

StarHub WebSMS

Guide to WebSMS

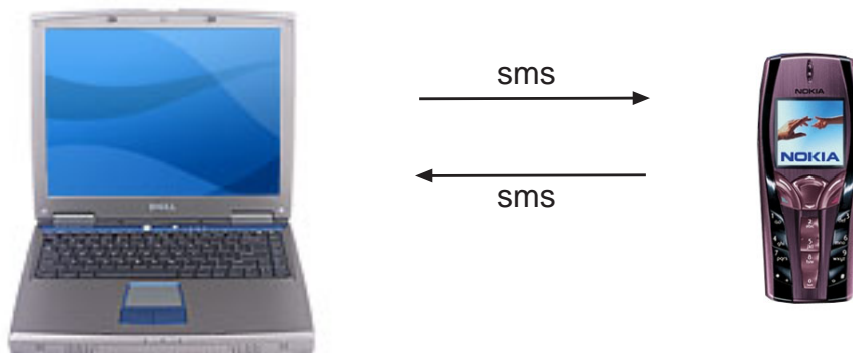
Dated Created : 11 May 2004

Guide to WebSMS

WebSMS allows any Internet user to send an SMS to all StarHub Mobile customers from StarHub WebSMS site.

Use WebSMS to send your friend a message and when they reply, you will see their replies instantly via an SMS session pop-up box on the webpage.

When your friend receives your SMS sent from the web, they will no longer have to search for your mobile phone number when replying. All they need to do is simply reply to the number that appears on their mobile phone screen!



Step 1:

Go to the WebSMS application page at <http://www.starhub.com/websms>.

Step 2:

Enter a StarHub Mobile number

Enter your name as Sender (the Sender Name will be used to identify sender by the recipient of the short message)

Key in your short message

Click the *Send* button

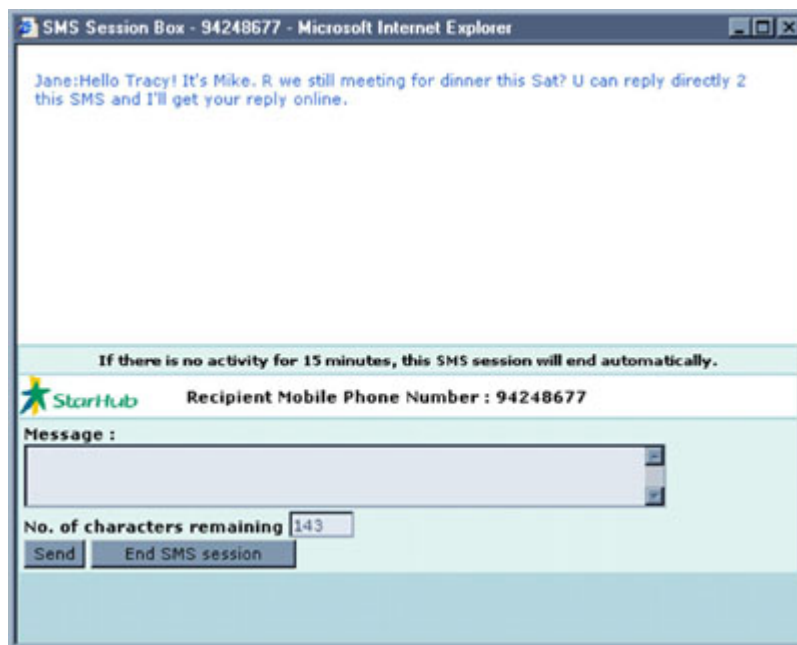


The screenshot shows the WebSMS application interface. It includes a text input field for "Your friend's StarHub Mobile Phone Number:", a text input field for "Your Name:", and a larger text area for the "Message:". Below the message area is a "No. of characters remaining" indicator showing "147" and a "Send" button. At the bottom, there is a "Note:" section with two lines of text: "1) Please note that StarHub will forward the relevant system information to the authorities for their necessary action against any member of the public who misuses this application to send nuisance SMS to other StarHub Mobile subscribers." and "2) Some special characters (e.g. %, &) may be interpreted differently by mobile phones."

