

ExtraTxt 2.1

Outlook Mobile Service (OMS)

May 2011

1 Outlook Mobile Service

With the mobile messaging functionality that is provided by ExtraTxt OMS, users can do the following:

- Compose new text messages within Outlook.
- Forward Outlook items (including e-mail messages, meetings, and contacts) as text messages.
- Receive replies from mobile devices and have two-way communication between Outlook and mobile phones.

With the ExtraTxt OMS and Outlook 2007 (or Outlook 2010), it is now as easy to send and receive text messages as it is to send and receive email. You do not need to install any software!

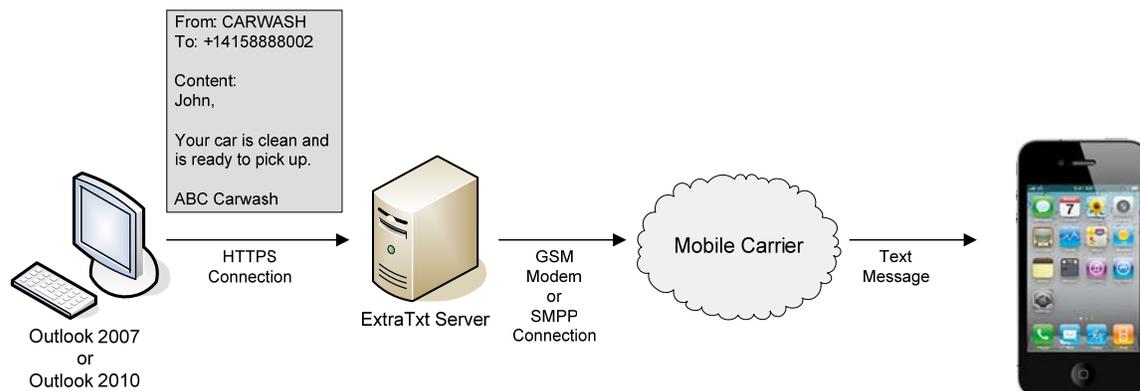
1.1 Requirement to use OMS

The following Outlook versions are supported:

- Outlook 2007
- Outlook 2010

1.2 OMS Message Flow (Outbound Only)

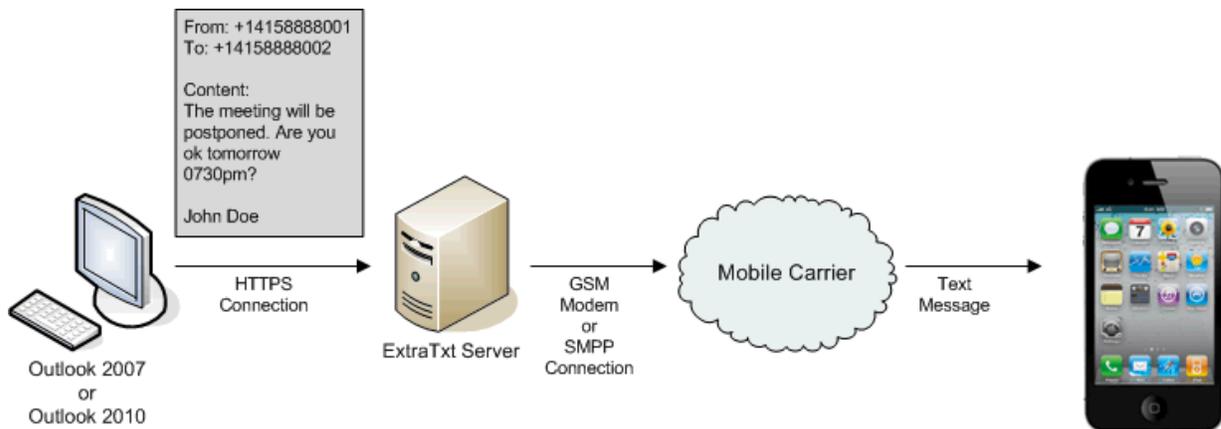
Flow for Outbound Message:



1. Carwash company sends a text message to a customer for picking up his car.
2. They compose a text message in the Outlook 2007/Outlook 2010 and submit the request to ExtraTxt.
3. ExtraTxt server sends the text message out.
4. The text message reaches the customer's mobile phone.

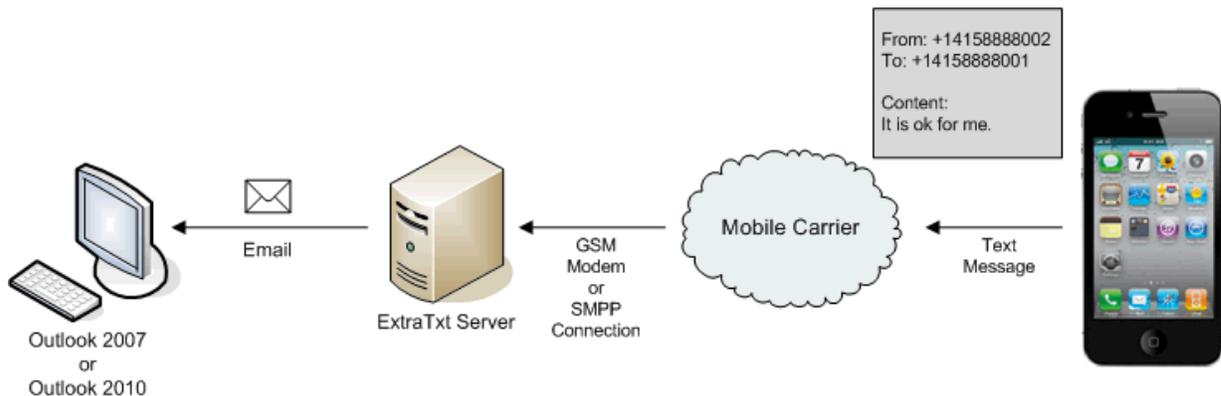
1.3 OMS Message Flow (2-way communication)

Flow for Outbound Message:



1. John Doe postponed the meeting and he asks Mary whether the new meeting time is ok.
2. He composes a text message in his Outlook 2007.
3. He submits the request to ExtraTxt (Note: The sender ID "+14158888001" of the text message is his dedicated number).
4. ExtraTxt sends the text message out.
5. The message arrives at Mary's mobile phone.

Flow for Reply Message:



1. Mary receives John Doe's text message.
2. She presses "Reply" button, inputs "It is ok for me." and presses "Send" button to send her reply out.
3. ExtraTxt receives Mary's message.
4. ExtraTxt found that the recipient address "+14158888001" is John Doe 's dedicated number. As a result, ExtraTxt routes the text message through email to John Doe's email address.
5. John Doe got the reply message from his Outlook 2007.

