



SendQuick SMS Messaging User Manual

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SendQuick SMS Messaging User Manual

1.0 Introduction

1.1 *About SendQuick*

SendQuick™ develops and offers enterprise mobile messaging solutions to facilitate and improve business workflow and communication. Our solutions are widely used in areas such as IT alerts & notifications, secure remote access via Multi-Factor Authentication, emergency & broadcast messaging, business process automation and system availability monitoring.

In addition to functionality, SendQuick's messaging solutions have also been developed with other key features in mind. These include security and confidentiality of company information, and ease in mitigating disruption during unplanned system downtime such as that arising from cyberattacks. Our solutions are available in the form of server-grade hardware Appliance, Virtual Machine or Cloud-based.

SendQuick is your Innovative Partner for future-proof enterprise mobility solutions – used by over 1,500 corporations, with over 2,000 installations, including many Fortune Global 500 companies, in over 40 countries across the banking, finance, insurance, manufacturing, retail, government, education, and healthcare sectors.

1.2 *Purpose of Document*

Welcome to SendQuick SMS Messaging User Manual. This document is prepared for the User administrator and Users, as a guide for using SendQuick Messaging Interface for sending and receiving SMS. This is a different interface from the SendQuick Server Administration, which is provided in Server Administration manual.

Before using the SendQuick Messaging Interface, the Server Administrator will configure the SendQuick Server for it to work in your company's network. The Administrator will need to work on the network configuration first, or to assign the Domain Name to the system. Once the IP address (or domain name) had been configured, you can access SendQuick Messaging from any workstations using a web browser.

2.0 Accessing the Portal

To access the SendQuick Messaging Interface, open your web browser and type the following for the URL:

- `http://<SendQuickIPorDomainName>/`
- `http://<SendQuickIPorDomainName>/webapp/`

Note: Please check with your Server Administrator for the IP address or domain name they have configured for SendQuick.

The web interface presented is as shown in Figure 2-1 below.

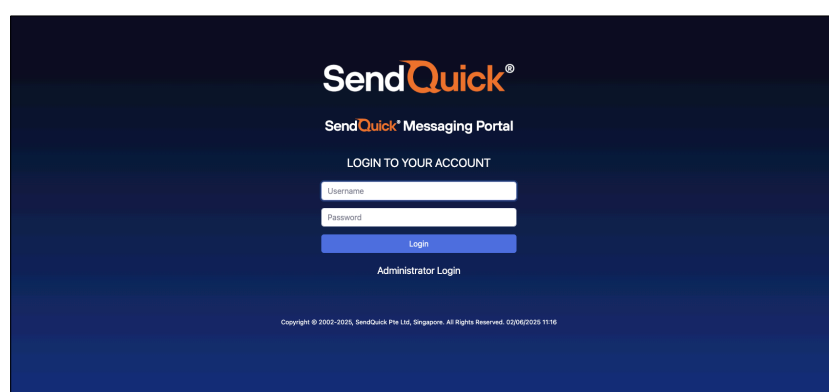


Figure 2-1: Messaging Portal Login Page

Please refer to your System Administrator for the login details.

3.0 Main Menu Interface

3.1 Exploring the Interface

After logging in to the system, you will see the following main dashboard area. The home page is set to be the **Send SMS** page for quick access to that function.

The screenshot shows the 'Send SMS' page in the SendQuick Messaging Portal. The interface includes a dark blue sidebar with navigation options: Address Book, Message Template, Conversation, Send Message (highlighted), Common Inbox, Usage Logs, Scheduled Message, Unsubscribe List, Quota Management, Keyword Management, and System Configuration. The main content area is titled 'Send Message / Send SMS' and shows a 'Quota Available: Unlimited' status. The form fields include: Sender (Talarix), Send Mode (SMS selected), Enter The Mobile Number(s) in The Textbox (with a 'Select From Address Book' button), Character Set (English (ASCII)), Enter The Message Text in The Textbox (with a 'Select From Message Template' button), Priority (5), and Scheduling (Yes). There are 'Send' and 'Reset' buttons at the bottom. A footer note reads: 'Copyright © 2002-2025, SendQuick Pte Ltd, Singapore. All Rights Reserved. 02/06/2025 11:17'.

Figure 3-1: Home page - Send SMS

3.2 Changes to Profile

Your profile name is displayed at the top left-hand corner of the dashboard.

To change your password for this system, click on **Change Password** in the dropdown menu at the top-right hand corner under your account name.

The screenshot shows the 'Change Personal Details' page. It features a form with the following fields: User Name (useradmin), Enter The Old Password, Enter The New Password, and Re-confirm The New Password. To the right of the form, there are password requirements: Minimum length: 8, Maximum length: 16, At least one upper case characters (A-Z), At least one lower case characters (a-z), At least one digits (0-9), and At least one special characters (!, \$, #, %, etc.). At the bottom of the form are 'Save', 'Reset', and 'Cancel' buttons.

Figure 3-2: Password Change Page

3.3 Menu Items

On the left-hand side of the interface, and in the drop down on the top right-hand corner, you can find the following menu items. In the following sections, we will go into more details for each function.

The available items in the Main Menu are:

Menu Items	Description
Address Book	Create, edit and delete users in Personal and Global Address Book with Grouping function
Message Template	Create, edit and delete message template for future usage
Conversation	Manage ongoing conversations
Send Message	Send SMS by manual composition or File Upload
Common Inbox	Incoming SMS that did not match any keywords
Usage Logs	Review Inbox, Outbox and Queue messages
Scheduled Message	SMS messages scheduled and waiting to be sent
Unsubscribe List	Users who requested not to receive any SMS messages
Quota Management	Add, delete and top-up of SMS quota for every user
Keyword Management	Routing for incoming/received SMS message
System Configuration	Configuration for time control and image upload

The available items in the dropdown menu are:

Menu Items	Description
Change Language	Change the display language
Change Password	Change your password
User Management	Create, edit and delete users. Assign role and manage user departments.
Logout	Terminate the current session and log out of your account

4.0 User Management

The User Management features can be found in the top right-hand dropdown menu. These features allow the User Administrator (administrator) to create, edit and delete user in the web system. In addition, there is also a department and role management module in the system

The following describes the individual items in the User Management section:

Department Management	This section creates the departments where the users will be assigned for their web access.
Role Management	Role assignment where each role has different access rights for the users.
User Management	Create users and assign them to the different department with different access rights

4.1 Department Management

The purpose of Department Management is to organise the users into different departments. The user administrator can create and delete departments.

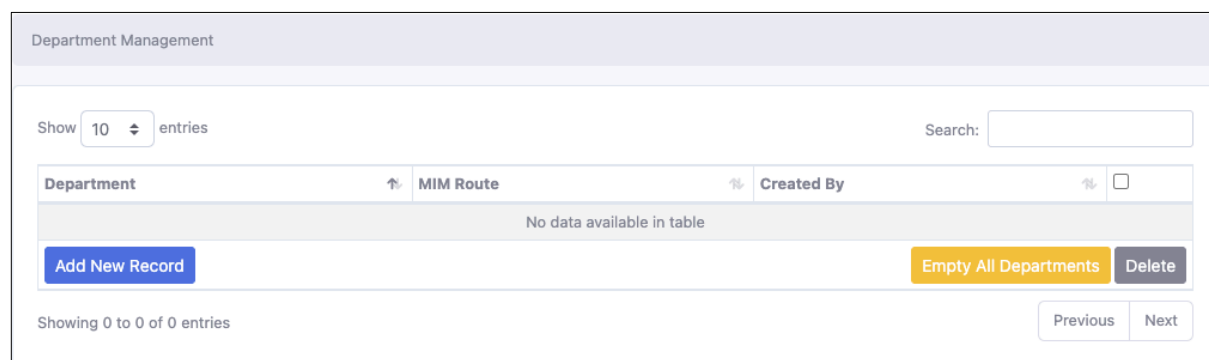
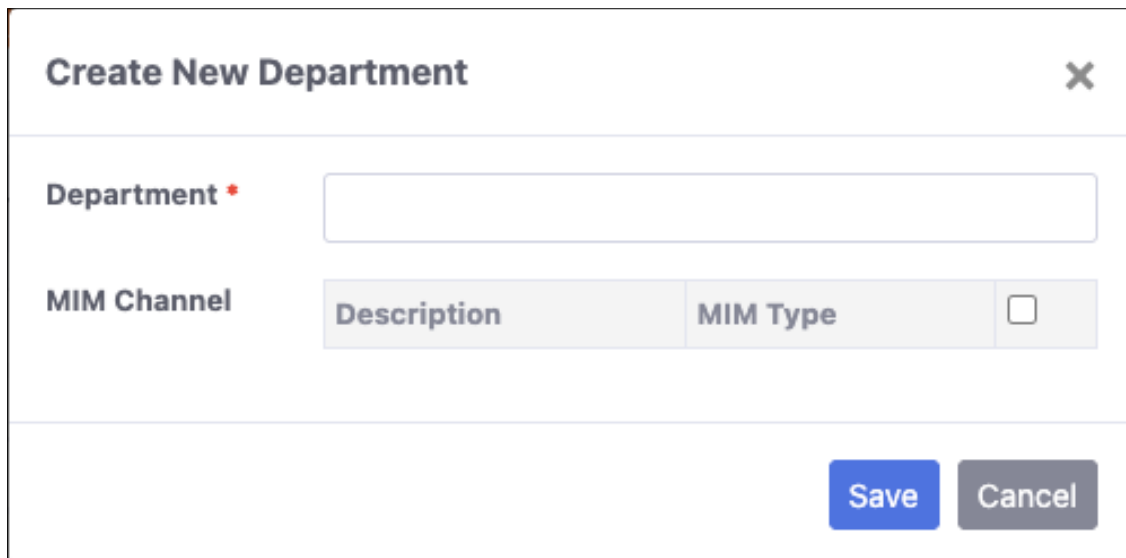


Figure 4-1: Department Management

To create a new department, select **Add New Record** button and enter the name of the department. Once ready, click the **Save** button and the new department is created.

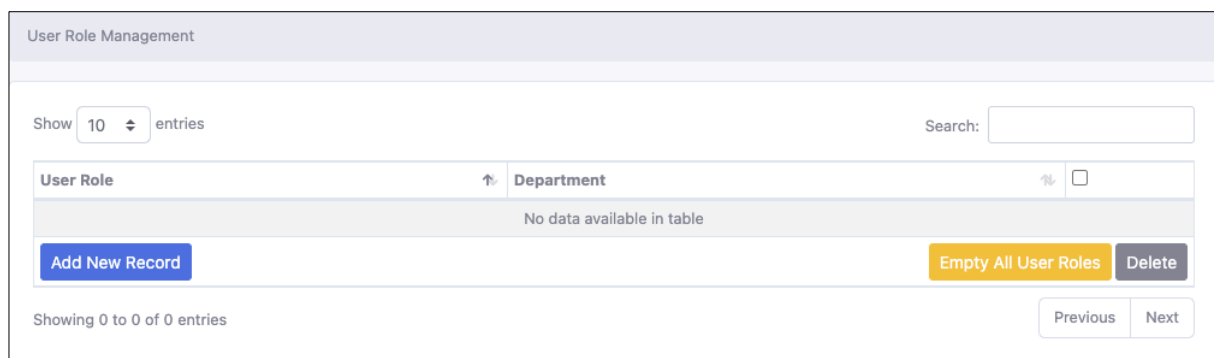


The screenshot shows a web form titled "Create New Department". It features a text input field for "Department" with a red asterisk indicating it is required. Below it is a "MIM Channel" section containing a table with two columns: "Description" and "MIM Type". The "MIM Type" column has a checkbox. At the bottom right of the form are two buttons: "Save" (blue) and "Cancel" (grey).

