Virtual Office Guide:
WebSMS With Contact Management Guide

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1.WebSMS by AfterOffice

WebSMS is an online application which allows the user to send a message (SMS) or bulk SMS to mobile phone. You just have to go through several simple steps, and you will be able to send bulk SMS to your targeted audience.

1.1 Administrative Task

1.1.1 Check Overall SMS Credit

- Login as **avomaster** or user with **voadmin** privilleage. Go to:
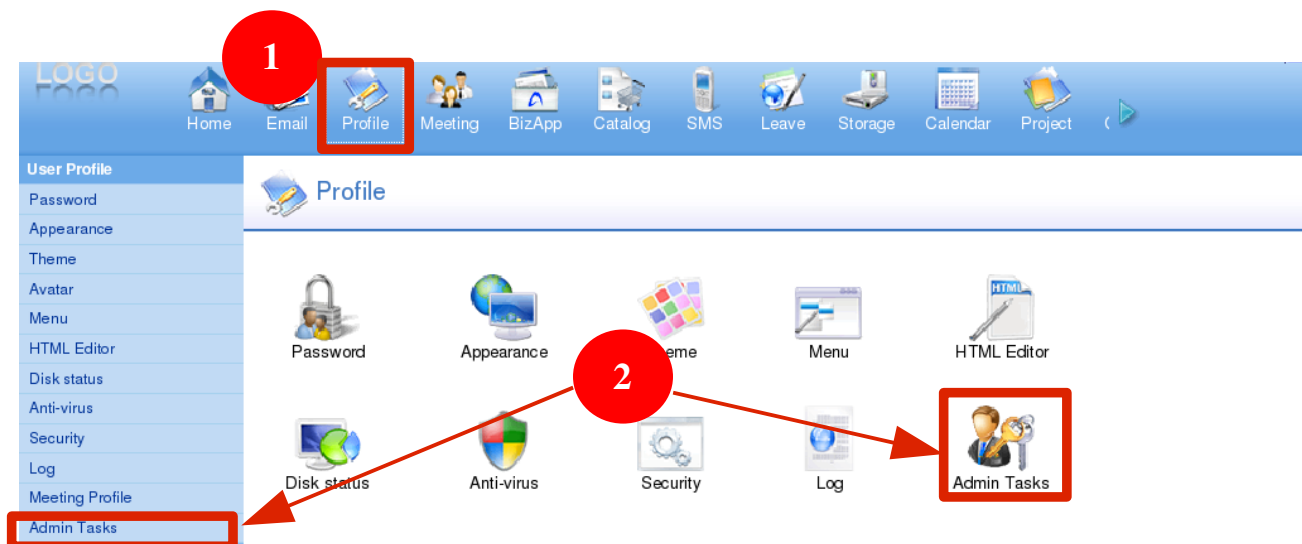 Profile > Admin Task > Account

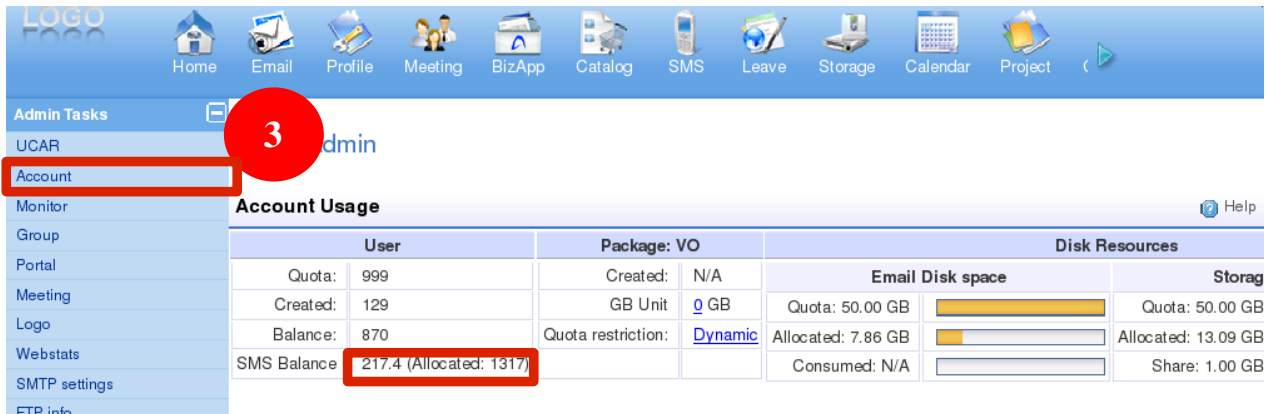**Figure 1: Go to Profile > Admin Task > Account**

Figure 2: The overall SMS balance credit

1.1.2 Check SMS Balance for User

Before a user can send out SMS, SMS credit Top up is required.How to check the SMS balance for a user?

- An Admin user (AVOMaster or users with VOAdmin privilleage) can check from: Profile > Admin Task > Account Settings.
- Click on the User name and the balance of SMS will be stated on the User Account Settings page.
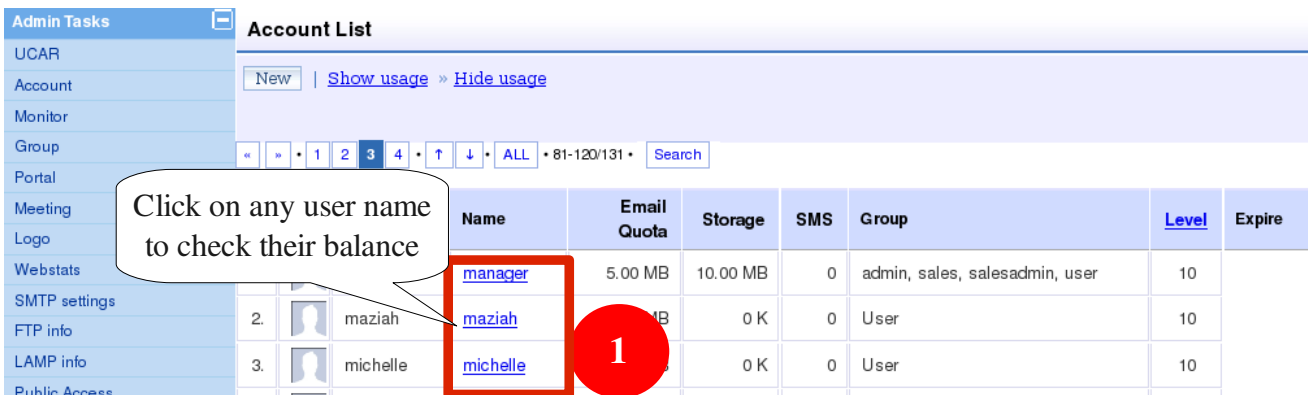

Figure 3: Profile > Admin Task > Account Settings.

