



(formerly known as DWMA)

ECHO

User Manual

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1.0 Login



The screenshot shows the ECHO login interface. It includes a language dropdown menu set to 'English / US' (labeled 1), a domain dropdown menu set to 'ECHOappTest' (labeled 2), a username text field containing 'sysadmin' (labeled 3), and an empty password text field (labeled 4). Below the password field are links for 'Forgot your password?' (labeled 5), 'Register as NGO', and 'Register as Enterprise' (labeled 6). At the bottom is a blue 'Login' button (labeled 7).

Illustration 1.0 Login screen

1. **Language** – Select your language. You can change this anytime even after login.
2. **Domain** – Select your domain or organisation short name.
3. **Username** – Type in your username.
4. **Password** – Type in your password.
5. **Forgot your password** – If you have forgotten your password, click here and follow the steps to reset your password.
6. Click here to register either as NGO or Enterprise.
7. **Login** button.

2.0 SMSGate

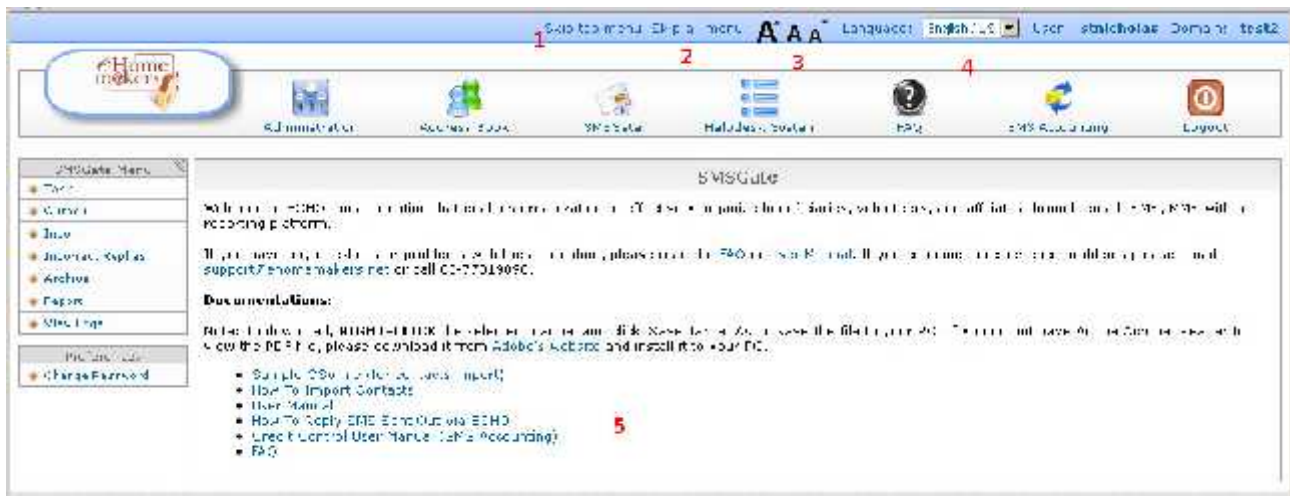


Illustration 2.0.1 Welcome message

When you first login you will be shown the welcome screen. This will only be shown once.

The top menu will be displayed in every pages of ECHO.

1. **Skip top menu** (for vision-impaired users) – To skip the top menu and jump to side menu
2. **Skip all menu** (for vision-impaired users) – To skip all menus and jump to page content
3. **Text font size** – You may change the font size of ECHO to your preference.
4. **Language** – Select your language preference.
5. If this is your first time logging in to ECHO, you are encourage to go through these documents in order to use ECHO more efficiently.

2.1 SMS Task

This is the main screen for SMSgate (Illustration 2.1.1).

1. **SMSGate** icon – Click here to go to SMSgate.
2. From SMSgate, clicking '**Task**' will bring you to this screen.
3. **New Task** button – Click here to create new SMS task, refer to 2.1.1.
4. **Print** button – Click here to print SMS task records displayed on this screen. Note: To print all the SMS tasks, you can select 999 from the drop down (item 10 in illustration 2.1.1). By default, it will display / print 15 rows only.

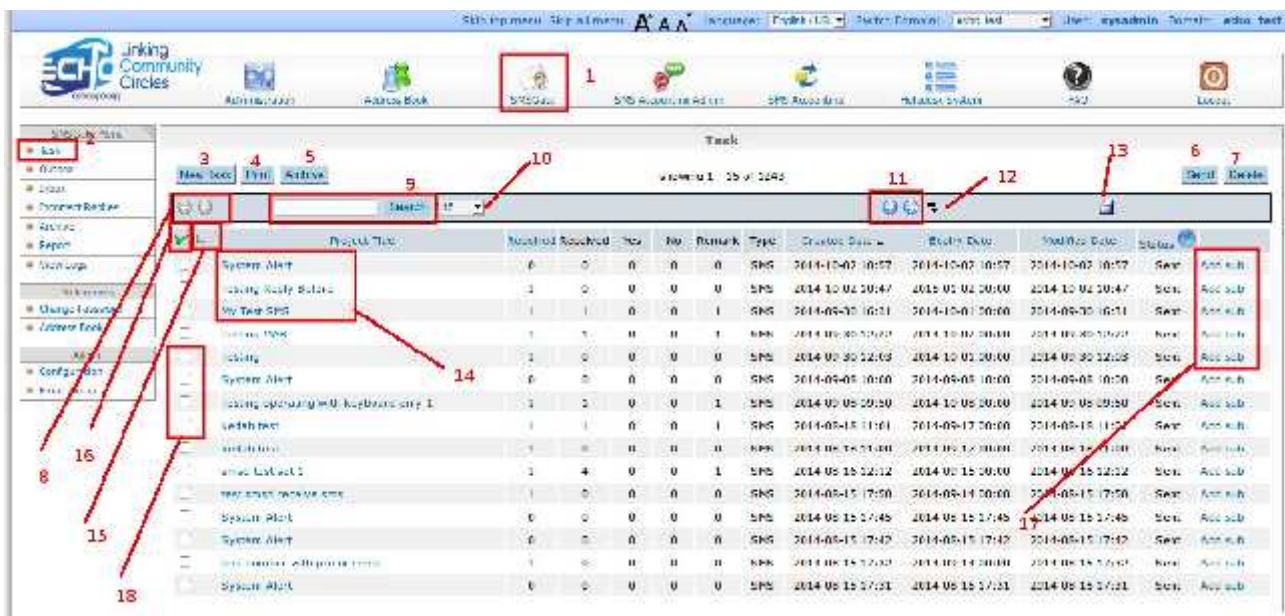
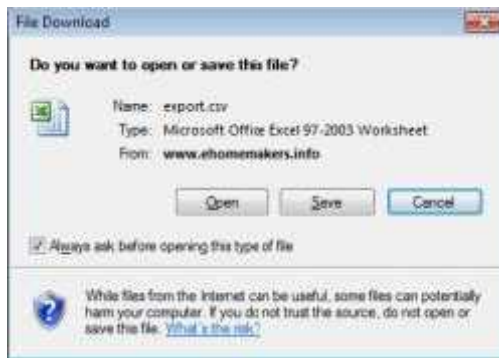


Illustration 2.1.1 SMS task screen

5. **Archive** button – To archive selected SMS tasks. To select SMS tasks to be archived, click on the checkboxes on the far left (item 18 in illustration).
6. **Send** button – To send the selected SMS tasks that have not been sent due to low credit or sending failure. To select the SMS tasks to be sent, click on the checkboxes on the far left (item 18 in illustration).
7. **Delete** button – To delete selected SMS tasks. To select SMS tasks to be deleted, click on the checkboxes on the far left (item 18 in illustration).
8. Click to go to the previous page.
Click to go to the first page.
9. **Search** – Type the name, phone number, e-mail address or address at the search box and click Search'. The system will search the 'Name', 'Business address', 'Business Phone / Mobile Phone / Home Phone' and 'Business Email' fields, then return the matching results.
10. Number of rows displayed – Click to select the number of records to be displayed per page. By default it shows 15 records per page. Maximum number of records to be displayed is 999.
11. Click to go to the next page. Click to go to the last page.
12. Select columns to be displayed. Click on and select the columns to be displayed. This will also affect your print results.
13. **CSV export**
 - a) Click to export the records to a CSV file that can be opened with Microsoft Excel.
 - b) A file download window will be displayed as shown below.



- c) Click 'Open' to open the file in Microsoft Excel or click 'Save' to save the file to your local PC or click 'Cancel' to cancel the download.
 - d) To open the downloaded file in Microsoft Excel, refer to **Section 6 – How To View The Exported File (CSV File)**.
14. If you click on the SMS project title on each row, you will be able to view the details of the SMS. If the SMS is unsent, you can click to edit or send out the SMS.
 15. Indent button – Click this to expand or hide SMS sub tasks.
 16. Check all button – Click this to tick all the checkboxes on this page.
 17. **Add sub** button – Click 'Add sub' to add an SMS sub task. The new task form will be displayed. The created sub task will be indented to the selected SMS task, see item 15 on how to expand or hide sub task.
 18. Checkboxes – Click on the selected task to be sent, deleted or archived.

2.2 SMS Task Form

SMS task form – The form to create or edit SMS tasks.

1. **Address Book** button – Click to select contacts from your address book (refer to illustration 2.2.1). In the popup window, select a category to display the addresses of a particular category (refer to illustration 2.2.2, item 1), or choose "All" to display all addresses. To select one contact, click on a particular phone number (refer to illustration 2.2.2, item 2). To add multiple phone numbers or email addresses, click the check boxes on the far right (refer to illustration 2.2.2, item 3) to select (or deselect) the contacts or click on the  icon to select (or deselect) ALL the contacts listed. Click 'Select an action' at the bottom of the screen.
 - a) Select 'Add email' to add email addresses, or
 - b) Select 'Add mobile no' to add mobile numbers, or
 - c) Select 'Add email and mobile' to add both email addresses and mobile numbers.

Each SMS takes 4 secs to send, message longer than 160 characters (english) / 70 characters (non-english) will be split into 2 or more *

Send To:

Address Book ¹

Clear All

Destination ²

Count ³

Destination:

Remove

Extra Numbers:

6

Save Addressbook ⁷

Separated by comma (,) Prefix with 00, eg. 00124411223.

