

### Quick2SMS for SugarCRM v2.2

SMS Module for SugarCRM

### Documentation

An upgrade-safe text messaging module for SugarCRM v6.5+. SugarCRM users can now send SMS messages directly from SugarCRM.

### Release

V2.2

- Javascript error causing Chrome to fail
- Fixed issue for CE users
- Send Mass SMS button implementation improved to support other people's customisations

#### V2.1

- Not released

### V2.0

- Mass SMS from Target List
- Version 7 support

### V1.0

- Send individual SMS messages to Leads and Contacts
- Create SMS templates
- View history of sent messages



### Download and Purchase Quick2SMS is available to purchase and download from https://www.sugaroutfitters.com/addons/Quick2SMS

### Installation Prerequisites

Before purchasing the module you need to ensure your version of SugarCRM is supported. Quick2SMS currently supports SugarCRM v6.5 or higher (including Sugar7). All editions are supported (e.g. CE, Pro, Ent, Ult). Both OnDemand and OnSite are supported.

Quick2SMS is upgrade safe.

### Dislaimer

Whilst this module is upgrade safe, do back up your site before applying this installation. In particular we add an enhancement to the Email Templates module and if you have had a previous customisation made to this module you may inadvertently remove these customisations. If you need to combine an existing Email Template customisation with our own customisation, please get in touch. Previous Studio customisations are not affected. This notice only applies to custom work you may have carried out outside of Studio. Either way, installation of this module is at your own risk and SouthwestCRM takes no responsibility for loss of data or disruption in operation.

### Installation Process

Having downloaded the module proceed to the Module Loader in SugarCRM.

#### Step 1 – Access SugarCRM Module Loader



Add or remove Sugar modules, themes, language packs and other extensions

#### Step 2 – upload module zip file

Firefox <b>*</b>					×
Administration » SugarCRM	+				
Sugar.southwestict.com/eventdem	10/index.php?module=Administration8	&action=Upgrad€ 🏫 ⊽ C 🚺	- Google 🔎	D- + A O	æ 📼
Accounts Administration	More 👻	Search	Q 1	🚶 Administrator 👻 🔸	+ - ^
<				>	1
Module Browse SugarSMS.zip	p Upload				
		1	1		
Name 🕀 Install De	elete Type Version	Date Published	Uninstallable	Description	÷
				· · · · · · · · · · · · · · · · · · ·	Ì
					1
<				>	
				🖨 Print 🕈 Back to t	ор
SUGARCRM.	© 20	113 SugarCRM Inc.		Administration Help	

#### Step 3 – Install module

Firefox <b>*</b>							-	□ ×
Administration » SugarCRM	+							
Sugar.southwestict.com/eventdemo/in	ndex.php?module=Adm	inistration&vie	w=module& ☆ ▽ (	C 8 - Google	م	₽- ₽	<b>^</b>	<i>₩</i> -
Accounts Administration	More 👻		Search	٩		🤶 Administ	rator 🝷	+ - ^
<							>	~
								5
Module Browse. No file selected.		Upload						
Name 🔤 Install	Delete	Туре	Version	Date Published	Uninstallable			
FreeTextSMS Install	Delete Package	Module	1.0.0	2014-01-18 13:13:13	Yes	FreeText SMS all	lows you to I	^
								<b>v</b>
٢							>	- 1
						₿ Print	<ul> <li>Back to</li> </ul>	top
SUGARCRM.		© 2013 S	ugarCRM Inc.			Admin	istration He	Ip 🗸 🗸

#### Step 4 – Enter Firetext API information

Firefox <b>*</b>												×
CAdministration » Suga	arCRM	+										
🗲 🛞 sugar.southwes	tict.com/eventdem	o/index.php?module=	Administration∾	tion=FireText: 🏠 ⊽ (	🕈 🚺 🔻 Google		٩	•	+	俞(	ດ	<i>#</i>
Accounts	Administration	More 👻		Search		۹	1		Admi	nistrato	r 🗕	+
SMS Account	t Settings											
Fire SMS Center	http	s://www.firetext.co.u	ık/api									
Api Key												
Username:												
Password:												
Sender name:												
Message Length:	160											
License Key:												
Save										Che	eck Crea	dit
									ā Pi	rint 🕇 🖯	lack to	top
SUGARCRN	И.		© 2013	3 SugarCRM Inc.					? Ac	Iministra	tion He	lp N

Quick2SMS uses the multi-award winning FireText messaging service. You will need an account set up with this service in order to use Quick2SMS. It is free to set up an account however each message you send is charged. Please refer to the FireText price list for further details at <u>http://www.firetext.co.uk</u>

Once registered with FireText, enter your FireText username and password in the SMS Account Settings page in SugarCRM Admin module. An optional API key can be used.

