



fast and reliable UK
mobile text messaging
from your PC

Desktop SMS for PC
Userguide

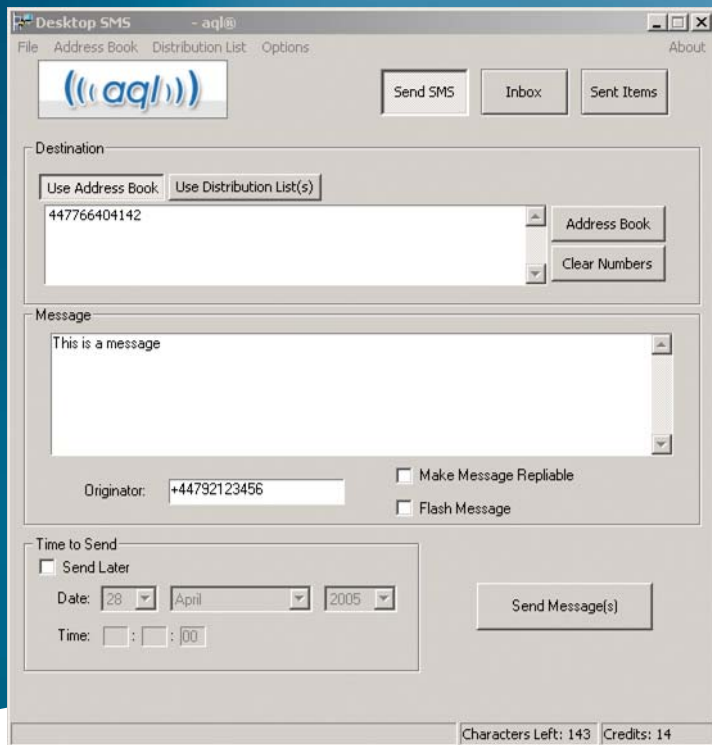


Userguide Contents

[[Overview](#)] [[New Features](#)]

[[Upgrading and Installing](#)] [[Using](#)] [[FAQ's](#)]

Overview



Desktop SMS gives you the functionality of the SMS sending capability at www.aql.com, but allows you to use this from your own computer. This saves you logging onto the website every time you want to send a message - You simply load up **Desktop SMS**, type in your message, choose recipient and send!

With the new release of **Desktop SMS** for PC you can now choose to get messages replied to, and then delivered to your computer, as well as being able to track and find the status of the messages you have sent.

Desktop SMS can be used by anyone with an (aql) SMS account.

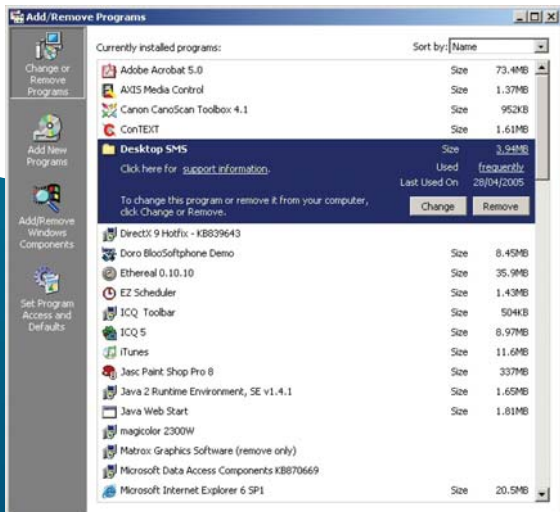
New Features



- [An Inbox feature, allowing you to read your incoming messages]
- [Reply to messages from the inbox]
 - [Outgoing / replies tracking]
 - [Recently sent message list]
 - [Delivery reports]
- [Messenger style' notifications of replies]
 - [Non-HTTPS sending option]
- [Option for concatenated messaging (not yet supported)]

