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## EasySMS Office Introduction and Installation

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## **Preface**

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## 1 SYSTEM DESCRIPTION

Welcome to the EasySMS office system. The application provides a powerful and easy to use method for sending and receiving SMS's as well as many other useful functions.

The product uses the capability of sending and receiving SMS's over your normal telephone line. This is a service provided by Telkom SA. Please apply for the service from Telkom before trying to send and receive SMS's.

Please read the installation guide carefully before connecting the SMS modem to your PC or installing the application software.

The system can be installed in two ways, namely

**Stand-Alone** installation where the application is used by a single person on a PC  
**Client / Server** installation, where the application is used by up to 10 networked users.

Please note that the application comes standard with a 3 user license. Further licenses can be purchased from Dev Squared Designs (Pty) Ltd.

## 2 APPLICATION ELEMENTS

The EasySMS application consists of three programs, namely

**EasySMS Office Server**, which controls the SMS modem for sending and receiving SMS's. The Server is only installed on a single PC.

**EasySMS Guardian**, which runs in the background and monitors the EasySMS Office Server is running correctly.

**EasySMS Office Client**, which the user uses to send and receive SMS's as well as all the other user functions. All running clients connect to the installed EasySMS Office Server. The EasySMS Office Client can be installed on up to 10 PC's.

The EasySMS Office Server will be automatically started when the PC is rebooted, and continually runs in the background. It will continually service incoming or outgoing SMS's, call logging, appointments etc, even if no EasySMS Office Clients are running.

The EasySMS Guardian is responsible for starting up the EasySMS Office Server, and will then continually monitors the server. Should any problem occur on the server, the guardian will automatically restart the server.

### 2.1 Stand-alone System

The stand-alone installation should be used where there is only one user required for the system. The software is installed on only one PC, to which the SMS modem is attached via a USB port. All 3 program elements will be installed on a single PC.

Please refer to the installation guide before installing a Stand-Alone installation

### 2.2 Client Server System

The Client Server installation is used where it is required to have more than one user using the product. In order for this installation to work, the PC's on which the system is installed must be connected on a TCPIP network.

The EasySMS Office Server is installed on the PC to which the EasySMS Office Modem is connected.

The EasySMS Office Client(s) can then be installed on up to 10 PC's attached to the network. Each Client when run, logs onto the EasySMS Office Server

Please refer to the installation guide before installing a Client/Server system

## 3 ACTIVATING THE SMS SERVICE

Before you can send and receive SMS's over your telephone line you have to activate the service with Telkom.

To activate the service, please phone Telkom on 10219 and request that they activate **Identicall** (if you do not have this enabled already) and the **SMS service**. They should be able to enable this immediately.

## 4 GENERAL GUIDELINES

Please take note of the following general guidelines before installing the product:

**DO NOT CONNECT THE MODEM TO THE PC BEFORE INSTALLING THE SOFTWARE.**

The EasySMS Office Modem must be connected to the telephone line, so make sure that the PC that it is connected to is close to a telephone line socket.

If your telephone has 2 telephone line sockets, then the telephone line can be connected to your telephone. Then connect the EasySMS Office Modem to the second telephone line socket of your telephone (using the supplied line cord).

It is sometimes useful to connect the EasySMS Office Modem to your fax line. In this case connect the EasySMS Office Modem to the second telephone line socket of your fax machine (using the supplied line cord). Setup the fax to answer after 3 rings to give the SMS modem time to detect incoming SMS's.

If you do not have access to another telephone line socket (on your telephone or fax) then a telephone line splitter should be used.

You can connect the modem behind a PABX, but should you do this it will not be possible to receive SMS's

## 5 STAND-ALONE INSTALLATION

Insert the supplied CD into the CD drive. The installation software will automatically run and the following form will be displayed.



Click Next to start the installation. The following form will be displayed.



Once you have read the License Agreement, click 'I accept the terms in the license agreement', and then click Next. The following form will be displayed.



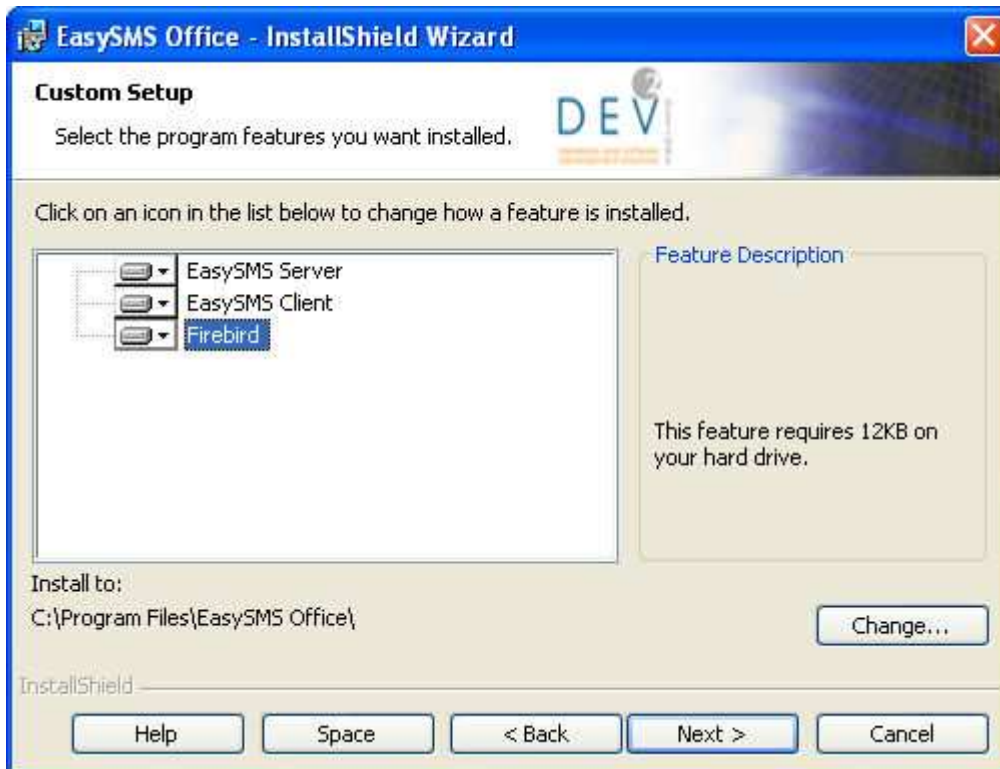
The screenshot shows the 'Customer Information' screen of the EasySMS Office - InstallShield Wizard. The window title is 'EasySMS Office - InstallShield Wizard'. The main heading is 'Customer Information' with a sub-instruction 'Please enter your information.' and the DEV logo. There are two text input fields: 'User Name:' containing 'Rob' and 'Organization:' containing 'My company'. Below these is a section 'Install this application for:' with two radio button options: 'Anyone who uses this computer (all users)' (which is selected) and 'Only for me (Rob)'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'InstallShield' logo is visible in the bottom left corner.

Fill in your user name and organization details and then click Next. The following form will be displayed.



The screenshot shows the 'Setup Type' screen of the EasySMS Office - InstallShield Wizard. The window title is 'EasySMS Office - InstallShield Wizard'. The main heading is 'Setup Type' with a sub-instruction 'Choose the setup type that best suits your needs.' and the DEV logo. There is a text input field with the instruction 'Please select a setup type.' Below this are three radio button options, each with an icon of a server rack: 'Client' (EasySMS Office Client Installation), 'Server' (EasySMS Server Installation), and 'Custom' (For installation of both EasySMS Office Client and Server on a single PC). The 'Custom' option is selected. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'InstallShield' logo is visible in the bottom left corner.