1.4 How Administrators Configure OMS?

To configure ExtraTxt OMS, administrators need to:

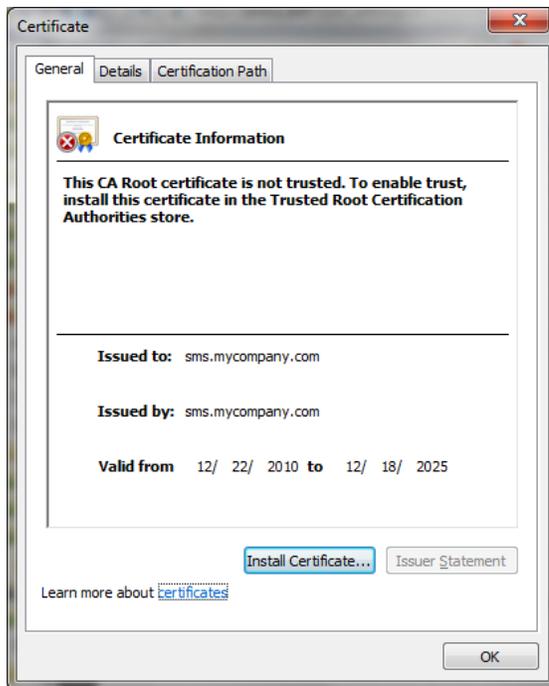
- Configure **SSL certificate** of ExtraTxt server as Outlook communicates with ExtraTxt through HTTPS.
- Setup user's mobile phone number/dedicated number:
 - Setup user's **mobile number in the user account** as user can choose his mobile number as the sender ID of outgoing text message. In this case, recipient will reply to the user's mobile phone.
 - Setup user's **dedicated number in the user account** as user can choose his dedicated number as the sender ID of outgoing text message. In this case, recipient will reply to ExtraTxt and ExtraTxt can forward the reply message to user's email address (and also user's mobile phone). This allows user to view the reply message from the Outlook Inbox and makes two-way communication possible between Outlook and mobile phones. (Note: If you are using GSM modem, the SIM card phone number of the modem corresponds to a dedicated number. If you are using SMPP, you can enquire your SMPP service provide for the purchase of dedicated numbers. Note that a dedicated number can be assigned to ONE user only and it cannot be shared.)

1.4.1 Configuring SSL Certificate of ExtraTxt Server

As the communication between Outlook and ExtraTxt server is made through HTTPS, administrators need to configure the SSL certificate correctly in the ExtraTxt server. (Note that both self-signed certificate and certificate from a trusted CA (e.g. VeriSign) can be used.)

Please check:

- The "Issue to" field in the SSL certificate must match the host name of ExtraTxt server.
- The validity period of the certificate is still valid.
- For self-signed certificate, the certificate must be trusted explicitly by the end user. (So user needs to install the certificate to his desktop machine.)



Configure the Host Name of ExtraTxt Server

1. Open your web browser and login ExtraTxt as administrator.
2. Go to **System Management** → **System Configuration**.
3. Click Edit button.
4. Change the **Server Host Name** (e.g. sms.mycompany.com).
5. Click **Save** button to save the change.

Generate and Deploy SSL Certificate (For Self-Signed Certificate)

For self-signed certificate, administrators can click the link in the **System Configuration** page to generate the self-signed certificate according to the **Server Host Name**.

1. Go to **System Management → System Configuration**.
2. Go to **General Information → SSL Certificate**.
3. Click **Generate and Deploy Self-Signed Certificate** to generate and install the certificate at the ExtraTxt server. (Note: This action will restart the Apache web server and it will disconnect all users.)
4. Click **View Certificate** to view the generated certificate.

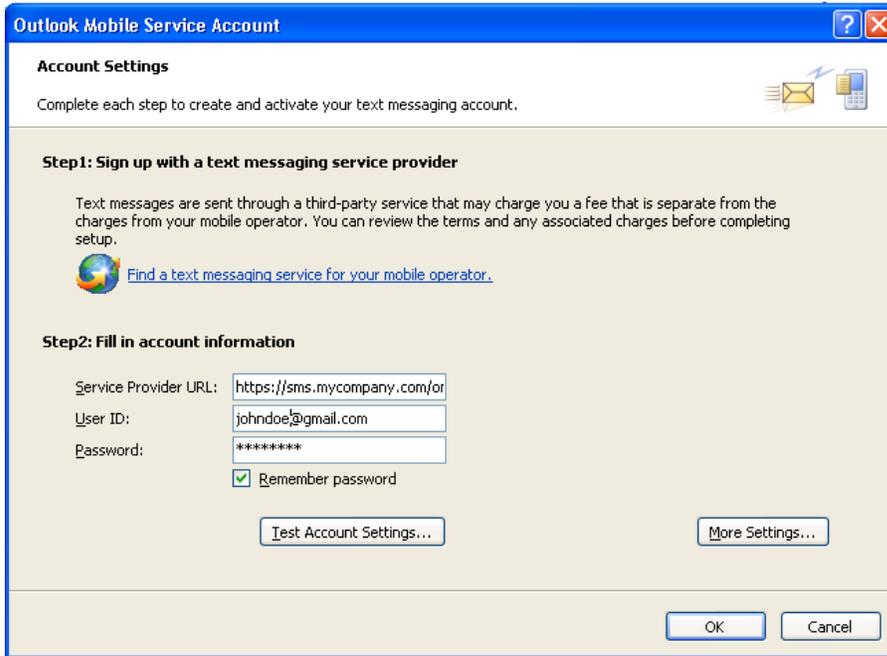
Generate and Deploy SSL Certificate (For Certificate from a Trusted CA (e.g. VeriSign))

In this case, administrators need to manually replace the certificate files in the ExtraTxt server.

1. Prepare your certificate file and certificate key file at a shared folder of your Windows machine. The certificate file name must be **server.crt** and the certificate key file name must be **server.key**.
2. Use SSH to login to ExtraTxt as "administrator". (The default password is "extratxt".) You may download SSH client "PuTTY" from <http://www.putty.org/>.
3. Run the following commands to enter super user mode:
 - a. `sudo su`
4. Backup the original certificate file and certificate key file:
 - a. `cd /opt/extratxt/etc`
 - b. `cp server.crt server.crt.bak`
 - c. `cp server.key server.key.bak`
5. Stop Apache web server:
 - a. `/etc/init.d/apache2 stop`
6. Mount a Linux folder from the VM to the shared folder of your Windows machine that stores the new certificate files. (The following example supposes "\\10.0.1.123\Public" is the Windows shared folder and the user name is "John Doe".)
 - a. `mkdir /tmp/share`
 - b. `mount //10.0.1.123/Public /tmp/share --option="username=John Doe"`
7. Replace the certificate file and certificate key file with the new file:
 - a. `cd /opt/extratxt/etc`
 - b. `cp /tmp/share/server.crt .`
 - c. `cp /tmp/share/server.key .`
8. Start Apache web server:
 - a. `/etc/init.d/apache2 start`
9. Go to **System Management → System Configuration**.
10. Go to **General Information → SSL Certificate**.
11. Click **View Certificate** to view the installed certificate.
12. Done.

Configure Domain Name in the DNS Server

1. In the DNS server, you need to add a host record for the host name of ExtraTxt Server (e.g. sms.mycompany.com) so that Outlook can resolve the host name when it connects to ExtraTxt server according to the "Web Service Address" in the account settings.