Upgrading and Installing

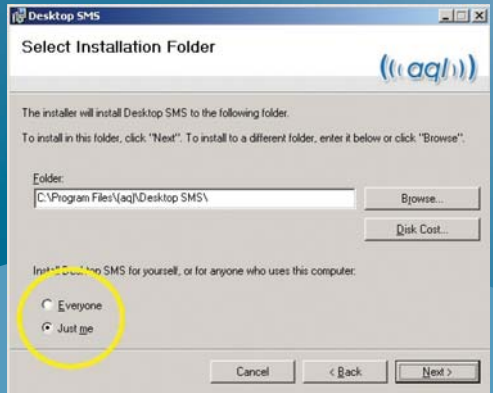
To Upgrade Desktop SMS from a previous version, it is necessary to uninstall the previous version first. This can be done from the **Add / Remove Programs** choice in the Control Panel. This is found under **Settings** in the start menu



To Install, Download and run the **Desktop SMS 1.3.2** installer from www.aql.com

The graphical wizard will guide you through installation.





The default installation directory is
C:\Program Files \ ((aq) \ Desktop SMS \

For the Windows XP version, there is the option
to install for either yourself or everyone.

If you choose to install for everyone,
any user on the machine will be able to send
messages from your account.



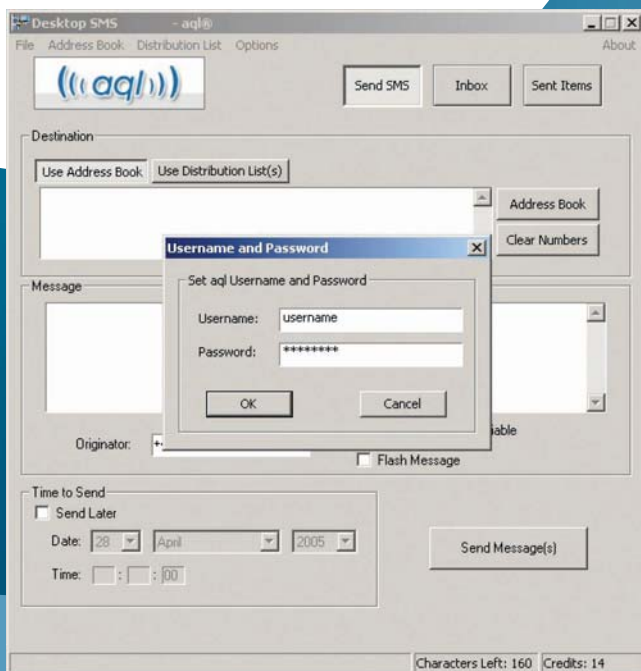
Please Note
Because this application
remembers your
username and password,
it should not be installed
on publicly accessible or
shared computers, as
this may allow other
users to send messages
from your account.

To Uninstall Desktop SMS first make sure the
program is closed. Once it has been closed,
run the installation program. Choose the **Uninstall**
option, and follow the guided wizard.

Using Desktop SMS for PC

First Use If this is the first installation of **Desktop SMS** it will ask you for your account username and password.

If you need to change the details after this, choose the **Set Username and Password** from **Options** on the toolbar.



Sending a Message There are multiple options for sending messages.

To message to one or more numbers simply type in the number (international format) separated by commas. E.g. 447711223344,447755667788,4477....

Address Book If you are going to be messaging to a certain number many times it is often useful to add it to your address book. This is accessible from the top menu.

To add a number from the address book click the **address book** button to the left of the destination box.

You can choose multiple recipients by holding **Control** and selecting the extra recipient.



Distribution List If you commonly send out messages to a group of numbers, this option may be useful.

Preparing your Distribution List If you have a large number of mobile numbers already collected - for example - in a spreadsheet or database, then you can import them into your sms2email customer account. *See the Bulk SMS FAQ for details on how to do this.*

Add Distribution List

List Details

Name:

Numbers:

Seperation type:

To create a new list in **Desktop SMS**, go to **Distribution List ► Add List**.

In the first field enter a short descriptive name for your list.