Enter a default "Sender Name" which will be shown as the FROM name when recipients of your SMS texts receive messages.



Set a limit to the size of a message if you wish to restrict what can be sent to recipient by users.

Check Credit. Having entered your FireText details correctly, the Check Credit button will show the amount of remaining credit available to your users. If you need to add credit please login to FireText and purchase credit from them. Once this has been done click the Check Credit button again to see the amount of credit available to you.

### User Guide

SMS messages can be sent to any phone field in SugarCRM Contacts and Leads modules. An icon will appear next to the phone number enabling users to click to send an SMS message.

	Leads » SugarCRM		+								-	
ſ	Sugar.southw	estict.com/eventd	emo/index.php?md	odule=Leads&a	ction=index	☆ <b>~</b> C	8 ▼ Google	٩	<b>D</b> - 1	<b>ŀ</b> ♠	0	4
	Accounts	Leads Mo	ore 👻		Sear	ch	٩	1	Adm	inistrato	or 👻	+
	Search Leads	5		Before								
	Name		My Items	My Favorites	Open Iter	ns 🗹 Search	Clear Advanced	Search				?
	Delete	<b>~</b>						(14)	<ul><li>(1 - 5)</li></ul>	0 of 120)	$(\mathfrak{I})$	)))
	N	ame ≑	Status 🔤	Account Na	me 🕀	Mobile 🕀	E	mail				
	🗆 🏫 🥝 к	ing Bunyard	New	JAB Funds I	Ltd.	(300) 685-5910	c	lev.sugar@e	xample.cr	ı		(i)
	🗆 🏫 🖉 R	eynaldo Buckle	r Assigned	P Piper & S	ons	(519) 305-9003	s	ection.bean	s.kid@exa	ample.co	.jp	i
	🗆 🏠 🖉 E	verett Kane	New	Kings Royal	ty Trust	(860) 236-3296	c	la.sugar@ex	ample.org	3		<i>i</i> )
efox 🔻									_ 0	×		(i)
eads » SugarC	CRM	+										<i>i</i> )
🕘 sugar. <b>so</b> ı	uthwestict.com/eventder	mo/index.php?acti	on=ajaxui#ajaxUILo	oc=index.php%	3Fm ☆ マ C <sup>e</sup>	8 - Google	۶ 🗈	∔ ♠	O			(i)
Accour	nts Contacts L	eads More		<b>a</b> 1						^		
		caus more	<b>~</b>	Search		Q	1 😥 A	dministrato	r 🔻 🗖 🚽	🔳		(j)
earch Lea	ads		After	Search		م 	j 1 🧟 A	dministrato	r <b>-</b>   <del> </del>		ads H	(j) elp
earch Lea	ads	My Items	After	Open Items	✓ Search	Q Clear Advanc	eed Search	dministrato	r •   <del>- </del>	3	ads H	elp
earch Lea Name	ads elete 🔻	My Items	After My Favorites	Open Items	Search	Q Clear Advance	eed Search	dministrato	() () ()	0	ads H	elp
earch Lea Name	ads :lete v Name $\Leftrightarrow$	My Items	After My Favorites	Open Items	☑ Search Mobile ≑	Clear Advanc	eed Search Email	dministrato	) () ()	3	ads H	elp
Name	ads liete v Name ÷	My Items □ Status ≑ New	After My Favorites Account Name JAB Funds Ltd.	Search Open Items	✓ Search Mobile ⇒	Q Clear Advanc	eed Search Email dev.sugar@exampl	dministrato	( ) () () () () () () () () () () () ()	3	ads H	() elp
Name	ads elete ▼ Name ≑ King Bunyard Reynaldo Buckler	My Items  Status  New Assigned	After My Favorites Account Name JAB Funds Ltd. P Piper & Sons	Search Open Items	✓ Search Mobile ⇒ 07540294664 519) 305-9003	Q Clear Advanc	ed Search Email dev.sugar@exampl section.beans.kid@	dministrato	( ( ) () () () () () () () () () () () () () () () (		ads H	elp
Search Lea Name □   Del □   Oel □   Oel □   Oel □   Oel ○   O	ads lete ▼ Name ≎ King Bunyard Reynaldo Buckler Everett Kane	My Items Status New Assigned New	After My Favorites Account Name JAB Funds Ltd. P Piper & Sons Kings Royalty Trr	Search Open Items   ⇔ I ( ( ust (	✓ Search Mobile ⇔ 07540294664 519) 305-9003 860) 236-3296	Clear Advanc	1     R     A       ced Search     Image: Comparison of the section of the	dministrato - 50 of 120) e.cn @example.cc	( ( ) () () () () () () () () () () () () () () () (		ads H	elp
Search Lea Name □ □ ↓ Del □ ↓ @ □ ↓ @ □ ↓ @ □ ↓ @	ads elete ▼ Name ≑ King Bunyard Reynaldo Buckler Everett Kane Leif Nathaniel	My Items □ Status ≑ New Assigned New New	After My Favorites Account Name JAB Funds Ltd. P Piper & Sons Kings Royalty Trr T-Cat Media Grou	Search Open Items	✓ Search Mobile ⇒ 07540294664 519) 305-9003 860) 236-3296 242) 058-9995	Clear Advanc	1 R A	dministrato	( ) (>))) () () () () () () () () () () () ()		ads H	elp
Search Lea Name	ads ilete ▼ Name ≑ King Bunyard Reynaldo Buckler Everett Kane Leif Nathaniel Leif Gunn	My Items □ Status ≎ New Assigned New New New	After My Favorites Account Name JAB Funds Ltd. P Piper & Sons Kings Royalty Trr T-Cat Media Grou Sandeon Consoli Corp	Search Open Items	✓ Search Mobile ⇒ 07540294664 519) 305-9003 860) 236-3296 242) 058-9995 271) 106-3713	Clear Advanc	1 R A	dministrato - 50 of 120) e.cn @example.co e.org e.tv			ads H	elp
Search Les Name □ □ ▼ □el □ ◆ @ □ ☆ @ □ ☆ @ □ ☆ @ □ ☆ @	ads lete ▼ Name ÷ King Bunyard Reynaldo Buckler Everett Kane Leif Nathaniel Leif Gunn Freddie Hillman	My Items □ Status ≑ New Assigned New New New New	After My Favorites Account Name JAB Funds Ltd. P Piper & Sons Kings Royalty Tri T-Cat Media Grou Sandeon Consoli Corp Grow-Fast Inc	Search Open Items	✓ Search Mobile ⇒ 07540294664 519) 305-9003 860) 236-3296 242) 058-9995 271) 106-3713 230) 627-9052	Clear Advance	1 R A	dministrato			ads H	(F) elp

