



# MESSAGE MANAGER

## MS Outlook Express Message Manager User's guide

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## Intro

### ***MS Outlook Express Message Manager overview***

Thank you for choosing Outlook Express Message Manager (Outlook Express MM) as one of the most complete solutions 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 Express Message Manager (Outlook Express MM) 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 Express MM outer look and operating depend on other parts of the complex.

You as a user of Outlook Express MM can:

- Compose and send SMS and MMS messages to your Windows address book's contacts throughout the world, with intelligent downsizing and conversion of multimedia files for MMS;
- Send multi-part (concatenated) SMS messages;
- Send your messages at a specified time and date;
- Send messages to multiple recipients;
- Send SMS notifications about your outgoing e-mail messages to a specified mobile number;
- Receive SMS notifications for incoming e-mail messages filtered according to your liking;
- Re-use the SMS/MMS messages you have sent, edit them if necessary and send them again;
- Use the power of Windows Address Book to define recipients for your messages and notifications;

Outlook Express 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 Express in our case).

Outlook Express Message Manager is just one of many software client applications which can be used for the actions listed above. In the Messaging Platform software complex you can always choose software client applications most suitable for your business and personal needs. The complete list of software client applications for the Messaging Platform software complex includes, but is not limited to, the following:

- Facebook Message Manager (a web-based application for Facebook);

- Firefox Message Manager (a toolbar for Mozilla Firefox);
- Internet Explorer Message Manager (a toolbar for Internet Explorer);
- Lotus Message Manager (a plugin for Lotus Notes);
- Message Manager (a standalone client software);
- MSN Bot Message Manager (a plugin for Windows Live Messenger);
- Outlook Express Message Manager (a plugin for MS Outlook Express);
- Outlook Message Manager (a plugin for MS Outlook);
- WAP Message Manager (a wap-based application for mobile phones);
- Web Message Manager (a standalone web-based application);

You can get more information on the software clients from your Operator.

### ***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 evoked 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 Outlook Express MM 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 Outlook Express MM 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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All personal and geographical names and other proper names, as well as phone numbers used in this manual are completely fictitious, any references to real persons or organizations are strictly accidental.

## I. Installing Outlook Message Manager

To run Outlook Express Message Manager, you need a PC running Windows XP. Before you install Outlook Express MM, please make sure that MS Outlook Express processes are not running and your antivirus software is up-to-date.

## II. Launching and configuring Outlook Express MM

When the installation has finished, you can run Microsoft Express Outlook and find Outlook Express Message Manager built in the program's toolbar (a bar with buttons and options that you use to carry out commands), as shown in [Figure 1](#).

### II.1. Outlook Express Message Manager Interface

Outlook Express Message Manager includes a handy set of configuration commands, SMS template management tool, and MMS and SMS commands to help you use Multimedia- and Short Message Services. The initial control elements for Outlook Express MM are actually the group of buttons highlighted in [Figure 2](#).

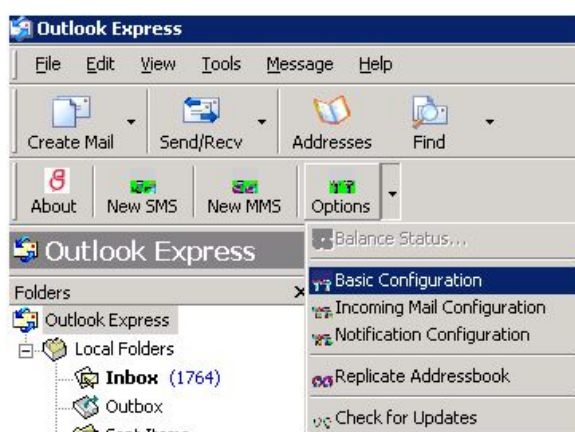


Figure 2. Outlook Express Message Manager Interface.

The **New SMS** button and the **New MMS** button open up corresponding interfaces for creating and sending SMS and MMS messages. The small arrow in the **Options** button gives you a drop-down menu (as shown in [Figure 2](#)), 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 Express 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 Express Message Manager requires basic configuration, where you log in and link your Outlook Express MM to the Messaging Platform. Then you can check your balance, set up incoming and outgoing mail notifications, replicate your Windows Address Book with the server, and check for updates when necessary. After that you can send SMS and MMS messages.

