VITELITY
an ANPI Business, LLC service

How to install and use new messaging.vip client

Contents

Introduction

Messaging.vip is our new XMPP client.   To use the new client, each of your numbers will have to be loaded into our new XMPP Platform. Please open an SMS ticket and ask to have your numbers provisioned on the XMPP Platform. Our support team will perform the necessary steps and provide you with a username and password for each number. If you would like to use your own password, please provide a password with a minimum of 12 characters.

Once we configure your username and password, please visit https://messaging.vip and follow the steps below to use the new client.
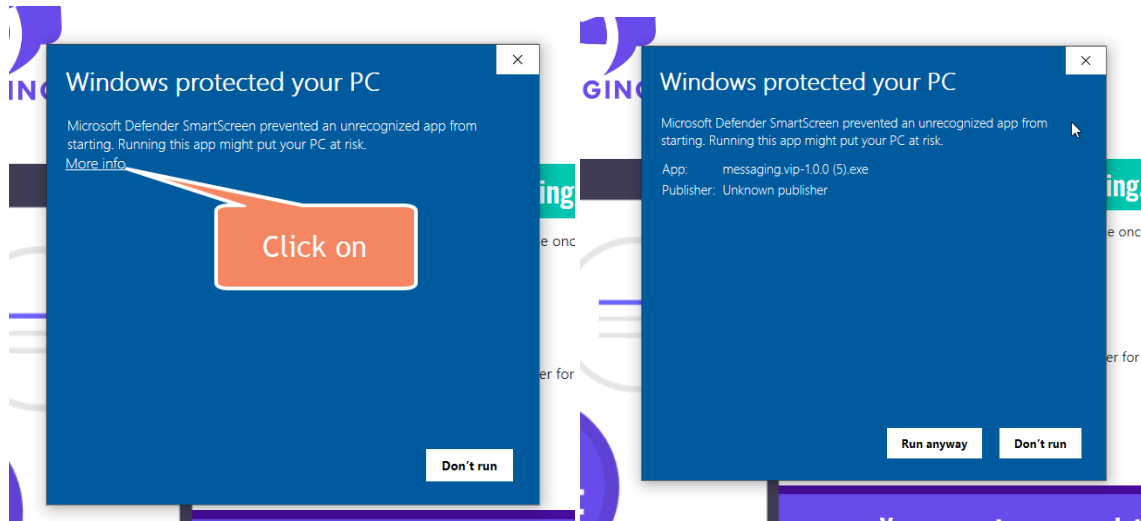
Messaging VIP Client
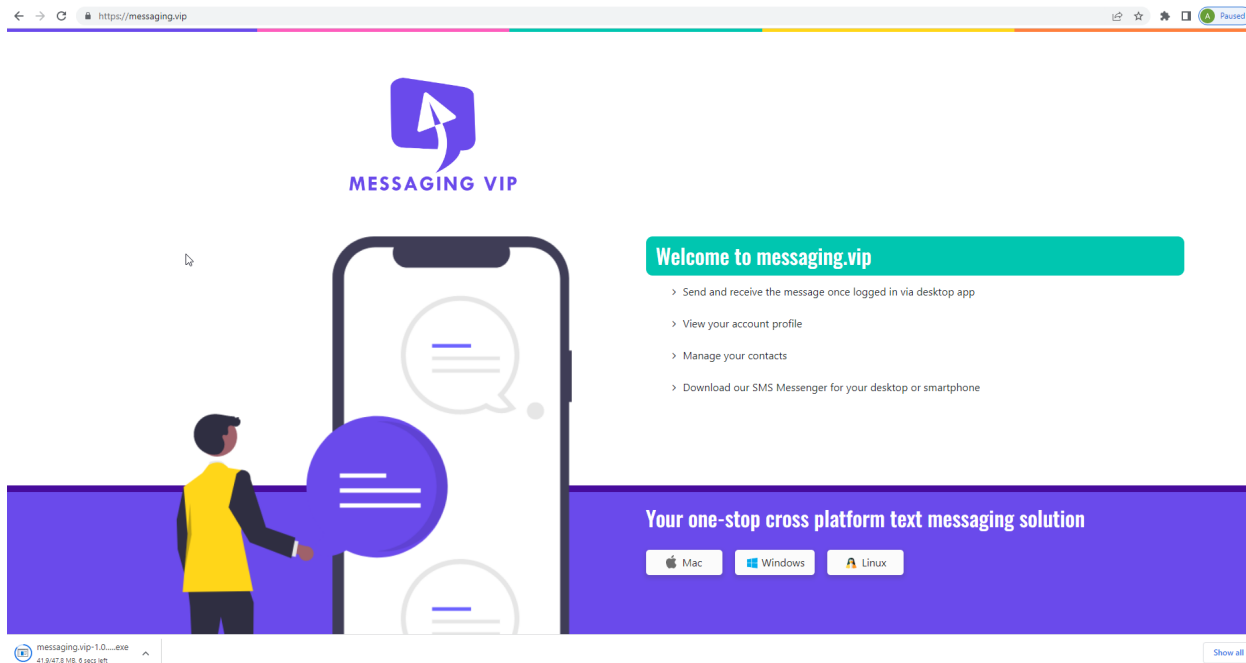
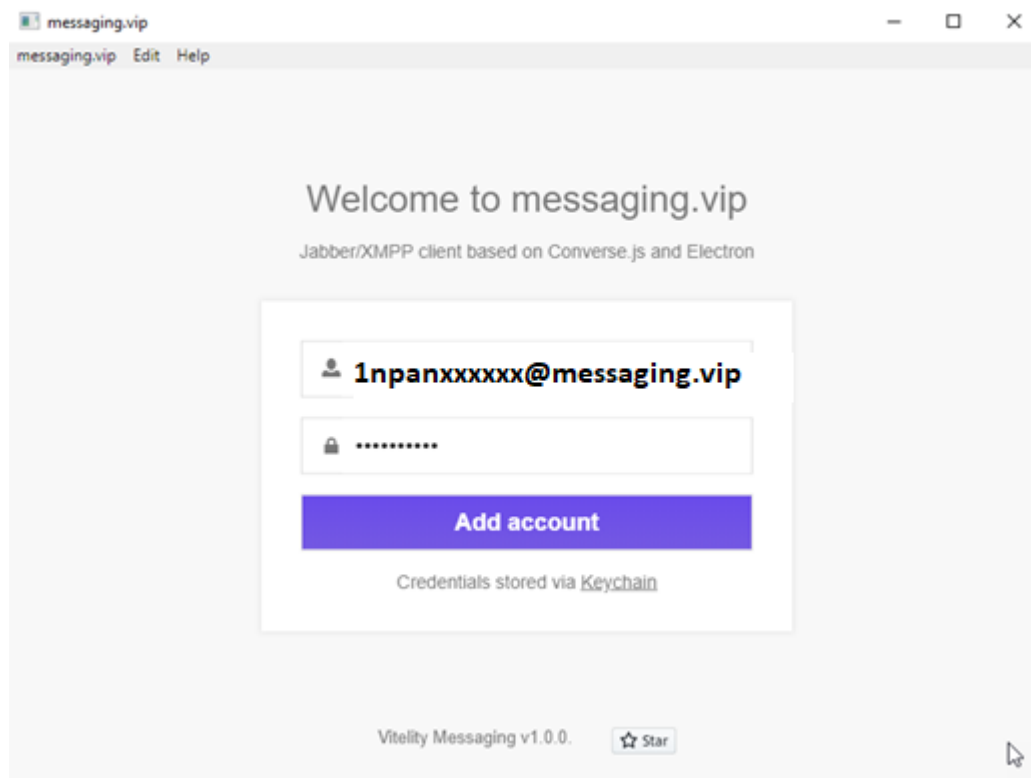# Loading the Windows Client

