



**sendQuick®**

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# **sendQuick SMS Messaging User Manual**

**Version 4.0**

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# sendQuick SMS Messaging User Manual

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# SENDQUICK SMS MESSAGING USER MANUAL

## 1.0 Introduction

Welcome to sendQuick SMS Messaging User Manual. This document is prepared for the User administrator and Users, as a guide for using sendQuick Messaging Interface for sending and receiving SMS. This is a different interface from the sendQuick Server Administration, which is provided in Server Administration manual.

Before using the sendQuick Messaging Interface, the Server Administrator will configure the sendQuick Server for it to work in your company's network. The Administrator will need to work on the network configuration first, or to assign the Domain Name to the system. Once the IP address (or domain name) had been configured, you can access sendQuick Messaging from any workstations using a web browser.

## 2.0 Accessing the Portal

To access the sendQuick Messaging Interface, open your web browser and type the following for the URL:

- <http://<sendQuickIPorDomainName>/>
- <http://<sendQuickIPorDomainName>/webapp/>

**Note:** Please check with your Server Administrator for the IP address or domain name they have configured for sendQuick.

The web interface presented is as shown in Figure 1 below.



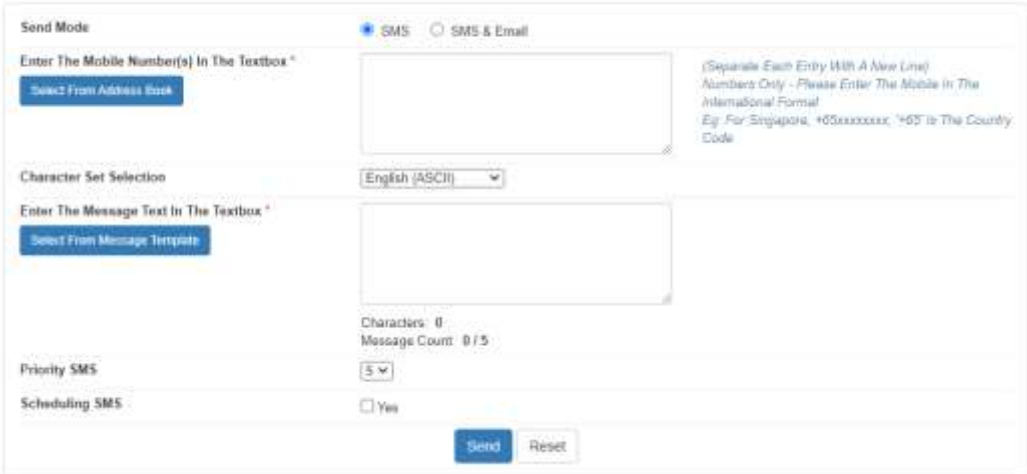
Figure 1: User Interface Login Page

Please refer to your System Administrator for the login details.

## 3.0 Main Menu Interface

### 3.1 Exploring the Interface

After logging in to the system, you will see the following main dashboard area. The home page is set to be the same as “Send SMS” for quick access to that function.



The screenshot shows the 'Send SMS' interface. At the top, there is a breadcrumb 'Send SMS > Send SMS'. The main form is titled 'Send SMS' and includes the following elements:


- Send Mode:** Radio buttons for 'SMS' (selected) and 'SMS & Email'.
- Enter The Mobile Number(s) In The Textbox \*:** A large text input field with a 'Select From Address Book' button. A note on the right says: '(Separate Each Entry With A New Line) Numbers Only - Please Enter The Mobile In The International Format! Eg. For Singapore, +65xxxxxxxx, +65 is The Country Code'.
- Character Set Selection:** A dropdown menu currently set to 'English (ASCII)'.
- Enter The Message Text In The Textbox \*:** A large text input field with a 'Select From Message Template' button.
- Characters:** 0
- Message Count:** 0 / 5
- Priority SMS:** A dropdown menu set to 'S'.
- Scheduling SMS:** A checkbox labeled 'Yes' which is currently unchecked.
- Buttons:** 'Send' and 'Reset' buttons at the bottom right.

Figure 2: sendQuick Main Dashboard

### 3.2 Changes to Profile

Your profile name is displayed at the top left-hand corner of the dashboard.

To change your password for this system, click on the name of your profile.



The screenshot shows the 'Change Personal Details' form. It includes the following elements:

- User Name:** A text input field containing 'usara@min'.
- Enter The Old Password \*:** A password input field with masked characters.
- Enter The New Password \*:** A password input field with masked characters.
- Re-confirm The New Password \*:** A password input field with masked characters.
- Password Requirements:** A list of requirements:
  - Minimum password length: 8
  - Maximum password length: 16
  - At least one character from this group [A-Z]
  - At least one character from this group [a-z]
  - At least one character from this group [0-9]
- Buttons:** 'Save', 'Reset', and 'Cancel' buttons at the bottom.

Figure 3: Change Personal Details

### 3.3 Menu Items

On the left-hand side of the interface, you can find the following menu items. In the following sections, we will go into more details for each function.

The available items in the Main Menu are:

<b>Menu Items</b>	<b>Description</b>
User Management	To create, edit and delete users. Assign role and managing user departments
Address Book	Create, edit and delete users in Personal and Global Address Book with Grouping function
Message Template	Create, edit and delete message template for future usage
Send SMS Message	Send SMS by manual composition or File Upload
Scheduled SMS	SMS messages scheduled and waiting to sent
Common Inbox	Incoming SMS that did not match any keywords
Logs Management	Review Inbox, Outbox and Queue messages
Unsubscribe List	Users who requested not to receive any SMS messages
Quota Management	Add, delete and top-up of SMS quota for every users
Keyword Management	Routing for incoming/received SMS message
System Configuration	Configuration for time control and image upload

## 4.0 User Management

The User Management section is for the User Administrator (administrator) to create, edit and delete user in the web system. In addition, there is also a department and role management module in the system

The following describes the individual items in the User Management section.

The User Management section will include:

Department Management	This section creates the departments where the users will be assigned for their web access.
Role Management	Role assignment where each role has different access rights for the users.
User Management	Create users and assign them to the different department with different access rights

### 4.1 Department Management

The purpose of Department Management is to organise the users into different departments. The user administrator can create and delete departments.



Figure 4: Department Management Summary

To create a new department, select **Add New Record** button and enter the name of the department as shown in Figure 5 below. Once ready, click the **Save** button and the new department is created.

**Create New Department** [X]

**Name Of New Department**

**MIM Channel**

No	Description	MIM Type	<input type="checkbox"/>
----	-------------	----------	--------------------------

[Save] [Cancel]

Figure 5: Create New Department

## 4.2 Role Management

After creating department, the administrator should create the different roles that will be assigned to different users in the organisation. The roles are defined as different access rights with respect to using the sendQuick Messaging web interface. Hence, the different roles will have different access rights to perform different functions.

To create a new role, select **Add New Record** and assign a **User Role** and select the different access rights for the role.

In Figure 7, the roles can be assigned to All Departments or to specific department, by selecting from the drop-down menu selection.