The screenshot shows the "Outlook Mobile Service Account" dialog box. The title bar includes a question mark and a close button. The main area is titled "Account Settings" and contains the following elements:

- Account Settings**: Complete each step to create and activate your text messaging account. (Accompanied by an envelope and mobile phone icon)
- Step1: Sign up with a text messaging service provider**: Text messages are sent through a third-party service that may charge you a fee that is separate from the charges from your mobile operator. You can review the terms and any associated charges before completing setup. Below this is a globe icon and a link: [Find a text messaging service for your mobile operator.](#)
- Step2: Fill in account information**:
 - Service Provider URL:
 - User ID:
 - Password:
 - Remember password
- Buttons: "Test Account Settings..." and "More Settings..."
- Bottom buttons: "OK" and "Cancel"

1.4.2 Setup User's Mobile Phone Number/Dedicated Number

The sender ID of outgoing message determines how the recipient replies the text message. In ExtraTxt, user can choose his mobile number or his dedicated number as the sender ID.

Use User's Mobile Number as the Sender ID

If the user chooses his mobile number as the sender ID, the recipient will reply directly to his mobile number.

Use User's Dedicated Number as the Sender ID

If the user chooses his dedicated number as the sender ID, the recipient will reply to the dedicated number and ExtraTxt server will receive the reply message. In this case, ExtraTxt can forward the message to user's email address and mobile phones according to the user account settings. If the reply message is forwarded to user's email address, user can view the reply message from his Outlook. (Note: If you are using GSM modem, the SIM card phone number of the modem corresponds to a dedicated number. If you are using SMPP, you can enquire your SMPP service provide for the purchase of dedicated numbers. Note that a dedicated number can be assigned to **ONE** user only and it cannot be shared.)

As a result, administrators need to configure user's mobile number and dedicated number correctly.

To configure user's mobile number and dedicated number:

1. Login to ExtraTxt.
2. Go to **User Management → User Accounts**.
3. Select the user and click **Edit** button.
4. In the **Mobile Phone, Dedicated Number** fields, input the information for the user.
5. Click **Save** button.

Also, administrators can select the sender IDs for users. The following table describes different sender ID options.

SMS-Text Message Sender ID	
Use default sender ID of the device	Don't set the sender ID and follow the sender ID of the device.
Use one of the following sender IDs	Use one of the sender IDs which are defined by administrators in the system. This is generally used for sender ID branding.
User's Mobile Number	Use the user's mobile number as sender ID. Recipient will reply text message directly to the user's mobile phone.
User's Dedicated Number	Use the user's dedicated number as sender ID. Reply message from recipient will arrive ExtraTxt and ExtraTxt will forward the reply message to user's email addresses and mobile phones.

1.5 How End Users setup OMS?

The setup consists of three steps:

- i. Configure your User Settings in ExtraTxt.
- ii. Install SSL Certificate to your desktop machine(Only needed if the certificate in the ExtraTxt server is a self-signed certificate. Skip this step if the certificate comes from a trusted CA (e.g. VeriSign))
- iii. Add account information in your Outlook.

Step 1: Configure User Settings in ExtraTxt

1. Open web browser and login to ExtraTxt.
2. Click **Settings** to enter the User Settings page.

Welcome, John Doe | [Settings](#) | [Sign out](#)

3. Click **Edit** button.
4. In the **SMS-Text Message Sender ID** section,
 - If you want the recipient to reply to **your mobile phone** directly, select **Your Mobile Number** as the sender ID. (In this case, your mobile number cannot be empty.)

Your Mobile Number - Use your Mobile Number as the sender ID.
Recipient replies directly to your mobile number.

- OR, if you want the recipient to reply to **your ExtraTxt account**, select **Your Dedicated Number** as the sender ID. (In this case, your dedicated number cannot be empty.)
 - If you need ExtraTxt to forward the reply message to your email, select the checkbox "Email addresses" and input your email address in the text box. address (**You need to select this option if you want to view reply messages in the Outlook**)
 - If you need ExtraTxt to forward the reply message to your mobile phone, select the checkbox "Mobile numbers" and input your mobile number in the text box.

Your Dedicated Virtual Number - Use your Dedicated Virtual Number as the sender ID.
 Recipient replies to your ExtraTxt account and ExtraTxt forwards the reply to:

Email address(es)

johnndoe2011a@gmail.com

(for example: staff1@mycompany.com, staff1@mycompany.com)

Mobile number(s)

(for example: +15558676867, +15558676868)

5. Click **Save** button to save the changes.

Step 2: Install SSL certificate to your desktop machine (Required for self-signed certificate only)

(Note: **Skip this step if the certificate comes from a trusted CA (e.g. VeriSign).** This step is needed if the certificate in the ExtraTxt server is a self-signed certificate.)

1. From your desktop machine, open the web browser and login ExtraTxt.
2. Click Settings.

Welcome, John Doe | [Settings](#) | [Sign out](#)

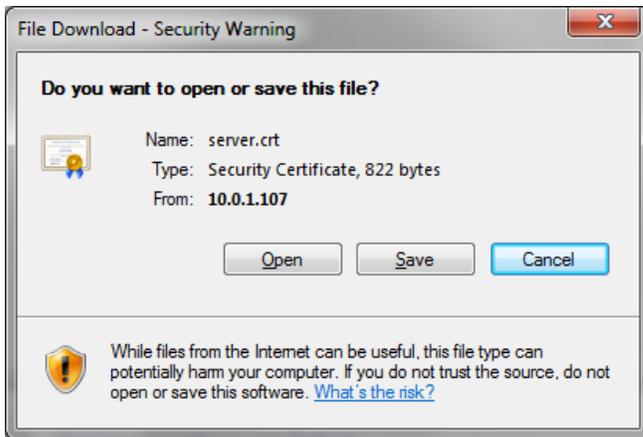
3. Go to the **Outlook Mobile Service** section.
4. Click the link **Click here to install the SSL certificate** to install the certificate.

Outlook Mobile Service

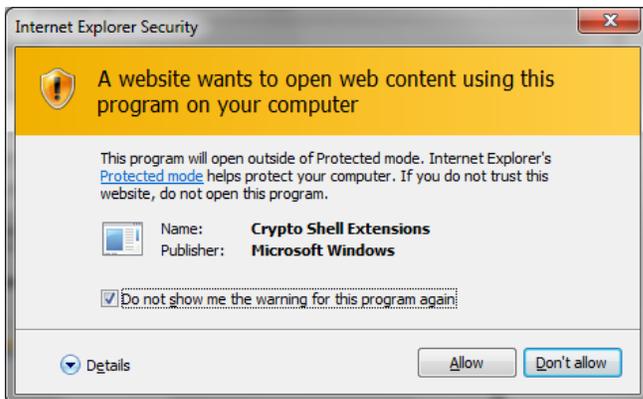
Signature Text:
 Place signature at: Prepend signature at the top of message(s)
 Configure Outlook:

1. Make sure that Outlook 2007 or 2010 was installed.
2. [Click here to install SSL certificate.](#)
3. [Click here to configure your Outlook.](#)
4. Click Yes button.
5. Enter your password and click OK button.
6. The configuration is complete. Please restart you Outlook for the changes to take effect.

