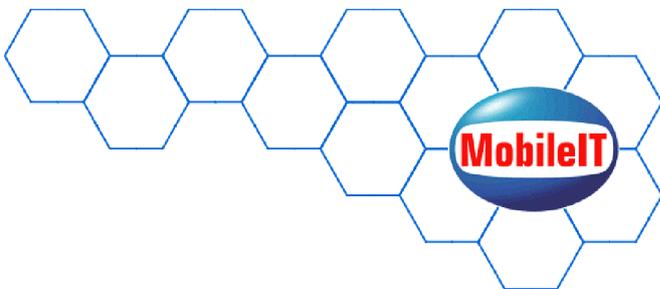


DESKTOP SMS™

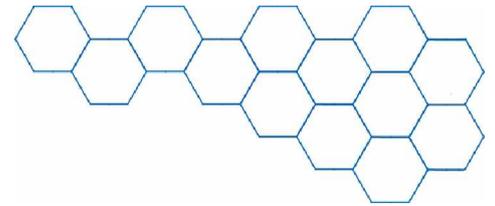
Installation and User Manual



Help Line: 02 8878 3236

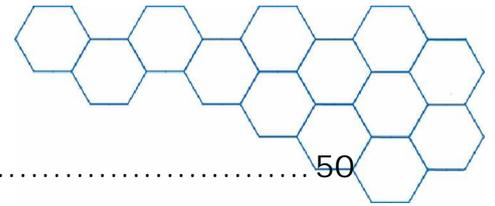
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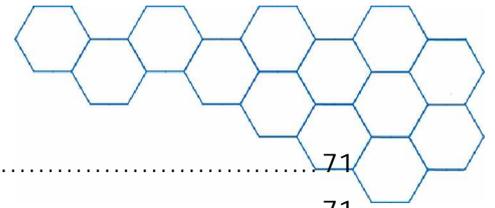


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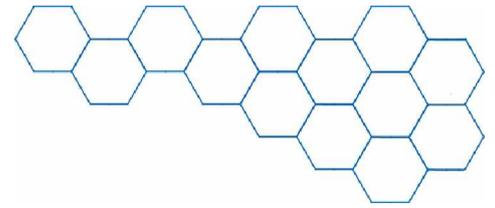
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1. Introduction

1.1 Software Licence Agreement



Important. Please read carefully.

This MobileIT End-User Licence Agreement (hereafter known as "EULA") is a legal agreement between you (the "User") and MobileIT Solutions Data Pty Ltd ("MobileIT"), for DeskTop.SMS software including computer software, associated media, licence key or file, printed materials and "on-line" or electronic documentation ("Software").

The terms of this EULA incorporate the entire MobileIT DeskTop.SMS Software product, including individual variations, configurations and options installed as part of the original installation or within subsequent add-ons, enhancements or upgrades. Installing, copying, or otherwise using the Software indicates your acceptance of this agreement, and indicates your decision to be bound by the terms of this licence. After reading this EULA carefully, if you do not agree to all of its terms, you must not install, use or transfer the Software.

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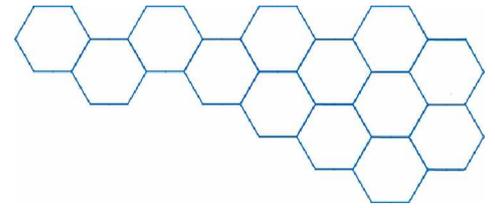
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- (c) charge a reasonable sum for work performed in respect of which work no sum has been previously charged;
- (d) be regarded as discharged from any further obligations under this licence; and
- (e) pursue any additional or alternative remedies provided by law.

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- (a) if the breach relates to goods
 - (i) the replacement of the goods or the supply of equivalent goods;
 - (ii) the repair of such goods;
 - (iii) the payment of the cost of replacing the goods or of acquiring equivalent goods; or
 - (iv) payment of the cost of having the goods repaired; and
- (b) if the breach relates to services
 - (i) the supplying of the services again; or
 - (ii) the payment of the cost of having the services supplied again.

Any written or oral information or advice given by MobileIT employees or VARs will in no way increase or change the scope of this warranty.

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JURISDICTION: This EULA is governed by the laws of the State of New South Wales, Australia. The United Nations Convention for the International Sale of Goods shall not apply. This EULA is the entire agreement between us and supersedes any other communications or advertising with respect to the Software product; this EULA may be modified only by written agreement signed by authorized representatives of you and MobileIT.

Please contact MobileIT should you have any questions regarding this EULA:

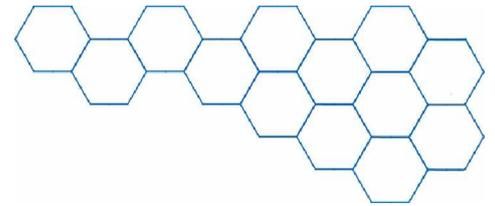
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1.2 Product Overview

In today's world, communicating fast and cost-effectively is essential. Good communication can be the difference between winning a contract or losing a valued client. To address the need for fast and efficient communications, MobileIT have developed DeskTop.SMS, the ultimate PC to mobile phone text messaging solution.

With DeskTop.SMS, text messages can be sent from your PC through a GSM modem to either an individual, a number or individuals or a specific group. The message recipient can even send a text reply back to your PC.

Key features of DeskTop.SMS include:

- > Send text messages from your PC to any GSM/CDMA mobile phone
- > Send a text message to an individual, selected individuals or broadcast a message to a group
- > Receive text messages to your PC
- > Import contact details from Microsoft® Outlook® directly into the DeskTop.SMS Phone Book
- > Schedule messages for dispatch at a later time
- > Regularly used messages can be stored and retrieved using the QuickSMS feature
- > Logs kept of all messages sent and received
- > Export sent and received messages to Microsoft® Excel
- > Diagnostic mode to aid fault finding
- > Includes TWIST dual-band GSM modem

An example application of DeskTop.SMS is as follows:

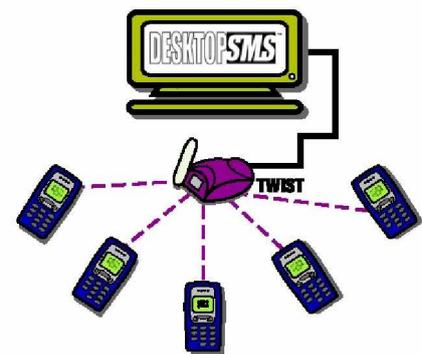
The Sales Director wants to co-ordinate an urgent sales meeting for the day after tomorrow and all twenty sales executives must attend. Just imagine how long it would take to call each individual sales executive, and at what cost?

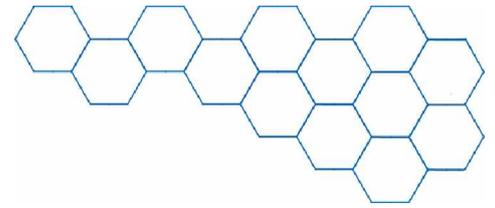
With DeskTop.SMS the Sales Director would simply type:

"Attn: Sales Team. URGENT sales meeting at 9 AM, 9 MAY, SYD. office. Attendance mandatory, please confirm by return. Rgds Mel".

The Sales Director then selects "Sales Team" from the Phone Book and presses *Send*.

This broadcast text message will be sent to all individuals in the sales group and be delivered within seconds. Not only that, sales people can then send a text message back confirming their attendance.





2. Installation

To start using DeskTop.SMS you must install the TWIST dual-band GSM modem and your copy of DeskTop.SMS onto the PC.

The following section is designed to guide you through the installation process.

2.1 Pack Contents

Before you begin, please verify all contents of the DeskTop.SMS sales package are present as follows:

- > CD-ROM containing a copy of the DeskTop.SMS software and user manual
- > Document containing your personal DeskTop.SMS registration key number
- > TWIST dual-band GSM modem (note that the GSM modem does not contain a SIM card; please contact your mobile phone network supplier if you do not have a SIM card available for use)
- > Serial communications cable (9-pin RS232 male to female variety)
- > Power supply, aerial and wall mounting bracket for TWIST GSM modem

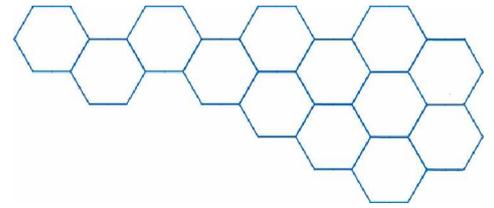
If you are missing any of the above items, please contact MobileIT for assistance.

2.2 Minimum System Requirements

To successfully install DeskTop.SMS your PC must conform to the following minimum system requirements:

- > Intel Pentium® (or equivalent) CPU running at 233MHz (or faster)
- > 16Mb RAM (or greater)
- > 20Mb minimum free hard disk drive space
- > CD-ROM drive (4x minimum) for installation purposes
- > One free 9-pin RS232 serial communications port (e.g. COM1)
- > Supported 32-bit operating system (i.e. Microsoft® Windows® 95, 98, Me, NT, 2000 and XP)
- > VGA monitor (or better), 800x600 resolution, 256 colours (or greater)
- > Microsoft® Windows®-compatible keyboard and mouse

Once you have confirmed the minimum system requirements, please proceed to the installation of the TWIST GSM modem.



2.3 Installing the TWIST GSM Modem

The TWIST GSM modem enables connections to be made to the GSM 900/1800 (1900) mobile radio network via your PC.

DeskTop.SMS uses the TWIST GSM modem to send and receive SMS text messages.

The TWIST GSM modem must be installed before the DeskTop.SMS software.

To install the TWIST GSM modem, please follow this procedure:

- > Remove the TWIST GSM modem components from the DeskTop.SMS sales package and orientate yourself with the modems major features.
- > Open the cover cap on the underside of the modem.



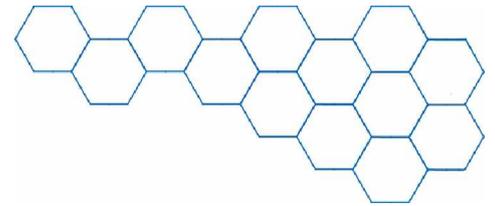
- > Turn the securing plate as far as it will go with the aid of the removed cover cap.
- > Flap the holder upwards. Take your SIM card and slide it into place. Make sure that the gold-plated contact surface is facing downwards towards the contacts. Press the holder down and secure it with the cover cap.
- > Replace the cover cap. The insertion is now complete. If you wish to remove the SIM card at any point, simply follow the reverse process.



Important. The SIM card must be inserted before connecting the modem to the power supply and must not be removed until the power has been switched off. Insertion or removal of the SIM card with the modem power supply on may cause irreparable damage.



Important. Please ensure that the SIM card does not require a PIN code to be entered for it to connect to the network. If you are unsure, temporarily install the SIM card into any GSM phone and switch on. If the phone requires a PIN code, please refer to the phone manual to disable the PIN code requirement.



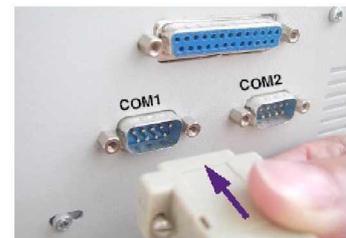
- > Push the GSM aerial into the aerial socket (SMB) on the modem and make sure that it locks comfortably into place.



If the supplied GSM aerial is not suitable for your requirements, the TWIST GSM modem will accept any separate GSM aerial (providing that it has an SMB connector) into the aerial socket. In most cases, the supplied aerial should suffice.

- > Take the female end of the 9-pin RS232 serial cable and connect it to a free 9-pin serial port on your PC (e.g. COM1, COM2 etc.).

- > Take the opposite male end of the serial cable and connect it to the serial port on the modem.



- > Tighten the serial cable connection screws hand-tight.

- > Attach the end of the power cable into the power supply socket on the modem and make sure that it locks comfortably into place.

- > Plug the power supply into an AC/DC wall socket.

- > The orange LED indicates power supply status. If the LED is on, the device has power. If the LED is off, the device has no power and you must check the supply.

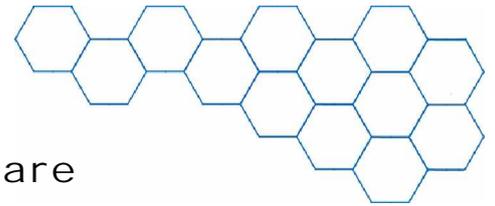


- > The green LED indicates data traffic throughput or modem activity. It will flash when active.



You can verify that the TWIST GSM modem has been correctly installed by using a third-party communications program (such as HyperTerminal on Microsoft® Windows®) to talk to the modem via the allocated COM port. If the modem has been installed correctly, you will be able to issue AT commands.

- > Installation of the TWIST GSM modem is now complete. Please proceed to the next section.



2.4 Installing the DeskTop.SMS Software

The DeskTop.SMS software uses the TWIST GSM modem to send and receive text messages across a mobile phone network. Please verify that you have installed the TWIST GSM modem before you continue.

To install the DeskTop.SMS application, please follow this procedure:

- > Turn your PC on. Ensure all running applications have been closed (this prevents shared-file access violations).
- > Remove the DeskTop.SMS CD-ROM from the sales package and insert into the CD-ROM drive of your PC. DeskTop.SMS is an "AutoPlay" program and will automatically load the installation program when you close the CD-ROM drive door.
- > If the PC fails to automatically load the installation program from the CD-ROM (i.e. if the *Auto-Insert Notification* has been disabled), you must run it manually. To do this click on the *Start* button and select *Run*. Enter the following command line to initiate the installation program `D:\SETUP_DESKTOPSMS.EXE` (where *D* is the letter of your CD-ROM drive) and click on *OK*.



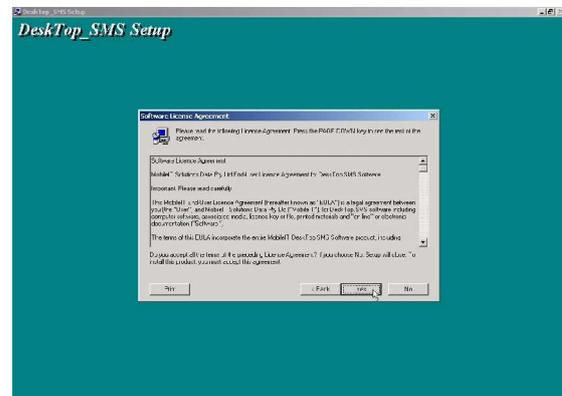
- > Please wait whilst the system loads the installation program. The first setup window will now appear. Click on *Next* to continue with the installation process.

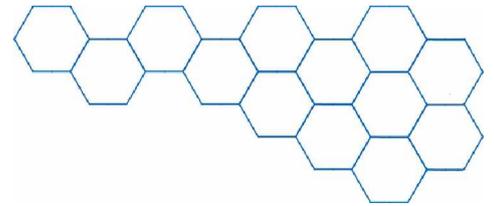


- > The second setup window displays the MobileIT EULA as found in section 1.1. Click on *Yes* to agree to the EULA and continue the installation process.



If you do NOT agree to these conditions, you CANNOT install the DeskTop.SMS software and must click on *No* to exit the installation program.





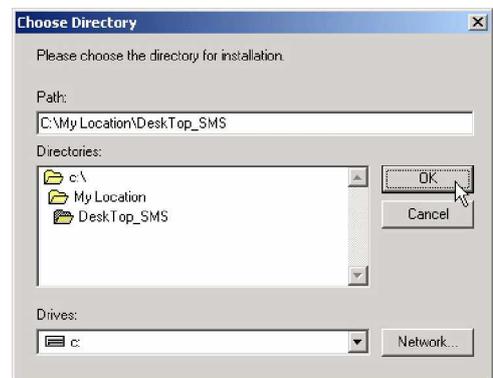
- > The third setup window asks the location to which DeskTop.SMS will be installed on your hard disk drive. The default location is set to *C:\Program Files\DeskTop_SMS* (where *C* is the letter of your hard disk drive). If the default location is suitable, click on *Next* to continue.



- > If you wish to change the default directory to install DeskTop.SMS at a different location, please either click on the *Browse* button and select a new destination directory or alternatively type the location of the directory in the *Path* field. Click on *OK* to continue.

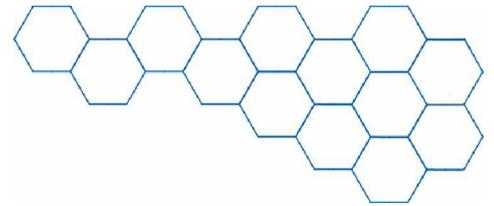


Important. The selected directory must be on a hard disk drive on the PC that has the TWIST GSM modem installed. If you wish to use a networked SMS solution, please contact MobileIT and ask about WorkGroup.SMS.

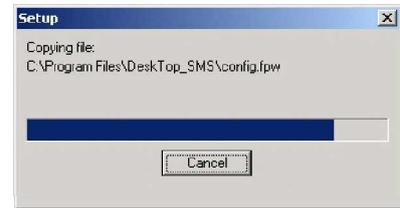


- > The program now has enough information to begin installing the DeskTop.SMS application. If you wish to change any settings before files are copied, use the *Back* button to return to previous windows. If you are satisfied with the installation settings, please click on *Next* to start copying files to your hard disk drive.





- > The installation program will now copy files required by DeskTop.SMS to the selected directory. When the progress bar is full, file copying has been completed.



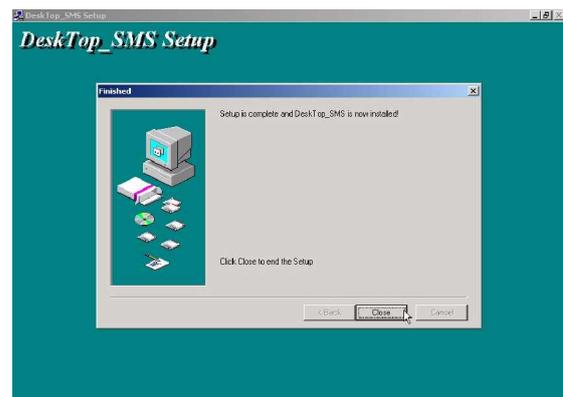
- > The installation program will create the DeskTop.SMS *Start* menu and *Desktop* icons.

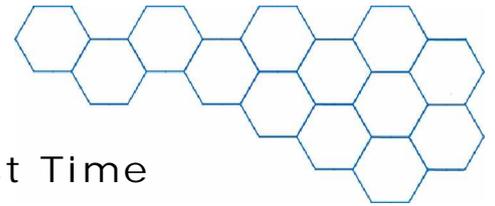


Look for the DeskTop.SMS icons in the *Programs* group on the *Start* menu.



- > The installation program will now present the *Finished* window to indicate that it has finished installing DeskTop.SMS. Click on *Close* to exit from the program.
- > Installation of DeskTop.SMS is now complete.





2.5 Running DeskTop.SMS for the First Time

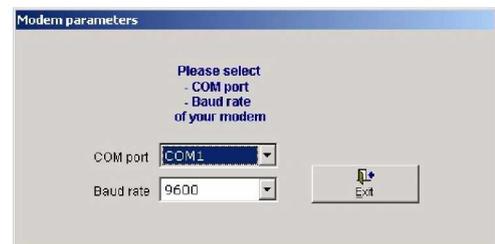
The first time you run DeskTop.SMS, you will be asked to set the parameters of your TWIST GSM modem. This section will guide you through setting the modem parameters.

To run the DeskTop.SMS application, please follow this procedure:

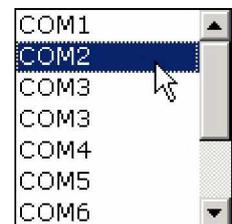
- > You can initialise DeskTop.SMS by either clicking on its *Start* menu icon or by clicking on its *Desktop* icon. Please note that the DeskTop.SMS icon in the *Start* menu will be found in the *Programs* group.