1. Click on the **Windows** button to start the download process. A file (messaging.vip-1.0.0.0.exe) will download. Once complete, double-click on the file, or right-click on file and select **Open**

    You might have additional security in place when downloading. If this screen is presented, click on **More info** and then **Run anyway**
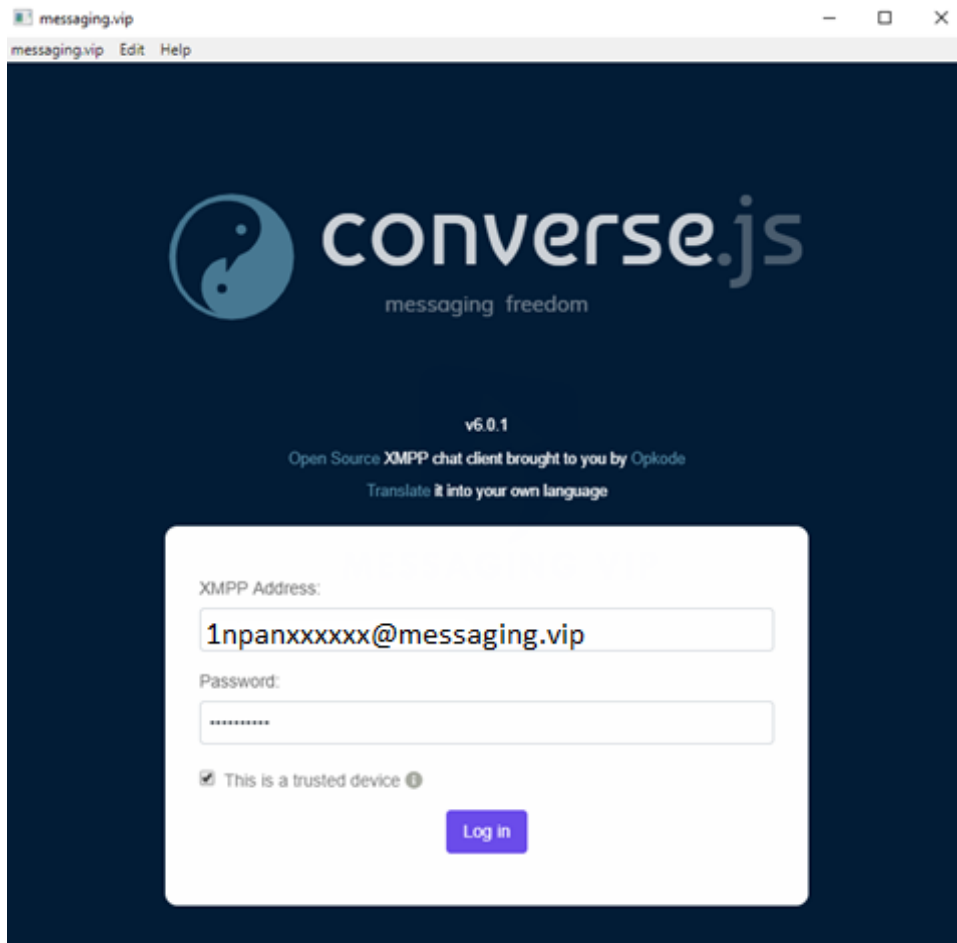
