Telstra Desktop Messaging Guide

Contents

1.0 Telstra desktop messaging overview

Telstra Desktop Messaging is a versatile and convenient two-way SMS/MMS messaging application. With four components, it enables you to send and receive messages in different ways:

— **Web application.** This is the core component that allows you to send individual and bulk SMS and MMS messages via a web interface.

— **Desktop client.** Allows you to send individual SMS and MMS messages via a desktop app.

— **EmailSMS.** Allows you to send individual and bulk SMS messages via your email.

Note: information and the terms that apply to SMS and MMS (as opposed to Telstra Desktop Messaging) is set out in Part E – SMS Messages and Email of the Telstra Mobile section of Our Customer Terms.

1.0 Telstra desktop messaging overview

Terms and abbreviations

Term or abbreviation	Definition
Telstra Desktop Messaging	A web-based application that allows you to send SMS/MMS messages to a mobile phone.
Telstra OnlineSMS	A secondary term for Telstra Desktop Messaging.
Desktop Client	A desktop application that allows you to send an SMS/MMS to a mobile phone without a browser.
EmailSMS	Allows you to send SMS/MMS messages to a mobile phone via most email applications.
Permissions	Administrator restrictions imposed on users/groups to limit access to company and/or personal settings.
SMS	Short Message Service.
MMS	Multimedia Message Service.
Long SMS	An SMS message that can exceed the 160-character limit of a standard SMS. By default, the maximum number of standard SMS messages allowed in a Long SMS is 9, or 1,440 characters.
Administrator	Person appointed within a company to manage accounts and permissions.

2.0 Telstra Desktop Messaging web application

Telstra Desktop Messaging's web application allows you to send, receive and manage SMS/MMS messages from your PC, laptop, tablet or mobile. No software download is required.

Telstra Desktop Messaging lets you:

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

2.1 Logging in and out

Go to https://onlinesms.telstra.com. The **Login** screen will be displayed. Enter the **User Name** and **Password** details from your registration email. Click the **Login** button.

The password is case sensitive, so ensure it is entered correctly. If you forget your password, follow the click here link. Your password will be emailed to your email address.

Once you have logged in, you can click **Logout** on the top right of the home screen to log out.

2.1.1 Two-factor authentication

When you click the **Login** button, a numeric code will be sent to your registered mobile phone or email. Enter the code in the field on the **Login** page and click **OK** to access Telstra Desktop Messaging.

2.1.2 Company and personal settings

Some features of Telstra Desktop Messaging have company and personal settings. Access to these settings depends on Administrator permissions. Refer to Appendix 1 – Company and Personal Settings.

2.2 Using online help

For help on a specific topic, click the **Help** link at top right of the screen. A new window will open with help on Telstra Desktop Messaging features. Simply click on the topic you need help on.

2.3 Home screen overview

Send SMS is the screen you will use most often. You can return to this screen at any time by clicking the **Menu Options** drop-down list on left of screen and selecting **Send SMS**.

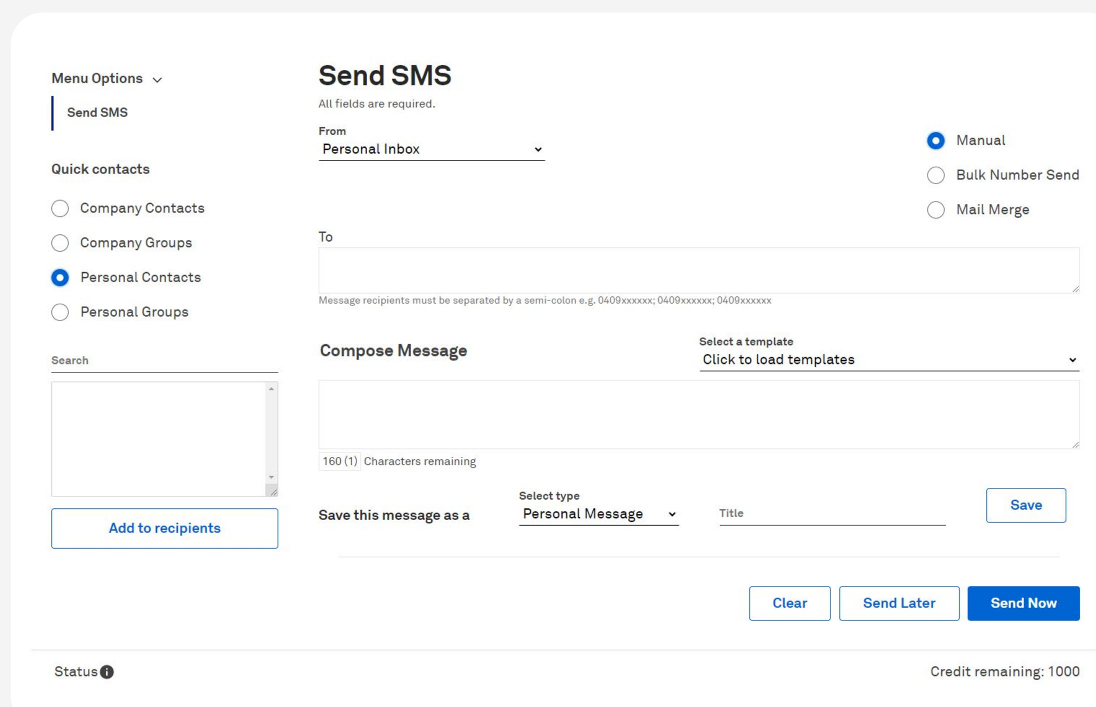


Figure 1. Home screen: Send SMS

This is the screen for sending SMS messages. From here you can:

Select message send mode

— **Manual.** Send messages to recipients individually.

— **Bulk Number Send.** Send bulk messages to groups of recipients.

— **Mail Merge.** Send person

Compose, save and send messages

— **From field**. Choose the inbox (or email) or personal mobile to send messages. This will also be your reply path.

— **To field**. Enter message recipient(s).

— **Add to recipients**. Click to add recipients from your address book contacts.

— **Compose Message**. Create your message.

— **Select a template**. Select an existing template for a message from the drop-down list.

— **Characters Remaining**. Displays the number of characters remaining as you type.

— **Save this message as a**. Save and name a message from the **Select type** drop-down list.

— **Save Button**. Click to save message.

— **Clear Button**. Clear all message details and start again.

— **Send Later Button**. Define the send schedule for the message.

— **Send Now Button**. Send the SMS/MMS message immediately.

View your activity

— **Credit remaining.** Displays the number of message credits you have left for the month.

— **Status.** Lists all your recent messaging activities along with a time and date stamp.

Access menu options

— **Send SMS.** Allows you to compose, save and send SMS messages.

— **Send MMS.** Allows you to compose, save and send MMS messages.

— **Inbox.** Preview messages received in your Personal Inbox and Company Inbox.

— **Rules Wizard.** Create and manage Company Inbox message rules.

— **Quick Contacts.** Select personal or company message recipients.

— **Library.** Access and manage message templates, saved messages and multimedia content.

— **Sent.** View all sent messages and review their status.

— **Scheduled Messages.** View and manage scheduled messages.

— **Change Password.** Change your password.

Menu Options has an arrow icon on its right. Click it to change your view:

— **Up-arrow:** the full menu is displayed.

— **Down-arrow:** Only Quick Contacts is displayed to save screen space. Hover your mouse over the down-arrow to expand the menu as needed.

Note: Administrators can see menu options hidden to users without permissions.

2.4 Sending SMS/MMS messages

An SMS is a text message made up of a maximum of 160 characters. An MMS is a multimedia message with a combination of text, image, audio and video content.

— SMS messages are sent from the **Send SMS** screen.

— MMS messages are sent from the **Send MMS** screen accessed from **Menu Options**.

It's a simple, step-by-step procedure to create and manage SMS and MMS messages:

— Enter recipients (differs if you select **Manual**, **Bulk Number Send** or **Mail Merge**).

— Choose from personal/company inboxes or email to send messages from.

— Compose the message.

— **Save** the message, clear, send later, or send now.

2.4.1 Creating SMS messages

Select SMS send mode.

Choose the SMS send mode from the buttons on top right of screen.

- **Manual.** Selected by default to enter recipients individually.
- **Bulk Number Send.** Send bulk messages to groups of recipients.
- **Mail merge.** Send personalised bulk messages to groups of recipients.

Complete From field.

Select from your **Personal Mobile**, **Personal Inbox**, **Company Inbox** or **Email Address**. Replies to your message will be sent to the option you choose. (Sending personal SMS/MMS messages depends on Administrator permissions.)

Note: messages sent from Personal Contacts and Personal Groups have the standard practice of a seven-day reply limit. Replies after seven days will not be accepted by Telstra Desktop Messaging.

Complete To field.

Enter message recipient(s) either by name or phone number. If a recipient is added accidentally, highlight the name and press **Delete**.

Complete Compose Message field.

Create your message. You can also use an existing message from the **Select a template** drop-down list.

Once the message is composed, you have the following options:

- **Save this message as.** Allows you to save and name a message. You can find saved messages under Library in Menu Options.
- **Clear button.** Allows you to delete message and recipient details.
- **Send later button.** Allows you to schedule your message to be sent later.
- **Send now button.** Allows you to send your message immediately.

2.4.2 Creating MMS messages

Click on the Send MMS link in **Menu Options** to go to the **Send MMS** screen.

Select MMS send mode. Choose the MMS send mode from the buttons on top right of screen.

— **Manual.** Selected by default to enter recipients individually.
— **Bulk Number Send.** Send bulk messages to groups of recipients.
— **Mail merge.** Send personalised bulk messages to groups of recipients

Complete From field.

Select from your **Personal Mobile**, **Personal Inbox**, **Company Inbox** or **Email Address**. Replies to your message will be sent to the option you choose. (Sending personal SMS/MMS messages depends on Administrator permissions.)

Note: messages sent from Personal Contacts and Personal Groups have the standard practice of a seven-day reply limit. Replies after seven days will not be accepted by Telstra Desktop Messaging.

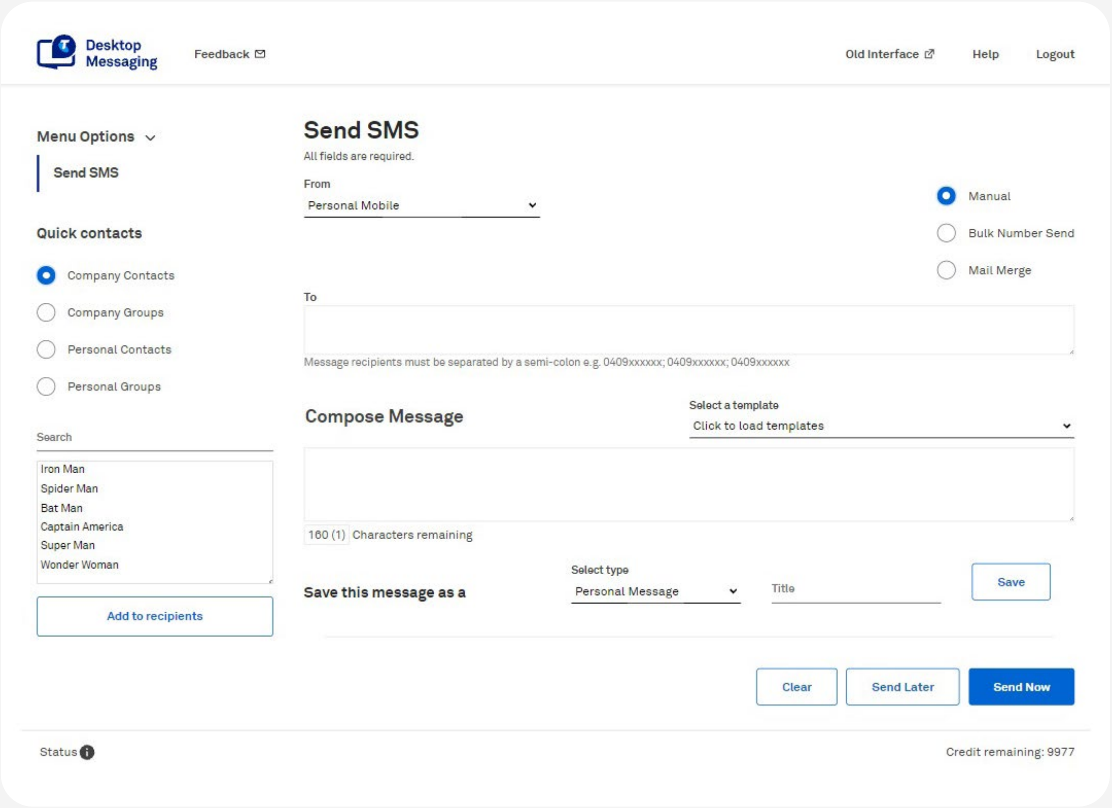


Figure 2. Send MMS screen

Complete To field.

Enter message recipient(s) either by name or phone number. If a recipient is added accidentally, highlight the name and press **Delete**.

Complete Compose your MMS Message

- **Complete Subject field.** Unlike **Send SMS**, you can create a subject title for your MMS.
- **Insert content.** Insert multimedia like images, video or audio clips. There are two ways:
  - **Use a template.** Use a pre-existing template from the **Select a template** drop-down list.
  - **Upload files.** Search for and insert multimedia content:
    - **Upload your own file.** Click Choose file to upload a file from your computer. Files are displayed in a Windows pop-up box. Click **Open** to add.
    - **Select from the library.** Search for multimedia content in the **Personal** or **Company Library** drop-down list. Find the file, double-click or click **Add Library File**.
- Once you have inserted multimedia content, you can add text in the **Add your message box**.

Preview your MMS.

As you add content to your MMS, it will be shown in the preview screen.

Note: there is a size limit for files uploaded into MMS messages. Refer to Appendix 9 for details.

