



# MESSAGE MANAGER

## Outlook Message Manager User's guide

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# Intro

## ***Outlook Message Manager overview***

Thank you for choosing Outlook Message Manager (OutlookMM) as a most complete solution for your immediate business communication and internal operation management. The application allows you to send text and multimedia messages to mobile phones all over the world via Internet directly from your PC.

Please remember that your Outlook Message Manager (OutlookMM) is a front-end part of a sophisticated software complex (Message Manager Platform), and quite a few of possible technical problems must be addressed to your Operator system administrator who manages the mid-level part of the software complex. Also Outlook Message Manager outer look and operating depend on other parts of the complex.

You as a user of Outlook MM can:

- Compose and send SMS and MMS messages to your Outlook address book's contacts throughout the world, with intelligent downsizing and conversion of multimedia files for MMS;
- Save the SMS/MMS messages you created, so that you can edit them later and send them again;
- Send multi-part (concatenated) SMS messages;
- Send your messages at a specified time and date;
- Send messages to multiple recipients;
- Send SMS notifications for meetings and appointments created in your Outlook and for the e-mail messages you received;
- Receive SMS notifications for incoming and outgoing e-mail messages;
- Use the power of Microsoft Outlook to manage your contacts and define recipients for your messages and notifications;

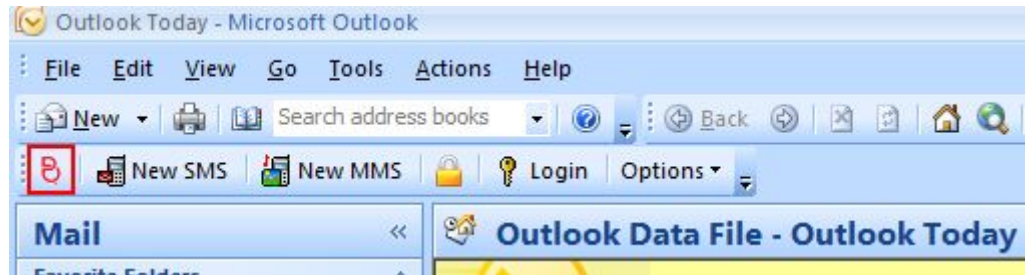
Outlook Message Manager lets you compose and send SMS and MMS messages in a most convenient way and in the time you want it. It is an add-in, or a program installed as an addition to a bigger, stand-alone piece of software (Microsoft Outlook in our case).

## ***About this manual***

This manual is to conveniently assist you with how to install the software, tune it to your business requirements, and operate it conveniently and efficiently.

We organized the manual as a reference and a small study guide, so that each chapter stands alone, giving you quick and easy answers to particular questions and step-by-step instructions for specific tasks. You can find the necessary information in the chapters through the Contents for immediate help in many typical situations.

But we are reasonable enough not to boast that in our manual we predicted all possible questions, in any situation, for all our most respected users. That is why we would greatly appreciate any of your comments, critique especially. You can always send them via the web-site indicated in the form invoked by the button highlighted in [Figure 1](#). As a rule, the button has the Operator's logo on it.



**Figure 1. The Logo button which invokes the Operator's contact info.**

Your OutlookMM is also a customizable tool, and your Operator system administrator can change the options available and the outer look according to your needs as a client and the Operator's needs as the provider. Hence the screenshots in this manual may insignificantly differ from what you have onscreen. Also because of our ongoing efforts to improve OutlookMM performance, some screenshots can show previous version numbers of the software. In this case the new version has higher productivity and stability, but the functionality remains the same.

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## I. Installing Outlook Message Manager

To run Outlook Message Manager, you need a PC running Windows XP or Windows Vista, as well as Microsoft Outlook XP or later (Microsoft Outlook 2007 recommended) and an Internet connection.

Before you install OutlookMM, please exit MS Outlook program and make sure that your antivirus software is up-to-date.

## II. Launching and configuring Outlook Message Manager

When the installation has finished, you can run Microsoft Outlook and find Outlook Message Manager built in the program's toolbar (a bar with buttons and options that you use to carry out commands).

To hide or display the add-in, move your mouse pointer to the Outlook's toolbar area and right-click, then select **Outlook MM Addin** in the drop-down menu (see [Figure 2](#)).

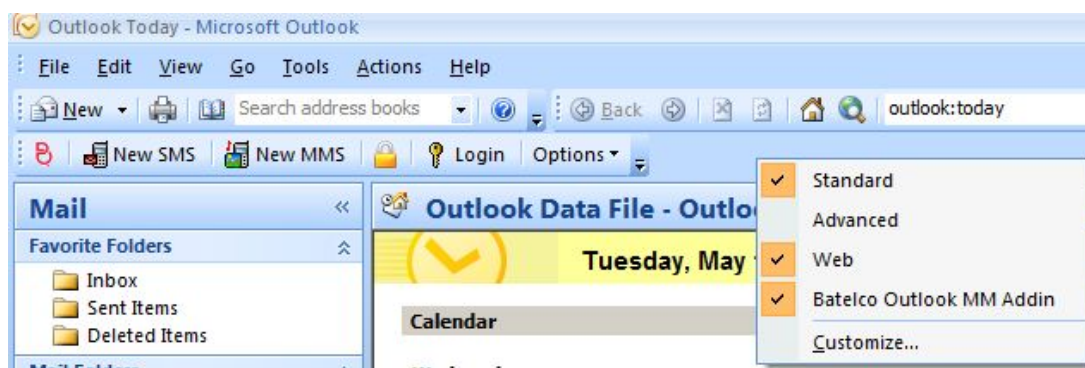


Figure 2. MS Outlook: Hiding / showing Outlook Message Manager add-in.

### II.1. Outlook Message Manager Interface

Outlook Message Manager includes a handy set of configuration commands, SMS template management tool, MMS and SMS commands to help you use Multimedia- and Short Message Services. The initial control elements for OutlookMM are actually the group of buttons highlighted in [Figure 3](#).