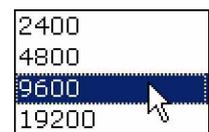
- > DeskTop.SMS will now display the *Modem Parameters* window. You must select the COM port on which the TWIST GSM modem is attached and the baud rate of the connection.



-  The default COM port value is set to *COM1* and may be changed to any serial port number between *COM1* and *COM10*. Under most circumstances however, the likely serial port to which the TWIST GSM modem is attached will be either *COM1* or *COM2*.



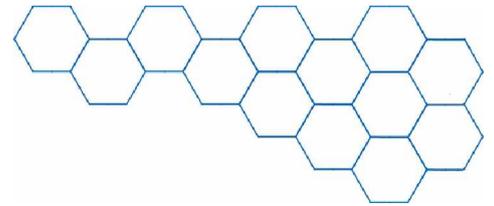
-  The default baud rate value is set to *9600* and may be changed to either *2400*, *4800*, *9600* or *19200*. Please note that unless you intend to install a different GSM modem than the TWIST, you will not need to change this value.



- > Once you have verified that the modem parameters are correct, click on the *Exit* button to save.



-  The COM port and baud rate settings will be saved to your hard disk drive. You will not see the *Modem Parameters* window again. If you need to modify the settings you have saved, you must use the *Administration* window within the DeskTop.SMS application. For further information on re-setting the modem parameters, please refer to section 9.



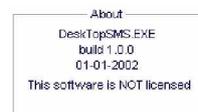
> DeskTop.SMS will now continue loading.



When first installed, DeskTop.SMS will be in *Evaluation* mode. Please refer to the following section regarding the limitations of the un-licensed *Evaluation* mode and how to register your product.

2.6 Evaluation Mode and Registering DeskTop.SMS

When the DeskTop.SMS software is first installed, it is set to *Evaluation* mode. This un-licensed mode of DeskTop.SMS is designed to allow you to evaluate the features of the program.



When in the *Evaluation* mode, the *Registration* window (with the MobileIT logo) appears every time you open the application.

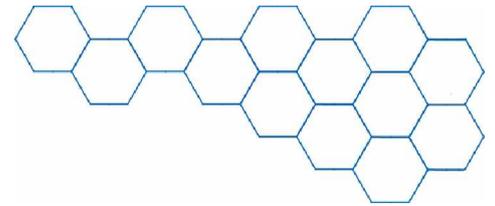
This window serves to remind you that you have an un-licensed copy of DeskTop.SMS and allows you to register your product.



Important. The *Evaluation* mode of DeskTop.SMS has limited functionality. Without registering the application, you can only send or receive up to 10 text messages and will NOT be able to delete any messages from the *Sent Messages* and *Received Messages* lists. All other functions are available.

If you wish to continue evaluating the DeskTop.SMS application without registering, please click on the *Close* button





To register your copy of DeskTop.SMS, please follow this procedure:

- > If you wish to register your copy of DeskTop.SMS and have a valid registration code (found in the DeskTop.SMS sales package), do so as follows: click on the *Register* button of the *Evaluation Mode* window or alternatively, click on the *Register your copy* option of the DeskTop.SMS *Help* menu.



If you do not have a valid registration code (e.g. if you have a downloaded evaluation copy), please contact MobileIT for assistance on (02) 8878 3236. Alternatively, click on the *Print Registration Form* button and fax or e-mail your registration request to MobileIT.

- > The DeskTop.SMS application is licenced by entering a valid registration code (activation key) on the *Registration form* window. Please enter the name of the vendor (i.e. from where you bought DeskTop.SMS), the name, address and phone number of your company and registration code (activation key) into the fields provided.

Registration form

Close

Vendor
MobileIT

Your company name
My Company

Address
Unit 1, 123 Street Name, Suburb, City 1234

E-mail
myemail@mycompany.com.au

Phone No.
02 1234 1234

Product ID # Activation Key
123456789012345 123456789

Print Registration form Validate Key

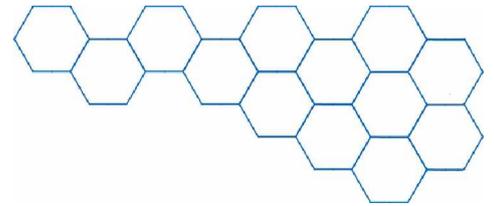
MobileIT Solutions Data Pty Ltd
6/40 Carrington Rd
Castle Hill, NSW 2154
Tel: +61 2 8858 1799
Facsimile: +61 2 9994 5199
E-mail: info@mobileit.com.au
www.mobileit.com.au



Important. Please enter your registration code (activation key) precisely as found on your registration document.



Important. The registration code is linked to the serial/IMEI number of the attached GSM modem. DeskTop.SMS must be able to access the modem to validate your registration code. Please note that if you change your GSM device at any point, you will require a new registration code and must contact MobileIT for a re-issue. You may install copies of DeskTop.SMS on multiple computers but they will only fully operate when connected to the specific GSM modem for which the registration code has been issued. If you wish to operate multiple copies of DeskTop.SMS through multiple GSM devices, please contact MobileIT for supplementary registration codes.



- > Once you have entered all of the required information, please click on the *Validate Key* button to verify your registration code. If your registration code is valid, DeskTop.SMS will report *Validation successful...* and will display the licence information in the *About* box on the main window.

Validation successful...

About
DeskTop.SMS EXE
build 1.0.0
01-01-2002
This software is licensed
Licence No: 134567890

- > If however your registration code was not validated, DeskTop.SMS will report that you have entered an *Invalid Activation key*. You will need a valid registration code in order to register your copy of DeskTop.SMS.

Invalid Activation key..

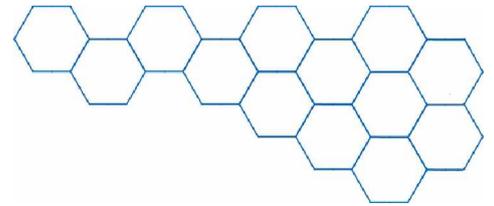


When your copy of DeskTop.SMS has been successfully registered, all limitations will be deactivated and you will be able to send unlimited text messages and be able to delete messages from the *Sent Messages* and *Received Messages* lists. Thank you for registering your copy of DeskTop.SMS.

- > We suggest that you keep a copy of your registration details by clicking on the *Print Registration form* button. On the following window, please ensure all information is present and correct and click on the *Print* button. To close the print preview, click on the *Exit* button.

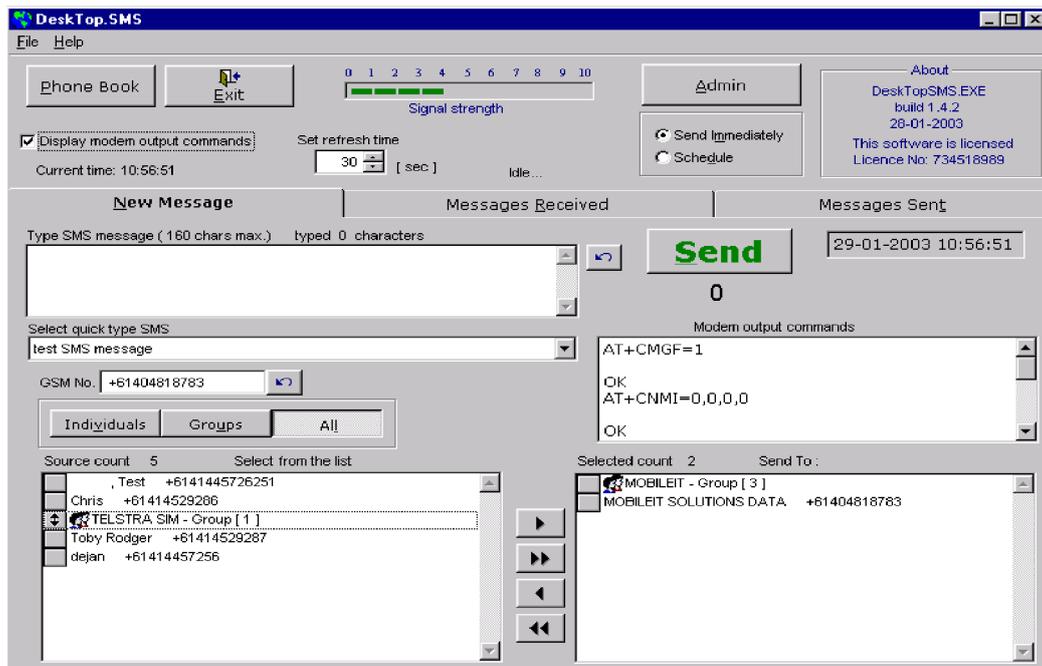


- > Once you have registered your DeskTop.SMS application (or decided to continue un-registered for evaluation purposes), you will need to become familiar with the main window. The following section describes how to use DeskTop.SMS to send, receive and organise text messages.



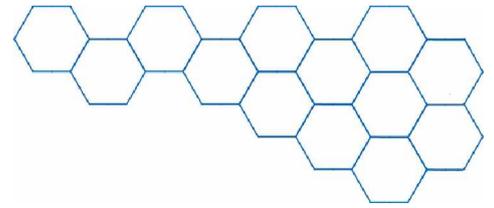
3. Sending Text Messages

The main window of DeskTop.SMS is the base from which you will be able to compose, send, receive and organise SMS text messages. This section will describe how you can compose and send a text message.



Signal strength shows what is the reception of your modem. If modem is disconnected or the signal strength is weak the indicator will display 'No signal'.



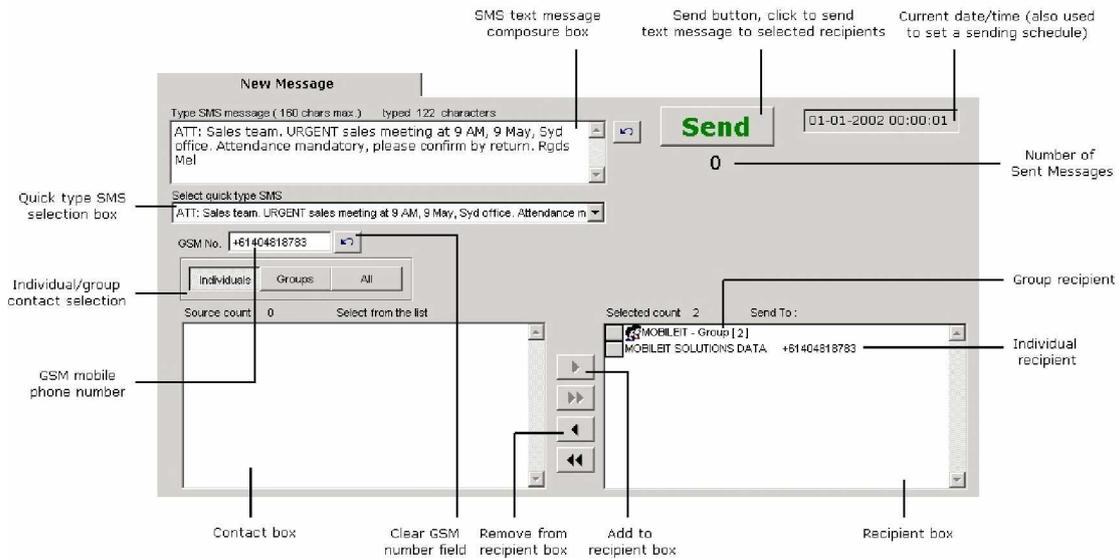


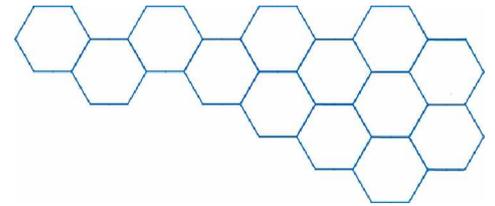
3.1 New Message Controls

You will notice that DeskTop.SMS has three tab sections on the main window. These tab sections are known as the *New Message* tab, the *Messages Received* tab and the *Messages Sent* tab, and are used to send and organise text messages.

When you wish to send a text message, you must make sure the *New Message* tab is to the front.

The controls on the *New Message* tab are illustrated as follows:





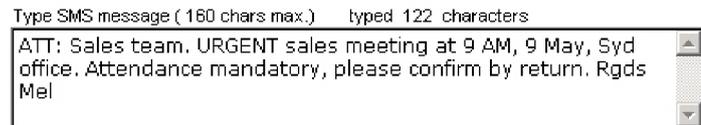
3.2 Sending a New Text Message

To send a new text message using DeskTop.SMS, please follow this procedure:

- > Have the DeskTop.SMS main window open displaying the *New Message* tab.



- > Type your text message using the *Composure* box. Please note that SMS text messages allow a maximum of 160 characters per message and do not allow "Enter"/carriage-returns. DeskTop.SMS displays the number of characters you have typed above the *Composure* box.



You can use the *Cut*, *Copy* and *Paste* commands in the *Composure* box and in the *GSM No.* field.



Try using acknowledged abbreviations to shorten your text message (e.g. ATT = attention, ASAP = as soon as possible, MGMT = management, MSG = message, RGDS = regards, TEL = telephone, THX = thanks etc...).

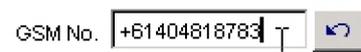
- > With DeskTop.SMS, you can store pre-typed text messages for convenience. These can be accessed from the *Select quick type SMS* box. Select the pre-typed text message you want and DeskTop.SMS will fill the *Composure* box for you. For more information on creating pre-typed *Quick SMS* text messages, refer to section 7.2.



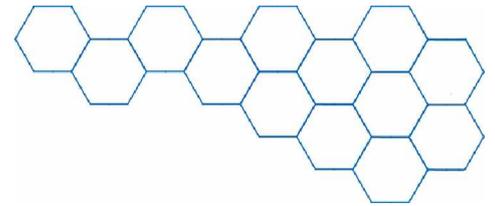
- > Once you have a text message that is ready to send, you must now select the recipients of the text message. You may send the message to an individual, a pre-defined group or a mixture of individual/group entries. For information regarding the creation and use of *Phone Book* entries, please refer to section 6.



- > To type the recipient number, click on the *GSM No.* field and enter the number of the mobile phone to whom you wish to send your text message.



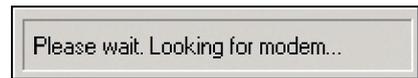
Important. Please ensure that the GSM number entered is in the standard international format (e.g. +61404818783 instead of 0404818783). Generally, most numbers require a country code and the omission of the leading 0 digit. Please refer to section 12.1 for international dialling code numbers.



- > Now you may send the text message by clicking on the *Send* button. This instructs DeskTop.SMS to initialise the GSM modem and send your text message over the mobile phone network.



- > Whilst the TWIST GSM modem is being initialised, ready to send your text message, DeskTop.SMS will display a *Please wait. Looking for modem...* notification.



- > Once the modem has been initiated, DeskTop.SMS will send your text message over the mobile phone network to the recipient GSM/CDMA mobile phone. Once the text message has arrived at the recipient phone, DeskTop.SMS will request a verification of delivery. During this period, DeskTop.SMS will display the *Waiting for message receipt...* notification.



- > Once DeskTop.SMS has received the delivery verification, it will confirm text message delivery with the *1 SMS message(s) sent successfully.* notification.



- > DeskTop.SMS will now create an entry in the *Messages Sent* tab to record the text message you have just sent. Please refer to section 3.2 for more information on the *Messages Sent* database.

Name	Date / Time	SMS message
+61404818783	01-01-2002 00:00:01	ATT: Sales team. URGENT sales meeting at 9 AM, 9 May, Syd office. Attendance mandatory, please confirm by return. Rgds Mel

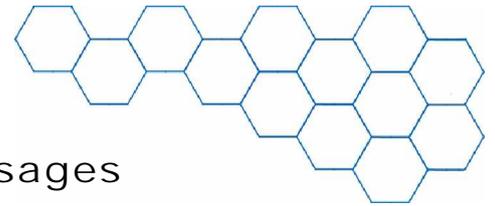
- > You have now sent a new text message!



DeskTop.SMS will record the number of text messages sent throughout the day and display the amount beneath the *Send* button. As each new day rolls over, DeskTop.SMS will reset this counter.



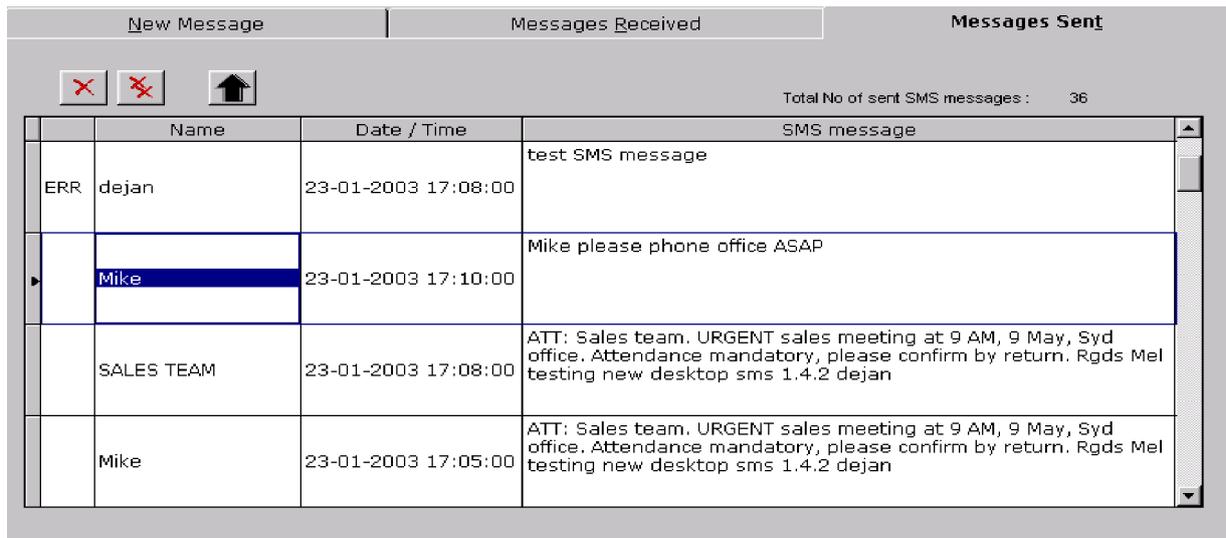
1



3.3 Viewing the List of Sent Text Messages

To view the list of sent text messages, please follow this procedure:

- > Have the DeskTop.SMS main window open displaying the *Messages Sent* tab. 
- > The *Messages Sent* tab will display a database record of all of the previously sent text messages as a table.



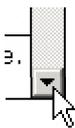
	Name	Date / Time	SMS message
ERR	dejan	23-01-2003 17:08:00	test SMS message
	Mike	23-01-2003 17:10:00	Mike please phone office ASAP
	SALES TEAM	23-01-2003 17:08:00	ATT: Sales team. URGENT sales meeting at 9 AM, 9 May, Syd office. Attendance mandatory, please confirm by return. Rgds Mel testing new desktop sms 1.4.2 dejan
	Mike	23-01-2003 17:05:00	ATT: Sales team. URGENT sales meeting at 9 AM, 9 May, Syd office. Attendance mandatory, please confirm by return. Rgds Mel testing new desktop sms 1.4.2 dejan

- > There are four columns within the *Messages Sent* table. These are: blank (if there is an error returned from SMSC then this field will display 'ERR', the *Name* column (where the name or number of the message recipient is displayed), the *Date/Time* column (that records the date and time that the message was sent) and the *SMS message* column (where the text content of the message is recorded).



