



Mail Plug-in
for
MS-Outlook
User Guide

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1. Minimum Requirements:

To send your e-mail messages to SMS, Phone and Fax; the TeleMessage Outlook Plug-In requires an active internet connection. There are no restrictions on the speed of connection, and a dial-up connection will do just as well as an LAN connection.

In order to install the TeleMessage Outlook Plug-in, you need to have Microsoft Outlook 2000 or above installed, and it must be your default e-mail client.

Moreover, you must have Microsoft Windows 2000 or later as your operating system, and Internet Explorer 4.01 or later web browser.

If you are using an earlier version of Outlook (i.e. Outlook 97) or Windows, please download the relevant version of the TeleMessage Outlook Plug-In from <http://download.telemessage.com/>

2. Installation

2.1. Downloading:

You can download the [TeleMessage Outlook Plug-in](http://download.telemessage.com/) from the following website:
<http://download.telemessage.com/>

After downloading, save the installation file on your computer.

If you have a previous version of the TeleMessage Outlook Plug-in installed on your computer, you should first [Uninstall](#) it. Please refer to the [Uninstall](#) section for information on how to uninstall the program.

If your Microsoft Outlook application is running, it is important that you close all Outlook windows before installing the TeleMessage Outlook Plug-in.

Once Microsoft Outlook is closed, locate the [TeleMessage Outlook Plug-in](#) on your computer. Locate the installation file, and double-click it to begin the installation.



2.2. The Installation Guide:

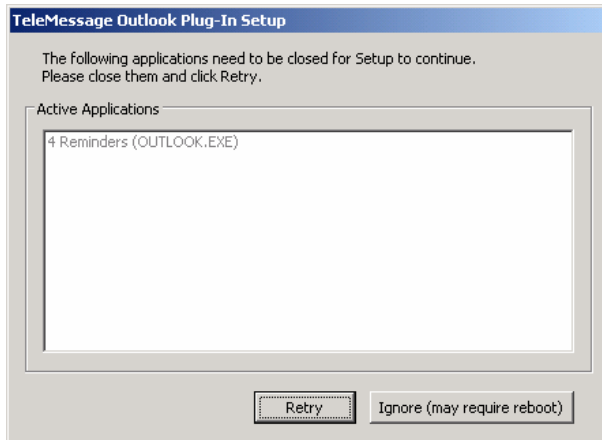
When the installer is run, a welcome window will appear.



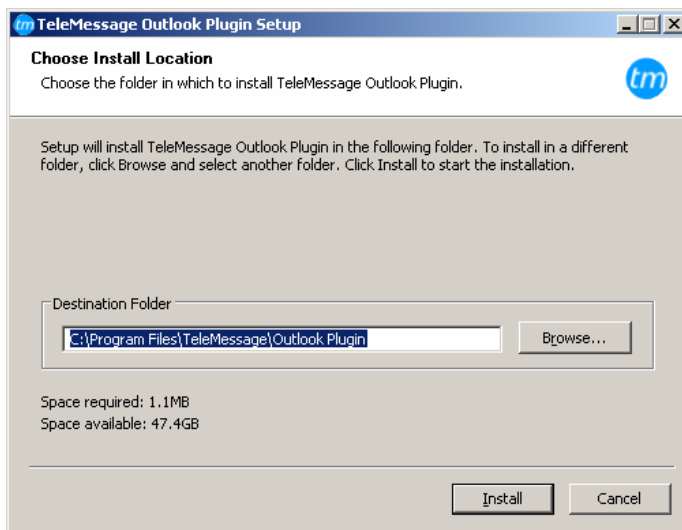
If some applications are still running, the window below will open and state which applications need to be closed.

Please close the active applications and click [Retry](#).

In case this window keeps appearing – click [Ignore](#). If you choose this option, you may be required to Re-boot your computer at the end of the installation.

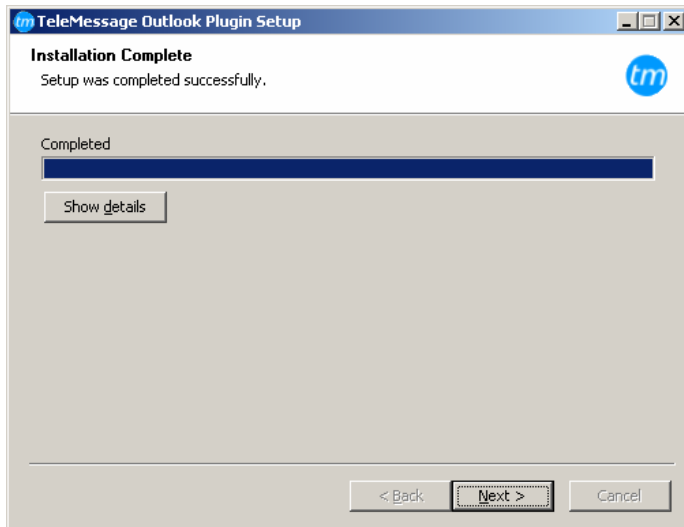


This will be followed by a window asking you where to install the application. Either choose the default location in the Program Files folder of your computer's default drive (C drive in most cases), or click [Browse](#) to choose an alternate location.

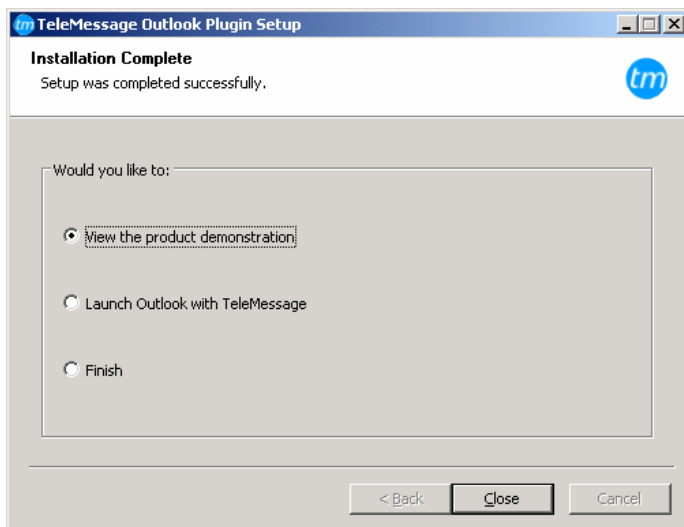


Once you are happy with the installation location, click [Install](#) to begin installing the TeleMessage Outlook Plug-in. If you decide you wish to abort the installation, click [Cancel](#) to leave the installer.

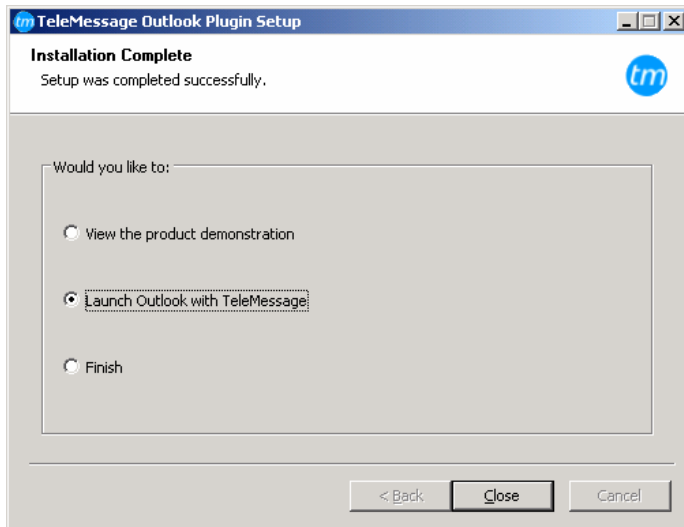
Once you have clicked Install, a new window opens, with a bar showing the installer's progress. Once the installation is completed, the bar will be full. Click [Next](#).



A new window opens to ask which next step you wish to take. Choose the relevant option, and click [Close](#).



To set up your TeleMessage registration, check the Run MS Outlook box, and click [Close](#).



3. Activation process

The first time you run Outlook with the TeleMessage Outlook Plug-in installed, a Settings window will open asking you to enter your TeleMessage **User Name** and **Password**.

If you have not registered before, and you do not have a username and password. You will have to register with TeleMessage to use the service.

You can register by clicking on the link in your Outlook window, or by going to: <http://download.telemessage.com/download/signUpForm.jsp>

If you have forgotten, lost or misplaced your details, either go to <http://www.telemessage.com/jsp/passwordForgot.jsp>, or send an E-mail to: support@TeleMessage.com.

After you finish the registration process, a password will be sent to your mobile phone. This password is needed to activate your account.

Now enter your registration **User Name** and **Password** to activate your account.



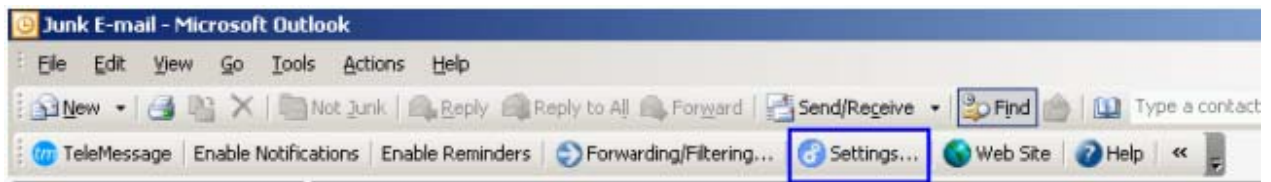
Once you have entered your details, click **OK**.

If the detailed entered are correct, you will be given this notice and Your account will now be activated, and the TeleMessage Outlook Plug-in is fully installed and ready to TeleMessage!

4. Settings

The Settings window allows you to enter your personal details, and personalize the functionality of the TeleMessage Outlook Plug-in.

To adjust your settings, click the [Settings](#) button in your Outlook's TeleMessage Toolbar.



The settings window is comprised of several tabs, each enables you to change different aspects of your account.

4.1. General Settings:

In the [General](#) tab, enter your personal details. These also act as the settings for your TeleMessage Account.

