Airquace SMS-Scheduler
VERSION 1.0

AirQuace

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CONTENTS

WELCOME TO AIRQUACE SMS-SCHEDULER

An Introduction

This software allows you to broadcast SMS (Short Message Service) messages to your customers according to your prefix schedule, or as and when you want to. With this, you embark on your first step in launching SMS Marketing in your business!

Features:
- Send SMS message to one user, or selected group of users
- Send either standard or merged data messages
- Create unlimited number of user groups
- Create unlimited users
- Can add additional fields to user profiles
- Can automate message sending at designated timings/dates/events.
  E.g. birthdays, anniversaries, appointments
- Can import & export user data

The following are some examples on the types of SMS you should start sending to your customers:

Type of Messages:
- Happy Birthday or Anniversary Messages
- Appointment Reminders
- New Product Announcements
- Promotion Announcements
- Special SMS Discounts
- Any Other Daily, Weekly, Monthly, or Yearly Events

How Airquace SMS-Scheduler Works

In order for SMS-Scheduler to work, the following items are required, namely:
- 1 Personal Computer (PC)
- 1 Mobile SIM Card
- 1 iTegno GPRS Modem (Models: WM1080A or 3000)
- Our Software (either downloaded or CD version)

| *Your PC* | *SIM Card & GPRS Modem* | *Airquace Software* | *SMS Marketing READY* |
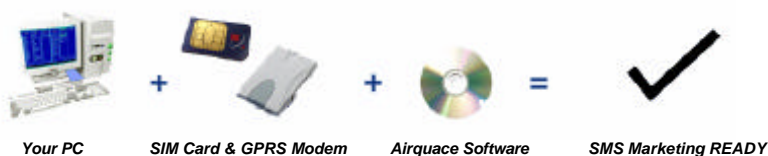
Connect the iTegno GPRS Modem (with the SIM Card inserted) to your PC, which is assumed to be in working order. Refer to your iTegno GPRS Modem manufacturer for modem installation instructions. After which, install our software onto the PC. SMS-Scheduler will be READY to operate. For software installation and usage instructions, refer to the following sections.

About This Manual

This manual is created to assist users on the SMS-Scheduler. It will be updated as accordingly to the latest versions. Please refer to the correct version of the manual to ensure correct instructions on the features. The version number is stated:

- (i) on the CD cover (when distributed in the retail box);
- (ii) at the HELP > ABOUT menu on the software interface upon starting the programme;
- (iii) on the user manual cover page,
- (iv) in the user manual filename.

Frequently Asked Questions

Pre-Installation:

1. **What do I need to be able to run the SMS-Scheduler programme?**

    Ans: Look under *How Airquace SMS-Scheduler Works* (page 6). And you will need a PC, with minimum *System Requirements* (page 9)*.*

2. **Where can I buy the GPRS modem?**

    Ans: You can purchase it either as a bundle with this software, or purchase it from your local retail computer shop. If you are located in Singapore, you can visit the Sim Lim Square or any M1 shop to buy 1 iTegno WM1080A or 3000 GPRS Modem. Please note that only iTegno WM1080A or 3000 GPRS Modem models can be used with our software.

Installation:

3. **How to install the GPRS modem?**

    Ans: You have to refer to the respective iTegno GPRS Modem manufacturer or their user manual for more details. If you have purchased the modem with our software, the iTegno user manual sheet, user manual files and CD are inside our retail box.

4. **How to install the SMS-Scheduler software?**

    Ans: Refer to instructions under *Installation Steps* (page 9).

Usage:

5. **How to start the program?**

    Ans: After the software has been installed, there will be (i) an icon on your desktop, as well as (ii) a link to the program folder at:
    START > PROGRAMS > AIRQUACE > SMS-SCHEDULER > SCHEDULER.

    Double click on either links at (i) or (ii) to launch the program to key in your users, groups and event settings etc. Once you have finished setting those parts, the program's SMS Engine (which runs with its icon in the system tray and in the background) will run automatically by itself. The program will auto start and run by itself whenever your PC starts up.

6. **How to create a new user?**

    Ans: Refer to instructions under *User Tab* (page 13).

7. **How to create a new group?**

    Ans: Refer to instructions under *Group Tab* (page 17).

8. **I have many customers I wish to send to. How to create a customised message that greets the different customer names?**

    Ans: Refer to instructions under *Personalizing your Message* (page 25).

9. **How to let the software auto run by itself?**

    Ans: Once you have programme the events in the SMS-Scheduler software interface, its SMSEngine (which runs with its icon in the system tray and in the background) will auto start and run by itself whenever your PC starts up.

INSTALLING AIRQUACE SMS-SCHEDULER

Before You Begin

Airquace distributes SMS-Scheduler software in two ways:
1. As an archived file that you can download from the Airquace web site upon an online purchase
2. On CD-ROM

Although the method you use to transfer SMS-Scheduler files from an archive obtained via download differs from the method you use to transfer files from a CD that is placed in your CD-ROM drive, the installation steps followed after that are the same for both distribution types. Review the system requirements shown below to verify that SMS-Scheduler software will run on your system.