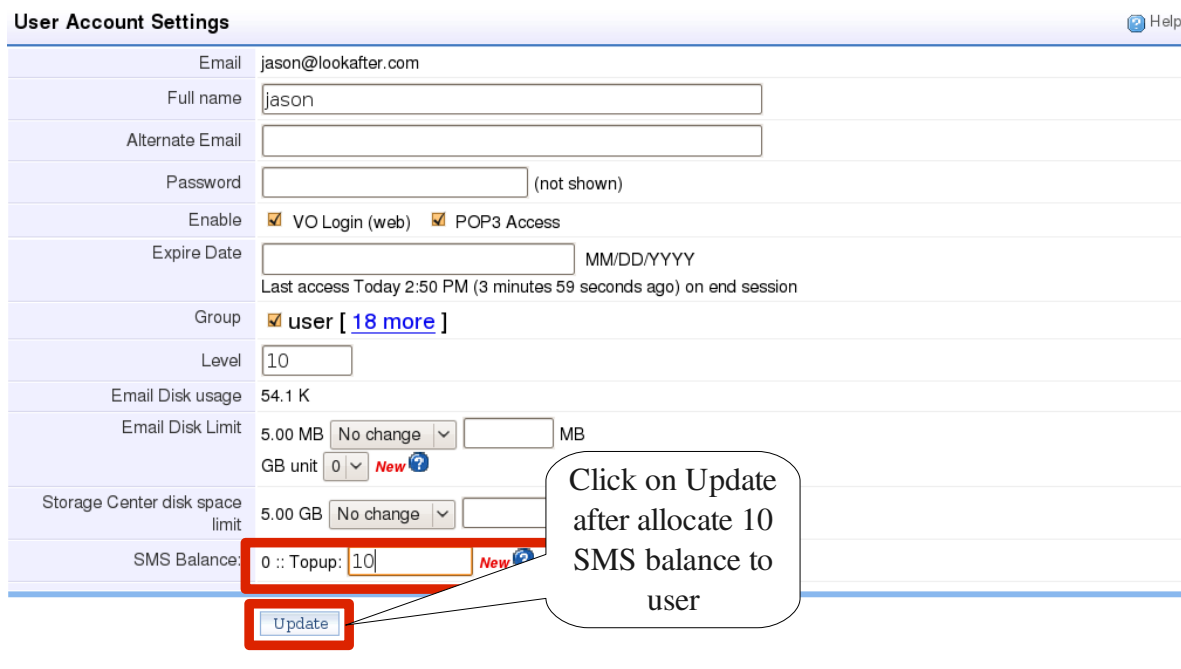**Figure 4: User Account Setting**

1.1.3 Top Up (Allocate SMS Credit)

- Only the admin users (avomaster or user with VOAdmin privilleage) are allowed to top up SMS credit for any user. To top up SMS credit for a user, navigate to that particular user's User Account Settings page. Scroll down and locate for the column called SMS Balance. There is a text box labeled with Topup, type in the amount that you wish to allocate. Hit the Update button once the steps above are completed.

- Figure below shows an example of the admin topping up 10 SMS credit to an user account.

Figure 5: Topping up SMS credit to user

- Once topped up, the amount 0 becomes 10 after hit the **Update** button.This particular user may send SMS now.
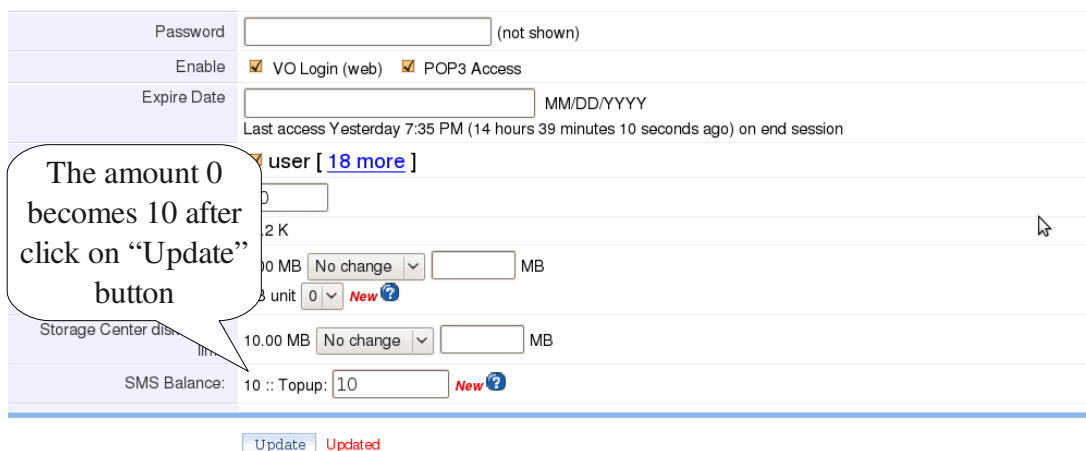
Figure 6: SMS has been topped up successfully

- To deduct the SMS credit balance,type "-" followed by amount of SMS required to deduct.
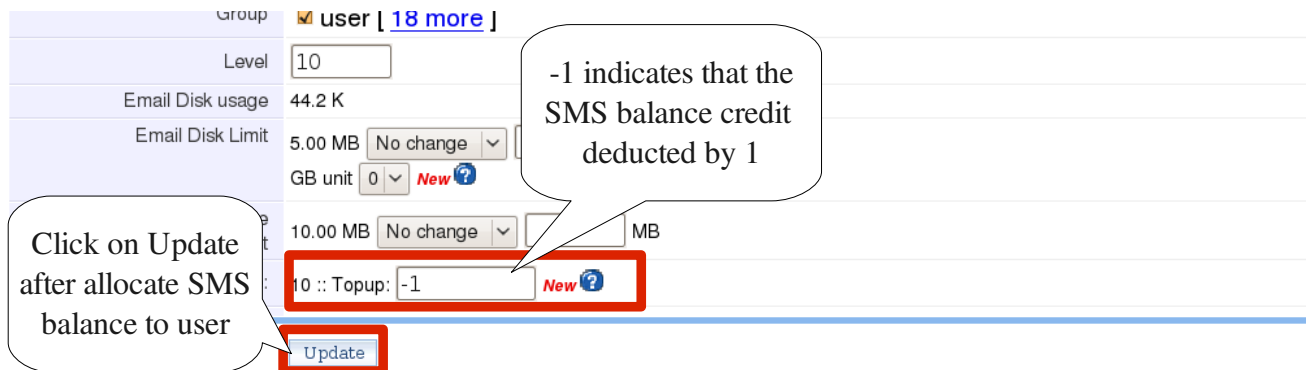
Figure 7: Deduct SMS credit balance

1.2 User Application

1.2.1 Check SMS Credit

- The users can check SMS credit via: "SMS"
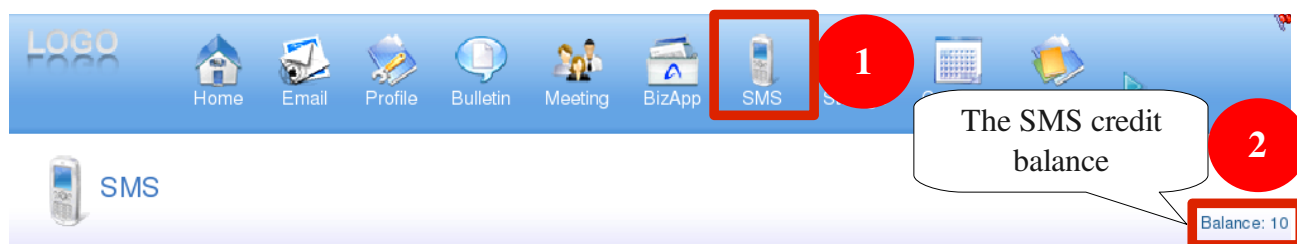
Figure 8: Check SMS credit

Note: If you are out of SMS credit, please refer to the administrator to top up credits.

