

Vodafone multiTXT Outlook Mobile Services (OMS)





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Microsoft Outlook 2007+ Mobile Service (OMS)

Outlook Mobile Service (OMS) in Outlook 2007+ provides the ability to send text messages from within Outlook 2007+ using compliant web services. With multiTXT, OMS users can send text messages if they have an active multiTXT Pro account.

What you need before you use Outlook 2007+ Mobile Service

1. Outlook 2007+ installed
2. An account with Vodafone multiTXT Pro.

Activate text messaging in Outlook 2007+

To configure Outlook Mobile Service within Outlook 2007, either use the Quick Activation OMS link or follow the instructions below.

Quick activation

The secure web service address you need is
[oms:https://multitxt.vodafone.co.nz/services/omsservice](https://multitxt.vodafone.co.nz/services/omsservice)

Cut and paste this into your browser if this link doesn't work. Select **launch application**. You will need your Vodafone multiTXT login credentials.

- a) You will be asked if you want to add a service to Microsoft Outlook 2007+. Click **Yes**.
 This will open the text message **Account**

Settings window in your Microsoft Outlook.

- b) Input your multiTXT Logon User ID and Password.
- c) Make sure **remember password** is ticked.
- d) Open **More Settings** and enter your mobile number
- e) Test Account Settings to ensure that you have entered them correctly.
- f) Save your settings by clicking **OK**.

If your Microsoft Outlook 2007+ was open when you completed these steps, you will need to fully close it by selecting **File** on the main menu and **Exit** and re-open before text messaging is activated.

NOTE: In some cases the computer may need to be re-started.

Manual set up

- a) On the Microsoft Outlook menu bar, select **Tools**
- b) Click on **Account Settings**
- c) Click on **New** (in the 'Account Settings / Email Accounts' window).
- d) Click on the **Other** button (which will highlight 'Outlook Mobile Service Text Messaging')
- e) Click **Next**.

- a) Type or copy this secure URL link into the Web Service Address: [oms:https://multitxt.vodafone.co.nz/services/omsservice](https://multitxt.vodafone.co.nz/services/omsservice)

- b) Input your multiTXT User ID and Password.
- c) Make sure **remember password** is ticked.
- d) Open **More Settings** and enter your mobile number
- e) Test Account Settings to ensure that you have entered them correctly.
- f) Save your settings by clicking **OK**.

You may need to close Outlook 2007+ by selecting **File** on the main menu and **Exit** and re-open before text messaging is activated.

NOTE: In some cases the computer may need to be re-started. If the text messaging option is still not available check with your IT helpdesk to see if the service is disabled in your company by a system policy.

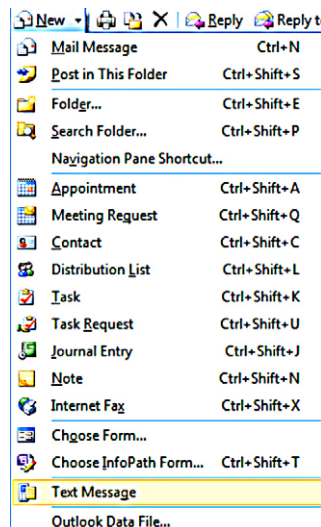


send a text message via Outlook 2007+

Sending a text message

Depending on your version of Outlook this may vary, but for example:

- On the main Outlook menu, click on the small arrow next to the 'New' tab. Alternatively, you may have a drop down available when you open a new message.



- Click on **Text Message**.
If 'Text Message' has not appeared on this menu list, close down Outlook fully by clicking **File** and **Exit**. In some cases the computer may need to be re-started before 'Text Message' appears.
- In the Text Message window, input the recipient's mobile phone number. This does not need to be in the International format (6421xxxxx) unless sending overseas.

- You can also select recipients from your Outlook Address Book. You can send up to 10 recipients per message.
- After you have typed your message, Click **Send**.

Select Individuals and groups you want to text

You can send your Text Messages to one or more people:

- Type in mobile phone numbers. . This does not need to be in the International format (6421xxxxx) unless sending overseas.
- Or select from your Outlook Contacts by clicking on **Address Book**.
- Your individual and groups will appear in this Mobile Contacts window.

Automatically identify that the text message is from you at the start of every message

Why is this smart to do?

The recipients of text messages from computers will see those messages arrive from unfamiliar numbers. This is because computers are not assigned individual phone numbers.

But the automatic "signature" feature enables you to be sure all your messages start by identifying you as the sender.

