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# SendQuick SMS Service Administrator and User Manual

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*Prepared by*

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## sendQuickASP

# User Manual

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# SENDQUICK SERVICES ADMINISTRATOR AND USER MANUAL

## 1.0 INTRODUCTION

Welcome to sendQuick service. SendQuick is a hosted SMS messaging service, allowing companies to have a low cost and efficient messaging service for all SMS communications. SendQuick supports 1-way broadcast or 2-way SMS service (with optional upgrade) to allow companies to conduct all types of messaging services for the companies' need.

In order to assist the usage of the services, the manual serves as a guide for the usage of the sendQuick service to send and receive messages.

The service is pre-activated and configured before you can use the service. The service will be available at MyBusiness Application Portal in Singtel. To access the service, go to Singtel myBusiness at the address below:

**<http://marketplace.singtel.com>**

Login to the MyBusiness service and launch the sendQuick application. SendQuick Application can be seen as in Figure 1 below. If you do not have this application, you can subscribe at the Application Catalogue.

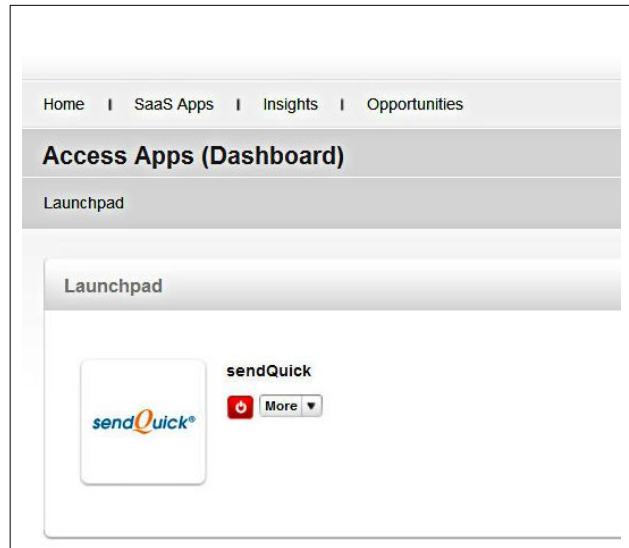


Figure 1: sendQuick Launchpad

## 2.0 INITIAL PREPARATION

Before accessing the sendQuick service, you need to have a computer with Internet access (or LAN) with a web browser (Internet Explorer or Mozilla Firefox or others).

Once you are ready, perform the following steps to access the service.

1. Power up your computer and access to the Internet or office network
2. Open your web browser
3. Type in the URL (address) as provided by Singtel in the format as shown in section 1 above
4. You will see a login page as shown in Figure 2 below. Enter your **username** and **password** as provided by Singtel or your Administrator.
5. Once you had enter the correct username and password, you will see the interface as shown in Figure 3 (for administrator) and Figure 6 (for User) below.

**Note:** Get assistance from your system administrator if you do not have the URL address for the sendQuick service

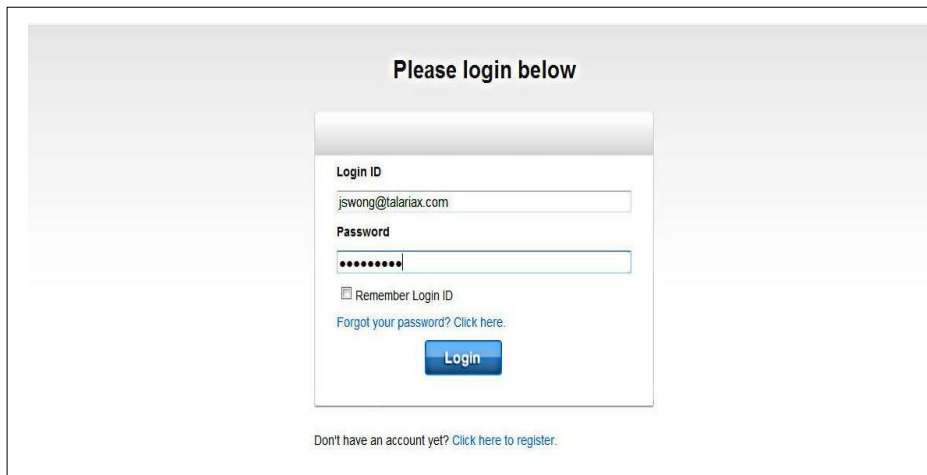


Figure 2: Login to sendQuick

## 3.0 ADMINISTRATOR ACCESS

### 3.1 Administrator Rights

The initial process for Administrator login was explained in Section 2 above. Please perform the steps for URL address and username and password. As an Administrator, your access is different from normal users, which is explained in Section 4 and other sections.

In Singtel MyBusiness sendQuick service, there are two types of user accounts, **Administrator** and **User** Accounts. The rights of the accounts are explained below:

<b>Administrator</b>	Perform user management like quota assignments and administration like System Configuration (CallerID) and others
<b>User</b>	Send and Receive SMS

These two roles are segregated for better system management. Hence, the Administrator has NO user roles and vice versa. This means you will need to have two (2) separate accounts to manage sendQuick and to send SMS. You can check your access rights in Singtel by assigning the correct user or administrator rights to the respective account (email account).

**In short, we will advise you to login as an administrator to your MyBusiness account and go to Manage App and then Manage User to create and check the access rights of each user if you notice that you are not able to send SMS.**

The Interface to Manage Users is shown in Figure 3 below.

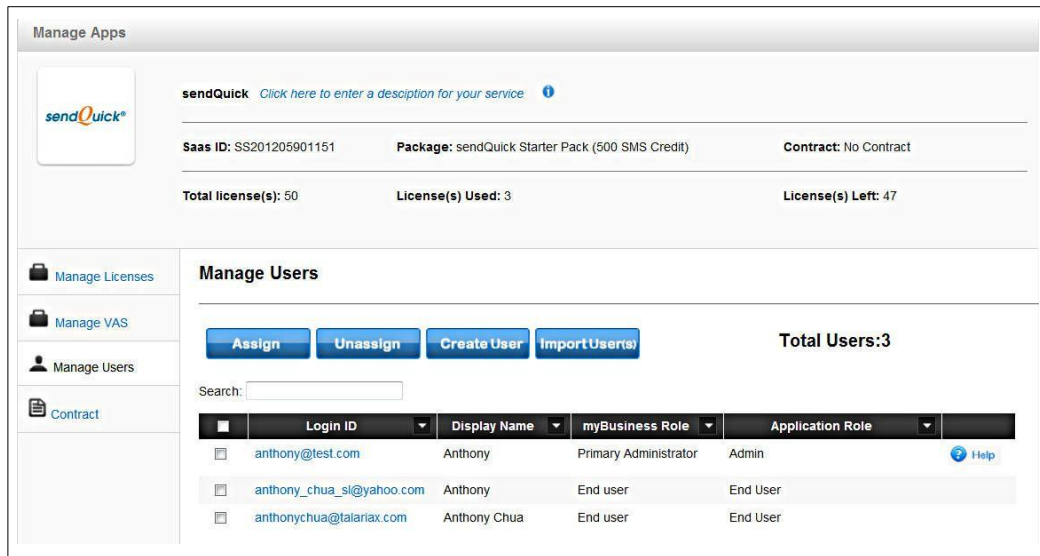


Figure 3: Manage Users in MyBusiness

In this section, we will explain the Administrator function in greater details.

## 3.2 Administrator Login

After you have login (in Figure 2), you will access to sendQuick immediately as an administrator and you will see the interface as shown in Figure 4 below. The default page shown is the User Management of sendQuick.

The top section is the Menu, followed by the **Remaining Quota (credits)** for your subscription and the listing of the user. If you see a similar interface as shown in Figure 3, this means you have not assigned any user to sendQuick to send/receive SMS. You will need to access back to MyBusiness and create new accounts to send/receive SMS. All account creation need to be done via MyBusiness (sendQuick provide 50 free user accounts to use the service).

The **Menu** items are described in the table below:

Menu Item	Description
User Management	Assign the user credential like quota (credit) email address, keyword and others
Outgoing Messages	View the outgoing (messages sent) by the company
Incoming Messages	View the incoming (messages received) by the company. Only available if 2-way SMS service is activated/subscribed (separate charges apply)
Common Inbox	The incoming SMS which does not match the individual username or keyword.
Pending Messages	Messages awaiting to be sent. These are scheduled messages on a future time and date

Unsubscribe Keywords	Keywords (first word for incoming SMS message) that will automatically deposited into Unsubscribe Mobile List. Unsubscribe Mobile List are users who do not wish to receive any messages from the company.
Subscribe Keywords	Keywords (first word for incoming SMS message) that will automatically deposited into Subscribe Mobile List. Subscribe mobile is a subscribed list (white list) that will receive from the company. Using subscribe list will only allow to send messages to this list of mobile number.
Unsubscribe Mobiles	List of mobile numbers that are unsubscribed.
Subscribe Mobiles	List of mobile numbers that are subscribed
System Config	Configuration for CallerID, email address and Subscribed/Unsubscribed keywords
Logout	Logout from Administration function



Figure 4: Administrator Functions after Login

### 3.3 Change System Configuration

One action that need to be done is to update/change the System Configuration as an Administrator, Select the **System Config** and you will see the interface as in Figure 5 below.

