



Licensing Agreement

And

User Manual

Version 2.5 (23rd July 2015)

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SENDQUICKASP END USER MANUAL

1.0 INTRODUCTION

Welcome to sendQuickASP service. SendQuickASP is a hosted SMS messaging service, allowing companies to have a low cost, yet efficient messaging service for all SMS communications. SendQuickASP 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 sendQuickASP service to send and receive messages.

The service is pre-activated and configured before the user can use the service. The service will be available at the following address:

http://www.sendquickasp.com/company/companyname

The *companyname* is the name chosen and approved for usage. The user can also specify the Caller ID, which is the name or code that will appear on the FROM field of the SMS. The Caller ID service can be fixed (only one ID) or changed (as and when required, with granted access right from the system administrator). For more information, please contact TalariaX via email or phone.

2.0 INITIAL PREPARATION

Before accessing the SendQuickASP service, the user need to have a computer with Internet access (or LAN) and a web browser.

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

- 1. Power up the computer and access to the Internet or office network
- 2. Open the web browser
- 3. Type in the URL (address) as provided by TalariaX in the format as shown in section 1.0 above
- 4. The user will see a login page as shown in Figure 1. Enter the **username** and **password** as provided by the administrator, and click **Submit**
- 5. Once the user had enter the correct username and password, the user will see the interface as shown in Figure 2 below.

Note: Get assistance from the system administrator if the user do not have the URL address for the SendQuickASP

3.0 USER ACCESS

3.1 User Login

The initial process for user login is explained in section 2.0 above. Please perform the steps for URL address and username and password.

http://www.sendquickasp.com/company/companyname

Once successful, the interfaces are as shown in Figures 1 and 2 below:

sendQuick® ASP	
Welcome to sendQuickASP. From 1 Jan 2014, the new Do Not Call Registry (DNC) and Personal Data Protection Act 2012 (PDPA) will be effective. Please ensure that all your recipients have given you consent to send SMS to them. Please ensure you have checked the DNC registry to ensure that all recipients are not registered in the DNC registry.	
By logging into the system, you agree that you have compiled with the DNC and PDPA as stated above. Please contact us at 62802881 for clarifications. Thank you.	
User Login	
Login Password Submit Reset	
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Figure 1: User Login

🍋 🖄 Campaign Inbox O	🖄 🔀 🗀 👔 🔲 😪 Account Pending Logout Information Message Address Book Reminder									
Compose Message										
	lease use ; or , to separate email addresses and mobile phone numbers. nter phone number in international format e.g., 65XXXXXXXX for Singapore number.									
	Campaign: Not in a campaign ▼									
	Sender [CallerID]: TALARIAX									
	andphone number: Insert From Address Book									
	Email Address: Insert From Address Book									
	send Mode: SMS: 💿 Email: 🔿 Both: 🔿 🔍									
	Language Used: ASCII Text (ISO-8859-1) V									
	Message:									
	SMS Count <mark>0 1530 characters left</mark>									
	(Please keep the message within 1530 characters for ASCII and 670 characters for UTF-8)									
	Date: 7 🔻 July 🔻 2015 ¥ Time: 5pm ¥ : 00 ¥ 🔍									
	Schedule Message Send Message Now Clear									

Figure 2: Compose Message

3.2 Campaign

This feature helps in better managing the user's SMS broadcast for different campaigns on hand concurrently. The user may add a new campaign by clicking **Create New Campaign** and give a name it as shown in Figure

3. Then, when executing this said campaign, the user may mass send SMS via **Compose Message** (section 3.8) and/or **Broadcast Message** (section 3.9), selecting the said campaign name in the campaign field.

After the (mass) SMS (schedule to) send-out, the user may like to obtain the SMS log reports per campaign. For this, the user may click on the "Campaign Name" found under **Campaign** in the **List of Campaigns** as shown in Figure 4. Furthermore, the user are able to export the different types of reports (e.g. **All**, **Sent**, **Unsent**, **Scheduled**) to **CSV File** for analysis and/or recording purposes as shown in Figure 5.

In addition, the user can have a quick summary under Campaign Management and the user may search campaign by name, create date and/or schedule date as shown in Figure 4. If the user would like to see a list of campaigns created in the user account, kindly remove the dates in the search bar and click **Search**.

🔊 🔮 🏂 🔀 🔽 🗶 🛵 🖉 Campaign Inbox Outbox Common Inbox Unsub Mobile Sub Mobile Compose Message Broadcast Message Address Book Reminder InformationMessage Logout									
Campaign									
Add New Campaign									
Campaign Name: CNY Free Gifts									
Campaign Type: • Broadcast									
Add Cancel									
Figure 3: Add New Campaign									
rigure 5. ride new cumpulgi									
Account Pending Logout Campaign Inbox Outbox Common Inbox Unsub Mobile Sub Mobile Compose Message Broadcast Message Address Book Reminder InformationMessage Logout									
Campaign									
[Campaign Management]									
Add New Campaign : Create New Campaign									
Search Campaign : Date From (YYYY-MM- DD): Date To (YYY)- DATE TO (Y									
Broadcast By Scheduled Date									
List of Campaigns									
No Campaign Status Created Date & Time Scheduled Date & Time to be sent Total SMS Needed									
1 CNV Goodies ready 07-07-2015 18:23 NA									
Page: [1]									
Check All 📃 Delete Checked Campaigns Empty All Campaigns									