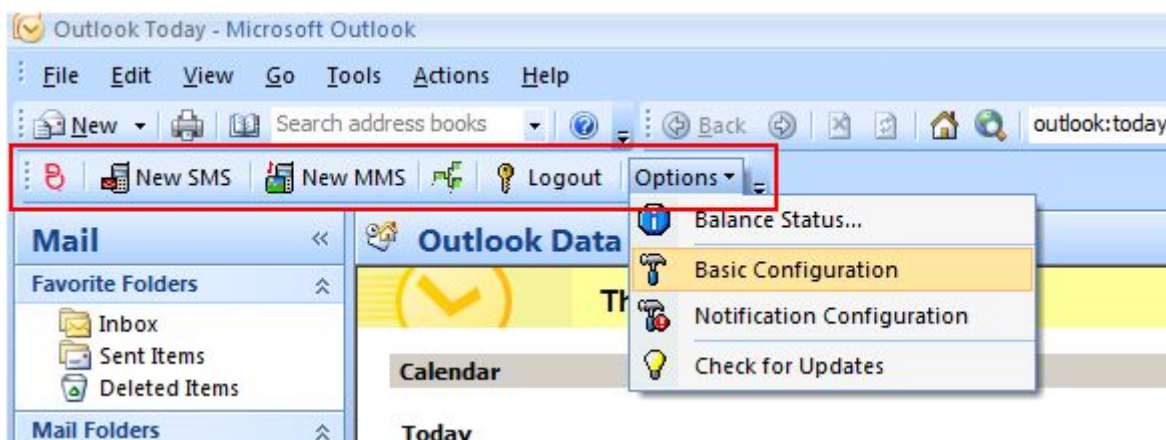


Figure 3. Outlook Message Manager Interface.

The **New SMS** button and the **New MMS** button open up corresponding interfaces for creating and sending SMS and MMS messages. The **Options** button gives you a drop-down menu (as shown in [Figure 3](#)), where the items are used to manage your account and configure the application.

If you log in as a prepaid customer, the **Balance Status** option is also available for you as one of the **Options** items. Depending on the Operator settings, it can display either how much money or how many messages you have remaining.

## ***II.2. Configuring the login settings***

Outlook Message Manager is a part of the sophisticated software complex called Messaging Platform and managed by your Operator Administrators. That is why to start working, Outlook Message Manager requires basic configuration, where you log in and link OutlookMM to the Messaging Platform. Then you can set up incoming and outgoing mail notifications, send SMS and MMS messages, check your balance, and buy credits to use the services.

To configure the program login settings, you must:

- a) Open the Microsoft Outlook program.
- b) Click the **Login** button highlighted in [Figure 3](#). Click **Options** in Outlook Message Manager and select **Basic Configuration** as highlighted in [Figure 3](#).

In the form which then appears enter your login details: Username, Password and Customer ID in the **Basic Configuration** dialog box (see [Figure 4](#)).

In case you are using the Consumer mode of the Outlook MM, the fields to fill in for the authentication are just **Username** and **Password**. If the **Customer ID** is present and you are using the Consumer mode, please put '0' in the field. Please note that in the Consumer mode you have to type your phone number in the **Username** field. In this case, if you are in the country of the Operator, you can omit the country code, substituting it with '0'.

Then you must set up the proxy server settings if required, select the Originator and the language, and click OK. The program then connects to the server and verifies your login details.

**Figure 4. Filling the Basic configuration dialog box.**

The Originator you select is then used as the signature for your messages. You can change it anytime. Please note that if you are using the Consumer mode, the only originator available for you is your mobile phone number. If you are logged in as a regular customer (Standard, Corporate, or Enterprise edition), you can have a selection of several originators. To change the list of originators available for you, please contact your Operator administrator.

Finally, you can change the default language of the interface (currently English) to Arabic or French.

To save your settings, click **OK**.

### ***II.3. Configuring notification templates***

The number and types of notifications which are to be sent to you or your partners can get real big. However, Outlook Message Manager gives you an excellent way to streamline your notification process with the help of configurable templates. You can set templates for notifications about:

- E-mail messages you receive, when notifications are sent to the default mobile number you specify;
- E-mail messages you send, when notifications are sent to the mobile numbers of the e-mail messages recipients or other mobile numbers you specify;



- Calendar events like appointments and meetings, when notifications are sent to the mobile numbers of those invited and to the default mobile number you specify.

To get the Notification Configuration form onscreen, click the **Options** menu (as shown in [Figure 3](#)), and select **Notification Configuration**. The form shown in [Figure 5](#) then appears. Here you can configure notifications about incoming and outgoing mail, as well as notifications about calendar events.

In the **Notification Configuration** form you must also choose the **SMS Language** for your SMS notifications, and specify the **Default number** to which they are to be sent (see the upper part of [Figure 5](#)). Please note that the default number relates to notifications about incoming e-mail and calendar events. Notifications about outgoing mail are sent to the mail recipients or other mobile phones you specify (see Chapter [III.1. Outgoing Mail notifications](#)).

### II.3.a. Configuring notification templates for incoming mail

Outlook Message Manager can send a notification to your mobile phone (or any other mobile phone you specify as default) about incoming e-mail messages received by the MS Outlook on your PC. The configurable template shown in [Figure 5](#) shows the default text for the incoming notification.

Figure 5. Default templates for notifications about incoming mail.

To configure the incoming mail notification, you must:

- a) Check the **Notify about new mail** checkbox. The template text becomes visible then, and you can edit it.
- b) Change the default template text if necessary. Note that in the text you can use the so-called 'macro' values, or 'wildcard' symbols. If in your template you a macro word in the % signs, in the actual SMS notification it is substituted with the value from the incoming e-mail message. The macro words available for different templates are shown when you click the Help button in the **Notifications configuration** form (the list is presented in [Figure 6](#)).

