



User's Guide for MOBITEK SMS360 E-Mail Edition

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1. REVISION HISTORY

EDITION	DATE	REMARK
1 st	12 th of May, 2015	Draft release
2 nd	12 th of June, 2015	<ul style="list-style-type: none">Revised "Configuring "E-mail to SMS""Revised "Configuring "SMS to E-mail""

2. COPYRIGHT

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Product names, logos, brands and other trademarks referred in this document are the property of their respective trademark holders and are used only to directly describe the products being provided.

4. DISCLAIMER

MOBITEK makes no representations or warranties with respect to the contents hereof and specifically disclaims any implied warranties of merchantability or fitness for any particular purpose.

Furthermore, MOBITEK reserves the right to revise this publication and to make changes from time to time in the contents hereof without obligation to notify any person of such revision or changes.

5. ACKNOWLEDGEMENT

We like to extend our appreciation to the following persons for their contribution in revising this manual:-

1. Ms. Miss Rubethra a/p Vadivel of UNITEN

6. INTRODUCTION

MOBITEK® SMS360 E-Mail Edition is for:-

1. converting incoming e-mail into outgoing SMS; and
2. converting incoming SMS into outgoing e-mail.

MOBITEK® SMS360 E-Mail Edition is for:-

1. System integrator who wish to integrate SMS via e-mail into various systems, the MOBITEK® SMS360 E-Mail Edition is a messaging tool that helps to ease the integration work.
2. Integration with any network monitoring software via e-mail. The monitoring software can be:-
 - (a) network monitoring (e.g. PRTG Network Monitor);
 - (b) UPS monitoring (e.g. Generex);
 - (c) server monitoring (e.g. PA Server Monitor);
 - (d) SCADA software (e.g. RealFlex).
3. Appointment reminders – Send texts to remind customers about appointments for haircuts, dental check-ups etc.
4. Small loan notifications – Send reminders to customers when loan applications have been accepted or when payments are due.
5. Insurance policy renewal reminders – You can send SMS reminders to customers whose insurance policies are about to expire and need to renew.
6. Website and hardware monitoring alerts – When something breaks at 2 a.m. and an email alert is unlikely to get through, use a text alert to wake your IT team.
7. Important updates – Vital information has to travel fast, making an SMS the most effective way to send it and make sure it is actually read.
8. Password confirmations – It is much safer to send a password reminder directly to a customer's phone than their email inbox.
9. Last-minute offers – When the clock is ticking, you cannot afford to wait until people read emails. An SMS will be read quickly, meaning you'll get a much better response rate.
10. Debt collection – Double your response rate and save time by contacting your users by text.
11. Booking confirmations – Booking software can be SMS enabled to notify staff of new hotel reservations.
12. Satisfaction surveys – You can boost survey feedback by switching from email to SMS. The average response rate to a business SMS is 15-30% - way above email.

7. HOW IT WORKS?

1. Install both **MOBITEK® SMS360 Modem** and **MOBITEK® SMS360 E-Mail Edition** on any server/PC with internet access.
2. Compose an e-mail, like this:
 - (a) From: youremail@yourdomain.com.my
 - (b) To: testing@sms360.com.my
 - (c) Subject: You can enter anything in subject but it will not be converted into SMS
 - (d) 1st Line of Body: (0128811000, 0137733622, 0163322111, 0193673322)
 - (e) 2nd Line of Body: Your message goes here, the 2nd line.
3. **MOBITEK® SMS360 E-Mail Edition** will check the inbox of designated e-mail account on a 1 minute interval, and if there is a new e-mail, it will convert the body of e-mail into body of SMS, and send the e-mail to the mobile number stated on the 1st line of the body of e-mail. E-mail that has been converted into SMS will not be removed from the inbox.

8. FEATURES

1. 2 way communication – e-mail to SMS and vice versa
2. each sent status of SMS is reported by e-mail, i.e. you will receive sent status by e-mail for each SMS.