Figure 4: Campaign Management

🔏 Campaign	inbox Outbox Common Inbox	🔀 📴 🖉 Unsub Mobile Sub Mobile Compose Me	ssage Broadcast Message Address Book	Reminder Account Pending Log) out								
	Messages Log												
	Time & Date of this Report: 14 Jul. 2015. 16:19:46.												
	Campaign Name: CNY Free Gifts												
[Export List	Filter by : ALL ALL Sent Unsent Unsent Scheduled												
No	Campaign	Date & Time	Mobile Number	Message Text	Total SMS	Status							
1	CNY Free Gifts	14-07-2015 16:18	6597580380	For testing only.	1	Y							
2	CNY Free Gifts	14-07-2015 16:18	6581231884	For testing only.	1	Y							
3	CNY Free Gifts	14-07-2015 16:18	6596367680	For testing only.	1	Y							
	Page: [1]												
				Ch	eck All 🔲 Delete Checked M	Empty 4	All Messages						

Figure 5: Campaign Name – Messages Log

3.3 Inbox

This service is only available if the 2-way messaging service is selected. The Inbox is for logging all the incoming SMS that is designated to the user account (under **Account Information** in section 3.12).

The incoming SMS will be routed via a 3G modem (SIM card) and the messages with the designated keyword for the user (e.g. if the user's keyword is 'sales', all messages starting with 'sales', followed by a space, will be routed to the user's **Inbox** as shown in Figure 6). The **User Keyword** is defined as the first word in a SMS message, followed by a space. This keyword can be specified by "User Administrator" under "SendQuickASP Admin Manual" as shown in Figure 7.

& ⊡ Campaign	🆄 Inbox	Outbox	Common Inbox Unsub Mobile	نے 🖉 🖆 Sub Mobile Compose Message Broadcast Mess	age Address Book Reminder Info	3 🔐 count Pending rmationMessage
Inbox						
		Expor	t to CSV File : Export			
		No	Sender	Message	Date	Delete
	h	1	+6597580380	jasminelim UN	10/07/2015 09:	37:42
		2	+6597580380	Jasminelim 2	10/07/2015 09:	32:45
		з	+6597580380	jasminelim 2	10/07/2015 09:	31:58
	4 +6597525363 Jasminelim Test incom		Jasminelim Test incoming fr	Zin. 09/07/2015 19:	:04:08	
					Select all messag	le: Delete







3.4 Outbox

The **Outbox** contains the list of all message(s) that is (are) sent by the user. There is a table that provides a summary of these message(s) as shown in Figure 8.

The **Status** shows outcome of the sent message(s). If it is **Y**, it means that SendQuickASP has already sent out the message from the gateway. If it is **N**, it means that SendQuickASP has not sent out the message from the gateway. Then, if it is **NEW**, it means that the message is new to SendQuickASP, queuing up to be processed the soonest possible.

The **Delivered Status** shows an acknowledgement of the sent message(s) directly from the telecom operators. Some of the possible words seen can be as followed: **Delivered** – the message has been delivered by the telecom operator to recipient, **Sent** / **Accepted** – the telecom operator has received/accepted the sent message from SendQuickASP gateway, **Undelivered** – the message has not been delivered by telecom operator or [**blank**] – the telecom operator has not come back to TalariaX on the delivery status to relay in the SendQuickASP system and it does <u>not</u> necessary mean the recipient has not received the message physically.

The user can also search the message(s) by a range of dates, and **Export to file** [CSV] these message(s).

🄏 Campaign	Linbox	Outbox	Common Inbox Unsub Mobile	😥 ど Sub Mobile Compose Message	Broadcast Mess	age Address Bool	C Reminder	Account P InformationN	Pending Log Message) Jout
Outbox										
	S	tart Date	(YYYY/MM/DD): 2015/07/10	End Date(YYYY/	MM/DD):2015/	07/10	Search	n		
^		Expor	t to File : CSV V Export			Delivered		Total		r.
	5	No	Receiver	Message	Status	Status	Date	SMS	Delete	
		1	6597580380	test, if to can <mark>c</mark> el, reply jasminelim 2	Y Y	DELIVERED	10/07/2015 09:30:25	1		
		2	jasminelim@talariax.co	om test, if to cancel, reply jasminelim 2	Y		10/07/2015 09:30:25	1		
					Se	lect all messag	e: Delet	e		

Figure 8: Outbox

3.5 Common Inbox

This feature is very similar to **Inbox**. For **inbox**, all incoming messages are intended to a user. For **Common Inbox**, all the incoming messages do not belong to any specific user, all users can see the messages found here. This feature is accessible by all users with the rights. This is shown in Figure 9 below. The messages log can, again, **Export to CSV File**.

🔏 Campaign	inbox	ê Outbox	Common Inbox Unsub	K 🦾 Mobile Sub Mobile	Compose Message	Lange Broadcast Message	Address Book	😉 Reminder	Account Pending Log	ک out
Commo	n Int	юх								
		Expo	rt to CSV File : Expor							
	L		No	Sender		Messa	ige		Date	
	/									

Figure 9: Common Inbox

3.6 Unsubscribe Mobile (i.e. Unsub Mobile)

This feature provides the user a list of mobile number(s) that unsubscribe to (i.e. opt out of) the messaging service within the specific, selected time period. These mobile number(s) are captured here through SMS reply-back by the recipient(s) to the sender using the stipulated "Unsubscribe Keywords" and format as illustrated in "SendQuickASP Admin Manual". The user may also choose to have these information **Export** to CSV file. These are as shown in Figure 10.

