

# Using Blackboard ConnectTxt Outlook Add-in

This document is intended for those using:

Outlook Add-in 1.1  
Microsoft Outlook Versions 2003 (11), 2007 (12) and 2010 (14)

Date: 24<sup>th</sup> July 2012

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## 1. What is the Outlook Add-in?

The Outlook Add-in is an application which extends the functionality of Outlook 2003, 2007 and 2010. It allows users to send text messages from within Outlook, specifying the contacts from Outlook's contacts folders and also contacts from within Microsoft Exchange Server. It also allows user to receive and reply to text messages that have been sent to their ConnectTxt account.

## 2. Installing the Outlook Add-in

**PLEASE NOTE:** *the Outlook Add-in is not provided with any guarantees or warranty. Blackboard ConnectTxt accepts no responsibility for any damage, loss of earnings or other negative side-effects of installing and using this software. Bug-fix support will be provided free of charge via the contact details provided in this document. We welcome and appreciate all user suggestions and feedback.*

### i. System Requirements

- Windows XP, Windows Vista or Windows 7
- Microsoft Outlook 2003, 2007 or 2010

### ii. Prerequisites

As the Outlook Add-in extends the basic functionality of Outlook, a number of prerequisites are required. The prerequisites are installed as part of the installation process for the Add-in. The prerequisites are all Microsoft products and are available to download for free from the Microsoft website if you would prefer to add them manually. Please note that all these products must be installed in order for the Add-in to function.

The prerequisites are:

- .Net Framework 2.0
- .Net Framework 3.5 SP1
- SQL Server Compact Edition 3.5 SP2
- Visual Studio 2005 Tools for Office Second Edition
- Windows Installer 3.1
- Office Primary Interop Assembly (targeting the installed version of Office, e.g. 2003, 2007 or 2010)

### iii. Installation

Close any open instances of Outlook.

After unzipping the contents of the zip folder, run Setup.exe. Please do not run 'ConnectTxt Outlook SMS Add in Setup.msi' directly. Ensure that the prerequisites are unzipped into the same folder as the installer so that the installer can find them.

If any of the prerequisites are missing from the machine, you will be shown a dialogue box for each missing prerequisite. You will need to click 'Accept' for each of these prerequisites after viewing the license agreement (see Figure 2.1).

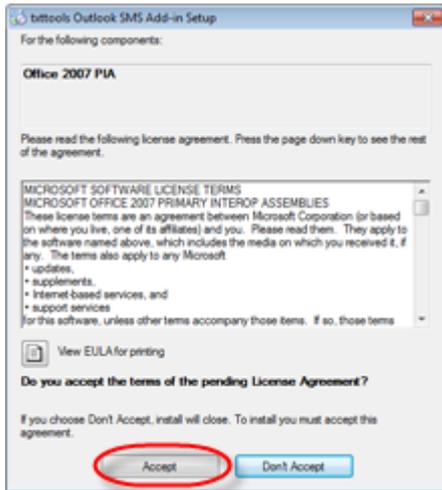


Figure 2.1: Example of a prerequisite dialogue.

After the prerequisites are installed, you will be presented with the Add-in Setup Wizard (See Figure 2.2).