Now click on the phone icon next to a number to send a message....



Firefox T	+	- 🗆 🗙
Sugar.southwestict.com/eventder	no/index.php?action=ajaxui#ajaxUILoc=index.php%3Fm 🏠 🛡 🕻 🕻 🗸 Google	₽ 📭 ∔ â O ≉ -
Accounts Contacts L	eads More - Search	२ 🚺 🧟 Administrator र 🕂 र
Search Leads		
Name	My Items My Favorites Open Items V Search Clear Add	vanced Search
		(1 - 50 of 120)
Nama A	Status 4	
	SMS ×	
🔲 🎡 🧭 King Bunyard	New Phone #: 07540294664	dev.sugar@example.cn
🔲 😭 🧭 Reynaldo Buckler	Assigned Template -none-	section.beans.kid@example.co.jp ()
🗆 🏫 🧭 Everett Kane	New Message	qa.sugar@example.org ()
🔲 🏠 🖉 Leif Nathaniel	New	sugar.dev@example.tv (i)
🗆 🏫 🧭 Leif Gunn	New Limit your message up to 160 characters only.	section.im@example.com ①
🔲 🏠 🖉 Freddie Hillman	New (200) 021-0002 0	sugar26@example.co.jp ()
sugar.southwestict.com/eventdemo/index.	hp?action=ajaxui# © 2013 SugarCRM Inc.	② Leads Help

Pick a template or manually type a message then click Send.

Templates need to be created before users can select from the Templates dropdown. To create a template use the Email Templates feature in SugarCRM. Navigate to Emails | Create Email Template.

