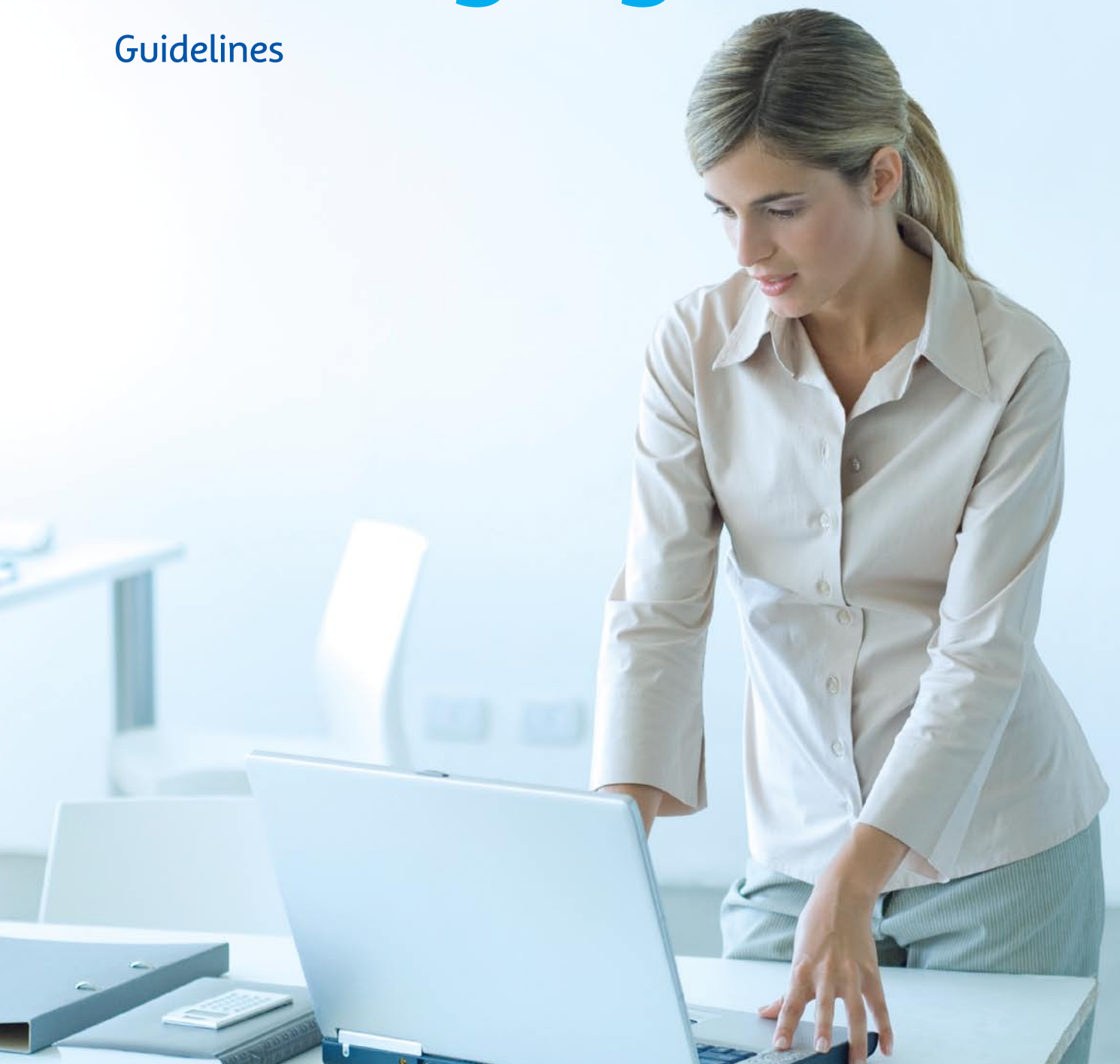


Telstra Desktop Messaging

Guidelines



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Symbol Key



Attention



Important information



Action required



SMS/Email

1. Telstra Desktop Messaging Overview

Telstra Desktop Messaging is an easy way of sending group or individual SMS/MMS messages from your PC or laptop. There are three optional components of Telstra Desktop Messaging. These are:

- **Web-based application** – easy to use web-based interface that requires no software installation and is accessible via the Internet from anywhere in the world.
- **Desktop client** – allows you to send individual SMS messages using a desktop application for SMS and MMS messages.
- **Email Plug-In** – allows you to send SMS messages from your email.

Some of the features and benefits of Telstra Desktop Messaging include:

- **Easy-to-use interface** – that is intuitive and easy to follow.
- **Central management** – maintenance simplicity, automatic updates and enhancements.
- **Reduced input time** – it is far easier to type a message on a keyboard than on a handset keypad.
- **Customisation features** – enable corporate management of user restrictions.
- **Contact Lists** – import or setup new contact lists that can be used for bulk email sending.
- **Bulk mail** – messages can be sent to multiple recipients simultaneously, with the message body either generic or personalised.
- **Message scheduling** – messages can be scheduled for delivery on a specific date or time. These can be sent once only or for multiple recurrences.
- **Campaign management** – set up a customer promotion that interacts intelligently with incoming messages. Replies can be composed based on the contents of an incoming message.

1.1 Terms and Abbreviations

The table below lists the terms and abbreviations used throughout this document.

Term or Abbreviation	Definition
Telstra Desktop Messaging	A web-based application that allows sending of SMS/MMS to a mobile phone.
Desktop Client	A desktop application that allows sending of SMS/MMS to a mobile phone without having to use a browser.
Telstra Desktop Messaging for Outlook® and Lotus Notes®	An email-based application that allows sending of SMS to a mobile phone.
EmailSMS	A feature of the Telstra Desktop Messaging application that allows sending of SMS/MMS to a mobile phone via email.
Permissions	Software restrictions imposed by the administrator on user groups. Restrictions can limit access to global and/or personal settings.
SMS	Short Message Service.
MMS	Multimedia Message Service.
Telstra Desktop Messaging Administrator	Person appointed within a company to manage accounts and permissions.

2. Telstra Desktop Messaging Web Application

Telstra Desktop Messaging is a simple to use web-based application that allows the sending of an SMS/MMS to a mobile phone user. There is no software download required. With the web-based Telstra Desktop Messaging interface, you can perform the following functions from your computer:

- Send SMS and MMS messages.
- Schedule SMS/MMS messages to be delivered at a later date.
- Use the mail meg and bulk number send features.
- View and manage messages in your Inbox.
- Manage your own personal contacts.
- Create and modify personal templates to be used when composing messages.
- View and modify scheduled messages before they are sent.
- View sent messages and much more.

2.1 Logging In

Launch your browser and enter the following URL: **<https://onlinesms.telstra.com>**. The **LOGIN** screen will be displayed.

- Enter your **user name** and **password** in the **User Name** and **Password** fields. These are included in the registration email and click the **LOGIN** button to use Telstra Desktop Messaging.



The password is case sensitive, so ensure that it is entered correctly.



If you forget your password, follow the **click here** link below the **LOGIN** button. Your password will be emailed to your registered email address.

2.1.1 Company and Personal Settings

Some features of **Telstra Desktop Messaging** are categorised by Company and Personal settings. Users have access to these features under the Company or Personal settings depending on their permissions. Refer to Appendix 1 – Company and Personal Settings.

2.1.2 Permissions

The permissions that you have been granted will determine what you are allowed to do within **Telstra Desktop Messaging**.

2.2 Using Online Help

The **Telstra Desktop Messaging** online help covers the following:

- Sending messages.
- Using the personal and company Contacts.
- Using the features of the Library menu.
- Using the features of the Admin menu.

For help on a specific screen, click on the **Help** link in the tab on the top right hand side of the screen.

2.3 Main Menu Screen Overview

The **SEND SMS** screen defaults when you first login to Telstra Desktop Messaging. This is the main screen for sending SMS messages. It allows the composition and sending of messages to personal contacts and groups, company contacts and groups and individual recipients not listed in any address books.



You can access this screen by selecting the **Send SMS** menu option from the top left hand side MENU Options navigation area.

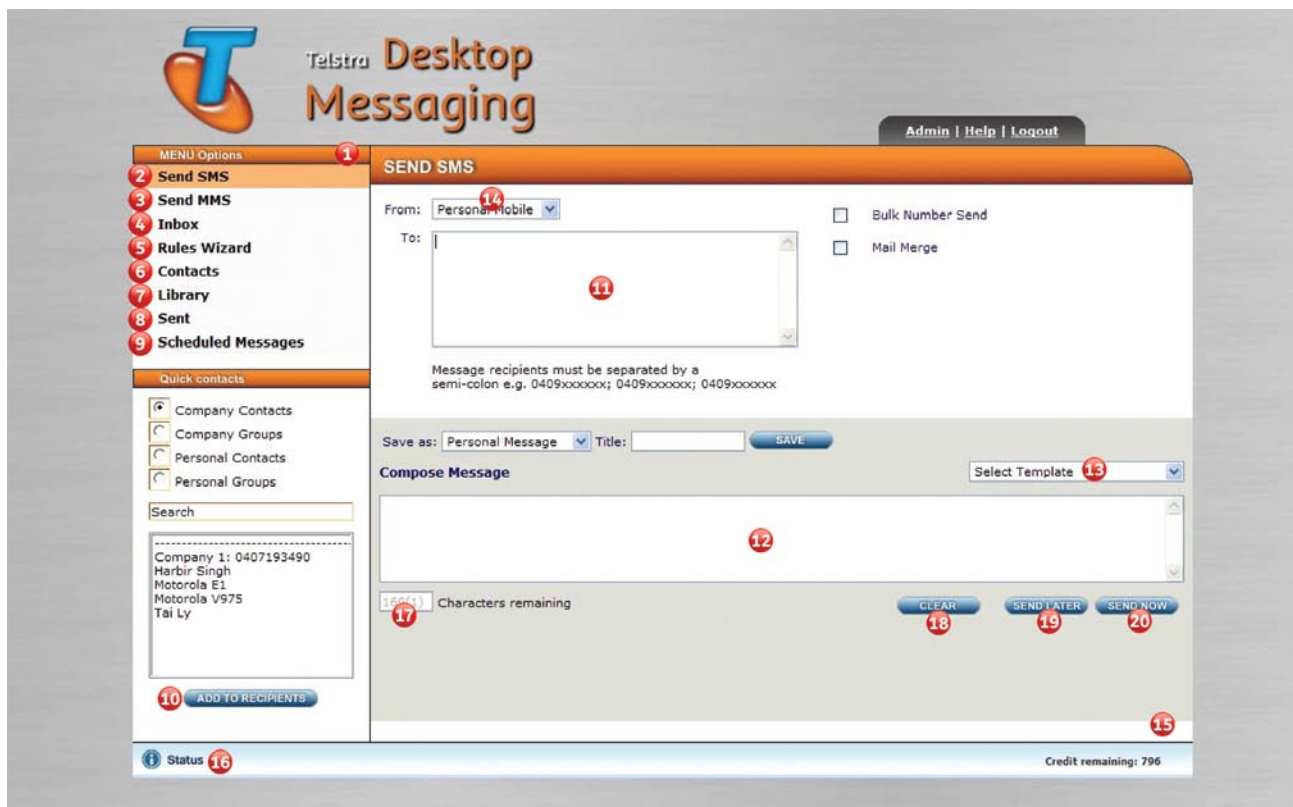


Figure 2.0: Default Send SMS Screen.

- 1 Menu Options:** The main items are displayed at the top left hand side of the screen.
- 2 Send SMS Menu Option:** Click to display corresponding screen: Address Book Send, Mail Meg Send, or Bulk Number Send for SMS messages.
- 3 Send MMS Menu Option:** Click to display corresponding screen: Address Book Send, Mail Meg Send, or Bulk Number Send for MMS messages.
- 4 Inbox Menu Option:** Preview all messages received in your Personal and Company Inboxes.
- 5 Rules Wizard Menu Option:** Create and manage Company Inbox message rules.
- 6 Contacts Menu Option:** Select from and manage the following address books: Company Contacts, Company Groups, Personal Contacts and Personal Groups.
- 7 Library Menu Option:** Manage message templates, saved messages and multimedia content.
- 8 Sent Menu Option:** View all messages sent and review their message status.
- 9 Scheduled Messages Menu Option:** View and manage all scheduled messages.
- 10 Add To Recipients Button:** Adds selected contacts to the recipient list.
- 11 To:** display all recipients of the message. Also use this field to enter recipients (mobile phone numbers) not included in any of the address books.
- 12 Compose Message:** The message text is entered here.
- 13 Message Template:** Instead of composing a new message from scratch, you can select a predefined template from the list of options from the Select Template drop-down list.
- 14 From:** Specify where replies to your SMS are to be sent. For example, company Inbox, by selecting an option from the drop-down next to the "From:" label.
- 15 Credit remaining:** Displays the number of message credits you have left for the month.
- 16 Status:** The Status link is located on the bottom left hand corner of the screen. The Status screen lists responses related to the actions you perform each time you use Telstra Desktop Messaging. For example: 'Message Successfully Scheduled' or 'Password Updated Successfully' etc.
- 17 Characters Remaining:** Displays number of characters remaining as you type.
- 18 Clear Button:** Clear all message and recipient details and start again.
- 19 Send Later Button:** Define the send schedule for the message (Note: the user account needs adequate permissions to use this feature).
- 20 Send Now Button:** Send the SMS message immediately.



Telstra Desktop Messaging is ideally suited to Internet Explorer. The desktop screen may vary when using other internet software.

2.4 Sending SMS/MMS Messages

From the Telstra Desktop Messaging application you can send SMS messages to any GSM 3G or Next G™ mobile phone capable of receiving SMS messages. An SMS is a text message made up of a maximum of 160 text characters, which can be sent to most mobile handsets. An MMS is a multimedia message, made up of combinations of text, image, audio and video content, which can be sent to most mobile handsets. From the Telstra Desktop Messaging application you can send MMS messages to any GSM 3G or Next G™ mobile phone capable of receiving MMS messages. Telstra Desktop Messaging messages are sent using the **Send SMS** Menu Option (Figure 2.0). This allows you to send:

- Single messages
- Mail merge messages
- Bulk messages.

The sending of MMS messages from Telstra Desktop Messaging is similar to the sending of SMS messages with the option of allowing you to include MMS. Select the **Send MMS** option from the drop down list of the default **Send SMS** screen.

Messages can be sent immediately or scheduled for sending later.



Sending of personal and individual SMS/MMS messages is dependent on the permissions granted by the Administrator.



Supported MMS content types are limited to the file formats listed. Please refer to Appendix 9 – Message Compatibility Class Restrictions for more information.

2.5 Message/Credit Limits

The Administrator has the option of limiting the number of message credits that can be used by a person or group. The number of remaining credits is indicated next to the **Credits remaining**: text at the bottom right hand side of all screens.

The number of **Credits remaining** is reduced by one for each SMS message sent. When using mail meg or a bulk message send for many recipients, the message limit is reduced by the total number of recipients to which it is sent. If there is no limit to the number of messages sent, the word **UNLIMITED** appears.



If a bulk mail or mail meg message is to be sent to, for example, 500 recipients, and you only have 200 message credits remaining, none of the messages will be sent.

2.6 Sending SMS and MMS Messages Using the Quick Contacts

When selecting recipients, you can select them from the Quick Contacts, Personal, Company Contacts or Groups or if they do not exist in the Quick Contacts, you can enter their mobile number directly in the **To:** edit box. MMS messages are sent using the **Send MMS** Menu Option screen.

2.6.1 Selecting Recipients From Quick Contacts

- To search for and select recipients from one of the Contacts or Groups lists, Select the **Send SMS** Menu Option. The **Send SMS** screen displays (see Figure 2.0).
- Select the required contacts or group radio button:
 - Company Contacts, Company Groups
 - Personal Contacts, Personal Groups
- The list of recipients in the selected Contact is displayed in the edit box below the **Search** field. Select a recipient from the list displayed below the **Search** field.



To select multiple individual recipients, press [Ctrl] then Left Mouse Click on the required contacts or groups. To select a block of recipients, press [Shift], then Left Mouse Click on the required group of contacts.

- If you need to search for a recipient in the address book list selected, type the first few letters of the name in the **Search** edit box, and select the required name from the list.
- Click on the **ADD TO RECIPIENTS** button to add the recipient(s). These are then displayed in the **To:** edit box. You can add contacts from more than one group for one SMS message. For example, you can choose to add recipients from the Company Contacts and Personal Contacts groups.



To add recipients from another group, select the required button, then select recipients from that group.

If a recipient is added accidentally, highlight the name in the **To:** edit box and press [Delete].

2.6.2 Entering Recipients Not In Quick Contacts

To enter a recipient that does not exist in one of the contacts or group lists: In the **To:** edit box, type the mobile phone number of the recipient(s) with no spaces separating, eg 0401689124 or 61401689124. If there is more than one, use a semi colon (;) to separate the numbers, eg 0411256897; 0402758345.

2.6.3 Composing the SMS/MMS Message

When composing a SMS/MMS, you can either compose a new message or use a pre-existing template.

- To compose a new SMS message, type the message in the **Compose Message** text box. There is a limit of 160 characters for a single SMS. The number of characters remaining is shown in the **Characters remaining** field. If you are sending a Long SMS, which allows more than one SMS message to be sent, then the characters remaining for each SMS message are displayed first, then in brackets () the number of SMS messages. The credit required to send a Long SMS is the number shown within the brackets.

- To compose a new MMS message, you will need to use the MMS Composer (Figure 2.1).
- To use an existing template, select a template from the **Select Template** drop-down list.
- If you wish to clear both the message and the recipient details, click the **CLEAR** button.
- In the **From:** drop-down list at the top of the **Send MMS** screen, select your desired option.
- To send the message immediately, click on the **SEND NOW** button.
- To send the message at a later date/time, click on the **SEND LATER** button and define the send schedule for the message (Refer to Section: 2.7. Scheduling Messages).

