

Mobile Embrace

Outlook Add-in Tech Guide

About Mobile Embrace

Mobile Embrace allows business customers to send SMS from pc to mobile anywhere in the world. We help customers improve operations, demonstrate duty of care, and react more responsively to customers.

Text messaging reaches more people than email and is faster than calling.

- ✓ To learn more - <http://www.me2sms.com.au/>
- ✓ Want a No cost No obligation trial account? – <http://www.me2sms.com.au/register.aspx>
- ✓ SMS API information - <http://www.me2sms.com.au/software.aspx>



For Help, call Mobile Embrace on 61 (0) 1300 886 534 or email support@me2sms.com.au.

System Requirements

Microsoft Outlook XP, 2003¹ or 2007

Microsoft.NET Framework 1.1, on most systems this will install automatically with the Mobile Embrace download

Similar outlook functionality can be obtained for users of Office 97 or 2000 by downloading the Mobile Embrace Microsoft Office 97/2000 solution, available at <http://www.me2sms.com.au/software.aspx>

¹ Office 2003 SP1 users may also need to install the O2003PIA.exe patch available from Mobile Embrace or Microsoft

Installation requires the user to have a Mobile Embrace account, this can be setup by visiting <http://www.me2sms.com.au/register.aspx>

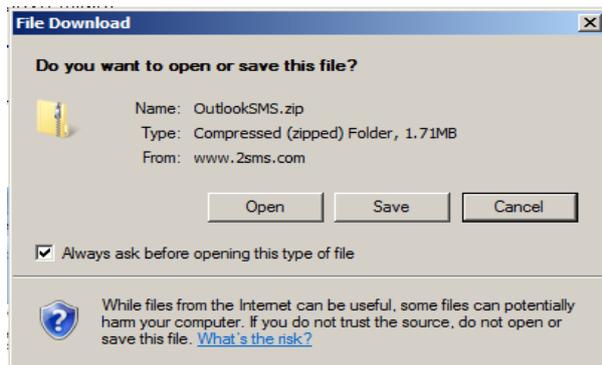
Or by calling support.

Installation

The downloads for the Mobile Embrace Microsoft Outlook solution can be found at <http://www.me2sms.com.au/software.aspx>

The Microsoft Outlook option is found under the Software Add-ins section.

Select the download button, this will then give you the option to Open or Save the file. Please select Open.



NB: If you have third party compression software installed, e.g. WinZip, you may see additional pop-ups. Please refer to the documentation that came with your compression software regarding these.

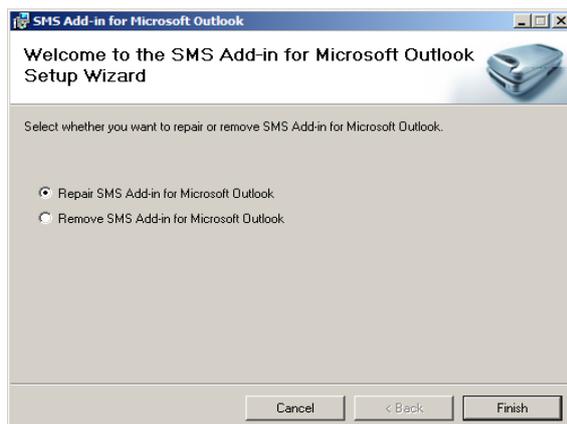
A new window will then open containing three files. Please select and open the Setup installation package.



A pop-up will then appear on the screen, asking whether you wish to proceed running the software. Please select Run.

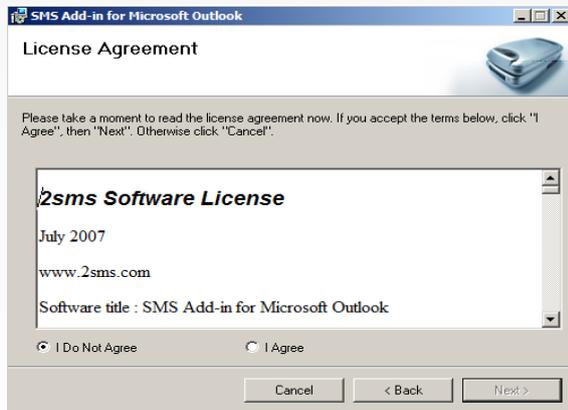


The set-up wizard will then begin taking you through the install.