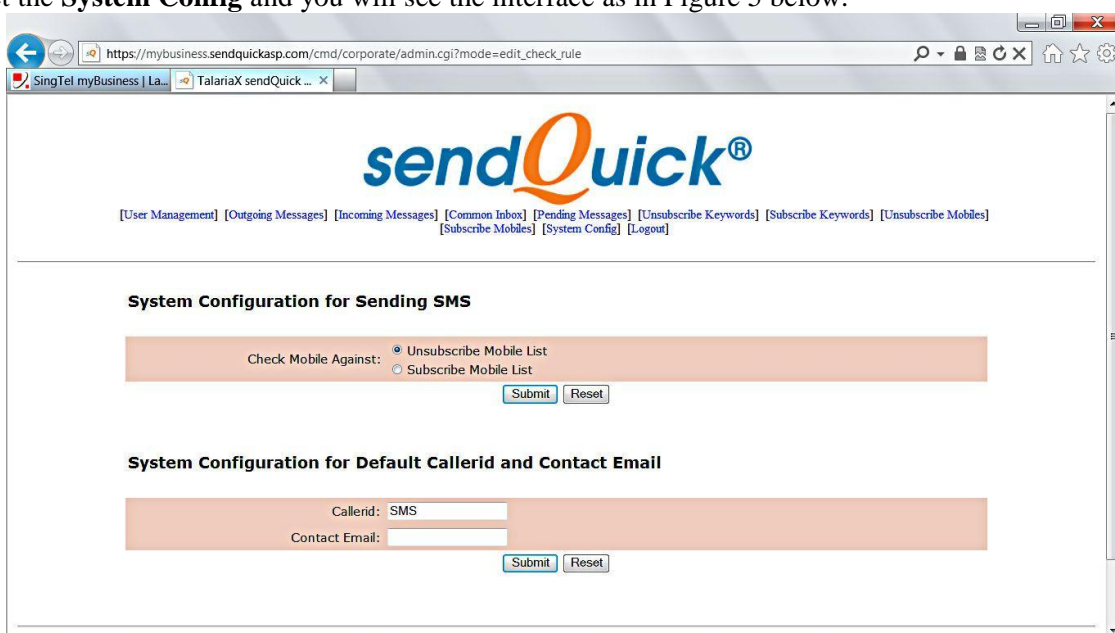


Figure 5: Update System Configuration



**Select** whether you wish to check the send SMS database against Subscribe or Unsubscribe Mobile numbers. Typically, this should be for Unsubscribed Mobile Numbers. However, you can change as you wish.

The next step is to change the **CallerID**. CallerID is the name that will appear as the FROM field when you send the SMS. This will be useful for your company branding perspective as the SMS sent will be shown to be from this name. The CallerID is restricted to eleven (11) characters and only numbers (0-9) and alphabet (a-z) is supported and without a space. In the example below shows some correct and incorrect CallerID for a company name 'My Company Pte Ltd'

Example of CallerID	Supported/Not Supported (Yes/No)	Reasons
My Company Pte Ltd	No	2 reasons: More than 11 characters and there are spaces present.
MyCompanyPteLtd	No	More than 11 characters
MyCompanyPL	Yes	Up to 11 characters
MyCompany	Yes	Total 9 characters, which is less than 11 characters
My Company	No	Though is 9 characters, but there is a space present.
My-Company	No	Though is 9 characters, but there is a hyphen present.
Mycompany88	Yes	Up to 11 characters. Can be a mixture of numbers (numeric) and alphabets.
MyCoyPromo	Yes	Up to 11 characters. Can be a mixture of Upper and Lower case
MYCOYPROMO	Yes	Up to 11 characters and can be all Upper case

*Note: CallerID support is telco network dependent. This means not all telcos (worldwide) may support this function, even though you can send from sendQuick. The destination telco may change or block the message depending on their policies. So far, Singapore telco does allow this feature. We will advise our customer to perform a test before deciding on whether to use the CallerID.*

**Note for 2-way SMS Services:** CallerID which is a name cannot be replied by the recipients. If you wish for the user to easily reply to your 2-way SMS service, please use the assigned SIM card number (provided when you subscribe for 2-way services) as the CallerID.

The last step is to update the Email Address. The purpose of this email address is for sendQuick to send you email notifications when your credit is low. This is also used for 2-way SMS subscription notifications. **Hence, it is compulsory if you are subscribing to 2-way SMS service.**

Once the updates are done, just select the **Submit** button and all the information will be saved in the system.

Once you have completed this step, the next step is to assign Quota/credits for your users before they can send SMS.

### 3.4 Assign User Quota/Credits

The users that you see in the User Management are users that are allowed to send SMS. However, they can only send SMS if the quota are assigned.

Select the required users and a list of user credentials that is required is shown in Figure 6 below. The following table explains each item in details.

User Credentials	Description
User Login Name	The assigned username. This is a default username assigned by Singtel
Employee Name	This is the Employee Name which is automatically assigned
Email Address	The email address of the user. Please complete this field
Mobile Number	The mobile number of the user
Department	The department whom the user belong to
User Remaining SMS	The remaining SMS credit assigned to the user. Any new credits will be added to this number
Add SMS Quota	Administrator can indicate the number (value) in the text box to add to the quota (credit) of this user. The number is automatically deducted from the total Remaining Quota as indicated in Section 3.2 above.
Caller ID Subscription	If the check-box is selected the CallerID subscription is 'ON'. This means the user can change the CallerID when required. If not selected, the CallerID cannot be changed by the user and the default CallerID is used.
CallerID Default	This is the Default CallerID for all users.
User Keyword	Each user can be assigned a keyword. A keyword is defined as the ' <i>first word in the incoming SMS message, followed by a space</i> ', If the keyword match to this user, the incoming SMS will be deposited in the user's Inbox. Otherwise, it will be found in the Common Inbox.
Forward	Forward the incoming message to SMS
Auto-reply	Select (check) to send auto-reply message when received an incoming SMS that match the keyword
Auto Reply Message	The content of the auto-reply message
Set Password	Set/Change the password for resetting the password for the user
Confirm Password	The same password value for confirmation

**Edit User Account**

User Login Name: **U4S24200**

Employee Name: **Anthony**

Email Address:

Mobile Phone No:  International Format , eg 65XXXXXXXX for Singapore number.

Department:

User's Remaining SMS: 99

\*Add SMS Quota:

CallerID subscription:

CallerID Default:

\*User Keyword:   
Please use ; or , to separate each user keyword

Forward: SMS:

Autoreply:

Autoreply Message:

Figure 6: Edit User Account (Add Quota)



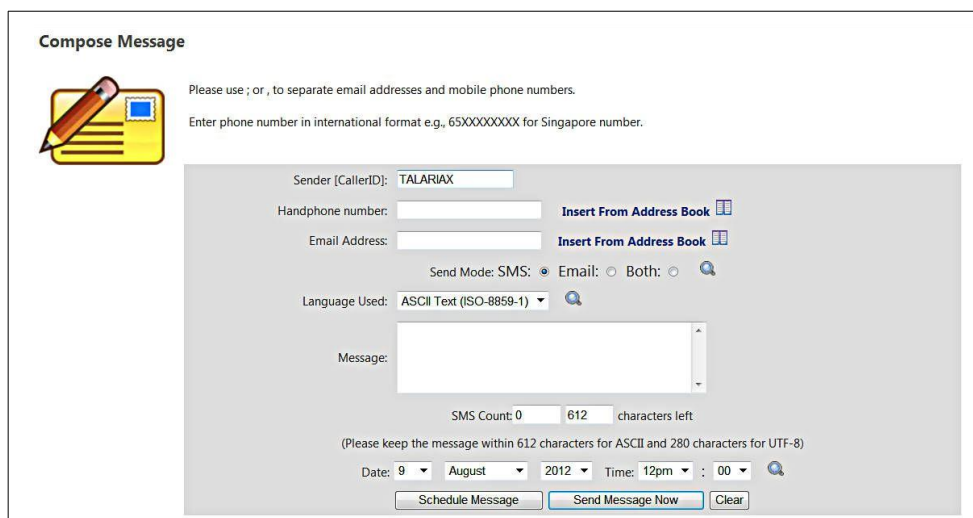
Once the information is completed, select the **Submit** button and value will be saved.

## 4.0 USER ACCESS

### 4.1 User Login

The initial process for user login was explained in Section 2 above. Please perform the steps for URL address and username and password.

Once login is successful (as a User), the interface as in Figure 7 as shown below.



**Compose Message**

Please use ; or , to separate email addresses and mobile phone numbers.  
Enter phone number in international format e.g., 65XXXXXXXX for Singapore number.

Sender [CallerID]: TALARIAX

Handphone number:  [Insert From Address Book](#)

Email Address:  [Insert From Address Book](#)

Send Mode: SMS:  Email:  Both:

Language Used: ASCII Text (ISO-8859-1)

Message:

SMS Count: 0 / 612 characters left

(Please keep the message within 612 characters for ASCII and 280 characters for UTF-8)

Date: 9 August 2012 Time: 12pm : 00

Figure 7: Default Login Interface and Compose Message

### 4.2 Compose Message

Select the Compose Message button (on the top menu) and the interface as shown in Figure 6 will be ready to send message. Enter the mobile number or email address (not applicable in Singtel sendQuick service) or select from the address book. The addresses must be created in the address book (section 4.10) before they can be selected by the users. The pop-up screen is shown in Figure 8 below.