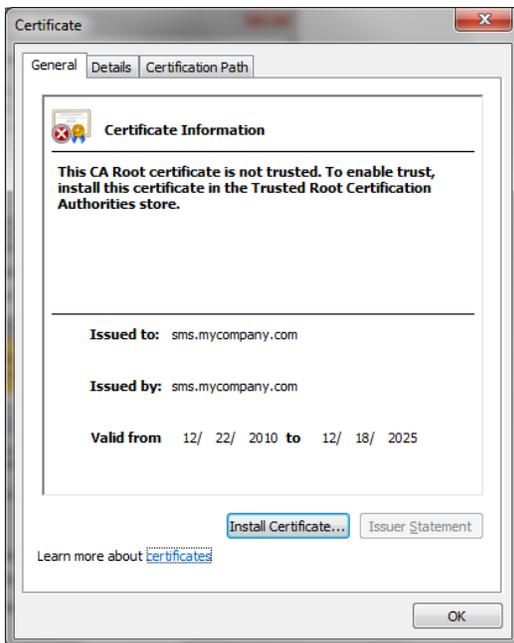
5. Click **Open** button for the following dialog.



6. Click **Allow** button from the following dialog.



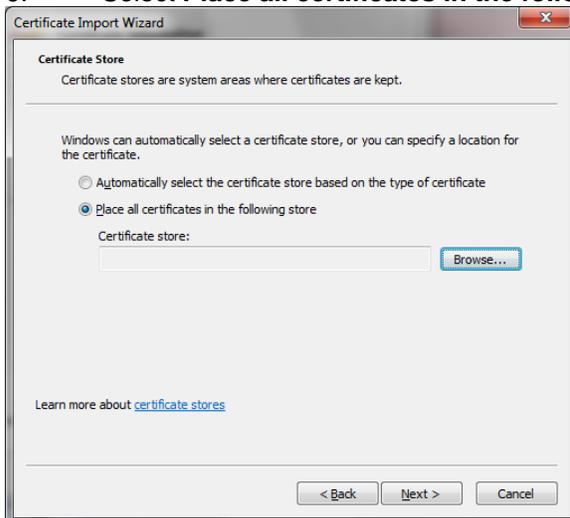
7. Click **Install Certificate** button to install the certificate to your desktop machine.



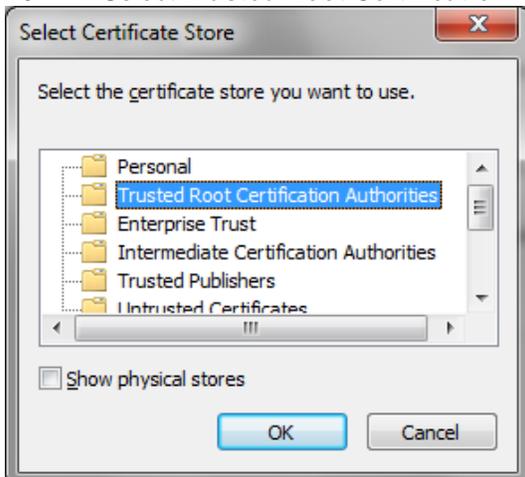
8. The following dialog will be opened. Click **Open** button.



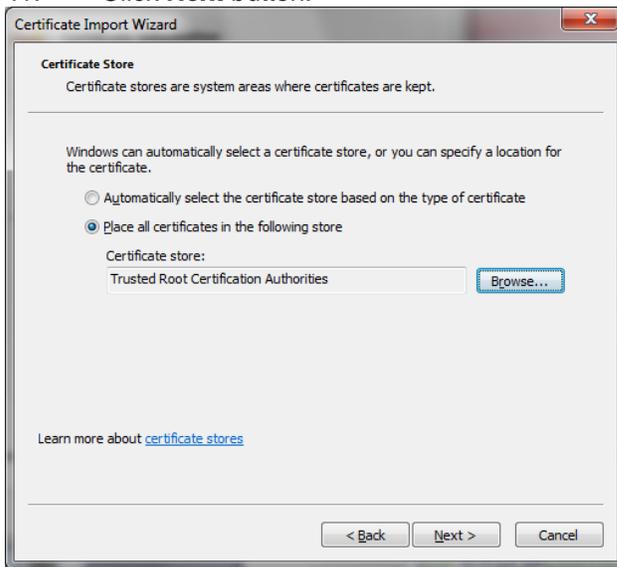
9. Select **Place all certificates in the following store** and click **Browse** button.



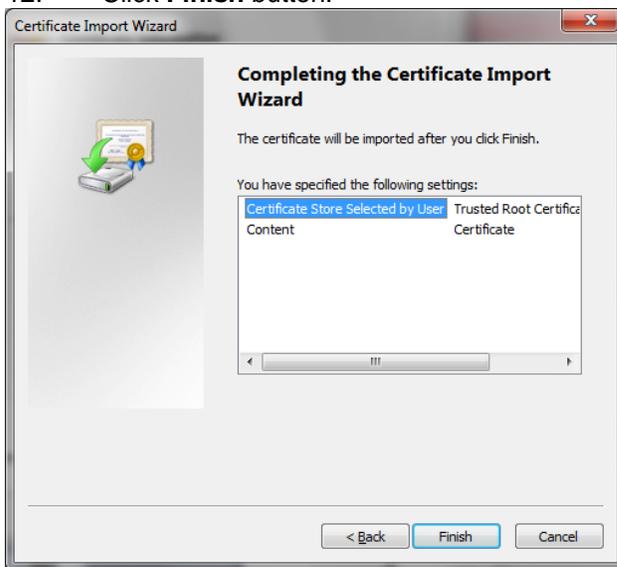
10. Select **Trusted Root Certification Authorities**.



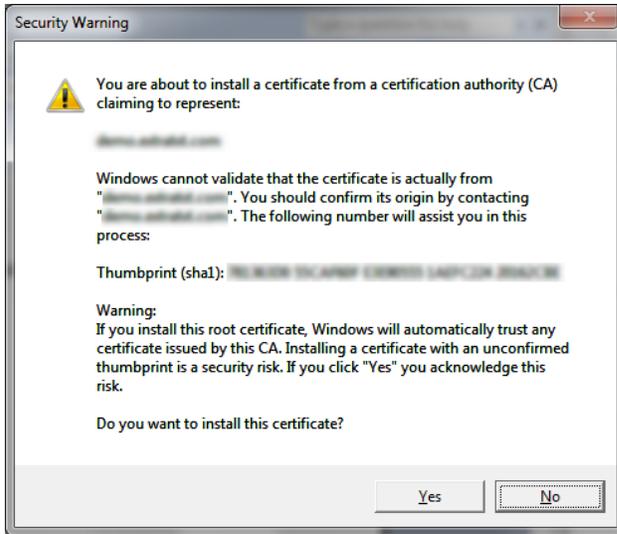
11. Click **Next** button.