System Requirements

For desktop and notebook computers users, to use this product, you require the following:

- IBM Compatible PC, on Windows 2000/Me/XP or higher
- 400MHz or faster Pentium-compatible processor
- 50MB Free Hard Disk Space
- Minimum 128 MB of RAM
- VGA or higher-resolution monitor
- CD-ROM Drive
- Sound Card
- Mouse
- Keyboard
- Microsoft Office 2000, XP or higher
- iTegno WM1080A or 3000 GPRS Modem

Installation Steps

For Downloadable Version Purchases:

1. Upon the confirmation of a purchase, you will receive and email with subject "Airquace – Sales Order". The email will detail your product purchase details as follows:
   - Product
   - Purchase Date
   - Order ID
   - Serial ID
   - Download URL

2. Click on the "Download URL" link in the email to start downloading the software.

3. Double-click on the "**sms-scheduler_vX-X.exe**" file to launch the setup wizard. "X" is the variable name depending on the software version at point of purchase.

4. Follow the instructions prompted by the setup wizard, and install the files into "c:/program files/airquace/sms-scheduler".

5. The wizard will check if your GPRS modem is already installed, if you have not, you cannot continue with the installation. Install the GPRS modem first, then run this setup wizard again.

6. If you have installed the GPRS Modem, you will be able to fully install the software onto your PC. After which, to start using the program, double-click on the desktop icon, or go to "Start > Programs > Airquace > SMS-Scheduler > Scheduler" to start using the program.

For CD-in-Retail-Box Version Purchase:

1. Upon the confirmation of a purchase, you will receive and email with subject "Airquace – Sales Order". The email will detail your product purchase details as follows:
   - Product
   - Purchase Date
   - Order ID

2. When your product has been shipped out, you will be notified via email.

3. When you receive the retail box package, you should have the following items in the box:

   For Software & Modem Bundle Purchase:
   a. Airquace SMS-Scheduler Installation CD x1
   b. Airquace A4 Setup User Manual Sheet x1
   c. iTegno Installation CD x1
   d. iTegno GPRS Modem x1
   e. iTegno A4 Setup User Manual Sheet x1
   f. USB Cable x1
   g. Ear-piece x1
   h. Velcos x3

   For Software Purchase ONLY:
   a. Airquace SMS-Scheduler Installation CD x1
   b. Airquace A4 Setup User Manual Sheet x1

4. Insert the Airquace SMS-Scheduler CD in to your computer's CD-ROM drive. (*Note*: If your computer runs Windows 2000 Professional or Windows XP (Home or Professional), log on to your computer as a user with administrative rights. You must have administrative rights to install this software.)

5. Double-click on the "**sms-scheduler vX-X.exe**" file in the CD drive's root folder to launch the setup wizard. "X" is the variable name depending on the software version at point of purchase.

6. Follow the instructions prompted by the setup wizard, and install the files into "c:/program files/airquace/sms-scheduler".

7. To use, double-click on the desktop icon, or go to "Start > Programs > Airquace > SMS-Scheduler > Scheduler" to start using the program.

Troubleshooting Installation Problems

If you have installation problems, email to our technical support people at techsupport@airquace.com for assistance. You may wish to repair your windows first, and double check on the steps that you have taken under the previous section "Installation Steps" before consulting us to ensure that its not a windows error.

Removing Your Airquace SMS-Scheduler

To uninstall, go to our support page at http://www.airquace.com/downloads.html and download the file "uninstall.exe" and run the program in your PC accordingly.

GETTING STARTED WITH AIRQUACE SMS-SCHEDULER

Program Overview

Airquace SMS-Scheduler is a software designed for sending time -based SMS messages to clients and friends. The message, time and who to send these messages to is entirely configurable by you. However, before being able to send these messages, you will need to configure your software for its first use.

Your software is basically divided into the following areas:

The Event Tab – Gives you the ability to add, edit or delete various events. These events are occasions with a fixed occurrence; e.g. weekly, monthly, yearly. It is advised that this tab be configured first.

The User Tab – Gives you the ability to add, edit, delete or search for various users. This is where you will be able to add your clients and/or friends to whom you would like to send your SMS messages to.

The Group Tab – Gives you the ability to add, edit, delete, assign members to and view members of various groups. This is where you will be able to arrange your clients and/or friends into manageable groups.

The Schedule Tab – Gives you the ability to add, edit, delete various schedules. This is where you will be able to specify the message, time and who you would like to send your messages to. As such, this tab should be configured last.

Event Tab

Upon clicking onto the "Event" tab of your software, you would be able to see the events list. This section of the manual will guide you through the steps on how to add, edit and delete various events.