The mobile phone number needs to be in the international format (with country code). However, the '+' sign need to be omitted. For example, for sending to Singapore and Malaysia, the numbers will be '6591234567' and '60123456789' where the '65' and '60' are the country codes for Singapore and Malaysia respectively.

The user can decide to send the SMS messages immediately or schedule the messages for later sending, at a predetermined date and time. The messages that are scheduled will be shown as **Pending Messages** (section 4.9) and can be deleted, if required.

To send the message immediately, select **Send Message Now**. For scheduling, select **Schedule Message**, as shown in Figure 7 above.

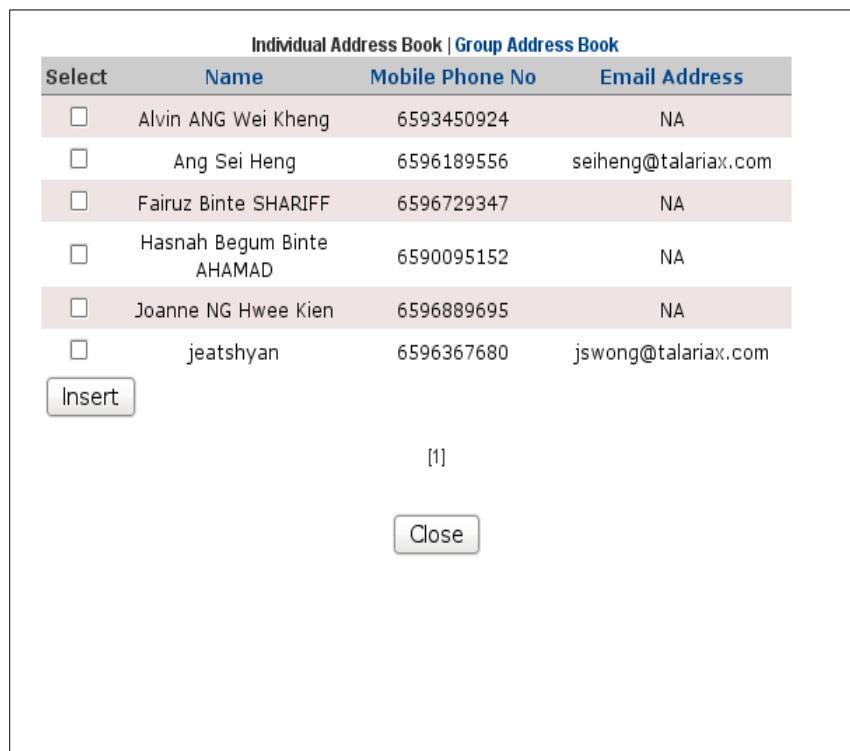


Figure 8: Insert Address For Compose SMS

### 4.3 Inbox

The Inbox is for logging/recording all the incoming SMS that is designated to the user. This service will only be available if **2-way messaging** is selected for the service. 2-Way SMS is an optional service and can be subscribed from Singtel MyBusiness Catalogue.

The incoming SMS will be routed via a GSM modem (SIM card) and the messages with the designated keyword for the user (eg, if the user keyword is 'sales', all messages starting with 'sales' followed by space will be routed to the user Inbox) will be kept in the Inbox. The keyword is defined as the first word in a SMS message, followed by a space. The keyword can be specified and found in the Account Management section. This can be designated by the User Administrator.

The Inbox interface is shown in Figure 9 below.

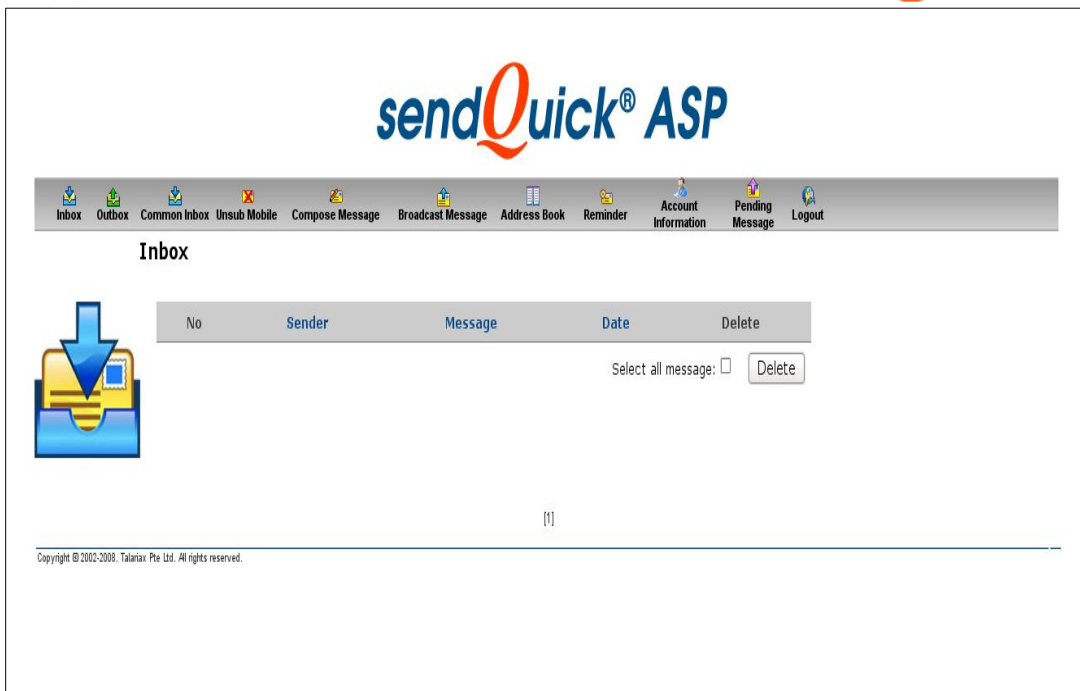


Figure 9: Inbox

## 4.4 Outbox

The Outbox (Figure 10 below) is the list of all the messages sent by the user. There is a date and time of the messages as well as the status of the message. Message that was failed to send will be displayed in the list as well.

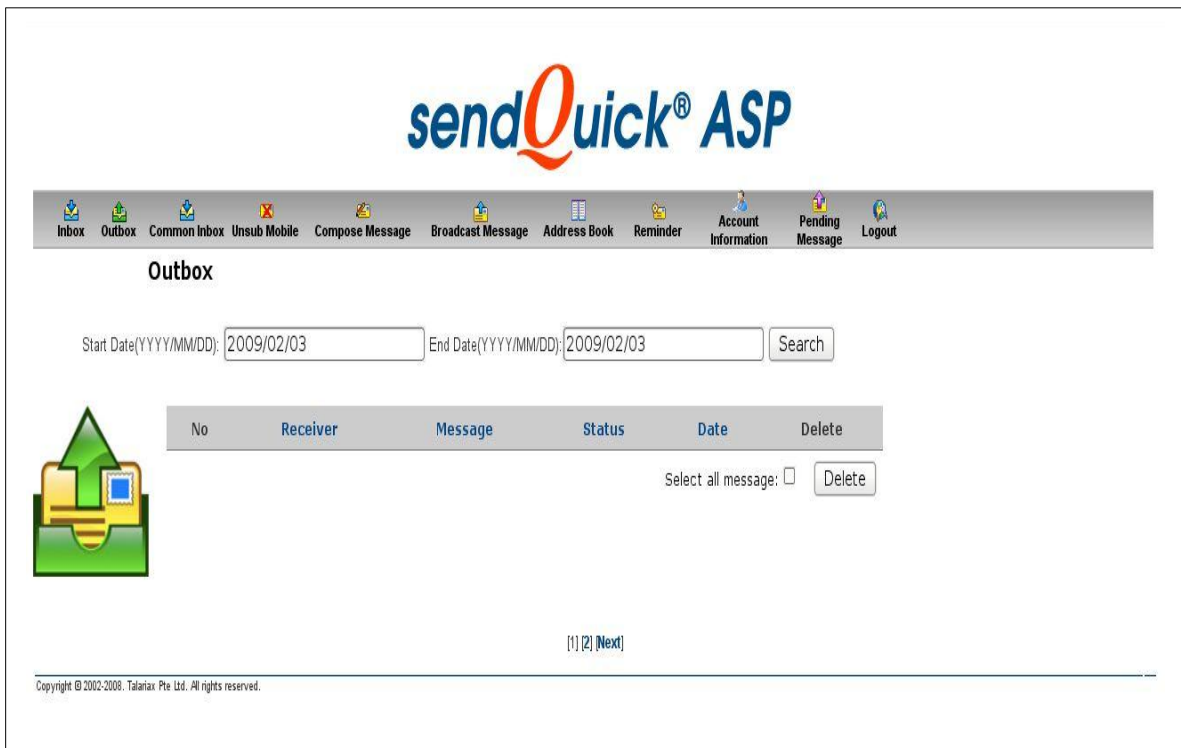


Figure 10: Outbox

## 4.5 Common Inbox

This feature is very similar to Inbox. For inbox, all messages are intended to a user. For Common Inbox, it record all the messages do not belong to any of the users. This feature is accessible by all users in sendQuick. The 'decision' on the inbox message ownership is based on the keyword (refer to section 3.4 for explanation of keyword). If the keyword does not belong to any users (in sendQuick), the messages will be deposited in Common Inbox.

