Send it to me	
○ This number South Africa (+27)	
Continue processing further rules	1

In "Step 1", we must give the Rule a name, choose anything that you like or use the supplied default.

In "Step 2", you would fill in "the complete e-mail address" in the "FROM" field. If you want an SMS to be sent for all incoming mails then just mark the check-box provided for this.

Next you would fill in the title of the e-mail subject line e.g. "Remark" in the "SUBJECT" field.

In "**Step 3**", you mark what information you would like to include in the SMS that will be sent. You can also set the maximum number of SMS splits to be fired for this rule. You can use the default settings here.

Finally in **"Step 4**", you can mark who you want the SMS to be sent to. If it is someone other than yourself, then you can put their number in the space provided.

Now click **"OK**" to save the rule.



This new rule is summarised at the bottom of the manager as follows: "This rule fires when you receive an e-mail from "johndoe@pvtcompany.co.za" or with subject "Remark". When this happens, an SMS will be sent to you containing the sender, subject and date/time of receipt.

Next time an e-mail arrives meeting the criteria you set, an SMS will be sent to you notifying you of this.

If you have more than one rule you can prioritise these. A maximum of one SMS per e-mail will be sent off according to the rules you have set up. Therefore the first rule that is met will send off an SMS and the other rules below it will be ignored. If you want to prioritise a particular rule then you must highlight it (by clicking on it) and move it to the top of the list by using the 'Move Up' button.

Once you are finished managing your rules, click **"OK"** to close the Inbox rule manager.

<u>ت</u> ه	Template Editor	Ð	- 🗆	×
File Edit Field				N
] 🗁 Open 🔚 Save 🐰 Cut	: 🗎 Copy 🖺 Paste			tex
] 중 Text 중 Number 중 Lis	tBox 🚰 Date 🚰 Time	ା ଟ <mark>ି</mark> Ci	urrency	
				~
'				- 1
				- 1
				- 1
				- 1
				\sim
INS 🥖 143 characters remain	ing to send as 1 SMS messa	ge(s)		11.

3.1.10. Template Editor

This opens a window which allows you to create and edit SMS templates. Templates are useful for preparing SMSs which you standardly sent out. Once a template has been created it can be used to compose a standardised SMS in minimal time.



3.1.11. Sync Reminders to Server

Reminder Sync	-	×
Please choose the period for which you wish to sync : Select the period below and then press OK		tex 1
This will send all your appointments, from now until the end of the time-period that our server. These reminders will be sent to your phone even if your computer is s Send all reminders to the server : For Today only For the next 1 _ Days _ Until 2013/08/15 _		
All reminders will be sent to the server from now until up to and including Aug 19 This includes all tasks and appointments in your default task and appointment fo reminders will be sent according to your SMS reminder preferences.	Iders. The	se

This opens a window which allows you to send all your task and appointment information to our remote server. You can specify the range of appointments that you want to send. Once the appointments have been sent to our server, reminder SMSs will be sent to you even if your computer is off.

3.1.12. texSMS on the Web

This takes you to a special area on the texSMS site, where you can check up on all the latest news.

3.1.13. About



This displays an information box about the company and the product including the version number.

3.1.14. Help

Clicking on this option will take you to the latest help on the web site.



3.1.15. Contact Us

Clicking on this option will take you to texSMS's contact page on the web site.

3.2. **Resolving Recipients**

j.	New texSMS Message) ×
	ools Template Message	2
	aste Undo Bulk Check Emot-icon	• * texSMS
🗍 🖏 Use Template 💌 🛱 💭 O	ompress 🗏 Summary 🖏 Preview	
😰 To: Jane Doe		
월 Cc: 📔		
○ Deliver immediately ○ D	eliver on 2013/08/20 💌 at 10:15 AM 💌 1	Replies E-mail only
from John Bob		^
INS 🥒 129 characters remain	ing to send as 1 SMS message(s)	~

When you compose an SMS to someone, normally one of the first steps you will take is selecting the intended recipients of the SMS by completing the "**To**:" and "**Cc**:" fields. This can be achieved by either typing in the recipient's name, mobile number or e-mail address or by selecting them from your address book. These fields are used to identify which mobile users you want the SMS message to be sent to.

Once you have finished composing your SMS and click **"Send"** the list of intended recipients is checked for problems.(Note: You can run this check before clicking **"Send"** by clicking the **"Check"** button on the SMS composition window.) The problems can take a number of forms which are listed below. Should any problems be found, then the *Recipient Resolution* wizard will run, which allows you to correct these problems so that the SMS can be sent correctly.

The following problems can occur:

No matches: a new contact entry will need to be entered.

Recipient has no mobile: the recipient that you are sending to has bile number.

Not all members have mobiles: some members of a group/distribution list do not have mobile numbers.



3.2.1. No matches

This problem occurs when no entry can be found in your address book to match the recipient you have chosen for the SMS. To resolve this problem the *Recipient Resolution* wizard allows you to quickly create a new entry for this unknown person.

To create a new entry and resolve this problem, fill in the required contact details on the wizard's screen, namely: "First Name", "Last Name", "E-mail Address" and "Mobile Number".

	Address Prob	lem Summary	œ	×	
	The following problems were found : Click 'Fix' to solve them, or click 'Ignore' to return to the composition window.				
	List of problems				
	Name	Problem			
	🔛 John Doe	No matches			
	<		>		
texSMS -					
		Ignore Eix>	E <u>x</u> it		

Click on the "Fix" button. A new screen as depicted below will pop up.



texSMS Technical User Manual

		No mat	ches				×
	tact matching 'John their details and click 'D			ook :			tex 1
	Contact's Details						
	<u>F</u> irst Name John		Last N	lame (option	al)		
	<u>E</u> -mail Address (Op	otional)					
	- Mobile Number ——						
	<u>C</u> ountry Code	South Africa (+27)			-		
	<u>M</u> obile Number	+27					
				Select from	n Address E	ooks	
texSMS —			<u>S</u> kip	<u>D</u>	one >	E	şit

Enter the associated details and then click "Done".

Should you wish to ignore this screen you can click "**Skip**" which will move you onto the next problem encountered by the *Recipient Resolution* wizard. Should there still be incomplete contact address(es) the summary screen for completing the address(es) will be shown again.



3.2.2. Recipient has no mobile

This problem occurs when the intended recipient does not have a mobile number in their address book entry. This will usually occur the first time you send an SMS to someone in your address book. To resolve this problem the *Recipient Resolution* wizard allows you to quickly capture the recipient's mobile number.

	Address Problem Summary			×		
	The following problems were found : Click 'Fix' to solve them, or click 'Ignore' to return to the composition window.					
	List of problems					
	Name	Problem				
	📰 Doe, Jane	Recipient has no mobile				
	<		>			
texSMS -						
(CADING		Ignore Eix>	E <u>x</u> i	t		



your connectivity provider texSMS Technical User Manual

	Add	ress Problem Summary	III ×				
	The following problems were found : Click 'Fix' to solve them, or click 'Ignore' to return to the composition window.						
	List of problems						
	Name	Problem					
	🔁 John Doe	No matches					
	<		>				
texSMS		lgnore	Exit				

Click on the "Fix" button. A new screen as depicted below will pop up.

		Noi	matches			×
	No contact matching 'John Doe' in your address book : Fill in their details and click 'Done >' when finished.					tex 1
	Contact's Details					
	<u>F</u> irst Name		Last N	lame (optional)		
	John		Doe			
	<u>E</u> -mail Address (O)	ptional)				
	- Mobile Number ——					
	<u>C</u> ountry Code	South Africa	(+27)		•	
	<u>M</u> obile Number	+27				
				Select from Add	ress books	
texSMS —			<u>S</u> kip	<u>D</u> one >	E	zit

Enter the associated details and then click "Done".

To capture the mobile number, click on the contact from the list shown. Then click on the radio button to indicate whether the contact has a mobile phone or not. Should they have a mobile, ensure that you fill in the mobile number. When you have chosen the correct settings for the contact click the **"Done"** button to store these settings.



You can also click "**Skip**" to ignore this screen completely or the remaining contact entries and move on to the next problem encountered by the *Recipient Resolution* wizard. Should there still be incomplete contact address(es) the summary screen for completing the address(es) will be shown again.

3.2.3. Not all members have mobiles

This problem occurs when some of the intended recipients of a group/distribution list do not have mobile numbers in their address book entries. To resolve this problem the *Recipient Resolution* wizard allows you to quickly capture the mobile numbers for these recipients. This screen is very similar to the one used for capturing mobile numbers above.

To capture the mobile number, click on the contact from the list shown. Then click on the radio button to indicate whether the contact has a mobile phone or not. Should they have a mobile, ensure that you fill in the mobile number.

Click "**Done**" once you have completed storing the mobile number details for all the contacts on the list. You can also click "**Skip**" to ignore this screen completely or the remaining contact entries and move on to the next problem encountered by the *Recipient Resolution* wizard. Should there still be incomplete contact address(es) the summary screen for completing the address(es) will be shown again.



3.3. Message Summary

This gives a complete summary about the message that is going to be sent. This is especially useful for **bulk SMSs** as you can get a good summary of the quality of the data you imported and the final number of SMSs that are going to be sent out. Besides being able to see the summary data you can also effect changes (e.g. the max number of SMS parts to send) to the message before it is sent.

To use the summary functionality, click the **"Summary"** button on the SMS composition window. This will open the summary window.

Message	e Summary 💷 💌					
This is a summary of your message Change the settings to effect what is sent and preview your result.						
Recipients	SMS splits					
- Number of recipients : 1	- The longest SMS needs to be split into: 1 parts					
 Number without mobile : 0 Number with other missing details : 0 	SMS Limit (per recipient)					
Send to people with missing details	Send to people over the SMS limit					
SMS Info (given current settings) - All recipients have mobile numbers. - No recipients have missing details. - The longest SMS requires 1 part. You have set an SMS limit of 10 parts. - All recipients require less parts than the limit. - In Summary: A total of 1 SMS will be sent to 1 recipient.						
texSMS	<u>Apply</u>					

This window is split into 3 main information areas: Recipients, SMS splits and SMS info.