1.2.2 Sending SMS In General

- Go to: SMS
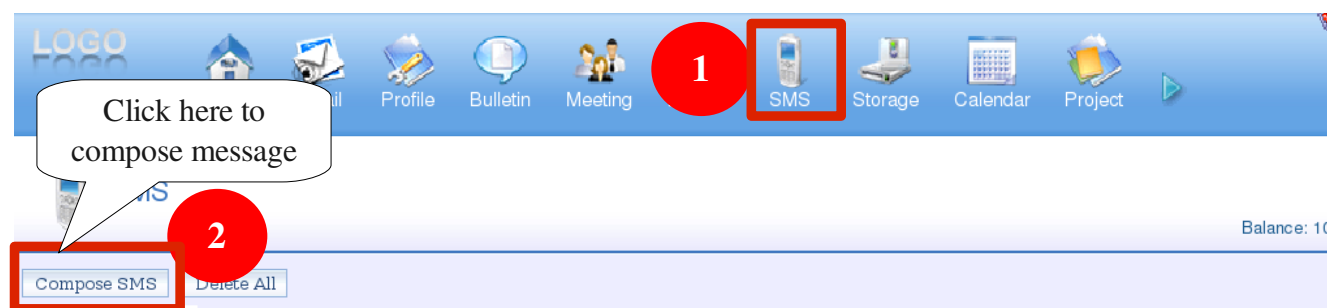
Figure 9: SMS > Compose SMS

● Click Compose SMS icon, and a window as below will pop up.

Figure 10: Composing SMS

- Once the SMS message sent, a notification will display. You can exit from here or continue to compose another message.

Note: Whether the sender's name shows up on the recipient's mobile phone depends on the mobile network operators.
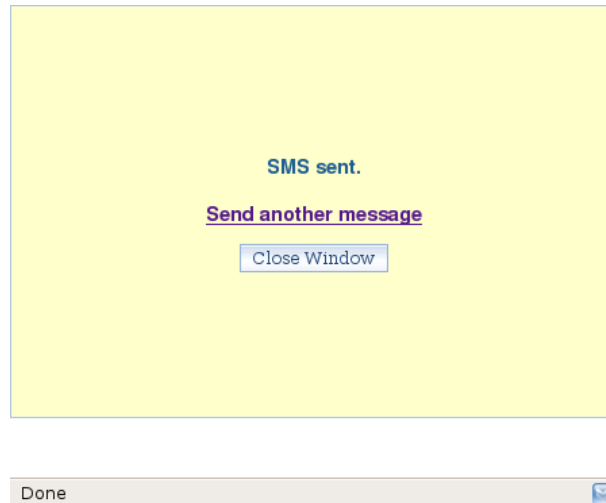
Figure 11: Notification after SMS sent

Note: AfterOffice WebSMS follow the standard which apply in your mobile phone. 160 characters allow or 70 characters allow for Unicode (Chinese etc.) Celcom 019 allows 153 characters only, and 63 characters for Unicode.

Tips:

When sending message to more than one recipient, you can add a comma(,) after the following phone number.

Figure 12: Sending message to more than one recipient by separating a comma(,)

1.2.3 Send Group SMS

● Alternatively, the user can select the recipient/group that saved from the "Address Book" provided that contacts already created in the Address book already.   If not, please refer to *Section 2. **The Address Book (Contact Management) Guide***.

Figure 13: User can select the contact from Address Book

● Senders can either send their SMS by name or by group. To setup a SMS group, please refer to *Section 2. **The Address Book (Contact Management) Guide***.

Figure 14: Senders can send SMS by name or by group

Note: AfterOffice WebSMS follow the standard which apply in your mobile phone. 160 characters allow or 70 characters allow for Unicode (Chinese etc.) Celcom 019 allows 153 characters only, and 63 characters for Unicode.

1.2.4 SMS Log

- Click on SMS again to refresh the page.A log will be displayed on the screen and the user can trace back his/her SMS history.
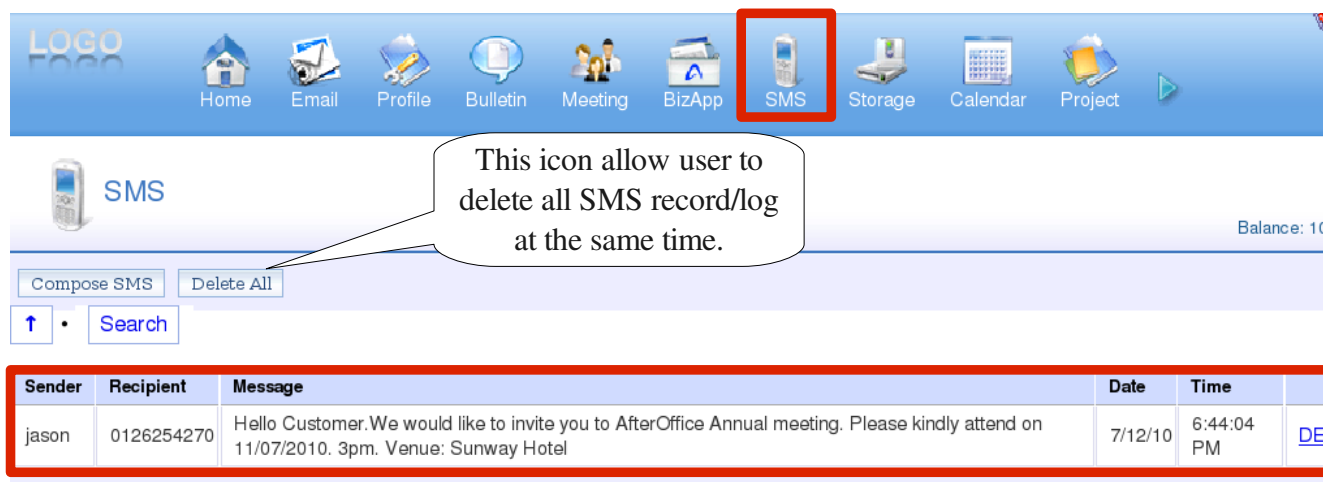
Figure 15: SMS log

2. Address Book(Contact Management) User Guide

2.1 Create New Record

- Click "Contact" to view the Address Book.
- Click on "New Record" and fill up the necessary information in the new record form.
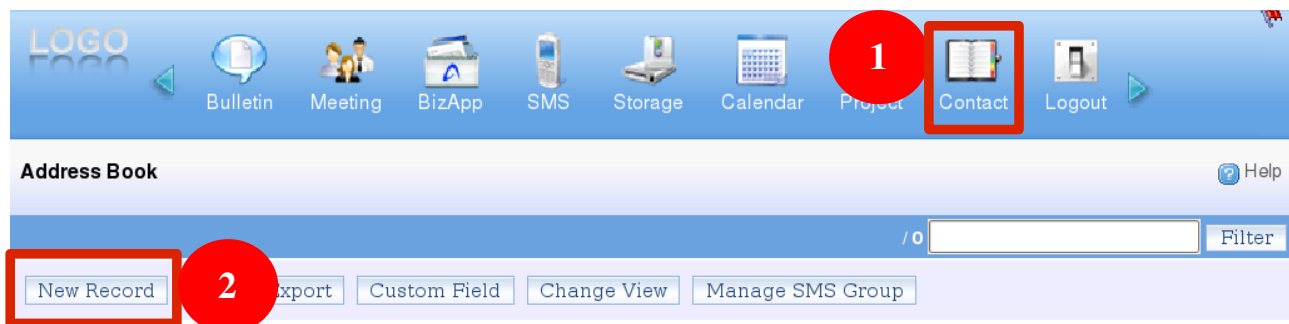
Figure 16: Contact > New Record

- Fill in the record and click "Update" to save the changes.