Figure 4-2: Create New Department

4.2 Role Management

After creating department, the administrator should create the different roles that will be assigned to different users in the organisation. The roles are defined as different access rights with respect to using the SendQuick Messaging web interface. Hence, the different roles will have different access rights to perform different functions.



The screenshot displays the "User Role Management" interface. At the top, there is a "Show 10 entries" dropdown and a search bar. Below this is a table with two columns: "User Role" and "Department". The table is currently empty, with the text "No data available in table" centered. Below the table are three buttons: "Add New Record" (blue), "Empty All User Roles" (yellow), and "Delete" (grey). At the bottom, there is a "Showing 0 to 0 of 0 entries" indicator and "Previous" and "Next" navigation buttons.

Figure 4-3: Role Management

To create a new role, select **Add New Record**, name the **User Role** and select the different access rights for the role.

In Figure 4-4, the roles can be assigned to All Departments or to specific department, by selecting from the drop-down menu selection.

Create New User Role		
User Role *	Supervisor	
Department	Accessible To All Departments	
Access Rights	1 Department administrator	<input type="checkbox"/>
	2 User Management	<input checked="" type="checkbox"/>
	- Create User Account	<input checked="" type="checkbox"/>
	- Edit User Account	<input checked="" type="checkbox"/>
	- Create User Role	<input checked="" type="checkbox"/>
	- Edit User Role	<input checked="" type="checkbox"/>
	- Create Department	<input checked="" type="checkbox"/>
	- Edit Department	<input checked="" type="checkbox"/>
	- Access Log	<input type="checkbox"/>
	3 Global Address Book	<input checked="" type="checkbox"/>
	4 Personal Address Book	<input checked="" type="checkbox"/>
	5 Global Message Template	<input type="checkbox"/>

Figure 4-4: Create New User Role

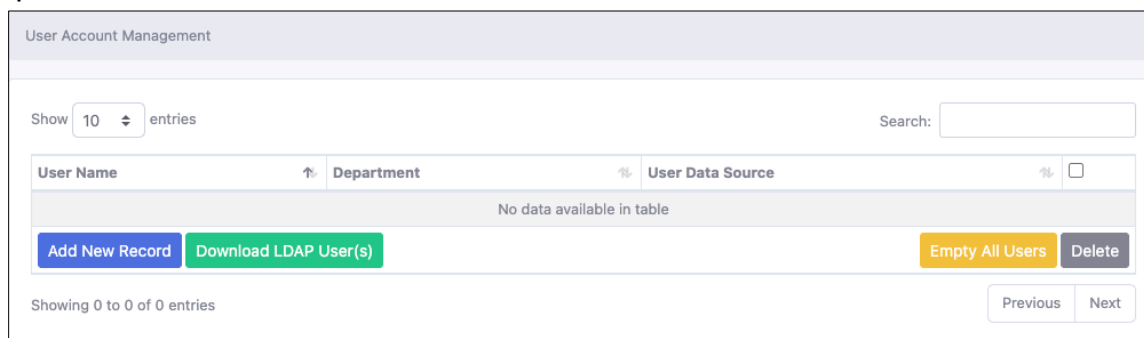
There numerous access rights items that can be assigned/selected for different roles. The different access rights grouping will differentiate the access rights for the different roles.

The access rights that are not selectable (not provided) under the role will not be shown on the Main Menu bar of the user. Hence, if the access rights are not assigned, user will not be able to use the feature. This serves as an access control function.

Access Rights	Description
Department Administrator	Have the access rights to create and delete department information
User Management	Rights to create, edit, delete the user role, department management and user accounts
Global Address Book	Rights to access, add, edit and delete global address book
Personal Address Book	Rights to access, add, edit and delete personal address book
Global Message Template	Rights to access, add, edit and delete global template
Personal Message Template	Rights to access, add, edit and delete personal template
Send SMS	Rights to send SMS
Change Personal Detail	Rights to change personal details
Unsubscribe List	Rights to access and manage unsubscribe list
Quota Management	Rights to assign, top-up, renew quota for individual users
System Configuration	Rights to configure the send SMS time control and other system configuration features

4.3 User Management

The User management section is to create the users and assign roles and departments to individual users.



User Account Management

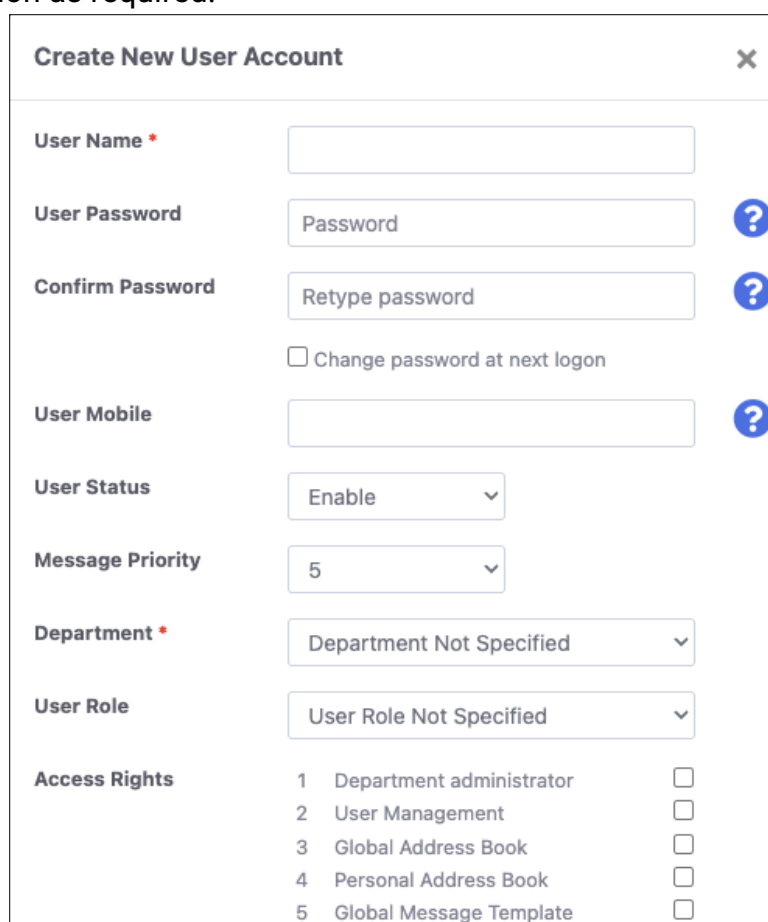
Show 10 entries Search:

User Name	Department	User Data Source
No data available in table		

Showing 0 to 0 of 0 entries

Figure 4-5: User Account Management

Select **Add New Record** to create a new user. Insert the Username, Password and all other information as required.



Create New User Account

User Name *

User Password

Confirm Password

Change password at next logon

User Mobile

User Status

Message Priority

Department *

User Role

Access Rights

1	Department administrator	<input type="checkbox"/>
2	User Management	<input type="checkbox"/>
3	Global Address Book	<input type="checkbox"/>
4	Personal Address Book	<input type="checkbox"/>
5	Global Message Template	<input type="checkbox"/>

Figure 4-6: Create New User Account

You can assign individual access rights to the new user or select the pre-defined roles, and the roles will be automatically assigned. You can also have a mixture with additional rights by selecting on the check relevant box.

Access Rights		
1	Department administrator	<input type="checkbox"/>
2	User Management	<input type="checkbox"/>
3	Global Address Book	<input type="checkbox"/>
4	Personal Address Book	<input type="checkbox"/>
5	Global Message Template	<input type="checkbox"/>
6	Personal Message Template	<input type="checkbox"/>
7	Send SMS	<input type="checkbox"/>
8	Conversation	<input type="checkbox"/>
9	Common Inbox	<input type="checkbox"/>
10	Personal Inbox	<input type="checkbox"/>
11	Personal Sent Log	<input type="checkbox"/>
12	Personal Unsent Log	<input type="checkbox"/>
13	Personal Queue Log	<input type="checkbox"/>
14	Export Personal Inbox/Logs	<input type="checkbox"/>
15	Delete Personal Inbox/Logs	<input type="checkbox"/>
16	Unsubscribe List	<input type="checkbox"/>
17	Quota Management	<input type="checkbox"/>
18	Keyword Management	<input type="checkbox"/>
19	System Configuration	<input type="checkbox"/>
20	Language Setup	<input type="checkbox"/>
21	Change Personal Password	<input type="checkbox"/>

Figure 4-7: User Account Access Rights

For downloading of users from LDAP, the administrator needs to define the following:

- LDAP Server
- Department
- User Role

Download LDAP User(s) ✕

Select LDAP Server * ?

Department *

User Role

Figure 4-8: Download LDAP User(s)

4.4 Access Log

The last item is the User Access Log. This is the access log of each user and the date, time, IP address and browser type are documented.

Access Log

Dated From Dated To

Show entries Search:

Login Date & Time	Username	Remote IP Address	User Agent
11/06/2025 09:44:02	useradmin	10.166.1.1	Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/136.0.

Showing 1 to 1 of 1 entries Previous **1** Next

Figure 4-9: Access Logs

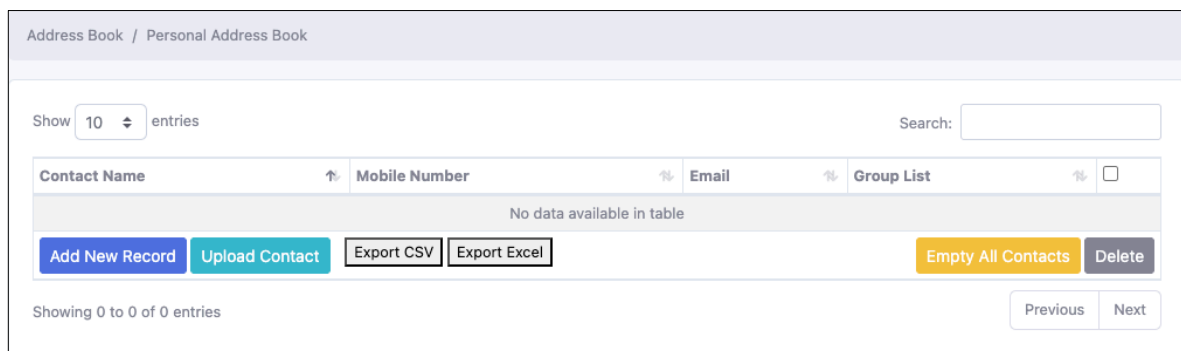
5.0 Address Book

The Address Book section consists of Personal and Global Address Book. For both Personal and Global, there is a contact management as well as group management. The address book data can be used when sending SMS.

Personal Address Book is the contact list that is accessible by the user only. Global Address list is access by all users, but only certain users have the access to add and edit the list, depending on the access rights granted.

5.1 Personal Address Book

The Personal Address Book is where all the contact list for the users are stored.