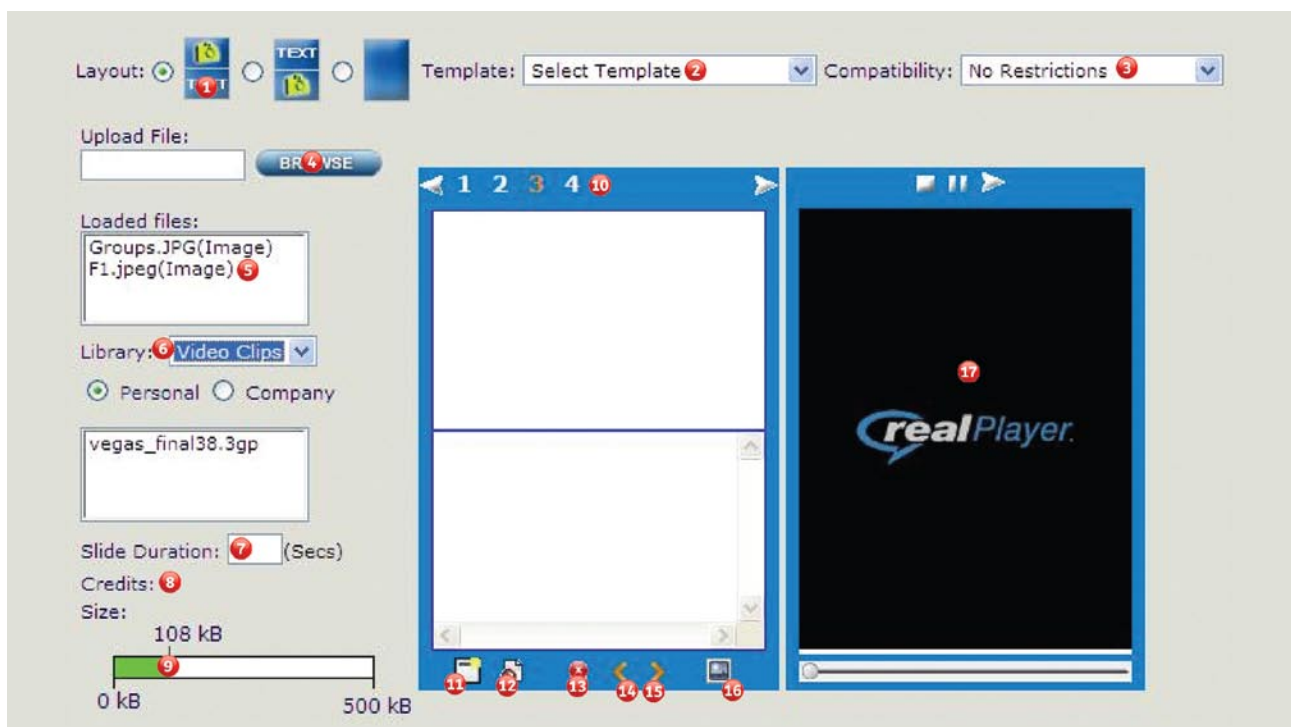


Figure 2.1: The Send MMS Composer and Previewer

- | | |
|--------------------------|----------------------------------|
| 1 Layout Option | 10 Active Slide Control |
| 2 Template | 11 Add New Slide |
| 3 Compatibility | 12 Remove Active Slide |
| 4 Upload File | 13 Remove Selected Media Element |
| 5 Loaded Files | 14 Move Back Active Slide |
| 6 Library | 15 Move Forward Active Slide |
| 7 Slide Duration | 16 Preview Message |
| 8 Credits | 17 Preview |
| 9 Message Size Indicator | |

2.6.4 Send MMS Screen Overview

When you login to Telstra Desktop Messaging, the **Send SMS** screen defaults, by clicking **Send MMS** Menu Options in the top left hand side navigation area the Send MMS screen is displayed. This is the main screen for sending MMS messages. It allows you to compose and send single messages to personal contacts and groups, company contacts and groups, and individual recipients not listed in any address books.

2.6.5 MMS Composer and Previewer Overview

The MMS Composer and Previewer areas are where you compose and Preview your MMS messages (Figure 2.1). The features and operation of the Composer and Previewer are described below.

Layout Options: Choose the content layout of all the MMS slides in the message. Check the radio button next to the layout required, either text below image (default), text above image or a single region slide (single region slide can only have text or an image).

Template: Select a predefined template from the list of options in the Select Template drop-down list. If the message body is one that is used regularly, it is more efficient to create a template which can be re-used. Refer to Section: 2.13.1 Managing Personal Templates for details on how to create templates.

Compatibility: Telstra Desktop Messaging is configured to accept content and create messages that will be able to be delivered to a range of handsets. Select a Handset Compatibility level from the list of options in the drop-down list. This is to assist in composing messages that are compatible with handset ranges.

Upload File: The **BROWSE** button allows the upload of multimedia content from your PC, or enter the directory and file name in the adjacent text box.

Loaded files: Files uploaded to the Composer are displayed here. The same content can be added to another slide by double-clicking on the file name in the Loaded files area.

Library: Search for multimedia content to add to the active Slide in the Composer screen. From the drop-down list select either the Images, Video Clips or Audio Clips option. Select the Company or Personal radio button. Content can be added to the active Slide by double-clicking on the file name in this area.

Slide Duration: The slide duration of the active Slide can be controlled by entry of the time duration in seconds in the adjacent text box. Note that Telstra Desktop Messaging automatically sets minimum slide time durations based on content that is loaded onto each slide, these minimums cannot be changed.


Credits: The number of message credits to send the currently composed message is displayed.


Message Size Indicator: The current size of the composed message is displayed in kB on this bar chart. The maximum size for the select compatibility is displayed on the bar chart.


Active Slide Control: The slide numbers of the composed message are displayed in this region of the Composer. The active slide number is displayed in the colour orange. Select the desired slide by clicking the number required or clicking the left or right arrow to move up or down a slide number.




Remember the active slide number is displayed in orange. The slide numbers or arrows at the top of the Composer can be clicked to easily access the desired slide.

Add new slide: Clicking this icon  adds selected a new blank slide to the Composer.


Remove active slide: Clicking this icon  deletes the active slide from the Composed MMS message.


Remove selected media element: By clicking on the media element on the current slide the area border in the Composer is highlighted red. On clicking this icon  the media in the selected area is removed. This can be done if you want to change the image, video or audio or text on the active slide.





Note: the Audio content area is the Audio icon  displayed in the top right hand corner of the active slide when audio content is attached to the slide. Clicking this icon will highlight its border red, thus selecting the audio content of the slide.





Click the media content first to highlight the area border first. When the content area border is highlighted red, click the icon  to remove the media content.

Move back active slide: Clicking this icon  moves the active slide down one position.

Move forward active slide: Clicking this icon  moves the active slide up one position.

Preview message: Clicking this icon  starts the Previewer playing the Composed MMS message.

Previewer: Telstra Desktop Messaging uses a real Player plug-in to preview MMS messages. The Previewer has its own Start , Pause  and Stop  control icons.



Telstra Desktop Messaging will prompt for the real Player plug-in to be downloaded and installed if it is not already present on the PC.



The Previewer also appears on other screens of Telstra Desktop Messaging.

2.6.6 Sending the Message

- To send the message immediately, click the **SEND NOW** button.
- To send the message at a later date/time, click on the **SEND LATER** button and define the send schedule for the message
- All messages that have been sent successfully are listed in the **Sent** Menu Option screen. Access the **Sent** screen from the Menu Options navigation area.

2.7 Scheduling Messages

Messages can be delivered at a specified future time. For example, deliver a message at 8am tomorrow morning to remind everybody in the Managers Group that there is a management meeting at 9am. To do this, the message can be created now and scheduled using the **SEND LATER** button on the **Send SMS** screen where the time for delivery is specified. Messages can be scheduled using the following options:

ONCE ONLY – message is scheduled for once-off delivery.

RECURRING – this feature enables repetitive message delivery at specified intervals such as daily, weekly, monthly or yearly. For example, send a message to the Managers Group at 8am every Monday morning to remind of their weekly 9am meeting.

2.7.1 Send Later – Once Only

- To schedule a message to be sent once only, click on the **SEND LATER** button after composing the message. The **ONCE** only scheduling options are displayed on the screen.
- From the **Start Date** calendar icon, click and select the date on which the message is to be delivered.
- If the message is to be sent in a future month, click on the > button from the calendar. If the message is to be sent in a future year click the >> button.
- From the **Time** drop-down lists enter the time the message is to be sent.
- To cancel message scheduling, click on the **CANCEL** button and the **SEND NOW** option will be displayed.
- Click the **OK** button to have the message sent at the scheduled date and time.

Once scheduled messages are created, they can be viewed on the **Scheduled Messages** screen.

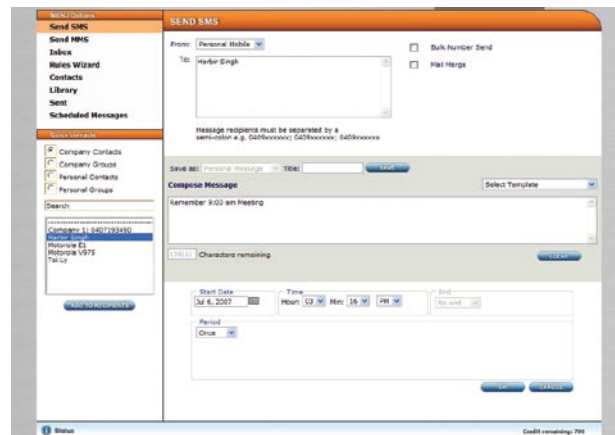


Figure 2.2: Once Only Scheduling options

2.7.2 Send Later – Recurring

- To schedule a message to be sent on a recurring basis click on the **SEND LATER** button after composing the message. The **ONCE** only screen is displayed by default.
- Click the drop-down list in the **Period** area. The recurring patterns are displayed.



The **Period** section of the screen changes depending on the recurrence pattern selected.

Set Recurrence Pattern

In the **Period** drop-down list select the desired time period:

- Daily
- Weekly
- Monthly
- Yearly

For example, if you selected **Daily**, the following **Period** options are displayed on the screen:

The daily recurrence pattern can be set to send:

- Every **X** number of days apart,
 - On **Weekdays** only, or
 - On **Weekends** only.
- Click on the relevant radio button to indicate the frequency required. If the message is to be sent, for example, every 3 days, enter the number in the **Every # day(s)** edit box.
 - Selecting the weekly recurrence pattern will enable you to send every X number of weeks apart. The option also exists to send the message more than once in a week.
 - Set the weekly frequency by typing the number in the **Every # week(s)** edit box. Check the box of the day(s) of the week on which the message is to be sent.
 - You can also select recurring scheduling options for monthly and yearly.

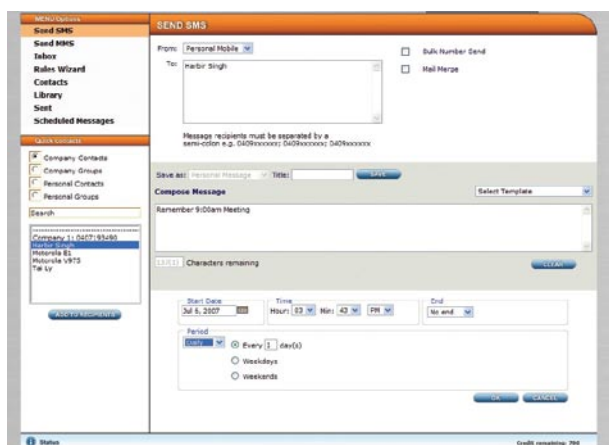


Figure 2.3: Recurring Screen – Daily

Set Range of Recurrence

1. Select the **Start Date** from the drop-down lists.
 - Define the **End** schedule of the message:
 - To schedule the message to continue indefinitely, select **No end** from the **End** drop-down list.
 - To terminate the message on a specific date, select **End on** from the **End** drop-down list. Click the calendar icon that appears and select the required date from the calendar.
 - To terminate the schedule after a specific number of times, select **End after** from the **End** drop-down list, then enter the number of times the message is to be sent in the **time(s)** edit box.
 - In the **Time** area, select the time of day the message is to be sent using the drop-down lists.
 - To cancel the Scheduling of the message, click the **CANCEL** button to see the **SEND NOW** option.
 - To Schedule the recurring message, click **OK**. The message(s) will be sent at the scheduled times.

Once scheduled messages are created, they can be viewed on the **Scheduled Messages** screen, click on the **Scheduled Messages** Menu Option.

2.8 Sending Bulk Number Messages

Use the bulk numbers feature to send messages to large groups of recipients who are not stored in Contacts lists. These messages differ from mail meg messages in that the content of each message is not personalised.

The details of these recipients might not be stored in the Contacts lists for various reasons; for example, these numbers may be stored on a central customer database. Bulk numbers are useful where the target list is regularly changing. Eg: monthly car insurance renewal customers.



Use of the Bulk Number feature is dependent on the permissions granted by the Administrator.



Read the terms and conditions of use carefully before sending any messages.

2.8.1 Bulk Number Send: Upload External File Method

- From the **Send SMS** menu, check the **Bulk Number Send** checkbox.
- Ensure the file you are loading numbers from has been saved as a CSV file. Refer Appendix 8 – Creating a CSV file for more information.
- Click on the **BROWSE** button to locate the CSV file. The **Choose file** window is displayed.
- Browse and select the CSV file you wish to import, then click the **Open** button. The file path is displayed in the edit box next to the **BROWSE** button.
- To compose a new message, type the message in the **Compose Message** text box. There is a limit of 160 characters for a single SMS. The number of characters remaining is shown in the **Characters remaining** field. Or for Long SMS the number of SMS messages and credits are shown in the brackets () after the remaining character count.
- To use an existing template, select a message template from the **Select Template** drop-down list, and edit the template (if required) in the **Compose Message** text box. If the message body is one that is used regularly, you may wish to use a message template. Refer to Section
- To clear the message, click the **CLEAR** button.
- In the **From:** drop-down list, select the desired option if different from the default.
- To send the message immediately, click the **SEND NOW** button. If there are any errors, the following message will display: 'An error has occurred during message submission, click **OK** for details'
- If there are errors, click **OK** in the message box. The **STATUS** screen displays.
- Check the error messages.
- If required, make amendments to the mobile phone numbers and re-upload the CSV file.
- To send the message at a later date/time, click the **SEND LATER** button and define the send schedule.

To check the number of messages that were sent successfully, you can:

- Click the **Status** link in the bottom left hand side of the screen and consult the **STATUS** screen
- Click the **Sent** Menu Option for viewing the sent messages. Refer to Section: 2.6.6 Sending the Message

2.8.2 Sending Mail Merge Messages

The mail merge feature performs in much the same way as the mail merge facility in a word processor in that each message is personalised for each recipient. Refer to Section: 2.9 Sending Bulk Number Messages.

2.9 Mail Merge Messages

The mail merge feature performs in much the same way as the mail merge facility in a word processor, in that each message is personalised for each recipient. The details of these recipients are not usually stored in the Contacts lists because they change on a regular basis.

A CSV (comma separated values) file, containing a list of the recipients' mobile numbers, names, and other information that is specific to each recipient, is imported. Refer to Appendix 8 – Creating a CSV File.

Creating a mail merge send SMS consists of the following steps:

- Importing the recipients
- Composing the message
- Checking and correcting the mail merge send report for any errors
- Sending the SMS.



Use of the Mail Merge feature is dependent on the permissions granted by the Administrator.



Review the terms and conditions of use before sending any messages.

2.9.1 Importing the Recipients

- From the **Send SMS** menu, check the **Mail Merge** checkbox to display the **Mail Merge send** options.
- To locate the CSV file, click the **BROWSE** button. The **Choose file** window is displayed. Select the CSV file to import and click the **Open** button. The file path is displayed in the edit box next to **BROWSE**.
- Compose the message.

2.9.2 Composing the Message

- In the **Which field is the mobile number in?** edit box, enter the number of the column (in the CSV file) in which the mobile number is stored. eg If the mobile number appears in column 1 (or column A), the field value = 1.
- In the **From:** drop-down list, select where you wish replies to be sent (eg Company Inbox) if different from the default.
- To compose the message from scratch, type the details in the **Compose Message** text area. Where details are to be inserted from the CSV file, use the following mail merge field format: [#] ('#' indicates the column number from the file).
- There is a limit of 160 characters for a single SMS. The number of characters remaining is shown in the **Characters remaining** field. Or for Long SMS the number of SMS messages and credits are shown in the brackets () after the remaining character count.
- To use an existing template, select a message template from the **Select Template** drop-down list, and edit the template (if required) in the **Compose Message** text box.
- To clear the message, click on the **CLEAR** button, and re-start composing your message.
- Proceed to the the next step.

2.9.3 Mail Merge Preview

- To check the **Mail Merge** message and correct any errors, click on the **PREVIEW** button.
- If there are any errors, click **CLOSE** in the Mail Merge preview screen to return to the **Send SMS** screen and fix the message or open the CSV file containing the imported information and check that the columns containing the information being merged are correctly referenced in the composed message.
- Ensure that the mobile phone numbers are formatted correctly, eg ensure that:
 - There are no spaces between any of the digits.
 - There are no dashes (-) separating the digits.
 - The number is the correct length, ie 10 digits.
 - The fields are formatted as text and that each number begins with a '0'.
- Save the CSV file with the changes. In Telstra Desktop Messaging, upload the CSV file again, and click on the **PREVIEW** button. If there are no errors, continue to sending the message.



The MAIL MERGE Preview screen does not indicate if any of the messages exceed 160 characters, or the Long SMS character limit once merged. It's important that when composing the message body, the maximum length of each column being imported is considered.



The mobile number is not included as part of the message body and does not need to be considered within the message character limit.



Failure to send all merged messages could be the result of insufficient message credits. ie: Sending mail merge messages to 100 recipients requires at least 100 available message credits.

- To send the message immediately, click the **SEND NOW** button.
- To send the message at a later date/time, click the **SEND LATER** button and define the send schedule for the message.

Note: Any changes you make to the CSV file after scheduling the message will not be used.

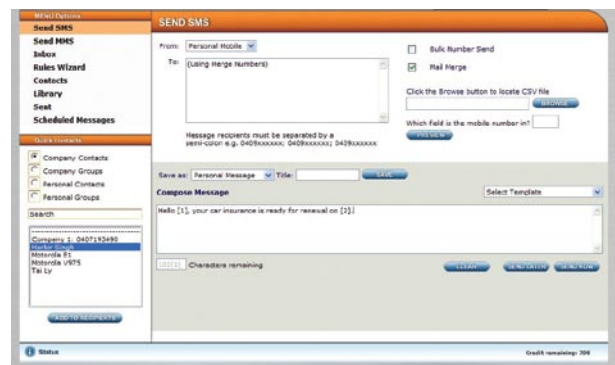


Figure 2.4: Mail Merge Sending Screen

2.10 Using Inbox

The **Inbox** Menu Option screen allows you to:

- Query and view messages that have been sent to the Company or Personal Inboxes.
- Export, delete, reply to and forward messages from the inboxes.