A screenshot of the 'Settings' dialog box in Outlook, with the 'General' tab selected. The 'Required Information' section is highlighted with a blue border. It contains the following fields: 'Service Level' (Prepaid), 'First Name' (Gil), 'Last Name' (Shapira), 'User Name' (gil), 'PIN #' (05-4777503), 'Password #' (masked with dots), and 'Confirm Password' (masked with dots). Below this, there are checkboxes for 'When logging by phone, require password even if Caller ID is available', a 'Time Zone' dropdown (GMT-05:00 EST), a 'Language' dropdown (English (United States)), a 'State' dropdown (Alaska), and a 'Country' dropdown (United States). The 'Please enter the following devices' section includes 'Home phone #' and 'Mobile phone #' fields, each with a 'Country' dropdown, an 'Area' field, and a 'Telephone' field. The 'Mobile phone #' field is highlighted with a blue border. At the bottom are 'Update' and 'Close' buttons.

In the **Name** fields you can enter your name. This will be played at the beginning of voice messages you send and can be displayed in your SMS messages (dependant on the SMS template you use).

Your **User Name** and **Password** are the ones you used to register at TeleMessage.com.

Here you can change the **Password** that was sent to you in the registration process.

Your **PIN#** is the primary phone number given when registering with TeleMessage. If you have lost any or all of the above, please e-mail support@TeleMessage.com.

Please fill out all fields, as they add functionality to the TeleMessage Outlook Plug-in. Of special importance to optimize functionality are:

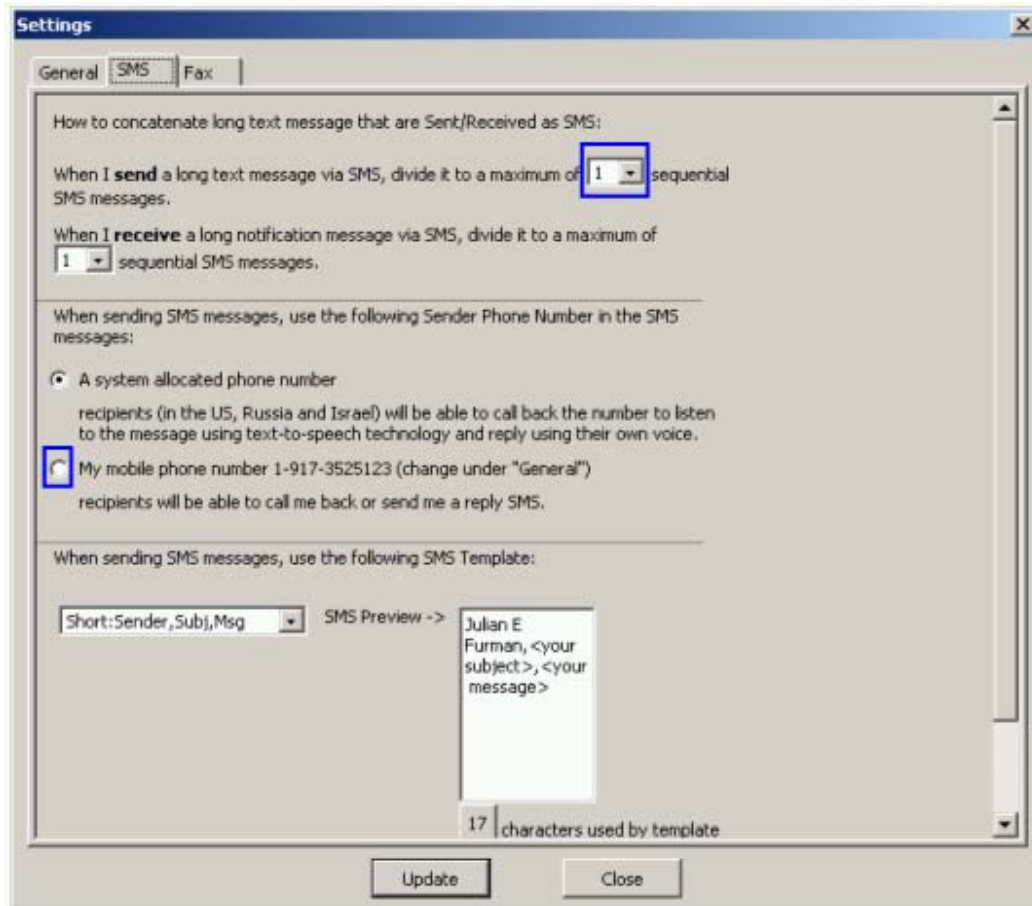
Time Zone - This will allow you to schedule reminders to be sent to your SMS from Outlook Calendar, as well as scheduling messages to be sent at a specific time.

Language – This sets the language in which your messages will be read out by TeleMessage’s text-to-speech engine.

Country - This is your home, and will allow unique recipients to be added to messages using only local area codes (See Sending Messages).

4.2. SMS Settings:

Clicking on the **SMS** tab in the Settings window will allow you to edit your SMS settings.



4.2.1. Enable Long Messages:

As a default, when you send a TeleMessage of over 160 characters to an SMS recipient, it will not be divided. Instead, the recipient will be sent the first 160 characters of the message (minus those characters used for the Template – see below), followed by a number to call to have the complete SMS read to them by TeleMessage’s text-to-speech engine.

If you prefer to have long messages divided into multiple sequential SMS messages, please select the maximum acceptable number of SMSs from the first pull-down menu.

Please choose the maximum number of sequential SMSs for your notifications from the second pull-down menu.

4.2.2. Sender Phone Number:

You can choose between two sender numbers for your recipient to receive:

- a. **A system allocated Number:** In this case, the replies will go back to the e-mail of the user. The recipient will be able to call the number to have the

message being read to them by TeleMessage's text-to-speech engine. The recipient will then be able to record a voice-reply and have it sent to your Outlook as a voice attachment.

NOTE. This service is only available in the US, Russia and Israel. If you are outside of these countries, please DO NOT select this option.

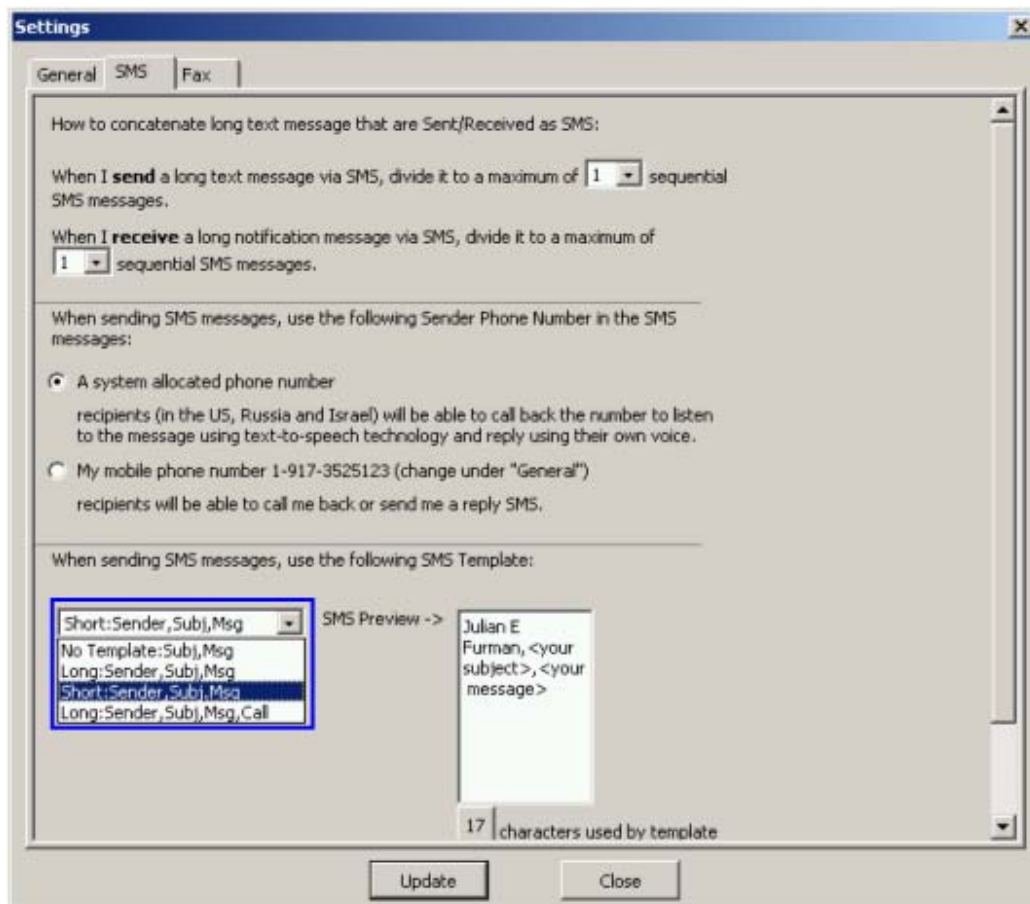
- b. **My Mobile Number:** Recipients will be able to call or reply by SMS directly to your mobile phone.

To make a selection, please check the relevant check-box.

4.2.3. SMS Templates:

Each SMS message sent will have at its start a template. By default, this is set to "Short: Sender,Subj,Msg". The recipient will receive an SMS with your name and the subject, followed by the message itself. In the right-hand box, a preview of the template is shown.