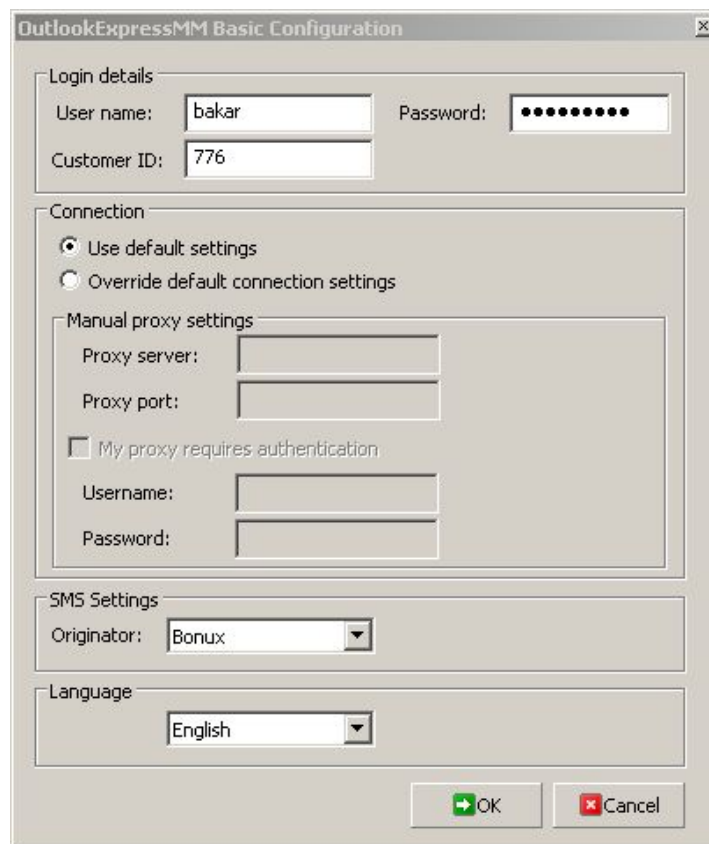
To configure the program login settings, you must:

- a) Open the Microsoft Outlook Express program.
- b) Click the arrow in the **Options** button and select **Basic Configuration** as highlighted in [Figure 2](#).

In the form which then appears enter your login details: Username, Password and Customer ID in the **Basic Configuration** dialog box (see [Figure 3](#)).

In case you are using the Consumer mode of the Outlook Express 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 3. 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, 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 notifications

### II.3.a. Configuring notifications about incoming messages

In business and even in everyday life it is often very important to learn immediately that some information is available for you. That is why Outlook Express Message Manager gives you an excellent way to receive a notification as soon as the necessary e-mail message is in your Inbox. Your incoming e-mail messages for this case can be filtered by:

- The message priority;
- The subject words;
- The sender.

To get the form for configuring incoming mail notifications, click the arrow of the **Options** button (as shown in [Figure 2](#)), and select **Incoming Mail Configuration**. The form shown in [Figure 4](#) then appears.



Figure 4. Configuring the incoming mail notifications.


If you want to receive the notifications, select **Notify about new mail**. If you do not select the checkbox, no notifications are sent.

In this form you must define the following parameters:

- The **Message priority**;
- In the **Subject text** 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 text** 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.;

- The sender(s), who can be taken from your Windows Address Book (for this use the  button to the right of the field, [Figure 4](#));
- The phone to which the SMS notifications are to be sent.

Please note that the default phone number relates to notifications about incoming e-mail messages. Notifications about outgoing mail are sent to the mail recipients or other mobile phones you specify (see Chapter [II.4. Configuring notifications about outgoing messages](#)).

### II.3.b. Configuring notifications about outgoing messages

Outlook Express 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 Outlook Express MM Notification Configuration form (see [Figure 5](#)). Naturally, the notifications are sent to the recipients of your outgoing messages, and their telephone numbers are taken from the Windows Address Book.