The permissions granted by the Administrator will determine whether you can view, add, edit or delete the Company Inbox Rules.

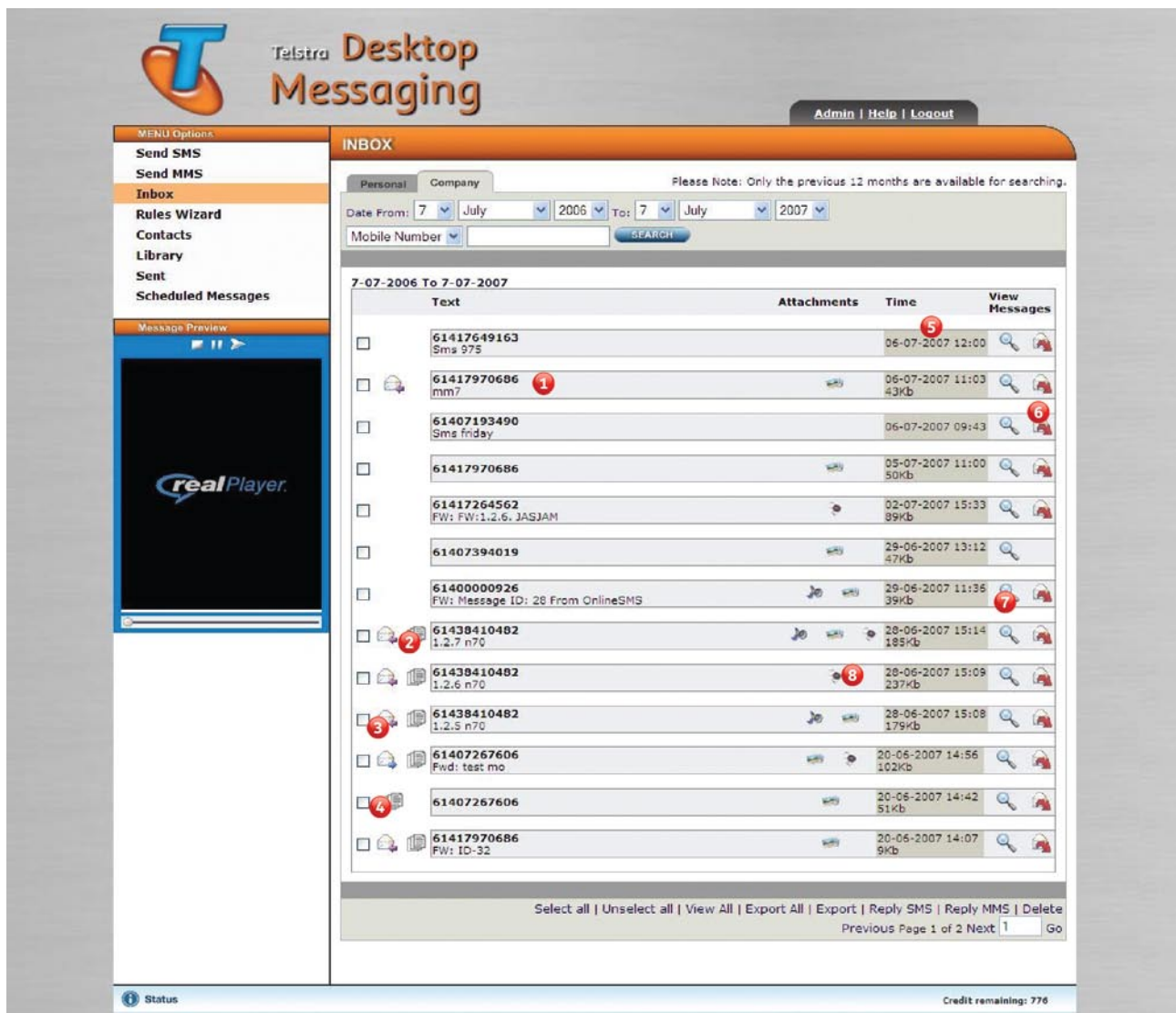


Figure 2.5: Inbox Screen

The inbox screen has the following components:

- 1 **Message Text:** Here you can see the Sender's mobile number and for a SMS message the start of the message text, for a MMS the Subject text of the message.
- 2 **Read Status:** For Inbox messages that you have previewed the Read Status indicator is displayed.
- 3 **Reply Status:** For Inbox messages that you have replied to the Reply Status indicator is displayed.
- 4 **Forward Status:** Inbox messages that have been forwarded will display the Forward Status indicator .
- 5 **Time/MMS Size:** Displays the date and time the message arrived in the Inbox and also the message size in Kb is displayed for MMS messages.
- 6 **Forward button:** For Inbox messages that can be forwarded the Forward button is displayed.
- 7 **Preview button:** To preview an Inbox message click the Preview button . The message is displayed in the Message Preview area of the screen.

- 8 **Attachment indicator(s):** For MMS messages that contain multimedia content the following indicators are displayed, images , video , audio .

2.10.1 Viewing All Messages

- To view all messages in the Company or Personal Inbox, click the **Inbox** Menu option in the navigation area. The **Company Inbox** screen is displayed by default (Figure 2.5). Messages in the inbox are displayed in the order in which they were received, with the most recent at the top. Only 100 messages can be displayed per page. To view messages in the personal inbox, click on the **Personal** tab.
- If all messages in the inbox are not displayed, click the **View all** link at the bottom of the screen.
- Use the **Previous**, **Next** and **Go** buttons to navigate multiple pages of results if required.


2.10.2 Exporting Messages

- To export messages from the Company or Personal Inbox, first display the message(s) you wish to export.
 - To export all the messages displayed, click on the **Export all** link at the bottom of the screen.
 - To export specific messages, select the required messages by checking the box next to the message and click the **Export** link at the bottom of the screen. The **File Download** dialog box is displayed.
- Click on the **Save** button. The **Save As** dialog box is displayed.
- Give the file a unique name, and save it to an appropriate drive and folder. The **Download Complete** dialog box is displayed. The selected messages are exported in CSV (ie tab delimited text) form and the file is saved as a text file. Refer Appendix 8 – Creating a CSV file.
- Click on the **Close** button to close the Download Complete dialog box.


2.10.3 Replying to Messages

- To reply to messages in the Company or Personal Inbox, display the message(s) you wish to reply to.
- Select the messages you wish to **reply to**:
- To select all the messages, click the **Select all** link at the bottom of the **Inbox** screen.
 - To select specific messages, check the box next to the required message.
 - You can use the **Unselect all** link at the bottom of the screen to deselect all the messages if required.
 - Click the **Reply SMS** or **Reply MMS** link at the bottom of the **Inbox** screen.
- The **Send SMS** or **Send MMS** screen is displayed with the **To:** field populated with the mobile phone numbers of the person who sent the message(s).
- Compose and send the message.

2.10.4 Forwarding Messages

- To forward a message in the Company or Personal Inbox to recipients, display the message to reply to.
- Click the Forward Icon  at the far right hand side of the SMS or MMS message in the **Inbox**.



Note that for some MMS messages in the Inbox Telstra Desktop Messaging may not be able to forward the message due to the format of the message received from the originating handset. In these cases the Forward Icon  is not displayed next to the message in the **Inbox**.

The **Send SMS** or **Send MMS** screens, depending on the message type, will be displayed with the content of the message in the compose area of these screens.



MMS messages displayed may not always appear the same when displayed on a handset as a result of different handset manufacturers submitting MMS messages in different formats.

2.11 Using the Rules Wizard

The Rules Wizard feature of Telstra Desktop Messaging allows you to configure actions you want to perform when you receive a message sent to the Company Inbox. The Rules created describe the Actions to be carried out when certain message conditions are met by an incoming message to the Company.

The **Rules Wizard** Menu Options screen allows you to:

- View and manage all existing Company Inbox Rules.
- View messages captured by each Company Inbox Rules.
- Edit, Reset and Delete Company Inbox Rules.
- Create new Company Inbox Rules.
- Test the Company Inbox Rules.



The permissions granted to you by the Administrator will determine whether you can view, add, edit or delete the Company Inbox Rules.

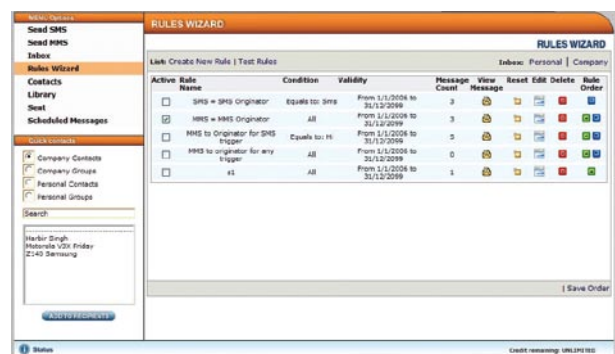


Figure 2.6: Rules Wizard Screen

View and manage existing Company Inbox Rules

To view and manage existing Company Inbox Rules, click the **Rules Wizard** Menu Option from the navigation area. The **Rules Wizard** screen is displayed (Figure 2.6).

The **Rules Wizard** shows the list of all current rules and a summary of their details. The rules appear in the order of their priority from highest to lowest. When a message is received the process of checking the rules for a match begins. This process is based on priority. The rule with the highest priority is the first rule that the message is evaluated against. If the message does not match the rule, then the message is evaluated against the rule with second highest priority, and so on. The lower priority rules are not processed.

When a new rule is created, it will have the lowest priority. It will display at the bottom of the list. To raise the priority of the rule, click the **Up arrow** icon

Terms used for the Company Inbox rules include:

- **Active** – Indicates via the checkbox if you want the rule to be active or not.
- **Rule Name** – Indicates the unique rule name used by your company.
- **Condition** – Indicates the conditions the message must meet in order for the rule to be applied.
- **Validity** – Indicates the validity time of the rule (the time that the rule is in effect).
- **Message Count** – Indicates the number of messages that have matched this rule.
- **View Message** – Click the **View message** icon to view the messages captured by the rule.
- **Reset** – Click the **Reset** icon to reset the message count to zero for the rule.
- **Edit** – Click the **Edit** icon to edit the existing rule.
- **Delete** – Click the **Delete** icon to delete the existing rule.
- **Rule Order** – Click the **Up arrow** icon to move the rule up the priority list, or click the **Down arrow** icon to move the rule down the priority list.
- **Save Order** – after changing the rule order click the **Save Order** link at the bottom of the screen to save the changed rules priority.

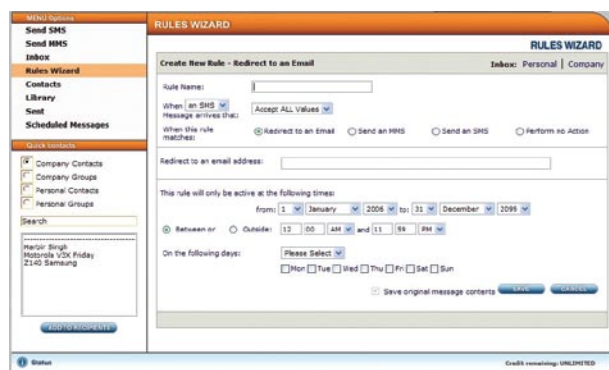


Figure 2.7: Create New Rule – Redirect to an Email

Create new Company Inbox Rules

To create a new Company Inbox Rules, click the **Rules Wizard** Menu Option from the navigation area.

The **Rules Wizard** screen is displayed (Figure 2.7). Click the **Create New Rule** link at the top of the screen. The **Rules Wizard, Create New Rule – Redirect to an Email** screen is displayed by default (Figure 2.8).

- Enter the rule name in the text box. This name must be unique and can only be used once in your list.
- Select the conditions that are used to trigger the rule:
- From the **When** drop-down menu select **an SMS**, **an MMS** or **any** if you want both SMS and MMS incoming messages to trigger the rule.

- If you select an **MMS** or **any**, additional conditions are displayed relating to incoming MMS messages.
- Check the checkbox next to the option if you want to apply these to an incoming MMS messages.

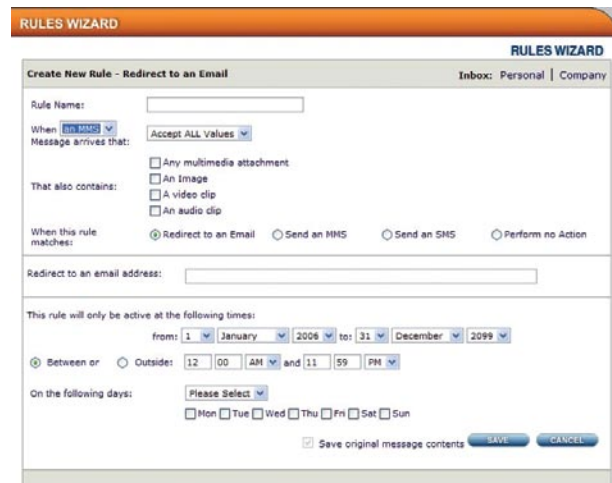


Figure 2.8: Create New Rule – Redirect to an Email, MMS trigger

From the drop-down menu (Figure 2.7), displaying **Accept ALL Values**, you can select conditions to apply to the text of incoming SMS messages and to the text of the 1st slide of incoming MMS messages. The message text comparison values must be one of the following:

- **Accept ALL Values** – Accepts all text messages
- **is EQUALS** – Accepts text exactly matching the text entered into the adjacent text box
- **is LESS THAN** – Accepts text alphabetically less than the entered value in the adjacent text box (numeric comparison if value is numeric)
- **is GREATER THAN** – Accepts text alphabetically greater than the entered value in the adjacent text box (numeric comparison if value is numeric)
- **CONTAINS** – Accepts text containing the text entered into the adjacent text box
- **START with** – Accepts text starting with the text entered into the adjacent text box
- **is BETWEEN** – Accepts text alphabetically between the text values entered into the adjacent **From:** and **to:** text boxes (numeric comparison if value is numeric).

Note: the message text comparison is not case sensitive.

- Select the action you want to perform when the rule is triggered by an incoming message.
- **Redirect to an Email** – Sends the incoming message to a valid e-mail address entered into the **Redirect to an email address** text box (default action option).

- **Send an MMS** – Sends a single slide MMS message as composed. Compose the single slide MMS as required. Check the checkbox, **Send message to message originator** to send the composed MMS to the sender of the message that triggered the rule.
- **Send an SMS** – Sends a SMS message as composed. Compose the SMS as required. Check the checkbox.
- **Send message to message originator** to send the composed SMS to the sender of the message that triggered the rule.

i Sent items generated from any Rules will not appear in the sent items folder. To view the number of messages sent, contact the Systems Administrator for a Report.

- **Perform no action** – Performs no action, other than saving the incoming message in the Rule View message log.
- The text content of the SMS or MMS that is sent as a result of processing a rule can contain the following placeholders that will be substituted with actual values (in other words, the fields are dynamic) at the time the message is sent:

[n] – Where n is a number. This represents the place a word occupies in the incoming message. For example, if the value in the field is [1] and the incoming message is Vote Paul, then [1] is replaced with Vote. If the value in the field is [2], then [2] is replaced with Paul.

[number] – The MSISDN of the inbound message

[name] – The name of the sender of the inbound message if the sender's mobile exists in your Company Address Book

[namenumber] – The same as [name] unless the name cannot be determined, in which case it will be the same as [number].

[date] – The date the message arrived – (in the dd/mm/yyyy format)

[time] – The time the message arrived (in the hh:mm:ss, 24-hour clock format)

To specify the validity time of a rule, follow these steps:

- Use the drop-down lists provided to select or change the dates of the rule's validity time. The rule will take effect on the **from** date selected and stop processing on the **to** date selected.
- Specify the validity time frame of the rule by selecting the start and end time (in hours and minutes) from the drop-down lists. Indicate whether the rule is to be applied **Between** or **Outside** of this time frame by checking the appropriate option.

To specify the days of the week of the rule's validity time, you have several options:

- To specify a specific day of the week, use the check boxes provided to indicate the days. For example, if the rule must be applied on Mondays and Wednesdays, check the boxes for those days.
- To indicate that the rule to be valid every day of the week, select **Every Day** from the drop-down menu.
- To indicate that the rule to be valid from Monday to Friday, select **Weekdays**.
- To indicate that the rule to be valid only on weekends, select **Weekends**.
- To save the rule, click **SAVE**.

▶ If you have permissions to send LongSMS messages the number of SMS messages is displayed in the brackets () next to the characters remaining count.

2.11.1 Test the Company Inbox Rules

- To test the operation of the Company Inbox Rules with a simulated incoming Company Inbox message, click the **Rules Wizard** Menu Option from the navigation area. From the **Rules Wizard** screen, click the **Test Rules** link. The **Rules Wizard Test Messages** screen is displayed, incoming SMS is the default.
- Select the Message Type from the drop-down list, an SMS or an MMS. If you chose **an MMS Message Type** check the check boxes relating to the attached multimedia content.
- Use the **Date Received** drop-down menus to select the date of the incoming message.
- Use the **Time Received** drop-down menus to select the time of the incoming message.
- Enter a test message in the **Message Text** text box.
- To test the rules, click the **TEST** button. The test results are displayed, indicating the rule that matched the incoming message or that no matches were triggered.
- If you check the **Detailed Results** checkbox a full listing of the Rules evaluation is displayed, indicating why rules failed to match prior to a matching rule being triggered. (Figure 2.9.)

Rule	Results
SMS = SMS Originator	NOT MATCHED applying EQUALS
MMS = MMS Originator	NOT MATCHED Invalid message type: SMS expected: MMS
MMS to Originator for SMS trigger	NOT MATCHED applying EQUALS
MMS to originator for any trigger	MATCHED applying ALL Comparison Sending MMS message: 'MMS to originator for any trigger'

Figure 2.9: Test Messages detailed results screen

2.11.2 Edit and Reset Company Inbox Rules

- Click the **Rules Wizard** Menu Option from the navigation area. The **Rules Wizard** screen is displayed.
- From the Rules list, click the Edit icon at the right of the Rule you want to modify. The appropriate **Create New Rules** screen is displayed.



If you edit a rule, the rule will be reset and its count will be zero (0) on the **Rule List** page. All messages in the **View message** log for the Rule will be deleted.



Remember to Export the messages from the **View message** log before performing the edit if you want to retain these messages.

- Make the necessary modifications.
- Click on the **CANCEL** button and you'll be returned to the **Rules Wizard** screen.
- When complete, click on the **SAVE** button to save the modifications.

