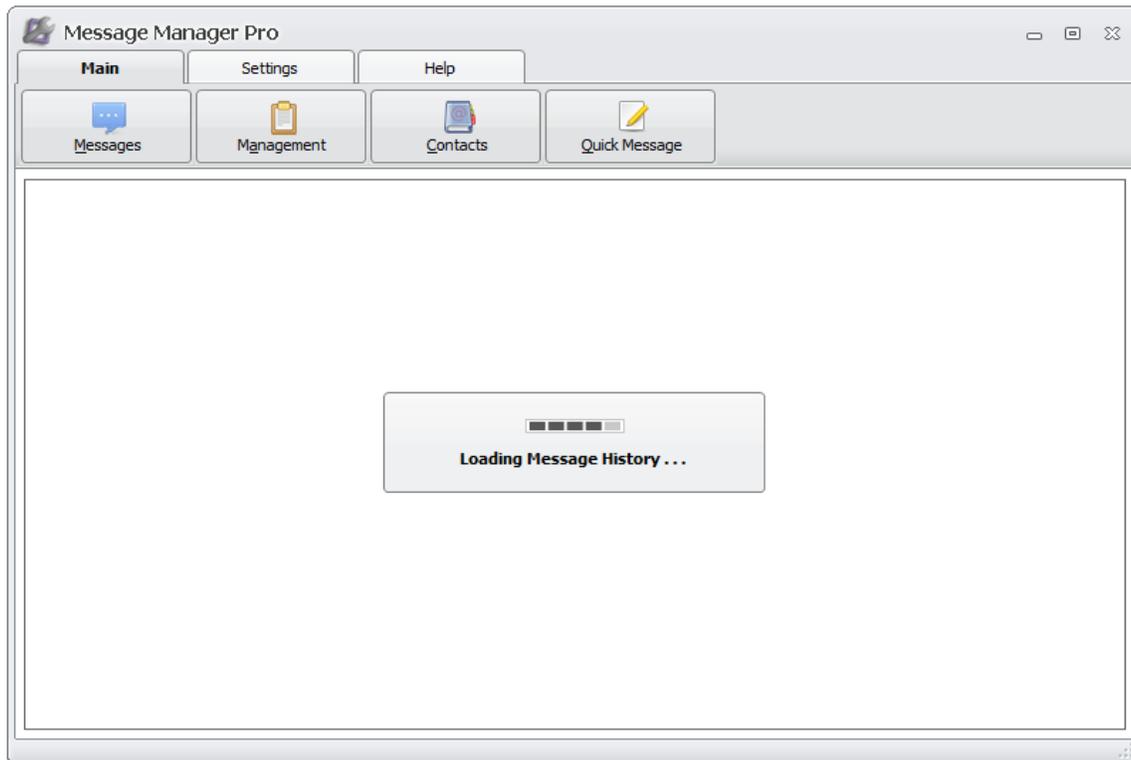


PROPACK

Message Manager Pro Setup

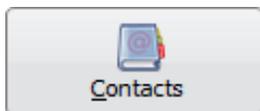
Main Screen



Messages: This is the main screen will allow you to view your most recent outgoing and incoming text messages. Double click on any item in the grid to load the send message screen.



Management: On this screen you will be able to quickly view many important areas of your shop management system. To the left you will see your Work In Progress, to the right you will see your calendar. Click on any date of interest and you will be able to view appointments scheduled for that date or recommendations due for that date. Double clicking on any item in any of the grids will bring up the send message screen.

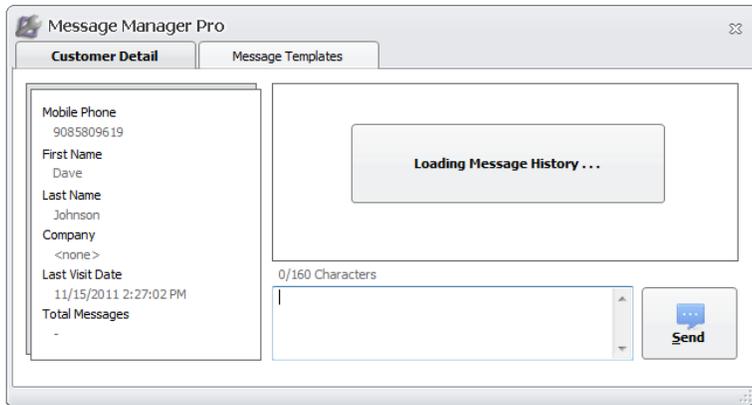


Contacts: From this screen you will be able to access any customer in your system. Select the first letter of the customer's last name or company name, find them in the list, then double click their name to bring of the send message screen.