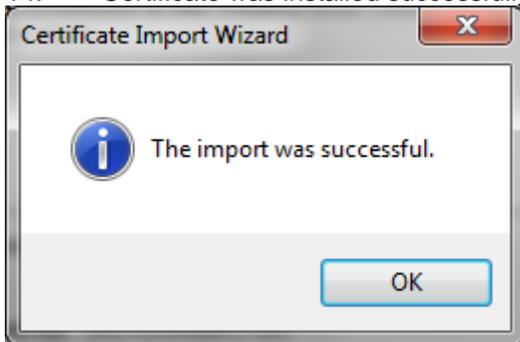
12. Click **Finish** button.



13. Click **Yes** to install the certificate.

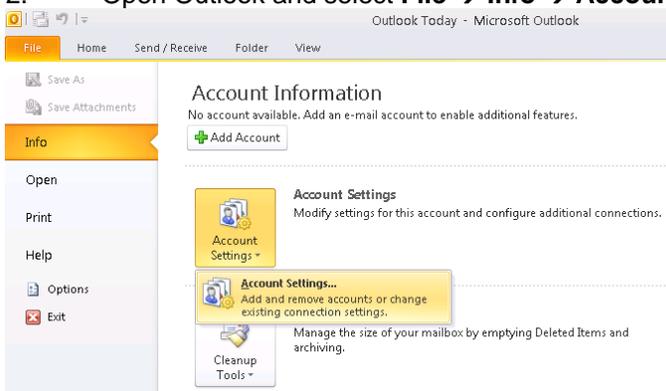


14. Certificate was installed successfully to your desktop machine.

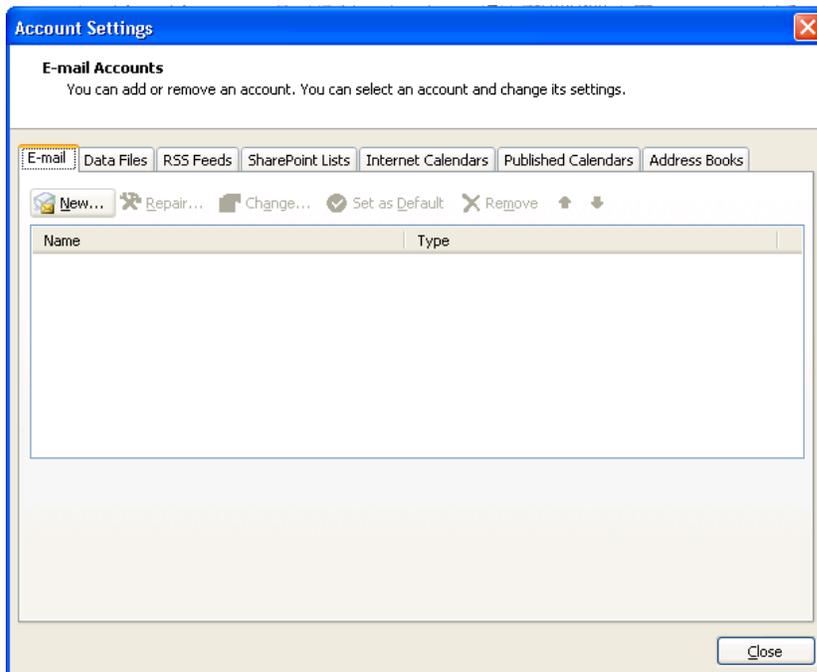


Step 3: Add account information in your Outlook

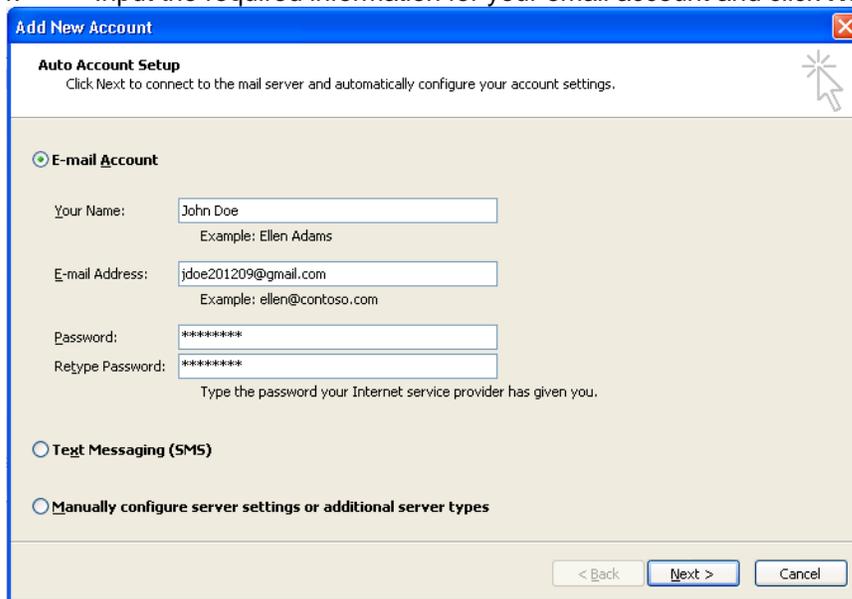
1. Make sure that Outlook 2007 or Outlook 2010 has been installed in your machine.
2. Open Outlook and select **File** → **Info** → **Account Settings**.



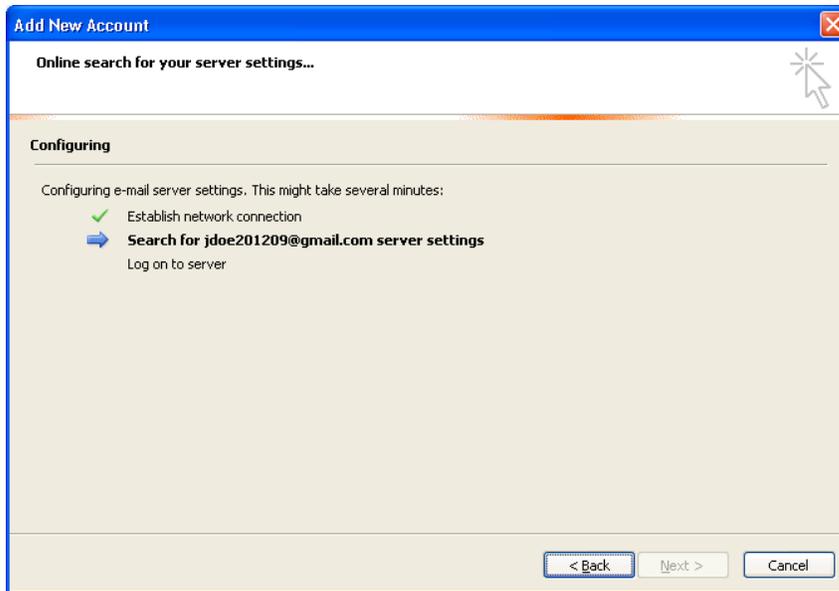
3. Click **New...** button to add an email account in your Outlook.