2.11.3 View messages captured by each Company Inbox Rule

- To view the messages that have been captured by a Company Inbox rule, click the **Rules Wizard** Menu Option from the navigation area. The **Rules Wizard** screen is displayed (Figure 2.6).
- From the Rules list, click the **View message** icon at the right of the Rule. The **View Messages List** screen is displayed (Figure 2.11).

Date	Time	From	Type	Text	Content
12/07/2007	09:35 AM	61407193490	MMS	Tje juja	
12/07/2007	09:34 AM	61407267606	MMS	Mietw	
12/07/2007	09:17 AM	61407267606	MMS	jpeg text	

Figure 2.11: View Messages List screen

From the **View messages** screen you have the option to Delete messages, Reply with a SMS, reply with a MMS or Export the messages to a file. For MMS messages with multimedia content attachments, a content icon is displayed next to the message. To preview the content, click the content icon to open the attachment on your PC or Laptop.

Exporting Messages

To export messages from the View Messages List:

- Check the checkbox next to the message(s) you want to Export. There is also a **Select all** link at the bottom of the screen to select all messages.

- Click the **Export** link at the bottom of the screen. The **File Download** dialog box is displayed.
- Click the **Save** button. The **Save As** dialog box is displayed.
- Give the file a unique name and save it. The **Download Complete** dialog box is displayed. The selected messages are exported as a ZIP file.
- Click on the **Close** button to close the Download Complete dialog box.



If you edit a rule, the rule will be reset and its count will be zero (0) on the **Rule List** page. All messages in the **View message** log for the Rule will be deleted.



Remember to Export the messages from the **View message** log before performing the edit if you want to retain these messages.

Replying to Messages

- To reply to messages in the View Messages List, check the checkbox next to the message(s) you want to reply to. There is also a **Select all** link at the bottom of the screen to select all messages.
- Click the **Reply SMS** or **Reply MMS** link at the bottom of the Inbox screen.
- The **Send SMS** or **Send MMS** screen is displayed with the **To:** field populated with the mobile phone numbers of the person who sent the message(s).
- Compose and send the message.

Deleting Messages

- To delete messages in the View Messages List, check the checkbox next to the message(s) you want to delete. There is also a **Select all** link at the bottom of the screen to select all messages.
- Click the **Delete** link at the bottom of the Inbox screen. A confirmation message displays.
- Click **OK** if you want to permanently delete the message.
- Click **Cancel** if you want to retain the message. From this page you also have links at the top of the screen to **Rules List** screen and links to the Company Inbox and Personal Inbox.



If you delete, edit or reset a rule all messages in the **View message** log for the Rule will be deleted.



Remember to Export the messages from the **View message** log to retain these messages.

2.11.4 Deleting Company Inbox Rules

- Click the **Rules Wizard** Menu Option from the navigation area. The **Rules Wizard** screen is displayed.
- From the Rules list, click the Delete icon at the right of the Rule you want to delete. A confirmation message box displays.



If you delete a rule all messages in the **View message** log for the Rule will be deleted.



Remember to Export the messages from the **View message** log before performing the delete if you want to retain these messages.

- Click **OK** to delete the Rule permanently.

2.12 Managing Contacts Lists

Contact details such as names, mobile numbers and email addresses can be stored in your Contacts lists.

The **Contacts** Menu Option screen allows the following:

- Search for existing contacts
- Modify or delete contacts
- Add contacts to groups
- Import lists of contacts from a file
- Create, modify and delete contact groups.



The ability to add, edit, and delete contacts and groups is dependent on the permissions granted to you by the administrator. Most users will only have permission to add, modify and delete contacts from their Personal Contacts only.



Personal contact details are visible only to the person who created them.

2.12.1 Finding Contacts

There are two methods of searching for contacts:

- Quick search using the Quick contacts
 - A more detailed search using the **Search** options in the **Contacts** Menu Options screen.
- To find a contact, select the **Contacts** Menu Option. The **Contacts** screen is displayed.

- To perform a quick search, using the Quick contacts, select the required contacts or group radio button:
 - Company Contacts, Company Groups, Personal Contacts, Personal Group. The list of recipients in the selected Contact is displayed in the edit box below the **Search** field.
 - Select a recipient from the list displayed below the **Search** field.



To select multiple individual recipients, press [Ctrl] then Left Mouse Click on the required contacts or groups. To select a block of recipients, press [Shift], then Left Mouse Click on the required group of contacts.

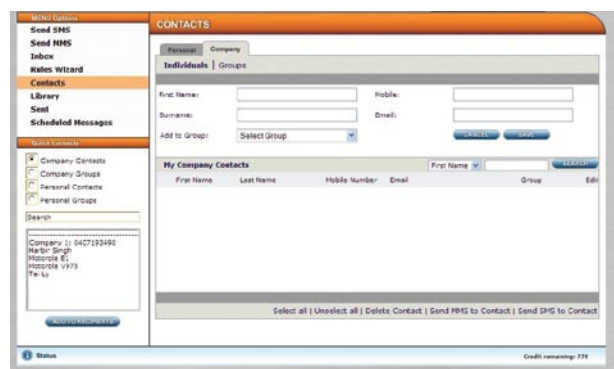


Figure 2.12: Contacts Menu Option screen

- If you need to search for a recipient in the address book list selected, type the first few letters of the name in the **Search** edit box, and select the required name from the list.

To perform a more detailed search:

- From the **My Company Contacts** select from the drop-down list the field to search:
 - First name, Surname, Mobile, Email
 - Enter text or numbers in the adjacent text box, and click the **SEARCH** button.

2.12.2 Modifying Contacts

- To modify a personal contact's details, search for the contact.
- Click the Edit icon to the right of the contact you wish to modify. The Contact's details are populated in the top of the **Contacts** screen.
- Make the required modifications and click on the **SAVE** button. A message stating that the contact's details have been successfully updated is displayed.
- Click **OK** to close the message box.

2.12.3 Deleting Personal Contacts

- To delete a contact from the address book, search for the contact.
- Check the checkbox(s) to the left of the Contact(s) you wish to delete.
- Click the **Delete Contact** link at the bottom of the screen. A confirmation dialog box is displayed.
- If you do not wish to proceed with the deletion, click **CANCEL** to retain the contact.
- Click **OK** to delete the contact.
- Click **OK** to close the message box.

2.12.4 Adding Contacts

Add both company and personal contacts using the **Contacts** Menu Option screen. You can add details such as the first name, surname, mobile number and email address of a contact.

- Select the **Contacts** Menu Option.
- Select the **Personal** tab to add a Personal Contact.
- Complete the following details: First Name, Surname, Mobile Number, Email (Optional).
- To add the contact to a group other than the default, select the required group from the **Add to group** drop-down list.
- Click the **SAVE** button. A message stating that the contact has been successfully added to the address book (or group nominated by you) is displayed.
- Click **OK** to close the message box.



If there are no contact groups, the new contact can be added to a group on the Modify Personal Groups screen at a later stage. Refer to Section:

2.12.5 Importing Contacts

Importing contacts is a timesaving method of adding company and personal contacts to Groups. The contact details must be imported from a CSV file. Refer to Appendix 8 – Creating a CSV file.



The CSV file must contain the following fields in the following order: first name, surname, and mobile number. An email address is optional.

To import contact Group details; from the **Contacts** Menu Option screen, select the Personal or Company tab, then click the **Groups** link. The **Contacts Groups** screen is displayed.

- Click on the **BROWSE** button to locate the CSV file. The **Choose file** window is displayed.

- Browse and select the CSV file you wish to import, then click the **Open** button. The file path is displayed in the edit box next to the **BROWSE** button.
- To select a group other than the default, select a group from the **Select a group to add contacts to:** drop-down list.



Because imported contacts are only added to the selected contact group, it is recommended to add all imported contacts to the Default group. You can use the Modify Personal Groups screen later to move the contacts into groups. Refer to Section: 2.12.6 Modifying Recipient Groups.

- To import the CSV file and populate the contact address book, click on the **LOAD** button. A screen displays whether the contacts have been added successfully or not.
- To correct any errors or make changes, be sure to modify the CSV file and load the file again.

2.12.6 Modifying Recipient Groups

Message recipient groups are useful when sending the same message to a group. Each person can belong to more than one group. Personal Recipient groups are only visible to the user who created them.

2.12.7 Creating a New Group and Adding Contacts

- From the **Contacts** Menu Option screen, select the Personal or Company tab, click the **Groups** link.
- In the **New Group** edit box, enter the name of the new group, and click on the **SAVE** button. The new group's name is now available in the **Group** drop-down lists.
- Select Group to be modified from the **Group Name** drop-down list. The groups are listed alphabetically and the first group in the list is displayed by default. Select the new Group name just created.

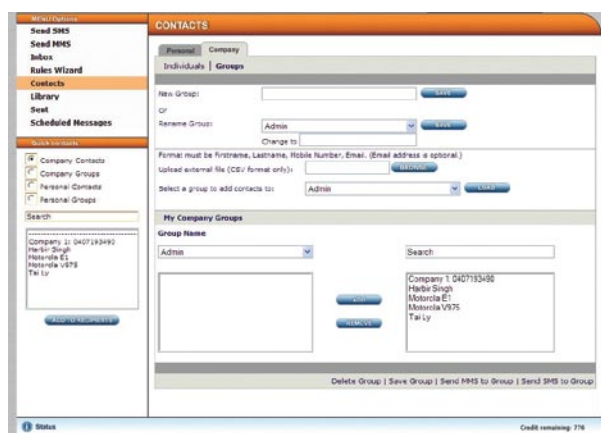


Figure 2.13: Contacts Groups Screen

- From the **Contacts** list on the right hand side select the Contacts you want to add to the Group.



Multiple recipients can be selected by using the [Ctrl] + Left Mouse Click for individual selections, or the [Shift] + Left Mouse Click for a block selection.



If the list of available contacts is long and the contact required is listed towards the bottom, search for the contact by entering the contact name in the Search edit box.

- Once group members have been added, click on the **Save Group** link at the bottom of the screen.
- A confirmation message is displayed that the Contacts have been added to the Group.
- To add more contacts later, select the group from the **Group Name** drop-down list, and select the contact(s) from the Recipients list on the right hand side and click the **ADD** button.
- When finished, click the **Save Group** link at the bottom of the screen.

Renaming Groups

- From the **Contacts** Menu Option screen, select the group in the **Rename Group** drop-down list.
- Enter the new name in the **Change to** edit box.
- Click the **SAVE** button. The group is renamed.

Removing Contacts From Groups

- From the **My Company Groups** section, select **Group** to be modified from the **Group Name** drop-down list. The groups are listed alphabetically in the **Group Name** drop-down list and the first group in the list is displayed by default. Nothing will be displayed if there are no groups in the Contacts Groups list.
- To remove contacts, select the contact(s) from the left hand side Recipients list and click **REMOVE**.
- When finished removing contacts, click the **Save Group** link.

Deleting a Group

- From the **Contacts** Menu Option screen, select the **Personal** or **Company** tab and click the **Groups** link.
- From the **My Company Groups** section of the screen, select the **Group** to be deleted from the **Group Name** drop-down list. The groups are listed alphabetically in the **Group Name** drop-down list and the first group in the list is displayed by default. Select the new Group name just created.
- Click on the **Delete Group** link at the bottom of the screen. A confirmation message box displays.
- To permanently delete the group, click **OK**. The contact group is deleted from the **Contacts Group** list. However, the contacts who were members of this group are not deleted from the Contacts lists.
- Click **OK** to close the message box.

2.13 Using the Library

The **Library** Menu Options screen allows you to:

- Create new SMS and MMS templates and modify existing Personal templates (Refer to Section).
- View and modify saved messages.
- View and add multimedia content for use when composing MMS messages.



The permissions granted to you by the Administrator will determine whether you can add, edit or delete Personal templates.



You can also save messages composed in the Send SMS or Send MMS screens as templates by choosing the Save as drop-down Template option(s) on these screens.

2.13.1 Managing Personal Templates

Templates offer a time saving method of sending the same message on a regular basis. You can modify personal templates, provided you have the permission required.

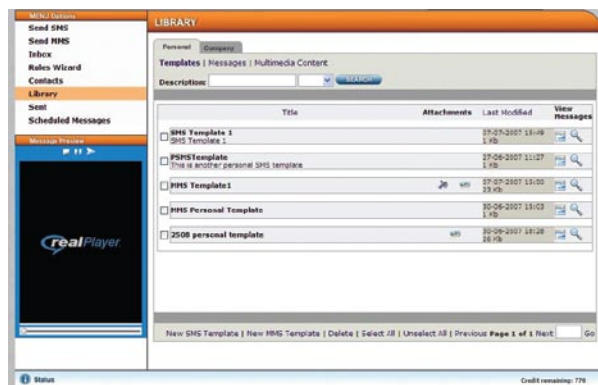


Figure 2.14: Personal Templates Screen

Creating New Personal Templates

- From the **Library** Menu Options screen, select the **Personal** or **Company** tab and click the **Templates** link. The Personal or Company templates screen is displayed (Figure 2.14).
- Select the **New SMS Template** or **New MMS Template** link at the bottom of the screen.
- Either the **SMS Template creation** screen or the **MMS Template creation** screen is displayed.
- Enter a title for the template in the **Title:** text area.
- Select an existing template from the **Select Template** drop-down list or compose your own message in the **Compose Message** text area.



Remember messages have a limit of 160 characters for a single SMS. If you have permissions to send LongSMS messages the number of SMS messages is displayed in the brackets () next to the characters remaining count.

- To clear all text in the text area, click the **CLEAR** button.
- When you have completed your template, click on the **SAVE** button to save it.
- Click the **BACK** button to return to the Templates list to choose a different template.
- Enter a title for the template in the **Title:** text area.

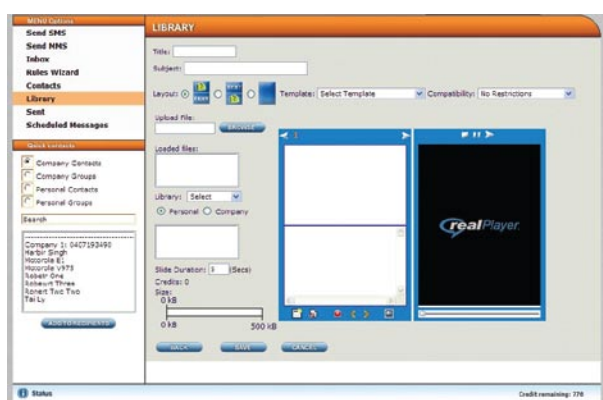


Figure 2.15: MMS Template Creation Screen

Modifying Existing Templates

- From the **Library** Menu Options, select the **Personal** or **Company** tab and click the **Templates** link.
- The Personal or Company templates screen is displayed. Select the **Modify Existing** button.
- From the Template list, click the Edit icon at the right of the template to modify.
- The **SMS Template creation** or **MMS Template creation** screen is displayed with the selected template.
- Make necessary modifications.
- To clear all content in the template, click on the **CLEAR** button.
- When complete, click on the **SAVE** button to save the modifications.

Deleting Templates

- From the **Library** Menu Options screen, select the **Personal** or **Company** tab and click on **Templates**.
- The **Personal** or **Company** templates screen is displayed.
- Check the Checkbox at the left of the Template(s) you want to delete.
- Click on the **Delete** link at the bottom of the screen.
- Click **OK** to delete the template(s) permanently.

2.13.2 Managing Personal Messages

The **Library** Menu Options screen allows you to view and edit your stored messages saved from the **Send SMS** or **Send MMS** screens. During the composing of messages you have the option to save the message as a **Personal message** or **Company message** from the **Save as** drop-down list on these screens.



The permissions granted to you by the Administrator will determine whether you can add, edit or delete Personal or Company messages.

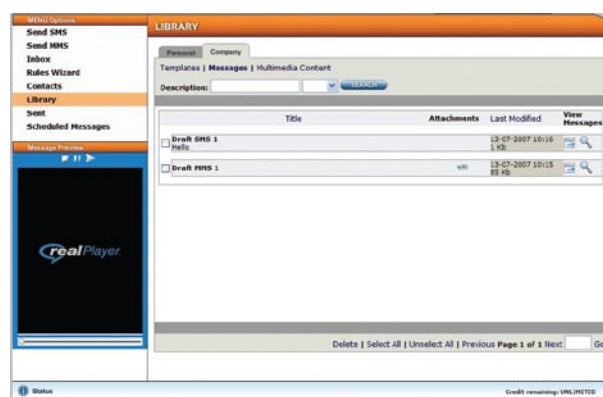


Figure 2.16: Messages Screen

Viewing Personal Messages

From the **Library** Menu Options screen, select the **Personal** or **Company** tab and click the **Messages** link. The **Personal** or **Company** messages screen is displayed.

- Click the preview icon to the right of the Message you want to preview.
- The Message is previewed in the **Message Preview** area at the left of the screen.

Using Saved Messages

- From **Library** Menu Options screen, select the **Personal** or **Company** tab and click the **Messages** link.
- The Personal or Company messages screen is displayed.
- Click the Edit icon to the right of the Message you want to modify.
- The **Send SMS** or **Send MMS** screen is displayed with your saved message contents displayed.
- You are now able to continue with the composition of the retrieved message.

Deleting Saved Messages

- From the **Library** Menu Options screen, select the **Personal** or **Company** tab and click **Messages**.
- The **Personal** or **Company** Messages screen is displayed.
- Check the Checkbox at the left of the Message(s) you want to delete.
- Click on the **Delete** link at the bottom of the screen. A confirmation message box displays.
- Click **OK** to delete the Message(s) permanently.

2.13.3 Managing Personal Multimedia Content

The **Library** Menu Options screen allows you to store multimedia content for use during the composing of MMS messages from the **Send MMS** screen and the Desktop Client.

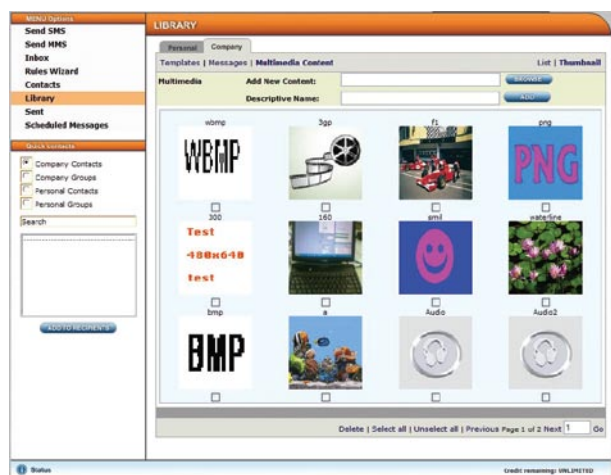


Figure 2.17: Multimedia Content screen Thumbnail view

Adding Multimedia Content

From the **Library** Menu Options screen, select the **Personal** or **Company** tab and click the **Multimedia Content** link. The **Personal** or **Company Multimedia** screen is displayed, in the **Thumbnail** view by default. The **Company Multimedia Content** screen **Thumbnail** view is shown in Figure 2.17.