Once the message is composed, you have the following options:

- **Save this message as.** Allows you to save and name a message. You can find saved messages under **Library** in **Menu Options**.
- **Clear button.** Allows you to delete your message and recipient details.
- **Send later button.** Allows you to schedule your message to be sent later.
- **Send now button.** Allows you to send your message immediately.

2.5 Message Credit/Character limits

Message credit limits

Each text message of 160 characters is counted as one message credit. Each MMS up to 100kb in size counts as two message credits. Each MMS up to 500kb in size counts as three message credits. Each MMS up to 2000kb in size counts as four message credits.

Message credits refer to the number of messages allocated to the user or group by **Administrators**. The number of **credits remaining** is reduced by one for each SMS message sent. Remaining credits are shown next to the Credits remaining text at the bottom right hand of all screens.

When using **Mail Merge** or a **Bulk Message Send**, the message limit is reduced by the total number of recipients. If there is no limit to the number of messages sent, the word UNLIMITED appears.

Note: if a bulk mail or mail merge message exceeds your remaining message credits, none of the messages will be sent.

Message character limits

Characters refer to characters in word. As you type in the **Compose Message** field, the number of characters shown in **Characters remaining** will decrease automatically. Once you reach the 160-character limit, one of two things will happen:

— If you are creating a Short SMS, you will no longer be able to add characters. You will need to review/rewrite your message.

— If you are creating a Long SMS, the character limit will reset to 160 so you can keep typing. However, for message credit purposes, this is now designated as two messages.

Under the **Compose message** field, you can see the number of characters remaining for the SMS message, followed by the number of SMS messages you're creating in brackets ( ).

2.6 Entering SMS/MMS recipients using Quick Contacts

Click **Quick Contacts** under **Menu** Options and select recipients from **Company Contacts**, **Company Groups**, **Personal Contacts** and **Personal Groups**. Click **Add** to **recipients**, or double-click to add.

Note: personal contacts/groups can only be seen by you. Company contacts/groups can be seen by others in the company or group.

You can add contacts from more than one group for one message, such as both the **Company Contacts** and **Personal Contacts** groups. To add recipients from another group, select the required group, then select recipients from that group.

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

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

2.6.1 Entering SMS/MMS recipients not in Quick Contacts

If recipients do not exist in **Quick Contacts**, enter their mobile number directly in the **To** field. Type the mobile phone number with no separating spaces: 0401689124 or 61401689124. If there is more than one, use a semi colon (;) to separate the numbers: 0411256897; 0402758345.

2.7 Scheduling messages

Messages can be delivered at a specified future time with the **Send Later** button. They can be scheduled using the following options:

— **Once Only –** message is scheduled for once-off delivery.

— **Recurring –** message is scheduled for repeated delivery at specified intervals: daily, weekly, monthly or yearly.

2.7.1 Send later – once only

To schedule a message to be sent once, click the **Send later** button. The **Once** option is displayed.

— From the **Start Date** calendar icon, click and select the date for the message to be delivered.

— If the message is to be sent in a future month, click on the > button in the calendar. If the message is to be sent in a future year click the >> button.

— From the **Time** drop-drown list enter the time the message is to be sent.

— Click **OK** to send the message at the specified date and time. OR

— To cancel message scheduling, click **Cancel** and the **Send now** option is displayed.

2.7.2 Send later – recurring

You can send messages in a recurring schedule. First, select the recurrence pattern from the **Period** drop-down list. The **Period** options will change with the recurrence pattern:

— **Daily:** choose from a daily schedule, on weekdays or on weekends.
— **Weekly:** choose a day of the week, or more than one day per week.
— **Monthly:** choose a fixed day or a variable day.
— **Yearly:** choose a fixed day or a variable day, and month.

Select the send frequency

Click the Interval field up/down arrows to select the frequency required.

- **Daily:** enter a number to set how many messages are sent per day.
- **Weekly:** enter a number to set how many messages are sent on selected days.
- **Monthly:** define your schedule:
  - **On a fixed day**:
    - Select the number of messages sent per day in the Interval field.
    - Select the day to send messages in the **Day** field.
  - **On a variable day:**
    - Enter the number of messages sent per month in the **Interval** field.
    - Select which occurrence of the day in the **Ordinal** field.
    - Select the day to send messages in the **Day** field.
- **Yearly:**
  - **On a fixed day:**
    - Enter the month messages are to be sent in the Month field.
    - Enter the day of the month in the Day field.
  - **On a variable day:**
    - Select which occurrence of the day in the Ordinal field.
    - Select the day to send messages in the Day field.
    - Select the month to send messages in the Month field.

Set range of recurrence

— Select **Start Date** from the calendar icon.

— Select **Time** and enter the time of day: hour, minute, second.

— Select the end time from the **End** drop-down list:

  — For the message to continue indefinitely, select **No end**.

  — To stop the message on a specific date, select **End on**, click the calendar icon and select the date from the calendar.

  — To stop the schedule after a specific number of times, select **End after** and enter the number of times the message is to be sent with the Executions up/down arrows.

— To cancel message scheduling, click **Cancel and the Send** now option appears.

— To confirm scheduling, click **Send on schedule.** The message(s) will be sent at the set times.

Note: scheduled messages can be viewed in Scheduled Messages under Menu Options.

2.8 Sending bulk number messages

Bulk Number Send sends messages to groups of recipients not stored in contacts lists. It differs from **Mail Merge** in that the content of each message is not personalised.

Note: use of Bulk Number Send depends on Administrator permissions. You should also read the terms and conditions of use carefully before sending any messages.

2.8.1 Bulk Number Send: upload external file

From the **Send SMS** screen, check **Bulk Number Send**. Ensure you are loading CSV (comma separated values) file. Refer to Appendix 8 – Creating a CSV file for more information.

— Click on **Browse** to locate the CSV file. The Choose file window is displayed.

— Select the CSV file you want, then click **Open**. The file path is displayed in the field next to the **Browse** button.

— To compose a new message, type the message in the **Compose Message** field.

— To use an existing template, select it from the **Select template** drop-down list, and edit the template (if required) in the Compose Message text box.

— In the **From** drop-down list, select the desired option if different from the default.

— To send the message immediately click **Send now**.

— To send the message later, click **Send later** and define the schedule. OR

— To clear the message and recipients, click **Clear**.

— If there are errors, you will see: ‘An error has occurred during message submission, click **OK** for details’. Click **OK** in the message box. The **Status** screen displays.

— If required, amend the mobile phone numbers and re-upload the CSV file.

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

— Click **Status** at bottom left of screen and view the Status screen.

— Click **Sent Menu** to view sent messages.

Note: Be mindful of character and message credit limits when importing text from CSV files.

2.9 Mail Merge

The **Mail Merge** feature allows messages to be personalised for recipients of bulk messages. These recipient details are not usually stored in **Contacts** lists because they change regularly. Recipient details are usually in a CSV (comma separated values) file.

Refer to Appendix 8 – Creating a CSV File.

To create a Mail Merge SMS:

— Import the recipients.

— Compose the message.

— Check and correct the mail merge send report for any errors.

— Send the SMS.

Note: use of Mail Merge depends on Administrator permissions. You should also read the terms and conditions of use carefully before sending any messages.

2.9.1 Importing recipients

- From the **Send SMS** menu, check the **Mail Merge** button.
- Click **Choose file** to locate the CSV file. The **Choose file** window is displayed. Select the CSV file to import and click **Open**. The file path is displayed next to **Choose file**.

2.9.2 Composing the message

- In the **Which field is the mobile number in?** field, enter the column number in the CSV file where the mobile number is:
  - If the mobile number is in column 1 (or column A), the field value = 1;
  - If the mobile number is in column 2 (or column B), the field value = 2 and so on.
- In the **From** drop-down list, select where replies are to be sent.
- To compose a new message, type in the **Compose Message** field. To insert existing text from the CSV file, enter the column number in brackets [ ] where the text is stored in the CSV file. Example: Hi [1] you could win [4] in our new competition.
- To use an existing message template, select from the Select template drop-down list and edit the template (if required) in the **Compose Message** field.
- Preview the mail merge (explained in next section).

Note: Be mindful of character and message credit limits when importing text from CSV files.

2.9.3 Mail Merge preview

- To check the message and correct any errors, click **Preview Merge**.
- If there are errors, click **Close** in the preview screen to return to the **Send SMS** screen. You can correct the message, or open the CSV file and check that the columns with the merged information are correctly referenced.
- Ensure that mobile phone numbers are formatted correctly, for example:
  - there are no spaces between any of the digits
  - there are no dashes (-) separating the digits
  - the number is the correct length, i.e. 10 digits
  - the fields are formatted as text and that each number begins with a '0'.
- **Save** the CSV file with the changes. Upload the CSV file again, and click **Preview Merge**. If there are no errors, continue to send the message.
- To send the message immediately, click **Send now**.
- To send the message later, click Send later and define the schedule. OR
- Click **Clear** to delete the message, and re-compose your message.

Note: the CSV file only contains information captured at the time of upload. Changes to the CSV file after upload will not be included. If you make changes after upload, you must cancel and redo to include the changes.

2.9.4 Mail Merge message and character credits

Failure to send all merged messages could be the result of insufficient message credits. For example, sending mail merge messages to 100 recipients requires at least 100 available message credits.

The **Preview Merge** screen doesn't indicate if a message exceeds 160 characters for Short SMS, or exceeds the Long SMS character limit once merged. It's important to consider the maximum length of each column being imported when composing the message body.

The mobile number is not considered part of the message body and does not need to be counted

in the message character limit.

2.10 Using the Inbox

The **Inbox** screen offers access to the **Company Inbox** and **Personal Inbox**. You can:

— View messages.

— Export, delete, reply to and forward messages.

Note: Administrator permissions will determine who can view, add, edit or delete the Company Inbox rules.

2.10.1 Viewing all messages

Click **Inbox** under **Menu Options**. The Company Inbox screen displays by default. To view messages in the Personal Inbox, click the Personal tab.

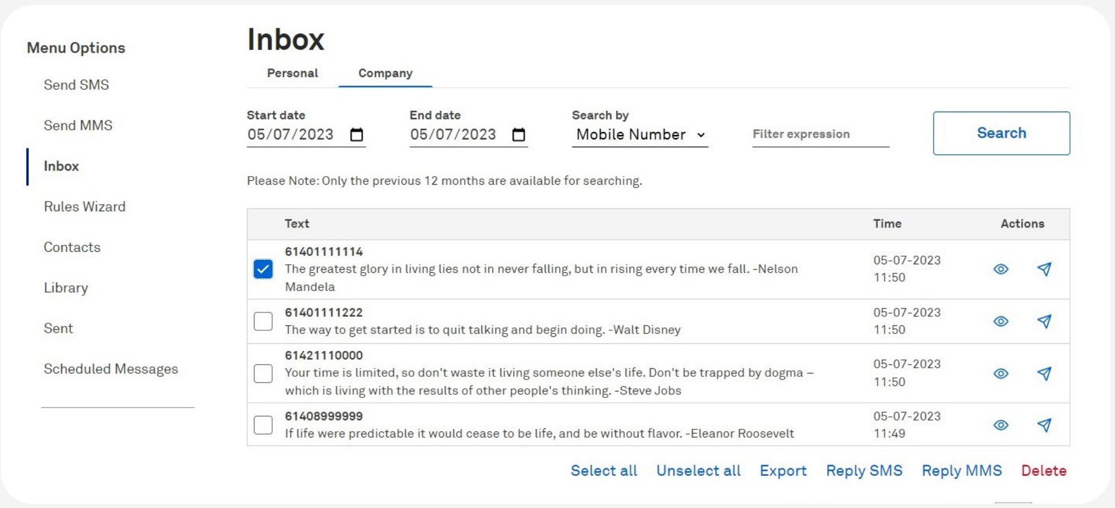


Figure 3. using the inbox

Messages display in the order received, with most recent at the top. Messages are in three columns:

— **Text.** Displays sender phone number and initial message text.

— **Time.** Displays date and time.

— **Action.** Displays your response options:

  — An **eye** icon to preview messages (useful to see multimedia content in MMS)

  — An **airplane** icon to action messages. Click it to go to the **Send SMS** screen.

Only 100 messages can be displayed per page. To see more messages, use the **Previous**, **Next** and **Go** buttons at bottom of screen to navigate to other pages.

2.10.2 Searching messages

To search for messages:

- Enter the start and end dates for the search.
- Select and enter the mobile number in the **Search** by field, or
- Select **Message text** and enter the text in the **Filter expression** field.
- Click **Search**.

The search results will be displayed in a new screen. From here, you can view and action messages.

2.10.3 Exporting messages

- To export all the messages displayed, click on **Export** at bottom of screen.
- To export specific messages, select the messages by checking the box next to the message and click **Export** at bottom of screen. Depending on your browser the file will download automatically or the **File Download** dialog box will display. If so, complete the following steps:
  - Click **Save**. The **Save As** dialog box is displayed.
  - Name the file and save it to a drive and folder. The **Download Complete** dialog box is displayed. The selected messages are exported in CSV (tab delimited text) form and the file is saved as a text file. Refer Appendix 8 – Creating a CSV file.
  - Click **Close** to close the **Download Complete** dialog box.

2.10.4 Replying to messages

- To select specific messages, check the box next to the message.
- To select all the messages, click **Select all** at bottom of screen.
- Click **Unselect** all at bottom of screen to deselect all the messages.
- Click **Reply SMS** or **Reply MMS** at bottom of screen.
- The **Send SMS** or **Send MMS** screen is displayed.
- Compose and send the message.

2.10.5 Forwarding messages

To forward a message, click the **airplane** icon at the right-hand side of the message.

- If it is an SMS message, you will be taken to the **Send SMS** screen.
- If it is an MMS message, you will be taken to the **Send MMS** screen.

