



# 2sms Desktop Client Solution Tech Guide

## About 2sms

2sms allows business customers to send text messages from a computer to cell phones anywhere in the world. We help customers improve operations, demonstrate duty of care, and react more responsively to customers.

Text messaging reaches more people than email and faster than calling.

- ✓ To learn more - [www.2sms.com](http://www.2sms.com)
- ✓ Want a No cost No obligation trial account? – [www.2sms.com/register](http://www.2sms.com/register)
- ✓ For technical information - [www.2sms.com/software](http://www.2sms.com/software)



For Help, call 2sms on 877-276-7266 (USA), 0800 65 222 77 (UK) or +44 1234 757 800 (Rest of World) or email [support@2sms.com](mailto:support@2sms.com). Support is available 24/7.

This document will explain how to install and use the 2sms Desktop Client solution. It will guide you through sending a message and viewing reports.

## System Requirements

Microsoft .Net Framework version 1.1 or later (automatic installation with the Desktop Client solution)

Installation requires the user to have a 2sms account, this can be setup by visiting [www.2sms.com/register](http://www.2sms.com/register)

Or by calling support.

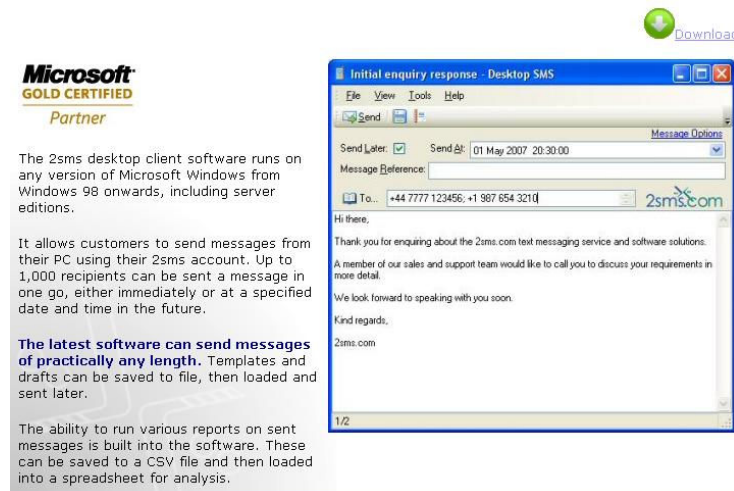
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Classification	N/A

## Installation

The downloads for the 2sms Desktop Client solution can be found at <http://www.2sms.com/software>

The Desktop Client option is found under the Desktop section, select the Windows option.

This will then drop down to reveal information on this download and the green download button.



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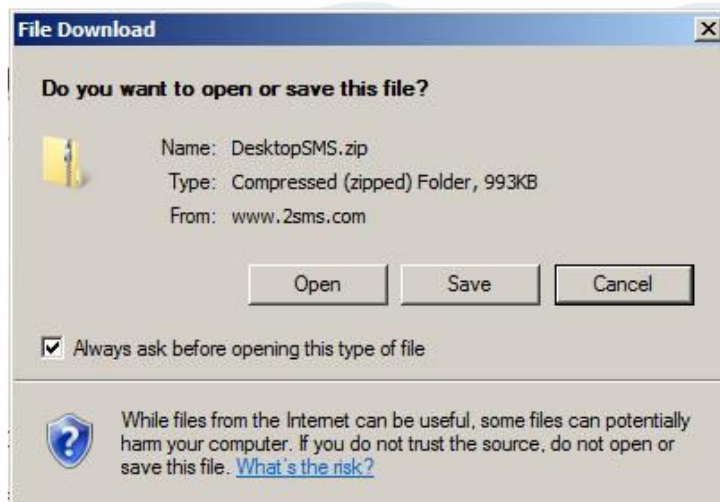
The 2sms desktop client software runs on any version of Microsoft Windows from Windows 98 onwards, including server editions.

It allows customers to send messages from their PC using their 2sms account. Up to 1,000 recipients can be sent a message in one go, either immediately or at a specified date and time in the future.

**The latest software can send messages of practically any length.** Templates and drafts can be saved to file, then loaded and sent later.