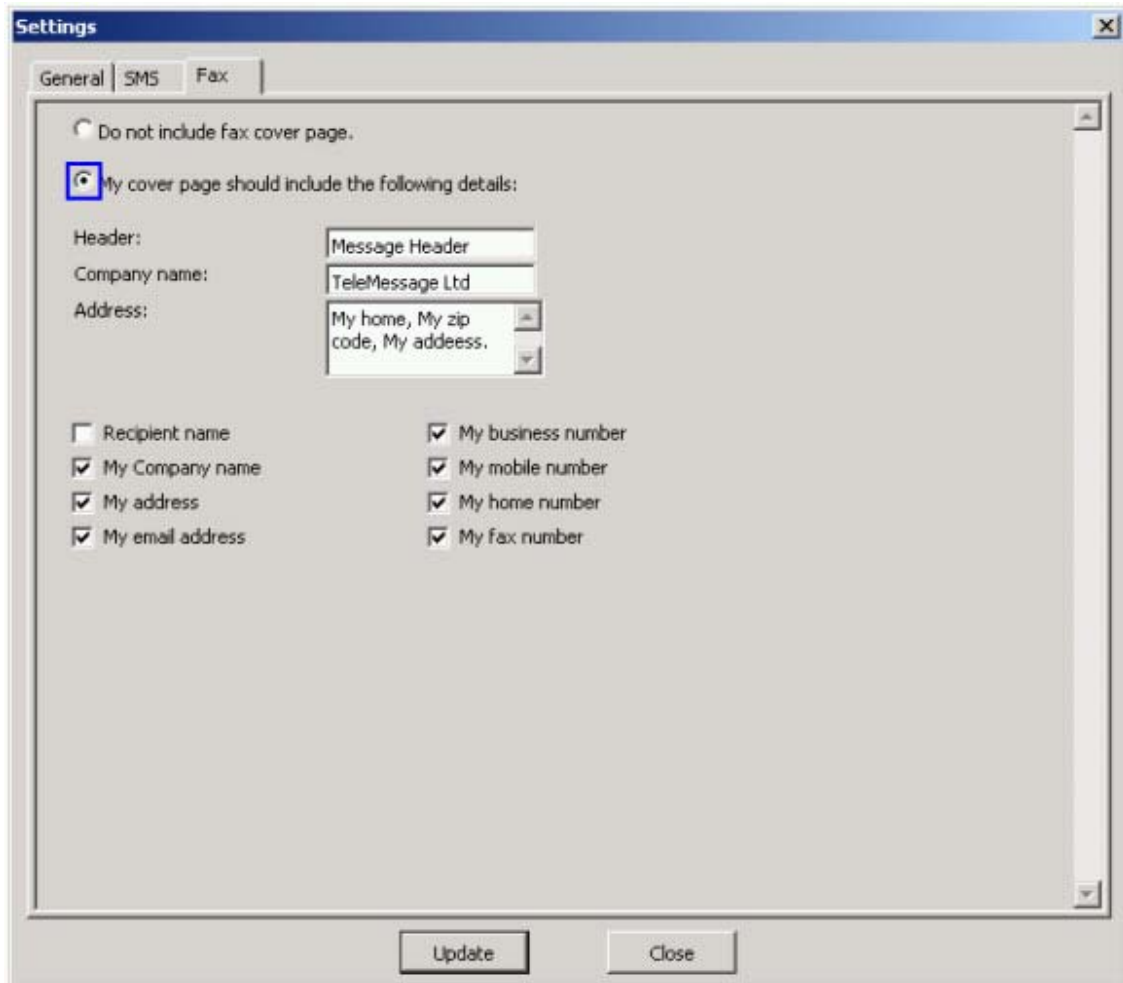
To change the template, pull down the **SMS Template** menu, and highlight the desired template from the list.



As each template uses a certain amount of an SMS's 160 character allowance, there is a counter below the [SMS Preview](#) to show how many characters will be used by the template.

4.3. Fax Settings:

Click on the [Fax](#) tab in the Settings window to adjust your Fax settings.



You use the option button to choose if the system will use a fax cover page. If you choose to use a fax cover page; you can fill out fields that will dictate the transmission of information on the fax's cover-page.

You can fill out your company's name and address, as well as a header (such as your name and position).

The window also allows you to select which information from your personal details (stored in the 4.1 [General Settings: tab](#)) are included in the fax cover-letter.

To select a field, make sure there is a tick in the check-box.

To deselect a field, make sure that the check-box is clear.

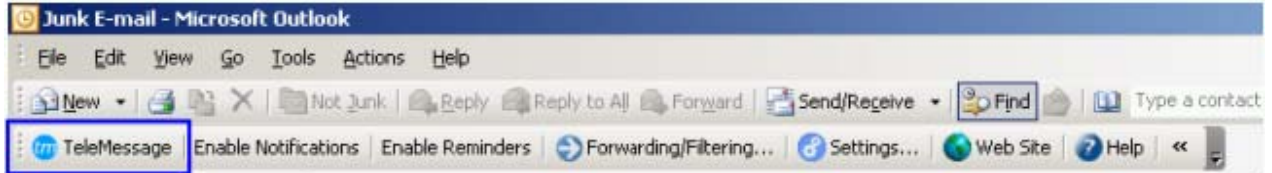
4.4. Saving Settings:

To save your settings, click the [Update](#) button. Your new settings will take effect.

To cancel changes, click the [Close](#) button.

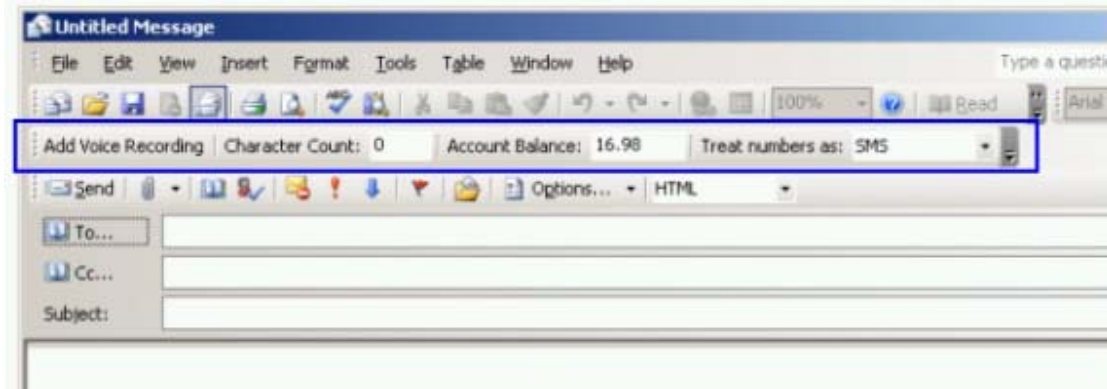
5. Sending a Message

In the TeleMessage toolbar of your Microsoft Outlook window, there is a new button with the text [TeleMessage](#).



Please note TeleMessage works in all outlook forms – so you can click [New](#) as well.

Simply click the [TeleMessage](#) button to open a new message window.



5.1. TeleMessage Toolbar:

In your message window, you will see a new toolbar. The [Character Count](#) lets you know how many characters your message composition contains. [Account Balance](#) tells you the balance of your TeleMessage account in US\$.

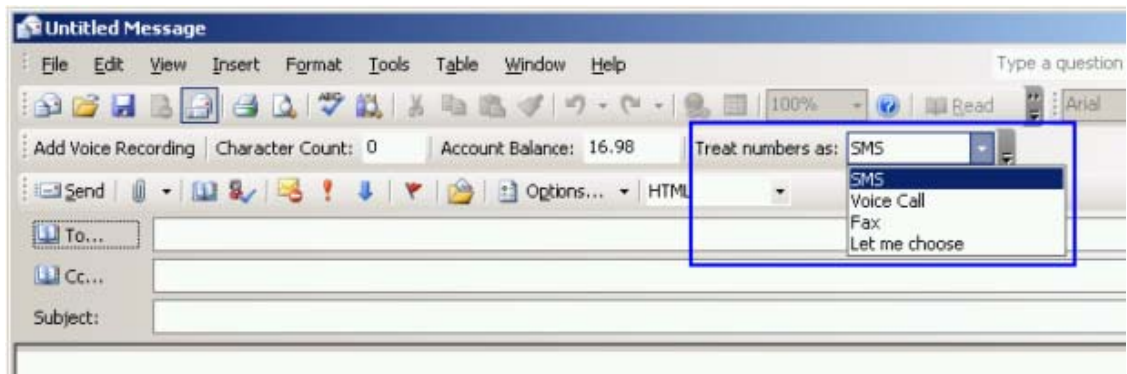
5.2. Select Recipients:

You have two choices for how to enter recipients into your TeleMessage:

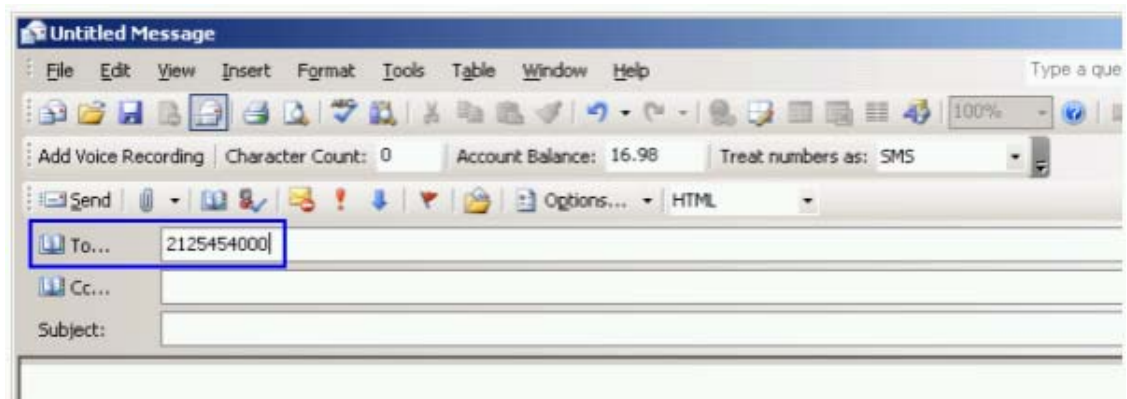
- a. Unique Numbers
- b. Contacts from Address Book

- a. Unique numbers

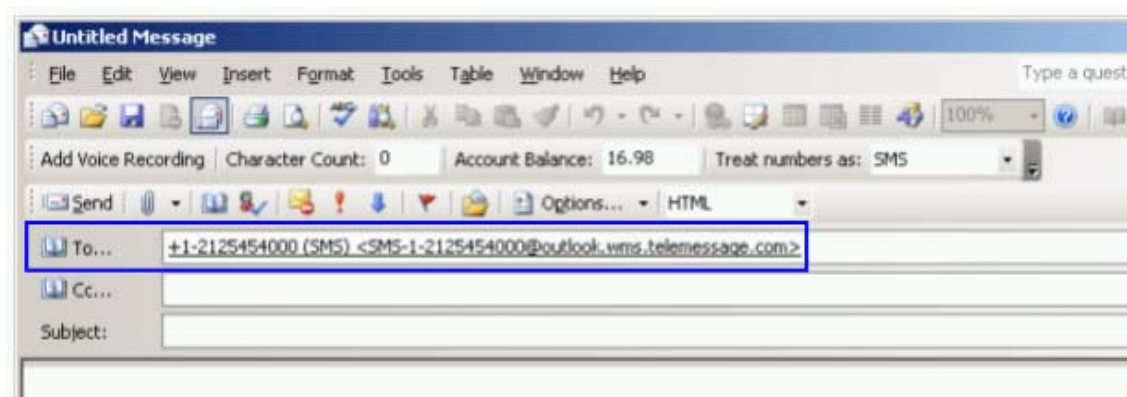
Enter the phone number to which you would like to send the message in the field next to the [To](#) button. You can change the default device type for a number using the [Treat Numbers As](#) pull-down menu in the TeleMessage Toolbar.