Project Detail:

Title

> enter new title ⁸

Send Mode

☒ Send SMS
 ☐ Send Voting SMS* ⁹

*For Voting SMS, votes will appear in '(vote)' tag located in message, will also take up message space *

Message:

--> write the message here

Characters: 28

SMS: 1

Amount Needed

Reply Before:

--> enter a ¹²

Year

Month

Day

*

HH

:

MM

:

SS

¹³

Voting SMS*

Voting SMS not selected ¹⁴

Remarks:

--> write the remarks here

¹⁵

Available Packages:

Text (WMA) (First 10 SMS is RM0.00, subsequent rate is RM0.12, Balance (Free SMS): 0 (RM) / 0.04)* ¹⁶

Send Now ¹⁷

☐ Send Inter:

Year

Months

Day

*

00

:

00

☐ Save Only

☐ Send Weekly:

Select a Day

*

00

:

00

End date

Year

Month

Day

*

00

:

00

☐ Send Monthly:

Select a Date

*

00

:

00

End date

Year

Month

Day

*

00

:

00

Continue

Cancel ¹⁸

Illustration 2.2.1 SMS task form

- Clear All** button – Click here to clear your recipient list (item 4 in illustration 2.2.1).
- This shows the number of recipients selected.

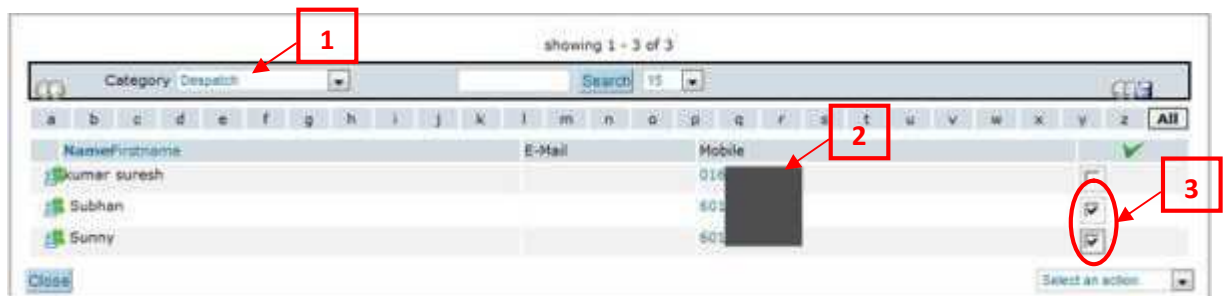


Illustration 2.2.2 Address selection

4. **Recipient list** – This shows the mobile numbers or emails you have added.
5. **Remove** column – Click on the respective 'X' icon to delete the recipient from this task.
6. **Extra numbers** – You may type in the mobile numbers of those recipients who are not in your address book, separated by comma.
7. **Save Addressbook** – You may the extra numbers you typed in item 6 above to your address book by clicking on this button. A popup window will be displayed (see illustration 2.2.3). To save the contact to your address book, you have to type in the name for this contact. If the number has already exists, the contact will not be saved. Clicking save will close the popup window automatically and you will return back to the form.

Illustration 2.2.3 Save address book

8. Type in the SMS task title here.
9. Select either normal SMS or Voting SMS.
10. Type in your message here. If this is a voting SMS, you may use the tag '(vote)' without the quotes to place your vote data anywhere in the message. If this is a voting SMS, it will take up more space because the system will automatically generate the text for voting for example A:Choice A, B:Choice B ... etc. For more information on how voting SMS works, please refer to section 2.3 Voting SMS.
11. This shows the number of characters you have typed for your message. For normal SMS that does not contain special characters (such as Chinese characters), every 160 characters (including space) will be considered as one SMS . SMS longer than that will split into two or more SMSes which will affect the cost of sending. The total cost will be displayed in the confirmation screen (Illustration

2.2.4). For SMS with special characters, even if it is only 1 special character, every 70 characters (including space) will be considered as one SMS. Longer than that will split into two or more SMSes. This is the worldwide standard for SMS sending (via any devices).

Domain test?

Total SMS to be sent:

1 recipient(s) x 1 SMS each = 1 SMS

SMS Rate:

Free SMS: 1

Confirm to proceed?

(Note: The calculation above does not include email recipients, if any.)

Cancel OK

Illustration 2.2.4 Confirm message

12. Picture Upload. Not used anymore.
13. **Amount Needed** – Type in the number of replies you wish to collect for this SMS task. This is useful when you carry out a survey, you can set a limit to the total number of replies you wish to get.
14. **Reply Before** – Set an expiry date for your replies. Any replies for this SMS task received after the expiry date will be flagged as “Expired” and will not be counted as valid reply.
15. **Voting SMS** area – If voting SMS is selected, the SMS task will look like Illustration 2.2.7. Click ‘**Add Choice**’ to add new choice and type in the value in the textbox. To delete a choice, tick the checkbox of the choice to be deleted and click ‘**Delete Choice**’. Choices are automatically named. For example, if you have 4 choices as per the sample below, it will be named A.Barbequeue, B.Circus, C.Drought, D.Embers.

Voting SMS	
	Value
☐	Barbequeue
☐	Circus
☐	Drought
☐	Embers

Illustration 2.2.7 Voting SMS choices

16. **Remarks** - Additional remarks for this SMS task.

17. **Available Packages** – This is currently not in use.

18. Choose the sending option:

- a) Click 'Send Now' to send the message to the recipient(s) immediately.
- b) Click 'Send Later' and select the date and time to send the message(s) at a specified date.
- c) Click 'Save Only' to save the message in task list without sending out the SMS.
- d) Click 'Send Weekly' and select the day, time and end date of this scheduled message.
- e) Click 'Send Monthly' and select the day, time and end date of this scheduled message.

2.3 Voting SMS

Voting SMS is for users to collect responses. It can be used for survey, event management, poll, confirmation of attendance, etc. It allows user to send out SMS message with options for recipients to choose from. The system will tabulate the options selected by all the recipients.

For example, you send out an SMS with 3 choices, A, B or C. The recipients then reply with a single letter A or B or C. The system will collect these replies and you may view them in the system, more details in section 2.4 View SMS.

Voting SMS will take up more space because of the system generated option's letter as explained earlier.

2.4 View SMS

To view the SMS details, go to SMSgate → Task, click on the project title of the SMS task you wish to view and the screen below will be displayed in a popup.

Under 'Replies', it displays the list of contacts you have sent out to.

Item 1 in Illustration 2.4.1 is the filtering for the Voting SMS replies. User can filter the view by the replies.

Item 3 in Illustration 2.4.1 can be clicked to view the details of the reply.

Item 4 in Illustration 2.4.1 is the reply button. Click on this to reply to the selected contact. A popup window will be displayed. Fill in your reply and send to this contact.

The system tabulates the replies as below:

If the same person replies more than once, only the last reply is counted.

Total Yes: Total number of replies that consist of the word 'Yes'

Total No: Total number of replies that consist of the word 'No'

Total Remark (all the replies except 'Yes', 'No'): Total number of replies that do not consist of the word 'Yes' or 'No'

Total Recipient: Total number of people who replies (If the same person replies more than once, only one will be counted.)

Total Received: Total number of replies received

Votes: Total number of replies for each option (If the same person voted 'A' first, then voted 'B', only the last vote is counted.)

Domain :	ecm_test		
Title :	Jac Test on Voting SMS		
Description :	Jac test: Are you coming to the exhibition? A:Yes B:No C:Not sure		
Amount Needed :	1		
Remarks :			
Created Date :	2014-05-22 16:54		
Reply Before :	2014-05-21 00:00		
Schedule			
Mode	Day	Time	Enable
			Disabled
		Year	Month
		Day	00:00
Sent To:			Type:
			SMS
			SMS
☐ Yes ☐ No ☐ Remark Print			
☐ A ☐ B ☐ C			
Replies			
☐	Received Date	From	Reply
☐	2014-05-22 16:58		SMS
☐	2014-05-22 16:59		SMS
		Type	Description
			b
			Not sure
Total Yes:		1	
Total No:		1	
Total Remark (all the replies except 'Yes', 'No'):		0	
Total Recipient:		1	
Total Received:		1	
Votes			
A:Yes		Votes: 1	
B:No		Votes: 1	
C:Not sure		Votes: 1	
Save Changes Forward Reply Close			

Illustration 2.4.1 SMS view screen

2.5 Outbox

Outbox

Archive Print

Showing 1 - 15 of 2723

Type All

Search

15

	Category	Project Title	Type	Created Date	Sent Date	Status
☒	All					
☐		Kasee test	SMS	2014-08-18 11:00	2014-08-18 11:00	Sent
☐		Kasee test	SMS	2014-08-18 11:00	2014-08-18 11:00	Sent
☐		smsd test sat 1	SMS	2014-08-16 10:12	2014-08-16 10:12	Sent
☐		test firm addressbook smsd	SMS	2014-00-15 17:59	2014-00-15 17:59	Sent
☐		test smsd rate via sms	SMS	2014-00-15 17:50	2014-00-15 17:50	Sent
☐		System Alert	E-mail	2014-00-15 17:45	2014-00-15 17:45	Sent
☐		System Alert	E-mail	2014-00-15 17:45	2014-00-15 17:45	Sent
☐		System Alert	E-mail	2014-00-15 17:45	2014-00-15 17:45	Sent
☐		System Alert	E-mail	2014-00-15 17:42	2014-00-15 17:45	Sent
☐		System Alert	E-mail	2014-00-15 17:42	2014-00-15 17:45	Sent
☐		System Alert	E-mail	2014-00-15 17:42	2014-00-15 17:45	Sent
☐		fastest	SMS	2014-00-15 17:22	2014-00-15 17:35	Sent
☐		System Alert	E-mail	2014-08-15 17:31	2014-08-15 17:35	Sent
☐		System Alert	E-mail	2014-08-15 17:31	2014-08-15 17:35	Sent
☐		System Alert	E-mail	2014-08-15 17:31	2014-08-15 17:35	Sent

Illustration 2.5.1 Outbox screen

Outbox stores the outgoing messages. Click the 'SMSGate' icon from the top menu followed by 'Outbox' from the left menu to go to Outbox. The sent messages will be listed as shown in Illustration 2.5.1. If you sent an SMS to 10 contacts, there will be 10 records in the Outbox with the same project title.

Status:

Sent – Message has been sent successfully.

Queue – SMS is still pending to be sent out.

Failed – SMS sending has failed.

(Note: If the recipient does not receive the sent message, most likely it is due to insufficient credit or some technical issue. The message will automatically be sent out once the problem has been rectified. Therefore, please confirm with your administrator before you resend the message.)

Click on the project title of the task to view the details (refer to Illustration 2.5.2).



