

BluOcean™ Quick Guide

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BluOcean Technology Pte Ltd, Singapore
www.BluOcean.biz
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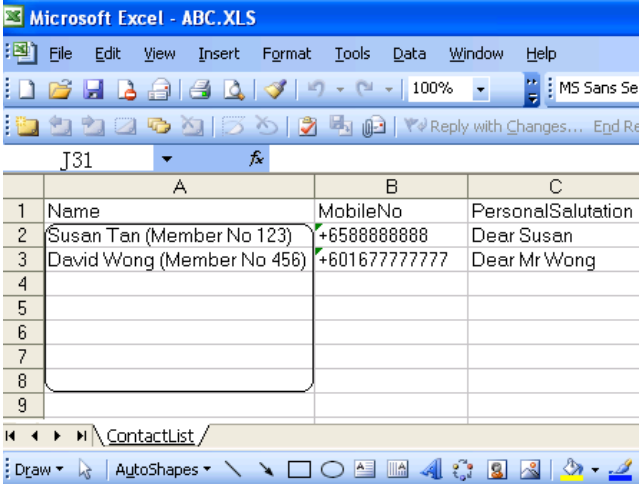
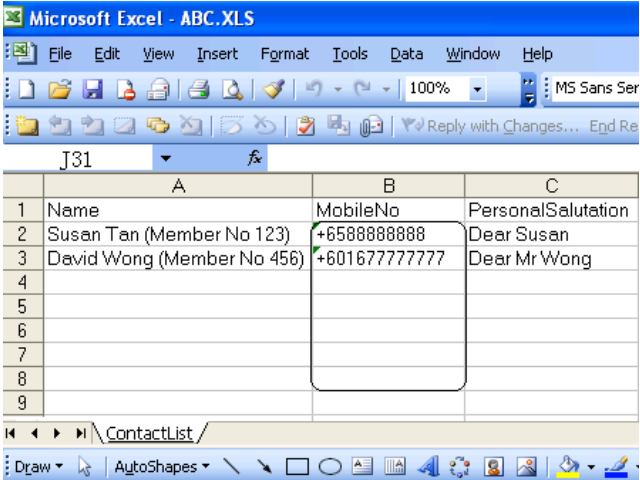
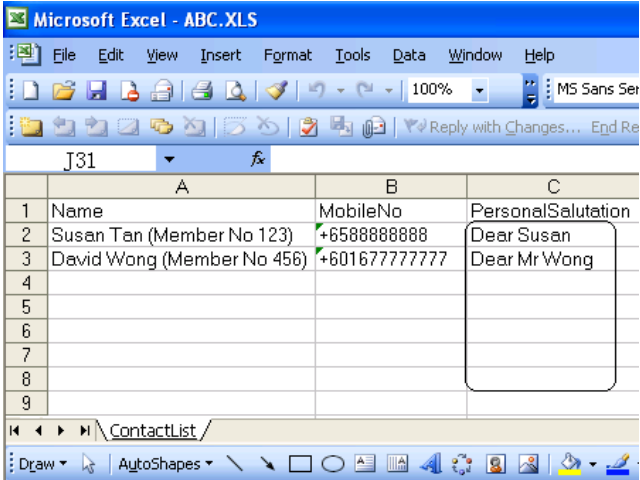
3 Simple Steps To Create Contact List

Creating Contact List In 3 Simple Steps For Instant Blasting

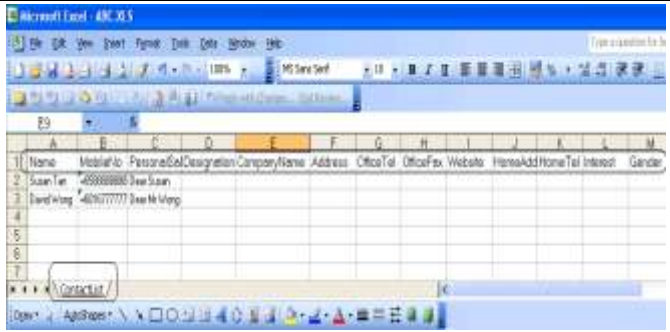
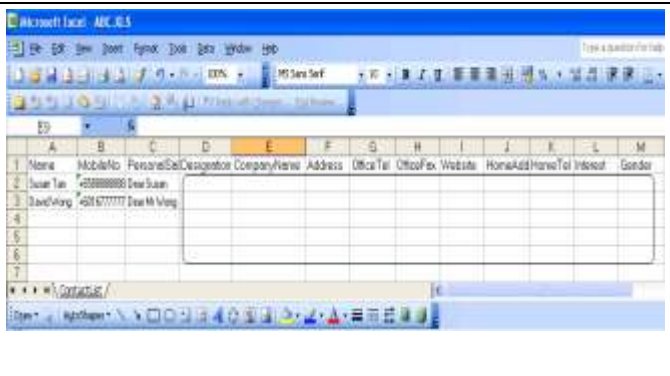
Step 1: Export Excel Format

| | |
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|  | <ul style="list-style-type: none">● Select “Contacts” on the left panel● Click “ContactList”● Click “Export” |
|  | <ul style="list-style-type: none">● Under “Save in”, save file to your preferred folder eg. “Desktop”● Under “File name”, save in your preferred name eg: “ABC”● Click “Save” |



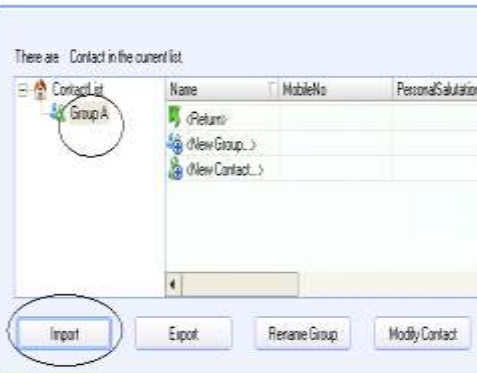
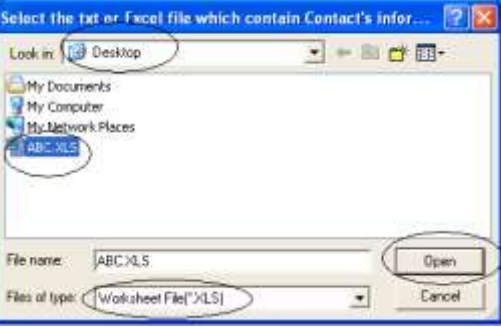
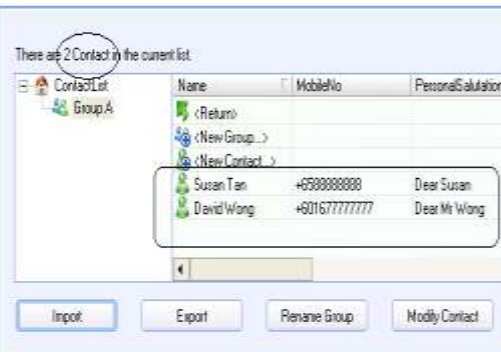
Step 2: Create Contact List

|  <p>ABC.XLS Microsoft Excel Worksheet 16 KB</p> | <ul style="list-style-type: none"> ● Open saved excel file created in step 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | A | B | C | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | A | B | C | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| | A | B | C | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 1 | Name | MobileNo | PersonalSalutation | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| 9 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p>Once Done, You Can Start Import And Instantly Blast!</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Additional Information For Creating Contact List:

| | |
|--|---|
|  | <ul style="list-style-type: none"> Do not make changes to the header line and worksheet name |
|  | <ul style="list-style-type: none"> Do not put unusual codes including apostrophe (') at all fields. <p><i>[Note: The apostrophe (') together with a plus (+) signs are accepted at mobile no column for numbers creation purpose only]</i></p> |
| <p>Quick Formula 1: For Adding Mobile Numbers Country Codes</p> <p><i>(Refer to user guide for detailed steps with pictures)</i></p> | <ul style="list-style-type: none"> Key below formula and include the cell of the mobile numbers after the word "&" (eg: "="+65"&B2). Drag and pull the rest. Formula is ="+65"& Select whole column, right click "Copy", right click "Paste Special", select "Values", and click "OK". This will remove the formula. Copy information into the right column for use. |
| <p>Quick Formula 2 For Adding "Dear/Hi" To Recipients Name</p> <p><i>(Refer to user guide for detailed steps with pictures)</i></p> | <ul style="list-style-type: none"> Follow above steps except change the '+65' to 'Dear' or 'Hi'. Formula is below: ="Dear "& |

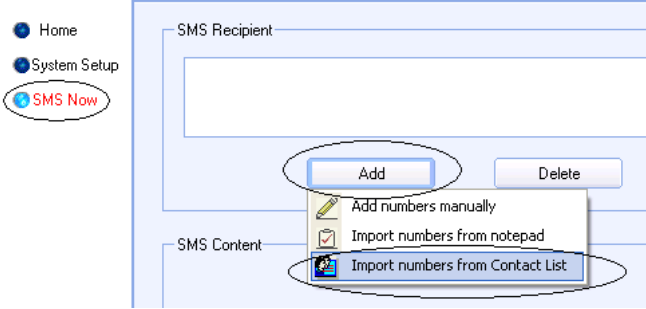
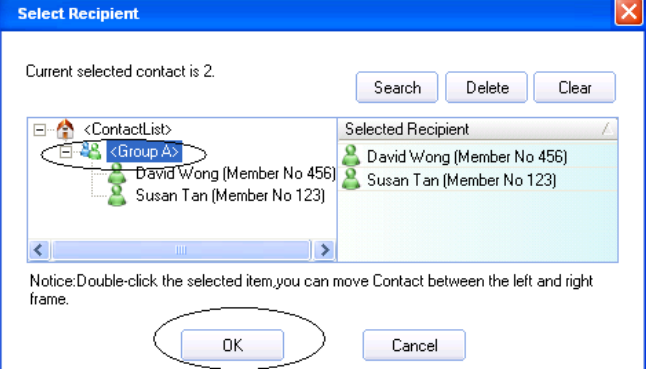
Step 3: Import Contact List

| | |
|---|--|
|  | <ul style="list-style-type: none"> ● Right click on “ContactList” and select “New Group” |
|  | <ul style="list-style-type: none"> ● A pop up will appears. ● Name group eg: “Group A”, and click “OK” |
|  | <ul style="list-style-type: none"> ● Click on the group created eg: “Group A”, and click “Import” |
|  | <ul style="list-style-type: none"> ● A pop up will appears. ● Under “Look in”, direct it to where you save the file. Make sure that “Files of types” shows as excel i.e. “Worksheet file (“XLS’), select your file (eg: ABC), and click “Open” |
|  | <ul style="list-style-type: none"> ● Imported of contact list completed. |