Note: You may not be able to forward an MMS message due to its message format. If this occurs, the message may not appear in Compose your MMS Message in the Send MMS screen.

2.10.6 Deleting messages

To delete messages:

- Check the box next to the message(s) you want to delete, and click **Delete**.
- You can also click **Select all** and click **Delete**.

2.11 Using Rules Wizard

Rules Wizard lets you configure automated actions when you receive a message in the **Company Inbox**. To go to the **Rules Wizard** screen, click it in the **Menu Options** drop-down list.

Rules Wizard allows you to:

- View and manage all existing **Company Inbox** rules.
- View messages captured by each **Company Inbox** rule.
- Edit, reset and delete **Company Inbox** rules.
- Change the order of rules.
- Create new **Company Inbox** rules.
- Test **Company Inbox** rules.

Note: You can only view, add, edit or delete rules if you have Administrator permission.

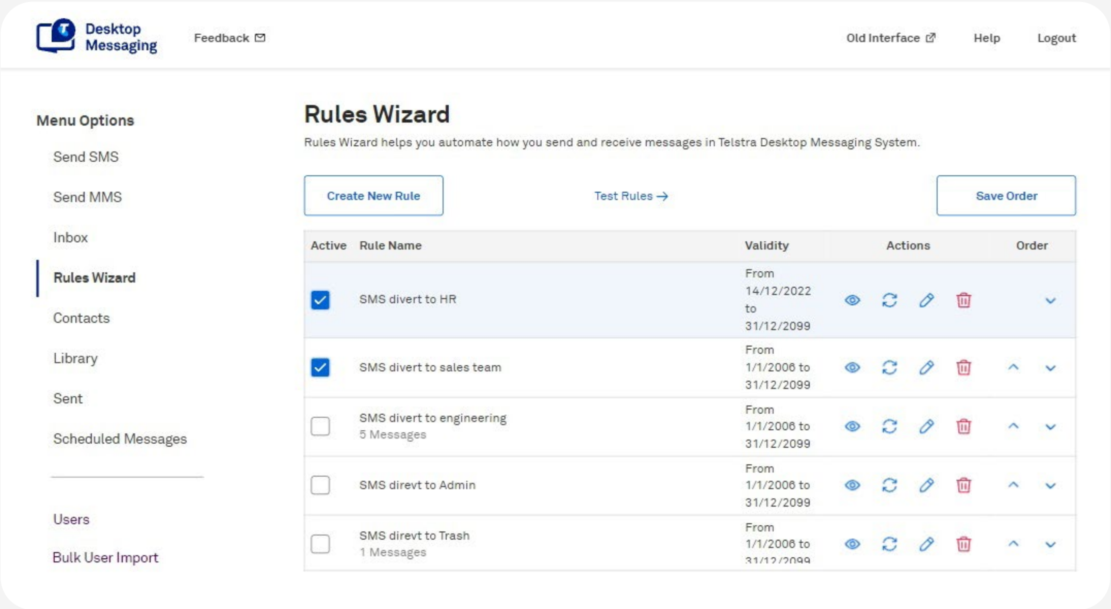


Figure 4. the Rules Wizard

The **Rules Wizard** lists all current rules and a summary of their details. The rules appear in order of priority from highest to lowest.

When a message is received, it is checked against active rules based on priority. The highest priority rule evaluates the message first. If the message does not match this rule, the rule with second highest priority evaluates the message, and so on. The lower priority rules are not processed.

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

At top of screen are three frequently used functions:

— **Create New Rule**. Click to create a new rule.

— **Test Rules.** Click to test a new rule.

— **Save Order.** Click to save a new rule order after changing the priority of a rule.

Current rules and their details are in the table:

— **Active.** A ticked checkbox indicates the rule is active. **Clear** the check box to deactivate.

— **Rule Name.** The unique rule name used by your company.

— **Validity.** The validity time of the rule (the time that the rule is in effect).

— **Actions:**

  — **Eye** icon - click to view messages captured by the rule.

  — **Circular arrows** icon – click to reset the message count to zero for the rule.

  — **Pen** icon – click to edit the existing rule.

  — **Trashcan** icon – click to delete the existing rule.

— **Order:**

  — **Up arrow** – click to move the rule up the priority list.

  — **Down arrow** – click to move the rule down the priority list.

  — **Save Order** button – click to confirm changes.

Create a new rule

Click **Create New Rule** to go to the Create New Rule screen and follow these steps:

Rule Name: enter a unique rule name that can only be used once in your list.

When: from the drop-down list:

— Select **an SMS** if you only want an incoming SMS message to trigger the rule.

— Select **an MMS** if you only want an incoming MMS message to trigger the rule.

— Select **any** if you want both incoming SMS and MMS messages to trigger the rule.

Note: with an MMS or any, you must also select the type of multimedia content in the message.

Message arrives that: choose conditions to apply to the text of incoming SMS messages and the text of the first slide of incoming MMS messages:

— **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 field (numeric comparison if value is numeric).

— **is GREATER THAN** – accepts text alphabetically greater than the entered value in the adjacent field (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: message text comparison is not case sensitive.

Select an action to perform: when the rule is triggered by an incoming message, choose:

— **Redirect to an Email** – sends the message to an email address you enter in the next field.

— **Send an MMS** – sends an MMS message you compose to selected recipients.

— Send message to message originator – click to send the composed MMS to the sender of the message that triggered the rule.

— **Send an SMS** – sends an SMS message you compose to selected recipients.

— **Send message to message originator** – click to send the composed SMS to the sender of the message that triggered the rule.

— **Perform no action** – no action is taken. The message is saved in the **View Message** log.

Note: sent items from Rules Wizard will not appear in the Sent folder. To view sent messages, contact the Administrator for a report.

The role of placeholders

The text of an SMS or MMS sent as a result of a rule can contain these placeholders that will be substituted with actual values (in other words, the fields are dynamic) when 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 mobile number of the inbound message.

— [name] – The name of the sender of the inbound message if the sender's mobile exists in your **Company Contacts**.

— [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).

Validity

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

— Use the drop-down lists to select or change the dates of the rule's validity time. The rule will take effect on the **From** date selected and stop 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 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 day of the week, check the boxes to indicate the days. For example, if the rule must be applied on Mondays and Wednesdays, check the boxes for those days.

  — To make the rule valid every day of the week, select **Every Day** from the drop-down list.

  — To make the rule be valid from Monday to Friday, select **Weekdays**.

  — To make the rule valid only on weekends, select **Weekends**.

  — To save the rule, click **Save**.

2.11.1 Test Company Inbox rules

From the **Rules Wizard** screen, click **Test Rules** to go to the **Test Rules** screen.

— Select the **Message Type** from the drop-down list, either SMS or MMS. If you chose **an MMS**, check the boxes relating to its 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 field.

To test the rules, click **Run a test**. The results will either display the rule that matched the incoming message, or that no matches were triggered.

If you check the **Show detailed** results checkbox, a full list of the rule's evaluation is displayed, indicating why rules failed to match before a matching rule was triggered.

2.11.2 Edit and reset Company Inbox rules

Note: 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.

From the rules list on the **Rules Wizard** screen, click the pen icon at the right of the rule you want to modify. When the Create **New Rules** screen displays:

— Make the modifications.

— Click **Save** to save the modifications, OR

— Click **Cancel** to return to the **Rules Wizard** screen.

Note: If you edit a rule, the rule will be reset and its count will be zero (0) on the rule list page.

2.11.3 View and action messages captured by each Company Inbox rule

From the rules list on the **Rules Wizard** screen, click the eye icon on the right to display the **Message List** screen. From here, you can:

— **Delete** messages.

— Reply with a SMS.

— Reply with an MMS.

— Export the messages to a file.

For MMS messages with multimedia content, a content icon is displayed next to the message. To preview the content, click the content icon to open the attachment on your computer.

Exporting Messages

To export messages to a file:

— Click the checkbox next to the message(s) you want to export. You can also click **Select all** at bottom of screen.

— Click **Export** at bottom of screen. Depending on your browser the file will download automatically or the **File Download** dialog box will display. If so, complete the following steps:

  — Click **Save**. 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 **Close** to finish.

Replying to messages

To reply to messages, click the checkbox next to the message(s) you want to reply to.

— Click **Reply SMS** or **Reply MMS** the bottom of the **Inbox** screen.

— This displays the **Send SMS** or **Send MMS** screen 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, click the checkbox next to the message(s) you want to delete.

— 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.

2.11.4 Deleting Company Inbox rules

From the rules list on the **Rules Wizard** screen, click the trashcan icon at the right of the rule you want to delete. A confirmation message box displays. Click **OK** to delete the rule permanently.

2.12 Managing contacts lists

Contact details like names, mobile numbers and email addresses are in **Contacts** under **Menu Options**.

Personal contacts are visible only to the person who created them. Company contacts can be seen by anyone in the company.

From the **Contacts** screen, you can:

— 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.

Note: the ability to add, edit, and delete contacts and groups depends on Administrator permission. Most users will only have permission to add, modify and delete personal contacts.

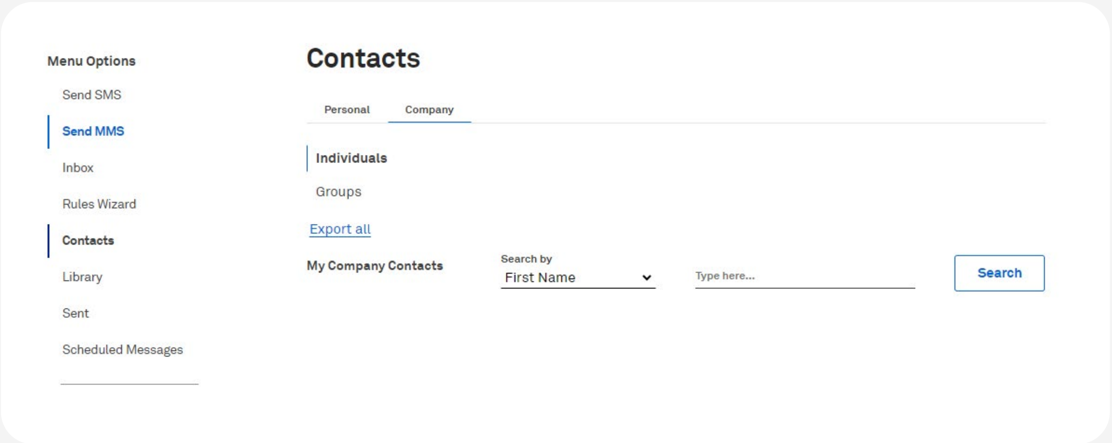


Figure 5. Contacts

2.12.1 Finding contacts

On the **Contacts** screen, you can search by **Personal** or **Company** contacts. You can also search by **Individuals** or **Groups**.

To perform a search for individuals:

— Click **Individuals** and search by: **First Name**, **Last Name**, **Mobile Number**, **Email** and **Group**.

To perform a search by group:

— Click **Groups** and select a group from the field.

You can also send messages from this screen to one or more recipients by clicking **Send SMS** to **Contact** or **Send MMS to Contact**.

Note: To select multiple recipients, press [Ctrl] then Left Mouse Click on the contacts or groups. To select a block of recipients, press [Shift], then Left Mouse Click on the group of contacts. Or click Select all.

2.12.2 Adding contacts

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

Adding personal contacts

On the **Contacts** screen, select the **Personal** tab to add a personal contact.

— Complete the following details: **First Name**, **Surname**, **Mobile Number**, **Email** – optional.

— To add a contact to a group other than the default, select the required group from the **Add to group** drop-down list.

— Click **Save**. A message saying the contact has been added to the address book (or group nominated by you) displays.

— Click **OK** to close the message box.

Note: if there are no contact groups, the new contact can be added to a group on the My Personal Groups screen.

Adding company contacts

On the **Contacts** screen, select the **Company** tab.

— Click **Individuals** to add a single contact. Search by: **First Name**, **Surname**, **Mobile Number**, **Email** or **Group Name**. Click **Search**.

— Click **Groups** to add a group. From **My Company Groups**, select the group to add.

— Click **Save**. A message saying the contact has been added to the address book displays.

— Click **OK** to close the message box.

2.12.3 Modifying contacts

To modify a personal contact's details, search for the contact.

— Click **Edit** to edit the contact. The contact's details are populated at the top of the Contacts screen, above the contacts list.

— Make modifications and click **Save**. A message saying the contact's details have been updated displays.

— Click **OK** to close the message box.

2.12.4 Deleting personal contacts

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

— Click the checkbox(s) to the left of the contact(s) you wish to delete.

— Click **Delete Contact** at bottom of screen. A confirmation dialog box is displayed.

— Click **OK** to delete the contact.

— Click **OK** to close the message box. OR

— Click **Cancel** to retain the contact.

2.12.5 Importing contacts from a CSV file

Importing contacts from a CSV file is a time saving method of adding company and personal contacts to groups. Refer to Appendix 8 – Creating a CSV file.

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

Importing contacts into a group

On the **Contacts** screen, select the **Personal** or **Company** tab, then click **Groups**.

— Click **Browse** to locate the CSV file on your computer. The folder/file window is displayed.

— Select the CSV file, then click **Open**. The file path displays in the field next to **Browse**.

— To select a group other than the default, click and choose from the **Select a group to add contacts** to drop-own list.

— To import the CSV file and populate the contact address book, click on **Load**. A screen shows if the contacts have been added successfully or not.

— To correct any errors or make changes, modify the CSV file and load the file again.

Note: 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.

2.12.6 Exporting contacts to a CSV file

On the **Contacts** screen:

— Click either the **Personal** or **Company** tab.

— Click either **Individual** or **Group** contacts.

— Click **Export all** to export all contacts. A Windows dialog box appears.