The Common Inbox is shown in Figure 11 below.

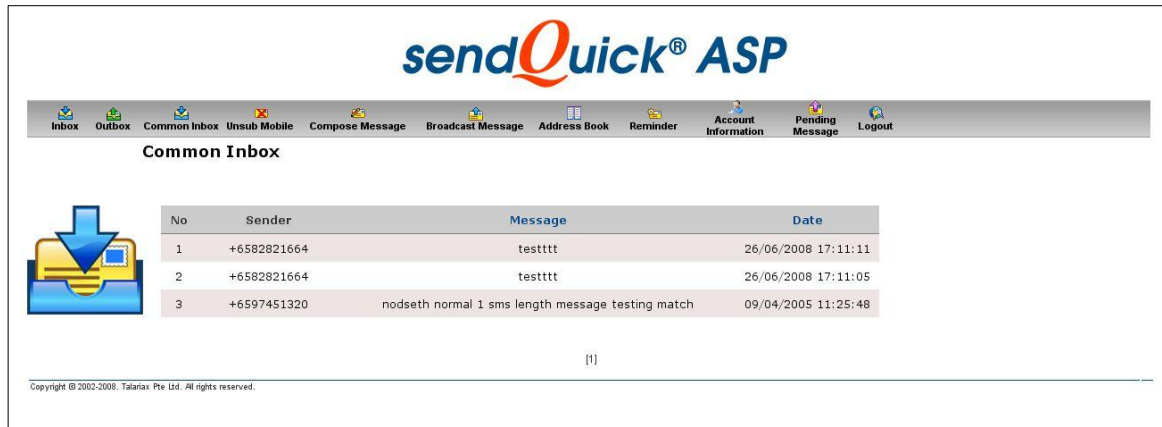


Figure 11: Common Inbox

## 4.6 Unsubscribe Mobile and Subscribe Mobile

The Subscribe and Unsubscribe Mobile refers to the permission to send SMS from sendQuick. In **Unsubscribe**, this refers to the mobile numbers that **DO NOT** wish to receive any SMS from sendQuick. This means these numbers will be filtered out whenever messages are sent from sendQuick.

The Unsubscribe Mobile interface is shown in Figure 12 below.

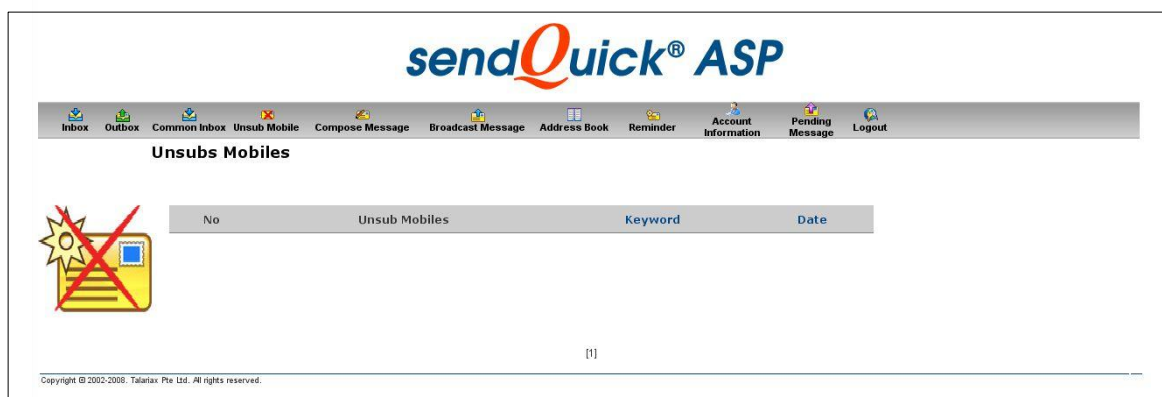


Figure 12: Unsubscribe Phone List

For Subscribe, this means only these mobile numbers can receive SMS from sendQuick. In this instance, sendQuick can only send to a list of permitted numbers. This is like a 'white list' or 'closed group' of recipients to receive the SMS messages.

## 4.7 Reminder Message

SendQuick has a reminder service that can be used by the user to create reminders SMS. This reminder is to remind the user him/herself and not for other reminder usage. Select the **Reminder** button and the summary interface as shown in Figure 13 below. To create a new reminder, select **Add Reminder** and the details of the reminder can be inserted as shown on Figure 14 below.

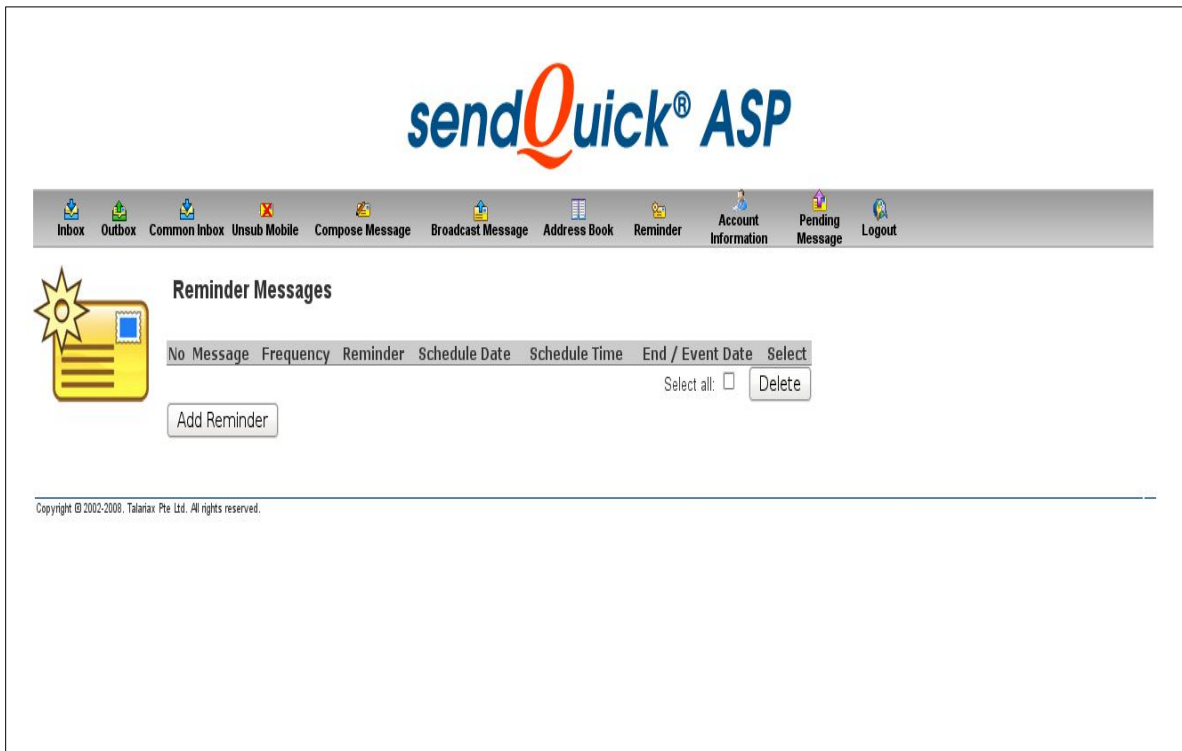


Figure 13: Reminder Messages

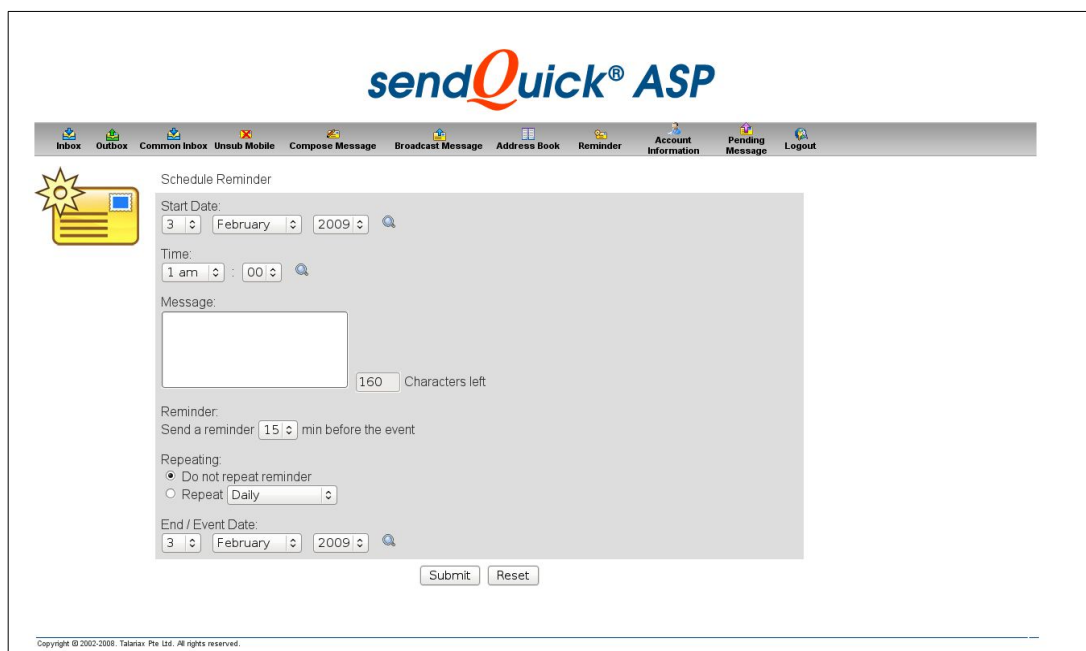


Figure 14: Set Reminder Message

## 4.8 Broadcast Message

Apart from sending SMS via the compose message and address book, user can also perform one-time upload of contact list to send SMS as a broadcast message (Figure 15 below). This is done by uploading a file (tab or comma separated value), selecting the language (English text or Chinese) and send the message. Before sending, the user can preview the messages first and if all messages are fine, then send the messages.