Firefox <b>*</b>	nplates » SugarCl	RM +							×
🗲 🛞 sugar.south	westict.com/ever	ntdemo/inde	php?module=Em	ailTemplates&action=EditVie 🏹	ביד לי 🕄 ד 🖉 לי 🖉 לי	۶	3- 4 🕋	O	æ -
Accounts	Contacts	Emails	More 👻	Search	c	र 🚺 🧟	Administrator		+ - ^
Create		Actions View My I	Email	Recently Viewed Special Offer				İ	
Save Cancel		Create Er	nail Template						Indicat
Name: *		View Ema	il Templates		е	-none- 🗸			
Teams: *	▶ +		Primary						
	Global		- •						
Assigned to:		k	$\times$						
Description:						.::			
Insert Variable:	Account	*	Name	: \$account_name	Insert				
Subject:						.::			
SUGARCF	RM.			© 2013 SugarCRM Inc.			2 Email Templa	tes Help	▶ ♥ .
.gar.southwestict.cor	n/eventdemo/in	dex.php?mod	ule=Email l'emplat	es&action=EditView&return_m	odule=EmailTemplates&retu	irn_action=DetailVie	W		>

Enter the Name of the SMS Template and click on the "SMS Only" checkbox next to the Name field.

Firefox	Current L						- 5	X
sugar.southwestict.c	om/eventdemo/inde	php?module=EmailTem	plates&action=EditVie	= ☆ マ C 8 - Goog	ile 🖌	•	î Ω	æ ᠇
Accounts Cor	ntacts Emails	More 👻	Search		۹ 1	Admin	istrator 🛨 -	+ - ^
Save Cancel						* India	cates required fie	eld
Name: *	Special Offer SM	3	SMS Only 🔽	Туре	-none- 🗸			
Teams: *	▶ +	Primar	4					
	Global							
Assigned to:		X 7						
Description:	An SMS Template	to promote a product						
Insert Variable:	Contact/Lead/Ta	rget V First Name		: \$contact first na	me	Insert		
	Send Text Only	/				Inserc		
Body:								
, i								
	HI {&contact_first	name}, did you know w	e are closing the 30	% off promotion tomorr	ow. Do you still w	ant to go ahead	1	
SUGARCRM.	1	(	© 2013 SugarCRM Inc.			② Email	Templates Help	♥.

Note that Variables can be used (e.g. Dear \$contact\_first\_name) however do not forget to enclose each variable in {} characters.

Save your SMS Template. Now you can select a template to use when sending an SMS message...

Firefox Y					- • ×
Ceads » SugarCRM	+				
Sugar.southwestict.com/eventder	mo/index.php?action=aja	kui#ajaxUILoc=index.php%3Fm 🏠 ⊽ C 🛛 🚺 🔻 G	oogle	₽ 📭 🕂 🏠	0 🦗 🔻
Accounts Contacts L	eads More 🕶	Search	Q	1 🧟 Administrator	• <mark>+ •</mark> ^
Search Leads					
Name	My Items 🗌 My Fa	vorites 🗌 Open Items 🗹 Search Clear	Advanc	ed Search	?
Delete 🔻				(1 - 50 of 120)	R
Name 🔤	Status 🗧 SMS		×	Email	
🔲 🎡 🧭 King Bunyard	New	07540004004	-	dev.sugar@example.cn	
🔲 🏠 🧭 Reynaldo Buckler	Assigned Templa	e Special Offer SMS		section.beans.kid@example.co.jp	
🗆 🏫 🧭 Everett Kane	New Messag	e -none-		qa.sugar@example.org	
🔲 🏠 🧭 Leif Nathaniel	New			sugar.dev@example.tv	
🗆 🏠 🧭 Leif Gunn	New	Limit your message up to 160 characters only.		section.im@example.com	
🔲 🏠 🧭 Freddie Hillman	New	(200) 021-3032 @		sugar26@example.co.jp	
SUGARCRM.		© 2013 SugarCRM Inc.		? Leads	s Help 🗸 🗸

Pick the template and the variables will be merged and show the recipients details in the body of the message...