— Navigate to the folder you want or create a new one.

— Click **Save**.

2.12.7 Modifying recipient groups

Message recipient groups is useful for sending the same message to a group. A 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

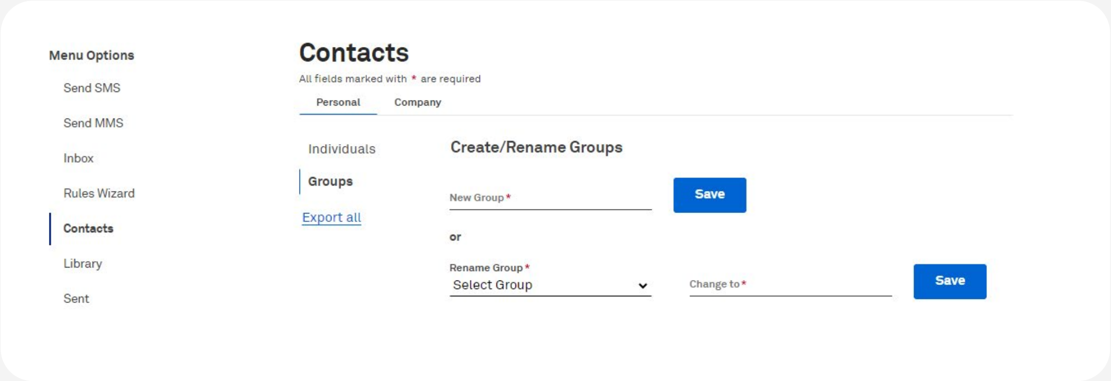


Figure 6. renaming groups.

On the **Contacts** screen, select the **Personal** or **Company** tab, then click **Groups**.

In the **Create/Rename Groups** text box, either

— Select **New Group**. Enter the name of the new group, and click **Save**. The new group's name is now available in the **Group** drop-down lists. OR

— Select **Rename Group**. Enter the name from the **Select Group** drop-down list. Enter the new name in the **Change** to field and click **Save**.

Note: Groups are listed alphabetically in the Group Name drop-down list. If no groups are listed, the field will be blank.

Renaming groups

On the **Contacts** screen, select the **Personal** or **Company** tab:

— Select the group in the **Rename Group** drop-down list.

— Enter the new name in the **Change** to field.

— Click **Save** to rename the group.

Removing contacts from a group

On the **Contacts** screen, select the **Personal** or **Company** tab, and click Groups. Select the group to modify from the **Group Name** drop-down list.

— To remove contacts, select contact(s) from the recipients list on the left and click **Remove**.

— You can also click **Select all** and **Unselect all**.

— When finished removing contacts, click **Save Group**.

Deleting the entire group

From **Company Groups**, select the group to be deleted from the **Group Name** drop-down list.

— Click **Delete Group** at bottom of screen. A confirmation message box displays.

— To permanently delete the group, click **OK**. The group is deleted from the contacts group list. Note: contacts who are 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** can be found under **Menu** Options.

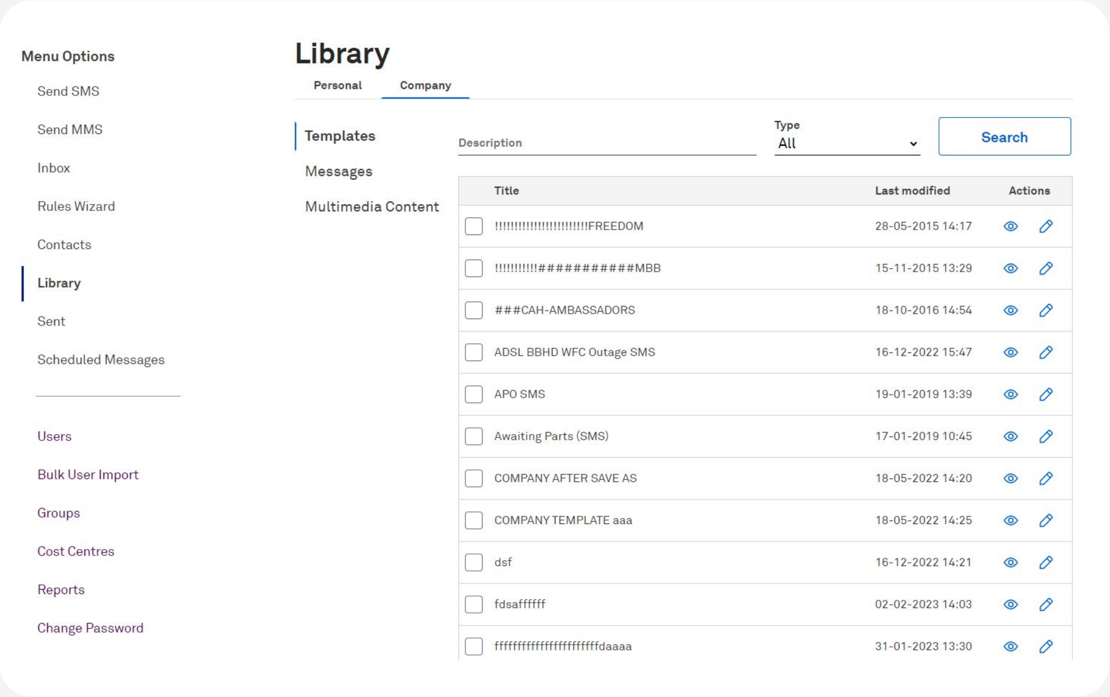


Figure 7. using the library

The **Library** has content saved in either the **Personal** or **Company** tabs. From here, you can:

— Create new SMS/MMS templates and modify existing personal templates.

— View and modify saved messages.

— View and add multimedia content for MMS messages.

Note: Company library content can be used by everyone in the company. Personal library content can only be used by the individual who stored it.

You have three ways to search for and manage library files:

— By Templates

— By Messages

— By Multimedia Content.

2.13.1 Managing personal templates

Templates offer a time saving way to send the same message on a regular basis.

Note: You can only add, edit or delete personal templates with Administrator permission.

Creating new templates

Select the Personal or Company tab and click **Templates** to see Personal or Company templates.

— Select the **New SMS Template** or **New MMS Template** at bottom of screen.

— Either the **Create New SMS Template** or the **Create New MMS Template** screen is displayed.

— Enter a title for the template in the **Title** field.

— Select an existing template from the **Select a Template** drop-down list and compose a new message in the **Compose Message** field.

— When you have completed your template, click **Save**. OR

— If you want to clear all text in the **Compose Message field**, click **Clear**.

— Click **Back** to return to the templates list to choose a different template.

Modifying templates

From the **Library** screen, select the **Personal** or **Company** tab and click **Templates**. The **Personal** or **Company** templates screen is displayed.

— From the template list, click the eye icon to see the template if you want.

— Click the **pen** icon to modify the template.

— Either the **Create New SMS Template** or the **Create New MMS Template** screen displays with the selected template.

— Make the necessary modifications. OR

— To clear all content in the template and start again, click **Clear**.

— When complete, click **Save**.

Note: be mindful of message character limits when creating or modifying a new template.

Deleting templates

From the **Library** screen, select the **Personal** or **Company** tab and click **Personal** or **Company**. The **Personal** or **Company** screen displays.

— Click the checkbox at the left of the template(s) you want to delete.

— Click **Delete** at bottom of screen.

— Click **OK** to delete the template(s) permanently.

**Note: a template refers only to the content of a message.
A message refers to both content and recipient details.**

2.13.2 Managing personal messages

When you compose SMS or MMS messages, you can save them as a Personal or Company message. The **Library** screen allows you to view and edit the SMS or MMS messages you saved.

Viewing personal messages

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

— Click the **eye** icon to the right to preview the message.

— The message can be viewed in a pop-up screen.

Using saved messages

From the **Library** screen, select the **Personal** or **Company** tab and click Messages. The Personal or Company messages screen displays.

— Click the **pen** icon to the right to modify the message.

— The **Send SMS** or **Send MMS** screen displays your saved message.

— Use the message as is or modify it.

Deleting saved messages

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

— Click the checkbox at the left of the message(s) you want to delete.

— Click **Delete** at bottom of screen. A confirmation message box displays.

— Click **OK** to delete the message(s) permanently.

Note: you can only add, edit or delete personal or company messages with Administrator permissions.

2.13.3 Managing multimedia content

The **Library** allows you to store multimedia content to use when composing MMS messages.

From the **Library** screen, click **Multimedia Content**. The **Add New Multimedia Content** screen displays. Click the Personal or Company tabs to select from those libraries. Click on **Previous**, **Next** and **Go** to navigate pages.

Content is displayed in thumbnail view by default. You can click the **List** icon at bottom right of the **Add file** button to display the list view instead.

Adding new multimedia content

To add new multimedia content to the library:

— Click **Browse** and select the file you wish to add.

— The file path is displayed in the field under the **Browse** button.

— Enter a name for the content in the **Description Name** field.

— Click **Add file** or double-click to save the content to the **Library**.

Deleting multimedia content

You can delete content in either thumbnail view or list view.

— Click the checkbox at the bottom of the thumbnail, or at the left of the list, to select the content you want to delete.

— You can also click **Select all** or **Unselect all** at bottom of screen.

— Click **Delete** at bottom of screen. A confirmation message box displays.

— Click **OK** to delete the multimedia content permanently.

Note: you will need Administrator permission to manage multimedia content.

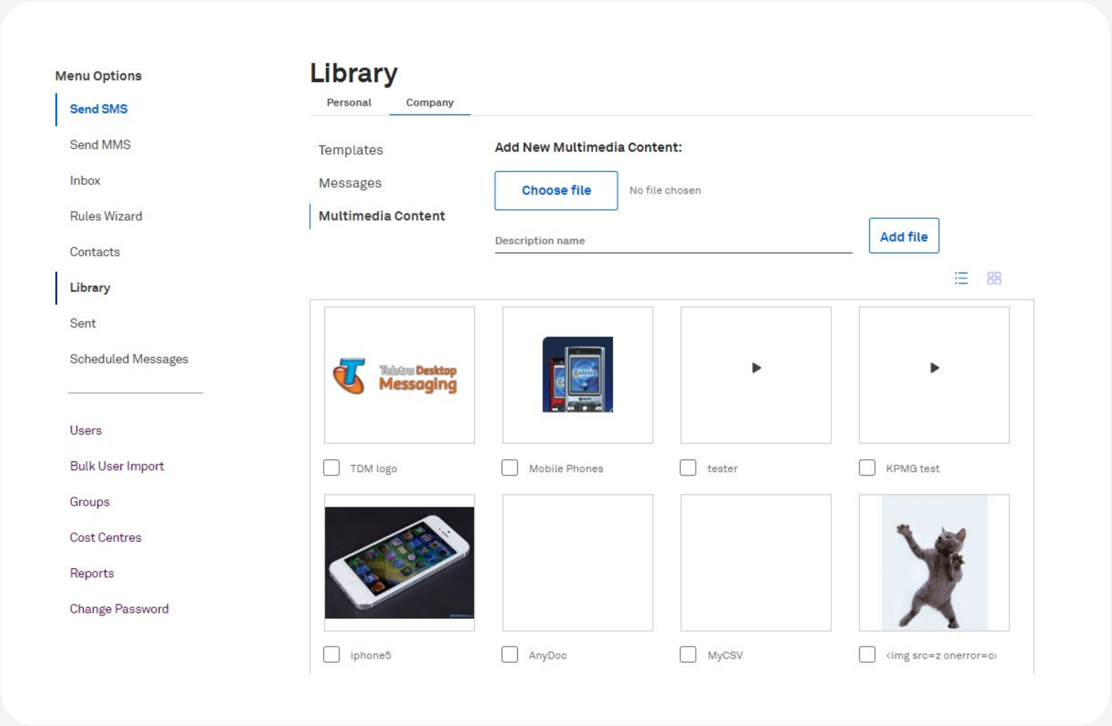


Figure 8. The Company Multimedia Content thumbnail view.

2.14 Viewing and modifying scheduled messages

Scheduled Messages displays all scheduled messages due for delivery. Once messages have been delivered, they can be viewed in **Sent** under **Menu** Options.

Viewing scheduled messages

In the **Scheduled** Messages screen, message information is displayed under the **Type**, **Message** and **Schedule Information** columns. The date and time show when the message is due for delivery.

Modifying scheduled messages

From the **Scheduled** Messages screen:

- Click **Modify** in the message you want to change. Either the **Send SMS** or **Send MMS** screen is displayed showing the message and schedule.
- Add or delete recipients if required.
- Change the message body if required.
- Modify the schedule if required.
- Click **Save**. A confirmation message box displays.
- Click **OK** to save the changes. OR
- Click **Cancel** to clear message and schedule settings to start again.

Deleting scheduled messages

From the Scheduled Messages screen:

- Click **Delete** on the right of the scheduled message.
- Click **OK** to delete the message permanently from the **Scheduled Message** list.

2.14.1 Viewing sent messages

The **Sent** screen lists of all messages sent over the last three months. Messages can be searched in a variety of ways, such as date, name, mobile number or message text.

To search for sent messages and view details:

— Define the date range by selecting **Start date** and **End date** from the calendar icons.

— Search by **Recipient Name**, **Mobile Number** or **Message Text** from the drop-down list.

— If you chose **Message Text**, enter key words in the **Filter expression** field.

— Click **Search** to populate results in the lower part of the screen.

— Click the **View Messages** icon in the far-right column to see message text, recipient name, mobile number and message status.

— If the result is unsatisfactory, search again with new parameters.

Note: Administrator permission determines whether you see all sent messages, or only those sent by you.

2.15 Changing the password

Click **Change Password** under **Menu Options**.

The **Change Password** screen is displayed.

- Type your current password into the **Old password** field.
- Type your new password into the **New password** field.
- Retype your new password in the **Confirm password** field (you can't copy and paste).
- Click **Save**. Your new password will take effect the next time you log in.