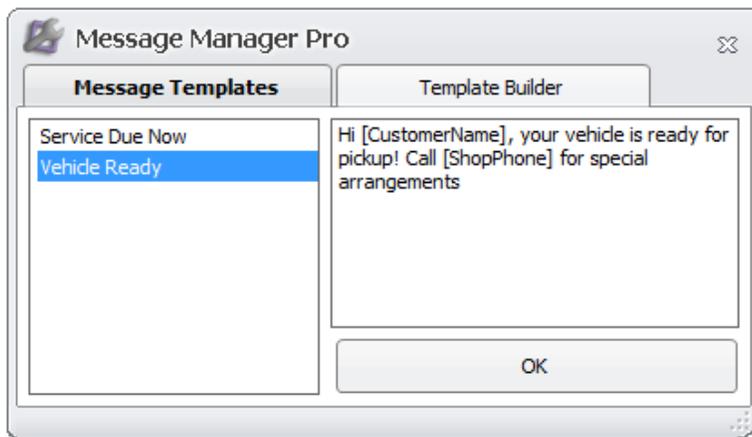
Quick Message: This button will search for the current work order you have open and bring up the send message screen for that customer.

Send Message Screen



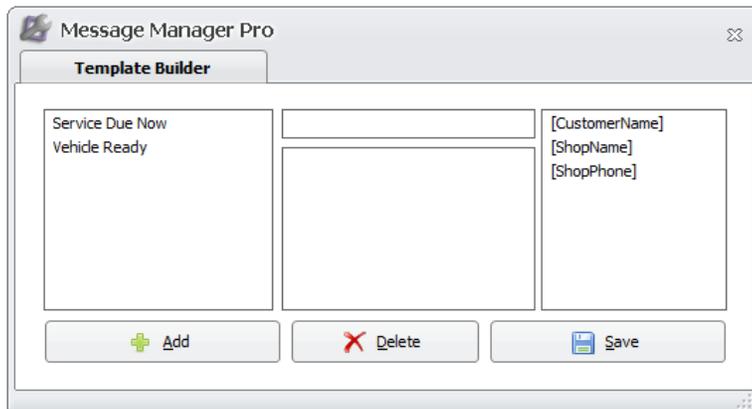
From this screen you will be able to send a new message to a specific customer and view your messaging history with that customer. By clicking the **Message Templates** button, you can quickly load common text messages, saving you the time of re-typing it every time.

Message Templates Screen



This is the screen where you can access your commonly used messages. Click the template title on the left and click **OK** to send the template back to the send message screen. Any values surrounded in [brackets] will be replaced with the actual value in the send message screen. Click the **Template Builder** button to create new templates that you will be able to access from this screen.

Template Builder Screen



This is the screen where you are able to design and save new templates for future use. The box on the left will show a list of all of your templates. The middle boxes show the template name and template message. The box on the right will show a list of 'hot values' (these values will be replaced with their actual values in the send message screen).