Illustration 2.5.2 Outbox screen

2.5.1 Sorting

To sort the records, click on the column header.

2.5.2 Archive

Select the projects / tasks to be archived by clicking the boxes on the left. To select or deselect all the projects / tasks listed, click on the ☒ icon. Click 'Archive' button to archive the selected items.

2.5.3 Filter Outbox

Filter the list by selecting the type of messages (SMS or E-mail) from the drop down or by selecting the category.

2.5.4 Export Outbox To CSV File

Click  to export the records to a CSV file that can be opened with Microsoft Excel. A file download window will be displayed as shown in Illustration 2.5.3.



Illustration 2.5.3

Click 'Open' to open the file in Microsoft Excel.

Click **'Save'** to save the file to your local PC.

Click **'Cancel'** to cancel the download.

To open the downloaded file in Microsoft Excel, refer to **Section 6 – How To View The Exported File (CSV File)**.

2.6 Inbox



Illustration 2.6.1 Inbox screen

Inbox stores the incoming messages.

1. Click on the description of the task to view the details.
2. The 'Received' column indicates the number of replies.
 - a) 1 – It shows '1' when the reply begins with words like 'yes', 'y', 'ok', 'ya', 'can', 'boleh'.
 - b) 0 – It shows '0' when the reply begins with words like 'no', 'n', 'cannot', 'tidak', 'tak'.
 - c) Blank – It shows blank when the system is unable to recognize any special word in the reply.

The screenshot shows the 'Inbox reply' screen. It includes a 'Send to' field with a dropdown menu, a 'Project Detail' section with 'Title' and 'Message' fields, and a 'Reply Before' section with a date and time selector. The 'Remarks' field is at the bottom.

Illustration 2.6.2 Inbox reply screen

3. Click on the  icon to reply to the sender. A popup window as shown in Illustration 2.6.2 will be displayed.
4. Type in the details and click 'Send' to send the reply or click 'Cancel' to cancel the reply.

2.6.1 Sorting

To sort the records, click on the column header.

2.6.2 Archive

Select the records to be archived by clicking the boxes on the left. Click 'Archive' button to archive the selected items.

2.6.3 Filter Outbox

Filter the list by selecting the type of messages (SMS or E-mail) from the drop down or by selecting the category.

2.6.4 Export Outbox To CSV File

Click  to export the records to a CSV file that can be opened with Microsoft Excel. A file download window will be displayed as shown in Illustration 2.5.3.

2.6.5 Associate Unknown Sender In Inbox To Existing Contact

1. Click on the 'Unknown' link under the 'From' field to go to the address book as shown in Illustration 2.6.3.
2. Select the contact to be associated with the unknown sender by clicking on the radio button on the left of the name (refer to Figure 2.6.3 – item 2).
3. Click 'Save' to make the association or click 'Cancel' to cancel the association.

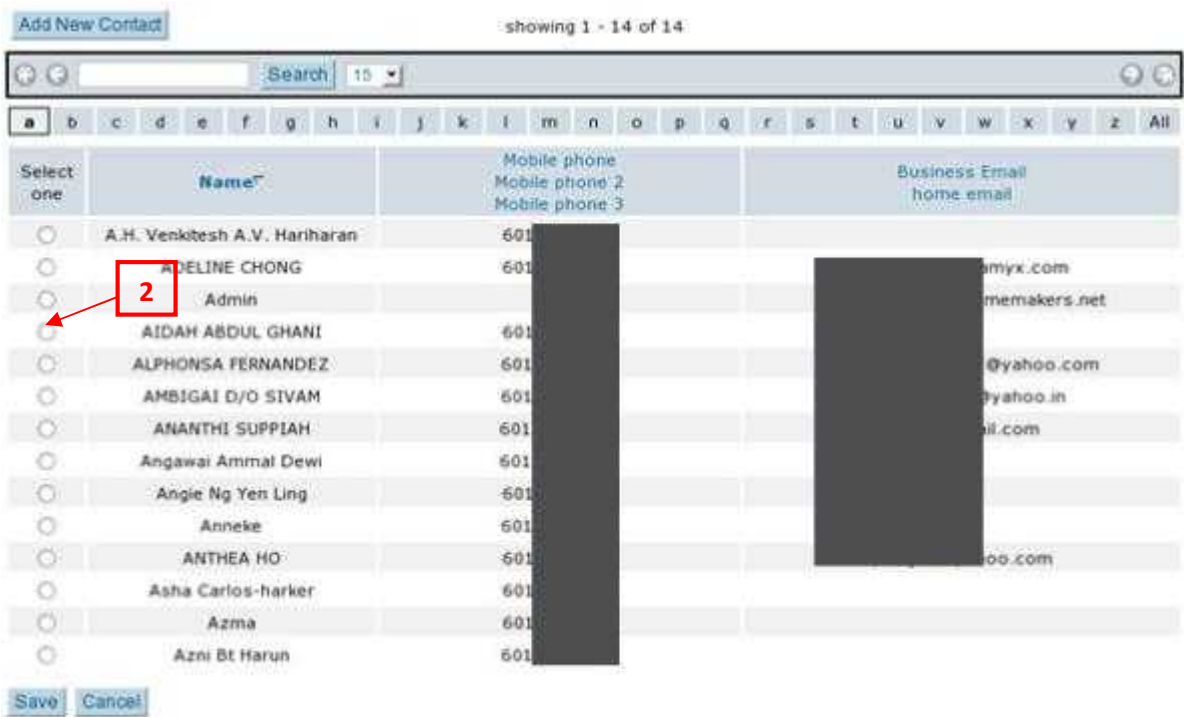


Illustration 2.6.3 Associate unknown sender in Inbox to existing contact

2.6.6 Associate Inbox’s Message To A Task

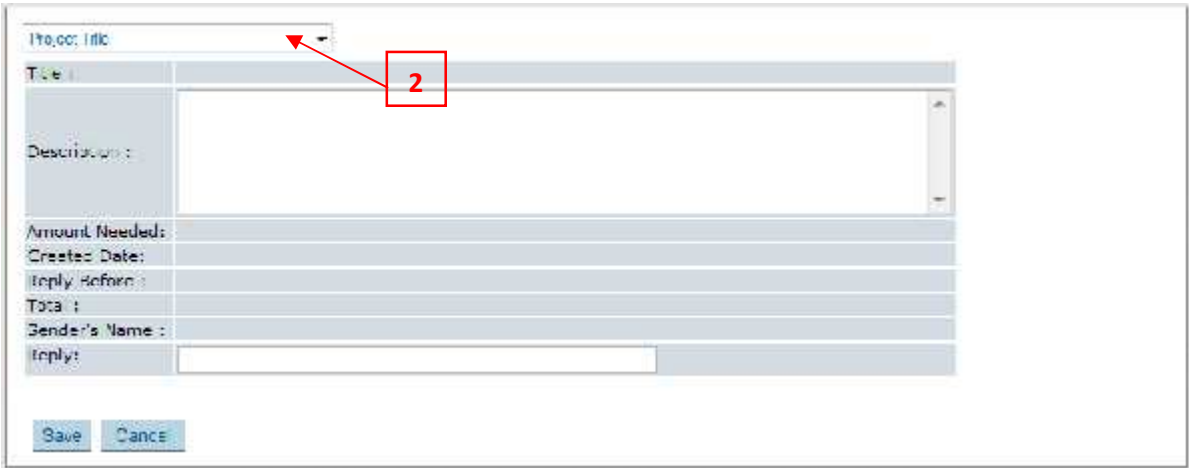


Illustration 2.6.4 Associate Inbox’s message to a task

1. From 'Inbox', click on the 'Unknown' link under the 'Project Title' field to go to the task list as shown in Illustration 2.6.4. Only active tasks (not expired) will be listed.
2. Select the project title from the drop down for association (refer to Illustration 2.6.4 – item 2).
3. Click 'Save' to make the association or click 'Cancel' to cancel the association.

2.7 Incorrect Replies

Incorrect replies refer to the replies that:

- Do not comply with the specified format (refer to **Section 7 – How To Reply An SMS Sent Out Via ECHO**).
- Were received after the expiry date of the task.
- Were received after the required number of replies.



Name	From	Project title	Description	Type	Date	Status
☒ Tang Justin	E11240E1102		Reply to	SMS	2014-04-25 10:00:00	Expired
☐ Xiao Jun Chong	E11260A1102		Y	SMS	2014-04-25 10:04:04	Expired
☐ Yus Lee Cheer	E11240C1102		Test reply 4	SMS	2014-04-25 15:10:10	Unknown User
☐ Unknown	E11240E1102		Test reply 5	SMS	2014-04-25 14:15:15	Unknown User
☐ Unknown	E11240E1102		Test reply 3	SMS	2014-04-25 14:14:14	Unknown User
☐ Unknown	E11240E1102		Test reply	SMS	2014-04-25 14:13:13	Expired
☐ Kimberly Jing Kim Yng	E11260A1102		Act 3	SMS	2014-04-25 10:10:10	Expired
☐ Christine Anthony	E11260A1102		Act 3	SMS	2014-04-25 10:10:10	Expired
☐ Jessica Yee Chin Wei	E11260A1102		Act 3	SMS	2014-04-25 10:10:10	Expired
☐ Unknown	E11240C1102		Test reply	SMS	2014-04-25 10:10:10	Expired
☐ Chen Xyn	E11260A1102		Act 2	SMS	2014-04-25 14:14:14	Expired
☐ T&R	E112471C170		Idfgh	SMS	2014-01-23 10:10:10	Expired
☐ T&R	E112471C170		Act	SMS	2014-01-23 16:16:16	Expired
☐ T&R	E112471C170		3j	SMS	2014-01-23 16:16:16	Expired
☐ T&R	E112471C170		Day	SMS	2014-01-23 10:10:10	Expired

Illustration 2.7.1 Incorrect replies screen

2.7.1 Associate Unknown Sender Of Incorrect Replies To Existing Contact

- Click on the 'Unknown' link under the 'Name' field as shown in Illustration 2.7.2.



Name	From	Description	Type	Date	Status
Unknown	mail-noreply@google.com	Access Gmail on your mobile phone	E-mail	2010-06-16 16:04	Unknown User
Unknown	mail-noreply@google.com	Import your contacts and old email	E-mail	2010-06-16 16:04	Unknown User

Illustration 2.7.2 Incorrect replies screen with unknown sender

- The address book for associations will be displayed (refer to Illustration 2.7.3).
- Select the contact to be associated to the unknown sender by clicking on the radio button on the left of the name (refer to Illustration 2.7.3 – item 3).