User Management > User Role Management

Show 10 entries Search:

User Role	Department
No data available in table	

[Add New Record] [Empty All User Roles] [Delete]

Showing 0 to 0 of 0 entries [Previous] [Next]

Figure 6: Role Management Summary

Create New User Role
✕

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**User Role**

**Department**

1 Department administrator	<input type="checkbox"/>
2 User Management	<input checked="" type="checkbox"/>
- Create User Account	<input checked="" type="checkbox"/>
- Edit User Account	<input checked="" type="checkbox"/>
- Create User Role	<input checked="" type="checkbox"/>
- Edit User Role	<input checked="" type="checkbox"/>
- Create Department	<input checked="" type="checkbox"/>
- Edit Department	<input checked="" type="checkbox"/>
- Access Log	<input type="checkbox"/>
3 Global Address Book	<input checked="" type="checkbox"/>
4 Personal Address Book	<input checked="" type="checkbox"/>

Figure 7: Create New Role (Assign Rights)

There numerous access rights items that can be assigned/selected for different roles. The different access rights grouping will differentiate the access rights for the different roles. These can be seen in Figure 7 and 8.

The access rights that are not selectable (not provided) under the role will not be shown on the Main Menu bar of the user. Hence, if the access rights are not assigned, user will not be able to use the feature. This serves as an access control function.

Create New User Role
✕

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**User Role**

**Department**

1 Department administrator	<input checked="" type="checkbox"/>
2 User Management	<input type="checkbox"/>
3 Global Address Book	<input checked="" type="checkbox"/>
- Edit Global Address Book	<input checked="" type="checkbox"/>
4 Personal Address Book	<input checked="" type="checkbox"/>
5 Global Message Template	<input checked="" type="checkbox"/>
- Edit Global Message Template	<input checked="" type="checkbox"/>
6 Personal Message Template	<input checked="" type="checkbox"/>
7 Send SMS	<input checked="" type="checkbox"/>
8 Common Inbox	<input checked="" type="checkbox"/>
9 Personal Inbox	<input type="checkbox"/>

Figure 8: Create New Role (Rights Description)



Access Rights	Description
Department Administrator	Have the access rights to create and delete department information
User Management	Rights to create, edit, delete the user role, department management and user accounts
Global Address Book	Rights to access, add, edit and delete global address book
Personal Address Book	Rights to access, add, edit and delete personal address book
Global Message Template	Rights to access, add, edit and delete global template
Personal Message Template	Rights to access, add, edit and delete personal template
Send SMS	Rights to send SMS
Change Personal Detail	Rights to change personal details
Unsubscribe List	Rights to access and manage unsubscribe list
Quota Management	Rights to assign, top-up, renew quota for individual users
System Configuration	Rights to configure the send SMS time control and other system configuration features

### 4.3 User Management

The User management section is to create the users and assign roles and departments to individual users.

Select Add New Record to create a new user. Insert the Username, Password and all other information as required.



Figure 9: Summary of Users

## Create New User Account ✕

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<b>User Name</b>	<input type="text" value="SallyTan"/>	
<b>User Password</b>	<input type="password" value="....."/>	?
<b>Confirm Password</b>	<input type="password" value="....."/>	?
<b>User Mobile</b>	<input type="text" value="+6599887766"/>	?
<b>Department</b>	<input type="text" value="No Department Available"/>	
<b>User Role</b>	<input type="text" value="User Role Not Specified"/>	
	<input type="checkbox"/> 1 Department administrator	
	<input type="checkbox"/> 2 User Management	
	<input type="checkbox"/> 3 Global Address Book	
	<input type="checkbox"/> 4 Personal Address Book	
	<input type="checkbox"/> 5 Global Message Template	
	<input type="checkbox"/> 6 Personal Message Template	
	<input type="checkbox"/> 7 Send SMS	
	<input type="checkbox"/>	

Figure 10: Create New User

You can assign individual access rights to the new user or select the pre-defined roles and the roles will be automatically assigned. You can also have a mixture with additional rights by selecting on the check relevant box.

1	Department administrator	<input type="checkbox"/>
2	User Management	<input type="checkbox"/>
3	Global Address Book	<input type="checkbox"/>
4	Personal Address Book	<input type="checkbox"/>
5	Global Message Template	<input type="checkbox"/>
6	Personal Message Template	<input type="checkbox"/>
7	Send SMS	<input type="checkbox"/>
8	Common Inbox	<input type="checkbox"/>
9	Personal Inbox	<input type="checkbox"/>
10	Personal Sent Log	<input type="checkbox"/>
11	Personal Unsent Log	<input type="checkbox"/>
12	Personal Queue Log	<input type="checkbox"/>
13	Export Personal Inbox/Logs	<input type="checkbox"/>
14	Delete Personal Inbox/Logs	<input type="checkbox"/>
15	Unsubscribe List	<input type="checkbox"/>
16	Quota Management	<input type="checkbox"/>
17	Keyword Management	<input type="checkbox"/>
18	System Configuration	<input type="checkbox"/>
19	Language Setup	<input type="checkbox"/>
20	Change Personal Password	<input type="checkbox"/>

Figure 11: Access Rights Assignment

For downloading of users from LDAP, the administrator needs to define the following:

- LDAP Server
- Department
- User Role

### Download LDAP User(s) ×

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Select LDAP Server	<input type="text" value="v"/> 
Department	<input type="text" value="v"/>
User Role	<input type="text" value="v"/>

Figure 12: Download Users from LDAP

The last item is the User Access Log. This is the access log of each user and the date, time, IP address and browser type are documented.

User Management > Access Log

Dated From 17/02/2021 Dated To 17/02/2021

Show 10 entries Search:

Login Date & Time	Username	Remote IP Address	User Agent
17-02-2021 11:23:15	useradmin	192.168.1.1	Mozilla/5.0 (X11; Ubuntu; Linux x86_64; rv:85.0) Gecko/20100101 Firefox/85.0
17-02-2021 11:23:33	useradmin	192.168.1.1	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/88.0.4324.15
17-02-2021 11:24:34	useradmin	192.168.1.1	Mozilla/5.0 (X11; Ubuntu; Linux x86_64; rv:85.0) Gecko/20100101 Firefox/85.0
17-02-2021 11:32:58	useradmin	192.168.1.1	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/88.0.4324.15
17-02-2021 14:03:12	useradmin	192.168.1.1	Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/88.0.4324.15

Showing 1 to 5 of 5 entries

Previous 1 Next

Figure 13: User Access Log

## 5.0 Address Book

The Address Book section consists of Personal and Global Address Book. For both Personal and Global, there is a contact management as well as group management. The address book data can be used when sending SMS.

Personal Address Book is the contact list that is accessible by the user only. Global Address list is access by all users, but only certain users have the access to add and edit the list, depending on the access rights granted.

### 5.1 Address Book

The Personal Address Book is where all the contact list for the users are stored. Select **Add New Record** to enter the name, mobile phone number and assigned group (s) to create new personal contact.



Figure 14: Address Book List

### Create New Personal Contact ×

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**Contact Name \***

**Mobile Number \***  ?

**Modem Label**  ?

**Address Group(s)**

---

Figure 15: Create New Personal Address Contact

## 5.2 Address Group

The individual contact list can be assigned to different groups. Select Address Group in the sub-menu and a list of groups are displayed. To create a new group, select **Add New Record**.