If you used a *Phone Book* entry when sending your text message, the corresponding name will appear in the *Name* column. If you entered a GSM number manually however, then only the number will be shown in the *Name* column. If there is an error when sending the message first column will have displayed 'ERR' to indicate that message has not been sent successfully.

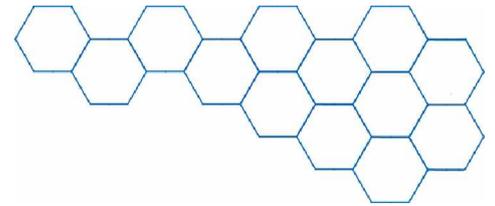
- > The *Messages Sent* table will record sent text messages in chronological order. The most recently sent message will be displayed on the top row and the oldest message will be displayed at the bottom. Messages with 'ERR' will be displayed on the top.

- > There are four rows within the *Messages Sent* table. If your table contains more than four messages, you may use the scroll bar on the right-hand side of the table to scroll up and down. 



Use the *Go to Top* button to return to the top of the table.





- > You may select an entry by clicking on the left-hand side of the table adjacent to the entry or by clicking on the entry itself. This will mark the selected entry and will keep the table position when switching between tabs.



You can use the *Copy* command on the *Messages Sent* table.



- > Text message records remain in the table until they are manually deleted. To delete a single record, first select the record as described above and click on the *Delete current record* button. You will be asked to confirm your action by the *DeskTop.SMS table update...* window. If you click on *Yes*, this will irreversibly remove the current record from the database. If you click on *No*, you will return to the *Messages Sent* tab without having deleted the record.

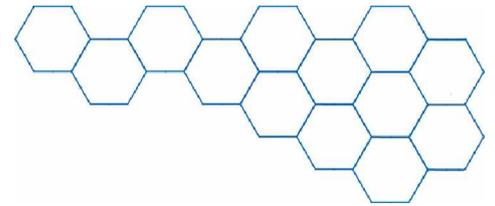


If you try to delete without having selected a record, DeskTop.SMS will report that there is *Nothing to delete!*. Please select a record before you click on the *Delete current record* button.

- > If you wish to delete all of the records in the *Message Sent* table, click on the *Delete all records* button. You will be asked to confirm your action by the *Messages Sent table update...* window. If you click on *Yes*, this will irreversibly remove all records from the database. If you click on *No*, you will return to the *Messages Sent* tab without having deleted any records.



Important. Deleted records CANNOT be restored. Please ensure you have a sufficient backup copy of the records before you delete them. For information on backing up your records, please refer to section 12.2.



4. Receiving Text Messages

DeskTop.SMS will receive SMS text messages automatically.

At predefined intervals, DeskTop.SMS checks the SIM card in your TWIST GSM modem for new messages. If it finds a new text message, it will report that a *New SMS has arrived*. *Would you like to read it now?*

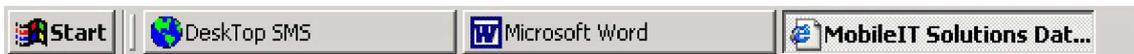
Clicking on the *Yes* option will open the newly arrived text message in the *Messages Received* tab.

Clicking on *No* will not open the message immediately, though it will remain in the *Messages Received* table for viewing at a later convenience.

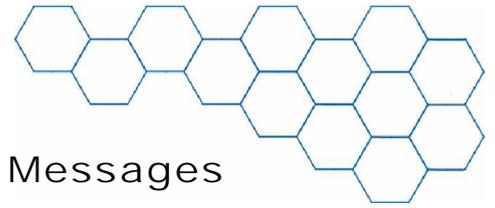


Important. For DeskTop.SMS to be able to receive new SMS text messages, you must have both the TWIST GSM modem on and have the DeskTop.SMS application running. DeskTop.SMS must be able to poll the modem to collect new text messages from the SIM card.

DeskTop.SMS may be run minimised (i.e. in background memory) whilst you access other applications, and will "pop-up" on a new delivery of SMS text messages.



If you close the DeskTop.SMS application and the TWIST GSM modem receives new text messages during this time, these messages will remain on the modem SIM card and will not be able to be accessed until you restart the software.



4.1 Viewing the List of Received Text Messages

To view the list of received text messages, please follow this procedure:

- > Have the DeskTop.SMS main window open displaying the *Messages Received* tab.



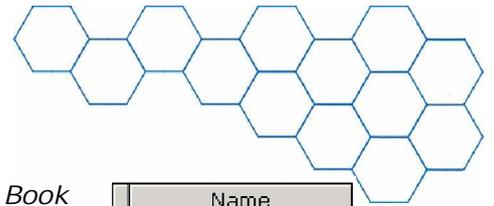
- > The *Messages Received* tab will display a database record of all of the received text messages as a table.

Name	Date / Time	SMS message
Chris	23-01-2003 16:54:4	THANKS FOR SMS,WILL BE THERE,SEE YOU ON TUESDAY
▶ Marion	23-01-2003 16:10:54	sorry mel, can't make it as have hospital appointment.Please forward sales forecast by e-mail. cheers, marion.
Mike	23-01-2003 16:01:07	Hi Mel, confirming attendance of sales meeting. Thanks Mike

- > There are three columns within the *Messages Received* table. These are: the *Name* column (where the name or number of the message sender is displayed), the *Date/Time* column (that records the date and time that the message was sent) and the *SMS message* column (where the text content of the message is recorded).



Note that the unread messages are highlighted and bold. Once click anywhere on the row will change to normal and indicate that message has been read.

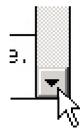


If the GSM number of the sender corresponds to *Phone Book* entry, their name will appear in the *Name* column. If not, then only the GSM number will be shown.

Name
+61414529286

> The *Messages Received* table will record received text messages in chronological order. The most recently received message will be displayed on the top row and the oldest message will be displayed at the bottom.

> There are four rows within the *Messages Received* table. If your table contains more than four messages, you may use the scroll bar on the right-hand side of the table to scroll up and down.



Use the *Go to Top* button to return to the top of the table.



> You may select an entry by clicking on the left-hand side of the table adjacent to the entry or by clicking on the entry itself. This action will mark the selected entry and will keep the table position when switching between tabs.



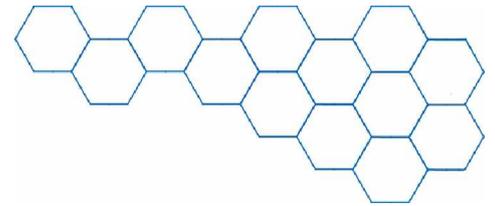
You can use the *Copy* command on the *Messages Received* table.



> Text message records remain in the table until they are manually deleted. To delete a single record, first select the record as described above and click on the *Delete current record* button. You will be asked to confirm your action by the *DeskTop SMS table update...* window. If you click on *Yes*, this will irreversibly remove the current record from the database. If you click on *No*, you will return to the *Messages Received* tab without having deleted the record.



If you try to delete without having selected a record, DeskTop.SMS will report that there is *Nothing to delete!*. Please select a record before you click on the *Delete current record* button.



- > If you wish to delete all of the records in the *Message Received* table, click on the *Delete all records* button. You will be asked to confirm your action by the *Messages Received table update...* window. If you click on *Yes*, this will irreversibly remove all records from the database. If you click on *No*, you will return to the *Messages Sent* tab without having deleted any records.



Important. Deleted records CANNOT be restored. Please ensure you have a sufficient backup copy of the records before you delete them. For information on backing up your records, please refer to section 12.2.

4.2 Changing the Refresh Time

As described previously, new SMS text messages are delivered over the mobile network to the TWIST GSM modem SIM card. DeskTop.SMS polls the modem at predefined intervals to check to see if any new text messages have been received.

The interval period between polling is set to 30 seconds as default. During that period, DeskTop.SMS will report that modem polling is *Idle...*

At the end of 30 seconds, the modem will be polled and DeskTop.SMS will report that it is *Running...*

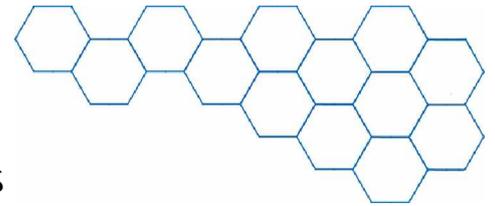
If any new messages are found, DeskTop.SMS will copy and remove the information from the SIM card and enter it into the *Messages Received* database.

If you wish to change the interval period between modem polling, please follow this procedure:

- > Have the DeskTop.SMS main window open and locate the *Set refresh time* variable. 
- > Using the up and down arrows (or by typing manually), modify the refresh time to a value that suits.
- > The range for the refresh time is 0 to 60 seconds. If you try to enter a value that is outside of this range, DeskTop.SMS will report *Range: 0 to 60* indicating that you must enter an appropriate number to continue.



Setting the *Refresh time* to 0 will instruct DeskTop.SMS to disable polling the modem SIM card for incoming messages. You may however send out SMS messages.



5. Exporting Message Records

All of the text messages in the *Messages Received* and *Messages Sent* tables can be exported to an external file.

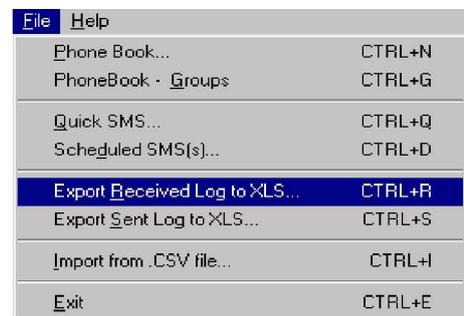
Exporting your message database is a useful way of backing-up your text message correspondence for future reference.

All files are exported in *.XLS* spreadsheet format to be compatible with Microsoft® Excel.

5.1 Exporting Received Message Records

To export the *Messages Received* database to an *.XLS* file, please follow this procedure:

> Have the DeskTop.SMS main window open and click on the *File* menu. Select the *Export Received Log to XLS...* option. Alternatively, simply press *CTRL-R*.



> The *Export Messages Received log* screen will ask you to verify the export action. Click on *OK* to continue or click on *Close* to exit without exporting.



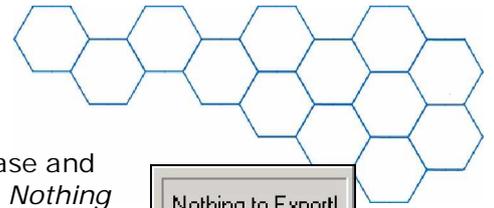
> DeskTop.SMS will always export the *Messages Received* database file to the root folder where you installed the application (e.g. *C:\Program Files\DeskTop_SMS* by default). You cannot change the location of the export.

> DeskTop.SMS will report *Export completed successfully and stored as Excel XLS file C:\Program Files\DeskTop_SMS\InSMS_29042002_1.XLS*.

Export completed successfully and stored as Excel .XLS file C:\PROGRAM FILES\DESKTOP_SMS\InSMS_29042002_1.XLS



Exported filename definition: *InSMS* = from the *Messages Received* database, *29042002* = the date in DDMMYYYY format and *1* = part 1 (note that 2 parts are only generated when an extremely large number of records are exported).



If there are no records in the *Messages Received* database and you try to export, DeskTop.SMS will report that there is *Nothing to Export!* and will not perform the action.

> Check in the folder for the exported file and view in Microsoft® Excel.



insms_290420
02002_1.xls

Examining the export file, you will notice that there are four columns:

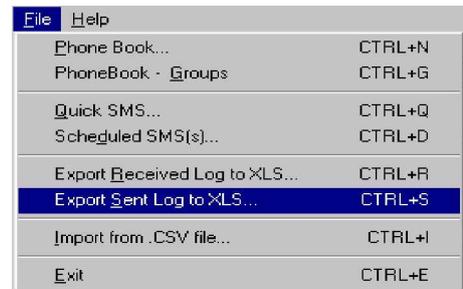
	A	B	C	D	E	F	G	H	I	J	K	L	M
1	name	phoneno	smsdatetime	smstext									
2	Mike	+61404818783	4/26/2002 14:24:36	Hi Mel, confirming attendance of sales meeting. Thanks, Mike.									
3	Marion	+61414529286	4/26/2002 16:00:43	sorry mel, can't make it as have hospital appointment. Pls fwd sales forecast by e-mail. cheers, marion.									
4	Chris	+61404818707	4/26/2002 16:32:41	THANKS FOR SMS, WILL BE THERE, SEE YOU ON TUESDAY.									

- > The *name* column is a list of the names of the senders as found in the *Phone Book*. If the sender does not have a *Phone Book* entry, this cell will be left blank.
- > The *phoneno* column is a list of the GSM phone numbers of the senders.
- > The *smsdatetime* column is a list of the dates and times that the messages were received (in MM/DD/YYYY hh:mm:ss format).
- > The *smstext* column is a list containing the contents of the received text messages.

5.2 Exporting Sent Message Records

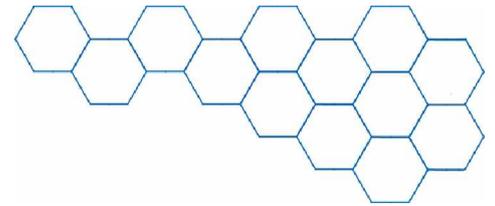
To export the *Messages Sent* database to an *.XLS* file, please follow this procedure:

> Have the DeskTop.SMS main window open and click on the *File* menu. Select the *Export Sent Log to XLS...* option. Alternatively, simply press *CTRL-S*.



> The *Export Messages Sent log* screen will ask you to verify the export action. Click on *OK* to continue or click on *Close* to exit without exporting.





- > DeskTop.SMS will always export the *Messages Sent* database file to the root folder where you installed the application (e.g. *C:\Program Files\DeskTop_SMS* by default). You cannot change the location of the export.
- > DeskTop.SMS will report *Export completed successfully and stored as Excel XLS file C:\Program Files\DeskTop_SMS\Outsms_29042002_1.XLS*.

Export completed successfully and stored as Excel XLS file C:\PROGRAM FILES\DESKTOP_SMS\Outsms_29042002_1.XLS



Exported filename definition: *Outsms* = from the *Messages Sent* database, *29042002* = the date in DDMMYYYY format and *1* = part 1 (note that 2 parts are only generated when an extremely large number of records are exported).



If there are no records in the *Messages Sent* database and you try to export, DeskTop.SMS will report that there is *Nothing to Export!* and will not perform the action.

Nothing to Export!

- > Check in the folder for the exported file and view in Microsoft® Excel.



outsms_29042_002_1.xls

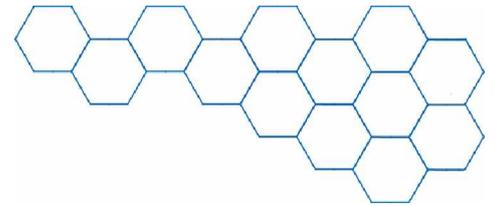
Examining the export file, you will notice that there are four columns:

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	name	phoneno	smsdatetime	smstext									
2		+61404818783	4/26/2002 14:10:01	test SMS message									
3	SALES TEAM	+61414529286	4/26/2002 14:10:36	ATT: Sales team. URGENT sales meeting at 9 AM, 9 May, Syd office. Attendance mandatory, please confirm									
4	Mike	+61404818707	4/29/2002 09:31:09	Mike, please phone the office ASAP.									

- > The *name* column is a list of the names of the recipients as found in the *Phone Book*. If the recipient does not have a *Phone Book* entry, this cell will be left blank.
- > The *phoneno* column is a list of the GSM phone numbers of the recipients.
- > The *smsdatetime* column is a list of the dates and times that the messages were sent (in MM/DD/YYYY hh:mm:ss format).
- > The *smstext* column is a list containing the contents of the sent text messages.



Text messages sent as part of a *Phone Book* group entry will be listed in the export file individually (i.e. since they were sent to each individual separately).

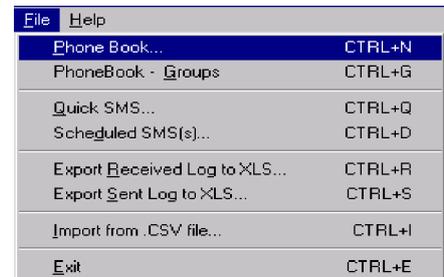


6. The *Phone Book*

The DeskTop.SMS *Phone Book* is used to store the names and numbers of your contacts.

To access the *Phone Book*, please follow this procedure:

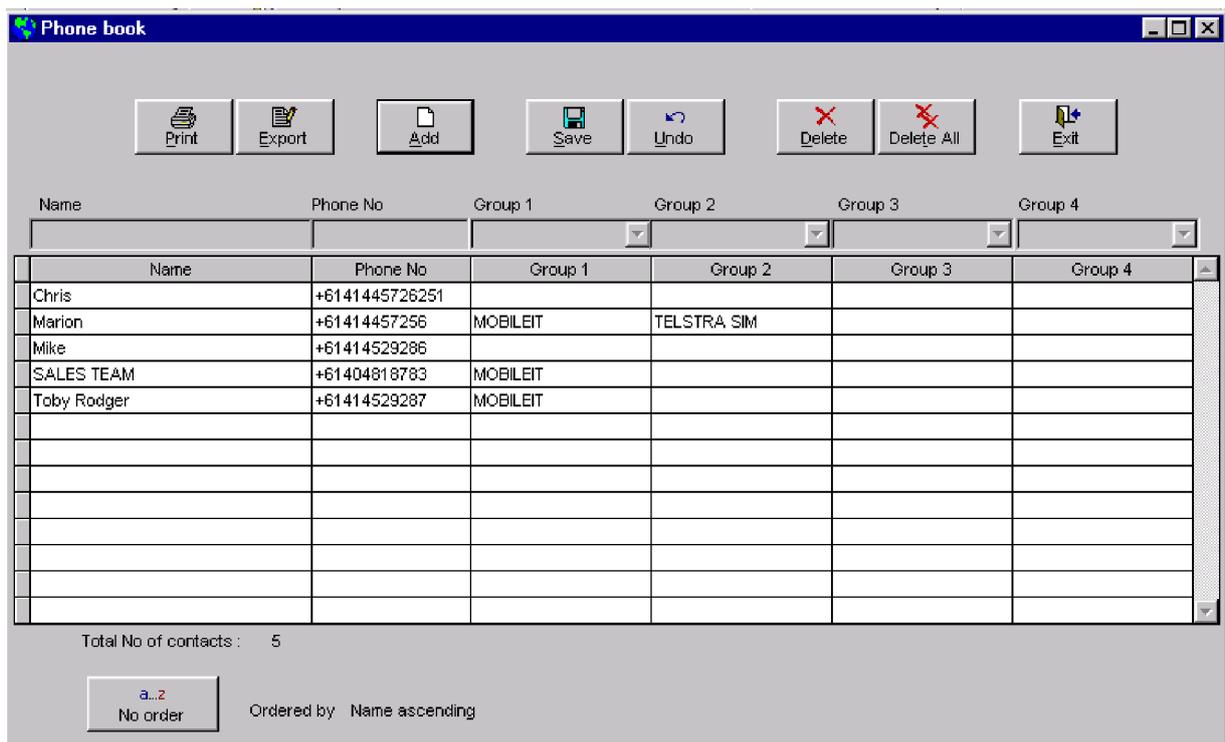
- > Have the DeskTop.SMS main window open and click on the *File* menu. Select the *Phone Book...* option (or simply press *CTRL-N*).



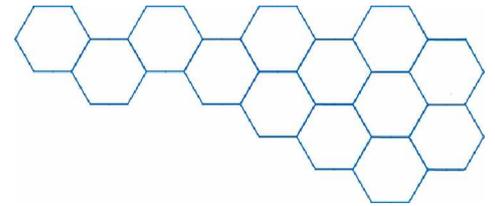
- > You may also open the *Phone Book* by clicking on the *Phone Book* button on the main window.



