



Getting Started

Download 10 day FREE Trial [here](#)

IMPORTANT -- ACT Mobile Messenger works with Act! ONLY

Fill out the online form and you will receive an email with a link to download ACT Mobile Messenger. The **10 day FREE Trial** is an unrestricted full-featured working copy. The software will count down one day at a time, with a warning on the last 3 days. After this time, the software will become disabled and cannot be used until licensed.

Installation

1. Close Act!

2. Log on to your PC as an Administrator (this may mean logging off, restarting your machine, or server)

Ensure that you have logged on as an administrator on your local machine. If you are not sure what this means than this might be the right time to contact your IT support person, Network Administrator or IT services company.

3. Double-click on the downloaded file: ActMobileMessenger.msi

The Installation Wizard will guide you through installation. If you need help, please use your free email support and email us at support@actmobilemessenger.com. You will receive a reply within 24 hours.

4. Accept License Agreement

ACT Mobile Messenger is licensed to run on a single machine that is running Act!. You can install the software on multiple machines that share a common Act! database, however you will need to have additional ACT Mobile Messenger licenses. After 10 days, if you do not purchase, the software will cease to function. After purchase, you need to register the software. The reseller who sold it to you will provide a registration key via email shortly after purchase.

5. Chose a Gateway Provider:

In order to send SMS texts from Act!, you'll need a messaging Gateway Provider. Gateway Providers offer web-based services for sending text messages and for managing your account including message credits. ACT Mobile Messenger comes bundled with a range of Message Connectors that are designed to connect to the Gateways, much in the same way printer drivers allow you to connect to specific printers. ACT Mobile Messenger is the only product of it's kind for Act! to offer a choice of message providers (Gateway Providers). For more information on the providers supported or how to setup your trial account, including FREE messages, refer to the back of this document.

Typically you would install only the Message Connector you are going to use, but you can install as many as you like. Currently, there are eight (8) Message Connectors, for each of the Gateway Service Providers supported. Each offers a free trial period with FREE sample SMS text messages so you can try the ACT Mobile Messenger during your trial. If we do not support one that you are currently using, or would like to use, we may be able to develop a custom connector for you. Alternatively, your provider may sponsor a connector. Ask them. The money you save on bulk messages could easily pay for your own connector over time.

6. Choose Launch Act! with Mobile Messenger check-box

It is recommended that you select the Launch Act! with ACT Mobile Messenger check-box prior to finishing the installation as this will make it easier to find the software if you are a first time user.

Sending your first Text Message (SMS) from Act!

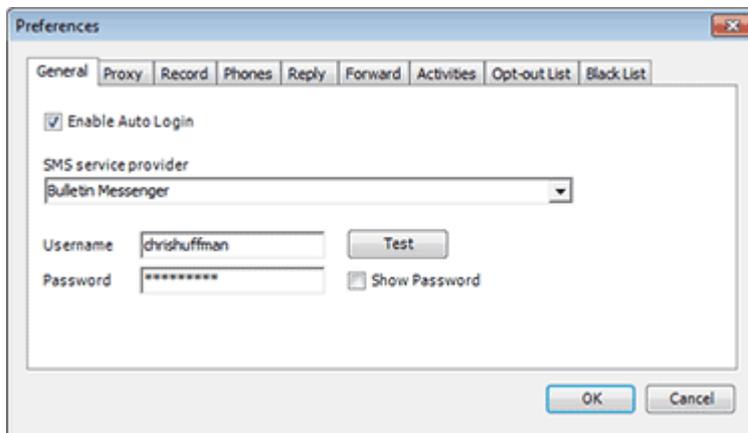
To send your first SMS Text Message:

1. Ensure that you have your Message Account User Name & Password



2. Enter these details into the ACT Mobile Messenger preferences tab

This can be found in the File Menu under preferences (not in Act!, but in the **ACT Mobile Messenger**). Here you'll also select your preferred Message Connector (Gateway Provider). Once you've provided the correct details, you should be able to see that you're logged in to your provider's service. **Enable Auto Login** will ensure you're always logged in.



3. Send a Test

Send a Quick SMS to yourself to ensure your messages are getting through. Quick SMS allows you to send a quick message to a contact that is not in Act! and is the fastest way to get a message out and test the service.

Send a Quick SMS – Step-by-Step

1. Simple Message Screen

In the ACT Mobile Messenger, go to the View Menu and select either 'Simple' or 'Advanced' until you find the Simple screen as displayed above which is used for sending single messages from ACT!. Function Key [F7] also allows you to flip screens.

2. Quick SMS Checkbox

Click on the small checkbox that says Quick SMS and ensure that there is a tick [✓] in the box. This places you in Quick SMS mode and will allow you to enter details for a message recipient that has not already been entered into ACT!

3. Enter Details

Enter the Name and Mobile of the person you want to send the message to. **SPECIAL NOTE:** It is recommended that when sending your first message, you send the message to yourself or your own cell/mobile phone so that you can see both the message being sent and the message being received.

4. Message

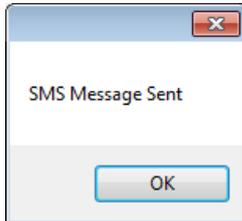
Enter the Message you want to send which can be up to 160 characters in length for a single message. If your message is longer it will be sent as multiple messages.

5. Send Message



Once you are satisfied you have followed steps 1 to 4 and have entered the correct information then you may click on the 'Send Message' button to send your message.