Figure 17: Fill in the record and click update to save the changes

2.2 Create New Group

- Click "Contact" to view the Address Book.
- In the Address Book, enter the desire new group name in the field allocated and click "New Group".
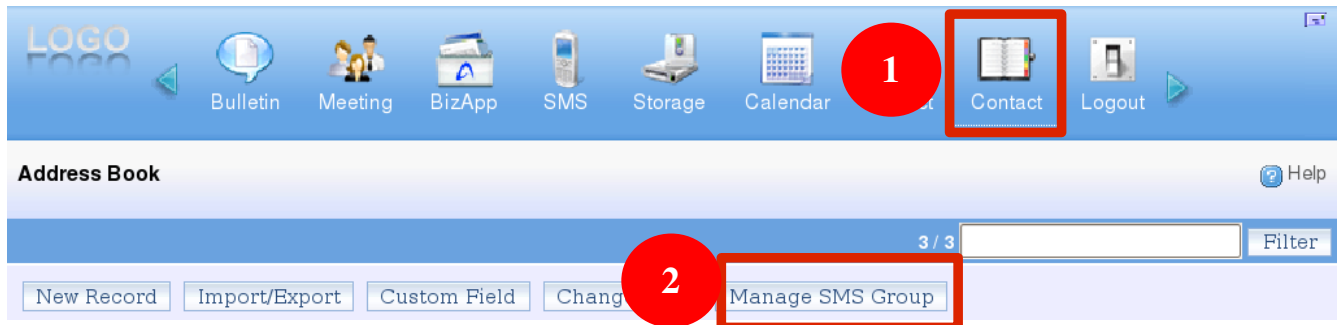
Figure 18: Contact > Manage SMS Group

Enter the desire new group name and click new group

Figure 19: Create New Group

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Figure 20: Group Created

- Select the desire contacts (contacts already in the Address Book) to be added to the group and click on "Update". If your contacts have not been imported into the Address Book, please refer to *Section 2.3 **Import/Export Contacts To/From the Address Book*** to import your contacts.
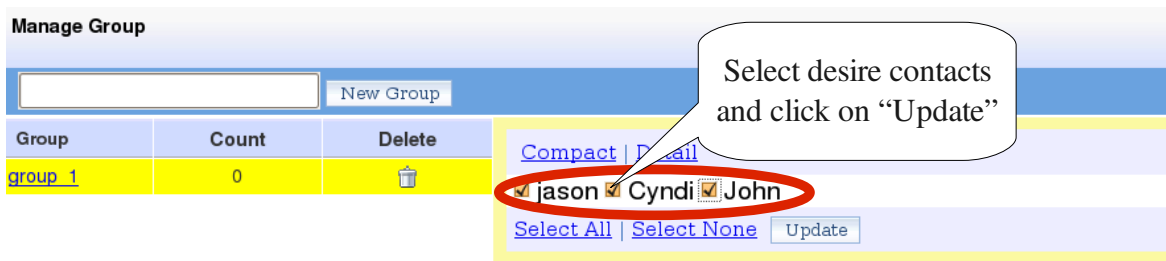
Figure 21: Check the desire contact list and click on "Update"

Figure 22: Group added

2.3 Import/Export Contacts To/From the Address Book

The embedded Address Book allows the user to exchange contacts from CSV format Microsoft Outlook Express Address Book or others CSV format address book. The user can import or export their contact using the import/export feature.
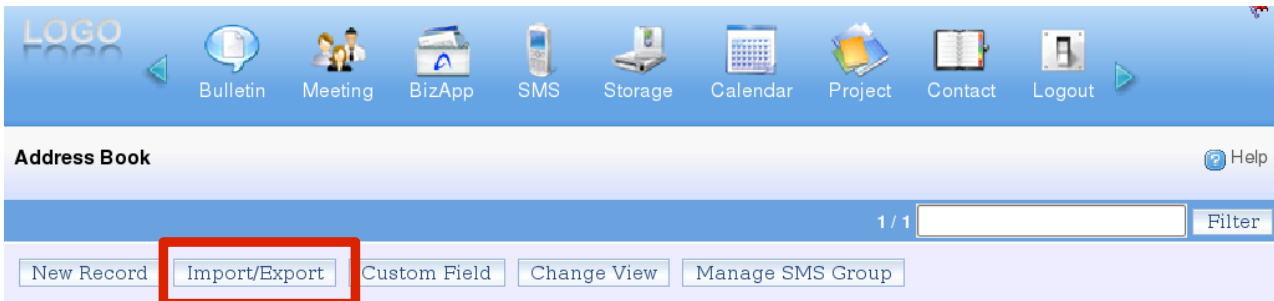
Figure 23: VO > Contact > Import/Export

2.3.1 How to Export Contacts From The Address Book

- At Contact Page (Address Book) > Import/Export
- If you wish to export your contact records to CSV file (Outlook Express), you can click on the "Export Now" to start exporting your contacts.

Figure 24: Export contact from Address Book

- A CSV file called VO-Address-Book.csv will be created after clicking on "Export Now". The user can now import the CSV contact into Outlook Express or other sources.

Figure 25: CSV file created after exporting contacts from the Address Book (Contact Management)

2.3.2 How to Import Record to Address Book

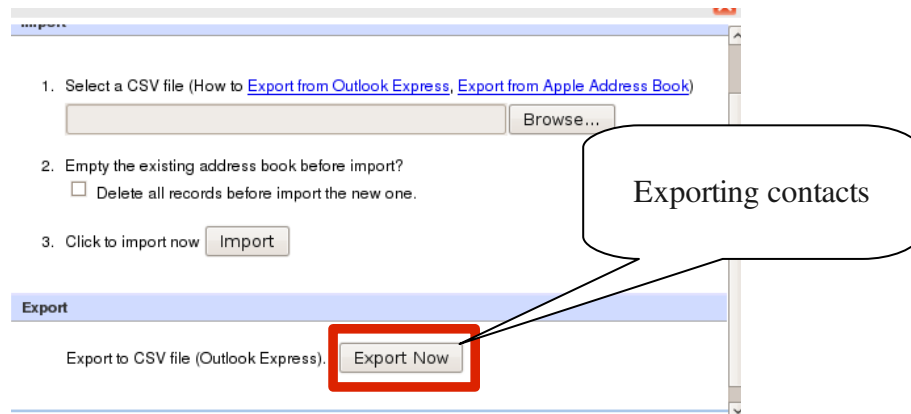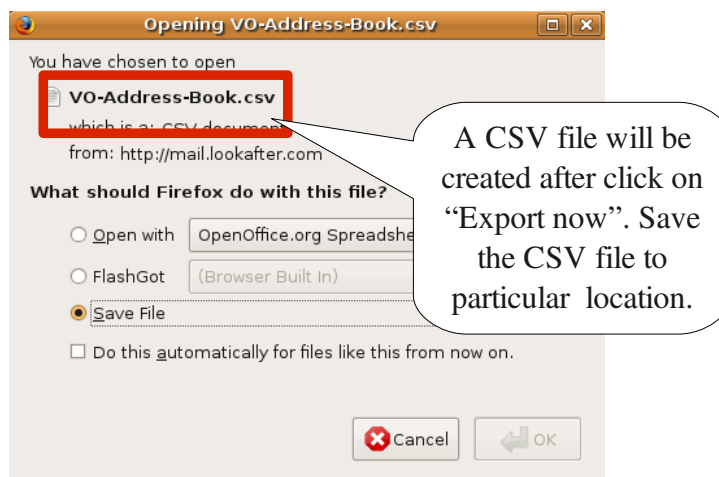**Scenario 1:** Import Record from Outlook Express or Apple Address Book