- > The *Phone Book* window is illustrated as follows:



By using the *Phone Book* window, you may create, edit, delete, sort, import, export and print entries from the list of contacts.



6.1 Creating a New *Phone Book* Entry

To create a new *Phone Book* entry, please follow this procedure:

- > Have the *Phone Book* window open and click on the *Add New Record* button. This will open up the entry fields.



Name	Phone No	Group 1	Group 2	Group 3	Group 4
Chris home	+61404818707	MOBILEIT			

- > In the *Name* field, please enter the name of the contact (maximum 40 characters).
- > In the *Phone No* field, please enter the GSM mobile phone number of the contact (maximum 15 numbers).



Important. Please ensure that the GSM number entered is in the standard international format (e.g. +61404818783 instead of 0404818783). Generally, most numbers require a country code and the omission of the leading 0 digit. Please refer to section 12.1 for international dialling code numbers.

- > You can assign up to 4 different groups to a person. From the the *Group* field, please select the name of the group from the drop-down list. To create a group, you will need to open form *PhoneBook – Groups* from the menu. To select an existing group, click on the *Group* box arrow and select a group name.

Group 1
MOBILEIT
TELSTRA SIM

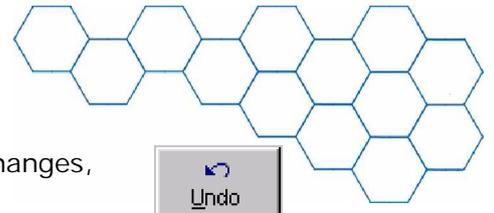
- > To remove the person from the group just select the blank record from the drop-down list. This applies to Group 1 to Group 4 fields. To clear the values entered in other fields just select and press delete key from your keyboard or use the backspace.

>

- > Once all of the required contact information has been entered, you may save the entry by clicking on the *Save* button. This action will update the *Phone Book* contact list and display your new entry.



Name	Phone No	Group 1	Group 2	Group 3	Group 4
Chris	+61404818707	MOBILEIT	TECHNICAL		
MOBILEIT SOLUTIONS DATA	+61404818782	MOBILEIT	SALES TEAM	TECHNICAL	



- > To exit the *Add New Record* function without saving any changes, click on the *Undo* button.

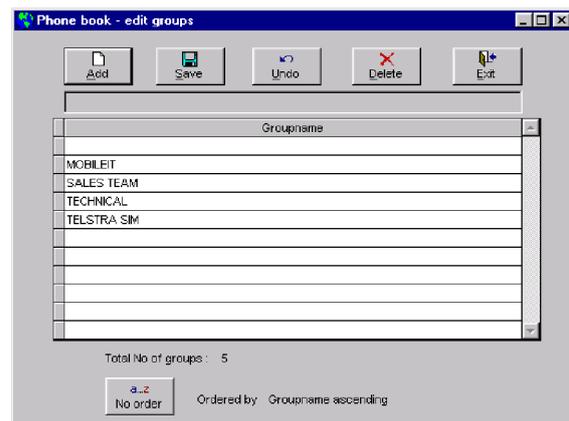


Each individual *Phone Book* entry must have a unique GSM mobile phone number. You may have two entries with the same name but you may not have two entries with the same GSM number. If you try to save an entry with a duplicate GSM number, DeskTop.SMS will report *Phone Number must be unique!* and you must enter a new number.

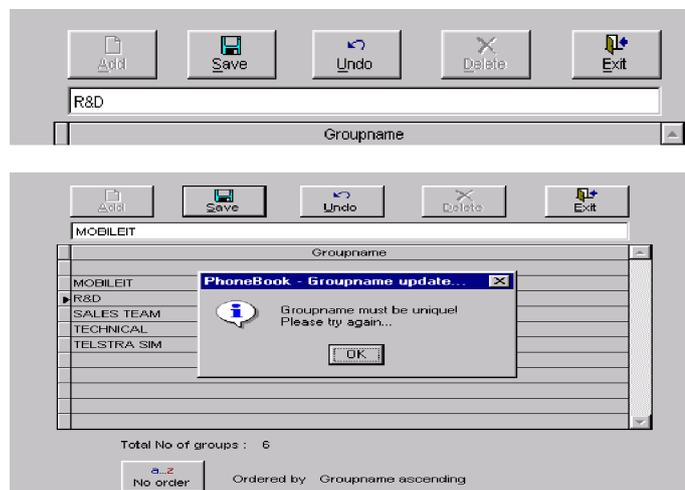
- > If you need to add new group in the Group drop-down list you will have to use form PhoneBook – Groups from the main menu.

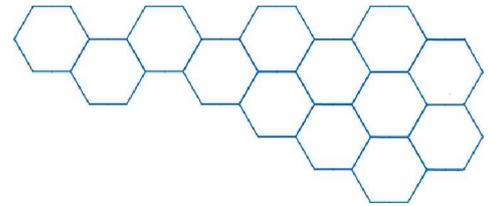
Phone Book...	CTRL+N
PhoneBook - Groups	CTRL+G
Quick SMS...	CTRL+Q
Scheduled SMS(s)...	CTRL+D
Export Received Log to XLS...	CTRL+R
Export Sent Log to XLS...	CTRL+S
Import from .CSV file...	CTRL+I
Exit	CTRL+E

- > Form PhoneBook – Groups looks like on the picture

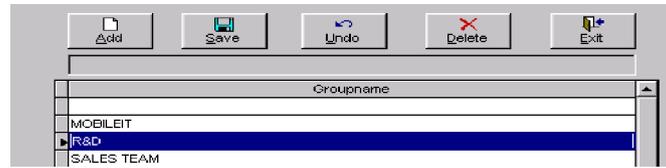


- > To Add a new unique groupname record click on Add button and after typing the name just press Save button. If groupname you have just entered already exists DeskTop.SMS will notify you and prompt you to enter another name.

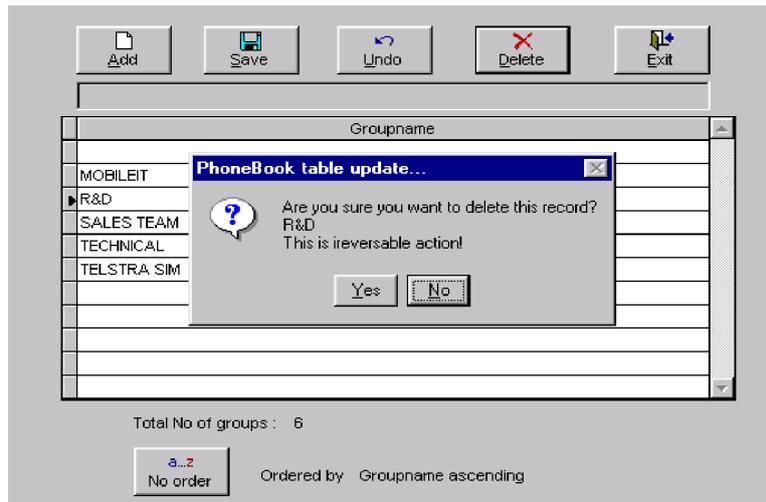


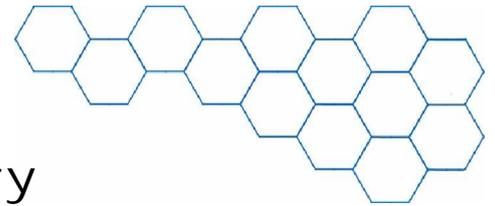


- > Saved record (new groupname) looks like bellow



- > To Delete the groupname record select the record and then click on *Delete* button





6.2 Editing a *Phone Book* Entry

To edit a *Phone Book* entry, please follow this procedure:

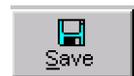
- > Have the *Phone Book* window open and simply double-click on the entry you wish to edit.

	Name	Phone No	Group 1	Group 2
	Chris	+61404818707	MOBILEIT	TECHNICAL
▶	Chris	+61425782726	MOBILEIT	

This will open up the entry fields.

Name	Phone No	Group 1	Group 2	Group 3
Chris	+61425782726	MOBILEIT ▼	▼	▼

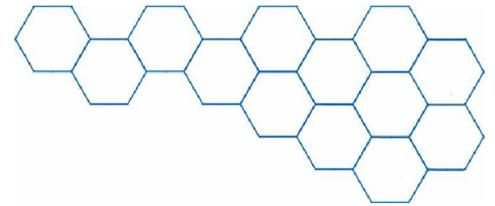
- > You may now directly edit the entry fields and make changes.
- > Once all of the editing has been completed, you may save the entry by clicking on the *Save* button. This action will update the *Phone Book* contact list.



	Name	Phone No	Group 1	Group 2
	Chris	+61404818707	MOBILEIT	TECHNICAL
▶	Chris (old Number)	+61411111111	MOBILEIT	
	MOBILEIT SOLUTIONS DATA	+61404818782	MOBILEIT	SALES TEAM

- > To exit from the editing function without saving any changes, click on the *Undo changes* button.

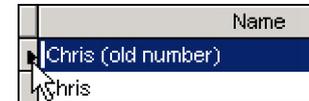




6.3 Deleting a *Phone Book* Entry

To delete a *Phone Book* entry, please follow this procedure:

- > Have the *Phone Book* window open and click on the entry you wish to delete.



- > Click on the *Delete current record* button. You will be asked to confirm your action by the *PhoneBook table update..* window. If you click on *Yes*, this will irreversibly remove the current entry from the *Phone Book*. If you click on *No*, you will return to the *Phone Book* without having deleted the entry.



If you try to delete without having selected a record, DeskTop.SMS will report that there is *Nothing to delete!*. Please select a record before you click on the *Delete current record* button.



Important. Deleted entries CANNOT be restored. Please ensure you have a sufficient backup copy of your contacts before you delete them.

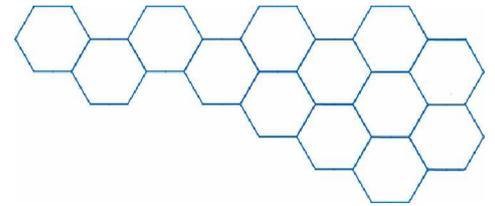
6.4 Deleting All of the *Phone Book* Entries

To delete a *Phone Book* entry, please follow this procedure:

- > Have the *Phone Book* window open and click on the *Delete all records from the PhoneBook* button. You will be asked to confirm your action by the *PhoneBook table update..* window. If you click on *Yes*, this will irreversibly remove all entries from the *Phone Book*. If you click on *No*, you will return to the *Phone Book* without having deleted any entries.



Important. Deleted entries CANNOT be restored. Please ensure you have a sufficient backup copy of your contacts before you delete them.



6.5 Sorting the *Phone Book* Entries

There are two ways of viewing the *Phone Book* entries: the first is by ascending/descending column values (e.g. names organised alphabetically) and the second is in their "natural order" (i.e. the order in which they were created).



DeskTop.SMS will report which sorting order is currently enabled at the bottom left-hand corner of the window (e.g. *Ordered by Name ascending*).

Ordered by Name ascending

To view the *Phone Book* entries in ascending/descending column values, please follow this procedure:

- > Have the *Phone Book* window open and move the mouse to the top of the columns.

	Name	Phone No	Groupname
	Day, Mike	+61404818782	MOBILEIT (SALES)
	Jocic, Dejan	+61414457256	MOBILEIT (DEVELOPMENT)
	Rodger, Toby	+61404818783	MOBILEIT (DEVELOPMENT)
	Chin, Brian	+85290268728	PACOM BELL (ASIA)
	Hobo, Steven	+8613602706827	PACOM BELL (ASIA)
	Vasan, Sreeni	+9739410701	BELL (MIDDLE EAST)
▶	Hall, Chris	+447976364025	COMMS XL LIMITED (UK)

- > Click on a top column bar (e.g. *Name*) and DeskTop.SMS will sort the column entries for you in ascending order.

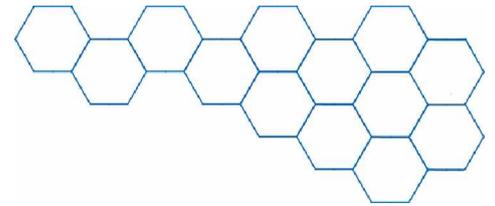
	Name	Phone No	Groupname
	Chin, Brian	+85290268728	PACOM BELL (ASIA)
	Day, Mike	+61404818782	MOBILEIT (SALES)
▶	Hall, Chris	+447976364025	COMMS XL LIMITED (UK)
	Hobo, Steven	+8613602706827	PACOM BELL (ASIA)
	Jocic, Dejan	+61414457256	MOBILEIT (DEVELOPMENT)
	Rodger, Toby	+61404818783	MOBILEIT (DEVELOPMENT)
	Vasan, Sreeni	+9739410701	BELL (MIDDLE EAST)

- > Click on the top column bar again and the order will be reversed (i.e. descending).

	Name	Phone No	Groupname
	Vasan, Sreeni	+9739410701	BELL (MIDDLE EAST)
	Rodger, Toby	+61404818783	MOBILEIT (DEVELOPMENT)
	Jocic, Dejan	+61414457256	MOBILEIT (DEVELOPMENT)
	Hobo, Steven	+8613602706827	PACOM BELL (ASIA)
▶	Hall, Chris	+447976364025	COMMS XL LIMITED (UK)
	Day, Mike	+61404818782	MOBILEIT (SALES)
	Chin, Brian	+85290268728	PACOM BELL (ASIA)



Try sorting the *Phone No*, *Groupname* columns in the same fashion.



To view the *Phone Book* entries in the order in which they were created (i.e. to return them to their "natural state"), please follow this procedure:

- > Have the *Phone Book* window open and click on the *a...z No order* button.



Name	Phone No	Groupname
Chin, Brian	+85290268728	PACOM BELL (ASIA)
Day, Mike	+61404818782	MOBILEIT (SALES)
Hall, Chris	+447976364025	COMMS XL LIMITED (UK)
Hobo, Steven	+8613602706827	PACOM BELL (ASIA)
Jocic, Dejan	+61414457256	MOBILEIT (DEVELOPMENT)
Rodger, Toby	+61404818783	MOBILEIT (DEVELOPMENT)
Vasan, Sreeni	+9739410701	BELL (MIDDLE EAST)

- > This action will cause the *Phone Book* to sort the contact entries into the order in which they were created.

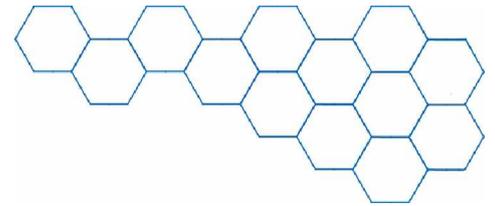
Name	Phone No	Groupname
Day, Mike	+61404818782	MOBILEIT (SALES)
Jocic, Dejan	+61414457256	MOBILEIT (DEVELOPMENT)
Rodger, Toby	+61404818783	MOBILEIT (DEVELOPMENT)
Chin, Brian	+85290268728	PACOM BELL (ASIA)
Hobo, Steven	+8613602706827	PACOM BELL (ASIA)
Vasan, Sreeni	+9739410701	BELL (MIDDLE EAST)
Hall, Chris	+447976364025	COMMS XL LIMITED (UK)



The entries created first will be at the top of the table, while the latest will be found at the bottom. This sorting function is ideal for manually checking newly imported contact details (for information on importing contact details, please refer to sections 6.6 and 6.7).



Please note that it is not possible to change the row height or column width in the *Phone Book* table.



6.6 Exporting *Phone Book* Entries

All of the contacts in the *Phone Book* can be exported to an external file.

Exporting your *Phone Book* database is a useful way of backing-up your contact information for future reference.

The export file will be in .XLS spreadsheet format and is compatible with Microsoft® Excel.

To export the *Phone Book* contact database to an .XLS file, please follow this procedure:

- > Have the *Phone Book* window open and click on the *Export to Excel* (.XLS) button. 
- > DeskTop.SMS will export the contact database file to the root folder where you installed the application (e.g. *C:\Program Files\DeskTop_SMS* by default). You cannot change the location of the export.
- > DeskTop.SMS will report *Result exported successfully to Excel as C:\Program Files\DeskTop_SMS\phonebook.XLS*.

Result exported successfully to Excel as C:\PROGRAM FILES\DESKTOP_SMS\phonebook.XLS



If there are no records in the *Phone Book* database and you try to export, DeskTop.SMS will report that the *Phone Book is empty. Nothing to Export!* and will not perform the action.

Phone Book is empty.
Nothing to export !

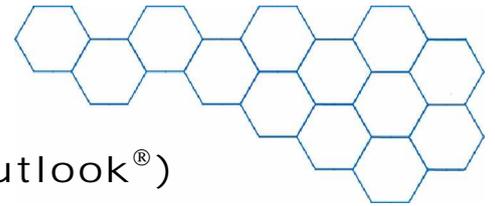
- > Check in the folder for the exported file and view in Microsoft® Excel.



Examining the export file, you will notice that there are six columns:

	A	B	C	D	E	F
1	groupname	groupname2	groupname3	groupname4	name	phone_number
2					oMike	+61414529286
3	MOBILEIT	TECHNICAL			Chris	+61404818707
4	MOBILEIT				Chris (old Number)	+61411111111
5	MOBILEIT	SALES TEAM	TECHNICAL		MOBILEIT SOLUTIONS DATA	+61404818782
6	MOBILEIT				SALES TEAM	+61404818783
7	MOBILEIT				Toby Rodger	+61414529287
8	MOBILEIT	TELSTRA SIM			oMarion	+61414457256

- > The *groupname..4* columns are list of the group names as found in the *Phone Book*.
- > The *name* column is a list of the names of the contacts.
- > The *phone_number* column is a list of the GSM mobile phone numbers of the contacts.



6.7 Importing *Phone Book* Entries (Outlook®)

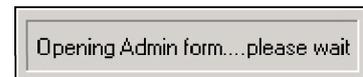
Importing existing contacts is an economical way of generating DeskTop.SMS *Phone Book* entries.

To import entries from your Microsoft® Outlook® *Contacts* folder(s), please follow this procedure:

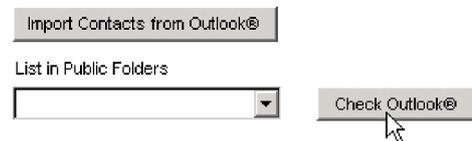
- > Have the DeskTop.SMS main window open and click on the *Admin* button.



- > DeskTop.SMS will display *Opening Admin form...Please wait* whilst it is loading the *Administration* window.

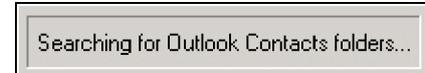


- > When the *Administration* window has loaded, look at the right-hand side of the window for the import controls. Click on the *Check Outlook®* button to instruct DeskTop.SMS to find your *Contacts* folder.

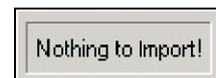


DeskTop.SMS can only import contacts from Microsoft® Outlook® and not from other e-mail clients such as Microsoft® Outlook Express or Eudora®.

- > DeskTop.SMS will now display *Searching for Outlook Contacts folders...*



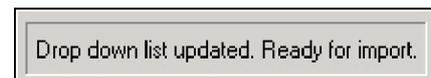
If you have an empty Microsoft® Outlook® *Contacts* folder and instruct DeskTop.SMS to check for entries, it will report that there is *Nothing to import!*. You must have contact entries in the *Contacts* folder to be able to import into the *Phone Book*.



If you do not have a copy of Microsoft® Outlook® installed and yet instruct DeskTop.SMS to check for *Contacts* folder entries, it will report that there is *Nothing to Import!* and will disable the import controls.