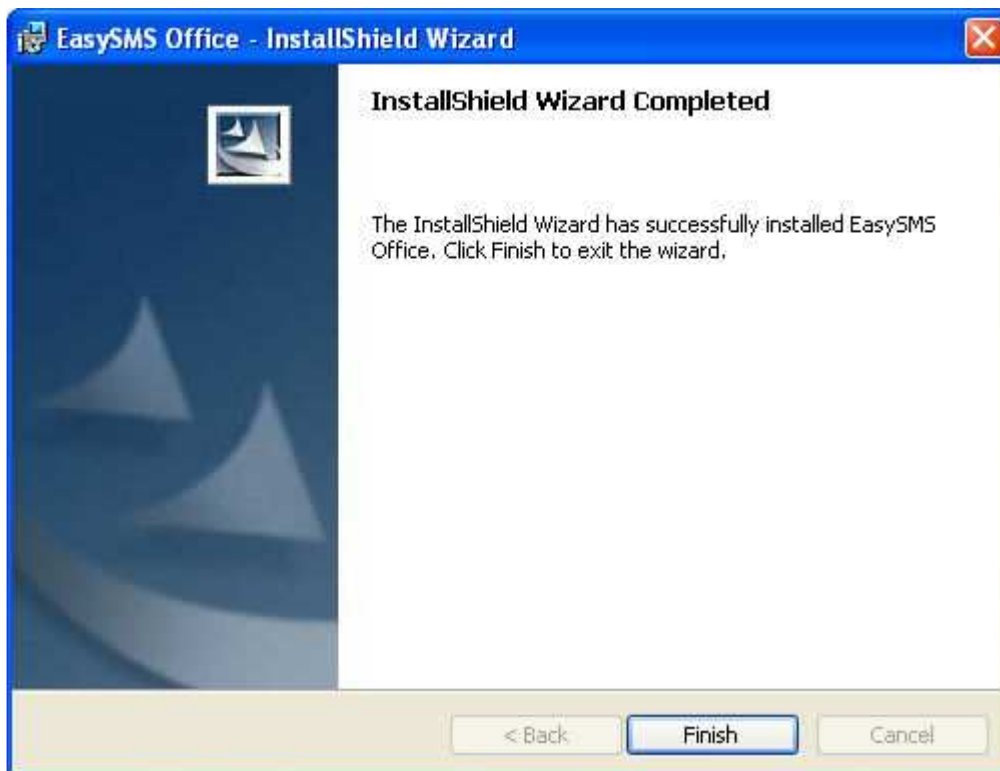
Select Custom and click Next. The following form will be displayed.



Click Next. The following form will be displayed.



Click Install. The application will now be installed.



The Modem driver Installation Form will be displayed. Click the Install button to install the drivers (refer to section 8 'Installing the modem drivers').

Once the installation is complete, click on Finish to close the install shield application.

Connect the Modem to the PC and then install the Modem Hardware (refer to section 9 'Connecting the Modem to the PC').

You are now ready to run the Server for the first time (refer to section 10)

## 6 EASYSMS OFFICE SERVER INSTALLATION (CLIENT/SERVER INSTALL)

Please note that if you wish to make a Multi-User installation and you would like to have a user client running on the same PC as the EasySMS Office Server, then install the Server using the Custom or 'Stand-Alone' setup type.

First install the Server application on the PC to which the EasySMS Office Modem will be attached as shown below.

Insert the supplied CD into the CD drive. The installation software will automatically run and the following form will be displayed.



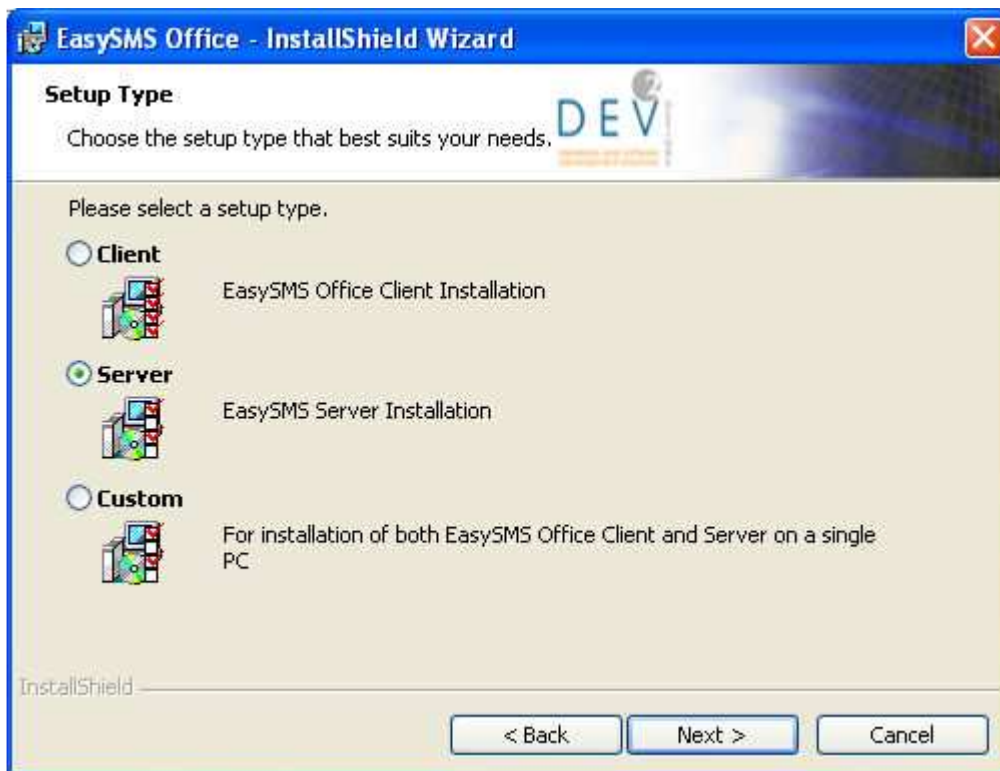
Click Next to start the installation. The following form will be displayed.



Once you have read the License Agreement, click 'I accept the terms in the license agreement', and then click Next. The following form will be displayed.



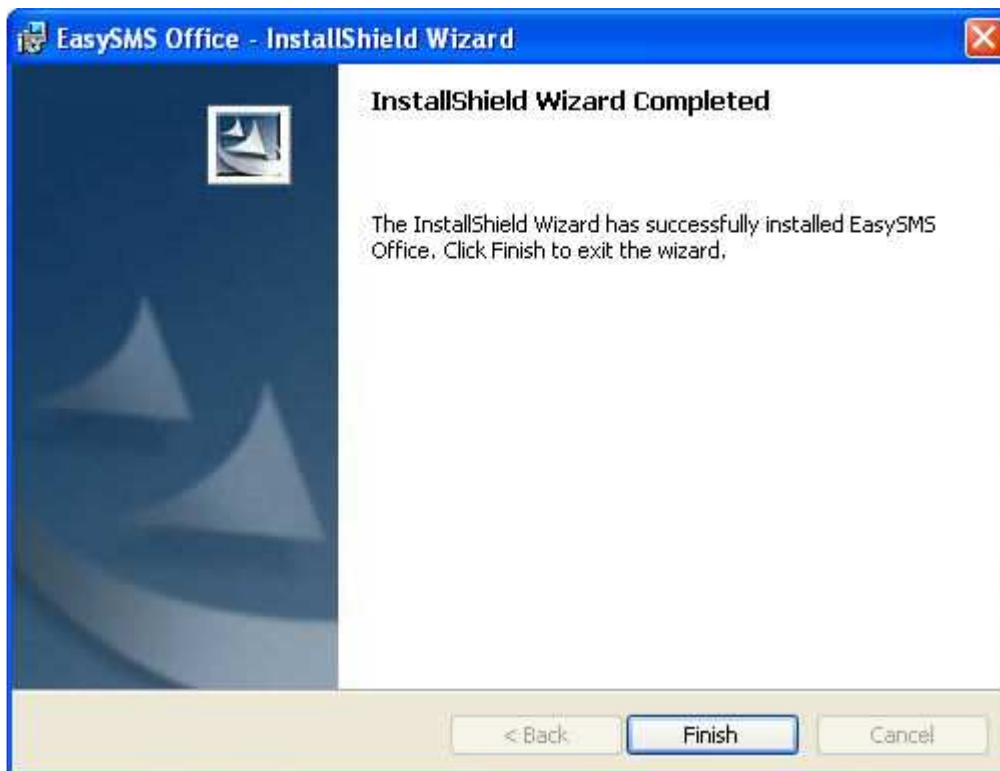
Fill in your user name and organization details and then click Next. The following form will be displayed.