2. The client will install. When ready, you will be required to log in using your new messaging username and password that was configured above.
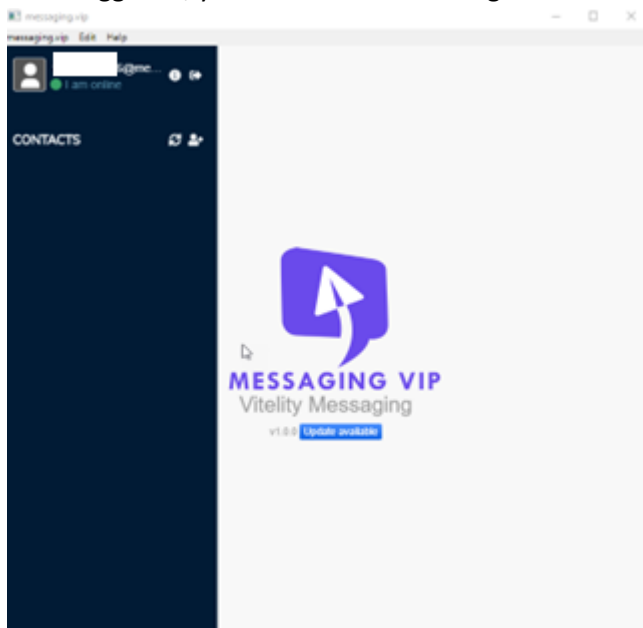
   When logging into the client, your username will start with **1**, and then your **DID**, and then **@messaging.vip** (see below)
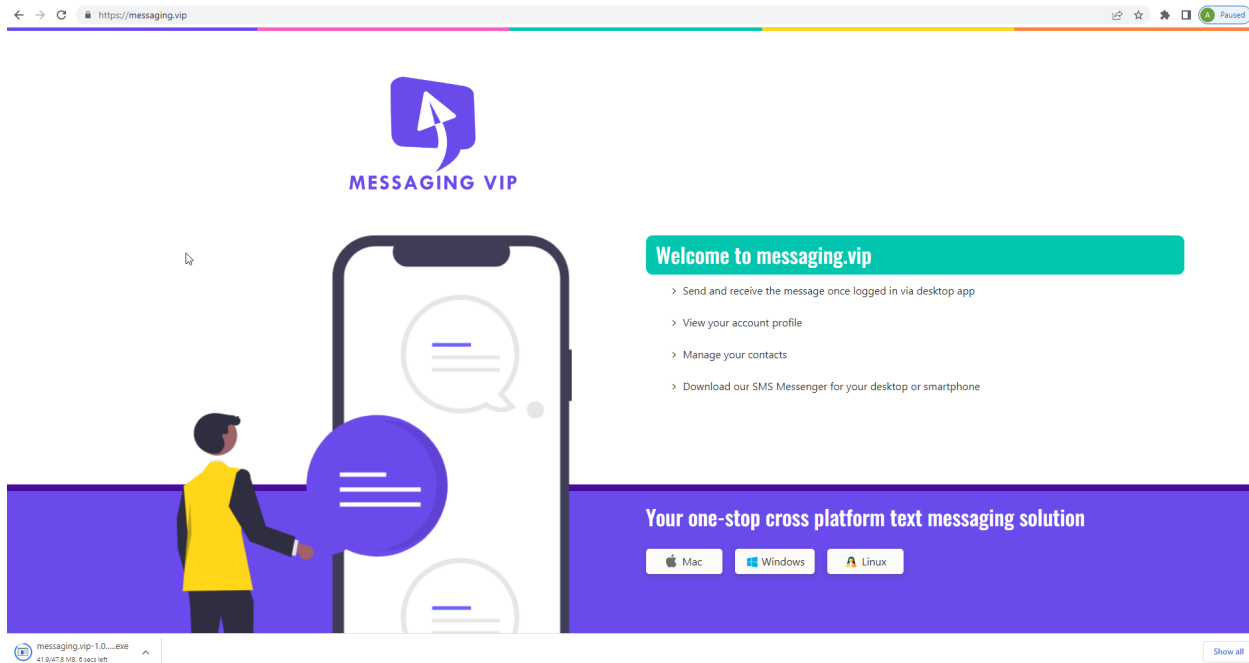

