

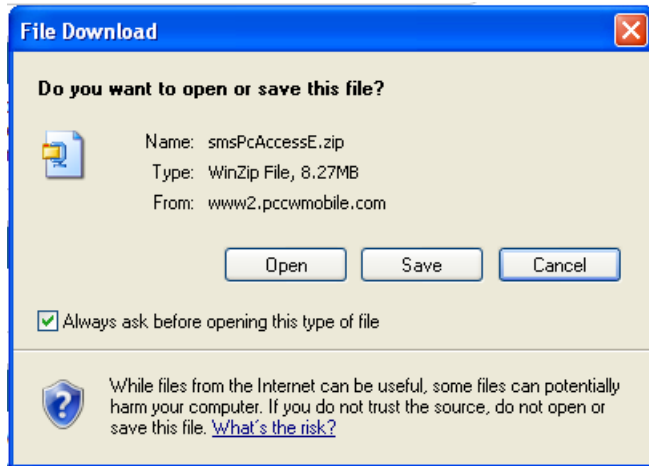
Installation Guide – Message Manager SMS PC Access Ver.0.3

A) Installation Guide for new user

Please go to below website for file download

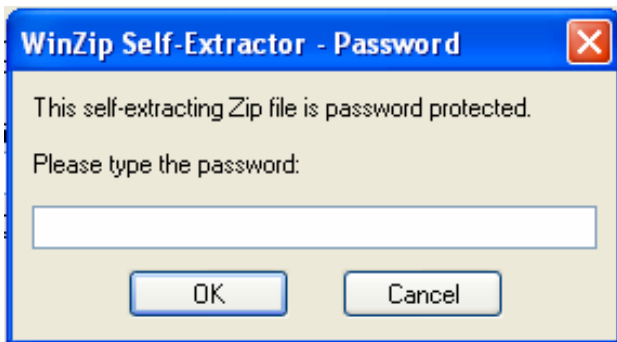
www.pccwmobile.com > For Your Business > Mobility Solutions > SMS Solution > Information Download > SMS PC Access software client > [Download Now](#)

Step 1 - Save file



Select saving the PC Access file on the **Desktop**

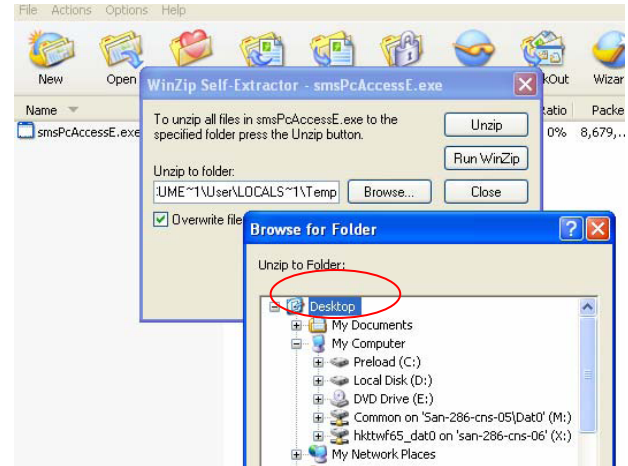
Step 3 - Type in password to unzip file



Forget password, please call our CS hotline 2888 7733

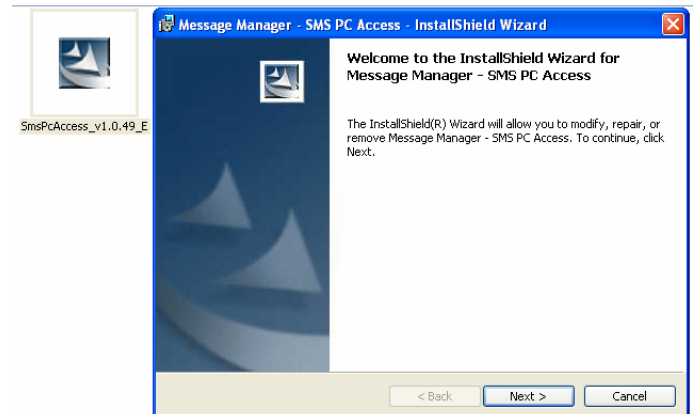
Step 5 - Read the license agreement carefully, accept the terms and click "Next"

