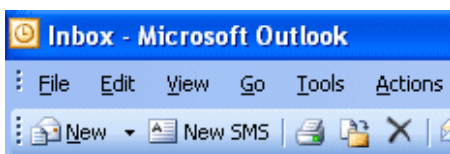


Outlook Plug-In: User Guide

This guide covers the following topics:

1. Installation
2. Sending a standard SMS
3. Creating a Broadcast SMS
4. Creating a Mail Merge SMS
5. Templates
6. SMS Options
7. SMS Reminders

1. Installing the Outlook Plug-In

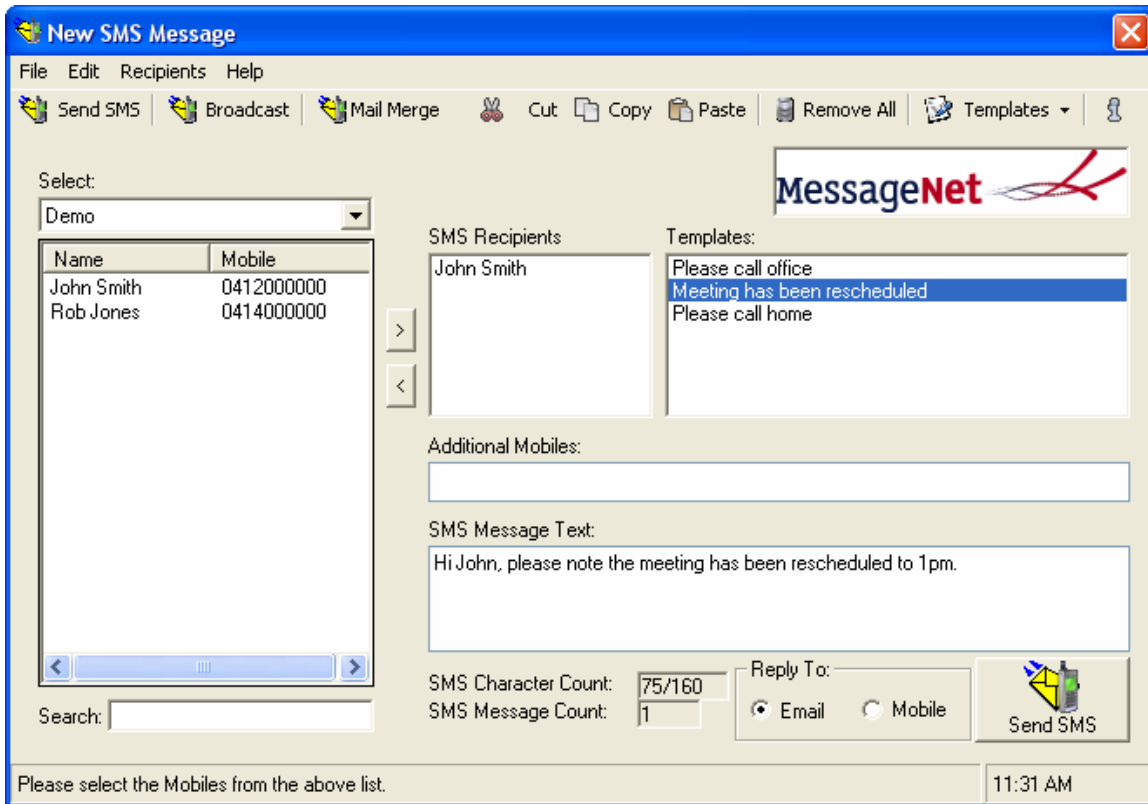


To download the 'Outlook Plug-In' click [here](#) (Administrator user to install).

Prior to installing the Plug-In it is recommended that you close all applications. You will be prompted to 'Run' or 'Save' the file- select 'Run' and follow the prompts. Once the installation is complete, open Microsoft Outlook and a 'New SMS' button should appear in the toolbar. You can now begin to send SMS messages. Outlook needs to be running for the features, outlined in this guide, to work.

2. Sending a standard SMS

To send an SMS message, select the 'New SMS' button from the toolbar in Outlook.



You can choose to either select a recipient from your address book (double click on the name in the contacts list on the left hand side) or alternatively type in the mobile number you want to send a message to in the 'Additional Mobiles' field. Numbers can be separated by commas (,) or semicolons (;).

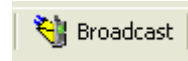
Then, simply type your message in the 'SMS Message Text' field and click on the 'Send SMS' button.