   You might be prompted again for your login. Please use the same username and password as above.

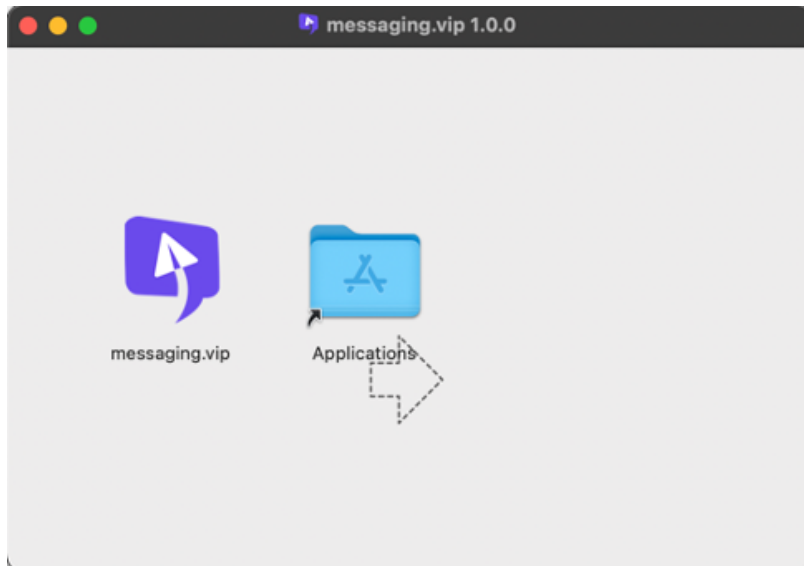Once logged in, you will see the following screen.

Loading MacOS desktop Client

1. Click on the **Mac** button to start the download process. A file (messaging.vip-1.0.0.dmg) will download. Once complete, double-click on file, or right-click on file and select **Open**

   User will see a pop-up window as below:

2. Drag and drop the **messaging.vip** application icon into the **Applications** folder in the pop-up window, as shown above.
3. Once completed, you can close the pop-up window
4. Open your **Finder** and navigate to **Applications**
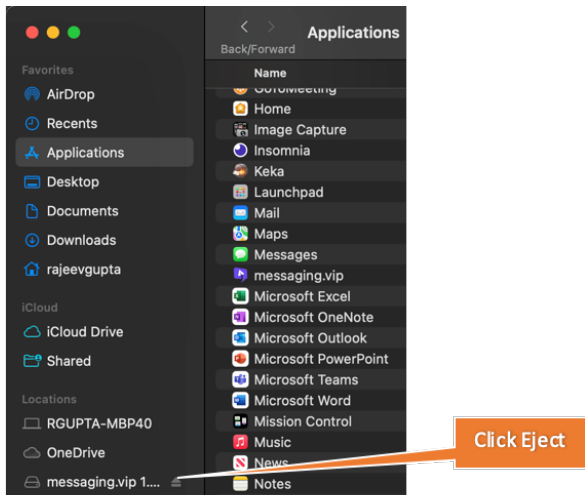
5. Following the snapshot above, you must click on the **Eject** button or **control + click** and select the **Eject messaging.vip-1.0.0** option. If this is not done, you will see the error pop-up shown below, and will NOT be able to proceed.
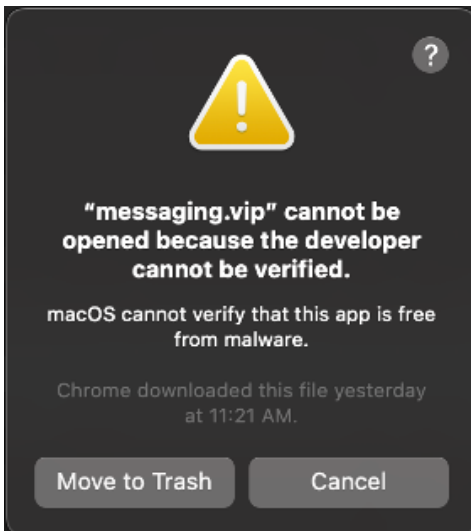
If this error is received, Click the **Cancel** button to close the pop-up box and follow Step 5 to Eject it first.