The ability to run various reports on sent messages is built into the software. These can be saved to a CSV file and then loaded into a spreadsheet for analysis.

You then need to click on the green download button in the top right hand corner. You will be asked whether you would like to Open or Save the file. Please select Open.



NB: If you have third party compression software installed, e.g. WinZip, you may see additional pop-ups. Please refer to the documentation that came with your compression software regarding these.

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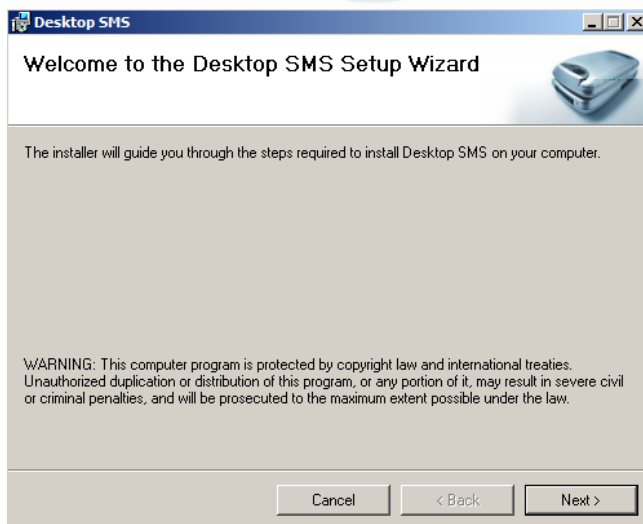
A new window will then open containing two files. Please select and open the DesktopSMSSetup installation package.



A pop-up will then appear on the screen, asking whether you wish to proceed running the software. Please select Run.



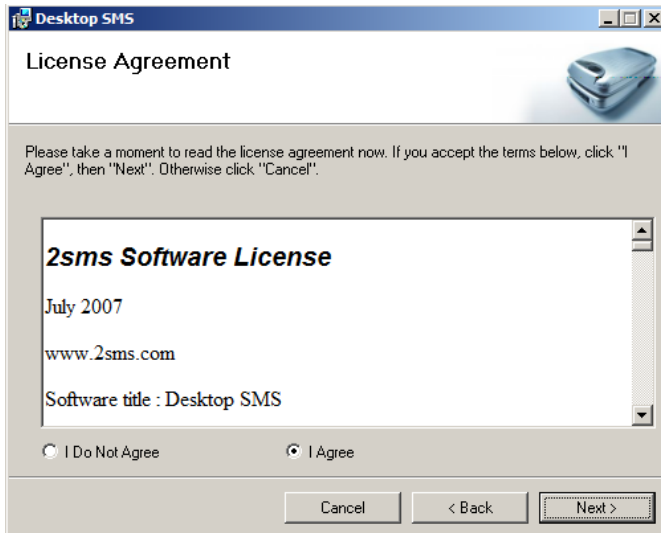
The set-up wizard will then begin taking you through the install. Please select Next.



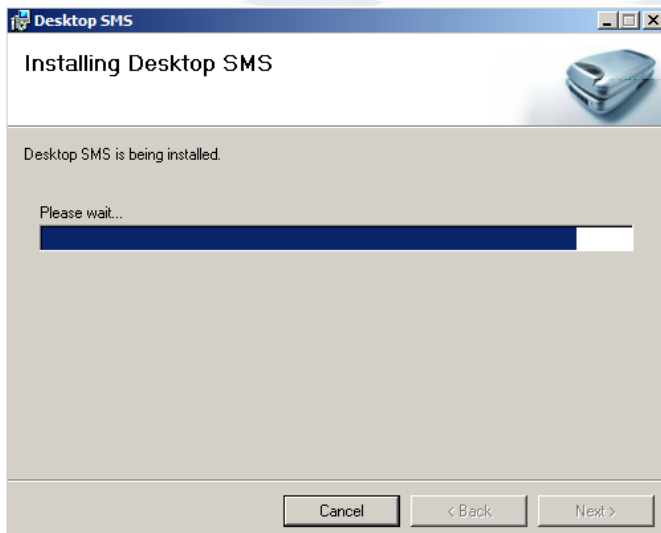
A screen with details and specifications regarding the set-up will then be displayed. Again, please click Next.