🄏 Campaign	🖄 Inbox	ê Outbox	🖄 🙁 Common Inbox Unsub Mobile	Sub Mobile	<u>کی</u> Compose Message	Froadcast Message	Address Book	Eminder	Account P InformationN	Pending Message	(A) ogout
Unsubs	Mobi	les									
~					6 I.U	1 1 1 1 1					
					Search Un	subs Mobiles					
<0	· · · · · · · · · · · · · · · · · · ·				Date From (YYY	Y-MM-DD): 2015	-07-15				
41					Date To (YYY	Y-MM-DD): 2015	-07-15				
	5					Sea	irch				
		[]	Export to CSV]								
			No	Unsub M	lobiles		Keyword		Dat	te	

Figure 10: Unsubs Mobiles

3.7 Subscribe Mobile (i.e. Sub Mobile)

This feature provides the user a list of mobile number(s) that subscribe (i.e. opt in) to the messaging service within the specific, selected time period. These mobile number(s) are captured here through SMS reply-back by the recipient(s) to the sender using the stipulated "Subscribe Keywords" and format as illustrated in "SendQuickASP Admin Manual". The user may also choose to have these information **Export to CSV** file. These are as shown in Figure 11.

🔏 Campaign	🖄 Inbox	ê Outbox	Common Inbox U	🗙 Insub Mobile	💼 Sub Mobile	Compose Message	🖆 Broadcast Message	Address Book	En Reminder	Account Pending InformationMessage	(A) Logout
Subs Mo	obiles	s									
-											
						Search S	ubs Mobiles				
	[Date From (YYY	Y-MM-DD): 2014	-01-01			
						Date To (YYY	Y-MM-DD): 2015	-07-07			
36							Sea	rch			
B	=	J									
		[]	Export to CSV]							
		No	Sub Mo	biles			Keyword			Date	
		1	659758	0380					1	0/04/2015 16:21:5	56

Figure 11: Subs Mobiles

3.8 Compose Message

The user may schedule (at a pre-determined date and time and appear in **Pending Message** in section 3.13) or send message(s) immediately here by entering the mobile number and/or email address into the **Handphone number** and/or **Email Address** respectively. The user can also enter these details by selecting them from the **Address Book** (as shown in Figure 12) with the addresses being stored beforehand. Do note that the email function only enables the user to <u>send email in plain text only</u>, no attachment is allowed.

The mobile phone number(s) to insert in has (have) to be in international format (with country code). However, the '+' sign <u>needs</u> 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. If there is no country code, the first 2 digits are considered as country code.

SendQuickASP supports all the standard SMS messaging formats:

- Message length of 160 characters, including space and special characters, in single-byte messages, when ASCII Text (ISO-8859-1) is chosen (e.g. English)
- Message length of 70 characters, including space and special characters, in double-byte messages, when UTF-8 (Unicode) is chosen (e.g. Chinese) applicable to text content with a mix of English and Chinese characters as well

- Support long (concatenated) SMS for easy reading, with each message length of 153 characters, including space and special characters when ASCII Text (ISO-8859-1) is chosen (e.g. English) / 67 characters, including space and special characters when UTF-8 (Unicode) is chosen (e.g. Chinese)
- Delivered to most mobile networks (but non-guaranteed)



Figure 12: Compose Message

3.9 Broadcast Message

Apart from sending SMS via the **Compose Message** method, the user can also perform one-time upload of contact list (3 types as shown in points A to C below), with chosen template pre-created (see **Create, View and Insert Template** paragraphs within this section below) to send SMS as a **Broadcast Message**. This is done by uploading a file (**Tab Delimited** / **Comma Delimited**), selecting the language [**ASCII Text (ISO-8859-1**) / **UTF-8 (Unicode**)] and sending the message(s) by clicking the **Upload** button. However, before the actual send-out, preview would automatically be provided for the user to check through. If the information is correct, the user can choose to **Send Now** or **Schedule SMS**. Otherwise, the user may choose to go **Back** and revise the content. If there is a need to re-do, simply click on **Reset** button. Kindly see Figure 16 after points A to C for illustration.

A) Upload File Contains Phone No

File Format contains **Phone No** only - see Figure 13.



Figure 13: File Content (phone number only)

B) Upload File Contains Phone No & Data

File format contains **Phone No & Data** with first column being phone number, the other columns being data. For example, we take the first row contain 2 data fields: 6597580380 (phone number), Mary (x1x), 21/7/2015 (x2x) and 3pm (x4x) – see Figure 14.

	А	В	С		D		
1	6597580380	Mary	21/7/2015	3pm			
2							
		Untitled - N	Notepad	- 🗆	×		
File	e Edit Format	View Help					
65	97580380	Mary 21	/7/2015	3pm	3pm ^		
					~		
<					$>_{\rm eff}$		

Figure 14: File content (phone number and data fields)

On Broadcast Message type, for example, "Hi x1x, see you on x2x @ x3x." will have its data fields' variables being mail-merged to become "Hi Mary, see you on 21/7/2015 @ 3pm."

C) Upload File Contains Phone No & Text Msg

File format contains **Phone No & Text Msg**, first column is phone number, and second column is message, see Figure 15.

	А	В	С	D	E				
1	6597580380	Dear Mr. Tan, menebus satu vanila ais krim kon jika anda hadir esta SMS ke mana-mana kedai-kedai Ah Ma merata Antara 25/7/15 dan 31/7/15.							
2	6591515466	Hi Jonathan, thank you for renting Toyota Camry from Auto Rental Pte Ltd today! You may collect the car from our basement carpark tomorrw at 9am.							
3	6588112233	Dear Ms. Sally, your appointment with Doctor Khoo is 3pm tomorrow. If you wish to re-schedule, kindly give us a ring @ 65 6280 2881.							
4		Untitled - Notepad							
6	File Edit For	mat View Help							
7 8 9	6597580380 6591515466 6588112233	Dear Mr. Tan, menebus satu vanila ais krim kon jika anda hadir esta SMS ke mana-mana kedai-kedai Ah Ma merata Antara 25/7/15 Hi þonathan, thank you for renting Toyota Camry from Auto Rental Pte Ltd today! You may collect the car from our basement ca Dear Ms. Sally, your appointment with Doctor Khoo is 3pm tomorrow. If you wish to re-schedule, kindly give us a ring @ 65 628	dan 31/7 rpark to 0 2881.	//15. morrw at	t 9am.				

