Portal User Guide

commzGATE SMS Application Server v2.2

commzGATE™

Table of Content

commzGATE™

1   Introduction

Welcome to the commzGATE SMS Application Server. The commzGATE SMS Application Server delivers comprehensive messaging capability to your organisation, be it a large enterprise, home office, or school. Its user-friendly design allows easy set up within an existing computer network or set up as a stand-alone system. This User Guide is meant to instruct you on how to use the applications that are available.

2 Getting Started

Point your browser to the commzGATE URL (get this from your administrator). This brings you to the Login page shown below.
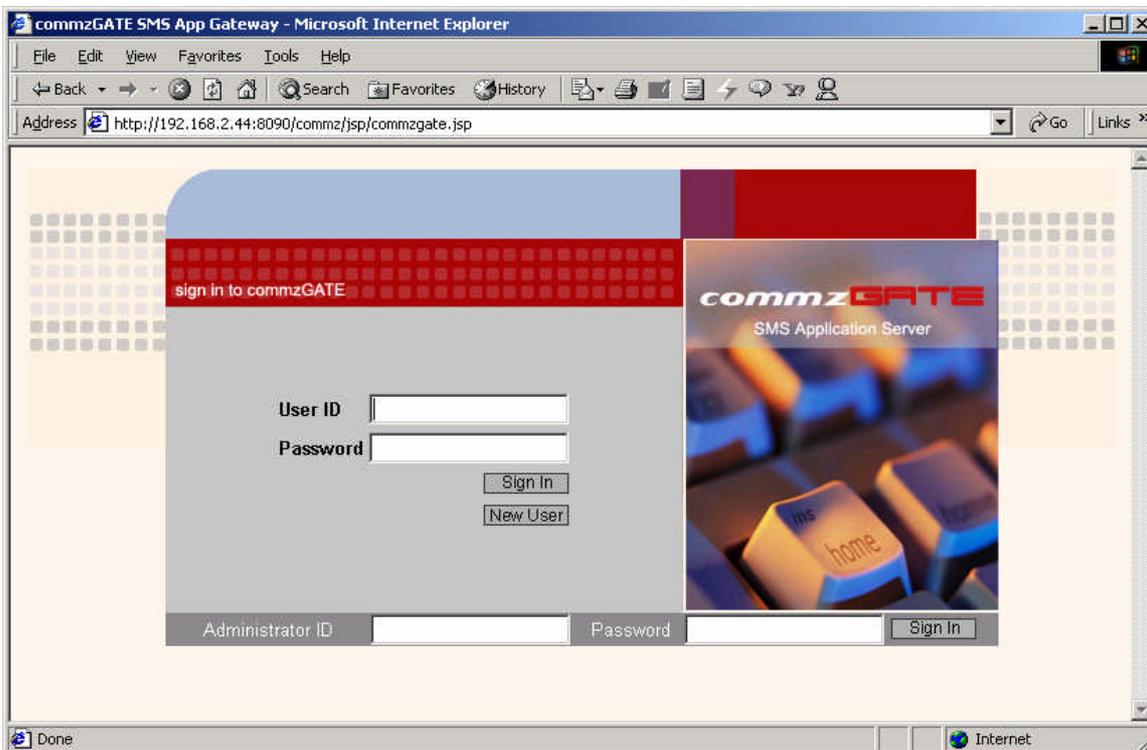
Figure 1. Login Page

2.1 New User

There are two ways to register for a user account:

- Contact your administrator
- Register by yourself

Should your administrator register for you, you will need to get your Login ID and password from the administrator. If you are allowed to sign up by yourself, click on **New User**. This leads to the **User Registration** page.
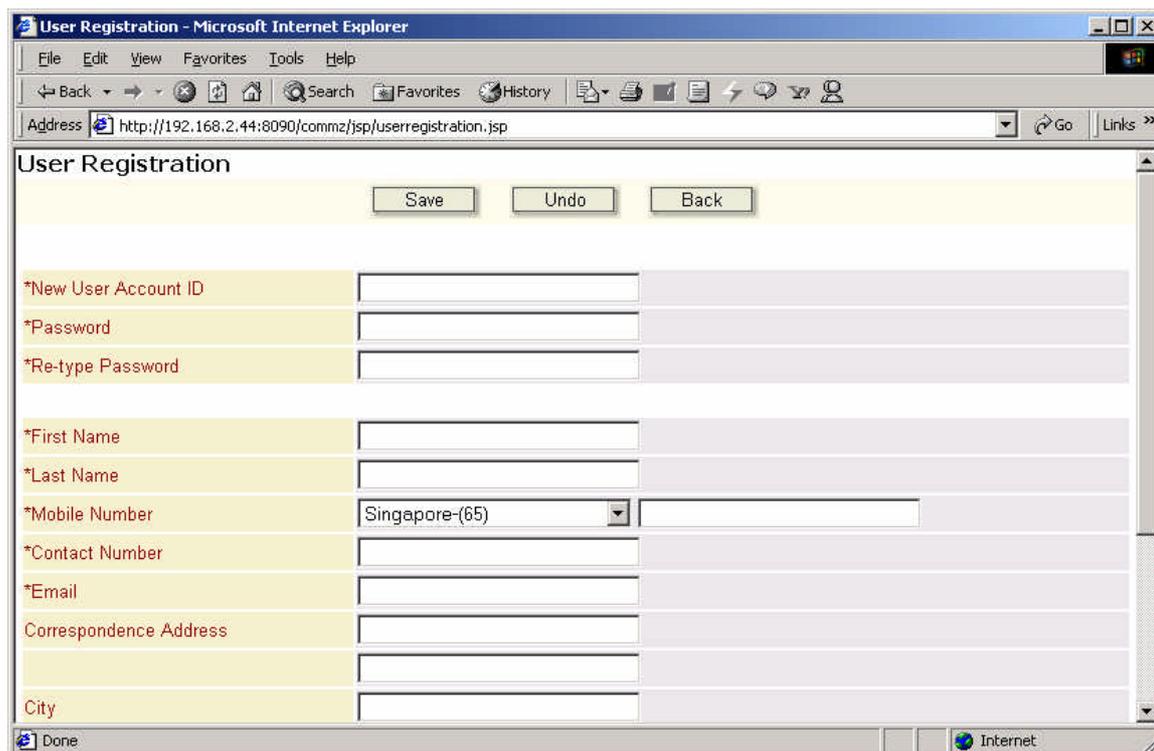
Figure 2. User Registration

Fill in the details accordingly. Note that you should check with your administrator for User ID conventions or standards. All items marked with * are mandatory. Click **Save** when done. This logs you in automatically.

2.2 Sign In

To log in from the commzGATE Login page, enter your User ID and password (both are case-sensitive) and click **Sign In**. This brings you to the Main page. You will see your message credit balance and status.