- On the main Outlook menu click **Tools**
- Select **Options**
- Click on the **Mail Format** tab
- Click **Signatures**.

On the E-mail Signature tab create the signature id for your text messages:

- Click on the **New** tab, and in the pop-up box that appears, create a name for your text message signature (e.g. 'TXT ID') and click **OK** to close the pop-up.
- In the box underneath 'Edit signature', type the signature you wish to appear (e.g. 'From:' and your email address or your name and 'via pc').
- Click **Save**.
- In the box next to 'E-mail account', click the arrow tab and you will then see your multiTXT text messaging/Outlook Mobile Service account. Click to select it.
- In the box next to 'New Messages', click the arrow tab and you will then see the name you gave to your text message signature option. Click to select it.
- Click **OK** to save and activate your text message signature selection.

When you open your text message window it will now automatically have your identifier:

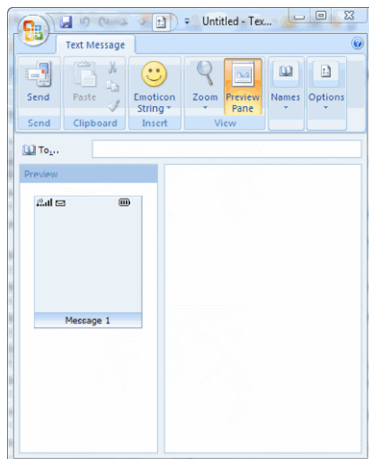


send a text message continued

Set and preview the maximum number of text messages you want to send each time

Text messages have a maximum of 160 characters. You can send longer messages, but they will be divided and sent as two separate text messages:

- You can see how much of your message fits into a single text message by clicking on **Preview Pane** in the menu bar.
- The 'Preview' box shows how much of your message will be included in each text message that is sent.



- You can set your maximum text messages by clicking on **Maximum Messages**.

Take Note:

If your Outlook client is set to use a UTF-16 language (Chinese, Cyrillic etc), your character payload decreases to 70 characters in the first part, and 134 characters in the second part.

This means if you send a message that is 100 characters in a UTF-16 language, you will be charged for two messages.

Forward your emails as text messages

You can forward on an email to someone else as text message very easily.

- Open the Email you wish to forward and click on the small arrow below the 'Forward' icon.
- Then click on **Forward as a Text Message**.
- Your text message window will open with the contents of the email already included. Input or select the recipients mobile phone numbers and click send.

Schedule text messages to be sent later

You can schedule to send your Text Messages at a set time:

- Click the box to the left of 'Schedule Send' on the menu bar.
- You will see a 'Scheduling' bar appear underneath the 'To' box. Select your date and time you want the message to be delivered



replies

Replies to your text messages will arrive in your Outlook Email Inbox (the email address you selected in your multiTXT account).

Retrieve, view and file your text messages along with your Emails.

Get alerted by text message that important emails have arrived

Note: You must be logged on to your email account for this function to operate.

Do you need to know immediately that an email has arrived from an important client? Outlook enables you to set up text message alerts to let you know these emails have arrived.

You simply select the clients or subjects that you want to be alerted about. A copy of the email will then also be forwarded to your mobile phone as a text message. The start of the email will appear in the text message, up to 160 characters just like a normal text message. This is typically more than enough to know what the message is about. You can elect to get more of the email message by breaking it into a series of text messages if you wish.

- On the main Outlook menu bar, select **Tools**
- Click on **Options**.

- Select the **Preferences** tab
- Click on **Notifications**.

The 'Outlook Mobile Notification' window will be opened.

- In the box next to 'Forward to mobile numbers', input your mobile number.
- Click the box next to 'Forward messages' to confirm.
- Select the clients you want to be alerted to that an email from them has arrived. Click on the **Select** button to open your contacts address book. Select individuals or groups and click **OK**.
- Type in words which if they appear in the 'subject' of your emails will be sent to your mobile phone.
- Click **Apply** and then click **OK**.

You can also receive more than the first 160 characters of your emails. Elect to have more of each email's content delivered by receiving further text messages (160 characters per text message). On the menu bar, select **Tools** and click on **Options**. In the 'Preferences' window, click on **Mobile Options** and the window will open.

- Select the number of text messages per email you wish to receive and click **OK**.

Get text message reminders of your Outlook calendar meetings

Note: You must be logged on to your email account for this function to operate.

Never miss an important event by getting text message alerts to remind you about your upcoming Outlook Calendar schedule.