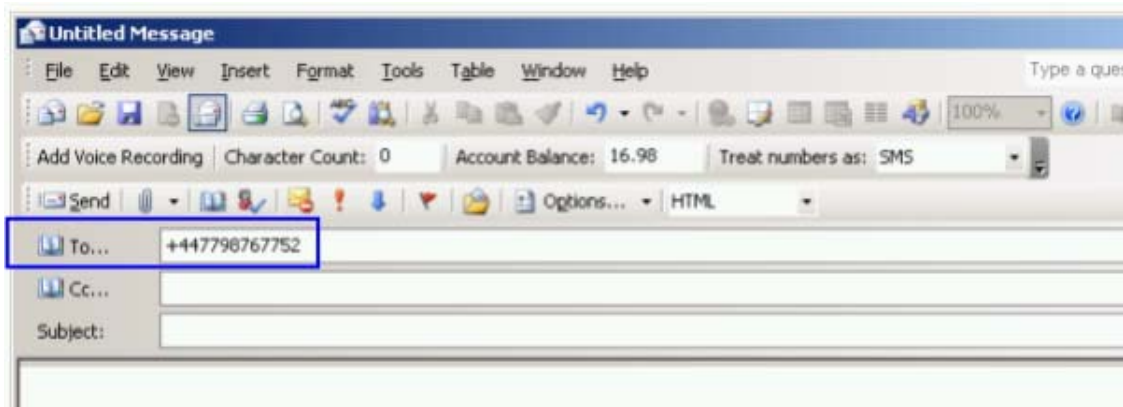
If the number originates in your selected home country (see 3. Settings), the number may be entered using only the local area code. The relevant country prefix will be selected automatically.



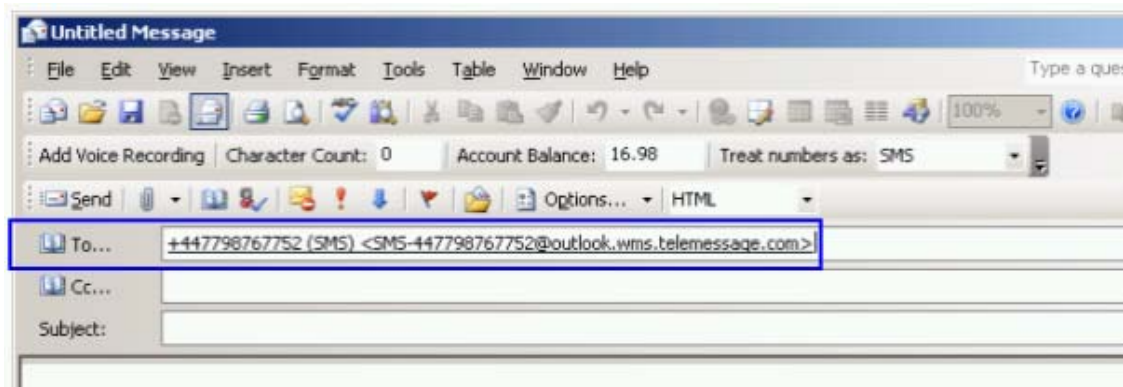
Will become:



If the number does not originate in the country you have set as your default, the number must be given with an international prefix (+ and the country and area codes).



Will become:



If you want to send the same message to more than one recipient, you can write more than one number: just separate the recipients with a semi-colon.

b. Contacts from Address Book:

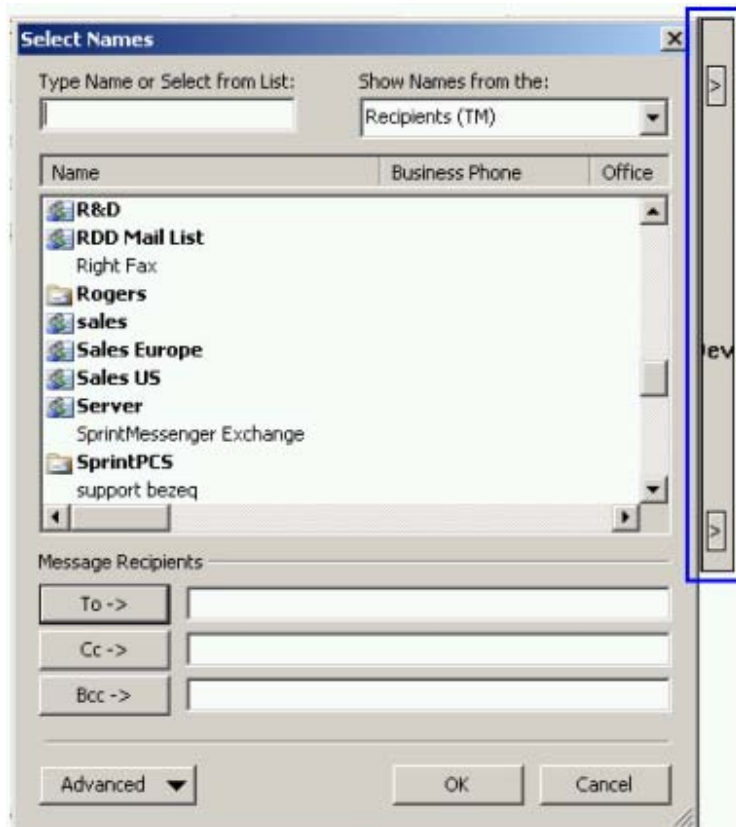
To choose a recipient from your Address Book, click the **To** button.



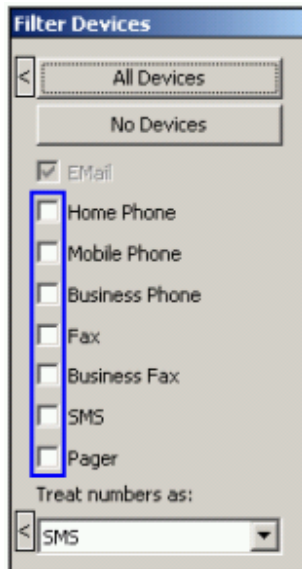
A dialogue with your contacts appears. You can use this window to select your contacts. You can also select distribution lists as recipients.

All of your contacts are visible, along with their devices. To select a contact, highlight it, and click either [To](#), [Cc](#) or [Bcc](#). The recipient will then be added to the respective list.

To the right of the contacts list there is a floating [Filter Devices](#) window that is minimized, and can be expanded by clicking on it. This window allows you to control the devices TeleMessage will display.

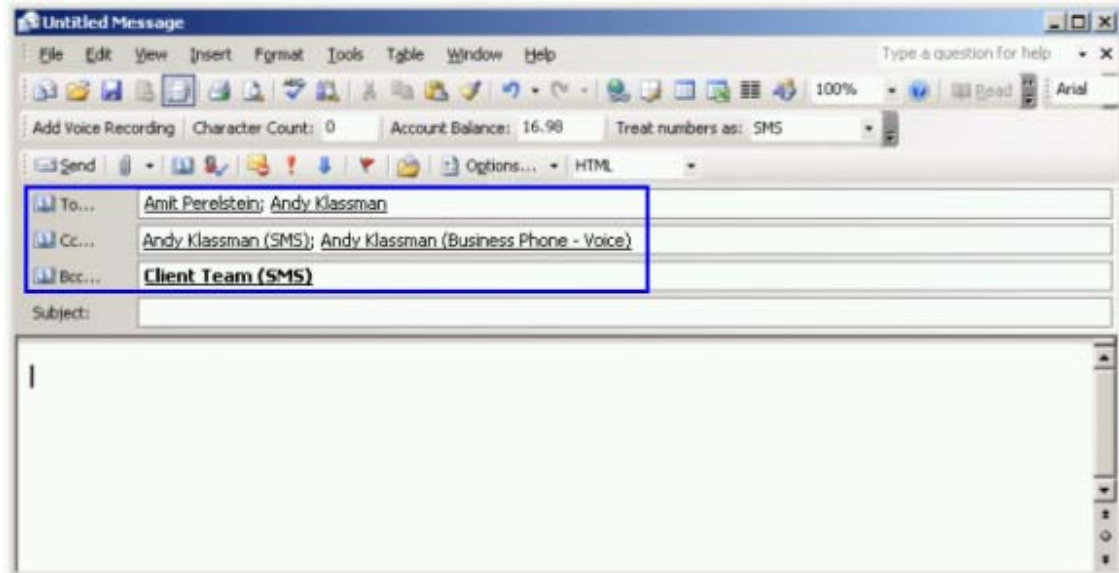


You can filter the visible devices within any contact list. Click the [Filter Devices](#) banner buttons to the right of the main window. A new Filter Devices window will become visible.