3.3.1. Recipients

Number of recipients: this is the number of people you have chosen to send the SMS to.

Number without mobile: this is the number of recipients who do not have a mobile number associated to them. If you imported recipients from a file, the file may not have had mobile numbers for all the recipients. If you are using your mail package's contacts they all may not have mobile numbers captured.

Number with other missing details: this is the number of recipients who are missing details for tokens that are used in your message. If you imported recipients from a file, the file may be missing information for some of the recipients.

You can still choose to send to people with missing details by marking the checkbox.



3.3.2. SMS splits

The longest SMS needs to be split into: this shows how many parts the longest SMS needs to be split into.

SMS Limit (per recipient): you can use this to limit the maximum number of splits an SMS can be.

Finally, you can mark that you still want to send to people who are over the SMS limit that you have set. This means that you are prepared to send an SMS to someone even though they will not get the whole message. For example if the SMS limit is 1 split and the full message requires 2 splits, you can choose to send the recipient just the 1 split anyway (a partial message).

3.3.3. SMS info

This gives a final summary of the message that you are going to send. The figures shown change according to changes made in the two sections outlined above.

1. Shows how many recipients do not have mobile numbers associated to them.

2. Shows how many recipients will receive a message with missing details (if you chose to send to people over the SMS limit), or how many people will not receive the message at all because they have missing details.

3. Shows how many SMS splits the longest SMS requires and what SMS split limit you have set.

4. Shows how many recipients will receive a partial message (if you chose to send to people over the SMS limit), or how many people will not receive the message at all because of being over the limit.

5. Shows the final effect - That is how many SMSs (including splits) will be sent and how many recipients there are in total.

Once you are happy with the summary you can apply the changes that you have made by clicking "**Apply**". These changes will now remain intact until you send or change them again. If you are not happy with the changes you have made, you can click "**Cancel**" to not affect any of the changes.

Note: a summary screen will be automatically displayed before any bulk SMS is sent.



3.4. Bulk

This has been designed to make the sending of personalised SMSs to large numbers of recipients very quick and easy. This has been tested and shown to be stable for over 65,000 recipients in one bulk message.

To use the bulk sending functionality, click the 'Bulk' button on the SMS composition window.

When you click the 'Bulk' button, the bulk bar will show. This bar has buttons which allow you to import lists, insert tokens, control the number of SMS splits and set an Alphanumeric Sender ID.

A bulk SMS is defined as any SMS which has a sender ID defined, or tokens inserted, or has over a hundred recipients.

3.4.1. Importing bulk data

As a source for recipients and token values, you can use distribution lists, contacts or you can import Excel files, text files and CSVs. As an example of importing a file, we will use an Excel file. Click on the "**Import List**" button on the toolbar, this causes the file browse window to open. Select your import file (in our case it is a .xls).

	Oper	1	D.	×
🛞 🏵 🔻 🕇 🔀 🕨 Favor	urites	✓ 🖒 Search Favourite	5	P
Organise 👻			-	•
	Desktop Shortcut 486 bytes Downloads Shortcut 901 bytes Dropbox Shortcut 1.61 KB	Select a file	to preview.	
3 items				
File <u>n</u> am	e:	 ✓ All Import Files (<u>Open</u> 	*.csv,*.bxt,*.xls,` Cancel	▼

Your file should be similar to the example provided below.

	А	В	С	D
1	First Name	Last Name	Message	Mobile
2	John	Doe	Hello	+27820001111
3	Jane	Doe	Hello	+27830001111



Once you have selected your file click "**Open**", this will cause the Bulk Wizard to begin importing this file.

		В	ulk Impo	rt Wizard (Ste	p 1 of 2)	•	×
	oose your worksheet Click on the worksheet names below to select your worksheet.						
	Worksheet	\$			Îrreat Top Row as he		
	First Name						
	Jchn Jare	Ice Ice	H∈llo H∈llo	+27820001111 +27830001111		▲ ▼	
	•						
texSMS				< Back	Next >	Exit	_
					<u>H</u> on()	<u>– 0</u> k	

Select which sheet you contains your data. We are selecting Sheet1. If your first row is a heading row for the columns that are used in the input file then mark **"Treat Top Row as headers"**. In our case we mark this checkbox. Click **"Next"** to go to the final wizard screen.

Bulk Import Wizard (Step 2 of 2)) 🖻 🗙
Set Column Information Select the columns below (by clicking on them) and then assign a nar default value (for blank fields).	me and tex
Column Information Choose name First Name Defa Other First Name	ault Value
*First Name *Iast Name Message *Mchile	
John Ece Fello +27820001111 Jame Ece Fello +27830001111	
)
texSMS	inish E <u>x</u> it

On this screen you can rename (or name) columns. This is done by selecting the relevant column (by clicking on it) and then choosing a supplied default name or inputting your own. You can also enter a



default value which is to be used when there is no value in the file for a specific field (this value is used for missing data).

You must also indicate which column is your mobile number column. You cannot finish importing until this has been done. Note: If you were importing from Excel, your mobile numbers must be formatted as text, if this is not done proceeding +'s and 0's will be removed by Excel - thereby corrupting the mobile number.

Once you have done this click "Finish". This will return you to the composition window.

3.4.2. Composing a bulk message

You will now be able to use data you imported in your Bulk SMS by inserting tokens. This allows you to generate personalised bulk messages.

📑 New texSMS Message 🖷 🗕 🗆 🗙
File Edit View Insert Tools Template Message
↓ ↓ </td
] 🐇 Use Template ▾ 🗐 Compress 🗏 Summary 🖏 Preview
To: texSMS Mailing List.xls
Cc:
Deliver immediately O Deliver on 2013/08/20 at 11:15 AM Replies E-mail only
🔁 Import List 🚰 Insert Last Name 🗨 SMS Limit 🛛 10 🗧 🗖 Sender ID
Hello < <first name="">> <<last name="">></last></first>
from John Bob
↓
INS 🥑 138 characters remaining to send as 1 SMS message(s)

For example you could type: Hello <<**First Name>>** (inserted by choosing "**First Name**" from the drop down and clicking "**Insert**") and so forth.

You can click the "**Preview**" button to see exactly what your final SMS looks like. Preview will substitute token values into the SMS message.

When you are ready click **"Send"**. If there are any problems you will be able to correct these through the SMS Recipient Resolution wizard.

After this has been done, you will be shown the summary screen, where you can see details about the SMS you are about to send.

Once you have sent the bulk e-mail you can track its progress by clicking on the "SMS Reports" button.

3.5. Preview

This gives a preview of what your final SMS message will look like - this is especially useful for bulk messages with tokens in them.

Compose your SMS in the composition window (using tokens if you wish). Once you have completed writing the SMS click the **"Preview"** button. This causes the preview screen to load.

Preview	D ×	×					
Preview the message Select different people in the view on the left to observe how their message will appear on their mobi	le phone.						
Relia John Doe	~						
🖹 John Doe from John Bob							
E Jane Doe	~						
<< <u>Previous</u> <u>N</u> ext >>							
texSMS							

On the preview screen you can see everyone that you are sending the SMS to in the left hand pane. The people are grouped according to distribution lists, any duplicates are automatically removed. If you click on a name you will be shown a preview of the final SMS text to be sent to that person in the right hand pane. Values will be placed into the tokens.

You can use the "<<**Previous" and "Next>>"** buttons to navigate through the names or click on anyone in the list.

Once you are finished previewing, click "Done" to return to the composition window.



3.6. Compression

This is used from the SMS composition window by clicking the **"Compress"** button. Compression allows you to use the built-in SMS dictionary and rules to shorten your SMS text.

For example if you wrote **"Hi Jane Please phone me if you cannot meet for lunch at one today. Thanks John Bob"** and then click the **"Compress"** button you will be taken to the compression screen.

3.6.1. Original message without using the "Compress" functionality

📑 New texSMS Message 🖷 🗕 🗖 📉	
File Edit View Insert Tools Template Message	
Send Cut Copy Paste Undo Bulk Check Emot-icon * texSM	IS
🛛 🐝 Use Template 🔻 🛱 Compress 📮 Summary 🛛 🖓 Preview	
12 To: 0820000000	
B Ca	
Deliver immediately C Deliver on 2013/08/19 at 10:45 AM Replies E-mail only	
🕅 Import List 🛛 🚰 Insert 🛛 No tokens 💽 🛛 SMS Limit 🛛 10 🛨 📔 Sender ID	
Hi Jane	^
Please phone me if you cannot meet for lunch at one today.	
from John Bob	
INS 💋 61 characters remaining to send as 1 SMS message(s)	ž

3.6.2. Original message using the "Compress" functionality

On this screen you can select the level of compression that you need. This can be done by clicking the check-boxes or by using the slider bar.

The effect that the compression has on your text can be seen in the message preview area at the bottom of the screen. For example if you chose "**Med**" compression the message would now read "**Hi Jane Pls phone me if u cannot meet 4 lunch @ 1 2day from John Bob**".

This compression is achieved by removing all the extraneous spaces and replacing common words with those found in the SMS abbreviation dictionary file. If you would like to add words to the dictionary file, edit the file dict.txt, which can be found in the install directory you chose (usually C:\Program Files\texSMS). Add the words you use by making sure each word is on a new line. Type in the



unabbreviated word first (e.g. September) then press space or tab and type in the abbreviated word (Sep). Once you are done save the changes.

Once you are happy with the compression you have chosen click **"OK**" and this will compress your text and return you to the main SMS composition window.