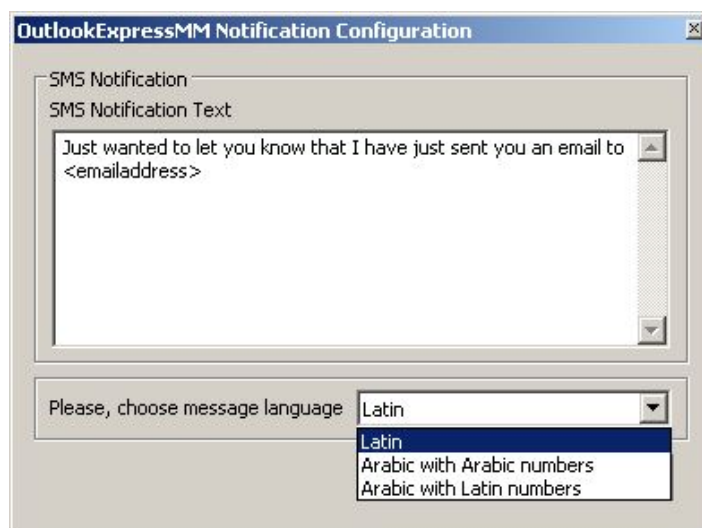


Figure 5. Notification templates for e-mail messages you send.

Here you can change the texts for your outgoing notifications according to your business needs. In the actual SMS notification the <emailaddress> is substituted with the e-mail address of the recipient as taken from the Windows Address Book.

### III. Sending messages

With Outlook Express MM, you can compile and send regular SMS/MMS messages to mobile phones of your associates, friends and family. Outlook Express Message Manager collects outgoing and sent SMS/MMS messages in the corresponding folders of the Microsoft Outlook Express Mail pane ([Figure 6](#)), where you can manage them as usual.

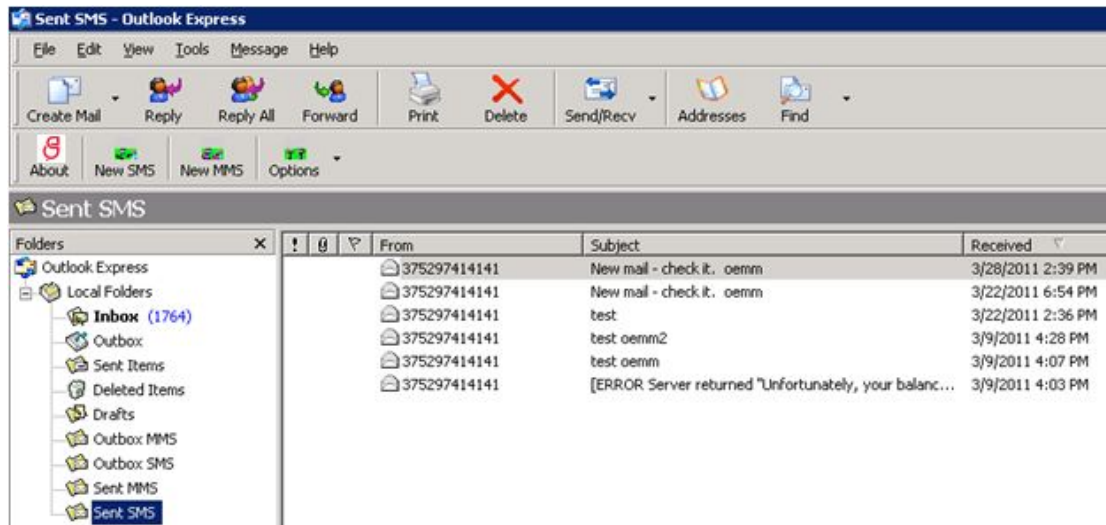


Figure 6. Microsoft Outlook Mail pane with Outlook MM folders.

#### III.1. Sending SMS messages

- a) Click **New SMS** in the Outlook Express Message Manager to start creating and sending an SMS message. The form shown in [Figure 7](#) then appears.