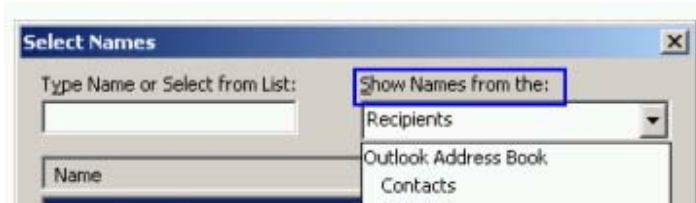
To make a device visible, make sure the check-box next to the device is ticked. To deselect a device, make sure the box is un-ticked. To view all devices, click the [All Devices](#) button. To only view E-mails, click the [No Devices](#) button.

When you have selected all recipients, click [OK](#). The chosen recipients are now sorted into their respective fields (To, Cc, Bcc).



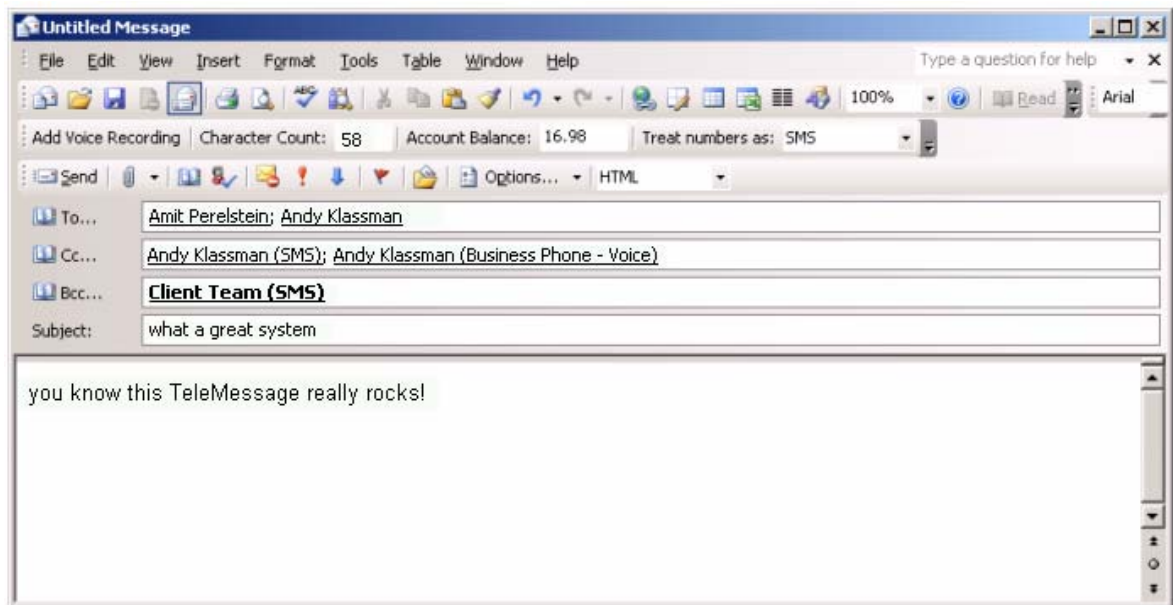
5.3. Selecting Specific Address Books:

You can select a specific address book to browse, or view all contacts. Pull down the [Show Names from the](#) pull-down bar, and select the desired contact list.



5.4. Write the Message:

Write a title in the subject bar, and the message in the big field below the subject field.

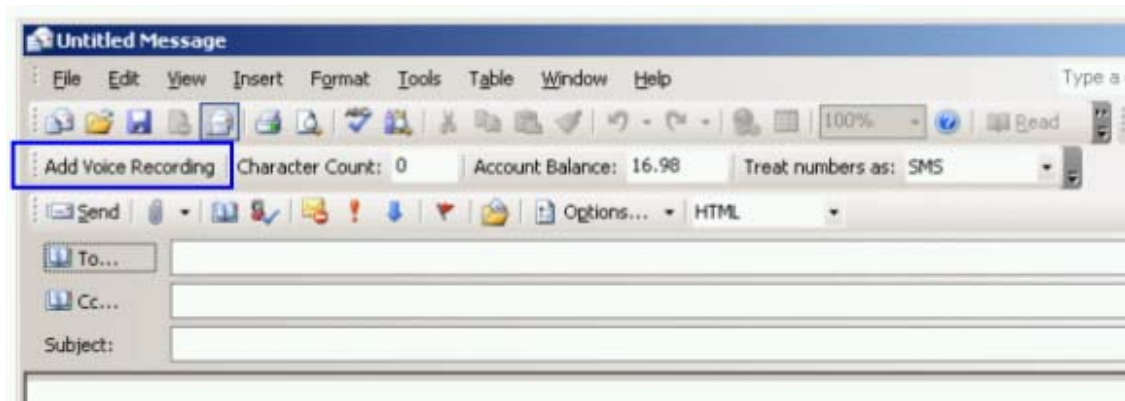


There is no maximum length of messages. If the message is to be sent as an SMS to any recipients, and is longer than 160 characters, you can either configure the message to be split into numerous SMS messages (in your SMS settings) or to be cut at 160 characters, with the option of being read to the recipient on calling an automatically assigned number.

5.5. Adding a Voice Recording to the Message:

With TeleMessage, you can record and send voice recording from your computer to any of your recipients' devices. If you send a voice recording to an SMS, the recipient is sent a number within the message which they can call to hear the message.

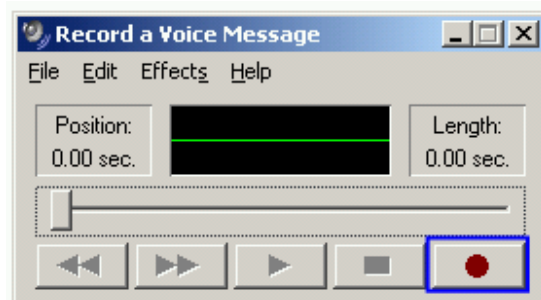
To add a voice recording to a Message, click the [Add Voice Recording](#) button in the TeleMessage toolbar.



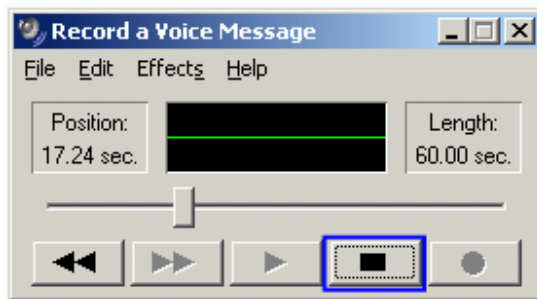
Two dialogue boxes will open. The first is a 'Tip of the Day' window with hints for using the TeleMessage Voice Recorder.



The second box is the recorder itself.



To record a message, make sure that you are speaking into the computer's microphone and click the **record** button (the red circle). To stop recording, press the **stop** button (the black square).



To add the recording to the message, simply close the recorder window.

In the message window, the [Record Voice Message](#) button is now deactivated (grey), and two new buttons are visible in the TeleMessage Toolbar.



Clicking [Play/Edit Recording](#) will reopen the Voice Recorder, allowing you to hear, edit, or re-record the voice message. To delete the attached voice recording, click [Delete Recording](#).

5.6. Send the Message:

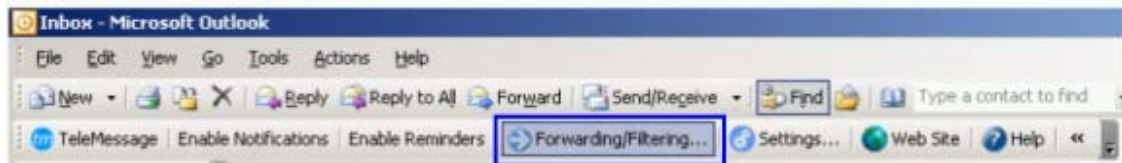
Click the [Send](#) button to send the message, like you would send any other regular e-mail.

6. Forwarding Messages

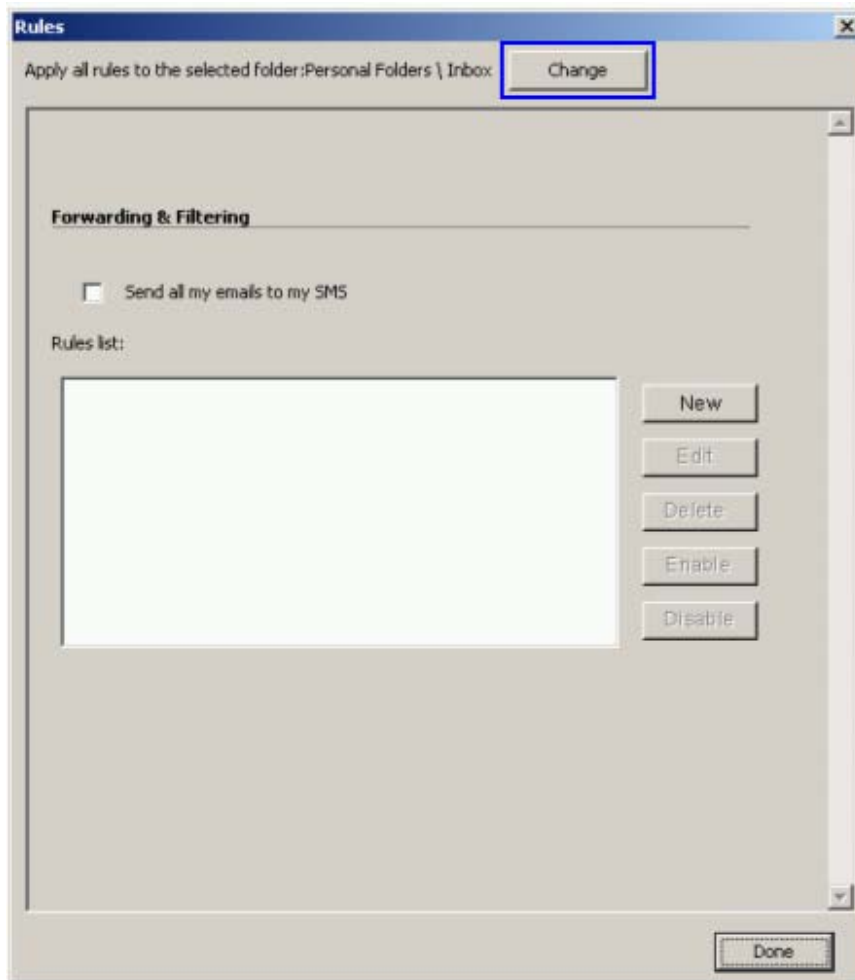
The TeleMessage Outlook Plug-in allows you to have all your e-mails forwarded as SMSs to your mobile phone, or specify filtering rules allowing specific messages to be forwarded to any device.