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Step 3:

After sending your short message, the SMS Session Box (as shown below) will appear.



You can choose to close the pop-up SMS session box. If you do, the main WebSMS page will display your current WebSMS session, as shown on the right.

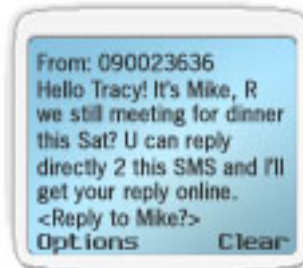
You can re-open the same SMS session pop-up box by clicking on the "View SMS session" link.

Please note that there can be only one SMS session running at the same time.

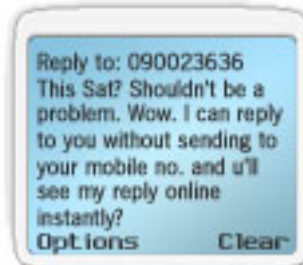


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In the meantime, you friend will receive your short message on his/her mobile phone:



Your friend can reply your SMS from his/her mobile phone:

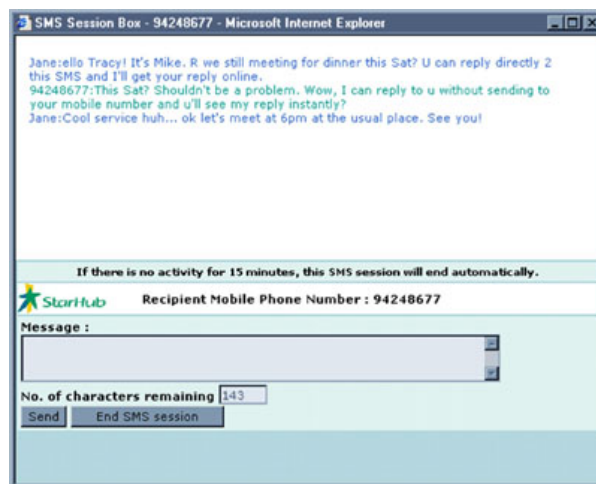


Step 4:

You will receive your friend's SMS in the SMS session box.

You can then reply him by typing in the Message box. Then click "Send" to send your message.

When you click the "End SMS session" button. Your friend will then receive an SMS that shows:



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Step 5:

The web page will refresh and display same application page when you first started using this WebSMS service.



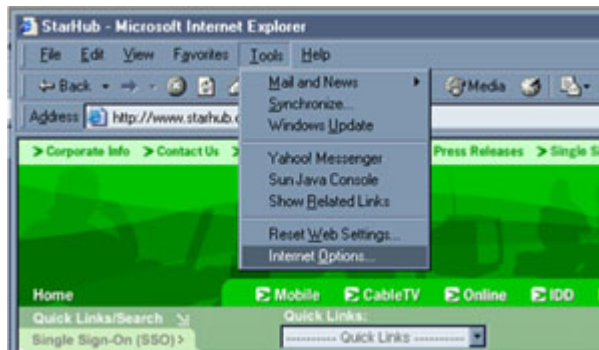
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Troubleshooting

Unable to display SMS reply in the Internet Explorer (IE) browser window

Sometimes the user's Internet Explorer (versions lower than 6.0) browser window cannot display the incoming SMS reply from the mobile user. This can be due to the IE setting, if the user's IE version is lower than 6.0, e.g. IE 5.5 or IE 5.0. Here are the steps to change the setting:

1. Launch the Internet Explorer
2. Open the *Tools* menu from the menu bar
3. Choose *Internet Options* from the menu and the Internet Options dialog box will appear
4. Under *Temporary Internet Files*, click the *Settings* button. The *Settings* dialog box will appear



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5. In the *Settings* dialog box, select "Every time you start Internet Explorer"
6. Click *OK* to close Settings Dialog Box
7. Click *OK* to close Internet Options Dialog Box
8. Close all your IE browser windows
9. Re-launch the IE browser