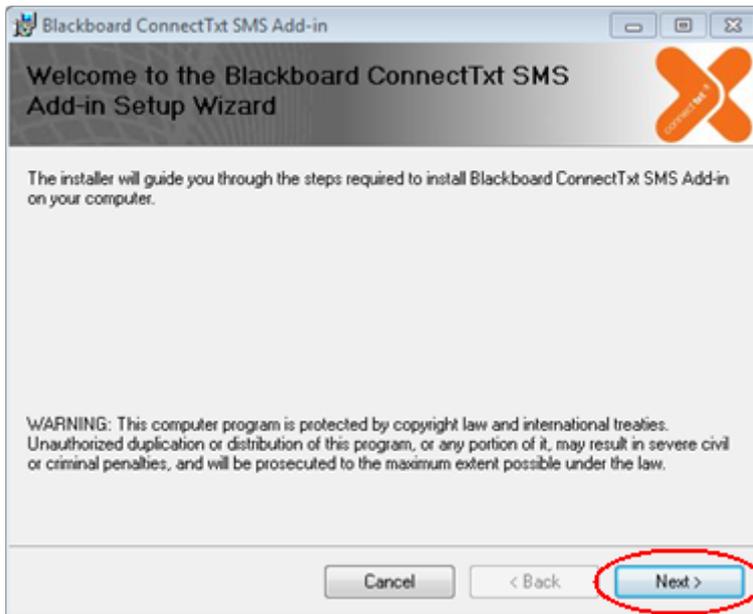


Figure 2.2: The ConnectTxt Setup Wizard.

Click on 'Next' twice to complete the installation.

### 3. Sending Your First Text Message with the Outlook Add-in

#### Office 2003/2007:

After installation you will see a new toolbar with three buttons as shown in figure 3.1.

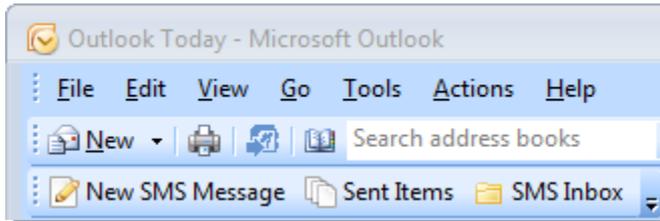


Figure 3.1: The toolbar as seen in Outlook 2003 & 2007.

### Office 2010:

After installation you will have an Add-Ins tab. Within the Add-ins tab will be a ConnectTxt group, with three buttons as shown in figure 3.2.

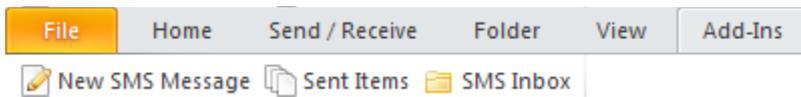


Figure 3.2: The toolbar as seen in Outlook 2010.

The three buttons are: 'New SMS Message', 'Sent Items', 'SMS Inbox'. Click on 'New SMS Message' to open the SMS composition window.

### **Step 1: Select Recipients**

You may send a text message to one or more individuals, to a group of contacts, or a combination of both.

To add contacts to the recipients list click the 'To...' button to open the Contacts window (see Figure 3.3).