Replies

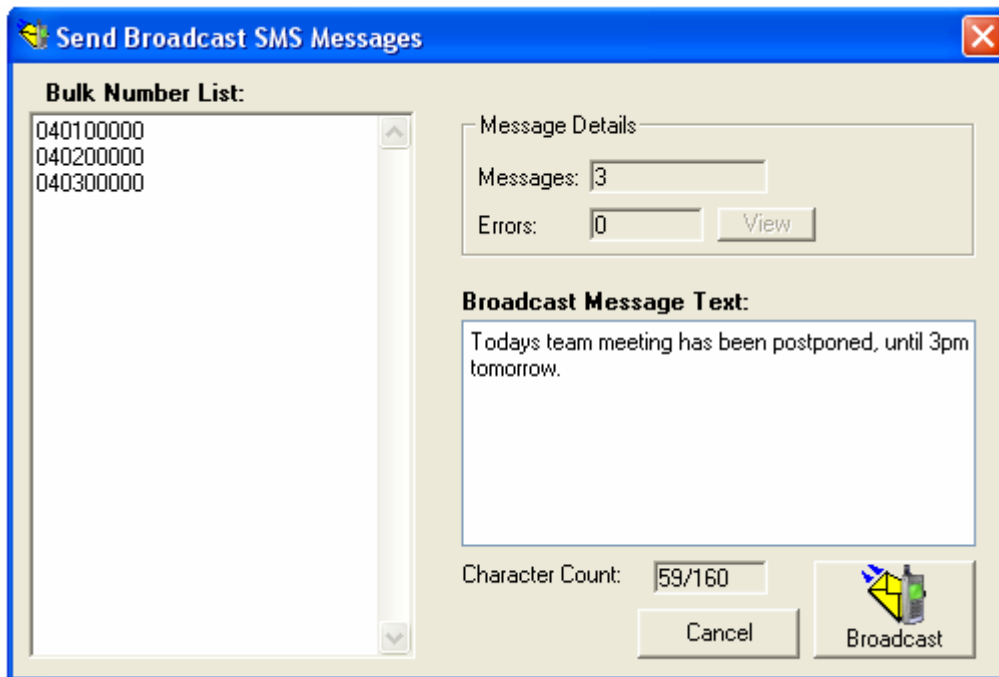
There are two reply options that can be selected on the main Plug-In interface. You can either select replies to be delivered to your email inbox or to your mobile. The latter will require you to enter your mobile number in the Options section (click on 'File' and then 'Options' – refer to Section 6 of this guide for more details).

3. Creating a Broadcast SMS

Ideal for group communications, the Broadcast function enables you to send the same message to multiple recipients at once. Simply click on the “Broadcast” tab on the main window.



Enter the mobile numbers of the recipients in the left hand box, or alternatively, cut and paste them from a database or word document (enter only one number per line).