3 Simple Steps To Send SMS

Sending Bulk SMS In 3 Simple Steps


Step 1: Add Recipients

| | |
|--|---|
|  | <ul style="list-style-type: none">● Select “SMS Now” on the left panel● Click “Add”● Select “Import numbers from Contact List” |
|  | <ul style="list-style-type: none">● Double click on the recipient group eg: “Group A”● Click “OK” |

Step 2: Type SMS Text

| | |
|---|--|
|  | <ul style="list-style-type: none">● Under “SMS Content”, key text. |
|---|--|

Step 3: Click “Send Now”

| | |
|---|---|
|  | <ul style="list-style-type: none">● Click “Send Now” |
|---|---|

3 Simple Steps To Installation

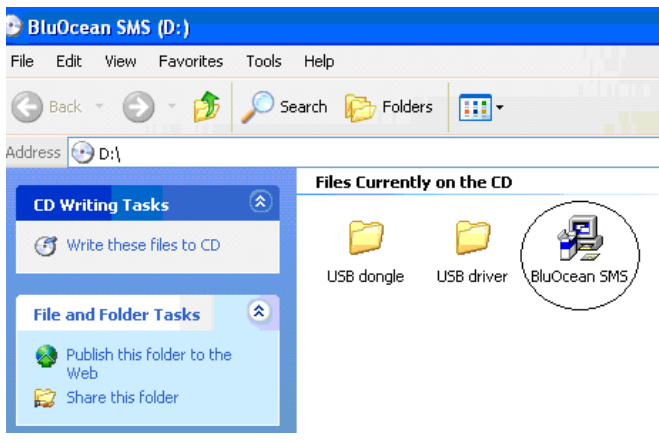

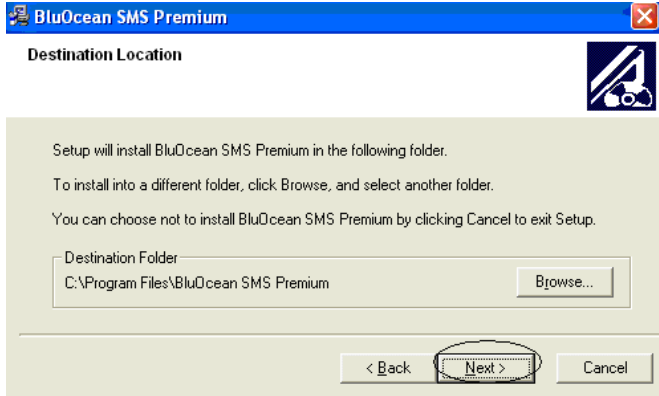
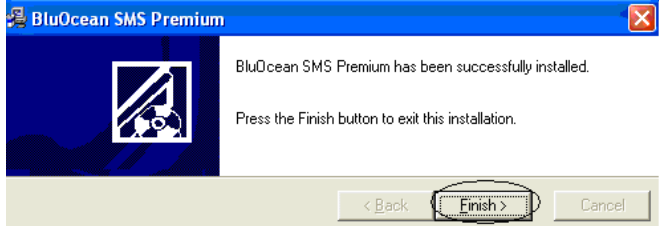
For Windows 2000 / 2003 / XP

Please Ensure Installation CD Is Inserted At All Time During Installation


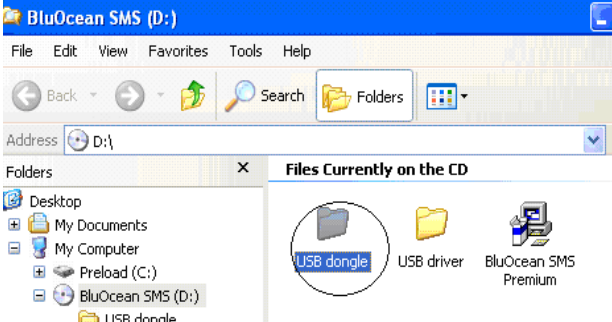
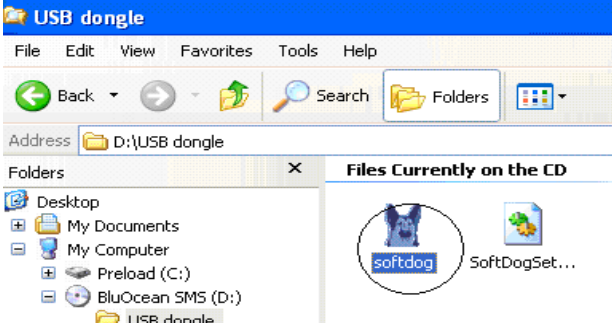


Minimum System Requirements:

- **Windows Operating System:** Windows NT/2000/XP/2003/Vista
- **Screen Resolution:** 1024x768 pixels
- **CPU:** PIII 500 MHz and above
- **RAM:** 512 MB and above
- **Display Card:** Standard VGA, 24 bit
- **USB Port:** Minimum 2

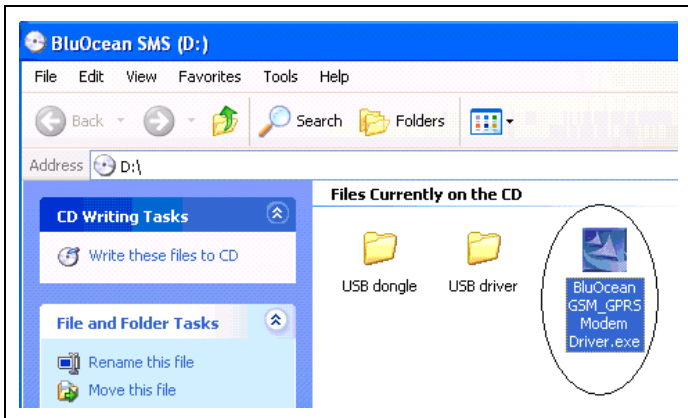
Step 1: Install Software

| | |
|--|---|
|  <p>The screenshot shows a Windows Explorer window titled "BluOcean SMS (D:)" with the address bar set to "D:\". The "Files Currently on the CD" section displays three items: "USB dongle", "USB driver", and "BluOcean SMS". The "BluOcean SMS" file is circled in red.</p> | <ul style="list-style-type: none">● Insert the installation CD● Double click onto "BluOcean SMS" upon seeing the popup box. |
|  <p>The screenshot shows the "BluOcean SMS Installation" window with the text "Initializing Wise Installation Wizard..." displayed on a blue background.</p> | <ul style="list-style-type: none">● Initializing will automatically take place |
|  <p>The screenshot shows the "BluOcean SMS Premium" dialog box titled "Destination Location". It contains instructions: "Setup will install BluOcean SMS Premium in the following folder. To install into a different folder, click Browse, and select another folder. You can choose not to install BluOcean SMS Premium by clicking Cancel to exit Setup." The "Destination Folder" field is set to "C:\Program Files\BluOcean SMS Premium" with a "Browse..." button. The "Next >" button is circled in red.</p> | <ul style="list-style-type: none">● Click "Next" |
|  <p>The screenshot shows the "BluOcean SMS Premium" dialog box with the message "BluOcean SMS Premium has been successfully installed. Press the Finish button to exit this installation." The "Finish >" button is circled in red.</p> | <ul style="list-style-type: none">● Click "Finish" |
| <p style="text-align: center;">Software Installation Completed!</p> | |

Step 2: Install Dongle Key

| | |
|---|---|
|  | <ul style="list-style-type: none"> ● Insert dongle key (blue) into computer ● Go to “Start”, and select “My Computer” |
|  | <ul style="list-style-type: none"> ● Select “USB dongle” |
|  | <ul style="list-style-type: none"> ● Select “softdog.exe” installer |
|  | <ul style="list-style-type: none"> ● Tick “USB Dog Driver” ● Click “Install Driver” |
|  | <ul style="list-style-type: none"> ● Installation of dongle key is completed when the message “The driver has been installed successfully” appears at the driver status |

Step 3: Install Modem



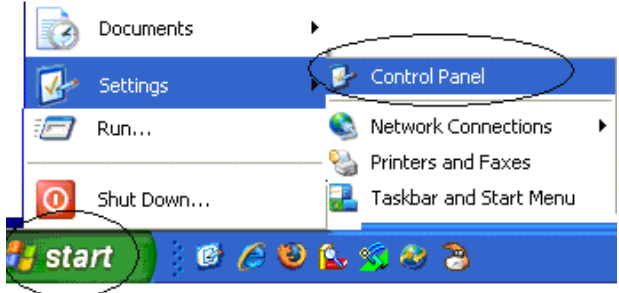
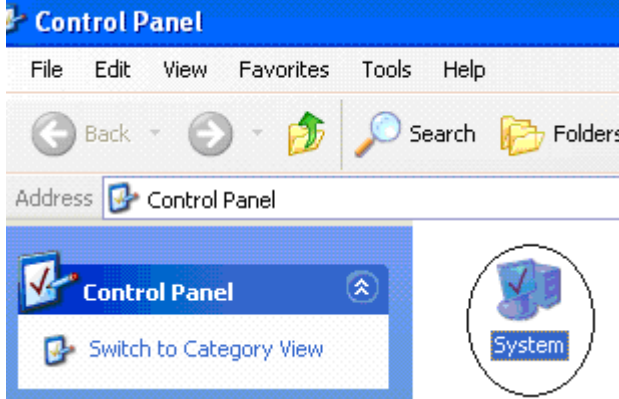

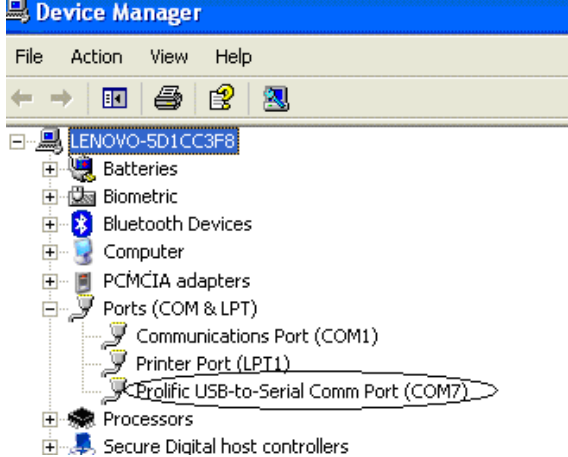
- Double click onto the “**BluOcean GSM_GPRS Modem Driver.exe**” from the installation CD

Modem Installation Completed!