Adding an Event – There are three ways to go about adding a new event.
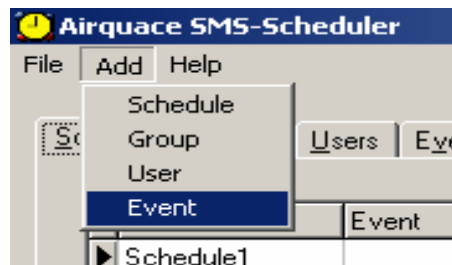
Method 1: Click on "Add" on the menubar. When a submenu appears, click on "Event".
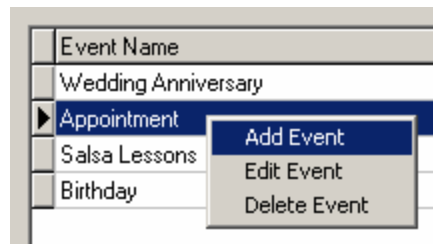
Method 2: Right-click anywhere on the events list. When a menu appears, click on "Add Event".
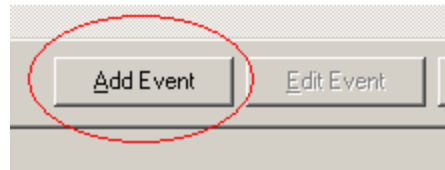
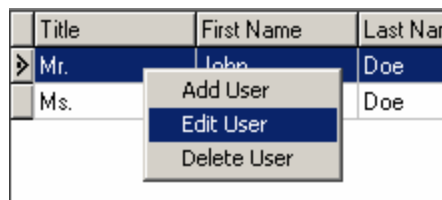**Method 3:** Click on the "Add Event" button at the bottom of the Event tab.
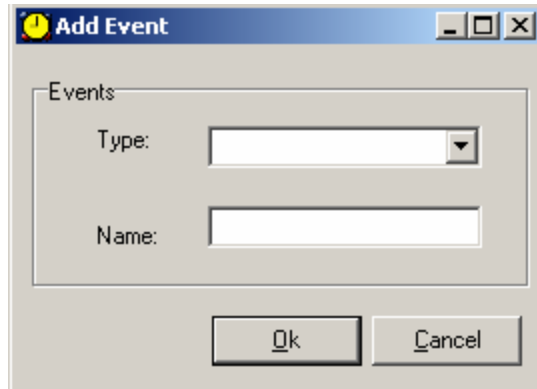
For whichever method you choose, the "Add Event" window would appear. From there, select how often your new event would occur under "Type". Then, give a name for your new event in the "Name" field and click "Ok". An alert window requesting confirmation would appear. Click "Yes" and your new event would have been added to your events list.

Editing an Event – There are three ways to go about editing an existing event.

Method 1: On the events list, double-click the event you wish to edit.
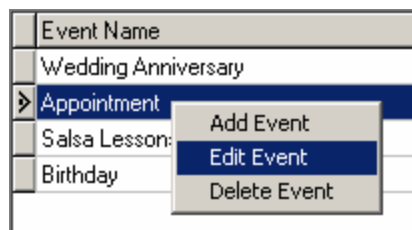
Method 2: On the events list, click then right-click the event you wish to edit. When a menu appears, click "Edit Event".
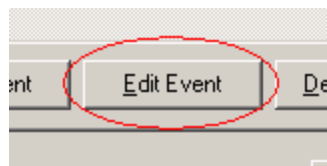
Method 3: On the events list, click on an event you wish to edit. Once the event has been selected, click on the "Edit Event" button at the bottom of the Event tab.
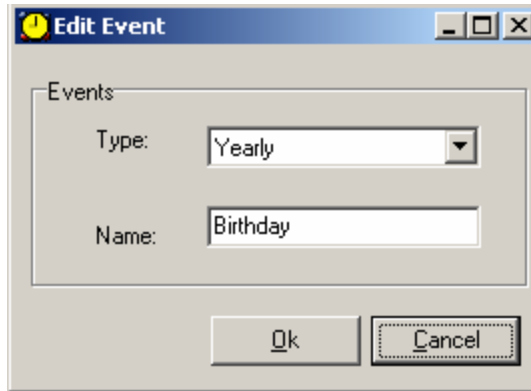
For whichever method you choose, the "Edit Event" window would appear. Alter any of the existing information for the event, then click "Ok". Click "Yes" when an alert window requesting confirmation appears and information for the event on your events list would have been updated.

Deleting an Event – There are two ways to go about deleting an existing event.
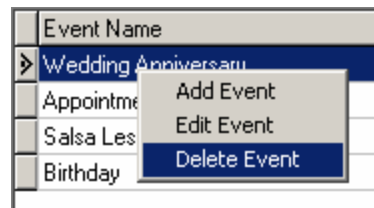
Method 1: On the events list, click then right-click the event you wish to delete. When a menu appears, click "Delete Event".

Method 2: On the events list, click on an event you wish to delete. Once the event has been selected, click on the "Delete Event" button at the bottom of the Event tab.

For whichever method you choose, an alert window would appear, requesting confirmation on whether you wish to delete the event. Click "Yes" if you are sure and the event would no longer appear on your events list.

**User Tab**

Upon clicking onto the "User" tab of your software, you would be able to see the users list. This section of the manual will guide you through the steps on how to add, edit, delete and search for various users.

Adding a User – There are three ways to go about adding a new user.
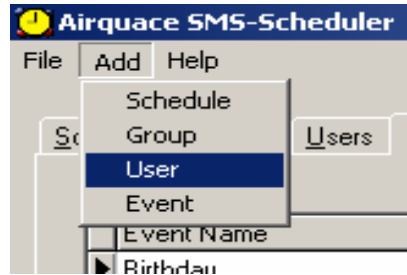
Method 1: Click on "Add" on the menubar. When a submenu appears, click on "User".
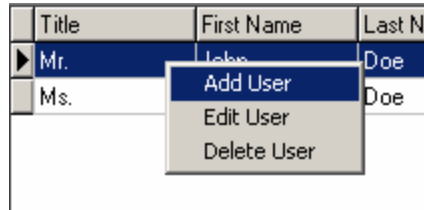
**Method 2:** Right-click anywhere on the users list. When a menu appears, click on "Add User".