2.3 Navigate

The applications are accessed through navigational links available in the *Navbar* (navigation bar) on the left of the screen. Alternatively, the applications can be accessed via hyperlinks at the top of the page.
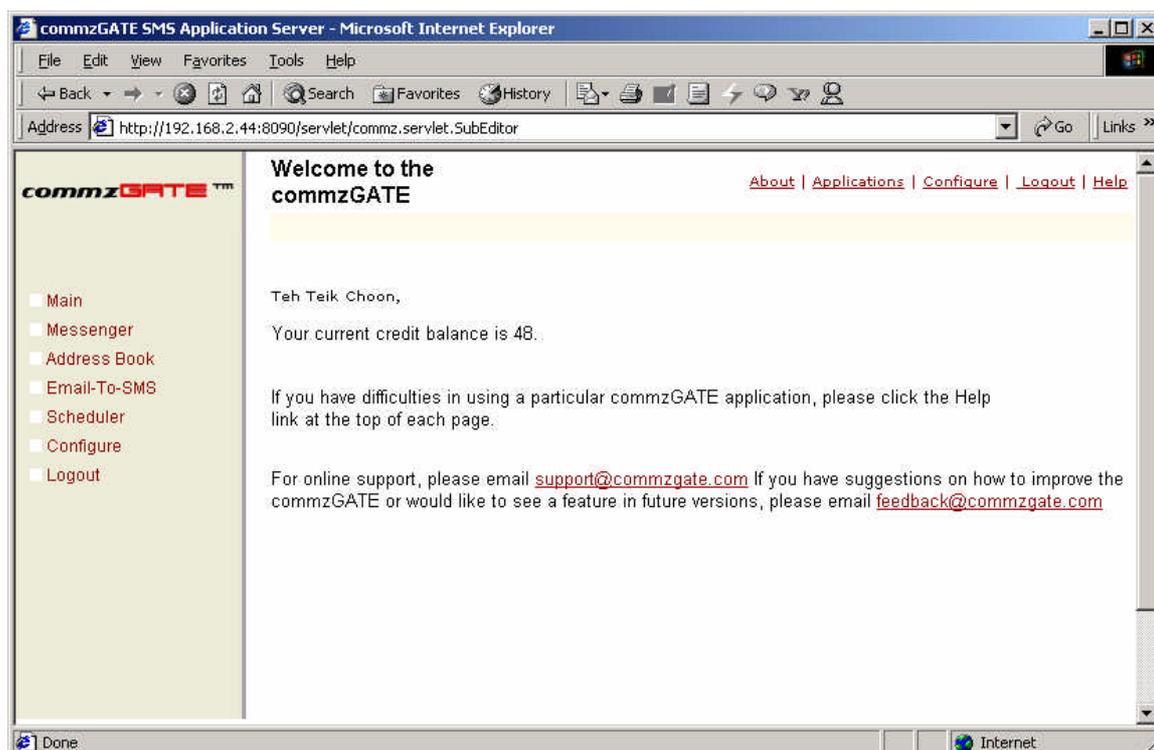
Figure 3. Main Page

Online help for each application is available by clicking on the <u>Help</u> hyperlink at the top of each page.

To help you navigate to each application described in this document, a *Navigation Table* is provided at the beginning of each section. For example:

Navbar	*Address Book → Contacts*

This means that the application is accessed via the *Navbar* by clicking on *Address Book* link, followed by the *Contacts* sub-link.

2.4   Browser Settings

The commzGATE SMS Application Server is best accessed using either Microsoft Internet Explorer 5.0 and above, or Netscape Communicator 6.0. In addition, ensure that *JavaScript* is enabled on your browser. Instructions on how to do this follow.

Internet Explorer   Go to *Tools → Internet Options → Security*
                                       Under Scripting, select Enable

Netscape Communicator   Go to *Edit → Preferences → Advanced → Enable JavaScript*

The browser should be configured such that whenever it accesses a web page, it will attempt to find the latest copy of the page, rather than pulling outdated information from its cache (temporary internet files). For Microsoft Internet Explorer, configuring your browser is done as follows:

1) Go to Control Panel -> Internet Options

commzGATE™

2) Select the 'General' tab
3) Select Settings
4) Under the 'Check for newer versions of stored pages' section, select *Every visit to the page*

3 Smart Reply Routing Mechanism

The two broad categories of messages that you would send are:

1) Messages for which you are expecting a reply
2) Messages for which you are not expecting a reply

Since multiple users may be sharing as few as one GSM modem (or SMSC Port Number), it is necessary for the user to indicate whether a reply is expected, for each message sent. This will enable the system's Smart Reply Routing mechanism to route the reply (should there be one) to the appropriate user's *Inbox*. Without this mechanism (and due to the characteristics of SMS), it would be impossible for the system to decide which specific user's *Inbox* an incoming message should be routed to. In this case, the message is routed to the Administrator's inbox.

There is also a scenario where the Smart Reply Routing mechanism filters the incoming reply to belong to *possibly more than one user*. This scenario happens when two or more users send a message to the same recipient mobile number, and all are expecting a reply within the same period. When this happens, the system will route the reply message to all the potential users' *Transit Inbox*.

The *Transit Inbox* is thus a temporary inbox where reply messages that are potentially yours are placed. In the *Transit Inbox*, it is also possible to see who the other users (to which the message may potentially belong) are. This enables you to claim the message as yours (if you are sure it belongs to you), or at least know which other users to clarify with. Refer to section 6.4.

Lastly, the Smart Reply Routing Mechanism also requires you to specify the period for which you expect a reply. For example, whether you are expecting a reply within the next 1 hour, or next 24 hours. Refer to section 4.3.

4 Configure

User Information can be configured and edited from the **Configure** link in the control bar. Clicking on **Configure** shows two sub-links, **My Account** and **My Signature**. **My Account** opens the **Configure My Account** page that is used to view and edit user information. **My Signature** is used to configure the personal signature that is attached to the SMS messages you send.

4.1 My Account

Navbar	***Configure → My Account***

This is used to view and edit your account details with the following constraints:

1) Your user account ID cannot be changed.
2) Items marked with ***** are mandatory.

There are two fields that require special explanation:

SMTP Server This is required for the SMS-To-Email user function. SMS-To-Email allows the user to compose an email via SMS, and then deliver it through the commzGATE. This requires that the appropriate SMTP Server (for outgoing emails) be configured for the user.

Default SMS-To-Email Subject When the SMS-To-Email function is used, it is not mandatory for the user to specify the email Subject header. When the Subject if not specified, this default value is used instead.

Refer to the section on SMS-To-Email for details.

4.2 My Signature

Navbar	***Configure → My Signature***

This is used to configure the personal signature that is attached to the messages you send.

By default, this feature is enabled, and the Signature is set to:

> Firstname Lastname

This *Firstname* and *Lastname* are retrieved from your User Account. Hence, if you (or the Administrator) change any of these two fields in your User Account, your signature will be changed accordingly. However, if you have disabled the Signature feature, the feature remains disabled regardless of the changes in your User Account.

To manually configure your Signature:

1. Enter your personal signature or sign-off message in the textbox. A maximum of 100 characters is allowed.

2. **Enabled?** - Select '**yes**' if you want the feature to be enabled or '**no**' to disable this feature.

3. You can use the *SMS Sender ID (TPOA)* option to specify, what you like the mobile recipient to see when he/she receives your SMS. This is an alphanumeric field without any "space" in between.

     For example,
     - If you enter `6590000000` (assume your personal mobile number) as the *SMS Sender ID*, the recipient would see the SMS as it been sent using your mobile phone and depending on the phone he/she uses, they can reply to your SMS as well which you will receive to your mobile phone.

     - If you enter `Jack` (assume this is your name), the recipient would see your name or any other as the sender of the SMS they receive. They CANNOT reply to this SMS though.

4. Click on **Save** when done.

4.3 My Settings

Navbar	Configure → My Settings

This is used to configure any other settings that are specific to you.

Expected Reply Period is used by the Smart Reply Routing mechanism to determine whether an incoming SMS reply message should be routed to your *Inbox / Transit Inbox*.When a message (*section 6)* is sent, you can set a flag to indicate whether or not a reply is expected. If a reply is expected, the system will 'look out' for a reply within the specified *Expected Reply Period* after the message is sent. If a reply is received *after* this period, it will be routed to the Default Account.