	Outgoing e-mail	Incoming e-mail	Appointment	Meeting request
Subject	✓	✓	✓	✓
To	✓	✓	-	✓
From	-	✓	-	-
Body	✓	✓	✓	✓
Location	-	-	✓	✓
Start	-	-	✓	✓
End	-	-	✓	✓

Figure 6. 'Macro' values available in notifications for outgoing e-mail, incoming e-mail, and calendar events.

- c) Select the minimum **Priority** for the messages.
- d) In the **Subject contains** field specify the keyword defining which messages are to be accompanied with SMS notifications to your mobile phone (or any other phone you define as default). In this case notifications are sent only if the message subject contains the keyword, all other messages are ignored. If you leave the field blank, you get notifications on all messages. The subject keywords are not case-sensitive.

Please note that Outlook Message Manager processes the EXACT combination of characters entered in the **Subject contains** field. If, for example, you enter the word combination 'contract requirements' there, only the e-mail messages with the subjects like 'Contract requirements needed' or 'Supply the Contract requirements ASAP' will be accompanied with SMS notifications.

- e) If you want to get notifications about e-mail messages from certain senders only, you can define it in the **From** field. To do this, in the **From** field type the e-mail addresses divided by comma. You can also select the necessary contacts from the Outlook Contacts, if you click the icon to the right of the **From** field;
- f) Click **OK** to finalize the action.

Please note that the **Priority**, **at least**, **Subject contains**, and **From** fields are filters. It means that if you apply several filters simultaneously, the result is the intersection of the fields where all the conditions are met.

### II.3.b. Configuring outgoing notification templates

Outlook Message Manager can send SMS notifications for the e-mail messages you send to others, and those SMS notifications are based on the templates you can configure in the upper part of the **Outgoing notifications** tab ([Figure 7](#)).

Here you can change the texts for your outgoing notifications according to your business needs. In the texts you can use the variable data from the e-mail messages you send (the list of the 'macro' words is presented if you click **Help**, and is shown in [Figure 6](#)). Then in the actual SMS notification the 'macro' words are substituted with the value from your outgoing e-mail message.

Please make sure that the variables are surrounded with the '%' signs. Note that you cannot leave a template empty, you have to have at least some text for it.

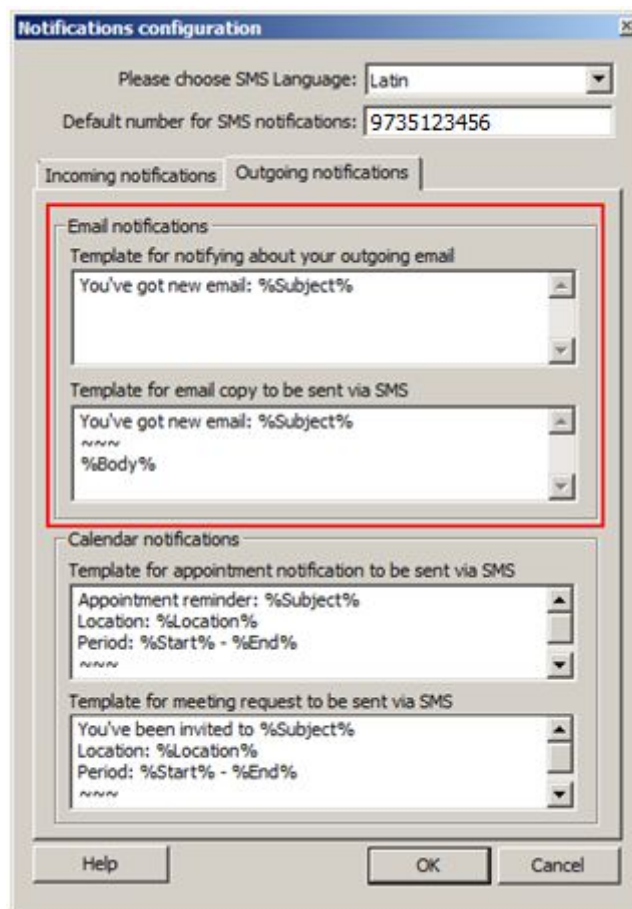


Figure 7. Notification templates for e-mail messages you send.

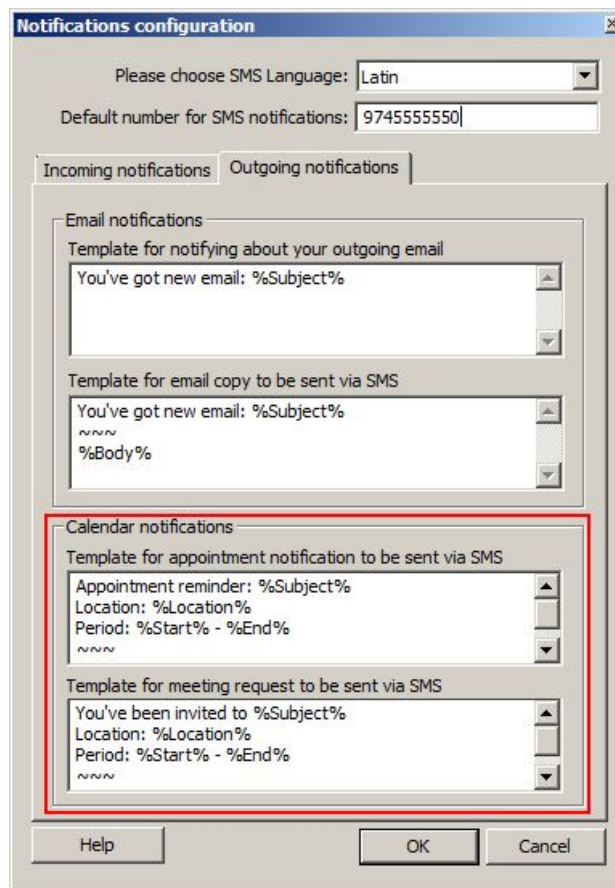
Naturally, configuring a template does not mean that the notification will necessarily be sent with every event of the kind. You are in full control of the notifications and you decide whether to send a notification or not when you create an event, as well as to whom the SMS notification is sent. For further details please see Chapter [III.1. Outgoing Mail notifications](#).