You will then be asked to read 2sms Terms and Conditions. Please do so and then, on agreement to these Terms and Conditions, please click the 'I agree' button and proceed by clicking Next.

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You will then be asked to confirm you wish to go ahead with the installation which is now ready to begin. Please click Next. The add-in will then start to download.

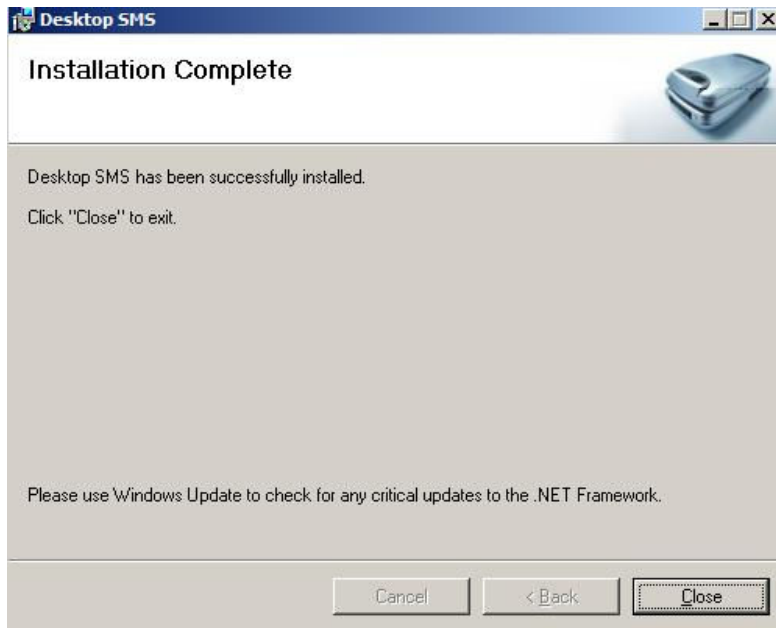


Please note, if you were running software previously on your computer, the excel add-in will automatically remember and apply your old username and password.

However, if you were not running software previously there will be an additional pop-up screen. Please enter your 2sms username and password and click OK.

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The add-in will then have been successfully installed as shown below.