Inbox Page Size allows you to configure the number of messages you can view in your Messenger Inbox per page.

5 Address Book

The address book allows you to manage your list of contacts and Groups. A Group is a grouping of contacts. The contacts can be imported from Microsoft Outlook / Outlook Express. Likewise, you can also export your list of contacts and import them into Outlook / Outlook Express.

5.1 Contacts

Navbar	Address Book → Contacts

From the **Contacts** page, you can view, add or edit your contacts.

The following functions are available:

Add   Create a new contact to your Address Book.

Upload   Upload a list (from a file or email client database) of contacts from various sources, discussed below.

Edit   Modify the details of an existing contact.

Delete Selected Delete a contact or selected list of contacts. Note that when the *Select* checkbox at the top of the contact list table is clicked, all the contacts *in that particular page only* are automatically selected. Clicking **Delete Selected** will delete only those contacts that appear in the current page.

Export All   Export the entire list of contacts (across all pages) into a text file.

When **Add** or **Edit** is clicked, the **Add Contact** or **Edit Contact** page is opened, respectively. In both cases, the page details are identical. The appropriate information should be entered. Items marked with * are mandatory. Click **Save** when done.

The contact list can also be exported into either a *tab-delimited* or **comma separated values (CSV)** text file on your local client machine, by selecting the *Export Type* from the drop-down list at the top of the page, and then clicking **Export All**. The first row of the text file is the *header row*, which will contain the identifier for each column. Each following row of the exported file corresponds to each contact. The exported fields are:

1) First Name
2) Last Name
3) Mobile Phone Country
4) Mobile Phone
5) E-mail Address
6) Company
7) Job Title
8) Business Street

9) Business Street 2
10) Business City
11) Business State
12) Business Postal Code
13) Business Country
14) Business Phone
15) Home Phone
16) Business Fax
17) Home Fax
18) Pager
19) Home Street
20) Home Street 2
21) Home City
22) Home State
23) Home Postal Code
24) Home Country
25) Business Web Page
26) Notes
27) Group

Group refers to the Group (section 5.2) the contact has been assigned to. If the contact is a member of more than one Group, then multiple rows will be created in the export file, one for each Group he/she belongs to.

5.1.1   Uploading Contact Lists

Contacts can be exported from Microsoft *Outlook* or *Outlook Express* and uploaded into your address book. The contacts should be exported into a comma separated values (.csv) file. The exported contact list will have the following format. This illustration assumes an exported file with *X* fields (columns) and *Y* contacts (rows):

<Field 1 Name>,<Field 2 Name>,…,<Field *X* Name>
<Contact 1 Field 1 Value>,<Contact 1 Field 2 Value>,…,<Contact 1 Field *X* Value>
<Contact 2 Field 1 Value>,<Contact 2 Field 2 Value>,…,<Contact 2 Field *X* Value>
…
<Contact *Y* Field 1 Value>,<Contact *Y* Field 2 Value>,…,<Contact *Y* Field *X* Value>

The following fields are mandatory: *First Name, Last Name, Mobile Phone*

An Example: Export from Outlook Express and Upload the Contact List

In order to export your list of contacts, do the following in Microsoft Outlook Express.

1.   Select **File**, **Export** and then click **Address book**.
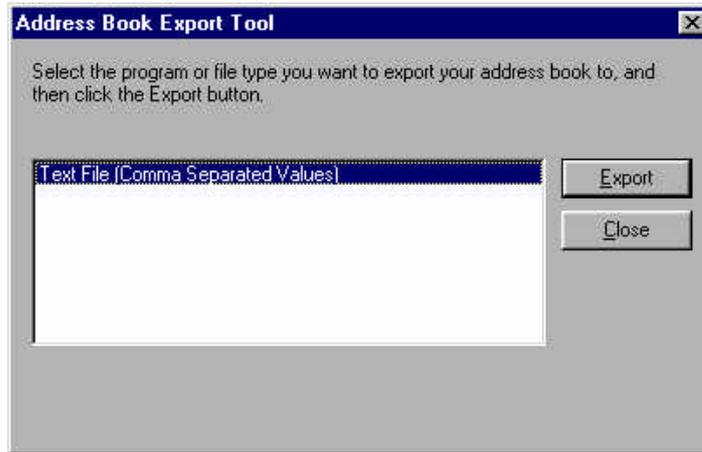
Figure 4. Export the Outlook Express Address Book

2. Highlight *Text File (Comma Separated Values)* and click **Export**.
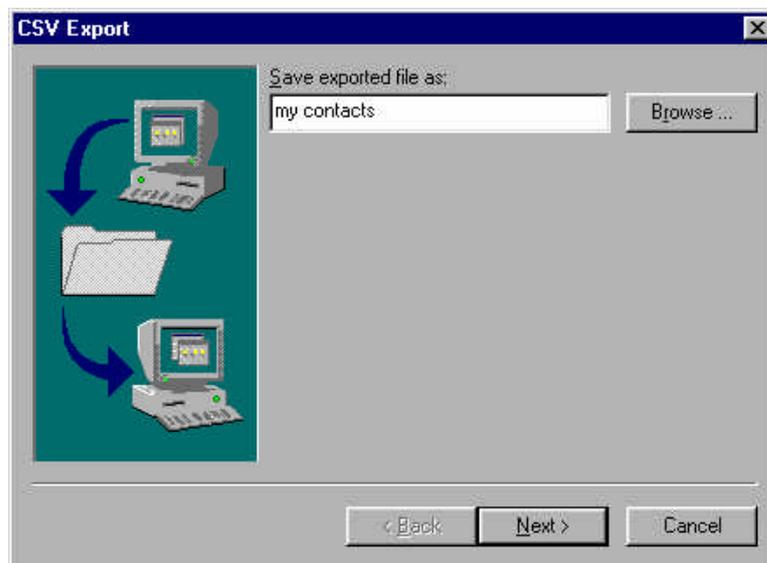
Figure 5. Save the Exported Address Book

3. Give the file a name, click **Next**, and select the fields you wish to export (e.g. First Name, Last Name, Email Address, Mobile Number etc). *Note that only the fields listed in section 5.1 can be uploaded to the commzGATE.*
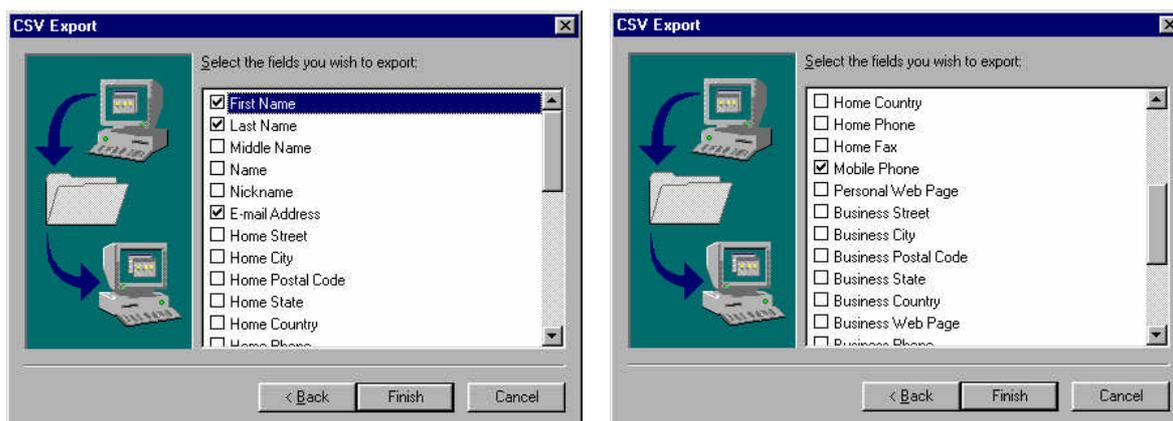
Figure 6. Selecting Fields to Export

4.   Click **Finish** to complete the export.

5.   For SMS Messaging, it is necessary for the country code to be specified in the mobile phone number. However, this is not explicitly stored in *Outlook* or *Outlook Express*. We also assume that the mobile numbers stored in *Outlook / Outlook Express* will not include the country code. If the exported file is now uploaded, the commzGATE will assign each mobile number the Default Mobile Country code that has been configured by the Administrator. If you wish to explicitly assign certain mobile phone numbers with specific country codes (which are different from the default), then continue with Step 6. Otherwise, skip to Step 7.

