



VOICE CONNECT

INTEGRATED COMMUNICATION SPECIALISTS

SMS Desk 2.01.0000

User Guide

Issue 1.00 – 13 November 2007



ISV/Software Solutions



**INVESTORS
IN PEOPLE**



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1 Introduction

SMS Desk by Voice Connect Ltd. is a small application that enables you to send and receive SMS text messages directly from and to a computer that runs the Windows operating system and that has Internet access. It operates in a similar manner to an email client such as Microsoft Outlook or Outlook Express.

2 What you must know

You must know how to use the version of Windows, under which you run SMS Desk and know how to use an email client such as Microsoft Outlook or Outlook Express.

3 System Requirements

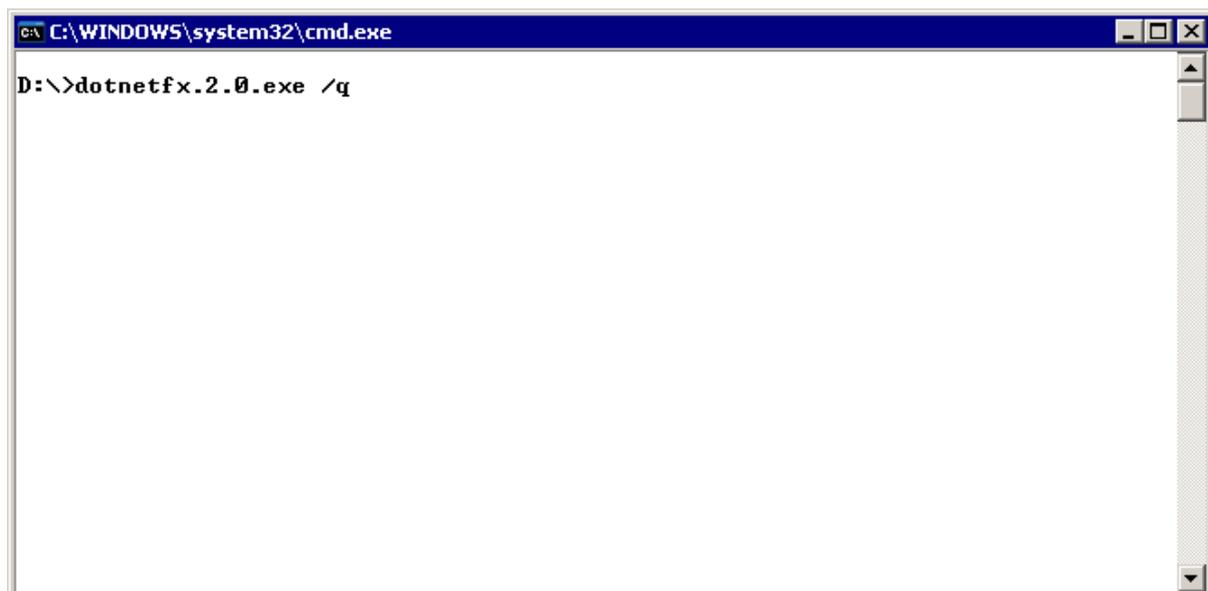
SMS Desk runs under Windows 2000, Windows XP and Windows Vista.

4 How to Install SMS Desk

- | | | |
|------------------|-----|--|
| IMPORTANT | (1) | You require ADMINISTRATOR rights to run the setup CD. |
| | (2) | The setup CD attempts to install Microsoft .NET Framework Version 2.0, which SMS Desk uses. If you have this version already installed on your computer, you can cancel this installation. |

Do the following procedure.

- (1) Insert the SMS Desk setup CD into the CD or DVD drive of your computer.
- (2) After a short delay it runs and displays the following command window.

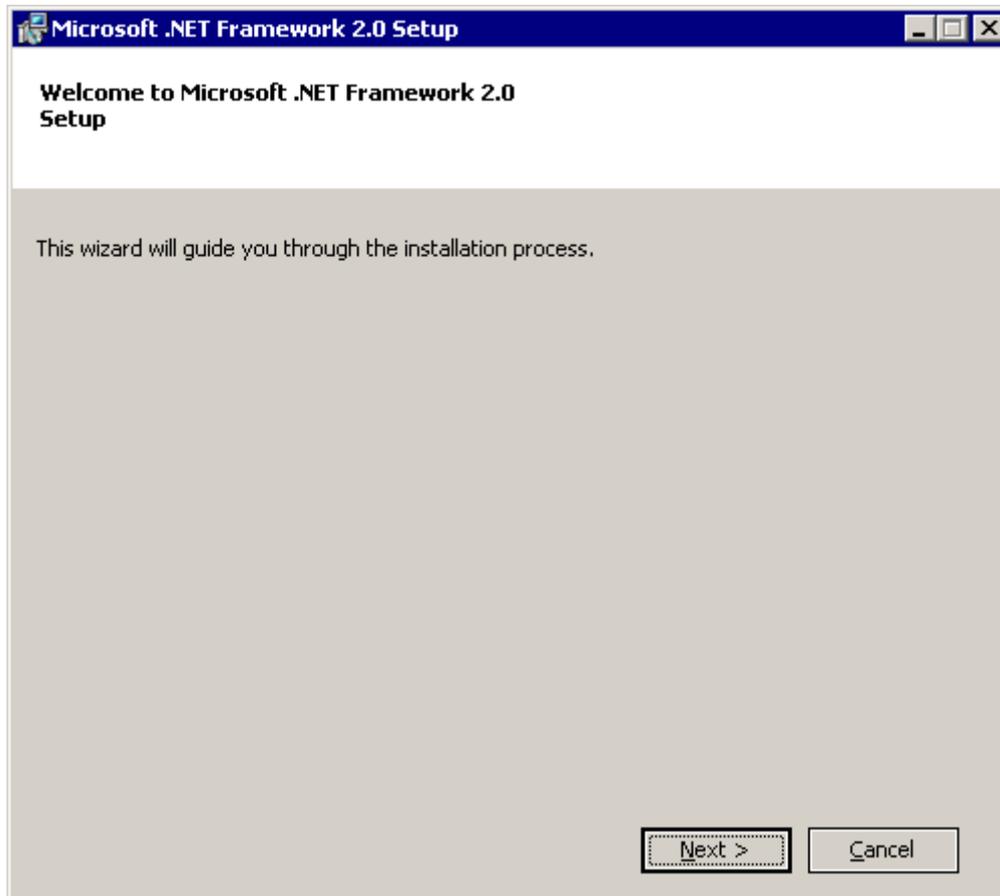


```
C:\WINDOWS\system32\cmd.exe
D:\>dotnetfx.2.0.exe /q
```

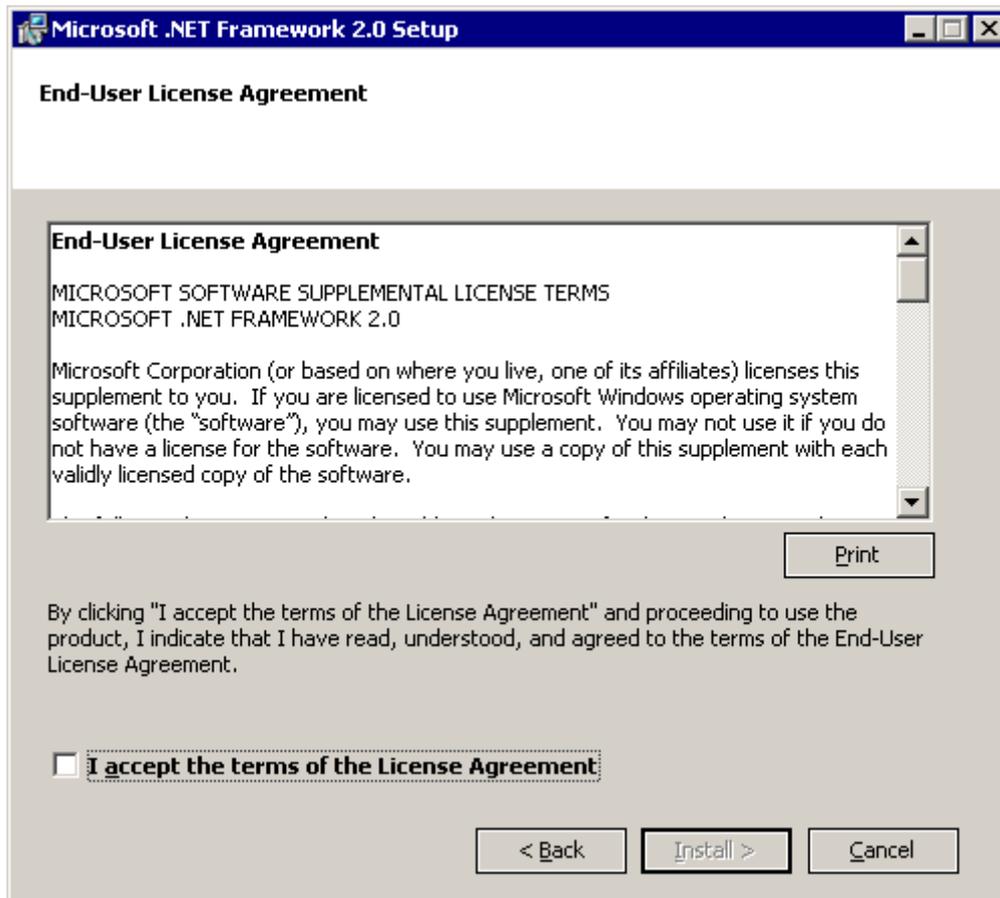
- (3) If your computer already has .NET Framework Version 2.0 installed, click the **Cancel** button and proceed from Step (4).

If your computer does not have .NET Framework Version 2.0 installed (or you do not know if your computer already has .NET Framework Version 2.0 installed), do the following procedure to install Microsoft .NET Framework Version 2.0.

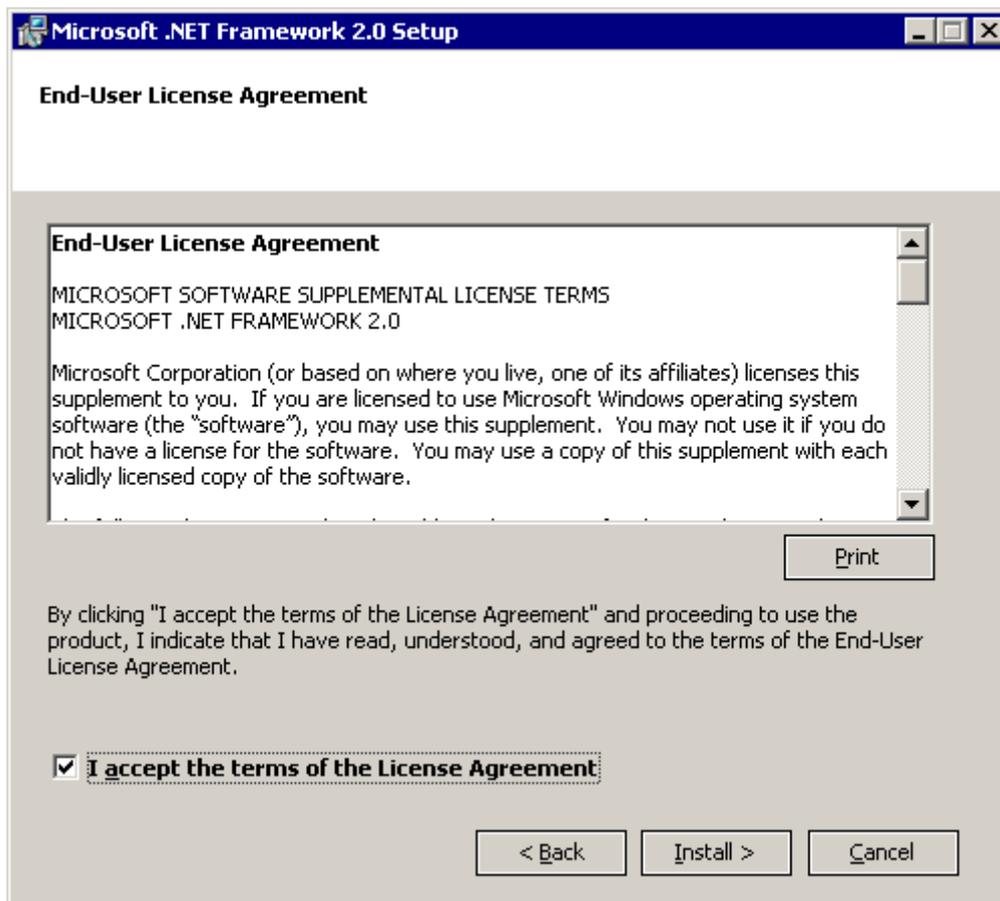
- (a) Click the **Next >** button.



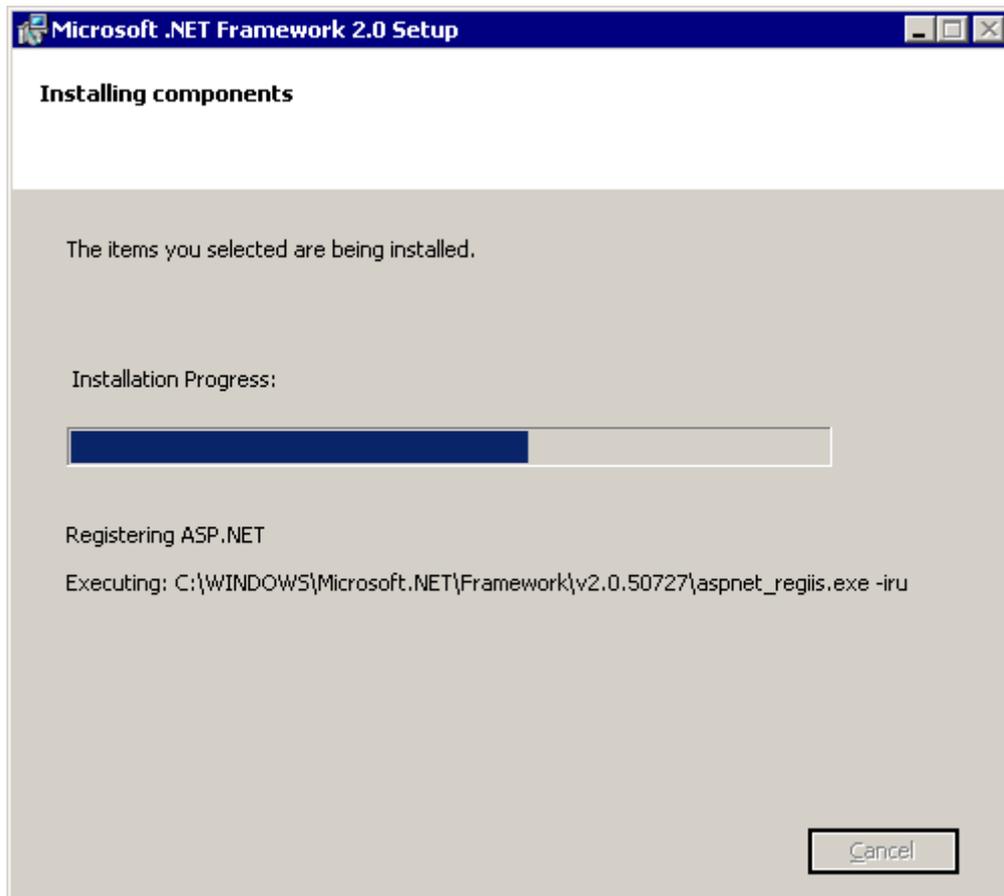
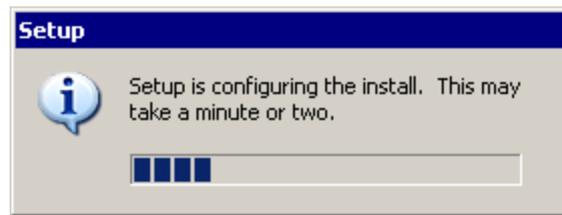
- (b) The .NET Framework Version 2.0 installer displays the following view. Select the **I accept the terms of the License Agreement** check box, so that it contains a tick.



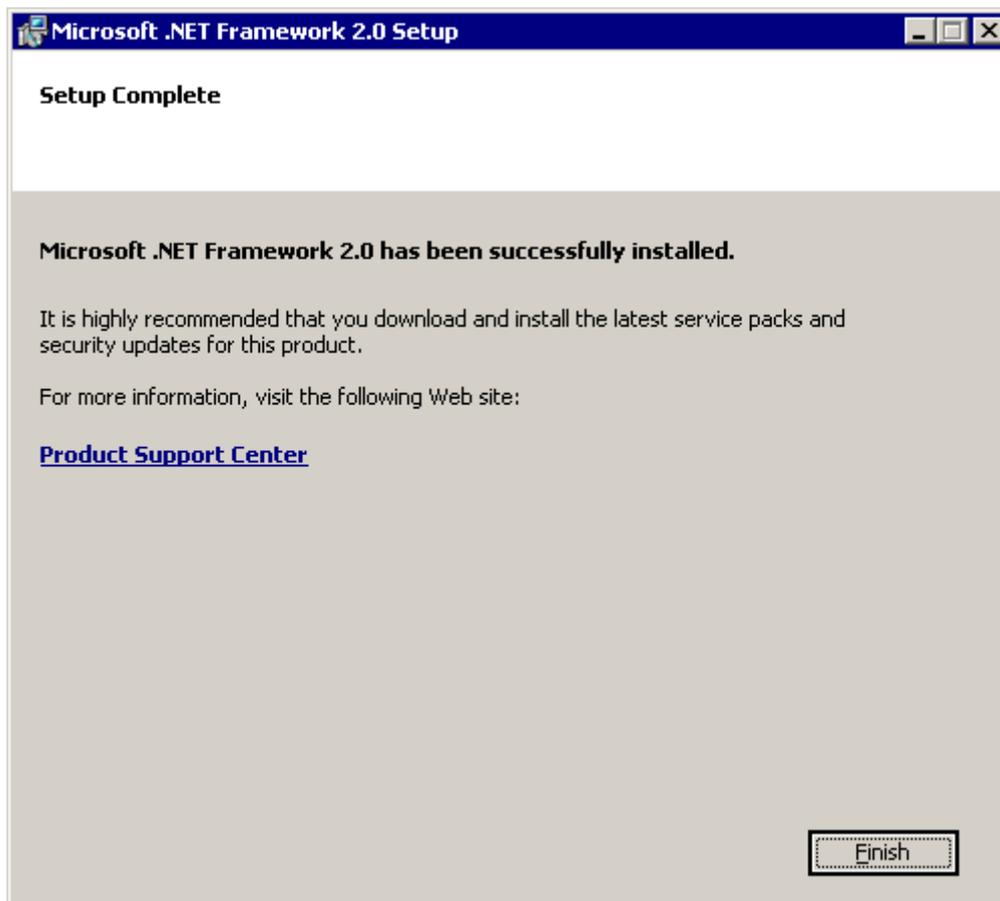
- (c) This enables the **Install >** button, which you click.



- (d) The .NET Framework Version 2.0 is installed.