Select Server and click Next. The following form will be displayed.



Click Install. The application will now be installed.



The Modem driver Installation Form will be displayed. Click the Install button to install the drivers (refer to section 8 'Installing the modem drivers').

Once the installation is complete, click on Finish to close the install shield application.

Connect the Modem to the PC and then install the Modem Hardware (refer to section 9 'Connecting the Modem to the PC').

You are now ready to run the Server for the first time (refer to section 10)

## 7 EASYSMS OFFICE CLIENT INSTALLATION (CLIENT/SERVER INSTALL)

The EasySMS Office Client can be installed on up to 10 PC's that are connected to the same network as the EasySMS Office Server PC. The product is shipped with a 3 user license. If you wish to increase your number of licenses, please refer to the EasySMS Office Server documentation to see how this can be done.

Insert the supplied CD into the CD drive on the PC onto which you wish to install an additional client application. The installation software will automatically run and the following form will be displayed.



Click Next to start the installation. The following form will be displayed.



Once you have read the License Agreement, click 'I accept the terms in the license agreement', and then click Next. The following form will be displayed.



Fill in your user name and organization details and then click Next. The following form will be displayed.



Select Server and click Next. The following form will be displayed.



Click Install. The application will now be installed.



Once the installation is complete, click on Finish to close the install shield application.

Please refer to the section titled 'Installing the EasySMS Office Client Setup' to complete the EasySMS Office Client Setup.

## 8 INSTALLING THE MODEM DRIVERS

The EasySMS Office modem drivers are installed automatically at the end of the Server Installation. The following form will be displayed.

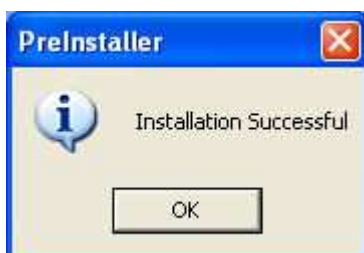


Click on Install.



Due to continuing development on the product, the above form may be displayed. Please click 'Continue Anyway' to continue the installation.

Once the driver installation is complete, click on OK when the following form is displayed.



The EasySMS Office Modem driver is now installed. Finish the Server installation process.

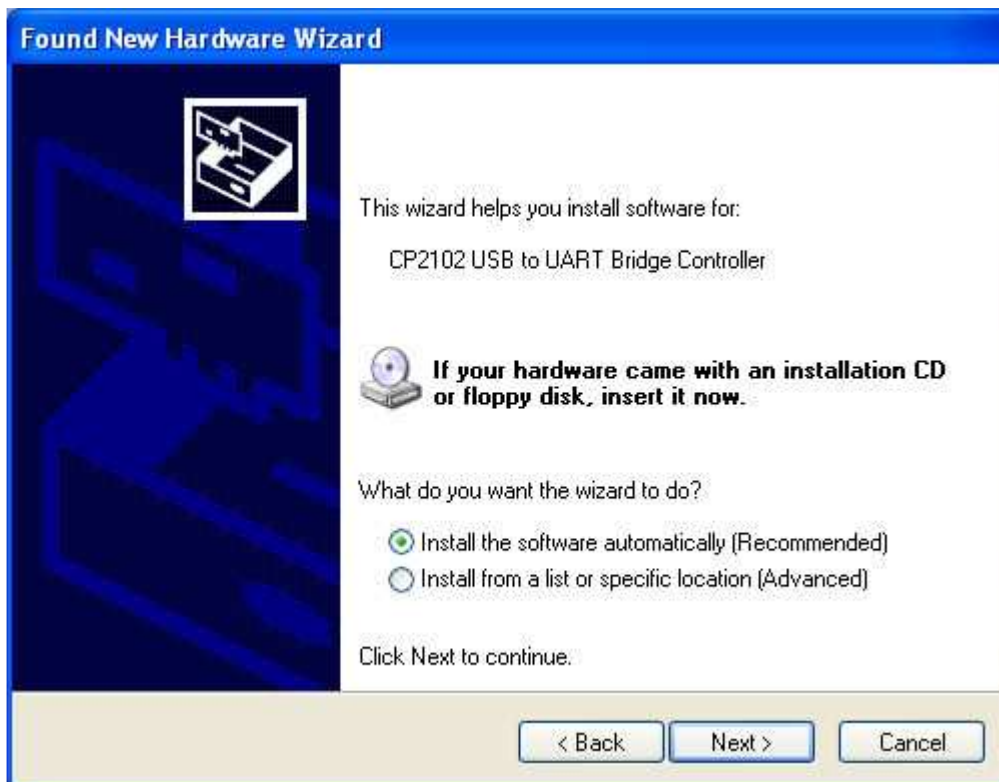
## 9 CONNECTING THE MODEM TO THE PC

Now plug in the supplied USB cable to your EasySMS Office Modem and then plug it into a free USB socket in you PC. Connect the telephone Line to the modem.

Windows will automatically detect the EasySMS Office Modem and display the following form in Windows XP. Please note that if you are installing the modem on Windows 98/2000, the modem should be installed automatically requiring no user intervention. On Windows XP, the following process is required.



Select 'No, not this time' and click next.



Click 'Install the software automatically' and click next.



Due to continuing development on the product, the above form may be displayed. Please click 'Continue Anyway' to continue the installation.



Once the driver installation is complete, click Finish.

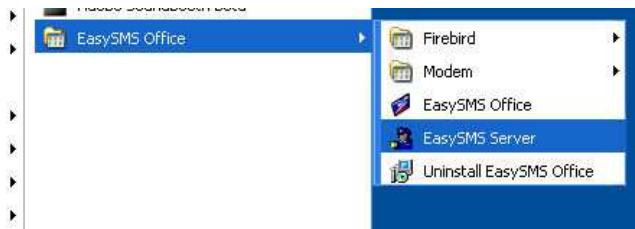
Please note that Windows will install a second driver for the modem. Please follow the installation as just described above, to complete the second driver installation.

The EasySMS Office Modem will now be ready for use. Start the EasySMS Office Server as described in section 10.

## 10 EASYSMS SERVER AND GUARDIAN

The EasySMS Guardian application is responsible for starting the EasySMS Office Server. When you start the Server or when your PC is rebooted, the Guardian is actually started. The Guardian will, after a default 60 second delay, start the EasySMS Office Server.

To start the EasySMS Office Server manually, click on Windows Start, EasySMS Office, EasySMS Server as shown below:



The Guardian will then monitor the server for correct operation. The Guardian will automatically minimise to the Windows system tray.