6.   Open the exported file into a spreadsheet such as Microsoft Excel. Create a new column named **Mobile Phone Country**. In each row of the **Mobile Phone Country** column, enter the country code of the contact's **Mobile Phone** number.

7.   Return to the **Contact Details** page of the SMS Application Server. Click **Upload** and use the file browser to select your exported contact list. Click **Open**, followed by **Upload Now**. The contact list is uploaded to your Address Book.

5.1.2   Generating Your Own Contact List for Upload

The commzGATE SMS Application Server has been designed to import contact lists that are in the format generated by exporting Microsoft Outlook and Outlook Express Address Books. If you wish to manually generate your own contact list for upload into your commzGATE Address Book, you MUST follow the format (same as the MS Outlook or Outlook Express export files) as the exported file format shown in section 5.1.1. An example of a Contact List is given in Appendix B.

5.1.3   Uploading Contacts Directly into Groups

You can upload a list of contacts directly into Groups by creating an additional Group column in the contact list. If the group does not yet exist, then the system will create the group when the file is uploaded. If the group already exists, then the system will add the specified contacts into the group. An example is given in Appendix B.

You can also upload existing contacts into groups by uploading a contact list that contains the following fields: First Name, Last Name, Mobile Phone, Group. This is useful when you need to assign existing contacts to groups.

5.1.4 Results of Uploading a File

After a file has been uploaded into the commzGATE, a results page will be presented. This provides a breakdown of what went wrong (if any) during the upload attempt.
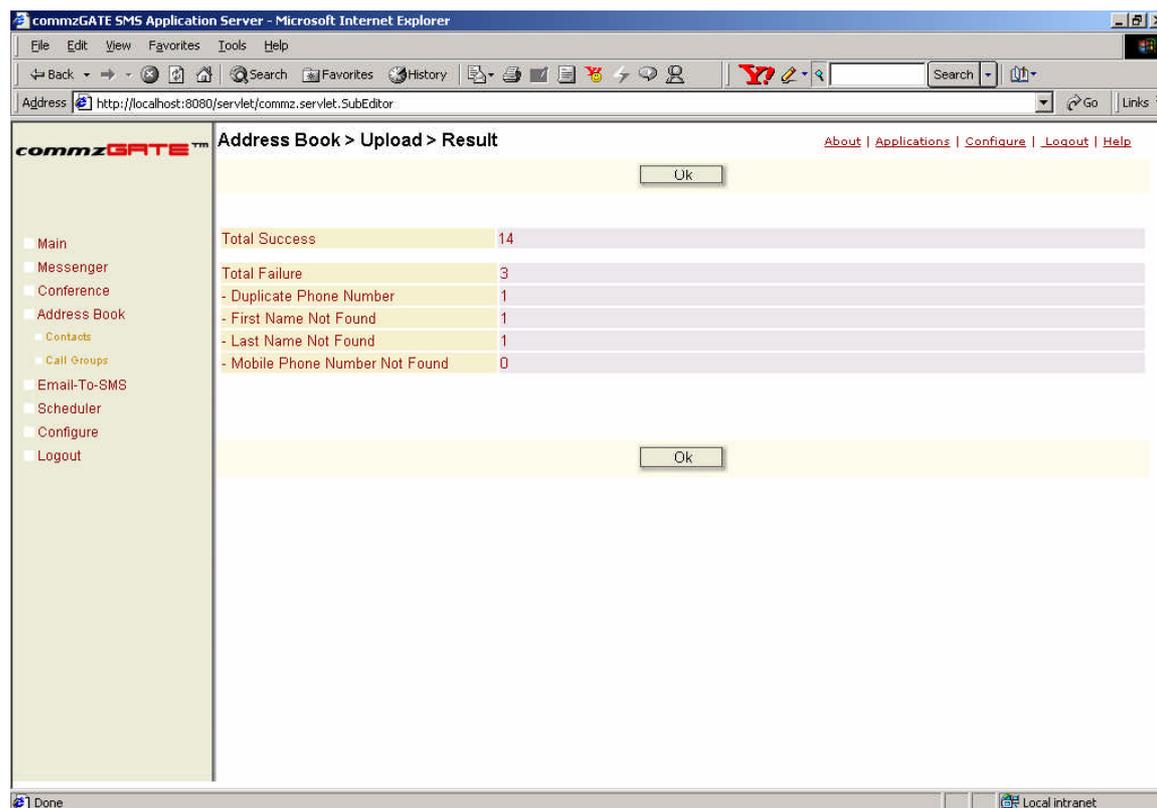
Figure 7. File Upload Result Table

The field of the table are as follows:

Total Success	This is the number of contacts that were successfully uploaded from the file to the Address Book
Total Failure	This is the number of contacts that failed to be uploaded from the file to the Address Book. This quantity is the sum of the following failure details.
- Duplicate Phone Number	The number of contacts whose mobile phone number already exists in the

Address Book. The Address Book does not allow duplicate mobile phone numbers.

- First Name Not Found

Every contact record in the file to be uploaded must contain the contact's First Name.

- Last Name Not Found

Every contact record in the file to be uploaded must contain the contact's Last Name.

- Mobile Phone Number Not Found

Every contact record in the file to be uploaded must contain the contact's Mobile Phone Number.

5.2 Groups

Navbar	Address Book → Groups

This allows you to organize contacts from your address book into Groups.

Add Create a new group.

Edit Edit the details of an existing group.

Delete Delete a group.

Export Selected Export the list of groups into a text file

The Group name needs to be a single alphanumeric word; no spaces are allowed. The contact list window shows all the contacts in the Address Book, sorted by Last Name. Each page shows 50 contacts. You can navigate to other pages using the "Got to Page" control. The double arrows "<<" and ">>" navigate to the first and last pages, respectively.

Assign ALL Assigns all the contacts on the current page to the group

Delete ALL Deletes all the group members from the group

Assign Assigns the selected contacts to the group

Delete Deletes the selected group members from the group

The maximum number of group members that can be assigned from this page is 100. If you need to create groups with more than 100 members, you have to use the upload method described in section 5.1.3.

The list of group members can also be exported into a *tab-delimited* text file on your local client machine, by clicking **Export Selected** in the Groups list screen.

6   Messenger

Users can send messages using this application. Messages that are longer than 160 characters (the limit imposed by SMS technical specifications) are automatically split into multiple SMS messages.

