Introduction

SMS, Short Messages Service, is a technology used in cellular phones to send text messages to and from cellular phones. The SMS feature works with GSM (Global System for Mobile communications) cellular phone technology only.

The following is available with the ICQ SMS feature:

- Sending SMS messages through ICQ to any cellular phone user with SMS capability (working with GSM only), including those who are not ICQ users.
- Receiving reply SMS messages from cellular users to the ICQ program. (For more information about this option please refer to the SMS Web help page).
- Receiving SMS messages initiated by cellular users to the ICQ program. (For more information about this option please refer to the SMS Web help page).
- Saving a History of Events.

Note: You can send SMS messages to ICQ users on your Contact List, who have a cellular phone with SMS capability, or to any other SMS users, even if they are not ICQ users, who are on your Non ICQ Contacts list. (See Non ICQ Contacts for more information).

For a list of the carriers that work with ICQ, go to the SMS Web site.

See SMS – Entering SMS Numbers

See SMS - Sending SMS Messages to Users on your Contact List

See SMS - Sending SMS Messages from the Service Button

See SMS - Receiving SMS Messages from Users on your Contact List

See SMS - Confirmation/Failure Messages

SMS - Entering SMS Numbers

SMS numbers are mobile phone numbers.

This section refers to entering phone numbers for other users. If you wish to enter your own cellular phone number, go to your own Phone Book dialog in your User Details/Address Book and follow steps 2-7. Once you define yourself as SMS Available, an SMS icon will appear on the user's Contact List and also will appear in your System Notice button from where you may view your Phone Info.

To enter an SMS number:

1. Click on the name of a user, either on your Contact List or your Non ICQ Contacts list.

2. Select **User Details/ Address Book** and click on the **Phone Book** icon. The **Phone Book** dialog opens up.

    Note: The option to enter a phone number is also available when you choose the SMS Message option from the User Menu or from the Services button, if you haven't previously entered a number. You will receive a less detailed dialog than the one described here.

3. Click on the **Add** button to add a new number. To edit an already existing number, highlight the number and then click on the **Edit** button. In both cases the **Add / Edit Phone and Fax Numbers** dialog opens up.

4. Enter the details into the relevant fields:

    - Choose one of the cellular phone options from the drop-down menu. To define the cellular number as an SMS number you must check the **SMS Service Available (displays SMS icon on Contact List)** option. Choose the country from the drop-down menu. Alternatively, you can enter the country manually.

    - Enter the **City Area/Mobile phone** code.

    - Enter the phone number.

5. Click the **OK** button to enter the new/edited number details or **Cancel** to leave the dialog without adding the new/edited details.

6. Click the **Apply** to save the changes and then click **Close** to exit the dialog. Clicking on **Close** only will not save the changes.

Once you have stored the cellular number in the User Details of the user and checked the **SMS Service Available (displays SMS icon on Contact List)** option, an **SMS** icon will appear by the user's name on your Contact List.

Note: Adding phone numbers that are locally saved on your computer, only affects the way you view this user's phone details. Other users who view this user's details will not see the phone numbers you've added.

SMS - Sending SMS Messages from the User Menu

You may send an SMS message to users on your Contact List. The SMS feature works with GSM (Global System for Mobile communications) cellular phone technology only.

For a list of the carriers that work with ICQ, go to the SMS Web site.

To send an SMS message:

1. Click on the name of a user on your Contact List. You can send SMS messages to people not on your Contact List, see Adding Non ICQ Contacts.

Note: Sending a message to a user with more than one SMS number available will trigger a small dialog box prompting you to choose between the available numbers.

2. Select **SMS Message** from the User menu.

    The **Send SMS Message** dialog opens up. The user's name is automatically entered from the ICQ Address Book. If there are any details missing a pop-up dialog will appear suggesting a manual update of the user's Phone Book.

    Note: When the user has no defined SMS number, the **Add SMS Number** dialog will appear on top of the **Send SMS Message** window. Click on the **Add SMS Number** button to open the **Add/Edit Phone and Fax Numbers** dialog where you may enter the person's phone details (see Entering SMS Numbers for further details), or click the **Cancel** button to open the **Send SMS Message** window. From here you can choose someone else to send the SMS to by clicking the **To** button.