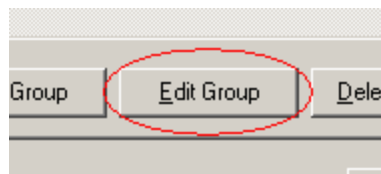**Method 3:** Click on the "Add User" button at the bottom of the User tab.

For whichever method you choose, the "Add User" window would appear. Input all information about the user into the available fields and click "Ok". An alert window requesting confirmation would appear. Click "Yes" and your new user would have been added to your users list.

Note: All dates must be entered in dd-mm-yyyy format.

Editing a User – There are three ways to go about editing an existing user.

    Method 1: On the users list, double-click the user you wish to edit.

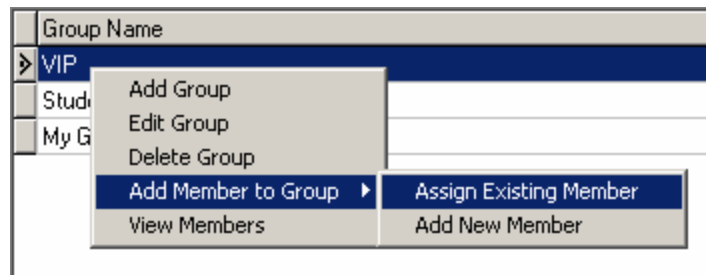   **Method 2:** On the users list, click then right-click the user you wish to edit. When a menu appears, click "Edit User".
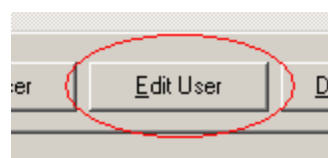
Method 3: On the users list, click on a user you wish to edit. Once the user has been selected, click on the "Edit User" button at the bottom of the User tab.
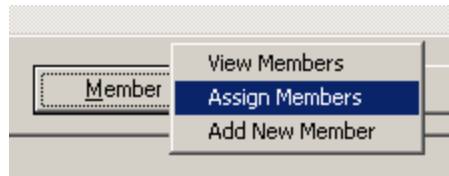
For whichever method you choose, the "Edit User" window would appear. Alter any of the existing information for the user, then click "Ok". Click "Yes" when an alert window requesting confirmation appears and information for the user on your users list would have been updated.

Searching for a User – Follow these steps to search for a user in the users list.

Step 1: From the "Search Column" drop-down menu, select whether you would like to search for a user in the users list by their "First Name", "Last Name", "Group" or "Company".

Step 2: Enter a search value in the "Search Value" text field.

After entering a search value, the users list would be updated to show all users with their "Search Column" values containing or matching the specified "Search Value".

Deleting a User – There are two ways to go about deleting an existing user.
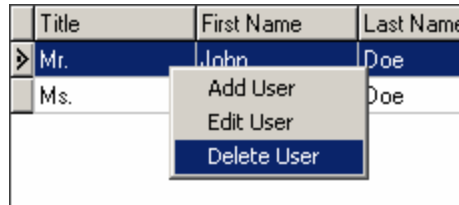
Method 1: On the users list, click then right-click the user you wish to delete. When a menu appears, click "Delete User".

Method 2: On the users list, click on a user you wish to delete. Once the user has been selected, click on the "Delete User" button at the bottom of the Users tab.

For whichever method you choose, an alert window would appear, requesting confirmation on whether you wish to delete the user. Click "Yes" if you are sure and the user would no longer appear on your users list.

Group Tab

Upon clicking onto the "Group" tab of your software, you would be able to see the groups list. This section of the manual will guide you through the steps on how to add, edit, delete, assign members to and view members of various groups.

 Adding a Group – There are three ways to go about adding a new group.
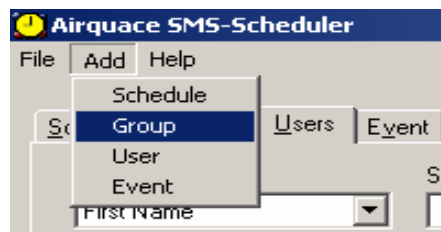
Method 1: Click on "Add" on the menubar. When a submenu appears, click on "Group".
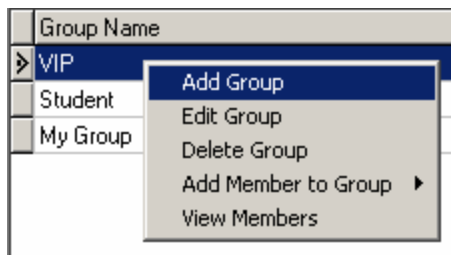
Method 2: Right-click anywhere on the groups list. When a menu appears, click on "Add Group".
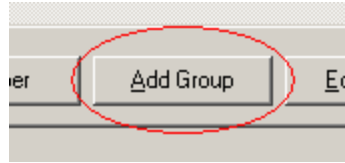
Method 3: Click on the "Add Group" button at the bottom of the Group tab.
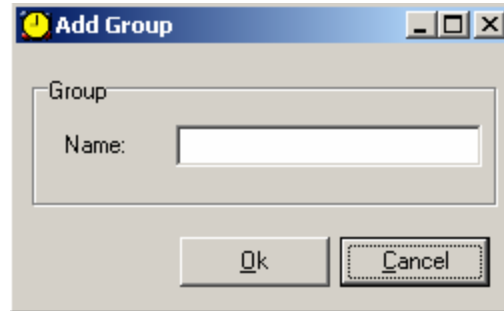
For whichever method you choose, the "Add Group" window would appear. Enter a name for your new group in the "Name" field and click "Ok". An alert window requesting confirmation would appear. Click "Yes" and your new group would have been added to your groups list.