6.1   Compose and Send

Navbar	*Messenger → Compose and Send*

The Messenger allows you to specify:

1) Message recipients
2) Message personalization
3) Message content
4) When to send the message
5) Whether you are expecting a reply to this message

1. Message Recipients
1) Mobile Phone Number
This allows you to specify the mobile numbers of recipients who are not in your Address Book. Each Mobile Number must be entered on a separate line, and the following rules apply:

Rule 1	The format is <country code><area code><number>
Rule 2	Omit the leading zero (if any) of the area code>
Examples	(Singapore +65): 6598765432
	(Malaysia +60): 60178643022
	(Thailand +66): 6616345529
	(Philippines +63): 639173404252
	(Hong Kong +852): 85260172286

2) Individuals (Click-able)
 This allows you to select individual recipients from your Address Book.

3) Group
This allows you to select a Group (defined in your Address Book) to broadcast the message to.

Any combination of recipient types can be used when specifying the set of message recipients.

2. Message Personalization

Greeting
Specifies the first greeting phase of the message, such as Dear, Hello, Hey There, Good Afternoon etc.

Title

Specifies whether to address the recipients using their respective titles such as Mr, Mrs, Rev, Dr etc. This does not apply to recipients who are NOT in the Address Book.

Address By Name
Specifies whether to include the recipients' names in the Greeting. If the names are to be used, then you can select between the First and Last names. This does not apply to recipients who are NOT in the Address Book.

Default Name
This only applies to recipients who are NOT in the Address Book. The Default Name is used in place of First or Last names. Examples of Default Names are Valued Customer, Esteemed Colleague, Friend, Fellow Member etc.

3. Message Content

This allows you to input the message content. The small textbox on the left shows the character count of the Message Content. This DOES NOT include the Message Personalization text.

4. When to Send the Message

You can choose to send the message immediately, or schedule to send it at a later time. If the latter is chosen, the date and time of the message schedule can be specified.

5. Do you Expect a Reply

If you are expecting the recipient to reply to this message, set this to "yes". The recipient's reply will then be routed to your Inbox IF the reply is received within the Expected Reply Period specified in Configure → My Settings. Please refer to the section Smart Reply Routing for a detailed explanation on how this works.

If this field is set to "no", then any recipient reply will be routed to the Default Account specified by the Administrator.

6. Checking the Credit Requirement (Optional)

Clicking **Credit Requirement** allows you to check the total number of credits required to send this message to all the specified recipients. The calculation will include the Message Personalization and Message Content text.

7. Send

Click **Send** to submit the message to be sent (if you are sending it immediately) or to be queued into the scheduler (if you are sending it later). A pop-up window will prompt you for confirmation, and also show the total number of message recipients.

The following is an example that illustrates the operation of the Messenger.
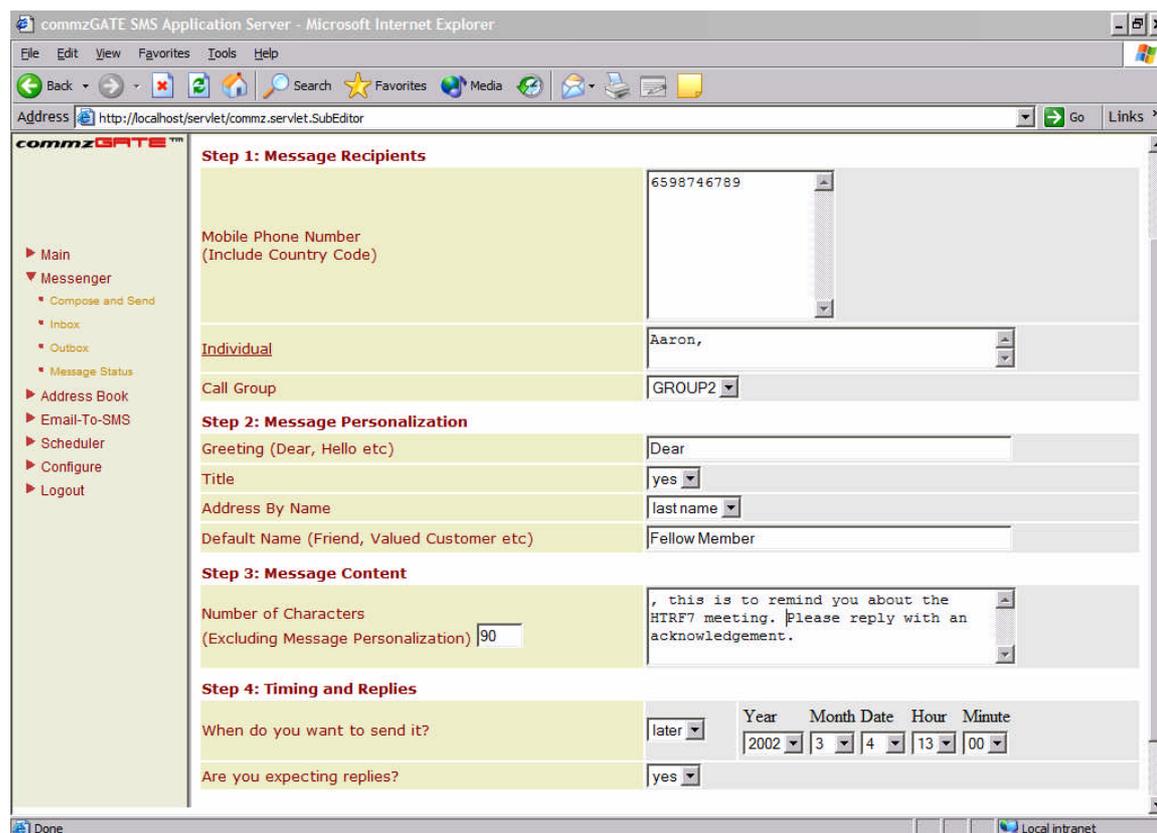
Figure 8. Messenger Example

This example assumes the following:
1) Aaron's full salutation is Dr Aaron Banks
2) Members of GROUP2 are
   a. Mrs Alice Robinson
   b. Mr Tom Chong
   c. (No title) Samuel Lee

In this example, the messages are sent on 4th March 20002 at 1pm, as follows:

Recipient	Message Text
6598746789	Dear Fellow Member , this is to remind you about the HTRF7 meeting. Please reply with an acknowledgement.
Aaron	Dear Dr Banks , this is to remind you about the HTRF7 meeting. Please reply with an acknowledgement.
Alice	Dear Mrs Robinson , this is to remind you about the HTRF7 meeting. Please reply with an acknowledgement.
Tom	Dear Mr Chong , this is to remind you about the HTRF7 meeting. Please reply with an acknowledgement.
Samuel	Dear Lee , this is to remind you about the HTRF7 meeting. Please reply with an acknowledgement.

6.2 Sending and Replying SMS Messages to the commzGATE

It is important to know how the commzGATE messaging-receiving mechanism works in order to use this effectively, or to inform your contacts how to route messages directly to you when sending a message to the commzGATE.

There are two scenarios under which normal text (excludes info-on-demand requests or other interactive *commands*) messages are sent *to the commzGATE*:

1) As an independent message that is meant for the administrator or a specific user
2) As a reply to a message that was sent by a specific user *from the commzGATE*

As an Independent Message to the Administrator or Specific User
Any text message sent to the commzGATE will be routed to the Administrator by default. Sending the message to a specific user requires very specific routing header information to be inserted before the actual message text.