	Com	oress Message	Body	ē	>
	e level of compre o change your comp			te	ex
Compression Lev	vel				
None	Ļ	Méd	High	 Custom	
Convert	any extra spaces ar commonly used word all spaces and punc	ds into commonly us	ed SMS abbreviation	S	
Message Previe	w				
HiJane Pls phone me il from John Bob	f u cannot meet 4 lui	nch @ 1 2day.		^	
				~	
Number of char	acters: 69				
:MS			<u>0</u> K	<u>C</u> anc	el



4. Outlook 2007 texSMS Toolbars

4.1. texSMS Toolbars for Outlook 2007

In addition to the *texSMS* button an extra toolbar is added. This toolbar has buttons, which are used to launch commonly used functionality or to link to other web sites.

O Inbox - Microsoft Outlook		×	
Eile Edit View Go Tools Actions texSMS Help	Type a question for help	•	
🗄 🔂 New 👻 🚽 New SMS 🍓 隆 🔀 🖓 Reply 🖓 Reply to All 🖓 Forward 🔡 🌄 Send/Receive 🔹 💷	• 0	•• ਵ	
ESET NOD32 Antivirus • 🔘 🖕 🎉 SMS Reminder 📓 SMS Reminder Sync 📄 SMS Reports 🖕			

If you click the **"SMS Reminder"** button, a window pops-up which allows you to compose a reminder SMS. You can also specify when the reminder SMS is to be sent. Once you have sent the reminder SMS, it will stay on our server until it is time to be sent. When the reminder becomes due it is sent to your mobile phone. So your computer does not even need to be on to be reminded.

The **"Sync Reminders"** button launches a window from which you can set what time-period's worth of appointments you want to upload to our server. Once they have been sent you will be reminded about your appointments and tasks even if your computer is off.

If you click the other buttons on this toolbar you will be taken to the appropriate web site. For example if you click on the **"Buy SMS Credits"** button, you will go to the credit buying web page where you can easily get credits.

The update mechanism for this toolbar occurs via a specially designed system. This system allows us to push updates to you as often as is needed. You will not see the update mechanism working as it is seamless and occurs automatically.

Besides the new texSMS button and the additional toolbar a new "texSMS menu" category has also been added to the e-mail application's menu.



4.1.1. Buy Message Credits

This is not available in the corporate version of the product

A link is placed on the toolbar allowing users to easily buy more message credits from their mail package.

In order to purchase SMS credits, click on the "**Buy more SMS Credits**" link in the menu bar. This will take you to a web page which will attempt to automatically log you in to your on-line texSMS account. This account was created when you installed texSMS. If you do not have cookies enabled, you will not be able to automatically log in, just fill in your username and password to manually login.

If you cannot log into your account, you will be sent to the texSMS login page.

After logging into your account, you can purchase SMS credits by following the texSMS purchase process. Please note that if you are already a texSMS client and are using some of our other products, you will not be able to transfer your SMS credits to your texSMS account, as the pricing of credits is different.

Once logged into your on-line account, you are able to perform many different actions, such as drawing extended message reports, and much more!

4.1.2. texSMS Menu

A new *texSMS* menu category has also been added to the e-mail application's menu. If you click and highlight the *texSMS* category, the control menu is displayed.



New SMS	
New SMS Reminder	
Reply via SMS	
Forward via SMS	
Manage your texSMS account	×
Check for latest upgrade	
Options	
<u>I</u> nbox Rules	
Template Editor	
Sync Reminders to server	
texSMS on the <u>W</u> eb	•
About	
<u>H</u> elp	
Con <u>t</u> act Us	
Reconfigure texSMS	
Manual Security Init	
<u>F</u> eedback	
Support	

4.1.3. New SMS

This menu option also brings up the texSMS composition window. Again you choose your recipients, write your SMS and click **"Send"** when you are finished writing the SMS.

4.1.4. New SMS Reminder

This menu option brings up a window which allows you to compose a reminder SMS. You can specify when the SMS is to be sent. Once you have sent the reminder SMS, it will stay on our server until it is time to be sent. When the reminder becomes due it is sent to your mobile phone. So your computer does not even need to be on to be reminded.

4.1.5. Reply via SMS

This menu option also brings up the *texSMS* composition window. To use it, you must select a mail message in the e-mail application by clicking on it and highlighting it and then click on "**Reply via SMS**" on the *texSMS* menu.

Once the **"Reply via SMS"** option has been selected the SMS composition window opens, with the content from the mail that you selected in the body field. The **"To:"** field is automatically completed (being the person that sent you the mail you replied to). Again you choose additional recipients or change them as needed. Finally, you can change the content of your SMS as needed and click **"Send"** when you are finished writing the SMS.



4.1.6. Forward via SMS

This menu option also brings up the *texSMS* composition window. To use it, you must select a mail message in the e-mail application by clicking on it and highlighting it and then click on **"Forward via SMS"** on the *texSMS* menu.

Once the **"Forward via SMS**" option has been selected the SMS composition window opens, with the content from the mail that you selected in the body field. Again you can choose your recipients, change the content of your SMS as needed and click **"Send**" when you are finished writing the SMS.

4.1.7. View Message Reports

This option takes you to a web page where you can see a view reports on your messages. You can also see a list of your pending SMS messages and bulk messages. Pending SMS messages are ones that you have sent but have not been delivered yet.

4.1.8. Buy More SMS Credits

This option takes you to a web page where you can buy more credits for sending SMS's. You should be automatically logged in, if this does not happen please fill in login details on the web page.

4.1.9. View Current Credit Balance

This option takes you to a web page where you can view your current SMS credits. You should be automatically logged in, if this does not happen please fill in login details on the web page.

4.1.10. Check for Latest Upgrade

texSMS will occasionally release a new version with new features. If you would like to check if your version of the software is out of date, you must select this menu option. You will be taken to a web page and if you do not have the latest version you will be told that you should upgrade. The new features of the software will also be shown on this page. Should you need to upgrade contact your onsite administrator.

4.1.11. Options

This menu option displays a window, which allows you to control your default SMS message preferences.



ptions	
Set all the options below Set your options	tex
Delivery Reminder Sending	
Delivery Notification Defaults	
C Do not notify me at all	
Notify me on all deliveries	
C Notify me on failed deliveries	
Notify me when the message	
Reaches the phone	Reaches the network
Route	
Notify me via email	
Notify me via SMS	
xSMS	
	OK Cancel

On the first tab screen (Delivery notifications) there are options for configuring your default settings for delivery notification. They are as follows:

Do not notify me at all

This allows you to set that you do not wish to be notified at all about deliveries.

Notify me on all deliveries: via E-mail or via SMS

This allows you to set that you wish to be notified of both successful and failed message deliveries. You can also control the manner in which you will be notified about the successful delivery of a long message (an SMS which has been split into multiple parts). You can choose whether to be notified as each part (split of the SMS) is delivered or once the complete message (all the splits) have been delivered.

Notify me on failed deliveries: via E-mail or via SMS

This allows you to set that you only wish to be notified about failed message deliveries.

On the next tab screen "**Reminders**", there are options for marking whether you would like to be reminded about your appointments and tasks via SMS (this is not available for *Outlook Express*).



Options	
Set all the options below Set your options	tex
Delivery Reminder Sending	
Below you can set the default settings for SMS re these defaults can be overridden for individual en These settings will apply to Calendar entries, Task	ntries.
Choose whether you want SMS Reminders sent Send SMSs for reminders by default. Do not send SMSs for reminders by default.	
Choose whether you want to send to all attende	ees by default or not —
 Do not send to all attendees of the meeting C Send to all attendees of the meeting (only in the set of the	
1	
exSMS	
	OK Cancel

If you check this option, you will be reminded by SMS whenever you make an appointment or task and set an *Outlook* reminder. You can also set-up whether to remind other attendees as a default. All these defaults can be over-ridden on each individual appointment or task.

Finally, on the last tab screen "Sending", there is an area for setting the message sending defaults.



ptions	٥
Set all the options below Set your options	tex
Delivery Reminder Sending	
Reply route	
By default, replies will be delivered to your e-mail inbox. You can optionally have replies copied to your mobile F Send a copy of replies to my mobile as well	
Signature	
from John Smith	
C No Signature	
, cc	
When sending SMSs, also send a copy to the recipients' e-ma	1
When sending e-mails, also send an SMS notification to the recipients' mobiles showing the e-mail subject and your name	
xSMS	
OK Ca	ancel

Reply Route: via E-mail or via Email and SMS

This allows you to set whether you want the reply to your SMS message to be sent to your email only or to your email and to your mobile.

Signature

This places a default signature of your choice into the SMS composition window.

CC E-mail

When checked, this sends a copy of your SMS message to the intended recipient's e-mail address.

CC Mobile

When checked, this sends an SMS with the subject of the E-mail and your name to the intended e-mail recipient's mobile phone.



4.1.12. Inbox Rules

The Inbox Rules management screen allows the user to create, modify and maintain SMS rules. The rules will trigger the sending of an SMS message when you receive specific e-mails.

Inbox Rules	ē	×
Create, Modify and Maintain SMS rules Use this management screen to create and edit your Inbox rules. These rules will trigger the sending of an SMS message when you receive specific e-mails.	te	ex
The order of these rules determines their priority, with the top rule being checked first	t	
	New	
	Edit	
	Delete	
	Enable	
	Disable	
Move Up Move Down		
Description of the rule		
		^
texSMS		_
ОК	Cancel	

When e-mails come into your Inbox and cause the rules you set up to fire, an SMS will be sent according to these rules' criteria. The Inbox rule manager is accessed from the texSMS menu by choosing the 'Inbox Rules... option. This causes the Inbox rules manager to load. From this screen you can create new rules, edit rules, delete rules, disable/enable rules and change rule priorities. At the bottom of the manager you can see a written description of what each rule does. To see a rule's description click on one of the rules listed in the pane above.



Clicking on the **"New"** button brings up additional prompts to create a rule as shown below. Complete the steps as required.