### II.3.c. Configuring notifications for calendar events

Outlook Message Manager can send SMS notifications for the calendar events (appointments and meetings) you create. Those SMS notifications are based on the templates you can configure in the lower part of the **Outgoing notifications** tab (see [Figure 7](#)).

Here you can change the texts for your calendar events notifications according to your business needs. In the texts you can use the variable data from the events you create (the list of the 'macro' words is presented if you click **Help**, and is shown in [Figure 6](#)). Then in the actual SMS notification the 'macro' words are substituted with the value from your calendar events.

Please make sure that the variables are surrounded with the '%' signs. Note that you cannot leave a template empty, you have to have at least some text for it.



The screenshot shows the 'Notifications configuration' dialog box. At the top, there is a dropdown for 'Please choose SMS Language:' set to 'Latin' and a text field for 'Default number for SMS notifications:' containing '9745555550'. Below this are two tabs: 'Incoming notifications' and 'Outgoing notifications'. The 'Outgoing notifications' tab is active. Underneath, there are two sections: 'Email notifications' and 'Calendar notifications'. The 'Calendar notifications' section is highlighted with a red border. It contains two text areas for SMS templates. The first is 'Template for appointment notification to be sent via SMS' with the text: 'Appointment reminder: %Subject%', 'Location: %Location%', 'Period: %Start% - %End%', and '~~~~'. The second is 'Template for meeting request to be sent via SMS' with the text: 'You've been invited to %Subject%', 'Location: %Location%', 'Period: %Start% - %End%', and '~~~~'. At the bottom of the dialog are 'Help', 'OK', and 'Cancel' buttons.

Figure 8. Notification templates for calendar events you create.

Naturally, configuring a template for a calendar event does not mean that the notification will necessarily be sent with every event of the kind. You are in full control of the notifications and you decide whether to send a notification or not when you create an event, as well as to whom the SMS notification is sent.

Thus, the **Default mobile number for notifications** which you set in the upper part of the **Notification configuration** form appears in the recipients list for your notification. However, for every specific event you can change it or add other recipients. For further

details please see Chapter [III.2. Notifications about calendar events \(appointments and meetings\)](#).

## ***II.4. Replicating your contacts with the server***

If you are using the Messaging Platform services from several locations (for example, Outlook Message Manager from your work and Message Manager plugin for Firefox from your home), you may want to synchronize the contacts in the Address book from time to time, so that the changes you have made in one Message Manager application can be available from the other. Synchronizing, or replicating your contacts with the Messaging Platform server can also prove extremely useful when several employees working on different computers must use the same contact database.

To replicate your contacts with the Messaging Platform server, you must go to **Options** and select **Replicate Addressbook** (see the corresponding item in [Figure 3](#)).

With the **Yes** and **No** buttons in the Replication dialogue, you can define what record is preferred in case there exist contacts with the same name but different mobile numbers. For example, on your local computer contact A has 9651000000 as the mobile number, and on the Messaging Platform server contact A has 9651999999 as the mobile number. If you click **Yes**, the server takes precedence, and contact A number is then set to 9651999999 on the server AND on your local computer. If you click **No**, the local Address book takes precedence, and the contact number is then set to 9651000000 for both Address books.

Please remember that in any case, no matter whether you click **Yes** or **No**, the Messaging Platform creates the unified Address book both on your local computer and on the Messaging Platform server. Thus, if you have contacts A and B on your local computer, and contacts C and D on the Messaging Platform server, the replication process results in the unified Address book containing contacts A, B, C, and D, on your local computer AND on the Messaging Platform server.

## ***II.5. Managing account and credits***

After Outlook Message Manager is configured, you can monitor your balance status through the **Option** menu (see the corresponding item in [Figure 3](#)). To view balance status, you must:

- a) Click **Options**  **Balance Status...**
- b) Wait till the program completes interaction with the web-server and opens the web-page with your balance data.

Please remember that the balance status is shown to prepaid customer only. If you are working as a consumer, your account with the Operator is charged directly. If you are a postpaid customer, you pay for the messages you have sent at the end of the month.

### III.Using Outlook Message Manager for regular Outlook operations

OutlookMM can send messages from the computer to the cellular phone. The application supports standard SMS (Short Message Services) and MMS (Multimedia Message Services).

As the MMS message is a binary file, Outlook MM provides a special tool, Multimedia Message composer, to assist in the creation of MMS message files (see Chapter [IV.2. Sending MMS messages](#))

Before you can send messages you should configure the program settings and have enough credits in your account.

#### III.1. Outgoing Mail notifications

Outlook Message Manager can notify your recipients by SMS about e-mail messages you sent them. After you have compiled your e-mail message, click the **Add-Ins** tab. The form similar to [Figure 9](#) then appears.

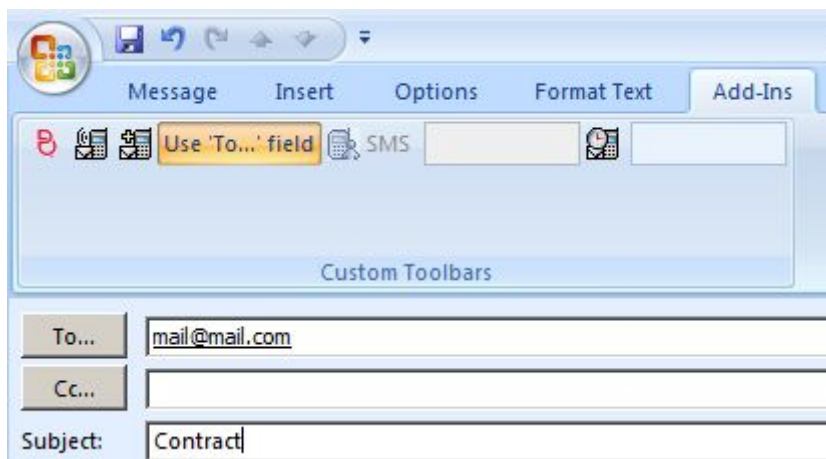






Figure 9. Configuring your notification for your outgoing e-mail message.