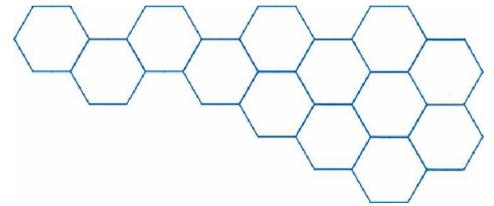


- > Once DeskTop.SMS has found the *Contacts* folder, it will display *Drop down list updated. Ready for import.*



- > You may now select the folder containing the contacts you wish to import from the *List in Public Folders* drop down box.

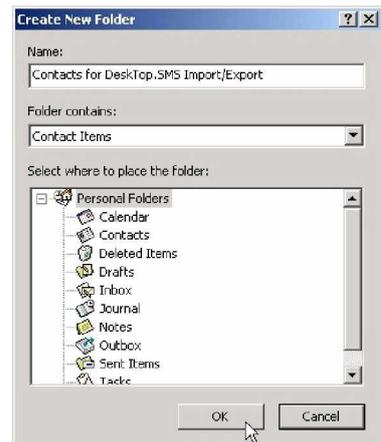




If you have more than one sub-folder in your Microsoft® Outlook® *Contacts* file, you may select either the entire folder or alternatively, select a single sub-folder using the drop down box.



If you have a large number of different *Contact* folders and/or your *Personal Folder File (.PST)* resides on a network share, it is recommended that you create a new *Contacts* sub-folder locally on your PC and copy all of the entries into it that you wish to import into DeskTop.SMS. You may then select the sub-folder when importing to DeskTop.SMS and be precise as to which contact entries you will import.



> Now you must click on the *Import Contacts from Outlook®* button to proceed with the import process.



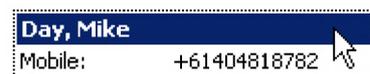
> DeskTop.SMS will now count the number of entries in the *Contacts* folder. It will inform you that it has *Found X contacts in Contacts folder*.

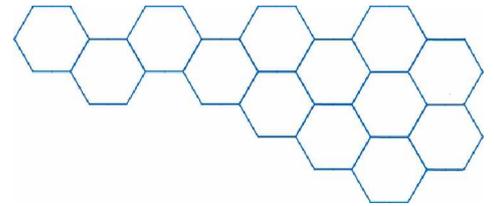


> DeskTop.SMS will now check these contacts for their GSM mobile phone numbers and will report *Total contracts with Mobile No.s X in Contracts folder*.



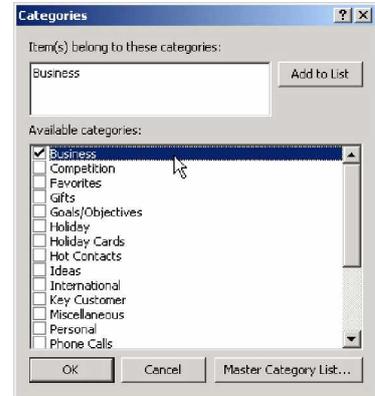
DeskTop.SMS will only import contacts that have a corresponding mobile phone number. If for example, you try to import 100 contacts but none of these has a mobile phone number, DeskTop.SMS will not create any new *Phone Book* entries.



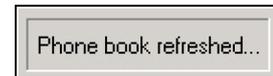


Try assigning entries in your Microsoft® Outlook® *Contacts* folder with categories. DeskTop.SMS will recognise these categories during an import and create the appropriate *Phone Book Groupnames* for you. Please note that DeskTop.SMS will only import one entry per GSM mobile phone number and that multiple entries with identical numbers are not allowed.

Groupname
Business



- > DeskTop.SMS will now copy these contacts across to the *Phone Book* and will report *Phone Book refreshed...*



- > Click on the *Exit the form* button to leave the *Administration* window.



- > Back on the DeskTop.SMS main window, click on the *Phone Book* button.



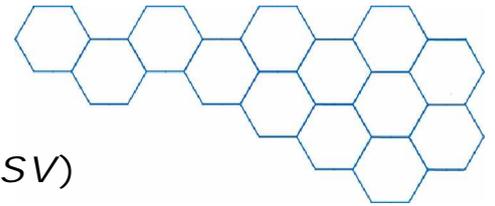
- > The *Phone Book* window will now open and display your newly imported contacts.

Name	Phone No
Chin, Brian	+85290268728
Day, Mike	+61404818782
Hall, Chris	+447976364025
Hobo, Steven	+8613602706827
Jocic, Dejan	+61414457256
Rodger, Toby	+61404818783
Vasan, Sreeni	+973910701



You may now assign groups to the newly imported contacts by double-clicking on the individual entries and directly editing them.

- > You can now use the imported *Phone Book* entries to send SMS text messages.



6.8 Importing *Phone Book* Entries (.CSV)

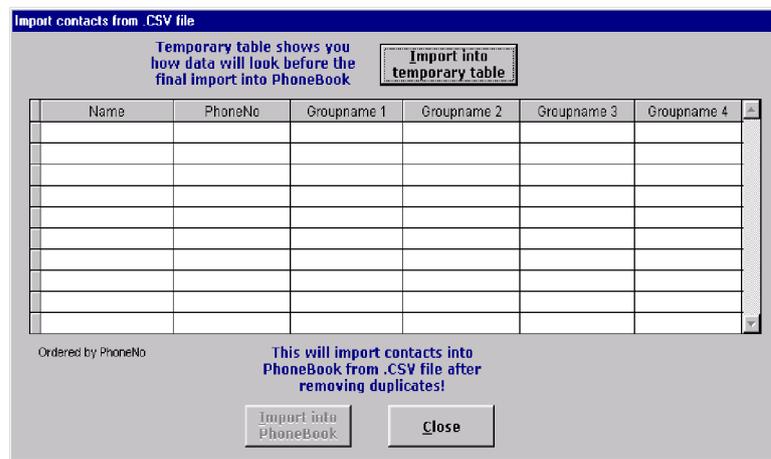
Importing existing contacts is an economical way of generating DeskTop.SMS *Phone Book* entries.

To import entries from a comma-separated (.CSV) file, please follow this procedure:

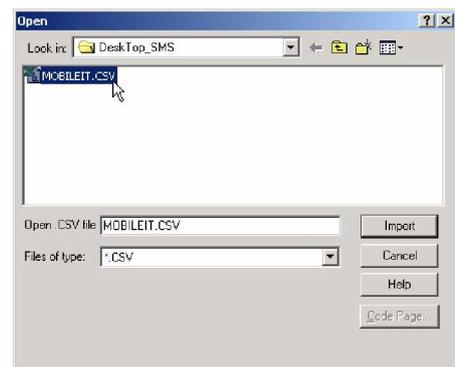
- > Have the DeskTop.SMS main window open and click on the *File* menu. Select the *Import from CSV File...* option.

File Help	
Phone Book...	CTRL+N
PhoneBook - Groups	CTRL+G
Quick SMS...	CTRL+Q
Scheduled SMS(s)...	CTRL+D
Export Received Log to XLS...	CTRL+R
Export Sent Log to XLS...	CTRL+S
Import from .CSV file...	CTRL+I
Exit	CTRL+E

- > This will open the *Import contacts from CSV file* window.



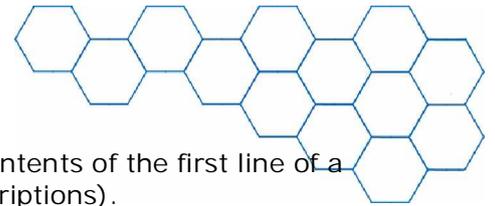
- > Click on the *Import into temporary table* button to enable the *Open* window. Using this window, select the .CSV file from which you wish to import your contacts.



Important. To correctly import .CSV files into the DeskTop.SMS *Phone Book*, they must contain at least 3 fields separated by commas. The first field must be the *Name* of the contact, the second must be the *PhoneNo* and the third, fourth, fifth and sixth the *Groupnames*.

I.e. "Name", "PhoneNo", "Groupname"

For example, "Jocic, Dejan", "+61414457256", "MOBILEIT (DEVELOPMENT)"
 "Chris Hall", "+447976364025", "COMMS XL LIMITED"



Please note that DeskTop.SMS will always ignore the contents of the first line of a .CSV file (i.e. the line usually occupied by the field descriptions).

Example below shows how the .CSV file for importing should look like.

	A	B	C	D	E	F
1	Name	Mobile Phone	Group1	group2	group3	group4
2	Jocic, Dejan	+61414457256	MOBILEIT (DEVELOPMENT)	test2	test3	test4
3	Chris Hall	+447976364025	COMMS XL LIMITED	test2	test3	test4



Important thing is that your .CSV file have columns in this order i.e. first column corresponds to names field in DeskTop.SMS second column corresponds to Mobile Phone No field in DeskTop.SMS third column corresponds to Group1 field in DeskTop.SMS fourth column corresponds to Group2 field in DeskTop.SMS fifth column corresponds to Group3 field in DeskTop.SMS sixth column corresponds to Group4 field in DeskTop.SMS



If you try to import a file that contains no records, DeskTop.SMS will report that the *Selected .CSV is empty. Nothing to import.* Please select a file that contains some entries and try again.



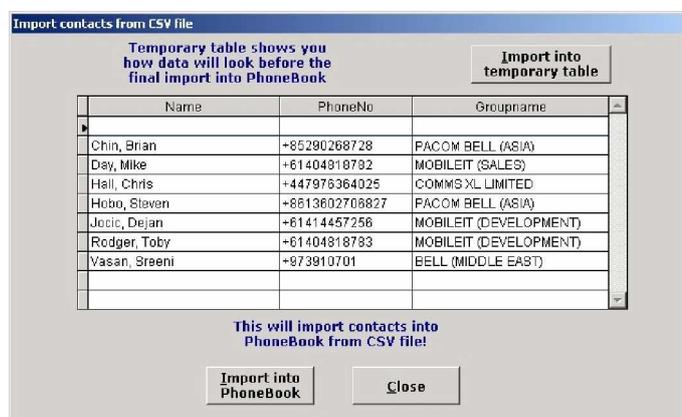
> Once you have selected your .CSV file, click on the *Import* button.

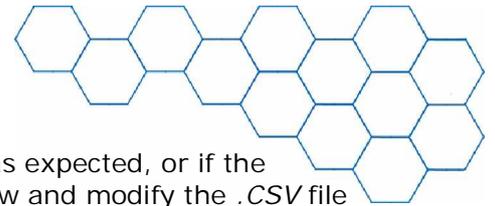


> DeskTop.SMS will now scan the file for contact entries and will report *X records imported successfully from CSV file into temporary table!*



> The *Temporary table* is used to illustrate how imported contact entries would look when you import them into the *Phone Book*.





If the imported .CSV file does not fill the columns as was expected, or if the information is in the wrong place, please exit the window and modify the .CSV file (to mimic format shown above). Now try to load the file again.



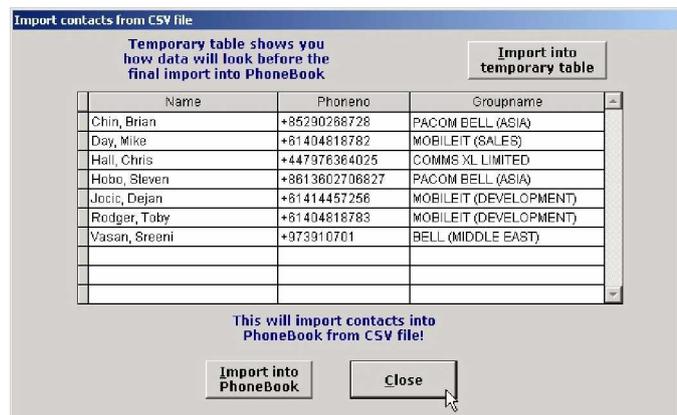
Please note that during checking if two (or more) entries in the .CSV file have identical GSM phone numbers, the preceding entry will be overwritten by the following and treated as one record only. Also note that any entries in the checked .CSV file that have the same GSM number as an existing *Phone Book* contact, will overwrite their *Phone Book* counterparts.

> Once you are satisfied with the layout of the imported contacts on the *Temporary table* and you wish to import them into the *Phone Book*, click on the *Import into Phone Book* button.

> DeskTop.SMS will now copy the checked records in the *Temporary table* to *Phone Book* entries and will report that *X records imported successfully from CSV file into PhoneBook!*



> The *Import contacts from CSV file* window will now display all of the contacts that were imported into the *Phone Book*.

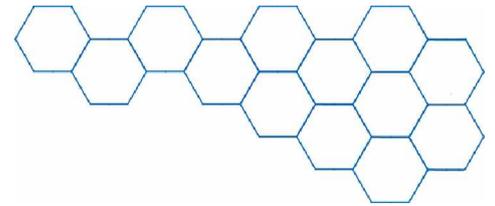


Please note that DeskTop.SMS will only import entries into the *Phone Book* if they have a GSM mobile phone number (in international format) entered in the *Phoneno* field.

> The import function has now been completed. Click on the *Close* button to exit and return to the DeskTop.SMS main window.

> You can now use the imported *Phone Book* entries to send SMS text messages.



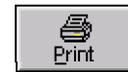


6.9 Printing the *Phone Book* Entries

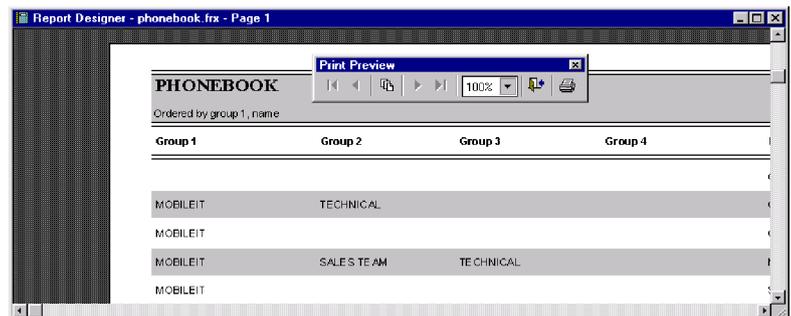
The *Phone Book* entries may be printed to a printer connected to your PC. The printer may be either local or network mapped, but must be set as the default.

To print the *Phone Book* entries, please follow this procedure:

- > Have *Phone Book* window open and click on the *Print* button.



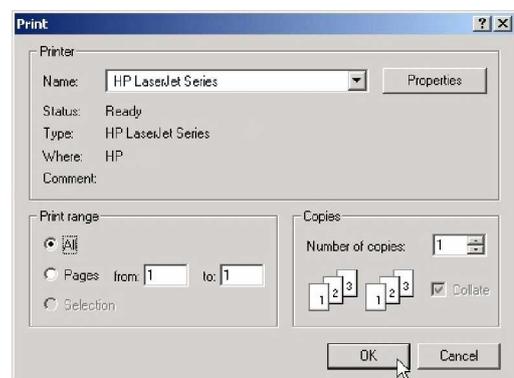
- > The *Report Designer* window will now open and display a print preview of the *Phone Book*. When you are ready to print the *Phone Book*, click on the *Print* button. A copy of the *Phone Book* entries will now be sent to the default printer.

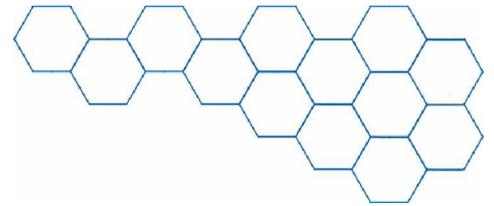


- > To close the print preview, click on the *Exit* button.



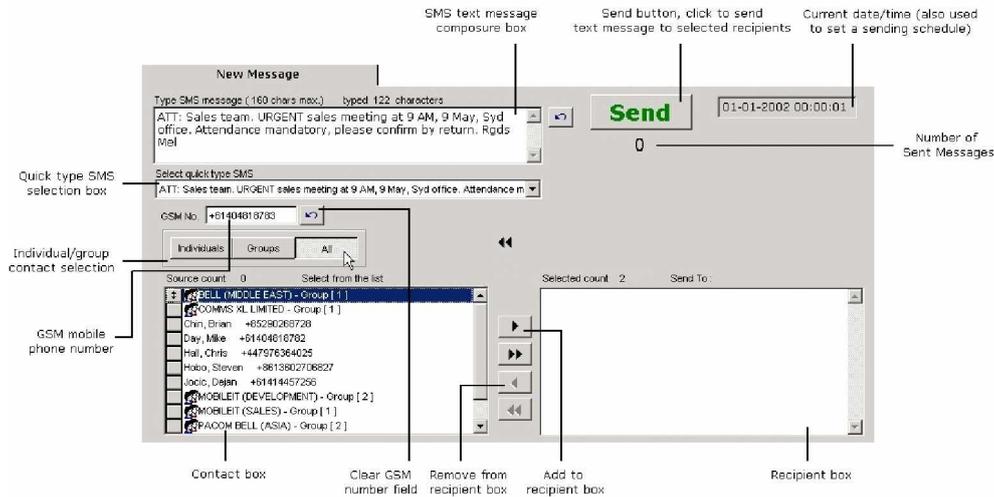
You may print the *Phone Book* entries more directly (i.e. without having to open the preview), by right clicking on the *Print* button to open the *Print* window. Click on *OK* to send a copy direct to the default printer (or choose a different location).





6.10 Using the *Phone Book* Entries

All *Phone Book* entries are repeated in the *Contact* box on the bottom left-hand corner of the DeskTop.SMS main window.

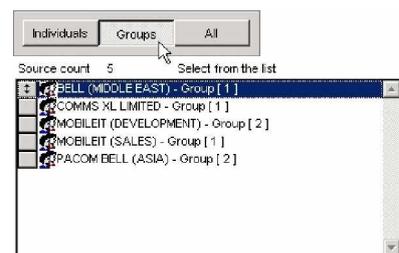


Using the *Individual/group contact selection* buttons, you may switch views in the *Contact* box as follows:

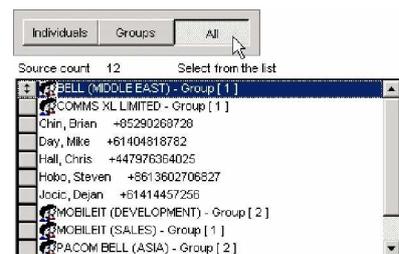
- > Click on the *Individuals* button, and DeskTop.SMS will arrange the *Contact* box such that only individual contacts are shown.

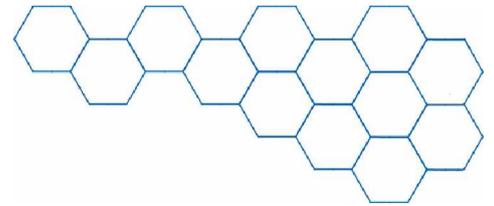


- > Click on the *Groups* button, and DeskTop.SMS will arrange the *Contact* box so that all of the contacts groups are shown.



- > Click on the *All* button, and DeskTop.SMS will display both individual and group contact together in the *Contact* box.



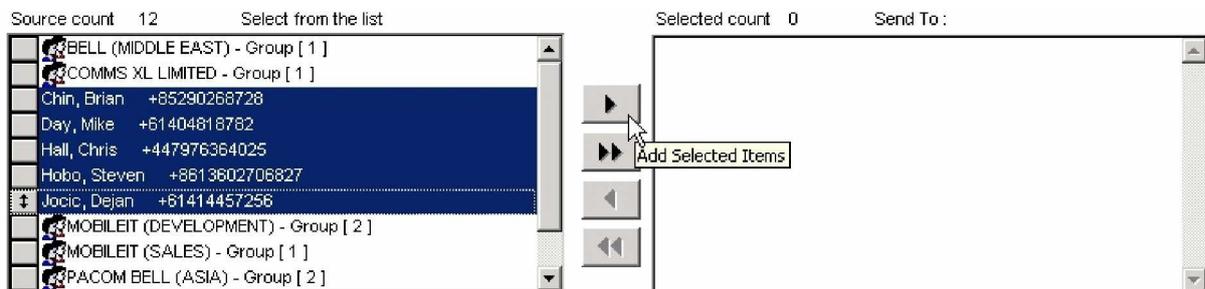


To use the *Phone Book* entries to send text messages, please follow this procedure:

- > Select the contact you wish to send the text message to by clicking on their corresponding entry in the *Contact* box. You may do this by moving your mouse over and clicking on the entry.