Address Book / Personal Address Book

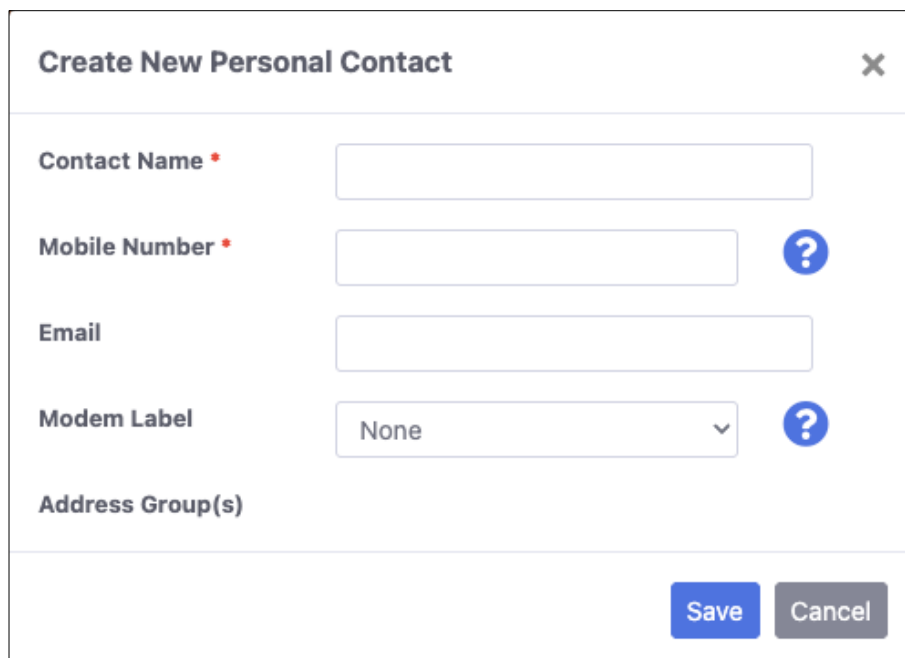
Show 10 entries Search:

Contact Name	Mobile Number	Email	Group List	
No data available in table				

Showing 0 to 0 of 0 entries

Figure 5-1: Personal Address Book

Select **Add New Record** to enter the name, mobile phone number and assigned group(s) to create new personal contact.



Create New Personal Contact

Contact Name *

Mobile Number *

Email

Modem Label

Address Group(s)

Figure 5-2: Create New Personal Contact

5.2 Personal Address Group

The individual contact list can be assigned to different groups. Select Address Group in the sub-menu and a list of groups are displayed.

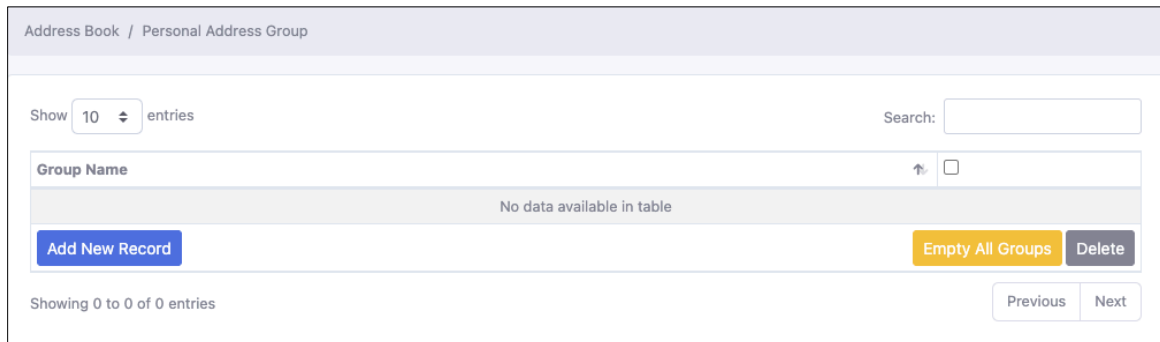


Figure 5-3: Personal Address Group

To create a new group, select **Add New Record**. Enter the group name and select **Save**

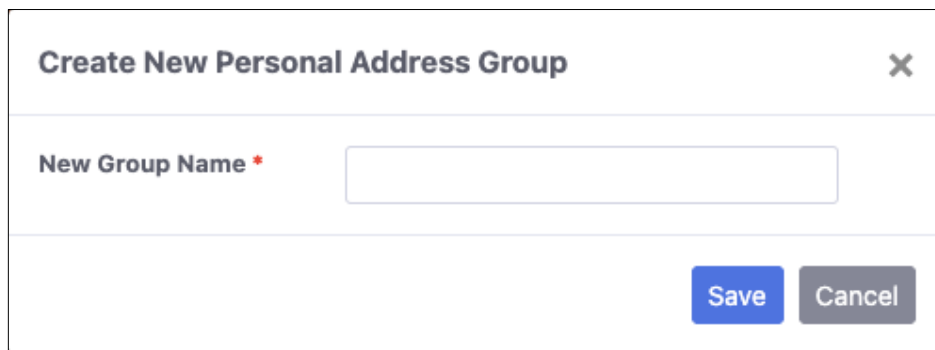
The screenshot shows a modal form titled 'Create New Personal Address Group'. It has a close button (X) in the top right corner. The main field is 'New Group Name *' with an asterisk indicating it's required. Below the input field are two buttons: 'Save' and 'Cancel'.

Figure 5-4: Create New Personal Address Group

5.3 Global Address Book

The Global Address Book function the same way as Personal Address Book but the access rights is for all users to use the contact list but editing rights are limited. The Global Address consists of inserting new records as well as creating the groups.

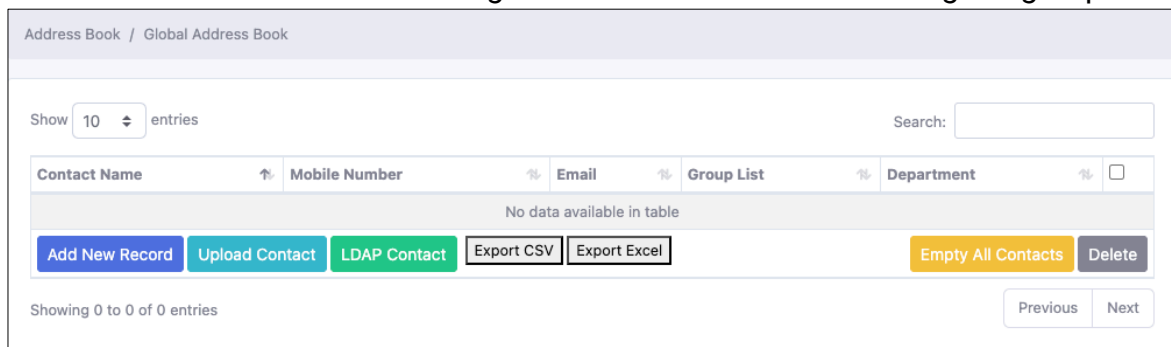
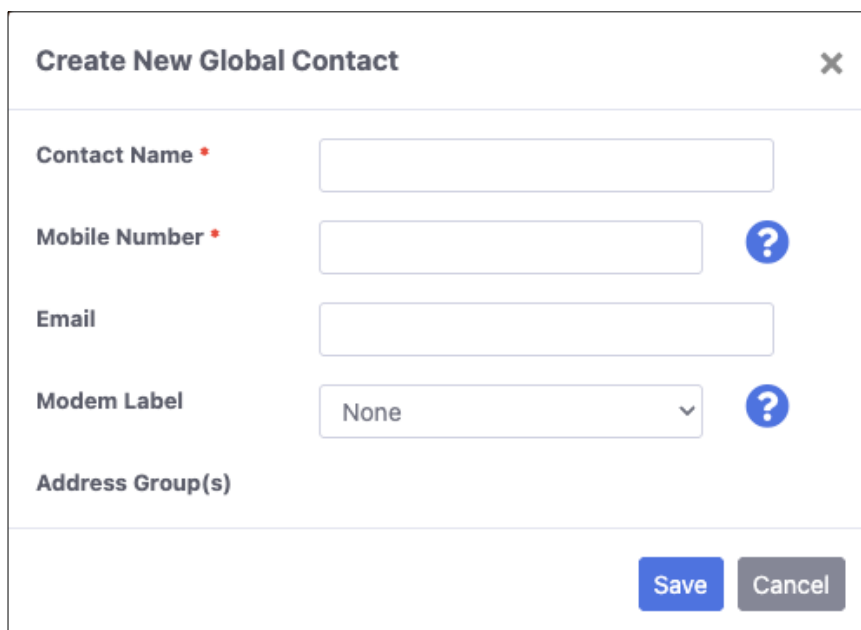


Figure 5-5: Global Address Book

The creation of new global contact is similar to that of contact creation under personal address list. Select the **Add New Record** and create the new record as shown



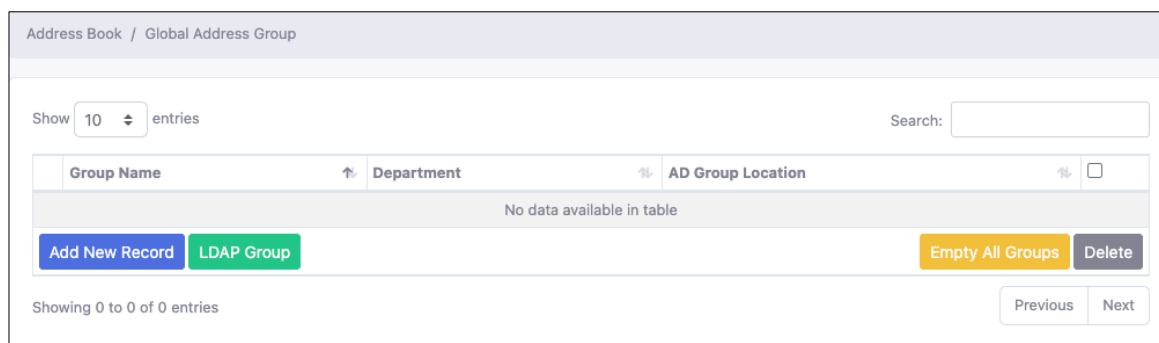
The dialog box titled "Create New Global Contact" has a close button (X) in the top right corner. It contains the following fields and controls:

- Contact Name ***: A text input field.
- Mobile Number ***: A text input field with a blue question mark icon to its right.
- Email**: A text input field.
- Modem Label**: A dropdown menu currently showing "None" with a blue question mark icon to its right.
- Address Group(s)**: A text input field.
- Save** and **Cancel** buttons are located at the bottom right.

Figure 5-6: Create New Global Contact

5.4 Global Address Group

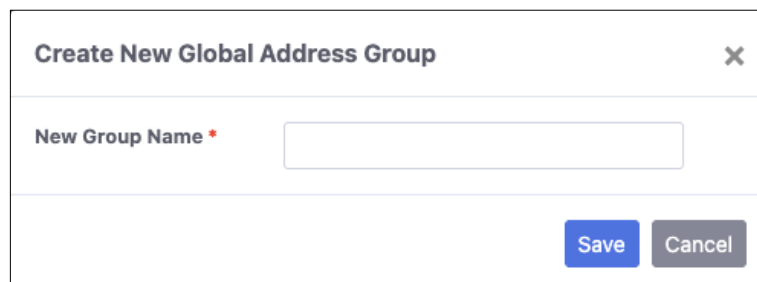
The global group management is similar to how personal group is managed.



The interface shows the "Global Address Group" management page. At the top, it says "Address Book / Global Address Group". Below that, there is a "Show 10 entries" dropdown and a "Search:" input field. A table with columns "Group Name", "Department", and "AD Group Location" is displayed, with a message "No data available in table" below it. At the bottom of the table area, there are buttons for "Add New Record", "LDAP Group", "Empty All Groups", and "Delete". At the very bottom, it says "Showing 0 to 0 of 0 entries" and has "Previous" and "Next" navigation buttons.