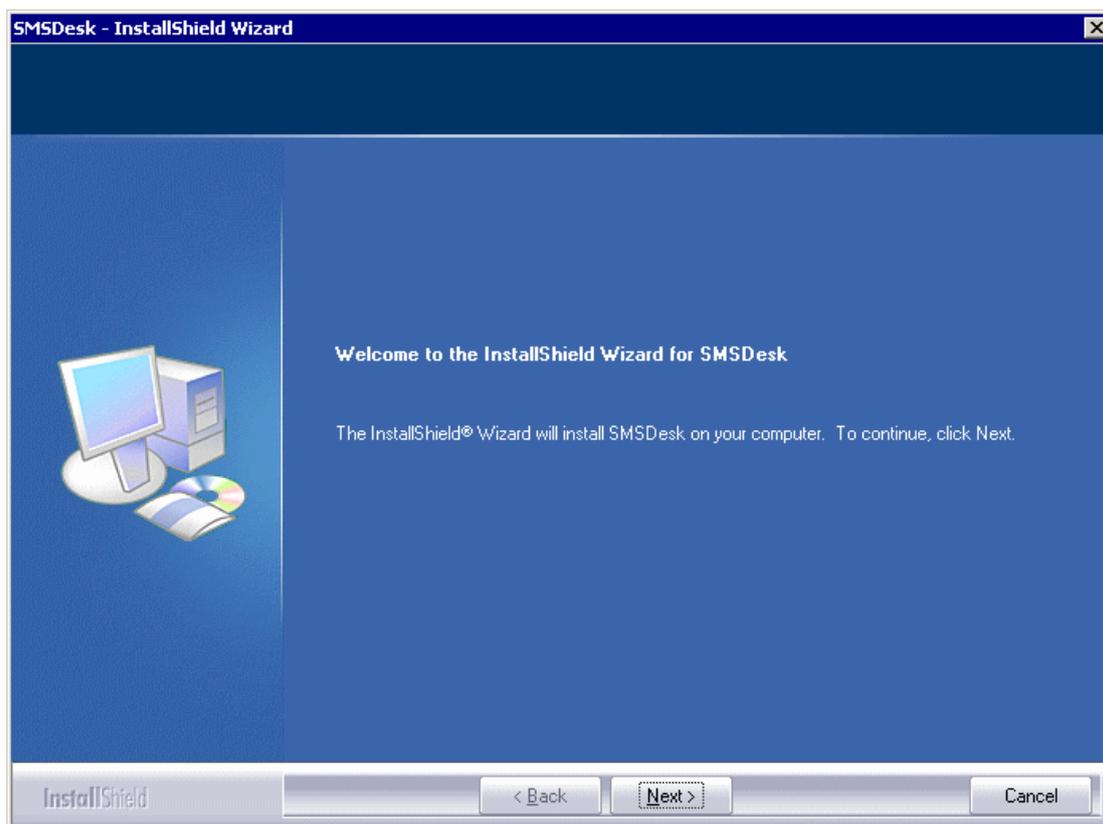
- (e) Click the **Finish** button.



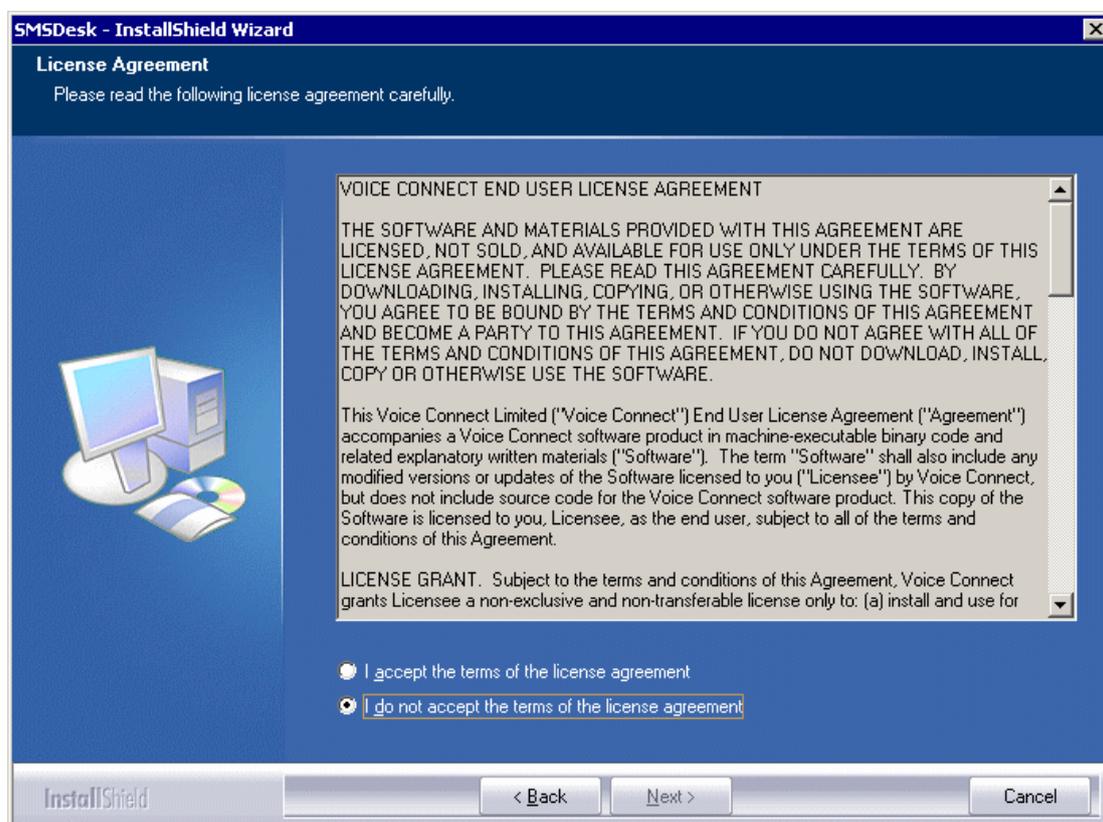
- (4) The command window then changes as it runs the SMS Desk installer.



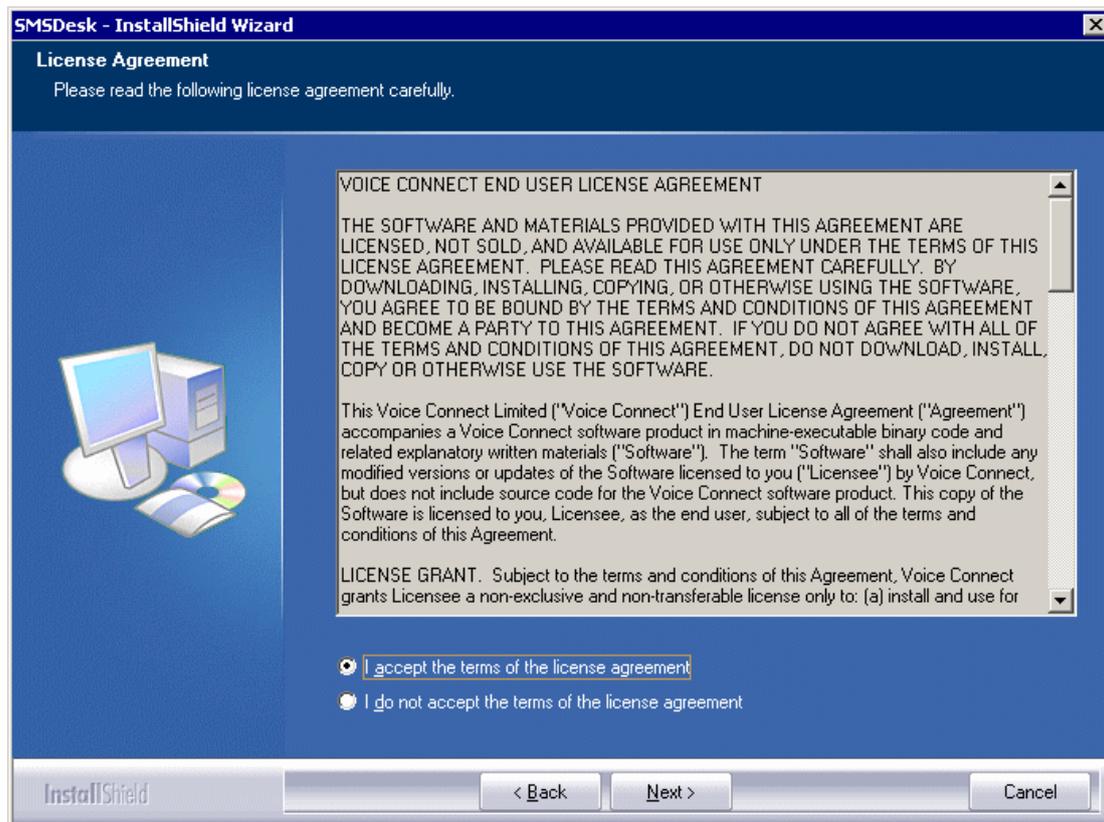
- (5) The SMS Desk installer displays the following window. Click the **Next >** button.



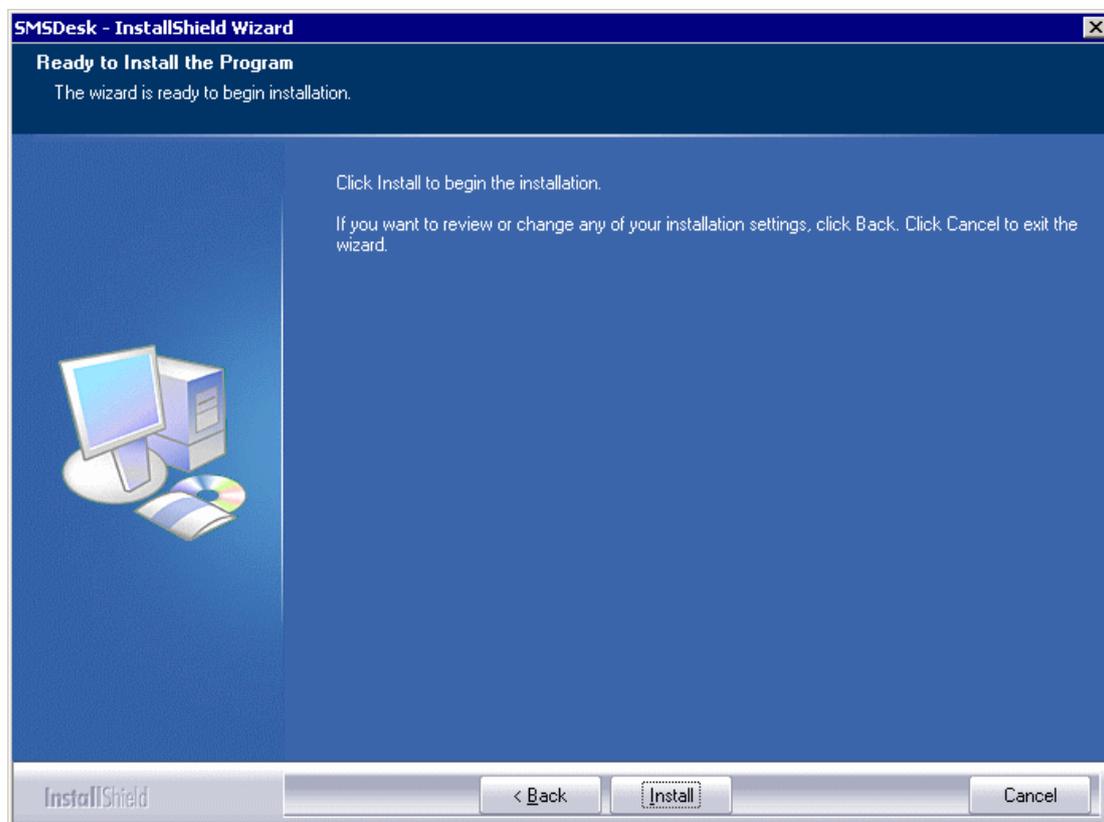
- (6) The SMS Desk installer displays the following window. Click the **I accept the terms of the license agreement** radio button.



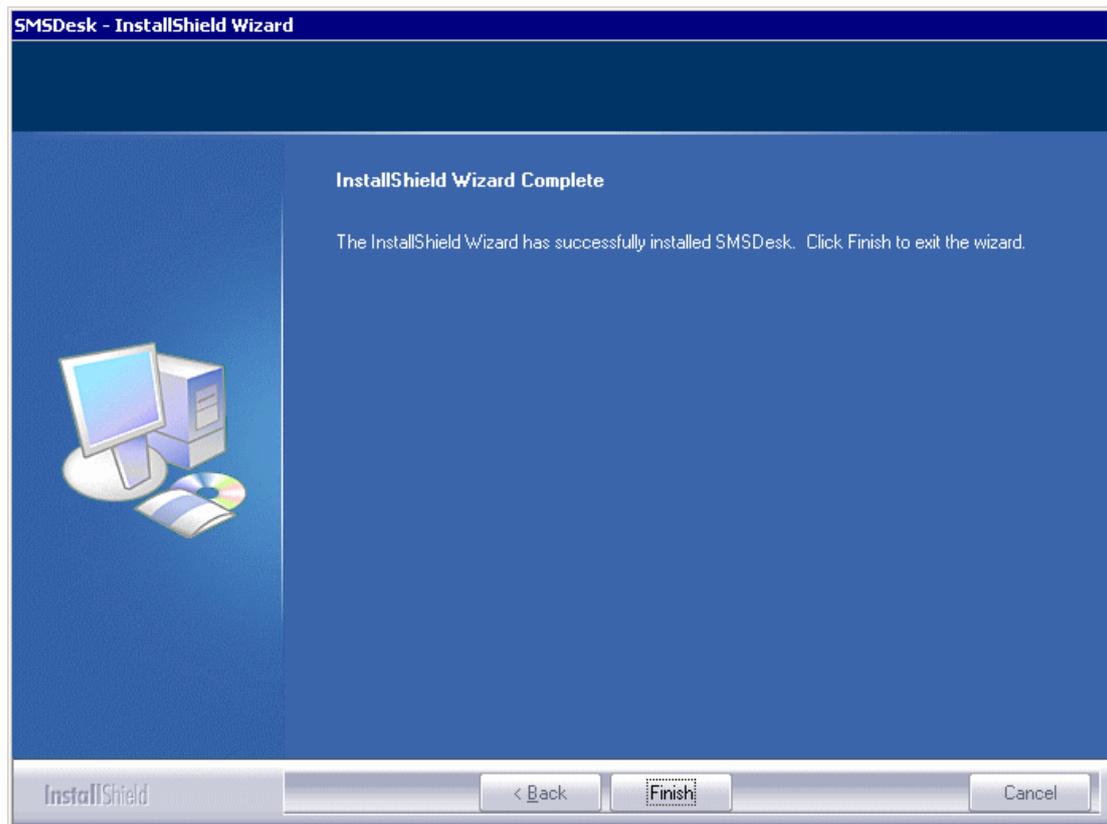
- (7) This enables the **Next >** button, which you click.



- (8) Click the **Install** button.



- (9) It installs SMS Desk and displays the following window. Click the **Finish** button.



- (10) Start SMS Desk. Click the Windows® **Start** button and select the following.

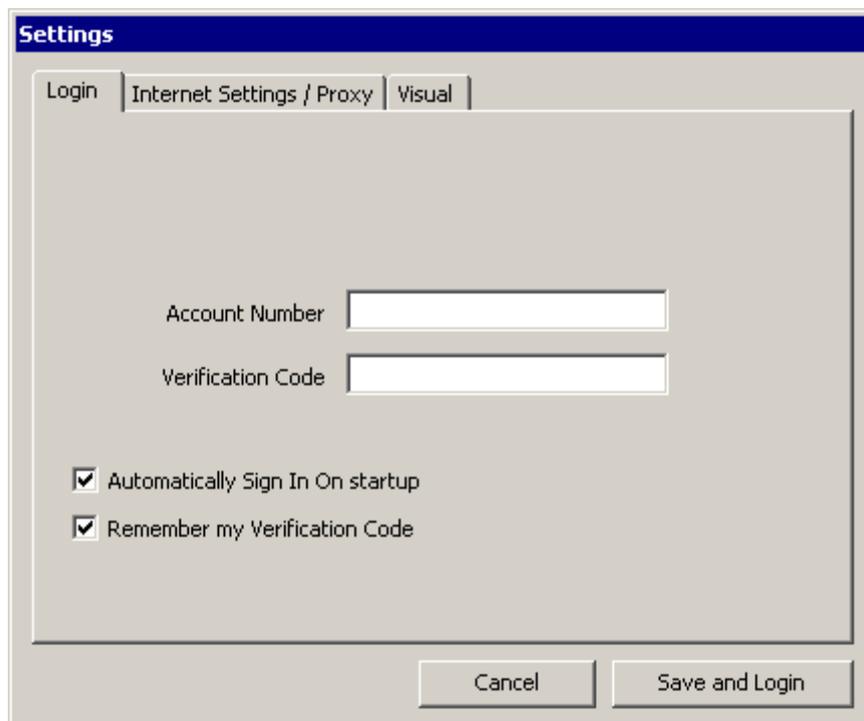
Programs
Voice Connect Limited
SMS Desk
SMS Desk

- (11) SMS Desk displays the following window. Click the **Sign In** button.



(12) SMS Desk displays the following window.

Enter your **Account Number** and **Verification Code**.



The screenshot shows a dialog box titled "Settings" with a blue header bar. Below the header, there are three tabs: "Login", "Internet Settings / Proxy", and "Visual". The "Login" tab is selected. The dialog contains two text input fields: "Account Number" and "Verification Code". Below these fields are two checked checkboxes: "Automatically Sign In On startup" and "Remember my Verification Code". At the bottom of the dialog, there are two buttons: "Cancel" and "Save and Login".

NOTES

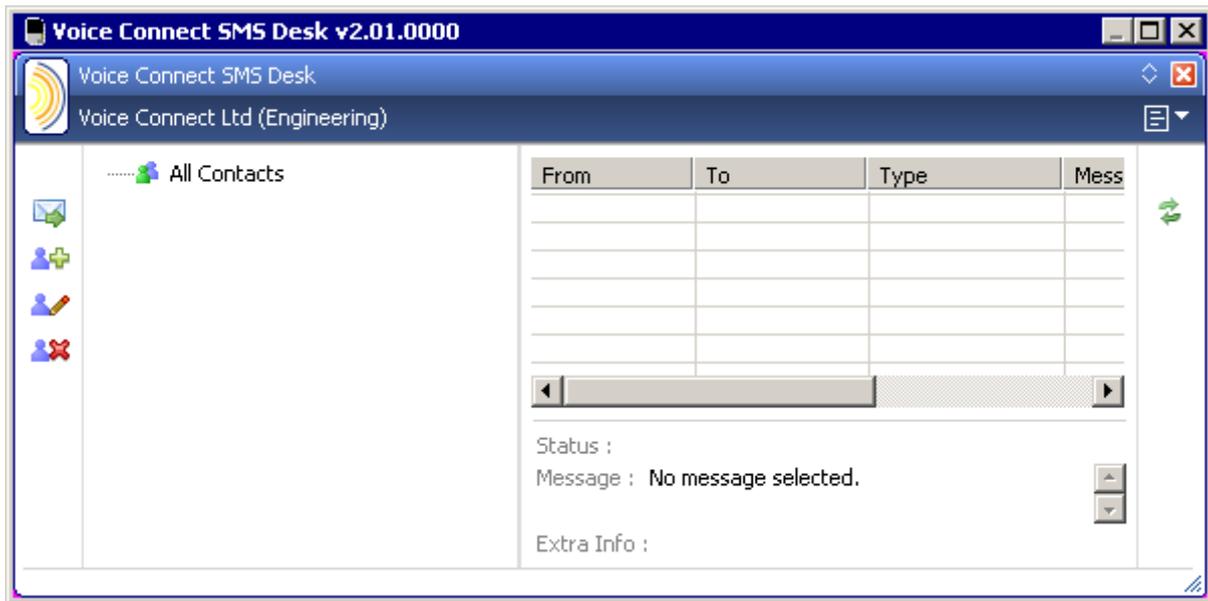
- (1) SMS Desk remembers your **Account Number**.
- (2) If you select the **Automatically Sign In On Startup** check box, so that it contains a tick, SMS Desk automatically runs and logs you in when you start up your computer and SMS Desk starts.

If you select this check box, SMS Desk automatically also selects the **Remember my Verification Code** check box.
- (3) If you select the **Remember my Verification Code** check box, so that it contains a tick, SMS Desk remembers your **Verification Code**.

If you deselect this check box, so that it is empty, SMS Desk automatically also deselects the **Automatically Sign In On Startup** check box, so that it is empty.

Click the **Save and Login** button.

(13) SMS Desk displays the following windows.