6.1. Selecting a Mail Store:

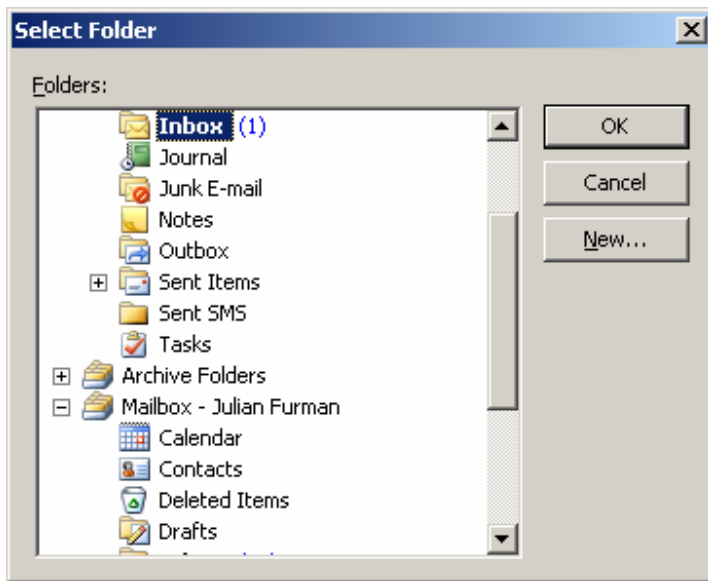
The first step is to select the Mail Store housing the messages that you would like to forward. Begin by clicking the [Forwarding/Filtering](#) button in the TeleMessage Toolbar.



The Rules window will open. As a default, the selected Mail Store is the Inbox of Outlook's Personal Folder. To select a different Mail Store, click the [Change](#) button.



A window will open, asking you to select the Mail Store you wish to apply TeleMessage forwarding to. Select the desired Mail Store and click **OK**.



6.2. Forwarding all E-mails to SMS:

The TeleMessage Outlook Plug-in has one rule pre-programmed from installation. By activating the rule, all E-mails received to the specified Mail Store will be automatically forwarded to your SMS number stored in Settings (see Settings).

To activate this rule, click the [Forwarding/Filtering](#) button in the TeleMessage Toolbar to open the Rules window.



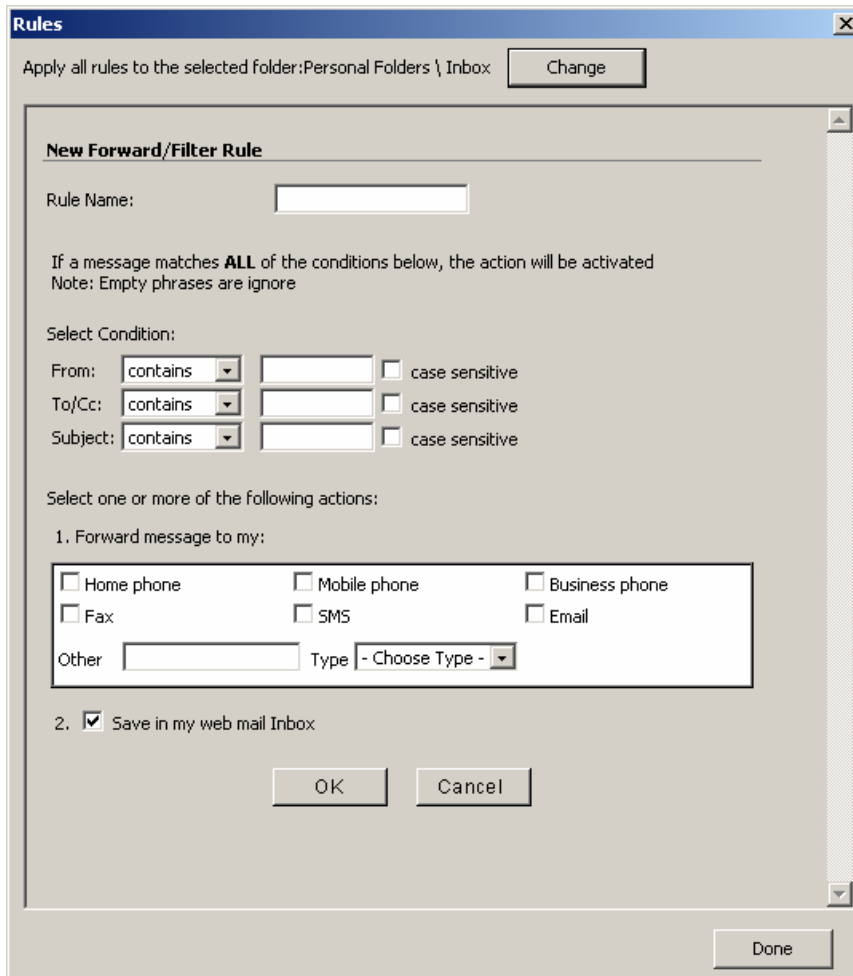
Check the [Send all my e-mails to my SMS](#) checkbox in the Rules window and click the [Done](#) button. All e-mails arriving into the selected Mail Store will now be forwarded to your mobile phone as an SMS.

6.3. **Creating Rules:**

To create a new rule, click the [New](#) button in the Rules window.



The Rule Edit window will open.



6.3.1. Creating Conditions:

First, create a [Rule Name](#), and then set the conditions through which to filter incoming messages. You can stipulate the [From](#), [To/Cc](#) and [subject](#) of the incoming message, and only if all conditions are met will the rule be applied to the message. If you do not wish to specify any conditions for a certain field, leave it blank.

6.3.2. Selecting Forwarding devices:

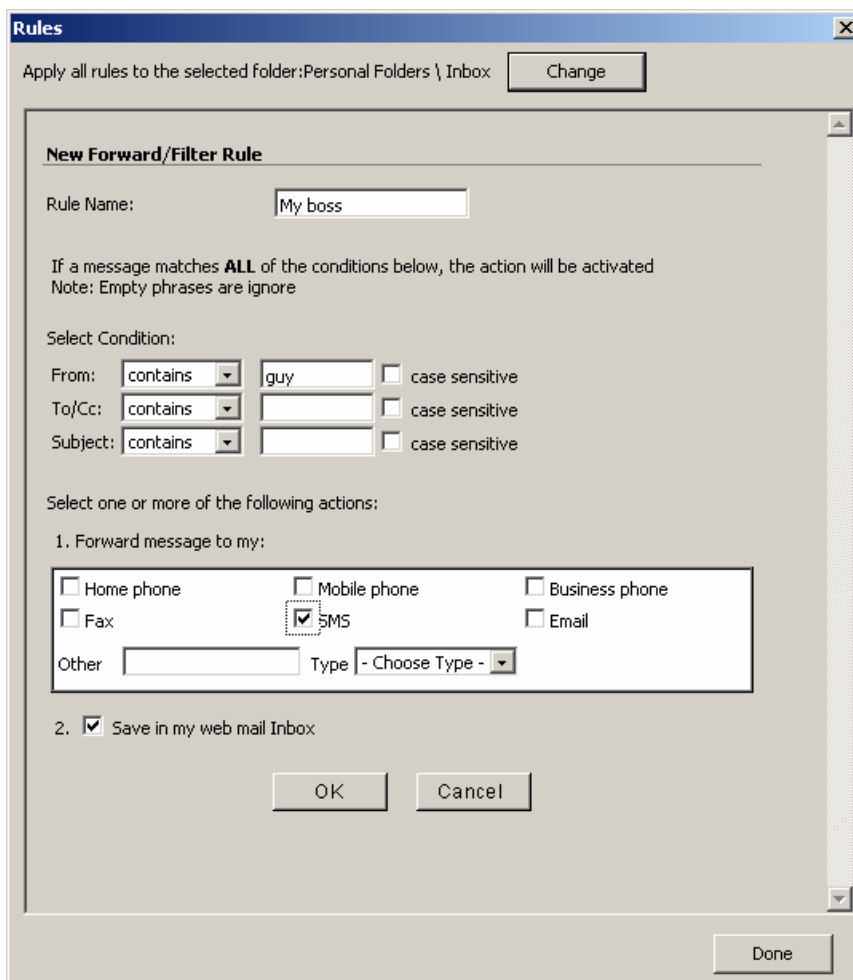
In the [Forward messages to my:](#) window, you can select the devices to which you would like the message forwarded. The check-boxes refer to media devices stored in your settings (see [Settings](#)), whilst the [Other](#) field allows you to specify a unique number, and select its device-type. Remember that checking the SMS checkbox will have your e-mail forwarded to your mobile as an SMS, whilst checking the Mobile Phone checkbox will have the e-mail

forwarded to your mobile as a voice-call, and read in full by the TeleMessage text-to-speech engine.