Figure 5-7: Global Address Group

Select **Add New Record** and enter the relevant group name and select **Save**.



The dialog box titled "Create New Global Address Group" has a close button (X) in the top right corner. It contains the following fields and controls:

- New Group Name ***: A text input field.
- Save** and **Cancel** buttons are located at the bottom right.

Figure 5-8: Create New Global Address Group

6.0 Send SMS Messages

Send SMS using SendQuick Messaging interface is the primary reason for the existence of SendQuick. Therefore, this section will explain how a user can send SMS using SendQuick system.

There are two ways of sending SMS using SendQuick:

1. Send via web interface
2. Send using file upload.

6.1 Send SMS via Web Interface

This is the default interface for all users when they log-in to SendQuick.

The screenshot displays the 'Send Message / Send SMS' web interface. At the top right, it indicates 'Quota Available: Unlimited'. The interface includes the following elements:

- Sender:** A dropdown menu set to 'Talaraix' and a 'Sender ID Configuration' button.
- Send Mode:** Radio buttons for 'SMS' (selected) and 'SMS & Email'.
- Enter The Mobile Number(s) In The Textbox:** A text input field with a 'Select From Address Book' button. To the right, instructions state: '(Separate Each Entry With A New Line) Numbers Only - Please Enter The Mobile In The International Format Eg: For Singapore, +65xxxxxxx, '+65' Is The Country Code'.
- Character Set:** A dropdown menu set to 'English (ASCII)'.
- Enter The Message Text In The Textbox:** A text input field with a 'Select From Message Template' button. To the right, it shows 'Characters: 0' and 'Message Count: 0 / 5'.
- Priority:** A dropdown menu set to '5'.
- Scheduling:** A checkbox labeled 'Yes' which is currently unchecked.
- Buttons:** 'Send' and 'Reset' buttons at the bottom.

Figure 6-1: Send SMS - Web Interface

First, select the **Send Mode**. Next, insert the mobile numbers. The mobile numbers can be manually inserted in the text box with one entry per line. The user can also insert the numbers from the address book (personal and global) by selecting the **Select From Address Book** button.

Then, select **Character Set**, **Priority** and **Schedule** (if required).

Compose the SMS (text) message in the text box provided. Similarly, the users can select pre-defined messages from the templates by selecting the **Select From Message Template** button and select the relevant template. The character count and number of SMS messages are shown below the message box. Once done, select **Send**.

If the messages are sent immediately, these messages will be reflected in the SMS Queue Log and Sent Log. If the messages are scheduled for a sending on a later date and time, the messages will be stored in the Scheduled SMS.

6.2 Send SMS via File Upload

Another sending method is using file upload. This means creating the data file (in Excel, OpenOffice or database) and save the file a Comma Separated Value (csv) or Tab Delimited file (text) and use them to send bulk SMS to the recipients. This method does not require the contact list to be saved in SendQuick server.

Figure 6-2: Send SMS - File Upload

After selecting the **Send SMS By File Upload** button, the interface for sending will appear. The table below explains the various items in File Upload feature.

Item	Description
File Format	Select the file format type that is being used. Select between Comma Separated Value or Tab Delimited format
Character Selection	Select either ASCII or UTF-8 (if sending chinese)
Contents of Uploaded File	The type of files to be uploaded: <ul style="list-style-type: none"> • Mobile Number only <ul style="list-style-type: none"> ◦ The file will consist of mobile numbers only, with one number for each line: eg, 91234567 (one number one line) • Mobile Number and Data <ul style="list-style-type: none"> ◦ The file consists of mobile number and single/multiple data fields used for mailmerge into the message content when sending SMS. Each data set is one line: eg, 91234567, john, 2:00pm (where John is the first data <data1> and 2:00pm is <data2>. The phone number is not a data set) • Mobile Number and Message <ul style="list-style-type: none"> ◦ This is the format where the SMS message is in the file. When this option is selected the SMS text box will disappear. The

	format (one record one line) is as follow: eg, <i>91234567,this is a reminder message for John</i>
Specify the File	Browse and select the required file
Schedule SMS	Select (check) if the messages need to be scheduled. Select the desired Date and Time to send the SMS
Priority	Select the desired priority setting
Message Text Box	If the text box appears, Type the message or insert the message from the templates.
Select From Template	Select the relevant messages from any templates that had been created before (see Section 7.0 on Message Templates)
Message Counter	This indicate the number of characters in the SMS message (each SMS is 160 characters) and how many SMS to be sent for the message (multi-part)

After the file and message has been selected, the messages are pre-processed and a preview (of the messages) are presented. If there is any error, it will be indicated. Similarly, if the format is correct in accordance with the selection, then the status will be indicated in the preview.

Once the preview data is satisfactory, select the **Upload** button and the messages will be sent. Do understand that the preview and sending SMS process may take some time if the number of records in the file (upload) is large, example more than 5000 records.

We do advise users to note the following practices when sending SMS using File Upload:

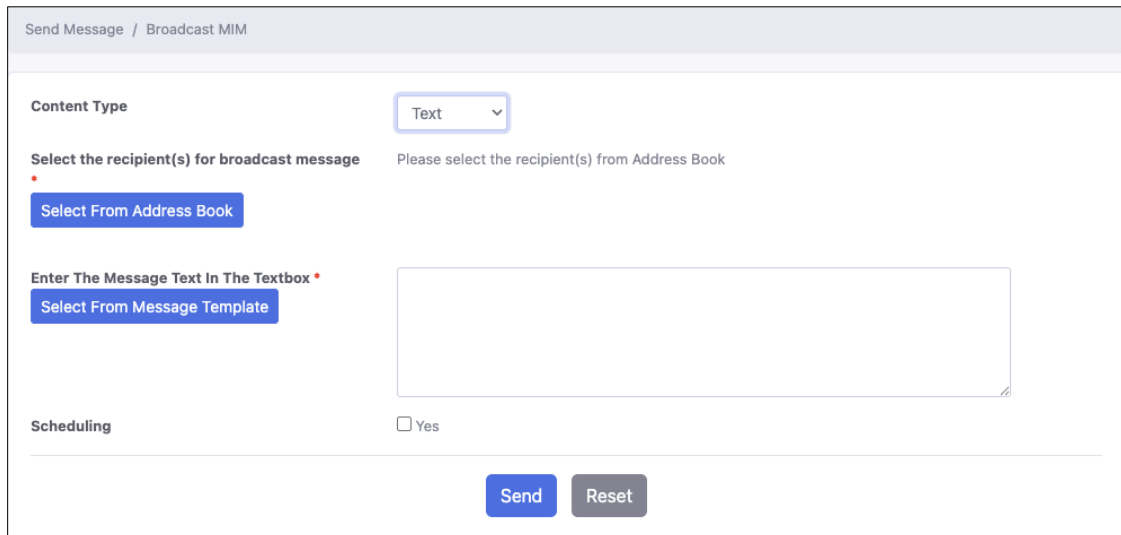
- Do use a smaller file (say 20 records) with some test records to test the file format and the uploading process. You do not need to send the messages. Just reach the preview stage to determine whether the file is processed correctly. Such practice session is highly recommended to avoid accidentally sending mass messages that erroneous.
- When it is ready to send, it is advisable to send multiple batches if you are planning to send a large number of records. This will help to reduce error which may happen when sending large files with large number of records
- When the sending process (after preview), please do not close the browser as the browser technology is used to send the messages. Close the browser only when the Messages Sent message appear.

Please refer to the Messages Log to review the message sent status as explained in [Section 12.0 Message Logs Management](#).

6.3 Broadcast MIM

This page is for broadcasting messages via MIM channels. Like SMSs, you may also choose to schedule the messages you send through MIM. However, the fields to fill will vary based on the content type you are broadcasting.

a. Content Type: Text

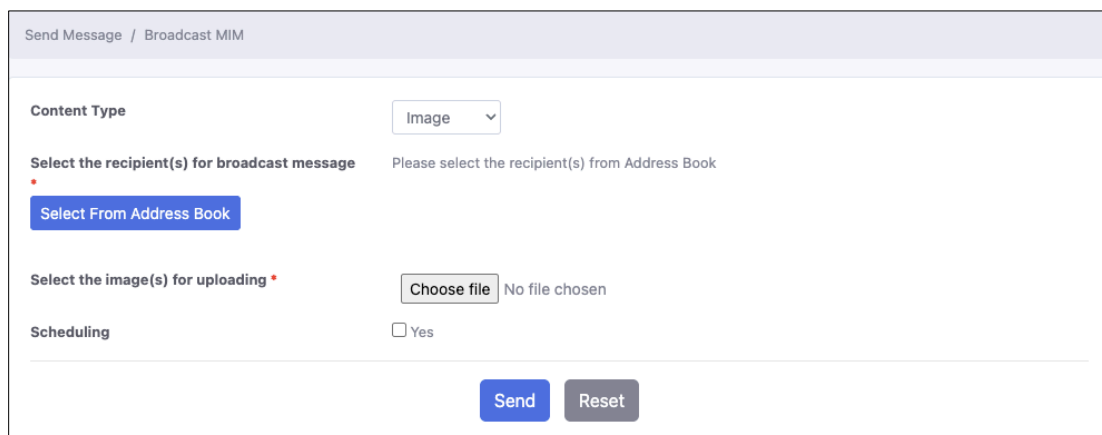


The screenshot shows the 'Send Message / Broadcast MIM' interface. At the top, the breadcrumb 'Send Message / Broadcast MIM' is visible. The 'Content Type' dropdown is set to 'Text'. Below this, the instruction 'Select the recipient(s) for broadcast message' is followed by 'Please select the recipient(s) from Address Book' and a red asterisk. A blue button labeled 'Select From Address Book' is present. The next section, 'Enter The Message Text In The Textbox', includes a red asterisk and a blue button 'Select From Message Template' next to a large empty text area. At the bottom, the 'Scheduling' section has a checkbox for 'Yes' which is currently unchecked. Finally, there are 'Send' and 'Reset' buttons at the bottom center.

Figure 6-3: Broadcast MIM – Text

To broadcast text, select the recipients via **Select From Address Book** then fill the textbox. You may also choose to use a pre-configured template via **Select From Message Template**. Click **Send** when you are ready.

b. Content Type: Image



The screenshot shows the 'Send Message / Broadcast MIM' interface. At the top, the breadcrumb 'Send Message / Broadcast MIM' is visible. The 'Content Type' dropdown is set to 'Image'. Below this, the instruction 'Select the recipient(s) for broadcast message' is followed by 'Please select the recipient(s) from Address Book' and a red asterisk. A blue button labeled 'Select From Address Book' is present. The next section, 'Select the image(s) for uploading', includes a red asterisk and a file selection interface with a 'Choose file' button and the text 'No file chosen'. At the bottom, the 'Scheduling' section has a checkbox for 'Yes' which is currently unchecked. Finally, there are 'Send' and 'Reset' buttons at the bottom center.

Figure 6-4: Broadcast MIM – Image

To broadcast an image, first select the recipients via **Select From Address Book**. Next, upload the image file you want to broadcast. Finally, click **Send** when you are ready.

c. Content Type: **Template**

The screenshot shows the 'Send Message / Broadcast MIM' interface. The 'Content Type' is set to 'Template'. Under 'Template Name', 'Test Route' is selected for the route and 'test(en)' for the template. A text input field is present for mobile numbers, with a 'Select From Address Book' button. A scheduling checkbox is currently unchecked. 'Send' and 'Reset' buttons are at the bottom.