Step 2 - Double click download file > select unzip folder location



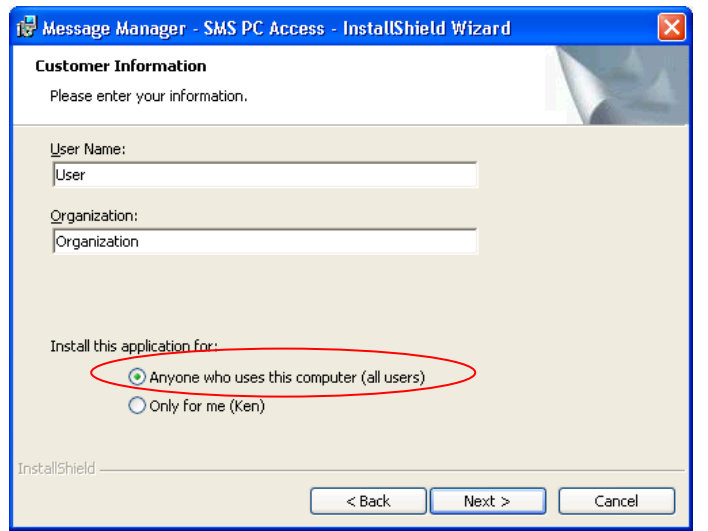
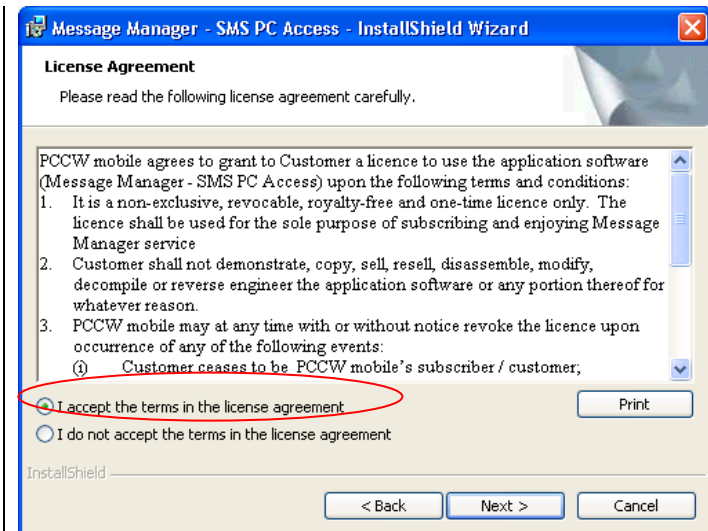
Unzip the file to the Desktop

Step 4 - Double click to Run the installation file

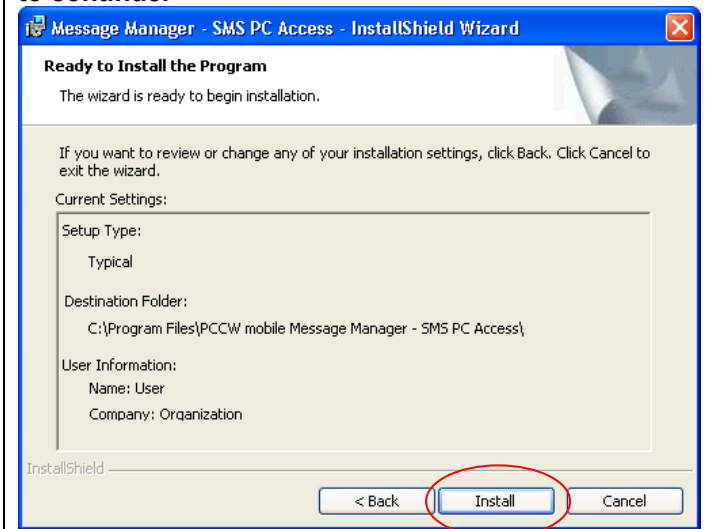


Follow the installation wizard and it will guide you through the whole installation process.