[Note: Some Computers May Require COM Port Configuration. View Next Page For Details]

Additional Information – COM Port Configuration

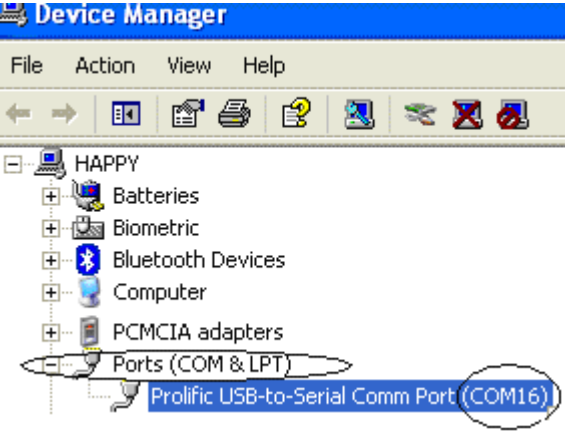
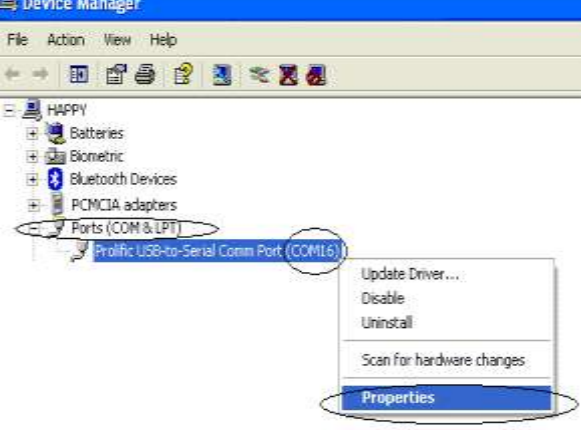

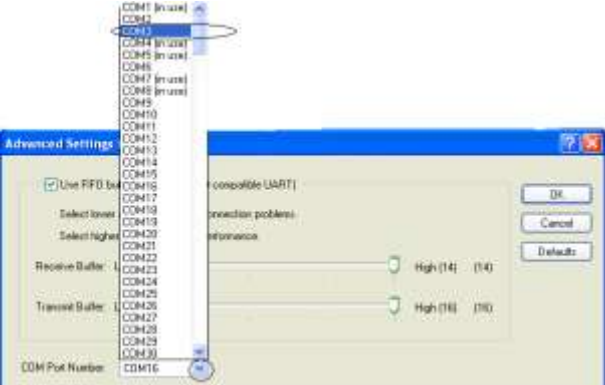
1. Identify COM Port Number

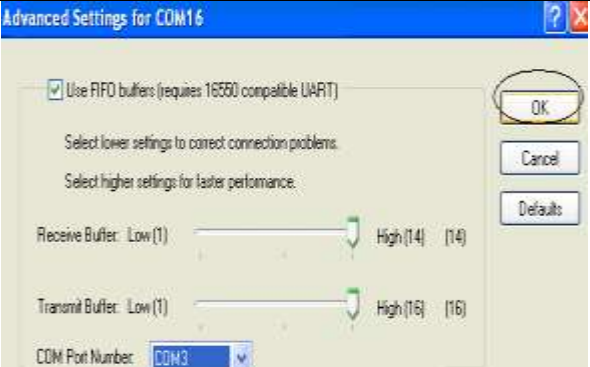
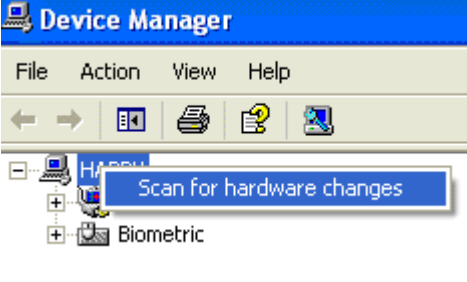
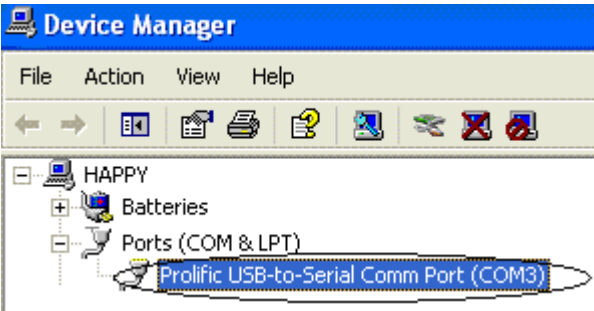
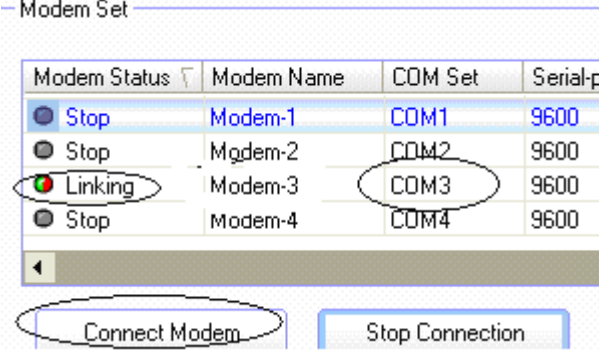
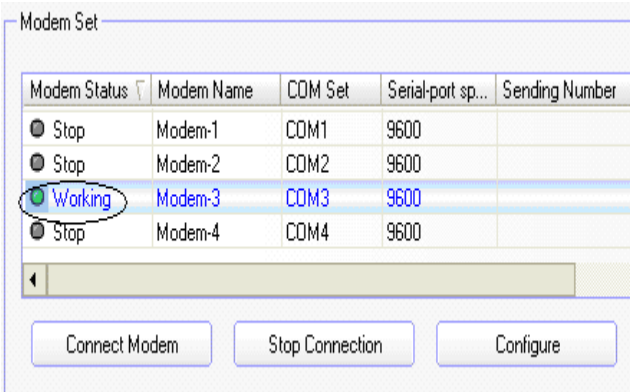
| | |
|---|---|
|  | <ul style="list-style-type: none"> ● Go to “Start” and select “Control Panel” |
|  | <ul style="list-style-type: none"> ● Select “System” |
|  | <ul style="list-style-type: none"> ● Select “Hardware”, and then click on “Device Manager” |
|  | <ul style="list-style-type: none"> ● Click on “Ports (COM & LPT)”, and identify what is the COM Port number. Eg: COM 7 as show in this diagram. |

2. For COM Port Number Between 1 and 9

| | |
|--|--|
| | <ul style="list-style-type: none"> At BluOcean SMS “System Setup” Function, select one of the modem names (e.g. Modem 1) and click “Stop Connection” |
| | <ul style="list-style-type: none"> Once modem status is stated as “Stop”, click “Configure”. |
| | <ul style="list-style-type: none"> Under “Select COM Number”, select the COM Port number which you have identified in earlier (eg: COM 7) Click “OK” |
| | <ul style="list-style-type: none"> Click “Connect Modem” |
| | <ul style="list-style-type: none"> Once modem status shown as “Working”, you can start using the modem and SMS software <p><i>[Note: In event that the modem status still shows as “Failed Link” for Modem-1, please configure another modem like what was done for Modem-1]</i></p> |

3. For COM Port Number 10 & Above

| | |
|---|---|
|  | <ul style="list-style-type: none"> ● If COM port identified is 10 and above eg: COM 16 in this diagram |
|  | <ul style="list-style-type: none"> ● Right click on the connected COM port to view its “Properties” |
|  | <ul style="list-style-type: none"> ● Click onto “Port Setting”, and select “Advanced” |
|  | <ul style="list-style-type: none"> ● Click arrow beside “COM Port Number” ● Select any COM port between COM1 to Com 9 (Eg: “COM3”), and click “OK” <p><i>[Note: In event that COM1 to COM9 are all in used, please select either COM 1 or COM2 and click “OK”]</i></p> |

