



FRONTLINE SMS

Installing FrontlineSMS and troubleshooting modems

1. Insert SIM into modem and modem into USB port.
2. Follow the instructions to install the modem's device manager software, which will include the appropriate driver. Normally this will be automated - some modems ask that you install their drivers separately before inserting the device - check the instructions provided with the device.
3. Install and run the device manager software, and then shut down the device manager software and any other programs that use the modem.
4. Download FrontlineSMS from a USB key or from <http://www.FrontlineSMS.com/download>
5. Install FrontlineSMS.
6. Open FrontlineSMS and go to the 'phones' tab - wait until either a device has appeared in the pane at the top of the window, or all ports have been unsuccessful in finding or connecting to a modem.

Troubleshooting tips

- Ensure the device manager software has started and been fully shut down before starting FrontlineSMS by checking in the Task Manager that no processes relating to it are still running.
- Occasionally the device manager software actually needs to be running for FrontlineSMS to work. If the device is not being recognised by FrontlineSMS, be sure that FrontlineSMS is closed, insert the modem, wait for the device manager software to fully initialise, then start FrontlineSMS.
- Try restarting your computer, remembering to eject and remove the modem before initiating the restart process. Once the computer has restarted, begin again from Step 1. of the sequence described above.

If the device is recognised but not sending or receiving messages

- Check that the device is set to send and receive messages by double-clicking on the device in the Phones tab. A menu window will open with check boxes that describe the approved function.
- Close FrontlineSMS and open the device manager software. Once the driver software is open, use the device manager software to send a test text message to a known phone number in order to ensure that the SIM is activated and has credit.
- Check the device manager software's inbox to see whether messages are being captured by it before reaching FrontlineSMS. If so, you may need to shut down the device manager software or ensure that it is fully initialised before starting FrontlineSMS.
- If the SIM is PIN protected, this protection will need to be removed before FrontlineSMS will connect to the device. Put the SIM into a regular phone to check this, and to remove the PIN if necessary.

Getting FrontlineSMS up and running with a device can be a process of trial and error, as you have to get to know your computer and your modem. Be patient, and willing to try a few things.

Our help files are available online here:

<http://help.frontlinesms.com/manuals/1.6.16.3/troubleshooting.htm>

You can also ask for help on our forum: <http://frontlinesms.ning.com>.