Guardian Icon

To show the EasySMS Office Guardian, right click on the icon on the Windows System tray and select Show. The following form will be displayed.



Please note that it is not generally required to use the EasySMS Guardian. You may however find it usefull to view any Server errors on the Guardian or restart the Server as may be required from time to time.

**Priority**

To set the priority level of the EasySMS Office Server. Please leave on Normal. Changing the Server priority may have undesireable effects on you PC.

**Delay Startup**

Used to delay the startup of the EasySMS Office Server on reboot. It is recommended that this setting is left at 2 seconds.

**Ping**

Used to set the period at which the Guardian will check the operation of the EasySMS Office Server. It is recommended that this setting is left at 60 seconds.

To hide the EasySMS Office Guardian, click on the Hide button.

## 10.1 EasySMS Office Server First TimeStartup

Please note that the EasySMS Office Server is started automatically when your PC starts up. To start it for the first time after installation, please click on the Windows Start button, All Programs, EasySMS Office, EasySMS Server. The Guardian will after 2 seconds start the EasySMS Office Server. The following form will be displayed.

**New License**

Your EasySMS Office system currently has 1 user enabled. Please complete the following user information in order to enable a 3 user license or leave them blank to stay with the 1 user license (Please note that these details will be sent to us via SMS)

Customer Information:

First Name*	Mary
Last Name	Perkins
Land Line*	0117841235
Mobile Number	0827851528
Fax	
Email*	mary@johnsons.co.za
Address	23 Cradock Ave Morningside Johannesburg

Please enter the Modem Serial No. found on the back of the EasySMS Modem. (This is mandatory):

6A00030000000008

Please fill in your details. The information will not be distributed to any third parties and will only be used by Dev Squared Designs (Pty) Ltd to support your product. The information will be sent later by SMS to Dev Squared Designs. The information will be used to provide the best possible support to our customers. It will also allow us to provide you with bug fixes and product updates.

The Modem Serial number will be automatically read from the EasySMS Office Modem.

If you choose not to send this information, click Cancel. If you do choose to send this information, a three user license will be automatically activated.

The EasySMS Office Server is now running and able to service EasySMS Office clients. The Server will automatically minimise itself to the Windows system tray on the bottom right of your computer screen the next time it starts up. If the form disappears, it has not shutdown but just minimised to the Windows System tray.

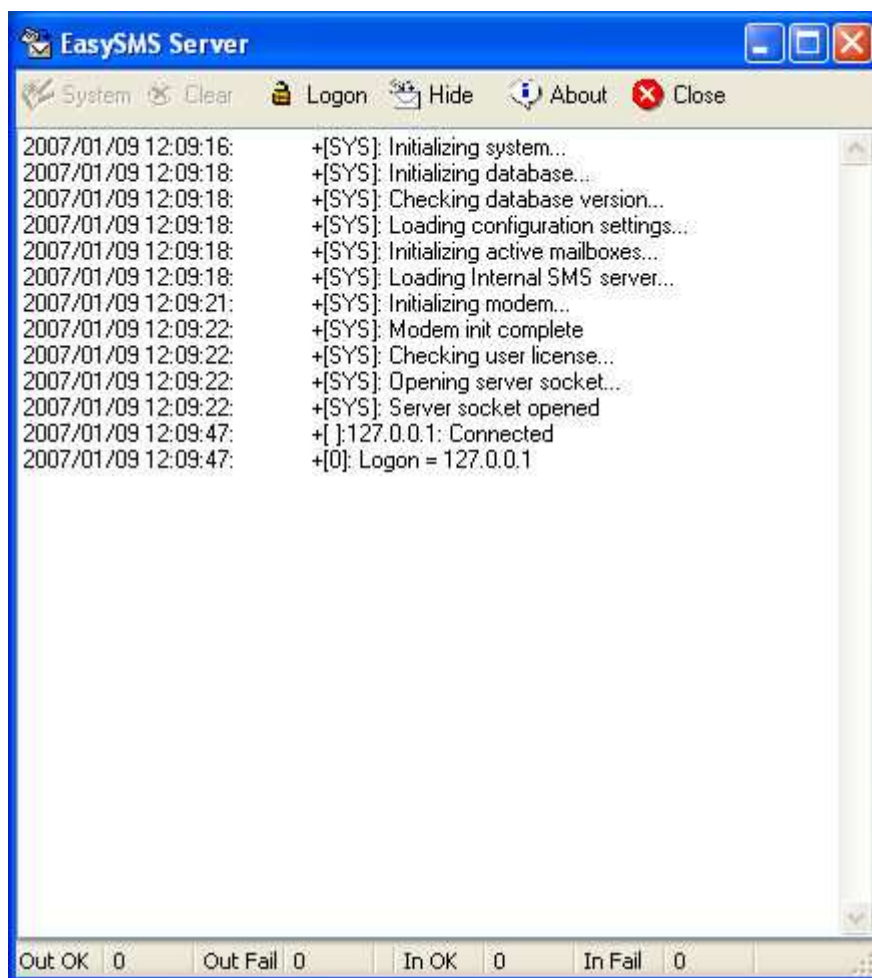


Guardian Icon



Server Icon

To view the EasySMS Office Server form, right click on the *white envelope* and select Show. To minimise the Server at a later time, click on the Hide button on the EasySMS Office Server taskbar.



## 10.2 Logging On to the Server (Administration)

Click on the **Logon** button on the Server Taskbar. The following form will be displayed and will indicate which mailboxes are active.



The image shows a dialog box titled "Administrative Logon" with a blue header bar. Below the header, the text "Change Password" is displayed. The main area contains the instruction "Please enter the system's administrative password below" followed by a single-line text input field filled with six asterisks. At the bottom, there are two buttons: "Accept" with a green checkmark icon and "Cancel" with a red X icon.

Type in your password and click **Accept**.

**The default password is Admin.**

Click on the Change Password button to change the password as required. The change password form will be displayed.



The image shows the same "Administrative Logon" dialog box, but now it is in the "Change Password" mode. It features two text input fields: "New Password" and "Confirm", both filled with six asterisks. The "Accept" and "Cancel" buttons remain at the bottom.

Type in and confirm your new password before clicking on **Accept** to initiate the change.

Once logged on, you will be able to access the Server configuration menu.

Please remember to logoff once you have completed any configuration.

### 10.3 Adding Users to the application

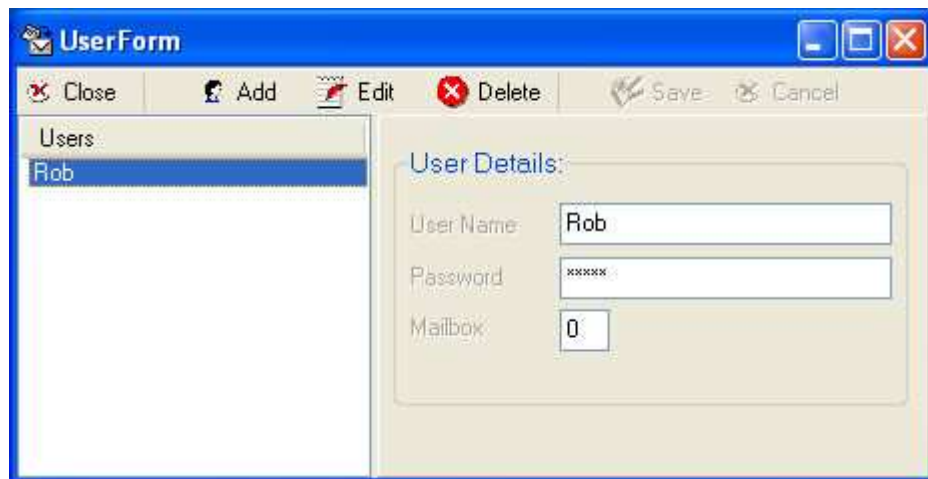
It is necessary to add a user for each EasySMS Office Client you wish to connect to the Server. Each client will have to logon as a user to the system. These users are configured on the EasySMS Office Server.