|  | <ul style="list-style-type: none"> ● Click “OK” | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|------------|-------------------|-------------------|----------------|---------|---------|------|--------|---------|--------|---------|-----------|---------|------|-----------|---------|---------|------|------|--|---------|------|------|--|--|
|  | <ul style="list-style-type: none"> ● Right click on the computer icon (i.e. bearing your computer name), and click on “Scan for hardware changes” to refresh the setting | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | <ul style="list-style-type: none"> ● Notice that it has changed from “COM16” to “COM3” | | | | | | | | | | | | | | | | | | | | | | | | | |
|  <table border="1" data-bbox="172 1240 746 1413"> <thead> <tr> <th>Modem Status</th> <th>Modem Name</th> <th>COM Set</th> <th>Serial-P</th> </tr> </thead> <tbody> <tr> <td>● Stop</td> <td>Modem-1</td> <td>COM1</td> <td>9600</td> </tr> <tr> <td>● Stop</td> <td>Modem-2</td> <td>COM2</td> <td>9600</td> </tr> <tr> <td>● Linking</td> <td>Modem-3</td> <td>COM3</td> <td>9600</td> </tr> <tr> <td>● Stop</td> <td>Modem-4</td> <td>COM4</td> <td>9600</td> </tr> </tbody> </table> | Modem Status | Modem Name | COM Set | Serial-P | ● Stop | Modem-1 | COM1 | 9600 | ● Stop | Modem-2 | COM2 | 9600 | ● Linking | Modem-3 | COM3 | 9600 | ● Stop | Modem-4 | COM4 | 9600 | <ul style="list-style-type: none"> ● At BluOcean SMS System, you can now click onto the selected COM port (ie.”COM3”), and click “Connect Modem”. | | | | | |
| Modem Status | Modem Name | COM Set | Serial-P | | | | | | | | | | | | | | | | | | | | | | | |
| ● Stop | Modem-1 | COM1 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| ● Stop | Modem-2 | COM2 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| ● Linking | Modem-3 | COM3 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| ● Stop | Modem-4 | COM4 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
|  <table border="1" data-bbox="172 1615 778 1798"> <thead> <tr> <th>Modem Status</th> <th>Modem Name</th> <th>COM Set</th> <th>Serial-port sp...</th> <th>Sending Number</th> </tr> </thead> <tbody> <tr> <td>● Stop</td> <td>Modem-1</td> <td>COM1</td> <td>9600</td> <td></td> </tr> <tr> <td>● Stop</td> <td>Modem-2</td> <td>COM2</td> <td>9600</td> <td></td> </tr> <tr> <td>● Working</td> <td>Modem-3</td> <td>COM3</td> <td>9600</td> <td></td> </tr> <tr> <td>● Stop</td> <td>Modem-4</td> <td>COM4</td> <td>9600</td> <td></td> </tr> </tbody> </table> | Modem Status | Modem Name | COM Set | Serial-port sp... | Sending Number | ● Stop | Modem-1 | COM1 | 9600 | | ● Stop | Modem-2 | COM2 | 9600 | | ● Working | Modem-3 | COM3 | 9600 | | ● Stop | Modem-4 | COM4 | 9600 | | <ul style="list-style-type: none"> ● Once the modem status is reflected as “Working”, you can start using the SMS system. |
| Modem Status | Modem Name | COM Set | Serial-port sp... | Sending Number | | | | | | | | | | | | | | | | | | | | | | |
| ● Stop | Modem-1 | COM1 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| ● Stop | Modem-2 | COM2 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| ● Working | Modem-3 | COM3 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| ● Stop | Modem-4 | COM4 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |

3 Simple Steps To Installation

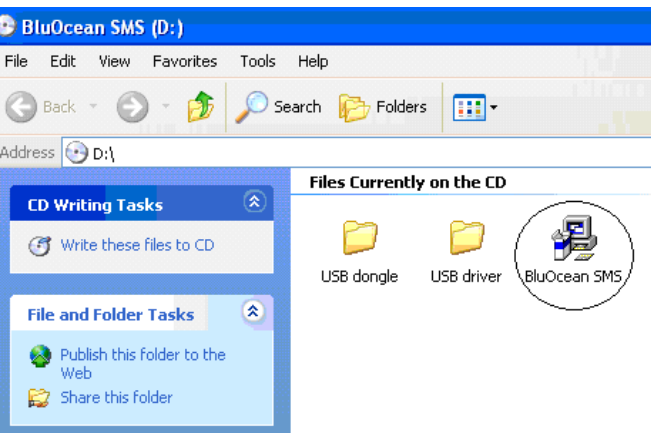

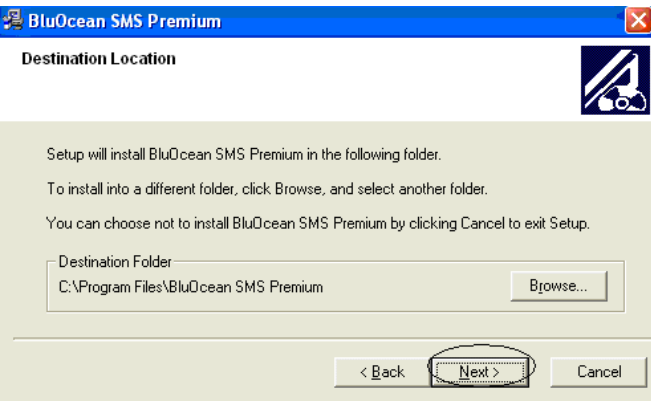
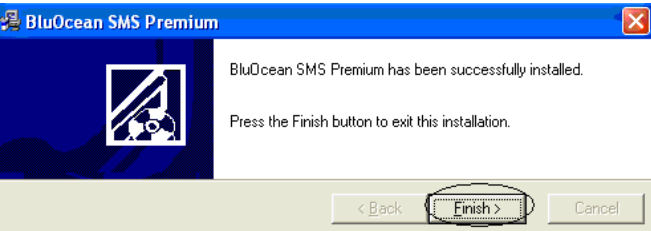
For Windows Vista

Please Ensure Installation CD Is Inserted At All Time During Installation

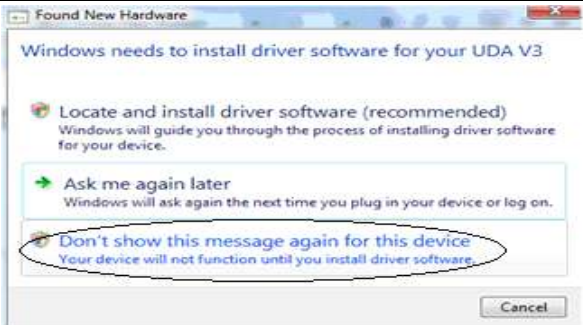

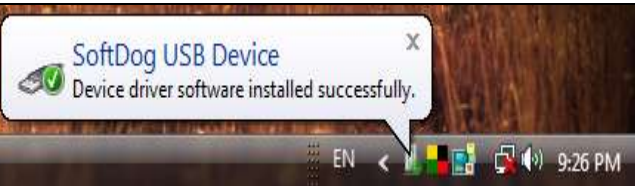
Minimum System Requirements:

- **Windows Operating System:** Windows NT/2000/XP/2003/Vista
- **Screen Resolution:** 1024x768 pixels
- **CPU:** PIII 500 MHz and above
- **RAM:** 512 MB and above
- **Display Card:** Standard VGA, 24 bit
- **USB Port:** Minimum 2

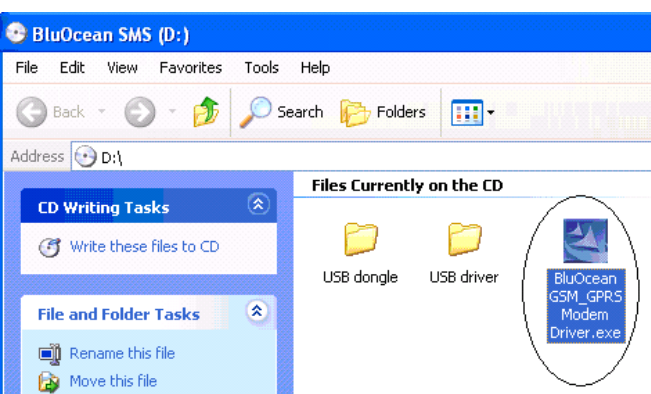
Step 1: Install Software

| | |
|--|---|
|  <p>The screenshot shows a Windows Explorer window titled "BluOcean SMS (D:)" with the address bar set to "D:\". The "Files Currently on the CD" section displays three items: "USB dongle", "USB driver", and "BluOcean SMS". The "BluOcean SMS" file is circled in red.</p> | <ul style="list-style-type: none">● Insert the installation CD● Double click onto "BluOcean SMS" upon seeing the popup box. |
|  <p>The screenshot shows the "BluOcean SMS Installation" window with the text "Initializing Wise Installation Wizard..." displayed on a blue background.</p> | <ul style="list-style-type: none">● Initializing will automatically take place |
|  <p>The screenshot shows the "BluOcean SMS Premium" dialog box titled "Destination Location". It contains instructions: "Setup will install BluOcean SMS Premium in the following folder. To install into a different folder, click Browse, and select another folder. You can choose not to install BluOcean SMS Premium by clicking Cancel to exit Setup." The "Destination Folder" field is set to "C:\Program Files\BluOcean SMS Premium" with a "Browse..." button. The "Next >" button is circled in red.</p> | <ul style="list-style-type: none">● Click "Next" |
|  <p>The screenshot shows the "BluOcean SMS Premium" dialog box with the message "BluOcean SMS Premium has been successfully installed. Press the Finish button to exit this installation." The "Finish >" button is circled in red.</p> | <ul style="list-style-type: none">● Click "Finish" |
| <p style="text-align: center;">Software Installation Completed!</p> | |

Step 2: Install Dongle Key

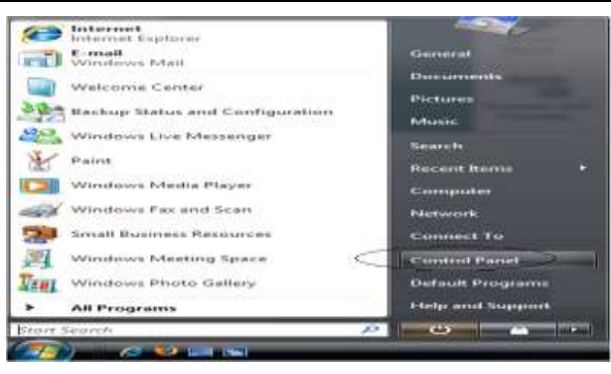

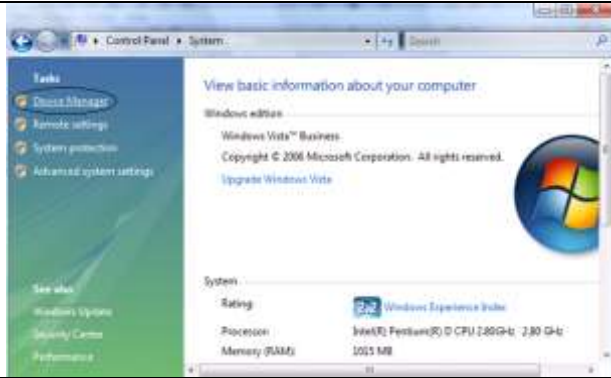
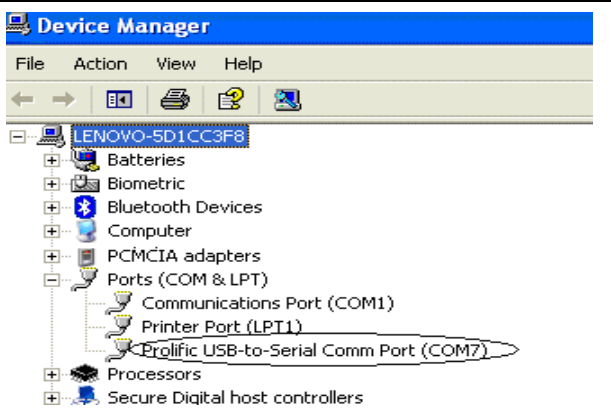
| | |
|---|--|
|  | <ul style="list-style-type: none"> ● Insert dongle key (blue) into computer ● Select “Don’t show me this message again for this device” |
|  | <ul style="list-style-type: none"> ● Select “USB dongle” |
|  | <ul style="list-style-type: none"> ● Click “softdog” |
|  | <ul style="list-style-type: none"> ● Click “This program installed correctly” |
|  | <ul style="list-style-type: none"> ● Installation completed when message “Softdog USB device, Device driver software installed successfully” appears |