Note: you will need Administrator permission to change your password.

3.0 Desktop Client

The Desktop Client lets you send an SMS/MMS to a mobile phone without a browser. Although it doesn't have all the functions of the web-based application, it's useful for sending quick messages to single mobile phones.

3.1 Software installation

Need to confirm if software installation is on the log in page of the Beta version.

To download and install the desktop client, go to
https://onlinesms.telstra.com/clientApps/TelstraDesktopMessaging-4.0.26.msi

- The 6.9Mb desktop installer file will ask to be downloaded to your computer in the Downloads folder by default. Click **OK**.
- Go to the **Downloads** folder and find the file **TelstraDesktopMessaging.msi**.
- Click it to run the **Setup Wizard**.
- Click Typical installation and follow the prompts.
- After installation, the **Desktop Client** icon will appear on your desktop.

3.2 Desktop Client log in

Click the **Desktop Client** icon and type your username and password. If you forget your password, click **Resend**. Your password will be emailed to your registered email address.

You must type your username and password each time you log in. Alternatively, if you:

— Check **Remember** my details, your details will already be populated. Click **OK** to log in.

— Check **Sign me in automatically** as well, login is automatic when you boot your device.

To log out of the Desktop Client, click **LOGOUT**. This will end your session but leaves the application open for another user to log in. To close the Desktop Client, click EXIT.

Note: If this message displays when you boot your PC: 'You do not have sufficient permissions to login, please contact your Telstra Desktop Messaging System Administrator', it could be because:

— **The Telstra Desktop Messaging server is not functional or operational.**

— **The username/password combination is not valid.**

— **You do not have sufficient permissions to use the Desktop Client.**

3.3 Desktop Client start-up screen

Figure 9. the Desktop Client start-up screen

3.4 Using address books

The Desktop Client is linked to **Personal** and **Company** contacts in the Telstra Desktop Messaging web application. You can also use Outlook Global Address List and Outlook Personal Contacts Lists. You can select recipients from these address books to create messages in the Desktop Client.

Note: to use Outlook Global Address List, you must have Outlook open when you send a message.

To use an address book:

— From **Tools**, select **Manage Address Books**. The **Address Books In Use** screen displays.

— Click the checkbox next to the address books you wish to use.

— Click **OK** to close the screen and save the address book settings.

3.4.1 Synchronising address books

Once you select the address book(s), you have the option to synchronise them. Synchronising ensures you access the latest version of the address books.

To synchronise address books:

— From the **Tools** menu, select **Synchronise Address Books**. The **Synchronise Address Books** screen displays.

— Click the checkbox next to the address books you wish to use.

— Click on **OK** to close the dialog box and synchronise the selected address books.

3.5 Sending SMS/MMS Messages

To send SMS/MMS messages:

— Access the sending screen.
— Choose SMS or MMS mode.
— Select recipients.
— Compose the SMS message or the 1-slide MMS message.
— Select where replies are to be sent.
— Send the message.

3.5.1 Access the sending screen

In the start up screen, click **New**. Or, you can select **Send a Message** from the **Actions** menu.

— The SMS mode is displayed by default, indicated by the **Mode** button.
— Click **Mode** to toggle between SMS and MMS as required.

3.5.2 Compose messages

To compose an SMS message:

— In the **Enter Message Text** field, type your message. Click **SEND**. OR

— Click **CANCEL** to return to the sending screen.

To compose an MMS message:

— In the **Enter Message Text** field, type your message.

— To attach multimedia content, click the **Attach** button with the **paperclip** icon. OR

— Click **Cancel** to return to the sending screen.

— If you have permission, from the **Library** drop-down list select personal or company to show the relevant content. Select the item and click **OK**.

— If content has just been added to the Library but does not appear in the list, click **Refresh**.

— To use personal library content:

  — Click **From file** to upload from your computer. The **Select Attachment** screen displays.

  — Locate the required file and click **Open**.

— To use company library content:

  — Select the file and click **OK**, or double click to upload the file.

Note: From the send SMS screen, clicking the Attach paper-clip button will automatically switch to the send MMS mode when multimedia content is attached.

The send MMS screen is displayed when the message is ready to send.

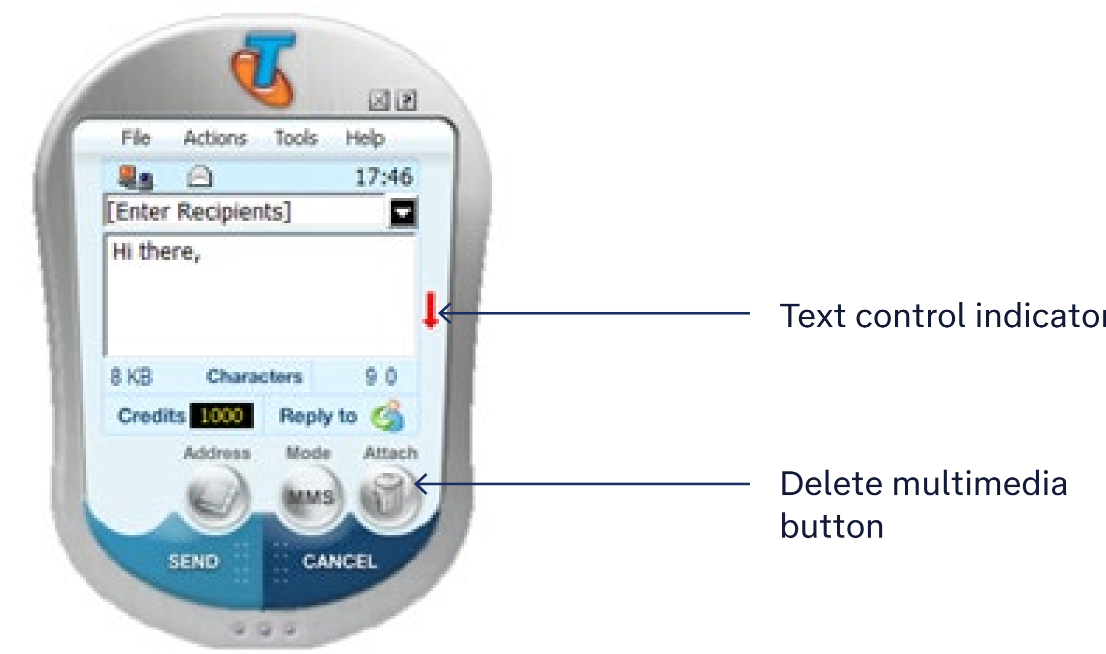


Figure 10: Desktop Client Send MMS with attachment screen

Text control indicator:

— When multimedia content is added to text, the text control indicator displays to the right.

— A **red arrow** displays by default, indicating that text will appear below the content.

— Click the **red arrow** to make text appear above the content. A green arrow displays.

Delete multimedia button:

— A **trashcan** icon replaces the **paperclip** icon when you start composing a message.

— Place your cursor over this icon to see the filename of the attached content.

— Click the **trashcan** icon to delete the content if required.

3.5.3 Select where to have replies sent

Click on the **Reply** to icon to display the reply path you want:

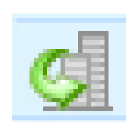
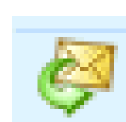
	**Mobile Phone**	Sends replies to the mobile number registered to your Telstra Desktop Messaging account. To change your registered mobile phone number, contact your Administrator.
	**Personal Inbox**	Sends replies to your **Personal Inbox**. The mobile number for your **Personal Inbox** is drawn from 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 message. You can only use this option if you have permission to use **Personal Inbox**.
	**Company Inbox**	Sends replies 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 message. You can only use this option if you have permission to use the **Company Inbox**.
	**Reply email**	Sends replies to the email address 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 message.

Figure 11: Desktop Client reply path icons

3.5.4 Selecting recipients

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

Typing numbers individually:

— If you enter more than one mobile number, separate each number with a semi-colon (;).

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

— **Full National Number (FNN) format, e.g. 0418123456**

— **International Number format, e.g. 61418123456**

— **E164 format: 61418123456.**

Selecting previously used numbers:

— Click the **down-arrow** to the right of the **Enter Recipients** field. The **Prev. Used** screen displays the last used phone numbers or recipients, to a maximum of 10.

— Select the required number(s) and click **OK** to return to the previous screen. The numbers are displayed in the **Enter Recipients** field.

— If you want to return to the previous screen without selecting any numbers, click **CANCEL**, or click on the **up-arrow** to the right of the field.

Note: If a mobile 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 displays.

Selecting recipients from an Address book

Click on the **Address** button in the sending screen. The **Address Book** Recipients screen displays.

— From the **Address Book** field, choose the address book you require. The **Contact Name** and **Mobile Number** fields are populated with contacts from the address book.

— Select the contact(s) and click **Add>>** to add them to the **Message Recipients** field.

— To remove a contact from the **Message Recipients** field, select the contact and click **Remove**.

— When you have selected your recipients, click **OK**. The sending screen redisplays.

3.5.5 Send the message

— Click **SEND**. A spinning envelope denotes the message is being sent. When the message is sent, the start-up screen redisplays.

Note: You will be notified if any message content will be altered if you switch between SMS and MMS sending modes.

3.6 Viewing sent messages

To view all messages sent from the Desktop Client:

- In the start-up screen, click on **LOG**. Alternatively, you can click **View Messages** from the **Actions** menu, from anywhere in the application.
- The **View Messages** screen displays with:
  - The recipient's mobile number or name (**Destination** field).
  - The date and time the message was sent (**Sent** field).
  - The message text (**Text** field).
  - The number of recipients (**Recipients** field).
- To see more details, select the message and click **View**. The **Message Details** screen displays details like **Username** of the sender, **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 **envelope** icon which appears on top left of screen.

— Click the icon to open the **Inbox** in the Telstra Desktop Messaging web application.

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

Note: If your username and password are not the same as those in the Telstra Desktop Messaging web application, you can't access the Inbox and will be returned to the Desktop Client.

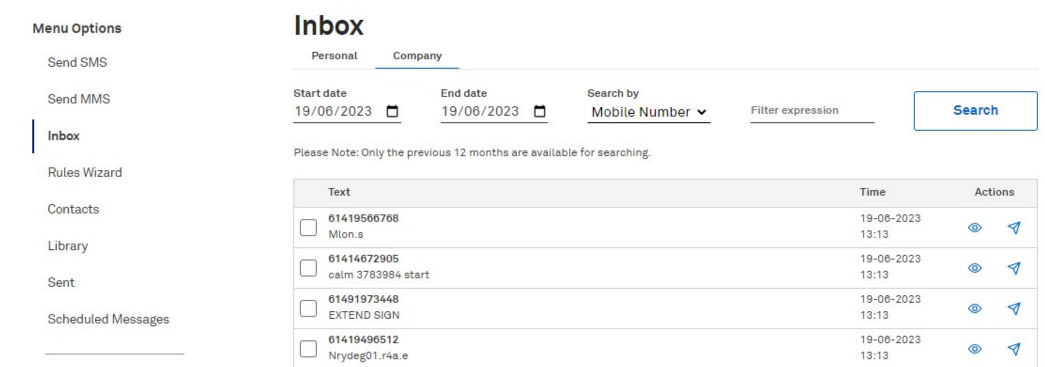


Figure 12. Desktop Client incoming messages are viewed in the Telstra Desktop Messaging inbox.

3.8 Configuring options

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

— In the start-up screen, click **Admin** or select **Options** from the **Tools** menu. The **Option**s screen displays the **Communications** tab by default.

— Change the settings if you want, then click **OK** to save.

Before you change settings, please refer to:

— Appendix 2 – Desktop Client Address Books Settings.

— Appendix 3 – Desktop Client Appearance Settings.

— Appendix 4 – Desktop Client Message Sending and Store Settings

— Appendix 5 – Desktop Client Security and Sound Settings

Note: you should not make any changes to your communications settings.

3.9 Desktop Client system compatibility

- The Desktop Client is compatible with most Microsoft Windows® operating systems.
- The Desktop Client is compatible with most Microsoft Outlook versions including Microsoft 365.

Note: the Desktop Client is not compatible with Mac OS or Linux operating systems.

4.0 EmailSMS

EmailSMS lets you send an SMS from an email application. You must already have a Telstra Desktop Messaging account, and your email account must be registered with Telstra Desktop Messaging.

Only entries in your address book with a mobile phone number in the appropriate field will be included in your recipients list.

EmailSMS conditions:

— To use EmailSMS, you must have Administrator permission.

— There is a limit of 160 characters per SMS message.

— No attachments to SMS messages are permitted.

— Messages reduce your message credits. When sending messages to multiple recipients, each recipient is counted separately.

— Replies to EmailSMS messages are sent to your email address only.

4.1 Sending SMS messages using EmailSMS

You can use either plain text or HTML when creating EmailSMS messages.

There are two ways to send EmailSMS messages, depending on whether you're sending a message to one, two, or more recipients; or to multiple recipients.

4.1.1 Sending SMS messages to one, two, or more recipients.

Open your email application and create a new mail message.

- In the To field, type the recipient's mobile number followed by @onlinesms.telstra.com
  Example: 0412897397@onlinesms.telstra.com
- If you enter more than one mobile number, separate entries with a semi-colon (;).
- In the subject line or the email body, type your message up to a limit of 160 characters.
- Complete your message, and click Send. Sent SMS messages will appear in your Sent folder.

Note: Use of either the subject line or the body of the email to type your SMS message will depend on Administrator permission.

4.1.2 Sending SMS messages to multiple recipients

Open your email application and create a new mail message:

— In the **To** field, type **smsdirect@onlinesms.telstra.com**

— Leave subject line blank.