- If you want to import contacts from Outlook Express (OE) or Apple address book (AAB) to the Address Book (Contact Management). Make sure you export the contact list first from OE or AAB. (Note: There is a tutorial link on how to export from Outlook Express and from Apple Address Book when you click on Import/Export).

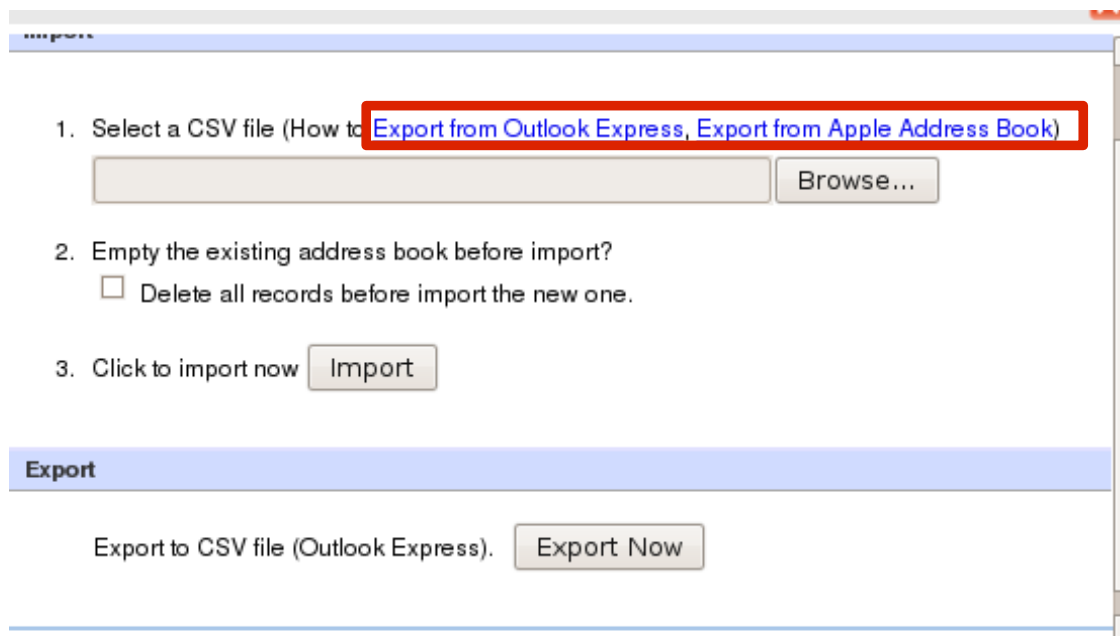**Figure 26: Tutorial link to export contact (Outlook Express or Apple Address Book) before import**

- After that, at Contact Page (Address Book) > Export/Import and then click on [17] "Browse..." to select the CSV file exported earlier from Outlook Express or Apple Address Book.
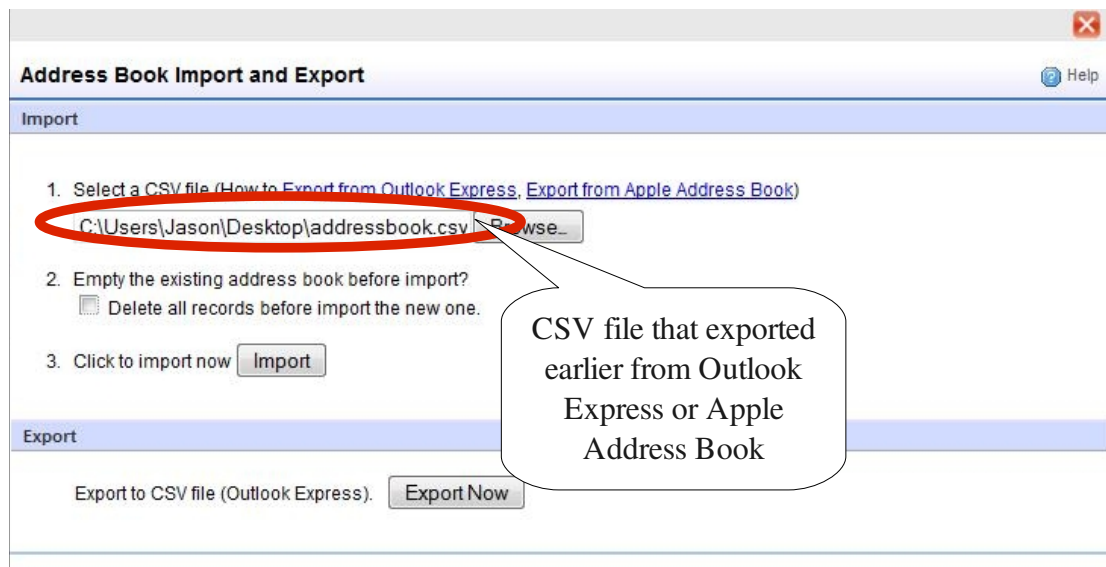

Figure 27: Click on "Browse" to select the CSV file exported earlier from Outlook Express or Apple Address Book.

- Checked the option "Delete all records before import the new one" if you wish[18] to delete the previous records or remain unchecked if you wish to keep your existing contacts records. After that, click "Import" to import the contact list.
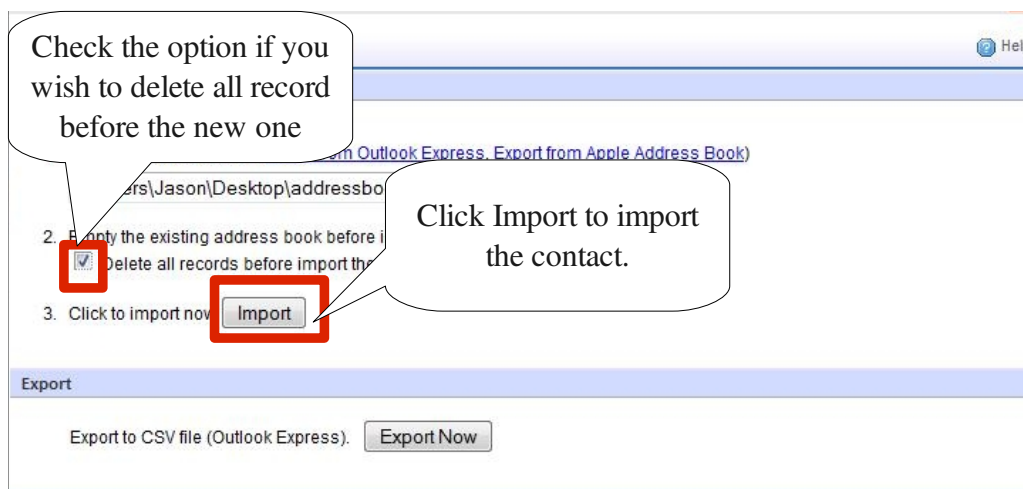

Figure 28: Click import to import the contact list into address book(contact management).