6.3.3. Example:

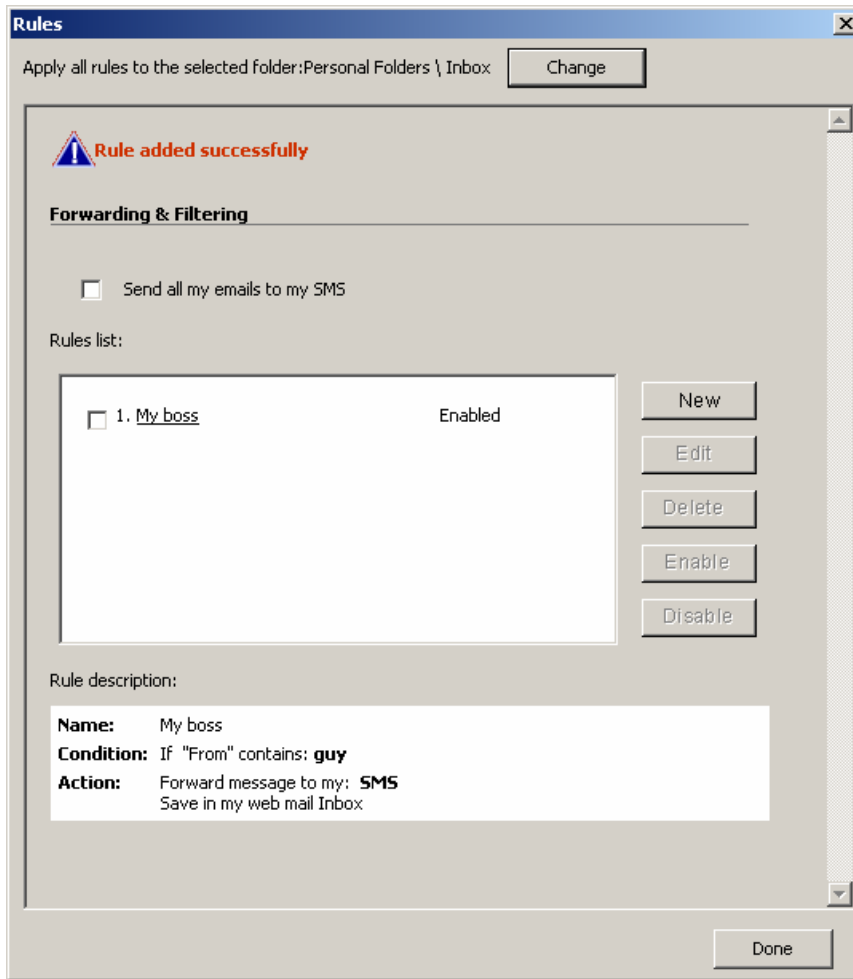
In the example below, a rule has been created called “My Boss” whereby all messages arriving from my boss, Guy, are automatically forwarded to my SMS.

As messages will arrive from an e-mail composed with his name, the only condition I need to apply is that all e-mails must include ‘guy’ within the from field. If this condition is satisfied, the e-mail will then be forwarded to my SMS and to the TeleMessage server so I can view it from any computer.



When you have finished creating your rule, click the [Done](#) button at the bottom of the window.

You will return to the Rules window, and see that your new Rule is stored and enabled.



6.4. Editing, Deleting, Enabling and Disabling Rules:

To edit a rule, check the check-box to the left of the Rule name. In the Rule description window below the Rules list, a description of the Rule will be visible, and the [Edit](#), [Delete](#), [Enable](#) or [Disable](#) buttons will become activated.

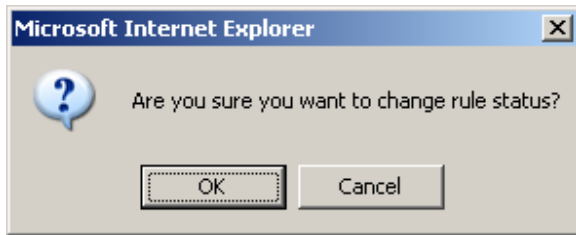
Clicking the [Edit](#) button will reopen the New Forward/Filter window.

Clicking [Delete](#) will delete the selected rule.

Clicking [Enable](#) will activate the rule.

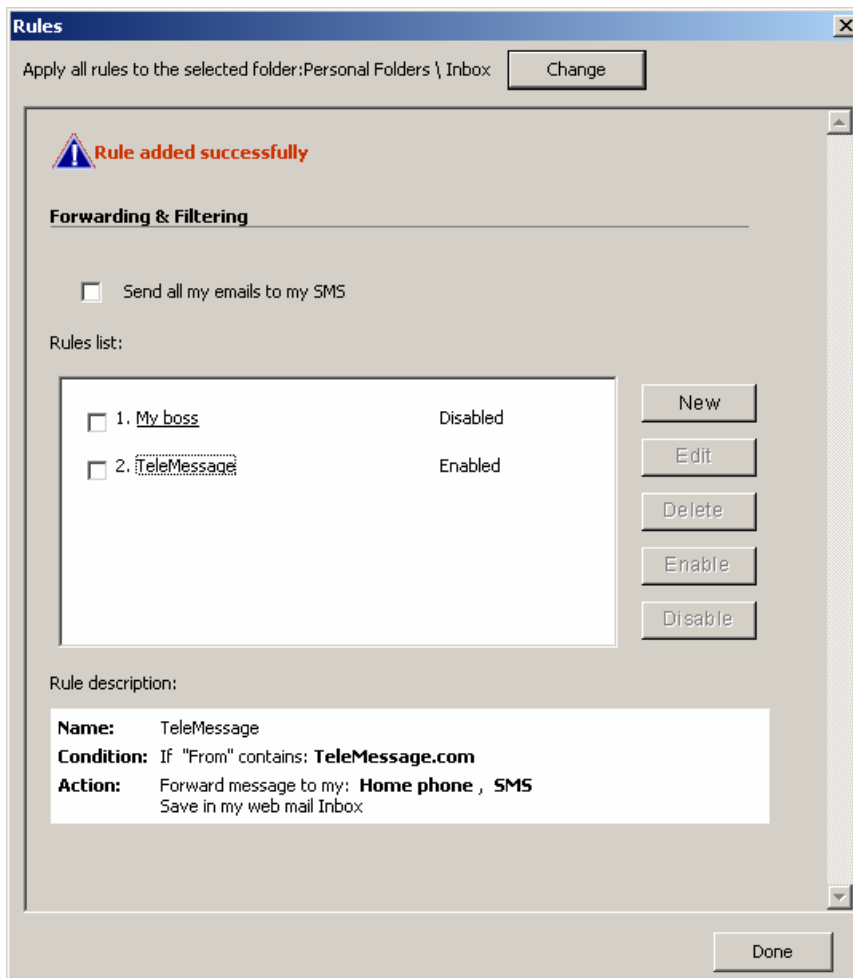
Clicking [Disable](#) will deactivate the rule.

If you enable or disable a rule, a window will appear asking you whether you wish to change rule status. Click [OK](#).



6.5. Viewing Rule Details:

To view a rule's details in the [Rule description](#) box, click the Rule's name.



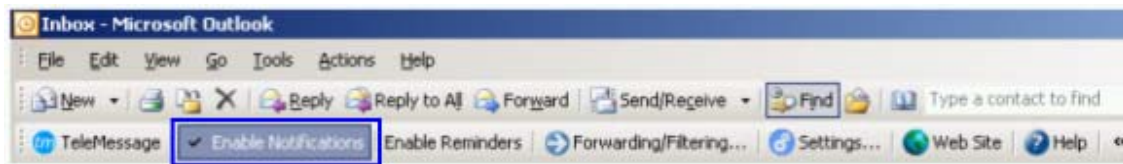
The rule's details will now be visible in the Rule Description box.

6.6. Finishing:

When you have finished creating, editing, enabling or disabling rules, click [Done](#).

6.7. Activating Forwarding/Filtering:

To activate your enabled rules, click the [Enable Notifications](#) button in Outlook's TeleMessage Toolbar. A tick will appear, and your enabled forwarding and filtering tools are activated.



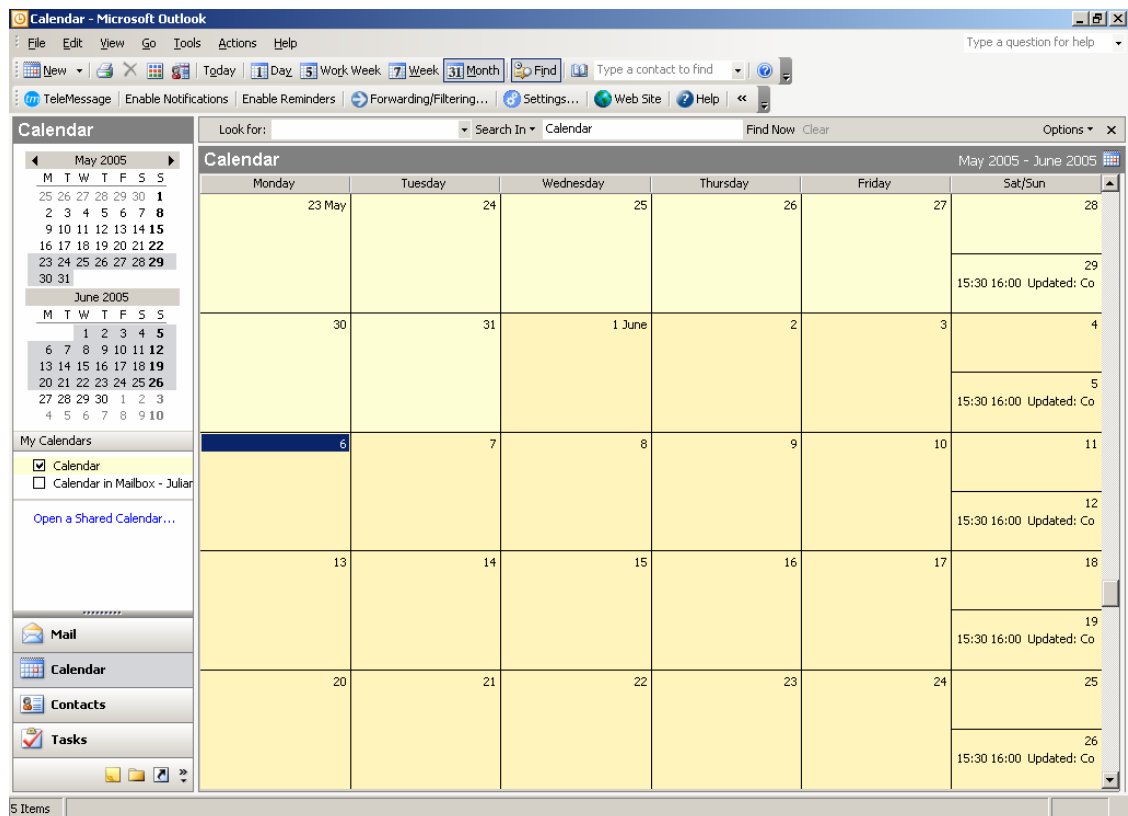
To disable Forwarding and Filtering, make sure the [Enable Notifications](#) button is unchecked.