— In the email body, type **x–cellphone: mobile phone number** for each number on a separate line. Example:

  — x–cellphone: 0432713879

  — x–cellphone: 0427980745

— Ensure you leave a space between the colon (:) and the mobile number, and 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.

— Complete your message, and click **Send**. Sent SMS messages will appear in your **Sent** folder.

Note: when an SMS message is sent successfully, you will get an email notification in your inbox.

Email disclaimers and confidentiality clauses

If there is a disclaimer or a confidentiality clause in the body of the email, you must:

— Enter 5 asterisks '*****' or 5 dashes '-----' to separate it from your SMS message.

— If you do not type '*****' or '-----', the disclaimer or confidentiality clause is included in the 160-character limit.

4.1.3 Reply path override

Your Administrator may have set your EmailSMS reply path to the **Company Inbox**. If so, you can override the reply path by using the **Subject Line Override** format of the **Body Text Override** format.

To override the reply path, 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 one of the following:

  — Override-CompanyInbox for the **Company Inbox** to be the reply path

  — Override-PersonalInbox for the **Personal Inbox** to be the reply path

  — Override-PersonalMobile for the personal mobile to be the reply path

  — Override-EmailAddress for the email address to be the reply path

— Leave a blank line.

— Type a short text message.

— Click **Send.** The sent SMS message will appear in your **Sent** folder.

5.0 Administrator guidelines

This section is for Administrators of Telstra Desktop Messaging. It provides instructions to:

- Manage groups, cost centres and users.
- Run administration reports.
- Manage company contacts.
- Manage company library templates.

5.1 The role of the Administrator

Administrators are responsible for initial user setup and ongoing maintenance of functions. To perform these activities, click on the administrator functions under **Menu** Options at left of screen:

- Users.
- Bulk User Import.
- Groups.
- Cost Centres.
- Reports.

Note: the above functions can only be seen by Administrators.

5.2 Managing users

Note: You can use the same fields in the Users screen for different tasks: add users; search for users; modify users; delete users.

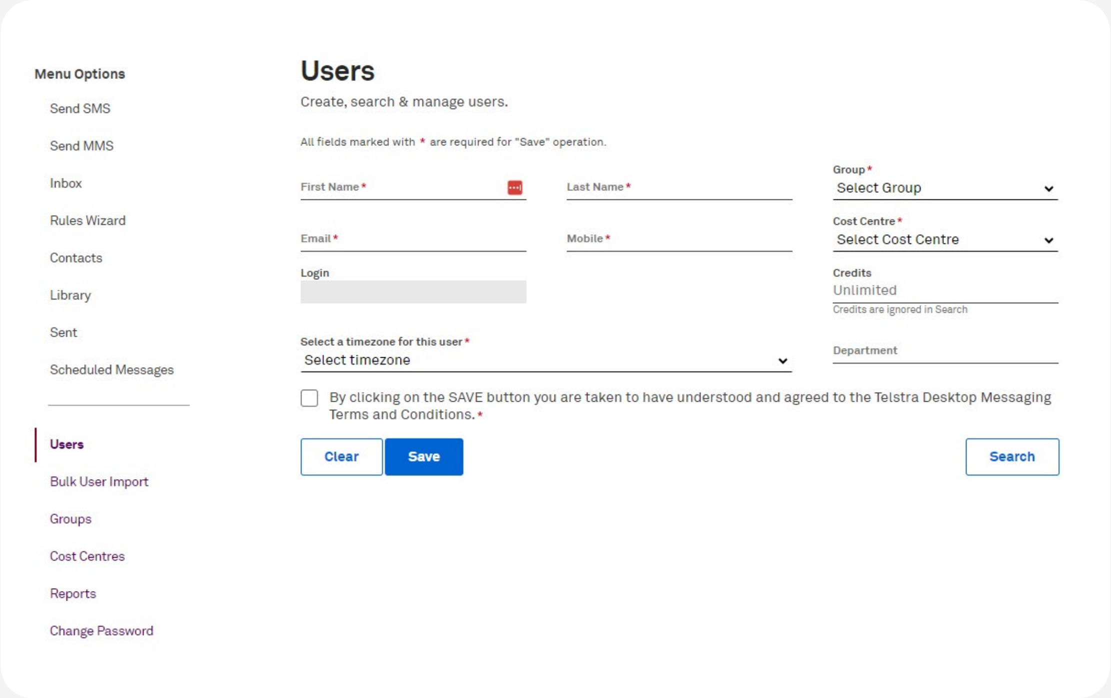


Figure 13. Users screen

5.2.1 Adding a new user

All users of Telstra Desktop Messaging must first have their details entered in the **Users** screen.

Click **Users** under **Menu Options**. The **Users** screen displays.

— Complete all the required fields, including the user's assigned login.

— To clear all details and start again, click **Clear**. OR

— Click **Save**. A message displays stating the user has been added.

— Click **OK** to close the message box. An email with the username and password is sent to the user at the email address specified.

5.2.2 Searching for existing users

Click **Users** under **Menu Options**. The **Users** screen displays.

— To search for specific users, enter search criteria in any of the fields with a red asterisk (*). An asterisk indicates searchable f ields which you can use any combination.

— To view all the users in your company, leave all the search fields blank.

— Click **Search**. All users matching your search criteria are listed below with their name, email address and mobile numbers.

Note: when entering search criteria, you must enter complete values. For example, if you enter the user's first name, you must enter the whole first name, not just the first few letters.

5.2.3 Modifying a user

Display the user. Refer to section: 5.2.2 Searching for existing users.

— Click **Edit** to modify a user. The asterisked fields will be populated with the user's details.

— Make the changes in the fields and click **Save**.

— A message stating the user has been updated displays.

— Click **OK** to close the message box.

5.2.4 Deleting a user

Display the user(s). Refer to section: 5.2.2 Searching for existing users.

— Click the checkbox to the left of the user(s) you wish to delete. Or click **Select all**.

— Click **Delete** User at bottom of screen.

— A message stating the user(s) will be removed displays.

— Click **Cancel** if you do not wish to proceed. OR

— Click **OK** to delete.

— A message stating the user has been removed displays.

— Click **OK**.

5.2.5 Exporting users

To export details to a CSV file, display the users.
Refer to section: 5.2.2 Searching for existing users.

— Click **Export all** to export all contacts. Depending on your browser the file will download automatically or the **File Download** dialog box will display. If so, complete the following steps:

  — Navigate to the folder you want or create a new one.

  — Click Save.

5.2.6. Bulk user import

Bulk user import is a time saving method of adding company and personal contacts to groups if you already have them in a CSV file. Refer Appendix 8 – Creating a CSV file.

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

Click **Bulk User Import** under Menu Options. The Bulk User Import screen displays.

— Click on **Browse** to find the CSV file. Select the CSV file and click **Open**.

— Select a time zone in the **Select a time zone to apply for all users** field.

— Click **Import** users.

— If errors occur or you wish to make changes, amend the CSV file and load it again.

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

5.3 Managing groups

Click on **Groups** under **Menu Options**. The **Groups** screen displays. From here you can manage permissions, and add, modify and delete groups.

5.3.1 Managing group permissions

This function lets you define permissions for groups. Once defined, all users in the group will have the same permissions. Refer to Appendix: 7 Administrator Settings: Permission Descriptions.

There are eight categories of permissions in the Groups screen:

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

You set permissions by selecting/deselecting checkboxes and radio buttons next to the permissions.

Each category has a checkbox, and sometimes radio buttons as options within the category. Radio buttons are mutually exclusive: you can only select one radio button per category as shown below.

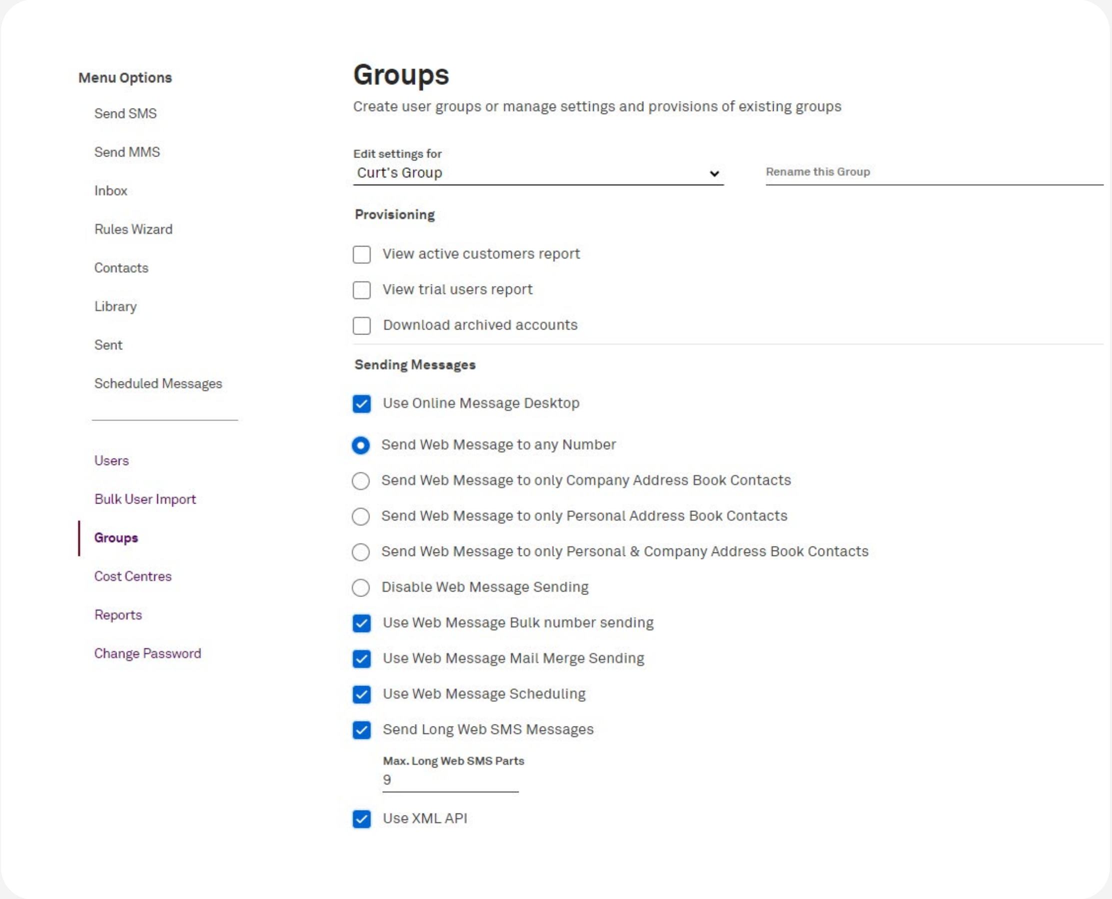


Figure 14. Example of checkboxes and radio button sub-options

Most checkboxes and radio buttons are self-explanatory. However one function in the list above may need clarification:

— **Send Long SMS Messages and Send Long EmailSMS messages**. Check these boxes to enable SMS messages to exceed the standard 160-character limit. By default, 9 is the maximum number of SMS part messages that can be sent in a Long SMS or Long EmailSMS. This amounts to 1,440 characters.

5.3.2 Adding a new group

Click **Groups** under **Menu Options**. The **Groups** screen displays.

— In the **Group Name** drop-down list, select New **Group**.

— In the **Create New Group** field, enter the name of the new group.

— Select the permissions you wish to give the group. Refer to Section: 5.4.1 Permissions.

— Click **Save** at bottom of screen. A message stating the group has been added displays.

— Click **OK** to close the message box. OR

— Click **Cancel**.

5.3.3 Modifying a group

Click **Groups** under **Menu Options**. The **Groups** screen displays.

— From the **Group Name** drop-down list, select the group. The group permissions display.

— Make the modifications.

— Click **Save** to save the modifications. OR

— Click Cancel to keep the existing permissions.

5.3.4 Deleting a group

Click **Groups** under **Menu Options**. The **Groups** screen displays.

You can only delete a group if it contains no users. To delete a group, first delete the individual users or transfer them to another group.

- From the **Group Name** drop-down list, select the group you wish to delete.
- Click **Delete** user group at bottom of screen. A confirmation box displays.
- Click **OK** to delete the group,

Note: to view users before deleting the group, search for them by the group name. Refer to section: 5.2.2 Searching for existing users.

5.4 Managing cost centres

Cost centres let you monitor costs across your groups. You can use one cost centre, or several.

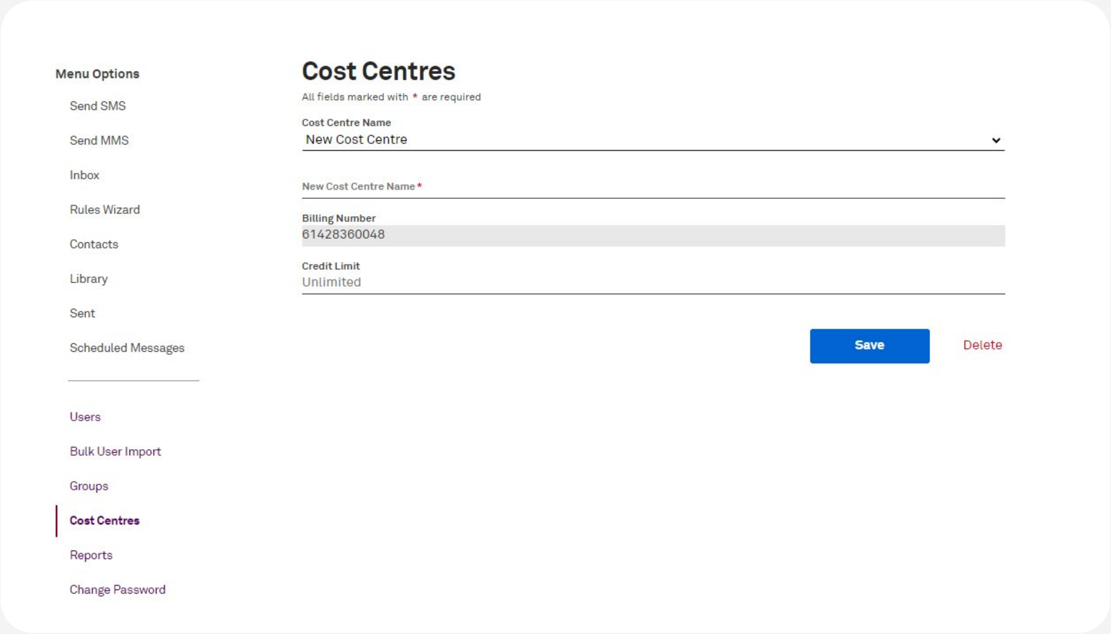


Figure 15. Cost Centres screen

5.4.1 Adding a new cost centre

Click **Cost Centres** under **Menu Options**. The **Cost Centres** screen displays.