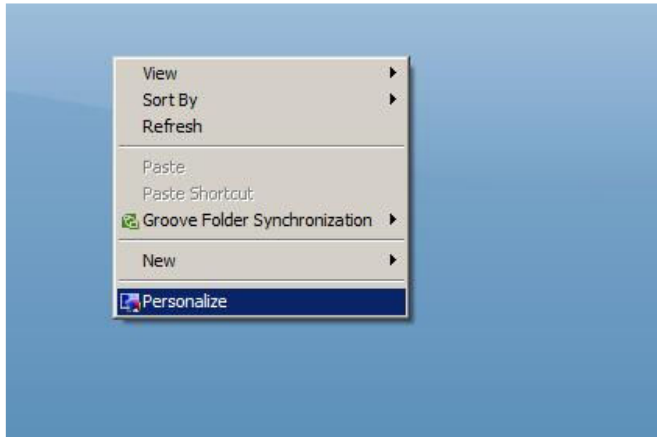


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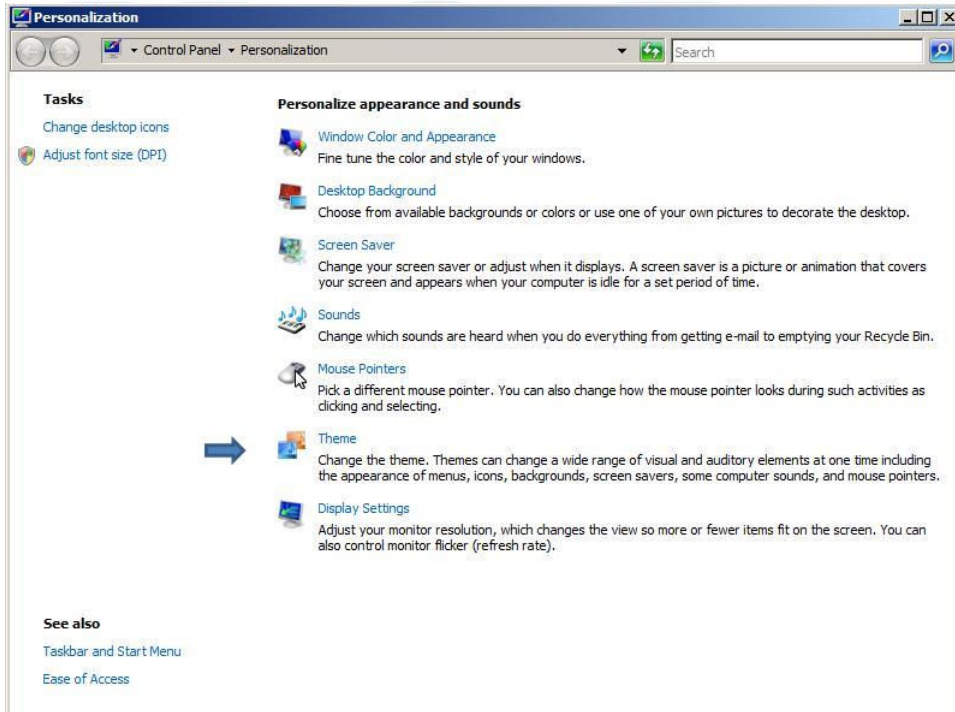
## Windows Vista

If your computer is running using Windows Vista, you will need to change the theme setting on your computer, because unfortunately the 2sms Excel Add-in is not compatible with the Windows Vista theme.

To alter your settings, right click on your desktop and select Personalize.

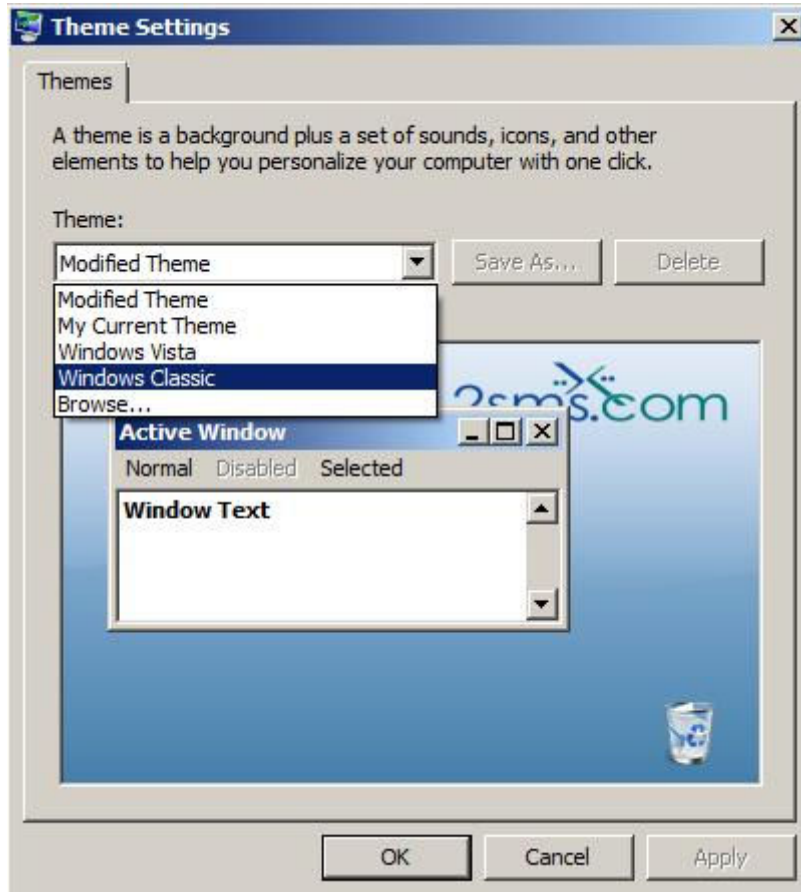


From here you need to select Theme.