Step 3: Install Modem

| | |
|--|--|
|  <p>The screenshot shows a Windows Explorer window titled 'BluOcean SMS (D:)'. The address bar shows 'D:\'. The main pane displays 'Files Currently on the CD' with three items: 'USB dongle', 'USB driver', and 'BluOcean GSM_GPRS Modem Driver.exe'. The last file is circled in red.</p> | <ul style="list-style-type: none">● Double click onto the “BluOcean GSM_GPRS Modem Driver.exe” from the installation CD |
| <p style="text-align: center;">Modem Installation Completed! <i>[Note: Some Computers May Require COM Port Configuration. View Next Page For Details]</i></p> | |

Additional Information – COM Port Configuration

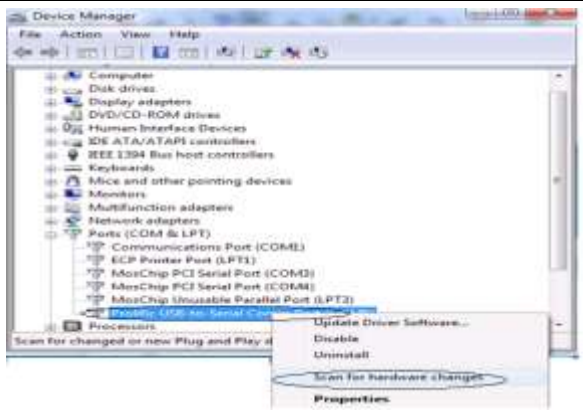

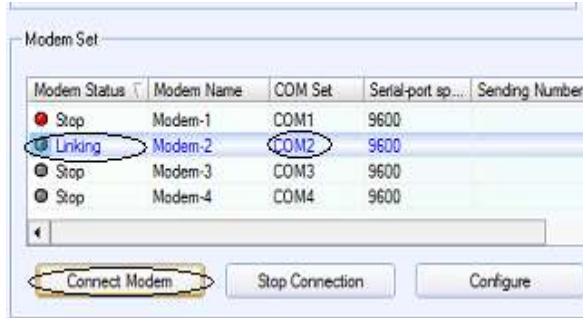
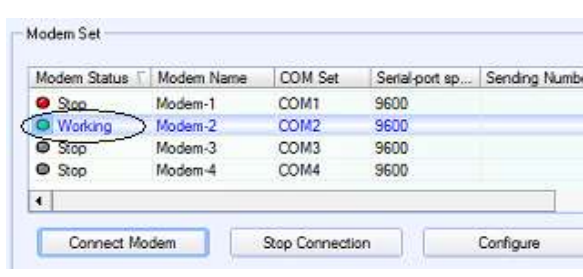
1. Identify COM Port Number

| | |
|---|---|
|  | <ul style="list-style-type: none">● Go to “Start” and select “Control Panel” |
|  | <ul style="list-style-type: none">● Select “System” |
|  | <ul style="list-style-type: none">● Click on “Device Manager” |
|  | <ul style="list-style-type: none">● Click on “Ports (COM & LPT)”, and it shows that the connected COM port is e.g. COM7. |

2. For COM Port Number Between 1 and 9

| | |
|--|--|
| | <ul style="list-style-type: none"> At BluOcean SMS “System Setup” Function, select one of the modem names (e.g. Modem 1) and click “Stop Connection” |
| | <ul style="list-style-type: none"> Once modem status is stated as “Stop”, click “Configure”. |
| | <ul style="list-style-type: none"> Under “Select COM Number”, select the COM Port number which you have identified in earlier (eg: COM 7) Click “OK” |
| | <ul style="list-style-type: none"> Click “Connect Modem” |
| | <ul style="list-style-type: none"> Once modem status shown as “Working”, you can start using the modem and SMS software <p><i>[Note: In event that the modem status still shows as “Failed Link” for Modem-1, please configure another modem like what was done for Modem-1]</i></p> |

| 3. For COM Port Number 10 & Above | |
|-----------------------------------|---|
| | <ul style="list-style-type: none"> ● If COM port identified is 10 and above eg: COM 10 |
| | <ul style="list-style-type: none"> ● Right click on the connected COM port to view its “Properties” |
| | <ul style="list-style-type: none"> ● Click onto “Port Setting”, and select “Advanced” |
| | <ul style="list-style-type: none"> ● Click arrow beside “COM Port Number” ● Select any COM port between COM1 to Com 9, and click “OK” <p><i>[Note: In event that COM1 to COM9 are all in used, please select either COM 1 or COM2 and click “OK”]</i></p> |
| | <ul style="list-style-type: none"> ● Click “OK” |

|  | <ul style="list-style-type: none"> ● Right click onto “Prolific USB-to-Serial COM Port”, and select “Scan for hardware changes” | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|------------|-------------------|-------------------|----------------|------|---------|------|------|--|---------|---------|------|------|--|------|---------|------|------|--|------|---------|------|------|--|---|
|  | <ul style="list-style-type: none"> ● Notice that it has changed from “COM10” to “COM2” | | | | | | | | | | | | | | | | | | | | | | | | | |
|  <table border="1" data-bbox="167 1025 746 1160"> <thead> <tr> <th>Modem Status</th> <th>Modem Name</th> <th>COM Set</th> <th>Serial-port sp...</th> <th>Sending Number</th> </tr> </thead> <tbody> <tr> <td>Stop</td> <td>Modem-1</td> <td>COM1</td> <td>9600</td> <td></td> </tr> <tr> <td>Linking</td> <td>Modem-2</td> <td>COM2</td> <td>9600</td> <td></td> </tr> <tr> <td>Stop</td> <td>Modem-3</td> <td>COM3</td> <td>9600</td> <td></td> </tr> <tr> <td>Stop</td> <td>Modem-4</td> <td>COM4</td> <td>9600</td> <td></td> </tr> </tbody> </table> | Modem Status | Modem Name | COM Set | Serial-port sp... | Sending Number | Stop | Modem-1 | COM1 | 9600 | | Linking | Modem-2 | COM2 | 9600 | | Stop | Modem-3 | COM3 | 9600 | | Stop | Modem-4 | COM4 | 9600 | | <ul style="list-style-type: none"> ● At BluOcean SMS System, you can now click onto the selected COM port (ie.”COM2”), and click “Connect Modem”. |
| Modem Status | Modem Name | COM Set | Serial-port sp... | Sending Number | | | | | | | | | | | | | | | | | | | | | | |
| Stop | Modem-1 | COM1 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| Linking | Modem-2 | COM2 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| Stop | Modem-3 | COM3 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| Stop | Modem-4 | COM4 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
|  <table border="1" data-bbox="167 1332 746 1467"> <thead> <tr> <th>Modem Status</th> <th>Modem Name</th> <th>COM Set</th> <th>Serial-port sp...</th> <th>Sending Number</th> </tr> </thead> <tbody> <tr> <td>Stop</td> <td>Modem-1</td> <td>COM1</td> <td>9600</td> <td></td> </tr> <tr> <td>Working</td> <td>Modem-2</td> <td>COM2</td> <td>9600</td> <td></td> </tr> <tr> <td>Stop</td> <td>Modem-3</td> <td>COM3</td> <td>9600</td> <td></td> </tr> <tr> <td>Stop</td> <td>Modem-4</td> <td>COM4</td> <td>9600</td> <td></td> </tr> </tbody> </table> | Modem Status | Modem Name | COM Set | Serial-port sp... | Sending Number | Stop | Modem-1 | COM1 | 9600 | | Working | Modem-2 | COM2 | 9600 | | Stop | Modem-3 | COM3 | 9600 | | Stop | Modem-4 | COM4 | 9600 | | <ul style="list-style-type: none"> ● Once the modem status is reflected as “Working”, you can start using the SMS system. |
| Modem Status | Modem Name | COM Set | Serial-port sp... | Sending Number | | | | | | | | | | | | | | | | | | | | | | |
| Stop | Modem-1 | COM1 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| Working | Modem-2 | COM2 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| Stop | Modem-3 | COM3 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| Stop | Modem-4 | COM4 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |

Quick Help

Frequently Asked Questions (FAQ)

5.1 What Needs To Be Done Before Putting SIM Card Into Modem?

- 5.1.1 If your SIM card has PIN locked activated, please deactivate using mobile phone.
- 5.1.2 For newly prepaid SIM card, activate the SIM card using the mobile phones.
- 5.1.3 For prepaid SIM card, ensure sufficient funds available for SMS sending.

5.2 How To Insert SIM Card Into The Modem?

- 5.2.1 Press lightly on the yellow button
- 5.2.2 SIM card holder (black in color) will pop out
- 5.2.3 Place your SIM card in the SIM card holder
- 5.2.4 Insert the SIM card holder with SIM card into the modem



5.3 How To Identify If The Modem Is Working?

- 5.3.1 A modem is working when you are able to see its light is blinking in 30 seconds after you have placed the modem with SIM card into the computer port.
- 5.3.2 If the light is not blinking, this signifies that SIM card may not be placed properly. Please remove the SIM card from the SIM card holder, and placed it again.