    - Click on the **To** button, next to the user name dialog, to open the **Select Names** window where you can change the recipient of the SMS and/or choose other users to send the SMS to, or just enter any number without adding the name of the recipient to the list, by clicking on the **Enter SMS Number** button if you have not previously done so. For this last option, see instructions below.*

    In addition, you may right-click the name in the **To** field and choose from the following options.

    - Choose **User Details** to view the user's phone information in the Phone Book.
    - Choose **Remove** to delete the user's name from the **To** field, if you wish to send an SMS message to someone else.
3. Enter your message in the **Message Text** dialog.

    Note: SMS messages are limited to 160 characters. There is a character counter in the top right hand corner above the Message Text dialog, which counts down the characters as you write your message.

    - You have the option of sending a copy of the message to the recipient by ICQ and/or by Email.

    Note: You can only send a copy of the message by ICQ to recipients who are ICQ users.

4. Click the **Send** button to send the message or the **Cancel** button to close the window without sending any message.

    After you send a message you will receive either a confirmation notifying you that the message is being sent or a failure message notifying you that the SMS message could not be sent. For more information see Confirmation/Failure Messages.

    If the recipient's cellular phone is switched off he/she will receive the SMS message when their cellular phone is switched back on.

Note: The Confirmation/Failure message is NOT a message confirming receipt of the message by the cellular user, but by the carrier. To configure the option of receiving a notification of receipt of the message upon arrival to user, see SMS preferences.

*If you have chosen to enter a number in the **To:** field of the SMS Message dialog without choosing a user from the list, as described in bullet nr. 2, and the number does not match anyone on the list, and you receive a confirmation message, click on the **Done** button and you will find the following options.

1. Choose from one of the following options.

    - Click the **Add the number to a contact on my list** radio ¤ button and choose the contact to whom you would like to

add the number from the drop down list. (The list of contact are taken from your Contact List)

- Click the **Add new contact (with this number)** radio ¤ button to add the person to your Non ICQ Contacts List. After you click on the **Add New Non ICQ Contact** button, the **User Details** dialog will open with the number already entered in the **Phone Book** dialog. Enter a name for your new Non ICQ Contact and any other information and click on the **Save** button.

  - Check the **Search for user in the ICQ Global Directory first** box if you wish to search for the person in the Global Directory and add him/her as an ICQ Contact to your Contact List. See ICQ Global Directory.

2. Click on the button on the right (text varies according to function you've chosen) or on the **Cancel** button if you want to exit the dialog without implementing any of the changes.

SMS - Sending SMS Messages from the Service Menu

The SMS feature works with GSM (Global System for Mobile communications) cellular phone technology only.

For a list of the carriers that work with ICQ, go to the SMS Web site.

To send an SMS message from the Services Menu:

1. Click on the **Services** button.
2. Select **SMS Message**.

   The **Add SMS Number** dialog appears on top of the **Send SMS Message** dialog. Enter the person's phone details (see Entering SMS Numbers for further details), or click the **Cancel** button to open the **Send SMS Message** window. From here you can choose someone else to send the SMS to by clicking the **To** button.

   - Click on the **To** button, next to the user name dialog, to open the **Select Names** window where you can change the recipient of the SMS and/or choose other users to send the SMS to, or just enter any number without adding the name of the recipient to the list, by clicking on the **Enter SMS Number** button if you have not previously done so. For this last option, see instructions below.*

   In addition, you may right-click the name in the **To** field and choose from the following options.

   - Choose a user and click on the **Remove** button to remove a user from the right dialog if you don't want to send the message to him/her.
   - Choose a user and click on the **Users Info** button to view that user's details.

4. Click the **OK** button to open the **Send SMS Message** window, or click **Cancel** button to exit the SMS feature without sending an SMS.
5. Write your message in the top dialog of the **Send SMS Message** window.

   Note: SMS messages are limited to 160 characters. There is a character counter in the top right hand corner above the Message Text dialog, which counts down the characters as you write your message.

   - You have the option of sending a copy of the message to the recipient by ICQ and/or by Email.