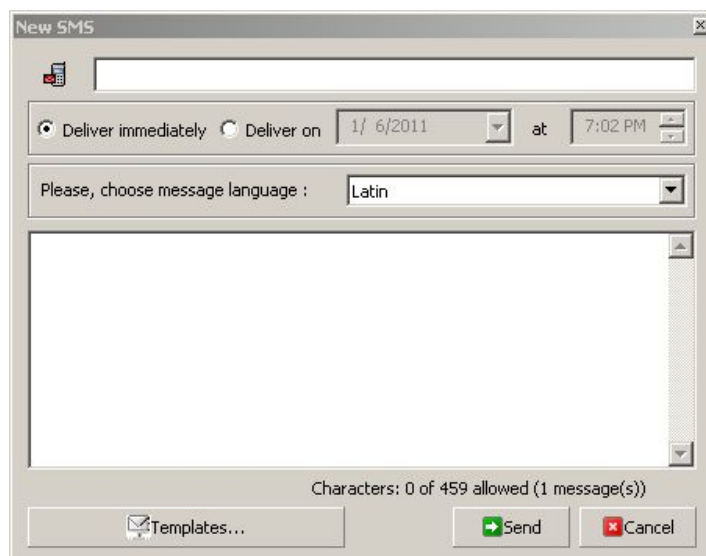

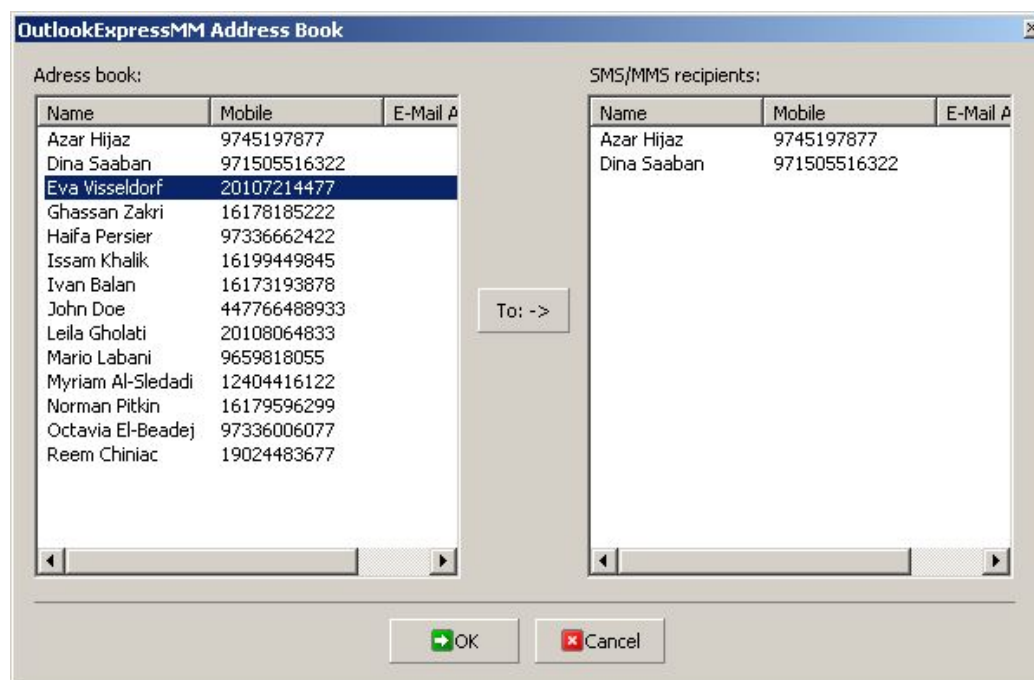


Figure 7. Starting to compile an SMS message.

- b) You can start with selecting recipients for your message. You can type their mobile phone numbers directly into the **Send To** field, or you can press the 

button and select telephone numbers from the Windows Address Book (see [Figure 8](#)).