Figure 15: File content (phone and message)

In summary, the file format consists of 2 columns. The first column is the mobile phone number (in international format, without the '+' sign) while the second column is the message. This format applies to both **CSV** and **TAB**.

👛 🖄 Campaign Inbox O	🏦 🖄 🔀 🔓 Nutbox Common Inbox Unsub Mobile Sub Mobile Com	pose Message Broadcast Message Address Book Reminder InformationMessage
Send SMS by file	upload: Create Template View Template Insert Template	From List
	File Format - Excel (xls) - is supported Microsoft Exc	el 97/2000/XP (xls) version only.
	Campaig	Not in a campaign V
	File Form:	t: Comma Delimited (csv, txt) V 44
	Upload File Contair	S: Phone No Phone No Data
	Broadcast Messag	Phone No & Text Msg e: SMS Count 0 1530 characters left Mailmerge variable is x1x.Data in variable column will replace in this field.
	Please specify file to uploa	d: Choose File No file chosen
	Opting out of duplicate number chee	c Upload Reset

🔏 Campaig	n Inbox	ê Outbox	Common Inbox Unsub Mobile	ûn Sub Mobile	Compose Message	🖆 Broadcast Message	Address Book	Seminder	Account Information	Pending NMessage) out		
						Upload	File for SMS						
						Sender: TAL	ARIAX						
						Campaign Name	: (Not in a campa	ign.)					
						Number of	f SMS to Send: 1						
						Number of S Number of Number of Ur	SMS submitted: 1 Duplicate SMS: 0 nsubscribed SMS:	0					
	No	1	Mobile numbe	er		Me	essage			Me Fo	essage ormat	Language Code	
	1		97580380		Dear Ms. Jasmir	ne, here is a gent Dr. Lim of the Li	le reminder o ims Clinic tom	f your app Iorrow.	ointment	with	ок	ISO-8859-1	
						Ser	nd Now						
						Schedu Sta	ule Sending art Date:	1					
						23 V July	▼ 201: Time:	•					
						Sche	dule SMS						
1						<	<back< th=""><th></th><th></th><th></th><th></th><th></th><th></th></back<>						

Figure 16: Send SMS by File Upload and Preview

NOTE

#1: There is no need to spell out the names of the fields in the spreadsheet, otherwise, the mail-merge results would be wrong.

1 Telephone Number Name Date Time 2 6597580380 Jasmine 29/7/2015 4pm 3 6591244556 Joshua 30/7/2015 6pm		А	В	С	D
2 6597580380 Jasmine 29/7/2015 4pm 3 6591244556 Joshua 30/7/2015 6pm A B C D 1 6597580380 Jasmine 29/7/2015 4pm 2 6597580380 Jasmine 29/7/2015 4pm 2 6591244556 Joshua 30/7/2015 6pm	1	Telephone Number	Name	Date	Time
3 6591244556 Joshua 30/7/2015 6pm A B C D 1 6597580380 Jasmine 29/7/2015 4pm 2 6591244556 Joshua 30/7/2015 6pm	2	6597580380	Jasmine	29/7/2015	4pm
A B C D 1 6597580380 Jasmine 29/7/2015 4pm 2 6591244556 Joshua 30/7/2015 6pm	3	6591244556	Joshua	30/7/2015	6pm
A B C D 1 6597580380 Jasmine 29/7/2015 4pm 2 6591244556 Joshua 30/7/2015 6pm		·			
1 6597580380 Jasmine 29/7/2015 4pm 2 6591244556 Joshua 30/7/2015 6pm		А	В	С	D
2 6591244556 Joshua 30/7/2015 6pm	1	6597580380	Jasmine	29/7/2015	4pm
2 0551244550 50510a 50/7/2015 0pm	2	6591244556	Joshua	30/7/2015	6pm

#2: Phone numbers inserted in the first column of the spreadsheet is never considered a data field column for mail-merging.

Broadcast message template: Dear x1x, your appointment is on x2x, @ x3x.

	А	В	С	D
1	x1x	x2x	xЗx	x4x
2	6597580380	Jasmine	29/7/2015	4pm
3	6591244556	Joshua	30/7/2015	6pm

	А	В	С	D
1		x1x	x2x	хЗх
2	6597580380	Jasmine	29/7/2015	4pm
3	6591244556	Joshua	30/7/2015	6pm





Create Template

This feature is used to create message template(s) to ease the process of sending SMS – see Figure 17.

Create Template
Templateid: (In Alphanumeric characters only)
Template: SMS Count:0 1530 characters left Submit Reset



View Template

This feature allows the user to go through the created templates that are available for selection to broadcast SMS - see Figure 18.