Send Message / Broadcast MIM

Content Type: Template

Template Name: Test Route, test(en)

Enter The Mobile Number(s) In The Textbox *

Select From Address Book

(Separate Each Entry With A New Line)
Numbers Only - Please Enter The Mobile In The
International Format
Eg: For Singapore, +65xxxxxxxx, '+65' Is The
Country Code

Scheduling: Yes

Send Reset

Figure 6-5: Broadcast MIM – Template

To use a pre-configured MIM routing and template, choose the desired route and affiliated template under **Template Name**, then either manually input the mobile numbers of the recipients, or select them via **Select From Address Book**. Click **Send** when you are ready.

7.0 Message Templates

Message Templates are messages that are pre-defined for future use. Having message templates allow the user to easily retrieve the messages, perform some simple edit (or no editing) and use them to send SMS. Message template can be quickly retrieved in the Send SMS page

There are 2 Message Templates:

- Personal Template
- Global Template

7.1 Personal Message Template

When the **Message Template** link is selected, the Personal Message Template Listing is shown

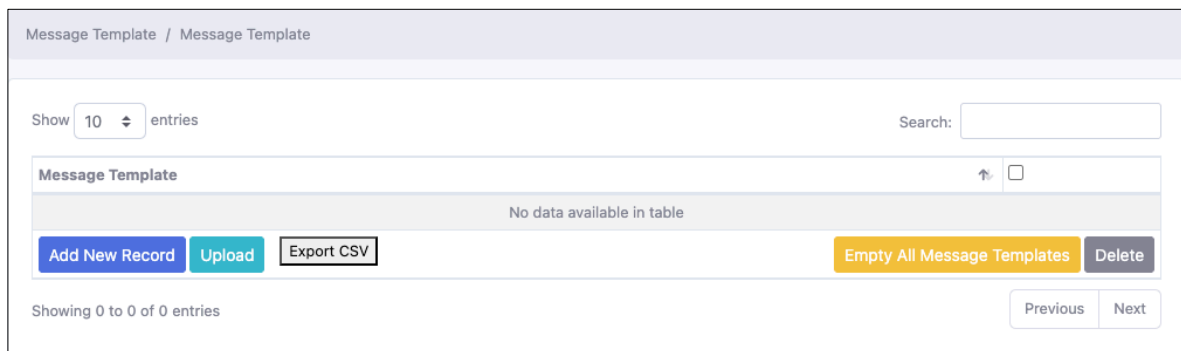


Figure 7-1: Personal Message Template

Select **Add New Record** to add a template.

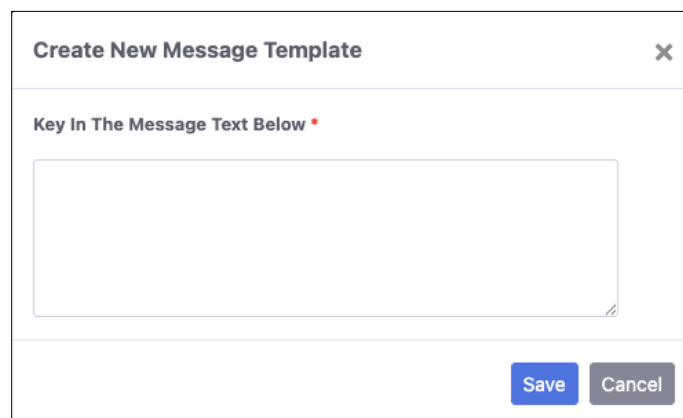
The screenshot shows a modal dialog box titled 'Create New Message Template'. It has a close button (X) in the top right corner. The main text inside the dialog says 'Key In The Message Text Below *'. Below this text is a large, empty text input field. At the bottom right of the dialog, there are two buttons: 'Save' (blue) and 'Cancel' (grey).

Figure 7-2: Create New Personal Message Template

7.2 Global Message Template

When the **Global Message Template** link is selected, the Global Message Template Listing is shown

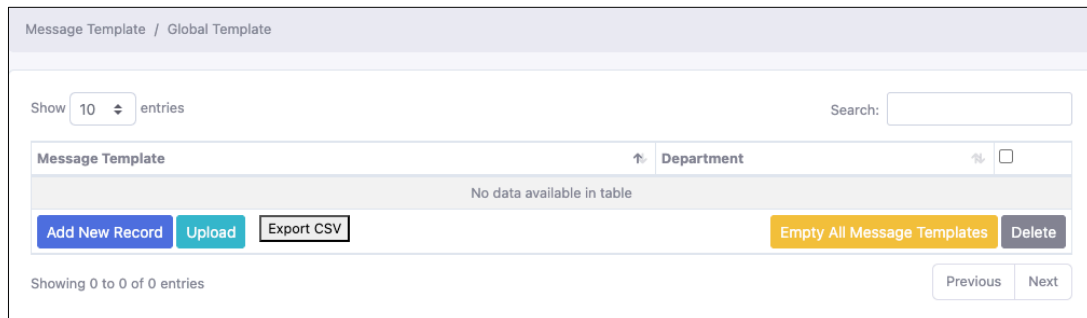


Figure 7-3: Global Message Template

For global template, select **Add New Record** button or the **Edit** link and perform the addition and changes

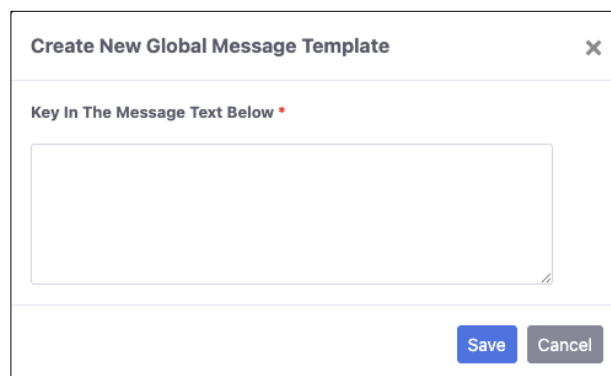
The screenshot shows a modal dialog box titled "Create New Global Message Template". The dialog has a close button (X) in the top right corner. Below the title, there is a label "Key In The Message Text Below" with a red asterisk indicating a required field. A large, empty text area is provided for entering the message text. At the bottom right of the dialog, there are two buttons: "Save" (blue) and "Cancel" (grey).

Figure 7-4: Create New Global Message Template

8.0 Scheduled Message

The Scheduled Message pages show the list of messages that have been scheduled to be sent on a later date and time. Once the messages are sent, they will be shown in the Sent Log. The messages in the scheduled list can be deleted by selecting and deleting the messages as long as it has not been sent. The subpages available are for **Scheduled SMS** and **Scheduled MIM**.

Scheduled Message / Scheduled SMS

Show 10 entries Search:

Mobile Number	Message Text	Scheduled Date & Time	Priority Status	
No data available in table				

Empty Scheduled SMS(s) Delete

Showing 0 to 0 of 0 entries Previous Next

Figure 8-1: Scheduled SMS

Scheduled Message / Scheduled MIM

Show 10 entries Search:

Profile Name	Message Text	Scheduled Date & Time	
No data available in table			

Empty Scheduled MIM(s) Delete

Showing 0 to 0 of 0 entries Previous Next

Figure 8-2: Scheduled MIM

9.0 Conversation

This page allows you to manage all your 2-way chats in one place. You may view and reply any ongoing conversations. The page auto-refreshes every minute.

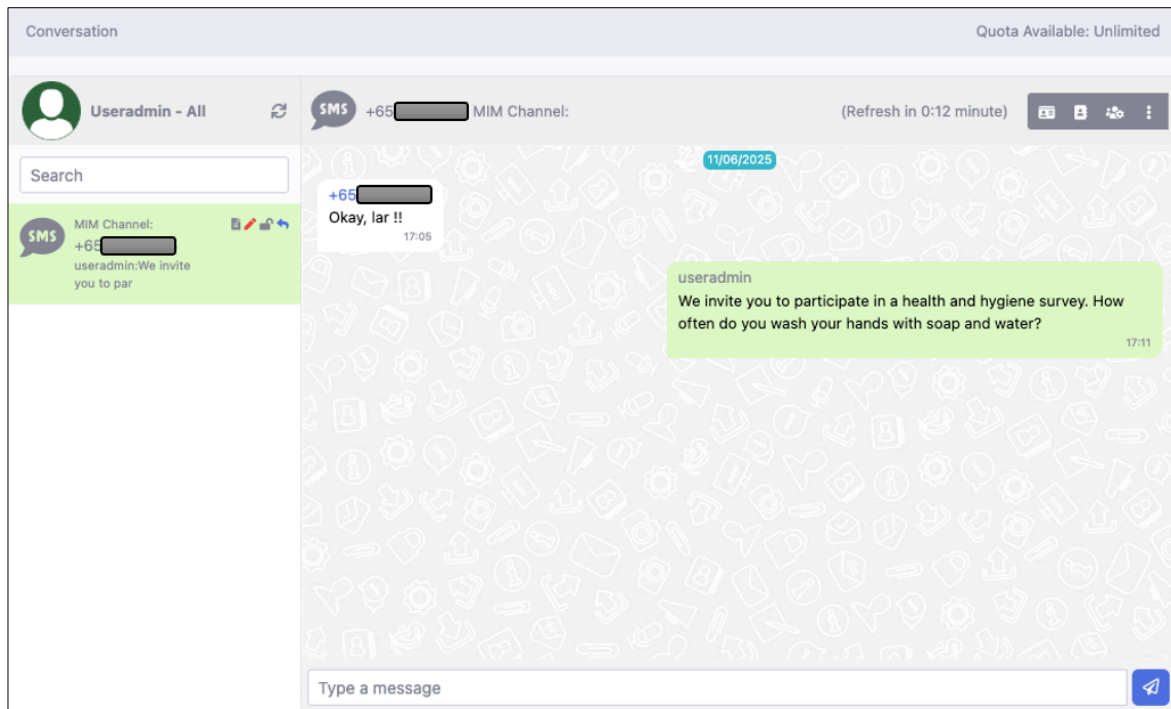


Figure 9-1: Sample Conversation

10.0 Unsubscribe List

The Unsubscribe List is a mobile phone list where the sender has requested not to receive any messages from the SendQuick system. The mobile phone numbers can be inserted by sending a SMS to the system with the unsubscribe keyword in the message. **Keyword is defined as the first word in the SMS message, followed by a space.** E.g., unsub<space>john where “unsub” is the keyword and “john” is the name of subscriber (optional).

If the number is removed from the unsubscribe list, it will receive SMS from SendQuick. Otherwise, these phone numbers are filtered before messages are sent. This filter list applies to all users in the system.

The screenshot shows the 'Unsubscribe List / Unsubscribe Number' interface. At the top, there is a breadcrumb 'Unsubscribe List / Unsubscribe Number'. Below it, a 'Show 10 entries' dropdown and a 'Search:' input field are visible. A table header includes 'Mobile Number', 'Source', 'Created By', and 'Date & Time'. The table body is empty, displaying 'No data available in table'. Action buttons include 'Add New Record', 'Upload', 'Empty All Unsubscribers', and 'Delete'. At the bottom, it shows 'Showing 0 to 0 of 0 entries' and 'Previous Next' navigation buttons.

Figure 10-1: Unsubscribe Number

The screenshot shows the 'Unsubscribe List / Unsubscribe Keyword' interface. At the top, there is a breadcrumb 'Unsubscribe List / Unsubscribe Keyword'. Below it, a 'Show 10 entries' dropdown and a 'Search:' input field are visible. A table header includes 'Unsub Keyword' and 'Created By'. The table body is empty, displaying 'No data available in table'. Action buttons include 'Add New Record', 'Response', and 'Delete'. At the bottom, it shows 'Showing 0 to 0 of 0 entries' and 'Previous Next' navigation buttons.