First, you may want to decide whether you are going to send just an SMS notification about the e-mail message (the  button), or your SMS message must include the whole text from your e-mail message (the  button).

Then you proceed to defining your recipients. By default the notification is sent to the e-mail message recipients, which is indicated by the **Use To ... field** button highlighted. If you make this button inactive by clicking it, the  button becomes active, and you can select your recipients from your Outlook Contacts or type them manually in the field on the right.

Finally, you can define the delivery time for your notification. If you click **Send**, the notification is sent immediately. However, an option is to set a deferred delivery with the help of the  button. It invokes a built-in calendar where you are to select the date and time of delivery.



The SMS notification is sent when you press the **Send** button in the e-mail message form.

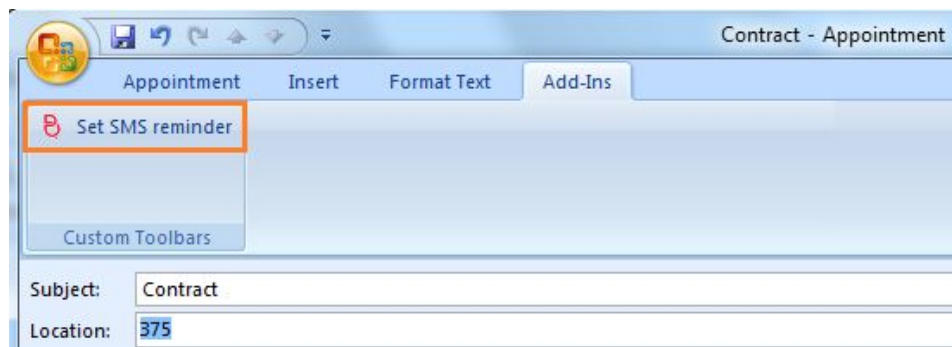
Please note that after pressing the **Send** button the notification goes to the **Sent SMS** folder. If there is no connection with the server, the notification first goes to the **Outbox SMS** folder and then to **Sent SMS** after it is actually sent.

### ***III.2. Notifications about calendar events (appointments and meetings)***

As you know, Outlook MM gives you an option to send e-mail notifications for scheduled events (appointments and meetings) to the participants. With Outlook MM, you can notify people on the move, sending them an SMS notification, so that your partners can always stay informed.

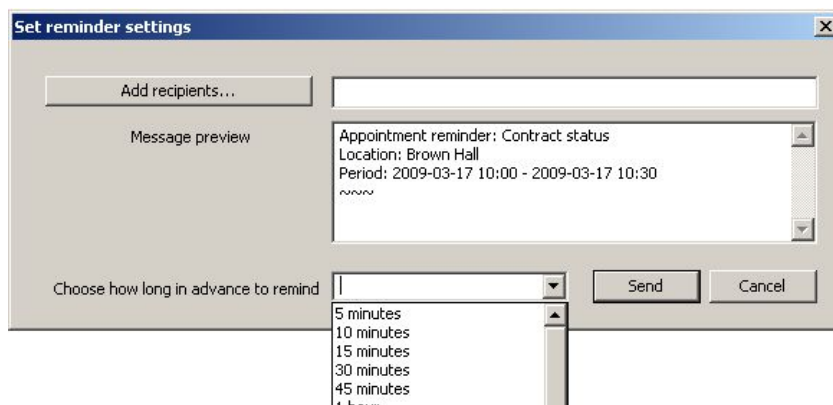
#### **III.2.a. Notifications about an appointment**

After you filled in all the necessary fields in the Appointment form as you usually do, please click the **Add-Ins** tab. This brings you to the **Notification** form as shown in [Figure 10](#).



**Figure 10. Arranging a notification about an appointment.**

Click the **Set SMS reminder** button to make the form active, as shown in [Figure 11](#).



**Figure 11. Setting your SMS notification about an appointment.**

Then you can set:

- Who is going to receive the SMS notification. Note that the default number mentioned for notifications (mentioned in Chapter [II.3. Configuring notification](#)) appears automatically. To specify other recipients, click the **Add recipients...** button, which brings you to the **SMS/MMS Recipients** form shown in [Figure 15](#). Select the necessary recipients there by clicking **To** , and click **OK**. You can also type in the necessary numbers manually.
- You can edit the notification text, which you have set as default (see Chapter [II.3.c. Configuring notifications for calendar events](#)).
- How much time before the event the participants are notified;

The notification is sent when you click **Send** in the **Set reminder settings** form. Please note that after pressing the **Send** button the notification goes to the **Sent SMS** folder. If there is no connection with the server, the notification first goes to the **Outbox SMS** folder and then to **Sent SMS** after it is actually sent.

### III.2.b. Notifications about a meeting

After you created a meeting in the Meeting form as you usually do, please click the **Add-Ins** tab. This brings you to the **Schedule notification** form as shown in [Figure 12](#).

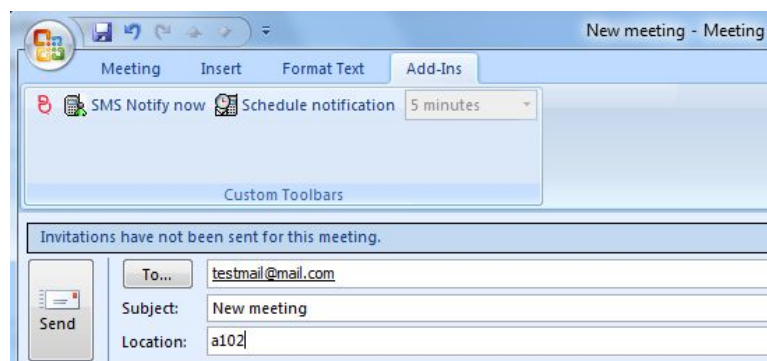


Figure 12. Arranging a notification about a meeting.