   Note: You can only send a copy of the message by ICQ to recipients who are ICQ users.

6. Click the **Send** button to send the message or the **Cancel** button to close the window without sending any message.

   - After you send a message you will receive either a confirmation message that the message is being sent or a rejection message notifying you that the SMS message could not be sent. For more information see Confirmation/Failure Messages.

   Note: The Confirmation/Failure message is NOT a message confirming receipt of the message by the cellular user, but by the recipient carrier. To configure the option of receiving a notification of receipt of the message upon arrival to user, see SMS preferences.

   * If you have chosen to enter a number in the **To:** field of the SMS Message dialog without choosing a user from the list, as described in nr. 2, and the number does not match anyone on the list, and you receive a confirmation message, click on the **Done** button and you will find the following options.

3. Choose from one of the following options.

   - Click the **Add the number to a contact on my list** radio ¤ button and choose the contact to whom you would like to add the number from the drop down list. (The list of contact are taken from your Contact List)
   - Click the **Add new contact (with this number)** radio ¤ button to add the person to your Non ICQ Contacts List. After you click on the **Add New Non ICQ Contact** button, the **User Details** dialog will open with the number already entered in the **Phone Book** dialog. Enter a name for your new Non ICQ Contact and any other information and click on the **Save** button.
     - Check the **Search for user in the ICQ Global Directory first** box if you wish to search for the person in the Global Directory and add him/her as an ICQ Contact to your Contact List. See ICQ Global Directory.
4. Click on the button on the right (text varies according to function you've chosen) or on the **Cancel** button if you want to exit

the dialog without implementing any of the changes.

Help File including Help Cards is provided as a convenience only (See Welcome to ICQ Version 2000b) and is subject to the provisions of the ICQ Terms of Service.

SMS - Receiving SMS Messages

If you have sent someone an ICQ SMS message he/she can reply to that message using the reply option on his/her cellular phone.

In addition, you can receive SMS messages that are initiated by the cellular phone user. These SMS messages can be from ICQ users on your Contact List, from users on your Non ICQ Contacts list and from unknown users. Your ICQ number identifies you and, therefore, in order for someone to send you an SMS to your ICQ program they must know your ICQ number. (For more information about this option please refer to the SMS Web help page).

Receiving SMS messages from users on your Contact List and your Non ICQ Contacts list:
An **Incoming SMS Message** icon will either flash next to the name of the sending user, or open up on the desktop, you will also get a unique Incoming SMS Message sound.

Note: You may choose to have incoming SMS messages automatically open up on your desktop without double-clicking. See Events Settings—General Tab in your Owner Preferences.

Note: You will only get a flashing incoming SMS icon next to the names of contacts on your Contact List if their cellular phone details have been entered in the Phone Book section of their User Details. SMS messages from contacts whose cellular number has not been entered into the Phone Book section of their User Details will blink on the **System Notice** button, even if the sender is on your Contact List. See Receiving SMS Messages from Unknown Users.

To receive an SMS message:
1. Double-click on the flashing **Incoming SMS Message** icon in your desktop or next to the sender's name on your Contact List/ Non ICQ Contacts list. Alternatively, click on the sender's name on your Contact List/ Non ICQ Contacts list and choose **Receive** to display the **Incoming SMS Message** dialog.
2. You may choose from the following options:
   - Click on the **User Details** button to display the sender's details.
   - Click on the **History** button to view the correspondence between you and the user.
   - Click on the **Reply** button to respond to the sender either by SMS or by Email or if the SMS is from an ICQ user on your Contact List you can choose to respond with an ICQ message. Alternatively, double-click on the flashing icon next to the sender's name.
   - Click on the **Forward** button to send the SMS to another user. You can choose to forward the SMS either by SMS (opens a new SMS message dialog), by ICQ (opens up the list of users on your Contact List), or by Email (opens the user's default Email).
   - Click on the **More Functions** button to expand the dialog and your options.
   - Click on the **Add to Contact List** button to receive a dialog, giving you the options to add the number to a user on your Contact List, to add the number to a new Non ICQ Contact or to search for the user on the ICQ Global Directory.
   - Click on the **Read Next** button (if enabled) to display the next incoming event.
   - If you receive a message from a contact on your Non ICQ Contacts list, you have an additional **Send Invitation to ICQ** button. See the Sending an Invitation to Join ICQ section.
   - Click on the **Close** button to exit the dialog without responding.