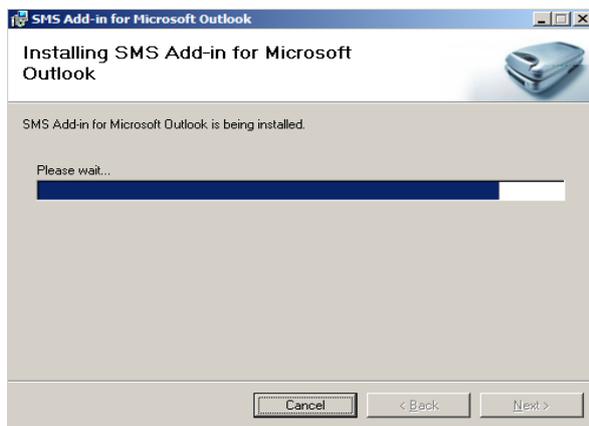
A screen with details and specifications regarding the set-up will then be displayed. Again, please click Next.

You will then be asked to read Mobile Embrace Terms and Conditions. Please do so and then, on agreement to these Terms and Conditions, please click the 'I agree' button and proceed by clicking Next.

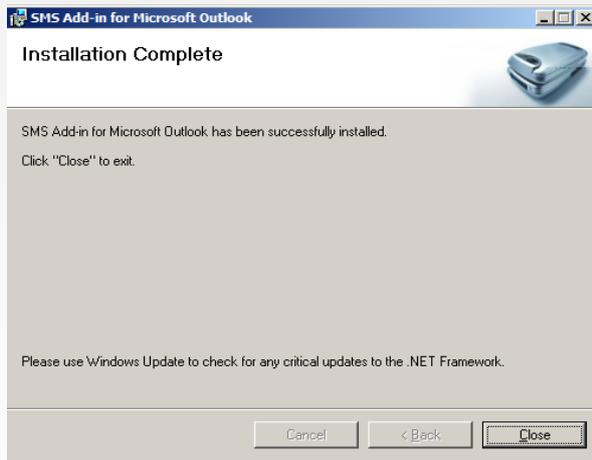


You will then be asked to confirm you wish to go ahead with the installation which is now ready to begin. Please click Next.

The Outlook add-in will then be installed.



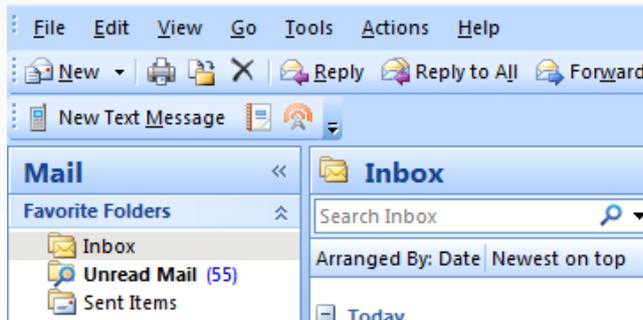
The add-in will then have been successfully installed as shown below.



Sending a Text Message

Please open Microsoft Outlook.

Once the Mobile Embrace Outlook add-in has been installed you will see a button located just below the New Email button. It will be named New SMS.

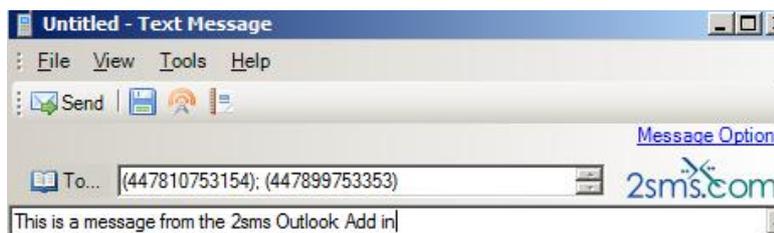


Please click on this to send your SMS.

You will then have a screen in which you can type your message and the numbers to which you wish to send your message.