— In the **Cost Centre 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 total monthly limit for the messages to be sent.

— If no limit, do not enter a limit. The field displays **Unlimited**.

— Click **Save** to add the new cost centre.

Note: the billing number is the mobile number you have registered with Telstra Desktop messaging for billing purposes. It covers all of your cost centres.

5.4.2 Modifying a cost centre

Click **Cost Centres** under **Menu Options**. The **Cost Centres** screen displays.

— In the **Cost Centre Name** drop-down list, select the cost centre you wish to modify.

— Make your modifications, e.g. change the billing number or the credit limit.

— You can also rename the cost centre by completing the **New Cost Centre Name** field.

— Click **Save**.

5.4.3 Deleting a cost centre

A cost centre can only be deleted if it has no users. If a cost centre has users, the delete function will not work, and no message will inform you why. Check to see if the cost centre still has users, then delete or transfer them.

Click **Cost Centres** under **Menu Options**. The **Cost Centres** screen displays.

— In the **Cost Centre Name** drop-down list, select the cost centre you wish to delete.

— Click **Delete**. A confirmation dialog box displays.

— Click **OK** to delete the cost centre. OR

— Click Cancel if you do not wish to proceed with the deletion.

5.5 Managing reports

You can generate reports for messages sent and received during a specified period. Reports can be displayed on a daily, weekly, or monthly basis. Within these periods, the information can be grouped according to user, cost centre or destination (recipient number).

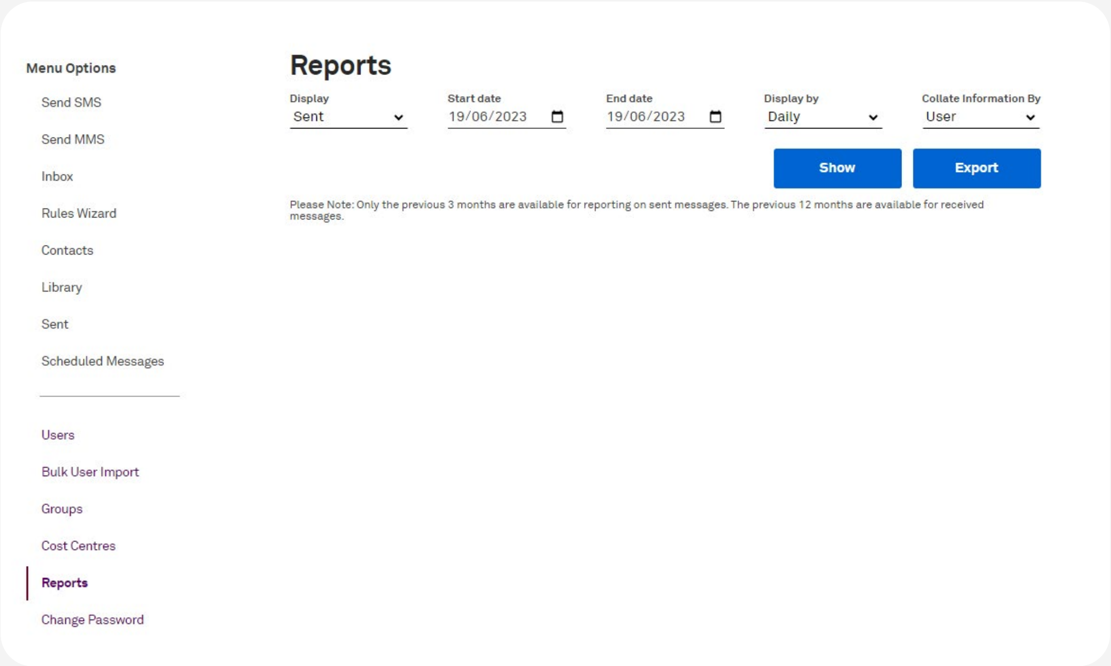


Figure 16. Reports screen

5.5.1 Running administration reports

Click **Reports** under **Menu Options**. The **Reports** screen displays.

— In the **Display** drop-down list, select **Sent** or **Received** to view those messages.

— In **Start Date** and **End Date**, select the dates to run the report.

— In the **Display** by drop-down list, select **Daily**, **Weekly** or **Monthly**.

— In the **Collate Information By** drop-down list, select **User**, **Cost Centre**, or **Destination**.

— Click **Show**. A new screen displays with the report.

If you chose to view sent messages, the report displays the following columns of information:

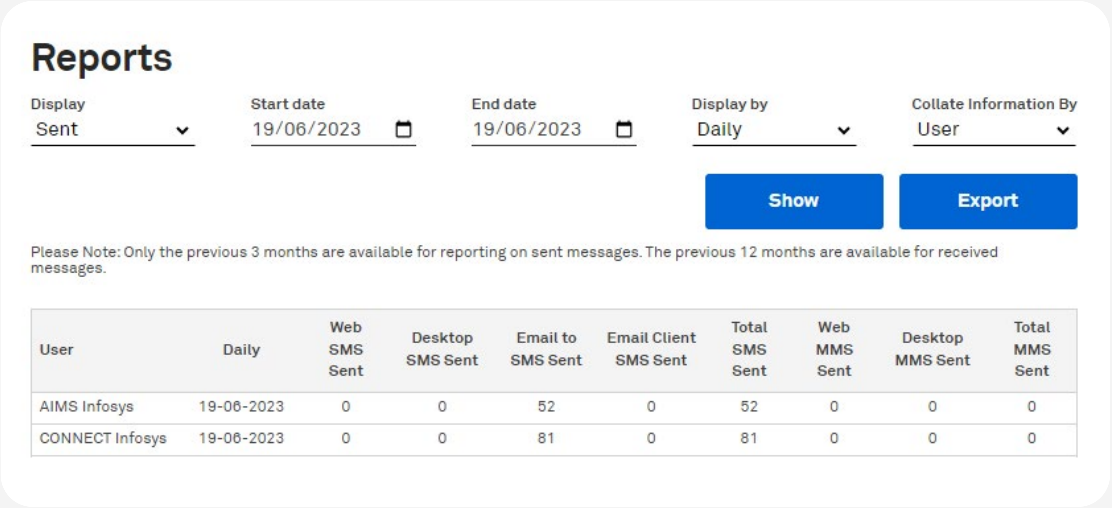


Figure 17. view sent messages

If you chose to view received messages, the report displays the following columns of information:

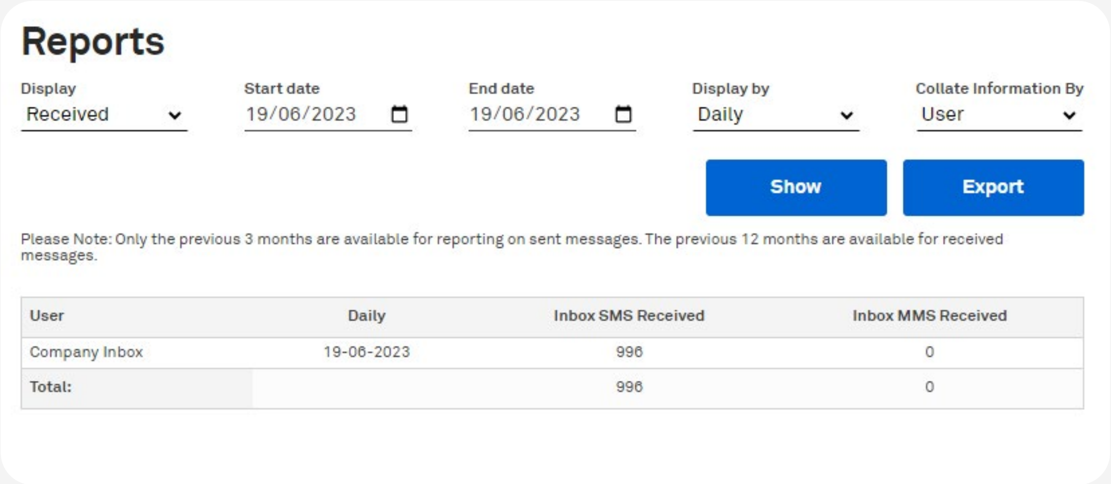


Figure 18. view received messages

Note:

— **The left column depends on whether you chose User, Cost Centre, or Destination.**

— **The second from left column depends on whether you chose Daily, Weekly, or Monthly.**

5.5.2 Exporting administration reports

Click **Reports** under **Menu Options**. The **Reports** screen displays.

— Generate the report. Refer to Section: 5.6.1 Running administration reports.

— Click **Export**. The Windows **File Download** dialog box displays.

— Navigate to a destination folder or create a new one.

— Change the file name if required.

— Click **Save**. The data is exported as a CSV file. OR

— Click **Cancel**.

5.6 Managing company contacts lists

Company contact details such as names, mobile numbers, and email addresses can be stored in the **Company** contacts lists. From here, you can:

— 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.

Note: only the Administrator can amend the company address book. Most users will only have permission to add, modify and delete contacts from their personal address book.

5.6.1 Finding contacts

Click **Contacts** under **Menu Options**. The **Contacts** screen displays. The **Company** tab displays by default.

— In **My Company Contacts**, select from the **Search** by drop-down list to search by: **First Name**, **Last Name**, **Mobile Number**, **Email**, or **Group Name**.
— Enter text or numbers in the **Type here** box, and click **Search**.
— Results display below **Search** with the following information:

Figure 19. search results

5.6.2 Adding contacts

Click **Contacts** under **Menu Options**. The **Contacts** screen displays. The **Company** tab displays by default.

— In **My Company Contacts**, select from the **Search** by drop-down list to search by: **First Name**, **Last Name**, **Mobile Number**, **Email**, or **Group Name**.

— Complete the fields: **First Name**, **Last Name**, **Mobile Number**, **Email** (Optional).

— To add a contact to a group other than the default, select the group from the **Add to group** drop–down list.

— Click **Save**. A message stating the contact has been added to the address book (or group nominated by you) displays.

— Click **OK** to close the message box.

Note: If no contact groups exist, the new contact can be added to a group on the Modify Personal Groups screen at a later stage. Refer to section 5.4.3 Modifying a group.

5.6.3 Modifying contacts

Click **Contact**s under **Menu Options**. The **Contacts** screen displays. The **Company** tab displays by default. Search for the contact. Refer to Section: 2.12.1 Finding Contacts.

— Click **Edit** to the right of the contact you wish to modify. The contact's details are populated at top of screen.

— Make the modifications and click **Save**. A message stating the contact's details have been updated displays.

— Click **OK** to close the message box.

5.6.4 Deleting contacts

Click **Contact**s under **Menu Options**. The **Contacts** screen displays. The **Company** tab displays by default. To delete a contact, search for the contact. Refer to Section: 2.12.1 Finding Contacts.

— Click the checkbox(s) to the left of the contact(s) you wish to delete.

— Click **Delete Contact** at bottom of screen. A confirmation dialog box is displayed.

— If you do not wish to proceed with the deletion, click **Cancel**.

— Click **OK** to delete the contact.

— A **Successful Deletion** message box displays.

Note: You must log out of Telstra Desktop Messaging, then log in again for changes to take effect.

5.6.5 Importing contacts

Importing contacts is a time saving 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, andmobile number. An email address is optional.

5.6.6 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

On the **Contacts** screen, select the **Company** tab and click Groups.

Creating a new group:

- In the **New Group** field, enter the name of the new group and click **Save**. The new group's name is now available in the **Group** drop-down lists.

Adding contacts:

- From **My Company Groups**, select the group to modify in the **Group Name** drop-down list.
- Select the new group name just created.
- From the contacts list on the right, select the contacts you want to add to the group. OR
- Search for a contact by entering the contact name in the **Search** field.
- Once the group members have been added, click on **Save Group**.
- A message displays that the contacts have been added to the group.
- To add more contacts later, select the group from the **Group Name** drop-down list, select the contact(s) from the list on the right and click **ADD**.

Note: You can select multiple recipients by using the [Ctrl] + Left Mouse Click for individual selections, or the [Shift] + Left Mouse Click for a block selection.

Renaming groups

On the **Contacts** screen:

- Select the group in the **Rename Group** drop-down list.
- Enter the new name in the **Change** to field.
- Click **Save**.

Removing a group contact

On the **Contacts** screen:

- In **My Company Groups**, select the group to modify from the **Group Name** drop-down list. If no groups are set up, nothing will be displayed.
- To remove contacts, select contact(s) from the left-hand recipients list and click **Remove**.
- When finished, click **Save Group** at bottom of the screen.

Deleting a group

On the **Contacts** screen, select the **Company** tab and click **Groups**.

- In **My Company Groups**, select the group to delete from the **Group Name** drop-down list.
- Click **Delete** Group at bottom of screen. A confirmation message box displays.
- To permanently delete the group, click **OK**. Note: members of this group are not deleted from contacts lists.
- Click **OK** to close the message box.