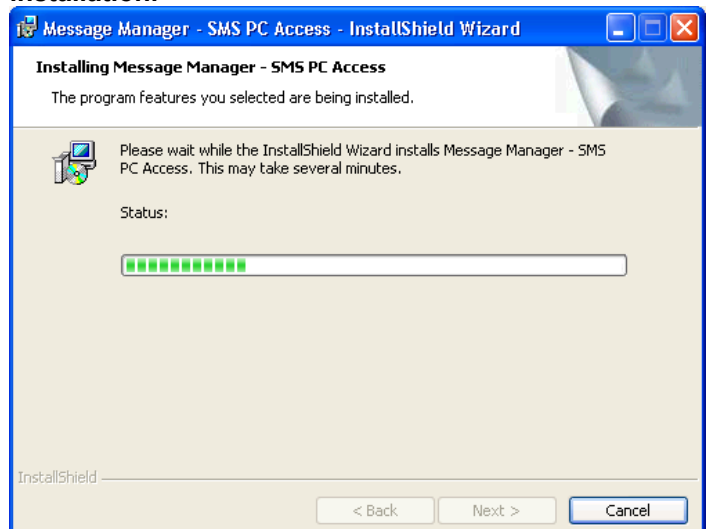
Step 6 - Input the user name, organization and choose whether to install



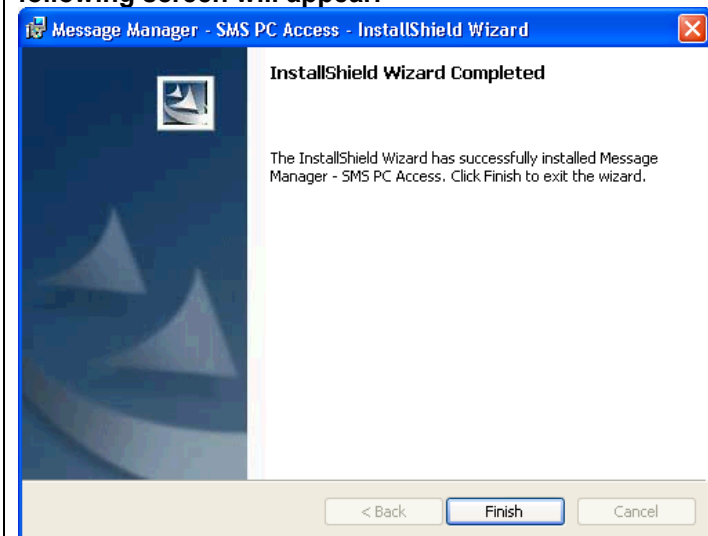
Step 7 - Confirm the installation details, click "Install" to continue.



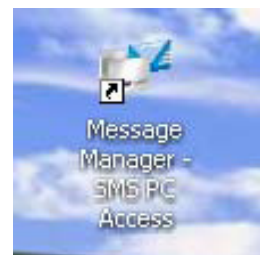
Step 8 - The wizard will then show the progress of the installation.



Step 9 - After the installation is completed, the following screen will appear.



Step 10 - Start up by selecting "Message Manager – SMS PC Access"



Message Manager – SMS PC Access

-- End --

FAQ

Connectivity related

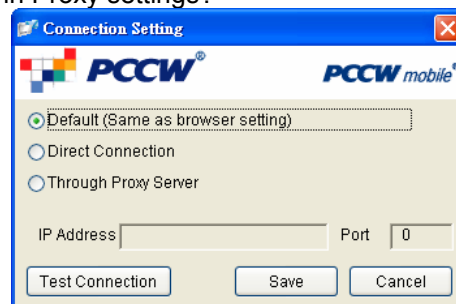
Q1 If I need to use IP address to connect to SMS PC Access server, I want to use HTTPS for a security measure, how can I do?

Try any of the following solutions:

- 1) Contact your IT support and ask them to adjust the setting of the DNS server to map the IP address with our domain name (pccaccess.pccwmobile.com).
- 2) Inside Windows host file (the location differs according to your Windows version), add an entry to map the IP address with our domain name (pccaccess.pccwmobile.com).

Q2 Program failed due to no Internet connection, what should be configured in Proxy settings?

Normally, just using the default setting for the Connection Setting which just the same as the IE's setting will be okay; Or you may ask your network administrator to allow your PC to have direct connection to the Internet and then choose "Direct Connection" in the Connection Setting; Or just consult your network administrator for the proxy server settings if it is different from the IE's setting.



Installation related

Q3 After upgrading the SMS PC Access, an error showing "Failed to load control ..." appeared when I logged in again, what should I do?

Please try to restart your machine as some of the file may be locked during installation and this could solve the issue in most cases. Please contact our technical support if the problem still exists.

Q4 What is the unzip password?

Please call our 24 hrs CS hotline at 2888 7733

Q5 When start up the application and it prompts "Connection to server failed".