Edit Rule 🔍	×				
Step 1 - What to call this rule					
Name Inbox Rule 1					
Step 2 - When to trigger this rule					
Enter keywords to trigger this rule, separated by semi-colons (;)					
Where FROM contains : johndoe@pvtcompany.co.za					
Where TO contains : or					
Where SUBJECT contains : Remark					
Where BODY contains :					
Or trigger this rule for all incoming e-mails (the above keywords are ignored)					
Step 3 - What parts of the e-mail should be included in the SMS					
🔽 From 🔽 To 🔽 Subject 🔽 Body 🔽 Date/Time of receiving					
Number of SMSs to limit this notification to 8					
Step 4 - Who the SMS should be sent to					
• Send it to me					
O This number South Africa (+27) - +27					
Continue processing further rules					

In "Step 1", we must give the Rule a name, choose anything that you like or use the supplied default.

In "Step 2", you would fill in "the complete e-mail address" in the "FROM" field. If you want an SMS to be sent for all incoming mails then just mark the check-box provided for this.

Next you would fill in the title of the e-mail subject line e.g. "Remark" in the "SUBJECT" field.

In **"Step 3**", you mark what information you would like to include in the SMS that will be sent. You can also set the maximum number of SMS splits to be fired for this rule. You can use the default settings here.

Finally in **"Step 4"**, you can mark who you want the SMS to be sent to. If it is someone other than yourself, then you can put their number in the space provided.

Now click "OK" to save the rule.



This new rule is summarised at the bottom of the manager as follows: "This rule fires when you receive an e-mail from "johndoe@pvtcompany.co.za" or with subject "Remark". When this happens, an SMS will be sent to you containing the sender, subject and date/time of receipt.

Next time an e-mail arrives meeting the criteria you set, an SMS will be sent to you notifying you of this.

If you have more than one rule you can prioritise these. A maximum of one SMS per e-mail will be sent off according to the rules you have set up. Therefore the first rule that is met will send off an SMS and the other rules below it will be ignored. If you want to prioritise a particular rule then you must highlight it (by clicking on it) and move it to the top of the list by using the 'Move Up' button.

Once you are finished managing your rules, click **"OK**" to close the Inbox rule manager.

📑 Template Editor 📼 🗕 🗆	×
File Edit Field	N
🛛 🗁 Open 🔚 Save 🛛 💃 Cut 🖹 Copy 🖏 Paste	tex
중 Text 중 Number 중 ListBox 중 Date 중 Time 중 Currency	
	~
	- 1
	- 1
	- 1
	- 1
	~
INS 📝 143 characters remaining to send as 1 SMS message(s)	

4.1.13. Template Editor

This opens a window which allows you to create and edit SMS templates. Templates are useful for preparing SMSs which you standardly sent out. Once a template has been created it can be used to compose a standardised SMS in minimal time.



your connectivity provider texSMS Technical User Manual

4.1.14. Sync Reminders to Server

Reminder Sync	ø	×
Please choose the period for which you wish to sync : Select the period below and then press OK		and tex
This will send all your appointments, from now until the end of the time-period that our server. These reminders will be sent to your phone even if your computer is s Send all reminders to the server : For Today only For the next 1 Days 2 Until 2013/08/15		
All reminders will be sent to the server from now until up to and including Aug 1 This includes all tasks and appointments in your default task and appointment fo reminders will be sent according to your SMS reminder preferences.	Iders. The	ese Cancel
<u></u>		ancer

This opens a window which allows you to send all your task and appointment information to our remote server. You can specify the range of appointments that you want to send. Once the appointments have been sent to our server, reminder SMSs will be sent to you even if your computer is off.

4.1.15. texSMS on the Web

This takes you to a special area on the texSMS site, where you can check up on all the latest news.

4.1.16. About



This displays an information box about the company and the product including the version number.

4.1.17. Help

Clicking on this option will take you to the latest help on the web site.



4.1.18. Contact Us

Clicking on this option will take you to texSMS's contact page on the web site.

4.1.19. Manual Security Init

This menu option should only be used when texSMS does not become automatically initialised. This is usually the case when a mail arrives from our server with the subject "**Security Initialisation**" and remains in the inbox. If this mail arrives and is not automatically detected by texSMS, you will need to use the manual security initialiser.

By clicking on this option a window will pop up which allows you to paste the content of the initialisation mail into it. Once you have done this click "**Ok**" and texSMS should now be ready for use.

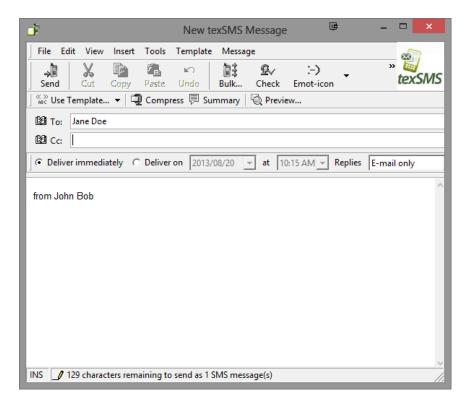
4.1.20. Feedback

A feedback e-mail will be sent from your computer to <u>feedback@texsms.com</u>.

4.1.21. Support

A request for support e-mail will be sent from your computer to <u>support@texsms.com</u>.

4.2. **Resolving Recipients**





When you compose an SMS to someone, normally one of the first steps you will take is selecting the intended recipients of the SMS by completing the **"To:"** and **"Cc:"** fields. This can be achieved by either typing in the recipient's name, mobile number or e-mail address or by selecting them from your address book. These fields are used to identify which mobile users you want the SMS message to be sent to.

Once you have finished composing your SMS and click **"Send"** the list of intended recipients is checked for problems.(Note: You can run this check before clicking **"Send"** by clicking the **"Check"** button on the SMS composition window.) The problems can take a number of forms which are listed below. Should any problems be found, then the *Recipient Resolution* wizard will run, which allows you to correct these problems so that the SMS can be sent correctly.

The following problems can occur:

No matches: a new contact entry will need to be entered.

Recipient has no mobile: the recipient that you are sending to has bile number.

Not all members have mobiles: some members of a group/distribution list do not have mobile numbers.

4.2.1. No matches

This problem occurs when no entry can be found in your address book to match the recipient you have chosen for the SMS. To resolve this problem the *Recipient Resolution* wizard allows you to quickly create a new entry for this unknown person.

To create a new entry and resolve this problem, fill in the required contact details on the wizard's screen, namely: "First Name", "Last Name", "E-mail Address" and "Mobile Number".

	Address Prob	lem Summary		×
	The following problems were found : Click 'Fix' to solve them, or click 'Ignore' to return to the composition window.			
	List of problems			
	Name	Problem		
	强 John Doe	No matches		
	<		>	
texSMS ·		lgnore	E <u>x</u> it	



Click on the "Fix" button. A new screen as depicted below will pop up.

		No m	natches			×
	No contact matching 'John Doe' in your address book : Fill in their details and click 'Done >' when finished.			tex		
	Contact's Details					1
	<u>F</u> irst Name		Last N	lame (optional)		
	John		Doe			
	<u>E</u> -mail Address (O	ptional)				
	- Mobile Number ——					
	<u>C</u> ountry Code	South Africa (+	-27)		•	
	<u>M</u> obile Number	+27				
L. CHC				Select from Addr	ess books	
texSMS —			<u>S</u> kip	Done >	E	<u>x</u> it

Enter the associated details and then click "Done".

Should you wish to ignore this screen you can click "**Skip**" which will move you onto the next problem encountered by the *Recipient Resolution* wizard. Should there still be incomplete contact address(es) the summary screen for completing the address(es) will be shown again.



4.2.2. Recipient has no mobile

This problem occurs when the intended recipient does not have a mobile number in their address book entry. This will usually occur the first time you send an SMS to someone in your address book. To resolve this problem the *Recipient Resolution* wizard allows you to quickly capture the recipient's mobile number.

	Address Prob	lem Summary		×
	The following problems were found : Click 'Fix' to solve them, or click 'Ignore' to return to the composition window.			
	List of problems			
	Name	Problem		
	📰 Doe, Jane	Recipient has no mobile		
	<		>	
texSMS ·		Ignore <u>[ik≻</u>]	E <u>x</u> il	

	Address Prob	lem Summary	×	
	The following problems were found : Click 'Fix' to solve them, or click 'Ignore' to return to the composition window.			
	List of problems			
	Name	Problem		
	强 John Doe	No matches		
	<		>	
texSMS ·		Ignore	E <u>x</u> it	

Click on the "Fix" button. A new screen as depicted below will pop up.



	No matches 👼	×					
	No contact matching 'John Doe' in your address book : Fill in their details and click 'Done >' when finished.						
	Contact's Details First Name Last Name (optional) John Doe E-mail Address (Optional) Mobile Number Country Code South Africa (+27)						
CMC	Mobile Number +27						
texSMS —	<u>Skip</u> one > E <u>s</u>	șit					

Enter the associated details and then click "Done".

To capture the mobile number, click on the contact from the list shown. Then click on the radio button to indicate whether the contact has a mobile phone or not. Should they have a mobile, ensure that you fill in the mobile number. When you have chosen the correct settings for the contact click the **"Done"** button to store these settings.

You can also click **"Skip**" to ignore this screen completely or the remaining contact entries and move on to the next problem encountered by the *Recipient Resolution* wizard. Should there still be incomplete contact address(es) the summary screen for completing the address(es) will be shown again.

4.2.3. Not all members have mobiles

This problem occurs when some of the intended recipients of a group/distribution list do not have mobile numbers in their address book entries. To resolve this problem the *Recipient Resolution* wizard allows you to quickly capture the mobile numbers for these recipients. This screen is very similar to the one used for capturing mobile numbers above.

To capture the mobile number, click on the contact from the list shown. Then click on the radio button to indicate whether the contact has a mobile phone or not. Should they have a mobile, ensure that you fill in the mobile number.

Click "**Done**" once you have completed storing the mobile number details for all the contacts on the list. You can also click "**Skip**" to ignore this screen completely or the remaining contact entries and move on to the next problem encountered by the *Recipient Resolution* wizard. Should there still be incomplete contact address(es) the summary screen for completing the address(es) will be shown again.