Illustration 2.7.3 Address book for contact association

- Click 'Save' to make the association or click 'Cancel' to cancel the association.

2.7.2 Associate Incorrect Replies To A Task

- From 'Incorrect Replies', click on the 'Unknown Task' link under the 'Status' field as shown in Illustration 2.7.4.
- The task list for association will be displayed (refer to Illustration 2.7.5). Only active tasks (not expired) will be listed.
- Select the project title from the drop down for association (refer to Illustration 2.7.5).
- Click 'Save' to make the association or click 'Cancel' to cancel the association.



Illustration 2.7.4 Associate incorrect replies to a task

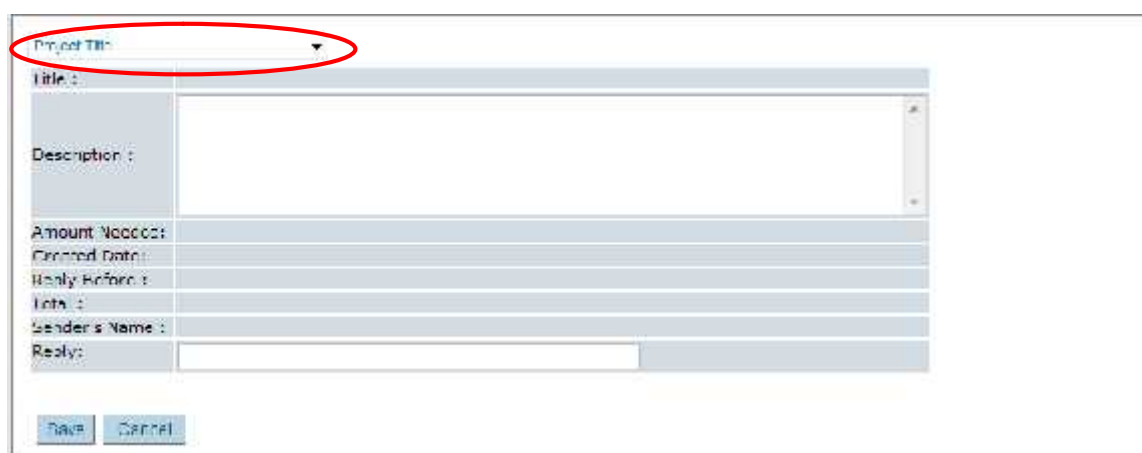


Illustration 2.7.5 Associate Inbox's message to a task

2.7.3 Restore Incorrect Replies

1. From 'Incorrect Replies', select the projects / tasks to be restored by clicking the  icon on the left.
2. Click 'Restore' (refer to Illustration 2.7.6).



Illustration 2.7.6 Restore incorrect replies

2.8 Archive

Archive contains the historical records. The purpose of archiving is to move out the old records from the frequently used folder. The archived records from 'Inbox', 'Outbox' and 'Task' will appear here.

1. Click the 'SMSGate' icon from the top menu.
2. Click 'Archive' from the left menu.

2.8.1 Restore / Delete Archived Items

This section explains the way to restore the archived items back to the source folder (Task / Inbox / Outbox).

1. From 'SMSGate', click 'Archive' from the left menu.
2. Select the items to be restored by clicking the boxes on the left (refer to Illustration 2.8.1 – item 3).



Illustration 2.8.1 Archive screen

3. To select or deselect all the items listed, click on the  icon.
4. Click 'Restore' button to restore the selected items or click 'Delete' to delete the items permanently (refer to Illustration 2.8.1 – item 5).

2.9 Report

1. Click the 'MSGate' icon from the top menu.
2. Click 'Report' from the left menu and select the type of report to be displayed from the drop down.

2.9.1 Sort Report

Click on the column header to sort the list accordingly (refer to Illustration 2.9.1).

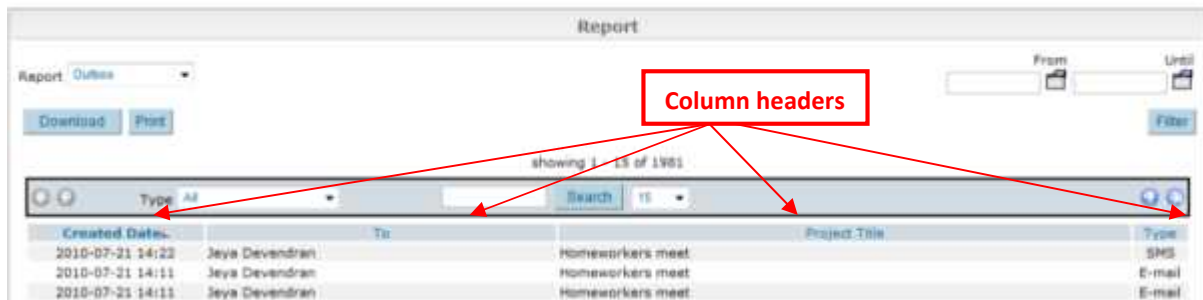


Illustration 2.9.1 Sort report

2.9.2 Number of Records Displayed in Report

Click on the drop down box to change the number of records displayed per page (refer to Illustration 2.9.2).



Illustration 2.9.1 Choose number of records to be displayed

2.9.3 Navigation - Report

1. Click  to go to the next page.
2. Click  to go to the previous page.
3. Click  to go to the last page.
4. Click  to go to the first page.

2.9.4 Download Report

1. Select the type of report.

2. Click 'Download' to download the selected report to a CSV file that can be opened with Microsoft Excel.
3. A file download window will be displayed as shown in Illustration 2.9.3.
4. Click 'Open' to open the report in Microsoft Excel or click 'Save' to save the report to your local PC or click 'Cancel' to cancel the download.
5. To open the downloaded file in Microsoft Excel, refer to **Section 6 – How To View The Exported File (CSV File)**.



Illustration 2.9.3 File download window

2.9.5 Search in Report

1. Type the searched text in the search text box (refer to Illustration 2.9.4).

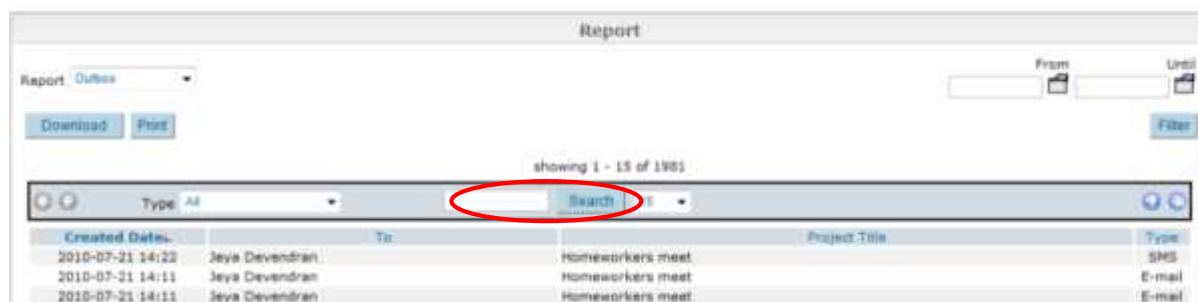


Illustration 2.9.4 Search function in report

2. Click 'Search'.
3. The system will return the matching results.

2.9.6 Print Report

1. Click 'Print' button as shown in Illustration 2.9.5.

2. A print dialog box will be displayed.
3. Select your printing options and click 'Print'.



Illustration 2.9.5 Print report

2.10 View Logs

(For administrator use only) Logs refer to the records of the network activities that can include access records and errors. It is used to troubleshoot when something goes wrong with the GSM modem that is used to sent out SMS.

2.10.1 System Log

1. Click the 'SMSGate' icon from the top menu.
2. Click 'View Logs' from the left menu.
3. Click to select the type of log file (refer to Illustration 2.10.1).



Illustration 2.10.1 System log

4. SMS Log will display the records of the network activities.
5. Sync Log is only used by technical staffs (refer to Illustration 2.10.2).



Illustration 2.10.1 Sync log

2.11 Change Password

Some users are allowed / disallowed to change the password. Only users who are allowed to change the password can see this option in their menu. Users who do not have this option but would like to change the password, please inform your administrator.

1. Click the 'SMSGate' icon from the top menu.
2. Click 'Change Password' from the left menu.
3. Type in your existing and new password:
 - a) Enter your old password – Type in your existing password (refer to Illustration 2.11.1 – item 3).
 - b) Enter your new password – Type in your new password (refer to Illustration 2.11.1 – item 4).
 - c) Re-enter your password – Type in your new password again to confirm your new password (refer to Illustration 2.11.1 – item 5).
4. Click 'Change'.
5. Your password has been changed.

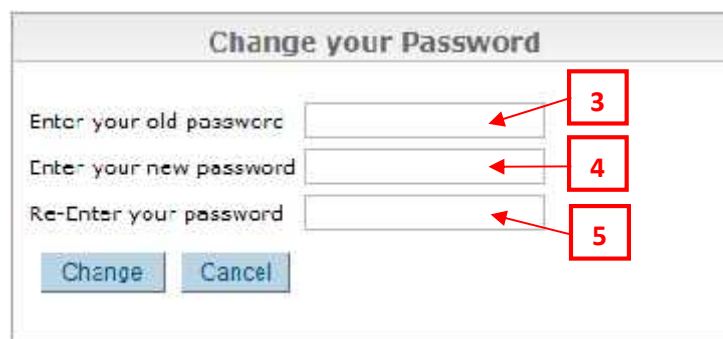


Illustration 2.11.1 Change password

2.12 Simplified Address Book

Users may choose to switch their address book to a simplified version by ticking this checkbox. Refer to Illustration 2.12.1 for an example of the simplified address book.