**Figure 8. Selecting your recipients from Microsoft Outlook address book.**

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

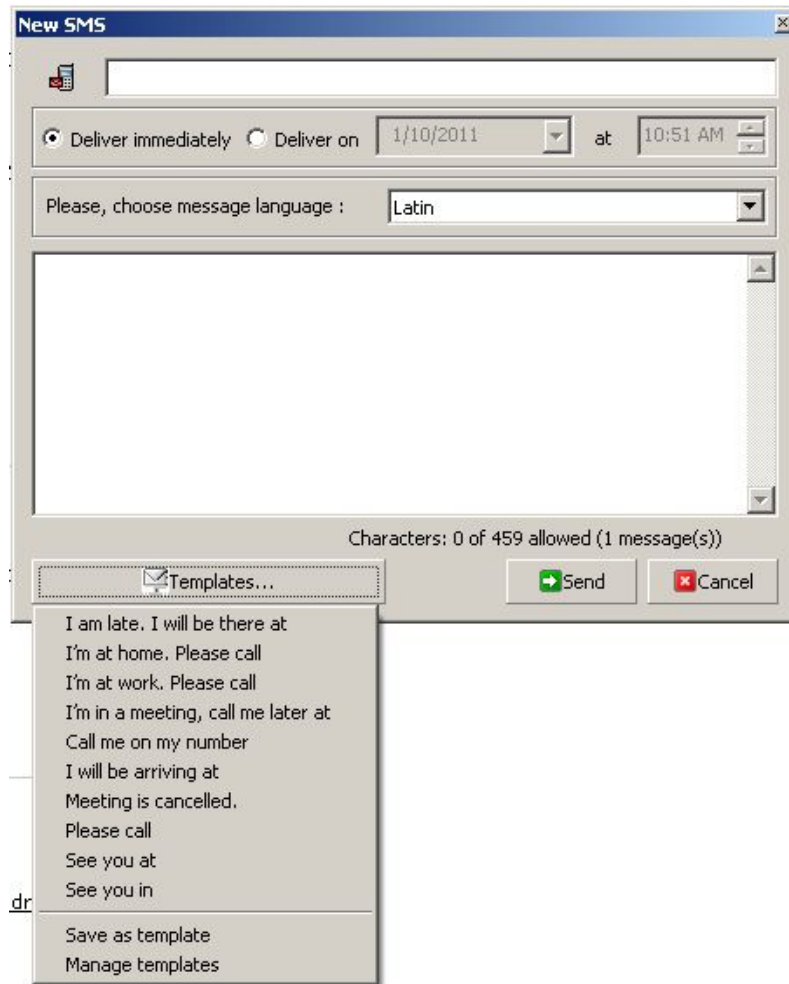
- c) You then return to the form shown in [Figure 7](#), where you can set the delivery time (see Chapter [III.3. Delivering your message at a specified date and time](#)).
- d) Then write the message text. By default the text is typed in Latin characters, but you have two more options: **Arabic with Arabic numbers** and **Arabic with Latin numbers**. To compile your text, you can use templates evoked by the corresponding button. Please note that the standard length of an SMS message is 160 Latin characters and 70 Arabic characters (configurable by the Operator). If you exceed this limit, the text is still sent as several concatenated messages. In this case you pay for each concatenated message separately.
- e) Click the **Send** button. After that the message is put into the **Sent SMS** folder, and you can re-use it if necessary.

### **III.1.a. Creating and managing SMS message templates**

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

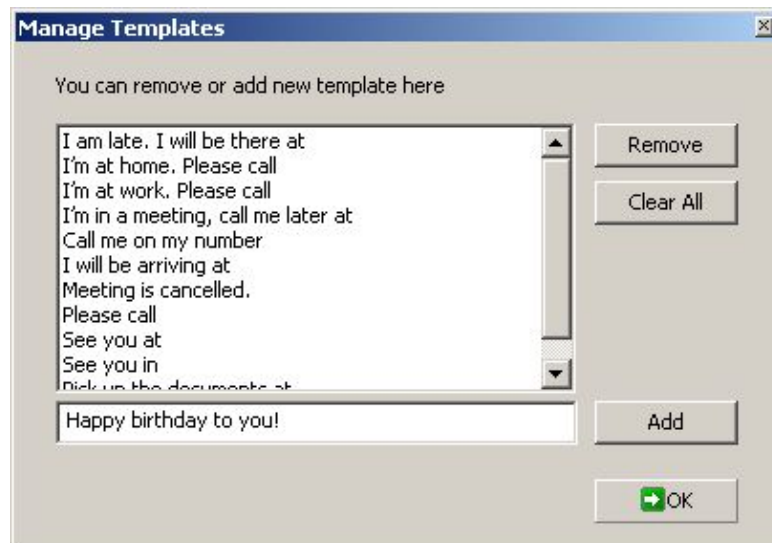
To store message as template, you must:

- a) Click **New SMS** in the Outlook Message Manager.
- b) Type the message into the **Message** field, for example: 'I'm at home. Please call'
- c) Click **Templates...**  **Save as template**. The message is then added to the **Templates** drop-down menu (see [Figure 9](#)).



**Figure 9. 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 (see [Figure 10](#)).



**Figure 10. Managing templates for SMS messages.**

### **III.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. Outlook Express 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.

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 Express 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 Express Message Manager, and the form shown in [Figure 11](#) 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 8](#)).
- c) Set the delivery time for your MMS message if necessary (see Chapter [III.3. Delivering your message at a specified date and time](#)).
- 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 11](#)).