5.4 Why Modem Status Shows As “Failed Link”

| | <u>Possible Causes</u> | <u>Solutions</u> |
|-------|--|---|
| 5.4.1 | GSM modem is without SIM card | <ul style="list-style-type: none"> ● Place the SIM card into GSM modem |
| 5.4.2 | SIM card not placed properly | <ul style="list-style-type: none"> ● Please check that the light beside the GSM modem is blinking. ● If it is not blinking, simply remove the SIM card, and reinsert it again. ● Exit from BluOcean SMS, and restart the system again. |
| 4.3 | Too many COM ports available in your computer, and the system is unable to identify the appropriate COM port to use for this new hardware (GSM modem) installed. | <ul style="list-style-type: none"> ● For Windows 2000 / 2003 /XP refer to page 14 for COM port configuration. ● For Windows Vista, refer to page 22. |

5.5 What If I Am Asked To Insert Dongle Key Again?

| | <u>Possible Causes</u> | <u>Solutions</u> |
|-------|--|--|
| 5.5.1 | The dongle key (blue in color) is inserted after turning on the BluOcean SMS system. | <ul style="list-style-type: none"> ● The dongle key has to be inserted before turning on BluOcean SMS. ● Exit from BluOcean SMS system. Ensure that dongle key is correctly inserted. ● Click onto the BluOcean icon to turn on the SMS system. |
| 5.5.2 | The dongle key installation may not have been done correctly. | <ul style="list-style-type: none"> ● For Windows 2000 / 2003 /XP refer to page 12 for dongle installation. ● For Windows Vista, refer to page 20. |

5.6 What If I Cannot Access The SMS System?

| | Possible Causes | Solutions |
|-------|--|--|
| 5.6.1 | You may have minimized the BluOcean SMS system, instead of exiting from it. Hence, when you click on the BluOcean icon on the desktop of your computer, you will not be able to open it. | <ul style="list-style-type: none"> ● Check that the BluOcean icon is being minimized ● Click on the minimized BluOcean icon to access the SMS system.  |

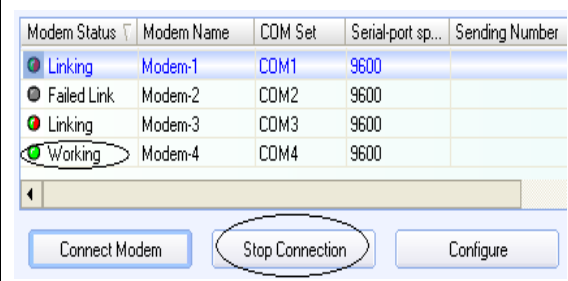
5.7 What If The Sending Queue Is Moving Too Slowly?

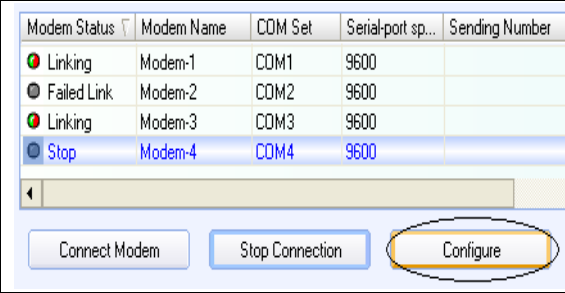
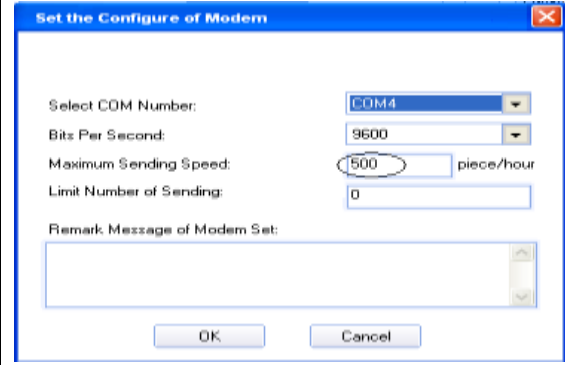
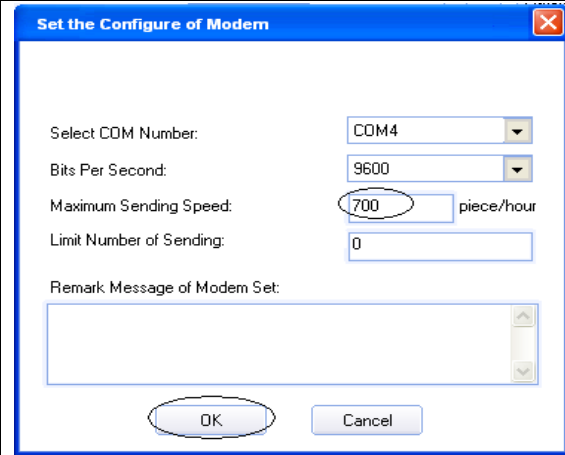
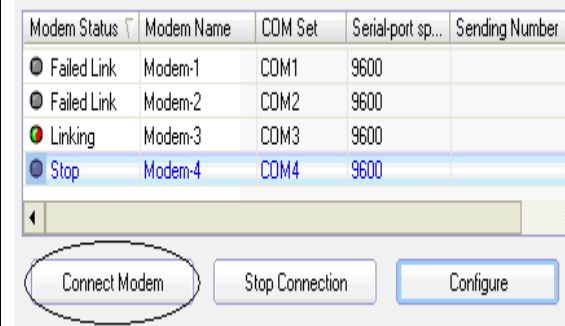
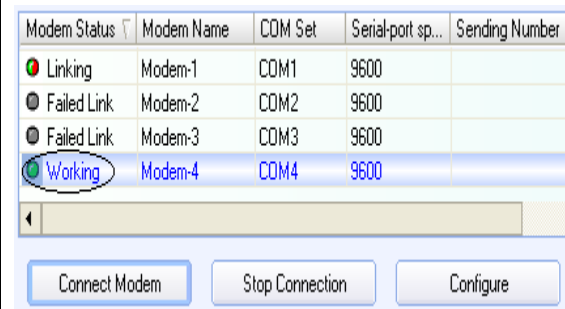
| | Possible Causes | Solutions |
|-------|--|---|
| 5.7.1 | The GSM network may be busy. | <ul style="list-style-type: none"> ● Exit from BluOcean SMS system. Log into the system again, and all previous SMS in the sending queue will be sent out according. |
| 5.7.2 | Problem encountered with GSM network when activating SMS system. | <ul style="list-style-type: none"> ● Exit from BluOcean SMS system. Log into the system again, and all previous SMS in the sending queue will be sent out according. |

5.8 What If I Want To Increase The SMS Sending Speed?

5.8.1 The standard SMS sending speed through GSM network is about 6 to 10 SMS per minute. If you want to increase the speed of SMS sending, you can consider getting more BluOcean modems to run alongside with the SMS system.

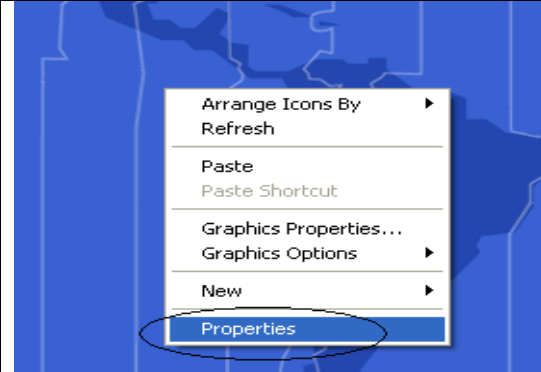
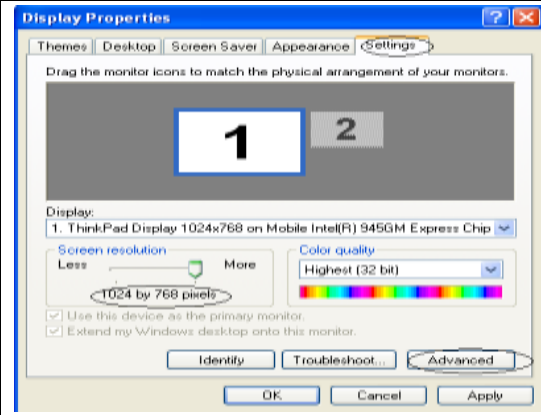
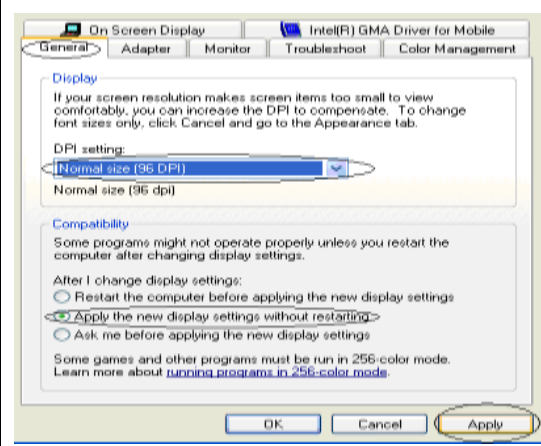
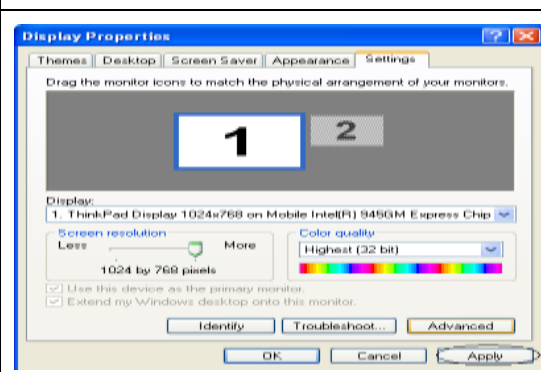
5.8.2 You can configure the SMS sending speed by following below steps