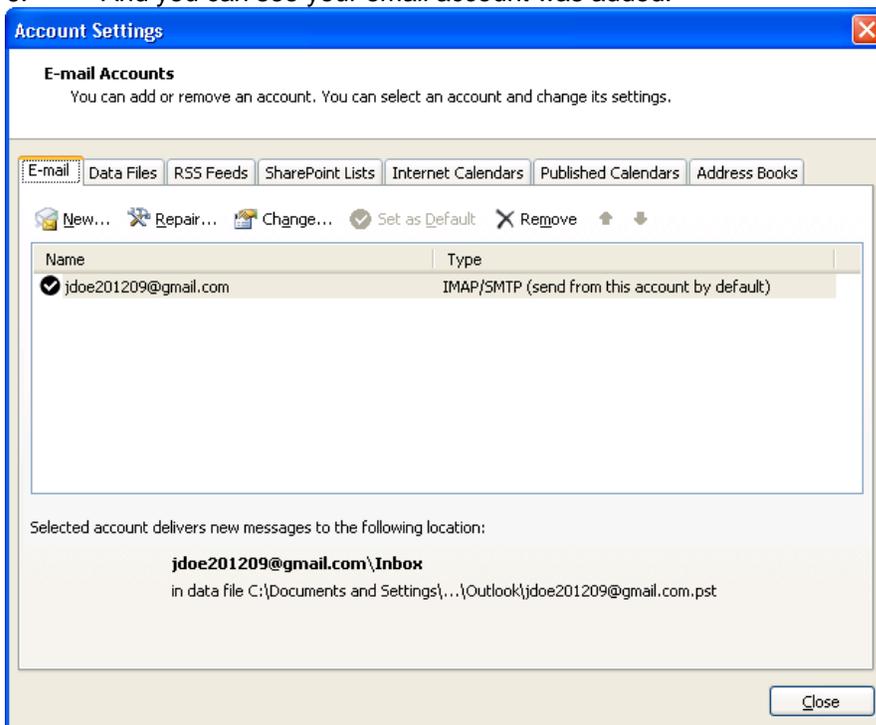
4. Input the required information for your email account and click **Next** button.



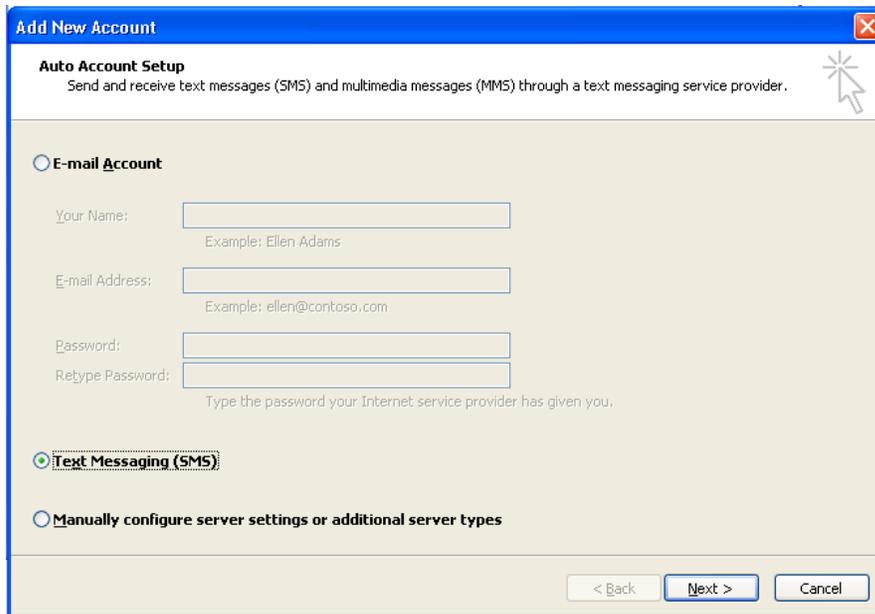
5. After Outlook has configured your email account, click **Finish** button.



6. And you can see your email account was added.



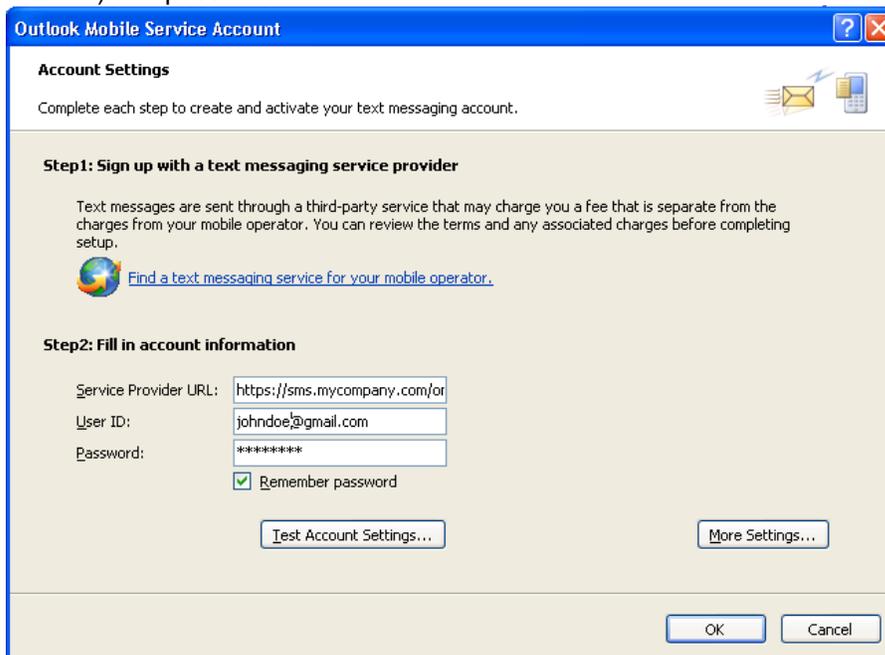
7. Click **New...** button again to add the OMS account in your Outlook. Select **Text Messaging (SMS)**.



8. Click **Next** button.

9. In the **Web Service Address**, input **https://<your server host name>/oms/api** (e.g. **https://sms.mycompany.com/oms/api**).

In the Logon Information, input your ExtraTxt login name (that is your email address in ExtraTxt) and password.