As a Reply to a Message from a Specific User
If a commzGATE user sends a message to a recipient and the recipient replies, it is necessary to route this reply back to the specific user who sent the initial message. This is preferably to be done without requiring the recipient to enter any special routing header information as mentioned in the first scenario. The Smart Reply Routing mechanism takes care of this; *the recipient does not need to enter any special routing header information in the text reply.*

6.2.1   Specifying the User ID

To direct a SMS message to a specific commzGATE user, the User ID must be specified in the message text. The format of the message is:

<User ID>*<message text>

Example   Assume that the commzGATE modem / SMSC-port number is 97746537, the receiving User ID is "john123", and the message is "sell my membership immediately". The SMS must be sent to 97746537 and the message text must read: *john123*sell my membership immediately*

Since some effort is required to educate people regarding how to use this function, it would be more suitably applied in-house or among staff, rather than with contacts / customers.

6.2.2   Without Specifying the User ID

When a message is sent from the commzGATE and a reply is expected (specified when the user indicates this using the '*Expecting a Reply*' flag when sending a message), the recipient simply has to reply the SMS in the normal way without having to enter any special information other than the reply message text itself. When the commzGATE receives the reply, the Smart Reply Routing mechanism routes the reply to the appropriate sender. Refer to *section 3 for details.*

6.3 Inbox

Navbar	Messenger → Inbox

This allows you to view all your received SMS messages. This screen is divided into two main portions:

1) Inbox (Upper half of screen)
2) Transit Inbox (Lower half screen). *This only appears when you have a Transit Message. Otherwise, it is hidden.*
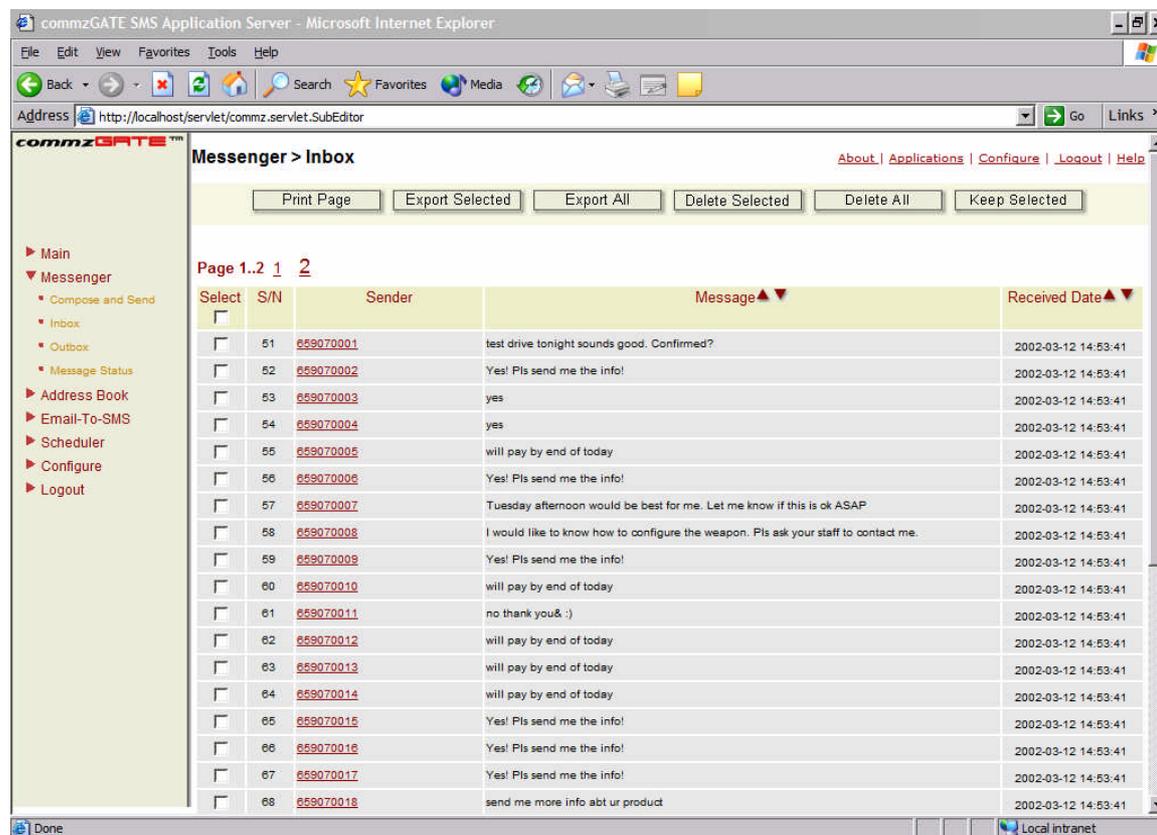
Figure 9. Inbox

The following actions are available.

Print Page   Prints the current page

Export Selected   Exports the selected messages to a tab-delimited text file

Export All   Exports all messages in the Inbox to a tab-delimited text file

Delete Selected   Deletes the selected messages from the Inbox

Delete All	Deletes all messages from the Inbox
Keep Selected	Keeps the selected messages and deletes the rest of the messages from the Inbox

Transit Inbox (Hidden if there are no Transit Messages)
The Smart Routing Reply mechanism may sometimes route messages to your Transit Inbox. This happens when another user(s) is(are) expecting a reply from the same recipient during the same time period. When such a scenario arises, the reply message is routed to all potential user's Transit Inbox. These messages are termed *transit messages*. From the Transit Inbox, you will be able to see (via a drop down list), for each transit message, the other users that the *transit message* could potentially belong to. If you are certain that the *transit message* is meant for you, you may claim it by clicking **Claim**. This message will be transferred to your *Inbox*.
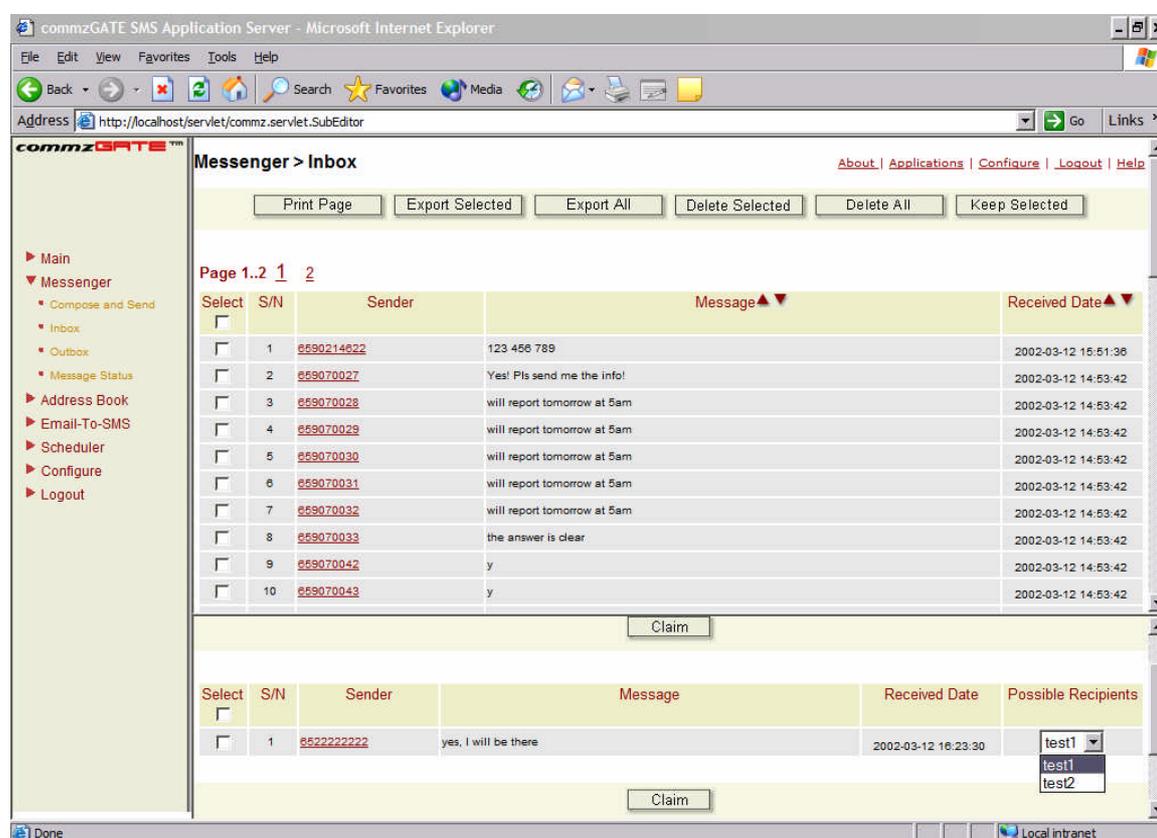
Figure 10. Transit Inbox

If you are not sure if you should claim a *transit message*, you can clarify with the other users, based on the drop-down user list associated with the message.