|  <table border="1"> <thead> <tr> <th>Modem Status</th> <th>Modem Name</th> <th>COM Set</th> <th>Serial-port sp...</th> <th>Sending Number</th> </tr> </thead> <tbody> <tr> <td>Linking</td> <td>Modem-1</td> <td>COM1</td> <td>9600</td> <td></td> </tr> <tr> <td>Failed Link</td> <td>Modem-2</td> <td>COM2</td> <td>9600</td> <td></td> </tr> <tr> <td>Linking</td> <td>Modem-3</td> <td>COM3</td> <td>9600</td> <td></td> </tr> <tr> <td>Working</td> <td>Modem-4</td> <td>COM4</td> <td>9600</td> <td></td> </tr> </tbody> </table> | Modem Status | Modem Name | COM Set | Serial-port sp... | Sending Number | Linking | Modem-1 | COM1 | 9600 | | Failed Link | Modem-2 | COM2 | 9600 | | Linking | Modem-3 | COM3 | 9600 | | Working | Modem-4 | COM4 | 9600 | | <ul style="list-style-type: none"> ● At “System Setup”, click onto the modem status that is “Working”, and click “Stop Connection” |
|--|--------------|------------|-------------------|-------------------|----------------|---------|---------|------|------|--|-------------|---------|------|------|--|---------|---------|------|------|--|---------|---------|------|------|--|--|
| Modem Status | Modem Name | COM Set | Serial-port sp... | Sending Number | | | | | | | | | | | | | | | | | | | | | | |
| Linking | Modem-1 | COM1 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| Failed Link | Modem-2 | COM2 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| Linking | Modem-3 | COM3 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |
| Working | Modem-4 | COM4 | 9600 | | | | | | | | | | | | | | | | | | | | | | | |

| | | | | | | | | | | | | | | | | | | | | | |
|---|--|---------|------|------|--|-------------|---------|------|------|--|-------------|---------|------|------|--|----------------|---------|------|------|--|--|
|  <p>Modem Status Modem Name COM Set Serial-port sp... Sending Number</p> <table border="1"> <tr><td>Linking</td><td>Modem-1</td><td>COM1</td><td>9600</td><td></td></tr> <tr><td>Failed Link</td><td>Modem-2</td><td>COM2</td><td>9600</td><td></td></tr> <tr><td>Linking</td><td>Modem-3</td><td>COM3</td><td>9600</td><td></td></tr> <tr><td>Stop</td><td>Modem-4</td><td>COM4</td><td>9600</td><td></td></tr> </table> <p>Connect Modem Stop Connection Configure</p> | Linking | Modem-1 | COM1 | 9600 | | Failed Link | Modem-2 | COM2 | 9600 | | Linking | Modem-3 | COM3 | 9600 | | Stop | Modem-4 | COM4 | 9600 | | <ul style="list-style-type: none"> ● Click “Configure” |
| Linking | Modem-1 | COM1 | 9600 | | | | | | | | | | | | | | | | | | |
| Failed Link | Modem-2 | COM2 | 9600 | | | | | | | | | | | | | | | | | | |
| Linking | Modem-3 | COM3 | 9600 | | | | | | | | | | | | | | | | | | |
| Stop | Modem-4 | COM4 | 9600 | | | | | | | | | | | | | | | | | | |
|  <p>Set the Configure of Modem</p> <p>Select COM Number: COM4</p> <p>Bits Per Second: 9600</p> <p>Maximum Sending Speed: 500 piece/hour</p> <p>Limit Number of Sending: 0</p> <p>Remark Message of Modem Set:</p> <p>OK Cancel</p> | <ul style="list-style-type: none"> ● The standard SMS sending speed is set at 500 per hour. | | | | | | | | | | | | | | | | | | | | |
|  <p>Set the Configure of Modem</p> <p>Select COM Number: COM4</p> <p>Bits Per Second: 9600</p> <p>Maximum Sending Speed: 700 piece/hour</p> <p>Limit Number of Sending: 0</p> <p>Remark Message of Modem Set:</p> <p>OK Cancel</p> | <ul style="list-style-type: none"> ● You may adjust it up to “700”, “900” or up to a maximum of “1000”. Example, type “700” ● Click “OK” | | | | | | | | | | | | | | | | | | | | |
|  <p>Modem Status Modem Name COM Set Serial-port sp... Sending Number</p> <table border="1"> <tr><td>Failed Link</td><td>Modem-1</td><td>COM1</td><td>9600</td><td></td></tr> <tr><td>Failed Link</td><td>Modem-2</td><td>COM2</td><td>9600</td><td></td></tr> <tr><td>Linking</td><td>Modem-3</td><td>COM3</td><td>9600</td><td></td></tr> <tr><td>Stop</td><td>Modem-4</td><td>COM4</td><td>9600</td><td></td></tr> </table> <p>Connect Modem Stop Connection Configure</p> | Failed Link | Modem-1 | COM1 | 9600 | | Failed Link | Modem-2 | COM2 | 9600 | | Linking | Modem-3 | COM3 | 9600 | | Stop | Modem-4 | COM4 | 9600 | | <ul style="list-style-type: none"> ● Click “Connect Modem” |
| Failed Link | Modem-1 | COM1 | 9600 | | | | | | | | | | | | | | | | | | |
| Failed Link | Modem-2 | COM2 | 9600 | | | | | | | | | | | | | | | | | | |
| Linking | Modem-3 | COM3 | 9600 | | | | | | | | | | | | | | | | | | |
| Stop | Modem-4 | COM4 | 9600 | | | | | | | | | | | | | | | | | | |
|  <p>Modem Status Modem Name COM Set Serial-port sp... Sending Number</p> <table border="1"> <tr><td>Linking</td><td>Modem-1</td><td>COM1</td><td>9600</td><td></td></tr> <tr><td>Failed Link</td><td>Modem-2</td><td>COM2</td><td>9600</td><td></td></tr> <tr><td>Failed Link</td><td>Modem-3</td><td>COM3</td><td>9600</td><td></td></tr> <tr><td>Working</td><td>Modem-4</td><td>COM4</td><td>9600</td><td></td></tr> </table> <p>Connect Modem Stop Connection Configure</p> | Linking | Modem-1 | COM1 | 9600 | | Failed Link | Modem-2 | COM2 | 9600 | | Failed Link | Modem-3 | COM3 | 9600 | | Working | Modem-4 | COM4 | 9600 | | <ul style="list-style-type: none"> ● You can now send SMS with the new increase speed once the modem status has reflected as “Working” |
| Linking | Modem-1 | COM1 | 9600 | | | | | | | | | | | | | | | | | | |
| Failed Link | Modem-2 | COM2 | 9600 | | | | | | | | | | | | | | | | | | |
| Failed Link | Modem-3 | COM3 | 9600 | | | | | | | | | | | | | | | | | | |
| Working | Modem-4 | COM4 | 9600 | | | | | | | | | | | | | | | | | | |

5.9 What If I Want To Reduce The Size Of Software Window?



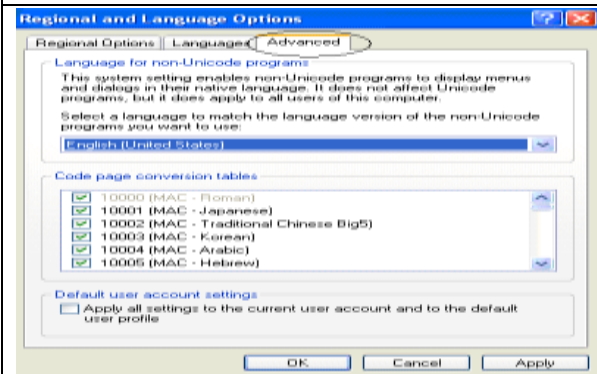
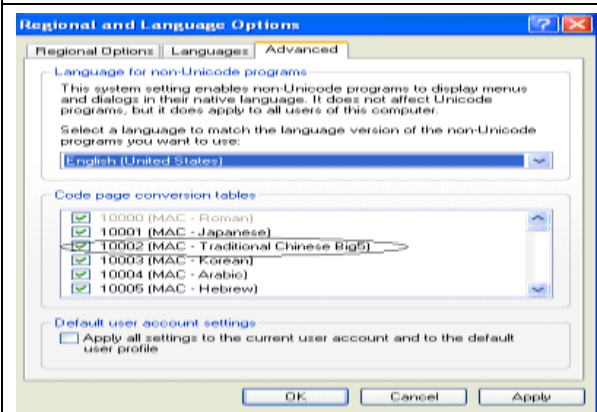
5.9.1 Please do the following steps:

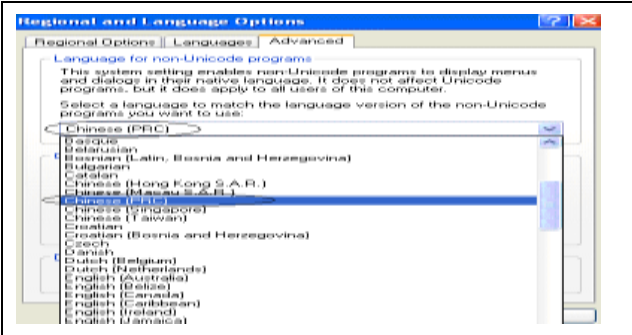
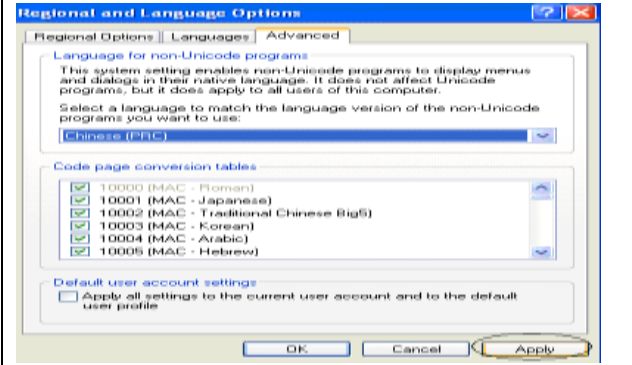
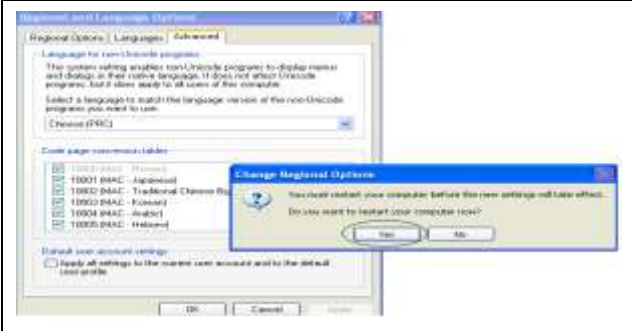
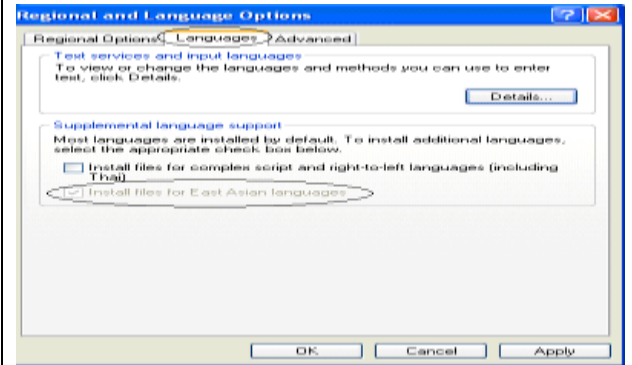
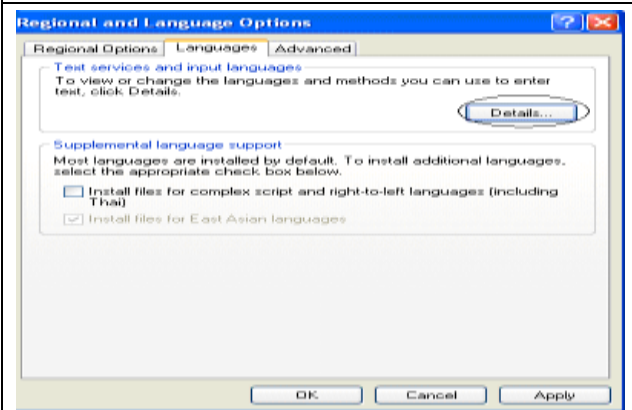
| | |
|---|---|
|  | <ul style="list-style-type: none"> ● Right click on your desktop, and click “Properties” |
|  | <ul style="list-style-type: none"> ● Under “Settings”, select “1024 by 768 pixels” or higher ● Click “Advanced” |
|  | <ul style="list-style-type: none"> ● Select “General” ● Select “Normal size (96DPI)” ● Click “Apply the new display setting without restarting” ● Click “Apply” |
|  | <ul style="list-style-type: none"> ● Click “Apply” |

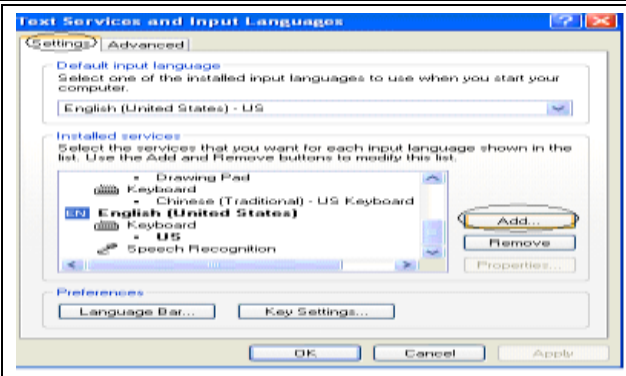
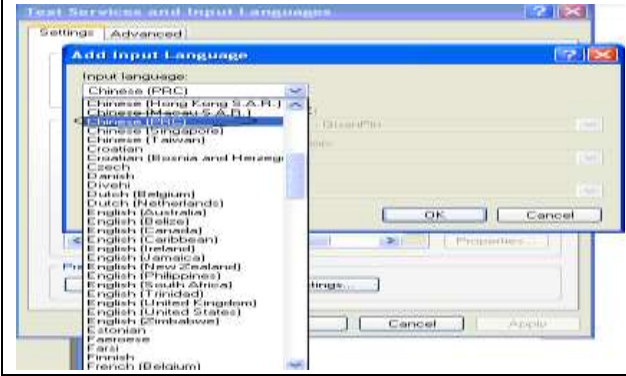
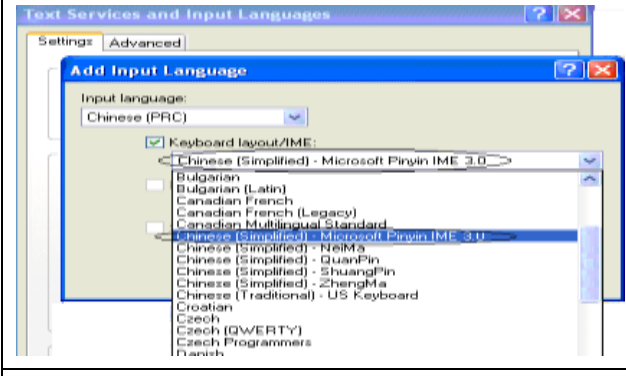

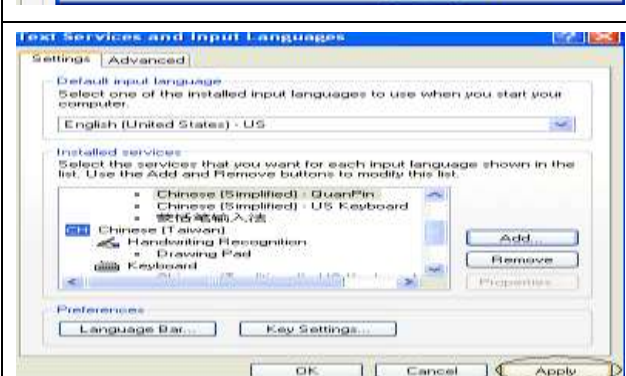
5.10 What If I Want To Type Chinese Words (Other Languages)?

5.10.1 If the Chinese or other languages have already been set up, make changes to the language bars accordingly to start keying other languages in the SMS system.



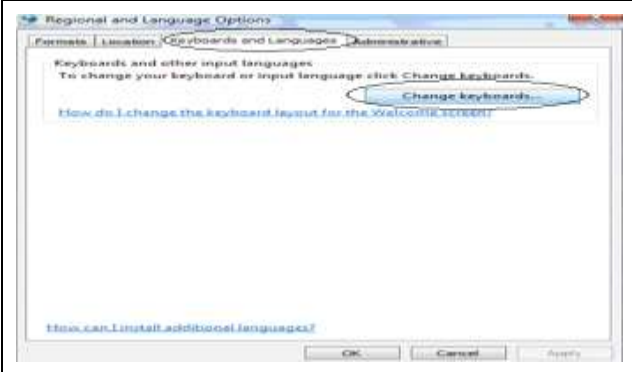
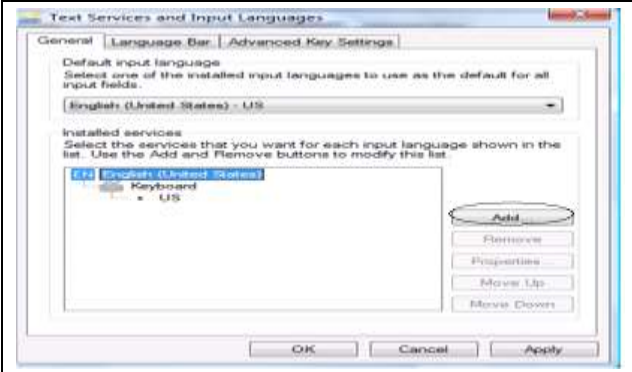
5.10.2 If you like to set up the languages, please do the following Windows 2000/2003/XP

| | |
|---|--|
|  | <ul style="list-style-type: none"> ● At “Start”, select “Setting” ● Select “Control Panel” |
|  | <ul style="list-style-type: none"> ● Click “Regional and Language” |
|  | <ul style="list-style-type: none"> ● Click “Advanced” |
|  | <ul style="list-style-type: none"> ● Scroll and put a tick beside all boxes bearing the word “Chinese” |

| | |
|---|---|
|  | <ul style="list-style-type: none"> ● Select “Chinese PRC” |
|  | <ul style="list-style-type: none"> ● Click “Apply” |
|  | <ul style="list-style-type: none"> ● Click “Yes” |
|  | <ul style="list-style-type: none"> ● Click “Languages” ● Put a tick beside the box “Install files for East Asian languages” |
|  | <ul style="list-style-type: none"> ● Click “Details” |

| | |
|---|---|
|  | <ul style="list-style-type: none"> ● Under “Settings”, click “Add” |
|  | <ul style="list-style-type: none"> ● Under Input language, choose “Chinese PRC” |
|  | <ul style="list-style-type: none"> ● Under keyboard layout/IME, select “Chinese (Simplified) – Microsoft Pinyin IME 3.0” |
|  | <ul style="list-style-type: none"> ● Click “OK” |
|  | <ul style="list-style-type: none"> ● Click “Apply” |

5.10.3 If you like to set up the languages, please do the following Windows Vista:

| | |
|---|---|
|  | <ul style="list-style-type: none">● At “Start”, select “Setting”● Select “Control Panel” |
|  | <ul style="list-style-type: none">● Click “Regional and Language Option” |
|  | <ul style="list-style-type: none">● Select “Keyboards and Languages”● Click “Change keyboards” |
|  | <ul style="list-style-type: none">● Click “Add” |

| | |
|--|--|
| | <ul style="list-style-type: none"> ● Select “Chinese (PRC)” ● Tick “Chinese (Simplified) – Microsoft Pinyin IME” ● Click “OK” |
| | <ul style="list-style-type: none"> ● Select “Administrative” ● Click “Change system locale...” |
| | <ul style="list-style-type: none"> ● Scroll down and select “Chinese PRC” |
| | <ul style="list-style-type: none"> ● Click “OK” |
| | <ul style="list-style-type: none"> ● Click “OK” |

5.11 What If I Hold A GPRS Instead Of A GSM Modem?

5.11.1 You will need to configure bits per second at SMS software from “9600” to “115200” by doing the following steps:

| | |
|--|---|
| | <ul style="list-style-type: none"> ● Go to “System Setup” ● Select one of the modem name ● Click “Stop Connection” |
| | <ul style="list-style-type: none"> ● Under “Bits Per Second”, select “115200” ● Click “OK” |
| | <ul style="list-style-type: none"> ● Click “Connect Modem” ● Do the same for the rest of the modem name |