5 How to Start SMS Desk

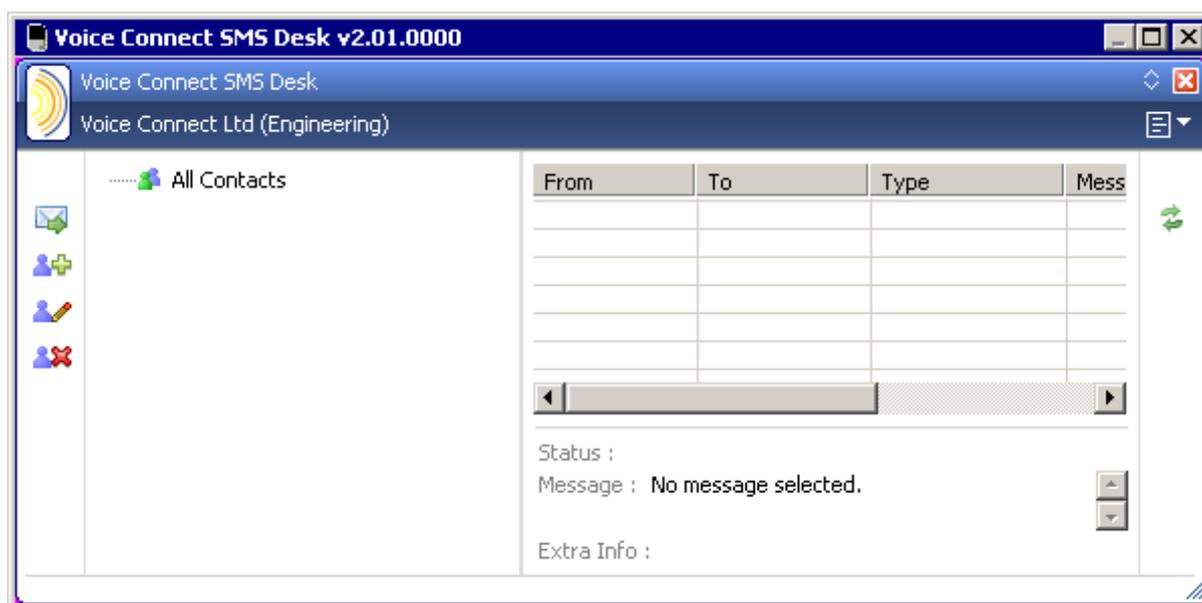
- (1) If you did NOT select the **Automatically Sign In On Startup** check box to set SMS Desk to automatically log you in (to SMS Desk), when you start your computer and SMS Desk starts, SMS Desk displays the following view.

Proceed from Section 4 (Page 3), Step (11), to log in.



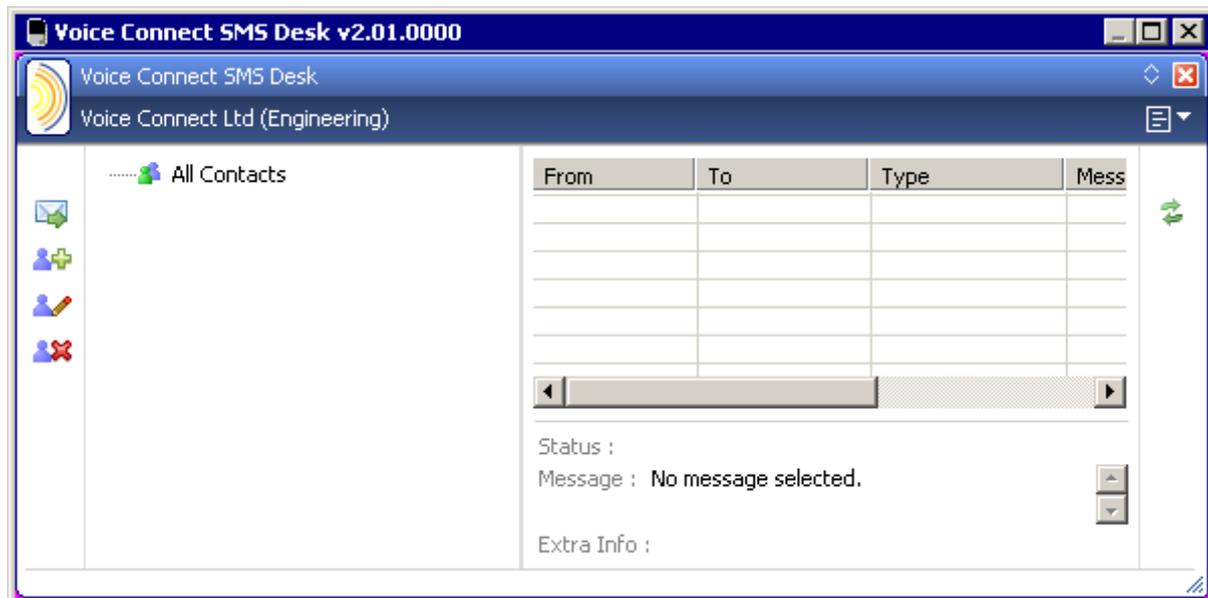
NOTE See Section 4 (Page 3) and Section 6.1 (Page 16).

- (2) If you DID select the **Automatically Sign In On Startup** check box to set SMS Desk to automatically log you in (to SMS Desk), when you start your computer and SMS Desk starts, SMS Desk displays the following view.

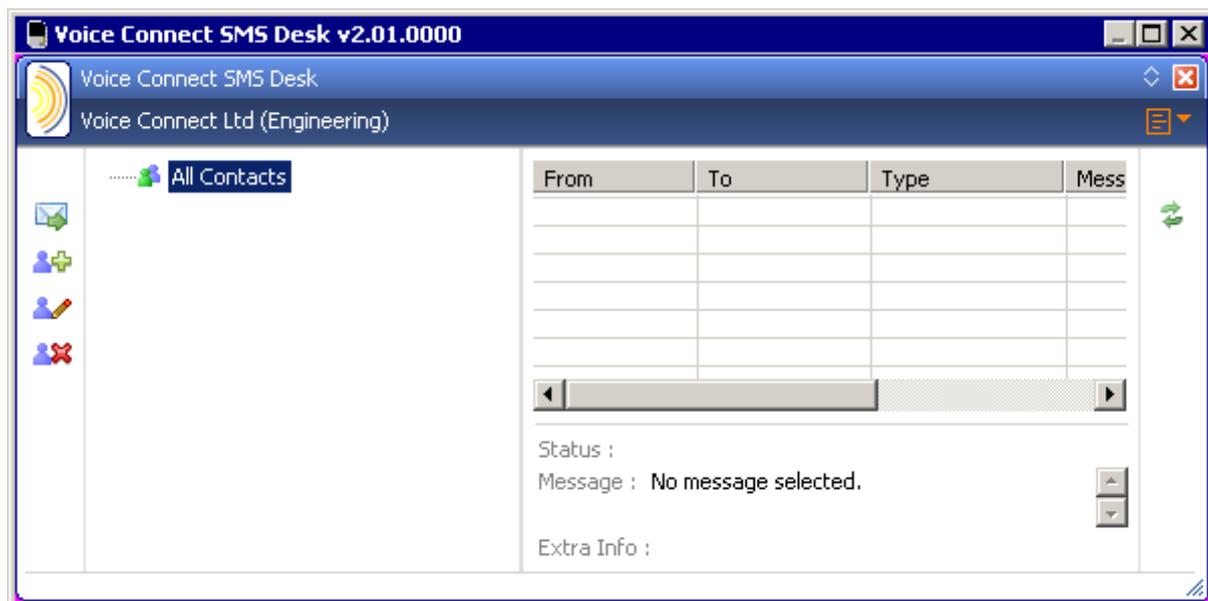


6 Settings

- (1) Place the mouse pointer over the white menu icon near the top right of the window.



The icon turns red and displays a prompt with the words **Display the menu.**



 Display the menu.

- (2) Click the menu icon to display the following menu.



- (3) Select the **Settings / Sign In** option.

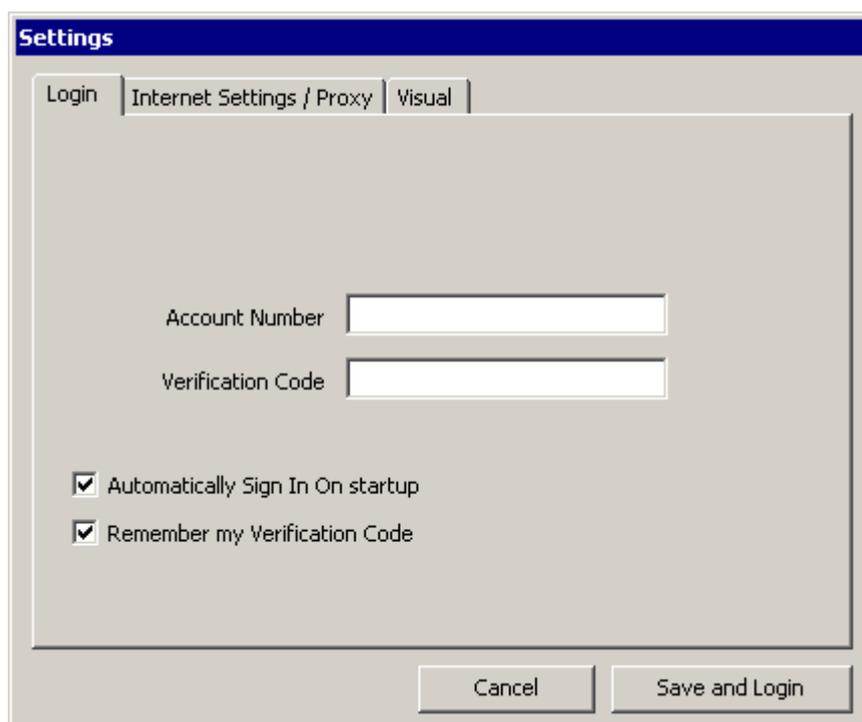


This displays the **Settings** window, which has the following three tab views.

Login
Internet Settings/Proxy
Visual

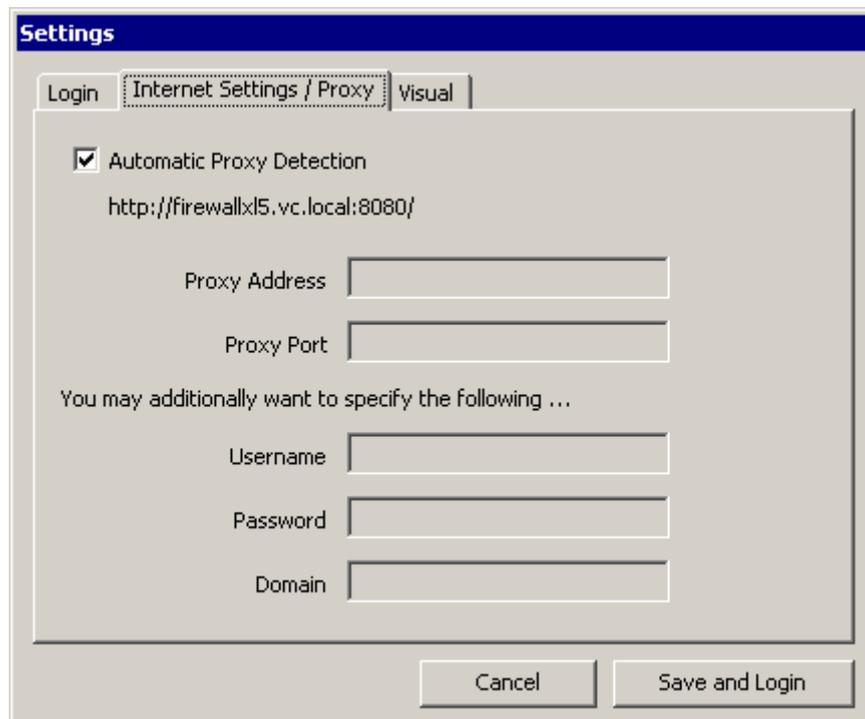
6.1 Login

See Section 4 (Page 3).



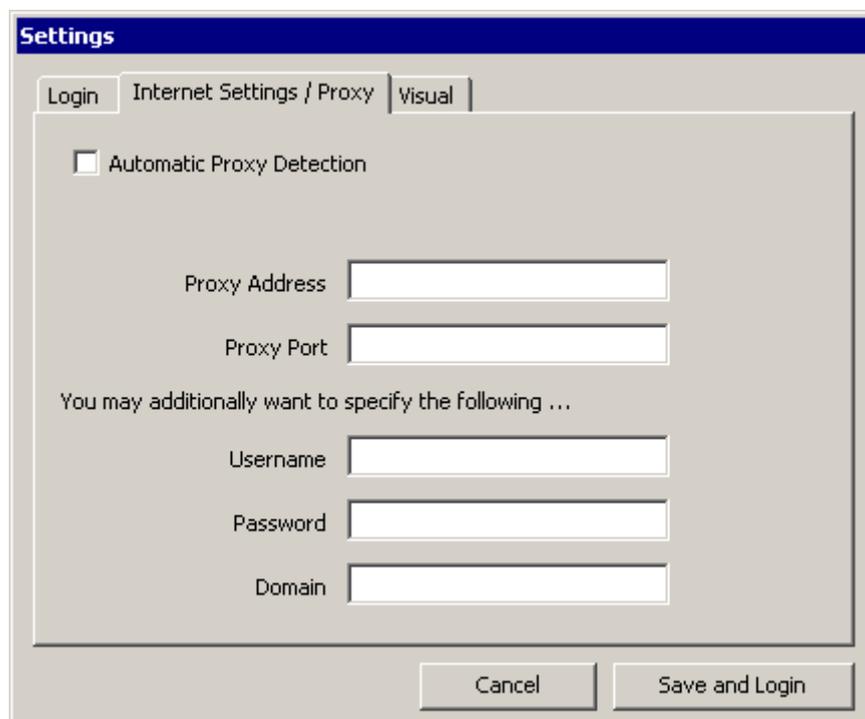
6.2 Internet Settings/Proxy

The **Internet Settings/Proxy** tab enables you to specify how you connect to the Internet. By default the **Automatic Proxy Detection** check box is selected, as below, so that it contains a tick.



The screenshot shows the 'Settings' dialog box with the 'Internet Settings / Proxy' tab selected. The 'Automatic Proxy Detection' checkbox is checked, and the text 'http://firewallx15.vc.local:8080/' is displayed below it. There are input fields for 'Proxy Address', 'Proxy Port', 'Username', 'Password', and 'Domain'. The 'Cancel' and 'Save and Login' buttons are at the bottom.

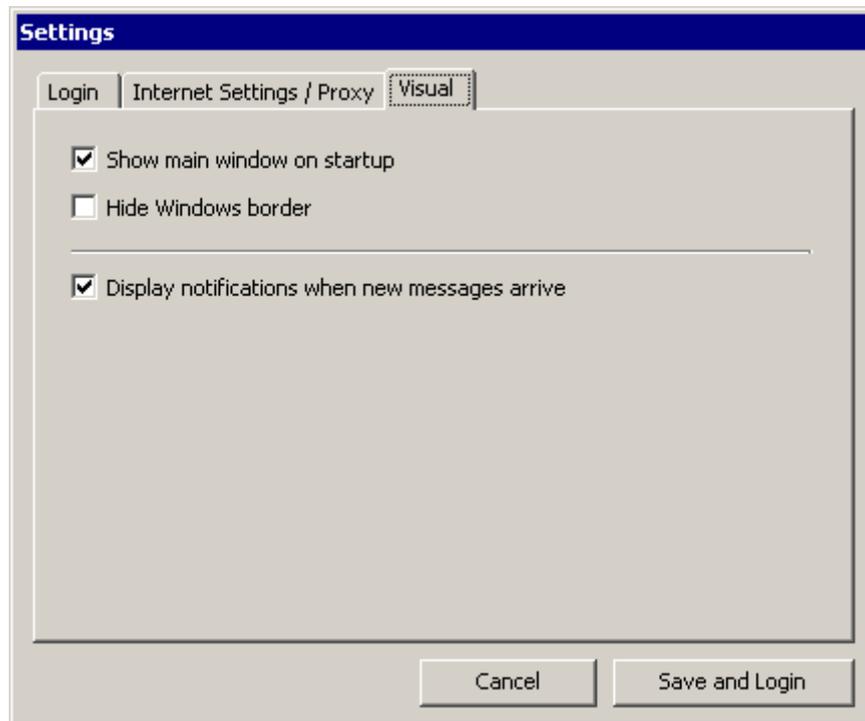
You can clear the **Automatic Proxy Detection** check box, so that it is empty, as below, to enable you to explicitly specify your Internet connection settings.



The screenshot shows the 'Settings' dialog box with the 'Internet Settings / Proxy' tab selected. The 'Automatic Proxy Detection' checkbox is unchecked. The input fields for 'Proxy Address', 'Proxy Port', 'Username', 'Password', and 'Domain' are visible. The 'Cancel' and 'Save and Login' buttons are at the bottom.

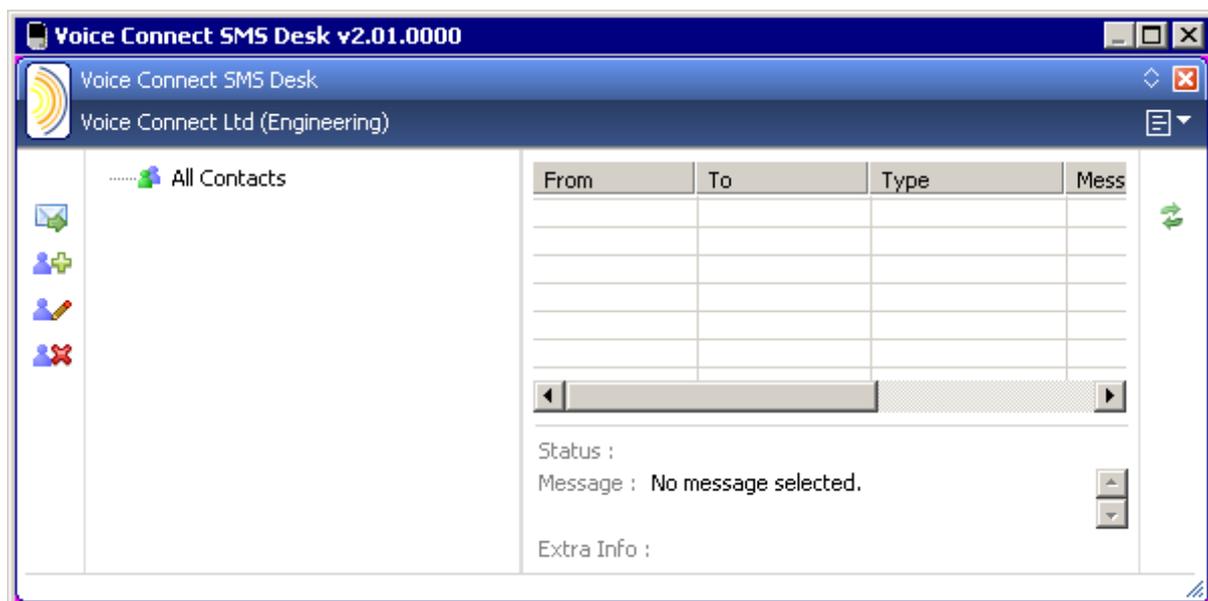
6.3 Visual

The **Visual** tab enables you to specify display options.