You will then need to change the theme from Windows Vista, to Windows Classic and click OK.

This will alter the theme settings on your computer and allow the new Excel Add-in software to run successfully.

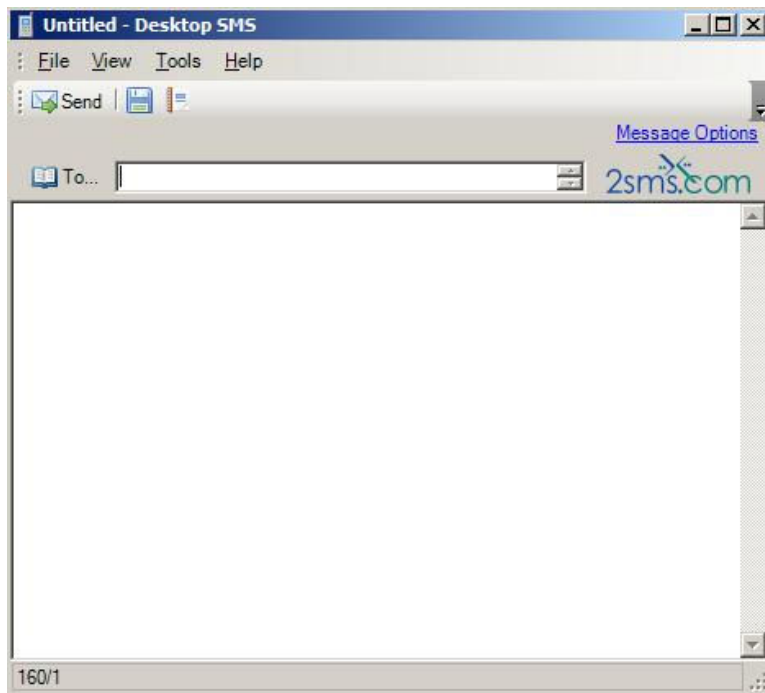




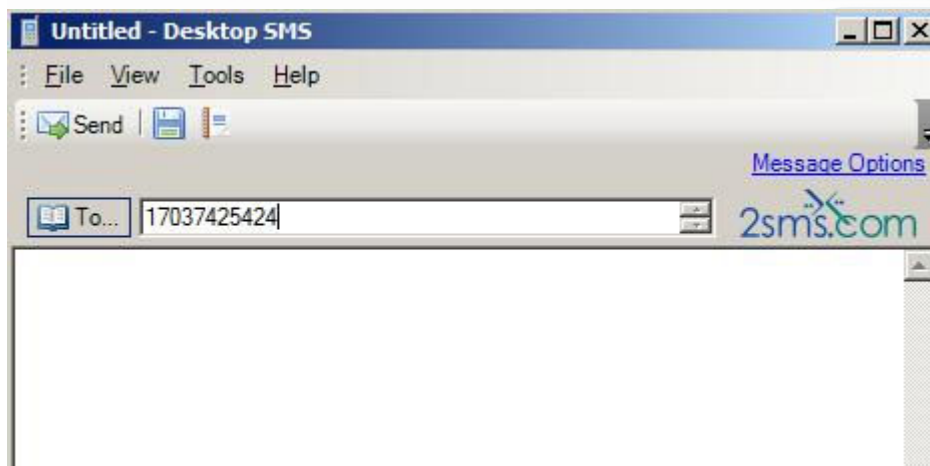
## Sending Messages from the Desktop Client

To send message from your Desktop Client application, go to your desktop and select Desktop SMS icon.

The Desktop SMS window will appear on your screen as shown below.