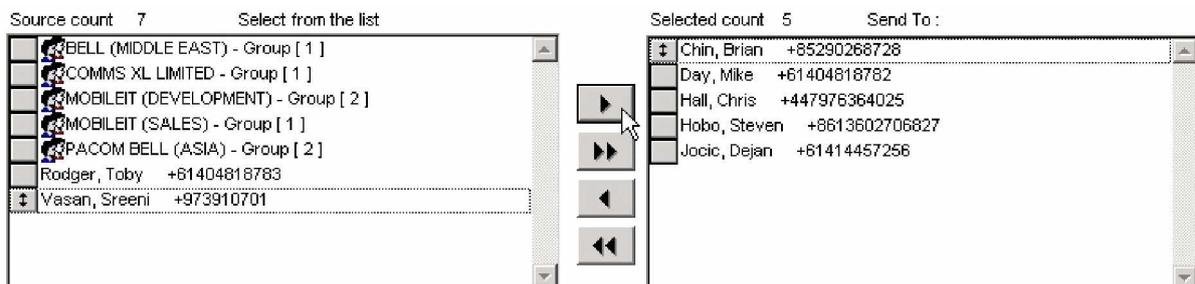


You may select more than one contact at once by using the mouse combined with the *CTRL* or *SHIFT* keys.

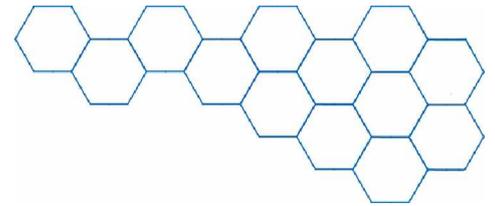


If you have a large number of contact entries in the *Contact* box, use the scroll bar to scroll up and down.

- > Now you must move the entry from the *Contact* box over to the *Recipient Box*. To do this you must either double-click (single contact only) or drag the entry over. You may also use *Add Selected Items* button to transfer your selection.



- > To remove any entries you have moved over to the *Recipient* box, you must select them and click on the *Remove Selected Items* button.



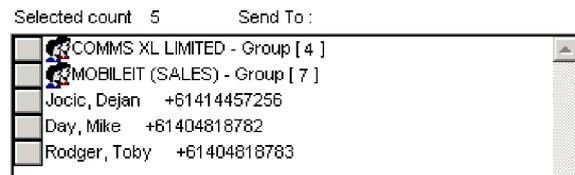
> To move all of the contacts from the *Contact* box to the *Recipient* box, you must click on the *Add All Contacts* button.



> To remove all of the contacts from the *Recipient* box back to the *Contact* box, you must click on the *Remove All Contacts* button.



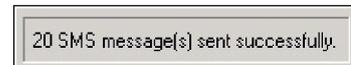
You may use the *Contact* box to create a combination of groups and individuals to whom you wish to send your message.

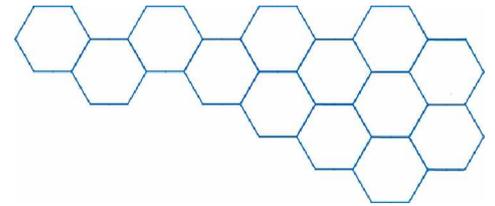


> You must now compose your message and click on the *Send* button. DeskTop.SMS will send a copy of the text message to each of the recipients in the *Recipient* box.



Important. When sending text messages to a number of contacts (or as a group), your mobile phone network will charge you for each delivery. For example, if you send a text message to a group containing 20 contacts, DeskTop.SMS will send out 20 individual messages and you will be charged by your operator for each of those sent.





7. The *File* Menu

The *File* menu contains a series of commands used to perform functions in DeskTop.SMS.

Some commands have a corresponding button on the DeskTop.SMS main window, whilst some are only to be found on this menu.

File	Help
Phone Book...	CTRL+N
PhoneBook - Groups	CTRL+G
Quick SMS...	CTRL+Q
Scheduled SMS(s)...	CTRL+D
Export Received Log to XLS...	CTRL+R
Export Sent Log to XLS...	CTRL+S
Import from .CSV file...	CTRL+I
Exit	CTRL+E

The *File* menu options are described as follows:

7.1 *Phone Book...*

This *File* menu command is used to activate the DeskTop.SMS *Phone Book*.

Please refer to section 6 for information on using the *Phone Book*.

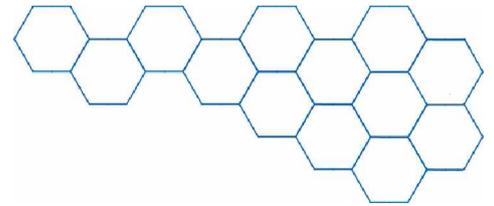
Phone Book...	CTRL+N
PhoneBook - Groups	CTRL+G
Quick SMS...	CTRL+Q
Scheduled SMS(s)...	CTRL+D
Export Received Log to XLS...	CTRL+R
Export Sent Log to XLS...	CTRL+S
Import from .CSV file...	CTRL+I
Exit	CTRL+E

7.2 *Quick SMS*

This *File* menu command is used to create *Quick SMS* messages.

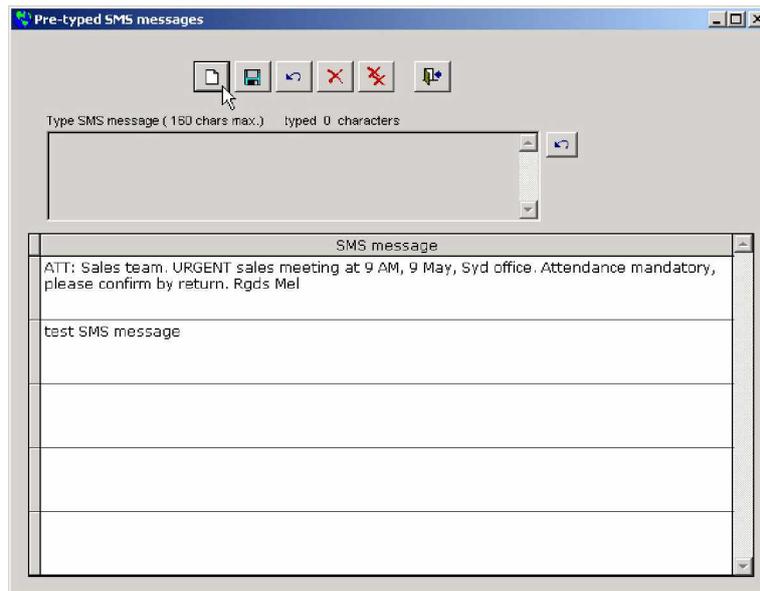
Quick SMS messages are pre-typed and stored to save you having to type them out manually every time you send a text message.

Phone Book...	CTRL+N
PhoneBook - Groups	CTRL+G
Quick SMS...	CTRL+Q
Scheduled SMS(s)...	CTRL+D
Export Received Log to XLS...	CTRL+R
Export Sent Log to XLS...	CTRL+S
Import from .CSV file...	CTRL+I
Exit	CTRL+E

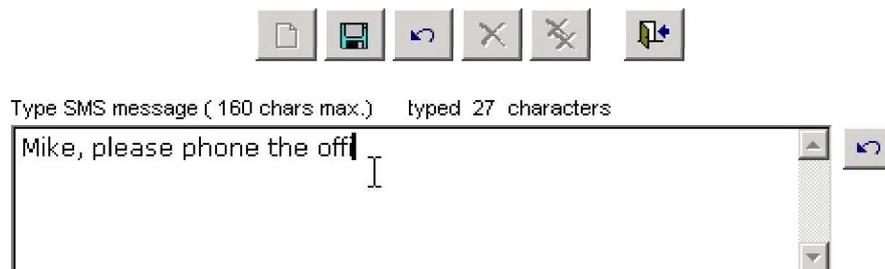


To create a *Quick SMS* message, please follow this procedure:

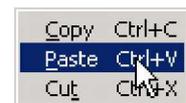
- > Click on the *Quick SMS* option on the *File* menu. This will open the *Pre-typed SMS messages* window.

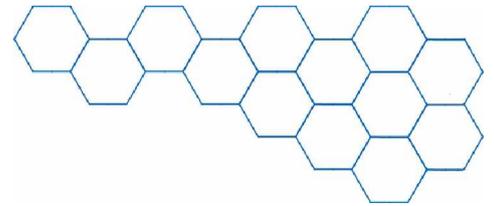


- > Click on the *Add new record* button. This will activate the *Compose* box in which you may type the contents of your *Quick SMS* message.



You can use the *Cut*, *Copy* and *Paste* commands in the *Compose* box. Enter a maximum of 160 digits. SMS text messages do not allow "Enter"/carriage-returns.





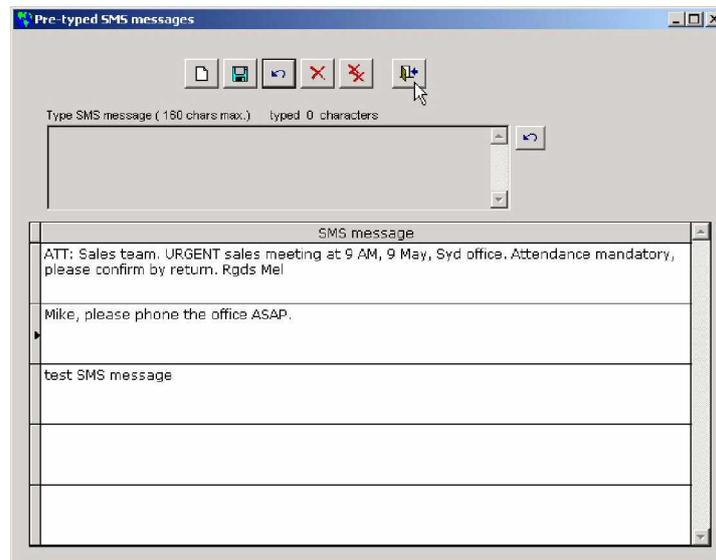
- To exit the from the *Add New Record* function without saving any changes, click on the *Cancel changes* button at the top of the window.
- Once you have finished typing out your message, click on the *Save/Update changes* button.

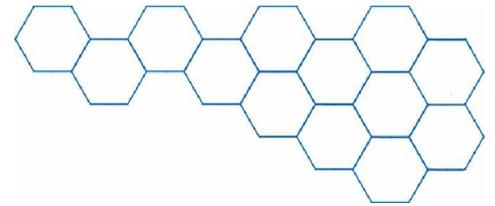


Type SMS message (160 chars max.) typed 35 characters

Mike, please phone the office ASAP.

- Your *Quick SMS* message will now be stored. Click on the *Exit* button to close the *Pre-typed SMS messages window*.

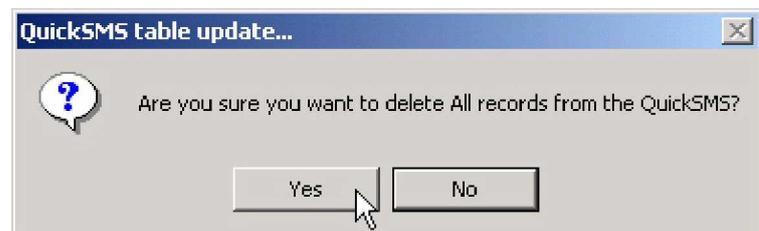




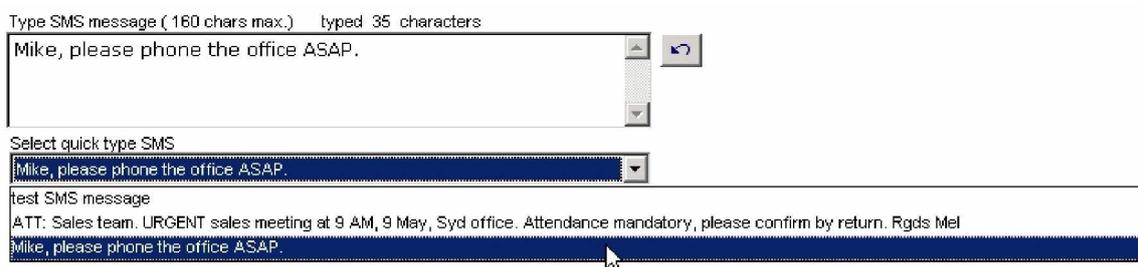
- > To delete a stored *Quick SMS* message, click on the *Delete current record* button. You will be asked to confirm your action by the *QuickSMS table update...* window. If you click on *Yes*, this will irreversibly remove the current pre-typed message. If you click on *No*, you will return without having deleted the message.



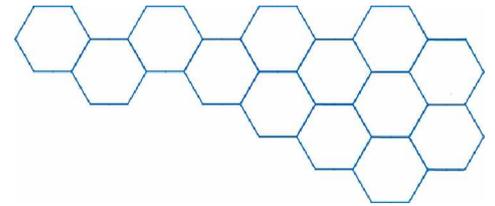
- > To delete all stored *Quick SMS* messages, click on the *Delete all records from table* button. You will be asked to confirm your action by the *QuickSMS table update...* window. If you click on *Yes*, this will irreversibly remove the all pre-typed messages. If you click on *No*, you will return without having deleted any messages.



- > On the DeskTop.SMS main window, you can now select your pre-typed text message from the *Select quick type SMS* box. Click on your entry to instruct DeskTop.SMS to automatically fill the *Composure* box for you.

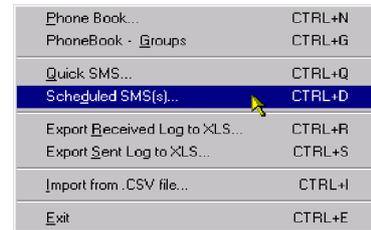


You may have an unlimited number of stored *Quick SMS* messages.



7.3 Scheduled SMS(s)

This *File* menu command is used to view scheduled text messages.

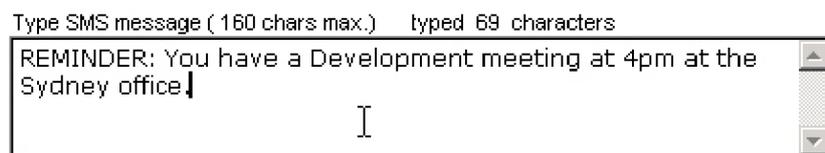


To send a scheduled SMS text message using DeskTop.SMS, please follow this procedure:

- > Have the DeskTop.SMS main window open displaying the *New Message* tab.



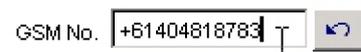
- > Type your text message using the *Compose* box.



- > Once you have a text message that is ready to send, you must now select the recipient(s) of the text message. You may send the message to an individual, a pre-defined group or a mixture of individual/group entries.



- > To type the recipient number, click on the *GSM No.* field and enter the number of the mobile phone to whom you wish to send your text message.



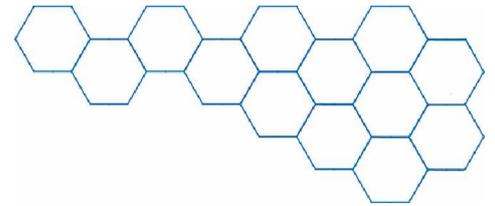
- > Now you must inform DeskTop.SMS that you wish to schedule the text message by clicking on the *Schedule* option on the main window.



- > This will activate the *date/time* field on the top right-hand side of the *New Message* tab. In this field enter the date and time you wish to send the new text message.



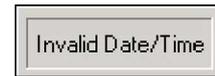
You must enter valid digits in the *date/time* field (in DD-MM-YYYY hh:mm:ss format). For example, if today's date and time is the 26th April 2002 9:45am (26-04-2002 09:45:00) and you wish to schedule a text message to be sent this afternoon at 2pm, you must enter 26-04-2002 14:00:00.



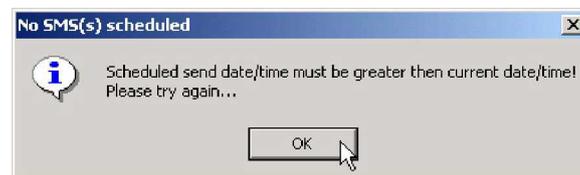
- > You may now send the text message by clicking on the *Send* button.



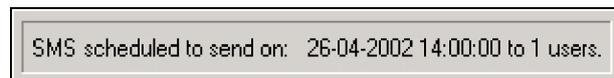
If DeskTop.SMS reports *Invalid Date/Time* when you click on *Send*, you have entered an incorrect date and/or time for scheduling. The date and time must be in DD:MM:YYYY hh:mm:ss and contain valid digits (e.g. 32:01:2002 is not a valid date).



If DeskTop.SMS reports *Scheduled send date/time must be greater than current date/time! Please try again...*, then you have entered a time that is equal to the current or has already passed (e.g. if the current date and time is 26th April 2002 9:45am and you try to enter 26th April 2002 8:15am).



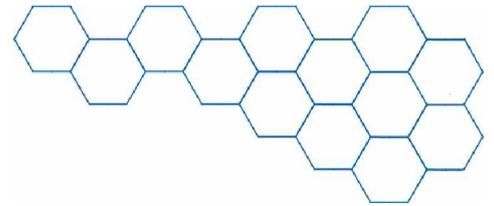
- > If the text message was scheduled successfully, DeskTop.SMS will present the summary window and report *SMS scheduled to send on: DD-MM-YYYY hh:mm:ss to X users.*



- > To view your new scheduled message, click on the *File* menu and select the *Scheduled SMS(s)...* option. DeskTop.SMS will present the *Scheduled SMS(s)* window.



- > There are four columns within the *Scheduled SMS(s)* table. These are: the *Name and/or GSM number* column (where the name and/or number of the message recipient is displayed), the *Group* column (where the group to which the recipient belongs is displayed), the *Date/Time* column (that records the date and time that the message will be sent) and the *SMS message* column (where the text content of the message is recorded).



- > The *Scheduled SMS(s)* window displays the total number of text messages that you have scheduled in the top-right hand corner.

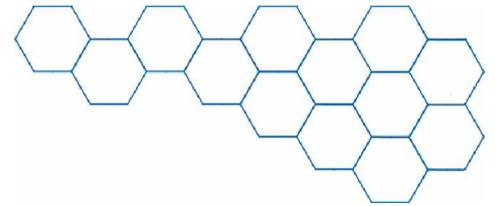
Total No of scheduled SMS messages : 1

- > To delete a scheduled message, click on the *Delete current record* button. You will be asked to confirm your action by the *Scheduled SMS table update...* window. If you click on *Yes*, this will irreversibly remove the current scheduled message. If you click on *No*, you will return without having deleted the message.



- > To delete all scheduled messages, click on the *Delete all records from table* button. You will be asked to confirm your action by the *QuickSMS table update...* window. If you click on *Yes*, this will irreversibly remove the all pre-typed messages. If you click on *No*, you will return without having deleted any messages.





7.4 Export Received Log to XLS...

This *File* menu command is used to export the *Messages Received* database to a Microsoft® Excel .XLS file.

Please refer to section 5.1 for information on exporting received text messages as a log file.