- Click the **List** link at the top right of the **Multimedia Content** screen to display the **List** view.
- Click the **BROWSE** button to the right of the **Add New Content** text box. Browse and select the file you wish to add, then click the **Open** button.
- The file path is displayed in the text box next to the **BROWSE** button.
- Enter a name for the Content in the **Descriptive Name** text box.
- Click the **ADD** button to save the Content to the Library.

Deleting Multimedia Content

- From the **Library** Menu Options screen, select the **Personal** or **Company** tab and click the **Multimedia Content** link.
- The **Personal** or **Company Multimedia** screen is displayed, in the **Thumbnail** view by default.
- Check the Checkbox at the bottom of the Thumbnail or at the left of the Content, when in the **List** view, that you want to delete.
- Click on the **Delete** link at the bottom of the screen. A confirmation message box displays. Click **OK** to delete the multimedia content(s) permanently.

2.14 Viewing and Modifying Scheduled Messages

The **Scheduled Messages** Menu screen displays all scheduled messages until due for delivery. This provides a useful way of keeping track of configured schedules. Once the messages have been delivered they can be viewed on the **Sent** Menu Options screen. Refer to Section:

Viewing Scheduled Messages

Click the **Scheduled Messages** Menu Options. The **Scheduled Messages** Menu Options screen is displayed. Information relating to the scheduled message is displayed under the **TYPE**, **MESSAGE** and **SCHEDULE INFORMATION** columns. The date and time displayed indicate when the schedule is due for delivery.

Modifying Scheduled Messages

- Click the **Scheduled Messages** Menu Options to display the **Scheduled Messages** Menu screen.
- Click on the **MODIFY** button next to the message. The **Send SMS** or **Send MMS** screen is displayed depending on the scheduled message type showing the composed message and scheduled settings.
- Add or delete recipients or make changes to the message if required.
- Modify the existing schedule, if required. Refer to Section:
- Click the **CANCEL** button to clear the **Message Composer** areas and scheduled settings to start again
- Click on the **SAVE** button to save the modifications. A confirmation message box displays.
- Click **OK** to save the changes to the scheduled message.

Deleting Scheduled Messages

- Click the **Scheduled Messages** Menu Options to display the **Scheduled Messages** Menu screen.
- Click on the **DELETE** button to the right of the scheduled message.
- Click **OK** to delete the message permanently from the **Scheduled Message** list.

2.14.1 Viewing the Sent Messages

The **Sent** Menu Options screen stores a list of all messages sent over the last three months. The message log behaves in much the same way as the sent items folder in an email application. Messages can be searched using a variety of parameters, eg date, name, mobile number or message text.




The permissions granted permit you to see either all sent messages, or only those sent by you.

To search for messages and view message details:

- Select the **Sent** Menu Options. The **Sent Messages** screen displays.
- Define the date range by selecting dates from the **Date From:** and **To:** drop-down lists.
- To search by **Recipient Name**, **Mobile Number** or **Message Text**, select the option from the drop-down list and enter the word(s) or number in the adjacent text box.
- Click the **SEARCH** button to retrieve the search. The bottom part of the screen is populated with the search results.



Each message sent through Telstra Desktop Messaging is assigned a unique ID.

- To view the details of a sent message, click on the View Messages icon  in the most right column. Details such as message text, recipient name, number and message status are displayed.
- To do another search, re-select and/or enter search details and click the **SEARCH** button.

2.15 Changing The Password

- Click the **Admin** link. The **ADMIN Change Password** screen is displayed.
- Type your current password into the **Old Password:** edit box.
- Type your new password into the **New Password:** edit box.
- Confirm your new password by retyping it in the **Confirm Password:** edit box. This is done to ensure you have not made a mistake while entering the new password.



You cannot copy and paste the new password into the **Confirm Password** edit box. It must be retyped manually.

- Click on the **SAVE** button. Your new password will take effect from the next time you log in.

3. Desktop Client

The Telstra Desktop Messaging client application allows you to send an SMS/MMS to a mobile phone user with the simple “mobile phone” like interface from the desktop, without having to use a browser. This feature is particularly useful for typing and sending quick messages to single mobile phone users.

3.1 Software Installation

To use the Telstra Messaging Desktop client, you first need to download and install the desktop software. Go to <https://onlinesms.telstra.com/login.do?do=display>

1. Click on the “Download Desktop Messaging” icon in the bottom left of the screen. The Desktop installer application will request to be downloaded to your desktop (6.9mb).
2. Once the file has been saved, run the Desktop Messaging Installation Application from your desktop and follow the steps/prompts of the installation wizard (Figure 3.1).

3.2 Desktop Client Log In

When the Desktop Client is first set up, you are prompted to enter your username and password. These are used to authenticate your login each time.

If you opted to use a username and password for auto-login, then logging in to the Desktop Client happens automatically whenever you boot up your PC or laptop. You will not be prompted to log in to the application separately. If you did not opt to use a username and password for auto-login, you will need to log in each time you launch the Desktop Client.



If the following message is displayed when you boot up your PC: ‘You do not have sufficient permissions to login, please contact your Telstra Desktop Messaging System Administrator’, this could be due to one of the following:

- The Telstra Desktop Messaging server is not functional or operational.
- The username/password combination is not valid.
- The user does not have sufficient permissions to use the Desktop client.

1. To log in to the Desktop Client click on the Desktop Messaging icon on your desktop. The **LOGIN** screen will be displayed.
2. Enter your Username and Password and click the OK button. The Desktop Client Start Up screen is displayed (see Figure 3.1 Desktop Client Start Up Screen). You are now ready to begin sending messages.



If you forget your password, click on the **RESEND** Button. Your password will be emailed to your registered email address.

3.3 Desktop Client Start Up Screen

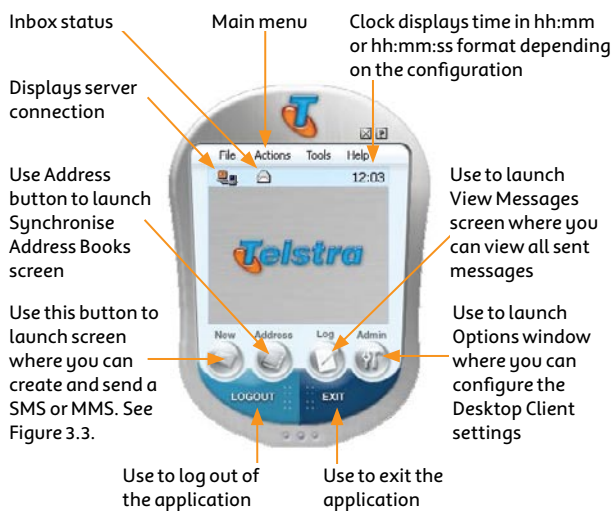


Figure 3.1: Desktop Client Start Up Screen

Figure 3.1 shows the Client Desktop Start Up screen which is displayed when the application is launched or after you log in.

3.4 Exiting the Application

To log out of the Desktop Client, click on the **LOGOUT** button in the Start Up screen. This will end your user session but will leave the application open at the Login screen for another user to log in. To close the Desktop Client application, click on the **EXIT** button in the Start Up screen.

3.5 Sending SMS/MMS Messages

Sending an SMS message using the Desktop Client consists of the following steps:

- Accessing the **Sending** screen
- If MMS, then select the MMS mode
- Selecting the recipients
- Composing the SMS message or compose the 1 slide MMS message
- Selecting where replies are to be sent
- Sending the message.

3.5.1 Access the Sending screen

- In the start up screen, click on the **NEW** button. Alternatively, you can select **Send a Message** from the **Actions** menu anywhere in the application. The **Sending** screen is displayed in the send SMS mode.
- Click the **Mode SMS** button to change to send MMS mode. The **Sending** screen is displayed in send MMS mode.
- When the **Sending** screen is in send MMS mode the Mode button will display MMS.

3.5.2 Compose the MMS message

- In the **Enter Message Text** field, type your text message for the MMS message.



You can use mouse right-click to access Cut, Copy and Paste functions as you are writing your message.






The **Characters** field indicates the number of characters you have entered.

- To attach multimedia content, click the **Attach multimedia "Paper-clip"** button.
- If you have permissions to use the **Library** content, from the Library drop-down list select personal or company. The list of multimedia content items from the chosen Library will be listed. Select the required Library item and click the **OK** button.
- The **Refresh** button manually updates the Library content list from the Telstra Desktop Messaging server. Click this if content has just been added to the Library and it does not appear in the list.
- Click the **Cancel** button to return to the sending screen, or
- If you want to up load from your local PC or Laptop, click the **From file ...** button.
- The **Select Attachment** screen is displayed.
- Browse for the required file and click the **Open** button.
- The following **Send MMS** screen is displayed.



Figure 3.2: Desktop Client Send MMS with attachment Screen

- The attachment of multimedia content is indicated by the **Attach multimedia “Paper-clip”** button being replaced by the **Delete multimedia “Rubbish-bin”** button .
- If you place your cursor over this button the filename of the attached content is displayed.
- When text is entered into the text composition area and multimedia content is attached the **Text Control Indicator** is displayed to the right of the text composition area.
- By default the text below, **red arrow** , is displayed indicating that the text will appear below any image or video content on the MMS slide.
- Click the arrow icon to switch to the text above, **green arrow** , this indicates that the text will appear above the image or video content on the MMS slide. You can toggle the text control position by pressing the displayed arrow icon.

3.5.3 Select where to have replies sent

- Click on the icon to the right of the Reply to label (in the **Sending** screen) to display the one you require as shown in the Table 3.1.





Icon	Meaning	Function
	Mobile phone	Select this to have replies sent to a designated mobile phone. This is the mobile number that is registered in your Telstra Desktop Messaging account. NB: To change your registered mobile phone number, you will need to contact your System Administrator.
	Personal Inbox	Select this to have replies sent to your Personal Inbox. The mobile number for your Personal Inbox is drawn from a pool of numbers, and changes each time you send a message. As the recipient will not recognise this number, it is recommended to identify yourself in your SMS message. You can only use this option if you have been granted permission to have a Personal Inbox.
	Company Inbox	Select this to have replies sent to your Company Inbox. The mobile number for the Company Inbox is always the same. As the recipient may not recognise this number, it may be necessary to identify yourself in your SMS message. You can only use this option if you have been granted permission to use the Company Inbox.
	Email address	Select this to have replies sent to the email address that you specified in your Telstra Desktop Messaging account. As the recipient will not recognise the number that appears on their handset, it is recommended to identify yourself in your SMS message.

Table 3.1: Desktop Client Reply Path Icons

3.5.4 Select recipients

- Enter a new mobile number in the **Enter Recipients** field.



If you are entering more than one phone number, ensure that you separate each number with a semi-colon (;).



When entering mobile numbers, ensure you use one of the following formats:

- Full National Number (FNN) format:
eg 0418123456
- International Number format: eg 61418123456
- E164 format: 61418123456

- To select a previously used number, click on the down arrow to the right of the **Enter Recipients** field. The **Prev. Used** screen displays the last previously used mobile phone numbers or recipients, up to a maximum of 10.
- Select the required number(s) and click **OK** to return to the previous screen. The selected numbers are displayed in the **Enter Recipients** field.
- If you want to return to the previous screen without selecting any numbers, click on the **CANCEL** button, or click on the up arrow to the right of the field.



If the mobile phone number in the Prev. Used lists has a corresponding entry in a linked address book, then the name of the recipient is displayed, not the mobile number. If there are multiple address book entries for the same mobile number, then the first address book entry is displayed.

- To select a recipient from an Address book, click on the Address book button in the Sending screen. The Address Book Recipients screen is displayed.
- From the Address book field, choose the address book you require. The **Contact Name/Mobile Number** fields are populated with contacts in the selected address book.
- Select the required contact(s) and click the **Add>>** button. The contacts are added to the **Message Recipients** field.
 - To remove a contact from the **Message Recipients** field, select the contact and click on the **Remove** button.
- When you have selected required recipients, click on the **OK** button. The **Sending** screen is redisplayed.

3.5.5 Send the message

- Click on the **SEND** button. A spinning envelope denotes that the message is being sent. When the message is sent, the **Start Up** screen is redisplayed (see Figure 3.1).



From the send SMS or MMS screens, clicking the mode button will switch modes. You will be prompted if any composed message content will be altered during the switch of sending modes.



From the send SMS screen, clicking the **Attach "Paper-clip"** button will automatically switch to the send MMS mode when multimedia content is attached.

3.6 Viewing Sent Messages


To view all messages sent from the Desktop Client:


- In the **Start Up** screen, click on the **LOG** button. Alternatively, you can select **View Messages** from the **Actions** menu, from anywhere in the application. The **View Messages** screen is displayed. This screen displays the recipient's mobile number or name (**Destination** field), the date and time the message was sent (**Sent** field), the message text (**Text** field) and the number of recipients (**Recipients** field).
- To view further details of a message, select the message and click on the **View** button. The **Message Details** screen is displayed.

This displays further details such as the **Username** of the sender, the **Reply path**, and the **Result** of the message submission.

- Click **OK** to close this screen.
- Click **Cancel** to close the View Message screen and return to the **Sending** screen.

3.7 Viewing Reply Messages


New Inbox messages are flagged by an icon  which appears on the top left of the Desktop Client screen.

- Click on the  icon. This launches the Telstra Desktop Messaging Inbox in a new browser window.
- Refer to Section: 3.3 Desktop Client Start Up Screen.



If your account details (ie username and password) are not the same as those used in the Telstra Desktop Messaging application, then you will not be able to access the Inbox and will be returned to the Desktop Client application.



If your Inbox contains no new unread messages the open envelop icon  is displayed. You can still click this icon to launch the Telstra Desktop Messaging Inbox in a new browser window

3.8 Using Address Books

The Desktop Client provides linkage to the Telstra Desktop Messaging Personal and Company Contacts that have been set up in the Telstra Desktop Messaging application. It also allows you to use the Outlook Global Address List and Outlook Personal Contacts Lists for the same purpose. This means that when you create your messages in the SMS Desktop Client, you can select recipients from these address books.

Once you have selected the address books, you then have the option of synchronising the address book(s) selected. Synchronising the address books will ensure that you have access to the latest version of the address book.



To use the Outlook Global Address List, you must have MS-Outlook open at the time you send the a message.


- From the **Tools** menu, select **Manage Address Books**. The **Address Books In Use** screen is displayed.
- Check the checkbox next to the address books you wish to use.
- Click on the **OK** button to close the screen and save the address book settings.

3.8.1 Synchronising Address Books

- To synchronise address books, from the **Tools** menu, select **Synchronise Address Books**. The **Synchronise Address Books** screen displays.
- Check the checkbox next to the address books you wish to use.
- Click on the **OK** button to close the dialog box and synchronise the selected address books.

3.9 Configuring Options

Settings, such as security and address book settings, are normally configured when the application is first installed. However, you can alter these settings at any time using the Options function.

- In the **Start up** screen, click on the **Admin** button  or select **Options...** from the **Tools** menu from anywhere in the application. The **Options** screen is displayed. The **Communications** tab defaults.



You should not make any changes to your Communications settings.

- When you have completed configuring your options, click on the **OK** button to save the new settings.
- Refer to Appendix 2 – Desktop Client Address Books Settings for a description of the configurable address book settings.
- Refer to Appendix 3 – Desktop Client Appearance Settings for a description of the configurable appearance settings.
- Refer to Appendix 4 – Desktop Client Message Sending and Store Settings for a description of the configurable message sending and store settings.
- Refer to Appendix 5 – Desktop Client Security and Sound Settings for a description of the configurable security and sound settings.

3.10 Desktop Client System Compatibility

The Desktop Client is compatible with Microsoft Windows® 98, 2000, ME, XP and NT for Workgroups 4.0.

The Desktop Client is compatible with Microsoft Outlook 97, 2000 and Outlook XP/2002.

4. Email Plug-ins for Outlook and Lotus Notes

Telstra Desktop Messaging has an optional desktop application that allows you to send an SMS/MMS to a mobile phone user without having to use a browser or the desktop client. To use this feature you need to download and install the applicable desktop client plug-in software for Outlook and/or Lotus Notes and you also need to already have a Telstra Desktop Messaging account set up.

4.1 Long SMS Messages

An SMS message can consist of a number of message parts. The first part of a message consists of up to 160 characters. If you have not enabled long SMS, you will only be able to send a message in one part.

If you have enabled long SMS sending, you will be able to send a message with up to 10 parts. Subsequent parts can each contain slightly fewer than 160 characters. When composing a message that spans more than one part, the text is displayed as a whole, not in separate parts. However, the recipient will receive the message either in separate consecutive parts, or concatenated, depending on their handset. Refer to Section:

4.2 Software Installation

To use the Telstra Messaging Email client, you first need to download and install the email client software.

Go to <https://onlinesms.telstra.com/login.do?do=display>

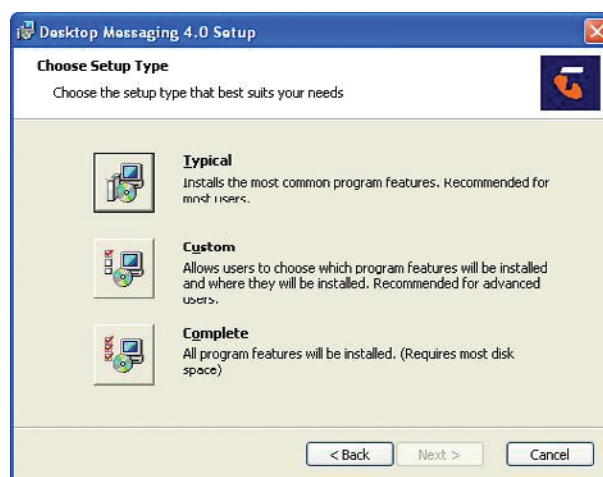




Figure 4.1: Desktop Messaging Client Setup

- Click on the “Download Desktop Messaging” icon in the bottom left of the screen.
- Save and run the Desktop Messaging Installation Application from your desktop. You will be prompted with the installation wizard.
- Choose the “Complete install option” which will install the required plug-in to your email software.
NB: Re-run the setup program if you need to remove/upgrade a previous installation (Figure 4.1).