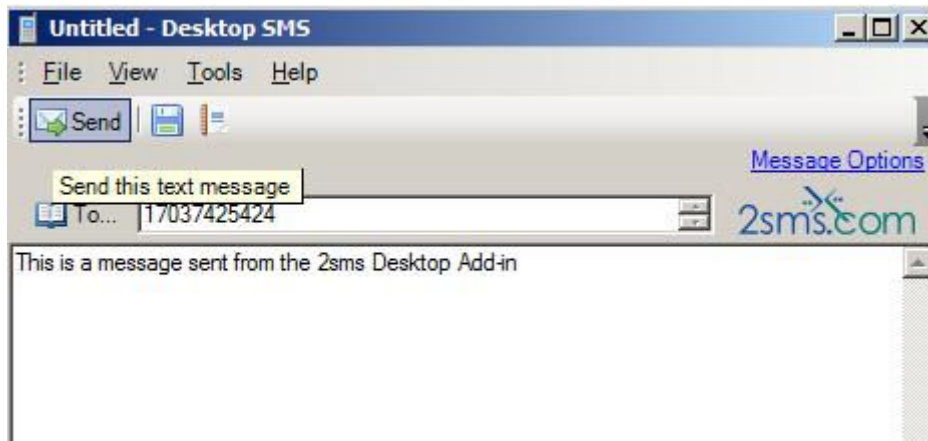
You can select contacts from your address book, or enter manually the cell phone numbers into the 'To' field



You can enter as many numbers to send to as you wish; please do not forget to separate each number with semi colon

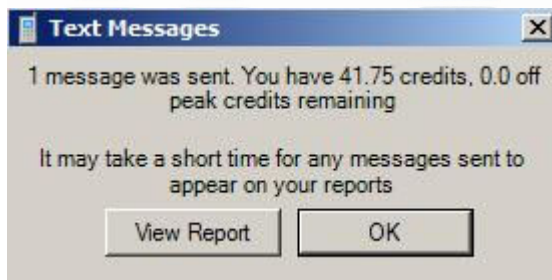


Now type your message in the text box in and select Send button to send your message



Your message will then be sent immediately. In the case of a cell phone being switched off or without reception, we will attempt to deliver the message for 72 hours. If after this time the cell phone has not been switched back on or moved to an area of better signal, the message will fail.

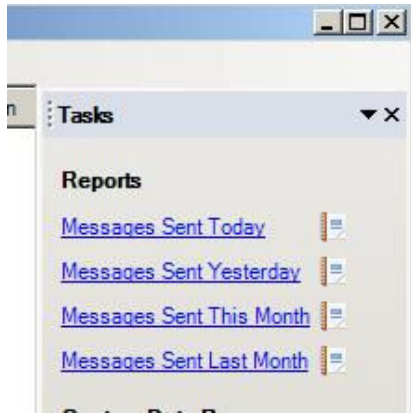
You can then view your reports to check the status of your messages. Once you have hit send, a pop up box will appear, detailing the number of messages you have sent. It will also give you the option to View Reports.



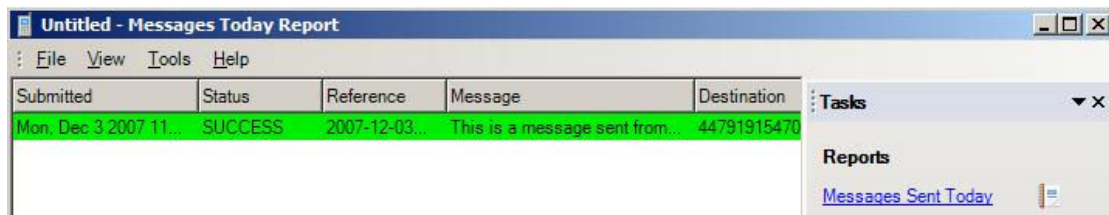
To check the status of you message select View Report. You will then have a screen which allows you to choose which report you view. For example, Messages sent Today or Messages sent Yesterday.

To view the report for the message you have just sent, please select Messages sent Today.