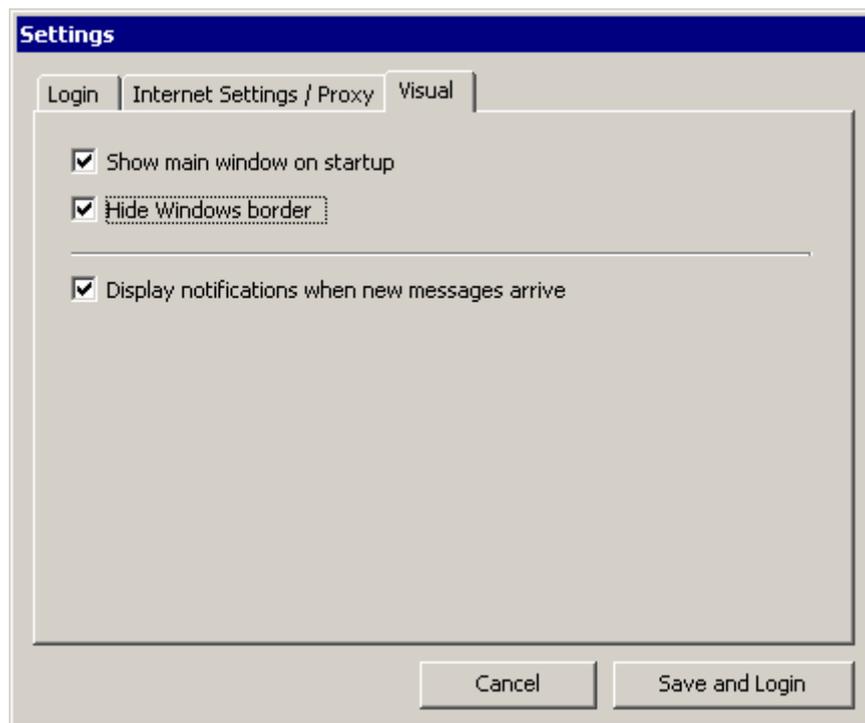


6.3.1 Hide Windows border

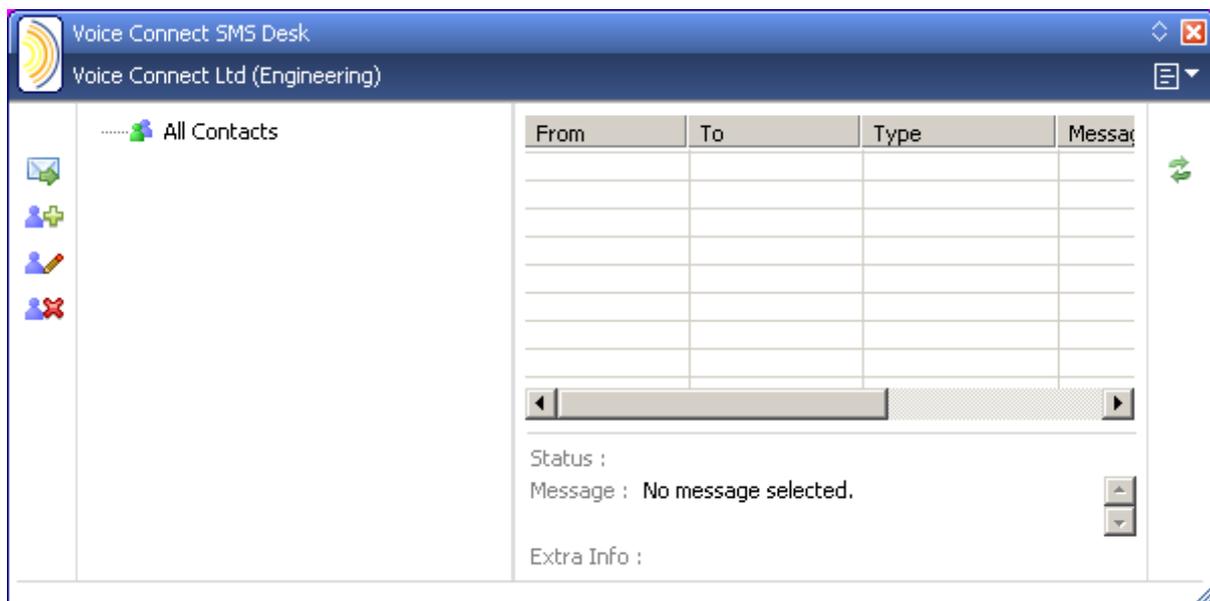
If you deselect the **Hide Windows border** check box, so that it is empty, which is the default, SMS Desk displays as below, with a border, as normal.



If you select the **Hide Windows border** check box, so that it contains a tick,

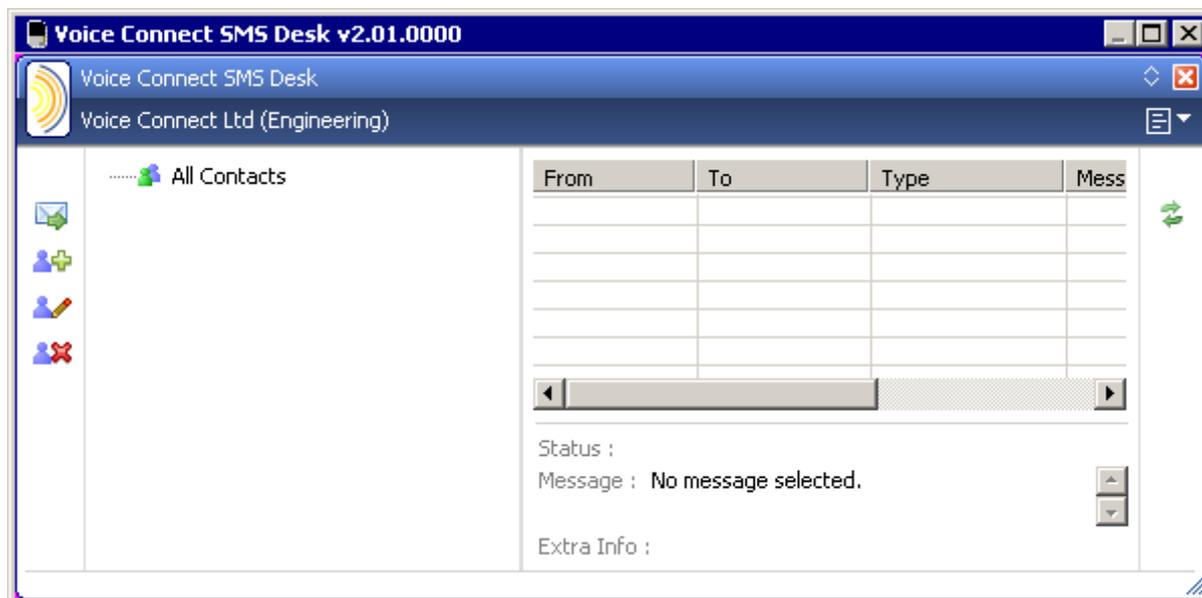


SMS Desk displays as below, without a border.



6.3.2 Show main window on startup

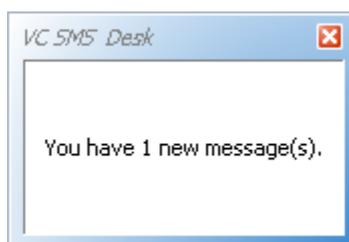
If you select the **Show main window on startup** check box, so that it contains a tick, which is the default, SMS Desk displays the following SMS Desk (main) window when you start up your computer and SMS Desk starts.



If you deselect the **Show main window on startup** check box, so that it is empty, SMS Desk only displays an icon in the Windows System Tray.

6.3.3 Display notifications when new messages arrive

If you select the **Display notifications when new messages arrive** check box, so that it contains a tick, which is the default, SMS Desk displays the following window when you receive a SMS text message.



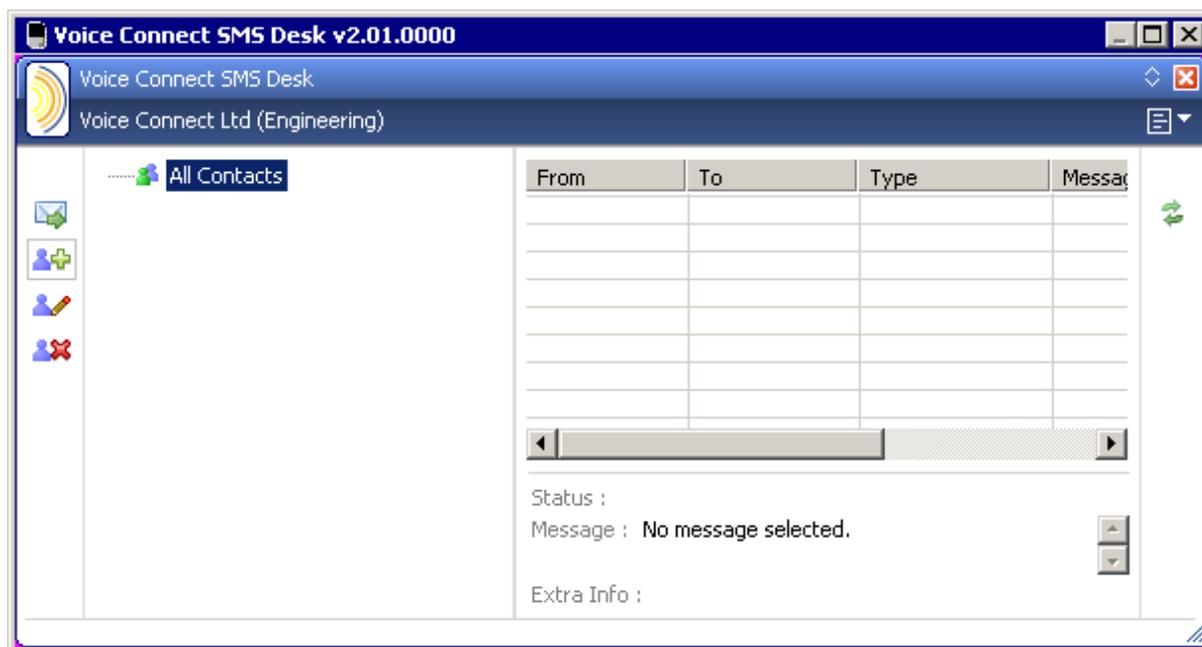
7 Contacts and Groups

7.1 Contacts

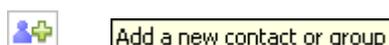
7.1.1 Add a Contact

Do the following procedure.

- (1) Move your mouse cursor over the ADD CONTACT / GROUP icon.



SMS Desk displays a grey rectangle around the ADD CONTACT / GROUP icon and a prompt, as shown below.



- (2) Click the ADD CONTACT / GROUP icon. SMS Desk displays the following window.



- (3) Key in the contact details and click the **Add** button.



Add ...

Type to add

Contact

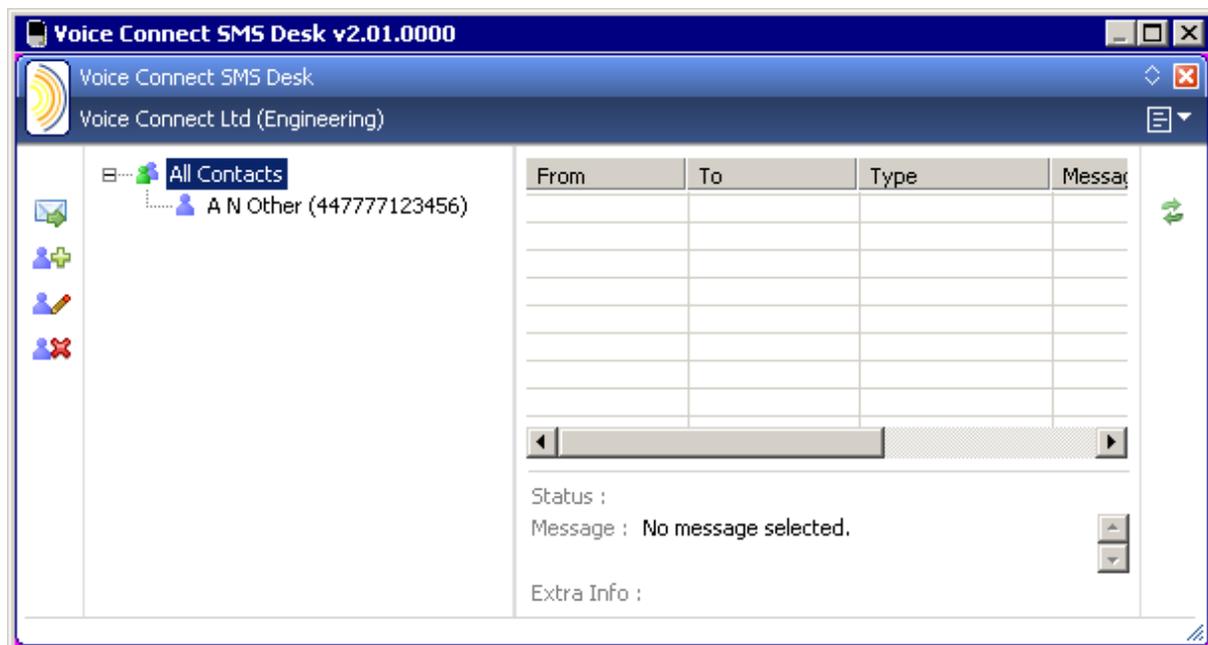
Group

Name: A N Other

Number: 447777123456

Cancel Add

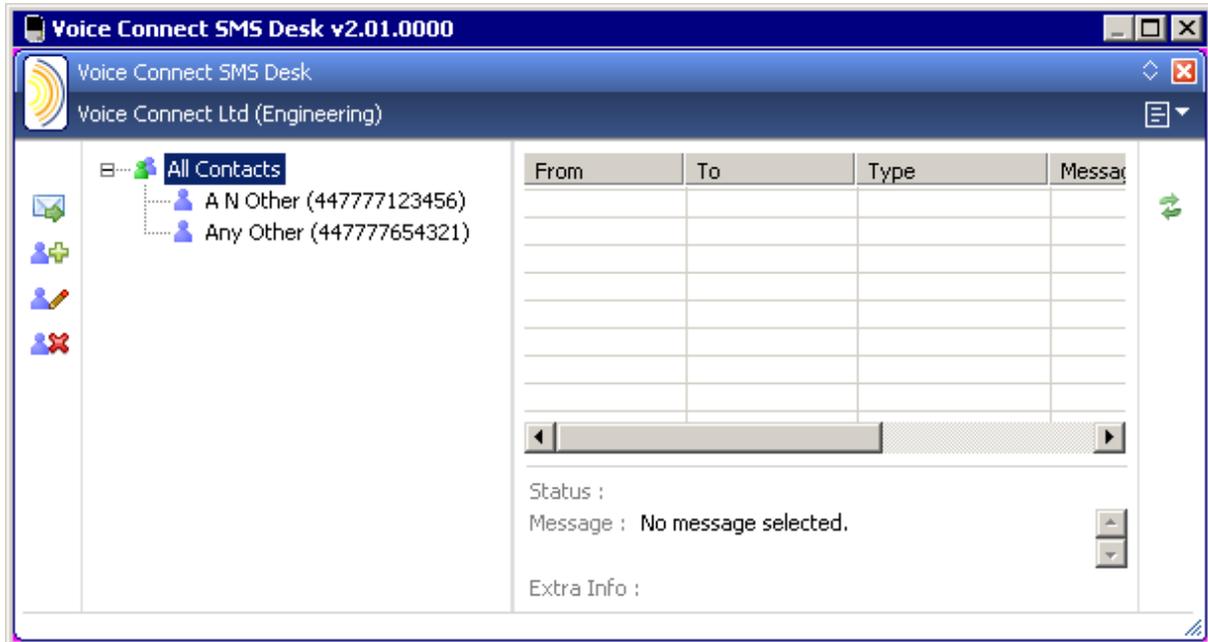
- (4) SMS Desk adds the contact.



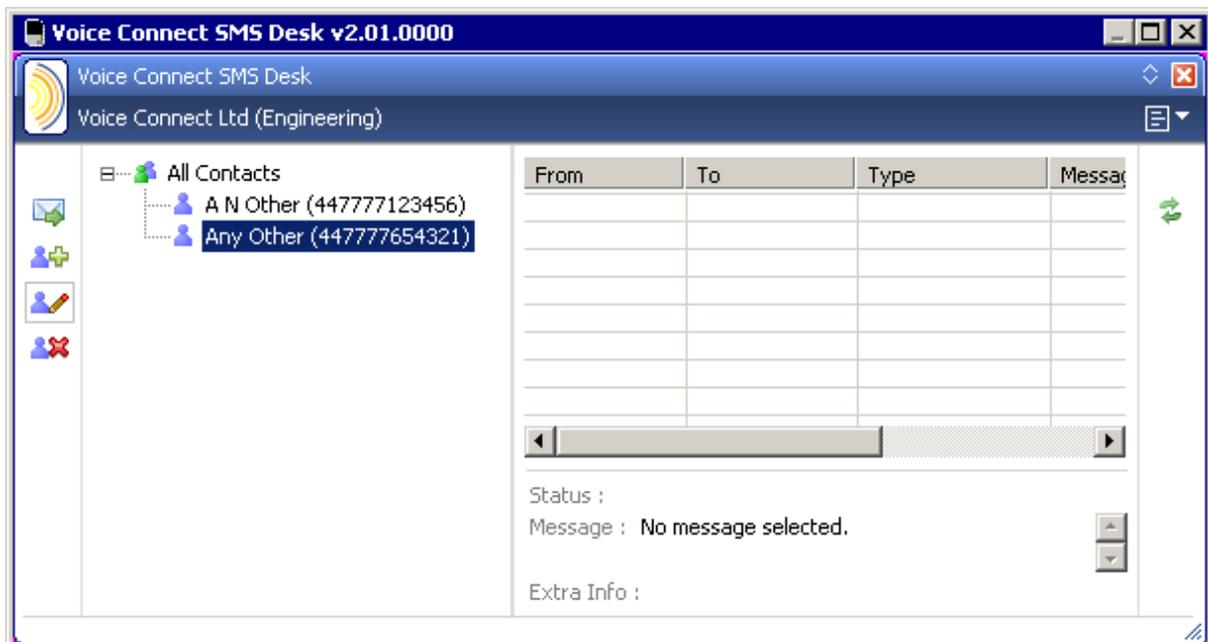
7.1.2 Edit a Contact

Do the following procedure.

- (1) Click on the contact that you want to edit, to select it.



Move your mouse cursor over the EDIT CONTACT / GROUP icon.

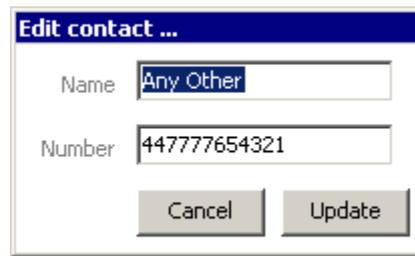


SMS Desk displays a grey rectangle around the EDIT CONTACT / GROUP icon, and a prompt, as shown below.



Edit the selected contact or group.

- (2) Click the EDIT CONTACT / GROUP icon. SMS Desk displays the following window.



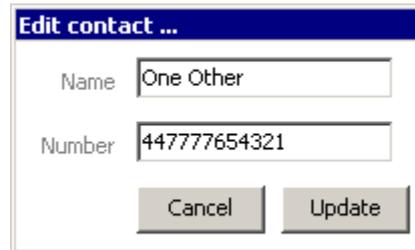
Edit contact ...

Name: Any Other

Number: 447777654321

Cancel Update

- (3) Edit the contact details and click the **Update** button.