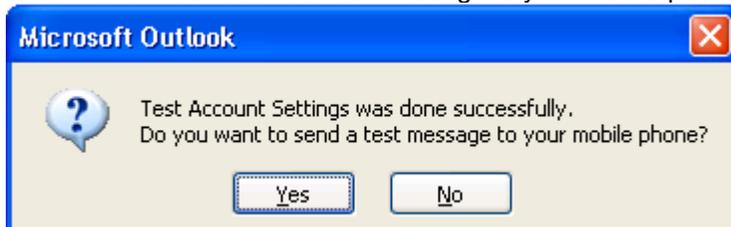
10. Click **More Settings....**

11. Choose a name for this OMS account such as **ExtraTxt OMS**, input your mobile number and click **OK**.

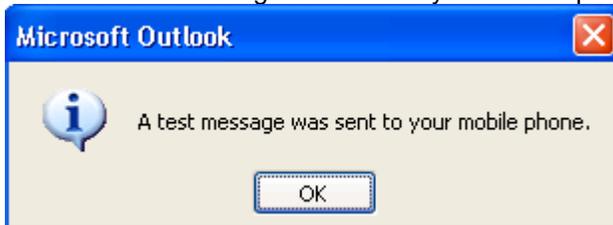


12. Click **Test Account Settings...** button to test the account settings.

13. Click **Yes** to send a test message to your mobile phone.

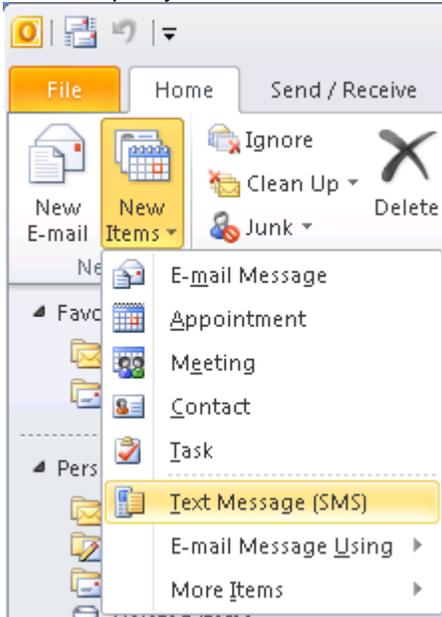


14. A test message was sent to your mobile phone.

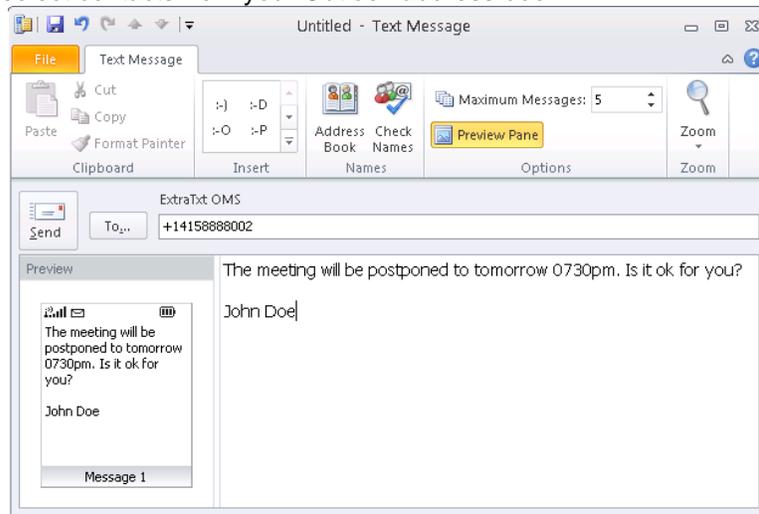


1.6 How to send and receive Text Message from Outlook?

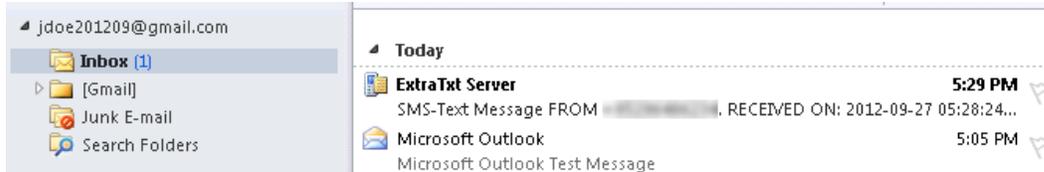
1. Open your Outlook, select **Home** → **New Items** → **Text Message (SMS)**.



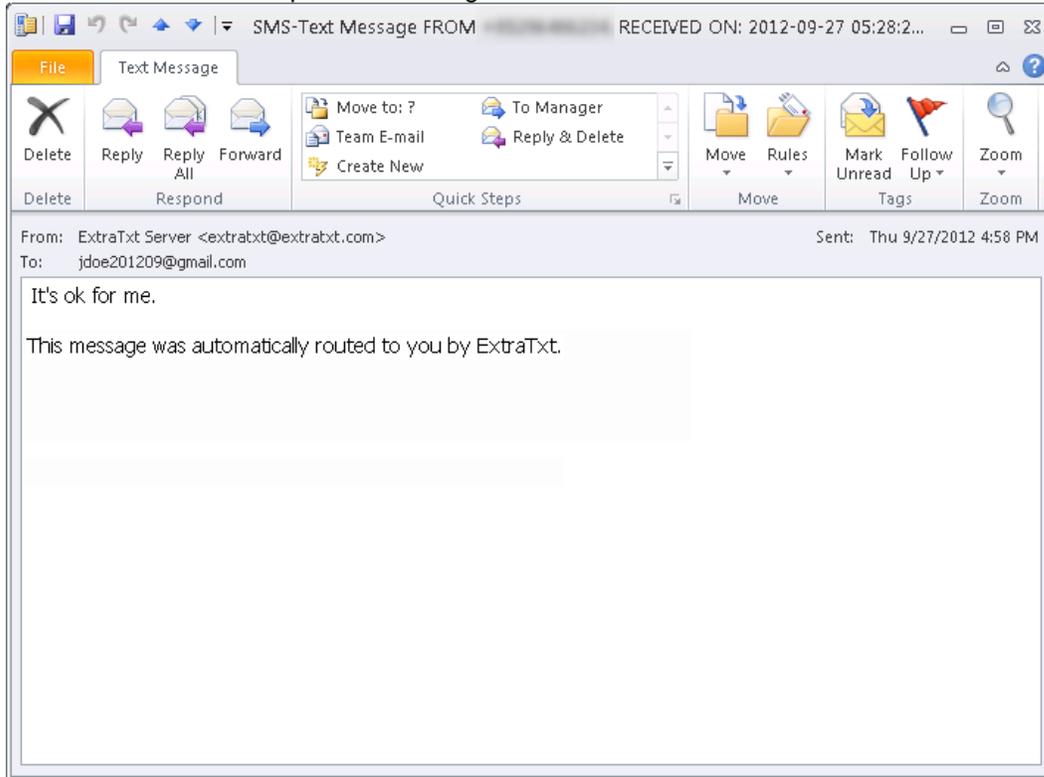
2. Input the mobile number of your recipient in the **To** field and then input your message content. You can input multiple recipients by separating the mobile numbers by ";" in the **To** field. You can also select contacts from your Outlook address book.



3. Click **Send** button to send the text message.
4. If you want to see any reply message has been received, click **Send/Receive** button at the toolbar. (Note: To receive text messages in the Outlook, you need to use Dedicated Number as sender ID and forward reply message to your email address in the User Settings of ExtraTxt.)
5. And then you can see any reply messages from your Inbox.



6. Double-click to open the message.



7. You can also reply or forward the text message by clicking **Reply**, **Reply to All**, or **Forward** button from the toolbar.