Firefox <b>T</b>				- 🗆 🗙
Teads » SugarCRM	+			
Sugar.southwestict.com/eventdem	no/index.php?action=ajax	ii#ajaxUILoc=index.php%3Fm 🏫 ⊽ C 🛛 🚷 ▼ Goog	le 🔎 🖸 🕇 🧍	• O 🖗 🔻
Accounts Contacts Le	eads More 🔻	Search	Administra	ator - + - ^
Search Leads				
Name	My Items 🗌 My Fav	orites 🗌 Open Items 🗹 Search Clear	Advanced Search	?
Delete 🔻			(1 - 50 of 12	20) >>>
Name 🔤	Status 🗧 SMS	×	Email	
🔲 🏫 🧭 King Bunyard	New Phone #	07540204664	dev.sugar@example.cn	(i)
🔲 🏠 🖉 Reynaldo Buckler	Assigned Template	Special Offer SMS V	section.beans.kid@example	.co.jp 🕧
🔲 🎡 🧭 Everett Kane	New Message	Hi King, did you know we are closing the	qa.sugar@example.org	
🗆 🏫 🖉 Leif Nathaniel	New	want to go ahead?	sugar.dev@example.tv	(i)
🗆 😭 🧭 Leif Gunn	New	100/160 characters.	section.im@example.com	
🗆 🏠 🖉 Freddie Hillman	New	Sena (200) 021-0002 w	sugar26@example.co.jp	
SUGARCRM.		© 2013 SugarCRM Inc.	3	Leads Help 🖌 🗸

Click Send and Quick2SMS will send your message immediately....

Firefox <b>T</b>					-	. 🗆 🗙
Teads » SugarCRM	+					
Sugar.southwestict.com/eventden	no/index.php?actior	n=ajaxui#ajaxUILoc=index.ph	p%3Fm ☆ マ C	<mark>8</mark> <del>▼</del> Google	₽ 🖸 τ 🖡 🏠 🌔	<b>)</b> 🥐 🔽
Accounts Contacts Le	eads More 🔻	Searc	ch	۹	🚺 🧝 Administrator 🗣	· + • ^
Search Leads						
Name	My Items 🗌 M	y Favorites 🗌 Open Item	ns 🗹 Search	Clear Advance	ed Search	?
Delete 🔻					📧 🔇 (1 - 50 of 120)	
Name 🔤	Status 🗧 SMS	5		×	Email	
🔲 🏫 🧭 King Bunyard	New	nding SMS Please wait!			dev.sugar@example.cn	(i)
🔲 🏠 🧭 Reynaldo Buckler	Assigned P	Piper & Sons	(519) 305-9003	-	section.beans.kid@example.co.jp	(i)
🔲 🎡 🧭 Everett Kane	New K	ings Royalty Trust	(860) 236-3296	•	qa.sugar@example.org	(i)
🗆 🎡 🧭 Leif Nathaniel	New T	-Cat Media Group Inc	(242) 058-9995	•	sugar.dev@example.tv	
🗆 😭 🧭 Leif Gunn	New S	andeon Consolidation Corp	(271) 106-3713		section.im@example.com	1
🔲 🏠 🧭 Freddie Hillman	New G	Brow-Fast Inc	(230) 627-9052	6	sugar26@example.co.jp	
SUGARCRM.		© 2013 Su	garCRM Inc.	•	② Leads	Help 🗸

If the message is sent successfully a message will be displayed. If the message fails to send, a message will be displayed to highlight the potential issue.

Firefox <b>T</b>					-	. 🗆 🗙
Teads » SugarCRM	+					
Sugar.southwestict.com/eventder	mo/index.php?	action=ajaxui#ajaxUILoc=index.phj	p%3Fm ☆ マ C	8 ▼ Google	P 🖸 - 🖡 🏠 🌔	<b>)</b> ≁∣+
Accounts Contacts L	eads Mor	re 🔹 Searc	h	Q	📕 🙍 Administrator 🗣	· + • ^
Search Leads						
Name	My Items [	☐ My Favorites ☐ Open Item	is 🗹 Search	Clear Advance	ed Search	?
Delete 💌					📧 🕢 (1 - 50 of 120) 🕥	K
Name 🔤	Status 🗟	SMS		×	Email	
🔲 🏫 🧭 King Bunyard	New		L.J.		dev.sugar@example.cn	i
🗆 🏠 🧭 Reynaldo Buckler	Assigned	Message Sent Successful	ly!	_	section.beans.kid@example.co.jp	
🗆 🏫 🧭 Everett Kane	New	Kings Royalty Trust	(860) 236-3296	•	qa.sugar@example.org	(i)
🗆 🏠 🧭 Leif Nathaniel	New	T-Cat Media Group Inc	(242) 058-9995	•	sugar.dev@example.tv	
🗆 🏫 🥝 Leif Gunn	New	Sandeon Consolidation Corp	(271) 106-3713	1	section.im@example.com	
🗌 🏠 🧭 Freddie Hillman	New	Grow-Fast Inc	(230) 627-9052	1	sugar26@example.co.jp	
SUGARCRM.		© 2013 Sug	garCRM Inc.	•	<li>Leads</li>	Help 🗸 🗸

...and the message appears on the recipient's phone....