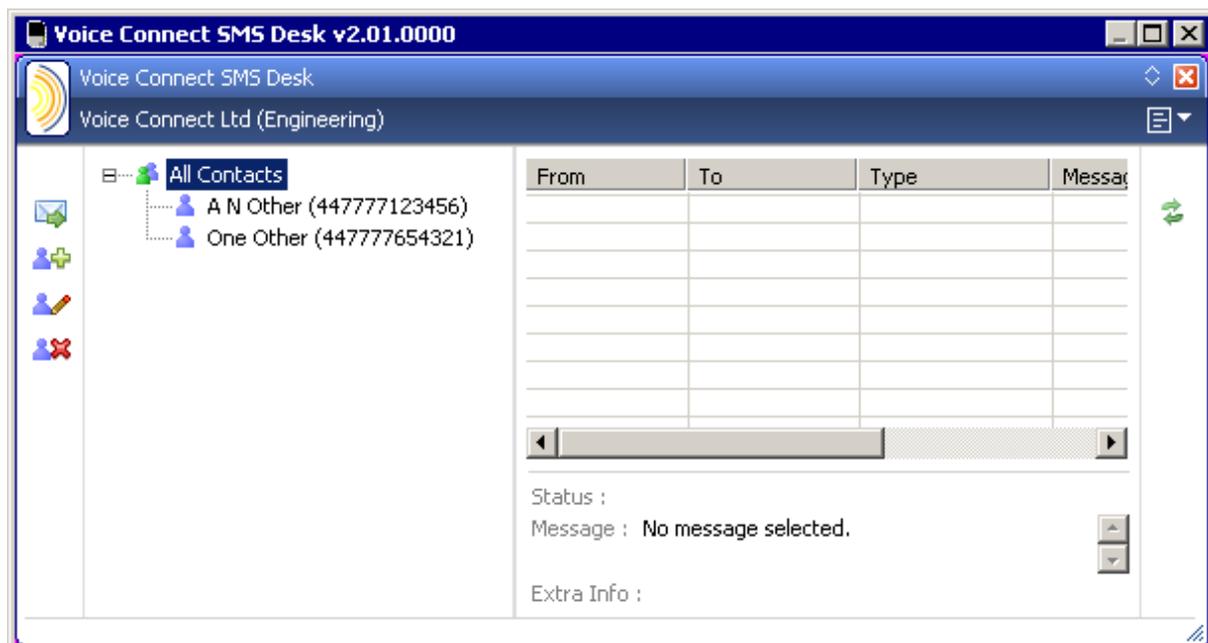
Edit contact ...

Name: One Other

Number: 447777654321

Cancel Update

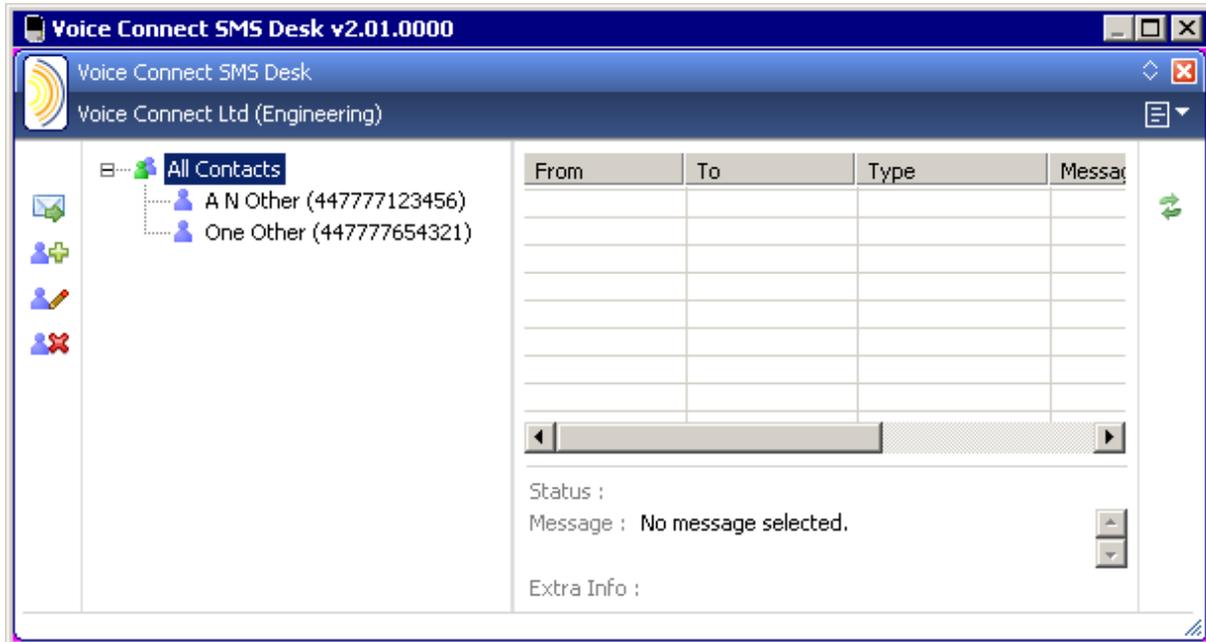
- (4) SMS Desk changes the contact.



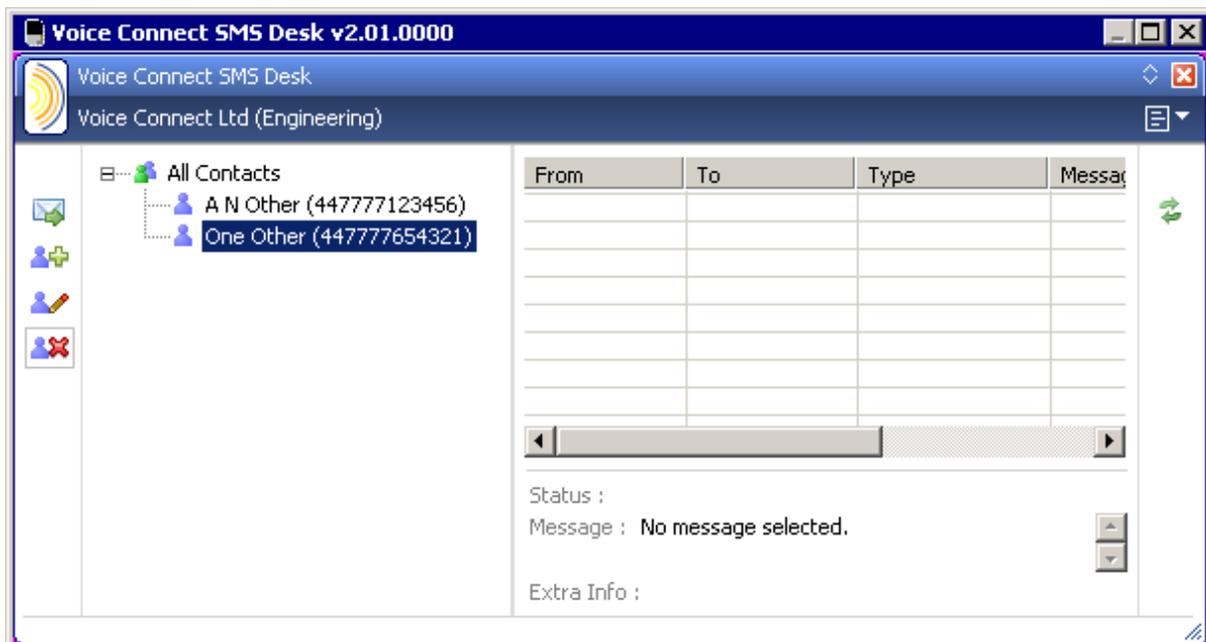
7.1.3 Delete a Contact

Do the following procedure.

- (1) Click on the contact that you want to delete, to select it.



Move your mouse cursor over the DELETE CONTACT / GROUP icon.

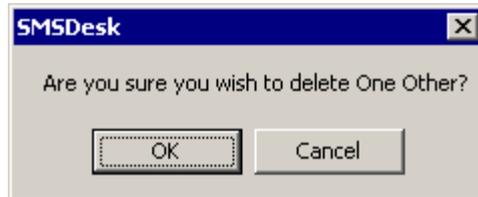


SMS Desk displays a grey rectangle around the DELETE CONTACT / GROUP icon, and a prompt, as shown below.

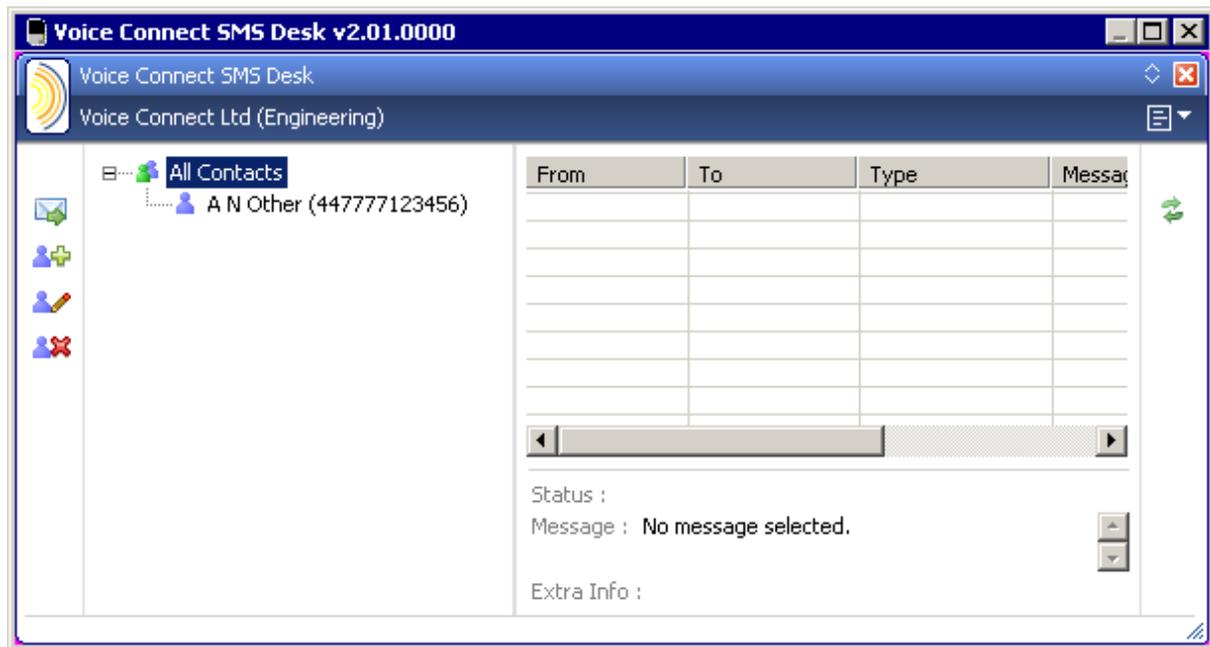


Delete the selected contact or group

- (2) Click the DELETE CONTACT / GROUP icon.
- (3) SMS Desk displays the following request for confirmation. Click the **OK** button.



- (4) SMS Desk deletes the contact.

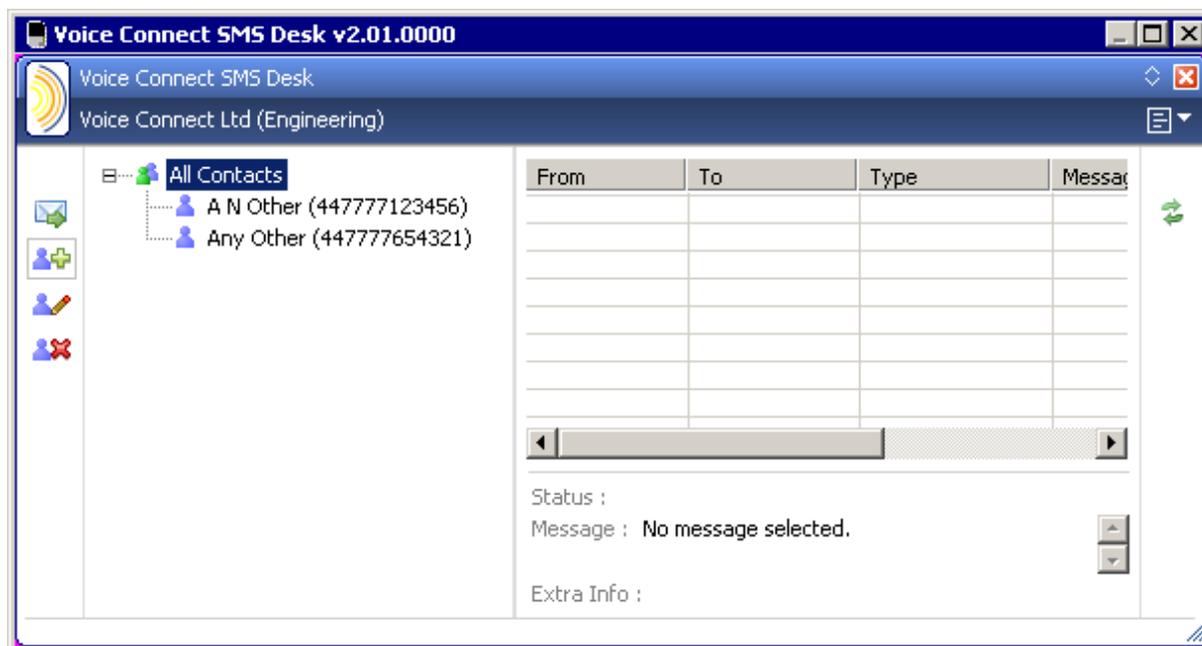


7.2 Groups

7.2.1 Add a Group

Do the following procedure.

- (1) Move your mouse cursor over the ADD CONTACT / GROUP icon.



SMS Desk displays a grey rectangle around the ADD CONTACT / GROUP icon and a prompt, as shown below.



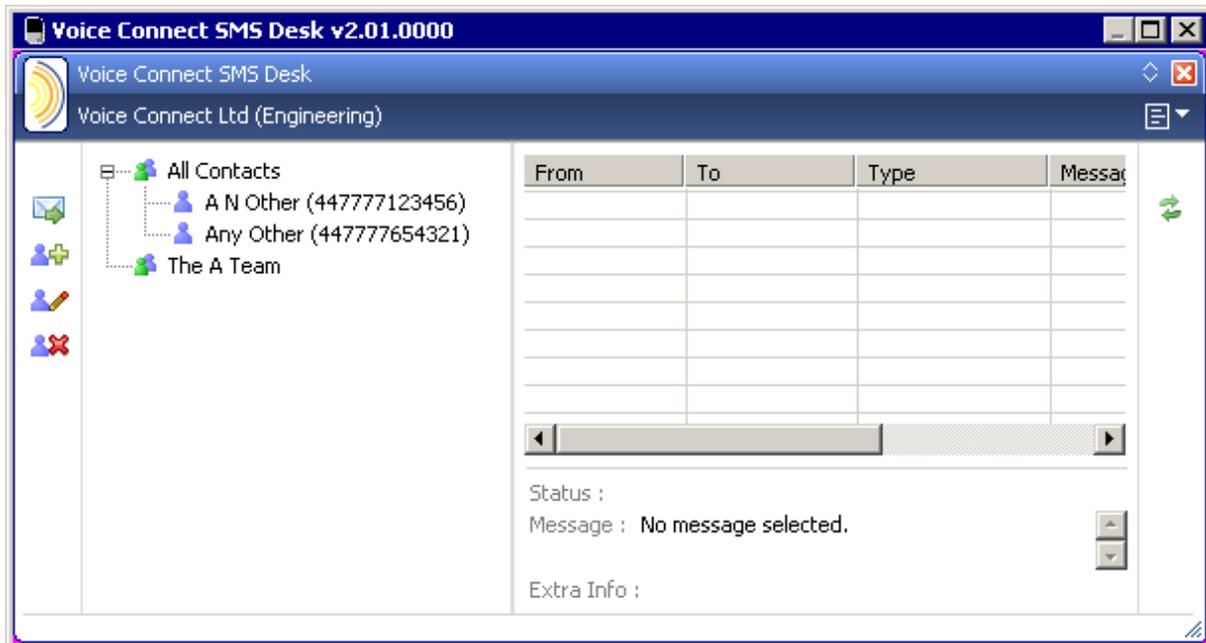
- (2) Click the ADD CONTACT / GROUP icon. SMS Desk displays the following window.

7.2.2 Edit a Group

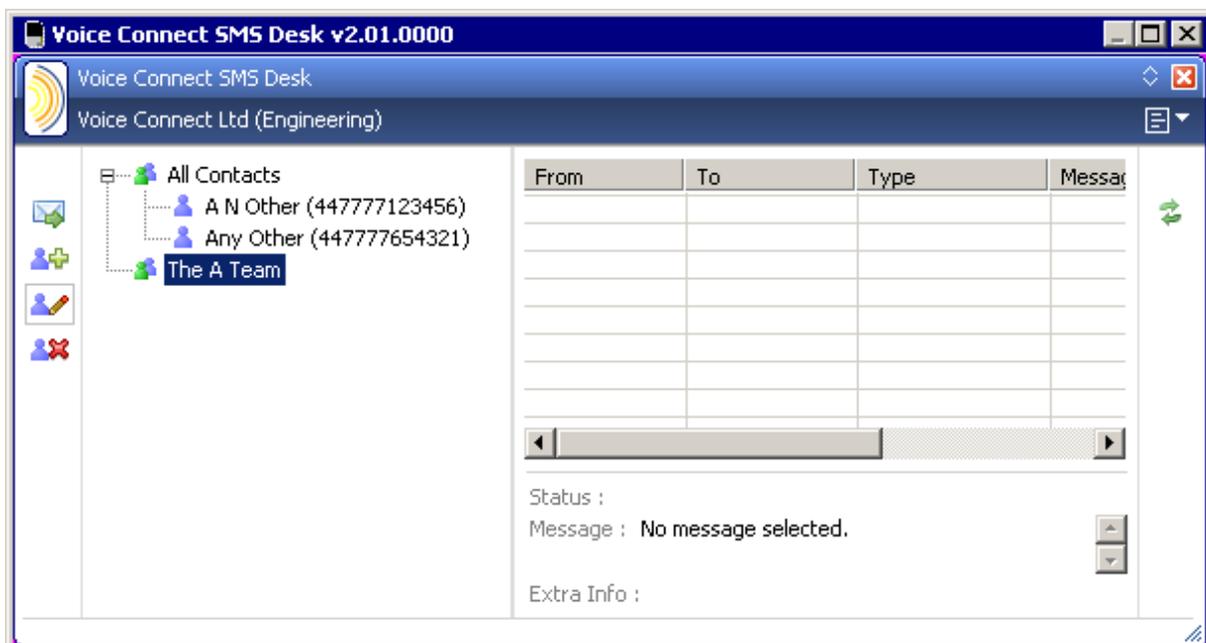
7.2.2.1 Change the Name of a Group

Do the following procedure.

- (1) Click on the group that you want to rename, to select it.



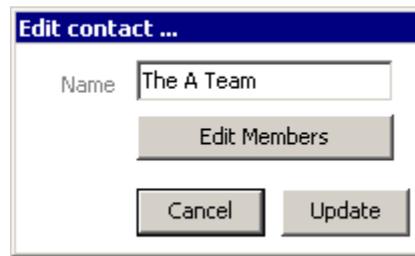
Move your mouse cursor over the EDIT CONTACT / GROUP icon.



SMS Desk displays a grey rectangle around the EDIT CONTACT / GROUP icon, and a prompt, as shown below.



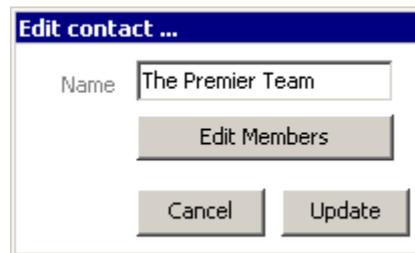
- (2) Click the EDIT CONTACT / GROUP icon. SMS Desk displays the following window.



Edit contact ...