4.3. Message Summary

This gives a complete summary about the message that is going to be sent. This is especially useful for **bulk SMSs** as you can get a good summary of the quality of the data you imported and the final number of SMSs that are going to be sent out. Besides being able to see the summary data you can also affect changes (e.g. the max number of SMS parts to send) to the message before it is sent.

To use the summary functionality, click the **"Summary"** button on the SMS composition window. This will open the summary window.

Message	e Summary 💷 💌						
This is a summary of your message Change the settings to effect what is sent and preview your result.							
Recipients	SMS splits						
- Number of recipients : 1 - Number without mobile : 0	The longest SMS needs to be split into: 1 parts						
 Number with other missing details : 0 	SMS Limit (per recipient)						
Send to people with missing details	✓ Send to people over the SMS limit						
SMS Info (given current settings) - All recipients have mobile numbers. - No recipients have missing details. - The longest SMS requires 1 part. You have set an SMS limit of 10 parts. - All recipients require less parts than the limit.							
- In Summary: A total of 1 SMS will be se	ent to 1 recipient.						
texSMS							
	<u>Apply</u> <u>Cancel</u>						

This window is split into 3 main information areas: Recipients, SMS splits and SMS info.

4.3.1. Recipients

Number of recipients: this is the number of people you have chosen to send the SMS to.

Number without mobile: this is the number of recipients who do not have a mobile number associated to them. If you imported recipients from a file, the file may not have had mobile numbers for all the recipients. If you are using your mail package's contacts they all may not have mobile numbers captured.

Number with other missing details: this is the number of recipients who are missing details for tokens that are used in your message. If you imported recipients from a file, the file may be missing information for some of the recipients.

You can still choose to send to people with missing details by marking the checkbox.



4.3.2. SMS splits

The longest SMS needs to be split into: this shows how many parts the longest SMS needs to be split into.

SMS Limit (per recipient): you can use this to limit the maximum number of splits an SMS can be.

Finally, you can mark that you still want to send to people who are over the SMS limit that you have set. This means that you are prepared to send an SMS to someone even though they will not get the whole message. For example if the SMS limit is 1 split and the full message requires 2 splits, you can choose to send the recipient just the 1 split anyway (a partial message).

4.3.3. SMS info

This gives a final summary of the message that you are going to send. The figures shown change according to changes made in the two sections outlined above.

1. Shows how many recipients do not have mobile numbers associated to them.

2. Shows how many recipients will receive a message with missing details (if you chose to send to people over the SMS limit), or how many people will not receive the message at all because they have missing details.

3. Shows how many SMS splits the longest SMS requires and what SMS split limit you have set.

4. Shows how many recipients will receive a partial message (if you chose to send to people over the SMS limit), or how many people will not receive the message at all because of being over the limit.

5. Shows the final effect - That is how many SMSs (including splits) will be sent and how many recipients there are in total.

Once you are happy with the summary you can apply the changes that you have made by clicking "**Apply**". These changes will now remain intact until you send or change them again. If you are not happy with the changes you have made, you can click "**Cancel**" to not affect any of the changes.

Note: a summary screen will be automatically displayed before any bulk SMS is sent.



4.4. Bulk

This has been designed to make the sending of personalised SMSs to large numbers of recipients very quick and easy. This has been tested and shown to be stable for over 65,000 recipients in one bulk message.

To use the bulk sending functionality, click the 'Bulk' button on the SMS composition window.

When you click the 'Bulk' button, the bulk bar will show. This bar has buttons which allow you to import lists, insert tokens, control the number of SMS splits and set an Alphanumeric Sender ID.

A bulk SMS is defined as any SMS which has a sender ID defined, or tokens inserted, or has over a hundred recipients.

4.4.1. Importing bulk data

As a source for recipients and token values, you can use distribution lists, contacts or you can import Excel files, text files and CSVs. As an example of importing a file, we will use an Excel file. Click on the "**Import List**" button on the toolbar, this causes the file browse window to open. Select your import file (in our case it is a .xls).

	Oper	1	D.	×
🛞 🏵 🔻 🕇 🔀 🕨 Favor	urites	✓ 🖒 Search Favourite	5	P
Organise 👻			-	•
	Desktop Shortcut 486 bytes Downloads Shortcut 901 bytes Dropbox Shortcut 1.61 KB	Select a file	to preview.	
3 items				
File <u>n</u> am	e:	 ✓ All Import Files (<u>Open</u> 	*.csv,*.bxt,*.xls,` Cancel	▼

Your file should be similar to the example provided below.

	А	В	С	D
1	First Name	Last Name	Message	Mobile
2	John	Doe	Hello	+27820001111
3	Jane	Doe	Hello	+27830001111



Once you have selected your file click "**Open**", this will cause the Bulk Wizard to begin importing this file.

		Bu	ulk Impo	rt Wizard (Ste	p 1 of 2)	D.	×
	oose your worksheet Click on the worksheet names below to select your worksheet.						
	-Worksheet Sheet1	\$			Treat Top Row as h		
	First Name	e Iast Na					
	Jchn Jane	Ice Ice	Eello Eello	+27820001111 +27830001111		•	
	•					>	
texSMS							
				< <u>B</u> ack	<u>N</u> ext >	E <u>x</u> it	

Select which sheet you contains your data. We are selecting Sheet1. If your first row is a heading row for the columns that are used in the input file then mark **"Treat Top Row as headers"**. In our case we mark this checkbox. Click **"Next"** to go to the final wizard screen.

	Bulk Import V	Vizard (Step	2 of 2)	ē	×		
	Set Column Information Select the columns below (by clicking on them) and then assign a name and default value (for blank fields).						
Column Information C Choose name C Other	First Name	•	Default Value				
*First Name *Ias	t Name Message	*Mchile					
Jchn Ice Jare Ice		+27820001111 +27830001111		▲ ▼			
texSMS	· · · · · · · · · · · · · · · · · · ·			>			
< <u>B</u> ack Finish Exit							

On this screen you can rename (or name) columns. This is done by selecting the relevant column (by clicking on it) and then choosing a supplied default name or inputting your own. You can also enter a



default value which is to be used when there is no value in the file for a specific field (this value is used for missing data).

You must also indicate which column is your mobile number column. You cannot finish importing until this has been done. Note: If you were importing from Excel, your mobile numbers must be formatted as text, if this is not done proceeding +'s and 0's will be removed by Excel - thereby corrupting the mobile number.

Once you have done this click "Finish". This will return you to the composition window.

4.4.2. Composing a bulk message

You will now be able to use data you imported in your Bulk SMS by inserting tokens. This allows you to generate personalised bulk messages.

📑 New texSMS Message 🖷 – 🗆 🗙
File Edit View Insert Tools Template Message
Send Cut Copy Paste Undo Bulk Check Emot-icon [*] [™]
🛛 🐇 Use Template 👻 💭 Compress 🗐 Summary 🐑 Preview
To: texSMS Mailing List.xls
Cc:
Deliver immediately O Deliver on 2013/08/20 at 11:15 AM Replies E-mail only
🛛 🔁 Import List 🔁 Insert 🛛 Last Name 🗨 SMS Limit 🛛 10 ਦ 🗖 Sender ID
Hello < <first name="">> <<last name="">></last></first>
from John Bob
INS 🥑 138 characters remaining to send as 1 SMS message(s)

For example you could type: Hello <<**First Name>>** (inserted by choosing "**First Name**" from the drop down and clicking "**Insert**") and so forth.

You can click the "**Preview**" button to see exactly what your final SMS looks like. Preview will substitute token values into the SMS message.

When you are ready click **"Send"**. If there are any problems you will be able to correct these through the SMS Recipient Resolution wizard.



After this has been done, you will be shown the summary screen, where you can see details about the SMS you are about to send.

Once you have sent the bulk e-mail you can track its progress by clicking on the "SMS Reports" button.

4.5. Preview

This gives a preview of what your final SMS message will look like - this is especially useful for bulk messages with tokens in them.

Compose your SMS in the composition window (using tokens if you wish). Once you have completed writing the SMS click the **"Preview"** button. This causes the preview screen to load.

Preview	Ð	×				
Preview the message Select different people in the view on the left to observe how their message will appear on the	heir mobile phone.	Tex				
Relio John Doe		^				
🗄 John Doe 🛛 👔 John Bob						
E Jane Doe		Ŷ				
<< Previous Next >>						
texSMS						
Done						

On the preview screen you can see everyone that you are sending the SMS to in the left hand pane. The people are grouped according to distribution lists, any duplicates are automatically removed. If you click on a name you will be shown a preview of the final SMS text to be sent to that person in the right hand pane. Values will be placed into the tokens.

You can use the "<<**Previous" and "Next>>"** buttons to navigate through the names or click on anyone in the list.

Once you are finished previewing, click "Done" to return to the composition window.



4.6. Compression

This is used from the SMS composition window by clicking the **"Compress"** button. Compression allows you to use the built-in SMS dictionary and rules to shorten your SMS text.

For example if you wrote **"Hi Jane Please phone me if you cannot meet for lunch at one today. Thanks John Bob"** and then click the **"Compress"** button you will be taken to the compression screen.

4.6.1. Original message without using the "Compress" functionality

📭 New texSMS Message 🖷 – 🗆 🗙
File Edit View Insert Tools Template Message
Send Cut Copy Paste Undo Bulk Check Emot-icon ★ ***********************************
🛛 👷 Use Template 🔻 📮 Compress 📮 Summary 🛛 🕄 Preview
1 To: 082000000
C Cc
Deliver immediately C Deliver on 2013/08/19 at 10:45 AM Replies E-mail only
🚰 Import List 🚰 Insert No tokens 💌 SMS Limit 10 🔆 🔽 Sender ID
Hi Jane
Please phone me if you cannot meet for lunch at one today.
from John Bob
INS 🖉 61 characters remaining to send as 1 SMS message(s)
The point characters remaining to send as romo message(s)

4.6.2. Original message using the "Compress" functionality

On this screen you can select the level of compression that you need. This can be done by clicking the check-boxes or by using the slider bar.