6.4   Outbox

Navbar	*Messenger → Outbox*

This provides a near real-time view of your messages waiting (in 'pending' status) to be sent out by the system.

The initial view is sorted by date-time. The log is presented in a single page. Printing and export are not supported since the information on this page is temporary.

Refresh	The screen is automatically refreshed every 20 seconds. However, the screen can be manually refreshed by clicking **Refresh**.

6.5 Message Status

Navbar	*Messenger → Message Status*

This shows the status of messages that have been sent. When first accessed, the message log shows a summary of the number of messages and their respective statuses. This page is refreshed regularly to reflect the most updated information. To view the messages in more detail, you can make the following selections.

Status	Select messages of the specific status
Period	Select the period for which you wish to view the messages
Records Displayed Per Page	The message log is divided into pages. This defines the size of each page, up to a maximum of 50 messages per page.

Once the criteria have been selected, click **View Details** to view the detailed log.

In the message details page, there are a few actions that can be executed:

Print Page	Prints the current page
Export Selected	Exports the records that have been selected (by using the checkboxes of the records)
Export All	Exports all the records of the log to a tab-delimited text file. The location of the file can be specified at the point of export.

7 Email-To-SMS

This application is able to convert your received emails into SMS and send them to your mobile number. It can also track all Email-To-SMS messages that have been sent to you. Since emails may be sent to you at more than one email account, this application has been designed to allow you to configure multiple email accounts.
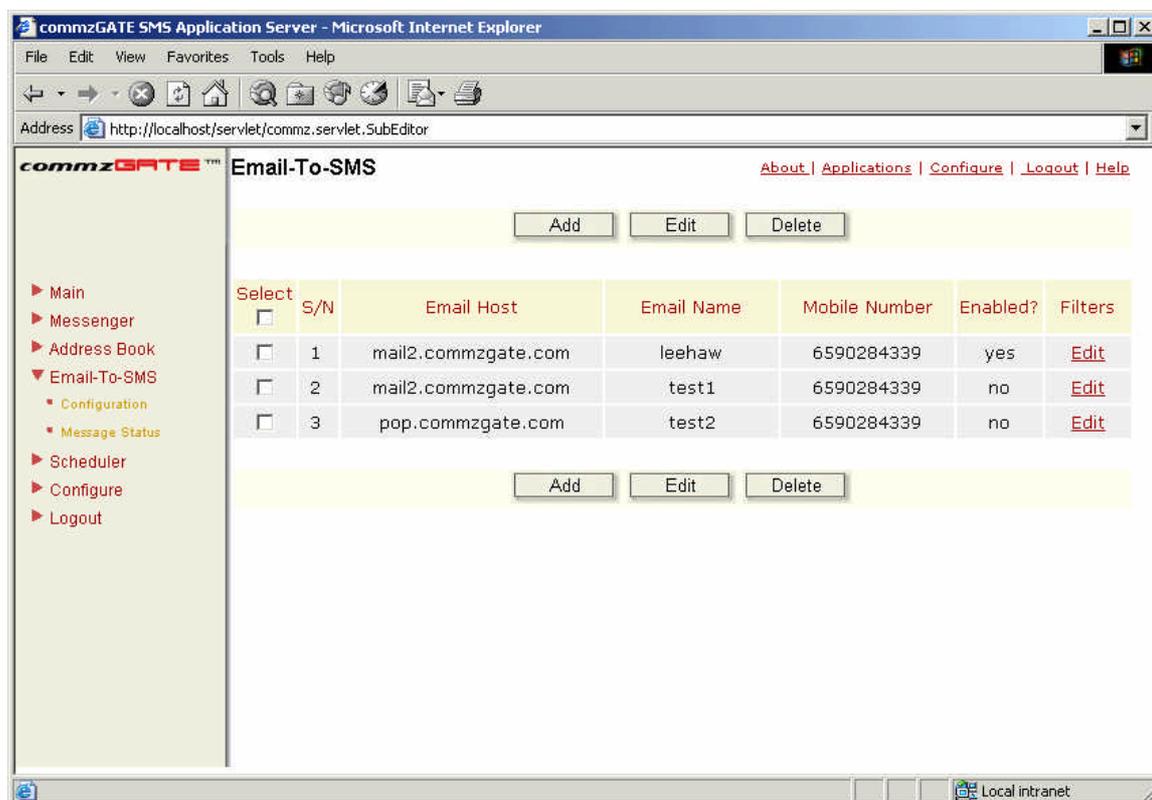
Figure 11. Email-To-SMS Accounts

To add an Email account, click **Add**. This will bring you to the Configuration page, described in the next section. To edit an existing account, select the account using the checkbox and click **Edit**. To delete an existing account, select the account using the checkbox and click **Delete**.

7.1 Configuration

Navbar	Email-To-SMS → Configuration

The architecture of this application is as follows:

commzGATE™
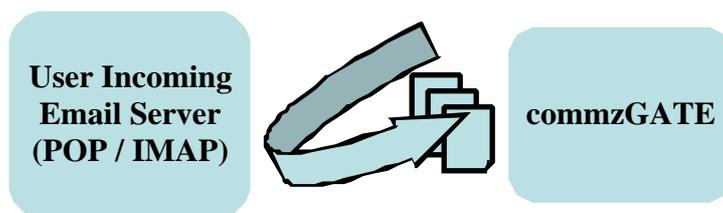
Figure 12. Email-To-SMS Architecture

Configuring your Email-to-SMS application is done in the **Configuration** page.

The fields are as follows:

Enabled?

Select '**yes**' to enable the Email-To-SMS function, or '**no**' to disable.

Incoming Email Server

This is the name or IP address of the incoming email server (e.g. 198.24.3.17, pop.yahooz.com etc).

Incoming Email Server Protocol

This is the protocol that is used for retrieving incoming email from the email server. POP3 and IMAP are supported. The default value is POP3.

Incoming Email Server Port

The port number of the incoming email server being used. This value is typically 110 for POP3, and 143 for IMAP. The default value is 110 (for POP3).

Incoming Email Server User ID

The login user ID of your email account.

Incoming Email Server User Password

The login password of your email account.