No Template Record Listing No Template Id Template Id 1 Promosi Dear Mr X, menebus satu vanila als krim kon jika anda hadir esta SMS ke mana-mana kedal AM Na merata Antara x2x dan x3x. [Edit] 2 预约确认 x1x,您好! 谢谢您的之前的预约。如果您 想要更改,请拨打 +65 92233445 通知 Ms. Irene。 [Edit] 3 Appointment Reminder Dear x1x, here is a gentle reminder of your appointment with Dr. Lim of the Lims Clinic tomorrow. [Edit]	🄏 Campaign	inbox Outb	i 🗳 🕱 ox Common Inbox Unsub Mobil	e Sub Mobile	🔏 Compose Message	Froadcast Message	Address Book	😉 Reminder	Account Informatio	Pending DonMessage	😡 ogout	
No TemplateId Template Delete 1 promosi Dear Mr X, menebus satu vanila ais krim kon jika anda hadir esta SMS ke mana-mana kedai-kedai Ah Ma merata Antara x2x dan x3x. [Edit] 2 预约确认 x1x,您好I 谢谢您的之前的预约。如果您 想要更改,请拨打 +65 92233445 通知 Ms. Irene。 [Edit] 3 Appointment Reminder Dear x1x, here is a gentle reminder of your appointment with Dr. Lim of the Lims Clinic tomorrow. [Edit] Select all message: Delete Delete	Template Rec	ord Listing										
1 promosi Dear Mr X, menebus satu vanila ais krim kon jika anda hadir esta SMS ke mana-mana kedai-kedai Ah Ma merata Antara X2X dan X3X. [Edit] 2 預約确认 x1x,您好! 潮谢您的之前的预约。如果您 想要更改, 请拨打 +65 92233445 通知 Ms. Irene。 [Edit] 3 Appointment Reminder Dear x1x, here is a gentle reminder of your appointment with Dr. Lim of the Lims Clinic tomorrow. [Edit] Select all message: Delete	No		TemplateId			Template						Delete
2 预约确认 x1x,您好! 谢谢您的之前的预约。如果您想要要改,请拨打 + 65 92233455 [Edit] 3 Appointment Reminder Dear x1x, here is a gentle reminder of your appointment with Dr. Lim of the Lims Clinic tomorrow. [Edit]	1		promosi	Dea SN	r Mr X, menebus 1S ke mana-mana	satu vanila ais kr 1 kedai-kedai Ah I x3x.	im kon jika a 1a merata Ar	nda hadir Itara x2x d	esta lan		[Edit] 🗌
3 Appointment Reminder Dear x1x, here is a gentle reminder of your appointment with Dr. [Edit] Lim of the Lims Clinic tomorrow. Select all message: Delete	2		预约确认	×1×	,您好! 谢谢您的之前	的预约。如果您 想要 通知 Ms. Irene	要更改,请拨打 e。	+65 92233	3445		[Edit]
Select all message: Delete	3	4	ppointment Reminder	Dea	r x1x, here is a g Lim (entle reminder of of the Lims Clinic	your appoin tomorrow.	tment with	Dr.		[Edit] 🗌
										Select all r	message: 🗆	Delete

Figure 18: View Template – Template Record Listing

Insert Template From List

The selected template (to choose by ticking against its corresponding box) will be inserted to **Broadcast Message** by clicking the Insert button to mail-merge with the Upload File before (scheduled for) send-out – see Figure 19.

Ca	🎢 mpaign	🖄 Inbox	dutbox	Common Inbox U	🗙 Jnsub Mobile	Sub Mobile	Compose Message	Lange Broadcast Message	Address Book	Constant Con	Account Pending Logout			
	Select					Ten	iplateID				Template			
						р	romosi			Dear Mr 3	r X, menebus satu vanila ais krim kon jika anda hadir esta SMS ke mana- mana kedai-kedai Ah Ma merata Antara x2x dan x3x.			
				预约确认					x1x,您好! 谢谢您的之前的预约。如果您 想要更改,请拨打 +65 92233445 通知 Ms. Irene。					
						Appointm	nent Reminder			Dear x1x,	Lx, here is a gentle reminder of your appointment with Dr. Lim of the Lims Clinic tomorrow.			
	Insert]												
								[Close					

Figure 19: Insert Template

3.10 Address Book

This is an Address Book for every user. The user can create New Contact and New Group, Search, Delete and Group the addresses. The user can also Import and Export addresses from the system. Besides, the user can Sync contacts from Google and/or Salesforce. The interface for the Address Book is show in Figure 20 below.

🔏 Campaign	🖄 Inbox	(Utbox	Common Inbox Unsul	🗶 💼 b Mobile Sub Mobile	Compose Message	🖆 Broadcast Message	Address Book	en inder	Account Information	Pending NMessage
Individual Add	dress Boo	k Group	Address Book Imp	ort Export Search S	Sync From Google Sy	nc From Salesforce				
Record Li	sting	No		Name	Em	ail Address	Мо	bile No		Delete
	\equiv	Ne	w Contact					Select all r	message: 🔲	Delete

Figure 20: Address Book

Select the **New Contact** button to create a new contact. The new contact's information is shown in Figure 21. Once ready, select the **Submit** button and the contact is created in the system as seen in Figure 22.

🍘 🖄 🏂 🎽 🔀 庙 Campaign Inbox Outbox Common Inbox Unsub Mobile Sub Mobile Cou	npose Message Broadcast Message Address Book Reminder Account Pending Logout
Add Contact	
Name:	
Mobile No:	Enter according to international format.(Eg 65XXXXXXX)
Email Address:	
	Submit Reset

Figure 21: Add Contact

🔏 Campaign	inbox	(Landor) Outbox	Common Inbox Unsub Mobile	📁 🖉 Sub Mobile 🛛 Compose Message	🖆 Broadcast Message	Address Book	Seminder	Account Information	Pending Message	Ç Logo
Individual Add	ress Boo	k Group	Address Book Import Exp	ort Search Sync From Google S	ync From Salesforce					
Record Lis	sting									
	-1	No	Name	E	mail Address	N	lobile No		Dele	te
		1	jasmine	jasmi	nelim@talariax.co	m 65	597580380	[]	Edit]	
	=	2	Erika	eri	ka@talariax.com	65	591234567	[]	Edit]	
	_	з	小明	xiaor	ming@talariax.con	n 65	592345678	[]	Edit]	
		Ne	w Contact				Select all n	nessage: 🔲	Delet	е

Figure 22: Record Listing in Individual Address Book

Select the Group Address Book and the user can see various groups for the addresses as seen in Figure 23.