There are three (3) types of file formats that can be sent. These are explained below.

### a) Upload file contains phone number only

e.g : file.txt, File Format contains mobile numbers only

Table 1 and Figure 15 below show the example format and the upload process.

6596367680
6596202618
6596189556
6582821664

Table 1. File content (phone only)

Figure 15: Broadcast SMS (Phone Number Only)

The Figure 16 below shows the **Preview Page** after the file is uploaded (after clicking the Upload button in Figure 15). The Preview allows checking of the messages and format before sending the SMS. The **Message Format** indicator is whether the messages are in the right format.

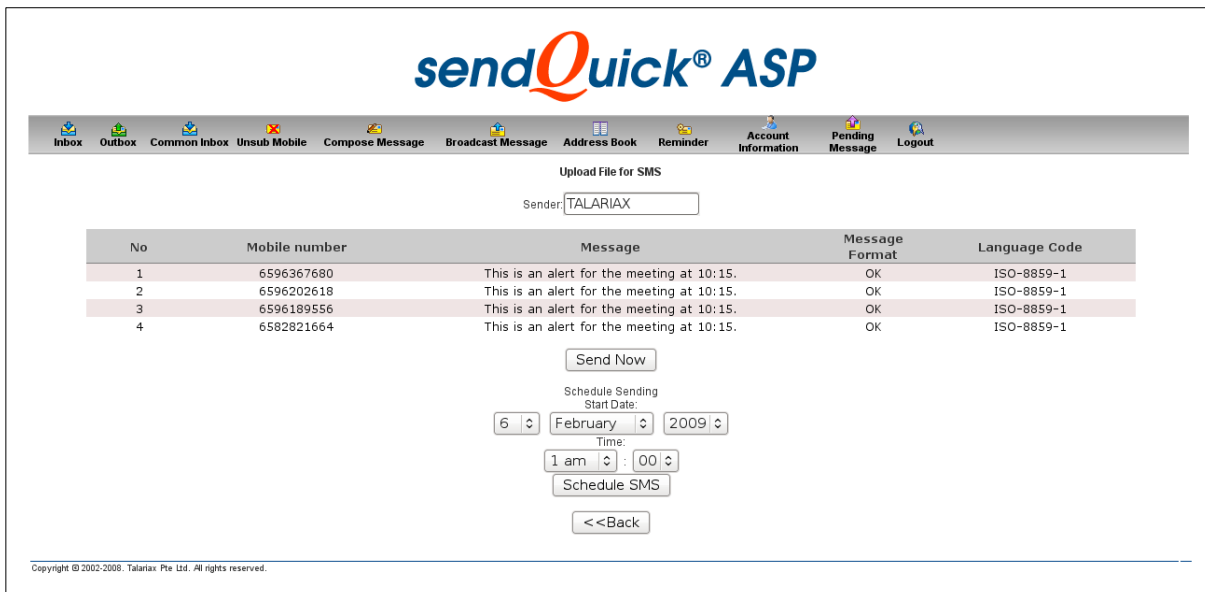


Figure 16: Preview Broadcast SMS (Phone Number Only)

The User can still change the CallerID (Sender) field (if permission is granted) and decide to broadcast (send) immediately for a later time (schedule).

Do note that the system will need to process the files (records) when sending is selected. As the file may be huge (for many records), this process may take a while. **Users are advised to be patient and wait for the process to complete before closing the browser or turning-off the computer.** Do note that messages once sent using sendQuick will be difficult to be deleted. This is due to the fast throughput nature and messages seen on sendQuick Outbox may have been sent (before the Sent status is updated).

**b). Upload file contains phone number and data**

e.g : file.txt contains phone number and data separated by comma. The first column in the file is the phone number, the others are data as shown in the example in Table 2 and the figure 16 below. (phone, x1x, x2x, etc).

In the example we take the first row containing the 2 data fields : 6596367680 (phone number), JS Wong (x1x), 10:30(x2x). Hence, the first column is the phone number and this is the default column. In short, phone number is always in the first column, followed by the first data field, second data field, and so on.

6596367680, JS Wong, 10:30
6596202618, Vivian, 12:00
6596189556, Sei Heng, 14:00

Table 2. File content (phone and data fields)

On Broadcast Message type “Hi x1x, see you at x2x”, where x1x and x2x are the data fields for the mail-merge variables will be replaced with JS Wong [x1x] and 10:30 [x2x].

Figure 17: Broadcast SMS(phone and data)

The Figure 18 below shows the preview after upload button clicked, will preview the messages before send out.

No	Mobile number	Message	Message Format	Language Code
1	6596367680	Hi JS Wong, see you at 10:30	OK	ISO-8859-1
2	6596202618	Hi Vivian, see you at 12:00	OK	ISO-8859-1
3	6596189556	Hi Sei Heng, see you at 14:00	OK	ISO-8859-1

Figure 18: Preview Broadcast SMS (phone and data)

**c). Upload file contains phone number and message**

e.g : file.txt contains phone number and data separated by comma, where first column is phone number and the second column is message content. Table 3 and the Figure 19 below shows the example of the records (phone,message).

File with comma delimited

```
6596367680, Hi there how are you..?
6596202618, Hi we have a meeting at 10:10
```

Table 3. File content (phone and message)



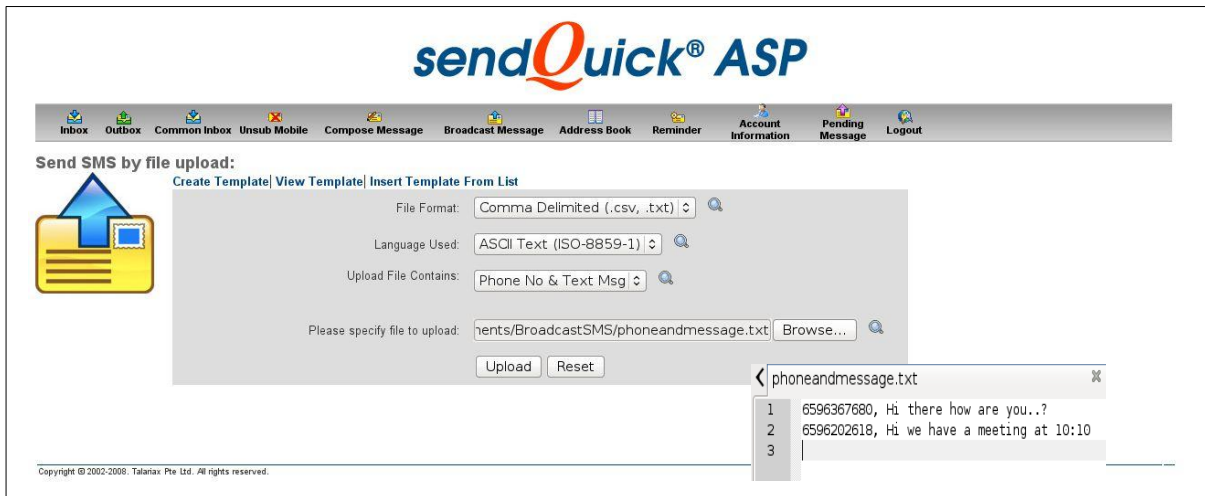


Figure 19: Broadcast SMS (phone and message)

The figure 20 below shows the preview before the messages are sent.