Enter the group name and select **Save**



Figure 16: Personal Address Group

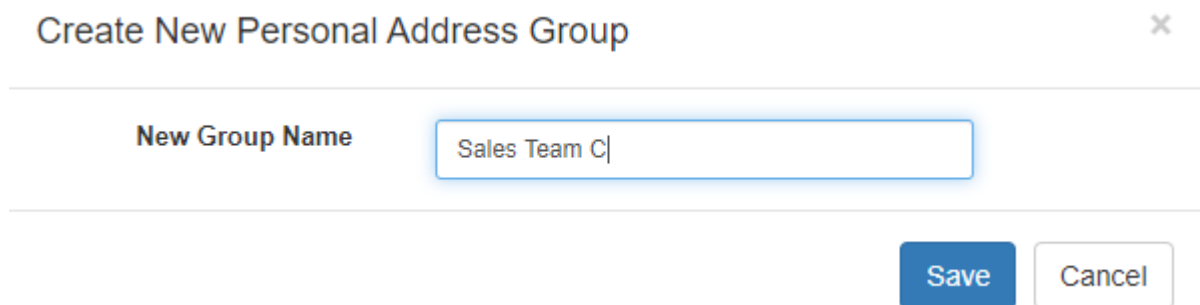


Figure 17: Create Personal Address Group

## 5.3 Global Address Book

The Global Address Book function the same way as Personal Address Book but the access rights is for all users to use the contact list but editing rights are limited. The Global Address consists of inserting new records as well as creating the groups.

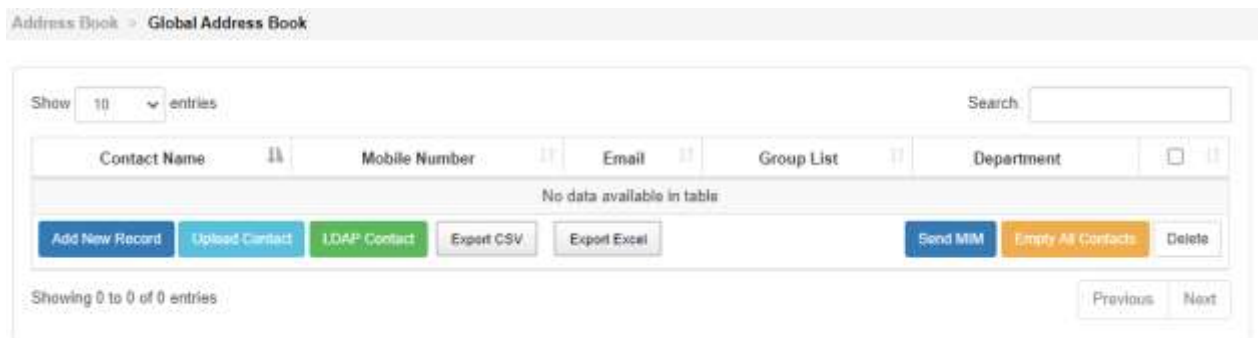


Figure 18: Global Address Book

The creation of new global contact is similar to that of contact creation under personal address list. Select the **Add New Record** and create the new record as shown

**Create New Global Contact** [Close]

**Contact Name \*** Peter Copeland

**Mobile Number \*** +6599998888 [?]

**Email** petercopeland@abc.com

**Modem Label** None [?]

**Address Group(s)**

[Save] [Cancel]

Figure 19: Create New Global Address Contact

## 5.4 Global Address Group

The global group management is similar to how personal group is managed. Select **Add New Record** and enter the relevant group name and select **Save**.

Address Book > Global Address Group

Show 10 entries Search:

Group Name	Department	AD Group Location
No data available in table		

[Add New Record] [LDAP Group] [Empty All Groups] [Delete]

Showing 0 to 0 of 0 entries [Previous] [Next]

Figure 20: Global Address Group

**Create New Global Address Group** [Close]

**New Group Name** SB #A20

[Save] [Cancel]

Figure 21: Create New Global Address Group

## 6.0 Send SMS Messages

Send SMS using sendQuick Messaging interface is the primary reason for the existence of sendQuick. Therefore, this section will explain how a user can send SMS using sendQuick system.

There are two ways of sending SMS using sendQuick:

1. Send via web interface
2. Send using file upload.

### 6.1 Send SMS via Web Interface

This is the default interface for all users when they log-in to sendQuick.

The first section is to select the **Send Mode**. Next, insert the mobile number. The mobile number can be manually inserted in the text box with one number for each line. If there are a few numbers to send to, insert a few lines. The user can also insert the numbers from the address book (personal and global) by selecting the **Select From Address Book** button. Once selected, the contact list will appear in the mobile number text box.

Then, select **Character Set**, **Priority** and **Schedule** (if required to schedule the message on a later date and time)

Compose the SMS (text) message in the text box provided. Similarly, the users can select pre-defined messages from the templates by selecting the **Select From Message Template** button and select the relevant template. The character count and number of SMS messages are shown below the message box. before selecting the **Send** button to send the SMS message.

If the messages are sent immediately, these messages will be reflected in the SMS Queue Log and Sent Log. If the messages are scheduled for a sending on a later date and time, the messages will be stored in the Scheduled SMS.

The screenshot shows the 'Send SMS' web interface. It includes the following elements:

- Send Mode:** Radio buttons for 'SMS' (selected) and 'SMS & Email'.
- Mobile Numbers:** A text box containing '+8800099888' and '+8800027708'. A 'Select From Address Book' button is to the left. A note on the right says '(Separate Each Entry With A New Line) Numbers Only - Please Enter The Mobile In The International Format. Eg. For Singapore: +65xxxxxxxx. +65 is the Country Code'.
- Character Set Selection:** A dropdown menu set to 'English (ASCII)'.
- Message Text:** A text box containing 'Alert Alert Alert'. A 'Select From Message Template' button is to the left.
- Character and Message Count:** 'Characters: 17' and 'Message Count: 1 / 5'.
- Priority SMS:** A dropdown menu set to 'E'.
- Scheduling SMS:** A checkbox labeled 'Yes' which is currently unchecked.
- Buttons:** 'Send' and 'Reset' buttons at the bottom right.

Figure 22: Send SMS via Web Interface



## 6.2 Send SMS via File Upload

Another sending method is using file upload. This means creating the data file (in Excel, OpenOffice or database) and save the file a Comma Separated Value (csv) or Tab Delimited file (text) and use them to send bulk SMS to the recipients. This method does not require the contact list to be saved in sendQuick server.