To create a group as shown in Figure 24, select **New Group** and fill up the **Group Name** and **Group Description**. After that, the user can start to sort the **Available Contacts** into the said Group by clicking on the contact and then, **Add**. The user may also choose to add a few contacts at one go by pressing and holding on to [Shift] button on keyboard and click on the wanted contacts before releasing the [Shift] button and click on **Add**.

If the user chooses the wrong contact(s) by accident, the user may **Remove** the Selected Contacts by clicking on the contact and then, **Remove**. If there are a few contacts to be removed at one go, the user can press and hold on to the [Shift] button on keyboard and click on the unwanted contacts before releasing the button and click on **Remove**.

After finalizing the contacts for the Group, click on **Submit**. To re-do everything under **Add Group**, simply click on **Reset**.



Figure 23: Group Listing

🌌 🖄 🏂 🖄 📁 Campaign Inbox Outbox Common Inbox Unsub Mobile Sub Mobile	Compose Message Broadcast Message	Address Book Reminder	Account Pending Logout	
Add Group				
Group Name Group Description Available Contacts: 计时 Erika jasmino	Sales team for cloud solution Add >> << Remove Submit Reset	Selected Contacts:		
	T ' 0.4	1110		

Figure 24: Add Group

Apart from creating and grouping, the user can also **Import** (Figure 25) or **Export** the address book, where the file format supported is **Comma Delimited** (**csv**). This will allow users to easily transfer addresses in bulk and simplify the creation of addresses.

The **File Format** to be imported to the Address Book is as followed, also shown in Figures 26-27: 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 the word **NA** or any value to complete the field for easy **Import** of the list. The user can create the address list in the Excel or any database and export as **TAB Delimited** (**txt**) or **Comma Delimited** (**csv**) to upload to the **Address Book**.

Once the specified file has been uploaded through **Choose File**, the user may click on **Upload to Individual Record** to preview before the actual upload into the **Address Book**. The user may also include new **Group Name** and click on **Upload to Group** to preview before the actual upload into the **Address Book**.

If there is a need to re-do, simply click on **Reset**.

Campaign	inbox	(Landor) Outbox	Common Inbox Unsub Mobile	💼 Sub Mobile	Compose Message	🖆 Broadcast Message	Address Book	알 Reminder	Account Pending Logout	
Individual Add	dress Boo	k Group	Address Book Import Exp	ort Search S	ync From Google Sy	nc From Salesforce				
Import A	ddress	Book	Lan Please specify fi	File Format: guage Used: le to upload:	Comma Delimited Comma Delimited Tab Delimited (tx Excel (xls) Choose File No Upload to Individ	i (csv, .txt) ▼ (csv, .txt) t) file chosen ual Record	Q			
			0	Froup Name:		Upload	To Group	Q		
					F	Reset				



	А	В	С	D	E	F	G	Н	I.	J	К	L	М	N
1	Mary	6598877665	mary@talariax.com	X≣					Save As					×
2	Jason	6581234556	jason@talariax.com						0410710					
3	Jonathan	6599887766	nil	E	↑ ⊤ (⊝	順 « U	lsers → acer	Document	ts ⊧	~	🖒 Searc	h Documer	nts	P
4	Susan	6584433221	na											
5				Or	ganize 🔻	New fold	ler							
6					🐌 Download	s ^	Name		<u>^</u>		Date mod	lified	Туре	
7					🔰 Music		Curto	n Office Ten	anlator		20/7/201	5 11.12 AM	Eile felder	
8					📄 Pictures		Custor	n Office Ten	npiates		20/1/201	11.22 AM	File folder	
9					Videos		Jasmin	e_working fi	lies		8/ //2015	11:32 AIVI	File folder	
10					Acer (C:)		🗳 a, Conta	cts import fo	or ASP		20/7/201	5 11:14 AM	Microsoft Ex	cel C
11														
12				9	Network	~	<							>
13														
14					File nan	ne: Cont	tacts import fo	r ASP						~
15					Save as ty	e: CSV ((Comma delim	ited)						~
16					Autho	urs: jasm	nine lim		Tag	s: ∆dd a t	ag			
17					Addit	inan juan			rug.	a Add d d	~9			
18														
19					Hide Folders					Tools	-	Save	Cancel	
20														
21														

Figure 26: CSV File Format

	А	В	С	D	E	F	G	Н	I	J	К	L	М	N
1	Marie	6598877666	marie@talariax.com											
2 3	XI						Save As		Con	tacts impo	rt for ASP	_txt - Notep	ad – C	×
4	€	⊝ - ↑ 📔	▶ This PC ▶ Acer (C:) → Users	▶ acer ▶	Documents)		File Edit	Format V	iew Help			
5	_								Marie	65988776	566	marie@tal	ariax.com	^
6	Org	ganize 🔻 Ne	wfolder											
/ 0	_	\rm Downloads	Name	<u>^</u>			Date modifie	d T	i					
8 0	_	Music 📗	Custom	Office Templ	ates		20/7/2015 11:	13 AM F						\sim
10		Pictures	Jasmine	working files			B/7/2015 11:3	2 AM F	<					>
11		Videos 🔋	Contacts	import for A	SP		20/7/2015 11:	46 AM T	ext Documen	t	1 KB			
12		🖕 Acer (C:)	Contacts	import for A	SP txt		20/7/2015 11:	44 AM T	ext Documen	ıt	1 KB			
13					-									
14	•	Network	¥											
15		File name:	Contacts import for A	SP_txt										~
16		Save as type:	Text (Tab delimited)											~
17					_									_
18	-	Authors:	Jasmine lim		l ags:	Add a tag			Litle:	Add a title				
19	_													
20	- e	Hide Folders								Тоо	ls 🕶	Save	Can	cel
21	_													
22														

Figure 27: Txt File Format

Apart from importing contacts to Address Book, the user can **Export** the contacts **to CSV** by **Groups** or simply export all, as shown in Figure 28.