Click the **Schedule notification** button to make the form active. Then you can set how much time before the event the participants are notified (or you can send your SMS notification immediately if you click **SMS Notify now**).

Please note that after pressing the **Send** button the notification goes to the **Sent SMS** folder. If there is no connection with the server, the notification first goes to the **Outbox SMS** folder and then to **Sent SMS** after it is actually sent.

## IV. Sending messages

With Outlook MM, you can compile and send regular SMS/MMS messages to mobile phones of your associates, friends and family. Outlook Message Manager collects outgoing and sent SMS/MMS messages in the corresponding folders of the Microsoft Outlook Mail pane ([Figure 13](#)), where you can manage them as usual.



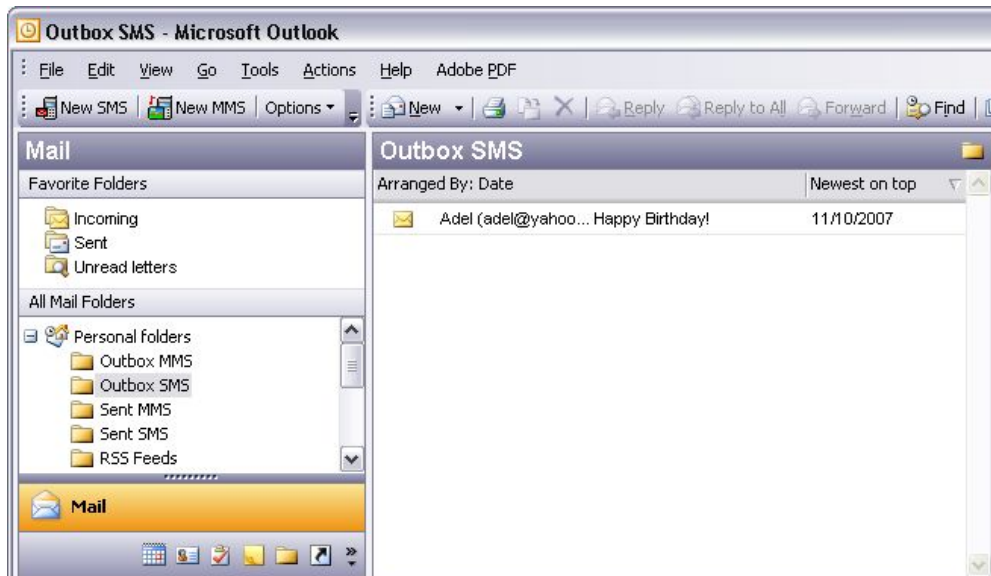


Figure 13. Microsoft Outlook Mail pane with Outlook MM folders.

#### IV.1. Sending SMS messages

- a) Click **New SMS** in the Outlook Message Manager to start creating and sending an SMS message. The form shown in [Figure 14](#) then appears.

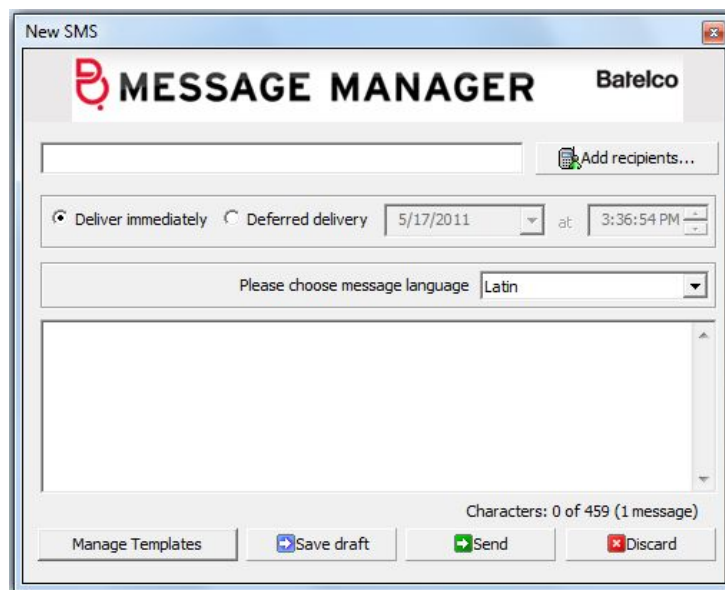


Figure 14. Starting to compile an SMS message.

- b) You can start with defining selecting recipients for your message. You can type their mobile phone numbers directly into the **Send To** field, or you can press the **Send To** button and select e-mail addresses from Microsoft Outlook address book (see [Figure 15](#)).

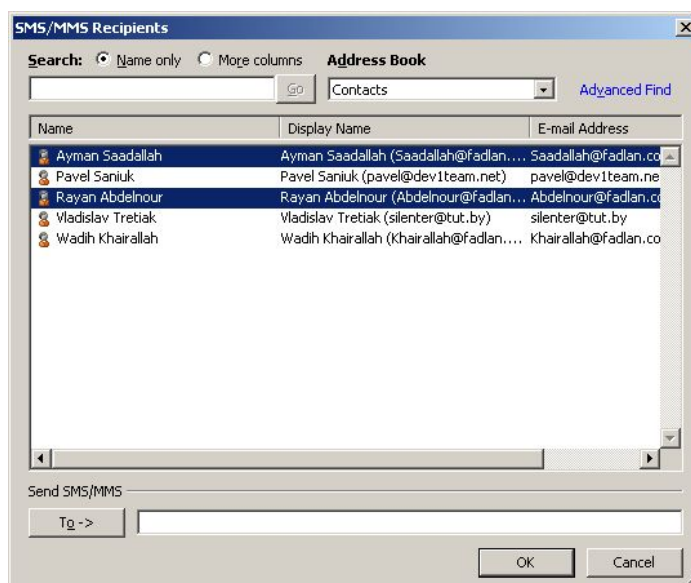


Figure 15. Selecting your recipients from Microsoft Outlook address book.