Illustration 2.12.1 Simplified address book

3.0 Address Book

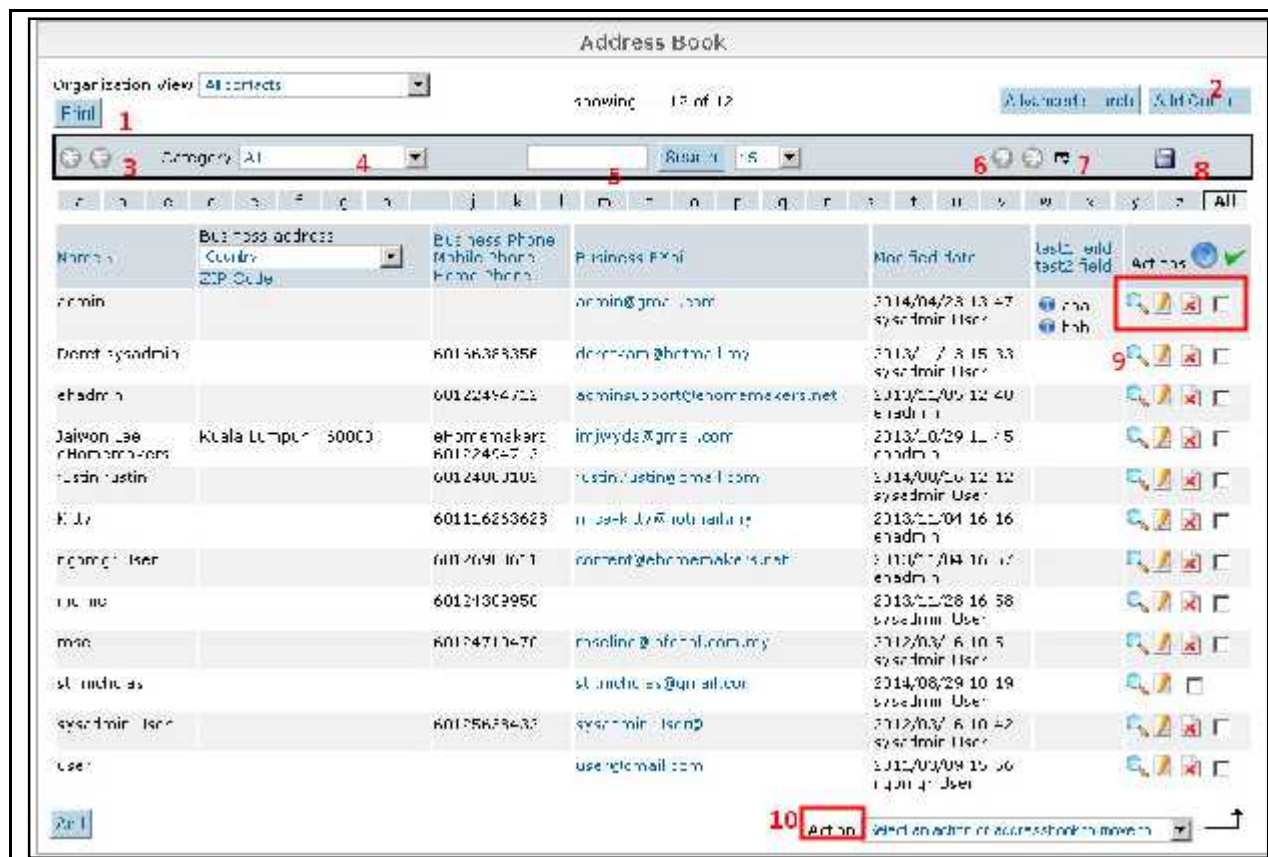


Illustration 3.0.1 Address book main page

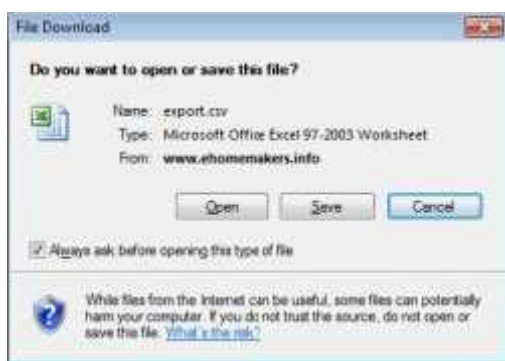
The address book is mainly used to manage the contacts that will be used while sending SMSes. You can add, edit, delete and sort contacts.

1. **Print** button – To print all the records displayed on this screen. Note: To print all the records, you can select 999 from the drop down next to the 'Search' button. By default, it will display / print 15 rows only.
2. **Add Contact** button – To add new contact.
3. Click to go to the previous page.
Click to go to the first page.
4. **Category** selection – To filter the records to be displayed by category. To manage address book categories, see **Section 3.2**.
5. **Search** – Type the name, phone number, email address or address at the search box and click 'Search'. The system will search the 'Name', 'Business address', 'Business Phone / Mobile Phone / Home Phone' and 'Business Email' fields, then return the matching results.
6. Click to go to the next page.
7. Click to go to the last page.

8. Select columns to be displayed. Click on  and select the columns to be displayed. This will also affect your print results.

9. **CSV export**

- a) Click  to export the address book to a CSV file that can be opened with Microsoft Excel.
- b) A file download window will be displayed as shown below.



- c) Click 'Open' to open the file in Microsoft Excel or click 'Save' to save the file to your local PC or click 'Cancel' to cancel the download.
- d) To open the downloaded file in Microsoft Excel, refer to **Section 6 – How To View The Exported File (CSV File)**.
10. **Actions** – From left to right:
- a) View contact
 - b) Edit contact
 - c) Delete contact
 - d) Checkboxes – Tick to select the contact followed by choosing the right action from the drop down list below (Illustration 3.0.1 – item 10).
11. **Action** – After ticking the checkboxes on the far right of each row, click here to choose from the option either to delete contact(s) or print labels.
12. **Organisation View**
- a) Organisations: To list out all the organisations in the address book.
 - b) Organisations by location: To list out the organisations order by location (business address).
 - c) Organisations by departments: To list out the organisations order by departments.

Illustration 3.0.2 Organisation view

3.1 Add Or Edit Contact

Illustration 3.1.1 Contact form

The contact form.

1. [Optional] Upload photo for this contact
2. [Compulsory] Full name of the contact
3. [Optional] Title, eg. Mr, Mrs
4. [Optional] Role or designation

5. [Optional] Room number
6. [Optional] Organisation's name
7. [Optional] Department's name
8. [Optional] Address – Street
9. [Optional] Address – Street (cont)
10. [Optional] Address – City
11. [Optional] Address – Postal Code
12. [Compulsory] Mobile phone

*(*Important Note: For mobile number, please start with the country code and enter the mobile number without a dash. For example, if it is a Malaysia's number 012-1234567, then type '60121234567'.)*

13. [Optional] Business phone – same format as mobile phone
14. [Optional] Private phone – same format as mobile phone
15. [Optional] E-mail – Recommended to type in the e-mail in order for the user to receive notification.
16. [Optional] Category – Choose the category that this contact belongs to. This field can be used as department. You may select more than one category.
17. 'Save' and 'Apply' buttons
18. Cancel button – Click to close the popup window
19. Delete button – Click to delete this contact

3.1.1 Additional Contact Details



The screenshot shows a contact form with three tabs: 'General', 'Details', and 'Custom'. The 'Details' tab is selected and highlighted with a red box. Below the tabs is a large text area labeled 'Notes' with a red '1' indicating it is for additional details. At the bottom, there is a section for 'Created st. nicholas' and 'Modified date' with a red '2' indicating the date field.

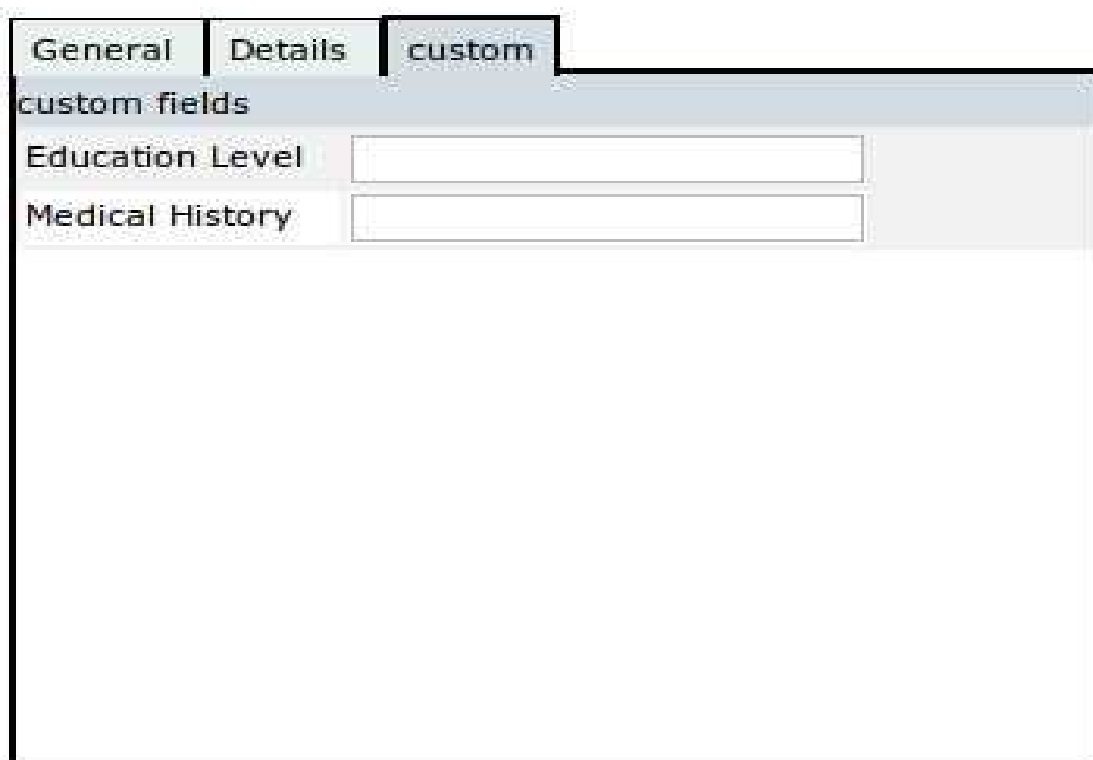
Illustration 3.1.2 Contact form – details

If you click on the 'Details' tab, the screen as shown in Illustration 3.1.2 will be displayed.

1. Notes – You may type in any additional remarks for this contact.
2. Created by whom and modified date for this contact.

3.1.2 Custom Contact Fields

You may type in the values for the custom field of your contacts. Refer to Illustration 3.1.3. For more information about custom contact field, please refer to **Section 3.4**.



The screenshot shows a web interface with three tabs: 'General', 'Details', and 'custom'. The 'custom' tab is active. Below the tabs, there is a section titled 'custom fields'. Under this section, there are two rows, each with a label and a text input field. The first row is labeled 'Education Level' and the second row is labeled 'Medical History'. The input fields are empty.