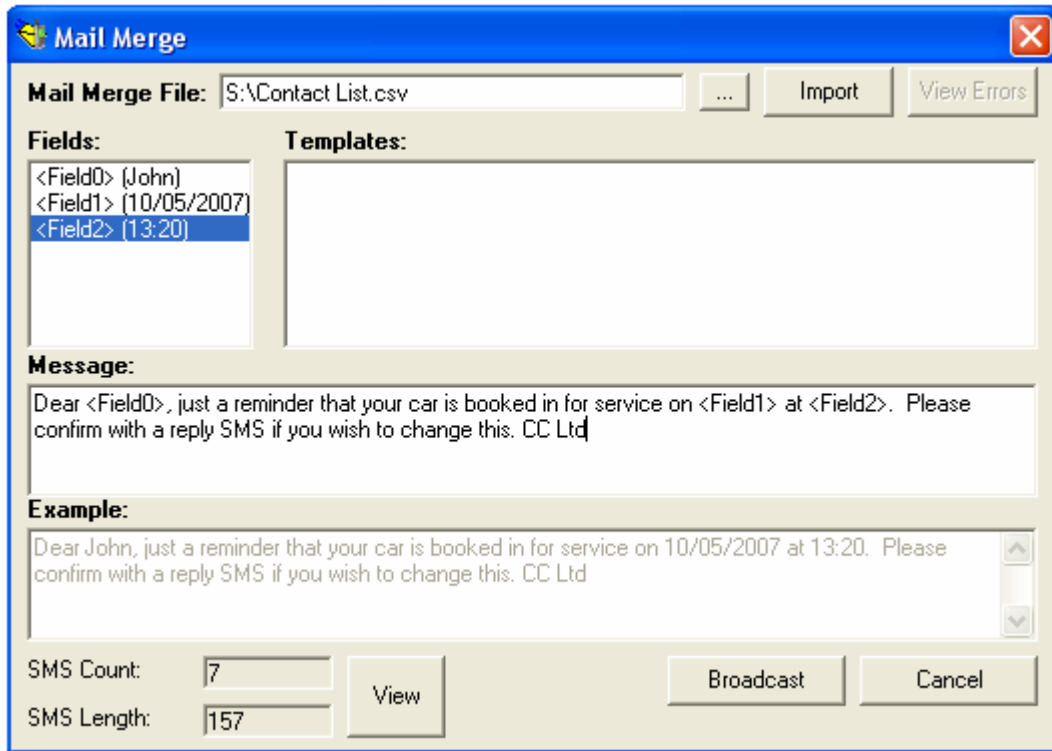


Type the message in the text field and click on the ‘Broadcast’ button to send your message.

4. Creating a Mail Merge

Sending a mail merge is like sending a broadcast message with a personal touch. You can copy or upload a CSV (comma separated data file) so that you can personalise the message with fields from the CSV file.

Select 'Mail Merge' from the main window.



Select the CSV file you wish to import, the fields in the file will automatically be loaded in the 'Fields' Box on the left (**NB: In the CSV file, the first column must be assigned to the mobile numbers of each contact as illustrated in the picture below**).

	A	B	C	D
1	041xxxxxxxx	John	10/05/2007	13:20
2	042xxxxxxxx	Sam	11/05/2007	13:20
3	043xxxxxxxx	Michael	12/05/2007	14:20
4	044xxxxxxxx	Ross	13/05/2007	15:20
5	044xxxxxxxx	Tony	14/05/2007	16:20

Type your message inserting the fields you would like to include by double clicking the required fields from the list.

Some common areas to note when sending a mail merge message include:

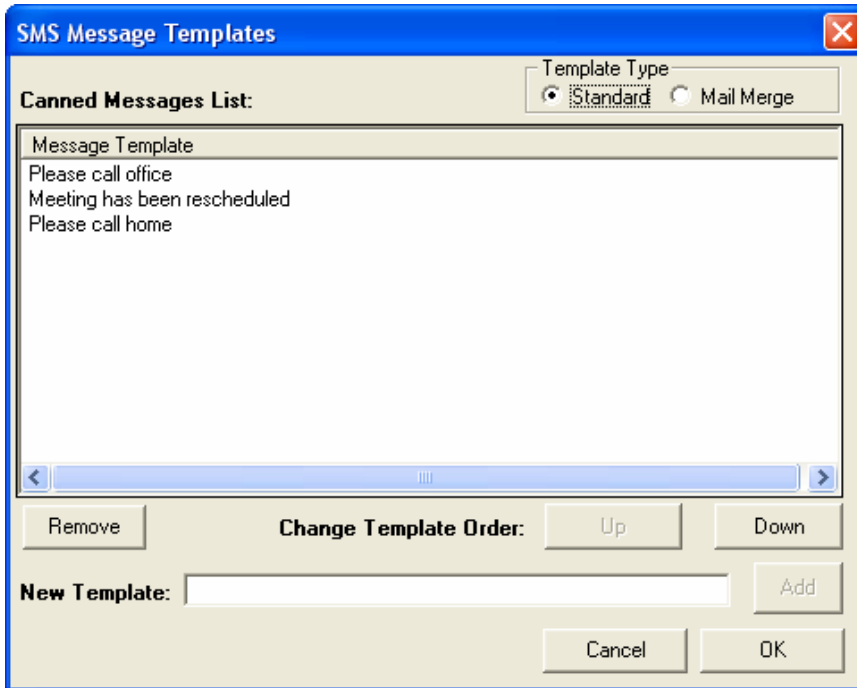
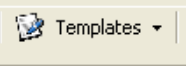
Incomplete or incorrectly formatted data file – An error will occur if you supply an incomplete or incorrectly formatted mobile number. If you have copied from an Excel database you need to ensure that there is a 0 at the front of the number.

MS Excel generally drop the “0” when its typed into a cell, to avoid this, add an apostrophe (‘) before the first digit, this tells Excel to treat the numbers as a character cell. Alternatively, right-click on the column and select “Format Cells” the change from ‘General’ to ‘Text’.