Figure 10-2: Unsubscribe Keyword

11.0 Common Inbox

In SendQuick, each user is automatically assigned a keyword. Keyword is defined as the first word in the incoming SMS message. The login username is automatically a keyword in the system. Other keywords can be defined in the Keyword Management section.

The screenshot displays the 'Common Inbox' interface. At the top, there are date filters: 'Date From' and 'Date To', both set to '11/06/2025'. Below this is a 'Show' dropdown set to '100' entries and a 'Search:' input field. A table header is visible with columns 'Date & Time' and 'Mobile Number'. The table body contains the text 'No data available in table'. Below the table are buttons for 'Export CSV', 'Export Excel', 'Empty Common Inbox', and 'Delete'. At the bottom, it shows 'Showing 0 to 0 of 0 entries' and 'Previous' and 'Next' navigation buttons.

Figure 11-1: Common Inbox

If an incoming SMS match the keyword list, the SMS will be deposited in the respective user Inbox and only the user can read the message. The incoming SMS that does not have a keyword will be deposited in the Common Inbox and can be read by all users.

12.0 Message Logs Management

Message Logs has all the records of the SMS messages sent and received by SendQuick. There are two types of messages recorded in SendQuick:

- Personal Logs
- Global Logs

In each category, there are four sets of logs:

Types of Logs	Description
Inbox	Inbox is for all incoming SMS. These are SMS received by the SendQuick
Sent	Outbox are for SMS messages sent by SendQuick.
Queue	Messages that are awaiting to send sent out or are in process
Unsent	Messages that failed to send

12.1 Personal Logs

Figure 12-1: Personal Inbox

Figure 12-2: Personal Sent Log

Usage Logs / Personal Unsent Log

Dated From 11/06/2025 Dated To 11/06/2025

Show 100 entries Search:

Date & Time	Mobile Number	Message Text	Status
No data available in table			

Export CSV Export Excel Empty Unsent Logs Delete

Showing 0 to 0 of 0 entries Previous Next

Figure 12-3: Personal Unsent Log

Usage Logs / Personal Queue Log

Dated From 04/06/2025 Dated To 11/06/2025

Show 100 entries Search:

Date & Time	Mobile Number	Message Text	Status
No data available in table			

Export CSV Export Excel Empty Queue Logs Delete

Showing 0 to 0 of 0 entries Previous Next

Figure 12-4: Personal Queue Log

12.2 Global Logs

Global Logs are logs for all the users in the SendQuick system. Global Logs may not be available to all users, depending on the access rights to the users.

The search fields for Global Logs more extensive, including keyword, user name, department, mobile number and date range

Usage Logs / Global Inbox

Dated From 11/06/2025 Dated To 11/06/2025

Show 100 entries Search:

Date & Time	User	Mobile Number	Department	Message Text
No data available in table				

Export CSV Export Excel Empty Global Inbox Delete

Showing 0 to 0 of 0 entries Previous Next

Figure 12-5: Global Inbox

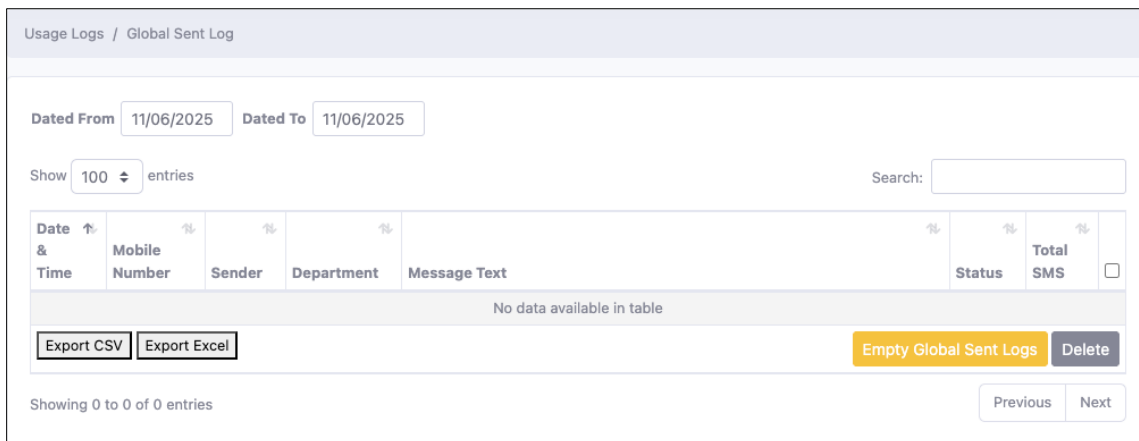


Figure 12-6: Global Sent Log

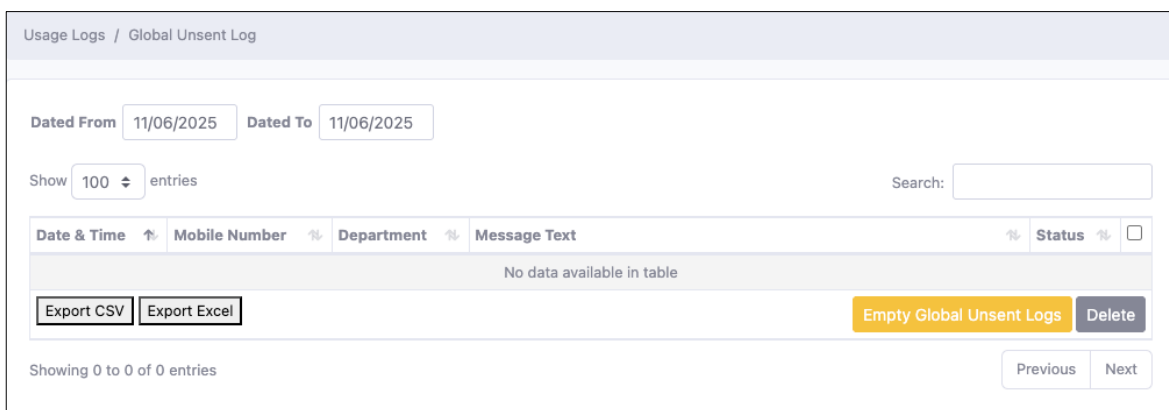


Figure 12-7: Global Unsent Log

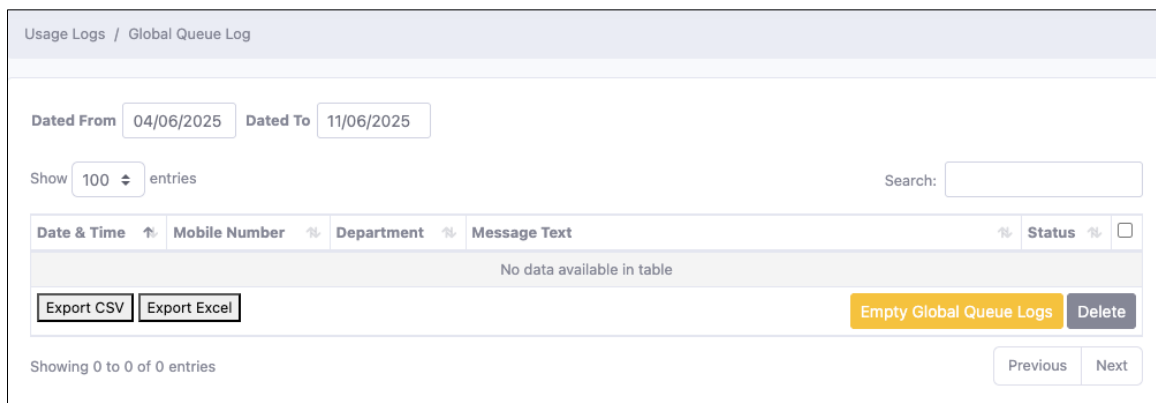


Figure 12-8: Global Queue Log

12.3 Email Logs

This page is for tracking the logs for any emails sent out via the *SMS & Email* send mode of the Send SMS page. Various filtering options are available, such as indicating

a date range, and a search bar. You may export the logs as either CSV or Excel by clicking on the corresponding buttons at the bottom of the list.

Usage Logs / Email Logs

Dated From 12/06/2025 Dated To 12/06/2025

Show 100 entries Search:

Date & Time	Sender	Department	From	To	Subject	Message Text	Comment	
No data available in table								

Export CSV Export Excel Empty Email Log Delete

Showing 0 to 0 of 0 entries Previous Next

Figure 12-9: Email Logs

12.4 Broadcast Log

This page is for tracking the logs for broadcasted messages. Various filtering options are available, such as indicating a date range, and a search bar.

Usage Logs / Broadcast Log

Date From 12/06/2025 Date To 12/06/2025

Show 100 entries Search:

Date & Time	Sender	Message Text	Recipient
No data available in table			

Showing 0 to 0 of 0 entries Previous Next

Figure 12-10: Broadcast Log

12.5 Usage Statistics

You can track various logs in this page, depending on the value set in the **Type** dropdown. The values available for that field are **Reply (Common Inbox)**, **Sender (Sent & Common Inbox)**, **Modem Label (Sent & Common Inbox)**. By choosing one and clicking **Generate Report**, you can view the logs related to the selected value within the specified date range.

Usage Logs / Usage Statistics

Date From Date To Type

Show entries Search:

Sender	Date and Time	Mobile Number	Reply 1	Reply 2	Reply 3	Reply 4	Reply 5
	11/06/2025 17:05	+65 <input type="text" value=""/>	Okay, lar !!				

Showing 1 to 1 of 1 entries

Figure 12-11: Usage Statistics

13.0 System Configuration

System Configuration allows the administrator to configure the global setting for sending SMS as well as some of the configuration of the system.

13.1 Maintenance & Report

This page is for configuring conversation maintenance and regular report intervals.

System Configuration / Maintenance & Report

Conversation Log Maintenance

Delete Chat History After Day(s)

The system will keep the Conversation history according to the duration set here. Set to '0' day will keep the history indefinitely in the system.

Report Schedule

Type

Time

Conversation usage report will contain the report for Conversation history. Available options:

- Disable: This will disable the usage report.
- Daily: The report will be generated daily.
- Weekly: The report will be generated every Monday.
- Monthly: The report will be generated every 1st day of the month.

Email Usage Report

This set the Email address that will receive the Conversation Usage Report.

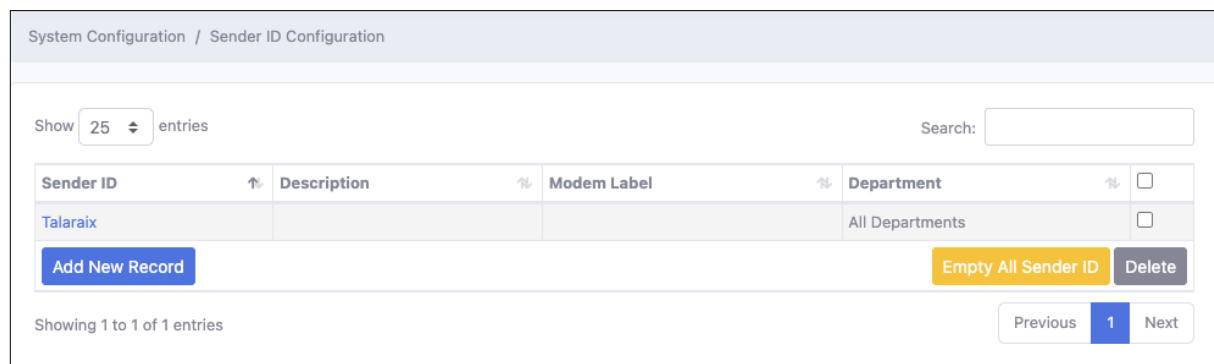
Figure 13-1: Maintenance & Report

The first section is for **Conversation Log Maintenance**. You can configure how often (in days) chat histories are cleared. To keep chat histories indefinitely, set the interval to be 0 days.