The screenshot shows a web interface for sending SMS via file upload. The form is titled "Send SMS - Send SMS By File Upload". It contains several sections:

- File Format:** A dropdown menu set to "Comma Delimited (.csv, .txt)".
- Character Set Selection:** A dropdown menu set to "English (ASCII)".
- Contents Of Uploaded File:** A dropdown menu set to "Mobile Number". Below it, there is a note: "Numbers Only - Please Enter The Mobile Number In The International Format Eg For Singapore, +65xxxxxxxx, +65 is The Country Code".
- Please Specify The File To Upload:** A "Choose file" button with the text "No file chosen" below it.
- Scheduling SMS:** A checkbox labeled "Yes" which is currently unchecked.
- Priority:** A dropdown menu set to "5".
- Enter The Message Text Below:** A text input field containing "Aval Aval Aval". To the left of the input field is a blue button labeled "Insert From Message Template". Below the input field, there is a note: "Message variable is {data1}".
- Statistics:** Below the input field, it shows "Characters: 17" and "Message Count: 1 / 5".
- Buttons:** At the bottom right, there are two buttons: "Upload" (in blue) and "Reset".

Figure 23: Send SMS via File Upload

After selecting the **Send SMS By File Upload** button, the interface for sending will appear. The table below explains the various items in File Upload feature.

Item	Description
File Format	Select the file format type that is being used. Select between <b>Comma Separated Value</b> or <b>Tab Delimited</b> format
Character Selection	Select either <b>ASCII</b> or <b>UTF-8</b> (if sending chinese)
Contents of Uploaded File	The type of files to be uploaded: <ul style="list-style-type: none"> <li>• Mobile Number only <ul style="list-style-type: none"> <li>◦ The file will consist of mobile numbers only, with one number for each line: eg, 91234567 (one number one line)</li> </ul> </li> <li>• Mobile Number and Data <ul style="list-style-type: none"> <li>◦ The file consists of mobile number and single/multiple data fields used for mailmerge into the message content when sending SMS. Each data set is one line: eg, 91234567, john, 2:00pm (where John is the first data &lt;data1&gt; and 2:00pm is &lt;data2&gt;. The phone number is not a data set)</li> </ul> </li> <li>• Mobile Number and Message <ul style="list-style-type: none"> <li>◦ This is the format where the SMS message is in the file. When this option is selected the SMS text box will disappear. The format (one record one line) is as follow: eg, 91234567, this is a reminder message for John</li> </ul> </li> </ul>
Specify the File	<b>Browse</b> and select the required file
Schedule SMS	<b>Select</b> (check) if the messages need to be scheduled. Select the desired <b>Date</b> and <b>Time</b> to send the SMS
Priority	<b>Select</b> the desired priority setting
Message Text Box	If the text box appears, <b>Type</b> the message or insert the message from the templates.
Select From Template	Select the relevant messages from any templates that had been created before (see Section 7.0 on Message Templates)
Message Counter	This indicate the number of characters in the SMS message (each SMS is 160 characters) and how many SMS to be sent for the message (multi-part)

After the file and message has been selected, the messages are pre-processed and a preview (of the messages) are presented. If there is any error, it will be indicated. Similarly, if the format is correct in accordance with the selection, then the status will be indicated in the preview.

Once the preview data is satisfactory, select the **Upload** button and the messages will be sent. Do understand that the preview and sending SMS process may take some time if the number of records in the file (upload) is large, example more than 5000 records.

**We do advise users to note the following practices when sending SMS using File Upload:**

- Do use a smaller file (say 20 records) with some test records to test the file format and the uploading process. You do not need to send the messages. Just reach the preview stage to determine whether the file if processed correctly. Such practice session is highly recommended to avoid accidentally sending mass messages that errorneous.

- When it is ready to send, it is advisable to send multiple batches if you are planning to send a large number of records. This will help to reduce error which may happen when sending large files with large number of records
- When the sending process (after preview), please do not close the browser as the browser technology is used to send the messages. Close the browser only when the Messages Sent message appear.

Please refer to the Messages Log to review the message sent status as explained in Section 11.0

## 7.0 Message Templates

Message Templates are messages that are pre-defined for future use. Having message templates allow the user to easily retrieve the messages, perform some simple edit (or no editing) and use them to send SMS. Message template can be quickly retrieved in the Send SMS page

There are 2 Message Templates:

- Personal Template
- Global Template

### 7.1 Personal Message Template

When the **Message Template** link is selected, the Personal Message Template Listing is shown

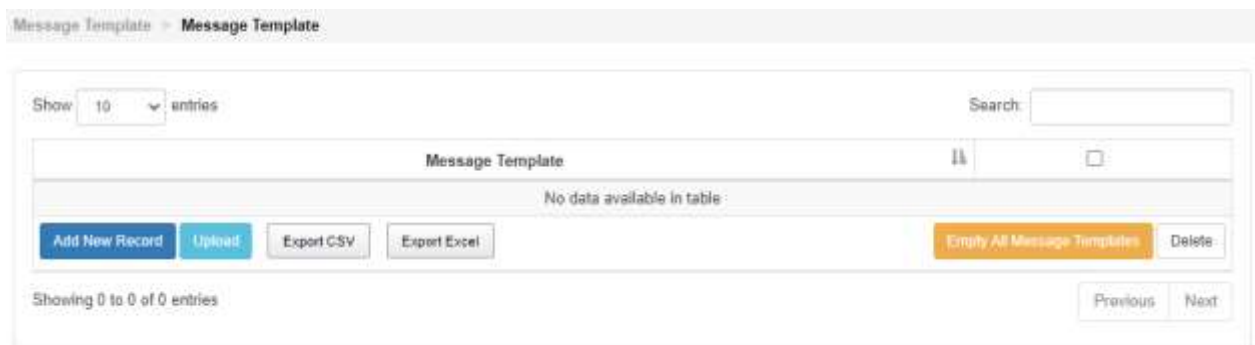


Figure 24: Message Template Listing

Select **Add New Record** to add a template

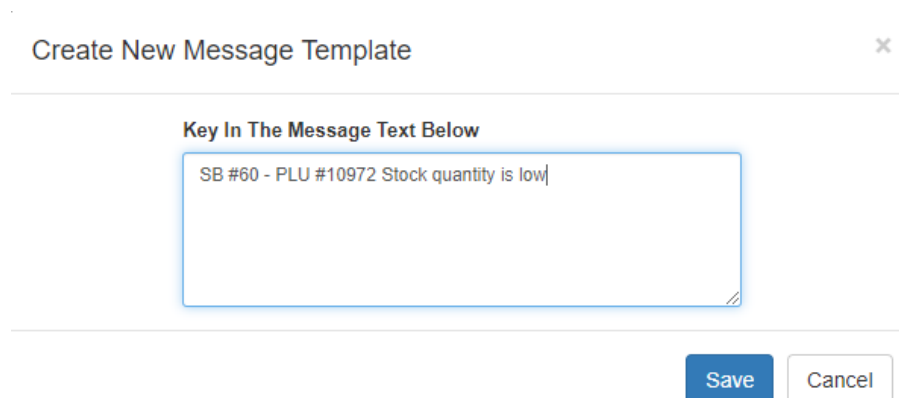


Figure 25: Create New Message Template

### 7.2 Global Message Template

When the **Global Message Template** link is selected, the Global Message Template Listing is shown