7. Reminders

With the TeleMessage Outlook Plug-in, you can have your Outlook reminders sent to your mobile phone at their scheduled time.

7.1. Creating a Reminder:

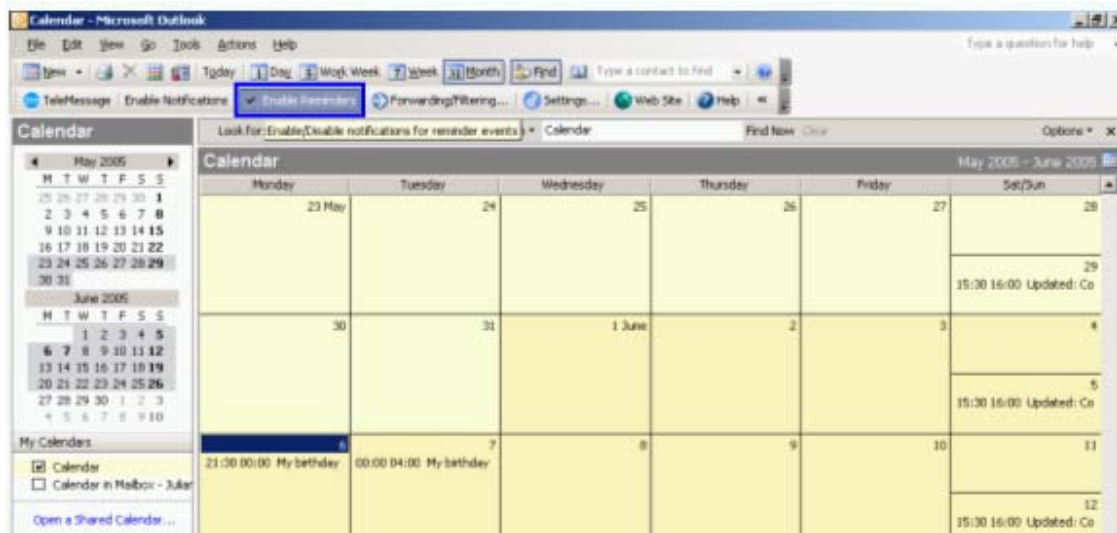
Open the calendar in MS Outlook, and double-click on the required day.



An appointment window will open.



Fill in the subject, location, the start and finish times of the appointment, and any further necessary notes. Make sure that the [Reminder](#) box is checked, and that you have selected the time before the appointment for the notification. Close the window.



Your new appointment will be visible in the Outlook calendar.

7.2. Enabling Reminders:

To enable reminders, simply click the [Enable Reminders](#) button in the TeleMessage Toolbar. A tick will appear in the button. Your reminders will automatically be sent at the scheduled time to the primary number of your TeleMessage account (to change this number, see Settings).

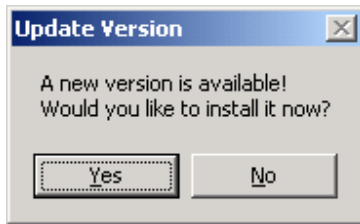
7.3. Disabling Reminders:

To disable reminders, simply click [Enable Reminders](#) again. The tick will disappear.

8. Auto-update

TeleMessage enables auto update of the latest version of the TeleMessage Mail Plug-in.

Each time TeleMessage is used, it connects to the TeleMessage website to check for a new version release. In case a new version is available you will be notified with this message:



In case you do not update immediately, a new button will appear in your Outlook toolbar, as can be seen in the image below:



This new button will enable you to update the software at a later time. All you have to do is click on the **OK** button. A new version will be downloaded to your computer and you will have the ability to install it. Please note you may need to close MS-Outlook to finish the upgrade process.

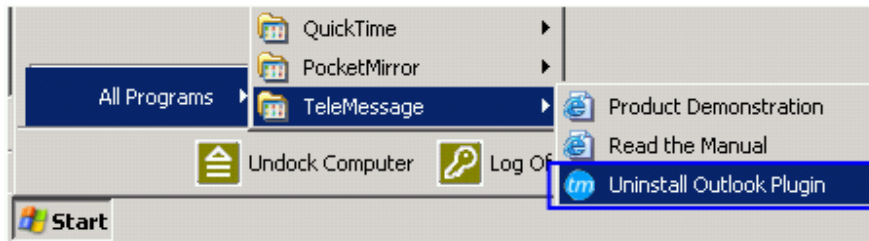
9. Uninstall

First, make sure that all Microsoft Outlook windows are closed before uninstalling.

There are two ways to uninstall TeleMessage:\

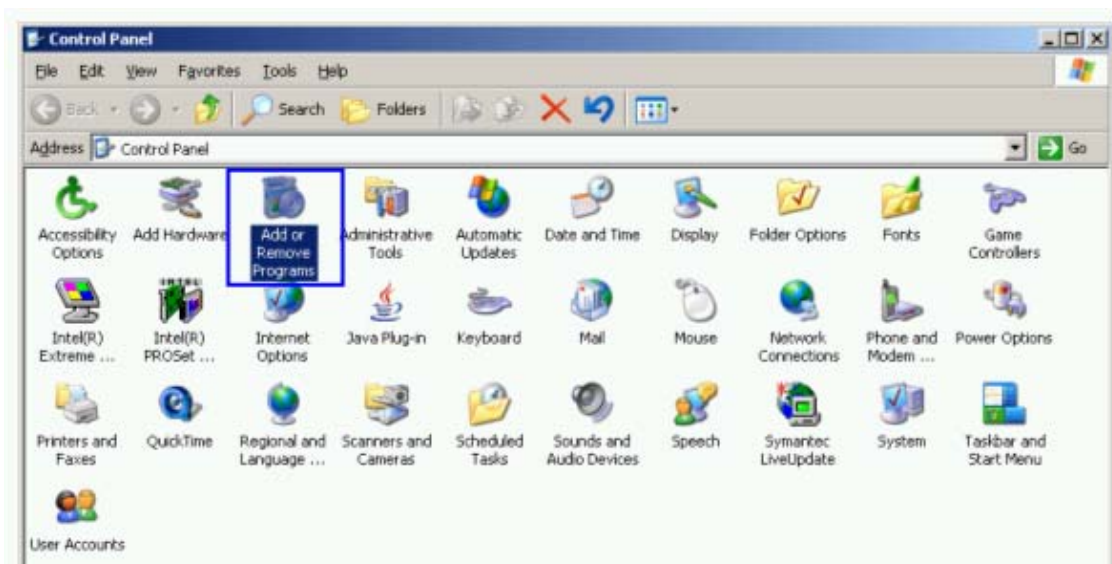
9.1. Through the programs menu

In the [Start](#) Menu, choose [All Programs](#) and then [TeleMessage](#). This will open the [TeleMessage](#) folder – there you can choose [Uninstall Outlook Plugin](#). This will start the Uninstall process.



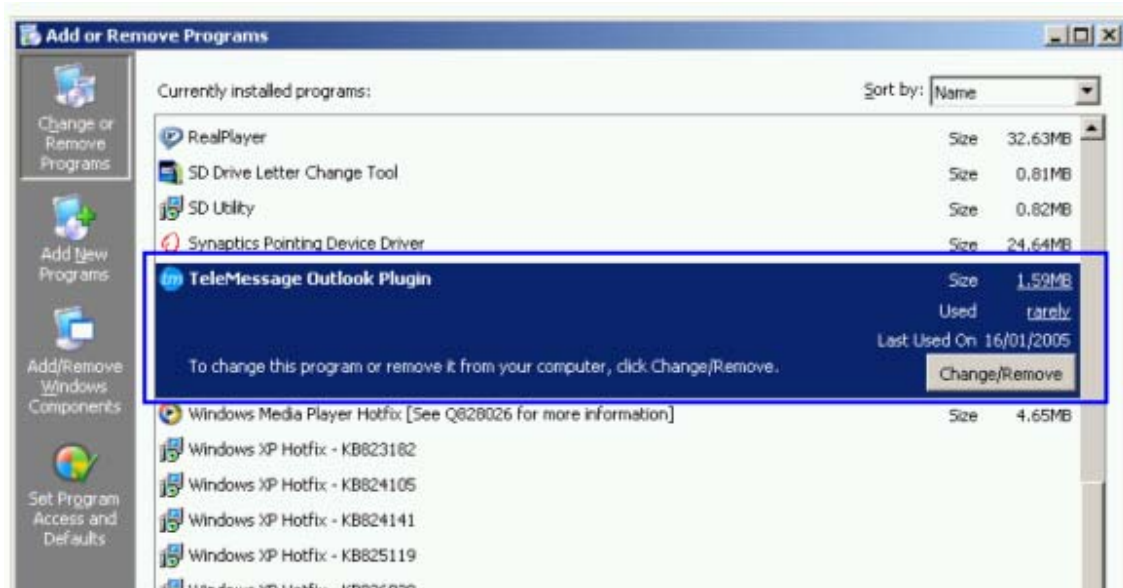
9.2. Through the Control Panel

In the [Start](#) Menu, choose [Settings](#) and then [Control Panel](#). This will open the control Panel.



Double click the [Add/Remove Programs](#) icon.

A window containing a list of all installed programs is displayed in alphabetical order. Click the row that says [TeleMessage Outlook Plug-in](#).



Click the [Remove](#) button, and confirm that you want to remove the program. The TeleMessage Outlook Plug-in will be uninstalled.