🐔 (Campaign In	🖄 1box	dutbox	Common Inbox Unsu	🗶 👘 b Mobile Sub Mo	🔏 bile Compose Message E	🖆 iroadcast Message	Address Book	en Reminder	Account Pending InformationMessage	ut	
Individual Addres	ss Bool	k Group	Address Book Imp	ort Export Sear	ch Sync From Google Sync	From Salesforce					
Export Add	ress	Book	ord Listing · View		Filter Export to CSV						
==R=		No	Name	IT A	Email Address		Mol	oile No	Group		
		1	Erika	My group North	erika@talariax.co	om	6591	234567			
		2	jasmine	North Zone	jasminelim@tala	iax.com	6597	580380			
		з	小明	Team B	xiaoming@talaria	x.com	6592	345678	Marketing		
		Copyrig	yht @ 2002-2008. Talariax Pte	Test Test Test 1 Test 2 Test2 Test2 group test test test5 testGroup testb View All	[]]					
🔏 🖞 Campaign In	ibox	e Outbox	Common Inbox Unsu	🔀 💼 b Mobile Sub Mo	🖉 bile Compose Message E	iroadcast Message	Address Book	en Reminder	Account Pending Logo	ut	
			Sys	stem Messa	ige						
					[/do v	AddressBoo Click on the file vnload/addressb	k File Genera e below to dow ookjasminelim	ited. Noad 2015-7-7.cs	sv]		

Figure 28: Export Address Book

The user may also **Search** for contacts by **Name** and/or **Mobile No** as shown in Figure 29. If **Edit** is required, simply click on the word **Edit** and the details can be updated.

<u>بھ</u> Campaign	🏄 Inbox	etter (United States) (United	Common Inb	🔀 ox Unsub Mobile	Sub Mobile Compose Mes	💼 sage Broadcast Message Add	Iress Book Reminder Int	Account Pending Logo formationMessage
Individual Add	dress Boo	k Group	Address Boo	k Import Expo	rt Search Sync From Goog	le Sync From Salesforce		
Search Lis	sting							
		Nan	ne : erika		Mobile No :	Search	1	
	\equiv	No		Name		Email Address	Mobile No	Delete
		1		Erika		erika@talariax.com	6591234567	[Edit]
	_	Ne	ew Contact				Select all mes	sage: Delete
Campaign Individual Add Search Lis	Inbox dress Boo	Outbox k Group Nan No 1	Common Inbo	IX) ox Unsub Mobile k Import Expo k Import Expo k Name Erika	Sub Mobile Compose Mes rt Search Sync From Goog	erika@talariax.com	ress Book Reminder Int Mobile No 6591234567	Account Pending Coord formationMessage Logor Delete
	_	2		小明	×	riaoming@talariax.com	6592345678	[Edit]
		Ne	ew Contact				Select all mes	sage: Delete

Figure 29: Search Listing

In addition, the user may delete the contact(s) and/or group(s) as shown in Figure 30 below.

🔏 🔮 Campaign Inbo) ox o	🏨 utbox Co	🖄 ommon Inb	🔀 ox Unsub Mobile	📻 Sub Mobile	🔏 Compose I) Message	Proadcast Messa	ge Address B	Sook Reminder	Account Informatio	Pending onMessage	(A) Logou	t
Individual Address	Book	Group A	ddress Boo	ok Import Expo	ort Search Sy	nc From G	oogle Syn	c From Salesford	e					
Record Listin	g	_												
		No		Name			Em	ail Address		Mobile No		Del	ete	
	Ξ	1		jasmine			jasmine	lim@talariax.	com	6597580380		[Edit]		
		2		Erika			erika	@talariax.cor	n	6591234567		[Edit]	e	
		3		小明			xiaomii	ng@talariax.c	om	6592345678		[Edit]		
		New	Contact							Select all i	nessage: 🗷	Dele	te	
🛎 🛃 Campaign Inb	ox C	utbox C	ommon Inb	🗙 oox Unsub Mobile	sub Mobile	Compose	Message	Proadcast Messa	ige Address E	Sook Reminder	Account	t Pending onMessag	Cogou	ıt
Individual Address	Book	Group A	ddress Bo	ok Import Exp	ort Search S	ync From G	ioogle Syn	c From Salesfor	ce			,	-	
Record Listin	ng													
		No		Name			En	nail Address		Mobile No		Del	ete	
	Ξ	1		jasmine			jasmine	lim@talariax.	.com	6597580380	1	[Edit]		
	Ξ	2		Erika			erika	a@talariax.co	m	6591234567	,	[Edit]	•	
		3		小明			xiaomi	ng@talariax.o	com	6592345678	1	[Edit]		
		New	Contact							Select all	message: 🛙	Del	ete	
							The pa	ige at www.se	ndquickasp	.com says:	×			
							Are you	cure that you wa	nt to delete th	e contact?				
Copyright © 2002-2008. T	falariax Pt	te Ltd. All righ	its reserved.				Are you	sure that you wa	in to delete th	le contacti				
							Prev	ent this page fro	m creating add	ditional dialogs.				
									OK	K Cancel				
ø 🌶	4	<u></u>	4	×	in the second se	ø	7	A		9		ŵ		
Campaign Inb	ox O	outbox C	ommon Inb	oox Unsub Mobile	Sub Mobile	Compose	Message	Broadcast Messa	ige Address E	Book Reminder	Account Informati	t Pending onMessag	Logou	it
Individual Address	Book	Group A	ddress Bo	ok Import Exp	ort Search S	ync From G	ioogle Syn	c From Salesfor	ce					
Group Listin	g	No		Crown Name			Decerie	tion				D-1	oto	
	=	1		Marketing			marketir	a for cloud s	olution			(Edia)		
	Ξ	1		Salos			Salos to:	am for cloud	colution				•	
	Ξ	Now	Group	Jales			Sales lea	sin for croud s	solution	Coloct all a			e ata	
		New	Group							Select all I	x	Den	ele	
							The pag	e at www.sen,	dquickasp.c	com says:				
Copyright © 2002-2008. T	falariax Pt	te Ltd. All righ	its reserved.				Are you s	ure that you want	t to delete the	group?				
									OK	Cancel				
						_								