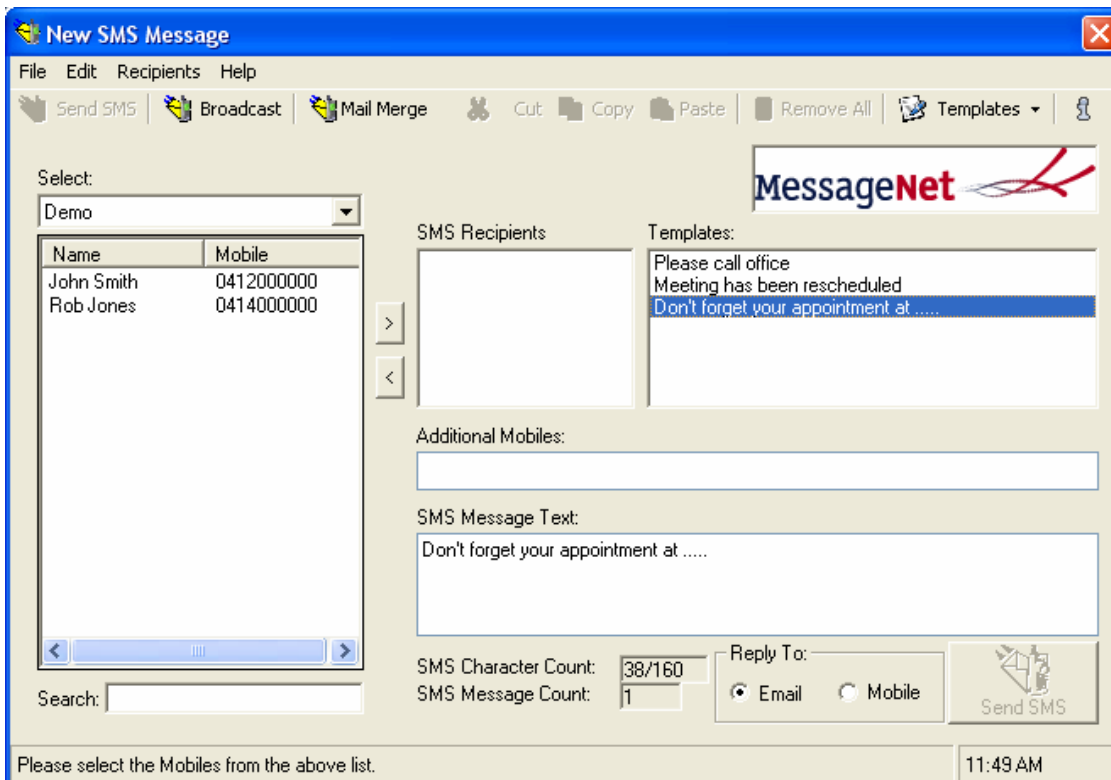
Insufficient daily credits – When sending a mail merge message you need to ensure that you have enough daily credits available. Once your daily credits reach zero any messages lodged will be rejected. If you need to increase your daily limit you can contact one of our support staff.

5. Templates

Pre-typed message templates can be created by selecting the “Templates” button on the main window. The following screen will appear where templates can be created, deleted and saved for “standard” or “mail merge” use.