Please select the necessary contacts and click **To** .

- c) You then return to the form shown in [Figure 14](#), where you can set the delivery time.
- d) Then write the message text. By default the text is typed in Latin characters, but you have two more options: **Arabic with Arabic numbers** and **Arabic with Latin numbers**. To compile your text, you can use templates evoked by the corresponding button.
- e) Click the **Send** button. If you hesitate about sending the message now, you can put it into the Draft folder by clicking the corresponding button.

#### IV.1.a. Creating and managing SMS message templates

In Outlook MM you can create up to 10 text templates and use them later as you compile your messages. You can store your messages as templates as well.

To store message as template, you must:

- a) Click **New SMS** in the Outlook Message Manager.
- b) Type the message into the **Message** field, for example: "Happy Birthday!"
- c) Click **Templates...**  **Save as template**. The message is then added to the **Templates** drop-down menu (see [Figure 16](#)).



Figure 16. Message template stored in the Templates drop-down menu.

If you select **Manage templates**, you can add them to the list directly or delete the unnecessary ones.

## **IV.2. Sending MMS messages**

Multimedia Messaging Service (MMS) is an easy way to send a multimedia message (including pictures, audio and video clips) to mobile users. You can send someone a picture of a person to meet him at the airport, or show the way to drive to your office, or share a promotional video clip with your potential customers. MMS messages are also very suitable for birthday and anniversary congratulations. The Outlook MM allows you to create an MMS message of any complexity, using a wide variety of multimedia. Virtually any media file can be included into your MMS message to make it more informative and persuasive.

The list of file formats which you can use in your MMS message includes the following:

Image—bmp, gif, jpeg, jpg, mbm, png, tif, tiff, wbmp;

Audio—wav, mp3, amr, mid, au;

Video—wma, mp4, mpg, mpeg, 3GP, avi, wmv, mov, rm, vob.

You can also your MMS message with very up-to-date audio grabbed from your computer microphone, or a video grabbed from your web-camera, or from an audio CD.

Please note that MMS is generally more expensive than SMS. Besides, MMS can be unavailable in some of GSM networks. The use of this service can also be restricted by the Operator. Please also be aware that in order to receive an MMS message, the recipient's phone handset must be properly configured.

To send an MMS message, you must first create an MMS message file or load it from the disc. Your Outlook Message Manager includes an easy-to-use but very advanced Multimedia Message composer to assist you in the creation of MMS message files. To start creating an MMS message, you must:

- a) Click the **New MMS** button in the Outlook Message Manager, and the form shown in [Figure 17](#) appears.
- b) Select recipients for your message. You can type phone numbers directly into the **Send To** field, or you can press the **Send To** button and select the necessary contacts from Microsoft Outlook address book just the same way you do for an SMS message (see [Figure 15](#)).
- c) Set the delivery time for your MMS message.
- d) Provide the MMS message subject. An MMS message without a subject cannot be sent.
- e) Click the **MMS Composer** button in the **New MMS** dialog box (see [Figure 17](#)).

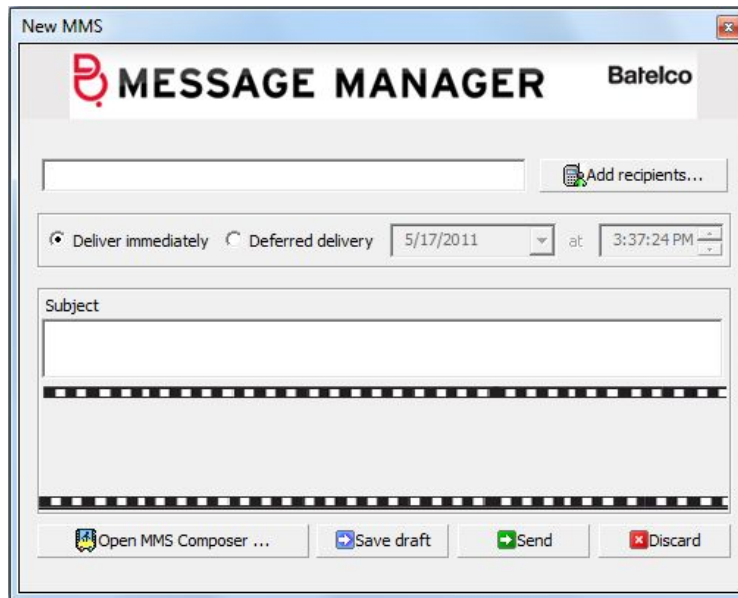


Figure 17. Starting an MMS message.

#### IV.2.a. Compiling an MMS message

To begin composing an MMS message, please click the MMS Composer button. The Multimedia Message Composer form then appears (see [Figure 18](#)):