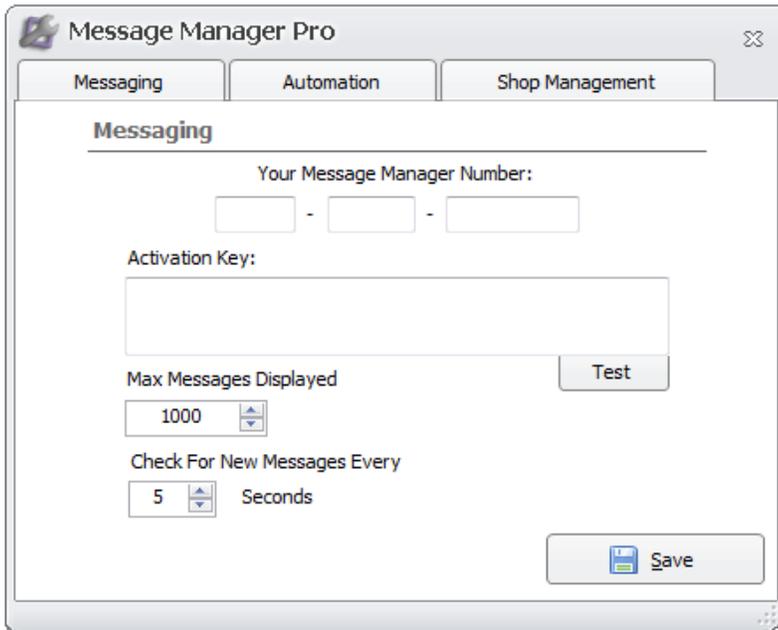
To Create A New Template: First click the **Add** button; this will add a new item to the template list on the left. Click the newly added item and edit the template to the desired title and message. Click **Save** when you are finished with the changes.

To Modify A Template: Click the template that you want to modify in the box on the left. Edit the template to the desired title and message in the middle boxes. Click **Save** when you are finished with the changes.

To Delete A Template: Click the template that you want to delete in the box on the left. Click **Delete** to remove it.

Settings Screen

Messaging



The screenshot shows the 'Message Manager Pro' application window with the 'Messaging' tab selected. The 'Messaging' section contains the following fields and controls:

- Your Message Manager Number:** A field with three input boxes separated by dashes.
- Activation Key:** A large text input field.
- Max Messages Displayed:** A spinner control set to 1000, with a 'Test' button to its right.
- Check For New Messages Every:** A spinner control set to 5, with the unit 'Seconds' to its right.
- Save:** A button with a floppy disk icon.

Your Message Manager Number: This is your own personal messaging number that you will send and receive text message from. Technical support will provide this for you.

Activation Key: This is the unique code that will link with your message manager number. Technical support will provide this for you.

Max Messages Displayed: This number is the maximum amount of incoming and outgoing text messages that will be displayed in your messaging history. The default number is 1000 messages, lowering this number may be recommended for computers with poor performance.

Check for New Messages: This number is the amount of time in seconds that message manager will check for new

messages and refresh the message history. The default amount of seconds is 5, increasing this number may be recommended for computers with poor performance.

Automation

Send Automatic Text Message

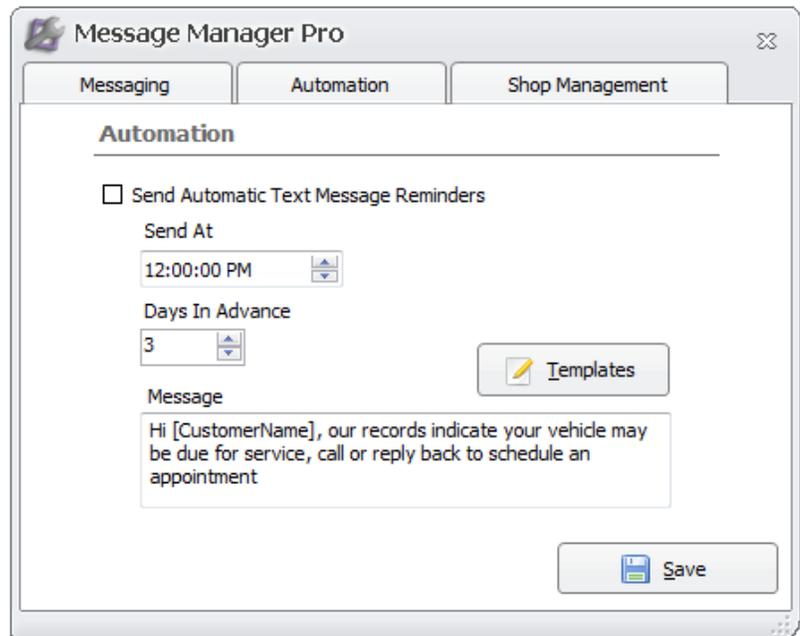
Reminders: Check this box if you would like to send out automatic text message reminders. This feature will read your shop management scheduler and send out the messages based on the options you select below.