9. SYSTEM REQUIREMENTS

1. Windows XP and above
2. SIM card

10. LIMITATIONS

1. Maximum 160 characters only.
2. Text only, Unicode not supported.

11. LICENCE AGREEMENT

MOBITEK System Sdn. Bhd. grants you the right to use **MOBITEK® SMS360 E-Mail Edition** subject to the following terms and conditions:

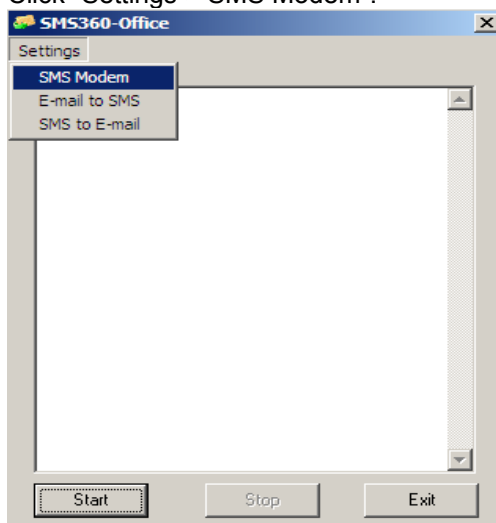
1. **MOBITEK® SMS360 E-Mail Edition** must be used with the modem supplied by MOBITEK.
2. **MOBITEK® SMS360 E-Mail Edition** is still in beta phase. Therefore, there will be some bugs and it is not recommended to use in a production or live environment.
3. **MOBITEK® SMS360 E-Mail Edition** is not a customised software, therefore, no additional customisation fee was
4. You grant MOBITEK, without charge, the right to use, share and commercialize your feedback in any way and for any purpose
5. You have the ability to give feedback to MOBITEK by writing to support2007@mobitek.com.my
6. MOBITEKTM e-mail to SMS Converter is provided on "as-is" basis; without warranty of any kind, express, implied or otherwise; without any technical support.
7. MOBITEK may or may not provide any bug fixes or patch file for MOBITEKTM e-mail to SMS Converter.
8. MOBITEK must not be held liable for any data loss, damages, loss of profits or any other kind of losses while using or misusing MOBITEKTM e-mail to SMS Converter.

12. INSTALLATION GUIDE

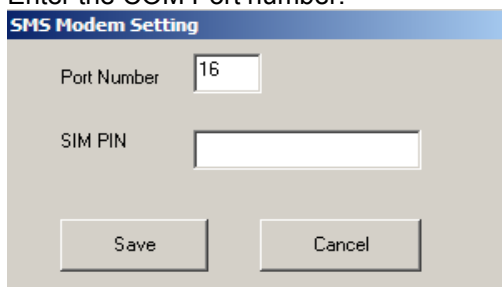
1. Install **MOBITEK® SMS360 MODEM** (refer to installation guide in the CD).
2. Install **MOBITEK® SMS360 E-Mail Edition**
3. Configure the following settings:-
 - (a) SMS Modem
 - (b) E-mail to SMS
 - (c) SMS to E-Mail