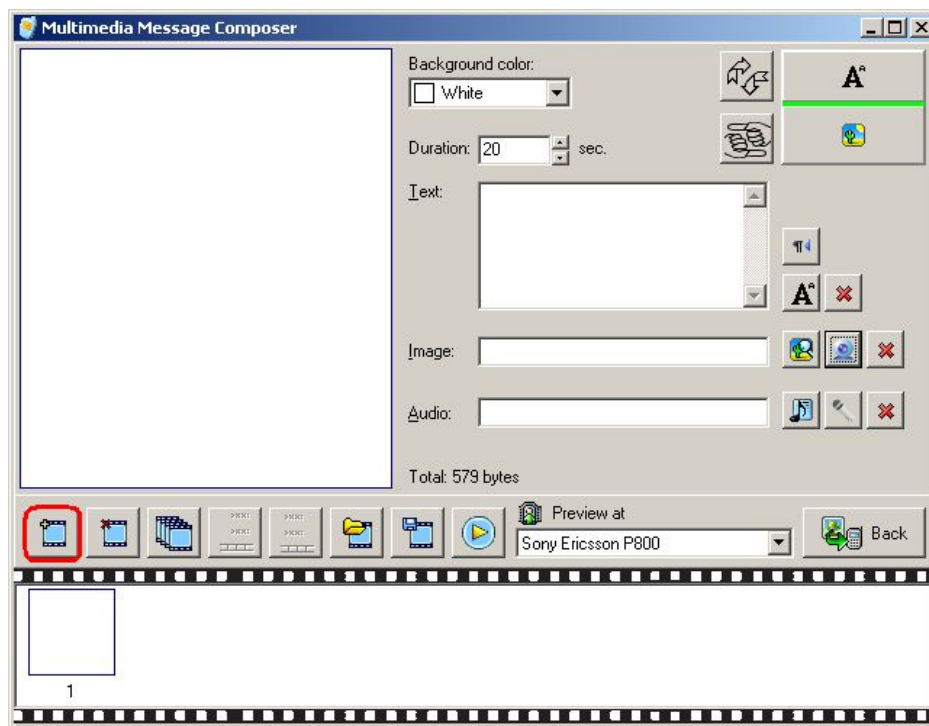







Figure 18. The Multimedia Message Composer form and the first button to press.

To start compiling an MMS message, press the  button. Now you can:

- Change the color of the background.
- Set the frame duration.

- Insert text by typing it in the **Text** area, or you can click  button to insert the text from an existing txt file. You can also select the text flow direction by toggling the  button.
- Add pictures and video by pressing the  button and selecting the necessary file.
- Add audio by pressing the  button and selecting the necessary file.



If for your MMS message you need to grab video or include a snapshot from your web-camera, press the  button. The  button does the same for audio media from your computer microphone and from an audio CD.



Figure 19. Composing an MMS message.

When you finish composing your MMS message, click the **Back** button. You then get back to the New MMS dialog box (see [Figure 17](#)). There you are to define recipients or select them from Microsoft Outlook address book, and enter the message subject (up to 50 characters).




Just like with SMS messages, the **Send** button executes the delivery, which can be immediate or at a definite time and date.

The range of buttons just above the film strip lets you manage the MMS message frames (see [Figure 20](#)).



Figure 20. Managing frames within your MMS message.

With the help of those buttons you can add a new frame, delete the existing frame, copy a frame, and move a frame.

The  button lets you open a previously saved MMS message, and the  button saves the MMS message you have just created. You can see how your MMS message looks on the recipient's handset if you select the handset make and click the  button.

Please note that with some Operators the cost of your MMS message can depend on its size, and your Operator can charge your MMS message in ranges. For example, the first 50 Kb of your MMS message cost 0.05 currency units per Kb, then every Kb added costs 0.10 currency units.

### IV.3. Delivering your message at a specified date and time

Sometimes you may need that your message is delivered to the recipient not immediately but at a specified date and time. To ensure that, use the **Deliver on** option button located at the top of the messaging form (both SMS and MMS). When you select the **Deliver on** option, the date and time elements then become available for control. [Figure 21](#) shows an example for an SMS message, the control elements for an MMS message are the same.

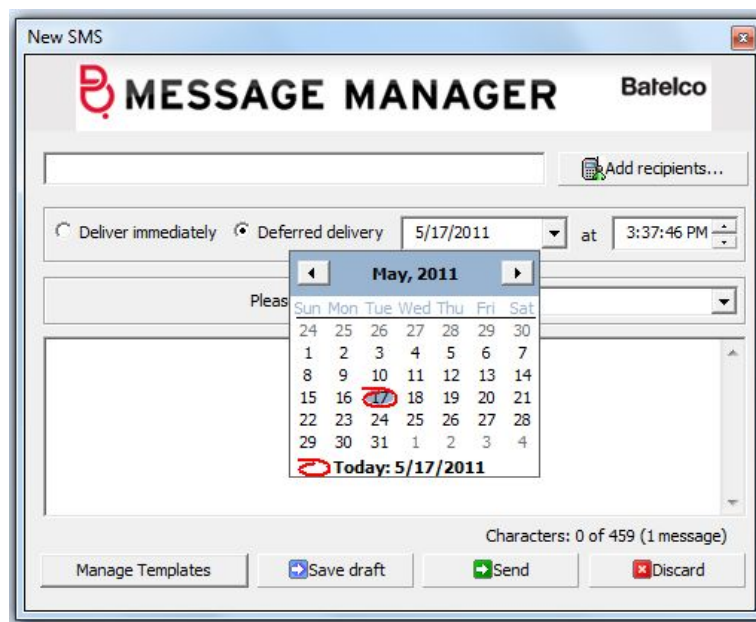


Figure 21. Specifying the date and time for your message delivery.

After you click the **Send** button, the message is put into the **Outbox SMS** or **Outbox MMS** folder. Until the delivery date and time you can change the message or delete it.

Please note that if you need to launch an extensive promotion campaign with periodic deliveries of your messages to specific recipient lists during the specific time period, you may consider acquiring the stand-alone Message Manager desktop application.

**V.**

## Adding money to your account

The features described in this Chapter are configurable by you Operator Admin.

If you want to see how many currency units you have, click **Options**  **Balance status**.

If you are a prepaid customer, on the **Configuration** page you can find the **Refill your account** link. Follow this link to add money to your account.

If you are a postpaid customer, the **Configuration** page shows the number of remaining messages (the feature is configured by your Operator).

In order to refill your account, contact your Operator. Many providers allow you to do it on-line by a credit card. Some Operators may also allow you to refill your account by phone.

You can also buy the Messaging Platform services by sending SMS message with the word 'buy' followed by the ID of the package you need. The message is sent from your mobile phone to a designated shortcode, and in this case the money is taken from your balance in your mobile Operator system. The designated shortcode and the list of the packages available to you can be obtained from your Operator.