5.7 Using the Library

From the **Library** screen under **Menu** Options, administrators can:

- 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 composing MMS messages.

5.7.1 Creating new company templates

Templates offer a time saving method of sending the same message on a regular basis. To create a new company template, on the **Library** screen, select the **Company** tab and click **Templates**. The company templates screen displays.

Create a new SMS template

- Select **New SMS Template** at bottom of screen.
- The **Create New SMS Template** screen displays.
- Enter a title for the template in the **Title** field.
- Select an existing template from the **Select a Template** drop-down list.
- Modify the message in the Compose Message field if required.
- To remove all text and start again, click **Clear**.
- Click **Back** to return to **Templates** to choose a different template.

Create a new MMS template

- Select **New MMS Template** at bottom of screen.
- The **Create New MMS Template** screen displays.
- Enter a title for the template in the **Title** field.
- Select an existing template from the **Select a Template** drop-down list.
- Content will be shown in **Preview your MMS**.
- Modify the MMS message text if required.
- When the template is completed, click **Save**. OR
- To clear all content and start again, click **Clear**.

Modifying existing templates

On the **Library** screen under **Menu Options**, select the **Company** tab and click **Templates**. The company templates screen displays.

— From the template list, click the pen icon at the right to modify.

— The **Edit SMS Template** or the **Edit MMS Template** screen displays the selected template.

— Make the modifications.

— When complete, click **Save**. OR

— If you wish to clear all content in the template, click **Clear**.

Deleting templates

On the **Library** screen under **Menu** Options, select the **Company** tab and click **Templates**. The company templates screen displays.

— Click the checkbox at the left of the template(s) you want to delete.

— Click **Delete** at bottom of screen. A confirmation message box displays.

— Click **OK** to delete the template(s) permanently.

5.7.2 Managing company messages

The **Library** allows you to view and edit stored messages. Thes messages would have been saved with the **Save** as drop-down list in the **Send SMS** or **Send MMS** screens.

Note: Administrator permission determines if you can add, edit or delete company messages.

Viewing company messages

On the **Library** screen under **Menu** Options, select the **Company** tab and click Messages. The company messages screen displays.

— Click the **eye** icon to the right of the message you want to view.

— The message appears in the **Message Preview** pop-up screen.

Using saved messages

On the **Library** screen under **Menu** Options, select the **Company** tab and click Messages. The company messages screen displays.

— Click the pen icon to the right of the message you want to modify.

— The **Send SMS** or **Send MMS** screen displays with your saved message.

— Use the message as is or modify if required.

Deleting saved messages

On the **Library** screen under **Menu** Options, select the **Company** tab and click Messages. The company messages screen displays.

— Click the checkbox at the left of the Message(s) you want to delete.

— Click **Delete** at bottom of screen. A confirmation message box displays.

— Click **OK** to delete the message(s) permanently.

5.7.3 Managing company multimedia content

The **Library** screen lets you store multimedia content to use when composing MMS messages.

Adding multimedia content

On the **Library** screen under **Menu** Options, select the **Company** tab and click **Multimedia Content**. The company **Multimedia Content** screen displays.

The content is in thumbnail view by default. Click the **List** icon at top right of the screen to display in list view.

To add multimedia content:

— Click **Browse** to select the file you wish to add, then click **Open**.

— The file path displays in the field next to **Browse**.

— Enter a name for the content in the **Description Name** field.

— Click **Add file** to save the content to the Library.

Deleting multimedia content

On the **Library** screen under **Menu** Options, select the **Company** tab and click **Multimedia Content**. The company **Multimedia Content** screen displays in thumbnail view by default.

You can delete content in either thumbnail view or list view.

— Click the checkbox at the bottom of the thumbnail, or at the left of the list, to select the content you want to delete.

— You can also click **Select all** or **Unselect all** at bottom of screen.

— Click **Delete** at bottom of screen. A confirmation message box displays.

— Click **OK** to delete the multimedia content permanently.

6.0 Appendices

Appendix 1: Company and Personal settings

Setting	Description
Company Settings	Company settings are generally available to all users, but can only be modified by an Administrator. Company settings include: — Company Address Book Contacts — Company Address Book Groups — Company Message Templates — Company Media Content — Company Inbox — Message Limits — Long SMS.
Personal Settings	Personal settings can only be viewed and accessed by individual users. Personal settings include: — Personal Contacts — Personal Groups — Personal Message Templates — Personal Media Content — Personal Inbox — Save Personal messages to Library — Schedule messages.

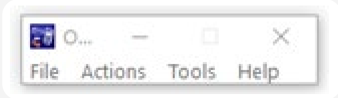
Appendix 2: Desktop client address books settings

To configure address books settings, click **Tools** > **Options** > **Address Books** tab.

If you want...	Then	Comments
To change the location of the local copy of the address books you use in the Desktop Client.	Click **Browse** and select a new file location.	
To synchronise your local address books with address books in Telstra Desktop Messaging or Outlook.	Check **Synchronise in the background**.	
To specify when to synchronise your address books.	Enter the number of days after which the address books should be synchronised, and the number of minutes idle.	Note: default synchronise setting is every 7 days, or after 10 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

To configure appearance settings, click **Tools** > **Options** > **Appearance** tab.

If you want…	Then	Comments
The Desktop Client to launch automatically when you start your device in the morning.	Check **Launch at system startup**.	If you do not select this option, you will need to launch the Desktop Client by clicking the icon on your screen.
To display the Desktop Client menu bar shown below: 	Check **Display menu bar at startup**.	This provides another way to access the main functions of the Desktop Client.
The Desktop Client to display on top of other applications you have open at the time.	Check **Always display on top**.	If you do not select this option, when the mouse is clicked anywhere outside the Desktop Client, the application will return to the background.
The Desktop Client to display if you hold your mouse over the menu bar icon for a second o r more.	Check **Hover over icon to return to foreground**.	
Seconds (as well has hours and minutes) to be displayed in the clock in the start up screen.	Click **Show Seconds in time display**.	
Display tooltip information as you hold your mouse over a screen element for a second or more.	Click **Display tooltip captions**.	

Appendix 4: Desktop client message sending and store settings

Desktop Client message sending settings

To configure message sending settings, click **Tools** > **Options** > **Message Sending** tab.

If you want…	Then	Comments
To change the number of recipients 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.
To change the minimum number of message credits required before an alert displays.	Enter a new number in the **Message credit alert threshold** field.	
Enable long SMS message sending.	Check **Allow long SMS messages**, 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.

Desktop Client message store settings

To configure message sending settings, click **Tools** > **Options** > **Message Sending** tab.

If you want...	Then	Comments
To save sent messages.	Check the **Save sent messages field**.	
To change the folder where the sent messages are saved.	Click on **Browse** and select another folder.	
Discard saved sent messages after a certain period.	Check **Discard saved messages**.	
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 login and sound settings

Desktop Client security settings

To configure login settings, launch the Desktop Client start-up screen.

If you want…	Then	Comments
To save login details.	Check **Remember my details.**	Your username and password will be automatically populated when you start the Desktop Client. Simply click **OK** to log in.
To enable automatic login.	Check **Sign me in automatically**.	You will be automatically signed in when you launch the Desktop Client.

Desktop Client sounds settings

To configure sound settings, click **Tools** > **Options** > **Sounds** tab.

If you want…	Then	Comments
To enable sounds.	Leave the **Disable sounds** checkbox blank.	

Appendix 6: EMAILSMS: Telstra desktop messaging business settings

To configure **EmailSMS** settings, click **Groups** under **Menu Options** in the Telstra Desktop Messaging web application. This will take you to the permissions screen.

If you want…	Then	Comments
To have email confirmation of a	Go to the **EmailSMS** category. Click the **Confirm successful submission of EmailSMS messages via email** checkbox.	By default, you will automatically be notified by email if a message send is not successful.
successful EmailSMS message send. To enable Long SMS sending.	Click the **Use Long SMS Capability** checkbox, and enter the number of parts you require (up to a maximum of 10 parts) in the **Max Long Email SMS Parts** field.	The new settings will apply next time you create an SMS message.

Appendix 7: Administrator settings: permission descriptions

Permission	Description
Sending messages	
Use Online Message Desktop.	Allows use of the Desktop Client.
Send web messages to any number.	Allows users to send messages to any number from the Telstra Desktop Messaging web application.
Send web messages to only Company Address Book Contacts.	Restricts sending messages to recipients listed in company contacts only.
Send web messages to only Personal Address Book Contacts.	Restricts sending messages to recipients listed in personal contacts only.
Send web messages to only Personal and Company Address Book Contacts.	Restricts sending messages to recipients listed in personal and company contacts only.
Disable Web Message Sending.	Prevents users from sending web messages.
Use Web Message Bulk number sending.	Allows use of bulk number send to send web messages.
Use Web Message Mail Merge Sending.	Allows use of mail merge to send web messages.

Permission	Description
Use Web Message Scheduling.	Allows users to schedule web messages.
Send Long Web SMS Messages.	Allows user to send Long SMS messages. Enter the maximum SMS parts allowed in the adjacent field.
Use XML API.	Allows use of another application connected to the Telstra Desktop Messaging application to send and receive messages.
EmailSMS Messages	
Send EmailSMS Messages to any Number.	Allows users to send messages via email to any number.
Send EmailSMS Messages to only Company Address Book Contacts.	Allows users to send messages via email to contacts in the company address book only.
Send EmailSMS Messages to only Personal Address Book Contacts.	Allows users to send messages via email to contacts in their personal address book only.
Send EmailSMS Messages to only Personal and Company Address Book Contacts.	Allows users to send messages via email to contacts in the personal and company address book only

Permission	Description
Disable EmailSMS Message Sending.	Prevents users from sending an SMS message via email.
Use EmailSMS Forwarding.	Allows users to send messages via email to their own mobile number.
Send EmailSMS from the Email Subject	Allows use of the subject line for message details.
Send EmailSMS from the Email Body.	Allows use of the email body for message details.
Send EmailSMS from both the Email Subject & Body.	Allows use of both the subject line and the email body for message details.
Confirm successful submission of EmailSMS messages via email.	Enables email confirmation of a successful submission of an EmailSMS message.
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 Long SMS messages. Enter the maximum SMS parts allowed in the adjacent text box.
SMS Inbox	
Manage Personal SMS Inbox.	Allows users to view, export, reply to, and delete messages received in personal inbox.

Permission	Description
Have Personal SMS Inbox as default return path.	Sets the Personal Inbox as the default for return messages.
Manage Company SMS Inbox.	Allows users to 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.
Use Company SMS Inbox.	Sets the Company Inbox as a reply path.
View Rules Wizard.	Allows users to view rules in the Rules Wizard.
Have Company SMS Inbox as default return path.	Sets the Company Inbox as the default for return messages.
Address Book	
Manage Company Address Book.	Administrators can add, edit, and delete contacts in the company contacts list. This includes importing new contacts.
Use Company Address Book.	Allows users to use company contacts to send messages.
Manage Personal Address Book.	Administrators can add, edit, and delete contacts in the personal contacts list. This includes importing new contacts.
Use Personal Address Book.	Allows users to use personal contacts to send messages.

Permission	Description
Templates	
Manage Company Message Templates.	Administrators can add, edit and delete company message library templates.
Use Company Message Templates.	Allows users to use company message library templates when composing messages.
Manage Personal Message Templates	Administrators can add, edit and delete personal message library templates
Use Personal Messages Templates.	Allows users to use personal message library templates when composing messages.
Use Personal Media Content.	Allows users to use personal library multimedia content when composing messages.
Manage Personal Media Content.	Administrators can add, edit and delete personal library multimedia content.
Use Company Media Content.	Allows users to use company library multimedia content when composing messages.
Manage Company Media Content.	Administrators can add, edit and delete company library multimedia content.

Permission	Description
Message Logs	
View Scheduled Messages.	Allows users to view all scheduled messages.
View Messages Sent By All Users.	Allows users to view all messages sent by all users.
View Own Messages.	Allows users to 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 personal message limit.
Add User Accounts in Bulk.	Allows users to upload user accounts through bulk upload.
View Users.	User details can be viewed only.
View Messaging Report.	Allows users to view Messaging Report

Appendix 8: Creating a csv file

CSV files are used to upload 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.

Entering mobile numbers

When entering mobile phone numbers in a CSV file, ensure there are:

— No spaces between any digits.

— No dashes (-) separating digits.

— The number is the correct length, i.e. 10 digits.

— The number begins with a zero if it is in full national number format.

— The number begins with 614 if it is in international format. If an international number (e.g. a U.K. number) it can begin with any number.

Entering mobile numbers into a cell

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 **OK**. If the formatting is applied after the cells were populated, 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 information in the spreadsheet depending on the purpose of the CSV file.

— To import contact details into an address book, ensure 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 message send, you must include the contact's mobile number and any other information that is relevant e.g. title, surname, reference number, etc.

— For a bulk number send message, you should include mobile numbers only.

Saving the spreadsheet

The CSV file format does not support multiple sheets per book. 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. Then:

— Select **Save As** from the File menu, select a location and enter a file name.

— Using the **Save As** Type drop-down list, select **CSV (Comma Delimited)**.

— Click on **Save**. A message warning the spreadsheet may contain some features that are not compatible with CSV is displayed.

— Click **OK**. The spreadsheet is now ready to be imported into Telstra Desktop Messaging.

Appendix 9: Message compatibility class restrictions

	MMSC Support
Maximum message size	2048kB or 2MB
Allowable content types – image	JPEG, JPG, GIF, WBMP, BMP, PNG
Maximum image resolution	2048 x 2048 pixels
Maximum size of text part	1000 characters
Allowable content types – audio	AMR, MIDI, MID, WAV, IMY, EMY, EVC, AAC
Allowable content types – video	3GPP, 3GP, MP4, MPG