- Once you click on "import", a notification will appeared. You may click on the "close" to exit.
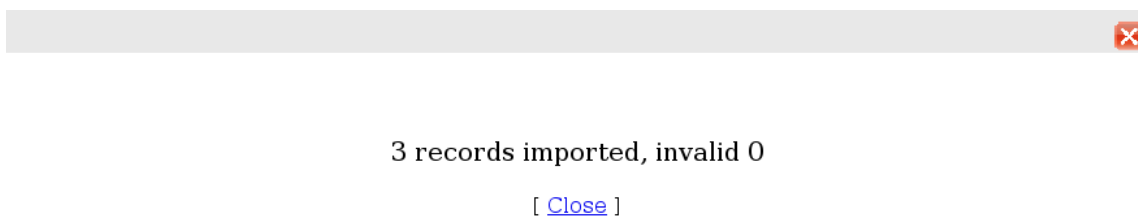

Figure 29: Notification appeared after import the contact

Scenario 2: Import Record from Others

- If you have your contact information store at spreadsheet like Microsoft Excel or even some form of database tables, make sure you export them into a CSV formatted file, and with the following **fields**:

Field	Example
Nickname	Jason
Name	Jason Tan
E-mail Address	jason@lookafter.com
Business Street	Unit 3A-66, Block A1, Leisure Commerce Square
Business City	Petaling Jaya
Business Postal Code	47610
Business Country	Malaysia
Business State	Selangor
Company	Lookafter Sdn Bhd
Job Title	Programmer
Department	IT
Business Phone	0126254270
Company Main Phone	0378774870
Business Fax	0378774780
Home Fax	0378774780
Mobile Phone	0126254270
Pager	83170
Web Page	www.lookafter.com
Notes	Contact list notes

Scenario 2.1: How to Import My Existing Contacts into the Address Book?

- First, export an empty (or with existing contacts) CSV file from your Address Book. The CSV file will look like Figure 30 below with the necessary fields (circled in red) provided. All you have to do now is to copy and paste your contacts from your existing spreadsheet/database to the CSV file and save accordingly.

Figure 30: Text Field for the contact list

- Then at your Contact page > Export/Import and then click on "Browse..." to select the CSV file earlier.
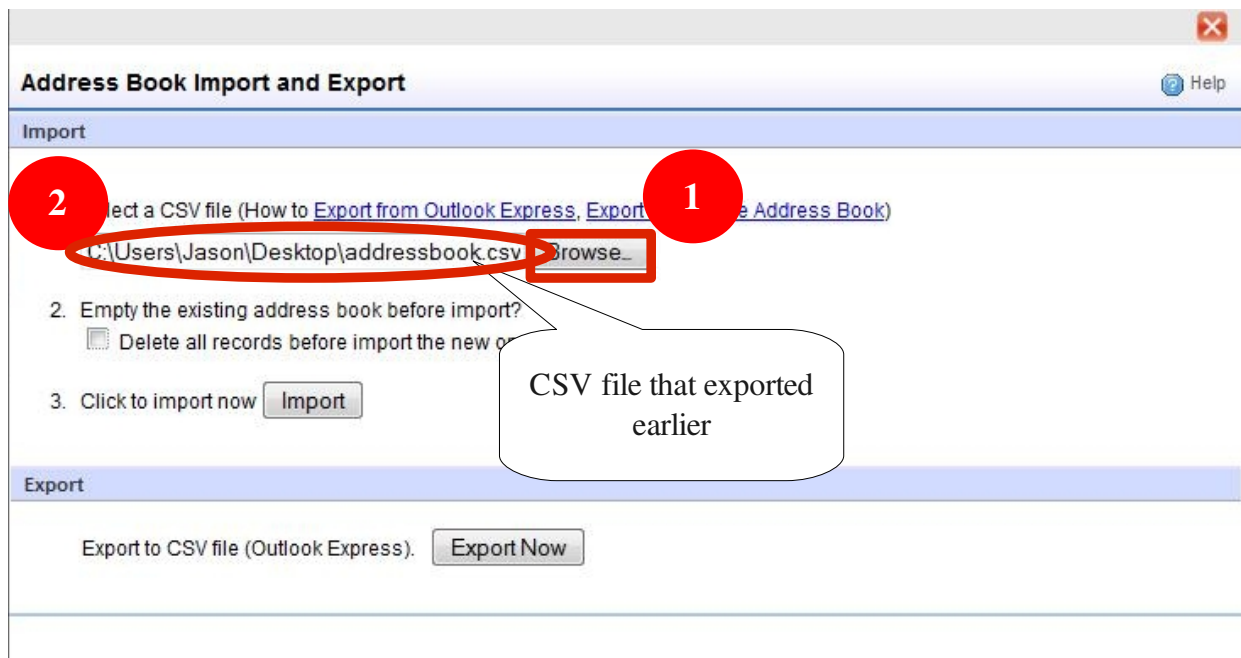

Figure 31: Click on "Browse" to select the CSV file

- If you wish to delete the existing contacts and start a whole new contact list in the Address Book, check the option "Delete all records before import the new one". However if you are just adding new contacts, then just remain unchecked. After that, click "Import" to import the contact list.

Figure 32: Click import to contact list into address book(contact management).

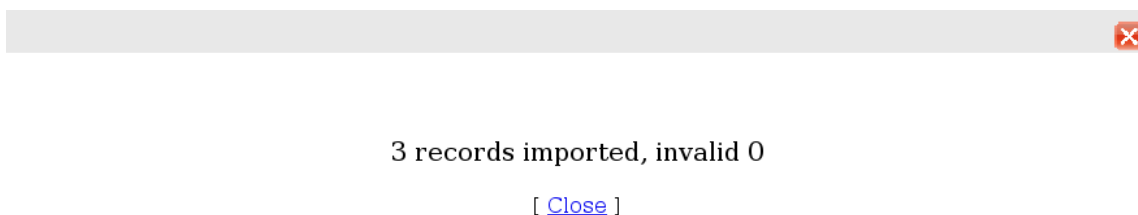- Once you click on "import", a notification will appear confirming the import.