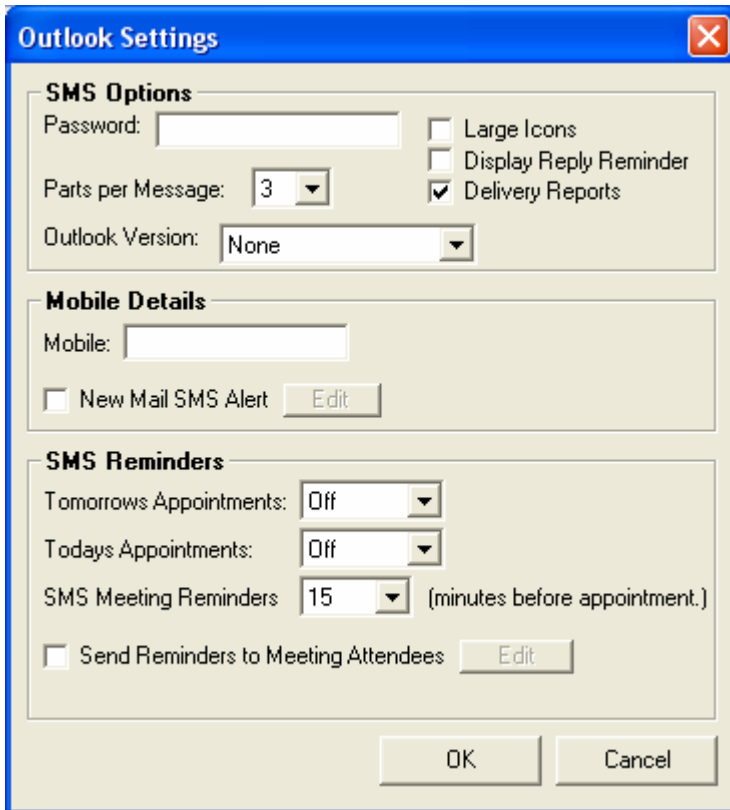


To use a template in your SMS, double click on the message in the Templates box and it will be automatically copied into the message text box.



6. SMS Options

Click 'File' from the main menu and then select 'Options'. The following window will appear:



The screenshot shows the 'Outlook Settings' dialog box with the following sections:

- SMS Options:**
 - Password: [Empty text box]
 - Parts per Message: 3 (dropdown)
 - Outlook Version: None (dropdown)
 - Large Icons
 - Display Reply Reminder
 - Delivery Reports
- Mobile Details:**
 - Mobile: [Empty text box]
 - New Mail SMS Alert [Edit button]
- SMS Reminders:**
 - Tomorrows Appointments: Off (dropdown)
 - Todays Appointments: Off (dropdown)
 - SMS Meeting Reminders: 15 (dropdown) (minutes before appointment.)
 - Send Reminders to Meeting Attendees [Edit button]

Buttons: OK, Cancel

Password

To enhance user security, a password can be registered to your account (to do this, please call us on 1300 55 15 15). This password needs to be entered in this field so that it is automatically attached when an SMS is sent. (NB: when sending an SMS via email –not with the Plug-In, this same password needs to be included the subject field).

Message Splitting (parts per message)

Long SMS messages (over the standard 160 characters) can be split into multiple messages so that more than 160 characters can be sent. The MessageNet Gateway will split the message up into the required number of parts and sequence number each SMS message in the following manner: (1/3) ... (2/3) ... (3/3)

Mobile Details

SMS alerts and SMS message replies can be sent directly to your email inbox or to your mobile phone. For the latter option, specify your mobile number in this field.

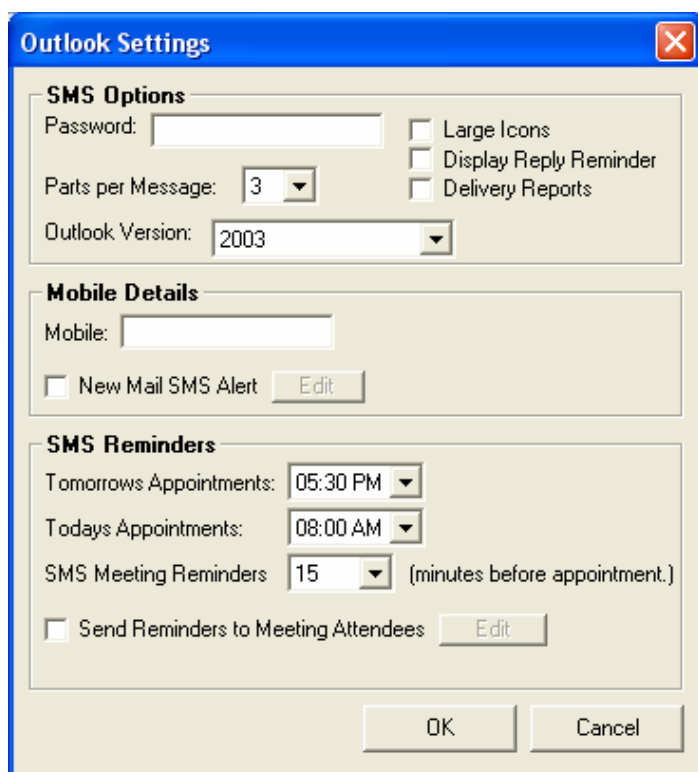
Check the "New mail SMS Alert" box to receive SMS alerts on your phone of new mail.

7. SMS Reminders

The Reminders section of the Options window enables you to set times to receive reminders of upcoming appointments by SMS.

Simply select a time from the dropdown menu of when you wish to receive a list of scheduled appointments as per your Outlook Calendar.