The second section is for report generation. Under **Report Schedule**, you can configure how often reports are generated and sent out. You may also set a specific time for these reports. The **Email Usage Report** textbox must be filled with emails you would like to have the reports sent to.

13.2 Sender ID Configuration

This page allows you to configure sender IDs you may want to use for sending your messages. These sender IDs can be configured to belong to specific Modem Labels or Departments.



System Configuration / Sender ID Configuration

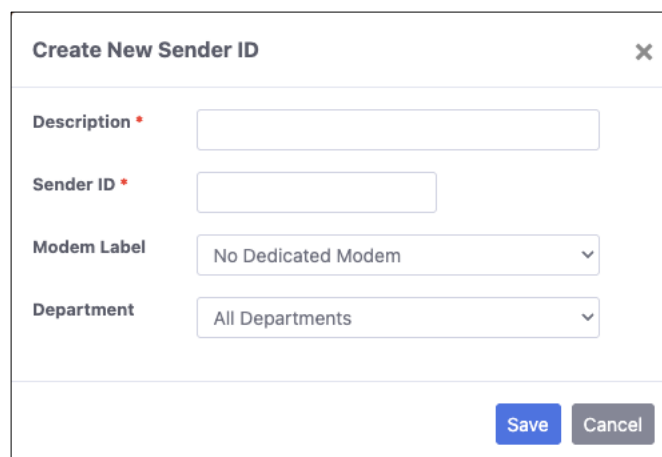
Show 25 entries Search:

Sender ID	Description	Modem Label	Department	<input type="checkbox"/>
Talaraix			All Departments	<input type="checkbox"/>

Showing 1 to 1 of 1 entries

Figure 13-2: Sender ID Configuration

To configure a new sender ID, click on **Add New Record**, and fill the fields as required before clicking **Save**.



Create New Sender ID

Description *

Sender ID *

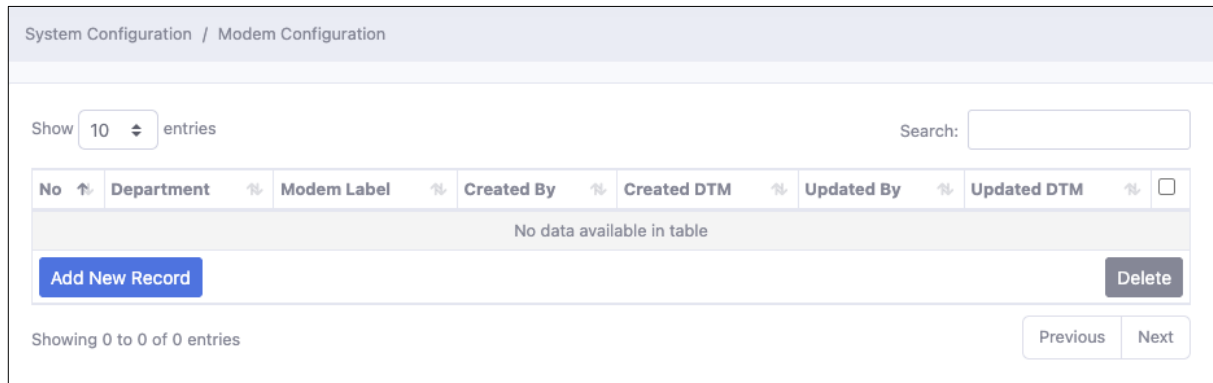
Modem Label

Department

Figure 13-3: Create New Sender ID

13.3 Modem Configuration

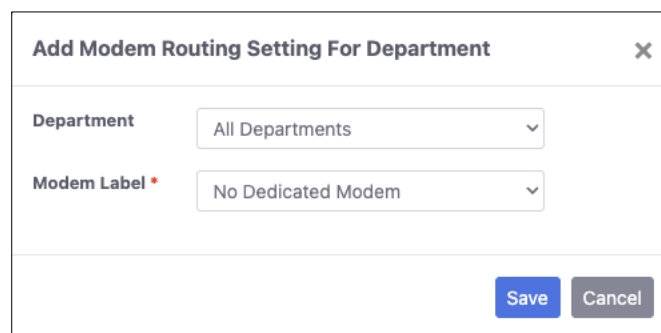
This page allows you to manage Modem Label to Department assignment. Departments can be assigned specific modem labels. All SMSs sent by the department's user will use their department's assigned label.



The screenshot shows the 'System Configuration / Modem Configuration' page. It features a table with columns: No, Department, Modem Label, Created By, Created DTM, Updated By, and Updated DTM. The table is currently empty, displaying 'No data available in table'. Below the table is an 'Add New Record' button and a 'Delete' button. At the bottom, it shows 'Showing 0 to 0 of 0 entries' and 'Previous' and 'Next' navigation buttons.

Figure 13-4: Modem Configuration

To add a new assignment, click on **Add New Record**, choose the desired department and modem label, then click **Save**.

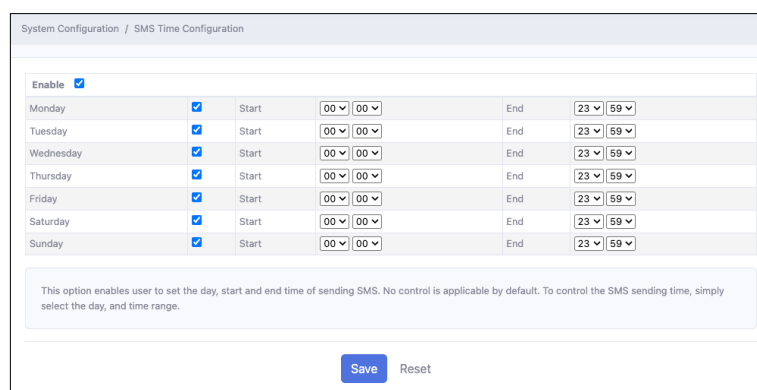


The dialog box is titled 'Add Modem Routing Setting For Department'. It contains two dropdown menus: 'Department' set to 'All Departments' and 'Modem Label' set to 'No Dedicated Modem'. At the bottom right, there are 'Save' and 'Cancel' buttons.

Figure 13-5: Add Modem Routing Setting for Department

13.4 SMS Time Configuration

The following figure shows the **SMS Time Configuration**. The settings here allows the company to define the **time range for each day** when SMS message can be sent from the SendQuick Messaging Interface. If messages are unsent by the expiry of the time range, the messages will be 'held' and sent on the next available time period.



The screenshot shows the 'System Configuration / SMS Time Configuration' page. It has an 'Enable' checkbox checked. Below is a table with columns for Day, Start, and End. The table is as follows:

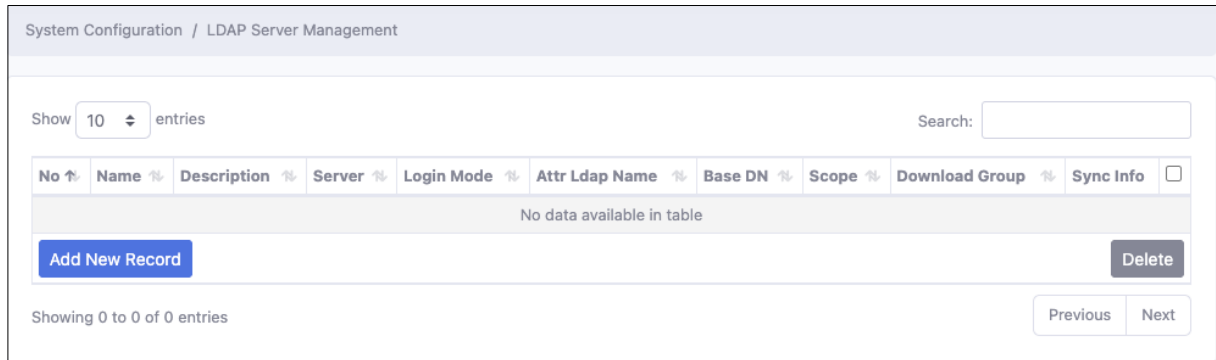
Day	Start	End
Monday	00:00	23:59
Tuesday	00:00	23:59
Wednesday	00:00	23:59
Thursday	00:00	23:59
Friday	00:00	23:59
Saturday	00:00	23:59
Sunday	00:00	23:59

Below the table is a note: 'This option enables user to set the day, start and end time of sending SMS. No control is applicable by default. To control the SMS sending time, simply select the day, and time range.' At the bottom, there are 'Save' and 'Reset' buttons.

Figure 13-6: SMS Time Configurations

13.5 LDAP Server Management

This page allows you to manage LDAP Server connections.



System Configuration / LDAP Server Management

Show 10 entries Search:

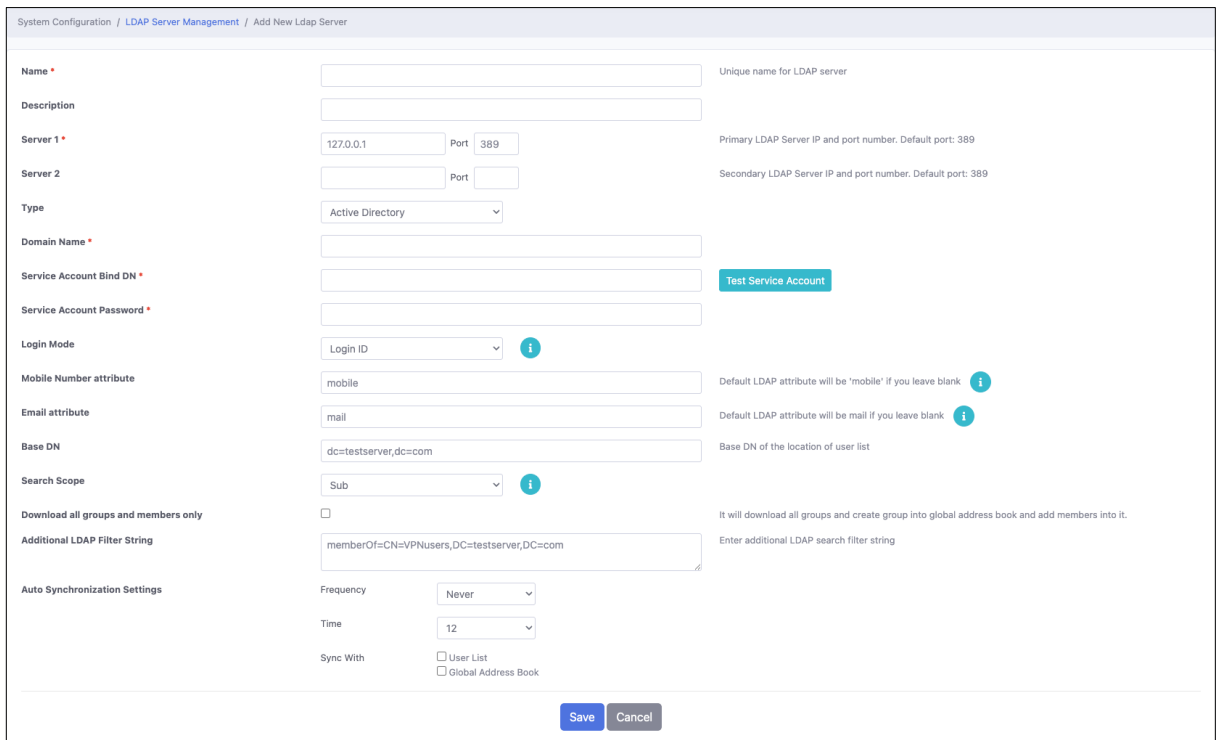
No	Name	Description	Server	Login Mode	Attr Ldap Name	Base DN	Scope	Download Group	Sync Info	
No data available in table										

[Add New Record](#) [Delete](#)

Showing 0 to 0 of 0 entries [Previous](#) [Next](#)

Figure 13-7: LDAP Server Management

To add a new LDAP Server, click on **Add New Record**, fill the fields as required, then click **Save** when you are ready.