6. After Step 5 is successful, in the **Finder -> Applications** list, **Control + click** on the messaging.vip file and then select the **Open** menu option. You should see the below pop-up box. Click on the **Open** button.
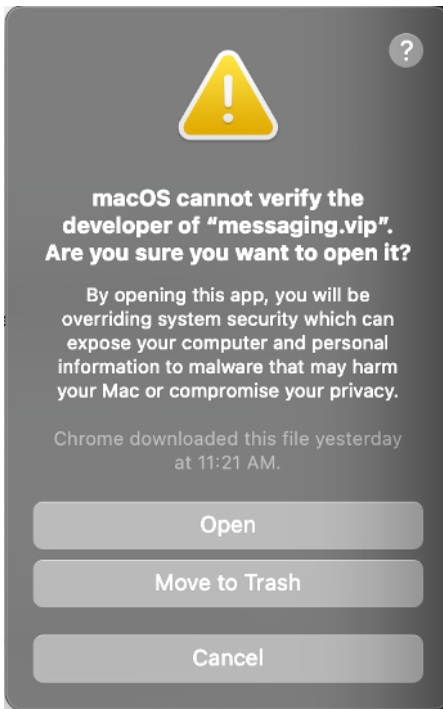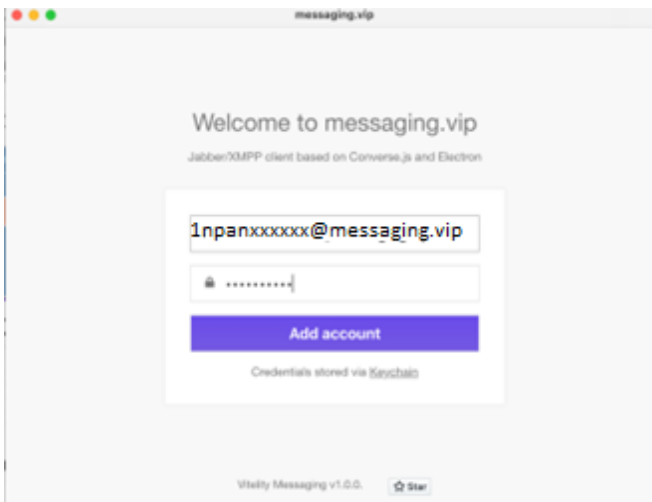
7. After a few seconds, the below login window will appear

Logging In

You will be required to log in using your new messaging username and password that was configured above.
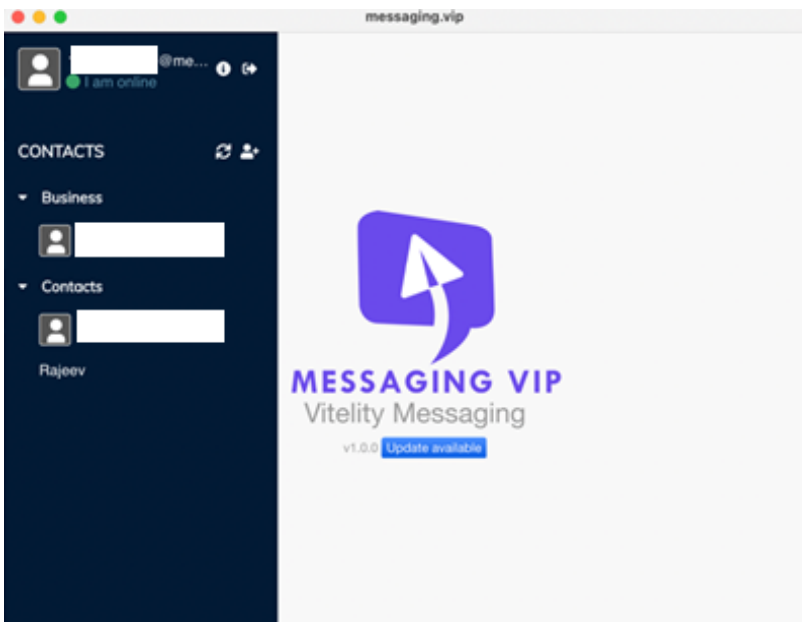
When logging into the client, your username will start with **1**, and then your **DID**, and then **@messaging.vip** (see below)