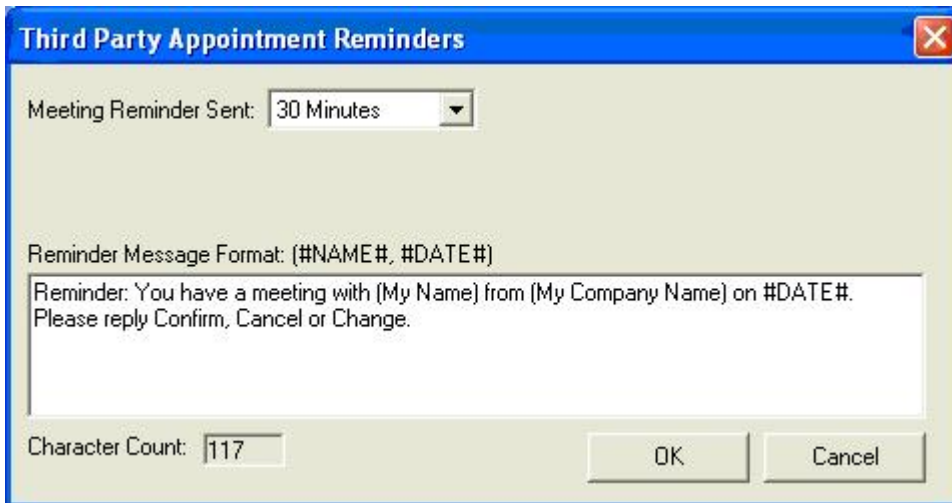
For example: To receive a list of the following day's appointments at 5:30pm daily, select 5:30pm in the drop down menu next to 'Tomorrows Appointments'.



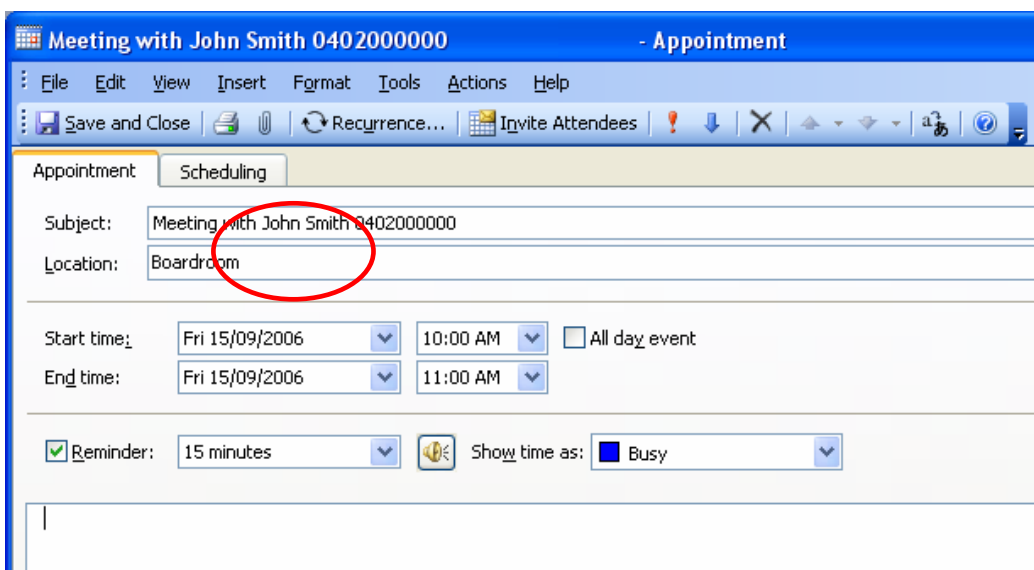
SMS Meeting Reminders

To receive reminders at a certain time before a scheduled appointment, select a time in minutes from the drop down list next to 'SMS Meeting Reminders'.

A preset reminder can also be sent to a third party meeting attendee by ticking the 'Send Reminders to Meeting Attendees' option. Select 'Edit' to configure the message content to be sent as illustrated here:



Within your reminder message it is recommended that you state your name and the name of your company; The #DATE# field will be replaced by the appointment date in the Outlook calendar. For the Plug-In to know the destination, **the attendee's mobile number needs to be recorded in the subject field** of the appointment calendar, as shows below::



Troubleshooting

If you experience any problems while using the SMS Outlook Plug-In, please contact customer support on 1300 55 15 15 or send us an email to: enquiries@messagenet.com.au

Phone 1300 55 15 15
enquiries@messagenet.com.au
www.messagenet.com.au