<u>**Editing a Group**</u> – There are three ways to go about editing an existing group.

> **Method 1:** On the groups list, double-click the group you wish to edit.
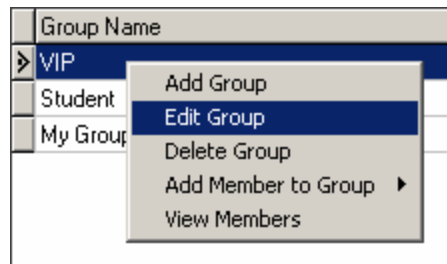
> **Method 2:** On the groups list, click then right-click the group you wish to edit. When a menu appears, click "Edit Group".

> **Method 3:** On the groups list, click on the group you wish to edit. Once the group has been selected, click on the "Edit Group" button at the bottom of the Group tab.
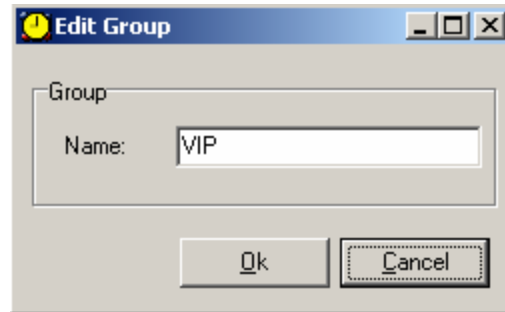
For whichever method you choose, the "Edit Group" window would appear. Alter the group name, then click "Ok". Click "Yes" when an alert window requesting confirmation appears and group name on your groups list would have been updated.

Assigning Existing Members to a Group – There are two ways to go about assigning new members to a group.

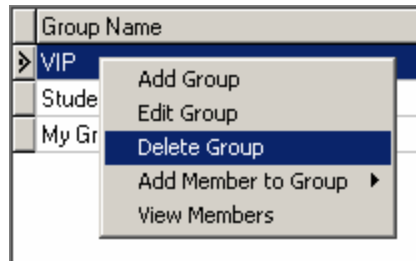**Method 1:** On the groups list, click then right-click the group you wish to add members to. When a menu appears, mouseover "Add Member to Group". Thereafter, a submenu would appear. From there, click "Assign Existing Member".

Method 2: On the groups list, click the group you wish to add members to. Once the group has been selected, click the "Member" button at the bottom of the Group tab. When a menu appears, click "Assign Existing Member".
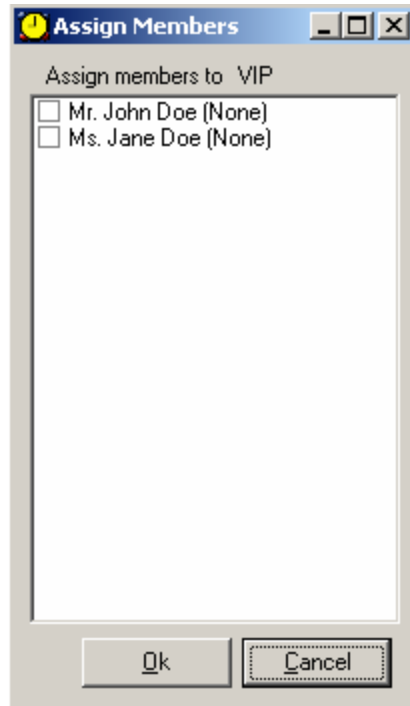
For whichever method you choose, the "Assign Members" window would appear, listing all available members that could be added to the group. Check all the members you wish to add to the group and click "Ok". Click "Yes" when an alert window requesting confirmation appears and the selected users would have been added to the selected group.

Assigning New Members to a Group – There are two ways to go about assigning new members to a group.
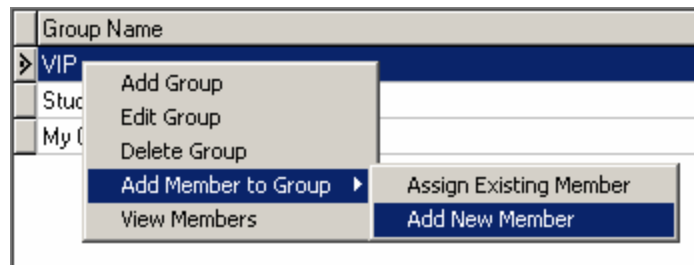
Method 1: On the groups list, click then right-click the group you wish to add members to. When a menu appears, mouseover "Add Member to Group". Thereafter, a submenu would appear. From there, click "Add new Member".
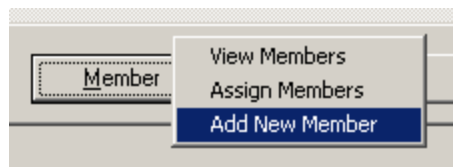
Method 2: On the groups list, click the group you wish to add members to. Once the group has been selected, click the "Member" button at the bottom of the Group tab. When a menu appears, click "Add new Member".