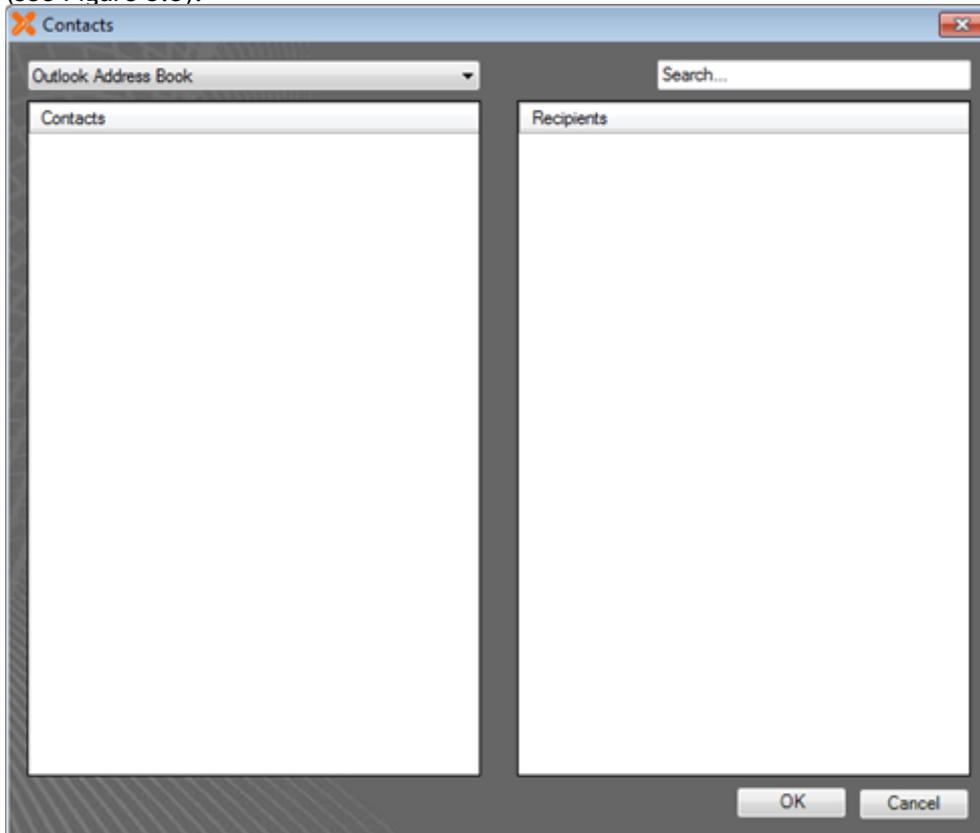


Figure 3.3: The contacts window.

When you select an option from the Contacts select list, the panel below will show a list of Contacts/Groups. Double-clicking a contact or group in the panel will add it to the Recipients panel. Double-clicking a contact/group in the Recipients panel will remove it.

In figure 3.4, you can see an example of the Contacts select list. At the top is a top-level group for Outlook. If you have Exchange Server running you will also see another top-level group named 'Global Address List' further down. All items under these top-level groups are folders/groups defined in Outlook or Exchange, with the exception of 'All Groups', which will populate the Contacts panel with the groups in the list.

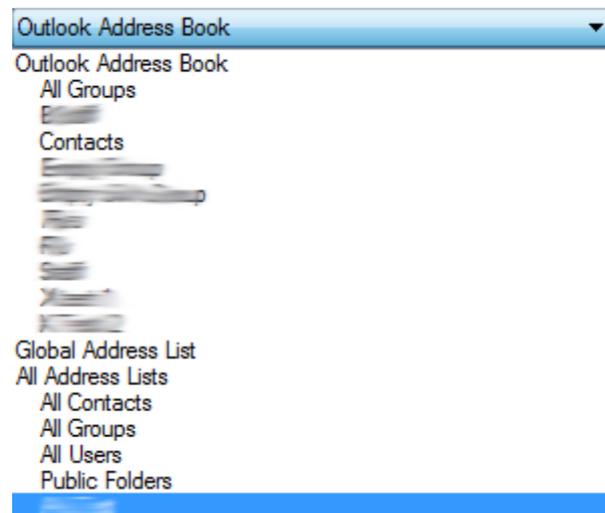


Figure 3.4: Example Contacts list.

When you click on a group the Contacts panel will list all the individual contacts within that group, allowing you to select the ones you require. If you click on 'All Groups' then you will be able to select an entire group.

Alternatively, you can search for contacts by their name from the search box. Please note, however, that you can only search for contacts in your Outlook address books and not from Exchange at this present time.

If an individual contact number is greyed out, it means the contact either does not have a mobile number set, or it's not a valid UK or ROI number. You will not be able to select this entry as a Recipient. If a group is greyed out, it means no contacts could be found within that group.

Any duplicate contact numbers will be removed once you have confirmed the contacts you wish to send to.

Once the Recipients have been selected, click OK, to return to the Composition window. The list of recipients will then be listed in the 'To' field. The Recipient count is also displayed below the message box.

## Step 2: Compose Message

Now that the message's Recipients have been selected, you must enter the message itself. Inside the large textbox, type your intended text message. As you type, you should see the number of characters you have used displayed directly below the message box. If you exceed 160 characters you will see the 'Number of messages' count increase.

