Talya Mizrahi

Please see below Instructions to create and set up users from Pro Manager.

Thought you'll find it useful.

Am I missing anything?

Slava

Option 1:
The user already installed the application.

> 1. Login to TeleAdmin (teleadmin / 1599*******) and find the user. The user login will be the phone number. For e.g. 17819643681.

> 2. Change the user's Customer Admin to be the 'Pro Manager' user you want to be managing the account.

> 3. Login to the 'Pro Manager' account (https://secure.telemessage.com/members/logoff.jsp) and you should see it under users:

	Status	First Name	Last Name	Username	Mobile	Email	Last Seen	Registration Date	Application Version	B
☑	●	17819643681		17819643681	1-781-9643681		11/25/14 11:45 AM	11/14/14 11:03 AM	Android Unknown	

4. You can then 'Reset Pin Code' or 'Delete Messages'. Both options works.

Option 2:
The user is about to install the application.

1. Add the user details, and make sure the login is the user's mobile with 1 and without dashes. For e.g. 17819643681.

2. Ask the user to install the application.

3. You should see him under your users.

Slava

From: Mark Carlin [mailto:mark@telemessage.com]
Sent: Tuesday, November 25, 2014 10:02 AM
To: Slava Milner
Cc: Andy Klassman
Subject: RE: Training

So from my mcarlin account I can create and set up users, send messages and receive replies?

Best Regards,

Mark Carlin

From: Slava Milner [mailto:slava@telemessage.com]
Sent: Tuesday, November 25, 2014 8:37 AM
To: Andy Klassman

Cc: Mark Carlin
Subject: RE: Training

Please see embedded

Slava

From: Andy Klassman [mailto:andy@telemessage.com]
Sent: Tuesday, November 25, 2014 8:28 AM
To: Slava Milner
Cc: Mark Carlin
Subject: RE: Training

Now it should work for replies to the pro manager account since the pro manager account has a mobile phone in the user profile with a TeleMessage client installed.

	Status	Status Date	▲First Name	Last Name	User Login	Mobile Number	Email	Balance	Type	Registration Date	Last Login Date	V
☐	✓		Mark	Carlin	mcarlin	1-617-3204422	mcarlin@telemessage.com	982.84	Pro Manager	Jan 2, 2001	Nov 25, 2014	A Un

[Slava] Correct. My point is, that this only works if you convert an existing account to Pro Manager, and not if you just manually move a number from another account which has the App installed. That does not work.
Reply to message is in the mcarlin Inbox:

Inbox

From Date `11/18/14` 📅 To Date `11/26/14` 📅 [View]

[Delete] [Empty] [Move to] [▾]

	✉	📎	From	Subject	Received
☐	✉		17819643436	Thanks I got it	11/25/14 8:24 A

[Slava] Right, I sent a similar print screen in my mail below.
Note it does not display in the Replies column of the Sent items. This is a bug R&D is working to fix.

Search: [   ] Find Clear Search From Date 11/18/14 📅 To Date 11/26/14 📅 View

Delete Empty Move to [▼]

☐	☒	📎	?➡	To	Subject	Replies	Sent
☐	☒		⩊	17819643436 (Mobile)	this is a test from Andy. Please reply		11/25/14 8:22 AM

[Slava] I don't understand this. Please explain.

Best regards,
Andy

From: Slava Milner [mailto:slava@telemessage.com]
Sent: Tuesday, November 25, 2014 8:15 AM
To: Mark Carlin
Cc: Andy Klassman
Subject: RE: Training

The only thing you need to do to create users and send messages is to use your user, which I converted to Pro Manager:

mcarlin
9876

Most of my comments are to answer Andy's comments and are related to the workaround he suggested.
I explained that I did use the correct numbers, and I don't think that the method of migrating numbers between accounts work.

Slava

From: Mark Carlin [mailto:mark@telemessage.com]
Sent: Tuesday, November 25, 2014 7:57 AM
To: Slava Milner

Cc: Andy Klassman
Subject: RE: Training

Not sure I understand what to use when? I want to demo an administrator creating accounts and then sending messages.

On Nov 24, 2014 10:25 PM, "Slava Milner" <slava@telemessage.com> wrote:
Mark,

You should be good to go.

Please use the 'mcarlin' account (It's configured as 'Pro Manager' now).

Andy,

I believe that the only way to make this work is to change an existing account, and not to migrate numbers from other accounts.

Please see specific comments embedded below.