Illustration 3.1.3 Custom tab

3.1.3 Delete Contact From Address Book

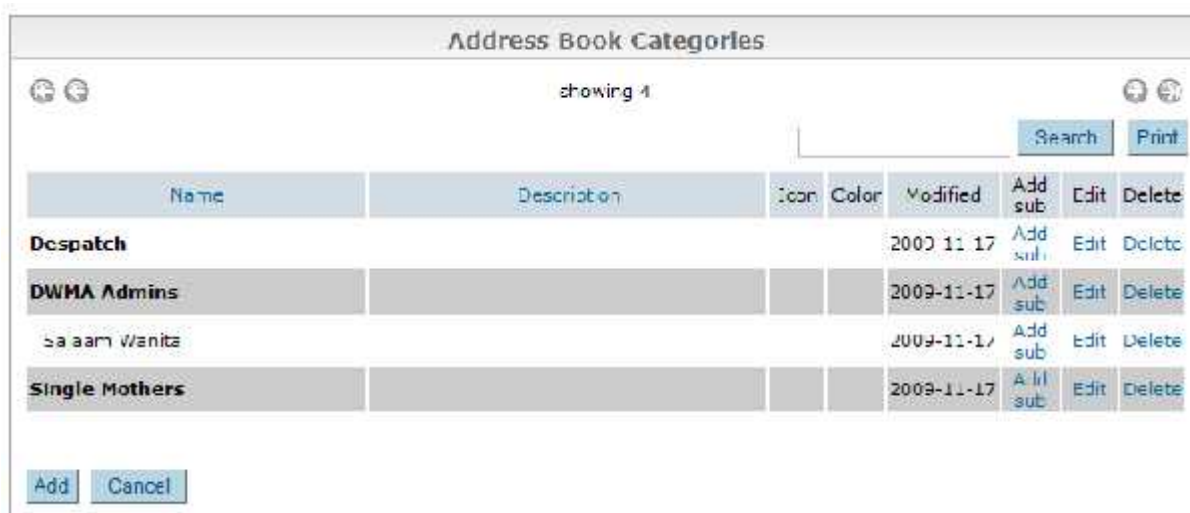
1. From the 'Contact List', click on the  icon on the right of the contact you wish to delete to delete a single entry in the address book.
2. Click 'OK' to confirm deletion or 'Cancel' to cancel deletion.
3. To delete multiple entries, select all the entries to be deleted by clicking the boxes at the far right.
4. Select 'Delete' from the drop-down box.

3.1.4 Print Labels

1. From the 'Contact List', select the category and the contacts to be printed out.
2. Click on the 'Action' drop down and select 'Print Labels'. The label will be downloaded to your PC in PDF format.
3. If you do not have PDF reader, please download it for free from <http://www.adobe.com/products/reader.html>.

3.2 Address book Categories

From the top menu, click '**Address Book**' and from the left menu, click '**Edit categories**'. The address book categories will be displayed in a list.



Name	Description	Icon	Color	Modified	Add sub	Edit	Delete
Despatch				2009-11-17	Add sub	Edit	Delete
DWHA Admins				2009-11-17	Add sub	Edit	Delete
Sa aam Wanita				2009-11-17	Add sub	Edit	Delete
Single Mothers				2009-11-17	Add sub	Edit	Delete

Illustration 3.2.1 Address book categories list

3.2.1 Add New Address Book Category

Click 'Add' from the Address Book Categories page (refer to Illustration 3.2.1) to add new address book category.

The screenshot shows a dialog box titled "Add Address Book category for: st. nicholas". It contains the following fields and controls:

- Parent Category :** A dropdown menu currently showing "None".
- Name :** A text input field.
- Description :** A large text area.
- Private :** A checkbox.
- Color :** A color picker icon.
- Icon :** A dropdown menu currently showing "None".
- Buttons:** "Save" and "Cancel" buttons at the bottom left.

Red numbers 1 through 8 are overlaid on the form to indicate the sequence of steps for adding a category:

1. Parent Category
2. Name
3. Description
4. Private
5. Color
6. Icon
7. Save
8. Cancel

Illustration 3.2.2 Edit address book categories

1. **Parent Category** – Select the parent category if the new category you are about to create is the sub-category of another category (*Note: The parent category must already exist*).
2. **Name** – Enter the category's name.
3. **Description** – Enter the category's description.
4. **Private** – [Optional] Click 'Private' if you want the category to be visible to only yourself.
5. **Color** – [Optional] Click on the color icon to select the color from the color palette to highlight a particular category.
6. **Icon** – [Optional] Select the icon from the drop down to represent the category you are about to create.
7. **Save** – Click 'Save' to create the new category.
8. **Cancel** – Click 'Cancel' to cancel the entry.

3.2.2 Add Sub-category

1. From the 'Address Book Categories' list, click on the '**Add sub**' link (on the right of the category) to add sub-category (refer to Illustration 3.2.3).
2. Follow the steps in 'Add New Address Book Category' to create the sub-category.

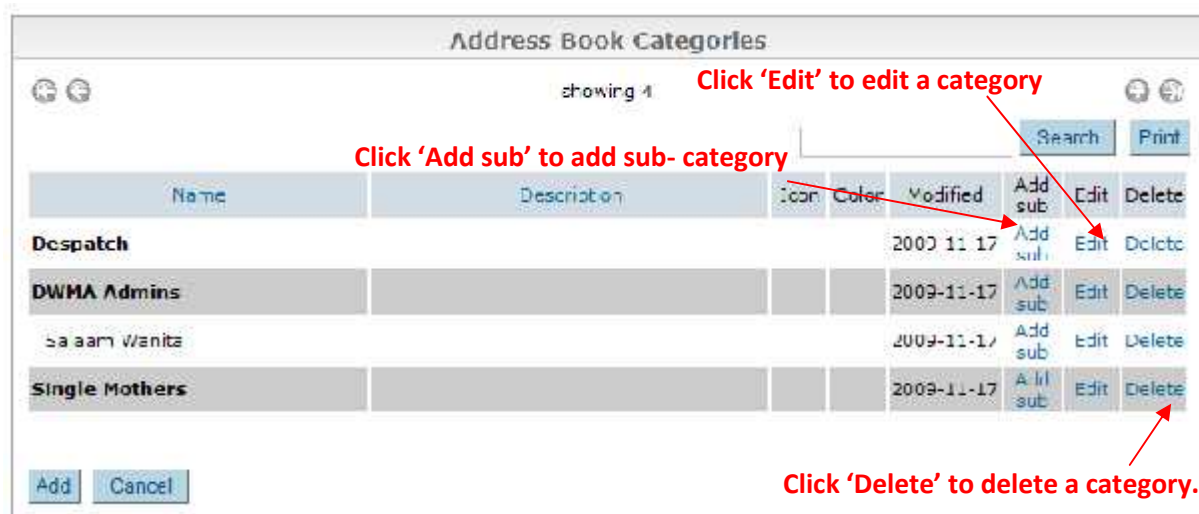


Illustration 3.2.3 Add sub-category

3.2.3 Edit Address Book Category

1. From the 'Address Book Categories' list, click on the '**Edit**' link (on the right of the category) to change category's information including parent's category, category's name, category's description, privacy setting, category's color and category's icon (refer to Illustration 3.2.3).
2. Click 'Save' to save changes or 'Cancel' to discard changes.

3.2.4 Delete Address Book Category

1. From the 'Address Book Categories' list, click on the '**Delete**' link (on the right of the category) to delete a category (refer to Illustration 3.2.3).
2. Click 'Yes' to confirm deletion or click 'No' to cancel deletion

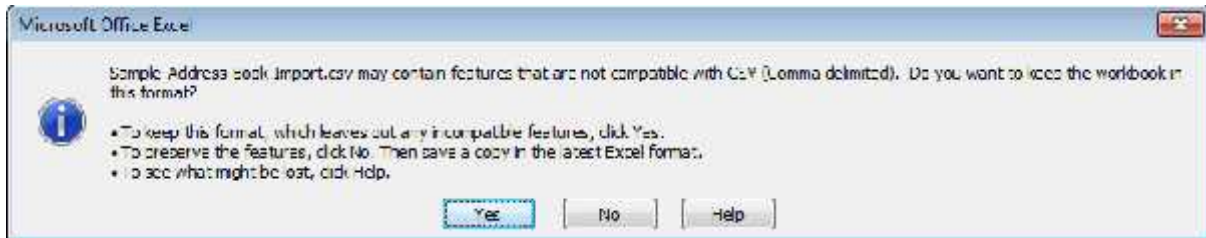
3.3 Import Contacts to ECHO

1. Prepare your contacts in Microsoft Excel based on the following format and **DO NOT** delete any columns:

No.	First Name	Last Name	Title	Category	Organisation	Address 1	Address 2	City	Postcode	Mobile No	e-mail
1	Joyce	Tan	Ms	Basket	eHome	25A, TTDI		KL	60000	60121234567	info@eh.net
2	Ben Lo	Lo	Mr	Legal	Hi-Corp	2, Jalan Ru		Seremban	48000	60167654321	ben@corp.com
3	Jet Li		Mr	Food	LLJ S/B	3, Jalan PJS		PJ	47301	60192221111	jet@myco.com

Note: You may specify the full name under the 'First Name' column and leave the 'Last Name' blank.

2. Click 'Save as' in Microsoft Excel, type in your file name and change the 'Save as type' to 'CSV (Comma delimited) (*.csv)' to save the file in CSV format.
3. Click 'Yes' if you see the following popup:



Note: You may also export your contacts from Microsoft Outlook, Microsoft Access, Outlook Express, etc but make sure the contacts are saved in CSV format.

4. From the 'Address Book', click 'CSV-Import' from the left menu.
5. Click 'Choose file' to select the CSV file (refer to Illustration 3.3.1).



Illustration 3.3.1 Import CSV file into address book

6. Click 'Import'.
7. Click on the drop down boxes to match the fields accordingly (refer to Illustration 3.3.2 – item 7).
8. **Start record to import** – This field defines the first line in your CSV file to start importing. For example, if you would like to omit the column header in your CSV file and start importing from line two onwards, then type '2' in this field (refer to Illustration 3.3.2 - item 8).
9. **Number of records to import from file** – This field defines the number of records to import from the CSV file. For example, if your CSV file has one hundred records and you would like to import records 1 – 50, then type in '50' in this field (refer to Illustration 3.3.2 – item 9). If you would like to import all the records in your CSV file, leave this field blank.

10. **Test Import** – Click to check this field if you only want to test the import without importing the records to the system. Uncheck this field if you want to import the records into the system (refer to Illustration 3.3.2 – item 10).