Name:

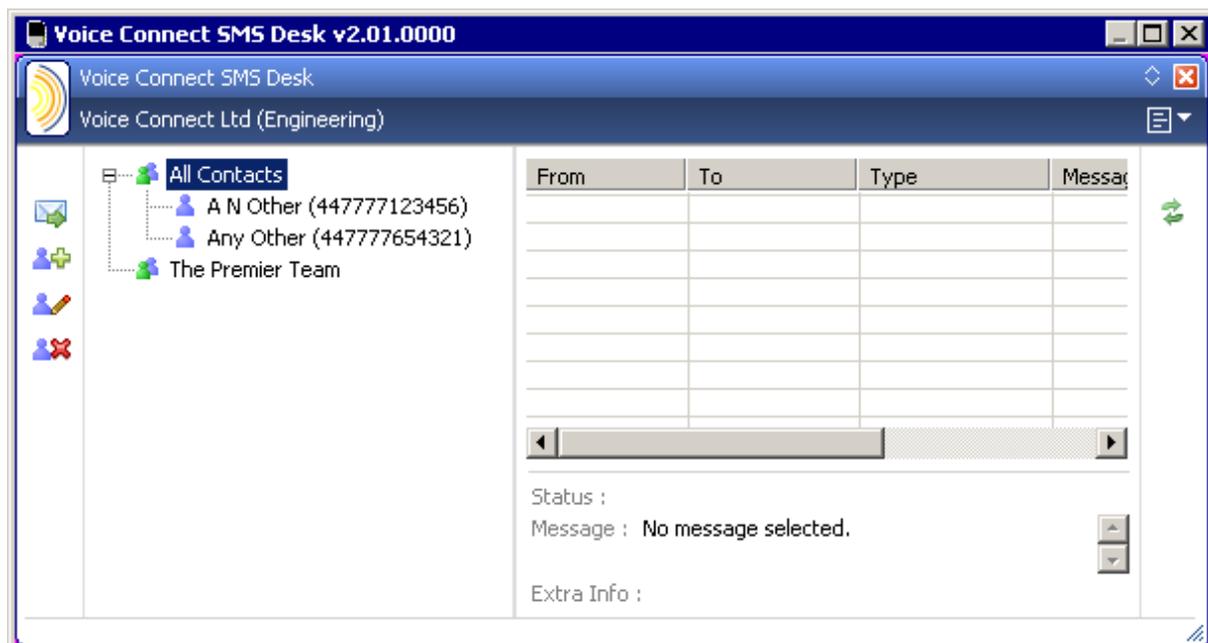
- (3) Edit the name of the team and click the **Update** button.



Edit contact ...

Name:

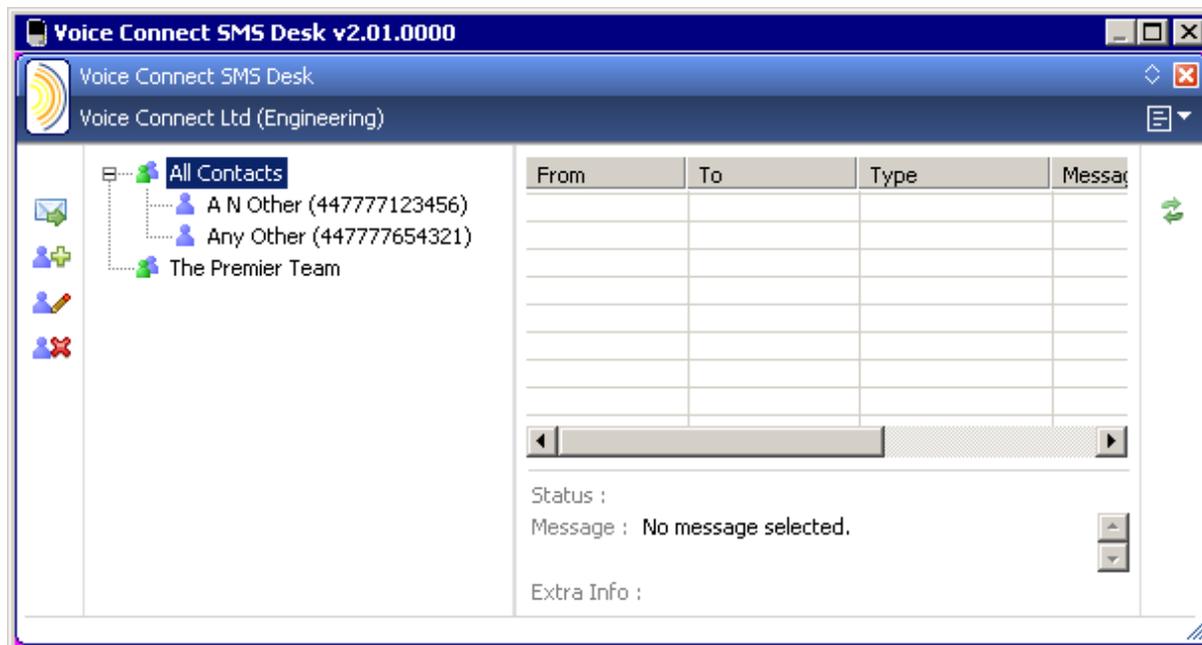
- (4) SMS Desk changes the name of the group.



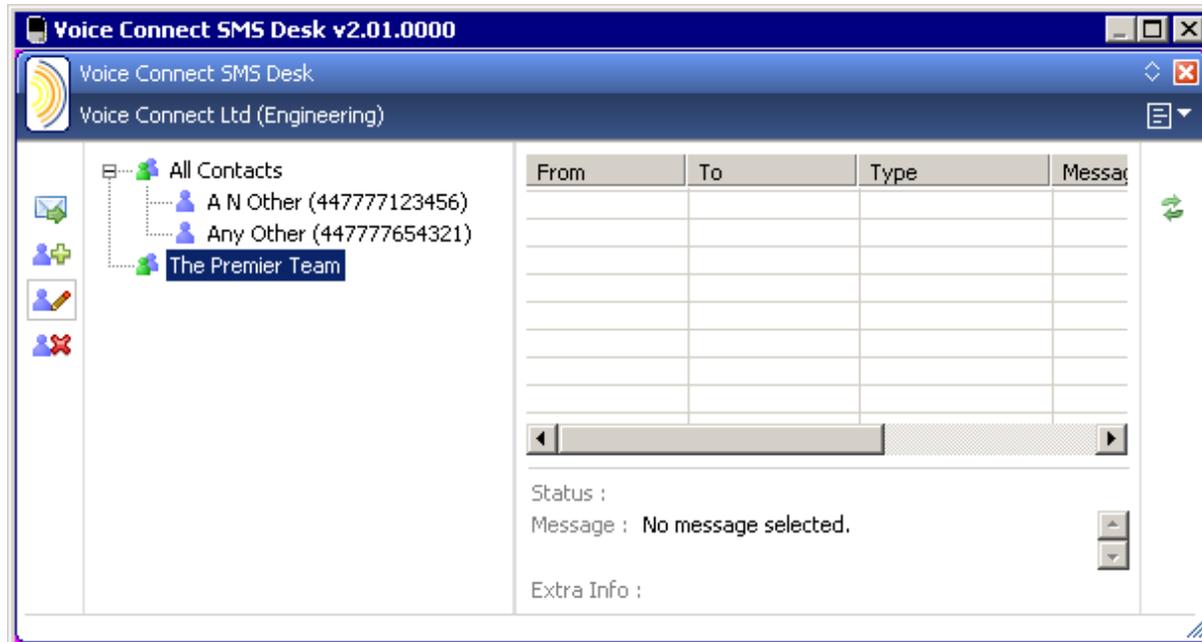
7.2.2.2 Change the Members of a Group

The following procedure provides an example of how to add members to a group.

- (1) Click on the group that you want to edit, to select it.



Move your mouse cursor over the EDIT CONTACT / GROUP icon.

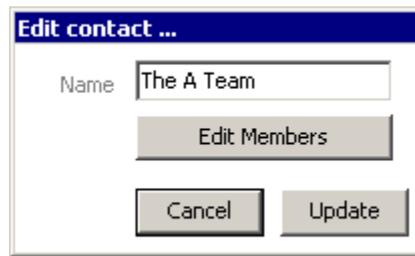


SMS Desk displays a grey rectangle around the EDIT CONTACT / GROUP icon, and a prompt, as shown below.

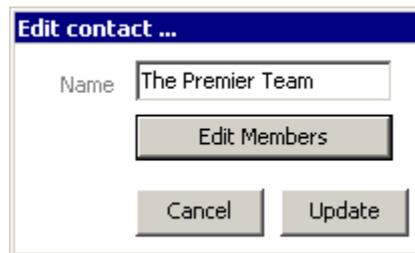


Edit the selected contact or group.

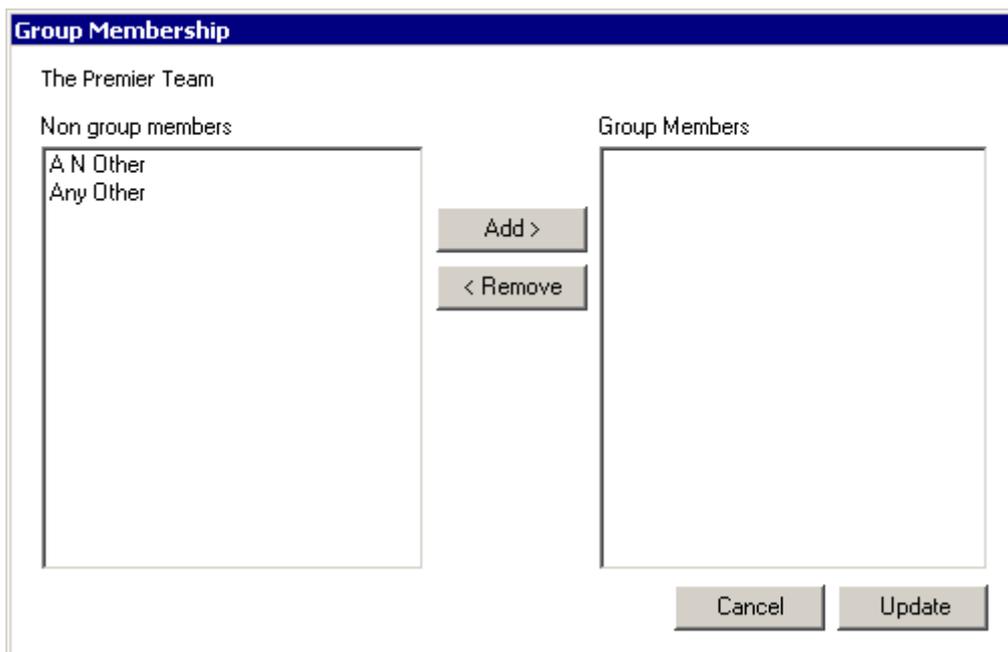
- (2) Click the EDIT CONTACT / GROUP icon. SMS Desk displays the following window.



- (3) Click the **Edit Members** button.



- (4) SMS Desk displays the following **Group Membership** window.



- (5) Click on a contact in the **Non group members** list that you wish to assign as a member of the group.

The screenshot shows a dialog box titled "Group Membership" for "The Premier Team". It features two list boxes: "Non group members" on the left and "Group Members" on the right. In the "Non group members" list, "A N Other" is selected and highlighted in blue, with "Any Other" listed below it. Between the lists are two buttons: "Add >" and "< Remove". At the bottom right of the dialog are "Cancel" and "Update" buttons.

Click the **Add** button.

The screenshot shows the same "Group Membership" dialog box. In this state, "Any Other" is now the only item in the "Non group members" list. "A N Other" has been moved to the "Group Members" list. The "Add >" and "< Remove" buttons remain between the lists, and "Cancel" and "Update" buttons are at the bottom right.

- (6) Repeat the previous Step (5) as required.

Group Membership

The Premier Team

Non group members

Any Other

Group Members

A N Other

Add >

< Remove

Cancel Update

Group Membership

The Premier Team

Non group members

Group Members

A N Other
Any Other

Add >

< Remove

Cancel Update

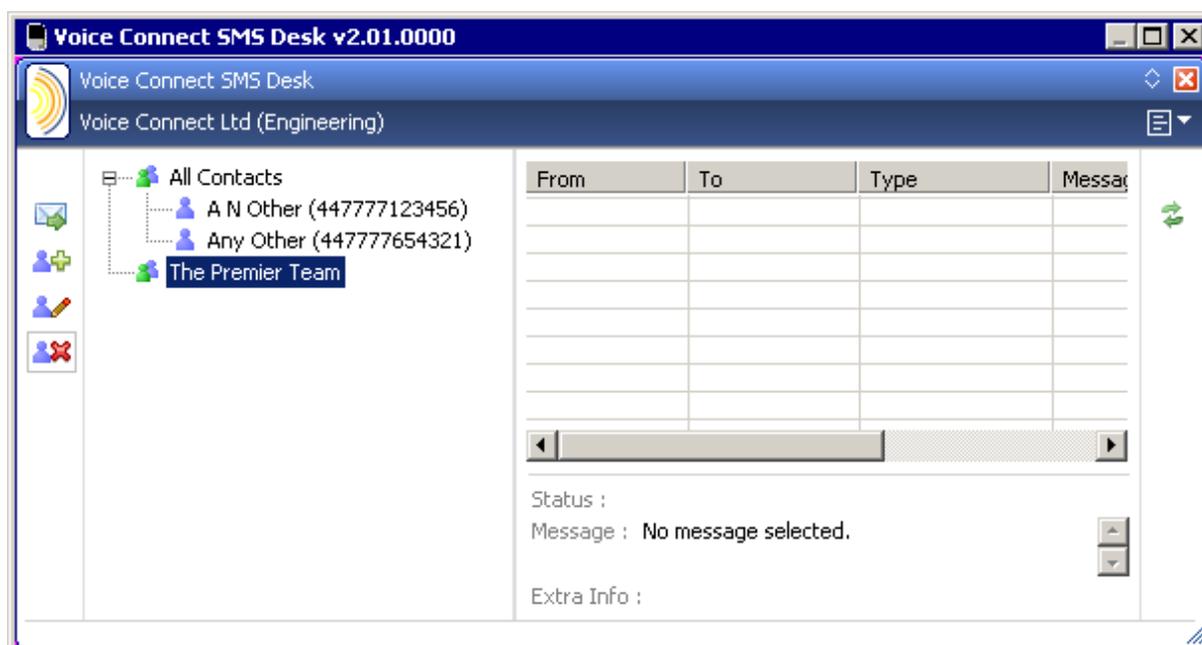
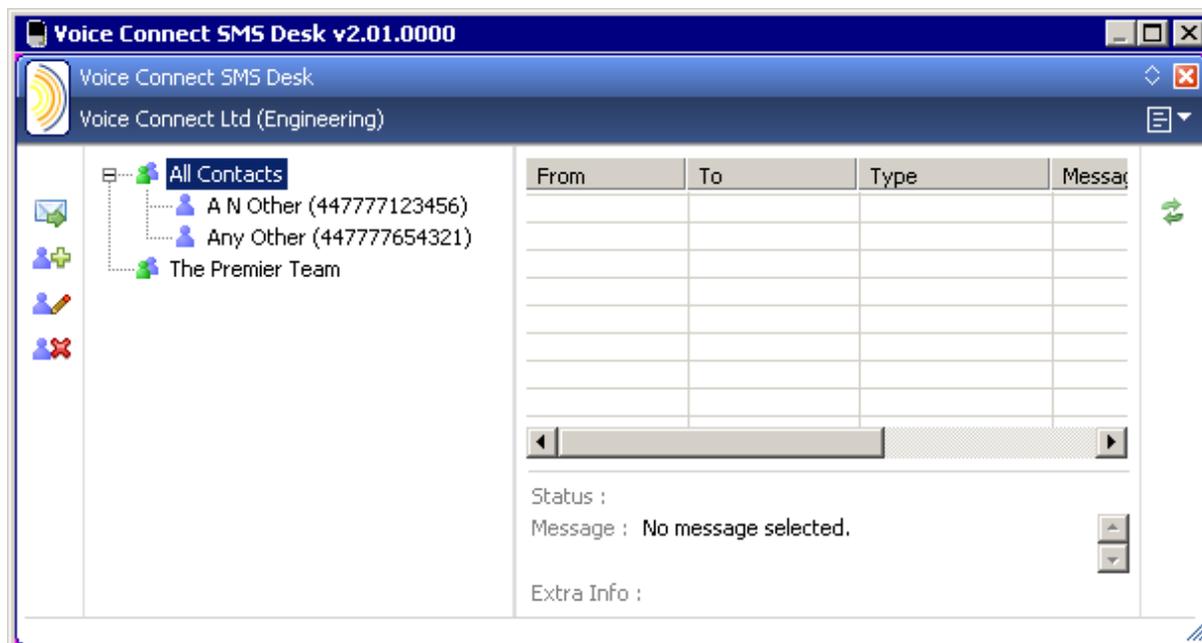
NOTE You can do variations of this procedure the above to add and remove members using the **Add** and **Remove** buttons.

- (9) Click the **Update** button.

7.2.3 Delete a Group

Do the following procedure.

- (1) Click on the group that you want to delete, to select it.

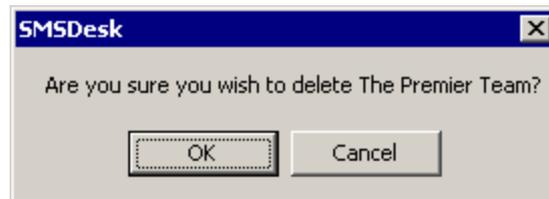


SMS Desk displays a grey rectangle around the DELETE CONTACT / GROUP icon, and a prompt, as shown below.

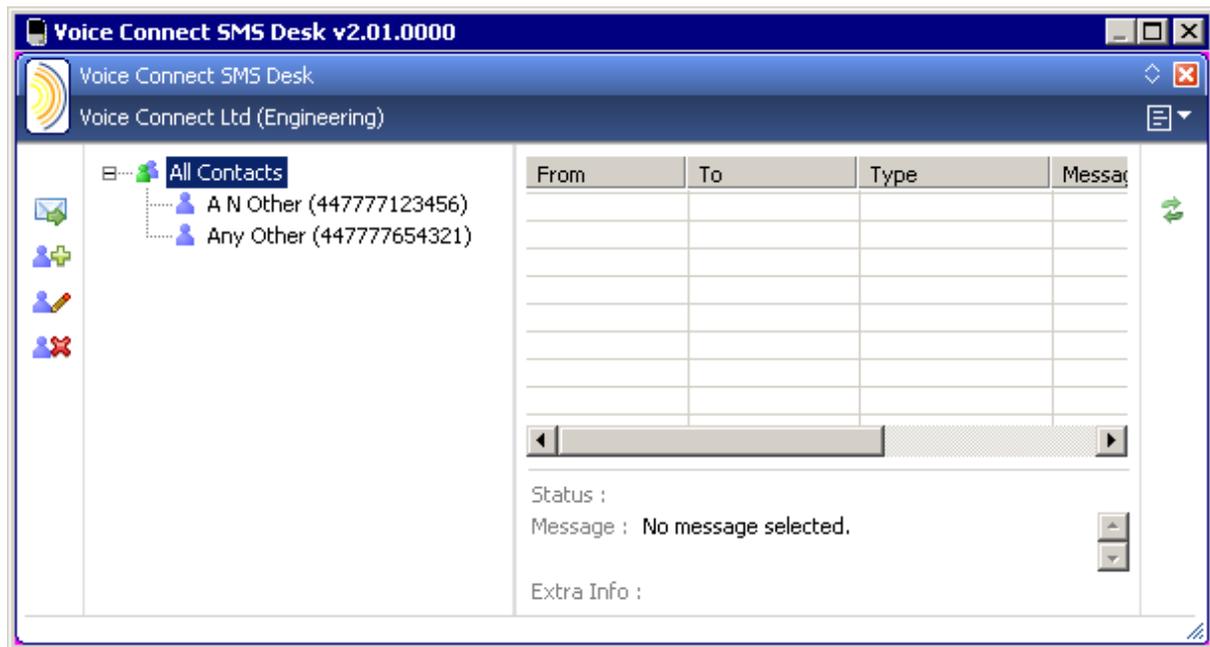


Delete the selected contact or group

- (2) Click the DELETE CONTACT / GROUP icon.
- (3) SMS Desk displays the following request for confirmation. Click the **OK** button.



- (4) SMS Desk deletes the group.