You might be prompted again for your login. Please use the same username and password as above.
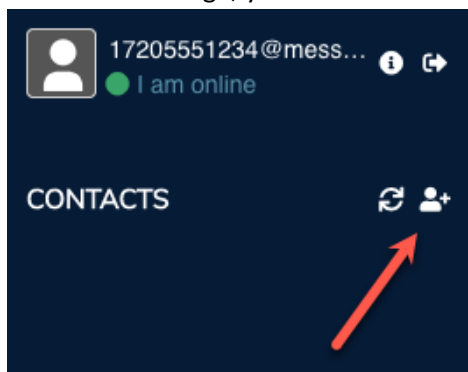
Once logged in, you will see the following screen:

Sending a message

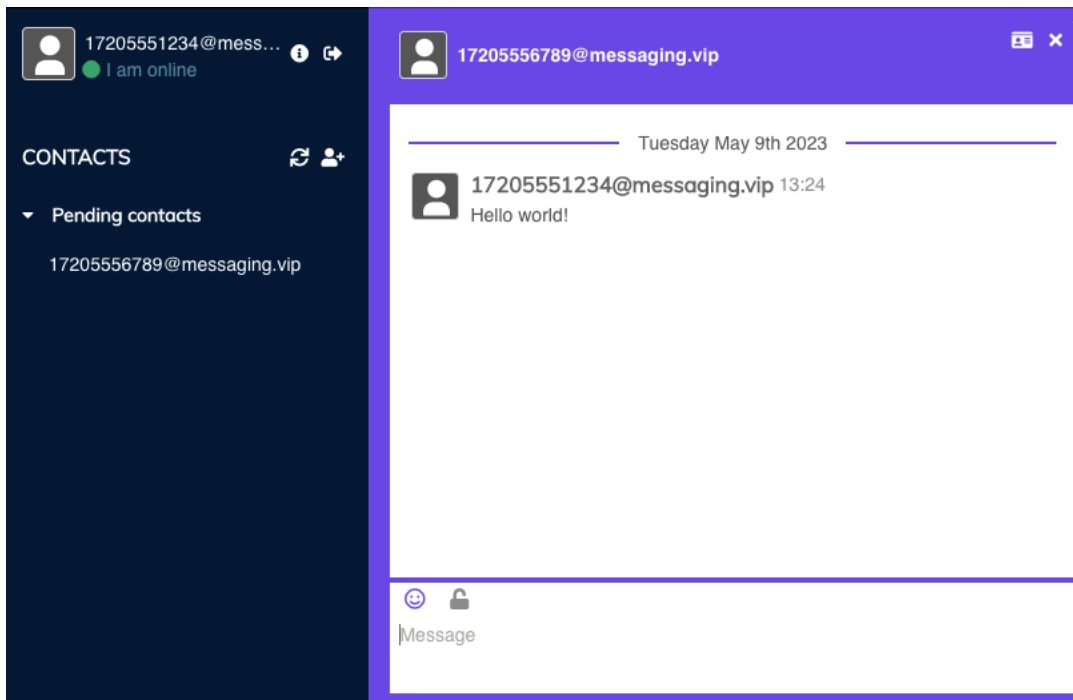To send a message, you need to create a contact. Click on the button

When adding a contact, you will need to use the same format as your username. You can assign a nickname to the contact, if you wish. Once you have added your contact, click on it to open a chat window. You can then type your message and send.

Receiving a message

You will want to keep your messaging.vip client open in order to receive SMS messages in real time. If you do this, messages will pop up on your device automatically. However, if you only log in to your messaging.vip client periodically, you will want to review/select new messages from your contacts list section.

Troubleshooting

1. If you are not receiving inbound messages, reach out to our support team. They will be able to reprovision the number for you.
2. If your end user is not receiving messages, you may need to refer to https://help.inteliquent.com/vitelity-sms/mms-brand-campaign-registration-notice to get your numbers registered with a brands/campaign

If when trying to log in your client seems to loop with the message indicated below, click on menu in the upper left-hand corner of the application and select **Force Logout**