Import CSV-File into Address Book

CSV-Fieldname	Addressbook-Fieldname
No.	name
First Name	First name
Last Name	Last name
Title	title
Category	Category (id or name, comma separated list)
Organization	Company
Address 1	Street (Business)
Address 2	Address Line 2 (Residence)
City	City (Business)
Postcode	ZIP Code (Business)
Mobile No.	Mobile Home
E-mail	E-mail (Business)

Start record to import: Number of records to import from file. (Leave it blank to import all)

☒ Test Import (show importable records only in browser)

Illustration 3.3.2 CSV file field matching

11. Click 'Continue' to start the import or click 'Cancel' to cancel the import.

Note: If you have imported some contacts into ECHO, in the future when you want to import other new contacts into ECHO, you just have to create a new CSV file with only the new contacts and import the file into ECHO.

3.4 Custom fields

ECHO address book supports custom fields. To create your own field, click '**Custom Fields**' from the left panel of Address Book. The custom fields create will appear in the 'Custom' tab of all the contacts in your address book.

Addressbook Custom Fields*

Custom fields saved.*

Custom Fields Created*	Action
Education Level	Delete
Medical History	Delete

Create New Custom Field*

Illustration 3.4.1 Custom fields

1. **Custom Fields Created** – This list out the existing custom fields. To edit the name, click on the textbox and modify the name.
2. **Action** – To delete the existing custom field. *(Note: All the data stored for that particular custom field will also be deleted if the field is deleted.)*
3. **Create New Custom Field** – Type in the custom field name.
4. **Save** – Click 'Save' to save your changes.

4.0 Helpdesk System

Helpdesk System: Helpdesk

Helpdesk Queue: [Helpdesk](#) Showing 1 - 10 of 10 [Add new Helpdesk Ticket](#)

Category: All Version: All [Search](#) [DL](#) [Print](#) [Export](#)

ID	Category	Summary	Date opened	Priority	Status	Assigned to	Created By
10	SMS Issues	SMS problem	2014-05-17 12:45	9	Open	admin admin@sysadmin	[admin] R. admin User
9	SMS Issues	ILS II	2014-05-17 09:00	9	Open	#10	#10
8	SMS Issues	TEST II	2014-05-17 09:00	5	Open	#10	#10
7	SMS Issues	test	2014-05-17 09:45	5	Open	[sysadmin] sysadmin2 User	[sysadmin] sysadmin2 User
6	Ticket 1	Test 2	2014-05-17 09:25	5	Open	[sysadmin] sysadmin2 User	[sysadmin] sysadmin2 User
5	Ticket 1	Test 1	2014-05-17 09:15	5	Open	[sysadmin] sysadmin2 User	[sysadmin] sysadmin2 User
4	SMS Issues	test	2014-05-21 15:05	5	Open	[test] test 123	[sysadmin] sysadmin2 User
3	SMS Issues	test	2014-05-21 15:05	5	Open	[test] test 123	[sysadmin] sysadmin2 User
2	SMS Issues	aaaaaaaaaaaaaa	2014-05-17 09:45	5	Open	[sysadmin] sysadmin2 User	[sysadmin] sysadmin2 User
1	SMS Issues	testinqvxcvxcv	2014-05-17 09:05	5	Open	[sysadmin] sysadmin2 User	[sysadmin] sysadmin2 User

[Add](#)

Illustration 4.0.1 Helpdesk screen

ECHO provides a helpdesk system for users to report issues faced in the system to the administrators. The status and progress of each reported issue will be displayed.

Helpdesk Queue

Helpdesk

Category

Select one

Assigned to

not assigned

Priority

5 - medium

Cc

Summary

Description

Attachments Links

Description

Save

Cancel

Illustration 4.0.2 Helpdesk ticket form

The screen above shows the Helpdesk ticket form. Fill up this form to report the issue to the administrator. User can also attach a screen shot of the problem faced through the 'Attachment links' tab.

5.0 FAQ

FAQ section explains some of the frequently asked questions.

5.1 View FAQ

1. Click the 'FAQ' icon from the top menu. The list of FAQ will be displayed as shown in Illustration 5.1.1.



Illustration 5.1.1 FAQ list

2. Click on the topic to view the details in a pop up window as shown in Illustration 5.1.2.

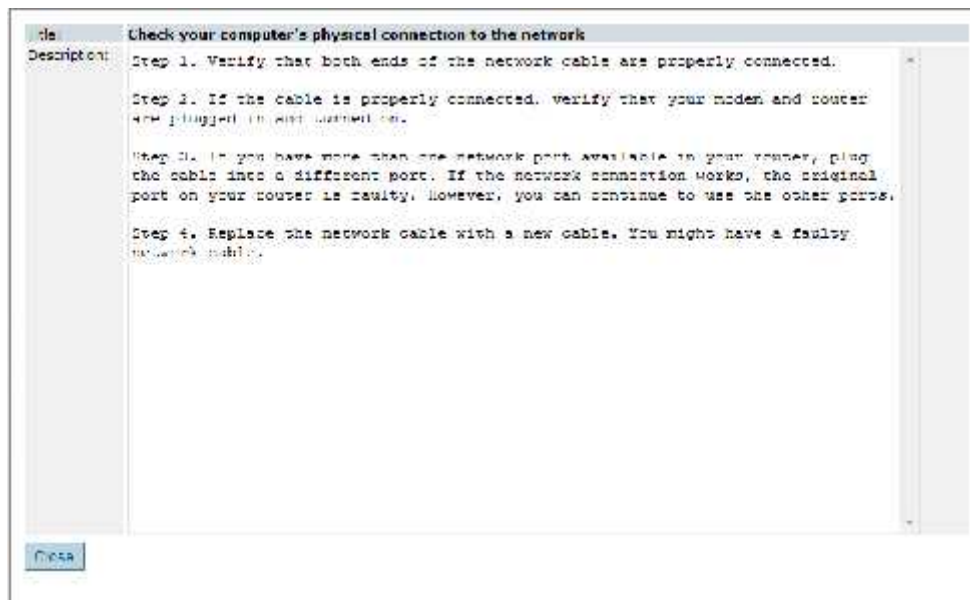


Illustration 5.1.2 FAQ details

3. Click 'Close' to close the pop up window.

5.2 Navigation - FAQ

1. Click  to go to the next page.
2. Click  to go to the previous page.
3. Click  to go to the last page.
4. Click  to go to the first page.

5.3 Export FAQ To CSV File

1. Click  to export the FAQ items to a CSV file that can be opened with Microsoft Excel.
2. A file download window will be displayed as shown in Figure 12.3.3.



Illustration 5.3.1 CSV export

3. Click 'Open' to open the file in Microsoft Excel or click 'Save' to save the file to your local PC or click 'Cancel' to cancel the download.
4. To open the downloaded file in Microsoft Excel, refer to **Section 6 – How To View The Exported File (CSV File)**.

5.4 Search FAQ

1. Type the searched text in the search text box (refer to Illustration 5.4.1).



Illustration 5.4.1 CSV export

2. Click 'Search'.
3. The system will search the FAQ and return the matching results.

6.0 How To View The Exported File (CSV File)

6.1 View The CSV File In Microsoft Excel

1. Launch Microsoft Excel.
2. Click 'Data'.
3. Click 'Get External Data From Text' (refer to Illustration 6.1.1) *(Note: This may vary for different version of Microsoft Excel.)*
4. Select the CSV file you would like to open and click 'Import'.
5. Select 'Delimited' and click 'Next' (refer to Illustration 6.1.2).
6. Select 'Semicolon' and deselect others, then click 'Finish' (refer to Illustration 6.1.3).
7. Define the location in the worksheet to put the data and click 'OK' (refer to Illustration 6.1.4).