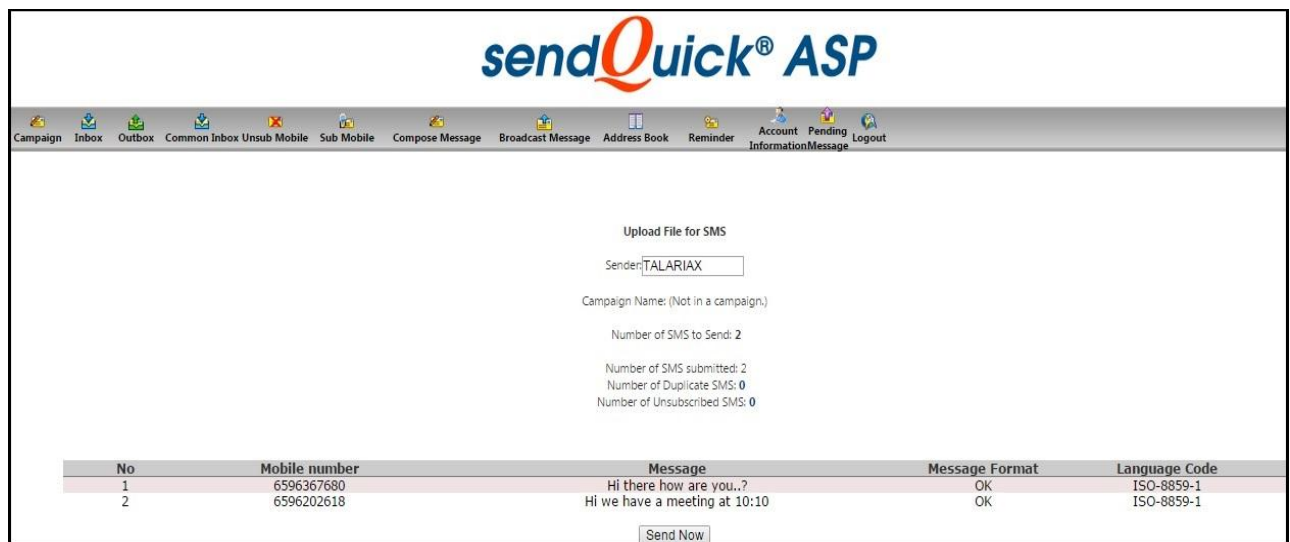


Figure 20: Preview Broadcast SMS (phone and message)

Do note that the file format consists of 2 columns. The first column is the handphone number (in international format, without the '+' sign) while the second column is the message. This format applies to both CSV (comma separated value) as well as TAB.

#### 4.8.1 Create Template

Template is a form of quick message or frequently used message which the user may plan to store for future use. This feature is used to create such message template to ease the process of sending SMS for frequently used messages. An example is shown in Figure 21 below.

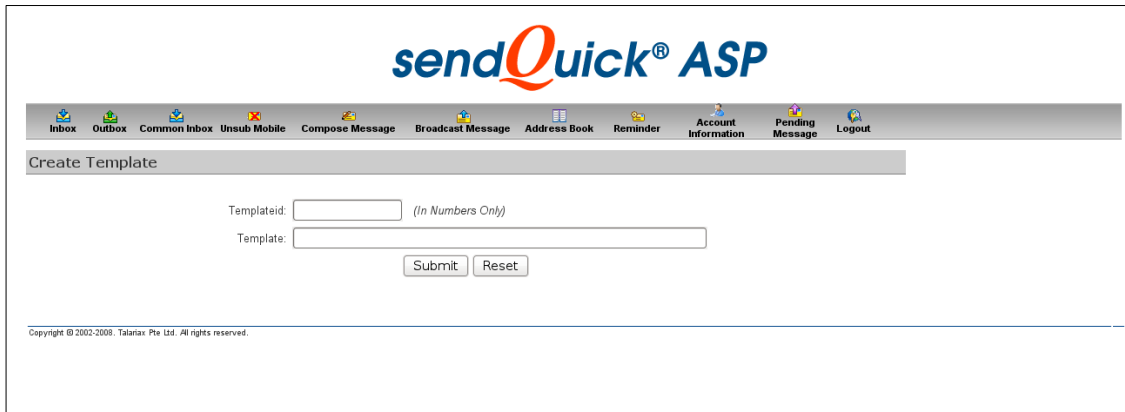


Figure 21: Create Template

### 4.8.2 View Template

Select the View Template and the list of all pre-created templates are shown as in Figure 22 below. These are the templates that can be used when sending SMS.

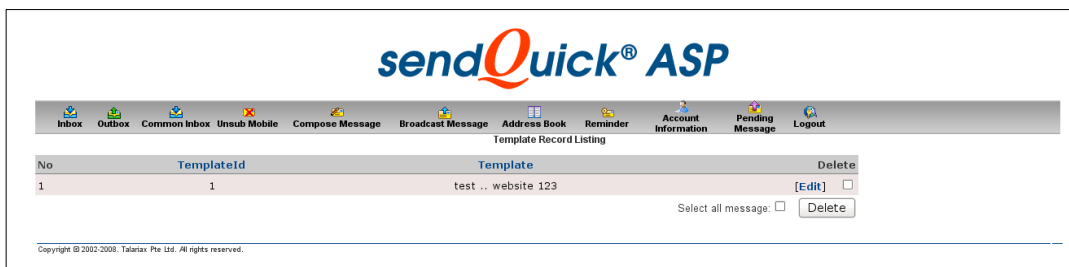


Figure 22: List Template

### 4.8.3 Insert Template from List

This template will be inserted to broadcast message. While user click insert template from list

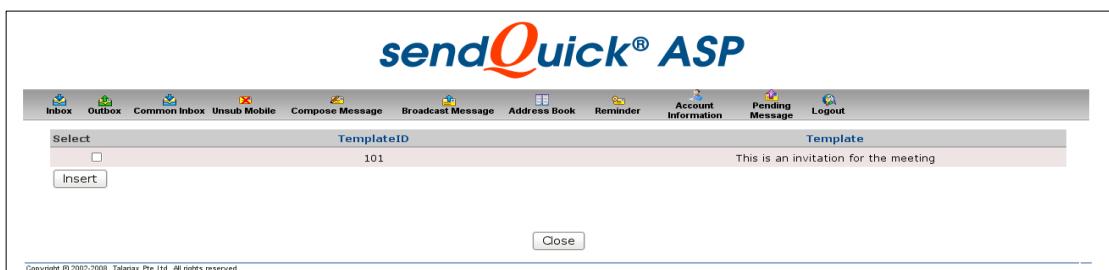


Figure 23: List Template

## 4.9 Pending Messages

As explained in section 4.2, the messages can be prepared and queue for sending later. This allow the user to schedule the messages and plan the SMS sending exercise. All the messages pending for sending is logged in the **Pending** section. The pending messages are shown as in Figure 24 below.

The pending messages and the date will be displayed in the log. User can choose to delete the messages, as long as they are still in the pending log. Select the relevant messages and select the **Delete** button. The messages will be removed from the pending log.

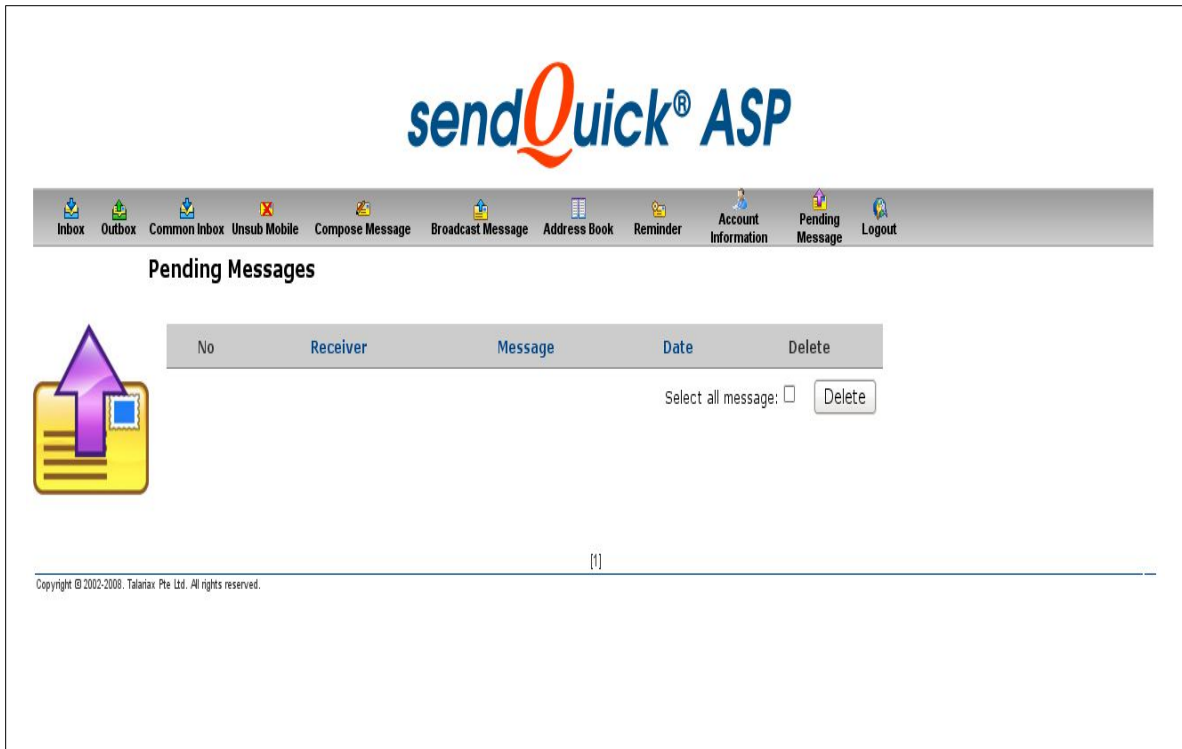


Figure 24: Pending Messages Log

## 4.10 Address Book Management

There is an address book for every user. The user can create, delete and group the addresses. The user can also Import and Export addresses from the system. The interface for the Address Book is show in Figure 25 below.