Phone Book...	CTRL+N
PhoneBook - Groups	CTRL+G
Quick SMS...	CTRL+Q
Scheduled SMS(s)...	CTRL+D
Export Received Log to XLS...	CTRL+R
Export Sent Log to XLS...	CTRL+S
Import from .CSV file...	CTRL+I
Exit	CTRL+E

7.5 Export Sent Log to XLS...

This *File* menu command is used to export the *Messages Sent* database to a Microsoft® Excel .XLS file.

Please refer to section 5.2 for information on exporting sent text messages as a log file.

Phone Book...	CTRL+N
PhoneBook - Groups	CTRL+G
Quick SMS...	CTRL+Q
Scheduled SMS(s)...	CTRL+D
Export Received Log to XLS...	CTRL+R
Export Sent Log to XLS...	CTRL+S
Import from .CSV file...	CTRL+I
Exit	CTRL+E

7.6 Import from CSV File...

This *File* menu command is used to import *Phone Book* contact details from a comma-separated (.CSV) file.

Please refer to section 6.8 for information on generating and importing .CSV files into the *Phone Book*.

Phone Book...	CTRL+N
PhoneBook - Groups	CTRL+G
Quick SMS...	CTRL+Q
Scheduled SMS(s)...	CTRL+D
Export Received Log to XLS...	CTRL+R
Export Sent Log to XLS...	CTRL+S
Import from .CSV file...	CTRL+I
Exit	CTRL+E

7.7 Exit...

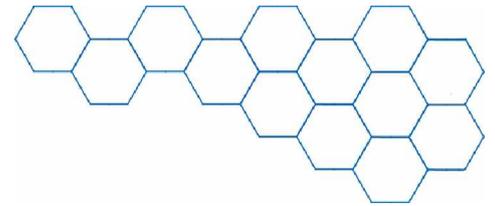
This *File* menu command is used to exit the DeskTop.SMS application.

Phone Book...	CTRL+N
PhoneBook - Groups	CTRL+G
Quick SMS...	CTRL+Q
Scheduled SMS(s)...	CTRL+D
Export Received Log to XLS...	CTRL+R
Export Sent Log to XLS...	CTRL+S
Import from .CSV file...	CTRL+I
Exit	CTRL+E



Important. If you exit the DeskTop.SMS application, you will not be able to send or receive SMS text messages. If you wish to hide the application and still be able to receive text messages, minimise it to the *Taskbar*.



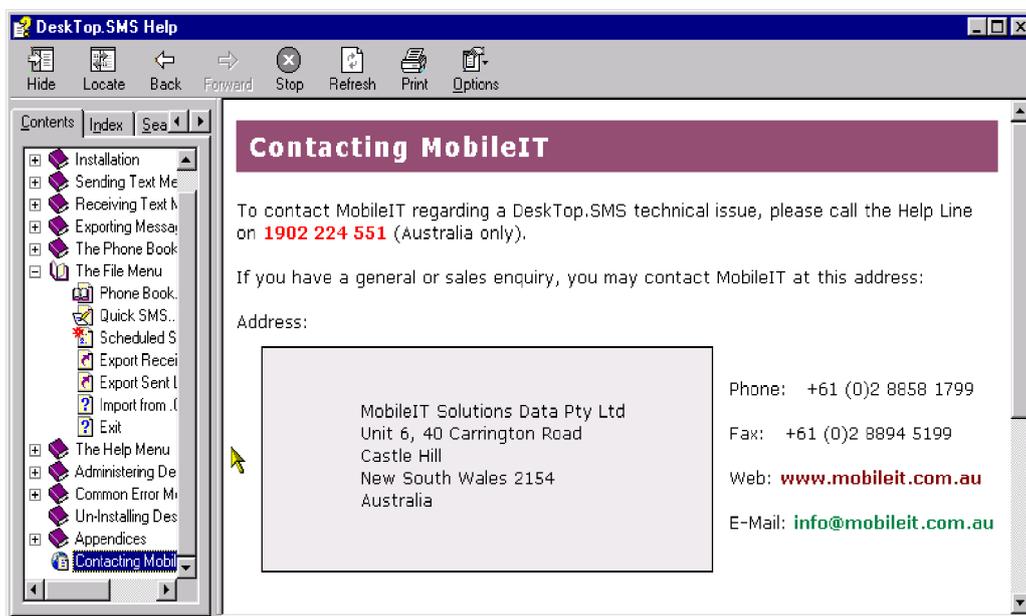


8. The *Help* Menu

8.1 *DeskTop.SMS Help Topics...*

This *Help* menu command is used to display the *DeskTop.SMS Help* file.

The *Help* file is an electronic version of this user manual designed to assist you when using the *DeskTop.SMS* application.



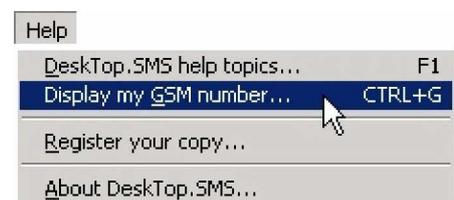
8.2 *Display My GSM Number ...*

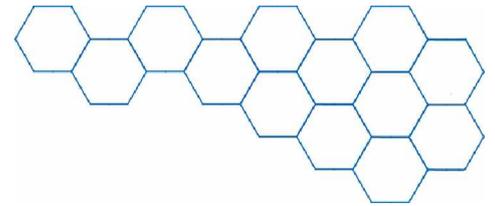
This *Help* menu command is used to display the subscriber number of your TWIST GSM modem SIM card.

Your subscriber number is simply the mobile phone number personally issued to you by your network operator when you subscribed to their service (e.g. +61404818783).

The *Display my GSM number...* command stores a record of your number for future reference.

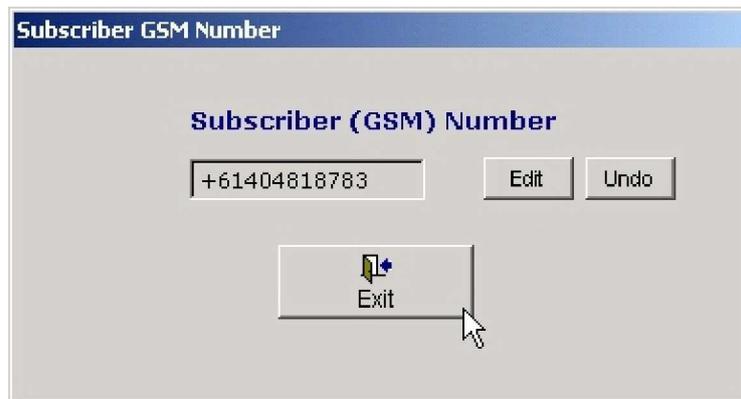
This *Help* menu command is particularly useful when you wish to use your own number in text message correspondence.





To view, record or modify your personal GSM number, please follow this procedure:

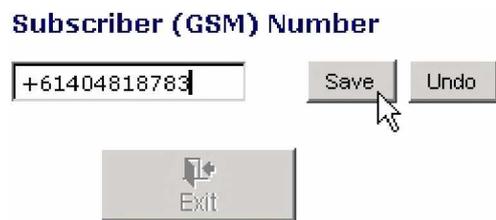
- > Click on the *Display my GSM number...* option on the *Help* menu. This will open the *Subscriber (GSM) Number* window.



- > To record your personal number, click on the *Edit* button. This will activate the number field.



- > Enter your GSM number exactly; making sure that it is in the standard international format (i.e. +61404818783 and not 0404818783) that it has at least 10 digits.

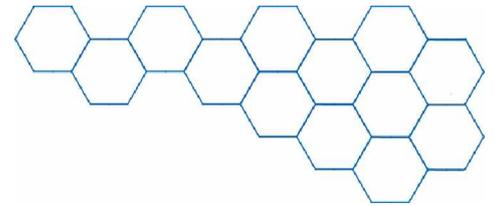


- > Click on the *Save* button to store your GSM number. Alternatively, you may quit the activated number field without updating by clicking on the *Undo* button. Please note that the *Exit* button will be disabled until you have clicked on either of the aforementioned buttons.

- > Once you have stored your GSM number, you may refer to it at any time and use the *Copy* command (right-click or CTRL-C on the selected numbers) to transfer and use it in your text message.



- > Click on *Exit* to close the *Subscriber (GSM) Number* field.



8.3 Register Your Copy...

This *Help* menu command is used to open the *Registration form* window.

The *Registration form* window is used to register your copy of DeskTop.SMS.

If your copy of DeskTop.SMS has been already registered, it will display the details of your licence for reference.

For information regarding registration, please refer to section 2.6.



8.4 About DeskTop.SMS...

This *Help* menu command is used to open the DeskTop.SMS *About* window.

The *About* window contains copyright information and DeskTop.SMS technical data.

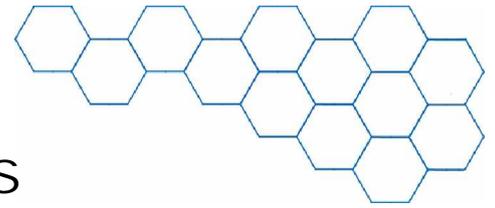


To view the *About* window, please follow this procedure:

- > Click on the *About DeskTop.SMS...* option on the *Help* menu. This will open the *About* window.



- > The *Technical Data* section is used by MobileIT to identify and troubleshoot your copy of DeskTop.SMS.



9. Administering DeskTop.SMS

DeskTop.SMS is administered via the application parameters found on the *Administration* window.

To administer DeskTop.SMS, please follow this procedure:

- > Click on the *Admin* button on the main window to open the *Administration* window.

The Administration window contains the following fields and controls:

- SMS Provider Name: [Text box]
- COM port: [COM1] (dropdown)
- Save: [Button]
- SMSC No.: [+61415011501] (dropdown)
- Baud rate: [9600] (dropdown)
- Exit: [Button]
- GSM No.: [Text box] Send: [Button]
- Import Contacts from Outlook®: [Button]
- Type SMS message (160 chars max.): typed 0 characters [Text area]
- List in Public Folders: [Text box] Check Outlook®: [Button]
- Country Code: [61] (do NOT leave blank)
- International Dialing Codes (for Outlook® import):
 - IDC 1: [0011] (If GSM numbers in Outlook® are incorrectly inputted (e.g. 0011), values entered in the IDCs will be used to reformat. Up to 3 different IDCs can be specified.)
 - IDC 2: [Text box]
 - IDC 3: [Text box]
- Response Time: [1.0] (spin box)
- Startup Delay: [10] (spin box)
- Output commands: [Text area containing ATV1QOE1, OK, AT+CMGF=1, OK]

- > Using the parameters found on this window, you are able to modify and test DeskTop.SMS functions and settings.

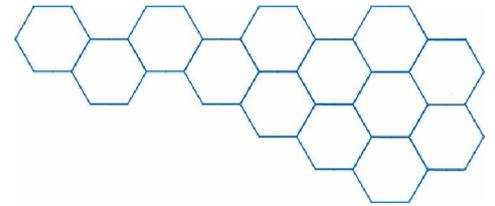
9.1 Changing the *COM Port*...

The COM port is simply a 9-pin serial communications port (found on the rear of most PCs) that connects the PC to the TWIST GSM modem using a cable. There is usually more than one COM port, so you must instruct DeskTop.SMS to chose the one on which you have installed your TWIST GSM modem.

To change the COM port, please follow this procedure:

- > Click on the *COM port* box on the *Admin* window.

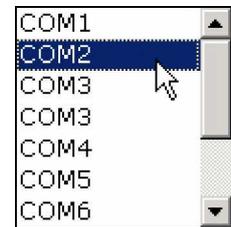




- > Select the COM port on which your TWIST GSM modem is attached from the drop down box.



The default COM port value is set to *COM1* and may be changed to any serial port number between *COM1* and *COM10*. Under most circumstances however, the likely serial port to which the TWIST GSM modem is attached will be either *COM1* or *COM2*.



- > The COM port number has now been modified. Click on *Save* to store the change and close the *Admin* window with the *Exit* button.



If you wish to verify that DeskTop.SMS can communicate with the TWIST GSM modem after changing the COM port number, re-open the *Administration* window. If it opens without displaying *COM port doesn't exist or modem is not properly conencted!*, you have successfully changed the COM port number. To double-check, confirm that DeskTop.SMS is sending *AT* commands to the modem in the *Output commands* box (lower left-hand side of the *Administration* window).

9.2 Changing the *Baud Rate*...

The baud rate is simply the speed of the data transferral between the PC and the TWIST GSM modem.

To change the baud rate that DeskTop.SMS is using whilst communicating with the modem, please follow this procedure:

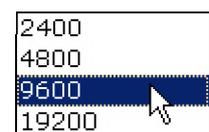
- > Click on the *Baud rate* box on the *Admin* window.



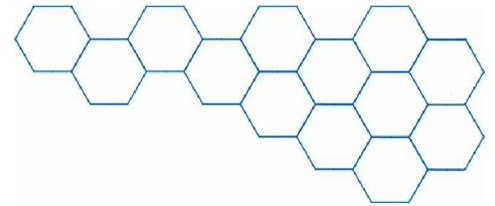
- > Select the baud rate from the drop down box.



The default baud rate value is set to *9600* and may be changed to either *2400*, *4800*, *9600* or *19200*. Please note that unless you intend to install a different GSM modem than the TWIST, you will not need to change this value.



- > The baud rate has now been modified. Click on *Save* to store the change and close the *Admin* window with the *Exit* button.



9.3 Changing the *SMSC Number*...

The SMSC (Short Message Service Centre) number is the number of the message centre of the mobile phone network operator. The message centre is where all SMS text messages are relayed. You must ensure you have the correct SMSC number for your network provider or you will not be able to send or receive text messages.

To change the SMSC number, please follow this procedure:

- > Click on the *SMSC No.* box on the *Admin* window.

SMS Provider Name:
VODAFONE AUS

SMSC No. +61415011501

- > Select the appropriate SMSC number from the drop down box or manually enter the number in the activated field.

+61415011501	VODAFONE
+61411990001	OPTUS
+61418706700	TELSTRA
+61411990010	VIRGIN



DeskTop.SMS will automatically read the SMSC number from the SIM card (found in the TWIST GSM modem) and will present the *SMS Provider Name*. Under most circumstances, you should not have to modify this SMSC number.

- > The SMSC number has now been modified. Click on *Save* to store the change and close the *Admin* window with the *Exit* button.

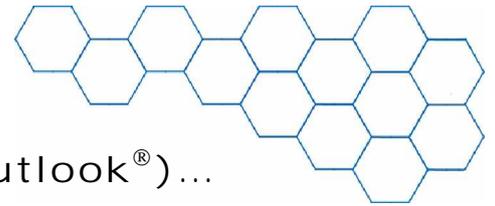
9.4 Changing the *Startup Delay* and *Response Time*...



Important. The *Startup Delay* and *Response Time* settings are used to modify the performance of DeskTop.SMS and should only be changed under instruction from MobileIT. By default, the *Startup Delay* is set to 1.0 and the *Response Time* is set to 1000.

Response Time: 1.0

Startup Delay: 1000

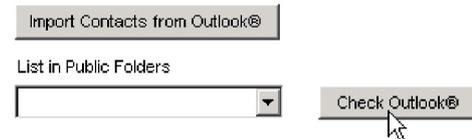


9.5 Importing *Phone Book* Entries (Outlook®)...

Importing existing contacts is an economical way of generating DeskTop.SMS *Phone Book* entries.

The *Administration* window is used to import external contacts from Microsoft® Outlook®.

To import entries from your Microsoft® Outlook® *Contacts* folder(s), please refer to section 6.7.



9.6 Changing the *Country Code*...

The *Country Code* is simply the standard international dialling number of the country in which you are running DeskTop.SMS.

DeskTop.SMS will use the *Country Code* number to correct numbers you enter in the *GSM No.* field that are not in the standard international format.

For example, if you send a text message in Australia to an Australian GSM number 040481873, DeskTop.SMS will automatically remove the leading 0 digit and replace it with +61, thus correctly sending the message out to +61404818783.

To change the *Country Code*, please follow this procedure:

- > Click on the *Country Code* field on the *Admin* window and type your number.

Country Code (do NOT leave blank)



The *Country Code* number is the standard international dialling code for your country (as found in section 12.1) and you must omit the plus (+) symbol when entering the number in this field. For example, the international dialling code for Australia is +61; you must therefore enter 61 into the *Country Code* field.

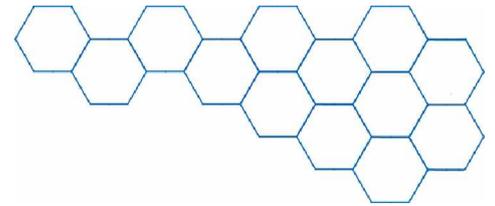
- > The *Country Code* has now been modified. Click on *Save* to store the change and close the *Admin* window with the *Exit* button.

9.7 Changing the *International Dialling Codes*...

The *International Dialling Codes* are standard international dialling numbers.

DeskTop.SMS will use the *International Dialling Codes* to correct GSM mobile phone numbers you have imported from your *Contacts* folder.

For example, if you import a contact with a British GSM number 0011447976364025 and have entered 0011 as an *International Dialling Code*; DeskTop.SMS will automatically remove the leading 0011 digits and ensure that it has a leading plus (+) symbol, thus correctly saving the contact number in the *Phone Book* as +447976364025.



To change the *International Dialling Codes*, please follow this procedure:

- > Click on the *IDC 1*, *IDC 2* and *IDC 3* fields on the *Admin* window and type your numbers.

International Dialling Codes (for Outlook® import)

IDC 1	<input type="text" value="0011"/>	If GSM numbers in Outlook® are incorrectly inputted (e.g. 0011), values entered in the IDCs will be used to reformat. Up to 3 different IDCs can be specified.
IDC 2	<input type="text"/>	
IDC 3	<input type="text"/>	



You may store up to three *International Dialling Code* numbers to correct imported contacts.



Important. Please ensure you are comfortable with the format of the GSM numbers in your phone book before you enter values in the *IDC* fields. As a rule, DeskTop.SMS will remove any leading digits from the imported contacts that are identical to the ones you have entered in the *IDC* fields. It is recommended that you keep *0011* entered in *IDC 1*.

- > The *International Dialling Codes* have now been modified. Click on *Save* to store the change and close the *Admin* window with the *Exit* button.

9.8 Sending a Test SMS Text Message...

You may use the *Administration* window to send a test SMS text message and monitor it using the *Output commands* box.

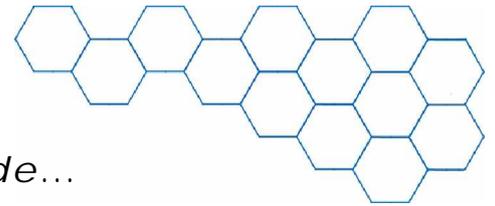
To send a test text message, please follow this procedure:

- > On the *Admin* window, enter the GSM mobile phone number of the message recipient in the *GSM No.* field.



Important. Please ensure that the number entered is in the standard international format (e.g. +61404818783 instead of 0404818783). Generally, most numbers require a country code and the omission of the leading 0 digit. Please refer to section 12.1 for international dialling code numbers.

- > Type your text message using the *Composure* box. Please note that SMS text messages allow a maximum of 160 characters per message and do not allow "Enter"/carriage-returns.
- > Now you may send the text message by clicking on the *Send* button. This instructs DeskTop.SMS to initialise the GSM modem and send your text message over the mobile phone network.
- > You can monitor the sending process by watching the *AT* commands issued by DeskTop.SMS to the TWIST GSM modem in the *Output commands* box.

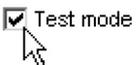


9.9 Running DeskTop.SMS in *Test Mode*...

DeskTop.SMS has a *Test Mode* function that when enabled, allows you to monitor the output commands to the TWIST GSM modem.