If the EasySMS Office Server is minimised on the Windows system tray, show it now.

Click on the System button on the EasySMS Office Server form and select **Users Config**. The menu is illustrated in the next picture.



Select **User Config** to display the following form.



Each user is assigned a **mailbox**, that differentiates the users for SMS's. For example, if the user Peter is assigned the mailbox 1 and your telephone line (that is connected to the modem) is 0117881328, then when Peter sends an SMS to someone, the number that is indicated as the sender of the SMS will be 01178813281 (ie: the mailbox is added to the end of the number).

If someone wished to send an SMS to Peter then they would send the SMS to 01178813281. The EasySMS Office application will automatically route the SMS to Peter's user account and he will be the only person that can view the SMS.

The EasySMS Office Server is installed with a default user of Admin. It is recommended that you delete this user, by clicking on **Admin** in the Users ListBox and then clicking **Delete**.

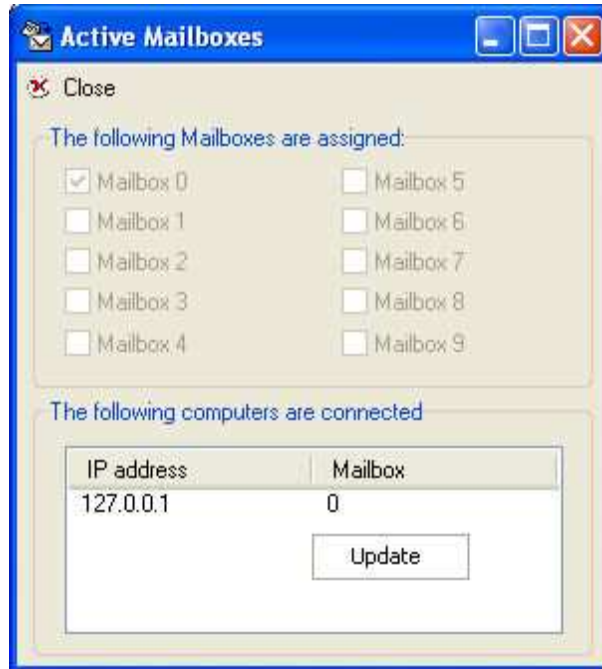
Next click on **Add**, then type in the *User Name, and Password* for your first user. Then select the *Mailbox* you wish to assign to the user. Click **Save** to finish adding your first user.

You can then add further users, as described above. Note that until you have purchased further licenses, you will be only able to add up to 3 users.

Now that you have added the required users' accounts, people can now log onto the system using the EasySMS Office Clients. They will be prompted to input their User name and password, so please let each user know what their respective User name and password is.

## 10.4 Viewing active Mailbox's

Click on the **System** button and select **Active Mailboxes**. The following form will be displayed and will indicate which mailboxes are active.



The screenshot shows a window titled "Active Mailboxes" with a "Close" button. It contains two sections:

**The following Mailboxes are assigned:**

<input checked="" type="checkbox"/> Mailbox 0	<input type="checkbox"/> Mailbox 5
<input type="checkbox"/> Mailbox 1	<input type="checkbox"/> Mailbox 6
<input type="checkbox"/> Mailbox 2	<input type="checkbox"/> Mailbox 7
<input type="checkbox"/> Mailbox 3	<input type="checkbox"/> Mailbox 8
<input type="checkbox"/> Mailbox 4	<input type="checkbox"/> Mailbox 9

**The following computers are connected**

IP address	Mailbox
127.0.0.1	0

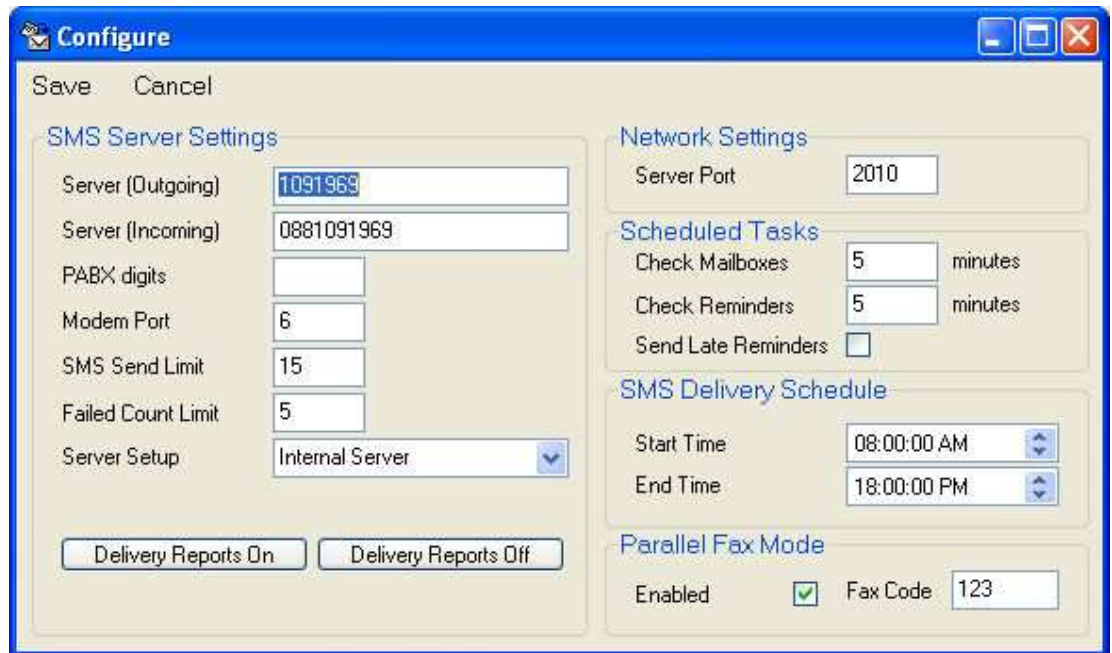
Update

Mailboxes are assigned to user accounts in the range of 0 to 9. Each user has a different mailbox assigned to them. The mailboxes that are assigned to clients are displayed.

The list on the bottom of the form displays the IP addresses of the actively connected clients. Right click on the list and select '**Update**' to refresh the list.

## 10.5 Configuring the EasySMS Office Server

Click on the **System** button on the EasySMS Office Server form and select **System Config**. The following form will be displayed.



The screenshot shows the 'Configure' dialog box with the following settings:

- SMS Server Settings:**
  - Server (Outgoing): 1091969
  - Server (Incoming): 0881091969
  - PABX digits: (empty)
  - Modem Port: 6
  - SMS Send Limit: 15
  - Failed Count Limit: 5
  - Server Setup: Internal Server
- Network Settings:**
  - Server Port: 2010
- Scheduled Tasks:**
  - Check Mailboxes: 5 minutes
  - Check Reminders: 5 minutes
  - Send Late Reminders:
- SMS Delivery Schedule:**
  - Start Time: 08:00:00 AM
  - End Time: 18:00:00 PM
- Parallel Fax Mode:**
  - Enabled:
  - Fax Code: 123

For general operation it is not necessary to change any setting here.