Configuring SMS Modem

1. Click "Settings > SMS Modem".

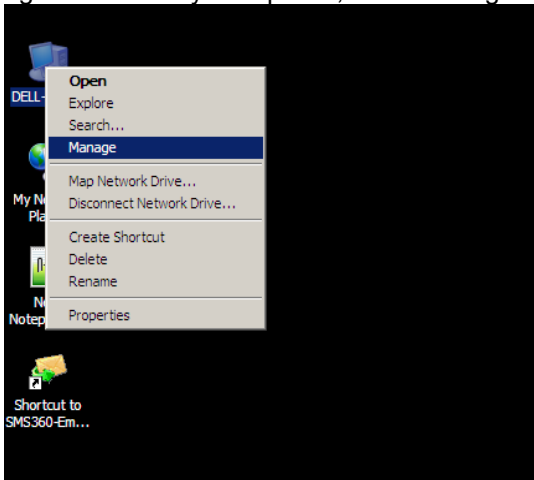


2. Enter the COM Port number.

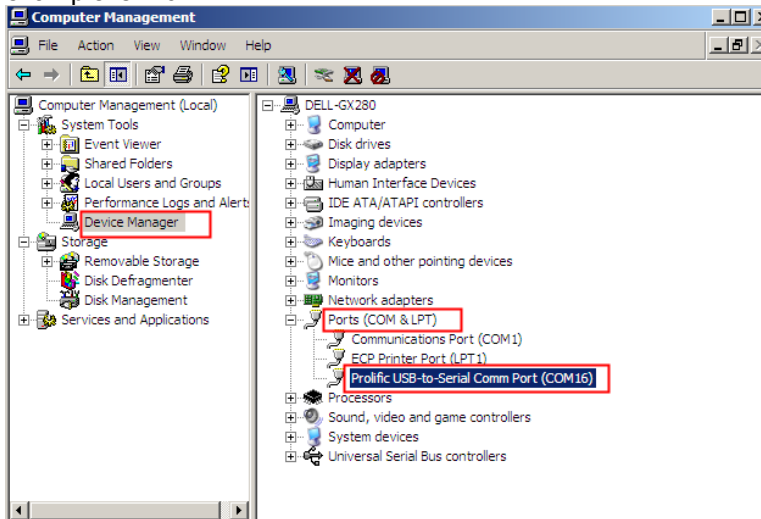


3. If you do not know the COM port number, follow these steps:-

(a) right click on "My Computer", then "Manage > Device Manager"



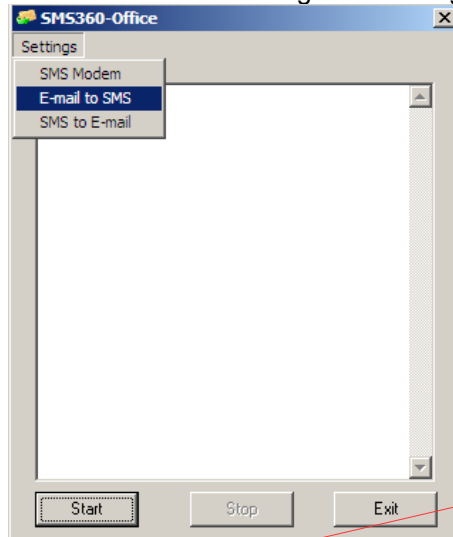
(b) click on "Ports (COM & LPT) > Prolific USB-to-Serial Comm Port; the COM port number in this example is "16"



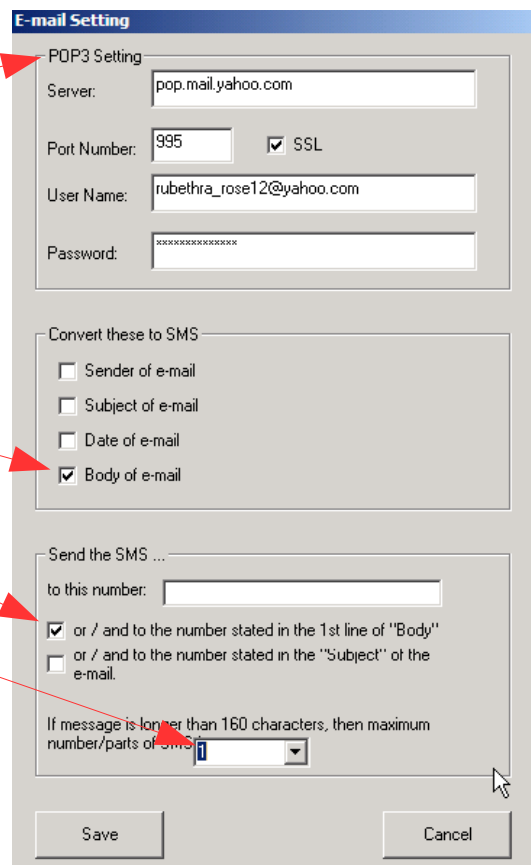
Configuring "E-mail to SMS"

To following will guide you on how to configure MOBITEK SMS360 to convert incoming e-mail into outgoing SMS.