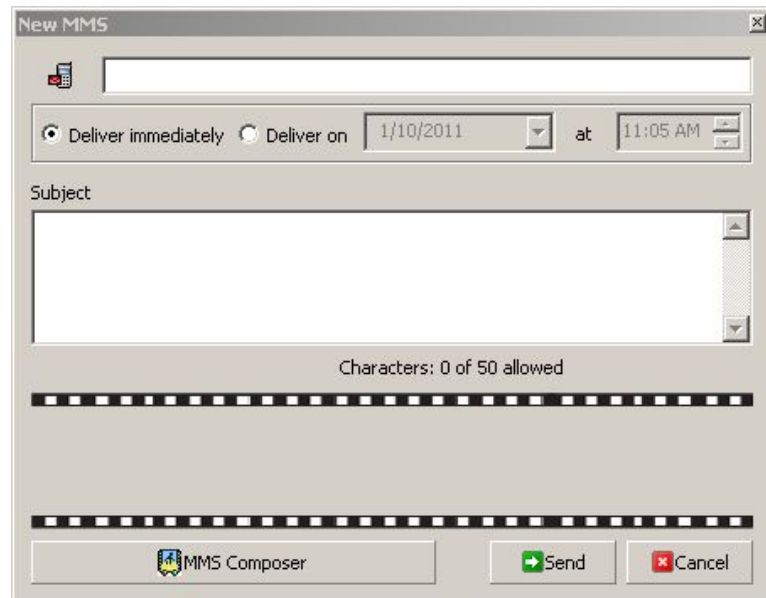


Figure 11. Starting an MMS message.

### III.2.a. Compiling an MMS message in MMS Composer

To begin composing an MMS message, please click the MMS Composer button (see [Figure 11](#)). The Multimedia Message Composer form then appears (see [Figure 12](#)):

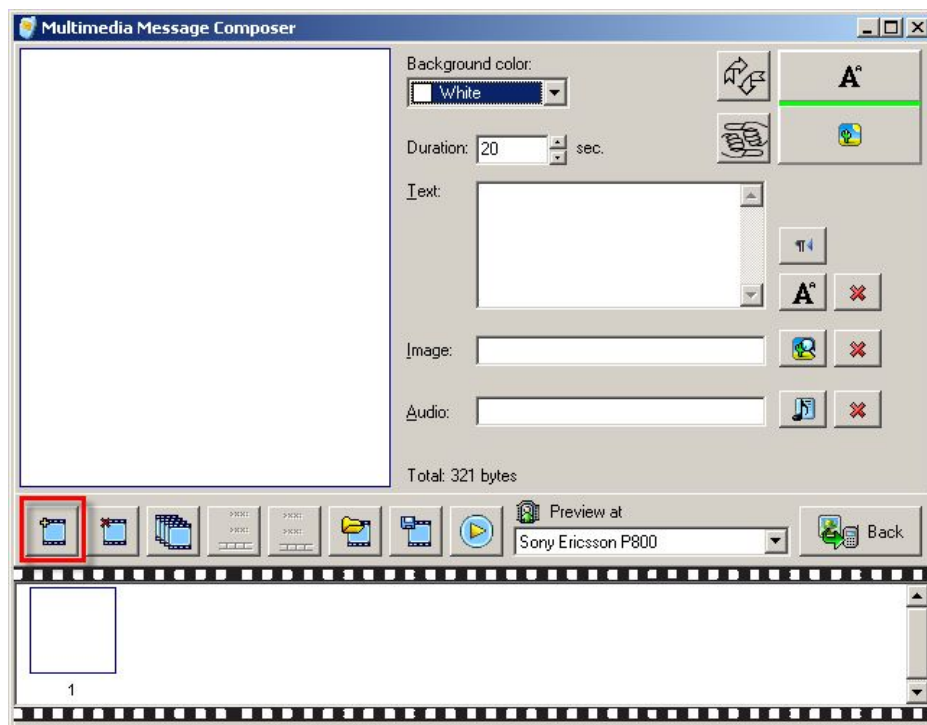







Figure 12. The Multimedia Message Composer form and the first button to press.

To start compiling an MMS message, click the  button highlighted in [Figure 12](#). 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.