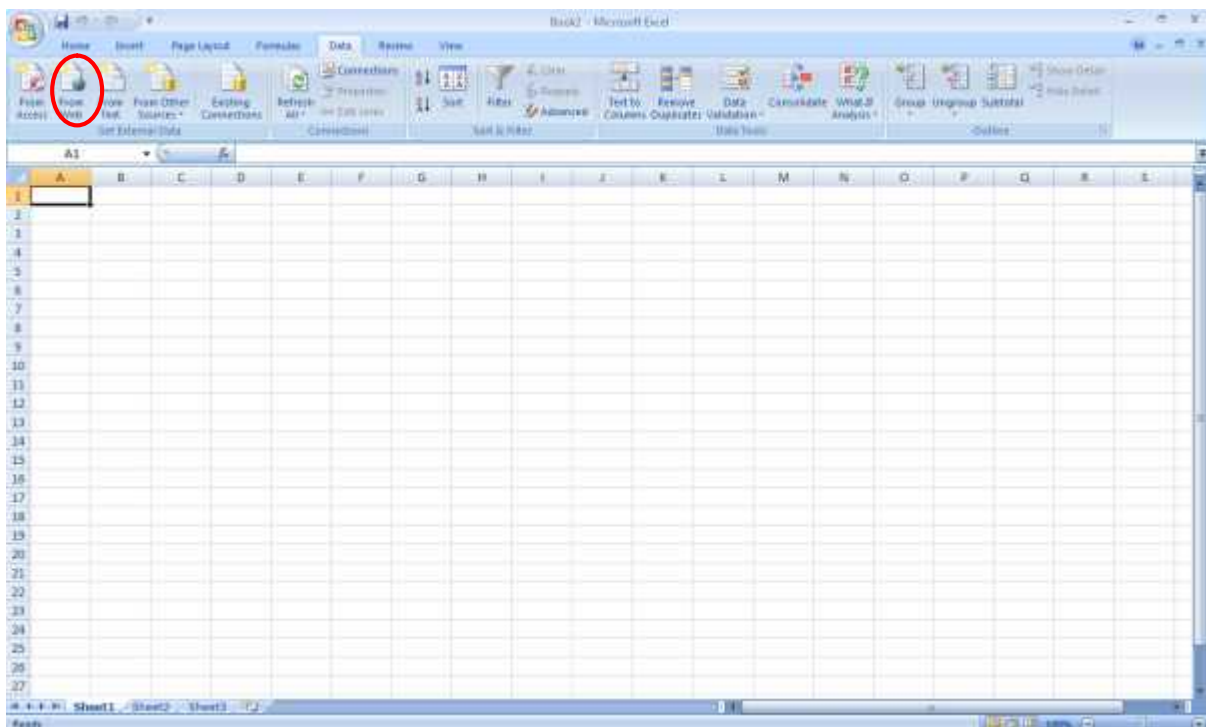


Illustration 6.1.1 Microsoft Excel

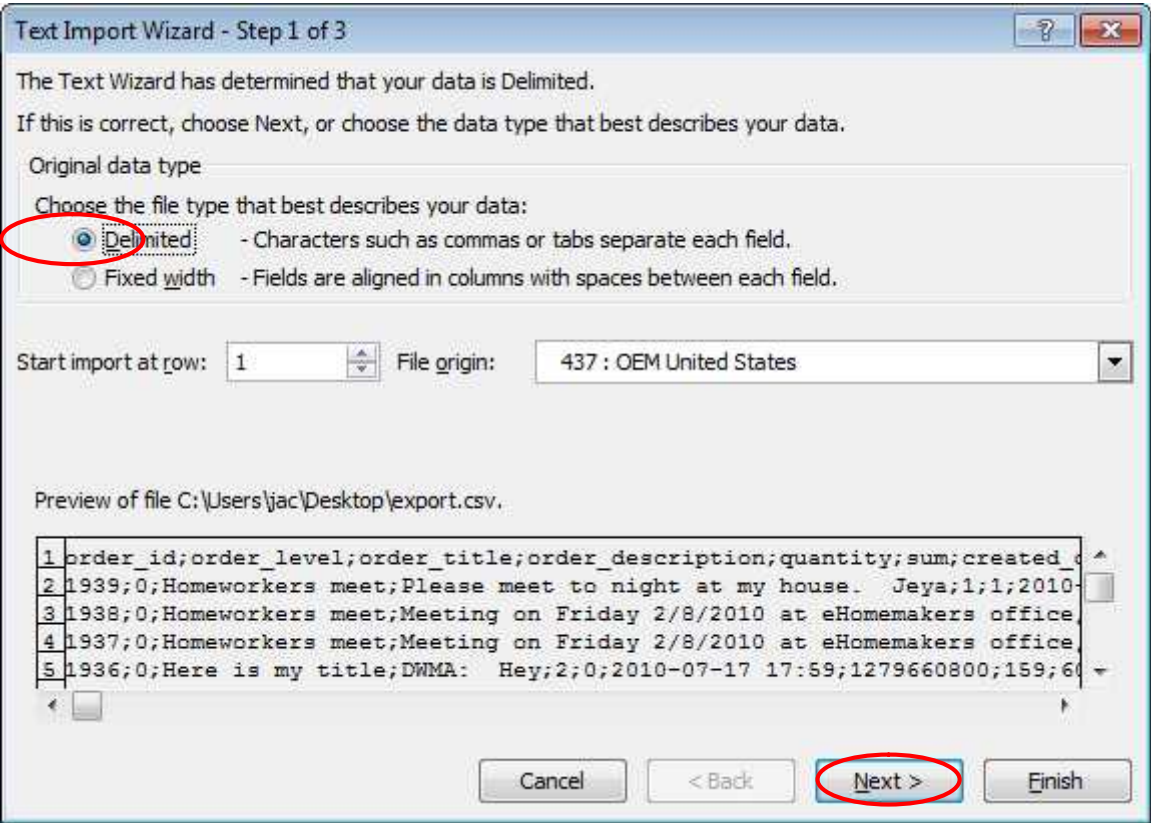


Illustration 6.1.2 Text import wizard step 1

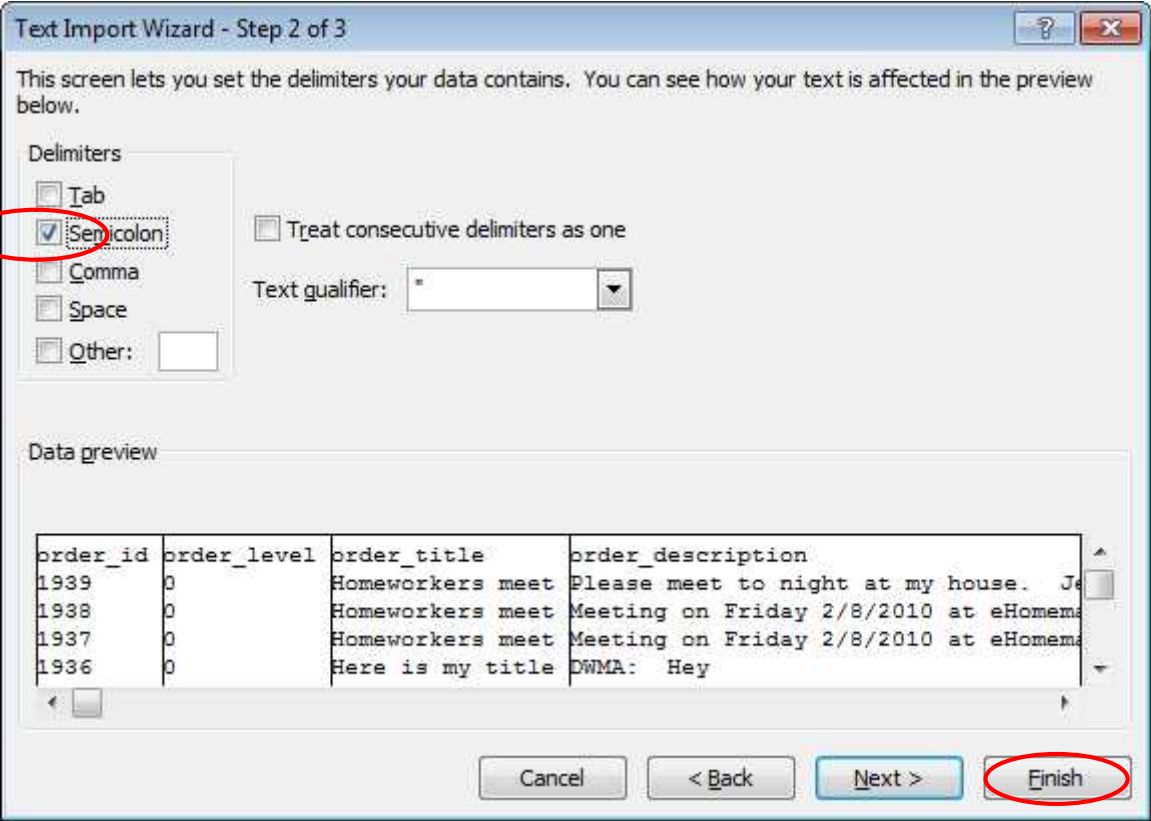


Illustration 6.1.3 Text import wizard step 2



Illustration 6.1.4 Import data

7.0 How To Reply An SMS Sent Out Via ECHO

7.1 Important Notes

1. The first time you receive an SMS through the ECHO system, save the contact number 60123221663 or 60162291739 to your mobile phone. *(You may also check with your administrator to confirm the number.)*
2. Follow the guidelines in the section 'Guidelines On SMS Reply' to reply to the SMS messages.
3. SMS is meant for short messages so please keep your reply short and precise. You are encouraged to use abbreviation in the table in Section 14.4 to make your SMS short.
4. Reply to the SMS immediately or before the deadline stated in the SMS.
5. Be specific in your reply. Instead of typing 'later' or 'soon', reply with a specific date and time (Eg. 16/7/09, 3pm).
6. You can type in the reason in English or Bahasa Melayu.

7.2 Reply Email Sent From ECHO

1. Reply to the email immediately or before the deadline stated in the message.
2. Reply to emails sent from ECHO according to the format below:

 <Answer><Space><Reason>
3. <Answer> can be 'Y', 'Yes', 'Ok', 'Can', 'Ya', 'N', 'No', 'Tidak', 'Tak', 'Boleh', 'Cannot' or a number.
4. <Space> is a single space in your SMS.
5. <Reason> is optional. You can type your reason in English or Bahasa Melayu.
6. For email, if your email client automatically inserts any text or headings before your text, delete them before sending. If you can choose whether to compose your email in text or HTML, choose text.

7.3 Guidelines On SMS Reply

1. Please reply according to the format below:

<Answer><Space><Reason>

2. <Answer> can be 'Y', 'Yes', 'Ok', 'Can', 'Ya', 'N', 'No', 'Tidak', 'Tak', 'Boleh', 'Cannot' or a number.
3. <Space> is a single space in your SMS.
4. <Reason> is optional. You can type your reason in English or Bahasa Melayu.

Example 1: To reply 'Yes' or 'No', refer to Screen 1 and Screen 2



To:
0123221663
Message:
Y

(Screen 1)



To:
0123221663
Message:
N

(Screen 2)

Example 2: To reply 'Yes' or 'No' with a reason, refer to Screen 3 and Screen 4

(Note: There is a space after 'Y' and 'N')



To:
0123221663
Message:
Y Can only join on 2nd day.

(Screen 3)



To:
0123221663
Message:
N Postpone to 12/8/09

(Screen 4)

Example 3: To reply with a number followed by a reason, refer to Screen 5

(Note: There is a space after the number '5')



(Screen 5)

7.4 Abbreviations

Account	acc	Organization	org
Activity	act	People	ppl
Address	addr	Per day	/d
And	n or &	Picture	pic
Are	r	Please	pls
As soon as possible	asap	Probably	prob
be	b	Quick	qck
Because	cos	Regards	rgds
Before	b4	Right	rite
Between	btwn	Same place same time	spst
Birthday	bday	Same stuff different day	ssdd
By the way	btw	See	c
Deadline	dtl	Something	sth
Description	desc	Sorry	sry
Discount	disc	Standard	std
Document	doc	Subject	subj
Don't	dun	Take	tk
Enough	enuf	Talk to you later	ttyl
For	4	Telephone	tel
For your information	fvi	Text	txt
Friend	fren	Thank you	ta
From	fr	Thinking	thinkg
Good	gd	This	tis
Great	grt	Thought	tot
Handphone	hp	Today	2day
Have	hv	Tomorrow	tmr
Hold on	h/o	Tonight	2nite
Homepage	h/page	Training	trng
House	hse	Understand	u/s
Just	jus	Until	til
Kilogram	kg	Using	usng
Later	l8r	Volume	vol
Malaysia	msia	Year	yr
Management	mgmt	Yes	y
Maximum	max	You	u

Meeting	mtg	Your	ur
Message	msg	Want	wt
Minimum	min	Weekend	wknd
Month	mth	Welcome	wcome
Never	nvr	What	wat
Never mind	nvm	Whatever	watevr
Next	nxt	When	wen
Night	nite	Why	v
No	n	With	w/
No Later Than	NLT	Within	w/in
No problem	np	Without	w/out
No Reply Required	NRR	Would	wud
Not applicable	N/a	Wouldn't	wudn

7.5 Other codes

Days: Mon, Tues, Wed, Thu, Fri, Sat, Sun

Months: Jan, Feb, Mar, Apr, May, Jun, Jul, Aug, Sep, Oct, Nov, Dec