••••	• O2-UK 3G - * -
	15:53 Monday 10 February
	joe 20m ago Hi King, did you know we are closing the 30% off promotion tomorrow. Do you still want to go ahead? slide to reply
	<b>Steve Jenkin</b> 1h ago RE: How to send a quick email to…
	> slide to unlock

Back in SugarCRM, all users can see the SMS message that has been sent to the Lead/Contact...

Firefox 🔻													- 0		x
King Bunyard » Lea	ds » SugarCRM	4 N													
🗲 🛞 sugar.southwe	estict.com/eve	ntdemo/inde	php?action=ajax	cui#ajaxUILo	oc=index.ph	p%3Fm ☆ マ C	<mark>8</mark> ▼ Google		٩	-	+	⋒	0	ø	-
Accounts	Contacts	Leads	More 👻		Searc	h		۹	1	2,	Admini	strator	-	+ •	^
King Bunyard	¢														1
Edit Duplicate	Delete	Find Duplicat	es Convert Lea	ad Man	age Subscrij	otions View Cha	nge Log				<	(1 of 120		)	
Name:	King Bunya	ırd 🔳				Office Phone:	(557) 581-01	10 🗎							
Title:	VP Sales			Mobile:	0754029466	4 🗎									
Department:						Fax:									
Account Name:	JAB Funds Ltd.				Website:										
Primary Address:	111 Silicon Valley Road Salt Lake City NY 93083 USA				Other Address:										
Email Address:	dev.sugar@example.cn (Primary)														
Description:															
✓ More Information															
⇒ Other															
≪ SMS															
									( <	<	(1 - 2 (	of 2)	) ))		
$\begin{array}{llllllllllllllllllllllllllllllllllll$									Date	Created	¢				
07540294664	Sent Hi King, did you know we are closing the 30% off promotion tomorrow. Do you still want to go ahead? 10/02/2014 15.33														
SUGARCRM. © 2013 SugarCRM Inc.								2 Lead	ds Helj		•				

### Mass SMS

The following instructions explain how to send SMS messages to all records within a Target List.

Create a Target List containing Contacts and Leads (This module only works across these two modules currently).

Open the Target List and use the Action Menu (see screenshot) to select "Send Mass SMS"

1	Accounts - Contacts - Opportuni	ies 👻 Leads 👻 Calendar 👻	Reports 👻	Target Lists 👻 🗸	Search	- Q 🚺 🤶 -	+
TL	My Targets 🔺					Edit	*
Related -	All Filter All Records Search					Share	-
Ta Taro	iets					Export	-
					$\rightarrow$	Send Mass SMS	E.
Cor Cor	tacts					Find Duplicates	~
	Name	Account Name	\$	Email 🌲	Office Phone	Duplicate	
*	Simon Jones	Care Home International				View Change Log	-
*	Paul Proud	Fabulous Collections Ltd			0208 841 867	Delete	-

A window will load where you can select a SMS template or type in a random message. Click send to send the SMS to all records in the Target List.



A message will be sent to the mobile number (default mobile field in Contact and Leads modules).



### Troubleshooting

Before calling our helpline here are some common questions together with potential solutions.

- The installation completed however the settings page is highlighting errors and or showing code. Or a white page is displayed with ill-formed text.
  - It is likely that the installation failed to complete for some reason. Possibly due to bad file permissions on your SugarCRM installation directories and/or file system. Please ensure permissions are set correctly and then try reinstalling.
- Certain characters are not showing correctly when a message arrives. For example it says "We've" instead of "We've"
  - Ensure your email message is using standard keyboard character sets. For instance in this example the accented character ' is different to the non-accented character and therefore may not be supported by the text messaging service.
- The FireText connection keeps failing even though I have entered my user details correctly.
  - We have seen situations where the password contains characters that FireText API does not support (e.g. # symbol in password). Either change your password or enter an API key. An API key can be obtained from FireText.