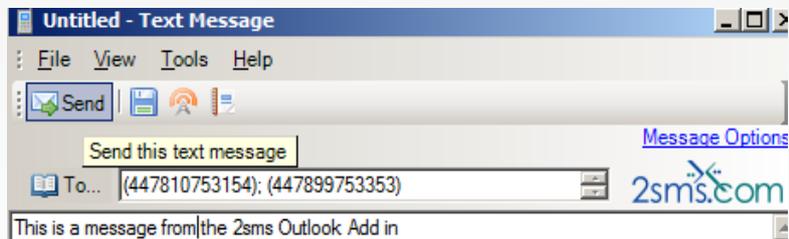
Begin by typing in the numbers to which you are going to send your business SMS – these are to be typed in the 'To' field.

Then enter the message you would like to send in the text box below. As shown in the following picture –



You may enter as many numbers to send to as you wish. **Please separate each number with a semi colon as shown above.**

Once you are happy with the numbers you are sending to and with the message you have composed (this can be up to 160 characters in length), you can then click SEND.



Your SMS will then be sent immediately. We attempt to send your text message for 72 hours. Therefore in the case that a cell phone is switched off, the message will not be delivered until it has been switched back on and is within 72 hours of you sending the message.

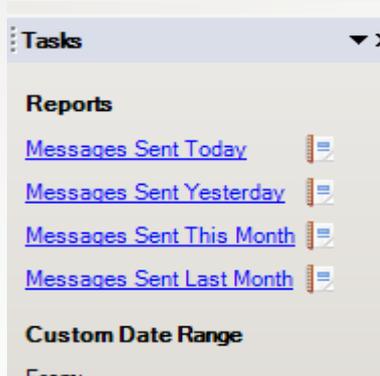
You can then view your reports to check the status of your messages. Once you have hit send, a pop up box will appear, detailing the number of messages you have sent. It will also give you the option to View Reports.



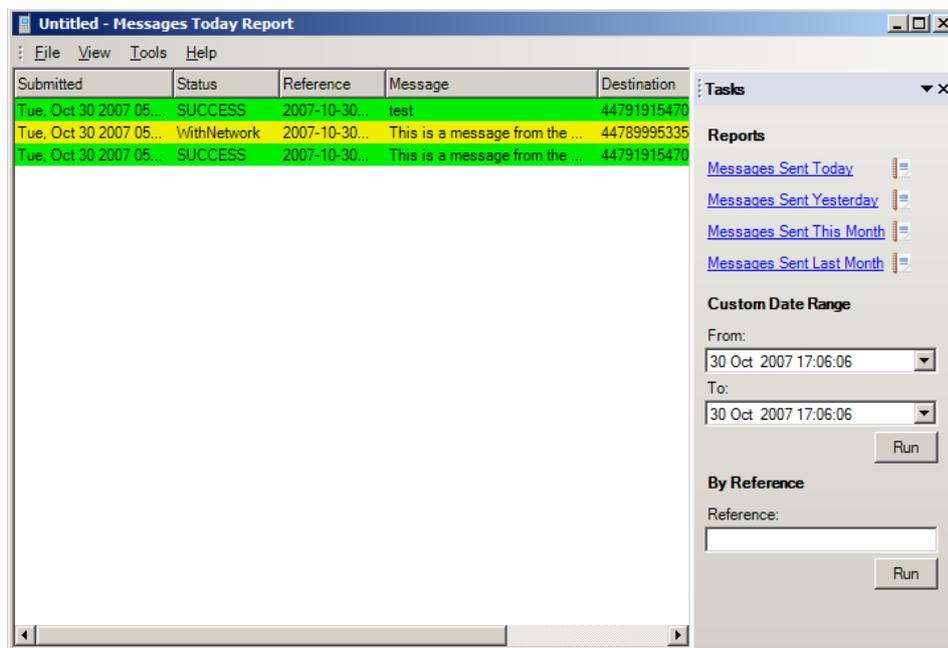
Please click View Report to check the status of your message.

You will then have a screen which allows you to choose which report you view. For example, Messages sent Today or Messages sent Yesterday.

To view the report for the message you have just sent, please select Message sent Today.



This will then show the report on the screen.



If you have sent a message to an invalid number, this will show up as Failed.

Please note: Some networks do not provide delivery (or failure) reports to us. Messages may be delivered up to 72 hours after sending, but are reported failed if not delivered within 36 hours. Messages remain WithNetwork until a delivery (or failure) report is received or for five days, whichever is sooner.

You have then sent a message from the Outlook add-in.