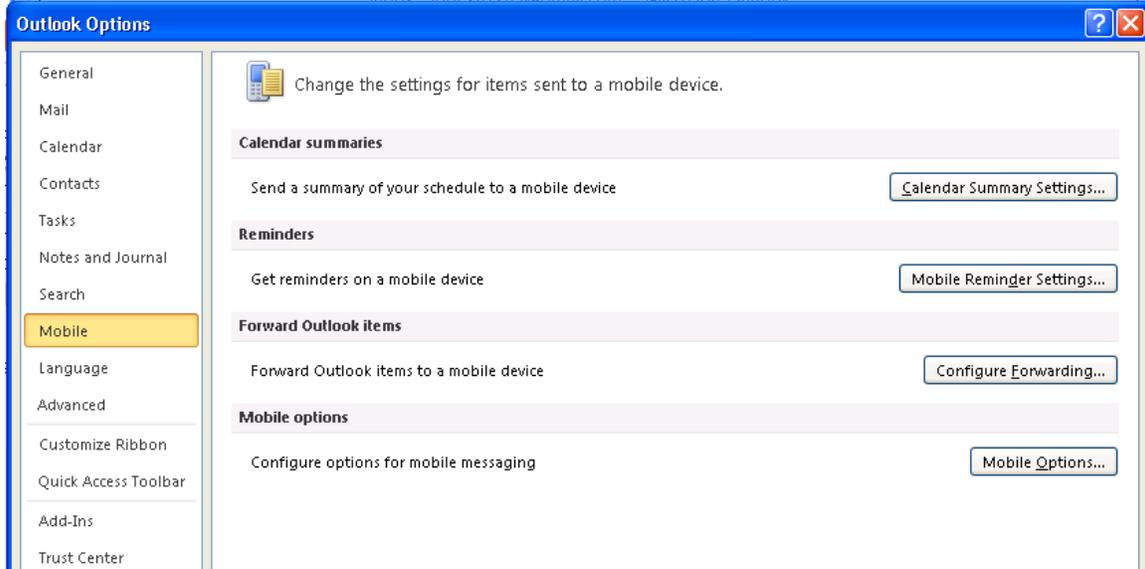


1.7 Alerts and Reminders

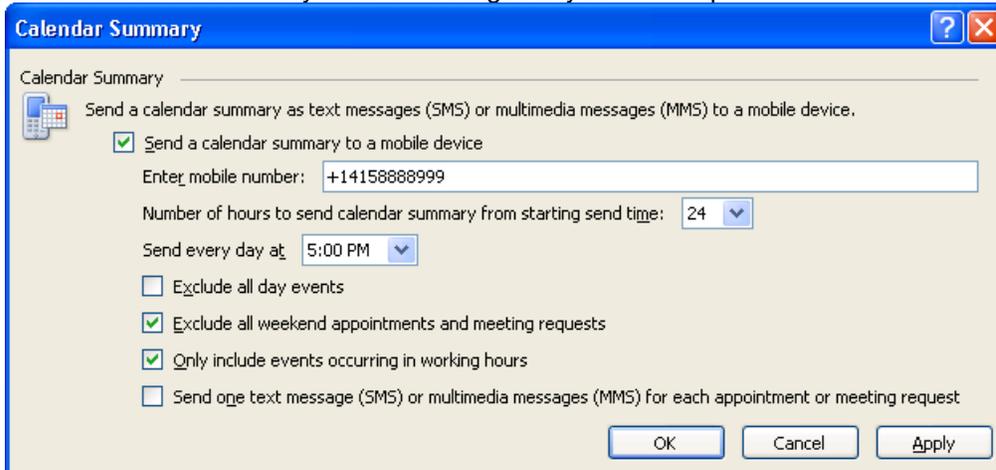
You can also configure Outlook to:

- Send a calendar summary as text messages to your mobile phone.
- Get reminders as text messages to your mobile phone.
- Forward Outlook items as text messages to your mobile phone.

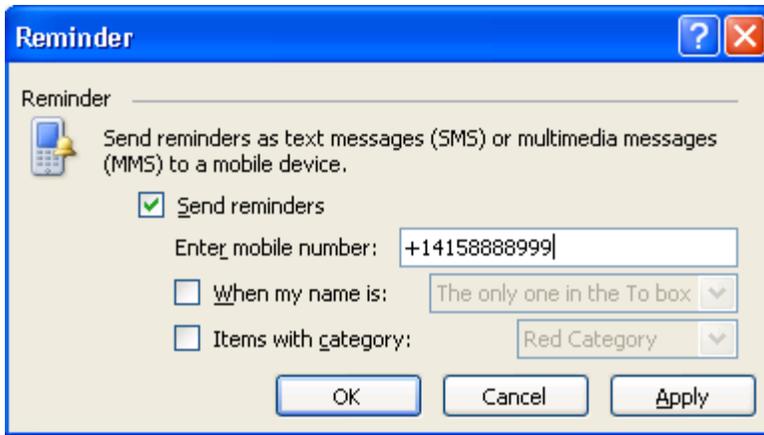
To configure the alerts and reminders, select **File** → **Options** and select **Mobile** in the left pane.



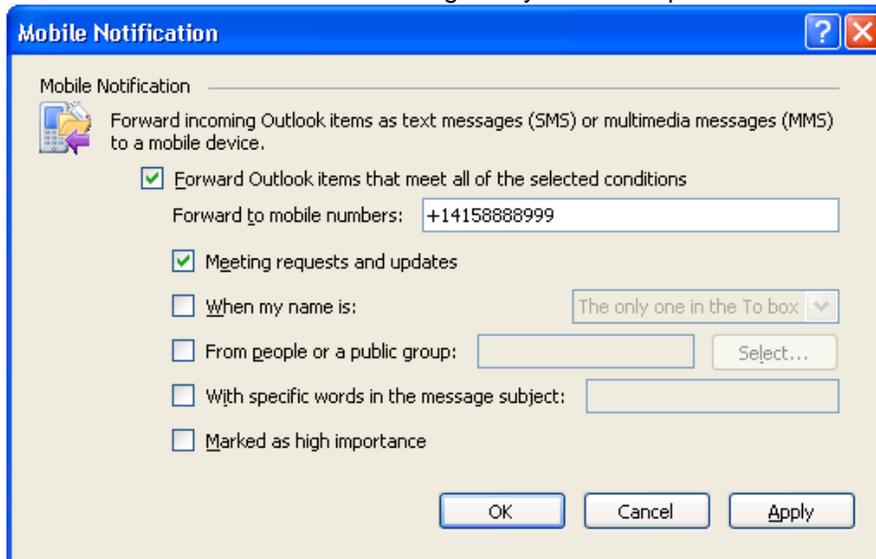
Send a calendar summary as text messages to your mobile phone:



Get reminders as text messages to your mobile phone :



Forward Outlook items as text messages to your mobile phone:



1.8 *References*

<http://msdn.microsoft.com/en-us/library/bb277361.aspx>

<http://www.living-with-outlook.com/outlook-mobile-service.html>