4.3 Sending SMS Messages Using an Email Client

To send an SMS message:


1. Launch Microsoft Outlook (or Lotus Notes™).
2. Click on the  icon in the top left hand corner of the screen. The **New SMS** screen will be displayed.


 If using Lotus Notes, you can also select the **New SMS** from the **Actions** menu.

3. Type the recipient's mobile number directly into the edit box next to the **"To:"** button.


 When entering mobile numbers, ensure you use one of the following formats:


- Full National Number (FNN) format:
eg 0418123456
- International Number format: eg 61418123456
- E164 format: 61418123456

 If you are entering more than one mobile number, type a semi-colon (;) between the numbers.

 When you enter a mobile number that corresponds exactly to a number that is already in the linked address book, the mobile number will automatically be replaced by the address book item.

4. To select recipients from an Outlook/Notes address book, click on the **"To:"** button. The **Select Names** screen will be displayed.


 Only entries in the address book which have a mobile phone number entered in the appropriate field will be included in the **Select Names** list.


 The Desktop Client Plug-ins for Outlook and Lotus Notes cannot access the Telstra Desktop Messaging application Contacts lists, only the address books within the email application itself.


5. Select the recipient's name in the Name column and click on the **"To:"** button. The recipient is added to the **SMS Message Recipients** field.
6. Click **OK** when you have added all required recipients. The **New SMS** screen is redisplayed.
7. In the **Reply To** drop-down list, select where you would like reply SMS messages to be sent, eg mobile handset or email address.

 This selection will over-ride the default reply path.


8. In the edit box, type your SMS message.


 The maximum number of characters for the first part of the message is 160. If you have enabled long SMS sending and you go over this amount, the message will be sent in two or more parts.

 To cut, copy or paste text, you can use the standard edit button on the toolbar. Alternatively, you can access the edit menu by right-clicking within the edit box and select an option from the pop-up menu. Other options available are 'Undo' and 'Select All'.

9. If you wish to discard the message, click on the  button on the toolbar. Click on the **Yes** button to discard the message.



10. When you have completed your message, click on the **Send** button. The message is sent using the email facility of the hosting Outlook/Notes application. Sent SMS messages will appear in your **Sent** folder just like sent emails.

 When a message is sent successfully, the user's Telstra Desktop Messaging Credit Balance is decreased by the number of message parts used times the number of recipients.

 If you do not have the required permissions to send a particular SMS, you will receive an email indicating that the operation was unsuccessful.

4.4 Configuring System Settings

You can change various settings of the Desktop Client Plug-ins for Outlook and Lotus Notes application. For example, you can modify your login details, or enable the long SMS sending feature. To modify your system settings:

- Launch MS Outlook (or Lotus Notes).
- Click on the  icon in the top left hand corner of the screen. The **New SMS** screen is displayed.
- Click on the  button on the toolbar, or select **Options** from the **File** menu, or select **Configuration** from the email application **Tools** menu. The **Telstra Desktop Settings Business Settings** screen is displayed.
- Change the settings as required.

Refer to Appendix 6 – Email Plug-In: Telstra Desktop Messaging Business Settings for more information.

 You cannot change your login details as these are your registered username and password.

- Click the **OK** button to save the new settings.

4.5 System Compatibility

Telstra Desktop Messaging for Outlook and Lotus Notes mail client is compatible with Microsoft Windows 2000 and XP and with Microsoft Outlook 2000, 2003, Outlook XP, Lotus Notes 6.5 and 7.0.

4.6 Calendar Reminders

If the Calendar Reminders options are enabled via the Telstra Desktop Messaging Business Settings, you have the ability to compose the reminder SMS text in the reminder message using dynamic fields that are populated when the SMS message is sent. The text content of the reminder message can contain the following placeholders that will be substituted with actual values (ie: the fields are dynamic) at the time the SMS message is sent:


[n] – Where n is a number. This represents the place a word occupies in the reminder subject. For example, if the value in the field is [1] and the appointment subject is Dental Appointment, then [1] is replaced with Dental. If the value in the field is [2], then [2] is replaced with Appointment.

[date] – The date of the start of the reminder – (in the dd/mm/yyyy format)

[time] – The time of the start of the reminder (in the hh:mm:ss, 24-hour clock format)

[location] – The location text of reminder

[subject] – The subject text of reminder

 The Calendar reminder SMS message to be sent the Calendar reminders checkbox(s) needs to be checked in the **Telstra Desktop Messaging Business settings, General** screen and the reminder checkbox needs to be checked in the Outlook or Lotus Notes Calendar reminder.

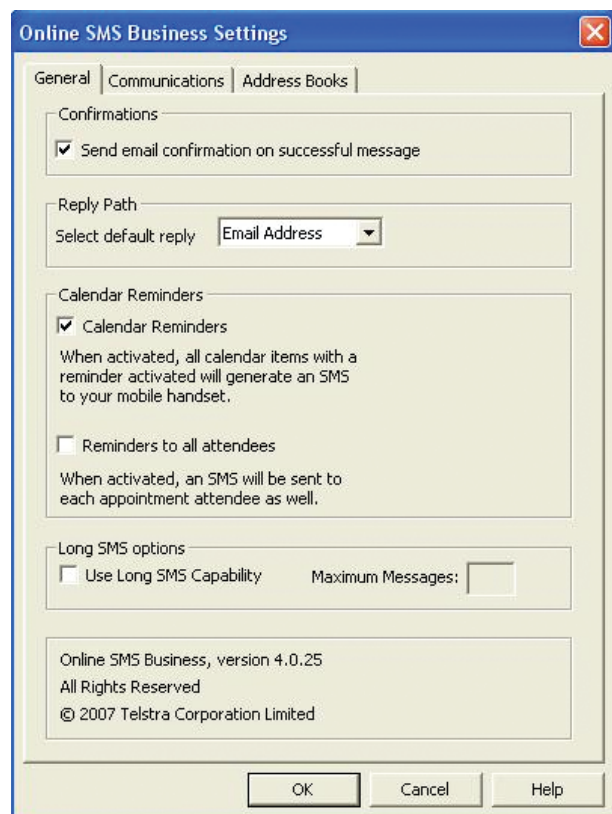




Figure 4.2: Telstra Desktop Messaging Business Settings Screen

5. EmailSMS

EmailSMS is a feature of the Telstra Desktop Messaging application that allows you to send an SMS/MMS to a mobile phone from any email account without having the Desktop Client Plug-Ins for Outlook and/or Lotus Notes installed. You must already have a Telstra Desktop Messaging account set up and the email account you use must be the same as the one registered in the Telstra Desktop Messaging application.

 To use the EmailSMS feature, you must have appropriate permissions.

 If you have a message credit limit, any messages sent via email are deducted from your remaining credits. When sending messages to multiple recipients, each recipient is counted separately.

i Replies to EmailSMS messages are sent to the sender's email address only.

✉ There is a limit of 160 characters per SMS message sent via EmailSMS.

✉ No attachments to SMS messages are permitted. These will be ignored.

5.1 Sending SMS Messages Using EmailSMS

There are two methods of sending SMS messages using EmailSMS depending on whether you are sending the message to a single recipient or to multiple recipients.

5.1.1 Sending SMS Messages to a Single or Several Recipient

- To send an SMS message to a single or several recipients, open your email application.
- Create a new mail message.
- In the **To...** field, type the recipient's mobile phone number followed by '@onlinesms.telstra.com'. Example: **0412897397@onlinesms.telstra.com**
- In the subject line or the body of the email, type your message up to a limit of 160 characters.

i If you enter more than one mobile phone number, separate entries with a semi-colon (;).

i You can use either plain text or HTML when creating an SMS message for a single recipient.

i Use either the subject line or the body of the email to type your SMS message. This will depend on the permissions granted by the System Administrator. Refer to section: 6.2.1 Permissions.

- If there is a disclaimer or a confidentiality clause in the body of the email, you must enter 5 '*' or '-' to separate these from your SMS message. If you do not type '*****' or '-----', then the disclaimer or confidentiality clause will be included within the 160 characters permitted for the message.
- When you have completed your SMS message, click on the **Send** button. Sent SMS messages will appear in your **Sent** folder just like sent emails.

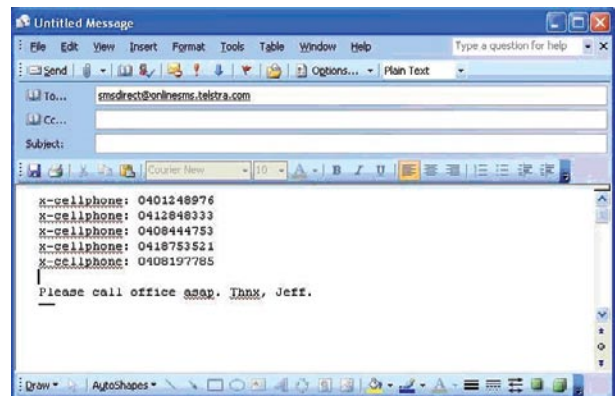


Figure 5.1: EmailSMS – Multiple Recipients Format

5.1.2 Sending SMS Messages to Multiple Recipients

- To send an SMS message to multiple recipients, create a new email message.
- In the **To...** field, type '**smsdirect@onlinesms.telstra.com**'
- Ignore the subject line.
- In the body of the email, type 'x-cellphone: [mobile phone number]' for each mobile phone number, using a separate line for each number.

✉ Leave a space between the colon (;) and the mobile number and ensure there are no spaces between the digits of the mobile number itself.

- Leave a blank line.
- Type the text of the message up to a limit of 160 characters.
- If there is a disclaimer or a confidentiality clause in the body of the email, you must enter 5 '*' or '-' to separate these from your SMS message. If you do not type '*****' or '-----', then the disclaimer or confidentiality clause will be included within the 160 characters permitted for the message.
- When you have completed your SMS message, click on the **Send** button. Sent SMS messages will appear in your **Sent** folder just like sent emails.

5.1.3 Reply Path Override

Your Telstra Desktop Messaging System Administrator may have configured your account to set the EmailSMS reply path to be the Company Inbox. If this is the case you can over-ride the reply path for an EmailSMS message by using the Subject Line Override format of the Body Text Override format.

- Open your email application and create a new mail message.
- In the **To...** field, type '**smsdirect@onlinesms.telstra.com**'.
- In the subject line or body of the email, type:
 1. **Override-CompanyInbox** for the Company Inbox to be the reply path
 2. **Override-PersonalInbox** for the Personal Inbox to be the reply path
 3. **Override-PersonalMobile** for the Personal Mobile to be the reply path
 4. **Override-EmailAddress** for the Email Address to be the reply path
- Leave a blank line.
- Type the text of the message up to a limit of 160 characters.
- If there is a disclaimer or a confidentiality clause in the body of the email, you must enter 5 '*' or '-' to separate these from your SMS message. If you do not type '*****' or '-----', then the clause will be included within the 160 characters permitted for the message.
- Click on the **Send** button. Sent SMS messages will appear in your **Sent** folder just like sent emails.

6. System Administrator Guidelines

This chapter is aimed at the System Administrator of the Telstra Desktop Messaging application. It provides instructions on how to:

1. Manage groups, cost centres and users.
2. Run administration reports.
3. Manage the company contacts.
4. Manage the company Library Templates.

6.1 The Role of the System Administrator

As the Systems Administrator of the Telstra Desktop Messaging application, you are responsible for performing the initial setups required before users can be given access as well as the ongoing maintenance of these capabilities. The initial setups required include configuration of:

1. User groups and permissions
2. Cost centres
3. Users
4. Company contacts
5. Company Library templates

The **Admin** link on the tab at the top right of the Telstra Desktop Messaging screens is how to access the System Administrator functions. Click the **Admin** link and the Admin sub Menu Options are displayed in the Menu Options navigation area.

6.2 Managing Groups

The **Groups** sub Menu Options screen provides for the creation of new user groups and the modification of existing user groups. This function enables you to define the permissions that you will grant to groups of users. For example, you may wish to restrict a group of user's ability to send messages to non-company mobile phone numbers, or their ability to create or modify company templates. All users who are members of the same group have the same level of access.

6.2.1 Permissions

There are 8 categories of permissions. These are:

1. Provisioning
2. Sending Messages
3. EmailSMS Messages
4. SMS Inbox
5. Address Book
6. Templates
7. Message Logs
8. Administration Functions



You define the permissions for a group by selecting, or deselecting the checkboxes and radio buttons next to the relevant permissions. Radio buttons within a category are mutually exclusive, that is, you can only select one radio button within the category.

The permissions operate on a restrictive basis. User groups only have access to the permissions that have been assigned to them. Refer to Appendix: 7 Administrator Settings: Permission Descriptions.

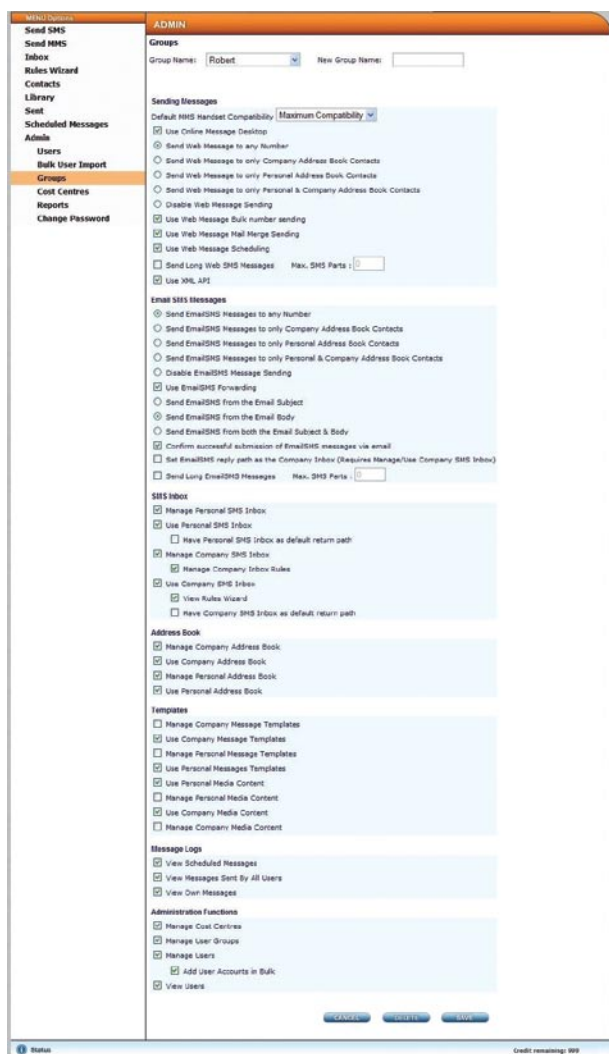


Figure 6.1: Admin Groups Screen

6.2.2 Adding a New Group

- Click the **Admin** tab at the top right hand side of the Telstra Desktop Messaging screen, the Admin sub menu options list will be displayed in the Menu Option navigation area. Click the **Groups** sub menu option. The **ADMIN GROUPS** screen is displayed.
- In the **Group Name** drop-down list, select **New Group**.
- In the **New Group Name** field, enter the name of the new group.
- Select the permissions that you wish to grant this group of users. Refer to Section: 6.2.1 Permissions for a description of the permissions.
- Click on the **SAVE** button at the bottom of the screen. A message stating that the group has been successfully added is displayed.
- Click **OK** to close the message box.

6.2.3 Modifying a Group

- Click the **Admin** tab at the top right hand side of the Telstra Desktop Messaging screen, the Admin sub menu options list will be displayed in the Menu Option navigation area. Click the **Groups** sub menu option. The **ADMIN GROUPS** screen is displayed (see Figure 6.1).
- From the **Group Name** drop-down list, select the group that you wish to modify. The permissions for the group selected are displayed.
- Make the required modifications.
- Click the **CANCEL** button to revert to previous changes.
- Click the **SAVE** button.

6.2.4 Deleting a Group

- Click the **Admin** tab at the top right hand side of the Telstra Desktop Messaging screen, the Admin sub menu options list will be displayed in the Menu Option navigation area. Click the **Groups** sub menu option. The **ADMIN GROUPS** screen is displayed (see Figure 6.1).
- From the **Group Name** drop-down list, select the group that you wish to delete.
- Click on the **DELETE** button. A confirmation box displays.
- To delete the group, click the **OK** button.

6.3 Managing Cost Centres

Cost centres are a means of monitoring how the costs are spread across user groups. There is a choice to have just one cost centre, or several depending on how you would like to monitor the spread of costs.

6.3.1 Adding a New Cost Centre

- From the **Admin** tab, click the **Cost Centres** sub menu option. The **COST CENTRES** screen is displayed (Figure 6.2).
- In the **Group Name** drop-down list, select **New Cost Centre**.
- In the **New Cost Centre Name** field, enter the name of the new cost centre.
- In the **Credit Limit** field, enter the monthly limit of the total number of messages that can be sent for this cost centre. This can be left blank if no limit is required.
- Click on the **SAVE** button to save the new cost centre.

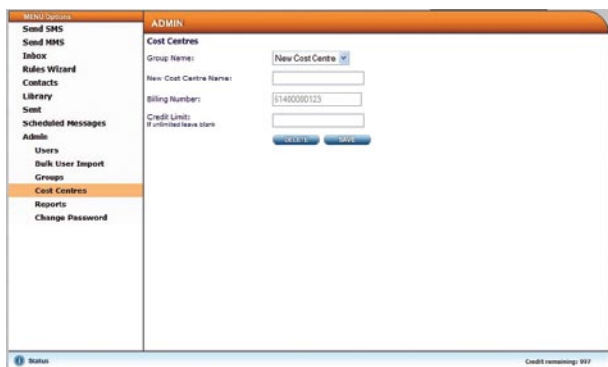


Figure 6.2: Cost Centres Screen

6.3.2 Modifying a Cost Centre

- From the **Admin** tab, click the **Cost Centres** sub menu option. The **COST CENTRES** screen is displayed.
- In the **Group Name** drop-down list, select the cost centre that you wish to modify.
- Make the required modifications, eg change the billing number or the credit limit. You can also rename the cost centre by entering a new name in the **New Cost Centre Name** field.
- Click on the **SAVE** button to save the modifications.

6.3.3 Deleting a Cost Centre



A cost centre can only be deleted if there are no users assigned to the cost centre.

- From the **Admin** tab, click the **Cost Centres** sub menu option. The **COST CENTRES** screen is displayed.
- In the **Group Name** drop-down list, select the cost centre that you wish to delete.
- Click on the **DELETE** button. A confirmation dialog box displays.
- Click **Cancel** if you do not wish to proceed with the deletion.
- Click **OK** to proceed with the deletion. If a user is assigned to the cost centre, there is no message to indicate that you cannot delete. However, the cost centre will not be deleted.