The effect that the compression has on your text can be seen in the message preview area at the bottom of the screen. For example if you chose "**Med**" compression the message would now read "**Hi Jane Pls phone me if u cannot meet 4 lunch @ 1 2day from John Bob**".

This compression is achieved by removing all the extraneous spaces and replacing common words with those found in the SMS abbreviation dictionary file. If you would like to add words to the dictionary file, edit the file dict.txt, which can be found in the install directory you chose (usually C:\Program Files\texSMS). Add the words you use by making sure each word is on a new line. Type in the



unabbreviated word first (e.g. September) then press space or tab and type in the abbreviated word (Sep). Once you are done save the changes.

Once you are happy with the compression you have chosen click **"OK**" and this will compress your text and return you to the main SMS composition window.

	Com	oress Message	Body		×		
lease select the Move the slider to	t	ex					
- Compression Lev	/el						
None	Ĺow	Méd	High	Custom			
Convert of	 Remove any extra spaces and carriage returns in the message body Convert commonly used words into commonly used SMS abbreviations Remove all spaces and punctuation and capitalise every new word 						
- Message Preview	W				_		
HiJane Pls phone me if from John Bob	f u cannot meet 4 lui	nch @ 1 2day.		^			
				~			
, Number of char	acters: 69						
MS				_			
			<u>0</u> K	<u>C</u> ano	cel		



4.7. Reminders

When Outlook triggers a reminder you can choose to be reminded by SMS too.

4.7.1. Configuring SMS reminder defaults

To configure your default SMS reminder settings, select "**Options**" from the texSMS menu. This will open the Options screen. Now go to the "**Reminder**" tab.

Options	×
Set all the options below Set your options text	 <
Delivery Reminder Sending	1
Below you can set the default settings for SMS reminders. Remember, these defaults can be overridden for individual entries. These settings will apply to Calendar entries, Tasks and Appointments. Choose whether you want SMS Reminders sent by default or not © Send SMSs for reminders by default. © Do not send SMSs for reminders by default.	
Choose whether you want to send to all attendees by default or not Do not send to all attendees of the meeting by default. Send to all attendees of the meeting (only if I am the creator). texSMS	1

Firstly, you can mark whether to send SMS reminders by default. Even if this is marked a Reminder must be set in Outlook for an SMS reminder to be sent. If you choose to send SMS reminders as your default, you can further define whether you would also like to send a reminder to all the people attending the meetings you create.

When this option is marked a reminder will be sent to you and all the attendees at the same time. This option only works if you are the actual creator of the meeting. This has been done to avoid multiple reminders being sent to attendees. Once you are happy with your default settings click "**OK**" to apply the settings.



4.7.2. Over-riding SMS reminder defaults

Besides being able to change the default settings on the Options screen, you can also individually control SMS reminder settings for each appointment (or task) that you create by using the embedded SMS form. An example of using this form can be seen by creating a new Calendar appointment (double click a time on your calendar). This will cause the Outlook Appointment window to pop up. Fill in the usual appointment details (Subject, Location and Time) and then mark that you want a Reminder. Once you have done this, click the SMS tab to see the SMS form.

🎫 🛃 🤊 ଓ 🍝 👻 🖃	TexSM	S - Appointment	
File Appointment	Insert Format Text Review		^ ?
Galendar Save & Delete	Appointment SMS Scheduling	Invite	· · · · · · · · · · · · · · · · · · ·
Close OneNote	Show	Attendees Options	Tags Zoom
Use the checkbox b an SMS reminder for ✓ Send an SMS rei (Overides setting) Extra Reminders ✓ Send SMS reminders to (Only works it you are Send additional SMS re (Use semi-colons to sep	minder gs below) o all attendees the creator) minders to : +27830000000	eive	

Here, like on the options screen you can control whether you would like to send an SMS reminder. In addition to being able to send to all the attendees of the meeting you can also add additional mobile numbers manually. This caters for people who have not been listed as attendees or are not in your address book.

Once you are finished you must click **"Save and Close"** to save the appointment. In order for the reminder to be sent off, Outlook must be running and you must be online at the time. The reminder SMS is sent a few minutes before the actual Outlook reminder pops-up, this is to cater for possible mobile network delays.

We have also catered for the case of your computer being offline (or off), with the inclusion of offline reminder synching.

4.7.3. Offline reminder synching

This feature allows you to push all your Outlook appointments to our remote server. This means you can connect to the internet and send your calendar and task reminders to our server and then disconnect from the internet. The reminders will then be sent off from our server.



This is used by clicking the **"Sync Reminders"** button on the SMS bar on the main Outlook window or by choosing the **"Sync reminders to server"** option in the texSMS menu.

This will open the Reminder sync window. On this window you can mark the date range of appointments that you want to send to our server.

Reminder Sync	Ð	×
Please choose the period for which you wish to sync : Select the period below and then press DK		tex 1
This will send all your appointments, from now until the end of the time-period th our server. These reminders will be sent to your phone even if your computer is Send all reminders to the server : For Today only For Today only For the next 1 Days		
All reminders will be sent to the server from now until up to and including Aug 1 This includes all tasks and appointments in your default task and appointment for reminders will be sent according to your SMS reminder preferences. texSMS	olders. The:	se

At the bottom of the window a sentence is displayed to help clarify exactly what date range will be sent to our server - this is to avoid confusion as to what is actually being included in the send date range.

Once you are happy with the date range that you have selected, click "**OK**". Now a mail will be sent to our server containing your appointment details. You will now be reminded about your appointments and tasks even if your computer is turned off!

Should you change any of your appointments in Outlook you must re-sync so that the server reflects the updated appointments.

You can also view what is currently waiting to be sent from our server by choosing the "View message reports" option from the texSMS menu.



5. FAQ's and Troubleshooting

5.1. I am not sure how to install the texSMS software on my computer. Is there help dealing with this?

Just go to the installation help section for a comprehensive look at the installation of the software and any problems pertaining thereto.

5.2. How do I uninstall the texSMS software?

Simply go to the Start menu and uninstall it using the 'Add/Remove Programs' option of the control panel, and selecting the 'texSMS - Uninstall'. For more information, consult the help files .

5.2.1. Un-installing texSMS

To uninstall *texSMS*, not that you should ever want to of course, go to the Control Panel and run Add/Remove Programs. Select **"texSMS"** as shown in the diagram and then click the **"Change/Remove"** button.

Control Panel Home Uninstall or change a program View installed updates To uninstall a program, select it from the list and then click Uninstall, Change or Repair. Turn Windows features on or off Organise Uninstall Change Repair Install a program from the network Organise Uninstall Change Repair Ware Publisher Install a program from the network Name Skype Technologies S.A. 2013/07/03 Skype Technologies S.A. 2013/07/03 Skype Technologies S.A. 2013/02/10 Skype Technologies S.A. 2013/03/08 WiteShMS Huge Telecom 2013/03/08 Witedows Driver Package - FTDI CDM Driver Package FTDI 2013/03/08 Windows Driver Package - FTDI CDM Driver Package FTDI 2013/03/08 Windows Driver Package - FTDI CDM Driver Package FTDI 2013/03/08 Windows Driver Package - FTDI CDM	a	Programs and Features	6	9 _ 🗆 🗙
View installed updates To uninstall or change a program Turm Windows features on or off To uninstall a program, select it from the list and then click Uninstall, Change or Repair. Install a program from the network Organise ▼ Uninstall Change Repair Wave Publisher Install a program from the network Mozilla Wold and the click to Call Skype Technologies S.A. Sype Click to Call Skype Technologies S.A. Syspe Signaptics Pointing Device Driver Symaptics Incorporated 2013/07/10 Et to CONNECT 2.0 Wittrain Windows Driver Package - FTDI CDM Driver Package Windows Driver Package - FTDI CDM Driver Package FTDI 2013/04/25 2013/04/25 Windows Driver Package - FTDI CDM Driver Package FTDI Wineshark 1.8.6 (32-bit) The Wireshark developer comm Wireshark 1.8.6 (32-bit) The Wireshark developer comm	€ 🦻 ▾ ↑ 🛃 ኑ Control	Panel	✓ C Search Program	ms and Features 🔎
Turn Windows features on or off Install a program from the net wind the field click community change of repair. Install a program from the net wind the field click community change of repair. Organise ▼ Uninstall Change Repair Name Publisher Installed On Siz Mozilla 2013/07/03 2013/07/03 2013/07/03 Mozilla Firefox 22.0 (x86 en-US) Mozilla 2013/04/23 Mozilla Change Exception 2013/04/23 Sixpe Click to Call Sixpe Technologies S.A. 2013/04/23 Sixpe Click to Call Sixpe Technologies S.A. 2013/04/23 2013/04/23 2013/04/23 Mozilla Represent Settings Sixpe Click to Call Sixpe Technologies S.A. 2013/04/23 2013/04/23 Sixpe Click to Call Sixpe Technologies S.A. 2013/04/23 2013/04/23 2013/04/23 Ming Durbics Printing Device Driver Sympatics Printing Device Driver Sympatics Printing Device Driver 2013/03/08 Windows Driver Package - FTDI CDM Driver Package - FTDI 2013/03/08 Vodafone 2013/03/08 Windows Driver Package - FTDI CDM Driver Package - FTDI 2013/04/25 2013/03/08 2013/04/25 Windows Driver Package - FTDI CDM Driver Package - FTDI 2013/04/25 2013/	Control Panel Home	Uninstall or change a program		
off Install a program from the network Organise ▼ Uninstall Change Repair IEE ▼ 00 Name Publisher Installed On Siz © Mozilla Firefox 22.0 (x86 en-US) Mozilla 2013/07/03 © Mozilla Firefox 22.0 (x86 en-US) Mozilla 2013/07/03 © Mozilla Maintenance Service Mozilla 2013/07/03 © Sexpe Click to Call Skype Technologies S.A. 2013/02/23 © Synaptics Pointing Device Driver Synaptics Incorporated 2013/02/10 © pCONNECT 2.0 uvnc bvba 2013/02/10 © Victeria player 20.5 VideoLAN 2013/02/08 © Victore Mobile Broadband Vodafone 2013/02/15 © WinRAR archiver 2013/02/08 VideoLAN © WinRAR archiver 2013/03/08 2013/03/08 © Video Downloader 4.1 The Wireshark developer comm	View installed updates	To uninstall a program, select it from the list and then	click Uninstall, Change or Repair.	
Install a program from the network				
network Name Publisher Installed On Siz Mozilla Firefox 22.0 (x86 en-US) Mozilla 2013/07/03 Mozilla Maintenance Service Mozilla 2013/07/03 Search Settings 2013/04/23 Sype Technologies S.A. 2013/04/10 Sype Cirk to Call Skype Technologies S.A. 2013/04/10 Sype Technologies S.A. 2013/04/10 Sype Technologies S.A. 2013/03/08 Mozilla texMS Huge Telecom 2013/07/10 TeleCONNECT 2.0 Unre bvba 2013/03/08 VLC media player 2.0.5 VideoLAN 2013/03/08 Vodafone 2013/03/08 Vodafone 2013/03/15 Windows Driver Package - FTDI CDM Driver Package FTDI 2013/04/25 Windows Driver Package - FTDI CDM Driver Package FTDI 2013/04/25 Strept - Strept FTDI 2013/05/08 FTDI 2013/08 FTDI 2013/05/08 FTDI 2013/05/08 FTDI 2013/05/08		Organise 🕶 Uninstall Change Repair)== 👻 🕜
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Windows Driver Package - FTDI CDM Driver Package FTDI 2013/04/25 WinRAR archiver 2013/03/08 Winreshark 1.8.6 (32-bit) The Wireshark developer comm 2013/03/08 YTD Video Downloader 4.1 Green Tree Applications SRL 2013/05/28		🚺 Vodafone Mobile Broadband	Vodafone	2013/03/15
WinRAR archiver 2013/03/08 Wireshark 1.8.6 (32-bit) The Wireshark developer comm 2013/03/08 VTD Video Downloader 4.1 GreenTree Applications SRL 2013/05/28		💐 Windows Driver Package - FTDI CDM Driver Package	FTDI	2013/04/25
Wireshark 1.8.6 (32-bit) The Wireshark developer comm 2013/03/08 YTD Video Downloader 4.1 Green Tree Applications SRL 2013/05/28		💐 Windows Driver Package - FTDI CDM Driver Package	FTDI	2013/04/25
YTD Video Downloader 4.1 Green Tree Applications SRL 2013/05/28		WinRAR archiver		2013/03/08
<		Wireshark 1.8.6 (32-bit)	The Wireshark developer comm	2013/03/08
		🧿 YTD Video Downloader 4.1	GreenTree Applications SRL	2013/05/28 🗸
Huge Telecom Product version: 2.2.0 Support link: http://www.hugetelecom.		<		>
Help link: http://www.hugetelec Size: 3.26 MB				