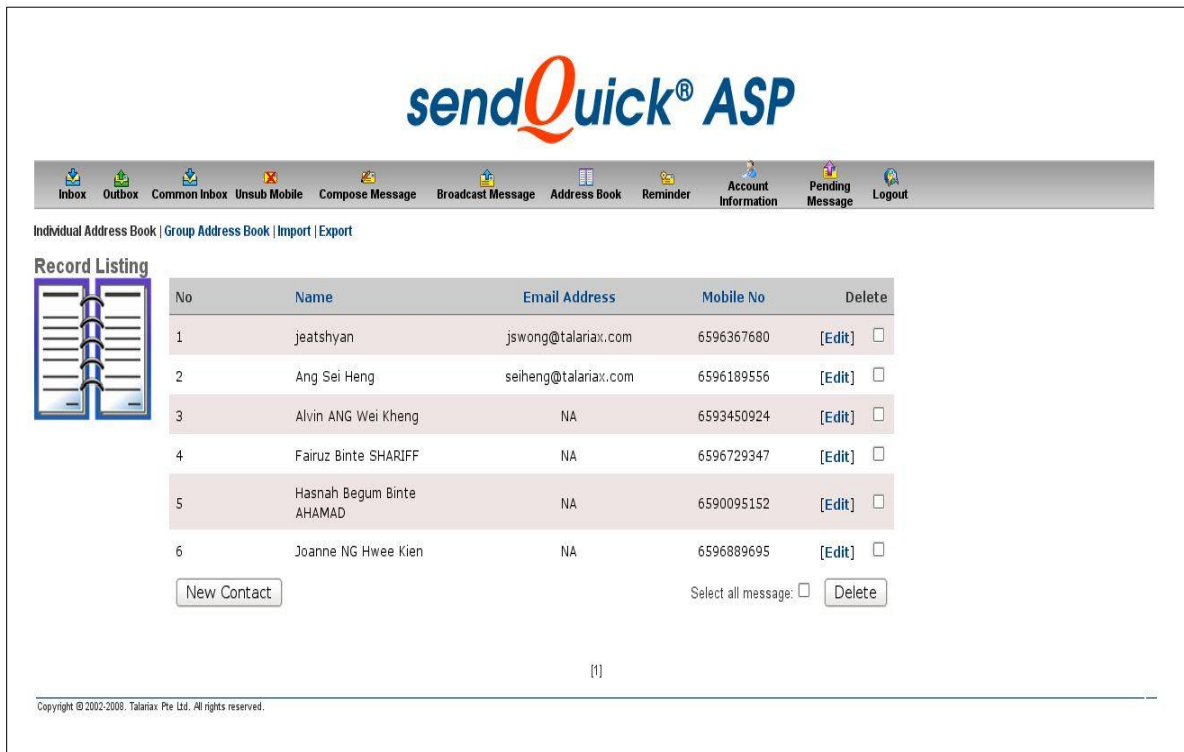


Figure 25: Address Book

Select the **New Contact** button to create a new contact. The information for the new contact is shown in Figure 26 below. Once ready, select the **Submit** button and the contact is created in the system.

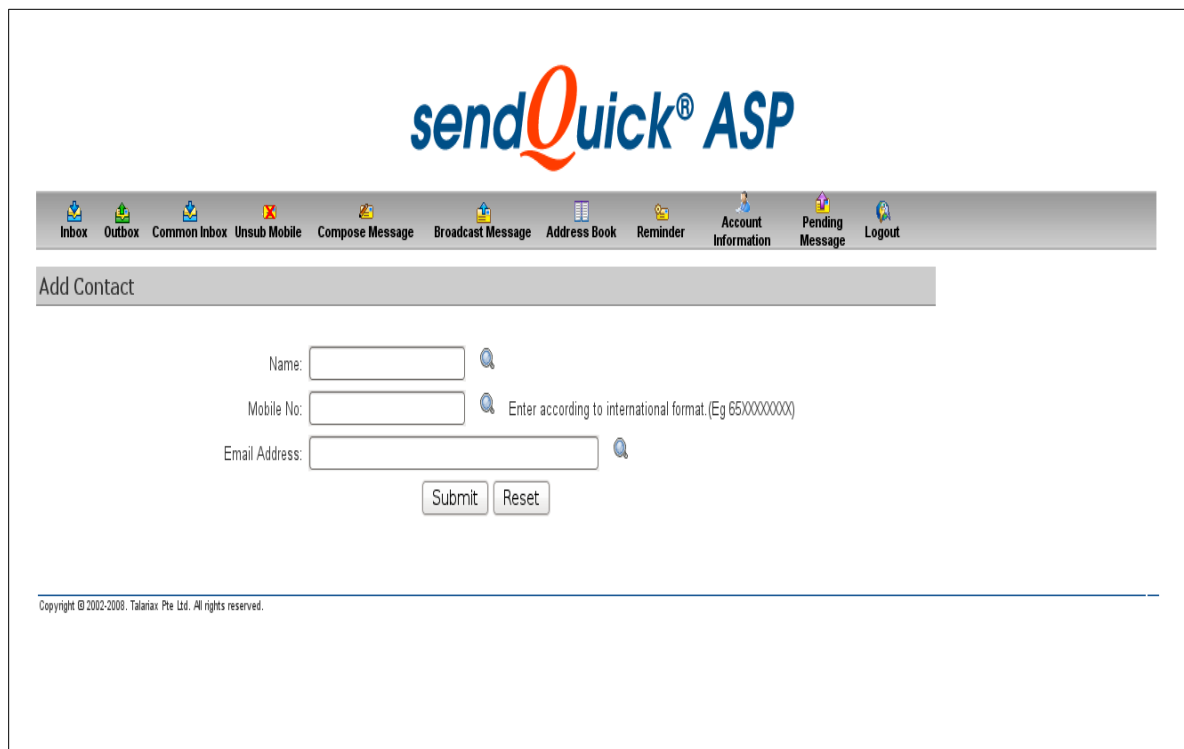


Figure 26: Add Address Record

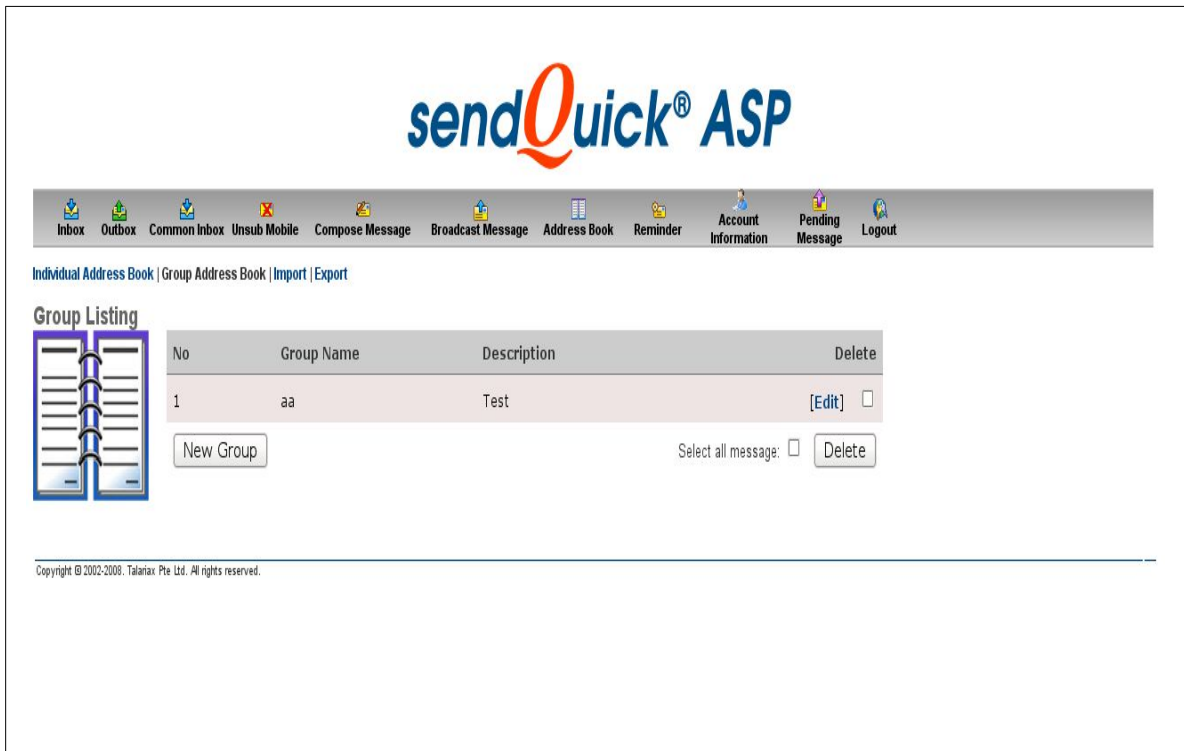


Figure 27: View Address Groups

Select the Group Address Book and the user can see the various groups for the addresses. This is shown in Figure 27 above. To create a new group, select **New Group** and the grouping function (name the group and the addresses for grouping) will be shown, as seen in Figure 28 below.