1. Click "E-mail to SMS" to configure incoming SMS to be converted into outgoing SMS



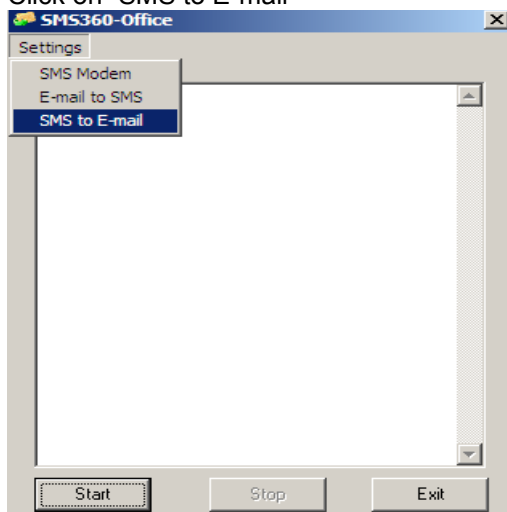
2. Enter POP3 setting of the designated e-mail account that will be used for receiving e-mails and then converting into outgoing SMS.
3. In "Convert these to SMS", check the box "Body of e-mail"
4. In "Send the SMS ...":-
 - (a) check the box "or/ and the number stated on the 1st line of body"
 - (b) select "1" in "If message is longer than 160 ..."
5. In this example, e-mails received by <rubethra_rose12@yahoo.com> will be converted into outgoing SMS to be send to the number(s) stated in 1st line of body of e-mail.



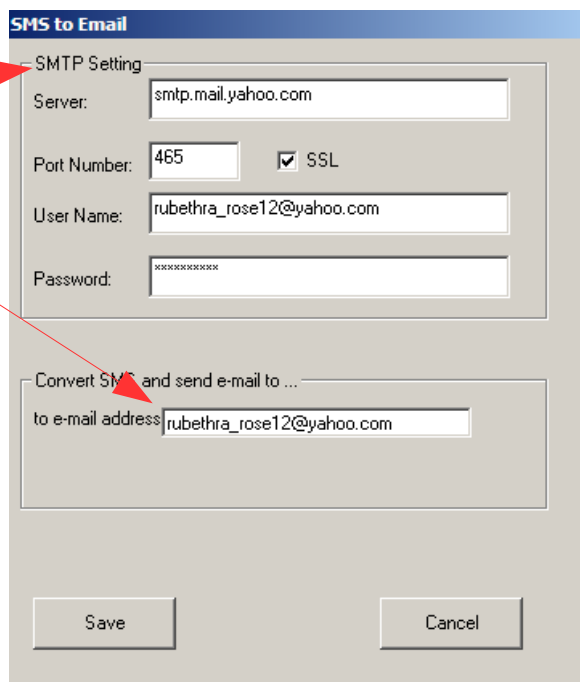
Configuring "SMS to E-mail"

The following will guide you on how to convert incoming SMS into e-mail.