The *Test Mode* function is useful for troubleshooting and administration purposes.

To activate the *Test Mode*, please follow this procedure:

- > Have the DeskTop.SMS main window open and click on the *Test Mode* check box so that it appears checked. 

- > This will activate the *Modem output commands* window. You will observe DeskTop.SMS issuing *AT* commands to the TWIST GSM modem when active.



- > A typical series of *AT* commands issued by DeskTop.SMS when sending a text message is as follows:

ATV1Q0E1	<i>Result code format.</i>
OK	
AT+CMGF=1	<i>SMS message format.</i>
OK	
AT+CSCA="+61415011501"	<i>SMS service centre address.</i>
OK	
AT+CMGS="+61404818783"	<i>Send SMS message (to recipient number).</i>
> Mike, please phone the office ASAP.	<i>Message contents.</i>
+CMGS: 231	
OK	

- > Once you have finished monitoring modem command traffic, close the *Test Mode* window by clicking on the *Test Mode* check box so that it appears un-checked.



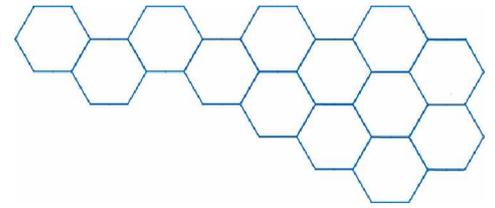
The *Modem output commands* window performs the same function as the *Administration* window equivalent.



The *AT* commands viewed in the *Modem output commands* window are part of a line-orientated command language used on communications devices. Each command contains three elements: the prefix, the body and the termination character. The prefix is simply *AT*, the body is made of varying characters that define the command (e.g. *+CMGF=1*) and the termination character identifies the end of the command (usually hidden).

Commands are acknowledged with an *OK* (to signal that the command was a success) or with an *ERROR* (to signal that the command was a failure).





10. Common Error Messages

This section is design to guide you through resolving application errors.



If you have an application error not listed here or if you require any further assistance, please call the MobileIT Help Line on 1902 224 551 (Australia only).

Common error messages and their suggested solutions are as follows:

10.1 *COM Port Doesn't Exist...*

DeskTop.SMS will report *COM port doesn't exist or modem is not properly connected! Please check connections and try again.* when it cannot access the TWIST GSM modem.



We suggest that you verify the connections between the TWIST GSM modem and the PC and between the modem and electrical wall socket. Ensure that the modem is switched on.

Check which COM port you have plugged the TWIST GSM modem on and open the DeskTop.SMS *Administration* window. Change the *COM port* number as appropriate and click on *Save and Exit*.

Re-open the *Administration* window. If you still observe the *COM port doesn't exist...* message, then change the *COM port* number to a different value and try again.

DeskTop.SMS can successfully communicate with the TWIST GSM modem when you can observe that it is sending *AT* commands to the modem in the *Output commands* box (lower left-hand side of the *Administration* window).

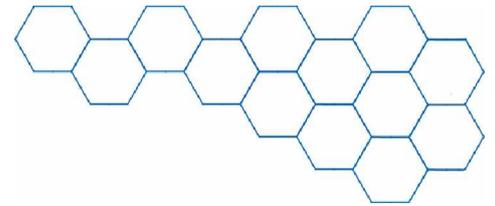
10.2 *GSM Number Has to Have 10 Digits Minimum!...*

DeskTop.SMS will report *GSM number has to have 10 digits minimum!* when you are trying to add a new contact to the *Phone Book* that is in the correct format but does not have the required minimum number of digits.



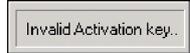
We suggest that you confirm that the number you are entering is a valid one and ensure that you have entered it correctly on the *Phone Book* window.

A valid GSM number must have minimum of 10 digits and have a leading plus (+) symbol followed by a country code (e.g. +61404818783).



10.3 *Invalid Activation Key...*

DeskTop.SMS will report *Invalid Activation key...* when you have entered an invalid registration code on the *Registration form* window and have clicked on the *Validate Key* button.



We suggest that you ensure that you have entered your registration code exactly as was supplied by MobileIT.

If you do not have a registration code please refer to section 2.6 and contact MobileIT for assistance.

Please note that since the registration code is directly linked to the IMEI number of the GSM device, your registration code will be invalid if you have changed the device from the one to which the original registration code was issued. Please contact MobileIT for a replacement.

10.4 *Invalid Date/Time...*

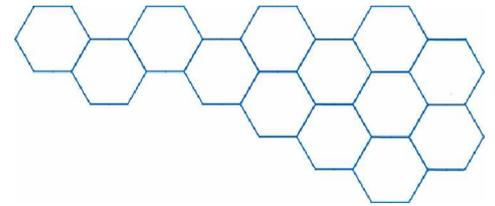
DeskTop.SMS will report *Invalid Date/Time* when you are trying to send a scheduled text message and have activated the *date/time* field on the *New Message* tab but have not entered a correct date and time.



We suggest that you ensure the date and time you have entered is valid.

You must enter valid digits in the *date/time* field (in DD-MM-YYYY hh:mm:ss format). For example, if today's date and time is the 26th April 2002 9:45am (26-04-2002 09:45:00) and you wish to schedule a text message to be sent this afternoon at 2pm, you must enter 26-04-2002 14:00:00.

Also, ensure that you have entered a date and time that is not in the present or in the past. Scheduled SMS text messages must be set for a future date and time.



10.5 Modem is Disconnected...

DeskTop.SMS will report *Modem is disconnected!* Check *modem cable and connection settings*. when it cannot access the TWIST GSM modem.



We suggest that you verify the connections between the TWIST GSM modem and the PC and between the modem and electrical wall socket. Ensure that the modem is switched on.

Check which COM port you have plugged the TWIST GSM modem on and open the DeskTop.SMS *Administration* window. Change the *COM port* number as appropriate and click on *Save* and *Exit*.

Re-open the *Administration* window. If you still observe the *COM port doesn't exist...* message, then change the *COM port* number to a different value and try again.

DeskTop.SMS can successfully communicate with the TWIST GSM modem when you can observe that it is sending *AT* commands to the modem in the *Output commands* box (lower left-hand side of the *Administration* window).

10.6 Not a Valid GSM Number!...

DeskTop.SMS will report *Not a valid GSM number!* when you have entered a mobile phone number into a *GSM No.* field that is not a valid number.



We suggest that you confirm that the number you are entering is valid and ensure that you have entered it correctly.

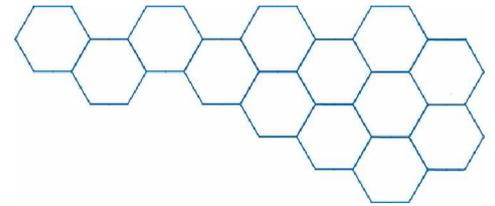
A valid GSM number must have minimum of 10 digits and have a leading plus (+) symbol followed by a country code (e.g. +61404818783).

10.7 Nothing to Delete...

DeskTop.SMS will report *Nothing to delete!* when you are trying to delete a record from a table (e.g. the *Messages Received* table) and none exist.



We suggest that you make sure you have a record in the table before trying to delete any.



10.8 Nothing to Export...

DeskTop.SMS will report *Phone Book is empty. Nothing to Export!* when you have tried to export contacts from an empty *Phone Book*.



We suggest that you add a few new contact entries to the *Phone Book* before trying to export any.

10.9 Phone Number Must be Unique...

DeskTop.SMS will report *Phone Number must be unique!* when you have tried to save a new contact with a mobile phone number that is identical to an existing *Phone Book* entry (even though it may have a different name).



We suggest that you either give the contact a different number or cancel adding the contact to the *Phone Book* altogether.

All contacts stored in the *Phone Book* must have unique GSM numbers.

10.10 Please Put Phone No. in International...

DeskTop.SMS will report *Please put Phone No. in international format!* when you have entered a GSM mobile phone number that is not in the standard international format.



We suggest that you confirm the number you are entering is valid and ensure you have entered it correctly.

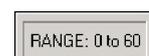
A valid GSM number must have minimum of 10 digits and have a leading plus (+) symbol followed by a country code (e.g. +61404818783).

It is most likely that you are trying to enter a number that does not include the country code (e.g. 0404818783). You must omit the leading 0 digit and add the code for the country in which the GSM mobile phone is registered.

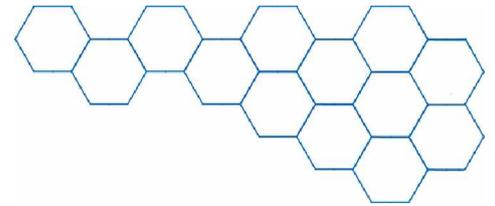
Please refer to section 12.1 for international dialling code numbers.

10.11 Range: 0 to 60...

DeskTop.SMS will report *Range: 0 to 60* when you have tried to change the *Refresh time* to a value that is outside this range (e.g. 120).



We suggest that you change the *refresh time* to a value between 0 and 60. DeskTop.SMS sets the *Refresh time* to 30 by default.



10.12 SMS Message(s) NOT Sent...

DeskTop.SMS will report *SMS message(s) NOT sent*. Check *modem settings!* when you have tried to send a text message but DeskTop.SMS cannot do so.

SMS message(s) NOT sent. Check modem settings!

We suggest that you check your modem setup in the *Administration* window and ensure that the *SMSC No.* is correct and that you have entered the right *Country Code*.

Also, check that you have entered a valid GSM mobile phone number.

A valid GSM number must have minimum of 10 digits and have a leading plus (+) symbol followed by a country code (e.g. +61404818783).

Try sending a test SMS text message and observe at what point in the *AT* command sequence that an *ERROR* appears.

10.13 Type GSM Number...

DeskTop.SMS will report *Type GSM Number!* when you have tried to send a text message but have not entered any digits in the *GSM No.* field.



We suggest that you enter a valid GSM mobile phone number and try sending the text message again.

A valid GSM number must have minimum of 10 digits and have a leading plus (+) symbol followed by a country code (e.g. +61404818783).

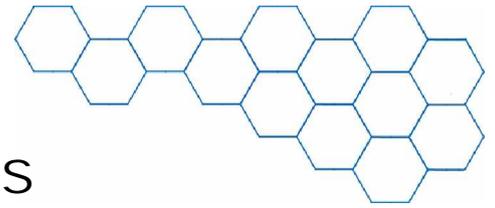
10.14 Type Your Message...

DeskTop.SMS will report *Type your message* when you have tried to send a text message but have not entered any text in the *Composure* box.



We suggest that you enter some text and try sending the text message again.

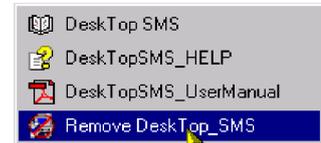
Please note that SMS text messages allow a maximum of 160 characters per message and do not allow "Enter"/carriage-returns.



11. Un-Installing DeskTop.SMS

To un-install and completely remove your copy of DeskTop.SMS from your PC, follow this procedure:

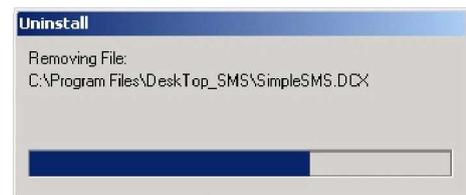
- > You can un-install your copy of DeskTop.SMS by clicking on the *Remove DeskTop.SMS* icon found in the *Programs* group on the *Start* menu.



- > DeskTop.SMS will ask you to authorise your action by presenting the *Confirm File Deletion* window. Click on *Yes* to continue un-installing DeskTop.SMS or click on *No* to exit.



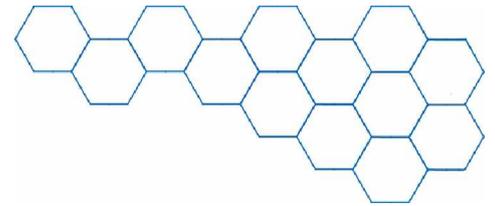
- > The un-installation program will now remove all DeskTop.SMS program files that were created during the initial installation process (including icons).



Please note that files created post-installation (e.g. your *Phone Book* and message databases) will remain on your PC after un-installation.

- > When the program has removed the DeskTop.SMS files, it will report *Uninstall successfully completed!*. Click on *OK* to finish.





12. Appendices

12.1 International Dialling Codes

Country	IDC	Country	IDC	Country	IDC
Algeria	213	Greenland	299	Oman	968
Andorra	376	Grenada	1809	Pakistan	92
Angola	244	Guadeloupe	590	Panama	507
Anguilla	1264	Guam	671	Papua New Guinea	675
Antigua and Barbuda	1268	Guatemala	502	Paraguay	595
Antilles (Netherlands)	599	Guinea	224	Peru	51
Argentina	54	Guyana	592	Philippines	63
Aruba	297	Haiti	509	Poland	48
Ascension Island	247	Honduras	504	Portugal	351
Australia	61	Hong Kong	852	Puerto Rico	1787
Austria	43	Hungary	36	Qatar	974
Azores	351	Ibiza	34	Reunion	262
Bahamas	1242	Iceland	354	Rodriguez Islands	230
Bahrain	973	India	91	Romania	40
Bangladesh	880	Indonesia	62	Rwanda	250
Barbados	1246	Iran	98	St. Christopher	1809
Belgium	32	Iraq	964	St. Lucia	1758
Belize	501	Irish Republic	353	St. Pierre & Miquelon	508
Bermuda	1441	Israel	972	St. Vincent	1809
Bolivia	591	Italy	39	Samoa (US)	684
Bosnia-Herzegovina	387	Jamaica	1876	Samoa (Western)	685
Botswana	267	Japan	81	San Marino	378
Brazil	55	Jordan	962	Saudi Arabia	966
Brunei	673	Kenya	254	Senegal	221
Bulgaria	359	Kiribati	686	Serbia	381
Burundi	257	Korea, Republic of (South)	82	Seychelles	248
Cambodia	855	Kuwait	965	Sierra Leone	232
Cameroon	237	Lesotho	266	Singapore	65
Canada	1	Libya	218	Solomon Islands	677
Canary Islands	34	Liechtenstein	4175	Somalia	252
Cayman Islands	1345	Luxembourg	352	South Africa	27
Chile	56	Macau	853	Spain	34
China	86	Macedonia	389	Sri Lanka	94
CIS	7	Madagascar	261	Sudan	249
Colombia	57	Madeira	35191	Surinam	597
Congo	242	Majorca	34	Swaziland	268
Congo, Democratic Republic	243	Malawi	265	Sweden	46
Cook Islands	682	Malaysia	60	Switzerland	41
Costa Rica	506	Maldives	980	Syria	963
Cote d'Ivoire	225	Mali	223	Taiwan	886
Croatia	385	Malta	356	Tanzania	255
Cuba	53	Mariana Island	670	Thailand	66
Cyprus	357	Martinique	596	Togo	228
Czech Republic	42	Mauritania	222	Tonga	676
Denmark	45	Mauritius	230	Trinidad & Tobago	1868
Djibouti	253	Mexico	52	Tunisia	216
Dominica	1809	Micronesia	691	Turkey	90
Dominican Republic	1809	Minorca	34	Turks & Caicos Islands	1649
Ecuador	593	Monaco	377	Uganda	256
Egypt	20	Montserrat	1664	Union of Myanmar	95
El Salvador	503	Morocco	212	United Arab Emirates	971
Ethiopia	251	Namibia	264	United Kingdom	44
Falkland Islands	500	Nauru	674	Uruguay	598
Faroe Islands	298	Nepal	977	USA	1
Fiji	679	Netherlands	31	Vanuatu	678
Finland	358	Nevis	1869	Vatican City	39
France	33	New Caledonia	687	Venezuela	58
French Guiana	594	New Zealand	64	Vietnam	84
French Polynesia	689	Nicaragua	505	Virgin Isles (UK)	1809
Gabon	241	Niger	227	Virgin Isles (US)	1340
Gambia	220	Nigeria	234	Yemen Arab Republic	967
Germany	49	Nive Island	683	Zambia	260
Gibraltar	350	Norfolk Island	672	Zimbabwe	263
Greece	30	Norway	47		



Important. When using *International Dialling Codes* you must remove the leading 0 digit from your GSM mobile phone number and add a plus (+) symbol followed by the country code (e.g. to convert the Australian mobile phone number 0404818783, remove the leading 0 and add +61 to leave +61404818783).



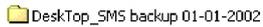
12.2 Backing Up Important DeskTop.SMS Files

Primarily, we suggest that you export your message and contact databases as Microsoft® Excel .XLS files. If you perform this task on a regular basis, you will keep an accurate and complete backup record of your message correspondence and contact details.

Please refer to sections 5.1, 5.2 and 6.5 for information on exporting your messages and contact details.

If you wish to make a thorough backup of your copy of the DeskTop.SMS application, we suggest that you make a dated copy of the program folder.

To backup the program folder, follow this procedure:

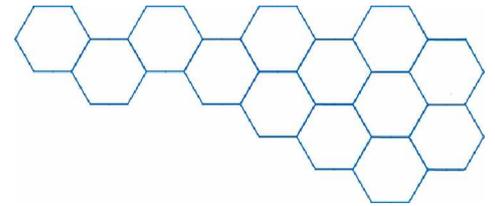
- > Using a suitable file-managing program (e.g. Microsoft® Windows Explorer) locate the DeskTop.SMS program folder (e.g. *C:\Program Files\DeskTop_SMS* by default). 
- > Inside the DeskTop.SMS program folder, you will find all of the files used to run the program and to store your messages and contact details.
- > Make a copy of the folder and rename it to include the date when you made the backup. 
- > Move the copied backup folder to a secure location (e.g. a separate hard disk drive or CD-ROM).
- > In the unlikely event that you lose your DeskTop.SMS program folder (e.g. during a system failure), you will be able to restore your copy from the backup.

To restore DeskTop.SMS from a backup program folder copy, follow this procedure:

- > To be able to restore a previous copy of DeskTop.SMS from scratch, you must first install from the DeskTop.SMS CD-ROM.
- > Once the installation is complete, locate your backup program folder and overwrite the folder generated by the installation program (e.g. *C:\Program Files\DeskTop_SMS* by default). 
- > This action will restore your application settings, your message databases and your contact details.



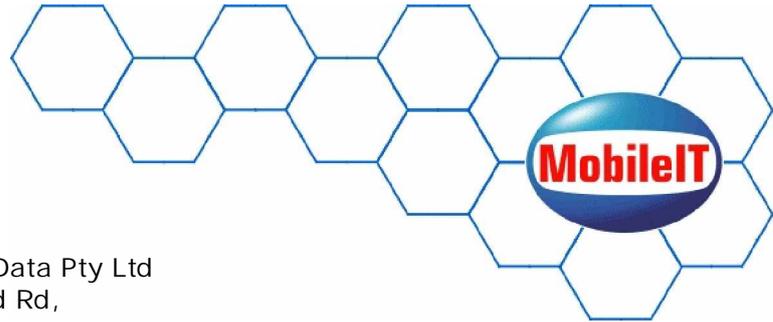
Important. You must install DeskTop.SMS from the CD-ROM before you copy your backup folder. DeskTop.SMS will not operate correctly without being installed by the installation program.



13. Contacting MobileIT

To contact MobileIT regarding a DeskTop.SMS technical issue, please call the Help Line on (02) 8878 3236.

If you have a general or sales enquiry, you may contact MobileIT at this address:



Address: MobileIT Solutions Data Pty Ltd
Level 2, 55 Blaxland Rd,
Ryde.
New South Wales 2112
Australia

Phone: +61 (0)2 8878 3223

Fax: +61 (0)2 9809 0555

Web: www.mobileit.com.au

E-Mail: info@mobileit.com.au

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