In the second field (labelled Numbers) enter a list of all the mobile numbers. *There needs to be either a comma (,) or a return after each number. This is so **Desktop SMS** knows where one number ends and the next number begins.*

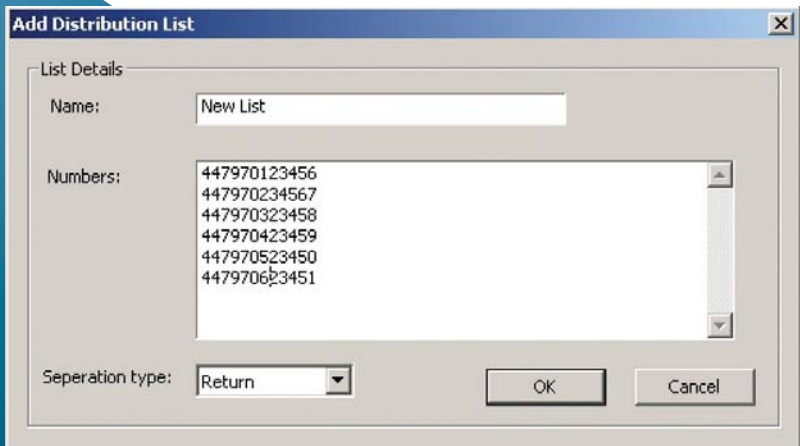
Finally, the third field tells **Desktop SMS** which number separation method you have actually used - either a comma or a return.

Check the details of the list are correct and click **OK**.

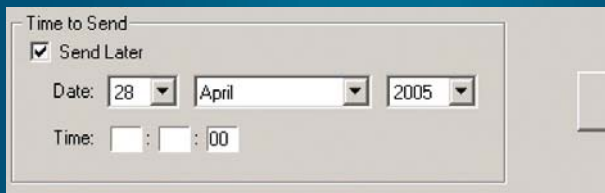
Sending a Message to your Distribution List

When you have set up your distribution list, choose the list you want to use by clicking on **Use Distribution List(s)** then **Select List**, and choosing your list from the pop-up box. To choose more than one list hold down the **Control (Ctrl)** key while you select.

Now simply type in your message and click **Send Message**. This sends the same message to every phone number in the distribution lists that you selected.



The screenshot shows a dialog box titled "Add Distribution List". It has a "List Details" section with a "Name:" field containing "New List". Below it is a "Numbers:" list box containing six phone numbers: 447970123456, 447970234567, 447970323458, 447970423459, 447970523450, and 447970623451. At the bottom, there is a "Seperation type:" dropdown menu set to "Return", and "OK" and "Cancel" buttons.



The screenshot shows a "Time to Send" dialog box. It has a checked checkbox for "Send Later". Below it are three date dropdown menus: "Date:" with "28", "April", and "2005". At the bottom, there are three time input fields: "Time:" followed by two empty boxes and "00".

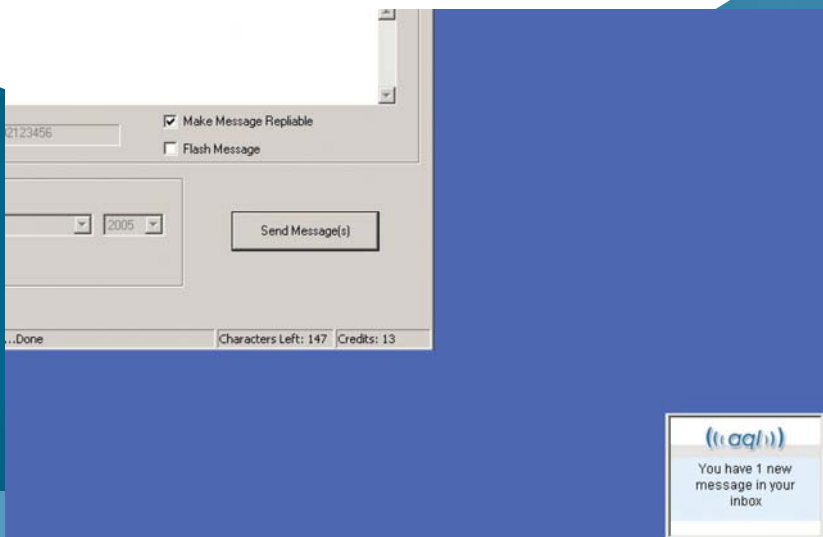
Sending a Message Later It is possible to set the message to deliver at a later date/time. This option can be found below the messaging screen:

Once the **Send Later** option is checked, further options become available, and the date and time of delivery can be selected.