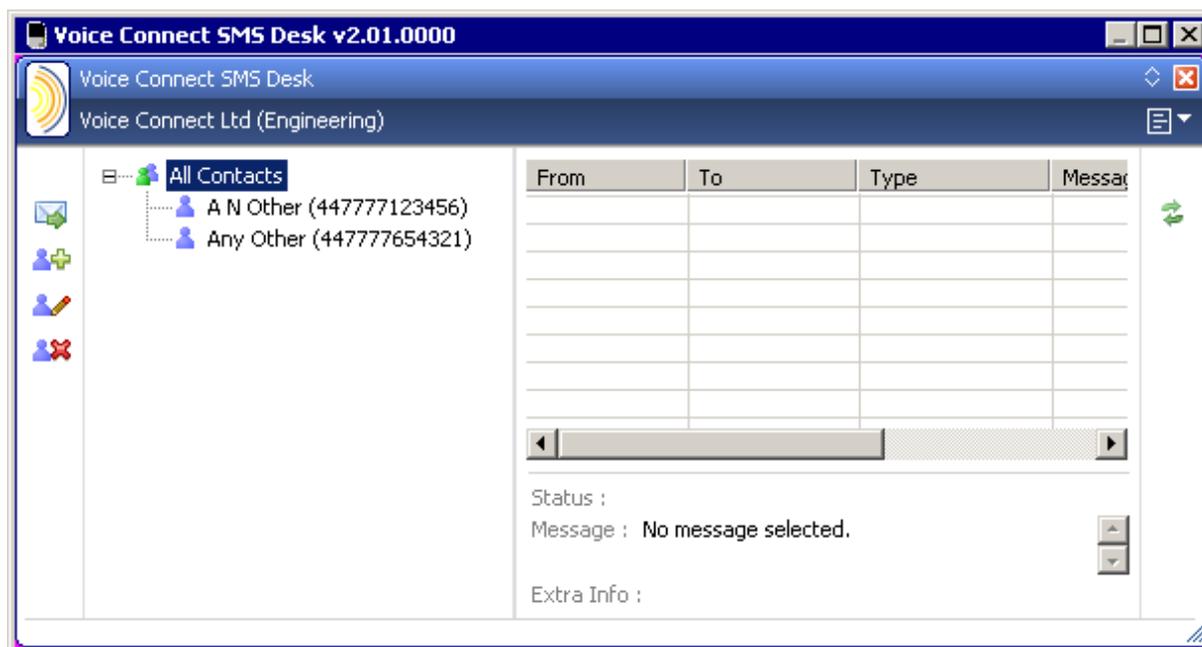
8 Messages

8.1 Send Messages

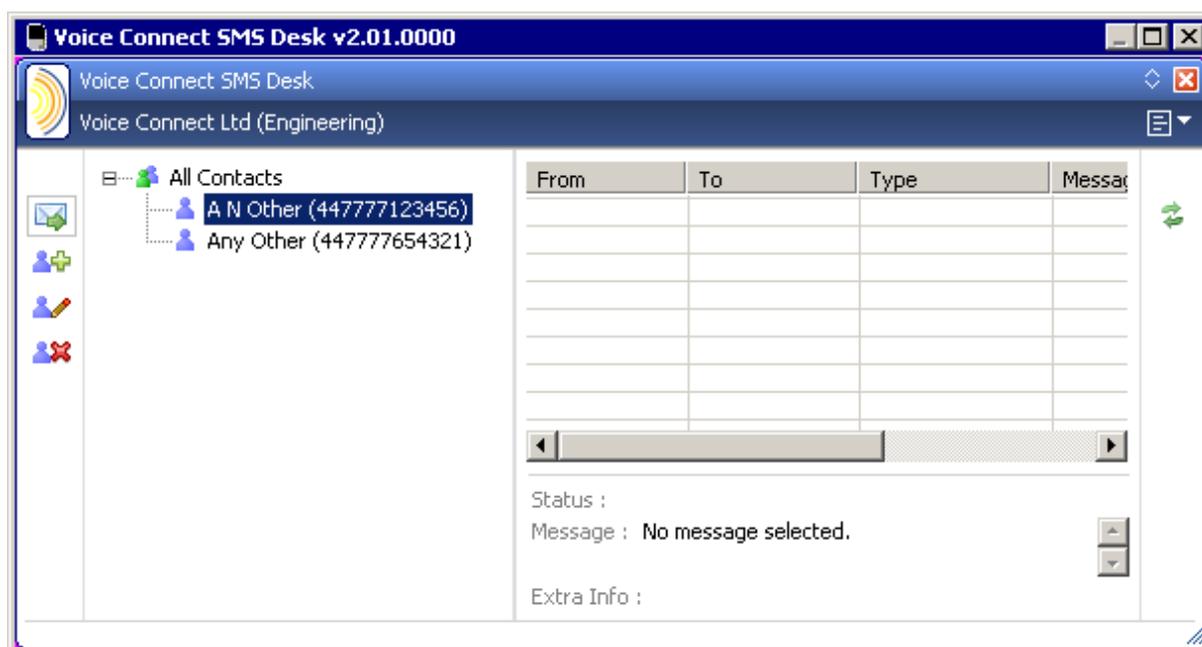
8.1.1 Send a Message to a Number in your Contacts

Do the following procedure.

- (1) Click on a contact (to whom you wish to send a message), to select it.



Move your mouse cursor over the SEND SMS icon.



SMS Desk displays a grey rectangle around the SEND SMS icon, and a prompt, as below.



Send an SMS message to the selected contact or group

- (2) Click the SEND SMS icon. Alternatively you can just double click the contact.
- (3) SMS Desk displays the following window, with the name of the contact in the **To** box.

Send an SMS

Branch: Eustace Peabody (447797805450)

To: A N Other

160 (1)

Advanced >> Cancel Send >

- (4) You can repeat Steps (1) and (2) as many times as you like to add further contacts in the **To** box, to send the SMS text message to two or more recipients. [See also Section 8.1 (Page 38).]

Send an SMS

Branch: Eustace Peabody (447797805450)

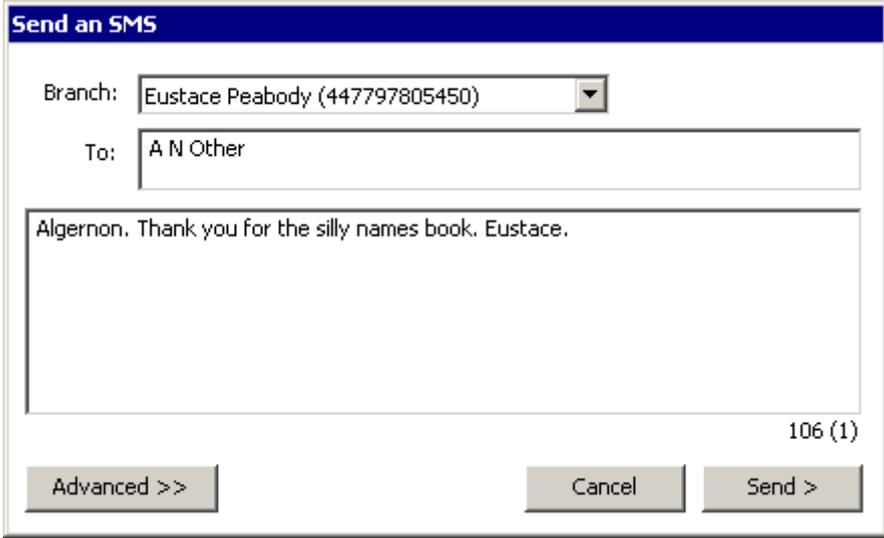
To: A N Other;Any Other

160 (1)

Advanced >> Cancel Send >

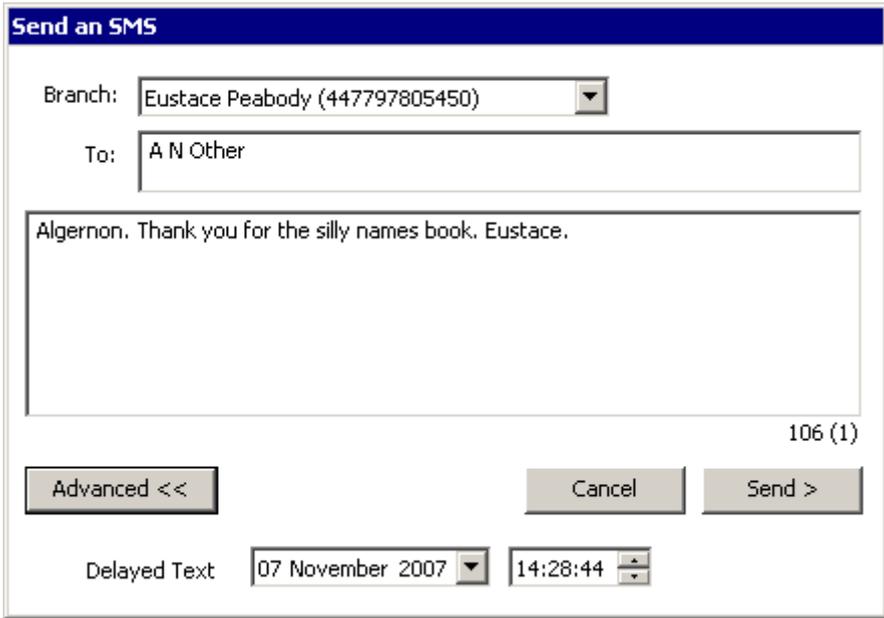
- (5) Key in the text of the message.

At the bottom left, above the **Send** button, is the remaining number of characters for the SMS text message.



The screenshot shows a dialog box titled "Send an SMS". It has a blue header bar. Below the header, there is a "Branch:" label followed by a dropdown menu showing "Eustace Peabody (447797805450)". Below that is a "To:" label followed by a text input field containing "A N Other". A large text area contains the message: "Algernon. Thank you for the silly names book. Eustace." In the bottom right corner of the text area, it says "106 (1)". At the bottom of the dialog, there are three buttons: "Advanced >>", "Cancel", and "Send >".

- (6) If you want to specify a specific (future) time when SMS Desk sends the message, click the **Advanced >>** button.



This screenshot is similar to the previous one, but the "Advanced >>" button is now "Advanced <<". Below the "Advanced <<" button, there is a "Delayed Text" label followed by a date dropdown menu showing "07 November 2007" and a time dropdown menu showing "14:28:44". The rest of the dialog box, including the "Branch:", "To:", message text, and "Cancel" and "Send >" buttons, remains the same as in the previous screenshot.

To specify the date, click on the pull down menu button at the right of the date. SMS Desk displays a (month to a view) calendar that enables you to select the year, month and date.

Send an SMS

Branch: Eustace Peabody (447797805450)

To: A N Other

Algernon. Thank you for the silly names book. Eustace.

106 (1)

Advanced << Cancel Send >

Delayed Text 07 November 2007 14:28:44

November 2007						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Today: 07/11/2007

To specify the time, click on the hours, minutes or seconds. The digits turn blue. Then click on the up or down arrows at the right to change the highlighted part of the time.

Send an SMS

Branch: Eustace Peabody (447797805450)

To: A N Other

Algernon. Thank you for the silly names book. Eustace.

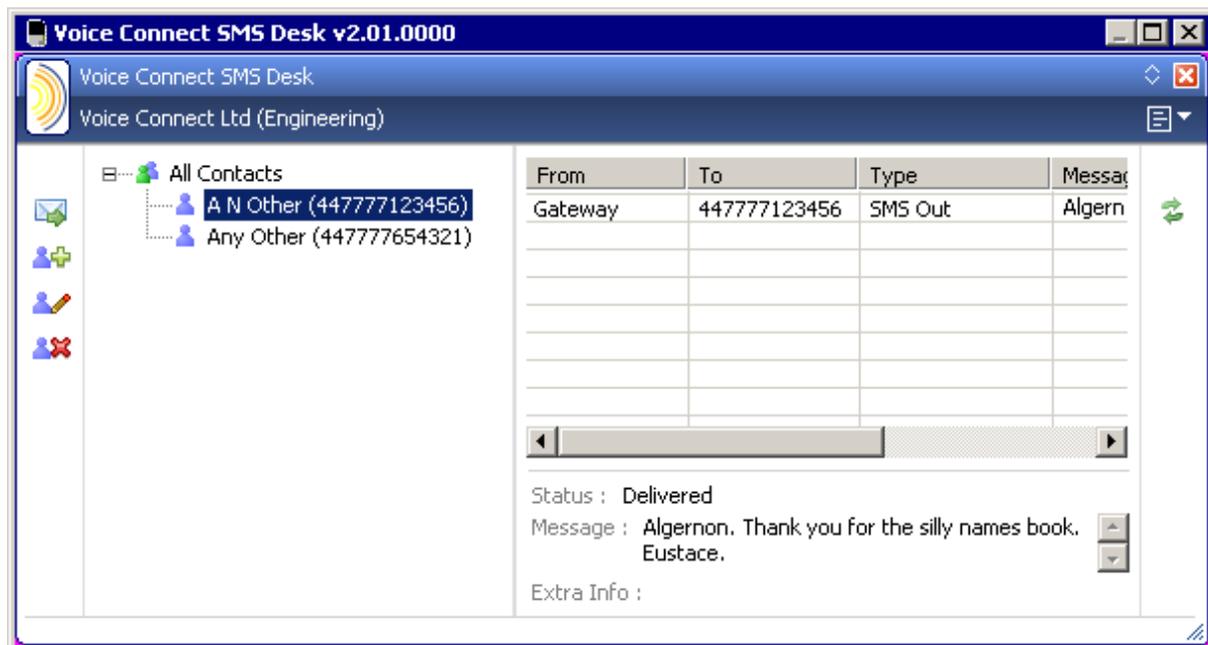
106 (1)

Advanced << Cancel Send >

Delayed Text 07 November 2007 16:16:44

(7) Click the **Send** button.

- (8) SMS Desk records the details of the sent message.

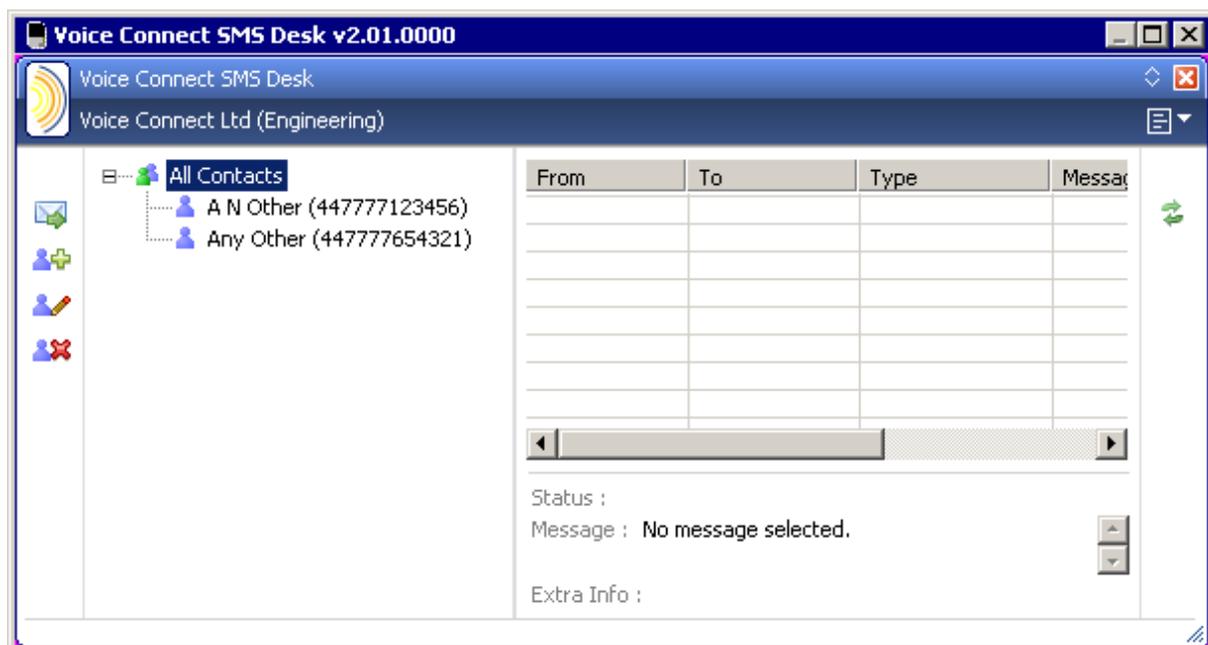


- NOTES**
- (1) There may be a delay after you send a message, before SMS Desk displays the details of the message.
 - (2) SMS Desk records the message was delivered or if it failed.

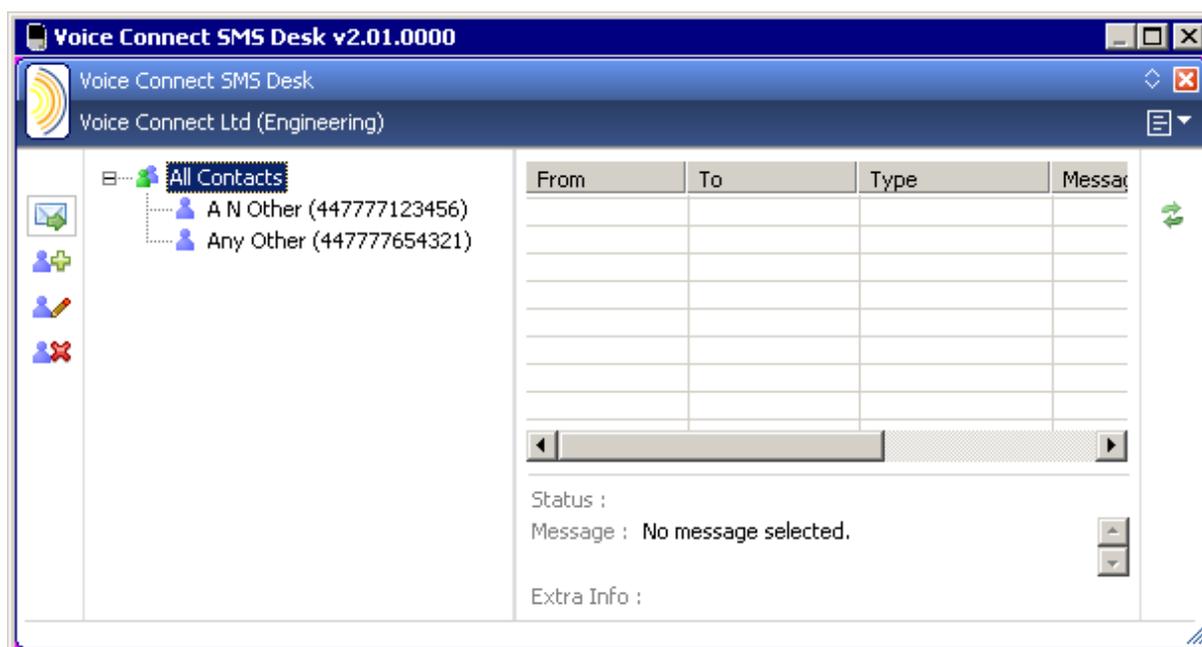
8.1.2 Send a Message to All Contacts

Do the following procedure.

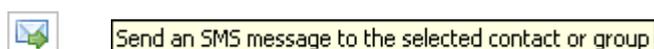
- (1) Click on **All Contacts**, to select it.