1. Click on "SMS to E-mail"

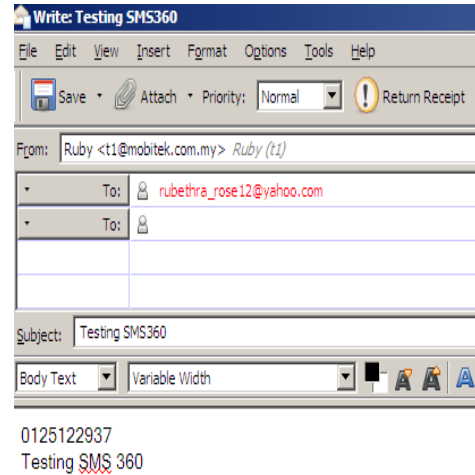


2. Enter SMTP setting for the designated e-mail account that will convert incoming SMS into outgoing e-mail and also for reporting the SMS status via e-mail.
3. In "Convert SMS and send e-mail to ..." and the designated e-mail address.
4. In this example, incoming SMS will be converted into e-mail and send to <rubethra_rose12@yahoo.com>

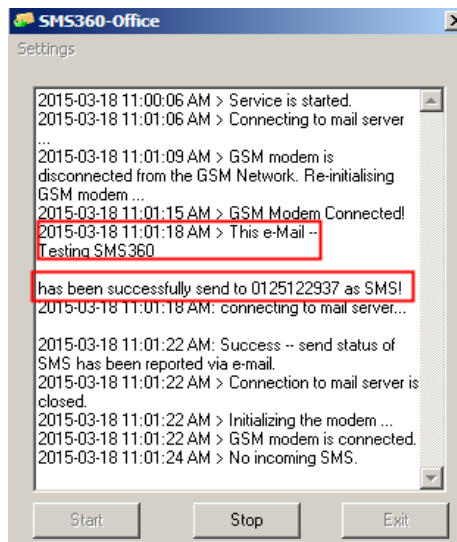


13. HOW TO SEND OUT 1 SMS VIA 1 E-MAIL

1. Use e-mail client (Thunderbird, Outlook) or web mail (Gmail, Yahoo Mail), to compose a new message with the following format:-
 - (a) To: (the e-mail account designated to convert e-mail to SMS)
 - (b) Subject: (put anything to identify this e-mail)
 - (c) 1st line of Body: a mobile number that will receive the SMS
 - (d) 2nd line of Body: the text that will be converted into SMS
2. Once the e-mail is received by [<rubethra_rose12@yahoo.com>](mailto:rubethra_rose12@yahoo.com) that e-mail will be converted into SMS with message "Testing SMS360" being sent to "0125122937".
3. The SMS360-Status will display the real time activity

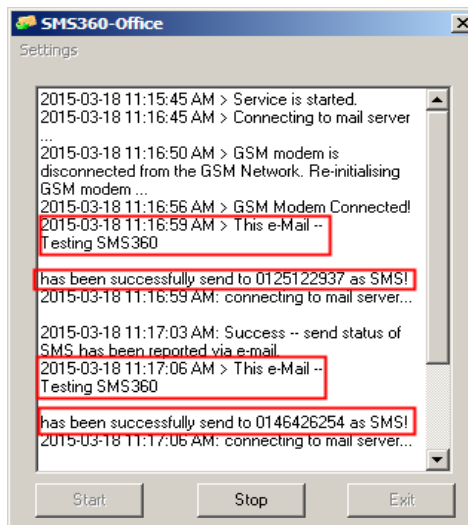
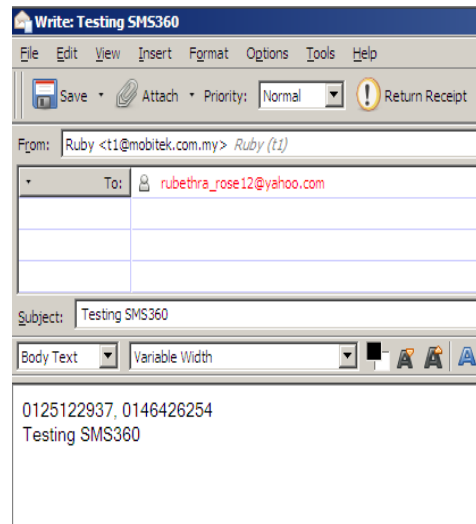