Replies to Messages If you have set a message to be repliable (see the FAQ for an explanation of this), **Desktop SMS** will notify you when it downloads messages into your inbox.

You can view these replies by going to your inbox in the tabs to the left of the logo. See the **Inbox View** section for more information.

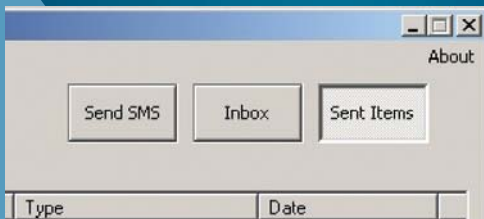
You can trace the original message sent out from the reply, by clicking **Go to Original Message** while the reply is selected.



Inbox and Sent Items Views

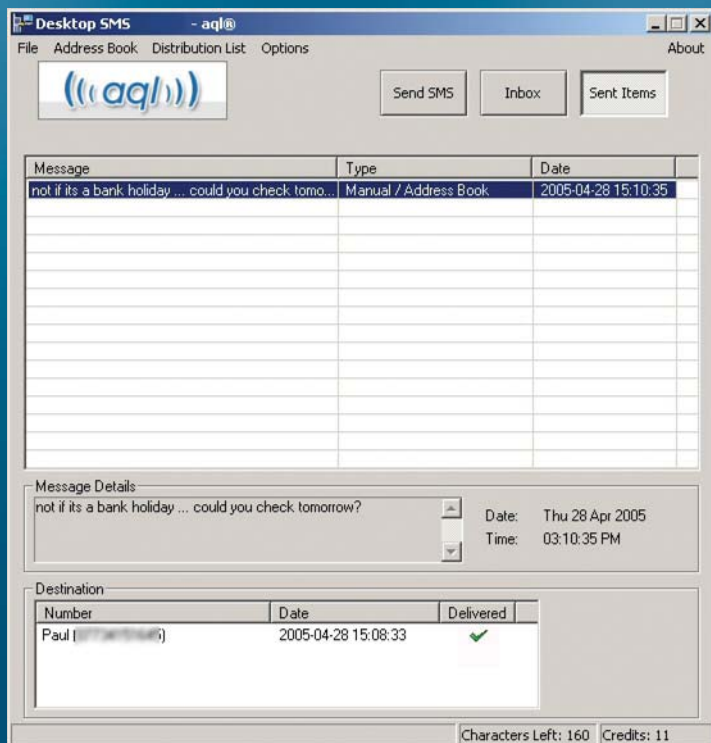
To switch between the window views use the tabs at the top of the window.

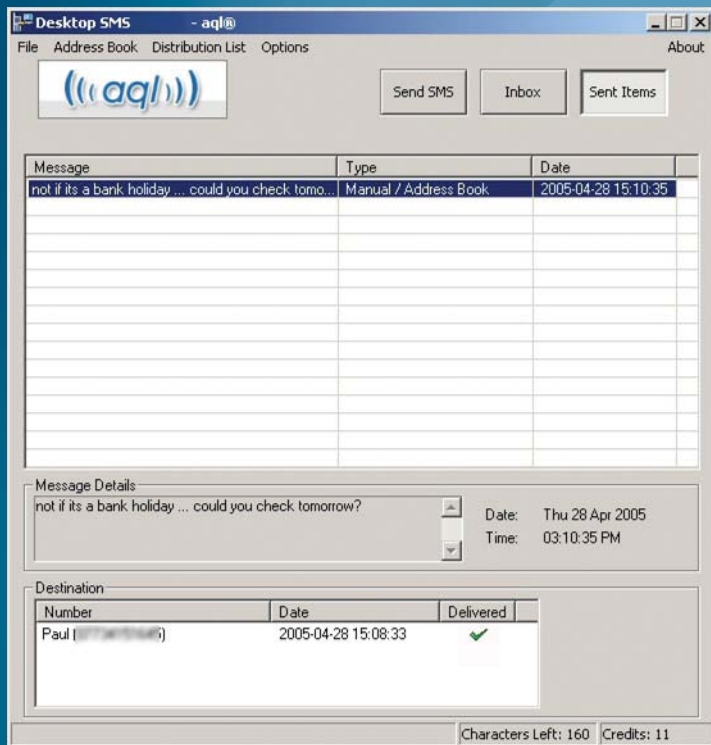
Delivery reports are available from the **'Sent Items** window



Sent Items View
Messages sent from Desktop SMS will be then be displayed in the sent items view.