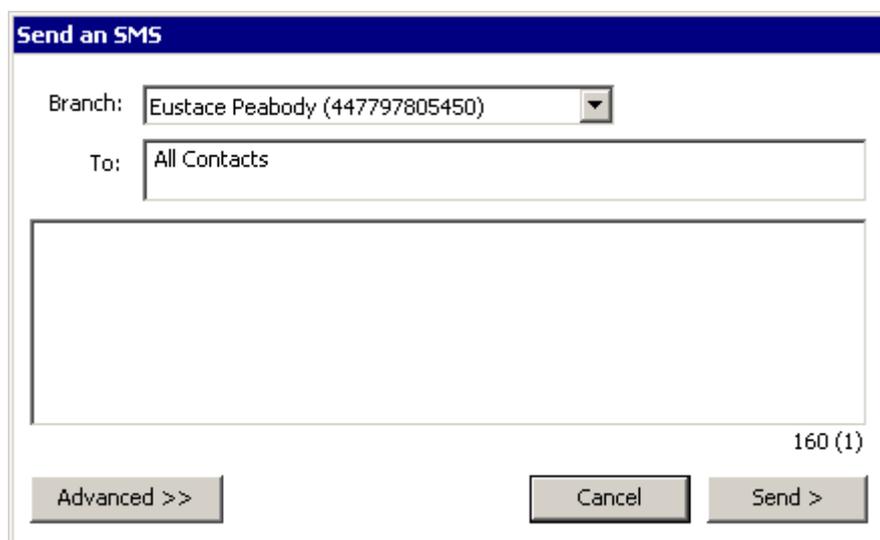
Move your mouse cursor over the SEND SMS icon.



SMS Desk displays a grey rectangle around the SEND SMS icon, and a prompt, as below.



- (2) Click the SEND SMS icon.
- (3) SMS Desk displays the following window, with the name of the contact in the **To** box.

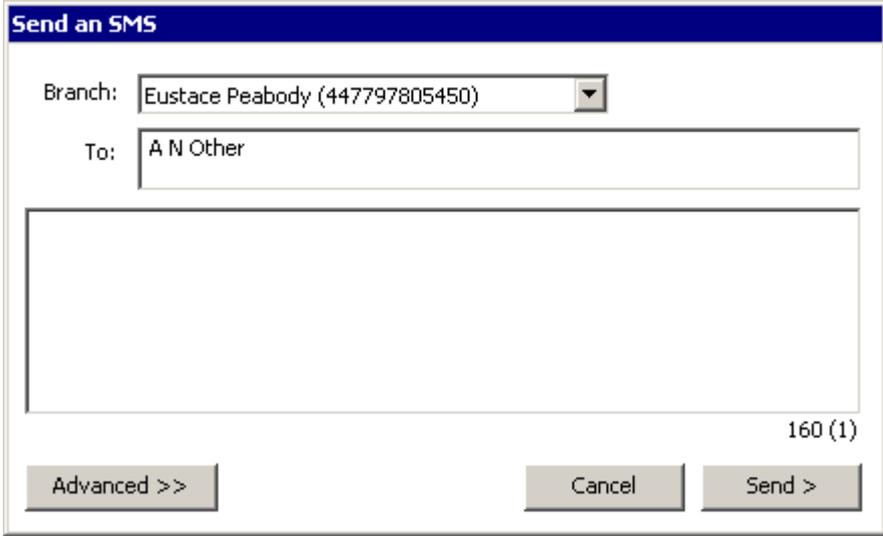


- (4) Proceed from Section 8.1.1 (Page 38), Step (5).

8.1.3 Send a Message to One or More Numbers NOT in your Contacts

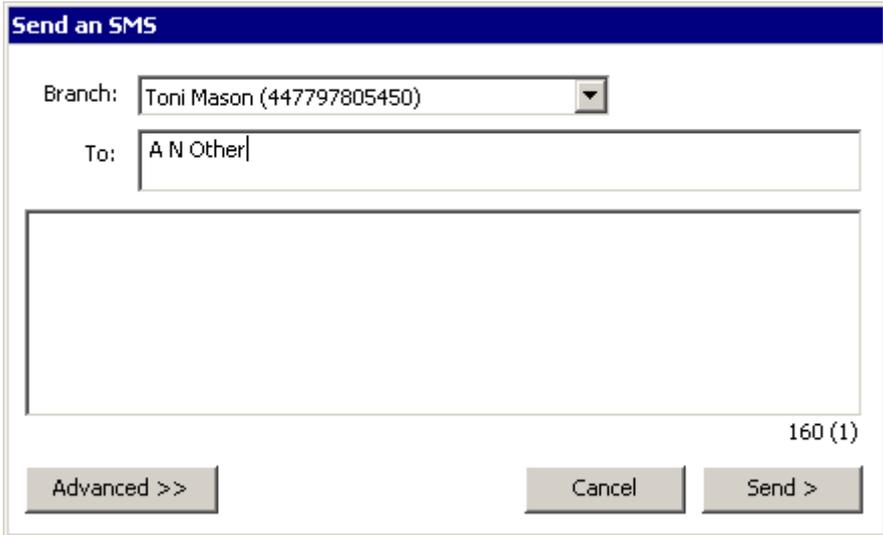
You can send a message to one number that is not in list of contacts. Do the following procedure.

- (1) Initiate a message, as Section 8.1.1 (Page 38) describes, to display the **Send an SMS** window.



The screenshot shows a window titled "Send an SMS". At the top, there is a blue header bar with the title. Below the header, there is a "Branch:" label followed by a dropdown menu showing "Eustace Peabody (447797805450)". Underneath is a "To:" label followed by a text input field containing "A N Other". Below the "To:" field is a large, empty rectangular text area for the message content. In the bottom right corner of the text area, the text "160 (1)" is displayed. At the bottom of the window, there are three buttons: "Advanced >>" on the left, "Cancel" in the middle, and "Send >" on the right.

- (2) The cursor should be in the **To:** box. Click in it if it is not.

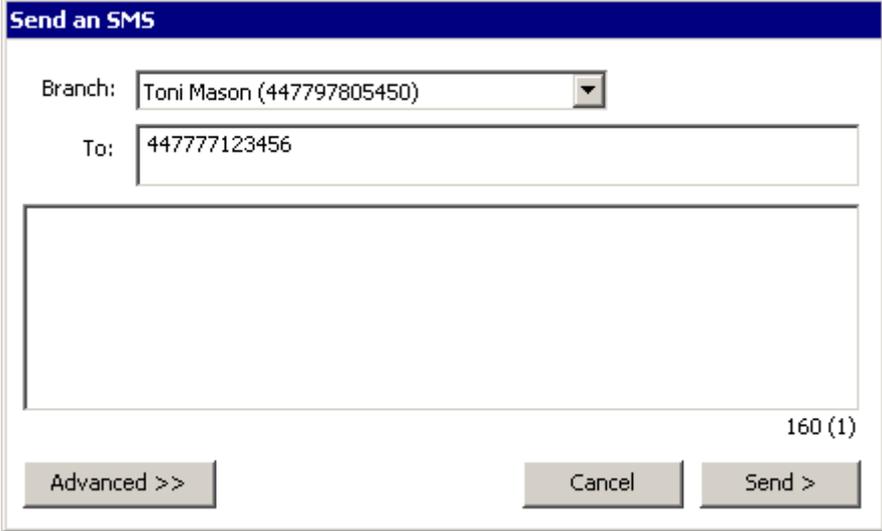


The screenshot shows a window titled "Send an SMS". At the top, there is a blue header bar with the title. Below the header, there is a "Branch:" label followed by a dropdown menu showing "Toni Mason (447797805450)". Underneath is a "To:" label followed by a text input field containing "A N Other" with a vertical cursor at the end of the text. Below the "To:" field is a large, empty rectangular text area for the message content. In the bottom right corner of the text area, the text "160 (1)" is displayed. At the bottom of the window, there are three buttons: "Advanced >>" on the left, "Cancel" in the middle, and "Send >" on the right.

If you do NOT want to send the message to the contact in the **To:** box, use the backspace key to delete it.

- (3) Key in the number in the **To;** box.

NOTE You can key in the number in national format, starting with ZERO, e.g. **07777123456** or in international format starting with the international code (44 for the UK), e.g. **447777123456**.



Send an SMS

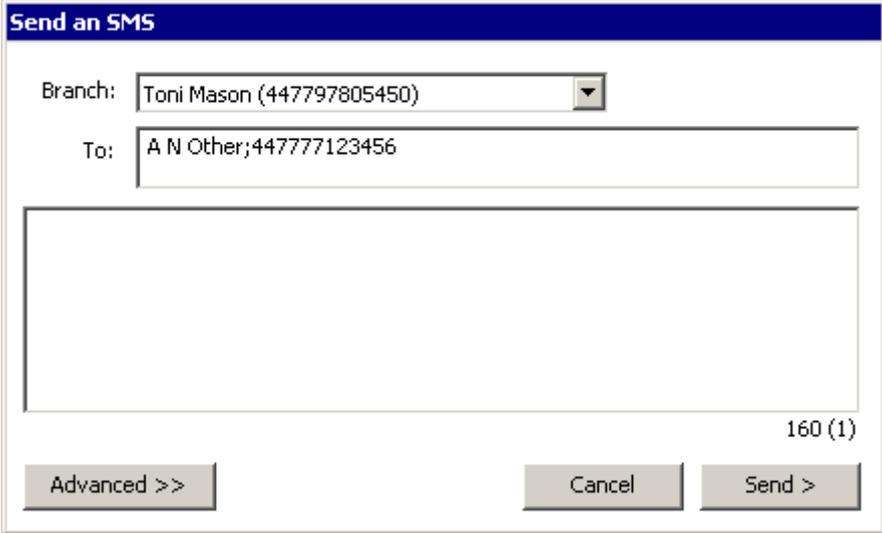
Branch: Toni Mason (447797805450)

To: 447777123456

160 (1)

Advanced >> Cancel Send >

If you want to add the number to an existing contact in the **To;** box, first key in a semi-colon and then the number.



Send an SMS

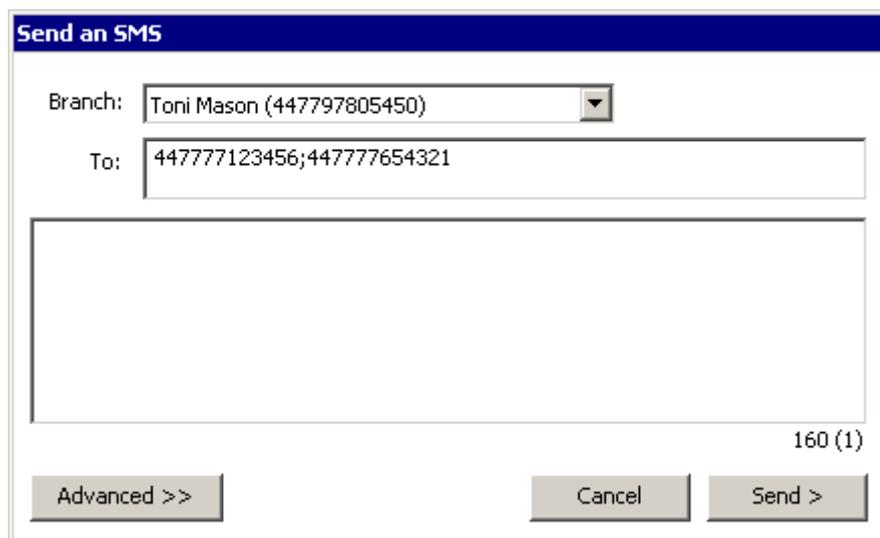
Branch: Toni Mason (447797805450)

To: A N Other;447777123456

160 (1)

Advanced >> Cancel Send >

- (4) To send a message to two or more numbers NOT in your contacts, add a semi-colon to the end of the list and then the next number.



Send an SMS

Branch: Toni Mason (447797805450)

To: 447777123456;447777654321

160 (1)

Advanced >> Cancel Send >

- (5) Proceed from Section 8.1.1 (Page 38), Step (5).

8.2 Receive Messages

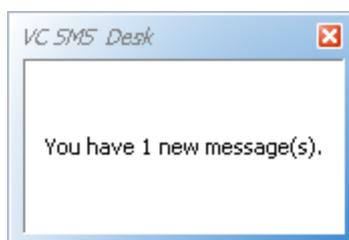
When you subscribe to SMS Desk you will receive an **Account Number** and **Verification Code**, which you enter as Section 4 (Page 3) describes.

You may also receive a (mobile) telephone number, which begins with **07**, to which people can send SMS text messages that SMS Desk receives.

NOTE SMS Desk displays this number in the **Branch** box at the top of the **Send an SMS** window when you send a message.

8.2.1 Notification of Received Messages

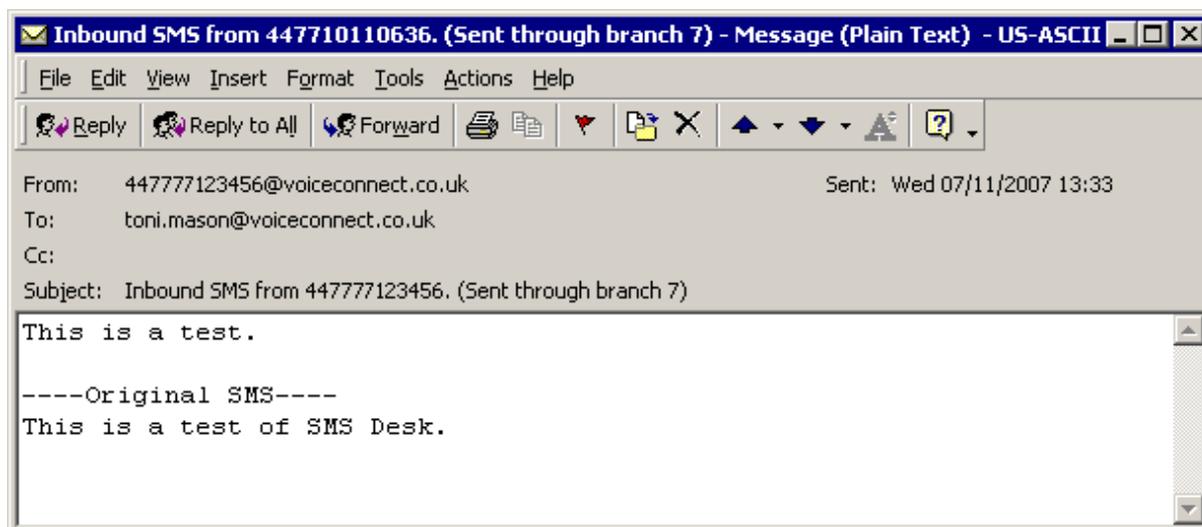
When SMS Desk receives a SMS text message, it may display the following notification. Click on the **X** at the top right to close the window.



NOTE See Section 6.3.3 (Page 20).

8.2.2 Receive Messages as Emails

Your SMS Desk account may also be configured with your email address, so that you also receive SMS text messages as emails.



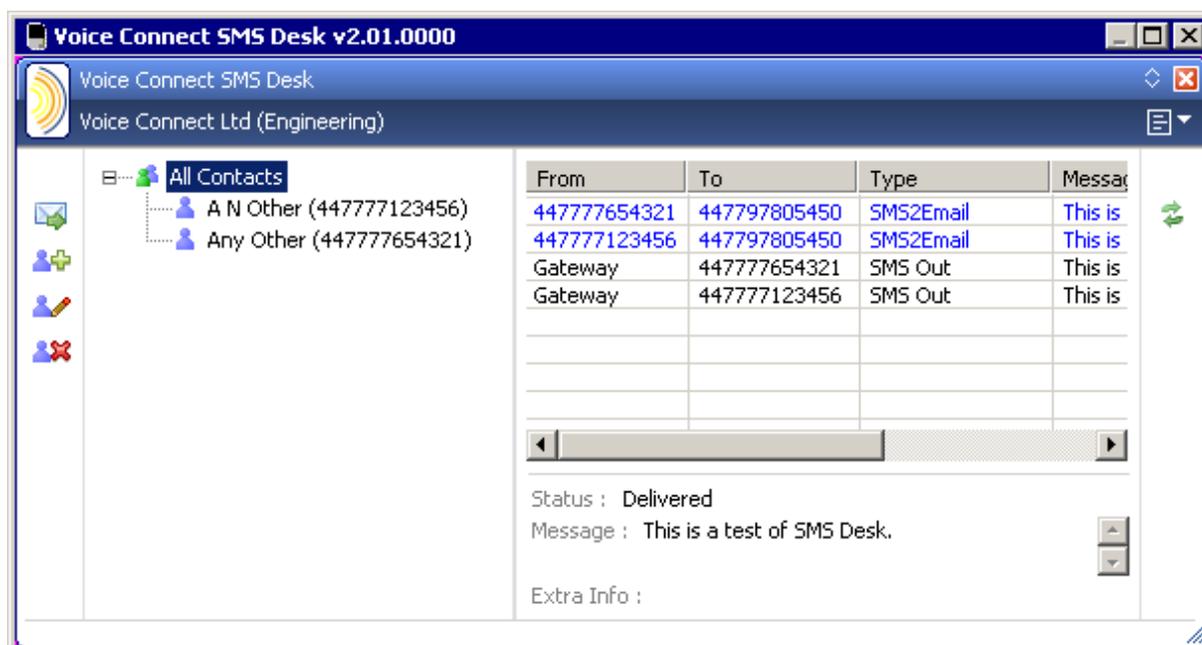
8.3 Record of Sent and Received Messages

- (1) When you send or receive a message, SMS Desk keeps a record of it for two days.

Sent Messages are displayed in Black text.

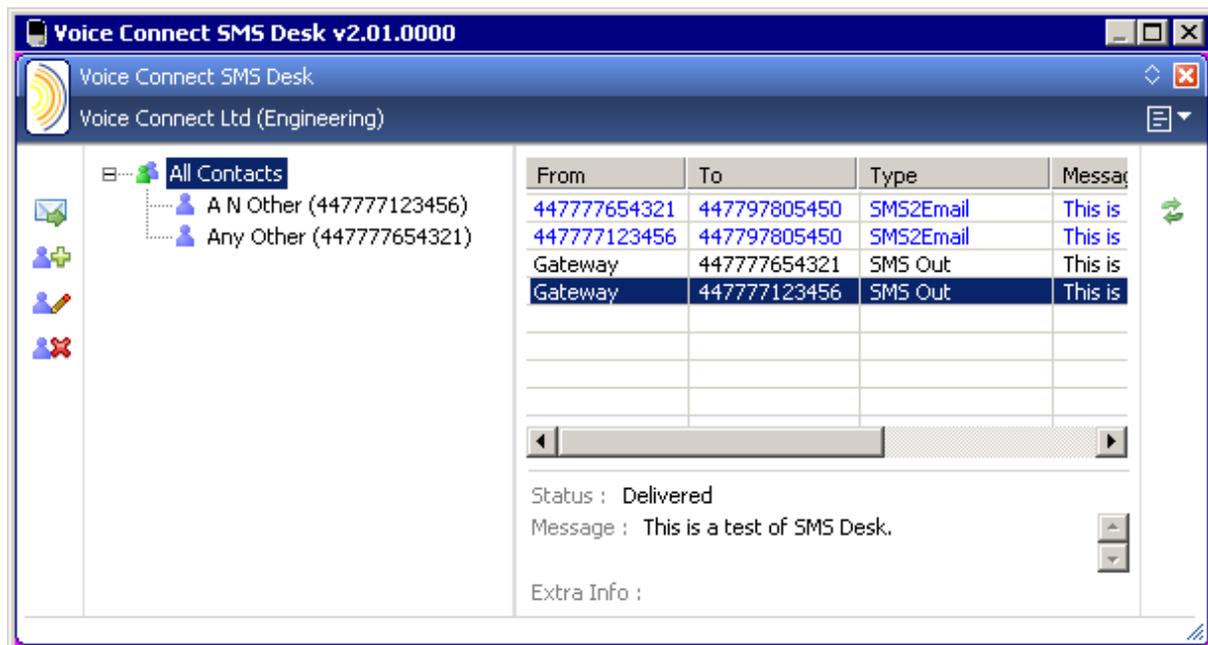
Received messages are displayed in Blue text.

Below the list of messages is a preview pane. If no message is selected this previews the earliest message, which is physically at the bottom of the list.



NOTE You can log into your SMS Gateway account on www.vcsms.co.uk to see details of sent and received messages over the previous six months.

- (2) Click on a sent message to select it and preview it.



- (3) Click on a received message to select it and preview it.