Format for Converting E-mail into SMS



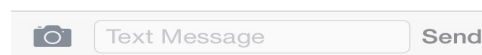
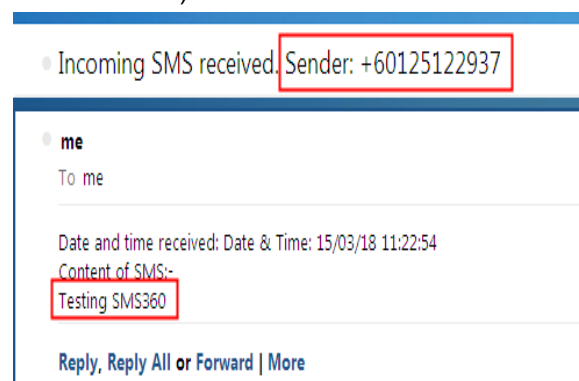
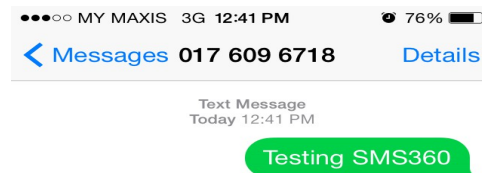
14. HOW TO SEND OUT 2 OR MORE SMS VIA 1 E-MAIL

1. Use e-mail client (Thunderbird, Outlook) or web mail (Gmail, Yahoo Mail), to compose a new message with the following format:-
 - (a) To: (the e-mail account designated to convert e-mail to SMS)
 - (b) Subject: (put anything to identify this e-mail)
 - (c) 1st line of Body: list the mobile numbers separated by a comma inside either:-
 - i. with bracket
(0125122937, 0146426254)
 - or
 - ii. without bracket
0125122937, 0146426254
 - (d) 2nd line of Body: the text that will be converted into SMS
2. Once the e-mail is received by [<rubethra_rose12@yahoo.com>](mailto:rubethra_rose12@yahoo.com) that e-mail will be converted into SMS with message "Testing SMS360" being sent to 2 mobile numbers – "0125122937" and "0146426254"
3. The SMS360-Status will display the real time activity

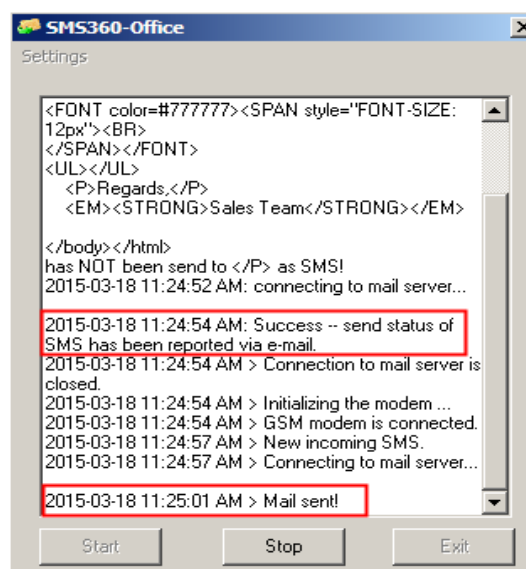


15. HOW TO RECEIVED SMS VIA E-MAIL

- Any incoming SMS received by MOBITEK SMS360 MODEM will be converted into e-mail and send to the designated e-mail address, in this example it is <rubethra_rose12@yahoo.com>.
- For example, a user compose SMS with message "Testing SMS360" and send the SMS to MOBITEK SMS360 MODEM
- When MOBITEK SMS360 MODEM receives it, it will convert to e-mail and send to <rubethra_rose12@yahoo.com>.
- By using e-mail client or web mail, you can read the e-mail:-
 - Subject: (the sender of SMS, e.g. +60125122937)
 - Body: (the content of SMS, e.g. "Testing SMS360")



- The SMS360-Status will display the real time activity.



16. SUPPORT

(to be updated)

17. RELEASE NOTES

(to be updated)

18. FAQ

(to be updated)

19. APPENDIX

(to be updated)