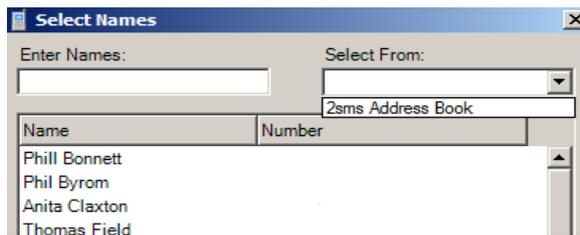
You can also send a message to a contact from your Mobile Embrace address book or Outlook contacts using the Outlook add-in –

Simply click on the New SMS button as before.

Then click on the 'To' button.

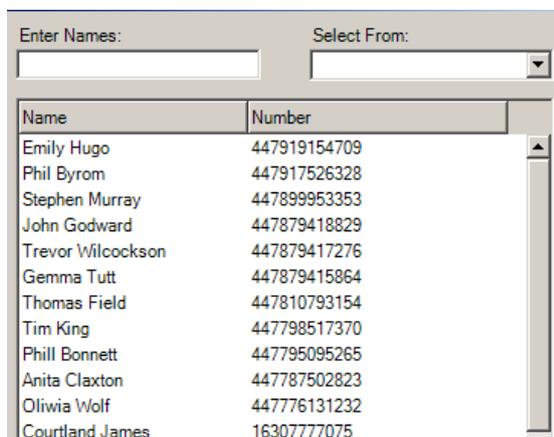


This will then show the list of your selected address book. You can select which contact list is shown, from the drop down box on the right.

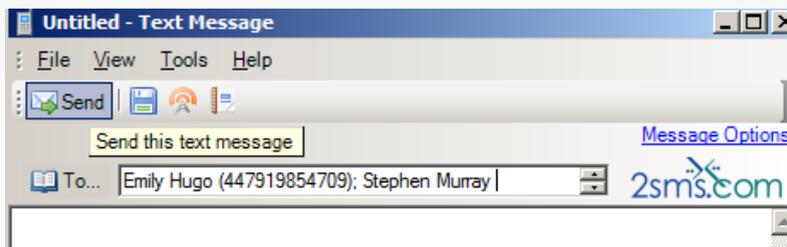


Simply select which address book you would like to view the contacts from.

Double click on the contact which you wish to send a message to, you can select as many as required. These will then appear in the message recipients section at the bottom of the box.



When you have selected all recipients that you wish to send to, simply click OK.
These numbers will then automatically show in the 'To' field of your Send SMS box.



Simply click send when you have composed your message and are happy for the message to be sent.

Sending Delayed Messages

With Mobile Embrace Enterprise Text Messaging, you have the option to send instant SMS from pc to mobile, or you can schedule the SMS to be sent at a later date and time.

Please open Microsoft Outlook.

Once the Mobile Embrace Outlook add-in has been installed you will see a button located just below the New Email button. It will be named New SMS.

Please click on this to send your text message.

You will then have a screen in which you can type your message and the numbers to which you wish to send your message.

Begin by typing in the numbers to which you are going to send your message – these are to be typed in the 'to' field.

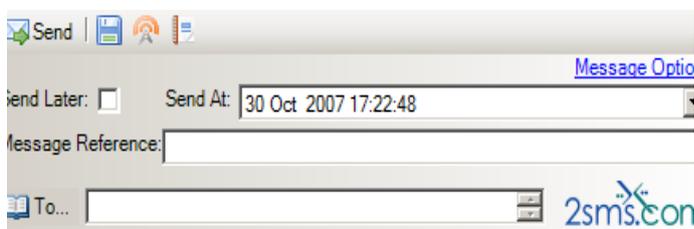
Then enter the message you would like to send in the text box below.

You may enter as many numbers to send to as you wish. Please separate each number with a semi colon as shown above.

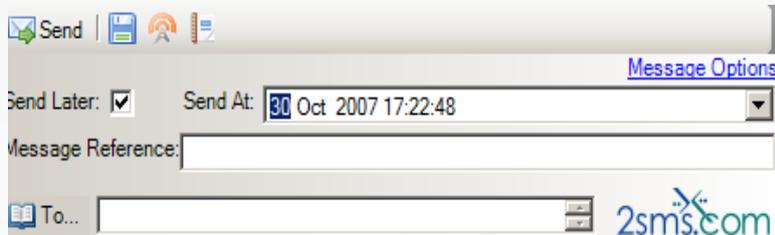
Once you have done this, to delay your message to be sent later, please click on the button to the right called Message Options –



This will drop down to reveal a field to edit the date and time to send your message.