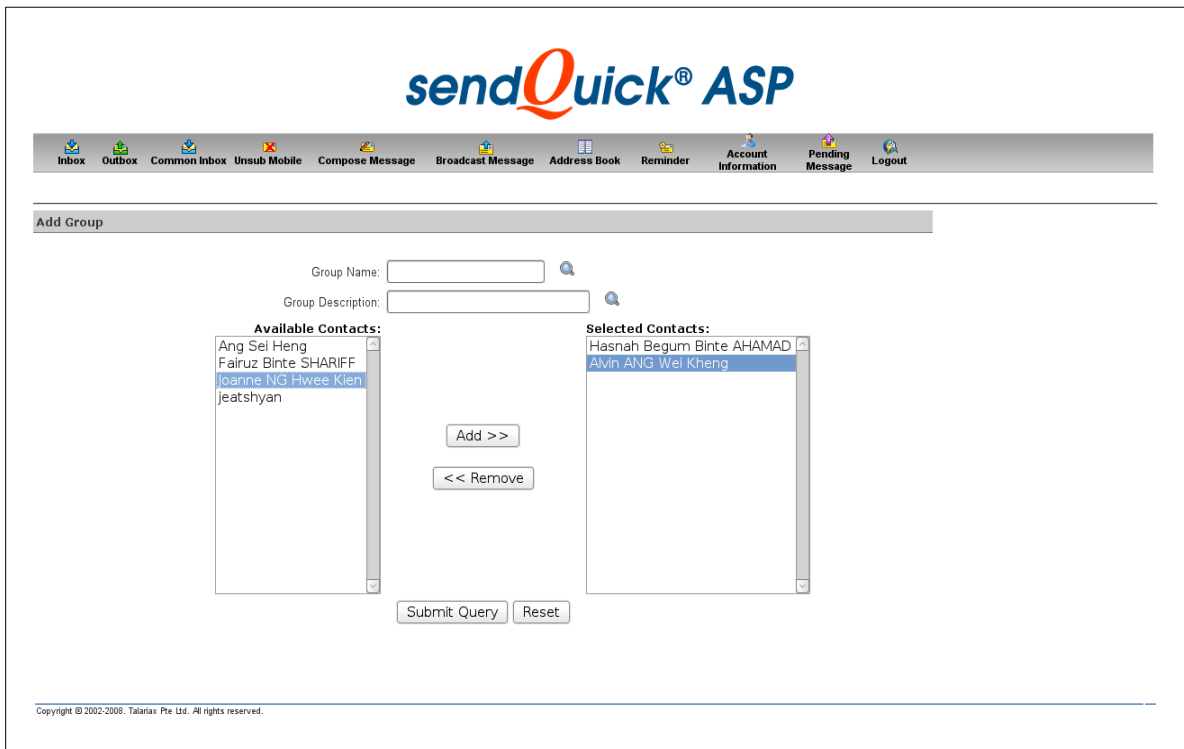


Figure 28: Create Group Address

**sendQuick® ASP**

[Inbox](#)
[Outbox](#)
[Common Inbox](#)
[Unsub Mobile](#)
[Compose Message](#)
[Broadcast Message](#)
[Address Book](#)
[Reminder](#)
[Account Information](#)
[Pending Message](#)
[Logout](#)

Individual Address Book | [Group Address Book](#) | [Import](#) | [Export](#)

### Export Address Book

Record Listing: View

No	Name	Email Address	Mobile No	Group
1	Alvin ANG Wei Kheng		6593450924	
2	Ang Sei Heng	seiheng@talariax.com	6596189556	aa
3	Fairuz Binte SHARIFF		6596729347	
4	Hasnah Begum Binte AHAMAD		6590095152	
5	Joanne NG Hwee Kien		6596889695	
6	jeatshyan	jswong@talariax.com	6596367680	aa

[1]

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Figure 29: Export Address List

Apart from creating the grouping the user can also **Import** or **Export** the address book, where the file format supported is CSV format. This will allow users to easily transfer addresses in a bulk format and simplify the creation of addresses. This is shown in Figure 29 and 30.

**sendQuick® ASP**

[Inbox](#)
[Outbox](#)
[Common Inbox](#)
[Unsub Mobile](#)
[Compose Message](#)
[Broadcast Message](#)
[Address Book](#)
[Reminder](#)
[Account Information](#)
[Pending Message](#)
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Individual Address Book | [Group Address Book](#) | [Import](#) | [Export](#)

### Import Address Book

File Format:

Language Used:

Please specify file to upload:

Group Name:

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Figure 30: Import Address List

The file format to be imported to the Address Book is as follow:

**Name[delimiter]mobilenumber[delimiter]emailaddress**

The delimiter is either a **Comma** or **TAB**. The email address field is compulsory. If there is no email required, just insert any value or the word NA to complete the field for easy Import of the list.

You can create the address list in the Excel or any database and export as TAB or Comma Separated Value (csv) to upload to the Address Book.

## 4.11 Manage Account Information

There is an User Account Information for every user. Select the button and the interface as in Figure 31 is presented for management.

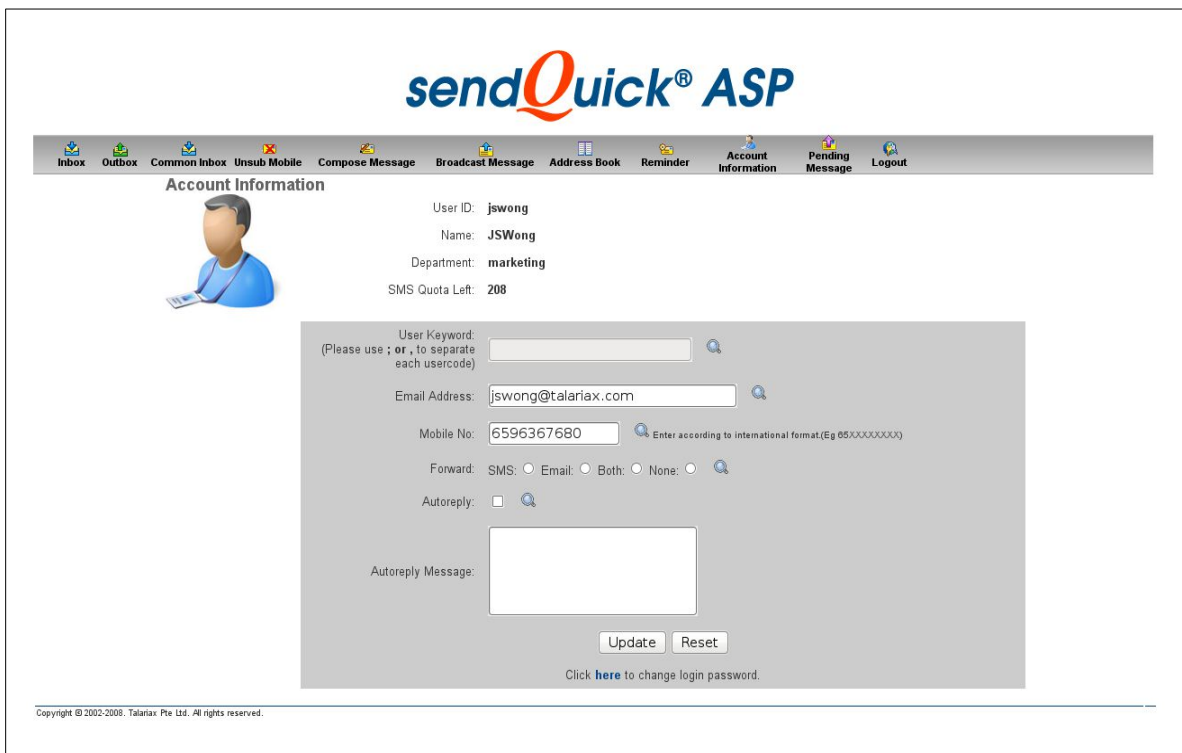


Figure 31: User Account Information

User can manage the User Code (which is the keyword), Email address, Mobile Number and the Autoreply message (where applicable).

This interface allows the user to manage the private information and will free the resources of the User Administrator. Do note the remaining quota for sending SMS at the top of the interface. If the quota is low, do contact the User Administrator for more credits for sending SMS.



## 5.0 2-WAY SMS SERVICE

### 5.1 2-way SMS Service

SendQuick has 2-way SMS service. This is an optional service as there is a need to provide a return (incoming) SMS path to be sent to sendQuick portal. This incoming SMS is configured by designating a mobile number (SIM) to be dedicated to the sendQuick account.

In order to activate the 2-way SMS service, the following are the steps:

1. Subscribe for 2-way SMS service in Singtel MyBusiness
2. Login as sendQuick Administrator and update the System Configuration (Section 3.3) with the correct email address
3. The SIM will be setup within 3-5 working days
4. Once the SIM is setup, an email will be sent to the customer (via email, to the email address configured in Section 3.3)
5. Once this is done, all incoming SMS to the SIM card will be deposited in the Inbox or Common Inbox in sendQuick portal.

For 2-way SMS, there are a few items to note.

- A) Messages sent with alphanumeric CallerID (See Section 3.3) cannot be replied with 2-way SMS
- B) To reply using 2-way SMS, the CallerID need to be set to the SIM card number supplied.
- C) The ability to see the CallerID is telco network dependent and may not be applicable to all countries and subject to availability. Currently, Singapore telcos support this CallerID function. You are advised to perform your internal test to check on the availability of this service.

If you wish to use the CallerID (in alphanumeric) and wish to get reply from users (incoming), you can put the instructions on the SMS text. One example is given below:

***'Dear customer, your appointment is confirmed at 10am on Monday. To reply, please SMS Yes to 81234567. Thank you.'***

You can use the CallerID and 2-way SMS in whichever you wish. messages to get the combination that you wish.