On the menu bar, select **Tools** and click on **Options**. In the 'Preferences' window:

- Tick the **Default Reminder** box to request notifications and reminders (note this also delivers them as pop-ups in your Outlook).
- Select how far in advance you wish to be reminded.
- Click on **Notifications**.

The 'Outlook Mobile Notification' window below will be opened.

- In the box next to 'Send to mobile numbers', input your mobile number.
- Click the box to confirm you want to receive your reminders on your mobile phone.
- You can also receive text message reminders of some or all of your following day's schedule. Tick the box next to 'Send next day's schedule' and then select how and when you wish that to be sent.
- Click **Apply** and then click **OK**.



faqs

What is Microsoft OMS?

From Outlook 2007 Microsoft has included the Outlook Mobile Service (OMS) that allows users to send SMS to people in their Outlook address book using their multiTXT credentials.

What's the web service address for OMS?

The web service address for OMS is
[oms:https://multitxt.vodafone.co.nz/services/omsservice](https://multitxt.vodafone.co.nz/services/omsservice)

I don't see the text message option in the New menu

Select **New** and see if a drop down has appeared under the Send button. Configuration depends on your Microsoft Outlook version and setup.

- You will need to check you are correctly configured for Outlook Mobile Service. See Section 'Activate Text Messaging in Outlook 2007+' above.
- If the service has been configured correctly and you still can't see the text message option in the New menu, Mobile Service may have been disabled through a system policy. You will need to check that the Outlook Mobile Service is an active add-in in the Outlook Trust Centre. In Outlook, go to the

Tools menu and select **Trust Centre**. Then select **Add-ins** and make sure that Microsoft Outlook Mobile Service is in the Active Application list. If it's not there, click **Go** button to manage your COM Add-ins and activate it.

Can I send in different languages?

Yes. Outlook Mobile Service will send whatever language your Outlook client is set to use. Some languages may not display correctly on some handsets and carrier networks.

If your Outlook client is set to use a UTF-16 language (Chinese, Cyrillic etc), your character payload per SMS message part decreases to 70 characters in the first part, and 134 characters in the second part and 201 in the third part.

This means if you send a message that is 100 characters (for example) in a UTF-16 language, **you will be charged for 2 messages**.

I'm replying to messages, but they are not being delivered to the recipient

Microsoft Outlook Mobile Services are specific to Outlook 2007 and later. Replying to a message from a non-Outlook email client means the message will not be delivered to the recipient. The reply must

come from Outlook 2007 or later.

Further, if you send a message, receive a reply and then reply to the reply, the message will not be delivered. This is a limitation of the Microsoft Outlook Mobile Service. Rather than replying to a reply, you will need to send a new message to the recipient.

My text messages won't send or aren't received

- Make sure the recipient's mobile number is entered in international format and does not contain any spaces or special characters like brackets or dashes
- Ensure your credentials and the Outlook Mobile Service address are entered correctly.
- Make sure you are specifying a new text message, not a new email. Clicking the New button will create a new email by default. You need to specify a new text message.

There is no body in the reply messages I'm receiving

- This is likely to be caused by anti-virus software, especially if it is running an Outlook/Exchange plugin or similar. Disabling the plugin should resolve this. Currently, this is a known issue with Avast and AVG software.



faqs continued

The messages I send arrive from different numbers

To enable all your messages to be replied to, and in any order, the messages arrive from a rotating pool of numbers. The number it arrives from depends on your billing number (MSISDN/Dummy MSISDN).

I would like the message to use my mobile number

Unfortunately, this is not possible. You can add a signature to your messages to identify you.

I'm having issues getting this to work with Sharepoint

The most common issues with getting Outlook Mobile Service to work in Sharepoint are importing a root certificate and creating a trusted root authority. These are covered by Microsoft [here](#).

Where can I download the root certificates?

The root certificate that is used is the GTE Cybertrust Global Root. It can be found [here](#).

I have closed my account but I'm getting an error message from OMS

If you have set up Outlook to use the Mobile Service to forward calendar alerts etc. to mobile as SMS, Outlook will generate an error as you no longer have an active account. To resolve this, ensure that you also remove the service from your Outlook client.



This is how we support your business

Our business service team is here to help. Call 888 from your mobile, 0800 4000 888 from your landline or +64 9 962 9888 from overseas. You can also visit us in store or access your account at www.vodafone.co.nz/business.

For more information go to www.vodafone.co.nz/multitxt