### Server (Outgoing)

This is the number that the Server dials when connecting to the Telkom SMSC to send an SMS. Please do not change this number.

### Server (Incoming)

This is the number that the Server uses to detect an incoming SMS from the Telkom SMSC. Please do not change this number.

### PABX digits

Should you connect the EasySMS Office Modem behind a PABX, then you will have to enter the PABX access digit here. Please note, that in this case, that the system will only be able to send SMS's and not be able to receive SMS's

### Modem Port

This is the serial port number that the EasySMS Office Server has detected the EasySMS Office Modem. Please do not change this setting.

### SMS Send Limit

If more than one SMS is available for sending, the EasySMS Office Server will send multiple SMS's during an active session to the Telkom SMSC. This entry limits the number of SMS's that can be sent in a single session. It is recommended that you leave this setting at 20.

### Failed Count Limit

Should the transmission of an SMS fail, the EasySMS Office Server will continue to retry transmission of the SMS. This setting limits the number of times the server will try to send the SMS.

Should an SMS fail to be sent, the SMS will be marked in red in the clients SMS Pending box. This indicates to the user that the SMS failed.

### **Server Setup**

The EasySMS Office Server is capable of working with different types of SMS modems. Please DO NOT CHANGE this setting from **Internal Server**.

### **Server Port**

The EasySMS Office Server communicates with an active EasySMS Office Clients using Windows sockets. This setting determines the socket number onto which the Server attaches. If this setting is changed, the system configuration of all the EasySMS Office clients must also be changed.

It is recommended that this setting is not changed, unless a socket conflict is detected on you system.

### **Delivery Reports ON / OFF**

The Telkom SMSC is capable of sending delivery reports on successful delivery of an SMS. These delivery reports can be viewed in the SMS – Reports list view in the EasySMS Office Application.

Delivery reports can be turned on or off as required, by clicking on the relevant button.

### **Check Mailboxes**

This is the period at which the EasySMS Office will periodically check to see if any SMS's need to be sent.

### **Check Reminders**

Users of the EasySMS Office application are able to schedule appointments and SMS reminders. The EasySMS Office Server periodically checks these reminders to see if they have matured and should be sent.

This setting determines how often the reminders should be checked.

### **Send Late Reminders**

Determines whether the EasySMS Office Server will send reminders that are overdue. (This could happen if the EasySMS Office Server was not running at the time that the reminders should have been generated)

### **Start Time / End Time**

Use these setting to determine the allowed period for sending SMS's. The system will not send any messages out of these hours, unless the user overrides the settings.

When a user attempts to send an SMS out of hours, the system will ask the user if the wishes to send the SMS 'out of hours'.

### **Parallel Fax Mode**

If you are going to connect the EasySMS modem in parallel with your fax machine with a dedicated line, and the fax machine is set to auto-answer, then setup the fax machine to answer after 3 rings or more.

If this is not possible on your fax machine, then you can enable 'Fax Mode' by checking the '**Enabled**' checkbox. Disable Auto-Answer on your fax machine. The Modem will now be in a mode where it will immediately answer the call. If the call is not an incoming SMS, the Modem will automatically dial out the code (entered in the '**Fax Code**' block) required to activate the fax machine.

(Refer to the user manual of your fax machine to determine the correct code. This is the same code that you can dial from your extension to activate the fax machine.)

## 10.6 Configuring the EasySMS Office Auto-Responder

The EasySMS Office application provides the functionality of responding to missed calls by automatically sending an SMS or email to the caller.

Although, the Auto-responder is setup on the EasySMS Office Server, further configuration is required to enable the Auto-responder for contacts in the EasySMS Office clients. Please refer to the EasySMS Office User documentation for configuring the user's auto-responder functions.

To setup up this function, click on the EasySMS Office Server System button and select **Auto Responder**. The following form will be displayed.

If a number can't be linked to a contact		
Respond to unknown numbers with the following prefixes:		
072	078	086
073	082	
076	083	
077	084	

The two tab sheets, namely **SMS Config** and **Email Config**, allow setup of the two functions.

### 10.6.1 SMS Auto-responder

To enable SMS auto respond, click on the **Respond by SMS** dropdown box and select **Enabled**.

To Auto Respond to only callers that can be found in the EasySMS Office Clients contacts, click on **Contacts found in Database**.

To Auto Respond to calls identified by their number prefix, click on **Unknown calls that match the prefix list**. The prefix list, at the bottom of the form,

determines which calls to respond to. For example, all callers whose number begins with 072 will be responded to. This is useful for responding to cellular calls only.

To Auto Respond to any other callers, select **All other missed Calls**. In this case, if a caller is calling from a landline (and they do not have an SMS instrument), Telkom has the facility that the SMS text will be read (converted to voice) to the recipient. Note that this Telkom feature may not be supported on all lines.

Where the caller is identified in the EasySMS Office contacts database, the message sent to the caller will be the one setup in the users EasySMS Office Client (refer to the EasySMS Office manual). For example, if the caller is identified in user Peter's contact list, the sms text sent to the missed caller will be the text configured by Peter.

If the caller is not identified in the contacts database, the text contained in the 'Unknown Caller SMS Text' box will be sent to the caller. Set this up to contain the text you would wish to send.

### **10.6.2 Email Auto-responder**

To setup the email auto responder, click on the **Email Config** tab sheet. Note that for this function to work you should be connected on-line to the internet and must have an email account with a service provider. The following form will be displayed.

To enable email auto respond, click on the **Respond by Email** dropdown box and select **Enabled**.

Configure your email host settings. If you are using Microsoft Outlook or Express, then check your account setting to determine what should be setup here. Most SMTP (email) hosts use port number 25. If you cannot connect then contact your email service provider for the correct port number.

To test your settings, click on **Test connection to email Server**. If your connection is successful, then the follow form will be display. A test email will have been generated and sent to your address.



Please note that when a call is missed, the system will search through the contacts database for a contact that has a number matching the missed caller. If the contact is found, and they have an associated email address, the missed call email will be sent.

If the above condition is not matched, the missed call email will not be sent.

## 10.7 Acquiring additional User Licenses

The EasySMS Office system is shipped with a default user license of 3 users. To enable the 3 user license, you must have filled in and sent your details on startup.

**If you declined to forward your details to us, you will have a single user license.**


It is possible to have up to 10 user licenses on the system, each user being assigned a mailbox in the range of 0 to 9.

There are two methods for purchasing additional licenses, namely:

- **Telephonically**
- **By SMS** (automatically sent by the EasySMS Office Server)

### 10.7.1 Telephonic license upgrade

To request further licenses telephonically, click on the EasySMS Office Server System button and select **User License**. The following form will be displayed.



The screenshot shows a window titled "License Manager" with a blue title bar. Below the title bar are three buttons: "Update License" (with a pencil icon), "Register" (with a key icon), and "Close" (with a red X icon). The main area of the window is titled "License Information:" and contains a table with the following data:

Activation Code	Default License Activated
Modem Serial Number	6A00030000000008
Number of Users	1

The form displays your current license status.

Click on Update License, and select **Request via Telephone**. The following form will be display.

Activation Request Form

Close New Request Code

Select the number of users you would like to request

Number of Users: 5

Activation Request Code:

CC0C-F8205-9A5-2C6B  
5E994-E63E5-DE63E-939DA-0A5E  
6A000300000000008

Please contact Dev Squared Designs on (+27) 11 788 1448

Select the number of users you would like to upgrade to and then click on the **New Request Code** button. A new Activation request code will be displayed.

Contact Dev Squared Designs on the telephone number listed on the bottom of the form and quote your Activation Request Form.