Figure 30: Deletion of contact(s) and group(s)

Lastly for this section, the user may Sync From Google/Salesforce for contacts management as shown in Figure 31 below.



- 1. You need to register you SalesForce account with us.
- 2. Login User Name and Password credentials are mandatory.
- 3. You need to put the security token information together with your password.
- 4. For example, if your password is "myPassword" and your security token is "XXXXXXX", you will enter "myPasswordXXXXXX" into our system.
- 5. You can get your security token at Salesforce.com. Login to your account then Seup > My Personal Information > Reset your security token
- 6. The mobile format should contain '+' with Country Code/Area Code. For example: +6591234567
- 7. If you are agree with the conditions above, Please Click "Proceed" for the further action.

[Register SaleForce Info] [Proceed] [Cancel]

Figure 31: Sync From Google & Sync From Salesforce

3.11 Reminder

The user can create SMS reminders with this feature. To create a new reminder, select **Add Reminder** and the details of the **Reminder** can be inserted as shown on Figure 32 below.

🐔 🏂 Campaign Inbox O	🖄 🖄 🗰 🍋 👔 🛄 😜 Account Pending Logout
Campaign Inbox O	utbox Common Intox Unsub Mobile Sub Mobile Sub Mobile Compose Message Productat Message Logout Schedule Reminder Start Date: 7 • July • 2015 • • 7 • July • 2015 • • • Message: 1am • : 00 • • 60 • Characters left Reminder: Send a reminder 15 • min before the event Repeating: 0 not repeat reminder • Repeat Daily • • • Not repeat reminder • Repeat Daily • • • Repeat • Repeat
(

Figure 32: Reminder Message

3.12 Account Information

This feature enables the user to update **Email Address** and/or **Mobile No.** whenever there is a change required as shown in Figure 33. The user can also **Change Password** by clicking on the word in blue "**here**" as shown in the same Figure and Figure 34. This interface allows the user to manage the private information and will free the resources of the User Administrator.

If there is a need to manage User Keyword, Autoreply Message (where applicable), Forward message (where applicable), Caller ID, and Add SMS Quota if the remaining is low, please approach the administrator for the updates required, as shown in "User Management" section under "SendQuickASP Admin Manual".

🖉 Campaign	🍰 Inbox	Left Outbox	Common Inbox Unsub Mobile	🚡 Sub Mobile	Compose Message	F Broadcast Message	Address Book	알 Reminder	Account Pending InformationMessage	(A) ogout
Account 1	Inform	nation								
-			User ID:	jasminelim						
	2		Name:	Jasmine Li	m					
			Department:							
m			SMS Quota Left:	174						
			Email Address: jasmir	elim@talaria	x.com (Q.				
			Mobile No: 65975	80380	C Enter according	to international format.(Eg	65XXX00XX00X)			
					Updat	e Reset				
					Click here to ch	ange login password	d.			

Figure 33: User Account Information

<u>د</u> Campaign	inbox	dutbox	Common Inbox Unsub Mob	ile Sub Mobile	🔏 Compose Message	🖆 Broadcast Message	Address Book	🐑 Reminder	Account Pending InformationMessage	
Change	Passw	ord								
			Current Password	:						
			New Password	:						
			Confirm Password	:						
			Change Pas	sword Reset						

Figure 34: Change Password

3.13 Pending Messages

As explained in section 3.8, the messages can be prepared and queued for sending later at stipulated date and time. This allow the user to schedule the messages and plan the SMS-sending exercise. All the messages pending for sending are logged in this feature.

The **Pending Messages** and schedules will be displayed in the log. User can choose to delete all or selected messages, as long as they are still in this pending log. Select the relevant message(s) or **Select all message**, whichever appropriate, then select the **Delete** button to remove from the pending log. Alternatively, if were to delete all pending messages in the log, simply click on **Delete All Messages** will do. All these are shown in Figure 35 below.

🔏 Campaign	🖄 Inbox	(Utbox	Common Inbox Unsu	🗙 💼 b Mobile Sub Mobile	کے کے دوست کے	Address Book	E Account Reminder Information	Pending Log Message
Pending	Mes	sage	s					
		No	CallerID	Receiver	Message		Date	Delete
6		1	TALARIAX	6597580380	test		07/12/2015 17:00:00	
	The page at www.sv				at www.sendquickasp.com says:	×	elect all message: 🗹	Delete
				Are you sure	you want to delete pending messages?			Delete All N
Copyright © 2002-2	008. Talaria	x Pte Ltd. All r	rights reserved.		OK Cancel			

Figure 35: Pending Messages Log

3.14 Logout

To end the session, the user may choose to click on **Logout** to exit from SendQuickASP.