This will run the uninstaller, which will prompt you for confirmation. Click the "Uninstall" button to begin the uninstallation process. Once uninstallation has completed, the *texSMS* entry in the Add/Remove list will be removed. Should you ever wish to re-install the application, you will have to re-download it.

5.3. What if my e-mail package is not one of the following: Outlook 97/98/2000/2007/2010/2013?

Unfortunately these are the only mail packages that are currently supported.



5.4. What do I do if I have re-installed my operating system?

All you have to do is re-install the *texSMS* software and follow the installation wizard's screens .Once you have done this you will be re-registered as yourself and given a new secure key.

5.5. What do I do if I have more than one computer?

All you have to do is install texSMS on each computer that you want to use it on.

5.6. What do I do if more than one person uses my computer?

Each user that wants to run texSMS on the computer must install it once they have logged in to the computer.

5.7. Will texSMS work with MAPI and SMTP?

texSMS has been designed to work with all the available configurations of Outlook. This includes working with MAPI and SMTP configurations.

5.8. How do I get the latest version of the texSMS software?

You can check if you are running the current version of *texSMS* by going to the *texSMS* menu and clicking on the 'Check for latest upgrade' option. This will take you to a web-page where you will be told if you are running the current version of *texSMS*. If you are not running the latest version you will be told that you should upgrade. If this is the case, just download the latest version and install it.

5.9. Can I use texSMS if I don't use Microsoft Windows operating systems?

texSMS only works on the Microsoft Windows platform.

5.10. How do I know that texSMS is working?

texSMS adds a few new menu options, buttons and toolbars to your standard e-mail application. Other than this there are no signs that the system is installed. The most important change is the addition of the new texSMS button. When you click this texSMS button an SMS composition window will appear. You can check that texSMS is working by clicking on this button, composing a message and sending yourself a test SMS.

5.11. I want to change my user details (such as phone number). How do I do this?

You cannot change your phone number directly. To do this you will have to contact support and ask them to update this for you. This change will be used in your outgoing SMS messages.

5.12. Why can't I attach or forward images in my SMS?

SMS messages only allow for the sending of text characters.



5.13. How do I use texSMS if I do not have a permanent internet connection?

Whenever you wish to send an SMS, you will have to connect to the internet to send it. You can compose the SMS whilst you are offline and then connect when you are ready to send it.

5.14. How do I turn off my SMS appointment reminders?

You can turn this option off by going to the texSMS menu category. Within this menu category choose the "**Options**" menu item. This will display a window where you can turn off the SMS reminders (for appointments and meetings). On this window you can also control your other default SMS settings.

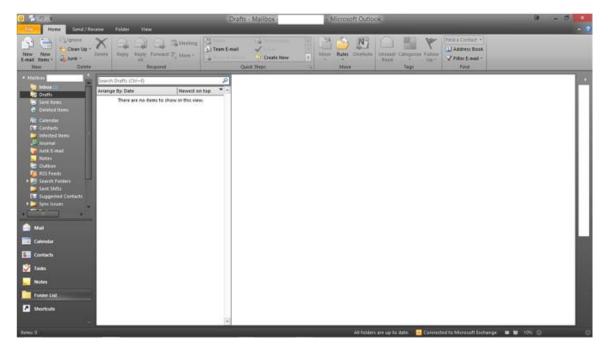


6. Appendix A

6.1. Enabling texSMS icons on Outlook

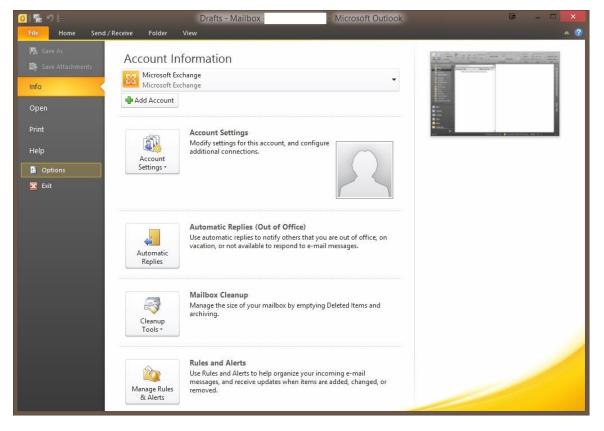
Once you have successfully completed the installation of the texSMS onto your computer you may then be required to enable texSMS to show on Outlook. The examples used below make use of Outlook 2010.

6.1.1. Default view of Outlook 2010



The default view of Outlook shows no texSMS options as per the screenshot above.





6.1.2. Procedure to enable texSMS on Outlook 2010

On Outlook click the "File" button, and then click the "Options" menu.



In the "Options" screen, click the "Add-Ins" menu. A screen that is similar to the one below will pop up.

	Outlook Options	🖻 ? 🗙
General Mail	View and manage Microsoft Office Add-ins.	
Calendar	Add-in Options	
Contacts	Launch Add-in options dialog: Add-in Options	
Tasks	Add-ins	
Notes and Journal	Adurtis	
Search	Name A Location	Туре
Mobile	Active Application Add-ins Microsoft Exchange Add-in C\Program Files (x86)/Microsoft Office14/ADDINS\UmOutlookAddin.dll	
Language	Microsoft Outlook Social Connector C:\Program Files (x86)\Microsoft Office\Office14\SOCIALCONNECTOR.DLL Microsoft SharePoint Server Colleague Import Add-in C:\Program Files (x86)\Microsoft Office\Office14\ADDINS\ColleagueImport.dll	COM Add-in COM Add-in
Advanced	OneNote Notes about Outlook Items C:\Program Files (x86)\Microsoft Office\Office14\ONBttnOL.dll	COM Add-in
Customize Ribbon	Inactive Application Add-ins Microsoft Access Outlook Add-in for Data Collection and Publishing C\Program Files (x86)\Microsoft Office\Office14\ADDINS\ACCOLK.DLL	COM Add-in
Quick Access Toolbar	Microsoft VBA for Outlook Addin C:\Program Files (x86)\Microsoft Office\Office14\ADDINS\OUTLVBA.DLL	COM Add-in
Add-Ins	Disabled Application Add-ins Windows Search Email Indexer C:\Windows\System32\mssphtb.dll	COM Add-in
Trust Center		compadent
	Add-in: Microsoft Exchange Add-in Publisher: Microsoft Corporation Compatibility: No compatibility information available Location: C:\Program Files (x86)\Microsoft Office\Office14\ADDINS\UmOutlookAddin.dll]
	Description: Exchange support for Unified Messaging, e-mail permission rules, and calendar availability.	
	Manage: COM Add-ins v Go	
	OK	Cancel

At the bottom left handside of this menu you have a **"Manage"** button which has a drop down menu. Click on the dropdown menu and select **"Disabled Items"**.



your connectivity provider texSMS Technical User Manual

Your selection should be similar to the screenshot below.