For whichever method you choose, the "Add User" window would appear. Input all information about the user into the available fields, check the group you wish to assign the new user to and click "Ok". An alert window requesting confirmation would appear. Click "Yes" and the new user would have been added to your users list and assigned to the group you selected.

Viewing Members in a Group – There are two ways to go about viewing members within a group.
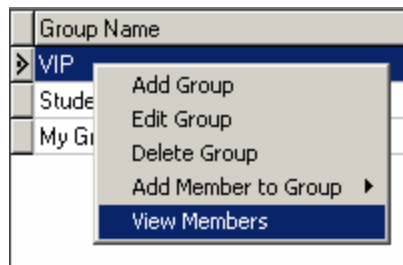
Method 1: On the groups list, click then right-click the group you wish to view members from. When a menu appears, click "View Members".
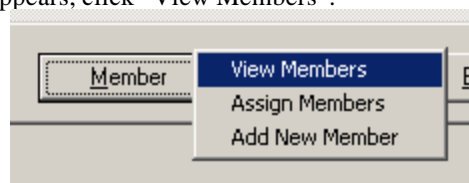
Method 2: On the groups list, click the group you wish to view members from. Once the group has been selected, click on the "Members" button at the bottom of the Group tab. When a menu appears, click "View Members".

For whichever method you choose, you will be taken to the users list where all members of the group you have selected will be listed.

Deleting a Group – There are two ways to go about deleting a group.

Method 1: On the groups list, click then right-click the group you wish to delete. When a menu appears, click "Delete Group".
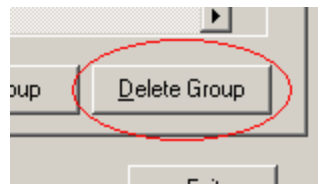
Method 2: On the groups list, click on the group you wish to delete. Once the group has been selected, click on the "Delete Group" button at the bottom of the Group tab.

For whichever method you choose, an alert window would appear, requesting confirmation on whether you wish to delete the group. Click "Yes" if you are sure and the group would no longer appear on your groups list.

Schedule Tab

Upon clicking onto the "Schedule" tab of your software, you would be able to see the schedule list. This section of the manual will guide you through the steps on how to add, edit and delete schedules.

Adding a Schedule – There are three ways to go about adding a new schedule.
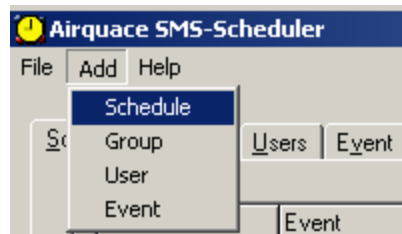
Method 1: Click on "Add" on the menubar. When a submenu appears, click on "Schedule".
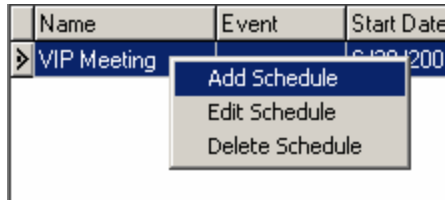
Method 2: Right-click anywhere on the schedule list. When a menu appears, click on "Add Schedule".
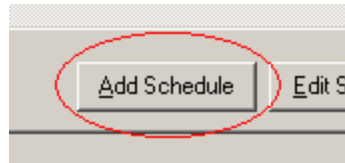
Method 3: Click on the "Add Schedule" button at the bottom of the Schedule tab.

For whichever method you choose, the "Add Schedule" window would appear. Input all information for the schedule into the available fields and click "Ok". An alert window requesting confirmation would appear. Click "Yes" and your new schedule would have been added to your schedule list.

<u>Editing a Schedule</u> – There are three ways to go about editing an existing schedule.

Method 1: On the schedule list, double-click the schedule you wish to edit.
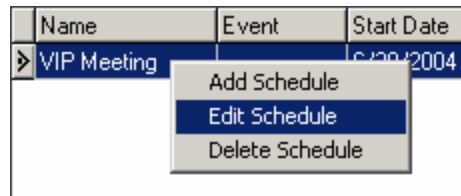

Method 2: On the schedule list, click then right-click the schedule you wish to edit. When a menu appears, click "Edit Schedule".
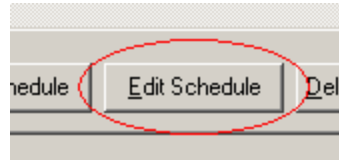
**Method 3:** On the schedule list, click on a schedule you wish to edit. Once the schedule has been selected, click on the "Edit Schedule" button at the bottom of the Schedule tab.

For whichever method you choose, the "Edit Schedule" window would appear. Alter any of the existing information for the schedule, then click "Ok". Click "Yes" when an alert window requesting confirmation appears and information for the schedule on your schedule list would have been updated.