Mobile Number

This is the mobile number to which Email-To-SMS messages are sent. Select the correct country code and enter your mobile number. Indicate the country code and mobile number in the format *<country code> <number>.* Be sure to omit leading zeroes in the country and area codes. For example, (Singapore): 6591234567; (Malaysia): 60121234567

Subject Only?	Select '**yes**' if you only want the Subject and From fields of the email to be forwarded, rather than the entire email message.
Maximum Number of SMS To Be Sent	This is the maximum number of SMS messages that an email will be converted into. The limitation in message length for SMS (160 characters) makes it highly likely for an incoming email to be converted into a series of multiple SMS messages. This setting places a ceiling on the number of SMS messages for each email.
Delete From Email Inbox After Retrieval?	Select '**yes**' if you want your retrieved email to be deleted from your email server or '**no**' if you want to leave them in the email server.
Description	This allows you to enter information about the configuration. This is optional.

Click **Save** when done.

NOTE 1:
When the system polls the *Incoming Email Server* for the FIRST time, it will ignore the existing emails; it will only interpret NEW emails from that point onwards. Likewise, if Email-To-SMS was *disabled, and then enabled*, it will ignore all email received during the time that it was disabled. It will only interpret email from the point that Email-To-SMS is enabled onwards.

NOTE 2:
For some internet-based email accounts such as Yahoo, you will need to set an option (go to the email website and search for this option) to enable a remote email client to access the account. Without enabling this feature, the commzGATE will not be able to poll the inbox.

7.2 Email Filters

Navbar	Email-To-SMS → Configuration

For each email account that has been configured, you can specify filters so that only selected email are forwarded as SMS. Emails can be filtered based on content in the 'Subject' and 'From' fields.

7.3 Message Status

Navbar	*Email-To-SMS → Message Status*

This shows the status of messages that have been sent. When first accessed, the message log shows a summary of the number of messages and their respective statuses. This page is refreshed regularly to reflect the most updated information. To view the messages in more detail, you can make the following selections.

Status   Select messages of the specific status

Period   Select the period for which you wish to view the messages

Records Displayed Per Page   The message log is divided into pages. This defines the size of each page, up to a maximum of 50 messages per page.

Once the criteria have been selected, click **View Details** to view the detailed log.

In the message details page, there are a few actions that can be executed:

Print Page   Prints the current page

Export Selected   Exports the records that have been selected (by using the checkboxes of the records)

Export All   Exports all the records of the log to a tab-delimited text file. The location of the file can be specified at the point of export.

8   SMS-To-Email

This feature allows users to compose and send emails from their mobile phones via SMS. To configure this feature, an SMTP server needs to be specified in the User Account. The SMTP server is the outgoing mail server to which SMS messages, after being converted to emails, are sent to for transmission.

In the *SMTP Server* field, enter the IP address / DNS name of the SMTP Server. This is the server that will handle your outgoing emails. The *Default SMS-To-Email Subject* field specifies the default subject header that appears in all the emails sent using the SMS-To-Email application.

To compose an email on the mobile device, compose the message as follows:

s2e <password> <destination email address> [*subject*] <message text>

Note that the subject is an optional field. If it is not specified, the corresponding email subject will take on the *Default Email Subject* field specified in your User Account.

Password   Your commzGATE User Login Password

Destination Email Address   The email address of the receiving party

Subject   The subject heading of the email

Message Text   The email message body

Once the message has been composed, send the SMS to the commzGATE number. The system will recognize this as an SMS-To-Email message and will translate this into an email and send it to the SMTP server.

Example   s2e abc123 johndoe@yahooz.com *greetings* hi, how are you?

9 Scheduler

This application allows you to keep track of the appointments and events you have entered in the **Scheduler**. You can view your schedule based on the **Day**, **Week**, **Month** or **Year** views.

9.1 Add an Appointment / Event

Navbar	*Scheduler → Appointments and Events*

On clicking **Add** at the top of the page, the **Add Appointment/Event** page is opened. You can also add and event by clicking on the hyperlinks within the scheduler timetable. To update your schedule, simply select the respective date and time of the appointment or event and fill in the relevant details. If you wish to receive an SMS reminder, select *Remind Me* and specify how much in advance to be notified.

You can also add an SMS message to an Appointment / Event. To do so, click on *Notify Others*. This brings up the Messenger interface for you to specify the message details. Once the details have been entered, click **Save**. A pop-up window will prompt you for confirmation. Upon confirmation, you will return to the Appointment / Event page. Click **Save** to save the changes to the Appointment / Event.

9.2 View Scheduled Messages

Navbar	*Scheduler → Scheduled Messages*

This page allows you to view the messages that you have scheduled to send. Messages that appear in this page comprise both Scheduler messages and Messenger messages. The "Deadline" columns shows when the messages are due to be sent. Should you decide not to send a scheduled message, select it using the checkbox and click **Delete**.

Messages that have already been sent will still appear in this page, for record keeping. You may also delete these messages.

9.3 Message Status

Navbar	*Scheduler → Message Status*

This shows the status of messages that have been sent. When first accessed, the message log shows a summary of the number of messages and their respective statuses. This page is refreshed regularly to reflect the most updated information. To view the messages in more detail, you can make the following selections.

Status   Select messages of the specific status

Period   Select the period for which you wish to view the messages

commzGATE™

Records Displayed Per Page   The message log is divided into pages. This defines the size of each page, up to a maximum of 50 messages per page.

Once the criteria have been selected, click **View Details** to view the detailed log.

In the message details page, there are a few actions that can be executed:

Print Page   Prints the current page

Export Selected   Exports the records that have been selected (by using the checkboxes of the records)

Export All   Exports all the records of the log to a tab-delimited text file. The location of the file can be specified at the point of export.

Appendix A: Listing of Message Status

The following message statuses may appear in the Message Status logs:

Message Status	Meaning	Action to Take / Remarks
Pending	The message is in the Outbox	
Sent	The message has been sent to the Network Operator	
Received	The recipient has received the message on his/her mobile device	This status will only appear if: 1) The Administrator has Enabled Delivery Reports in the Server Preference configuration AND 2) The Network Operator supports this feature
Not Enough Credit	The message has not been sent out because you do not have enough Message Credit to do so	Contact your Administrator
Account Suspended	Your account is disabled	Your account was disabled by the Administrator before your message could be sent out
Modem not Working	Technical fault	Contact your Administrator
Service not running	Technical fault	Contact your Administrator
Modem Error	Technical fault	Contact your Administrator
Number Unreachable	The recipient's mobile number cannot be reached. This is an error that is returned by the wireless network.	Need to check that the mobile number is a valid mobile number, based on the wireless network that is being used.
Not Allowed	The system is not allowed to send messages to this mobile number.	Contact your Administrator

Appendix B: Example Contact List

The following is an example of a contact list ready for uploading into the Address Book.

Title	First Name	Last Name	Mobile Phone Country	Mobile Phone	Group
Mr	Steve	Lee	65	95774633	Group1
Miss	June	Roberts	66	8647769272	Group2
Mr	Jay	Leno	60	179946384	Group2
Dr	Richard	Kervorkian	44	277649371	Group1
Rev	James	Price	852	775463729	Group1
	Joe	Cool	993	88640380	Group2
Dr	Blue	Tooth	12	44637281	Group3
Prof	Jim	Morrison	1	200789465	Group1
Miss	Diane	Wong	42	27699385	Group3
	Chris	Walken	75	27382938	Group2

commzGATE Portal User Guide Version 2.2
September 2003

Pacific Synergy Pte Ltd
147 Killiney Road,
Singapore 239566

Worldwide Inquiries:
Phone   +65 62357781
Fax   +65 62350970

www.commzGATE.com

commzGATE is a registered trademark of Pacific Synergy Pte Ltd
Various product and service names referenced herein may be trademarks of Pacific Synergy.
All other product and service names mentioned may be trademarks of their respective owners.

Copyright © 2001-2003 Pacific Synergy Pte Ltd