You must then click in the option for Send Later, so that a tick appears in this box. You can then also use your cursor to select the date and time and amend these to a date and time of your choosing.

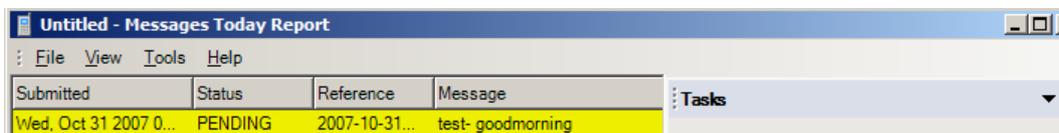


You can then now type your message in the text box and add the numbers in the 'To' field, again separate any numbers with a semi colon (;).

When you are happy to send your message, please click send.



You will again be given the option to View your reports. All delayed messages will show as PENDING.



Submitted	Status	Reference	Message
Wed, Oct 31 2007 0...	PENDING	2007-10-31...	test- goodmorning

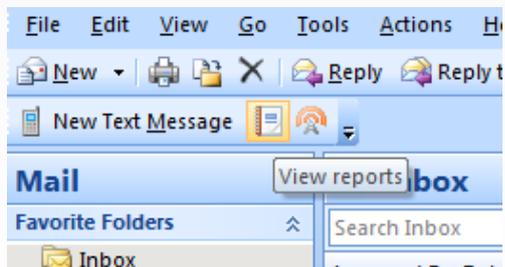
You have then successfully sent a delayed message.

Viewing Delivery Reports

Message reports can be viewed at any time from your Outlook add-in, regardless of whether or not you have just sent a message.

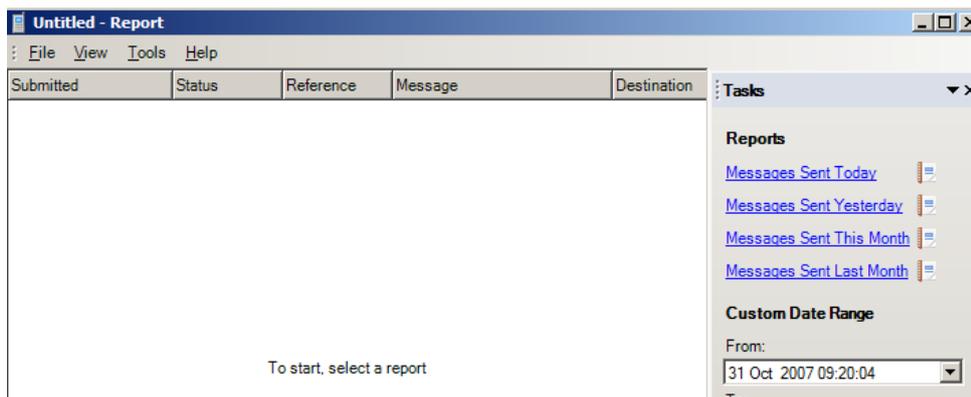
Begin by opening Microsoft Outlook.

There will be an icon directly to the right of the New SMS option.



Please click on this icon.

This will then open your report screen and give you the option to select the report you would like to run. For example, Messages sent Today or Messages sent Yesterday.



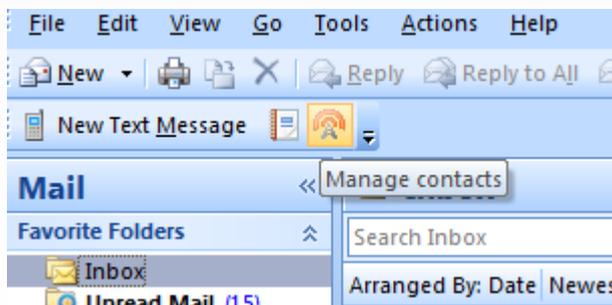
Simply close this screen when you are finished viewing the reports.

Address Book Synchronisation

With Mobile Embrace SMS software you have the ability to synchronise your address book so that you can send to contacts stored in either your Outlook contacts or your Mobile Embrace address book. Mobile Embrace address book can be created when you log in with your username and password to www.MobileEmbrace.com.au and click on 'Address Book'.