Deleting a Schedule – There are two ways to go about deleting a schedule.
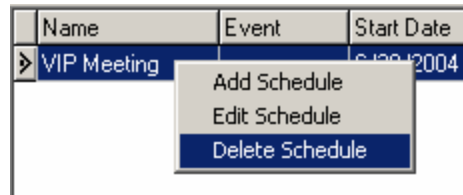
Method 1: On the schedule list, click then right-click the schedule you wish to delete. When a menu appears, click "Delete Schedule".
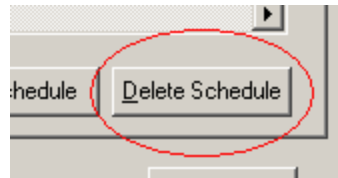
Method 2: On the schedule list, click on a schedule you wish to delete. Once the schedule has been selected, click on the "Delete Schedule" button at the bottom of the Schedule tab.

For whichever method you choose, an alert window would appear, requesting confirmation on whether you wish to delete the schedule. Click "Yes" if you are sure and the schedule would no longer appear on your schedule list.

Personalizing your Messages –These steps are applied when Adding or Editing a schedule.
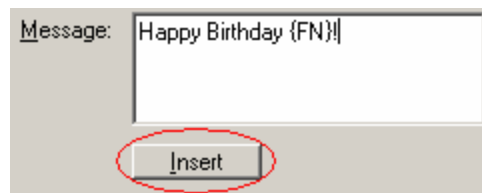
Step 1: While typing your SMS, click "Insert" to merge user data with your message. These data are represented by tags. For example; {FN} represents the First Name of the user your message will be sent to.
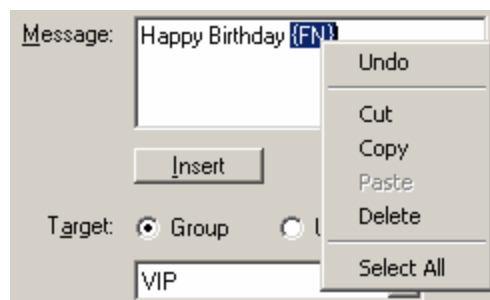
Step 2: If the tags are not in the position you want them to be, simply rearrange them by cutting and pasting them to your desired position. You may do this by highlighting the tag you wish to move, right-clicking the highlighted text and clicking "Cut". Then move your cursor to where you would like to p lace the tag, right-click and click "Paste".

Exporting

Your software also comes with an export function that lets you export users in your users list into a text file. This section of the manual will guide you through the steps on how to export your users list.
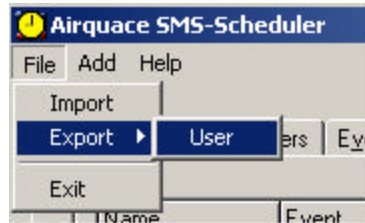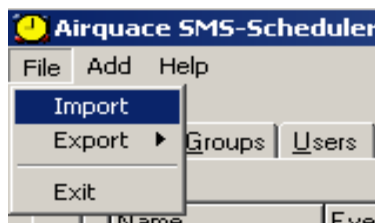
Step 1: Click "File" on the menubar and mouseover "Export" when a menu appears. Click on "User" when a submenu appears.
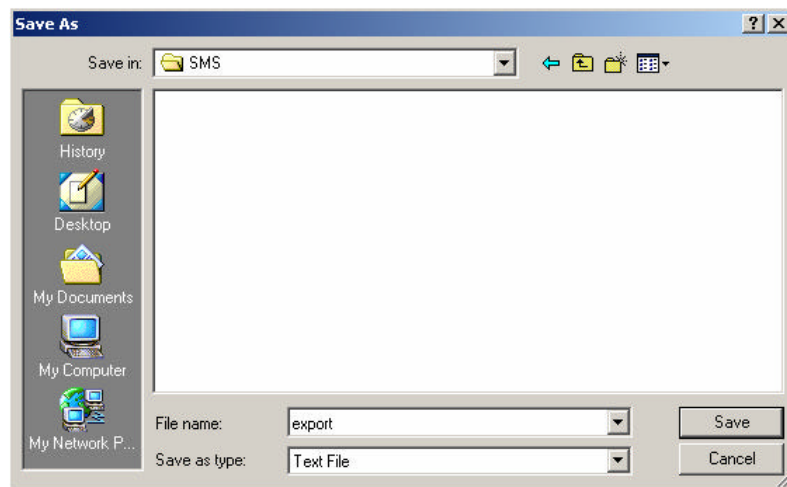
Step 2: When the "Save As" window appears, type a name for you export file in the "File Name" text field then click "Save". Click "Ok" when an alert window appears stating the success of your export.

Importing

Your software also comes with an import function that lets you import users into your users list from any text file. This section of the manual will guide you through the steps on how to import users into your users list. Note: Values for different columns within your import file should be separated by <tab>s.