6.4 Managing Users

All users of the Telstra Desktop Messaging application must first have their details entered into the system.

6.4.1 Adding a New User

- From the **Admin** tab, click the **Users** sub menu option. The **Admin Users** screen is displayed.
- To clear all details and start again, click the **CLEAR** button.
- Click on the **SAVE** button. A message stating that the user has been successfully added is displayed.

- Click **OK** to close the message box. An email containing their user name and password is sent to the user at the email address specified.

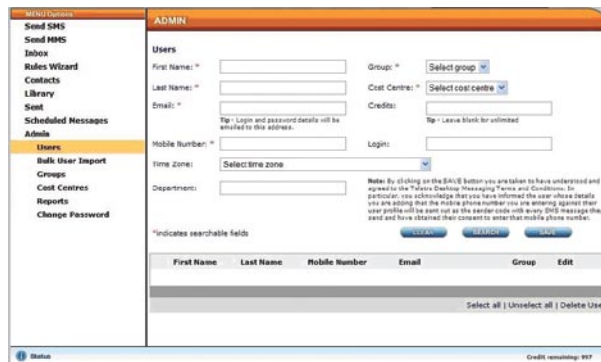


Figure 6.3: Admin Users Screen

6.4.2 Searching for Existing Users

- From the **Admin** tab, click the **Users** sub menu option. The **Admin Users** screen is displayed (Figure 6.3).
- To view all the users in your company, leave all the search fields blank.
- Enter the search criteria in any of the fields which have a red asterisk (*) next to the name.




An asterisk indicates a searchable field. Use any combination of searchable fields for searching.



When entering your search criteria, you must enter complete values in the fields. For example, if you enter the user's first name, you must enter the whole first name, not just the first few letters. Partially completed fields will not return a result.

- Click on the **SEARCH** button. All users matching your search criteria are listed in the bottom half of the screen. Their name, email address and mobile numbers are displayed.

6.4.3 Modifying a User

- Display the user. Refer to Section: 6.4.2 Searching for Existing Users.
- Click on the Edit icon , next to the user whose details you wish to modify. The **Admin Users** screen displays the user's details.
- Make the required modifications, and click on the **SAVE** button. A message stating the user has been successfully updated is displayed.
- Click **OK** to close the message box.

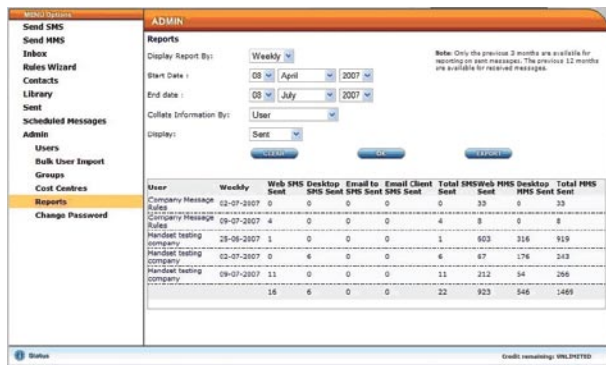
6.4.4 Deleting a User

- Display the user. Refer to Section: 6.4.2 Searching for Existing Users.
- Check the checkbox to the left of the user(s) you wish to delete.

- Click the **Delete User** link at the bottom of the screen. A message box stating that your action will remove the user from the system is displayed.
- Click **Cancel** if you do not wish to proceed.
- Click **OK** to proceed with the deletion. A message box stating that the user has been successfully removed from the system is displayed.
- Click **OK** to close the message box.

6.5 Administration Reports

Telstra Desktop Messaging provides the facility to generate reports on messages sent and received during a specified period. Reports can be displayed based on a daily, weekly, or monthly summary. Within these periods the information can be grouped according to user, cost centre or destination (ie. recipient number).



User	Weekly	Web SMS Sent	Desktop SMS Sent	Email to SMS Sent	Email Client SMS Sent	Total SMS Sent	Web MMS Sent	Desktop MMS Sent	Total MMS Sent
Company Message	09-07-2007	0	0	0	0	0	0	0	0
Company Message	09-07-2007	4	0	0	0	4	0	0	0
Handset testing company	28-06-2007	1	0	0	0	1	603	316	919
Handset testing company	02-07-2007	0	6	0	0	6	67	176	243
Handset testing company	09-07-2007	11	0	0	0	11	212	54	266
		16	6	0	0	22	823	546	1469

Figure 6.4: Sample Administration Report

6.5.1 Running Administration Reports

- From the **Admin** tab, click the **Reports** sub menu option. The **Admin Reports** screen is displayed.
- In the **Display Report By** drop-down list, select **Daily**, **Weekly** or **Monthly**, as required.
- In the **Start Date** and **End Date** drop-down lists, select the dates from and to which you wish to run the report.
- In the **Collate Information By** drop-down list, select **User**, **Cost Centre**, or **Destination** as required.
- In the **Display** drop-down list, select **Sent** (to view sent messages), or **Received** (to view received messages) as required.
- If you wish to clear your selections and start again, click the **CLEAR** button.
- To generate the report based on the parameters specified, click the **OK** button.
- If you selected to view Sent messages, the following columns of information are displayed:
 - i. Column 1: Name of User, Cost Center or Destination Number
 - ii. Column 2: Date messages sent by day, week or month
 - iii. Column 3: Number of Web SMS messages sent

- iv. Column 4: Number of Desktop SMS messages sent
- v. Column 5: Number of Email to SMS messages sent
- vi. Column 6: Number of Email Client to SMS messages sent
- vii. Column 7: Total number of SMS messages sent
- viii. Column 8: Number of Web MMS messages sent
- ix. Column 9: Number of Desktop MMS messages sent
- x. Column 10: Total number of MMS messages sent

- If you selected to view Received messages, the following columns of information are displayed:
 - xi. Column 1: Name of User, Cost Center or Destination Number
 - xii. Column 2: Date messages received by day, week or month
 - xiii. Column 3: Total number of inbox SMS messages received

- Column 4: Total number of inbox MMS messages received.

6.5.2 Exporting Administration Reports

To export an administration report into an Excel spreadsheet:

- Generate the report. Refer to Section: 6.5.1 Running Administration Reports.
- Click on the **EXPORT** link at the bottom of the screen. The **File Download** dialog box displays.
- Click **Open**. The data is exported into an Excel spreadsheet displayed within the browser window.
- Select **Save As** from the File menu. The **Save As** dialog box displays.
- In the **Save in** drop-down list, select a destination to save the file to.
- Enter a name in the **File name** field, and click **Save**.
- Click **No** in the next dialog box. The **Save As** dialog box displays again.
- Click **Cancel** to close the dialog box.
- Click the **Back** button on your browser to return to the Telstra Desktop Messaging application.

6.6 Managing Company Contacts Lists

Company Contact details such as names, mobile numbers, and email addresses can be stored in the Company Contacts lists. The **Contacts** Menu Option screen allows you to:

- Search for existing contacts
- Modify or delete contacts
- Add contacts to groups
- Import lists of contacts from a file
- Create, modify and delete contact groups.



The Administrator has permission to amend the company address book and can select the Company Contacts options from the Address Book menu. Most users will only have permission to add, modify and delete contacts from their Personal Address Book.

6.6.1 Finding Contacts

- Select the **Contacts** Menu Option. The **Contacts** screen is displayed.
- From the **My Company Contacts** area select from the drop-down list the field to search:
 - First name, Surname, Mobile, Email
- Enter text or numbers in the adjacent text box, and click the **SEARCH** button.

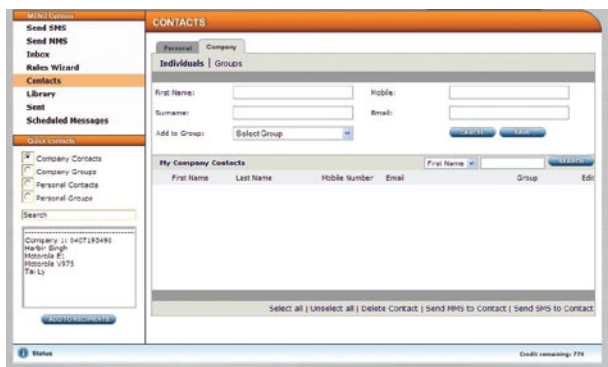


Figure 6.5: Contacts Menu Option screen

6.6.2 Adding Contacts

Using the **Contacts** Menu Option screen, you can add both company and personal contacts. You can add details such as the first name, surname, mobile number and email address of a contact. For details on how to search for an existing contact, refer to Section:

- Select the **Contacts** Menu Option.
- Select the **Company** tab.
- Complete the following fields with the contact's details:
 - First Name, Surname, Mobile Number, Email, (Optional).
- To add the contact to a group other than the default, select the required group from the **Add to group** drop-down list.
- Click the **SAVE** button. A message stating that the contact has been successfully added to the address book (or group nominated by you) is displayed.
- Click **OK** to close the message box.



If there are no contact groups, the new contact can be added to a group on the Modify Personal Groups screen at a later stage. Refer to Section:

6.6.3 Modifying Contacts

To modify a personal contact's details, search for the contact. Refer to Section: 2.12.1 Finding Contacts.

- Click the Edit icon to the right of the contact you wish to modify. The Contact's details are populated in the top of the **Contacts** screen.
- Make the required modifications and click on the **SAVE** button. A message stating that the contact's details have been successfully updated is displayed.
- Click **OK** to close the message box.

6.6.4 Deleting Contacts

To delete a contact from the address book, search for the contact.

- Check the checkbox(s) to the left of the Contact(s) you wish to delete.
- Click the **Delete Contact** link at the bottom of the screen. A confirmation dialog box is displayed.
- If you do not wish to proceed with the deletion, click **Cancel** to retain the contact.
- Click **OK** to delete the contact. A "Successful Deletion" message box is displayed.
- Click **OK** to close the message box.

6.6.5 Importing Contacts

Importing contacts is a timesaving method of adding company and personal contacts to Groups. The contact details must be imported from a CSV file. Refer Appendix 8 – Creating a CSV file.



The CSV file must contain the following fields in the following order: first name, surname, and mobile number. An email address is optional.

- From the **Contacts** Menu Option screen, select the **Company** tab. Click the **Groups** link. The **Contacts Groups** screen is displayed.
- Click on the **BROWSE** button to locate the CSV file. Browse and select the CSV file you wish to import, then click the **Open** button. The file path is displayed in the edit box next to the **Browse...** button.
- If you wish to select a group other than the default, select a group from the **Select a group to add contacts to:** drop-down list.



Because imported contacts are only added to the selected contact group, we recommend you add all imported contacts to the Default group. You can use the Modify Groups screen later to move the contacts into groups. Refer to Section: 2.12.6 Modifying Recipient Groups.

- To import the CSV file and populate the contact address book, click on the **LOAD** button. A pop up screen displays whether the contacts have been added successfully or not.
- If there are any errors or you wish to make any changes, make the required changes to the CSV file and load the file again.

6.6.6 Modifying Recipient Groups

Message recipient groups are used when sending the same message to a group of people. Each person can belong to more than one group. Personal Recipient groups are only visible to the user who created them.

Creating a New Group and Adding Contacts

- From the **Contacts** Menu Option screen, select the **Company** tab and click the **Groups** link.
- In the **New Group** edit box, enter the name of the new group and click on the **SAVE** button. The new group's name is now available in the **Group** drop-down lists.
- From the **My Company Groups** section of the screen, select the Group to be modified from the **Group Name** drop-down list. The groups are listed alphabetically in the **Group Name** drop-down list and the first group in the list is displayed by default. Select the new Group name just created.
- From the **Contacts** list on the right hand side select the Contacts you want to add to the Group.



Multiple recipients can be selected by using the [Ctrl] + Left Mouse Click for individual selections, or the [Shift] + Left Mouse Click for a block selection.



It is possible to search for the contact by entering the contact name in the Search edit box.

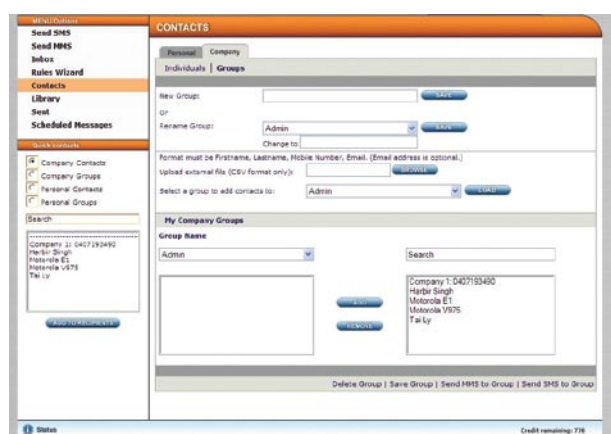


Figure 6.6: Contacts Groups Screen

- Once the group members have been added, click on the **Save Group** link.
- A confirmation message is displayed that the Contacts have been added to the Group.

- If you wish to add more contacts later, select the group from the **Group Name** drop-down list, and select the contact(s) from the Recipients list on the right hand side and click the **ADD** button.
- When finished the addition, remember to click on the **Save Group** link at the bottom of the screen.

Renaming Groups

- From the **Contacts** Menu Option screen, select the group in the **Rename Group** drop-down list.
- Enter the new name in the **Change to** edit box.
- Click on the adjacent **SAVE** button. The group is renamed.

Removing a Group Contact

- From the **My Company Groups** area, select **Group** to be modified from the **Group Name** drop-down list. The groups are listed alphabetically and the first group in the list is displayed by default. If there are no groups set up in the **Contacts Groups** lists, nothing will be displayed.
- To remove contacts, select the contact(s) from the left hand Recipients list and click the **REMOVE**.
- When finished the removal of contacts, click on the **Save Group** link at the bottom of the screen.

Deleting a Group

- From the **Contacts** Menu Option screen, select the **Company** tab, then click the **Groups** link.
- From the **My Company Groups** area, Select the **Group** to be deleted from the **Group Name** drop-down list. The groups are listed alphabetically and the first group in the list is displayed by default.
- Click on the **Delete Group** link at the bottom of the screen. A confirmation message box displays.
- To permanently delete the group, click **OK**. The contact group is deleted from the **Contacts Group** list. Contacts who were members of this group are not deleted from the Contacts lists.
- Click **OK** to close the message box.

6.7 Using the Library

The **Library** Menu Options screen allows you to:

- Create new SMS and MMS templates and modify existing Company templates. Refer to Section: 2.13.1 Managing Personal Templates.
- View and modify saved messages.
- View and add multimedia content for use when composing MMS messages.



As System Administrator you will have permission to add, edit or delete Company Library templates.

Managing Company Library Templates

Templates offer a time saving method of sending the same message on a regular basis.

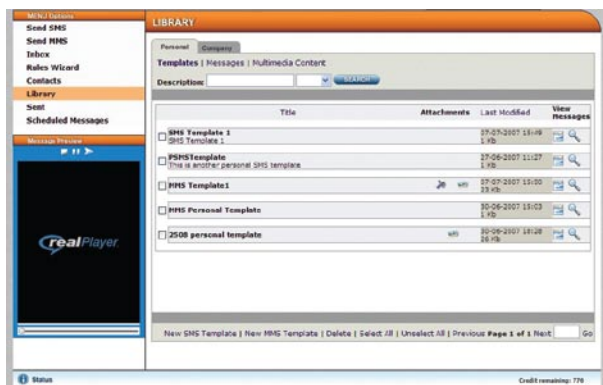


Figure 6.7: Personal Templates Screen

Creating New Company Templates

- From the **Library** Menu Options screen, Select the **Company** tab and click the **Templates** link. The **Company templates** screen is displayed. The **Personal Templates** screen is shown (Figure 6.7).
- Select the **New SMS Template** or **New MMS Template** link at the bottom of the screen.
- Either the **SMS Template creation** screen or the **MMS Template creation** screen is displayed.
- Enter a title for the template in the **Title:** text area.
- Select an existing template from the **Select Template** drop-down list or Compose your own message in the **Compose Message** text area.



Messages have a limit of 160 characters for a single SMS. If you have permissions to send LongSMS messages the number of SMS messages is displayed in the brackets () next to the characters remaining count.

- To clear all text in the text area, click the **CLEAR** button.
- Click the **BACK** button to return to the Templates list to choose a different template.
- Enter a title for the template in the **Title:** text area.
- Select an existing template from the **Select Template** drop-down list or compose an MMS message.
- To clear all content in the MMS Composer area, click the **CANCEL** button.
- When template completed, click the **SAVE** button.

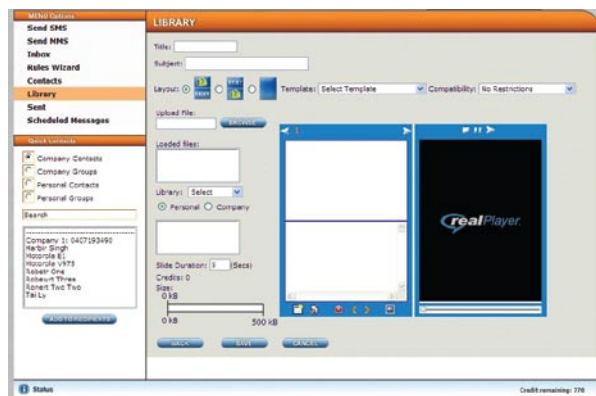


Figure 6.8: MMS Template Creation Screen

Modifying Existing Templates

- From the **Library** Menu Options screen, select the **Company** tab and click the **Templates** link.
- The **Company templates** screen is displayed. Select the **Modify Existing** radio button.
- From the Template list, click the **Edit** icon at the right of the template to modify.
- The **SMS Template creation** screen or the **MMS Template creation** screen is displayed with the selected template.
- Make the necessary modifications.
- If you wish to clear all content in the template, click on the **CLEAR** button.
- When complete, click on the **SAVE** button to save the modifications.

Deleting Templates

- From the **Library** Menu Options screen, select the **Company** tab and click the **Templates** link.
- The **Company templates** screen is displayed.
- Check the Checkbox at the left of the Template(s) you want to delete.
- Click on the **Delete** link at the bottom of the screen. A confirmation message box displays.
- Click **OK** to delete the template(s) permanently.

6.7.1 Managing Company Messages

The **Library** Menu Options screen allows you to view and edit your stored messages saved from the **Send SMS** or **Send MMS** screens. During the composing of messages you have the option to save the message as a **Company message** from the **Save as** drop-down list on these screens.