You will be requested to make payment for the additional licenses. Once the payment has been confirmed, we will supply you with a new license key.

Once you have the new key, click on the EasySMS Office Server System button and select **User License**. click on **Update License** and select **Enter Activation Code**.

User License Activation

Please enter your License Activation Code below.  
(Please Note: This code is case sensitive)

OK Cancel

Type in your new license key and click on the **OK** button to upgrade your system license. You will now be able to add the additional users to your system.

### 10.7.2 SMS license upgrade

To request further licenses via SMS, click on the EasySMS Office Server System button and select **User License**. The following form will be displayed.

The screenshot shows a window titled "License Manager" with a blue title bar. Below the title bar are three buttons: "Update License" (with a refresh icon), "Register" (with a pencil icon), and "Close" (with a red X icon). The main area is titled "License Information:" and contains a table with the following data:

Activation Code	Default License Activated
Modem Serial Number	6400030000000008
Number of Users	1

The form displays your current license status.

Click on Update License, and select **Request via SMS**. The following form will be displayed.

The screenshot shows a window titled "Activation Request Form" with a blue title bar. Below the title bar are two buttons: "Send Request" (with an envelope icon) and "Close" (with a red X icon). The form contains the following fields and sections:

- A section titled "Select the number of users you would like to request" containing a "Number of Users" dropdown menu set to "5" and a "Send Request To" text box containing "0117881448".
- A section titled "Please complete the following" containing several text input fields:
  - First Name\*: Mary
  - Last Name: Perkins
  - Land Line\*: 0117841235
  - Mobile Number: 0827851528
  - Fax: (empty)
  - Email\*: mary@johnsons.co.za
  - Address: 23 Cradock Ave, Morningside, Johannesburg

Please fill in your details and select the number of users you wish to have on your system. Leave the **Send Request To number** as displayed when you open your form.

Click on the Send Request button. An SMS will be automatically sent to Dev Squared Designs requesting your license application.

You will shortly receive an SMS response to confirm the reception of the license upgrade.



You will be requested to make payment for the additional licenses. Once the payment has been confirmed, we will supply you with a new license key via SMS.

When your system has been updated, you will receive an SMS to confirm license upgrade.



You will now be able to add the additional users to your system.

## 11 EASYSMS OFFICE CLIENT STARTUP AND CONFIGURATION

Once the EasySMS Office Server has been setup as described above, you are now ready to log on with an EasySMS Office client. This could be from a networked PC or for the same PC (if you made a Stand-alone installation).

Start The EasySMS Office Client by clicking on the Windows Start button, selecting All Programs, EasySMS Office and EasySMS Office.

The first time you run the application, the following form will be displayed.



The screenshot shows a Windows dialog box titled "ADO Connection Form". The dialog has a blue title bar with standard minimize, maximize, and close buttons. The main area is light beige and contains the text "Please complete the following ADO setup". Below this, there are two text input fields: "Server Name" with the text "localhost" and "Database Directory" with the text "C:\Program Files\EasySMS Office\Database". At the bottom of the dialog, there are three buttons: "Test Connection", "Accept", and "Cancel".

If you have made a Stand-alone installation, leave the Server Name as localhost.

If you are running the client from another PC in Client Server mode, then type in the **name** or **IP address** of the PC on which the EasySMS Office Server is running.

Then click on the Test Connection button. If the Server Name is correct and the connection is successful, the following form will be displayed.



The screenshot shows a small Windows dialog box titled "Information" with a blue title bar and a close button. The main area is light beige and contains an information icon (a lowercase 'i' in a blue circle) followed by the text "Connection successfull!". Below the text is an "OK" button.

Click OK and then Accept, and the EasySMS Office Client configuration is complete and the application is now ready to be used.

If the test connection failed, make sure that the Server Name is correct (*ie: the name or IP address of the computer on which the EasySMS Office Server is running*). Also make sure that the EasySMS Office Server has been started and is currently running.

## 11.1 Logging on from a Client

When the EasySMS Office Application starts it will try and log on automatically with its current user settings. When the product is first installed, it will try and log on with the user set to **Admin**. If the EasySMS Office Server still has the user **Admin** in its users list the application will log on.

However, if the user **Admin** has been removed, the application will display the following form.



The image shows a 'User Logon' dialog box with a blue title bar and a close button (X) in the top right corner. The dialog is divided into two sections. The top section, titled 'Logon Information', contains two text input fields: 'User Name' with the text 'Rob' and 'User Password' with masked characters '\*\*\*\*\*'. Below these fields is a checked checkbox labeled 'Save logon information'. At the bottom of the dialog are two buttons: 'Accept' with a green checkmark icon and 'Cancel' with a red X icon.

Type in your User Name and Password (as setup on the EasySMS Office Server) and click **Accept**. If you would like the application to automatically logon when you next run the program, click on **Save logon information**.

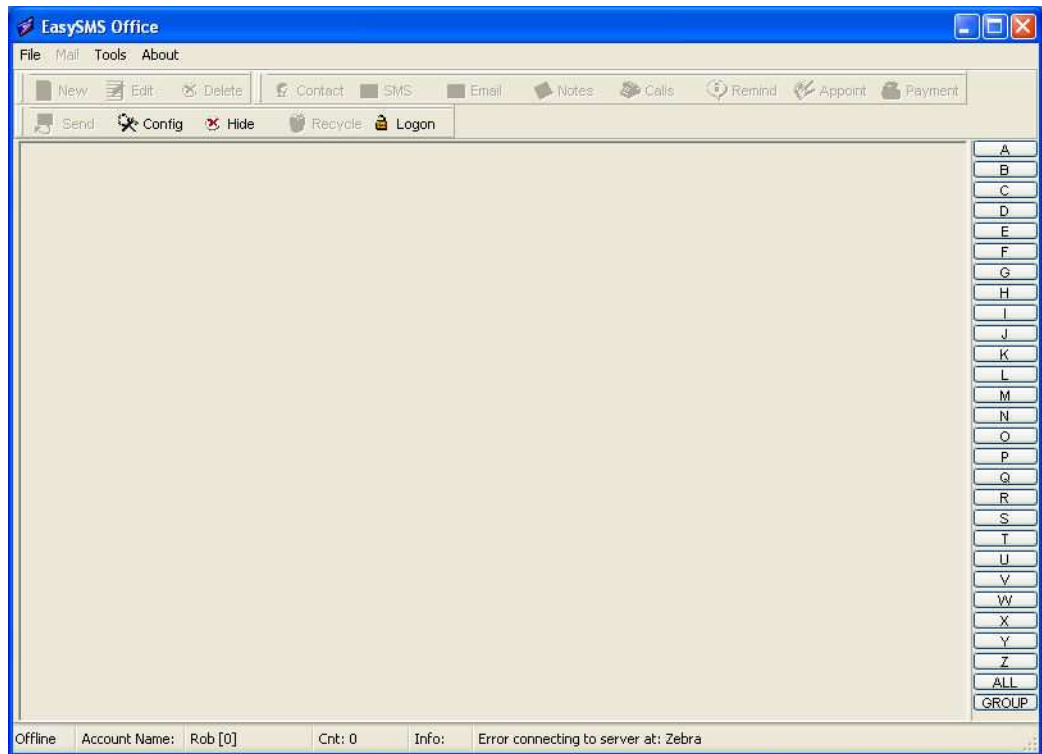
The application will now logon and be ready for use.

If you enter an incorrect User Name or Password, the following form will be displayed.