Figure 33: Notification appeared after import the contact

2.4 Search for the Contact

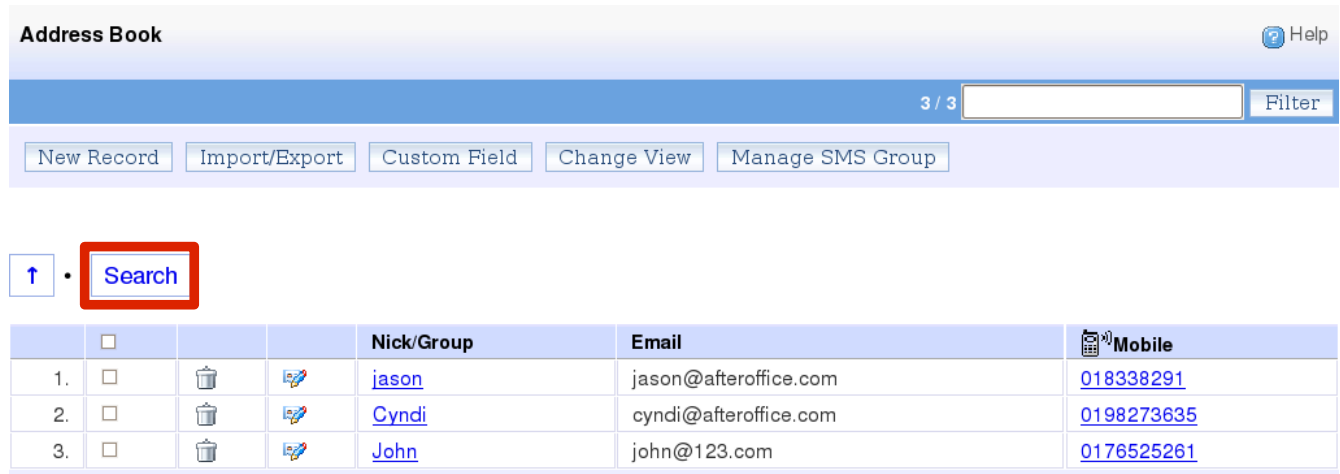- From the address book, click on "Search".

Figure 34: VO > Contact > Search

- Enter the keywords you wish to search in the allocated field. You can use prefixes, email address, person's first name and/or last name when searching for contacts.
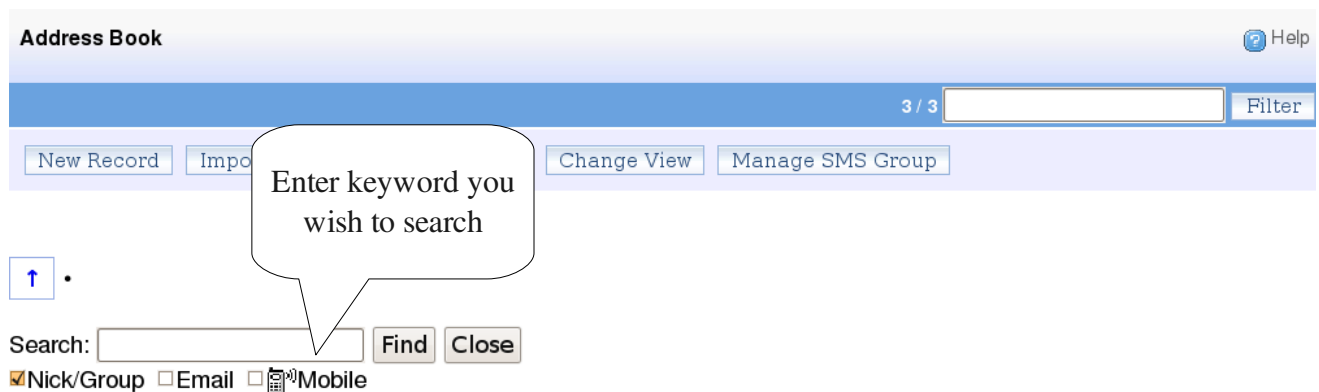
Figure 35: Enter the keywords you wish to search in the allocated field
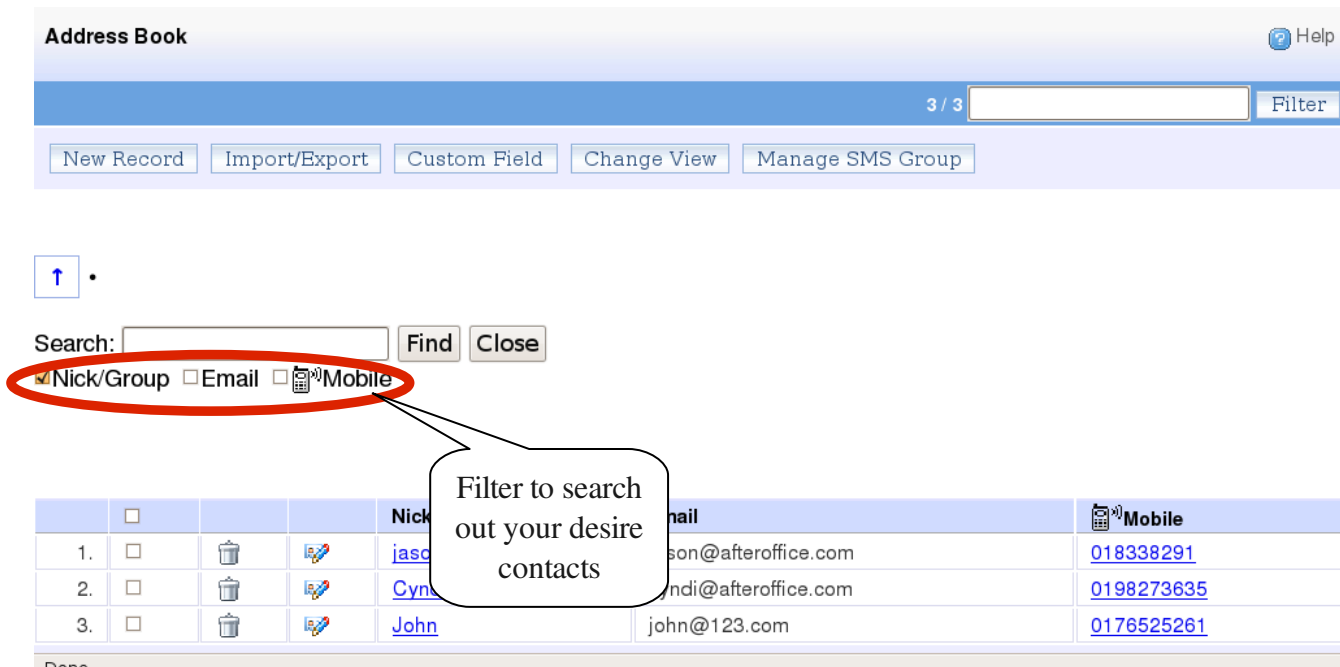
- Click on "Find" to search out your desire contacts.