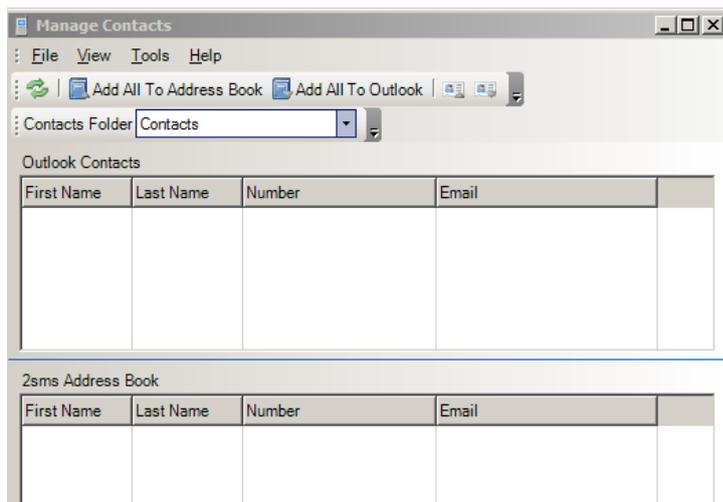
First open Microsoft Outlook

You will see a small icon, next to the reports icon. Which when you hover over this, will show as Manage Contacts.



Please click on this button.

Your Outlook contacts and Mobile Embrace address book contacts will be listed.

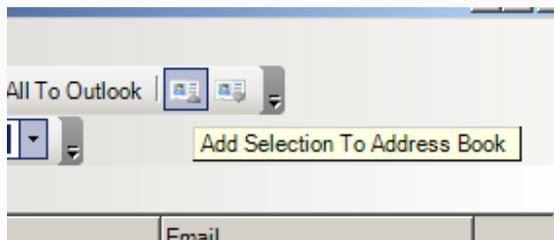


From here you can then synchronise these address books. You can either export your Outlook contacts into your Mobile Embrace address book or you can import your Mobile Embrace address book into Outlook.

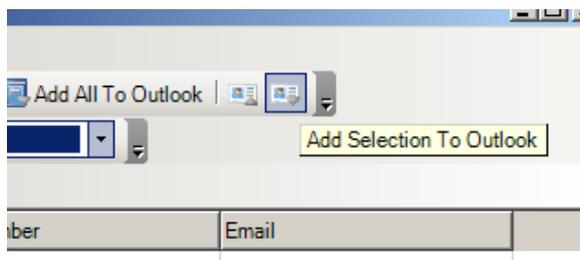
Simply click on the option you wish to use, for example Export all to Mobile Embrace.

To only synchronise selected contacts, not all contacts, simply click on the contact you wish to add and then click on the relevant icon.

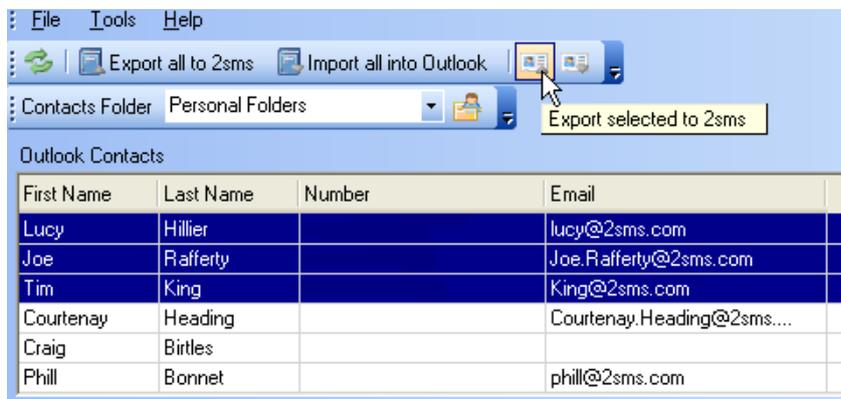
The small icon on the left adds the selected contact to your Mobile Embrace address book –



The icon on the right, imports the selected icon to your Outlook contacts.



To select multiple contacts, simply hold the Control key on your Keyboard and click on the contacts you wish to select.



You can then make the relevant selection to either Import or Export your numbers.

If you require any additional help please contact support@me2sms.com.au