The maximum number of text messages that will be sent is a multiplication of the Number of messages and the Number of recipients.

There are also 3 basic text replacements you can use to personalise the text message. If you click on the down arrow next to 'Insert' (see Figure 3.5), you can specify if you wish to add the Recipients first name, last name or their full name in the text message.

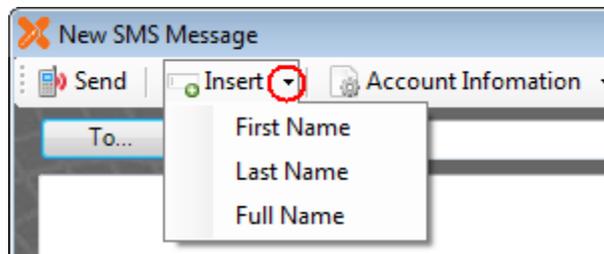


Figure 3.5: Inserting a text replacement.

When you add a text replacement, it will automatically detect the longest replacement needed and adjust the Number of characters count accordingly. Once you are happy with the message click 'Send'

The message will then be send to the selected Recipients and the Composition window will close.

#### 4. User/Account Administration

Saving your individual ConnectTxt account credentials is optional. If you do not save them, you will be prompted to supply them when you send texts, view sent texts or check your credits.

If you wish to save your credentials you can do it in three ways:

- Entering via the Add-in
- Entering via Outlook Options
- Entering when prompted

##### Enter via the Add-in.

Open the SMS Composition window and click the down arrow next to Account Information and select 'Login Credentials' (See Figure 4.1).

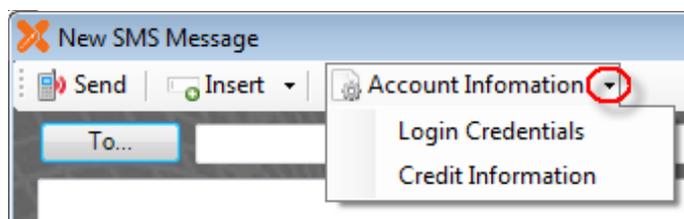


Figure 4.1: Selecting Login Credentials.

In the dialogue box presented enter the user name and password for the account you wish to store.

##### Enter via Outlook Options

In the Options window, click on the 'ConnectTxt' tab and enter the user name and password for the account you wish to store.

##### Entering when prompted

Whenever you are prompted for your credentials, check the 'Remember me' checkbox.

## 5. Viewing Previously Sent Messages

On the main ConnectTxt toolbar (see Figure 3.1/3.2), click on the Sent Items button, to list all the messages composed. Click on an individual message to see the list of recipients and the status of that message.

There are three icons that are used to denote the status of a message. A red icon with a cross through it means that the message has failed. The recipient will not receive the message, and it should be checked and re-sent to this recipient. A green icon with no tick means that the message has been sent, and no further information has yet been received. A green icon with a tick means that the message was received by the recipient.

If the icon is green without a tick then you should close the message and re-open at a later time.

## 6. Using the Inbox

### Overview

The Inbox displays a list of messages from your ConnectTxt Inbox. It allows you to read, reply, delete and check for new messages.

The Inbox works by periodically checking for new SMS messages in the users ConnectTxt inbox. If any new messages are found a message pops up to indicate that there are new messages in the inbox. The Inbox icon on the toolbar will also change from an empty folder to a full folder to indicate that there are unread messages in your inbox. If the Inbox window is already open then the message list will update automatically.

To view your inbox click on the Inbox button in the toolbar.

New messages appear in bold. Once a message has been read it is displayed as plain text in the list.

If the sender of the SMS can be found in the users address book using the mobile phone number then the name of the sender is displayed, otherwise just the phone number is displayed.

To view the full contents of the message click on the item in the list and the full message will be displayed in the bottom pane.