Make sure your account has sufficient privilege to modify files to the application's installation path, default "C:\Program Files\PCCW mobile Message Manager - SMS PC Access". Contact your system administrator to grant the right.

Language related

Q6 I am using English Windows XP and the default language (local) is English, I found that Chinese characters cannot be displayed on the incoming message list and outgoing message list, why?

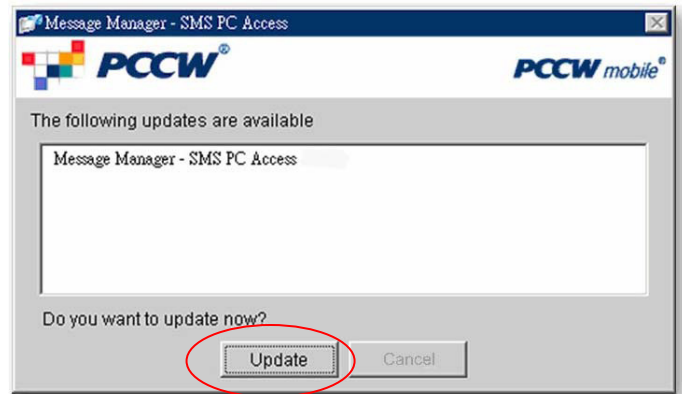
This is a limitation of the application, however, the Chinese characters were not able to display on the list only, the sending of SMS and reading them on detail pane were not affected. If possible, please change the default language (locale) to Chinese.

B) Upgrade Guide for existing user

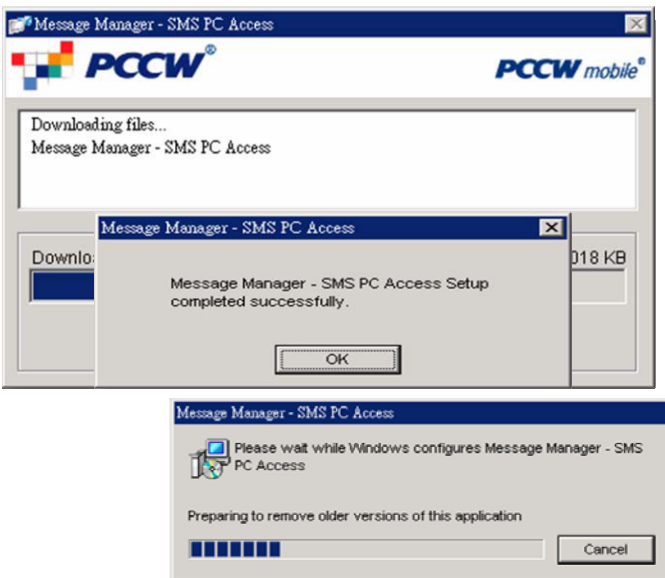
Step 1 - Login to system



Step 2 - Click "update" to continue.

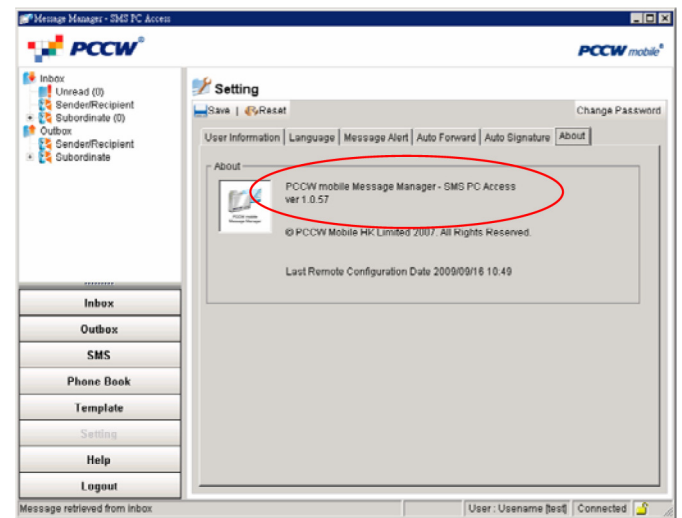


Step 3 - The update will be downloaded, please wait until successful message show up



Step 4 - Verify update

Login to the system, go to Setting > About, check the version of the software.



PCCW-HKT mobile service Message Manager – SMS PC Access **ver 1.1.0**

-- End --