Figure 36: Filter to search out desire contacts

2.5 Address Book Customization

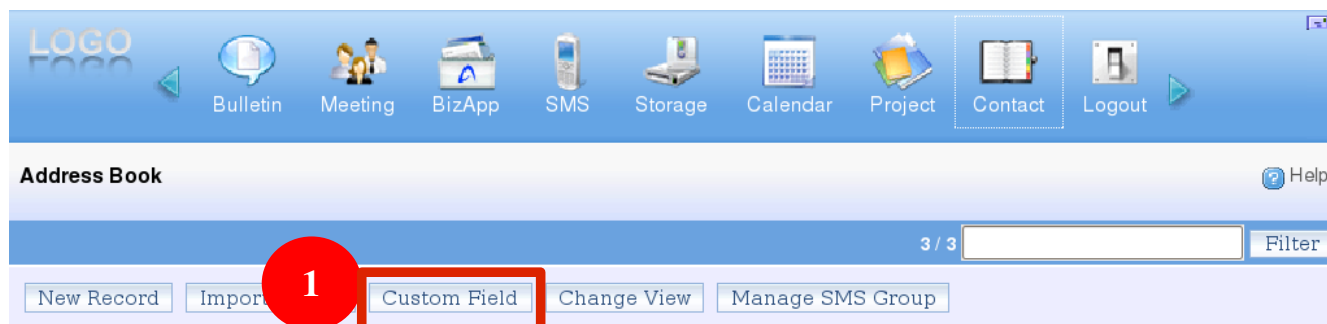- At the Contact page (Address Book) > "Custom Field" to customize the field to be edited in the "New Record" form.
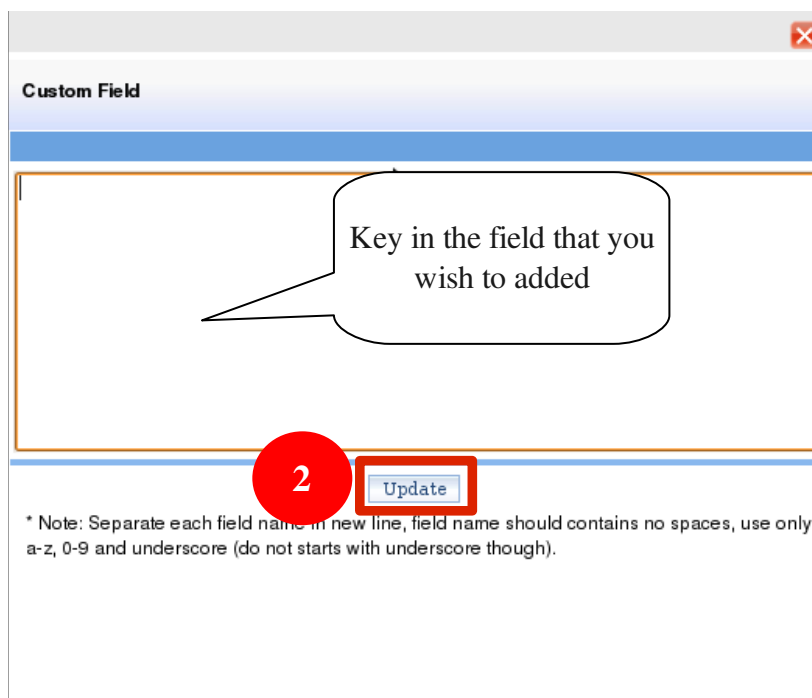

Figure 37: Custom Field

Figure 38: Key in the field that you wish to added

- Figure 39 showed an example to customize the field (i.e. Secondary Address)

Figure 39: Example to custom the field

- Click on "update", the "New Record" will display a new field by the name of Secondary_Address.

Figure 40: Field Added

- You can add any desire field to the table to display more necessary information by clicking on the "Change View". Select the field you wish to appear in the table by checking it and click "Update".
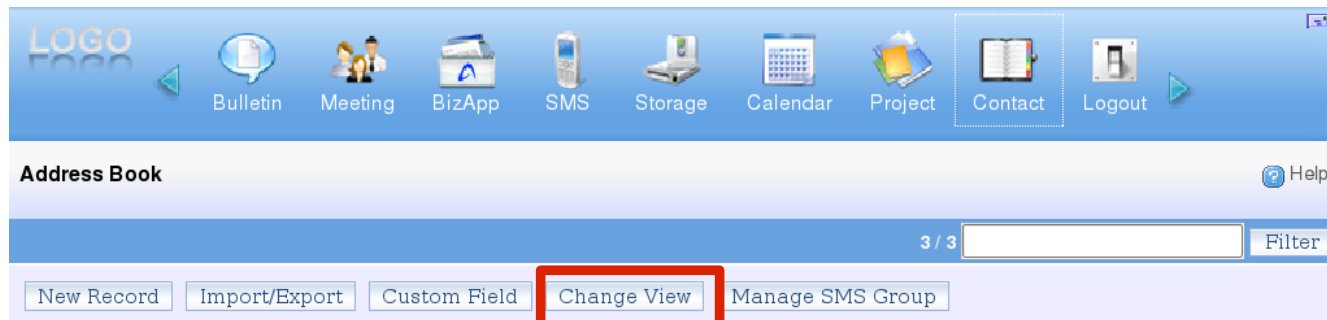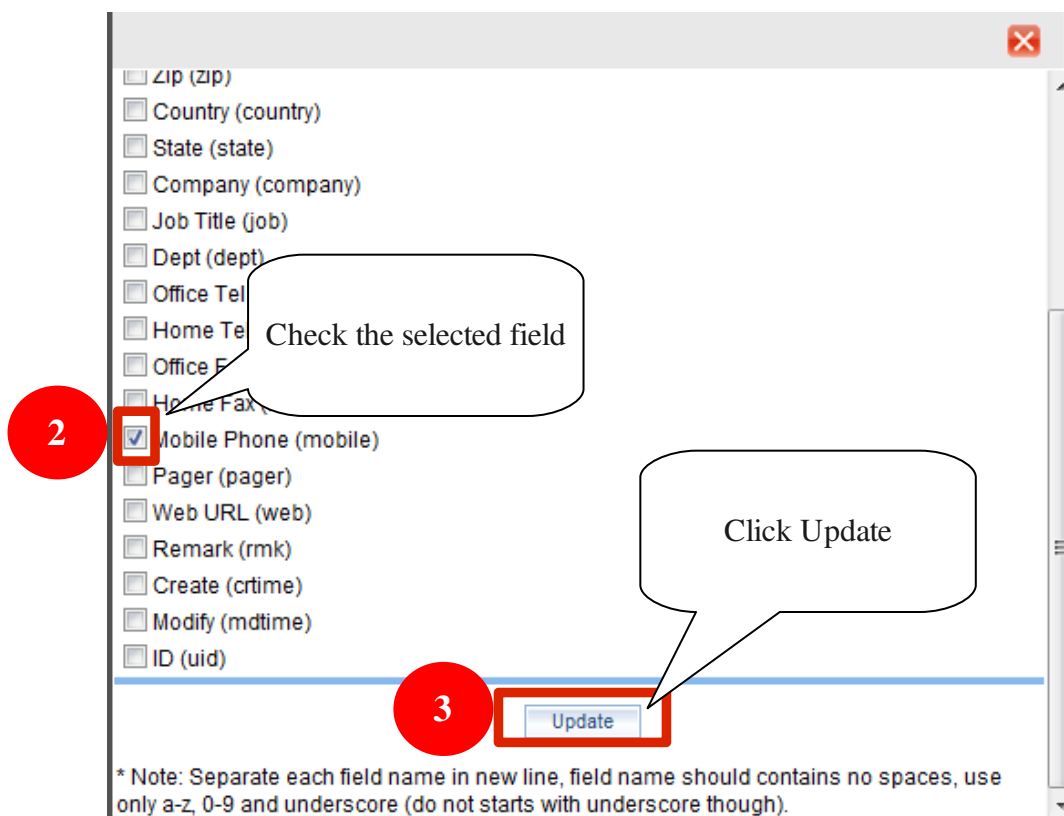

Figure 41: Change View

Check the selected field

Click Update

Figure 42: Select the field you wish to appear in the table

3. Technical Support

For technical support, visit http://www.afteroffice.com/ .

If you can't find your desire support information from our support site material, please call our technical support at +603-78774680.