Step 1: Click "File" on the menubar and click on "Import" when a menu appears.
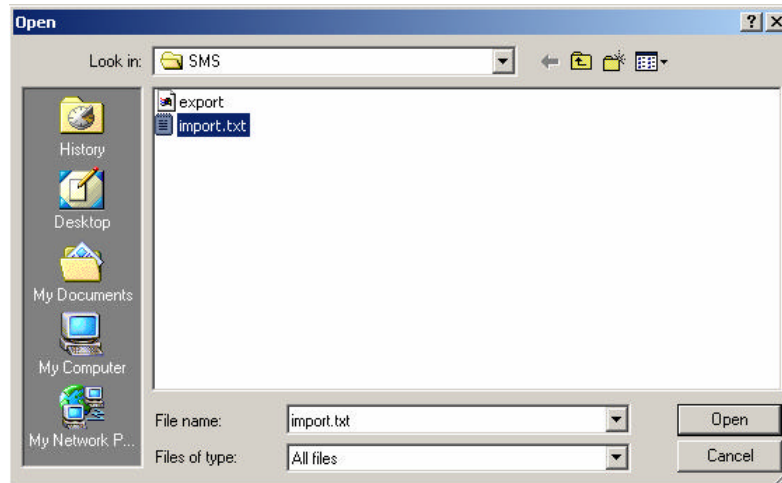
Step 2: When the "Open" window appears, browse for and double-click your intended import file.
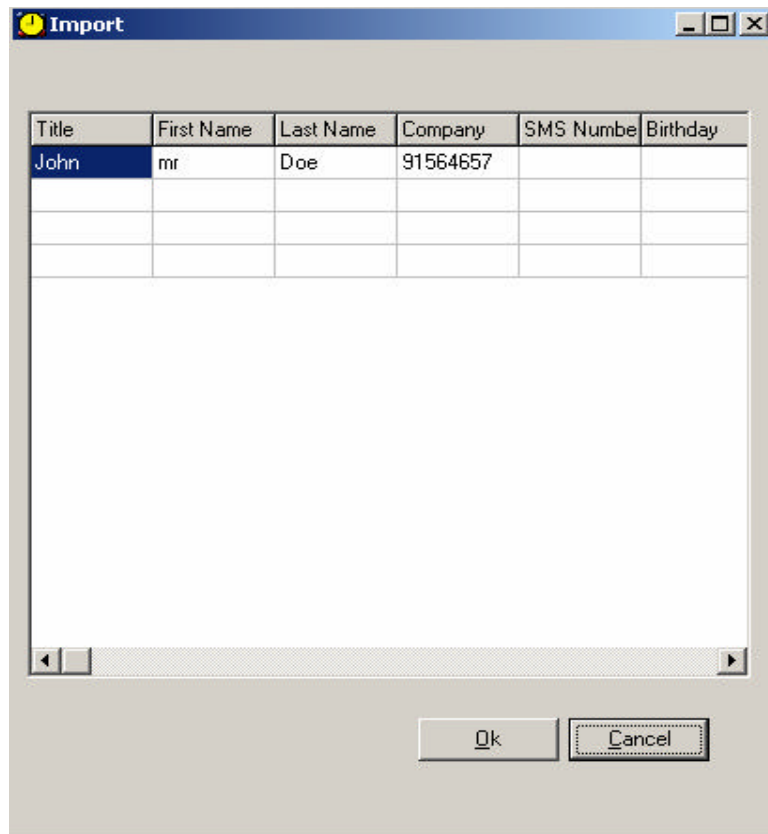
Step 3: When the "Import" window appears, right-click the column titles to reshuffle them to fit the values within the import file. Note that no two columns are allowed to have the same title. After you have reshuffled the column titles, click "Ok" and all users within your import file would have been to your users list.

Backing Up Data

To back up the data, you must copy out the database file from the folders. Go to Windows Explorer, and go to the folder in which you have installed the SMS programme. E.g. C:/Program Files/Airquace/SMS-Scheduler/. Copy out the file "SMSSchedule.DB" and paste it out to your own preferred folder.

Updating Airquace SMS -Scheduler

Check our website for details on any recent product updates. URL: http://www.airquace.com/product_updates.html

HOW TO CONTACT AIRQUACE

About www.airquace.com

Airquace is dedicated to getting customers satisfaction. We make our site on the World Wide Web a valuable resource for answers to your questions about Airquace Consumer Products. We encourage you to visit us at http://www.airquace.com and make this your first stop for all of your product support needs.

Customer Service

Write To Us
Our mailing address is:
> Airquace Technologies Pte Ltd
> No. 2, Havelock Road, #B1-13A,
> Apollo Center, Singapore 059763

Fax Us
Our fax number is: (+65) 6533 7650.

Email Us
Our customer service officers can be reached via Email at customerservice@airquace.com.

Online Frequently Asked Questions (FAQ)
Try checking out the FAQ in this section before emailing us. The answers to your queries may be already here. URL: http://www.airquace.com/cust_service.html

Technical Support

For assisted-technical support, please visit http://www.airquace.com/techsupport.html . Our support web site offers 24-hour access to solutions to the most common support requests . If a solution to your problem cannot be found, you may also email us from the website under "Feedback". The E-mail will enable you to quickly reach our qualified support engineers, through the internet, at no cost. Alternatively, you can email us directly at: techsupport@airquace.com.

BEFORE YOU CONTACT Airquace for technical support, locate yourself near the computer with the Airquace product installed and verify the information lis ted below:

? *Version number of your Airquace software.*
 From the Airquace SMS-Scheduler main window select **Help > About** *to find this information.*
? *Windows operating system version number*
? *Amount of memory (RAM)*
? *Complete description of the problem*
? *EXACT error message as on screen*
? *What steps were performed prior to receiving error message?*
? *Is the error persistent; can you duplicate the problem*
? *Model name of hard disk (internal / external)*
? *Extra cards, boards, or hardware*

INDEX