If everything went to plan you will see a message on the screen like this;



You will also notice that the message details have been recorded in the history, notes or selected field of your MyRecord. These details include the following information;

- 1) Date
- 2) Time
- 3) Result
- 4) Regarding & Details
- 5) Record Manager (Sender)
- 6) Contact Record (Recipient)

Date	Time	Result	Regarding & Details	Record Manager	Share With
1/06/2014	1:15 PM	Text Message Sent	SMS Text message sent Hi Meg, I can't seem to find your address .. are you able to send it to me? Chris	Chris Huffman	

CONGRATULATIONS !!!

Finally, if everything has worked well, you should have received the message on you cell or mobile phone. The speed at which this occurs will depend on your Internet connection and the performance of your selected messaging gateway.

If you have succeeded in sending your first text message from ACT! using the Quick SMS feature, it is recommended that you move onto sending messages to contacts or groups within ACT! ...

Problems

The most common reasons for not receiving messages are as follows:

- 1) There is no internet connection available to send a message
- 2) There may be a firewall restriction on your internet service
- 3) The user name and password for the message account is not valid
- 4) There are no message credits left on your message account
- 5) The Cell Phone or Mobile number you have used is not formatted correctly
- 6) The Cell Phone or Mobile number being used is wrong
- 7) The message text contains special characters that are not supported by your provider
- 8) The message provider's service (messaging gateway) is down for some reason
- 9) You have not installed the software correctly or were not logged on as an administrator when doing so
- 10) You are trying to use the software outside of license conditions such as a virtualized environment or shared server



Choice of Providers

Choose your Message Provider (SMS/Text Message Service Provider):

It is important to choose the right provider because depending on where you are located in the world, you will want to find the provider that gives you the best balance of price, performance and deliverability. It is of no use to have 'cheap' or 'free' messages if they are not being delivered or arriving much later than anticipated. It is also important to select a provider that offers 24x7 support, like our premier provider, Bulletin.

There are presently eleven (11) Message Gateway Service Providers supported by ACT Mobile Messenger that allow you to send Text Messages (SMS) over the Internet directly from Act!, using an internet connection. Depending on whether or not you presently use one of these providers you will need to follow step A) or step B)

A. I already have an ongoing message account with one of the following providers:

Bulletin Messenger - <http://www.bulletin.net> (Please use ACTADDONS if asked for a referral code)
Clickatell - <http://www.clickatell.com>
Esendex - <http://www.esendex.com>
MessageMedia - <http://www.message-media.com>
MessageNet - <http://www.messagenet.com.au>
Mobile Messenger - <http://www.mobilemessenger.com>
RedCoal- <http://www.redcoal.net>
SMSGlobal - <http://www.smsglobal.com>
Twilio - <http://www.twilio.com>
Upside Wireless - <http://www.upsidewireless.com>
Webtext - <http://www.webtext.com>

If you already use one of these message providers then you already know about sending messages over the internet and should have your own user name & password which you would have received from your provider. If you have forgotten these details it is recommended that you contact your service provider to get your user account details, as they will be crucial to ensuring that your messages can be sent.

B. I don't have an account, I'm not sure how to get one, where are my FREE messages?

If you do not have a message account you will need to get one as you will not be able to send any messages without one. Each of the three messages gateway providers brings something unique to the table, and they all offer trial accounts with 'FREE' messages, so you can try them out before deciding which is best for you.

Setting Up a Messaging Account:

It is quite simple to setup up an account with each of the message providers. All you have to do is visit their websites and find the sections relating to setting up a trial account, which will normally be on the front page or home page in most cases. The following pages show you where to start in setting up your trial account to access your 'FREE' messages to start using the ACT Mobile Messenger.

Bulletin Messenger - <http://www.bulletin.net> (Please use ACTADDONS if asked for a referral code)
Clickatell - <http://www.clickatell.com>
Esendex - <http://www.esendex.com>
MessageMedia - <http://www.message-media.com>
MessageNet - <http://www.messagenet.com.au>
Mobile Messenger - <http://www.mobilemessenger.com>
RedCoal- <http://www.redcoal.net>
SMSGlobal - <http://www.smsglobal.com>
Twilio - <http://www.twilio.com>
Upside Wireless - <http://www.upsidewireless.com>
Webtext - <http://www.webtext.com>

NOTE: List of Supported Providers as at September 2014



Purchasing ACT Mobile Messenger

To purchase, go to:

ACTAddOns.com/ACTMobileMessenger/

Please register your software to ensure you receive updates when they become available.

Registering ACT Mobile Messenger

Once you have purchased your copy of ACT Mobile Messenger you will receive an Activation Key from ACTAddOns.com that will enable you to unlock the software. All you need to do is enter the Key and press the Unlock button.

Computer ID & Key:

The key generation process is very secure and is specific to each machine that the ACT Mobile Messenger is installed on. This is for protection of the license and also allows you to keep the same installation and registration even when we send you updated software. This means that it is rare that you will have to re-register your software unless you completely reformat your machine. However, we do understand that most of our users do these sorts of things at odd hours and may need to register their software outside normal business hours. If you have a situation like this please [send an email](#) with a screen shot with your registration details and we will do our best to get you registered as soon as possible. However, remember that if you have re-formatted your machine you can go back to trial software until such time as you receive your official registration.

Feedback

Please share your experiences with this guide and ACT Mobile Messenger. If you have any recommendations or comments, please let us know. You can email us at feedback@actmobilemessenger.com

Thanks

We really appreciate that you have taken your personal or business time to give consideration to a product that we are proud of and users have told us they love. We are continually working to improve the product and your thoughts and ideas are always welcome as well as any issues or criticisms you may have. We would love to have you as a customer and active user of our software.