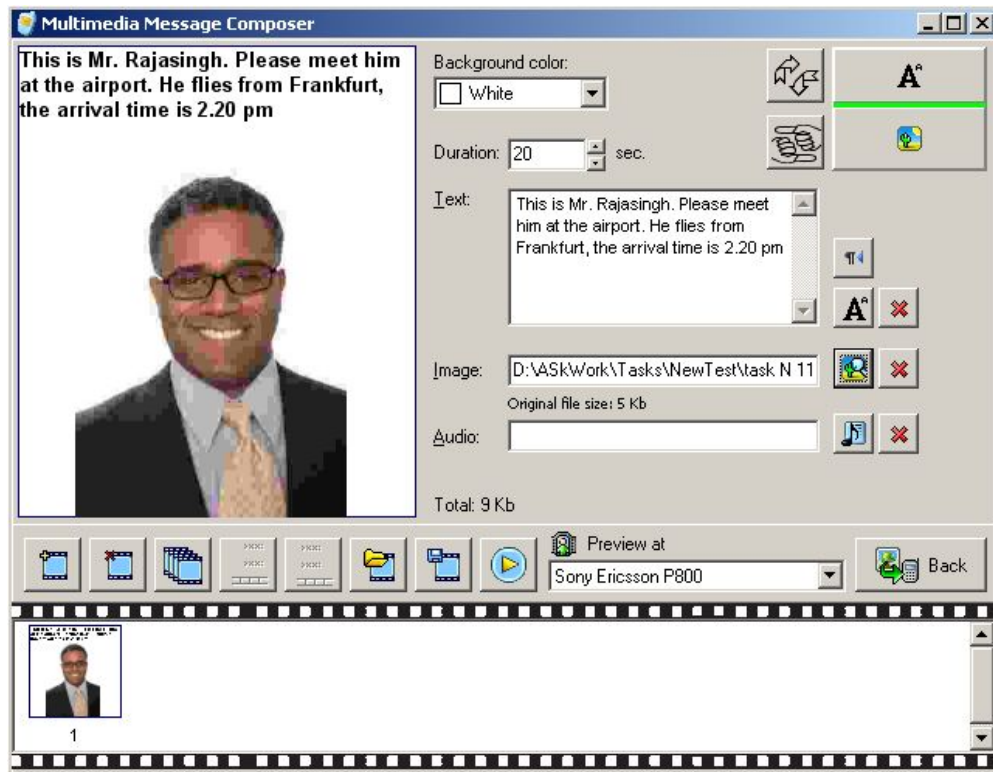


Figure 13. Composing an MMS message.

When you finish composing your MMS message, click the **Back** button. You then get back to the New MMS dialog box (see [Figure 11](#)). There you are to define recipients or select them from Windows 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. After that the message is put into the **Sent MMS** folder, and you can re-use it if necessary.




The range of buttons just above the film strip lets you manage the MMS message frames (see [Figure 14](#)).



Figure 14. 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.

### ***III.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 15](#) shows an example for an SMS message, the control elements for an MMS message are the same.

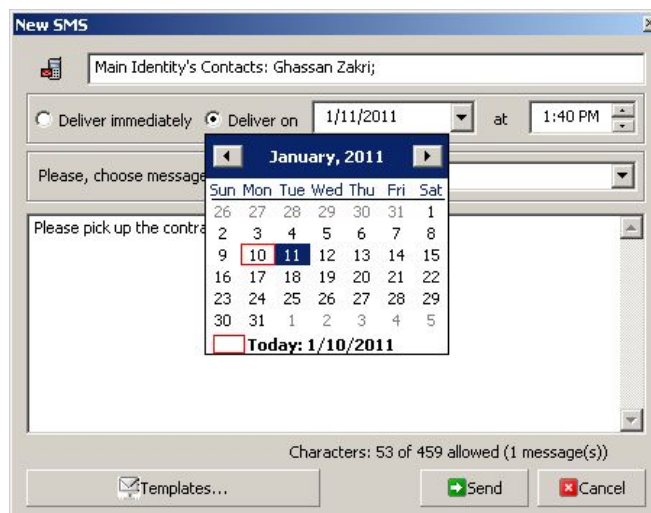


Figure 15. Specifying the date and time for your message delivery.

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.

## **IV. Services for Outlook Express MM operations**

### ***IV.1. Replicating your contacts with the server***

If you are using the Messaging Platform services from several locations (for example, Outlook Express Message Manager from your work and Message Manager plugin for Firefox from your home), you may want to synchronize the contacts in the Windows 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 2](#)).

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.

## ***IV.2. Managing account and credits***

After Outlook Express Message Manager is configured, you can monitor your balance status through the **Option** menu (see the corresponding item in [Figure 2](#)). 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.

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.

### ***IV.3. Updating your Outlook Express Message Manager***

Our team is constantly working to improve Outlook Express Message Manager, that is why we recommend checking for updates at least once a week. This can be done by selecting **Check for Updates** in the **Options** drop-down menu (see [Figure 2](#))