The permissions granted to you by the Administrator will determine whether you can add, edit or delete Company messages.

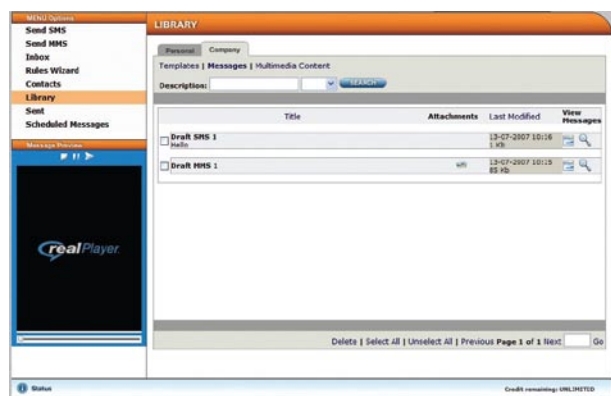


Figure 6.9: Messages Screen

Viewing Company Messages

- From the **Library** Menu Options screen, select the **Company** tab and click the **Messages** link. The **Company Messages** screen is displayed.
- Click the preview icon to the right of the Message you want to preview.
- The Message is previewed in the **Message Preview** area at the left of the screen.

Using Saved Messages

- From the **Library** Menu Options screen, select the **Company** tab and click the **Messages** link.
- The Company messages screen is displayed.
- Click the Edit icon to the right of the Message you want to modify.
- The **Send SMS** or **Send MMS** screen is displayed with your saved message contents displayed.

- You are now able to continue with the composition of the retrieved message.

Deleting saved Messages

- From the **Library** Menu Options screen, select the **Company** tab and click the **Messages** link.
- The Company Messages screen is displayed.
- Check the Checkbox at the left of the Message(s) you want to delete.
- Click on the **Delete** link at the bottom of the screen. A confirmation message box displays.
- Click **OK** to delete the Message(s) permanently.

6.7.3 Managing Company Multimedia Content

The **Library** Menu Options screen allows you to store multimedia content for use during the composing of MMS messages from the **Send MMS** screen and the Desktop Client.

Adding Multimedia Content

- From the **Library** Menu Options screen, select the **Company** tab and click the **Multimedia Content** link. The **Company Multimedia** screen is displayed, in the **Thumbnail** view by default.
- By clicking the **List** link at the top right of the **Multimedia Content** screen is displayed in the **List** view.
- Click the **BROWSE** button to the right of the **Add New Content** text box. Browse and select the file you wish to add, then click the **Open** button.
- The file path is displayed in the text box next to the **BROWSE** button.
- Enter a name for the Content in the **Descriptive Name** text box.
- Click the **ADD** button to save the Content to the Library.

Deleting Multimedia Content

- From the **Library** Menu Options screen, select the **Company** tab and click the **Multimedia Content** link.
- The **Company Multimedia** screen is displayed, in the **Thumbnail** view by default.
- Check the Checkbox at the bottom of the Thumbnail or at the left of the Content to be deleted.
- Click on the **Delete** link at the bottom of the screen. A confirmation message box displays.
- Click **OK** to delete the multimedia content(s) permanently.

Appendix 1: Company and Personal Settings

Setting	Description
Company Settings	<p>Company settings are usually available for use by all users but can only be modified by the System Administrator. Company settings include:</p> <ul style="list-style-type: none"> • Company Address Book Contacts • Company Address Book Groups • Company Message Templates • Company Media Content • Company Inbox • Message Limits • Long SMS.
Personal Settings	<p>Personal settings are features which are only viewable and accessible by you. Personal settings include:</p> <ul style="list-style-type: none"> • Personal Contacts • Personal Groups • Personal Message Templates • Personal Media Content • Personal Inbox • Save Personal messages to Library • Schedule messages.

Appendix 2: Desktop Client Address Books Settings

The Table below provides a description of the configurable address book settings of the Desktop Client.



Table: Address Book Settings

If you want...	Then...	Comments
To change the location of the local copy of the address books you use in the Desktop Client.	Click on the Browse... button and select a new file location.	
The address books to synchronise with the address books in either the Telstra Desktop Messaging application or Outlook.	Select Synchronise in the background.	
To specify when to synchronise.	Enter the number of days after which the address books should be synchronised, and the number of minutes idle.	
To synchronise with the Outlook Global Address Book.	Refer to your company's LDAP administrator for assistance.	

Appendix 3: Desktop Client Appearance Settings

The Table below provides a description of the configurable appearance settings of the Desktop Client.

Table: Appearance Settings

If you want...	Then...	Comments
The Desktop Client to automatically launch when you start your machine in the morning.	Launch at system startup.	If you do not select this option, then you will need to launch the Desktop Client by clicking on the icon on your desktop screen.
To display the Desktop Client menu bar below 	Display menu bar at startup.	This provides an alternative method for accessing the main functions of the system.
The Desktop Client to be displayed on top of any other applications you may have open at the time.	Always display on top.	You can minimize the Desktop Client by clicking on the minimize icon  . If you do not select this option, then when the mouse is clicked anywhere other than the Desktop Client, the application will return to the background.
The Desktop Client to be displayed if you hold your mouse over the menu bar icon for a second or more.	Hover over icon to return to foreground.	
Seconds (as well as hours and minutes) to be displayed in the clock in the Start Up screen.	Show Seconds in time display.	
Tooltip information to be displayed when you hold your mouse over a screen element (eg button) for a second or more.	Display ToolTip captions.	
To change the presentation layer of your Desktop.	Browse, and select another .xml file.	This does not alter the functionality of the Desktop at all, just the appearance of the outer layer.

Appendix 4: Desktop Client Message Sending and Store Settings

The Table below provides a description of the configurable message sending settings of the Desktop Client.

Table: Message Sending Settings

If you want...	Then...	Comments
Change the number of recipients that are displayed in the Prev. Used field.	Enter a new number in the Number of recent recipients field.	10 is the maximum number of recipients that can be displayed in the Prev. Used field.
Change the minimum number of message credits required before an alert message is displayed.	Enter a new number in the Message credit alert threshold field.	
Enable long SMS message sending.	Check the Allow long SMS messages checkbox, and specify the maximum number of parts in the Maximum message parts field.	You can send SMS messages that are longer than 160 characters. However, these messages are broken down into parts, of which the first part is 160 characters long. Subsequent parts allow slightly fewer characters.

Table: Message Store Settings

If you want...	Then...	Comments
Save sent messages.	Check the Save sent messages field.	
Change the folder where the sent messages are saved.	Click on the Browse... button and select another folder.	
Discard saved sent messages after a certain period.	Check the Discard saved messages checkbox.	
Change the number of days after which saved messages are discarded.	Enter the new number in the Discard messages after... days field.	

Appendix 5: Desktop Client Security and Sound Settings

The Table below provides a description of the configurable security settings of the Desktop Client.

Table: Security Settings

If you want...	Then...	Comments
Save login details.	Check the Save login details checkbox, the entered username and password from the login screen will be remembered for next time when you exit the Desktop Client.	The Desktop application will be automatically populate your login details.
Enable auto-login.	Check the Auto login checkbox.	The Desktop application will be automatically launched when you boot up your machine in the morning.

Table: Sounds Settings

If you want...	Then...	Comments
Enable sounds.	Leave the Disable sounds checkbox blank.	

Appendix 6: Email Plug-In: Telstra Desktop Messaging Business Settings

Table: Telstra Desktop Messaging Business Settings

If you want...	Then...	Comments
Have a return email sent to you to confirm successful transmission of a message.	Check the Send email confirmation on successful message checkbox.	You will automatically receive email notification of unsuccessful transmission of a message. You do not have to make any selections in this case.
Change the default reply path.	Select an option from the Select default reply path drop-down list: email address, mobile handset, company inbox or personal inbox.	<p>The default reply path displays in the New SMS screen, but can be over-ridden for individual messages.</p> <p>The reply paths: email address, mobile handset, company inbox and personal inbox, are defined in the Telstra Desktop Messaging application.</p> <p>The number that appears on the recipient's handset will differ depending on the reply path chosen.</p> <p>If the reply path is a:</p> <ul style="list-style-type: none"> • mobile handset, the recipient will see the account holder's registered mobile number. • company inbox, the recipient will see the company billing MSISDN. • personal inbox or email address, the recipient will see a number that is drawn from a pool of available numbers. This will be different for every SMS sent. <p>You will only be able to view reply SMS messages sent to your personal inbox or the company inbox via the Telstra Desktop Messaging application. Refer to Section: 2.10 Using Inbox.</p>
Have calendar reminders sent as SMS messages to the mobile phone you designated in your Telstra Desktop Messaging account.	Check the Calendar Reminders checkbox.	<p>You will receive calendar reminders via SMS if the Reminder function is enabled in MS Outlook or Lotus Notes. In MS Outlook, this means that the Reminder checkbox must be checked.</p> <p>If the Reminder checkbox in the email client is not checked, then no reminder SMS will be sent even though you have enabled calendar reminders.</p> <p>Note: The facility to have calendar reminders sent to your mobile phone is not available in Outlook 97.</p>
Have calendar reminders sent as SMS messages to other recipients.	Check the Reminders to all attendees checkbox.	<p>Recipients with Address book mobile phone entries will receive calendar reminders via SMS if the Reminder function is enabled in MS Outlook or Lotus Notes. In MS Outlook, this means that the Reminder checkbox must be checked.</p> <p>The use of EmailSMS addressing for mobile phone numbers will also result in the SMS being sent to that number.</p> <p>If the Reminder checkbox in the email client is not checked, then no reminder SMS will be sent even though you have enabled calendar reminders.</p> <p>Note: The facility to have calendar reminders sent to your mobile phone is not available in Outlook 97.</p>
Enable long SMS sending.	Check the Use Long SMS Capability checkbox, and enter the number of parts you require (up to a maximum of 10 parts) in the Maximum Messages field.	The new settings will take effect next time you compose a new SMS message.

Appendix 7: Administrator Settings: Permission Descriptions

Table: Permission Descriptions

Permission	Description
Sending Messages	
Default MMS Handset Compatibility.	Selects the default Handset Compatibility used in the MMS Composer.
Use Online Message Desktop.	Allows user to use the Desktop Client application.
Send Web Messages to any Number.	Allows use to send Web messages to any number.
Send Web Messages to only Company Address Book Contacts.	Restricts users to sending Web messages to recipients who are listed in the company contacts only.
Send Web Messages to only Personal and Company Address Book Contacts.	Restricts users to sending Web messages to recipients who are listed in their personal @ company contacts only.
Disable Web Message Sending.	Restricts users from sending Web messages.
Use Web Message Bulk number Sending.	Allows users to use the bulk number send feature to send Web messages.
Use Web Message Mail Meg Sending.	Allows users to use the mail meg feature to send Web messages.
Use Web Message Scheduling.	Allows users to use the scheduling feature to send Web messages.
Send Long Web SMS Messages.	Allows users to send Web LongSMS messages. Enter the maximum SMS parts allowed in the adjacent text box.
Use XML API.	Allows users to use the XML API interface to the Telstra Desktop Messaging application.
EmailSMS Messages	
Send EmailSMS Messages to any Number.	Allows user to send messages using an email client to any number.
Send EmailSMS Messages to only Company Address Book Contacts.	Allows user to send messages using an email client to contacts in the company address book only.
Send EmailSMS Messages to only Personal Address Book Contacts.	Allows user to send messages using an email client to contacts in their personal address book only.
Send EmailSMS Messages to only Personal and Company Address Book Contacts.	Allows user to send messages using an email client to contacts in the personal and company address book only.
Disable EmailSMS Message Sending.	Restricts user from sending an SMS message from an email client.
Use EmailSMS Forwarding.	Allows users to send messages using an email program to their own mobile number.
Send EmailSMS from the Email Subject.	Can use the subject line for the message details.
Send EmailSMS from the Email Body.	Can use the email body for the message details.
Send EmailSMS from both the Email Subject and Body.	Can use both the subject line and the email body for the message details.
Confirm successful submission of EmailSMS messages via email.	Email confirmation of successful submission of an EmailSMS message is enabled.

Appendix 7: Administrator Settings: Permission Descriptions continued...

Table: Permission Descriptions

Permission	Description
EmailSMS Messages cont'd.	
Set EmailSMS reply path as the Company Inbox (Requires Manage/Use Company SMS Inbox).	Selects the Company Inbox as the default reply path for EmailSMS messages.
Send Long EmailSMS Messages.	Allows users to send EmailSMS LongSMS messages. Enter the maximum SMS parts allowed in the adjacent text box.
SMS Inbox	
Manage Personal SMS Inbox.	View, export, reply to, and delete messages received in personal inbox.
Use Personal SMS Inbox.	Select Personal Inbox as a reply path.
Have Personal SMS Inbox as default return path.	Personal Inbox is set as the default inbox for receipt of return messages.
Manage Company SMS Inbox.	View, export, reply to, and delete messages received in company inbox.
Manage Company Inbox Rules.	Allows users to create and edit Inbox Rules in the Rules Wizard screen.
Use Company SMS Inbox.	Select CompanyInbox as a reply path.
View Rules Wizard.	Allows users to view Rules in the Rules Wizard screen.
Have Company SMS Inbox as default return path.	Company Inbox is set as the default inbox for receipt of return messages.
Address Book	
Manage Company Address Book.	Add, edit, and delete contacts in the company contacts list. This includes importing new contacts.
Use Company Address Book.	Users can use the company contacts to send messages.
Manage Personal Address Book.	Add, edit, and delete contacts in their personal contacts list. This includes importing new contacts.
Use Personal Address Book.	Users can use the personal contacts to send messages.
Templates	
Manage Company Message Templates.	Add, edit and delete company message Library templates.
Use Company Message Templates.	Allows user to use company message Library templates when composing messages.
Manage Personal Message Templates.	Add, edit and delete personal message Library templates.
Use Personal Messages Templates.	Allows user to use personal message Library templates when composing messages.
Use Personal Media Content.	Allows user to use personal Library multimedia content when composing messages.
Manage Personal Media Content.	Add, edit and delete personal Library multimedia content.
Use Company Media Content.	Allows user to use company Library multimedia content when composing messages.
Manage Company Media Content.	Add, edit and delete company Library multimedia content.

Appendix 7: Administrator Settings: Permission Descriptions continued...

Table: Permission Descriptions

Permission	Description
Message Logs	
View Scheduled Messages.	Users can view all scheduled messages.
View Messages Sent By All Users.	Users can view all messages that have been sent by all users.
View Own Messages.	Users can view only the messages they have sent.
Administration Functions	
Manage Cost Centres.	New cost centres can be added and deleted.
Manage User Groups.	User groups can be added, edited, and deleted.
Manage Users.	User details can be added, edited, and deleted. This includes the group the user is a member of, the cost centre they fall under, and their personal message limit.
Add User Accounts in Bulk.	User can upload users using the bulk upload method.
View Users.	User details can be viewed only.

Appendix 8: Creating a CSV File

CSV files are used to upload contact information such as names and mobile phone numbers, into the Telstra Desktop Messaging application address book. They are also used for mail merge and bulk number send messages. A CSV (comma delimited) file is created using MS-Excel.



When entering mobile phone numbers in a CSV file, ensure there are no spaces between any digits, there are no dashes (-) separating digits, the number is the correct length, ie 10 digits, and the number begins with a zero if it is in full national number format, or '614' if it is in international format. If an international number (eg a U.K. number) it can begin with any number.



The cells that contain the mobile numbers must be formatted as text cells. To do this, highlight the column containing the mobile numbers, right-click in one of the cells and select Format Cells from the menu. On the Number tab, select Text from the Category list and click the OK button. If the formatting is applied after the cells were populated, check to make sure the mobile numbers still start with a zero.

Complete the steps below to create a CSV file:

- Launch MS-Excel, and create a new spreadsheet.
- Enter the details required (mobile number, name, reference numbers etc.) into the spreadsheet using a new column for each of the headings.

- Enter the required information in the spreadsheet depending on the purpose of the CSV file.
- **To import contact details into Address Book** ensure that you include the following information in the order below:
 - First name (mandatory)
 - Surname (mandatory)
 - Mobile phone number (mandatory)
 - Email address (optional)
- **For a mail merge send message**
 - You must include the contact's mobile phone number and any other information that is relevant eg title, surname, reference number etc.
- **For a bulk number send message**
 - You should include mobile phone numbers only.
- Before saving the spreadsheet, if there is more than one sheet per book, right-click on the unused sheet's tab and select **Delete** from the pop-up menu. The CSV file format does not support multiple sheets per book.
- Select **Save As** from the **File** menu, then select a location and enter a file name.
- Using the **Save As Type** drop-down list, select **CSV (Comma Delimited)** from the list.
- Click on the **Save** button. A message warning that the spreadsheet may contain some features that are not compatible with CSV is displayed.
- Click the **OK** button to continue.

The spreadsheet is now ready to be imported into Telstra Desktop Messaging.

Appendix 9: Message Compatibility Class Restrictions

	Any MMS handset	MMS handsets with audio	MMS video handsets	Maximum MMSC support
Maximum message size	45kB	45kB	100kB	300kB for InterCarrier 500kB for Telstra
Maximum no. of user added content parts (ie not including SMIL)	13	13	13	13
Allowable content types – Image	Baseline encoded JPEG, JPG, GIF87a, GIF89a, animated GIF98a, WBMP, PNG	Baseline encoded JPEG, JPG, GIF87a, GIF 89a, animated GIF98a, WBMP, PNG	Baseline encoded JPEG, JPG, GIF87a, GIF 89a, animated GIF98a, WBMP, PNG	Baseline encoded JPEG, JPG, GIF87a, GIF 89a, animated GIF98a, WBMP, BMP, PNG
Maximum image resolution	160x120 pixels	160x120 pixels	640x480 pixels	1600x1200 pixels
Maximum size of text part	300 characters	300 characters	300 characters	1000 characters
Allowable content types – Audio		AMR, MIDI, MID, WAV, IMY, EMY	AMR, MIDI, MID, WAV, IMY, EMY	AMR, MIDI, MID, WAV, IMY, EMY, EVC, AAC
Allowable content types – Video			3GPP, 3GP, MP4	3GPP, 3GP, MP4, MPG
Video encoding restrictions			Resolution: up to 176x144 Video codec: MPEG-4 or H.263 Audio codec: AMR Encoding rate: not exceeding 110kbps	Resolution: up to 176x144 Video codec: MPEG-4 or H.263 Audio codec: AMR Encoding rate: not exceeding 110kbps