When a sent message is selected, the status of this message will be shown in the box below.






Inbox View If a message is set to repliable then the user can send a message back to **Desktop SMS**. These will be put into the inbox and you will be notified. **Desktop SMS** will also inform you of the number the message is from.


When the message is selected, the **Go to Original Message** button will be available. When selected, this will open the original message in the **Sent Items** view.


Unread replies are highlighted in yellow.

Desktop SMS searches for replies automatically every 5 minutes. If you wish to check for a reply before this, simply select **Check Inbound Messages** from Options.

Message Status Symbols

If the message has not been delivered to the phone or the status of the message is unknown, an orange question mark will be displayed 

If the message has been received, the green tick will be shown to indicate a success. 

If the message has been rejected, a red cross will be displayed. 

FAQs

What is a flash message?

The **Flash Message** option sends the SMS message in a slightly different format. The message, when received on the phone, will immediately appear on the screen, rather than telling the user to check their SMS mailbox.

On some phones, these Flash messages cannot be saved. Hence, these may be useful for sending reminders, etc.

What happens if I make my message repliable?

The service works by "remembering" messages sent out through our gateway, and matching replies sent back to us through one of our incoming numbers. After sending a message out, there is an exclusive window where messages from the destination number will be accepted and routed back to the correct account. After a message is received back, the window is closed - IE you can only receive one reply per message sent out.

During the expiry window, our system will lock-out attempts for another user to set the reply flag going to the same number. Other users on our system would have to wait until the end of the expiry window (12 hours), or until the window is closed with a reply.

NB: To route to messages back to us, we override the originator setting on the message with our reply gateway number. If for any reason the message cannot have the reply flag set, the default originator on your account will be used.

I have a large number of mobile numbers in a spreadsheet. How do I send to them?

Save the numbers in .csv format (supported by all major spreadsheets and databases) and upload to the aql website (www.aql.com). See the FAQ's on Bulk messaging for more help with this.

Proxy use of Desktop SMS

If the internet connection your computer uses goes through a corporate proxy then you need to make a slight modification to the way **Desktop SMS** connects.

Click the **Options** menu and select **Proxy Options**

You will need to retrieve 2 pieces of information from your network administrator. There are the address and the port of the proxy server. Once you have these, click **Use HTTP Proxy**. The two text boxes should have changed colour (from grey to white). This means you can now enter the details given to you by your network administrator. Ensure the details are correct and click **OK**.

Can I run more than one copy of the Desktop SMS application at any one time?

Yes. You can install as many copies on as many PCs as you wish. You can use the same username and password in each copy.

How do I get my account password?

It is sent via SMS when your account is activated, which happens when we receive payment for the initial purchase of SMS credits.

If you have received a receipt for purchase of message credits but no SMS message containing a password please contact us.

If you have lost your password, we can re-send the original message. Please contact us to request this.

What can my originator be?

The originator field should either be 11 alphanumeric characters (i.e. a-z, 0-9. Avoid dashes, symbols, etc) or 16 numeric characters. To imitate your mobile - use the country code + number without leading zero.

I need more support - where do I go?

Support often needs a more in-depth treatment, usually relates to something to do with your account or the services we provide to you and involves discussing privileged information.

Because of this, we use a support ticket system to ensure that we can track your query and to make sure it is handled in a secure and efficient manner.

To raise a support query, please log on via our support system and submit your query. You will be issued with a tracking number. Visit www.aql.com and log into your account.

During office hours, response times are typically 20 minutes, out of hours, times can vary depending on the nature of the query. If you cannot raise a support ticket then please call us on **08707 449227**