Note: It is important that the user credentials have been entered correctly and saved in order that the automatic check for new messages can function.

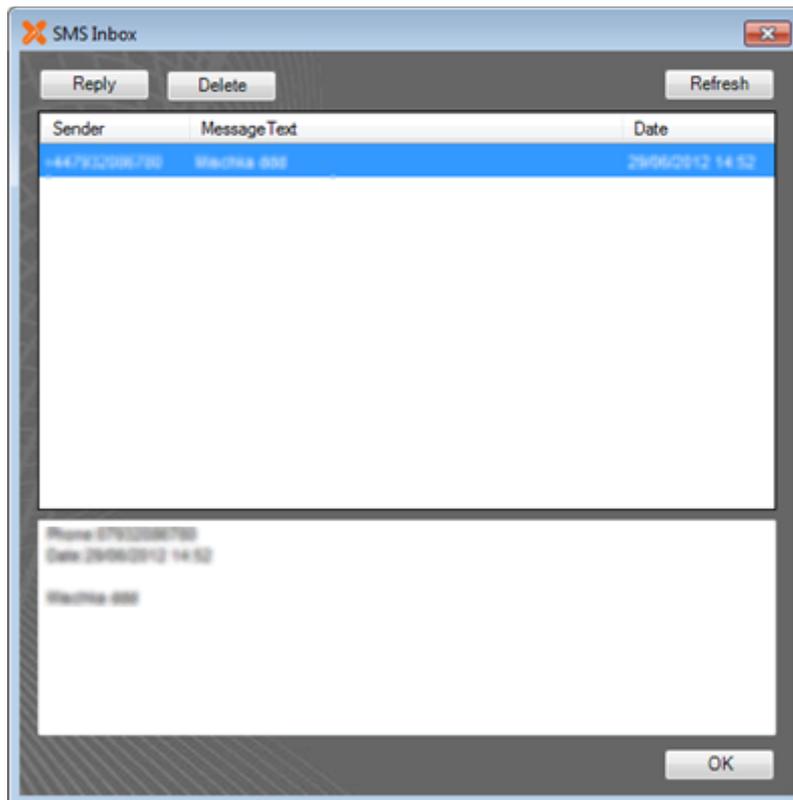


Figure 6.1: SMS Inbox.

### First use

The first time you use the Inbox it will be empty even if you have unread messages in your ConnectTxt account. This is because it will only start to retrieve new messages from the date and time that you first start the application.

### Refreshing the list

You may press the Refresh button to instantly check for new messages. Any new messages are added to the list in reverse date order i.e. newest at the top.

### Replying to a message

With a single message selected the 'Reply' button becomes enabled and this will allow you to reply to the message using the same message composer that is used for creating new messages. The only difference is that the recipient is fixed and cannot be changed. You cannot add extra recipients and the text replacement drop down is disabled.

### Deleting a message

Select one or more messages and press the delete button. A confirmation box will ask you if you are sure you want to proceed. Note that the messages are only deleted in your local Outlook application and will not be deleted from your main ConnectTxt account.

### Settings

There are three settings that can be set in the Outlook ConnectTxt tab.

Automatically check for new messages: Use this to enable and disable background checking for new messages.

Retrieve unread mail only: If left unchecked all messages will be retrieved. If checked only unread messages are retrieved. Messages that have been read from the ConnectTxt portal are not retrieved.

Debug mode: This is used to create detailed logs to analyse any user issues and should normally be left unchecked.

## **7. Other features**

### **Viewing Credit Information:**

If you purchase credits, then you can check to see how many credits you have used and how many are remaining via the Composition window. Simply open the Account Information menu item and select 'Credit Information'.

### **Switching Secure Connection on/off:**

If you are having trouble connecting to our servers then one option is to try and use an unsecured connection. To do this, go into Outlook's Option window, on to the ConnectTxt SMS tab and uncheck the 'Use Secure Connection' option.