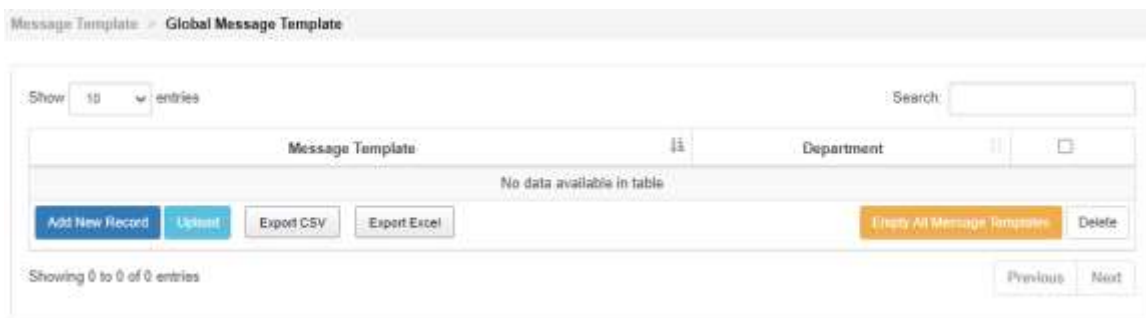


Figure 26: Global Message Template Listing

For global template, select **Add New Record** button or the **Edit** link and perform the addition and changes

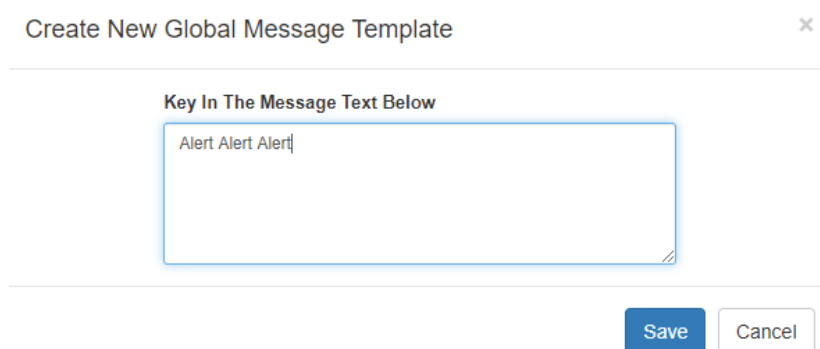


Figure 27: Create New Global Message Template

## 8.0 Scheduled SMS

The Scheduled SMS menu shows the list of SMS messages that has been scheduled to be sent on a later date and time. Once the messages are sent, they will be shown in the Sent Log. The messages in the scheduled list can be deleted by selecting and deleting the messages as long as it has not been sent.



Figure 28: Scheduled SMS List

## 9.0 Unsubscribe List

The Unsubscribe List is a mobile phone list where the sender has requested not to receive any messages from the sendQuick system. The mobile phone numbers can be inserted by sending a SMS to the system with the unsubscribe keyword in the message. **Keyword is defined as the first word in the SMS message, followed by a space.** E.g., unsub<space>john where “unsub” is the keyword and “john” is the name of subscriber (optional).

If the number is removed from the unsubscribe list, it will receive SMS from sendQuick. Otherwise, these phone numbers are filtered before messages are sent. This filter list applies to all users in the system.



Figure 29: Unsubscribed Mobile Number List

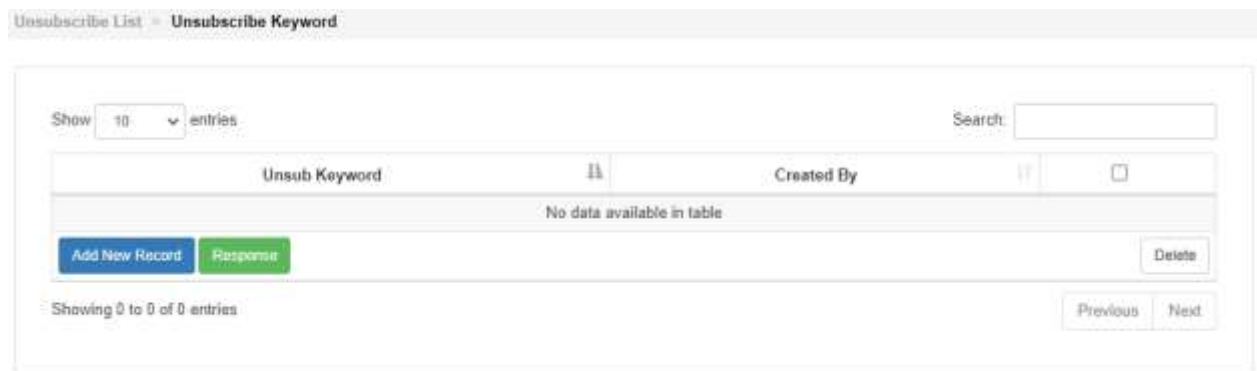


Figure 30: Unsubscribed Keyword List

## 10.0 Common Inbox

In sendQuick, each user is automatically assigned a keyword. Keyword is defined as the first word in the incoming SMS message. The login username is automatically a keyword in the system. Other keywords can be defined in the Keyword Management section.



Figure 31: Common Inbox Management

If an incoming SMS match the keyword list, the SMS will be deposited in the respective user Inbox and only the user can read the message. The incoming SMS that does not have a keyword will be deposited in the Common Inbox and can be read by all users.



## 11.0 Message Logs Management

Message Logs has all the records of the SMS messages sent and received by sendQuick. There are two types of messages recorded in sendQuick:

- Personal Logs
- Global Logs

In each category, there are four sets of logs:

Types of Logs	Description
Inbox	Inbox is for all incoming SMS. These are SMS received by the sendQuick
Sent	Outbox are for SMS messages sent by sendQuick.
Queue	Messages that are awaiting to send sent out or are in process
Unsent	Messages that failed to send