System Configuration / LDAP Server Management / Add New LDAP Server

Name * Unique name for LDAP server

Description

Server 1 * Port Primary LDAP Server IP and port number. Default port: 389

Server 2 Port Secondary LDAP Server IP and port number. Default port: 389

Type

Domain Name *

Service Account Bind DN * [Test Service Account](#)

Service Account Password *

Login Mode [i](#)

Mobile Number attribute Default LDAP attribute will be 'mobile' if you leave blank [i](#)

Email attribute Default LDAP attribute will be mail if you leave blank [i](#)

Base DN Base DN of the location of user list

Search Scope [i](#)

Download all groups and members only It will download all groups and create group into global address book and add members into it.

Additional LDAP Filter String Enter additional LDAP search filter string

Auto Synchronization Settings

Frequency

Time

Sync With User List Global Address Book

[Save](#) [Cancel](#)

Figure 13-8: Add New LDAP Server

13.6 Web Interface Logo

The following feature in Figure 13-9 is **Web Interface Logo**. It is to allow the administrator to upload an image (eg, company's logo) that will be inserted before the SendQuick logo at the header banner. Just browse, select and Upload the file.

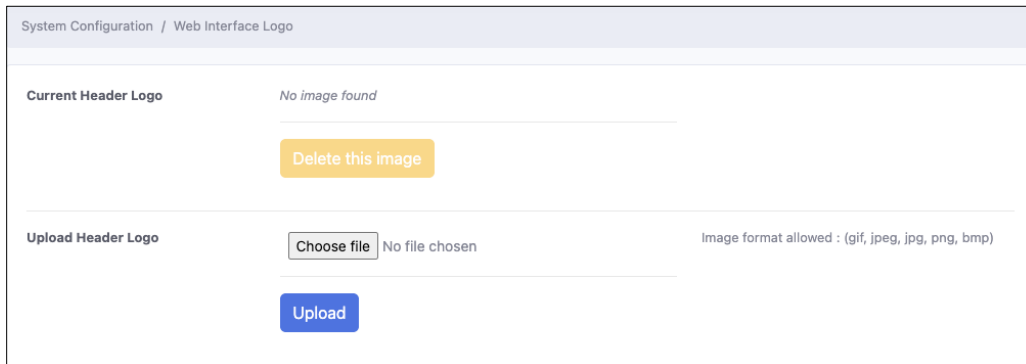


Figure 13-9: Web Interface Logo

14.0 Quota Management

Quotas are credits where each user is allocated a certain number of messages which can be used to send SMS. Quota does not apply to incoming (received) SMS. A user can only send the number of SMS, limited by the quota value. A summary of users and quota is shown.

User Name	SMS Quota	Auto Quota Refresh	Auto Quota Refresh Value	Last Top-Up Date (Auto Topup)	Next Top-Up Date (Auto Topup)	Updated Date & Time	Updated By	
useradmin	Unlimited	Disable	Disable	07/10/2010	07/10/2010	31/03/2014 11:42	useradmin	<input type="checkbox"/>

Figure 14-1: Quota Management

When a new user is created, the quota is created at the same time. However, if it is not created, the administrator can select **Add New Record** and select the **UserID** (username), **SMS Quota**, **Auto Quota Refresh** and **Auto Quota Refresh Value** and select **Save**.

New Quota Profile

User Name *

Enable Unlimited Quota

SMS Quota

Auto Quota Refresh

Auto Quota Refresh Value

Figure 14-2: Create New Quota Profile

The administrator can Edit and Top-Up the credit manually.

Figure 13-3 shows the email address that will receive a notification when the credit value is low and reached a triggering point, which is configurable.

Quota Alert Config (Via Email) ✕

Alert Status Enable Disable

Alert Email
Only one email is allowed to send the alert

Credit Alert

Figure 14-3: Quota Alert Configuration

15.0 Keyword Management

Keyword is defined as the first word in the incoming (received) SMS message. The keyword management is used to configure the routing and functions of the incoming SMS message. This is useful to convert and direct the incoming SMS to different supported formats (e.g., email, HTTP Post) to integrate to different backend applications. This is useful for data collation into backend applications automatically.

Keyword Management

Show 25 entries Search:

Keyword	Description	E-mail	Mobile Number	URL	Check SMS Sender	Modem IMEI	<input type="checkbox"/>
No data available in table							

Showing 0 to 0 of 0 entries

Figure 15-1: Keyword Management

This documents all the keywords assigned in the system. Keywords are unique and consists of alphanumeric characters, up to 15 characters. There are no space or special characters in the keyword.

Keyword Management / Add SMS Keyword

Keyword Details Autoreply Message Email Brochure Sender Checklist

Keyword * Keyword is the first word of the SMS message. The system will route the incoming SMS based on the keyword specified. Keyword 'EM' is a reserved keyword. Keyword 'xDEFAULTX' is a default keyword (maximum 15 characters).

Keyword Description

E-mail The system will route the messages (based on the keyword) to these E-mail addresses. Set to 'NA' to disable it.

Redirect Mobile Number A copy of the incoming SMS will be forwarded to this mobile number. Set to 'NA' to disable it.

URL The system will route the messages (based on the keyword) to this URL (via HTTP Post). Set to 'NA' to disable it.

JSON URL The system will route the messages (based on the keyword) to this URL (via HTTP Post with JSON method). Set to 'NA' to disable it.

XML URL The system will route the messages (based on the keyword) to this URL (via HTTP + POX method). Set to 'NA' to disable it.

SOAP URL The system will route the messages (based on the keyword) to this URL (via HTTP Post with SOAP method). Set to 'NA' to disable it.

Service Name

Figure 15-2: Keyword Management – Keyword Details

Keyword Management / Add SMS Keyword

Keyword Details **Autoreply Message** Email Brochure Sender Checklist

Autoreply Option Please select to enable autoreply message to the sender.

Autoreply Message
Autoreply static message (maximum 160 characters).
160 Characters left

Use Same Modem Please select to use the same modem for autoreply.

Save Reset Cancel

Figure 15-3: Keyword Management – Autoreply Message

Keyword Management / Add SMS Keyword

Keyword Details Autoreply Message **Email Brochure** Sender Checklist

E-mail Brochure Email brochure feature allows the server to send an email automatically to the SMS sender if the email address is specified. Please select to activate the service.

Reply E-mail Address This will be the Reply-To email address for the auto-email feature when sending the email brochure to the user.

E-mail Subject This refers to the subject matter in the email when it is being sent to the user.

E-mail Content This is the introductory message for the email when it is being sent to the user.

File Upload No file chosen Please select the file to be attached to the email.

Save Reset Cancel

Figure 15-4: Keyword Management – Email Brochure

Keyword Management / Add SMS Keyword

Keyword Details Autoreply Message Email Brochure **Sender Checklist**

Sender Mobile Checklist Select to Check Sender Mobile

This is to limit the service to the listed Mobile numbers only.
Enter each mobile number in a new line.
All mobile numbers must be set in international mobile format.
Example
+6512345678
+60161234567

Modem IMEI Number

This will set the system to match the keyword to a specific modem only. Enter each IMEI number in a new line.

Save **Reset** **Cancel**

Figure 15-5: Keyword Management – Sender Checklist

The explanation for each function in a keyword as below:

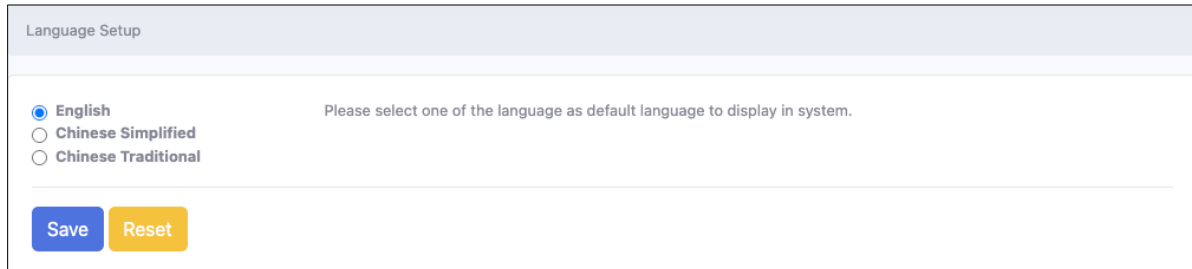
Item	Description
Keyword	The assigned keyword (first word in SMS text message)
Keyword Description	The description for the keyword
Email	Insert email address in the text box (one line, one email). The incoming SMS will be converted to emails, and sent to these email addresses listed in the text box
Redirect Mobile Number	Insert mobile number to receive SMS. The incoming SMS will be redirected to these mobile numbers
URL	Insert the receiving URL: for HTTP Post. The incoming SMS will be converted to HTTP Post and sent to the URL listed. Refer to SendQuick API for HTTP Post specifications.
XML URL	Insert the receiving URL: for XML receipt. The incoming SMS will be converted to XML and sent to the URL listed. Refer to SendQuick API for HTTP Post specifications.
SOAP URL	Insert the receiving URL: for SOAP request The incoming SMS will be converted to SOAP request and sent a request to the URL listed. Refer to SendQuick API for HTTP Post specifications.
JSON URL	Insert the receiving URL: for JSON request. The incoming SMS will be converted to JSON string and send a request URL listed. Refer to SendQuick API for HTTP Post specifications.
Autoreply Message	Select (check) to activate an autoreply. This will send a response SMS to the sender
Autoreply Message	The message that will be sent in the auto-reply message

Use Same Modem	Select to use the same modem for autoreply
E-mail Brochure	Select (check) to trigger an automated email if there is an email address in the SMS message
Reply E-mail Address	The originating email address for the email
E-mail Subject	The subject for the email
E-mail Content	The actual email content to be sent
File Upload	If the email comes with an attachment, the file is uploaded here
Sender Mobile Checklist	This is to restrict the incoming SMS to designated mobile number only. Only mobile number listed in the text box is allowed to trigger the various functions (eg, email, XML, HTTP Post, JSON)
Modem IMEI Number	This will set the system to match the keyword to a specific modem only. Enter each IMEI number in a new line.

Once the Keyword is set, select **Save** and it will be saved and shown in the Keyword Management Summary.

16.0 Language Setup

SendQuick support multi-lingual web interface. To change the language, just click **Change Language** in the dropdown menu under your account name in the top-right hand corner.



Language Setup

English Please select one of the language as default language to display in system.

Chinese Simplified

Chinese Traditional

Save Reset

Figure 16-1: Language Setup

The default language is English. User can select between Traditional or Simplified Chinese. Once selected, the interface will change to the desired language.