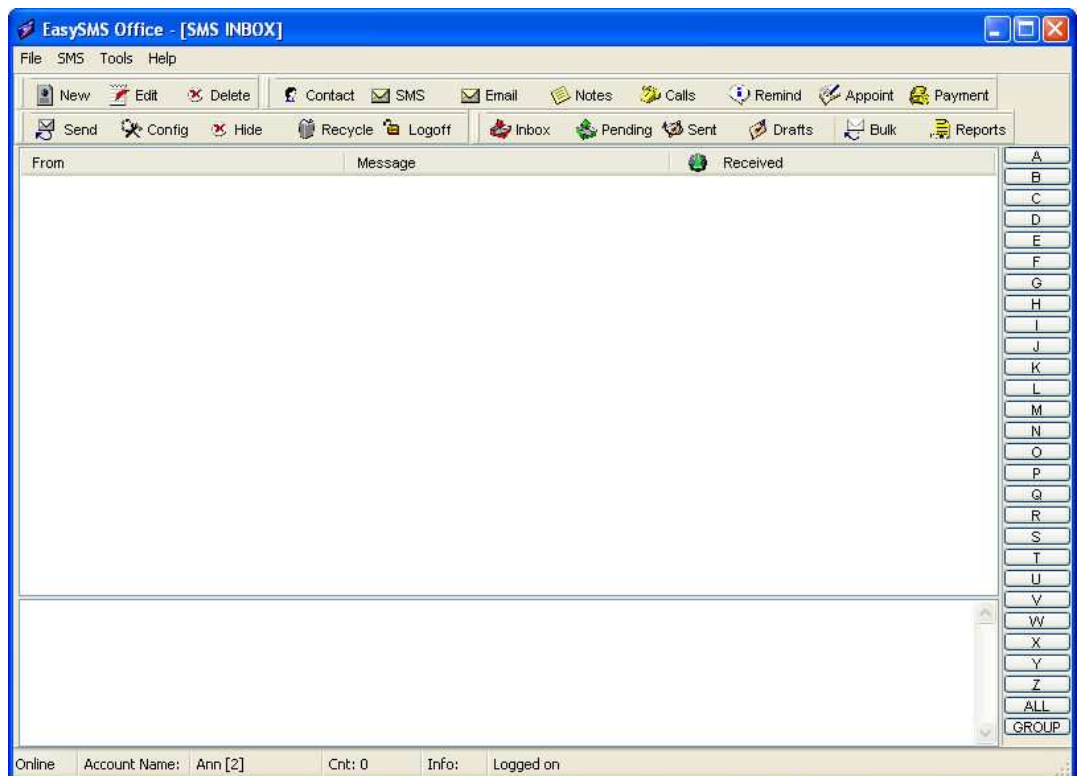
The image shows an 'EasySMS Client' error dialog box with a blue title bar and a close button (X) in the top right corner. The dialog contains a single line of text: 'UserName or password incorrect!'. Below the text is a single 'OK' button.

Please ensure that the EasySMS Office Server is running, and that your user details have been entered into the server.



The status bar on the bottom of the application indicates the logon status. The example above indicates the status that the user Rob could not connect to the server. This is likely due to the fact that the EasySMS Office Server is not running or the incorrect Server Name was entered when the application started for the first time

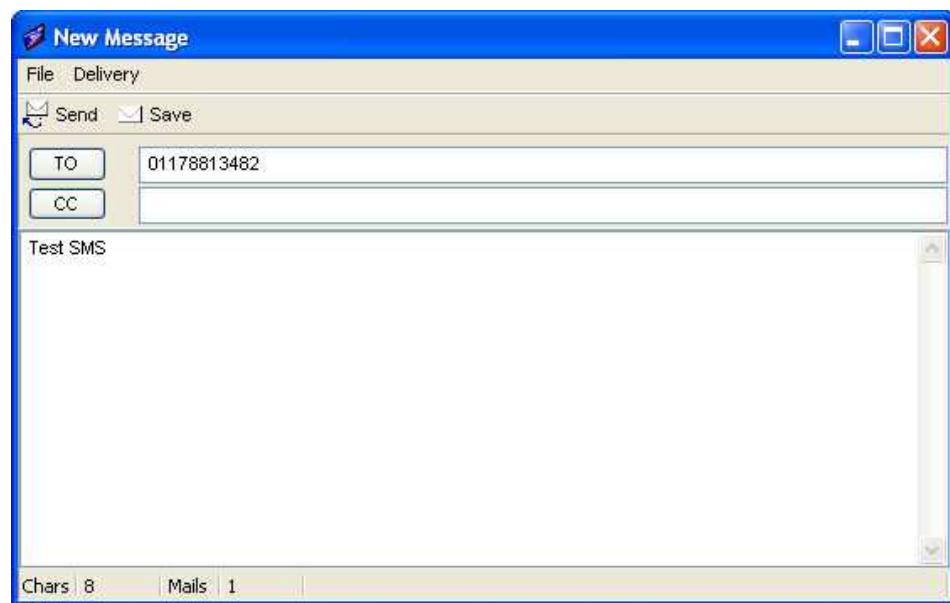
If the logon was successful, the form displayed will look like this.



## 11.2 Sending your first SMS

Please make sure that the EasySMS Office Server is running before performing this test and that your EasySMS Office client is successfully logged on. Make sure that no one is currently using the line that is connected to the modem.

Click on the **SMS** button on the EasySMS Office taskbar, and then click on the **New** button also on the taskbar. The following form will be displayed.



The screenshot shows a 'New Message' dialog box with the following details:

- Window Title: New Message
- Menu Bar: File, Delivery
- Buttons: Send, Save
- TO field: 01178813482
- CC field: (empty)
- Message Body: Test SMS
- Status Bar: Chars | 8, Mails | 1

Type in your telephone number (the one that is connected to your EasySMS Office Modem) and a short message as indicated above.

*Please note that the number must be preceded by your area code. In this example Ann is sending a message back to herself. The user is Ann and her mailbox is mailbox 2. The telephone number we are using in the example is 7881348. So the number we use for Ann to send an sms back to herself is **01178813482**.*

Next click on the **Send** button to send the SMS. The new SMS form will close. Now click on the **Inbox** button on the taskbar. Within a minute or two, your telephone should give a short ring and the Inbox button icon (envelope) should turn red. The SMS should be displayed in your inbox list.

*As an alternative, you could send an SMS to your cell phone to test the send function. When you receive the SMS, reply to the SMS to test the receive function.*

## 12 TROUBLE SHOOTING

This section describes the procedure to use if you find that you cannot send or receive SMS's.

If the SMS test procedure did not work then please follow the steps below to diagnose what the problem is. The following steps presume that you have tried to send as SMS as described in the section above but did not receive a response SMS in return. Your SMS will still be in the **Pending** box.

- Is your EasySMS Office Server running, the EasySMS Office Modem is connected to the PC via the USB cable and connected to the telephone line?
- Does the status indicated on the bottom left of the EasySMS Office Client screen indicate that you are online? If not, click on the **Logoff** button on the EasySMS Office taskbar. Logon again and confirm that you are online by looking at the status bar.
- Have you contacted Telkom on 10219 and requested that the IdentiCall and SMS services have been enabled? If not contact them now and request these services. Once enabled, test the SMS function again. Once the service has been activated, try sending the SMS again.
- Try calling your line from a cell phone or another landline. A caller alert form should be displayed on the EasySMS Office Client. If this comes up, then the Identicall service has been enabled successfully.
- Send an SMS to your system from a cell phone. The phone should ring once then stop. If the phone keeps on ringing, then answer the call. If you hear the SMS being read out to you, then the SMS service has not been enabled by Telkom. Call Telkom on 10219 and ask them to check that the SMS service has been enabled.