### 11.1 Personal Logs

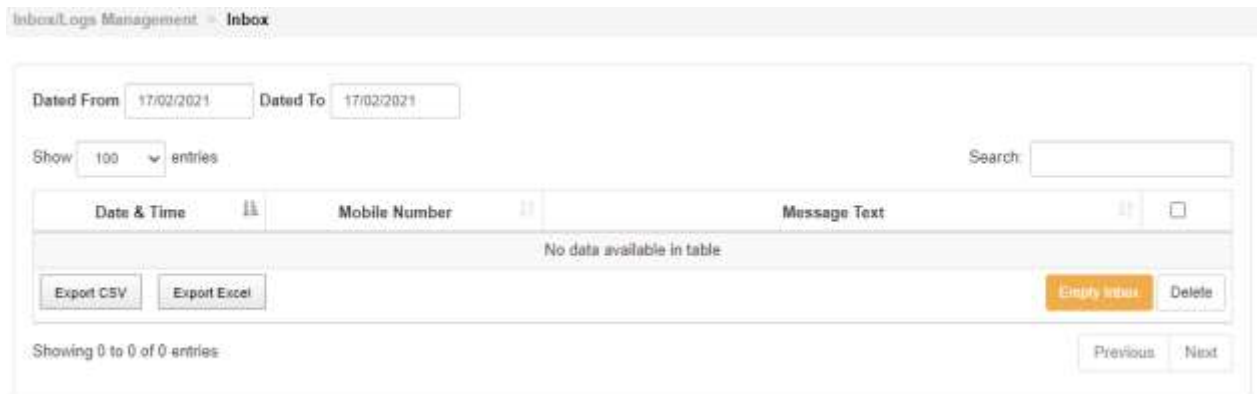


Figure 32: Inbox Log



Figure 33: Sent Log

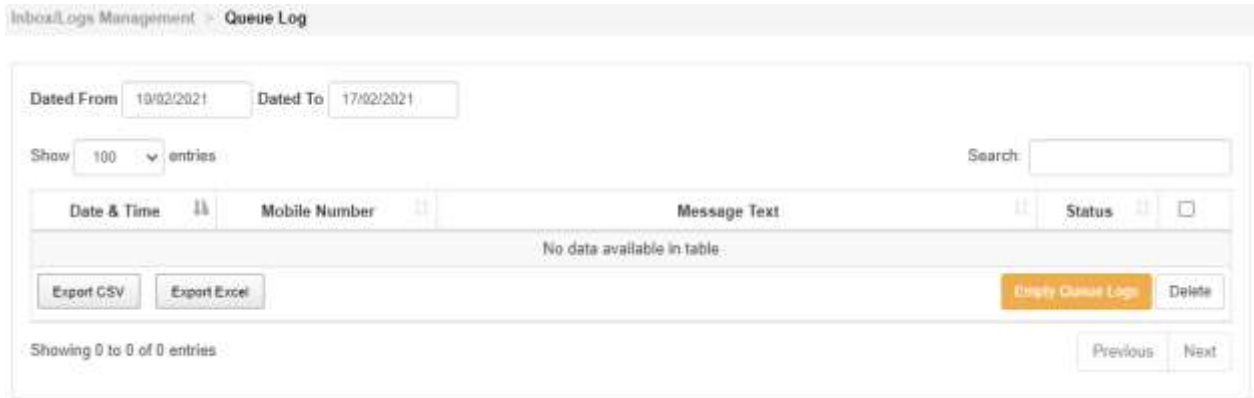


Figure 34: Queue Log

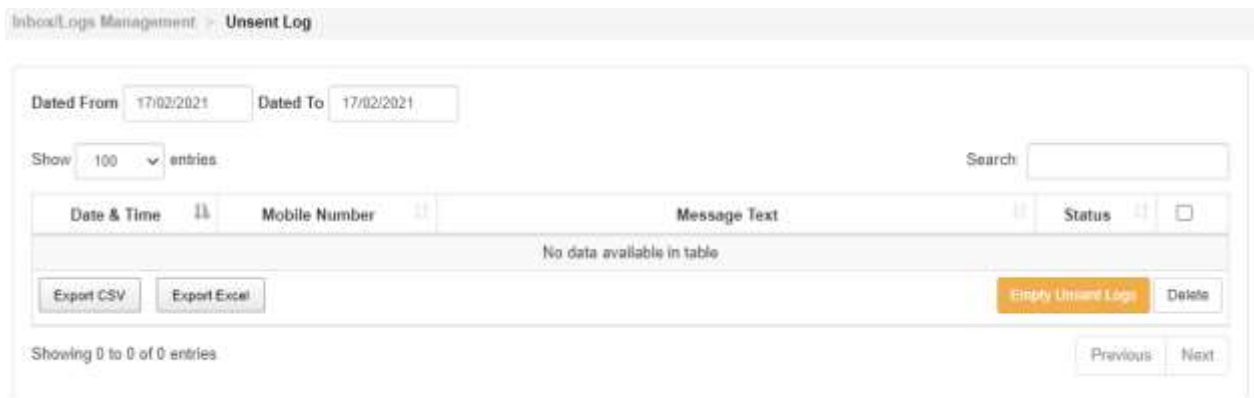


Figure 35: Unsent Log

## 11.2 Global Logs

Global Logs are logs for all the users in the sendQuick system. Global Logs may not be available to all users, depending on the access rights to the users.

The search fields for Global Logs more extensive, including keyword, user name, department, mobile number and date range