	Outlook Options	🖻 ? 🗙
General Mail	View and manage Microsoft Office Add-ins.	
Calendar	Add-in Options	
Contacts	Launch Add-in options dialog: Add-in Options	
Tasks	Add-ins	
Notes and Journal		
Search	Name A Location	Туре
Mobile	Microsoft Exchange Add-in CMicrosoft Outlook Social Connector C <td>COM Add-in COM Add-in</td>	COM Add-in COM Add-in
Language	Microsoft SharePoint Server Colleague Import Add-in C:\Program Files (x86)\Microsoft Office\Office14\ADDINS\ColleagueImport.dll OneNote Notes about Outlook Items C:\Program Files (x86)\Microsoft Office\Office14\ONBthOL.dll	COM Add-in COM Add-in
Advanced	Inactive Application Add-ins	
Customize Ribbon	Microsoft Access Outlook Add-in for Data Collection and Publishing C:\Program Files (x86)\Microsoft Office\Office14\ADDINS\ACCOLK.DLL	COM Add-in
Quick Access Toolbar	Microsoft VBA for Outlook Addin C:\Program Files (x86)\Microsoft Office\Office14\ADDINS\OUTLVBA.DLL	COM Add-in
Add-Ins	Disabled Application Add-ins Windows Search Email Indexer C:\Windows\System32\mssphtb.dll	COM Add-in
Trust Center		
	Add-in: Microsoft Exchange Add-in	
	Publisher: Microsoft Corporation Compatibility: No compatibility information available	
	Location: C:\Program Files (x86)\Microsoft Office\Office14\ADDINS\UmOutlookAddin.dll	
	Description: Exchange support for Unified Messaging, e-mail permission rules, and calendar availability.	
	Manage: Disabled Items 🗸 Go	
	OK	Cancel

Now that you have selected the "Disabled Items" option click the "Go" button which will then pop up the following screen prompt.

Disabled Items 🖷 🛛 ? 🛛 🗙	
The items listed below were disabled because they prevented Outlook from functioning correctly. Please note that you may have to restart Outlook for these changes to take place. Select the ones you wish to re-enable.	
Addin: mssphtb.dll Addin: texsms outlook addin (texoutlook2010.dll)	
Enable Close]

Select the option for "Addin: texSMS outlook addin (texoutlook2010.dll)", then click the "Enable" button.

Once completed you will have to close down Outlook and re-open it.



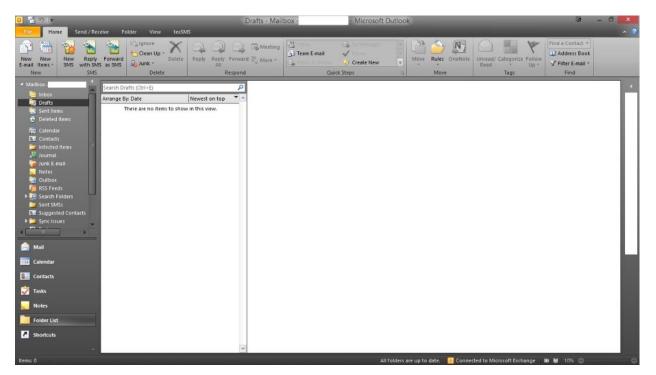
7. Appendix B

7.1. Security System Initialisation

As soon as *texSMS* is run for the first time, it registers you with the *texSMS* server (the exchange of keys occurs - this occurs via a specially designed e-mail which is sent to our server). Once the security system has initialised this allows all future SMS communication with our server to be secure and encrypted. This security ensures that your SMS messages are protected and that no one can impersonate you.

7.1.1. Initialising texSMS

The following installation process is to initialise the operation of texSMS using Outlook. Select "New SMS" on your Outlook "Home" screen.



Once you have clicked on the "**New SMS**" button a prompt screen will pop up as per the screenshot below.



	texSMS Alert 🖷 💌							
You	ecurity system has not been initialised can manually enter a security mail if you have one or press 'Close' wait for one to arrive.							
1	The security system is not initialised and you cannot send SMSs yet. You should receive an initialisation e-mail shortly which should be automatically detected. When this e-mail is detected you will be notified on the screen. If this doesn't happen within 10 minutes, try clicking 'Send and Receive'. If you still not received the confirmation after some time, click ''Resend signup mail'' NOTE : If you have received an e-mail titled 'Security Protocol Initialisation', follow the							
texSMS -	instructions at the top of the e-mail and paste the contents into the Manual Initialisation screen. To begin this process click 'Got Security E-mail'.							
	Besend signup mail Got Security E-Mail Close							

There are two options available.

- 1) Got Security E-Mail.
- 2) Resend signup mail.

7.1.2. Got Security E-Mail

Once you have completed the installation the texSMS server would have sent you a Security Protocol Initialisation e-mail with an attachment. Check for this e-mail with its attachment in your Inbox or Junk E-mail Folder. An example is as per the screenshot below.

0 5	Junk E-	mail - Mailbox -	- Microsoft Outlook	0 X
File Home	Send / Receive Folder View to	exSMS		^ 🕐
New Synchronise Reminder Reminders Reminders	Inbox Template Options User Rules Editor Configuration Preferences	View Message Buy More Manual Reports SMS Credits Security Init Account and Setup	Help Contact texSMS on Check For About Us * the Web * Latest Upgrade Help and Support	
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Items: 1 Unread: 1		All folders are up to date.	😹 Connected to Microsoft Exchange 🛛 🖩 🗯 10%	• • • "



Open the email. The contents of the email should be similar to the screenshot above. Once you have opened the e-mail its contents should be as shown in the screenshot below.

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If a dialog b then it has b To manually 1) Click any 2) Select all 3) Copy the 4) Click on t	ox telling een misse initialize where wit the text (o selected he 'New S selected 'OK' butto	d by the automatic the security mechanis hin the body of this e Ctrl-A) text (Ctrl-C) SMS' button and click text into the text field	system has initialised o detection mechanism. sm:	il' button	thin 30 seconds of t	his e-mail	arriving in you	r inbox,					
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Open the attachment file on this e-mail. The contents of the attachment will be as follows.

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Select all details on the attachment by pressing Ctrl and A on your keyboard. Make certain that all details are selected or highlighted in blue. Right click on your mouse and select copy or use Ctrl C on the keyboard.



Once you have copied all of the details from the attachment click on the Got Security E-Mail button of the following screen.

	texSMS Alert	×
You	ecurity system has not been initialised can manually enter a security mail if you have one or press 'Close' wait for one to arrive.	a tex
⚠	The security system is not initialised and you cannot send SMSs yet. You should receive an initialisation e-mail shortly which should be aut detected. When this e-mail is detected you will be notified on the scre doesn't happen within 10 minutes, try clicking 'Send and Receive'. If not received the confirmation after some time, click "Resend signup r NOTE : If you have received an e-mail titled 'Security Protocol Initialisation', fo instructions at the top of the e-mail and paste the contents into the M Initialisation screen. To begin this process click 'Got Security E-mail'.	een. If this you still nail''
texSMS -	<u>R</u> esend signup mail <u>G</u> ot Security E-Mail <u>(</u>	lose

This option will bring up a "**Manual Initialiser**" screen as per the screenshot below. Paste the details that were copied into this screen option.

Manual Initialiser	ø	×
If the Security E-mail was not detected by the system : Cut and Paste the contents of the Security E-mail into the box below and then click OK.	t	ex
ZWNLUVKxG7+tvU085RLnJF6mWWvADAMU/ePogtmRa/3nsWal9i+shT4q8+/ pNNEgbrXxZvVec3Zh9/GUu+Plim/WBftpE0wyuecgU3CD2gv+0d48shW zo+JJgHpmbcWxbwaHFvqn5pP4Fr/VTVIR8p+zgk01/vqotbNkNZlt/7m4vk6Yd //361jKvVQpY3uL4Jpl3pdH3qab04tMDXT01fKVNQqv3outKYuob+1xPQo fmf5Um6ENksVR/0dwZoXd3aJpFi0py29yTK4waTJZi6p4eksUAGERfil8 +7GoHAXgtV9FS1K/Pyim2tu+GkztgNXmw93Stt1ve9yxzTZUI0PwQUiP6 08ATSFhdUqF2Pq66my/ipiHimiz+KdebPKNout9/UaKSNG03MPeLB/Po+n bHM /vPLTf0_pMKYPraZXhLVkXxlu43ELb+E5GJCMdLdr1b8EI5e0bjRpQJs17 oLp0WgcPl3J6jx9KzxNevfqTx0Lk93+LdckkF6VEkbYzu0+tD11GSzTeIPQN GXQtkClsUv6ptmg3bIVWKUSwS3mFXqGa+eT6/+q0dP1SWdIRKQpw/HBG8rut v5qx12clyo06dDY1boL9L0p5wZVaD74= 		^
hYDjU0P/RcHql6R6Uh0/dDJL/2jwCajUjERR9MGIa/HXJuDl0gyqs8txuZf QMUaaWp97g/7UklfstKDqto3AVNI8wDKYyFSivsVCxDT714+//Ru8VSj00B ewt4WiLb0a/txefb0A6R+9kSlXmdnbY7fM3EFF4xjzv4JXf1158= 		*
ОК	Cano	cel

Click "OK" to continue.



You will then receive a screen prompt confirming that the Security System has been initialised and that you are now able to send SMSs. The confirmation screen prompt is as follows.

texSMS Alert	Ū.	×
Security System Initialised. Press 'OK' to go back to your mail package and start sending SMSs.	te	x
The SMS security system has successfully initialised and you may now send SMSs. New SMS functionality has been added to your mail package. To send press the 'New texSMS' button on the toolbar. For the rest of the function in the 'texSMS' menu.	d an SMS	
texSMS		

Click "OK" to complete your installation and begin sending SMSs.

7.1.3. Resend signup mail

In the event that you have not received your initialisation e-mail, click on the "Resend signup mail". Once you have received the email follow the procedure for "Got Security E-Mail".