Slava

From: Andy Klassman [mailto:andy@telemessage.com]
Sent: Monday, November 24, 2014 7:28 PM
To: Slava Milner
Cc: Mark Carlin
Subject: RE: Training

Slava,

For the Pro Manager account to get replies the mobile number in the user profile needs to be a real number with a TeleMessage client.

	Status	Status Date	▲First Name	Last Name	User Login	Mobile Number	Email	Balance	Type	Registration Date	Last Login Date	A Ve
	✓		Mark	Pro Manager	mark_pro_manager	1-781-9643681	m@tele.com	1,000.17	Pro Manager	Nov 20, 2014	Nov 24, 2014	Not I

1-781-9643681 is not a mobile with a TeleMessage client. Therefore no replies are returned. See App Version: Not Installed.*[Slava]*

[Slava] Sprint Galaxy S3 (1-781-96436**81**) is a <u>real</u> phone number and it's the device I use for demos. **84** is the dummy number I created.
The fact no version is shown above might be a Bug or due to the fact the mobile number was changed after the account was created.
What do you think?

Notice the account you set up for that number is really for number 1-781-9643684. A real mobile number.

	Status	Status Date	▲First Name	Last Name	User Login	Mobile Number	Email	Balance	Type	Registration Date	Last Login Date	App
	✓		17819643681		17819643681	1-781-9643684		0	Prepaid	Nov 14, 2014	Nov 24, 2014	An Un

[Slava] Please refer to the attached mail I sent you after you asked me to do the change:

"I changed the Mark_Pro_Manager account to have 7819643681 as the mobile number.
To do this, I had to change the mobile number in the account of the Sprint Galaxy S3 device which has the application installed (17819643681) to a random number.
Won't this affect the functionality on the Sprint Galaxy S3 device? I just tested it and it seems to still work, but the message comes from the new random number which doesn't exist."

What I suggest is that you either convert this account: mcarlin to a Pro Manager and delete Mark_Pro_Manager or you delete mcarlin and change the mobile number for mark_pro_manager to 1-617-3204422. In either case then the Pro Manager account will have a real number with a TeleMessage client in the user profile, 1-617-3204422.

	Status	Status Date	▲First Name	Last Name	User Login	Mobile Number	Email	Balance	Type	Registration Date	Last Login Date	V
☐	✓		Mark	Carlin	mcarlin	1-617-3204422	mcarlin@telemessage.com	982.84	Pro User	Jan 2, 2001	Nov 24, 2014	

[Slava] I've changed the account 'mcarlin' to be Pro Manager and replies should now work.
I'll add this as a guide line. i.e. whenever there is a need to demo Admin capabilities, the account should be associated with a number of an installed device, easiest way to do this,
would be to convert the 'Basic' or 'Pro' account to 'Pro Manager'.
I did the same for my account and replies work.

You should also change the User Login and First name for the account for 1-781-9643684 to 17819643684. It is confusing calling it 17819643681.
[Slava] That is my Galaxy S3 account and I've returned the original number (**81**).

Best regards,
Andy

From: Mark Carlin [mailto:mark@telemessage.com]
Sent: Monday, November 24, 2014 4:44 PM
To: Slava Milner
Cc: Andy Klassman
Subject: RE: Training

Slava,

I was testing what you set up for me and I cannot seem to get replies. Why?

Best Regards,

Mark Carlin

From: Slava Milner [mailto:slava@telemessage.com]
Sent: Thursday, November 20, 2014 4:36 PM
To: Mark Carlin
Cc: Andy Klassman
Subject: RE: Training

Mark,

I've created the following Pro Manager user:

User: Mark_Pro_Manager

Password: 98769876

I've then associated your current user, with the above mentioned Admin:

8

User: mcarlin

Password: 9876

Slava

-----Original Appointment-----
From: Hadar Sharon [mailto:hadar@telemessage.com]
Sent: None
To: Hadar Sharon; Slava Milner; Mark Carlin; Guy Levit; kevin smith; Andy Klassman
Subject: Training
When: Thursday, November 20, 2014 7:30 PM-8:30 PM (UTC) Monrovia, Reykjavik.
Where: @skype

No virus found in this message.
Checked by AVG - www.avg.com
Version: 2015.0.5577 / Virus Database: 4223/8621 - Release Date: 11/24/14

No virus found in this message.
Checked by AVG - www.avg.com
Version: 2015.0.5577 / Virus Database: 4223/8628 - Release Date: 11/25/14