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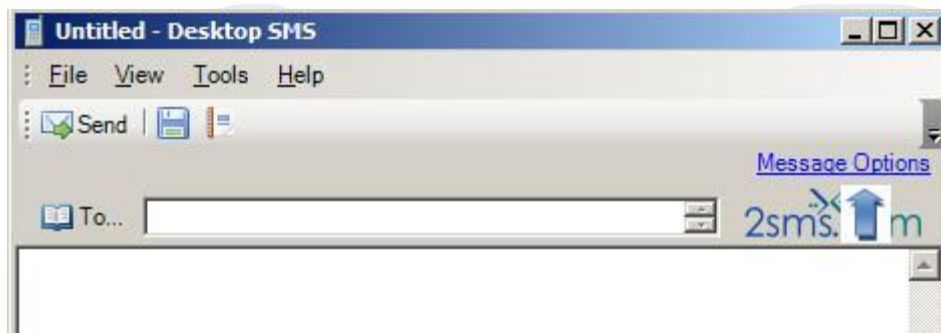
This will then show the report on the screen as below



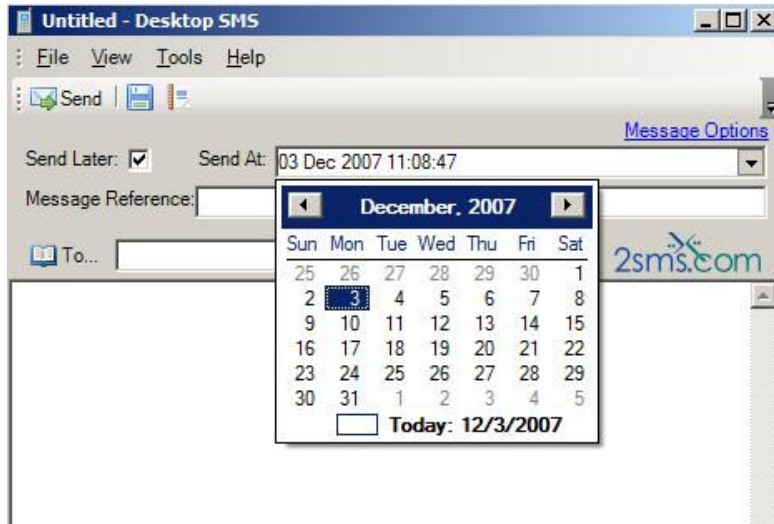
Please note: Some networks do not provide delivery (or failure) reports to us. Messages may be delivered up to 72 hours after sending, but are reported failed if not delivered within 36 hours. Messages remain WithNetwork until a delivery (or failure) report is received or for five days, whichever is sooner.

## Sending Delayed Messages from the Desktop Client

To schedule your message for future sending, go to Message Options.



Select the date and time at which you want your message to be sent, and check the Send Later box.



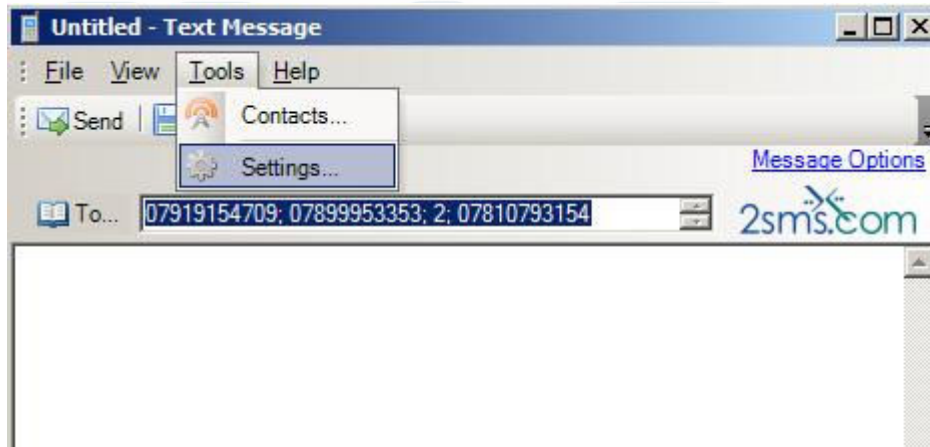
You then just need to follow the previous steps to send a message.

## Detail changes on your 2sms Account

If you make alterations to your login details on your 2sms account, i.e. username or password, you will need to change the details on the Excel add-in or messages will not be able to be sent.

To change these details click open up the desktop add-in.

Then click on Tools → Settings.



From here you will be able to change and save your details.

**Settings**

Account Details

User Name:

Password:

Use SSL:



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