NOTE: This should only be checked off on *one* computer or duplicate text messages will be sent.

Send At: This is the time of day you would like the reminders to be sent out

Days In Advance: This is how many days before the appointment you want the message to be sent out.

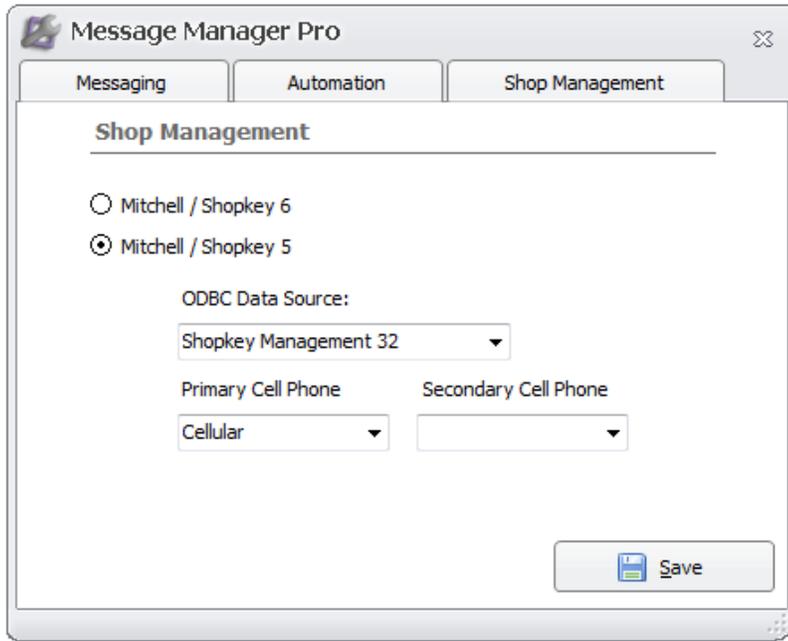
Message: This is the automatic message that the customer will receive. Click the **Template** button to apply one of the pre-built templates.



The screenshot shows the 'Message Manager Pro' application window with the 'Automation' tab selected. The 'Automation' section contains the following fields and controls:

- Send Automatic Text Message Reminders**
- Send At:** A time picker set to 12:00:00 PM.
- Days In Advance:** A spinner control set to 3.
- Templates:** A button with a pencil icon.
- Message:** A text area containing the template: "Hi [CustomerName], our records indicate your vehicle may be due for service, call or reply back to schedule an appointment".
- Save:** A button with a floppy disk icon.

Shop Management



The screenshot shows the 'Shop Management' dialog box within the 'Message Manager Pro' application. The dialog has three tabs: 'Messaging', 'Automation', and 'Shop Management', with 'Shop Management' currently selected. The 'Shop Management' section contains two radio buttons for shop selection: 'Mitchell / Shopkey 6' (unselected) and 'Mitchell / Shopkey 5' (selected). Below these is an 'ODBC Data Source:' label and a dropdown menu showing 'Shopkey Management 32'. Underneath are two labels: 'Primary Cell Phone' and 'Secondary Cell Phone'. The 'Primary Cell Phone' dropdown is set to 'Cellular', and the 'Secondary Cell Phone' dropdown is empty. A 'Save' button with a floppy disk icon is located at the bottom right of the dialog.

Shop Management Type & ODBC Data

Source: This area will tell Message Manager how to link up and get data from your shop management software. Do not change this unless instructed by technical support.

Primary Cell Phone: This value should be the main cell phone category of your shop management system. Some common values are 'Cell', 'Cellular', or 'Mobile'. Setting this will allow Message Manager to distinguish between a cell phone that can receive text messages and a home phone number that cannot receive text messages.

Secondary Cell Phone: Only set this if you have more than one cell phone category, otherwise leave this blank. A common scenario for using a secondary cell phone is if you have two cell phone categories.