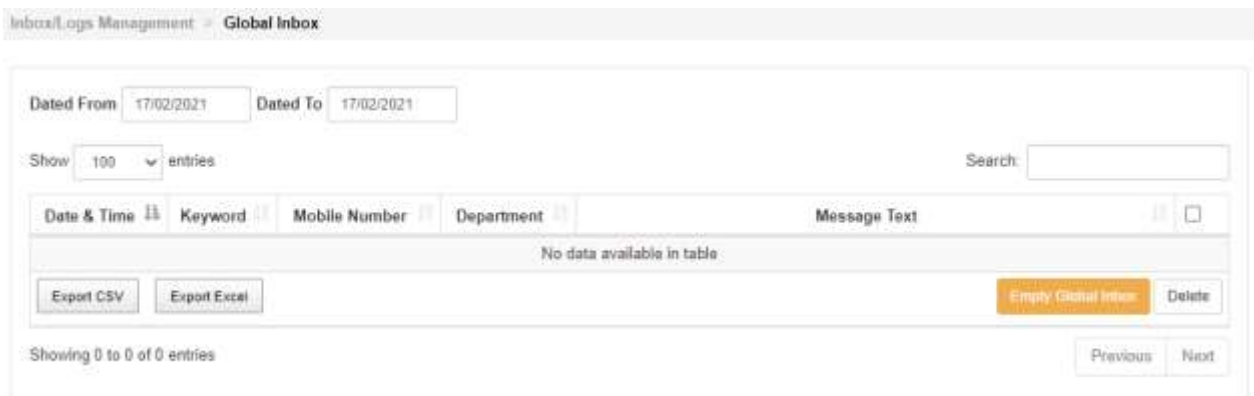


Figure 36: Global Inbox

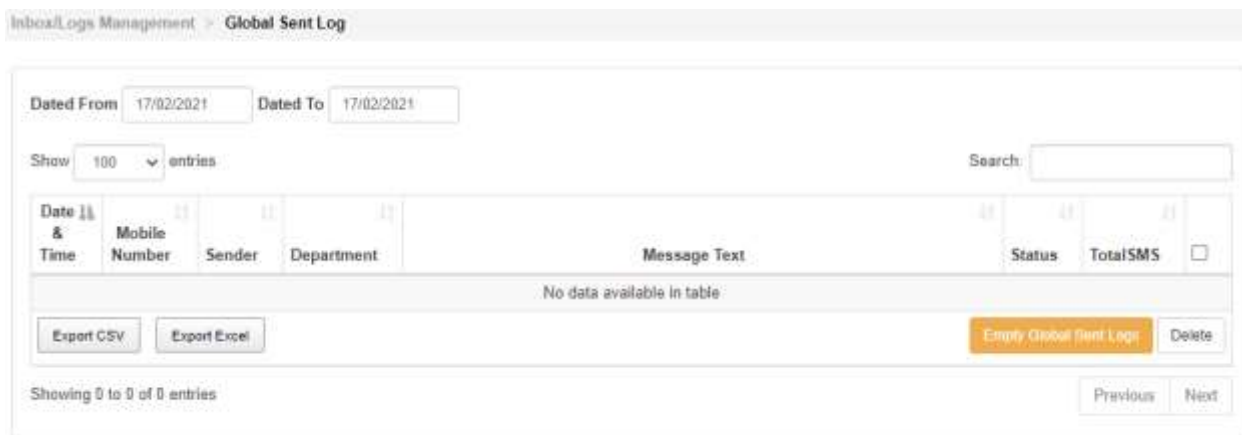


Figure 37: Global Sent Log

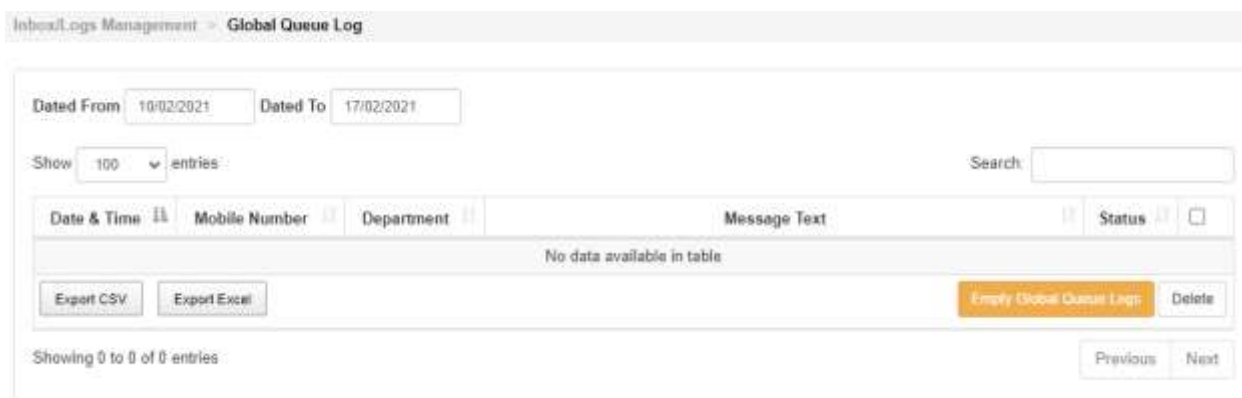


Figure 38: Global Queue Log

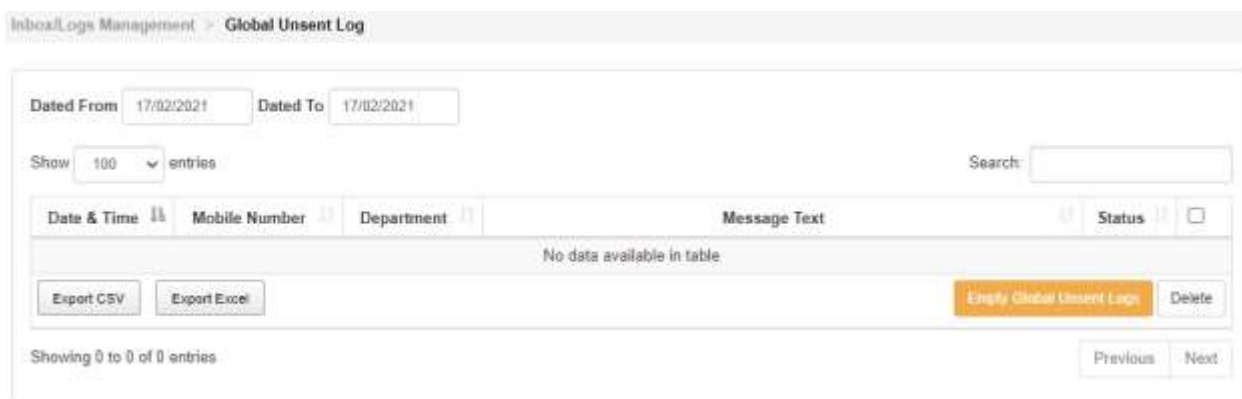


Figure 39: Global Unsent Log

## 12.0 System Configuration

System Configuration allows the administrator to configure the global setting for sending SMS as well as some of the configuration of the system.

The following figure shows the **SMS Time Configuration**. The settings here allows the company to define the **time range for each day** when SMS message can be sent from the sendQuick Messaging Interface. If messages are unsent by the expiry of the time range, the messages will be 'held' and sent on the next available time period.

System Configuration > SMS Time Configuration

Enable

Day	Enable	Start	End
Monday	<input checked="" type="checkbox"/>	00:00	23:59
Tuesday	<input checked="" type="checkbox"/>	00:00	23:59
Wednesday	<input checked="" type="checkbox"/>	00:00	23:59
Thursday	<input checked="" type="checkbox"/>	00:00	23:59
Friday	<input checked="" type="checkbox"/>	00:00	23:59
Saturday	<input checked="" type="checkbox"/>	00:00	23:59
Sunday	<input checked="" type="checkbox"/>	00:00	23:59

This option enables user to set the day, start and end time of sending SMS. No control is applicable by default. To control the SMS sending time, simply select the day and time range.

Save Reset

Figure 40: SMS Time Configuration

The following feature in Figure 41 is **Web Interface Logo**. It is to allow the administrator to upload an image (eg, company's logo) that will be inserted before the sendQuick logo at the header banner. Just browse, select and Upload the file.

System Configuration > Web Interface Logo

Current Header Logo: No image found  
Delete this image

Upload Header Logo: Choose file No file chosen  
Upload

Image format allowed : (gif, jpeg, jpg, png, bmp)  
All images will be converted to (170 x 40 pixels)

Figure 41: Web Interface Logo

## 13.0 Quota Management

Quotas are credits where each user is allocated a certain number of messages which can be used to send SMS. Quota does not apply to incoming (received) SMS. A user can only send the number of SMS, limited by the quota value. A summary of users and quota is shown

Quota Management

Show 10 entries Search:

User Name	SMS Quota	Auto Quota Refresh	Auto Quota Refresh Value	Last Top-Up Date (Auto Topup)	Next Top-Up Date (Auto Topup)	Updated Date & Time	Updated By	
useradmin	Unlimited	Disable	Disable	07/10/2010	07/10/2010	31/03/2014 11:42:09	useradmin	<input type="checkbox"/>

Showing 1 to 1 of 1 entries

Set all SMS Quota to:

Figure 42: Quota Setting for Users

When a new user is created, the quota is created at the same time. However, if it is not created, the administrator can select **Add New Record** and select the **UserID** (username), **SMS Quota**, **Auto Quota Refresh** and **Auto Quota Refresh Value** and select **Save**

New Quota Profile ×

---

**User Name \***

**Enable Unlimited Quota**

**SMS Quota**

**Auto Quota Refresh**

**Auto Quota Refresh Value**

---

Figure 43: Add New Quota Profile

The administrator can Edit and Top-Up the credit manually

**Edit Quota Profile** [X]

Enable Unlimited Quota

SMS Quota

Auto Quota Refresh

Auto Quota Refresh Value

**Save** **Cancel**

Figure 44: Edit Quota Profile

Figure 45 shows the email address that will receive a notification when the credit value is low and reached a triggering point, which is configurable.