SMS - Receiving Messages from Unknown Users

An **Incoming SMS Message** icon will flash on the **System Notice** button and you will also get a unique Incoming SMS Message sound when you receive SMS messages from unknown users. Unknown users are individuals who are not on your Contact List or your Non ICQ Contacts list or contacts whose cellular phone number have not been entered into the Phone Book section of their User Details.

To receive an SMS message from an unknown user:

1. Click on the **System Notice** button and select **Incoming SMS Message**. This opens up the **Incoming SMS Message** dialog.

2. Choose from the following options.

    *   Click on the **Reply** button to respond to the sender by sending them an SMS message back. Alternatively, double-click on the flashing icon next to the sender's name.

    *   Click on the **Forward** button to send the SMS to another user. You can choose to forward the SMS either by SMS (opens a new SMS message dialog), by ICQ (opens up the list of users on your Contact List), or by Email (opens the user's default Email).

    *   Click on the **Add to Contact List** button to open a dialog giving you the options to match the number with a user on your Contact List, add the number to an new Non ICQ Contact or search the ICQ Global Directory to add the user as an ICQ Contact.

    *   Click on the **More Functions** button to expand the dialog and your options.

    *   Click on the **Read Next** button (if enabled) to display the next incoming event.

    *   Click on the **Close** button to exit the dialog without responding.

SMS - Confirmation/Failure Messages

After sending SMS messages from the ICQ program, ICQ users will receive a confirmation/failure message. The confirmation message will appear on top of the **Send SMS Message** window.

Note: The Confirmation/Failure message is NOT a message confirming receipt of the message by the cellular user, but by the carrier. To configure the option of receiving a notification of receipt of the message upon arrival to user, see SMS preferences.

To receive a confirmation/failure message:

You have the following options.

- Click on the **Retry** button if you have received a failure message and you want to re-send it.

- Click on the **Edit** button if you have received a failure message and you want to see message again, edit it, send it to another recipient, send copy by ICQ or Email.

- Click on the **Close/Done** button if you received a confirmation message and want to close the window.

SMS - SMS Message History

You can view the history of events between you and the user, if they appear on your Contact List, to whom you are sending an SMS message or from whom you are receiving an SMS message. SMS messages in the ICQ History of Events and in the ICQ Message Archive are defined as SMS messages.

To access the SMS event history between you and another user, from your Contact List:

- Click on the **History** button that appears both in the **Send SMS Message** dialog and in the **Incoming SMS Message** dialog.

- Alternatively click on the name of a **user** on your Contact List and select **History** and click on **View Messages History**.

For more information on event history see History of Events – Users on Your Contact List.

SMS – Configuring Preferences

The General tab in the SMS enables you to add a personal signature to outgoing SMS messages and get message notifications when your outgoing SMS messages are received. To configure more preferences, see Preferences – More.

To configure your SMS preferences:

1. Click on the **ICQ** button and select **Preferences**.
2. Click on the **SMS Messages** icon. This opens the **Settings** tab.

   You have the following signature options:

   - You can add a personal signature to your SMS messages. Enter a signature in the **Personal Signature** field. The last version is saved each time. Your default signature includes your name and ICQ number.

     Check the **Add signature to Outgoing SMS messages** box to include a signature to all your outgoing SMS messages.

     Note: Your signature is part of your message. SMS messages are limited to 160 characters therefore, if your signature is 10 characters long the rest of your message will be a maximum of 150 characters.

   - Check the **Request a notification on message arrival to recipient** box if you want to be notified every time the cellular phone user to whom you sent the SMS message receives your message. When checked, a **Received SMS** icon will flash next to the name of the user to whom you sent the SMS message. The default setting is checked.

3. Configure your preferences and click on the **Apply** button to store these preferences or click on the **Cancel** button to close window without changing preferences. Alternatively, click on the **Restore ICQ Defaults** button to restore the pre-defined SMS preferences.