**Quota Alert Config (Via Email)** [X]

Alert Status  Enable  Disable

Alert Email

Only one email is allowed to send the alert

Credit Alert

**Save** **Cancel**

Figure 45: Configure Quota Alert Email

## 14.0 Keyword Management

Keyword is defined as the first word in the incoming (received) SMS message. The keyword management is used to configure the routing and functions of the incoming SMS message. This is useful to convert and direct the incoming SMS to different supported formats (eg, email, HTTP Post) to integrate to different backend applications. This is useful for data collation into backend applications automatically.

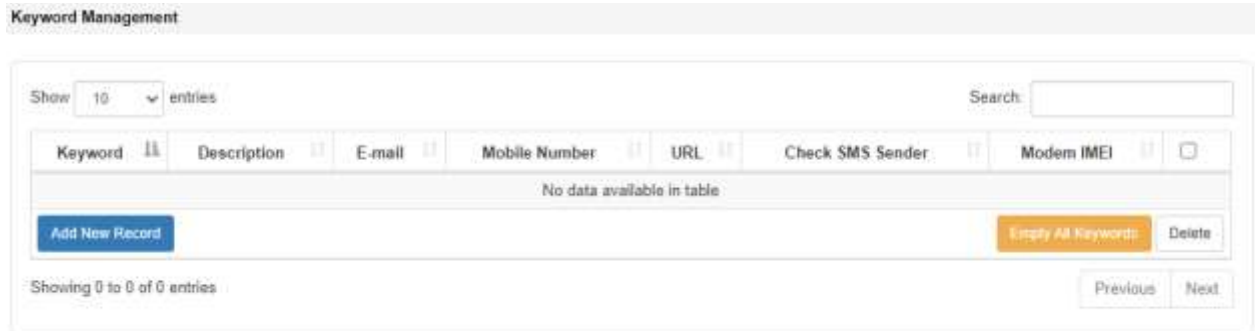


Figure 46: Keyword Management Summary

This documents all the keywords assigned in the system. Keywords are unique and consists of alphanumeric characters, up to 15 characters. There are no space or special characters in the keyword.

Keyword *	<input type="text"/>	Keyword is the first word of the SMS message. The system will route the incoming SMS based on the keyword specified. Keyword 'EM' is a reserved keyword. Keyword 'xDEFAULTx' is a default keyword.(maximum 15 characters)
Keyword Description	<input type="text"/>	
E-mail	<input type="text"/>	The system will route the messages (based on the keyword) to these E-mail addresses. Set to 'NA' to disable it.
Redirect Mobile Number	<input type="text"/>	A copy of the incoming SMS will be forwarded to this mobile number. Set to 'NA' to disable it.
URL	<input type="text" value="https://"/>	The system will route the messages (based on the keyword) to this URL (via HTTP Post). Set to 'NA' to disable it.
XML URL	<input type="text" value="https://"/>	The system will route the messages (based on the keyword) to this URL (via HTTP + POX method). Set to 'NA' to disable it.
SOAP URL	<input type="text" value="https://"/> Service Name: <input type="text"/>	The system will route the messages (based on the keyword) to this URL (via HTTP Post with SOAP method). Set to 'NA' to disable it.
JSON URL	<input type="text" value="https://"/>	The system will route the messages (based on the keyword) to this URL (via HTTP Post with JSON method). Set to 'NA' to disable it.
Autoreply Message	<input type="checkbox"/>	Please select to enable autoreply message to the sender.

Figure 47: Keyword Management Configuration (1)

Standard (Static)	<input type="text"/>	Autoreply message (maximum 160 characters)
	160 Characters left	
E-mail Brochure	<input type="checkbox"/>	Email brochure feature allows the server to send an email automatically to the SMS sender if the email address is specified. Please select to activate the service.
Reply E-mail Address	<input type="text"/>	This will be the Reply-To email address for the auto-email feature when sending the email brochure to the user.
E-mail Subject	<input type="text"/>	This refers to the subject matter in the email when it is being sent to the user.
E-mail Content	<input type="text"/>	This is the introductory message for the email when it is being sent to the user.
File Upload	<input type="button" value="Choose file"/> No file chosen	Please select the file to be attached to the email. Please upload the file to the server.
Sender Mobile Checklist	<input type="checkbox"/> Select to Check Sender Mobile	This is to limit the service to the listed Mobile numbers only. Enter each mobile number in a new line. All mobile numbers must be set in international mobile format. Example +6512345678 +60161234567
	<input type="text"/>	

Figure 48: Keyword Management Configuration (2)

The explanation for each function in a keyword as below:

Item	Description
Keyword	The assigned keyword (first word in SMS text message)
Keyword Description	The description for the keyword
Email	Insert email address in the text box (one line, one email). The incoming SMS will be converted to emails, and sent to these email addresses listed in the text box
Redirect Mobile Number	Insert mobile number to receive SMS. The incoming SMS will be redirected to these mobile numbers
URL	Insert the receiving URL: for HTTP :Post. The incoming SMS will be converted to HTTP Post and sent to the URL listed. Refer to sendQuick API for HTTP Post specifications.
XML URL	Insert the receiving URL: for XML receipt. The incoming SMS will be converted to XML and sent to the URL listed. Refer to sendQuick API for HTTP Post specifications.
SOAP URL	Insert the receiving URL: for SOAP request The incoming SMS will be converted to SOAP request and sent a request to the URL listed. Refer to sendQuick API for HTTP Post specifications.
JSON URL	Insert the receiving URL: for JSON request. The incoming SMS will be converted to JSON string and send a request URL listed. Refer to sendQuick API for HTTP Post specifications.
Auto Reply Message	Select (check) to activate an auto-reply. This will send a reponse SMS to the sender



Standard (Autoreply) Message (Static)	The message that will be sent in the auto-reply message
Email Brochure	Select (check) to trigger an automated email if there is an email address in the SMS message
Reply Email Address	The originating email address for the email
Email Subject	The subject for the email
Email Content	The actual email content to be sent
File Upload	If the email comes with an attachment, the file is uploaded here
Sender Mobile Checklist	This is to restrict the incoming SMS to designated mobile number only. Only mobile number listed in the text box is allowed to trigger the various functions (eg, email, XML, HTTP Post, JSON)

Once the Keyword is set, select Save and it will be saved and shown in the Keyword Management Summary.

## 15.0 Language Setup

SendQuick support multi-lingual web interface. To change the language, just click the language at the top left corner of the dashboard.

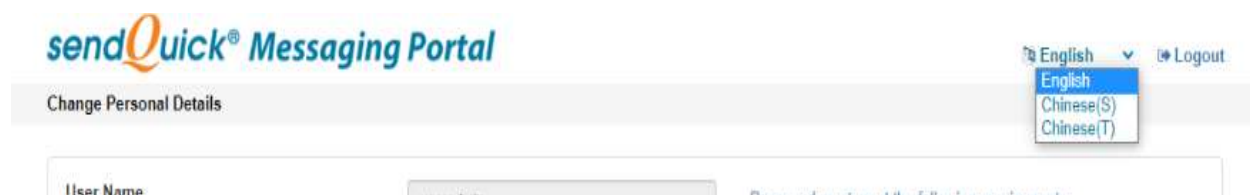


Figure 49: Language Setup

The default language is English. User can select between Traditional or Simplified Chinese. Once selected, the interface will change to the desired language.